



ANNUAL REPORT



**a+ althaia**  
Xarxa Assistencial Universitària Manresa

*Facts and figures* **2020** | [ENTER >](#)

# Contents

- Mission, vision and values
- Il. Mr. Marc Aloy Guàrdia presentation
- Mr. Manel Jovells Cases presentation
- Relevant facts and dates about Covid-19
- Resources
  - Acute
  - Primary attention
  - Attention to dependency
  - Mental health attention
  - Insurance and private care
  - Communication, participation and community relations
  - Teaching
  - Research and innovation
  - Quality
  - Corporate social responsibility
- News from 2020
- Board of Trustees of the Foundation

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 📄



## Mission

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To offer health and social services with quality and efficiency, in the setting of an organisation aimed at meeting the needs of people and promoting the excellence, both technical and human, of its professionals.

## Vision

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- To be a **benchmark** health organisation in Central Catalonia, which boosts **networking** with other health agents.
  - To be a benchmark of the **public system** for the operability of its policies.
  - To make compatible public activity with **health insurance** and **private work** with transparency and fairness as an institution with a vocation for public service and **non-profit**.
- To stand out for its **innovative** healthcare services and methods adapted to their level of **complexity**, with **quality** and **security**.
- At the same time, to boost **teaching** and **innovation** as a fundamental axis of development, contributing to the **dynamisation** of the economic and regional fabric.
- To generate **trust** in society, and be recognised for its **excellence** and **commitment**.
- To develop **sustainably** with the resources it is capable of generating and managing **efficiently**.

## Values

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- Professional
- Close
- Committed
- Innovative
- Trustworthy

# Presentation

## An important and complex year

This report for the year 2020 is in no way like any of the previous ones. This year, everything has been different. For the Althaia Foundation and for everyone. An important and complex year. We could look for many other adjectives for it. The Covid-19 has forced us to reinvent ourselves. It has made us do many things we might never have thought we would do. It has forced us to make an extraordinary and unprecedented effort.

The enormous challenge posed by the coronavirus has required a permanent orderly response to use all available resources and to find urgent, rapid and efficient responses to the situations that have arisen. The great commitment, the vocation of service and the expertise of the professionals have made it possible to provide an admirable response at the moment of caring for the people, combining the usual attention with the enormous activity that the pandemic has generated in our regions, in our country and, in fact, everywhere.

The good work of each of the professionals, whom we thank once again, has been appreciated and recognised by the rankings that analyse the health processes in the country. These have confirmed that in the category of

public health reference hospitals, Sant Joan de Déu in Manresa is the second Catalan centre with a good rating, just behind the Hospital del Mar in Barcelona.

This recognition comes after Althaia was also awarded for hospital excellence at the end of the year, following the analysis of more than 250 indicators of efficiency, adaptation and quality in healthcare. Specifically, the facility received the award for Best National Reference Hospital in the "Diagnostic Categories of Women". Althaia's commitment to quality was also evident in its achievement of the EFQM 400+ seal, an international award that values the services offered by the institution and the job well done by its professionals.

All this shows that Althaia is a management model that ensures rigour in the way it operates and the continuous improvement of its services. Before the pandemic, the city was proud to have a facility like Althaia. After all this time with Covid-19, that pride has grown even more.

With thanks to all staff for a job well done and best wishes for the future, we present this publication to take stock of a year we will not forget.

“

***Dedication,  
vocation to service  
and expertise have  
allowed to give  
admirable answers***

”



**MARC ALOY GUÀRDIA**  
Mayor of Manresa





## ***2020, a year to remember in our memory***

You are holding in your hands 2020's Facts and Data report. It summarises the activities of a year in which we probably experienced the most difficult days of our professional lives. The Covid-19 pandemic has created a health, social and economic crisis that is changing our entire world. That is why it is important to evaluate and transparently lay out everything we have done, gather lessons learned and show how we will approach the future.

We have faced a challenge of unimaginable proportions, but the attitude of all the people who make up Althaia and who exemplify institutional values of professionalism, closeness, commitment, innovation and trust allow us to make a positive assessment and feel proud of what we have been able to do. It is true that the crisis has forced us to take quick decisions at certain times and we have probably been wrong at times. Therefore, it was more important than ever to evaluate, correct, and implement improvements when they were needed.

The teamwork, constructive attitude and courage of our staff have allowed us to transform our organisation, face an unknown disease and put ourselves at the service of patients and their families. The commitment and dedication to meet the new requirements, as well as the regular activity, have been enormous. Once again we must emphasise their importance

and show our gratitude for it.

The new scene has led us to intensify research activities and look for innovative solutions when we have run out of regular resources. The mutual understanding of the closest business network, universities and research centres, health and social institutions, public administrations and, of course, citizens, has taught us that in times of great difficulty, the networking of work with a vision of territory and solidarity is fundamental.

Now is the perfect moment to make a strategic reflection, to analyse good and bad decisions and to incorporate all that we have learned, in order to simultaneously initiate and accelerate the corresponding necessary changes. With this situation on the horizon, we have begun the elaboration of the Strategic Plan, Talaia, for the period 2022-2025, after a forced delay that is turning into a new opportunity.

We need to look upwards to move forward with the rest of the sector and society to anticipate the most appropriate responses to continue to care for and heal our patients. We will put our learning at the service of a new reality and a future that is likely to be uncertain and very changeable. Only by staying focused on clearly defined goals and preserving our essential values will we be able to successfully meet the challenges ahead.

***Teamwork,  
constructive  
attitude and courage  
have allowed us  
to deal with an  
unknown disease***



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

# Relevant facts and dates about Covid-19



## 2020, a year marked by Covid

On March 4, 2020, the Department of Health announced that the first case of Covid-19 was detected in Manresa, a patient monitored by Althaia Foundation' primary health care. Fifteen days later, the reality we knew until then changed completely due to a totally unknown infection that had a strong impact on Central Catalonia.

Since the outbreak of the pandemic until December 31, 2020, 9,821 cases of Covid-19 have been diagnosed in the regions of Bages, Moianès and Solsonès. This information corresponds to a cumulative incidence of 4,619 cases per 100,000 inhabitants, while in Catalonia it is 4,774 cases per 100,000 inhabitants. In 2020, two waves and the beginning of another were registered, with peaks in incidence on April 9 and November 4. The third wave began on December 6 and had the peak of incidence on January 15, 2021.

In terms of deaths caused by the SARS-CoV-2 coronavirus in the regions of Bages, Moianès and Solsonès, 716 were reported.

At the healthcare level, Althaia professionals cared for 1,784 patients affected by Covid-19, 13% of whom were in intensive care. The care of these patients was possible thanks to the commitment, dedication and collective work of the entire staff, who made a tremendous effort to transform the physical and organizational structure to meet the care needs of the entire population of our reference area.

It should be remembered that the Covid activity, due to the need for professional resources and space, changed the usual activity. With the exception of the first wave, when care was almost monographic, one of the main difficulties was to en-

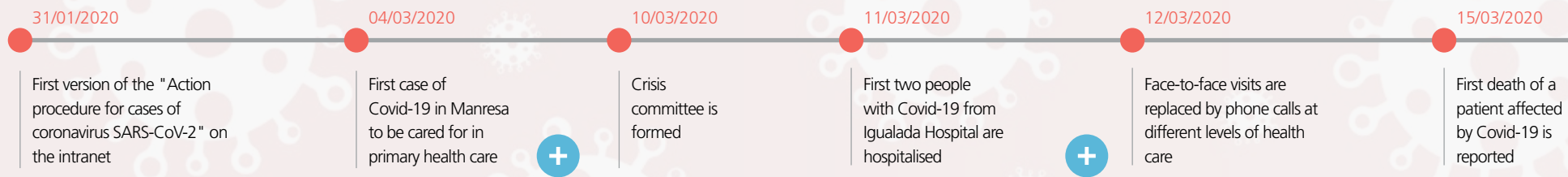
sure equality, to combine the two types of activities and to try to obtain as much as possible the usual health care.

The result can be found in the following pages, which contain the most relevant data and measures to address the health crisis caused by Covid-19, which is the result of the adaptation and transformation of the entire institution.

### Evolution of the incidence rate in Bages, Moianès and Solsonès



## CHRONOLOGY OF THE RESPONSE TO THE COVID-19 CRISIS



# Relevant facts and dates about Covid-19

## Adaptation and Transformation

### FIRST WAVE OF THE PANDEMIC

- Decision-making is done in a participatory and chartered way through the Crisis Committee, formed by professionals from different sectors and services.
- Sant Joan de Déu transforms into a monographic hospital, while the Sant Josep Clinic puts almost the entire capacity of the health service at the service of public health care, first as a pure centre and then, during the highest peak of the pandemic, the care of Covid patients. Both the Clinic and Centre Hospitalari expand the capacity of conventional hospital admissions for Covid patients.
- Capacity to care for critical patients is being increased. The Resuscitation Unit of the Surgical Block is converted to an intensive care unit, patients are admitted to operating rooms where respirators are located, and the Medical Day Hospital is converted to a semi-critical care unit.

- Professionals are organised into multidisciplinary teams, many of whom take on tasks that are not their own in order to meet all needs. Retired medical and nursing professionals, recent graduates, senior students and residents working as specialists provide support.
- Adaptation of the surgical and outpatient care to provide urgent and essential activity. New technologies are used to provide safe care to patients.
- Incorporation of a PCR testing device which improves diagnostic capacity, avoids delays, and provides greater safety for professionals and patients.
- Initially, access is completely restricted, but after a few days a protocol is activated that defines exceptional cases, such as end-of-life processes, where access to companions is allowed.
- A psychological support team is established to care for patients, relatives and professionals.



16/03/2020

All surgical activities are cancelled, with the exception of urgent and oncology procedures

17/03/2020

Outpatient activities are cancelled and those that can be done by telephone or virtually are rescheduled

18/03/2020

Part of Unit A3 is enabled for semi-critical non-Covid patients and the Emergency Observation Unit is released to semi-critical Covid patients

19/03/2020

A psychological support service is activated for all Althaia professionals



20/03/2020

The first critical patients are admitted to the Resuscitation Unit of the Surgical Block

# Relevant facts and dates about Covid-19

## THE DEPARTMENT OF EMERGENCY SERVICE REORGANISATION

- Activation of reverse referral to levels of care with less complexity.
- Transforming and adapting spaces to provide a quality response to all health care needs, both those related to Covid and the rest.
- Creation of new circuits to ensure the safety of patients and staff.

## THE ICU REORGANISATION

- Adequacy of the spaces outside the ICU to increase its capacity to accommodate both Covid patients and the rest.
- Involvement of medical staff from other specialties and expansion of the nursing professionals staff from other areas.
- Training of professionals to increase their versatility and skills.

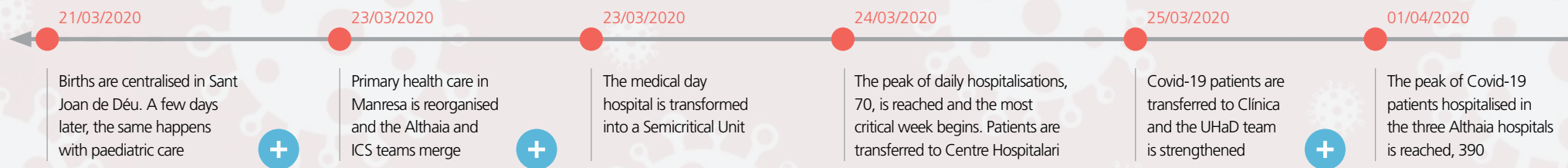
## PRIMARY CARE REORGANISATION

- Unification of the four primary care centres in Manresa to optimise equipment.

- Prioritisation of care in nursing homes and closed centres, as well as home care for the chronically ill.
- Model change in user accessibility: a prior telephone assessment will be conducted to determine the most appropriate resource.

## ADAPTATION AND FLEXIBILITY IN COEXISTENCE WITH COVID

- Services across specialties are organised to support Covid care on a rotating basis and combine with regular activities.
- Online consultations to continue to attend to the needs of patients in the outpatient clinic.
- Surgical scheduling is done on short notice so there is no need to reschedule surgeries as Covid related activity increases.
- Constant redesign, adaptation and sectorisation of rooms.
- Involvement of Covid managers in primary health centres and in the hospital to break transmission chains.
- Elaboration of new care and treatment protocols, circuits and regulations through new multidisciplinary commissions and multidisciplinary working groups.





# Relevant facts and dates about Covid-19

## HEALTH AND SAFETY

- Information and support provided by the team Health Screening and Monitoring and Psychological Support.
- Continually review the protective strategy of professional staff, update protocols on the use of protective materials, on cleaning, and on screenings regularly performed on patients and professional staff to prevent infection.
- Review and approve new protective and treatment materials.
- Accessibility of patients and companions to undergo PCR or antigen testing varies depending on the status of the pandemic.

## CHANGES AIMED AT IMPROVING OF PATIENT AND THEIR FAMILY CARE

- Medical information provided by telephone by medical care teams.
- Video call system involving the nursing and volunteer services that allows patients to stay in touch with their families.
- Condolence calls to identify dangerous situations and provide preventive orientations.
- Creation of the Emergency Information Manager figure and

an SMS information system that improves contact and information between the patient, the health team and the family.

- Elaboration of guides that contribute to the physical and emotional well-being of patients and citizens.

## RESEARCH AND INNOVATION INTENSIFICATION

- Intensify research led by or involving Althaia to generate scientific knowledge about the virus.
- Collaboration with various organizations to address shortfalls and develop innovative products that respond to emerging needs.

## CITIZEN COLLABORATION

- Sponsorship campaign to raise funds to fight Covid-19.
- Promotion of the "Let's put words to it" campaign, aiming to send messages of support and encouragement to professionals and patients who find themselves in an isolation situation.
- Collaboration with a group of volunteers called "makers" who provide protective materials and help to deal with the global shortage of materials.

## Attention and support to professionals

PCR to professionals	<b>4,542</b>
Psychological support for professionals	<b>510</b>
Individual support	<b>406</b>
Group care	<b>104</b>
Professionals who telework	<b>707</b>

## Material

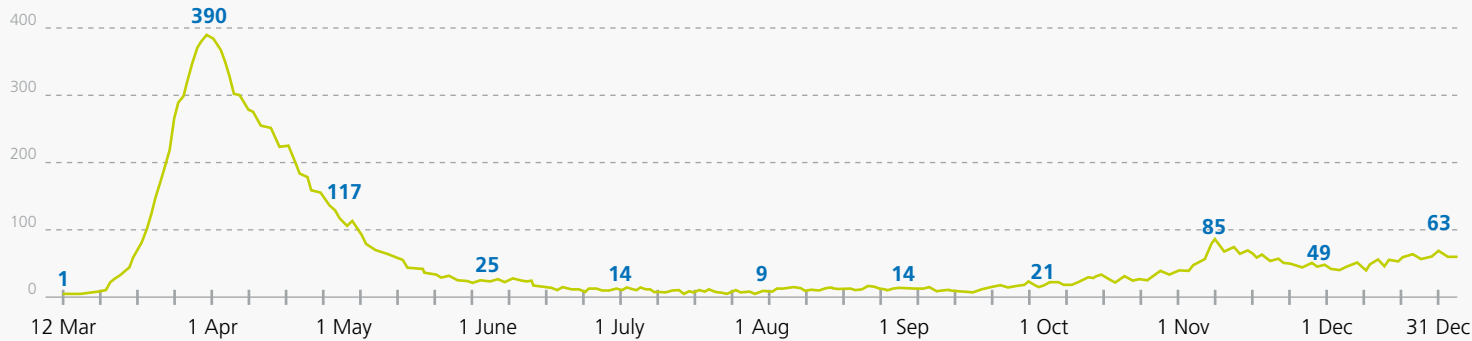
Gloves	<b>4,713,163</b>	+53%
Masks	<b>790,706</b>	+355%
White coats	<b>244,863</b>	+242%
Hand sanitiser gel	<b>18,927</b>	+739%
Donations	<b>167,323</b>	

% Increase in relation to 2019

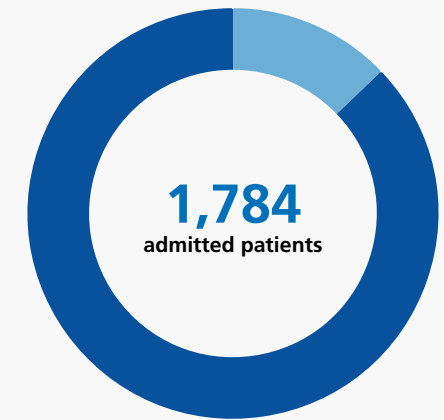


# Relevant facts and dates about Covid-19

## Total employment at Althaia centres

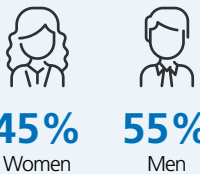


## Hospitalised patients



Patients admitted to the medical ward	1,555
Patients admitted to the intensive care unit	229

### Hospitalisations by gender



### Average age of the hospitalised



### Exitus



### Mortality rate



**13.8%**

11/05/2021

Resumption of surgical activity, initially at Sant Josep Clinic



25/05/2020

Manresa primary health care begins a plan for a gradual return to normality



01/06/2020

New regulations and new access and support pathways are introduced



27/07/2020

Sant Josep Clinic resumes paediatric emergency care and hospitalization



27/07/2020

The activity of the first Covid manager in primary care begins operations, which is also expanded to the hospital

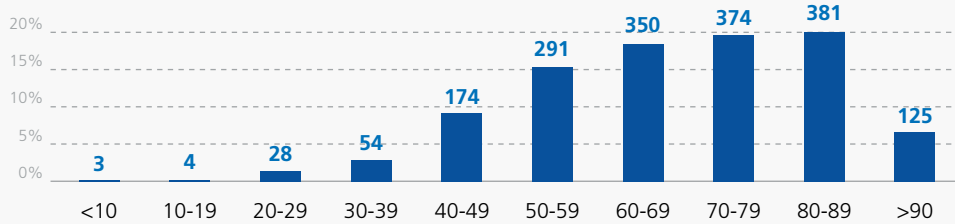


28/09/2019

The new "Contingency Plan for new outbreaks of SARS-CoV-2 coronavirus infection" is unveiled

# Relevant facts and dates about Covid-19

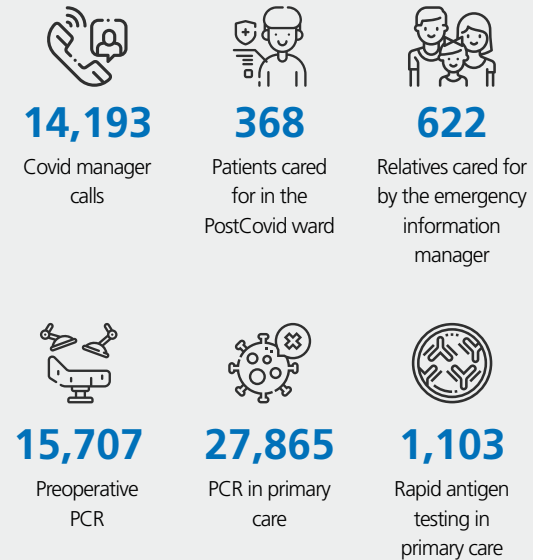
## Age ranges of those admitted with Covid-19



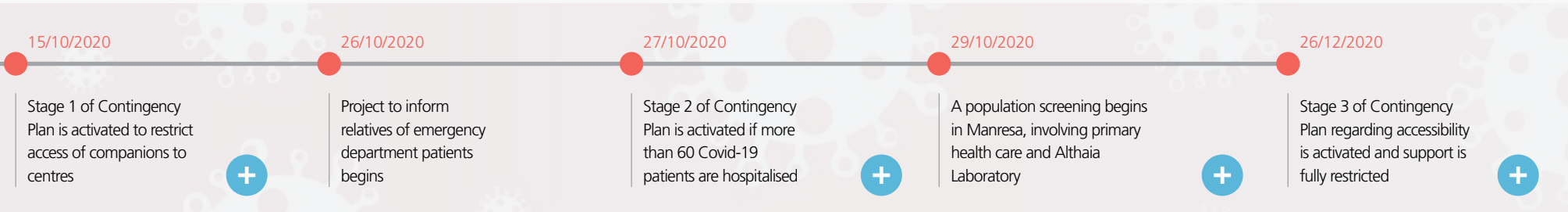
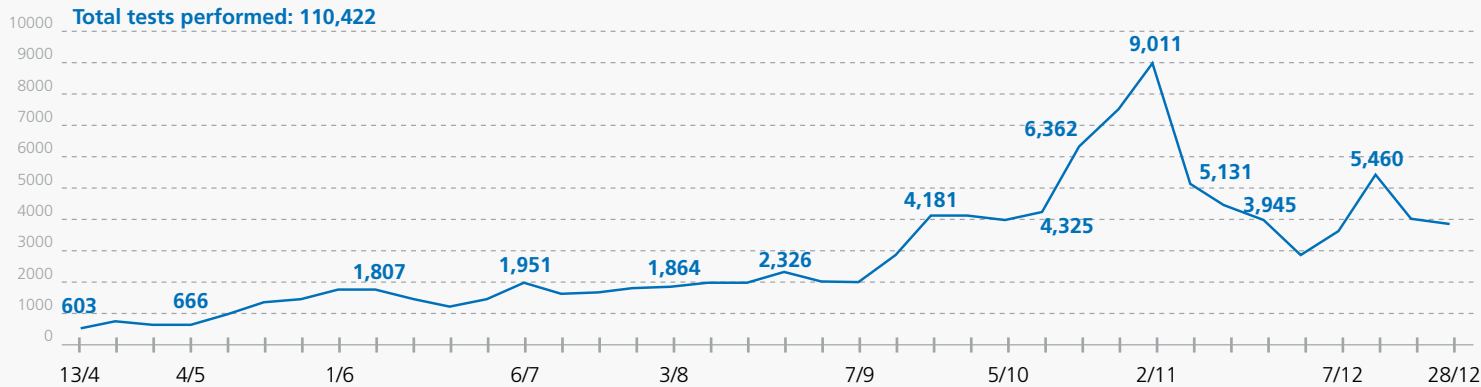
## Online consultations



## Management and medical tests



## Development of the analysed PCR tests for Althaia



# Resources

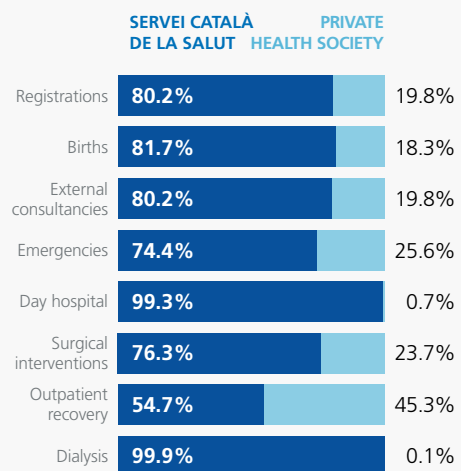
## Investments

Equipment of information processing and computer applications	€ 589,941.96
Constructions and technical installations	€ 1,041,624.57
Machinery and apparatus	€ 2,800,835.15
Other installations, instrumental and tools	€ 1,232,042.65
Furnishing	€ 702,412.26
Ongoing	€ 20,150.00
<b>Total</b>	<b>€ 6,387,006.59</b>

## Invoicing by activity

**Total** ..... € 193,099,196.78

## Contracting of activity



## Structural

### Beds

Acute	
Conventional hospitalisation*	419
Home-based hospitalisation	26
Private	60
Long-stay	26
Convalescence	28
Residence for physically disabled	30

### Other resources

Operating theatres	22
Maternity theatres	7
Consultancies	175
Emergency boxes	55
Emergency observation beds	16

### Day Hospital

Medical	32
Oncology and hematology	29
Paediatrics	3

### Primary healthcare

Consultancies	32
Other rooms (cures, extractions...)	8

\* It includes 24 beds for acute adult mental health patients and 10 for child-youth patients, 15 sub-acute mental health beds and 16 emergency observation beds.

## Origin of the users

	REGISTRATIONS	EXTERNAL CONSULTATIONS	EMERGENCIES
Bages	84.1%	87.3%	87.9%
Berguedà	4.5%	3.9%	2.6%
Cerdanya	1.0%	0.6%	0.2%
Solsonès	4.8%	3.3%	2.9%
Altres	5.6%	4.9%	6.4%

## Professionals (annual average)



Management	7
Medical personnel	454
Health care graduates	571
Technical personnel in the health service	83
Health care assistants	348
Stretcher-bearers	45
Administrative staff	230
Office staff	100
Cleaning and other staff	51



## Acute hospitalisation\*

<b>Registrations</b> .....	<b>25,228</b>
Hospitalisation .....	20,243
Major outpatient surgery .....	4,985
Average stay (days) .....	4.59
Births .....	1,473

## External consultancies

<b>Total visits</b> .....	<b>358,819</b>
First visits .....	101,560
Follow-up visits .....	257,259
Follow-up visit rate .....	2.53

## Day hospital

Sessions .....	24,348
Patients .....	5,221

## Emergencies

Emergencies attended .....	93,112
Emergencies admitted (%) .....	14.1%
Emergencies per day .....	255

## Surgical activity

<b>Total surgical interventions</b> .....	<b>20,283</b>
Programmed interventions .....	18,210
Urgent interventions .....	2,073

\* Acute: includes activity of mental health and private health societies

## Dialysis

Sessions .....	23,739
Patients .....	237

## Rehabilitation

Outpatient sessions .....	57,848
Patients .....	7,763

## Social Work

Patients attended .....	2,624
Second visits .....	2,305
Home visits .....	108
Total visits .....	5,037

## Activity of the MES

Alerts for primary emergency services .....	1,799
Attended services .....	1,504
Services without attendance .....	295
Inter-hospital services .....	225

## Most frequent pathologies

### Medical pathologies (registrations)

Illnesses of the respiratory apparatus .....	3,299
Illnesses of the digestive and hepatobiliary apparatus .....	1,723
Illnesses of the circulatory apparatus .....	1,550
Illnesses of the kidney and urinary tracts .....	932
Neurological illnesses .....	1,089

## Registrations for malign neoplasm

Medical registrations .....	622
Surgical registrations .....	720
Day hospital sessions for treatment of malign neoplasm .....	8,068

## Surgical interventions (by speciality)

Orthopaedic surgery and traumatology .....	5,425
General surgery .....	3,646
Ophthalmology .....	2,009
Urology .....	1,932
Plastic surgery .....	1,360
Maxillofacial surgery .....	1,076
Dermatology .....	969

## Emergencies (by speciality)

Internal medicine .....	44,687
Orthopaedic surgery and traumatology .....	15,883
Paediatrics .....	14,484
Gynaecology and obstetrics .....	6,436
General surgery .....	4,682
Ophthalmology .....	3,326



## A day at Althaia



**101**

Hospital discharges



**255**

Emergency department



**81**

Surgical procedures



**98**

Day Hospital Sessions



**1,441**

Outside consultation visits



**897**

Primary care visits

# Primary attention

## Visits

	ABS BARRI ANTIC	ABS BASES DE MANRESA	TOTAL
General medicine	51,883	69,180	121,063
Nursing	29,006	41,808	70,814
Paediatrics	6,268	8,149	14,417
Dentistry	2,764	1,914	4,678
Social work	2,578	1,580	4,158
Midwives	5,243	2,856	8,099
<b>Total</b>	<b>97,742</b>	<b>125,487</b>	<b>223,229</b>

# Attention to dependency

## Health and social attention

### Long stay

Subsidised beds	26
Average stay (days)	117,9
Occupancy (%)	84.5%

### Convalescence

Subsidised beds	28
Average stay (days)	24,1
Occupancy (%)	69.6%

## Residential attention

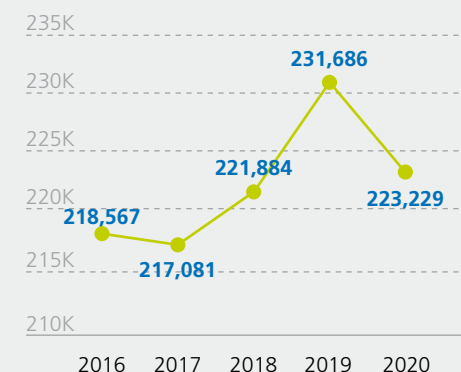
### Centre de Disminuïts Físics del Bages

Places	30
Patients attended to	31
Occupancy (%)	100,0%

## Social Work

Convalescence (patients attended to)	422
Long stay (patients attended to)	406
Physically disabled (patients attended to)	173

## Primary health care visits



## Social work visits for dependent care



Convalescence	422
Long hospital stay	406
Physically-disabled person	173



# Mental health attention

## Adults

Patients	6,560
First visits	1,486
Follow-up visits	40,037
Treatments	3,974
Tests	21
Taken in	393
SMI (patients)	1,812
Social work (visits)	2,321

## Acute

Registrations	483
Admissions	440
Admissions (patients)	350
Stays (days)	6,074
Average stay (days)	12.58
Emergencies	2,713
Social work (visits)	496

## Sub-acute

Registrations	200
Admissions	192
Admissions (patients)	165
Stays (days)	5,937
Average stay (days)	29.69

## Day centre

Admissions	2
Registrations	82
Sessions	5,131
Places	25
Social work (visits)	167

## Children and youth

Patients	3,240
First visits	707
Follow-up visits	11,895
Treatments	2,954
Tests	244
Taken in	13
SMI (patients)	710
Social work (visits)	795

## Addictions

Patients	1,108
First visits	243
Follow-up visits	10,813
Treatments	179
Taken in	258
SMI (patients)	29
Social work (visits)	1,622

## Home with support

Places	8
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## Day hospital

Admissions	215
Registrations	221
Sessions	3,444
Readmissions	20
Places	31
Patients	176
Social work (visits)	51



## Discharges from psychiatric hospital



# Insurance and private care

## Hospitalisation

<b>Registrations</b> . . . . .	<b>3,116</b>
Average stay (days) . . . . .	2,56
Births . . . . .	269
Social work (visits) . . . . .	19

## Surgical interventions . . . . . 4,507

<b>Emergencies</b> . . . . .	<b>20,356</b>
Traumatology . . . . .	7,671
Internal medicine . . . . .	7,416
Paediatrics . . . . .	4,187
Others . . . . .	1,082

## External consultations . . . . . 88,098

Total visits in own consultancies . . . . .	66,134
Reiteration rate . . . . .	1.82

Specialities	Traumatology . . . . .	33,346
	Paediatrics . . . . .	6,470
	Internal medicine . . . . .	7,115
	Others . . . . .	19,203

Total visits of external professionals . . . . . 21,964

## Rehabilitation

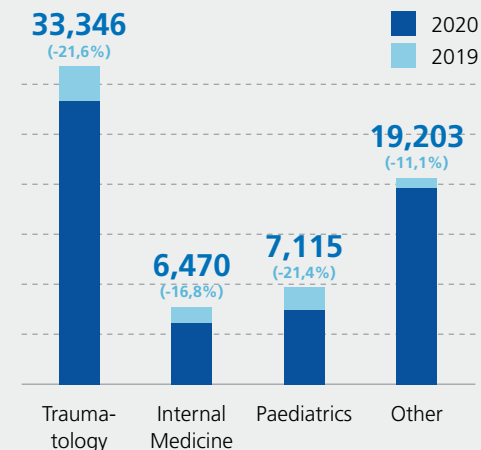
Sessions . . . . .	27,372
Patients attended to . . . . .	2,044

## Centre de Medicina de l'Esport

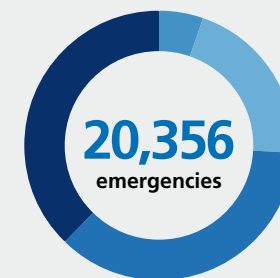
Check-ups . . . . .	685
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## External consultations



## Emergency department



Traumatology	7,671
Internal Medicine	7,416
Paediatrics	4,187
Other	1,082





# Communication, participation and community relations

## Participation and Patronage

### Activities of community participation

#### Volunteer work

Stable volunteers	51
Collaborators	15
Programa de voluntariat d'estiu jove	15

#### Participation

Health workshops (pupils)	125
Collaborations with associations from the health sphere	29
Entities accepted in the Hospital Centre	14
Magnet Project	1
Projects with training centres	14
"Let's put words to it" (messages received)	1,270
"Let's put words to it" (centres throughout Catalonia)	49

### Sponsorship projects

- Oncology and haematology care.
- Children and young people care improvement.
- Coronavirus SARS-CoV-2.
- Comprehensive care for patients with acquired brain injury and other neurodegenerative diseases.

Organised events	22
Private donations	167
Collaborating companies	25

#### Amounts collected

Acts and events	€ 22,822.56
Private donations	€ 18,363.84
Business donations	€ 423,246.54
Provision of services	€ 21,845.24
In-kind donations	€ 138,000.00
<b>Total</b>	<b>€ 624,278.18</b>

### International cooperation

- Accompanying the commissioning of the first Arthroscopy Unit in Senegal at the Hôpital Saint Jean de Dieu in Thiès, with the second part of the training.
- Commissioning of a surgical machine at the Hôpital Saint Jean de Dieu in Thiès.
- Training on basic osteosynthesis tools in the operating room nursing team at the Hôpital Saint Jean de Dieu in Thiès.

### Attention to the user

Requests for information	6,042
Acknowledgements and suggestions	182
Claims	747
Complaints	780
<b>Total</b>	<b>7,751</b>

### Communication

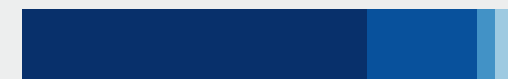
Impacts on communication media	2,224
Followers on Facebook	4,266
Followers on Twitter	3,344
Followers on Instagram	6,676
Followers on LinkedIn	1,887
Corporate documents	160

### Humanisation activities

Exhibitions in Espai d'Art	3
Música en Vena concert programme	5
Other concerts	2
Pallapupas (weekly activity)	16
Art Therapy (weekly activity)	2



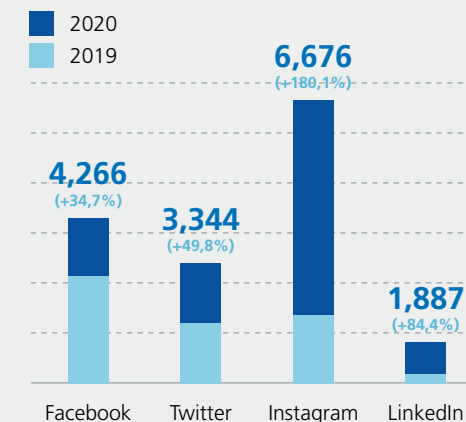
## Funds raised



**Total: € 624,278.18**

- Donations from the business community € 423,246.54
- Donations in-kind € 138,000.00
- Celebrations and events € 22,822.56
- Provision of services € 21,845.24
- Donations from private individuals € 18,363.84

## Social networks



# Teaching

## Student training\*

### Type of study . . . . . Students . . . . . Percentage

Pre-degree studies . . . . .	141 . . . . .	24.00%
Degree studies . . . . .	426 . . . . .	73.00%
Postgraduate studies . . . . .	20 . . . . .	3.00%
<b>Total . . . . .</b>	<b>587 . . . . .</b>	<b>100.00%</b>

### Degree studies . . . . . Students . . . . . Percentage

Physiotherapy degree . . . . .	73 . . . . .	17.00%
Nursing degree . . . . .	146 . . . . .	34.00%
Medicine degree . . . . .	147 . . . . .	35.00%
Others . . . . .	60 . . . . .	14.00%
<b>Total . . . . .</b>	<b>426 . . . . .</b>	<b>100.00%</b>

## Specialised health training\*

Accredited teaching units . . . . .	10
Accredited specialities . . . . .	13
Own residents . . . . .	48
ICS Residents . . . . .	36
Residents from other centres . . . . .	2
Accredited tutors . . . . .	17
External rotations . . . . .	25

\* Data corresponding to the 2019/20 academic year.

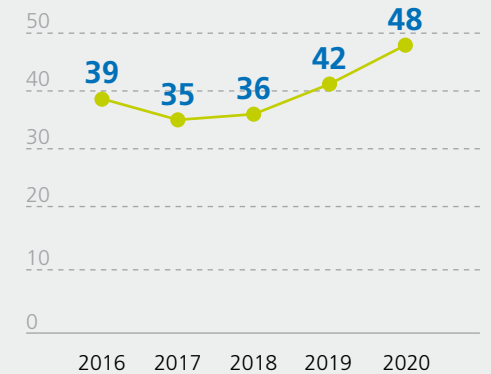


## Organisation of conferences, courses and congresses

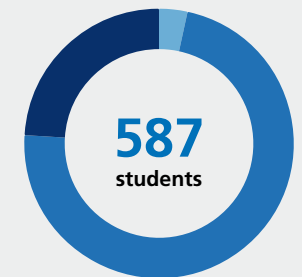
Open acts organised by Althaia . . . . .	3
Acts organised by third parties in the Althaia event hall . . . . .	1



## Own residents



## Student education



Undergraduate studies	141
Degree studies	426
Postgraduate studies	20



# Research and innovation



## Research activity

	NEW	ACTIVE
Clinical trials (pharmacological and non-pharmacological)	14 (3)	64 (9)
Post-approval observational studies	7 (0)	22 (0)
Observational epidemiological studies	64 (27)	163 (67)

\* In parentheses those promoted by Althaia

## Research results

Indexed articles	106
Total impact factor	372.51

## Research funding

Competitive subsidies obtained	2
Income by competitive subsidies obtained	€ 183,885.60
Income studies promoted by industry	€ 200,772.91

## Other research indicators

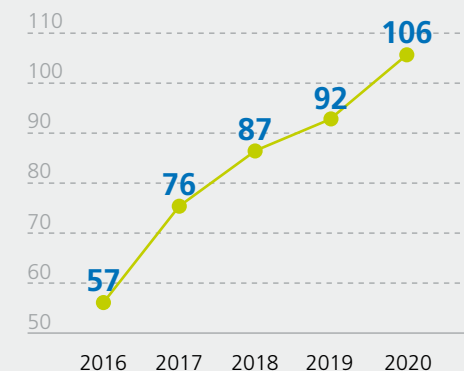
Theses defended	3
Theses in progress	39
Research groups recognised by the AGAUR	3
Research groups from Althaia	1

## Innovation

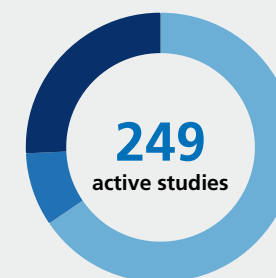
Active innovation projects	4
Patents awarded in force	2



## Publications



## Research



Clinical trials	64
Post-registration studies	22
Epidemiological studies	163

# Quality

## Patient Safety

### Implementation of good practises:

- Prevention of hospital-acquired infections: Hand hygiene and proper use of antibiotics.
- Prevention of patient identification errors.
- Prevention of falls and physical restraints: the "NoEnsCaigui" project.
- Safe surgery.
- Prevention of pressure ulcers.
- Transfusion safety improvement.
- Safe use of medications: Formation of a multidisciplinary group.

Errors reported and analysed by the Patient Safety Unit . . . . . 97

### Improvement measures:

- Acquisition of pump protectors to perform magnetic resonance imaging on critical patients.
- Purchase of smart pumps to administer medications in the intensive care unit.
- Replacement of peripheral catheters that were causing injuries and increased phlebitis.
- Training in fall prevention.
- Training in safe transfusions.

## Participation of professionals in quality in health care

Commissions in health care. . . . . 14  
Professionals who are members of commissions . 221

## Certifications

- In 2020, obtaining the European EFFQM 400+ Seal of Excellence, awarded by Excellence in Management Club as the official representative of European Foundation for Quality Management.

- Renewal of UNE-EN 9001 certification for the Clinical Analysis and Microbiology Laboratory and for the Home Care Department (UHdD in Catalan).
- The diagnosis of breast pathology by the Pathological Anatomy Laboratory has been certified with the UNE-EN ISO 15189 standard since 2017 and is the first in Catalonia with this certification.



# Corporate social responsibility

## Sustainable development objectives

We align corporate social responsibility with sustainable development goals:

- Implementation of a wastewater reuse system from Hemodialysis Unit for the toilet cisterns of the hospital Sant Joan de Déu.
- Reduction of the carbon footprint by more than two million tonnes of CO2 equivalent since 2018.

- Replacement of conventional lighting with LED technology and intelligent lighting control systems in the various centres, resulting in a reduction of 90,000 kWh / year.
- Establishment of the oncology and haematology patient room.
- Collaboration with 64 schools in 2020.





# News from 2020

## Patient Advice

### Home health social care service celebrates 30 years in Manresa with more than 2,500 people served

The Home Care Programme is an innovative service in the country that cares for patients who are discharged from hospital and need help at home due to a health problem. In this year 2020, it has reached 30 years of continuous activity with more than 2,500 people assisted and with an increase in activity of 45%. The profile of people cared for are women over the age of 75, living alone or in pairs, who have been admitted to hospital and need support at home to meet basic needs at the time of discharge. The service also has a very important role in supporting people who use Mental Health services.



### Renovation of the kitchen to provide a better service for users and professionals

In 2020, the new kitchen of the Hospital Sant Joan de Déu was put into operation, a facility which serves both the people admitted to the hospital, the users of the various day hospitals and the professionals of the institution. The project represents a major leap forward and reinforces Althaia's commitment to providing healthy, high-quality food while maximising food safety measures.

At more than 1,300 square feet, the new kitchen has double the space, which allows us to have differentiated spaces to carry out each process. The new facilities, which have been completely renewed, are much more spacious and have highly productive, modern equipment adapted to current needs, which facilitates a more efficient and safe activity for users and professionals working there.

The working dining room has also been moved to this new area.



### International recognition of the multi-purpose operating theater for its ability to transform and innovate

Taking into account the needs of patients and professionals, as well as the experience gained during the first wave of the health crisis, Althaia has implemented a project in Surgical Block to have a resuscitation box and a multipurpose operating room. This allows both Covid-19 and non-infected patients to be operated on while ensuring all safety and asepsis measures are in place. With this system, spaces and resources are optimized, and agility and flexibility are provided to the professionals. With the multipurpose operating room project, Althaia is among one of the 100 hospitals around the world awarded by the International Hospital Federation as part of the International Hospital Federation's Beyond the Call of Duty for Covid-19 program.



# News from 2020

## The emergency department adapts infrastructures and circuits to ensure safety and maintain quality of health care

With the aim of responding to the needs of the population and providing quality and safe care to both patients with Covid-19 and patients with other pathologies, various actions have been implemented that have led to changes in the way professionals work, in circuits and in infrastructures. In the case of Emergency Department, the facilities have been restructured so that one of the areas is exclusively dedicated to patients with any type of respiratory disease, both those suspected or diagnosed with Covid-19 and those who are not. The entire block where less serious patients were cared for was also renovated and converted into an emergency observation ward.



The works have made it possible to double the information desks and have a negative pressure on all the boxes to perform treatments that generate aerosols, as well as a patient monitoring system, so it is now a multipurpose and flexible area.

To reinforce the double circuit, manage access and improve isolation, an automatic door was installed to regulate the entrance and all the manual doors that allowed access to the blocks and boxes were replaced. In parallel, work has been undertaken on an information protocol to balance the safeguarding objective with the welfare of the patient and their family. Various resources are available to improve contact and information between the patient, the healthcare team and the family, such as text messages and the figure of the information manager.

## Professionalism



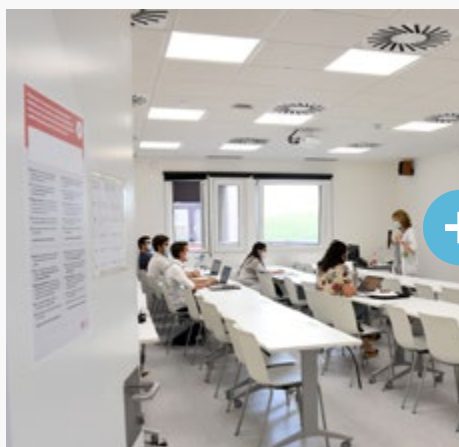
### The best hospital in the country in the diagnosis of women

Althaia was recognised in the second edition of the BSH Awards - Best Spanish Hospitals Awards®, which recognises hospital excellence through more than 250 indicators of efficiency, adequacy and quality in healthcare. The institution has received the award of "Best Spanish Reference Hospital" in the category of "Diagnostics Categories of Women" for its good results in operations without admission, inpatient complications, urgent readmissions, mortality, average length of stay, obstetrics, breast and uterine neoplasms and other female genital pathologies. The services involved in these processes are gynaecology and obstetrics, oncology, general practise and Plastic Surgery, radiology and pathology. Recognition values this multidisciplinary approach, which also involves the nursing, anaesthesia and resuscitation and infection teams.

# News from 2020

## New teachers in the teaching unit Manresa, Uvic-UCC Faculty of Medicine

The Territorial Teaching Unit (UDT in Catalan) of Manresa of the Faculty of Medicine of the University Vic - Central University of Catalonia (UVic-UCC) has consolidated in the academic year 2020-2021 with a total of 75 students, more than double in relation to the previous year, as a result of the admission of 47 new students in the third year. There was also an increase in Althaia professionals associated with the Faculty of Medicine as professors in charge or associate professors with different subjects. In particular, one adjunct professor and five associate professors were added to the fourth-



year subjects, in addition to the fourteen professionals from the institution who were already teaching at the Faculty. This unit is strategic for the health organizations in the region, including Althaia, as it provides a first-class university offer in the field of medicine.

## Reorganization of professional teams to deal with Covid-19

During the first wave of the pandemic, care at Althaia was a collaborative effort. In the medical field, multidisciplinary groups were formed, led by a specialist in internal medicine, responsible for the direct care of Covid patients.



This involved specialists from the medical and surgical specialties, who changed their usual tasks all at once. Teams were also formed to operate from a second line to provide information

## Surgery Service, nationwide innovator in online training for residents

The "Interhospital #Thursday #ResisSurgery Sessions" is an innovative initiative sponsored by Althaia General and Digestive Surgery Service that came about because the pandemic made it impossible to hold special sessions for residents. The proposal, which was initially internal, was very well received and has grown, not only in terms of participants, but also for the hospitals involved, which are both state and international. The sessions have an innovative format as the residents participate in their own training: They propose the topics and develop the session under the supervision of staff and experts.





# News from 2020

to families by telephone. Most nurses and nursing assistants began caring for a new type of patient, so they had to change their usual roles and jobs. Rehabilitation professionals were also involved, such as physiotherapists who increased their presence in the ICU, speech therapists and occupational therapists.

Since the second wave, as defined in the Contingency Plan, services from different specialties have been providing support in the ICU on a rotating basis Internal Medicine. In this way, the care of patients with this new disease and the usual activity have been combined, in addition to a solution for all the accumulated activity in the outpatient and surgical areas of March, April and May.

## A unit is created for the care of patients who have overcome the Covid

Patients who have been treated with Covid-19 may experience persistent symptoms and possible sequelae. To provide a response to the health needs of these people, the Post-Covid-19 Unit has been created, made up of a multidisciplinary team of professionals coordinated with the area's primary health care. Two case managers, nurses who specialise in pulmonology, make telephone contact with people who have been treated with Covid-19 to carry out a comprehensive assessment of each case. This is a screening process to identify predominant symptoms and refer the patient to the most appropriate specialist. In this

way, there is a single point of contact for patients affected by Covid-19.



The team consists of medical doctors, nurses, physiotherapists and clinical psychologists from Internal Medicine, pulmonology, rehabilitation and Physical Medicine, Mental Health, neurology, rheumatology and dermatology. The creation of this unit responds to the need to provide follow-up and a global approach to patients who have passed the acute phase of the disease and have been admitted to hospital or cared for by primary health care. The effects can be respiratory and pulmonary, functional or motor, cognitive and psychological, as well as fatigue and cephalalgia, among others.

## The development of the reference



## The Generalitat recognises Althaia as a University Hospital of the UVic-UCC

The Official Journal of the Generalitat de Catalunya (DOGC) published in July the decision that gives Althaia the official category of University Hospital in accordance with UVic-UCC, which certifies that all nursing institutions meet the requirements to teach in the degrees of Health Sciences at UVic-UCC. Althaia's teaching profession, defined in the Talaia Strategic Plan, has been demonstrated over the years with the education of undergraduate, graduate and postgraduate students. It is an essential element for the institution to provide excellent health care and ensure the highest competency of the future professionals of our health care system.



# News from 2020

## Clinical Analysis and Microbiology Service increases diagnostic capacity

In mid-April, Clinical Analysis and Microbiology Service commissioned the first piece of equipment purchased at Althaia to perform PCR testing for the diagnosis of Covid-19. This has eliminated the need to hand over tests to external laboratories, shortening the time to receive results and speeding up the diagnostic process. Almost half of the investment, 30,000 euros out of 77,000 euros, was financed with a grant from the City Council of Manresa.



The diagnostic capacity of the laboratory was further expanded during the year to meet the increased demand. To make this possible, up to three more pieces of equipment were added, allowing us to adapt to the new needs of Althaia and the other centres in Central Catalonia. In this way, the year ended with 110,422 PCR tests processed. This new technology, together with an experienced team of professionals, allows the Althaia Laboratory to detect cases of new variants of the virus.

## Althaia facilitates virtual access to clinical images of patients instead of CD copies

Patients of Althaia Foundation, who need to access clinical images of their medical history, such as x-rays, mammograms, CAT scans or MRIs, have a new digital system developed by the facility that allows patients to view them electronically. Althaia's digital clinical imaging project is innovative in Catalan healthcare and was conceived and developed before the Covid 19 crisis, but now it makes more sense than ever, as the health crisis has highlighted the importance of having channels that facilitate the relationship between users and the institution. The introduction of this system saves users from having to travel and wait, it also has a positive impact on the environment as it does not require CDs and DVDs.



## Althaia receives the EFQM 400+ European Seal of Excellence

This international award, which highlights the value of the quality of the services offered by the institution and the work of its professionals, makes visible the application of a quality management system that ensures rigour in the way it operates and continuous improvement. Receiving the Silver Seal recognises management excellence in areas such as leadership, strategy, people and resource management and outcomes. Some of the best rated practises were the care model that puts people first, increasing research and development and the use of ICT. They also appreciated the agility and dynamism in the development of new services, the governance model based on decentralisation and self-management, the numerous strategic alliances, the human resources policy and the implementation of the Health Plan.



# News from 2020

## Research activity intensifies due to health crisis

Althaia's research activity intensified due to the health crisis. In 2020, the institution participated in 41 research studies related to Covid-19, 16 of which were led by the institution and sponsored by other institutions or scientific societies in the country and in Europe. As of December, 17 publications related to these studies have been published, five of which are led by Althaia professionals.

The areas of publications are diverse, such as general surgery, traumatology, nephrology, dermatology, internal medicine and intensive care. The aim is to analyse different aspects of the impact of the disease and to generate scientific knowledge about the behaviour of this new virus in order to provide better care for our patients. Part of the studies are clinical trials of drugs, which allows patients in the area to have access to the latest treatments while knowing their impact on our population.



## Extension of the CIMETIR and opening of the new cafeteria of the clinic Sant Josep

At the end of the summer, the expansion project of the CIMETIR was completed and now covers an area of about 700 square metres. Now the facilities have a new access from the outside, a new reception area and three new medical offices, in addition to the six that already existed. This project has the will to further improve the quality of care offered to patients, while providing professionals with better spaces to develop their work.

The project of expansion and renovation of spaces and services of the clinic continued this year 2020, first with the commissioning of the new cafeteria and the new elevator that connects the main building with the CIMETIR and the consultation area, and at the end of the year with the beginning of the construction of the new parking lot that will offer about a hundred spaces.



## Board of Trustees of the Foundation

The Althaia Foundation is governed by a Board of Trustees in which three institutions come together: the Manresa City Council, the Order of Sant Joan de Déu and the Mutua Manresana private health society.

- The Illustrious Mr. Valentí Junyent Torras (*Chairman until 25-06-200*)
- The Illustrious Mr. Marc Aloy i Guàrdia (*Chairman since 26-06-200*)
- Mr. Fèlix Badia i Pujol
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### *Corporate Legal Advisor*

Mr. Benjamí García López

### **Hospital Sant Joan de Déu**

Dr. Joan Soler, 1-3 - 08243 Manresa  
Tel. 93 874 21 12

### **Centre Hospitalari**

Bases de Manresa, 6-8 - 08242 Manresa  
Tel. 93 873 25 50

### **Centre de Disminuïts Físics del Bages**

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

### **Centre de Medicina de l'Esport**

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

### **Clínica Sant Josep**

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

### **Centre de Salut Mental**

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

### **ABS Bases de Manresa**

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

### **ABS Barri Antic**

Remei de Dalit, 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

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



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