



The
HM Hospitales Group
2020 ANNUAL REPORT



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The Ten Commandments of a hospital



1

Equality



Ownership shall be divided equitably between the different components of the company so that by defending their own different interests, each component guarantees quality healthcare to the others.



2

Quality



The hospital shall have an internationally approved quality certificate and the technological and human resources to treat any condition safely.



3

Integrity



It shall not accept inadequate offers requiring materials to be reused or poor quality materials to be acquired.



4

Effectiveness



It shall be ready to function effectively 24 hours a day.



5

Experience



The doctors on the door and the emergency surgeons shall be experienced specialists.



6

Commitment



The medical directorate shall employ highly experienced professionals in active specialties, such as anaesthetists, surgeons and intensive care staff. The doctors shall be full-time.



7

Security



The outpatient care facilities shall have natural light and be located as close as possible to the ICUs and the operating theatres.



8

Coherence



The owners and managers shall assume that some services are essential, even if unprofitable.



9

Motivation



The hospital shall be governed by regulations accepted by all. Teaching and research shall provide its motivations.



10

Transparency



The shareholders and management shall guarantee that the hospital is free, autonomous, transparent and able to publish medical results and annual statistics. Excellence and good management guarantees its viability.



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Research in the interests of society
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Teaching

Undergraduate Teaching
Postgraduate Teaching
Youngsters with a future. Professional Training

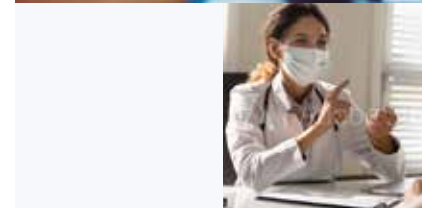
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01

The HM Hospitales Group

Dr. Juan Abarca Cidón
Chairman of HM Hospitales

“The number-one lesson from this pandemic is that, as a society, we must respond to difficult times in a united and coordinated way, in order to overcome challenges such as this”

Letter from the **Chairman**

A necessary transformation

I cannot begin this letter without sharing two thoughts at the forefront of my mind as I sit down before this blank page. Firstly I'd like to remember the thousands of people who have lost their lives during this terrible pandemic, and express my solidarity with their loved ones. Secondly I want to convey my deep sense of pride and respect for each and every one of those who have given themselves over to caring for others during this time. I'm referring to healthcare staff, the military, the police, researchers, transport workers, cleaning staff, supermarket staff, workers in the healthcare industry, and many more. In particular, I'd like to mention **HM Hospitales** staff, because I know first-hand how much effort and dedication they've put in for each and every one of the patients and their families affected by this health emergency. We in the Group's Management have nothing but gratitude for the double and triple shifts they've undertaken, the sensitivity they've shown towards patients, and their professional and emotional dedication.

We believe the number-one lesson from this pandemic is that, as a society, we must respond to difficult times in a united and coordinated way, in order to overcome challenges such as this. At **HM Hospitales**, we've well and truly learnt this lesson from 2020, and now that we're just beginning to see the light at the end of the tunnel it's time to analyse the consequences of what has been the hardest year of our lives.

The pandemic has given the health sector a centrality and significance in society that it didn't have before. It has helped the public recognise the importance of Healthcare in their lives, and led to changes in the way we think of, tackle and manage health.

Chairman

These changes directly affect people's perception of the role played by private healthcare, which is experiencing this crisis alongside public healthcare. Many citizens and political leaders are now discovering that both are part of the Spanish National Healthcare System, and are weighing up the need to establish a genuinely efficient and patient-centric model, and that it only has a chance of being sustainable if public-private cooperation can move beyond politics, which only results in inefficiency for the public. A good start would be to bring in a universal medical record, which would go a long way in reducing paperwork, assuring traceability and improving healthcare in general.

The momentum of this structural catharsis will lead to a restructuring of the health sector, and this is forcing us to reorient our own healthcare proposal. At **HM Hospitales** we must ask ourselves how we can respond to new healthcare needs with new operating procedures, new technologies, new timetables, new patient relations channels, the elimination of specialities, the creation of others, and so on, all with the aim of transforming ourselves to achieve a new healthcare model that caters for the new emerging landscape.

The year 2020 has also made all of us realise the importance of integrating novel technologies to accomplish new milestones. A remarkable example was during the terrible first wave of the pandemic, when the drastic need for information required by science to tackle the challenges of this virus sparked a race among the scientific community and health professionals across the globe to find a vaccine or effective treatment.

At that point a key weapon emerged: health data, which is as significant for the 21st century as molecular biology was for the 20th century, and which should be declared part of the common heritage of humankind. At **HM Hospitales** we realised we had the medical history of hundreds of COVID-19 patients, with detailed information about treatments, admissions, stays in the ICU, diagnostic imaging tests, lab results, discharges

or deaths, and much more. We compiled these data and altruistically and selflessly made it available to the international scientific community, making us global pioneers.

We called it 'Covid Data Save Lives', and it has been extremely well received: hundreds of universities, research groups, computer centres, governments and companies in the ICT and healthcare sectors in more than forty countries have shown an interest in this project. The end goal is for these clinical data to be analysed on a massive scale and cross-referenced using artificial intelligence to help identify predictive models of evolution, epidemiological models, information about responses to various treatments, information about the virus' behaviour for the purpose of developing a vaccine, and sociodemographic data about the impact of the virus on the population.

But it's not all about the pandemic; life goes on, and in line with our commitment to growth we are increasing our focus on Catalonia and Barcelona in 2021, a strategic goal of **HM Hospitales**, with the inauguration of Hospital HM Nou Delfos following an investment of 30 million euros. This is just one example of our need to look ahead, while learning from the past, and in the process undergo a necessary transformation that sows the seeds of **HM Hospitales'** future healthcare model.

Dr. Juan Abarca Cidón
 Chairman of HM Hospitales



01

The HM Hospitales Group

Mr. Alejandro Abarca Cidón
CEO of HM Hospitales

*“Today, HM Hospitales
has a solid future; it has
become an essential
ally in looking after
people’s health”*

Letter from the **CEO**

Adapting to change to become stronger

Although as I write this, in June 2021, everything seems to indicate that we’re coming into the final stage of the pandemic, and that there will be financial aid from Europe and unlimited liquidity, the crisis can by no means be considered over, and both the effects of the pandemic and the stimuli for recovery will lead to permanent changes in all productive sectors, including our own.

At **HM Hospitales**, COVID-19 has forced us to make quick and costly but very necessary decisions, such as adapting spaces to make our centres safer for our patients and staff, stockpiling personal protective equipment at unthinkable prices, acquiring a tremendous amount of equipment to duplicate our ICUs, and mass-hiring staff to tackle an illness that requires more hands than the average disease, but also to cover the absences necessitated by workforce protection rules.

We must also remember the pandemic hasn’t affected all our centres equally: geography has played a significant role. Madrid and Catalonia saw a very direct impact, but in other regions, like Galicia and Castile-Leon, the problems were accompanied by a lack of activity due to lockdown, to the point where by mid-2020 we were seeing 70% drops in activity while facing enormous fixed costs and without being able to avail of lay-off plans. This led to many new, additional costs. **HM Hospitales** has been able to bear all the financial strain from 2020 thanks to our healthy financial situation, which we have built up over the years on the basis of sustainability and stability.

In fact, **HM Hospitales** has continued to grow, and in addition to incorporating a number of polyclinics, we have begun construction of a general medical-surgical hospital in Rivas Vaciamadrid, which will be up and running by the end of

Chief Executive Officer

2022. The future Hospital HM Rivas, together with the Valdeluz Rivas Vaciamadrid Residence, will make up the town's hospital and community health complex, the Complejo Hospitalario y Sociosanitario, which incorporates in its design and equipment all the health lessons we've learnt from COVID-19. This is a good example of how the world of healthcare has changed and the need to think about the future of the sector.

Another major business milestone of 2020 was the unification of ABACID and the historical shareholders of **HM Hospitales** in Madrid into PME (Profesionales de la Medicina y de la Empresa, S.A.), the parent company of the **HM Hospitales** Group, so that PME shareholders as a group now encompass all regions and all business branches, representing a significant jump in the company's business volume and strength.

Looking to the future, the pandemic has intensified the overburden on public health, adding to the already long waiting lists, the deterioration in primary care and the delay in diagnosing illnesses which, without early treatment, will require greater resources to be treated and have worse prognoses.

The growing demand for health services, combined with poor planning and estimation of the number of healthcare professionals we train, has created a gap between supply and demand; in addition to causing inflation at every link in the chain, from wages to the final cost of premiums, this means that in the short and medium terms we will very probably have a healthcare system that lags behind demand.

The pressures of 2020 will continue, and in fact we are undergoing a process of transformation in the sector, where we're seeing fewer medical visits but higher costs. This requires adjustments to be made in the value chain, which must translate into increased healthcare costs for end users and insurers, just as costs have already risen for hospital providers in terms of procurement and staff expenses.

This is not a straightforward issue that can be solved simply by investing in new centres or new machines. The hardest resources to replace are human resources, and training

workers in sufficient numbers and to sufficient standards must be a priority for companies and governments in the medium term, just as in the short term we should make efforts to import professionals from other countries into Spain and offer good conditions for the return of those we've exported in the last decade.

In this new and competitive environment, not all players will survive, and there will be new restructuring and centralisation movements, which we will look out for if they represent an opportunity to consolidate and expand our healthcare network.

Today, **HM Hospitales** has a solid future; it has become an essential ally in looking after people's health, and is a reliable partner for customers, associates and shareholders, and employees. I'm proud of how **HM Hospitales** has stepped up in 2020, and I strongly believe that this ordeal has taught us valuable lessons that will make the HM Group much stronger.

Mr. Alejandro Abarca Cidón
 CEO of HM Hospitales



01

The HM Hospitales Group

Dr. Elena Abarca Cidón

Vice-Chairwoman of HM Hospitales

*"We will emerge from
this period of weakness,
this stage in our lives,
better and stronger"*

Letter from the Vice-Chairwoman

More patient than ever

As I write these words, in mid-2021, when a large percentage of the population has been or will soon be vaccinated, in a country that is starting to resume its normal activity (insofar as anything can be considered normal at the moment), we cannot, and we must not, look back at the year 2020 without remembering the more than 70,000 victims to date who have lost their lives in Spain alone as a result of this awful virus.

So let us pay tribute to the victims of COVID-19, and it goes without saying that all the families who have been hardest hit by this pandemic have our profound sympathies.

I don't intend to repeat myself year after year in this letter, in stating what may be more obvious than ever: that we are doctors, and for us this pandemic has been particularly painful. Because as healthcare professionals, we are trained to save lives, not to manage their loss.

Even so, after this dreadful experience, I strongly believe that we will emerge from this period of weakness, this stage in our lives, better and stronger. **Better as a society**, because this crisis should highlight that if we just work together we can overcome challenges on the scale of this one. **Stronger as a health sector**, because more than ever before health has transcended any economic, social or cultural interests, and because health professionals have acted as the central pillar of society, the rudder to which we have clung throughout this terrible storm.

Doctors, nurses, assistants, porters, cleaners; scientists, researchers, mathematicians, physicists, computer scientists; homemade ventilators were invented, masks were sewn. We drank our coffee on a public bench. And the

Vice-Chairwoman

public, at home, following the rules, doing their bit. We managed to develop vaccines in a year, when normally it takes ten. Many lives have been lost, but many have been saved.

And all this to place the individual and our health at the heart of things. In case we'd forgotten. In case it had slipped our mind that the most important thing, the most scared thing, is life. In case we needed reminding how fragile we are as human beings.

That's why it's so important that in a healthcare organization such as **HM Hospitales**, those who look after people's health and have the obligation to provide them with the security and peace of mind they need must act as that pillar, and make an extra effort to always care for our patients with the greatest flexibility, the best medicine and the utmost sensitivity.

With that in mind, in 2020 we drew up an intense plan of reforms aimed at making our hospitals more fluid, more flexible in terms of patient support, more familiar. This is the work of all of us who make up **HM Hospitales**. In terms of 2021, looking beyond the pandemic, we must continue to work along these lines because it's very likely we'll need the capacity to treat many more patients, without compromising one bit of our personalised care, our quality and our warmth, which has always been our hallmark.

I'm talking about care for patients who haven't left the house out of fear, those who've postponed their doctor's appointment and brushed off the seriousness of their illness, or those for whom delays in care could lead to a significant deterioration in their health. When the pandemic is over, when we've removed our masks and when as a country and a society we are back on the path to growth, those of us who work in healthcare will have to cope with many more months, if not years, of additional pressure, for which we must collectively prepare both physically and emotionally.

This imminent process of intense transformation, which as a society we will have to get through as best we can, will bring with it considerable internal changes:

processes and protocols that we will need to rethink in order to face this new stage with certainty.

In this respect, and with the firm commitment to prepare **HM Hospitales** for this new reality, in 2021 we have begun an in-depth plan to restructure our governance bodies. The measures we've taken in terms of our internal organization, the creation of the new Corporate Directorates, and making the Management Committees into a more cross-cutting body in the general operation of the company, are a major step in the right direction.

We're going to be more flexible, more transparent and agile, and we're going to be better prepared for a new healthcare model. A model in which the indispensable relationship between doctor and patient will remain intact, but in which we must be able to construct new healthcare realities that materialise in the day to day. How, when and where our patients require.

I truly believe that **HM Hospitales** is more prepared than ever. Because we always have been. Because we have always put our patients and their loved ones at the heart of everything we do. Perhaps that is one of the reasons for our success as a hospital group, and now it is time to be "more patient than ever".

Dr. Elena Abarca Cidón
Vice-Chairwoman of HM Hospitales

01

The HM Hospitales Group

Mission, Vision and Values

Our overall strategy is based on our commitment to providing effective and efficient management focused on the safety and satisfaction of our patients and their relatives, our employees, our partners and our shareholders.

Therefore, we define our mission, vision and values as the management of healthcare, teaching and research services that contribute to the maintenance and improvement of the health of the population.



MISSION

To offer health services focused on the care and well-being of our patients and their relatives, through comprehensive healthcare provision and an excellent quality of service, with a commitment to bringing value to our customers, our shareholders, our employees and the whole of society.

VISION

To be the leading national hospital Group for healthcare, teaching and research focused on people.

VALUES

INTEGRITY, both in the provision of healthcare by healthcare professionals, and in the management of resources. All our processes must be seen as honest and transparent.

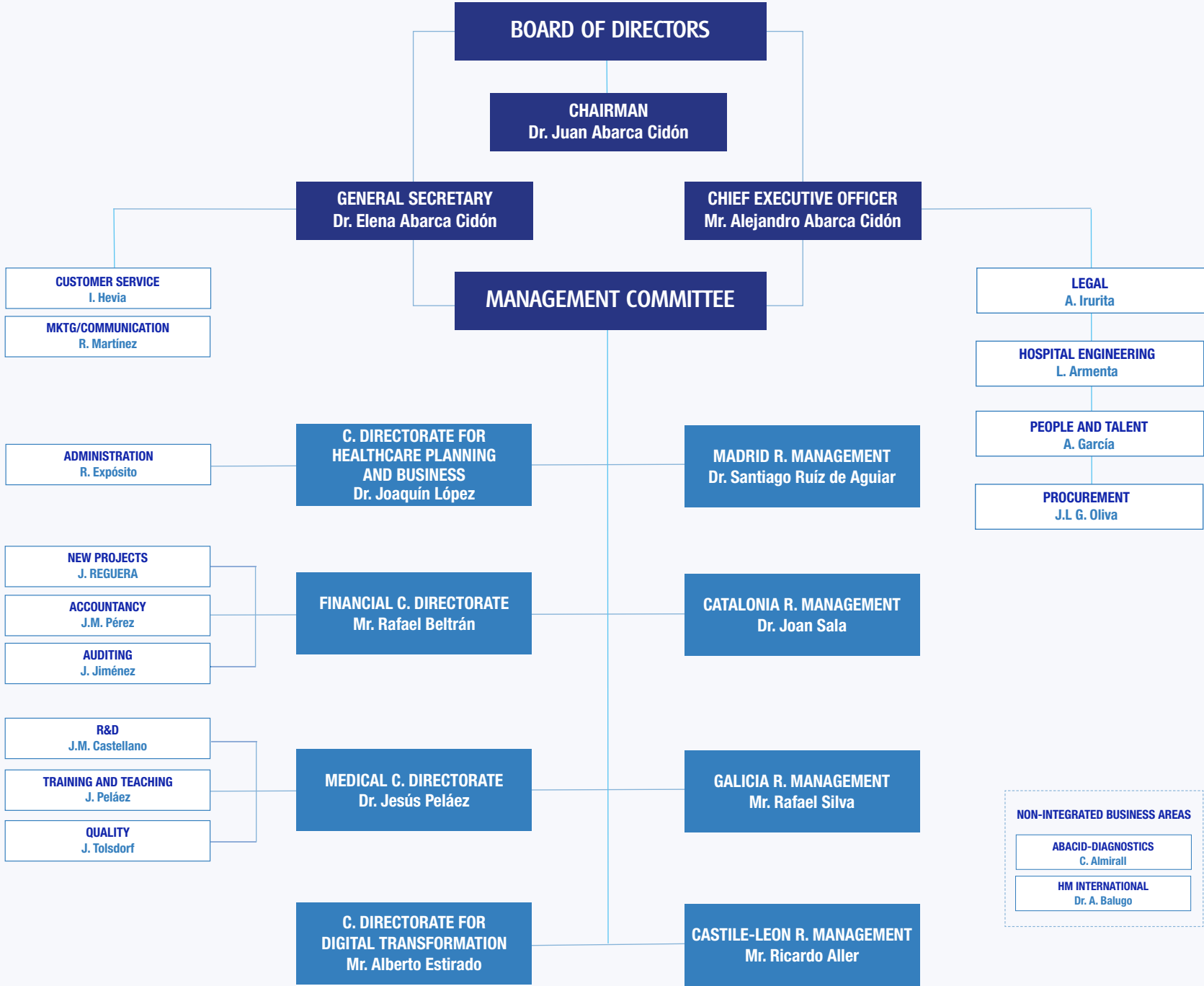
COMMITMENT of the staff to be professionally responsible, improving the quality of healthcare and the perception based on which the different centres build their reputations.

CONTINUOUS INNOVATION of diagnostic and therapeutic processes to generate the best efficiency indicators in the healthcare sector, including teaching and research.

LEADERSHIP in the therapeutic focus of some conditions, with outstanding collaborations with leading international centres and the development of exemplary facilities for the treatment of cancer, heart disease and neurological disorders.

SENSITIVITY to managing the needs of our patients and their close relatives through tackling both their physical and spiritual needs and through active listening processes enabling us to maintain over time the excellence of our patient-focused healthcare policy.

HM Hospitales Organizational Chart



GOVERNING BODY. SENIOR MANAGEMENT
HM HOSPITALES CORPORATE DIRECTORATES. MANAGEMENT COMMITTEE
HM HOSPITALES GROUP AREAS

01

HM Hospitales

Healthcare Provision

16

HOSPITALS



4

INTEGRATED CTRs



7 MADRID

**Hospital Universitario
HM Madrid**

Pza. del Conde del Valle de Suchil, 16
28015 Madrid
Tel. 91 447 66 00

**Hospital Universitario
HM Montepíncipe**

Avda. de Montepíncipe, 25
28660 Boadilla del Monte, Madrid
Tel. 91 708 99 00

**Hospital Universitario
HM Torrelodones**

Avda. Castillo de Olivares, s/n
28250 Torrelodones, Madrid
Tel. 91 267 50 00

**Hospital Universitario
HM Sanchinarro**

Calle Oña, 10
28050 Madrid
Tel. 91 756 78 00

**Hospital Universitario
HM Nuevo Belén**

Calle de José Silva, 7
28043 Madrid
Tel. 91 744 41 00

**Hospital Universitario
HM Puerta del Sur**

Avda. Carlos V, 70
28938 Móstoles, Madrid
Tel. 91 267 31 00

Hospital HM Vallés

Calle Santiago, 14
28801 Alcalá de Henares, Madrid
Tel. 91 737 43 53

4 GALICIA

Hospital HM Modelo

Calle Virrey Osorio, 30
15011 La Coruña
Tel. 981 14 73 00

**Maternidad
HM Belén**

Calle Filantropía, 3
15011 A Coruña
Tel. 981 25 16 00

Hospital HM Rosaleda

Calle Santiago León de Caracas, 1
15701 Santiago de Compostela,
La Coruña
Tel. 981 55 12 00

Hospital HM La Esperanza

Avda. Das Burgas, 2
15705 Santiago de Compostela,
La Coruña
Tel. 981 55 22 00

2 CASTILE-LEON

**Hospital
HM San Francisco**

Calle Marqueses de San Isidro, 11
24004 León
Tel. 987 25 10 12

Hospital HM Regla

Calle Cardenal Landázuri, 2
24003 León
Tel. 987 83 00 83

3 CATALONIA

Hospital HM Nou Delfos

Av. de Valcarca, 151
08023 Barcelona
Tel. 93 254 50 00

HM Sant Jordi

Plaça de l'Estació, 12
08030 Barcelona
Tel. 93 504 71 00

Hospital HM Nens

Consell de Cent, 437
08009 Barcelona
Tel. 93 231 05 12

4 INTEGRATED CTRs

MADRID

**Centro Integral Oncológico
Clara Campal HM CIOCC
Madrid**

Calle Oña, 10
28050 Madrid
Tel. 901 08 82 70 / 902 10 74 69

GALICIA

HM CIOCC GALICIA - HM La Esperanza
Tel. 981 57 77 17

CATALONIA

HM CIOCC BARCELONA- HM Nou Delfos
Tel. 93 254 50 00

**Centro Integral
de Enfermedades
Cardiovasculares HM CIEC**

Avda. de Montepíncipe, 25
28660 Boadilla del Monte, Madrid
Tel. 901 08 82 12 / 902 08 98 00

CATALONIA

HM CIEC BARCELONA
Tel. 93 254 50 00

**Centro Integral
de Neurociencias AC
HM CINAC**

Avda. Carlos V, 70
28938 Móstoles, Madrid
Tel. 901 088 212 / 902 089 800

CATALONIA

HM CINAC BARCELONA
Tel. 93 254 50 00

HM Fertility Center

Tel. 900 11 10 10

MADRID

HM Fertility Center-HM Montepíncipe
HM Fertility Center-HM Puerta del Sur
HM Fertility Center-HM Vallés
HM Fertility Center-HM Gabinete
Velázquez

GALICIA

HM Fertility Center-HM Belén

Castile La Mancha

HM Fertility Center-HM IMI Toledo




hm hospitales



ONCOLOGY

Centro Integral Oncológico Clara Campal HM CIOCC

- Familial and Hereditary Cancer Programme
- Oral Cancer Unit
- Oncohaematology Unit
 - Bone Marrow Transplant Programme
- Paediatric Oncohaematology Unit
 - Bone Marrow Transplant Programme
 - Music Therapy Programme
- Sarcomas Unit
- Head and Neck Tumours Unit
- Breast Tumours Unit
- Lung Tumours Unit
- Central Nervous System Tumours Unit. Neuro-Oncology
- Gastrointestinal Tumours Unit
- Genital, Urinary and Prostate Tumours Unit
- Gynaecological Tumours Unit



CARDIOLOGY

Centro Integral de Enfermedades Cardiovasculares HM CIEC

- Structural Heart Disease Haemodynamics Programme
- Cardiac Rehabilitation Programme
- Congenital Heart Disease Unit
- Cardiac Electrophysiology and Clinical Arrhythmology Unit
- Cardiac Imaging Unit
- Heart Failure Unit
- Familial Cardiomyopathy Unit
- Valvulopathy Unit



FERTILITY

at HM Fertility Center

- In-vitro Fertilisation Programme
- Fertility Preservation Programme
- Egg Donation Programme



NEUROSCIENCE

Centro Integral de Neurociencias AC HM CINAC

- Parkinson's Disease and other Movement Disorders
 - Neurodegenerative Conditions and Movement Disorders Unit
 - Functional Neurosurgery Unit (Parkinson's Disease and other Movement Disorders)
 - MRI/HIFU Unit (Essential Tremor, Parkinson's Disease and other Movement Disorders)
- Cognitive Deterioration Unit
 - Programme for Psychiatric Disorders linked with Neurodegenerative Conditions
 - Programme for treating Neurodegenerative Conditions and Depression with Magneceutical Therapy and Transcranial Magnetic Stimulation
- Parkinson's Disease and Neurodegeneration Basic, Translational and Clinical Research Unit
- Memory Research and Treatment Unit

Psychiatric Area

- Addictions and Dual Disorders Programme
- Serious Mental Illness Programme
- Child/Youth and Perinatal Psychiatry Programme
- Eating Disorders Programme
- Neurocognitive and Psychogeriatric Disorders Programme



MATERNITY

- Umbilical Cord Blood Stem Cell Conservation Programme
- Prenatal Diagnostics and Foetal Medicine Unit
- High Risk Pregnancy Unit
- Low Intervention and Natural Birth Unit



PLUS...

- Robotic Surgery Programme (Da Vinci)
- Bloodless Surgery Programme
- Endobronchial Ultrasound (EBUS)
- Personalised Cardiovascular Health Programme
- Hand and Upper Limb Surgery Unit
- Endocrine Tumours Surgery Unit
- Refractive Surgery Unit
- Home Care Unit
- Diabetes Unit
- Clinical Trials Unit
- Epilepsy Unit
- Clinical Genetics Unit
- Cosmetic Medicine and Surgery Unit
- Sports Medicine and Traumatology Unit
- Psychology Unit
- Personalised Early Prevention Unit
- Women's Radiology Unit
- Pelvic Floor Unit
- Endoscopic Obesity Treatment Unit
- Pain Unit
- Sleep Unit
- Multidisciplinary Obesity Treatment Unit
- Travellers' Advice



02

Our Hospitals

Madrid Regional Management
Catalonia Regional Management
Galicia Regional Management
Castile-Leon Regional Management

Madrid

Madrid Regional Management

In this bizarre year we've had, it is up to me for the first time to write some words of introduction about our hospitals in the Community of Madrid. As I think about what to write, the word that springs to my mind again and again is 'gratitude'.

Gratitude to all those who make up our hospitals, who through these difficult times have been able to adapt, to sacrifice themselves, and above all to put first what has always been a priority at **HM Hospitales**: our patients. So in this brief introduction I'd like to express the gratitude we feel on a daily basis for those who form part of our company.

As I said at the start, this has been a bizarre year for all of us, but these testing circumstances have not prevented the **HM Hospitales** project from moving ahead. We have been the benchmark for private healthcare in the fight against the pandemic, we've given our company visibility, and we've demonstrated that if you do things well, there is no such thing as public or private health, just health, and good health at that.

At **HM Hospitales** we are still working very hard to build a project that combines healthcare, teaching and research, and above all has the capacity to keep innovating. In that respect, we already have under way a new hospital project, HM Rivas, which will represent the before and after of both hospital design and community health.

And of course, we have consolidated our position: our hospitals have managed to overcome this tough year, both in terms of healthcare (almost 50,000 hospital discharges, more than 280,000 A&E admissions and

1.7 million appointments) and in terms of teaching and research. Our three integrated centres (HM CIOCC, HM CIEC and HM CINAC) have continued their immense research efforts and have each published articles in the New England Journal of Medicine, placing us among the most scientifically influential health institutions in Spain, and have been assisted by research groups that are currently thriving, meanwhile we have managed to involve our groups in research projects for Sars-COV-2 vaccines or new treatments.

In summary, this is a year we should be extremely proud of, and for which we are eternally grateful to all the professionals who make up **HM Hospitales**.

Dr. Santiago Ruiz de Aguiar Díaz-Obregón

HM Hospitales Regional Management
Community of Madrid



2.1 HOSPITAL UNIVERSITARIO

HM Madrid

PROVISION

- 92 inpatient rooms + 5 outpatient beds
- 5 emergency cubicles
- 33 consultation rooms
- 5 operating theatres
- 8 ICU beds
- 160-slice CAT scanner
- Open 0.4 T MRI scanner
- Closed high-field 1.5 T MRI scanner
- Attached polyclinics (c/ Arapiles, 8 and Plaza del Conde del Valle Suchil, 3)
- Attached Rehabilitation Gym
- Dentistry Clinic – University Postgraduate Specialities



HEALTHCARE STATISTICS 2020



4,928

HOSPITAL DISCHARGES



28,610

ACCIDENTS AND EMERGENCIES



1,338

OPERATIONS



1,742

OUTPATIENT OPERATIONS



780,528

LABORATORY TESTS



82,936

RADIOLOGICAL TESTS



4,573

ENDOSCOPIES/COLONOSCOPIES



272,998

OUTPATIENT CONSULTATIONS



HOSPITAL UNIVERSITARIO

hm montepríncipe



2.2 HOSPITAL UNIVERSITARIO

HM Montepríncipe

HEALTHCARE STATISTICS 2020



12,007

HOSPITAL DISCHARGES



51,147

ACCIDENTS AND EMERGENCIES



6,646

OPERATIONS



2,759

OUTPATIENT OPERATIONS



1,126,410

LABORATORY TESTS



54,119

RADIOLOGICAL TESTS



2,299

ENDOSCOPIES/COLONOSCOPIES



1,777

BIRTHS



319,181

OUTPATIENT CONSULTATIONS

PROVISION

- 130 rooms
- 15 outpatient medical-surgical beds
- 8 outpatient adult oncology cubicles
- 8 outpatient paediatric oncology cubicles
- 8 emergency adult cubicles
- 5 emergency paediatric cubicles
- 2 emergency gynaecology cubicles
- 56 consultation rooms
- 11 operating theatres (1 hybrid operating theatre)
- 2 delivery rooms
- 2 labour and recovery units
- Haemodynamics and interventional radiology room
- Electrophysiology room
- 16 adult ICU beds
- 17 Paediatric and Neonatal ICU beds
- Paediatric Oncology
- 3 MRI scanners (2 high-field 1.5 T and 1 dynamic 0.7 T)
- 160-slice CAT scanner
- 3D echocardiography and vascular ultrasound
- Digital mammography
- Digital remote control
- Three-dimensional ultrasound scanner
- 500 parking spaces





2.3 HOSPITAL UNIVERSITARIO

HM Torrelodones



PROVISION

- 77 inpatient rooms + 8 outpatient beds
- 16 emergency cubicles
- 42 consultation rooms
- 6 operating theatres
- 9 ICU beds
- 160-slice CAT scanner
- 2 closed high-field 1.5 T MRI scanners
- Digital mammography
- Attached polyclinic with rehabilitation gym (C/ Cudillero, 6)



HEALTHCARE STATISTICS 2020



5,701
HOSPITAL DISCHARGES



45,854
ACCIDENTS AND EMERGENCIES



2,897
OPERATIONS



1,584
OUTPATIENT OPERATIONS



710,265
LABORATORY TESTS



83,957
RADIOLOGICAL TESTS



3,471
ENDOSCOPIES/COLONOSCOPIES



243,621
OUTPATIENT CONSULTATIONS



2.4 HOSPITAL UNIVERSITARIO

HM Sanchinarro

HEALTHCARE STATISTICS 2020



12,365
HOSPITAL DISCHARGES



69,050
ACCIDENTS AND EMERGENCIES



5,432
OPERATIONS



1,856
OUTPATIENT OPERATIONS



2,846,338
LABORATORY TESTS



141,512
RADIOLOGICAL TESTS



10,485
ENDOSCOPIES/COLONOSCOPIES



345,338
OUTPATIENT CONSULTATIONS

PROVISION

- 178 inpatient rooms + 10 outpatient beds + 4 Sleep Unit beds
- 17 emergency cubicles
- 72 consultation rooms
- 12 operating theatres (1 integrated operating theatre)
- 14 ICU beds expandable to 22
- Digital mammography with tomosynthesis and prone table for stereotactic breast biopsy
- Intra-Operative Cranial MRI scanner
- 1.5 T MRI scanner
- Open high-field 1 T MRI scanner
- Closed high-field 3 T MRI and PET/CAT scanner
- 1.5 T extremity MRI scanner
- Da Vinci Xi surgical robot
- 64-slice CAT scanner
- 16-slice treatment simulation CAT scanner
- Aquilion One CAT scanner (323 detectors)
- 2 dialysis machines





HOSPITAL UNIVERSITARIO

hm nuevo belén



2.5 HOSPITAL UNIVERSITARIO

HM Nuevo Belén



PROVISION

- 39 inpatient rooms
- 14 neonatal ICU cubicles, with the technical and human capacity to tackle prematurity from week 26
- 3 operating theatres, 2 delivery rooms, and a post-surgery resuscitation zone with 5 beds equipped for use as an admissions zone in case of complications with an anaesthetics team specifically trained in neonatal care
- Gynaecological/obstetric emergency room with an examination room and 4 beds
- Personnel: 148 employees, 40 affiliated doctors
- Natural Birth Unit: 3 Labour and Recovery Units with bathtub and birthing bed



HEALTHCARE STATISTICS 2020



3,762

HOSPITAL DISCHARGES



9,364

ACCIDENTS AND EMERGENCIES



1,880

OPERATIONS



550

OUTPATIENT OPERATIONS



405,969

LABORATORY TESTS



24,624

RADIOLOGICAL TESTS



1,800

BIRTHS



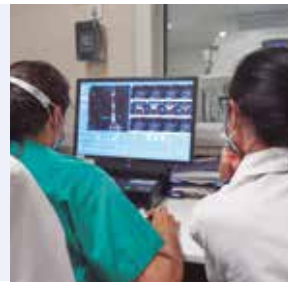
83,163

OUTPATIENT CONSULTATIONS



HOSPITAL UNIVERSITARIO

hm puerta del sur



2.6 HOSPITAL UNIVERSITARIO

HM Puerta del Sur

HEALTHCARE STATISTICS 2020



9,974

HOSPITAL DISCHARGES



59,980

ACCIDENTS AND EMERGENCIES



4,208

OPERATIONS



1,914

OUTPATIENT OPERATIONS



1,058,090

LABORATORY TESTS



70,692

RADIOLOGICAL TESTS



4,251

ENDOSCOPIES/COLONOSCOPIES



1,093

BIRTHS



357,910

OUTPATIENT CONSULTATIONS

PROVISION

- 138 inpatient rooms + 4 Labour and Recovery Units
- Psychiatric Admission Unit with 15 beds
- Pain Unit with outpatient procedures room
- Sleep Unit with 4 admission cubicles
- 7 outpatient cubicles and 6 outpatient treatment chairs
- 14 emergency cubicles
- 61 consultation rooms
- 11 operating theatres including 2 integrated operating theatres, one of which is specifically for functional neurosurgery
- Digital Vascular Radiology Rooms (Haemodynamics, Interventional Vascular Radiology and Interventional Neuro-Radiology)
- 12 ICU beds
- 16 neonatal ICU beds
- 80-slice CAT scanner
- Closed wide-bore high-field 1.5 T MRI scanner
- High-field 3 T MRI scanner
- Simultaneous PET/MRI scanner, unique in Spain, which combines in the same installation a PET scanner and an ultra-high-field 3 T MRI scanner permitting a large field to be opened in the diagnosis, both morphological and functional/metabolic
- MRI-HIFU scanner, first installation in Spain dedicated exclusively to neurological applications of the technique, permitting non-invasive intracranial treatment of movement disorders and other neurodegenerative conditions
- Cutting-edge gammagraphy
- Cutting-edge Radiotherapeutic Oncology service: Possesses two linear accelerators enabling patients to be offered all the current radiotherapy techniques including intracranial and extracranial radiosurgery



2.7 HOSPITAL

HM Vallés



PROVISION

- 15 inpatient rooms + 4 outpatient beds
- 38 consultation rooms
- 3 operating theatres
- 6 post-anaesthetic recovery beds
- APERTO LUCENT 0.4 open MRI scanner
- Hitachi Supria 16-slice CAT scanner
- GE Millennium gamma camera
- Green Laser
- EXCIMER Laser
- 5 attached polyclinics



HEALTHCARE STATISTICS 2020



1,185
HOSPITAL DISCHARGES



18,042
ACCIDENTS AND EMERGENCIES



801
OPERATIONS



2,513
OUTPATIENT OPERATIONS



306,539
LABORATORY TESTS



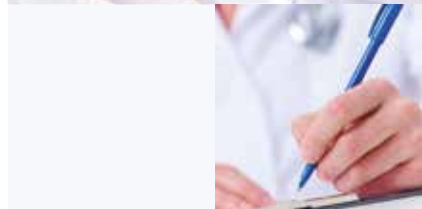
41,737
RADIOLOGICAL TESTS



1,600
ENDOSCOPIES/COLONOSCOPIES



238,560
OUTPATIENT CONSULTATIONS





02

Our Hospitals

Madrid Regional Management
Catalonia Regional Management
Galicia Regional Management
Castile-Leon Regional Management

A YEAR OF PANDEMIC, A YEAR OF GROWTH

The year 2020 will undoubtedly go down in history as the year of the pandemic, but in the future of **HM Hospitales** it will also be remembered as a year of growth. We have grown professionally, because all the experiences we have had due to COVID-19 have prompted us to make many changes, and have brought to the surface the integrity, commitment, sacrifice and professionalism of those who keep **HM Hospitales** going and who belong to it. And we've grown because, in a new landscape that's complicated for everyone, the Group has carried on investing in and deploying its healthcare network in Catalonia, thus consolidating its project.

To that end, **HM Hospitales** has continued to implement the Master Plan that has been envisaged for Hospital HM Delfos since its beginnings in 2018, a Master Plan that has involved an investment of more than 30 million euros, and that has recently culminated in the inauguration of the new hospital, HM Nou Delfos.

Over the past year, COVID-19 has forced us to change our approach to certain medical activities, our safety protocols, our hygiene and protection measures, the way we communicate with patients and their families, and so on. But if there is one positive we can take from everything we've been through it's that the crisis has helped HM Delfos update all its services and facilities during its transformation. The newly remodelled A&E department and Intensive Care Unit (ICU) are the most notable examples of this adaptation. Both spaces are patient-focused and are completely prepared to treat people safely, quickly, comfortably and in an integrated way, whatever their illness and however complex it may be.

The new A&E department has special circuits for triaging patients based on their illness and its severity, giving priority to time-dependent disorders like cardiological and neurological ones, and also oncological problems. We have also set up safe circuits in case of COVID-19. The ICU meanwhile has individual cubicles – two of which are suitable for paediatric patients – equipped with negative pressure, which reduces the risk of airborne transmission of pathogens like those responsible for COVID-19.

These facilities are in addition to those in the Centro Integral Oncológico Clara Campal HM CIOCC Barcelona, which were also unveiled in 2020, and those in the Centro Integral de Enfermedades Cardiovasculares HM CIEC Barcelona and the Centro Integral de Neurociencias AC HM CINAC Barcelona, the Surgical Block, the Clinical Analysis Laboratory, the Pharmacy and the inpatient floors, which were finished in 2019. Thanks to these developments, combined with cutting-edge equipment and the highly specialised professionals at **HM Hospitales**, patients in Barcelona can enjoy top-of-the-range private healthcare. In addition, the functional neurosurgery unit, which deals with the study and surgery of epilepsy and Parkinson's disease, is now up and running at HM CINAC Barcelona.

HM Hospitales' healthcare network in Catalonia has grown, and it has done so by integrating three new polyclinics (HM Sant Andreu, HM Collblanc and HM Viladecans) into the three hospitals (HM Nou Delfos, HM Sant Jordi and HM Nens). This means that **HM Hospitales** is now able to treat more patients, who will benefit from precise diagnoses, personalised and multidisciplinary treatment, and highly specialised medicine operating in a network, regardless of their access route.

The pandemic has also been a learning curve for HM Delfos and its staff and has led us to adopt new requirements that we would never have imagined. Together with our partners at Hospital Vall d'Hebron, who we've worked with

under the coordination of the Àrea Integral de Salut de Barcelona Norte (AIS Norte), we've given it our all. We have demonstrated that HM Delfos can be a state-of-the-art hospital and provide an exceptional response to extreme field emergency situations at the same time.

HM Delfos wasn't the only **HM Hospitales** centre in Catalonia that made the news in 2020. Hospital HM Nens was recognised by the Ministry of Health, Consumer Affairs and Social Welfare to be able to receive resident doctors and nurses (MIR and EIR) and train them in the speciality of Paediatrics and Paediatric Nursing, the resident nurse post being the first the Group has achieved. These accreditations represent a historic accomplishment for **HM Hospitales** – the first private hospital group in Spain to be accredited for this type of training – because they consolidate our commitment to teaching and research, fundamental pillars of our project for Barcelona and Catalonia.

From a healthcare point of view, HM Nens has performed a number of highly complex operations on children that have helped to give them a normal childhood. Autologous vascularised periosteal graft transplantation and epilepsy surgery are two examples of the more exclusive specialities of HM Hospitales' specialist children's hospital, since it's practically the only hospital that performs them.

These types of operation are possible thanks to the high level of specialisation to which our professionals are trained. **HM Hospitales** has put together teams of specialists from various disciplines who work in close collaboration to provide patients with integrated care. That is at the heart of everything we do.

COVID-19 has also prompted us to accelerate the Digital Transformation of our hospitals. In this regard, we have rolled out the **HM Hospitales** App, available for iOS and Android, which will improve and facilitate the relationship our patients and their families have with healthcare staff, thereby enhancing their care experience.

Lastly, **HM Hospitales** has had to adapt its research programmes as a result of the pandemic, and HM Delfos has continued to participate in the projects being carried out nationally. HM CIOCC Barcelona has begun conducting its own research, including a first clinical trial, and research in collaboration with its counterpart in Madrid, with which it is working on a project on the early diagnosis of colon cancer by liquid biopsy, and on a FIS project on liquid biopsy in lung cancer.

So those are some of the highlights of 2020 for **HM Hospitales** in Catalonia. We started the year optimistically, eager to transform our hospitals and our care network to be able to provide high-quality private healthcare to the citizens of Barcelona and Catalonia. Then the tragedy set in motion by the SARS-CoV-2 virus forced us to fight like never before for the lives of our patients and draw on the resilience that has been so characteristic of our Group during this period. I don't want to finish without thanking each and every one of the professionals at **HM Hospitales** for their immense effort and dedication over the last year, in which they did their utmost to get us through. I'd also like to express solidarity with all those who've lost a loved one during the pandemic, and let them know that they are not alone. There will always be someone watching over them.

Dr. Joan Sala Sanjaume

HM Hospitales Catalonia Regional Management



2.8 HOSPITAL

HM Nou Delfos



PROVISION

- 155 beds with 5 VIP suites included
- 10 outpatient oncology cubicles
- 4 outpatient neurology spaces
- 12 emergency cubicles and 1 triage cubicle
- 12 ICU cubicles with negative pressure
- New Surgical Block: 11 operating theatres, two of them integrated and one with mobile intraoperative CAT scanner.
- EOS low dose 3D vertical radiation imaging system
- 160 multi-slice CAT scanner
- Cutting-edge mammography with tomosynthesis and stereotactic breast biopsy
- Closed high-field 3 T MRI scanner
- Haemodynamics and Interventional Vascular Radiology Room
- Nuclear medicine – PET/CAT
- Epilepsy Monitoring Unit



HEALTHCARE STATISTICS 2020



8,312
HOSPITAL DISCHARGES



13,073
ACCIDENTS AND EMERGENCIES



7,169
OPERATIONS



844
OUTPATIENT OPERATIONS



395,231
LABORATORY TESTS



35,185
RADIOLOGICAL TESTS



7,159
ENDOSCOPIES/COLONOSCOPIES



112,738
OUTPATIENT CONSULTATIONS



2.9 HOSPITAL

HM Sant Jordi

HEALTHCARE STATISTICS 2020



1,468
HOSPITAL DISCHARGES



22,786
ACCIDENTS AND EMERGENCIES



2,009
OPERATIONS



635
OUTPATIENT OPERATIONS



40,083
LABORATORY TESTS



53,022
RADIOLOGICAL TESTS



684
ENDOSCOPIES/COLONOSCOPIES



42
BIRTHS



124,622
OUTPATIENT CONSULTATIONS

PROVISION

- 5 emergency cubicles
- 28 inpatient beds
- 4 operating theatres (2 operating theatres + 1 outpatient operating theatre + 1 labour room)
- Institut Cararach: Integrated Obstetrics and Gynaecology Care
- Integrated Community Mental Healthcare





2.10 HOSPITAL

HM Nens



PROVISION

- 26 rooms
- 14 emergency cubicles
- 21 Dental Area cubicles
- 2 operating theatres
- Advanced Radiodiagnosis technology



HEALTHCARE STATISTICS 2020



3,575

HOSPITAL DISCHARGES



52,832

PAEDIATRIC EMERGENCIES



2,252

PAEDIATRIC OPERATIONS



691

OUTPATIENT OPERATIONS



21,053

LABORATORY TESTS



28,621

RADIOLOGICAL TESTS



261

ENDOSCOPIES



212,785

OUTPATIENT CONSULTATIONS





02

Our Hospitals

Madrid Regional Management
Catalonia Regional Management
Galicia Regional Management
Castile-Leon Regional Management

Galicia

Galicia Regional Management

In Galicia, like in the rest of the country and a large part of the world, healthcare activity during 2020 was marked by the COVID-19 pandemic. From the very beginning, all **HM Hospitales'** centres, hospitals, staff and resources have been at the disposal of the health authorities to enable the crisis to be managed in the best possible way and guarantee healthcare for the population, a sacrifice that has resulted in an enormous loss.

The company took a major hit with the suspension of all non-urgent activity during the first state of emergency, combined with the classification of private healthcare as an essential service, a hit which was intensified by the non-referral of COVID-19 patients. The extended nature of this situation and the delay in the resumption of activity have further exacerbated the crisis, which is without a doubt the biggest we have lived through in recent decades, and which has forced us to modify our centres and portfolio of services to respond to new healthcare needs.

The Anosmia Unit and the Voice Disorders Unit of Hospital HM Rosaleda have played a fundamental role in treating the consequences of both COVID-19 and the changes in habits brought about by the pandemic. The treatment for loss of smell, which has had excellent results, and the multidisciplinary monitoring of post-COVID patients have been essential in recent months.

Despite the fact COVID-19 has taken centre stage in healthcare, our efforts in 2020 were aimed at not overlooking any diseases or patients. For that reason, not only did we not suspend our activity, we also used the time to make improvements constituting a qualitative change.

One example is the work carried out at Maternidad HM Belén in La Coruña, where we invested more than 1.1 million euros to update equipment, adapt the centre to new healthcare needs and improve comfort for both health professionals and patients. These efforts are particularly significant in the areas of surgery and obstetrics, and in the facilities of HM Fertility Center, the remodelling of which allowed us to maximise our range of available techniques and resume our activity with all the necessary health safeguards after lockdown. We also fully renovated the four operating theatres and opened a Labour and Recovery Unit, which will

allow those who want it to have a more natural birth, without compromising on safety. This is a milestone for us, because it is the first private healthcare unit with these facilities in the Community.

Hospital HM Modelo has also continued to consolidate itself as a benchmark in healthcare and innovation. In 2020 it acquired a new 128-slice CAT scanner with spectral imaging, which will considerably improve the diagnosis of cardiac and oncological disorders. In addition, the Urology and Nuclear Medicine Departments launched two pioneering treatments with great success: one for benign prostatic hyperplasia (BPH) based on water vapour, which preserves sexual function in 95% of patients, and another for the early detection of relapse in patients who have had surgery for prostate cancer.

This new diagnostic tool was incorporated into the pharmacological arsenal of HM CIOCC Galicia, the first private 'Cancer Center' in the region whose activity has not only continued this year – despite the difficulties mentioned – but also intensified thanks to its involvement in various clinical trials and its introduction of pioneering techniques like nipple reconstruction with Nipple. Also in 2020, we launched the 'Patient Community' programme in Galicia, strengthening the healthcare provision and services of HM CIOCC Galicia.

We remain fully committed to this challenge in 2021, a year in which we expect to keep offering the best possible care to our patients thanks to the commitment and involvement of all the staff at **HM Hospitales** in Galicia, whom this year more than ever I'd like to thank for their daily efforts to ensure we continue to be a benchmark in Galician healthcare.

Rafael Silva Agregán

HM Hospitales Galicia Regional Management



2.11 HOSPITAL

HM Modelo

PROVISION

- 91 inpatient and 3 outpatient beds
- 10 adult ICU beds
- 9 emergency cubicles
- 7 operating theatres
- Da Vinci surgical system
- 128-slice CAT scanner
- O-ARM intraoperative neuronavigation system
- Closed 1.5T MRI scanner
- Haemodynamics room
- Nuclear medicine: gamma camera and PET/CAT
- Simple digital x-ray
- Ultrasound
- Mammography with tomosynthesis and CView
- Gastrointestinal Unit with 2 endoscopy rooms
- Clinical Analysis Laboratory
- Sleep unit



LA CORUÑA (HM MODELO AND HM BELÉN)
HEALTHCARE STATISTICS 2020



10,528

HOSPITAL DISCHARGES



51,651

ACCIDENTS AND EMERGENCIES



6,286

OPERATIONS



3,078

OUTPATIENT OPERATIONS



702,760

LABORATORY TESTS



81,312

RADIOLOGICAL TESTS



3,704

ENDOSCOPIES/COLONOSCOPIES



883

BIRTHS



192,090

OUTPATIENT CONSULTATIONS



2.12 MATERNIDAD

HM Belén

PROVISION

- 32 inpatient beds
- 1 Labour and Recovery Unit
- 10 neonatal ICU beds
- 4 operating theatres
- 4 emergency cubicles
- Densitometry
- Ultrasound
- Conventional x-ray
- IVF laboratory
- Anatomical Pathology Department





2.13 HOSPITAL

HM Rosaleda



PROVISION

- 68 beds
- 5 operating theatres with resuscitation and sterilisation units
- 6 emergency cubicles
- Clinical Analysis Laboratory
- 2 closed 1.5 T MRI scanners
- 64-slice CAT scanner
- Ultrasound
- Mother and Baby Unit with 10 individual rooms, delivery room, caesarean delivery room and neonatal resuscitation
- Gastrointestinal Unit, endoscopy room



SANTIAGO DE COMPOSTELA (HM ROSALEDA AND HM LA ESPERANZA) HEALTHCARE STATISTICS 2020



5,223
HOSPITAL DISCHARGES



26,001
ACCIDENTS AND EMERGENCIES



4,201
OPERATIONS



2,240
OUTPATIENT OPERATIONS



685,844
LABORATORY TESTS



58,255
RADIOLOGICAL TESTS



2,020
ENDOSCOPIES/COLONOSCOPIES



273
BIRTHS



126,441
OUTPATIENT CONSULTATIONS



2.14 HOSPITAL

HM La Esperanza

PROVISION

- 35 inpatient beds
- 8 operating theatres with resuscitation and sterilisation units
- Closed 1.5 T MRI scanner
- O-ARM intraoperative neuronavigation system
- Neurophysiology with 2 polysomnography beds (Sleep Unit)
- Day hospital
- Analyses extraction point
- HM CIOCC Galicia: 10 inpatient oncology beds





02

Our Hospitals

Madrid Regional Management
Catalonia Regional Management
Galicia Regional Management
Castile-Leon Regional Management

Castile-Leon

Castile-Leon Regional Management

The year 2020 has been an extraordinary year, full of sorrow and high emotions. I think it would be right to start by highlighting the efforts of all the staff at **HM Hospitales** in Castile-Leon, Madrid, Galicia and Catalonia. They have been a shining example of professionalism, sacrifice and humanity in exceptionally tough times, which required the very best of each of them and during which they demonstrated their ability to deliver.

I'd also like to express my heartfelt condolences to and solidarity with all those who have lived through and continue to live through the pandemic in difficult circumstances, and who in many cases have lost loved ones.

In Castile-Leon, we must thank all the public and private institutions for their teamwork, without which it wouldn't have been possible to tackle COVID-19 in the way we did, and which was key to saving the greatest number of lives. For that, let me say a huge thank you on behalf of the whole **HM Hospitales** family.

While I'd like to give a detailed mention of everything we did in 2020 and the huge efforts we made to combat COVID-19, you'll allow me to skip this lengthy list of our actions and focus on the pride I feel as Regional Manager of **HM Hospitales** in Castile-Leon.

Pride in the behaviour of our citizens and the support they gave us. Pride in all the professionals at **HM Hospitales**. Pride in our public and private healthcare system, which from the beginning pursued a shared objective: to fight coronavirus and prioritise care for patients based on the severity of their condition. Pride in the more than 400 urgent operations carried out during the first wave at HM San Francisco and HM Regla. Pride in our assistants. Pride in our cleaning staff. Pride in our administrative staff. Pride in our maintenance staff. Pride in our patient support department. Pride in our nurses. Pride in our medical professionals. Pride in our suppliers. Pride in our partners such as insurance companies. In a word, PRIDE in each and every person who, from their position of responsibility, made 2020 a year not to be forgotten, not just because of the tragedy it brought but also because we can draw comfort from knowing we joined forces like never before with a common goal: to look after the health of the inhabitants of Leon.

Ricardo Aller López

HM Hospitales Castile-Leon Regional Management



2.15 HOSPITAL

HM San Francisco

PROVISION

- 46 rooms
- 24 consultation rooms
- 6 operating theatres
- 5 ICU beds
- 2 delivery rooms
- 128-slice CAT scanner
- Closed 1.5 Tesla MRI scanner
- Attached polyclinic (C/ Bernardino de Sahagún, 2)
- Rehabilitation gym



HEALTHCARE STATISTICS 2020



2,290
HOSPITAL DISCHARGES



20,486
ACCIDENTS AND EMERGENCIES



1,749
OPERATIONS



999
OUTPATIENT OPERATIONS



18,816
LABORATORY TESTS



42,328
RADIOLOGICAL TESTS



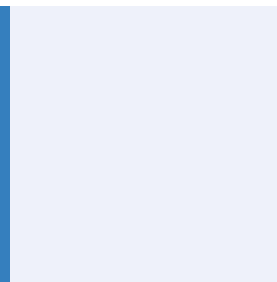
988
ENDOSCOPIES/COLONOSCOPIES



105
BIRTHS



150,907
OUTPATIENT CONSULTATIONS



2.16 HOSPITAL HM Regla

HEALTHCARE STATISTICS 2020



1,582
HOSPITAL DISCHARGES



8,435
ACCIDENTS AND EMERGENCIES



498
OPERATIONS



1,433
OUTPATIENT OPERATIONS



2,847
LABORATORY TESTS



22,016
RADIOLOGICAL TESTS



333
ENDOSCOPIES/COLONOSCOPIES



71,621
OUTPATIENT CONSULTATIONS

PROVISION

- 75 rooms
- 4 emergency cubicles
- 25 consultation rooms
- 2 operating theatres
- 16-slice CAT scanner
- Closed 1.5 Tesla MRI scanner
- Attached Rehabilitation Gym





hm hospitales

03

Our Integrated Centres

HM CIOCC.

Centro Integral Oncológico Clara Campal

HM CIEC.

Centro Integral de Enfermedades
Cardiovasculares

HM CINAC.

Centro Integral de Neurociencias AC

HM Fertility Center.

Reproductive Medicine

HEALTHCARE STATISTICS 2020

■ MEDICAL ONCOLOGY CONSULTATIONS	
TOTAL CONSULTATIONS	33,195
NEW PATIENTS	2,975
■ HOSPITALISATION	
NO. OF ADMISSIONS	2,146
■ APHERESIS	101
■ BMT: AUTOLOGOUS	14
■ CHEMOTHERAPY TREATMENTS	17,353
■ RADIOTHERAPY	
TOTAL CONSULTATIONS	8,702
NEW PATIENTS	1,350
■ ANATOMICAL PATHOLOGY	
NGS IN TISSUE	269
LIQUID BIOPSIES	94
■ ONCOLOGICAL CLINICAL TRIALS	
PATIENTS	140
■ ONCOLOGICAL CLINICAL TRIALS PHASE I	
PATIENTS	244



3.1 CENTRO INTEGRAL ONCOLÓGICO CLARA CAMPAL

HM CIOCC

PROVISION

- 41 rooms
- 22 treatment chairs + 10 Clinical Trial chairs + 1 room for special procedures and treatments
- 13 consultation rooms
- 2 linear accelerators: VERSA and ONCOR
- 1 Novalis linear accelerator (Radiosurgery)
- 1 new 4D CAT scanner for radiotherapy treatment planning
- 1 Brachytherapy operating theatre
- Radiotherapy and Radiosurgery
- Personnel: 74 employees, 41 doctors (multidisciplinary team for oncology treatment), 6 nurses, 3 assistants and 8 administrators plus the Hospital Floor team
- Therapeutic Targets Laboratory



3.2 CENTRO INTEGRAL DE ENFERMEDADES CARDIOVASCULARES

HM CIEC

PROVISION

- 40 inpatient rooms
- 26 monitored rooms with telemetry
- Flat-panel type Cardiac Haemodynamics Room
- High-technology electrophysiology room
- Exclusive 24-hour warning Cardiac Surgery operating theatre
- Hybrid ARTIS-pheno operating theatre
- Coronary Unit / Intensive Care Unit / Neonatal and Paediatric ICU
- 160-slice coronary CAT, cardiac MRI, 3D echocardiography and vascular ultrasound
- Distinct consultation zone: 8 consultation rooms integrating the services of Clinical Cardiology, Cardiac Electrophysiology
- Clinical Cardiology
- Paediatric Clinical Cardiology
- Cardiac Surgery
- Paediatric Cardiac Surgery
- Vascular Surgery
- Haemodynamics Department
- Electrophysiology Department
- Cardiac Imaging Unit
- Congenital Heart Disease Unit
- Familial Cardiomyopathy Unit
- Arrhythmia Unit
- Valvulopathy Unit
- Heart Failure Unit
- Unit for Pregnant Women with Heart Disease
- Cardio-Onco-Haematology Unit
- 3D Vascular Prevention Unit (consultation)
- Cardiac rehabilitation gym
- Cardiac Screening Programmes
- Cardiac Rehabilitation Programme

HEALTHCARE STATISTICS 2020

HOSPITALISATION

CARDIOLOGY ADMISSIONS	1,030
CARDIAC SURGERY ADMISSIONS	161
CORONARY	14
VALVULAR	62
OTHER PROCEDURES	61
PACEMAKERS	34
EXTRACORPOREAL CONGENITAL HEART DISEASE	24
HAEMODYNAMICS	26
ADULTS	9
EPS ADMISSIONS	440
CARDIOVASCULAR ADMISSIONS	152

OUTPATIENT ACTIVITY

CARDIOLOGY CONSULTATIONS	13,574
ERGOMETRY	1,405
HOLTER	2,307
CARDIAC SURGERY CONSULTATIONS	713
EPS CONSULTATIONS	2,135
CONGENITAL HEART DISEASE CONSULTATIONS	1,824
VASCULAR SURGERY CONSULTATIONS	6,115

IMAGING TESTS

CORONARY CT	750
CARDIAC MRI	448

HAEMODYNAMICS ROOM

HAEMODYNAMICS TESTS	1,035
DIAGNOSTIC TESTS	223
NEURORADIOLOGY	79
VASCULAR RADIOLOGY	102
STRUCTURAL	73

EPS ROOM ACTIVITY

TOTAL TESTS	499
DIAGNOSTIC	21
AF ABLATION	135
AFL ABLATION	35
AF AND AFL ABLATION DURING THE SAME PROCEDURE	62
OTHER PROCEDURES	125
AICD	15
RESYNCHRONISATION	4
PACEMAKERS	46
CRYOABLATION	30
ROBOT	22

CARDIAC REHABILITATION

PATIENTS	145
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HEALTHCARE STATISTICS 2020

■ HM CINAC NEUROLOGY

CONSULTATIONS (including trial patients)	2,120
ADMISSIONS (+ 5 patients in the care of neurosurgery, for DBS)	107
PET/MRI	44
MRI/HIFU	87
NEUROPSYCHOLOGY	176
NEUROPHARMACOLOGICAL MONITORING	313

■ NEUROLOGY

CONSULTATIONS	8,640
ADMISSIONS	262
EEG	694
EMG	2,118
EVOKED POTENTIAL	186

■ SLEEP UNIT

CONSULTATIONS	1,727
OVERNIGHT SLEEP TESTS	642
MULTIPLE LATENCY TESTS	13
VIDEO-EEG	78

■ NEUROSURGERY

CONSULTATIONS	2,416
ADMISSIONS	217
CRANIOTOMIES	93
COLUMNS	101

■ PSYCHIATRY

PSYCHIATRIC CONSULTATIONS	5,239
CHILD PSYCHIATRY	1,463
CLINICAL PSYCHOLOGY	2,307
GROUP EATING DISORDERS THERAPY	6
ECT PROGRAMME	48
ADMISSIONS	277



3.3 CENTRO INTEGRAL DE NEUROCIENCIAS AC

HM CINAC

■ PROVISION

- 11 specific consultation rooms
- 15 acute psychiatric hospitalisation beds
- 1,200 m² research pavilion
- Simultaneous PET/MRI scanner for the diagnosis of neurological and psychiatric illnesses
- MRI/HIFU Unit exclusively devoted to neurological application of the technique
- Neuropharmacological Monitoring Area with 2 beds and Functional Neuroscience Area with 3 beds
- Specific neuroscience operating theatre with a minimum level of electrical noise for the performance of functional neurosurgery
- Specific Neurorehabilitation Area
- Sleep Unit
- Pain Unit with its own procedure zone



MEDICINA DE LA REPRODUCCIÓN
hm fertility center

3.4 CENTRO INTEGRAL DE
MEDICINA DE LA REPRODUCCIÓN

HM FERTILITY CENTER

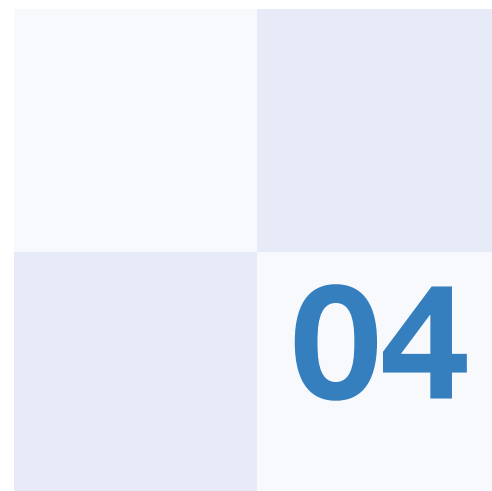
■ PROVISION

- 5 Centres, located in Boadilla del Monte (Hospital Universitario HM Montepíncipe), Móstoles (Hospital Universitario HM Puerta del Sur), Alcalá de Henares (Hospital HM Vallés), Toledo (Policlínico HM IMI Toledo) and La Coruña (Maternidad HM Belén). It also has daily consultations (morning and afternoon) in the Policlínico HM Gabinete Velázquez.
- All Centres are equipped with:
 - Fully equipped in vitro fertilisation laboratories (microscopes for sperm microinjection, stereomicroscopes, laminar flow cabinets, incubators equipped with time-lapse technology, and technology for the vitrification of gametes and embryos).
 - Special operating theatres for the performance of follicular punctures, embryo transfers, artificial insemination and testicular biopsies.
 - Post-surgical rest rooms

■ HEALTHCARE STATISTICS 2020

■ TOTAL CONSULTATIONS	4,165
■ IVF-ICSI CYCLES/PGD CRYOTRANSFERS	968
■ EGG DONATION	195
■ EMBRYO DONATION CYCLES	22
■ OOCYTE VITRIFICATION CYCLES	76
■ ARTIFICIAL INSEMINATION CYCLES	67





04

Our Polyclinics

4.1 Closer to our **patients**

Madrid

hm arapiles
 hm suchill
 hm odontología
 hm las tablas
 hm sanchinarro
 hm telefónica
 hm torrelodones
 hm santander
 hm moraleja
 hm cruz verde
 hm virgen del val
 hm gabinete velázquez
 hm la paloma
 hm getafe



Catalonia

hm st. andreu
 hm collblanc
 hm viladecans

22
 POLYCLINICS

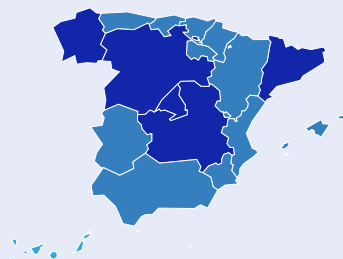


Galicia

hm rosaleda lalin
 hm belén
 hm matogrande

Castile La Mancha

hm IMI toledo



Castile-Leon

hm san francisco



05

Research

5.1

Research in the interests of society



HM Hospitales bases business excellence on the integration of its healthcare activity with innovative teaching and research. Besides the fact that most of its hospitals are university hospitals, basic and clinical research and innovation (biosanitary, technological and management) are present in its everyday activity. All the professionals of **HM Hospitales** participate both in teaching and in R&D+i, providing institutional support to innovative research initiatives, involving possible benefits to patients and society and thus representing a business commitment. This has enabled us to attract the best specialists, who can pursue their professional and research interests in an optimal, patient-centred environment.

A hospital with no room for research, whether clinical or basic, cannot guarantee the best development of its professionals or its healthcare activity. Therefore, the Directorate of **HM Hospitales** has made a great effort to commit both technological and human resources and has commissioned a Department of R&D+i to coordinate, supervise, promote and support the research work of all our specialists.

In 2019, **HM Hospitales** performed a significant amount of scientific and research activity, reflected in the 257 articles published in highly prestigious domestic and international journals, of which 155 were published in first quartile journals and 42 in second quartile journals. Hence the scientific output of **HM Hospitales** is excellent, its average impact factor being 4.65. The cumulative impact factor obtained through the different publications was 1,237, confirming our commitment to high-quality research.

During 2020, 84 research projects were executed, of which 37 were externally funded through competitive

tenders, and 47 were funded by **HM Hospitales** itself, thus demonstrating its clear commitment to scientific progress and research.

R&D+i has emerged naturally as one more aspect of healthcare from the acquisition of the best possible technology in the interests of the patients and doctors, the availability of comprehensive, integrated and multidisciplinary healthcare coverage to any patient, and the high level of skills of our professionals.

The R&D+i goal of **HM Hospitales** is to benefit the patient through improved diagnosis and/or treatment of illness, prevention of illness, or simpler provision of healthcare services. Clinic professionals raise their healthcare problems leading to the best scientific solutions being found and the required studies being sponsored, driving the search for the necessary resources and strategic alliances. This translates into the practice of Translational Medicine, which integrates clinical and basic research with the personalised care of each patient's individual illness into what we now know as Personalised Medicine.

Based on these fundamental concepts and the ultimate goal of achieving direct benefits for the patients treated in our hospitals, the **HM Hospitales** R&D+i Executive

Committee (CEIDI) was created. This committee meets monthly and includes the General Directorate and the group's main leaders in basic and clinical research. CEIDI is the body responsible for all our R&D+i activity, establishing, financing, directing, supervising, controlling and evaluating the lines of research and innovation in **HM Hospitales**. Constituted almost a decade ago, CEIDI has managed to structure a R&D+i department with different basic and clinical units.

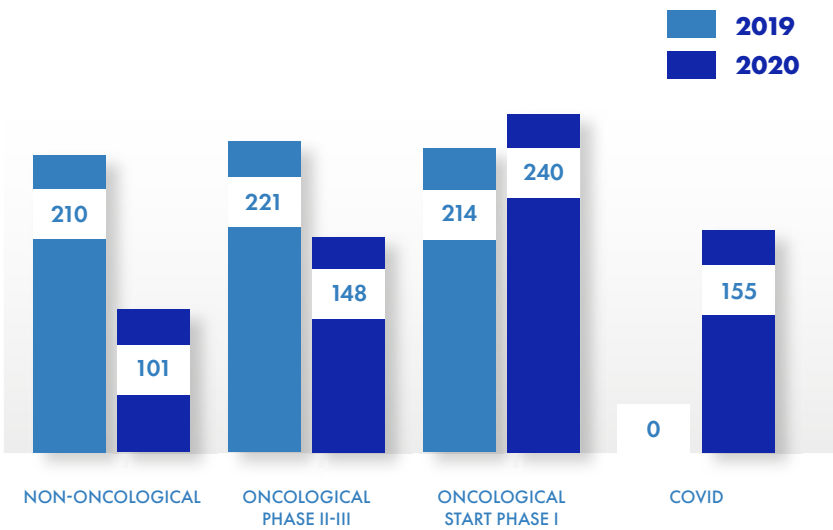


5.2 Research in figures

HM Hospitales deems research to be a strategic area supporting its healthcare activity, involving collaboration with numerous pharmaceutical companies, universities and institutions, including South Texas Accelerated Research Therapeutics (START), the Spanish Cardiovascular Research Centre (CNIC), the Madrid Institute of Advanced Studies in Nanoscience (IMDEA-Nanociencia), the Spanish National Research Council (CSIC) and the National Cancer Research Centre (CNIO).

Central Clinical Trials Unit

 **PATIENTS INCLUDED IN TRIAL
BY TYPE OF STUDY**

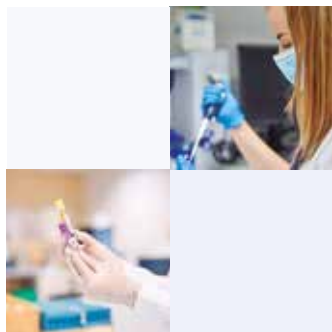




Recruitment per unit

PATIENTS INCLUDED IN TRIALS BY PATHOLOGY AT HM HOSPITALES

	■ 2019	■ 2020
• HEAD AND NECK CANCER	0	3
• BREAST CANCER	35	23
• GASTROINTESTINAL CANCER	64	62
• GENITOURINARY CANCER	22	11
• OVARIAN CANCER	9	4
• PROSTATE CANCER	7	2
• LUNG CANCER	15	9
• LUNG CANCER COVID	0	38
• INTERNAL MEDICINE	0	108
• GYNAECOLOGY	6	42
• GYNAECOLOGY COVID	0	0
• HAEMATOLOGY	34	27
• HAEMATOLOGY COVID	0	9
• PAEDIATRIC ENDOCRINOLOGY	2	0
• NEUROSCIENCE CINAC	21	9
• PAEDIATRICS	149	21
• ONCOPAEDIATRICS	2	0
• START	214	240
• ONCOLOGICAL TRANSVERSAL	32	6
• UROLOGY	0	4
• RHEUMATOLOGY SANTIAGO	24	25
• PSYCHIATRY	6	0
• SKIN CANCER	3	1



5.3 Clinical Trials Unit

The Central Clinical Trials Unit (UCEC) manages all those clinical trials entailing the investigation of an active substance or placebo, including products with a marketing authorisation but used or assembled (formulated or packaged) in a way different from the authorised form, or used for an unauthorised indication, or used to gain information about the authorised form.

The UCEC coordinates and supports all the clinical trials in **HM Hospitales** transversally. This unit was founded in 2008 to prioritise the management of clinical trials undertaken in the Centro Integral Oncológico Clara Campal HM CIOCC of the Hospital Universitario HM Sanchinarro. It is a European leader in phase I oncological clinical trials, and during 2020 the figure of more than 2,000 patients included since its foundation was surpassed.

Aware of the need to perform high-quality clinical trials at the highest levels of excellence for patients, sponsors, and medical specialists, the **HM Hospitales** Central Clinical Trials Unit kept growing during 2020. This growth was related both to the increase in the number of clinical trials and their efficiency. In the latter respect, the incorporation of process management in the Clinical Trials Pharmacy has enabled a significant part of everyday activity to be standardised. These clinical trials provide patients with a real firm opportunity to access innovative medication. They also involve the exercise of true solidarity, enabling scientific progress to be achieved which will benefit patients in the future. As these trials involve treatments in the clinical research phase, they are undertaken providing the patient with the maximum safety guarantees and the most rigorous safety controls with the approval of the local ethics committees (in our case under the supervision of **HM Hospitales'** Medicines Research Ethics Committee (CEIm) and Healthcare Ethics Committee (CEAS)), the Spanish Medicines and Medical Devices Agency (AEMPS), and the European regulatory committees and agencies if the study is international.

5.4 Oncology Phase I Unit

This unit was founded in October 2008 after an agreement reached between the Fundación de Investigación **HM Hospitales** and South Texas Accelerated Research Therapeutics (START, a company from the USA leading the world in Phase I clinical trials) intended to accelerate the development of new medicines employed in the prevention and treatment of cancer and to offer patients access to new therapies when traditional treatments are ineffective.

Phase I clinical trials are essential to cancer patients, since they are used to evaluate the effectiveness of innovative medicines with anti-tumour potential administered for the first time to human beings.

The main problem is that there are currently few countries with Phase I Oncology clinical trial units with the required quality to be able to offer those medicines.

Furthermore, this type of study is essential from the scientific perspective because they determine subsequent development of the medicines and their future as possible cancer treatments, and because they reflect the level of clinical research in an institution or country. Directed by Dr. Emiliano Calvo Aller, in 2020 this unit provided the possibility of accessing new medicines to a total of 240 patients in 81 Phase I Oncology clinical trials.



5.5 Therapeutic Targets Laboratory



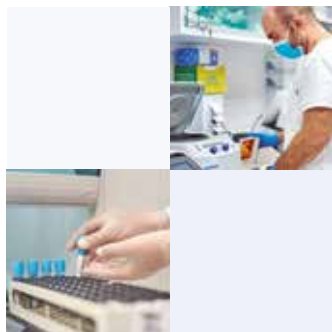
HM Hospitales has a Therapeutic Targets Laboratory located in the Centro Integral Oncológico Clara Campal HM CIOCC as a consequence of the development in recent years of targeted therapies against certain genetic/molecular changes in human malignancies. This has represented a significant practical and conceptual change in the treatment of cancer patients, permitting the design of targeted therapies with “a la carte medicines” (i.e. targeted medicines which permit some tumours to be treated at the molecular level), improving the prognosis and reducing the side effects.

Since 2012 the Therapeutic Targets Laboratory has had a Cancer DNA Sequencing Service for the whole group’s patients, and a Biomarkers Information Area to centralise the information offered to patients on therapeutic targets and to help the public discover the revolution involved in prescribing “a la carte” treatment based on those targets.

Furthermore, the Therapeutic Targets Laboratory has a Patient Support Area storing information on biomarkers and the most innovative methods for the study of the cancer, including under the latter the DNA Sequencing Service which uses ion-Torrent technology to investigate the molecular basis of each tumour in order to prescribe personalised treatment for each of our group’s patients.

5.6 Sponsored Chairs

In 2009, and in collaboration with CEU San Pablo University, the Fundación de Investigación **HM Hospitales** initiated a new formula for the management and promotion of translational R&D, driving the creation of privately-funded chairs. Recent years have seen the foundation of the MIS Chair in biomaterials and oral implantology in collaboration with Palex®; the Chair in Abdominal Robotic Cancer Surgery; the SANYRES (Orpea) Chair in Personalised Geriatric Care and the Klockner Implantology Chair. We are currently evolving towards a different Sponsored Chairs model, with the aim of innovating in the management of this successful model of collaboration between entities with shared research interests. On that basis, in 2020 we signed agreements for the Chair in the Pharmacoeconomics of Obesity and Cardiovascular Risk, the International Chair for Research on General and Gastrointestinal Surgery, the International Chair for Research on Molecular Oncology, and the International Chair for Research on Advanced Radiotherapy, all of which will be detailed below.



The following are current agreements governing various chairs linked to CEU San Pablo University, **HM Hospitales** and the Fundación de Investigación **HM Hospitales**:

Chairs linked to **CEU San Pablo University**

■ KLOCKNER IMPLANTOLOGY CHAIR

Participants: KLOCKNER, S.A, CEU San Pablo University and the Fundación de Investigación HM Hospitales.

OBJECTIVE: To provide the necessary scientific information about dental implants, and serve as a discussion forum for professionals whose scientific or professional activity is focused on this field of knowledge and research.

Director: Doctor Manuel Fernández Domínguez.

Start date and duration: The chair was signed in Madrid on 2 January 2010 by Mr. Alexandre Manuel Padrós Roldán, on behalf of KLOCKNER, S.A., Mr. Rafael Sánchez Saús, in the capacity of Rector of CEU San Pablo University, and Mr. Juan Martínez López de Letona, on behalf of the Fundación de Madrid (now the Fundación de Investigación HM Hospitales), for a period of 3 years, renewable by tacit agreement for equal periods.

■ ORPEA CHAIR IN PERSONALISED GERIATRIC CARE

Participants: Orpea Ibérica, S.A.U., CEU San Pablo University and the Fundación de Investigación HM Hospitales.

OBJECTIVE: To improve healthcare for geriatric patients and offer integrated and individual support which, in short, translates into personalised, high-quality medicine among this group of patients.

Director: Dr. José Barberán López and Dr. Bernardo López Gómez.

Start date and duration: The chair was signed in Madrid on 18 January 2018 by Mr. Manuel Aznar Aznar on behalf of Orpea Ibérica S.A.U., Mr. Antonio Calvo Bernardino, in the capacity of Rector of CEU San Pablo University, Ms. María Elena García Rojo, in the capacity of Director of CEU San Pablo University, and Mr. Alfonso Moreno González, on behalf of the Fundación de Investigación HM Hospitales, for a period of 3 years, renewable by tacit agreement for equal periods. It is based in the residences of the SANYRES group, in the Faculty of Medicine of CEU San Pablo University and at HM Hospitales.



Company chairs HM Hospitales - Fundación de Investigación HM Hospitales

Several agreements are currently in force governing various company chairs linked to **HM Hospitales** and the Fundación de Investigación HM Hospitales.

■ SIEMENS HEALTHINEERS CHAIR IN PET/MRI

Participants: Siemens Healthineers S.L.U. and the Fundación de Investigación HM Hospitales.

OBJECTIVE: Training, research, transfer of research results and scientific outreach in the field of diagnostic imaging using PET/MRI technology.

Director: Dr. Lina García-Cañamaque.

Start date and duration: The chair was signed in Madrid on 22 January 2018 by Mr. Luis Cortina Tarrats, on behalf of Siemens Healthineers S.L.U., and Mr. Javier Reguera Errasti, on behalf of the Fundación de Investigación HM Hospitales, for a period of 1 year, renewable by tacit agreement for equal periods.

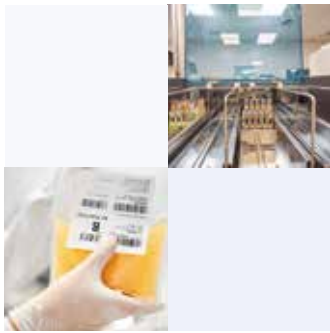
■ CHAIR OF ARTIFICIAL INTELLIGENCE APPLIED TO THE HEALTH SECTOR

Participants: EQUIFAX IBÉRICA, S.L., HM HOSPITALES 1989, S.A. and the Fundación de Investigación HM Hospitales.

OBJECTIVE: Research, transfer of research results and scientific outreach in the field of Artificial Intelligence in the health sector.

Director: Dr. Ernestina Menasalvas Ruiz.

Start date and duration: The chair was signed in Madrid on 22 April 2019 by Mr. Carlos Alonso Martínez and Ms. Sofía Ausin Revilla, on behalf of EQUIFAX IBÉRICA, S.L., Dr. Juan Abarca Cidón, on behalf of HM HOSPITALES 1989, S.A., and Mr. Javier Reguera Errasti, on behalf of the Fundación de Investigación HM Hospitales, for a period of 2 years, renewable by tacit agreement for 1-year periods up to a maximum of 5 years.



CHAIR OF APPLIED NEUROKINEMATICS

Participants: MEDIASET ESPAÑA COMUNICACIÓN, S.A and the Fundación de Investigación HM Hospitales.

OBJECTIVE: To apply psycho-neurokinematics to psychiatry and clinical anthropology.

Director: Dr. Luis Caballero Martínez.

Start date and duration: The chair was signed in Madrid on 14 June 2019 by Mr. Paolo Vasile, on behalf of MEDIASET ESPAÑA COMUNICACIÓN, S.A., and Mr. Javier Reguera Errasti, on behalf of the Fundación de Investigación HM Hospitales, for a period of 3 years.

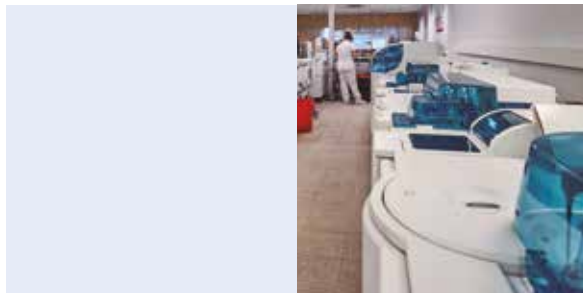
NOVO NORDISK CHAIR IN THE PHARMACOECONOMICS OF OBESITY AND CARDIOVASCULAR RISK

Participants: Novo Nordisk Pharma, HM Hospitales and the Fundación de Investigación HM Hospitales (FIHM).

OBJECTIVE: To broaden our understanding of obesity and the cardiovascular risks it involves, and thus be able to advance public awareness of this problem. To achieve this, the Chair runs a programme of activities designed to educate and raise awareness about the cardiovascular risks associated with obesity and the approach to obese patients in Spain.

Director: Dr. Alfonso Moreno.

Start date and duration: The chair was signed in Madrid on 11 November 2019 by Ms. Olga Espallardo, on behalf of Novo Nordisk Pharma, Mr. Javier Reguera Errasti, on behalf of the FIHM, and Dr. Juan Abarca Cidón, on behalf of HM Hospitales, for a period of 1 year, renewable by tacit agreement for 1-year periods up to a maximum of 5 years.





INTERNATIONAL CHAIR FOR RESEARCH ON GENERAL AND GASTROINTESTINAL SURGERY

Participants: The Catholic University of Murcia (UCAM), HM Hospitales and the Fundación de Investigación HM Hospitales (FIHM).

OBJECTIVE: To form teaching and research partnerships in the areas of general and gastrointestinal surgery, gastrointestinal oncological surgery, research of health outcomes from different gastrointestinal surgery techniques, and cost-effectiveness studies and research on three-dimensional reconstruction models.

Directors: Dr. Emilio Vicente and Dr. Yolanda Quijano.

Start date and duration: The chair was signed in Murcia on 22 September 2020 by Dr. José Luis Mendoza Pérez, on behalf of the UCAM, Mr. Javier Reguera Errasti, on behalf of the FIHM, and Dr. Juan Abarca Cidón, on behalf of HM Hospitales, for a period of 4 years, renewable by tacit agreement for equal periods.

INTERNATIONAL CHAIR FOR RESEARCH ON ADVANCED RADIOTHERAPY

Participants: The Catholic University of Murcia (UCAM), HM Hospitales and the Fundación de Investigación HM Hospitales (FIHM).

OBJECTIVE: To form teaching and research partnerships in the areas of personalised radiotherapy in oncological treatments, radiotherapy targeted at non-tumour diseases, and physical and technological advances in modern radiotherapy.

Director: Dr. María Carmen Rubio Rodríguez.

Start date and duration: The chair was signed in Murcia on 22 September 2020 by Dr. José Luis Mendoza Pérez, on behalf of the UCAM, Mr. Javier Reguera Errasti, on behalf of the FIHM, and Dr. Juan Abarca Cidón, on behalf of HM Hospitales, for a period of 4 years, renewable by tacit agreement for equal periods.

INTERNATIONAL CHAIR FOR RESEARCH ON MOLECULAR ONCOLOGY

Participants: The Catholic University of Murcia (UCAM), HM Hospitales and the Fundación de Investigación HM Hospitales (FIHM).

OBJECTIVE: To form teaching and research partnerships in the areas of medical oncology, advanced diagnostic techniques in oncology, development of practical applications of molecular testing in oncology, personalised treatment, development of new drugs, and development of early cancer diagnosis.

Director: Dr. Antonio Cubillo Gracián.

Start date and duration: The chair was signed in Murcia on 22 September 2020 by Dr. José Luis Mendoza Pérez, on behalf of the UCAM, Mr. Javier Reguera Errasti, on behalf of the FIHM, and Dr. Juan Abarca Cidón, on behalf of HM Hospitales, for a period of 4 years, renewable by tacit agreement for equal periods.



Chairs funded by the HM Hospitales Group - Fundación de Investigación HM Hospitales

■ CHAIR FOR RESEARCH ON EVOLUTIONARY OTOACOUSTICS AND PALEOANTHROPOLOGY

Participants: HM HOSPITALES 1989, S.A., the University of Alcalá (UAH) and the Fundación General of the University of Alcalá.

OBJECTIVE: Research, transfer of research results and scientific outreach in the fields of evolution of the human ear in relation to human evolution and the origin of language, and evolution of the anatomy and physiology of the ear and its applications in the field of clinical otorhinolaryngology.

Director: Dr. Ignacio Martínez Mendizábal.

Start date and duration: The chair was signed in Alcalá de Henares on 23 January 2019 by Dr. Juan Abarca Cidón, on behalf of HM HOSPITALES 1989, S.A., Mr. F. Javier de la Mata, Vice-Rector of Research and Transfer, on behalf of the UAH, and Ms. María Teresa del Val Núñez, on behalf of the Fundación General of the University of Alcalá, for a period of 3 years.

■ CHAIR OF SPORTS TRAUMATOLOGY

Participants: University of La Coruña and HM Hospitales.

OBJECTIVE: To promote high-quality training in the field of Sports Traumatology in the areas of Medicine, Physiotherapy and Physical Education and to stimulate research in the field of Sports Traumatology.

Director: Dr. Rafael Arriaza.

Start date and duration: The chair was signed in Galicia on 17 November 2015 by Mr. Xosé Luis Armesto, Rector of the University of La Coruña, and Dr. Juan Abarca Cidón, Chairman of HM Hospitales, for a period of 1 year, renewable by tacit agreement for equal periods.





06

Teaching

6.1 Undergraduate Teaching

The **HM Hospitales** Group collaborates with CEU San Pablo University on undergraduate teaching for the various Health Sciences degrees, including Medicine, Dentistry and Nursing.

Our teaching staff mainly come from operational clinics integrating their teaching and healthcare activities in their work on a day to day basis. This integration of healthcare, teaching and research fosters both the academic development of our teachers and the practical training of our students. More than 60% of our medical teaching staff possess doctorates.

The number of undergraduate students has kept growing over recent years, currently amounting to more than 1,000 students in Medicine, almost 300 in Nursing and more than 550 in Dentistry, besides students of other degrees such as Psychology, Physiotherapy, Genetics, Pharmacy, Nutrition and Biomedical Engineering.

Last year, the pandemic transformed the way we taught, with new technologies, blended learning, and online lessons and exams. The entire **HM Hospitales** teaching community was able to adapt, allowing our students to successfully complete their training in these unsettled times.

Over the course of the year, our international rotating staff were prevented from doing a large part of their work experience, but we resumed it with much enthusiasm in the final third of the year.

Despite the pandemic, international interest in our group is continuing to grow. We've signed new partnership agreements with a number of universities, in Latin America in particular. The arrival of 30 Chilean nursing students, whom **HM Hospitales** awarded a scholarship to carry out part of their studies, was an important step for training students in the double nursing degree.



6.2

Postgraduate Teaching

■ POSTGRADUATE TEACHING IN HM HOSPITALES ENCOMPASSES THE FOLLOWING:

- Specialist MIR Training
- Fellowship Programmes
- Continuous Training for the medical profession
- Domestic and international internships
- Masters Programmes
- Doctoral Programmes

HM Hospitales has two Committees directly related to the teaching of Undergraduate, Postgraduate, Continuous Training and Specialist MIR Training courses. The first of those Committees, the Training Committee (named as such to differentiate it from the Postgraduate Teaching Committee), covers activity related to the Medicine, Nursing, Psychology, Physiotherapy, Dentistry and Pharmacy degrees and to the Instituto HM de Profesiones Biosanitarias, besides certain postgraduate activities: Continuous Training for the medical profession; Master's degrees; fellowships; and domestic and international placements.

The goal of the Postgraduate Teaching Committee is to tackle issues related to Specialist MIR Training exclusively, as it is the representative professional body within the **HM Hospitales** structure.



Specialist **MIR/EIR** Training

■ THE CURRENTLY ACCREDITED SPECIALITIES AND THE NUMBER OF RESIDENTS ARE AS FOLLOWS:

- RADIOTHERAPEUTIC ONCOLOGY: 4 residents in training
- PAEDIATRICS AND SPECIFIC AREAS: 4 residents in training
- OBSTETRICS AND GYNAECOLOGY: 4 residents in training
- INTERNAL MEDICINE: 5 residents in training
- NUCLEAR MEDICINE: 1 resident in training

RADIOTHERAPEUTIC ONCOLOGY 	PAEDIATRICS AND SPECIFIC AREAS 	OBSTETRICS AND GYNAECOLOGY
INTERNAL MEDICINE 		NUCLEAR MEDICINE

We achieved accreditation in the speciality of Medical Oncology in 2021.

In 2020, the Paediatrics Multiprofessional Teaching Unit of Hospital HM Nens was accredited (to start in 2021). The capacity of the accredited teaching unit is 1 space per year in the speciality of Paediatrics and its specific areas, and 1 space per year in the speciality of Paediatric Nursing.

Fellowship Programmes

The **HM Hospitales** Fellowship Programme aims to provide additional training to doctors specialising in areas of knowledge which, although not currently recognised as a speciality, in everyday practice constitute a sub-speciality in their own right.. Therefore, programmes have currently been organised with diverse content led by internationally renowned medical teams.



Continuous Training for the medical profession

During 2020, the **HM Hospitales** Postgraduate Department organised a large number of courses, workshops and teaching sessions held in the different HM Group hospitals, to improve the training of doctors, residents and patients. Specifically, it organised more than 60 teaching sessions and 50 training courses. 9 of those activities were accredited in 2020 by the Continuous Training Committee of the Regional Government of Madrid.

Domestic and international internships

As the **HM Hospitales** Group enjoys the status of a teaching university, the internship programme provides specialists, residents and students from all over the world with the opportunity to stay in our hospitals for different periods depending on their training needs. Hence they can learn along with the healthcare professionals of **HM Hospitales** all kinds of medical, surgical, robotic, laboratory and imaging techniques, as well as everything else offered by cutting-edge medicine in the twenty-first century.

Thanks to the implementation of the programme and especially to all the professionals who made it possible, **HM Hospitales** welcomed more than 40 domestic residents and 44 international residents and specialists in 2020.

In order to formalise relations with public and private institutions and external suppliers, during 2020 **HM Hospitales** signed several educational collaboration agreements and kept active agreements signed in previous years, given the excellent results obtained. Based on those agreements, during 2020 302 students from different universities and companies completed placements in the **HM Hospitales** Group.



Masters Programmes

By virtue of the Framework Agreement signed by CEU San Pablo University, **HM Hospitales** provides theoretical and practical training to the students registered on the following Masters Programmes of the University:

- UNIVERSITY MASTERS IN INTRA-HOSPITAL PAEDIATRIC AND NEONATAL NURSING
- MASTERS IN A&E NURSING AND INTRA-HOSPITAL CRITICAL CARE
- UNIVERSITY MASTERS IN ORAL SURGERY AND IMPLANTOLOGY
- OWN MASTERS IN ENDODONTICS AND ADVANCED DENTAL RESTORATION
- MASTERS IN ORTHODONTICS AND MAXILLARY ORTHOPAEDICS
- UNIVERSITY MASTERS IN HEALTH LAW
- OWN MASTERS IN CLINICAL TRIALS
- UNIVERSITY MASTERS IN CARDIAC, DIAGNOSTIC AND THERAPEUTIC ELECTROPHYSIOLOGY
- UNIVERSITY MASTERS IN CLINICAL AND APPLIED ONCOLOGY RESEARCH
- UNIVERSITY MASTERS IN MEDICAL/SURGICAL PERIODONTICS

The total number of postgraduate students trained in **HM Hospitales** passed 450 during 2020.

6.3 Youngsters with a future. Professional training



The foundation of the Instituto HM de Profesiones Biosanitarias in 2013 formed part of the **HM Hospitales** strategy to implement a Professional Training Centre specialising in mid and upper level training courses to provide personalised professional training for future biosanitary technicians within a healthcare company with a teaching and research mission. The students are integrated into the day-to-day routine of the company and benefit from all the healthcare, teaching and R&D&I resources they need to be able to complete their theoretical and fundamentally practical training, and to develop their professional and academic skills.

formaciónhm
Centro de Profesiones Biosanitarias HM Hospitales

The academic year 2020-2021 saw the delivery in the Hospital Universitario HM Puerta del Sur of mid-level training courses for technicians in Auxiliary Nursing Care (TCAE), Caring for People in Dependent Situations (TAPSD) and Pharmacy and Para-Pharmacy (TFPF), as well as high-level training courses for senior technicians in Diagnostic Imaging and Nuclear Medicine (TSIPD), Anatomical Pathology and Cytology (TSAPC), and Radiotherapy (TSRTP).

■ HUMPB MÓSTOLES COURSE 2020-2021

STUDENTS IN 1 st YEAR	
• TCAE	123
• TAPSD	45
• TSIPD	62
• TSAPC	30
• TSRTP	15
STUDENTS IN 2 nd YEAR	
• TCAE	100
• TAPSD	42
• TSIPD	61
• TSAPC	30
• TSRTP	27

■ HUMPB MONTEPRÍNCIPE COURSE 2020-2021

STUDENTS IN 1 st YEAR	
• TCAE	60
• TFPF	27
STUDENTS IN 2 nd YEAR	
• TCAE	55
• TFPF	25

TCAE: Technician in Auxiliary Nursing Care
TAPSD: Technician in Caring for People in Dependent Situations
TSIPD: Senior Technician in Diagnostic Imaging and Nuclear Medicine | **TSAPC:** Senior Technician in Anatomical Pathology and Cytology | **TSRTP:** Senior Technician in Radiotherapy and Dosimetry | **TFPF:** Technician in Pharmacy and Para-Pharmacy



07

HM Hospitales in figures



7.1 Financial statistics

The group closed 2020 with a total turnover of 466 million euros.

INCOME	2013	2014	2015	2016	2017	2018	2019	2020
Healthcare income	189,226	232,406	262,079	318,112	343,928	393,230	442,342	447,387
%var		22.82%	12.77%	21.38%	8.12%	14.33%	12.49%	1.14%
Other income	7,119	7,936	8,541	9,673	9,804	13,146	13,190	8,523
Training and related	5,330	6,021	6,752	7,349	8,322	8,816	9,454	10,297
Total income	201,675	246,363	277,372	335,134	362,054	415,192	464,986	466,206
%var		22.16%	12.59%	20.82%	8.03%	14.68%	11.99%	0.26%

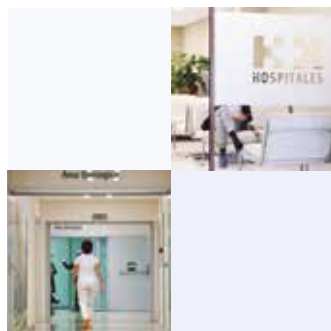
The slight increase in turnover in 2020 compared with 2019 is due to the incorporation of new assets in Barcelona. However, turnover in comparative terms has shrunk by 6.1 million euros with respect to 2019 due to the COVID-19 pandemic, with performance varying across the different regions.

By region, **Madrid** grew by 1.3 million thanks to the excellent results of non-health items. Turnover from Training grew by 0.8 million, and turnover from R&D&i continued to rise with an increase in revenue of 1.2 million. The remaining turnover decreased by 0.8 million.

All the business areas in **Galicia** saw a decrease in turnover, with a drop of 4.7 million euros, of which 4.6 corresponded to healthcare turnover. The state of emergency drastically affected the first half of the year, causing a decrease of 6.1 million in just 3 months.

The **León** region is the only region that saw an increase in turnover thanks to the intake of patients following the closure of various of our competitors' centres. Both HM San Francisco and HM Regla recorded strong growth, resulting in an increase of 1.7 million for the region as a whole.

As was the case in Galicia, the healthcare income of the centres in **Barcelona** suffered during the state of emergency. The region as a whole saw a decrease of 4.4 million euros, 4.5 in the March-June period.



During 2020, **HM Hospitales** incorporated three new polyclinics into its network of centres in Catalonia, HM Sant Andreu, HM Collblanc and HM Viladecans. Since the acquisition of these centres, **HM Hospitales** has consolidated itself as a relevant operator in the Catalan market, demonstrating a clear commitment to becoming a leading healthcare provider in the province.

In respect of expenditure, we were faced with a difficult landscape when it came to obtaining medical and work supplies, due to COVID-19. The company successfully focused its efforts on tackling its patients' needs during the pandemic and continues to work on policies aimed at ensuring efficiency and integration between centres.

With regard to human resources, HM Hospitales now has more than 5,261 employees, continuing to demonstrate its commitment to high-quality stable jobs by currently employing 81% on permanent contracts.

Under the investments heading, 2020 closed with 22.5 million, bringing the 2018-2021 HM Delfos investment plan to an end, with more than 24 million invested. Around 2 million euros went towards adaptation works and new machinery, in order to satisfy demand from COVID-19 patients.

CAPEX	2013	2014	2015	2016	2017	2018	2019	2020
Maintenance	4,747	4,175	5,181	8,469	8,628	7,941	7,852	10,667
Expansion	8,001	45,381	9,163	3,846	12,919	14,463	21,125	10,848
TOTAL CAPEX	12,748	49,556	14,344	12,315	21,547	22,404	28,977	21,515

With regard to the group's debt, **HM Hospitales** increased its net financial debt in 2020, mainly as a result of its investments in new acquisitions worth 77 million (Malaga, Barcelona, deferred payments from Galicia, etc.) and the extraordinary distribution of dividends to our property partner Medical Property Trust from the 2019 Sale & Lease transaction.

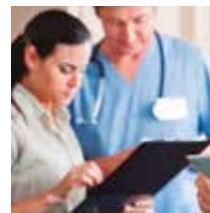
Debt nevertheless remains at conservative levels, allowing the company to maintain its strategic flexibility.

DEBT	2013	2014	2015	2016	2017	2018	2019	2020
Financial Debt	53,353	103,711	122,650	184,799	186,622	185,315	143,959	291,907
Cash flow	38,432	18,213	27,308	61,750	56,645	75,170	111,546	93,235
NFD	14,921	85,498	95,342	123,049	129,977	110,145	32,413	198,672

Figures expressed in thousands (000)

7.2 Hospitalisation Capacity

2020 | The
HM Hospitales Group
2020 ANNUAL REPORT



+5,000

EMPLOYEES



+4,000

ASSOCIATE
DOCTORS



16

GENERAL
HOSPITALS



4

INTEGRATED
CENTRES



22

POLYCLINICS



1,421

BEDS



103

OPERATING
THEATRES



HM
hm hospitales

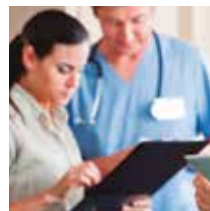
7.3 Healthcare Activity

2020	MADRID	GALICIA	CASTILE-LEON	CATALONIA	TOTAL
Hospital discharges	49,922	15,751	3,872	13,355	82,900
Accidents and emergencies	282,047	77,652	28,921	88,691	477,311
Operations	23,202	10,487	2,247	11,430	47,366
Outpatient operations	12,918	5,318	2,432	2,170	22,838
Births	4,670	1,156	105	42	5,973
Laboratory tests	7,234,139	1,388,604	21,663	456,367	9,100,773
Radiological tests	499,577	139,567	64,344	116,828	820,316
Endoscopies	26,679	5,724	1,321	8,104	41,828
Outpatient consultations	1,860,771	318,531	222,528	450,145	2,851,975

7.4 Madrid Healthcare Statistics

MADRID 2020	HM Madrid	HM Montepíncipe	HM Torrelodones	HM Sanchinarro	HM Nuevo Belén	HM P. del Sur	HM Vallés	TOTAL
Hospital discharges	4,928	12,007	5,701	12,365	3,762	9,974	1,185	49,922
Accidents and emergencies	28,610	51,147	45,854	69,050	9,364	59,980	18,042	282,047
Operations	1,338	6,646	2,897	5,432	1,880	4,208	801	23,202
Outpatient operations	1,742	2,759	1,584	1,856	550	1,914	2,513	12,918
Births	n/a	1,777	n/a	n/a	1,800	1,093	n/a	4,670
Laboratory tests	780,528	1,126,410	710,265	2,846,338	405,969	1,058,090	306,539	7,234,139
Radiological tests	82,936	54,119	83,957	141,512	24,624	70,692	41,737	499,577
Endosc./Colonoscopies	4,573	2,299	3,471	10,485	n/a	4,251	1,600	26,679
Outpatient consultations	272,998	319,181	243,621	345,338	83,163	357,910	238,560	1,860,771

FUNCTIONAL INDICATORS	HM Madrid	HM Montepíncipe	HM Torrelodones	HM Sanchinarro	HM Nuevo Belén	HM P. del Sur	HM Vallés	HM Modelo	HM Rosaleda/ HM La Esperanza	TOTAL
Average Length of Stay (Gross)	4.96	3.17	3.23	4.76	1.90	3.70	2.01	2.26	1.99	3.43
Gross Norm ALOS	6.42	6.17	6.24	6.64	3.75	6.32	5.44	6.00	5.39	6.63
Difference from Norm	-1.45	-3.01	-3.01	-1.88	-1.83	-2.62	-3.53	-3.74	-3.40	-3.21
IEMA (Adjusted ALOS)	0.7980	0.6596	0.6404	0.7391	0.5620	0.7091	0.4224	0.5024	0.5033	0.6640
Case Mix Index	0.9692	0.7773	0.8083	0.9693	0.9039	0.8250	0.8579	0.7486	0.7330	0.7780
Impact (preventable stays)	-6,194.47	-19,613.91	-10,348.37	-20,769.24	-5,580.98	-15,129.96	-3,253.45	-23,531.36	-3,736.93	-108,158.66
Average Hospitalisation Burden	0.8661	0.9979	0.9409	1.0972	0.5865	0.8491	0.9747	0.9241	0.9238	0.9382



EFFICIENCY INDICATORS

	HM Madrid	HM Montepíncipe	HM Torrelodones	HM Sanchinarro	HM Nuevo Belén	HM P. del Sur	HM Vallés	HM Modelo	HM Rosaleda/ HM La Esperanza	TOTAL
Percentage of stroke patients with stays longer than 20 days	0.00%	12.20%	3.03%	5.00%	n/a	5.26%	0.00%	9.21%	0.00%	4.46%
Percentage of hip fracture patients with stays longer than 20 days	8.33%	2.27%	0.00%	13.33%	n/a	0.00%	0.00%	1.30%	9.09%	4.91%
Laparoscopic cholecystectomy rate	92.05%	98.57%	97.53%	95.06%	n/a	97.59%	97.14%	94.79%	100.00%	95.00%

TYPES OF DRGS

	HM Madrid	HM Montepíncipe	HM Torrelodones	HM Sanchinarro	HM Nuevo Belén	HM P. del Sur	HM Vallés	HM Modelo	HM Rosaleda/ HM La Esperanza*	TOTAL
Medical DRGs	3,590/ 72.85%	5,361/ 44.65%	2,804/ 49.18%	6,933/ 56.07%	1,882/ 50.03%	5,766/ 57.81%	384/ 32.41%	4,242/ 40.29%	512/ 26.90%	31,474/ 50.48%
Surgical DRGs	1,338/ 27.15%	6,646/ 55.35%	2,897/ 50.82%	5,432/ 43.93%	1,880/ 49.97%	4,208/ 42.19%	801/ 67.59%	6,286/ 59.71%	1,391/ 73.10%	30,879/ 49.52%
Scheduled Surgery DRGs:	964/ 72.05%	5,250/ 78.99%	2,632/ 90.85%	4,496/ 82.77%	1,281/ 68.14%	3,459/ 82.20%	797/ 99.50%	5,448/ 86.67%	1,319/ 94.82%	25,646/ 83.05%
Patients >65 years Hospitalisation	2,834/ 57.51%	2,927/ 24.38%	1,976/ 34.66%	4,812/ 38.92%	114/ 3.03%	2,434/ 24.40%	424/ 35.78%	3,590/ 34.10%	595/ 31.27%	19,706/ 31.60%

NORMAPrv35.0

IEMA: Hospital ALOS/EMAF.

Adjusted average stay rate (IEMA) > 1 indicates poor performance compared to the Standard

IEMA < 1 indicates good performance compared to the Standard

Case Mix Index: EMAF/ALOS Standard

An Index < 1 indicates that the case mix of the hospital is less complex in the sense that it has a lower proportion of cases with prolonged stays according to the performance of the Standard.

Impact (Avoidable Stays) - Gross: Stays saved or spent compared to the Standard.

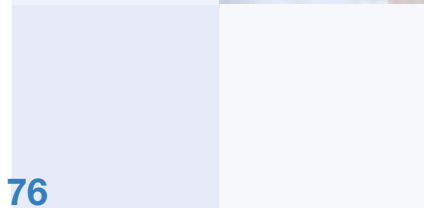
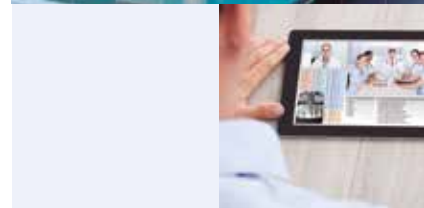
* Discharges since 08/09/2020

7.5 Galicia Healthcare Statistics

GALICIA 2020	HM Modelo / HM Belén	HM Rosaleda / HM La Esperanza	TOTAL
Hospital discharges	10,528	5,223	15,751
Accidents and emergencies	51,651	26,001	77,652
Operations	6,286	4,201	10,487
Outpatient operations	3,078	2,240	5,318
Births	883	273	1,156
Laboratory tests	702,760	685,844	1,388,604
Radiological tests	81,312	58,255	139,567
Endosc./Colonoscopies	3,704	2,020	5,724
Outpatient consultations	192,090	126,441	318,531

7.6 Castile-Leon Healthcare Statistics

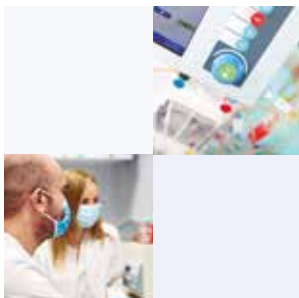
CASTILE-LEON 2020	HM Regla	HM San Francisco	TOTAL
Hospital discharges	1,582	2,290	3,872
Accidents and emergencies	8,435	20,486	28,921
Operations	498	1,749	2,247
Outpatient operations	1,433	999	2,432
Births	n/a	105	105
Laboratory tests	2,847	18,816	21,663
Radiological tests	22,016	42,328	64,344
Endosc./Colonoscopies	333	988	1,321
Outpatient consultations	71,621	150,907	222,528

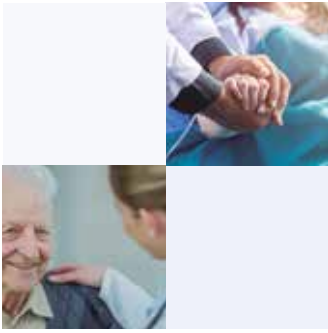




7.7 Catalonia Healthcare Statistics

CATALONIA 2020	HM Delfos	HM Sant Jordi	HM Nens	TOTAL
Hospital discharges	8,312	1,468	3,575	13,355
Accidents and emergencies	13,073	22,786	52,832	88,691
Operations	7,169	2,009	2,252	11,430
Outpatient operations	844	635	691	2,170
Births	n/a	42	n/a	42
Laboratory tests	395,231	40,083	21,053	456,367
Radiological tests	35,185	53,022	28,621	116,828
Endosc./Colonoscopies	7,159	684	261	8,104
Outpatient consultations	112,738	124,622	212,785	450,145





7.8 Our users' satisfaction. A strategic goal

Although we have always taken satisfaction into account, we have included in HM's strategic plans a specific goal aimed at improving our users' satisfaction:

"the search for higher levels of satisfaction amongst patients and their relatives with all healthcare and non-healthcare aspects in order to cement their sense of loyalty to our project."

To monitor progress towards this strategic goal we have developed a new dashboard with more detailed information enabling us to take more rational measures based on the data obtained. In addition,

- We have created a Patient Life Cycle Committee not just to help us maintain the capacity to react to the opinions of our users, but also to help us act in a preventive manner, making the user's experience as amicable as possible.
- We are creating the new role of 'Patient Relations Manager' within each hospital to work on unifying non-health posts, in order to obtain a broader vision of non-clinical patient needs so we can act faster and respond to all users immediately.

Patient experience

HM Hospitales is continuing with its patient experience measurement system, based on the journey of the patient through the hospitals. The system enables us to ascertain, among other things, the level of recommendation (NPS/IBB) of our services and doctors, as well as the patient's level of satisfaction with his/her visit. Everything is focused on improving the experience of our patients in the hospitals.

Furthermore, through SMS text surveys of patients, the measurement system offers us a means of benchmarking our patients' experience with that of other hospitals and clinics within the same system in Spain.



2020 Results

In 2020, bearing in mind that we had a very different year due to the pandemic, the systems for gathering patient opinions in the **HM Hospitales** Group reached out to more than 60,000 patients and their relatives, with a 32% response rate to our requests for information or almost 19,000 surveys completed.

The Patient Support staff of our centres have taken more than 10,000 steps in direct response to our patients' requests, complaints and also compliments.

This year, **HM Hospitales** is bolstering its channels of communication with its patients through new profiles on social networks.

The improvement in the Net Promoter Score was maintained compared to previous years.

INDICATORS	2014	2015	2016	2017	2018	2019	2020	TARGET
NET PROMOTER SCORE (NPS)	28.94	40.32	42.16	46.90	49	48	49	45
Complaints rate	7.82 _{0/000}	8.43 _{0/000}	10.7 _{0/000}	10.14 _{0/000}	10.56 _{0/000}	15.65 _{0/000}	9.8 _{0/000}	7.5 _{0/000}
Less than 15 day response rate	81.01%	78.79%	77.78%	79.23%	81.38%	78.42%	81.37%	75%
Less than 30 day response rate	97.16%	95.19%	95.77%	93.76%	94.06%	90.42%	95.22%	98%
Compliments rate	25.88 _{0/000}	30.69 _{0/000}	19.67 _{0/000}	22.42 _{0/000}	11.34 _{0/000}	8.21 _{0/000}	4.84 _{0/000}	33 _{0/000}



7.9 Commitment to Quality



The commitment to quality and continuous improvement is deeply rooted in **HM Hospitales** and is one of our Ten Commandments.

It is our goal therefore to improve by incorporating into our day to day all the best practices we have identified, to integrate and unify all our processes with the philosophy of a single HM, and finally to be transparent and rigorous by implementing working methods based on international management systems.

We are gradually consolidating all our healthcare processes, integrating quality and patient safety, respect for the environment, and protection of our workers. This commitment is confirmed through stringent inspections by independent bodies, which allow us to guarantee our strict compliance with ISO 9001 requirements and Patient Safety requirements according to the UNE 179003 standard, with additional checks on our surveillance, prevention and control of hospital infections thanks to the implementation of the UNE 179006 standard. Our commitment to the environment and the minimisation of our environmental impact is in line with our ISO 14001 and EMAS certification. Our ISO 45001 certification provides us with a framework for protecting our workers and minimising the risks

of work-related accidents and illnesses. And finally our EFQM 500+ Seal of Excellence with more than 600 points (there are only 18 companies in Spain with this award) drives us to keep working on excellence in all spheres.

This framework of management systems and their corresponding certifications helps to improve efficiency in our business management, with objective indicators, and generate transparency and trust between all the economic operators. In this regard, thanks to the work conducted by the Foundation of the Spanish Institute for the Development and Integration of Health (IDIS) with which we actively collaborate, it is possible to compare indicators transparently and reliably.

Compared with the data offered by the RESA report published by the IDIS, our financial and healthcare indicators and our healthcare quality rates confirm that we perform better than the sector average on waiting times, delivery of reports, re-admission rates, infections, and much more.

In recognition of all this work, seven of our hospital centres have received QH (Quality Healthcare) certification from IDIS with 3 stars, the highest rating.





Customer satisfaction



All those systems solely make sense when the patient perceives the proper quality, and that is why we constantly monitor their perception. In this respect, we have made a qualitative leap in adapting to the new communication channels and we have incorporated into our monitoring system all the opinions expressed in the social networks in addition to the usual complaints.

Our complaint rates remain really low at 10.5 complaints per 10,000 patients. In order to deepen investigation not just of complaints but also patients' perceptions, we have incorporated a new satisfaction measurement system through the word-of-mouth index (IBB) which enables us to ascertain, measure and prioritise the needs of our users, to evaluate trends, and to implement highly operational benchmarking through the FBA index.

CUSTOMER SATISFACTION

IBB		
• HM HOSPITALES	51	
• FBA	49*	
% UNSATISFIED PATIENTS		
• HM HOSPITALES	2.80%	
• FBA	11.20%*	

(*) FBA: Benchmark of private hospitals in Spain





