IDA-TALLINNA KESKHAIGLA

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About the hospital

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East Tallinn Central Hospital is one of the largest hospitals in Tallinn, consisting ofseven clinics: Diagnostic Clinic, Internal Medicine Clinic, Eye Clinic, Women's Clinic, Surgery Clinic, Rehabilitation Clinic, and Nursing Care Clinic. We welcome patients at the outpatient clinics of our Ravi, Magdaleena, Tõnismäe and Järve units.

More than 2500 people work in our hospital, of which over 400 are doctors and more than 1000 are nurses. The hospital's services support the smooth operation of medical activities.

Who are we?

OUR MISSION

Our patient-centred and innovative hospital provides the best care for every patient, thereby positively impacting the health of the Estonian population. We cooperate to contribute to the enhancement of social security in society.

Our mission is supported by:

- the professionalism and human-centric care of our employees
- up-to-date evidence-based healthcare
- long-standing traditions and a collaborative network
- openness and courage to initiate change

OUR CORE VALUES

PROFESSIONALISM

We provide up-to-date, high-quality, evidence- and experience-based healthcare because:

- we are innovative and develop the necessary areas to provide the best healthcare
- we are a learning and teaching organisation; we consider self-improvement and sharing our knowledge and experience important
- we value scientific research

HUMANITY

We are respectful and considerate towards people and the environment because:

- we are honest and open
- we care about the needs of our patients and their loved ones
- we notice and recognise our colleagues
- we protect the environment

We are understanding and friendly in our attitudes and communication because:

- we value professional communication and good service
- we consider the wishes of the patients to maintain trust

COOPERATION

Our cooperation is multi-directional because:

- we work with patients and their loved ones to find the best solutions
- we work in multidisciplinary collaboration with colleagues to achieve the best treatment outcomes
- patient-oriented activities are our joint effort
- we work with external colleagues to provide patients with reassurance about continuity of care
- communication with partners is based on openness and equal partnership

Collegiality and consideration for others are important in teamwork because:

- we find compromises for a common goal
- we adhere to agreements
- we are solution-oriented
- we provide constructive and developmental feedback

OUR MOTTO

Humanely with people

Where are we going?

OUR VISION

We are a health-promoting and people-oriented Estonian hospital where every patient receives high-quality and respectful healthcare, and the hospital staff has the knowledge, skills, motivation and supportive environment to ensure this.

STRATEGIC DIRECTIONS AND GOALS

Based on our current situation, our strengths, challenges, stakeholder expectations, and the hospital's vision and three-year development needs, we have defined our development goals in four strategies:

1. Patient-centricity and development of treatment activities
2. Retention and development of staff
3. Development of treatment, work and IT environments
4. Responsibility as a hospital

We have created an action plan that supports the implementation of our development goals. It describes in detail the planned activities, responsible parties, schedule and necessary resources needed to ensure goal achievement.

East Tallinn Central Hospital is accredited as an integrated center for oncology and palliative care (ESMO Designated Center of Integrated Oncology and Palliative Care) for the years 2022–2024.

ESMO DESIGNATED CENTRES

of integrated oncology and palliative care services

From 2021, we have full membership status in the Organisation of European Cancer Institutes (OECI). This network includes more than 100 cancer centres and institutes all over Europe, from EU as well as other countries. In addition, our Eye Clinic has been the Baltic Centre of Ocular Oncology since 1993, covering the treatment of intraocular and orbital tumours in patients from Latvia, Lithuania and Estonia.



The hospital's Centre of Spinal Surgery is an internationally accredited AO Spine Centre.

Since summer 2016, East Tallinn Central Hospital Women's Clinic has held valid accreditation by the European Board and College of Obstetrics and Gynaecology, acknowledging our Women's Clinic as an accredited training centre in obstetrics and gynaecology in Europe. Our hospital has been awarded the title of baby-friendly hospital. We were the first to be granted this title by UNICEF in 2008 and again in 2019 after repeat evaluation.



The European Board and College of Obstetrics and Gynaecology EBCOG

Certificate of Accreditation

The Department of Obstetrics and Gynaecology has been visited by the Hospital Recognition Committee.

The European Board and College of Obstetrics and Gynaecology honours the Department of Obstetrics and Gynaecology of

East Tallinn Central Hospital

as an accredited European Training Centre in Obstetrics and Gynaecology.

Chairman Hospital Recognition Committee

President

Period: 1st October 2020 – 1st October 2023

In 2011, the European Board of Ophthalmology granted our Eye Clinic accreditation as an international eye clinic. Since 2016, East Tallinn Central Hospital Eye Clinic has also been part of the ERN-EYE (European Reference Network).

EB

European Board of Ophthalmology

European Reference Networks

Eye Diseases (ERN-EYE)