



## Fact Sheet: We renew and unite



### This is Capio S:t Görans Hospital

Capio S:t Görans is an emergency hospital for adult patients, situated at Kungsholmen in Stockholm. Capio S:t Görans is one of the most centrally placed hospitals in Stockholm, and one of the country's largest counting the number of received patients. During the year of 2012 we recieved 77 000 visits at our ECU.

Capio S:t Görän is large enough to offer a broad spectrum of 31 medical specialities, but at the same time just small enough for all employees to influence decisionmaking.

In one way Capio S:t Görän's differs completely from other hospitals in Sweden, since 1994 being the first and so far only privately owned emergency hospital in the country. Since the year 2000 we are part of Capio, one of Europe's leading health care companies. Still, our cooperation with other county-owned hospitals in Stockholm is strong.

### Our vision: To be the best hospital in Stockholm

"We drive the development of healthcare by uniting medical and business know-how. We develop the cooperation between private and public health care and add new solutions that strengthen the position of the individual in the healthcare system".

### European experience through Capio

Capio S:t Görans hospital is a part of Capio, one of Europe's leading health care companies. Capio provides health care in the Nordic region, France, Germany and Spain among other countries. Our ten years of experience with healthcare past borders gives Capio an unique knowledge, allowing good ideas to flow quickly and easily from one part of Europe to another through us.

### Capio S:t Görän in numbers

Beds	302
Operating theaters	13
Operating theater for pacemaker insertion	1
Angiography Laboratory	1
Employees	1 842
Doctors	335
Nurses / Biomedical Scientists	753
Assistant nurses	368
Others	386
Emergency inpatient care episodes	23 728
AVLOS Emergency inpatient care	3,48
Elective inpatient care episodes	5 203
AVLOS elective inpatient care	2,26
Emergency outpatient visits	53 762
Elective outpatient visits	140 176
Inpatient surgical procedures	6 460
Day case procedures	2 520

Data valid for the year of 2012

#### Basic specialities

Internal medicine, cardiology, general surgery, urology, orthopaedics, anesthesiology and intensive care, clinical physiology, pain treatment.

#### Other specialities

Emergency medicine, hematology, gastroenterology, endocrinology, neurology, stroke care, plastic surgery, breast surgery, upper gastrointestinal surgery, lower gastrointestinal surgery, hand surgery, shoulder surgery, back surgery, hip surgery, knee surgery, foot surgery

#### Primary services area:

Akalla, Bromma, Ekerö-Mäläröarna, Husby, Hässelby-Vällingby, Kista, Kungsholmen, Norrmalm, Rinkeby, Spånga, Tensta, Vasastan and Östermalm.



## Our values

All through Capio we have a common set of values which establish a strong foundation for our work.

### Patient and customer focus

Above all, we never forget the people we are here to serve.

### Confidence

We are committed to gaining the confidence of our customers by demonstrating our intentions and our competence.

### Respect and empathy

Our work is characterized by sympathy, participation and respect for individual integrity.

### Initiative

We take initiatives and responsibility for improvements in our operations.

### Benefiting society

We endeavor to forge enduring and developing relationships with our clients in order to increase the benefits to society arising from our work.

## How does public care in private ownership work?

At Capio S:t Görans hospital we receive and admit all patients, with no extra charge compared to county hospitals. All care is financed through taxes, just as at the county's own hospitals. This financing is based on a care agreement with Stockholm County running to the year 2021.

Both patients and taxpayers benefit from Capio S:t Görans being operated as privately owned company. Since privatization in 1999 our costs has been below average for all hospitals in Stockholm, while providing the same or better quality of care.

We work more efficiently – not by pushing our staff harder - but by developing new, better ways to work, investing in technology and providing our co-workers with the tools to manage improvement themselves. The distance between shop floor and management is short, getting new ideas and initiatives off the ground quickly.

## Environmental certification

Capio S:t Görans Hospital is environmentally certified since 2005 using the standard of ISO 14001. This means that we keep a close look at how our operations effect the environment – how we dispose of out-of date pharmaceuticals, how we sort and collect trash and how we deliver food to our patients. In all major decisions our environmental footprint is an important consideration. Yearly we are monitored by independent inspectors, as well as our own environmental control staff.

## Quality and safety

Having medical quality and safety as top priority at a hospital should surprise none. Here at Capio S:t Görans hospital we feel however that it's just as important to share our results, so since the past 18 years we annually present an open quality review detailing care results.

We also participate in 24 national quality registers, comparing results of surgical procedures and treatments at hospitals in Sweden. In almost all of these we perform at the national average or better – see our full quality review for more details.

To know how our patients really feel about the quality of healthcare we also continuously send them quality surveys. The number of satisfied patients steadily hovers around 90%.

At Capio S:t Görans we prioritize cleaning and strict hygiene. The latest national survey of care-related infections in Sweden shows that our hospital has the lowest levels of infections in Stockholm and, and is well below the the national target levels. Other surveys indicate that routines concerning proper hospital dress, hygiene and MRSA-screening procedures are well adhered to, and that our results has improved during the last year.

## Did you know that...

... we offer "Steamplicity" food to all our patients. This way our patients can get tasty, nutritionally balanced meals cooked whenever they choose during the day, with more than 20 different choices available on the menu.

.... we have a Mobile Intensive Care Unit with specially trained personnel on 24/7 call duty. Whenever a patient's condition suddenly deteriorates at a ward the mobile ICU can be called on, providing better quality of care and improved patient safety.

.... At our ECU the staff works according to a special "Team Triage"-model, which emphasises cooperation, standardization, and having the highest levels of competence placed in the "frontline", deciding treatment pathways. This has inspired other ECU:s and care units across Sweden.

.... We provide hip-and knee-replacement surgery as part of the Stockholm County Council's "Patient's Choice" programme. We focus on standardized treatment, thorough patient information and participation, and early mobilization providing short length of stay, high quality and a very low rate of complications.