University Hospital Vienna
Annual Report 2020

Wiener Gesundheitsverbund
Universitätsklinikum AKH Wien

Für die Stadt Wien

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Foreword

The coronavirus pandemic has shown us even more clearly the importance of a well-functioning healthcare system. Hospitals have proven to be one of our most valuable resources during this crisis. We are fortunate in Vienna to have a healthcare system that works highly efficiently and is available to all Viennese — regardless of age, gender or origin.

As Austria's largest hospital and a top-class medical facility, the University Hospital Vienna plays a major role in Vienna's healthcare system. Together with the Medical University of Vienna, it has made an important contribution to the treatment of COVID-19 patients, especially for those needing heart-lung machines. At the same time, as in all Viennese hospitals, great importance was placed on ensuring that all other patients also received their required therapies despite the pandemic.

The achievements of the employees during this challenging time cannot be overstated. I would like to express my gratitude to all of them. As City Councillor for Public Health, I am very proud of your exemplary commitment. But I am also proud of the social cohesion we have experienced throughout Vienna. We have shown that we stand up for each other in a crisis and show consideration for each other.

Thanks to the development of vaccines, we have a realistic prospect of successfully overcoming the coronavirus pandemic. But this can only succeed if as many people as possible get vaccinated. The City of Vienna is doing everything in its power to provide the vaccines to the residents of our city as quickly as possible in accordance with the vaccination schedule.

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

The year 2020 has presented the University Hospital Vienna, together with its partner, the Medical University of Vienna, with challenges that we had not known before. Patients with and without coronavirus infection had to be treated, and at times in far greater numbers than usual and under special safety precautions.

In order to ensure the operational capability of the University Hospital Vienna and the safety of patients and staff, it was necessary to implement the legally prescribed measures for protection against coronavirus infections consistently and without delay. For this purpose, numerous operational processes had to be changed or newly implemented in a short period of time.

This concerned, for example, the establishment of separate COVID-19 areas, the establishment of an access control system with an upstream clarification area and the safeguarding of hygiene measures. The fact that these measures could be implemented so quickly and efficiently was due to the dedication and flexibility of the staff. I would like to say a big thank you to all of them. They have shown the utmost dedication and commitment to their profession.

At the same time, in addition to our joint efforts in the fight against the coronavirus pandemic, we also succeeded in advancing other developments in 2020. For example, the new premises of the Department of Child and Adolescent Psychiatry were completed as part of the comprehensive structural modernisation of the University Hospital Vienna. With an expansion to around 9,000 square meters of floor space, patients have access to optimally equipped therapy rooms as well as spacious inpatient and day clinic areas.

In addition, the modernisation of the Kitchen at the University Hospital Vienna was completed, bringing Austria's largest Hospital Kitchen up to the state of the art. The Kitchen at the University Hospital Vienna now offers optimal conditions for ergonomic, energy-saving and high-quality food preparation.

By overcoming these challenges, we have proven that we always stand by the side of our patients, even in the most difficult times. We have remained true to our guiding principle "To heal and comfort the sick" in 2020 and will continue to follow it.

Herwig Wetzlinger
Director of the Business Unit University Hospital Vienna

Short Profile

The University Hospital Vienna is Austria's biggest hospital. With its 9,000 employees, it provides medical excellence. In 2020, around 45,000 surgeries were performed, including 94 lung and 39 heart transplants.

Since 2016, the University Hospital Vienna 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 University Hospital Vienna and the Medical University of Vienna is the combination of patient care, research and training. In 2020, 60,000 patients were hospitalised and the ambulances were visited one million times. In the field of medical research, the University Hospital Vienna and the Medical University of Vienna have repeatedly achieved internationally recognised 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 allied health professions. In addition, 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 University Hospital Vienna 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 University Hospital Vienna at its current location, Währinger Gürtel 18—20, was inaugurated on 7 June 1994.

The University Hospital Vienna 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 1,734 systemised beds.

COVID-19

At the University Hospital Vienna, COVID-19 patients were cared for in both the normal care and intensive care units. With the help of the existing intensive care expertise, numerous severe cases could be successfully treated. Especially in the field of heart-lung machine therapy, the University Hospital Vienna played an outstanding role throughout Austria. The so-called Extracorporeal Membrane Oxygenation (ECMO) is used when all other forms of artificial ventilation no longer lead to the desired result.

At the same time, all legal measures were implemented to protect patients and staff from a coronavirus infection. Access controls ensured that there was no unregulated flow of people. If a coronavirus infection was suspected during access controls, the persons concerned were referred to a specially created upstream structure for further examination. To make planned admissions as safe as possible, patients had to be tested in advance. In order to cope with the large number of tests, the virology laboratory of the University Hospital Vienna was massively expanded and a separate Central Corona Testing Center was created for sampling.

The employees of the University Hospital Vienna were also tested regularly from the very beginning. Together with compliance with the necessary hygiene measures (wearing a mask, keeping distance, washing hands), this successfully prevented the spread of the coronavirus and ensured the full and continuous functionality of the University Hospital Vienna.

The entrance hall of the University Hospital Vienna was adapted accordingly for the administration of access controls.

A COVID-19 board was established to support the hospital management. Furthermore, a team of epidemiologists at the University Hospital Vienna acted as direct representatives of the health authority. This was supported by a tracing team responsible for contact tracing in the case of a coronavirus infection.

The shortage of personal protective equipment on the world market, which was a problem especially in the initial phase of the pandemic, was handled with various countermeasures. Thus, a prophylactic reprocessing of protective masks was carried out, which, however, did not have to be used due to the subsequent easing of the situation. The initial lack of prefabricated disinfection solutions was counteracted by the Hospital Pharmacy producing equivalent disinfection solutions. The Hospital Pharmacy also produced swab sticks and put together gargle test kits.

Fortunately, the world market situation improved in many areas during the year. Nevertheless, the stocks still had to be strictly monitored on an ongoing basis and substitute products had to be found if necessary. This required maximum flexibility from both the purchasing department and the users of the equipment. Full-face masks brought about an improvement for staff on COVID-19 wards, as these meant not only excellent protection against infection but also increased comfort for the staff during their sometimes heavy physical work.

Rapid adaptability was, of course, also required by the numerous changes in hospital operations themselves. Thus, specially dedicated COVID-19 wards were created. Furthermore, in phases of high infection rates, additional wards had to be reallocated. Since COVID-19 wards are very personnel-intensive these reallocations in many cases also affected the staff working in the non-COVID-19 sections. All of this could only be accomplished through the exemplary commitment and cross-professional collaboration of the staff in all areas.

In order to be able to provide the employees with the proven support services despite restrictions due to the Corona protection measures, these were adapted to the changed framework conditions. Psychologists were increasingly available for counselling in the context of workplace health promotion. Counselling via IT-supported systems expanded the areas of application and enabled even lower-threshold accessibility. The sports offers were also moved to the online area.

To provide introductory information to new staff, videos were produced to replace the usual welcome event. Training courses have been switched to online training where possible. And in patient care, technological solutions such as telemedical consultations have also been established to support the reduction of face-to-face contacts while ensuring medical treatment.

For COVID-19 patients, the prone position is advantageous in certain cases. A training video was created on the correct repositioning.

Full face masks were used on COVID-19 wards.

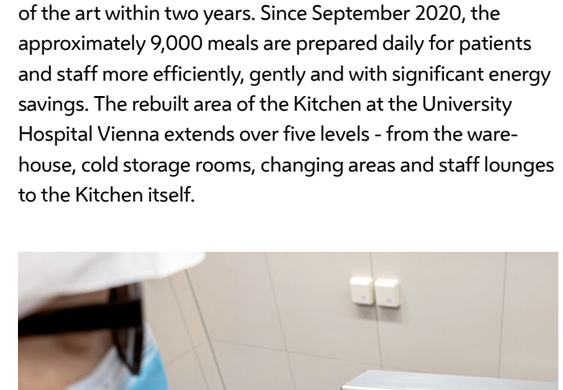
At the Central Corona Testing Center, patients were tested before being admitted to the hospital.

One of the checks carried out at the entrance was to see if people had COVID-19 symptoms.

Construction Projects

The University Hospital Vienna is in a phase of comprehensive structural renovation. By 2030, 33 projects and 41 smaller reinvestment projects are planned. The coronavirus pandemic has required temporal adjustment in some areas. Nevertheless, significant successes were achieved in 2020. This enabled the Department of Child and Adolescent Psychiatry to move into its new, state-of-the-art location. The modernisation of the Kitchen at the University Hospital Vienna was completed. And the planning phase for the new Research Center for Translational Medicine and Therapies has been launched.

The new site for the treatment and care of children and adolescents with psychiatric disorders opened to patients in October 2020. With the new premises, the Department of Child and Adolescent Psychiatry has optimally equipped therapy rooms, two wards with 1- and 2-bed rooms and a total of 30 beds, as well as ten outpatient care places.



At the new location of the Department of Child and Adolescent Psychiatry, great importance was attached to an open design.

In addition to a spacious roof garden with a wide variety of gymnastics and play equipment, the patients can also use other terraces and green areas for recreation and variety. With around 9,000 square meters net floor space, the clinic's premises were thus enlarged threefold. The new location enables the linking of patient care with innovative therapy methods and new research approaches, including an expanded range of sports, possibilities for neuro- and biofeedback research as well as a virtual reality laboratory.

The therapy rooms offer extensive possibilities for different treatments.

The Kitchen at the University Hospital Vienna — Austria's largest Hospital Kitchen — was brought up to the latest state of the art within two years. Since September 2020, the approximately 9,000 meals are prepared daily for patients and staff more efficiently, gently and with significant energy savings. The rebuilt area of the Kitchen at the University Hospital Vienna extends over five levels - from the warehouse, cold storage rooms, changing areas and staff lounges to the Kitchen itself.

The new Kitchen has the most modern equipment.

In the course of the modernisation, the production area was reduced by 15 percent to around 4,000 square meters. This shortens the distances that the employees have to cover every day and improves the processes. The Kitchen Team prepares daily approximately 9,000 portions for the patients at the University Hospital Vienna and for the staff restaurant, where employees can have lunch. New ergonomic equipment increases the occupational safety of Kitchen Staff and makes it easier to prepare these quantities. Special high-performance kettles, for example, have integrated stirring and pureeing tools for soups and purees and can be tilted automatically for filling the food.

With the modernisation of the Kitchen at the University Hospital Vienna, a step was also taken towards Kitchen 4.0. All thermals are recorded via a central software and the chefs can see at a glance the temperature of the food in the units and their cooking time. This increases quality assurance. The new technology and modern equipment also reduce the energy consumption of the Kitchen. Energy savings of up to 20 percent are expected.

The future Research Center for Translational Medicine and Therapies will follow the principle of "from bench to bedside and back again". With approximately 14,000 square meters of floor space, the Research Center will act as a hub for several basic sciences and departments of the Medical University of Vienna and the University Hospital Vienna, linking a closed chain from experimental laboratory testing to clinical phase I/II research in one building.

The highly efficient infrastructure — with patients' rooms, laboratory space and offices — enables new research findings to be incorporated as quickly as possible into therapies, for example for cardiovascular, immunological or cancer diseases, and modern diagnostics and innovative therapeutic strategies to be developed. If everything goes according to plan, the new Research Center can go into operation in 2025. In 2020, the EU-wide competition for the general planning of the Center for Translational Medicine and Therapies was decided. The winning project was particularly convincing in terms of functional requirements, urban design planning and a sustainable energy concept.

The future Research Center for Translational Medicine and Therapies is to become a hub for basic sciences and clinical applications.

Medical Innovations and New High-Tech-Equipment

The University Hospital Vienna is a top international institution and offers patients the latest therapies. For example, an aortic arch stent could be inserted for the first time in Austria without having to open the chest. Also for the first time in Austria, the so-called MRI-Guided Laser Ablation was applied to patients suffering from epilepsy. This procedure is minimally invasive and therefore more gentle for the patient. In addition, the next generation of bionic arm prostheses was developed with the significant involvement of the University Hospital Vienna and has already been successfully used on patients. New high-tech equipment available at the University Hospital Vienna includes a highly flexible 3D X-ray machine, an additional perfusion machine, latest-generation afterloaders and a state-of-the-art positioning system to support radiotherapy.

INTRAOPERATIVE MRI ENABLES STATE-OF-THE-ART EPILEPSY SURGERY

At the Department of Neurosurgery, the operating theatre level was adapted to the highest possible international level and equipped with state-of-the-art imaging. A high-field Magnetic Resonance Imaging is now available to the medical staff directly adjacent to the neurosurgical operating theatre, which allows them to check the progress of the operation intraoperatively and thus enables even more precisely controlled operations in the brain or spinal cord. For the first time in Austria, the so-called MRI-Guided Laser Ablation was applied to patients suffering from epilepsy (photo on the left). Surgeons use a stereotactic technique to insert a laser catheter through a small opening in the top of the skull into pathological changes and take scans of the brain. Once the catheter is in place, the procedure continues on the MRI and is monitored in real time with thermal imaging. The laser energy heats the affected area and thus destroys it in a precise and controlled manner without damaging the healthy tissue. Because of the minimally invasive approach, only a small opening and very few sutures are required. In addition to the 3-Tesla Magnetic Resonance Imaging, a new 4D angiography unit was installed in the same operating theatre area. This allows the finest brain vessels to be visualised and aneurysms can also be treated intraoperatively with the help of thin catheters inserted via the inguinal artery. This is necessary to prevent brain haemorrhages and their often dramatic consequences for patients.

AORTIC ARCH STENT INSERTED FOR THE FIRST TIME IN AUSTRIA WITH A MINIMALLY INVASIVE PROCEDURE

For the first time in Austria, the interdisciplinary aortic team has succeeded in inserting a new type of stent graft into the aortic arch of two patients without having to open the chest. During the minimally invasive procedure, the aortic prosthesis, which supports and seals the blood vessel and thus ensures blood flow, could be inserted through a small incision in the groin. Treatment of aortic disease often requires open-chest surgery, which is particularly stressful for older patients and involves a corresponding risk of surgery. The gentler therapy method, the less invasive intervention via the inguinal artery, was previously only possible for certain areas of the aorta, for example the abdominal aorta. A new type of aortic prosthesis now makes it possible to perform this minimally invasive procedure via the groin even in cases of disease in the aortic arch.

INTERDISCIPLINARY PROCEDURE FOR NOVEL HEART VALVE IMPLANT

Mitral regurgitation is one of the most common heart valve diseases requiring treatment. In this case, the mitral valve no longer closes properly, causing blood to back up in the left atrium. Shortness of breath is one of the serious consequences. A new type of implant was successfully inserted at the University Hospital Vienna. This involves implanting two anchors connected by a shaping ribbon to reduce the dangerous reflux of blood. The special feature of the new implant is that it does not impinge on the mitral valve itself nor on future treatment options and can be inserted with a minimally invasive procedure. The operation was performed by the interdisciplinary heart team.

MORE SAFETY FOR CHILDREN USING 3D SIMULATION MODELS

Invasive interventions require not only excellent specialist knowledge but also the best possible insight into the individual circumstances of the patients to be treated. This is especially true for operations on children. As part of a project of the Comprehensive Center for Pediatrics, exact digital images are created using 3D ultrasound, CT and MRI and are converted into anatomical models using additive manufacturing ("3D printing"). These models can be used to plan, simulate and train surgical interventions in detail. In the future, 3D models of the child's anatomy will also be able to be displayed with the help of virtual/augmented reality, thus enabling even easier interaction.

NEXT GENERATION OF BIONIC ARM PROSTHESES

The world's first fully integrated bionic arm prosthesis, which can be used immediately, was developed with the significant involvement of experts from the University Hospital Vienna and the Medical University of Vienna in cooperation with the Massachusetts Institute of Technology and the University of Gothenburg. Previous bionic reconstructions sometimes required weeks or months of training. The main advantage of this system, and what makes it a world first, is that all components are directly implanted at the amputation site with a closed control circuit. The information runs into the prosthesis and from there back into the brain. Signal transmission from the prosthesis into the stump and via specific nerve interfaces onwards to the person's brain is so detailed that the patient is able to perceive individual fingers of the prosthesis in real time, for example. The new implant has already been used in four patients at the University Hospital Vienna.

Anatomical models from the 3D printer help in planning operations.

NEW DEVICES FOR RADIOONCOLOGICAL TREATMENT

Correct positioning of the patient is of utmost importance during radiation therapy. A new positioning system supports this with the help of stereoscopic fluoroscopy. In addition, the new system has a surface scanner compared to its previous version, which means that the position can be set up even more accurately. Also at the Department of Radiooncology, new afterloaders were established in 2020. These devices are used for brachytherapy, in which a radiation source is temporarily brought into the immediate vicinity of a tumour. The new afterloaders enable even more precise irradiation and thus protection of the surrounding tissue. Together with updated radiation planning systems and the latest treatment applicators, brachytherapy at the University Hospital Vienna has been further developed into one of the most modern facilities of its kind in the world. In addition to the technical facilities, structural adaptations of rooms improve patient comfort and working conditions for staff.

Renovated rooms and new equipment for brachytherapy patients.

Perfusion of donor organs enables even better results in transplantations.

WORLD'S FIRST APPLICATION OF NOVEL CHOLESTEROL-LOWERING AGENT

In order to reduce the risk of a heart attack, intensive cholesterol reduction plays an important role in patients with congenital metabolic disorders and resulting very high cholesterol levels, as well as in patients with vascular calcifications. A new agent now offers a promising perspective for the therapy of these diseases. With the new agent, LDL cholesterol can be reduced by half with just two injections a year. The therapeutic effect is thus comparable to that of taking medication every day. Together with the standard therapy, the LDL cholesterol can be reduced by more than 80 percent with the new agent. The revolutionary therapy approach was used for the first time worldwide outside of a clinical study at the University Hospital Vienna.

EXTENSION OF THE PERFUSION POSSIBILITIES

Ex-situ organ perfusion of donor organs is one of the most promising innovations in transplantation medicine. The process involves flushing explanted donor organs with special solutions in specially designed machines and continuously monitoring their function. This provides the opportunity to accurately measure organs of borderline quality and observe them over several hours before releasing them for transplantation. By expanding the perfusion possibilities, it was even possible to perfuse two organs from the same donor in parallel at the University Hospital Vienna. In the case of both the donor liver and the donor lung, it was unclear after removal whether the quality of the organs was sufficient for safe transplantation. Therefore, the organs were transported from the donor hospital to the University Hospital Vienna and optimised here for several hours in perfusion machines. Both organs could be used and both liver and lung showed good primary organ function after transplantation.

RADIATION FOR CERVICAL CANCER OPTIMISED

In the so-called brachytherapy, a radiation source in an applicator is temporarily introduced into the immediate vicinity of the tumour or directly into the tumour as part of a small operation. This is followed by computer-controlled optimisation of the radiation dose. The University Hospital Vienna is a national and international reference center for this treatment. As part of a large international study on the treatment of cervical cancer led by the Department of Radiooncology, radiation planning was done with the help of Magnetic Resonance Imaging (MRI). Compared to previously used X-rays, MRI allows highly precise imaging of the tumour and surrounding organs, thus enabling individualised and targeted treatment. The tumour can be characterised much more precisely in relation to the applicator and the radiation source can be placed with the highest precision. This increases the success of the treatment and reduces side effects.

3D X-RAY WITH NATURAL WEIGHT LOAD

A new X-ray unit at the Department of Radiology and Nuclear Medicine offers the greatest possible flexibility. The device can be used to generate 2D and 3D images in lying, sitting and standing positions. For example, in the case of an intervertebral disc problem, a 3D X-ray of the spine can be carried out in natural weight-load state. This is possible because both the X-ray tube and the detector are mounted on movable robot arms. In this way, a wide variety of positions can be assumed fully automatically. In many cases, patients are thus spared painful repositioning.

Individually movable robot arms bring maximum flexibility and full automation.

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

The year 2020 was marked by the occurrence of the SARS-CoV-2-related pandemic. During the year, there was a very well coordinated cooperation between the Medical University of Vienna and the University Hospital Vienna to meet the challenges involved. This has been very successful, with no clusters occurring at the University Hospital Vienna either among the staff or among the patients. The care of our patients could be continued despite the necessary restrictions, also in departments with particularly vulnerable patients. The great willingness of several departments to convert wards — including a large number of intensive care units — into COVID-19 wards must be particularly emphasised. Also worth mentioning are the scientific and medical advances made by our staff, including, for example, numerous research projects related to COVID-19, the first lung transplant in a COVID-19 patient, and the rapid clarification of the pathomechanism of rare thromboses of atypical localisation after vaccination. For this, I would like to express my sincere thanks to all of you who have contributed greatly.

In the shadow of the pandemic, there was considerable progress in the construction master plan, including the start of planning for the Center for Translational Medicine and Therapy. This is intended to act as a hub for several basic sciences and departments. By providing a closed chain from experimental laboratory testing to clinical phase I/II research in one building, it will form an important interface between preclinical and clinical research.

In the clinical field, the University Hospital Vienna and the Medical University of Vienna have together greatly improved the infrastructure for child and adolescent psychiatric care: In October, the clinic moved into a modern building with a comprehensive range of therapies.

The Department of Surgery was restructured in accordance with the subjects and with five independent surgical departments being established.

I would like to thank all the staff of the Medical University of Vienna and the University Hospital Vienna for their great commitment to the further development of the University Hospital Vienna and, in particular, express my extraordinary gratitude for their outstanding handling of the many additional tasks in the course of the pandemic.

Other Topics

The modernisation of the Division of Oncology, the establishment of a Guide App, the redesign of the brand image — in addition to the coronavirus pandemic, construction projects as well as medical innovations and new high-tech equipment numerous other topics shaped the year 2020 at the University Hospital Vienna. This also includes the introduction of the smoking ban on the entire University Hospital Vienna premises, including the outdoor areas. In addition, a new resource planning software was established — one of the largest projects of its kind in Europe. And the Central Operating Theatre area and the Operations Department of the University Hospital Vienna received awards for their successful generation management.

MODERNISATION OF THE DIVISION OF ONCOLOGY

In 2020, the Division of Oncology of the Department of Internal Medicine I was structurally renovated. This provides the patients with brighter rooms and more comfort. These include state-of-the-art, motorised adjustable chairs, which are now used instead of the previous seatings. Aside from the additional comfort, they also offer more safety in a confined space and can be adjusted to the individual needs and wishes of the patients. At the Division of Oncology, around 50 people receive outpatient infusion therapies according to highest international standards every day. The modernisation of the premises and the personally adaptable chemo chairs are intended to optimise the patients' well-being during the treatment sessions, which usually last four to six hours.

The new chemo chairs offer patients individual adaptability and additional comfort.

ENTIRE UNIVERSITY HOSPITAL VIENNA PREMISES SMOKE-FREE

Smoking is one of the biggest preventable health risks. In Austria, between 12,000 and 14,000 people die each year from the consequences of smoking. Many types of cancer and cardiovascular diseases are directly related to regular tobacco use. Smoking has been banned inside the University Hospital Vienna buildings for a long time. As of 1 July 2020, the smoking ban was extended to the entire University Hospital Vienna premises. To ensure that the changeover to a smoke-free zone is successful, a dedicated contact point for employees was already set up at the University Hospital Vienna in July 2019 to offer assistance in giving up smoking and complying with the smoking ban. In addition, "Tschau Tschick", a comprehensive information campaign was carried out, involving numerous staff members who used to smoke themselves and now refrain from smoking. Inpatients who are heavy smokers receive nicotine replacement therapy for the duration of their stay.

MOBILE GUIDE

With the help of a specially developed app, patients, visitors and staff at the University Hospital Vienna can now find their way even more easily. The app can be started via the website of the University Hospital Vienna. After selecting a start and destination, the app guides through the University Hospital Vienna outpatient areas using descriptive map material. An extension of the app to the ward areas is in the works. If you call up directions with a mobile device (e.g. smartphone), they remain available on the device even if the internet connection is subsequently lost. With the smartphone, the app can also be opened via QR code.

Posters featuring the QR code have been installed at the University Hospital Vienna main entrance. When accessing the app in this way, the main entrance is predefined as the starting point. The University Hospital Vienna guide is a project developed within the framework of the joint innovation management of the University Hospital Vienna and VAMED-KMB.

NEW BRAND IMAGE

In the course of the renaming of the Vienna Hospital Association to the Vienna Healthcare Group, the University Hospital Vienna also received its new name (formerly: Vienna General Hospital). These changes are part of a gradual reform process in the Vienna Healthcare Group, which also includes a new internal structure, the modernisation of the departments and a new legal form for the company. The renaming was accompanied by a new brand image including a contemporary corporate design, which was used, for example, in this annual report. As the largest health service provider of the City of Vienna, the Vienna Healthcare Group bears a special responsibility for the economical use of the funds made available to it by the public sector. Therefore, measures resulting from the renaming, such as new signage, will be implemented successively and as cost-efficiently as possible.

GENERATION MANAGEMENT AWARDED

The pilot project "Generations at the University Hospital Vienna" was awarded the NESTOR^{GOLD} seal of quality. This initiative of the Federal Ministry of Social Affairs, Health, Care and Consumer Protection supports companies and organisations in designing their organisational structure to be suitable for generations and appropriate to age and to take into account the potential and needs of employees of all ages and in all phases of life. At the University Hospital Vienna, the Operations Department and the Central Operating Theatre area participated. After an initial stocktaking with the help of NESTOR^{GOLD} consultants, employees in the respective areas analysed their working environment and identified impulses for action for ageing-friendly working conditions. For example, new, more ergonomic transport chairs were purchased. Because of their smaller tyres, these are more manoeuvrable and not only easier to handle for the staff of the patient transport service, but also give more support to the back.

The Head of the Operations Department Gerhild Katz (left) and the Nursing Area Manager of the Central Operating Theatre area Ingrid Ernst with the NESTOR^{GOLD} certificates.

In the Central Operating Theatre area, among other things, a newsletter was established that appears four times a year. This is used to address employees of all generations in a way that is appropriate for the target group and to inform them about topics that go beyond daily routine communication.

UNIFORM RESOURCE PLANNING

Modern resource planning software has become indispensable in today's hospital management. The Vienna Healthcare Group and the University Hospital Vienna have merged their previous SAP systems and brought them up to the latest technological standards. This means that as of 1 January 2021, all organisations of the Vienna Healthcare Group have a common resource planning solution at their disposal, which ensures the consolidation and standardisation of business processes and even more efficient corporate management. Key milestones in the preparation phase were the integration test, the migration test and finally the acceptance test for the business processes, for example in the areas of financial accounting, controlling, purchasing, logistics, pharmacy, kitchen and technology.

FOCUS ON SAFETY

Unfortunately, verbal and physical attacks on employees in hospitals keep occurring. In order to focus even more on this topic at the overall organisational level, the University Hospital Vienna and the Medical University of Vienna have constituted a joint safety board for aggression management and violence prevention. Its main tasks include identifying and naming problem areas and hot spots in relation to aggression and violence, as well as developing solution-oriented and staff-friendly processes. A recurring survey of aggression incidents is also conducted by the safety board, including the derivation of measures. In addition, new information materials have recently been produced, such as a de-escalation guide and a compact overview of the reporting paths established at the University Hospital Vienna in the event of extraordinary incidents. In addition, a team of security and de-escalation managers is available to provide training in preventive measures to avoid and reduce aggression and violence as well as communicative conflict and contact management. Special emphasis is placed on recognising and understanding risk situations, acting in acute situations, communication-based physical interventions and after-care of aggression and violence incidents.

APPRENTICESHIP RECORD

In 2020, 23 apprentices were admitted. This means that a total of 37 apprentices were in training that year, more than ever before at the University Hospital Vienna. The apprenticeships include pharmaceutical commercial assistant, administrative assistant as well as cook and confectioner. The apprentices complete their apprenticeship partly entirely at the University Hospital Vienna, partly also in other areas of the City of Vienna. The apprenticeship trainers at the University Hospital Vienna are experienced and adapt their pedagogical approaches individually to the apprentices' diverse previous school and professional experiences.

The University Hospital Vienna is currently training 37 apprentices, including in the Hospital Pharmacy.

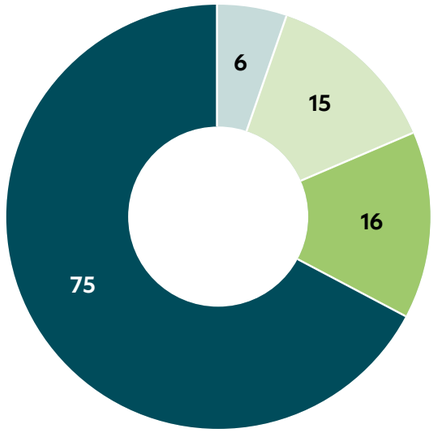
Overview

INPATIENT TREATMENT

Departments equipped with hospital beds:
112 (1,734 beds)

- **Normal care units: 75** (1,411 Betten)
- **Intermediate care units: 16** (137 Betten)
- **Intensive care units: 15** (130 Betten)
- **Week clinics: 6** (56 Betten)

Inpatients admitted: 59,454
Inpatient days: 478,958
Average number of days spent: 5.9
1-day-stays: 6,466

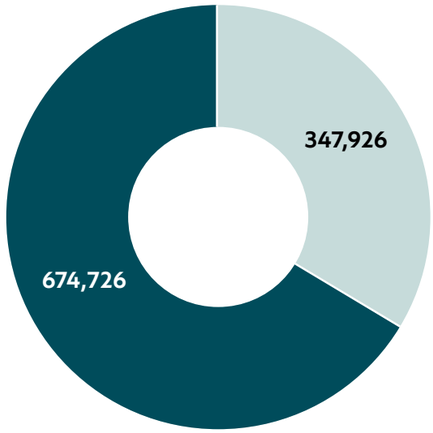


OUTPATIENT TREATMENT

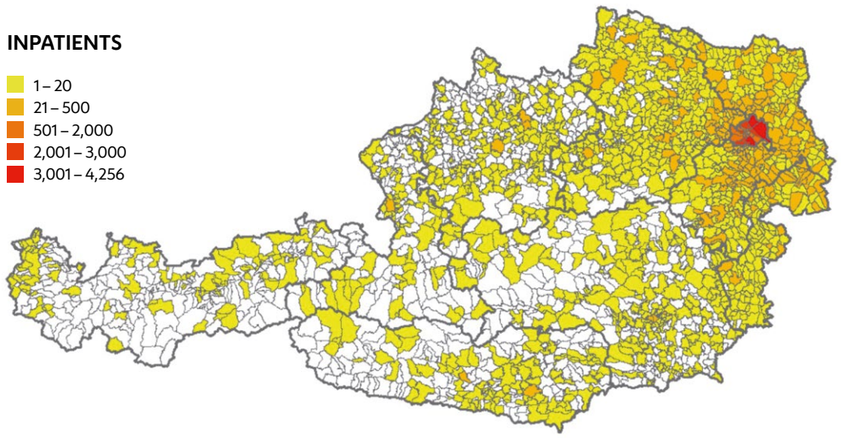
Outpatient visits: 1,022,652

- **First visits of outpatients:** 347,926
- **Follow-up visits of outpatients:** 674,726

General outpatient departments: 53
Specialised outpatient departments: 330



INPATIENTS

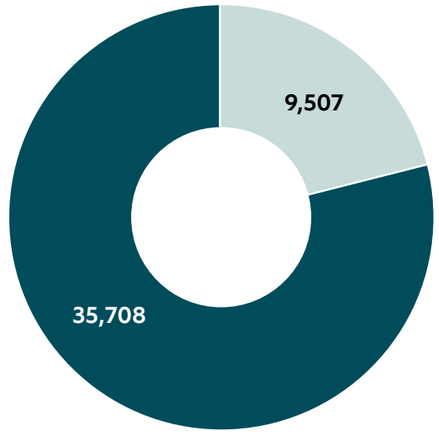


SURGICAL OPERATIONS

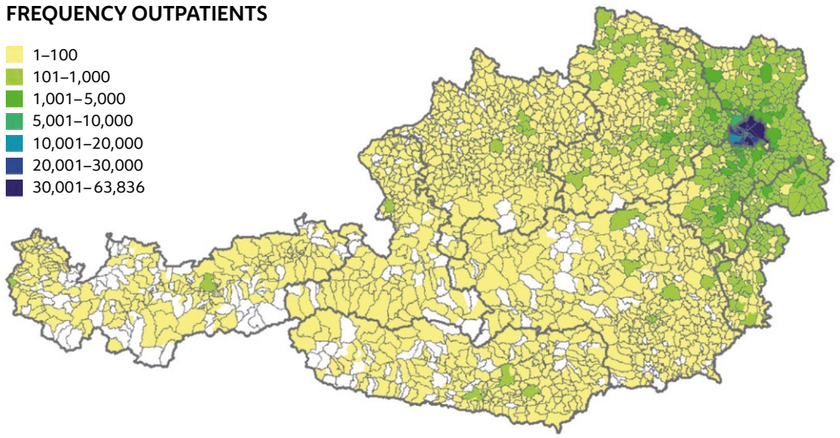
Operations in total: 45,215

Operations in the operating theatres: 35,708
Operations in intervention rooms: 9,507

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

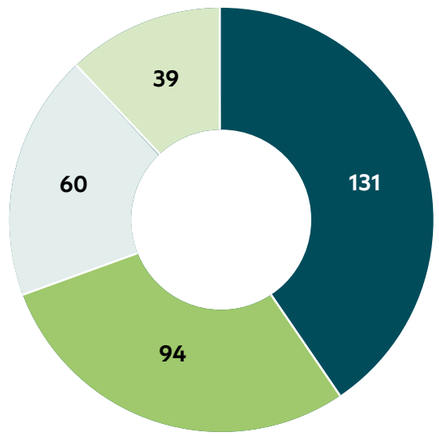


FREQUENCY OUTPATIENTS



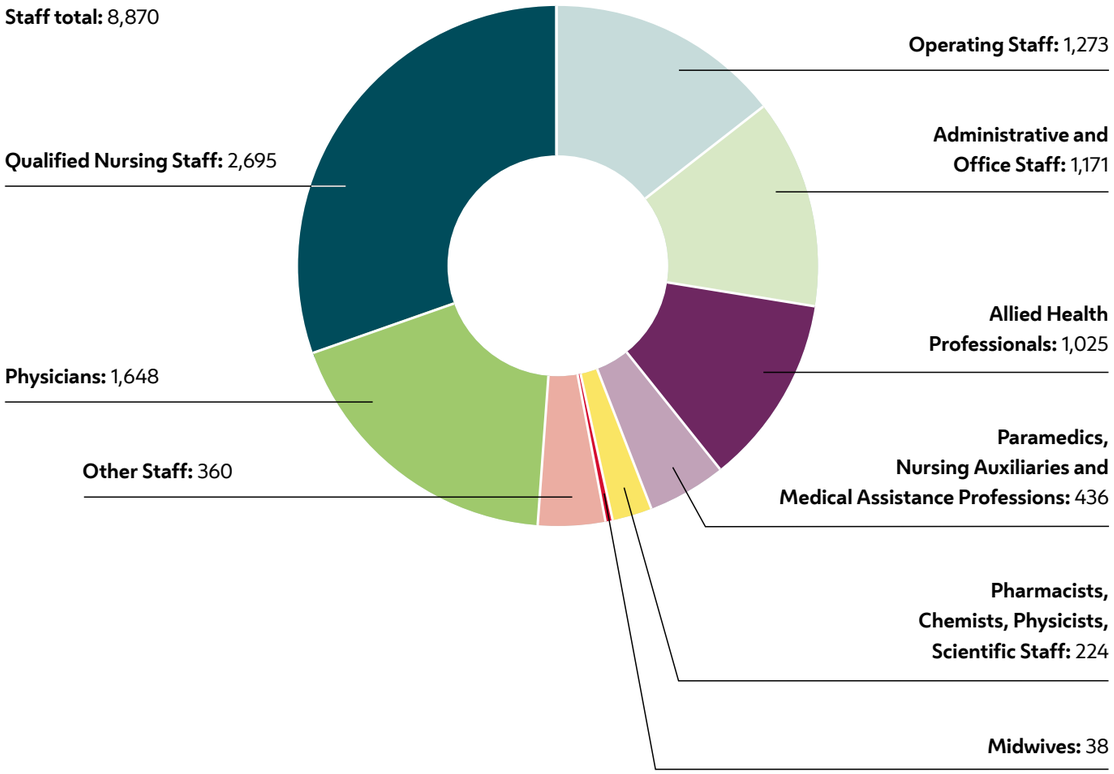
TRANSPLANTS

Heart: 39
Liver: 60
Lung: 94
Kidney: 131



STAFF

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



Siegfried Gierlinger, Claudia Scharm-Groicher, Sabine Wolf, Gabriela Kornek, Herwig Wetzlinger (from left, Photo: 2019)

MANAGEMENT*

Director of the Business Uni: 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
Antibiotic Stewardship Program
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 Pediatric 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 Cardiac Surgery
Department of Child and Adolescent Psychiatry
Department of Clinical Pharmacology
Department of Dermatology
Department of Emergency Medicine
Department of General Surgery
- Division of Transplantation
- Division of Vascular Surgery
- Division of Visceral Surgery

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 Pediatric Surgery

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 Plastic, Reconstructive and Aesthetic Surgery

Department of Psychiatry and Psychotherapy
- Division of General Psychiatry
- Division of Social Psychiatry

Department of Psychoanalysis and Psychotherapy

Department of Radiooncology

Department of Thoracic Surgery

Department of Urology

Clinical Institutes:

Institute of Laboratory Medicine
Institute of Pathology

Centers:

Comprehensive Cancer Center
Comprehensive Center for Cardiovascular Medicine
Comprehensive Center for Pediatrics
Vienna Cancer Center

***** Status of 2021

Performance Data

PERFORMANCE DATA INPATIENTS 2020

Departments	AUF	ENT	TRA	VST	VLA	VLE	BT	EPF	PFT	VWDBT	VWDPFT	BSY	BBE	TAB
Department of Anaesthesia, Intensive Care Medicine and Pain Medicine	210	41	87	111	2,379	2,405	14,020	28	14,239	9.91	5.44	45	44	44
Department of Biomedical Imaging and Image-guided Therapy	613	612	-	-	1	1	1,627	36	2,249	2.65	3.67	8	7	7
Department of Child and Adolescent Psychiatry	270	273	4	-	119	126	7,096	21	7,416	21.30	18.72	28	22	23
Department of Dermatology	1,020	1,025	5	18	63	81	8,056	27	9,142	7.56	8.27	38	29	29
Department of Emergency Medicine	4,269	976	565	185	3,014	479	1,545	1,146	2,719	0.34	0.57	14	14	14
Department of Medicine I	3,099	3,051	101	292	471	805	29,058	703	32,556	8.29	8.33	121	111	111
Department of Medicine II	4,019	4,609	79	138	1,339	2,135	29,430	140	34,338	5.78	5.57	118	109	110
Department of Medicine III	4,516	4,902	62	247	1,010	1,713	38,437	850	43,792	7.16	7.03	149	134	135
Department of Neurology	1,463	1,622	21	24	433	633	16,178	114	17,908	9.08	8.54	77	70	70
Department of Neurosurgery	1,763	1,587	207	26	1,606	1,668	14,573	36	16,262	5.62	4.74	57	47	48
Department of Obstetrics and Gynecology	6,993	6,969	43	22	2,673	2,723	26,604	432	33,754	3.19	3.48	121	104	105
Department of Ophthalmology and Optometry	1,647	1,633	2	-	15	7	2,084	597	3,734	1.26	2.26	18	13	13
Department of Oral, Maxillary and Facial Surgery	1,032	1,105	6	4	140	220	7,836	20	8,988	6.85	7.17	38	36	36
Department of Orthopedics and Trauma-Surgery	7,446	6,772	255	91	918	595	47,145	732	54,264	6.09	6.75	180	167	168
Department of Otorhinolaryngology	2,218	2,209	8	7	144	150	9,640	87	11,912	4.20	5.03	48	40	40
Department of Pediatrics and Adolescent Medicine	3,400	3,118	241	43	1,889	1,896	33,790	104	37,126	7.78	7.01	130	111	112
Department of Physical Medicine, Rehabilitation and Occupational Medicine	-	194	1	-	32	230	5,832		6,054	51.38	26.49	24	24	24
Department of Psychiatry and Psychotherapy	946	1,009	11	-	219	282	32,997	11	34,184	30.21	27.72	121	99	101
Department of Radiooncology	1,415	1,425	19	21	132	187	7,253	364	8,741	4.82	5.46	48	28	28
Department of Surgery	9,437	8,981	523	129	4,808	4,992	70,227	757	79,713	5.88	5.52	285	258	259
Department of Urology	2,422	2,440	11	19	211	265	12,928	89	15,460	5.07	5.76	48	41	41
Joint Pediatric Ward	1,256	1,266	7	-	115	139	3,119	172	4,405	2.36	3.17	18	13	13
University Hospital Vienna Total	**59,454**	**55,819**	**2,258**	**1,377**	**21,731**	**21,732**	**419,475**	**6,466**	**478,958**	**5.97**	**5.90**	**1,734**	**1,522**	**1,532**

Explanation of abbreviations:

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

PERFORMANCE DATA OUTPATIENTS 2020

Departments and Clinical Institutes	ABF	AKO	FQSE	FQA	FQS	FQG	LAP	LSP	LPG
Department of Anaesthesia, Intensive Care Medicine and Pain Medicine	17,473	34,250	140	51,863	58,992	110,855	82,138	286,160	368,298
Department of Biomedical Imaging and Image-guided Therapy	54,342	22,104	554	76,999	106,755	183,754	176,587	184,005	360,592
Department of Blood Group Serology and Transfusion Medicine	1,097	5,652	231	6,980	15,994	22,974	96,477	190,163	286,640
Department of Child and Adolescent Psychiatry	1,131	13,144	14	14,289	5,630	19,919	24,874	26,690	51,564
Department of Clinical Pharmacology	5	-	-	5	12	17	11	16	27
Department of Dermatology	16,036	40,300	58	56,394	3,489	59,883	177,208	12,490	189,698
Department of Emergency Medicine	20,015	5,582	38	25,635	8,558	34,193	80,974	20,941	101,915
Department of Infection Control and Hospital Epidemiology	245	49	1	295	2,298	2,593	528	2,258	2,786
Department of Medicine I	27,095	84,120	27	111,242	4,694	115,936	241,711	9,713	251,424
Department of Medicine II	22,352	21,617	74	44,043	19,051	63,094	139,312	85,082	224,394
Department of Medicine III	20,245	88,098	37	108,381	26,328	134,709	689,657	142,691	832,348
Department of Neurology	8,137	8,324	4	16,465	10,823	27,288	34,988	24,983	59,971
Department of Neurosurgery	3,998	4,853	234	9,085	7,821	16,906	17,123	69,859	86,982
Department of Obstetrics and Gynecology	17,845	36,766	22	54,633	15,591	70,224	216,631	142,209	358,840
Department of Ophthalmology and Optometry	17,545	39,339	91	56,975	4,663	61,638	296,731	16,815	313,546
Department of Oral, Maxillary and Facial Surgery	3,699	7,414	53	11,167	3,307	14,474	29,843	7,426	37,269
Department of Orthopedics and Trauma-Surgery	42,223	52,568	112	94,902	31,519	126,421	187,811	60,114	247,925
Department of Otorhinolaryngology	8,612	12,542	16	21,171	12,142	33,312	77,287	34,815	112,102
Department of Pediatrics and Adolescent Medicine	18,230	45,705	1,507	65,442	28,059	93,501	208,217	76,281	284,498
Department of Physical Medicine, Rehabilitation and Occupational Medicine	12,368	27,459	3	39,829	112,000	151,829	71,836	283,516	355,352
Department of Psychiatry and Psychotherapy	2,666	10,160	3	12,829	20,592	33,421	19,380	39,073	58,453
Department of Psychoanalysis and Psychotherapy	129	2,434	-	2,563	109	2,673	4,324	184	4,508
Department of Radiooncology	8,291	49,253	752	58,297	10,263	68,560	131,351	28,406	159,757
Department of Surgery	19,048	39,009	332	58,388	24,075	82,463	121,466	37,908	159,374
Department of Urology	4,384	19,643	9	24,036	6,301	30,337	59,593	13,643	73,236
Institute of Laboratory Medicine	-	-	-	-	-	-	4,747,403	5,819,021	10,566,424
Institute of Pathology	-	-	-	-	-	-	101,099	140,148	241,247
Hospital Pharmacy	714	29	-	743	9,680	10,423	993	9,793	10,786
Central Operating Theatre Area	-	-	-	-	78	78	-	147	147
University Hospital Vienna Total	**347,926**	**670,414**	**4,312**	**1,022,652**	**548,824**	**1,571,476**	**8,035,553**	**7,764,550**	**15,800,103**

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 2020 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 University Hospital Vienna is a business unit of the Vienna Healthcare Group, 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 2020 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 2020

The non-current assets (with the exception of low-value assets) of the University Hospital Vienna 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 2020 totaled 137.2 million euros (2019: 93.1 million 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.

Within the debt capital on the balance sheet, both provisions and liabilities have increased. The increase in liabilities and provisions resulted in a lower negative net debt as of the 2020 balance sheet date compared to the previous year. As a result, the asset positions were larger than the debt capital.

PROFIT AND LOSS ACCOUNT FOR THE BUSINESS YEAR 2020

The service revenues decreased by around 33.1 million euros or 4.7 percent compared to the previous year.

Due to the COVID-19 pandemic and the resulting consequences for normal operations, the 2019 performance level was not achieved. Inpatient structures were provided for the treatment of COVID-19 patients. A corresponding COVID-19 step plan was developed and implemented. These measures are reflected in the development of the inpatient key figures. Both in the inpatient sector (admissions, one-day care, days of care, days of hospitalisation) and in the outpatient sector (frequencies of outpatient treatments), the actual values are significantly below those of 2019.

As in the previous year, the increase in other operating expenses results from the outsourcing of the IT agendas, including personnel, to MA01 — Wien Digital.

The increase in personnel expenses by 4.0 percent or 16.6 million euros compared to the previous year is mainly due to salary adjustments, the increase in social capital provisions and a slight increase in the number of employees.

The total number of employees in the City of Vienna (full-time equivalents) increased to 5,975 (2019: 5,858), an increase of 2.0 percent.

As a result of the COVID-19 pandemic, there has been a significant reduction in services in the inpatient and outpatient sectors, coupled with an increase in costs, especially for protective equipment, hygiene, safety and medical devices. These determining factors have a significant impact on the operating result, which is negative at 29.6 million euros.

BALANCE SHEET AS OF 31 DECEMBER 2020

ASSETS

	12.31.2020 EUR	12.31.2019 TEUR
A. Fixed assets		
I. Intangible assets		
1. Rights and advantages	274,941.75	1,435
II. Tangible assets		
1. Real estate and buildings including buildings on third party's land	1,366,213,948.03	1,374,018
2. Technical equipment and machinery	79,171,959.88	70,825
3. Furniture and fixtures	39,391,201.35	44,817
4. Advance payments and work in progress	104,736,480.74	78,959
	1,589,513,590.00	1,568,619
	1,589,788,531.75	**1,570,054**
B. Current assets		
I. Inventories		
1. Raw materials and supplies	32,802,128.70	31,964
2. Services not yet chargeable	10,174,076.49	12,928
	42,976,205.19	44,891
II. Receivables and other assets		
1. Trade accounts receivable	135,224,894.93	142,263
of which > 1 year	*0.00*	*0*
2. Accounts due from affiliated companies	59,771,560.53	47,477
of which > 1 year	*0.00*	*0*
3. Other receivables and assets	228,162,012.35	158,233
of which > 1 year	*0.00*	*0*
	423,158,467.81	347,974
III. Cash and cash equivalents	85,219,630.99	89,171
	551,354,303.99	**482,036**
C. Prepaid expenses	**17,539.00**	**15**
	2,141,160,374.74	**2,052,104**

LIABILITIES

	12.31.2020 EUR	12.31.2019 TEUR
A. Negative equity		
I. Nominal capita	26,299,838.54	26,300
II. Accumulated loss	-74,432,169.16	-44,850
loss carried forward included: EUR 44,850,058.23		
previous year: EUR 58,133,658.44		
	-48,132,330.62	***-18,550***
B. Special item for investment subsidies		
I. Applied investment subsidies	1,589,788,531.75	1,570,054
II. Available investment subsidies	240,331,795.64	228,780
	1,830,120,327.39	**1,798,834**
C. Provisions		
I. Provision for severance payments	46,896,600.00	46,025
II. Other provisions	181,024,683.70	141,219
	227,921,283.70	**187,244**
D. Liabilities		
I. Liabilities to banks	95,012,821.89	*0*
of which < 1 year	*95,012,821.89*	*0*
of which > 1 year	*0.00*	*0*
II. Advance payments received	2,039,327.22	2,854
of which < 1 year	*1,349,121.02*	*2,063*
of which > 1 year	*690,206.20*	*792*
III. Accounts payable — trade	6,049,895.36	56,021
of which < 1 year	*6,049,895.36*	*56,021*
of which > 1 year	*0.00*	*0*
IV. Liabilities to affiliated companies	3,698.64	347
of which < 1 year	*3,698.64*	*347*
of which > 1 year	*0.00*	*0*
V. Other liabilities	27,825,845.68	25,252
of which, arising from social security	*202,902.01*	*182*
of which < 1 year	*27,825,845.68*	*25,252*
of which > 1 year	*0.00*	*0*
	130,931,588.79	**84,474**
of which < 1 year	*130,241,382.59*	*131,234*
of which > 1 year	*690,206.20*	*1,137*
E. Deferred income	**319,505.48**	**103**
	2,141,160,374.74	**2,052,104**

PROFIT AND LOSS ACCOUNT FOR THE BUSINESS YEAR 2020

	12.31.2020 EUR	12.31.2019 TEUR
1. Revenues		
a) Revenue from operating activities	*666,044,941.84*	*699,147*
b) Reimbursed operating expenses	*232,098,566.25*	*184,379*
c) Contributions to the additional clinical expenses	*36,363,636.36*	*36,364*
	934,507,144.45	919,890
2. Change in services not yet chargeable	-2,753,559.40	10,111
3. Other operating income		
a) Income from the disposal of fixed assets	*11,644.90*	*188*
b) Income from the release of provisions	*234,357.45*	*760*
c) Income from the release of investment subsidies	*113,161,392.60*	*108,831*
d) Income from the reimbursement of expenditures for pensions paid	*73,298,116.53*	*70,910*
e) Other	*129,601,125.76*	*124,775*
	316,306,637.24	305,464
4. Cost of materials and outside services		
a) Cost of materials	*248,342,968.97*	*238,894*
b) Cost of outside services	*34,763,058.40*	*34,553*
	-283,106,027.37	-273,447
5. Human resources expenses		
a) Wages	42,087,020.13	39,094
b) Salaries	250,306,710.92	238,528
c) Social expenses	139,608,937.30	137,807
of which voluntary social expenditure	*129.00*	*0*
of which expenses for pensions	*75,567,013.32*	*73,063*
of which expenses for severance payments and payments to the employee welfare fund	*5,626,171.25*	*9,441*
of which expenses for mandatory social security contributions and other mandatory contributions depending on compensation	*58,415,623.73*	*55,303*
	-432,002,668.35	-415,430
6. Depreciation of intangible and tangible assets	-108,469,008.32	-111,950
7. Other operating expenses		
a) Taxes, other than income taxes	*97,431,016.23*	*92,549*
b) Other	*356,634,293.08*	*328,807*
	-454,065,309.31	-421,355
8. Earnings before interest and tax (subtotal)	***-29,582,791.06***	***13,283***
9. Other interest and similar income	680.13	1
10. Financial result (Z9)	***680.13***	***1***
11. Shortfall (subtotal)	***-29,582,110.93***	**13,284**
12. Loss carried forward from previous year	-44,850,058.23	-58,134
13. Accumulated loss (total)	**-74,432,169.16**	**-44,850**

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