

DR. PALOMA ALONSO CUESTA

ACADEMIC BACKGROUND

- Degree (with honours) in Medicine and Surgery, Faculty of Medicine, University of Valladolid (1976-82).
- **Ph. D. (Cum Laude) in Medicine and Surgery, University of Murcia (1993).**
- B.A. in Company Management and Administration from IDAE (Companies Institute)
- B.A. in Health Management, National Health School
- Degree in Social Sciences (UNED – Distance-learning university)

EMPLOYMENT RECORD

- CEO of Globesalud Consultores S.L. (current post)
- Deputy Director of International Relations, Ministry of Health and Consumer Affairs. (2002 – 2004)

In this post my duties include: managing the Ministry's international relations and Spain's participation in the international bodies concerned with health (WHO, OPS, OECD, Council of Europe), including the European Union; providing technical advice to the Ministry of Foreign Affairs and the Spanish Agency for International Cooperation (AECI) in the field of health care.

- Technical Advisor of the Directorate-General of the Instituto Nacional de la Salud (public care provider system). I was responsible for care quality and accreditation and for implementation of the European Quality Model (EFQM) in primary care centres (1200) and hospitals (82).
- International Consultant to the Interamerican Development Bank in Central America and the Caribbean for hospital planning and management and primary care (1999 – 2001).
- Director of hospital booster project of the City of Buenos Aires Dept. of Health Care, financed by the World Bank (1999 – 2000)
- International Consultant to the World Bank for the health reform process in Uruguay (4 months)
- International Consultant to the International Development Bank for the health care reform process in Nicaragua (five months) and hospital planning and management in Panama (five months)

- Deputy General Director for Specialised Care of the *Instituto Nacional de la Salud* (INSALUD) (1996–1999); responsible for 82 hospitals and 99 clinics. Responsible for allocating new actions to hospitals: strategic and functional hospital plans, refurbishment and remodelling, equipment, human resource allocation. Duties also included purchasing health care services via negotiation, agreements, monitoring and assessment of management contracts. I remained in the post under special arrangements that allowed me to continue the collaboration with international bodies until I rejoined INSALUD in 2001.
- Chief Executive for Specialized Care at the Móstoles-Alcorcón Hospital Complex (470 hospital beds and two clinics) in Madrid (1990–1996), part of the *Instituto Nacional de la Salud* (part of the Ministry for Health and Consumer Affairs in Spain). Implementation of management plan for the remodelling and refurbishment of Móstoles Hospital and the functional design of Alcorcón Hospital (new building and innovation in management model)
- Ministry of Health and Consumer Affairs Auditor for hospital accreditation (1987-1989). I participated in drafting and reviewing the protocol for accreditation.
- Medical Inspector of the Ministry of Health and Consumer Affairs' Territorial Team for the assessment and auditing of health services in Asturias, Cantabria, Murcia, Extremadura and Castilla La Mancha (1984-1987).
- Local Medical Inspector (1983-1984). I joined the Health Corps as a Medical Inspector via competitive examination (1983).

PAPERS AND TALKS

- I have presented 271 papers and talks at national and international seminars and congresses in the field of strategic and functional planning, management, administration and funding of health services, clinical-financial information systems, quality and accreditation, auditing, public health, social-health services, assessment of health care services and development cooperation.

PUBLICATIONS

- 49 publications including original articles in magazines, chapters of books and books on management, administration and funding of health services, clinical-financial information systems, quality and accreditation, auditing, public health, social-health services, assessment of health care services and development cooperation.

AWARDS

- Mapfre Prize for best paper on perceived quality.
- Honourable mention in the Health Economics award of the Regional Department for Health and Social Security of Cataluña for an analysis of production and cost in an acute hospital.
- **Arthur Andersen Awards:**
 - Managing waiting lists (1997)
 - Managing hospital pharmacy (1998)

TEACHING EXPERIENCE

- Associate Lecturer of the National Health School (1999-2004) and Teacher-tutor on the University Level Course for Specialists in Clinical Unit Management run by UNED (Distance-learning university) in conjunction with the National Health School (1999-2004).
- Collaborating Lecturer on the Masters in Documentation, auditing clinical histories and health information systems, of the Chair of Public Health and History of Medicine at the Complutense University of Madrid. Academic years 1992—2004.
- Collaborating Lecturer on the Masters in Planning, Management and Administration of Health Care Institutions of ICADE (School of Business Management) (1994-1999).
- Collaborating Lecturer on the course for Masters in Planning, Management and Administration of Health Care Companies of the Gaspar Casal Foundation and Pompeu Fabra University (2001-2004).
- Collaborating lecturer on 34 courses and seminars on funding, managing and quality of health and socio-health services run by various regional health departments.
- Lecturer on "Introduction to Managing Hospital Services" courses run by the *Centro Universitario de Salud Pública* (University Centre for Public Health) of Madrid and Masters in Public Health (all academic years 1994-2001).
- Collaborated on 16 courses in hospital management and coordination of primary health care and specialised care, held at various health care centres
- Lecturer on courses in Updating Health Care Management run by various bodies (*Colegio de Médicos* (medics' professional association), Health Research Centre of Valencia, University of Navarra, European Business School, Latin American Institute

for Social Security, training centres of the Spanish Agency for Cooperation with Latin America, etc.)

RESEARCH EXPERIENCE

- Grant from the Murcia Regional Government in 1989 for a study of "Factors Determining Permanent Inability to Work in the Murcia Region 1970-1988".
- Chief researcher on the study "Evaluation and Analysis of Hospital Costs. Allocation of production costs to each process coded with Set Minimum Database and classified by Patient Management Category", awarded by the *Fondo de Investigaciones Sanitarias* or FIS (Health Research Fund) in 1992 for three years (1992, 1993, 1994).
- Chief researcher on the project "Assessment and Weighting of Pharmaceutical Costs in an Acute Hospital", grant awarded by the *Fondo de Investigaciones Sanitarias* (Health Research Fund) (Project 95/0488), 1995.
- Participating researcher in the project "Specialised Care of HIV-infected Patients in a Health Area in Madrid", grant awarded by FIS (Project 96/0324), 1996 and 1997.
- Chief researcher on a project on "Standardizing Messages in the Health Care Field and Telematic Transmission (EDIFORHEALTH)", financed by the "Health Care Telematics" Programme of the European Union (EU), June 1993.
- Chief researcher on the project "Telematics Applied to E-mail for Hospital Payment Orders (EURHOCS I)", financed with EU aid in June 1993 (TEDIS Programme).
- Participating researcher on the project "Telematics in Mobiles Applied to the Health Care Sector (MOBICARE)", financed with EU aid awarded in December 1993.
- Participating researcher on the project "Telematics Applied to E-mail for Hospital Payment Orders (EURHOCS II)", funded with EU aid awarded in July 1994.
- Participating researcher on the project "Telematics Applied to Health Care Information Systems (REMEDES)", financed with EU aid awarded in May 1995.
- Chief researcher in the project "Telematics Applied to Social Health Care for People over 65 Years Old (PLANEC)", financed with EU aid awarded in May 1995.

OTHER

- I would like to highlight my experience in health care reform over the last 22 years in Spain (National Health Care System Cohesion and Quality Plan, Strategic Plan of INSALUD), in Latin America (see above) and within the European Union (European Constitution).
- Member of the Cooperation Council for Development of the *Agencia Española de Cooperación Internacional*, 2002-2004. Coordinator and editor of the Spanish Cooperation Strategy for Cooperation in Health (published 2003), of the VITA sector programme for health cooperation in Africa (published 2004) and the programme for cooperation in health for each of the 32 priority countries for official Spanish aid (in press).
- Alternative representative of the Minister for Health and Consumer Affairs on the Executive Council of the World Health Organization (2002-2004).
- Spanish representative on the Standing Committee on Public Health of the Council of Europe 2002-2004. Elected via expert member voting of the Bureau of the aforementioned Committee for the 2004-2007 mandate.
- Spanish representative on the Executive Committee and at the Assembly of the Pan-American Organization for Health on which Spain is an observer and third largest donor in terms of voluntary contributions. Responsible for liaising and annual drafting of the Joint Action Plan with that organization (2002- 2004).
- Member of the Board of the International Health Cooperation Foundation, 2002-2004.
- Spain's representative on the Select Committee on Hospital Planning and Funding of the Organization of European Hospitals Programme (HOPE), 2000-2004.
- Spain's representative on the International Hospital Federation (FIH) 2001-2004.
- Spanish representative on European Association for Health Care Management (EHMA). 2001-2002.
- Accredited Assessor of the European Quality Model (EFQM). 2001-2004.
- Assessor for ongoing accreditation of continuing training programmes of the University Centre for Public Health, the Madrid Regional Department for Health and the Autónoma University of Madrid. 2001-2004.
- Director of 8 graduate-level projects and member of 5 doctoral thesis panels.
- Referee of the journal "Gaceta Sanitaria". 1994-2000.
- I assessed projects of the Fondo de Investigaciones Sanitarias (Health Research Fund). 1999-99 and 2002.