



Humana

Presentation of Humana's quality report: Quality that makes a difference!

Humana's second quality report is being presented in order to openly and transparently share what we do to develop and strengthen the company, its employees and the organisation.



Humana's goal is to be the obvious choice for those who demand high quality. We work continuously and systematically with quality assurance so we can live up to our own high expectations as well as those of clients and employees.

In the quality report, we present statistics from internal controls and customer surveys, and highlight how our quality assurance works in practice by showing examples. But – figures and surveys don't tell the whole story. In the end, the best proof that we deliver high quality is when our customers and employees are so satisfied that they recommend us to others.

"Humana's efforts bear out our motto that everyone is entitled to a good life. To succeed at this, we need to focus on quality in everything we do. One of our key target areas is qualitative operations. We want to drive developments in the industry to ensure high quality in all the services we deliver," said **Eva Nilsson Bågenholm, quality assurance director at Humana.**

"In 2016, the political debate centred around profits in the welfare system. At Humana, we believe that what's missing is the more crucial discussions and initiatives on quality in the welfare system. Our customers and clients are entitled to high quality, efficiency and accountability regardless of who performs the care. We want both municipalities and county councils to place high quality and efficiency requirements on all providers, including their own," said **Rasmus Nerman, CEO of Humana.**

Facts:

Nearly all areas of the welfare system lack comprehensive national models for comparing quality, making it difficult to gain an insight into different operations, both public and private. Humana is therefore working together with other providers to improve quality across the care sector. Producing a quality report alongside the annual report is a way of emphasising quality issues.

Read Humana's quality report here: <http://www.humana.se/om-oss/kvalitet/kvalitetsredovisning/>

Humana is a leading Nordic care company providing services within individual and family care, personal assistance, elderly care and special service housing in accordance with LSS. Humana has some 16,000 employees in Sweden, Norway and Finland providing care for over 9,000 individuals, and working towards the vision "Everyone is entitled to a good life". In 2016, Humana's operating revenue was SEK 6 362 M. The company's headquarters are located in Stockholm, Sweden. Read more about Humana on www.humana.se or <http://corporate.humana.se>