Eye on Maastricht UMC+
To keep people healthy and where possible prevent them from getting sick, that’s what we at Maastricht UMC+ want. But if you do require care, we provide the best possible treatment. As a university medical center, we combine scientific research and education with patient care so that we can develop new and improved therapies and healthcare innovations. The social situation and the demand for healthcare in our region are our most important consideration. We try to understand in detail how the human body works and how diseases arise. And, based on this knowledge, to promote the health of each individual and improve their quality of life. Not just if they’re sick but especially while they’re still fit and healthy. That’s what the “+” in our name stands for. The fact that we collaborate with other research institutes, government and industry means that we make our knowledge accessible and practicable. We share our knowledge with colleagues nationally and internationally so that we all become better and smarter as a result.

Together, we are well on our way to achieving our objectives in the areas of patient care, research and education as part of our “Healthy Living” strategy. I and all the staff and local partners of Maastricht UMC+ are happy to continue this work. We are dedicated to ensuring a healthy future for our society.

Prof. Marja van Dieijen-Visser,  
Chair of the Executive Board of Maastricht UMC+
Total dedication

The Maastricht University Medical Center+ (Maastricht UMC+) is the name under which the Maastricht University Hospital [academisch ziekenhuis Maastricht] (azM) and the Faculty of Health, Medicine and Life Sciences (FHML) of Maastricht University cooperate.

Our mission statement is short but powerful: ‘Providing the best possible healthcare and improving health in the region by integrating patient care, research and education.’

All of us work on this task with passion and total dedication.

We provide a complete range of excellent healthcare: a wide range of basic care, top clinical care and highly specialist care, always involving integration of research and education from the faculty. We therefore focus on “the whole person”. This means that we not only look at a patient and their illness, we also look at the person in their own personal living environment, lifestyle and predispositions.

Every day, we strive to provide the best possible care and improve health, thereby achieving the highest possible level of patient satisfaction. Our catchment area extends from South Limburg to Southeast Brabant (population 2 million).

Quality, customer focus and safety — our major priorities

We believe that quality and safety are extremely important. We have therefore accumulated countless certifications, accreditations and approvals. These include our accreditation by the Netherlands Hospital Accreditation Institute (NIAZ) and the Pink Ribbon for breast cancer care and research. There is always room for improvement and we therefore continuously strive to achieve further improvement. We always take a critical view of our own actions.

We think customer focus is an important element of healthcare and therefore want to actively involve our patients, visitors and persons accompanying the patients in developing new policy and improving the services we provide. The online MUMC+ patient panel is one way that they can give their views on subjects relating to the care and services we provide. Our Client Council comprises existing and former patients who can take decisions and make suggestions concerning our policy and the services we provide.

Promoting health in the region

The plus sign in our name shows that we do more than just provide the best possible care. Our aim is to improve health in our region at all levels. This is made possible by the continuous collaboration between the hospital and the faculty. An added value of our organization.

We focus on restoring health, maintaining health and promoting health. This means that we don’t want to just cure people when they’re sick. We would rather keep them healthy for as long as possible and prevent them needing healthcare. We therefore focus a lot of effort on disease prevention, which differentiates us from other university medical centers around the world.

A good example of our efforts to improve health in the region is the Maastricht Study. This is a unique study of the population in the southern part of Limburg regarding the incidence, causes and treatment of Type 2 diabetes, cardiovascular disease and other chronic conditions. By comparing 10,000 participants with and without Type 2 diabetes, we gain an insight into the causes of the disease. These could be lifestyle factors, as well as hereditary traits, social factors and socio-economic factors. Because a very wide spectrum of effects of diabetes is being investigated and because almost all these effects also occur (but less frequently) in people without diabetes, this automatically provides an insight into a great many chronic diseases that do not arise until middle age.

We want to keep people healthy for as long as possible and prevent them from needing healthcare.
Healthy living is what we are together working toward, by means of healthcare, research and education but above all with total dedication.

Preventive medicine and the promotion of a healthy lifestyle based on a healthy diet and exercise will be at the heart of the future Mosae Vita center. It will be an accessible meeting place where people will be able to experience healthy living and receive advice on their lifestyle in a fun way. Researchers and doctors from the hospital and university, but also from organizations such as Municipal Health Services (GGD) and businesses will team up to develop innovative products and services to help people lead a consciously healthy life. In this way, the knowledge and expertise of Maastricht UMC+ and others will be used to keep the people of Limburg healthy through preventive medicine. Mosae Vita will be built on the Brightlands Maastricht Health Campus, next to Maastricht UMC+. Healthy living, that’s what we want for residents of our region and anyone else who can benefit from our knowledge and experience.

Our tasks

Maastricht UMC+ is a university hospital and regional hospital rolled into one. We have three mutually reinforcing core tasks:

- patient care: diagnosis and treatment, from simple basic care to the most complex types of care;
- research: scientific research in support of specialisms in patient care;
- education and training: training of new generations of doctors, nurses and other healthcare professionals, and researchers.

Besides these three core tasks, we also see the constantly increasing importance of prevention and knowledge valorisation (translation of scientific knowledge into socially useful and/or commercially viable products or services).

Our aims and priorities

Our aim is to be nationally and internationally unique in four fields:

1. Cardiovascular disease
2. Respiratory disease
3. Cancer
4. Brain and neurological disorders

These are specialisms that play to our strengths and meet the specific healthcare needs of our region. We aim to become a leader in both patient care and research in these four fields. Another priority area is patient care and, in particular, eye disease, problems with movement and problems relating to heredity, reproduction and predisposition. Keeping a close focus on specific areas and, in other areas, working closely with other university hospitals that specialize in these areas is a major contribution to a more efficient healthcare system.
We aim to focus more on complex university-level care. It’s there that our strength and added value lie, through the combination of healthcare, research, education and training. To help achieve these aims, we are concentrating on:

**Metabolism and diet:** a key topic for innovation as metabolism, diet and lifestyle are closely related to prevention and health promotion.

**Healthcare innovation:** healthcare innovation focuses on smart technology tailored to the individual across the healthcare spectrum from lifestyle changes to patient care.

**Operational excellence:** by continually improving our way of working, we are working toward providing an optimum service with minimum waste.

**Working together on improving healthcare**

We want to provide excellent healthcare that is affordable and will also remain accessible in future. We do so by entering into regional and Euregional cooperative partnerships with other hospitals, research institutes and healthcare institutions, such as Radboud University Medical Center, Zuyderland Care Organization, CIRO+ center of expertise in chronic organ failure, Kempenhaeghe center of expertise in epilepsy, Adelante rehabilitation center and Mondriaan Center for Mental Health in the Netherlands, and Uniklinik at RWTH University Aachen in Germany. Together we work on innovative solutions for organizing healthcare more efficiently and avoiding unnecessary costs.

An example of new forms of healthcare and collaboration are the “Stadspoli” medical centers. Specialists from Maastricht UMC+ hold consultations outside the hospital’s walls for patients referred by their family physician. The Stadspolis form part of the Blauwe Zorg project. In this project Maastricht UMC+, ZIO (first-line care organization Zorg in Ontwikkeling), Huis voor de Zorg (regional institute that promotes the involvement of patients and the public in health care) and health insurance company VGZ investigate whether hospital care can be organized so as to be nearer to the public, based on the principle of providing the same good quality care at a lower price.

Maastricht UMC+ is part of the Brightlands Maastricht Health Campus. The campus is the number one hot spot for medical and biomedical research. Unhindered by scientific, geographical or organizational boundaries, scientists, passionate entrepreneurs and smart students collaborate closely on healthy, innovative and sustainable solutions for both current and future social challenges. They do so by sharing and combining their knowledge of health, materials and nutrition. Smart solutions for healthier living quickly find their way to practical applications thanks to the combination of clinical care, knowledge-intensive industry and university-level medical education. The priority areas are cardiovascular research, biomedical imaging and regenerative medicine.

We regard it as our task to share our knowledge and expertise with anyone who is likely to benefit from the knowledge and experience required.

Working at Maastricht UMC+

With over 7,000 employees, we are one of the region’s biggest employers. Maastricht UMC+ provides a challenging and innovative work environment in which top-level care is combined with concern for the individual and in which personal and professional growth is considered perfectly natural.

Wide-ranging education and training: following the tradition of Problem-Based Learning (PBL), Maastricht UMC+ trains professionals who think independently and adapt well to changing conditions. Professionals who believe in lifelong learning and take an overall view of health and healthcare. We do this jointly with the various regional hospitals within the Southeast Netherlands Education and Training Region [Onderwijs- en Opleidingsregio Zuid-Oost Nederland] (OOR ZON) and Zuyd University of Applied Science. The priority area of prevention and therefore Healthy Living features at every level in education and training.

Technology infrastructure: advanced technology is intertwined throughout patient care, research and education. Care technology and E-health will be commonplace in Maastricht UMC+.

Knowledge-sharing

We believe it’s important to share our knowledge and expertise. We do so with initiatives such as the “Healthy Idea” [Gezond Idee] concept. We use the Healthy Idea magazine (distributed to 240,000 households in South Limburg) and the associated website and newsletter to provide anyone who wants to benefit from it with reliable information and guidelines, free of charge, for a healthy (or healthier) lifestyle.

Another initiative under the heading of “Healthy Idea from Maastricht UMC+” is the University of Health. Over five evenings of lectures, the general public can find out how the body works in sickness and in health in an accessible and interactive manner. Each year we also organize dozens of information meetings for our patients and other interested parties around various disorders and health issues and referral evenings for family doctors and other referring physicians. The general public can get a glimpse behind the scenes during our open day.
### Concern for the environment

Maastricht UMC+ is a major energy user and saving energy therefore has a high priority. We follow the guidelines for Sustainable Building during the construction of new elements of the building. Our new buildings are fitted with highly energy-efficient heating and cooling systems and heat recovery plants. Besides environmental aspects, we also consider the principles of what is known as the Healing Environment: measures to ensure that our patients, visitors, persons accompanying patients and staff feel comfortable in a building. In addition, we aim to reduce our own carbon emissions. And, in our procurement operation, we enter into contracts with companies that also aim to reduce their carbon footprint.

### The future

Our aims require a long-term approach. Over the next few years, we will be working hard on our joint strategic objective:

**Maastricht UMC+: total dedication to Healthy Living**

---

### MUMC+ Key figures

#### Year end 2017

<table>
<thead>
<tr>
<th></th>
<th>Admissions</th>
<th>Day treatments</th>
<th>Average duration of in-patient treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26,408</td>
<td>21,280</td>
<td>7.1 (7.1 in 2016)</td>
</tr>
<tr>
<td></td>
<td>(27,436 in 2016)</td>
<td>(22,722 in 2016)</td>
<td></td>
</tr>
</tbody>
</table>

### Operating rooms

- Of which 15 clinical ORs, 4 Day Center ORs, 3 outpatient ORs and 4 ORs for Ophthalmology

---

### Consultations in Emergency/CPR unit

- 28,860 (28,477 in 2016)

### Outpatient visits

- 450,986 (453,908 in 2016)

### In-patient days

- 187,586 (194,934 in 2016)

---

**MORE ABOUT MAASTRICHT UMC+ ON:**

mumc.nl/en  •  maastrichtuniversity.nl > FHML  •
<table>
<thead>
<tr>
<th><strong>Beds</strong></th>
<th><strong>Number of doctorates</strong></th>
<th><strong>Number of publications</strong></th>
<th><strong>Number of registered students</strong></th>
<th><strong>Newly registered students</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of employees</strong></td>
<td><strong>Number of employees in FTEs</strong></td>
<td><strong>Number of on-campus companies</strong></td>
<td><strong>Consolidated result</strong></td>
<td><strong>Total operating income</strong></td>
</tr>
<tr>
<td>7,424 (7,591 in 2016)</td>
<td>6,240 (6,021 in 2016)</td>
<td>103 (73 in 2016)</td>
<td>€ 27.0 mln (€ 23.1 mln in 2016)</td>
<td>€ 900.8 mln (€ 859.3 mln in 2016)</td>
</tr>
<tr>
<td>of whom 5,560 at azM (5,803 in 2016) and 1,858 at FHML (1,788 in 2016)</td>
<td>of whom 4,695 at azM (4,539 in 2016) and 1,545 at FHML (1,482 in 2016)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Consolidated result</strong></td>
<td><strong>Total operating income</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>of which € 24.3 million from azM (€ 20.1 million in 2016) and € 2.7 million from FHML (€ 3.0 million in 2016)</td>
<td>of which € 711.4 million from azM (€ 681.9 million in 2016) and € 189.4 million from FHML (€ 177.4 million in 2016)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>