

ORDINE OSPEDALIERO | di  
SAN GIOVANNI DI DIO

# THE ORDER'S CARE WORK

## 2019 STATISTICS

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## Introduction

The statistics on the care provided by the Hospitaller Order of St John of God in 2019 were collected by means of questionnaires sent out to 423 centres (-3 fewer than in 2018). Eventually, 405 questionnaires, or 96%, were compiled and returned. The provincial breakdown of the questionnaires returned completed is shown in Table 1

Table 1 Breakdown by Province of the data returned completed. 2019

PROVINCE	No. OF CENTRES	NO REPLY	REPLIES	% COMPLETED
GENERAL CURIA	4		4	100%
G.D. MEXICO-C. AMERICA	7		7	100%
AFRICAN PROV. ST. RICHARD PAMPURI	6		6	100%
AFRICAN PROV. ST. AUGUSTINE	18		18	100%
ANDALUSIA PROVINCE	28		28	100%
ARAGON PROVINCE	20		20	100%
AUSTRIAN PROVINCE	41	2	39	95%
BAVARIAN PROVINCE	37		37	100%
KOREAN PROVINCE	13		13	100%
UNITED STATES PROVINCE	7		7	100%
GOOD SHEPHERD PROVINCE	40		40	100%
VIET NAM PROVINCE	6		6	100%
CASTILE PROVINCE	19		19	100%
COLOMBIA PROVINCE	12	1	11	92%
WEST EUROPEAN PROVINCE	39	8	31	79%
FRENCH PROVINCE	8		8	100%
INDIAN PROVINCE	12		12	100%
LOMBARDY-VENETO PROVINCE	17		17	100%
POLISH PROVINCE	37	2	35	95%
PORTUGUESE PROVINCE	14	3	11	79%
ROME PROVINCE	14	2	12	86%
SOUTHERN S.A. PROVINCE	11		11	100%
NORTHERN S.A. PROVINCE	13		13	100%
<b>Grand total</b>	<b>423</b>	<b>18</b>	<b>405</b>	<b>96%</b>

353 centres supplied the following information on the type of ownership/management, which coincides with the 2018 situation.:

- 89% belong to the Order,
- 4% are jointly owned with other entities,
- 7% are being managed on behalf of another entity.

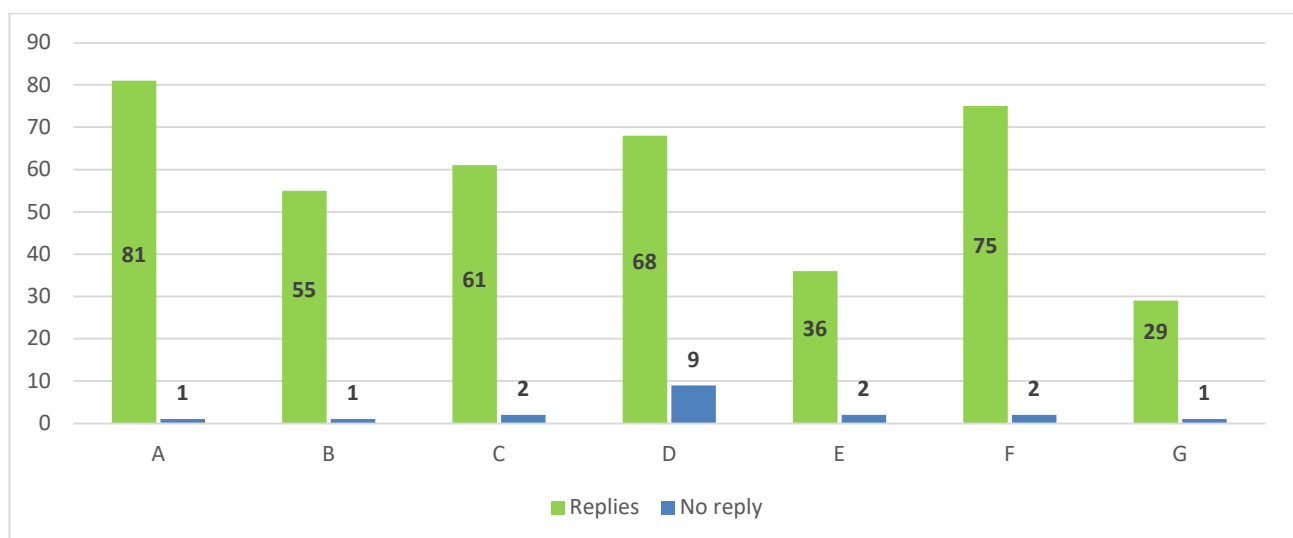
With regard to properties belonging to the Order, 72% (the same as in 2018) the care services are under a lay General Manager, while 13% (the same as in 2018) are managed by a Hospitaller Brother, and the rest (15%) are managed by the Community Prior (15% in 2018). 8% of the jointly-owned centres have another Hospitaller Brother as the General Manager of their care work, and 92% have

a lay General Manager, both unchanged since 2018. Lastly, 91% (as in 2018) of the 32 facilities (as in 2018) managed on behalf of another entity are headed by a lay manager, and 9% (9% as in 2018) by the Community Prior.

These 423 facilities deliver their services in the following care categories:

- 82 hospitals (81 questionnaires returned)
- 56 non-hospital (primary health care) facilities) (55 questionnaires returned)
- 63 centres for people with mental disabilities (61 questionnaires returned)
- 77 centres for people with physical, mental, sensorial disabilities (68 questionnaires returned)
- 38 centres for the elderly (36 questionnaires returned)
- 77 miscellaneous social-welfare facilities (75 questionnaires returned)
- 30 Formation Centres (29 questionnaires returned).

Diagram 1 Care facilities by care category, 2019

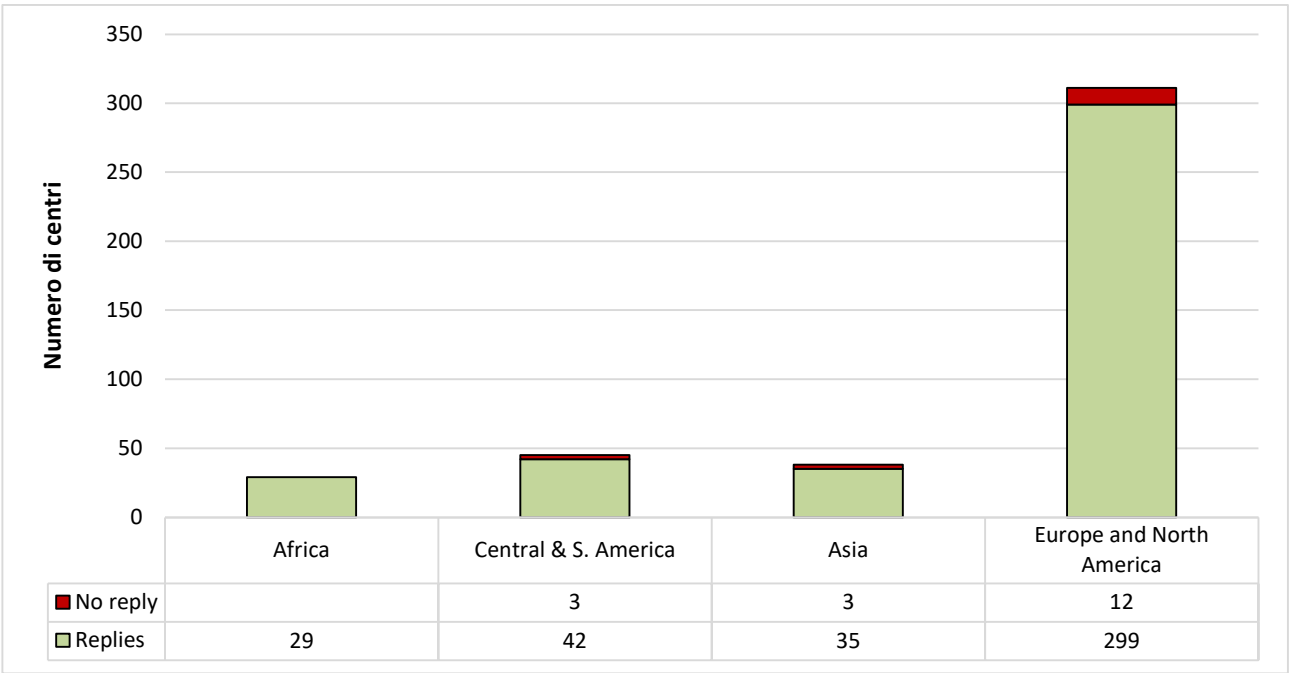


**Table 1** Number of centres by care category. 2019

	PROVINCE	No. OF CENTRES	NO REPLY	REPLIES	% COMPLETED
	A1- General hospital care	48	1	47	98%
	A2- Specialised hospital care	9		9	100%
A	A3-Medium/long-term inpatient care	17		17	100%
	A4- Hospice care	8		8	100%
	<b>TOTAL A</b>	<b>82</b>	<b>1</b>	<b>81</b>	<b>99%</b>
	B1- Nonhospital and/or outpatient care	31	1	30	97%
	B2- Nonhospital rehabilitation centres	1		1	100%
B	B3- Pharmacies and herbalists	21		21	100%
	B4-Convalence and wellness services	3		3	100%
	<b>TOTAL B</b>	<b>56</b>	<b>1</b>	<b>55</b>	<b>98%</b>
	C1- Residential or residential/daycare services for people with mental illness	52	2	50	96%
C	C2- Day care services for people with mental illness	6		6	100%
	C3- Integrated territorial services for people with mental illness	5		5	100%
	<b>TOTAL C</b>	<b>63</b>	<b>2</b>	<b>61</b>	<b>97%</b>
	D1 Residential or residential/daycare services for people with disabilities	44	4	40	91%
D	D2- Day care services for people with disabilities	26	1	25	96%
	D3- Integrated territorial services for people with disabilities	7	4	3	43%
	<b>TOTAL D</b>	<b>77</b>	<b>9</b>	<b>68</b>	<b>88%</b>
	E1- Residential or residential/daycare services for the elderly	34	2	32	94%
E	E2- Day care services for the elderly	4		4	100%
	<b>TOTAL E</b>	<b>38</b>	<b>2</b>	<b>36</b>	<b>95%</b>
	F1- Residential or residential/daycare services for people with financial/social difficulties	39		39	100%
	F2- Day care services for people in financial and social difficulties	8		8	100%
F	F3- Services for children with behavioural or family difficulties	3		3	100%
	F4- Therapeutic communities for substance-dependents	9	1	8	89%
	F5- Holiday homes for our guests	2		2	100%
	F6- Other services	16	1	15	94%
	<b>TOTAL F</b>	<b>77</b>	<b>2</b>	<b>75</b>	<b>97%</b>
G	G1- Formation Centres	30	1	29	97%
	<b>TOTAL G</b>	<b>30</b>	<b>1</b>	<b>29</b>	<b>97%</b>
	<b>GRAND TOTAL</b>	<b>423</b>	<b>18</b>	<b>405</b>	<b>96%</b>

As for the continental breakdown, the 423 facilities were mostly in Europe and North America in 2019 (74%), followed by South and Central America (11%), Asia (9%), and Africa (6%).

Diagram 1 The care centres that replied to the questionnaire by geographic location. 2019



## Beds, inpatients, and daily stays

In 2019 we had a total of 37,734 beds (an increase of 541 over 2018 1.5%) with 821,978 admissions (-131,347 fewer than in 2018, -5%) to total 10,891,328 daily stays (601,041 fewer than in 2018, -5%). The figure for total daily stays makes it possible to estimate that every day the Order's facilities provide a bed for about 30,000 people worldwide, in line with 2018. The reduction in admissions and daily stays, despite the substantially unchanged the number of beds, can be put down to the downturn in work reported by some Provinces, or to failure to complete the questionnaire and the specific field.

The following tables show the breakdown of the numbers of beds, inpatients and daily stays by Province, care category and geographical location.

**Table 2** Number of beds, admissions and daily stays by Province, 2019

PROVINCE	NO. OF CENTRES	REPLIES	BEDS	ADMISSIONS	DAILY STAYS
GENERAL CURIA	4	4	240	15,770	88,846
G.D. OF MEXICO AND CENTRAL AMERICA	7	7	834	27,584	307,317
AFRICAN PROVINCE OF ST. R. PAMPURI	6	6	710	23,174	151,050
AFRICAN PROVINCE OF ST. AUGUSTINE	18	18	1,222	27,664	198,706
ANDALUSIA PROVINCE	28	28	2,753	34,009	918,319
ARAGON PROVINCE	20	20	4,059	73,526	1,005,151
AUSTRIAN PROVINCE	41	39	4,236	157,578	1,314,185
BAVARIAN PROVINCE	37	37	4,311	118,813	1,257,363
KOREAN PROVINCE	13	13	372	2,633	75,329
UNITED STATES PROVINCE	7	7	314	664	97,296
GOOD SHEPHERD PROVINCE	40	40	2,161	11,882	631,442
VIET NAM PROVINCE	6	6	377	45,305	137,605
CASTILE PROVINCE	19	19	2,963	24,715	547,060
COLOMBIA PROVINCE	12	11	2,237	64,388	617,034
WEST EUROPEAN PROVINCE	39	31	1,291	1,381	203,427
FRENCH PROVINCE	8	8	960	7,092	204,856
INDIAN PROVINCE	12	12	683	27,462	375,350
LOMBARDY-VENETO PROVINCE	17	17	2,358	35,349	829,092
POLISH PROVINCE	37	35	1,277	30,990	328,083
PORTUGUESE PROVINCE	14	11	1,919	4,653	658,727
ROME PROVINCE	14	12	1,204	46,034	360,849
SOUTHERN SOUTH AMERICAN PROVINCE	11	11	503	13,872	505,220
NORTHERN SOUTH AMERICAN PROVINCE	13	13	750	27,440	79,021
<b>Grand total</b>	<b>423</b>	<b>405</b>	<b>37,734</b>	<b>821,978</b>	<b>10,891,328</b>

**Table 3 Number of beds, inpatients and daily stays by care category, 2019**

CARE CATEGORY		CENTRES PRESENT	REPLIES	BEDS	INPATIENTS	DAILY STAYS
A	A1- General hospital care	48	47	10,376	586,504	3,123,807
	A2- Specialised hospital care	9	9	827	25,874	265,591
	A3-Medium/long-term inpatient care	17	17	1,972	24,280	446,592
	A4- Hospice care	8	8	187	1,640	65,865
<b>A Total</b>		<b>82</b>	<b>81</b>	<b>13,362</b>	<b>638,298</b>	<b>3,901,855</b>
B	B1- Nonhospital outpatient care	31	30	1,131	49,194	147,453
	B2- Nonhospital rehabilitation services	1	1	0	0	0
	B3-Pharmacies and herbalists	21	21	377	0	0
	B4-Convalescence and wellness services	3	3	200	4,842	60,777
<b>B Total</b>		<b>56</b>	<b>55</b>	<b>1,708</b>	<b>54,036</b>	<b>208,230</b>
C	C1- Residential or residential/daycare services for people with mental illness	52	50	8,356	54,895	2,791,161
	C2- Day care services for people with mental illness	6	6	379	1079	12,009
	C3- Integrated territorial services for people with mental illness	5	5	878	5,710	291,071
<b>C Total</b>		<b>63</b>	<b>61</b>	<b>9,613</b>	<b>61,684</b>	<b>3,094,241</b>
D	D1 Residential or residential/daycare services for people with disabilities	44	40	3,829	4,585	1,276,330
	D2- Day care services for people with disabilities	26	25	215	1,352	42,501
	D3- Integrated territorial services for people with disabilities	7	3	764	946	323,558
<b>D Total</b>		<b>77</b>	<b>68</b>	<b>4,808</b>	<b>6,883</b>	<b>1,642,389</b>
E	E1- Residential or residential/daycare services for the elderly	34	32	2,895	20,744	920,098
	E2- Day care services for the elderly	4	4	28	6	2,190
<b>E Total</b>		<b>38</b>	<b>36</b>	<b>2,923</b>	<b>20,750</b>	<b>922,288</b>
F	F1- Residential or residential/daycare services for people with financial and social difficulties	39	39	4,043	29,289	1,027,240
	F2- Day care services for people in financial and social difficulties	8	8	35	578	365
	F3- Services for children with behavioural or family difficulties	3	3	360	63	15,599
	F4- Therapeutic communities for substance-dependents	9	8	191	1,334	43,178
	F5- Holiday homes for our guests	2	2	20	49	147
	F6- Other services	16	15	671	9,014	35,796
<b>F Total</b>		<b>77</b>	<b>75</b>	<b>5,320</b>	<b>40,327</b>	<b>1,122,325</b>
G	G1 - Formation centres	30	29			
<b>G Total</b>		<b>30</b>	<b>29</b>			
<b>Grand total</b>		<b>423</b>	<b>405</b>	<b>37,734</b>	<b>821,978</b>	<b>10,891,328</b>



Tables 4 Number of beds, inpatients, daily stays, and geographic location, 2019

CONTINENT	COUNTRY	CENTRES	REPLIES	BEDS	INPATIENTS	DAILY STAYS
Africa	Benin	3	3	421	14,776	108,368
	Cameroon	3	3	58	2,745	8,203
	Ghana	4	4	357	5,544	64,907
	Kenya	1	1	20	2,970	17,337
	Liberia	2	2	315	3,495	12,952
	Madagascar	2	2	40	1,691	9,198
	Malawi	2	2	68	568	24,820
	Mauritius	1	1	75	72	25,917
	Mozambique	1	1	315	1,562	36,566
	Senegal	3	3	62	5,553	38,513
	Sierra Leone	3	3	95	5,795	20,228
	Togo	3	3	289	8,398	42,682
	Zambia	1	1	0	0	0
Africa Total		29	29	2,115	53,169	409,691
Central & S. America	Argentina	5	5	169	9,010	64,707
	Bolivia	4	4	128	4,080	217,056
	Brazil	2	0	0	0	0
	Chile	2	2	206	782	223,457
	Colombia	12	11	2,237	64,388	617,034
	Cuba	3	3	573	17,186	231,809
	Ecuador	3	3	622	20771	34,982
	Honduras	1	1	0	0	0
	Mexico	3	3	261	10,398	75,508
	Peru	8	8	92	6,570	44,033
	Venezuela	2	2	36	99	6
Central and South America Total		45	42	4,324	133,284	1,508,592
Asia	China	2	2	51	261	16,458
	India	11	11	608	27,390	349,433
	Israel	1	1	136	21,456	50,879
	Japan	3	3	120	1,348	2,658
	Philippines	6	4	9	9	0
	South Korea	8	8	201	1,024	56,213
	East Timor	1	0	0	0	0
	Vietnam	6	6	377	45,305	137,605
Asia Total		38	35	1,502	96,793	613,246
Europe and North America	Austria	26	26	3,076	136,141	1,021,478
	Canada	25	25	1,125	8,133	351,425
	Croatia	1	1	0	1,097	50,478
	Czech Republic	4	4	65	884	20,921
	France	6	6	920	5,401	195,658
	Germany	37	37	4,311	118,813	1,257,363
	Hungary	5	5	973	16,012	243,484
	Ireland	16	8	365	586	111,300
	Italy	27	27	3,657	74,591	1,177,430
	Poland	36	34	1,277	30,990	328,083
	Portugal	11	11	1,919	4,653	658,727
	Slovakia	6	4	122	4,541	28,302
	Spain	67	67	9,775	132,250	2,470,530
	Ukraine	1	1	0	0	0
	United Kingdom	21	21	858	227	67,307
	United States	22	22	1,350	4,413	377,313
Europe and North America Total		311	299	29,793	538,732	8,359,799

<b>Grand total</b>	<b>423</b>	<b>405</b>	<b>37,734</b>	<b>821,978</b>	<b>10,891,328</b>
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## Day Hospitals, Day Surgeries, Day Care, nonhospital care, and pharmacies and herbalists

For care categories A, B and C it is not only possible to count the number of 'ordinary admissions' but also treatments in Day Hospitals, Day Surgeries, Day Care centres and outpatient treatments.

In 2019, the Day Hospitals, Day Surgeries, Day Care centres admitted 360,262 patients (Table 6), 31,685 fewer than in 2018 (-8%).

22,151,430 outpatient treatments were delivered in 2019 (Table 7), an increase of 1,125,361 over 2018 (+5.4%).

**Table 5 Number of Day Hospital, Day Surgery and Day Care admissions, by care category 2019**

CARE CATEGORY		NO. OF CENTRES	REPLIES	No. OF DH/DS/DAY CARE ADMISSIONS
<b>A</b>	A1- General hospital care	48	47	240,367
	A2- Specialised hospital care	9	9	28,011
	A3-Medium/long-term inpatient care	17	17	32,314
	A1- General hospital care	8	8	0
<b>A Total</b>		<b>82</b>	<b>81</b>	<b>300,692</b>
<b>B</b>	B1- Nonhospital outpatient care	31	30	0
	B2- Nonhospital rehabilitation services	1	1	0
	B3-Pharmacies and herbalists	21	21	0
	B4-Convalescence and wellness services	3	3	27
<b>B Total</b>		<b>56</b>	<b>55</b>	<b>27</b>
<b>C</b>	C1- Residential or residential/daycare services for people with mental illness	52	50	58,527
	C2- Day care services for people with mental illness	6	6	44
	C3- Integrated territorial services for people with mental illness	5	5	972
<b>C Total</b>		<b>63</b>	<b>61</b>	<b>59,543</b>
<b>Grand total</b>		<b>201</b>	<b>197</b>	<b>360,262</b>

Table 6 Number of outpatient treatments by care category, 2019

CARE CATEGORY		NO. OF CENTRES	REPLIES	OUTPATIENT TREATMENTS
<b>A</b>	A1- General hospital care	48	47	10,957,058
	A2- Specialised hospital care	9	9	714,756
	A3-Medium/long-term inpatient care	17	17	1,439,839
	A4- Hospice care	8	8	105
<b>A Total</b>		<b>82</b>	<b>81</b>	<b>13,111,758</b>
<b>B</b>	B1- Nonhospital outpatient care	31	30	8,688,432
	B2- Nonhospital rehabilitation services	1	1	
	B3-Pharmacies and herbalists	21	21	0
	B4-Convalence and wellness services	3	3	830
<b>B Total</b>		<b>56</b>	<b>55</b>	<b>8,689,262</b>
<b>C</b>	C1- Residential or residential/daycare services for people with mental illness	52	50	201,528
	C2- Day care services for people with mental illness	6	6	44
	C3- Integrated territorial services for people with mental illness	5	5	148,838
<b>C Total</b>		<b>63</b>	<b>61</b>	<b>350,410</b>
<b>Grand total</b>		<b>201</b>	<b>197</b>	<b>22,151,430</b>

## Home care and other services

In 2018 the Order's facilities provided home care to 23,728 people. In 2019 this figure had fallen to 19,144 (4,584 fewer). More specifically, the Order's hospital facilities (category A) provided home care for 16,915, 1,852 fewer (-10%) than in 2018, broken down by care subcategories as shown in Table 8.

**Table 7** Number of guests receiving home care by care category, 2019

CARE CATEGORY	N° OF GUESTS RECEIVING HOME CARE
A1- General hospital care	11,017
A2- Specialised hospital care	2,025
A3-Medium/long-term inpatient care	3,873
A4- Hospice care	-
<b>A Total</b>	<b>16,915</b>
B1 - Nonhospital outpatient care	-
B2 - Nonhospital rehabilitation care	-
B3 – Pharmacies and/or herbal medicine	-
B4 – Convalescence and wellness care services	2
<b>B Total</b>	<b>2</b>
C1 - Residential or residential/daycare services for people with mental illness	571
C2- Day care services for people with mental illness	-
C3 - Integrated territorial services for people with mental illness	24
<b>C Total</b>	<b>595</b>
D1 – Residential or residential/daycare services for people with disabilities	24
D2 – Daycare services for people with mental illness	178
D3 -- Integrated territorial services for people with disabilities	-
<b>D Total</b>	<b>202</b>
E1 - Residential or residential/daycare services for the elderly	37
E2- Day care services for the elderly	156
<b>E Total</b>	<b>193</b>
F1 - Residential or residential/daycare services for people in financial and social difficulties	105
F2 - Day care services for people in financial and social difficulties	576
F3 - Services for children with behavioural or family difficulties	-
F4 – Therapeutic communities for substance-dependent people	556
F5 – Guests' holiday homes	-
F6 – Other services	-
<b>F Total</b>	<b>1,237</b>
<b>Grand total</b>	<b>19,144</b>

The facilities in categories **C (Services for people with mental disabilities)**, **D (Services for people with physical, psychological and sensorial disabilities)**, **E (Services for the elderly)** and **F (Miscellaneous social-welfare services)**, offer various types of services:

- Basic personal conduct (personal grooming, behaviour, etc.)
- Training and schooling (special education, special vocational training)
- Consultancy and counselling (for home-seekers, job-seekers, etc.)
- Occupational activities (laboratories, workshops, sheltered occupations)
- Day centres
- Canteens

Table 9 shows the number of guests using these services by care category.

**Table 8 9 Number of guests receiving miscellaneous care by care category, 2019**

CARE CATEGORY		NO. OF CENTRES	REPLIES	NO. OF USERS OF OTHER TYPES OF SERVICES
C	C1- Residential or residential/daycare services for people with mental illness	52	50	30,115
	C2- Day care services for people with mental illness	6	6	1,213
	C3- Integrated territorial services for people with mental illness	5	5	5,102
<b>C Total</b>		<b>63</b>	<b>61</b>	<b>36,430</b>
D	D1 Residential or residential/daycare services for people with disabilities	44	40	5,257
	D2- Day care services for people with disabilities	26	25	155,968
	D3- Integrated territorial services for people with disabilities	7	3	1,024
<b>D Total</b>		<b>77</b>	<b>68</b>	<b>162,249</b>
E	E1- Residential or residential/daycare services for the elderly	34	32	2,754
	E2- Day care services for the elderly	4	4	9,818
<b>E Total</b>		<b>38</b>	<b>36</b>	<b>12,572</b>
F	F1- Residential or residential/daycare services for people in financial and social difficulties	39	39	1,788,703
	F2- Day care services for people in financial and social difficulties	8	8	170,990
	F3- Services for children with behavioural or family difficulties	3	3	0
	F4- Therapeutic communities for substance-dependent people	9	8	571
	F5- Holiday homes for our guests	2	2	0
	F6- Other services	16	15	40,106
<b>F Total</b>		<b>77</b>	<b>75</b>	<b>2,000,370</b>
<b>Grand total</b>		<b>255</b>	<b>240</b>	<b>2,211,621</b>

## Personnel

The total number of personnel was 65,518 (an increase of 760 over 2018, +1%), broken down as follows: Hospitaller Brothers 542, other Religious 290, lay employees 61,850 and lay consultants 2,576. In addition to the lay employees and consultants in the 175 centres that replied to the questionnaire, 5,055 people were employed by outsourced companies (4,944 in 2018).

For further information see Tables 10, 11 and 12.

**Table 9 Number of employees by care category. 2019**

CARE CATEGORY		CENTRES PRESENT	CENTRES REPLYING	OH BROTHERS	OTHER RELIGIOUS	LAY EMPLOYEES	LAY CONSULTANTS	TOTAL PERSONNEL
A	A1- General hospital care	48	47	82	163	32,233	1,562	34,040
	A2- Specialised hospital care	9	9	21	4	4,088	82	4,195
	A3-Medium/long-term inpatient care	17	17	13	13	4,148	178	4,352
	A4- Hospice care	8	8	4	1	211	3	219
<b>A Total</b>		<b>82</b>	<b>81</b>	<b>120</b>	<b>181</b>	<b>40,680</b>	<b>1,825</b>	<b>42,806</b>
B	B1- Nonhospital outpatient care	31	30	71	6	788	233	1,098
	B2- Nonhospital rehabilitation care	1	1	0	0	9	0	9
	B3-Pharmacies and herbalists	21	21	18	1	210	4	233
	B4-Convalescence & wellness services	3	3	0	1	303	8	312
<b>B Total</b>		<b>56</b>	<b>55</b>	<b>89</b>	<b>8</b>	<b>1,310</b>	<b>245</b>	<b>1,652</b>
C	C1- Residential or residential/daycare services for people with mental illness	52	50	71	33	5,676	329	6,109
	C2- Day care services for people with mental illness	6	6	0	0	262	0	262
	C3- Integrated territorial services for people with mental illness	5	5	1	1	2,336	0	2,338
<b>C Total</b>		<b>63</b>	<b>61</b>	<b>72</b>	<b>34</b>	<b>8,274</b>	<b>329</b>	<b>8,709</b>
D	D1 Residential or residential/daycare services for people with disabilities	44	40	43	6	5,828	74	5,951
	D2- Day care services for people with disabilities	26	25	7	6	696	13	722
	D3- Integrated territorial services for people with disabilities	7	3	0	0	1,400	0	1,400
<b>D Total</b>		<b>77</b>	<b>68</b>	<b>50</b>	<b>12</b>	<b>7,924</b>	<b>87</b>	<b>8,073</b>
E	E1- Residential or residential/daycare services for the elderly	34	32	154	39	1,642	32	1,867
	E2- Day care services for the elderly	4	4	1	0	43	2	46
<b>E Total</b>		<b>38</b>	<b>36</b>	<b>155</b>	<b>39</b>	<b>1,685</b>	<b>34</b>	<b>1,913</b>
F	F1- Residential or residential/daycare services for people with financial and social difficulties	39	39	32	9	846	18	905
	F2- Day care services for people in financial and social difficulties	8	8	4	0	29	5	38
	F3- Services for children with behavioural or family difficulties	3	3	0	1	40	0	41
	F4- Therapeutic communities for substance-dependents	9	8	1	0	254	1	256
	F5- Holiday homes for our guests	2	2	0	0	2	0	2
	F6-other services	16	15	5	1	153	3	162
<b>F Total</b>		<b>77</b>	<b>75</b>	<b>42</b>	<b>11</b>	<b>1,324</b>	<b>27</b>	<b>1,404</b>
<b>G Formation centres total</b>		<b>30</b>	<b>29</b>	<b>14</b>	<b>5</b>	<b>653</b>	<b>29</b>	<b>701</b>
<b>Grand total</b>		<b>423</b>	<b>405</b>	<b>542</b>	<b>290</b>	<b>61,850</b>	<b>2,576</b>	<b>65,258</b>

Diagram 2 Number of employees by care category 2019

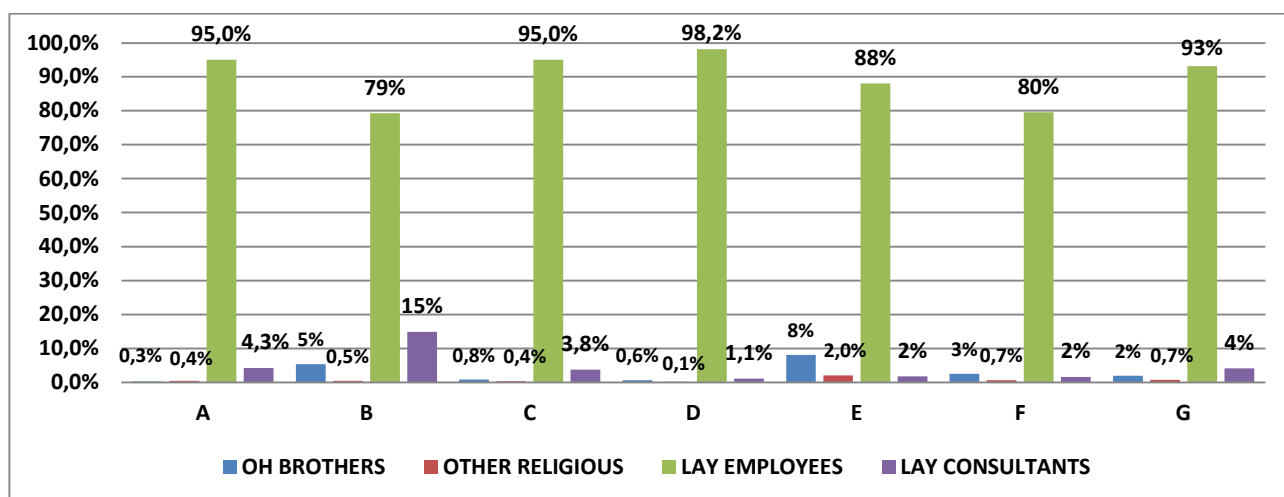


Table 10 Number of employees by Province. 2019

PROVINCE	NO. OF CENTRES	NO. OF CENTRES REPLYING	OH BROTHERS	OTHER RELIGIOUS	LAY EMPLOYEES	LAY CONSULTANTS	TOTAL PERSONNEL
GENERAL CURIA	4	4	6	19	838	194	1,057
G.D.MEXICO-CENTRAL AMERICA	7	7	8	2	374	2	386
AFRICAN PROV.ST. R. PAMPURI	6	6	32	22	598	19	671
AFRICAN PROV. ST. AUGUSTINE	18	18	33	0	1,710	8	1,751
ANDALUSIA PROVINCE	28	28	21	10	3,728	236	3,995
ARAGON PROVINCE	20	20	17	7	10,864	62	10,950
AUSTRIAN PROVINCE	41	39	22	46	8,350	12	8,430
BAVARIAN PROVINCE	37	37	12	30	10,265	39	10,346
KOREAN PROVINCE	13	13	17	4	623	14	658
UNITED STATES PROVINCE	7	7	4	0	365	0	369
GOOD SHEPHERD PROVINCE	40	40	13	2	884	6	905
VIET NAM PROVINCE	6	6	42	1	80	123	246
CASTILE PROVINCE	19	19	33	12	2,508	385	2,938
COLOMBIA PROVINCE	12	11	4	2	4,354	67	4,427
WEST EUROPEAN PROVINCE	39	31	0	0	1,609	8	1,617
FRENCH PROVINCE	8	8	121	2	1,267	142	1,532
INDIAN PROVINCE	12	12	41	42	624	7	714
LOMBARDY-VENETO PROV.	17	17	22	24	2,852	279	3,177
POLISH PROVINCE	37	35	45	39	2,068	424	2,576
PORTUGUESE PROVINCE	14	11	10	2	1,063	43	1,118
ROME PROVINCE	14	12	6	12	2,391	332	2,741
SOUTHERN S.A. PROVINCE	11	11	28	9	2,311	113	2,461
NORTHERN S.A. PROVINCE	13	13	5	3	2,124	61	2,193
Grand total	423	405	542	290	61,850	2,576	65,258

**Table 11** Number of employees by geographic area, 2019

CONTINENT	COUNTRY	NO. OF CENTRES	NO. OF CENTRES REPLYING	OH BROTHERS	OTHER RELIGIOUS	LAY EMPLOYEES	LAY CONSULTANTS	TOTAL PERSONNEL
Africa	Benin	3	3	19	15	357	18	409
	Cameroon	3	3	7	0	79	8	94
	Ghana	4	4	6	0	880	0	886
	Kenya	1	1	2	0	102	0	104
	Liberia	2	2	2	0	154	0	156
	Madagascar	2	2	3	1	45	9	58
	Malawi	2	2	0	0	29	0	29
	Mauritius	1	1	3	1	38	0	42
	Mozambique	1	1	3	0	34	0	37
	Senegal	2	2	4	0	79	0	83
	Sierra Leone	4	4	7	0	352	0	359
	Togo	3	3	13	7	241	1	262
	Zambia	1	1	2	0	30	0	32
Africa Total		29	29	71	24	2,420	36	2,551
Central and South America	Argentina	5	5	10	5	1,691	67	1,773
	Bolivia	4	4	10	1	313	46	370
	Brazil	2	0	0	0	0	0	0
	Chile	2	2	8	3	307	0	318
	Colombia	12	11	4	2	4,354	67	4,427
	Cuba	3	3	3	1	139	1	144
	Ecuador	3	3	1	2	341	2	346
	Honduras	1	1	1	1	48	0	50
	Mexico	3	3	4	0	187	1	192
	Peru	8	8	1	1	1,356	27	1,385
	Venezuela	2	2	3	0	427	32	462
Central and South America Total		45	42	45	16	9,163	243	9,467
Asia	China	2	2	2	4	54	0	60
	India	11	11	38	41	586	7	672
	Israel	1	1	0	0	647	43	690
	Japan	3	3	1	0	196	0	197
	Philippines	6	4	5	5	25	0	35
	South Korea	8	8	14	0	373	14	401
	East Timor	1	0	0	0	0	0	0
	Viet Nam	6	6	42	1	80	123	246
Asia Total		38	35	102	51	1,961	187	2,301
Europe and North America	Austria	26	26	15	35	7,085	12	7,147
	Canada	25	25	5	2	478	6	491
	Croatia	1	1	1	2	100	11	114
	Czech Republic	4	4	0	0	99	0	99
	France	6	6	118	1	1,222	133	1,474
	Germany	37	37	12	30	10,265	39	10,346
	Hungary	5	5	2	0	798	0	800
	Ireland	16	8	0	0	1,284	2	1,286
	Italy	27	27	28	48	5,309	751	6,136
	Poland	36	34	41	39	2,064	424	2,568
	Portugal	11	11	10	2	1,063	43	1,118
	Slovakia	6	4	5	11	368	0	384
	Spain	67	67	71	29	17,100	683	17,883
	Ukraine	1	1	4	0	4	0	8
	United Kingdom	21	21	0	0	296	6	302
	United States	22	22	12	0	771	0	783
Europe and North America Total		311	299	324	199	48,306	2,110	50,939
Grand total		423	405	542	290	61,850	2,576	65,258



## Volunteers

The Order's centres have a total of 25,387 volunteers. Once again, a substantial percentage are provided by the Good Shepherd Province, while there was a sharp decline in the Korean Province (-5,809 fewer than in 2018, -57%), due to an extraordinary event in 2018, that required more volunteers. Tables 13 and 14 show the breakdown of the number of volunteers by Province and care category.

The centres which replied reported that a total of 8,182 volunteers were present at least once a week, making a total of 17,205 volunteers.

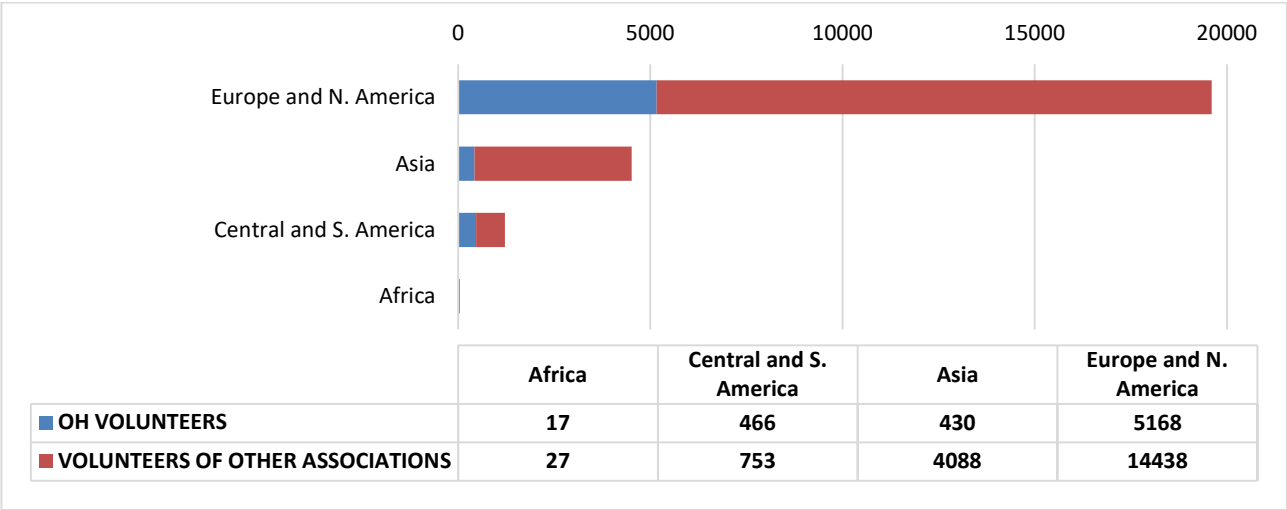
**Table 12 Number of volunteers by Province. 2019**

PROVINCES	No. OF VOLUNTEERS OF OH ASSOCIATIONS ONCE OR MORE TIMES PER WEEK	No. OF VOLUNTEERS OF OTHER ASSOCIATIONS ONCE OR MORE TIMES PER WEEK	No. OF VOLUNTEERS OF OH ASSOCIATIONS LESS THAN ONCE PER WEEK	No. OF VOLUNTEERS OF OTHER ASSOCIATIONS LESS THAN ONCE PER WEEK	TOTAL NUMBER OF VOLUNTEERS
GENERAL CURIA	33	0	0	0	33
G.D.MEXICO-CENTRAL AMERICA	2	0	11	501	514
AFRICAN PROV.ST. R. PAMPURI	0	0	0	0	0
AFRICAN PROV. ST. AUGUSTINE	11	1	0	0	12
ANDALUSIA PROVINCE	967	12	518	52	1,549
ARAGON PROVINCE	2,275	0	187	68	2,530
AUSTRIAN PROVINCE	0	124	0	85	209
BAVARIAN PROVINCE	53	137	98	97	385
KOREAN PROVINCE	341	2,095	0	1,963	4,399
UNITED STATES PROVINCE	0	3	0	0	3
GOOD SHEPHERD PROVINCE	76	288	25	12,785	13,174
VIET NAM PROVINCE	0	0	0	0	0
CASTILE PROVINCE	520	67	32	71	690
COLOMBIA PROVINCE	40	67	31	0	138
WEST EUROPEAN PROVINCE	75	28	53	87	243
FRENCH PROVINCE	12	58	0	26	96
INDIAN PROVINCE	9	26	0	4	39
LOMBARDY-VENETO PROV.	100	166	21	48	335
POLISH PROVINCE	24	52	40	116	232
PORTUGUESE PROVINCE	89	12	22	11	134
ROME PROVINCE	34	68	0	3	105
SOUTHERN S.A. PROVINCE	52	29	22	56	159
NORTHERN S.A. PROVINCE	236	0	72	100	408
<b>Grand total</b>	<b>4,949</b>	<b>3,233</b>	<b>1,132</b>	<b>16,073</b>	<b>25,387</b>

**Table 13** Number of volunteers by care category. 2019

CARE CATEGORY		CENTRES REPLYING	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	47	564	299	150	59	1,072
	A2- Specialised hospital care	9	1,146	10	62	30	1,248
	A3-Medium/long-term inpatient care	17	648	16	61	6	731
	A4- Hospice care	8	0	113	0	29	142
A Total		81	2,358	438	273	124	3,193
B	B1- Nonhospital outpatient care	30	13	49	10	129	201
	B2- Nonhospital rehabilitation services	1	0	0	0	0	0
	B3- Pharmacies and herbalists	21	0	0	0	0	0
	B4-Convalescence and wellness services	3	0	7	0	4	11
B Total		55	13	56	10	133	212
C	C1- Residential or residential/daycare services for people with mental illness	50	292	88	199	39	618
	C2- Day care services for people with mental illness	6	44	0	0	0	44
	C3- Integrated territorial services for people with mental illness	5	58	25	0	0	83
C Total		61	394	113	199	39	745
D	D1 Residential or residential/daycare services for people with disabilities	40	403	130	225	376	1,134
	D2- Day care services for people with disabilities	25	437	1,750	18	1,667	3,872
	D3- Integrated territorial services for people with disabilities	3	98	10	0	58	166
D Total		68	938	1,890	243	2,101	5,172
E	E1- Residential or residential/daycare services for the elderly	32	204	171	51	167	593
	E2- Day care services for the elderly	4	0	263	0	157	420
E Total		36	204	434	51	324	1,013
F	F1- Residential or residential/daycare services for people in financial/social difficulties	39	678	272	316	12,749	14,015
	F2- Day care services for people in financial and social difficulties	8	241	23	22	0	286
	F3- Services for children with behavioural or family difficulties	3	0	0	0	0	0
	F4- Therapeutic communities for substance-dependents	8	38	3	0	0	41
	F5- Holiday homes for our guests	2	0	0	0	0	0
	F6- Other services	15	79	0	0	601	680
F Total		75	1,036	298	338	13,350	15,022
G Total		29	6	4	18	2	30
Grand total		405	4,949	3,233	1,132	16,073	25,387

Diagram 3 Number of volunteers by type (belonging to the OH and other associations) and by continent 2019



## Formation and education/training

In 2018 we introduced category G for centres providing formation and education/training services.

*The following tables show the figures in the various types of formation and training activities*

**Table 14** Academic professional nursing schools

FACILITIES WITH A SCHOOL	AVERAGE TRAINING (YEARS)	AVERAGE NUMBER OF TRAINEE PLACES	AVERAGE NUMBER OF REGISTRATIONS
13	3.5	169	308

**Table 15** Vocational training schools for Nurses and/or teachers

FACILITIES WITH A SCHOOL	AVERAGE TRAINING (YEARS)	AVERAGE NUMBER OF TRAINEE PLACES	AVERAGE NUMBER OF REGISTRATIONS
9	2,4	122	131

**Table 16** Academic professional schools for biomedical technicians

FACILITIES WITH A SCHOOL	AVERAGE TRAINING (YEARS)	AVERAGE NUMBER OF TRAINEE PLACES	AVERAGE NUMBER OF REGISTRATIONS
2	2	97	95

**Table 17** Academic professional schools for rehabilitation technicians

FACILITIES WITH A SCHOOL	AVERAGE TRAINING (YEARS)	AVERAGE NUMBER OF TRAINEE PLACES	AVERAGE NUMBER OF REGISTRATIONS
*	*	*	*

(\*) No data provided

**Table 18** Vocational training schools for rehabilitation technicians

FACILITIES WITH A SCHOOL	AVERAGE TRAINING (YEARS)	AVERAGE NUMBER OF TRAINEE PLACES	AVERAGE NUMBER OF REGISTRATIONS
*	*	*	*

## Funding

In order to calculate how care activities were financed, we asked for the percentage funding breakdown of 2019 expenditure. Having set the total at 100%, each centre needed to indicate the percentage of income received from: 1) central or local government or other public bodies, 2) Paying guests, businesses and private insurances, 3) Charities, 4) Other sources, About 50% of the funding received by the responding facilities came from central or local government or other public bodies, while 24% came from paying guests, businesses, private insurances, 10% came from charities, and 9% from Other sources.

It is worth noting that the averages given may vary considerable between Provinces as well as between care categories. Table 20 therefore shows the average funding figures by care category (in columns) and by Province (in rows). To simplify things, the table only shows the funding provided by public entities and government. The table clearly reveals the variability between Provinces and also within the same care category: by way of example, the average percentage of public financing of the centres in the Good Shepherd Province was 60%, while the same breakdown for Andalusia Province was 38%, and Africa St R.Pampuri Province was 1%.

With regard to the financing of investments decided in 2019, the replying facilities report that 44% came from self-financing by the service, 11% from central or local government or other public bodies, 4% from private contributions, and 11% from grants provided by the Order.

**Table 19 Financing provided by government and public entities (%)**

	CARE CATEGORY							
PROVINCE	A	B	C	D	E	F	G	ALL
GENERAL CURIA	71%	6%	-	-	-	-	100%	25%
G.D.MEXICO-CENTRAL AMERICA	-	-	81%	-	91%	12%	-	26%
AFRICAN PROV.ST. R. PAMPURI	6%	3%	-	-	-	-	-	1%
AFRICAN PROV. ST. AUGUSTINE	9%	12%	-	57%	-	-	-	11%
ANDALUSIA PROVINCE	46%	-	77%	71%	23%	41%	8%	38%
ARAGON PROVINCE	86%	-	59%	96%	82%	71%	-	56%
AUSTRIAN PROVINCE	85%	39%	-	95%	79%	65%	49%	59%
BAVARIAN PROVINCE	82%	50%	100%	98%	58%	56%	80%	75%
KOREAN PROVINCE	0%	1%	32%	74%	83%	-	-	27%
UNITED STATES PROVINCE	-	-	-	-	18%	48%	-	9%
GOOD SHEPHERD PROVINCE	74%	68%	85%	57%	87%	49%	-	60%
VIET NAM PROVINCE	-	-	-	-	-	-	-	-
CASTILE PROVINCE	64%	-	94%	83%	-	72%	-	45%
COLOMBIA PROVINCE	3%	-	10%	-	-	10%	-	3%
WEST EUROPEAN PROVINCE	-	70%	-	83%	-	45%	17%	31%
FRENCH PROVINCE	83%	-	45%	94%	86%	98%	-	58%
INDIAN PROVINCE	0%	-	-	7%	13%	10%	-	4%
LOMBARDY-VENETO PROV.	95%	-	99%	99%	47%	50%	-	56%
POLISH PROVINCE	62%	14%	74%	87%	-	32%	-	38%
PORTUGUESE PROVINCE	92%	42%	87%	-	-	-	-	32%
ROME PROVINCE	95%	20%	93%	-	-	-	-	30%
SOUTHERN S.A. PROVINCE	-	-	39%	54%	50%	-	35%	25%
NORTHERN S.A. PROVINCE	11%	17%	53%	45%	-	28%	28%	26%
<b>Grand total</b>	<b>42%</b>	<b>15%</b>	<b>45%</b>	<b>48%</b>	<b>31%</b>	<b>30%</b>	<b>14%</b>	<b>33%</b>

## Twinnings

Of the 368 responding facilities, 8.7% stated that they had twinned with other centres of the Order in 2019, 3.4% of the facilities stated that they had twinned with other Provinces of the Order.

## Year-by-year comparisons

The following graphs and tables compare the distributions of the main relevant variables over the years.

**Table 20** Number of centres by care category. Year-by-year comparisons.,

CARE CATEGORY 2011			2012	2013	2014	2015	2016	2017	2018	2019
A	A1- General hospital care	49	49	51	52	50	47	47	47	48
	A2- Specialised hospital care	12	10	10	10	11	11	10	11	9
	A3-Medium/long-term inpatient care	13	13	14	16	16	18	18	18	17
	A4- Hospice care	7	8	9	10	10	10	9	9	8
	<b>A Total</b>	<b>81</b>	<b>80</b>	<b>84</b>	<b>88</b>	<b>87</b>	<b>86</b>	<b>84</b>	<b>85</b>	<b>82</b>
B	B1- Nonhospital outpatient care	18	21	25	31	32	31	31	31	31
	B2- Nonhospital rehabilitation services	0	0	0	1	1	1	1	1	1
	B3- Pharmacies and herbalists	22	24	24	24	26	29	24	22	21
	B4-Convalescence and wellness services	3	3	3	3	3	3	3	3	3
	<b>B Total</b>	<b>43</b>	<b>48</b>	<b>52</b>	<b>59</b>	<b>62</b>	<b>64</b>	<b>59</b>	<b>57</b>	<b>56</b>
C	C1- Residential or residential/daycare services for people with mental illness	41	46	46	47	56	55	55	53	52
	C2- Day care services for people with mental illness	6	8	7	8	7	6	6	6	6
	C3- Integrated territorial services for people with mental illness	6	6	6	6	5	4	3	5	5
	<b>C Total</b>	<b>53</b>	<b>60</b>	<b>59</b>	<b>61</b>	<b>68</b>	<b>65</b>	<b>64</b>	<b>64</b>	<b>63</b>
D	D1 Residential or residential/daycare services for people with disabilities	44	42	48	54	43	40	35	41	44
	D2- Day care services for people with disabilities	22	24	23	25	24	25	25	26	26
	D3- Integrated territorial services for people with disabilities	6	7	7	5	7	8	8	7	7
	<b>D Total</b>	<b>72</b>	<b>73</b>	<b>78</b>	<b>84</b>	<b>74</b>	<b>73</b>	<b>68</b>	<b>74</b>	<b>77</b>
E	E1- Residential or residential/daycare services for the elderly	34	35	36	37	37	34	35	35	34
	E2- Day care services for the elderly	15	20	17	7	5	4	4	4	4
	<b>E Total</b>	<b>49</b>	<b>55</b>	<b>53</b>	<b>44</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>39</b>	<b>38</b>
F	F1- Residential or residential/daycare services for people in financial/social difficulties	15	16	16	19	40	41	39	39	39
	F2- Day care services for people in financial and social difficulties	7	8	6	6	7	8	7	8	8
	F3- Services for children with behavioural or family difficulties	1	2	2	2	3	4	3	3	3
	F4- Therapeutic communities for substance-dependents	5	5	5	6	8	10	9	9	9
	F5- Holiday homes for our guests	4	3	3	2	2	1	1	2	2
	F6- Other services	4	6	9	8	9	13	14	16	16
	<b>F Total</b>	<b>36</b>	<b>40</b>	<b>41</b>	<b>43</b>	<b>69</b>	<b>77</b>	<b>73</b>	<b>77</b>	<b>77</b>
<b>G Total – Formation Centres</b>		-	-	-	-	-	-	-	30	30
<b>TOTAL</b>		<b>334</b>	<b>356</b>	<b>367</b>	<b>379</b>	<b>402</b>	<b>403</b>	<b>387</b>	<b>426</b>	<b>423</b>

Diagram 4 Number of centres by care category. Year-by-year comparisons.

