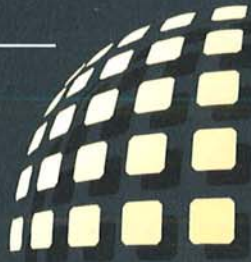


# UCM



# UKE Consult und Management GmbH

## UCM: Medical care at a university level

Subsidiary of the Hamburg University Medical Center exports its expertise in hospital planning and operation



Priv.-Doz. Dr. Mathias Goyen

The aim of the "UKE Consult und Management GmbH" (UCM), a subsidiary of the University Medical Center Hamburg-Eppendorf (UKE), is to market German university medicine worldwide. Since the UKE does not consider global medical tourism alone to be a permanent solution, it simultaneously relies on the export of its medical expertise and hospital planning and operating competence. Regional foci are, in particular, the Middle

East, Eastern Europe, China and India, and services are provided to private clients as well as state institutions and investors. The most recent step in expanding the international operations of the UCM was the opening of an office in Moscow in September 2008.

## The company

The UCM, founded in April 2006, is a cooperative effort between the Hamburg University Medical Center (1445 beds, 64 000 inpatients and 258 000 outpatients, 650 million euro turnover, approx. 7000 employees) and "Hellmann Worldwide Logistics GmbH & Co. KG", which is represented by 443 offices in 157 countries and owns 60 percent of the UCM shares. The services are provided in part by UKE employees, who are "loaned" to the UCM.

## Expertise

In exporting services for the development and the management of health projects, the Hamburg company profits particularly from experience gained during the restructuring process of its own hospital, which has been in existence for more than a century. The time and cost schedules for building the central 730 bed clinic, which was completed in December 2008, were fully adhered to, for example. Twenty-four subsidiaries and sub-subsidiaries with majority and minority holdings were established. Sixty-one departments and divisions have been certified or accredited. In September 2009, the University Medical Center Hamburg-Eppendorf was the first German University Medical Center to be certified in its entirety.

## Services

The Hamburg consultants examine the economic viability of planned or existing objects, develop and optimize business concepts and medical workflows, develop logistics solutions, take care of purchases, and/or lend support with regard to quality management. UCM employees provide advice for new buildings, enlargements and building alterations. Doctors, nursing staff and administrative employees train their foreign colleagues in Hamburg, temporarily work on site if necessary, and provide remote support by means of electronic data transfer. The UCM takes care of the medical or commercial management for new projects or for clinics that want to restructure, and helps with establishing and managing subsidiaries in the tertiary sector, such as transport, cleaning or catering. The experienced employees of the subsidiaries lend their support in the provision of all services.

## CEO

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The expertise gained during the planning and development of the central clinic building of the Hamburg University Medical Center is a very valuable asset for the future work of the "UKE Consult and Management GmbH".