



R.S.A.

Service Card 2024



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 R.S.A..



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Introduction

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" R.S.A. 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.



1. What is the service card

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.

2. Our principles

The Healthcare Residence “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.



VILLA ARDEATINA

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 Center 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.



3. Seat and historical background

The R.S.A. "Villa Ardeatina", property of Villa Ardeatina S.r.l., is in Rome in Via Mentore Maggini n.51 (area Laurentina - Vigna Murata), and it is considered a genuine green oasis in the heart of Eur. The Structure can be reached by public transports Atac 721, 762, 765 and by the Subway B Laurentina from which Station Termini, Piramide and Viale Marconi-EUR are easily reachable. Car's path: the ones who come from G.R.A. can take exit n. 24 Ardeatina or n. 25 Laurentina.

Villa Ardeatina was born in 1991 thanks to a long process made by the property since 1975 in the rehabilitation sector, begun by Centro Specialistico Romano Villa Fulvia (Specialized Roman Center Villa Fulvia); over the years the Healthcare Residence has increased the satisfaction of the users and it has gained prestige and authority for the quality of the various services offered in the rehabilitation field. Our Structure, ex article 26 (Law 833/78), takes extensive and maintaining rehabilitation interventions.

The high professionalism makes the Healthcare a point of reference in the territory. For the request of cures we try to simplify the bureaucratic process through detailed and accurate information in our web site

www.villaardeatina.it



Via Mentore Maggini, 51
(Zona Laurentina - Vigna Murata)

4. Medical staff

Executive Doctor **Dott. Michelangelo Morrone**

Director **Dott. Said Omari**

Department Doctor **Dott. Mauro Di Benedetto**

Nursing coordinator **Antimo Dell'Omo**



5. Management of services and methods of access

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.

How to access

(Decree of the Commissioner ad Acta Regione Lazio 431/2012)

Both for people coming from home and for those discharging from a hospital, the identification of the appropriate treatment and the consequent access takes place through a Multidimensional Assessment (VDM) performed by their ASL of residence, at the Single Access Point. During the assessment, a team made up of the General Practitioner and other professionals in the health and social field analyzes the dimensions of the patient relating to the general clinical condition and the degree of residual physical, cognitive and ecological-social autonomy, considered fundamental for the purpose appropriate identification of care needs and adequate treatment.

This evaluation must take the form of a dynamic and continuous operation, which follows the client in his care path and verifies its evolution over time. The details of the access procedures are reported in the specific Service Guides for each facility.

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.

6. Psycho-Social Service

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.



7. The structure and the rooms

The R.S.A. of medium-high level R2, has 40 beds, is located in Via Mentore Maggini, 51, inside the “Villa Ardeatina” Health Center.

The Healthcare Residence is organized according to a model of a family environment, where qualified operators take care of the guests every day for all the needs of daily life, basing their work on a climate of respect and dignity from the moment of welcoming the guests. patients.

Our constant commitment is to try to best interpret our guests’ requests for care and assistance and to offer them the most comfortable living conditions.

The following professional figures are present within the structure:

- Responsible Doctor
- Professional nurses
- General service workers
- Dietitian
- Geriatrician, Physiatrist
- Social worker
- Physiotherapist, Speech Therapist, Occupational therapist
- Nursing coordinator
- Social health workers
- Psychologist
- Administrative staff:
the R.S.A. uses operators who operate in the Health Center Villa Ardeatina.



8. Discharge and request in copy of the Clinical Record

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.

In case of urgency the copy of the folder can be delivered within 7 working days from the request; the cost is € 30,00.



9. Mode and visiting hours to 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 Center.



10. Services offered

All the services that contribute to the maintenance of the residual capacities of the guests or the recovery of autonomy in relation to their pathology are guaranteed in order to achieve and maintain the best possible level of quality of life.

In particular in the R.S.A. are provided:

- ❖ services of general medicine, specialist, pharmaceutical, paid by the S.S.R., under the conditions and in the manner provided for the generality of citizens, also through district and corporate services;
- ❖ nursing services;
- ❖ rehabilitation services;
- ❖ consultancy and dietary control;
- ❖ services of personal help and protective assistance;
- ❖ prosthetic, complete dentistry and podiatry services under the conditions and in the manner prescribed for the general public;
- ❖ hotel-like services including accommodation, food and general services related to the particular conditions of the guests;
- ❖ animation, employment, recreational activities of integration and connection with the family and social environment of origin;
- ❖ transport and accompaniment and any assistance for the use of health services outside the R.S.A. ;
- ❖ services for personal care (barber, hairdresser and the like) at the request of the guests and at the expense of the same;
- ❖ religious and spiritual assistance by favoring the presence of different religious assistants according to the confession of the guests.

11. Religious Service

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.



12. Public Relations Office - U.R.P. (ITA)

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.



13. Quality Management System

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

14. Protection of Patients' and Workers' Safety and Health, Privacy and Protection of the Environment

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.

15. Information and Useful numbers

VILLA ARDEATINA HEALTHCARE RESIDENCE

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 Center 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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www.villardeatina.it

You Tube





VILLA ARDEATINA S.R.L.

REGISTERED OFFICE

Via Ardeatina, 304 - 00179 ROMA

OPERATIONAL HEADQUARTERS

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