


Multi-purpose Psychiatric Residential Territorial Structure

Villa Maria Pia S.r.l.

Via del Forte Trionfale, 36 – 00135 Rome

QUALITY MANAGEMENT SYSTEM

SERVICE CHARTER VILLA MARIA PIA S.r.l

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PREMISE

What is the Service Charter

The Service Charter is a tool to allow the health service user to obtain an effective care intervention and to take precise commitments on the quantity and quality of the services that an administration guarantees.

With the Service Charter Villa Maria Pia makes available to the user (guest and family members) a suitable tool to clearly know the social and health services offered and the general organization of the structure. The Service Charter highlights not only the nature and quality of the services that the staff is able to offer but also the objectives and goals that the structure intends to achieve.

All staff work to ensure that their activities are in tune with the needs of the guest, in a perspective of a progressive evolution of the services provided, also based on suggestions and advice from the individual guest.

FIRST SECTION

Presentation of the structure and fundamental principles

Presentation

Villa Maria Pia is a clinical psychiatric inpatient unit operating in the context of private healthcare and is accredited and officially recognized by the National Health Service.

It is located in Via del Forte Trionfale n. 36, 15 minutes away from Roma downtown in a residential area famous for its natural surroundings in the XIV District. Founded in 1936, it consists of four buildings located in a 5000 square meter park. The District is well connected by public transport and placed in a city area served by all social and health services.

The structure can be reached by the following means.

- ▷ Underground: Linea A, stop Cornelia e autobus linea 446
- ▷ Train: station Policlinico Gemelli
- ▷ Autobus: Linee 446–990–913.

Villa Maria Pia is a medical facility for voluntary therapeutic rehabilitation treatment and social reintegration of adult patients with disabling aspects that cannot be treated at home it is divided into:

STPIT - Intensive Territorial Psychiatric Treatment Facility (30 inpatients beds)

SRSR H24 - Social-Rehabilitative Residential Structure with high social-health care intensity (10 inpatients beds)

SRSR H12 - Social-Rehabilitation Residential Structure with medium-intensity social-health care assistance (8 inpatients beds).

To these typologies are added n. 5 inpatients private beds with high social-health care intensity

Villa Maria Pia's staff is summarized as follow:

- Psychiatrist responsible for health care and psycho-physical conditions of the guests;
- Psychologists;
- Professional nurses;
- Psychiatric rehabilitation technicians;
- Social Healthcare Operators;
- Social workers.

The Health Department is entrusted to Dr. Ettore Pasculli

The head nurse is Mrs. Emanuela Mecozzi

Villa Maria Pia is accredited with S.S.N. Autorizzazione Sanitaria ed Accredimento Istituzionale DCA n. U00157 DEL 09.05.2013 – Presidio Sanitario “comunità Villa Maria Pia” e DCA n. U00068 del 04.03.2013 – Presidio Sanitario “Com. Pal. D – Presidio residenziale psichiatrico”.

1. Informations

Detailed information on the structure, methods of access, activities and services supplied are provided by the administrative offices open from 9.00 am to 1.00 pm and from 3.00 to 6.00 pm, Monday to Saturday, also by telephone (+39063052651)

2. Mission

Villa Maria Pia, well aware of the needs of patients, guests and their families, among the declared objectives that it intends to pursue in offering its services in the field of assisted living, has:

- ▷ the promotion of a culture of quality of life which translates into an ongoing enhancement of the person's remaining abilities;
- ▷ the acknowledgement of the personal right to the right to autonomy, to the respect of one's choices, to family and social relations, to the taste of life.

The Structure as mediator of the "social restitution" has the purpose of favoring the acquisition of the greatest possible autonomy to allow the exit from the sphere of psychiatric assistance and the possible social reintegration, through returns in the family, or in a housing context autonomous or in social assistance structures.

The organization guarantees:

- ▷ respect for dignity and personal freedom, confidentiality, individuality of religious convictions;
- ▷ the continuity of social relationships and life in relationships allowing the guest, in accordance with his psycho-physical conditions, freedom of movement even outside the structure, after assuming responsibility on the part of the guest, if able, or of a responsible family member (civil liability); the living environment and the times of the activities are as similar as possible to those of the community of origin; within the structure socialization, also with the contribution and use of voluntary associations and other existing bodies in the territory;

- ▷ the participation and responsibility of the family in the recovery plan and of those who, even outside the family relationships, maintain affective relationships with the guest.

3. Fundamental principles and values

The provision of services offered by Villa Maria Pia is carried out in compliance with the following principles:

Equality

The structure is committed to providing services in compliance with the same rules for all without distinction of sex, nationality, religion, economic and social conditions (level of education, opinion politics etc.). The staff of the structure takes into consideration the individual as a "person", to whom the required assistance is offered, aware of performing a "vital" service that must be provided as such to all those who need it, without discrimination of any kind.

Impartiality

All the operators of the structure are committed to carrying out their activities in an impartial, objective and neutral manner towards all users.

Continuity

All services performed by the staff of the facility are provided continuously, regularly and without interruption.

Humanity

The central attention of the operators of the structure is placed on the person in full respect of his dignity, whatever his physical, mental, cultural or social conditions. The operators turn to users with courtesy, education, respect and maximum availability.

Partecipation

Participation in the performance of the service offered by the structure is guaranteed to the user (guest or family member) both through his direct intervention (formulation of proposals or suggestions to improve the service) and through the associations of Volunteering and Rights citizen. The management of the structure gives prompt feedbacks to the user about the reports and proposals made.

4. Commitments and programs

With the adoption of a quality management system compliant with the international ISO standard, the Management undertakes to periodically monitor the quality of the services offered through appropriate Questionnaires to be submitted to guests and to activate specific programs to improve service quality.

5. Factors and quality standards

Villa Maria Pia it is organized in a hierarchical manner; at the top we find the Administrative Direction and the Health Department, in the middle there are coordination figures, to reach up to the technical health operator in charge of the good execution of the general services.

Therefore, any observations on the quality of the services should be addressed to the Nurse Coordinator who will, within the limits of his / her competence, directly solve the problem raised or will inform the clinician in charge if it concerns issues that fall within the larger area of medical problems.

The latter, in turn, is obliged to inform the Administrative Department in all those cases where the problem is of such a nature as to involve the superior management. Depending on the nature of the observations made by the guests and / or their family members, collected on the basis of the above procedure, the cause of the malfunction will be removed within a reasonable time, taking into account the possible presence of technical constraints.

The lack of reporting to the hierarchical superior of disservice signals coming from the structure is considered a serious lack, subject to disciplinary provision

6. Respect for the Patient Rights Charter

The Direction of the structure in signing the Agreement with the ASL RM 1 has committed itself to adopt the "Charter of the Rights of the Patient" below summarized.

6.1 Patient Rights Charter

- **Right to life**
Each person must receive timely, necessary, appropriate assistance to meet basic life needs (nutrition, hydration, ventilation, hygiene, environmental protection, movement, evacuation, rest, sleep, communication, etc.).
- **Right to care and assistance**
Every person must be cured in science and conscience and in accordance with his wishes.
- **Right of defense**
Every person with a psycho-physical disadvantage must be defended against speculation and / or damage and damage caused by the surrounding environment.
- **Prevention right**
Every person must be provided, as much as possible, with activities, tools, health facilities, training to prevent deterioration and / or damage to health and his autonomy.
- **Right of speech and listening**
Each person must be heard and his requests must be accepted as far as possible.
- **Right of information**
Every person must be informed about the procedures and the reasons that support the interventions of which it is the object.
- **Right of participation**
Each person must be able to participate in decisions that affect himself (based on his cognitive abilities).
- **Right of acceptance**
Each person must be accepted as an individual with value and not with a label.

- **Right to criticism**

Each person can freely express his thoughts and criticisms concerning the activities and the provisions that concern him

- **Right to respect and modesty**

Each person must be called with his or her name and surname and his privacy and the concept of modesty must be respected.

- **Privacy right**

Every person has the right to be respected for secrecy on personal information from those who provide assistance directly or indirectly, also according to the provisions of law 196/03 and subsequent amendments.

- **Right of thought and religion**

Every person must be able to make explicit his philosophical, social and political ideologies as well as to practice his own religious confession.

SECOND SECTION

Description of services and related services

1. Presentation of the structure and recipients

STPIT - Intensive Territorial Psychiatric Treatment Structure

These beds are intended primarily for the treatment of those persons for whom, at the time of discharge from the SPDC, the continuation of hospitalization in the admission procedure is deemed necessary in a context of minor, although still high, welfare complexity. They are also intended for voluntary hospitalization of people whose conditions are less severe than those accepted in SPDC but which in any case require specific assistance.

SRSR H24 - Residential social-rehabilitative structure with high care intensity.

Structure for rehabilitation treatment and social reintegration of adult patients with a pathological stabilization process and disabling aspects, which cannot be treated at home or in social-assistance structures, which require periods of medium-long term hospitality in a specific context - assistance activity (h24). This structure aims to promote, through a personalized rehabilitative therapeutic project, the acquisition of the greatest possible autonomy to allow a process of social rehabilitation.

SRSR H12 - Social-Rehabilitative Residential Structure with medium-intensity social-health care assistance

Structure for the rehabilitative treatment and social reintegration of adult patients with a medium severity compromise of personal and social functioning and a level of self-sufficiency such as to need assistance during the 12 daylight hours. This care process aims to promote, through a personalized rehabilitative therapeutic project, the acquisition of the greatest possible autonomy to allow a process of social rehabilitation.

2. Medical and health services provided

Villa Maria Pia offers various psychological therapies and psychoeducational interventions aimed at the modification or development of certain emotional / behavioral / relational skills with the aim to modify dysfunctional behavioral models:

- ▷ Themed Psychotherapy Group
- ▷ Free Psychotherapy Group
- ▷ Group of Psychotherapy of Emotions
- ▷ Psychoeducational Group for Addictions
- ▷ Psychoeducational Group for Mood Disorders

These are flanked by occupational and rehabilitation activities aimed at the development and recovery of cognitive, emotional and relational skills in order to acquire greater awareness of their own abilities and improve the autonomy of the guest in everyday life:

- ▷ Social skills training
- ▷ Newspaper Reading Laboratory
- ▷ Movement-therapy laboratory and relaxation techniques
- ▷ Creative Writing Workshop
- ▷ Musical Laboratory
- ▷ Theater Laboratory
- ▷ Art Therapy Laboratory

The rehabilitation project is completed with recreational activities able to favour interests, assess their abilities and choose the most appropriate leisure opportunities between:

- ▷ Exhibition / market set-up in the building where the works performed during the creative workshops are displayed
- ▷ Singing with karaoke
- ▷ Card games, crosswords and table games
- ▷ Artistic activities (realization of drawings, decorations to embellish the structure in holidays)

During the holidays, themed recreational moments are organized.

The Personalized Rehabilitation Therapeutic Project

The guest and his family are involved in a cognitive interview with the Psychiatric Medical Director in order to gather all the information useful for the preparation of the Therapeutic Project. The information to be collected is of a health, welfare and psycho-social nature. The Project contains the description of the socio-health condition, the needs, the interventions and the objectives inherent to the single guest. In defining the objectives, the periodic evaluation assessments of the welfare project must be indicated.

The PTRP definition includes:

- ▷ Health and medical aspects;
- ▷ Assessment of care needs;
- ▷ Assessment of personal needs, relationships and socialization.

General medical services

General medical services are provided by the assisted General Practitioner, within the limits and under the conditions provided for all citizens, within the framework of the relevant national collective agreement.

Specialized medical services

The services that include specialist visits, specialist diagnostic and laboratory diagnostic services, are provided, under the conditions provided for the general public, by the ASL territorial offices, upon request of the General Practitioner or in private facilities directly paid by guests / patients.

Pharmaceutical performance

Pharmaceutical performance for psychiatric illnesses is ensured in the manner and within the limits set by the Territorial Pharmaceutical Service of the ASL (SFT). The DSM psychiatrist who prescribes the admission in STPIT and SRTR, in order to guarantee the pharmaceutical assistance of the patient, can prescribe, in accordance with the medical staff of Villa Maria Pia, a selection of psychotropics for an additional therapy or a new therapy recommended for the patient. The quantities of drugs required and delivered are calculated by estimating monthly requirements and constitute the departmental wardrobe.

Nursing benefits

They include, in addition to the normal routine services, the control of therapeutic performance, the prevention of infections, pressure injuries and falls, the early identification of any changes in the state of physical health and functional impairment, the temporary activation of the interventions deemed necessary by the other competent operators.

Rehabilitation services

The rehabilitation services are aimed at preventing the involutive effects of the stabilized damage, with particular regard to the re-education of the guest, the performance of common daily activities (walking and elementary life actions even with suitable supports) as well as the psycho-social rehabilitation, especially through occupational therapy.

Dietary advice and control

Dietary advice and control is provided by specialized staff and includes both general and specific interventions on the diets of individual guests.

Personal assistance benefits

This denomination includes assistance to the guest for hygiene and personal care, for feeding and for moving around the facility.

Health emergency management methods

In the event of a health emergency, medical, nursing and auxiliary personnel are required to know and apply the agreed protocols and procedures. The Responsible for the correct application of the procedures is the Responsible Doctor.

In accordance with the provisions of the procedures and established by current legislation, an emergency trolley was set up at the medical stores. The expiry date of the drugs on the cart is systematically checked every month. The cardiopulmonary resuscitation kit is also present on the emergency trolley.

3. Services and services of an accessory nature

Comfort hotel

Patients / Guests have at their disposal a bed, bedside table, wardrobe, desk, in single, double, triple or quadruple rooms, equipped with bathroom. Paying a difference for comfort-ro class, the patient can stay in a single or double room equipped with an LCD television and a refrigerator.

Bar

At Villa Maria Pia there is an internal bar, open Monday to Sundays from 9.00 to 10.00 and from 15.00 to 16.00.

Gym

Villa Maria Pia offers a small gym available to patients where it is possible to carry out physical activity at set times with the supervision of rehabilitators.

External laundry service

It is possible to use an external laundry service for personal clothing; the service is paid by patients and guests. To use this service, the social worker is available for the relevant information.

Custody money

The Patient / Guest is invited to keep small sums of money and / or items of little value with him during his stay that he can keep in the closet of the room. Villa Maria Pia is not responsible for objects and values kept by patients / guests.

Correspondence

During the stay, the Patients / Guests can receive correspondence by sending it to the address of Villa Maria Pia. It is also possible to send your postal correspondence directly to the Administrative Office. In case of urgency, after agreement with the Administrative Office, it is possible to use fax or e-mail.

Transport

Villa Maria Pia, in exceptional cases approved by the medical team, provides assistance and possible assistance for the use of health services outside the structure, using

the district's local services or an agreed ambulance service, charged to the patient. For taxi requests the patient can contact the Administrative Office. The service is on-charge to the patient.

Cleaning and sanitation of the premises, furnishings and systems

The sanitation of the rooms inside the Residence takes place every day. This activity is carried out by auxiliary operators (OSS / OTA) with the help of certified sanitizing products.

To facilitate the service, the Patients / Guests are asked to store the linen and personal items in the locker or bedside table available, and to have family members take care of the frequent washing of the clothes.

It is also forbidden to keep flowers or plants in the room (unless prior authorization of the head nurse), introduce animals and food or drinks (with the exception of water).

Religious assistance

Religious services take place at the chapel inside the park:

- ▷ Mass on Sunday morning at 10:00
- ▷ Mass on the occasion of major holidays

On the occasion of the main festivities guests are offered the opportunity to confess. For people belonging to religions other than Christian, the structure is committed to finding the requested religious representatives

THIRD SECTION

Description of how to access and perform the activity

1 Admission

The admission in the Villa Maria Pia Psychiatric Residential Psychiatric Territorial Structure is carried out by the Mental Health Center through a professional consent procedure for a good clinical practice for patients in regime with the agreement of the S.S.N.; through a direct request and subsequent evaluation by the Medical Manager, for patients in a private regime.

As regards the inclusion in STPIT, the residence CSM must authorize it through:

1. Application form for inclusion in the waiting list
2. Individual Therapeutic Plan (PTI)
3. Authorization on SSR prescription pad not exceeding thirty days
4. Compilation of the pharmaceutical prescription form (SPF)

With regard to the inclusion in SRSR H24 under the agreement, the residence CSM must authorize it through:

1. Request for inclusion in the waiting list by sending the certification of suitability issued by UVM
2. Individual Therapeutic Plan (PTI)
3. Authorization on SSR prescription pad not exceeding one year
4. Prescription on the SRG prescription pad of pharmacological treatment

The Villa Maria Pia Residential Structure admits the patient in the special Waiting List upon receipt by the CSM of the documents indicated in points 1 and 2 of the aforementioned list; the remaining documents (points 3 and 4) are required upon arrival at the Structure.

Before entering the Waiting List, the Application Form and the ITP are evaluated, by the Chief Medical Officer, and by the Psychiatrist Manager, in order to prove the compatibility of the Guest / Patient with the type of services supplied and with the type of patients in the structure at the time of the request. In some cases the territorial

referents of the patient will be contacted in order to acquire clinical information. In the rare cases in which the admission request cannot be endorsed, the specific reasons will be formally provided. The DSM of residence will subsequently evaluate if these reasons have reason for being and that do not constitute the failure to comply with the defined agreements.

The Villa Maria Pia Residential structure builds and manages the waiting list according to the following criteria:

1. The specific certification of suitability or, for STPIT only, the documentation required for admission;
2. the chronology of presentation of the application (date and time).

The Villa Maria Pia Residential structure, in compliance with the transparency requirements, keeps the waiting list up-to-date and makes public for each of the types of assistance available.

When the patient is placed on the waiting list, the Structure issues a registered receipt to the CSM / DSM of residence indicating the date and time of the presentation of the application and the position on the waiting list at the time of the request.

In anticipation of a resignation, the structure notifies the DSM of the person at the top of the waiting list for the next availability for admission. The competent DSM will have to confirm the availability of the person to hospitalize within 48 hours from the communication of the structure and will have to provide authorization for inclusion in the SSR prescription pad.

The person who should renounce, if in any case intends to maintain the choice of the structure in question, may be re-entered but in a queue at the waiting list.

In exceptional cases, if the person for serious and proven health reasons (for example: admission to a hospital) is not in a position to be admitted, the structure will call the next name entitled. In these cases the person will maintain his position in the waiting list.

It is possible for the Patient / Guest and family members to visit the Structure before entering, subject to appointment.

2 Acceptance

The entry of new Patients / Guests in the residential therapeutic-rehabilitation facility takes place from Monday to Friday from 3.00 pm to 5.30 pm, and Saturday from 9.00 am to 11.00 am.

The staff of the Villa Maria Pia Residential Structure, upon admission, receives the Patient / Guest or their family members and fills out together with the interested party the Single Entry Form, also containing the information and the consent on the treatment of personal data.

The Patient / Guest will be given the Service Card.

During admission, the Patient / Guest is requested to present the documentation listed below:

- Authorization issued by the ASL of residence (only for patients under the convention)
- A valid Identity document;
- Health card / Tax code;
- SSN registration card;
- Examinations and diagnostic tests previously performed and electrocardiogram;
- Pharmaceutical prescription form (SPF) issued by the CSM (only for patients under the convention);
- In the case of a Patient / Guest who is disabled, incapacitated or forbidden, the trustee and / or legal guardian appointed by the Tutelary Judge must bring and deliver: certified copy of the documentation, required by law, proving the appointment;
- Copy of a valid identity card;
- Copies of medical records of any admissions to other Facilities;
- Hospital discharge letter, if present;

At the time of acceptance, the staff checks the completeness and correct compilation of the documentation. In the case of missing, incomplete, mismatching or incorrectly completed documentation, the personnel in charge of acceptance agrees with the Patient / Guest and / or with his family members on how to acquire / integrate the documentation.

From a sanitary point of view, at the admission of the patient, the responsible doctor, possibly in team with the psychologist, makes a general visit and so also the nurse for the aspects of his competence. The two assessments are recorded on the medical chart. The structure uses the three Personalized Rehabilitation Therapeutic Project as a tool for customizing the service to be provided.

The guest is asked not to keep valuable items (such as precious objects) and money with him. The Management does not assume, in any case, responsibility in the event of theft or loss.

Always when entering the facility, the guest or his family members must indicate the name of the person willing to intervene in case of emergency.

A copy of the Service Charter and the Regulation is given to the patient / guest and family members.

3 Personal belongings: what to take with you

In addition to the effects necessary for personal hygiene (towels, liquid soaps with dispenser, shampoo, etc.), it is advisable to bring:

- Bathrobe or shower towel;
- Comfortable shoes with a 2-3 cm heel;
- T-shirts;
- Underwear;
- Cotton socks;
- Pajamas and / or nightgown;
- Robe;
- Gymnastic suit

It is useful to provide for different changes of underwear and t-shirts to allow the staff to ensure for constant patient hygiene; the collection and washing of these garments is the responsibility of the family members of the guest who must provide them regularly.

If the patient has organic pathologies that require specific pharmacological treatments, he must personally provide for the supply of the drugs prescribed by his basic doctor. The drugs will be delivered to the medical / nursing staff who will take care of the administration and conservation in a special container separate from the rest of the medicines.

At the entrance to the structure there is a security deposit which will be returned upon discharge.

4 Description of a typical day and activities

The Patient / Guest day is marked by a temporal succession of activities:

Activity as in the scheme

07,00 – 09,00	Care for personal and environmental hygiene
08,00	Therapy administration
08,00 - 08,30	Breakfast
09,30 – 12,00	Occupational, rehabilitative psychological therapies

Activity as in the scheme

11,00	Interviews with the responsible doctor
12,00	Therapy administration
12,30	Lunch
14,30 – 17,30	Access to visitors
15,00 – 18,00	Therapies

Activity as in the scheme

18,30	Dinner
21,00	Therapy administration

At the end of the "prime time" TV programming, the radio and TV sets will be closed also in the living room.

On Saturday mornings guests can go out in the company of psychiatric rehabilitators while on other days they can go out alone or with family members (from 08.00 to 20.00) after authorization from the psychiatrist.

5 Patient's Duties and Rights

During the stay at Villa Maria Pia, the Patient must respect some detailed rules for a peaceful cohabitation

Patient's duties:

They must observe silence and respect tranquility especially in the time slots that go from 1:00 pm to 4:00 pm and from 10:00 pm to 7:00 am. The nursing staff on duty at night shift must ensure the return of the guests to the rooms at 22.00. At the same time the lights must be turned off, leaving only the night lights on and

everyone must occupy their own bed for the physiological rest; they cannot smoke in the enclosed spaces of the structure. The staff is responsible for monitoring compliance with this prohibition; they are invited to behave responsibly and collaboratively with medical, nursing, technical and administrative personnel at all times; they cannot practice other therapies than those prescribed by the doctors of Villa Maria Pia. (the continuation of treatment started before access must be agreed with the facility doctor); they cannot use electrical or household appliances, or open flame equipment; they cannot interfere with the healthcare personnel for assistance. This rule is also extended to family members. Any serious disruptions must be promptly reported to the Management.

Patient's rights:

the right to information is assured as it is possible to request information from doctors about the course of the disorder and rehabilitation therapies. On explicit request, the Patient may prevent doctors from providing information on their health to their family members

the right to privacy is assured. At the time of entry, the Patient is informed about the processing of their personal and sensitive data, which takes place according to the law (Legislative Decree 196/03 - privacy law). This also entails the possibility of keeping the presence at the facility concealed from family members and third parties;

An informed consent is required for adherence to the Therapeutic Project. The Patient is given in a clear and comprehensible way all the information on their health status, on the benefits and possible side effects of the various therapeutic interventions and of any possible alternatives. Should research protocols be carried out, the Patient is adequately informed and can freely decide to adhere to it or not, after signing the appropriate consent

6 Discharge and request medical records

The discharge is voluntary and takes place in agreement with the ward doctors, the referring physicians, the patient and the relatives. It is normally carried out from Monday to Friday from 9.00 to 11.30. Once the discharge has been communicated, the patient is invited to notify their family members in order to organize the exit from Villa Maria Pia. On the day scheduled for discharge, the patient is given a letter of resignation in which the information relating to hospitalization or stay, and the indi-

cations of any therapies to be followed at home and / or to be delivered to the attending physician are synthetically indicated.

In cases of extreme gravity, if the relationship of trust between patient and doctor ceases, the Patient may be dismissed.

Medical records request

The Patient, upon completion of a specific request and payment of the cost from time to time in force, may request the administrative office a copy of the medical charter.

After about 30 days from the request, the folder can be:

personally withdrawn

withdrawn by a delegated person

received by mail upon request at the time of the request by the applicant

7 Voluntary associations

The voluntary associations can access the structure according to the specific needs of the ùpatients and through specific agreements with the health and administrative management of the structure. The voluntary associations can collaborate with the operators of the structure in the activities of socialization and animation as well as in the promotion of the relationships with the social and family context of the guests.

Social worker

The social worker's services ensure timely communication with either the guests or their relatives, as specified by the administrative staff.

Waste treatment methods

All the material included in the category "waste that must be collected and disposed of by applying special precautions to avoid infections", is deposited in special containers.

FOURTH SECTION

Protection and verification mechanisms

In order to make the protection of the user effective, the Management has identified the procedures to be observed for the acceptance and definition of complaints - in whatever form they are presented - with the drafting of a specific procedure and regulation.

1. Complaints

Villa Maria Pia guarantees the verification of the implementation of the improvement commitments and the quality standards through an annual report both on the results achieved and on the reasons that did not allow reaching these achievements.

2. Verification of commitments and organizational adjustment

Report on the state of the standards

Villa Maria Pia guarantees the verification of quality standards through an annual report both on the results achieved and on the reasons that did not allow reaching these achievements.

The report prepared by the Management will have adequate moments of discussion with the staff and will be made public. The purpose of the report is to verify the progress and the constant improvement of the quality of services, monitoring the quality itself and verifying the factors and quality standards.

User satisfaction surveys

Villa Maria Pia guarantees the realization of surveys about user satisfaction by promoting the administration of questionnaires, surveys and direct observations.

Effectiveness and efficiency

At the facility the available resources are used in a rational and prudent way in order to produce the maximum possible results both in terms of user satisfaction and staff gratification.

Basic functions

The management of the structure guarantees users the following fundamental functions: Information, Acceptance, Protection, Participation:

Information

The information function is carried out by the Responsible Doctor or his delegate. This function ensures the user (patient, guest or family member) the full knowledge of the pre-stations, activities and services offered by the structure

Acceptance

The reception within the structure is carried out by the nursing staff and by the social-health operators.

The aforementioned staff provides the user with a guarantee of adequate reception within the structure 24 hours a day.

He is able to establish a relationship with the user that limits his discomfort and enables him to express his needs, to listen to and understand his expectations and needs. He is able to take care of the user in every moment of the day.

Protection

- ▷ The User Protection function is performed through the following tools: the Administrative Direction which activates the initiatives aimed at overcoming any inefficiencies, receives complaints and guarantees that they will be overcome;
- ▷ Regulations for identifying the procedures for accepting and defining reports and complaints.

Participation

The administrative management of the structure intends to activate a system of initiatives aimed at favoring the interaction between the body itself and the user; it also encourages the presence and activity of Volunteer Organizations and User Rights Protection within its structure.

The function of participation is achieved through the following methods:

- ▷ provision of adequate spaces for voluntary and protection associations;
- ▷ preparation of operational projects to facilitate the adaptation of the structure and the services provided to the user's needs;
- ▷ periodic surveys of user satisfaction with the services;
- ▷ establishment of the Participation Committee;
- ▷ joint examination during the meetings of the Participation Committee of the reports and re-claims proposed by the user with the Voluntary Associations..

Entrance to visitors and exit permits

The entrance time for visits, by appointment, is:

Weekdays:

from 14.30 to 17.30 in the winter period

from 15.00 to 18.00 in the summer period

Holiday:

from 10.00 to 12.00

from 14.30 to 17.30 in the winter period

from 15.00 to 18.00 in the summer period

Visitor access must be previously authorized by the ward doctor.

Visitors are required to behave in a manner that respects the condition of the patients, therefore it would be advisable to avoid the entry of large groups or the permanence of visitors beyond the time.

Visitors cannot access the patients' rooms.

Visits by children under the age of 12 are not permitted (art. 5 Law No. 19 dated 14/9/1982). Even extraordinary permits can be requested from the Chief Medical Officer (or the doctor in charge) who will be able to authorize the entry (with the exception of the hospitalization spaces).

Access to dogs and other animals is prohibited.

Exit permits

Normally exit permits are not granted 10 days after the admission.

To the patient, after 10 days, the referring doctor can authorize the exit permit, generally for a few hours, if considered useful for the implementation of the therapeutic / rehabilitation project

For some aspects with specific types of problems (addiction), specific protocols and regulations are used.