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Card of Service Of Raggio di Sole Rehabilitaion Center

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What is the card of service?

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The card of service at “Raggio di Sole ONLUS” center of rehabilitation has been prepared in accordance with national legislation and the DCA region of Lazio. Of n. U00311/2014 of 10/06/2014 “Guidelines for the Development of the Health Services Charter of Healthcare Enterprises and Structures of the Lazio Region”.

It is a requirement to protect the health rights of the people who use and participate in the services and interventions we offer. Through this document the center aspires to provide in an accessible and transparent way a photograph of its work, or rather the services it provides, the tools that are used, the conditions in which it carries out its activities, the mechanisms of participation, the quality standards to the which one abides by.

The principles of our service charter:


- Make direct values and principles of reference which inspire his/her actions
- Make our services and activities known
- Give information on how to provide the services
- Direct forms of relationship and participation of users
- Agree to respect the specific objectives
- Commit to maintaining the provision of its services that are based on the principles of equality, impartiality, continuity, right of choice, participation, efficiency and effectiveness

Presentation of the Association

The "Raggio di Sole ONLUS" Association is located in Rome on via Publio de Tommasi n° 21 (la Rustica), and was formed by a group of parents on June 19, 1963, with the aim of "educating and recovering young people suffering from mental retardation through medical pedagogical assistance". The Association obtains the legal personality with D.P.R. n.287 on 03/14/74 and is regulated by a Statute; in 1975 it stipulates an agreement with the Ministry of Health, for the provision of rehabilitation assistance in the residential and semi-residential regime, and subsequently with the U.S.L. RM B. The Association currently manages a Rehabilitation Center, on the territory of the ASL Roma 2 Company, accredited by the Lazio Region with Decree U00216 of 27/06/2014 and regulated by D.G.R. 380/10 and D.G.R. 790/16 which provides the sharing of the social quota by the user and /or the Municipality of residence.

The Center occupies an area of about 5000 square meters, of which 3500 square meters are grass areas. The Center guarantees the right to respect the personal dignity of users, the confidentiality, as per European Regulation GDPR 679/2016 on privacy, the identification of staff dedicated to patients and personalized treatment. A charter of patient rights and duties is adopted.

Mission

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The Association "Raggio di Sole ONLUS" operates so that the rehabilitation offer is composed concretely with the daily life of the disabled person, with his personal nature, his educational and cultural needs, his human relationships and his expectations of the future. The fundamental aims are to promote social adaptation, the autonomy and integration of disabled people, to facilitate in them the active participation within the rehabilitation processes, to support social inclusion as opposed to any form of institutionalization total and segregating closures. For each individual, a rehabilitation project is elaborated, through which it is attempted to obtain for the disabled person the achievement of the best possible level of life both physically and on a functional, social and emotional level, so that he/she can move and communicate effectively on his/her own family and social environment. The center is located and is characterized within the system of territorial social and health services, both local and regional and in synergy with the family and association realities, with which it collaborates in a thorough network aimed at the welfare of the disabled person.


Rehabilitation is a therapeutic and educational path that tends to enable, to stimulate, to maintain the abilities and potentialities existing in the disabled person and a priority field for us is that of seeking the necessary, effective and integrated strategies, techniques, methods for better to achieve our goals.

The human, cultural and professional quality of the human resources employed is an essential requisite for achieving the set of quality objectives. To this end, the Association undertakes to continuously promote appropriate initiatives for meeting and exchanging various professional figures and to stimulate the motivation, involvement and collaboration of all the people who work within the center.

The quality objectives we direct our work towards are:

- Develop, enable and enhance the practical possibilities of each disabled person by enhancing their different abilities.
- Increase the degree of autonomy, independence and self-determination possible in each individual.
- Promote the establishment of a balanced relationship with the surrounding world aimed at achieving individual and collective well-being.
- Building with disabled people, families and the territory, participatory paths aimed at fostering the growth and integral development of the person and his full social inclusion.

The methodology used by us is based on the global management of the person with disabilities and requires networking with other local services, with voluntary associations, and with the social community in general. This way of operating attempts to fully embrace the principles set forth in the ICF (International Classification of Functioning, Disability and

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Health - 2001) which defines disability as "the consequence or result of a complex relationship between the health condition of a person, personal factors, his involvement in life situations and the environmental factors that represent the circumstances in which the individual lives".

Policy and organizational model

The President is the legal representative of the Association and chairs the Board of Directors. The president's office, upon delegation of the Executive Council, assumes full powers for ordinary management, the function of control and validation of the Association's operations. The same Office of the Presidency meets weekly with the Director of the Center and the Health Director and, when necessary, with other interested figures. The Center complies with the provisions of Legislative Decree n. 81 of 9 April 2008, under the responsibility of the President and through the representatives of the Company and Workers. Direct contact with families is held by the Medical-Nursing staff and by the Psychologist.

The Center has adopted an Internal Regulation that each employee and collaborator of the Association is required to know and observe in full respect of roles and personal dignity. Furthermore, an Internal Regulation for Guests was adopted which is delivered upon insertion together with the Patient Rights and Duties Charter. The Center has defined a Structure Project, delivered to all personnel, within which all the health procedures and organizational provisions to be followed are specified. The Center has a website (www.raggiolisoleonlus.it) where the organization chart, the activities performed and all the necessary information relating to the Structure are highlighted. A Guide to Services has been prepared and delivered to the Guest at the time of insertion and can be consulted at the administrative offices of the Center.


The Center is equipped with:

- Quality Management System compliant with the ISO 9001: 2008 Standard;
- A structured project;
- A Code of Ethics;
- An organizational model pursuant to Legislative Decree 231/01.

Protection of citizens: mechanisms, forms, protection tools

Verification tools

The commitment towards greater transparency and efficiency of one's work and therefore towards a better guarantee and protection of users, has resulted in the implementation of some initiatives aimed at prompt and effective response to the expressed and latent needs of users and families. User and family satisfaction is assessed through a User / Family

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Satisfaction Evaluation System that periodically uses a specific anonymous questionnaire aimed at verifying the level of perceived quality in relation to the following aspects:

- Hospitality
- Clarity and completeness of information
- Quality of services received
- Consistency between the service provided and the agreed interventions
- Possibility to actively participate in the service delivery process
- Respect for the person and confidentiality
- Hotel services
- Staff availability, courtesy, and attentiveness
- Meeting the needs expressed

In the last part of the questionnaire a space is available for any general comments, concerns or suggestions.

The "Raggio di Sole ONLUS" organization, through the analysis of anonymous evaluation questionnaires, whose purpose is to acquire the degree of satisfaction of the services provided, with a procedure elaborates statistics. Thanks to these statistics we are able to optimize and improve the functionality and quality of the services offered. These results are examined and discussed annually with the heads of the departments. Once a year the coordination group meets to examine this Service Charter with the aim of verifying the general trend and constantly improving the quality of the services with the involvement of the operators.

Complaints

For the reporting of complaints, patients/families /guardians can fill out the appropriate form to be delivered to staff or directly to the Administration.


Patients/families/legal guardians, in addition to completing the "Service quality assessment questionnaire", they can report any complaints directly to the Medical Directorate, by contacting the Psychologist, Nurse or Doctor on duty, who take action to resolve, where possible, the reported problem, or present it to the service manager.

The complaints can therefore be presented in the following ways:

- In person, by telephone, or a letter.
- Completion of the "Complaints and Suggestions Reporting Form".

If serious malfunctions are reported, it is the responsibility of the managers to analyze the problem, identify the resolving actions and provide a written response to the patient and/or family within 20 days of receiving the report.

The concerned managers periodically re-elaborate and analyze, for the respective areas of competence (Health Director for the Rehabilitation, Assistance and Nursing Area; Director of

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the Center for the Logistic / Administrative Area), the data that emerged and were subsequently discussed with the Council Directors. The Survey Form is available for Personnel, for non-conformities or malfunctions.

Insurance Coverage

The structure has stipulated suitable insurance (general civil liability), including RCT and RCO, to cover possible claims for damages reported by patients or by entitled persons.

Treatment of Personal Information

The Raggio di Sole ONLUS Association acquires and processes the personal data of users in compliance with the principles expressed by the Charter of Patients Right (Annex 1), as well as the distributions of the European Regulation n. 2016/679 (known as “GDPR”), implemented with Legislative Decree 101/2018. The people in charge of processing the personal information is the Raggio di Sole Association.

The data collected will be used exclusively in relation to the pursuit of the objectives of the treatments and the services offered, and within the limits set forth in the specific information on the processing of personal data.

Assistance for Foreign Citizens

The structure is able to provide assistance to foreign citizens unable to understand and speak the Italian language.

In this regard, the staff are available at the facility who can communicate with the patient in the following languages:

- English
- French

The facility has also surveyed the personnel able to offer assistance in other languages, diversifying the competence by capacity: written and spoken.

Performance/Services Provided


The rehabilitation center is licensed to provide rehabilitation treatment, as well as provide maintenance and host 51 people, of whom 21 are residential (exclusively male) and 30 semi-residential (both sexes).

The recipients of the service are people with mental disabilities starting from the age of 18.

The rehabilitation center offers a method of rehabilitation, nursing assistance, and medical intervention that is available for the residents 24 hours a day; for semi-residents, the activities and services are provided Monday-Saturday from 8:45 am-2:45 pm.

For both types of assistance the following services are offered:

- Medical Service:

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- Health Management
- Specialized counseling (Psychology clinic, Neurology, Psychiatry)
- Nursing Services
- Psychology Services (Individual therapy, group therapy, counseling for the family)
- Rehabilitation Services:
 - Physical Therapy
 - Speech Therapy
 - Cognitive Therapy
 - Education Intervention
 - Occupational Therapy
 - Expressive activities
- Assistance Services:
 - Social Healthcare Operators

Within the rehabilitation program, the individual interventions are conducted by the diverse professional figures and managed through different forms of programming and interdisciplinary collaboration. The staff of specialists (clinical psychologist, neurologist, psychiatrist, psychotherapist, nurses, psychologist, and rehabilitation workers), start with the results of an accurate evaluation, and elaborate and implement the appropriate intervention needed for each person (Individual Rehabilitation Project- IRP).

The rehabilitation activities included in the project also include cinema, gardening and DIY workshops, theater workshops, small crafts and painting workshop, and cultural field trips.

The rehabilitation center offers activities outside of the facility with transportation provided.


Description of Care Paths

Admission to the Center, regulated by the legislation in force for Rehabilitation Centers pursuant to art. 26/833 provides the following:

First Patient Access

Patients with mental disabilities who need rehabilitation treatments should contact the adults disabled services identified by the ASL, to request a more complex assessment to prepare for rehabilitation treatments.

The adult disability service, or other services identified by the ASL, orders the patient who has requested access to rehabilitation treatments, carries out the assessment of the person's needs, also in light of the clinical documentation produced and defines the care setting appropriate to the needs highlighted. Subsequently it issues the authorization to rehabilitative treatment to the applicant, who must present to the facility.

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The individual is placed on the waiting list when Raggio di Sole ONLUS Association acquires a copy of the “Authorization” of the ASL belonging to the individual. The facility manages the waiting list according to the following criteria:

- Chronological
- Urgent notification of the competent ASL

Call corporation for information on criteria services:

- For all services:
 - Appropriateness of the request
 - Urgency of the declared ASL service
- Service for residents:
 - Compatibility with the people currently present
 - Must be male, and at least 18 years old
 - Waiting time is 18 months – Average waiting time is 12 months
- Service for semi-residential individuals:
 - Compatibility with the people currently present
 - At least 18 years old
 - *Waiting time is 10 months – Average waiting time is 5 months*

Evaluation and Priority Standards

Treatment request are considered based on the time and order of arrival, the complex evaluation of the ASL, the availability of the center and the medical-psychological evaluation carried out by our team. The individual who needs rehabilitative interventions will have to go to the Raggio di Sole ONLUS Association Center and fill in the Mod. Request for placement. When the request for placement in the center is received, the Psychologist will arrange an appointment with the individual, as well as the medical-rehabilitation team, a clinical evaluation.


This evaluation includes:

- A diagnostic-clinical interview with the specialist doctor and/or the health director
- Interview with the psychologist
- Speech, cognitive, physiotherapy assessment and test administration

After completing this first medical-psychological evaluation, once the suitability for placement has been confirmed, waiting times for the beginning of the rehabilitation project will be communicated within 15 days.

Following this assessment, the psychologist will inform the interested parties about the possibility coming to the center and the time it will take place.

The individuals must be patient when waiting for the call to be accepted into our services. We base is off of many things such as compatibility with the other individuals at our facility, as well as particular documents. The evaluation is carried out by the medical team.

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The psychologist carries out counseling activities and manages the procedure for the admission of new individuals to the center. The psychologist is also the contact person for relations with family/legal guardians.


The manager can be contacted by workers and family members, who collaborates with the team for every need and ensures full cooperation with the company and the company case manager (Health Director), ensuring the full implementation of the Plan.

The psychologist has the right to request the following documents from individuals:

- Authorization of disabled adults, competent for sanitary district
- Document of recognition (ID)
- Certification of recognizable disability. (Proof from government).
- Certificate of residence, citizenship, birth date, and family location
- Proof that individual has recognizable disability, and can not make decisions on their own. (Certification of legal guardian)
- Administrative support (photocopy)-if present
- Health Card (Tax code)
- Sanitary Booklet (Photocopy)
- Ticket exemption (photocopy)
- ESAME EMOCROMOCITOMETRICO - GLUCEMIA – TOTAL CHOLESTEROL - LDL - HDL - TRIGLYCERIDES - AZOTEMIA - CREATININE - GOT - GPT - GT - SIDEREIMIA - HBsAb - HBcAb - HbeAb - HBsAg -HBeAg - HCV Ab
- Urine sample
- Basic medical report showing the existence of good conditions of health and the absence of contagious diseases.
- Vaccinations – Hepatitis B
- Vaccinations - Tetanus
- Therapeutic plan
- Previous clinical documentations

The person responsible for the waiting list is medical director, Dr. Arianna Vitale, assisted by the psychologist Dr. Elisabetta Marconi.

In the event that, according to the current legislation, the sharing of the social quota by the Municipality of belonging is requested, it will be necessary to present the documentation before entering the center. The municipality decides which amount is sent to the center by the family members and/or guardian. Part is paid by the family and part is paid by the municipality. The services provided are invoiced in relation to this amount. J

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The invoice payment can be made based to the regulations in force, according to the following methods:

- Direct payment, from Monday to Friday, from 9 am to 4 pm at the Administrative Office
- Payment through the Cooperative Credit Bank of Rome AG. No. 11 C / C 2197 - IBAN IT25H0832703213000000002197
- Payment through Italian post C / C N. 43062009 - IBAN IT84R0760103200000043062009

Flow Charts of Care Processes

The Process Maps are attached to this Service Charter (Annexes 3, 4 and 5).

Staff

See the organization chart of the "Raggio di Sole ONLUS" Association (Annex 2).

Direction on how to use our services

The information regarding the items of clothing needed to be taken with you upon entering the facility is provided directly by the person in charge of the wardrobe service.

Transportation Services

The transport service is provided both by the ASL of the individual, and by the Facility, limited to patients in charge as of 31/12/2017; in this case, for the transport of these patients, the service is entrusted to the Aurora Coop 2004 Coop. Soc. Onlus.

Parking

Parking is available at our facility, with approximately 15 parking spaces for employees and visitors.


Daily Meals

We offer to the guests of Raggio Di Sole, meals provided by the company Danny Caye Coop. Soc.

Performance Indicators

- Percentage of patients who interrupt the treatment voluntarily: Target: <5%
- Degree of satisfaction of family members/patients (percentage of family members/satisfied patients detected through the preparation of a questionnaire):

Objective:> 90%

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- Prevention of complications of cardiovascular diseases (percentage of users in residential settings who undergo blood screening, clinical - instrumental cardiology videat):

Objective: >90%

- Activities of social integration in the territory:
Objective: at least 1 annual activity

- Percentage of performance maintenance for ICF items

- 210. Undertake a single task
- 520. Take care of individual parts of the body
- 550. To eat
- 710. Simple interpersonal interactions

Objective: >90%

- Complaints received during the year:

Objective: <5

Result: 0

- Appreciation of the service offered

Objective: 10% of the answers to the questionnaire with approval level "Moltissimo"

Result: 80 % of answers with value "Moltissimo"

- Respond to complaints (Days of waiting)

Objective: 20 days for reply

Result: NA due to lack of complaints

- Security of the individual

No. of adverse / sentinel events to be borne by the individual


Objective: < 2% of the total people

Result: NA due to lack of EA

- Disputes management - Compensation - Refunds

Objective: < 2 case per year

Result: NA due to lack of compensation claims

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Schedules and methods of communication with the Center

For administrative questions, or concerns, you can contact the telephone number 062291302, or go directly to administration from Monday -Friday, from 9 am - 4 pm. You can also contact us by e-mail (info@raggiodisoleonlus.it or rdsonlus@pec.it) or to n. fax 062291302

For concerns or questions regarding ones health, you can contact the telephone number 062291431, every day from 10am to 12am and from 4pm to 6pm. You can also contact us by e-mail (direzione.medica@raggiodisoleonlus.it) or to n. fax 062291431.

Annex 1 - European Charter of Patients' Rights

1. RIGHTS OF PREVENTIVE MEASURES

Everyone has the right to the appropriate services to prevent the illness.

2. RIGHT OF ACCESS

Everyone has the right to access health services that their state of health requires. Health services must guarantee equal access to everyone, without discrimination on the basis of financial resources, place of residence, type of illness or time of access to the service.

3. RIGHT OF INFORMATION

Each individual has the right to access all the information concerning his/her state of health, health services and the way in which to use them, as well as all that information that scientific research and technological innovation make available.

4. RIGHT TO CONSENT


Everyone has the right to access all the information that can enable them to actively participate in decisions that affect their health. This information is a prerequisite for each procedure and treatment, including participation in trials.

5. RIGHT OF FREE CHOICE

Each individual has the right to freely choose between different procedures and health care providers based on adequate information.

6. RIGHT OF PRIVACY AND CONFIDENTIALITY

Each individual has the right to the confidentiality of information of a personal nature, including that concerning his state of health and possible diagnostic or therapeutic procedures, as well as the right to the protection of his privacy during the implementation of diagnostic examinations, specialist examinations and general medical surgery.

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7. RIGHT OF RESPECTING PATIENTS

Everyone has the right to receive the necessary medical treatment in a short and predetermined time. This right applies to every stage of the process.

8. RIGHT OF RESPECTING QUALITY STANDARDS

Each individual has the right to access high quality health services, based on the definition and compliance with specific standards.

9. RIGHT OF SAFETY

Everyone has the right not to suffer resulting from the malfunctioning of health services or medical errors and, has the right to access health services and treatments that guarantee high safety standards.

10. RIGHT OF INNOVATION

Each individual has the right to access innovative procedures, including diagnostic procedures, in line with international standards and regardless of economic or financial considerations.

11. RIGHT AVOID NON-NECESSARY SUFFERENCES AND PAIN

Every individual has the right to avoid as much suffering as possible, at every stage of his illness.

12. RIGHT TO PERSONAL/CUSTOMIZED TREATMENT

Everyone has the right to diagnostic or therapeutic programs that are as suitable for his personal needs.

13. RIGHT TO CLAIM

Everyone has the right to complain whenever he has suffered and has not received a response.

14. RIGHT TO COMPENSATION

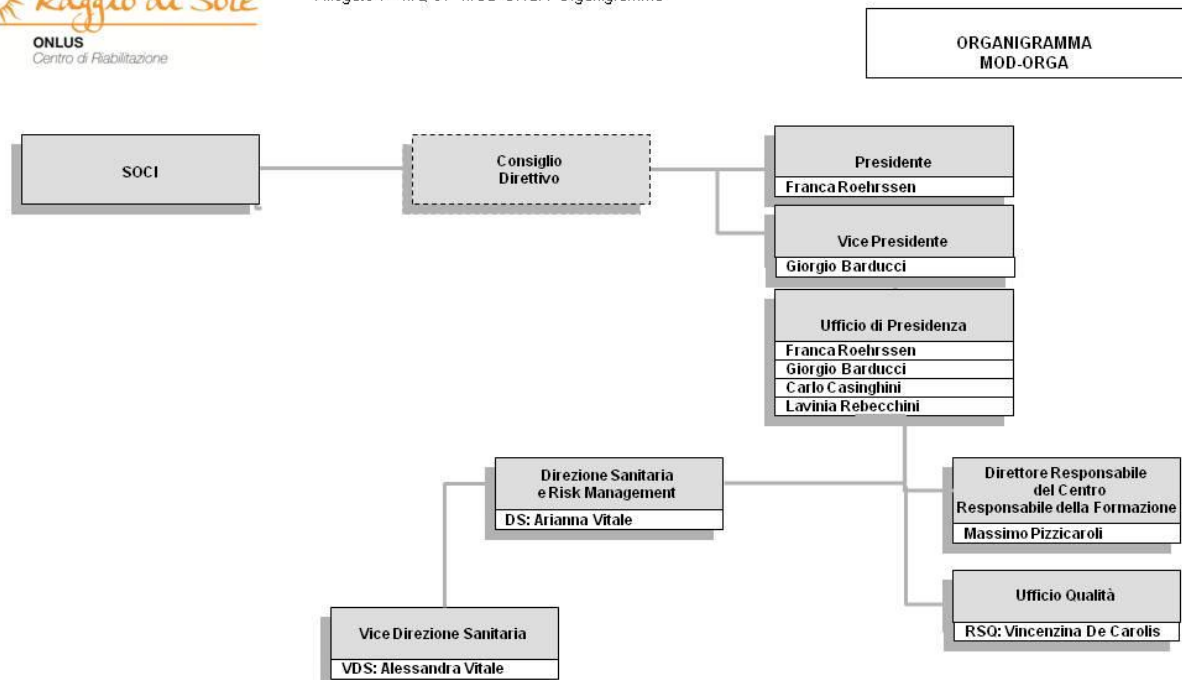
Every individual has the right to receive adequate compensation, in a reasonable amount of time, when he has suffered physical, moral or psychological damage caused by health services.

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Allegato 2 – Organization chart of the “Raggio di sole ONLUS”



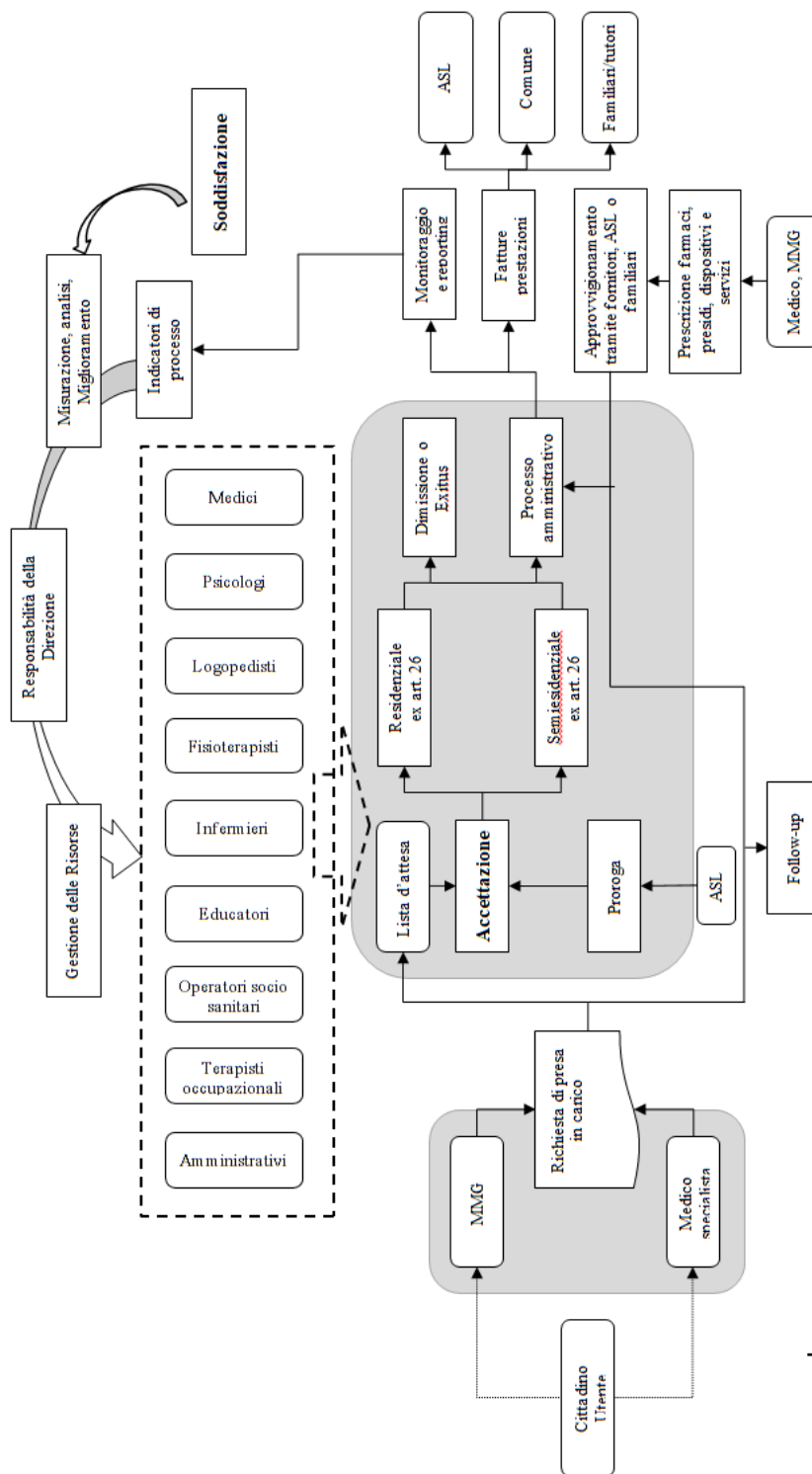
Allegato 1 - MQ-01 MOD-ORGA Organigramma



MOD-ORGA

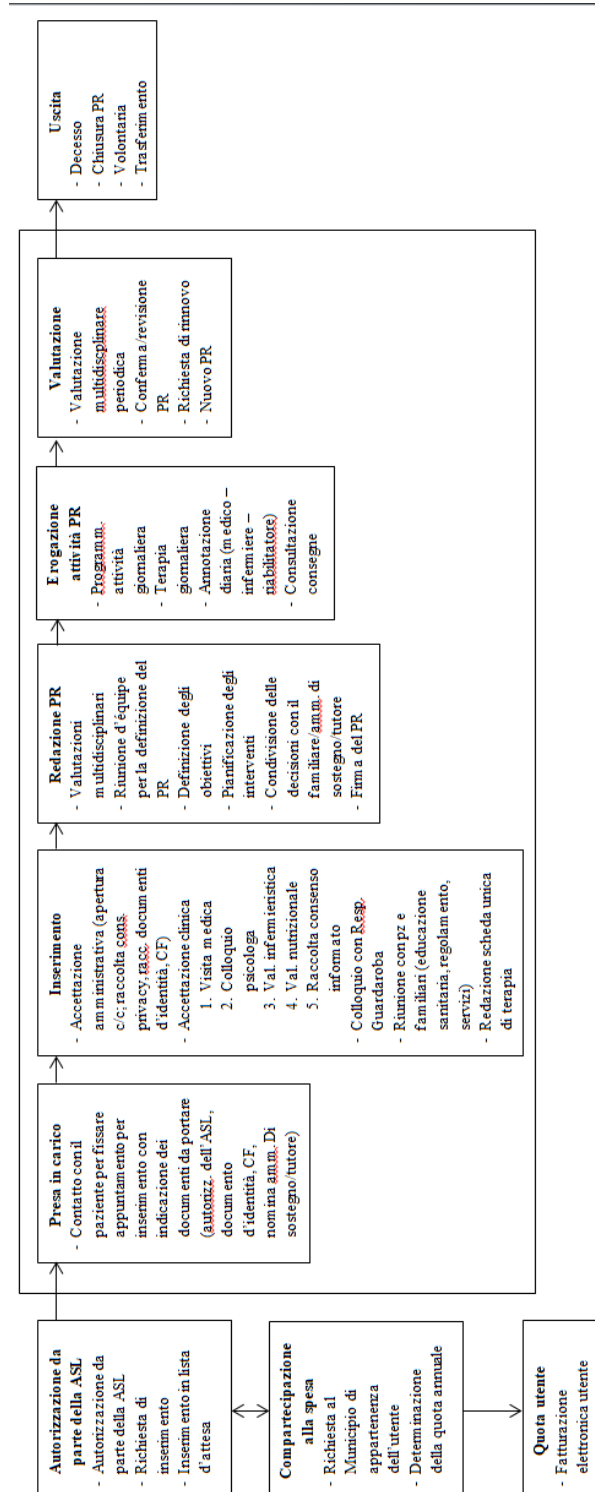
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Allegato 3 – Map of the process of Raggio di sole ONLUS association



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Allegato 4 – Map of residential process



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Allegato 5 – Map of semi-residential process

