



ANNUAL REPORT 2024

Executive Summary

WE REALISE OUR PURPOSE

In 2024, we consolidated our treatment model, which is based on **accredited care, the patient experience, research, teaching, and sustainability**. The strength of this model contributes to the growth of our activity, inspired by the excellence and continuous improvement of the health services we offer.



Key Figures

20 
hospitals

+

39 
medical and treatment centres


=

59 
centres

12,600 
professionals

Over **6.4** 
million medical meetings

1,109 
consultation spaces

220 
operating rooms

1,846 
beds

215 
adult and paediatric ICU places

PLAZASALUD+

Our PlazaSalud+ service is positioned as the **leading procurement centre in Spain** by turnover, offering an integrated consultancy service and innovative solutions that guarantee maximum savings without compromising on quality or service. Its scope was expanded in 2024, working with:

69
hospitals

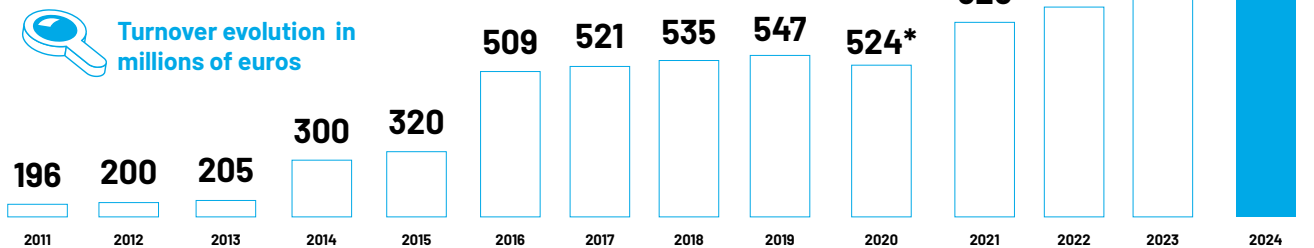
84
medical and residential centres

261
approved suppliers

POSITIVE IMPACT ON THE SPANISH ECONOMY



We make a significant contribution to Spanish society, providing **over 163 million euros**¹ (21.8% of our turnover) in taxes and contributions. What's more, we inject an additional almost **443 million euros** into the domestic economy in the form of salaries and medical fees, boosting our **commitment to the country's economic and employment development**. We also support many supplier companies, generating a multiplier effect that's positive for Spain.



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

CONTRIBUTION TO GROWTH OF THE COUNTRY



Social Security
€67.7M³

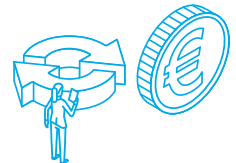


Personal Income Tax
€41.6M⁴

Taxes
€54.5M⁵

^{1,2,3,4,5} Accounting data as of 31/12/2024 subject to consolidation and audit.

HEALTHY ACCOUNTS



Maintaining healthy accounts has been crucial to our success and stability. Thanks to **solid financial management**, we have been able to take strategic decisions and invest in innovation and growth, enabling our competitiveness and expansion in the market.

WITH THE FOCUS ON OUR PATIENTS

Our patients are at the centre of all our activity. They are the cornerstone upon which our commitment and corporate strategy are sustained. Our objective is to **continue generating value and caring for the user experience** of every patient.

Treatment in figures



172,063
surgical interventions



2.89
days average
stay



14,859,302
laboratory tests



+55%
outpatient rate



1,065,641
emergency treatments



129,644
patients hospitalised



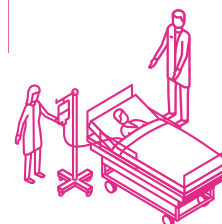
3,443,142
outpatient consultations



2,004,828
diagnosis imaging tests

CARE ASSESSED

Net Promoter Score (NPS):
Vithas scores **65** points,
against a sector average of
61 points.



OMNICHANNEL FOR BETTER SERVICE



100% of the Vithas network is integrated
into the OK Vithas Patient Contact Centre

2.8 

million calls answered

1.3 

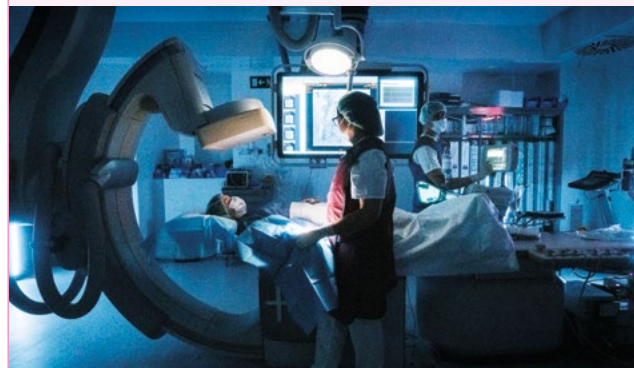
million telephone
appointments scheduled

Over **1,150,000** 
users on the My Vithas
app and private web

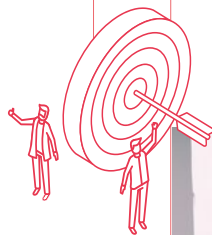
4% 
increase in appointments
made online compared to 2023

VITHAS INSTITUTES: CONSTANTLY EVOLVING

In 2024, the activity of the **Cardiovascular (+8.4%)**, **Oncology (+17.3%)** and **Neuroscience (+17.7%) Institutes** was up across the board, consolidating their positions as leaders in care, transnational research and teaching. What's more, we have achieved an improvement of **29.3%** in key care objectives and clinical safety.



FIRST-RATE PROFESSIONALS



We have the best talent to offer a high quality health service. Our team is made up of **responsible professionals, with a deep vocation for service and a firm commitment** to the health of our patients.



12,600 
professionals

7,615 
direct employees

76% 
women

24% 
men

54% 
of those in senior and middle management are women.

DIVERSITY AND EQUALITY IN TALENT



We foster equality, diversity and inclusion and we reject any form of discrimination on grounds of birth, race, sex, creed, opinion or origin.



TRAINING FOR EXCELLENCE

In 2024, we remain committed to professional development, with an investment of **1 million** euros.

41,183 
hours of training

3,969 
participants

KNOWLEDGE TO CONTINUE ADVANCING

Thanks to the work and ethics of our professionals, we generate the knowledge necessary to drive innovation and improve the quality of diagnosis and treatment. We channel all our research and teaching through the **Vithas Foundation**.

RESEARCH



96
clinical trials

40 of those
initiated in 2024



22 observational
studies

11 of those
initiated in 2024

TEACHING



14
postgraduate degrees



2
academic chairs



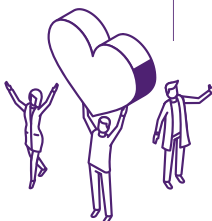
6
conferences

UNIVERSITY HOSPITALS

Hospital Vithas Las Palmas was accredited as a university hospital, joining Vithas Madrid Arturo Soria, La Milagrosa and Aravaca.

TOGETHER WITH SOCIETY

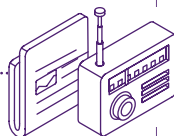
Vithas's commitment extends to the communities with whom we partner, where **we provide value in health and wellbeing.**



PERMANENT COMMUNICATION

In 2024, **YouTube Health** selected Vithas as a reliable and responsible source of health information. We also launched our **TikTok** channel.

...SOCIAL MEDIA, MEDIA AND MARKETING...



157,343
followers



17,298
impacts in press,
radio and TV



56
marketing
campaigns



TRAINING FOR ALL

The workshops of the **Vithas Aula Salud** programme have trained a total of **7,181 people** in disease prevention, care, and wellness.



PROMOTING SPORT



We are the official medical service of Atlético de Madrid.



WE SUPPORT



The Conde de Godó Tennis Trophy in Barcelona



The Valencia Marathon and Half Marathon



The 3rd Vithas Lleida Marathon



IN ADDITION...



... We are the official medical service for Binter NightRun and Málaga CF.



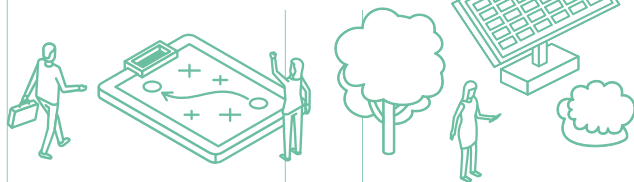
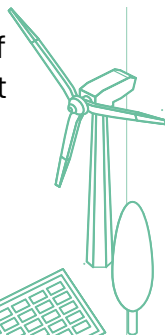
... We are the official medical provider for the World Surf League in Spain.

We reaffirm our commitment to the values of sport: sustainable lifestyle, teamwork and the spirit of self-improvement

COMMITTED TO

THE ENVIRONMENT

Here at Vithas, we are conscious of the fact that today's actions impact on the future of the planet. That's why **we assume the responsibility of caring for the environment**, ensuring a sustainable world for the generations to come.



MEASURE TO REDUCE



We are the first hospital group to measure our global carbon footprint across the three scopes, obtaining AENOR certification for the second consecutive year.



According to AENOR's latest verification, in 2023 we reduced our carbon footprint by

42%

compared to 2022, through energy efficiency measures reducing emissions from 180,617.44 to **105,263.65** tons of CO₂.



We have been awarded the AENOR Energy Efficiency Certificate (CAE) for the first time.



We are the first Spanish hospital group to become carbon-neutral in gas and electricity consumption.



The photovoltaic plants at five hospitals allow us to generate **662,513 kWh** of clean energy in one year

INNOVATION FOR SAVING WATER

The Amán Project (*amán* meaning water in the guanche language), undertaken at Hospital Vithas Las Palmas, boasts an innovative water recycling and reuse system for the sterilisation of medical material. By extending it across our entire hospital network, **the equivalent of 21 olympic swimming pools of water will be saved**. The project has been recognised by *Actualidad Económica* as one of the 100 best ideas of 2024.



MORE CLEAN AND RENEWABLE ENERGY

The photovoltaic installations at Hospital Universitario Vithas Madrid Aravaca are forecast to produce **520,000 kWh per year**, the equivalent of the annual consumption of 160 homes. This installation joins existing ones in Valencia, Alicante, Seville, Las Palmas and Benalmádena (Málaga).



WE DELIVER PROJECTS TO BE MORE ACCESSIBLE AND BETTER

We are improving access to the Vithas model, building **new medical centres and hospitals and renovating existing infrastructure.**

MEDICAL CENTRES

Vithas Majadahonda Medical Centre (Madrid)



Investment: **€5.5M** 

Vithas Nervión Medical Centre (Sevilla)



HOSPITALS

Hospital Vithas Barcelona



Investment: **€172M** 

Hospital Vithas Valencia Turia



ADVANCING IN DIGITALIZATION

We consolidated **Vithas One**, our transformation strategy for care decisions and data management.

- ✓ We have **16 hospitals** and **2 medical centres** integrated in **Vithas One**.
- ✓ We have implemented automatic check-in at **26 hospitals and medical centres**.
- ✓ We have implemented **18 robots** to improve the performance and productivity of our professionals.



RECOGNITION FOR A JOB WELL DONE

- ⚙️ **Joint Commission International** awarded JCI accreditation to Hospital Vithas Almería and, for the third time, Hospital Universitario Vithas Madrid Arturo Soria, joining Vithas Granada and Vithas Xanit as well as Vithas as a company in the Enterprise category.
- ⚙️ At the **Best Spanish Hospital Awards**, we were the most awarded group for the sixth consecutive year.
- ⚙️ **Iqvia Top 20 Awards** given to Hospital Universitario Vithas Madrid La Milagrosa and Hospital Aguas Vivas.

