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### Clinical Hospital Centre Rijeka, Croatia

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Clinical Hospital Centre Rijeka (KBC Rijeka) is a teaching and patient-centered hospital, providing clinical and empathetic care mostly for patients from Western (Costal) Croatia. The owner of the hospital is the Ministry of Health and Social Welfare, the usual form of organisation for teaching hospitals in Croatia.

As an academic medical centre, Clinical Hospital Centre Rijeka is dedicated to improving the health of the community it serves. A wide variety of clinical specialties is administered among three locations: Rijeka, Susak and Kantrida.

The medico-technological concept is a regional hospital that will provide treatment to patients with acute diseases, a referral centre for specialised medical care including organ transplantation and a teaching base. The University of Rijeka School of Medicine educates healthcare professionals in various disciplines providing new knowledge and transfer that will define the clinically focused and ethically appropriate healthcare of tomorrow.

KBC Rijeka consists of 43 buildings on 16 ha of land, with a capacity of 1191 beds. The staff of 3.300 employees includes 450 doctors and 1200 nurses. In the last year there were 768.000 outpatients, 367.000 inpatient days and 46.900 admissions. The average length of treatment was 7.8 days, with bed utilisation of 85%.

Almost half of our medical staff is included in the teaching process at the University Of Rijeka School Of Medicine. With over a thousand students, we are the second most important institution for medical education in our country. Our high-ranking comes not just from a modern programme of study; it comes from our commitment to people.

The organisation of the hospital is as follows:

Management

Treatment sector

Medical supply

Education sector

Science and research

Technical and economic sector

#### Management

The Chief Executive Officer is the highest ranking official at the Clinical Hospital Centre Rijeka responsible for all aspects of the hospital's operation and financial performance. His high performing team is the Deputy /Medical Director, the Director of Nursing, the Chief Financial Officer and other officials. The responsibility of the Medical Director is to manage hospital medical operations, assure compliance with hospital policies and by-laws, with decision-making and policy enforcement responsibilities for handling matters within relevant management groups. The Director of Nursing is in charge of hospital nursing, related units and procedures for the nursing staff, provides oversight and management of clinical care processes in compliance with healthcare and hospital regulations, all in cooperation with the head nurses and chief physicians of departments.

The responsibility of the Chief Physician is to manage the clinical Department of his/her specialty and serve as liaison between physicians and administrative personnel. The Chief Physician is required to evaluate and optimisethe care management approach, the process of disease management, patient satisfaction, and patient safety, and develop processes to assure appropriateness of care including length of stay and ancillary resource utilisation. And finally, assure compliance with hospital and healthcare policies and by-laws.

Healthcare services:

Outpatient care

Diagnostics, therapy and rehabilitation

Day hospital

Emergency

Medical Departments

As a teaching base of the University of Rijeka School of Medicine, the Clinical Hospital Centre consists of following departments: Internal Medicine, Surgery, Neurosurgery, Urology and Kidney transplantation surgery, Pediatrics and PICU, Otorhinolaryngology and Cervicofacial Surgery, Gynecology and Obstetrics, Infectious diseases, Maxillofacial and Oral Surgery, Dental medicine, Neurology with ICU and Acute Stroke Management, Dermatology, Ophthalmology, Psychiatry, Orthopedics, Anesthesiology, Central ICU and Pain Management, Radiology, Nuclear Medicine, Physical medicine and Rehabilitation, Laboratory, Microbiology, Radiotherapy and Oncology, Transfusion Medicine and Emergency.

The future organisational concept is integrating all dislocated hospital locations into one – Susak, situated near the new University campus and the School of Medicine. This location is optimal for the new and modern hospital because it is less than 1 km from the main highway and has best possible transport connections with the entire region, whole country and neighbouring countries.

Because of our medical and hospital heritage, favorable geographical position in the Northern part of the Adriatic region, one of the most attractive tourist regions in Europe, we believe that we have the potential to build a high quality University hospital that will draw patients, students and teachers not only from our region, but also from the entire country and the neighbouring countries.

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