

International Dual Program

Serving people and excellence
in medical and care practices
on excellence



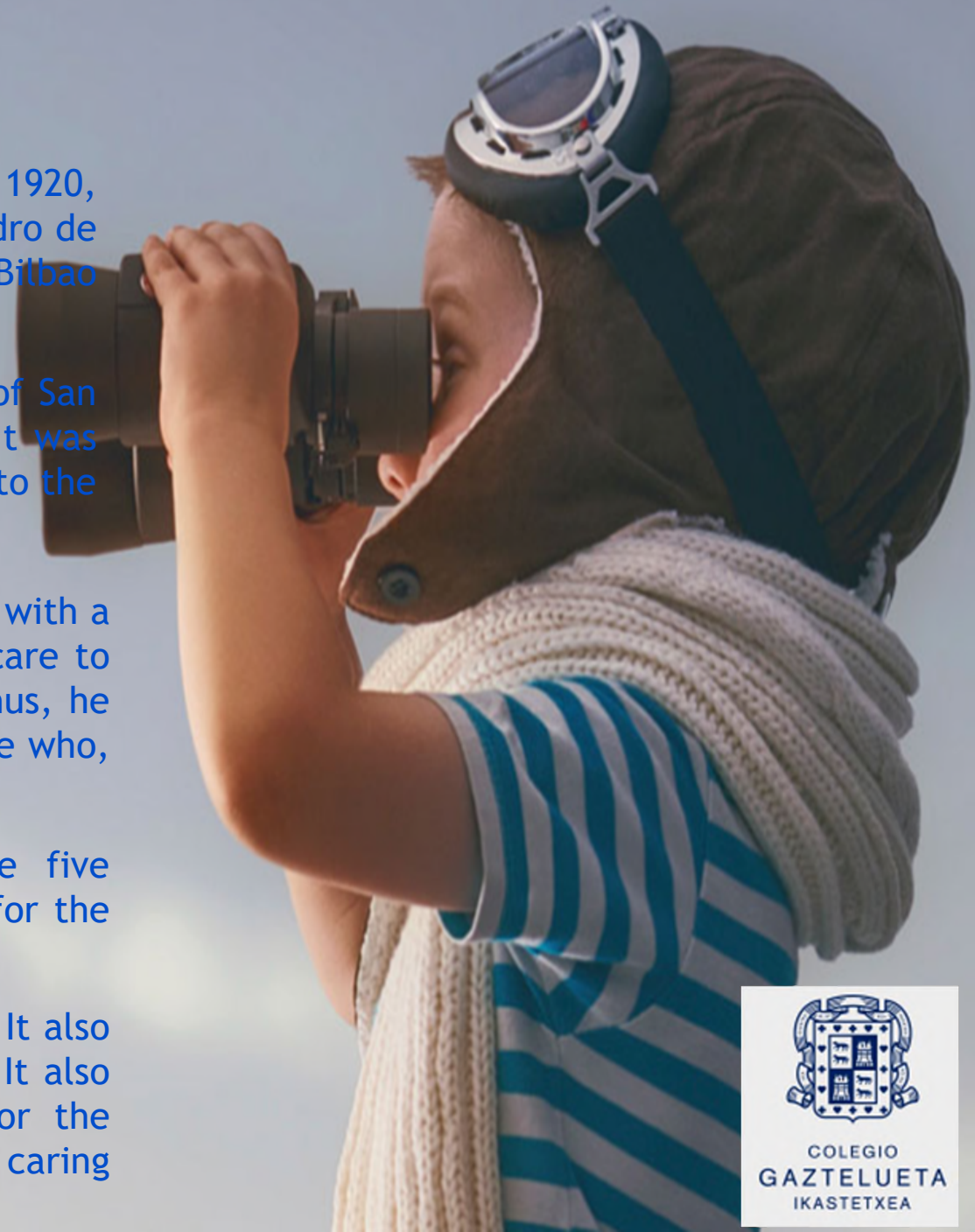
- The origins of the San Juan de Dios Hospital in Santurce date back to 1920, when the brothers of the Order of San Juan de Dios in Vizcaya and Pedro de Icaza y Aguirre agreed to set up a hospital on the Left Bank of the Bilbao estuary.

The Hospitaller Order of San Juan de Dios has its origin in the figure of San Juan de Dios Born in Portugal in 1495 and died in Granada in 1550. It was precisely in this city where mainly developed his enormous work of aid to the most disadvantaged.

His extensive work resulted in an innovation in health care of the time, with a marked human, Christian and social character, giving comprehensive care to people in need, respecting their dignity and defending their rights. Thus, he established several hospitals and gathered around him a group of people who, over time, gave rise to the Hospitaller Order of San Juan de Dios.

The Hospitaller Order is present today in fifty countries on the five continents, with more than 400 apostolic works, dedicated to caring for the sick and suffering people in all their needs.

- The Order is at the service of the sick in general and the mentally ill. It also has units for palliative care, for patients with AIDS, Alzheimer's, etc. It also has centers for people with physical or intellectual disabilities, for the elderly, people without their own home, and for programs aimed at caring for drug addicts, among others.

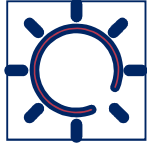


Some of the main Medical and Surgical Specialities

- Allergy and Immunology
- Anesthesiology
- Digestive System
- Cardiology
- Cardiovascular Surgery
- General Surgery & Digestive System
- Maxillofacial Surgery
- Plastic Surgery
- Home Palliative Care
- Dermatology
- Endocrinology
- Gynecology
- General Medicine
- Internal Medicine
- Neurology
- Neurophysiology
- Rehabilitation
- Others



CHALLENGE 1



Increase the hospital patients SATISFACTION

1

The Hospital San Juan de Dios bases its care work on the Values that the Order has assumed at the Institutional level as the foundation of its “ way of doing things”.

- Hospitality
- Quality
- Respect
- Responsibility
- Spiritually

2

The Hospital Management defines the Quality Policy based on the following points

- Achieve patient satisfaction and meet their needs and expectations.
- Maintain a quality system that works accurately and efficiently.
- To provide an efficient and complete service in all our services.
- Control and progressively reduce the number of incidents in the treatment of the patient within the different services of the Hospital.
- Carry out efficient work in managing resources, both your own and the patient's.
- Continuously improve the indicators of the associated processes.
- Have satisfied working people.

3

New expectations from patients have forced healthcare providers to rethink their patient engagement strategies.

Happy patients are more likely to return to your practice in the future, recommend your practice to their friends and pay their bills on time and in full.

The Hospital is looking for new ways of increasing the patients satisfaction



CHALLENGE 2



The Hospital wants to attract and retain TALENT

1

The Hospital San Juan de Dios, aligned with the values of the Hospital Order of San Juan de Dios, aspires to continue providing medical-surgical health services as a reference Institution for the professionals of the health care sector.

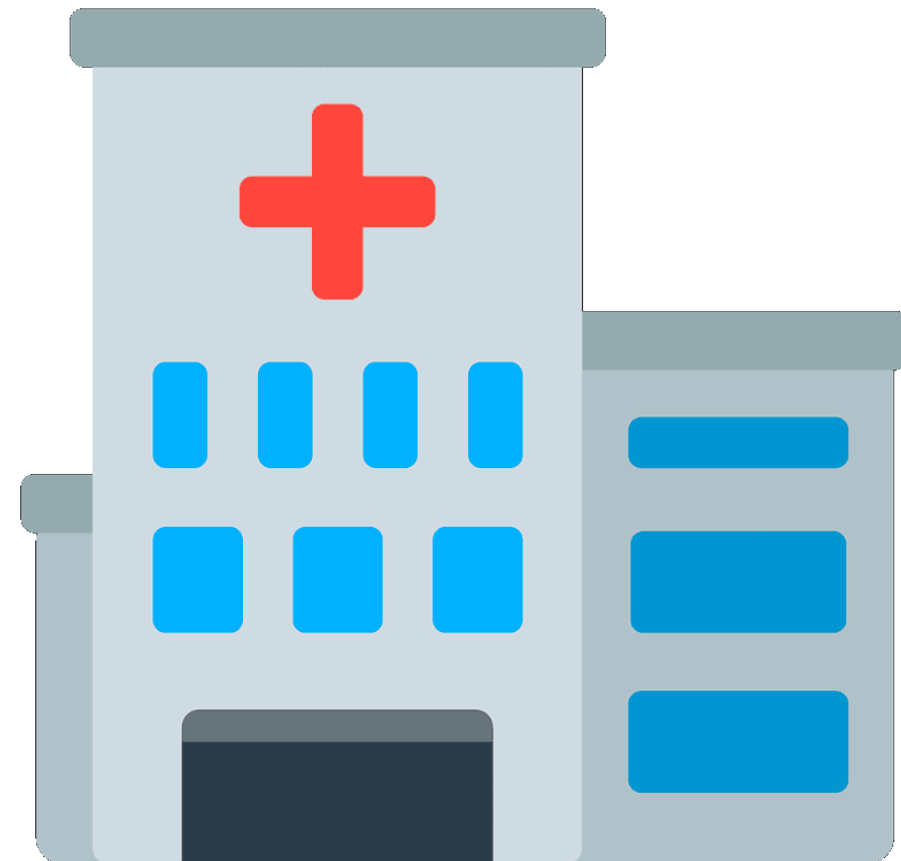
- Providing a rapid response to the health problems of the citizens of its environment.
- Having a well known line of action focused on care (palliative, rehabilitative, etc.) with multidisciplinary and innovative human teams.
- Promoting and collaborating in solidarity initiatives related to health, living and manifesting the charism of hospitality in the style of Saint Juan de Dios.

2

One of the biggest issues faced by hospitals nowadays isn't discovering the next cure or caring for patients—it's finding and retaining great professionals.

3

Retaining employees is not only cost-effective, but it also adds continuity to your treatment, which can lead to higher-quality patient care. How is that possible in a competitive and ever-changing hospital environment? The hospital needs to increase its talent pool of professionals being aware of the budget restrictions.



CHALLENGE 3



The Hospital to re-motivate their professionals

1

Since its inception in December 2019 in Wuhan, China, the severe acute respiratory syndrome coronavirus-2, also known as (COVID-19), has been spread rapidly both locally and internationally, and became certified as a pandemic by the World Health Organization (WHO) in March 2020.

2

The health-care professionals have been working in an environment of high risk, coupled with adherence to quarantine and stressors related to the job. It has been found that under these circumstances the psychological health of frontline healthcare workers has been seriously affected.

3

The Hospital is aware of the situation and is looking for methods and procedures to assess the perceived symptoms, come up with combat strategies, and motivating factors among health-care service providers affected by the COVID-19 pandemic.

4

How can we help and regain our professionals' trust in the health system? What actions can we start implementing?



Once the CHALLENGES have been identified, the starting point of the Innovation Process in San Juan de Dios Hospital begins. It is time to propose IDEAS that provide solutions to the problems or needs identified through these challenges.

As you know, these ideas will be evaluated and, if necessary, incubated, until they evolve into DEVELOPMENT PROPOSALS that can finally become into INNOVATION DEVELOPMENTS.

Following design thinking methodology students participating in these projects will identify and clearly define the main problems found. With a solid background of the situation they will start listing the alternatives which might become into a possible solution. Once the idea has been completely worked it will be presented to the General Management of the Hospital.

It is important not to forget that the solution has to be accompanied by an economic study that makes it viable.

