



Top Service-Oriented Companies

Manatí Medical Center continues its quest for excellence

BY CB STAFF

Since Dorado Health took over the Manatí Medical Center in 2003, the hospital has undergone a series of investments totaling \$48 million that has dramatically improved the standard of medical care for residents outside the metro area. Now the full-service private healthcare institution is about to invest another \$50 million that will make the state-of-the-art hospital one of the very best in the Caribbean.

Construction is expected to begin in early 2007 following completion of the government permitting process, said hospital CEO José Quirós. The expansion plan calls for the construction of a new 1,000-space parking garage, a 50-suite medical office plaza, an additional emergency room and a new hospital wing that will include 50 private suites.

"Adding the private suites is evidence of our commitment to giving our patients a quality healthcare experience," explained Quirós. "Most healthcare insurance providers only pay for semi-private rooms, but we realize that the privacy and comfort of our patients is an important part of providing quality care."

Beside the private suites and new emergency



Manatí Medical Center

room, the new hospital wing will include a catheterization unit as part of a cardiovascular lab, an eight-bed cardiovascular intensive care unit and two open-heart surgery operating rooms.

In addition to the new construction, the hospital will purchase new equipment including the latest high technology CT scan device capable of a full body scan in just three minutes. This new machine will allow the hospital to conduct noninvasive surgeries that were not possible there before.

Quirós said the master plan strategy of the

hospital since its acquisition has been to continually improve its services by updating the facility and equipment and attracting the very best health professionals. "To be in the forefront of medical care you have to look at investments as a necessity, not an expense," said Quirós. "Those healthcare facilities that fail to reinvest will lose the ability to offer quality medical services." He added the quality of the equipment and physical facility complements the hospital's top-notch medical team that includes some of the finest specialists in a variety of areas including orthopedics, neurology and pediatrics, among many others.

The hospital currently has 228 patient beds, four emergency rooms that service more than 60,000 patients per year and six operating rooms where 8,000 surgeries are carried out each year. It is also fully equipped to deal with pediatric emergencies and hospitalizations through its dedicated emergency unit and pediatric ward. The hospital has a staff of 860.

The Manatí Medical Center serves the greater Manatí sub-region that includes such towns as Ciales, Florida, Barceloneta and Vega Baja as well as the outlying towns such as Dorado and Arecibo. ■

Mentor Tech provides regulatory compliance services in Europe

BY JONATHAN MAY

For about a month now the Mentor Technical Group Corp. has been offering its services in Europe. "Last month we started helping a multinational pharmaceutical company start their operations in Great Britain," said President Luis David Soto. "We should be working with them for up to two years on their validation and regulatory compliance issues," he said.

The opportunity in Great Britain arose after Mentor had done work for the company's local operations in Puerto Rico. "The corporate office of this pharmaceutical client recognized the work we had done, and more specifically the work of one of our employees, and asked if he would be interested in helping them start their operations in Great Britain," Soto said. Mentor, naturally jumped at the opportunity.

Working in Europe might be new for Mentor, but working abroad in general is not. "We have done extensive work in the mainland U.S. and we would love to provide our services to the rest of Latin America and even China," said Julian Rodríguez, vice president of regulatory affairs and partner of Mentor. "We see China as an emerging opportunity with its booming



From left: Julián Rodríguez, vice president of regulatory affairs; Luis Soto, president and Félix Bernard, vice president of operations at Mentor Technical Group

economy," Rodríguez added.

Possibly the only challenge Mentor has faced in increasing services abroad is name recognition. "I really think the only challenge we have in expanding our services in Europe and around the world is getting to know the people who set up new projects and having them know us," Rodríguez said. "Because as far as the skill and experience of our people go, we can compete with anyone in

the world." To combat this problem, Rodríguez said Mentor was planning to hire a marketing person. "This person will hopefully position Mentor and Puerto Rico as a good place for outsourcing services as well as investment," he said.

Rodríguez also sees this expansion as a good sign for the pharmaceutical industry in Puerto Rico as a whole. "I think this is a prime example of Puerto Rico's strength in the life sciences industry and our ability to speak the international 'pharmaceutical language' fluently," he said. "Since the 1960s Puerto Rico has produced a lot of people with skills and experience in this industry and people around the world are finally

starting to find out about it. Take me for example. I am young compared to industry standards, but I already have 26 years of experience in the regulatory compliance and validation fields. This is not uncommon here either," Rodríguez added. He went on to say the goal for Puerto Rico was to increase pharmaceutical companies' local investment because that would help everyone—in and out of the industry. ■