

VIENNA GENERAL HOSPITAL ANNUAL REPORT 2015



VIENNA GENERAL HOSPITAL —
MEDICAL UNIVERSITY CAMPUS



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INTRODUCTIONS



The Viennese health care system ranks undoubtedly among the best in Austria. No other Austrian region offers a comparable density of outstanding medicine or a similar holistic and comprehensive health care system. All Viennese people benefit from this excellent medical supply but it is also beneficial to many people from other parts of Austria, regardless of their income, origin, age or gender.

The Vienna General Hospital is a cornerstone of this exceptional medical supply. It is a figurehead for the Austrian healthcare sector. Together with the Medical University of Vienna, the Vienna General Hospital represents medical excellence in patient care, research and teaching. Due to the cooperation in research and clinical operation, the hospital has reached an international top position.

To enable top medicine on an international level also in the future, the Federal State of Austria and the City of Vienna have agreed on long-term funding; 2.2 billion Euros will be invested by the Federal State and the City of Vienna until 2030. This will strengthen the Vienna General Hospital and the Medical University of Vienna so that they will be able to provide research, teaching and patient care at the highest level for the entire metropolitan area of Vienna and beyond.

The cooperation between the Vienna General Hospital and the Medical University of Vienna is re-designed at the same time. Streamlined structures, clear responsibilities and transparent processes will safeguard the common targets.

I would like to take this opportunity to thank the 9,000 employees of the Vienna General Hospital and the Medical University of Vienna. They achieve outstanding results every day and are an indispensable part of our health care system.

I am convinced that the successful path that the Vienna General Hospital and the Medical University of Vienna have taken in medical treatment of patients, research and teaching, can be continued in the following years.

Mag.ª Sonja Wehsely
Executive City Councillor for Public Health and Social Affairs



All through 2015, decisive preparatory work has been completed that built up to 27 January 2016 which was “contract day”. By signing the threefold collaboration agreement between the Vienna General Hospital and the Medical University of Vienna, the policy makers proved their strong commitment to the Austrian health care system’s flagship. The contract assures the joint performance capability while at the same time transferring responsibility to the two partners’ management to care for this great opportunity for the future with diligence and target orientation.

This annual report shows that much has been achieved in 2015 with more having been put on the right tracks. Taking enough time for each step, however, is very important for completing each stage well. Nothing should be rushed and the further steps shall be taken with deliberation.

The Vienna General Hospital has the role of a central supplier and together with the Medical University of Vienna also has the role of a medical pioneer for the Austrian hospital sector, a position that will increase in the future, provided that the courage to define core themes increases as well. Networking among specialists will contribute to introducing research results to day-to-day medicine even more quickly. The measures to restructure the house, organizational streamlining and innovations on all levels shall form the basis for establishing the Vienna General Hospital as the Austrian health care policy’s beacon project for decades to come.

As the Business Unit’s Director I am well aware that much is asked of all employees and that time pressure at times must seem too big. It is therefore my sincere desire to thank all those who work on the necessary changes with great understanding and commitment. An understanding between the two parties is the prerequisite for successfully implementing these changes. Only by understanding the other’s position can we reach the compromises that will repeatedly be necessary and that are valuable for both sides. Allow me to quote Prof. Dr. Rolf Arnold, who holds the chair for Pedagogy at the Technical University of Kaiserslautern and who has published numerous books: “we need to constantly

reflect on our actions, if we are to understand the world. Everyone must learn that others, too, are right, at least from their perspective. For what is right for them is dependent on their experiences and environment”.

But how can we promote and ensure mutual understanding? I say, the magic word is trust. Trusting one another while working towards the common goal. From my point of view I can contently say that this basic trust is established and that therefore the common goal is within reach.

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 53,000 surgical operations in 2015, among these 116 lung transplants and 49 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 Alserstrasse, 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 2,048 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 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 taking courses of the second part of the curriculum 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.

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FUTURE PROSPECTS FOR THE VIENNA GENERAL HOSPITAL AND THE MEDICAL UNIVERSITY OF VIENNA

2015 saw very important events for the future orientation of the Vienna General Hospital and the Medical University of Vienna. Three contracts — the Finance and Target Controlling Contract, the Construction Framework Contract and the Co-operation Agreement between the Vienna General Hospital and the Medical University of Vienna — ensure the successful development of both institutions. The agreements were developed in 2015 and signed on 27 January 2016 during a press conference by the responsible policy makers — Mag.^a Sonja Wehsely, Executive City Councillor for

Public Health, Social Affairs and Generations, Mag.^a Renate Brauner, Executive City Councillor of Finance, Economic and International Affairs, Dr. Reinhold Mitterlehner, Vice Chancellor and Federal Minister of Science, Research and Economy as well as Dr. Hans Jörg Schelling, Federal Minister of Finance. The Federal State of Austria together with the City of Vienna will invest 2.2 billion Euros into construction and infrastructure projects, ongoing investments and the additional clinical expenses until 2030.



From left to right: Dr. Hans Jörg Schelling, Federal Minister of Finance, Mag.^a Renate Brauner, Executive City Councillor of Finance, Economic and International Affairs, Mag.^a Sonja Wehsely, Executive City Councillor for Public Health, Social Affairs and Generations, Dr. Reinhold Mitterlehner, Vice Chancellor and Federal Minister of Science, Research and Economy, Univ.-Prof. Dr. Markus Müller, Rector of the Medical University of Vienna, Dipl.-Ing. Herwig Wetzlinger, Director of the Business Unit Vienna General Hospital, Prof. Dr. Udo Janßen, Director General of the Vienna Hospital Association.

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The Finance and Target Controlling Contract governs that the Federal State and the City of Vienna will provide 496 million Euros until 2024 for new equipment and construction measures. The annual reimbursement of costs by the Federal State of Austria to the City of Vienna for the ongoing additional clinical expenses, additional to the provision of physicians by the Medical University of Vienna for patient care, was set at 40 million Euros (gross). Restrictive rules for using the funds were laid down, including rules for economy, cost effectiveness, purposefulness and legitimacy. Targets for science, teaching and supply are set and worked towards. The two partners Vienna General Hospital and Medical University of Vienna support each other in this respect. A common usage concept for the Vienna General Hospital's premises allows for optimal use of the surfaces for patient care, research and teaching.

The Construction Framework Contract defines construction projects. The Federal State of Austria and The City of Vienna will invest approx.

1.4 billion Euros until 2030 into infrastructure projects such as establishing a parent-child center, renewing the operating theatres' equipment and the in- and outpatient areas as well as extending research facilities (also see chapter 4).

The City of Vienna and the Medical University of Vienna, as the Vienna General Hospital's legal entities, put their collaboration on a new basis by forming a common enterprise structure in the **Cooperation Agreement**. Tasks, competencies and responsibilities are agreed on transparently and bindingly. The two partners set common targets and jointly develop a budget for the Vienna General Hospital and the clinical area of the Medical University of Vienna. They are also responsible for meeting the financial and performance targets. Operations of the Vienna General Hospital and the clinical area of the Medical University of Vienna are controlled by a Management Board. A Supervisory Board is responsible for strategic targets. Both bodies are staffed equally by the legal entities.



The Medical University of Vienna gladly accepted the offer to manage the Vienna General Hospital from now on together with the City of Vienna with the target of expanding the Vienna General Hospital's and Medical University of Vienna's leading position in patient care, research and teaching through joint operations management. Connecting the Medical University's preclinical research departments with the Vienna General Hospital even better than they are now is an integral part of this development.

Constructing a joint research building for translational medicine on the Vienna General

Hospital's premises shall be a signal for this commitment and shall support it. If we succeed in creating a structure that facilitates the conversion of basic research results into clinical practice over the next few years, a big target would be reached that was defined together.

There are plenty of funds for the renovation and restructuring of the Vienna General Hospital's building itself and for the creation of centers. Successfully reaching the targets regarding patient care, research and teaching requires trust on both sides, which presently is plentiful.

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





CONSTRUCTION PROJECTS

The construction projects that are planned over the coming years are the most fundamental changes to the Vienna General Hospital since its inauguration at the current location. Overall, approx. 1.4 billion Euros are available for new constructions, renewals and restructuring until 2030. The Construction Framework Contract defines the financing and includes a holistic description of the construction plans. It is based on the construction master plan which was completed by the Vienna General Hospital in 2015. It had been developed in coordination with the superordinate strategic targets of the Medical University of Vienna and the Vienna Hospital Association and considered necessary renovation and adaption works as well as the resulting investment and re-investment costs.

The Construction Framework Contract comprises 34 projects as well as 41 additional, smaller projects for reinvestments in the areas of building, electrical and constructional technology. The projects will be realized in the time between 2016 and 2030, with the re-investment projects to be completed until 2024. The main guiding principle is optimizing processes and lowering operation costs by reducing surfaces and moving departments into the main building. The individual projects' allocation to phases represents the content-related affiliation and is only to a limited extent an indication for chronological order.

Pre-phase

Projects in the pre-phase are, among others, the relocation of the Department of Child and Adolescence Psychiatry and the peritoneal dialysis into building 31.1 which had already been planned for a while and which includes a small extension. Another example is the relocation and renewal of the hospital pharmacy. The pre-phase also includes preparations to create substitute areas and the complete renewal of the South Garden Departments' technical systems.

Phase 1: Parent-Child Center

The parent-child center centralizes the Division of Obstetrics and Feto-Maternal Medicine and the Department of Pediatrics and Adolescent Medicine at the South Garden Departments. Obstetrics and Neonatology will move to a new construction of building 62. All surgical services for children will be offered at the children's operating center (building 61.1). On top of this, new research possibilities will be opened up to the pediatric professions.

Phase 2: Operating Theatres, Emergency Medicine and Trauma-Surgery

The projects of phase 2 result in a central, technically renewed and modern surgical unit with the necessary intra-operative medical technology in the form of specialized operating theatre areas.

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There will also be a dedicated area to treat burn victims and a perioperative intensive care unit.

Phase 3: Ward Areas

The care units of the two ward blocks will not only be refurbished from a constructional and infrastructural point of view, but also newly structured to assure optimized operative organization (also see chapter 5).

This project is based on the concept of three units per floor with single and double use rooms, replacing the current concept of four units per floor. The intensive and intermediate care units, too, will be renewed and restructured to adapt them to the increasing medical requirements on intensive care treatment.

Phase 4: Outpatient Departments and Day-Care Surgery

The outpatient departments' constructional and functional reorientation follows the concept of establishing modules in order to assure a high degree

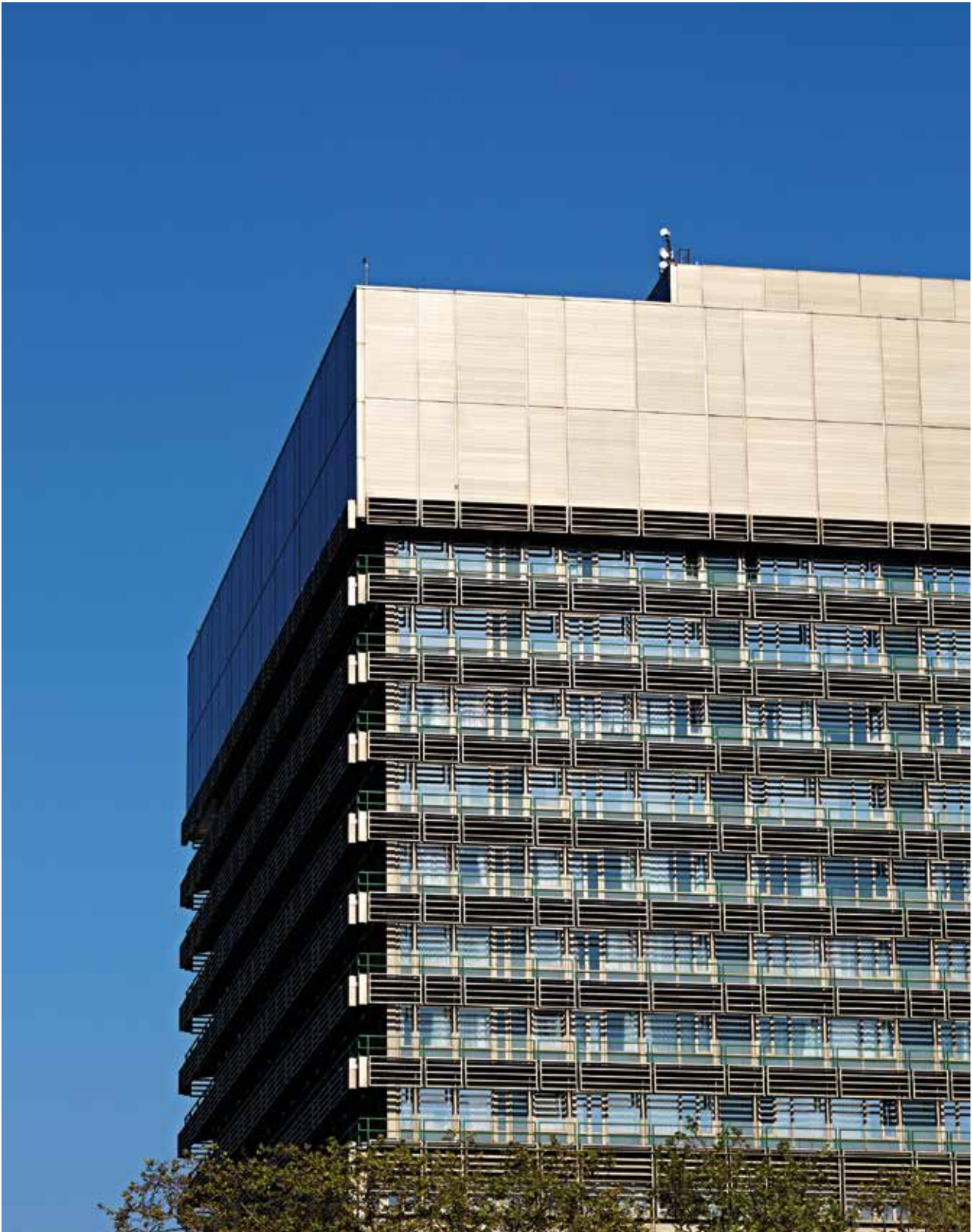
of flexibility for future requirements. An outpatient surgical center will be established as a day-care surgical unit at the same time.

Phase 5: Other

This phase's most urgent project is the complete refurbishment of the entire kitchen, including the changing and optimization of production processes. The fire department's building will also be revitalized and the buildings 71 and 72 will be refurbished to house administrative units.

Phase 6: Research Projects

Phase six will see a constructional extension of the existing research area. It also includes the erection of a separate building to house research groups and innovative projects of the translational research, which is part of the Medical University of Vienna's further development.





FURTHER HIGHLIGHTS 2015

Besides developing the Finance and Target Controlling Contract, the Construction Framework Contract and the Cooperation Agreement between the Vienna General Hospital and the Medical University of Vienna, numerous further measures were put in place to assure and to expand on the Vienna General Hospital's position at the forefront of patient treatment, teaching and research.

New High-Tech-Equipment

State-of-the-art technology is a fundamental pillar of today's medicine, be it in diagnosis or treatment. The Department of Medicine II received

a new angiography facility for their heart catheter unit in 2015. This reinvested facility provides a large-surface-detector and improved electrophysiological infrastructure. The biplane system offers an even higher image quality and additional screening possibilities such as pulsed fluoroscopy, subtraction and rotation angiography as well as 3D visualization.

The Department of Radiology and Nuclear Medicine's new magnetic resonance imaging system is more comfortable for patients suffering from claustrophobia and persons with increased girth, since it has a large opening. Pregnant women, too, profit



The new angiography system offers additional screening possibilities and impressive image quality.

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Patients, such as pregnant women and patients suffering from claustrophobia, will benefit from the new magnetic resonance imaging system's larger opening.

from this when undergoing prenatal MRI examinations. Digital coil technology allows for high-resolution real-time imaging of fetuses, 3D and 4D imaging, image fusion with other diagnostic systems as well as isotropic imaging to diagnose vessel anomalies, changes to soft tissue parts or functional and degenerative changes.



A new DNA sequencer works even faster and at lower costs than previous models.

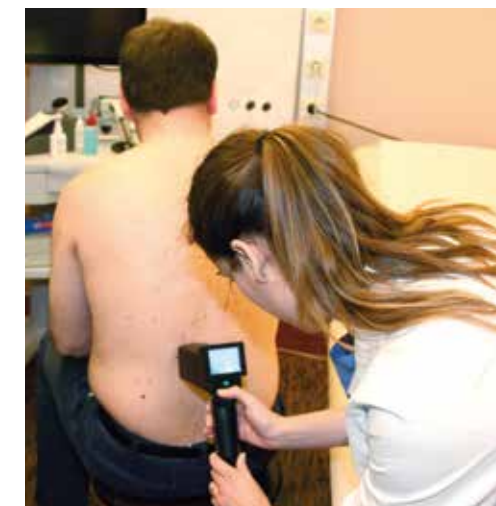
The Vienna General Hospital now also disposes of a new DNA sequencer. The equipment works faster than current models and is more cost efficient in its operation. It is used for cases such as gene-analysis of patients with ovarian cancer. If the patients carry a mutation to the genes BRCA1 or BRCA2, a new drug can potentially improve treatment options.

Medical Innovations

International premiere: a new type of heart pump was implanted at the Vienna General Hospital and the Freeman Hospital in Newcastle upon Tyne (UK) for the first time worldwide. The miniaturized device only weighs 78 grams and has a volume of 22 cubic centimeters. A table tennis ball, in comparison, has a volume of 33.5 cubic centimeters. The device's pulse rate can be regulated individually. The new heart pump was implanted in two patients at the Vienna General Hospital in the context of an international study in 2015.

A new treatment was also introduced at the Vienna General Hospital for the gastroesophageal reflux disorder. This method, which was used for the first time in Austria, includes a stimulation system which sends electrical impulses to the sphincter separating the esophagus from the stomach. The impulses stimulate the sphincter and thus strengthen it, preventing gastric acid from entering the esophagus. Three patients were treated with this method as part of an international study in 2015.

The role of immunotherapy in cancer treatment has been constantly increasing, with the treatment of skin tumors being no exception. Since 2015 the Department of Dermatology uses the new generation of so-called checkpoint inhibitors (Nivolumab and Pembrolizumab) for their clinical routine. The active ingredient prevents cancer cells from being able to hide from the body's immune cells.



New medication for immunotherapy against skin tumors in routine usage. Pictured: mole examination with a digital reflected-light microscope.

A pilot study at the Vienna General Hospital saw an ultrasonic scalpel used for organ-preserving tumor surgery to the kidney. With this technology,

clamping the kidney's blood vessels during the tumor's extraction is no longer necessary. This is important to keeping the kidney working in the long-term. The successful results were published in the renowned international journal "World Journal of Urology" in 2015.



New Management for Economical and Administrative Affairs

Dkfm. Angelika E. Röhr (pictured above) assumed the position as the Vienna General Hospital's Head of Economical and Administrative Affairs (Administrative Directorate). Responsibilities were newly distributed at the same time. The Directorate now also comprises the subdivisions Finance and Business Administration as well as Controlling besides the subdivisions Patient Services, Front Desk Management, Medical Documentation Centre and Central Office. The subdivisions Kitchen and Staff Restaurant, Safety Issues and Operations Department now report to the Technical Director. Dkfm. Angelika E. Röhr studied business administration and business law and has been working in management positions for more than 20 years, especially in the areas of research, science and medicine, both nationally and internationally.

Re-organization and Re-structuring
of Departments with Hospital Beds

Organizational adaptations will ensure that the Vienna General Hospital's medical operations will continue to run in their accustomed quality. Following this principle, so-called co-responsible areas of nursing activity were introduced step by step in nearly the entire house in 2015. This means relief for physicians as certain tasks can now be executed by nursing staff, tasks such as drawing blood which were only done by doctors before. The nursing staff, for their part, is supported by additional administrative resources (ward secretaries) and additional aides. The wards are at the same time optimized regarding their size and partially converted from full inpatient to a day- or week-clinic organization as is required by modern medicine.

Nursing Award for Intensive Care Unit

The team at the intensive care unit 13H1, the Department of Medicine III's Division of Gastroenterology and Hepatology, was awarded the Weimar Nursing Award 2015 at the intensive care congress in Weimar for their exceptional effort to establish and continuously develop a "relatives-friendly intensive care unit". The award was donated by the German Sepsis Society to acknowledge projects, ideas, campaigns and events that prove benevolence at intensive care units, be it in patient treatment, interaction with relatives or when working on a humane working environment.

The employees at the intensive care unit 13H1 have been occupied for years with the topic of a "relatives-oriented intensive care unit" and have repeatedly introduced innovations and improvements (optimization of visiting hours, creation of a comprehensive information leaflet, creation of "safe" areas to talk to relatives in an undisturbed



The team from intensive care unit 13H1 was awarded the prestigious Weimar Nursing Award.

environment). One important corner stone in this endeavor was introducing an intensive-care-diary: it is created only with the relatives' consent by the responsible nurse. The employees of day and night shift note their observations in the diary such as a wake-up from deep sleep, recovering the ability to communicate, progress in mobilization and reactions to visits as well as phases of unconsciousness or clouded awareness.

Relatives and visitors can also use the diary (for personal thoughts or describing incidents in the family background). The diary is the patient's property and offers them the opportunity to work on times of unconsciousness after their recovery. It aims at preventing or reducing post-traumatic stress disorders.

Substitute Premises for Outpatient
Department for Metabolism

Substitute premises were created in building 86 for the part of the Division of Endocrinology and Metabolism's outpatient department for diabetes and metabolism diseases which had previously been located in building 83. The department conducts screenings of the metabolism of carbohydrates and fat as well as elaborate endocrino-

logic functional tests. Blood samples are taken from the patients at precisely calculated times. With a duration of up to three hours, this is very time consuming and requires a calm environment which the new premises have been adapted for. The rooms are open and friendly, thus aiding the patients' sense of wellbeing.

Innovation Management

Given the rapid development of medicine and technology, a hospital's organization and technical operation, too, need to continuously make steps in innovation. To achieve this, the Vienna General Hospital, together with its technical operations manager VAMED-KMB, started an innovation management in 2015 in order to systemize and support the creative idea generation. Two pilot phases granted employees of both organizations

access to an IT platform where they could present ideas and discuss them. The first phase included 100 and the second 400 employees. Starting in 2016, participation in this common innovation management will be expanded to all employees of the Vienna General Hospital and VAMED-KMB.



Newly equipped substitute rooms offer the patients of the outpatient department for metabolism a quiet surrounding for time consuming functional tests.



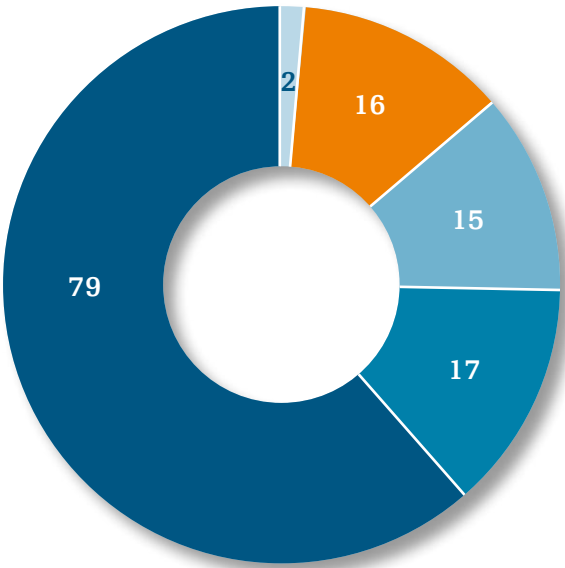
OVERVIEW OF THE VIENNA GENERAL HOSPITAL

Inpatient Treatment

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Departments equipped with hospital beds:

129 (2,048 beds)



- Normal care units: 79 (1,560 beds)
- Intermediate care units: 17 (144 beds)
- Intensive care units: 15 (130 beds)
- Day clinics: 16 (170 beds)
- Week clinics: 2 (44 beds)

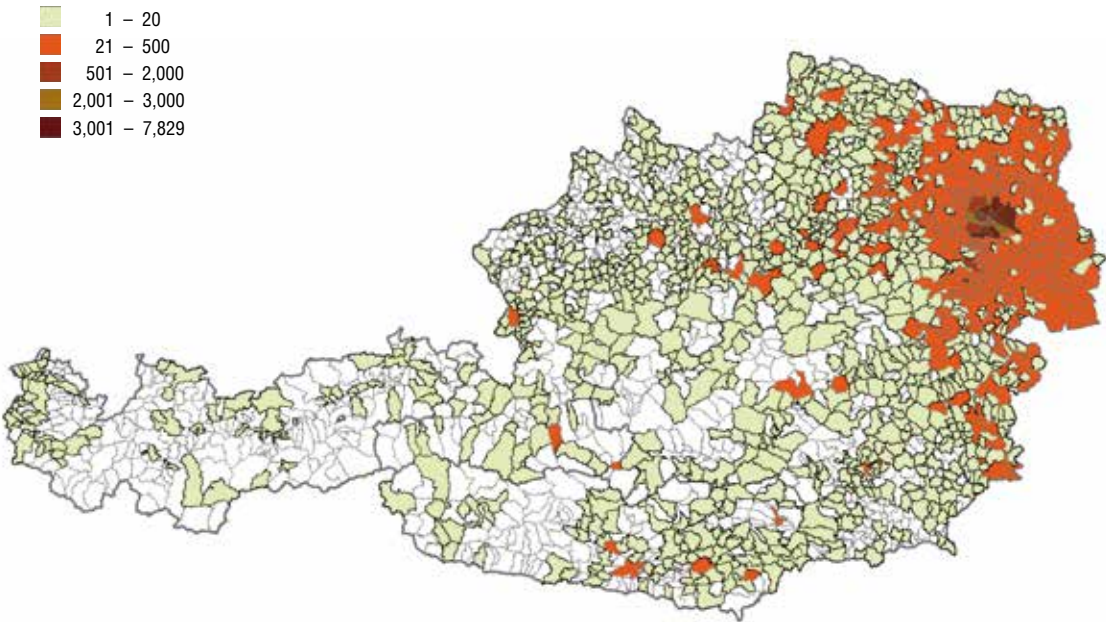
Inpatients admitted: 106,869

Inpatient days: 631,706

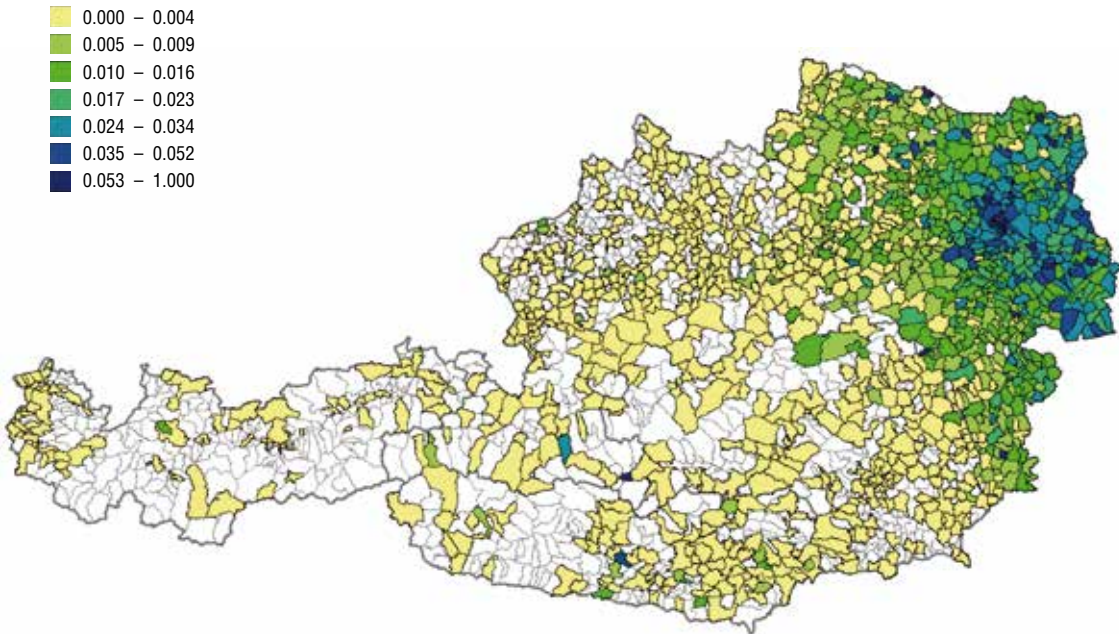
Average number of days spent: 4.89

1-day-stays: 42,593

Inpatients

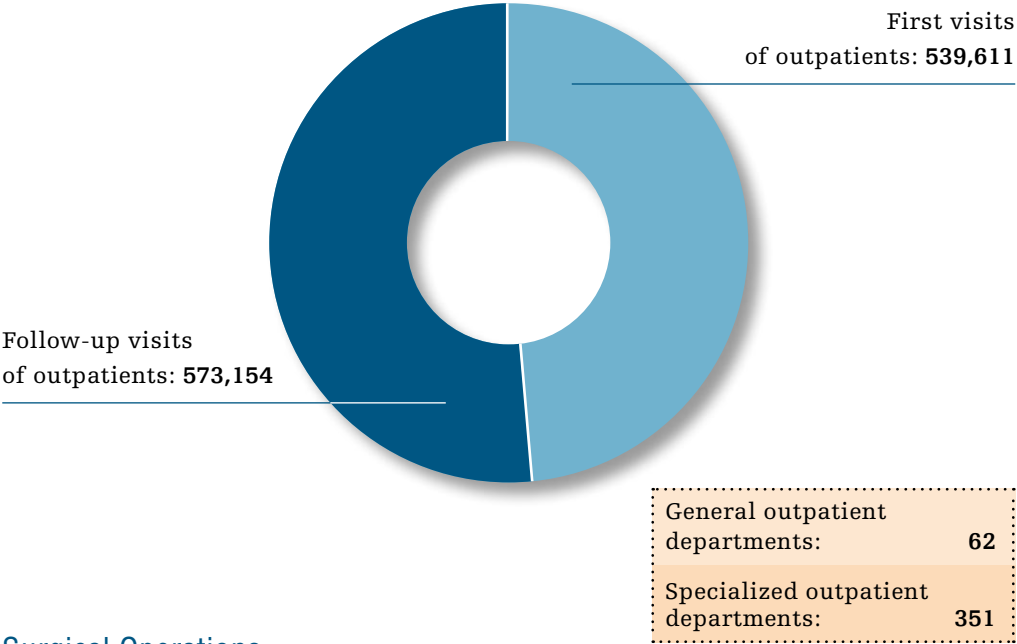


Inpatients per inhabitant



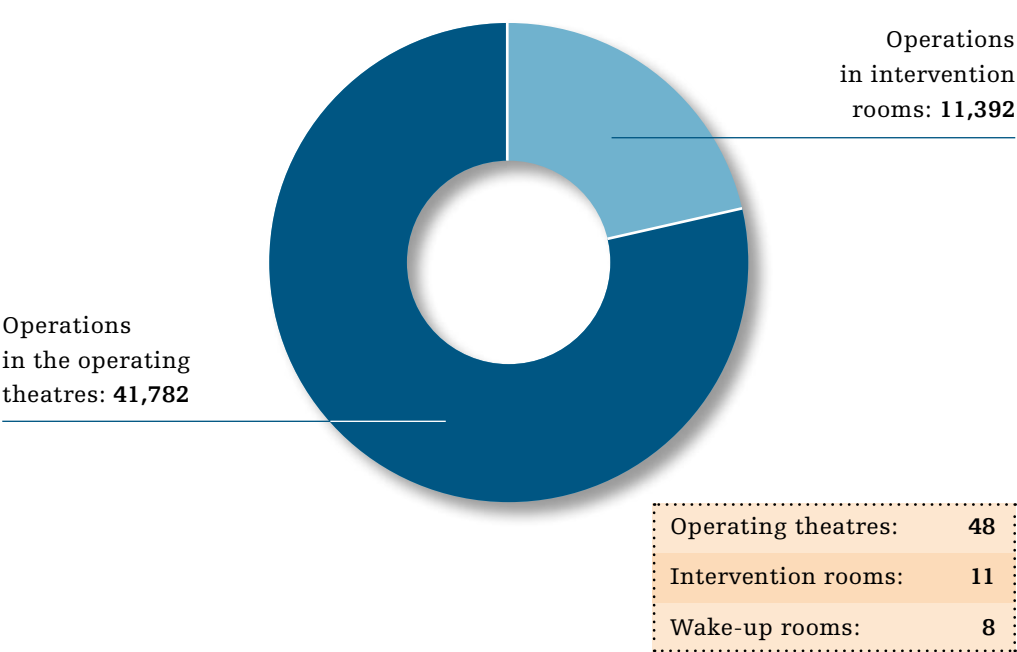
Outpatient Treatment

Outpatient visits:
1,112,765



Surgical Operations

Operations in total:
53,174



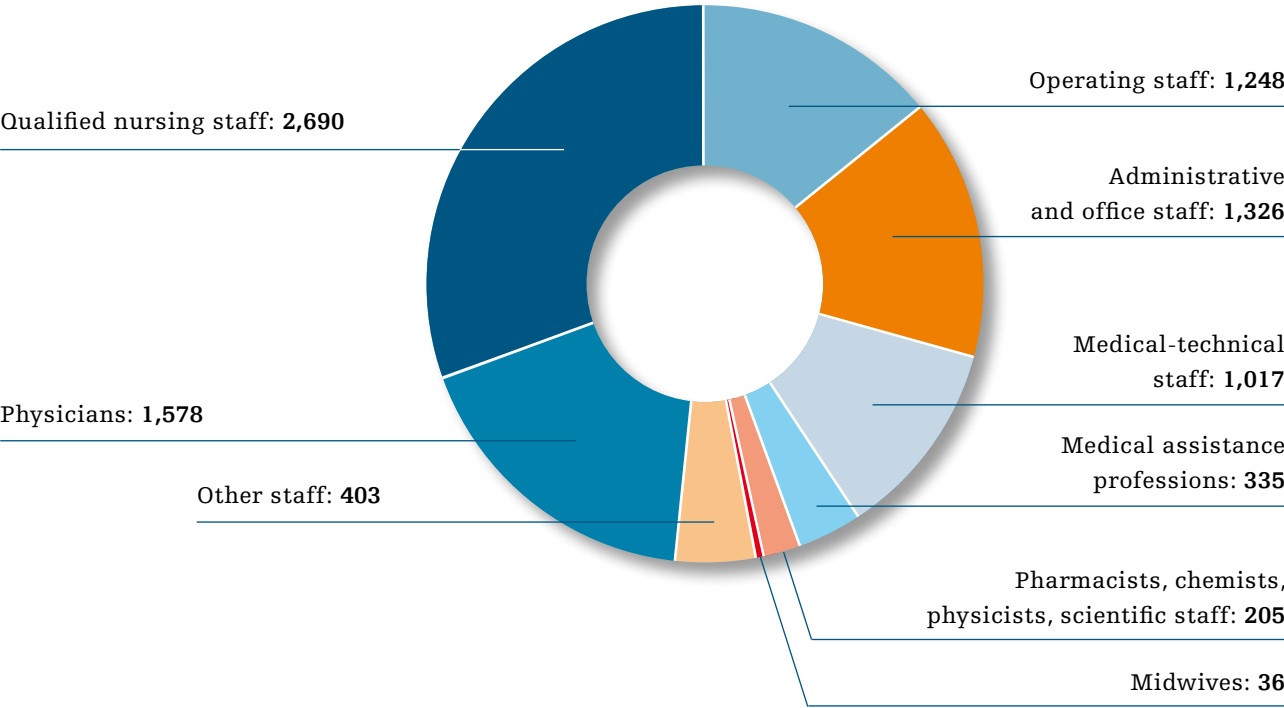
Transplants

Kidney:	158
Liver:	51
Heart:	49
Lung:	116
Pancreas:	4
Bone marrow:	387
Cochlea:	86

Staff

Staff total: 8,838

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.ⁱⁿ Dr.ⁱⁿ Gabriela-Verena Kornek
Head of Economical and Administrative Affairs (Administrative Directorate): Dkfm. Angelika E. Röhr
Head of Nursing: Sabine Wolf, MBA
Technical Director: Dipl.-Ing. Siegfried Gierlinger



The Directorates

Directorate of the Business Unit	Medical Directorate
Competence Center for Health and Safety Issues	Bed Management
Economic Division	Clinical Psychology
Hospital Hygiene	Director's Assistant
Human Resources	Health Care Professions in Medicine, Therapy and Diagnosis
Information Center and PR	Hospital Pharmacy
Legal Division	Medical Operations
Operating Theatre Management	Medico-Economics
Quality and Risk Management	Midwifery
Special Assistant to the Director	
Technology and Information Technology	

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
- Medical Technology
- Operations Department
- Projects and Project Controlling

- Safety Issues
- Supply and Waste Management/Logistics
- Technical Infrastructure
- Technical Operations Management

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

- Central Office
- 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 Ophthalmology and Optometrics

Department of Blood Group Serology and Transfusion Medicine

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 Dermatology

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

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 Ear, Nose and Throat Diseases

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

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 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 Child and Adolescence
Psychiatry**

Department of Clinical Pharmacology

**Department of Hospital Hygiene
and Infection Control**

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

Department of Neurosurgery

Department of Neurology

Department of Emergency Medicine

Department of Orthopedics

**Department of Physical Medicine and
Rehabilitation**

**Department of Psychiatry
and Psychotherapy**

- Division of Biological 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 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 2015

Cost Center	AUF	ENT	TRA	VST	VLA	VLE	BT	EPF	PFT	VWDBT	VWDPFT	BSY	BBE	TAB
Joint Pediatric Ward 17B	1,916	1,881	9		191	167	4,608	375	6,513	2.21	3.12	25	22	23
Department of Medicine I	20,478	20,373	60	293	706	964	34,226	18,064	55,091	1.60	2.56	189	147	147
Department of Medicine II	4,573	5,087	61	128	1,650	2,391	35,266	694	40,628	5.08	5.83	142	109	111
Department of Medicine III	7,465	7,719	77	295	1,059	1,674	45,239	3,784	53,446	4.95	5.82	189	143	145
Department of Dermatology	5,091	5,070	20	32	584	602	17,684	2,914	22,869	3.10	4.00	88	68	68
Department of Surgery	9,963	9,603	600	122	4,795	5,159	79,153	1,040	89,200	5.23	5.88	297	258	260
Department of Trauma-Surgery	6,571	5,996	320	76	453	283	39,053	296	45,288	5.70	6.59	112	112	115
Department of Neurosurgery	1,637	1,467	209	28	1,436	1,506	17,137	22	18,700	5.46	5.93	64	59	59
Department of Orthopedics	3,020	2,881	85	10	461	413	20,644	707	23,620	6.01	6.85	70	67	68
Department of Anesthesia, General Intensive Care Medicine and Pain Medicine	96	25	69	119	2,469	2,583	14,219	9	14,415	5.30	5.36	44	42	42
Department of Oral, Maxillary and Facial Surgery	1,633	1,676	13	4	139	203	11,188	43	12,915	6.10	7.02	41	37	37
Department of Urology	2,825	2,802	25	36	181	214	14,678	174	17,579	4.83	5.76	56	47	47
Department of Ear, Nose and Throat Diseases	3,062	3,083	8	10	177	219	13,702	177	16,856	4.18	5.12	60	47	48
Department of Ophthalmology and Optometrics	10,543	10,529	11	1	125	124	6,393	8,020	16,984	0.60	1.59	66	50	50
Department of Obstetrics and Gynecology	10,741	10,700	29	24	1,353	1,351	35,712	2,207	46,604	2.95	3.84	157	138	139
Department of Neurology	1,835	2,006	13	21	562	771	22,075	78	24,189	8.48	9.26	81	71	72
Department of Psychiatry and Psychotherapy	1,340	1,378	7	1	177	224	42,664	13	46,557	27.29	29.67	148	128	130
Department of Child and Adolescence Psychiatry	403	406	4		88	95	8,331	26	10,377	16.73	20.76	36	28	29
Department of Radiology and Nuclear Medicine	719	719	2		12	14	2,114	7	2,843	2.88	3.86	8	7	8
Department of Radiotherapy	1,925	1,870	31	71	112	161	12,687	569	14,681	6.08	7.02	56	40	41
Department of Pediatrics and Adolescent Medicine	6,437	6,276	117	51	1,954	1,950	39,336	2,117	48,440	4.69	5.75	155	130	132
Department of Emergency Medicine	4,596	1,571	461	182	3,275	891	2,143	1,257	3,910	0.39	0.71	14	14	14
Vienna General Hospital Total	106,869	103,118	2,231	1,504	21,959	21,959	518,252	42,593	631,706	4.02	4.89	2,098	1,764	1,783

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
BT	Inpatient days (value at midnight)	TAB	Beds available (including multiple use per day)

Performance Data Inpatients 2015 (Occupancy Rate)

Cost Center	BT%TAB	BTE%TAB	PFT%TAB	BT%BSY	BTE%BSY	PFT%BSY	BT%BBE	BTE%BBE	PFT%BBE
Joint Pediatric Ward 17B	56.00	60.56	79.15	50.50	54.60	71.37	56.16	60.73	79.37
Department of Medicine I	63.65	97.25	102.46	49.61	75.80	79.86	63.88	97.59	102.82
Department of Medicine II	86.79	88.50	99.99	68.18	69.52	78.55	88.77	90.52	102.27
Department of Medicine III	85.61	92.77	101.14	65.58	71.06	77.48	86.43	93.66	102.12
Department of Dermatology	70.85	82.53	91.62	54.76	63.79	70.82	71.12	82.84	91.97
Department of Surgery	83.43	84.52	94.02	72.93	73.89	82.19	84.17	85.28	94.86
Department of Trauma-Surgery	92.71	93.42	107.52	95.53	96.25	110.79	95.53	96.25	110.79
Department of Neurosurgery	79.95	80.05	87.25	73.36	73.45	80.06	79.99	80.09	87.29
Department of Orthopedics	83.77	86.63	95.84	80.99	83.77	92.67	83.85	86.73	95.95
Department of Anesthesia, General Intensive Care Medicine and Pain Medicine	93.00	93.05	94.28	88.54	88.59	89.76	93.14	93.20	94.43
Department of Oral, Maxillary and Facial Surgery	83.15	83.47	95.99	74.78	75.06	86.32	83.36	83.68	96.23
Department of Urology	85.58	86.59	102.50	71.81	72.66	86.01	85.89	86.90	102.87
Department of Ear, Nose and Throat Diseases	78.97	79.99	97.15	62.57	63.37	76.97	79.14	80.16	97.36
Department of Ophthalmology and Optometrics	35.11	79.16	93.28	26.54	59.83	70.51	35.11	79.16	93.28
Department of Obstetrics and Gynecology	70.45	74.80	91.94	62.33	66.18	81.34	71.10	75.49	92.78
Department of Neurology	83.91	84.21	91.95	74.67	74.93	81.82	85.05	85.35	93.20
Department of Psychiatry and Psychotherapy	90.17	90.20	98.40	78.98	79.00	86.19	91.32	91.34	99.65
Department of Child and Adolescence Psychiatry	78.52	78.77	97.81	63.40	63.60	78.98	80.96	81.21	100.85
Department of Radiology and Nuclear Medicine	74.86	75.11	100.68	72.40	72.64	97.37	79.12	79.38	106.41
Department of Radiotherapy	85.71	89.56	99.19	62.07	64.85	71.83	86.89	90.79	100.55
Department of Pediatrics and Adolescent Medicine	81.75	86.15	100.67	69.53	73.27	85.62	83.09	87.56	102.32
Department of Emergency Medicine	41.90	66.49	76.46	41.94	66.55	76.52	41.94	66.55	76.52
Vienna General Hospital Total	79.64	86.18	97.07	67.67	73.23	82.48	80.49	87.10	98.11

Employ of capacity:

BT%TAB Inpatient days (value at midnight) % beds available (including multiple use per day)

BTE%TAB Inpatient days (value at midnight) + 1-day-stays % beds available (including multiple use per day)

PFT%TAB Inpatient days % beds available (including multiple use per day)

BT%BSY Inpatient days (value at midnight) % systemized beds (annual average)

BTE%BSY Inpatient days (value at midnight) + 1-day-stays % systemized beds (annual average)

PFT%BSY Inpatient days % systemized beds (annual average)

BT%BBE Inpatient days (value at midnight) % beds available

BTE%BBE Inpatient days (value at midnight) + 1-day-stays % beds available

PFT%BBE Inpatient days % beds available

Performance Data Outpatients 2015

Cost Center	ABF	AKO	FQSE	FQA	FQS	FQG	LAP	LSP	LPG
Department of Medicine I	15,766	36,031	78	51,875	12,212	64,087	124,598	26,370	150,968
Department of Medicine II	33,228	16,709	135	50,072	19,966	70,038	117,061	87,043	204,104
Department of Medicine III	30,327	74,208	101	104,636	31,567	136,203	844,989	140,067	985,056
Department of Dermatology	30,698	45,079	17	75,794	6,407	82,201	176,179	15,652	191,831
Department of Physical Medicine and Rehabilitation	8,947	43,774	16	52,737	110,587	163,324	127,082	269,629	396,711
Department of Surgery	30,269	40,084	417	70,770	23,161	93,931	133,333	34,722	168,055
Department of Trauma-Surgery	71,972	53,721	43	125,736	28,602	154,338	196,003	46,816	242,819
Department of Neurosurgery	4,810	2,464	211	7,485	7,173	14,658	14,132	73,644	87,776
Department of Orthopedics	11,521	11,663	258	23,442	5,951	29,393	51,022	7,243	58,265
Department of Anesthesia, General Intensive Care Medicine and Pain Medicine	7,563	7,731	69	15,363	51,714	67,077	34,677	260,032	294,709
Department of Oral, Maxillary and Facial Surgery	7,540	8,317	95	15,952	3,777	19,729	43,102	7,706	50,808
Department of Urology	7,412	9,977	29	17,418	8,415	25,833	51,968	19,801	71,769
Department of Ear, Nose and Throat Diseases	16,518	14,466	50	31,034	14,573	45,607	93,530	33,688	127,218
Department of Ophthalmology and Optometrics	25,064	30,993	122	56,179	15,689	71,868	287,805	35,830	323,635
Department of Obstetrics and Gynecology	24,867	29,703	25	54,595	16,946	71,541	219,487	105,844	325,331
Department of Neurology	13,524	7,899	20	21,443	12,502	33,945	46,044	27,125	73,169
Department of Psychiatry and Psychotherapy	5,034	6,807	20	11,861	32,856	44,717	19,489	60,467	79,956
Department of Child and Adolescence Psychiatry	2,679	8,271	42	10,992	7,786	18,778	25,732	28,041	53,773
Department of Psychoanalysis and Psychotherapy	226	2,214	1	2,441	84	2,525	4,664	98	4,762
Department of Radiology and Nuclear Medicine	84,359	18,612	900	103,871	128,997	232,868	219,191	251,910	471,101
Department of Radiotherapy	11,826	43,917	679	56,422	15,877	72,299	158,340	48,049	206,389
Department of Pediatrics and Adolescent Medicine	37,245	37,047	2,686	76,978	34,147	111,125	1,137,604	464,601	1,602,205
Institute of Pathology							277,142	220,401	497,543
Department of Blood Group Serology and Transfusion Medicine	1,174	3,812	318	5,304	17,812	23,116	76,836	203,136	279,972
Department of Hospital Hygiene and Infection Control	49	91		140	1,174	1,314	349	1,201	1,550
Institute of Neurology							10,462	13,037	23,499
Department of Emergency Medicine	56,992	13,187	45	70,224	10,650	80,874	244,540	35,974	280,514
Institute of Laboratory Medicine							4,719,840	6,995,585	11,715,425
Central operation area	1			1	73	74	2	94	96
Vienna General Hospital Total	539,611	566,777	6,377	1,112,765	618,698	1,731,463	9,455,203	9,513,806	18,969,009

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 annual financial statement for 2015 was audited by KPMG Austria Ltd and given an unqualified auditor's opinion.

The implementation of the Vienna Hospital Concept 2030 also included the start of the project SOUND in 2013 aiming at optimizing the material expenses and procurement processes. Implementing the measures derived from the project will take until 2017.

Balance Sheet as of 31 December 2015

Fixed assets (not including low-value assets) at the Business Unit Vienna General Hospital are financed mainly by investment subsidies (mostly City of Vienna, ARGE-AKH, Vienna Health Fund, Federal Government and Medical University of Vienna). Correspondingly, investment subsidies are recorded in equity capital that essentially correspond to the Business Unit Vienna General Hospital's fixed assets' book value. The prerequisite for the attribution of the investment subsidies to equity capital is the security of available funds based on the multiannual planning according to Art 16 of the Statute of the Vienna Hospital Association as amended.

Project SOUND includes a very intense controlling of the volatile medical material expenses from the medical-content point of view. The cost development in 2015 without Oncology is on a downward trend due to intense controlling activities compared to 2014. The actual data for 2015 shows a significant improvement of the development of medical material needs without Oncology as compared to the previous year. This development confirms effective controlling of costs through quantity and products in all areas except Oncology.

Profit and Loss Account for the Business Year 2015

Revenues decreased in 2015 by 12 million Euros, revenues from operating activities decreased by 0.4 million Euros. The service remuneration from the Vienna Health Fund for inpatient treatment which is included in the revenue from inpatient treatment, however, has increased as compared to the previous year.

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Balance Sheet as of 31 December 2015

Assets

	31/12/2015 EUR	31/12/2014 KEUR
A. Fixed assets		
I. Intangible assets		
Licenses, intellectual rights and similar rights and advantages as well as licenses derived from these	6,275,126.68	5,614
II. Tangible assets		
1. Real estate, rights equal to real estate and buildings, including buildings on third party's land	1,624,331,589.80	1.654,386
2. Technical equipment and machinery	70,160,805.30	74,926
3. Furniture and fixtures	42,207,116.89	43,117
4. Advance payments and work in progress	13,972,263.24	50,024
	<u>1,750,671,775.23</u>	<u>1,822,453</u>
	1,756,946,901.91	1,828,067
B. Current assets		
I. Inventories		
1. Raw materials and supplies	24,747,099.83	26,300
2. Services not yet chargeable	<u>2,440,659.26</u>	<u>2,632</u>
	27,187,759.09	28,932
II. Receivables and other assets		
1. Trade accounts receivable	117,765,103.94	125,554
2. Accounts due from affiliated companies	57,697,750.59	61,912
3. Other receivables and assets	<u>47,112,138.69</u>	<u>60,116</u>
	222,574,993.22	247,582
III. Cash and cash equivalents	<u>98,397.54</u>	<u>106</u>
	249,861,149.85	276,619
C. Prepaid expenses	<u>625,222.98</u>	<u>10,217</u>
	<u>2,007,433,274.74</u>	<u>2,114,903</u>

Liabilities

	31/12/2015 EUR	31/12/2014 KEUR
A. Equity		
I. Own capital		
1. Nominal capital	26,299,838.54	26,300
2. Other reserves		
a) Clinic reserve	0	2,031
b) Investment reserve	18,606,519.01	26,797
c) Investment reserve special class	<u>12,069,304.89</u>	<u>9,963</u>
	30,675,823.90	38,791
3. Accumulated loss	-63,432,874.71	-63,888
loss carried forward included: EUR 63,888,339.46		
previous year: KEUR: 53,470		
	<u>-6,457,212.27</u>	<u>1,202</u>
II. Investment subsidies		
Applied investment subsidies	<u>1,714,913,171.47</u>	<u>1,790,397</u>
	1,708,455,959.20	1,791,599
B. Provisions		
1. Provision for severance payments	36,633,029.00	36,472
2. Other provisions	<u>95,275,268.30</u>	<u>89,515</u>
	131,908,297.30	125,988
C. Liabilities		
1. Liabilities to banks	63,883,197.92	82,435
2. Advance payments received	4,132,214.99	3,089
3. Accounts payable — trade	63,408,950.55	62,348
4. Liabilities to affiliated companies	1,328,862.22	898
5. Other liabilities	<u>34,033,028.73</u>	<u>48,314</u>
	166,786,254.41	197,084
D. Deferred income	<u>282,763.83</u>	<u>232</u>
	<u>2,007,433,274.74</u>	<u>2,114,903</u>

Profit- and Loss Account for the Business Year 2015

	2015 EUR	2014 KEUR
1. Revenues		
a) Revenue from operating activities	571,484,689.91	571,854
b) Contribution to operating expenses by the City of Vienna	121,674,530.73	132,744
c) Contributions by the federal state to the additional clinical expenses according to § 55 Z 2 KaKuG	31,568,203.63	32,212
	<u>724,727,424.27</u>	<u>736,811</u>
2. Change in services not yet chargeable	-191,015.27	97
3. Other operating income		
a) Income from the disposal of fixed assets	12,095.69	37
b) Income from the release of provisions	3,961,164.64	452
c) Income from the release of investment subsidies	116,221,041.54	95,670
d) Income from the reimbursement of expenditures for pensions paid	61,067,254.00	59,962
e) Other	127,796,109.95	118,684
	<u>309,057,665.82</u>	<u>274,804</u>
4. Cost of materials and outside services		
a) Cost of materials	-194,714,591.24	-192,014
b) Cost of outside services	-31,658,436.89	-32,069
	<u>-226,373,028.13</u>	<u>-224,082</u>
5. Human Resources expenses		
a) Wages	-36,675,068.64	-36,225
b) Salaries	-209,243,664.71	-200,518
c) Expenses for severance payments and payments to the employee welfare fund	-3,598,035.41	-5,277
d) Expenses for pensions	-62,961,742.12	-61,785
e) Expenses for mandatory social security contributions and other mandatory contributions depending on compensation	-47,658,909.22	-46,490
	<u>-360,137,420.10</u>	<u>-350,295</u>
6. Depreciation of intangible and tangible assets		
a) Planned	-99,916,475.27	-99,791
b) Unplanned	-17,278,072.42	0
	<u>-117,194,547.69</u>	<u>-99,791</u>

	2015 EUR	2014 KEUR
7. Other operating expenses		
a) Taxes, other than income taxes	-70,474,913.05	-69,687
b) Other	-269,873,180.86	-265,511
	<u>-340,348,093.91</u>	<u>-335,199</u>
8. Earnings before interest and tax (sub-total)	-10,459,015.01	2,345
9. Other interest and similar income	1,012.57	1
10. Interest and similar expenses	-579,708.64	0
11. Financial result (sub-total of items 9 and 10)	-578,696.07	1
12. Result from ordinary business operations = Shortfall / surplus for the year (subtotal)	-11,037,711.08	2,346
13. Release of reserves		
a) Other reserves	15,279,606.26	6,223
b) Not yet consumed investment subsidies	3,378,081.35	4,048
	<u>18,657,687.61</u>	<u>10,271</u>
14. Allocation to reserves (other reserves)	-7,164,511.78	-23,034
15. Profit / loss for the year (subtotal)	455,464.75	-10,418
16. Loss carried forward from previous year	-63,888,339.46	-53,470
17. Accumulated loss (total)	-63,432,874.71	-63,888

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