

HONOURS AND AWARDS

- 1 Renewal of the Advanced Level Quality Accreditation issued by the Andalusian Healthcare Quality Agency.
- 2 Standard ISO 14001 for environmental management.
- 3 Advanced Level Quality Accreditation issued by the Andalusian Healthcare Quality Agency for the Urology Unit.
- 4 CAT certification for the Transfusion Service.
- 5 Provincial Quality Conference award for best initiative for quality care in the province, during the 10th Integrated Processes Convention for the 'Antimicrobial Therapy Guide for the Aljarafe Area'.
- 6 Avedis Donabedian Award for excellence in healthcare integration, for the 'Comparte' Programme. Avedis Donabedian Foundation of the Autonomous University of Barcelona.
- 7 Chamber of Commerce Award for best company training programme.
- 8 Extraordinary SEMES Andalucía Award for the best clinical case in the 17th Regional Conference of the Spanish Healthcare Emergency Society (SEMES). Seizure in severe hypomagnesaemia associated with chronic use of proton-pump inhibitors. Author: Florencio González Márquez



TRAINING, TEACHING AND RESEARCH

|                                                  |     |
|--------------------------------------------------|-----|
| Courses offered                                  | 68  |
| Communications                                   | 101 |
| Attendance on courses, workshops and conferences | 161 |
| Scientific publications                          | 45  |
| Awards                                           | 6   |
| Research projects                                | 22  |
| Online training                                  | 11  |



**ALBAIDA DEL ALJARAPE, ALMENSILLA, AZNALCÁZAR, AZNALCÓLLAR, BENACAZÓN, BOLLULLOS DE LA MITACIÓN, BORMUJOS, CASTILLEJA DE GUZMÁN, CASTILLEJA DE LA CUESTA, CASTILLEJA DEL CAMPO, CARRIÓN DE LOS CÈSPEDES, CHUCENA, ESPARTINAS, GINES, HINOJOS, HUÉVAR DEL ALJARAPE, MAIRENA DEL ALJARAPE, OLIVARES, PALOMARES DEL RÍO, PILAS, SAN JUAN DE AZNALFARACHE, SANLÚCAR LA MAYOR, SALTERAS, TOMARES, UMBRETE, VALENCINA DE LA CONCEPCIÓN, VILLANUEVA DEL ARISCAL, VILLAMANRIQUE DE LA CONDESA**



FACILITIES

|                                           |     |
|-------------------------------------------|-----|
| Hospital beds *                           | 192 |
| ICU beds                                  | 8   |
| Operating rooms **                        | 8   |
| Minor surgery operating rooms             | 2   |
| Consultation rooms                        | 48  |
| Treatment / Examination rooms             | 23  |
| Accident and emergency / Observation beds | 16  |
| Paediatric observation beds               | 7   |
| Short treatment stations                  | 16  |

\* Individual rooms  
\*\* 7 in operation

INTRODUCTION

The Hospital San Juan de Dios del Aljarafe (Aljarafe Public Health Consortium) is a centre of the San Juan de Dios Hospital Order within the Andalusian Public Health System (SSPA). A modern hospital, it is equipped with the latest advances required to provide quality healthcare. It has made a firm commitment to innovation in the field of health, which has enabled its healthcare professionals to position themselves at the forefront of certain techniques.

The hospital began operating in March 2003 but it was not until December of that year when the Brothers of San Juan de Dios and the Andalusian Health Service signed an agreement to set up the Aljarafe Public Health Consortium. This made the centre the local hospital for a total of 28 municipalities and their 277,234 inhabitants.

The hospital follows a model that, under the fundamental values of the Order, places the humanisation of patient care at the centre of our daily activity.

San Juan de Dios del Aljarafe's team of professionals has grown and adapted over its eight years in operation to respond to the growing demand from the Aljarafe population. During this time the centre's mission has always been to ensure high-quality healthcare for all its users.

The Hospital San Juan de Dios del Aljarafe is distinguished by its pursuit of healthcare excellence, as evidenced by its various quality accreditations. Furthermore, in 2011 the hospital received various distinctions and awards for the efforts of all of its professionals.



## MOST FREQUENT PROCESSES

| DESCRIPTION                                                           | CMI    | AS    |
|-----------------------------------------------------------------------|--------|-------|
| Cataracts with/without vitrectomies                                   | 0.9172 | 0.005 |
| Neoplasias                                                            | 1.1729 | 1.629 |
| General gynaecological pathology                                      | 0.7191 | 0.242 |
| General disorders of the musculoskeletal system and connective tissue | 1.2833 | 1.834 |
| General digestive and intestinal disorders                            | 1.4873 | 5.869 |
| Abdominal hernias                                                     | 0.8891 | 0.864 |
| Renal and urinary tract pathology                                     | 1.0957 | 3.325 |
| Biliary tract disorders                                               | 1.5449 | 5.993 |
| General skin and subcutaneous tissue pathology                        | 1.0324 | 1.302 |
| Heart failure and shock                                               | 2.0917 | 7.517 |
| Fractures, dislocations and sprains                                   | 1.5945 | 3.790 |
| Pneumonia                                                             | 1.7394 | 6.972 |
| General eye disorders                                                 | 1.0740 | 0.184 |
| Artificial joints                                                     | 3.2970 | 4.987 |
| General ENT disorders                                                 | 0.7896 | 0.637 |

Source: Clinical documentation, based on records from 2011 DRGs  
AS: Average Stay.  
CMI: Case-Mix Index. Weighted average of hospital or service discharges

## FINANCIAL INFORMATION

Investments, income and expenditure in 2011 (expressed in €).

| Investments                 | Amount           |
|-----------------------------|------------------|
| IT applications             | 4,440            |
| IT applications in progress | 578,790          |
| Land and buildings          | 122,839          |
| Technical facilities        | 121,620          |
| Machinery and apparatus     | 141,162          |
| Data processing equipment   | 85,680           |
| Other tangible assets       | 2,306            |
| <b>Total</b>                | <b>1,056,837</b> |

| Revenue                                      | Amount            |
|----------------------------------------------|-------------------|
| Income from provision of healthcare services | 59,940,828        |
| Other operating income                       | 606,698           |
| Financial revenue                            | 16,782            |
| <b>Total</b>                                 | <b>60,564,308</b> |

| Expenditure                  | Amount            |
|------------------------------|-------------------|
| Supplies                     | 16,840,417        |
| Staff costs                  | 35,592,023        |
| Other operating costs        | 5,058,643         |
| Depreciation of fixed assets | 2,612,455         |
| Financial expenses           | 437,188           |
| <b>Total</b>                 | <b>60,540,726</b> |

## PORTFOLIO OF SERVICES

### MEDICAL AREA

- Critical Care and Accident & Emergency:
  - Intensive Care Unit
  - Accident & Emergency
  - Paediatrics
- Medicine:
  - Digestive
  - Cardiology
  - Internal medicine
  - Pulmonology

### SURGICAL AREA

- Anaesthetics and Resuscitation
- General Surgery and Digestive Apparatus
- Gynaecology
- Ophthalmology
- Ear, Nose and Throat
- Traumatology and Orthopaedic Surgery
- Urology

### DIAGNOSTIC AREA

- Laboratory
  - Pathological Anatomy
  - Biochemistry
  - Haematology
  - Microbiology
- Radiology

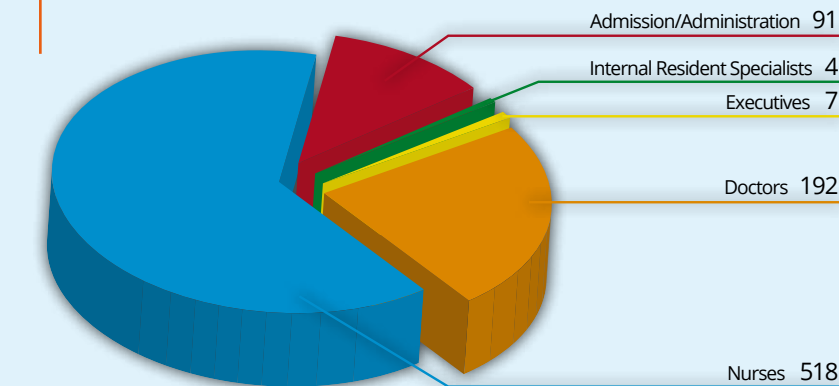
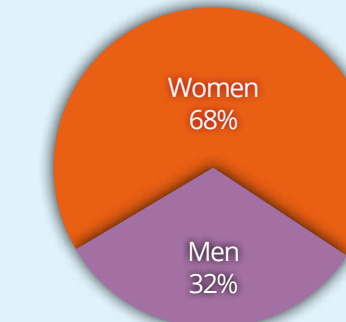
### OTHER AREAS

- Pharmacy
- Prevention, Quality and Environment
- Rehabilitation
  - Musculoskeletal System

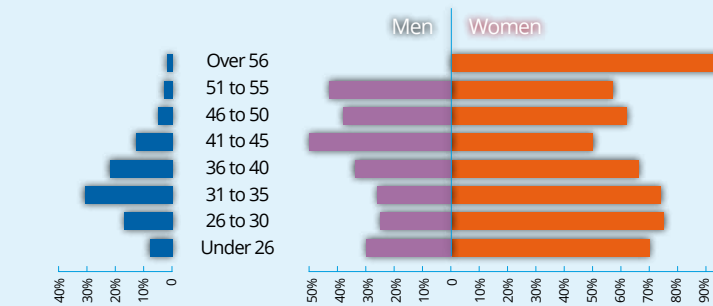
## HUMAN RESOURCES

### HOSPITAL SAN JUAN DE DIOS DEL ALJARAFE PROFESSIONALS

|                               |            |
|-------------------------------|------------|
| Executives                    | 7          |
| Doctors                       | 192        |
| Nurses                        | 518        |
| Admission/Administration      | 91         |
| Internal Resident Specialists | 4          |
| <b>TOTAL</b>                  | <b>812</b> |
| Women                         | 68%        |
| Men                           | 32%        |



## HR DISTRIBUTION BY AGE AND GENDER



## HEALTHCARE ACTIVITY

|                      |              |
|----------------------|--------------|
|                      | <b>2.011</b> |
| Catchment Population | 277.234      |

Source: Andalusian Institute of Statistics

| HOSPITALISATION AREA    | 2011        |
|-------------------------|-------------|
| Emergency admissions    | 5806        |
| Scheduled admissions    | 2759        |
| <b>Total admissions</b> | <b>8565</b> |

|                               |         |
|-------------------------------|---------|
| Stays                         | 48191   |
| Average stay                  | 5.7     |
| Occupancy rate                | 70.36 % |
| Accident & Emergency pressure | 67.79 % |
| Admissions/day                | 23.2    |

Source: Management Scorecard

| ACCIDENT & EMERGENCY AREA                   | 2011  |
|---------------------------------------------|-------|
| Emergencies dealt with                      | 98233 |
| Emergencies without admission               | 92427 |
| Percentage of emergencies without admission | 94%   |
| Average number of emergencies per day       | 269   |

Source: Management Scorecard

| SURGICAL AREA                     | 2011         |
|-----------------------------------|--------------|
| Scheduled interventions           | 2036         |
| Emergency interventions           | 1477         |
| Major day surgery                 | 6311         |
| Minor surgery                     | 2181         |
| <b>Total interventions</b>        | <b>12005</b> |
| Occupancy rate of operating rooms | 54.5%        |
| Day Hospital resolution rate      | 83.8         |
| Suspended interventions rate      | 2.61         |

Source: Management Scorecard

## PLANNED ACTIVITY

|                               |       |
|-------------------------------|-------|
| Spinal Cord Injury Unit (ULM) | 2011  |
| Admissions                    | 89    |
| Stays                         | 7,307 |
| Discharges                    | 92    |
| Average stay                  | 82.1  |
| Physiotherapy sessions        | 7,878 |



| OUTPATIENTS AREA                         | 2011           |
|------------------------------------------|----------------|
| <b>Total no. of consultations</b>        | <b>166.560</b> |
| Initial consultations                    | 90.127         |
| Follow-up consultations                  | 76.433         |
| Initial primary care consultations       | 48.176         |
| Ratio of initial/follow-up consultations | 1,18           |
| Consultations/day                        | 456,3          |
| Average delay to initial consultations   | 28,1           |

Source: Management Scorecard

