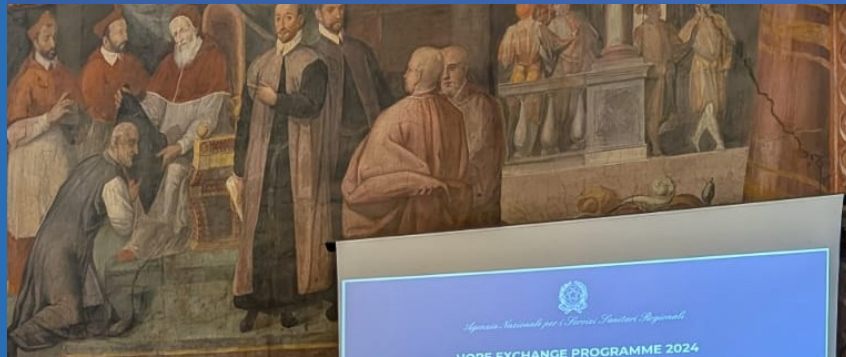




# hope

European Hospital and  
Healthcare Federation



# Together for quality! - Italy

# *National level*

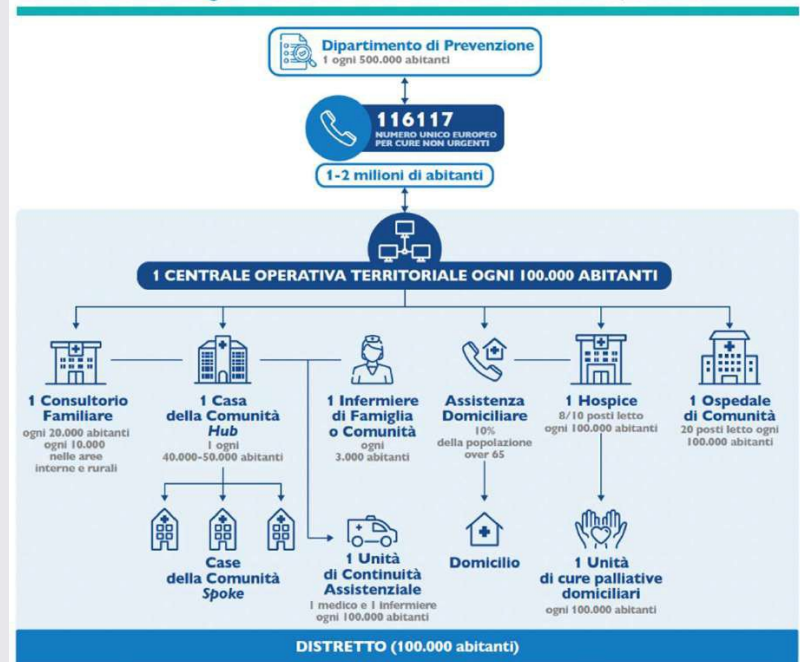
# Reorientation of community healthcare

- Ministerial Decree 77/2022 marks a shift from a reactive, hospital-centered system to a **proactive, community-based model**
- Territorial Operational Centres (COT), Casa della Comunità and Community Hospitals are **key to the transformation**
- Funded under **Italy's National Recovery and Resilience Plan**, as part of Next Generation EU, with €4+ billion allocated to territorial care modernization

Paradigm shift to **integrated, multi-disciplinary support in the community** with focus on empowerment



Schema di sintesi dell'organizzazione del Distretto e delle relazioni tra la CdC, OdC e COT



# COT – Centrale Operativa Territoriale

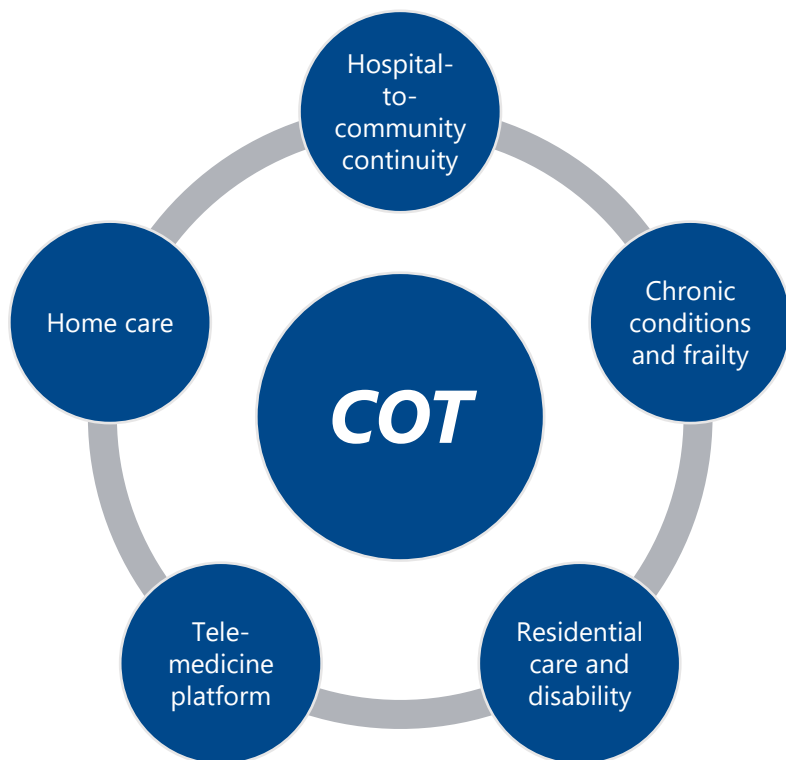
- An **integrative model** to respond patients' complex social and health needs
- Patient flow from hospital to home = keep people at home
- Centralises the access processes in the territorial service network
- Ensures continuity in the transition between the various care settings

*This is how they are working **Together for Quality***

## Typical Core Team:

Nurse coordinator, social workers (from health and *commune*), community nurses, geriatrician and dementia specialist doctor (Director of Medical ward and COT)

# COT – Centrale Operativa Territoriale



- Comprehensive assessment by the **multidisciplinary team**
- Team & Patient/family/care giver draw up an **Individual Intervention Plan**
- Coordinate the care involved in the different care settings:
  - territorial activities
  - hospital activities
  - dialogue with the emergency-urgency network
- Optimize resources within the COT network
- Provide information and logistical support of the territorial network
- **Telemedicine** to monitor patients at home



# *Local initiatives*

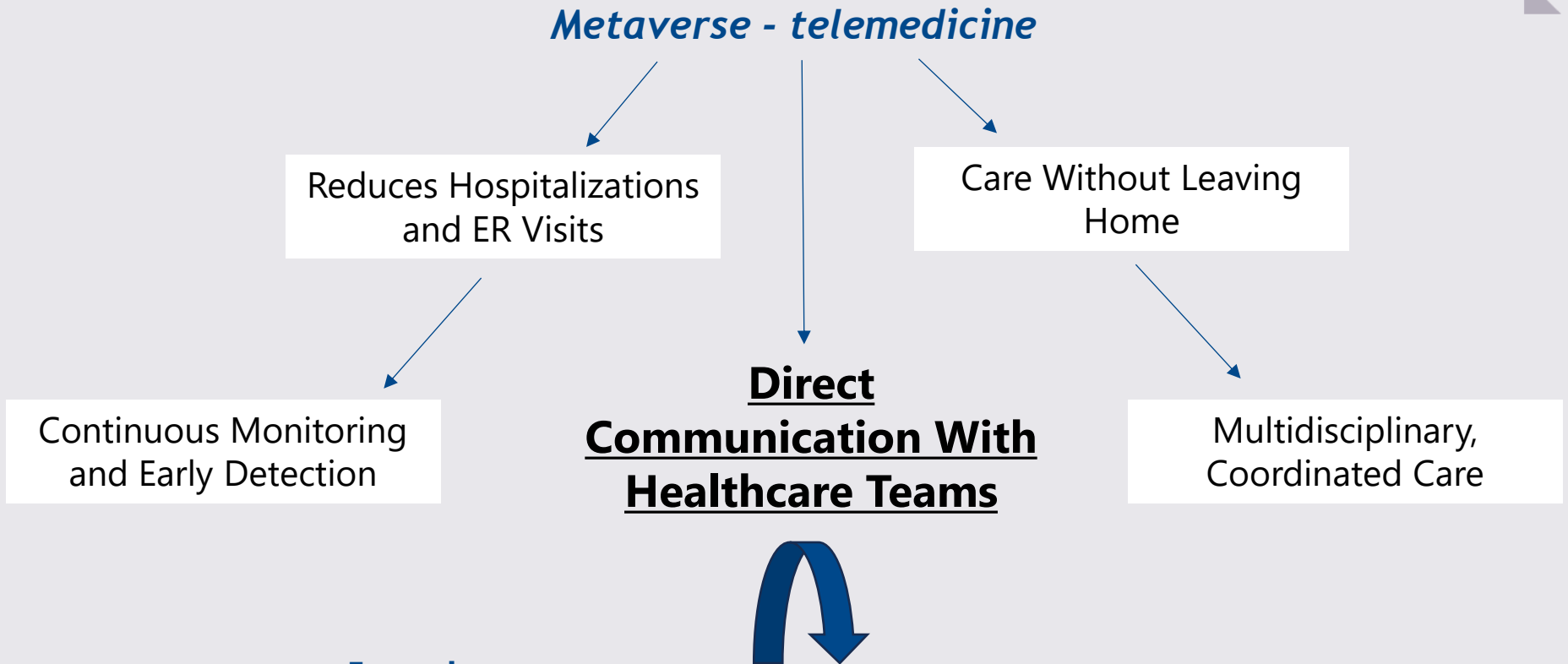
# Metaverse - Telemedicine tool

- Metaverse: a tool to **improve the waitlist times**
- FIASO has chosen **Asl Toscana Sud Est** as one of the three Italian healthcare facilities that will experiment with the use of the **Metaverse**, to create an augmented reality environment where the patient can guide their Avatar inside the virtual doctor's office, through a system that will allow for eye contact and the taking charge of the patient.



# Metaverse - Patient feedback

- Patient Feedback on this initiative



## Example:

A patient with COPD experiences shortness of breath. Through a quick video call, the doctor advises on medication adjustment immediately.

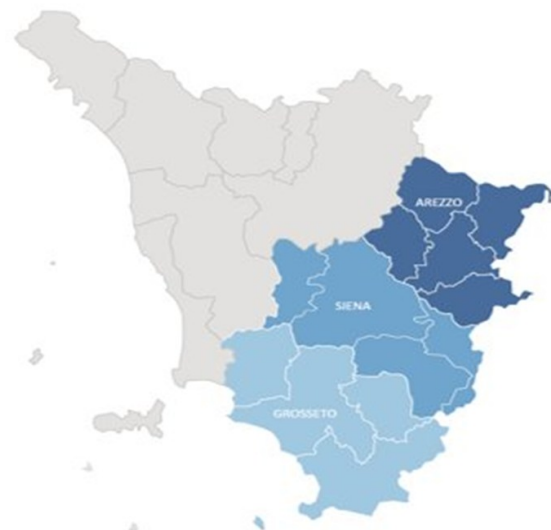
# Metaverse - Example

- In Community Health Center in Abbadia San Salvatore
- This is the site of **Italy's first digital metaverse health experiment**, with a "Digital Help Desk" where citizens can access a virtual doctor's office from home.
- They can **request prescriptions, show test results, or renew treatment plans** via a metaverse-like interface.

## Televisite di Controllo per le Specialità (44)

- 2020 → 17.156
- 2021 → 18.443
- 2022 → 15.572
- Totale 2020-2022 → **51.171**

• 10196 5050-5055 → 21111



# Lean Management and VBHC Project for Palliative Care



## HOSPICE

- Located at San Gennaro Hospital, one of the oldest Hospitals in Naples (1468)
- Social and health residential facility designed to accommodate patients with **advanced developmental diseases**
- Care aimed at **controlling symptoms** and **improving the quality of life**
- **Multidisciplinary team:** doctors, nurses, social workers, psychologist.
- The hospice is public under the **direct management of ASL Naples 1 Centro**



Lean Healthcare  
Award 2024



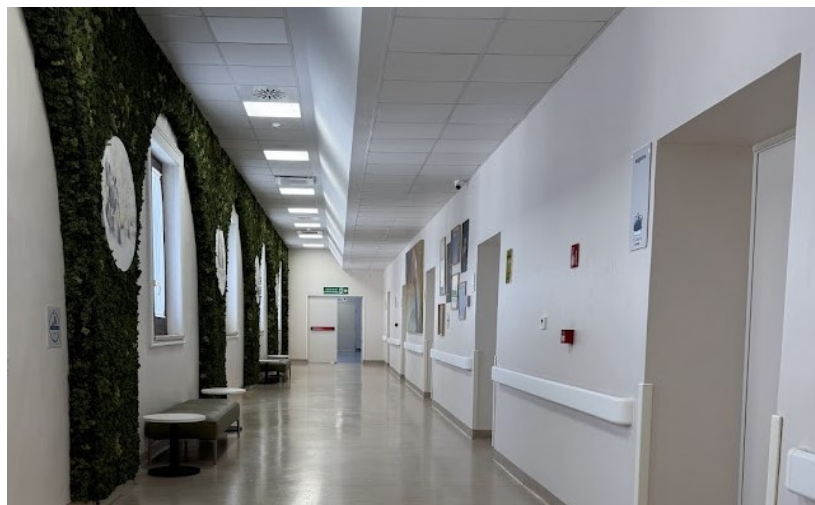
## HOME PALLIATIVE CARE

- Each patient has an **individual treatment plan**
- Care aimed at the physical, psychological, social and spiritual dimensions of the patient and family
- **Multidisciplinary team:** palliative doctors, oncologists, surgeons, pulmonologists, neurologist, anaesthesiologists, pediatricians, nurses, social workers, administrative
- **Ongoing care,** with regular monitoring of the patient to adapt treatment to changing needs over time

# Lean Management and VBHC Project for Palliative Care



HOSPICE



# Lean Management and VBHC Project for Palliative Care



## HOSPICE

Year	Patients admitted (opened 13/nov./2023)
2023	11
2024	137
2025	72

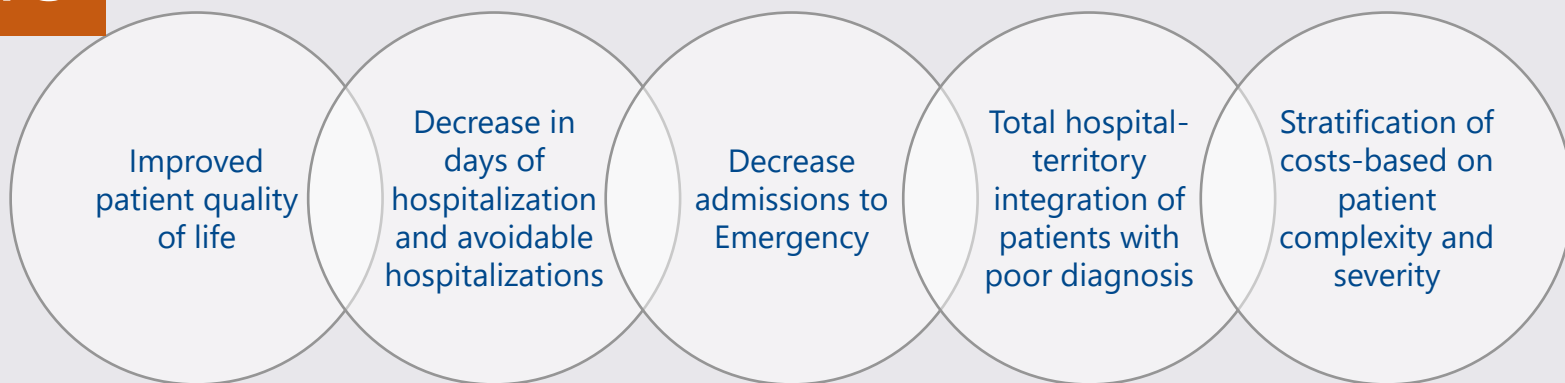


## HOME PALLIATIVE CARE

Year	Patients assisted	Year	Patients assisted
2017	703	2021	2.022
2018	800	2022	2.383
2019	1.417	2023	2.604
2020	1.635	2024	2.950



## BENEFITS



# Patient Reported Experience Measures-Survey

- PREMs = **Patient Reported Experience Measures-Survey** on the experience of hospitalization
- Part of the **“Your voice for better healthcare”** campaign
  - a set of projects promoted by the Veneto Region, which aim to enhance the contribution of citizens and all healthcare stakeholders by facilitating their participation in designing and implementing a quality healthcare system



The poster features the Veneto Region logo, Azienda Zero, and the msc logo at the top. The main title is "LA TUA VOCE PER UNA SANITÀ MIGLIORE". Below it is an illustration of a hospital building with a cross, surrounded by icons of a patient in bed, a person in a wheelchair, and a person in a car, with speech bubbles indicating patient feedback. The text "Raccontaci la tua esperienza di ricovero ospedaliero" is prominently displayed. Below this, there is a paragraph in Italian explaining the importance of patient feedback and a QR code for more information. At the bottom, there are logos for nine ULSS (ULSS1 to ULSS9) and the Azienda Ospedaliera Universitaria Integrata Verona.

**LA TUA VOCE PER UNA SANITÀ MIGLIORE**

**Raccontaci la tua esperienza di ricovero ospedaliero**

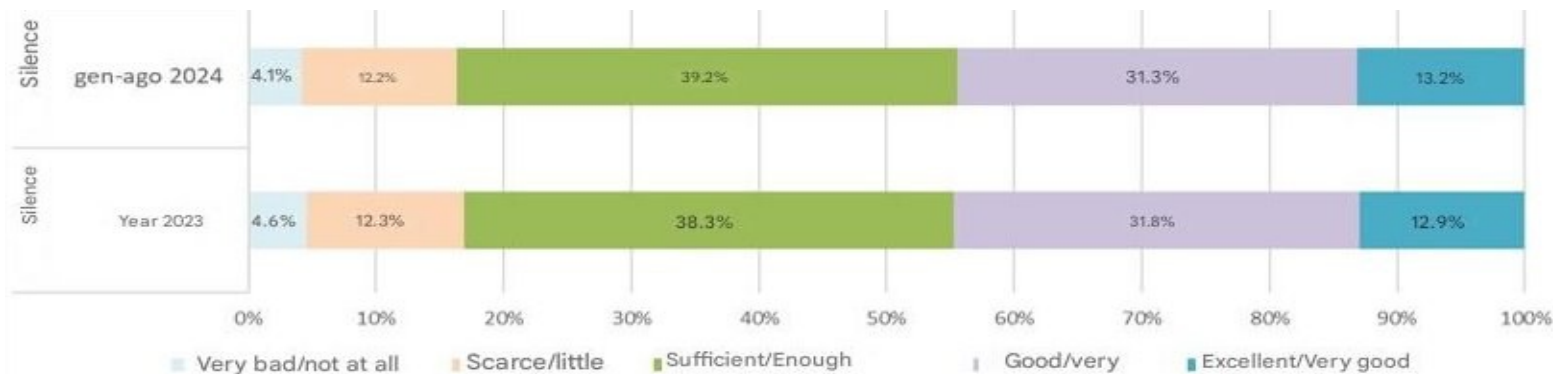
La tua voce conta davvero. Crediamo nella centralità del paziente e nell'importanza di ascoltare la tua opinione sull'esperienza di cura che stai vivendo. Partecipa anche tu, compila il questionario. Con i tuoi suggerimenti e commenti, puoi aiutarci a migliorare la qualità del servizio di ricovero in ospedale.

Chiedi informazioni nel reparto dell'ospedale in cui sei stato ricoverato. I dati, nel rispetto della normativa privacy, sono raccolti ed elaborati dal Laboratorio MeS della Scuola Superiore Sant'Anna di Pisa.

REGIONE DEL VENETO  
AZIENDA ZERO  
msc

REGIONE DEL VENETO  
ULSS1  
REGIONE DEL VENETO  
ULSS2  
REGIONE DEL VENETO  
ULSS3  
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ULSS7  
REGIONE DEL VENETO  
ULSS8  
REGIONE DEL VENETO  
ULSS9  
AZIENDA OSPEDALIERA UNIVERSITARIA INTEGRATA VERONA

# Patient Reported Experience Measures-Survey - Noise control



## Silenzio, Cura, Comfort: Riduciamo il Rumore Insieme

Rispettare la tranquillità è parte integrante della cura.

- Silenziamo il telefono
- Evitiamo chiamate in vivavoce
- Usiamo le cuffiette
- Abbassiamo il volume dei dispositivi
- Parliamo a bassa voce

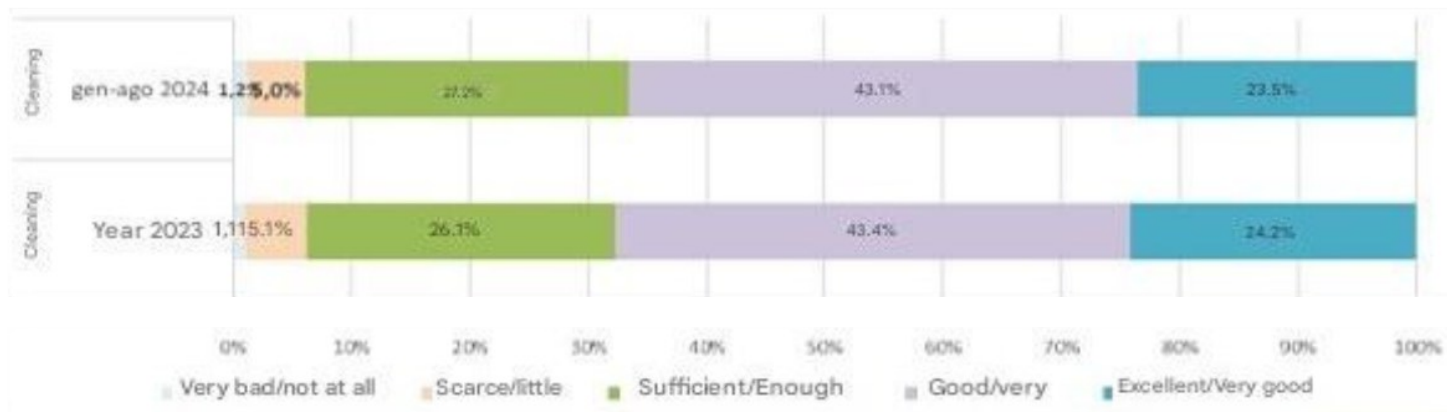
Abbiamo ascoltato la voce dei pazienti e avviato un'azione di miglioramento in cui tutti siamo impegnati a rispettare il silenzio.

Un ambiente silenzioso favorisce la guarigione. Grazie per contribuire a rendere il nostro ospedale un luogo confortevole.

Ogni gesto conta! Partecipa anche tu all'Indagine PREMs e compila il questionario: la tua voce per una Sanità migliore

«*Silence, Care, Comfort  
Let's Reduce Noise Together*»

# Patient Reported Experience Measures-Survey - Cleanliness



 REGIONE DEL VENETO  
Azienda  
Ospedale  
Università  
Padova

**SIAMO TUTTI INVITATI  
A MANTENERE PULITI  
GLI AMBIENTI DI DEGENZA**

**E A SEGNALARE AL PERSONALE  
EVENTUALI SITUAZIONI  
CHE RICHIEDANO UN  
INTERVENTO  
DI PULIZIA AGGIUNTIVO**



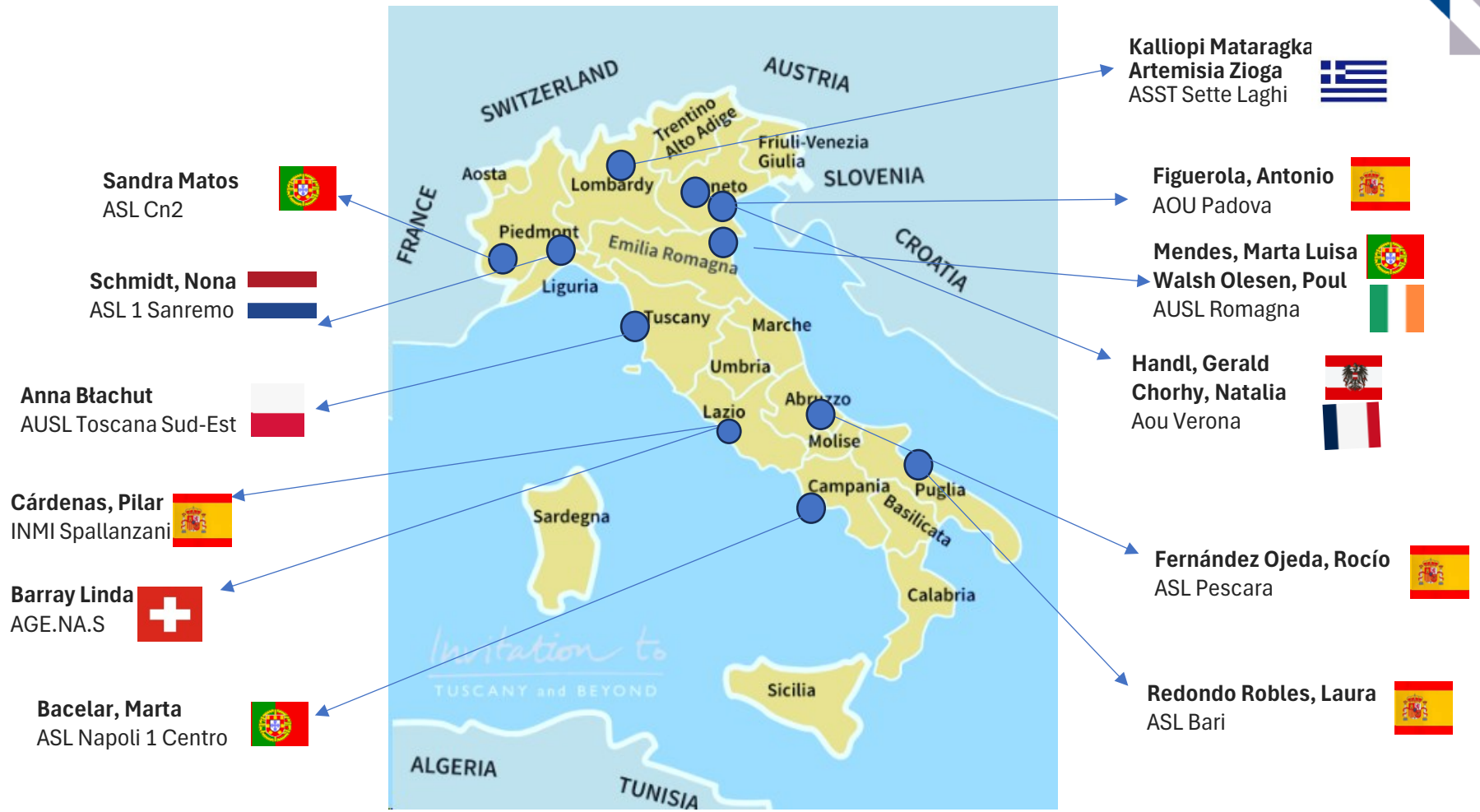
 LA TUA VOCE PER  
UNA SANITÀ MIGLIORE  
Ogni gesto conta!  
Partecipa anche tu all'Indagine PREMs e  
compila il questionario: la tua voce per  
una Sanità migliore

*"We are all invited to keep the  
hospital areas clean  
and report to the staff any  
situations that require additional  
cleaning"*

# *Take Home Message*

- ✓ Centralising the access of processes in the territorial service network improves patient flow **from hospital to home**
- ✓ Effective use of **telemedicine** can help with reducing waiting times without impairing the quality of care
- ✓ **Lean Management** and **VBHC** improve patient quality of life, and make hospitalizations and admissions more efficient
- ✓ **PREMS** contribute to citizen/patient participation in designing and implementing a quality healthcare system

# Together for quality!



15 Professionals from 9 EU countries

