





# FACTS AND FIGURES 2023



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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

## *Sum total of teamwork to advance well-being*

Once again, the Althaia Foundation presents the report *Facts and Figures* along with the work carried out during the past year. It is a necessary reflection that gives an account of the progress achieved and the results obtained, and also exposes the opening of new paths that are worth exploring in order to improve and continue to offer a quality service for people's health.

Having a modern and well-equipped infrastructure is essential but not sufficient in guaranteeing the growth of the health and care project. For this reason, it is vital that in the inventory of the work done during 2023, we emphasize a wealth of activities that follow the lines marked by the Strategic Plan Talaia 2021-2025. This plan aims to make our institution a hallmark in the country, with the propensity of always going one step further to respond to the expectations and needs of our users.

The number of services in the Althaia Foundation continues to grow, doing so by always striving for excellence. All of this translates into a road map for improving patient care, applying advanced health technology, strengthening links with the university and research, and promoting networking with local institutions. This sum

of collaborations is a key factor for advancing research, quality, efficiency and sustainability.

With the compilation of this report, we also want to record the valuable contribution of all the people who, in their daily work and with their commitment to others, make possible the continued strengthening of the public health system, which reinforces the leadership of our city as a healthcare capital.

Here, then, are the data for 2023, which confirm that, from a quantitative and qualitative point of view, the Althaia project continues to consolidate, grow and advance, while responding to the technological and demographic challenges of a society in constant change. To look after the health of us all, working in the present and oriented towards the future. To everyone who makes it possible, thank you very much!



**MARC ALOY GUÀRDIA**

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

**«Sum total of teamwork is key to progress in research, quality, efficiency and sustainability»**



## Technology, Values and Humanization

In a context such as the current one, the technicalization of the healthcare system is essential for continuing improvement of the quality of care. The incorporation of leading technologies allows us to issue more accurate diagnoses, have more effective treatments and manage resources in a more efficient way. Obviously, this represents a benefit for patients, but it also helps us to be an institution with greater capacity to attract talent and retain the best healthcare professionals.

Health institutions that, like Althaia, are committed to quality, research and technological innovation can offer our health professionals the necessary tools to carry out their work optimally. This investment in technology creates a stimulating environment for specialists, thus encouraging their development and involvement, which translates into quality of care.

However, it is essential that this technology does not make us lose sight of our values while we continue to work for the humanization of assistance. The viewpoint of patients and their families must always be present in the care we offer. For this reason, we are firmly committed to incorporating the patient's experience in the continuous improvement of our services, as we believe that patients should

not be mere recipients of care, but should become active agents of their own health process. Listening to their needs and expectations is essential to offering more personalized human attention.

From this perspective, the humanization of assistance not only complements technology, but enhances it. Technology facilitates communication, monitoring and treatment management, but it is the human approach that ensures that patients feel heard, respected and cared for.

It is therefore necessary to establish the junction of three pillars: scientific evidence, which indicates the path we must follow; the application of the methodology linked to technological innovation, which should allow us to evaluate the results of the care processes, and the integration of the patient's experience. This balance is key to offering quality services that respond to the needs of patients and their families in a holistic way. And we want to do this from an ethical point of view, respecting people's rights and dignity. And it is with this vision that all the health professionals who are part of Althaia will be able to face future challenges with confidence and responsibility.



**MANEL JOVELLS | CASES**

Director General  
of the Althaia Foundation

**«The humanization of  
assistance complements  
and enhances  
technology»**

# Althaia Data

## Structural resources



### Beds

Acute	
• Conventional hospitalization	407*
• Hospitalization at home	26
Private	60
Long stay	4
Convalescence	50

### Other resources

Operating rooms	22
Delivery rooms	5
Queries	156
Emergency rooms	71

### Day hospital

Plurivalent	20
Oncology and hematology	29
Pediatrics	3

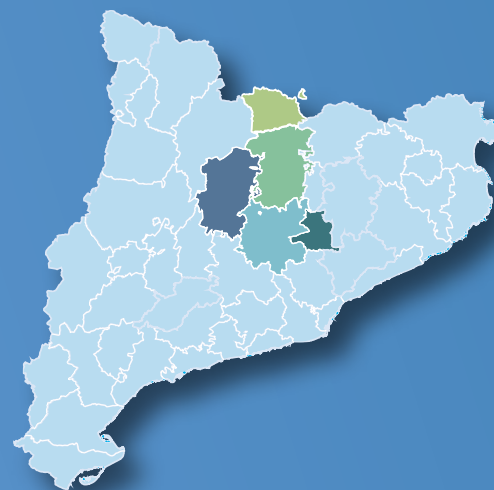
### Primary care

Basic healthcare areas	2
Local consultancies	4
Queries	40
Other rooms (treatments, extractions...)	10

### Residential care

Places	30
People served	31

## Reference population

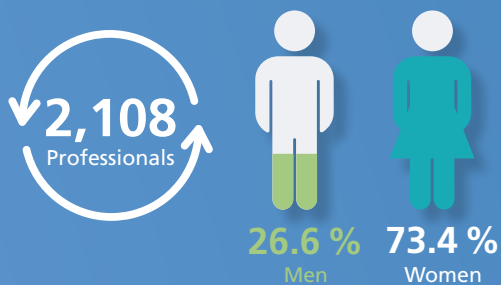


	Inhabitants
○ Bages	183,265
○ Berguedà	40,618
○ Cerdanya	19,885
○ Solsonès	13,725
○ Moianès	14,668



**272,161**  
Inhabitants

## Professionals



## Budget



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



## Health field

Specialized care	
Hospital discharges	30,733
Emergencies	127,313
Surgical interventions	27,856
• Conventional	7,807
• Major Outpatient Surgery	8,066
• Minor Outpatient Surgery	11,983
Births	1,284
Visits to external consultations	461,917
Day Hospital sessions	33,068
• Doctor	22,519
• Oncology and Hematology	10,549
Dialysis sessions	29,506
Outpatient rehabilitation sessions	141,338
Diagnostic tests for imaging	209,846
Laboratory determinations	4,515,851
Discharges from the Home Hospitalization Unit (UHAD)	619

Primary care	
Visits	322,714
• General medicine	145,494
• Nursing	101,644
• Extractions	23,161
• Pediatrics	20,150
• Midwifery	8,239
• Dentistry	6,318
• Social work	5,978
• Physiotherapy	5,484
• Referent of Emotional Well-being	4,718
• Hygienist	992
• Dietician	536
Social health care	
Discharges from the convalescence unit	564
Discharges from the long-stay unit	27

Mental health care	
Hospital discharges	604
Emergencies	3,493
Visits	95,626
Day hospital sessions	4,199

## Social field

Centre Residencial La Llum (people in care)	31
Homes with mental health support (people in care)	10
Home help services (PAD) (attention)	228
Apartment for relatives (people in care)	13
Social benefits	101



## A day in Althaia



123

Hospital discharges



349

Emergencies



112

Surgical interventions



133

Day hospital sessions



1,855

Visits to external consultations



1,296

Care visits

## Research



110 indexed publications



342 active studies

## Teaching and Training



977 students



111 residents

\* Includes the activity of both the Catalan Health Service and mutual and private healthcare centers, as well as the efforts of public entities

# Talaia, making things happen



## Strategic objectives

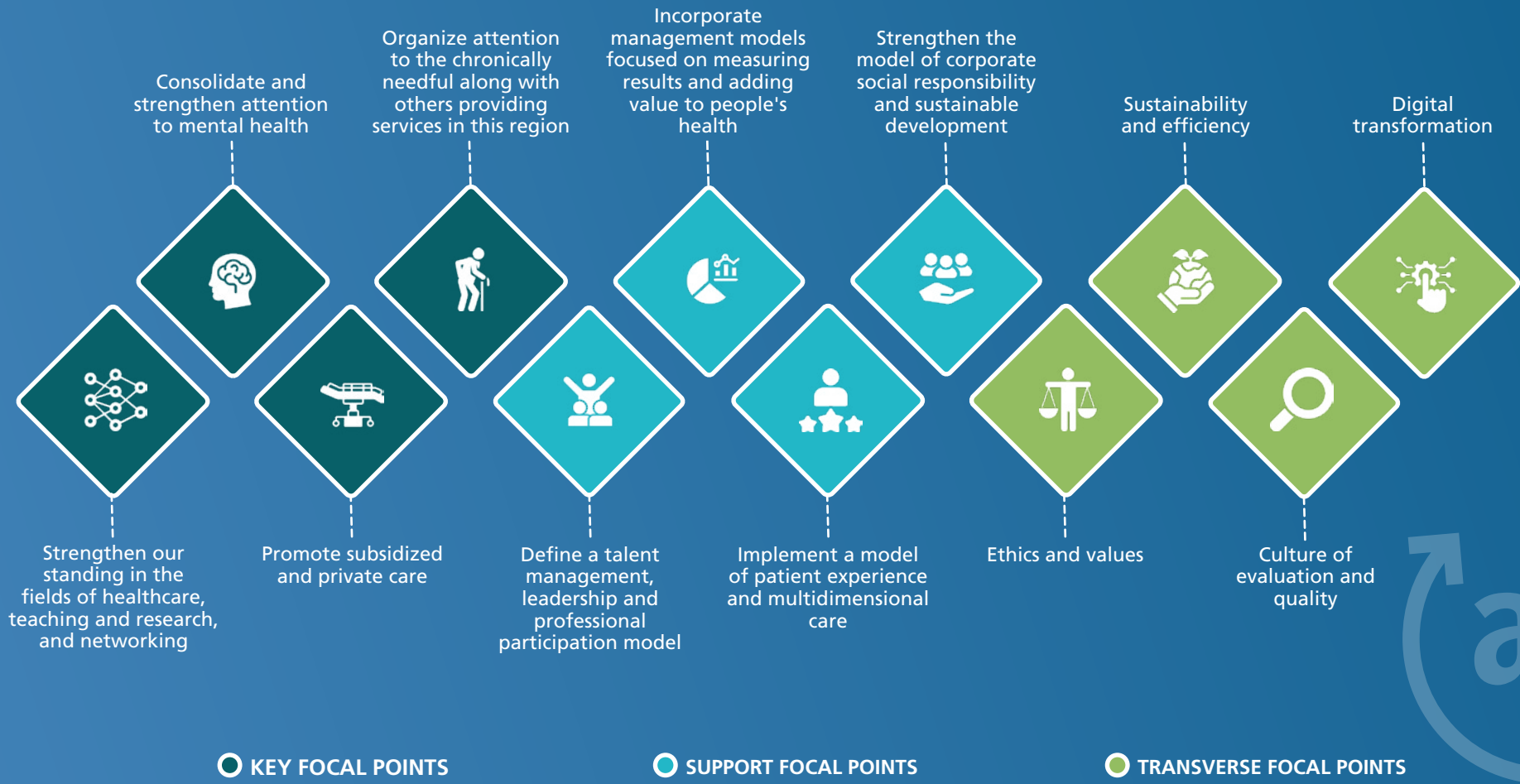
## For whom?

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 y Solsonès	92.2 %
Berguedà	4.3 %
Cerdanya	1.0 %
Vallès Occidental	0.4 %
Anoia	0.3 %
Otros	1.8 %

Penetration index **86.4 %**

### Communicative impact

**1,585** impacts in the press

**23,984** followers on social networks



Althaia incorporates the **most advanced robotic surgery** in knee and hip replacement operations

The Orthopedic Surgery and Traumatology Service has incorporated new robotic technology in knee and hip replacement operations. This new tool provides more precision and safety in operations, which are less invasive and allow for a faster initial patient recovery. It also allows planning adapted to each case and provides, both before and during the operation, information that makes it easier for the traumatologist to make decisions.

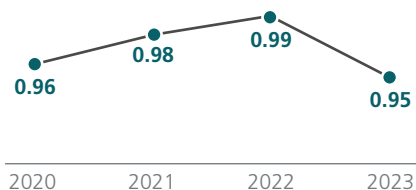
## Milestones

○ Reinforcing the work online with tertiary hospitals to enhance and expand the portfolio of services in different specialties

○ Strengthening the coordination and work online with the hospitals of Berga and Cerdanya in areas such as general surgery, pediatrics and ophthalmology

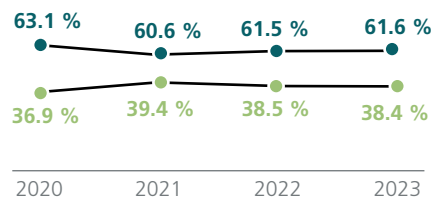


### Complexity of admitted patients



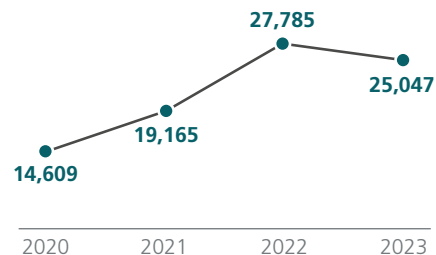
Index showing the average complexity weight at the time of discharge

### Complexity of the emergencies treated



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

### Pediatric emergencies



### Most frequent pathologies

#### Medical pathologies (hospital discharges)

Diseases of the respiratory system	2,742
Diseases of the digestive and hepatobiliary system	2,255
Diseases of the circulatory system	1,871
Neurological diseases	1,315
Diseases of the kidney and the urinary tract	1,109

#### Malignant neoplasm

Medical discharges	722
Surgical discharges	906
Day hospital sessions	10,401

#### Surgical interventions

Orthopedic Surgery and Traumatology	6,278
General surgery	4,451
Ophthalmology	3,576
Urology	2,623
Dermatology	2,488
Plastic surgery	1,949
Maxillofacial surgery	995

### New operating theatre in the Emergency Room



125 intervenciones\*

59 programadas

66 urgentes

\* From October 9 to December 31



### Althaia incorporates linear echobronchoscopy (EBUS), a test for the diagnosis and staging of lung cancer and other pathologies of the mediastinum

The acquisition of a new device has allowed the Pneumatology Service to incorporate linear echobronchoscopy (EBUS) into the portfolio of services. It is a test that is mainly used for the diagnosis and staging of lung cancer, which allows information to be obtained to establish the best treatment. It is also useful for the diagnosis of other types of cancer, such as lymphomas, as well as benign diseases, such as sarcoidosis, or infectious diseases, such as tuberculosis.

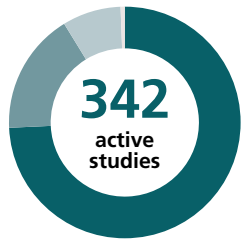
○ Start of the Oncology Day Hospital of the Crossborder Hospital run by Althaia

○ Strengthening the use of new technologies to adapt them to the new needs of patient care



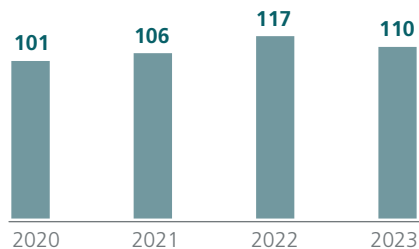
# Potenciar la referencia en los ámbitos asistenciales, docente y de investigación, y reforzar el trabajo en red

## Research activity



Epidemiological studies	254
Clinical trials with medicines	58
Observational studies with medicine	28
Studies with sanitary products	2

## Indexed publications



## Research results

Indexed articles	110
Total impact factor (FI 2021)	721.2

Doctoral theses defended	4
Theses in progress	51

Research groups recognized by the AGAUR, 2 of which are led by Althaia	8
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## Research projects

New projects funded	1
Ongoing European projects	3

## Research funding

Total	736.094 €
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## Innovation projects

Projects implemented	3
Projects in development	19

## Althaia has its own Ethics Committee for Research with Medicines through the IRIS-CC

In 2023, the Medicines Research Ethics Committee (CEIm) of the Institute for Research and Innovation in Life Sciences and Health in Central Catalonia (IRIS-CC) went into action. This new body met for the first time in mid-September, after the General Directorate of Health Planning and Regulation of the Generalitat accredited it.

The CEIm is under the umbrella of the Clinical Trials Unit of the IRIS-CC, based in Althaia. The president of the CEIm is Laia Ferré, head of the Althaia Allergy Unit.

## The Generalitat recognizes two research groups led by researchers from Althaia

For the first time, the Generalitat de Catalunya has recognized two research groups led by Althaia and formed by personnel from the institution. They are the Critically Ill Research Group and the Gastrointestinal Oncology, Endoscopy and Surgery (GOES) Research Group.

In total, Althaia participates in six other accredited research groups, which include among the researchers personnel from the institution. All the groups are part of the new Institute for Research and Innovation in Life and Health Sciences in Central Catalonia (IRIS-CC).



## Milestones

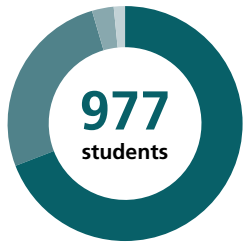
Pioneering course to improve the detection of colorectal cancer with funding from La Marató

New call for grants addressed to residents to promote research and the completion of their doctoral theses

The WHO validates Althaia to participate in the European research project PRAISE-U

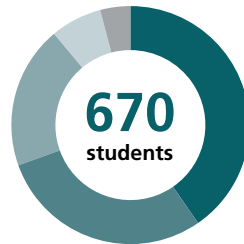


### Student training



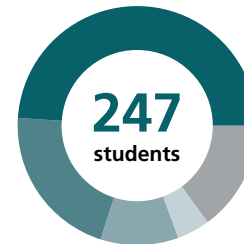
General studies	<b>670</b>
Undergraduate studies	<b>247</b>
Postgraduate studies	<b>25</b>
Other	<b>35</b>

### Degree studies



Nursing degree	<b>287</b>
Degree in medicine	<b>198</b>
Degree in physiotherapy	<b>115</b>
Degree in podiatry	<b>42</b>
Other	<b>28</b>

### Pre-degree studies



CFGM Auxiliary nursing care	<b>121</b>
CFGM Health emergencies	<b>52</b>
CFGS Imaging for diagnosis and nuclear medicine	<b>26</b>
CFGS Clinical and biomedical laboratory	<b>11</b>
Other	<b>37</b>

### Specialized healthcare training

Own residents	<b>62</b>
ICS residents	<b>47</b>
Residents of senior centers	<b>2</b>
External rotations	<b>54</b>
Accredited teaching units	<b>12</b>
Accredited tutors	<b>15</b>

Data corresponding to the 2022-2023 academic year.



### Accredited specialties and the number of residents joining Althaia are increasing

Althaia has incorporated a new team of healthcare professionals in training, made up of 36 residents from different specialties, including Ophthalmology and Digestive System, which have been offered for the first time. The offer for Orthopedic Surgery and Traumatology (COT) residents has also been expanded to two, while the Internal Psychologist Resident (PIR) positions have gone from two to three. In the last five years, the number of our own residents has increased by 72%. In 2024, twenty-four places will be available for healthcare professionals in training, while the specialties offered will expand to sixteen. For the first time, radiodiagnostic specialists will be trained.



### Congresses, conferences and seminars



- 17 Health Region
- 4 State
- 3 Autonomous

○ Introduction of the most advanced simulation technology to train MIR in surgical specialties



○ The first class of UVic-UCC medical students graduates, 21 of whom have trained at UDT Manresa



○ The Department of Mental Health organizes with Althaia and UManresa a pioneering postgraduate course on new models of care in community mental health



# Consolidating and strengthening attention to mental health

## Activity in the region (visits)



- Bages-Moianès: **87,602**
- Cerdanya: **3,262**
- Solsonès: **2,620**
- Berguedà: \* **2,142**

\* Healthcare visits for children and young people.

## Improvements in *urgent care* for mental health patients

In 2023 the first steps were taken to apply a new care model for mental health patients who go to the Emergency Department of Hospital Sant Joan de Déu in Manresa.

The team has been reorganized and specific training has been given to the health professionals, who make up the team with the aim of offering an interdisciplinary approach that improves care for patients with mental health problems and their families.



## Healthcare professionals who work in situations at *risk of provoking suicide discuss how to improve prevention*

Knowing the current situation, sharing action tools and evaluating how to intervene in cases of suicide risk are some of the topics that were discussed at the III Interdisciplinary Mental Health Conference organized by the mental health work team in Central Catalonia and integrated by Althaia's mental health teams, among other agents in the territory. The increase in completed suicides, attempts and self-injury is a problem that worries professionals.

## Outpatient care for adults\*

### External inquiries (CSMA)

**1,832** first visits  
**57,883** follow-up visits

### External inquiries (addictions)

**353** first visits  
**10,508** follow-up visits

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

## Hospitalization of adults

**539** agut discharges  
**186** subagut discharges

## Adult emergencies

**3,114** emergencies

## Day hospital for adults

**2,673** sessions

## Community Rehabilitation Center

**62** patients

## Adult programs

Individualized Monitoring Program (PSI) (patients)	<b>88</b>
Support Program for Penitentiary Institutions (patients)	<b>397</b>
Psychology at the Sexual and Reproductive Health Care Service (ASSIR) (first visits)	<b>367</b>
Homes with support (places)	<b>8</b>

## Milestones

Analysis and implementation of integrated care models with other specialties

Professional training to manage mental health situations in the field of Emergencies



### 600 healthcare professionals attend the *Congress on Behavioral Alterations*

35% of the people with intellectual disabilities have associated mental health disorders, according to the 6th State Congress on Behavioral Disorders organized by Althaia, Ampans and the UVic-UCC and Althaia Department of Mental Health.

With a record attendance of more than six hundred people, the congress served to highlight the importance of having a deep knowledge of patient profiles, timely stimulation and supports in addressing behavioral disorders.



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

External consultations (CSMIJ)

**1,085** primeras visitas  
**23,965** visitas sucesivas

### Hospitalization of children and young people

**65** discharges

### Emergencies for children and young people

**379** emergencies

### Day hospital for children and young people

**1,526** sessions

### Programs for children and young people

Functional Unit for Autism Spectrum Disorders (people)	<b>63</b>
Health and School (people)	<b>17</b>
Child and Youth Crisis Care Program* (people)	<b>75</b>
Mental Health Program for Children and Young People Assisted by the Child and Adolescent Protection System (DGAIA)	
Centers	<b>9</b>
Residents	<b>166</b>

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

Specialized Service in Mental Health and Intellectual Disability (SEMSDI) (patients)	<b>736</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>37</b>

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

○ Implementation of improvement actions in the Adult Mental Health Hospitalization Unit

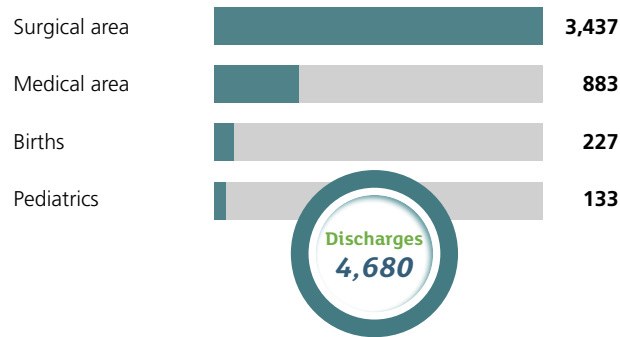
○ Development of the Child and Youth Crisis Care Program following the guidelines of the Mental Health and Addictions Master Plan



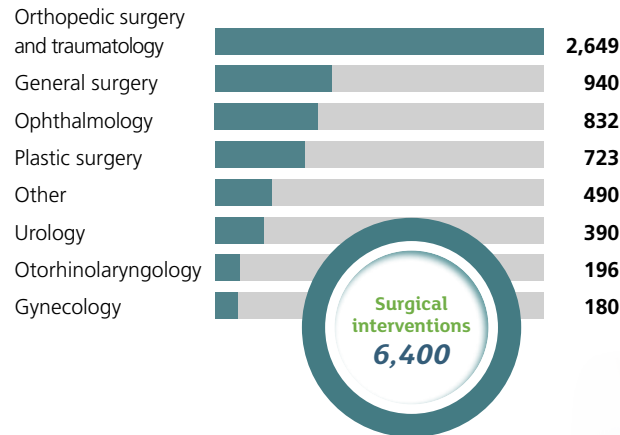
# Promote co-pay and private healthcare

## Hospitalization

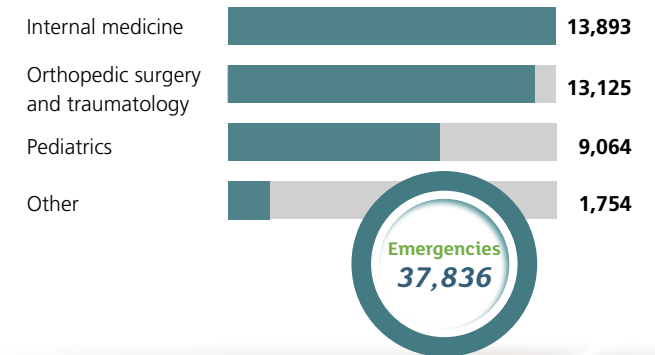
### Discharges



### Surgical interventions



### Emergencies



### Clínica Sant Josep and the Dexeus Dona group are joining forces to offer a new service

Clínica Sant Josep and the Dexeus Dona group have joined forces to implement a new care model that makes it possible to offer highly specialized medical care in gynecology, obstetrics and assisted reproduction. The transformation of the spaces where the new unit is located involves the provision of new services and speeds up the performance of diagnostic tests and treatments.



## Milestones



○ Remodeling work on the hospitalization floor of Clínica Sant Josep begins

○ Opening of a new consultation area that allows restructuring attention to sexual and reproductive health, and to incorporating the fertility service







## Outpatient activity

### Inquiries

Orthopedic Surgery and Traumatology	50,022
Pediatrics	10,250
Internal Medicine	5,410
Ophthalmology	5,401
Dermatology	3,438
Anesthesiology and Reanimation	3,219
Urology	2,984
Gynecology and Obstetrics	2,872
General Surgery	2,760
Allergology	2,004
Cardiology	1,839
Pneumology	1,604
Rehabilitation	1,393
Rheumatology	1,211
Other	10,423



### CIMETIR



**51,777** Inquiries  
**44,744** Rehabilitation sessions  
**901** Sports reviews

### Integral Sports Rehabilitation



**94** Inquiries  
**3,664** Integral Sports Rehabilitation Sessions

### IOMA



**901** Endodontics  
**751** Prostheses and rehabilitation  
**607** Orthodontics  
**503** Maxillofacial surgery  
**500** Oral hygiene  
**262** Pediatric Dentistry  
**102** Special patients

**2,581** visits

### Some diagnostic tests

Conventional radiology	41,529
Ultrasound	5,520
TAC	4,193
Endoscopies	3,238
Allergy tests	3,382
Mammograms	1,101



## A new Integral Sports Rehabilitation unit is born

Clínica Sant Josep launched a new Integral Sports Rehabilitation unit in 2023. Formed by prestigious professionals in the field of sports medicine and physiotherapy, it provides users with a multidisciplinary team, the most advanced techniques in injury recovery and the most cutting-edge technology to ensure that those who have suffered an injury, whether or not they are elite athletes, can return to practicing the physical activity or sport they used to do in optimal conditions.

This is the first injury recovery space to open in hospital facilities in Catalonia.

Expansion and consolidation of services such as Digestology and Paediatrics

Renovation and adaptation of the electrical and climatic installation of the Clínica Sant Josep to improve its efficiency

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

## Socio-health care

### Long stay



4 beds  
61.78 average stay (days)

### Convalescence

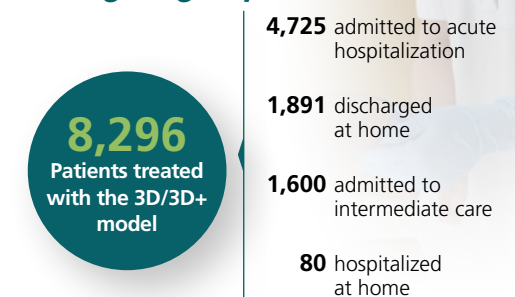


50 beds  
29.76 average stay (days)

## Complex chronic patient

	Complex chronic patients treated by Social Work in the Acute Geriatrics Unit (UGA)	536
	PCC patients included in the ATDOM program (home care)	271
	Patients registered as PCC in Primary Care	790
	Patients treated in the Emergency Department with the 3D/3D+ model	8,286
	Active patients in the complex chronic patient census (hospital)	1,944

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



## Althaia and the ICS Catalunya Central deploy a transversal program to *prevent severe obesity*

The Endocrinology and Nutrition Service has designed a transversal plan to address overweight and obesity, and to try to prevent the progression of a health problem that keeps increasing and that can mostly be prevented. A pioneering program is being rolled out in Primary Care, thanks to the coordination of teams from Althaia and ICS Catalunya Central, which aims to prevent cases of overweight or obese people.

The initiative focuses on supporting people who are overweight and encouraging them to change their habits.

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)

## Milestones

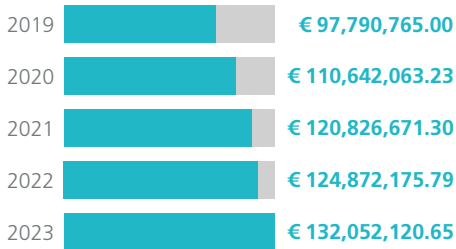


- Social care is aligned with the guidelines of the Integrated Social and Health Care Agency through the SISS Manresa project
- Territorial projects concentrate on obesity, physiotherapy in primary care, and prevention of osteoporotic fractures
- The continuity of the care model is explored in coordination with the health agents of the territory



# Define a talent management, leadership and professional participation model

## Evolution of the Human Resources budget



## Professionals (annual average)



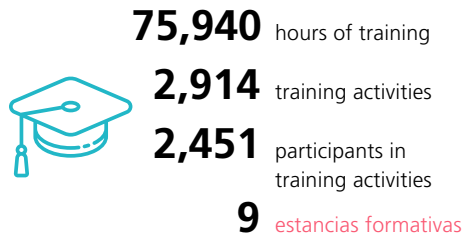
	WOMEN	MEN
Direction	4	5
Faculty personnel	316	192
Nurses and other care degrees	545	97
Technical staff	75	31
Technical Staff of Auxiliary Nursing Care (TCAI)	315	60
Orderlies	5	58
Administrative personnel	213	66
Service personnel	75	51

## Tribute to retired healthcare professionals

Althaia has recognized the work of 136 healthcare professionals who retired between 2019 and 2022. It was in the context of a party to thank them for the work they have carried out, their attention to patients and their families, and as a tribute to their professional careers. The party, which was held in two sessions, was an endearing reunion full of emotion. The attendees who participated valued the camaraderie and the good atmosphere that they have always found in the institution.



## Training



## OPINA 2023 survey - Attitudinal positioning

	Self-critical results	RESULTS FROM THE REFERENCE DATABASE*		
		Worse	Average	Betterment
😊 Enthusiastic commitment	34 %	15 %	25 %	31 %
😐 Critical engagement	34 %	30 %	28 %	29 %
😞 Skepticism	19 %	27 %	28 %	26 %
😡 Negative situation	13 %	28 %	19 %	14 %
	49 %	44 %	47 %	50 %

\* Comparison with hospitals in Catalonia of equivalent level. SOURCE: OPINA 2023 survey.

## Milestones



○ Get with it, a new program to promote healthy environments and activities among healthcare professionals

○ Work climate survey to find the opinion of the workers and implement improvements

○ New project to make it easier for healthcare professionals to carpool

# Implement a patient experience model and multidimensional care

## Índice de satisfacción y grado de fidelidad de los pacientes atendidos

	Satisfaction index in Althaia	Loyalty level in Althaia*
Hospitalization and acute care	8.30	90.70 %
Outpatient major surgery care	7.37	78.70 %
Pregnancy, childbirth and the puerperia	7.51	73.00 %
Emergency care	6.98	75.00 %
Socio-health hospitalization care	8.63	94.10 %
ABS 1	7.58	72.00 %
ABS 3	8.05	92.30 %

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

## Patient Experience



## Art and health

- 19 Music in vein concerts
- 2 other concerts
- 6 "Rhythms in Company in Mental Health" sessions
- 8 hours a week of *Pallapupas*
- 2 hours of Art Therapy per week
- 1 exhibition



## Salut promotes a Primary Care project on the community approach to diabetes among the immigrant population

The Department of Health has described as excellent the project on the community approach to diabetes mellitus among the immigrant population of Althaia's Primary Care area, and has included it in a funding line to promote projects of community health. This is one of the projects that healthcare professionals from the basic health areas (ABS) managed by Althaia are launching in the community to promote activities that help promote healthy lifestyles and disease prevention by improving knowledge and self-care skills, and fostering bonds and social relationships.

## Attention to citizens



## Milestones



○ Development of the palliative care model for non-oncological patients

○ Consolidation of the new Patient Experience Unit

○ Training on gender diversity and care for LGBTI people aimed at professionals



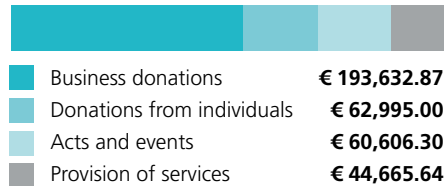


# Strengthen the model of corporate social responsibility and development

## Social commitment

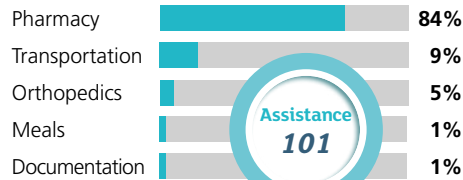
### Patronage

Funds collected: € 361,899.81



**916** private donors  
**27** organized events  
**28** collaborating companies

### Social assistance



### Volunteering

Permanent volunteering: **45**  
Youth volunteering: **45**  
Programs developed: **15**



Recognition for the Generalitat's program to reduce CO<sub>2</sub>



Althaia creates a new community of friends



## Althaia incorporates new pediatric MRI tests

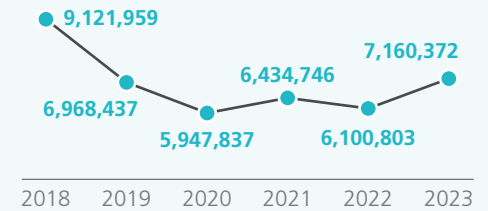
In 2023, pediatric MRI tests were incorporated and the facilities where they are carried out were humanized. Thus, the services aimed at pediatric patients were expanded and a diagnostic tool was made available to children and their families, who had had to travel to reference centers in the Barcelona metropolitan area.

The launch has been possible thanks to the collaboration between the personell of Diagnostic Imaging, Anesthesiology and Paediatrics services. The humanization, which allows the test to be taken in a relaxed and tranquil atmosphere, has been carried out through the child and youth sponsorship program.



## Environmental commitment

### Carbon footprint



2018 2019 2020 2021 2022 2023

\* Kg<sub>eq</sub> CO<sub>2</sub> (electricity, gas and water)

**22% less emissions compared to 2018**

**-4 %** of water consumed (3,792,000 liters)

**1,400** LED lighting units installed

**363,736 kWh** of energy generated for solar panels photovoltaics

**▲ 3.59%** selective collection  
**-1.74 t** tons of waste generated by industrial and domestic sources



Awareness campaign to save more water

## Milestones



Expansion of the fleet of hybrid vehicles

Implementation of improvements for the management and saving of paper



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

## Adequacy

	Year 2022	Year 2023
Moderate, severe and critical emergencies	38.50 %	38.40 %
Minor to very minor emergencies	61.50 %	61.60 %
Emergencies entered	11.50 %	13.17 %
UHaD income	2.30 %	2.71 %
Caesarean section rate	19.40 %	19.90 %
Heart attack code	371	339
Stroke code	315	398

## Effectiveness

	Althaia	Standard
Average stay	4.9 dias	5.7 dias
Readmissions after 30 days	7.60 %	8.10 %
Complications	0.79 %	0.87 %
Mortality	3.50 %	4.90 %

Source: IAMETRICS

## Achieving the objectives of the Healthcare Plan of Catalonia

Lines of activity	Year 2023
Specialized	99.63 %
Intermediate	96.25 %
Mental Health	93.91 %
Primary - ABS 1	89.25 %
Primary - ABS 3	84.50 %

## 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)	93.90 %



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

100 %



% of first visits covered under warranty\*\*

88.75 %

\* % 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.



## The World Health Organization validates Althaia's participation in the European project PRAISE-U to improve the early detection of prostate cancer

The International Agency for Research on Cancer of the World Health Organization (WHO) has satisfactorily assessed Althaia's ability to guarantee the viability of the European PRAISE-U project. As part of this project, a pilot test will be carried out at the two CAPs managed by Althaia, which will consist of screening to detect prostate cancer early. Althaia is the only Catalan entity included in the project, which brings together 25 institutions from 12 countries.

## Milestones



Incorporation of new surgical interventions of major ambulatory surgery (CMA)

Development of the management model through the BI, which has incorporated indicators that make the results easier to follow and analyze



# Culture of evaluation and quality




## Patient safety +

### Nosocomial infections in surgical interventions

	Althaia	Hospitals at the same level	Catalonia
Colon	7.70 %	7 %	6.60 %
Rectum	2 %	10.40 %	11.10 %
Total knee replacement	0.30 %	1.39 %	1.64 %
Total hip replacement	1.27 %	1.12 %	1.74 %

Source: VINCat

### Quality in acute hospital care

-  **1.53 %** fall rate  
**2 %** recommended rate
-  **0.60 %** pressure ulcer lesion rate  
**<6 %** recommended rate
-  **6.80 %** short venous catheter phlebitis  
**<8 %** 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

**EFQM 500** European Seal of Excellence for the level of excellence in management.

**UNE-EN 9001** certification for the Clinical Analysis and Microbiology Laboratories and for the Home Hospitalization Unit (UHAD).

**UNE-EN ISO 15189** Standard Certification for the diagnosis of mammary pathology of the Laboratory of Pathological Anatomy.

**Gold level** of the International Network of Smoke-Free Hospitals.



### Avedis Donabedian Award for the care of the *complex chronic patient in the Emergency Department*

The Complex Chronic Patient Care Project in the Emergency Room was awarded in the XXXIII edition of the Avedis Donabedian Quality Awards, which is a prestigious international competition. The award-winning project aims to improve the effectiveness and safety of care for patients over the age of seventy-five who have more than one chronic disease, who are polymedicated and who, on a recurring basis, are treated at the Sant Joan de Déu Hospital emergency room for acute episodes or decompensation. The same project was presented at the World Congress of Hospitals that took place in Lisbon.



### Althaia renews the *EFQM 500 European Seal of Excellence*

This international distinction, which Althaia obtained for the first time three years ago, highlights the quality of services offered by the institution and the work done by its healthcare professionals, as well as its commitment to excellent, innovative and sustainable management.

This time the institution has received the EFQM 500 a recognition that only eighteen organizations in Spain have obtained. The EFQM seal is a distinction granted by the Management Excellence Club as the official representative in Spain of the European Foundation for Quality Management (EFQM).

## Milestones



○ Self-assessment to certify ISO 14.001 environmental management

○ Self-assessment to certify the Hospital PROA team

○ Implementation of the PROSP computer application in Primary Care to improve patient safety

# Sustainability and efficiency

## Invoicing and contracting of the healthcare activity



**€ 222,884,466**  
in billing for  
healthcare activity

### Hiring assistance activity

	Servei Català de la Salut*	Co-pay and private
Discharged	85 %	15 %
Births	82 %	18 %
External inquiries	77 %	23 %
Emergencies	70 %	30 %
Day hospital	100 %	0 %
Surgical interventions	77 %	23 %
Rehabilitation outpatient	68 %	32 %
Dialysis	100 %	0 %

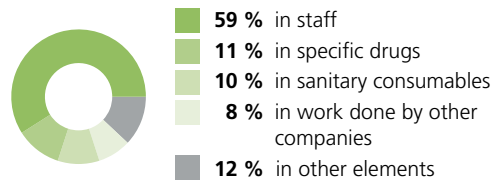
\* Includes public entities

## Investments

Machinery and equipment	3,321,233 €
Other installations and equipment	2,433,975 €
Construction and technical installations	1,332,938 €
Information processing equipment and computer applications	778,417 €
Furniture	439,307 €
In progress	60,096 €



### Breakdown of operating expenses



### The Best Spanish Hospitals Awards honor the Hospital for the fourth year

Hospital Sant Joan de Déu de Manresa has received the distinction of best general Spanish hospital and a hallmark in the hospital cost management category, which measures the efficiency of the organization in terms of clinical process management. In the field of clinical management aimed at continuous improvement, this 2023 project has also been brought up to speed up and made the hospital discharge process more efficient. The Lean methodology has been applied and the patient experience has been improved.



### The heliport improvement works are finished

This 2023, the renovation works of the Sant Joan de Déu Hospital's heliport have been completed. Once it has received all the relevant accreditations, it will be able to operate night flights, so that the transfer of serious patients by helicopter can be done twenty-four hours a day.

The equipment will be incorporated into the Network of Emergency Heliports 24 (H24) of the Generalitat. The work consisted of raising the landing platform by one meter and moving it ten meters forward. Lighting, signage and the access ramp have also been improved, and a facilities shed has been added.

## Milestones



○ Renovation of the Pharmacy Service begins

○ Equipment and commissioning of the new Emergency operating room

○ Improvement works in the Adult Mental Health and Intermediate Care units





# Ethics and values

## Ethics Committee

### Organizational Ethics Committee (CEO)

Members	<b>14</b>
Annual meetings	<b>4</b>
Treated cases	<b>15</b>
Updated/prepared documents	<b>3</b>
<ul style="list-style-type: none"> <li>Ethical code</li> <li>Good governance code</li> <li>CEO internal operating rules</li> </ul>	



### Care Ethics Committee (CEA)

Members	<b>19</b>
Annual meetings	<b>10</b>
Updated/prepared documents	<b>4</b>
<ul style="list-style-type: none"> <li>Renewal of the internal regulations of the CEA</li> <li>CEA case deliberation guide</li> <li>Adaptation of therapeutic efforts</li> <li>Informed consent for anesthesia</li> </ul>	
Documents in progress	<b>4</b>

### Medicines Research Ethics Committee (CEIm)

Members	<b>30</b>
<ul style="list-style-type: none"> <li>Members of Althaia</li> <li>Members of other institutions</li> </ul>	<b>8</b> <b>22</b>
Evaluated projects	<b>25</b>

## Participation of professionals

Althaia promotes participatory governance through the involvement of professionals in the different commissions.

### Assistance commissions

Assistance commissions	<b>33</b>
Professional members of the commissions	<b>513</b>

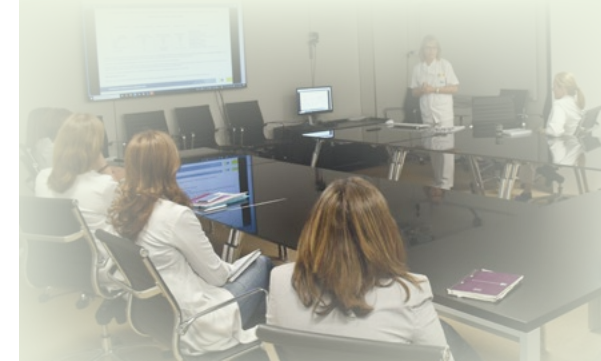
### Non-assistance commissions

Non-assistance commissions	<b>23</b>
Professional members of the commissions	<b>242</b>



## New Advisory Board to advise and contribute to strategic decision-making

The new participation board was created with the mission of advising and contributing to the strategic decision-making processes of the different governing and management bodies of the institution. Chaired by Miquel Viardell, professor emeritus of internal medicine, it is made up of nine people of recognized prestige and expertise in the health sector or in other related areas, such as university, research, ethics and economics. The constitution of the Council is part of the governance transformation process initiated by the institution with the aim of strengthening ties with the university, enhancing the participation of civil society and adapting to the current democratic standards of the organizations.



## Milestones



○ Update of the operating regulations of the Organizational Ethics Committee

○ The Center for the Physically Handicapped is renamed Centre Residencial La Llum (the Light)



# Digital transformation

## Non-face-to-face care

### Hospital ambulatory care



**46,909**  
(13.14 %)

Telephone inquiries



**2,726**  
(0.76 %)

Video consultations



**16,039**  
(4.49 %)

Telemedicine

### Mental health care



**10,261**  
(10.73 %)

Telephone inquiries



**2,594**  
(2.71 %)

Video consultations

### Primary care



**36,139**  
(11.20 %)

Telephone inquiries

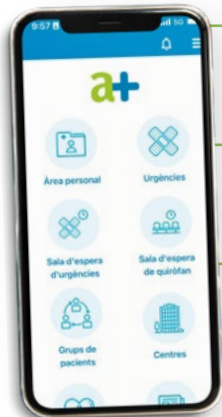


**7,430**  
(2.30 %)

eConsult

Each area's percentage of total visits

## Applications



App Althaia

**11,719** downloads  
**4,266** users



Espai pacient  
Clínica Sant Josep

**11,203** downloads  
**10,075** users



Medxat

**423** active daily users  
**260,864** messages

## Training course and *cyber security awareness* campaign

Within the framework of the Security Master Plan, and in accordance with the process of deploying the cyber security policy of the Catalan Cyber Security Agency for all SISCAT centers, and in collaboration with the Department of Health, a training session was scheduled for all Althaia healthcare professionals. The aim of the course was to train and empower them in cyber security.

In this same area, during 2023, a communication campaign aimed at health personnel was also carried out to inform them about and sensitize them to the importance of protecting information, the reality of cyber attacks and the skills needed to deal with potential threats.



## New digital application of personalized medicine with *artificial intelligence*

Monitor physical exercises prescribed by the physiotherapist, communicate via chat with the medical team, and give tailored health recommendations based on artificial intelligence.

These are some of the functions of the Crono 360 application, which have been developed by Eurecat and Althaia, as part of the PECT BAGES, and coordinated by the Manresa City Council. A pilot test has been carried out on the use of the application with chronic patients with mental health problems, with patients who follow group psychological therapy based on mindfulness and with people in the process of cardiac rehabilitation.

## Milestones



○ Approval of the Information Security Policy and continuation of the deployment of the Cybersecurity Plan

○ Development of Althaia's new Information Systems Plan

○ The new Althaia Blog unifies the existing health education blogs



## 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.

- Marc Aloy Guàrdia. President of the Board of Trustees
- Montserrat Ambrós Fuentes. Chairmain since 13-12-2023
- Fèlix Badia Pujol
- Ester Busquets Alibés
- Maria Àngels Clotet Miró
- Roberto Elosua Llanos
- Montserrat Ficapal Soler
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- Ricard Macià Calmet. Secretary
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- Valentí Martínez Espinosa. Chairmain until 13-12-2023
- Mercè Piñot Sant
- Josep Lluís Irujo Fatuarte
- Valentí Roqueta Guillamet
- Maria Mercè Tarragó Costa. Chairmain until 3-7-2023
- Antoni Josep Valentí Moll. Chairmain since 14-9-2023



**Director general**  
Manel Jovells Cases



**Corporate Legal Advisor**  
Benjamí Garcia López

## Advisory Council +

- Miquel Vilardell Tarrés. President
- Thérèse Jamaa
- Manel del Castillo Rey
- Marina Geli Fàbrega
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- Núria López-Bigas
- Antoni Esteve Cruella
- Núria Mas Canal
- Lluís Guerrero Sala

## Management Committee +

- Manel Jovells Cases. General director
- Albert Estiarte Duocastella. Assistant to the General Management and director of Mutual and Private Activity
- Àurea Autet Puig. Director of Mental Health
- Montserrat Domènech Santasusana. Assistance Director
- Alfons Hervàs Roque. Director of Quality and Knowledge
- Jordi Nonell Gregori. Director of Human Resources
- Pere Oliveras Alsina. Economic and Financial Director and Heritage
- Assumpta Prat Santamaria. Nurse Director
- Antònia Raich Soriguera. Director of Communication and Heritage



**Person in charge of Digital Transformation, Information Systems and ICT**  
Pere Guerrero Obis

## Our centers

### Hospital Sant Joan de Déu

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### Centre Hospitalari

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Tel.: 93 873 25 50 - info@althaia.cat

### Clínica Sant Josep

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Tel.: 93 874 40 50 - info@clnicasantjosep.cat

### Centre de Medicina de l'Esport

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### Centre de Salut Mental

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### Centre Residencial La Llum

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### CAP Les Bases de Manresa

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Tel.: 93 877 22 22

### CAP Barri Antic

Remei de Dalt, 8-14 - 08241 Manresa  
Tel.: 93 874 41 00





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