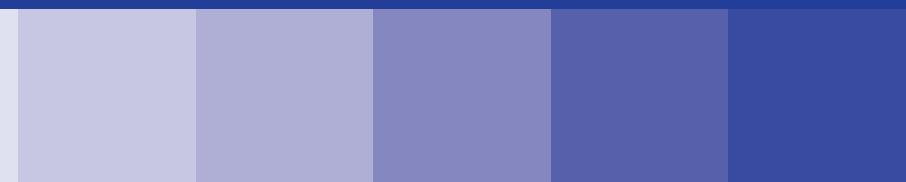


2017



HM HOSPITALES GROUP ANNUAL REPORT





ANNUAL REPORT

2017

HM HOSPITALES GROUP

A HOSPITAL'S TEN COMMANDMENTS

EQUITY

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.

INTEGRITY

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

EXPERIENCE

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

SAFETY

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

MOTIVATION

The hospital shall be governed by regulations accepted by all. Its motivations shall be teaching and research.

1

2

3

4

5

6

7

8

9

10

QUALITY

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

EFFECTIVENESS

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

COMMITMENT

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

COHERENCE

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

TRANSPARENCY

The shareholders and management shall ensure that the hospital is free, autonomous, transparent and able to publish medical results and annual statistics. Excellence and good management shall make this possible.



HM HOSPITALES GROUP ANNUAL REPORT

2017

CONTENTS

01 HM Hospitales Group	02
02 Our Hospitals	12
03 Our Integrated Centres	39
04 Research	46
05 Teaching	51
06 HM Hospitales in figures	56
07 HM Hospitales Research Foundation	64

01

HM HOSPITALES GROUP

“

Our approach to healthcare puts patients first, ensuring that we meet their needs to a very high standard while focusing on fundamental principles such as optimum care quality, research, technological innovation and a firm commitment to teaching

”

TOWARDS A BRIGHT FUTURE

Once again, we look back over the year's work. The year 2017 was packed with news. We managed to achieve our targets and, most importantly, bring our care model to new latitudes and therefore to a much greater number of people. This approach to healthcare, our approach, puts patients first, ensuring that we meet their needs to a very high standard while focusing on fundamental principles. As is well known, these continue to be optimum care quality, cutting-edge research, continuous technological innovation and a firm commitment to teaching.

The year 2017 was the final year of our 2013-2018 Strategic Plan, a plan which made us into the hospital group we wanted to be. We're therefore about to start a new cycle, the objectives of which have been set out in the 2018-2020 Strategic Plan. Among many other things, these objectives will centre around continued growth at the current pace and in the current way, improved satisfaction and quality standards, the consolidation of care projects initiated over the last few years and increased research and teaching activity, as well as further progress with new digital-transformation processes to give us a real competitive advantage. These objectives are intended to strengthen what our huge efforts have produced over these last 30-odd years, and are inspired by the private-healthcare vision of my parents, Dr. Juan Abarca Campal and Dr. Carmen Cidón Tamargo, which resulted in the creation of **HM Hospitales**.

This new Strategic Plan, which is already in full swing today, was deployed against an ideal backdrop: the results achieved in 2017. These results start with the way we understand growth, growth based on combining the very best to build healthcare projects of genuine value to society, as is the case in Galicia and León, where we sought out the best partners to embark on this path and achieve this goal. We believe that the health services offered by **HM Hospitales**, which combine a profound commitment to healthcare and an efficient management policy, can and should reach more people, more professionals, and new opportunities. This is the case in Barcelona, where we launched a strategic project for the Group in 2018 when we acquired a stake in Hospital HM Delfos. By doing so, we hope to provide Catalan society as a whole with a fantastic healthcare alternative to the already excellent offer in the city.

This year also saw positive healthcare rates, which once again showed an increase in the number of patients entrusting us with their health. Day by day, we increase the complexity of treatments in order to treat the individuals, not the diseases. The more than two million outpatient consultations or the half a million emergency admissions are a good indication of this.

Another reason to celebrate 2017, and one which brings me special pride, is that our doctors and researchers are regularly writing in world-leading scientific journals such as "The Lancet", "Nature" and "New England Journal", attaining an impact factor of over 1,200 points, which brings us closer to our goal of being one of the most important healthcare companies in the area of research. To achieve this target, **HM Hospitales** is increasing its number of clinical trials every year, in 2017 bringing this to 223 clinical trials, in which more than 1,000 patients are involved. These figures are double those achieved in 2016 in this area, meaning the economic and human resources intended for R&D&I have been given a substantial boost. Perhaps that is why Her Majesty Queen Sofía honoured us with her presence to find out about the advances in Parkinson's disease made at HM CINAC, evidence of our investigative capability and leading scientific position.

In terms of teaching, the number of students who choose us is constantly on the rise. In fact, 2017 saw an all-time high, with almost 3,000 students choosing us for their residency programmes, degrees in medicine, nursing and dentistry, and vocational training on the courses available at **HM Hospitales'** training centre for biomedical professions: Formación HM – Centro de Profesiones Biosanitarias.

Lastly, I shall turn to the progress we've made in healthcare innovation, an area which is having an increasingly significant impact on the health sector, and which here at **HM Hospitales** we consider to be of vital importance for our healthcare model. The digital transformation is now a reality, and we're right in the middle of it. Our aim is to make the most of the era in which we live, with its intense focus on data management and technological innovation, in order to revolutionise healthcare when we're in a position to apply new practices to our patients. These might involve liquid biopsies for precision oncology or healthcare that goes beyond the hospital walls, with 24-hour patient monitoring using an implanted cardiac device, without the patient ever having to leave his or her home.

In short, 2017 has provided us with an opportunity to grow and to strengthen the corporate building blocks that make **HM Hospitales** a dynamic healthcare reality. This year we've done well, and we've laid the foundations for 2018 to be better, because it should be better. We owe it to our employees, to our professionals and, of course, to our patients.

Dr. Juan Abarca Cidón
Chairman of HM Hospitales

01

HM HOSPITALES GROUP

“

To create one has to believe, to believe one
has to want, and to want one has to have a
deep-seated vocation for what one does
(Dr. Abarca Campal)

”

SOLID AND STRUCTURED GROWTH

They say it's sometimes best to start with the conclusion. I can therefore confirm that 2017 has been a good year for **HM Hospitales**. It has been a year of organic and inorganic growth which has brought us closer to fully achieving the targets we set for ourselves in our 2013-2018 Strategic Plan, and which has transformed **HM Hospitales** into a more robust, more secure business that is better prepared to face the new challenges we've taken on in our 2018-2020 Strategic Plan.

In 2017, **HM Hospitales** achieved a record turnover of €362 million, or around €390 million if we take into account the acquisition of Hospital HM Delfos in January this year. This represents double-digit growth compared to the €336 million achieved in 2016. In addition, the company closed 2017 with a normalised EBITDA of €56.2 million, 6% more than the previous year, with remarkable growth in the last four-month period of the year, once the recently incorporated 2016 and 2017 projects had started to bear the expected fruit.

These figures, together with our low debt levels and our profit-reinvestment policy, underscore **HM Hospitales'** capacity to keep up the pace of sustained growth which we set as an objective for ourselves a decade ago.

With respect to our inorganic growth, in 2017 **HM Hospitales** reinforced its position in León with the incorporation of HM Regla, which together with Hospital HM San Francisco is already a cohesive and consolidated healthcare unit operating at full capacity. We have also strengthened our presence in Galicia by acquiring Hospital HM Vigo. This step completes **HM Hospitales'** operation of setting up in Galicia: the company is now present in the region's main cities and is the number-one private operator in the northwest of Spain.

In terms of organic growth, all our centres have seen positive developments, thanks to their individual plans to extend the range of healthcare services. However HM Puerta del Sur is particularly

noteworthy, having achieved a turnover of €39.7 million in 2017, which roughly means that it has already reached 70% of its potential. Work is being carried out to expand its facilities. It is also worth highlighting that, like in previous years, there has been progress in non-healthcare areas, mainly R&D&I and Training, which continue to see double-digit growth.

As is well known, the health sector makes very intensive use of human resources. We are especially proud that as a result of our strong growth and our desire to always be one step ahead **HM Hospitales** has continued to expand its workforce, exceeding the record high of 4,000 employees. Meanwhile, we remain committed to providing stable, high-quality employment, with 89% of our current staff on permanent contracts. This workforce is motivated and committed to what we do, and is driving the growth process from each and every level of our organisation.

Following on from my earlier conclusion, in 2018 we will finish one Strategic Plan and initiate another, the first step of which has already been implemented, this being the incorporation of Hospital HM Delfos in Barcelona into the healthcare network. On top of this, there are plans to invest over €20 million in modernising the hospital's facilities and health services. To create one has to believe, to believe one has to want, and to want one has to have a deep-seated vocation for what one does (Dr. Abarca Campal). **HM Hospitales** was founded to cure people, from a platform that would make it possible to marry business viability with the unencumbered provision of healthcare by deeply committed professionals. That is how we have developed, and that is how we shall continue to develop in all the territories in which we operate.

Mr. Alejandro Abarca Cidón
CEO of HM Hospitales

01

HM HOSPITALES GROUP

“

Putting ourselves in the shoes of the patient and his or her loved ones, every day and in every situation, is without a doubt the cornerstone of what we want HM Hospitales to stand for

”

LOOKING THE PATIENT UP AND DOWN

Doctors have always played a hugely important role. Since man decided that the best way to survive and prosper was to live in a society and work in a team, doctors, quacks or shamans, or whatever the name they were given, offered those around them the peace and security of being able to rely on additional help on the path to health, and therefore the path to leading a longer and better-quality life. The way in which society is shaped around our trade is much the same today. It is true that we have progressed through science in ways we could never have imagined, meaning we can offer more alternatives and better solutions for lengthening and enhancing lives. But what really matters is that the trust and in many cases the blind faith which our patients place in us as managers of their health hasn't changed at all.

Being able to offer calmness, professionalism and respect when it is required, joy and warmth in the happier situations, and support and understanding in sadder times is an intangible yet essential part of our profession, and necessary to ensure that we exercise it in full. We must understand people's feelings and needs; after all, we too can be patients. Putting ourselves in the shoes of the patient and his or her loved ones, every day and in every situation, is without a doubt the cornerstone of what we want **HM Hospitales** to stand for.

To work in a hospital, it is therefore essential to understand that caring for patients and their friends and family is everything; each and every one of us must care for the patient. That is why in 2017 we took some very important steps to keep improving our Patient Relationship processes. Under the "Patient Life Cycle" (PLC) programme, we launched an ambitious multi-channel plan to improve our users' experience, making their lives easier and more comfortable and giving them greater flexibility.

The first milestone I'd like to mention is the consolidation of the single-desk model, a system whereby our patients can access most of the

services we offer from any point, through any **HM Hospitales** staff member. To make an appointment, obtain a diagnostic test report or get an attendance slip, all a patient now has to do is go to the nearest desk.

This same single-desk concept was this year applied to the other patient-relationship channels, like the website and the new **HM Hospitales** app, the functionality of which we have increased for the specific purpose of offering our customers a barrier-free hospital experience.

The digital transformation taking place in our society today, which all of us come across on a daily basis, is also of great importance in our sector. This is demonstrated by the data from our online channels: in 2017, for example, we provided a record 30,000 appointments per month through the website, almost 350,000 in one year. In addition, the **HM Hospitales** app is growing exponentially every month, and this year, in 2018, it is among the top 10 Spanish medical apps on Google Play.

The fact our patients and their relatives increasingly demand that we spearhead this digital transformation to improve both communication and care is unquestionably a clear indication of the direction in which we should evolve. To this end, in 2018, we're working towards creating new features and services, such as the option of making appointments for diagnostic tests online, and towards expanding our healthcare offer with new health programmes and services under the Saludizate scheme. Because our goal is to allow our patients to manage all their needs under the umbrella of a company they trust, a company that puts itself in their shoes: the umbrella of everyone who forms part of the **HM Hospitales** family.

Dr. Elena Abarca Cidón
Vice-Chairwoman of HM Hospitales

01

MISSION, VISION AND VALUES

Our overall strategy is based on 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 the healthcare, teaching and research services which contribute to the maintenance and improvement of the health of the population.

01

MISSION

To offer healthcare services that look after the health and welfare 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, shareholders, employees and the whole of society.

02

VISION

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

03

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.

TRUST in the relationships between all those involved, not only on the part of patients and their relatives, but also between professionals in the different healthcare activities.

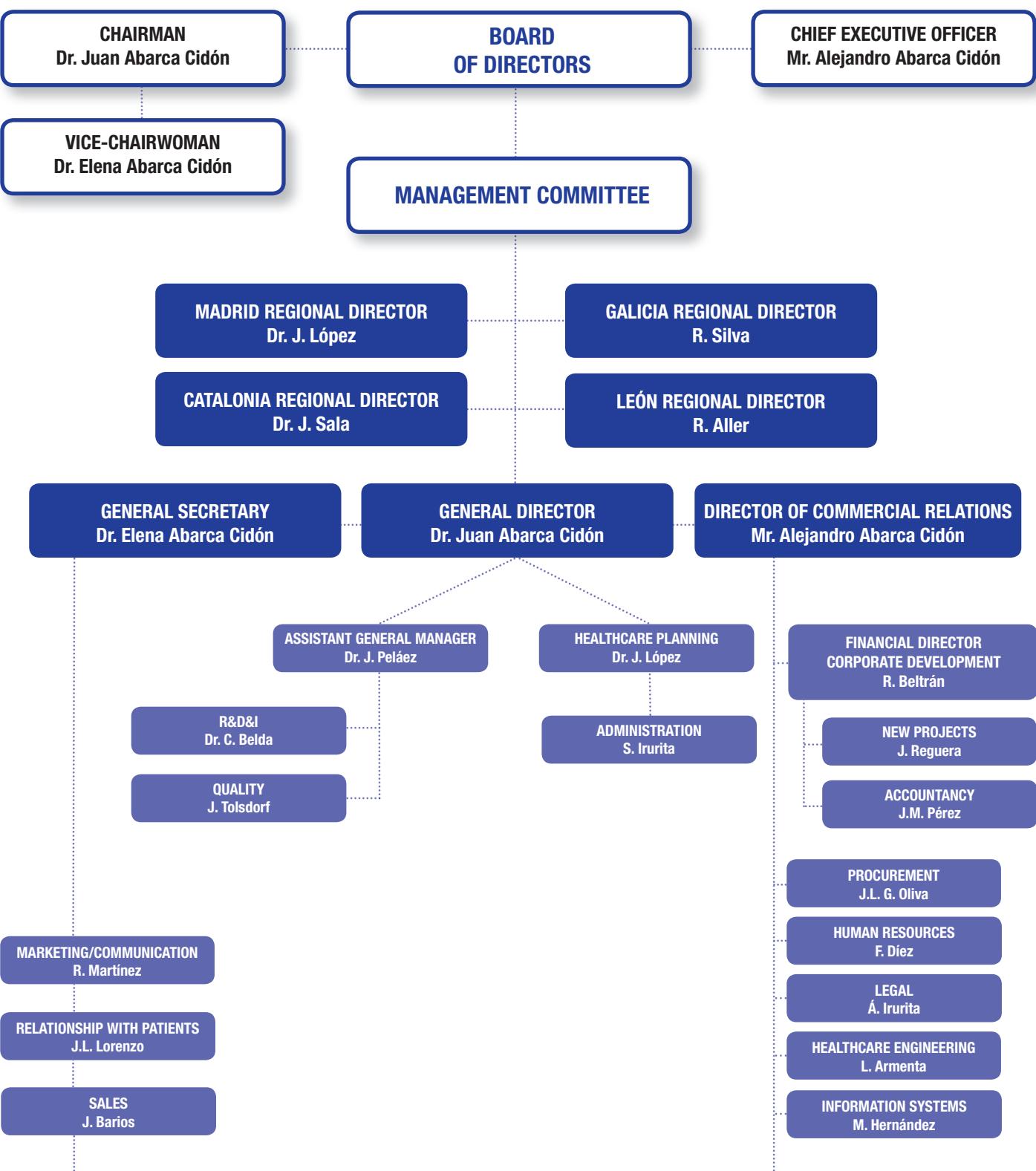
COMMITMENT of the staff to their professional responsibility, which determines the quality of the healthcare and the perception on which the different centres build their reputations.

CONTINUOUS INNOVATION in diagnostic and therapeutic processes in order 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 friends and family, achieved by tackling both their physical and their spiritual needs and by implementing active listening processes, enabling us to maintain, over time, the excellence of our patient-focused healthcare policy.

HM HOSPITALES ORGANISATIONAL CHART



GOVERNING BODY. SENIOR MANAGEMENT

HM HOSPITALES GROUP AREAS

HEALTHCARE CENTRES/UNITS

01

HEALTHCARE PROVISION

MADRID



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



Hospital Universitario HM Montepríncipe
Avda. de Montepríncipe, 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
91 267 31 00



Hospital HM Vallés
C/ Santiago, 14
28801 Alcalá de Henares, Madrid
Tel. 91 737 43 53

GALICIA



Hospital HM Modelo
Calle Virrey Osorio, 30
15011 A Coruña
Tel. 981 14 73 00



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



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



Hospital HM Rosaleda
Calle Santiago León de Caracas, 1
15701 Santiago de Compostela, A Coruña
Tel. 981 55 12 00



Hospital HM Vigo
Rúa de Manuel Olivé, 11
36203 Vigo, Pontevedra
Tel. 986 41 14 66

LEÓN



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

INTEGRATED CENTRES



Centro Integral Oncológico Clara Campal
Calle Oña, 10
28050 Madrid
Tel. 902 10 74 69



Centro Integral de Enfermedades Cardiovasculares
Avda. de Montepríncipe, 25
28660 Boadilla del Monte, Madrid
Tel. 902 08 98 80



Centro Integral de Neurociencias AC
Avda. Carlos V, 70
28938 Móstoles, Madrid
Tel. 91 267 32 00



Unidad HM Fertility Center
Avda. Montepríncipe, 25
28660 Boadilla del Monte, Madrid
Tel. 900 11 10 10

Avda. Carlos V, 70
28938 Móstoles, Madrid
Tel. 900 11 10 10

Calle Santiago, 14
28801 Alcalá de Henares, Madrid
Tel. 900 11 10 10

Calle Filantropía, 3
15011 A Coruña
Tel. 900 11 10 10

Avda. Irlanda, 21
45005 Toledo
Tel. 900 11 10 10

HEALTHCARE PROVISION

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

MATERNITY

in HM Hospitales

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

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
Associated 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 Disorders Research and Treatment
Unit

PLUS...

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

PSYCHIATRIC AREA

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



HM HOSPITALES GROUP ANNUAL REPORT

2017

02

OUR HOSPITALS

MADRID REGIONAL DEPARTMENT

GALICIA REGIONAL DEPARTMENT

LEÓN REGIONAL DEPARTMENT

02

OUR HOSPITALS

MADRID REGIONAL DEPARTMENT

“

The year 2017 has been an opportunity for HM Hospitales to keep growing and bringing its services closer to the patient as a leading private hospital group in the Community of Madrid

”

The year 2017 has been full of challenges, which we have been able to navigate by adapting to new technology in the healthcare sector, heeding new service demands from our patients, and improving our healthcare results.

HM Madrid, as **HM Hospitales'** main hospital centre, continues to lead in central Madrid, both in terms of services and in terms of internal medicine and medical/surgical emergencies.

HM Montepíñlope has reached its 18th year as the private healthcare leader in the whole north-western zone of the Community of Madrid. The year saw some major improvements in terms of facilities, such as a new ICU for adults and a neonatal ICU to improve clinical healthcare and patient experience. HM CIEC has once again exceeded its performance the previous year, and is the leader of the group in terms of cardiovascular healthcare.

HM Torrelodones continues to work towards bringing private healthcare to the entire mountainous area of the Community of Madrid, and has drawn up a new strategic plan in which proximity to the population and patient experience are two of the main objectives for the coming years.

With HM CIOCC (Centro Integral Oncológico Clara Campal), HM Sanchinarro has consolidated its leadership in the field of oncology on a private basis in the Community of Madrid, with more than 2,000 new cancer patients, this centre having the highest number of privately run cancer clinical trials in Spain.

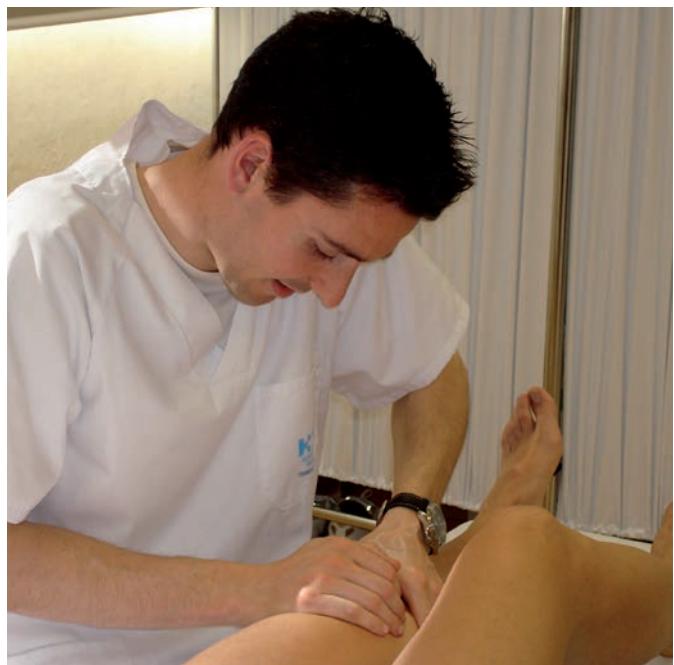
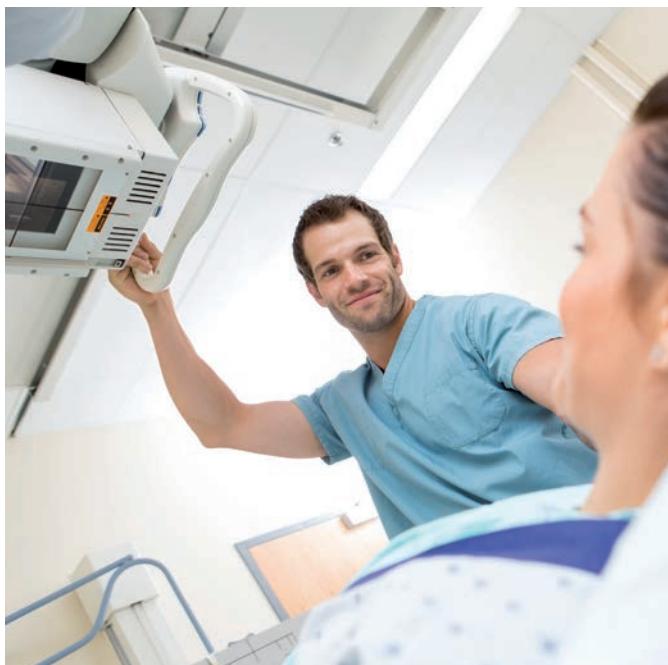
HM Nuevo Belén represents **HM Hospitales'** greatest investment in terms of a new patient experience within the area of maternity, offering services and unique experiences in private healthcare and bringing us international recognition for our facilities and service provision.

In just three years, HM Puerta del Sur, located in the municipality of Móstoles, has consolidated itself as the benchmark in private care in the southern area of the Community of Madrid. Particularly noteworthy is its important care-giving work as a general hospital and its research, led by Centro Integral de Neurociencias HM CINAC, a national and international leader.

HM Vallés, a Major Outpatient Surgery centre, has strengthened the care-giving capacity in Corredor del Henares. It is equipped with a 24-hour A&E for adults and offers specialities such as ophthalmology, traumatology and general surgery as healthcare benchmarks.

In summary, the year 2017 has been an opportunity for **HM Hospitales** to keep growing and bringing its services closer to the patient as a leading private hospital group in the Community of Madrid, and to initiate a process of providing dedicated personalised care to each and every one of the patients who place their trust in us day after day.

Dr. Joaquín M. López Gómez
HM Hospitales Madrid Regional Director



HEALTHCARE STATISTICS

2017

HOSPITAL ADMISSIONS	5,746
EMERGENCIES	35,041
OPERATIONS	1,855
OUTPATIENT OPERATIONS	2,184
LABORATORY TESTS	787,727
RADIOLOGICAL TESTS	106,483
ENDOSCOPIES/COLONOSCOPIES	4,035
OUTPATIENT CONSULTATIONS	212,261

INFRASTRUCTURE

- 92 inpatient rooms + 5 outpatient beds
- 5 emergency cubicles
- 33 consultation rooms
- 5 operating theatres
- 8 ICU beds
- 32-slice CT scanner
- Open 0.4 T MRI scanner
- Closed high-field 1.5 T MRI scanner
- Polyclinics attached (c/ Arapiles, 8 and Plaza del Conde del Valle de Suchil, 3)
- Rehabilitation Gym attached
- University Dental Clinic CEU-HM

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Bloodless Surgery Programme
- Brittle Bone Programme
- Young Adult Hip Disorder Programme
- Advanced Colorectal Surgery Programme
- Endocrine Tumours Surgery Unit
- Pelvic Floor Unit
- Pain Unit



2. OUR HOSPITALS

2.1. HOSPITAL UNIVERSITARIO

HM MADRID

HM Madrid is a medical and surgical hospital located in the centre of Madrid which also has two polyclinics for outpatient consultations, a University Dental Clinic, a Rehabilitation and Physiotherapy Gym and a podiatry department.

It has all the adult medical and surgical specialities and a 24-hour A&E.

HM Madrid's Diagnostic Imaging Department is equipped with modern conventional radiology facilities, a digital mammogram machine, an ultrasound scanner, a multi-slice CT scanner (32 detectors), a closed high-field Magnetic Resonance Imaging (MRI) scanner (1.5 Tesla) and an open MRI scanner (0.4 Tesla).

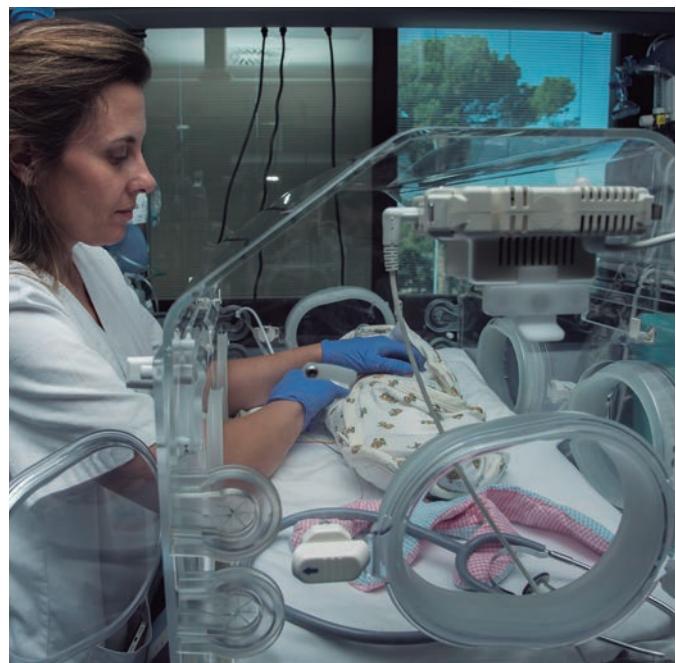
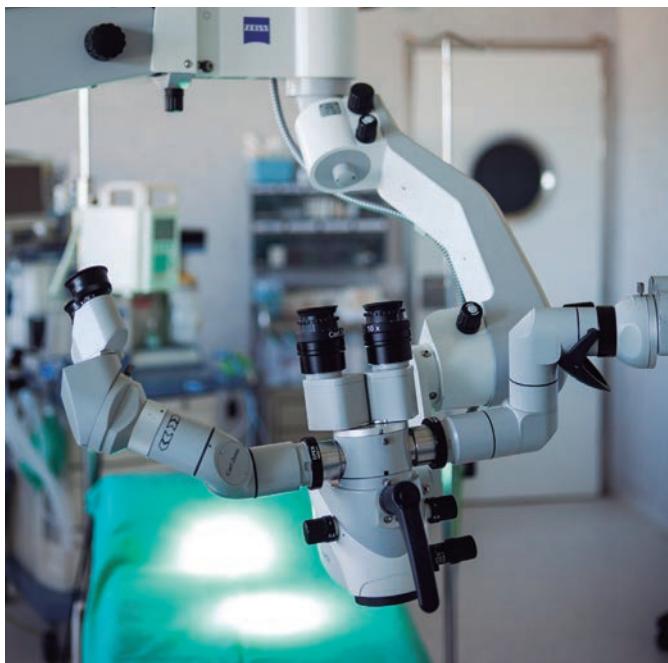


“

In 2017, patients once again demonstrated their trust in our centre and its staff, allowing us to continue the growth trend of previous years. We continue working to maintain an excellent level of healthcare that is ever-closer to our patients and their needs. These efforts have enabled us to open single-discipline surgeries and units that are highly specialised in various fields, such as the recently opened Neurology Units, the Memory Disorders Unit and the Parkinson's Disease Unit.

”

Dr. Maribel Sánchez Galindo
HM Madrid Medical Director



HEALTHCARE STATISTICS

2017

HOSPITAL ADMISSIONS	12,841
EMERGENCIES	63,151
OPERATIONS	7,386
OUTPATIENT OPERATIONS	2,635
BIRTHS	2,045
LABORATORY TESTS	1,010,151
RADIOLOGICAL TESTS	110,712
ENDOSCOPIES/COLONOSCOPIES	5,557
OUTPATIENT CONSULTATIONS	338,065

INFRASTRUCTURE

- 120 inpatient rooms + 15 outpatient beds
- 13 emergency cubicles
- 2 Labour and Recovery Units
- 56 consultation rooms
- 11 operating theatres
- 10 ICU beds + 6 CICU beds
- 17 Paediatric and Neonatal ICU beds
- Paediatric Oncology
- 2 high-field 1.5 T MRI scanners and 1 dynamic 0.7 T 3 MRI scanner
- 160-slice CT scanner
- 3D echocardiography and vascular ultrasound
- 500 parking spaces

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Acute Stroke Programme
- Inflammatory Bowel Disease Unit
- Extracorporeal Lithotripsy Programme
- Paediatric Orthopaedics and Traumatology Programme
- High-Risk Pregnancy Unit
- Diabetes Unit
- Neonatal ICU
- Paediatric Heart Surgery



2. OUR HOSPITALS

2.2. HOSPITAL UNIVERSITARIO

HM MONTEPRÍNCIPE

HM Montepríncipe is a medical and surgical hospital and maternity clinic at the cutting edge of clinical innovation and healthcare quality. It was the first private hospital in Spain to gain DIN-EN-ISO 9001:2008 certification for all its services. In September 2007 it also became the first private hospital in the Community of Madrid to be accredited as a university centre, that certification being later extended to all **HM Hospitales** centres.

With a built area of more than 21,500 m², the hospital provides all medical/surgical specialities, both for adults and for children, together with a 24-hour A&E service.

The Diagnostic Imaging Department is kitted out with the most modern healthcare technology and conventional radiology equipment, including ultrasound equipment, digital mammography equipment and the new 160-slice CT scanner, which produces all kinds of scans more quickly at higher resolution, exposing the patient to less radiation.

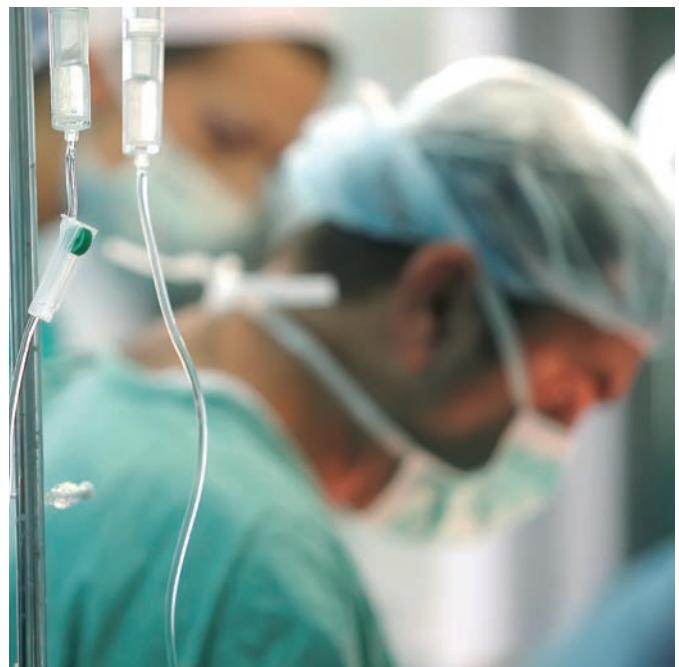


“

Hospital Universitario HM Montepríncipe is a well-established and mature hospital. We work to ensure that patients and their loved ones choose us as their go-to hospital, and our continued business growth in 2017 is evidence that they appreciate our track record, which encourages us to keep improving.

”

Dr. Virginia Soler Vigil
HM Montepríncipe Medical Director



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	6,309
EMERGENCIES	61,108
OPERATIONS	3,219
OUTPATIENT OPERATIONS	2,272
BIRTHS	1
LABORATORY TESTS	752,422
RADIOLOGICAL TESTS	125,003
ENDOSCOPIES/COLONOSCOPIES	4,298
OUTPATIENT CONSULTATIONS	281,318

INFRASTRUCTURE

- 77 inpatient rooms + 8 outpatient beds
- 16 emergency cubicles
- 42 consultation rooms
- 6 operating theatres
- 9 ICU beds
- 16-slice CT scanner
- 2 closed high-field 1.5 T MRI scanners
- Digital mammogram machine
- Attached polyclinic with Rehabilitation Gym

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Home Care Unit
- Adolescent Gynaecology Programme
- Therapeutic Pilates Programme



2. OUR HOSPITALS

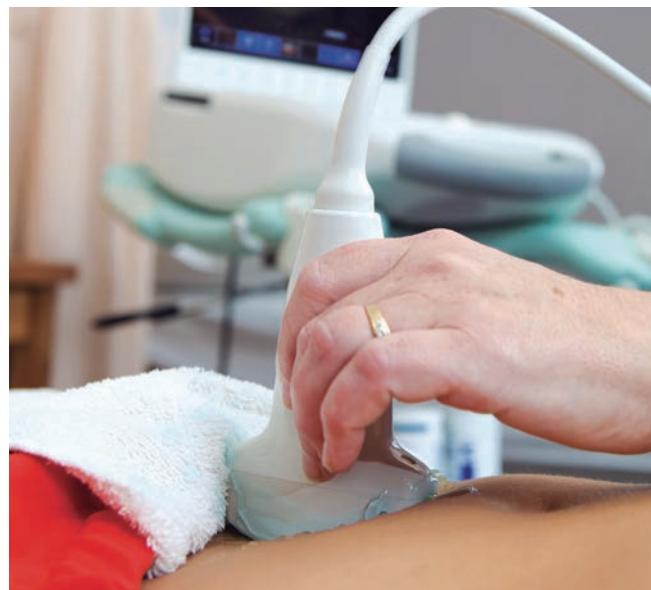
2.3. HOSPITAL UNIVERSITARIO

HM TORRELODONES

HM Torrelodones is a general medical and surgical hospital equipped with all services and specialities as well as a 24-hour A&E department. It has an Outpatient Polyclinic with a wide range of services and specialities, including those offered by the Physical Medicine and Rehabilitation Department and the Sports Medicine Unit, the facilities of which take up a large part of the building.

In April 2011, HM Hospitales acquired the Radiodiagnosis Unit located in Policlínico HM Los Belgas de Collado Villalba, which has an open MRI scanner and equipment for conventional radiodiagnosis, orthopantomography, mammography and ultrasound.

The hospital is equipped with the most modern healthcare technology. The HM Torrelodones Diagnostic Imaging Department has equipment for conventional radiology, ultrasound and mammography, a multi-slice CT scanner (16 detectors), 2 closed high-field MRI scanners (1.5 T) and orthopantomography equipment.



HM
hm hospitales

HM HOSPITALES GROUP ANNUAL REPORT

2017

“

Our mission is to take care of every patient and every relative, at all times and everywhere.

Everyone who works here at HM Torrelodones makes a daily effort to provide the highest level of service, not only from a technical point of view but also from a human one, since the patient as an individual is our *raison d'être*.

”

Dr. Carlos Mascías Cadavid
HM Torrelodones Medical Director



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	14,468
EMERGENCIES	91,734
OPERATIONS	6,886
OUTPATIENT OPERATIONS	2,725
LABORATORY TESTS	2,661,786
RADIOLOGICAL TESTS	171,850
ENDOSCOPIES/COLONOSCOPIES	11,430
OUTPATIENT CONSULTATIONS	372,098

INFRASTRUCTURE

- 178 inpatient rooms + 10 outpatient beds + 4 Sleep Unit beds
- 13 emergency cubicles
- 72 consultation rooms
- 12 operating theatres (1 integrated operating theatre)
- 14 ICU beds expandable to 22
- Digital mammogram machine 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-CT scanner
- 1.5 T extremities MRI scanner
- Da Vinci Xi surgical robot
- 64-slice CT scanner
- Aquilion One CT scanner (323 detectors)

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Liver, Bile Duct and Pancreatic Surgery Programme
- Robotic Surgery Programme
- Early Diagnosis of Pulmonary Nodules Programme
- Endoscopic Ultrasound Programme
- Functional Digestive Disorders Programme (pH-metry and manometry)
- Broader endoscopic programme for the performance of procedures such as: Endoscopic endoluminal radiofrequency ablation of Barrett's esophagus (HALO), endoscopic submucosal dissection (ESD) and endoscopic mucosal resection (EMR)



2. OUR HOSPITALS

2.4. HOSPITAL UNIVERSITARIO

HM SANCHINARRO

HM Sanchinarro is a general medical and surgical hospital with a built area of 35,000 m² which has four polyclinics for outpatient consultations. It has a 24-hour A&E department and all medical and surgical specialities, with the exception of obstetrics, neonatology and cardiac surgery; a consultation area and 12 latest-generation operating theatres, such as the one equipped with the Da Vinci surgical robot, with which **HM Hospitales** launched its Robotic Surgery Programme on the use of minimally invasive surgery to achieve the best medical results and a faster recovery for the patient. It has also improved its range of technology with the acquisition of a new integrated operating theatre equipped with IT infrastructure, providing cutting-edge surgical communication technology to control all the operating theatre's devices.

The HM Sanchinarro Diagnostic Imaging Department offers conventional radiology equipment, three latest-generation ultrasound scanners, equipment for ARFI elastography, densitometry, and digital mammography with tomosynthesis and prone table, an Aquilion One CT scanner (323 detectors), a multi-slice CT scanner (with 64 detectors, virtual colonoscopy and coronary CT), a closed high-field MRI scanner (3 Tesla), a cardiac MRI scanner, advanced neuroradiology and spectroscopy equipment, an open high-field MRI scanner (1 Tesla), an extremities MRI scanner (1.5 Tesla) and orthopantomography equipment.

This department, which also houses the Women's Unit, with its technological capacity to perform any kind of invasive and non-invasive diagnostic test, acquired an intra-operative MRI scanner with integrated navigator in 2012, making HM Sanchinarro one of the first hospitals in the world to use this neuro-oncology technology.

Furthermore, HM Sanchinarro houses the Central HM Hospitales Laboratory and the fixed headquarters of the Blood Donation Unit, a service complemented by a second, mobile headquarters in the form of a bus which travels between all the Group's hospitals.

“

Having reached the 10-year mark, HM Sanchinarro continues to increase its healthcare activity on a daily basis, maintaining the highest levels of quality and putting the patient at the very forefront. In 2017, it also significantly improved its diagnostic test range with the acquisition of the 323-detector Aquilion One CT scanner, allowing us to diagnose patients more accurately and more quickly. In addition to obtaining this cutting-edge technological resource, the centre opened Policlínico HM Sanchinarro and acquired Policlínico HM Moraleja, both of which are influenced by the hospital and serve to complement and optimise our healthcare provision. In this way, we've provided our patients with new alternatives, strengthening our capacity to care for their health in a quicker and more efficient manner.

”

Dr. Íñigo Martínez Gil
HM Sanchinarro Medical Director



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	4,547
EMERGENCIES	10,914
OPERATIONS	2,383
OUTPATIENT OPERATIONS	631
BIRTHS	2,017
LABORATORY TESTS	133,040
RADIOLOGICAL TESTS	39,144*
OUTPATIENT CONSULTATIONS	94,049**

* More than 23,000 are radiological tests for breast cancer

** 70,000 gynaecological

INFRASTRUCTURE

- 39 inpatient rooms
- 14 Neonatal ICU beds, and the technical and human capacity to respond to premature births from week 26 onwards
- 3 operating theatres, 2 delivery rooms, post-surgery resuscitation zone with 5 places equipped for use as an admission area in the event of complications, with a specially trained team of anaesthetists
- 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



2. OUR HOSPITALS

2.5. HOSPITAL UNIVERSITARIO

HM NUEVO BELÉN

HM Nuevo Belén is a medical and surgical hospital specialising in gynaecology and obstetrics. After its acquisition in July 2011 it was renovated, updated and completed so that it could offer all the services related to pregnancy and birth, satisfy the needs and expectations of its patients, and become a leading maternity hospital in Madrid. HM Nuevo Belén is the sole specialist maternity centre in Madrid.

The hospital has all the medical specialities involved in the process of pregnancy and birth, an obstetrics and gynaecological Emergency Department, and the staff necessary to provide physical care 24 hours a day with the support of the central services.

The HM Nuevo Belén facilities are divided between two buildings: the Hospitalisation building, which has individual rooms, delivery rooms and operating theatres, as well as three modern and welcoming Labour and Recovery Units equipped with all the necessary resources to make birth an unforgettable experience, always with the maximum safety measures for the mother and newborn, a Neonatology Unit with Neonatal ICU (with a 24h open door policy for the parents of admitted children), and an Diagnostic Imaging Department possessing conventional radiology, paediatric radiology, digital mammography and densitometry equipment.

It also has a Prenatal Diagnosis and Foetal Well-Being Programme, with obstetrics/gynaecological ultrasound (ultrasound and Doppler ultrasound) and prenatal diagnosis (first quarter and week 20 ultrasound, 3D and 4D ultrasound, invasive tests and amniocentesis). The adjacent building houses the cafeteria and 12 gynaecology and obstetrics consultation rooms. The consultation rooms for paediatrics, foetal monitoring and other specialities covering the demand related to women's and children's health are in the main building.

“

The year 2017 was intense at HM Nuevo Belén; not only did we completely integrate HM Gabinete Velázquez into our organisation, we also reinforced and consolidated our position as a leading hospital for women in the city of Madrid. A good indication of that is the fact we provided more than 125,000 gynaecology consultations and assisted with over 2,000 births this year. Our objective is to offer comprehensive healthcare of the highest human and technical quality to all the patients who choose us and entrust us with their and their children's health.

”

Dr. Pilar Monteliu González
HM Nuevo Belén Medical Director



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	9,026
EMERGENCIES	81,925
OPERATIONS	3,601
OUTPATIENT OPERATIONS	1,758
BIRTHS	1,371
LABORATORY TESTS	1,017,097
RADIOLOGICAL TESTS	71,939
OUTPATIENT CONSULTATIONS	5,315

INFRASTRUCTURE

- 119 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 neuroradiology)
- 12 ICU beds
- 16 Neonatal ICU beds
- 80-slice CT scanner
- Closed wide-bore high-field 1.5 T MRI scanner
- Simultaneous PET/MRI scanner, the only one in Spain, combining a PET scanner and a 3 Tesla ultra-high-field MRI scanner in the same piece of equipment, opening up numerous possibilities in both specialist diagnosis and functional and metabolic diagnosis
- MRI/HIFU system, the first installation in Spain dedicated exclusively to state-of-the-art neurological applications, enabling non-invasive intracranial treatment of movement disorders and other neurodegenerative diseases
- Cutting-edge gammagraphy
- Latest-generation Radiotherapeutic Oncology Department: with two linear accelerators, making it possible to offer patients all the current radiotherapeutic techniques including intracranial and extracranial radiosurgery techniques



2. OUR HOSPITALS

2.6. HOSPITAL UNIVERSITARIO

HM PUERTA DEL SUR

HM Puerta del Sur is a medical and surgical hospital and maternity clinic equipped with cutting-edge technology and an extensive portfolio of services available to the south of Madrid.

With a built area of 25,000 m², the hospital provides all medical/surgical specialities, both for adults and for children, together with a 24-hour A&E service. It is equipped with the latest healthcare technology and has a fully digital Diagnostic Imaging Department, providing better image quality and reducing the dose administered to the patient. It has the first simultaneous PET/MRI scanner in Spain, combining a cutting-edge PET scanner with a closed 3 Tesla MRI scanner.

It also has the first MRI/HIFU system in Spain intended for the treatment of neurological conditions. This innovative installation combines a powerful 3 Tesla MRI scanner with a HIFU (High Intensity Focused Ultrasound) system, making it possible for neurological disorders like Parkinson's Disease or essential tremor to be treated without the need for surgery.

The combination of these two technologies within the same centre in order to provide a solution to neurodegenerative disorders is pioneering at a global level.

Also installed in the centre are two CT scanners (80-slice and 32-slice) and a wide-bore 1.5 Tesla MRI scanner intended to enhance comfort during the examination.

To complete the technological infrastructure, the Radiotherapy Department has installed a latest-generation Elekta Versa HD Linear Accelerator, making it possible to perform the most advanced radiotherapeutic techniques including both intracranial and extracranial radiosurgery.

“

In 2017, Hospital Universitario HM Puerta del Sur took on the challenge of consolidating itself as the leading hospital in the south of Madrid, a challenge which can be considered achieved given its outstanding business and awareness figures.

Particularly noteworthy is the excellent performance of the new units created at the beginning of 2017, the Pain Unit and the Sleep Unit, which on their own merits have become benchmarks for our area.

”

Dr. Santiago Ruiz de Aguiar
HM Puerta del Sur Medical Director



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	1,256
EMERGENCIES	18,436
OPERATIONS	843
OUTPATIENT OPERATIONS	2,881
LABORATORY TESTS	13,697
RADIOLOGICAL TESTS	22,938
ENDOSCOPIES/COLONOSCOPIES	1,631
OUTPATIENT CONSULTATIONS	189,312

INFRASTRUCTURE

- 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 CT scanner
- GE Millennium gamma camera
- GreenLight
- VISUMAX RELEX SMILE Laser
- EXCIMER Laser
- 5 attached polyclinics



2. OUR HOSPITALS

2.7. HOSPITAL

HM VALLÉS

HM Vallés is a medical and surgical hospital located in the heart of Alcalá de Henares. It was the first hospital centre in Alcalá. It opened its doors in 1963 on the site of the home of Philip the Second's personal doctor Francisco Vallés, known as the "Divine Vallés", a doctor, humanist and writer who was considered the best Spanish exponent of Renaissance medicine.

In 2015 HM Vallés and its two polyclinics joined the **HM Hospitales** Group. It has all the adult medical and surgical specialities and a 24-hour A&E service. Subsequently in May 2016 it acquired the three HM La Paloma polyclinics located in Torrejón de Ardoz, which currently report to this hospital.

The HM Vallés Diagnostic Imaging Department includes equipment for conventional radiology, ultrasound, mammography, multi-slice CT (16 slices), open MRI and orthopantomography. Complementing the diagnostic service is the Nuclear Medicine Department, equipped with cutting-edge devices that enable multiple tests to be performed.

We have an Assisted Reproduction Unit (HM Fertility Center) with its own consultation rooms, an in vitro fertilisation laboratory and a puncture room. Other units worth highlighting include the Ophthalmology Unit and its associated Refractive Surgery Unit, which has the latest laser technologies (EXCIMER and VISUMAX RELEX SMILE), and the Urology Unit, which uses GreenLight for prostate surgery.

The two outpatient polyclinics which supplement the facilities each have a Rehabilitation and Physiotherapy Gym, as well as a Dental Health Unit.

“

The year 2017 was a year of growth, as demonstrated by the healthcare statistics. We are still thrilled to be able to offer the best solution to our patients' problems, at all times to the standard of the Group to which we belong.

”

Dr. Félix González Calleja
HM Vallés Medical Director



HM HOSPITALES GROUP ANNUAL REPORT

2017

02

OUR HOSPITALS

MADRID REGIONAL DEPARTMENT

GALICIA REGIONAL DEPARTMENT

LEÓN REGIONAL DEPARTMENT

02

OUR HOSPITALS

GALICIA REGIONAL DEPARTMENT

“

The will to improve is what drives us towards excellence

”

HM Hospitales is synonymous with commitment and high-quality healthcare. After the acquisition of Hospital HM Vigo in 2017, the Group consolidated itself as the leader in private healthcare in Galicia. Far from settling down, it continues to take steps towards offering patients a comprehensive portfolio of services provided by some of the top specialists. The will to improve is what drives us towards excellence.

The year 2017 was riddled with challenges for **HM Hospitales** in Galicia. As well as consolidating the projects led by the HM Modelo and Maternidad HM Belén hospitals in A Coruña, and those led by HM Rosaleda and HM La Esperanza in Santiago de Compostela, the Group completed its healthcare offer along the Atlantic coast by acquiring Hospital HM Vigo, a centre which has embarked on a reorganisation and improvement process beginning with the modernisation of the Resuscitation Room/ICU.

During the year the green light was given to a large number of projects, which will continue into the future. As a result, Hospital HM Rosaleda used various new emergency facilities for the first time, consolidating it as one of the leading healthcare centres in Galicia. Hospital HM La Esperanza also received a boost with the opening of the Dialysis Unit. The facilities at this unit prioritise the comfort of chronic patients, in addition to high-quality healthcare.

Hospital HM Modelo, one of the most prestigious Galician health centres, has continued to renovate its equipment and incorporate renowned professionals. The modernisation of its magnetic resonance imaging equipment has put the A Coruña centre at the forefront of diagnostic imaging. Maternidad HM Belén, for its part, continues to be a leader both in A Coruña and in the rest of Galicia.

In terms of teaching, another of **HM Hospitales'** core activities, 2017 saw the signing of an agreement with the University of Santiago de Compostela. This is in addition to the one previously signed with the University of A Coruña. These agreements represent an opportunity for professionals of the Group to acquire more comprehensive training, and open up new avenues of scientific collaboration.

And now the year 2018 has arrived with a host of challenges for **HM Hospitales'** healthcare network, all of them solely related to ensuring an excellent level of care for patients.

Mr Rafael Silva Agregán
HM Hospitales Galicia Regional Director



2. OUR HOSPITALS

2.8. HOSPITAL

HM MODELO

Hospital **HM Modelo** is a medical and surgical centre which offers all healthcare specialities, with the exception of gynaecology, obstetrics and paediatric admissions.

The centre has a 24-hour A&E department that offers all specialities, with the exception of obstetrics and gynaecology, which are offered at Maternidad HM Belén. HM Modelo has a specific area for outpatient consultations. In addition, Policlínico HM Los Puentes takes care of consultations in the area of family medicine and other non-surgical specialities. Policlínico HM Matogrande, for its part, offers patients specialist fields such as pneumology, cardiology and sports medicine.

Hospital HM Modelo continuously invests in incorporating cutting-edge technology, as demonstrated in 2017 when it upgraded its magnetic resonance imaging equipment. In addition, the centre has a Da Vinci surgical robot, lithotripsy laser or cranial surgical navigation system that guides the specialist in highly complex neurosurgical operations.

The centre is equipped with a haemodynamics room with the latest technology and a guided puncture programme that offers great versatility in both neuroradiology and interventional radiology, neurosurgery or cardiology. HM Modelo also has a digital mammogram machine with tomosynthesis, which has been enhanced with the CView device.

In 2017, Hospital HM Modelo was at the forefront of private healthcare in Galicia in terms of diagnostic imaging, thanks to the improvements it made to its magnetic resonance imaging equipment. It also strengthened its Urology Department and improved this by acquiring a nephroscope.

“

In 2017, Hospital HM Modelo was able to maintain the positive trend of previous years. Care-giving activity increased compared to 2016 and improvements were also made in technological terms and in the area of human resources, with the incorporation of renowned specialists. The modernisation of its magnetic resonance imaging equipment has put the centre at the forefront of private healthcare in Galicia in terms of diagnostic imaging. Other investments have also been made to ensure that patients continue to receive the best healthcare services. In addition, Maternidad HM Belén has consolidated itself as a leader in its field, as demonstrated by the increase in the number of stays at the Neonatal ICU.

”

Dr. Sonia Pedredo Castro

Medical Director of HM Modelo and Maternidad HM Belén

INFRASTRUCTURE

- 91 inpatient and 3 outpatient beds
- 10 adult ICU beds
- 10 emergency cubicles
- 7 operating theatres
- Da Vinci surgical system
- 64-slice CT scanner
- Closed 1.5T MRI scanner
- Haemodynamics room
- Nuclear medicine: gamma camera and PET/CT
- Simple digital X-ray
- Mammogram machine with tomosynthesis and CView
- Gastrointestinal Unit with 2 endoscopy rooms
- Clinical Analysis Laboratory

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Pain Unit
- Diagnostic and Therapeutic Endoscopy Department
- Breast Cancer Unit
- Oncology Department
- Cardiology and Cardiac Surgery Department
- Sleep Unit
- Minimally Invasive Thoracic Surgery Programme
- Urology Department with Robotic Surgery Programme
- Plastic surgery and hand surgery
- 24-hour adult and paediatric A&E
- Sports Medicine and Cardiorespiratory Rehabilitation Unit
- Cafeteria and chapel

2. OUR HOSPITALS

2.9. MATERNIDAD

HM BELÉN

Maternidad HM Belén is a medical and surgical hospital whose main activities are focused around specialities such as gynaecology, obstetrics and paediatrics. It also provides services in the areas of children's ENT diseases and plastic surgery.

Maternidad HM Belén handles obstetric and gynaecological emergencies. The centre has a specific zone with four cubicles and a consultation room. In addition, it has a neonatal ICU, a 24-hour paediatric service and a paediatric surgery service, all designed to guarantee the highest standards of healthcare.

The centre has outpatient consultation rooms for gynaecology, paediatrics, paediatric cardiology and neuropaediatrics. It also has the HM Fertility Center facilities. Maternidad HM Belén's healthcare activity is complemented by Policlínico HM Belén, a centre which handles consultations in paediatrics, paediatric surgery, paediatric gastroenterology and paediatric dentistry.

In 2017, Maternidad HM Belén saw a 57% increase in stays at the Neonatal ICU, a sign of the trust which patients have placed in **HM Hospitales'** A Coruña centre.

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- HM Fertility Center
- Paediatric surgery
- Paediatric cardiology
- Neonatal ICU
- 24h gynaecological emergencies
- Extraction of umbilical cord blood and tissue
- Maternal Education Programme



INFRASTRUCTURE

- 34 inpatient beds
- 12 Neonatal ICU beds
- 4 operating theatres
- 4 emergency cubicles
- Densitometry
- Ultrasound
- Conventional x-ray
- IVF laboratory
- Anatomical Pathology Department



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	11,572
EMERGENCIES	80,878
OPERATIONS	6,954
OUTPATIENT OPERATIONS	4,062
BIRTHS	1,046
LABORATORY TESTS	740,750
RADIOLOGICAL TESTS	84,959
ENDOSCOPIES/COLONOSCOPIES	4,133
OUTPATIENT CONSULTATIONS	223,056



2. OUR HOSPITALS

2.10. HOSPITAL

HM ROSALEDA

Hospital **HM Rosaleda** is a leading medical and surgical centre and maternity clinic in Santiago de Compostela. It is located in the heart of the Galician capital. It consists of three buildings and offers a broad range of services. Specialising in fields like traumatology, it has a 24-hour A&E.

The central building of Hospital HM Rosaleda houses the surgical department, as well as three floors intended for inpatients. The Maternity Centre has eleven individual rooms, and offers other specialities such as plastic and cosmetic surgery, paediatrics and physiotherapy. A&E, the laboratory and the radiodiagnosis department are located in the third building.

The year 2017 saw a number of improvements to Hospital HM Rosaleda. In November, a new and more modern A&E department was opened, in which **HM Hospitales** had invested around €1 million.

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Unit for the Early Diagnosis of Breast Cancer
- Voice Unit
- Pain Unit
- Plastic and Cosmetic Surgery Unit
- Unit for the Early Diagnosis of Lung Cancer
- Pelvic Floor
- Aesthetic Dermatology and Skin Aesthetics
- Cafeteria

“

The year 2017 has been one of great change at the HM Rosaleda and HM La Esperanza hospitals. One of the most significant developments was the modernisation and improvement of the facilities, which will continue into the future. These improvements included the renovation of the A&E facilities at Hospital HM Rosaleda, and the setting up of a new, more modern Dialysis Unit at Hospital HM La Esperanza. This was another step on the path to excellence. Through these initiatives, HM Hospitales has reinforced its commitment to offering patients healthcare services that meet the highest standards of quality and to providing education and specialist training to healthcare professionals.

”

Dr. Silvia Rodríguez Álvarez

Medical Director of HM Rosaleda and HM La Esperanza

HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	4,851
EMERGENCIES	33,305
OPERATIONS	3,278
OUTPATIENT OPERATIONS	1,197
BIRTHS	330
LABORATORY TESTS	170,079
RADIOLOGICAL TESTS	45,655
ENDOSCOPIES/COLONOSCOPIES	1,483
OUTPATIENT CONSULTATIONS	99,275

INFRASTRUCTURE

- 76 beds
- 6 operating theatres with resuscitation and sterilisation units
- 24 hour A&E
- Laboratories
- Radiodiagnosis
- Maternity Unit with 11 individual rooms, delivery room, caesarean operating theatre and neonatal resuscitation room

2. OUR HOSPITALS

2.11. HOSPITAL

HM LA ESPERANZA

Hospital **HM La Esperanza** is a medical and surgical centre located in the heart of Santiago de Compostela. It has cutting-edge technology and professionals who are renowned in their specialities. The quality of its healthcare services and patient safety are two of the centre's key priorities.

In 2017, Hospital HM La Esperanza initiated an ongoing process of modernisation. In addition to improving its facilities, the centre opened a Dialysis Unit, a benchmark thanks to the high-quality healthcare services it provides to chronic patients.

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Ophthalmology Institute
- Dialysis Unit
- Heart Arrhythmia Unit
- Hypertension and Vascular Medicine Unit
- Cafeteria

INFRASTRUCTURE

- 35 inpatient beds
- 8 operating theatres with resuscitation units and a sterilisation centre
- Radiodiagnosis
- Neurophysiology with 2 polysomnography beds
- Outpatient care
- Analyses extraction point



HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	1,454
OPERATIONS	1,455
OUTPATIENT OPERATIONS	2,319
LABORATORY TESTS	2,441
RADIOLOGICAL TESTS	15,066
ENDOSCOPIES/COLONOSCOPIES	884
OUTPATIENT CONSULTATIONS	32,290



“

The year 2017 was a turning point for Hospital HM Vigo. The integration of the centre into the HM Hospitales network was the starting point for an exciting project involving major investment both in renovations to improve the facilities and in technology and human resources. The objective is to provide the patient with care that meets the highest standards of quality and to broaden the range of services offered, to make HM Vigo one of the best private healthcare centres in Galicia.

”

Dr. Ángel del Santo Grabiel
HM Vigo Medical Director

HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	617
EMERGENCIES	6,213
OPERATIONS	453
OUTPATIENT OPERATIONS	300
LABORATORY TESTS	401
RADIOLOGICAL TESTS	14,771
ENDOSCOPIES/COLONOSCOPIES	138
OUTPATIENT CONSULTATIONS	21,196



2. OUR HOSPITALS

2.12. HOSPITAL

HM VIGO

Hospital **HM Vigo** is a medical and surgical centre that became part of **HM Hospitales** in 2017. It has a 24-hour A&E and is currently being renovated so that it can offer a new healthcare concept whereby the patient has access to all surgery specialities.

In 2017, Hospital HM Vigo began an improvement project for which a €2.2 million investment was made. The first measure taken was to refurbish and modernise the Resuscitation Room/ICU.

Hospital HM Vigo operates alongside the other **HM Hospitales** centres in Galicia and has completed the Group's offer on the Galician Atlantic coast.

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Pain Unit
- Plastic and Cosmetic Surgery Unit
- Endocrinology and Nutrition
- Physiotherapy



INFRASTRUCTURE

- 20 rooms
- Resuscitation room/ICU with 6 beds
- 3 operating theatres
- Endoscopy room
- High-field magnetic resonance imaging
- Radiodiagnosis (ultrasound, X-ray, CT, etc.)
- 24 hour A&E
- Clinical Analysis Laboratory



HM HOSPITALES GROUP ANNUAL REPORT

2017

02

OUR HOSPITALS

MADRID REGIONAL DEPARTMENT

GALICIA REGIONAL DEPARTMENT

LEÓN REGIONAL DEPARTMENT

02

OUR HOSPITALS

LEÓN REGIONAL DEPARTMENT

“

We are committed to providing effective and efficient healthcare that is oriented towards the satisfaction and safety of our patients, their loved ones, our employees and our partners

”

HM Hospitales has had and still has some ambitious objectives, which can be summed up as collaboration to improve and transform healthcare in León. This mission gave rise to the merger with Obra Hospitalaria La Regla in March 2017, at which point La Regla became another hospital of the **HM Hospitales** Group.

Dates are important. Next year, HM San Francisco and HM Regla will mark half a century of healthcare provision to citizens of León. The achievement of this fifty-year milestone has been possible thanks to the determination and professionalism of everyone who, since the two centres were created, has worked and continues to work to make them into benchmarks in Leonese healthcare. León wouldn't be the same without these two hospitals. This forces us and gives us strength to reflect on our achievements, allowing us to face the future with high expectations and confidence.

The year 2017 saw some intense efforts in León. A large part of these were dedicated to laying the foundations for the successful integration of HM San Francisco and HM Regla and the subsequent merger of these centres into the **HM Hospitales** network.

These efforts have already borne fruit, making us proud in many respects; for example we have one shared information channel, Dharma, one shared HIS, one shared Medical Board, and a successfully integrated administration and infirmary, and all of this was achieved in a single year. It's dizzying, there's no doubt, but it also gives us the strength and feeling of security we need to keep moving forwards.

The 2017-2020 Healthcare Plan for León aims to make us into a single centre with two bases. And we should be proud of it. We have already seen some remarkable results, such as an increase in medical staff, a rise in patient numbers, and the possibility of caring for the patients from all the health insurance companies at any centre. And indeed both ASISA and ADESLAS patients can already be cared for either at HM San Francisco or at HM Regla.

Constant change is a known aspect of healthcare. We don't address disease treatments, diagnosis methods or technology in the same way. In this respect, 2017 has also provided us with an opportunity to identify the investments we need to make over the next few years, for example we aim to redevelop the Surgical Wing of HM San Francisco, expanding it to four operating theatres and a Major Outpatient Surgery unit, and building a new Resuscitation Room.

But what matters the most is that we share the same values and objectives: commitment to providing effective and efficient healthcare that is oriented towards the satisfaction and safety of our patients, their loved ones, our employees and our partners.

León has always been associated with the Camino de Santiago, and since paths are made by walking, let's walk, while enjoying this new journey on which we now embark.

Mr Ricardo Aller López
HM Hospitales León Regional Director

2. OUR HOSPITALS



2.13. HOSPITAL

HM REGLA

HM Regla is a general medical and surgical hospital located in the historical centre of León. It offers all medical and surgical services and specialities for adults, and its facilities have recently been renovated. It also has a Rehabilitation and Physiotherapy Gym.

HM Regla's Diagnostic Imaging Department is equipped with modern facilities for conventional radiology, a digital mammogram machine, ultrasound equipment, a CT scanner (16 detectors) and an open MRI scanner (0.3 Tesla).

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- After-Care Unit
- Pelvic Floor Unit



INFRASTRUCTURE

- 75 rooms
- 4 emergency cubicles
- 25 consultation rooms
- 2 operating theatres
- 16-slice CT scanner
- Open 0.3 T MRI scanner
- Rehabilitation Gym attached

“

All our efforts in 2017 were focused on integrating HM Regla into the HM Hospitales network, without forgetting, of course, to provide a satisfactory response to all our patients' needs. Thanks to this process of integration and our synergies with the Group's other hospital in León, HM San Francisco, we have managed to up our quality standards and strengthen some of our specialities, allowing us to considerably improve our care-related statistics.

”

Dr. Jesús Saz Ibáñez
HM Regla Medical Director

HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	1,821
EMERGENCIES	5,929
OPERATIONS	1,056
OUTPATIENT OPERATIONS	1,980
LABORATORY TESTS	4,291
RADIOLOGICAL TESTS	11,947
ENDOSCOPIES/COLONOSCOPIES	436
OUTPATIENT CONSULTATIONS	34,320



2. OUR HOSPITALS

2.14. HOSPITAL

HM SAN FRANCISCO

HM San Francisco is a general hospital that offers all medical and surgical services and specialities for adults and a 24-hour A&E service. It has an Outpatient Polyclinic, where there is also a Rehabilitation and Physiotherapy Gym and a Podiatry Department.

Since its creation in 1969, HM San Francisco has always been characterised for being at the cutting edge of technology and for having an extensive medical team formed of top specialists, making it a long-standing leader in private healthcare in the region of León.

HM San Francisco's Diagnostic Imaging Department is equipped with modern conventional radiology facilities, a mammogram machine, an ultrasound scanner, a 16-detector CT scanner, a closed high-field MRI scanner (1.5 Tesla) and an open MRI scanner (0.3 Tesla).

ITS SPECIALIST HEALTHCARE PROVISION ALSO INCLUDES:

- Obesity Surgery Unit
- Endoscopic Obesity Treatment Unit
- Advanced Cosmetic and Functional Nose Surgery Unit
- Pain Unit
- Sleep Unit
- Assisted Reproduction Unit
- Labour Risk Prevention Unit
- Laser Proctology Unit

INFRASTRUCTURE

- 46 rooms
- 24 consultation rooms
- 5 operating theatres
- 2 delivery rooms
- 16-slice CT scanner
- Closed 1.5 T MRI scanner
- Open 0.3 T MRI scanner
- Attached polyclinic (C/ Bernardino de Sahagún, 2)
- Rehabilitation Gym attached

HEALTHCARE STATISTICS 2017

HOSPITAL ADMISSIONS	2,239
EMERGENCIES	28,584
OPERATIONS	1,943
OUTPATIENT OPERATIONS	1,159
BIRTHS	120
LABORATORY TESTS	26,307
RADIOLOGICAL TESTS	44,439
ENDOSCOPIES/COLONOSCOPIES	1,334
OUTPATIENT CONSULTATIONS	104,437

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

HMFC. MEDICINA DE LA REPRODUCCIÓN HM FERTILITY CENTER



“

HM CIOCC is consolidating its leadership in terms of healthcare, teaching and research activity relating to cancer patients in Spain, and is reinforcing its international influence.

”

Dr. Antonio Cubillo Gracián

Head of HM CIOCC Medical Oncology Department

INFRASTRUCTURE

- 41 rooms
- 24 treatment chairs + 8 Clinical Trial chairs
- 13 consultation rooms
- 2 Oncor linear accelerators
- 1 Novalis linear accelerator (Radiosurgery)
- 1 Brachytherapy operating theatre
- Radiotherapy and Radiosurgery
- Personnel: 74 employees, 36 doctors (multidisciplinary team for cancer treatment), 6 nurses, 3 assistants and 8 administrators plus the Inpatient Unit staff
- Therapeutic Targets Laboratory

HEALTHCARE STATISTICS

2017

CONSULTATIONS:

TOTAL CONSULTATIONS **33,322**

NEW PATIENTS **2,148**

HOSPITALISATION:

NUMBER OF ADMISSIONS **2,517**

APHERESIS **22**

80 plasmapheresis

21 autologous

1 allogenic

CHEMOTHERAPY TREATMENTS: 13,067

RADIOTHERAPY:

TOTAL CONSULTATIONS **9,214**

NEW PATIENTS **1,526**

ANATOMICAL PATHOLOGY:

BIOPSIES **63,620**

MASSIVE SEQUENCING **166**

ONCOLOGICAL CLINICAL TRIALS **358 patients**

PHASE I ONCOLOGICAL CLINICAL TRIALS **213 patients**



3. OUR INTEGRATED CENTRES

3.1. CENTRO INTEGRAL ONCOLÓGICO CLARA CAMPAL

HM CIOCC

The **Centro Integral Oncológico Clara Campal HM CIOCC** is located next to Hospital Universitario HM Sanchinarro, but has a separate entrance and independent spaces. With a built area of 3,500 m², HM CIOCC is the first Spanish cancer centre attached to a general medical and surgical hospital to offer the cancer patient the best integrated, multidisciplinary, consensual and customised healthcare provided by the best specialists in each area or organ.

INTEGRATED PATIENT CARE

The healthcare activity of HM CIOCC is organised horizontally and based on the integration of all the medical and surgical specialities, the central services, and teaching, research and patient care through the Cancer Programmes, which establish diagnosis, treatment, monitoring and prevention guides for the different types of cancer.

Its operations are based on multidisciplinary cancer committees organised by speciality, which formalise all healthcare activity and analyse individual patient cases. These committees are pioneers in Spain in establishing a Personalised Cancer Medicine approach, integrating numerous technological advances in the same sequential treatment strategy.

At HM CIOCC, treatment is based on a strategy for managing the patient and his or her pathology. This strategy is agreed by the medical teams of the various specialities and implemented while taking into account the patient's condition:

- Surgical Approach
- Medical Oncology
- Paediatric Oncology
- Personalised Oncology
- Personalised Early Prevention
- Radiotherapy
- Molecular Targets





3. OUR INTEGRATED CENTRES

3.2. CENTRO INTEGRAL DE ENFERMEDADES CARDIOVASCULARES

HM CIEC

Directed by Dr. Jesús Almendral, **HM CIEC** was founded with the aim of providing multidisciplinary, specialist, customised and top-level care for all diseases of the cardiovascular system. This Integrated Centre has consolidated itself as a unique centre thanks to its combination of patient care, research (basic and clinical) and teaching, which are fundamental in this field of medicine.

As part of the efforts to equip HM CIEC with the best technology, in 2013 a 160-slice CT scanner was installed, a latest-generation 3D cardiac ultrasound machine was acquired, and an integrated cardiac imaging system is being introduced, which will improve the quality of imaging tests in this complex area of activity. It is worth stressing that HM CIEC has the first and, to date, only electrophysiology room in Spain with intracardiac technology to detect the rotors that cause atrial fibrillation through simultaneous global mapping.

From the clinical point of view, multidisciplinary programmes that include all the specialists involved in the various heart diseases have been set up, a clear example of which is the Cardiac Rehabilitation Programme.

All the specialists have also agreed on clinical procedure guides for the most prevalent pathologies. Complex cases are evaluated in multidisciplinary meetings by all the specialists in cardiology and related areas from the various **HM Hospitales** centres involved in the patient's healthcare process.

INFRASTRUCTURE

- 39 inpatient rooms
- 26 telemetry-monitored rooms
- Cardiac rehabilitation gym
- Cardiac Screening Programme and Cardiac Rehabilitation Programme
- Flat-Panel Cardiac Haemodynamics Room
- Exclusive cardiac surgery operating theatre with 24-hour alerts
- State-of-the-art Electrophysiology Room
- 160-slice coronary CT scanner, cardiac MRI scanner, 3D echocardiography and vascular ultrasound equipment
- Thoracic Pain Unit
- Distinct consultation zone: 8 consultation rooms comprising the Clinical Cardiology and Cardiac Electrophysiology Departments
- Heart Surgery
- Congenital Heart Disease Unit
- Vascular Surgery



“

Thanks to the efforts of all the specialists who form part of HM CIEC, growth has continued in 2017, both in healthcare activity and in teaching and research. There has also been an increase in the number of more complex treatments, such as atrial fibrillation ablation, structural heart disease interventions, mitral repair surgery and coronary bypasses, and in the uptake of the Cardiac Rehabilitation Programme. This is evidence of the success of our commitment to continuous scientific updates, maximum care-quality standards, cardiovascular research, and teaching, which serve to guide HM CIEC in its work.

”

Dr. Jesús Almendral Garrote
HM CIEC Medical Director

HEALTHCARE STATISTICS 2017

HOSPITALISATION	
CARDIOLOGY ADMISSIONS	1,173
CARDIAC SURGERY ADMISSIONS	208
CORONARY	12
VALVULAR	74
OTHER PROCEDURES	61
PACEMAKERS	37
EXTRACORPOREAL	
CONGENITAL HEART DISEASE	21
HAEMODYNAMICS	21
ADULTS	7
EPS ADMISSIONS	407
CARDIOVASCULAR ADMISSIONS	153
HAEMODYNAMICS ADMISSIONS	0
OUTPATIENT ACTIVITY	
CARDIOLOGY CONSULTATIONS	14,001
CARDIAC STRESS TEST	2,008
HOLTER	2,109
CARDIAC SURGERY CONSULTATIONS	897
EPS CONSULTATIONS	1,906
CONGENITAL HEART DISEASE CONSULTATIONS	2,639
VASCULAR SURGERY CONSULTATIONS	8,865
IMAGING TESTS	
CORONARY CT SCANS	980
CARDIAC MRI SCANS	411
HAEMODYNAMICS ROOM ACTIVITY	
HAEMODYNAMICS TESTS	975
DIAGNOSTIC TESTS	293
TOTAL STENTS	1,093
DIRECT STENTS	568
PHARMACOACTIVE STENTS	1,092
NON-PHARMACOACTIVE STENTS	1
% AF	100%
STRUCTURAL	74
EPS ROOM ACTIVITY	
TOTAL TESTS	
DIAGNOSTIC	437
AF ABLATION	26
AFL ABLATION	139
AF AND AFL ABLATION DURING THE SAME PROCEDURE	38
OTHER PROCEDURES	36
ICDs	40
RESYNCHRONISATION	10
PACEMAKERS	5
AF CRYOABLATION	31
ROBOT	19
CARDIAC REHABILITATION	
PATIENTS	141



“

The progress made by HM CINAC in 2017 put it at the forefront of global efforts to tackle Parkinson's disease. Evidence of this is the recent publication in the highly influential neurology magazine (*Lancet Neurology*) of the results of the main research project carried out by HM CINAC in 2017, on HIFU subthalamotomy in patients with asymmetric Parkinson's disease.

”

Dr. José A. Obeso
HM CINAC Medical Director

HEALTHCARE STATISTICS

2017

HM CINAC NEUROLOGY

CONSULTATIONS	1,112
ADMISSIONS	40
PET/MRI	20
MRI/HIFU	22
NEUROPSYCHOLOGY	63
NEUROPHARMACOLOGICAL MONITORING	24

NEUROLOGY

CONSULTATIONS	6,199
ADMISSIONS	162
EEG	1,302
EMG	1,817
EVOKED POTENTIAL	131

SLEEP UNIT

CONSULTATIONS	1,715
POLYSOMNOGRAM TESTS	605
MULTIPLE LATENCY TESTS	14
VIDEO-EEG	45

NEUROSURGERY

CONSULTATIONS	2,075
ADMISSIONS	178
CRANIOTOMIES	83
COLUMNS	74

PSYCHIATRY

PSYCHIATRIC CONSULTATIONS	7,768
CHILD PSYCHIATRY	924
CLINICAL PSYCHOLOGY	2,357
EATING DISORDERS	35
GROUP THERAPY	96
ECT PROGRAMME	243
ADMISSIONS	



3. OUR INTEGRATED CENTRES

3.3. CENTRO INTEGRAL DE NEUROSCIENCIAS AC

HM CINAC

Directed by Dr. José A. Obeso, **HM CINAC** was founded with the objective of providing multidisciplinary, specialist and customised healthcare.

The aim of this Integrated Centre is to become a leading centre in basic, translational and clinical research throughout Spain. To this end, it has equipped itself with all the technology required for better diagnosis and treatment of neurological and psychiatric diseases from a completely innovative perspective, while fully integrating the different specialities into daily operations.

STAFF

The main goal behind the composition of the HM CINAC staff is to achieve high levels of collaboration and synergy from a multidisciplinary perspective, leading to clinical and research excellence. The working group therefore consists of professionals from different disciplines: neurologists, neurosurgeons, engineers, neuropsychologists, basic neuroscientists, and specialist and clinical-research nurses, under the leadership of Dr. José A. Obeso, together with the executive secretary and a technician. Furthermore, the centre has brought together a range of professionals with extensive experience in the study of neurodegenerative conditions as well as a group of young experts, most of whom have returned from training abroad, who are able to provide the energy and the latest cutting-edge technical knowledge necessary for the projects at hand.

This combination of people has given rise to a highly motivated and competitive team with the shared intention and ideology of carrying out high-level translational research, the main goal of which is to have a decisive impact on the neurodegenerative process involved in Parkinson's disease. Ultimately, the centre aims to slow down progression of the disease, thus offering a new therapeutic approach which changes the evolution of the condition.

INFRASTRUCTURE

- 11 specific consultation rooms
- 15 acute psychiatric hospitalisation beds
- 1200 m² research pavilion
- Simultaneous PET/MRI scanner for the diagnosis of neurological and psychiatric illnesses
- MRI/HIFU unit intended exclusively for state-of-the-art neurological applications
- Neuropharmacological Monitoring and Functional Neuroscience area with 5 beds
- Specific neurosurgery operating theatre with minimum electrical noise levels for the performance of the functional neurosurgery programme
- Specific Neurorehabilitation Area
- Sleep Unit
- Pain Unit with its own procedure zone

3. OUR INTEGRATED CENTRES

3.4. CENTRO INTEGRAL DE MEDICINA DE LA REPRODUCCIÓN

HM FERTILITY CENTER

Directed by Dr. Isidoro Bruna, **HM FERTILITY CENTER** was founded in 2015 as the successor to Hospital Universitario HM Montepriño's Reproductive Medicine Unit, which was created in 1999 on the basis of its founder's extensive background and prestigious reputation.

It currently has five large centres which are fully equipped to perform reproductive medicine, and which are located in Boadilla del Monte (Hospital Universitario HM Montepriño), 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 reproduction consultation rooms at HM Gabinete Velázquez. The plan is to continue to expand HM Fertility Center at all the hospitals in the Group's network, in both the short and the medium term. Unlike in other hospital groups, HM Fertility Center clinics keep their distinguishing characteristics while maintaining shared clinical procedure guides and regularly pooling their ideas to ensure consistency and continuous improvement in the way they meet their patients' demands.



STAFF

The staff at HM Fertility Center is made up of gynaecologists, embryologists and psychologists specialised in reproduction under the direction of Dr. Isidoro Bruna, who has more than thirty years of experience in the field of reproductive medicine. At every centre there is a FivCare official, a professional who supports and assists patients from their first visit until the end of their treatment. Given that it's integrated into the Group's hospitals, HM Fertility Center ensures that two basic requirements are met: patient safety and versatility. Our centres are based on a holistic approach to reproductive dysfunction, and frequently receive the support of andrologists, internists, endocrinologists, geneticists, haematologists, immunologists and anaesthetists from HM Hospitales. The purpose of this interdisciplinary approach is to ensure high levels of collaboration and synergy, with the aim of achieving excellence in clinical medicine and research. We believe that research is another key aspect of our profession. As a result, in the last 10 years, the specialists at HM Fertility Center have taken part in 9 multicentre studies and produced a total of 5 doctoral theses, 11 articles for international magazines, 12 articles for national magazines, 19 book chapters, 2 multimedia courses and more than 300 papers at symposiums and national and international conferences.



“

In 2017, HM Fertility Center consolidated itself on a national scale. We always try to see things from the perspective of our patients, particularly that of women, who are the real protagonists of our treatments. Reproductive medicine in the 21st century requires the highest standards of technology in IVF laboratories, but what makes the difference in our sub-speciality, where the desired results are rarely achieved first time, is a focus on proximity, involvement and honesty. These fundamental principles ensure that patients persist with their treatment until they achieve their longed-for pregnancy.

”

Dr. Isidoro Bruna Catalán
HM FERTILITY CENTER Medical Director

INFRASTRUCTURE

- 5 centres (3 in Madrid, 1 in Toledo and 1 in La Coruña).
All the centres are equipped with:

- Fully equipped in vitro fertilisation laboratories (microscopes for sperm microinjection, stereomicroscopes, laminar flow cabinets, incubators with time-lapse technology, and technology for the cryopreservation by vitrification of gametes and embryos)
- Specific operating theatres for performing follicular punctures, embryo transfers, artificial inseminations and testicular biopsies
- Post-surgery recovery rooms

HEALTHCARE STATISTICS 2017

TOTAL CONSULTATIONS	4,569
IVF/ICSI CYCLES	1,071
EGG DONATION	245
EMBRYO DONATION CYCLES	16
EGG VITRIFICATION CYCLES	105
ARTIFICIAL INSEMINATION CYCLES	108

03

OUR POLYCLINICS

A LOCALISED NETWORK FOR PATIENTS

The growth policy of **HM Hospitales** over the last few years under the 2013-2018 Strategic Plan has allowed us not only to increase our presence in other regions in Spain but also to strengthen our degree of capillarity in areas where we already operated.

Our network of polyclinics, of which there are currently 21, forms an ecosystem that complements the hospital network, enabling us to be closer to our patients and provide them with much more flexible and efficient healthcare for less complex conditions.

In line with this philosophy, we acquired two new assets this year, both of which are attached to Hospital Universitario HM Sanchinarro:

POLICLÍNICO HM SANCHINARRO



Policlínico **HM Sanchinarro** is a newly built centre that was opened in June. It completes **HM Hospitales'** healthcare strategy for the northern area of Madrid. It is just 800 metres away from this hospital and has 650 m² of facilities. Equipped with the latest technology, it offers therapeutic and diagnostic techniques as part of a high-quality and localised outpatient healthcare service, eliminating the need for patients to visit the hospital. Its specialities include dermatology, rheumatology, endocrinology, nephrology, ear, nose and throat (ENT) diseases, paediatrics, plastic surgery, allergology, pneumology and gastroenterology, and it has a workforce made up of some 130 professionals.

POLICLÍNICO HM MORALEJA



Acquired in February 2017, Policlínico **HM Moraleja** represents **HM Hospitales'** firm commitment to completing its healthcare offer for towns as large as La Moraleja, Alcobendas or San Sebastián de los Reyes, which are home to a population of around 200,000. The Group has invested more than €375,000 in renovating the centre, kitting it out with new healthcare equipment, technology and furniture. It has been operating at full capacity since September 2017.

This centre is designed to meet healthcare needs in the areas of general surgery, traumatology, ophthalmology, dermatology, ENT, endocrinology, nutrition and dietetics, cardiology, podiatry, gastroenterology, allergology and urology, but it also has a strong focus on diagnostic tests. Thanks to its renovation, the centre now has the latest technology to perform echocardiograms, cardiac stress tests and digital mammograms, among other tests.

In addition, **HM Hospitales** is completing its healthcare network with an additional 23 associated medical centres, which will finish off this localised network for patients.



3.4. OUR POLYCLINICS

MADRID



HM
HOSPITALES POLICLÍNICO
hm arapiles

HM
HOSPITALES POLICLÍNICO
hm sanchinarro

HM
HOSPITALES POLICLÍNICO
hm cruz verde

HM
HOSPITALES POLICLÍNICO
hm suchil

HM
HOSPITALES POLICLÍNICO
hm telefónica

HM
HOSPITALES POLICLÍNICO
hm virgen del val

HM
HOSPITALES CLÍNICA UNIVERSITARIA CEU
hm odontología

HM
HOSPITALES POLICLÍNICO
hm torrelodones

HM
HOSPITALES POLICLÍNICO
hm gabinete velázquez

HM
HOSPITALES POLICLÍNICO
hm los belgas

HM
HOSPITALES POLICLÍNICO
hm santander

HM
HOSPITALES POLICLÍNICO
hm la paloma

HM
HOSPITALES POLICLÍNICO
hm las tablas

HM
HOSPITALES POLICLÍNICO
hm moraleja

GALICIA



HM
HOSPITALES POLICLÍNICO
hm los puentes

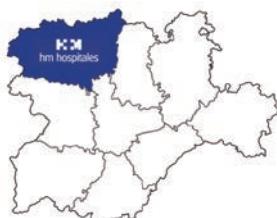
HM
HOSPITALES POLICLÍNICO
hm belén

HM
HOSPITALES POLICLÍNICO
hm matogrande

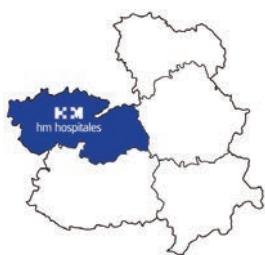
HM
HOSPITALES POLICLÍNICO
hm rosaleda lalín

HM
HOSPITALES POLICLÍNICO
hm vigo

CASTILLA Y LEÓN



HM
HOSPITALES POLICLÍNICO
hm san francisco



HM
HOSPITALES POLICLÍNICO
hm m toledo

CASTILLA-LA MANCHA

04

RESEARCH

“

This year, we achieved the strategic objective of legally establishing a Healthcare Research Institute between our centres in Madrid, together with the Polytechnic University of Madrid and CEU San Pablo University

”

04

RESEARCH

"The platforms consolidated in the last two years have meant that 2017 has been the most successful year in scientific terms in the history of HM Hospitales and its patients and their loved ones. We've exceeded figures loaded with symbolism, such as 1,000 new patients in high-level clinical trials, 1,200 impact factor points and €1.5 million's worth of competitive funding for our researchers. But beyond the cold hard figures, which only give us an idea of how our work for patients has evolved quantitatively, this year we achieved the strategic objective of legally establishing a Healthcare Research Institute between our centres in Madrid, together with the Polytechnic University of Madrid and CEU San Pablo University. This Healthcare Research Institute has started to run with the objective of integrating technology and medicine, data analysis and decision-making capacity, and human and artificial intelligence, with a sole objective: to perform high-quality science in order to answer the questions of our patients, their loved ones and our professionals. The path ahead for this very young organisation, novel in that for the first time it marries engineering with medicine in one institute, is very long and undoubtedly very complex, since although creating it was an obviously necessary step, it will be easily challenged while it is still young. But it is our will, our vision and, ultimately, our intention to bring real innovation to real patients through solid organisations and in transparent collaboration with the other key stakeholders in Spanish science. In 2018, all of us together will have to prepare the documentation and operations for this exciting project, which should open the doors of the next decade through the co-development of innovation, and not just through the passive incorporation of it. In the end, HM Hospitales is a company run by doctors."

Dr. Cristóbal Belda Iniesta
HM Hospitales R&D&I Director

4.I. RESEARCH FOR THE BENEFIT OF SOCIETY

HM Hospitales bases business excellence on the combination of its healthcare activity with innovative teaching and research. As a result, in addition to the fact that the majority of its hospitals are university hospitals, basic and clinical research and innovation (relating to biomedicine, technology and management) are present in its everyday activity. All the professionals at **HM Hospitales** participate both in teaching and in R&D&I, the provision of institutional support to innovation and research initiatives that involve possible benefits to patients and society 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, be it clinical or basic, cannot guarantee the best development of its professionals or its healthcare activity. That's why the Management of **HM Hospitales** has made a major effort to commit both technological and human resources and has commissioned a R&D&I Department to coordinate, supervise, promote and support the research work of all our specialists.

In 2017, the **HM Hospitales** Group performed a significant amount of scientific and research activity, reflected in the 236 articles published in highly prestigious national and international journals, including two articles in *The Lancet*, with an impact factor of 47.831, one article in *The Lancet Neurology*, with an impact factor of 26.284, one article in *The Lancet Oncology*, with an impact factor of 26.509, one article in *Nature Reviews Neuroscience*, with an impact factor of 29.28, one article in the *Journal of the American College of Cardiology*, with an impact factor of 17.759, one article in the *Journal of the American College of Cardiology*, with an impact factor of 19.896, one article in the *Journal of Clinical Oncology*, with an impact factor of 24.008, and so on. As a result, the scientific output of **HM Hospitales** is high quality, its average impact factor being 5.13. The cumulative impact factor obtained through the different publications was 1,200.10, establishing **HM Hospitales** as the leading private centre in Spain with regard to this factor.

In 2017, 80 research projects were carried out, of which 51 received external funding, obtained through competitive tenders, and 29 of which were funded by HM, demonstrating its firm commitment to scientific progress and research.

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 have naturally given rise to R&D&I, as one more aspect of healthcare.

HM Hospitales' R&D&I goal is to benefit the patient by making improvements in the diagnosis and/or treatment of illness, the prevention of illness, and the facilitation of illness through the provision of healthcare services. Clinical professionals raise their healthcare problems and efforts are made to find the best scientific solutions to these, or studies are sponsored to this end, driving the search for the necessary resources and strategic alliances. This translates into the practice of Translational Medicine, which integrates clinical and basic research and personalised care for the individual illness of each patient into what we now know as Personalised Medicine.

On the basis of these fundamental concepts and with the end goal of directly benefiting the patients cared for at our hospitals, the **HM Hospitales** R&D&I Committee was created. This Committee holds monthly meetings and is formed of the General Management as well as the group's leading basic and clinical researchers. It is the body responsible for all our R&D&I activity, and it defines **HM Hospitales'** lines of research and innovation, promoting, financing, directing, supervising, monitoring and evaluating all of these. Formed almost a decade ago, the Committee has set up a R&D&I department with different basic and clinical units.

04

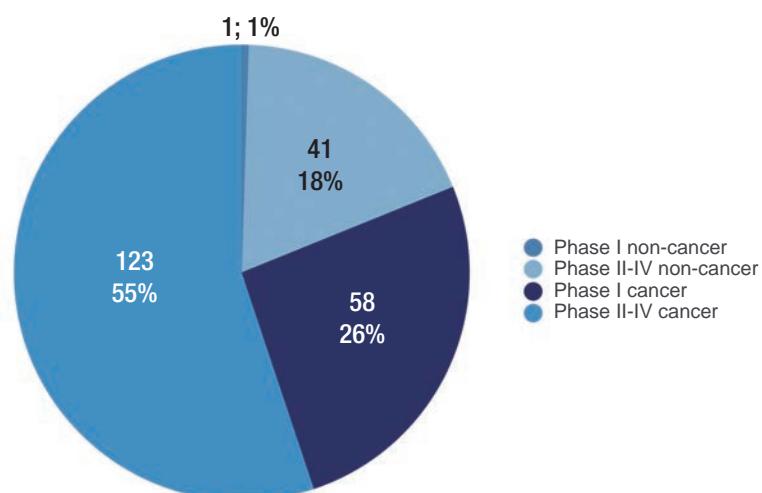
RESEARCH

4.2. RESEARCH IN FIGURES

HIM Hospitales considers research to be a strategic area for supporting its healthcare activity, and it collaborates with numerous pharmaceutical laboratories, 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 Spanish National Cancer Research Centre (CNIO).

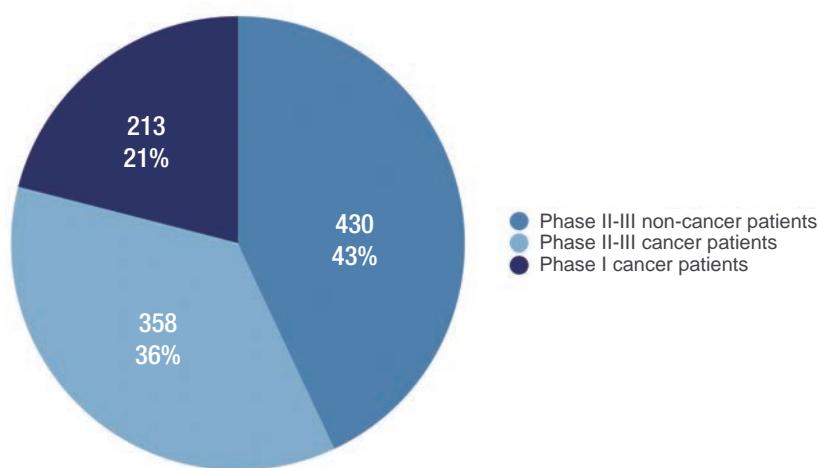
CENTRAL UNIT CLINICAL TRIALS ONGOING IN 2017

ONGOING STUDIES BY CATEGORY



TOTAL: 223 STUDIES

PATIENTS RECRUITED



TOTAL: 1,001 PATIENTS

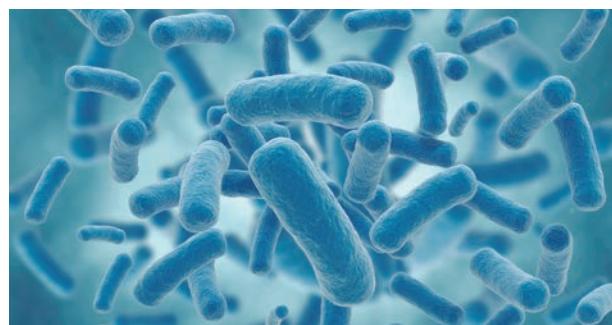


4.3. CLINICAL TRIALS UNIT

The Central Clinical Trials Unit (UCEC) is responsible for managing all the clinical trials which involve research on an active substance or placebo, including products that have marketing authorisation, when these are used or combined (in the formulation or in the container) in a different way to that authorised, or when they are used to treat an indication not covered by the authorisation, or clinical trials which involve research aimed at obtaining more information about an authorised use.

The UCEC is dependent on the **HM Hospitales** Research Foundation, which coordinates and supports all the clinical trials at **HM Hospitales** on a cross-cutting basis. This Unit was put into operation in 2008, and priority was given to managing the cancer trials being carried out at the Centro Integral Oncológico Clara Campal HM CIOCC of Hospital Universitario HM Sanchinarro. The Unit is a leader in Europe for Phase I cancer clinical trials, and in 2017 the number of patients included since its set-up exceeded 1,200.

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 2017. This growth was related both to the increase in the number of clinical trials and to their efficiency. In the latter respect, the incorporation of process management in the Clinical Trials Pharmacy enabled a significant part of everyday activity to be standardised. These clinical trials provide patients with a real, more solid opportunity to access innovative medication. They also represent an act of solidarity, as they enable scientific progress that will benefit the patients of the future. Given that these trials involve treatments in the clinical research phase, they are undertaken with the maximum safety guarantees for the patient, the most rigorous safety controls, and the approval and supervision of the local ethics committees (in our case **HM Hospitales'** Medicines Research Ethics Committee (CEIm) and Healthcare Ethics Committee (CEAS)), as well as the approval of the Spanish Medicines and Medical Devices Agency (AEMPS), and the European regulatory committees and agencies if the study is international.



4.4. ONCOLOGY PHASE I UNIT

This unit was founded in October 2008 after an agreement was reached between the HM Hospitales Research Foundation and South Texas Accelerated Research Therapeutics (START, a USA-based group and world leader in Phase I clinical trials) which aimed 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 ones fail.

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 to human beings for the first time.

The main problem is that there are currently very few countries that have phase I oncology clinical trial units with the required quality to be able to offer those medicines. Furthermore, studies of this type are key from a scientific perspective, because they determine the 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. In 2017, this unit, directed by Dr. Emiliano Calvo Aller, provided a total of 213 patients in 58 phase I oncology clinical trials with the possibility of accessing new medicines.

04

RESEARCH

4.5. THERAPEUTIC TARGETS LABORATORY



HM Hospitales has a Therapeutic Targets Laboratory (LDT) 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, enabling the design of targeted therapies with “à la carte medicines” (i.e. targeted medicines which make it possible to treat some tumours 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 all the patients of the Group, 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 “à la carte” treatment based on those targets.

Furthermore, the Therapeutic Targets Laboratory has a Patient Support Area which centralises the information on biomarkers and the most innovative methods for the study of cancer, these methods including 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.

4.6. ENDOWED CHAIRS

In 2017, the Maxillofacial Surgery team of the **HM Hospitales** Group continued performing its research and teaching work under the auspices of the Klockner-CEU-HM and MIS-CEU-HM Research Chairs, and as part of **HM Hospitales'** own service provision. They continued work on the projects begun in 2015 in the field of biomaterials and implantology, in relation to peri-implant bone regeneration and post-extraction bone defects using a canine model.

Created in 2011, the Robotic Surgery Chair (CCR) has the fundamental mission of serving as a bridge between the **HM Hospitales** Group, CEU San Pablo University and society as a whole.

Like in previous years, the activities performed under the CCR focused mainly on the training, promotion and management of research in the treatment of cancer through robotic surgery. The CCR was also set up as a discussion forum for professionals whose scientific or professional activity is focused on this area of knowledge. The Chair is therefore able to channel the research initiatives of professionals and the dissemination of the research results.

This same year saw the launch of the new Sports Traumatology Chair. This Chair is designed to complement training at the University of A Coruña and **HM Hospitales** through specialist seminars and conferences, as well as doctorate and post-graduate programmes within the field of sport.

EMERGING GROUPS DEVELOPMENT PROGRAMME: MENTORING PROGRAMME

In 2017, work was continued on the emerging groups development programme, better known as the Mentoring Programme, the idea of which is to identify and guide emerging groups so that they can develop all their potential in the field of translational and clinical research, while drawing on all of **HM Hospitales'** resources. Within this framework, doctorate studentships at CEU San Pablo University have been sponsored for **HM Hospitales** staff, two intramural projects have been financed, and new emerging groups at various stages of development have been identified, those groups being offered assistance at different levels. On the one hand, they are helped to define a strategic programme in line with each group's characteristics. On the other hand, professional support is provided to help them specify lines of research; prepare project applications in response to domestic and European competitive public tenders; design projects and interpret results; and, finally, write scientific manuscripts.



HM HOSPITALES GROUP ANNUAL REPORT

2017

05

TEACHING

05

TEACHING



5.1. 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.

Most of our teaching staff have trained at active clinics that combine their teaching and healthcare activities in their daily work. This integration of healthcare, teaching and research fosters both the academic development of our teachers and the practical training of our students. In 2017, a significant percentage of our teaching staff had obtained doctorates.

The number of undergraduate students has continued to grow in recent years, currently amounting to 917 students in medicine, 510 in dentistry and 168 in nursing, in addition to the students on other degree courses such as psychology, physiotherapy, pharmacy and biomedical engineering.

In the 2016/2017 academic year, the degree in dentistry was re-accredited by the agency Madri+d, and in the next academic year the degree in medicine will be subjected to the re-accreditation process.

The medical simulation programmes offered to students on the degrees in medicine and nursing have been given a substantial boost; there are now several advanced simulation rooms to complement the practical training of our students.

Lastly, HM Hospitales has hosted a large number of Erasmus students and foreign trainees this academic year, 35 international trainees having taken advantage of various internships offered by our Group.



5.2. POSTGRADUATE TEACHING

The Department of Postgraduate Teaching has been integrated into the HM Hospitales Research Foundation (FIHM) from both an administrative and an executive point of view. For this reason, the results and goals have been transferred to the new structure.

POSTGRADUATE TEACHING AT HM HOSPITALES ENCOMPASSES THE FOLLOWING:

- Specialist MIR training
- Fellowship programmes
- Continuous training for the medical profession
- International internships
- Master's programmes
- Doctorate programmes

HM Hospitales has two committees that are directly related to teaching activity for undergraduate, postgraduate, continuous training and specialist MRI training courses. The first of these, the Training Committee, as opposed to the Postgraduate Teaching Committee, covers training on degrees in medicine, nursing, psychology, physiotherapy, dentistry and pharmacy and on courses at the HM Institute of Biomedical Professions, and also includes certain postgraduate activities: continuous training, master's programmes, fellowship programmes and international traineeships.

The Postgraduate Teaching Committee addresses issues related exclusively to specialist training for the Spanish medical residency examination (MIR), and is the representative professional body within **HM Hospitales**.

SPECIALIST MIR TRAINING:

Currently accredited specialities and the number of residents are given below:

- Radiation Oncology: 4 trainee residents
- Paediatrics and its specific areas: 4 trainee residents
- Obstetrics and Gynaecology: 4 trainee residents
- Internal Medicine: 4 trainee residents

Specialties currently in the process of accreditation are:

- Cardiology
- Nuclear Medicine
- Medical Oncology
- General Surgery and Digestive System

FELLOWSHIP PROGRAMMES:

The Fellowship programme at **HM Hospitales** aims to provide supplementary training to specialist doctors in areas of knowledge which, despite not being currently recognised as specialities, constitute sub-specialities of their own in day-to-day practice. To this end, we have organised four programmes with varying content led by internationally renowned medical teams. The current programmes are listed below:

- Fellowship Programme at the Cardiac Imaging Unit: led by Dr. Leticia Fernández Friera and Dr. Jorge Solís
- Fellowship Programme in Cardiac Electrophysiology: led by Dr. Jesús Almendral Garrote
- Fellowship Programme in Medical Oncology: led by Dr. Antonio Cubillo Gracián
- Fellowship Programme in Paediatric Oncohaematology: led by Dr. Blanca López-Ibor Aliño

Next year, this programme will be opened to the Pain Unit Speciality led by Dr. Juan Pérez Cajaraville.

05

TEACHING

5.2. POSTGRADUATE TEACHING

CONTINUOUS TRAINING FOR THE MEDICAL PROFESSION:

In 2017, the **HM Hospitales** Postgraduate Department arranged a large number of courses, conferences and teaching sessions, which were held at the various centres of the **HM Hospitales** Group with the aim of improving the training of doctors, residents and also patients. Ten or so of these activities were accredited in 2017 by the Continuous Training Committee of the Community of Madrid. The number of training hours exceeded 200.

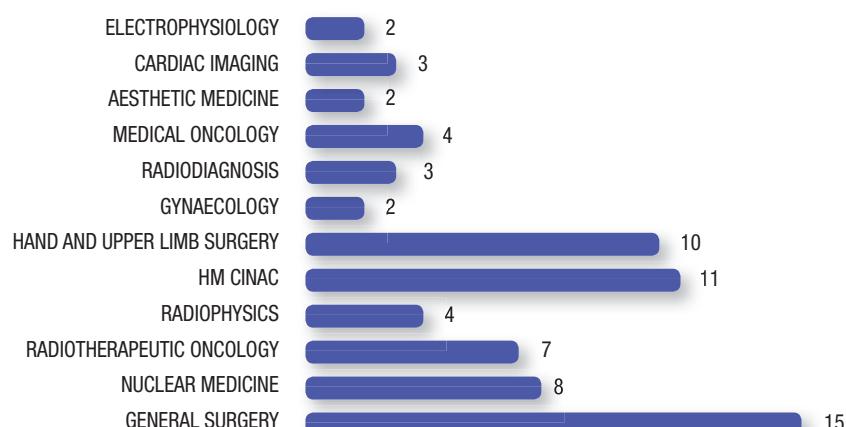
INTERNATIONAL INTERNSHIPS:

Given the **HM Hospitales** Group's role as a provider of university-level teaching, the Internship Programme offers specialist doctors, resident doctors and students from all over the world the chance to stay in our hospitals for varying amounts of time depending on their training needs. This way, they can learn all kinds of medical, surgical, robotic, laboratory and diagnostic imaging techniques from the healthcare professionals at HM Hospitales, along with everything that cutting-edge medicine in the 21st century has to offer.

Thanks to our efforts to develop the programme and to the much appreciated help of all those professionals who make it possible, in 2017 **HM Hospitales** hosted more than 60 Spanish residents and more than 25 international doctors. We also received 71 medical and pre-medical students from the United States.



DISTRIBUTION BY DEPARTMENT/UNIT:





MASTER'S PROGRAMMES:

By virtue of the Framework Agreement signed with CEU San Pablo University, **HM Hospitales** provides theoretical and practical training to the students enrolled on the following master's programmes at the University:

- Master's in Healthcare Law
- Master's in Cardiac Electrophysiology
- Master's in In-Hospital Paediatric and Neonatal Nursing
- Master's in Biomedical Engineering
- Master's in Oral Surgery and Implantology
- Master's in Clinical and Applied Oncology Research
- Master's in Surgical Medical Periodontics
- Master's in General Healthcare Psychology
- Master's in In-Hospital Emergency and Critical Care
- Master's in Emergencies, Casualties and Disasters

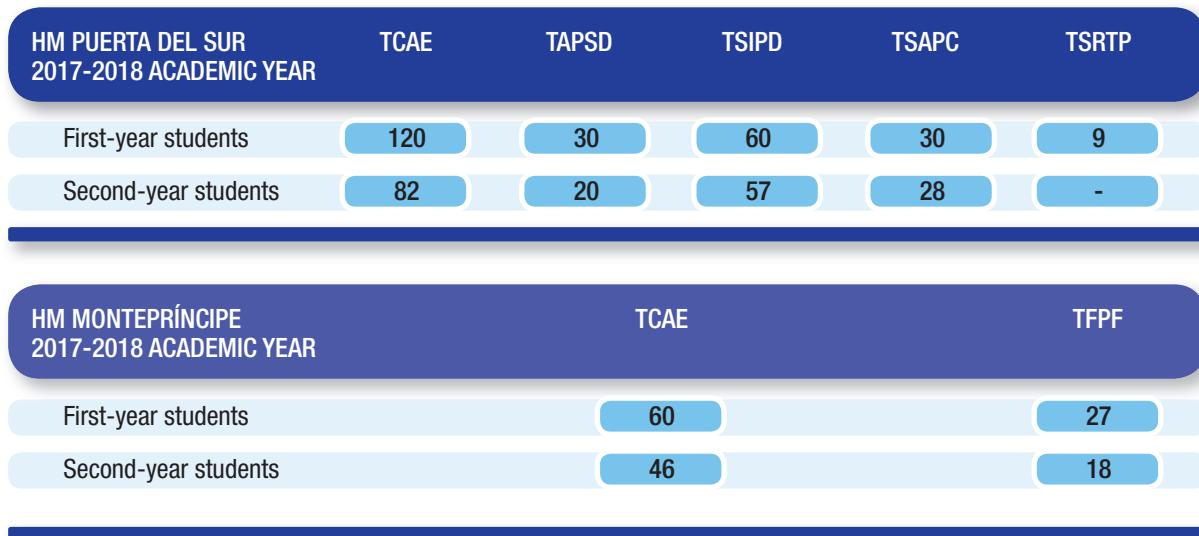
The total number of postgraduate students trained at **HM Hospitales** exceeded 200 in 2017.

5.3. YOUNG PEOPLE WITH A FUTURE. PROFESSIONAL TRAINING



The foundation of the Centro de Profesiones Biosanitarias HM Hospitales in 2013 was part of HM Hospitales' strategy to implement a Professional Training Centre specialising in intermediate and advanced state-subsidised training courses within a healthcare company that has a teaching and research mission, to professionally train and qualify future biomedical technicians in a personalised way. 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.

In the 2017-2018 academic year, the Centre ran the intermediate training courses of Diploma in Auxiliary Nursing Care (TCAE), Diploma in Healthcare for Dependents (TAPSD), and Diploma in Pharmacy and Para-Pharmacy (TFPF), as well as the advanced courses of Advanced Diploma in Diagnostic Imaging and Nuclear Medicine (TSIPD), Advanced Diploma in Anatomical Pathology and Cell Biology (TSAPC), and Advanced Diploma in Radiotherapy (TSRTP), which are offered at the HM Puerta del Sur facilities.





HM HOSPITALES GROUP ANNUAL REPORT

2017

06

HM IN FIGURES

06

HM IN FIGURES

6.1. FINANCIAL STATISTICS

In 2017, **HM Hospitales** incorporated two new centres into its network: HM Vigo (previously Centro Médico El Castro) and HM Regla, in León (previously Nuestra Señora de Regla).

The Group is currently in the process of investing in these two future projects and updating their range of healthcare services, and by acquiring them it has completed the process of establishing its presence both in Galicia and in León, where it is now the leading private healthcare operator.

In 2017, these centres recorded a turnover of €8 million and a negative EBITDA of €300,000. In both cases, the operating results improved over the course of the year, and as at the date of this report were positive. However, the centres will not achieve normalised activity levels and results until 2019-2020.

The centres in Madrid continued to see mainly endogenous growth, although some outpatient clinics were acquired and opened, achieving a turnover of €275.3 million. The most recently opened hospital, HM Puerta del Sur, continued to ramp up its business, increasing its turnover from €33.6 to 39.7 million, which roughly means that it has reached 70% of its turnover potential.

As well as consolidating its presence in areas where it already operates, **HM Hospitales** also acquired interests in Barcelona through a capital increase in Clínica Delfos. This clinic, which will come to be known as HM Delfos, is currently being integrated into the **HM Hospitales** network and major investments are being made to modernise it.

In addition to the Group's healthcare provision, it is also worth highlighting that, like in previous years, there has been progress in non-healthcare areas, mainly R&D&I and Training, which continue to see double-digit endogenous growth and have considerable potential to keep growing in the future.

Overall, the year 2017 closed with a turnover of €362 million (+6.12%) and an EBITDA of €59.7 million (+7.16%).

PROFITS AND LOSSES	HM 2013	HM 2014	HM 2015	HM 2016	HM 2017
Healthcare revenue	189,226	232,406	262,079	318,112	343,928
VaR %	-	22.82%	12.77%	21.38%	8.12%
Other revenue	7,119	7,936	8,541	9,673	9,804
Training and related	5,330	6,021	6,752	7,349	8,322
Total revenue	201,674	246,363	277,372	335,134	362,054
VaR %	22.16%	12.59%	20.82%	22.82%	8.03%

With regard to expenditure, the company is still working on efficiency and integration policies between centres, one of its key goals.

In terms of human resources, **HM Hospitales** has continued to grow beyond 4,000 employees and remains committed to providing high-quality, stable employment, with 89% of its current staff on permanent contracts.

06

HM IN FIGURES

With respect to investment, 2017 reflects the recurring amounts of other years in terms of CAPEX on maintenance, but a major investment has been made in expansion, in line with our constant commitment to being at the cutting edge of technology.

CAPEX	2013	2014	2015	2016	2017
Maintenance	4,747	4,175	5,181	8,469	8,628
Expansion	8,001	45,381	9,163	3,846	12,919
TOTAL CAPEX	12,748	49,556	14,344	12,342	21,547

With regard to the Group's debt, despite its new acquisitions **HM Hospitales** closed 2017 with a debt level similar to that of the previous year, and with a solid cashflow that will put it in a position to seize potential acquisition opportunities that may arise.

DEBT	2013	2014	2015	2016	2017
Financial Debt	53,353	103,711	122,650	184,799	185,983
Cashflow	38,432	18,213	27,308	61,750	56,637
NFD	14,921	85,498	95,342	123,049	129,346
NFD/EBITDA	0.42x	1.92x	2.02x	2.19x	2.17x

6.2. HOSPITALISATION CAPACITY



HM HOSPITALES	2017
• General Hospitals	12
• Specialist Hospitals	2
• Integrated Centres	3
• Polyclinics/Specialist Centres	21
• TOTAL CENTRES	38
• Beds	1,286
• Operating theatres	90
• Employees	4,000



6.3. HEALTHCARE ACTIVITY



	2017	MADRID	GALICIA	LEÓN	TOTAL
• Hospital Admissions	54,193	18,494	4,060	76,747	
• Emergencies	362,309	120,396	34,513	517,218	
• Operations	26,172	12,140	2,999	41,311	
• Outpatient Operations	15,086	7,878	3,139	26,103	
• Births	5,434	1,376	120	6,930	
• Laboratory Tests	6,378,920	913,671	30,598	7,323,189	
• Radiological Tests	648,069	160,451	56,386	864,906	
• Endoscopies	32,266	6,638	1,770	40,674	
• Outpatient Consultations	1,825,920	375,817	138,757	2,340,494	

6.4. MADRID HEALTHCARE STATISTICS

2017 GENERAL DATA	HM Madrid	HM Montepríncipe + HM CIEC	HM Torrelodones	HM Sanchinarro + HM CIOCC	HM Nuevo Belén	HM Puerta del Sur	HM Vallés	TOTAL HM HOSPITALES
• Hospital admissions	5,746	12,841	6,309	14,468	4,547	9,026	1,256	54,193
• Emergencies	35,041	63,151	61,108	91,734	10,914	81,925	18,436	362,309
• Operations	1,855	7,386	3,219	6,886	2,383	3,601	843	26,173
• Outpatient operations	2,184	2,635	2,272	2,725	631	1,758	2,881	15,086
• Births	-	2,045	1	-	2,017	1,371	-	5,434
• Laboratory tests	787,727	1,010,151	752,422	2,661,786	133,040	1,017,097	13,697	6,378,920
• Radiological tests	106,483	110,712	125,003	171,850	39,144	71,939	22,938	648,069
• Endoscopies/Colonoscopies	4,035	5,557	4,298	11,430	-	5,315	1,631	32,266
• Outpatient consultations	212,216	338,065	281,318	372,098	94,049	338,817	189,312	1,825,920

06

HM IN FIGURES



FUNCTIONAL INDICATORS	HM Madrid	HM Montepíñcipe	HM Torrelodones	HM Sanchinarro + HM CIOCC	HM Nuevo Belén	HM Puerta del Sur	HM Vallés	TOTAL
• Average Length of Stay (ALOS) (Gross)	4.43	2.91	2.97	4.18	1.98	3.35	1.82	3.09
• Gross Standard ALOS	6.54	6.18	6.35	6.81	3.77	6.12	5.56	5.9
• Difference from Standard	-2.11	-3.26	-3.38	-2.63	-1.80	-2.78	-3.74	-2.81
• IEMA (Adjusted ALOS Index)	0.7303	0.6110	0.615	0.6402	0.5732	0.702	0.3966	0.6090
• Case Mix Index	0.9279	0.7715	0.7605	0.9597	0.9146	0.7788	0.8258	0.8484
• Impact (Avoidable Stays)	-9,407	-23,800	-11,730	-34,021	-6,701	-12,827	-3,480	-101,966
• Average Hospitalisation Burden	0.8124	0.913	0.8144	1.0176	0.5569	0.6994	0.8627	0.8109

EFFICIENCY INDICATORS	HM Madrid	HM Montepíñcipe	HM Torrelodones	HM Sanchinarro + HM CIOCC	HM Nuevo Belén	HM Puerta del Sur	HM Vallés	TOTAL
• % of patients with stroke with stay longer than 20 days	0.00%	4.55%	5.00%	6.30%	-	4.48%	1/100%	3.55%
• % of patients with hip fracture with stay longer than 20 days	0.00%	0.00%	6.70%	0.00%	-	0.00%	0.00%	1.11%
• Laparoscopic cholecystectomy rate	84.40%	98.80%	98.32%	92.41%	-	93.50%	96.30%	93.95%

TYPES OF DRG (DIAGNOSIS-RELATED GROUP)

	HM Madrid	HM Montepíñcipe	HM Torrelodones	HM Sanchinarro + HM CIOCC	HM Nuevo Belén	HM Puerta del Sur	HM Vallés	HM Modelo	TOTAL
• Medical DRGs	3,891/67.72%	5,455/42.48%	3,090/48.98%	7,582/52.41%	2,165/47.61%	5,425/60.10%	413/32.88%	4,618/39.91%	32,639/49.63%
• Surgical DRGs	1,855/32.28%	7,386/57.52%	3,219/51.02%	6,886/47.59%	2,382/52.39%	3,601/39.90%	843/67.12%	6,954/60.09%	33,126/50.37%
• Scheduled surgery DRGs	1,364/73.53%	5,860/79.34%	2,846/88.41%	5,747/83.46%	1,701/71.41%	2,780/77.20%	837/99.29%	5,944/85.48%	27,079/81.75%
• Patients >65 years-Hospitalised	3,237/56.33%	2,795/21.77%	1,893/30.0%	5,304/36.66%	126/2.77%	1,787/19.80%	471/37.50%	3,651/31.55%	19,264/29.30%

NORMAPRv32.0

IEMA: Hospital ALOS/EMAF (performance-adjusted average length of stay).
IEMA > 1 indicates poor performance compared to the Standard.

IEMA < 1 indicates good performance compared to the Standard.

Case Mix Index: Standard ALOS/EMAF.

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 expended compared to the Standard.



6.5. GALICIA HEALTHCARE STATISTICS

2017 GENERAL DATA	HM Modelo-Belén	HM Rosaleda	HM La Esperanza	HM Vigo	TOTAL
• Hospital admissions	11,572	4,851	1,454	617	18,494
• Emergencies	80,878	33,305	-	6,213	120,396
• Operations	6,954	3,278	1,455	453	12,140
• Outpatient operations	4,062	1,197	2,319	300	7,878
• Births	1,046	330	-	-	1,376
• Laboratory tests	740,750	170,079	2,441	401	913,671
• Radiological tests	84,959	45,655	15,066	14,771	160,451
• Endoscopies/Colonoscopies	4,133	1,483	884	138	6,638
• Outpatient consultations	223,056	99,275	32,290	21,196	375,817

6.6. LEÓN HEALTHCARE STATISTICS



2017 GENERAL DATA	HM San Francisco	HM Regla	TOTAL
• Hospital admissions	2,239	1,821	4,060
• Emergencies	28,584	5,929	34,513
• Operations	1,943	1,056	2,999
• Outpatient operations	1,159	1,980	3,139
• Births	120	0	120
• Laboratory tests	26,307	4,291	30,598
• Radiological tests	44,439	11,947	56,386
• Endoscopies/Colonoscopies	1,334	436	1,770
• Outpatient consultations	104,437	34,320	138,757

06

HM IN FIGURES

6.7. OUR USERS' SATISFACTION: A STRATEGIC GOAL

Although patient satisfaction has always been taken into account in **HM Hospitales'** strategic plans, in the latest 2016-2018 version it has been made into a specific objective:

"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".

In order to get this strategic objective off the ground, we have developed a new dashboard with more detailed information enabling us to take more rational measures based on the data obtained. We have also 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 pleasant as possible.

2017 RESULTS

In 2017, the systems for gathering patient opinions in the **HM Hospitales** Group reached out to almost 45,000 patients and their relatives, representing a 40% response to our requests for information or about 18,000 surveys completed.

The Patient Support staff at our centres attended to more than 16,000 of our patients, responding directly to their requests, complaints and compliments.

It is worth highlighting that this year there was a significant increase in the number of interactions received through **HM Hospitales'** profiles on social networks.

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

INDICATORS	2014	2015	2016	2017	TARGET
• NET PROMOTER SCORE (NPS)	28.94	40.32	42.16	46.90	45
• Complaints rate	7.82 _{0/000}	8.43 _{0/000}	10.7 _{0/000}	10.14 _{0/000}	7.5 _{0/000}
• Rate of response in less than 15 days	81.01%	78.79%	77.78%	79.23%	75%
• Rate of response in less than 30 days	97.16%	95.19%	95.77%	93.76%	98%
• Compliments rate	25.88 _{0/000}	30.69 _{0/000}	19.67 _{0/000}	22.42 _{0/000}	33 _{0/000}



6.8. COMMITMENT TO QUALITY

The renewal of the 500+ seal of excellence for the entire **HM Hospitales** Group is a clear reflection of our philosophy of pursuing excellence at every level. This is also demonstrated by our economic and healthcare performance indicators and our healthcare quality ratios; when compared to the data offered by the 2017 RESA report, these confirm that we are in a better position than the average in the sector in terms of appointment wait times, reports submission, re-admission rates, infections, and much more.



In order to achieve these high-quality standards, we invest in technology, research and teaching. We renew our equipment and have a modern science park, as may be seen from the equipment-outdatedness analysis carried out by FENIN in 2015, showing that the **HM Hospitales** Group follows through with its policy of investing in technology. In line with our strategic plan, teaching and research are fundamental. This is demonstrated by the increasingly extensive range of services, with 6 modules in professional healthcare training, 6 university undergraduate programmes in health, 13 master's programmes, healthcare-related postgraduate courses, and training for the Spanish medical residency examination (MIR), and by the results of the **HM Hospitales** Research Foundation.



07

HM HOSPITALES RESEARCH FOUNDATION

“

In 2017, the strategies for mainstreaming our clinical research started to produce results which were far more positive than we expected

”

07

HM HOSPITALES RESEARCH FOUNDATION

"In 2017, the strategies for mainstreaming our clinical research started to produce results which were far more positive than we expected, since more than 1,000 patients and relatives decided to seek out new treatment options through the more than 200 clinical trials that we initiated. This, combined with the incorporation of massive data analysis into three platforms, has allowed us to start digitising our activity, the result of which is that many of our trials now stem from intelligent assessments of HM Hospitales' healthcare activity. In addition, we have maintained our scientific output, this time with more than 1,200 cumulative impact points over the year, and our Healthcare Research Institute has started to work alongside our university partners. Finally, we have started to restructure our Board of Trustees by incorporating trustees with industrial visions that will complement the Foundation's focus on academia and healthcare over the coming years."

Dr. Alfonso Moreno González
Chairman of the HM Hospitales Research Foundation

7.I. HM HOSPITALES RESEARCH FOUNDATION

The **HM Hospitales Research Foundation** is a non-profit body which was constituted in 2003 with the key goal of leading teaching in biomedical R&D&I within the framework of translational research, directly benefiting the patient and society in general both with regard to treatment of diseases and with regard to healthcare, the aim being to make Personalised Medicine a reality.

From the start, the **HM Hospitales Research Foundation** promoted, financed and led research projects in which doctors and researchers (basic and clinical) tried to resolve everyday healthcare problems with a direct benefit to patients, promoting medicine based on personalised scientific evidence.

The main sources of funding for the research projects come from private and public competitive grants, our own funds, donations and collaborations with private citizens, companies and non-profit associations which promote and help to fund specific socio-healthcare and R&D&I projects.

In 2009, the **HM Hospitales Research Foundation**, in collaboration with CEU San Pablo University, launched a new formula for the management and promotion of translational R&D, driving the creation of privately-funded chairs. These chairs have been focused on implantology, robotic surgery, therapeutic targets, biomaterials and geriatric care, among other areas.

Finally, the **HM Hospitales Research Foundation** organises and promotes scientific dissemination and healthcare education activities with a clear focus on the training of healthcare professionals and the health education of the general public.



07

HM FOUNDATION



7.2. IVEc. CLINICAL EFFICIENCY VALIDATION INSTITUTE

Integrated within the structure of the **HM Hospitales Research Foundation**, the Clinical Efficiency Validation Institute was created as a platform for evaluating innovative healthcare technologies, the aim being to measure the efficiency of the implementation of these technologies in healthcare and in the diagnosis and treatment of diseases through the quantitative and qualitative assessment of their implementation costs, and to measure their effectiveness and clinical safety by introducing them into our hospitals.

The IVEc consists of multidisciplinary teams of healthcare professionals, basic researchers, managers and economists, both from **HM Hospitales** and from the **HM Hospitales Research Foundation**.

HM Hospitales and partner companies. These teams will fill the gaps that normally exist when new clinical application technologies are implemented, doing so from different perspectives, in order to perform a comprehensive analysis which may be transferable to both public and private healthcare systems.

In 2016, progress was made on the publication of various results from studies which we began during the year of the Institute's foundation. We have also incorporated Markovian modelling as a cost-effectiveness analysis tool, as well as different complex mathematical approaches for the simulation of populations based on real-life data.

7.3. CElm. MEDICINES RESEARCH ETHICS COMMITTEE

The main goal of the research performed at **HM Hospitales** is to ensure that basic research and clinical research are combined (translational research) and that scientific advances can be applied directly, rapidly and safely to patients. Clinical trials of medicines and medical devices are a positive activity for society in general and for **HM Hospitales** in particular. Therefore, we need to make it easier to perform clinical trials and speed up the paperwork involved in the evaluation of protocols as much as possible, thus facilitating the launch of these trials.

With this goal in mind, in 2008 the **HM Hospitales** Clinical Research Ethics Committee (CEIC) was constituted, becoming the CElm in 2015. This committee complies with all the legal requirements governing its composition and operations and is accredited by the Community of Madrid. Since 2013, as a result of the new draft Royal Decree governing clinical trials and at the behest of the Spanish Medicines and Medical Devices Agency (AEMPS), the **HM Hospitales** CEIC has been participating in the pilot clinical trials evaluation scheme through the Voluntary Harmonisation Procedure (VHP) in order to evaluate, as a single national CEIC, the relevance of a new clinical trial protocol at the European level.

In parallel, and in line with European regulations, since 2014 the CEIC has been participating in the preparation of a Collaboration Agreement between the CEIC and the Agency, to divide responsibilities and evaluation procedures between the Agency and the CElm.

Its operations are governed by standard working protocols and its ultimate aim is to safeguard the interests of patients proposed for inclusion in a clinical trial or research project. The committee consists of nationally renowned medical specialists, as well as medical laypersons, law graduates and persons unconnected to **HM Hospitales**, including a representative of the Spanish Cancer Association.



HM HOSPITALES GROUP ANNUAL REPORT

2017

hmhospitales.com

