



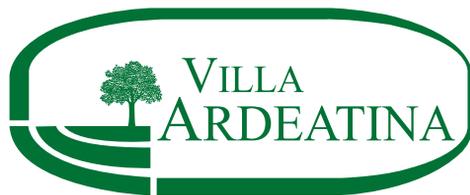
REHABILITATION CENTER

Service Card 2021



This document has been drafted with the collaboration of the Head of the Structure, the Sole Administrator, the working staff and also thanks to the precious collaboration of the Patients who, through their suggestions, are fundamental for the improvement of the Rehabilitation Centre.





REHABILITATION CENTRE

*"A green oasis
in the heart of Eur"*



Service Card 2021

Nice Guest,

below we are pleased to present our “Service Card”, a tool that allows us to share and improve the quality of the service offered, designed and aimed at protecting the rights of citizens in the service provided. The “Villa Ardeatina” Motor Rehabilitation Centre wants to create a relationship of dialogue and collaboration closer and closer with the Guest; its aim is the improvement of the quality of the service offered, making it not only more efficient, but above all more able to respond to the different needs of those who use it.

Thus, our goal is to provide a qualified hospitality characterized by the humanity of all those who, in different qualifications, work in our structure. The Charter of Services is therefore thought for Patients with the aim of informing about the benefits the structure can offer them as far as their both physical and psychological welfare are concerned. The Charter was written according to what the Prime Ministerial Decree (Presidential Council Decree Ministers) 19th May 1995 established and in agreement with the indications contained in the guidelines for the preparation of corporate acts of the Region.



VILLA ARDEATINA'S COMMITMENT TO LIMITING THE DIFFUSION OF SARS-COV-2

To limit the spread of Sars-CoV-2, until the end of the emergency the work activity is bound to compliance with the conditions that ensure adequate levels of protection for residents and workers.

The goal is to:

1. Constantly apply and implement the Infection Prevention and Control (hereinafter IPC) recommendations that must be adopted, on the basis of the scientific evidence and indications of the World Health Organization (hereinafter WHO), to prevent and / or limit the spread of SARS-cov-2 and related pathology (COVID-19);
2. More specifically disseminate all general and specific prevention measures.

The measures aim to:

- A. Reduce the transmission associated with health care and the risk of amplification of the infection by hospitals;
- B. Increase the safety of staff, patients and visitors;
- C. Apply rational and sustainable prevention measures, also in relation to the use of Personal Protective Equipment (hereinafter PPE).

APPLY RATIONAL AND SUSTAINABLE PREVENTION MEASURES, ALSO IN RELATION TO THE USE OF PERSONAL PROTECTIVE EQUIPMENT (HEREINAFTER PPE).

The Management of the structure with the person in charge of the prevention and control of healthcare-related infections (CICA) and specifically of COVID-19, together with the Head of the Prevention and Protection Service and the Competent Doctor, welcoming the indications contained in the directive reg. le Z00034, intended to prepare an improvement of the existing procedures by integrating their content with the further indications that emerged and in the light of the experience gained as well as the recent integration of regional territorial plans for outpatient, residential and semi-residential assistance.

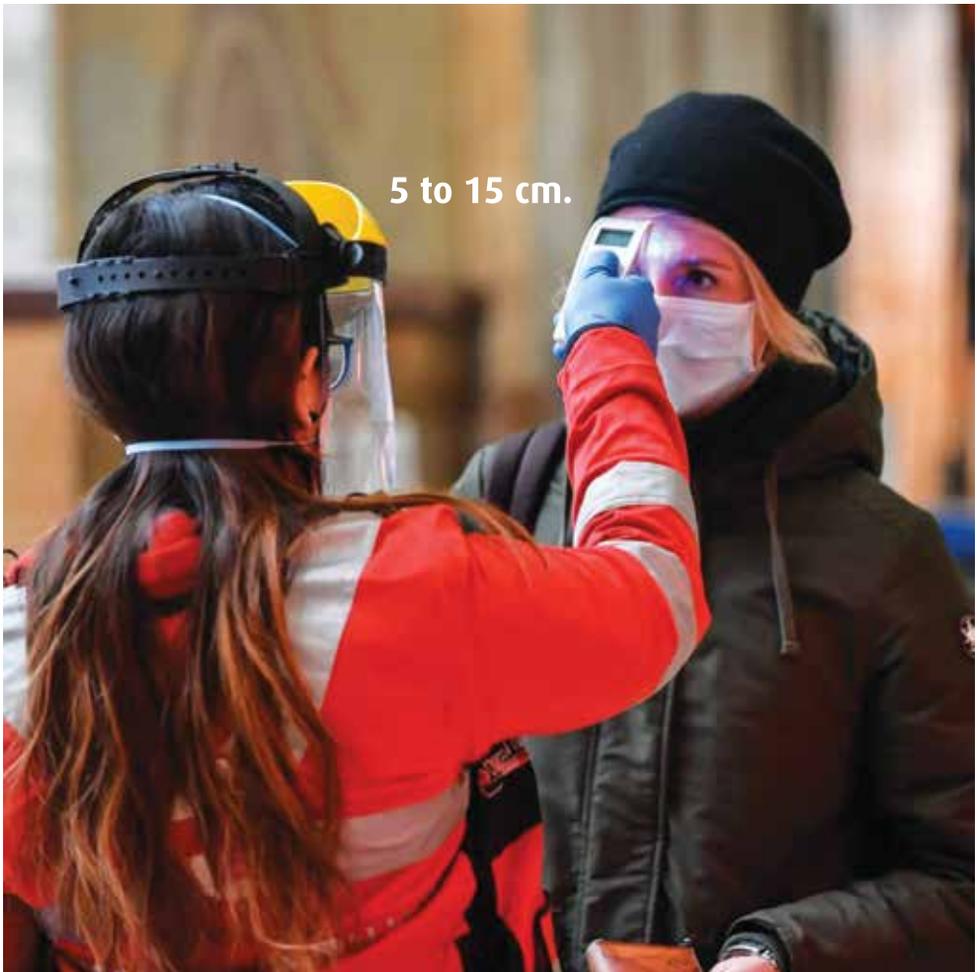
ACCESS TO THE STRUCTURE

Specific precautions to prevent contagion from the outside

Entrance precautions and rules of conduct

Patients and any accompanying person will be able to access only from the entrance gate to the facility (unless otherwise indicated), where there will be an employee with the required PPE and a thermoscanner. Only authorized users will be able to access. Verification will be carried out with a list updated daily for each service, delivered to the person in charge at the gate.

If the criteria for access to the nursing home exist, as required by the protocols in place also for the staff, they will be made to wait in the car in front of the entrance, the head nurse will be notified of the user's arrival, who will then



the situation, will send the patient home with the indications provided by the regional and ministerial procedures (the patient must declare his will to return home after being informed about the risks and precautions to be taken for the safety of any cohabitants), he will notify the General Practitioner and the toll-free number Regional 800 118 800 and will scrupulously follow the instructions received or will activate the call to 118.

For patients arriving by ambulance / their own vehicles, take the descent in front of the switchboard to continue towards the ambulance car park located in front of the health department.

From this point they will continue in the triage area near the health department. After the removal of the patient, the ambulances will wait for the outcome of the entry triage and, only after authorization for admission, will they follow the reverse path to re-enter via Mentore Maggini.

For accompanying persons, they will be able to access only from the entrance to the structure, where there will be an employee with the required dpi and a thermoscanner. Only authorized users will be able to access. Verification will be carried out with a list updated daily for each service, delivered to the person in charge at the gate.

The precautions taken in the company to reduce the risk of contagion as well as the hygiene rules to be observed are communicated at the entrance gates. The following prohibitions are already in place:

- ❖ Prohibition to stay at a distance of less than 1 meter from other people.
- ❖ No entry into the company for those with typical symptoms of covid-19 infection: body temperature greater than or equal to 37.5° C, cough, cold or other symptoms.
- ❖ Prohibition of access to the company for those who are subject to quarantine measures.
- ❖ Prohibition of access to the company for asymptomatic people but who have had contact, at least up to 14 days before, with people who have tested positive for the virus.
- ❖ Prohibition of access to people who went to areas at high risk of contagion in the last 14 days.
- ❖ Prohibition of access to patients and carers who do not have regular authorization for therapies or visitors not authorized by the company management.

AWARENESS AND INFORMATION OF RESIDENTS AND VISITORS

Adequate awareness and information of residents and visitors is essential in the prevention and control of COVID-19.

The facility uses multi-thematic panels and posters in strategic points of instructions on hand hygiene, on the obligation to use medical aids for prevention (masks and gloves) and social distancing.

Brochures are provided for patients and their accompanying persons, which they will receive in hard copy if not received by email at the time of the telephone pre-triage for the appointment for the services.

The same brochure will be delivered to authorized visitors.

5 THINGS TO KNOW

What is COVID-19?

COVID stands for **CO**rona **V**irus **D**isease, the 2019 coronavirus disease.

It is a hitherto unidentified virus that belongs to the family of coronaviruses already widespread in animals and humans.

What are the symptoms of COVID-19?

In most cases these are flu symptoms: runny nose, sore throat and fever.

However it can be more serious for some and lead to pneumonia or difficulty respiratory.

How does COVID-19 spread?

Like normal flu, COVID-19 spreads through close contact. For example, if someone coughs or sneezes, the small drops containing the virus can infect those around them

Who are the people at risk?

Older people and those with medical conditions, such as diabetes and cardiovascular disease, are more at risk of developing a more severe form of the disease.

How is COVID-19 treated?

At the moment, symptomatic and infected patients can be treated in the specific departments of the NHS authorized for Covid-19 treatment.

5 THINGS TO DO

Wash your hands often

Wash your hands often with soap and water and, if they are not visibly dirty, go for the alcoholic gel: this will remove the virus from your hands.

When you cough or sneeze, cover your nose and mouth with the inside of your elbow or with a handkerchief - not with your hands

Don't leave your dirty handkerchief lying around and try to wash your hands with alcoholic gel as well.

This way you will protect yourself and others from all viruses released when coughing and sneezing.

If there is a person nearby who sneezes or coughs, keep a distance of about one meter if possible

COVID-19 spreads like the flu through contact between people.

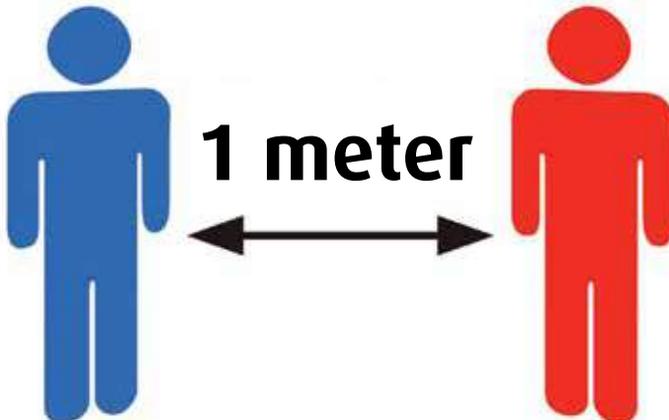
Visits to sick relatives and acquaintances should be reduced as much as possible.

If your hands are not clean it is a good idea to avoid touching your eyes, nose and mouth

You may happen to touch dirty surfaces

and thus risk bringing viruses and bacteria in general to the eyes, nose and mouth; therefore avoid touching your eyes, nose and mouth if you have not washed your hands before, even with only the alcoholic gel.

Out of respect for others, if you have a fever, cough and especially if you breathe badly, notify a healthcare professional immediately.



GENERAL PRECAUTIONS

Measures valid for all citizens:

- a.** Avoid close contact with subjects suffering from acute respiratory infections;
- b.** Wash your hands frequently, especially after direct contact with sick people or the environment in which they find themselves;
- c.** Use a mask preferably to cover the nose and mouth indoors and frequented by other people outside your home.
- d.** In any external social activity, keep a safe distance of at least one meter from any other person;
- e.** In case of acute respiratory infection, put into practice the respiratory label, wear a mask and ask for medical assistance in the presence of respiratory distress.

APPLICATION OF THE RESPIRATORY ETIQUETTE

- ❖ Cover your mouth and nose during sneezing or coughing using paper towels or, failing that, the sleeve of your dress;
- ❖ Discard the tissue paper in the nearest waste bin;
- ❖ Practice hand hygiene immediately afterwards (with washing or using a hydroalcoholic solution).





STANDARD PRECAUTIONS INSIDE THE STRUCTURE

This is the basic level of IPC precautions, which patients, carers and visitors (where allowed) must always use within the facility.

Standard precautions consist of:

1. Respect of the times indicated by the structure (appointments, visits, etc.);
2. Hand hygiene;
3. Respiratory label;
4. Use of face mask;
5. Temperature control;
6. Proper waste management;
7. Wash your hands frequently, especially after direct contact with sick people or the environment in which they find themselves.

CONTACT AND DROPLET PRECAUTIONS

1. Hand hygiene as defined in the previous point
2. Avoid touching your eyes, nose or mouth with contaminated gloves or bare hands;
3. Wear the appropriate PPE based on the activity performed
4. Proper cleaning of equipment, disinfection, and sterilization.

Increased the level of environmental cleanliness: avoid contaminating surfaces not in direct contact with the patient, for example, doorknobs, light switches and cell phones.

The patient must remain in the room: if transport is necessary, have him wear the surgical mask, gown, gloves and use predefined preferential routes in order to minimize the exposure of staff, other patients and, where authorized, visitors.

In addition to what was previously specified in relation to precautions and the use of PPE, it is specified that:

to. All health workers or similar working in the facility systematically adopt standard precautions in the care of all residents and specific precautions based on the mode of transmission and risk assessment in the facility.

Hand Hygiene Technique with Soap and Water

Duration of the entire procedure: 40-60 seconds



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.

Hand Hygiene Technique with Alcohol-Based Formulation

Duration of the entire procedure: 20-30 seconds

1a



Apply a palmful of the product in a cupped hand, covering all surfaces;

1b



2



Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



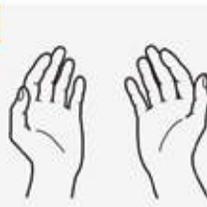
Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8

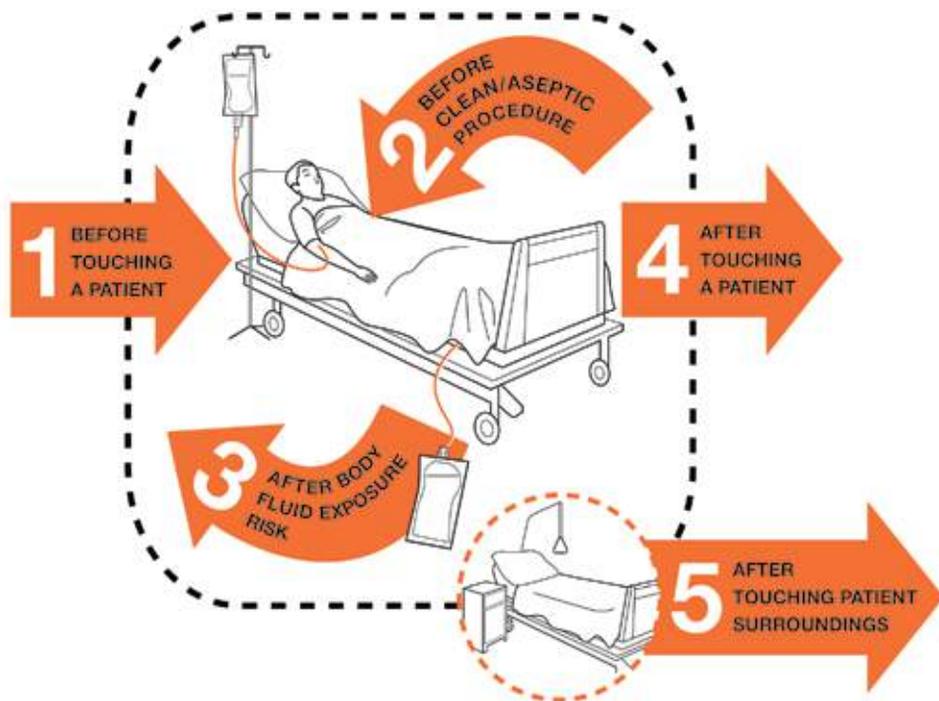


Once dry, your hands are safe.

Behaviors to follow

	<p>Wash your hands with soap and water or alcohol gel as often as possible. Don't touch your eyes, nose and mouth with your hands. Even if your hands feel clean, wash them with soap and water (60 seconds) or alcohol gel (30 seconds) as often as possible</p>
	<p>Avoid handshakes, kisses and hugs</p>
	<p>Whenever you cough or sneeze, cover your nose and mouth with a tissue or the crook of your elbow. Handkerchiefs should preferably be paper and should be disposed of in a closed bin</p>
	<p>Avoid gatherings and also in socialization activities keep a distance of at least one meter from other people</p>
	<p>Use the face mask if you suspect you are sick. If they ask you to wear it it is for your health and for the people who live with you in the facility: do not take it off without consulting the health professionals</p>
	<p>Report the appearance or worsening of respiratory symptoms (cough, cold, sore throat, difficulty breathing) and the presence of fever</p>

Your 5 Moments for Hand Hygiene



1 BEFORE PATIENT CONTACT	WHEN? Clean your hands before touching a patient when approaching him or her WHY? To protect the patient against harmful germs carried on your hands
2 BEFORE AN ASEPTIC TASK	WHEN? Clean your hands immediately before any aseptic task WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body
3 AFTER BODY FLUID EXPOSURE RISK	WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal) WHY? To protect yourself and the health-care environment from harmful patient germs
4 AFTER PATIENT CONTACT	WHEN? Clean your hands after touching a patient and his or her immediate surroundings when leaving WHY? To protect yourself and the health-care environment from harmful patient germs
5 AFTER CONTACT WITH PATIENT SURROUNDINGS	WHEN? Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving - even without touching the patient WHY? To protect yourself and the health-care environment from harmful patient germs

DISINFECTION

Cleaning and the use of correct hygiene measures in built environments represent a key point in preventing the spread of SARS-CoV-2.

The latest studies show how important environmental contamination is and how much this can potentially be central to viral spread, underlining the fundamental and equivalent role of contact precautions compared to airway protection devices.

Evidence is reported regarding viral contamination of the built environment and the effectiveness of disinfectants on contaminated surfaces in such a way as to be able to guide you in choosing the correct aids in both health and care. Finally, the rules to follow for cleaning the rooms that have hosted a patient affected by COVID-19 in the healthcare and home sectors are reported.

Transmission of SARS-CoV-2 occurs mainly in two ways: through large respiratory particles (droplets > 5 µm) and by direct or indirect contact. Other routes of transmission have also been proposed, such as airborne transmission via aerosols (particles < 5 µm) and a transmission linked to faecal elimination which, however, have not yet been fully understood (2, 3).

In particular, with regard to environmental contamination, a potential mode of indirect contagion, the evidence emerging from previous studies on coronaviruses shows that this particular group is more stable in the environment than other enveloped viruses).

It is therefore necessary to implement all the essential measures to limit the environmental transmission of the virus and to adopt all the necessary contact precautions including the sanitization of the surfaces.

The Villa Fulvia nursing home adopts the guidelines derived from the ISS recommendation for effective chemical products to eliminate enveloped viruses (coronaviruses) from surfaces, furnishings and equipment used.

The use of compounds containing 0.1% active chlorine has been ordered for all washable surfaces that are not subject to deterioration due to use of the product; for all other surfaces, 70% volume alcohol is used.

The common bleach is considered effective for the cost-benefit ratio on condition of the appropriate dilution to condition the chlorine content up to 0.1%

In case of particular health problems of the residents, adequate but equally effective chemical products are provided.



1.	What is the service card	16
2.	Our principles	17
3.	Seat and historical background	19
4.	Medical staff	20
5.	Rehabilitation ex art. 26 and methods of access	21
6.	Psycho-Social Service	27
7.	The structure and the rooms	28
8.	Discharge and request in copy of the Clinical Record	29
9.	Methods and times of visits to patients	30
10.	Private Outpatient Services	31
11.	Religious service	32
12.	Public Relations Office - U.R.P.	33
13.	The quality system	34
14.	Protection of Patients' and Workers' Safety and Health, Privacy and Protection of the Environment	39
15.	Information and useful numbers	40

The active role of patients in defining clinical and care procedures promotes greater attention to risk prevention and strengthens the relationship of trust between the citizen and the health system.

As a consequence, the Charter of Health Services, which represents the agreement between the structures of the NHS (National Health Service) and citizens, gives a particular importance to:

- ❖ **Impartiality** in the provision of benefits and in giving anyone the same rights of access to services;
- ❖ **Full information** for users about the services offered and about the way they are provided;
- ❖ **Adoption of the standards** promoted by the Local Administration concerning the quality of the service offered and the methods for its evaluation, informing users;
- ❖ **Organization** of methods for the protection of citizens' rights;
- ❖ **Listening to the opinions and judgments** on the quality of services expressed by citizens themselves or by the Associations that represent them through methods and tools for participation and involvement.

We hope that this Charter of Services, with the collaboration of Patients and Personal Health Care staff, can become a concrete tool for constant improvement of what our Rehabilitation Center offers. We welcome any possible suggestion, criticism and proposals. Thank you for your attention.



The halfway house “Villa Ardeatina”, is tied up in a continuous improvement of the granted services, inspired by the following civil and religious principles:

- ❖ **Equality and respect** for every single person;
- ❖ **Impartiality in the provision of benefits** and in giving anyone the same rights of access to services;
- ❖ **Continuity** of the service through the predisposition of shift work;
- ❖ **Privacy and respect**, by professional secrecy;
- ❖ **Human dignity** and the highest regard of the private and personal privacy;
- ❖ **Professionalism** of the working staff;
- ❖ **Right** of autonomous choice.

The different professionals are responsible for promoting and stimulating personal choices in the daily activities of the Patients of the Structure;

- ❖ **The importance of human relationships** between the staff and the Patients. The aim of “Villa Ardeatina” is to create the necessary conditions to ensure a familiar and hospitable space, by identifying the needs of the Patients, ensuring professionalism and competence, by valuing the interpersonal relationships and supporting a good and cordial atmosphere, inspired by Christian Values.



The aim of our job is the treatment and the assistance to the Patient. We believe in the formation of the staff to improve and qualify the assistance.

All the professionals are considered fundamental: with their effort, they make an increase of the service offered possible. The high professionalism makes the Healthcare a reference point in the Region for all the specialists in the field, who look at the Centre as an appropriate forum thanks to its rehabilitation programs and the recovery of Patients. Our belief, therefore, is to assist the Patient with willingness and readiness and to provide the treatments with competence: the welfare model adopted by the Structure is focused on the person and it takes care of the social welfare and psychological needs of the Patient.



Executive Doctor **Dott. Gilberto Grossi**

Director **Dott. Said Omari**

Department Doctor **Dott. Alberto Almonte**

Head nurse **Sig.ra Rosaria Bettinardi**



The management of the services within the Structure is aimed at giving Patients a standards of excellence with the first quality services in the 24 hours.

Our commitment is to respond promptly and concretely to the requests of users with a wide offer of specialized and high-level services. The following aspects will be fundamental:

- ❖ **Accuracy** of the services provided;
- ❖ **Attention** to human relationships;
- ❖ **Tranquillity and comfort** of the places where the service is provided;
- ❖ **promptness** in responding to requests.



The care path of a user with disabilities goes through a complex set of activities and interventions, delivered in an integrated multidisciplinary manner and in a different care regime. In the current health organization of the Lazio Region there are rehabilitation programs mainly provided by rehabilitation centers following Art. 26 (Law n. 833/78 “Extensive rehabilitation and maintenance”). The Decree of the Regional Council (DGR) n.159 / 2016, defined the rehabilitation activity in two distinct points:

Extensive come as “Complex care activity for patients who have overcome the possible phase of acute and immediate post-acuity and who need interventions aimed at ensuring further functional recovery in a defined time”.

Maintenance as “Assistance activities aimed at patients suffering from stabilized outcomes of psycho-physical pathologies that need interventions aimed at maintaining any functional residual capacity or containing deterioration”.

HOUSING USE (Decree No. U00459 of 26/10/2017)

Organization and management of rehabilitation activities under Art.26 in a housing scheme

Methods of access (D.P.C.A. 159/16 - Regione Lazio)

1. Extensive (40 beds): extensive residential rehabilitation is “the complex care activity for patients who have overcome the possible acute and immediate post-acute phase and need interventions oriented to guarantee further functional recovery in a defined time (usually within six months of hospital discharge and / or flare-up or recurrence of the pathological episode). The extensive rehabilitation project can take place in a maximum of 60 days; any extensions must be motivated and agreed with the relevant local ASL services. Access is provided by the acute / post-acute hospital. Access from the home is subject to the multidimensional assessment by the ASL of the patient’s residence.

2. Maintenance (20 beds): residential maintenance rehabilitation is “the activity aimed at maintaining the progression of disability and therefore characterized by different types of health rehabilitation interventions integrated with social rehabilitation”. The duration of both the hospital stay and the frequency does not present predetermined limits, but it is conditioned by the six-monthly evaluation of the competent services of the ASL of the patient’s residence. Access to this care area is subject to the multidimensional evaluation of the ASL services of the patient’s residence. The care of the patient, shared with the ASL, takes place in the following ways:

- ❖ Telephone information through the acceptance office (guaranteed in the morning and in the afternoon);
- ❖ Interview at the Structure (guaranteed in the morning and in the afternoon) for possible compiling of the user card, which is then evaluated by the team for the method of taking charge;
- ❖ Appointment for a multidisciplinary visit with a specialist in the Structure;
- ❖ The patient is rightly informed about his/her state of health and involved in decisions about rehabilitation treatments.

Profit-Sharing

It is also known that, after the entry into force of the “Deliberazione di Giunta Regionale” 7th August 2010 n. 380 about criteria and modalities for the profit-sharing of the users to the expense for the rehabilitation activities provided into maintenance modalities – residential and semi-residential use and following, with the “Circolare Regione Lazio Dipartimento Sociale prot. 8332” of 27th October 2010, rules and indications have been dictated for the subject in question with date of effect on 1st July 2010.

The municipalities involved in the profit-sharing for the users with ISEE indicator (Indicator Equivalent Economic Situation) less than € 20.000,00 per year.

For the taking charge it is needed:

- ❖ a valid document of identification;
- ❖ clinical documentation;
- ❖ personal hygiene objects (towels, bubble bath, shampoo, slippers, etc.). Comfortable shoes, gym clothes and changes of underwear are recommended;
- ❖ Medicines (if necessary, at the expense of the patient);
- ❖ Diapers (if necessary, at the expense of the patient);
- ❖ Glucose monitors with needles and stripes (if necessary);
- ❖ Oxygen (if necessary).

Registration

Patients or their family are accompanied to the front desk for the administrative procedures.

The head nurse will prepare a learning tour of the structure and the assignment of the sleeping accommodation compatible with the patient's requirements. Villa Ardeatina takes great care of this first approach which aims at encouraging the integration of the patient and at making the new environment familiar. The patient is then accompanied for completing the medical record at the ward medical office, where he/she will carry out the general medical examinations and the visit with a specialist, the nursing assessment and the physiotherapeutic functional evaluation. At the end of this procedure, he/she will be accompanied by a nurse at the reserved bed.

Then, the rehabilitation team will meet and the project will be prepared considering the objectives to be reached with the treatment plan, shared with the patient and the family members.

Planning a rehabilitation day

Villa Ardeatina, aware of the importance of human relationships, makes available to patients and / or their families, during the day, wide time slots dedicated to the interview with the various representatives of the structure.

Here it is a typical day:

HOURS	ACTIVITIES
07:00	Nursing and hygiene assistance to the patient
08:00	Breakfast
08:00-09:30	Medical visits
08:30-12:30 14:30-18:30	Rehabilitative activities and Specialist evaluation
12:30	lunch
13:00-15:00	nap
16:00	snack
18:00	dinner
19:00-21:00	Nursing and sanitation assistance in preparation for the night
FRIDAY AT 4.30 pm ST. MASS	

The patient is guaranteed a 24-hour nursing assistance and nursing supervision in every place of the structure and in every activity performed.

The psychosocial service is also available, from Monday to Saturday, which will provide support to patients and their families.

NON-RESIDENTIAL REGIME - Surgery and Homecare

(Decree No. U00459 of 26/10/2017)

- Surgery (200 daily treatments): it is aimed at people with complex disabilities, often multiple, with possible permanent outcomes; it is oriented towards the recovery and functional rehabilitation and / or the maintenance of acquired skills. The complexity of the disability requires the preparation of an individual rehabilitation project (PRI) carried out by a multi-professional rehabilitation team.

Entry procedure

The admission to outpatient rehabilitation treatment takes place through a visit to the specialist for the specific disability, at the request of the General Practitioner (GP) or the Free Choice Pediatrician (MPLS), which indicates the problem to be evaluated.

For adults, the duration of the PRI is limited to a maximum of 90 working days, unless the prosecution of the treatment is authorized by the competent local health service of the patient's residence.

- Homecare (100 daily treatments): it is aimed at people with complex disabilities, often multiple, with possible permanent outcomes in stable clinical conditions, or who cannot afford outpatient facilities because of particular social conditions.

The treatments aim at allowing the person to stay in his / her social-family context, reducing institutionalization and hospitalization, and favoring the recovery and / or maintenance of the person's potential and the improvement of the quality of life in a constant process of accountability and autonomy, with the involvement of family members (the presence of the caregiver is indicated). The complexity of disability requires the preparation of an individual rehabilitation project (PRI), carried out by a multi-professional rehabilitation team.

Entry procedure

The admission is through a multi-dimensional evaluation performed by the competent services of the ASL of the patient's residence. For adults, the duration of the PRI is limited to 90 working days, unless the prosecution of the treatment is authorized by the competent services of the ASL for the residence of the patients who carry out a reevaluation of the need for assistance.

For each patient a rehabilitation project (PRI) has been drawn up having as reference the identification of the social and social-relational objectives, the bio-psycho-social model DGR 434/17. The project contains the multidimensional evaluation and the explanation of the resources, the time and the modalities of the realization.

Rehabilitation activities are characterized by team work activities.

The overall management of the entire therapeutic procedure is guaranteed.

The family is given adequate information and participation as well as a specific training before the patient comes back home.

Moreover, for all uses, a system of archiving the folders is guaranteed, which allows a quick access to the data.

The structure performs the informative debt towards the regional government through the adherence to the Information System for Rehabilitation Assistance, according to methods and timescales defined at regional level.



The psycho-social service of “Villa Ardeatina” (social workers and psychologists) has the aim of contributing to improve the process of integration of the person living in the structure, with particular attention to **cognitive, affective, relational and social characteristics**.

This service starts from the admission moment; it is aimed at accompanying patients throughout the care path, **making the return to their family, social and work life easier**.

The humanization process of nursing assistance also pays great attention and interest to the involvement and support of family members and the formation of the caring team.

To achieve this goal, our experience suggests that the actors of the Psychosocial Service are the patients, the family members and the operators, or all the subjects who are directly involved in the care process.



In November 2012 “Villa Ardeatina” moved to the headquarters in Via Mentore Maggini, 51, a new structure conceived taking into account all the sanitary and safety regulations wanted by current laws. The structure is accredited with the SSR (Regional Health System) to a receptivity of **60** beds.

The structure is divided into 5 floors; the 39 rooms available, single and double, are equipped with bathrooms with shower and air conditioning. In the structure there are a living room with TV, three living rooms, a dining room and a large and well-kept garden. There are also common areas where patients can socialize and talk to each other and with their relatives. The staff

of the structure organizes recreational events in the afternoon with the direct participation of the Patients.

The common areas are equipped with color TV and inside the structure there is a bar service with a continuous schedule from 7:00 to 18:30.

The areas comply with the sanitary and safety standards and fire prevention regulations following the current legislation. The staff has a general knowledge on the prevention measures to be adopted and on the procedures to be followed in any emergency.



Resignations normally take place at the end of the rehabilitation project, always agreed with the patient and the team.

The Structure ensures that at the time of discharge the Patient or his/her family members will receive adequate written instructions about the continuity of care.

It is possible to ask for a photocopy of the medical record at the time of discharge, at our reception from Monday to Friday from 08:00 to 19:00 and Saturday from 08:00 to 13:00.

Payments can be cash or by Credit Card and / or Pago bancomat.

It can be requested by the patients or by another person who presents:

- authorization approval form signed by the patient
- photocopy of the patient's document of identification
- document of identification in original of the applicant.

Times and costs

The Structure will deliver a copy of the medical record within 30 days from the request.

The cost is:

€ 20,00 for the medical records related to admittance

€ 15,00 for the folder relating to outpatient and home patients. In case of urgency the copy of the folder can be delivered within 7 working days from the request; the cost is € 30,00 for the folder relating to admissions and € 20,00 for that relating to outpatient and home patients.



Patients can be visited everyday according to the following timetable:

MORNING	from 10:30 to 12:30
AFTERNOON	from 15:30 to 18:30:30

Patients can meet and maintain relations with visitors outside the Structure respecting the internal rules.

The relations among Patients and service staff must be characterized by mutual respect, education, good manners and understanding.

Each Patient or familiar has the right/duty to report to the Direction any possible failure in the providing of services or unpleasantness and unapproved behaviour from the working staff.

The relatives are invited to meet constantly the Patients, so that the normal emotional continuity is not interrupted.

Each form of participation of associations of volunteering is allowed and favoured, properly organized and authorized by the Direction.

Furthermore, when in agreement with the Direction, the Structure refuses any responsibility for what can happen to the Patient during the time spent outside the centre.



The “rehabilitation” is the branch of medicine which includes all the therapeutic operations which aim at the prevention and at the reduction of the debilitating results, in order to improve the life quality of the person in his/her environment.

This term, in medicine, has a very specific meaning; it is properly the “restitution of efficiency” of a person, meant as reintegration of a lost esteem because of a disabling wound through the rehabilitative therapy.

The aim of the Centre of Motor Rehabilitation “Villa Ardeatina” is to delete as much as possible the neuro-motor and osteoarticular disabilities, using all the necessary instruments so that the rehabilitation could obtain the wanted results.

Therefore inside the Structure it is possible to do the following rehabilitant services and specialized visits for a fee:

- ❖ **Childish Neuropsychiatry**
(Centre of interactive multimodal Therapy for the developing disorder)
- ❖ **Tecartherapy**
- ❖ **Shock waves**
- ❖ **Magnetotherapy**
- ❖ **Electrotherapy**
- ❖ **Specialistic visits**
- ❖ **Kinesitherapy**
- ❖ **Neuro Motor re-education**
- ❖ **High-powered Laser Therapy**
- ❖ **Hydrokinesitherapy**
- ❖ **Manual lymphatic drainage**
- ❖ **Ultrasounds**
- ❖ **Neurotape**
- ❖ **Individual postural re-education**

All the Services for a fee can be booked from Monday to Friday at the Centre of Rehabilitation, except for the visits with a Specialist, that will be agreed with the check-in office of the service, subject to the availability of the specialist.



For Patients of Catholic faith, the structure guarantees the Holy Mass in the magnificent parish church that is in the same area of the structure according to the parish schedule.

Furthermore, the structure provides a room to satisfy patients of other religions.



The public relation office in the structure is opened at following times:

- ❖ Monday from 11:30 am to 01:00 pm
- ❖ Tuesday from 09:00 am to 11:00 am and from 03:00 pm to 05:00 pm
- ❖ Wednesday from 09:00 am to 12:00 pm
- ❖ Thursday from 02:00 pm to 04:30 pm
- ❖ Friday and Saturday from 12:00 am to 12:00 pm

At the office the assessment questionnaire is available. The employees are ready to receive any possible complaints to improve the service. The structure will answer to any written complaints within 30 days.



The quality management system defines the planning ways, the realization and the verification of the service quality offered to the patients at the moment of reception in the structure and during their stay.

The compliance with the quality standard is guaranteed by Villa Ardeatina S.r.l through the monitoring, directed by instrumental, welfare and service ways. These standards concern the characteristics and the service delivery methods, with a particular attention to the specific aspects of the organization which are more perceivable by the patients. Among these, the patients' satisfaction, takes great importance.

By this way the patient can interact with the structure and satisfy his/her own health needs.

The quality service standards are verified minimum in semi-annual frequency and consequently brought to the structural knowledge.

At time of discharge, the patient or his/her family, will receive a questionnaire to express the assessment level and to give the possibility to report possible improvements.

Furthermore the participation and the protection of the patient is guaranteed by the possibility of complaining for any submitted complaints arised during the stay. The patient can file a complaint through a verbal, phone communication or written on simple paper report to the U.R.P.



Quality indicators

Area: Right to Information / Humanization (1 of 2)

PROCESS	OBJECTIVE	FORMULA	COLLECTION MODE DATA SOURCE
In the structure surveys about the satisfaction of the patients in residential/non residential regime are executed	Implementation of detection at the time of discharge and consequent communication of the processed data	Surveys given to all patients	Distribution of all surveys
The tests on the satisfaction of the outpatient user in hospitalization provide positive results. The structure undertakes to answer by writing to complaints submitted by the user within 30 days of receipt	Response rate with satisfaction or overall Rating Very satisfied $\geq 85\%$	Statistical processing of the surveys distributed to all inpatients and outpatients	Distribution of all surveys and statistic elaboration
The structure undertakes to answer by writing to complaints submitted by the user within 30 days of receipt	Quarterly monitoring of reports, aimed at identification of improvement actions	Number of complaints to which the structure assigned by 30 days from receipt / total number of complaints received	Registration of complaints on a special summary and processing of these
The structure periodically executes for each service the detection of the waiting times necessary to obtain the requested performances	Percentage of monitored services 100%	Number of requests monitored every month	Summary reports

Area: Right to Information / Humanization (2 of 2)

PROCESS	OBJECTIVE	FORMULA	COLLECTION MODE DATA SOURCE
At the structure there is a desk for payments of health services from 9.00 to 06:00 PM	Guaranteed percentage 100%	Percentage of utilities served	Internal inspections
The structure studied a specific informed consent and made it applicable in all the concerned services	Guaranteed percentage 100%	Percentuale di servizi in cui si applica il consenso informato	Report periodici
All the staff members of the structure that are in direct contact with the User wear ID cards	Guaranteed percentage 100%	Number of employees wearing identification cards / number of verified persons	Internal inspections
The current structure is a system of protected discharge that guarantees to non self-sufficient Users continuity of care after discharge	Guaranteed percentage 95%	Number of requests processed by the Social Service / number of requests submitted by Users	Report by the Social Service

Area: Hotel Services

PROCESS	OBJECTIVE	FORMULA	COLLECTION MODE DATA SOURCE
Each User of the Inpatient Departments can obtain the availability of a telephone, paying the relative fee	Guaranteed percentage 100%	Number of patients of the wards that got the phone / number of patients from the wards who requested it	Internal inspections
All inpatients on a free diet have full knowledge of the menu and choice between at least two options for each component of the list	Guaranteed percentage 100%	Request from the staff	Checks of the menus proposed by the Health Department
The structure guarantees personalized meals according to therapeutic needs and / or that require dietetic products	Guaranteed percentage 100%	Number of special diets provided / Number of special diets required	Planned check by the Health Directorate
Presence of an adequate and constantly updated external and internal signage	Guaranteed percentage 100%	Number of reports of inadequacy by users	Report of the reports received by the URP

Area: Quality

PROCESS	OBJECTIVE	FORMULA	COLLECTION MODE DATA SOURCE
Certification	Maintenance of ISO 9001 Certification	ISO 9001 certificate of conformity issued	Possession of the certificate
Continuous improvement	Maintenance of certification requirements through periodic checks (at least once a year) at all services	Number of Internal Inspections performed during the year	Inspection Report
Continuous improvement	Treatment and solutions of problems detected at company level	Number of corrective actions closed with verification of the effectiveness of the solution / No. of corrective actions carried out	Corrective action form

Quality



Protection of workers' safety

The Rehabilitation Center implements, in accordance with Legislative Decree no. 81/08, the protection of health and safety of workers through processing of the risk assessment document and the adoption of the prevention and protection measures foreseen by the evaluation. Fire safety procedures have been developed which include periodic exercises and evacuations. The structure has a fire-prevention system according to the law with signs, in order to highlight the various routes in case of emergency.

Privacy protection

Villa Ardeatina S.r.l., owner of the processing of personal data, has applied all the measures provided for by Legislative Decree no. 196 of 30 June 2003 and s.m.i. and in particular those listed in the Security Policy Document.

The Structure also works to protect the correct processing of personal data, in application of the EU regulation and national legislation regarding the processing of personal data 679/2016.

Environmental Protection

The structure operates in compliance with current regulations, taking care to the protection of public health and environment, regarding the disposal and recycling of waste.

HACCP (Hazard Analysis and Critical Control Points)

The Motoria Rehabilitation Center has developed the manual required by Legislative Decree 155/97 (Risk analysis system and control of critical points on food production) by implementing a system of "process control" that identifies the possibility of the occurrence of risks. The staff is informed on the hygiene rules and on the prevention of food contamination. The manual is reviewed with an annual periodicity.

VILLA ARDEATINA MOTOR REHABILITATION CENTRE

Services can be accepted and reserved on the following days:

Wednesdays from 9:30 am to 11:30 am

Thursday from 2.30 pm to 4.30 pm

For telephone reservations and for all related information at the Centre it is necessary to contact the switchboard at the number:

Tel: 0651037

Fax: 065043105 - 0651037507

E-mail: direzione@villardeatina.it - info@villardeatina.it



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**Agreement in direct form
with the following insurance companies:**

Allianz 



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FasiOpen

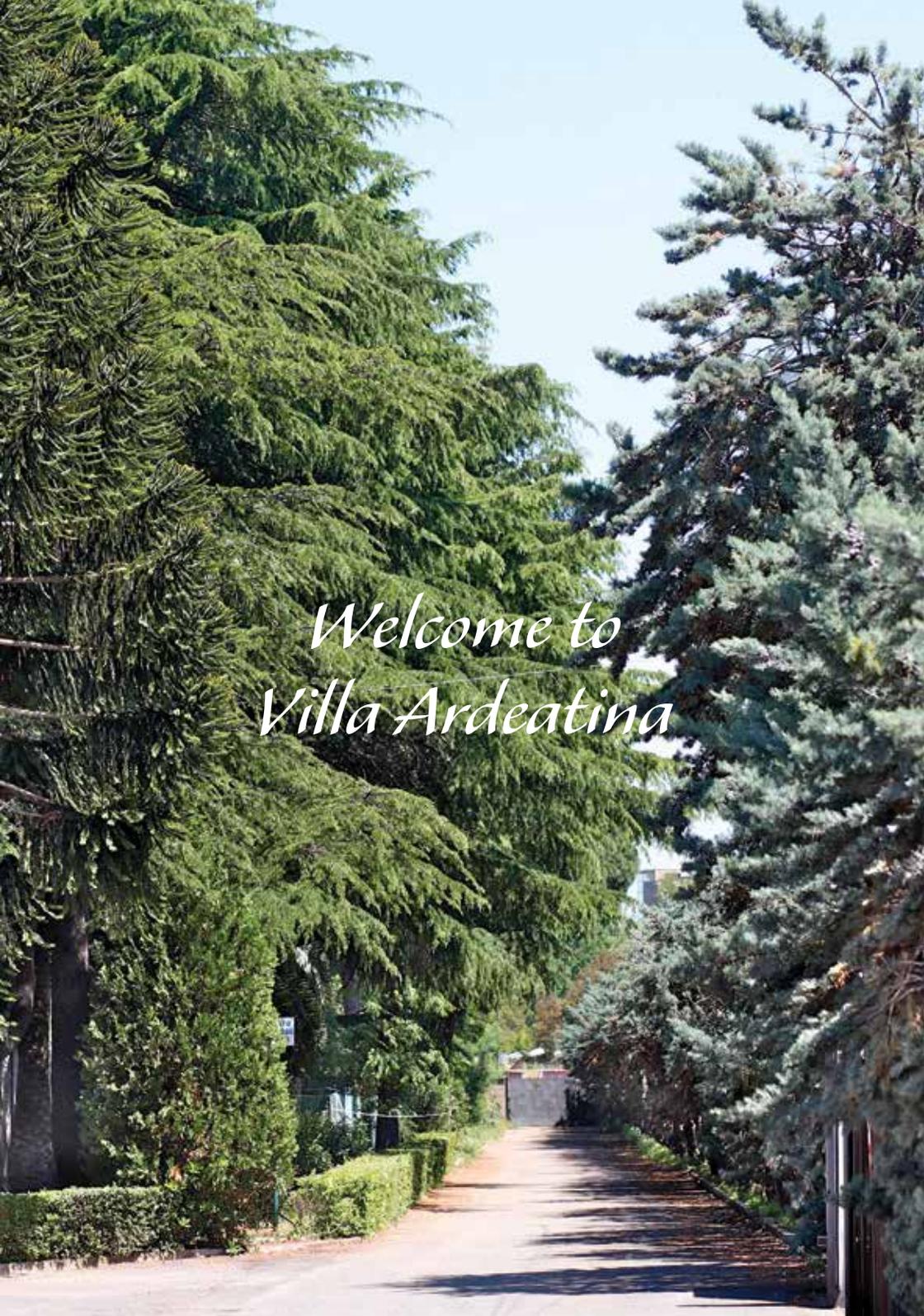
Postevita
GruppoAssicurativoPostevita

 **GENERALI**

FASCHIM
FONDO DI ASSISTENZA SANITARIA

COOPSALUTE
centrale cooperativa

 **Previmedical**
Servizi per la Sanità Integrativa



*Welcome to
Villa Ardeatina*



VILLA ARDEATINA S.R.L.

REGISTERED OFFICE

Via Ardeatina, 304 - 00179 ROMA

OPERATIONAL HEADQUARTERS

Via Mentore Maggini, 51 - 00143 ROMA

I.P.P.C.: villaardeatina@legalmail.it