

## Quality

Healthcare Services has also drawn up a Quality Policy to guide its strategic quality goals. Its main objective is to provide services in a smooth, professional, and customer-oriented manner. Various parameters are measured to help indicate the quality of delivery and what can be improved. Every doctors' performance is assessed not only by their clinical outcomes but also by customer satisfaction, their attitude and cost effectiveness of their decisions. Every aspect of operations is measured, and data is constantly analyzed to find ways to ensure safety and service improvement. As a result, the satisfaction-level of patients visiting the Medcover's facilities scores well into the high nineties.

Diagnostic Services aims to stand for innovation and top quality standards. Key laboratory accreditations achieved include: ISO 15189, ISO 17125, and Good Clinical Laboratory Practice ("GCLP"). To measure and ensure high quality, the Division's laboratories routinely participate in several international quality control measurement programs and are actively involved in extensive physician education with regard to safety and quality. The Divisions' Quality Policy is part of the well-developed quality systems that are applied across the organisation.

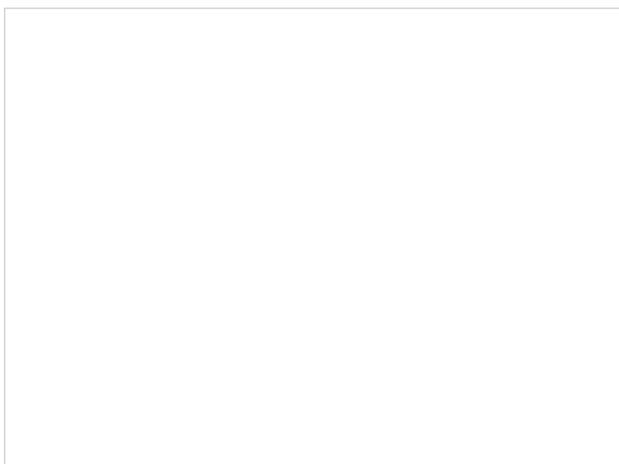
## Education

**At Medcover we believe that continuous development and education is a key element of providing the highest quality of medical services.**

Creating such learning opportunities is considered by Medcover as our shared responsibility. Our Employer Value Proposition (EVP) - 'Let's grow together to do more' - is reflected in our ambitious programmes and partnerships.

### **AWF-Medcover Nursing Studies in Poland**

Medcover was the first private medical company in Poland to establish a partnership with a public university in order to organise full-time studies in professional healthcare. In 2011, the first edition of AWF\*-Medcover Nursing Studies was launched. (\*AWF - Józef Piłsudski University of Physical Education in Warsaw).



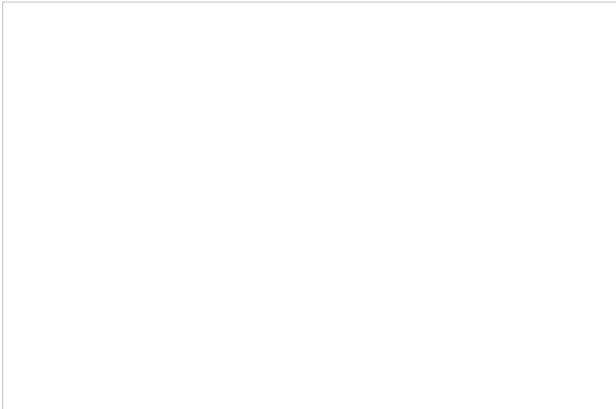
AWF-Medcover Nursing Studies in Poland

The studies meet the highest European standards for nursing education. Classes take place at AWF, in the Medcover Wilanów Hospital and Medcover clinics. The Medcover partnership with AWF is the response to the crucial social problem, which is a shortage of nursing staff on the labour market and insufficient practical preparation of graduates.

## **AWF-Medicover Nursing studies**



## **Medicover Romania partnership with Carol Davila**

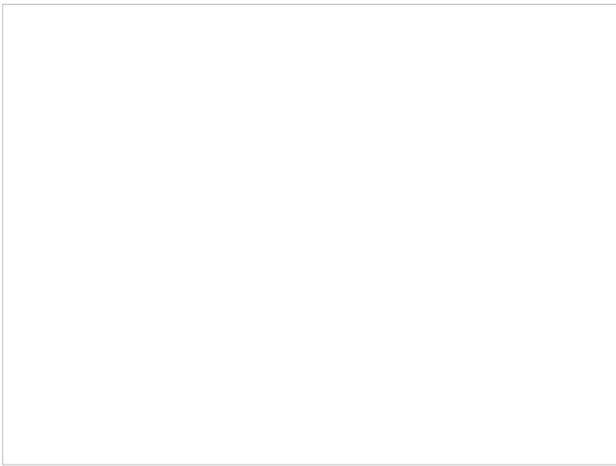


Medicover Romania partnership with Carol Davila

Medicover Romania is the only private healthcare company having a partnership with Carol Davila - the biggest nursing vocational school in Romania (2014).

Thanks to the partnership, Medicover has students for internships in clinics and the hospital. Medicover and Carol Davila have attended CSR initiatives together; Medicover receives foreign experience exchange students (from Spain, Norway, and Denmark) and a workshop for future nurses is to be organised. None of Medicover's competitors have done this.

## **Synevo Ukraine Nursing School**



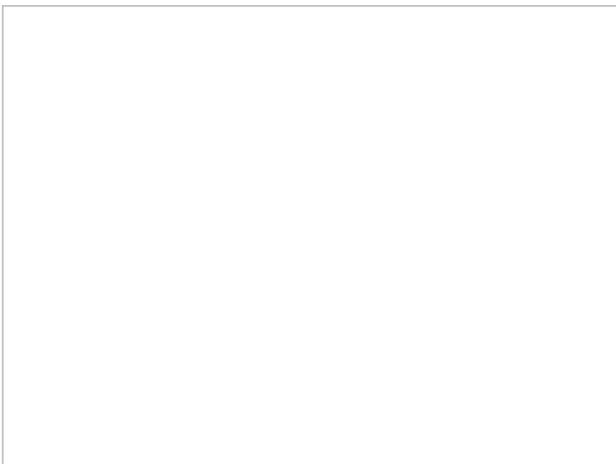
Synevo Ukraine Nursing School

In order to assure the highest quality of services, Synevo Ukraine has launched an internal Nursing School. The program covers:

- Customer Service
- Practical Nursing
- Sanitary Regime
- Lab systems and cash management
- Bio-Material Storage and Transportation
- Emergency Care

Annually, 420 nurses graduate from the school.

### **Partnership with the Queen Silvia Nursing Award**



Partnership with Queen Silvia Award

Medicover is a strategic partner of Queen Silvia Nursing Award - the prize granted by Swedish Queen Silvia to those dealing with the elderly care.

In the framework of the partnership, in 2015, the first scholarship nursing student from Sweden – Hanna Davidsson, had a placement in Medicover's Wilanów Hospital.

### **Study nurses clinical research training**

The five-day training is designed for nurses with general or laboratory medicine background, who work, or are willing to work, as study nurses in clinical trials. The integral part of the course is a one-day practical training held at the Synevo Central Lab in Bucharest and a Phase I Unit located in 'Matei Bals' National Institute of Infectious Diseases.

The 'Study nurses clinical research training' is organized by Synevo Central Lab Romania, 'Matei Bals' National Institute of Infectious Diseases (the first ISO 9001/2000 certified medical unit in Bucharest for the quality of specialized medical services) and Romanian Nurses College (a national professional association of more than

21,000 medical nurses in Romania.)

'The training offers the opportunity for nurses to obtain valuable information about their role within clinical research teams which develop clinical trials in Romania. It happens that, due to lack of adequate information, even when a nurse is part of investigators team, she does not fully understand or acknowledge her responsibilities in the study team. The aim of our training is to make the nurses better understand their role, engage them even more in the CT practice, providing adequate care to the CT patients who have a totally different regime than regular patients.'

Cristina Florescu-Moraid, MD, MSc, EUSpLM, Synevo Central Lab Country Director Romania, Republic of Moldova, Bulgaria & Serbia, and an initiator of the project.

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