



CASA DI CURA  
PRIVATA  
**VILLA GARDA**



# CUSTOMER SERVICE CHARTER

**Villa Garda Private Clinic**  
Via Monte Baldo, 89  
37016 Garda (Verona)

Healthcare facility accredited by  
Veneto region Local Health and Social Services Authority- Sub-district 09-Scaligera

**Issued June 2020**

State	Authority	Signature	Date
Verified	HEADIR	<i>G. Litarello</i>	01/06/2020
Approved	GENMAN	<i>Paolo A.</i>	01/06/2020

<b>INDEX</b>	<b>page</b>
<b>INTRODUCTION</b> .....	<b>3</b>
<b>SECTION 1: ABOUT THE CLINIC</b> .....	<b>4</b>
- The clinic and its mission	
<b>SECTION 2: FACILITIES AND SERVICES PROVIDED</b> .....	<b>5</b>
- Description of the clinic	
- Diagnosis and treatment services	
<b>Inpatient services</b> .....	<b>5</b>
- Access	
- Admission and discharge	
- Board & lodgings	
- Religious services	
<b>Outpatient services</b> .....	<b>7</b>
- NHS patients	
- Specialist services for private patients	
- Cancelling bookings and retrieving records	
<b>SECTION 3: QUALITY POLICY &amp; TARGETS</b> .....	<b>9</b>
<b>SECTION 4: MONITORING &amp; VERIFICATION</b> .....	<b>9</b>
- Public relations office	
- Internal organizational documents	
- Quality management systems	
- Customer satisfaction questionnaires	
- Internal auditing	

The Charter of Services has been submitted to the Veneto Tribunal of Patients' Rights for an opinion on the adequacy of the contents with positive results, and we were inspired by the drafting of the European Patients' Rights Card approved by the majority of EU Parliamentarians.

## **INTRODUCTION**

This document represents our commitment to fostering an optimal relationship between Villa Garda Private Clinic and its patients. We are fully committed to protecting our patients' rights and engaging them in active participation in the provision of the services they receive. To this end, and to ensure the maximum transparency in dealings between the Clinic and its patients, this document contains useful information regarding the services provided, how best to access them, and the quality standards adopted, so that our patients are fully apprised of what to expect from us.

Villa Garda Private Clinic is also committed to continuous monitoring and improvement of its internal management, working and technical systems. This updated Villa Garda Customer Services Charter is updated on the date indicated on the cover and should be considered valid until superseded by a later issue. Please note, however, that Villa Garda Private Clinic is a vital and dynamic organization, constantly striving for improvement, which may lead to changes to the information detailed herein.

## SECTION 1: ABOUT THE CLINIC

### The clinic and its mission

Villa Garda clinic is a private healthcare facility that was founded in the 1920s. It is situated in a wide valley on the eastern side of Lake Garda in the province of Verona, surrounded by hills that slope down towards the small town of Garda. Villa Garda Private Clinic is easily reached by motorway from the tollbooths at Affi (Modena-Brennero motorway) or Peschiera (Milan-Venice motorway) by following directions for Garda. The nearest railway stations are at Verona and Peschiera, where there are regular buses to Garda. The clinic is well signposted in the centre of Garda.

Villa Garda Private Clinic is accredited by the Italian National Health Service, and falls within the remit of the Veneto region Local Health Authority sub-district 09 Scaligera, pursuant to and by effect of Veneto Regional Council Decree n° 3128 on 14/12/2010. It forms part of the regional healthcare rehabilitation network, and provides diagnostic and treatment services for outpatients and inpatients. It has 109 authorized beds, 89 of which are accredited for Cardiac Rehabilitation and Nutritional Rehabilitation and 9 for day-hospital patients.

Villa Garda Private Clinic aims to provide the highest quality care in optimal surroundings, and to prevent its patients feeling any sense of depersonalization during their treatment or hospitalization. We are committed to demonstrating the maximum respect for human dignity and the rights of the individual. Every physician working at the clinic is provided with all the equipment they need to provide their patients with the best possible care.

Villa Garda Private Clinic is overseen and managed by Garofalo Healthcare (GHC) S.p.A.—a leader in the Italian accredited private healthcare sector. As such we are able to provide wide range of services and expertise, and to cater for all areas of local hospital and community healthcare needs.

We formally operate in conformity to the GHC Code of Ethics—an effective means of managing and guiding the strategy of our organisation—and our mission is to adhere to the following key principles:

***Fairness and Legality:*** We aim to ensure that Villa Garda staff fully observe the principles of objectivity, fairness and impartiality. Honesty is essential and we operate in full observance of all applicable regional and national laws. We do not tolerate or sanction any behaviour that runs counter to the laws in force.

***Excellence and Continual Improvement:*** Villa Garda is committed to the pursuit of excellence among its staff and services. We follow a dedicated action plan designed to ensure continual improvement in the services we provide and the way we operate. Our focus is on the health and wellbeing of our patients, and as such we are committed to providing not only excellent healthcare, but also full patient satisfaction. We also aim to safeguard our employees, whether medical, technical or administrative, and to ensure appropriate skills and knowledge development and training. We believe that continual enhancement of our internal processes and systems is the key to the pursuit of excellence. We also aim to provide optimal conditions for patients in our facilities by improving accessibility, hygiene, comfort and quality of life.

***Patient-centred care:*** Villa Garda focuses on the individual, and believes that a patient-centred approach to healthcare is essential, taking into account each person's physical, psychological, social and relational wellbeing. This guiding principle requires that diagnosis and treatment are carried out promptly, appropriately, efficaciously, continuously and systematically, according to the individual patient's healthcare needs. We aim to provide our patients with full and comprehensible information regarding their care, and our staff are explicitly trained in providing an all-round, human approach to care. We also seek to ensure that our equipment is always top-of-the range, and that the living spaces

are welcoming (more like a hotel than a hospital). This model of operation is guided by the following basic principles:

***Equality:*** Services at Villa Garda are provided in full respect of citizens' rights, and our aim is to ensure that no discrimination occurs on the grounds of our clients' gender, race, language, religious beliefs or political opinions. We guarantee equal rights for all, and we are pleased to offer treatment to all categories of patients. We are committed to adopting any measures necessary to enable disabled persons to benefit freely and easily from our services.

***Continuity.*** Services and medical assistance at Villa Garda are provided continuously, regularly and without interruption. In the event of national labour strikes or any other such exceptional circumstances that may jeopardise the regular running of the clinic we undertake to ensure the minimum inconvenience to our patients.

***Right to choose:*** In accordance with the provisions of law and structural, technical and professional norms, our clients are completely free to choose whether or not to avail themselves of the services we provide.

***Participation:*** Villa Garda guarantees its patients a voice in how its health-care services are provided, and encourages feedback from all users of such services. In this way we strive to safeguard the right of patients to good quality services, constantly improve the same, and facilitate collaboration with and among our personnel. To this end, we provide our patients with a questionnaire that they can use to express their opinion of the care and services received.

***Efficiency and effectiveness:*** Villa Garda adopts every possible measure to ensure it provides an efficient and effective high-quality service. We aim to achieve the highest possible level of efficacy and functionality in all services provided.

***Informed choice:*** The healthcare workers at Villa Garda Private Clinic undertake to provide patients with all the information they need to be able to make informed choices regarding their treatment and health.

***Privacy and confidentiality:*** The personal information and medical records of all our patients are handled in full conformity to privacy laws, and patients are guaranteed the maximum discretion during medical examinations and tests.

***Safety:*** Every year Villa Garda Private Clinic issues an up-to-date plan for patient safety, and adopts all measures necessary to ensure that they come to no harm during diagnostic or treatment procedures.

***Avoiding unnecessary pain and suffering:*** We undertake to respect the right of patients not to experience any unnecessary pain and suffering in all phases of their illness.

## SECTION 2: FACILITIES AND SERVICES PROVIDED

### Description of the clinic

Villa Garda is housed in three main buildings (A, B and C), which are situated in a splendid park with gardens that offer a panoramic view of the lake. Our guests can access the park at any time of day to enjoy the fresh air and soothing effect of the surrounding green countryside, which is particularly beneficial in the summer season. A large parking area is situated behind building A (unsupervised).

Buildings A and B each have three floors. The upper ground floors house the diagnosis and treatment rooms and other services (there are also several rooms for Cardiac Rehabilitation patients on this floor in Building A). Our guest rooms – a total of 41, including 36 equipped with en-suite (some of our bathrooms are equipped for disabled patients) – are on the upper floors. Each ward has its own medical centre and communal lounge, featuring television, sofas and armchairs, where our guests can spend their free time and receive visitors during visiting hours.

Buildings A and B are joined on the first floor by a covered walkway. Please consult the floorplans provided in this booklet for the location of specific services. The main entrance to the clinic is in building B, which is situated between the other two main buildings. The porter's office, Payments desk (*Ufficio cassa*) and general Reception area are located on the upper ground floor of the same building. There are drinks vending machines and a change dispenser located near the main entrance.

The chapel and entrance to the garden are situated on the ground floor of Building B. Mass is held in the chapel every day at 6 p.m. (8 a.m. and 10 a.m. on Sundays and public holidays, and 5 p.m. on Saturdays and the days before public holidays).

Building C houses various, diagnosis and treatment rooms and other facilities, including a gym, physiotherapy rooms and offices. Buildings B and C are connected by means of a covered walkway. All three buildings are served by passenger and service lifts to all floors.

## **Diagnosis and treatment services**

In addition to the Cardiac Rehabilitation and Nutritional Rehabilitation Units, Villa Garda Private Clinic has the following services and facilities:

- Analysis Laboratory
- Diagnostic Imaging Suite (x-ray, ultrasound and densitometry)
- Cardiology Centre (examination, ECG, cycle ergometer test, Holter ECG, Holter blood pressure test, colour Doppler echocardiography, Doppler vascular ultrasound)
- Physical Medicine and Rehabilitation (Physiotherapy, Physiatry Service, Nutrition)
- Dermatology Service
- Nutrition Service (only after payment)
- Pulmonology Service (only after payment)
- Psychiatry Service (only after payment)
- Ophthalmology Service (only after payment)
- Psychology Service (only after payment)

To find out how to access these services, please see the chapter on "Outpatient services".

## **INPATIENT SERVICES**

### **Access**

Villa Garda Private Clinic is rehabilitation centre, and as such does not have an Accident and Emergency department. Admission and access to day-hospital services is therefore by appointment only. We receive in-patients referred by GPs or transferred from other health-care facilities, at the discretion of our in-house physicians. Our beds are allocated on a first-come-first-served basis, except for post-acute rehabilitation patients transferred from other hospitals, and cases that attending physicians judge to be particularly urgent. Information regarding hospitalization is provided directly by the physicians in charge of each department or their staff, who can be contacted as follows:

- Cardiac Rehabilitation: from Mondays to Fridays between 2 p.m. and 2.30 p.m., on phone number 045 6208611.
- Nutritional Rehabilitation: Tuesdays and Fridays between 10 a.m. and 12 p.m., on phone number 045/6208619.

### **Admission and discharge**

When patients arrive at the clinic, they must present their national health service card, national insurance number, and written referral from their GP or other attending physician. Patients coming to us directly from another hospital will need to present documentation regarding their transferral.

Once the documents have been processed, patients will be accompanied to the appropriate department, where the nursing staff will be on hand to provide all the information they need to settle in. On the first day, new admissions will be seen by one of our doctors for a check-up and to update

their records. Over the first few days, patients attend group or individual welcome meetings aimed to providing them with specific information regarding their treatment programme and an overview of the activities planned during the hospitalization period. Each patient will also be given an information booklet containing details of their treatment.

The following days are handled by the Villa Garda healthcare workers according to the procedures outlined in the patient's specific rehabilitation protocol. During their treatment, patients will be provided with all the information they need to return to their normal lives, daily environment and a healthy lifestyle.

Upon discharge, patients will be given a medical report for their GP containing details of their treatment programme and any medication administered/prescribed. Patients can request a copy of their records by presenting a signed written request at Reception (*Accettazione*). These records can be picked up directly from Reception (*Accettazione*) when ready, or, upon request, sent to the address indicated within 7 days.

## **Board & lodgings**

Each guest room has between 1 and 4 beds, and almost all are en-suite. Bed linen is changed every 5 days unless otherwise necessary. Bathroom towels are changed three times a week (Tuesdays, Thursdays and Saturdays, unless otherwise necessary).

Meals are served at regular times by Villa Garda staff, either in the dining room or the patients' rooms, depending on the department. Breakfast serving times vary according to the particular treatment programme, but the other main meals are served at the following times:

- Lunch: from 11.45 a.m. to 12.30 p.m.
- Evening meal: from 6.30 p.m. to 7.15 p.m.

All meals are prepared according to the instructions provided by our dieticians, and the menu changes every day on a 15-day rota.

Every room is equipped with a telephone and can receive incoming calls. Guests assigned to single rooms may request the facility to make outgoing calls. There are two public telephones at Villa Garda, one in the corridor of department 2A and the other in the corridor at department 3B. A phone card is required to call from these phones. Patients may send fax messages from Reception (*Accettazione*) at any time between the hours of 7.30 a.m. to 8.00 p.m. The fax machine is switched on 24 hours a day for incoming messages, and the number is 045/7256132. The use of mobile phones inside Villa Garda buildings is strictly prohibited, as they might interfere with the electronic medical equipment.

Every department is equipped with a communal lounge, where patients can receive relatives and friends, read, or watch television. Patients can request activation of a television service in their rooms, but should note that there is a charge for this service.

Payment for services may be made in cash, or by cheque, debit card or credit card.

There are two hot drink (coffee, tea etc) and two cold beverage (mineral water, coke etc.) distributors and a change dispenser located near the Villa Garda main entrance.

Patients' relatives and friends are welcome to visit at the following times:

- Afternoons and evenings every day from 3.00 p.m. to 6.30 p.m., and from 7.30 p.m. to 8.30 p.m.
- Sundays and public holidays as above, and mornings from 9.30 a.m. to 11.30 a.m. (in addition to the afternoon and evening timetable).

## **Religious services**

Villa Garda can arrange for its patients to see a Catholic priest, who is available for consultation and Communion every day. Confession can be heard either in the patient's room or in the chapel, where Mass is held every day (6.00 p.m. on weekdays, 5 p.m. on Saturdays, and 8.00 a.m. and 10.00 a.m.

on Sundays and public holidays). Villa Garda staff also have a list of centres of worship of other faiths that can be contacted upon request by the patient.

## **OUTPATIENT SERVICES**

### **NHS patients**

Italian National Health Service patients must present a prescription from their GP. NHS tickets and other service fees can be paid in cash (up to a maximum amount established by law), or by cheque, debit card or credit card at the Payments desk (*Ufficio cassa*) from 8.20 a.m. onwards (from 7.30 a.m. for physiotherapy services provided in the early hours of the morning). NHS services include the specialist services listed below, which may also be provided to private healthcare patients.

#### **Analysis laboratory services**

Department head: Dr. Anna Davoli

Technical staff: Debora Picherri, Marisa Ruggeri, Monica Galvani

Open to the public: Mondays to Fridays from 8.30 a.m. to 9.30 a.m. with reservation from Monday to Friday from 10:00 a.m. to 2.00 p.m. Tel.: 045 6208664.

#### **Radiology, Ultrasound and Bone Densitometry**

Department head: Dr. Paola Vittoria Bazzani

Technical staff: Enrico Pinaroli, Marisa Molon

Bookings: Mondays to Fridays from 10.00 a.m. to 1.00 p.m. Tel.: 045 6208618

#### **Cardiology services**

Medical staff: Dr. Alberto Di Blasi, Dr. Carlo Goj, Dr.ssa Stefania Sorrentino, Dr. Bartolomeo Chiominto, Dr. Antonio Frilli

Bookings: Mondays to Fridays from 10.00 a.m. to 1.00 p.m. Tel.: 045 6208618

#### **Physiotherapy and Physiatry services**

Dr. Antonio Rocco Sergi

Therapists: Alberto Dellerà, Alessia Brunelli, Fabio Soave, Edoardo Bongiovanni, Luca Fedrigo, Marco Mazzola, Rachele Savoia.

Bookings: for physiotherapy sessions from Wednesdays to Fridays from 12.00 p.m. to 1.00 p.m. Tel.: 045/6208667

(Any treatment is prescribed on the basis of a medical examination by one of our physiotherapists. Treatment sessions can be booked in person immediately after this appointment – ask our technical staff)

#### **Dermatology services**

Dott.ssa Anna Peroni, Dott.ssa Anna Chiara Fostini

Bookings: Mondays to Saturdays from 10.00 a.m. to 4.00 p.m. Tel.: 045 6208611

### **Specialist services for private patients**

#### **Nutritional rehabilitation services (\*)**

Department head: Riccardo Dalle Grave

Medical staff: Dr. Arianna Banderà, Dr. Enrico Patacca, Dr. Luca Montesi, Dr. Beatrice Andreoli

Bookings for medical appointments taken and information on inpatient services provided on Tuesdays and Fridays from 10.00 a.m. to 12.00 p.m. Tel.: 045 6208619

(\*) soon in agreement with National Health Service

#### **Psychology services**



Dr. Cristina Scutari, Dr. Davide Cappellari, Dr. Maddalena Conti, Dr. Iginio Marchi, Dr. Sabrina Marchi, Dr. Antonella Ruocco

Session booking: Mondays to Saturdays from 10.00 a.m. to 4.00 p.m. Tel.: 045 6208611

### **Pulmonology services**

Dr. Alessandro Masotti.

Bookings: Mondays to Saturdays from 10.00 a.m. to 4.00 p.m. Tel.: 045 6208611

### **Psychiatry services**

Dr. Chiara Guarnier

Bookings: Mondays to Saturdays from 10.00 a.m. to 4.00 p.m. Tel.: 045 6208611

All private healthcare service fees are invoiced by and payable to Villa Garda Private Clinic.

The clinic buildings are equipped with signs to help patients and visitors find their way around.

All diagnosis and treatment rooms have their own waiting lounge.

When possible, any healthcare documents (medical reports, scans etc.) are handed over immediately after the examination/test. If this is not feasible, the clinic staff will provide indications of when and where to retrieve it, and provide the appropriate Results Retrieval form. This form will be necessary to retrieve results from the Payments desk (*Ufficio cassa*) at Reception (*Accettazione*), which is open for this purpose on Mondays to Fridays from 9.00 a.m. to 6.00 p.m., and on Saturdays from 9.00 a.m. to 1.00 p.m. Healthcare documents can only be handed over to the person concerned, pursuant to and by effect of the privacy laws in force (Legislative Decree 196/2003 and subsequent versions). Documents can however be handed over to third parties on presentation of the appropriate written proof of proxy.

## **Cancelling bookings/retrieving results and records**

Pursuant to and by effect of General Regional Decree n° 600, dated 13/03/2007, the “National plan to reduce waiting times for 2006–2008, of which see article 1, comma 280 of law n° 266, dated 23<sup>rd</sup> December 2005, Regional Action Plan: integration General Regional Decrees n° 3535, dated 12/11/2004, and n° 2066, dated 27/06/2006” and subsequent operating standards, the Veneto Regional Council, as part of its strategy identified to reach the targets outlined in the National Plan, has defined a series of waiting-time reduction targets to be reached by all stakeholders from 1/01/2007 onwards.

This involves improving giving improved information to the end user, who must also be informed of his/her rights and responsibilities in the matter, namely:

- Giving timely notice of inability to attend an appointment, otherwise the user is liable for the service fees, even if exempt under other circumstances.
- Retrieving medical records/scans/test results within 30 days of receiving the service, or in any case within 30 days of the date defined by the firm as the date of delivery of the same, otherwise the user is liable for the entire service fee, even if exempt under other circumstances.

## **SECTION 3: QUALITY POLICY & TARGETS**

Please see the attached “Quality Parameters, Indicators and Targets”

## **SECTION 4: MONITORING & VERIFICATION**

Villa Garda Private Clinic management has the duty and is firmly committed to safeguarding the rights of any patient and to provide them with excellent quality service. Nevertheless, it is acknowledged that cause for complaint due to the actions of staff, patients or visitors may arise without the knowledge of the Medical Directors and Department Managers. Hence, any patient who

experiences any lack of or below-standard service (see the attached “Standards of Service”) or any behaviour, act or attitude that impinges upon their rights and falls below the expected standards of service should immediately bring this to our attention. We undertake to verify the existence of any such cause for complaint and to rectify the situation as quickly as possible, making use of the following tools to safeguard patients’ rights:

- 1) Public Relations Office
- 2) Internal organizational documents
- 3) Quality Management systems
- 4) Customer satisfaction questionnaires
- 5) Customer complaints procedures
- 6) Annual quality standards reports (internal audit)

The nursing staff at Villa Garda have the duty to receive any verbal complaint expressed by patients or their loved ones, and to take immediate action to either rectify the situation where possible or to refer such complaints to the attending physician, head of department or clinic manager, as appropriate.

## **Public Relations Office**

The Public Relations Office is at our customer’s disposal for issues regarding information and their rights, with a view to ensuring that every patient is able to make full use of the services provided (medical, accommodation, technical, auxiliary). This office is also charged with monitoring the efficiency and quality of the services provided. Should any customer be dissatisfied with the service they receive, they should immediately inform the duty staff. Should they be unsatisfied with the response or action taken, they are welcome to refer their complaint to the Public Relations Office, whose staff will be pleased to arrange an appointment for them with Clinic Director, Dr. Giovanni Citarella. The Public Relations Office, upon the receipt of a complaint, even if anonymous, is activated in order to explore the issues and, in case, to find a solution as soon as possible contacting, if possible, the patient verbally or in writing.

## **Internal organizational documents**

To ensure optimum internal organization, Villa Garda Private Clinic has drafted a Customer Service Charter and Quality Standards Manual.

## **Quality management systems**

Villa Garda management is committed to and charged with upholding the quality standards of the clinic and the services provided. To this end, there is a quality management system in place, involving the continual research, application and monitoring of quality standards, ensuring that our services are client-centred and continuously improving.

## **Customer satisfaction questionnaires**

As we are constantly committed to improving our performance, inpatients will be given a copy of our *Customer Satisfaction Questionnaire* towards the end of their stay. The *Questionnaire* will be handled in total anonymity, and contains a series of questions designed to help us evaluate the perceived quality of the specific services received, and customer satisfaction in general. There are questions on every aspect of a patient’s experience of the clinic, including treatment, staff, accommodation and other facilities, and Villa Garda will be pleased to receive patients’ full and frank opinion.

Outpatients are also asked to provide us with similar feedback during a sample month. Aspects to evaluate in this questionnaire include punctuality, quality of performance and staff.

Customer responses will be analysed, reported in the annual internal audit and used to improve our performance, and the satisfaction of our customers.

**Internal audit**

An internal audit is carried out every year, by the Clinic Director, with the aid of the Quality Standards Officer, and the Heads of Department and Services, to assess the progress and quality of services in relation to the annual quality standards report. This annual audit is carried out as part of the patient-centred internal quality management system, in which existing problems are identified and analysed, solutions for improvement strategies proposed, weighed up and adopted, and corrective actions taken.

# QUALITY STANDARDS POLICY

Villa Garda Private Clinic provides diagnostic services and care in both inpatient to outpatient specialist and diagnostic imaging.

Our mission is to provide the best quality healthcare in maximum comfort, respecting our patients' dignity, and inspired by the principles of safeguarding life, the promotion of good health, and recovery of compromised physical resources.

In order to put these principles into practice, the Villa Garda Private Clinic management has established a series of general quality targets, which our personnel are committed to achieving, namely:

- a) **Continual improvement of service and internal procedures for patient care and customer satisfaction, as well as ensuring the safety, expertise and skills of all our medical, nursing, managerial and technical staff**
- b) **Ensuring safe practice of medicine, treatment and care**
- c) **Guaranteeing the best possible diagnosis and treatment services in terms of suitability, timeliness, efficacy, organization and continuity of care**
- d) **Providing our medical staff with all the human and technical resources they require**
- e) **Providing our patients with the best possible service and hospitality**
- f) **Guaranteeing our patients equality, impartiality, continuity of care, the right to informed choice and the opportunity to express their opinion**

In order to thoroughly monitor the reaching of these targets, the Management has adopted various purpose-designed verification systems. These systems, listed below, are regularly updated/maintained.

- a) UNI EN ISO 9001 Company Quality Standards Certification, which requires documentation of the following:
  - A Quality Standards Policy (this document) describing the overall policy of the company in terms of providing quality of care
  - An organogram of the company that designates staff responsibilities
  - Continual drafting/updating of internal protocols, procedures, operating instructions and verification strategies pertaining to every aspect of the company's activities, including documentation, that identify staff members and outline their responsibilities
  - Identification of performance, quality of care and customer satisfaction indicators
  - Continual training and verification of staff professionalism, equipment and the structure itself
  - Periodic auditing of all information gathered by the Management with the aid of the department heads, and timely application of any necessary corrective or preventative strategies
- b) Documentation governing occupational health and safety (Legislative Decree 81/2008)
- c) Documentation regarding privacy and confidentiality of personal information (Regulation UE 2016/679).

The head of each Operating Unit, Service and Office, within the Quality Management System framework, undertakes to ensure that this Quality Standards Policy is understood and put into practice by every member of staff during the course of their duties.

**The Management**

## QUALITY PARAMETERS, INDICATORS & TARGETS

Quality parameter	Indicator	Target
<b>General</b>		
1. <b>Level of quality perceived by patients</b> in terms of: <i>courtesy at reception; completeness of information received; medical care; nocturnal and diurnal nursing care; accuracy in administration of drugs and medication; specialist services; information transfer in meetings; atmosphere in the department; type of human relations in the department; contact with rehabilitation therapists; contact with radiology unit staff; information provided by medical staff on treatment and prognosis; day-to-day running of the clinic; surroundings and comfort; cleanliness on the ward; cleanliness and hygiene of bathrooms and washing facilities; food (quality, service); contact with managerial staff; contact with reception staff</i>	Average score, bearing in mind that: <ul style="list-style-type: none"> <li>- Excellent = 100%</li> <li>- Good = 80%</li> <li>- Satisfactory = 60%</li> <li>- Poor = 20%</li> </ul>	≥ 80 %
2. Punctuality in handover of medical records	(n° of cases in which patients received their personal files within 7 days from discharge / n° of requests for copies of medical records) * 100	100%
<b>Cardiac Rehabilitation</b>		
1. Efficacy of physiotherapy, measured using 6MWT ( <i>metres walked</i> ) [objective measurement]	(n° of patients whose number of metres walked in 6 minutes at discharge exceeds that at admission by at least 10% / n° patients discharged) * 100	≥ 80 %
2. Efficacy of physiotherapy, measured in terms of patient exertion (Borg scale) [subjective measurement]	(n° of patients with lower Borg score at discharge than admission / n° patients discharged) * 100	≥ 90 %
3. Efficacy of physiotherapy, measured in terms of patient functional autonomy (Barthel ADL scale) [objective measurement]  This parameter is measured only in patients unable to complete the 6MWT for clinical reasons	(n° of patients whose sum of the score of the whole Barthel scale, at discharge, exceeds that at admission by at least 5 points / n° patients discharged) * 100	≥ 90 %

## QUALITY PARAMETERS, INDICATORS & TARGETS

Quality parameter	Indicator	Target
<b>Nutritional Rehabilitation</b>		
a. Efficacy of healthcare services provided to <b>anorexia nervosa</b> and <b>bulimia nervosa</b> patients	<b>TESTS:</b> <ul style="list-style-type: none"> <li>• <i>EDE 15</i></li> <li>• <i>BSI</i></li> <li>• <i>CIA</i></li> </ul>	mean score reduction (*) of 20% with respect to admission (*) p<0.001
	<ul style="list-style-type: none"> <li>• <i>BMI (only applicable to patients with BMI on admission &lt; 18.5 kg/m<sup>2</sup>) ≥ 18.5 kg/m<sup>2</sup></i></li> </ul>	70% of hospitalized patients
b. Efficacy of healthcare services provided to <b>obesity</b> patients	<b>TESTS:</b> <ul style="list-style-type: none"> <li>• <i>BES</i></li> <li>• <i>Orwell</i></li> </ul>	mean score reduction (*) of 10% with respect to admission (*) p<0.001
	<ul style="list-style-type: none"> <li>• <i>6-minute walking test</i></li> <li>• <i>"What do you know?" test</i></li> </ul>	mean score improvement (*) of 10% with respect to admission (*) p<0.001
	<ul style="list-style-type: none"> <li>• <i>Weight loss (kg) of ≥ 3% of weight on admission</i></li> </ul>	85% of hospitalized patients

## QUALITY PARAMETERS, INDICATORS & TARGETS

Quality parameter	Indicator	Target
<b>Analysis Laboratory</b>		
1. <b>Level of quality perceived by patient</b> in terms of: <i>quality of reception; timeliness in results delivery; comfort and cleanliness of waiting areas, treatment rooms and bathrooms; service as a whole</i>	Percentage of patients giving a score of "Satisfactory" or above to service as a whole	≥ 95 %
2. <b>Efficacy of service provided:</b> analytical precision and accuracy	Internal quality control calculations and VEQ system	SD C.V.
3. <b>Speed of results turnaround</b>	• Maximum waiting time for results of routine tests (internal and external)	≤ 1 day
	• Maximum waiting time for results of special tests (internal and external by Synlab service)	≤ 3 days
	• Maximum waiting time for results of internal tests by b.go Trento service	≤ 10 days
	• Maximum waiting time for results of urgent tests (internal)	≤ 60 min.
<b>Diagnostic Imaging</b>		
1. <b>Level of quality perceived by patient</b> in terms of: <i>quality of reception; punctuality; timeliness in report delivery; comfort and cleanliness of waiting areas, treatment rooms and bathrooms; service as a whole</i>	Percentage of patients giving a score of "Satisfactory" or above to service as a whole	≥ 80 %
2. <b>Efficacy of service provided:</b> quality of radiographic images	(n° tests repeated due to unsatisfactory correctness criteria/ n° tests performed) * 100	≤ 1%
3. <b>Speed of results turnaround</b>	Maximum waiting time • Internal patients • External patients	≤ 3 days
4. <b>Availability of resources</b>	Maximum time on waiting list (external): • X-ray • Ultrasound • Doppler echocardiography	B ≤ 10 days
		D ≤ 60 days
		P ≤ 180 days

## QUALITY PARAMETERS, INDICATORS & TARGETS

Quality parameter	Indicator	Target
<b>Physiotherapy</b>		
1. <b>Level of quality perceived by patient</b> in terms of: <i>quality of reception; punctuality; timeliness in records delivery; comfort and cleanliness of waiting areas, treatment rooms and bathrooms; service as a whole</i>	Percentage of patients giving a score of "Satisfactory" or above to service as a whole	≥ 80 %
2. <b>Efficacy of service provided:</b> improvement in symptoms	% of cases improved after physiotherapy, as judged by the physiotherapist	≥ 80%
<b>General Clinic</b>		
1. <b>Level of quality perceived by patient</b> in terms of: <i>quality of reception; punctuality; timeliness in records/results delivery; comfort and cleanliness of waiting areas, treatment rooms and bathrooms; service as a whole</i>	Percentage of patients giving a score of "Satisfactory" or above to service as a whole	≥ 80 %



**COME RAGGIUNGERE ...**

= LOCATION OF CLINIC FACILITIES AND ADMINISTRATION DEPT.

**PIANO RIALZATO PADIGLIONE A = RAISED GROUND FLOOR – BUILDING A -**

AMBULATORI CARDIOLOGICI = CARDIO AMBULATORY UNIT

STUDIO CARDIO = CARDIOLOGY SURGERY

ENTRATA = ENTRANCE

**PIANO RIALZATO PADIGLIONE B = RAISED GROUND FLOOR – BUILDING B**

RADIOLOGIA = RADIOLOGY

STUDIO MEDICO = DOCTORS' OFFICE

STUDIO PSICOL. = PSYCHOTH. STUDIO

SALA PRELIEVI = CLIN. ANALYSIS ROOM

ECOGRAFIA ECODOPPLER = ECOGRAPHY – ECODOPPLER

SALA ATTESA = WAITING ROOM

CETRALINO/CASSA/U.R.P. = RECEPTION/DESK/P.R.O.

STUDIO DIETISTE = DIETITIANS' OFFICE

ENTRATA = ENTRANCE

CORRIDOIO PONTE = SUSPENDED CORRIDOR

**PIANO RIALZATO PADIGLIONE C = RAISED GROUND FLOOR – BUILDING C –**

TERAPIE FISICHE = PHYSIOTHERAPY

SALA ATTESA = WAITING ROOM

POLIAMBULATORIO = AMBULATORY UNIT

**PIANO TERRA PADIGLIONE B = GROUND FLOOR – BUILDING B**

CAPPELLA = CHAPEL

**PIANO TERRA PADIGLIONE C = GROUND FLOOR – BUILDING C –**

UFFICI AMMINISTRAZIONE/DIREZIONE SANITARIA = ADMINISTRATIVE OFFICES/CHIEF MEDICAL OFFICER

**PIANO SEMINTERRATO PADIGLIONE B = LOWER GROUND-FLOOR LEVEL – BUILDING B**

SALA PSICOLOGIA III = PSYCHOTHERAPY ROOM III

**PIANO SEMINTERRATO PADIGLIONE C = LOWER GROUND-FLOOR LEVEL – BUILDING C**

PALESTRA = GYM

**LEGENDA = LEGEND**

AMBULATORI E STUDI = AMBULATORY UNIT AND OFFICES

RIABILITAZIONE CARDIOLOGICA = CARDIOLOGICAL REHABILITATION

ESAMI STRUMENTALI = CLINICAL EXAMINATIONS

STUDI PSICOLOGIA = PSYCHOTHERAPY ROOMS

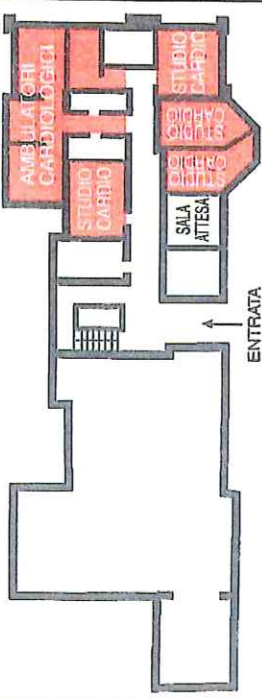

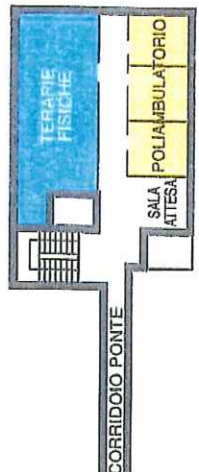

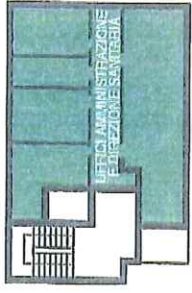
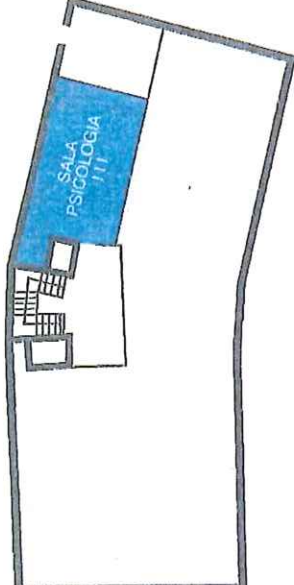
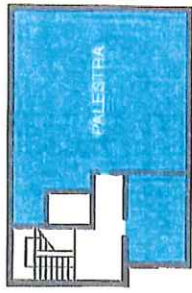
DIREZIONI(SANITARIA/SERVIZI)/ACCETTAZIONE/CASSA/URP/

AMMINISTRAZIONE=MANAGEMENT(MEDICAL/SERVICES)/RECEPTION/DESK/P.R.O./ADMINISTRATION

AREE ESCLUSE ALL'ACCESSO DEL PUBBLICO = FOR INTERNAL USE

PALESTRA = GYM

# COME RAGGIUNGERE . . .

 <p>PIANO RIALZATO PADIGLIONE A</p>	 <p>PIANO RIALZATO PADIGLIONE B</p>	 <p>PIANO RIALZATO PADIGLIONE C</p>
<p><b>LEGENDA</b></p> <ul style="list-style-type: none"> <li>AMBULATORI E STUDI RIABILITAZIONE CARDIOLOGICA</li> <li>AMBULATORI ED ESAMI STRUMENTALI</li> <li>STUDI PSICOLOGIA</li> </ul>	 <p>PIANO TERRA PADIGLIONE B</p>	 <p>PIANO TERRA PADIGLIONE C</p>
<p>AREE ESCLUSE ALL'ACCESSO DEL PUBBLICO</p>	 <p>PIANO SEMINTERRATO PADIGLIONE B</p>	 <p>PIANO SEMINTERRATO PADIGLIONE C</p>