

Moncloa: the road from Clinic to Hospital

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Moncloa Hospital opened as a clinic in December 1993, and as a hospital of the ASISA group offers multi-disciplinary and top-quality healthcare to all the organisation's policyholders, along with private users.

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Over the course of more than 15 years, Moncloa Hospital has successfully achieved its main objectives: to offer hospital care at the highest level in the Greater Madrid region, establishing itself as a centre offering users excellence in the quality of care.

The qualifications of its professional staff and its high standard of equipment have placed our institution at the forefront of private medicine in Madrid. A permanent focus on ongoing improvement has allowed us constantly to revise our objectives and goals, helping us achieve the aim of setting up a Daycare Unit for cancer patients, imple-

menting information technology throughout the centre, incorporating modern radiology equipment and introducing the digitisation of imaging techniques, while also putting in place a tele-radiology service in permanent contact with other healthcare centres.

The Diagnosis and Arrhythmia Treatment Units, the Haemodynamics Unit, the Ophthalmology Department and the Oncology Department have, meanwhile, established themselves as national flagships of excellence.

Over and above the building itself, the technology, the beds and the statistical indicators, however, are the staff and, the true focus of our activity, the patients. They are the reason behind our efforts to make constant improvements, a challenge which we meet with the sole intention of delivering the quality which our users deserve.

Recognition by the health authorities of our status as a level three hospital, along with the institution's own philosophy, have led Moncloa Hospital's management team and the majority of the professional staff performing their daily work here to the belief that the term "clinic" does not do justice to the high level of healthcare provided. Hence our conclusion that "Moncloa Hospital" is a title much more representative of the care which we offer to our users, and the decision therefore to change the institution's name.

Quality care at the highest level

Moncloa Hospital has advanced facilities and infrastructure with provision for all medical and surgical specialties for healthcare of the highest quality in line with its users' needs.

The hospital building has four floors and 224 individual rooms with a bed for a friend or family member, 12 suites with sitting room, 13 ICU places, 10 operating the-

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THE QUALIFICATIONS OF ITS PROFESSIONAL STAFF AND ITS HIGH STANDARD OF EQUIPMENT HAVE PLACED OUR INSTITUTION AT THE FOREFRONT OF PRIVATE MEDICINE IN MADRID

atres for complex surgery, 2 delivery rooms, 39 specialist care departments and units, 28 specialist consultancy rooms, a Medical Care and Postsurgical Reanimation Unit, Infant Observation Unit and Sterilisation Centre.

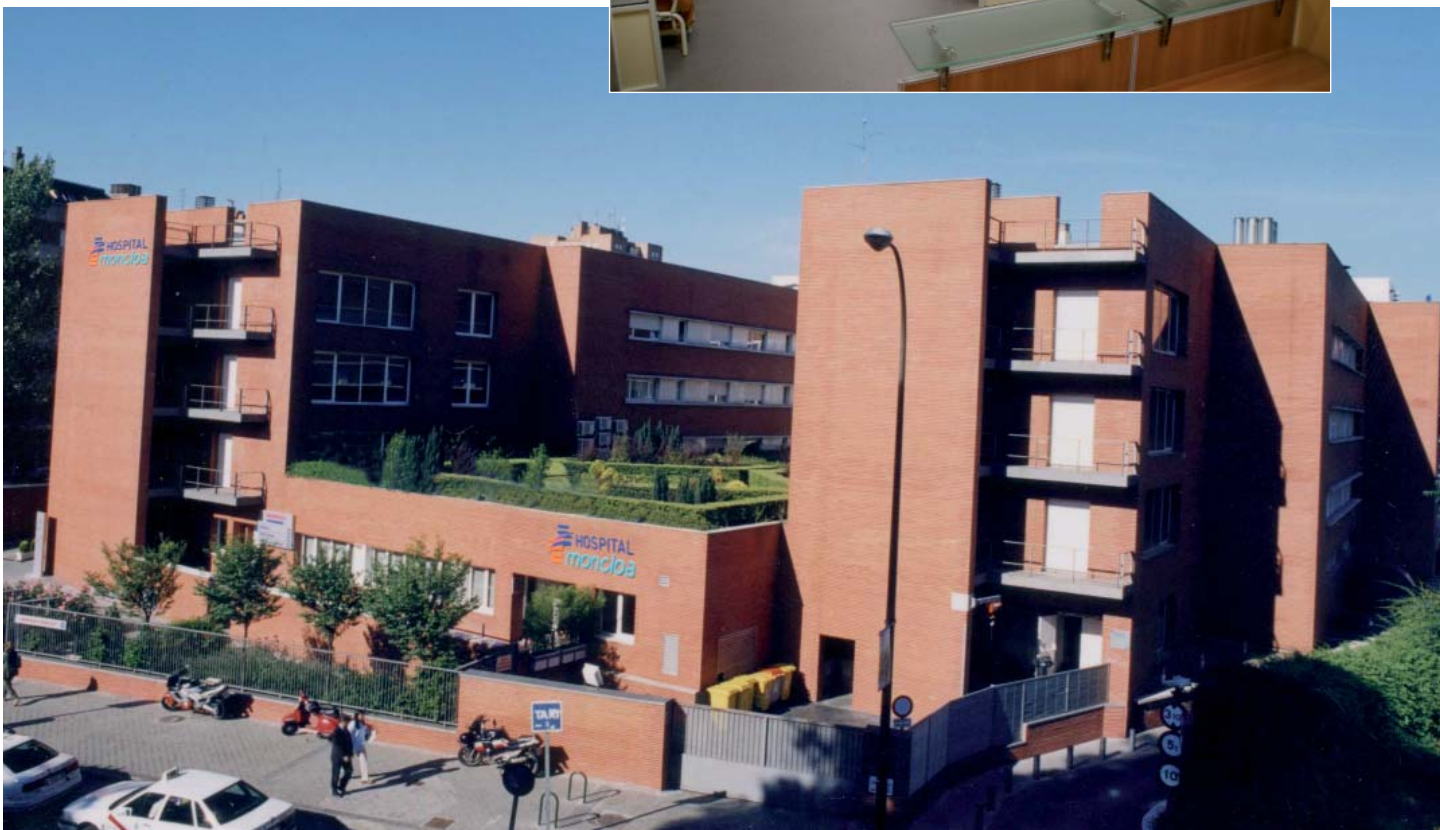
Moncloa Hospital is currently undergoing a phase of redesign involving the creation of a new observation area in A&E, along with the refurbishment of in-patient rooms, where the baths are being replaced with adapted showers in order to provide users with greater comfort, while a new kitchen is also being built. One further project worthy of mention is the creation of a new teaching area planned for the ground floor of the hospital.

The range of services offered by Moncloa Hospital has, meanwhile, gradually expanded, with the following healthcare units and departments currently in place: Allergology, Pathological Anatomy, Anaesthesia and Reanimation, Angiology and Vascular Surgery, Cardiological Intervention (Haemodynamics), Cardiac Surgery, Gene-

ral and Digestive Tract Surgery, Maxillofacial Surgery, Paediatric Surgery, Plastic and Restorative Surgery, Thoracic Surgery, Dermatology, Cardiac Electrophysiology (Arrhythmia), Endocrinology, Pharmacy, Gynaecology and Obstetrics, Clinical Analysis Laboratory, Internal Medicine, Pneumology, Neurosurgery, Neurology, Ophthalmologist, Oncohaematology, Medical Oncology, ENT, Paediatrics, Psychiatry, Radiodiagnosis, Radiological Intervention, Rehabilitation, Rheumatology, Workplace Risk Prevention Service, Traumatology and Orthopaedic Surgery, Intensive Care Unit, Daycare Unit, Pain Clinic, A&E and Urology.

The expansion of the Outpatients Department has also allowed us to increase the choice of specialties available to our users to almost 30.

At Moncloa Hospital we are aware of the importance of access to the very best technology in order to provide patients with an optimum response. The diagnostic appa-





An ongoing commitment to quality

Since its very beginnings, the hospital has been committed to quality management. We were the first Spanish hospital to receive the European Seal of Excellence awarded by the Quality Management Club, the Spanish representative of the EFQM, at consolidation level (>401-500). We were also the only hospital in Europe, along with the Kantonsspital Obwalden in Switzerland, to be Recognised for Excellence in Europe at 4-star level by the EFQM itself.

In the year 2000 Moncloa Hospital was awarded certification of its quality system in accordance with standard UNE EN ISO 9002:1994. In 2002 we made the transition from UNE EN ISO 9002:94 to the UNE EN ISO 9001:2000, receiving certification under this new standard for all our services, both healthcare and non-healthcare. We have also since 2001 held certification of our environmental management system under standard UNE EN ISO 14001:96 for all the hospital's services, and in 2005 made the transition to certification under standard UNE EN ISO 14001:2004.

In 2006 we took a further step along the path of excellence when we received the European Seal of Excellence at Excellence level (>500 points), issued by the Excellence in Management Club. We were at the same time the only hospital to receive be Recognised for Excellence in Europe at the 5-star level by the EFQM itself.

Moncloa Hospital was the first in the Autonomous Region of Madrid to obtain a licence to use the Madrid Excelente mark. Meanwhile, and no less importantly, we have since 1999 held the QUALI-AIR certificate for our ambient air, making us to this day the only hospital in Spain which can guarantee users healthy ambient air.

Our institution was once again the only hospital in Spain to receive the European Seal of Excellence at the Excellence level of over 500 points, once again awarded to us by the Excellence in Management Club, the Spanish EFQM representative. Meanwhile, in October we will be certifying the health and safety at work system in accordance with standard OHSAS 18001:04.

Lastly, this year we produced our first Corporate Social Responsibility Report, the expression and reflection of our desire to undertake the commitment demanded by society in terms of sustainability and social responsibility. We furthermore believe in the need for ethical consistency between our healthcare mission and our desire to cooperate and contribute, as an organisation, to the development of a sustainable society.

ratus employed by our specialists thus includes 64-slice computerised axial tomography with helicoidal systems, two magnetic resonance systems of 0.5 and 1.5 Teslas, a vascular radiology intervention room, a cardiac electrophysiology room, a haemodynamics room, digital remote control, portable radiology devices, mammographs, ultrasound scanners, etc.

We are proud of the fact that the results of our centre are extremely favourable in terms of both the satisfaction of our clients (excellent humane and medical treatment and comfort) and the volume of business and investment. Naturally, none of this would be possible without the efforts of the hospital's staff of over 600 employees.

Operational principles

- Patient focus. The patient is at the centre of all our actions.
- Quality. The best results. Excellence.
- Efficiency. Using our resources in the most appropriate manner.
- Profitability. Guaranteeing the solvency and future of the centre.
- Respect. For people, our surroundings and the environment.
- Shared commitment. We work as a team to achieve our goals. Communication and dedication of all. Professional and personal development.

BRIEF STATISTICAL REVIEW OF 2008

Number of in-patient admissions	90,531
Number of new hospital admissions	12,544
Average time of stay	6,3
Number of consultations	21,121
Total A&E treatments handled	99,522
Average A&E treatments/day	267
Surgical procedures:	8,215
Births	500
Conventional radiology	50,044
CAT	9,113
NMR	8,613

We are a University Hospital

One of the most significant achievements of Moncloa Hospital is the signing of two partnership agreements with Madrid-based universities with the aim of promoting the optimum usage of the human and material resources available at the hospital for both graduate and undergraduate level university tuition.

On 14 February, Francisco Ivorra, President of ASISA and Daniel Sada, Rector of the Francisco de Vitoria University, signed a co-operation agreement whereby Health Science and Bio-health Science students, along with those studying the future medical degree course, will receive practical experience at our hospital.

This partnership applies both to curricular tuition and work experience undertaken at Moncloa Hospital, and will facilitate access to the university for teaching staff from the hospital.

An agreement has also been signed with the European University of Madrid for co-operation on the practical training of Medicine and Health Science students at Moncloa Hospital, along with the furtherance of healthcare and research areas.

2008 healthcare initiative award

As the Managing Director of the hospital I am very proud to run a healthcare institution which has been recognised for its excellent administration. At the 7th Madrid Awards ceremony staged by Madridiario on 25 May, Moncloa Hospital receive the Healthcare Initiative award in recognition of its record in quality care and excellence in health management, also honouring our spirit of innovation, improvement and modernisation.

Such garlands serve to spur us on in the quest for excellence in care and provide further motivation in our prime task of improving the health of the population. Receiving such an award alongside such figures as the actor Manuel Alexandre, Professor Jesús Neira and actress Blanca Portillo is a source of great pride for those of us who work at Moncloa Hospital.

