



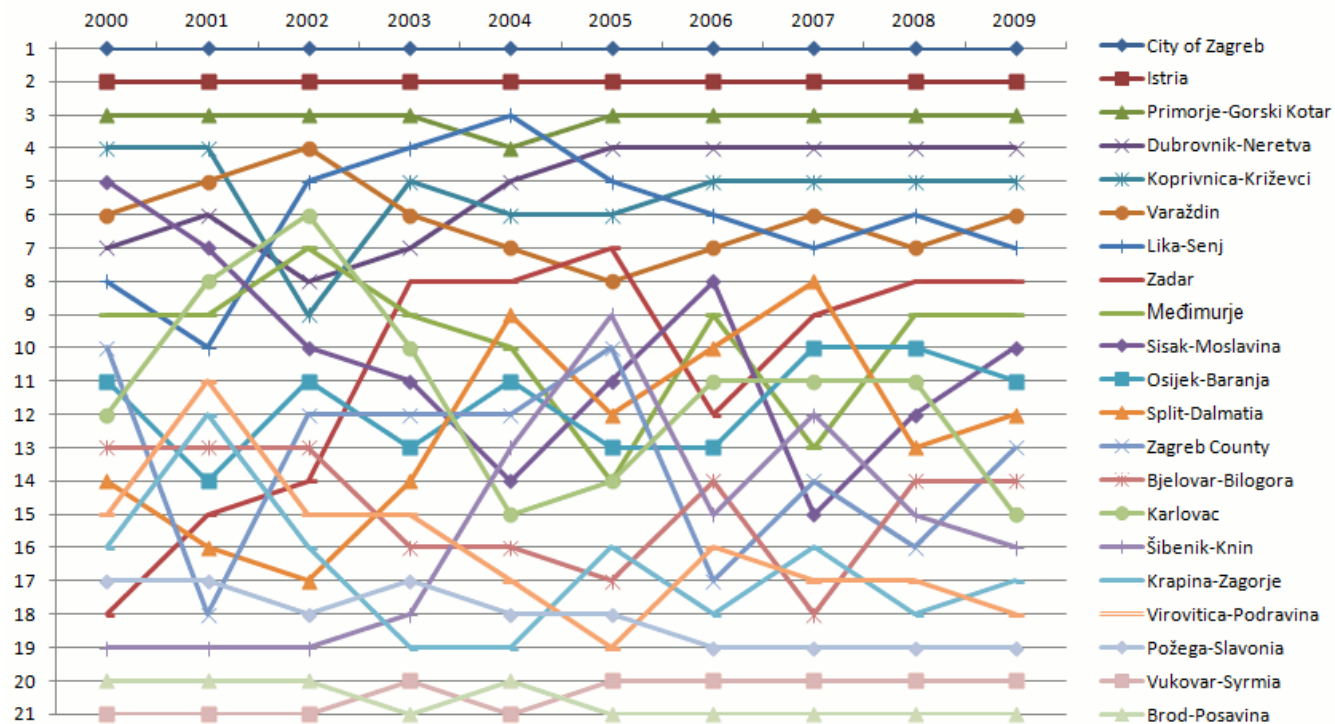
# Maintaining Human Capital

**Irena Hrstic**  
**General Hospital Pula**  
**Croatia**

## Croatian counties (21)



# County GDP per capita



Source: Croatian Bureau of Statistics

# Facts about GH Pula (1)

- the only hospital in County of Istria, currently and in the future
- serves as a general hospital for 208.440 inhabitants (2011)
- during high season (April/May-September/October) the population doubles

# Facts about GH Pula (2)

- public health insurance for all insured citizens and children (age of 18)
  - total number of insured people 212.000
- complete health care (from preventive medicine to oncology)
  - almost complete diagnostic and therapeutic modalities/possibilities
- palliative medical service in progress
  - the most developed program in the country – mainly as outpatient service but with a strong hospital staff support

# Motivation for starting the project and its context

# Organization and costs

- medical facilities on 2 different locations (distance: 5 km )
- additional expenditure for salaries; transport; maintenance; energy; laboratory and radiology costs;
- inadequate utilization of equipment and employees;
- station for medical gasses on both locations

# Inadequate buildings

5 km  
Location 1 (y1861) ↔ Location 2 (y1980)



INFRASTRUCTURE FOR THE HUMAN TOUCH



# Worst example - psychiatry ward



# Patients rooms



INFRASTRUCTURE FOR THE HUMAN TOUCH

# With some better examples



INFRASTRUCTURE FOR THE HUMAN TOUCH

# Project „New hospital”

- It is **imperative** to ensure basic health care service with great possibilities for expansion
- „Long story”
  - From 2004. (idea) to 2014. (selection of contractors)
  - July 2014 –received offers opening (11)
  - December 2014 –contract signing
  - January 2015 – beginning of the construction

# **EIB cooperation**

# EIB cooperation (1)

- HBOR and EIB cooperation with:
  - County of Istria management
  - General Hospital Pula management
- Several meetings
- E-mail corespondence
- Phone conferences

# EIB cooperation (2)

- Started around 2013/2014
- Project already finished
- Resonable demands
  - Questinable implemmmentation (e.g. Refreshing the project – already issued building permit)
- Croatian Master plann (health care)

# Current status



# Project progress



INFRASTRUCTURE FOR THE HUMAN TOUCH

# Project progress



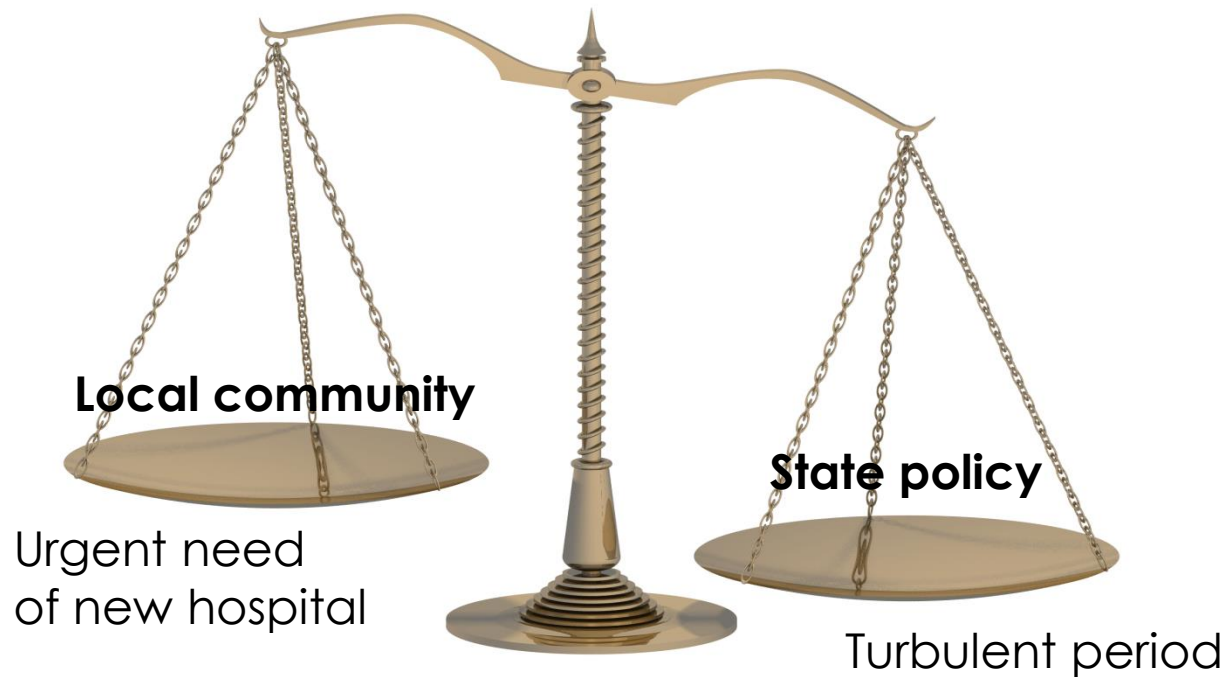
INFRASTRUCTURE FOR THE HUMAN TOUCH

# **Lessons learnt and recommendations**

# Lessons learnt

- Time consuming !!!
- Absolute commitment to the project  
(=size of the project)
- Persistence!!!!
- The impact of the local community as well  
as state policy

# Balance of impact



# Recommendations

- ◉ Cooperation of all important subjects from the very beginning
  - ◉ if not possible from the idea time point
  - ◉ at least from the time of project assignment
- ◉ The continuity of the team project members
- ◉ Time planning: as short as possible from the idea to the beginning of the project
- ◉ Project manager – full-time and the only job



# Thank you



**GH Pula - 2018**