VIENNA GENERAL HOSPITAL
ANNUAL REPORT
2019

VIENNA GENERAL HOSPITAL —
MEDICAL UNIVERSITY CAMPUS

MEDICAL UNIVERSITY OF VIENNA

Human Dimension

kav wiener krankenanstalten verbund
Vienna Hospital Association

TABLE OF CONTENTS

FOREWORD

The healthcare system in Vienna offers a high concentration of advanced medicine combined with comprehensive, universal medical care, unmatched anywhere else in Austria. This benefits the citizens of Vienna as well as numerous people from other federal states, irrespective of their income, age, gender or origins.

The Vienna General Hospital is an institution with a worldwide reputation. Through the partnership with the Medical University of Vienna, this is a hub of patient care, research and teaching of the highest international standard. To ensure these services remain available for the future, the City of Vienna and the federal government in coming years are investing around 1.4 billion euros in renewing the institution. And the progress in the building process is already quite evident. This is equally true of those areas which are being modernized, such as the Hospital Pharmacy and the Kitchen, as it is for new constructions like the facilities for the Department of Child and Adolescent Psychiatry. And preparations are already under way for other projects, such as the establishment of a Parent-Child Center and the creation of additional research facilities.

This is the basis on which the Vienna General Hospital will continue to provide its patients with top-class medical services in the future. However, these buildings would merely be an empty shell were it not for the commitment and expertise of some 9,000 staff of the Vienna General Hospital and the Medical University of Vienna. For this reason, I want to express my deep gratitude.

The importance of having highly qualified, reliable people working in the healthcare sector has been made abundantly clear to us in the first half of 2020. The COVID-19 pandemic has presented new challenges to all of us. The dedication exhibited by the employees of the healthcare system in Vienna has been and remains, exemplary. Even in moments of tremendous uncertainty, they have always been there for those people in need of their help. I have the deepest respect for their work.

Peter Hacker
City Councillor for Social Affairs, Public Health and Sports

Sophisticated medicine demands a high degree of specialization. This also means that the inter-linking of the various specialist areas and professions is becoming increasingly important at the same time. The Vienna General Hospital and the Medical University of Vienna cooperatively support the establishment of Comprehensive Centers, according to the respective model agreed on in September 2015.

Based on the template provided by the extraordinarily successful Comprehensive Cancer Center, 2019 saw the formation of two new centers: the Comprehensive Center for Pediatrics (CCP) and the Comprehensive Center for Cardiovascular Medicine (CCVM). These institutions are an expression of the partnership between the Vienna General Hospital and the Medical University of Vienna, which was relaunched in 2016, since when it has proven remarkably successful to both sides.

This is also evident from the progress made in the structural renewal works ongoing at the Vienna General Hospital. In 2019, work proceeded on the creation of new and larger spaces for the Child and Adolescent Psychiatry, the renovation of the Kitchen, and the modernization of the Hospital Pharmacy. The reorganization and renewal of the outpatients area of the Division of Cardiac Surgery and the Division of Thoracic Surgery was completed in 2019.

Any review is always dependent on the perspective that is taken. The events surrounding COVID-19 during the first half of 2020 have considerably changed all our perspectives. So, I would like to talk about this briefly here. First, I would like to thank the employees of the Vienna General Hospital. In extremely difficult times, they made sure that our hospital was always able to provide the necessary services.

Right at the very start of the containment measures, the Vienna General Hospital established a COVID-19 specialist group to act as an advisory and support committee to the management. The national measures, such as the establishment of controlled accesses, were quickly and effectively implemented by the Vienna General Hospital. As a university hospital, the focus was on treating COVID-19 patients also requiring additional therapies only available at the Vienna General Hospital.

However, it was not only the containment measures, but also the easing of restrictions that presented us with challenges. Routine services were ramped up gradually, while the requisite safety measures were still retained. And yet again, our staff demonstrated their commitment to their patients, and their passion for their job. I am immensely proud that we have shown how, even during a crisis, we can stand shoulder to shoulder together and for one another. It is something that allows me to look to the future with confidence.

Herwig Wetzlinger
Director of the Business Unit Vienna General Hospital

SHORT PROFILE

The Vienna General Hospital — Medical University Campus is Austria's biggest hospital. With its 9,000 employees, it provides medical excellence. In 2019, around 53,000 surgeries were performed, including 93 lung and 50 heart transplants.

Since 2015, the Vienna General Hospital and the clinical areas of the Medical University of Vienna have been jointly managed by the two institutions. The Medical University of Vienna is one of the most important biomedical research institutions in Europe. In addition, with around 8,000 students, it is the largest medical training center in the German-speaking world.

An essential element of the Vienna General Hospital and the Medical University of Vienna is the combination of patient care, research and training. In 2019, 80,000 patients were hospitalized and the ambulances were visited 1.2 million times. In the field of medical research, the Vienna General Hospital and the Medical University of Vienna have repeatedly achieved internationally recognized results. The research laboratories of the clinics and institutes are state-of-the-art. They cover an area of 24,500 square meters.

A Student's Center featuring the Lecture Center and the Study Center is provided for teaching amongst other facilities. The Lecture Center has a large lecture hall with 500 seats and four additional lecture halls as well as 33 team work and seminar rooms. The Study Center consists of an up-to-date collection of textbooks and the University Library. Furthermore, there is a Further Training and Special Training Academy for nursing and for medical, therapeutic and diagnostic healthcare professions. And there is a school for nursing, a school for pediatric and adolescent nursing and a school for medical assistance professions, located at the Florido Tower.

The history of the Vienna General Hospital reaches as far back as the 17th century. It was created on the basis of the Großarmen- und Invalidenhaus (home for the poor and disabled) that was founded by Emperor Leopold I in 1693 and built on the area delimited by Alser Strasse, Spitalgasse and Garnisongasse starting in 1694. Emperor Joseph II converted it to a hospital. It was opened to the public on 16 August 1784. The Vienna General Hospital at its current location, Währinger Gürtel 18—20, was inaugurated on 7 June 1994.

The Vienna General Hospital's premises house an entrance building, a main building, the South Garden Departments as well as several attached buildings on 240,000 square meters. The main building consists of an 11-storey flat building and, on top of it, two 14-storey ward blocks — the green ward block and the red ward block. The green ward block accommodates mainly the surgical departments, while the red ward block mainly houses the departments of internal medicine. Altogether, the hospital provides 1,722 systemized beds.

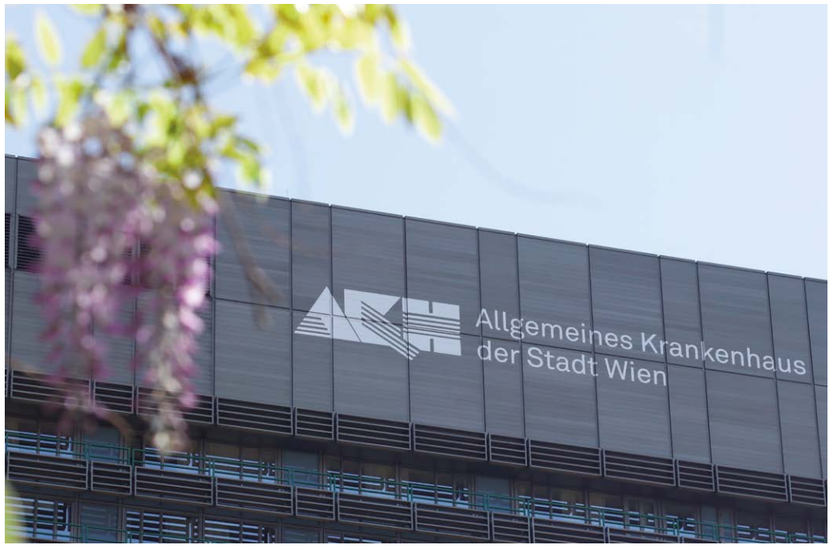
CONSTRUCTION PROJECTS

The Vienna General Hospital's comprehensive structural upgrading is proceeding according to plan. In 2019, great progress was made in continuing building the new and larger facilities for the Department of Child and Adolescent Psychiatry as well as modernizing the Kitchen and the production area of the Hospital Pharmacy. The new spaces for the Division of Cardiac Surgery and the Division of Thoracic Surgery outpatients area were also completed.

These are superbly equipped and accommodate numerous treatment and examination rooms spread over 1,900 square meters, as well as an integrated lung function room that enables the performance of blood-gas analysis and body plethysmography. There are also dedicated spaces for performing ultrasound examinations of the heart as well as for the inspection and service of extracorporeal artificial heart device components.

The new outpatients department also contains a surgical function diagnostics facility, for conducting pressure tests on the esophagus and intestines. There are also areas for infusion therapy, psychological care services for heart and lung transplant patients, and offices for the transplant coordinators, who organize the complex process of heart and lung transplants.

This means that patients who are scheduled for a heart or lung transplant or who have already undergone such a procedure, can be provided with all the necessary services at one location. The heart and the lung transplant outpatients departments alone account for around 6,000 patient contacts per year. And the results are world-class. Approximately 75 percent of all heart transplant patients and approximately 65 to 70 percent of all lung transplant patients are still living ten years after the transplant.



MEDICAL INNOVATIONS AND NEW HIGH-TECH-EQUIPMENT

4

The Vienna General Hospital offers its patients cutting-edge medicine. They benefit from innovative treatments and top-class medical technology. This means, for example, that, for the first time anywhere in the world, Alzheimer patients can receive ultrasound pulse stimulation therapy. A new surgical technique enables the removal of thyroid glands without leaving any visible scarring. A new active substance for combating hepatitis was tested at the Vienna General Hospital. Electric pulse generators help in the treatment of cardiac insufficiency and reflux. And a new therapy against intestinal dysfunctions was also established. In addition, patients are benefiting from the acquisition of a new angiography system, a new MRI scanner and a new linear accelerator.

Non-invasive Therapy for Alzheimer Patients

Thanks to a new method developed by experts from the Department of Neurology, for the first time anywhere in the world it is now possible to use ultrasound to penetrate non-invasively into all areas of the brain and to activate those nerve cells that help in the regeneration of brain functions. Known as Transcranial Pulse Stimulation with Ultrasound (TPS), this is a painless treatment administered while the patient is fully awake. The TPS pulse triggers brief membrane variations in the brain cells, leading to local transformations in the concentration of transmitters and other bio-chemical agents. The consequence is the activation of nerve cells and the establishment of compensatory networks which enhances the impaired brain function. And to enable the targeted brain region to be triggered accurately, the neurologists applying the treatment are assisted with an MRI-based navigation system. This elaborate therapy method required seven years of development work, which was financed through a cooperative arrangement with a German partner center and a Swiss company, and with the extensive procurement of external funding by the study director, Roland Beisteiner.

This made it possible to realize a treatment that could be directly applied on patients, starting with an idea derived from basic research. The object of TPS is the improvement of numerous symptoms of patients with Alzheimer's disease, Parkinson's or multiple sclerosis, such as memory lapses, speech disorders, mood swings and reduced mobility.

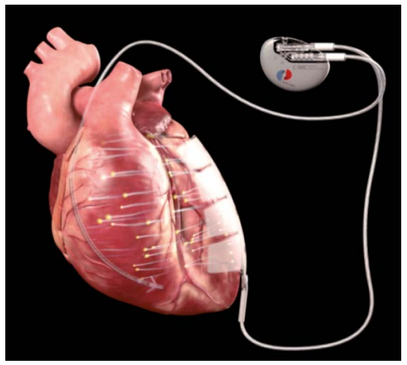
A CE certification has already been obtained for the Alzheimer's therapy, and further areas of application are currently in the study phase. The development of TPS was published in the prestigious journal Advanced Science as part of a cover report. There is a great deal of international demand for the new therapy developed in Vienna.

Thyroid Gland Surgery without Scarring

The total or partial removal of the thyroid gland is performed in the event of malignant enlargements or for severe cases of Graves' disease. This operation was formerly performed by making a Kocher transverse collar incision. In recent years, the surgical technique has become so refined that it is now normal for the incisions to be less than three or four centimeters. The Vienna General Hospital has very recently begun offering another surgical method where the incision is no longer ever apparent from the outside. The access is made via the mucosa on the inside of the lower lid, and the gland is removed with the aid of an endoscopic camera. The wound in the mucosa, just a few millimeters long, will generally heal in very quickly.

New Therapy Option for Non-Alcoholic Fatty Liver Disease

With non-alcoholic fatty liver disease there is a reduced sensitivity of the bile acid signal mechanism, which controls a number of metabolic processes. Working together in a Phase IIa study with a number of Austrian and German centers, experts working at the Vienna General Hospital were able to show that by administering nor-urso, a synthetically produced bile acid, it was possible to again raise the signal effect, resulting in the prevention of inflammation of the liver among other things. Another possible way of combating fatty liver or



The cardiac muscle can be trained with the aid of an implanted pulse generator.

adiposis was demonstrated in a study performed into the leptin signaling pathway. Here, in the animal model it was discovered that leptin can animate the liver to export fat via a brain-vagus-liver axis. The direct administration of leptin to the brain, circumventing the blood-brain barrier could represent a starting point for future therapies.

Using Electricity to Tackle Cardiac Insufficiency and Reflux

For the first time ever in the world, as part of a study a new device for strengthening the weakened cardiac muscle for cardiomyopathy patients was used in the Vienna General Hospital. An implanted pulse generator trains the cardiac muscle using micro current, resulting in the regeneration of damaged heart musculature. In the ideal case, this procedure saves the patient from having to undergo a heart transplant or delaying it at least. Electric pulses also feature in a new method for the treatment of gastroesophageal reflux. The procedure is performed by attaching an electrode to the sphincter between the esophagus and stomach. The muscle is strengthened by the pulse stimuli, helping to counter the reflux. Patients are unable to feel these pulses.

Help for Patients with Bowel Dysfunction

Fecal incontinence affects about six percent of the population aged over 60. There is a varying range of therapeutic measures for tackling it, depending on the cause in the particular case. To date, the treatments have included the use of drugs, pelvic floor training and, in some cases, the insertion of an intestinal pacemaker. The Vienna General Hospital has a new therapy offering a further option. It involves taking a tiny prosthesis made from bio-compatible material and, with the aid of ultrasound scan, implanting it around the anal canal, creating an artificial sphincter, in what is a minimally invasive and low-risk procedure. This helps patients to control the defecation process.

A New Dimension in the Treatment of Strokes

In 2019, the Division of Cardiovascular and Interventional Radiology took receipt of a new angiography system. This is the world's third two-plane angiography system of these series, and the first to be installed in a radiological department. The two-plane system means that interventions in the intracranial blood flow stream can be performed even more quickly and safely. The other aspects that make this series so special is an even further reduced x-ray dosage, and that there is a considerable improvement in the 2D and 3D imaging results. The fully new designed C-arm facilitates new types of movement patterns, which means that the cranial base and skullcap areas can be scanned, without almost any aberrations in the 3D mode. The improved imaging of hemorrhaging through the whole skull area makes it possible to skip the preceding, conventional imaging of certain patients suspected of having stroke. With a high-speed function, the times required for low-contrast 3D images is reduced from 20 seconds to 8, so it is possible to create CT-like images with a considerably reduced susceptibility to motion artefacts.

The Vienna General Hospital commissioned a new two-plane angiography unit, only the third of this series operating anywhere in the world. It enables the work to be conducted faster and more safely.

Featuring cutting-edge sensor technology, a new MRI scanner provides greater comfort for patients and enables examinations to be performed even faster.

Highly Productive MRI Unit

A new magnetic resonance scanner is greatly reducing the time needed for examinations. The high speed and productivity of the device is down to two factors. The first is the accelerated MR imaging process, and secondly the device independently tells patients about pending movements of the table at just the right time, and it gives them instructions on holding their breath. This is aided by cutting-edge sensor technology, which records breathing signals without having to attach a respiratory monitoring belt to the patient. All of this not only results in greater patient comfort, but also means that examinations can be performed more quickly with the same or even better image quality.

Linear Accelerator for Ultra-Precise Therapy

The Vienna General Hospital now has a new linear accelerator that enables treatment to be delivered even more accurately. Apart from its 3D and 4D on-board computer tomography system, the device is also equipped with a surface scanner. This arrangement means that information about movements of the body can be combined with information about the tumor movements. This enables to even further extend the operations in the field of breath-triggered, high-dose, volumetrically modulated precision radiotherapy.

A new linear accelerator at the Vienna General Hospital provides high-precision radiotherapies.

Oswald Wagner
Vice-Rector for Clinical Affairs
at the Medical University of Vienna and
member of the Management Board

The Vienna General Hospital has been jointly operated by the Medical University of Vienna and the City of Vienna for four years now, and numerous important advances have been achieved. One particularly noteworthy aspect is how the efforts made to elevate the quality of medical training at the Vienna General Hospital, are now bearing fruit. The success is clear from the results of the second survey regarding how satisfied physicians are with their training. This is a path on which we wish to continue, and so we are also conducting audits on those departments that fared less well by comparison.

It is just as gratifying to see planning commenced for the Center for Translational Medicine and Therapeutics (CTMT), which will be constructed on the site of the former Department of Medicine I. This move will meet the departments' urgently needed additional demand for modern research laboratory infrastructure also emerging from the creation of a day surgery center, and the associated relocation of the surgical research facilities into an "Anna Spiegel II" building. One crucial aspect of this is that the CTMT is positioned at the interface between pre-clinical and clinical research — the strengthening of this area is indeed a key concern of the Rectorate. The progress made in the construction work in the clinical area, is always something positive to report. The current key aspects include the building working ongoing on the Department of Child and Adolescent Psychiatry, and the planning of the Parent-Child Center.

The development of the clinical centers is also notable. From the time it was formed, there has been a great deal of committed work on the development of the Comprehensive Center for Pediatrics, and the Comprehensive Center for Cardiovascular Medicine was also established. The formation process is currently under way for the Comprehensive Center for Perioperative Medicine, and other planned centers including for infectious disease medicine, integrated diagnostics and others, are being boosted by the developments in recent weeks.

However, despite all these positive aspects, a degree of disillusionment has emerged due to the apparent incompatibility of the existing framework contracts. This is especially true of the Medical Master Plan 2020, the key element of the plans of the joint operational management. Jointly drafted with a great deal of effort and expense by the Vienna General Hospital and the Medical University of Vienna as part of the "University Medicine Vienna" project, it cannot be implemented because the contractual cap means that neither the City nor the University have the personnel necessary for this to happen. A solution — which can only entail adding more staff — is not currently in sight.

However, right now the COVID-19 pandemic is an occasion for considering and re-evaluating the position of hospitals in general, and the Vienna General Hospital in particular. Perhaps this is granting us a new opportunity to allow us to concentrate primarily on our main concern — patient care and research.

I would like to take this opportunity to express my profound thanks to all the employees of the Medical University of Vienna and the City of Vienna who are working tirelessly on the continued development of the Vienna General Hospital, and especially for the outstanding fulfilment of our responsibilities during the pandemic.

OTHER TOPICS

In 2019, our patients not only benefited from medical innovations and new high-tech equipment, but also from the formation of two new Comprehensive Centers. The Vienna General Hospital also earned several awards, including the "Best Employer Brand" label, the Lohfert Prize, the Occursus Award and the Kindness-for-Kids Care Prize, and it established a triage procedure for the psychological treatment of patients in the event of a major emergency incident.

Two New Comprehensive Centers Established

The formation of Comprehensive Centers is an important activity for pushing forward with collaborations on an inter-disciplinary, inter-departmental and inter-professional basis. Among other things, it enables the experts providing treatment to convene in boards in order to discuss their joint cases with colleagues from the other specialist areas involved. Patients are benefiting from the concentrated expertise of the specialists at the Vienna General Hospital. However, the establishment of Comprehensive Centers also means that important resources can be combined and deployed even more effectively in the areas of research and teaching. The creation of the Comprehensive Center for Pediatrics and the Comprehensive Center for Cardiovascular Medicine as independent organizational units, sees the completion of the establishment of two Comprehensive Centers in addition to the Comprehensive Cancer Center, which has been in existence for some time now.

The Comprehensive Center for Pediatrics (CCP) interlinks all the Vienna General Hospital's experts for pregnant women, children and adolescents. This creates the best-possible conditions for treating severely and critically ill children, and the long-term treatment of children with serious or rare diseases. The aim is to provide top-class care, from the unborn child to the young adult, and to do so at one location without involving long distances. In addition, with the inter-disciplinary interaction ongoing within it, the CCP throws up new opportunities to a diverse range of specialists and professionals, including those working the science and teaching fields.

As part of the event to open the Comprehensive Center for Pediatrics, CCP Starter Grants were bestowed on 16 projects.

The Comprehensive Center for Cardiovascular Medicine (CCVM) combines expertise in the field of cardiovascular diseases, from cardiac and vascular surgery departments to cardiological and angiological departments across to other experts active in this area, such as in (interventional) radiology. Hybrid surgery – which sees cardiologists and heart surgeons as well as interventional radiologists and vascular surgeons working on joint intervention procedures and evaluating new methods – is already well established within the Vienna General Hospital. This focal project conducted during the development phase of the CCVM, clearly shows how the formation of centers can contribute to top-class medical developments, the creation of opportunities for research, and to cutting-edge teaching and training.

Best Employer Brand Award

In recognition of its implementation of measures to strengthen its presence regarding career opportunities, and for its activities in the area of personnel development, Symbiosis, an agency that specializes in the creation of enterprise and employer brands – awarded the Vienna General Hospital the Best Employer Brand Silver Label. Examples of the measures implemented include drafting the bases for the working partnership in so-called "Wertecafés" and the establishment of a new intranet area dedicated to personnel development, which contains information ranging from welcome programs for new employees, to further training opportunities for existing staff as well as management development programs. These and numerous other activities are made possible through inter-professional involvement and the dedication of the people who work at the Vienna General Hospital.

Bettina Schreitel (left) and Gerhild Katz with the Best Employer Brand award.

The Vienna General Hospital Wins the Lohfert Prize

For its fundamental redesign and simplification of digital nursing care documents, the Vienna General Hospital was awarded the 2019 Lohfert Prize by the Christoph Lohfert Foundation. It was the first time that this prestigious prize was awarded to an institution in Austria. The objective behind the simplification of the care documents was that nursing staff would have more time resources available for working with their patients. When patients do not require any specialized nursing care plan, then established guidelines will act as a substitute for any individualized plan. Whenever a nursing care plan is required, then the nursing staff have access to a specially developed module system, which is based on the principle of "risk — current problem — prophylaxis". Explaining its decision to award the prize to the Vienna General Hospital, the Lohfert Prize Jury referred to the elevation of the quality of care and of patient safety.

Recognition of Communications in the Field of Oncology

The Occursus Prize is awarded by the Austrian Society of Hematology and Oncology to existing projects, and it promotes new project ideas that

focus on the communications when interacting with cancer patients and their relatives. The Vienna General Hospital was recognized in the promotional award category for its project idea entitled "Establishment of a communication board for ensuring continuous care for CAR T-cell therapy". One objective of this project is the establishment of an inter-disciplinary and multi-professional communications platform for patients undergoing CAR T-cell therapy. This treatment offers help to patients suffering from diffuse large B-cell lymphoma and who have exhausted all other therapy options. In CAR T-cell therapy, a receptor is introduced into the T-lymphocytes, with the help of which the resulting CAR (Chimeric Antigen Receptor) T-cells detect and attack malignant B-cells.

Neuropsychological Help for Children Suffering from Cancer

The Vienna General Hospital's clinical psychologists help children and adolescents suffering from cancer, by assisting them to manage the emotional aspects of this difficult phase in their lives. They make sure they are psychologically prepared for the upcoming treatment steps, and they are crucially involved in the side effects management process. In the field of neurooncology, this includes their levels of concentration and retentiveness. The children receive appropriate training in the run-up, to ensure that these aspects are not too heavily affected. As part of the "Neuropsychology for you!" project, a standard was developed and established regarding neuropsychological diagnostics, and the child-friendly patient discussion of the neuropsychological findings, as well as the neuropsychological therapy, including the best possible compliance on the part of the patients. The "Kindness for Kids" foundation awarded its Care Prize to this project in 2019. It promotes projects that permanently improve the care situation of sick children through structural changes or new nursing care, physiotherapeutic or psychosocial therapy strategies.

Establishment of a Psychological Triage Procedure

If ever many patients are simultaneously admitted to the hospital due to a major emergency incident, they will be split into groups based on the level of urgency. A common procedure in medicine, this kind of triage system is now also created for psychological treatment at the Vienna General Hospital. The distinction is performed based on three categories: Patients who do not require psychological support. Patients who do not require immediate help, but who should be given psychological support subsequently. And patients in need of immediate help, but where the psychological discussion cannot be continued right now for whatever reason. These patients are labelled with the aid of differently colored stickers, which will be attached to the emergency bag given to all patients if a major emergency incident occurs. This approach ensures that the psychological triage process does not interfere with the administration of medical care. The presentation of this innovation was awarded the Presentation Award in 2019 at the Congress of the European Burns Association.

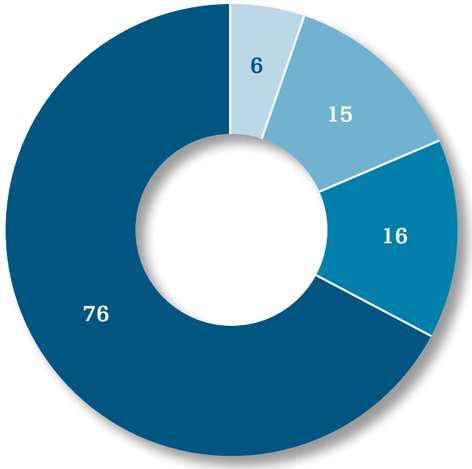
OVERVIEW OF THE VIENNA GENERAL HOSPITAL

6

Inpatient Treatment

Departments equipped with hospital beds:

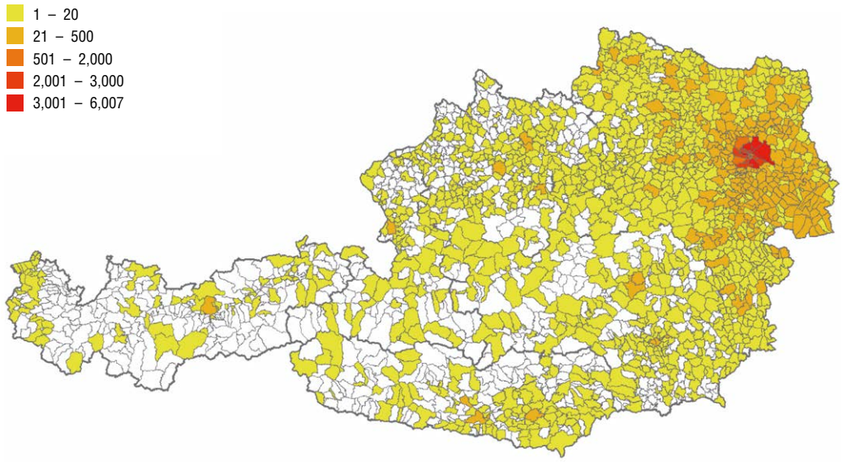
113 (1,722 beds)



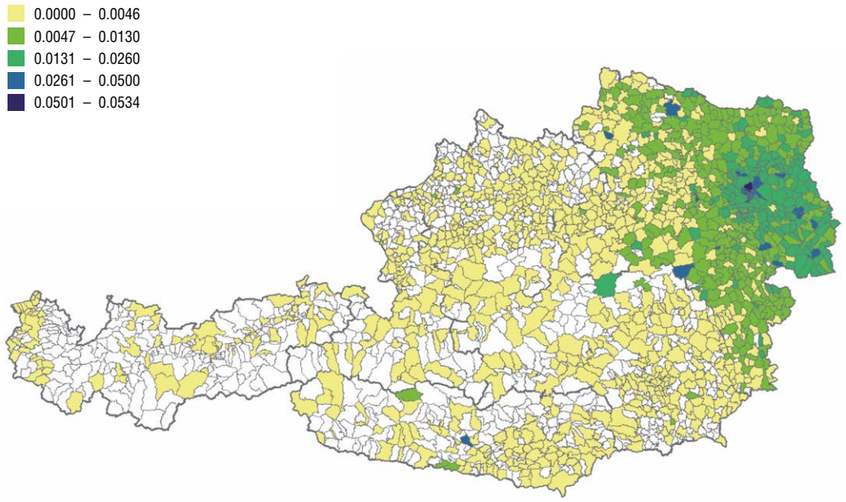
- Normal care units: **76** (1,399 beds)
- Intermediate care units: **16** (137 beds)
- Intensive care units: **15** (130 beds)
- Week clinics: **6** (56 beds)

Inpatients admitted: **77,509**
Inpatient days: **564,374**
Average number of days spent: **5.7**
1-day-stays: **14,906**

Inpatients

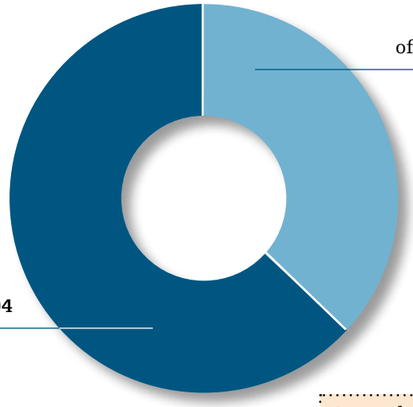


Inpatients per inhabitant



Outpatient Treatment

Outpatient visits:
1,228,362



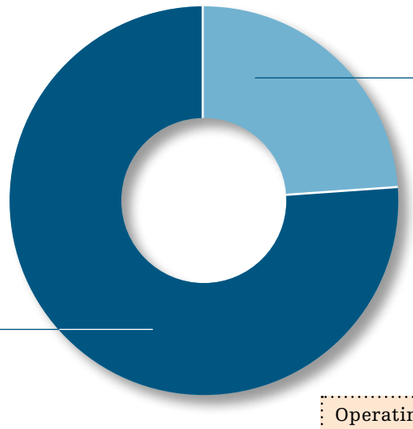
First visits of outpatients: **456,958**

Follow-up visits of outpatients: **771,404**

General outpatient departments:	**53**
Specialized outpatient departments:	**344**

Surgical Operations

Operations in total:
52,997



Operations in intervention rooms: **12,660**

Operations in the operating theatres: **40,337**

Operating theatres:	**48**
Intervention rooms:	**11**
Wake-up rooms:	**8**

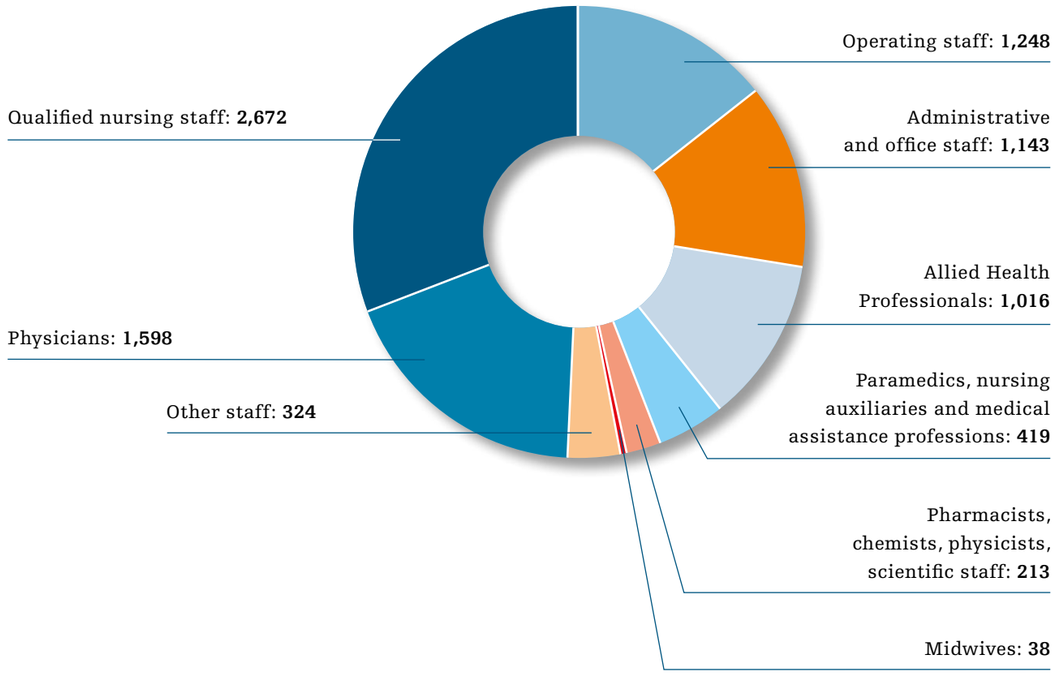
Transplants

Heart:	**50**
Kidney:	**148**
Liver:	**46**
Lung:	**93**
Pancreas:	**2**

Staff

Staff total: 8,671

Interns not included; part-time employees are calculated on a basis of 40 hours a week



Management

Director of the Business Unit: Herwig Wetzlinger

Medical Director: Gabriela Kornek

Functional Head of Economical and Administrative Affairs (Administrative Directorate): Claudia Scharm-Groicher

Head of Nursing: Sabine Wolf

Technical Director: Siegfried Gierlinger

Directorates

Directorate of the Business Unit

Competence Center for Health and Safety Issues

Hospital Hygiene

Human Resources

Information Center and PR

Operating Theatre Management

Quality and Risk Management

Special Assistant to the Director

Strategic Human Resources Development

Medical Directorate

Allied Health Professionals

Allocation and Discharge Management – Clinical Social Work

Clinical Psychology and Psychotherapy

Clinical Requirements and Studies

Director's Assistant

Hospital Pharmacy

Incident Handling and Prevention

Medical Operations

Midwifery

Nursing Directorate

Director's Assistant

Nursing and Competence Development

Nursing and Operating Processes

Operational Human Resources Management

Technical Directorate

Authorities and Documentation

Director's Assistant

Facility Management

Health and Safety and Fire Prevention

Kitchen and Staff Restaurant

Logistics

Medical Technology

Operations Department

Projects and Project Controlling

Safety Issues

Technical Controlling

Technical Infrastructure

Technical Operations Management

Economical and Administrative Affairs (Administrative Directorate)

Central Office

Clinical Administration

Controlling

Director's Assistant

Finance and Business Administration

Medical Documentation Center

Clinical Structure

Departments:

Department of Anaesthesia, Intensive Care Medicine and Pain Medicine

- Division of General Anaesthesia and Intensive Care Medicine
- Division of Cardiac Thoracic Vascular Anaesthesia and Intensive Care Medicine
- Division of Special Anaesthesia and Pain Medicine

Department of Biomedical Imaging and Image-guided Therapy

- Division of General and Paediatric Radiology
- Division of Cardiovascular and Interventional Radiology
- Division of Neuroradiology and Musculoskeletal Radiology
- Division of Nuclear Medicine

Department of Blood Group Serology and Transfusion Medicine

Department of Child and Adolescent Psychiatry

Department of Clinical Pharmacology

Department of Dermatology

Department of Emergency Medicine

Department of Infection Control and Hospital Epidemiology

Department of Medicine I

- Division of Hematology and Hemostaseology
- Division of Infectious Diseases and Tropical Medicine
- Division of Oncology
- Division of Palliative Care

Department of Medicine II

- Division of Angiology
- Division of Cardiology
- Division of Pulmonology

Department of Medicine III

- Division of Endocrinology and Metabolism
- Division of Gastroenterology and Hepatology
- Division of Nephrology and Dialysis
- Division of Rheumatology

Department of Neurology

Department of Neurosurgery

Department of Obstetrics and Gynecology

- Division of General Gynecology and Gynecologic Oncology
- Division of Obstetrics and Feto-Maternal Medicine
- Division of Gynecological Endocrinology and Reproductive Medicine

Department of Ophthalmology and Optometry

Department of Oral, Maxillary and Facial Surgery

Department of Orthopedics and Trauma-Surgery

- Division of Orthopedics
- Division of Trauma-Surgery

Department of Otorhinolaryngology

- Division of Otorhinolaryngology
- Division of Speech and Language Therapy

Department of Pediatrics and Adolescent Medicine

- Division of Neonatalogy, Intensive Care Medicine and Neuropediatrics
- Division of Pediatric Cardiology
- Division of Pediatric Nephrology and Gastroenterology
- Division of Pediatric Pulmonology, Allergology and Endocrinology
- Division of Pediatrics with special focus on Pediatric Hemotology-Oncology (St. Anna Children's Hospital)

Department of Physical Medicine, Rehabilitation and Occupational Medicine

Department of Psychiatry and Psychotherapy

- Division of General Psychiatry
- Division of Social Psychiatry

Department of Psychoanalysis and Psychotherapy

Department of Radiooncology

Department of Surgery

- Division of Cardiac Surgery
- Division of General Surgery
- Division of Pediatric Surgery
- Division of Plastic and Reconstructive Surgery
- Division of Thoracic Surgery
- Division of Transplantation
- Division of Vascular Surgery

Department of Urology

Clinical Institutes:

Institute of Laboratory Medicine

Institute of Neurology

Institute of Pathology

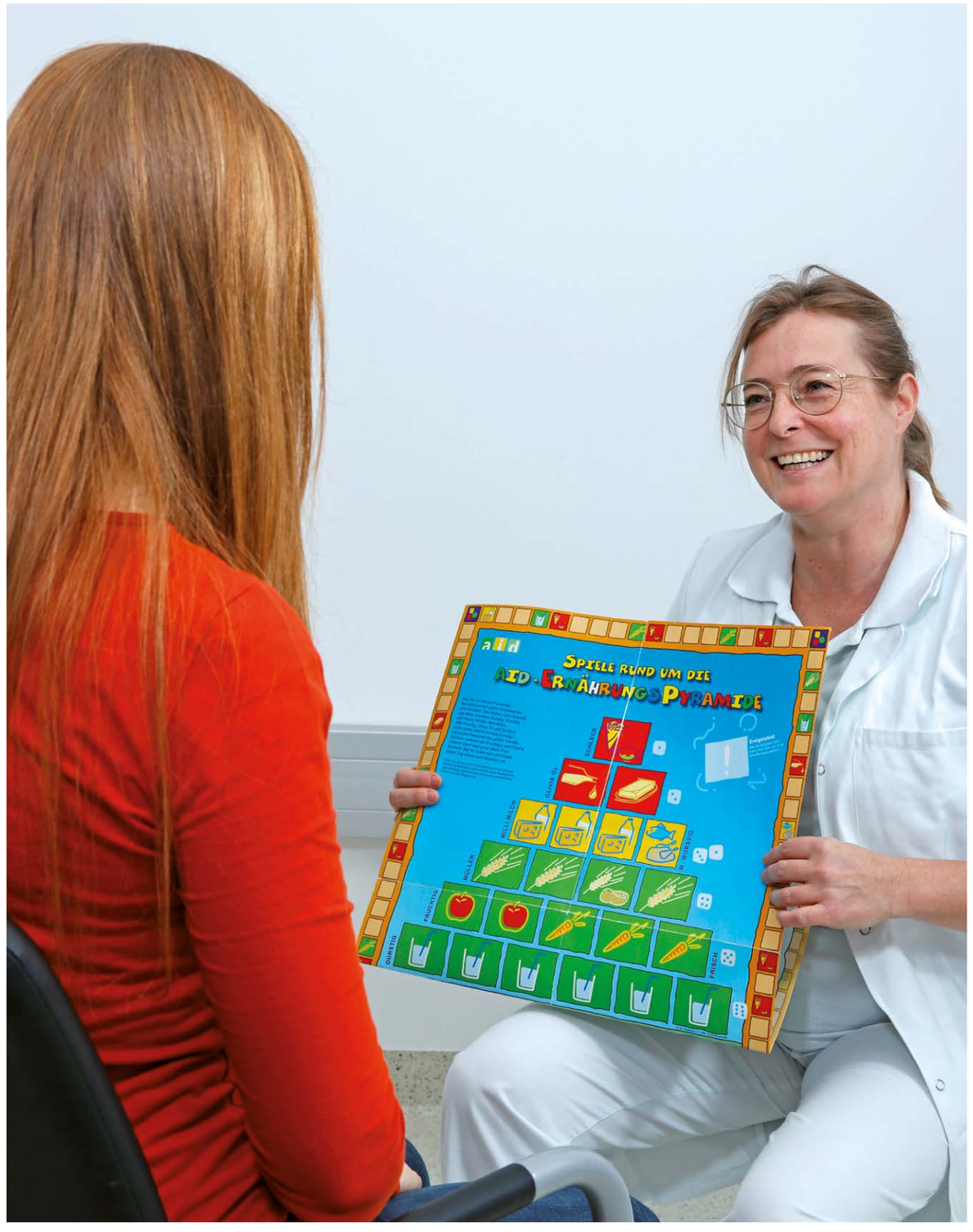
Centers:

Comprehensive Cancer Center

Comprehensive Center for Cardiovascular Medicine

Comprehensive Center for Pediatrics

Vienna Cancer Center



PERFORMANCE DATA

Performance Data Inpatients 2019

Departments	AUF	ENT	TRA	VST	VLA	VLE	BT	EPF	PFT	VWDBT	VWDPFT	BSY	BBE	TAB
Department of Anaesthesia, Intensive Care Medicine and Pain Medicine	130	8	84	113	2,458	2,533	14,345		14,545	5.4	5.5	44	42	42
Department of Biomedical Imaging and Image-guided Therapy	603	599	1		3		1,826	14	2,438	3.0	4.0	8	7	7
Department of Child and Adolescent Psychiatry	268	270	7		107	113	8,376	22	8,861	21.9	23.2	28	27	28
Department of Dermatology	1,265	1,279	15	20	154	196	11,110	34	12,476	7.6	8.5	43	34	34
Department of Emergency Medicine	4,508	1,230	671	177	3,146	719	1,748	1,293	3,172	0.3	0.6	14	14	14
Department of Medicine I	3,665	3,561	127	327	492	841	35,978	875	40,139	8.0	8.9	118	114	114
Department of Medicine II	6,711	7,248	149	115	1,945	2,742	35,171	1,920	42,765	3.7	4.5	125	116	117
Department of Medicine III	5,867	6,096	82	250	1,086	1,649	42,150	1,927	48,759	5.6	6.5	149	134	135
Department of Neurology	1,753	1,914	35	25	440	655	18,113	145	20,161	7.5	8.4	77	64	65
Department of Neurosurgery	1,716	1,491	276	19	1,432	1,508	16,546	14	18,154	5.1	5.6	57	54	54
Department of Obstetrics and Gynecology	8,523	8,453	36	16	1,471	1,461	31,408	536	40,092	3.1	4.0	120	113	115
Department of Ophthalmology and Optometry	5,194	5,183	2		62	51	2,861	3,943	8,087	0.5	1.5	37	30	30
Department of Oral, Maxillary and Facial Surgery	1,552	1,557	8		205	223	8,720	41	10,332	4.9	5.8	38	36	36
Department of Orthopedics and Trauma-Surgery	9,803	8,869	501	99	924	576	57,427	1,187	66,754	5.5	6.4	180	177	179
Department of Otorhinolaryngology	2,939	2,928	14	9	136	158	11,847	215	14,864	3.8	4.8	48	42	42
Department of Pediatrics and Adolescent Medicine	3,832	3,471	305	69	1,992	1,987	36,657	149	40,415	6.3	6.9	130	112	113
Department of Physical Medicine, Rehabilitation and Occupational Medicine	2	191	3		30	235	5,696		5,919	24.7	25.7	22	22	22
Department of Psychiatry and Psychotherapy	1,029	1,064	7		198	241	38,451	6	39,844	30.3	31.4	121	106	110
Department of Radiooncology	1,688	1,642	29	29	170	181	7,740	208	9,462	4.1	5.1	48	27	27
Department of Surgery	11,481	11,053	662	135	5,090	5,471	81,859	1,791	93,551	4.8	5.5	292	270	272
Department of Urology	2,988	2,968	18	26	156	178	13,736	162	16,821	4.3	5.3	48	46	46
Joint Pediatric Ward	1,994	1,961	17		215	194	4,766	425	6,763	2.2	3.1	21	20	20
Vienna General Hospital Total	**77,509**	**73,036**	**3,049**	**1,429**	**21,912**	**21,912**	**486,532**	**14,906**	**564,374**	**4.9**	**5.7**	**1,769**	**1,606**	**1,621**

Explanation of abbreviations:

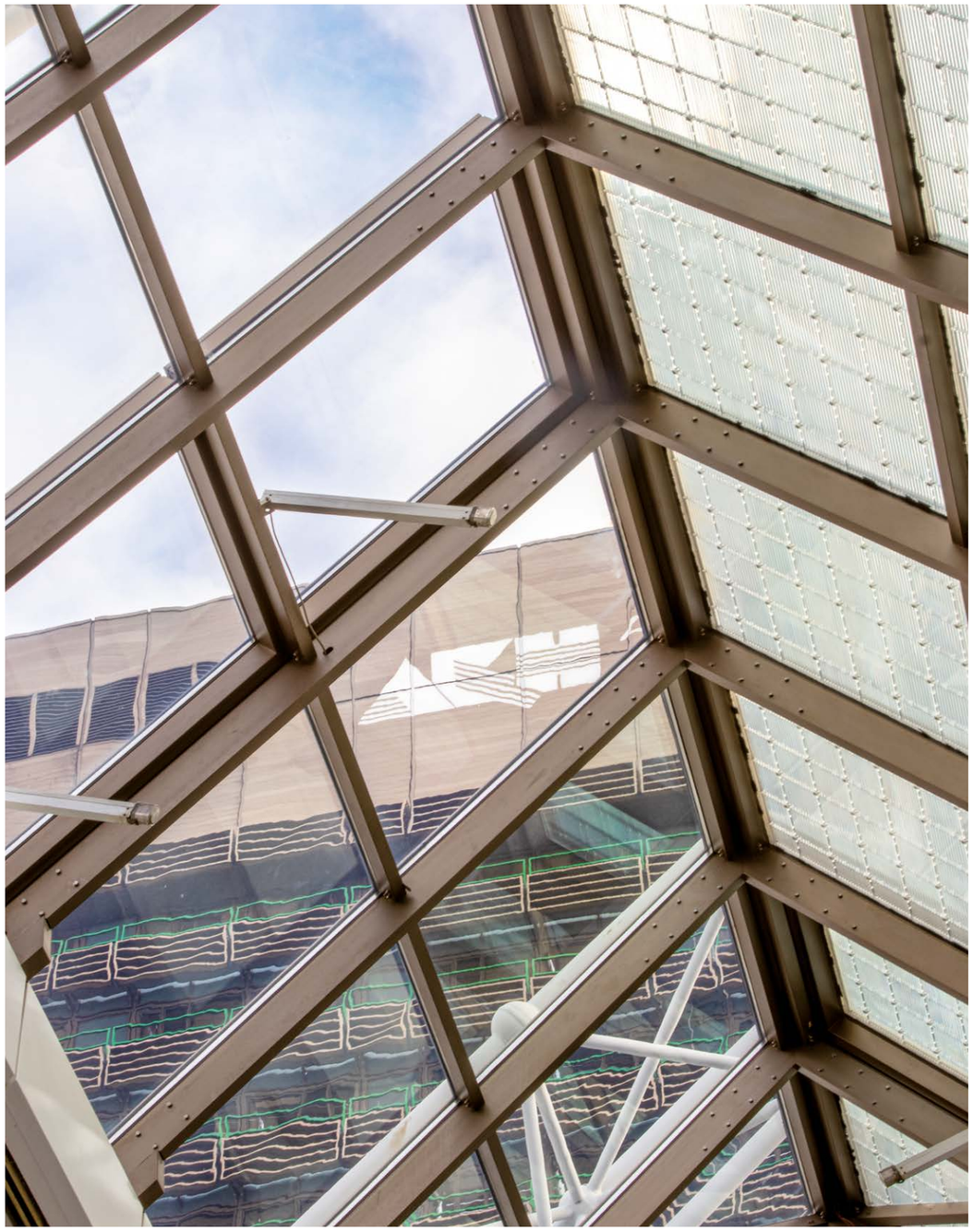
AUF	Inpatient admissions	EPF	1-day-stays
ENT	Inpatient discharges	PFT	Inpatient days
TRA	Inpatient transfers to other hospitals	VWDBT	Average length of stay (data base: inpatient days (value at midnight))
VST	Inpatients deceased	VWDPFT	Average length of stay (data base: inpatient days)
VLA	Inpatient transfers within Vienna General Hospital — admissions	BSY	Systemized beds (annual average)
VLE	Inpatient transfers within Vienna General Hospital — discharges	BBE	Beds available (annual average)
BT	Inpatient days (value at midnight)	TAB	Beds available — including multiple use per day (annual average)

Performance Data Outpatients 2019

Departments and Clinical Institutes	ABF	AKO	FQSE	FQA	FQS	FQG	LAP	LSP	LPG
Department of Anaesthesia, Intensive Care Medicine and Pain Medicine	11,436	12,451	174	24,061	66,551	90,612	56,822	318,085	374,907
Department of Biomedical Imaging and Image-guided Therapy	77,280	27,545	986	105,810	123,906	229,716	220,616	205,704	426,320
Department of Blood Group Serology and Transfusion Medicine	1,331	6,371	287	7,988	18,196	26,185	104,873	217,304	322,177
Department of Child and Adolescent Psychiatry	1,396	12,817	43	14,255	7,424	21,679	28,834	30,915	59,749
Department of Clinical Pharmacology	21	2		24	29	53	30	27	57
Department of Dermatology	28,206	57,895	82	86,183	4,247	90,430	251,935	14,677	266,612
Department of Emergency Medicine	36,285	10,596	82	46,962	10,322	57,284	151,652	27,359	179,011
Department of Infection Control and Hospital Epidemiology	120	64		184	1,380	1,565	336	1,608	1,944
Department of Medicine I	15,367	76,745	57	92,169	4,471	96,641	236,585	13,341	249,926
Department of Medicine II	28,556	24,379	195	53,131	22,818	75,949	144,258	110,086	254,344
Department of Medicine III	25,778	88,834	81	114,693	29,949	144,642	716,347	152,497	868,844
Department of Neurology	12,288	10,829	34	23,152	11,811	34,963	50,515	26,644	77,159
Department of Neurosurgery	4,834	5,267	375	10,476	8,211	18,687	20,011	70,676	90,687
Department of Obstetrics and Gynecology	24,066	46,890	20	70,976	16,936	87,912	269,538	142,450	411,988
Department of Ophthalmology and Optometry	20,575	46,189	175	66,939	9,239	76,178	343,104	24,095	367,199
Department of Oral, Maxillary and Facial Surgery	6,069	11,517	96	17,681	3,687	21,368	47,120	8,129	55,249
Department of Orthopedics and Trauma-Surgery	68,056	74,549	346	142,950	39,675	182,625	267,583	75,568	343,151
Department of Otorhinolaryngology	14,214	18,776	76	33,065	13,817	46,882	111,392	39,629	151,021
Department of Pediatrics and Adolescent Medicine	28,024	53,564	1,410	82,998	31,042	114,040	258,630	79,876	338,506
Department of Physical Medicine, Rehabilitation and Occupational Medicine	6,851	41,904	9	48,764	121,550	170,314	112,955	283,120	396,075
Department of Psychiatry and Psychotherapy	4,517	17,216	15	21,749	24,121	45,869	30,160	46,128	76,288
Department of Psychoanalysis and Psychotherapy	207	2,165	2	2,375	97	2,472	3,963	157	4,120
Department of Radiooncology	9,699	48,932	1,423	60,054	11,808	71,862	131,685	35,528	167,213
Department of Surgery	25,578	50,213	574	76,365	26,154	102,519	152,597	40,886	193,483
Department of Urology	6,203	19,031	20	25,254	6,645	31,899	66,503	15,276	81,779
Institute of Laboratory Medicine	2		101	102	5	107	5,744,027	6,371,124	12,115,151
Institute of Neurology							24,668	10,825	35,493
Institute of Pathology							228,030	234,419	462,449
Central Operation Area					67	67		123	123
Vienna General Hospital Total	**456,958**	**764,741**	**6,663**	**1,228,362**	**614,159**	**1,842,521**	**9,774,769**	**8,596,256**	**18,371,025**

Explanation of abbreviations:

ABF Outpatient — first visits
AKO Outpatient — check-up visits
FQSE Frequency inpatients of other hospitals
FQA Frequency outpatients
FQS Frequency inpatients
FQG Total frequency
LAP Total number of services — outpatients
LSP Total number of services — inpatients
LPG Total number of services



BALANCE OF ACCOUNTS

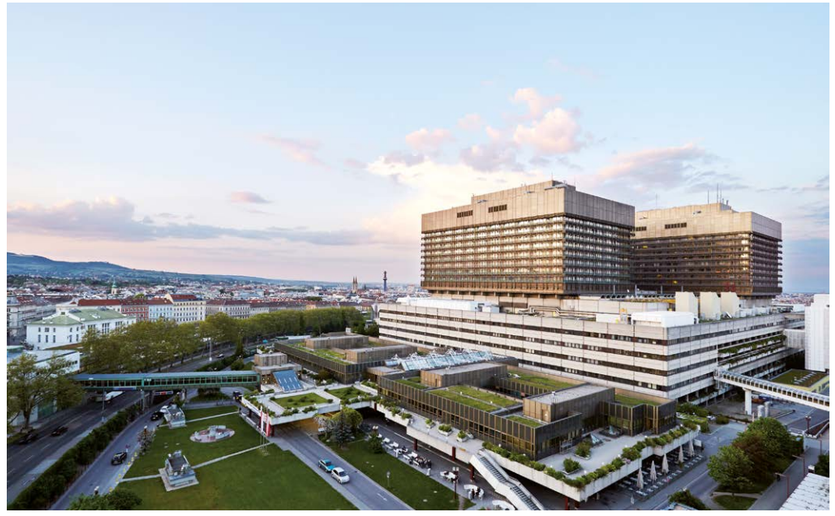
The 2019 annual financial statement was audited by the audit firm BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft, which issued it with an unqualified auditor's opinion.

The Vienna General Hospital — Medical University Campus is a business unit of the Vienna Hospital Association, and it does not have an independent legal personality. Its assets are separately administered as part of the "miscellaneous assets" of the City of Vienna. Apart the City of Vienna, its primary funding is provided by the Vienna Health Fund. The additional clinical expenditure is financed by the Federal State of Austria and the Medical University of Vienna.

The annual financial statement to 31 December 2019 was prepared in accordance with the provisions contained in Section 189 et seqq. of the Austrian Commercial Code, as amended.

Balance Sheet as of 31 December 2019

The non-current assets (with the exception of low-value assets) of the Vienna General Hospital are financed by investment subsidies provided by the City of Vienna, the Vienna Health Fund, the Federal State of Austria and the Medical University of Vienna. Investments in 2019 totaled 93.1 million euros (2018: 71.0 billion euros). The continued increase compared to the previous year resulted from the continuous implementation of the Construction Framework Agreement 2030 and the associated building activity. While the provisions within the debt capital increased, the liabilities declined. The strong decrease in liabilities vis-à-vis affiliated companies and the increase in cash and cash equivalents as of the 2019 balance sheet date, led to a higher negative net indebtedness compared to the previous year. As a result, the assets exceeded debt capital.



Profit and Loss Account for the Business Year 2019

The service revenues increased by around 45.1 million euros compared to the previous year.

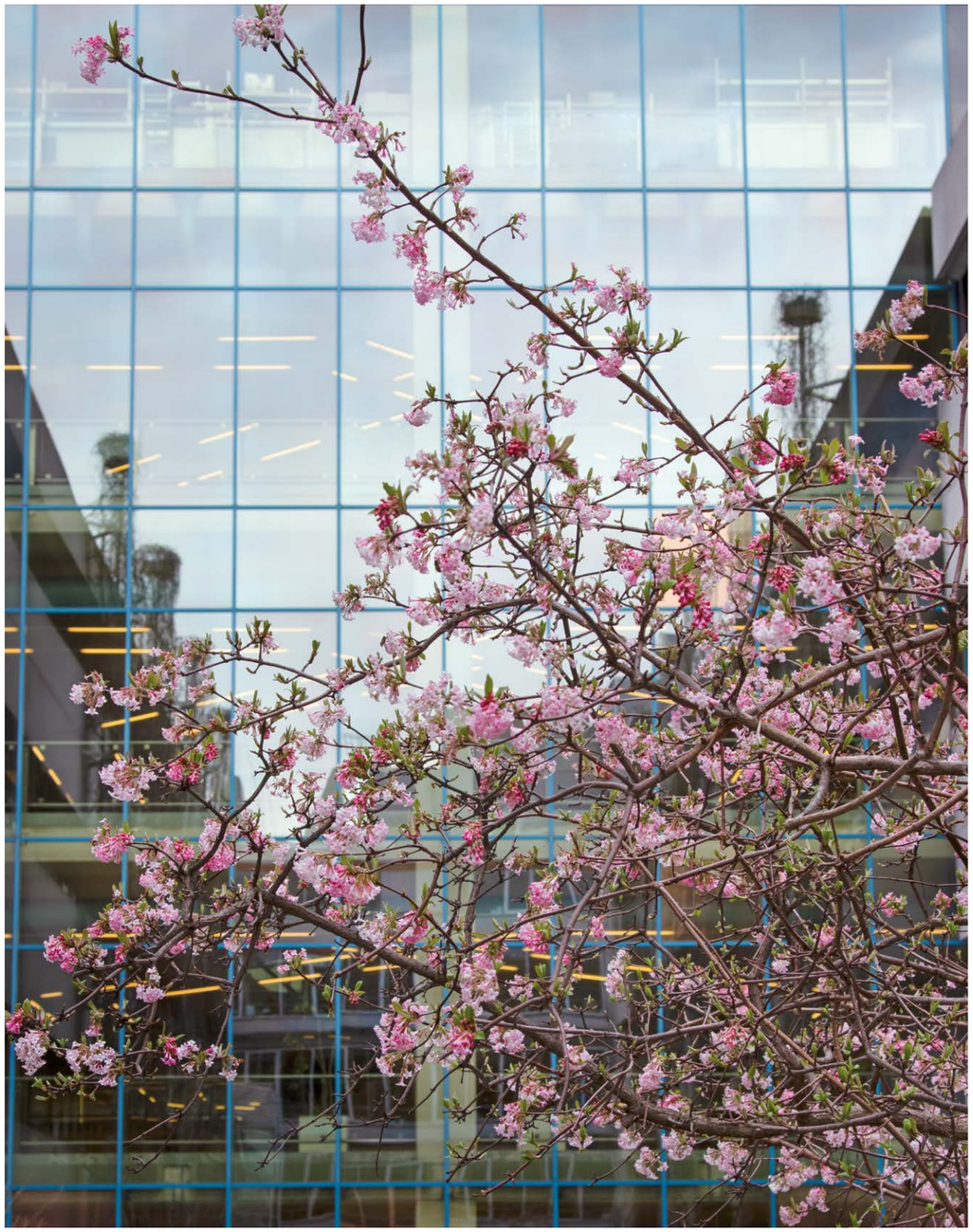
The trend for rising costs in oncology (personalized therapies) was slowed in 2019 through the provisioning of care close to home. The increase in the expenses for miscellaneous medical consumables is principally due to cardiac surgery materials.

The increase in other operating expenses largely results from the spin-off of the IT agendas, including those belonging to HR, to MA01 — Wien Digital. This resulted in an increase in the IT services as part of the other operating expenses, equal to the ICT flat-rate charge agreed with MA01 — Wien Digital.

The increase in the personnel expenses by 5.8 percent, or 22.6 million euros compared to the previous year is largely the result of salary adjustments and the increase in the social capital provisions.

The total number of persons employed at the City of Vienna (full-time equivalents) is practically unchanged at 5,858 (2018: 5,855).

Due to the continued favorable earnings position and a higher allocation regarding the operating subsidy, combined with the consistent continuation of the medical expense control measures, a positive operating result of 13.3 million euros was achieved in the 2019 business year.



Balance Sheet as of 31 December 2019

Assets

	12.31.2019 EUR	12.31.2018 TEUR
A. Fixed assets		
I. Intangible assets		
1. Rights and advantages	1,434,831.43	3,538
II. Tangible assets		
1. Real estate and buildings including buildings on third party's land	1,374,017,881.60	1,441,410
2. Technical equipment and machinery	70,825,476.45	64,390
3. Furniture and fixtures	44,816,822.90	47,379
4. Advance payments and work in progress	78,958,911.38	32,920
	1,568,619,092.33	1,586,099
	1,570,053,923.76	**1,589,637**
B. Current assets		
I. Inventories		
1. Raw materials and supplies	31,963,561.17	27,112
2. Services not yet chargeable	12,927,635.89	2,816
	44,891,197.06	29,929
II. Receivables and other assets		
1. Trade accounts receivable	142,263,315.01	129,146
of which > 1 year	*0.00*	*0*
2. Accounts due from affiliated companies	47,477,326.78	89,517
of which > 1 year	*0.00*	*0*
3. Other receivables and assets	158,233,464.62	122,934
of which > 1 year	*0.00*	*0*
	347,974,106.41	341,598
III. Cash and cash equivalents	89,170,584.66	59,664
	482,035,888.13	**431,190**
C. Prepaid expenses	**14,512.79**	**13**
	2,052,104,324.68	**2,020,840**

Liabilities

	12.31.2019 EUR	12.31.2018 TEUR
A. Negative equity		
I. Nominal capita	26,299,838.54	26,300
II. Accumulated loss	-44,850,058.23	-58,134
loss carried forward included: EUR 63,889,299.63 previous year: TEUR 73,734		
	-18,550,219.69	***-31,834***
B. Special item for investment subsidies		
I. Applied investment subsidies	1,570,053,923.76	1,589,637
II. Available investment subsidies	228,779,973.27	163,388
	1,798,833,897.03	**1,753,025**
C. Provisions		
I. Provision for severance payments	46,024,600.00	42,041
II. Other provisions	141,219,319.17	124,980
	187,243,919.17	**167,021**
D. Liabilities		
I. Liabilities to banks	0.00	45,204
of which < 1 year	*0.00*	*45,204*
of which > 1 year	*0.00*	*0*
II. Advance payments received	2,854,458.05	4,796
of which < 1 year	*2,062,537.34*	*3,659*
of which > 1 year	*791,920.71*	*1,137*
III. Accounts payable — trade	56,020,925.73	54,831
of which < 1 year	*56,020,925.73*	*54,831*
of which > 1 year	*0.00*	*0*
IV. Liabilities to affiliated companies	346,971.05	751
of which < 1 year	*346,971.05*	*751*
of which > 1 year	*0.00*	*0*
V. Other liabilities	25,251,592.31	26,963
of which, taxes	*0.00*	*0*
of which, arising from social security	*181,806.85*	*174*
of which < 1 year	*25,251,592.31*	*26,789*
of which > 1 year	*0.00*	*0*
	84,473,947.14	**132,545**
of which < 1 year	*83,682,026.43*	*131,234*
of which > 1 year	*791,920.71*	*1,137*
E. Deferred income	**102,781.03**	**84**
	2,052,104,324.68	**2,020,840**

Profit and Loss Account for the Business Year 2019

	12.31.2019 EUR	12.31.2018 TEUR
1. Revenues		
a) Revenue from operating activities	*699,147,057.26*	*654,081*
b) Reimbursed operating expenses	*184,379,256.98*	*162,433*
c) Contributions to the additional clinical expenses	*36,363,636.41*	*37,242*
	919,889,950.65	853,756
2. Change in services not yet chargeable	10,111,325.20	415
3. Other operating income		
a) Income from the disposal of fixed assets	*188,272.34*	*80*
b) Income from the release of provisions	*759,977.83*	*3,981*
c) Income from the release of investment subsidies	*108,831,379.26*	*112,039*
d) Income from the reimbursement of expenditures for pensions paid	*70,910,185.85*	*68,402*
e) Other	*124,774,646.10*	*112,451*
	305,464,461.38	296,953
4. Cost of materials and outside services		
a) Cost of materials	*238,894,054.98*	*233,501*
b) Cost of outside services	*34,553,401.73*	*33,855*
	-273,447,456.71	-267,356
5. Human resources expenses		
a) Wages	39,094,465.17	38,378
b) Salaries	238,528,328.75	226,468
c) Social expenses	137,806,892.22	127,971
of which expenses for pensions	*73,063,360.56*	*70,447*
of which expenses for severance payments and payments to the employee welfare fund	*9,440,669.88*	*5,566*
of which expenses for mandatory social security contributions and other mandatory contributions depending on compensation	*55,302,861.78*	*51,958*
	-415,429,686.14	-392,817
6. Depreciation of intangible and tangible assets		
a) Planned	111,950,333.78	112,995
b) Unplanned	0.00	2,266
	-111,950,333.78	-115,261
7. Other operating expenses		
a) Taxes, other than income taxes	*92,548,541.57*	*78,300*
b) Other	*328,806,694.84*	*291,635*
	-421,355,236.41	-369,935
8. Earnings before interest and tax (subtotal)	***13,283,024.19***	**5,754**
9. Other interest and similar income	576.02	2
10. Interest and similar expenses	0.00	0
11. Financial result (sub-total of items 9 and 10)	***576.02***	***1***
12. Surplus for the year (subtotal)	***13,283,600.21***	***5,756***
13. Loss carried forward from previous year	-58,133,658.44	-63,889
14. Accumulated loss (total)	**-44,850,058.23**	**-58,134**

Imprint:
Media proprietor and publisher:
Vienna General Hospital — Medical University Campus
Währinger Gürtel 18—20, 1090 Vienna
Layout: stadt wien marketing gmbh
Photographs: AKH Wien; PID/David Bohmann (page 2); AKH Wien/George Kaulfersch (page 3, 23); Berlin Heals (page 10); VAMED-KMB (page 11, 12);
MedUni Wien/Felicitas Matern (page 13, 15); Symbiosis Strategy Branding Salzburg (page 16); OeGHO/Stefan Voitl (page 17);
AKH Wien/Florian Mair (page 24, 33)
Note: The photos were taken before the measures to protect against the further spread of the coronavirus were introduced.
The representations correspond to the situation in 2019.

Printing: Wallig Ennstaler Druckerei und Verlag Ges.m.b.H.
Printed on ecological paper from the sample folder “ÖkoKauf Wien”.