

	Policy Document	MOD-FPDQ Rev. 1 - 15/01/01 Pag. 1 di 3
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Period Affected by Policy: December 2016 - December 2017

Pos	Quality Policy
	<p>The mission of the Ars Medica Clinic is to meet the needs in terms of health of the population belonging to its reference group. To comply with this mission, the “Ars Medica” clinic supplies diagnosis and care services in a hospitalization regime, in outpatient specialized consulting, instrumental diagnosis and dialysis. In addition, to improve the quality of life of its patients, it systematically practices pain management, organizes home care with qualified and motivated staff and a nursing outpatient clinic.</p> <p>The Clinic practices its mission by carrying out its health care activities in respect of the dignity of the human being and having as inspirational principles the protection of life, the promotion of health, the best patient care and the best comfort. To this end, the Management has defined the objectives the Clinic undertakes:</p>
1	Increase the attraction of patients to the Clinic
1c	Using the Auditorium to improve the image of the company even in other contexts besides the health care one. Continue to organize events for prevention; Adhere to events on scientific society initiatives;
1b	Improve and implement the online image of Ars Medica through the development of Social Media and the connected marketing channels.
1c	Maintain relationships and agreements with insurance companies.
2	Implement monitoring and control on risks/opportunities according to ISO 9001: 2015 requirements.
3	Work to ensure an Upgrading of Management and Control Systems of the Clinic with the aim of:
3a	Guaranteeing a better control over management processes.
3b	Guaranteeing access to static data regarding the health risk and control and monitoring of the risks in the perspective of better contractual power with Insurances.
3c	Ensure the continuous improvement of good health practice and of the organization of the Clinic in pursuit of:
4	Aims of the Property and Corporate Health Care Department
4a	<ul style="list-style-type: none"> • aims of the Corporate Health Care Department • for the continued promotion of management actions to reduce clinical risk • to minimize cases of hospital infections, thereby ensuring lower infection rates than those found in similar structures of the region.
4b	Development plans to be defined and implemented within the individual departments.