Nantes University Hospital Centre (CHU) Activity and key figures 2012
Nantes University Hospital Centre (CHU)

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Activity and key figures 2012  3
Mission statement

The Nantes University Hospital Centre is committed to the three main roles assigned to university hospitals: care provision, research, education.

The professionals at the Nantes University Hospital Centre work in line with the fundamental principles of public hospital services, i.e. ensuring continuity in care provision during the day and night throughout the year, treating all users in the same way, guaranteeing optimal, quality service for all.

Care provision
The University Hospital Centre offers a range of standard and highly specialised medical and surgical services, alternatives to in-patient care (out-patient services, telemedicine, network services) and receives patients in the emergency department 24 hours a day.

Research
The Nantes University Hospital Centre has been committed to research for over twenty years. The work at the Centre has helped establish its reputation as one of the "top ten" University Hospital Centres in terms of research.

Education
As part of their role, the doctors at the Nantes University Hospital Centre train future doctors, pharmacists and dentists. The training institute department also receives a large number students training to work in the healthcare and social work sectors.
How is the Nantes University Hospital Centre managed and by whom?

The Chief Executive Officer of the Nantes University Hospital Centre, assisted by a board of management, is responsible for the management and general operation of the establishment. The Chief Executive Officer relies on the opinion of various bodies.

The role of the monitoring committee is to guide and monitor the management of the University Hospital Centre. The monitoring committee also includes representatives from local authorities, representatives of medical and non-medical professions, qualified individuals and user representatives.

The Nantes University Hospital Centre is organised into divisions and institutes covering complementary activities. These divisions are placed under the responsibility of doctors appointed by the Chief Executive Officer. They are assisted by a senior healthcare manager and a management assistant.

**Monitoring committee**  
- Chair: Patrick Rimbert, mayor of Nantes.

**General Management**  
- Chief Executive Officer: Christiane Coudrier

**Board of Management**  
- Chair: Christiane Coudrier, Chief Executive Officer  
- 1st vice-chairperson: Prof. Gilles Potel, chair of medical committee  
- Vice-chairperson/Dean: Prof. Jean-Michel Rogez  
- Vice-chairperson/Research: Prof. Philippe Moreau

**Medical Committee**  
- Chair: Prof. Gilles Potel  
- Vice-chairperson: D’Éric Bord

See other bodies at www.chu-nantes.fr
Overview of University Hospital Centre
Nine establishments in Nantes and its conglomeration

(see access map p.22 and 23)

Hôtel-Dieu
Located in the city centre, Hôtel-Dieu contains 818 medical and surgical short-stay beds, Centre 15, the emergency department and Emergency medical services.

Mother and Child Hospital
Located in the same geographic sector as Hôtel-Dieu, the Mother and Child Hospital includes 307 beds and contains the gynaecology-obstetrics departments and those for treating children and adolescents.

Le Tourville
Located near Hôtel-Dieu, between Quai de Tourville and Rue Bias, the Le Tourville building contains departments specialised in hygiene and prevention in relation to public health.

Hôpital Saint-Jacques
Based on the South side of the city of Nantes, Hôpital Saint-Jacques is a hospital unit with 788 beds, containing the functional rehabilitation, psychiatric and geriatric departments. The site also contains the logistic platform for the University Hospital Centre.

Hôpital Nord Laennec
Based on the South side of the city of Nantes, Hôpital Saint-Jacques is a hospital unit with 788 beds, containing the functional rehabilitation, psychiatric and geriatric departments. The site also contains the logistic platform for the University Hospital Centre.
In 2012, the University Hospital Centre conducted over 150 construction operations, representing a total of over €56 million.

Hôtel-Dieu:
- PTMC Medical-Surgical Technical Platform
- Energy Division
- Paediatric refurbishment – Mother and Child Hospital
- Emergency department reception
- Upgrade of information system security (ISS)
- Grouping of consultations in osteoarticular division

Hôpital Saint-Jacques
- Central sterilisation
- Restructuring of energy division

Maison Pirmil
Located inside Hôpital Saint-Jacques, Maison Pirmil contains 184 beds for long-term care and follow-up care.

Hôpital Bellier
Hôpital Bellier includes 135 beds.

Maison Beauséjour
Located to the North-West of Nantes, Maison Beauséjour contains 120 beds for long-term care.

La Seilleraye
Located in the municipality of Carquefou to the East of Nantes, La Seilleraye hospital contains 192 beds for long-term care.
Research and innovation

Among the Top Ten University Hospital Centres in terms of research

- Ranking 8th for scientific publications (Sigaps national classification);
- Ranking 5th for clinical trials;
- 4 national PHRCs and 6 inter-regional PHRCs awarded. A new Stic (aid for innovative and costly technologies) programme is coordinated by a team from the Nantes University Hospital Centre.

Results of activity

- Over 800 publications a year, 44% A and B publications (national average 38% in 2012).
- Further results: 10 patents, 3 marks and 1 software application.
- 10 new registered biological collections.
- 20 new industrial partnerships.

Suitable structures

- regional delegation for clinical research and innovation;
- research support federation (Far);
- clinical investigation centre (CIC) with a multidisciplinary module since 2001 and a biotherapy module since 2005;
- biological resource centre (CRB) intended to include the 120 existing collections and enable the creation of new ones;
- over 10,000 m² of building space devoted to research;
- the number of laboratories accredited by Inserm and Inra rose from 1 to 13 from 1990 to 2012 (9 UMR, 2 CIC, 2 Avenir, 1 UMS).
Activity and key figures 2012

1,146 active protocols, including 899 interventional

248 with internal sponsorship including 114 interventional

98 new open projects including 28 interventional

898 protocols with external sponsorship

481 sponsored by institutional partners

417 sponsored by industry

Involvement in 307 international projects, including 56 in coordination (i.e. 18%)

25 innovation projects (STIC)

31.59% of studies in cancer field

Resources allocated to research

€37 million (20 million managed directly) and 317 full-time equivalents (382 employees).

€480 K allocated for calls for internal proposals, structural proposals (genomic platform), national interface contract support engineer contracts.

Bedside research

Over 3,000 patients enrolled in 900 clinical trials, enabling them to access cutting-edge treatments.
Professional training

Colleges
The training institute department (Dif) at the Nantes University Hospital Centre is made of various institutes and colleges providing training for qualifications ranging from level V to level II in the healthcare and social work sectors. Over 1000 new students are registered each year.

Eleven training courses provided by DIF

Training for assistant and auxiliary professions: healthcare, assistants, childcare assistants, home care, ambulance personnel.

Initial third level training: nurses, radiological technicians, midwives.

Training for specialist nurses: operating theatre nurses, anaesthetic nurses, paediatric nurses.

Healthcare manager training.

Training

The healthcare, administrative and technical staff at the University Hospital Centre are offered a wide range of training. This provides the option of continuous training throughout a person's career.

The net expenditure allocated to professional training amounted to over €2 million in 2012.

Continuous medical training is provided for all doctors at the Nantes University Hospital Centre.

The budget allocated to the implementation of this plan represents €241,276, i.e. 0.5% of the payroll for medical doctors. The management of 54% of these sums is delegated to the university hospital divisions.
**Patient admissions**

**Comprehensive care provision**

*Admission capacity: 2633 in-patient cases and 436 out-patient*

The University Hospital Centre provides care including short-term care, follow-up care and rehabilitation, long-term care, psychiatric care and residential care for the elderly.

<table>
<thead>
<tr>
<th>Service</th>
<th>In-patient</th>
<th>Out-patient</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicine</td>
<td>874</td>
<td>117</td>
<td>991</td>
</tr>
<tr>
<td>Surgery</td>
<td>562</td>
<td>37</td>
<td>599</td>
</tr>
<tr>
<td>Gynaecology-obstetrics</td>
<td>92</td>
<td>10</td>
<td>102</td>
</tr>
<tr>
<td>Short-stay</td>
<td>1528</td>
<td>164</td>
<td>1692</td>
</tr>
<tr>
<td>Follow-up and rehabilitation care</td>
<td>344</td>
<td>33</td>
<td>377</td>
</tr>
<tr>
<td>Psychiatric</td>
<td>301</td>
<td>239</td>
<td>540</td>
</tr>
<tr>
<td>Nursing home</td>
<td>290</td>
<td></td>
<td>290</td>
</tr>
<tr>
<td>Long-term care</td>
<td>170</td>
<td></td>
<td>170</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2633</strong></td>
<td><strong>436</strong></td>
<td><strong>3069</strong></td>
</tr>
</tbody>
</table>

Patients admitted in the morning are discharged on the same day. A constant rise in this type of care has been seen in recent years. This represents 25.4% of surgical cases and 57.3% of medical cases (40.4% if sessions are excluded).

Within the scope of the project aimed at grouping all short-stay activities on Île de Nantes by 2020/2025, the target is in excess of 60% of out-patient surgery care.
Care provision activity

Average length of stay (ALS)

Medicine-surgery-obstetrics
6 days

<table>
<thead>
<tr>
<th></th>
<th>In-patient</th>
<th>Out-patient</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>admissions</td>
<td>days</td>
</tr>
<tr>
<td>Medicine</td>
<td>51,495</td>
<td>287,341</td>
</tr>
<tr>
<td>Surgery</td>
<td>27,628</td>
<td>156,074</td>
</tr>
<tr>
<td>Gynaecology-obstetrics</td>
<td>6,507</td>
<td>30,433</td>
</tr>
<tr>
<td>MSO</td>
<td>79,228</td>
<td>473,848</td>
</tr>
<tr>
<td>Follow-up and rehabilitation care</td>
<td>3,092</td>
<td>111,661</td>
</tr>
<tr>
<td>Psychiatric</td>
<td>4,573</td>
<td>89,883</td>
</tr>
<tr>
<td>Nursing home</td>
<td>148</td>
<td>102,443</td>
</tr>
<tr>
<td>Long-term care</td>
<td>101</td>
<td>61,102</td>
</tr>
<tr>
<td>Total University Hospital Centre</td>
<td>87,142</td>
<td>838,937</td>
</tr>
</tbody>
</table>

* out-patient cases: beds receiving patients for less than 24 hrs or sessions for some treatments

Transplantation and harvesting

<table>
<thead>
<tr>
<th></th>
<th>Transplants</th>
<th>Harvesting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kidney</td>
<td>174</td>
<td>118</td>
</tr>
<tr>
<td>Heart</td>
<td>23</td>
<td>16</td>
</tr>
<tr>
<td>Heart-lungs</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Lung</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Liver</td>
<td>-</td>
<td>36</td>
</tr>
<tr>
<td>Pancreas</td>
<td>20</td>
<td>4</td>
</tr>
<tr>
<td>Cornea</td>
<td>121</td>
<td>216</td>
</tr>
<tr>
<td>Bone marrow (allografts)</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>Bone marrow (autografts)</td>
<td>124</td>
<td></td>
</tr>
</tbody>
</table>
**Where do our patients come from?**

The patients hospitalised at the University Hospital Centre mostly come from the Loire-Atlantique region (75.96%), of whom over half are from the Nantes conglomeration.

In other cases, the patients are from neighbouring departments: Vendée (10.32%), Maine-et-Loire (3.88%), Sarthe (0.47%) and Mayenne (0.39%). Some highly specialised reference departments are very popular outside the Loire region, such as the burns department (43.5%), the thoracic transplantation unit (41.8%), ophthalmology (33.3%) or neuro-traumatology (20.2%).

**Activity in figures**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Figures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Births</td>
<td>3,975</td>
</tr>
<tr>
<td>Appointments and out-patient procedures</td>
<td>851,697</td>
</tr>
<tr>
<td>Operating sessions (operating theatres)</td>
<td>50,743</td>
</tr>
<tr>
<td>Number of extracorporeal circulation (ECC) procedures</td>
<td>1,575</td>
</tr>
<tr>
<td>MRI fixed-fee services</td>
<td>12,967</td>
</tr>
<tr>
<td>Scanner fixed-fee services</td>
<td>44,912</td>
</tr>
<tr>
<td>Emergency department admissions</td>
<td>105,835</td>
</tr>
<tr>
<td>→ of which paediatric emergencies</td>
<td>31,001</td>
</tr>
<tr>
<td>Calls to Centre 15</td>
<td>462,578</td>
</tr>
<tr>
<td>Ambulance and emergency unit interventions</td>
<td>6,658</td>
</tr>
<tr>
<td>Helicopter ambulance and emergency unit call-outs</td>
<td>644</td>
</tr>
</tbody>
</table>

**Each day, this means...**

- **139** surgical procedures
- **2,327** consultations
- **10** births
- **290** emergency department admissions
- **7,587** meals served
- **10.5** tonnes of laundry processed
- **11.3** tonnes of waste processed
Main equipment

- Extracorporeal blood circulation
  - 6 machines

- Haemodialysis
  - 32 stations

- Radiodiagnosis using ionising radiation
  - 6 gamma-cameras

- Radiodiagnosis using ionising radiation
  - 4 scanners including 1 machine belonging to an economic interest grouping

- High-speed serial radiography and digital angiography machines
  - 4 angiography machines

- Nuclear magnetic resonance imaging for clinical use
  - 3 x 1.5 Tesla machines including 1 machine belonging to an economic interest grouping

- Transparietal stone destruction
  - 1 lithotripter

- PET camera-scanner jointly operated with the René Gauducheau cancer treatment centre
  - 1 PET-scan
Quality process

A certified establishment

The University Hospital Centre was awarded certification by the French National Authority for Health (HAS) in 2010 for all the progress achieved. The Nantes University Hospital Centre was awarded the highest rating for seven practices identified as priorities by the HAS out of a total of 13.

Three recommendations are the subject of an action plan to be reviewed at the next certification inspection in September 2014: short-stay patient file management, the short-stay medication management quality process and improving multidisciplinary consultation meeting traceability.

Hospital-acquired infection control

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combined activity score for 2011</td>
<td>Overall reflection of hospital-acquired infection control</td>
<td>87/100</td>
</tr>
<tr>
<td>Composite hospital-acquired infection control activity indicator (Icalin 2)</td>
<td>Hospital-acquired infection control organisation, resources, actions</td>
<td>90/100</td>
</tr>
<tr>
<td>Hydro-alcoholic product consumption indicator (ICSHA 2)</td>
<td>Hand hygiene</td>
<td>113/100</td>
</tr>
<tr>
<td>Composite surgical site infection control indicator (ICA-LISO)</td>
<td>Perioperative infection risk</td>
<td>78/100</td>
</tr>
<tr>
<td>Composite indicator for proper antibiotic usage (ICATB)</td>
<td>Proper antibiotic usage</td>
<td>76/100</td>
</tr>
<tr>
<td>Composite multi-resistant bacteria dissemination control indicator (ICA-BMR)</td>
<td>Multi-resistant bacteria transmission</td>
<td>84/100</td>
</tr>
<tr>
<td>Three-year Methicillin-resistant Staphylococcus aureus (MRSA) indicator (2009-2011)</td>
<td>Staphylococcus aureus</td>
<td>0.19</td>
</tr>
</tbody>
</table>

Activity and key figures 2012 15
Patient file indicators

*Our establishment strives on an ongoing basis to improve its performances to increase the quality of the care provided and its traceability in the patient file.*

<table>
<thead>
<tr>
<th>Professional Area</th>
<th>Indicator Description</th>
<th>Class</th>
<th>Performance</th>
<th>Progression 2010-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information sharing during hospitalisation</td>
<td>Patient file updating</td>
<td>A</td>
<td>70%</td>
<td>C</td>
</tr>
<tr>
<td>Communication with attending physician</td>
<td>Hospital discharge letter issue interval</td>
<td>B</td>
<td>39%</td>
<td>C</td>
</tr>
<tr>
<td>Pain measurement</td>
<td>Pain assessment traceability</td>
<td>C</td>
<td>45%</td>
<td>C</td>
</tr>
<tr>
<td>Weight measurement</td>
<td>Screening for nutrition disorders</td>
<td>B</td>
<td>74%</td>
<td>B</td>
</tr>
<tr>
<td>Information sharing for anaesthetic purposes</td>
<td>Anaesthetic file updating</td>
<td>A</td>
<td>83%</td>
<td>B</td>
</tr>
<tr>
<td>Medication and infarction</td>
<td>Medication prescriptions after myocardial infarction (MI)</td>
<td>A</td>
<td>88%</td>
<td>B</td>
</tr>
<tr>
<td>Lifestyle and infarction</td>
<td>Awareness of lifestyle-nutritional rules after myocardial infarction</td>
<td>A</td>
<td>85%</td>
<td>B</td>
</tr>
<tr>
<td>Team medical decision in cases of cancer</td>
<td>Multidisciplinary cancer care consultation meeting</td>
<td>C</td>
<td>55%</td>
<td>C</td>
</tr>
</tbody>
</table>

User satisfaction

The Nantes University Hospital Centre provides users with a questionnaire to obtain their opinion on their stay. In 2012, 74% of users rated the overall care provided as excellent and very good.
To carry out its role in full, the University Hospital Centre is faced with overheads of 785 million Euro each year.

### Income
- Payments from health insurance fund: €629.7 million
- Other hospital activity income: €47.7 million
- Other income: €108.5 million

### Expenditure
- Payroll: €459 million
- Medical expenses: €175 million
- Accommodation-related and general expenses: €57 million
- Depreciation, provisions, financial and extraordinary items: €93 million

### Investments
- Investment expenditure: construction, IT, biomedical, economic and logistic services: €78.7 million

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Income</th>
<th>Excess</th>
</tr>
</thead>
<tbody>
<tr>
<td>€784,436,557</td>
<td>€785,901,913</td>
<td>€1,465,356</td>
</tr>
</tbody>
</table>

**Activity and key figures 2012**

2570 medical staff

- **224 practitioners**
  university professors and hospital practitioners (PU-PH) – university lecturers – hospital practitioners (MCU-PH) – university hospital practitioners (PHU) – university hospital chief resident – hospital assistants (CCA-AHU)

- **542 practitioners**
  hospital practitioners (PH) – part-time, contract, assistant hospital practitioners

- **48 practitioners**
  odontologists

- **29 practitioners**
  pharmacists

- **294 practitioners**
  affiliated practitioners

- **455 interns**
  interns

- **978 students**
  students

No. 1 employer in region with staff of 11,770
9200 non-medical staff (8,510 FTE*)
*full-time equivalents

- nursing and training
  6,377 employees (5,872 FTE)
  – of which nurses and specialised nurses
  2,949 employees (2,724 FTE)
  – of which healthcare assistants and child care assistants
  2,268 employees (2,084 FTE)
  – of which hospital service employees
  421 employees (405 FTE)

- technical
  1,397 employees (1,308 FTE)

- administrative
  934 employees (870 FTE)
  – of which medical secretaries
  418 employees (401 FTE)

- medical-technical
  492 employees (459 FTE)

---

**Activity and key figures 2012**  

**Administrative**  
10.23%

**Medical-technical**  
5.40%

**Technical**  
15.37%

**Nursing and training**  
69%
The University Hospital Centre is also involved in...

Prevention actions
The medical and nursing teams regularly attend information and awareness days on public health topics (immunisation, sleep, melanoma, hand hygiene, AIDS control, nutrition, etc.), intended for healthcare professionals and the general public.

International relations
For many years, the Nantes University Hospital Centre provides medical, paramedical, technical and administrative expertise within the scope of international cooperation, through training and mentoring actions. It also provides material support for some NGOs and charity organisations, particularly through donations of scrapped medical equipment and access to specially negotiated rates with its suppliers.
Patient information

To keep them informed as much as possible, the University Hospital Centre provides patients with an array of information materials: patient admission booklet, department-specific admission booklets, prevention brochures, poster campaigns, website, facebook page and twitter account, etc.

Cultural activities

Cultural activities offer an opportunity for freedom of expression in a hospital sector which is subject to constraints in many other areas. Even in the case of very brief hospital stays, the hospital becomes the patient's residence and artistic events help make the place more pleasant.

• 2 hospital orchestras
  (jazz and classical);
• 3 cinema festivals;
• 3 music festivals;
• 7 partnerships with cultural bodies based in Nantes;
• 4 concerts by the National Loire region orchestra;
• 5 exhibitions on multiple sites;
• €39,500 joint financing from Drac-ARS;
• 1 artist's residence;
• 1 partnership with Nantes National choreographic centre.
Nantes University Hospital establishments
distributed around Nantes and its conglomeration
Activity and key figures 2012

Nantes University Hospital establishments distributed around Nantes and its conglomeration.
Activity and key figures 2012

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