



# SERVICE CHARTER

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## FOREWORD

This document constitutes the n / s Code of Conduct, and was drawn up by the General Management of NEMO, in order to make public and official its Therapeutic Activity Management Program which is carried out institutionally.

This document is aimed at the attention of the Citizen / User, the Medici and all the Bodies, towards which, in a transparent and clear way, the Company undertakes to respect and carry out to the best of its ability, and what is stated below.

And ' right / duty of each User of this structure, to demand and check that the commitments undertaken are respected by promptly reporting to this Management any form of disservice should manifest itself in the provision of the requested services.

As for all the phases of taking care of the patient, see the dedicated procedure PG 8.1 A

## ORGANIZATION

ROLE	APPROXIMATE	AREA
HIGH DIRECTION MR. TO.	SIG. A. CALANCHINI	LEGAL REPRESENTATIVE CALANKS
HEALTH DIRECTION	DR. A. FRATTEGIANI	HEALTH DIRECTOR
ADMINISTRATION	SIG.RA S.C.R. BUZZATTI	RESPONSIBLE FOR SECRETARIAT - RGQ
WORK SECURITY D	DR.SSA C. APPIERTO	R.S.P.P.
QUALITY MANAGEMENT '	DR. P. APPIERTO	EXTERNAL CONSULTANT APPEARANCE
HYGIENE FOOD	DR.SSA A. APPIERTO	EXTERNAL CONSULTANT APPEARANCE
PRIVACY MANAGEMENT	G. PALOTTO	DPO
TECHNICAL STAFF	DR. S. CALAPAI	PSYCHIATRA
	DR.SSA V. ARCARI	PSYCHOLOGICAL - COORDINATOR
	DR.SSA G. ROSSI	NEUROPSICOMOTRICIST
	DR.SSA E. FORMICA	EMPLOYMENTAL THERAPISE
	DR.SSA F. IACOBELLI	LOGOPEDIST
	DR.SSA C. GERMANI	PROFESSIONAL EDUCATOR
	DR.SSA N. DE GASPERIS	PROFESSIONAL EDUCATOR- VICE COORDINATOR
	DR.SSA. R. TERSIGNI	ORTOTISTIC
	DR. F. BELLINI	PHYSIOTHERAPIST
	SIG.RA M. VALENTINI	HEALTH MEMBER OPERATOR
	SIG.RA A. ROSSETTI	HEALTH MEMBER OPERATOR
	SIG.RA S. FAGIANI	HEALTH MEMBER OPERATOR
	SIG. RA BASTIONI	HEALTH MEMBER OPERATOR



## **BASIC PRINCIPLES**

The principles followed by NEMO's organizational, management and planning procedures

It's:

- **RIGHT TO CHOOSE:** Every citizen has the right to choose, within the services offered, the structure to contact.
- **EQUALITY, IMPARTIALITY AND CONTINUITY:** NEMO respects the criteria of equal treatment for all citizens without any distinction and ensures deontologically equanimous behavior by the staff working in the structure. The services are provided in constancy from Monday to Saturday in order to guarantee continuity of services.
- **CONFIDENTIALITY AND PROTECTION:** NEMO undertakes to guarantee and ensure the scrupulous confidentiality of the processing of entry and exit data, in order to reaffirm full agreement with the recognized principles of the Right to Health and Privacy, in accordance with Reg. EU 2016/679 to which the company has adapted.
- The acceptance staff, for each patient / user, requests authorization to process data after giving adequate information on the obligation to provide them, for services in agreement in accordance with the provisions of the S.S.N, in order to allow correct control of the service provided by the competent A.S.L.
- **QUALITY, EFFICIENCY AND EFFECTIVENESS:** The commitment to keep your Quality Management System active certified in accordance with ISO 9001: 2015, which involves the entire corporate structure and the range of services / services offered, constituting a certain guarantee for the User and at the same time, unequivocally defining the objectives and the related quality indices to be maintained and improved.

## **MISSION**

Meet the socio-health needs – – rehabilitative of fragile subjects in a semi-residential regime .

In particular:

- Promote compliance with “ Person ” in its entirety and “ diversity ”, promoting “ Patient Centrality ” through the personalization of the PRI.
- Implement. ’ “ universality of performance ” without discrimination based on sex, race, religion, opinions, color and complexity of the degree of disability .
- The adoption of an Improvement logic inspired by criteria of effectiveness, appropriateness, equity, professionalism, rational management of available resources, and the solutions offered by technological progress and the objectives of national and regional health policy.

## **VISION**

Our human, professional and ethical commitment aimed at a high social insertion of fragile subjects in the territorial context of the Province of Rieti.

Improve more and more the clinical-assistance offer through monitoring, and continuous updating.

Strengthen the clinical-assistance offer by developing new types of service.



Orient the clinical care offer through a greater reading of the needs of the territory and the regional health planning objectives favoring a dynamic organization

- Strengthen and increase the territorial network in order to guarantee the patient an increasingly complete, personalized, human and “ service open to the territory ” also through the integration of health services, socio-health and welfare.

Apply rational management of resources by increasing the efficiency of business processes and reducing waste.

- Strengthen the “ cultural cooperation ” between the actors of the social network in order to continue to safeguard the rights “ of those who are weaker ”.

## **VALUES**

In fulfilling our mission and in realizing our vision, we base our action on a set of fundamental values:

- seriousness and honesty in relations with Users;
- attention to grasp the expressed and unspoken needs of Users in order to guarantee their best physical, psychological and social recovery;
- promotion of a high degree of motivation, participation, involvement and training of staff;
- maximum customization of the service;
- improve the quality of life of the User by trying to identify, through the inter-disciplinary functional evaluation, the skills and potential to be developed by the user;
- commitment to continuously improve the service to make it more and more responsive to the expectations of the Customers and Users, obtaining their maximum satisfaction;
- respect for the fragile subject as a person and enhancement of each of his gestures;
- collaboration with university structures;
- commitment to continuously improve its SGQ, so that it is increasingly efficient and effective;
- compliance with laws and regulations;
- help to families through “ Counseling ”;
- operate in compliance with the quality standards and commitments defined in the Service Charter and improve them according to the user's needs and the news regarding rehabilitation treatments and equipment that can be used for this purpose;
- operate in compliance with ISO 9001.

Acting daily in harmony with these values, according to ethical criteria, is the goal of the organization and management of the Cooperative. As well as making the best use of the professional skills and human skills of each individual, organizing them synergistically and systemically, according to the management principles for quality to protect the patient and his rights.



For this reason, it considers qualifying the activation of a Quality System as an organizational tool for quality management, citizen-customer satisfaction, effectiveness and efficiency in the management of the limited

resources available, the human and professional enhancement of its operators, innovation and continuous improvement of the results to be achieved.

The set of related activities responds to the following fundamental principles:

- Constant orientation towards the person: well-being and quality of life of patients and operators –
- Protection and Promotion of Human Dignity, Equity, Solidarity and Professional Ethics –
- Integration between the Healthcare Structure and the Local Community in order to increase reputation and image, favor the network in the area.
- Promotion of a 'Therapeutic-Rehabilitation Practice' based on efficacy criteria, demonstrated by scientific evidence and appropriateness ( Evidence Based Medicine ) combined with sound criteria, prudent and effective resource management –
- Constant search for areas of excellence.

#### **SERVICES OFFERED**

NEMO, was provisionally accredited by the Lazio Region with DCA U000562 of 20 December 2017, and definitively by the Lazio Region with DCA U00288 of 23 July 2019 for 14 treatments, since May 2022, the Lazio Region has granted expansion for a further 2 places for a total of 16 semi-residential users in an extensive regime and provides services allowed and updated by the DGR of Reg. Lazio n ° 583 of 06/08/2020.

The center provides semi-residential treatments with accreditation from the NHS.

The semi-residential performance is articulated with the alternation of individual therapies and group laboratories, within six hours of daily stay at the Center

Therapies can also be provided under an unconventional regime, i.e. services not affiliated in the LEA list of the Lazio Region.

#### **METHOD OF FRUITATION OF SERVICES**

Acceptance

The User can access the premises of the structure on days from Monday to Saturday, at the established times:

Secretarial hours and therapy delivery



- Monday to Friday from 2.00pm to 8.00pm
- Saturday from 8.00 to 14.00

During these times, the user can physically go to the Front – Office or request information by phone or email.

For any clarifications by the Technical Coordinator – Healthcare, the user is informed that the office is open to the public, at the times mentioned above, by appointment

Access to the Centre's rehabilitation services takes place against the presentation of a prescription which in the case of a charge to be paid by the Lazio SSR must be produced by A.S.L. of belonging and delivered in A.S.L. to the P.U.A. ( single access point ) for authorization to the Semi-residential.

Authorization which must contain:

- Personal data including the user's tax code
- Prescription for rehabilitation activities in the structure pursuant to art. 26/833 semi-residential;
- Duration of rehabilitation treatment
- Code of pathology icd – 9.

Urgency / Priority

NEMO cannot predict or provide emergency services as its users follow long-term therapy cycles with pre-established therapeutic plans.

Reservations

For the same reason as above, we cannot speak of booking in the strict sense but only of simple inclusion in waiting lists, shared with A.S.L. by Rieti, being the demand higher than the offer that NEMO can guarantee, given the limited regional budget and the consequent sizing, also and above all in the field of human resources, in accordance with this budget.

The inclusion in the waiting lists provides for the drafting of three variables such as urgency, age and residence.

The Company is inspired by criteria of fairness and impartiality, that is, of justice and objectivity towards users as each Citizen is due to a behavior that respects its dignity, his religious or political belief and his socio-economic position –.



## **ARCHITECTURAL BARRIERS**

The premises of the activity have no architectural barriers

## **PRESCRIPTIVE ACTIVITIES FOR THE USER**

The prescriptions / indications of the Doctor or Specialist accompanying the authorization, formulated by A.S.L. of belonging of the patient, to the Semi-residential, in this regard the staff appointed in Acceptance, it is particularly sensitized, and trained to provide the User with any further necessary clarification.

## **APPLICATION OF THE COMPORAMENTAL ANALYSIS ( ABA )**

ABA is based on the use of behavioral science for changing socially significant attitudes. The starting point is that each behavior is decomposable and is characterized by an antecedent cause and a consequence, both controllable through their analysis and their training.

This American-derived therapy allows the design and implementation of interventions for the change of inadequate behavior and the learning of new skills.

Generalization in all settings is important ', therefore the family is called upon to compete in the application at home and the school in its environment.

An expert team made up of highly qualified personnel and a

professional in behavior analysis, Nemo for the latter figure makes use of external collaboration with BCBA supervisor.

The elements that characterize the applied behavioral analysis make the intervention effective and efficient. These interventions translate into intervention plans and strategies that support the people concerned in the following ways:

1. Increased adaptive behaviors and skills
2. Facilitating learning of new skills and knowledge
3. Maintain adaptive behaviors
4. Extension and generalization of behaviors and skills from one setting to another and from one situation to another
5. Reduce problem behaviors
6. Reduce the intensity and frequency of problem behaviors
7. ABA is a scientific discipline based on the measurement and evaluation of behaviors in significant settings (Center, school, home etc .. )



The ABA method is included in the guidelines for autism of the Istituto Superiore di Sanità

## **CONTROL OF THE QUALITY OF THE SERVICE**

NEMO carries out its process of providing services / services in various stages:

1. Acceptance Phase: contact with the User, verification and acceptance of the therapy prescription, inclusion in the waiting list in case of non-immediate availability to start the therapies.
2. Taking charge phase: convocation by the Center Doctor for first visit and acceptance of the treatment.
3. Therapy Phase: Execution of the treatment.
4. Verification phase. During treatment, checks are carried out to evaluate the validity and effects of the ongoing treatment, in order to make any changes or to schedule extensions.
5. Post-treatment phase; this phase, given the particularity of the therapies provided by NEMO, in reality cannot be placed at the end of the treatment, as this has an almost indefinite duration. As mentioned, periodic checks are carried out to evaluate evidence of improvements in the symptomatic picture and, subsequently, to establish whether the patient should extend, be discharged or transferred to another structure.

The essence of the Centre's activities is the phase of providing therapeutic treatments, in which the competence and professionalism of the staff is of fundamental importance, all with a degree or diploma as required by this state system for the assignment of the relative job.

In this context, the Management's greatest efforts are aimed at training the Personnel who manage their operational management and, in particular, at specialized training on rehabilitation techniques

### Quality of service standards

NEMO monitors the quality of its service in two ways:

- 1 – Verification of improvement as previously stated, after detection of predefined factors before and after the therapy cycle.
- 2 – Detection of user satisfaction after compilation, anonymously, of questionnaires which are then evaluated with objective and measurable parameters in order to return a concrete and usable numerical value in relation to the emerging improvement possibilities.

## **THE COST OF SERVICE**

The cost of the services provided with authorization to the Semi-residential by A.S.L. it is totally borne by the SSN.





In the event that the user wants to join the ABA method, the therapies and the permanence at the Center are the responsibility of the National Health Service for the supervision of the BCBA of both I and II level, mandatory for the correct application of the ABA method are provided, on average, once a month and provide for an additional cost that is borne by the user.

Nemo, aware of the difficulties this could entail for some users, makes sure, whenever possible, to optimize access by programming it for multiple patients each time in order to reduce the travel expenses of the specialist.

Private activity

The Nemo Center, having an Opening Decree for health activities of 18 daily places, can provide services in a private regime.

In particular, all the staff of the Center trained on the ABA method and in particular the Coordinator Dr. Arcari obtained II level Masters on behavioral analysis.

**TARIFF**

	<b>PROFESSIONAL</b>	<b>EURO</b>
<b>1 HOUR</b>	<b>BCBA II Level Supervisor</b>	<b>€ 110.00</b>
<b>1 HOUR</b>	<b>BCBA I Level Supervisor</b>	<b>€ 45.00</b>
<b>1 HOUR</b>	<b>Technical psychological therapy RBT</b>	<b>€ 30.00</b>
<b>1 HOUR</b>	<b>Technical therapy RBT</b>	<b>€ 25,00</b>

**PARTICIPATION AND IMPROVEMENT**

User Recommendations

The NEMO Management in thanking all those who make use of its Services, expressing their trust in the work of this structure, which is oriented towards customer satisfaction/Patient asks in return for the commitment to contribute to the improvement effort that the Management intends to pursue, providing those suggestions, observations and anything else that can serve to improve the effectiveness and efficiency of the services and services of the staff, collaborating in filling the questionnaire for collecting users' judgment on the functioning of the service.

Complaints: presentation and management methods



The Management, in remembering that the reporting of any disservices that may have occurred, is a right / duty of the User, has established a simple and short protocol for the presentation and management of user complaints:

1 – the user communicates, possibly in writing, the disservice he has encountered. In the case of verbal communication, the operator who receives the report notes it taking care to indicate its date and time, type of service concerned and, possibly, the age of the patient. For this purpose, specific modules are prepared, coded in the Quality Management System with the abbreviation RQ

10.2 L can also be downloaded from the [centronemorieta.it](http://centronemorieta.it) website

2 – In this regard, Nemo has prepared a dedicated email address to receive any forms: “[complaints.nemo@gmail.com](mailto:complaints.nemo@gmail.com)”

3 – The Management, together with the RGQ and the operator concerned by the complaint, examines it to verify any shortcomings, albeit deriving from bad communication, misunderstanding and so on.

4 – If there is a deficiency of the structure, the Management sends an apology to the user in which he also expresses his commitment to provide and highlight it.

5 – If the complaint originated from a bad and guilty execution of the activity, the Management reserves the right to take the appropriate measures.

## **PUBLICATION OF THE SERVICE CHARTER**

The NEMO Management makes this “ Service Charter ” available to Users, within its premises and undertakes to disclose it to:

- Le ASL
- Doctors’s order
- Psychologists’s order
- Internet site
- Anmic Rieti

**HIGHT DIRECION**