

# QUALITY POLICY RIBERA SALUD GROUP

Ribera Salud has an objective of developing the public private partnership model for a comprehensive healthcare management in the health sector. With a public-service vocation and applying the best known healthcare practices,

Ribera Salud aims for Excellence in Management by establishing the following quality policy as a frame of reference to develop its activity:







## QUALITY POLICY

- Rendering healthcare by guaranteeing the best known practices with top efficiency.
- Achieving the greatest levels of satisfaction with the Administration, the patient, the professionals and the shareholders.
- Keeping consistent with the public service vocation of the organization, collaborating in the development of strategic projects that benefit all the citizens.
- Guaranteeing the development of activities as a socially-responsible organization with the Administration, the citizen, the professionals and the shareholders.
- Proving the feasibility of the concessional public-private partnership healthcare model which combines the strength of public healthcare and the flexibility of private healthcare.
- Contributing to the sustainability of the Spanish public healthcare system by introducing modern and efficient management tools.
- Collaborating in a loyal and long-lasting way with the Administration with a long-term view and a will to stay.
- Fostering continuous improvement by spotting and implementing assessment tools that help the company make improvements and avoid mistakes.
- Answering to shareholders who give the organization its soundness, energy and foresight which are necessary for the company's good performance.







## RIBERA SALUD'S COMMITMENTS

- Collaborating in a loyal and long-lasting way with the Administration with a long-term view and a will to stay.
- Protecting an organization focused on the citizen and high-quality healthcare.
- Putting the best professionals and the best technology forward for the patient's service, his health and his quality of life.
- Recognizing the professionals' good work who make an effort every day to provide the best healthcare.
- Implementing the necessary physical and human means to create a work-friendly atmosphere in which communication flows in all directions for the best possible development.
- Answering to shareholders who give the organization its soundness, energy and foresight which are necessary for the company's good performance.
- Fostering continuous improvement by spotting and implementing assessment tools that help the company make improvements and avoid mistakes.
- Providing a frame of reference to establish and review the objectives and goals that have been set.
- Complying with all necessary legal requirements and other requirements that the organization deem relevant.
- Spreading this policy and monitoring its compliance throughout the organizations—the commitment of the entire staff is the only way to make sure the objectives that have been set will be achieved.





ribera salud grupo QUALITY POLICY