



The 40th Annual Meeting of the Euro Working Group on Operational Research Applied to Health Services (ORAHS 2014)

The ORAHS 2014's Conference Theme:
For Better Practices in Health Care
Management

Visit from the Conference Attendees to the Santa Maria Hospital, in Lisbon

Santa Maria Hospital
North Lisbon Hospital Centre

Mr Carlos Martins, Chairman
July 22nd, 2014





Portugal Map





Inhabitants 10,562,178







Santa Maria Hospital
Since 1953

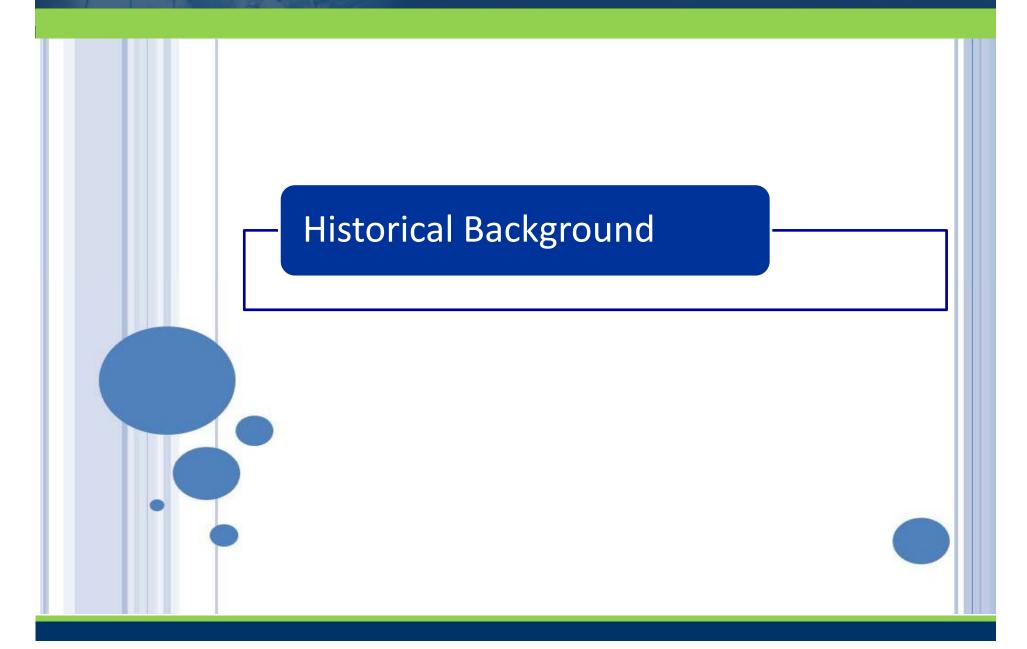
North Lisbon Hospital Centre

Pulido Valente Hospital Since 1910













North Lisbon Hospital Center

The North Lisbon Hospital Center was created on March the 1st 2008, by Decree-Law Nr. 23/2008, dated February the 8th 2008, and resulted from the fusion of Santa Maria Hospital and Pulido Valente Hospital. These are two important University Schools, worth being mentioned in the Portuguese National Health Service.

The North Lisbon Hospital Center has considerable abilities in human resources, in applied technologies and in accumulated know-how, along with the support it renders to the populations from its area of direct influence, and with the guarantee of a differentiated reference in multiple clinical areas, both regionally and nationwide, and including in the Portuguese-speaking African Countries (the PALOP).





Santa Maria Hospital

Has been established in 1953 and is an university hospital of the Portuguese National Health Service.

It is the nuclear unit for the clinical teaching of the Faculty of Medicine of Lisbon.

Performs integrated functions of:

- Health care, focused on technical differentiation;
- Pre-graduate teaching and post-graduate and continued training;
- Innovation and clinical research.

Covers its area of direct influence (Northern Lisbon Health Unit) and affords differentiated health care in multiple clinical areas to the Portuguese, foreign residents and the PALOP's (African Countries with Portuguese as an Official Language) population.





Pulido Valente Hospital

In 1909, Queen D. Amélia gave instructions for a hospital to be built and it was by then denominated "Hospital de Repouso de Lisboa" (*Lisbon Resting Hospital*).

It was primarily dedicated to the combat against Tuberculosis and in 1910, it was re-named, this public health unit, as "Sanatório Popular de Lisboa" (*Lisbon Popular Sanatorium*).

In 1975, this hospital was re-named once again, in homage of Professor Doctor Francisco Pulido Valente, an outstanding personality of the Portuguese Medical Science, who, in the first half of the 20th century, marked and modernized the Portuguese Inner Medical Science, setting, against the influence from the French School, by then very strong, the rigour of the German School, and supported by the morphological and laboratorial sciences.

On May the 27th 1975 and henceforth, this hospital unit started being named *Pulido Valente Hospital*, and a teaching and training unit of the Medical Sciences College of the "Universidade Nova de Lisboa" worked there up till 2008.





Northern Lisbon Health Unit

- Since March the 1st, 2008
- Population 365,000 (approximately)
- Facilities:
 - -6 Health Centres
 - North Lisbon Hospital Center (Santa Maria and Pulido Valente Hospitals)
- Integrates Primary and Hospital Care





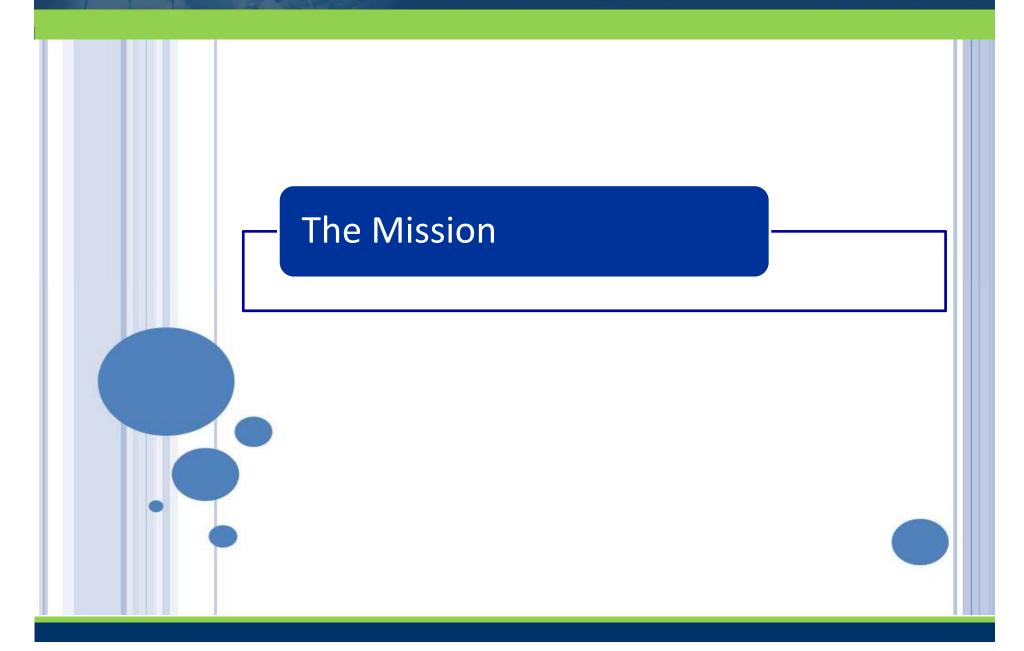


Lisbon Academic Medical Center

- North Lisbon Hospital Center
 - Santa Maria Hospital
 - Pulido Valente Hospital
- Faculty of Medicine of the University of Lisbon
- Institute of Molecular Medicine











Lisbon Academic Medical Center

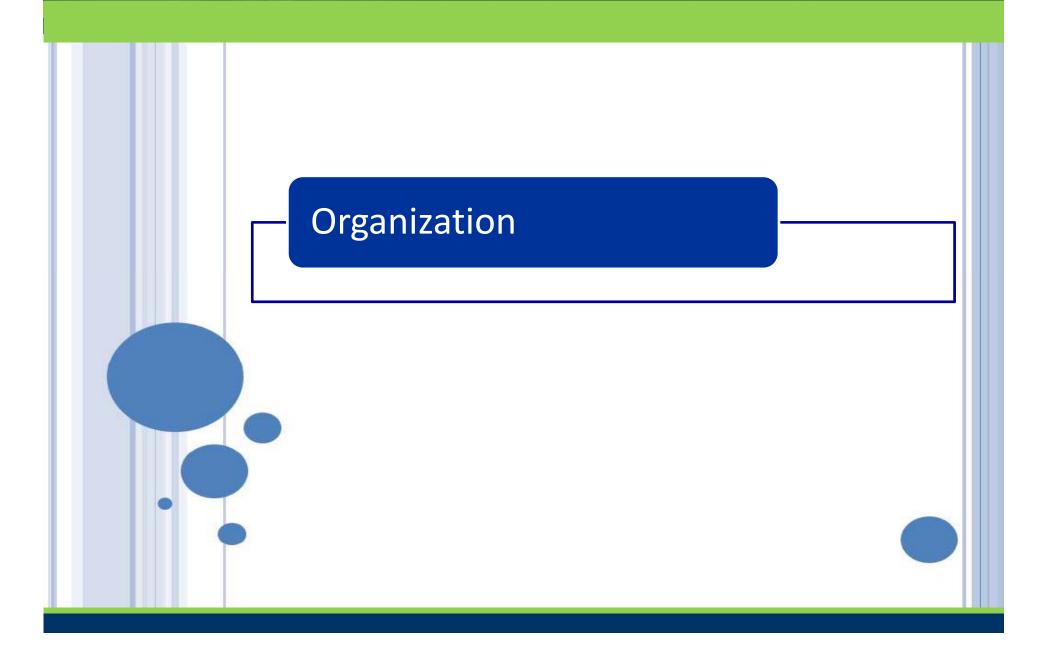
The CHLN (North Lisbon Hospital Center) being a public, general, central and highly differentiated hospital group, in terms of technologies and know-how, renders health-care services to patients within its ability and in the scope of its responsibility.

Being the result of a historical, logical and natural symbiosis with the Lisbon Medical School, which it shares the plant, the human resources and the know-how with, its teaching, and its pre- and post-graduation training are another fundamental axle of its mission, with no prejudice to any partnerships with other national and international academic institutions.

Beyond the direct health-care services-rendering and the training, the mission of the CHLN (North Lisbon Hospital Center) also comprises innovation, scientific development and research, as a logic corollary and the natural profiting from the synergies resulting from services-rendering and from training.











Clinical Services

Pathological Anatomy

Anesthesiology

Cardiology

Cardio-thoracic Surgery

General Surgery

Pediatric Surgery

Plastic Surgery

Thoracic Surgery

Vascular Surgery

Dermatology

Infectious Diseases

Endocrinology

Stomatology

Gastroenterology

Genetics

Gynecology

Hematology

Imaging

Neurological Imaging

Immuno-allergology

Immuno-Hemotherapy

Medicine

Physical Medicine and Rehabilitation

Intensive Care Medicine

Nephrology

Neonatology

Neurosurgery

Neurology

Obstetrics

Ophthalmology

Oncology

Otorhinolaringology

Clinical Pathology

Medical Pediatrics

Pneumology

Psychiatry

Radiotherapy

Rheumatology

Occupational Health

Central Emergency

Urology

Transplantation Unit

University Geriatric Unit





Intermediate Management Services

General and Logistical Support

Purchases Management Service

Financial Management Service

Hospital Management Service

Mounting and Equipments Service

Logistics Service and Stocks

Human Resources Service

IT Systems Service

Technical and Pharmaceutical Management Service

Office of Communication and Public Affairs

Office of Studies and Planning

Office of Clinical Management

Office of Risk Management

Office of Planning and Communication of Management

Office for Quality Assurance

Office for Legal Affairs

Technical Support

Commission for Disaster and Inner Emergency

Commission for the Control of Infection

Oncology Coordination Committee

Ethics Committee for Health

Pharmacy and Therapeutics Committee

Commission for Humanization and Quality of Services

Commission for Starting and to Analyse new Laboratory Reagents

Departmental Committee

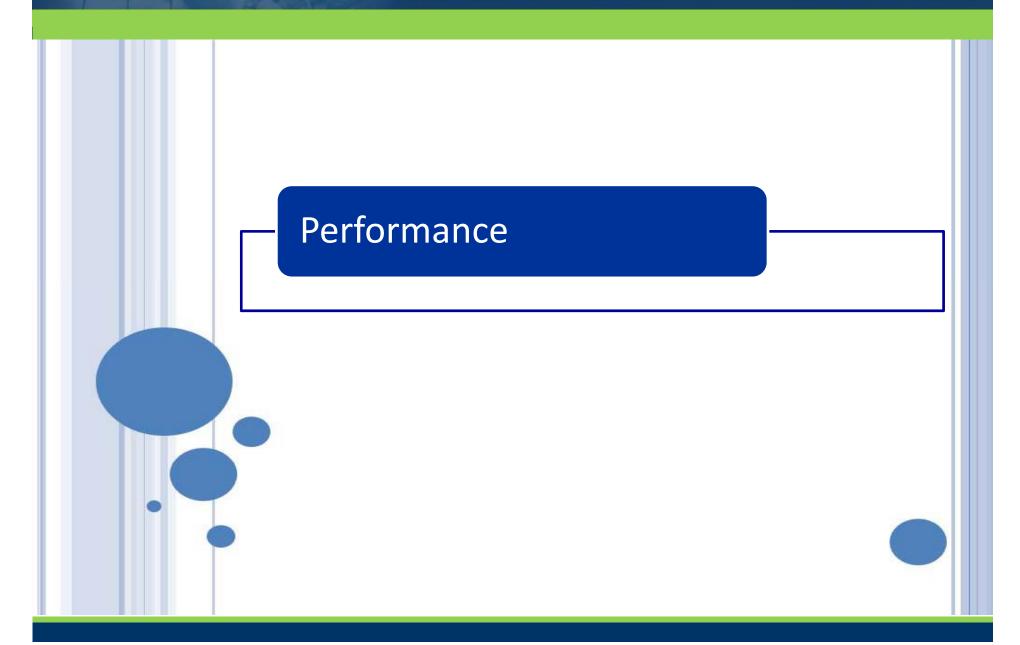
Technical Commisson for Certification of Voluntary Interruption of Pregnancy

Blood Transfusion Committee

Direction of Medical Internship











2013 Main Data

Total Number of Medical Consultations

• 700,338

Total Number of Emergencies

- 210,552
- **577** ▶ per day

Total Number of Inpatient Admissions

• 43,130

Out-Patients Daily Care

- **98,766** ► Clinical treatments
- **14,962** ▶ Patients
- **6.60** ► Clinical treatments per patient

Total Number of Surgeries

- **13,440** ► Ordinary surgery
- **8,628** ► Outpatient surgery
- •3,611 ► Emergency surgery
- 88 ► Scheduled surgery per day

Total Number of Home Medical Visits

• 1,653

Total Number of Deliveries

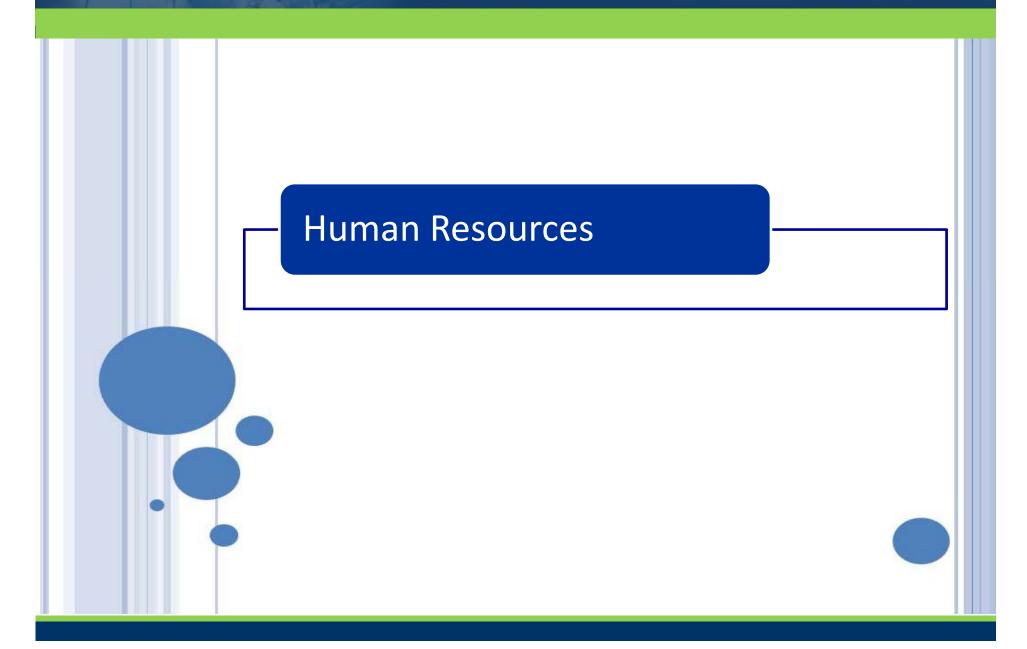
- 2,212
- 27.08% ► Cesarean rate

Clinical Diagnostic Tests

- 7,378,898
- 29,281
- ► Per day





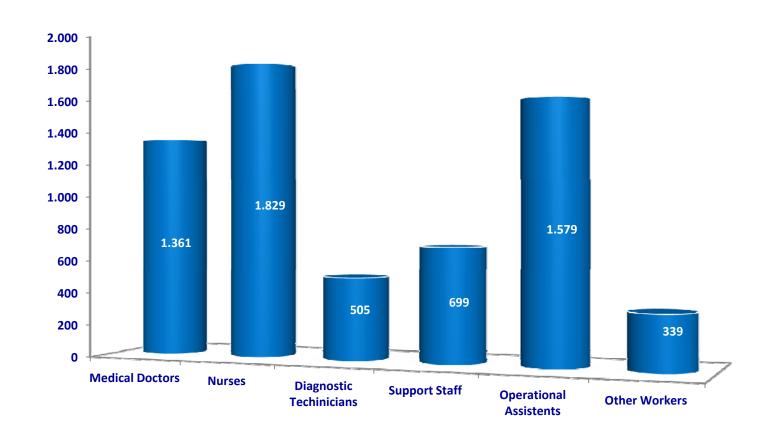








Staff - 2013

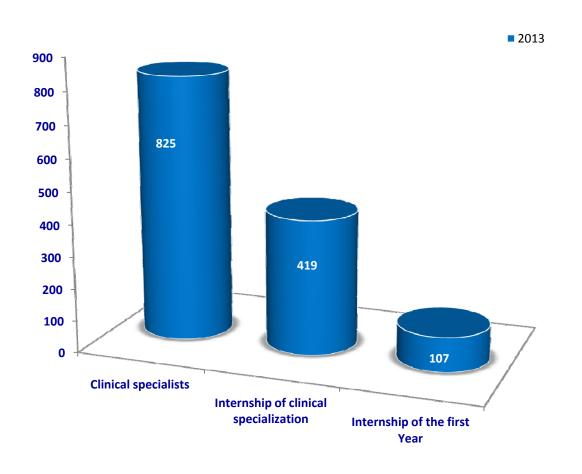






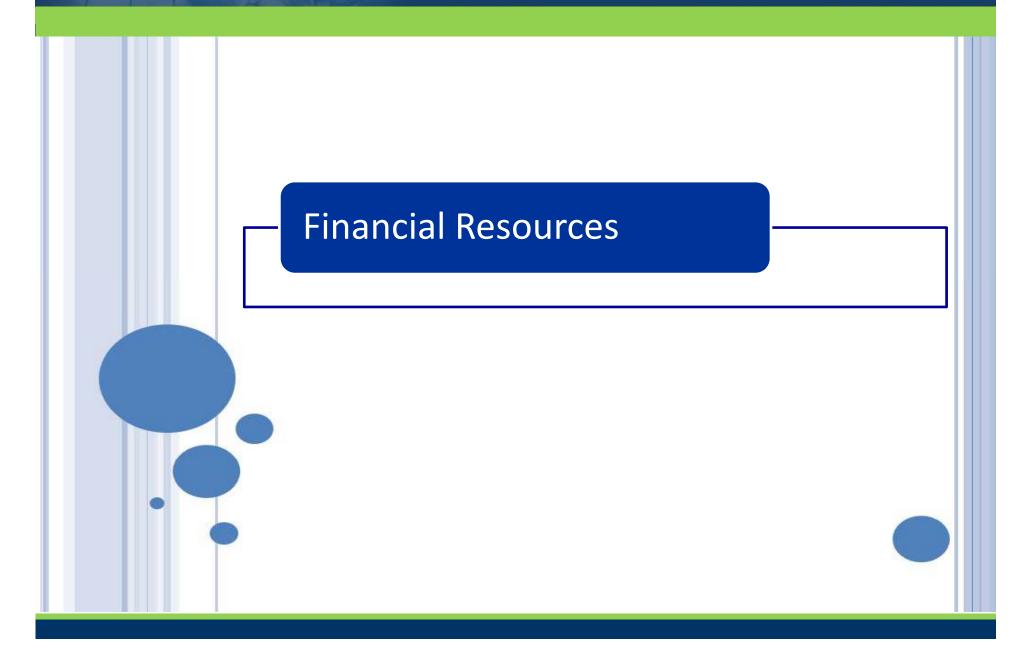
Different Academic Degrees

Medical Doctors







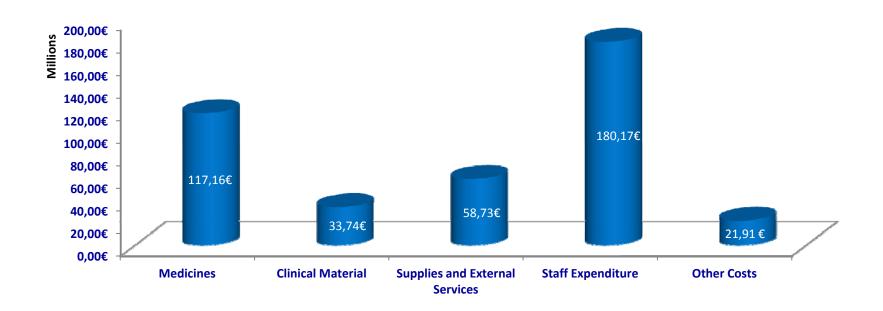






Financial and Economic Data - 2013

Costs

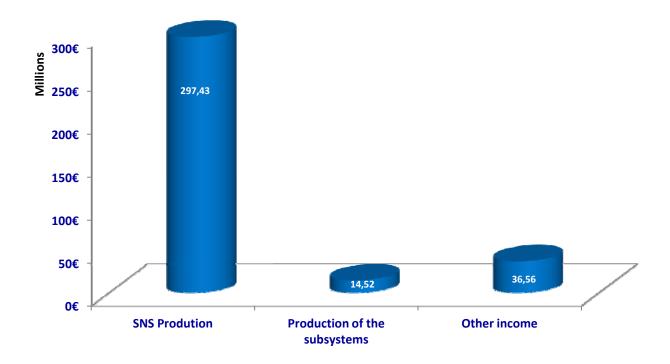






Financial and Economic Data - 2013

Income









Financial and Economic Data - 2013

Income and Costs







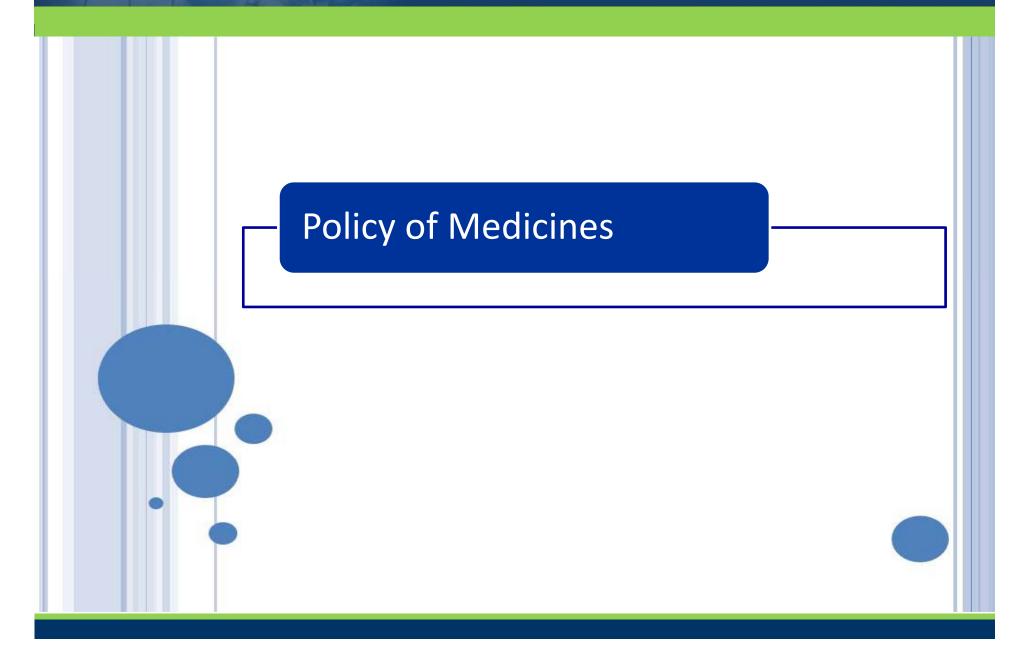


Indicators (per year)

300,000 m3 Water Consumption
8,000,000 Kw Energy
62,500,000 units Clinical Consumables
2,100,000 units Meals
2,110,000 Kg Laundry
2,700,000 Kg Waste



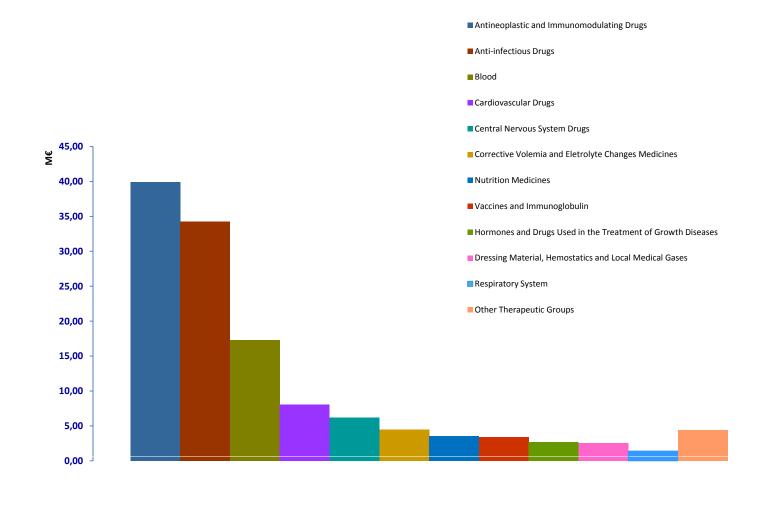






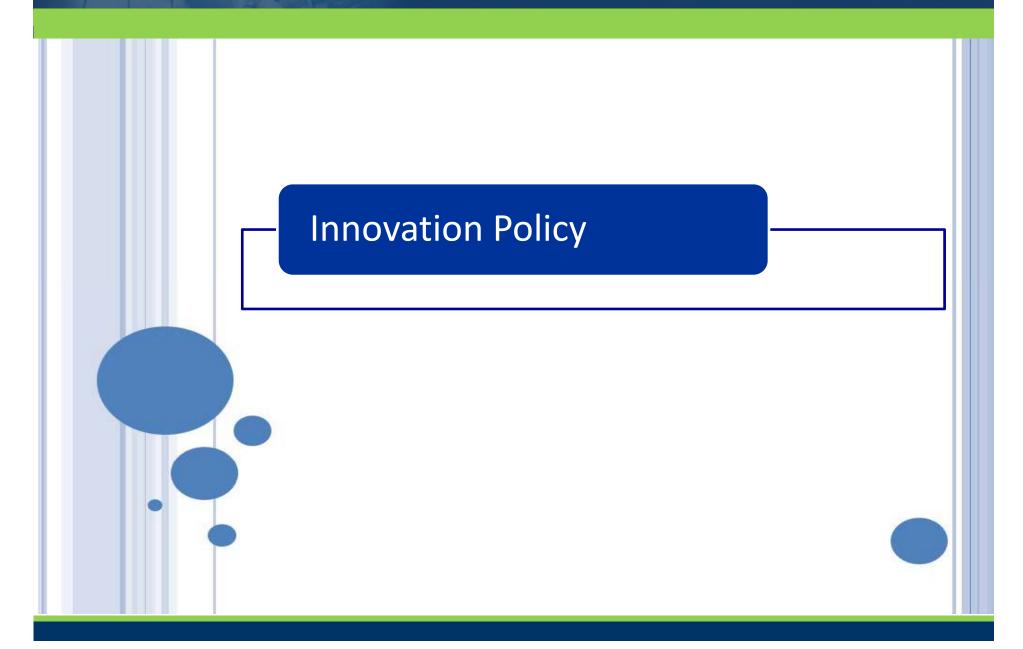


Costs of Medicines by Pharmacotherapeutic Groups - 2013







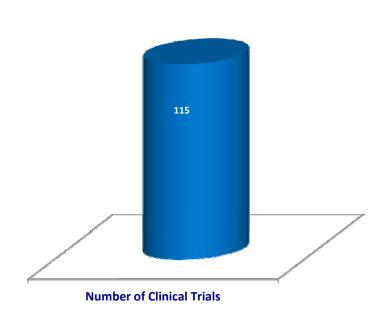


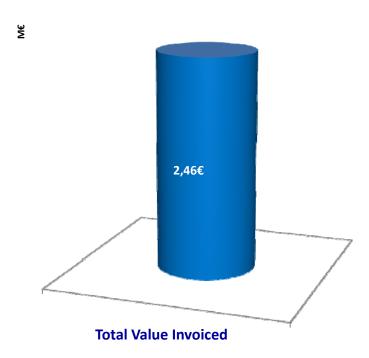




Clinical Research - 2013

Clinical Trials









Some Innovative and Cutting Edge Services

Clinical Laboratory





Some Innovative and Cutting Edge Services

Core Lab









Some Innovative and Cutting Edge Services

Core Lab









Some Innovative and Cutting Edge Services

Core Lab









Some Innovative and Cutting Edge Services

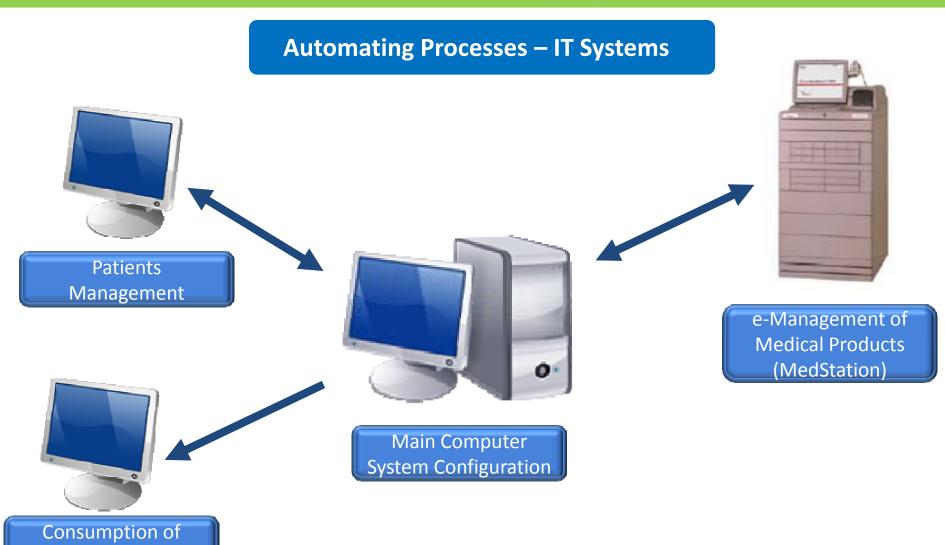
Pharmacy Department

Medicinal Products





Some Innovative and Cutting Edge Services







Some Innovative and Cutting Edge Services

Automating Processes - PYXIS







31 Equipments

520 Beds





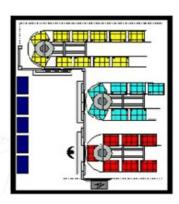
Some Innovative and Cutting Edge Services

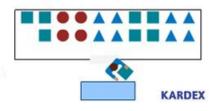
Automating Processes - KARDEX

State-of-the-art Tecnhology

Single Device in Portugal Third Equipment in the Iberian Peninsula











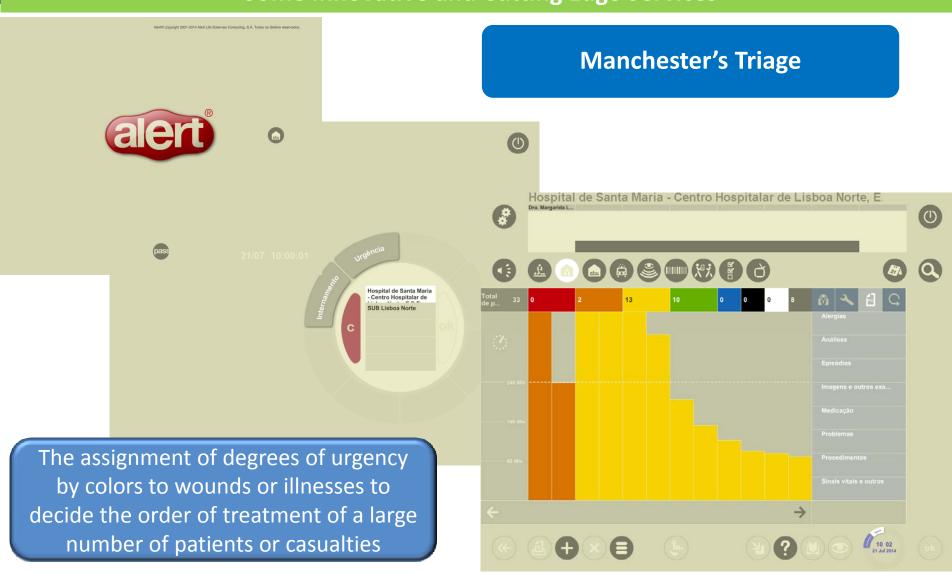
Some Innovative and Cutting Edge Services

Central Emergency Department





Some Innovative and Cutting Edge Services







Some Innovative and Cutting Edge Services

Routing through the Colored Lines









Some Innovative and Cutting Edge Services



Dispensing Medical Products







Some Innovative and Cutting Edge Services

Clinical Observations Room

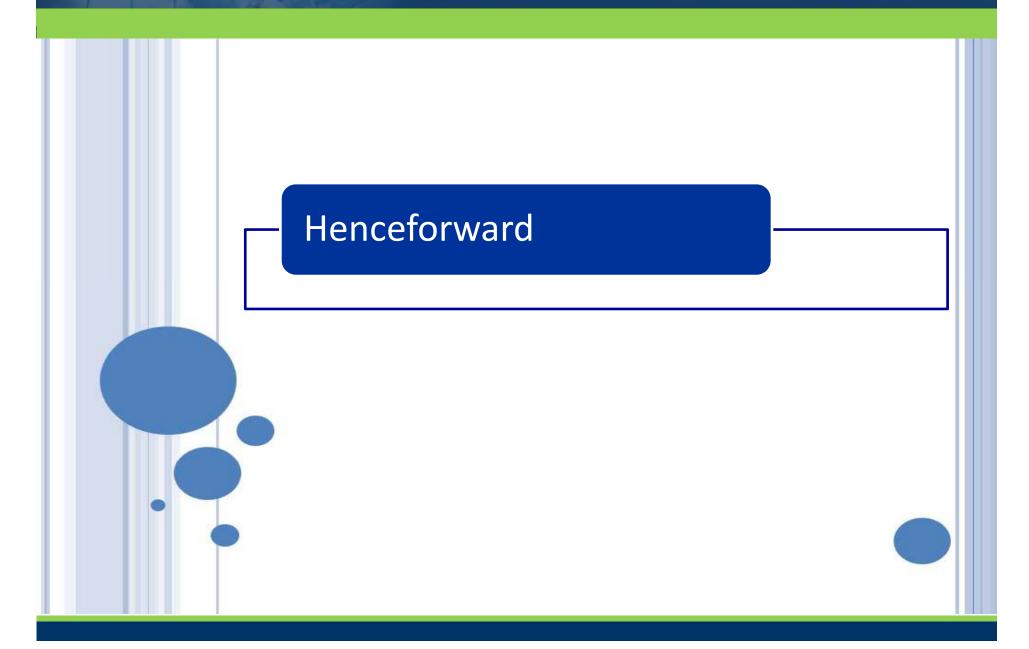




Clinical Reanimation Room











The Target

The Unique Score







Thank you for your attention

