

**”A little  
better  
every  
day”**

THIS IS A BROCHURE ABOUT  
LUND UNIVERSITY HOSPITAL

## Health care, research and education

Lund University Hospital is one of eight university hospitals in Sweden, and part of Region Skåne. Health care, research and education are the three most important cornerstones of our mission of improving people's health. This means that as a university hospital, we have several functions.

We are a local hospital, which offers people effective medical treatment in cooperation with other care providers in the area. As a regional and university hospital we are responsible for providing highly specialised treatment and emergency and trauma treatment for inhabitants of the Skåne region, but also for people from the rest of Sweden and other countries. Our training programmes and research benefit future patients and rely on international collaboration, but are also of great significance for community development and businesses. Lund University Hospital is a large employer, with approximately 7,850 full-time employee equivalents. The largest professional groups at the hospital are nurses, doctors, assistant nurses, and biomedical laboratory scientists.

We carry out clinical research in close collaboration with the Faculty of Medicine at Lund University. Lund University has opened a large biomedical centre, BMC, with a floor area of 43,000 sq. m. within the hospital area, and this ensures that research and development achieve close contact with our care giving activities. Our collaboration with the Faculty of Medicine includes the training of doctors, nurses, physiotherapists, and speech therapists. Just over 2,000 students are educated each year within eight medical specialities, and 700 students take part in postgraduate studies.

The hospital collaborates with other units active in health and medical care in Region Skåne. We are currently coordinating and profiling the university hospitals in Skåne, in collaboration with the University hospital MAS in Malmö, the Faculty of Medicine at Lund University and Malmö University.

## Our patients

We consider our patients to be citizens of equal value and we see the meeting with the patient as the moment of truth. Everything we do aims at creating added value for the patient. This is our aim not only for patients of today – through high quality, safety and a positive meeting – but also for patients of tomorrow – through education and research.



**A university hospital is the hub of a knowledge centre, where we develop new skills for our own activities, but also to exchange with other players in society.**

Bent Christensen  
Hospital Director

## Patient safety has highest priority

The safety of the patient has long been a focus of high priority for all health-care personnel at Lund University Hospital. Deviation reporting and the subsequent investigation using event analysis constitutes a solid foundation for our work with patient safety. Event analysis is carried out for all serious incidents, and for all cases that are reported to the National Board of Health and Welfare under Lex Maria. It is our aim to discover deficiencies and to correct these such that further deviations cannot take place.

Patient safety consultations, which take place between the chief medical officer, development secretaries, and operational managers, are a part of our work within patient safety.

We have since 2001 published all reports made under Lex Maria accompanied by press releases, at the same time as the chief medical officer has sent them to the National Board of Health and Welfare – the first Swedish hospital to do so. The hospital wants in this way to show that we take our work with patient safety extremely seriously.

## Ever-improving activity

The Lund University Hospital is introducing a new method of working since 2007, known as “Lean Healthcare”. It has been used internationally in health care for seven-eight years now, with very good results, and is spreading rapidly.

The basis of Lean Healthcare is that the employees themselves develop their work as a natural part of the job. In the case of health care, this involves learning what it is that really benefits the patients, what it is that creates added value. Anything that does not benefit the patients is to be removed.

The role of managers also changes under Lean Healthcare. Their most important task becomes that of creating activities with ever-improving quality, productivity and employee satisfaction.

We have already witnessed good results from our Lean Healthcare pilot projects, and have been able to improve quality for the patients and save time for our employees.



**When a patient thanks you, or when someone tells me that an acquaintance met me and was pleased with their treatment, then I feel proud.**

Lena Glantz-Larsson  
Assistant Nurse

**I try to constantly improve and develop within my area of responsibility. I work with other professional groups and it gives me satisfaction to be involved and make a contribution.**

Gunilla Moullin  
Medical Secretary

**The cooperation between the university and health service is mutually rewarding, and really adds value for the patients and society as a whole.**

Eva-Maj Malmström  
Physiotherapist and Doctor of Medical Science

**The university hospital is a creative and stimulating environment and we also have responsibility for patients of the future via the research and training that is pursued at the hospital.**

Karl Obrant  
Director of Research



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## Our organisation

The hospital organisation is based on the idea that our meeting with the patient is central. We have for this reason focussed on our areas of speciality, of which there are approximately 50. Each area of speciality is led by an operational manager. The areas of speciality have been grouped into various divisions. Each divisional manager has overall responsibility for the operations, economy and personnel within the division.

The hospital director has the highest position within the hospital. There are six specialist advisors under the hospital director: chief medical officer, chief nursing officer, director of research, process director, development manager and head of legal operations. There is a management group that covers the whole hospital, chaired by the hospital director.

The hospital has an administrative staff organised into five departments: business administration, IT strategy, secretariat, human resources, and development. A strategic staff supports the hospital director and the line managers in developing hospital strategy on a time scale of 5-10 years. This staff works also with the introduction of lean healthcare. The communication staff are responsible for strategic internal and external communication and profiling across the complete hospital.

## Our ten building blocks

- The meeting with the patient is the key moment
- Patient safety is the top priority in our quality efforts
- The patient process is at the heart of our new structure
- Our quality standards are based on the principle of getting it right first time
- The employees are our most important resource
- Communication between managers and staff is our most important management tool
- Our operating philosophy is based on lean production
- Leading positions are based on management skills
- Education and research are our insurance policy for future health needs
- The focus of our efforts stretches from the local area, Region Skåne and southern healthcare region, to the rest of Sweden and sometimes other parts of the world





## Improved public health

The Lund University Hospital became in 1999 a member of the Swedish network “Hälsofrämjande sjukhus” (“Health Promoting Hospitals”). This national network is part of the WHO international network. The tasks of a health-promoting hospital include:

- contributing to the development of work in public health and increasing understanding of its importance
- to be a non-smoking environment
- to be a pioneer in the development of a health-promoting workplace
- to provide supporting expertise in issues of public health



## Systematic environmental care

The hospital is part of Region Skåne and contributes to the overall environmental goal and vision of the region: “All inhabitants of Skåne are to be able to live a good life in a good environment”. The hospital thus works with an environmental management system, which provides a structured way of working with issues of the environment. The work with environmental issues is based on ISO 14001, which is an international standard for systematic work in environmental issues.

Some of our overall environmental objectives during the period 2006-2008 are to reduce wastage of drugs, reduce the use of chemicals harmful to health or the environment, improve waste sorting at source, increase the degree of recycling of waste, and reduce energy consumption.

The hospital plans to attain environmental certification at the end of 2008.

## Two beds, a humble beginning

Lasarettet i Lund was founded in 1768 and is thus one of the oldest hospitals in Sweden. The hospital had two patient beds when it started, financed largely by charitable donations. The number of care places increased to 300 during the 19th century, and a clinic was added to the hospital site at the time – close to the university. Activities moved northwards during the 20th century to the current site. The main building, Blocket, was opened in 1968.

Psychiatric care was given resources for the first time in 1879, when Lund Hospital with space for 150 patients was opened at Hölje å. Major expansion took place in the early years of the 1890s. The hospital was renamed St. Lars Hospital in 1931, after the patron saint of Lund, St. Laurentius. The various health care establishments in the Lund region started to be collected into a single health care region in 1973, and St. Lars Hospital was incorporated into this health care district in 1977.

The decision to change the name to Lund University Hospital was taken in 1993. “Sjukvården i Landskrona-Lund-Orup” was formed in 1998, and this became one of five health care districts within the newly formed Region Skåne in 1999. The Lund University Hospital finally became a free-standing hospital again in 2000.

The following events have taken place during recent years: a new hospital for children and young people (BUS), a new emergency department, opening of the Kampradhus, and the construction of a helicopter pad on the roof of Blocket.

Lund Clinical Skills Centre was opened in 2005, providing basic education, specialist education and further education for all professional categories within health and medical care.



## Lund University Hospital in figures

992	Care places
48,320	Instances of care provided
246,783	Care days
308,095	Doctor visits (including outpatient surgery)
52,988	Doctor visits at the emergency room
73,000	Outpatient healthcare visits
311,000	Visits to other care providers
28,943	Operations
5,5 billion SEK	Budget

## One day at Lund University Hospital

870	Inpatients
2,840	Patient visit to various clinics
767	Patients X-rayed
116	Operations carried out
10	Children born
48	Journeys by ambulance
7,000	Samples handled by the transport service
5	Tonnes of post handled by the transport service
1,700	Lunches and dinners served, including special meals and children's meals



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Lund University Hospital is one of eight university hospitals in Sweden, and part of Region Skåne. Region Skåne is a professional information organisation, which is characterised by customer orientation, commitment, responsibility and expertise.