

ITALY

**HOPE Agora
2018**

Stockholm
3-5 June

*"Improving the quality of healthcare
using the experiences and competencies
of patients: Are we ready?"*

hope

European Hospital and
Healthcare Federation



HOPE – ITALY participants 2018.



Dino Sarpiga



Barts Health

NHS Trust



CENTRE HOSPITALIER UNIVERSITAIRE
LA RÉUNION

Director of Nursing and Social services
Senior Information Analyst

12 years experience in healthcare
10 years experience in healthcare

Approx. 1,900 Bed hospital
Approx. 2,000 Bed hospital

2 Hospital sites
5 Hospital sites

6,500 hospital staff members
16,000 hospital staff members

134,000 A&E attendances
458,000 A&E attendances



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Swedish Association
of Local Authorities
and Regions

Where from, where to and what was....



Castelvecchio Bridge and Castle

The bridge and castle was built (most likely in 1354-1356) by Cangrande II della Scala.

→ The bridge was however totally destroyed by the retreating German troops on April 24, 1945. A reconstruction began in 1949 and was finished in 1951, with the exception of the left tower.

→ National and International centres of excellence in Cardiothoracic surgery, Vascular surgery, Burns unit, Haematology, Neurosurgery, Transplantation. The Verona Arena is a Roman amphitheatre built in the first century. This study Group, University of Verona, maximum attendance is 15,000 surgery.....

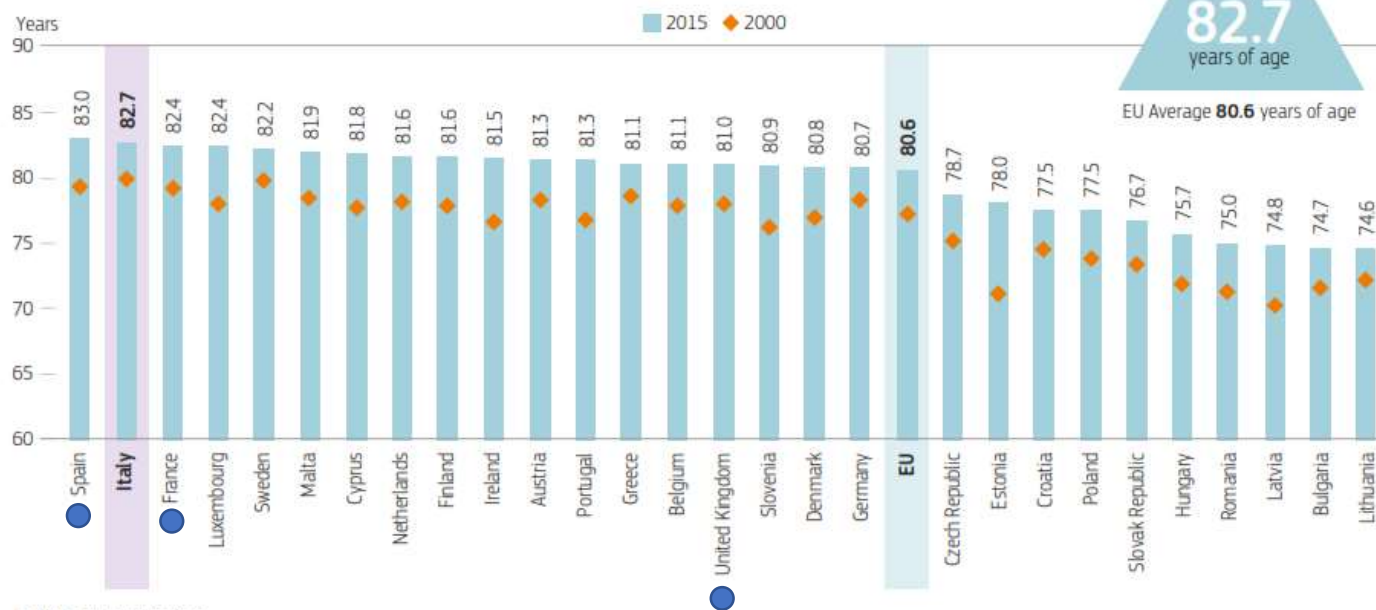
→ Average length of stay of 7.8 days
 → Reaching the hospital connected to the 'Verista' over the Piazza delle Erbe
 → Patients originating from 16.3% of the staff of Verona.
 Juliet's Balcony.

→ 4,848 Hospital staff and staff.





Figure 1. Life expectancy at birth in Italy is two years above the EU average

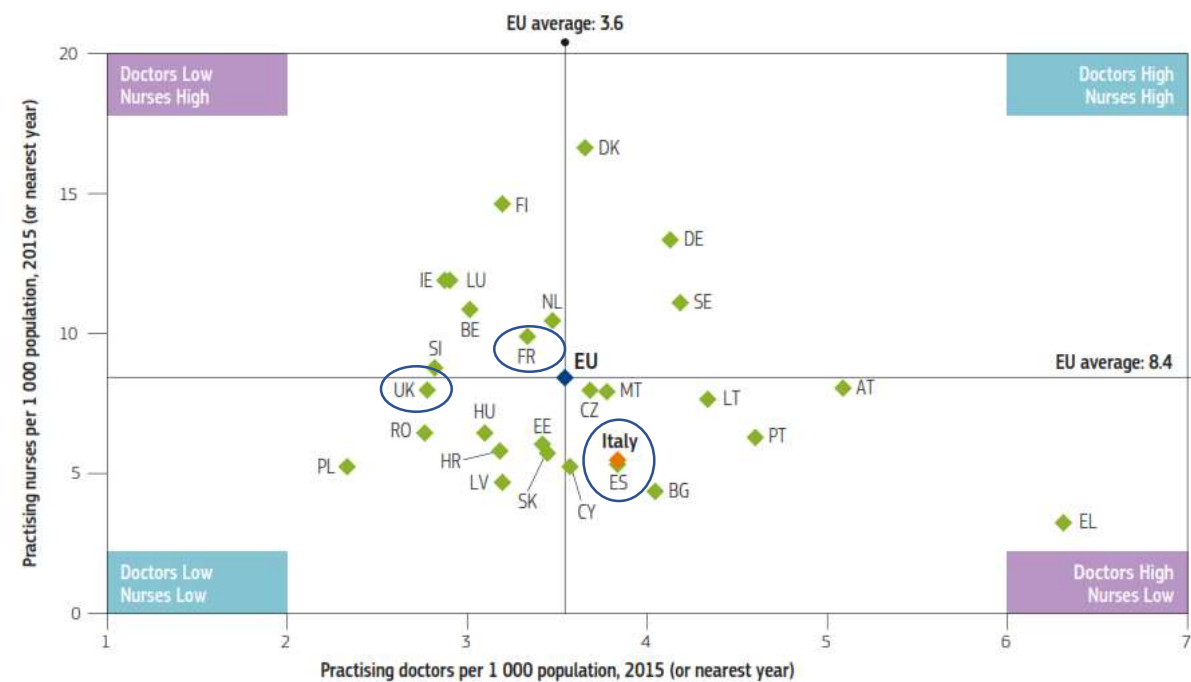


Source: Eurostat Database.





Figure 7. Italy has a relatively high density of doctors and a low density of nurses

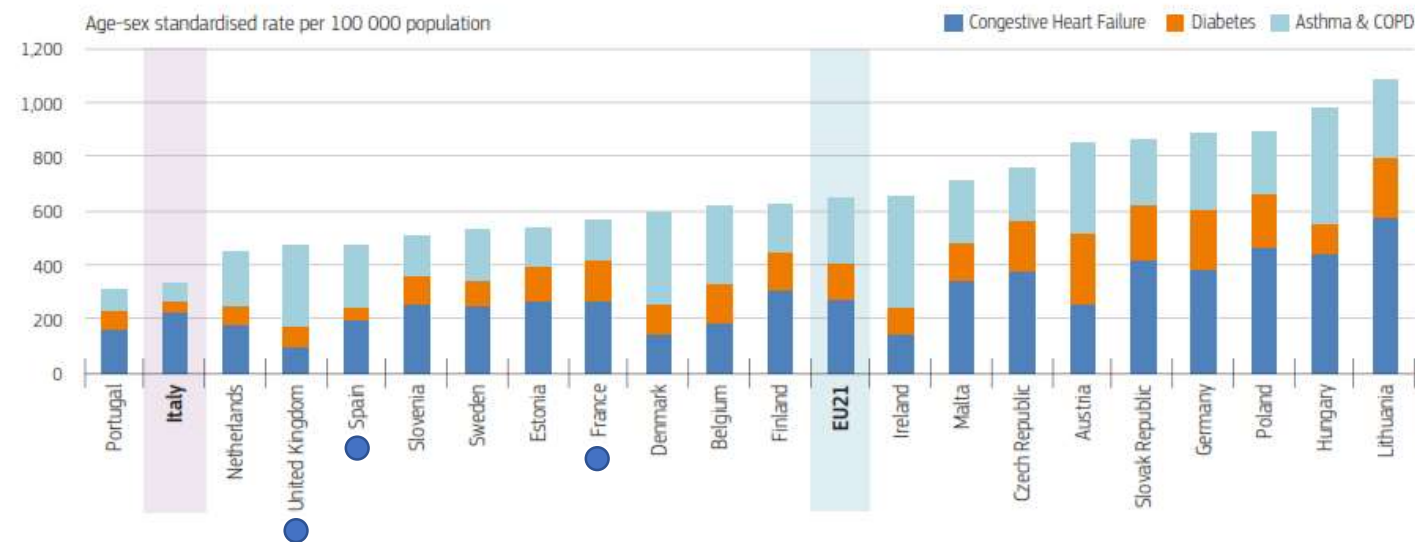


Note: In Portugal and Greece, data refer to all doctors licensed to practice, resulting in a large overestimation of the number of practising doctors (e.g. of around 30% in Portugal). In Austria and Greece, the number of nurses is underestimated as it only includes those working in hospital.

Source: Eurostat Database.



Figure 10. Low hospitalisation rates point towards good-quality care for chronic conditions



Note: Rates are not adjusted by health care needs or health risk factors.

Source: OECD Health Statistics 2017 (data refer to 2015).



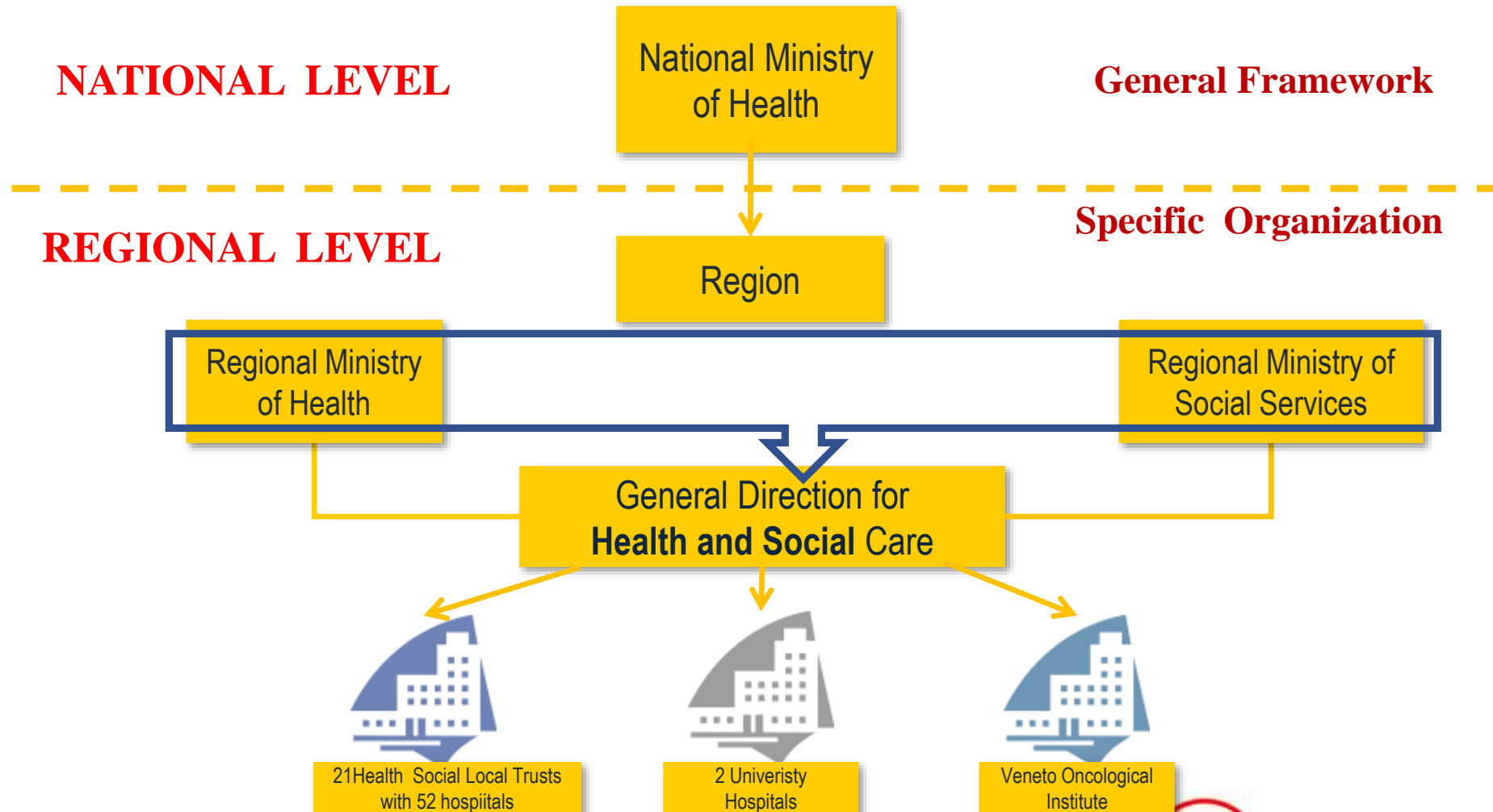
OECD - Total Hospital beds per 1,000 population



Regional Healthcare Organization.



REGIONE DEL VENETO



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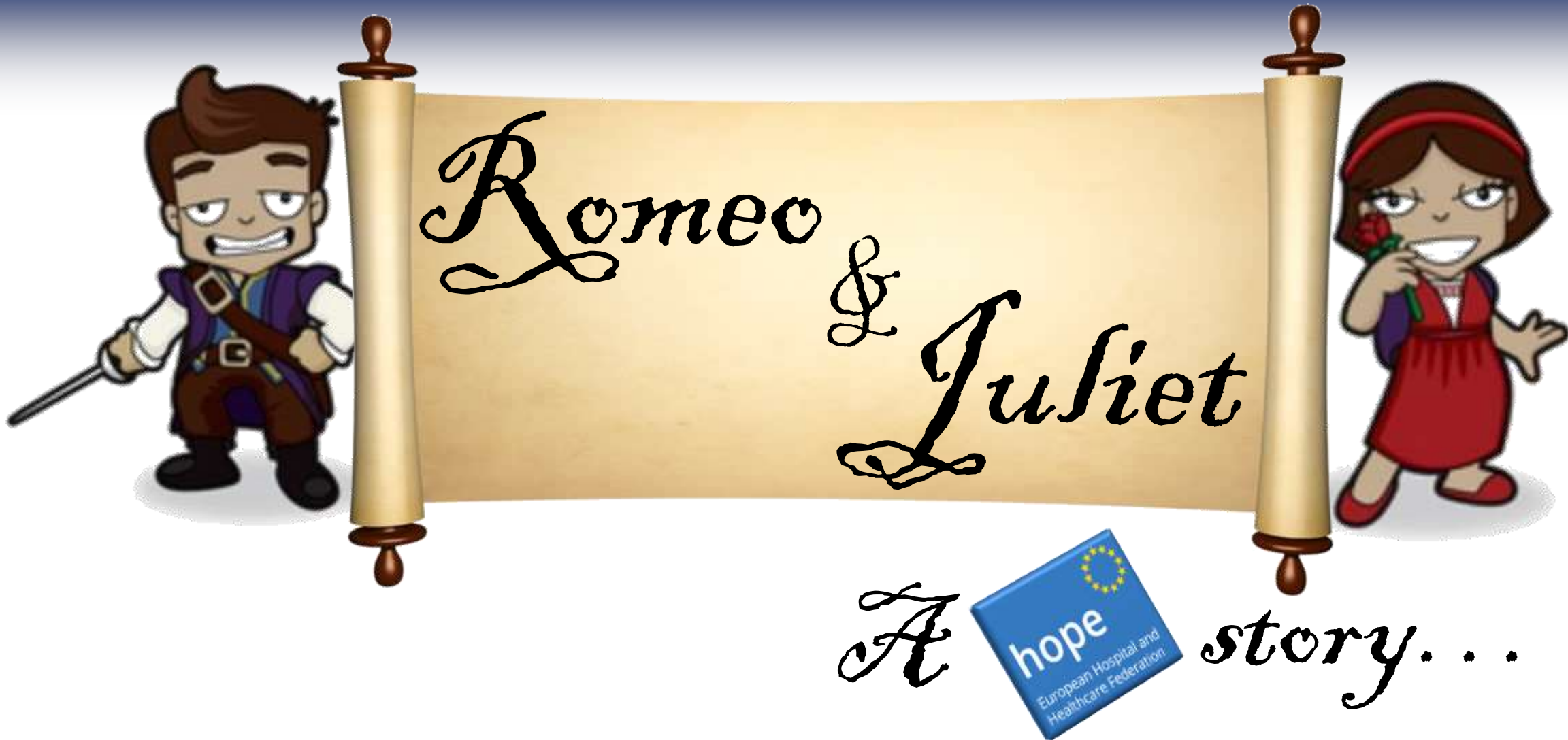
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Training and simulation centre.





Prologue

“In the beautiful city of Verona, where our story takes place, a long-standing hatred between two families erupts into new violence, and citizens stain their hands with the blood of their fellow citizens.

For the next eight minutes, we will watch the story of their doomed love...”

Dr Romeo Montague, oncologist in Verona fell in love with Juliet Capulet, his patient, who just discovered had breast cancer.

But living in the middle of a violent feud between their families, they have to keep their love story secret....

Unfortunately, their parents found out about this relationship and tried to separate them by contacting a national **patients association** “Cittadinanza Attiva” pursuing a case of inappropriate conduct.





- Created after a medical scandal involving the death of a little girl. National organization defending patient's right against hospitals.
- Composed of volunteers (patients..), lawyers and doctors helping patients in their law suits/complaints against hospitals
- A democratic federative movement . Aimed at improving the patients « empowerment » and participation to the decisions. Members of hospitals arbitration council (Commissione mista conciliativa) and strong relations with the hospitals Relations with patients department (URP)
- Organization also promoting European patients right charter « active citizen » , 14 engagements between european states.
- A strong political influence at a national level in Italy: participation in the definition of public health priorities and national negotiations
- Public information campaigns such as « curadicoppia », aimed at improving relations between patients and doctors (rights and duties for everyone)
- Watch dog: surprise visits in hospital services to check doctors presence during nights and weekends.



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Act 1 – Scene 1

- Secretly one evening Romeo goes to meet Juliet under her balcony and driven by passion, he climbs up to steal a kiss **but when he was just about to reach** her, he puts his hand on a rusty nail.
- Luckily Romeo was **vaccinated** against tetanus but that couldn't help him from falling and hitting his head.
- Juliet called 118 and an ambulance speedily brought Romeo to the hospital to be recovered in intensive care for his head injury.



VaccinarSi

Informarsi sulle vaccinazioni



Vaccine Safety Net
Member

[READ MORE](#)

Blaise Comtois (foiled) Vaccination material was reflected in
Regional events" available of 88.6% uptake in vaccinations
2014 and 2016. He had been a 2014 champion, 2015 and 2017 World
champion, and 2016 Paralympic champion in the foil B category.

Contracted meningitis because not vaccinated and necrosis led to the
amputation of both her legs from the knee, and both her arms from
the forearms.



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Act 1 – Scene 2

- Romeo was now in a coma in ICU with the two families preventing the two lovers from seeing each other.
- In order to see Romeo, Juliet decides to join a **volunteer association** and become a “clown doctor” in the paediatric oncology ward in order to secretly see Romeo...



 **Associazione Progetto Sorriso**



COME RICONOSCERE
i VOLONTARI CLAUN di VIP ITALIA



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Patients associations perform an important role in Italian hospitals:



- Patients association are participating very directly in patients care: they meet with patients, but also support their families, they finance very directly medical devices and material to improve quality of living for patients (beds for family in patient rooms), they are present several times a week in services (breast unit, fibrosa cistica, clown doctors), they directly pay hospital staff such as psychologist, social worker, teachers for children, physiotherapist
- Associations such as ANDOS intervene in a very direct way in patient's care, support and teach patients with a breast cancer how to handle all aspects of their illness
- Funding: donations, contributions from members, state support with the « 5 per mille » system



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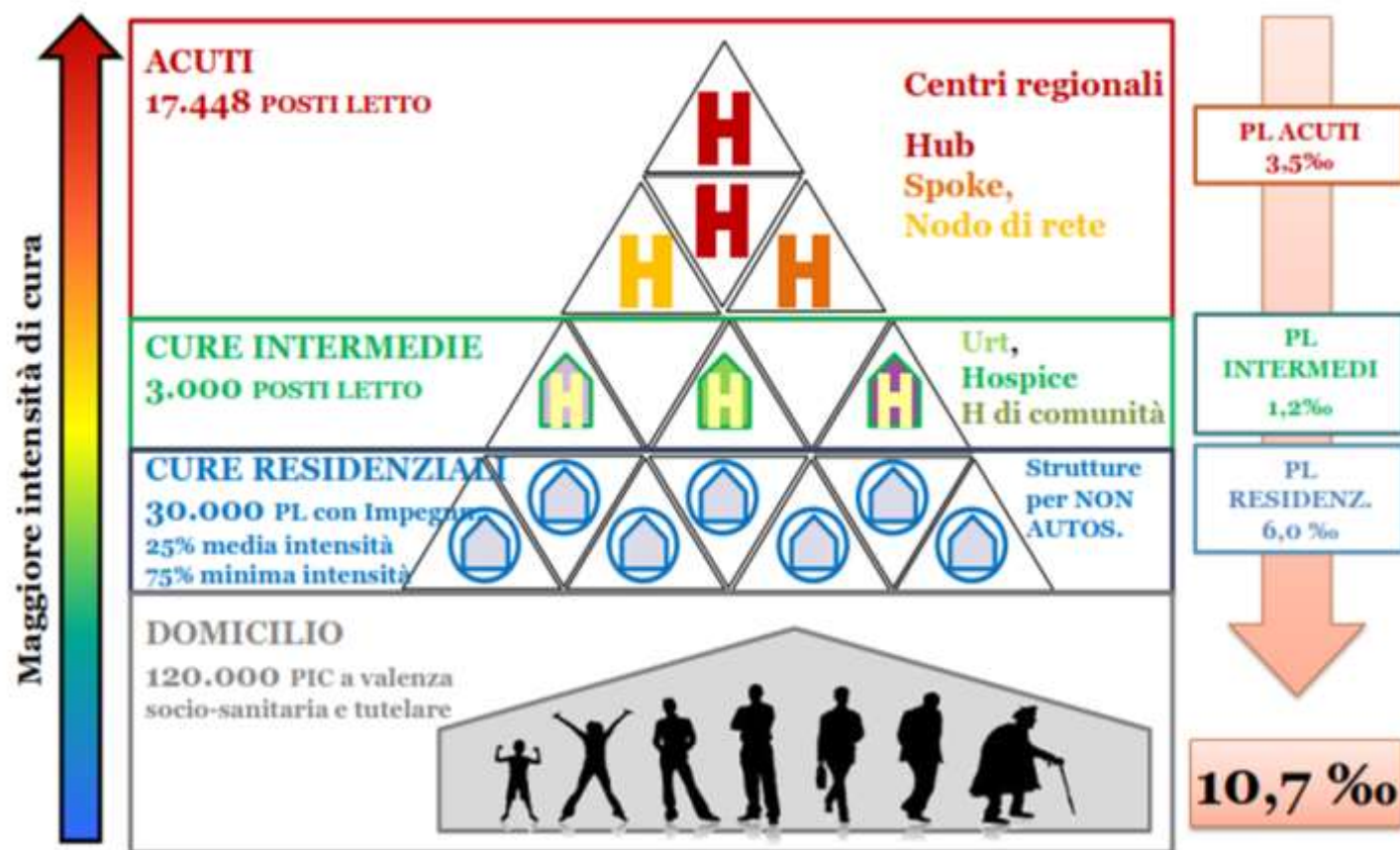
Act 2 – Scene 1

- Following and evaluation and different scorings such as Bartel score under the hospitals “SVAMA” mechanism; Romeo is discharged from the Neurology Department and found to be eligible for “dimissione prottette” (*special discharges*) where patients with socio-sanitary needs are provided for. In Romeos case he was he enters a Rehabilitation Center (« RSA ») for a long stay period.
- The majority of his health records are already available online through the hospitals owns patients portal in order to allow him, his family and primary practitioner to access them if needed.



Long term care units.

Il modello veneto

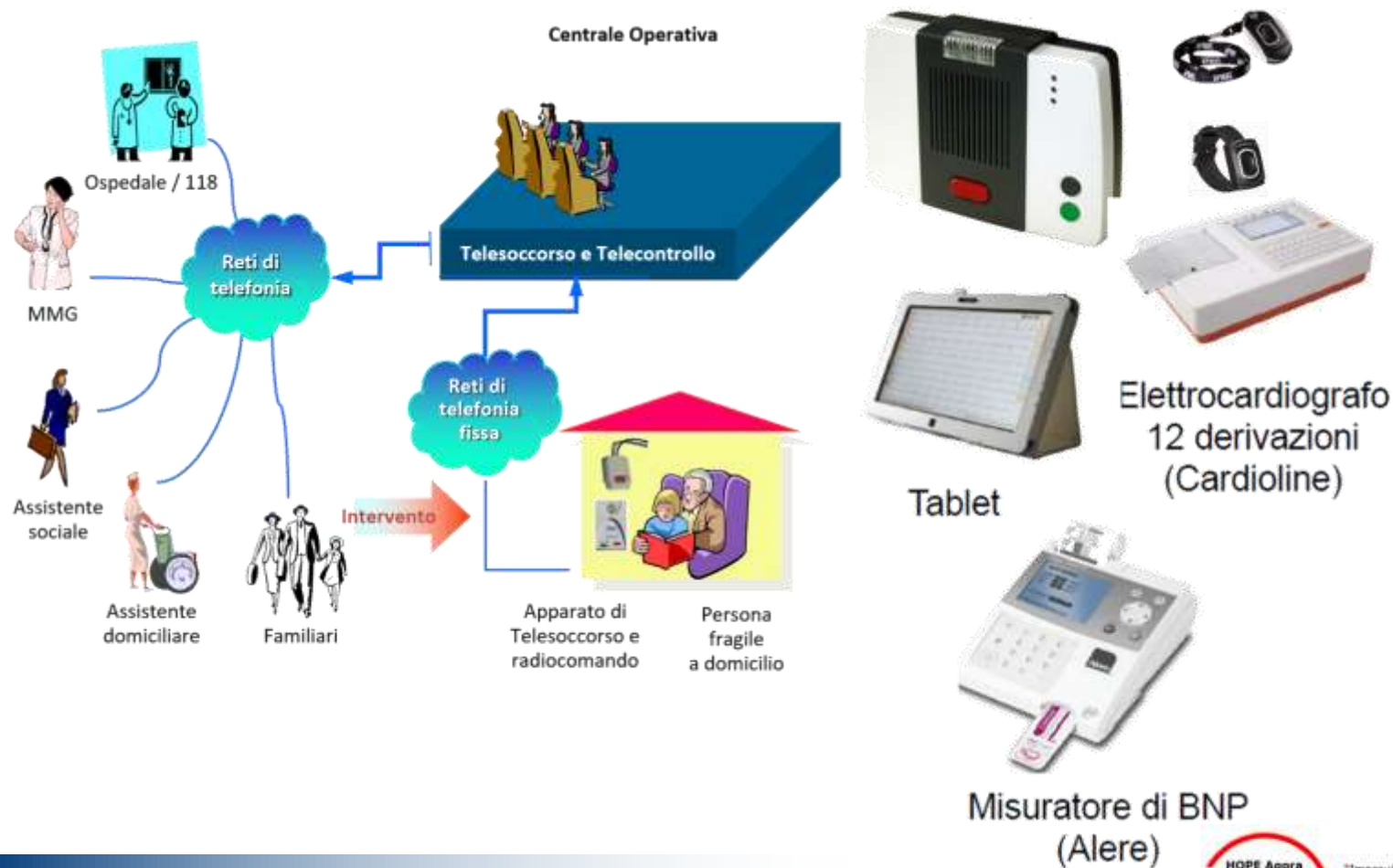


Act 2 – Scene 2

- Meanwhile, Juliet is fighting her breast cancer. Thanks to the dedicated Multi-Disciplinary department of the AOUIV « Breast Unit », she got her mastectomy and reconstructive surgery very quickly and began a day-hospital chemotherapy with a telemonitoring system at home managed by the District



Telemedicine in Veneto- based on an active participation of the patient.



Act 3

- Cittadinanza attiva wins in court and Romeo is disbarred from practicing medicine and has to leave Verona because he can't afford the rent any longer.
- Juliet plans to escape with him and explains in an email how she wants to fake her death, but because of the "WannaCry" cyber attack Romeo didn't receive the email.
- Juliet takes a potion and calls the emergency services asking to take her body to the hospital where Romeo works.
- The ambulance driver, Romeo's friend, upon receiving Juliet's call, calls Romeo telling him of Juliet's suicide.
- Romeo jumped on his trusty VESPA and sped to Juliet's house arriving before the ambulance. Finding Juliet's lifeless body he decides to kill himself.



- Upon being reanimated by the paramedics and seeing Romeo's lifeless body, Juliet kills herself.

(don't ask me how....)



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*"There was never a story more
full of pain than the story of
The End.
Romeo and Juliet
W. Shakespeare*



Thanks to...

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