



 **vithas**
living to take care of you

ANNUAL REPORT	20 22
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MESSAGE FROM THE CEO



One need only read this Report, on our 10th anniversary, to come to two conclusions. The first, is that we can be proud of all we have been able to build together over these ten years. The second, and perhaps the most important, is that Vithas has more future than past.


Through the commitment of our professionals and the inspiration of our patients, Vithas is now, more than ever, a key player at the forefront of Spanish healthcare. 

Dr. Pedro Rico Pérez
Vithas CEO

MESSAGE FROM THE PRESIDENT



On 21 November 2022, the Vithas brand celebrated its 10th anniversary. It is an honour for me to have been able to lead this team, always remaining true to its founding values.

Commitment to quality care, patient experience and long-term sustainability continue to guide the path of Vithas, reinforcing our position as a leading healthcare group for patients, users and healthcare professionals in Spain. 

Jorge Gallardo Piqué
President of Vithas



WE LOOK
AFTER
PEOPLE

01

WE LOOK AFTER
PEOPLE

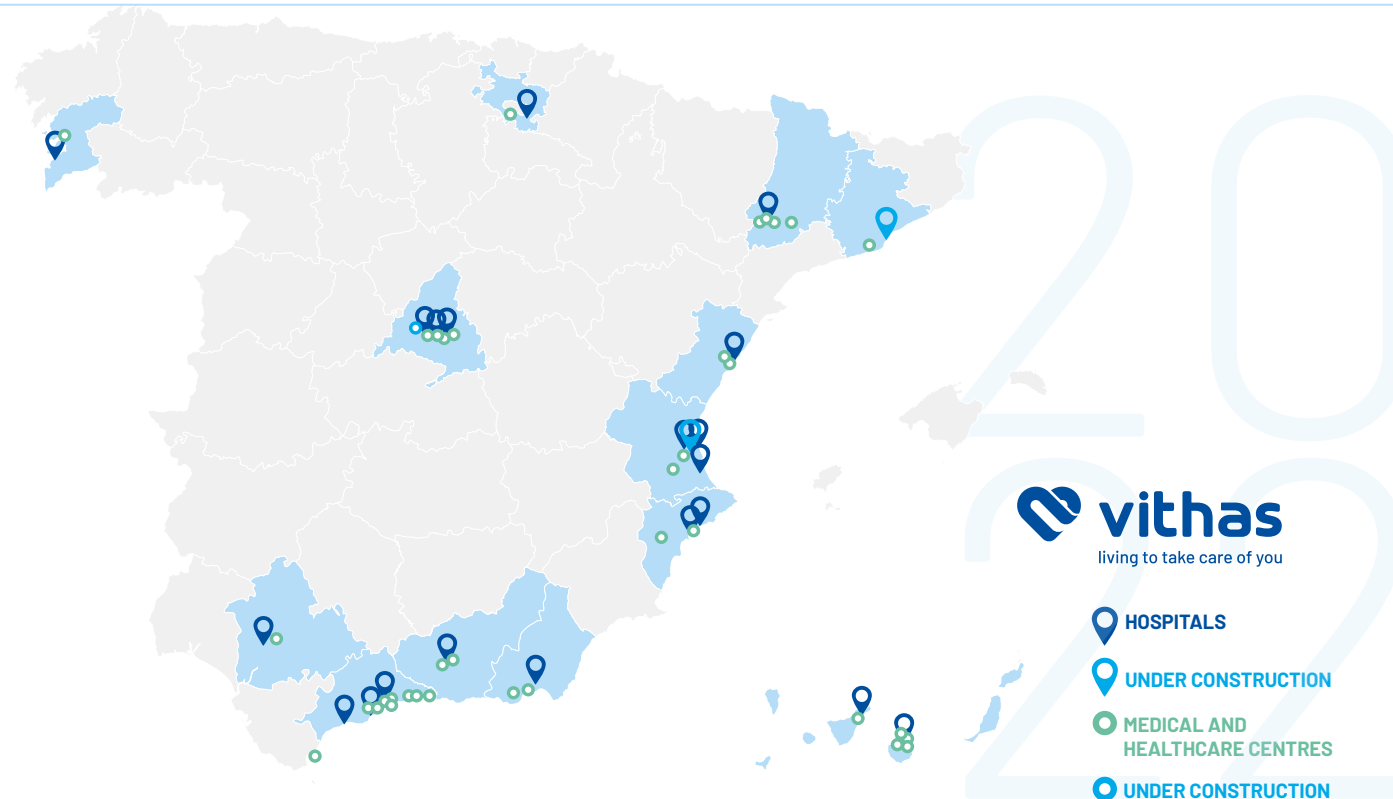


1.1 ACHIEVING GOALS

In 2022 we celebrated our 10th anniversary, a time in which we have grown hand in hand with our patients and our professionals, who are, undoubtedly, our two main pillars. Over these ten years we have moved forwards together, and we want to continue doing so, in order to **build the future of our company and the sustainable tomorrow we believe in.**

Over the **10 years of our track record**, we have made progress

towards our goal and in 2022 we have **20 hospitals** and **35 medical and healthcare centres** (1,893 beds) and we are present in **13 Spanish provinces** (Alicante, Almería, Castellón, Granada, Las Palmas, Lleida, Madrid, Málaga, Sevilla, Santa Cruz de Tenerife, Valencia, Pontevedra and Álava), with **12,500 professionals** who care for more than five million patients.



20 hospitals

- Vithas Aguas Vivas
- Vithas Alicante
- Vithas Almería
- Vithas Castellón
- Vithas Granada
- Vithas Las Palmas
- Vithas Lleida
- Vithas Madrid Aravaca
- Vithas Madrid Arturo Soria
- Vithas Madrid La Milagrosa
- Vithas Málaga
- Vithas Medimar
- Vithas Sevilla
- Vithas Tenerife
- Vithas Valencia 9 de Octubre
- Vithas Valencia Consuelo
- Vithas Vigo
- Vithas Vitoria
- Vithas Xanit Internacional
- Vithas Xanit Estepona

2 under construction

- Vithas Barcelona
- Vithas Valencia Turia

35 medical and healthcare centres

- Vithas Castellón
- Vithas El Ejido
- Vithas Fuengirola
- Vithas Granada
- Vithas La Rosaleda
- Vithas Limonar
- Vithas Lleida
- Vithas Nerja
- Vithas Playa Serena
- Vithas Pontevedra
- Vithas Rincón de la Victoria
- Vithas Sevilla
- Vithas Tàrrega
- Vithas Torre del Mar
- Vithas Torremolinos
- Vithas Vitoria
- Vithas Internacional
- Vithas Paediatric Care Unit
- Vithas Physiotherapy Unit
- Vithas Las Palmas outpatient clinics (2)
- Vithas Clinic Madrid (2)
- Hospital Vithas Medimar Outpatient Clinic, Dental Unit and Physiotherapy Unit,
- Vithas phlebectomy laboratory Lleida
- Vithas Paediatric Emergencies Lleida
- Vithas Tenerife outpatient clinic
- Vithas Hospital Clinic 9 de Octubre Valencia

1 under construction

- Vithas Majadahonda

- Vithas Alzira
- Vithas Xanit Gibraltar
- Garraf Medical Centre
- SPECIALIST CENTRES**
- Vithas Ophthalmology Centre Madrid Alcalá
- Vithas Eurocanarias Ophthalmological Institute (2)
- Vithas Neurological Rehabilitation Institute Elche
- Vithas Physiotherapy and Rehabilitation Centre Castellón

Key Figures

 **55**
centres

 **20**
hospitals

 **35**
medical and healthcare
centres



The Vithas family continues to grow, with the construction of a new hospital, in the province of Barcelona (where we were previously not present) and another in the south of Valencia, as well as a medical centre in Majadahonda.

 **156**
operating theatres

 **1,077,075**
emergencies


 **1,893**
beds

 **12,500**
professionals

 **88**
paediatric
ICU beds

 **128**
adult
ICU beds

 **855**
outpatient
consultations

 more than **5.6**
million patients

Grupo Vithas, committed to society

The parent company, Vithas Sanidad, S.L.U, is in charge of subsidiaries which, in turn, manage hospitals and/or medical centres **Grupo Vithas** is made up of:

 **20**
hospitals

35 
medical and
healthcare
centres



**Vithas
Foundation**



Vithas Diagnostic Network

PlazaSalud+
purchase centre



Participation in
the **Juaneda
Healthcare
Network**

(the primary
hospital
group in the
Balearic
Islands)



100%
of **Vithas Sanidad, S.L.U.**
company shares, from 31
December 2022, were owned
by **Goodgrower, S.A.**



OUR CONTRIBUTION TO THE SPANISH ECONOMY

We contribute to Spanish society more than

104 M€ (16% of our turnover)
in **taxes and contributions**,

and we injected another **284 M€** into the national economy in the
form of **salaries and medical fees.**



Social Security
Contributions

57.7 M€



Corporation
tax

6.2 M€



Local taxes

4.1 M€

Personal
Income Tax

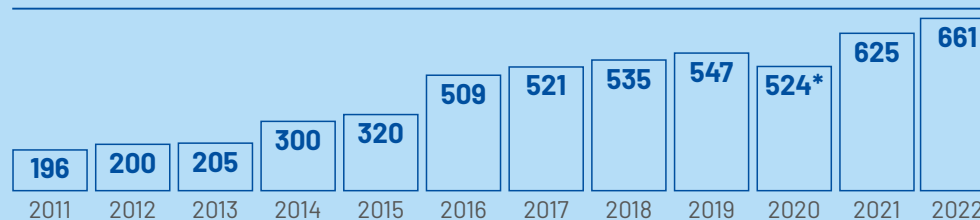
34.1 M€

VAT*

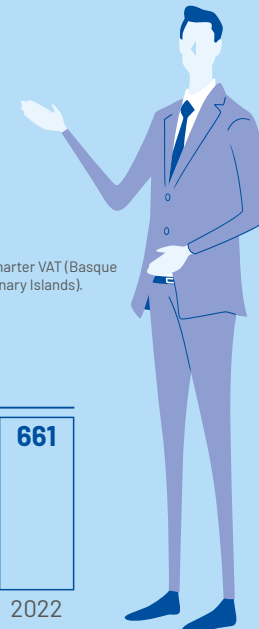
2.15 M€

*Includes Regional Charter VAT (Basque Country) and IGIC (Canary Islands).

TURNOVER EVOLUTION IN MILLIONS OF EUROS



*Impact of the Covid-19 pandemic and the Decree to make Vithas hospitals and centres available to the public health system.



GOVERNANCE STRUCTURE

The main governing bodies of the Group are the General Meeting of Shareholders, the Board of Directors, the Management Committee and the Business Committee. It is a matrix organisational structure in terms of functions and location.

BOARD OF DIRECTORS

As of 31 December 2022, the Board of Directors is formed of six members. Three of them are considered independent board members: Annabel Christine Marie Chàussat, née Cartier, José Luis Pardo Izquierdo and Arturo Molinero Sánchez.

- I Jorge Gallardo Piqué**
(President), representing Goodgrower, S.A.
- I Germán Venancio Castejón Fernández**
- I Jesús Caramés Bouzán**
- I Arturo Molinero Sánchez**
(Independent board member)
- I José Luis Pardo Izquierdo**
(Independent board member)
- I Annabel Christine Marie Chàussat, née Cartier,**
(Independent board member)



MANAGEMENT COMMITTEE

The main functional areas of the company are represented on the Vithas Management Committee through the respective Corporate Directors. The committee is represented by:

- I CEO**
Dr. Pedro Rico Pérez
- I Corporate Director of Care, Quality, Innovation and Research**
Dr. David Baulenas Parellada
- I Corporate Director of Business and Large Accounts**
Javier Gil Celma
- I Corporate Director of Economics and Finance**
Ernesto Canudo Cancer
- I Corporate Director of Operations**
José María Ramón de Fata de Pereda
- I Corporate Director of People and Organisation**
Pilar Oncins Fanning
- I Corporate Director of Patient Experience**
María José Basanta Felpeto
- I Corporate Director of Digital Transformation**
Mercedes Barreiro Hernández
- I Corporate Director of Sales, Marketing and Communication**
Óscar Márquez Sievers

Vithas Diagnostic Network is represented on the Vithas Business Committee, as are the Regions, through their respective Regional Directors: Madrid, the North and the Canary Islands, and Andalucía and the Mediterranean.

The Regions group together geographically proximate health centres (hospitals and/or outpatient centres), each of which has its own Managing Director who reports and answers to their Regional Director in the first instance.



vithas

Mission, Vision and Values

Our vocation for service and passion for what we do are in our DNA. We want our corporate culture to be the result of a certain mindset, which is to spend every day providing help, to do what we do with enthusiasm, and to work with optimism and eagerness in order to transfer this to our patients. We are people-orientated and approachable, and this is at the heart of how we do business.



MISSION

Our Mission defines **our purpose**: we want to contribute to improving people's wellbeing through healthcare, providing them with top professionals, and with the most efficient and safest scientific criteria and technology.



VALUES

PROFESSIONALITY

We earn the trust of our patients by acting with honesty, diligence, responsibility and scrupulous respect for the law in carrying out our mission, and we are committed to our own training and technical preparation.

INNOVATION

We work with initiative and commitment to improve in every task, every day, in order to offer the best healthcare to the patient.



VISION

Our Vision defines **our aspiration**: we want to be the gold standard in private healthcare in Spain, standing out for quality health care and personalised service.

PERSONALISED SERVICE

We offer personalised care to exceed the expectations of patients and family members in terms of accessibility, support, swiftness and care.

QUALITY OF CARE

We aim for continuous improvement in care processes, patient safety and management of the organisation, applying internationally agreed standards.

1.2 NEW CARE MODEL PATHWAY

Our care model is based and focused on people. Over the past **10 years** we have been growing and evolving our model to adapt to our patients' needs, innovating new technologies and improving our structure and organisation, always guided by the top professionals.

Through this, our care model places the **spotlight on the following key aspects:**



CARE PROJECT

We believe in a **hospital model based on committed units and teams**, allowing us to create projects which are transversal between centres. Along these lines, in 2022 the **Cardiovascular Institute** was created, and in 2023 it will be the turn of the **Oncology and Neuroscience Institutes** as multidisciplinary centres of expertise.



PATIENT-ORIENTED

We include the **user's vision** at every stage of care, being the first Spanish private hospital group to incorporate the patient's voice at the highest levels of decision-making in the company, with the **Patient Experience Directorate** as a member of the **company's Management Committee**.



DIGITAL TRANSFORMATION AND ACCESSIBILITY

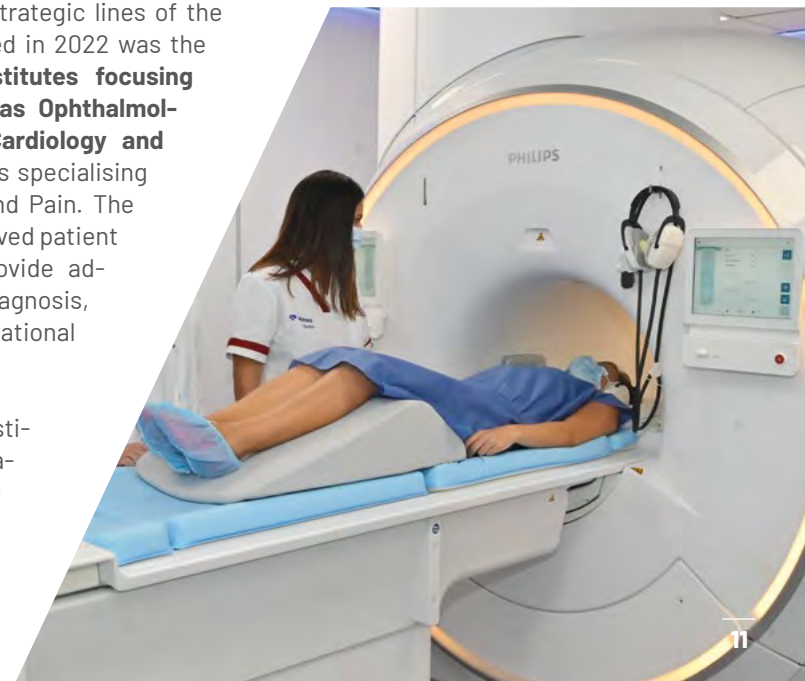
We believe in a single information system, which allows us to make care and management decisions based on the highest quality data. **Vithas One**. Innovation is also placed at our patient's service, which is why we continue to strengthen our **OK Vithas** contact centre and app, and personal website area with new features.



Model based on specialist institutions, committed to innovation

One of the main strategic lines of the care model launched in 2022 was the **development of institutes focusing on specialties such as Ophthalmology, Neurosciences, Cardiology and Oncology**, as well as units specialising in Obesity, Dermatology and Pain. The model aims to provide improved patient care, as the institutions provide advanced medical treatment (diagnosis, therapies and technology), translational research and teaching.

As such, the Vithas Cardiovascular Institute is already operational, and foundations have been laid for the Oncology Institute and the Neurosciences Institute, which will begin operating in 2023.



Model of Governance

The Board of Directors and the Audit Committee of Vithas have established that the governance model is based on the **"Three Lines Model"** published by the Institute of Internal Auditors. During 2022 the Risk Map was updated through the following activities: audits of critical risk sheets, preparation of risk sheets to be monitored and risk assessment through workshops with the management team on the global risk ranking.

COMPLIANCE

During the year, numerous actions were carried out in the area of compliance, as detailed below:

Internal revision of Compliance guidelines and approval by the Board of Directors for the modification of the following guidelines:



CODE OF CONDUCT

In November 2022 the Code of Conduct was modified to include better safeguards to protect equal opportunities in access to employment and avoid conflicts of interest.



REGULATIONS

Regulations of the Conduct Committee, Regulations of the Internal Audit, Compliance and Data Protection Committee. In February 2022, internal regulations were adjusted to the configuration of the supervisory bodies of the Model appointed by the Board of Directors.



CRIME PREVENTION MODEL MANUAL

Updated in February 2022.



ETHICS CHANNEL PROCEDURE (WHISTLEBLOWER CHANNEL)

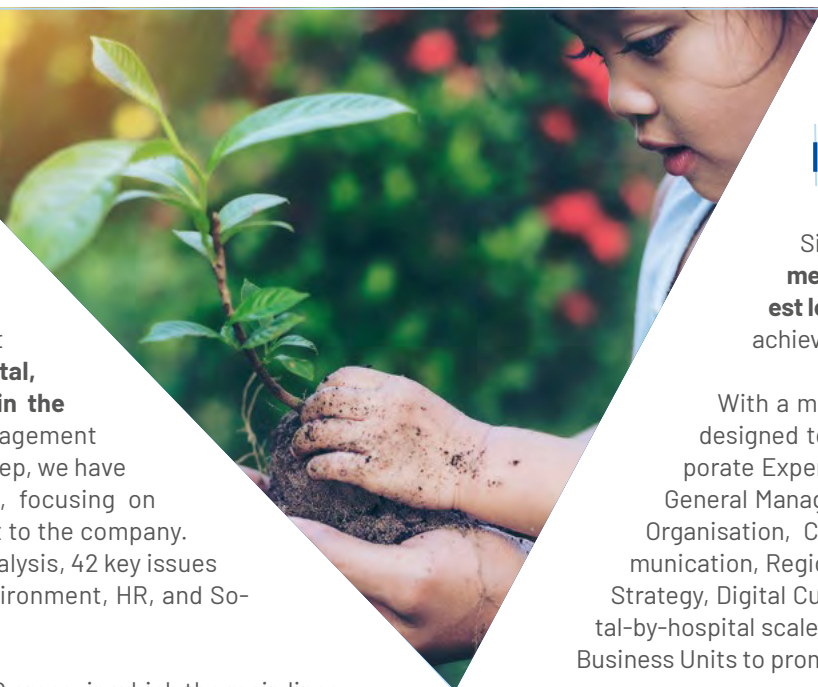
In February 2022 the scope of whistleblowers in the Ethics Channel was extended to include contractors, subcontractors and suppliers.



ESG COMMITMENT

At the end of 2021, Vithas created the Sustainability Area to boost the integration of **ESG (Environmental, Social and Governmental) aspects in the Group**. The foundations for ESG management were laid during 2022, and as a first step, we have prepared the first materiality study, focusing on the ESG issues that are most relevant to the company. Through both external and internal analysis, 42 key issues related to Business, Governance, Environment, HR, and Society were identified.

We also began work on one of the ESG areas, in which the main lines of action were established, as detailed below.



ENVIRONMENTAL

We minimise our environmental impact by reducing emissions in our supply chain, offsetting, and raising environmental awareness.



SOCIAL

We contribute to improving people's well-being by caring for their health, creating quality employment and supporting the most vulnerable people.



GOVERNANCE

We exercise our leadership with transparency by fostering relationships of trust with our stakeholders and promoting responsible supply chain practices.

| Patient experience

Since its creation in 2019, the **Corporate Patient Experience Department has been working to place active listening to users at the highest level of the organisation**, thus reflecting the importance it attaches to achieving the highest levels of excellence in the quality of care experienced.

With a marked transversal nature, this area has an organisational structure designed to reach all the company's processes and hospitals, through a Corporate Experience Committee which meets once a month and is formed of the General Management, Corporate Management of Patient Experience, People and Organisation, Care-Quality-Innovation and Research, Sales-Marketing and Communication, Regional Management of Andalusia, and the Area Directors of Customer Strategy, Digital Customer and Quality. This structure is also implemented on a hospital-by-hospital scale. In 2022, regular patient experience committees were set up in the Business Units to promote analysis and continuous improvement driven by Management.

| Reclassification of professional categories

In 2022 we developed a **new classification system for professional categories based on the Mercer IPE (Internal Position Evaluation) methodology**. The methodology maps the organisation and assesses each job according to five factors: impact, knowledge, innovation, communication and risk; and twelve dimensions. It allows positions to be grouped by level, and for comparisons to be made between departments, companies in the Group (if applicable) and in the market.

This new open and public model promotes employees' knowledge of their role and what is expected of them in the organisation, thus clarifying the rules of the game. This reduces organisational stress levels and brings peace of mind, in order to achieve a healthier dynamic for everyone.

1.3 SUPPLY CHAIN

The relationship with suppliers is a key aspect of our activity. That is why we make every effort to ensure that all our suppliers meet the highest standards of quality, safety, service and price. The Vithas purchasing process consists of different phases: identification of centres' needs, technical evaluation of products and suppliers, supplier accreditation, negotiation process and follow-up.

PlazaSalud+ is Vithas' Central Purchasing Department, which oversees the management of the procurement process for pharmaceuticals, medical devices, services and equipment throughout the supply chain. With 20 years' history, **it is the leading national central purchasing department in the healthcare sector in terms of turnover.**

Our **central purchasing department serves 20 of our own hospitals, 34 associated hospitals and 66 medical centres and dental clinics**, offering tailored solutions for each patient. In a similar manner, national and international business consulting services are offered with turnkey projects. With a turnover of 120 million euros, it is the leading hospital purchasing centre in Spain

Vithas is currently undergoing a process of centralisation and integration of management systems as part of the Vithas One project. The implementation of SAP will provide a single management system with a centralised catalogue of healthcare and non-healthcare products, standardised processes, management indicators and cost improvements.



Plaza Salud+ is the leading national central purchasing department in the healthcare sector in terms of turnover



+70,000
products
negotiated



54 hospitals

66 associated
medical centres

Plazasalud+



+150
suppliers



8/10%
guaranteed
saving



+100
customers

1.4 MOVING TOWARDS A DIGITAL FUTURE

Our Digital Transformation Plan covers transformation projects in all areas of the company, as it is a change of culture aimed at optimising all processes, with the aim of offering the best service both in terms of care and management to our professionals and clients.

Within the scope of this plan falls **Vithas One**, a project aimed at standardising the company's processes and implementing a single tool to support them. The project began in 2020 with finance, purchasing and logistics processes, and will end in 2024 with care processes.

Artificial Intelligence applied to management

With the aim of continuing to provide personalised support for our employees, the Personnel Department has opted for the robotisation of the most administrative tasks, and has implemented a RPA Bot for the management of employee registrations with Social Security, allowing us to process movements with the Social Security Treasury 365 days a year and offer better support for employees.

Radiological network in all Vithas hospitals

In 2022, the process of unifying and consolidating all the Vithas Group's PACS (picture archiving and communication systems) into a single radiological image management platform began, with the aim of creating and consolidating a radiological network for all the Group's hospitals. The PACS migration process has already started at Vithas La Milagrosa, Vithas Arturo Soria and Vithas Aravaca University Hospitals, as well as at Vithas Málaga Hospital.

Transparency towards professionals

Continuing with the Personnel Department's Strategic Digitalisation Plan, the tool for shift management has continued to be integrated with ECP SAP payroll, allowing employees to be informed about changes to be made to their payslip in advance.

1.5 VALUABLE ALLIANCES

At Vithas we maintain strategic alliances with different organisations, institutions and businesses, both within the sector and in other environments. Among others, we have links to:



AMIR



forética



UNIVERSIDAD DE MÁLAGA



Observatorio de la Sanidad (healthcare observatory)

EL ESPAÑOL



HOLOGIC®

PHILIPS

Medtronic



UNIVERSITAT POLITÈCNICA DE VALÈNCIA



10 YEARS
MOVING
FORWARD
TOGETHER

10 YEARS
MOVING FORWARD
TOGETHER



2.1 10 YEARS AT A GLANCE

In 2012, we began our journey with 10 hospitals in Spain, a central purchasing office and a shared commitment: to improve people's health and well-being. Ten years later we are still committed to what we do: living to look after you.

Over this time **we have grown hand in hand with our leading professionals**, focusing on innovation, technology, facilities, but with our dedication to patients and their care at the heart of everything we do. Because we work for you, and to look after you.

We would like to take a look back over our history and review the **past decade, which has been full of purpose, work and the achievement of goals.**

Over these 10 years we have focused our efforts on

improving the quality of care and patient experience, and based on this premise we have expanded from our initial 10 hospitals to the **20 hospitals and 35 medical care centres** we have in 2022.

With our sights firmly set on **providing the best service for our patients** and offering a personalised service accompanied by the latest technology and leading professionals, we ensured that this concept became the element to set our Group apart. This is how we created the 'Patient Experience' Corporate Department, the only group with a specific corporate department for this purpose.

We invite you to take a walk through these 10 years of Vithas.



10
YEARS



21/11/2012
Vithas is
founded

Almería Hospital is extended
First Medical Centre
of Vithas Lleida

Start of **Vithas
Arturo Soria Hospital
Campus**

Expansion of Grupo Vithas with the
incorporation of **7 Grupo NISA hospitals**. **Vithas
Arturo Soria Hospital** is accredited by the **Joint
Commission International**

2012

2013

2014

2015

2016

2017

2018

**Vithas Málaga
Hospital** is
extended

**Xanit International Benalmádena Hospital, Medimar
Alicante and Fimega International Hospitals** join the
Group. **Lema&Bandin clinical analysis laboratories**
join. **Vithas Las Palmas** facilities are renovated

The new **Vithas Granada Hospital** opens. The
extension of **Vithas Arturo Soria Hospital
Campus** is completed with the opening of
Vithas Internacional

The **Medical Centre in Ejido** (Almería)
opens. Highly specialised Centres
are incorporated: **EuroCanarias
Ophthalmological Institute**





Vithas Granada Hospital is accredited by the **Joint Commission International**

Vithas Castellón Medical Centre and **Vithas Málaga Limonar** opens

Majadahonda Medical Centre is built

The **Vithas Barcelona Hospital** opens

2019 — 2020 — 2021 — 2022 —

La Milagrosa Hospital joins. Year of the **pandemic**, exceptional in terms of management effort and quality of care

Vithas Xanit Estepona and **Vithas Garraf Medical Centre** join. **Alzira and Xanit Gibraltar Medical Centres** opens The **extension of Vithas Xanit Internacional Hospital** is completed. The **three Vithas hospitals in Madrid** are **accredited as university hospitals**

2023 — 2025

Vithas Valencia Turia Hospital opens



2.2 MILESTONES 2022

New hospitals and medical centres

We continue to **grow and expand our care network** with the addition of the Vithas Xanit Estepona Hospital in Estepona, Malaga, and the two specialist centres, Vithas Madrid Alcalá Ophthalmology Centre Madrid Alcalá and Cadarso Clinic (the latter opened in January 2023). We also opened the Vithas Alzira and Vithas Xanit Gibraltar medical centres, and a specialist medical centre in Garraf (Vilanova i la Geltrú, Barcelona).

We also began construction of the new Vithas Valencia Turia Hospital (the third Vithas Hospital in Valencia) and the new Vithas Barcelona Hospital, the first Vithas Hospital in this province, as well as the Vithas Majadahonda Medical Centre.



We have renovated our facilities

At Vithas we not only continue to expand our hospitals and medical centres, we also renovate and modernise our facilities so that our professionals can work in the best conditions and with the best equipment, with the aim of providing the best service to patients.

In 2022 **the extension of Vithas Xanit Internacional Hospital (Benalmádena)** was inaugurated, doubling its surface area to reach 26,000 m². With an investment of 16 million euros, this extension offers patients an area with 60 outpatient clinics, a surgical block with 7 operating theatres, 4 hospital floors with 141 rooms and an ICU with 16 cubicles.

The **Vithas Madrid La Milagrosa University Hospital** has the largest private Accident and Emergency department in the centre of Madrid. With an investment of three million euros and a surface area of 1,200 m², the new 24-hour centre has paediatric and adult A&E departments with separate areas and spaces, and

specialists in general, gynaecological, traumatological, ophthalmological and ENT emergencies. **Vithas Vigo Hospital has opened a new, more accessible, efficient and comfortable A&E**, and **Vithas Malaga Hospital has refurbished the Diagnostic Imaging area and the Surgical Block.**

The **Vithas Madrid Arturo Soria University Hospital** has also completely renovated six operating theatres, which have been equipped with state-of-the-art technology, such as an operating theatre with an O-Arm neurosurgical scanner for minimally invasive surgery, a hybrid operating theatre with a Biplane system, and an integrated one equipped with a Da Vinci surgical robot. With an investment of five million euros, these updates improve facilities and furnish them with state-of-the-art equipment in order to offer safe, top-quality patient care.



| We are University Hospitals

At Vithas we have a clear commitment to universities, which can be seen in the Group's strategic promotion of teaching and research in all our centres. We are proud that our three hospitals in Madrid have been accredited as university hospitals: Vithas Madrid Arturo Soria University Hospital, Vithas Madrid La Milagrosa University Hospital, and Vithas Madrid Aravaca University Hospital.

The president of Vithas, Jorge Gallardo, believes that "by opening our hospitals to the doctors of tomorrow, we are putting forward our resources to help ensure the sustainability of Spain's public and private healthcare system". Dr. Pedro Rico, CEO of Vithas, also highlighted that "in our Group we are strongly university orientated by our very nature. It is medicine and all the health sciences that form the heart and raison d'être of a health organisation such as ours".

| The eLidera programme is consolidated

In 2022 **eLidera**, nursing leadership development programme, was further strengthened beyond the 2021 pilot approach. Our analysis coincides with the opinion of the participants (through quality surveys of the University of Nebrija and direct analysis of the participants) and with the suggestions made by the Executive Education department of the University that manages the programme.



| We drive internal promotions

In keeping with our aim to promote the talent of our professionals, **in 2022 almost all promotions were internal.**

Special effort have been made in the nursing community, taking advantage of the launch of the first edition of the eLidera nursing leadership development programme. There have been two promotions to directors of nursing and two to supervisors.





Carbon neutral in natural gas and electricity consumption

We continue to make strides in our commitment to ESG criteria, and we became the **first Spanish private hospital group to become carbon neutral in natural gas and electricity consumption**, thanks to the agreement reached in 2022, effective from 2023. Since 2020, 100% of the Group's electricity consumed came from certified renewable sources, but we have gone even further in our

sustainability strategy with measures aimed at neutralising CO₂ emissions from natural gas consumption.

This is a major milestone in environmental terms, as in addition to being the first Spanish hospital group to be carbon neutral in electricity and natural gas consumption, very few Spanish companies in any sector have achieved this.

We invest in the best technology

Technology and innovation are part of our commitment to offer the best possible service to our patients. In this regard, we have an **ambitious plan for the renewal of medical diagnostic and treatment equipment** for our hospitals and medical centres, under which we have closed on an agreement to invest more than four million euros in the acquisition of new technological equipment for high-definition endoscopy.

The investment is the result of a strategic alliance with the healthcare technology company Olympus, and is manifested in the new Olympus EVIS X1 system, which

incorporates cutting-edge technology that enables gastroscopies and colonoscopies to be performed in less time and with much greater precision. Through this, biopsies are more targeted, thus increasing the capacity for early detection and diagnosis, and improving efficiency and comfort for the endoscopist and patient in every test.



We measure our carbon footprint across the three scopes

We are **certified by AENOR in the measurement of Vithas' global carbon footprint across its three Scopes** (1: direct emissions from our activity; 2: emissions derived from energy consumption, and 3: indirect emissions caused by its activity, such as those generated by suppliers or the transport of patients or employees). This global certification makes us pioneers in the private healthcare sector, as the first company to be certified across the three Scopes. The calculation has been registered in the official Carbon Footprint Register of the Ministry for Ecological Transition.



2.3 AWARDS AND RECOGNITION



JORGE GALLARDO, EY ESPAÑA ENTREPRENEUR OF THE YEAR AWARD

Jorge Gallardo,
president of Vithas,
was awarded
the EY Spain



Entrepreneur of the Year 2021 award. This initiative, which originated in the United States, is celebrating its 25th edition in Spain this year and is sponsored by BNP Paribas with the collaboration of IESE Business School. The EY award is an international benchmark for business recognition and entrepreneurship.



TOP 20 HOSPITALS

In 2022 Vithas Almeria won the Top20 award for Hospital Management in the Women's Area and was a finalist in the category of Excellence in Global Hospital Management. This is the leading programme in the field of Spanish healthcare, with over 20 years' history, implemented by IQVIA Healthcare and in which public and private hospitals participate for free, voluntarily, and anonymously. The criteria for these awards is based on indicators of quality, function and efficiency, as well as recognition of good practice in the sector.

Area de la Mujer

ginecóloga



THE WINNING ANNUAL REPORT AT THE ASTRID AWARDS

Congratulations to us! **The Vithas Annual Report 2021** was recognised as the **Grand Award Winner at the International Astrid Awards 2023**. This is a global award given to the best entries in each category, the report had previously received the **Gold Award** in the subcategory of **Annual Reports - Corporate - Traditional: Europe**.



8 AWARDS AT THE BEST SPANISH HOSPITAL AWARDS

Vithas hospitals were recognised with 8 awards at the **Best Spanish Hospital Awards 2022**, held by the consultancy Higia Benchmarking and the healthcare coding company ASHO, with the support of the Spanish Society of Healthcare Executives (SEDISA). Five hospitals were category winners, while three others were finalists.



COMMITTED TO SUSTAINABILITY



3.1 WE MOVE TOWARDS SUSTAINABILITY

At Vithas we are clear about our commitment to sustainability in all areas, from contributing to society, to doing business in an ethical and responsible way, to caring for the environment, because we are aware of the need to take care of our planet today in order to have a tomorrow. For this reason, **we have moved forward in our Plan for Energy Efficiency and Sustainability**, and as a first step to **lay the groundwork for the management of Environmental, Social and Governance (ESG) issues**, in 2022 we began to set out our **first materiality analysis**, focusing on aspects key for the company, the sector and our main stakeholders.

MATERIALITY ANALYSIS

For the elaboration of this materiality study we have carried out:

- An external analysis through benchmarking the materiality matrices of companies in the sector.
- An analysis of leading sustainability standards.
- An internal analysis by means of a questionnaire involving the Board of Directors, the Management Committee, the Business Committee and the Managers.

From the different analyses, we have obtained a total of 42 material issues related to Business, Governance, Environment, Human Resources and Society, of which **19 are categorised as critical and high priority issues**.

ESG issues	Material topics	Score
Business	Quality and safety of the product and patient	4.80
Governance	Cybersecurity	4.70
HR	Employee commitment	4.53
Governance	Personal data protection	4.50
Governance	Compliance and ethics	4.47
HR	Employee training and employment	4.47
Business	Innovation	4.40
Business	Digital Transformation	4.40
Governance	System of good corporate governance	4.30
HR	Health and safety at work	4.23
Business	Leadership	4.20
Governance	Corruption and Bribery	4.20
Company	Commitment to the local environment	4.17
HR	Employment stability	4.17
HR	Work-life balance	4.17
HR	Diversity, non-discrimination, and equal opportunities	4.10
Governance	Human Rights	4.03
Governance	Corporate culture: Shared values	4.03
Business	Economic performance	4.00

Critical Issues

High Priority

*Out of 5


Based on the definition of these material issues, various focus groups were held with executives and professionals from different areas of the company particularly involved in the issue, in order to establish the **main lines of work in the three ESG areas**.


Committed to ESG criteria


ENVIRONMENTAL


We minimise our impact by reducing emissions in our supply chain, offsetting, and raising environmental awareness.

We know that to **look after the health of planet is to look after the health of the people**. For this reason, we are strongly committed to environmental issues, placing our focus on energy efficiency and the reduction of consumption and emissions. In this respect, our main challenge is to achieve 80% of the EU's 2030 Climate and Energy Framework Targets by 2025, and we have already committed to:

 **Reduce greenhouse gas emissions** and non-renewable primary energy by **33%**
(Scopes 1 and 2 of the Carbon Footprint)

 Increase energy efficiency by **reducing consumption by up to 32.5%**

 Reach a quota of **40%** **nearly zero energy buildings**

 Increase the **water consumption efficiency of hospital processes**

* Targets with respect to 2017 data and consumption.

MEASURE OUR CARBON FOOTPRINT ACROSS THE THREE SCOPES

In 2022 we hit a **key milestone in environmental issues: we calculated our carbon footprint across the three Scopes** (1: direct emissions from our activity; 2: emissions derived from energy consumption, and 3: indirect emissions caused by its activity, such as those generated by suppliers or the transport of patients or employees). This is an important step that has also been certified by AENOR, as **pioneers in certifying the carbon footprint across the three scopes in the Spanish private healthcare sector**.

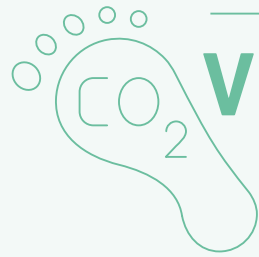
CARBON NEUTRAL IN ELECTRICITY AND NATURAL GAS CONSUMPTION

Another major achievement in 2022 is that we are the **first Spanish private hospital group to be carbon neutral in electricity and natural gas consumption**, thanks to the agreement reached this year, which will become a reality in 2023. Since 2020 our electricity supply has come from 100% certified renewable sources, and in 2022 we are taking another step forward in our sustainability strategy by also being CO₂ neutral in terms of natural gas consumption. With these measurable actions we contribute to our aim of reducing global greenhouse gas emissions and the carbon footprint of our own activity.



We are the first Spanish private healthcare company to certify our carbon footprint across the three scopes



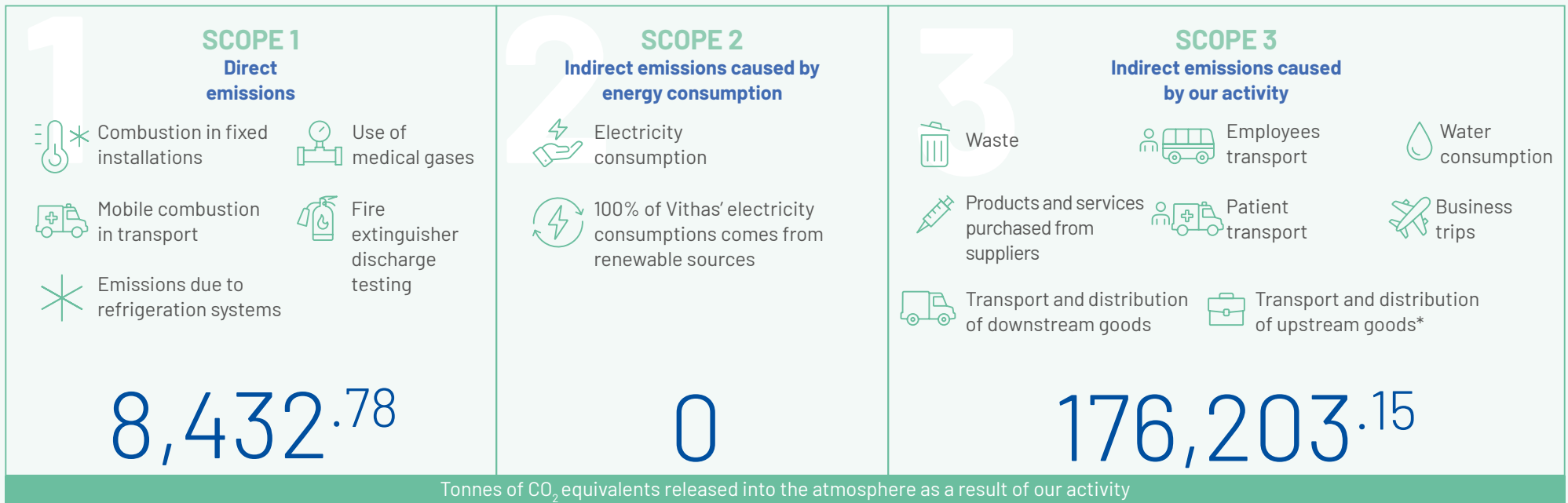
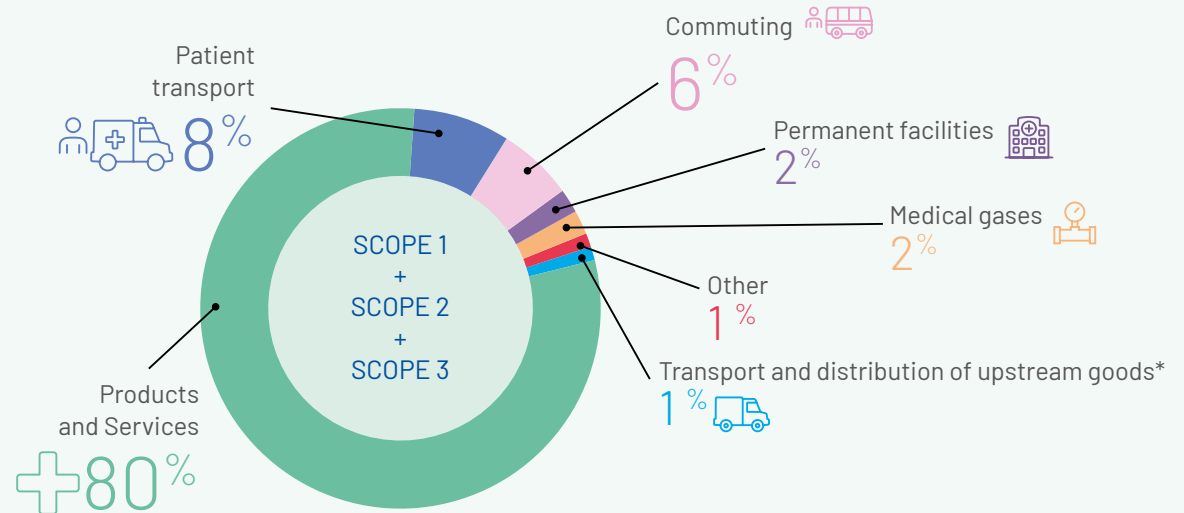


Vithas Carbon Footprint

184,635.93

tonnes of CO₂

(SCOPE 1 + SCOPE 2 + SCOPE 3)



*Emissions from transport of products and materials from the premises of the manufacturer or distributor to Vithas premises.

SOCIAL

We contribute to improving people's well-being by caring for their health, creating quality employment and supporting the most vulnerable people.

At Vithas we are committed to diversity, inclusion and integration, and we promote true equality between people. In 2022, the main efforts in this area were oriented towards the **analysis and diagnosis of diversity and inclusion management**.



In 2022 we conducted an analysis and diagnosis of the Group's management of diversity and inclusion



DIVERSITY AND INCLUSION

In order to find out where we stand, a number of issues were addressed during 2022 such as:



Qualitative and quantitative analysis of data in different dimensions (women, generational, cultural, functional...)



Dialogue with employees to integrate their expectations and broaden knowledge of diversity and inclusion management, through interviews with different management profiles of the company and professionals from all business units



Analysis of personnel management processes

EQUAL OPPORTUNITIES

At Vithas **we promote true equality between men and women in all processes, from selection and recruitment to promotion and training**. This commitment is embodied in the Code of Conduct, Equality Plans and Protocol for the Prevention of Harassment in the Workplace.

Vithas hospitals and centres have Equality Plans, some of them under negotiation, designed to, among other aspects, guarantee equal opportunities in the professional development of women and men, promote balanced representation of the sexes in different positions and prevent any type of harassment or gender-based violence in the workplace. These plans have regular monitoring instruments to assess their correct development, as well as tools to make them known to the entire workforce.



GOVERNANCE

We lead with transparency by fostering relationships of trust with our stakeholders and promoting responsible supply chain practices.

In terms of Governance, in 2022 we strengthened our public commitment to sustainability through our **alliance with and participation in different bodies and institutions. We joined the Spanish Network of the United Nations Global Compact**, committing to incorporate into our business strategy the 10 principles on Human Rights, Labour, Environment and Anti-Corruption, and to promote the Sustainable Development Goals (SDGs).

We also **joined Forética**, a leading organisation in sustainability made up of more than 200 members and representative of the World Business Council for Sustainable Development (WBCSD) in Spain, where **we are also members of the Health and Sustainability Action Group**, a business meeting point for leadership, knowledge and dialogue to promote health and wellbeing as a fundamental axis of sustainability and corporate social responsibility.



We are members of the Spanish Network of the United Nations Global Compact and Forética



Red Española

forética

3.2 WE PROMOTE OUR STRATEGIC PLAN FOR ENERGY EFFICIENCY 3.0

The Strategic Energy Efficiency Plan 3.0, launched in 2021, represents our **firm commitment to Sustainability and the Environment, based on the Sustainable Development Goals (SDGs) of the United Nations**. The Plan's purpose is to improve the efficiency of hospitals and medical centres to continue reducing the Group's carbon footprint.

PHOTOVOLTAIC ENERGY

In 2022, a **significant boost was given to this type of energy thanks to the installation four photovoltaic systems** out of a total of seven, following the creation last year of the plant at the Vithas Las Palmas Hospital. This has resulted in an improvement in the sustainability of the centres, as part of the electricity needed for their operation can now be generated through their own completely renewable sources. The space available on the roofs of the centres has been used for this purpose. The photovoltaic plant projects built in 2022 were: Vithas Aguas Vivas, Vithas Alicante, Vithas Sevilla and Vithas Xanit Internacional. The process is expected to be completed between 2023 and 2024, with installations at Vithas Universitario Madrid Aravaca and Vithas Almería.

In total, **568,845 euros were invested in environment-related projects in 2022**, an increase of 30% compared to 2021. Most of the investment was directed towards solar photovoltaic installations.

In addition, as part of the Energy Efficiency Plan 3.0, at Vithas we continue to implement other measures focused on energy saving and energy consumption optimisation and efficiency, the main ones being:



We began installation of four new photovoltaic plants in our hospitals



Implementation of automatic climate control and management



Lighting control at night



Adjustment of the comfort setpoints for heating and cooling climate control



Adjustment of operating times in air-conditioning installations



Creation of energy efficiency guides



Adjustment of temperature setpoints in DHW systems, AHUs and chillers



Adjustment of the time scheduling of the management system for fan coil units and lighting



Corrective maintenance actions on gas consumption

We invested **€568,845** in environmental improvements, 30% more than in 2021



3.3 RESPONSIBLE USE OF RESOURCES

Our main environmental impacts come from the consumption of natural resources such as energy and water. We are working to minimize these impacts, promoting **measures focused on responsible consumption and greater efficiency.**



ENERGY

One of the priorities of our Energy Efficiency Plan, which is also one of the ESG criteria governing our environmental commitment, is to **reduce our carbon footprint**. We know that to achieve this it is necessary to implement energy saving measures and be more energy efficient. For this reason, we make every effort to consistently and sustainably reduce energy consumption in our centres.

In 2022 we reduced natural gas consumption by 11%, and even though electricity consumption increased by 5%, overall consumption has remained stable. This variation is a consequence of the weather in 2022, with milder than normal temperatures in the cold season, which led to a reduction in gas consumption, and much higher than average temperatures in the hot season, increasing electricity consumption. In addition, the occupancy rate, which has increased compared to 2021, as well as the extension of the Xanit building, which has led to an increase in consumption of 1.7 GWh, should also be taken into account.

In line with our commitment to the environment, since 2019 **all the energy supplied to Vithas came from 100% renewable sources**. In addition to this, two centres already use solar power to produce hot water for healthcare.



Since 2019 all the energy supplied to Vithas came from 100% renewable sources



Renewable energy	2021	2022	Variation (%)
Electricity (kWh)	46,624,400	49,067,939	5%
Natural gas (kWh)	21,967,777	19,555,105	-11%
Total	68,592,177	68,623,044	0.05%

NB Electricity and natural gas consumption for the year 2021 have been modified following the verification of the carbon footprint that occurred after the publication of the 2021 Non-Financial Information Statement. *Scope 2021 and 2022 19 hospitals and 2 medical centres.



WATER

100% of the water use at our centres comes from municipal water supply networks. In 2022, there was an increase in consumption, mainly due to increased occupancy of facilities, reaching pre-pandemic levels. To reduce this, we are implementing measures such as the gradual replacement of tap aerators with low consumption ones, as well as **initiatives and communications to raise awareness among all professionals of the need to save water.**

Water consumption (m ³)	2021	2022	Variation (%)
Water	274,722	293,278	7%

NB Water consumption for the year 2021 has been modified following the verification of the carbon footprint that occurred after the publication of the 2021 Non-Financial Information Statement. *Scope 2021 and 2022 19 hospitals and 2 medical centres.



To reduce our consumption, we are replacing our tap aerators with ones which use less water






EMISSIONS

Another of the key aims of our Energy Efficiency Plan is to fight against climate change and specifically to **reduce emissions**. We are developing a specific corporate climate change strategy, and **in 2022 we achieved a significant milestone with the calculation and verification of our carbon footprint across three scopes**. This was important in order to determine our start point, which we were then able to use to set out the Group's **Emission Reduction Plan in 2023**.

In 2022 we estimate that we have managed to prevent the emission of 7,851 tonnes of CO₂ into the atmosphere, taking into account only the procurement of energy from 100% renewable sources with Guarantee of Origin (GoO). In addition, thanks to the implementation of various measures to reduce the main areas of consumption, this year we have managed to reduce GHG (Greenhouse Gas) emissions into the atmosphere by 11% compared to 2021.



We contract energy from 100% renewable sources with a Guarantee of Origin (GoO) 



In 2022 our emissions due to energy supplied decreased by 11% compared to 2021 



In 2022 we
reduced
hazardous
waste produced
by 13%



WASTE

Another important goal focused on minimising our environmental impact is to **reduce the waste generated by our activity**, as well as its correct separation for recycling.

Because of our activities, we generate certain hospital waste that is hazardous to health and/or the environment, such as special bio-sanitary waste, sharps, chemical waste and cytotoxic and cytostatic waste. For this reason, each of the centres has agreements with authorised waste management companies for the removal and treatment of waste in accordance with the legislation in force in the autonomous communities where they are located. **For each of the hospitals, a system is in place to ensure the collection of hazardous waste** and to monitor the quantities collected and treated by the authorised management company.

In 2022, we also included the tracking and control of non-hazardous waste:

The amount of toxic and hazardous waste managed has been reduced by 13% in 2022. This decrease is due to the fact that at the beginning of 2021 we were still in a pandemic and, according to regulations, PPE was considered as specific bio-sanitary waste, Group III LER 18 01 03, causing an anomalous increase in the generation of this type of waste.

Non-hazardous waste (T)	2022
Toner	1.8
Photographic film and paper with/without silver	0.3
Equipment	0.6
Refuse deemed to be household waste	111.6
Medicines	9.6
Paper and Cardboard	12.6
Total non-hazardous waste	136.5

Waste managed by Consenur 19 hospitals.

Hazardous waste (T)	2021	2022	Variation (%)
Special biohazardous waste (including sharps)	447	372	-16.87%
Chemical waste	121	119	-1.32%
Cytotoxic and cytostatic	12	12	0.83%
Other*	3	4	26.67%
Total hazardous waste	583	507	-13.04%

Scope 100% centres. Information corresponding to the removals carried out by authorised waste managers according to the Waste Book.

3.4 SUSTAINABLE INITIATIVES TO LOOK AFTER THE PLANET

ENVIRONMENTALLY CONSCIOUS

At Vithas we promote information and training on environmental management, and in **2022 we developed an environmental awareness campaign, mainly aimed at our professionals so that we all contribute to the fight against climate change.** To this end, we used our Intranet and the Quality and Transparency Portal to communicate and share information on the celebration of the following days:

- 05/03 World Energy Efficiency Day
- 22/03 World Water Day
- 17/05 World Recycling Day
- 05/06 World Environment Day
- 21/10 World Energy Saving Day

We also have a **Manual for Energy Awareness** in which goals and good practices to optimise energy consumption are reflected.



SUSTAINABLE EQUIPMENT

In 2022 we made a **major investment in the replacement of old testing and diagnostic equipment with more sustainable high-tech equipment.** We would like to highlight the **helium-free MRIs**, an innovative piece of equipment with a complete seal to prevent leakage, using just 0.5% of the amount of helium (7 litres) compared to previous system levels (about 1,500 litres during diagnostic tests).

This represents a **major saving both in terms of the ongoing expenditure of a limited resource such as helium, and in terms of infrastructure**, as the old equipment requires the installation of pipelines to expel helium far from the hospital. **The new equipment provides excellent image quality and reduces the time needed by up to 40% for both 2D and 3D images.** So far, four helium-free MRI scanners have been installed in the Alzira medical centre and the hospitals in Castellón, Vitoria and Málaga. In 2023, other centres will continue to upgrade their equipment with this high-tech version.



WE
CREATE
DIGITAL
VALUE

WE CREATE
DIGITAL
VALUE



4.1 MOVING TOWARDS A SINGLE VITHAS

We continue to be immersed in a digital transformation process that is successfully driving us into the future. Thanks to the projects implemented in this area, we can anticipate the challenges ahead and ensure better care for our patients. The digital revolution is here and we want to get ahead and be prepared for the future.

Vithas One, a tangible reality

At Vithas, we are innovative by nature, and that is why we have embarked on an ambitious digital transformation project that involves all areas, from applications, infrastructures and telecommunications to cybersecurity.

Vithas One is the major digital transformation project aimed at standardising the company's processes

and implementing a single tool to support them. The project began in 2020 with financial, purchasing and logistics processes and will end in 2024 with healthcare processes.

In 2022 we made significant progress in implementing the single model:



Vithas One is Vithas' great digital project, scheduled to be completed in 2024



APPLICATIONS AREA

Implementation of the new Vithas One processes and technological solutions in three pilot hospitals in Madrid (Universitario Vithas Aravaca, Universitario Vithas Arturo Soria and Universitario Vithas La Milagrosa), as well as in the Vithas Internacional medical centre.



DIGITAL AREA

Development of a unique medical history number for Vithas patients synchronised with the corporate CRM. Integration of the new corporate HIS (SAP) with the Vithas private area to facilitate appointments, consultations, modifications or cancellations, etc. to be viewed by patients.



DATA AREA

Migration and consolidation of data to the new Vithas One healthcare system; automation of the migration processes for the deployment of Vithas One in the rest of the centres; implementation of the SAP Business Warehouse project (with the aim of having a single, consolidated repository of information to make it possible to implement all the necessary reporting); and analysis and design of the healthcare, patient experience and financial/management control reporting projects based on Vithas One.



HUMAN RESOURCES AREA

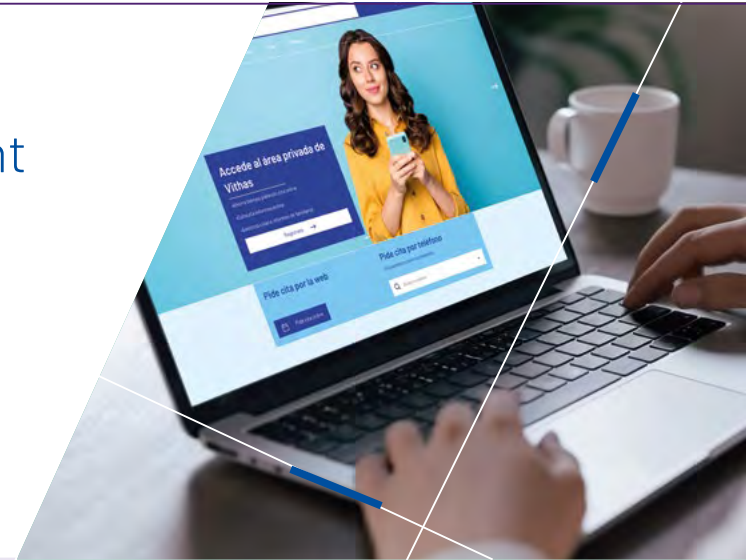
Implementation of applications that track Human Resources (Sucessfactors, Payroll, Compensation units, Recruiting and Onboarding, among others).



Single platform for radiological image management

With the aim of **creating and consolidating a radiological network for all Group hospitals**, in 2022 we began the **process of unifying and consolidating all of the Group's** PACS (Picture Archiving and Communication System), into a single radiological image management and reporting platform.

To this end, the solution provided by Philips Healthcare has been installed, designed to maintain a local PACS system in each hospital and a central infrastructure (SuperPACS) that consolidates the information generated in all centres in a single repository for the entire Group.



THROUGH THE RADIOLOGICAL NETWORK, WE WANT TO ACHIEVE:



A **homogeneous working environment for all the Group's radiologists**, with state-of-the-art visualisation, reporting and post-processing tools that facilitate cooperation between centres and remote work.



Guaranteed cybersecurity, with the opportunity for each hospital to work either in isolation or integrated with the SuperPACS network and with a centralised backup of all information.



Group-wide integrations for **sharing information with suppliers and customers**, enabling work with any tele-radiology provider and any public or private organisation as a provider of diagnostic tests.



A reduction in costs by consolidating systems and increasing productivity and satisfaction of professionals and patients.

WE INSTALL NEW EQUIPMENT

We continue **to incorporate new technological equipment in the diagnostic imaging services of our hospitals and centres**. By 2022 we have installed four more sustainable and efficient state-of-the-art helium-free MRI scans; 5 conventional radiology units; 14 ultrasound scanners; and 1 vascular interventional suite.

We have also **added new IT equipment**, including 2,100 PCs, 400 printers and around 300 devices (signature tablets, barcode/ QR readers, special scanners, projectors, etc.).

In addition to the acquisition of new, more cost-effective and sustainable equipment, we have also added **new phone contracts** unifying mobile data, fixed phone lines and mobile phone lines.

During 2022, the PACS of Hospital Universitario Vithas La Milagrosa, Hospital Universitario Vithas Arturo Soria, Hospital Universitario Vithas Aravaca and Hospital Vithas Málaga were migrated.

Guaranteed security of information

At Vithas we prioritise information security, a vital aspect of our activity as it includes private and sensitive information such as our patients' data. To guarantee this security, we have different systems and processes in place, such as firewalls, intrusion detectors, antivirus with EDR, threat hunting service, forensic analysis service, anti-spam systems, ASO service, etc. In addition, we have an Incident and Security Breach Procedure, which provides guidelines to follow in the event of security breaches.

Every year we **renew and update systems and processes** in order to stay ahead in this area. Among the actions undertaken in 2022, the following stand out:



A **global security assessment**, including **security benchmarking with different** national and international companies.



Implementation and expansion of **firewalls in more hospitals and medical centres.**



Update of **network equipment** and network segmentation in several hospitals and centres.



Infrastructure **upgrades**, especially in **user PCs.**



Advances in **system backups.**



Rollout of **Darktrace** (IPS system with artificial intelligence) in selected hospitals.



We guarantee information security by implementing different systems and processes



ABOUT OUR PATIENTS



5.1 IN SEARCH OF EXCELLENCE

Our corporate culture is focused on the patient, who is at the heart of our activity. For this reason, over the last 10 years we have been working to provide care and treatment for patients, but above all to look after them, sharing moments and experiences with them. And because their opinion is vital to our good performance, we actively listen and enable them to contribute to the improvement of our performance.

With the aim of improving healthcare access for our patients, we have opened **Vithas Xanit Estepona Hospital, bringing the number of hospitals in the Group to 20**, and adding three medical centres to the 32 existing ones. In addition to this, construction of the new hospitals Vithas Valencia and Vithas Barcelona is underway.

Care model

With a care model based and centred on people, we make every effort to have the best professionals and provide them with the best resources, in order to offer the best service to the people who need us. A care model that aims to achieve:



Clinical excellence, with the **best outcomes** in care and in health, supported by the principles of **evidence-based, personalised and precise medicine**.



Patient safety, with mechanisms in place to guarantee **safe procedures**, proactively avoiding potential injury, complications or incidents.



Efficiency of processes, avoiding **practices which are of low value**, unnecessary or counter-productive.



A positive impact on patient experience, through the perception of our services and the feeling generated.

To achieve these targets, we rely on the active participation of our professionals in the development of vision and strategy, as well as on advisory bodies such as the Corporate Care Council or Speciality Advisory Councils, and the Care Directorates and their clinical management committees at each of our hospitals, which work towards further improvement.



Our care in numbers

With more than 5.6 million patients treated per year, in 2022 Vithas hospitals dealt with 3,087,382 outpatient appointments, 1,077,075 emergencies and 146,547 surgeries, with a surgical outpatient rate of more than 51% and a total of 109,232 hospitalised patients, with an average stay of 3.08 days.

In the laboratory we carried out a total of 730,360 clinical analyses and 102,783 pathological anatomy tests. Radiodiagnostic imaging performed a total of 933,046 diagnostic and therapeutic tests, and the pharmacy service created 16,649 intravenous mixtures and dispensed 25,274 medications to external patients, with a conversion rate from biological drug to biosimilar of more than 67%.

VITHAS CARE DATA



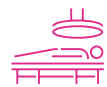
+5.6
million
patients



109,232
hospitalised
patients



3.08
days
median stay



146,547
surgeries



3,087,382
outpatient appointments



+ 51%
outpatient rate



1,077,075
emergencies



8,044
births



We have top quality teams
in order to offer the best
diagnostic service to our
patients





DIAGNOSTIC IMAGING



933,046

tests performed



93,366

mammograms



179,992

MRIs



267,194

ultrasounds



81,787

computed tomography
scans (CT scans)



307,707

other tests



LABORATORY



12,576,549

tests performed
(determinations)



1,084,263

patient enquiries
managed

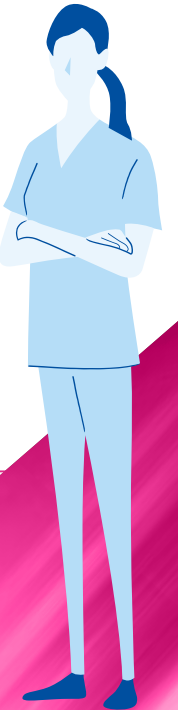


PATHOLOGICAL ANATOMY



102,783

patient enquiries



ANTIBIOTIC RESISTANCE AND CONSUMPTION MAP

Our commitment to healthcare, tied to the efficiency and sustainability of processes, means we work with the goal of providing the best service to patients. To promote and develop lines of work on optimising the use of antibiotics, **at Vithas we have our own map of microbiological resistances for different epidemiologically relevant microorganisms and a map of the use of antibiotics belonging to four therapeutic groups.**

Among others, we have **maps for the percentage of Oxacillin-resistant Staphylococcus aureus (MRSA)** and for the **percentage of Escherichia coli carriers of extended-spectrum beta-lactamases (E.coli ESBL)**. These allow visualisation of differences in the percentage of resistance to certain antibiotics between centres and the variations detected over time. The images show those for 2022.

Antibiotic consumption is calculated in defined daily doses (DDD) per 100 stays, and is presented in the form of a ranking of consumption between hospitals, in order to evaluate the position of each hospital in terms of consumption of a specific antibiotic compared to other centres for the same medicine.

Oxacillin resistance map · Staphylococcus aureus



Map percentage E. coli ESBL



PREVENTION IS BETTER

We are aware that **health education is a priority part of health care**. For this reason, we develop initiatives to educate and inform society about health-related issues, disease prevention and the promotion of healthy habits in our hospitals and medical centres. One of these initiatives are our **Health Classrooms (Vithas Aula Salud), workshops, information sessions and courses on different topics for all types of audience**, from professionals to patients, family members and society in general. This year **213 Health Classrooms were held (+215% compared to the 101 in 2021), involving 244 professionals and with 5,036 attendees.**

In 2022 we held **213 Health Classrooms (Vithas Aula Salud)**, with more than **5,000 attendees**

5.2 WE FOCUS ON YOU

We hear you

At Vithas we believe that **patient involvement is essential to achieve excellence in quality of care**. Since 2019 we have had a **Corporate Directorate of Patient Experience** and a **Patient Experience Committee** chaired by the Directorate General and made up of some of the corporate and area directorates, which meets monthly. This structure is being implemented in each hospital, and in 2022 patient experience committees will be implemented on a regular basis in the Business Units.

In addition, various Patient Experience initiatives were implemented this year, such as the **creation of the position of Patient Care Manager** in the Business Units and the development of the **Customer Care and Social Network Management and Care Procedures**.

BEING AND DOING VITHAS: ALMA IS BORN

In 2022 we created 'Being and Doing Vithas', a style manual that **guides the relationship with our patients, customers and users**, through any of our contact channels: face-to-face, digital, telephone and social networks.

This **handbook was born out of the voice of patients** through the collection of information from patient surveys and workshops. This guide has been personalised and given a name, **Alma**, and it wants to be the **essence of everything the company is and does**. Cross-cutting teams from Corporate and Business Units worked on its creation, together with the direct participation of Corporate and General Management. **To begin its implementation, training workshops were held for different professional profiles** so that they could become ambassadors of the Vithas style and behaviour manual.



VITHAL EXPERIENCES

This is a strategic project of cultural transformation and the construction of the ideal Patient Journey putting the patient at the centre in the four care areas: A&E, Hospitalisation, Outpatient Clinics, and Major Outpatient Surgery. With direct participation from patients and professionals and taking into account technology, processes, spaces and people as the main players, 28 workshops were held **during 2021 and 2022, involving more than 200 patients and over 1,000 professionals**.

These **Vithal Experiences** offer us a **real overview of the patient's entire journey**, their emotions, concerns and feelings, as well as the interventions of different professionals and technology, among others, thus detecting strengths, opportunities and areas for improvement for which targets and action plans have been set for the short, medium and long term.

VITHAL EXPERIENCES



16
hospitals



28
workshops



200
patients



1,000
professionals

185
Patient Journeys

Customer Service

OK VITHAS

We continue to make progress in non-face-to-face care at our **OK Vithas Patient Relations Centre**. In 2022, **more than 2.4 million calls were handled**, 77% of which were related to appointments (with a 68% increase in appointment activity compared to 2021) and 23% to information and other matters. OK Vithas also provides support to users of digital channels, offering them support and incident management, with 138,000 actions recorded in 2022.



In 2022 appointments made through OK Vithas increased by 68%



MY VITHAS

The My Vithas app and personal website, the **on-line channel available to patients for all actions** (appointments with specialists, access to medical records and diagnostic tests which can be consulted and downloaded, consultations with the medical staff of the Group's hospitals and medical centres, health advice, etc.) has also grown this year, with **more than 700,000 users** giving the app a score of 4.5 out of 5.

Among the new features this year are the **fast track appointment by specialist**, with a reduction in processing time, and the launch of the **Personal Area in English**.



% Online appointments
+15%



APP score
4.5
out of 5



Appointments made online
703,041



Digital users
722,288



CONNECTED THROUGH SOCIAL MEDIA

We are in permanent contact with our users through social networks, and we are on **LinkedIn, Instagram, Twitter, Facebook and Youtube**, increasing year by year the number of users. In addition, at the end of 2022 we launched our '**Stories & Histories**' podcast on the Spotify streaming platform, featuring doctors, nurses and other healthcare professionals, along with their patients and families.

SOCIAL MEDIA *Compared to 2021



111,502 +17.9% 7,108,722 +26%
followers impacts

1,644,342 +71% 5,001 +20%
interactions publications

Average score for the group in Google Business listings,
3.2/5 +10.3% being the average for the health sector 3.07

CLAIMS, COMPLAINTS AND SUGGESTIONS

Our ambition to improve care is to listen to the claims, suggestions and compliments that patients and relatives present at the hospital, and to manage them efficiently and quickly. This feedback allows us to improve patient care and detect areas for improvement.

In 2022 we received **5,657 claims and complaints** and **1,654 pieces of positive feedback**, of which 98% were handled and closed. There has been an increase in the number of claims and complaints compared to 2021, mainly due to the updating and reinforcement of the procedure for managing these claims, which has allowed us to adopt awareness in recording this activity correctly in our centres. This advance reflects our firm commitment to improving patient experience.

Positive feedback also increased by 46% during 2022.

Year	Claims	Complaints	Suggestions	Positive feedback
2022	1,251	3,996	130	1,654

In 2022, positive feedback increased by 46%

5.3 QUALITY AND EXCELLENCE GUARANTEED

At Vithas we work to offer **guaranteed quality healthcare based on the standards of the Joint Commission International**, the most prestigious healthcare accreditation in the world due to its high standards, the safety it provides for patients and for placing them at the centre of healthcare. These standards are derived from scientific and technical consensus and are divided into those focused on the patient and those focused on the management of the healthcare organisation.

By the end of 2022, Vithas Xanit Internacional (2014), Vithas Universitario Madrid Arturo Soria (2017) and Vithas Granada (2019) had been accredited (out of only 21 in Spain), and we continue with the project to accredit new hospitals, having already performed the initial assessment between 2021 and 2022 for Vithas Almeria, Vithas Malaga, Vithas Castellon and Vithas Las Palmas.



Three of our centres are certified by the Joint Commission International



COMMITTED TO QUALITY CARE

We have established a **new corporate working methodology based on Management Agreements**, which are the tool with which we want to convey our healthcare quality strategy to each of the hospitals through the achievement of 21 agreed targets. Since 2021, we have driven this new challenge for the organisation, reinforcing our commitment to excellence.

These 21 indicators reflect the performance of 5 areas of strategic importance for each of the key care processes of a hospital (A&E, Inpatient, Surgical, Outpatient Clinics and other areas):



In 2022, this new corporate working methodology based on Management Agreements focused on the quality of care and the improvement of safety in clinical practice. Quantitatively, these commitments have meant a **27.5% improvement in the achievement of the key targets**.

During 2023, the Management Agreements will pose a greater challenge for the organisation, as the focus is extended to other corporate divisions such as Human Resources and Finance, always aiming for greater efficiency that will result in improved clinical practice.

5.4 RECOGNITION FOR A JOB WELL DONE

In 2022 we were recognised for different achievements in the healthcare sector which encouraged us to continue improving in our commitment to live to look after our patients.

TOP 20 Hospitals Leading programme in the field of Spanish healthcare, with over 20 years' experience, implemented by IQVIA Healthcare and in which public and private hospitals participate for free, voluntarily, and anonymously. The criteria for these awards is based on indicators of quality, function and efficiency, as well as recognition of good practice in the sector. In 2022 **Vithas Almería won the Top20 award for Hospital Management in the Women's Area** and was a finalist in the category of Excellence in Global Hospital Management.

Best Spanish Hospitals Awards (BSH). Vithas hospitals were recognised with **8 awards** at these awards, which were organised by the consultants Higia Benchmarking and the leading healthcare coding company ASHO, with the endorsement of the Spanish Society of Healthcare Executives (SEDISA). The BSH awards recognise hospital excellence by analysing more than 250 indicators of efficiency, appropriateness and quality of care, in order to promote benchmarking aimed at continuous improvement in the clinical management of hospitals.

In this edition, the Vithas hospitals that have received awards were: **Vithas Valencia Consuelo** and **Vithas Almería** as the best surgical hospital in two of the three award categories (large, medium and basic private hospitals). **Vithas Universitario Madrid Arturo Soria** and **Vithas Alicante** as the best non-surgical hospital in two of the three award-winning categories, and **Vithas Almería** as the best hospital in maternal and child care. In addition, three hospitals in the Group received a finalist's certificate in different categories: **Vithas Castellón**, **Vithas Lleida** and **Vithas Las Palmas**.



OUR OFFICIAL CERTIFICATIONS

In addition to the **JCI, Joint Commission International** accreditation for excellence in quality of care and patient safety, a model followed by all our hospitals, we have renewed our **ISO 9001:2015 Quality Management** and **ISO 14001:2015 Environmental Management** certifications, the scope of which covers 100% of the hospitals and nine medical centres (29%), although all medical centres work according to the same quality management system. And as a new development, **in 2022 the carbon footprint was verified on the basis of UNE-EN ISO 14064-1:2019.**

In addition, the university hospitals Vithas Madrid Arturo Soria and Vithas Madrid Aravaca have had the **Madrid Excelente Seal** since 2021, awarded to companies in the Community of Madrid based on requirements of excellence, corporate responsibility and customer and consumer confidence. Other certifications and accreditations related to quality are:

ACSA Certification (Andalusian Agency for Quality in Healthcare) at the Vithas Granada Hospital and the Early Alert Unit at Vithas Almería.

CAT Certification
(quality in blood transfusion, cell and tissue therapy) at Vithas Xanit International.

Spanish Fertility Society Register at Vithas Castellón and Vithas Granada.

SEEDO accreditation
(Spanish Society of Obesity) at Vithas Vigo Hospital.

BETTER,
AS A
TEAM

BETTER, AS A
TEAM



6.1 SERVICE-MINDED

Our human team is characterised as a **group with a high level of responsibility and commitment to patients**. They have 'vital' DNA and are highly service-orientated, passionate, optimistic and skilled at listening. For this reason, **we try to ensure that they carry out their work in the best possible conditions**, providing them with a comfortable and safe workplace so that they can develop both professionally and personally.

Over the past 10 years we have been committed to having the best professionals, who are both dedicated to and enthusiastic about a project that generates value. Thus, we have a team that has grown, has been trained and has achieved excellence thanks to their efforts and their great vocation and passion for their work. For our part, **we have worked to provide them with the necessary tools, the latest technology, the necessary knowledge and the best working environment** for their professional development, always guaranteeing security, equality and quality of employment at all levels, and involving them in the development of the business.

We know that it is necessary to look after our people, because this has a direct and positive impact on the care of our patients, which is our *raison d'être*.



At Vithas, we ensure that our professionals work in the best conditions so that they can develop both professionally and personally



WE ARE COUNTING ON YOU

The **participation of professionals in decision-making and in corporate bodies** facilitates the collaborative shaping of the company's goals and **enables good management of all resources**. In short, we aim for more responsible, efficient and transparent management, to provide the company with a greater capacity to respond to possible unforeseen events and lead to greater competitiveness, innovation capacity and a better reputation.

In terms of clinical knowledge, **this close cooperation enables the design, planning, implementation and evaluation of the effectiveness of care processes**. Our organisational structure is classified into three levels:



Care Council: in which a selection of medical, nursing and hospital pharmacy staff who are leaders in their fields of competence participate, together with the Corporate Care Council.



Corporate Committees: These involve the corporate management together with the professionals from each individual hospital departments.



Hospital commissions: meetings at hospital level with multidisciplinary teams.



A GROWING WORKFORCE

At year-end 2022, our workforce consisted of **7,207 directly employed professionals**, an **increase of 3%** compared to the previous year. Our target of growth, opening new hospitals and health-care centres, makes us a generator of quality employment on a national level.

100% of the workforce is located in Spain, **the majority of whom are health care personnel.**



7,207
direct
employees

Distribution by gender:



Women
5,454 76%



Men
1,753 24%

Age distribution:



< 30
years
1,613 22%



30- 50
years
3,944 55%



> 50 years
1,650 23%

Management positions and intermediate positions:



Women
58.5%



Men
41.5%



Type of
contract:

86%
permanent

80%
full-time

99%
covered
by
collective
agreement

New organisational model

In 2022 we completed the implementation of a new organisational model, coinciding with our tenth anniversary, and which is the culmination of a series of projects we started in 2017 when SSFF SAP was chosen as the tool for digitising people management processes. **The model includes a new classification system for professional categories within the Group, based on the Mercer IPE (Internal Position Evaluation) methodology.** This methodology offers a global approach to job evaluation, which allows us to group jobs by levels (in our case, six levels have been established) and to make comparisons between departments, companies in the Group, and the market. The Mercer methodology maps the organisation and assesses each job according to five factors: impact, knowledge, innovation, communication and risk; and twelve dimensions.

The new classification of professional categories according to the Mercer methodology is divided into six levels:

Levels	Definition
1	Corporate and Regional Directors.
2	Managing Director, Medical, Nursing, Area.
3	Director of Administration; Heads of Emergency Nursing and Surgical Block; Medical Coordinators of Care Units; Doctors.
4	Coordinators, Nursing Supervisors; Controller; Nurses; Midwives; Systems Managers; Personnel Managers; Pathology Technicians; Biologists, Radiotherapists; Maintenance Manager.
5	Nursing Assistants; Dental Technicians; Care Coordinators; Physiotherapists; Speech Therapists; Personal Health Advisors; Patient Care and Experience; Cleaning and Linen Manager; Maintenance and Health and Safety Technicians.
6	Administrative staff, Administrative Assistants, Caretakers, Kitchen staff, Drivers, Laundry workers, Cleaners, Security guards.

With this project, Vithas is able to measure the relative contribution and importance of the job in an objective way, as the job itself is evaluated rather than the person holding the position, thus avoiding subjective bias. Our aim is to have a single healthy model for professionals that results in better patient care.



The new organisational model includes a new classification of professional categories, which are now divided in 6 levels



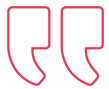
Artificial intelligence at the service of professionals

'MIGUELITO', THE NEW EMPLOYEE REGISTRATION MANAGER

In line with the digital transformation that the company is implementing at all levels, **in the People area we also wanted to apply artificial intelligence with the aim of eliminating the most repetitive administrative tasks, in 2022 launching a process of robotisation for these tasks.** This is how **we created 'Miguelito', the first RPA in charge of managing social security registrations.**

This robot is able to manage recruitment requests issued by business unit supervisors, communicate with the Social Security Treasury through its app and send all the necessary documents and information.

Thanks to 'Miguelito', we have optimised processes and freed up the workload and time of the personnel administration area, who have invested the time gained in internal training.

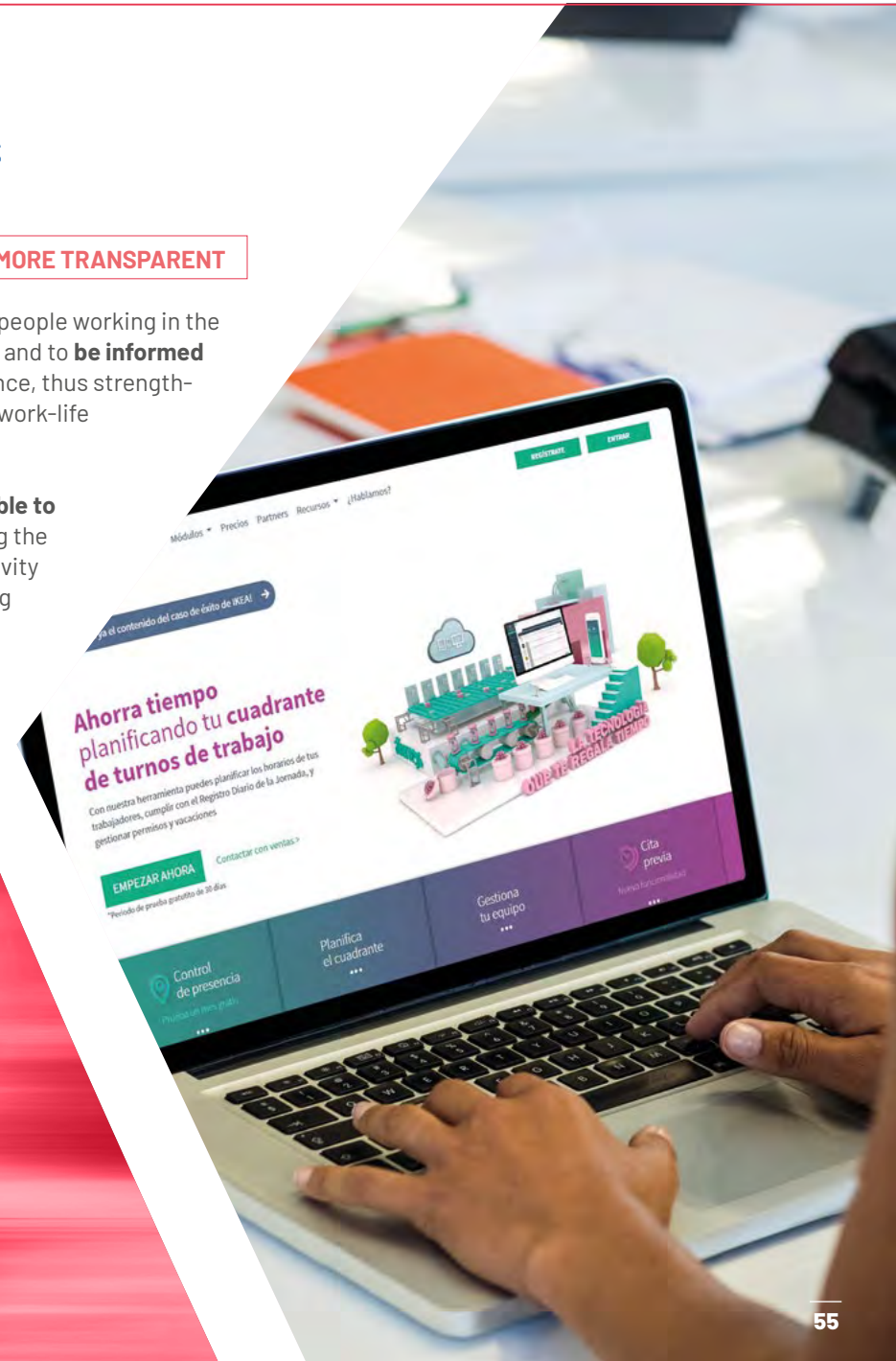


'Miguelito' is an AI capable of managing Social Security registrations

ATURNOS, THE APPLICATION TO BE MORE TRANSPARENT

The **new 'aturnos' application** allows people working in the organisation to **consult payroll items** and to **be informed about their annual schedule** in advance, thus strengthening the company's commitment to work-life balance.

Thanks to this tool, **it has been possible to carry out workload studies,** analysing the areas with the greatest weight of activity within the company, and thus enabling the appropriate scaling of the workforce in order to continue providing a quality service to our patients.



6.2 THE SAME AND DIFFERENT

Equality and diversity are strongly aligned with our purpose as a family. To guarantee and promote this commitment, we have tools such as the Code of Conduct and the Equality Plans, through which:



We defend and effectively apply the **principle of equality between women and men** and non-discrimination.



We guarantee equal **opportunities in the professional development of women and men** in the company.



We encourage a **balanced representation of women and men** in positions where there is under-representation of one sex or the other whenever the situation permits.

The plans include regular monitoring instruments and indicators to evaluate them, with training sessions and various communication methods used to make them known to the entire workforce.

For its part, the **Harassment Prevention Protocol guarantees the right to personal dignity, the free development of personality and the protection of physical and moral integrity**, with zero tolerance for situations that could be considered harassment or intimidation at work, whether sexual or of any other nature. This protocol affects the centres where the activity is carried out as well as work trips and events.



WORK-LIFE BALANCE FOR A FULFILLING LIFE

We know the importance of maintaining a balance between personal and professional life, allowing our professionals to work with the guarantee of being able to enjoy a fulfilling family life too. For this reason **we have measures to ensure employee's work-life balance** such as **flexible** start and end times, within our timetable which is divided into split shifts, part-time shifts or morning, afternoon or evening shifts, in order to guarantee permanent service in hospitals.

In addition, in some of our centres we offer **economic support for professionals** on the event of their marriage or civil partnership, and birth or adoption of children. And this year we have implemented a pilot programme for **flexible remuneration** which includes life insurance, health insurance, and restaurant vouchers, among other things.

Since 2021 we have also had a **Digital Disconnection Policy** applicable to all staff, in line with our commitment to the health and wellbeing of our professionals, with disconnecting digitally understood to be respect for the necessary rest and personal and family privacy.

6.3 GROWING IN KNOWLEDGE

Ongoing training is key to our goal of caring for people. Our professionals need to continuously update their skills and knowledge, in order to ensure excellent quality of care as well as progressing in their professional development. For this reason, **we offer the entire staff both mandatory training**, such as Health and Safety in the Workplace and Data Protection, **as well as training to develop specific skills** related to their role.

In order to achieve this objective, we have an **annual Training Plan that establishes the roadmap for the implementation of the Group's training actions**, specifying the objective, scope, roles and responsibilities, as well as the different phases of the process. This year, we have invested **809,000 euros** and given a total of **67,253 training hours**, both in-person and virtual (24%) and e-learning (76%).

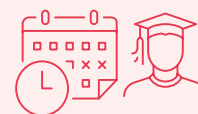
TRAINING 2022

51,283
e-learning
76%

Total hours

67,253

15,970
in-person and virtual
24%



Mercer Levels 2022

Mercer Levels	2022
Level 1	76
Level 2	2,377
Level 3	7,100
Level 4	27,351
Level 5	22,769
Level 6	7,580
Total	67,253

MAIN TOPICS TAUGHT 2022

Topic	Hours	Participants
Knowledge	30,566	6,992
Languages	1,017	42
Healthcare cleaning	360	96
Healthcare	16,364	2,136
Health, safety and prevention	18,946	3,851
Total	67,253	13,117



The number of training participants has almost doubled, from 7,333 in 2021 to **13,117** in 2022



In 2022 we increased the number of training hours by more than 20%, going from 55,956 to 67,253



Performance review

In order to ensure that the individual practice responds to the needs of the organisation and those of the patients, and above all, in order to promote the growth of our professionals, **we undertake annual performance reviews**.

The process is digitised and includes different content depending on the group to which the professional belongs and the organisational level they occupy, thus creating two types:

- **Performance reviews** (or skills review), which will be progressively applied to all Group employees, both for those in the healthcare field and those who are not. This protocol does not apply to medical professionals, who are governed by an independent review process.
- **Incentive assessments**, applicable only to key and leading personnel, irrespective of professional group.

In 2022 **2,662 people participated in performance reviews** compared to 337 people the year before. The increase in participants is mainly explained by the fact that **this year nursing and support professionals and other healthcare professionals were also included**. In addition, hospitals have started to include other profiles into the evaluation process, with the **aim of reaching 100% of employees**.

Talent development

There are many **initiatives and actions to promote the growth and development of talent** among our professionals, in order to offer quality training and to enable them to promote and develop their professional careers by evolving within the Group.

WE PROMOTE LEADERSHIP IN NURSING

In 2021 we launched **eLidera, a Leadership Development Programme for Nursing Management** that trains nursing professionals to take on new responsibilities, with a multidisciplinary perspective, strengthening the concepts of leadership, motivation and commitment and providing them with a global vision of the Group's organisational culture.

Focusing on leadership, innovation and healthcare quality, **the programme is taught by Vithas professionals in collaboration with the University of Nebrija**, and consists of six teaching modules: Leadership and Management, Leadership and Management of Care Services, Innovation and New Technologies, Quality and Patient Safety, Nursing Knowledge Management and Patient Experience.

In this second edition, **the programme has been reoriented towards a private healthcare approach** and with a greater vision of Vithas, so that it generates shared culture and values. In 2022, **34 people participated in eLidera and four people who completed the programme in 2021 were promoted**.



BEING AND DOING VITHAS TRAINING

Following the creation of 'Being and Doing Vithas', our new style manual to relate to patients, customers and users, we have developed different courses and workshops among our professionals, in order to train different profiles to be the **ambassadors of the new style and behaviour of Vithas**, reaching **186 professionals who have received specific training**.



**186 professionals
have received specific
"Being and Doing
Vithas" training**



6.4 WE WORK SAFELY

The occupational health and safety of our professionals is a priority in our company, which is why we promote a culture of prevention.

Our **Health and Safety Policy** is put into action daily through the **Occupational Risk Prevention Plan 2021-2024**. This Policy lays out eight commitments:

-  **Maintain a high level of health and safety at work**, in compliance with legislation.
-  **Carry out training and informative activities on the prevention of workplace risks** to help improve employee safety in their workplace.
-  **Advise on prevention of risks** in the workplace in a personalised and detailed way at all the centres.
-  **Carry out audits** to verify compliance with the workplace risk prevention.
-  **Ensure the participation and briefing of employees** and the right to consultation with workers.
-  **Ensure that everyone** at the company actively participates **in the Health and Safety Policy**.
-  **Have the necessary means to eliminate danger and reduce risks**, therefore reducing accidents at work.
-  **Ensure that contractors and subcontractors** who enter the workplace **perform safe tasks**.

CULTURE OF PREVENTION

The **organisation of preventive activities** at Vithas is articulated through a **Joint Prevention Service** that assumes the specialities of safety, hygiene, ergonomics and psycho-sociology. The speciality of health surveillance is outsourced.

The **Vithas Health and Safety Management System** covers all the Group's companies that are members of the Joint Prevention Service. For Health and Safety management at Vithas, we have a director, 11 technicians and one administrative staff member. In addition, managers, middle management and supervisors have tasks related to occupational risk prevention, which facilitates the achievement of an **optimal preventive culture in the organisation**.

In 2022, we made progress in the Occupational Risk Prevention Plan by initiating the **implementation of the same health and safety system in all work centres in order to standardise the Group's preventive management**, in addition to improving communication channels with employees in the area of health and safety.

In recognition of our performance, we received the **Health and Safety at Work 2022 Award** from the Spanish Society for Health and Safety at Work at its 9th International Congress on Occupational Health and Risk Prevention.



We received the Health and Safety at Work Award 2022 from the Spanish Society of Health and Safety at Work

NUMBER OF ACCIDENTS in 2022*

	Men	Women	Total
Without sick leave	40	203	243
With sick leave	28	99	127

*Not including accidents in itinere.

6.5 CONNECTIONS...

... between ourselves and society

The communications and marketing department works to make the Group's activities known in a transparent manner.

Internally, we have different **channels of communication** with our professionals, such as our **Intranet**, the **InVithas** newsletter and internal communications.

Externally, in 2022, **we registered a total of 15,281 media impacts**. In 97.97% of cases, the tone of the impact was positive. We also had **294 meetings of institutional relations**.

In terms of our website, **www.vithas.es**, we have improved the design, usability and SEO, making it easier for users to access all information. This has led to an **increase in online appointments**, in 2022 reaching **2,107 professionals with online appointments**.

This year we have given a **boost to sponsorship**, prioritising sporting, business and cultural actions and events, with **45 sponsorships in these areas**.

41 marketing and communication campaigns

294 meetings of institutional relations

488.5 M advertising impressions and impacts

132 private institutions

110 events

52 public institutions

15,281 media impacts

190 television

1,784 paper

1,714 radio

11,593 online

45 sponsorships

23 cultural and business

22 sport

6.6 THE MAGIC OF BEING VITHALES

10 LA MAGIA
DE SER
VITHALES
AÑOS



In 2022, we were fortunate to once again celebrate one of the most special moments

within the Group: our **Annual Convention**. This meeting was special because, on the one hand, this **year we celebrate our 10th anniversary**, and on the other we were finally able to hold it after **three years without being able to do so** due to the COVID-19 pandemic.

For these two reasons, it was an emotive event with many details in order to **highlight and recognise the work and commitment of our professionals**. Everything was based on a key word: **'MAGIC', the central theme of the story of the event**. With a master of ceremonies suitable for the occasion, **the magician Jorge Blass** was in charge of introducing each presentation, round table, video, etc, in a magical and exciting atmosphere, perfect to give the recognition deserved by the people who are part of Vithas, who make **'The Magic of Being Vithales'** possible.

The **event took place on 26th and 27th October 2022 at the Vithas Xanit International Hospital, where 150 professionals from the company gathered**. Our President, Jorge Gallardo, our General Director, Dr. Pedro Rico, the Management Committee, Regional Directors, Medical and Nursing Directors, Area Directors, as well as other professional groups of Vithas, enjoyed two days of work and celebration framed by our 10th Anniversary.





WE CONNECT
WITH THE
COMMUNITY

07
WE CONNECT
WITH THE
COMMUNITY



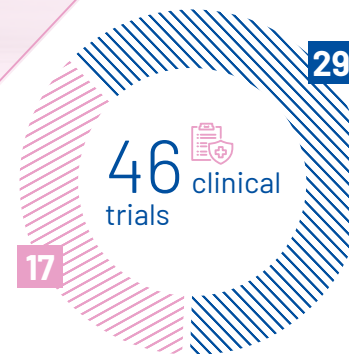
7.1 VITHAS FOUNDATION

We feel part of our environment and therefore we remain attentive to its needs in order to contribute to its development. Our main pillar is the **Fundación Vithas**, through which we **channel our social activity**, based on **research** and **training**, and **social action**.

We aim to improve patient's lives and society in general, always through the applications of the highest quality standards, good practice and transparency. In 2022 **research, teaching and social action initiatives were carried out to the value of 2 million euros**.

**Fundación
vithas**

RESEARCH



■ Previous ■ New

Patients treated

286 
in clinical trials

Scientific production

178 
publications

Active R&D&I projects

14 

TEACHING

Postgraduate degrees

10 

5 of them
master's 

Students

339 



Our Board of Trustees

The Governing Body of the Vithas Foundation is its Board of Trustees, which has undergone changes in 2022 and is currently made up of:

Trustee President:

Dr. Pedro Rico Pérez

Trustee Vice-president:

Dr. David Baulenas Parellada

Trustee members:

Ignacio Martínez González

Mercedes Mengibar Torres

Victoria Verdú Llorca

Candela Calle Rodríguez *

Non-trustee secretary: Mar Álvarez Reygosa

*New appointments in 2022.



In addition to the Board of Trustees, the Foundation has the following organisational structure:



7.2 WE RESEARCH FOR A HEALTHIER FUTURE

One of the main areas of the Vithas Foundation is the **promotion and innovation in research**. In this sense, it focuses its efforts on the development of initiatives, teaching and dissemination of research projects, **focusing on those unique projects developed in each of the hospitals**, as well as on support for the creation of grants and the obtaining of funds to support and subsidise these projects.

In this line, the Vithas Foundation works closely with universities, laboratories, public and private hospitals and professional and patient associations.

The Foundation has the Vithas Committee for Research, Development and Innovation (CVIDI), a collegiate body of a consultative and advisory nature for the development of R&D&I activity at the Foundation. Its responsibilities include:

- I The reception and **analysis of the viability of the research initiatives proposed to the** Foundation.
- I The advising, guidance and **tutoring of professionals** related to **R&D&I**.
- I The evaluation of assessment criteria and **recognition of the research** undertaken by researchers or research groups **at all Vithas centres**, in accordance with the scales approved by the Board of Trustees.
- I The **regular evaluation of the research** carried out at the Foundation.
- I The **drawing up of priority lists** of recipients of the possible **grants** for research and training of researchers that can that may be granted from the Foundation's budget, in accordance with the rules laid down by the Board of Trustees.



Research, on the rise

In 2022 the Foundation increased the number of clinical trials carried out in our hospitals with 17 new clinical trials, bringing the total to **46 active trials** in which **286** patients participated. 92 contracts were also arranged to carry out tests in the context of clinical trials. In this way, we can offer our patients state-of-the-art treatments for different pathologies.

The foundation also carried out **22 observational studies**, 10 of which were started in 2022. Another reflection of the intense scientific activity is the increase in the number of publications, which in 2022 rose to 178, mainly in Ophthalmology, Oncology and Neurosciences.





“
In 2022, 17 new clinical trials were initiated, bringing the total number of active trials to 46”



46 clinical trials


286  patients in clinical trials



92 contracts for diagnostic tests in clinical trials

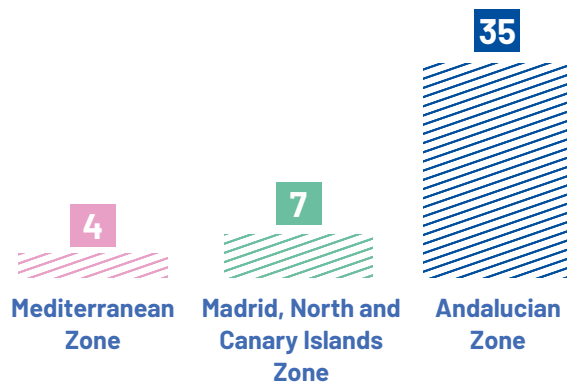


22 observational studies

10 of which  initiated in 2022

CLINICAL STUDIES BY HOSPITAL

CLINICAL STUDIES BY HOSPITAL



7.3 SHAPING TALENT

Another of the Foundation's core areas is quality training for healthcare professionals, both in the public and private sectors, where it develops and promotes a variety of initiatives and facilitates environments that encourage the exchange of experiences, opinions and knowledge among professionals.

The range of training is varied, novel and adapted to the different personal and professional needs and concerns. The training is organised into courses and theoretical and practical programmes developed in **collaboration with leading universities and teaching centres**, among which the CEU Cardenal Herrera Oria University in Valencia, the Francisco de Vitoria University and the CEU San Pablo University, both in Madrid, and the Pan-American University stand out, among other institutions.

Teaching at the Vithas Foundation is **structured** in:



Chairs



Postgraduate
degrees



Workshops

In November 2022 the **Vithas Foundation and the CEU San Pablo University** inaugurated the **first edition of the Master's of Continuing Education in Advanced Aesthetic and Laser Techniques** aimed at medical professionals from different specialties such as Dermatology, Family Medicine or Plastic Surgery. The degree, which is taught through hybrid learning at the **Hospital Universitario Vithas Madrid La Milagrosa**, provides professionals with highly specialised and up-to-date training in the subject, making it the only one of its kind in Madrid. This academic training is **directed by Dr. Vicent Alonso** and the **academic coordinator is Ms. María del Nogal Ávila**.



In 2022, Vithas
managed 5 masters
degrees



Postgraduate degrees

In 2021 a total of seven postgraduate degrees were imparted, three of them master's, which allowed the training of 339 students over the year and more than 800 over the different editions.

10
postgraduate
degrees

5 of them
master's

339
students

+ 800
in total

Type of Course	Degree	Director	University	Format	Year	Number of students	Total students all editions
University master's degree	X Edition Advanced Aesthetics and Laser Techniques	Dr. Vicente Alonso	CEU Cardenal Herrera	In person	2021/2022	37	-
University master's degree	XI Advanced Aesthetics and Laser Techniques	Dr. Vicente Alonso	CEU Cardenal Herrera	In person	2022/2023	39	378
Applied master's degree	Integrated Pain Management	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	42	98
Applied master's degree	Master's in Pain for Physiotherapists	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	6	23
Specialism	Chronic Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	5	21
Expert	Acute Postoperative Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	2	15
Expert	Advanced Techniques in Pain Treatment	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	6	18
University Course	Basis of Chronic Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	33	115
University Course*	Musculoskeletal Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2022	129	129
University master's Degree*	Clinical and Applied Research in Oncology	Dr. Jesús Rodríguez	CEU San Pablo	In person	2022/2023	11	11
Continuous Training Master's Degree	I Advanced Aesthetics and Laser Techniques	Dr. Vicente Alonso	CEU San Pablo	Hybrid	2022/2023	29	29
Total Postgraduate Degree Students						339	837

*Degrees launched in 2022.

Chairs

In 2022 the Vithas Foundation had two Chairs

Chairs	Director	Associated Centres	Year of Creation	Sponsors
Pain	Dr. Carlos Tornero	UFV	2019	Various
Chair on Cardiovascular Risk	Dr. David Vivas	Vithas Foundation	2022	Daiichi Sankyo

The Chair on Cardiovascular Risk - Daiichi Sankyo was created in June 2022 by the Vithas Foundation with the aim of promoting research, knowledge and training on cardiovascular disease among the general population and professionals in the field of healthcare. This chair is directed by Dr. David Vivas Balcones, cardiologist at the Vithas Madrid Aravaca University Hospital and at the Vithas Madrid La Milagrosa University Hospital. In 2022 the Chairs' activity included:

Actions to raise awareness



- DTM Neuromodulation Day (Chair on Pain)
- Oncology Patients Day (Chair on Pain)
- Round table on cardiovascular prevention update (Chair on Cardiovascular Risk)

Preventative actions



- Cardiovascular disease awareness/awareness campaigns (Chair on Cardiovascular Risk)

2
chairs

The Chair on Pain
celebrates four years
of progress

Workshops

The Vithas Foundation organises information days, symposiums and conferences directed at healthcare professionals, patients and their family members, with the aim of providing information in the most efficient way possible, promoting **collaborative learning** on topics such as vaccines, diabetes and multiple sclerosis.

In 2021 a total of **15 workshops**, attended by **581 people** were held.



15
days



581
attendees

Date	Workshop
22/02/2022	Training Programme for Primary Care Doctors
04/03/2022	DTM Neuromodulation Day (Chair)
22/03/2022	Novonordisk Project Webinar
04/04/2022	Clinical Trial Webinar
05/05/2022	II Vaccine Workshop Vithas Madrid La Milagrosa
06/06/2022	II Vithas A&E Day
16/06/2022	Oncology Pain Day (Chair)
22/06/2022	Fatigue in Multiple Sclerosis Webinar
27/06/2022	Ultra-realistic Biomodels in Healthcare Applications Webinar
27/09/2022	Vithas COVID Treatment Update Conference
29/09/2022	Round table on Updates in Cardiovascular Prevention (Chair)
23/11/2022	Training Programme for Primary Care Doctors 2nd edition
24/11/2022	Controversies in Localised Prostate Cancer
29/11/2022	Update on SARS-CoV-2 Infection (Encounters with Science Vithas La Milagrosa)
21/12/2022	Vithas La Milagrosa Heart Failure Unit Training Talk

7.4 SOCIAL ACTIONS

We carry out a number of social initiatives, both through the Vithas Foundation and at a Group level and in each hospital and health centre.



In 2022, the Vithas Foundation collaborated in different social initiatives, among which the following stand out:

'Surg for all'. Medical-surgical training project for professionals from developing countries in collaboration with the NGO 'Surg for all', led by Dr. José Rubio, a specialist in Urology at the Hospital Vithas Valencia 9 de Octubre.

International cooperation. Together with other organisations and NGOs, we arrange surgery or treatment for patients in developing countries who do not have access to these medical services. This year the following people benefited:

- **Mamadou.** Operated on in January for a tumour in the jaw at Vithas Valencia 9 de Octubre Hospital by Dr. Ignacio Solís. Collaboration of the GUP Association, which brought the patient to Spain, and Mamás en Acción, which accompanied Mamadou during his stay in hospital.
- **Abdelkarim.** In June this patient underwent surgery for a urological pathology at the Hospital Vithas Valencia Consuelo by Dr. Eduardo Morán. Collaboration of the ADRA Foundation to bring the patient from Morocco.



TOWARDS
ANOTHER
10 YEARS OF
SUCCESS

08
TOWARDS
ANOTHER
10 YEARS OF
SUCCESS



8.1 LOOKING FORWARD TO TOMORROW

Our purpose is to achieve excellence in care in order to offer all our patients the best possible experience. To do this, we rely on our long-term outlook, commitment to continuous improvement and the efforts of our entire team. This strategy also helps us to continue our journey towards becoming the leader of the hospital sector in Spain.

In 2022, we celebrated our first ten years of existence, a year in which we were able to take stock of the road we have travelled and all the achievements along the way. We have grown in hospitals, centres and professionals, advanced in treatments and therapies, applied innovation and the best technology to our day-to-day care, operations and management, but always with a fixed goal, an aim that has not changed since our creation, which is to look after people in the best possible way and to do so with all the means at our disposal.

This continues to be our purpose and what keeps us looking forward, because we still have a lot of work to do to continue to fulfil our philosophy of 'Living to look after you'. And we will do so hand in hand with our professionals, offering them the best place to work, providing them with continuous and quality training, and equipping them with the best technology.

We are convinced that a sustainable approach to what we do is already part of our DNA.



In 2023 we will
move forward in our
Energy Efficiency
Plan 

ALWAYS IMPROVING QUALITY OF CARE

Excellence in the quality of care is one of our premises, and that is why we work in all areas to improve the care of our patients.

In this line, we have promoted the **model of institutes**, with the aim of offering a complete service concentrating maximum complexity and high-tech equipment for better care, better results and better patient experience.

In 2022, we have three institutes up and running: the Vithas Cardiology Institute in Madrid, Vigo and Málaga-Benalmádena; the Vithas Oncology Institute in Andalusia and Madrid; and the Andalusia Neurosciences Institute. **The next institutes to open will be the Vithas Valencia Cardiology Institute; the Vithas Valencia Oncology Institute; and the Vithas Andalucía Neuroscience Institute.**

And to guarantee excellence **we work to continue certifying our hospitals in line with Joint Commission International standards**, the most prestigious and demanding health accreditation in the world. In 2023, we plan to also accredit Corporate Services under this standard, thus consolidating the company's corporate strategy in healthcare quality and patient safety, combining synergies with accredited hospitals or those in the process of accreditation.



LOOKING AFTER OUR PROFESSIONALS

They are the heart and soul of our activity. Without the professionals at Vithas it would not be possible to achieve our goal: to look after people. We strive to make our hospitals and centres the best place to work, where they can develop professionally with the best resources and techniques. In 2022 we made a great step forward by implementing our **new organisational model** and reclassifying professional categories.

Another important milestone in which we continue to make progress is in training. In 2022 we achieved university accreditation in three hospitals in Madrid (Vithas Arturo Soria, Vithas Aravaca and Vithas La Milagrosa), and **in the academic year 2023-2024 we will continue working on university accreditation processes in our hospitals in Vithas Castellón, Vithas Alicante, Vithas Málaga, Vithas Xanit Internacional, Vithas Sevilla, and Vithas Valencia**, among others. These accreditation processes allow the quality of our hospitals to improve further and strengthen our commitment to excellence.

INCREASINGLY SUSTAINABLE

One of the company's major goals is to become more sustainable and to lead the way as a pioneer. Along these lines, in 2022 **we already achieved the milestone of being the first carbon-neutral hospital group in terms of electricity and natural gas consumption**, as well as having **certified our carbon footprint measurement in its three Scope**, which is also a milestone in the Spanish private healthcare sector.

These achievements are part of our **Energy Efficiency Plan**, which is articulated around the United Nations Sustainable Development Goals (SDGs) and whose main energy efficiency challenges include **reaching 80% of the EU's 2030 Climate and Energy Framework Targets by 2025**.

To this end, we have set several targets with respect to 2017 data and consumption, such as **reducing greenhouse gas (GHG) emissions and non-renewable primary energy by 33%** (Scopes 1 and 2 of the Carbon Footprint), increasing energy efficiency by **reducing consumption by up to 32.5%,,** achieving a **40% share of nearly zero energy buildings (NEC)** and, finally, increasing efficiency in hospital processes in water consumption.

ABOUT THIS REPORT





SUSTAINABILITY REPORT 2022

Through this Annual Report, we at Vithas wish to share with all our stakeholders and with society in general our commitment to transparency, value creation and seamless communication, giving an account in these pages of our corporate, social, environmental and economic performance during the 2022 financial year.

All the information contained in this document is compiled and presented in a truthful, transparent and reliable manner, facilitating comparison with similar documents published in previous years in order to be able to easily follow the company's trajectory in recent years.



Company: Grupo Vithas



Country: Spain



Period covered: 2022



Frequency: Annual



Registered Office: C/ Arturo Soria, 107. 28043 Madrid



Email: comunicacion@vithas.es



Telephone: +34 915 905 252



Website: www.vithas.es

Stakeholders

Stakeholder	Communication channels	
Shareholders	<ul style="list-style-type: none"> Internal Audit Committee Visits to centres Meetings with senior managers Corporate and financial reports: annual accounts, Non-Financial Information Statement (EINF) 	<ul style="list-style-type: none"> Corporate website Vithas Foundation website Annual Report 2022
Patients	<ul style="list-style-type: none"> Patient Services, SAP Code of Conduct Complaints Channel Social Media 	<ul style="list-style-type: none"> Vithas Annual Report My Vithas App and personal website area OK Vithas Patient Relations Centre
Clients*	<ul style="list-style-type: none"> Periodic visits Periodic communication Corporate and financial reports: annual accounts, Non-Financial Information Statement (EINF) Sectorial trade fairs Satisfaction surveys 	<ul style="list-style-type: none"> Corporate website Vithas Foundation website Vithas Annual Report Social Media Code of Conduct Complaints Channel
Employees	<ul style="list-style-type: none"> Periodic meetings Work groups Communication campaigns Training workshops and courses Code of Conduct Complaints Channel 	<ul style="list-style-type: none"> Corporate website Vithas Annual Report Social Media Intranet
Public administrations and regulatory bodies	<ul style="list-style-type: none"> Vithas Foundation Report Social project Corporate and financial reports: annual accounts, Non-Financial Information Statement (EINF) Sponsors 	<ul style="list-style-type: none"> Vithas Foundation website Vithas Annual Report Social Media Code of Conduct Complaints Channel
Suppliers	<ul style="list-style-type: none"> Meetings and work groups Conventions, trade fairs and conferences Assessments Corporate website Code of Conduct Complaints Channel 	<ul style="list-style-type: none"> Vithas Foundation website Vithas Annual Report Plaza Salud + website Social Media
Social environment	<ul style="list-style-type: none"> Vithas Foundation Report Social project Sponsors Code of Conduct Complaints Channel 	<ul style="list-style-type: none"> Vithas Foundation website Vithas Annual Report Social Media
Opinion generation	<ul style="list-style-type: none"> Press releases Informative interviews Interviews and reports Events Publicity campaigns 	<ul style="list-style-type: none"> Corporate website Vithas Foundation website Vithas Annual Report Social Media
Unions	<ul style="list-style-type: none"> Informative interviews Corporate website Vithas Foundation website 	<ul style="list-style-type: none"> Social Media Complaints channel, Code of Conduct
Funders	<ul style="list-style-type: none"> Informative corporate and financial meetings: annual accounts, EINF Corporate website 	<ul style="list-style-type: none"> Vithas Foundation website Social Media

* Insurance companies, mutual labour insurance companies, administrations. Plaza Salud+: medical centres and private hospitals.

Materiality analysis

In order to understand the most important aspects and issues based on our business, and to be able to report on them to our stakeholders in this document, during this financial year we have carried out a materiality study based on an external analysis through benchmarking of the materiality matrices of companies in the sector and the analysis of reference standards. A list of 42 material issues related to Business, Governance, The Environment, Human Resources and Society were identified in this study.

To complete the analysis, an on-line survey was conducted with the 42 aspects identified to the Board of Directors, Management Committee and Business/Management Committee to review and prioritise the different aspects based on their ASG dimension, resulting in the following analysis:

MATERIAL ISSUES BY ASG DIMENSION

BUSINESS

	Points
Quality and safety of the product and patient	4.80
Innovation	4.40
Digital Transformation	4.40
Leadership	4.20
Economic performance	4.00
Management model	3.97
Market presence	3.93
Continuous improvement	3.67
Partnership management	3.47
Good practice in procurement	3.47
Indirect economic impacts	3.17

HUMAN RESOURCES

	Points
Employee commitment	4.53
Employee training and employment	4.47
Health and safety at work	4.23
Employment stability	4.17
Work-life balance	4.17
Diversity, non-discrimination, and equal opportunities	4.10
Healthy lifestyle habits	3.63
Association and collective bargaining	3.20

SOCIETY

	Points
Commitment to the local environment	4.17
Other social challenges (aging population, mental health, rare diseases...)	3.93
Low-income patient access	3.20

GOVERNANCE

	Points
Cybersecurity	4.70
Personal data protection	4.50
Compliance and ethics	4.47
System of good corporate governance	4.30
Corruption and Bribery	4.20
Human Rights	4.03
Corporate culture: Shared values	4.03
Risk management	3.87
Dialogue with stakeholders	3.73
Fiscal Transparency	3.67
Public policy	3.33

ENVIRONMENT

	Points
Average energy management	3.97
Commitment to the environment	3.83
Waste management, reduction and recycling	3.73
Water consumption	3.57
Emissions management (carbon footprint)	3.47
Environment-friendly materials/purchases	3.40
Eco-friendly products and services	3.10
Biodiversity	3.07
Environmental practices of providers	3.00
Physical impacts of climate change (e.g.: floods, earthquakes...)	2.87

Critical Matter
 High Priority
 Medium Priority
 Low Priority

DIRECTORY OF HOSPITALS AND MEDICAL CENTRES



Álava



Hospital Vithas Vitoria

Calle Beato Tomás de Zumárraga, 10
01008 Vitoria
 Tel.: 945 14 09 00



48

Hospital
beds



5

ICU
beds



6

Operating
theatres



50

Outpatient
Care



Vithas Medical Centre Vitoria

Calle Beato Tomás de Zumárraga, 1
01008 Vitoria
 Tel.: 945 14 09 00

Alicante



Hospital Vithas Alicante

Plaza Doctor Gómez Ulla, 15
03013 Alicante
 Tel.: 965 20 11 00



94

Hospital
beds



10

Operating
theatres



35

Outpatient
Care



Hospital Vithas Medimar

Avenida de Denia, 78
03016 Alicante
 Tel.: 965 16 22 00



66

Hospital
beds



7

Operating
theatres



60

Outpatient
Care



Vithas Hospital Clinic and Dental Unit

Calle Padre
Arrupe,
03016 Alicante
 Tel.: 96 516 22 00

Almería



Hospital Vithas Almería

Carretera del Mamí, km1
04120 Almería
 Tel.: 950 21 71 00



83

Hospital
beds



5

ICU
beds



6

Operating
theatres



37

Outpatient
Care



Vithas Medical Centre El Ejido

Avenida Ciavieja, 15
04700 El Ejido
 Tel.: 950 48 96 88



Vithas Medical Centre Playa Serena

Avenida Playa Serena, 40
04740 Roquetas de Mar
 Tel.: 950 33 41 41

Barcelona



Vithas Garraf Medical Centre



Rambla de L'Exposició, 97-99. 08800- Vilanova i la Geltrú



Tel.: 93 811 58 38

Castellón



Hospital Vithas Castellón

Carrer Santa María Rosa Molas, 25
12004 Castellón de la Plana
 Tel.: 964 72 60 00



80

Hospital
beds



14

ICU
Beds *



12

Operating
theatres



26

Outpatient
Care

*6 paediatric and neonatal and 8 adult



Vithas Medical Centre Castellón

Carrer Santa María Rosa Molas, 40
12004 Castellón de la Plana
 Tel.: 964 72 60 00

Granada



Hospital Vithas Granada

Avenida Santa María de la Alhambra, 6
18008 Granada
 Tel.: 958 80 88 80



81

Hospital
beds



5

ICU
beds



7

Operating
theatres



36

Outpatient
Care



Vithas Medical Centre Granada

Plaza de la Ciudad de los Cármenes, 2 (bajo)
18013 Granada
 Tel.: 958 00 15 00



Vithas Physiotherapy Unit

Plaza de la Ciudad de los Cármenes, 3 (Local 2)
18013 Granada
 Tel.: 958 80 07 46

Las Palmas



Hospital Vithas Las Palmas

Calle León y Castillo, 292
35005 Las Palmas de Gran Canaria
 Tel.: 928 29 71 51



157

Hospital
beds



18

ICU
Beds*



5

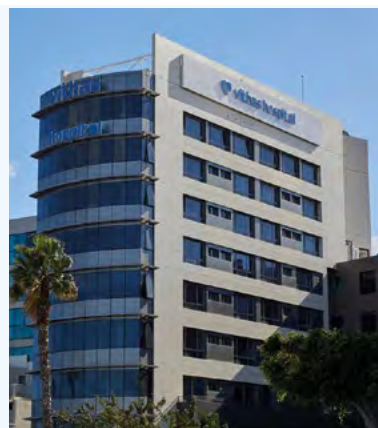
Operating
theatres



38

Outpatient
Care

*11 neonatal and 7 adult



Vithas Hospital Outpatient Clinics

Calle Doctor José Juan Megías, 8, Bajo
35005, Las Palmas de Gran Canaria
 Tel.: 928 29 71 51



Vithas Hospital Consultancies

Calle León y Castillo, 294
35004 Las Palmas de Gran Canaria
 Tel.: 928 29 71 51

Lleida



Hospital Vithas Lleida

Calle Bisbe Torres, 13
25002 Lleida
Tel.: 973 26 63 00



41

Hospital
beds



3

ICU
beds



5

Operating
theatres



27

Outpatient
Care



Vithas Medical Centre Lleida

Avenida de Tortosa, 4
25005 Lleida
Tel.: 973 26 63 00



Paediatric Emergencies

Calle Bisbe Torres, 13
25002, Lleida
Tel.: 973 266 300



Vithas Medical Centre Tàrraga

Calle de les Astes de Sant
Macari, 3 25300 Tàrraga
Tel.: 973 26 63 00



Extraction point laboratory

Calle Bisbe Torres, 6
25002, Lleida
Tel.: 973 266 300

Madrid



University Hospital Vithas Madrid Aravaca

Calle La Salle, 12
28023 Madrid
Tel.: 915 12 90 00



88

Hospital
beds



13

ICU
beds



10

Operating
theatres



46

Outpatient
Care



Hospital Vithas Madrid La Milagrosa

Calle Modesto Lafuente, 14
28010 Madrid
Tel.: 914 47 21 00



126

Hospital
beds



10

Operating
theatres



55

Outpatient
Care



University Hospital Vithas Madrid Arturo Soria

Calle Arturo Soria, 103
28043 Madrid
Tel.: 912 14 31 00



90

Hospital
beds



16

ICU
beds



7

Operating
theatres



60

Outpatient
Care



Vithas Hospital Outpatient Care La Milagrosa

Calle de Fernández de la Hoz, 45
28010, Madrid
Tel.: 91 447 34 00



Vithas International

Calle Arturo
Soria, 107
28043 Madrid
Tel.: 915 90 52 99



Vithas Hospital Outpatient Arturo Soria

Calle Arturo Soria, 105
28043 Madrid
Tel.: 91 214 31 00

Málaga



Hospital Vithas Málaga

Avenida Pintor Sorolla, 2
29016 Málaga
Tel.: 952 12 11 00



85

Hospital
beds



14

UCI
beds*



7

Operating
theatre



39

Outpatient
Care

*7 neonatal and 7 adults

(6+1 delivery room)



Vithas Medical Centre Limonar

Calle La Era, 6
29016 Málaga
Tel.: 952 12 11 00



Vithas Paediatric Care Unit

Avenida Pintor Sorolla, 33
29016 Málaga
Tel.: 952 06 16 54



Vithas Medical Centre La Rosaleda

Paseo Martiricos, s/n - Estadio de Fútbol La Rosaleda
29011 Málaga
Tel.: 951 00 01 00



Vithas Medical Centre Rincón de la Victoria

Avenida de Torres, 24
29730 Rincón de la Victoria
Tel.: 951 00 01 00



Vithas Medical Centre Torremolinos

Calle Hoyo, 15
29620 Torremolinos
Tel.: 951 00 01 00



Vithas Medical Centre Nerja

Calle Antonio Ferrandis "Chanquete", 5 Planta Bj.
Edificio Riosol 1 - 29780 Nerja
Tel.: 951 00 01 00



Vithas Medical Centre Torre del Mar

Calle San Andrés, 23
29740 Torre del Mar
Tel.: 951 00 01 00



Vithas Medical Centre Fuengirola

Avenida Ramón y Cajal s/n
Edificio Beroe - 29640 Fuengirola
Tel.: 952 47 73 10



Vithas Xanit Gibraltar

St Midtown St, Gibraltar, GX11 1AA, 1AA Gibraltar, Gibraltar

Tel.: (+350) 200 422 59



Hospital Vithas Xanit Internacional

Avenida de los Argonautas, s/n
29630 Benalmádena
Tel.: 952 36 71 90



141

Hospital
beds



16

ICU
beds



7

Operating
theatres



60

Outpatient
Care



Hospital Vithas Xanit Estepona

Avenida Andalucía, 1,2,4
29680 Estepona
Tel.: 952 80 81 00



9

Hospital
beds



2

Operating
theatres



15

Outpatient
Care

Pontevedra



Hospital Vithas Vigo

Calle Via Norte, 48
36206 Vigo
 Tel.: 986 82 11 00



78

Hospital
beds



7

ICU
beds



10

Operating
theatres



36

Outpatient
Care



Vithas Medical Centre Pontevedra

Avenida Eduardo Pondal, 68
36003 Pontevedra
 Tel.: 986 86 85 44

Seville



Hospital Vithas Sevilla

Avenida Plácido Fernández Viagas, s/n
41950 Castilleja de la Cuesta
 Tel.: 954 46 40 00



167

Hospital
beds



19

UCI
beds*



11

Operating
theatres



79

Outpatient
Care

*9 adult / 5 neonatal / 5 paediatric

(+ 2 delivery rooms)



Vithas Medical Centre Sevilla

Calle Enramadilla, 8
41018 Sevilla
 Tel.: 954 42 06 00

Tenerife



Hospital Vithas Tenerife

Calle Enrique Wolfson, 8
38006 Santa Cruz de Tenerife
 Tel.: 922 53 47 30



58

Hospital
beds



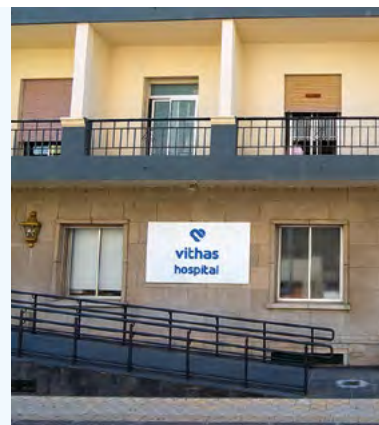
2

Operating
theatres



15

Outpatient
Clinic



Vithas Hospital Consultancies

Calle Enrique Wolfson, 17
38006 Santa Cruz de Tenerife
 Tel.: 922 534 730

Valencia



Hospital Vithas Valencia 9 de Octubre

Carrer de la Vall de la Ballestera, 59
46015 Valencia
 Tel.: 963 17 91 00



218

Hospital
beds



34

UCI
beds*



21

Operating
theatres



70

Outpatient
Care

* 20 neonatal and 14 adult



Vithas Hospital Outpatient Care 9 de Octubre

Avenida Valle de la Ballestera, 59
46015 Valencia
 Tel.: 963 179 200



Vithas Garraf Medical Centre

Gran Vía Comunidad Valenciana, 4
4600 Alzira, Valencia
 Tel.: 962 588 953



Hospital Vithas Valencia Consuelo

Carrer de Callosa d'en Sarrià, 12
46007 Valencia
 Tel.: 963 17 78 00



86

Hospital
beds



8

ICU
beds



12

Operating
theatres



40

Outpatient
care



Hospital Vithas Aguas Vivas

Carretera Alzira-Tavernes de Valldigna
CV-50, Km 11 - 46740 Carcaixent
 Tel.: 96 258 88 00



128

Hospital
beds



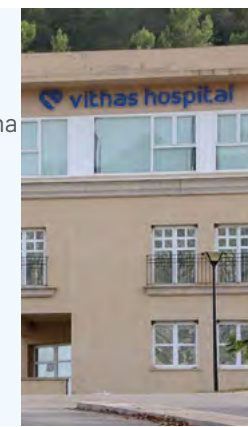
8

Operating
theatres



20

Outpatient
Care



Specialist centres



Vithas Institute for Neurological Rehabilitation

Calle María de Maeztu, 5
03208 Elche
 Tel.: 966 61 44 99



Vithas Eurocanarias Ophthalmological Institute

Calle León y Castillo, 211
35004 Las Palmas de Gran Canaria
 Tel.: 928 49 10 90



Vithas Eurocanarias Ophthalmological Institute

Calle León y Castillo, 269
35004 Las Palmas de Gran Canaria
 Tel.: 928 24 07 25













Vithas Ophthalmology Centre Madrid Alcalá




Calle Alcalá, 68
28007 Madrid
 Tel.: 91 214 31 00

Vithas Diagnostic Network




Vigo (headquarters)

- 
 Rúa Troncoso, 3
36206 Vigo
 Tel.: 986 22 83 18 - Division of Human, Genetics and Toxicology
- 
 Rúa Lepanto, 5
36201 Vigo
 Tel.: 986 22 83 18 - Division of Human, Genetics and Toxicology
 Tel.: 986 43 74 00 - Veterinary Division
- 
 Rúa do Paraguai, 18
36204 Vigo
 Tel.: 986 48 55 69 - Environment and Bromatology Division

Pontevedra

- 
 Avenida de Vigo, 5
36003 Pontevedra
 Tel.: 986 84 11 00 - Division of Human, Genetics and Toxicology;
 Division of Environment and Bromatology;
 Veterinary Division

A Coruña

- 
 Calle Alfredo Vicenti, 42 Bajo
15004 A Coruña
 Tel.: 981 06 70 66 - Division of Human, Genetics and Toxicology;
 Division of Environment and Bromatology;
 Veterinary Division



 **vithas**
living to take care of you