

Welcome to West-Tallinn Central Hospital!

Boris Kirt

Management Board
Chairman



Main fields of activity

- West Tallinn Central Hospital (*AS Lääne-Tallinna Keskhaigla*) is a health care service provider comprising specialised clinics providing specialised in-patient medical care at the facilities of Meremeeste hospital, Merimetsa hospital, Nõmme hospital, Pelgulinna hospital, Pelgulinna maternity hospital and specialised ambulatory medical care at the facilities of Mustamäe polyclinic, Nõmme polyclinic, Kopli polyclinic and Väike-Õismäe polyclinic.



Number of employees

- In 2009, West Tallinn Central Hospital employed 1665 members of staff.

Mission Vision

- **Mission:** Competent and contemporary care at patient-friendly hospitals
- **Moto: Caring together!**
- **Vision :** Patient-friendliest hospital in Northern Estonia by year 2015, most trusted choice for family physicians and other partners.



Values

- **Patient-friendliness** – we treat patients politely and with care
- **Competence** - we have extensive experience and are competent in our field
- **Dependability** – we ensure that patients feel secure and we are a dependable partner
- **Ethics** – we respect the principles of medical ethics and value ethical relations with colleagues and partners
- **Development-focused** – we support the development of our personnel and are focused on change.



LÄÄNE-TALLINNA
KESKHAIGLA

- The Central Hospital operates pursuant to stage I of the functional development plan of West Tallinn Central Hospital approved by 26 June 2006 directive No 159 of the Minister of Social Affairs and stage II of the functional development plan of West Tallinn Central Hospital approved by 9 March 2007 directive No 42 of the Minister of Social Affairs.



In order to further implement the development plan and secure the future, the West Tallinn Central Hospital management board developed a strategic management system in September to December 2009 together with heads of clinics and other relevant unit heads. West Tallinn Central Hospital has prepared its strategy for 2010 – 2015 and the strategies of clinics, which derive from the organisation's strategy.

Current and future customer groups

- The Central Hospital's customers are citizens residing in Estonia to whom the Central Hospital provides health care services now and in future.

Current and future markets

- The main market for the Central Hospital is the regions of Harju and Northern Estonia of Estonian Health Insurance Fund.



Main resources and assets

- The Central Hospital's primary resource is its health care staff.
- Assets owned by the Central Hospital:
- buildings, (medical) technology, intangible assets (knowledge, skills, design of new systems/processes, etc.).



The most important partners of West Tallinn Central Hospital are:

■ **Estonian Health Insurance Fund (EHIF)**

Volumes of health care services are planned jointly across fields of activity.

The Health Insurance Fund is the primary entity ordering health care services and financial resources are generated by annual contracts signed with the Health Insurance Fund.

■ **Family Physicians**

The Central Hospital provides health care services in co-operation with family physicians.

Family physicians advise patients in their choice of specialised medical care and purchase diagnostic



The most important suppliers of West Tallinn Central Hospital are:

- Pharmaceutical companies
- Pharmaceuticals and medical supplies are needed for providing health care services.
- Medical equipment companies
- Acquisition, maintenance and training of medical equipment are important for the Central Hospital to provide health care services.



Serving the society, meeting the needs of interest groups

- West Tallinn Central Hospital polyclinics are located in multiple districts: Haabersti, Mustamäe, Nõmme, Põhja-Tallinn, Kristiine. It is important from the society standpoint that patients receive treatment at their local polyclinic.
- The Central Hospital provides supplementary health care services exceeding the contractual value with Estonian Health Insurance Fund as well as fee-charging services.
- In partnership with the city of Tallinn and the National Institute for Health Development, social aid projects have been launched, targeting drug and alcohol addicts, HIV-positives, homeless, etc.

Key financial data

	2007	2008	2009
Revenue	539,453,962	603,478,415	588,652,439
Balance sheet total	404,921,989	400,283,829	407,031,656
Profit	-10,045,357	1,564,554	23,424,975

Importante developments in 2009

- Completion of the family centre and cloakroom facilities at the Women's Clinic
- Renovation of the Communicable Disease Clinic
- Merging of the Centre for Anesthesiology and Intensive Care and the Surgery Clinic into Surgery and Anesthesiology Clinic
- Building of a personnel cloakroom at Meremeeste Hospital
- **In 2008**, emergency medicine and intensive care departments were renovated and in **2007**, nephrology and endoscopy departments were renovated.
- Throughout these years, various medical equipment has been acquired and renewed (laparoscopic systems, endoscopes, gastroscopes, ultrasonic systems, etc.).

Caring together !

