



ORDINE OSPEDALIERO | di
SAN GIOVANNI DI DIO

THE ORDER'S CARE WORK

2013 STATISTICS

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Introduction

To gather the statistics on the care provided by the Hospitaller Order of St John of God in 2013, questionnaires were circulated to 367 centres and facilities, of which 348 were returned completed, and 19 were ignored, Table 1 shows the breakdown by Province.

Table 1 Breakdown by Province at the time of compilation. 2013

PROVINCE	RETURNED	IGNORED	PERCENTAGE RETURNED
GENERAL CURIA	3	0	100%
AFRICAN PROVINCE	15	0	100%
ANDALUSIA PROVINCE	20	0	100%
ARAGON PROVINCE	20	0	100%
KOREAN PROVINCE	13	0	100%
UNITED STATES PROVINCE	7	0	100%
COLOMBIAN PROVINCE	14	0	100%
FRENCH PROVINCE	7	0	100%
INDIAN PROVINCE	9	0	100%
POLISH PROVINCE	34	0	100%
PORTUGUESE PROVINCE	16	0	100%
ROME PROVINCE	9	0	100%
SOUTHERN SOUTH AMERICAN PROVINCE	11	0	100%
AUSTRIAN PROVINCE	34	1	97%
WEST EUROPE PROVINCE	55	2	96%
CASTILE PROVINCE	23	1	96%
LOMBARDY-VENETO PROVINCE	18	1	95%
BAVARIAN PROVINCE	23	3	88%
NORTHERN SOUTH AMERICAN PROVINCE	10	3	77%
VIET NAM PROVINCE	3	1	75%
MEXICO-CENTRAL AMERICA	3	4	43%
AFRICAN VICE PROVINCE	1	3	25%
GRAND TOTAL	348	19	95%

The following analysis therefore refers to the 348 centres that submitted the information through the dedicated website or by email or by post, Therefore covers 95 percent of the Order's centres, although this is the maximum coverage because certain items on the questionnaires submitted by some centres were left blank, even though the other items were answered.

296 centres gave us the following information on the type of ownership/management:

- 86% belong to the Order,
- 4% are jointly owned with other entities,
- 10% are being managed on behalf of another entity.

We have information on both the proprietorship/management and on the provision of care in 293 facilities, 68% of the facilities owned by the Order have a lay General Manager while in 20% of the cases the General Manager is the Community Prior or another Hospitaller Brother (12%), In the jointly-owned centres 18% have a Hospitaller Brother as the General Manager, 82% a lay General Manager and none are managed by the Community Prior, Lastly, of the 29 facilities managed on behalf of another entity, 83% are headed by a lay person, 7% by another Hospitaller Brother, and 10% by the Community Prior.

The 367 centres and facilities break down as follows in terms of the category of care provided:

- A. 84 hospitals (79 questionnaires returned),
- B. 52 non-hospital (primary health care) facilities) (50 questionnaires returned)
- C. 59 centres for the people with mental disabilities (56 questionnaires returned)
- D. 78 centres for people with physical, mental and sensorial disabilities (74 questionnaires returned),
- E. 53 centres for the elderly (49 questionnaires returned),
- F. 41 miscellaneous social-welfare facilities (40 questionnaires returned).

Diagram 1 Care facilities by care category, 2013

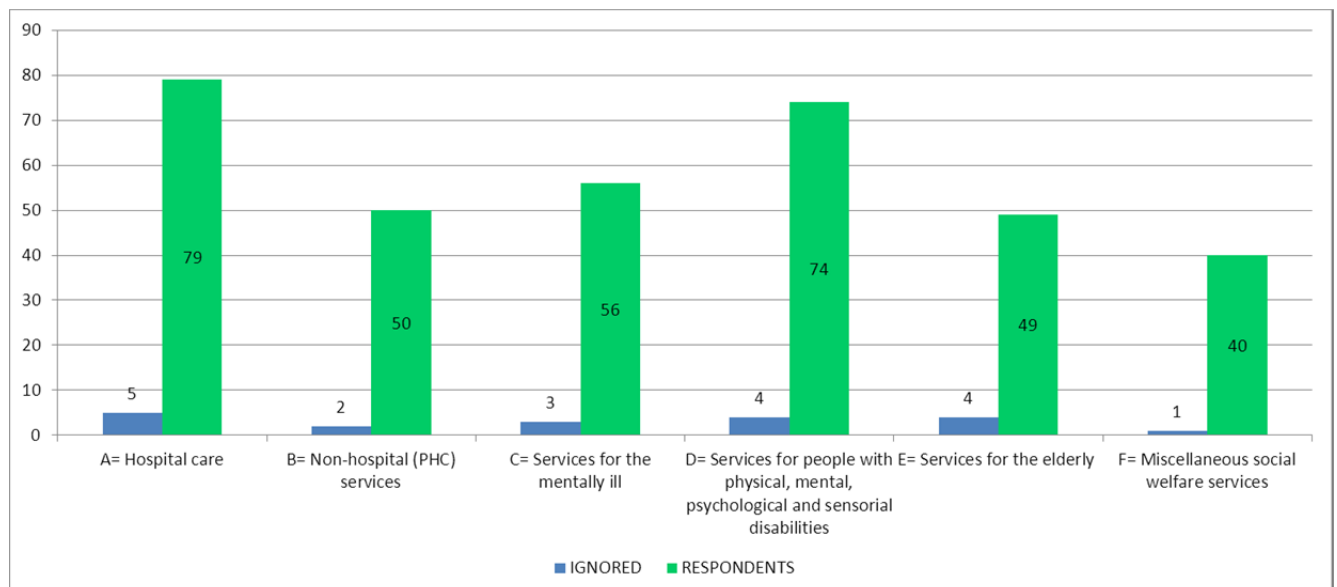
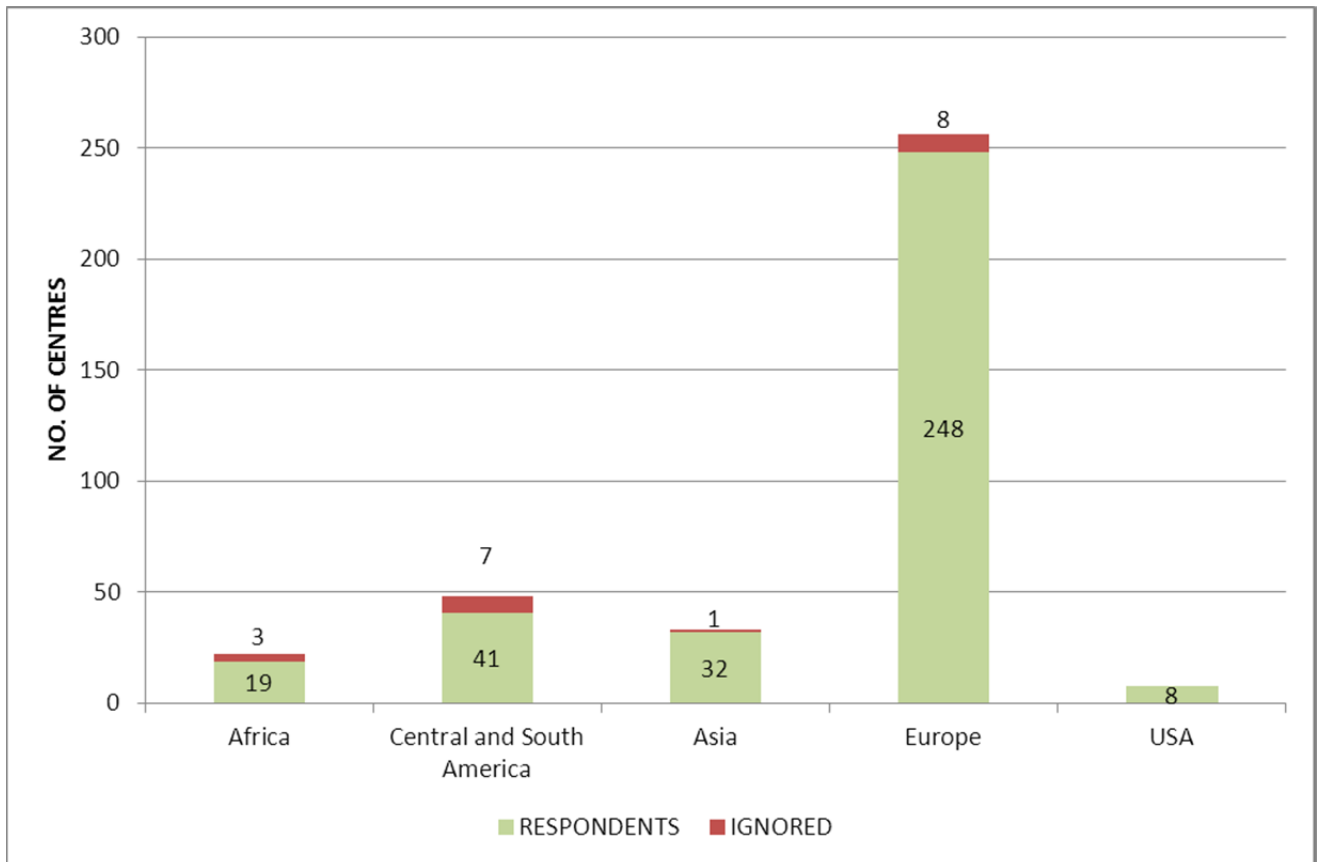


Table 2 Number of centres by care category, 2013

CARE CATEGORY		NO. OF CENTRES
A	A1- General hospital care	51
	A2- Specialised hospital care	10
	A3-Medium/long-term inpatient care	14
	A4- Hospice care	9
	Total A	84
B	B1- Nonhospital outpatient care	25
	B3-Pharmacies and herbalists	24
	B4-Convalescence and wellness services	3
	Total B	52
C	C1- Residential or residential/daycare services for people with mental illness	46
	C2- Day care services for people with mental illness	7
	C3- Integrated territorial services for people with mental illness	6
	Total C	59
D	D1 Residential or residential/daycare services for people with disabilities	48
	D2- Day care services for people with disabilities	23
	D3- Integrated territorial services for people with disabilities	7
	Total D	78
E	E1- Residential or residential/daycare services for the elderly	36
	E2- Day care services for the elderly	17
	Total E	53
F	F1- Residential or residential/daycare services for people with financial and social difficulties	16
	F2- Day care services for people in financial and social difficulties	6
	F3- Services for children with behavioural or family difficulties	2
	F4- Therapeutic communities for substance-dependents	5
	F5- Holiday homes for our guests	3
	F6-other services	9
	Total F	41
Grand total		367

As for the continental breakdown, the 367 facilities were mainly located in Europe in 2013, with 70%, followed by South and Central America with 13%, Asia with 9%, Africa with 6%, and lastly the United States with 2%,

Diagram 2 Diagram of the care centres replying/ignoring the questionnaire by geographic location, Year 2013



Beds, inpatients, and presences/treatments

In 2013 there were a total of 35,754 beds with 1,037,060 guests, making a total of just under 29 million presences/treatments,

The following tables give the breakdown of the numbers of beds, presences and inpatients by care by Province, care category and geographical location,

Table 3 Number of beds, presences and admissions by care category, 2013

PROVINCE	No. OF CENTRES	REPLIED	BEDS	GUESTS/ INPATIENTS	PRESENCES/ TREATMENTS
GENERAL CURIA	3	3	334	22,280	1,603,951
AFRICAN PROVINCE	15	15	950	39,194	419,302
ANDALUSIA PROVINCE	20	20	2,941	38,958	1,844,617
ARAGON PROVINCE	20	20	3,791	140,503	3,593,798
KOREAN PROVINCE	35	34	4,310	184,718	4,400,340
UNITED STATES PROVINCE	26	23	4,316	125,352	1,739,171
COLOMBIAN PROVINCE	13	13	368	11,286	337,864
FRENCH PROVINCE	7	7	480	2,471	148,848
INDIAN PROVINCE	4	3	0	0	77,405
POLISH PROVINCE	24	23	2,639	78,825	1,778,816
PORTUGUESE PROVINCE	14	14	2,632	128,148	3,360,576
ROME PROVINCE	57	55	984	2,727	153,101
SOUTHERN SOUTH AMERICAN PROVINCE	7	7	797	20,080	523,223
AUSTRIAN PROVINCE	9	9	892	21,247	312,019
WEST EUROPE PROVINCE	19	18	2,309	41,395	1,810,483
CASTILE PROVINCE	7	3	274	5,455	88,175
LOMBARDY-VENETO PROVINCE	34	34	1,107	28,992	1,706,766
BAVARIAN PROVINCE	16	16	2,607	26,315	828,149
NORTHERN SOUTH AMERICAN PROVINCE	9	9	1,186	69,238	1,789,953
VIET NAM PROVINCE	11	11	1,597	21,024	1,374,826
MEXICO-CENTRAL AMERICA	13	10	862	14,816	710,177
AFRICAN VICE PROVINCE	4	1	378	14,945	131,340
Grand total	367	348	35,754	1,037,969	28,732,899

Table 4 Number of beds, presences and admissions by care category, 2013

7		No, of CENTRES	CENTRES REPLYING	BEDS	GUESTS/INPATIENTS	PRESENCES/TREATMENTS
A	A1- General hospital care	51	50	12,132	795,430	16,092,785
	A2- Specialised hospital care	10	9	1,131	45,028	1,283,639
	A3-Medium/long-term inpatient care	14	13	1,788	34,156	2,190,807
	A4- Hospice care	9	7	197	1,948	58,464
	Total A	84	79	15,248	876,562	19,625,695
B	B1- Nonhospital outpatient care	25	23	65	1,064	531,930
	B3-Pharmacies and herbalists	24	24	0	0	1,601,892
	B4-Convalescence and wellness services	3	3	526	11,779	226,617
	Total B	52	50	591	12,843	2,360,439
C	C1- Residential or residential/daycare services for people with mental illness	46	43	8,268	45,756	2,748,889
	C2- Day care services for people with mental illness	7	7	58	60	7,659
	C3- Integrated territorial services for people with mental illness	6	6	965	5,376	599,087
	Total C	59	56	9,291	51,192	3,355,635
D	D1 Residential or residential/daycare services for people with disabilities	48	46	3,439	39,809	1,103,765
	D2- Day care services for people with disabilities	23	22	145	131	59,288
	D3- Integrated territorial services for people with disabilities	7	6	1,147	1,458	363,461
	Total D	78	74	4,731	41,398	1,526,514
E	E1- Residential or residential/daycare services for the elderly	36	32	2,855	17,836	918,374
	E2- Day care services for the elderly	17	17	243	7,859	22,980
	Total E	53	49	3,098	25,695	941,354
F	F1- Residential or residential/daycare services for people with financial and social difficulties	16	15	1,717	17,160	587,021
	F2- Day care services for people in financial and social difficulties	6	6	298	1,684	191,575
	F3- Services for children with behavioural or family difficulties	2	2	43	80	16,242
	F4- Therapeutic communities for substance-dependents	5	5	270	2,792	81,935
	F5- Holiday homes for our guests	3	3	124	6,833	18,032
	F6-other services	9	9	343	1,730	28,457
	Total F	41	40	2,795	30,279	923,262
Grand total		367	348	35,754	1,037,969	28,732,899

Table 5 Number of beds, presences and admissions by geographic location, 2013

CONTINENT	COUNTRY	N, OF CENTRES	CENTRES REPLYING	BEDS	GUESTS/INPATIENTS	PRESENCES/TREATMENTS
Africa	Benin	2	1	378	14,945	131,340
	Cameroon	3	3	143	1,602	18,601
	Ghana	3	3	316	13,164	202,378
	Kenya	1	1	87	1,694	32,775
	Liberia	2	2	117	3,974	80,200
	Madagascar	1	1	0	0	0
	Malawi	1	1	51	508	15,466
	Mauritius	1	1	75	0	27,411
	Mozambique	1	1	48	9,738	714
	Senegal	2	2	88	941	18,563
	Sierra Leone	2	2	151	8,081	66,071
	Togo	2	0	-	-	-
	Zambia	1	1	-	-	-
Total Africa		22	19	1,454	54,647	593,519
Central and South America	Argentina	4	4	468	10,583	779,089
	Bolivia	5	5	872	8,251	539,631
	Brazil	3	3	609	20,522	73,328
	Chile	2	2	257	2,190	56,106
	Colombia	14	14	2,632	128,148	3,360,576
	Cuba	3	0	-	-	-
	Ecuador	2	2	410	6,204	1,408
	Honduras	1	1	-	-	27,007
	Mexico	3	2	274	5,455	61,168
	Peru	8	7	403	7,351	705,893
	Venezuela	3	1	49	1,261	2,876
Total Centrale and South America		48	41	5,974	189,965	5,607,082
Asia	China	2	2	49	272	11,062
	India	8	8	817	21,247	284,608
	Israel	1	1	127	25,974	223,211
	Japan	3	3	361	379	152,801
	Korea	1	1	12	956	280
	Philippines	4	4	-	8	15,593
	South Korea	7	7	180	9,922	280,707
	East Timor	3	3	22	55	1,435
	Viet Nam	4	3	-	-	77,405
Total Asia		33	32	1,568	58,813	1,047,102
Europe	Austria	22	21	3,295	164,070	3,336,202
	Croatia	2	1	-	-	2,092
	Czech Republic	4	4	65	819	63,877
	France	6	6	797	20,080	523,223
	Germany	26	23	4,082	125,109	1,632,185
	Hungary	6	6	820	15,547	654,500
	Ireland	15	13	492	1,686	124,684
	Italy	24	24	3,702	106,931	4,963,490
	Poland	34	34	1,107	28,992	1,706,766
	Portugal	10	10	1,976	5,738	753,386
	Slovakia	3	3	130	4,282	345,761
	Spain	64	63	9,371	258,286	7,217,231
	United Kingdom	40	40	441	533	11,948
Total Europe		256	248	26,278	732,073	21,335,345
USA	United States	8	8	480	2,471	149,851
Total USA		8	8	480	2,471	149,851
Grand total		367	348	35,754	1,037,969	28,732,899

Personnel

The total number of personnel was 55,780, broken down as follows: Hospitaller Brothers 414, other Religious 323, lay employees 51,251 and lay consultants 2,792.

In addition to the lay employees and consultants in the 348 centres that replied to the questionnaire, there were 5,658 people employed by outsourced companies.

For further information see Tables 5, 6 and 7.

Table 6 Number of employees by care category. 2013

CARE CATEGORY		CENTRES PRESENT	CENTRES REPLYING	OH BROTHERS	OTHER RELIGIOUS	LAY EMPLOYEES	LAY CONSULTANTS	TOTALE PERSONNEL
A	A1- General hospital care	51	50	107	198	28,966	1,908	31,179
	A2- Specialised hospital care	10	9	10	7	2,692	25	2,734
	A3-Medium/long-term inpatient care	14	13	31	18	2,826	111	2,986
	A4- Hospice care	9	7	-	-	159	2	161
	Total A	84	79	148	223	34,643	2,046	37,060
B	B1- Nonhospital outpatient care	25	23	36	12	313	78	439
	B3-Pharmacies and herbalists	24	24	20	2	202	8	232
	B4-Convalence and wellness services	3	3	-	5	306	9	320
	Total B	52	50	56	19	821	95	991
C	C1- Residential or residential/daycare services for people with mental illness	46	43	76	16	5,610	494	6,196
	C2- Day care services for people with mental illness	7	7	1	-	191	-	192
	C3- Integrated territorial services for people with mental illness	6	6	3	4	2,156	-	2,163
	Total C	59	56	80	20	7,957	494	8,551
D	D1 Residential or residential/daycare services for people with disabilities	48	46	49	11	4,194	58	4,312
	D2- Day care services for people with disabilities	23	22	16	2	667	1	686
	D3- Integrated territorial services for people with disabilities	7	6	-	-	998	-	998
	Total D	78	74	65	13	5,859	59	5,996
E	E1- Residential or residential/daycare services for the elderly	36	32	39	36	1,812	56	1,943
	E2- Day care services for the elderly	17	17	1	-	397	-	398
	Total E	53	49	40	36	2,209	56	2,341
F	F1- Residential or residential/daycare services for people with financial and social difficulties	16	15	19	4	407	34	464
	F2- Day care services for people in financial and social difficulties	6	6	2	2	55	7	66
	F3- Services for children with behavioural or family difficulties	2	2	-	2	36	-	38
	F4- Therapeutic communities for substance-dependents	5	5	1	3	91	-	95
	F5- Holiday homes for our guests	3	3	1	-	48	1	50
	F6-other services	9	9	2	1	125	-	128
	Total F	41	40	25	12	762	42	841
Grand total		367	348	414	323	52,251	2,792	55,780

Diagram 3 Breakdown by type of employees by care category. 2013

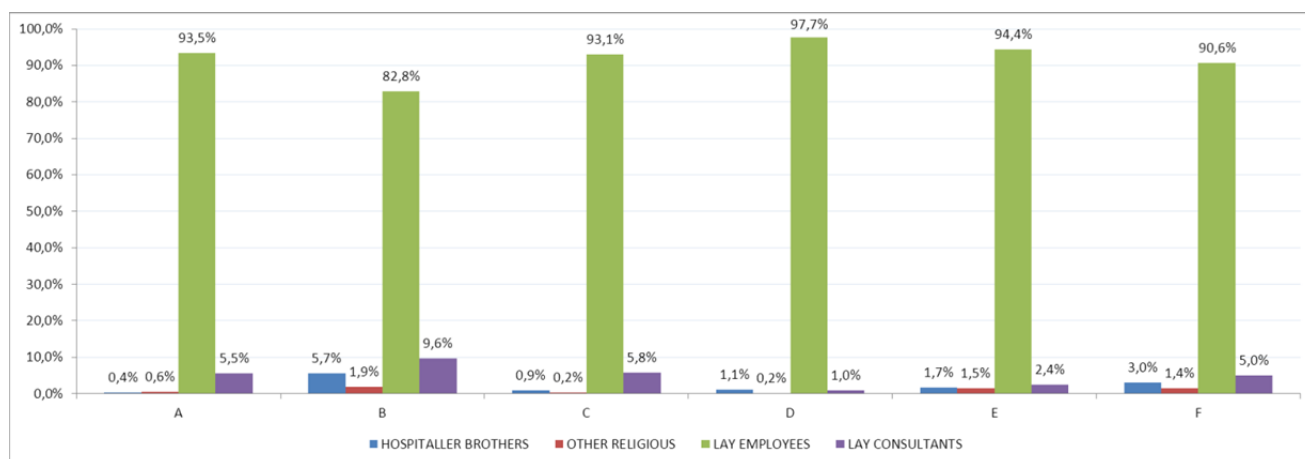


Table 7 Number of employees by Province. 2013

PROVINCE	NO. OF CENTRES PRESENT	NO. OF CENTRES REPLYING	OH BROTHERS	OTHER RELIGIOUS	LAY EMPLOYEES	LAY CONSULTANTS	TOTAL PERSONNEL
GENERAL CURIA	3	3	14	22	903	169	1,108
AFRICAN PROVINCE	15	15	16	0	1,256	0	1,272
ANDALUSIA PROVINCE	20	20	55	13	3,216	352	3,636
ARAGON PROVINCE	20	20	20	9	8,111	86	8,226
KOREAN PROVINCE	35	34	30	58	7,301	23	7,412
UNITED STATES PROVINCE	26	23	6	41	6,999	19	7,065
COLOMBIAN PROVINCE	13	13	13	1	449	0	463
FRENCH PROVINCE	7	7	5	3	433	0	441
INDIAN PROVINCE	4	3	11	0	43	0	54
POLISH PROVINCE	24	23	42	15	1,870	498	2,425
PORTUGUESE PROVINCE	14	14	10	5	4,917	63	4,995
ROME PROVINCE	57	55	6	2	2,494	50	2,552
SOUTHERN SOUTH AMERICAN PROVINCE	7	7	2	14	1,291	93	1,400
AUSTRIAN PROVINCE	9	9	19	35	551	0	605
WEST EUROPE PROVINCE	19	18	22	24	2,577	259	2,882
CASTILE PROVINCE	7	3	2	0	237	0	239
LOMBARDY-VENETO PROVINCE	34	34	42	31	1,408	396	1,877
BAVARIAN PROVINCE	16	16	19	3	2,632	39	2,693
NORTHERN SOUTH AMERICAN PROVINCE	9	9	29	24	2,333	358	2,744
VIET NAM PROVINCE	11	11	36	10	1,936	387	2,369
MEXICO-CENTRAL AMERICA	13	10	6	1	1,062	0	1,069
AFRICAN VICE PROVINCE	4	1	9	12	232	0	253
Grand total	367	348	414	323	52,251	2,792	55,780

Table 8 Number of employees by geographic area. Year 2013

PROVINCE	NO. OF CENTRES PRESENT	NO. OF CENTRES REPLYING	OH BROTHERS	OTHER RELIGIOUS	LAY EMPLOYEES	LAY CONSULTANTS	TOTAL PERSONNEL	PROVINCE
Africa	Benin	2	1	9	12	232	0	253
	Cameroon	3	3	3	0	72	0	75
	Ghana	3	3	4	0	559	0	563
	Kenya	1	1	1	0	90	0	91
	Liberia	2	2	2	0	169	0	171
	Madagascar	1	1	0	8	0	0	8
	Malawi	1	1	1	1	179	0	181
	Mauritius	1	1	2	1	31	0	34
	Mozambique	1	1	1	0	76	0	77
	Senegal	2	2	2	0	66	0	68
	Sierra Leone	2	2	2	0	195	0	197
	Togo	2	0	0	0	0	0	0
	Zambia	1	1	1	0	29	0	30
Total Africa		22	19	28	22	1,698	0	1,748
Centrale and South America	Argentina	4	4	16	1	989	385	1,391
	Bolivia	5	5	11	0	717	0	728
	Brazil	3	3	2	1	1,611	0	1,614
	Chile	2	2	9	9	230	2	250
	Colombia	14	14	10	5	4,917	63	4,995
	Cuba	3	0	0	0	0	0	0
	Ecuador	2	2	2	1	98	0	101
	Honduras	1	1	2	0	13	0	15
	Mexico	3	2	0	0	224	0	224
	Peru	8	7	4	0	964	0	968
	Venezuela	3	1	0	0	0	0	0
Total Central and South America		48	41	56	17	9,763	450	10,286
Asia	China	2	2	2	0	16	0	18
	India	8	8	17	34	520	0	571
	Israel	1	1	3	8	398	16	425
	Japan	3	3	3	0	109	0	112
	Korea	1	1	1	0	6	0	7
	Philippines	4	4	29	6	60	2	97
	South Korea	7	7	7	1	279	0	287
	East Timor	3	3	2	0	22	1	25
Viet Nam	4	3	11	0	43	0	54	
Total Asia		33	32	75	49	1,453	19	1,596
Europe	Austria	22	21	24	49	5,956	20	6,049
	Croatia	2	1	2	2	94	12	110
	Czech Republic	4	4	0	0	76	0	76
	France	6	6	2	6	1,291	93	1,392
	Germany	26	23	6	41	7,038	19	7,104
	Hungary	6	6	0	0	967	0	967
	Ireland	15	13	1	0	1,318	50	1,369
	Italy	24	24	31	54	5,261	756	6,102
	Poland	34	34	42	31	1,408	396	1,877
	Portugal	10	10	15	2	999	38	1,054
	Slovakia	3	3	6	9	302	3	320
	Spain	64	63	117	37	13,197	936	14,287
United Kingdom	40	40	0	0	773	0	773	
Total Europe		256	248	246	231	38,680	2,323	41,480
USA	United States	8	8	9	4	657	0	670
Total USA		8	8	9	4	657	0	670
Grand total		367	348	414	323	52,251	2,792	55,780

Volunteers

The Order's centres have a total of 10,017 volunteer workers. Tables 9 and 10 show the breakdown of volunteers by province and care category.

The centres which replied report that OH volunteers are present at least once a week, for a total of 3,916 people, and 800 volunteers are present less than once a week.

3,184 volunteers belonging to other associations are present more than once a week, and 2,117 less than once a week. Fig. 4 shows the distribution of OH and non-OH volunteers in the five continents in which the Order operates.

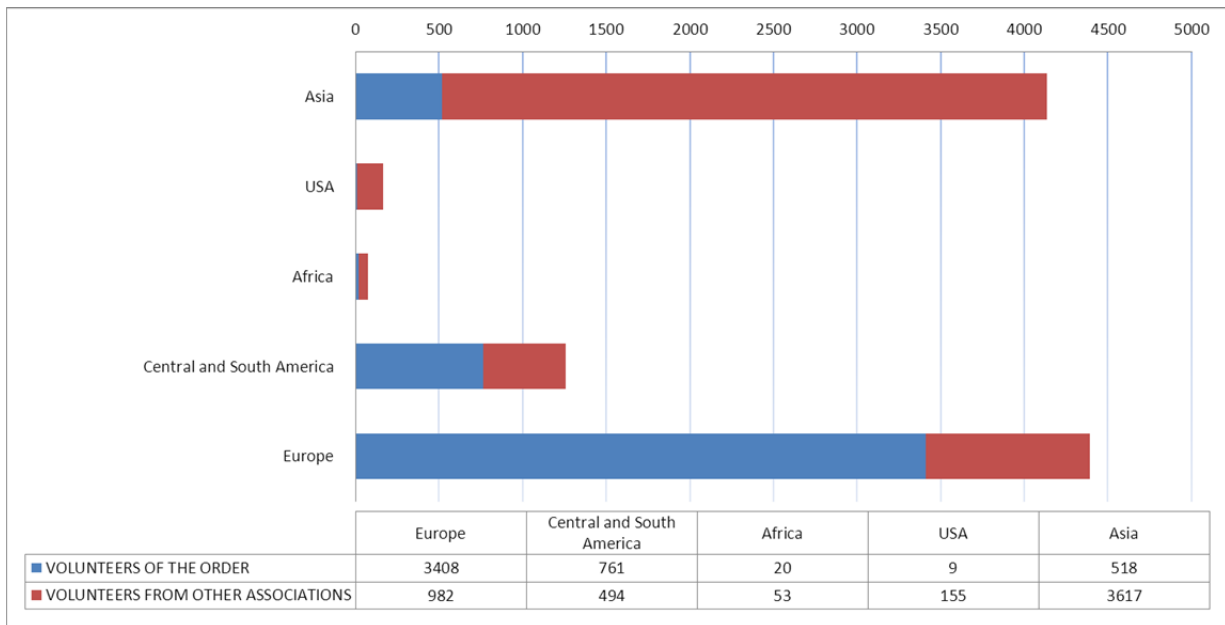
Table 9 Number of volunteers by care category. 2013

PROVINCE	NUMBER OF VOLUNTEERS OF FBF ASSOCIATIONS ATTENDING ONCE OR MORE A WEEK	NUMBER OF VOLUNTEERS FROM OTHER ASSOCIATIONS ATTENDING ONCE OR MORE A WEEK	NUMBER OF VOLUNTEERS OF FBF ASSOCIATIONS ATTENDING LESS THAN ONCE A WEEK	NUMBER OF VOLUNTEERS OF OTHER ASSOCIATIONS ATTENDING LESS THAN ONCE A WEEK	TOTAL
GENERAL CURIA	85	-	-	-	85
AFRICAN PROVINCE	-	17	-	-	17
ANDALUSIA PROVINCE	805	3	187	60	1,055
ARAGON PROVINCE	1,172	-	67	80	1,319
KOREAN PROVINCE	46	87	5	37	175
UNITED STATES PROVINCE	15	107	-	77	199
COLOMBIAN PROVINCE	291	1,974	156	1,415	3,836
FRENCH PROVINCE	8	10	1	0	19
INDIAN PROVINCE	-	-	-	-	-
POLISH PROVINCE	514	100	3	12	629
PORTUGUESE PROVINCE	92	31	13	2	138
ROME PROVINCE	143	117	23	162	445
SOUTHERN SOUTH AMERICAN PROVINCE	14	56	12	4	86
AUSTRIAN PROVINCE	28	26	1	5	60
WEST EUROPE PROVINCE	78	110	34	20	242
CASTILE PROVINCE	12	-	-	-	12
LOMBARDY-VENETO PROVINCE	62	45	40	110	257
BAVARIAN PROVINCE	135	227	17	6	385
NORTHERN SOUTH AMERICAN PROVINCE	17	168	2	2	189
VIET NAM PROVINCE	175	94	149	68	486
MEXICO-CENTRAL AMERICA	224	12	90	57	383
AFRICAN VICE PROVINCE	-	-	-	-	-
Grand total	3,916	3,184	800	2,117	10,017

Table 10 Number of volunteers by care category. 2013

CARE CATEGORY		NO. OF VOLUNTEERS OF OH ORDER'S ASSOCIATIONS ONCE OR MORE A WEEK	NO. OF VOLUNTEERS FROM OTHER ASSOCIATIONS ONCE OR MORE A WEEK	NO. OF VOLUNTEERS OF OH ORDER'S ASSOCIATIONS LESS THAN ONCE A WEEK	NO. OF VOLUNTEERS FROM OTHER ASSOCIATIONS LESS THAN ONCE A WEEK	TOTAL VOLUNTEERS
A	A1- General hospital care	697	513	34	37	1,281
	A2- Specialised hospital care	433	0	27	2	462
	A3-Medium/long-term inpatient care	413	4	76	5	498
	A4- Hospice care	44	52	25	26	147
	Total A	1,587	569	162	70	2,388
B	B1- Nonhospital outpatient care	60	55	1	25	141
	B3-Pharmacies and herbalists	0	0	0	0	0
	B4-Convalescence and wellness services	10	0	0	0	10
	Total B	70	55	1	25	151
C	C1- Residential or residential/daycare services for people with mental illness	364	273	136	237	1,010
	C2- Day care services for people with mental illness	2	0	2	0	4
	C3- Integrated territorial services for people with mental illness	78	4	12	42	136
	Total C	444	277	150	279	1,150
D	D1 Residential or residential/daycare services for people with disabilities	312	268	194	176	950
	D2- Day care services for people with disabilities	18	829	8	629	1,484
	D3- Integrated territorial services for people with disabilities	184	106	21	52	363
	Total D	514	1,203	223	857	2,797
E	E1- Residential or residential/daycare services for the elderly	240	445	52	435	1,172
	E2- Day care services for the elderly	240	376	126	250	992
	Total E	480	821	178	685	2,164
F	F1- Residential or residential/daycare services for people with financial and social difficulties	492	250	75	191	1,008
	F2- Day care services for people in financial and social difficulties	277	0	11	10	298
	F3- Services for children with behavioural or family difficulties	0	0	0	0	0
	F4- Therapeutic communities for substance-dependents	0	9	0	0	9
	F5- Holiday homes for our guests	0	0	0	0	0
	A1- Other services	52	0	0	0	52
	Total F	821	259	86	201	1,367
Grand total		3,916	3,184	800	2,117	10,017

Diagram 4 Number of volunteers by type (of associations belonging to the OH Order and others) and by continent. 2013



Education and training

This information refers only to the facilities providing training and education services.

- *A_hospitals*
- *C_Services for the mentally ill*
- *D_Services for people with physical, mental, psychological and sensorial disabilities*
- *F_Miscellaneous social-welfare services*

Of the 45 type A facilities that replied to the questionnaire, 7 reported that they provided academic courses for nurses, lasting on average three years, and that they had an average of 80 training places available. 8 centres also had a professional nursing training school, with courses lasting just over 2 years, with about 56 training places available. One 1 facility had a vocational training school for rehabilitation technicians with a 1-year training course, and 12 available training places.

Of the 36 type C facilities that replied to the questionnaire, one reported that it provided a two-year academic nursing course, with 69 available training places. 1 facility had a 2-year nursing vocational training school, on average, and about 69 available training places.

Of the 14 type F facilities that replied to the questionnaire, 1 reported that they provided one-year academic nursing courses, on average, with 40 available training places.

Financing

About 51% of the funding received by the centres which replied to the questionnaire (327 out of 367) came from central government, local government or other public agencies, while 23% came from paying patients, companies, private insurance policies, 7% came from charity donations, and 7% came from Other sources.

With regard to the financing of investments resolved in 2013, the centres which replied reported that 39% of the funding came from revenues earned from the services provided, 9% from government grants or from other public agencies, 3% from private contributions, and 11% from contributions made within the Order.

Twinning

12% of the 233 centres which replied to the questionnaire said that they had established twinings in 2013 with other centres of the Order, and only 4 facilities said that they had established twinning arrangements with other Provinces of the Order.

Annual comparisons

The following graphs and tables compare the breakdown of the main relevant variables on an annual basis.

Table 11 Number of sentences by care category. Annual comparisons

CARE CATEGORY		2011	2012	2013
A	A1- General hospital care	49	49	51
	A2- Specialised hospital care	12	10	10
	A3-Medium/long-term inpatient care	13	13	14
	A4- Hospice care	7	8	9
	Total A	81	80	84
B	B1- Nonhospital outpatient care	18	21	25
	B3-Pharmacies and herbalists	22	24	24
	B4-Convalescence and wellness services	3	3	3
	Total B	43	48	52
C	C1- Residential or residential/daycare services for people with mental illness	41	46	46
	C2- Day care services for people with mental illness	6	8	7
	C3- Integrated territorial services for people with mental illness	6	6	6
	Total C	53	60	59
D	D1 Residential or residential/daycare services for people with disabilities	44	42	48
	D2- Day care services for people with disabilities	22	24	23
	D3- Integrated territorial services for people with disabilities	6	7	7
	Total D	72	73	78
E	E1- Residential or residential/daycare services for the elderly	34	35	36
	E2- Day care services for the elderly	15	20	17
	Total E	49	55	53
F	F1- Residential or residential/daycare services for people with financial and social difficulties	15	16	16
	F2- Day care services for people in financial and social difficulties	7	8	6
	F3- Services for children with behavioural or family difficulties	1	2	2
	F4- Therapeutic communities for substance-dependents	5	5	5
	F5- Holiday homes for our guests	4	3	3
	A1- Other services	4	6	9
	Total F	36	40	41
Grand total		334	356	367

Diagram 5 Number of centres by care category. Annual comparisons

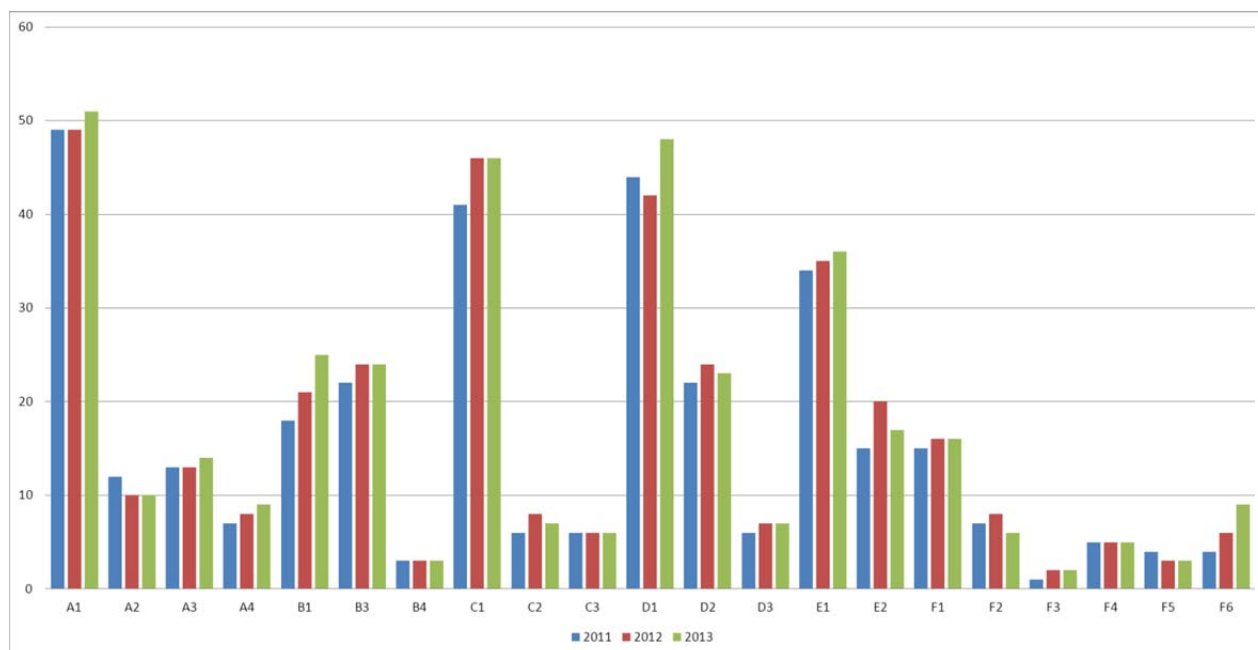


Table 12 Number of beds by care category. Annual comparisons.

CARE CATEGORY		2011	2012	2013
A	A1- General hospital care	12,217	16,203	12,132
	A2- Specialised hospital care	1,382	1,109	1,131
	A3-Medium/long-term inpatient care	1,877	1,179	1,788
	A4- Hospice care	206	157	197
	Total A	15,682	18,648	15,248
B	B1- Nonhospital outpatient care	81	197	65
	B3-Pharmacies and herbalists	-	-	-
	B4-Convalence and wellness services	371	526	526
	Total B	452	723	591
C	C1- Residential or residential/daycare services for people with mental illness	8,856	8,310	8,268
	C2- Day care services for people with mental illness	40	59	58
	C3- Integrated territorial services for people with mental illness	1,002	1,186	965
	Total C	9,898	9,555	9,291
D	D1 Residential or residential/daycare services for people with disabilities	4,016	3,154	3,439
	D2- Day care services for people with disabilities	147	253	145
	D3- Integrated territorial services for people with disabilities	731	1,437	1,147
	Total D	4,894	4,844	4,731
E	E1- Residential or residential/daycare services for the elderly	2,660	3,004	2,855
	E2- Day care services for the elderly	209	85	243
	Total E	2,869	3,089	3,098
F	F1- Residential or residential/daycare services for people with financial and social difficulties	1,458	1,284	1,717
	F2- Day care services for people in financial and social difficulties	0	58	298
	F3- Services for children with behavioural or family difficulties	43	43	43
	F4- Therapeutic communities for substance-dependents	138	270	270
	F5- Holiday homes for our guests	197	130	124
	A1- Other services	0	67	343
	Totale F	1,836	1,852	2,795
Totale complessivo		35,631	38,711	35,754

Diagram 6 Number of beds by care category. Annual comparisons

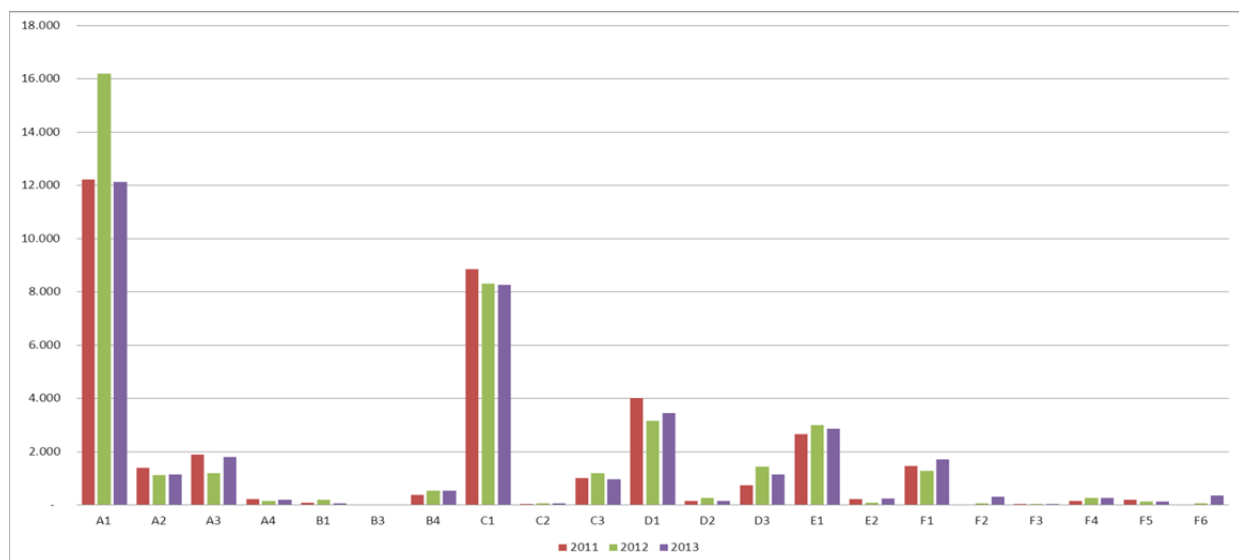


Table 13 Number of guests/inpatients by care category. Annual comparisons

CARE CATEGORY		2011	2012	2013
A	A1- General hospital care	831,267	813,260	795,430
	A2- Specialised hospital care	49,014	46,508	45,028
	A3-Medium/long-term inpatient care	42,329	33,644	34,156
	A4- Hospice care	838	2,370	1,948
	Total A	923,448	895,782	876,562
B	B1- Nonhospital outpatient care	14,494	51,752	1,064
	B3-Pharmacies and herbalists	-	-	-
	B4-Convalescence and wellness services	13,177	12,232	11,779
	Total B	27,671	63,984	12,843
C	C1- Residential or residential/daycare services for people with mental illness	35,900	33,224	45,756
	C2- Day care services for people with mental illness	332	62	60
	C3- Integrated territorial services for people with mental illness	4,798	5,311	5,376
	Total C	41,030	38,597	51,192
D	D1 Residential or residential/daycare services for people with disabilities	5,930	38,793	39,809
	D2- Day care services for people with disabilities	166	12,748	131
	D3- Integrated territorial services for people with disabilities	979	1,777	1,458
	Total D	7,075	53,318	41,398
E	E1- Residential or residential/daycare services for the elderly	4,301	17,157	17,836
	E2- Day care services for the elderly	197	67	7,859
	Total E	4,498	17,224	25,695
F	F1- Residential or residential/daycare services for people with financial and social difficulties	73,842	14,702	17,160
	F2- Day care services for people in financial and social difficulties	0	11,482	1,684
	F3- Services for children with behavioural or family difficulties	52	105	80
	F4- Therapeutic communities for substance-dependents	318	2,678	2,792
	F5- Holiday homes for our guests	8,004	7,098	6,833
	A1- Other services	688	16,535	1,730
	Totale F	82,904	52,600	30,279
Totale complessivo		1,086,626	1,121,505	1,037,969

Diagram 7 Number of guests/inpatients by care category. Annual comparisons

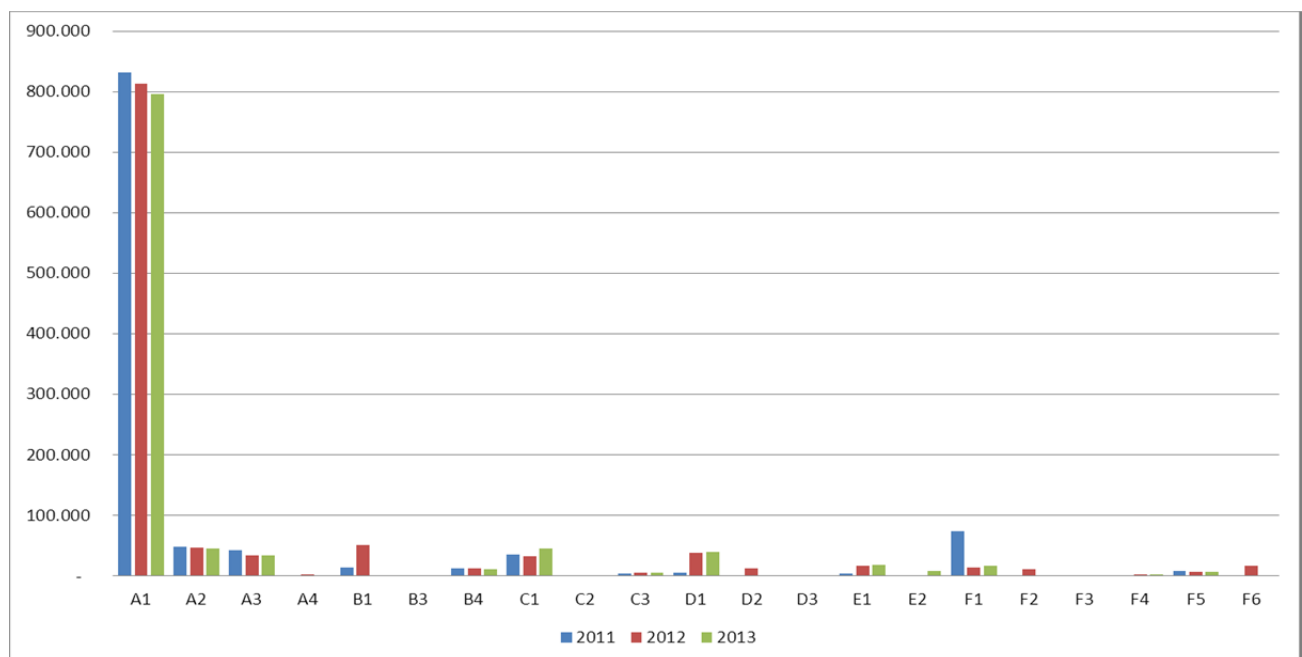


Table 14 Number of presences/treatments by care category. Year by year comparison

CARE CATEGORY		2011	2012	2013
A	A1- General hospital care	14,645,087	16,025,122	16,092,785
	A2- Specialised hospital care	1,260,532	1,277,427	1,283,639
	A3-Medium/long-term inpatient care	1,895,623	1,353,818	2,190,807
	A4- Hospice care	24,968	49,122	58,464
	Total A	17,826,210	18,705,488	19,625,695
B	B1- Nonhospital outpatient care	436,860	709,487	531,930
	B3-Pharmacies and herbalists	1,317,074	1,524,855	1,601,892
	B4-Convalescence and wellness services	146,109	135,624	226,617
	Total B	1,900,043	2,369,966	2,360,439
C	C1- Residential or residential/daycare services for people with mental illness	2,579,574	2,693,812	2,748,889
	C2- Day care services for people with mental illness	171	8,270	7,659
	C3- Integrated territorial services for people with mental illness	581,458	469,072	599,087
	Total C	3,161,203	3,171,154	3,355,635
D	D1 Residential or residential/daycare services for people with disabilities	1,213,601	908,140	1,103,765
	D2- Day care services for people wit disabilities	117,908	90,674	59,288
	D3- Integrated territorial services for people with disabilities	234,264	480,580	363,461
	Total D	1,565,773	1,479,394	1,526,514
E	E1- Residential or residential/daycare services for the elderly	872,388	806,982	918,374
	E2- Day care services for the elderly	213,533	44,198	22,980
	Total E	1,085,921	851,180	941,354
F	F1- Residential or residential/daycare services for people with financial and social difficulties	783,849	311,013	587,021
	F2- Day care services for people in financial and social difficulties	188,917	214,731	191,575
	F3- Services for children with behavioural or family difficulties	17,870	16,209	16,242
	F4- Therapeutic communities for substance-dependents	30,797	77,374	81,935
	F5- Holiday homes for our guests	37,433	19,063	18,032
	F6- Other services	3,095	36,752	28,457
	Total F	1,061,961	675,142	923,262
Totale complessivo		26,601,111	27,252,324	28,732,899

Diagram 8 Number of presences/treatments by care category. Annual comparisons.

