

## QUALITY POLICY OF THE USF VALONGO

Assumes as a **Fundamental Value the Quality**, based on the satisfaction of its users and professionals.

Provides **Health Care** in accordance with the best practices and the latest and proven scientific progress in the prevention, diagnosis and treatment of disease, sustained in obtaining clinical results periodically monitored and reassessed against the objectives and targets set.

Aims to meet the needs and **Overcome the Expectations** of users / patients to who it provides services and other stakeholders.

Makes **Regular Audits** to the structure, procedures and results, allowing the monitoring of work processes and ensuring the development of measures for the implementation of improvements leading to **Continuous Quality Improvement**.

Assumes as a priority the **Security of the Information** and the **Confidentiality of Patient Data** in its charge.

Ensures, in relation to **Patient Safety**, the attention to the Clinical and Non Clinical Risk Management, establishes and prioritizes actions to identify potential risks and prevention of their occurrence, reinforced by the implementation of the recommendations of good practices, in order to eliminate damages arising from the provision of health care.

Commits to implement **Systematic Management Practices**, fulfilling with all normative, legal and regulatory requirements, good clinical practices and in continuous improvement of organizational processes and **Efficiency**.

Identifies the dangers to which practitioners are exposed, within **Occupational Safety and Health**, in view of risk assessment and prioritization of actions, ensuring their minimization and control and prevention of the occurrence of injuries, accidents and occupational diseases.

Promotes a **Sustainable Use** of resources, including energy and water, pollution prevention and reduction, reuse and recycling of generated waste.

Establishes a **Continuous Improvement Culture** that consolidates the management of processes, and promotes the efficiency of the integrated management model.