



# **SERVICE** **CHARTER**

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## INTRODUCTION

This document constitutes our **Code of Conduct** and has been drafted by the General Management of **NEMO** to make its Therapeutic Activity Management Program officially and publicly available.

The document is addressed to **Citizens/Users, Medical Professionals**, and all relevant **Entities**, to whom the Company pledges, in a transparent and clear manner, to uphold and execute its commitments to the best of its abilities, as outlined below.

**It is the right and duty** of every User of this facility to demand and verify that these commitments are met, promptly reporting any form of service disruption to this Management during the provision of requested services.

Regarding all phases of patient care, please refer to the dedicated procedure **PG 8.5 P.**

## ORGANIGRAMMA

LEGAL REPRESENTATIVE	SIG. A. CALANCHINI	
TECHNICAL - HEALTH MANAGEMENT	DR. A. STEFANINI	NEUROLOGIST
PHYSICIAN	DR. A. STEFANINI	NEUROSURGEON
PHYSICIAN	DR. A. GRAZIANI	CHILD NEUROPSYCHIATRIST
COORDINATOR	DR.SSA V. ARCARI	PSYCHOLOGIST
ADMINISTRATION OFFICE	SIG.RA S.C.R. BUZZATTI	
	SIG.RA M. VALENTINI	
	SIG. A. CALANCHINI	
R.S.P.P. (SAFETY AND HEALTH OFFICER)	DR.SSA C. APPIERTO	EXTERNAL CONSULTANT
QUALITY MANAGEMENT MANAGER	DR. P. APPIERTO	EXTERNAL CONSULTANT
FOOD HYGIENE MANAGER	DR.SSA A. APPIERTO	EXTERNAL CONSULTANT
PRIVACY MANAGEMENT OFFICER	G. PALOTTO	DPO
TECHNICAL STAFF		
PSYCHOLOGIST	DR.SSA V. ARCARI	COORDINATOR
NEUROPSYCHOMOTOR THERAPIST	DR.SSA P. TOZZI	
OCCUPATIONAL THERAPIST	DR.SSA E. FORMICA	
OCCUPATIONAL THERAPIST	DR. A. SCACCETTI	
SPEECH THERAPIST	DR.SSA F. IACOBELLI	



PROFESSIONAL EDUCATOR	DR.SSA N. DE GASPERIS	VICE COORDINATOR
PHYSIOTHERAPIST	DR. F. BELLINI	
HEALTHCARE ASSISTANT (OSS)	SIG.RA A. ROSSETTI	
HEALTHCARE ASSISTANT (OSS)	SIG.RA S. FAGIANI	
HEALTHCARE ASSISTANT (OSS)	SIG. RA BASTIONI	



## FUNDAMENTAL PRINCIPLES

The principles guiding the organizational, management, and planning procedures at **NEMO** are:

- **RIGHT TO CHOICE**: Every citizen has the right to choose the facility to turn to, within the services offered.
- **EQUALITY, IMPARTIALITY, AND CONTINUITY**: **NEMO** adheres to the principles of equal treatment for all citizens without distinction and ensures an ethically balanced approach from the staff working in the facility. Services are provided consistently from Monday to Saturday to ensure continuity of care.
- **CONFIDENTIALITY AND PROTECTION**: **NEMO** is committed to ensuring the strict confidentiality of data handling, both incoming and outgoing, to uphold full compliance with the principles of the Right to Health and Privacy, in accordance with EU Regulation 2016/679, to which the company has adhered.  
The acceptance staff, for each patient/user, requests authorization for data processing after providing adequate information about the obligation to supply such data for services covered by agreements, in compliance with the provisions of the National Health Service **S.S.R.**, to ensure proper monitoring of service delivery by the relevant Health Authority **A.S.L.**.
- **QUALITY, EFFICIENCY, AND EFFECTIVENESS**: **NEMO** is committed to maintaining its certified Quality Management System in compliance with **ISO 9001:2015** standards, involving the entire company structure and the range of services offered. This guarantees a reliable service to users and simultaneously establishes clear objectives and related quality indicators to be maintained and improved.

## MISSION

To meet the socio-healthcare and rehabilitation needs of fragile individuals in semi-residential settings.

In particular:

- Promote respect for the "Person" in their entirety, fostering the "Centrality of the Patient" through the personalization of the Individual Rehabilitation Plan (PRI).
- Ensure the "universality of services" without discrimination based on gender, race, religion, opinions, color, or the complexity of the disability.
- Adopt an approach focused on continuous improvement, guided by principles of effectiveness, appropriateness, equity, professionalism, rational resource management, and the solutions offered by technological progress and the goals of national and regional healthcare policies.



## VISION

Our human, professional, and ethical commitment is focused on the successful social integration of fragile individuals within the territorial context of the Province of Rieti.

Continuously improve the clinical and assistance services through monitoring and ongoing updates.

Enhance the clinical and assistance services by developing new service types.

Direct the clinical and assistance services by having a deeper understanding of local needs and regional healthcare planning objectives, fostering a dynamic organizational structure.

Strengthen and expand the local network to ensure that patients receive a more comprehensive, personalized, human, and "territory-oriented" service, integrating healthcare, social-healthcare, and assistance services.

Apply rational resource management to increase the efficiency of business processes and reduce waste.

Strengthen "cultural cooperation" among social network actors to continue safeguarding the rights of the "most vulnerable."

## VALUES

In carrying out our mission and realizing our vision, we base our actions on a set of fundamental values:

- Seriousness and honesty in relationships with patients.
- Attention to identifying both expressed and unexpressed needs of patients to ensure their best physical, psychological, and social recovery.
- Promotion of a high level of motivation, participation, involvement, and training of staff.
- Maximum personalization of services.
- Improvement of the patient's quality of life by identifying, through interdisciplinary functional assessment, the skills and potential to be developed in the user.
- Commitment to continuously improving the service to make it increasingly responsive to the expectations of clients and patients, achieving their utmost satisfaction.
- Showing respect for fragile individuals and showing appreciation of every action they take.
- Collaboration with academic institutions.
- Commitment to continually improving the Quality Management System (QMS) to make it increasingly efficient and effective.
- Compliance with laws and regulations.
- Assistance to families through "Counseling."
- Operating in compliance with the quality standards and commitments defined in the Service Charter and improving them depending on user needs and new developments in rehabilitative treatments and equipment for such purposes.
- Operating in compliance with the ISO 9001 standard.

Acting daily in alignment with these values, according to ethical criteria, is the goal of the organization and the management of the Cooperative. Just as it is important to make the best use of the professional abilities and human qualities of each individual, organizing them in a synergistic and systemic way, according to quality management principles to protect the patient and their rights.



For this reason, the activation of a Quality System is considered a key tool for managing quality ensuring citizen and client satisfaction, effectiveness and efficiency in managing limited resources, the human and professional development of its operators, innovation, and continuous improvement of results.

The overall activities are guided by the following fundamental principles:

- Constant focus on the individual: the well-being and quality of life of patients and staff.
- Protection and promotion of human dignity, equity, solidarity, and professional ethics.
- Integration between the healthcare facility and the local community to enhance reputation and image, and foster a local network.
- Promotion of a 'Therapeutic-Rehabilitation Practice' based on effectiveness criteria, demonstrated by scientific evidence, and appropriateness (Evidence-Based Medicine), coupled with prudent and effective resource management.
  - Constant search for areas of excellence.

### **SERVICES OFFERED UNDER AGREEMENT**

**NEMO** has been temporarily accredited by the Lazio Region with DCA U000562 of December 20, 2017, and definitively accredited with DCA U00288 of July 23, 2019, for 14 treatments. Since May 2022, the Lazio Region has granted a temporary extension for an additional 2 places, bringing the total to 16 semi-residential users in an extended regime, providing services permitted and updated by the Lazio Region's DGR no. 583 of August 6, 2020.

The treatments provided in the semi-residential regime are covered by the National Health Service (SSN).

The semi-residential service is structured with a combination of individual therapies and group workshops throughout the patient's stay at the center.

Patients are welcomed at Via Torrente every day, including Saturdays, for a total of thirty-six hours per week.

In the semi-residential regime, to ensure the right to education for individuals of school age, the Individual Rehabilitation Plan (PRI) can also be organized in a "modular" format, with a frequency of less than six days and, in any case, no fewer than two days per week.

This "modulation" of frequency is proposed by the multi-professional rehabilitation team in agreement with the relevant ASL services in the user's place of residence, taking into account the specific clinical condition, functioning profile, and objectives set in consultation with the user and their family.

### **PRIVATE SERVICES OFFERED**

Therapies can also be provided privately. These are services not included in the Lazio Region's LEA (Essential Levels of Assistance) list.



## MODALITIES FOR ACCESSING SERVICES

### Acceptance

Users can access the facility from Monday to Saturday during the established hours:

#### **Office hours and therapy services**

- **Monday to Friday: 14:00 – 20:00**
- **Saturday: 08:00 – 14:00**

For information during these hours, users can visit the Front Office in person or request information via phone or email.

For any clarifications from the Technical-Health Coordinator, the office is open to the public during the above hours, by appointment.

Access to the rehabilitation services at the center is possible upon presentation of a medical prescription. In the case of services covered by the Lazio Region's National Health Service (SSR), the prescription must be issued by the local ASL and submitted to the P.U.A. (Single Point of Access) for authorization to the semi-residential program.

The authorization must include:

- Personal data, including the user's tax code
- Prescription for rehabilitation activities in a facility under Article 26/833, semi-residential
- Duration of the rehabilitation treatment
- ICD-9 pathology code

### Urgency/Priority

**NEMO** cannot provide emergency services, as its users follow long-term therapy cycles with pre-established treatment plans.

### Appointments

For the same reason mentioned above, appointments are not strictly speaking "bookings," but rather entries on a waiting list shared with the Rieti ASL. The demand exceeds the supply that **NEMO** can guarantee, due to the limited regional budget and the corresponding staffing limitations, in compliance with said budget.

Inclusion on the waiting list is based on three variables: urgency, age, disability classification, and residence.

The company adheres to principles of fairness and impartiality, ensuring justice and objectivity towards users. Every citizen is entitled to treatment that respects their dignity, religious or political beliefs, and socio-economic status.

## ARCHITECTURAL BARRIERS

The facility is free from architectural barriers.

## PRESCRIPTIVE ACTIVITIES FOR THE USER

The prescriptions and recommendations from the doctor or specialist, accompanying the



authorization issued by the patient's local ASL, are essential. In this regard, the staff responsible for acceptance is specially trained and sensitized to provide users with any further clarifications necessary.

## APPLICATION OF BEHAVIOR ANALYSIS (ABA)

ABA is based on the use of behavioral science to modify socially significant behaviors. The starting point is that every behavior is breakable into components, characterized by a preceding cause and a consequence, both of which can be controlled through analysis and training.

This American-derived therapy allows for the design and implementation of interventions to change inappropriate behaviors and teach new skills.

Generalization in all settings is crucial; therefore, the family is called to participate in applying the therapy at home, and the school in its environment.

ABA requires an expert team made up of highly qualified staff and a behavior analysis professional. NEMO collaborates externally with a BCBA supervisor for this role.

The elements that characterize applied behavior analysis make the intervention both effective and efficient. These interventions translate into plans and strategies that support the following for the individuals involved:

1. Increase adaptive behaviors and skills
2. Facilitate the learning of new skills and knowledge
3. Maintain adaptive behaviors
4. Extend and generalize behaviors and skills from one setting to another and from one situation to another
5. Reduce problem behaviors
6. Decrease the intensity and frequency of problem behaviors
7. ABA is a scientific discipline based on the measurement and evaluation of behaviors in meaningful settings (e.g., center, school, home).

The ABA method is included in the guidelines for autism from the Istituto Superiore di Sanità (Italian National Institute of Health).

## QUALITY CONTROL OF THE SERVICE

**NEMO** outlines its service delivery process in several stages:

1. **Acceptance Phase:** Contact with the user, verification and acceptance of the therapy prescription, and inclusion in the waiting list if immediate availability for therapy initiation is not possible.
2. **Care Phase:** Appointment by the Center's doctor for the first visit and acceptance of the treatment.
3. **Therapy Phase:** Execution of the treatment.
4. **Verification Phase:** During the treatment, periodic checks are conducted to evaluate the effectiveness and outcomes of the ongoing treatment, with the possibility of making adjustments or scheduling extensions.
5. **Post-Treatment Phase:** Due to the nature of the therapies provided by NEMO, this phase





cannot be fixed at the end of treatment, as it tends to be of indefinite duration. Periodic evaluations are carried out to assess improvements in the patient's condition, followed by decisions about whether to extend treatment, discharge the patient, or transfer them to another facility.

The core of the Center's activities is the phase of delivering therapeutic treatments, where the competence and professionalism of the assigned staff play a critical role. All staff members are required to have the appropriate degrees or diplomas as per the state regulations for their respective roles.

In this context, the management's primary efforts are focused on training the operational staff and particularly on specialized rehabilitation technique training.

### **Service Quality Standards**

**NEMO** monitors the quality of its service in two main ways:

1. Improvement Verification: As previously outlined, this involves measuring pre-established factors before and after the therapy cycle.
2. User Satisfaction Survey: Anonymous questionnaires are used to gather feedback from users, which are then analyzed using objective, measurable criteria to generate a concrete, numerical value that indicates areas for potential improvement.

### **COST OF THE SERVICE**

The cost of services provided under the authorization for Semi-Residential care from the ASL is fully covered by the National Health Service (SSN).

If the user chooses to adopt the ABA method, the therapy and stay at the Center are covered by the SSN. However, supervision by a BCBA (Board Certified Behavior Analyst), either at Level I or II, which is mandatory for the correct application of the method, occurs approximately once a month. This supervision incurs an additional cost, which is the responsibility of the user.

Recognizing the challenges this may pose for some users, NEMO seeks to optimize access whenever possible by scheduling multiple patients at once, thus reducing travel expenses for the specialist.

### **Private Services**

The Nemo Center, holding an operating decree for healthcare services with 18 daily places, is authorized to provide services on a private basis.

In particular, all staff at the Center has been trained in the ABA method, and the Coordinator, Dr. Arcari, has obtained a Level I Master's degree in Behavioral Analysis. This expertise allows the Center to offer high-quality, specialized private therapy, including the application of ABA techniques tailored to individual needs.

### **Private Activity Pricing**

	<b>Professional</b>	<b>Cost (€)</b>
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	<b>Specialist Visit</b>	<b>€ 150,00</b>
	<b>Psychodiagnostic Assessment</b>	<b>€ 200,00</b>
	<b>Test Administration</b>	<b>€ 300,00</b>
<b>1 hour</b>	<b>Cognitive Behavioral Psychotherapy</b>	<b>€ 50,00</b>
<b>1 hour</b>	<b>Psychoeducational Interventions</b>	<b>50,00</b>
<b>1 hour</b>	<b>Logotherapy</b>	<b>€ 35,00</b>
<b>1 hour</b>	<b>Neuropsychomotor Therapy</b>	<b>€ 35,00</b>
<b>1 hour</b>	<b>Physiotherapy</b>	<b>€ 35,00</b>
<b>1 hour</b>	<b>Small Group Workshop: Development of Personal and Social Skills</b>	<b>€25,00</b>
<b>1 hour</b>	<b>Small Group Workshop in Open Spaces (Gardening, Horticulture, Psychomotor Paths)</b>	<b>€ 25,00</b>
<b>1 hour</b>	<b>BCBA Level II Supervisor</b>	<b>€ 110,00</b>
<b>1 hour</b>	<b>BCBA Level I Supervisor</b>	<b>€45,00</b>
<b>1 hour</b>	<b>Psychological Therapy by RBT-trained Technician (ABA)</b>	<b>€ 45,00</b>
<b>1 hour</b>	<b>Therapy by RBT-trained Technician (ABA)</b>	<b>€35,00</b>



## **PARTICIPATION AND IMPROVEMENT**

### **User Recommendations**

The **NEMO** management, in thanking all those who make use of its services and show their trust in the operations of the structure, which is focused on patient/client satisfaction, asks in return for their commitment to contribute to the improvement efforts that management intends to pursue. This includes providing suggestions, observations, and anything else that could help improve the effectiveness and efficiency of services and the performance of the staff. The management encourages participation in filling out the user satisfaction survey to assess the functioning of the service.

### **Complaints: Presentation and Management Procedures**

The management reminds users that reporting any service disruptions is both a right and a responsibility. The following simple protocol is in place for presenting and managing user complaints:

1. The user communicates, preferably in writing, the service disruption they encountered. If the communication is verbal, the operator receiving the complaint will make a note, including the date and time, the type of service affected, and, if possible, the patient's age. Specific forms are available for this purpose and are coded within the Quality Management System under the reference **RQ10.2 L**.
2. A dedicated email address has been set up for receiving complaints and forms: [reclamiesegnalazioni.nemo@gmail.com](mailto:reclamiesegnalazioni.nemo@gmail.com)
3. The management, together with the Quality Management Responsible (RGQ) and the operator involved, will examine the complaint to verify any faults, which may arise from poor communication, misunderstandings, or other issues.
4. If the structure's shortcomings are identified, the management will send a letter of apology to the user, expressing the commitment to address the issue and provide a solution.
5. If the complaint is due to poor and negligent service execution, the management reserves the right to take appropriate action.

## **PUBLICATION AND REVISION OF THE SERVICE CHARTER**

The revision of this "Service Charter" will take place whenever an update is necessary.

The management of **NEMO** makes this "Service Charter" available to users within the premises and commits to its dissemination through:

The reference ASLs  
The Order of Doctors and Dentists of Rieti  
The official website  
ANMIC Rieti (National Association of Disabled People)

**GENERAL MANAGEMENT**