

Reinventing the Laurentius Hospital

CORPORATE SOCIAL RESPONSIBILITY BUILDS A NEW INNOVATIVE HOSPITAL



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A large, stylized number '9' in a light blue color, positioned on the left side of the slide. It has a thick, rounded top and a curved tail that extends downwards.

Attitude: Carefulness & responsibility

1. Regional vision
2. Patient approach; quality and safety
3. Businesscase
4. Architectural design
5. Evidence based health design
6. Connecting with the city



Attitude:
Carefulness & responsibility

The Netherlands: health care in transition



The Netherlands: health care in transition

Cost reductions & diminishing hospital-capacity

The Netherlands: health care in transition

**Cost reductions & diminishing
hospital-capacity**

General practitioner as gate keeper

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General practitioner as gate keeper

**Day care important; fewer beds;
short duration time**

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Quality improvement & Volume criteria

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Hospital mergers/ networking

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Credit-crisis in Europe

Good Governance attitude Laurentius Hospital

**This speech is not about
spectacular interventions or big
gestures**

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gestures**

**This speech is about carefulness,
patient approach and social
responsibility**



Regional vision

Medium sized hospital in the province of Limburg



Just to give an impression
some figures

<i>beds</i>	384
<i>employees</i>	1800 (1160 Fte)
<i>medical staff</i>	100

<i>total outpatient visits</i>	268.215
<i>first outpatient visits</i>	101.473

<i>clinical admissions</i>	34.153
<i>of which daycare</i>	19.115
<i>number of patient days</i>	76.235
<i>average length of stay</i>	4 days

Competitive region

Dutch hospitals

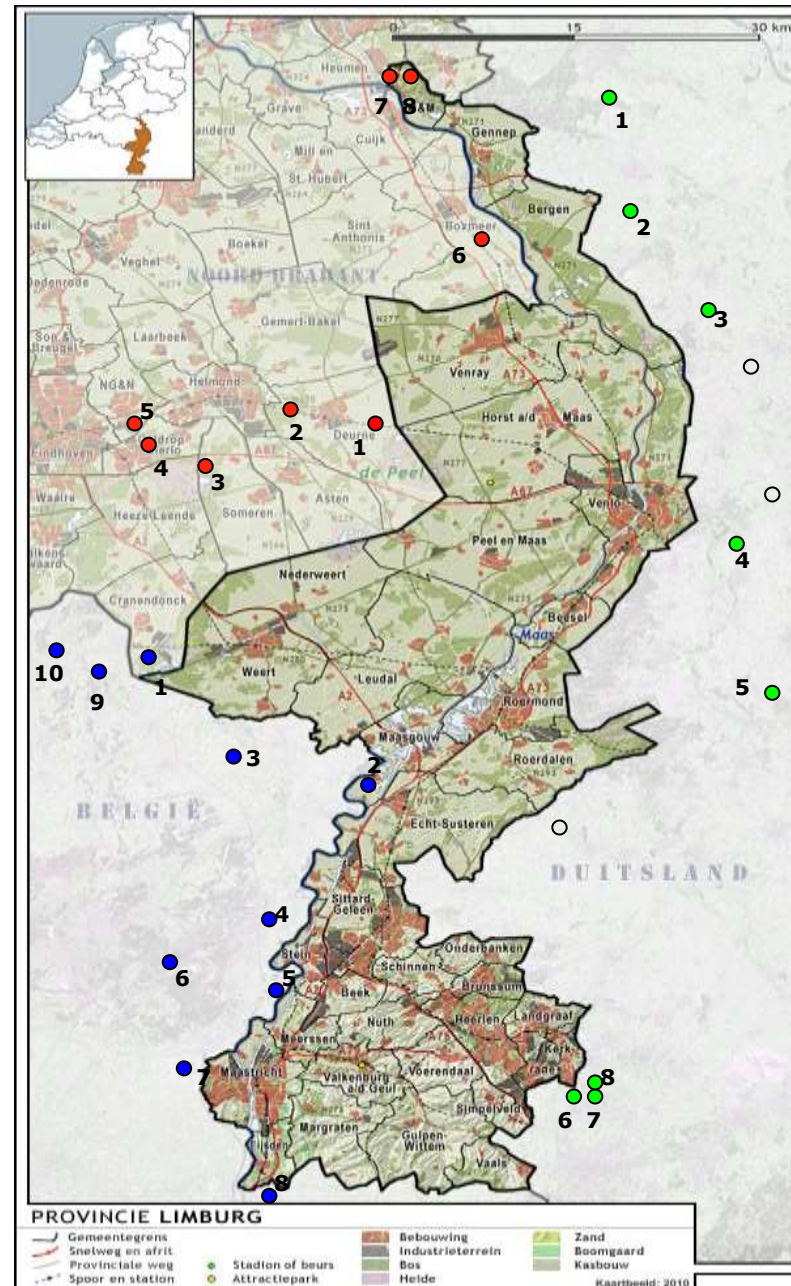
1. Elkerliek Ziekenhuis Deurne
2. Elkerliek Ziekenhuis Helmond
3. St. Annaziekenhuis Geldrop
4. Maxima Medisch Centrum Eindhoven
5. Catherina Ziekenhuis Eindhoven
6. Pantein Boxmeer
7. Canisius-Wilhelmina Ziekenhuis Nijmegen
8. UMC St. Radboud Nijmegen

Belgium hospitals

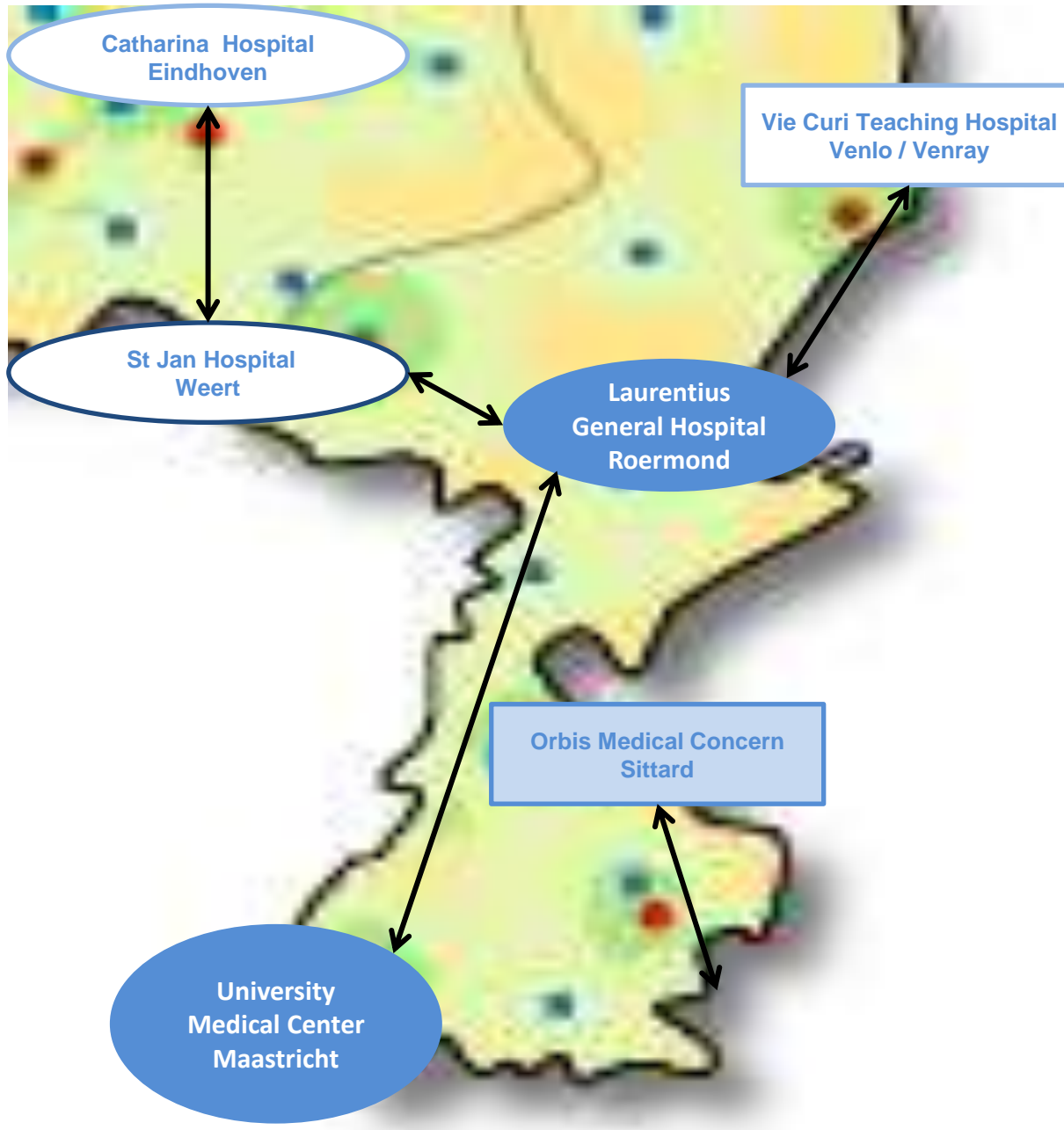
1. Mariaziekenhuis Noord-Limburg Overpelt
2. Ziekenhuis Maas en Kempen Maaseik
3. Ziekenhuis Maas en Kempen Bree
4. Ziekenhuis Oost-Limburg Genk
5. Ziekenhuis Oost-Limburg Lanaken
6. Jessa Ziekenhuis Hasselt
7. Algemeen Ziekenhuis Vesalius Tongeren
8. Centre Hospitalier Universitaire de Liège
9. H. Hartziekenhuis Mol
10. AZ Turnhout

German hospitals

1. St. Antonius Hospital Kleve
2. Wilhelm-Anton-Hospital Goch
3. Marienhospital Kevelaer
4. Städtisches Krankenhaus Nettetal
5. Krankenhaus Neuwerk Mönchengladbach
6. Universitätsklinikum Aachen
7. Franziskushospital Aachen
8. Luisenhospital Aachen



Cooperation in the region



Laurentius Hospital is well connected in a strong “cure and care” network

Participants in our network:

- General practitioners
- UMC Maastricht
- Zorggroep (Care)
- Regional Ambulance Service

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Patient approach

Mission: to offer care to patients that you would like to get yourself



Kernwaarden



with:

- Expertise
- Attention
- Respect
- Optimism

Dialogue with citizens and dialogue....

- Busy gatherings with citizens
- Employee-meetings
- Dialogue with stakeholders, e.g. insurance companies, politicians



Quality & safety



Ziekenhuis
top100

ELSEVIER





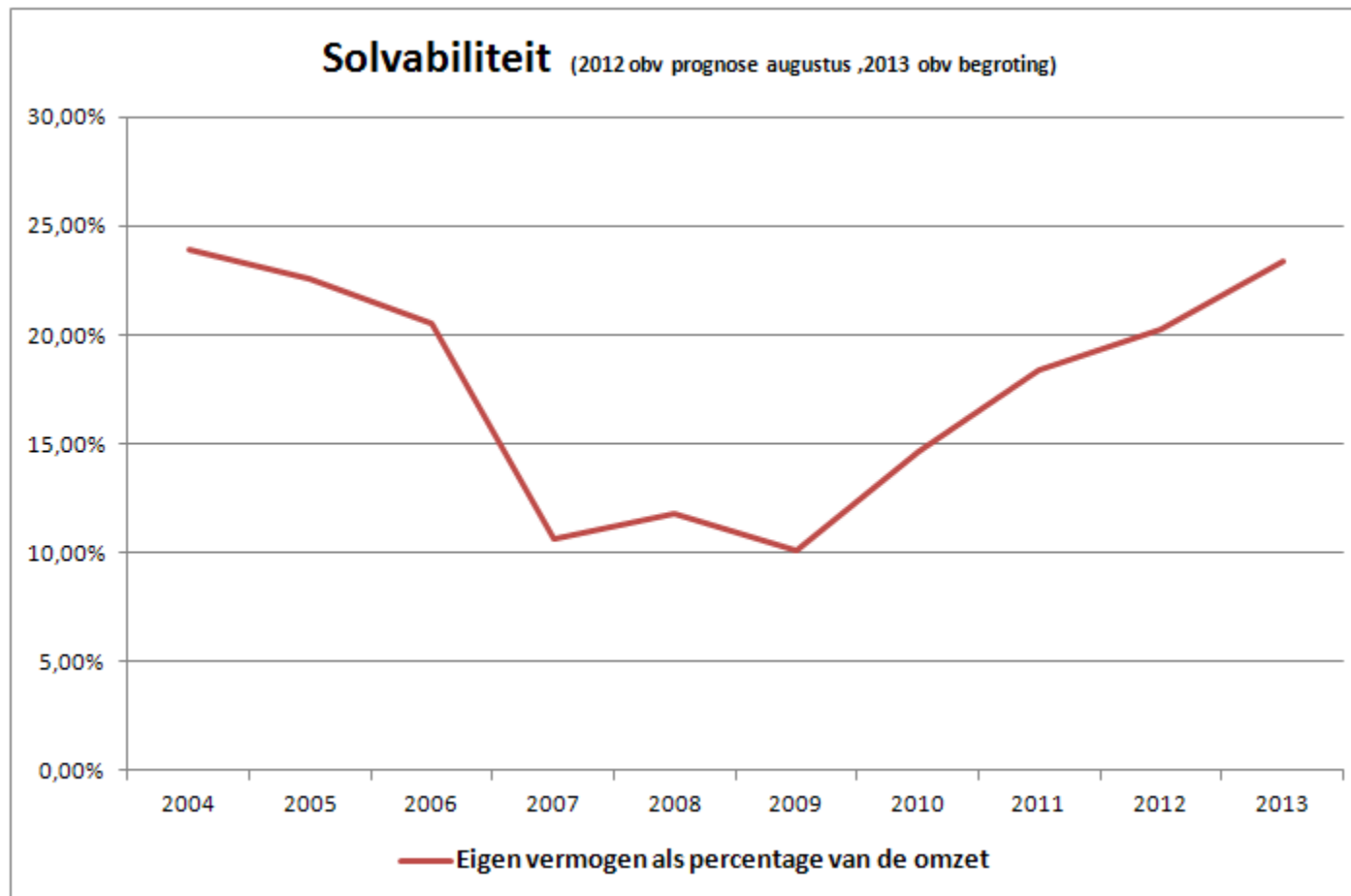
Businesscase

The business case & base case ratios

- Revenue growth
 - 2014 -1%
 - 2015 and further 0 % organic
- Personele expenses to revenue ratio 54,5 %
- Other operating expenses to revenue ratio 35,4%
- Capital expenditure (including index)
 - Buildings € 99,5 mio nominal € 91,2 mio 2011-2016
 - Inventory € 51,2 mio nominal € 47,4 mio 2013-2020
 - IT € 23,0 mio nominal € 20,1 mio 2013-2020
 - Total € 173,7 mio € 158,7 mio
- Financing costs 5,45%
- Investment buildings tot revenu ratio (2014) 0,78

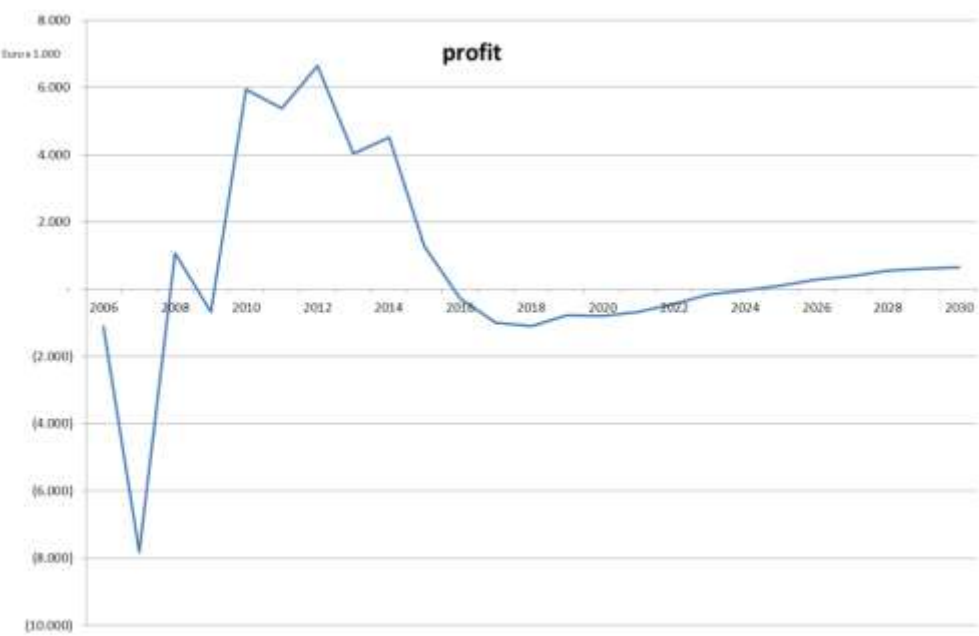
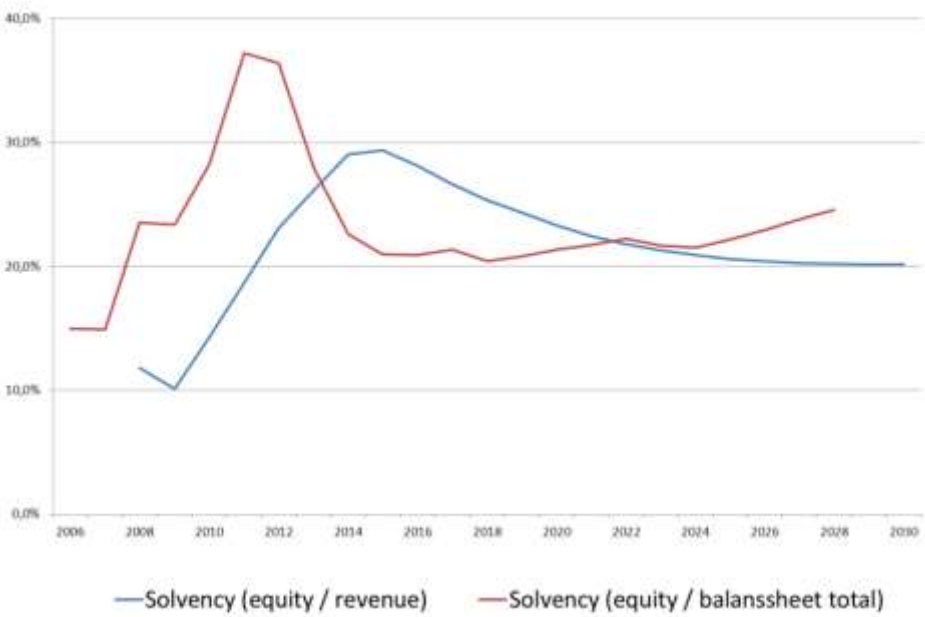
The business case & solvency

**strong financial performance 2009-2013:
solvency from 10 % to > 23 %**



$\text{solvency} = \text{equity} / \text{revenue}$

The business case: financial ratios



Good Governance attitude Laurentius Hospital

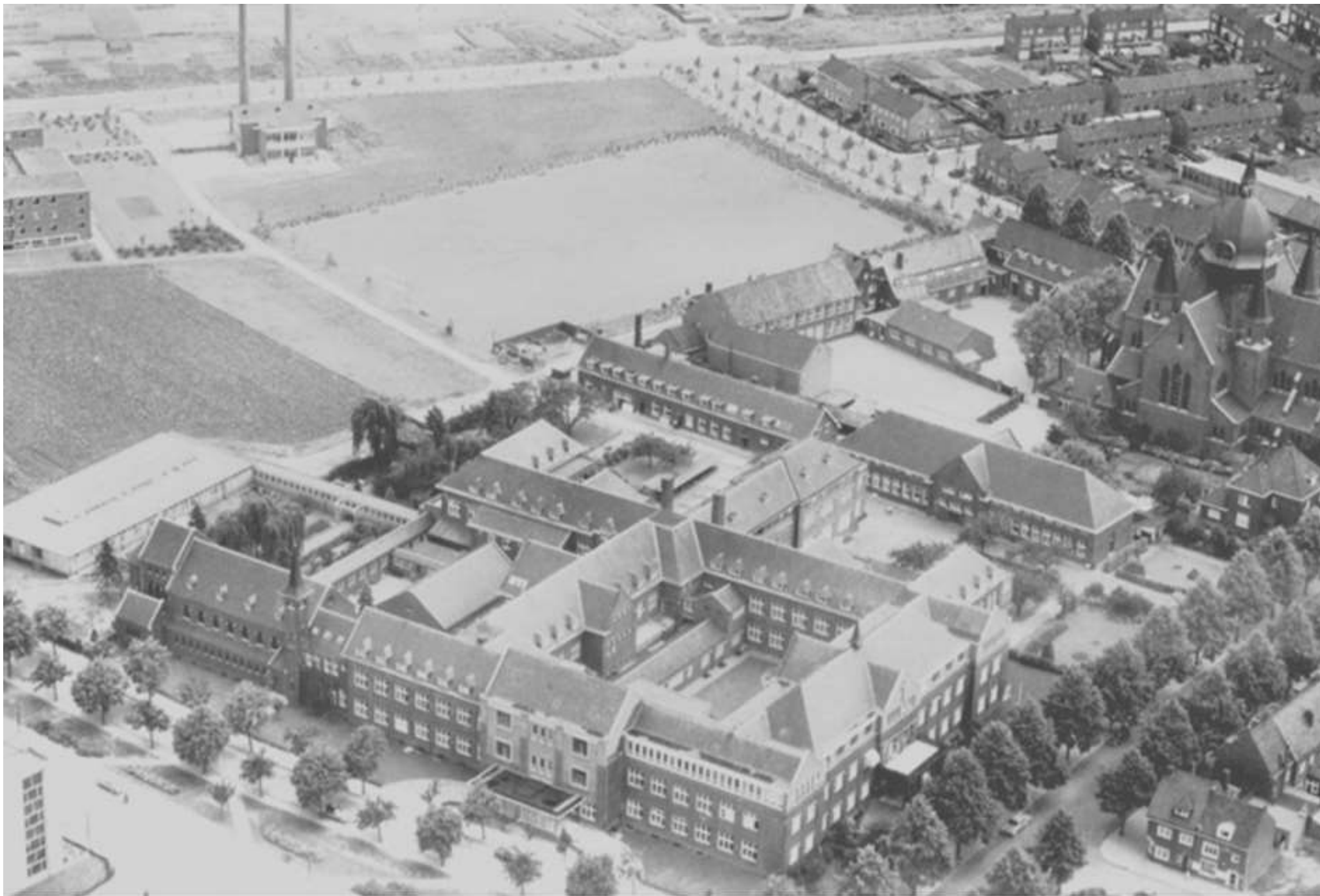
***Laurentius Ziekenhuis* treats its employees with care, and uses investments and resources wisely**

***Laurentius Ziekenhuis* treats its employees with care, and uses investments and resources wisely**

Hereby creating innovative solutions for hospital building



Architectural design



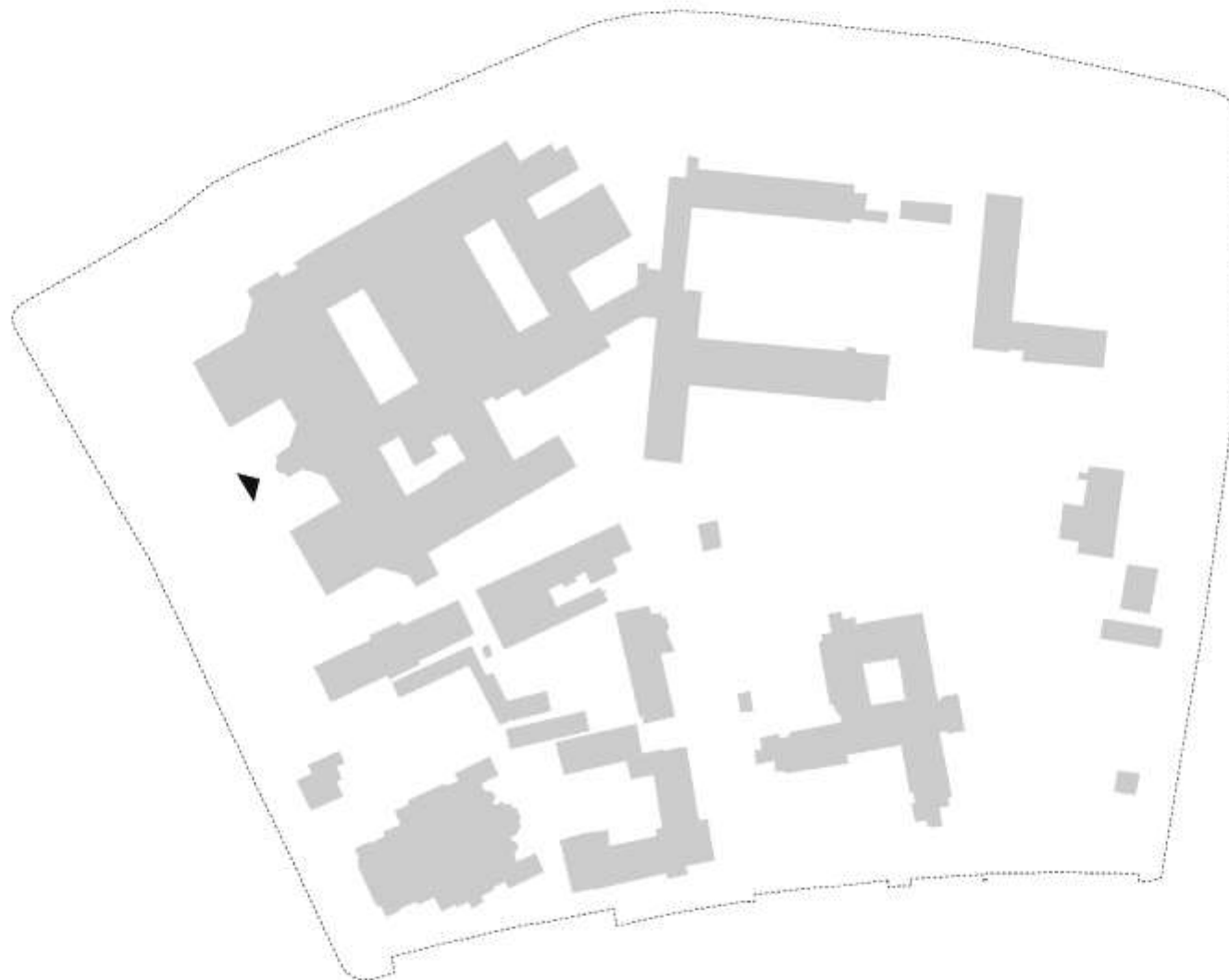
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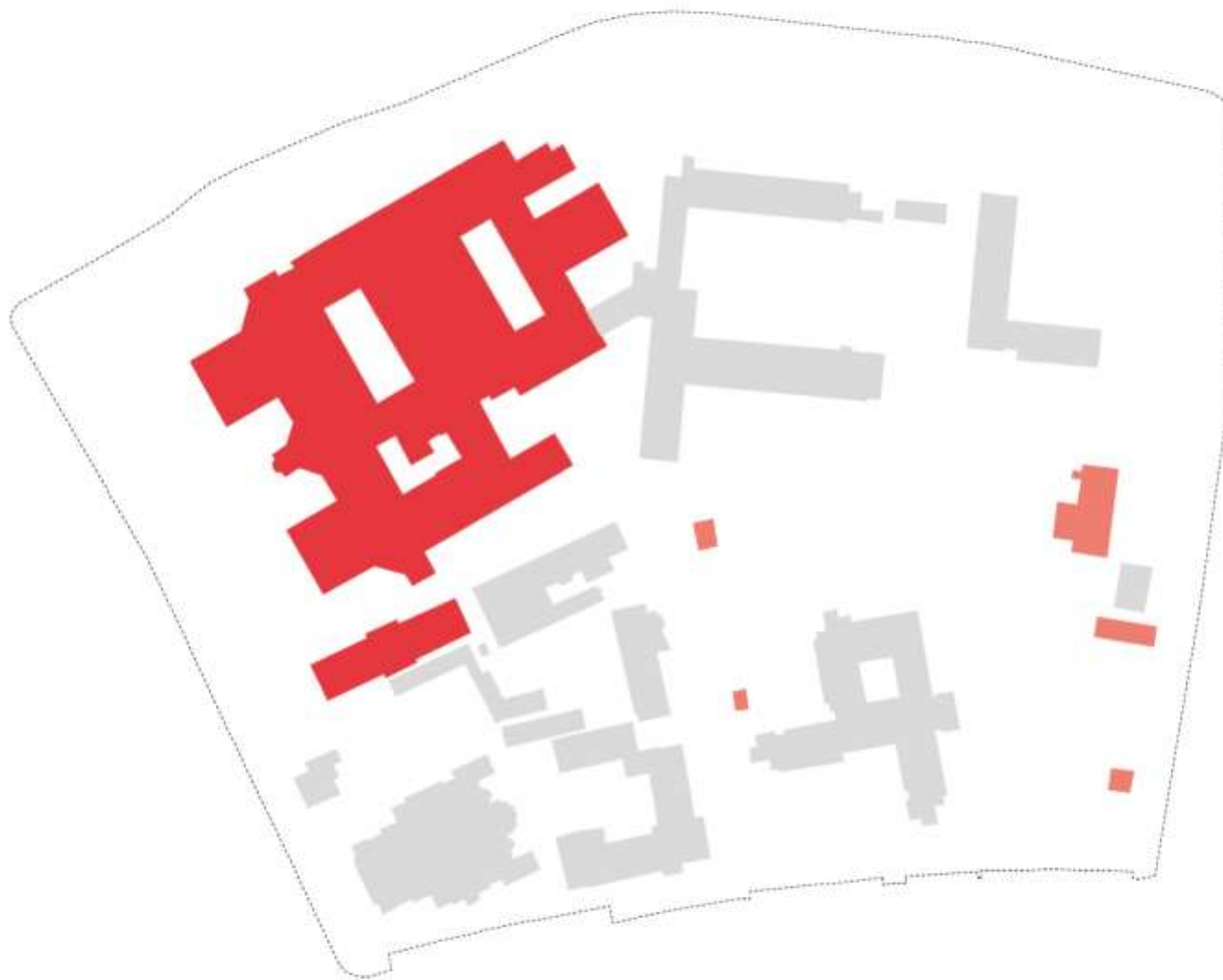
architectural design

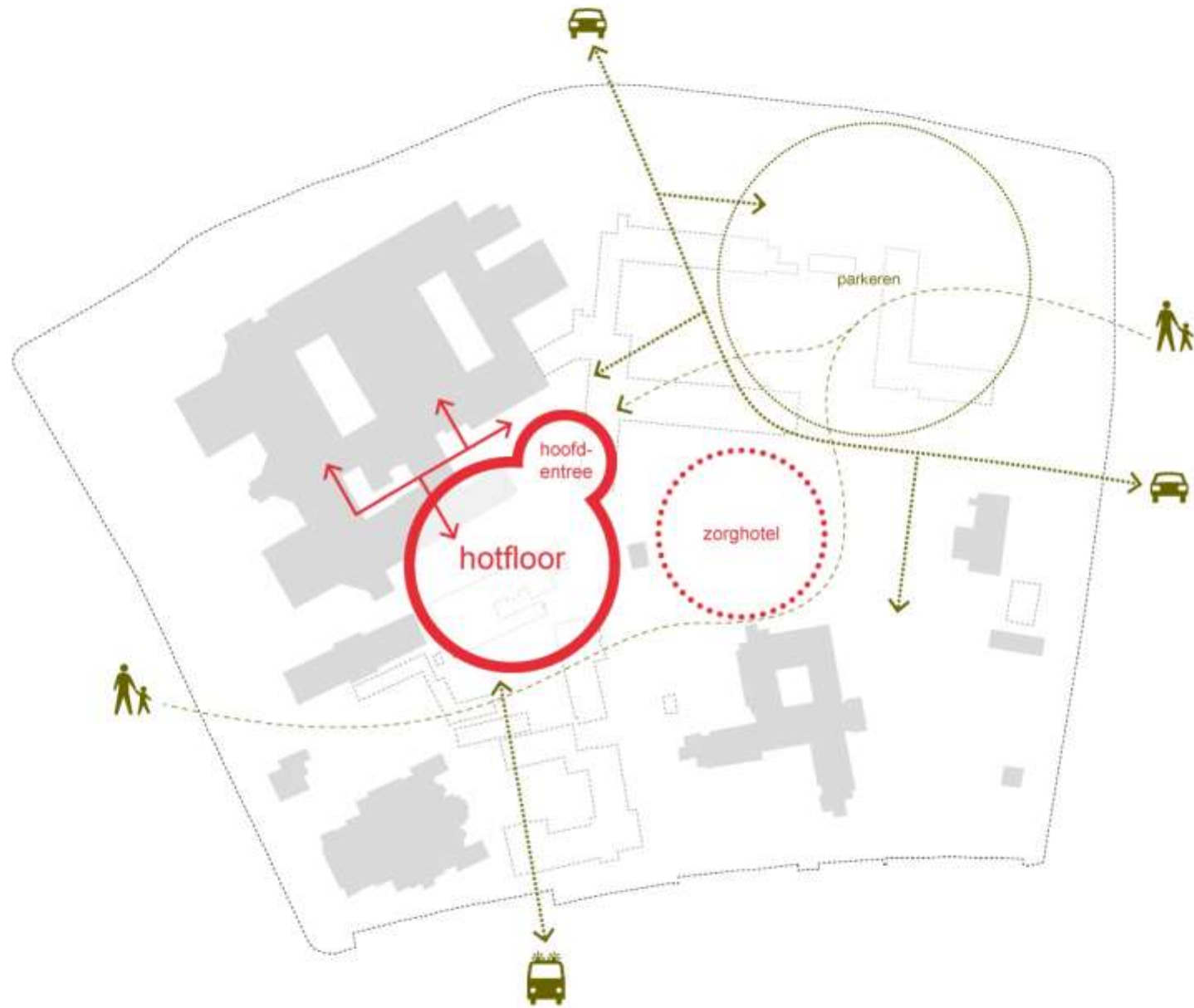


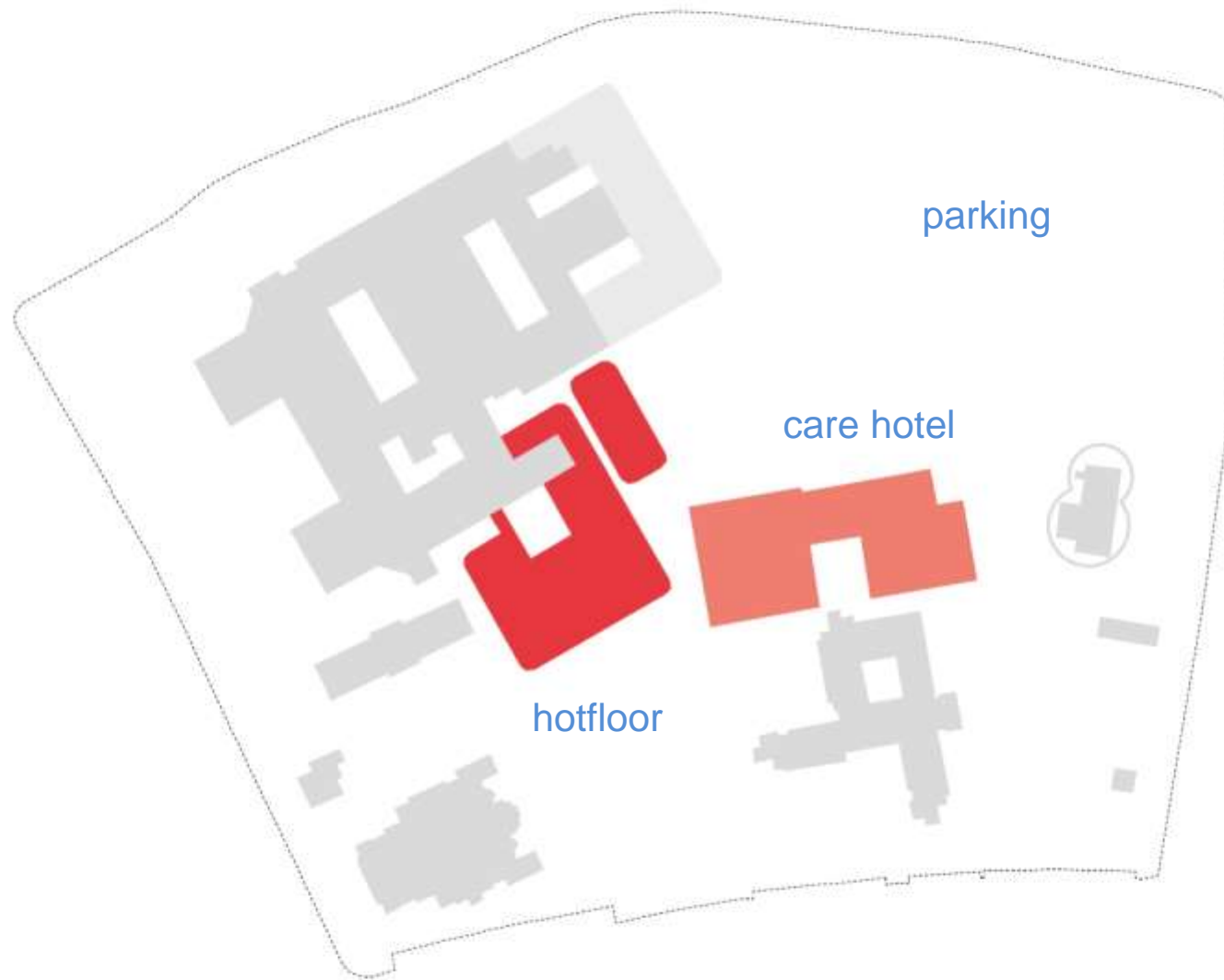
2013

architectural design

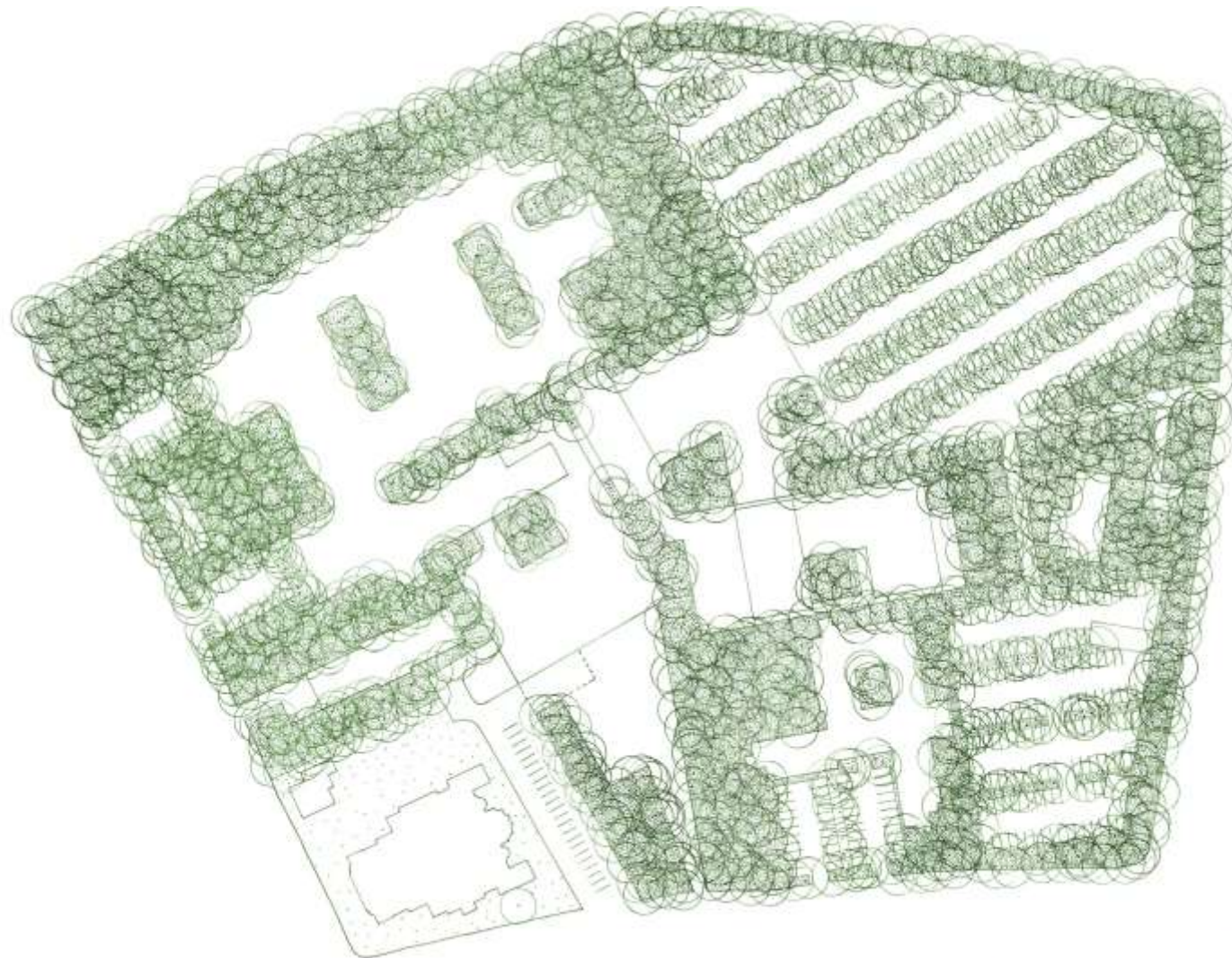














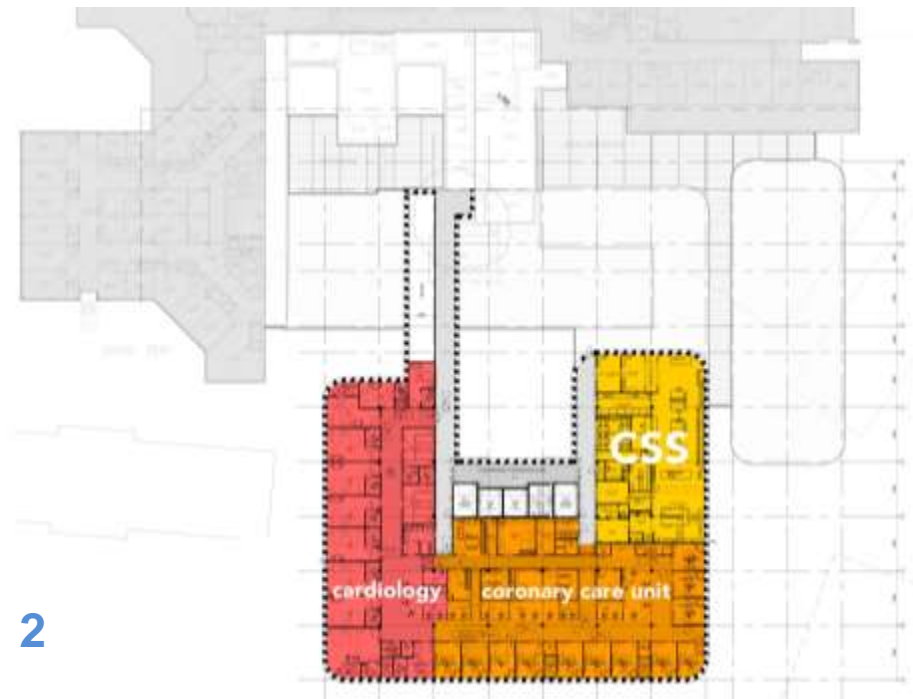
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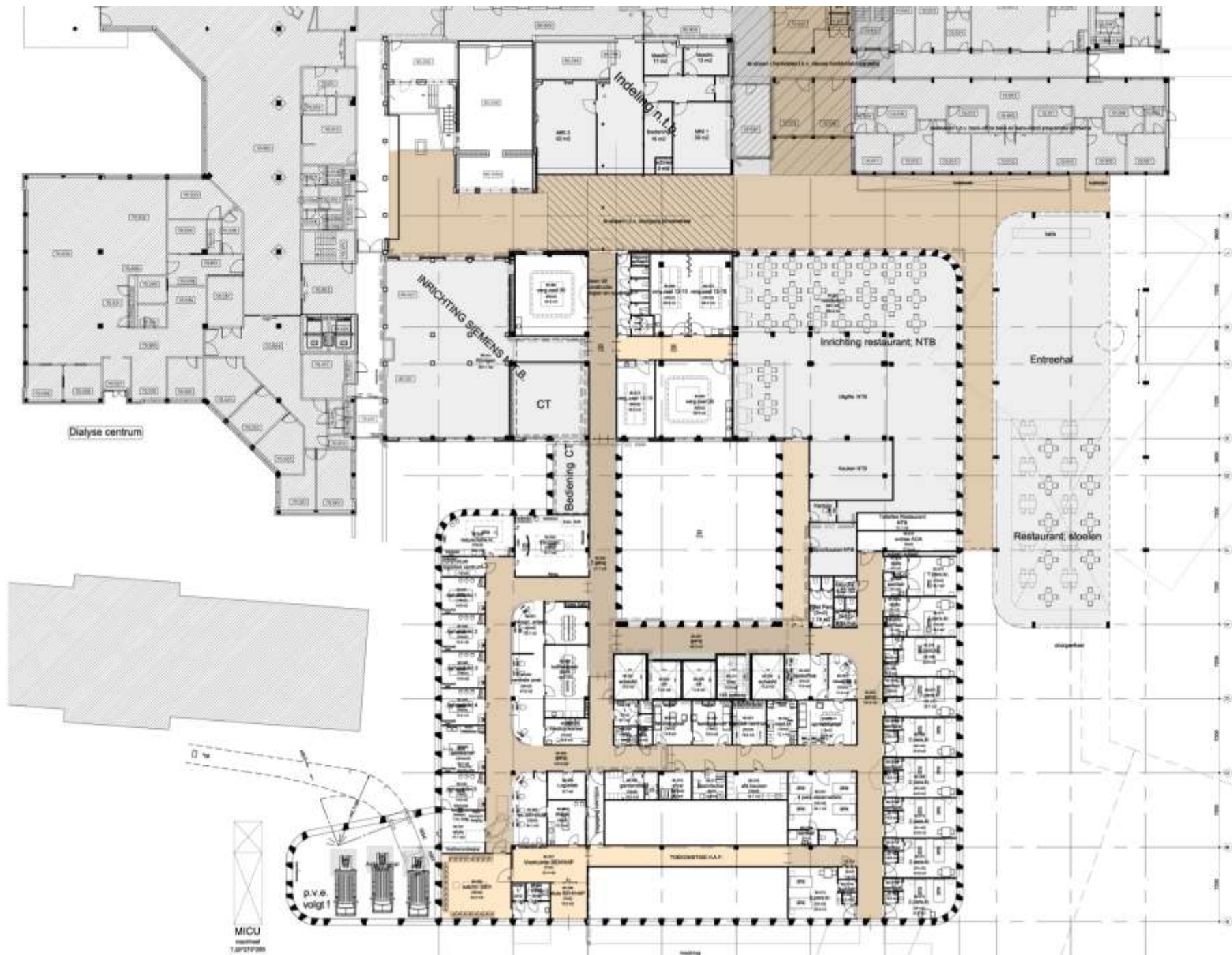
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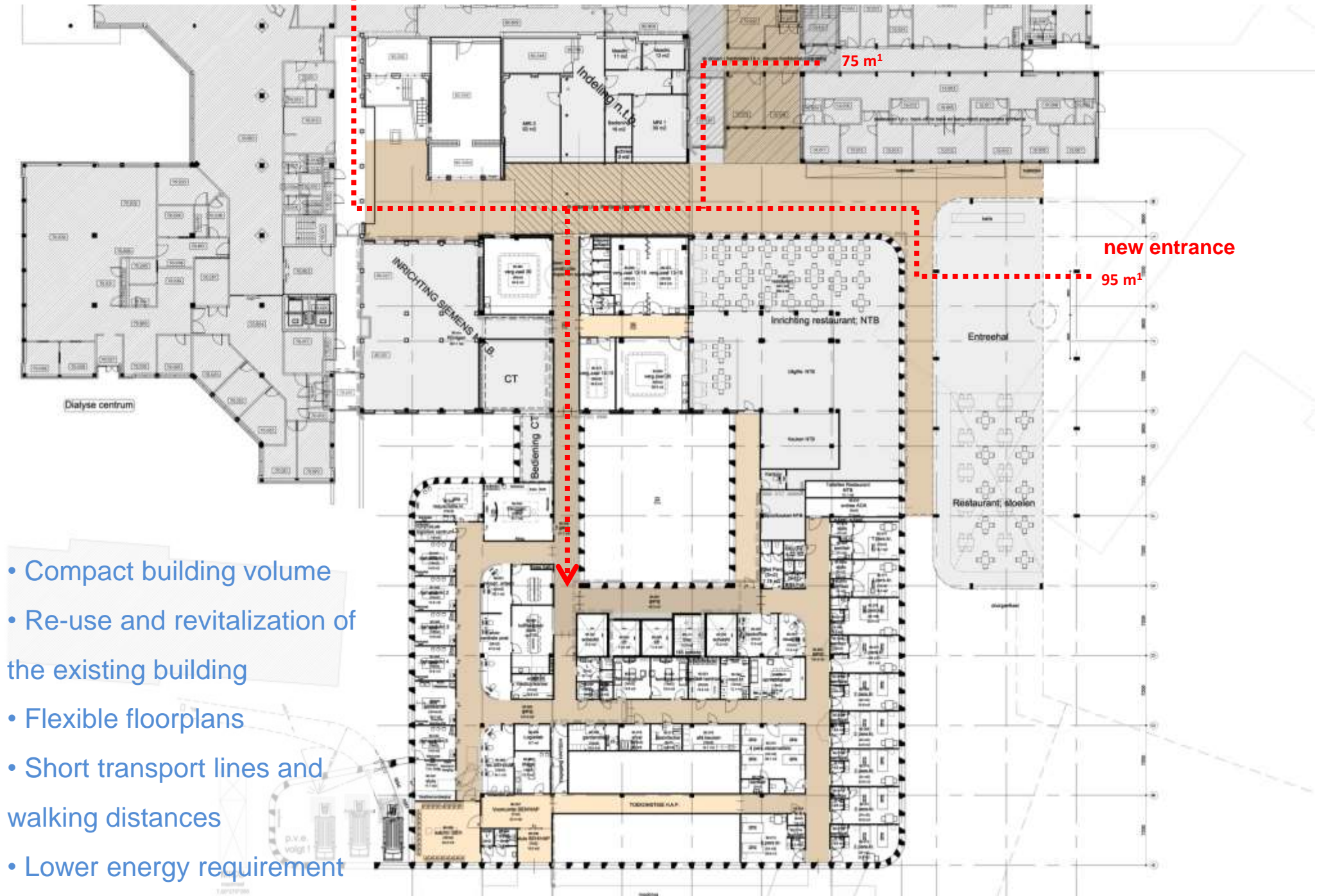
2



ground floor

current entrance

107 m¹



75 m¹

new entrance

95 m¹

- Compact building volume
- Re-use and revitalization of the existing building
- Flexible floorplans
- Short transport lines and walking distances
- Lower energy requirement

ground floor

architectural design

Building volume

current volume	53.000 m ²
after construction, demolition and full renovation	42.000 m ²

Initial interventions

hotfloor	9.280 m ²
renovation (limited)	955 m ²
entrance & central corridor	1.025 m ²

Construction costs (VAT incl.)

hotfloor	€ 26,2 mio	€ 2.800 /m ²
renovation	€ 1,4 mio	€ 1.090 /m ²
entrance & central corridor	<u>€ 3,2 mio</u>	€ 3.100 /m ²
	€ 30,8 mio	



Compact volume

birds eye view

architectural design



Inviting entrance

main entrance

architectural design



Clear logistic structure

central corridor

architectural design



Synergy of old and new

central corridor

architectural design



Bright architecture

emergency entrance

architectural design



Evidence based health design

Stress reduction



Stress reduction

Hospitality & Inviting



Stress reduction

**Hospitality & Inviting
Safety & Security**



Stress reduction

Hospitality & Inviting

Safety & Security

Liveliness & Destruction



Stress reduction

Hospitality & Inviting

Safety & Security

Liveliness & Destracton

Orientation & Recognition



Stress reduction

Hospitality & Inviting

Safety & Security

Liveliness & Destraction

Orientation & Recognition

Self-help & Control



Stress reduction

Hospitality & Inviting

Safety & Security

Liveliness & Destracton

Orientation & Recognition

Self-help & Control

Family Centered Care



Stress reduction

Hospitality & Inviting

Safety & Security

Liveliness & Destracton

Orientation & Recognition

Self-help & Control

Family Centered Care

Senior friendlyness

Inclusive design

HM 53



Inclusive design

Nature & Surroundings

HM 53

evidence based health design



Inclusive design

Nature & Surroundings
Daylight

HM 53



Inclusive design

Nature & Surroundings

Daylight

Materials

HM 53



Inclusive design

Nature & Surroundings

Daylight

Materials

Transparency

HM 53



Inclusive design

Nature & Surroundings

Daylight

Materials

Transparency

Color

HM 53



Inclusive design

Nature & Surroundings

Daylight

Materials

Transparency

Color

Art Application

HM 53



Inclusive design

Nature & Surroundings

Daylight

Materials

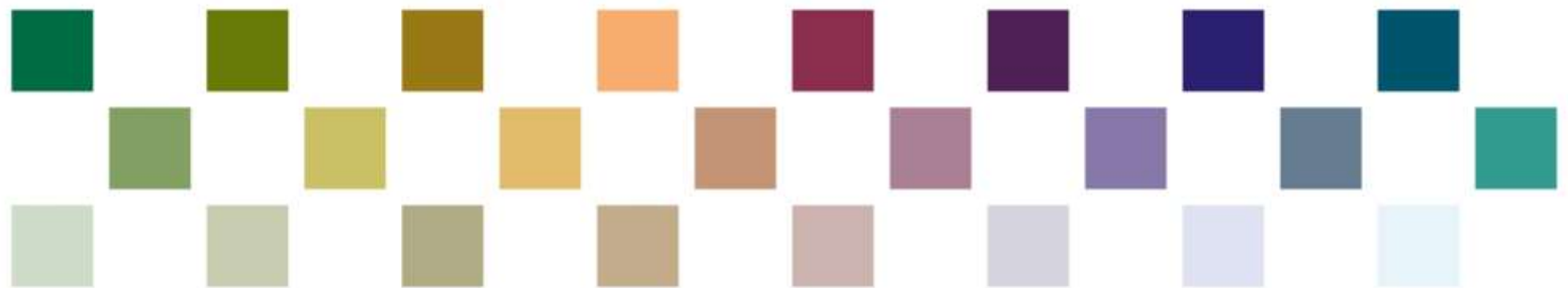
Transparency

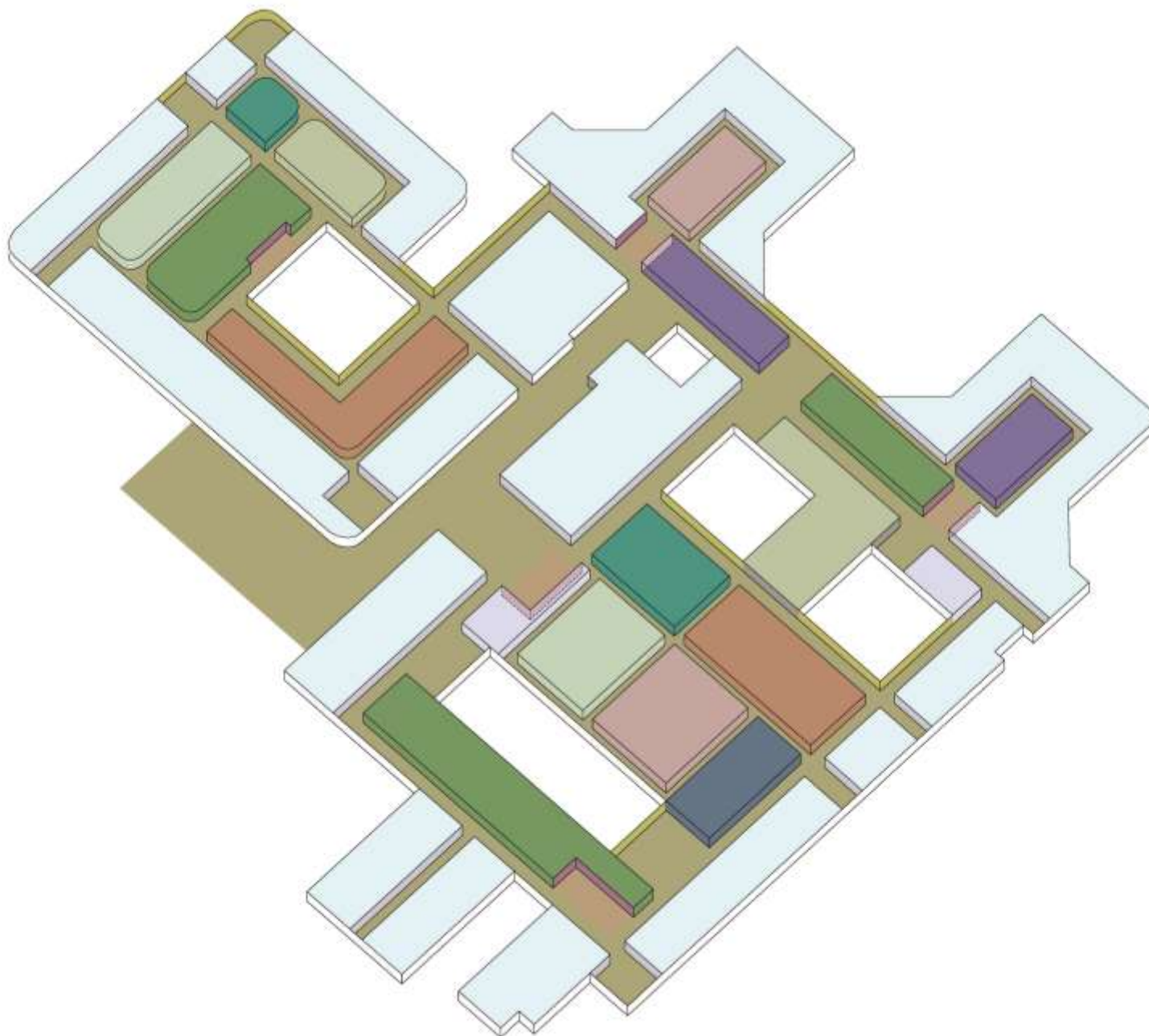
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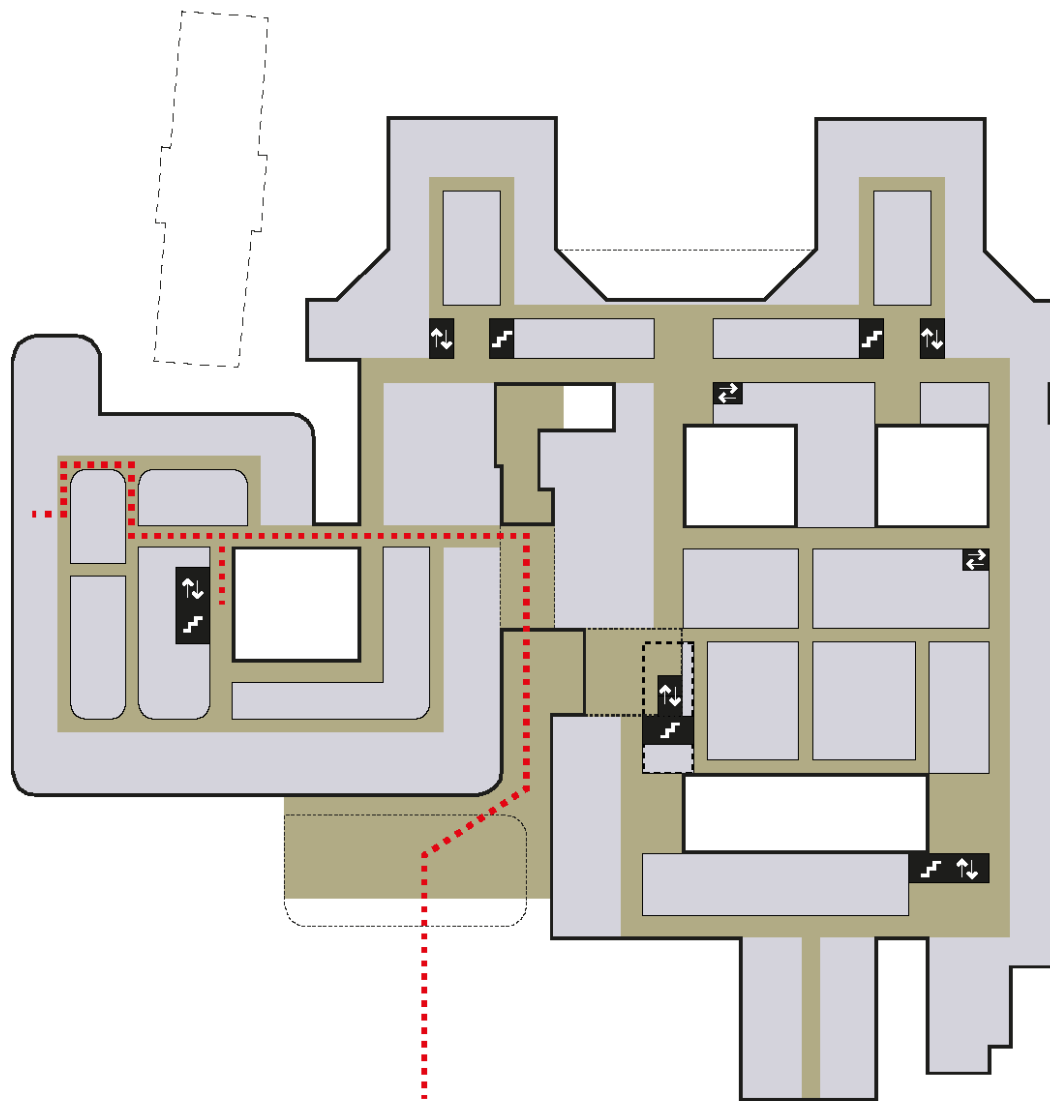
Art Application

Spatial quality

HM 53









Spatial quality | Daylight

central corridor

evidence based health design



Art | Daylight

central corridor

evidence based health design





Daylight | Color



Color | Art



Nature | Art



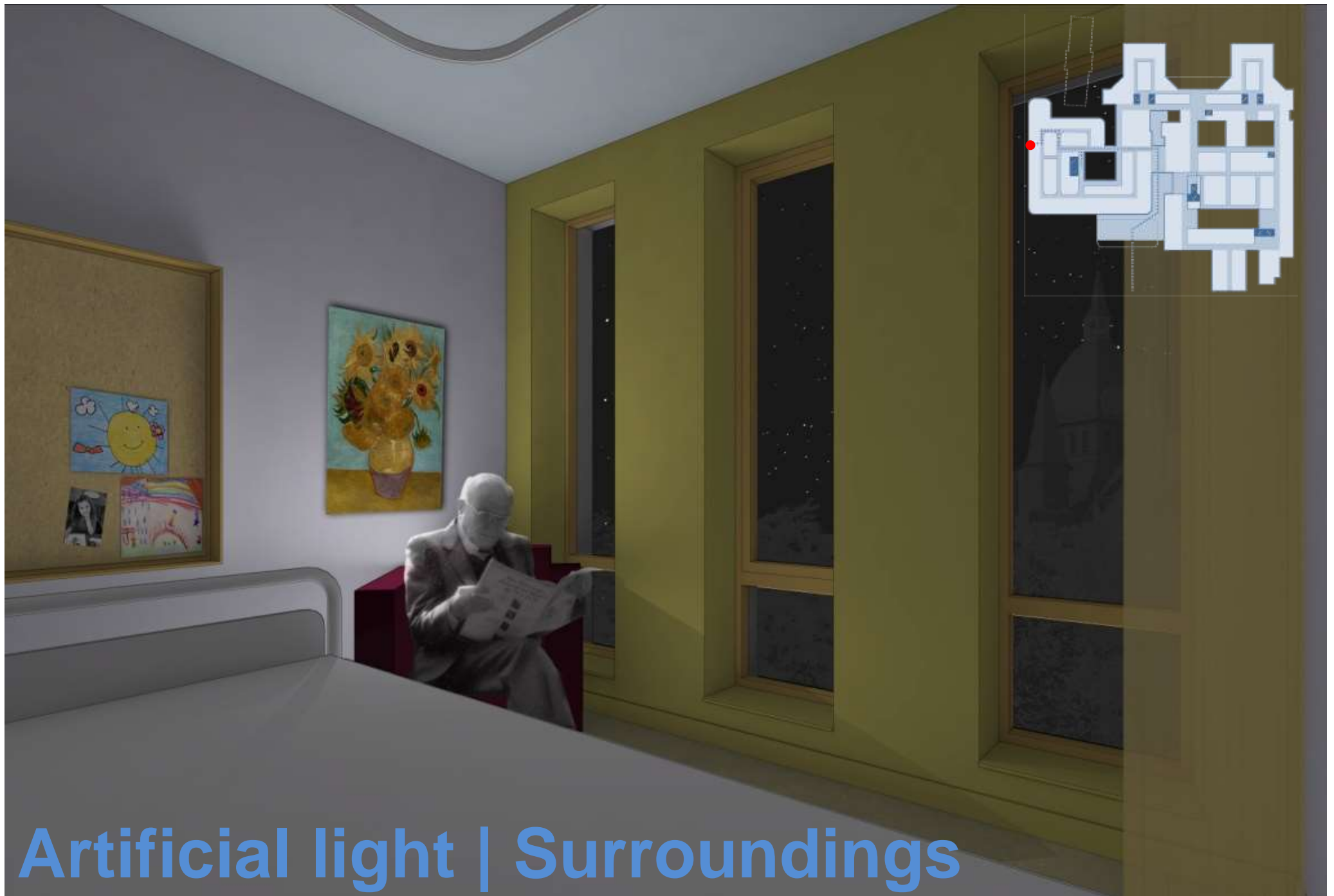
Materials | Color | Art



Daylight | Color



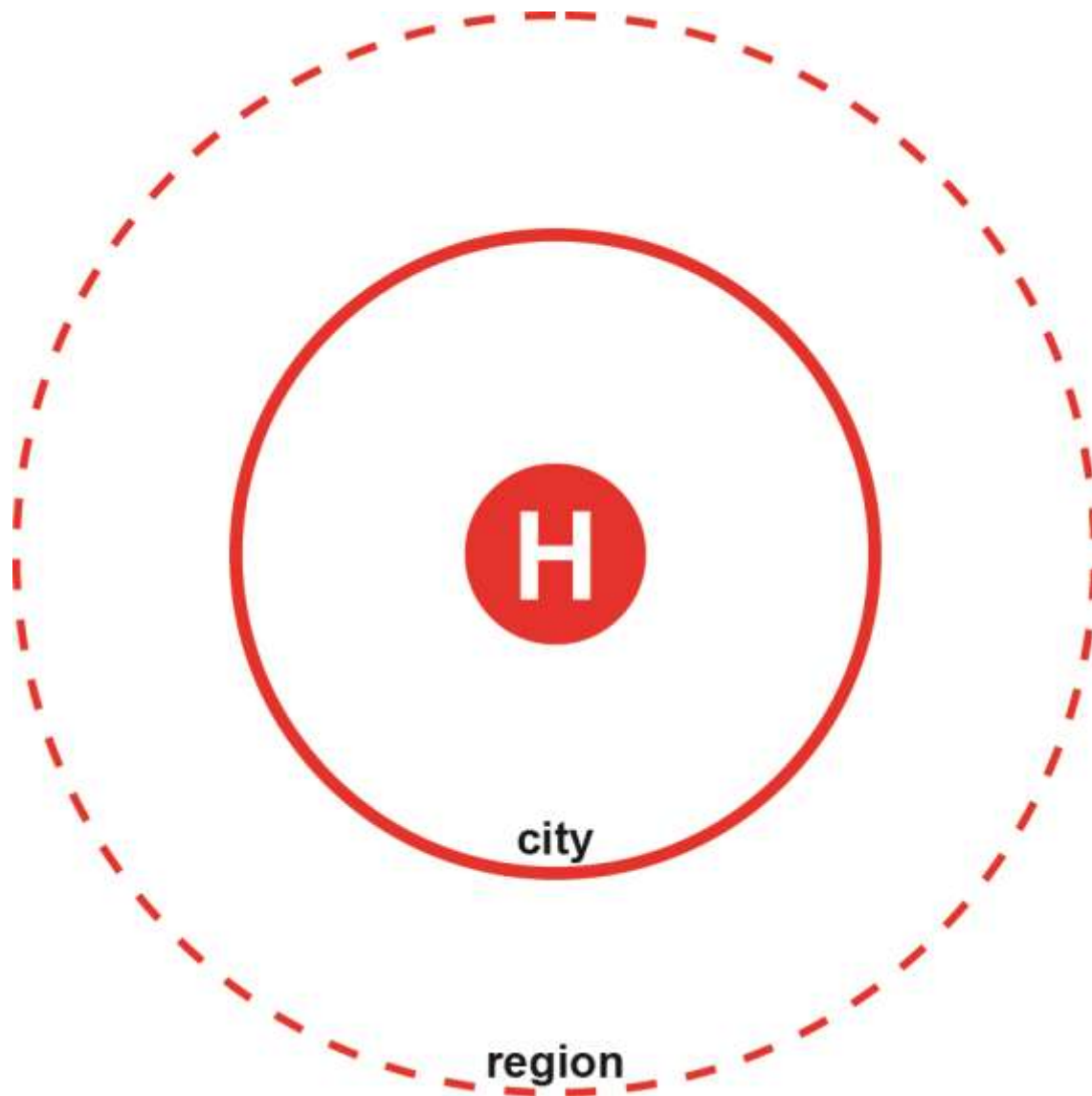
Art | Surroundings

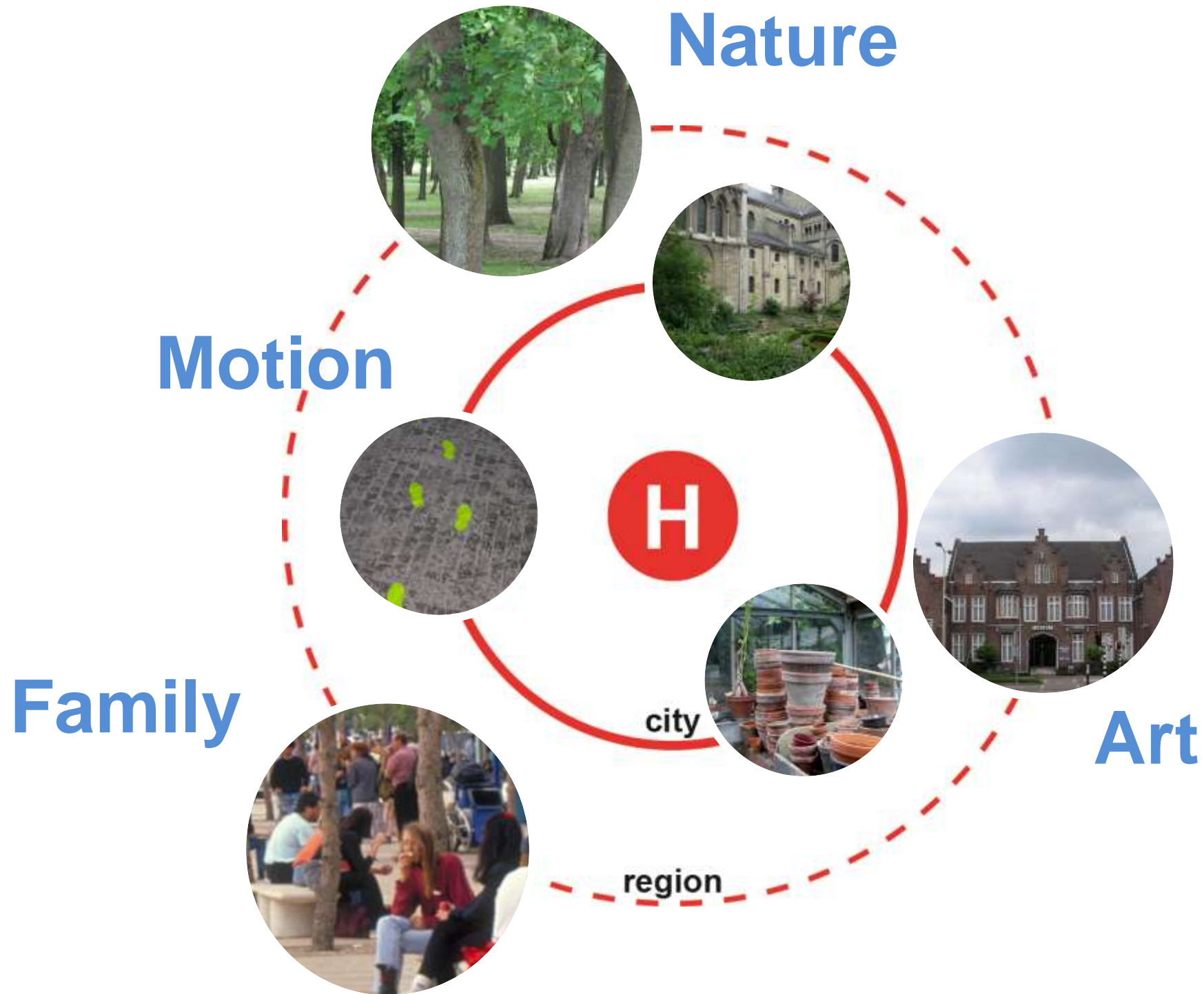


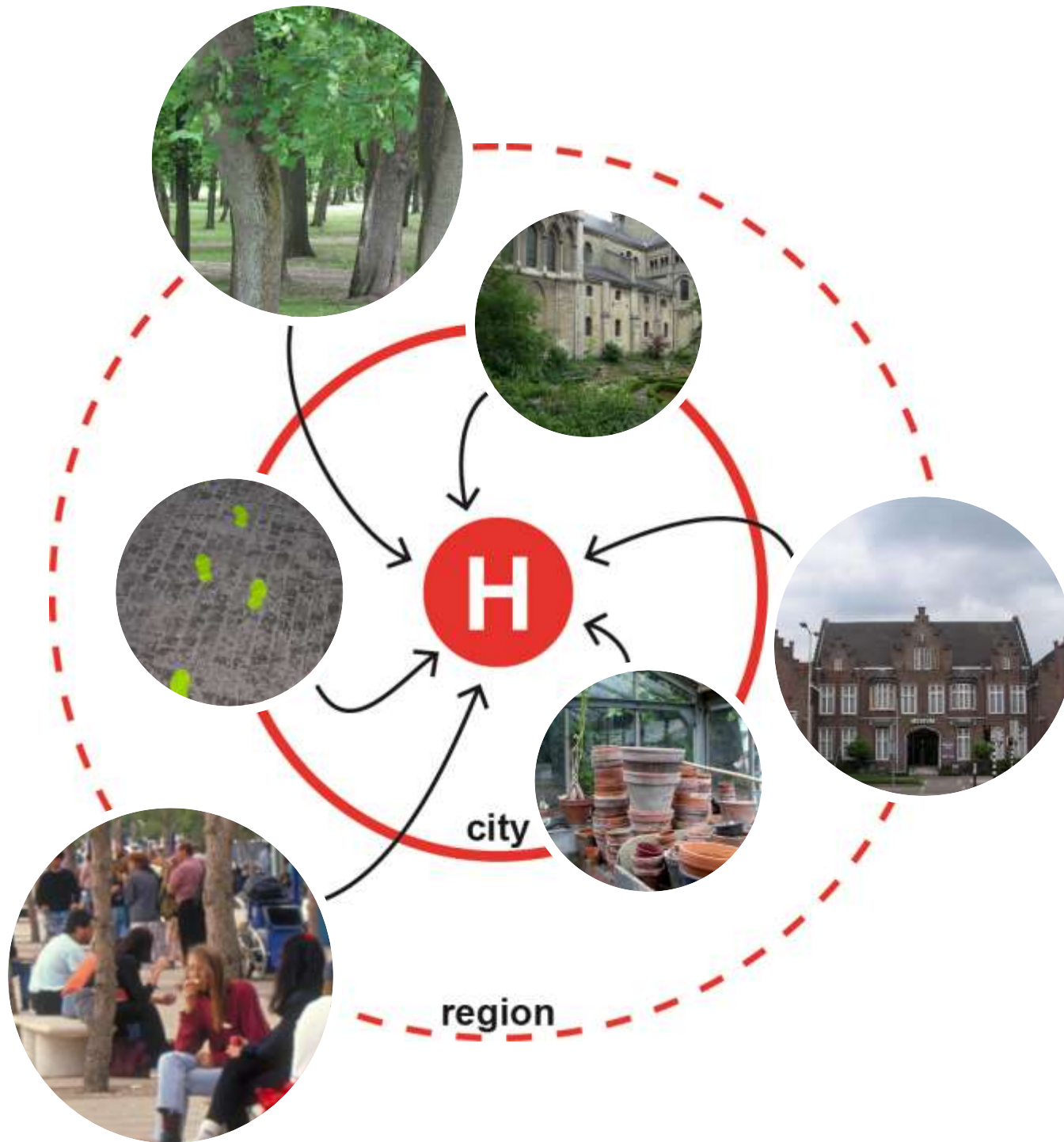
Artificial light | Surroundings

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Connecting with the city









Nature

connecting with the city



Motion

connecting with the city



Art

connecting with the city





