



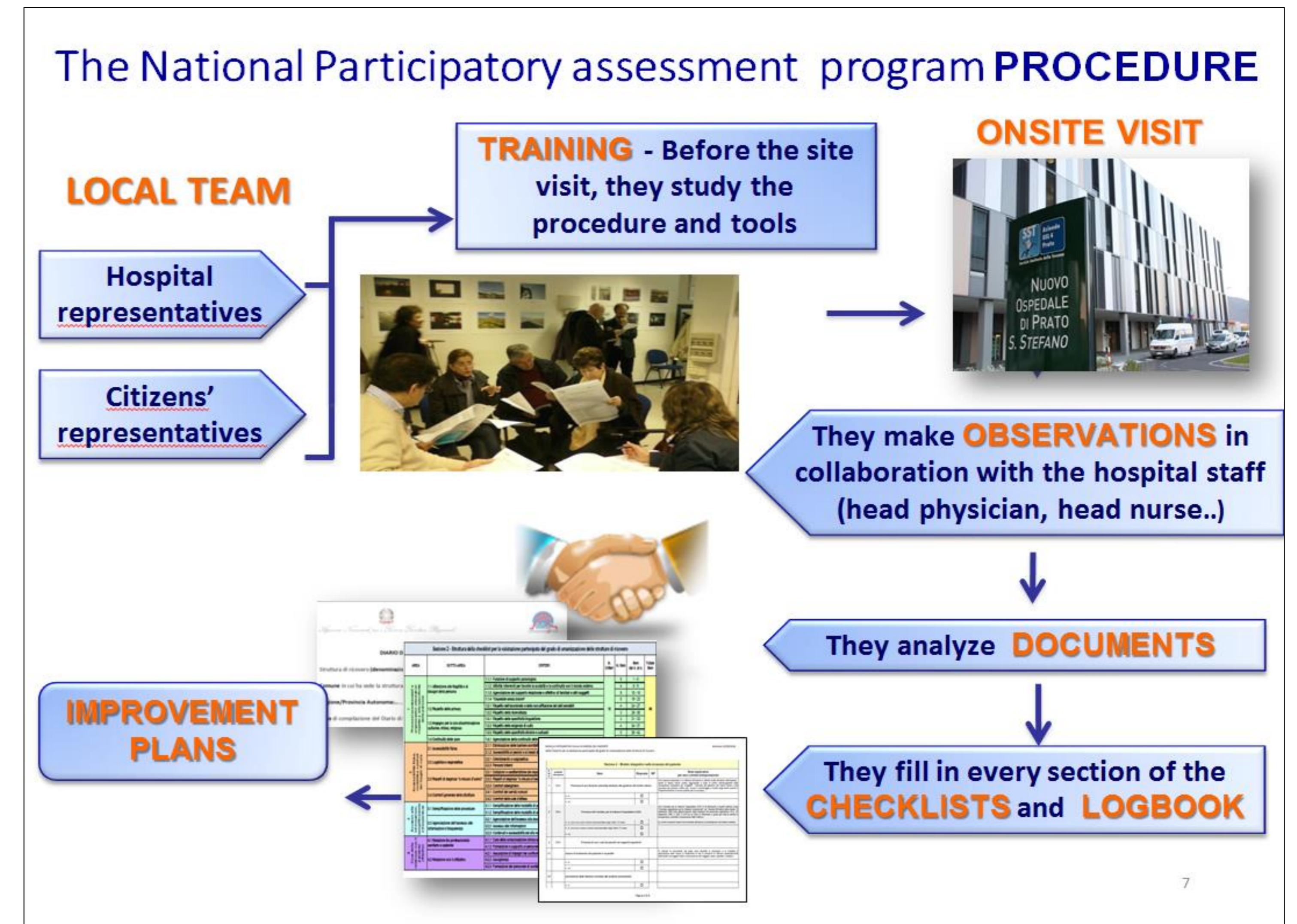
A National program to assess and improve person-centered care in hospitals through a participatory methodology

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DESCRIPTION

In line with the international scientific debate on the issue of person-centered care and with recent policy regulations released at national level, The Italian National Agency for Regional Healthcare Services (Agenas) designed a **National program to improve person-centered care in hospitals through a participatory methodology**. The Program was developed basing on the results of three research projects carried out since 2011. It is aimed at applying on a large scale the tools and the participatory methodology set up by Agenas together with Italian Regions and the citizens organization "Active Citizenship".



AIM

The aim is to engage citizens and professionals in improving person centeredness in Italian hospitals.

ACTION TAKEN

A **checklist** to assess the degree of person centeredness in hospitals (4 areas, 142 items) has been developed, tested and then used. According to the **participatory procedure**, trained **local teams composed of citizens and professionals** carry out onsite visits in hospitals assessing the compliance to the checklist items

SUMMARY OF RESULTS

About **700 citizens** have been trained on person-centeredness issues and about **300 citizens associations** have been involved. **418 Italian hospitals have been assessed** using an innovative participatory methodology developed by Agenas and improvement plans have been made. A new program for the participatory evaluation in nursing homes has been developed.

"The commitment to make the places of care and diagnostic and therapeutic programs oriented as much as possible to the person, considered in its physical, social and psychological entirety"



AREAS	Nr. Of Criteria
1- Person-oriented organizational and care processes	10
2- Physical accessibility, livability and comfort of the facilities	9
3- Access to information, streamlining and transparency	5
4-Taking care of the relationship with patients and with citizens	5