

Paideia International Hospital (Casa di Cura Paideia S.p.a.) is a fully private hospital that is distinguished by:

- the continuous research of technological innovation,
- the offer of comprehensive, top-quality services with customised treatment and prevention pathways designed according to the needs of the individual patient.
- Specialist centres of excellence within the hospital, such as our breast unit, endometriosis unit, robot-assisted surgery, hand and upper limb surgery and rehabilitation and spine and sports traumatology.

Paideia International Hospital offers specialist outpatient clinics, analysis laboratories, diagnostic imaging and nuclear medicine, instrumental diagnostics, outpatient surgery and gastrointestinal endoscopy, operating theatres, intensive care, day hospital, day surgery, inpatient surgery, home healthcare services and telemedicine..

At Paideia International Hospital, the principles of quality are key to managing, controlling and governing the business in terms of greater success and continuous improvement in performance. These principles form the basis of our new management culture that is conscious and convinced of the strategic value of quality and reliability both in the delivery of health services and in the organisation of the business.

Paideia International Hospital's management has therefore decided to draft a policy for the implementation of a Quality Management System that covers all the fundamental aspects of business management and that guarantees the achievement of the mission that Paideia International Hospital has set itself: to offer patients who come to us the highest level of healthcare services, whether it is within the hospital, at home or at sports events.

Paideia International Hospital has a strength and advantage in its dynamic and streamlined organisation that has been developed over the years on the basis of its extensive experience in the specific sector in which it operates. These prerogatives will enable further growth and success in a sector where these attributes must to be continually supported by improvements in the quality of the service and the organisation.

The fundamental principles of the management of Paideia International Hospital, which form the basis of the Quality Management System, are as follows:

Relationship with patients

The following principles are fundamental:

- establish relationships with the maximum flexibility in relation to the patient's needs;
- seek maximum collaboration in order to optimise performance in terms of quality, cost and service;
- aim for maximum transparency.
- act as a point of reference for patients for specialist consultations and clinical and diagnostic examinations, offering customised prevention pathways

Relationship with suppliers (external physicians and suppliers of materials and products)

In terms of relationships with suppliers, it is important to:

- undertake careful assessment in order to select the most qualified suppliers who can guarantee the required level of quality in both medical services and materials and products (equipment and drugs);
- seek maximum cooperation between the parties, considering the supplier a partner who contributes to the professional and organisational growth of the business.

Internal organisation

The following points are key to the organisation of patient healthcare services:

- quality and reliability of service are prerogatives that Paideia International Hospital aims to provide methodically and consistently: patient service, in terms of care and treating health problems, whether in the wards or at home or at sporting events, must also be pursued as a primary objective;
- the document flow that accompanies patients during care must be clearly defined, as must the records of the care provided and the surgeries performed, with the aid of advanced IT supports;
- Analysis of the context, stakeholders and related risks and opportunities form the basis for continuous improvement.

Paideia International Hospital's management also wishes to affirm and reiterate the central role of humans in the organisation. At all levels, our staff are required to ensure commitment, responsibility, participation, learning and growth, and are rewarded by the pride of belonging to an organisation that carries out its activities with a strong team spirit and pursues with grit and determination the objectives identified and shared by its collaborators, who are always duly engaged and informed of developments.

The objectives to be achieved are periodically defined, updated and monitored by the management by means of the tools provided by the Quality Management System. In particular, we have defined a procedure for the identification of objectives, the planning of the activities necessary to achieve them and the monitoring of the results obtained. The monitoring of the progress of planned activities and the degree to which objectives have been achieved is analysed in the Quality Management System Review and/or in meetings to assess the progress of the internal improvement plans organised in accordance with the deadlines and time frames laid down in the plans.

Paideia International Hospital has adopted an Organisation, Management and Control Model suitable for preventing the offences outlined in Leg. Decree 231/2001. This model includes a behavioural Code of Ethics that addresses the need to prevent particular types of offences from being committed and sets out the ethical principles and rules of conduct. The Organisation, Management and Control Model with the relative Code of Ethics can be found at <https://www.paideiahospital.it/>. Paideia International Hospital undertakes to ensure that conduct is in line with the general principles of the Code of Ethics.

Paideia International Hospital also has set up a Supervisory Board with the task of overseeing the functioning of and compliance with the model and to which any conduct in breach of the model and the Code of Conduct should be reported, addressing the relative correspondence directly to ODV.231@clinicapaideia.it

The quality policy set out above is fully endorsed and approved by the Company Management, which undertakes to support it, disseminate it and systematically verify its implementation within the terms and in the manner envisaged by the identified objectives.