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Auna Peru receives Newpalex certification

- *The certificate is awarded by the New Health Foundation, an international non-profit organization*

Auna, through its home care area, has become the first healthcare company in Peru to receive a NEWPALEX certification as an excellent palliative care team at home, outpatient and hospital level.

The international non-profit institution New Health Foundation has highlighted in the certification the processes, commitment and professionalism of the Auna Home Care team of collaborators in improving the quality of life and well-being of people with advanced diseases, as well as that of their caregivers and families

For Nella Marky, head of Auna's palliative care unit, this is possible thanks "to the multidisciplinary team that manages Auna Home Care, which includes a pallitivist physician, nurse, psychologist, social worker, spiritual counselor and technical staff.", who also allows "to provide specialized support to the patient´s caregivers."

Through the implementation of the different procedures and standards of care, the wellness and pain control indicators have reached 85% and 92% respectively.

A comprehensive and continuous improvement approach

The New Health Foundation also highlighted the innovation in the processes and the response provided by Auna Home Care to patients and their families in the pandemic.

The most relevant actions include face-to-face and remote monitoring (telephone monitoring and telemonitoring); and virtual training cafes for caregivers on psychological and social issues. In addition, it has been highlighted, among others, the joint work with the Ministry of Health (MINSA) to facilitate the delivery of opioids to patients, with home delivery; and the commitment to research, with six posters presented at international palliative care congresses and two research papers, one of them already published and another in the process of being published.