

HC HOSPITALES Quality Policy

HC Marbella is committed to offering the best medical and human care to our patients.

Our mission is to provide our patients and their families with exceptional and personalised medical care, supported by state-of-the-art technology in the hands of a highly qualified team.

Our vision is to be a benchmark for the quality of care we offer our patients, medical innovation and continuous improvement. For this reason, we always work to promote the health, safety and well-being of our patients by maintaining an approach centred on the patient and his or her satisfaction.

The HC Hospitales Quality Policy is grounded on the quality standards established by ISO 9001:2015 and on the legislation applicable to the health sector.

The scope of the Quality Management System applies to hospital services, consultations and tests, healthcare and management processes.

Our commitments are:

- **Excellence in patient care.** We are committed to providing personalised, safe and evidence-based medical care, promoting the satisfaction and well-being of our patients.
- **Regulatory compliance.** We ensure compliance with all laws and regulations applicable to healthcare, patient privacy and other applicable requirements.
- **Continuous improvement.** We promote continuous improvement in all aspects of the hospital including patient care, technological resources and risk management.
- **Staff development.** We promote the continuous development and training of our staff to offer the best practices and competencies related to their job positions.
- **Patient safety.** We maintain a safe environment for both patients and staff by identifying and managing potential risks.
- **Patient and staff involvement.** We encourage the participation of both patients and staff by measuring their satisfaction with a view to growing by improving both services and the working environment.
- **Operational efficiency.** We strive to optimise the efficiency and effectiveness of our internal processes in order to provide the best possible service.
- **Involve suppliers** in our Quality Policy by means of an annual evaluation of their service provision, with the aim of engaging them in the improvement of the same and to ensure, jointly, a consistent Quality management.

This Quality Policy has been approved by the hospital Management, and it is available to the public and will be reviewed and updated to ensure continuous improvement.

Blanca de Castro