



HEALTH FACILITY

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 Health Facility.





HEALTH FACILITY

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



Service Card 2024

Introduction

Dear Guest,

Below we are pleased to present our "Service Charter", a tool that allows us to share and improve the quality of the service offered, designed and aimed at protecting citizens' rights within the service provided.

The "Villa Ardeatina" Health Unit, in this regard, wants to create an increasingly close relationship of dialogue and collaboration with the Guest, with the aim of improving the quality of the service offered by making it not only more efficient and timely, but above all more capable of responding to the different needs of those who use it.

Our objective, in fact, is to offer a qualified welcome characterized by the humanity of all those who, in various capacities, work in our Structure.

This Service Charter is therefore intended for Patients with the aim of informing them of how much benefit the structure can offer them in terms of physical and psychological well-being.

The Charter was prepared in accordance with the provisions of the DCA (Commissioner Decree ad Acta) U00311 of 06/10/2014 of the Lazio Region.



Index

1.	What is the service card	6
2.	Our principles	7
3.	Seat and historical background	8
4.	Medical staff	9
5.	Rehabilitation ex art. 26 and methods of access	10
6.	Psycho-Social Service	16
7.	The structure and the rooms	17
8.	Discharge and request in copy of the Clinical Record	18
9.	Methods and times of visits to patients	19
10.	Private Outpatient Services	20
11.	Religious service	21
12.	Public Relations Office - U.R.P.	22
13.	The quality system	23
14.	Protection of Patients' and Workers' Safety and Health, Privacy and Protection of the Environment	28
15.	Information and useful numbers	29

1. What is the service card

The active role of guests in social welfare procedures encourages greater attention to the prevention of unwanted events and strengthens the relationship between the citizen and the structure. From this perspective, the Service Charter which represents the pact between the structure and the citizens, according to the following information principles, takes on particular importance:

- ❖ ***Impartiality*** in the provision of benefits and in giving anyone the same rights of access to services;
- ❖ ***Full information*** of citizen users on the services offered and how 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 Health Facility offers. We welcome any possible suggestion, criticism and proposals. Thank you for your attention.

2. Our principles

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 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 Rehabilitation Center “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 Center 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. Gilberto Grossi**

Director **Dott. Said Omari**

Department Doctor **Dott. Alberto Almonte**

Head nurse **Sig.ra Rosaria Bettinardi**



5. Rehabilitation ex Art. 26 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. 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 Residential (40 beds): extensive rehabilitation in a residential regime is understood as “the complex care activity for patients who have passed the possible acute and immediate post-acute phase and who need health-oriented interventions. - achieve further functional recovery in a defined time (usually within six months of hospital discharge and/or exacerbation or recurrence of the pathological episode)”.

The extensive rehabilitation project can take place in a maximum of 60 days; any extensions must be justified and agreed with the competent local health authority services. Access is provided by the acute/post-acute hospital. Access from home is subject to a multidimensional assessment by the ASL of the Patient's residence and occurs 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.

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 revaluation 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.



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

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.



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 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.



9. Mode and visiting hours to patients

Patients can be visited everyday according to the following timetable:

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. Private Outpatient Services

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 Health Facility “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**
*Interactive Therapy Center
multimodal for disorders
of development*
- ❖ **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 Center 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.



11. Religiosus 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.



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

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

HEALTH FACILITY VILLA ARDEATINA

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



Like us on
facebook

www.villardeatina.it

You Tube

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

Allianz 



CASPIE

R:M 
AssicurazioneSalute

 **Fasfi**

FasiOpen

Postevita
GruppoAssicurativoPostevita



GENERALI


FASCHIM
FONDO DI ASSISTENZA SANITARIA

COOPSALUTE
centrale cooperativa



Previmedical
Servizi per la Sanità Integrativa



VILLA ARDEATINA S.R.L.

REGISTERED OFFICE

Via Ardeatina, 304 - 00179 ROMA

OPERATIONAL HEADQUARTERS

Via Mentore Maggini, 51 - 00143 ROMA

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