



I due volti della sanità.

Tra sprechi e buone pratiche la road map per la sostenibilità vista dai cittadini



The Two Faces of Health. Between Waste and Good Practices, the road map towards sustainability from the citizens'

Strategic goal of the project «The Two Faces of Health. Between waste and good practices, the road map towards sustainability from the citizens’” **was to describe how Health National Service is working nowadays.**

So, this project has been articulated in **two levels:**

- “*pars destruens*” the first Report about Waste in the Italian Healthcare Service
- “*pars costruens*” XII° Edition of Andrea Alesini award for good practices.



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The first Report about Waste in the Italian Healthcare Service

The goal of the project

- The first Report about wastes in the Italian Healthcare Service

But, above all ...

- The first italian definition of Waste, according to citizens' experiences and points of view

This is a great goal for the association, because...

- It took a lot of time just to set up an internal process of cultural, political and knowledge debates and exchanges

Our definition of Health Waste is ...

- Waste in the National Health System is any activity, behaviour, good or service that uses resources and does not result in health, wellbeing or quality of life according to the definition of European Chart of patients' rights.



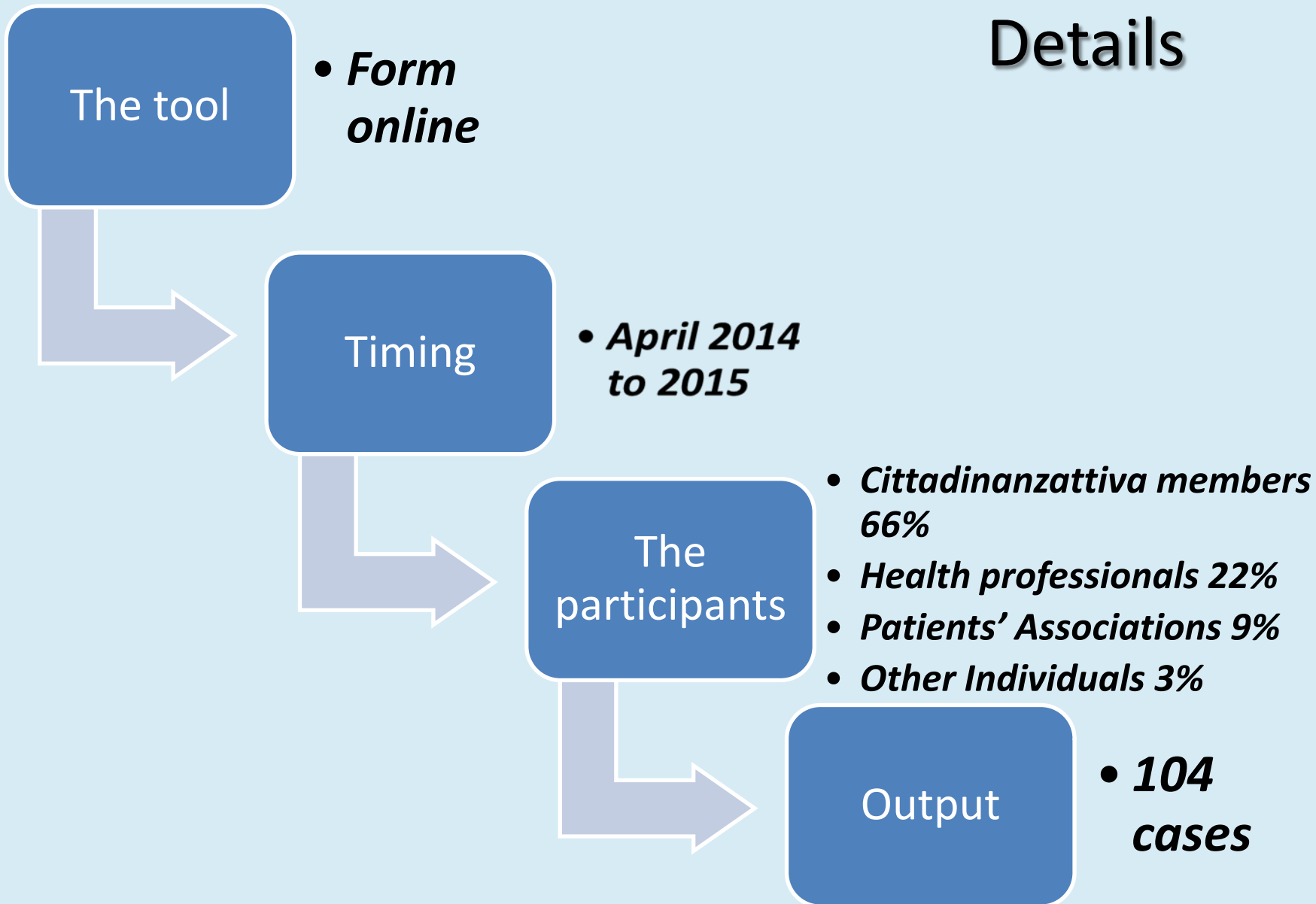
Analysis from recent literature

How we
realized the
Report: our
methodology

Map of real cases of waste in health reported
by italian citizens

**Critical interpretation of literature data
combined with real cases** realized by
Cittadinanzattiva in collaboration with most
relevant institutional and clinical stakeholders
(Scientific Societies, Institutional key opinion
leaders, Association of italian pharmaceutical
companies, local hospitals ...)

Details



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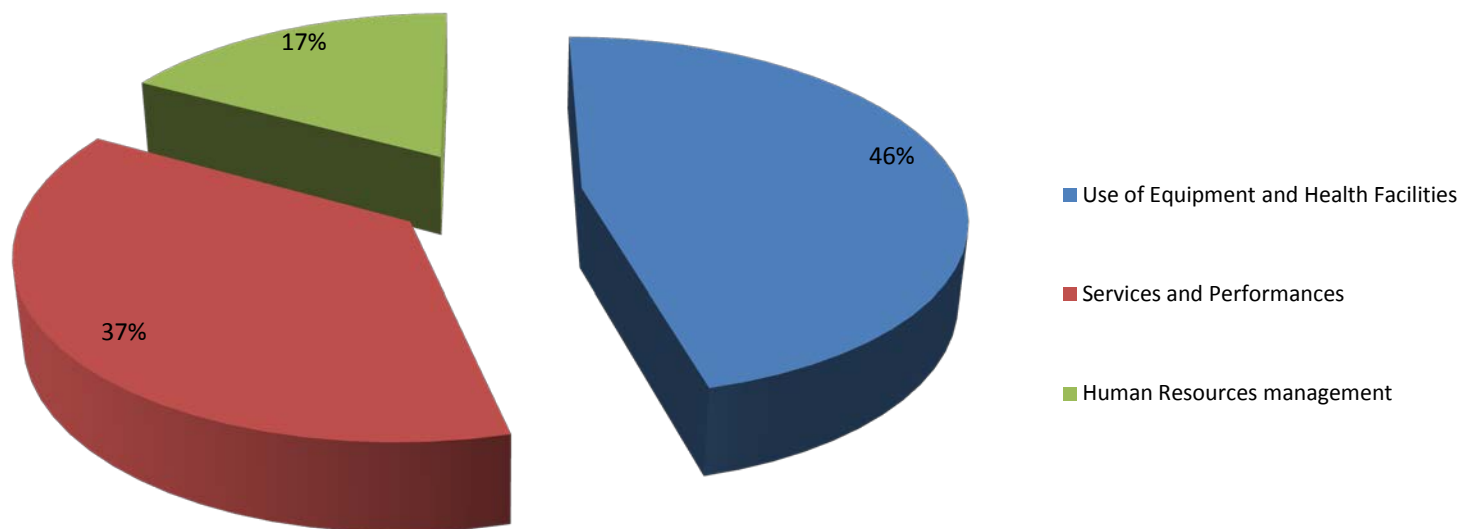


Main causes of waste in health service - citizens' experiences	%
Lack or surplus of staff	9,1
Allocation of resources/Ineffective organization of services/Purchases of goods/services not used	8,6
Lack of planning	8,2
Unused costly equipment	7,3
Inappropriate use of resources	6,5
Unused/underutilized facilities	6
Unnecessary bureaucracy	4,3
Call for tenders	3,4
Coordination of services	3
Assessments/Supervision/ Hospitalizations/Conditions and maintenance of facilities/Job position and recruitment of head physician	2,6
Lack of Assistential Diagnostic-Therapeutic Paths/Difficulty accessing services	2,2
Information/reports/lack of computerization/Administrative Services	1,7
Drugs/Other/Investments/Lack of participation	1,3
Lack of access to documentation	0,9
Health mobility	0,4
TOTAL	100

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Classification of waste in healthcare based on the point of view of citizens

Waste macro aree





Classification of waste in healthcare based on the perspective of citizens: subcategories

Use of Equipment and Health Facilities

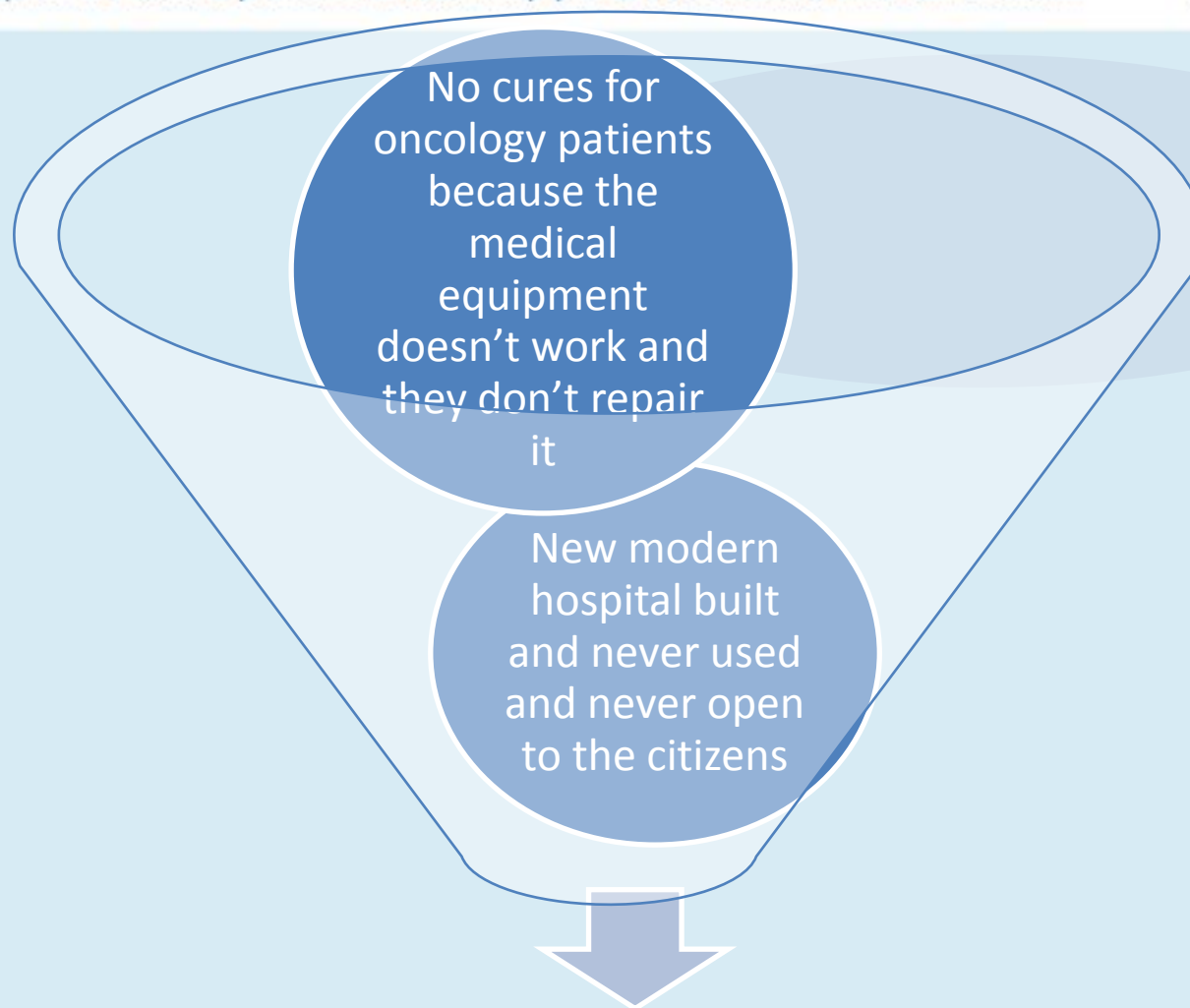
Unused or underused diagnostic and therapeutic equipment

Unused or underused wards/departments

Internal condition of the facilities (common areas, furniture, medical equipment, various equipment etc.)

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Citizens' Experiences: Use of Equipment and Health Facilities



Classification of waste in healthcare based on the point of view of citizens: subcategories

Services And Performance

Diagnostic services, pre-surgery exams, inappropriate hospital admissions

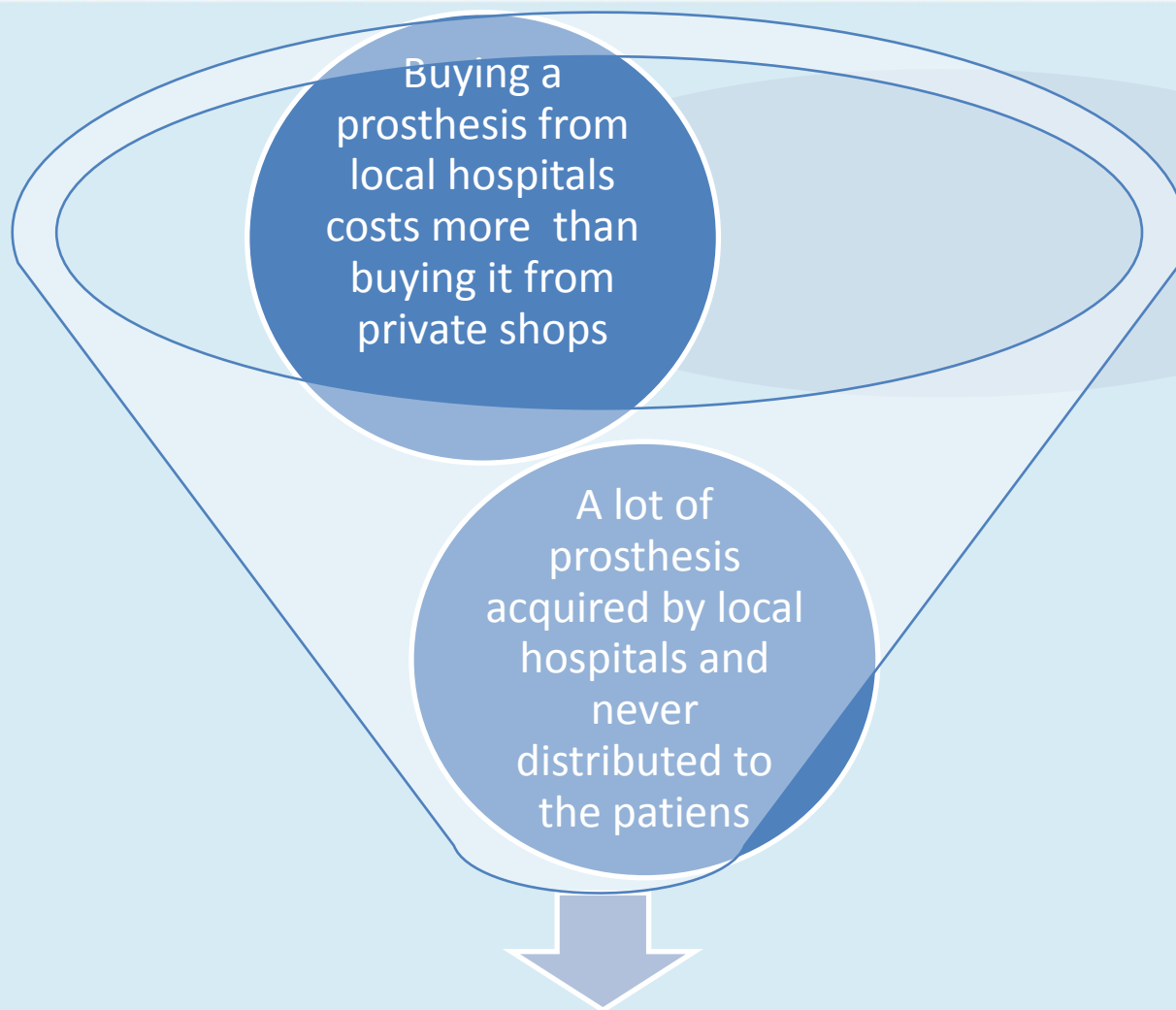
Dispensing aids, principals and procurement tenders

Structural equipment and provision of services

Excessive bureaucracy and lack of coordination between offices

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Citizens' Experience: Services and performances



Classification of waste in healthcare based on the point of view of citizens: sub categories

Human Resources Management

Lack or reduction of health personnel

Consulting, health care workers fees

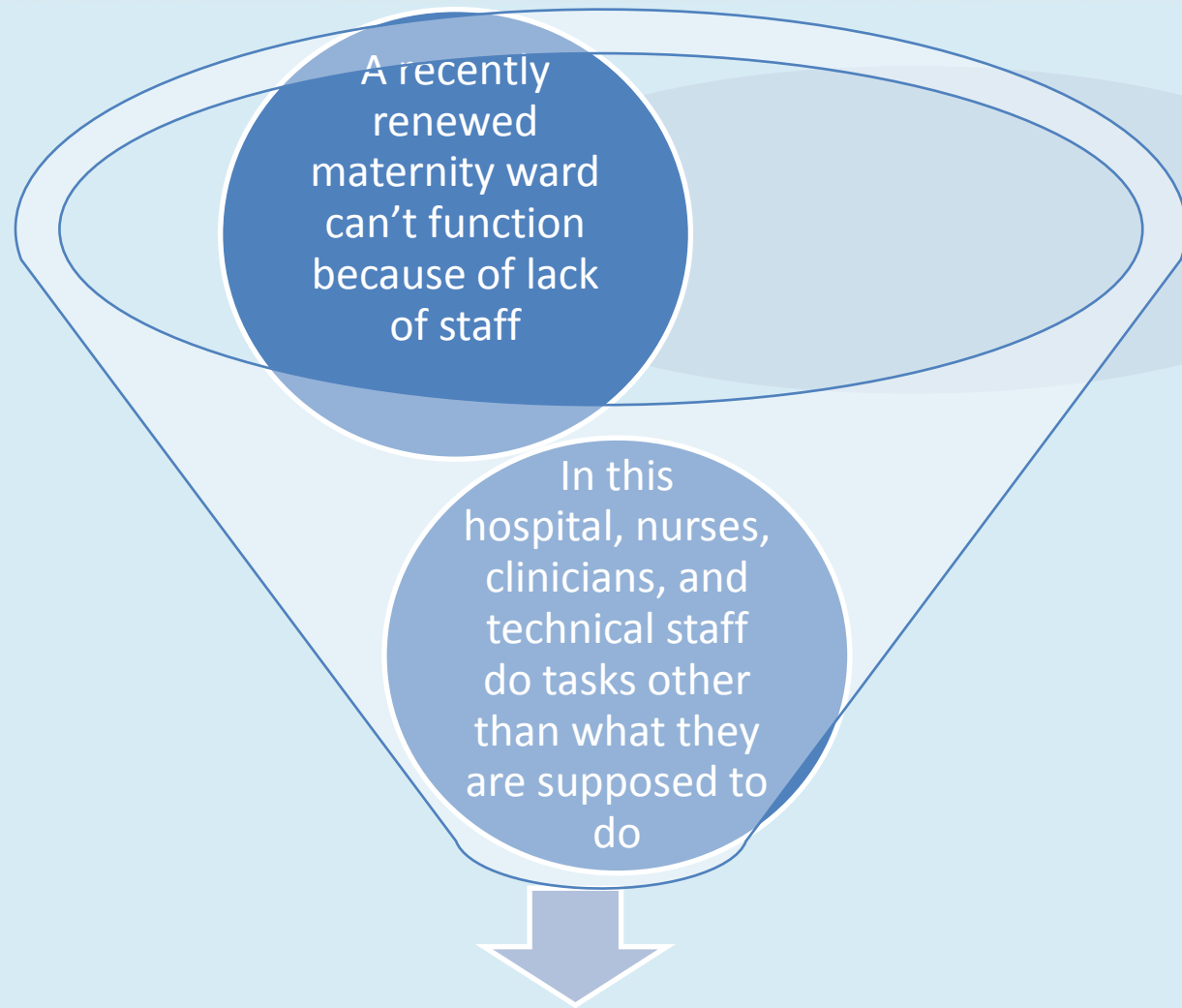
Redundant staff accompanied by failure to ensure the delivery of services and adequate performance

Staff assigned to other jobs

Lack of control of objectives and activities

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Citizens' Experiences: Human Resources Management

Sum up
and
main
take back
home
points

- What is **health waste** in the opinion of italian citizens

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- ✓ Not investing in prevention
- ✓ Cutting expences linearly
- ✓ Not investing in territorial medicine
- ✓ Not increasing the value of resourses of the Health National Service
- ✓ Useless bureaucracy
- ✓ Drugs
- ✓ Waiting lists
- ✓ Health mobility



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Based on reports gathered and evidence given by citizens of what and how much is wasted in health service

Cittadinanzattiva has developed a road map: a recipe (34 activities) for sustainability of the NHS

with the purpose to move from sustainability understood as being compatible with resources allocated in according to priorities as set by government

towards sustainability based on the results that it can produce in terms of health and quality of life