

VANESSA'S DIARY

A personal quality report from
a Hirslanden hospital

WELCOME TO HIRSLANDEN

Dear reader,

“We are respected throughout Switzerland because we deliver measurable, top-quality medical outcomes and concentrate all our activities on the needs of our patients.” This guiding principle is an important part of our vision. But what does it mean from a patient’s perspective? How does the patient perceive Hirslanden and what fears and worries are they confronted with during their time at our hospital? How are they treated by the doctors and nursing staff, and what is the service like? In other words, how and where is quality a tangible part of their experience?

These are exactly the questions we at Hirslanden asked ourselves when it came to this year’s quality report. We are taking a completely new path this time around by dispensing with the usual facts and figures. Over the following pages, we instead invite you to read a very **personal quality report** from the point of view of our fictitious patient Vanessa Birrer. You can also find out about Vanessa’s experiences in a short film on her online blog at www.vanessas-diary.ch. The content is explained in an easily understandable way, as our patient is not only curious, but also gets to the point in typical journalistic fashion. Anyone who would still like to see the facts, figures and measurable results from the usual quality report can find everything they need in our redesigned quality section on the new Hirslanden website, where the official online quality report is also available to download.

With the quality report 2016/17 and everything it involves, we have consciously decided on a new approach. Vanessa’s diary is intended to provide an easy introduction to the important topic of quality. We thus want to offer you a vivid example of how we live and breathe quality at Hirslanden and how we work every single day to deliver you tangible and measurable quality.



On behalf of the Executive Committee and all of the colleagues at the Hirslanden Group, I wish you all the very best.

A handwritten signature in black ink, appearing to read 'Ole Wiesinger'.

Dr Ole Wiesinger
Chief Executive Officer





AT A&E

Well, it looks like I can wave goodbye to our trip to Tanzania. Instead, I've ended up here in hospital. My knee and my neck are hurting like crazy, and I didn't know where I was at first when I was admitted to A&E. Why on earth did I have to try out my old inline skates? I was wearing them when I went to look for my flippers, and down the stairs I went. I was in so much pain that I felt terrible. Fortunately, my neighbour found me and took me to the hospital - one belonging to the Hirslanden Group. I thought that this hospital was for private patients only. However, I soon found out that with its 17 hospitals, the Hirslanden Group runs the largest medical network in Switzerland and almost half of their patients numbering over 100,000 have general insurance. Most importantly, the majority of the clinics have an A&E department and an outpatient surgical centre. This is practical in my case, as everything is found under one roof. The emergency doctor Dr Morger examined me straight away, put me in a neck brace and gave me a wristband. "So we know exactly who we're treating," he explained. I just hope that my knee doesn't need to be operated on and that I can still go on my trip as planned.

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www.vanessas-diary.ch**





THE MOMENT OF TRUTH

To see the extent of the damage, I was examined from head to toe in the MRI machine. Fortunately, the examination showed that I only had a minor case of whiplash and no concussion. I was then allowed to take off the neck brace. However, my knee is a different story. My cruciate ligament is torn and I've also damaged my meniscus, which means I can't bend my knee very well. The orthopaedic surgeon Dr Gabor Cserhati already had his suspicions yesterday and explained what the next steps might be. An operation is now unavoidable, especially due to the meniscus injury. Without it, my knee will probably never be fully mobile again. My trip to Tanzania is now over before it has even begun.

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BODYPAINTING FOR A SAFE OPERATION

I was quite nervous before my operation. Whilst still on the ward, I had to mark which leg was injured. In addition to the obligatory arrow, I also drew a smiley face - maybe it will give the surgeons something to smile about as well! In the theatre, I was again asked what my name was, who was carrying out the surgery and which knee was injured. I found the whole situation a little strange, but it seems to be part of the routine here. Since 2009, patients at Hirslanden are asked once again about the procedure before each operation. This is known as the safe surgery checklist. It ensures that which procedure is carried out on whom, where and on which side is checked at various points.

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GOOD FOOD, GOOD HEALTH

I am gradually rediscovering my journalistic curiosity. I'm getting used to my crutches and have explored the hospital a little. Just think, meals are even cooked at night in the kitchen. I guess that one of the private patients fancied something to eat. I soon got talking to Martin the chef as he was preparing a meal. Everything looked delicious, and I was even offered a prawn to try. The food here is really tasty. There are different menus to choose from each day, all freshly prepared using seasonal ingredients. I took photos of all my meals. Martin also told me a little more about "diet food". At first, I thought that this was for patients who had to lose weight. However, as Martin explained, diet food simply means that the meals are adjusted according to the individual needs of the patients - such as allergies or certain restrictions following operations. In fact, diet food can even mean that patients have to put on weight. That wouldn't be a problem with food as good as this!

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80 QUESTIONS ON QUALITY

The day has finally come for me to go home. I am most looking forward to sleeping in my own bed. My nurse Ms Romanova explained that I will receive a questionnaire by e-mail in the next few days. I should answer 80 questions, which is much more than in other hospitals. This is all voluntary of course, but in the end it benefits the patients themselves. This is probably why one in every two patients participates. Incidentally, over 90 percent of those surveyed thought the quality of their treatment at a Hirslanden hospital was either very good or excellent. Ninety-eight percent would also definitely or probably recommend their Hirslanden hospital to others. I would too! Of course, I'd rather have been on a flight to Africa, but I'm pleased my treatment has gone so well. If everything continues to plan, I'll be fighting fit again in six months.

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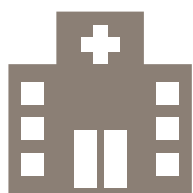


INFORMATION ABOUT HIRSLANDEN

The Hirslanden Private Hospital Group in figures, as of 1 July 2017

17

hospitals in 11 cantons



2,000

affiliated doctors



9,920

staff with employed doctors



As of 31 March 2017

100,293

inpatients



466,025

care days*



5,952

newborns



* based on midnight census, without newborns

The Hirslanden Private Hospital Group consists of 17 hospitals – many of which have an outpatient surgical centre and an A&E department – and runs 4 outpatient practice centres, 15 radiology centres and 4 radiotherapy centres. This makes it the largest medical network in Switzerland. With over 9,900 staff and around 2,000 affiliated doctors, the Hirslanden Group offers a comprehensive range of services across all levels of treatment, from basic care through to diagnostics and highly specialised university-level medicine.

The Hirslanden Group and its hospitals are on the hospital list of all 11 of their respective cantons, thus playing an important role in the provision of healthcare to the people of Switzerland. The proportion of patients with basic insurance is constantly growing across the Group, and has now reached 45 percent.

The quality of medical care, patient satisfaction and the resulting patient benefit are of the utmost importance at Hirslanden. This is why the Hirslanden Private Hospital Group has a highly developed quality management system and has published a quality report every year since 2010.



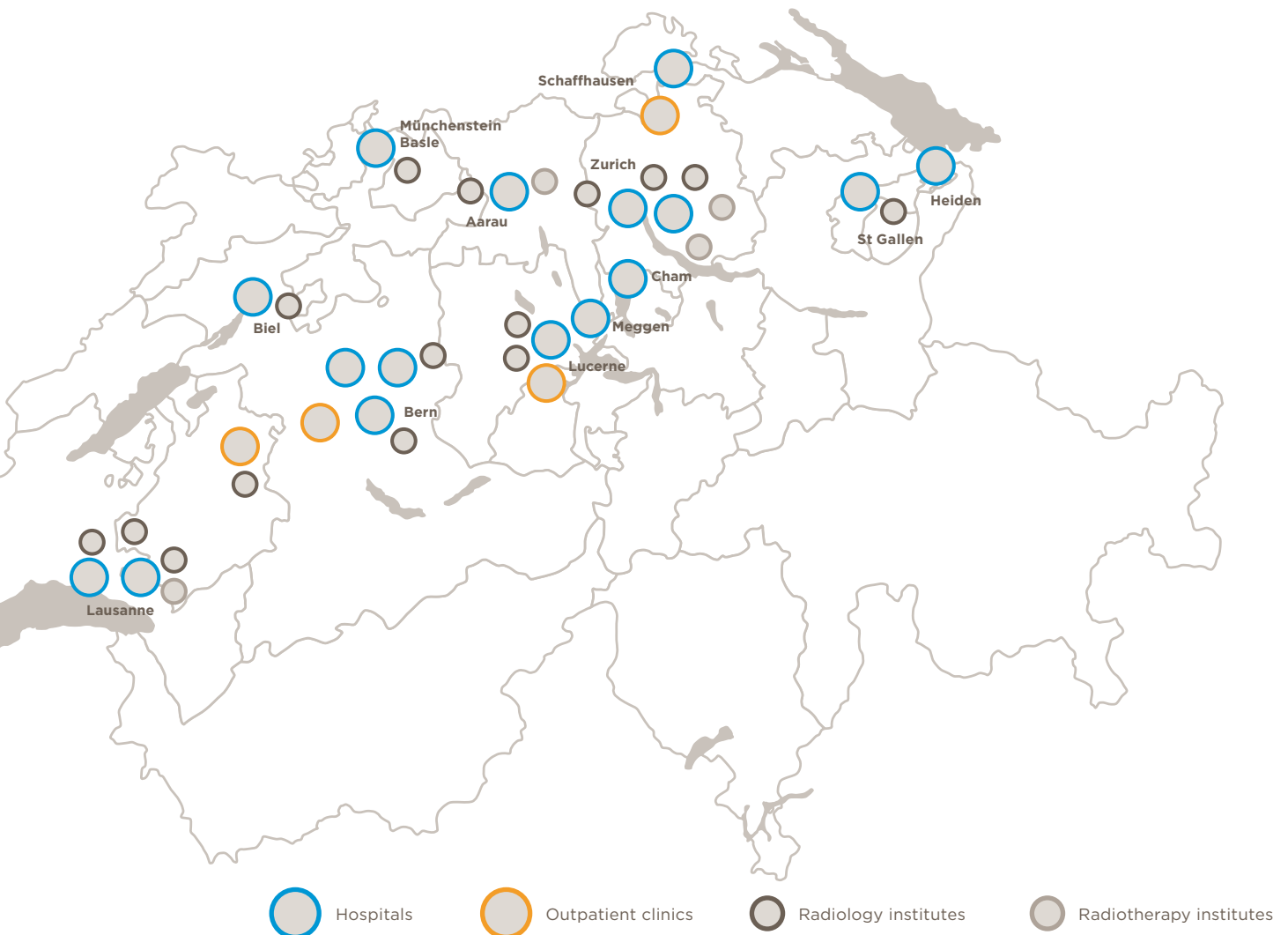
The most important consolidated figures for 2016/17

	2014/15	2015/16	2016/17	Change compared to 2015/16 in %
Patients				
Patients, maternity patients ¹	94,037	98,609	100,293	2%
Patient days ²	453,741	469,167	466,025	-1%
Length of stay	4.8	4.8	4.6	-2%
Turnover				
Turnover total (in CHF, millions)	1,563	1,647	1,704	3%
Turnover inpatient services (in CHF, millions)	1,222	1,288	1,318	2%
Turnover outpatient services (in CHF, millions)	262	275	300	9%
Other operating income (in CHF, millions)	79	85	86	1%
Number of employees				
Average FTEs ³	6,213	6,573	6,722	2%

¹ Inpatient admissions, without newborns

² Based on midnight census, without newborns

³ Apprentices, students and interns uniformly weighted, incl. employed doctors



Vanessa's story is loosely based on that of Miriam J., one of over 100,000 patients treated each year at a Hirslanden hospital. Following a skiing accident in 2016, Miriam J. underwent ACL reconstruction surgery at Salem-Spital in Bern. Vanessa is played by Morgane Ferru, while nurse Anna Romanova is portrayed by Olga Dinnikova. All other staff shown in the film are members of the team at Hirslanden Klinik Aarau.

You can find out more about Vanessa's experiences at Hirslanden under:
www.vanessas-diary.ch

THANKS

We would like to take this opportunity to offer our heartfelt thanks to all of the Hirslanden staff who are on hand around the clock to ensure that our patients receive optimal medical treatment and care of the highest quality.

Special thanks are also due to our over 100,000 patients, who place their trust in us time and again.

IMPRINT

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QUALITY REPORT 2016/17

Quality report 2016/17 (with detailed quality data):
www.hirslanden.ch/quality

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