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## Purpose

To preserve and improve people's health and well-being.



## Mission

To offer health and social services, as well as the research and teaching derived from them, with quality and efficiency, within the framework of an organization focused on people and on respect for their values and their dignity.



## Values

Professional - Nearby - Committed - Innovative - Trustworthy



## Vision

The Althaia Foundation will be established as a **landmark** healthcare and academic organization in Catalonia, **acknowledged** by society, which will have the trust of **patients**, who are at the center of all its policies and actions, of its **professionals**, as well as of all its colleagues and associates.

The Althaia Foundation will place special emphasis on **networking** as a key to strengthening its **portfolio of care services**, both in the **public** and **private** sectors, and to promote **research** and **teaching**.

Likewise, the Althaia Foundation will be attentive to the **emerging needs** of the population, will put its confidence in structured and reinforced care for **long term, fragile and complex patients**, will promote **social** integration and **dependency**, and will promote the care model of **mental health**.

The **culture of evaluation, digital transformation, innovation and quality** will permeate all its actions, so as to improve the **efficiency and sustainability** of the institution, as well as the **economic and social development** of its field.

The Althaia Foundation will define and develop its different policies and actions based on its **values**, values for which **ethics** will remain a foremost and essential element.



# Introduction

## *We work to improve people's health and well-being*

We leave behind the year 2022, in which we overcame the covid-19 pandemic that made us suffer so much, and now find the time to take stock again, to assess the results of the Althaia Foundation's activity during the year in which we commemorated our twentieth anniversary. Two decades of success for a fully consolidated institution that keeps growing and offering new services, broadening horizons, setting up new projects and adapting the structure to the healthcare needs required by a population of 260,000 people.

Once again, Althaia has spared no effort or dedication in strengthening a project aimed at offering a comprehensive service to people in the health and social fields, an innovative and quality service, aimed at meeting needs and promoting excellence, both technical and human, of its healthcare professionals, always in collaboration with other associates and institutions in the country.

The good work and the vocation of the already more than 2,000 professionals of the Althaia Foundation have made this institution once again a leader in comprehensive service proposals in the health and social fields, in primary and hospital care, in care for the dependent, in specialized assistance, in mental health and in sports medicine. Moreover, the Althaia Foundation is also a university hospital.

In the coming years we will have to continue persevering to guarantee the present and look to the future with optimism, a future that is drawn up in the Talaia Strategic Plan 2021-2025, a roadmap that defines what the organization should be like in 2030, with three fundamental objectives: to be a landmark organization, to be acknowledged by and generate trust in society, and to be financially solvent with its own resources.

This year we must also mention the relevant changes in the governance of Althaia, with the aim of strengthening ties with the university, strengthening the participation of civil society and adapting to the current standards of organizational democracy. We celebrate the incorporation of the university entities into the Board of Trustees and are grateful for all the years of work of the Hospitaller Order of Sant Joan de Déu, which has left the board of trustees, but with which we will maintain ties. Also noteworthy is the creation of the Consultative Council, a participative body that will incorporate representatives of civil society, in order to be even closer to the social fabric of the region.

All this combined with the permanent goal of the Foundation: to strengthen people's well-being and strengthen Manresa's leadership role as a healthcare capital. To all the people who work to make this possible, once again: thank you!



**MARC ALOY GUÀRDIA**

Mayor of Manresa and chairman of the Board of Trustees of the Althaia Foundation

“

***We will have to persevere to secure the present and look to the future with optimism***

”



## 20 years looking after people's health

Once again, fulfilling our commitment to transparency, we present the report Facts and data. This publication serves to analyze for us the results obtained and the objectives achieved, and to acknowledge the work that all the professionals of this institution do, with the collaboration of colleagues and associates.

This edition is very special, since the Althaia Foundation has just turned twenty years old and although the report is always a time for taking stock, this time we want to go beyond the current year and look back to compare where we were two decades ago with where we have come to now. From this perspective, we can clearly see that we would hardly have been able to face the challenges of the future if twenty years ago we had not decided to create the Althaia Foundation, which collected the healthcare legacy that our predecessors left in the city of Manresa.

Today we can say that this institution, which was born with the will to be a leader and offer citizens the best healthcare and social assistance, and with the ambition to be a benchmark in the region, has succeeded and is ready to face the future.

Even so, we are at a moment of social transformation in which socio-demographic and technological changes

pose major challenges that we must face. Artificial intelligence, the lack of healthcare professionals, the aging of the population, socio-cultural changes or new paradigms in people's health care will force us to do things differently; we'll be constantly having to adapt ourselves to change.

During these years, equipping ourselves with strategic plans has been of great use, because, although we are obliged to adapt to changes, we must be sure that the course we take actually leads us to achieve our goals. Our Talaia Strategic Plan allows us to plan what needs to be done at each step of the way to reach our objectives and this is why we have considered it a good idea to explain our results from this point of view. Thus, in a more transparent way that shows where we are going and what paths we want to take to get there, the report in your hands discusses our results in a different manner than we used in the past.

We hope you find it interesting and that together we continue to work to preserve and improve people's health and well-being.



**MANEL JOVELLS I CASES**  
Director General  
of the Althaia Foundation



***We must be clear  
about the direction  
that should lead us to  
reach our goals***



# Althaia Data

## Structural resources



<b>Beds</b>	
<b>Acute</b>	
• Conventional hospitalization	407*
• Hospitalization at home	26
Private	60
Long stay	4
Convalescence	50
<b>Other resources</b>	
Operating rooms	22
Delivery rooms	5
Queries	147
Emergency rooms	71

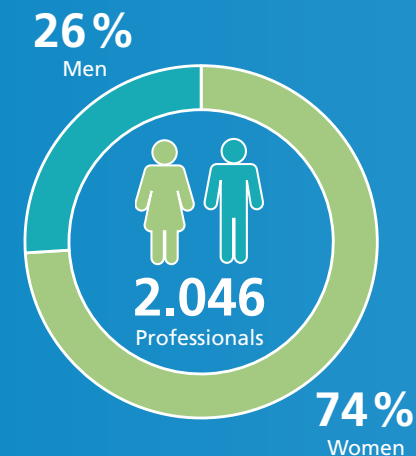
<b>Day hospital</b>	
Plurivalent	20
Oncology and hematology	29
Pediatrics	3
<b>Primary care</b>	
Basic healthcare areas	2
Local consultancies	8
Queries	32
Other rooms (treatments, extractions...)	10

\* Includes 24 acute, 15 subacute and 10 beds of children and youth mental health, as well as 16 emergency observation beds.

## Reference population



## Professionals



## Budget





## Health field

Specialized care	
Hospital discharges	29,270
Emergencies	126,584
Surgical interventions	25,912
Births	1,415
Visits to external consultations	436,808
Day Hospital sessions	30,078
Dialysis sessions	28,583
Outpatient rehabilitation sessions	80,884
Diagnostic tests for imaging	196,947
Laboratory determinations	4,604,453
Discharges from the Home Hospitalization Unit (UHAD)	507

Primary care	
Visits	336,955
• General medicine	164,566
• Nursing	98,669
• Pediatrics	26,927
• Extractions	25,587
• Midwifery	8,882
• Dentistry	6,421
• Social work	5,903

Social health care	
Discharges from the convalescence unit	564
Discharges from the long-stay unit	53

Mental health care	
Hospital discharges	756
Emergencies	3,658
Visits	85,433
Day hospital sessions	3,798

## Social field

Centre Residencial La Llum (people in care)	34
Homes with mental health support (people in care)	8
Home help services (PAD) (attention)	224
Apartment for relatives (people in care)	20
Social benefits	136

## Teaching and Training Research



827 students



109 residents



117 Indexed publications



319 Active studies



## A day in Althaia



118

Hospital discharges



347

Emergencies



104

Surgical interventions



121

Day hospital sessions



1,754

Visits to external consultations



1,353

Care visits

# Talaia, making things happen



Strategic objectives

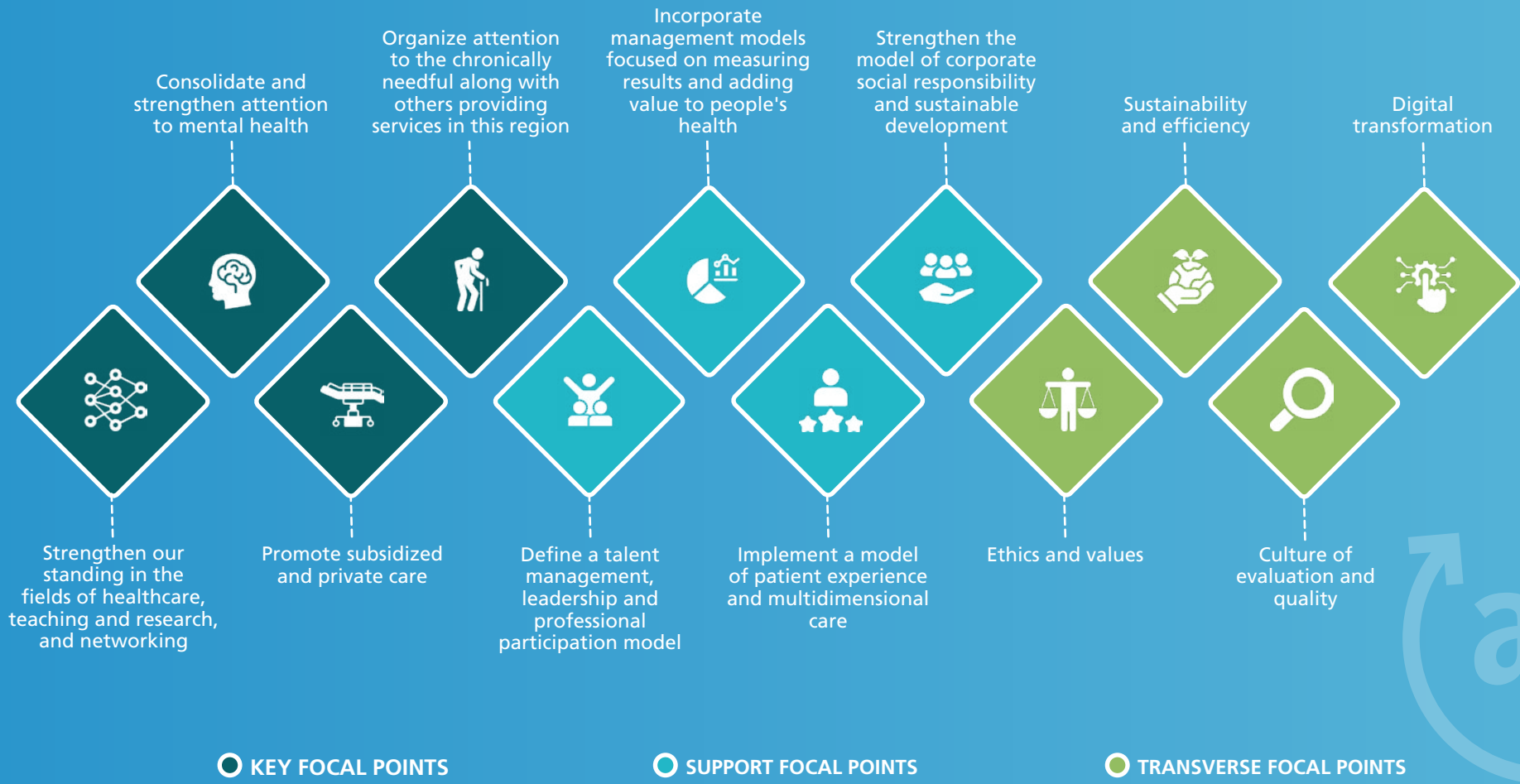
For whom?

The *Talaia Strategic Plan 2021-2025* is the road map that sets the course the Althaia Foundation intends to follow in the coming years, with the vision, the objectives to be achieved and the strategy to carry this out.





## Strategic focal points



# Strengthening our position in the areas of healthcare, teaching and research; emphasizing networking

## Patient flow

### Networking



### Origin of the patients

Bages, Moianès and Solsonès	<b>92.5 %</b>
Berguedà	<b>4.1 %</b>
Cerdanya	<b>1.0 %</b>
Vallès Occidental	<b>0.4 %</b>
Anoia	<b>0.3 %</b>
Other	<b>1.7 %</b>

### Penetration index



Percentage of patients in our area hospitalized in the public health system who have been treated in Althaia



### Imaging diagnostic management is being expanded in Bages and Berguedà

Althaia has taken over the management of the radiological activity of the Berga Hospital. The aim is to respond to the needs of the Berguedà center and optimize resources in the face of a general lack of specialists, in line with the networking work model established by Althaia's Talaia 2021-2025 Strategic Plan and in line with the changes in the territorial model as promoted by the Department of Health.

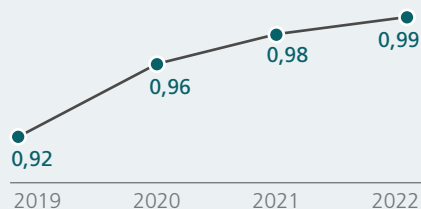
## Milestones

Strengthening the care continuum among representatives: primary care, hospital care and chronic care

Integration of new profiles within the framework of the Department's Primary Care Improvement Plan in coordination with hospital services

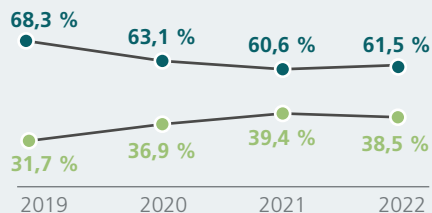


### Complexity of admitted patients



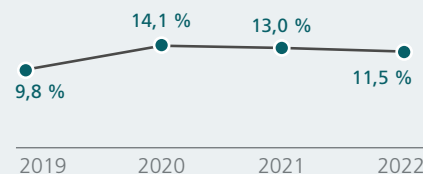
Index showing the average complexity weight at the time of discharge

### Complexity of the emergencies treated



● Mild or very mild emergencies  
● Moderate, severe and critical emergencies

### Emergencies admitted



### Most frequent pathologies

Medical pathologies (hospital discharges)		
	Diseases of the respiratory system	3,025
	Diseases of the digestive and hepatobiliary system	2,025
	Diseases of the circulatory system	1,734
	Neurological diseases	1,347
	Diseases of the kidney and the urinary tract	1,110

Malignant neoplasm		
	Medical discharges	613
	Surgical discharges	911
	Day hospital sessions	9,880

Surgical interventions		
	Orthopedic Surgery and Traumatology	6,489
	General surgery	4,192
	Ophthalmology	3,090
	Urology	2,490
	Dermatology	2,172
	Plastic surgery	1,767
	Maxillofacial surgery	1,557



### New procedure of the Digestology Service to remove *incipient gastrointestinal cancers*

The Digestology Service performs a new procedure to endoscopically remove premalignant lesions or incipient cancers of the stomach, colon and rectum. Endoscopic dissection of the submucosa is much less aggressive than conventional surgical intervention, since total or partial removal of the stomach, colon or rectum is avoided. It is a new, less invasive approach to early cancers, thus contributing to the patient's recovery and improving their quality of life. Althaia is one of the first five Catalan centers to implement this technique.

### Communicative impact



○ Networking with tertiary hospitals in the field of personalized medicine

○ Strengthening the Home Hospitalization Unit (UHAD)



# Strengthening our position in the areas of healthcare, teaching and research; emphasizing networking

## Research activity



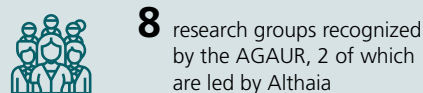
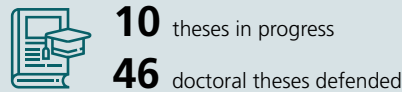
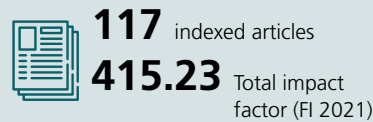
Epidemiological studies	204
Clinical trials	86
Observational studies with medicine	29

## Research funding

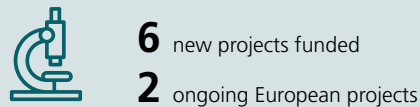


Competitive subsidies	139,221.60 €
Studies offered by industry	302,491.26 €
Research and other collaborations	13,236.00 €

## Research results



## Research projects



## Innovation projects



## Participation in two European research projects on cancer

Althaia is participating in two European research projects. One, led by Núria López-Bigas, researcher at the Catalan Institute for Research and Advanced Studies (ICREA) and head of the Biomedical Genomics laboratory at the Barcelona Biomedical Research Institute (IRB Barcelona), will allow for advances in personalized medicine in oncology. Althaia's researchers are Montserrat Domènech, Òlbia Serra, Judit Sanz and Francesc Sant, who are supported by Meritxell Pelicano. The second project, PRAISE-U, aims to improve the early detection of prostate cancer. The researchers from Althaia, the only Catalan entity that participates, are Josep M. Vilaseca, Juan Pablo Salazar and Héctor López.



## The IRIS-CC is born to promote health research

The Institute for Research and Innovation in Life and Health Sciences in Central Catalonia (IRIS-CC) formally began its activity on June 1, 2022. Althaia is one of the founding entities of this new body, which is promoted by the University of Vic - Central University of Catalonia, together with fourteen academic, health and social institutions.

The new biomedical and health research institute was born with the purpose of promoting research and scientific knowledge in the fields of life sciences and health, and expanding the opportunities that Central Catalonia offers to researchers.



## Milestones

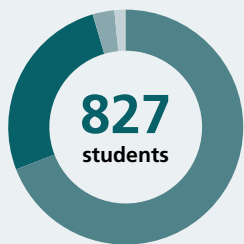
○ Grants for two internal nursing research projects through an internal call

○ Recognition of the new Critically Ill Clinical Research Group



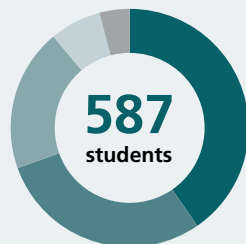


### Student training



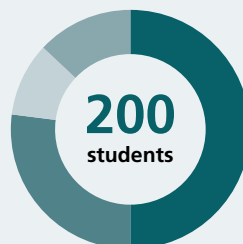
General studies	587
Undergraduate studies	200
Postgraduate studies	16
Other	24

### Degree studies



Nursing degree	237
Degree in medicine	171
Degree in physiotherapy	114
Degree in podiatry	41
Other	24

### Pre-degree studies



CFGM Auxiliary nursing care	100
CFGM Health emergencies	54
CFGS Imaging for diagnosis and nuclear medicine	20
Other	26

Data corresponding to the 2021-2022 academic year.

### Specialized healthcare training

Own residents	<b>58</b>
ICS residents	<b>49</b>
Residents of senior centers	<b>2</b>
External rotations	<b>42</b>
Accredited teaching units	<b>12</b>
Accredited tutors	<b>22</b>

Organization of conferences, courses and congresses **14**



### The number of *professionals in training* is growing, as are the specialties with residents

Althaia has incorporated 18 professionals in training and has reached the highest number of residents to date, a total of 114 between its own and those of the Institut Català de la Salut. In addition, the Ministry of Health has accredited Althaia to train doctors specializing in Ophthalmology and the Digestive System and has expanded the places for residents in Orthopedic Surgery and Traumatology (COT) to two and those in Clinical Psychology to three. Thus, the offer of specialized healthcare training for the 2023 call is increased.



Chair of Mental Health attached to the Faculty of Medicine of the UVic-UCC

➕ New program of grants for resident doctoral theses



➕ Co-organization, with UManresa, of the Master's in Infusion Therapy and Vascular Access



# Consolidating and strengthening attention to mental health

## Activity in the region (visits)



- Bages-Moianès: **78,526**
- Cerdanya: **3,144**
- Solsonès: **2,439**
- Berguedà: \* **1,324**

\* Healthcare visits for children and young people.



## Organization of the *II International Congress on Mental Health and Social Innovation*

More than a hundred professionals participated in the II International Congress on Mental Health and Social Innovation organized by the Research Group on Mental Health and Social Innovation (SaMIS) and the Mental Health Chair of UVic-UCC and Althaia.

The congress, which had speakers of international prestige, was part of the activities of Manresa 2022.



## Innovative training for healthcare professionals and emergency and security services

About 1,400 healthcare professionals and members of the emergency and security forces of Bages, Moianès, Anoia, Osona, Berguedà and Solsonès regions were trained to learn how to manage situations, outside the hospital environment, in which there were people involved whose behavior was somehow out of the ordinary. The innovative course was led by the Mental Health Directorate of Althaia, the Mossos d'Esquadra and the SEM, with the collaboration of other associations.



## Outpatient care for adults\*

### External inquiries (CSMA)

**1,747** first visits  
**49,862** follow-up visits

### External inquiries (addictions)

**304** first visits  
**12,589** follow-up visits

\* Does not include the activity carried out in Cerdanya.

## Hospitalization of adults

**501** agut discharges  
**156** subagut discharges

## Adult emergencies

**3,289** emergencies

## Day hospital for adults

**2,180** sessions

## Community Rehabilitation Center

**78** patients

## Adult programs

Individualized Monitoring Program (PSI) (patients)	<b>85</b>
Support Program for Penitentiary Institutions (patients)	<b>442</b>
Psychology at the Sexual and Reproductive Health Care Service (ASSIR) (first visits)	<b>379</b>
Homes with support (places)	<b>8</b>

## Milestones

Implementation of the Emotional Well-being and Community Health Program in Primary Care

Obtainment of the final accreditation of Libera Care, which recognizes the implementation of a care model centered on the person



### Participation in the *preparation of a guide* for the Generalitat on digital technologies

Two psychologists from Althaia's Mental Health Division, Dominica Díez and Jordi Bernabeu, are part of the working group that produced the guidebook *Digital technologies in childhood, adolescence and youth*. It is an action plan with recommendations and is promoted by the Generalitat de Catalunya to guide both education professionals and families in the proper use of digital technologies. The presentation of the guidebook took place at the Palau de la Generalitat.

### Implementation of the guidance team to address the *most complex mental health cases*

Throughout 2022, the new guidance team created by the Department of Health has been deployed within the framework of the Comprehensive Approach to Cases of Mental Health and Addictions of High Complexity (PAICSA-MAEC). This team, made up of healthcare professionals from the Mental Health Division of Althaia, is the principle resource on these issues for all of Central Catalonia. Althaia has also participated in the promotion of the program, which aims to offer close and integrated attention to the community.



### Outpatient care for children and young people\*

External consultations (CSMIJ)



**1,223** first visits  
**16,572** follow-up visits

### Hospitalization of children and young people



**99** discharges

\* Does not include the activity carried out in Cerdanya.

### Emergencies for children and young people



**369** emergencies

### Day hospital for children and young people



**1,618** sessions

### Programs for children and young people

Functional Unit for Autism Spectrum Disorders (people)	<b>40</b>
Health and School (people)	<b>25</b>
Child and Youth Crisis Care Program* (people)	<b>20</b>
Mental Health Program for Children and Young People Assisted by the Child and Adolescent Protection System (DGAIA). Centers	<b>9</b>
Residents	<b>140</b>

### Transversal programs for adults, children and young people

Specialized Service in Mental Health and Intellectual Disability (SEMSDI) (patients)	<b>816</b>
Specific Care Program for Incipient Psychotic Disorder (patients)	<b>103</b>
Program for the Integral Approach to Cases of Mental Health and Addictions of High Complexity (PAICSAMAEC) (patients)	<b>26</b>

\* Program started in July.



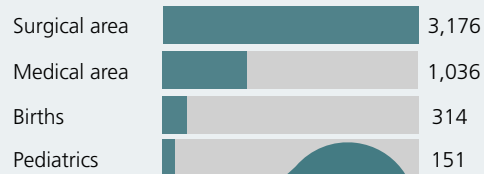
Accreditation, by the UVic-UCC, of the university specialization course "Support among peers"

Consolidation of the actions of the Chair of Mental Health

# Promote co-pay and private healthcare

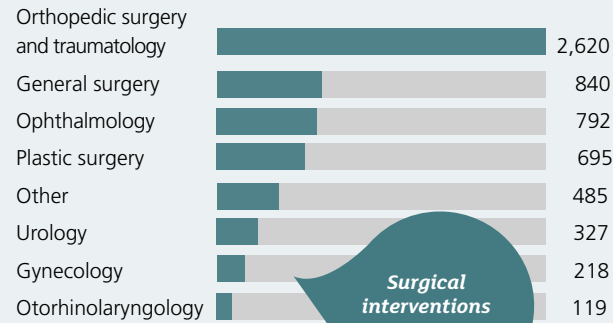
## Hospitalization

### Discharges



Discharges  
4,677

### Surgical interventions



Surgical interventions  
6,096

### Emergencies



Emergencies  
38,359



### Clínica Sant Josep *strengthens and promotes* the Otorhinolaryngology Service

With the aim of offering a quality, intimate and more agile service, Clínica Sant Josep has incorporated three professionals of recognized prestige in the Otorhinolaryngology Service. This reinforcement is intended to respond to the needs of people who need diagnosis and treatment for diseases of the ear and upper respiratory tract (nose, pharynx and larynx).



## Milestones



○ Creation of a new organizational and work model with professional teams

○ Reinforcement of the Paediatrics team to respond to the care demand of the territory





## Outpatient activity

### Inquiries

Orthopedic Surgery and Traumatology	47,213
Pediatrics	10,520
Ophthalmology	4,877
Internal Medicine	4,631
Gynecology and Obstetrics	3,608
Dermatology	2,793
Anesthesiology and Reanimation	3,599
Urology	2,574
General Surgery	2,498
Rehabilitation	2,156
Allergology	1,868
Cardiology	1,514
Pneumology	1,320
Rheumatology	1,075
Other	5,782

**Inquiries**  
**96,028**

### CIMETIR



- 47,201** Inquiries
- 41,420** Rehabilitation sessions
- 816** Sports reviews

### IOMA



- 552** Oral hygiene
- 472** Prostheses and rehabilitation
- 366** Maxillofacial surgery
- 245** Pediatric Dentistry
- 136** Orthodontics
- 77** Special patients
- 69** Endodontics
- 1,917** visits

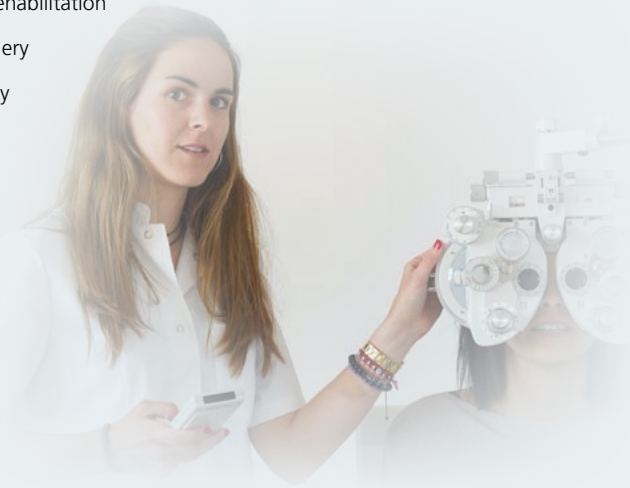
### Some diagnostic tests

Conventional radiology	38,320
Ultrasound	5,000
TAC	4,409
Endoscopies	2,550
Allergy tests	2,889
Mammograms	1,480



## IOMA celebrates its 5th anniversary and expands services

The Advanced Dentistry and Maxillofacial Institute (IOMA) has celebrated its 5th anniversary having treated more than 4,500 patients, including 759 children and around eighty people with functional diversity or with neurological and other diseases complications. These patients require a multidisciplinary approach and, in more severe cases, total sedation to ensure correct treatment. During this 5th year, the IOMA has incorporated speech therapy to obtain effective and lasting treatments thanks to the rehabilitation and reeducation of patients who have to learn to chew or swallow food.



Expansion of the Otorhinolaryngology and Urology service teams

Consolidation and increase in ambulatory major surgery



# Organize care for the chronically needful with other providers in the region

## Socio-health care

- Long stay



**4** beds  
**73.8** average stay (days)

- Convalescence



**50** beds  
**28.2** average stay (days)

## Complex chronic patient



Complex chronic patients treated by Social Work in the Acute Geriatrics Unit (UGA) **458**



Active patients in the census of complex chronic patients (primary care) **514**



Home care visits (primary care) **9,871**



Patients treated in the Emergency Department with the 3D/3D+ model **4,482**

## Residential care

- Centre Residencial La Llum

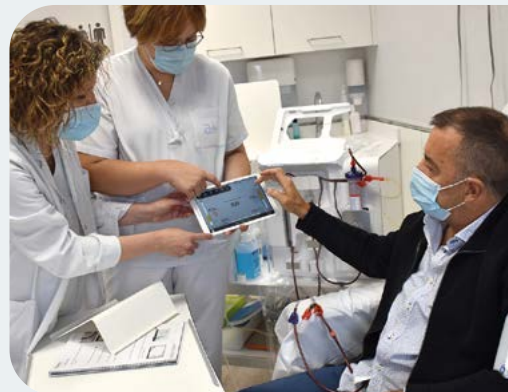


**30** places  
**34** people served



## The complex chronic patient care project in the Emergency Service has been awarded

Doctor Dolors Garcia, clinical head of the Emergency Service, won the 25th Bages Award for Medical Sciences for the work *Les 3D/3D+ as a tool for rapid geriatric assessment and the adequacy of the care resource upon discharge from the Emergency Service*. The award was presented at the Vigil of Sant Lluç 2022, organized by the Regional Council of Bages of the College of Doctors of Barcelona. Dr. Garcia also received access to the XXIII Bayès Consulting Grant in Health Sciences. The work establishes a proprietary geriatric assessment tool that has been designed and implemented in Urgències d'Althaia.



## Beginning of hemodialysis at home to improve the quality of life of chronic kidney patients

The Nephrology Service has launched home hemodialysis, a modality that improves the quality of life and comfort of patients and, at the same time, increases their empowerment and involvement in the healthcare process. With this new system, the person performs hemodialysis at home independently, adapting schedules and needs. Thus, patients do not have to travel to the hospital three times a week for four hours, which is the frequency and duration of ambulatory hemodialysis. The Nephrology team, which has created the Home Dialysis Unit, closely monitors these people.

## Milestones



- Implementation of the 3D/3D+ tool for differentiated care of complex chronic patients in the Hospital Emergency Room

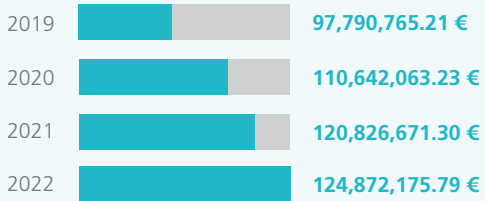
- Deployment of the model of attention to territorial chronicity with all agencies in the territory

- Enhancement of home care for complex chronic patients through the Home Care Program (ATDOM)

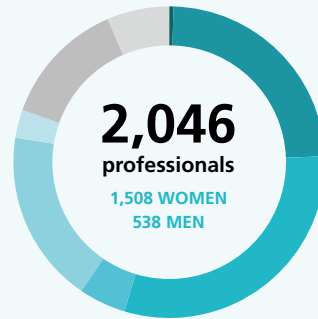


# Define a talent management, leadership and professional participation model

## Evolution of the Human Resources budget



## Professionals (annual average)



## Training



**53,988**  
hours of training

**2,179**  
training activities

**2,033**  
participants in training activities

	WOMEN	MEN
Direction	4	5
Faculty personnel	300	190
Nurses and other care degrees	528	91
Technical staff	70	30
Technical Staff of Auxiliary Nursing Care (TCAI)	316	52
Orderlies	4	56
Administrative personnel	208	60
Service personnel	78	54



## The 20th anniversary, covid and future projects are the focus of the VII Althaia Days

Under the motto "Let's create the future together", more than 500 healthcare professionals gathered to share knowledge, experiences and future projects as part of the VII Althaia Days, which were held on June 16, 2022. It was a very special meeting due to the confluence of three relevant factors: the 20th anniversary of the Althaia Foundation, the covid-19 pandemic and the new Talaia Strategic Plan 2021-2025. These topics were focused on in the 48 presentations, which included oral communications and videos, and more than 70 others in poster format. The Minister of Health, Josep M. Argimon, participated, as did some present and past mayors of Manresa who have promoted and led the Althaia project.



## Awards and recognitions to various healthcare professionals

Various healthcare professionals were distinguished during the year 2022. Àurea Autet, director of Mental Health, and Rafael Fernández, head of Intensive Care Medicine between 2008 and 2021 and coordinator of the Clinical Research Group for the Critically Ill, received awards in the 2022 edition of the Professional Excellence Award of the Barcelona College of Physicians. Carme Comellas received the Josep Maria Pintó Award at the 51st edition of the Manresa Sportsman's Night for her professional career in the field of sports medicine. Josep M. Vilaseca, head of Primary Care, was named academician of the Royal Academy of Medicine of Catalonia in recognition of his professional and academic career and for his contribution to the history of medicine.

## The Mediation Unit aimed at professionals is created

In 2022, a support unit for the management of conflicts among professionals of the institution has been launched, whose central values are active listening, dialogue and negotiation. It is the Mediation Unit, which was born with the commitment to provide an alternative way to resolve conflicts or negative dynamics between professionals.

## Milestones



- Implementation of a leadership model based on the values that form part of the organizational culture
- Changes in the organization of teams and leadership to adapt them to the care model centered on people
- New leveling model that improves the working conditions of the professionals destined to work overtime and stabilizes the planning of the calendar



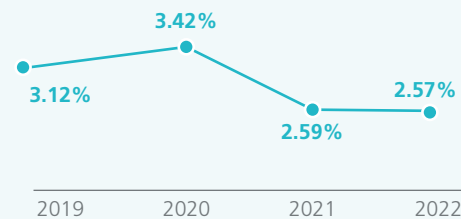
# Incorporate management models focused on measuring results and adding value to people's health

## Healthcare results

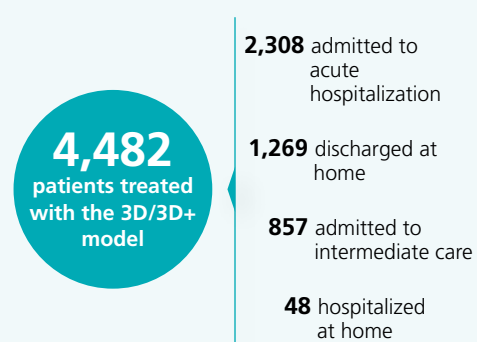
	Althaia	Spain
Average stay	5.4 days	5.5 days
Readmissions after 30 days	7.9 %	7.9 %
Mortality	3.5 %	4.6 %

Source: IAMETRICS

## Annual evolution % of home hospitalization discharges



## Results of the 3D/3D+ tool for geriatric assessment in the Emergency Department



The 3D/3D+ tool makes it possible to offer the best method according to the patient's need: acute hospitalization for less fragile but clinically more serious patients; intermediate care for the most fragile in need of care with multidimensional repercussions; and return home for those who can avoid hospitalization. This model works together with Sant Andreu Salut and the Catalan Health Institute (ICS).

## Accessibility results

% of guaranteed patients on the surgical waiting list\*

Neoplasms (treated at 45 and 60 days) **100 %**

Cataracts, hip and knee replacement (served for 180 days) **100 %**

Other interventions (attended according to priority level, which can be 90 to 180 and 365 days) **90.3 %**

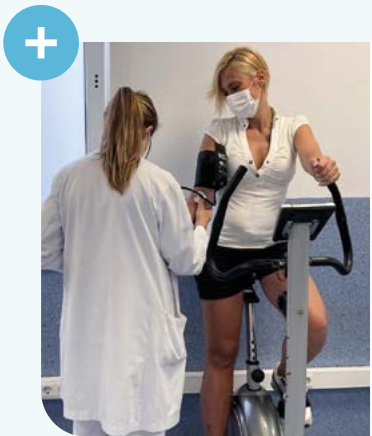
% of guaranteed patients on the waiting list for diagnostic tests\*\* **100 %**

% of first visits covered under warranty\*\* **68.2 %**

\* % of patients on the waiting list intervened within the deadlines indicated by CatSalut.

\*\* % of patients on the waiting list treated within the 30- and 90-day terms indicated by CatSalut.

**99.65 %** achievement of the objectives set by the Health Plan for specialized care



## An Althaia study supports the benefits of the cardiac rehabilitation program

Patients with ischemic heart disease who follow a supervised exercise training program have fewer readmissions to the hospital, whether for heart disease or other causes, which means they have fewer health problems that require hospital care. This is the main conclusion of the study carried out by the Althaia Cardiac Rehabilitation Integrated Practice Unit to evaluate the effectiveness of the physical exercise program aimed at patients diagnosed with a heart condition.

## Milestones

○ Consolidation of the 1st phase of implementation of BI Althaia and enhancement of the tool with workshops

○ New model of management contracts through the BI that facilitate the monitoring and analysis of the results

○ Creation of the Commission to Improve the Adequacy of Care and Clinical Practice, in accordance with the Essential project

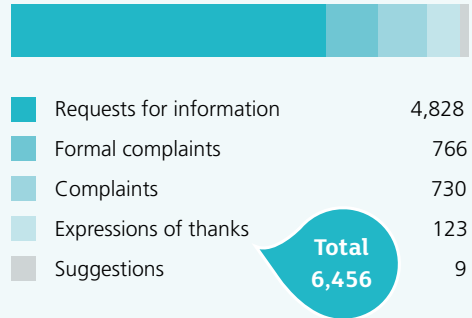






# Implement a patient experience model and multidimensional care

## Services for citizens



## Satisfaction index and degree of loyalty of the patients treated

	Satisfaction index in Althaia	Loyalty level in Althaia*
Hospitalization and acute care	8.30	90.7 %
Outpatient major surgery care	7.99	89.7 %
Pregnancy, childbirth and the puerperia	7.51	73.0 %
Emergency care	7.06	76.7 %
Socio-health hospitalization care	8.63	94.1 %
ABS 1	7.18	76.5 %
ABS 3	7.34	79.9 %

\* % of positive answers to the question: "If I could choose, would I go to these same services again?".

Source: PLAENSA.



## Training sessions aimed at cancer patients and their families

Althaia's Oncology and Hematology services offer comprehensive care during the course of the cancer's progression. Within this framework, training sessions are periodically organized that deal with various aspects related to pathology. An example is the series of talks "Room for patients", which is intended for cancer patients and their families. During 2022, five talks were held, featuring different specialists. The topics discussed were nutrition, the side effects of hormone treatment, sexuality and affectivity, the role of family members and skin care.

## Art and health

- 20** hours a week of *Pallapupas*
- 14** *Music in vein* concerts
- 24** sessions of *Rhythms in company* in Mental Health
- 2** hours of Art Therapy per week



## Growth in the participation of civil society

Althaia has been working for some time with patient and family associations in the region to forge partnerships, share experiences and move ahead on joint initiatives. Starting with the new Strategic Plan, this relationship with civil society has been strengthened and expanded. In this sense, neighborhood associations and transcultural and LGBTI entities have been incorporated. They all have participated in the development of certain protocols, of the Strategic Plan itself, and of technologies applied to healthcare. In addition, work has begun in the field of patient experience.

## Milestones



○ New model of attention to citizens that is closer and more decisive

○ New model of the Spiritual and Religious Care Service

○ Creation of the new Patient Experience Unit

○ Elaboration of a new care protocol for LGBTI people

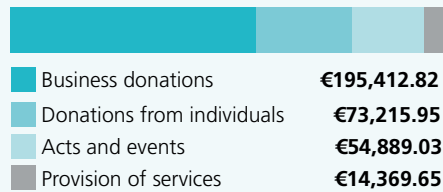


# Strengthen the model of corporate social responsibility and development

## Social commitment

### Patronage

Funds collected: **€337,887.45**



**119**

private donors



**29**

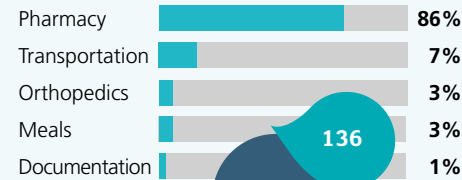
organized events



**27**

collaborating companies

### Social assistance



**136**  
Assistance

### Volunteering



Permanent volunteering: **58**

Youth volunteering: **32**

Programs developed: **5**



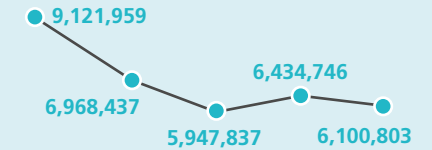
## The MAP+ is announced in Argentina

The MAP+, hub of innovation and technology at the service of personalized medicine and care promoted by Althaia, the Fundació Universitaria del Bages - UManresa and Avinent has been announced in Argentina. The objective has been to expand the dissemination of the different technologies in the health and social sectors that are developed, validated and also used under the MAP+ umbrella, as well as opening up new possibilities for collaboration and creating synergies.



## Environmental commitment

### Environmental footprint



\* Kg<sub>eq</sub> CO<sub>2</sub>.

**30 %** less emissions compared to 2018



**355,000 kWh** of energy generated for solar panels photovoltaics



**▲ 20 %** selective collection



**700** LED lighting units installed  
**▼ 380,000 kWh** of savings for the installation of LED lighting

## The collaboration continues with educational centers of the region



The second edition of the project of community service of Althaia and the Center of Bages Pedagogical Resources, in which 650 secondary school students from nine schools took part was closed in May. The participants worked on the relationship between citizenship, health and solidarity and also experimented with micropatronage.



## Milestones



1 Definition and impetus of the micropatronage project «Stroke and other neurological illnesses».

2 Elaboration of the first CSR memory

3 Communication campaign to promote energy saving

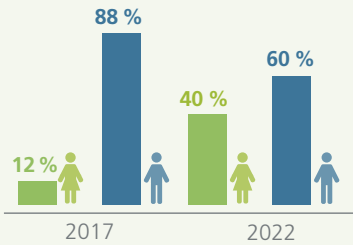




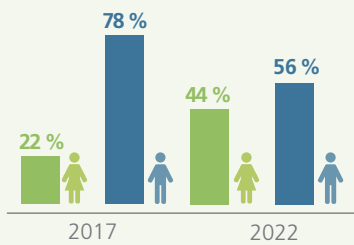
# Ethics and values

## Distribution by gender

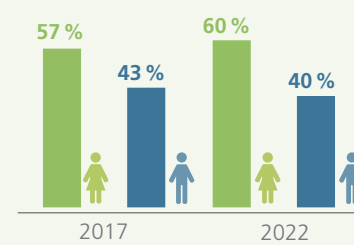
Board of Trustees



Management Committee



Commandments



Cases treated by the Care Ethics Committee

21



Changes in the Foundation's Statutes and Board of Trustees to *strengthen ties with the university and the region*

The Althaia Foundation has transformed its governance, which makes it possible to strengthen ties with the university, strengthen the participation of civil society and adapt to the current democratic standards of the organizations. Among the changes, we can mention the modification of the composition of the Board of Trustees, which gives entry to the Fundació Universitària del Bages and the Fundació Universitària Balmes; the creation of an Advisory Council; the incorporation of the Committee on Organizational Ethics as a statutory body, and a new link with the Hospitaller Order of Sant Joan de Déu.



A healthcare professional from Althaia will chair the CEIm of the *new IRIS-CC research institute*

The procedures have begun to accredit the Medicines Research Ethics Committee (CEIm), which the new Institute for Research and Innovation in Life Sciences and Health (IRIS-CC) will have. The members who will be part of it have also been selected. There are 30 people with diverse professional profiles from the institutions that make up the IRIS-CC, including Althaia. The president will be Laia Ferré, head of the institution's Allergology Unit. The CEIm will be under the umbrella of the Clinical Trials Unit of the IRIS-CC, based in Althaia.

## Milestones



● Modification of the Statutes and governance of the institution

● The Organizational Ethics Committee becomes a statutory body

● Creation of the new Ethics Unit



# Sustainability and efficiency

## Invoicing and contracting of the healthcare activity



**€214,504,610**  
in billing for healthcare activity

### Hiring assistance activity

	Servei Català de la Salut	Co-pay and private
Discharged	77 %	23 %
Births	78 %	22 %
External inquiries	77 %	23 %
Emergencies	70 %	30 %
Day hospital	99 %	1 %
Surgical interventions	76 %	24 %
Rehabilitation outpatient	49 %	51 %
Dialysis	100 %	0 %

## Investments

Machinery and equipment	€2,766,488
Other installations and equipment	€1,587,940
Construction and technical installations	€964,523
Furniture	€479,555
Information processing equipment and computer applications	€324,434
In progress	€318,893

**Total**  
**€6,441,833**

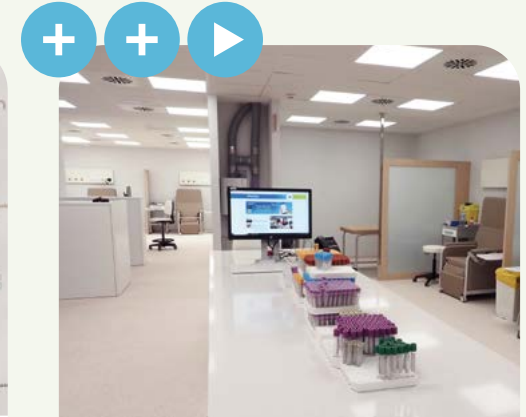
## Breakdown of operating expenses

- 58 %** in staff
- 11 %** in specific drugs
- 10 %** in sanitary consumables
- 7 %** in work done by other companies
- 14 %** in other elements



### Sant Joan de Déu, winner of the *Best Spanish Hospitals Award*

Hospital Sant Joan de Déu has won an award, for the third consecutive year, at the BSH - Best Spanish Hospitals Awards®, which recognize hospital excellence. The institution received the distinction of best general Spanish hospital in reference to the category of hospital cost management, which measures the efficiency of the organization in the clinical management of processes.



### The extraction area for blood analysis is renewed

The facilities used for blood draws at Hospital Sant Joan de Déu have been renovated, and are now more spacious and comfortable. In the new spaces, glycemic curve tests are also carried out to diagnose diabetes.

The works included the transformation of the area, which acts as a lobby and distribution area.

## Milestones



Progressive implementation of the Lean methodology in new functional plans and care processes

Adaptation of the Catalan Health Service (CatSalut) contract to the level of the activity being carried out







# Culture of evaluation and quality

## Nosocomial infections in surgical interventions

	Althaia	Hospitals at the same level	Catalonia
Colon	3.09 %	8.40 %	7.54 %
Rectum	6.12 %	13.38 %	11.72 %
Total knee replacement	0.48 %	1.64 %	1.49 %
Total hip replacement	0.85 %	1.78 %	1.70 %

Source: VINCat

## Quality in acute hospital care

- 1,93 %** fall rate  
**2 %** recommended fall rate
- 0,80 %** pressure ulcer lesion rate  
**<4 %** recommended rate
- 6,9 %** short venous catheter phlebitis  
**<10%** recommended rate
- 17 %** caesarean section rate  
**20 %** recommended rate



## Acknowledgments

- **BSH - Best Spanish Hospitals Awards®** in hospital management, an award that measures efficiency in clinical process management.
- Inclusion of Hospital Sant Joan de Déu de Manresa in the list of the **hundred best hospitals in Spain** prepared by Newsweek magazine.



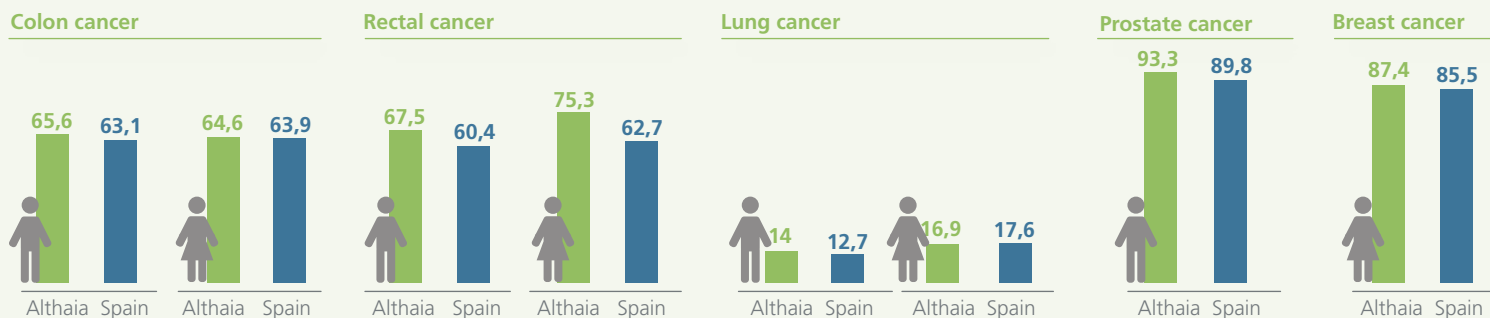
## Certifications



## Results above the Catalan average in quality standards for prosthetic operations

Althaia is above the Catalan average in terms of quality standards for hip and knee replacement operations, according to the Infection Surveillance Program related to Health Care in Catalonia (VINCat). The good results are due to the work of the Septic Unit of Orthopedic Surgery and Traumatology, which provides a comprehensive approach to patients affected by an infection in the locomotor system, mainly bones and joints.

## Survival relative to 5 years (Tumors diagnosed 2009 - 2018)



Source: SEOM (Spanish Society of Medical Oncology)

## Milestones

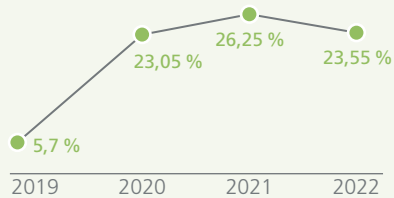


- Implementation of improvement actions in the safe use of medicine
- Preparation and approval of the new Quality and Patient Safety Plan
- Participation of more than 300 healthcare professionals on 16 healthcare commissions
- Creation of the Hospital Nutrition and Dietetics Commission



# Digital transformation

## Telematic visits

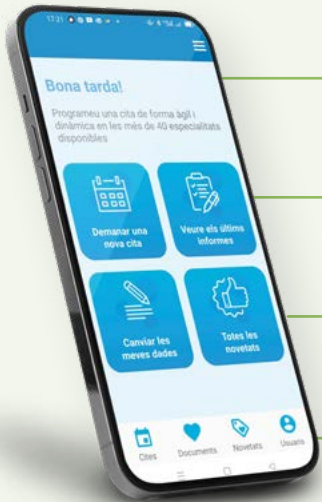


## Clinical Image Portal



**21,926**  
accesses to the  
"Clinical Image Portal"

## Applications



App Althaia	<b>9,010</b> downloads <b>3,457</b> users	+
Espai pacient Clínica Sant Josep	<b>6,145</b> downloads <b>6,647</b> users	+
Medxat	<b>415</b> active daily users <b>255,688</b> messages	



## A step forward in the digitalization of healthcare processes

During 2022, significant progress has been made in the digitalization of healthcare processes, which improves operational efficiency, care quality and patient experience. The deployment of eConsent in more specialties and the blood reservation request integrated with the Blood and Tissue Bank are some good examples.



## The PECT BAGESS, a project to improve healthcare for the chronically needy, is progressing

The Hospital Sant Joan de Déu hosted the first year of the PECT BAGESS (Specialization and Territorial Competitiveness Project Big Data, Analytics, Management and Strategy in Health and Social), initiative coordinated by the Manresa City Council and shared by local agents in the socio-health sector.

Althaia and Eurecat collaborated closely to design a telemedicine platform that will allow monitoring of two chronic pathologies: mental disorders and ischemic heart disease.



## 55 patients have benefited from the artificial intelligence that predicts hypotension in complex surgeries

The balance of the first year of operation of the new technology capable of predicting the drop in blood pressure of a patient undergoing surgery is very positive. It has been used in 55 highly complex surgeries and has made it possible to significantly reduce the incidence of hypotension. This reduction has had a positive impact on the recovery of patients and has avoided possible complications.

## Milestones

Implementation of double validation as a security measure to access applications from outside the Althaia network

Elaboration of the Security Master Plan to guarantee the security of data and information

New feature for the app and webapp of the Patient Area of Clínica Sant Josep



## Board of Trustees of the Foundation

The Althaia Foundation is governed by a Board of Trustees that brings together four institutions: the Manresa City Council, the Manresana Mutual Fund, the Bages University Foundation and the Balmes University Foundation.

- The Illustrious Mr. Marc Aloy, chairman of the Board of Trustees
- Mr. Fèlix Badia i Pujol
- Ms. Ester Busquets i Alibés (Chairmain since 16-6-2022)
- Ms. Maria Àngels Clotet i Miró
- Mr. Roberto Elosua i Llanos
- Ms. Montserrat Ficapal i Soler
- Ms. Dolors Gassó i Bonvehí
- Mr. Lluís Guerrero i Sala (Chairmain until 14-12-2022)
- Mr. Josep Lluís Irujo i Fatuarte
- Mr. Ricard Macià i Calmet (Secretary)
- Mr. Enric Mangas i Monge
- Mr. Valentí Martínez i Espinosa
- Ms. Mercè Piñot i Sant
- Mr. Valentí Roqueta i Guillamet
- Mr. Ignasi Serra i Roca (Chairmain until 30-6-2022)
- Ms. Maria Mercè Tarragó i Costa



**Director general**  
Mr. Manel Jovells i Cases



**Corporate Legal Advisor**  
Mr. Benjamí Garcia i López

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### Clínica Sant Josep

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### Centre de Salut Mental

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