

VIENNA GENERAL HOSPITAL ANNUAL REPORT 2016



City of +Vienna
Vienna is special.

VIENNA GENERAL HOSPITAL —
MEDICAL UNIVERSITY CAMPUS



TABLE OF CONTENTS

1. INTRODUCTIONS	3
2. SHORT PROFILE	7
3. IMPORTANT DEVELOPMENTS	9
4. MEDICAL INNOVATIONS AND HIGH-TECH DEVICES	13
Advances in Blood Cancer Therapy	13
Combating the Pre-stages of Cervical Cancer	13
Neuro-mapping for Rectal Operations	13
Catheterization Method Applied for First Time Worldwide	14
New Active Substance to Tackle Rheumatoid Arthritis	14
Even Sharper Images with New CTs	14
Intraoperative Imaging for Orthopedic Operations	15
Epilepsy Monitoring Units Updated	15
5. FURTHER HIGHLIGHTS 2016	17
Investiture of the Medical Director	17
Successful Launch of the Electronic Health Records	17
General Medical Acute Care	17
Premature Babies in Good Hands	18
Accolade from the Minister for Social Affairs	18
Promoting Health and Cooperation	19
To the Rescue	20
6. OVERVIEW OF THE VIENNA GENERAL HOSPITAL	23
Inpatient Treatment	23
Outpatient Treatment	25
Surgical Operations	25
Transplants	26
Staff	26
Management	27
Directorates	27
Clinical Structure	29
7. PERFORMANCE DATA	32
Performance Data Inpatients 2016	32
Performance Data Outpatients 2016	34
8. BALANCE OF ACCOUNTS	37
Balance Sheet as of 31 December 2016	40
Profit and Loss Account for the Business Year 2016	42



INTRODUCTIONS



An equitable healthcare system means that everyone, irrespective of their income, their age, their origins or their gender, can receive the best medical care. This is one of the guiding principles of the Viennese healthcare system, one of the best in Austria. No other region in our country offers such a density of advanced medicine and such a comprehensive, full area coverage of medical care services. This outstanding range of medical services benefits all the citizens of Vienna, but numerous people from other federal states too.

The Vienna General Hospital is a cornerstone of this superlative medical care. It is a beacon for the Austrian healthcare industry. Together with the Medical University of Vienna, the Vienna General Hospital represents medical excellence in patient care, science and teaching. And the Vienna General Hospital has achieved a top ranking internationally, through its partnerships in research and clinical care.

In order to be equipped for the challenges of the future, the Federal State of Austria and the City of Vienna have come together to agree a long-term finance plan. By 2030, the Federal State of Austria and the City of Vienna will have invested a total of 2.2 billion Euro. This will bolster the Vienna General Hospital and the Medical University of Vienna, enabling research, teaching and patient care to be delivered to the highest standards throughout the metropolitan region of Vienna and beyond.

The quality of our healthcare system and our social network is only this good, because of the committed staff who pour their heart and souls into their work. I would like to take this opportunity to thank the some 9000 dedicated employees of the Vienna General Hospital and the Medical University of Vienna, who perform extraordinary feats each and every day. They are an indispensable element of our healthcare system.

I am confident that the successful path blazed by the Vienna General Hospital and the Medical University of Vienna in the medical care of patients, in research and in teaching, will endure on into the coming years.

Sandra Frauenberger

City Councillor for Social Affairs, Public Health and Women's Affairs



At the outset of 2016, there occurred a decisive event. The signing of the cooperation agreement saw the laying of the cornerstone for the joint management of the Vienna General Hospital and the clinical division of the Medical University of Vienna. Now around one year later, I am particularly delighted that the new partnership is not merely formally established, but is also actively embodied by the work of everyone involved. This is equally as true of the strategic level in which objectives are jointly formulated, as it is for the operative level in which measures are collaboratively agreed and implemented. The basis for this successful development is the strong, reciprocal trust, which is clearly evident in every area.

With that, we are well equipped for the challenges that lie ahead of us. Whether it be the complete structural renovation of the Vienna General Hospital — the first visible signs of which are the start of the new construction of the pharmacy and the alteration and modernisation of the Department of Child and Adolescence Psychiatry taking place in 2017. Whether it is the intensification of the level of interdisciplinarity through the establishment of new specialist centers — the Comprehensive Center for Pediatrics, the Comprehensive Center for Cardio-Vascular Medicine and the Center for Perioperative Medicine. Or whether it is the continuous adjustment of medical services in line with the anticipated demographic developments based on the medical master plan. If everyone pulls in the same direction, the Vienna General Hospital, together with the Medical University of Vienna can continue to fulfil the special role of a university-based central services provider, and be engine for research and teaching institution, while retaining its familiar high level of quality.

At the same time, tax payers rightly expect that the funds made available, are spent effectively and efficiently. The responsible and optimum handling of the available resources constitutes the exact same basis for our activities, as it does for our day-to-day commitment towards advanced medical services. The fact that these seemingly contradictory necessities can be successfully managed, is to a very large degree due to the employees of the Vienna General Hospital. Their dedication means that we can look to the future with confidence and joy.

Dipl.-Ing. Herwig Wetzlinger
Director of the Business Unit Vienna General Hospital





SHORT PROFILE

The Vienna General Hospital – Medical University Campus is Austria's biggest hospital. Employees deliver their medical top performance at 26 university departments, 39 clinical divisions and three clinical institutes. They performed 55,000 surgical operations in 2016, among these 103 lung transplants and 43 heart transplants.

The hospital's history reaches as far back as the 17th century. The Vienna General Hospital 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 in a more recent period 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 (including 8 floors for technical facilities) — 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 1,922 systemized beds.

An essential element at the Vienna General Hospital is the connection of patient treatment, research and teaching. In the field of medical research, the Vienna General Hospital has achieved internationally acclaimed results. The research laboratories of the university departments and institutes, which cover a total area of 24,500 square meters, are furnished with state-of-the-art equipment.

A Student's Centre featuring the Lecture Centre and the Study Centre conceived for approx. 3,000 medical students is provided for teaching amongst other facilities. The Lecture Centre has a large lecture hall with 500 seats and four additional lecture halls as well as 33 team work and seminar rooms. The Study Centre consists of an up-to-date collection of textbooks and the "Central Library for Medicine in Vienna". Furthermore, there is a Further Training and Special Training Academy for nursing and for medical, therapeutic and diagnostic health care 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.

2



IMPORTANT DEVELOPMENTS

2016 represented a milestone in the development of the Vienna General Hospital and the Medical University of Vienna. In January, the competent City Councillors and the Federal Minister signed the Finance and Target Controlling Contract together with the Construction Framework Contract. This all means that the Vienna General Hospital and the Medical University of Vienna will receive a total of approximately 2.2 billion Euro by 2030, to be used for construction and infrastructure projects, continuous investments and additional clinical expenses.

The Construction Framework Contract, which alone represents an investment in the magnitude

of 1.4 billion Euro, envisages the total structural renewal of the Vienna General Hospital by 2030. It comprises 33 projects, together with reinvestment projects for building services, electrical and structural engineering with 41 additional, smaller projects and measures. The individual projects are grouped into the phases: Parent-Child Center; Operating Theatres, Emergency Medicine and Trauma-Surgery; Ward Areas; Outpatient Departments and Day-Care Surgery; Research Projects; and Other Projects. The essential underlying idea is that spatial reductions and the relocation of departments to the central building, will promote the further optimisation of process workflows, and so reduce operating costs.

3





The Cooperation Agreement — likewise signed in 2016 — for the first time represents a shared commitment to the development of the University Medicine Vienna, comprising the Vienna General Hospital and the clinical division of the Medical University of Vienna. Tasks, competencies and responsibilities will be defined transparently and bindingly. The two partners jointly draft the budget, and together they are responsible for compliance with the Finance and Target Controlling Contract, as well as the implementation of the Construction Framework Contract.

The operational management of the patient care, the research and the clinical teaching will be steered by a Management Board, while a Supervisory Board is responsible for defining the strategic direction. Both forums — on which the City of Vienna and the Medical University, as legal entities, are equally represented — were constituted in 2016. The concrete objectives of the joint operational management were signed off by the Super-

visory Board during a strategic internal meeting, before being presented to all managers and jointly worked through in the setting of a large group event.

The establishment of this joint operational management signalled the successful implementation of a sub-project of the “University Medicine Vienna 2020” Project. But the other two part projects were also significantly advanced in 2016. Both the “Medical Master Plan” and the “Establishment of Interdisciplinary Center Organisations” saw the implementation of a steering committee. In addition, a project assignment was issued for the establishment of three centers, the Comprehensive Center for Pediatrics, the Comprehensive Center for Cardio-Vascular Medicine and the Center for Perioperative Medicine.

Univ.-Prof. Dr. Oswald Wagner

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



The Medical University of Vienna and the City of Vienna have been jointly managing the Vienna General Hospital for a year now. This joint operational management and well-developed level of cooperation have enabled the first steps to be successfully implemented: For example, the introduction of a general medical outpatient department has led to the long wished for relief of the services delivered by the individual specialised areas. Together with the medical directorate and a newly established Task Force, the path for the continuous improvement of the medical training was defined, and now constitutes one of the new joint focal areas.

Equally pleasing is the fact that the preparations for three new centers are now well enough advanced, that they will go into operation at the start of 2018: a Center for Perioperative Medicine, a Comprehensive Center for Pediatrics and a Comprehensive Center for Cardio-Vascular Medicine.

I consider it particularly important that together, we are now beginning, better than ever before to exploit one tremendous benefit of the Medical University of Vienna: i.e. the very close proximity of pre-clinical and clinical research. This proximity will be enhanced even more with the construction of the preclinical campus at Mariannengasse. Furthermore, a Center for Translational Medicine and

Therapeutics is also planned to establish a further bridge between the Pre-clinic and the Vienna General Hospital. The Center for Translational Medicine will also be flanked by a Center for Precision Medicine, for which a fund-raising project has just been launched.

In addition, the Vienna General Hospital site is also planned to incorporate a Technology Transfer Center, in which start-ups and industry initiatives will be based. As part of a preliminary project, the spatial arrangement of the new Medical University campus at the Vienna General Hospital is currently in planning with a spatial and functional concept.

The subject of patient safety is another focal area to which the Vienna General Hospital and the Medical University of Vienna have committed themselves. A task force has been established within the Rectorate and a steering committee formed within the Management Board, in order to promote this aspect yet further in the clinical and research areas.

We are only able to face these challenges for the future and be optimistic of our success, because all of the employees of the Medical University of Vienna and the Vienna General Hospital have shown themselves willing to support us on this common road. And I would like to express my warmest thanks to them.



MEDICAL INNOVATIONS AND HIGH-TECH DEVICES

The advance medical services delivered by the Vienna General Hospital are based on continuous development and optimised technical medical equipment. A few examples of outstanding innovations and crucial procurements made in 2016 are set out below.

Advances in Blood Cancer Therapy

The introduction of Ibrutinib, Idelalisib and Venetoclax saw new active substances introduced into the routine care of patients suffering from chronic lymphatic leukaemia. They interrupt the signalling pathway of tumour cells, thereby inhibiting their growth, while Idelalisib also reduces their ability to spread. The lives of high-risk patients have been significantly extended in this way. It is also easier to treat them as outpatients thanks to these substances. Advances have also been made in the treatment of acute lymphatic leukaemia too. A receptor is implanted in the t-lymphocytes, allowing the CAR-modified T-cells (CAR = chimeric antigen receptor) to detect and attack malignant B-cells. The same method is used against diffuse large B-cell lymphoma. In collaboration with St. Anna's Children's Hospital, the Vienna General Hospital is just one of nine centers in Europe, taking part in a related study.

Combating the Pre-stages of Cervical Cancer

In 2016, a new therapy was developed at the Vienna General Hospital for the treatment of the pre-stages of cervical cancer. Instead of surgically removing the affected tissue, thus significantly increasing the risk of future premature birth, the diseased area of the cervix is dabbed with a solution containing 85-percent trichloroacetic acid. The application of the strong acid causes these areas to form scabs. The study found that a one-off application resulted in a complete remission among 82 percent of the women treated.

Neuro-mapping for Rectal Operations

Since 2016, the Vienna General Hospital has been using a new device for the surgical removal of rectal tumours. It helps surgeons by preserving the surrounding nerve tissue. It has a measurement function, which identifies nerves using electrical stimulation, before producing a map of the nerve network. It also continuously monitors nerve activity during the operation. The stimulation and measurement functions are performed using probes as thin as acupuncture needles. A graphic display on a monitor shows the location of the nerves, and acoustic signals confirm their response to the electrical stimulation. Going forward, this application could be extended to other operations performed in the pelvic area (such as prostate surgery).



Catheterization Method Applied for First Time Worldwide

A new procedure enables patients with central vein occlusion to have a catheter port installed, without any laborious vascular surgery. With the aid of a guide wire and the 'inside-out technique', it is now possible to introduce a central venous catheter into a vein that has already become thrombosed. This new solution is particularly beneficial to dialysis patients. The procedure was applied for the first time in the world at the Vienna General Hospital.

New Active Substance to Tackle Rheumatoid Arthritis

In 2016, a new medication to treat rheumatoid arthritis was tested with the assistance of the Vienna General Hospital. Treated with Baricitinib, patients who had already undergone numerous

standard treatment methods without success, experienced a clear improvement in their ailments. In December 2016, the European Medicines Agency issued its recommendation for the approval of the active substance. The investigations were performed within the framework of the world's first Phase III trial with the active substance Baricitinib, which was coordinated by the Vienna General Hospital and Stanford University.

Even Sharper Images with New CTs

Two state-of-the-art computer tomographs were commissioned at the Department of Radiology and Nuclear Medicine. The simultaneous measurement using two different X-ray energies (Dual Energy CT) means that different tissue types can be distinguished more clearly from one another. Furthermore, the high image capture speed delivers artefact-free imaging of the heart and the lungs, even if breathing instructions are not followed.



Dual Energy CT: Patients benefit from the shorter scanning time, lower radiation dose and the reduction in the dosage of contrast agent.

The reduction of motion artefacts delivers better and sharper imaging results than the previous generation. Patients also benefit from the shorter scanning time, lower radiation dose and the reduction in the dosage of contrast agent (up to half of the previous amount) with scans performed at a lower X-ray voltage.

Intraoperative Imaging for Orthopedic Operations

A mobile computer tomograph — the first in Austria — has been in operation at the Department of Orthopedics since September 2016. The intraoperative 3D imaging procedure featuring navigation and positioning functions, is setting new standards for surgical procedures. It delivers



A mobile CT is in operation at the Vienna General Hospital — the first in Austria.

images in real time and in every position desired, without obstructing access to the patient. The high image quality and the spatial information will significantly simplify surgical decisions during the operation, while optimally supporting minimally invasive procedures. For example, the precise positioning of implants can be controlled intraoperatively. The new CT scanner, which was specially

developed for use in the existing operating theatres, facilitates the precise imaging of bones and soft tissues, and is particularly well suited for operations on the spinal column and in the pelvic area. For example, the complete spine of patients placed on the operating table can be captured and displayed with one single scan.

Epilepsy Monitoring Units Updated

In order to have their clinical pictures thoroughly clarified, epilepsy patients are admitted to the Vienna General Hospital for a period of several days, to undergo long-term video and EEG monitoring. The aim of this move is to precisely document the changes that occur during fitting episodes, both clinically (using video) as well as through the electroencephalogram. This diagnostic clarification service has been offered and successfully performed for many years now at the Department of Neurology (adults), as well as at the Department of Pediatrics and Adolescent Medicine. The requisite equipment was renewed at both institutions during 2016. This modernisation step will ensure that epilepsy monitoring can continue to be reliably performed at the Vienna General Hospital.



Re-equipping of the epilepsy monitoring units.



FURTHER HIGHLIGHTS 2016

With the investiture of the Medical Director, the successful launch of electronic health records (ELGA) and the introduction of the general medical acute care unit, 2016 saw a whole range of further highlights take place at the Vienna General Hospital.

Investiture of the Medical Director

Univ.-Prof. Dr. Gabriela Verena Kornek was officially appointed Medical Director of the Vienna General Hospital on 30 November 2016. The incumbent City Councillor for Public Health and Social Affairs presented her with the decree of appointment at an official ceremony. Univ.-Prof. Dr. Gabriela Verena Kornek completed her training as an internal medicine specialist in 1995. Having been awarded her professorship credentials, she obtained the additional specialisation “hematological oncology” in 1997. She followed that by becoming Deputy Head of the Department of Medicine I and Deputy Head of the Division of Oncology at the Vienna General Hospital. In December 2014, she assumed the role of interim Medical Director.

Successful Launch of the Electronic Health Records

The electronic health record system (ELGA) was successfully launched in the Vienna General Hospital in 2016. This system enables patients to view their laboratory and radiology results, together with



their inpatient discharge letters. These functions are also available to the physicians in other hospitals already linked to the ELGA system. This means that these other physicians providing treatment can access this additional information in order to deliver safe and effective therapy.

General Medical Acute Care

Opened in the Vienna General Hospital and operated by the medical personnel of the Emergency Medical Service (*Ärztfunkdienst*), the General Medical Acute Care Unit is an alternative provider of treatment, alongside the Department of Emergency Medicine. This new treatment service is reducing the waiting times for patients who should actually be admitted to hospital, while relieving the burden on the personnel in emergency admissions. The General Medical Acute Care Unit is open from 4 pm to 10 pm on week days, and from 10 am to 10 pm on weekends and public holidays in the

5

outpatient area 6B. The model is partly based on the positive experiences gained in the Vienna General Hospital through the introduction of the Pediatrics Emergency Service in 2013.

Premature Babies in Good Hands

A new nutrition strategy for young premature babies weighing less than one kilogram, is exhibiting excellent results. Under this programme, they receive additional protein, together with more vitamins, electrolytes, calcium and sugar delivered via a tube and through infusion. A data analysis confirms that under this high-calorie diet, these infants are being discharged from the Vienna General Hospital, bigger, weighing more and with a larger head circumference. However, even after the discharge, the contact between the families and the personnel providing treatment often endures over a long period. In acknowledgement of this, on World Prematurity Day, 17 November 2016, the Department of Pediatrics and Adolescent Medicine invited guests to a "Festival for Premature Babies". The children got lots of fun and excitement

from the numerous join-in activities such as a teddy bear resuscitation and a physical activity course. Adults wishing to learn more were able to visit info points, where information was provided on the challenges presented by neonatal care. The event also saw the Vienna General Hospital presented with a new premature baby simulator. This simulator, which features a previously unseen level of realism, allows medical teams to train for critical situations in neonatal emergency care — all under extremely realistic conditions. And the effort is paying off. Whereas hospitals in the Vermont Oxford Neonatal Network — a network of more than 900 leading neonatologic departments around the world — registered the survival rate of premature babies with a birth weight of less than 1,500 grams at 85 percent, the equivalent figure at the Vienna General Hospital is over 90 percent.

Accolade from the Minister for Social Affairs

The Academy for Further Training and Special Training at the Vienna General Hospital was



Training for critical situations with the new premature baby simulator.



The Academy for Further Training and Special Training at the Vienna General Hospital: Minister for Social Affairs Alois Stöger, presents the NESTOR^{GOLD} seal of quality to Director Mag. Dr. Helga Schneider, Deputy Director Susanne Latt and Deputy Director Regina Hladjk (from right to left).

awarded the NESTOR^{GOLD} seal of quality in 2016. Bestowed by the Minister for Social Affairs, the accolade is awarded to organisations whose complete structure is arranged in a manner equitable to all generations, and in which the potential and needs of employees are taken into account, whatever their age, whatever their current phase of life. The certification follows a multi-level examination procedure. Minister for Social Affairs Alois Stöger, presented the award during an official ceremony.

Promoting Health and Cooperation

One of the most important pre-conditions for the delivery of advanced medical services at the Vienna General Hospital, is the physical and mental health and working capacity of its employees, as well as their successful inter-professional working partnerships. By way of making a contribution to the further optimisation of working conditions, employ-

ees were surveyed as part of the workplace health promotion programme. The findings were used as the basis for the formation of "health circles" (internal work groups for the development of specifically defined activities). The findings made through the proactive involvement of employees are the foundation for farther-reaching improvements, and they flow into the arrangement of the multi-faceted range of health promotion activities and information events on offer. In addition, the *Werte-Cafés* [value cafés] were established in 2016. This is a dialogue platform open to all employees irrespective of occupational category, and which offers a forum for exchanging of ideas about corporate values and experiences in day-to-day working life. The *Werte-Cafés* also provide a framework in which people come together to work out possible further developments in day-to-day collaborative working processes.

To the Rescue

While on their way home from work, two members of the nursing staff at the Vienna General Hospital saved the life of a tram driver. As the Line 46 automatically came to a standstill, Sarah Burtscher and Marlene Waidacher sprang into action and performed resuscitation procedures. They succeeded in stabilising the 57-year old, who was taken by ambulance to the Vienna General Hospital, where his treatment was successfully completed. And Vienna General Hospital physician,

Dr. Rebana Scherzer proved to be a life-saver too. Homeward bound, at the U6 underground station, together with her colleague, Dr. Werner Schmid — who was on duty as a rapid response medic in an emergency vehicle of the Vienna General Hospital and the Vienna Ambulance — she resuscitated a woman who had suffered a collapse. Travelling via the pedestrian bridge, together they brought the ill woman straight to the Department of Emergency Medicine. The patient made a good recovery thanks to the quick intervention of the medics.



Sarah Burtscher (left) and Marlene Waidacher (right) with Head of Nursing Sabine Wolf, MBA (center).



Dr. Rebana Scherzer (center) and Dr. Werner Schmid (left) with the Medical Director, Univ.-Prof. Dr. Gabriela Verena Kornek (right).





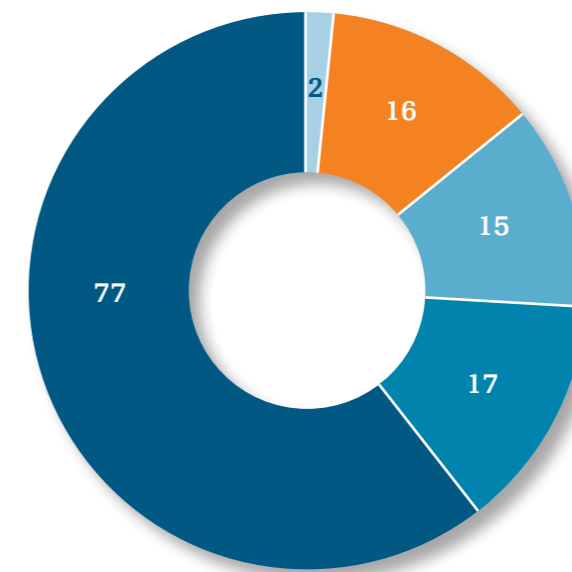
OVERVIEW OF THE VIENNA GENERAL HOSPITAL

Inpatient Treatment

6

Departments equipped with hospital beds:

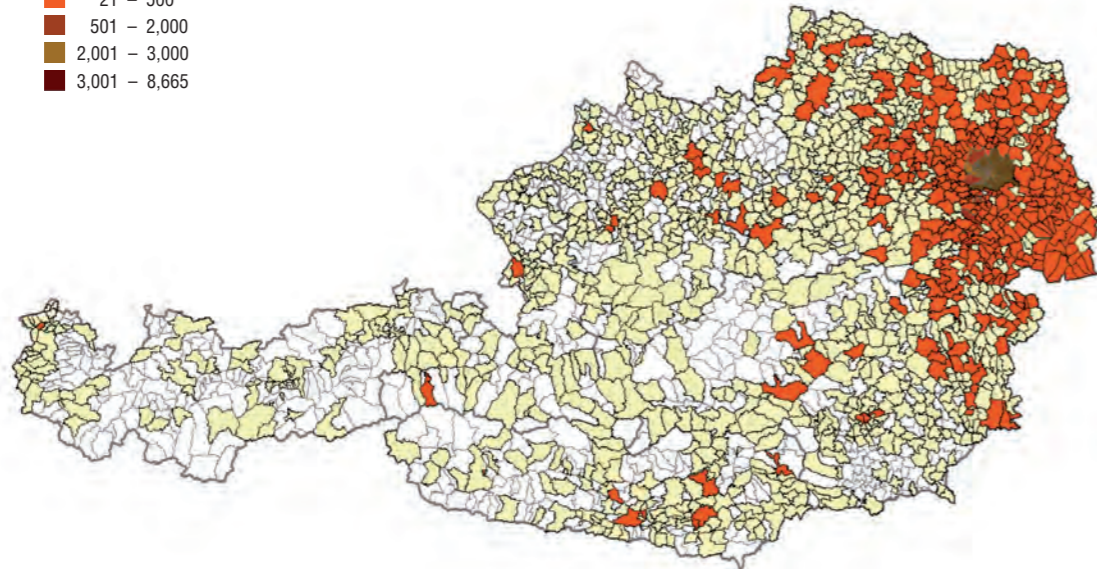
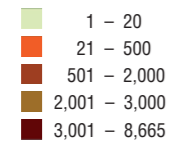
127 (1,922 beds)



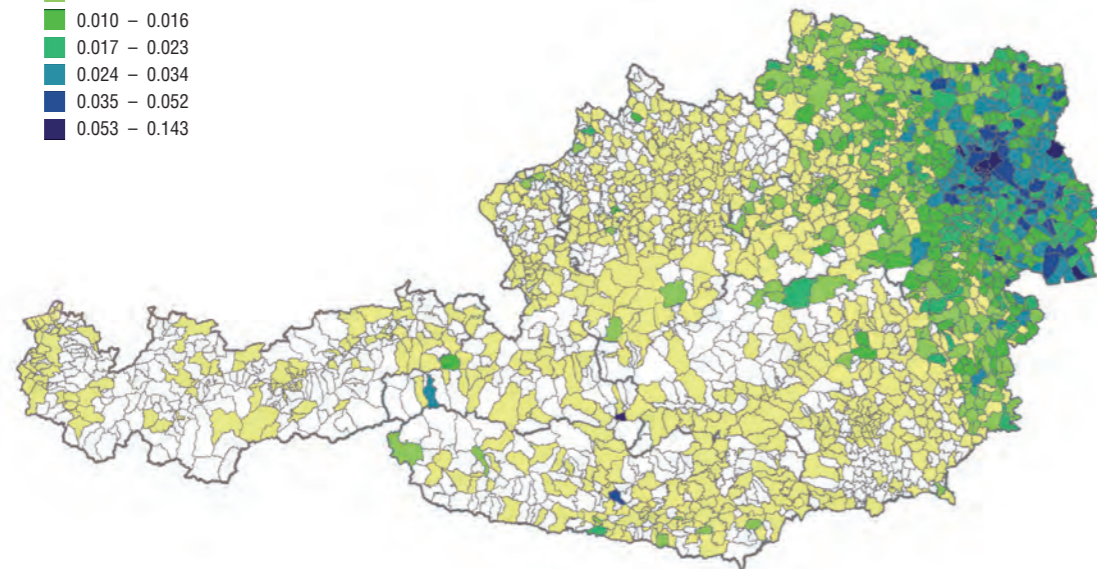
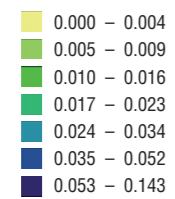
- Normal care units: 77 (1,387 beds)
- Intermediate care units: 17 (144 beds)
- Intensive care units: 15 (130 beds)
- Day clinics: 16 (185 beds)
- Week clinics: 2 (76 beds)

Inpatients admitted: 114,030
Inpatient days: 634,536
Average number of days spent: 4.6
1-day-stays: 49,893

Inpatients

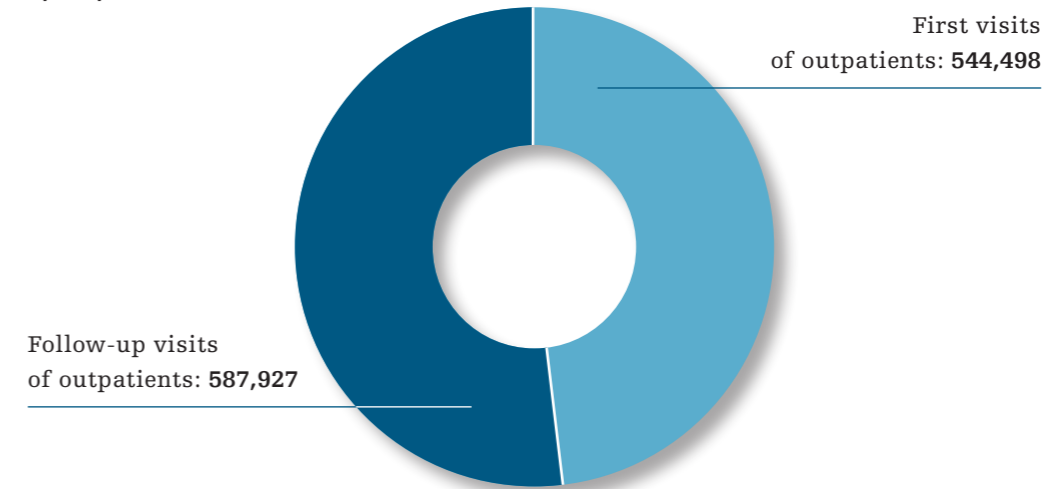


Inpatients per inhabitant



Outpatient Treatment

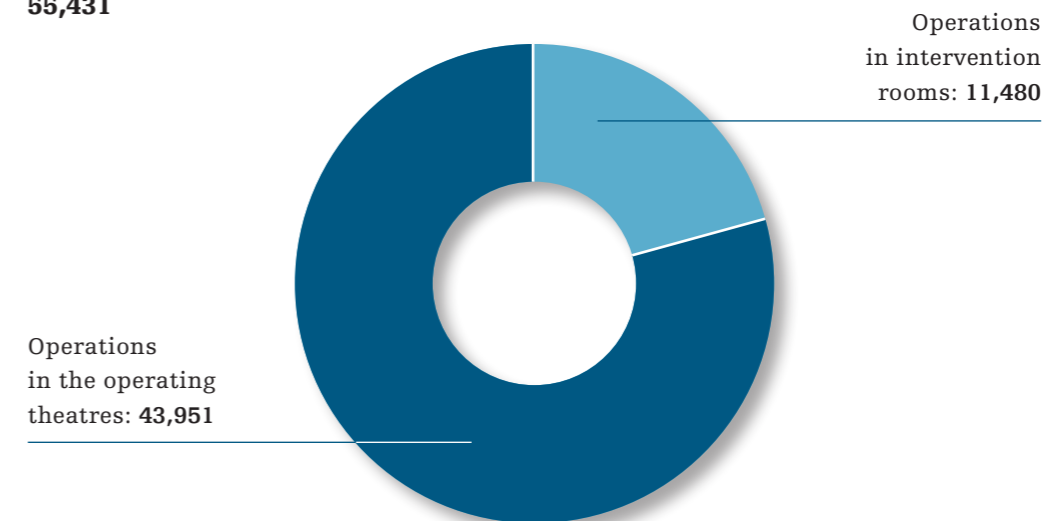
**Outpatient visits:
1,132,425**



General outpatient departments:	62
Specialized outpatient departments:	356

Surgical Operations

**Operations in total:
55,431**



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

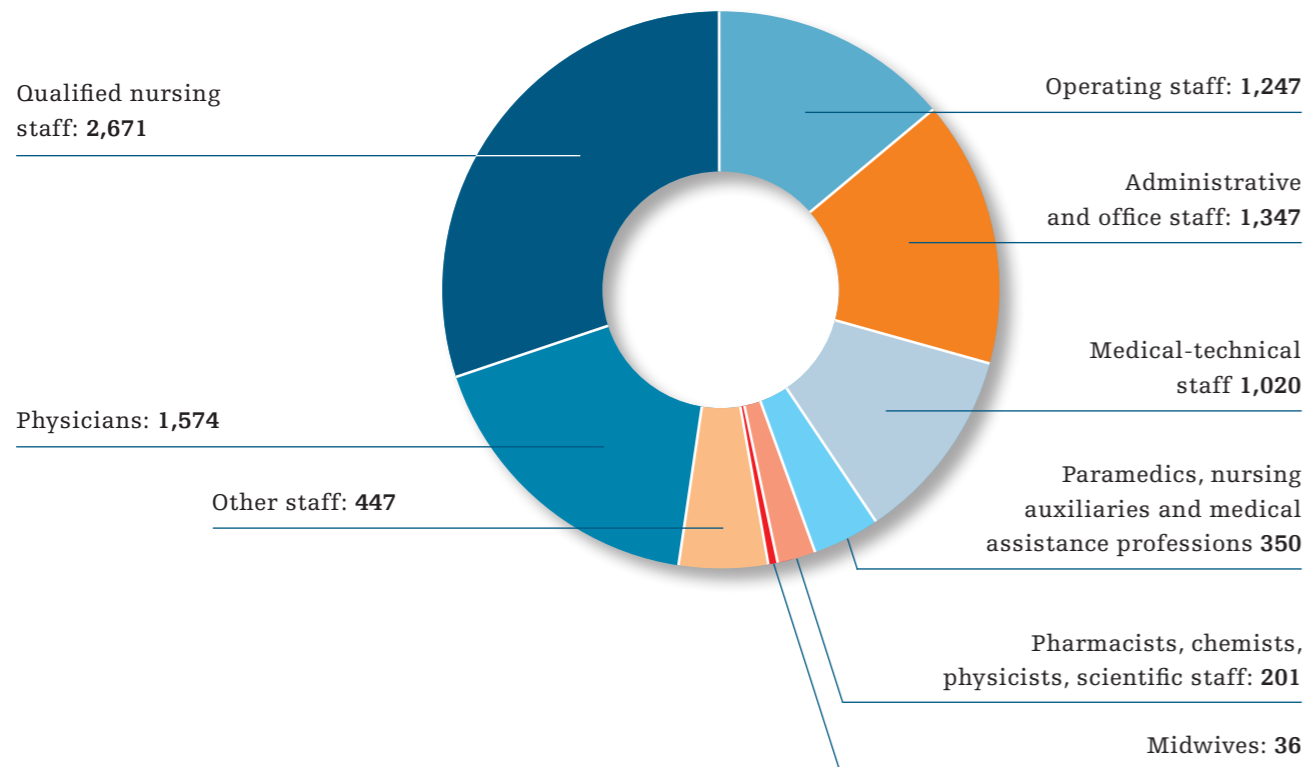
Transplants

Kidney:	174
Liver:	52
Heart:	43
Lung:	103
Pancreas:	4
Bone marrow:	398
Cochlea:	113

Staff

Staff total: 8,893

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



Management

Director of the Business Unit: Dipl.-Ing. Herwig Wetzlinger

Medical Director: Univ.-Prof. Dr. Gabriela Verena Kornek

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

Head of Nursing: Sabine Wolf, MBA

Technical Director: Dipl.-Ing. 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
- Technology and Information Technology

Medical Directorate

- Bed Management
- Clinical Psychology
- Director's Assistant
- Health Care Professions in Medicine, Therapy and Diagnosis
- Hospital Pharmacy
- Incident Handling and Prevention
- Medical Operations
- Medico-Economics
- Midwifery

Nursing Directorate

Director's Assistant
Documentation and Information Technology
Nursing Quality Assurance
Organizational Development
Human Resources Management in the Nursing Sector
Special Tasks

Technical Directorate

Authorities and Documentation
Controlling & Multi-Project Management
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 Infrastructure
Technical Operations Management

**Economical and Administrative Affairs
(Administrative Directorate)**

Central Office / Contract Management
Controlling
Director's Assistant
Finance and Business Administration
Front Desk Management
Medical Documentation Center
Patient Services



Clinical Structure

Departments:

Department of Anesthesia, General Intensive Care Medicine and Pain Medicine

Division of General Anesthesia and Intensive Care Medicine
Division of Cardiothoracic and Vascular Anesthesia and Intensive Care Medicine
Division of Specialist Anesthesia and Pain Medicine

Department of Blood Group Serology and Transfusion Medicine

Department of Child and Adolescence Psychiatry

Department of Clinical Pharmacology

Department of Dermatology

Division of General Dermatology and Dermato-Oncology
Division of Immuno-Dermatology and Infectious Diseases of the Skin

Department of Ear, Nose and Throat Diseases

Division of General Ear, Nose and Throat Diseases
Division of Speech and Language Therapy

Department of Emergency Medicine

Department of Hospital Hygiene and Infection Control

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 Gynecologic Endocrinology and Reproductive Medicine

**Department of Ophthalmology
and Optometrics**

**Department of Oral, Maxillary
and Facial Surgery**

Department of Orthopedics

**Department of Pediatrics
and Adolescent Medicine**

Division of Neonatology, Pediatric 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 and Pediatric Hematology-
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 Radiology
and Nuclear Medicine**

Division of General and Pediatric Radiology

Division of Cardiovascular and Interventional
Radiology

Division of Neuroradiology and
Musculoskeletal Radiology

Division of Nuclear Medicine

Department of Radiotherapy

Department of Surgery

Division of General Surgery

Division of Vascular Surgery

Division of Cardiac Surgery

Division of Pediatric Surgery

Division of Plastic and Reconstructive Surgery

Division of Thoracic Surgery

Division of Transplantation

Department of Trauma-Surgery

Department of Urology

Clinical Institutes:

Institute of Laboratory Medicine

Division of Clinical Microbiology

Division of Clinical Virology

Division of Medical-Chemical Laboratory
Diagnostics

Institute of Neurology

Institute of Pathology

Centers:

Comprehensive Cancer Center



PERFORMANCE DATA

Performance Data Inpatients 2016

Departments	AUF	ENT	TRA	VST	VLA	VLE	BT	EPF	PFT	VWDBT	VWDPFT	BSY	BBE	TAB
Department of Anesthesia, General Intensive Care Medicine and Pain Medicine	83	5	51	95	2,311	2,380	14,636	4	14,757	5,94	5,99	44	42	42
Department of Child and Adolescence Psychiatry	342	329	2		125	127	7,865	15	9,939	17,01	21,49	36	28	31
Department of Dermatology	5,916	5,892	11	40	611	654	16,124	4,193	22,176	2,46	3,38	78	59	59
Department of Ear, Nose and Throat Diseases	3,059	3,096	13	12	198	259	12,887	216	16,032	3,88	4,83	48	41	42
Department of Emergency Medicine	4,750	1,548	625	166	3,187	779	2,230	1,346	3,958	0,40	0,72	14	14	14
Department of Medicine I	21,759	21,693	60	295	810	1,110	34,819	19,258	57,381	1,52	2,51	178	148	148
Department of Medicine II	6,326	6,811	60	121	2,119	2,795	34,184	2,365	41,325	3,75	4,53	126	117	117
Department of Medicine III	7,795	8,053	92	252	1,299	1,903	44,148	3,989	52,684	4,55	5,43	161	141	143
Department of Neurology	1,767	1,960	27	20	566	813	22,165	82	24,235	8,60	9,41	80	71	73
Department of Neurosurgery	1,705	1,533	212	28	1,490	1,557	16,718	15	18,367	5,12	5,63	57	54	54
Department of Obstetrics and Gynecology	10,812	10,791	20	19	1,421	1,441	32,704	2,433	43,628	2,67	3,56	140	124	124
Department of Ophthalmology and Optometrics	10,985	10,955	16		82	69	4,193	9,327	15,223	0,38	1,38	45	37	37
Department of Oral, Maxillary and Facial Surgery	1,640	1,669	14	7	139	189	10,201	51	11,902	5,58	6,51	38	32	33
Department of Orthopedics	2,967	2,845	93	6	295	282	20,244	674	23,141	6,24	7,13	68	62	63
Department of Pediatrics and Adolescent Medicine	6,799	6,546	176	62	2,241	2,231	40,744	2,390	50,013	4,51	5,54	155	135	137
Department of Psychiatry and Psychotherapy	1,374	1,386	8	4	235	272	42,792	17	46,844	26,10	28,57	133	116	126
Department of Radiology and Nuclear Medicine	765	764			4	3	2,499	10	3,272	3,25	4,26	8	7	8
Department of Radiotherapy	2,175	2,127	24	58	270	313	12,397	450	14,763	4,99	5,94	48	44	44
Department of Surgery	10,975	10,598	618	114	4,953	5,336	84,089	1,959	94,989	5,16	5,83	290	268	271
Department of Trauma-Surgery	6,713	6,047	355	106	477	284	40,090	307	46,337	5,73	6,63	112	112	115
Department of Urology	3,313	3,326	18	26	260	317	13,088	437	16,479	3,61	4,54	50	41	42
Joint Pediatric Ward	2,010	1,966	30		278	257	5,109	355	7,095	2,25	3,12	21	20	20
Vienna General Hospital Total	114,030	109,940	2,525	1,431	23,371	23,371	513,926	49,893	634,536	3,7	4,6	1,933	1,715	1,743

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 2016

Departments and Clinical Institutes	ABF	AKO	FQSE	FQA	FQS	FQG	LAP	LSP	LPG
Department of Anesthesia, General Intensive Care Medicine and Pain Medicine	8,854	7,983	77	16,914	57,830	74,744	34,430	288,613	323,043
Department of Blood Group Serology and Transfusion Medicine	1,071	3,911	372	5,355	19,076	24,431	79,451	221,417	300,868
Department of Child and Adolescence Psychiatry	1,790	8,564	53	10,407	5,872	16,279	19,609	31,492	51,101
Department of Dermatology	30,413	45,002	77	75,493	4,275	79,768	182,360	18,915	201,275
Department of Ear, Nose and Throat Diseases	16,837	14,837	76	31,749	14,340	46,089	100,677	37,577	138,254
Department of Emergency Medicine	54,100	13,896	77	68,073	9,044	77,118	222,754	33,965	256,719
Department of Hospital Hygiene and Infection Control	41	151		191	1,461	1,652	181	1,629	1,810
Department of Medicine I	15,564	36,920	106	52,590	11,742	64,332	128,922	27,983	156,905
Department of Medicine II	34,050	16,900	117	51,068	21,709	72,777	126,601	91,055	217,656
Department of Medicine III	30,623	74,600	93	105,316	30,504	135,820	790,395	151,491	941,886
Department of Neurology	13,576	7,960	10	21,546	13,359	34,905	46,735	29,976	76,711
Department of Neurosurgery	4,894	2,843	394	8,130	7,303	15,433	14,861	69,458	84,319
Department of Obstetrics and Gynecology	25,393	30,121	17	55,531	17,859	73,390	209,284	122,404	331,688
Department of Ophthalmology and Optometrics	24,174	31,132	216	55,522	15,483	71,005	281,148	43,915	325,063
Department of Oral, Maxillary and Facial Surgery	7,449	8,560	109	16,118	5,147	21,265	48,822	7,981	56,803
Department of Orthopedics	11,962	11,828	289	24,079	5,043	29,122	52,934	6,698	59,632
Department of Pediatrics and Adolescent Medicine	36,682	38,479	4,137	79,298	36,235	115,533	226,700	116,138	342,838
Department of Physical Medicine, Rehabilitation and Occupational Medicine	8,733	44,201		52,934	118,787	171,721	142,755	274,303	417,058
Department of Psychiatry and Psychotherapy	5,150	6,903	40	12,093	32,139	44,232	19,606	60,629	80,235
Department of Psychoanalysis and Psychotherapy	225	2,406		2,631	328	2,304	4,319	44	4,363
Department of Radiology and Nuclear Medicine	89,744	19,527	1,222	110,493	133,074	243,567	218,635	234,339	452,974
Department of Radiotherapy	12,328	44,517	1,428	58,273	16,623	74,897	153,246	47,540	200,786
Department of Surgery	30,706	41,165	570	72,441	25,925	98,366	136,222	42,967	179,189
Department of Trauma-Surgery	72,862	54,410	50	127,323	28,912	156,234	199,542	47,400	246,942
Department of Urology	7,277	11,540	39	18,855	8,996	27,851	56,718	21,912	78,630
Institute of Laboratory Medicine							5,067,792	7,153,135	12,220,927
Institute of Neurology							10,448	14,597	25,045
Institute of Pathology							227,006	267,055	494,061
Central Operation Area					55	55		86	86
Vienna General Hospital Total	544,498	578,356	9,571	1,132,425	640,465	1,772,890	8,802,153	9,464,714	18,266,867

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 2016 annual financial statement was audited by the audit firm BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft, who issued it with an unqualified auditor's opinion.

The Vienna General Hospital — Medical University Campus is a business unit of the Vienna Hospital Association, without 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, the primary funding is provided by the Vienna Health Fund. The additional clinical expenditure is settled by the Federal State of Austria and the Medical University of Vienna.

The annual financial statement to 31 December 2016 was prepared in accordance with the provisions contained in Section 189 et seqq. of the most recent amendment of the Austrian Commercial Code.

The previous accounting policies were changed for this financial year, and influenced the net assets, financial position and results of operations. In accordance with the provisions of the Financial Reporting Amendment Act 2014, the provisions for severance, loyalty and service anniversary bonus obligations are, for the first time, determined in accordance with actuarial principles. The option provided for in the transitional regulations, to distribute the difference resulting from the modified

calculation, was not exercised. The expenses from the conversion are recognised in the profit and loss statement under the expenditure for severance payments, or as wages and salaries.

The new provisions contained in the Financial Reporting Amendment Act 2014 were applied for the 2016 financial year. The previous year's amounts were modified as if these new provisions were actually applied in the previous year.

Balance Sheet as of 31 December 2016

The non-current assets (with the exception of low-value assets) of the Vienna General Hospital business unit are financed by investment subsidies provided by the City of Vienna, the Vienna Health Fund, the Federal State and the Medical University. Investments in 2016 totalled 43.1 million Euro. The year-on-year asset depreciation ratio nevertheless exhibited an increase. The finance agreements concluded on 27 January 2016 between the Federal State of Austria and the City of Vienna for asset and equipment renewals, as well as for new, additional and conversion construction works should, however, lead to an improvement in coming years.

As far as debt capital is concerned, the increase of the employee benefit ("social capital") provisions has led to an increase in the long-term components, while on the assets side of the balance sheet there has been an increase in

8



receivables, which has entailed a significant improvement in the working capital.

The investment reserves previously recognised under equity, concern the investment grants as yet unused. Within the financial statement to 31 December 2016, the reserves were therefore reclassified as investment subsidies, and the change in these reserves recognised as other operating income.

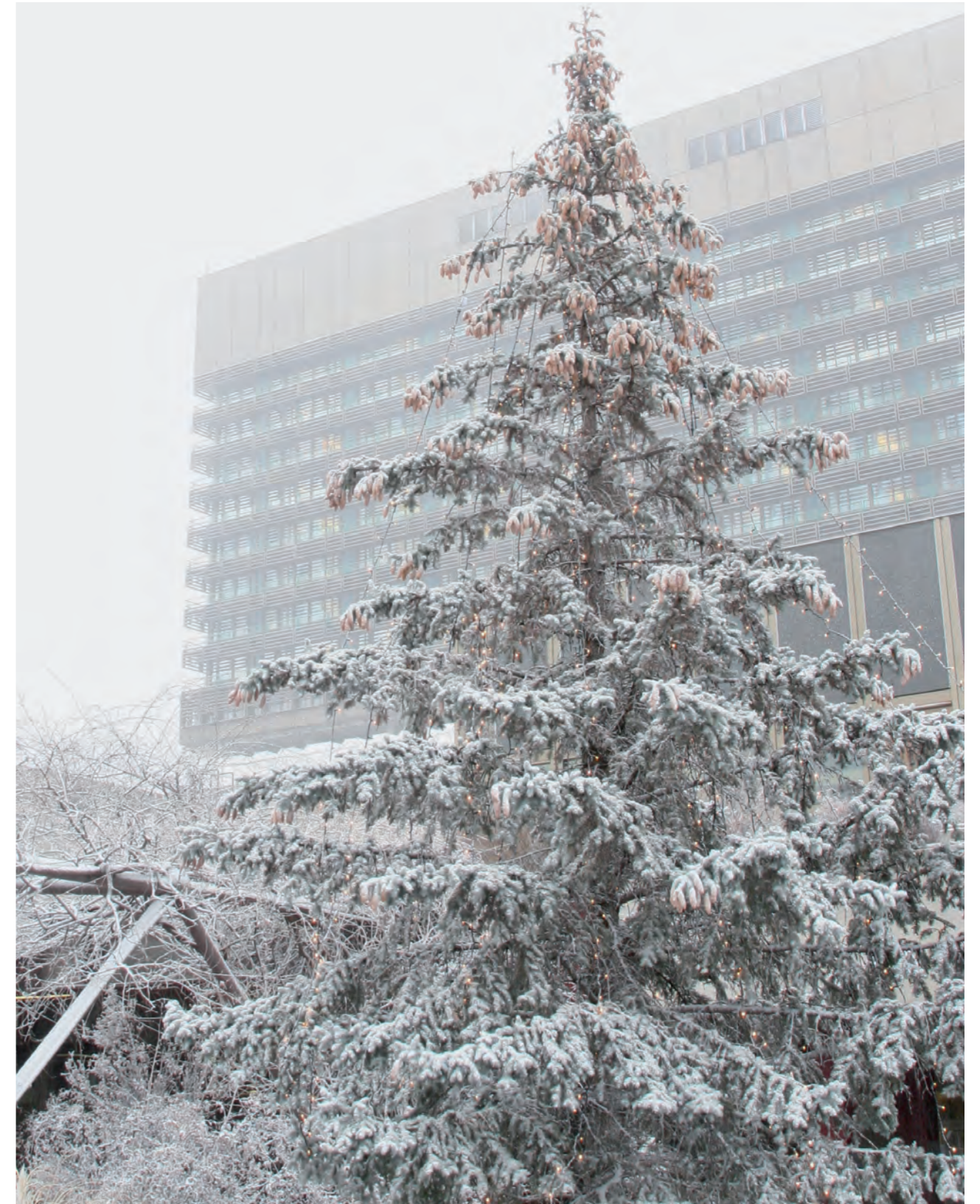
Profit and Loss Account for the Business Year 2016

The year-on-year service revenues increased by around 26 million Euro, and are closely linked to the increases in performance. These primarily occurred in the cost-intensive areas. The change in costs for medical material expenses (excluding oncology) rose just slightly due to the intensive

cost control activities. The development confirms the effectiveness of the quantity and product-based control of costs in the non-oncological activity fields. However, there was an increase in the ratio of oncological medication to total medical supplies.

The year-on-year increase of 16 million Euro in personnel expenditure, included the salary adjustment of 1.3%, as well as the extraordinary increase in mandatory reserves resulting from the new calculation methodology pursuant to the Financial Reporting Amendment Act 2014. Compared to the previous calculation method applied to severance obligations, loyalty obligations and service anniversary bonus obligations, the conversion resulted in a total difference of 23.7 million Euro.

The operating result remains negative, even though the results of operations improved due to the increase in the service revenues of the Vienna General Hospital.



Balance Sheet as of 31 December 2016

Assets

	31.12.2016 EUR	31.12.2015 KEUR
A. Fixed assets		
I. Intangible assets		
1. Rights and advantages	5,035,316.07	6,275
II. Tangible assets		
1. Real estate and buildings including buildings on third party's land	1,578,212,615.15	1,624,332
2. Technical equipment and machinery	66,163,423.67	70,161
3. Furniture and fixtures	39,090,725.22	42,207
4. Advance payments and work in progress	13,144,322.50	13,972
	<u>1,696,611,086.54</u>	<u>1,750,672</u>
	1,701,646,402.61	1,756,947
B. Current assets		
I. Inventories		
1. Raw materials and supplies	26,608,588.45	24,747
2. Services not yet chargeable	2,563,821.35	2,441
	<u>29,172,409.80</u>	<u>27,188</u>
II. Receivables and other assets		
1. Trade accounts receivable	127,498,235.97	117,765
of which > 1 year	0	0
2. Accounts due from affiliated companies	41,957,431.72	57,698
of which > 1 year	0	0
3. Other receivables and assets	56,007,829.12	47,112
of which > 1 year	0	0
	<u>225,463,496.81</u>	<u>222,575</u>
III. Cash and cash equivalents	90,702.44	98
	<u>254,726,609.05</u>	<u>249,861</u>
C. Prepaid expenses	1,213,552.91	625
	<u>1,957,586,564.57</u>	<u>2,007,433</u>

Liabilities

	31.12.2016 EUR	31.12.2015 KEUR
A. Negative equity		
1. Nominal capital	26,299,838.54	26,300
2. Accumulated loss	-73,734,011.26	-63,433
loss carried forward included: EUR 63,432,874.71 previous year: KEUR 63,888		
	<u>-47,434,172.72</u>	<u>-37,133</u>
B. Special item for investment subsidies		
1. Applied investment subsidies	1,701,646,402.61	1,714,913
2. Available investment subsidies	24,291,782.12	30,676
	<u>1,725,938,184.73</u>	<u>1,745,589</u>
C. Provisions		
1. Provision for severance payments	40,707,500.00	36,633
2. Other provisions	110,428,753.39	95,275
	<u>151,136,253.39</u>	<u>131,908</u>
D. Liabilities		
1. Liabilities to banks	47,799,311.40	63,883
of which < 1 year	47,799,311.40	63,883
of which > 1 year	0	0
2. Advance payments received	4,792,473.53	4,132
of which < 1 year	4,792,473.53	4,132
of which > 1 year	0	0
3. Accounts payable — trade	48,691,554.30	63,409
of which < 1 year	48,691,554.30	63,409
of which > 1 year	0	0
4. Liabilities to affiliated companies	593,179.70	1,329
of which < 1 year	593,179.70	1,329
of which > 1 year	0	0
5. Other liabilities	25,935,097.18	34,033
of which, taxes	0	0
of which, arising from social security	180,709.58	0
of which < 1 year	25,869,777.04	34,033
of which > 1 year	65,320.14	0
	<u>127,811,616.11</u>	<u>166,786</u>
of which < 1 year	127,746,295.97	166,786
of which > 1 year	65,320.14	0
E. Deferred income	134,683.06	283
	<u>1,957,586,564.57</u>	<u>2,007,433</u>

Profit and Loss Account for the Business Year 2016

	31.12.2016 EUR	31.12.2015 KEUR
1. Revenues		
a) Revenue from operating activities	620,270,907.15	593,632
b) Reimbursed operating expenses	131,371,232.67	121,675
c) Contributions to the additional clinical expenses	36,363,636.30	31,568
	<u>788,005,776.12</u>	<u>746,875</u>
2. Change in services not yet chargeable	123,162.09	-191
3. Other operating income		
a) Income from the disposal of and the appreciation to fixed assets	104,194.09	12
b) Income from the release of provisions	622,548.84	3,961
c) Income from the release of investment subsidies	94,905,998.06	116,221
d) Income from the reimbursement of expenditures for pensions paid	62,373,426.41	61,067
e) Other	117,116,030.81	124,306
	<u>275,122,198.21</u>	<u>305,568</u>
4. Cost of materials and outside services		
a) Cost of materials	206,850,559.09	195,105
b) Cost of outside services	32,374,852.90	30,408
	<u>-239,225,411.99</u>	<u>-225,514</u>
5. Human resources expenses		
a) Wages	39,031,157.66	36,705
b) Salaries	215,290,493.41	209,213
c) Social expenses	122,425,765.03	114,809
of which expenses for pensions	64,318,891.56	62,962
of which expenses for severance payments and payments to the employee welfare fund	8,769,692.11	3,598
of which expenses for mandatory social security contributions and other mandatory contributions depending on compensation	49,337,181.36	48,250
	<u>-376,747,416.10</u>	<u>-360,728</u>
6. Depreciation of intangible and tangible assets		
a) Planned	97,808,945.49	99,916
b) Unplanned	253,362.43	17,278
	<u>-98,062,307.92</u>	<u>-117,195</u>
7. Other operating expenses		
a) Taxes, other than income taxes	74,432,685.89	69,884
b) Other	285,055,005.82	277,897
	<u>-359,487,691.71</u>	<u>-347,781</u>
8. Earnings before interest and tax (subtotal)	-10,271,691.30	1,034

	31.12.2016 EUR	31.12.2015 KEUR
9. Other interest and similar income	826.10	1
10. Financial assets expenses	0	0
11. Interest and similar expenses	-30,271.35	-580
12. Financial result (sub-total of items 9 to 11)	-29,445.25	-579
13. Shortfall / surplus for the year (subtotal)	-10,301,136.55	455
14. Loss carried forward from previous year	-63,432,874.71	-63,888
15. Accumulated loss (total)	-73,734,011.26	-63,433

Imprint:

Media proprietor and publisher:

Vienna General Hospital — Medical University Campus

Währinger Gürtel 18–20, 1090 Vienna

Layout: stadt wien marketing gmbh

Photographs: Vienna General Hospital, PID/David Bohmann (page 3), Felicitas Matern (page 4), Florian Mair (page 5, 8, 9, 10, 27),

MedUni Wien/Felicitas Matern (page 11), BKA/Hans Hofer (page 19)

Printing: Wallig Ennstaler Druckerei und Verlag Ges.m.b.H.

Printed on ecological paper from the sample folder "ÖkoKauf Wien".

© Vienna General Hospital — Medical University Campus

Vienna/Austria

All rights reserved.

No part of this publication may be reproduced without the prior written permission of the copyright holder.