

# VIENNA GENERAL HOSPITAL ANNUAL REPORT 2018



 **qualityaustria**  
SYSTEMZERTIFIZIERT  
ISO 9001:2015 NR.08371/1

City of + Vienna

VIENNA GENERAL HOSPITAL —  
MEDICAL UNIVERSITY CAMPUS



---

**TABLE OF CONTENTS**


---

<b>1. INTRODUCTIONS</b>	<b>2</b>
Introduction by City Councillor Peter Hacker	2
Introduction by Director Herwig Wetzlinger	3
<b>2. SHORT PROFILE</b>	<b>5</b>
<b>3. CONSTRUCTION PROJECTS</b>	<b>7</b>
Contribution by Vice-Rector Oswald Wagner	9
<b>4. MEDICAL INNOVATIONS AND NEW HIGH-TECH-EQUIPMENT</b>	<b>11</b>
Leukemia: Medications Replace Chemotherapy	11
Improved Risk-Assessment of Thrombosis in Cancer Patients	11
New Remedy for Certain Form of Prostate Cancer	12
Pleural Mesothelioma: New Approach Against Local Spread	12
Rare Blood Disease: Hope for Resistance to Treatment	12
High-Tech in Ophthalmology	12
Latest Multi-Function Surgical Microscope	13
Shock Room CT Renewed	14
<b>5. FURTHER HIGHLIGHTS 2018</b>	<b>17</b>
European Platform	17
Pilot Project Online Appointments	18
Award for Medical Director	18
Nursing Prize for Neonatology	19
Quality Management	19
Lung Transplant for Niki Lauda	19
Age-Appropriate Working	20
Superheroes at the Vienna General Hospital	20
<b>6. OVERVIEW OF THE VIENNA GENERAL HOSPITAL</b>	<b>23</b>
Inpatient Treatment	23
Outpatient Treatment	25
Surgical Operations	25
Transplants	26
Staff	26
Management	27
Directorates	27
Clinical Structure	29
<b>7. PERFORMANCE DATA</b>	<b>32</b>
Performance Data Inpatients 2018	32
Performance Data Outpatients 2018	34
<b>8. BALANCE OF ACCOUNTS</b>	<b>37</b>
Balance Sheet as of 31 December 2018	40
Profit and Loss Account for the Business Year 2018	42

## INTRODUCTIONS

1

The Vienna General Hospital like no other hospital in Austria stands for the best possible medical care and cutting-edge medicine. Through the co-operation with the Medical University of Vienna, the Vienna General Hospital attains medical excellence in patient care, research and training, which guarantees the house an international top position. At the same time, the Vienna General Hospital stands for a fair healthcare system, because these achievements are equally available to all people — regardless of their income, their age, their origin or their gender.



Of course, the Vienna General Hospital will continue to be the leading institution in Viennese and Austrian healthcare in the future. The City of Vienna and the federal government will invest around 1.4 billion euros in the overhaul of the building over the next years. These investments apply to the existing infrastructure, which has to be adapted to modern requirements after 30 years of usage. But they also comprise the construction of new buildings, e.g. the Department of Child and Adolescent Psychiatry, as well as investments in new research facilities.

However, the most modern equipment does not help much if there is no well-trained and highly motivated staff. At the Vienna General Hospital, 9,000 employees ensure day after day that from minor injuries to the most serious illnesses, every single patient is given the best possible care and, in many cases, can leave cured. The physicians, the nursing staff, the medical-technology and the administrative staff, the personnel in the building services and the cleaning — everyone contributes to ensuring these great achievements in the treatment of thousands of patients every day.

For me, there is no doubt that the Vienna General Hospital will maintain its outstanding position in Austria and in international comparison. The City of Vienna will continue to support the extremely successful path of the Vienna General Hospital with the necessary funds.

**Peter Hacker**

City Councillor for Social Affairs, Public Health and Sports

In order to offer our patients medical care at the highest quality level, the Vienna General Hospital strives for stability and change at the same time. The shared management with the Medical University of Vienna enabled many processes to be reorganized, making them more efficient and effective for the best possible use of the resources made available. Additionally, we are optimizing our infrastructure. The Vienna General Hospital's buildings will be gradually renewed until 2030.



The first phase of this construction project has already taken shape with the establishment of the new Department of Child and Adolescent Psychiatry and the renewal of the Hospital Pharmacy and the Kitchen. The new area for the treatment of children and adolescents with psychiatric disorders will not only be well equipped but also significantly expanded. The conversion of the Hospital Pharmacy according to state-of-the-art science increases its performance capabilities. And the renovation of the Kitchen ensures that patients can continue to be supplied with freshly prepared food.

Cooperation is the key factor for the Vienna General Hospital's success. This also applies at the international level. In 2017, nine European university hospitals formed a joint platform, with the Vienna General Hospital and the Medical University of Vienna being founding members. Within the European University Hospital Alliance (EUHA), the partners support each other in the further development of their services for the patients as well as in research and training. In 2018, the EUHA met at the Vienna General Hospital and decided to deepen several cooperation projects. Federal President of Austria Alexander Van der Bellen welcomed the representatives in the Hofburg and expressly welcomed this European cooperation.

The ongoing process of change and optimization at the Vienna General Hospital presents many employees with challenges. Let me express my deep gratitude. It is they who make our achievements possible. Their commitment to the patients is a testimony of greatest human appreciation.

**Herwig Wetzlinger**

Director of the Business Unit Vienna General Hospital



## SHORT PROFILE

The Vienna General Hospital – Medical University Campus is Austria's biggest hospital. With its 9,000 employees, it provides medical excellence. In 2018, around 52,000 surgeries were performed, including 103 lung and 43 heart transplants.

Since 2016, the Vienna General Hospital and the clinical areas of the Medical University of Vienna have been jointly managed by the two institutions. The Medical University of Vienna is one of the most important biomedical research institutions in Europe. In addition, with around 8,000 students, it is the largest medical training center in the German-speaking world.

An essential element of the Vienna General Hospital and the Medical University of Vienna is the combination of patient care, research and training. In 2018, 80,000 patients were hospitalized and the ambulances were visited 1.2 million times. In the field of medical research, the Vienna General Hospital and the Medical University of Vienna have repeatedly achieved internationally recognized results. The research laboratories of the clinics and institutes are state-of-the-art. They cover an area of 24,500 square meters.

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

school for pediatric and adolescent nursing and a school for medical assistance professions, located at the Florida Tower.

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

The Vienna General Hospital's premises house an entrance building, a main building, the South Garden Departments as well as several attached buildings on 240,000 square meters. The main building consists of an 11-storey flat building and, on top of it, two 14-storey ward blocks — the green ward block and the red ward block. The green ward block accommodates mainly the surgical departments, while the red ward block mainly houses the departments of internal medicine. Altogether, the hospital provides 1,773 systemized beds.





## CONSTRUCTION PROJECTS

The Vienna General Hospital is in a phase of comprehensive structural renewal. This is based on the Construction Framework Contract, which was concluded between the City of Vienna and the Republic of Austria. The Construction Framework Contract includes 33 projects, which will be realized until 2030. In addition, it includes 41 smaller reinvestment projects in the areas of building, electrical and constructional technology. The first three projects of the Construction Framework Contract comprise the Department of Child and Adolescent Psychiatry, the Hospital Pharmacy and the Kitchen.

The future building for the treatment of children and adolescents with psychiatric illnesses is being renovated and enlarged since December 2018. At the new location, the Department of Child and

Adolescent Psychiatry will have more than 30 beds at two wards (one-bed and two-bed rooms) for inpatients and ten beds in the day clinic. At the same time, the two lecture halls already existing in the building are being renovated and new premises are created for the Heilstätten-schule of the City of Vienna, which is currently housed in a separate building. For the patients, green spaces and roof gardens are created as recreation areas. The new building will provide even better opportunities for innovative therapies and new research approaches. It will include an expanded sports offer, opportunities for neuro and biofeedback research and a virtual reality lab. The extension of the premises of the Department of Child and Adolescent Psychiatry also takes into account the increasing demand for such care in Austria.

3



Press conference on the new Child and Adolescent Psychiatry: Head of Department Paul Plener, Rector at the Medical University Markus Müller, City Councillor for Public Health Peter Hacker, Technical Director Siegfried Gierlinger, Director of the Vienna General Hospital Herwig Wetzlinger (from left to right)



As a result of its renewal, the Hospital Pharmacy of the Vienna General Hospital will be able to even better support patient care and clinical research. For example, the product range of individually prepared medicines can be expanded. Both the premises and the equipment are adapted to state-of-the-art science standards. The Hospital Pharmacy will then have, among other things, an automatic filling machine for ointments and eye-droppers, as well as a fully automated machine to facilitate the delivery of up to 15,000 drug packages per day to the wards. The new equipment will facilitate the work in the Hospital Pharmacy. The employees will then be able to assist the wards in their pharmaceutical logistics even more than before. At the same time, clinical-pharmaceutical care will be expanded at the wards, further optimizing the quality of the medical care.

The Kitchen of the Vienna General Hospital produces 9,500 portions of food every day. To ensure the highest quality level, the Kitchen will be com-

pletely refurbished. New devices provide increased automation for optimized working conditions and faster processes. The Kitchen will have an automatic roaster and electric mixers with a capacity of 300 liters. The new devices also further increase occupational safety and energy efficiency. The preparation of the food for the weekends will then follow the „Cook & Chill“ method. This means that it is pre-cooked and cooled and later warmed up without any loss of quality. Through this, fewer weekend services are needed. During weekdays, the meals still will be freshly cooked. By the way, almost half of the portions produced in the Vienna General Hospital are dietary foods (meals adapted to the medical needs of the patients). In order not to disturb the ongoing hospital operation, a provisional hall and a fully equipped replacement Kitchen were built directly adjacent. There, on 1,000 square meters the culinary well-being of the patients is being taken care of until 2020. Then the overhauled new Kitchen will go into operation.



For the past three years, the Medical University of Vienna and the City of Vienna have been jointly managing the Vienna General Hospital. Many projects have already been successfully implemented as part of this joint management. Thus, the General Medical Acute Care has become an internationally respected model of primary care upstream of the treatment at the Department of Emergency Medicine. Building on this, since this year we have been pursuing the project „Medical Office Center“ at the Vienna General Hospital, which should further relieve the outpatient clinics. To the Management Board, this appears to be the only way to reach the goal of reducing the outpatient treatment from a current 35 per cent share to a 28 per cent share regarding the total outpatient treatment of the Vienna Hospital Association.

Furthermore, a survey has been conducted regarding the satisfaction with the physicians' training at the Medical University of Vienna and the Vienna General Hospital. The findings of this survey have already led to further improvements. Progress is also made con-

cerning the overhaul of the Vienna General Hospital. The construction of the new building for the Department of Child and Adolescent Psychiatry has begun, the Hospital Pharmacy is being renovated and the planning for the Perinatal Center is progressing. The call for tenders for the Center for Translational Medicine and Therapies, which will become the structural and scientific link between pre-clinics and clinics, is in preparation.

In 2018, the Comprehensive Center for Pediatrics was commissioned and the grounds were laid for the Comprehensive Center for Cardiovascular Medicine and the Comprehensive Center for Perioperative Medicine. Additionally, a Center for Integrated Diagnostics and a Center for Infection Medicine are in the planning.

All these challenges are particularly promising because all employees of the Medical University of Vienna and the Vienna General Hospital are ready to go this way together. For this, I want to thank them very much.



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



## MEDICAL INNOVATIONS AND NEW HIGH-TECH-EQUIPMENT

State-of-the-art procedures, medicines and medical-technical infrastructure — the Vienna General Hospital does its utmost to provide its patients with the best possible care. A significant advance is the replacement of chemotherapy with new, better tolerated drugs in chronic lymphocytic leukemia. Furthermore, in the field of ophthalmology, technical advances bring tangible benefits to patients. You can now examine the retina for diabetic damage without first having to inject a contrast agent. In all disciplines, patients have the opportunity to participate in clinical trials and benefit from new, innovative medicines at an early stage. E.g. in 2018, the Vienna General Hospital participated in a study that successfully tested a remedy against metastasis in a specific form of prostate cancer.

### Leukemia: Medications Replace Chemotherapy

Chronic lymphocytic leukemia is the most common form of blood cancer. The Vienna General Hospital has been using drugs for this disease for two years, which have proved so effective that they completely replace chemotherapy since the beginning of 2019. Because they are much better tolerated, patients with chronic lymphocytic leukemia do not have the typical side effects of chemotherapy such as nausea, vomiting, hair loss, and inflammation of the mucous membranes. Another development in hematology concerns diffuse large B-cell lymphoma. A new therapy offers help for patients for whom all options have been exhausted. In CAR-T-cell therapy, a receptor is introduced into the T-lymphocytes, with the help of which the resulting CAR (Chimeric Antigen Receptor) T-cells

recognize and attack malignant B-cells. Within the framework of an international study in which the Vienna General Hospital was significantly involved, the efficacy of this treatment was demonstrated in 40 percent of the affected patients. In a follow-up study it should now be clarified why not all patients respond to the therapy and how this can be changed.



### Improved Risk-Assessment of Thrombosis in Cancer Patients

Cancer increases the risk of developing thrombosis. For each patient, it must be decided whether the individual risk makes the use of anticoagulants appear reasonable or not. To aid decision-making,

4

the Vienna General Hospital developed a predictive model that is simple and practical. To apply it, you only need two pieces of information. First, the assignment to a tumor risk group on the basis of the primary tumor. And second, a specific laboratory value (D-dimer), which can be determined in every hospital and many laboratories. Another decision aid could be a biomarker identified at the Vienna General Hospital. Researchers have found that in cancer patients an elevated level of the protein citrullinated histone 3 goes hand in hand with an increased risk of thrombosis.

#### New Remedy for Certain Form of Prostate Cancer

On average, 5,000 men contract prostate cancer each year in Austria. A new drug, Apalutamide, can be used to significantly delay the metastasis (by over two years) under certain conditions. These are: despite surgical intervention and hormonal therapy there continues to be a tumor focus, but the cancer has not spread to other parts of the body yet. The efficacy of Apalutamide was confirmed in an international phase-3 study, in which the Vienna General Hospital was significantly involved. The new substance has already been approved in the EU.

#### Pleural Mesothelioma: New Approach Against Local Spread

The pleura is a layer of tissue between the lungs and the rest of the ribcage. When this structure forms cancer cells, it is called a pleural mesothelioma. Researchers at the Vienna General Hospital have now identified messengers that promote local spread in a particularly aggressive subtype. The blockade of these messenger substances (fibroblast and epidermal growth factors) could lead to new treatment approaches.

#### Rare Blood Disease: Hope for Resistance to Treatment

Cold agglutinin disease is a rare subtype of anemia. It is an autoimmune disease that causes the liver to eat up the red blood cells. In addition to mild fatigue and shortness of breath, especially during exercise, typical signs of this anemia are sometimes painful skin lesions and increased symptoms after exposure to cold. At the Vienna General Hospital, a new substance against cold agglutinin disease was tested as part of the world's first clinical study. Sutimlimab halted accelerated red blood cell decomposition within one day in patients who did not respond to other therapies or stopped responding. They experienced a significant improvement as long as they received the drug. Sutimlimab, as a continuous treatment, opens up a new option for patients with cold agglutinin disease.

#### High-Tech in Ophthalmology

A new method allows to exam the retina for diabetic damage without contrast agent. The eye fundus is photographed and the image is analyzed



*The excimer laser is an important tool in refractive eye surgery.*



*A new surgical microscope at the Department of Neurosurgery offers physicians numerous advantages in complex brain surgery.*

by an algorithm. Within seconds, the computer provides a result that is more precise than any human expert could deliver. Diabetic retinopathy is the leading cause of severe vision loss at working age. In addition, the University Department of Ophthalmology and Optometry has a new excimer laser that works even faster and more precisely than its predecessor. This state-of-the-art device plays a vital role in refractive eye surgery. Among other things, it is used to smooth the cornea after injury or scarring. Through excimer laser treatment, patients with corneal transplantation achieve an imaging quality that allows visual acuity in the normal range. Patients with recurrent corneal erosions are also treated with the new de-

vice. Every year, around 250 patients at the Vienna General Hospital benefit from the high-tech laser.

#### Latest Multi-Function Surgical Microscope

Thanks to the ultra-high resolution display of a new surgical microscope at the University Department of Neurosurgery, the surgeons now have an even sharper on-screen view of their operating area. In addition, the system adjusts its distance to a predefined point independently. The surgeons do not need to constantly readjust and can work faster and even more precisely. In addition, the new surgical microscope offers an extra miniature optics that is held in the hand and can be inserted

into the operating area. This flexibility gives physicians insight into hard-to-reach areas. In addition, the new device has a fluorescence function. This makes it easier to differentiate between tumor tissue and healthy tissue.

#### Shock Room CT Renewed

Mainly severely injured patients are treated in the shock room of the Vienna General Hospital. There is an extra CT for vitally important treatment

decisions to be made as fast as possible. The CT has now been replaced by a newer model that can generate images even faster. It also produces sharper images, especially of vibrant structures like the heart or large arteries. Furthermore, the patients benefit from a significantly reduced radiation exposure. In the shock room of the Vienna General Hospital, two patients can be treated at the same time. The CT can be moved from one alarm position to another along a rail anchored in the ground.



*The new CT in the shock room of the Vienna General Hospital works even faster and more precisely than its predecessor model — and with less radiation exposure for the patients.*





## FURTHER HIGHLIGHTS 2018

Numerous successes mark the year 2018. The recently founded platform European University Hospital Alliance met at the Vienna General Hospital and decided to deepen its cooperation in patient care, research and training. A pilot project for making outpatient appointments via the internet has been started. The medical director of the Vienna General Hospital and the nursing team of the neonatal intensive care unit E10 received awards. The quality management system has been adapted to the latest standard. The three-time Formula One world champion Niki Lauda underwent lung transplantation at the Vienna General Hospital and was discharged into rehabilitation after two and a half months. The initiative NESTOR<sup>GOLD</sup> was introduced to support generation management even better. And WEGA officials disguised as superheroes delighted young patients.

### European Platform

The European University Hospital Alliance (EUHA) is a joint platform of nine major European university hospitals. In addition to the Vienna General Hospital and the Medical University of Vienna, it includes the Assistance Publique — Hôpitaux de Paris, the Barcelona Hospital Campus Vall d'Hebron, the Charité — Universitätsmedizin Berlin, the Erasmus University Medical Center Rotterdam, the Karolinska University Hospital Stockholm, the King's College Hospital London, the San Raffaele University & Research Hospital Milano and the Universitaire Ziekenhuizen Leuven. Launched in 2017, EUHA aims to represent the diversity and achievements of European university hospitals and help members to mutually support each other in further developing their services to patients, research and training.

5





Federal President Alexander Van der Bellen received the representatives of the European University Hospital Alliance in the Hofburg.

In addition, EUHA wants to be a strong, advisory voice in the European institutions on the future issues of university hospitals. In May 2018, the European University Hospital Alliance met at the Vienna General Hospital. At this gathering, it was decided to deepen several cooperation projects.

Afterwards, Federal President of Austria Alexander Van der Bellen received the representatives of the university hospitals for a talk in the Hofburg. For more information about EUHA visit their website: [www.euhalliance.eu](http://www.euhalliance.eu)

#### Pilot Project Online Appointments

Since 2018, for some outpatient departments of the Division of Orthopedics check-up appointments can be made online. This should make things easier for the patients and the hospital administration. Patients can register via the website of the Vienna General Hospital. If the pilot project proves successful, a gradual extension is planned.

#### Award for Medical Director

Gabriela Kornek, Medical Director of the Vienna General Hospital, was awarded the "Gesund & Fit" Award in 2018. This audience award honors



personalities who help to shape the future of health-care with commitment and empathy. Gabriela Kornek is a leading physician in the field of oncology and president of the association „Living with cancer“. Paul Sevelda, head of the gynecological-obstetric department of the Hospital Hietzing and president of the Austrian Cancer Aid, gave the ceremonial speech and handed her the award.

#### Quality Management

The Vienna General Hospital is committed to using the funds entrusted to it as efficiently and effectively as possible. A structured quality and risk management plays an essential role. For this reason, the Vienna General Hospital has implemented a quality management system certified according to the ISO 9001 standard. In 2018, the Vienna General Hospital was recertified and thus successfully implemented the conversion to the updated standard ISO 9001/2015.

#### Nursing Prize for Neonatology

The nursing team of the Neonatal Intensive Care Unit E10 at the Department of Pediatrics and Adolescent Medicine received the "PflegerIn mit Herz" Award. The members of this nursing team treat mainly preterm infants with less than one thousand grams birth weight as well as newborns and infants with rare diseases and special treatment needs. The jury of the „PflegerIn mit Herz“ initiative includes representatives of renowned NGOs in the field of nursing.

#### Lung Transplant for Niki Lauda

Due to a serious illness, Niki Lauda underwent lung transplant at the Vienna General Hospital in August 2018. The transplant was successful. About two and a half months later, the three-time Formula One world champion left the hospital in good general condition and began rehabilitation. The



The nursing team of the neonatal intensive care unit E10 proudly received the „PflegerIn mit Herz“ Award.



Vienna General Hospital is one of the top-4 centers worldwide for lung transplantation, in addition to Toronto, Cleveland and Hanover. Around 120 lung transplants are currently performed annually, and around 2,000 transplants were performed since 1989. On 22 February 2019, Niki Lauda celebrated his 70<sup>th</sup> birthday. Three months later, on 20 May 2019, he died midst his family.

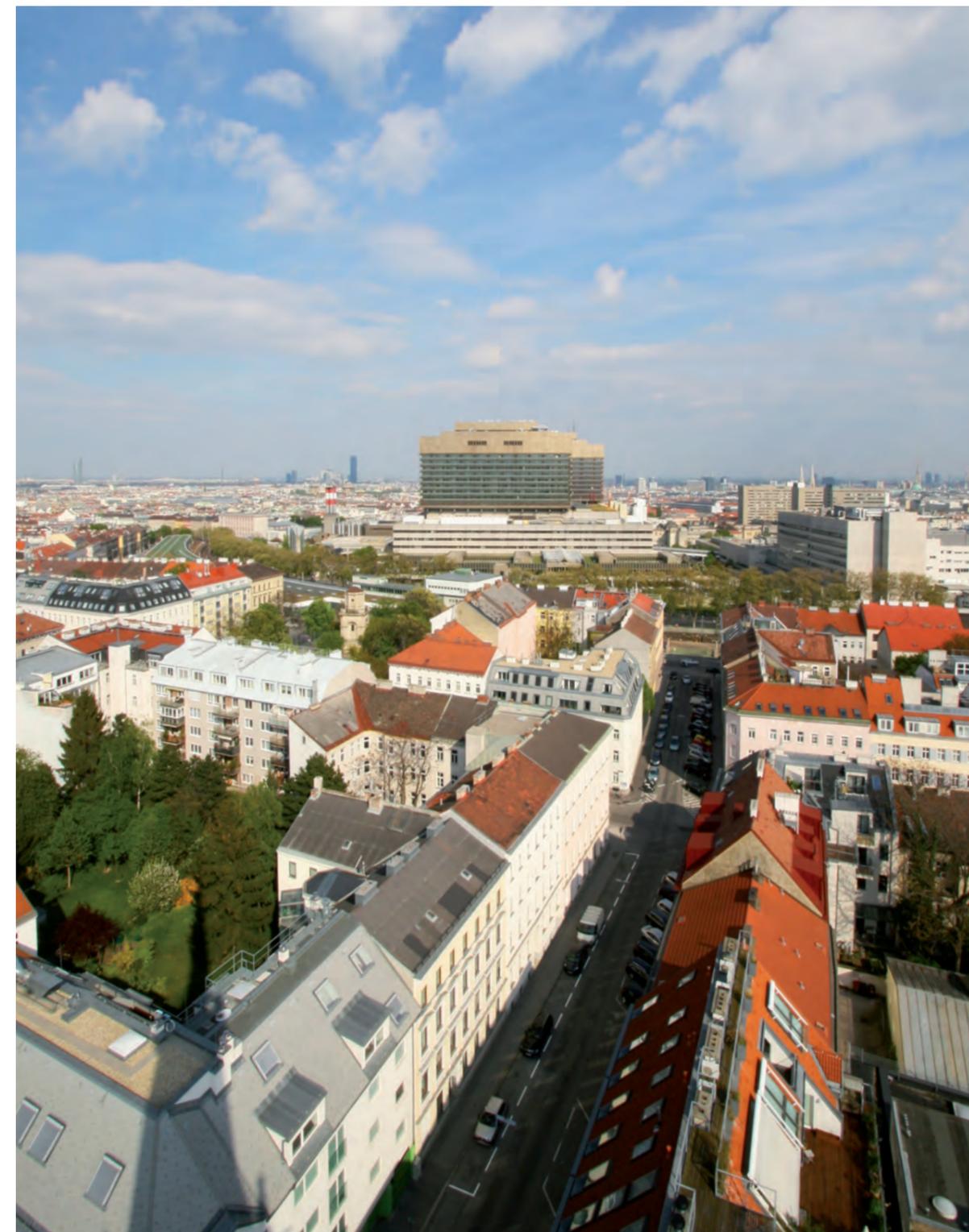
### Age-Appropriate Working

In the working world, different age groups have different approaches, resources, and wealth of experience. Promoting cross-generational and age-appropriate working means uniting the skills and abilities of all employees into one big whole. In this way, an organization can realize its full potential and employees benefit from a work environment that makes them more satisfied and allows them to stay in work longer. In 2018, the Vienna General Hospital initiated the pilot project „Generations in the Vienna General Hospital“. Its aim is to support an age-appropriate working culture and to establish appropriate structures with the aid of the NESTOR<sup>GOLD</sup> model. NESTOR<sup>GOLD</sup> is an initiative of the Federal Ministry of Social Affairs

and helps companies and organizations to shape their organizational structure according to generation and age as well as to consider the potential and needs of employees of all ages and at all stages of life. As an intermediate step on its path to the NESTOR<sup>GOLD</sup> quality seal, the Vienna General Hospital was awarded the certificate „NESTOR<sup>GOLD</sup> Bewegt“ by the Ministry of Social Affairs.

### Superheroes at the Vienna General Hospital

Patients at the Department of Pediatrics and Adolescent Medicine often have serious and complex illnesses and therefore need to stay in hospital for longer periods of time. To brighten up their day and give them courage, specialists of the police unit WEGA dressed up in superhero costumes and roped off the roof just in front of the children's windows. The young patients watched enthusiastically as Batman, Spiderman, Captain America, Iron Man, and many more waved them through the windowpanes. Afterwards, the superheroes met with the children to answer their questions and make photos.





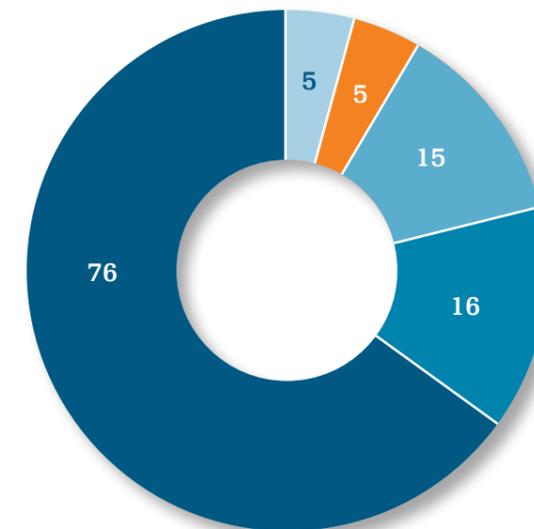
OVERVIEW OF THE VIENNA GENERAL HOSPITAL

6

Inpatient Treatment

Departments equipped with hospital beds:

117 (1,773 beds)

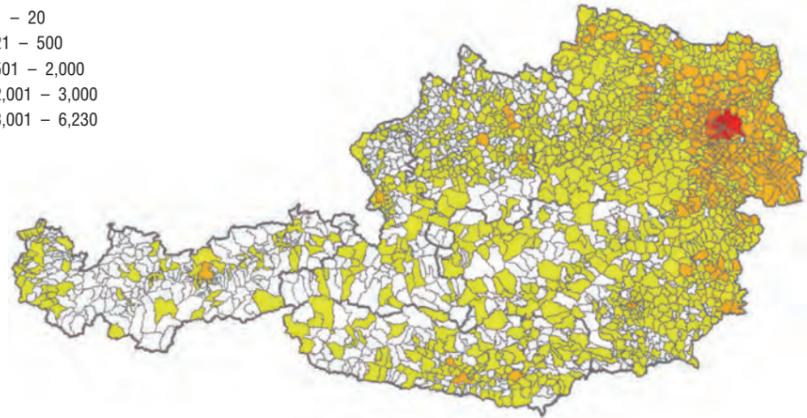


- Normal care units: 76 (1,403 beds)
- Intermediate care units: 16 (137 beds)
- Intensive care units: 15 (130 beds)
- Day clinics: 5 (41 beds)
- Week clinics: 5 (62 beds)

Inpatients admitted: 78,734
Inpatient days: 569,871
Average number of days spent: 5.6
1-day-stays: 15,403

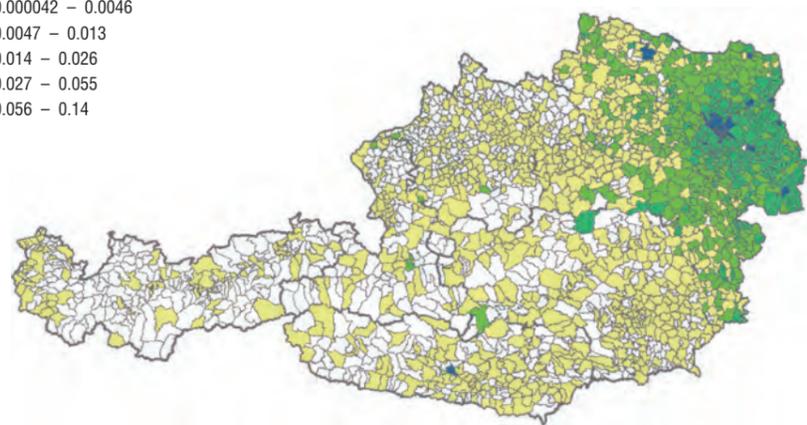
**Inpatients**

- 1 - 20
- 21 - 500
- 501 - 2,000
- 2,001 - 3,000
- 3,001 - 6,230



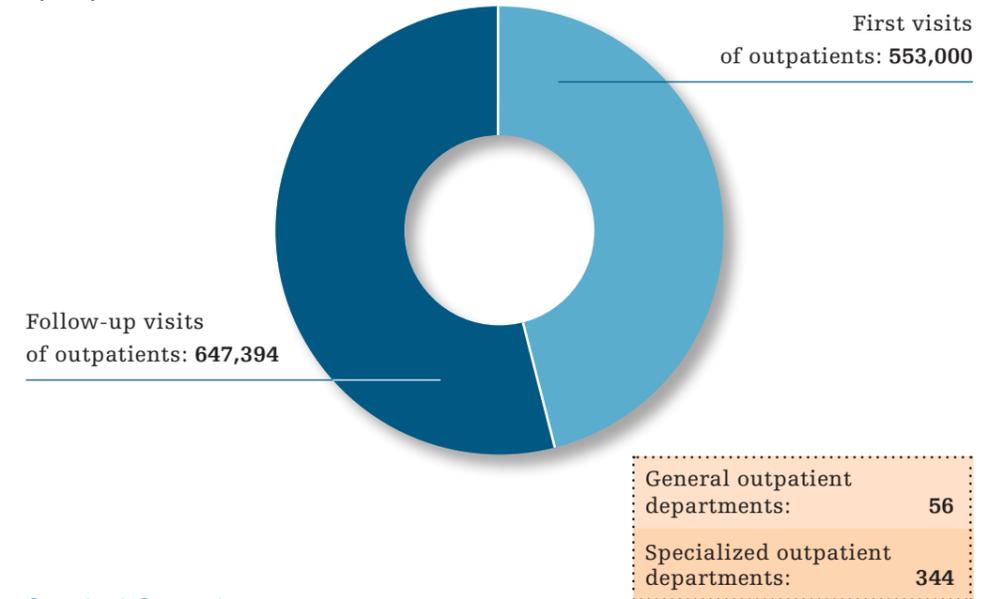
**Inpatients per inhabitant**

- 0.000042 - 0.0046
- 0.0047 - 0.013
- 0.014 - 0.026
- 0.027 - 0.055
- 0.056 - 0.14



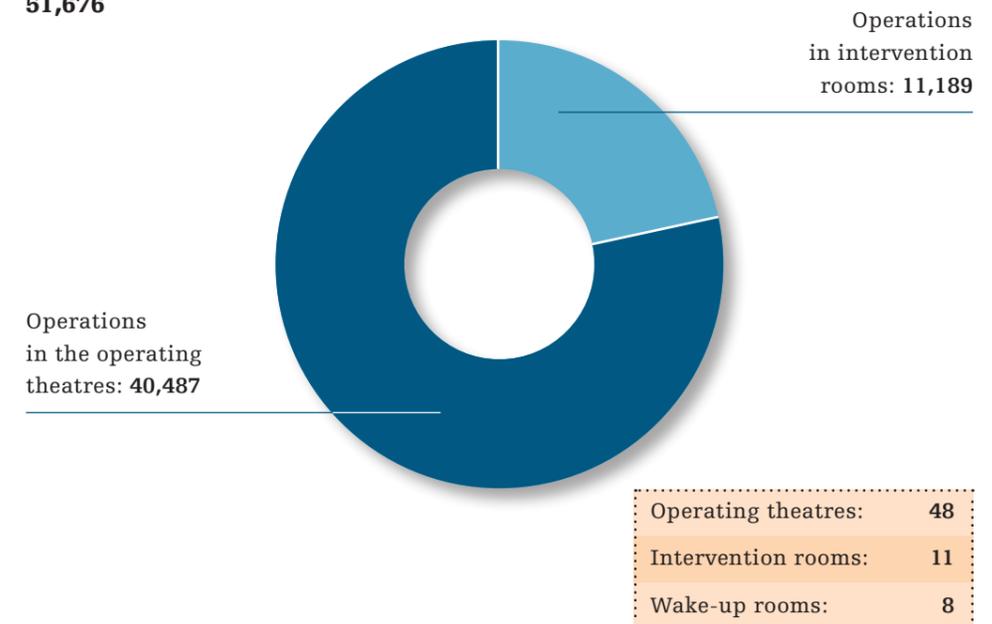
**Outpatient Treatment**

**Outpatient visits:  
1,200,394**



**Surgical Operations**

**Operations in total:  
51,676**



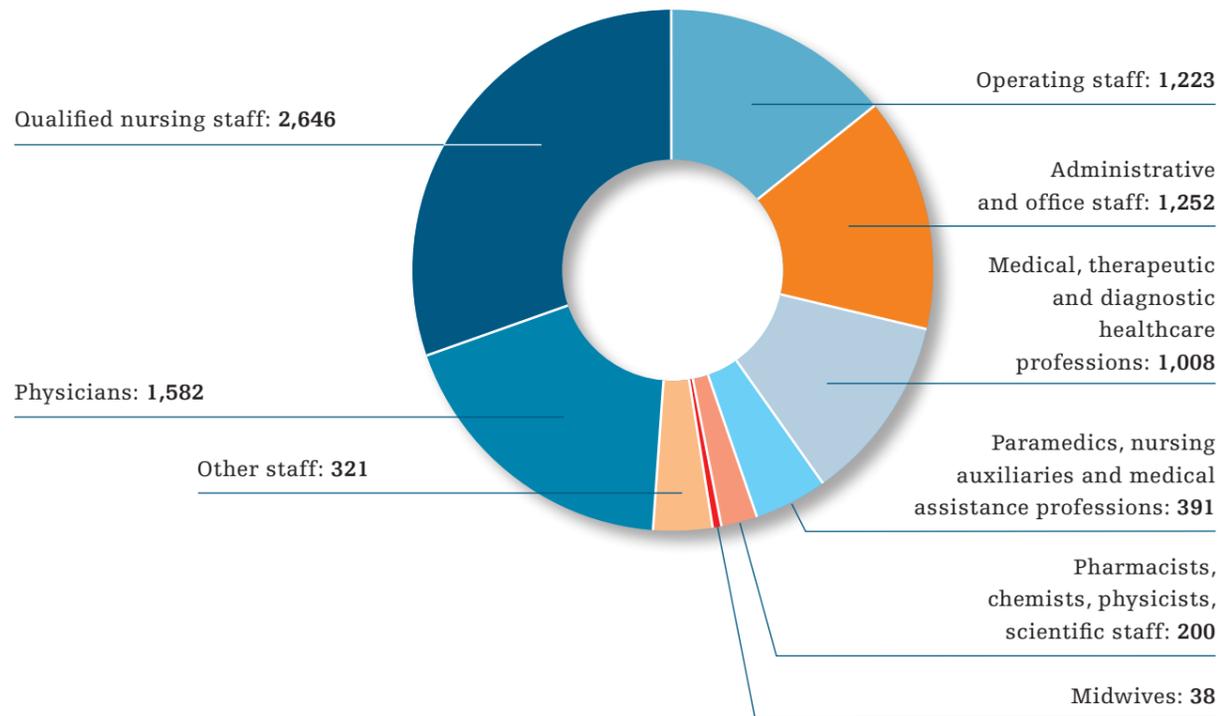
### Transplants

Kidney:	150
Liver:	57
Heart:	43
Lung:	103
Pancreas:	2
Bone marrow:	387

### Staff

**Staff total: 8,661**

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



### Management

**Director of the Business Unit:** Herwig Wetzlinger

**Medical Director:** Gabriela Kornek

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

**Head of Nursing:** Sabine Wolf

**Technical Director:** Siegfried Gierlinger



### Directorates

#### Directorate of the Business Unit

- Competence Center for Health and Safety Issues
- Hospital Hygiene
- Human Resources
- Information Center and PR
- Operating Theatre Management
- Quality and Risk Management
- Special Assistant to the Director
- Strategic Human Resources Development

#### Medical Directorate

- Bed Management / Discharge Management —
- Clinical Social Work
- Clinical Psychology
- Director's Assistant
- Healthcare Professions in Medicine, Therapy and Diagnosis
- Hospital Pharmacy
- Incident Handling and Prevention
- Medical Operations
- Medico-Economics
- Midwifery

**Nursing Directorate**

Director's Assistant  
Human Resources Management in the Nursing Sector  
Nursing and Operating Processes  
Nursing and Competence Development

**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  
Clinical Administration  
Controlling  
Director's Assistant/Contract Management  
Finance and Business Administration  
Medical Documentation Center



**Clinical Structure**

**Departments:**

**Department of Anaesthesia, Intensive Care Medicine and Pain Medicine**

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

**Department of Biomedical Imaging and Image-guided Therapy**

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

**Department of Blood Group Serology and Transfusion Medicine**

**Department of Child and Adolescent Psychiatry**

**Department of Clinical Pharmacology**

**Department of Dermatology**

**Department of Otorhinolaryngology**

Division of Otorhinolaryngology  
Division of Speech and Language Therapy

**Department of Emergency Medicine**

**Department of Infection Control and Hospital Epidemiology**

**Department of Medicine I**

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

**Department of Medicine II**

Division of Angiology  
Division of Cardiology  
Division of Pulmonology

**Department of Medicine III**

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

**Department of Neurology**

**Department of Neurosurgery**

**Department of Obstetrics and Gynecology**

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

**Department of Ophthalmology and Optometry**

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

**Department of Orthopedics and Trauma-Surgery**

- Division of Orthopedics
- Division of Trauma-Surgery

**Department of Pediatrics and Adolescent Medicine**

- Division of Neonatology, Intensive Care Medicine and Neuropediatrics
- Division of Pediatric Cardiology
- Division of Pediatric Nephrology and Gastroenterology
- Division of Pediatric Pulmonology, Allergology and Endocrinology
- Division of Pediatrics with special focus on Pediatric 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 Radiotherapy**

**Department of Surgery**

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

- Division of Transplantation
- Division of Vascular Surgery

**Department of Urology**

**Clinical Institutes:**

**Institute of Laboratory Medicine**

- Division of Clinical Microbiology
- Division of Clinical Virology
- Division of Medical-Chemical Laboratory Diagnostics

**Institute of Neurology**

**Institute of Pathology**

**Centers:**

**Comprehensive Cancer Center**

**Comprehensive Center for Pediatrics**



## PERFORMANCE DATA

### Performance Data Inpatients 2018

Departments	AUF	ENT	TRA	VST	VLA	VLE	BT	EPF	PFT	VWDBT	VWDPFT	BSY	BBE	TAB
Department of Anaesthesia, Intensive Care Medicine and Pain Medicine	120	10	88	135	2,557	2,670	14,478	4	14,694	5.2	5.3	21	20	20
Department of Biomedical Imaging and Image-guided Therapy	640	639	1		1	1	1,944	17	2,595	3.0	4.0	8	7	7
Department of Child and Adolescent Psychiatry	280	274	9		163	166	8,567	11	9,230	19.2	20.7	180	178	181
Department of Dermatology	1,676	1,652	9	14	204	219	11,495	456	13,225	6.1	7.0	149	134	135
Department of Emergency Medicine	4,633	1,329	592	208	3,269	764	1,842	1,365	3,395	0.3	0.6	77	70	71
Department of Medicine I	3,335	3,345	96	316	400	828	36,091	569	40,004	8.7	9.6	57	52	52
Department of Medicine II	6,021	6,572	100	102	1,969	2,727	33,835	1,824	40,705	3.9	4.7	44	42	42
Department of Medicine III	6,050	6,296	90	259	1,075	1,680	42,483	2,156	49,280	5.5	6.4	38	35	35
Department of Neurology	1,879	2,054	27	25	480	700	20,959	139	23,150	8.1	9.0	127	117	119
Department of Neurosurgery	1,767	1,592	234	25	1,378	1,445	16,901	17	18,609	5.2	5.8	37	30	30
Department of Obstetrics and Gynecology	9,158	9,150	19	20	1,397	1,416	32,526	577	41,898	3.1	4.0	48	38	38
Department of Ophthalmology and Optometry	5,515	5,506	3		45	41	2,884	4,249	8,430	0.5	1.5	123	113	114
Department of Oral, Maxillary and Facial Surgery	1,609	1,649	8	5	108	158	9,374	46	11,081	5.3	6.3	48	42	42
Department of Orthopedics and Trauma-Surgery	10,146	9,263	572	113	818	626	59,123	1,203	68,832	5.5	6.4	121	107	115
Department of Otorhinolaryngology	2,930	2,933	11	15	114	138	12,016	210	15,037	3.9	4.9	291	265	267
Department of Pediatrics and Adolescent Medicine	4,035	3,748	258	45	2,131	2,140	38,679	190	42,679	6.3	6.9	50	41	42
Department of Psychiatry and Psychotherapy	1,099	1,134	10	1	196	241	40,901	10	42,332	30.5	31.6	28	27	30
Department of Radiotherapy	1,756	1,689	31	37	177	182	9,464	132	11,245	4.9	5.8	48	32	32
Department of Surgery	11,366	10,981	575	132	5,178	5,485	79,710	1,670	91,265	4.7	5.4	126	116	116
Department of Urology	2,723	2,695	21	22	272	300	12,276	163	15,066	4.1	5.0	135	118	120
Joint Pediatric Ward	1,998	1,998	10		204	209	5,087	397	7,119	2.3	3.2	14	14	14
<b>Vienna General Hospital Total</b>	<b>78,734</b>	<b>74,509</b>	<b>2,764</b>	<b>1,474</b>	<b>22,136</b>	<b>22,136</b>	<b>490,634</b>	<b>15,403</b>	<b>569,871</b>	<b>4.9</b>	<b>5.6</b>	<b>1,770</b>	<b>1,598</b>	<b>1,622</b>

#### 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 2018

Departments and Clinical Institutes	ABF	AKO	FQSE	FQA	FQS	FQG	LAP	LSP	LPG
Department of Anaesthesia, Intensive Care Medicine and Pain Medicine	12,321	8,911	114	21,346	65,740	87,086	51,515	329,467	380,982
Department of Biomedical Imaging and Image-guided Therapy	93,104	22,218	802	116,124	123,832	239,956	215,624	214,849	430,473
Department of Blood Group Serology and Transfusion Medicine	1,545	5,366	222	7,133	18,550	25,683	97,544	224,264	321,808
Department of Child and Adolescent Psychiatry	1,879	10,809	21	12,709	7,475	20,184	28,627	30,517	59,144
Department of Clinical Pharmacology	17	1		18	23	41	17	23	40
Department of Dermatology	31,093	48,672	82	79,847	4,927	84,774	226,389	22,357	248,746
Department of Emergency Medicine	43,640	8,546	76	52,262	10,034	62,296	171,184	31,891	203,075
Department of Infection Control and Hospital Epidemiology	113	61		174	1,335	1,509	359	1,408	1,767
Department of Medicine I	18,378	63,875	43	82,296	4,388	86,684	267,600	13,715	281,315
Department of Medicine II	34,522	18,095	102	52,719	20,476	73,195	130,787	97,648	228,435
Department of Medicine III	32,500	77,216	72	109,788	30,563	140,351	692,372	153,375	845,747
Department of Neurology	14,086	8,508	14	22,608	13,088	35,696	47,142	29,325	76,467
Department of Neurosurgery	5,528	4,326	270	10,124	8,058	18,182	17,874	68,842	86,716
Department of Obstetrics and Gynecology	28,170	35,986	24	64,180	16,317	80,497	241,701	124,759	366,460
Department of Ophthalmology and Optometry	24,985	38,267	126	63,378	9,567	72,945	333,357	24,098	357,455
Department of Oral, Maxillary and Facial Surgery	7,724	10,569	112	18,405	3,905	22,310	53,094	8,437	61,531
Department of Orthopedics and Trauma-Surgery	86,377	66,563	222	153,162	40,275	193,437	273,941	75,159	349,100
Department of Otorhinolaryngology	16,763	14,794	57	31,614	13,801	45,415	91,970	37,580	129,550
Department of Pediatrics and Adolescent Medicine	34,330	44,032	1,478	79,840	29,056	108,896	262,126	78,174	340,300
Department of Physical Medicine, Rehabilitation and Occupational Medicine	8,856	39,580	5	48,441	117,017	165,458	127,399	275,448	402,847
Department of Psychiatry and Psychotherapy	5,865	15,102	10	20,977	25,202	46,179	30,012	48,397	78,409
Department of Psychoanalysis and Psychotherapy	234	1,755	1	1,990	56	2,046	3,782	76	3,858
Department of Radiotherapy	12,808	43,881	827	57,516	13,272	70,788	164,291	39,115	203,406
Department of Surgery	30,363	39,843	428	70,634	25,131	95,765	149,070	40,412	189,482
Department of Urology	7,793	15,152	23	22,968	7,891	30,859	61,319	18,323	79,642
Institute of Laboratory Medicine	6		135	141	9	150	5,710,741	6,457,873	12,168,614
Institute of Neurology							20,222	11,234	31,456
Institute of Pathology							181,786	288,846	470,632
Central Operation Area					70	70		130	130
<b>Vienna General Hospital Total</b>	<b>553,000</b>	<b>642,128</b>	<b>5,266</b>	<b>1,200,394</b>	<b>610,058</b>	<b>1,810,452</b>	<b>9,651,845</b>	<b>8,745,742</b>	<b>18,397,587</b>

**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 2018 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 2018 was prepared in accordance with the provisions contained in Section 189 et seqq. of the most recent amendment of the Austrian Commercial Code.

### Balance Sheet as of 31 December 2018

The non-current assets (with the exception of low-value assets) of the Vienna General Hospital are financed by investment subsidies provided by the City of Vienna, the Vienna Health Fund, the Federal State of Austria and the Medical University of Vienna. Investments in 2018 totaled 71.0 million euros (2017: 48.7 million euros). The high increase in value compared to the previous year results from the increased construction activity and will continue to increase with the continuous implementation of the Construction Framework Contract.

Within debt, both provisions and liabilities increased, with the share of non-current debt increasing. The increase in receivables from affiliated companies and cash and cash equivalents resulted in negative net debt as of the balance sheet date of 2018. As a result, the assets were larger than the debt capital.





### Profit and Loss Account for the Business Year 2018

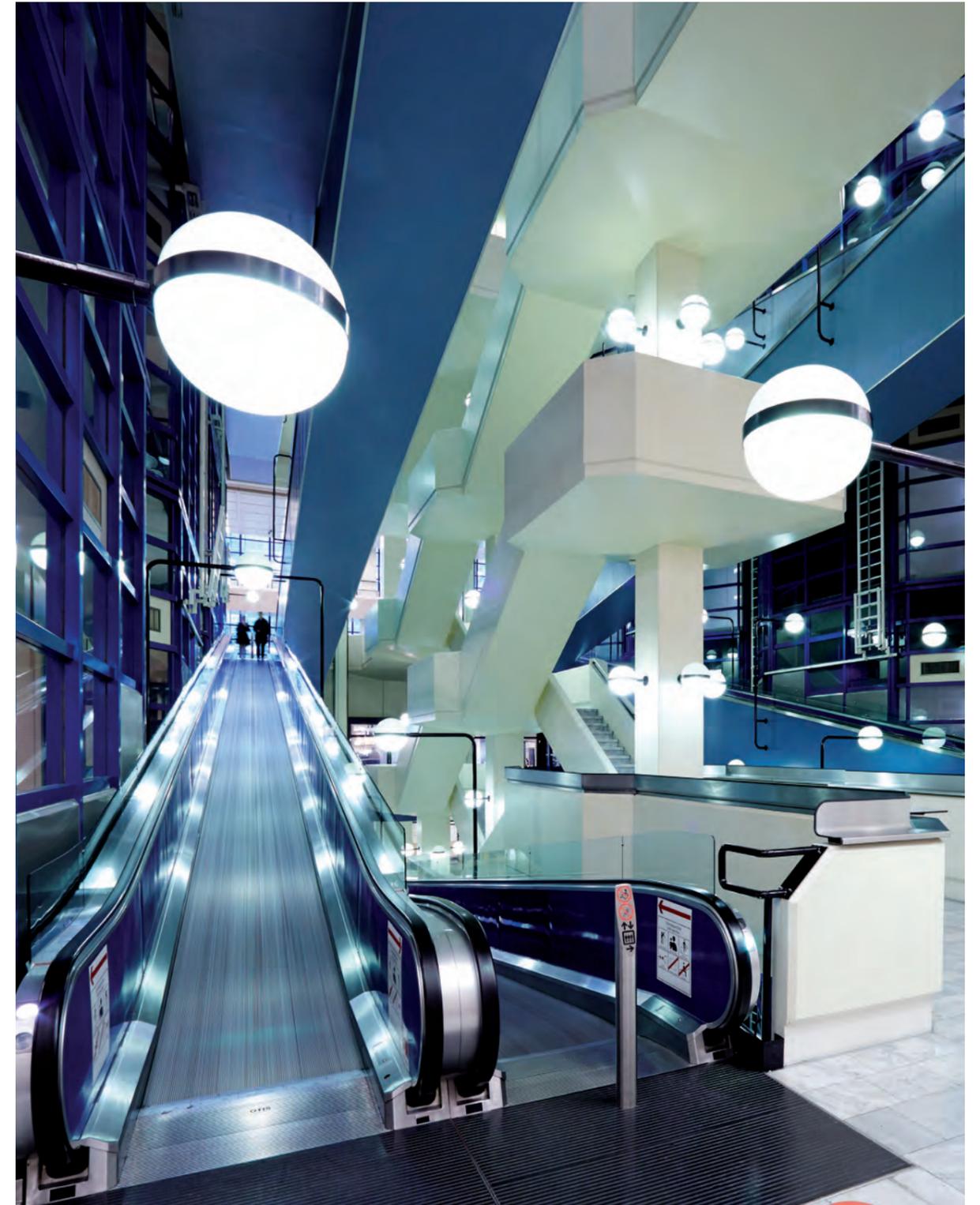
The service revenues were increased by around 10 million euros compared to the previous year. Although the introduction of the outpatient LKF-system on 1 January 2018 has led to a shift in services and revenues from inpatient to outpatient care, overall it had no negative effects on revenue development. As in previous years, the share of medical expenses in the oncological fields of treatment (personalized therapies) continued to increase, while the cost trend in other operating expenses could be kept constant.

With an average salary adjustment of 2.33 percent, personnel expenses increased by 5.63 percent or 20.9 million euros compared to the

previous year. The increase is mainly attributable to the new salary regulations of the City of Vienna, providing for higher starting salaries (with a flatter wage curve) for new employees.

The total staff of City of Vienna employees (regarding full-time equivalents) fell slightly to 5,855 (2017: 5,885). This is due to the relocation of IT-staff to the Municipal Department MA 01 — Wien Digital, which was newly established on 1 July 2018.

Due to the continued favorable earnings position and a higher allocation to the operating subsidy, combined with the consistent continuation of the control measures in medical expenses, a positive operating result of 5.8 million euros was achieved in the 2018 financial year.



## Balance Sheet as of 31 December 2018

### Assets

	12.31.2018 EUR	12.31.2017 TEUR
<b>A. Fixed assets</b>		
<b>I. Intangible assets</b>		
1. Rights and advantages	3,538,095.91	5,579
<b>II. Tangible assets</b>		
1. Real estate and buildings including buildings on third party's land	1,441,409,869.07	1,510,690
2. Technical equipment and machinery	64,390,003.92	65,347
3. Furniture and fixtures	47,378,713.57	42,905
4. Advance payments and work in progress	32,920,208.30	9,587
	<u>1,586,098,794.86</u>	<u>1,628,529</u>
	<b>1,589,636,890.77</b>	<b>1,634,108</b>
<b>B. Current assets</b>		
<b>I. Inventories</b>		
1. Raw materials and supplies	27,112,275.28	27,076
2. Services not yet chargeable	2,816,310.69	2,402
	<u>29,928,585.97</u>	<u>29,478</u>
<b>II. Receivables and other assets</b>		
1. Trade accounts receivable	129,146,314.30	125,108
of which > 1 year	0.00	0
2. Accounts due from affiliated companies	89,517,261.35	105,927
of which > 1 year	0.00	0
3. Other receivables and assets	122,934,229.82	68,919
of which > 1 year	0.00	0
	<u>341,597,805.47</u>	<u>299,953</u>
<b>III. Cash and cash equivalents</b>	59,663,918.71	650
	<u><b>431,190,310.15</b></u>	<u><b>330,081</b></u>
<b>C. Prepaid expenses</b>	<b>13,291.10</b>	<b>17</b>
	<u><b>2,020,840,492.02</b></u>	<u><b>1,964,206</b></u>

### Liabilities

	12.31.2018 EUR	12.31.2017 TEUR
<b>A. Negative equity</b>		
I. Nominal capita	26,299,838.54	26,300
II. Accumulated loss	-58,133,658.44	-63,889
loss carried forward included: EUR 63,889,299.63 previous year: TEUR 73,734		
	<u><b>-31,833,819.90</b></u>	<u><b>-37,589</b></u>
<b>B. Special item for investment subsidies</b>		
I. Applied investment subsidies	1,589,636,890.77	1,634,108
II. Available investment subsidies	163,388,107.09	94,762
	<u><b>1,753,024,997.86</b></u>	<u><b>1,728,870</b></u>
<b>C. Provisions</b>		
I. Provision for severance payments	42,040,700.00	40,821
II. Other provisions	124,980,297.64	107,418
	<u><b>167,020,997.64</b></u>	<u><b>148,238</b></u>
<b>D. Liabilities</b>		
I. Liabilities to banks	45,204,060.69	49,462
of which < 1 year	45,204,060.69	47,799
of which > 1 year	0.00	0
II. Advance payments received	4,795,844.80	3,553
of which < 1 year	3,659,186.12	2,553
of which > 1 year	1,136,658.68	999
III. Accounts payable — trade	54,831,374.33	44,106
of which < 1 year	54,831,374.33	44,106
of which > 1 year	0.00	0
IV. Liabilities to affiliated companies	750,546.24	709
of which < 1 year	750,546.24	709
of which > 1 year	0.00	0
V. Other liabilities	26,962,825.97	26,333
of which, taxes	0.00	0
of which, arising from social security	173,525.62	172
of which < 1 year	26,789,300.35	26,274
of which > 1 year	0.00	59
	<u><b>132,544,652.03</b></u>	<u><b>124,163</b></u>
of which < 1 year	131,234,467.73	123,104
of which > 1 year	1,136,658.68	1,059
<b>E. Deferred income</b>	<b>83,664.39</b>	<b>524</b>
	<u><b>2,020,840,492.02</b></u>	<u><b>1,964,206</b></u>

## Profit and Loss Account for the Business Year 2018

	12.31.2018 EUR	12.31.2017 TEUR
<b>1. Revenues</b>		
a) Revenue from operating activities	654,081,481.14	644,249
b) Reimbursed operating expenses	162,432,656.78	117,228
c) Contributions to the additional clinical expenses	37,241,579.88	36,364
	<u>853,755,717.80</u>	<u>797,841</u>
<b>2. Change in services not yet chargeable</b>	414,784.49	-162
<b>3. Other operating income</b>		
a) Income from the disposal of fixed assets	80,313.67	71
b) Income from the release of provisions	3,980,550.85	2,568
c) Income from the release of investment subsidies	112,039,368.75	112,622
d) Income from the reimbursement of expenditures for pensions paid	68,401,856.50	65,045
e) Other	112,450,880.17	120,713
	<u>296,952,969.94</u>	<u>301,019</u>
<b>4. Cost of materials and outside services</b>		
a) Cost of materials	233,501,313.06	217,946
b) Cost of outside services	33,855,139.24	32,071
	<u>-267,356,452.30</u>	<u>-250,018</u>
<b>5. Human resources expenses</b>		
a) Wages	38,377,929.15	36,393
b) Salaries	226,467,559.52	213,953
c) Social expenses	127,971,024.47	121,528
of which expenses for pensions	70,446,862.32	67,048
of which expenses for severance payments and payments to the employee welfare fund	5,565,809.74	4,141
of which expenses for mandatory social security contributions and other mandatory contributions depending on compensation	51,958,352.41	50,339
	<u>-392,816,513.14</u>	<u>-371,874</u>
<b>6. Depreciation of intangible and tangible assets</b>		
a) Planned	112,995,235.84	113,764
b) Unplanned	2,265,572.22	1,903
	<u>-115,260,808.06</u>	<u>-115,667</u>
<b>7. Other operating expenses</b>		
a) Taxes, other than income taxes	78,299,957.80	74,148
b) Other	291,635,297.05	277,004
	<u>-369,935,254.85</u>	<u>-351,152</u>
<b>8. Earnings before interest and tax (subtotal)</b>	<b>5,754,443.88</b>	<b>9,987</b>

	12.31.2018 EUR	12.31.2017 TEUR
<b>9. Other interest and similar income</b>	1,635.43	10
<b>10. Interest and similar expenses</b>	<u>-438.12</u>	<u>-153</u>
<b>11. Financial result (sub-total of items 9 and 10)</b>	<b>1,197.31</b>	<b>-143</b>
<b>12. Surplus for the year (subtotal)</b>	<b>5,755,641.19</b>	<b>9,845</b>
<b>13. Loss carried forward from previous year</b>	<u>-63,889,299.63</u>	<u>-73,734</u>
<b>14. Accumulated loss (total)</b>	<b><u>-58,133,658.44</u></b>	<b><u>-63,889</u></b>

**Imprint:**

**Media proprietor and publisher:**

Vienna General Hospital — Medical University Campus  
Währinger Gürtel 18—20, 1090 Vienna

**Layout:** stadt wien marketing gmbh

**Photographs:** AKH Wien; PID/David Bohmann (page 2); AKH Wien, Felicitas Matern (page 3); AKH Wien, Florian Mair (page 6, 16, 17, 22, 27, 38, 39);

PID/Alexandra Kromus (page 7); AKH Wien, George Kaufersch (page 8, 10, 11, 15, 28, 31, 37); MedUni Wien/Felicitas Matern (page 9);

Carina Karlovits/HBF (page 18); RM Austria/Adrian Langer (page 19)

**Printing:** AV+Astoria Druckzentrum

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.