



SUCCESS CASE

UNIMED GOVERNADOR VALADARES

Unimed Governador Valadares is a Medical Work Cooperative, created and led by doctors from the desire of better conditions to the practice of medicine. It has consolidated over these 25 years of operation as a leader in the health insurance market in a local e regional level.

Quality Policy

Through the health assistance services, the company works towards the satisfaction of its clients, employees, services providers and society. Seeking the quality excellence, it assumes the commitment of continuous improvement of its results, goals and sustainability of the company. Therefore, it prioritizes to attend the legal requirements applied and the regulations of Brazilian Agency for Supplementary Health.

THE COMPANY IN NUMBERS



**Governador
Valadares**
MG - Brazil



Attendance in
53 cities



Own
Hospital



Own
Laboratory



Viver Bem
Space



114 Accredited
Services



634
Employees



420
Cooperated
Doctors



62.373
Clients



1.759.546
Exams and
Sequential
Therapies



323.612
Medical
Appointments



ISO 9001:2015
Certificated

ABOUT THE PROJECT

Demands and needs met:

The project had three focus in Unimed Governador Valadares:

To establish the strategic planning;

To structure the Corporate Governance model;

Establish the Quality Management System (QMS) certificated by ISO 9001:2015.

The QMS allowed the recertification, in december 2017, of ISO 9001:2015. Four years ago, Unimed Governador Valadares had conquered the previous version, ISO 9001:2008.

The project also aims to receive the ONA (Brazilian National Health Accreditation Organization) in 2018 and comply with Normative Resolution 277/2011 of the National Supplementary Health Agency (ANS) in 2019.

Through these three goals, the project of Unimed Governador Valadares sought to create the strategic structure of the cooperative. This construction was based in a Cooperative Governance, implemented with the support of the Unit Interact Belo Horizonte. These actions are presented in the Quality Management System, focused in the result of attendance of the cooperated members needs.

Purchased solution and integrated modules:

The solutions of Quality Management and Contract Management were implemented with the add of specific modules following the company needs.



SA
Performance
Manager



SA
Occurrence
Manager



SA
Audit
Manager



SA
Project
Manager



SA
Corporate
TV



SA
Document
Manager



SA
Risk
Manager



SA
Survey
Manager



SA
Process
Manager



SA
Components
Manager

ABOUT THE IMPLEMENTATION

The project included a series of activities. Among them, social seminars were held (with customers, non customers, services providers and partners) and intern seminar (with coordinators, managers and directors).

These actions contributed to the design of the maps' structure on SA Strategic Adviser, with the purpose of monitoring. Besides that, deadlines were created aiming the continuous improvement (annually) and critical analysis by the high management (semiannually).

RESULTS

The project allowed a better access to the Company's information in a integrated way. Besides that, insured a control of the process and the assertive decision-making in all the process of the cooperative management. These benefits reflected in changes for a better controll and improved access to process controls. The project took two years of structuring with the SA Strategic Adviser.

The partnership between Unimed Governador Valadares and Interact Belo Horizonte already takes ten years, without autonomy of the system in the begging. Unimed Governador Valadares conquered ISO 9001:2008 certification in the begging of 2014 and the recertification from ISO 9001:2015 in 2017. Also, in 2013, it conquered the gold stamp in the Corporate Governance Award.



TESTIMONY

"The SA Strategic Adviser system is a practical and dynamic tool that enables total control of processes, in an integrated and robust way, generating confidence and assertiveness in all activities. In recent times, we have worked to integrate indicators in the DataIntegrator format (via systems database), allowing to decrease the human interactions in the data manipulation. All the auditors from ISO, ONA and NR 277/2011 of ANS were very impressed how the system cooperate in the information access and in the development of the strategic activities."

Danilo dos Santos Matos

Quality, Strategic and Corporative Governance Manager,

