

# FACTS AND FIGURES 2024

# Índex

Purpose, mission, vision and values  
Marc Aloy Guàrdia presentation  
Manel Jovells Cases presentation  
Althaia Data  
Talaia, making things happen  
Strengthening our position in the areas of healthcare, teaching and research; emphasizing networking  
Consolidating and strengthening attention to mental health  
Promote co-pay and private healthcare  
Organize care for the chronically needful with other providers in the region  
Define a talent management, leadership and professional participation model  
Implement a patient experience model and multidimensional care  
Strengthen the model of corporate social responsibility and development  
Incorporate management models focused on measuring results and adding value to people's health  
Culture of evaluation and quality  
Sustainability and efficiency  
Ethics and values  
Digital transformation  
Board of Trustees of the Foundation, Advisory Council and Management Committee

Press the contents to access the information.

Use the controls located at the bottom of each page to navigate this report.

Next



Extend information



Previous



Play video



See document





## 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

## *Efficiency, commitment and quality of care at the service of Central Catalonia*

The Althaia Foundation once again presents its annual report, a document that details the activities carried out during the last year. This publication provides a clear and orderly vision of the institution's most outstanding results, highlights the progress made, analyses the results obtained and explores new lines of action to improve the health of the inhabitants of Central Catalonia.

The quantitative and qualitative figures in the report illustrate how the Althaia Foundation continues to allocate efforts and resources to strengthen a comprehensive health and social care project, characterised by innovation and quality. This commitment includes promoting networking to expand the portfolio of services, and stimulating research, teaching and the application of technological advances at the service of patients.

The dedication and professionalism of the more than 2,100 people who are part of the Althaia Foundation, which serves a healthcare network of more than 280,000 people, have consolidated the institution as a leader in comprehensive health and social services. Althaia offers primary and hospital care, care for dependency and specialized care in mental health and sports medicine,

in addition to being a university hospital. In 2024, we also promoted such projects as the new Pharmacy Service, equipped with the latest technology and which is a benchmark in the country. It is noteworthy that, for the sixth consecutive year, the Hospital Sant Joan de Déu de Manresa is among the hundred best in Spain, according to the prestigious American publication Newsweek. This recognition is the best possible award for the dedication of the healthcare professionals of the Althaia Foundation and the quality of care they offer 24 hours a day, seven days a week, 365 days a year. We are proud to put Manresa forward as a hub and to underline the importance of the regions beyond the metropolitan area.

We present the balance of the year 2024's activity with satisfaction, as the results demonstrate the excellent work carried out. The future of healthcare is full of challenges, but also of opportunities, for institutions like the Althaia Foundation that are flexible, innovative and committed to the people they serve. To all the people who make it possible, thank you very much!



**MARC ALOY GUÀRDIA**

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

**«Althaia has a comprehensive healthcare and social care project, characterized by innovation and quality»**





## ***Althaia: a bona fide quality public service***

Althaia's *raison d'être* is to offer quality and efficient health and social services, within an organization focused on people and on respect for their values and dignity. This means a service open to everyone, which places patients—and also their families—at the center of our actions, taking into account their environment and their opinions. In this sense, our motto is: "At home or close to home, whenever possible".

With this in mind, we have woven—and continue to weave every day—alliances and partnerships with other hospitals and health and social services in the region, as well as with more complex centers in Barcelona and the metropolitan area. The objective is twofold: on the one hand, to bring specialized services closer to Solsona, Berga and Puigcerdà, and, on the other, to receive more complex services to guarantee safe, quality care.

In short: proximity, yes, but with quality and safety. And this also applies to emergency care: the image of the heliport that appears on the cover, prepared for night flights, symbolizes this commitment to rapid and permanent interconnection.

This healthcare model is what the Catalan Health Service asks of us, and at Althaia we take it on with determination

and conviction. However, we must not forget that none of this would be possible without healthcare professionals who, through their efforts and dedication, are willing to go miles out of their way when necessary to make our healthcare model a reality. To all of them, our most sincere thanks.

In addition to strengthening the network model, in 2024 we continued to make strides in the areas of quality, research, teaching and technological innovation. The expansion of robotic surgery to more surgical specialties is noteworthy; this benefits patients and helps us attract and retain the best professionals. We have also continued working to improve care for chronic conditions and have begun the renovation and expansion of an essential service such as the Pharmacy.

In addition, we must highlight and thank the role of citizens and the trust they place in the institution and its personnel. The joint work between patient and healthcare professional that we promote at Althaia contributes to improving the healthcare process, while placing the person at the center and empowering them. The involvement of citizens is also essential to preserve global health and achieve quality healthcare services.



**MANEL JOVELLS | CASES**

Director General  
of the Althaia Foundation

***«We are an  
organization focused  
on people and on  
respect for their values  
and dignity»***

# Althaia Data

## Structural resources



### Beds

Acute	
• Conventional hospitalization	407*
• Hospitalization at home	26
Private	60
Intermediate Care	54

### Other resources

Operating rooms	22
Delivery rooms	5
Queries	157
Emergency rooms	72
Llits d'observació d'urgències	16

### Day hospital

Plurivalent	20
Oncology and hematology	29
Pediatrics	3

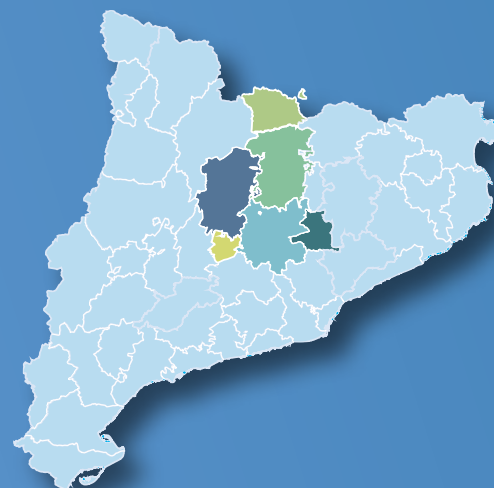
### Primary care

Basic healthcare areas	2
Local consultancies	4
Queries	41
Other rooms (treatments, extractions...)	10

### Residential care

Places	30
People served	32

## Reference population

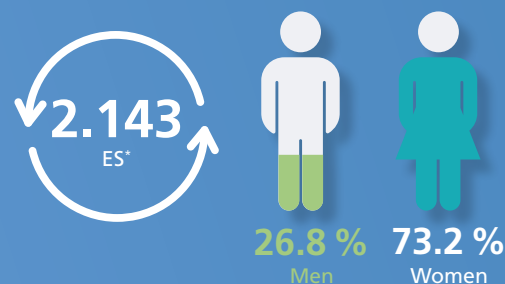


	Inhabitants
○ Bages	185,352
○ Berguedà	41,058
○ Cerdanya	20,115
○ Solsonès	15,323
○ Moianès	14,758
○ ABS Calaf	7,016



**283.622**  
Inhabitants

## Professionals



\* Equivalent staff

## 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	31,397
Emergencies	129,947
Surgical interventions	29,459
• Conventional	8,522
• Major Outpatient Surgery	7,841
• Minor Outpatient Surgery	13,096
Births	1,304
Visits to external consultations	465,242
Day Hospital sessions	34,465
• Doctor	23,389
• Oncology and Hematology	11,076
Dialysis sessions	29,479
Rehabilitation sessions	151,692
Diagnostic tests for imaging	212,606
Laboratory determinations	4,785,441
Discharges from the Home Hospitalization Unit (UHAD)	535

## Primary care

Visits	311,627
• General medicine	139,537
• Nursing	95,732
• Extractions	26,147
• Pediatrics	18,677
• Midwifery	5,129
• Dentistry	6,813
• Social work	6,310
• Physiotherapy	7,291
• Referent of Emotional Well-being	3,959
• Hygienist	1,617
• Dietician	415
Social health care	
Discharges from the convalescence unit	533
Discharges from the long-stay unit	47

## Mental health care

Hospital discharges	638
Emergencies	3,800
Visits	98,939
Day hospital sessions	5,394
Social field	
Centre Residencial La Llum (people in care)	32
Homes with mental health support (people in care)	8
Home help services (PAD) (attention)	177
Apartment for relatives (people in care)	20
Social benefits	70



# A day in Althaia



126

Hospital discharges



356

Emergencies



118

Surgical interventions



138

Day hospital sessions



1,868

Visits to external consultations



1,252

Care visits

# Research



117  
indexed  
publications



365  
active  
studies

# Teaching and Training



973  
students



114  
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



For whom?

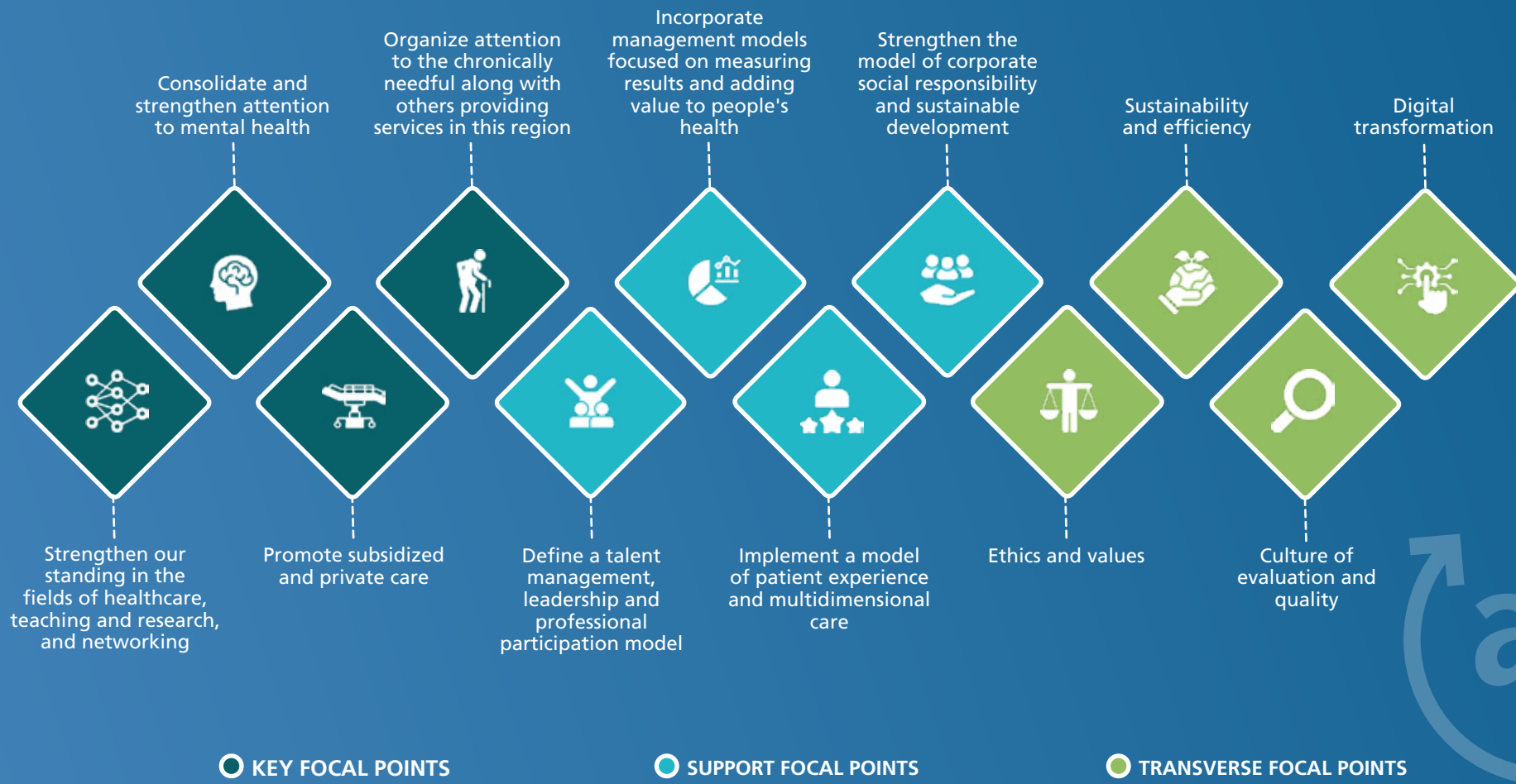
Strategic objectives

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



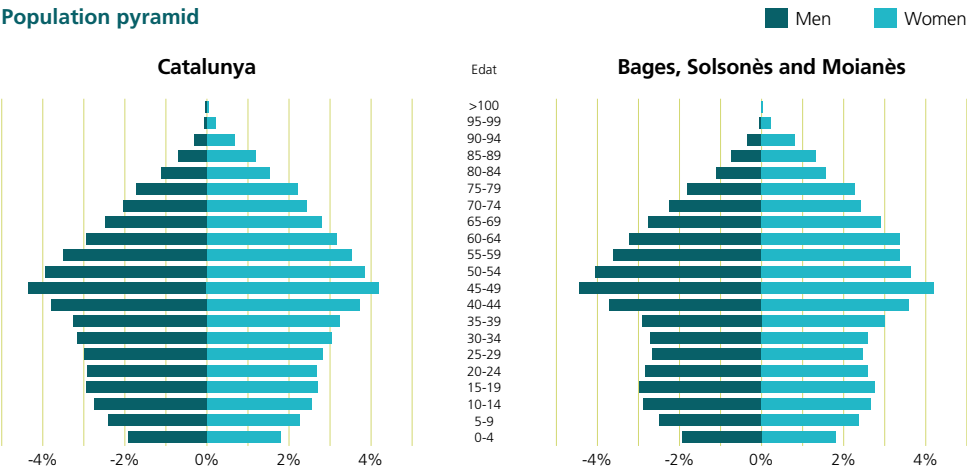
# Strengthening our position in the areas of healthcare, teaching and research; emphasizing networking

## Patient flow

### Networking



### Population pyramid



### Althaia and the Berga Hospital create *territorial Surgery and Ophthalmology services*

To respond to new healthcare and organizational needs, Althaia has taken another step in the networking that it has been promoting for years. In this sense, the new territorial General Surgery and Ophthalmology services have been implemented, created along with Berga Hospital. This new organizational model is part of the Ministry of Health's desire to promote the establishment of strategic alliances between health centers and services.

## Milestones



○ Strategic alliance with the Hospital Sant Joan de Déu de Barcelona to increase the complexity of the new Neonatology Unit

○ A record number of organ and tissue donations at Althaia

## Data from the Rapid Diagnostic Unit

Type of cancer	People assessed by the RDU	Diagnosed at the RDU	Average number of days between visit and treatment
Colorectal	374	141	24
Breast	556	192	37
Lung	331	108	39
Bladder	448	124	25



## The commitment to *state-of-the-art robotic surgery* continues, extending to more surgical specialties

The surgical block of Sant Joan de Déu has incorporated a new state-of-the-art robotic technology that provides greater precision and safety, and which, at the same time, is less invasive, which favors a faster patient recovery. It is the Hugo RAS from Medtronic. The first interventions with this new technology have been carried out by professionals from the General Surgery and Digestive System Service. The deployment has been progressive and has also included Urology and Gynecology. Althaia thus continues its commitment to the most advanced robotic surgery, which was first introduced in 2023.

## Communicative impact

**1,590**  
impacts in the press

**27,758**  
followers on social networks



## Penetration index

**86,8 %**



% of patients treated at Althaia compared to the total number of people registered with CatSalut in the reference territory.

## Most frequent pathologies

### Medical pathologies (hospital discharges)

Diseases of the respiratory system	<b>2,670</b>
Diseases of the digestive and hepatobiliary system	<b>2,383</b>
Diseases of the circulatory system	<b>1,713</b>
Neurological diseases	<b>1,367</b>
Diseases of the kidney and the urinary tract	<b>1,107</b>

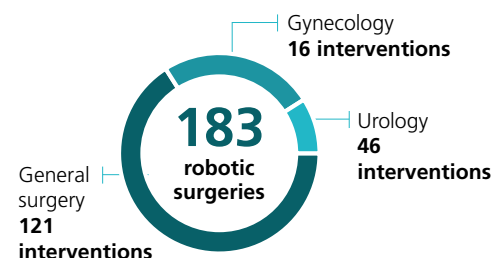
### Malignant neoplasm

Medical discharges	<b>744</b>
Surgical discharges	<b>935</b>
Day hospital sessions	<b>11,060</b>

### Surgical interventions

Orthopedic Surgery and Traumatology	<b>6,925</b>
General surgery	<b>4,359</b>
Ophthalmology	<b>3,340</b>
Urology	<b>2,793</b>
Dermatology	<b>2,513</b>
Plastic surgery	<b>1,967</b>
Otolaryngology	<b>918</b>
Maxillofacial surgery	<b>833</b>

## Robotic surgeries



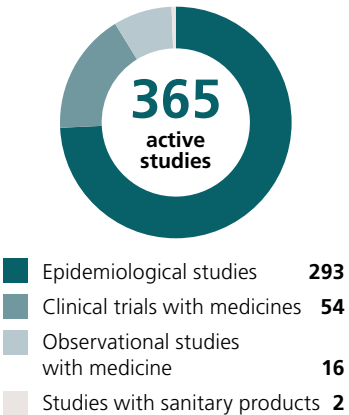
Interventions performed with the Hugo RAS robot between April 2024 and May 2025 (traumatology interventions are not included).

Consolidation of the Corony Care Unit

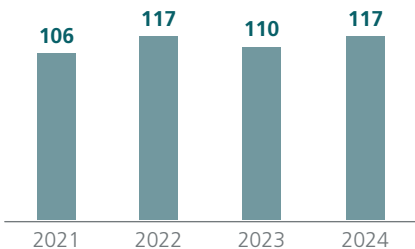
Adaptation of referrals from Primary Care to Hospital Care

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

## Research activity



## Indexed publications



### Research results

	Indexed articles	117
	Total impact factor (FI 2023)	542.6
	Doctoral theses defended	10
	Theses in progress	39
	Research groups recognized by the AGAUR, 2 of which are led by Althaia	8

### Research projects

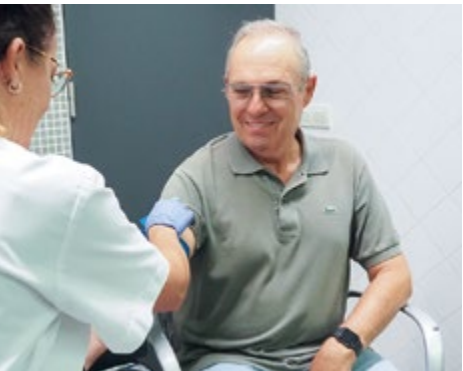
	New projects funded	15
	Ongoing European projects	3

### Research funding

	Total	889,801 €
--	-------	-----------

### Innovation projects

	Projects implemented	6
	Projects in development	23



### Pilot test for prostate cancer screening within a European research project

The pilot test for prostate cancer screening has begun in the Althaia Basic Health Areas within the European research project PRAISE-U (PRostate cancer Awareness and Initiative for Screening in the EU). In one year, we'll ask more than 5,000 residents of Manresa and Sant Salvador de Guardiola aged 50 to 69 to have a blood test and, depending on the results, to undergo other tests. The aim is to detect prostate cancer early. Althaia is the only Catalan entity included in the research, which has the participation of 25 institutions in 12 countries.



### Balil-Peigrí Scholarship for research on breast cancer and cardiac toxicity

Clara Martínez Vila, assistant at the Oncology Service of Althaia and researcher at the IRIS-CC, is the winner of the third edition of the Balil-Peigrí Scholarship for a research project on the early detection of cardiac toxicity generated by breast cancer treatments. Awarded by the GEICAM Breast Cancer Research Group, the Balil-Peigrí Scholarship is a benchmark in medical research in Spain. The Evaluation Committee assessed the scientific interest, innovative approach and potential impact of the project on improving the treatment of patients with breast cancer.

## Milestones



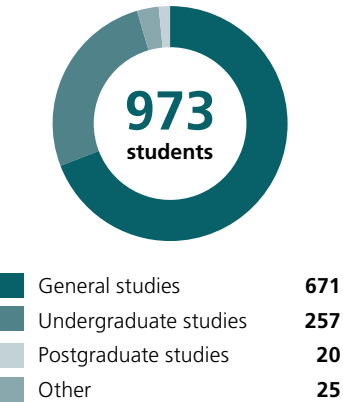
○ Study begins to evaluate integrated social and health care model

○ Isern and Althaia collaborate on the development of Alexia6



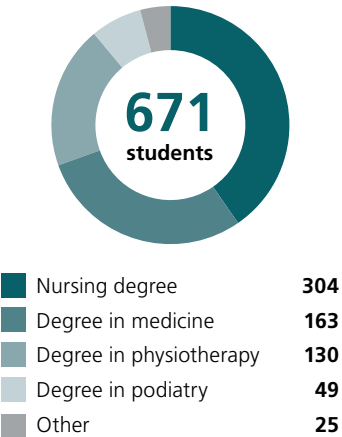


Student training

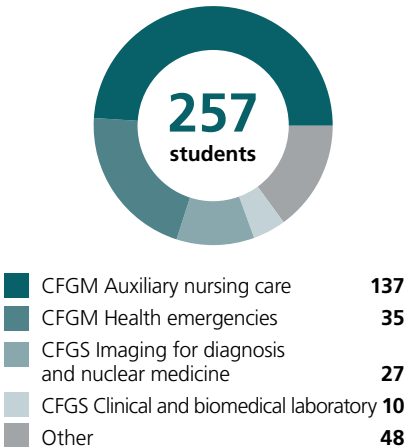


Data corresponding to the 2023-2024 academic year.

Degree studies



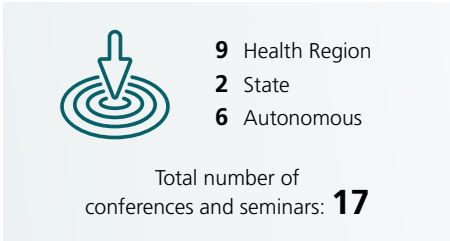
Pre-degree studies



Specialized healthcare training

Own residents	64
ICS residents	49
Residents of senior centers	1
External rotations	42
Accredited teaching units	13
Accredited tutors	23

Congresses and seminars\*



\* Conferences and seminars organized or co-organized by Althaia.



International launch of a *pioneering training tool* to improve early detection of colorectal cancer

Althaia has begun the international rollout of the new training tool aimed at gastroenterologists and surgeons trained in colonoscopy from around the world. It is the *Training* platform in optical diagnosis of early colorectal cancer (TOD early CRC), an online tool that allows specialists to improve their skills in the optical diagnosis of early colorectal cancer, as well as to establish its treatment. Marketing began in Spain and in Latin America, and gradually began to spread to Europe and the rest of the world. The project is led by Ignasi Puig del Castillo, doctor at the Digestology Service of Althaia and coordinator of the GOES (Gastrointestinal Oncology, Endoscopy and Surgery research group).

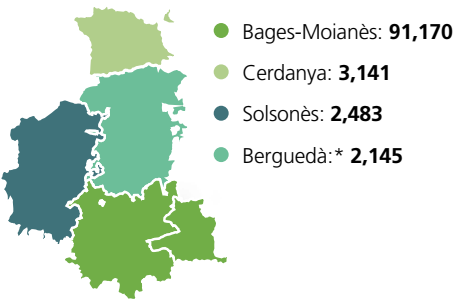
○ Accreditation to train residents in Child and Adolescent Psychiatry and Hospital Pharmacy

○ Launch of the teaching quality scorecard



# Consolidating and strengthening attention to mental health

## Activity in the region (visits)



\* Healthcare visits for children and young people.

### Visit by the **Commissioner for Mental Health** of the Ministry of Health

The Commissioner for Mental Health of the Ministry of Health, Belén González, visited Althaia to learn first-hand about the community care model for mental health and addictions in Central Catalonia. She was shown the child and adolescent care programs that have been deployed in the region, with special emphasis on the Child and Adolescent Crisis Care Program, a new home-based care alternative focused on the person's natural environment, and the Comprehensive Approach Program for Highly Complex Mental Health Cases.




### The **3rd International ISaMBeS Congress** addresses emerging challenges in mental health and emotional well-being


The 3rd International Congress on Innovation in Mental Health and Social Well-being (ISaMBeS) addressed emerging challenges in the fields of mental health and social well-being. The issues discussed included the use of new and potentially dangerous recreational drugs and the increase in self-harm in adolescents and young people, as well as the role of advanced technologies and art in treatments. The organization was under the auspices of the ISaMBeS research group, Althaia, the Hospital Consortium of Vic, Osonament and the Chair of Mental Health of the UVic-UCC .

## Outpatient care for adults\*

### External inquiries (CSMA)


 **1,620** first visits  
**58,249** follow-up visits

### External inquiries (addictions)

 **337** first visits  
**12,703** follow-up visits

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

## Hospitalization of adults

 **559** agut discharges  
**196** subagut discharges

## Adult emergencies

 **3,367** emergencies

## Day hospital for adults

 **3,441** sessions


## Community Rehabilitation Center


 **70** patients

## Adult programs

Individualized Monitoring Program (PSI) (patients)	58
Support Program for Penitentiary Institutions (patients)	409
Psychology at the Sexual and Reproductive Health Care Service (ASSIR) (first visits)	413
Homes with support (places)	8

## Milestones

 Start of the activity of the Eating Disorders Unit (UTCA)

 20 years of social and health integration programs for people with mental health problems



## Success of the conference on *the autonomy of people in decision-making*

More than 240 people attended the conference "Support measures: towards personal autonomy in decision-making". An informative session was organized by different social and health entities in the region to raise awareness of the current situation and the regulatory changes in relation to the exercise of the legal capacity of people with disabilities. Singularizing each case, empowering people and stopping traditional interventionism and paternalism, as well as cooperation between all sectors, are some of the key messages that were given.



## Outpatient care for children and young people\*

External consultations (CSMIJ)



**868** first visits  
**25,162** follow-up visits

## Hospitalization of children and young people



**79** discharges

## Emergencies for children and young people



**433** emergencies

## Day hospital for children and young people



**1,953** sessions

## Programs for children and young people

Functional Unit for Autism Spectrum Disorders (people)	<b>75</b>
Health and School (people)	<b>16</b>
Child and Youth Crisis Care Program (people)	<b>79</b>
Mental Health Program for Children and Young People Assisted by the Child and Adolescent Protection System (DGAIA)	
Centers	<b>9</b>
Residents	<b>136</b>

## Transversal programs for adults, children and young people

Specialized Service in Mental Health and Intellectual Disability (SEMSDI) (patients)	<b>867</b>
Specific Care Program for Incipient Psychotic Disorder (patients)	<b>124</b>
Program for the Integral Approach to Cases of Mental Health and Addictions of High Complexity (PAICSAMAEC) (patients)	<b>40</b>

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



Training aimed at Mental Health professionals to update knowledge on Autism Spectrum Disorder

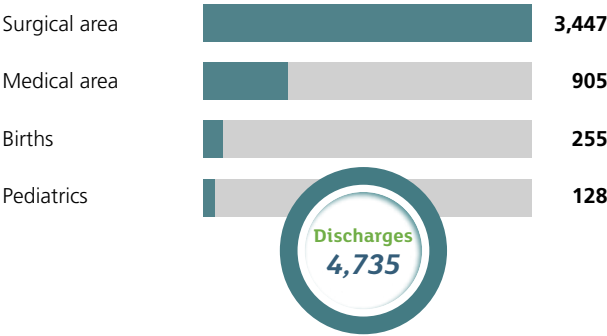


Mental Health strengthens leadership in research

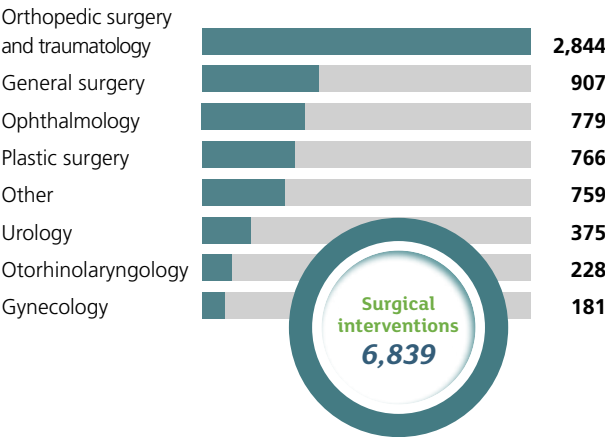
# Promote co-pay and private healthcare

## Hospitalization

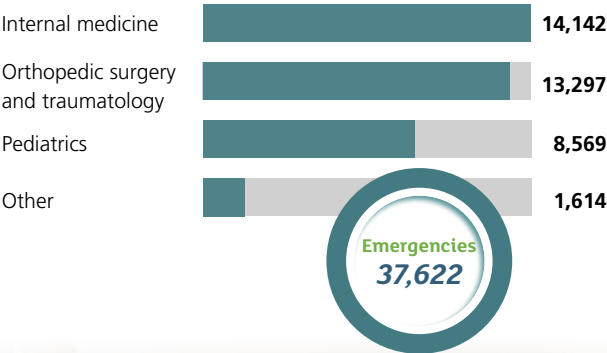
### Discharges



### Surgical interventions



### Emergencies



### The **Dexeus Dona** Gynecology Service at the Sant Josep Clinic celebrates its first anniversary

The Dexeus Dona Gynecology, Obstetrics and Assisted Reproduction Service at the Sant Josep Clinic celebrated its first year of operation with a very positive balance. During its first twelve months of activity, a total of 11,473 users were treated. The service, which offers highly specialized care, is the result of a combination of resources, experience and personnel from both healthcare institutions.



## Milestones



○ Renovation of the equipment in the surgical areas

○ The first phase of the renovation of the hospital's fourth floor is completed



## Outpatient activity

### Inquiries

Orthopedic Surgery and Traumatology	54,593
Pediatrics	9,617
Internal Medicine	6,668
Ophthalmology	5,316
Anesthesiology and Reanimation	3,558
General Surgery	3,277
Dermatology	2,567
Urology	2,345
Allergology	1,918
Cardiology	1,870
Pneumology	1,654
Rehabilitation	1,611
Rheumatology	1,159
Other	13,854



### CIMETIR



55,704 Inquiries  
44,984 Rehabilitation sessions  
851 Sports reviews

### Integral Sports Rehabilitation



104 Inquiries  
4,619 Integral Sports  
Rehabilitation Sessions

### IOMA



2,652 Inquiries

### DEXEUS

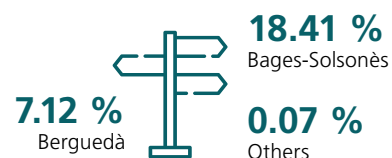


17,842 Inquiries  
28,576 Diagnostic tests

### Some diagnostic tests

Conventional radiology	41,170
Ultrasound	5,574
Allergy tests	4,309
TAC	4,255
Endoscopies	3,640

### Penetration index



% of people treated at the Sant Josep Clinic compared to the total population of these regions



## The Sant Josep Clinic and Mivi Salut join forces to create a leading Pain Unit

The Sant Josep Clinic and Mivi Salut, specialists for more than twenty years in the treatment of pain in centers throughout Spain, have signed an agreement to create a leading Pain Unit in Central Catalonia in the field of mutual and private care. The aim is to offer a comprehensive approach to pathologies related to pain and improve the quality of life of people who suffer from this condition. The purpose is therefore to provide a more agile and quality response to people who have some type of pain, whether chronic or not, and to offer specialized medical care provided by a multidisciplinary and specialized team of professionals.



○ The Comprehensive Sports Rehabilitation Unit achieves a high level of activity during its first year of operation

○ The Patient Space incorporates a feature that digitally confirms the arrival of patients at their appointments

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

## Socio-health care

### Long stay



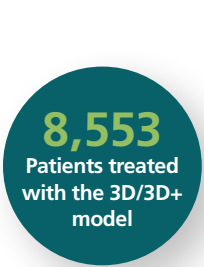
4 beds  
54.51 average stay (days)

### Convalescence



50 beds  
30.69 average stay (days)

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



- 62 % discharged at home
- 30 % admitted to acute hospitalization
- 8 % admitted to intermediate care

The 3D/3D+ tool allows for the best resource to be offered according to the patient's needs: acute hospitalization for the less fragile, but clinically more serious; intermediate care for the most fragile in need of care with multidimensional repercussions; and return home for those who can avoid hospitalization.



## Chronicity

	PCC	MACA
<b>AGA Bages Solsonès</b>		
People	6.639	676
People in Emergency Rooms	51,3 %	57,2 %
Admissions to Acute Care	28,3 %	37,8 %
Re-admissions	7,0 %	12,3 %
Average days of admission	6,8	6,8
Admissions to Intermediate Care	9,4 %	25,5 %
<b>Manresa</b>		
People	2.333	187
People in Emergency Rooms	58,7 %	69,6 %
Ingressos a Aguts	30,6 %	46,1 %
Admissions to Acute Care	8,2 %	12,4 %
Average days of admission	6,9	7,2
Admissions to Intermediate Care	11,1 %	35,0 %

PCC: Complex Chronic Patient  
MACA: Advanced Chronicity Care Model



## Althaia participates in the creation of a new model of integrated social and health care for people with dependency

The City Council of Manresa, the Althaia Foundation, the Catalan Health Institute and Sant Andreu Salut, with the collaboration of U Manresa and the Departments of Health and Social Rights of the Generalitat de Catalunya, are developing a project of integrated social and health care. It is the *SISS* Manresa model (Integrated Health and Social Services), which is aimed at people with chronic illnesses who have a high level of dependency and care needs, from both social and health services, and who receive all this support at home. It is a pioneering project, chosen by the Generalitat de Catalunya, which will allow the deployment of a new model of integrated social and health care in the capital of Bages.

## Milestones



Development of the Territorial Plan for Chronicity



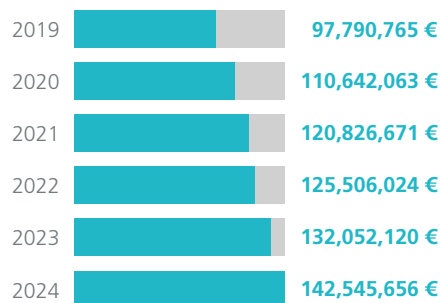
Development of the Territorial Plan for Dementia



Development of the Differentiated Care Program for Multicomplexity

# Define a talent management, leadership and professional participation model

## Evolution of the Human Resources budget



## Careers\*

### Care Graduates

Level A	31
Level B	6
Level C	13
Level D	9

### Facultative

Level A	48
Level B	24
Level C	16
Level D	4

\* Number of professionals who have reached the level during the year 2024.

## Professionals (annual average)

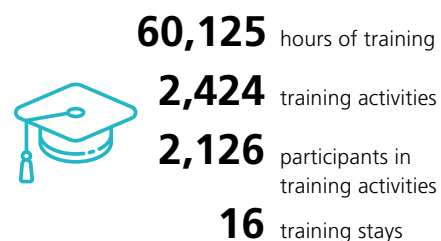
	WOMEN	MEN
Direction	4	5
Faculty personnel	333	189
Nurses and other care degrees	552	103
Technical staff	75	30
Technical Staff of Auxiliary Nursing Care (TCAI)	309	66
Orderlies	6	57
Administrative personnel	222	66
Service personnel	69	57

## Technological transformation and networking, themes of the 8th Althaia Conference

Around 500 professionals from the Althaia Foundation have participated in the institution's 8th Conference, an event to share knowledge, experiences and future projects. Under the motto "We innovate to advance", this year's edition has once again highlighted the involvement of healthcare professionals in continuing to promote projects that allow the application of new work methodologies, promote research and improve the quality of care. During the Conference, a total of 45 papers were presented, including oral communications and videos, which were grouped into three main themes: networking, the transformation of the institution -both technological and methodological- and future projects. In addition, 66 projects were exhibited in poster format on very diverse subjects.

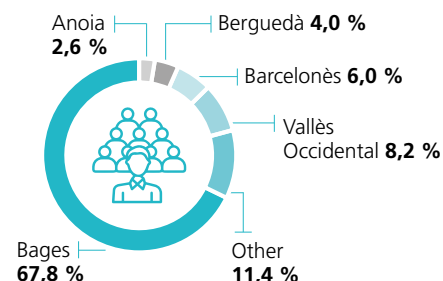


## Training

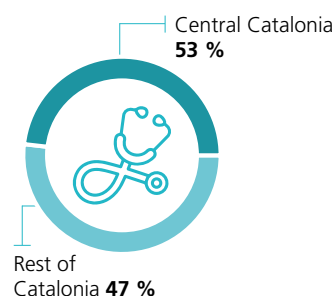


## Healthcare professionals origin

### Total healthcare professionals



### Facultative staff



## Milestones



○ Organization of the 4th Meeting of Occupational Risk Prevention Personnel of Central Catalonia

○ New Human Resources Planning Management Program: *Bold Workplanner*

○ Development of the Travel Plan Business

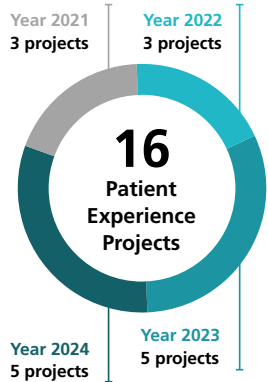
# Implement a patient experience model and multidimensional care

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

	Satisfaction index in Althaia	Loyalty level in Althaia*
Hospitalization and acute care	7.82	83.80 %
Respiratory therapies	8.23	82.50 %
Emergency care	6.93	72.40 %
ABS 1	7.71	80.90 %
ABS 3	7.74	85.40 %

\* % 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

- 15 Music in vein concerts
- 1 other concerts
- 4 "Rhythms in Company in Mental Health" sessions
- 12 hours a week of Pallapupas
- 4 hours of Art Therapy per week
- 1 exhibition



## Pediatrics professionals debut new humanized uniforms

Professionals in the pediatric area of Sant Joan de Déu are already wearing the new uniforms, which are printed with different drawings and colors. The change of clothing is an action to make the hospital environment friendlier for pediatric patients within the framework of the sponsorship project to improve care for children and young people. The new clothing is a tool that favors interaction between professionals and children through play and curiosity, and facilitates the treatment process. The new uniforms and the technological equipment to manage them have been financed with a contribution from the La Caixa Foundation and the collaboration of organizations and private donors, as well as with the funds obtained with the Community Service Project.

## Attention to citizens



## Milestones



- Protocol for care in the surgical area for people with special needs
- Expansion of the Pallapupas Service to Intermediate Care
- Organization of the Congress of the Spanish Society of User Care



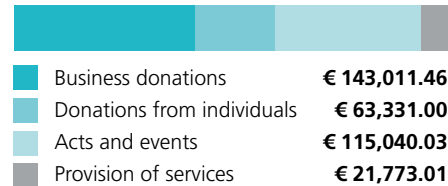


# Strengthen the model of corporate social responsibility and development

## Social commitment

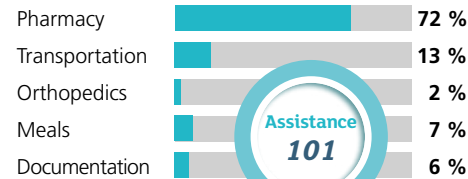
### Patronage

Funds collected: **€ 343,155.50**



**21** private donors  
**26** organized events  
**24** collaborating companies

### Social assistance



Assistance  
101

### Volunteering



Permanent volunteering: **40**  
 Youth volunteering: **54**  
 Programs developed: **13**

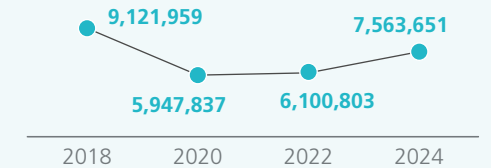


### Althaia psychologists publish a *solidarity book* on cooking and emotions

A group of Althaia psychologists and the best chefs in Catalonia published a unique book that unites emotions and cooking recipes. It is entitled *Cuinant les nostres emocions a foc lent* (Cooking our Feelings at Low Heat), and chefs such as Ferran Adrià and the Roca brothers have collaborated. It proposes a discovery of emotions through science and also through the palate. The book, which is now in its third edition, was presented in March 2024 at a charity dinner promoted by the Rotary Club of Manresa-Bages, attended by around 350 people. It was also the starting point for the new sponsorship project that aims to raise funds for research and improve care in the Mental Health Area.

## Environmental commitment

### Carbon footprint



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

**17.1 %** less emissions compared to 2018



**▼ -5.12 %** of water consumed compared to 2023 (4,819,000 litres)



**2,030** LED lighting units installed



**318,653 kWh** of energy generated for solar panels photovoltaics



**▲ 3.03 %** selective collection  
**▼ -1.92 %** of waste  
**▼ -12.5 %** of confidential paper



International Cooperation teaches a course in Senegal



Record of *youth summer volunteering* with 54 participants

## Milestones



○ Creation of the CSR Commission

○ Adherence to the United Nations 2030 Agenda

○ Impulse of the Planetary Health Working Group



# Culture of evaluation and quality

## Patient safety

### Nosocomial infections in surgical interventions

	Althaia	Hospitals at the same level	Catalonia
Colon	4.5 %	5.8 %	6.7 %
Rectum	3.1 %	10.2 %	10.3 %
Total knee replacement	1.5 %	1.5 %	1.4 %
Total hip replacement	1.1 %	1.4 %	1.7 %

Source: VINCat

### Quality in acute hospital care



**2.23 %** fall rate  
**2 %** recommended rate



**0.64 %** pressure ulcer lesion rate  
**<6 %** recommended rate



**7.77 %** short venous catheter phlebitis  
**<8 %** recommended rate

## Certificacions and acknowledgments

**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).

**ISO 14001:2015** certification of environmental management systems for Hospital Sant Joan de Déu

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

Inclusion of Hospital Sant Joan de Déu de Manresa in the list of the **hundred best hospitals in Spain** prepared by Newsweek magazine.

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



### ISO 14001:2015 certification of environmental management systems for Hospital Sant Joan de Déu

Hospital Sant Joan de Déu has obtained the ISO 14001:2015 certification, which accredits the environmental management system implemented at the center. By obtaining this certification, after passing the corresponding audits, Althaia is reaffirming itself as an institution committed to protecting the environment and achieving a healthy environment for people. The awareness and involvement of healthcare professionals has been essential to achieving the certification. Among the strengths highlighted by the external audit is the commitment to continuous innovation in the implementation of systems that facilitate the reuse and recycling of products.



### Althaia renews the accreditation of the Department of Health with excellent results

The Althaia Foundation has renewed the accreditation granted by the Department of Health with excellent results. The Hospital Sant Joan de Déu obtained 95.5% in the evaluation that analyzes more than 800 standards, and the Clínica Sant Josep, 92.2%. These good grades represent recognition of the work of the healthcare professionals and, at the same time, guarantee the quality of the services offered to the public. The evaluation highlighted, above all, the leadership and strategy, awarding a score of 100% in these two areas. In the case of the Clínica Sant Josep, the results in clients were particularly taken into account.

## Milestones



○ The Allergy Service receives accreditation as an advanced immunotherapy unit

○ Adoption of the BS3 healthcare benchmarking platform

# Sustainability and efficiency

## Invoicing and contracting of the healthcare activity



**€ 239,061,272**  
 in billing for  
 healthcare activity

### Hiring assistance activity

	Servei Català de la Salut*	Co-pay and private
Discharged	85 %	15 %
Births	80 %	20 %
External inquiries	76 %	24 %
Emergencies	71 %	29 %
Day hospital	100 %	0 %
Surgical interventions	77 %	23 %
Rehabilitation outpatient	70 %	30 %
Dialysis	100 %	0 %

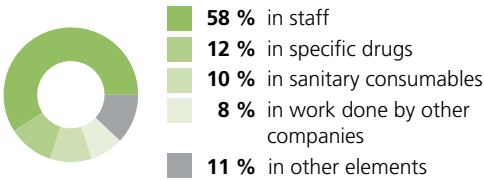
\* Includes public entities

## Investments

	Machinery and equipment	€ 4,280,318
	Other installations and equipment	€ 3,002,337
	Construction and technical installations	€ 5,150,440
	Information processing equipment and computer applications	€ 744,804
	Furniture	€ 635,006
	In progress	€ 1,039,523



## Breakdown of operating expenses



### Pharmacy Service facilities are being *renovated and expanded*

Althaia is currently working on improving and expanding its Pharmacy Service facilities. Between September and October, the spaces that were remodeled in the first phase of the works began operating. This includes the area for receiving and storing medications, as well as dispensing and distributing them to the different units of the hospital and other centers in the region. New clean rooms and four automated cabinets have also been inaugurated. The project will consolidate this service as a healthcare and technological benchmark in the region.

## Milestones



☐ Renovation of the La Llum Residential Center

☐ Replacement of the shopping platform

☐ Robotization of the Pharmacy Service





# Ethics and values

## Ethics Committee

### Organizational Ethics Committee (CEO)

Members	11
Annual meetings	3
Treated cases	9
Updated/prepared documents	1
• Review of the CEO's internal operating document	

### Care Ethics Committee (CEA)

Members	21
Annual meetings	9
Extraordinary meetings	1
Cases dealt with	20
Updated/prepared documents	2
• Informed consent for surgery	
• Informed consent for radiodiagnostics with or without contrasts	

### Medicines Research Ethics Committee (CEIm)

Members	27
• Members of Althaia	9
• Members of other institutions	18
Evaluated projects	115



## Althaia adheres to the United Nations Global Compact and advances in its *commitment to green management*

Althaia adhered to the Global Compact, the most important international initiative in terms of corporate sustainability and which has the United Nations mandate to promote the 2030 Agenda and foster the sustainable development goals. For some time now, the institution has been firmly committed to a management model that promotes environmental sustainability and favors a healthy environment for all. The introduction of renewable energies, the application of different measures to reduce energy consumption and the environmental footprint, as well as the creation of a multi-disciplinary commission of professionals that works on sustainability issues, are some of the latest actions that have been carried out.

## Participation of professionals

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

### Assistance commissions

Assistance commissions	22
Professional members of the commissions	417

### Non-assistance commissions

Non-assistance commissions	26
Professional members of the commissions	328



## Milestones



○ Approval of the update of the Code of Ethics

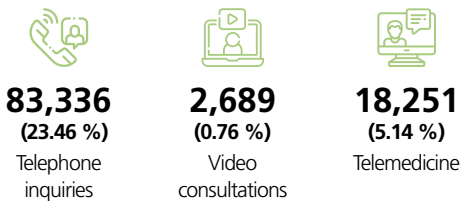
○ Approval of the Code of Good Governance



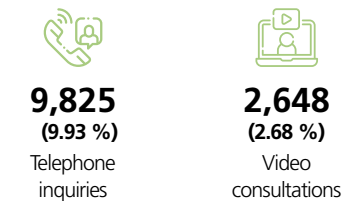
# Digital transformation

## Non-face-to-face care

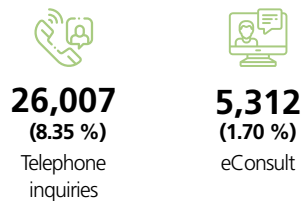
### Hospital ambulatory care



### Mental health care



### Primary care



Each area's percentage of total visits

## Applications



App Althaia  
**14,031** downloads  
**4,812** users

Espai pacient  
Clínica Sant Josep  
**16,500** downloads  
**14,621** users

Medxat  
**410** active daily users  
**266,939** messages

## New communication tool between Althaia and Primary Care professionals

Primary care professionals from the Hospital Sant Joan de Déu and the Central Hospital (Centre Hospitalari) can contact directly with the Primary Care reference professionals in the region through a new, recently launched communication tool called Bidirectional Interconsultations. This is an application that, through both integration with the IS3 platform of CatSalut and the joint work between the Althaia Foundation and the Catalan Institute of Health (ICS), allows personnel from the Medical Work Station (ETM) to enter the consultation, which reaches the Primary Care professional through the Primary Care Clinical Station (ECAP) as if it were a telematic visit, all of which facilitates continuity of care.



## The Wi-Fi system of Althaia centers is renewed to improve coverage and security

Althaia has renewed the Wi-Fi system of its different centers, an action that allows the institution to have a more robust and secure technological infrastructure, and, at the same time, to enjoy better coverage. After carrying out a study of needs and coverage, simulations were performed to analyze which were the best locations and the best devices to use. The process consisted of switching all devices to Wi-Fi 6, a more advanced technology, and re-locating some of the access points to optimize network performance. All of this has improved performance and allows the Wi-Fi network to continue growing in the future, with the aim of offering a better service to both healthcare professionals and patients and families.

## Milestones

○ Digital transformation of the Pharmacy Service

○ Segmentation of the LAN and wifi networks of the different centers that make up Althaia

## 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
- Fèlix Badia Pujol (chairman until 21-9-2024)
- Ester Busquets Alibés
- Maria Àngels Clotet Miró
- Roberto Elosua Llanos
- Montserrat Ficapal Soler
- Dolors Gassó Bonvehí
- Josep Lluís Irujo Fatuarte
- Antoni Llobet Mercadé
- Ricard Macià Calmet. Secretary
- Enric Mangas Monge
- Mercè Piñot Sant
- Valentí Roqueta Guillamet
- Encarnació Sánchez Freire (chairman since 11-09-2024)
- Antoni Josep Valentí Moll



**Director general**  
Manel Jovells Cases



**Corporate Legal Advisor**  
Benjamí García López

## Advisory Council

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

## Management Committee

- Manel Jovells Cases. General director
- Àurea Autet Puig. Director of Mental Health
- Anna Badrenas Ferrer. Director of Digital Strategy and Data Governance (since 11-12-2024)
- Montserrat Domènech Santasusana. Assistance Director
- Albert Estiarte Duocastella. Director of Mutual, Private and Residential Activity
- 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 Information Systems department and ICT**  
Pere Guerrero Obis (until 24-11-2024)  
Jordi Castells Grilló (since 11-12-2024)

## Our centers

### Hospital Sant Joan de Déu

Dr. Joan Soler, 1-3 - 08243 Manresa  
Tel.: 93 874 21 12 - info@althaia.cat

### Centre Hospitalari

Bases de Manresa, 6-8 - 08242 Manresa  
Tel.: 93 873 25 50 - info@althaia.cat

### Clínica Sant Josep

Caputxins, 16 - 08241 Manresa  
Tel.: 93 874 40 50 - info@clnicasantjosep.cat

### Centre de Medicina de l'Esport

Caputxins, 16 - 08241 Manresa  
Tel.: 93 872 49 31 - cimetir@clnicasantjosep.cat

### Centre de Salut Mental

Dr. Llatjós, s/n - 08243 Manresa  
Tel.: 93 874 21 12

### Centre Residencial La Llum

Caputxins, 28 - 08241 Manresa  
Tel.: 93 874 44 90

### CAP Les Bases de Manresa

Creu Guixera, 51 - 08243 Manresa  
Tel.: 93 877 22 22

### CAP Barri Antic

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





**XARXA ASSISTENCIAL  
UNIVERSITÀRIA DE MANRESA**  
Dr. Joan Soler, 1-3 - 08243 Manresa

**Tel.** 93 875 93 00  
**Fax** 93 873 62 04

info@althaia.cat  
**www.althaia.cat**



FOLLOW US:

