"What have we learned from the pandemic: The Quality Charter of the Vaccination Services"

Mariano Votta
Cittadinanzattiva / Active Citizenship Network

Summit on Life course Immunisation 22nd-24th November 2023, Almeria, Spain. In collaboration with the Balmis Institute for Vaccination



Cittadinanzattiva/Active Citizenship Network: a short introduction

Cittadinanzattiva

Italian NGO founded in Italy in 1978.



More than 30.000 members, 250 local assemblies and 84 Citizen Advisory Centres.

Mission: promote active participation of citizens and protection of their rights.



www.cittadinanzattiva.it

www.activecitizenship.net

Active Citizenship Network

The European branch of
Cittadinanzattiva, established
in 2001.

One of the most widespread & informal network, able to involve in its initiatives 206 civic, patient & user organizations coming from 34 Countries, plus 22 European/Global networks/umbrella organizations.

Promote the point of view of European citizens in all public policies areas, focusing on healthcare, consumers and corporate social responsibility issues.



Vaccination: our commitment at the national & at the EU level

long-term strategy not a spot initiative to bring
the citizens'
perspectives

to shift to a common knowledge linked to a life-course vaccination

culture

to increase the
constituency of actors involved in the
struggle against the climate of vaccine
hesitancy

More info here

to improve the awareness on the importance of vaccination accross





Monitoring activity

Charter of rights







CHARTER OF RIGHTS



Civic evaluation

"Civic evaluation" may be defined as "the capacity for organized citizens to produce and use information to promote their own policies and participate in public policymaking".

Different **tools** for detection of data, depending on the goal and on the scope of the survey:



- Questionnaires to directors of hospitals or health companies
- Direct observation
- Questionnaires to patient associations
- Direct surveys about patients' pathways and experiences

The active role of citizens in the evaluation process: methods, impact and prospects of Civic Evaluation in Italy



Civic evaluation

The goal: evaluate "quality" from the specific point of view of citizens/patients.



- citizens are policy makers
- It maximizes the view of the citizens

PROBLEM

Analysis and evaluation process

CHANGING REALITY

It can be defined as:

- an action-research
- performed by citizens
- for assessing from their own p.o.v.
- through the use of established and verifiable methods
- to issue reasoned judgements on realities
- that are significant for the protection of rights and QoL.



A Charter of Rights

A document containing a set of rights which express ways to protect the more general right to health - unknown or violated.

What makes a Charter of rights different?

- based on civic participation and advocacy
- not legal or technical, but it comes from citizens' reports and complaints about violations or inefficiencies of the national/international systems
- a grass root initiative
- enables the concrete applications of rights with specific actions and interventions.





Charter of Rights

Active citizens in Europe advocate for vaccination: an example

Carta della Qualità dei Servizi Vaccinali

Una carta della qualità dei modelli organizzativi in Italia per supportare, in ottica civica, istituzioni e operatori nella definizione di standard e percorsi condivisi, richiamando l'attenzione sull'importanza delle vaccinazioni ordinarie.

3 marzo ore 10.30

Evento on-line su piattaforma Zoom



More info here (IT)











Istep: Monitoring

- Regional Health Departments 8
- Vaccination centers **147** of 13 regions
- Family doctors 212 of 7 regions
- Primary care pediatricians 270 of all regions

Different targets (children, adolescents, adults, and the elderly)



Multistakeholder expert working table

- D.G. Prevenzione Min. della Salute
- o SITI
- Università Cattolica
- Associazioni AIL, BPCO, UNIAMO-FIMR
- o FIMMG, SIMG
- o FIMP, SIP
- Assofarm, Federfarma, FOFI, SIFO
- o CARD Italia

All non-Covid vaccinations: Diphtheria-Tetanus-Pertussis, Poliomyelitis, Hepatitis B, Haemophilus influenzae type B, Measles-mumps-rubella, Chickenpox, Meningococcal B, Meningococcal ACWY, Rotavirus, Papillomavirus, Pneumococcus, Herpes Zoster, Influenza.

The primary objective: a 360-degree view on the vaccination services observed from operators' point of view.

More info here (IT)



Monitoring's results: data (I)

- Indirectly, in the early phases of the pandemic, with many vaccination centres closed and the routine vaccination plans suspended, a totally wrong message was sent that routine vaccination was not essential.
- According to our survey carried out in Italy with 2990 chronic patients interviewed, and presented last 14 Dec. 2021:
 - 29,7% of them have denounced difficulty to access adult routine vaccinations during the first wave of the pandemic, and 19% of them also at the end of 2021.
 - 33,9% of them have denounced difficulty to access vaccinations for minors during the first wave of the pandemic, and 16,5% of them also at the end of 2021.
- Data justified by the fact that in Italy between March 2020 and the end of 2021, over 40% of vaccination centers suffered a reduction in staff and opening hours; one in ten had even been closed.
- At the end of 2021 all the centers were reopened, in 80% of cases the timetables were restored, while the staffing level returned to the level before the pandemic in only 47% of the Centers.

Vaccination Centres & the need to overcome the situation lived during the pandemic



Monitoring's results: data (II)

- In the definition of primary target groups for covid-19 vaccination, not all the same chronic diseases were included across Europe for the covid-19 vaccination;
- Talking about routine vaccination, in Italy, for instance, from an organizational point of view, regional agreements with the categories of GPs & pediatricians on the possibility of carrying out vaccinations in their clinic/setting are often lacking.
- Where the regional agreement exists, not all the planned vaccinations are administered by them.
- In terms of vaccinations recommended for the same target (eg Meningococcal and HPV in the adolescent population, or Pneumococcus and Zoster in the adult / elderly population) free of charge is guaranteed when carried out in the recommended age range, while if you go beyond that range, in some cases you have to pay, in others no.
- In some local health authorities or health districts it takes up to three months between the booking and the actual administration of mandatory non-covid vaccinations (such as diphtheria-tetanus-pertussis, polio) and recommended vaccinations (such as flu, HPV, ACWY meningitis, herpes zoster, pneumococcal).
- In the monitoring of the routine vaccination coverage, only for the flu vaccination data are collected regularly.
- Vaccination is also guaranteed in the afternoon in 79.5% of vaccination centres, by 84% of GPs & 75% of paediatricians interviewed.
 BUT on Saturdays, vaccination is guaranteed in only 2% of vaccination centres, by almost 39% of GPs & by 25% of paediatricians.

To sum up, there is an urgent need to achieve greater uniformity in vaccinations, as the differences highlighted create inequity and risk to reduce trust in health institutions.

Reduce health inequalities in the area of vaccination



Monitoring's results: key messages

- Lack of coordinated direction between the various organizational levels
- **Vaccination Centers:** free of charge? opening hours? booking systems?
- Scarce and incomplete information to the citizen
- Huge discrepancies in the registration and transmission of vaccination data
- Informed consent procedure & certificate of vaccination
- **Achieving vaccination coverage/Motivating people**















COVID IMPACT





II step: The Charter

Carta della Qualità dei Servizi Vaccinali



- 1. Guarantee uniform access throughout the territory
- 2. Information, communication and transparency
- 3. Training and updating
- 4. Digitalisation and simplification
- 5. Strategies for achieving vaccination prevention targets and coverage
- 6. Continuous improvement and quality assessment

For the download, click here (IT)

A concrete tool of action



That should be:

- •Publicly proclaimed at the level of different citizen organizations and institutions with the purpose of recognizing and improving the local context.
- Subscribed and officially adopted.
- •Promoted among institutions, public and private actors of the health system, professionals in the sector and their associations, citizens and their associations.

Empowerment tool: knowing the rights!

Evaluation/participation instrument

Legal instrument





From the Charter to the Charters...

More info here





Charter ef Patients' Rights









Carta de Derechos del Afiliado y del Paciente y Carta de Desempeño

ITALIAN
URBAN
DIABETES
CHARTER

Carta dei diritti

del paziente cefalalgico

Preparata sulla base dei suggerimenti della Task Force dell'IHS e della piattaforma per la Carta Europea dei Diritti del Malato, presentata a Bruxelles nel novembre 2002 da Cittadinanzattiva - Active Citizenship Network.

Other examples on collecting data & producing evidences trough civic consultations



Experts

Private and public actors

Health care professionals



Pneumococcal vaccination survey



Spain

France

Focus group virtuale - Italia La società civile promuove la vaccinazione lungo tutto l'arco della vita 25 Ottobre 2023, 15:00 -17:00 Con il sostegno incondizionato di NOVAVAX

Italy

Poland Spain Hungary Civic organizations Actors involved: Advocacy patients groups

Groupe de discussion virtuel - France La société civile encourage la vaccination tout au long de la vie. 27 septembre 15-16h30 CET

Publications on Vaccination (I)







Seasonal influenza poses a significant but often under-recognized challenge to national health systems across Europe. Despite influenza vaccines being available for decades, influenza still has one of the highest and recurring impacts on incidence and mortality among vaccine-preventable diseases. It is estimated to cause up to 70,000 deaths in the EU each year, particularly among older adults and other at-risk groups [1].

The Covid-19 pandemic during influenza seasons highly threatened healthcare systems, also due to dogged hospitals, shortage of doses, and lack of transparency. In this regard, what about the situation across Europe' How did the Italian Regions equip themselves! To make a point of the situation of how the Italian Regions equipped themselves, a civic survey on the supply of the vaccine doses across the country, which collected information from ten Italian Regions, was promoted by Cittadinanzativa. The results energed from the survey show more than ever the importance of involving EU and national policymakers to address the challenges European and national health authorities face in view of the Covid-19 pandemic spill-over effect on routine vacantism. This is the primary goal of the EU Flu Day 2021, celebrated on the 14th of October 2021 with the event titled 'One voice to protect populations from flu in the age of COVID-192, with the ambittion of being able to establish itself on the European andems as a fixed apoportiment.

SPECIAL FOCUS: VACCINES

The involvement of civil society actors in discussions around vaccination is crucial. Cittadinanzattiva's Mariano Votta and Daniela Quaggia outline their work in this area

Vaccination: the pathway for concrete citizens' engagement

accine hesitancy – the reluctance or refusal to vaccinate despite the availability of vaccines – threatens to reverse the progress that has been made in tackling vaccine-preventable diseases. For this reason, vaccine hesitancy has been identified by the World Health Organization (WHO) as being among the 10 issues that will demand worldwide attention in the coming years. Mainly to address these and other threats, 2019 saw the start of the

vaccine culture and, indeed, to ensure rigour and transparency, which will result in the confidence in science that seems to have been lost.

Cittadinanzattiva — Active Citizenship Network (ACN)² is deeply committed to raising awareness around the importance of vaccination in Italy and across Europe³: immunisation is vital to preventing diseases and protecting life.

ACN's commitment has been appreciated by the



SL

Vaccines and Vaccination Journal

Editorial

Addressing the Burden of the Vaccine-Preventable Respiratory Diseases: From the Pneumococcal Vaccination Case Study in Italy to the EU Council Conclusion on (adult)

Vaccination

Mariano Votta*

Responsible EU Affairs at Cittadinanzattiva & Director Active Citizenship Network, Italy

Article Info

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Pneumococcal vaccination; Vaccination; Vaccine-Preventable Respiratory Diseases

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INTRODUCTION

In the current transition to a new phase of the pandemic, it is crucial to act fast and tagether, and to use the summer window to prepare for possible future pandemic surges next autumn/winter and beyond. In particular, one aspect worth raising is that we no longer have only flu to consider, we have a trio of Yaccine-Preventable Respiratory Diseases (YPRDs), and we need to ensure that pneumococcol pneumonia, Covid-19 and flu are all in the rader of Heath Institutions given the burden that each can place on the health systems every year, YPRDs result in significant linesses and high levels of hospitalizations in vulnerable populations, putting additional pressure on already strained healthcore systems [1-3].

For example, Community-Acquired Pneumonia (CAP) is a leading cause of hospitalization in adults, with the average estimated hospital stay due to the condition at over 12 days, according to a pre-pondenic study across 10 European markets [4], Alongside the immediate impact on hospital bed capacity, YPRDs can cause angoing complications on episode of CAP has been reported by parlients to worsen existing health conditions such as COPD, aithma, and high blood pressure [5], and may put patients at risk of serious cardiac events [6]. And long-term sequelae of YPRDs, including pneumonia and flu, have also become increasingly sarutinized as a result of long-COVID' symptoms following COVID-19 infection. Extra-pulmonary complications, including cardio- and cerebrovascular events, represent a potential long-term burden of disease following flu infection [7].





Publications on Vaccination (II)

⊘SciMedCentral

Annals of Vaccines and Immunization

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Life-long vaccination

Vaccination policy

· Civic activism

• Poland

ISSN: 2378-9379

Copyright

Keywords

Addressing the Life-Course Approach in Vaccination Policy across Europe: The Case History of Poland

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Hungary: Addressing the Life-Course Immunization Approach in the National Vaccination Policy

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Abstract: In April 2019, the Italian NGO Cittadinanzattiva, through its international branch Active Citizenship Network (ACN) launched, during the European immunization week, a new project called "European Active Citizens for Vaccination". The aim was to improve the awareness on the importance of vaccination across Europe: the scientific evidence is clear, vaccination is an essential public health tool and helps to guarantee our fundamental rights as a European citizen. ACN realized a social media communication campaign supporting and spreading awareness on the topic of life-course vaccination, videos were made in all the national languages of the involved countries (Italy, Hungary, Poland, Ireland and Spain) and then produced, shared and customized for each country. Moreover, an informative leaflet in a different language has been produced.

The Active Citizenship Network's Mariano Votta and Maira Cardillo detail the impact of Covid-19 on immunisation efforts across Italy

"For vaccination? Come back...I can't tell you when"

the possibility of booster doses expected beyond conditions, it is not acceptable to respond to the same regional territory, very different that age group - although Sardegna also permits immediate needs of citizens in the face of Covidprotocols are in place regarding vaccinations for certain vulnerable populations. 19 simply by closing services, Alternative infection prevention policies, both in facilitating Emilia Romagna also presents a very uneven organisational solutions are therefore needed to access to vaccines and in conducting screenings. situation: while in Ferrara patients can receive any guarantee continuity in the service; and in doing This is the picture emerging from a civic survey¹ vaccination, Bologna has only suspended those so to resume vaccination campaigns, which are conducted in Italy by the civic participation NGO for travel-related needs; Imola will only allow extremely important even at this stage. Citadinanzattiva to mark the annual European pediatric vaccinations; Parma has suspended all A fundamental component Immunisation Week, which ran from 20 April to HPV vaccinations aside from those which were

of healthcare

In April 2019, the Italian NGO Cittadinanzattiva, through its international branch Active Citizenship Network (ACN) launched, during the European immunization week, a new project called "European Active Citizens for Vaccination". The aim was to improve the awareness on the importance of vaccination across Europe: the scientific evidence is clear, vaccination is an essential public health tool and helps to avarantee our fundamental rights as a European citizen. ACN realized a social media communication campaign supporting and spreading awareness on the topic of life-long vaccination; videos were made in all the national languages of the involved countries (Italy, Hungary, Poland, Ireland and Spain) and then produced, shared and customized for each country. Moreover, an informative leaflet in a different language has been produced

Civic consultations on the National Immunization Plan in the countries involved were held in: Poland, Hungary and Spain. This article describes the main esults of the focus group held in Poland on the topic of vaccination and its related policies. The full report has been published in the Report entitled "European Active Citizens for Vaccination: focus on -Poland (2019- 2020)" edited by Cittadinanzattiva APS (all rights reserved).



International Journal of **Virology & Infectious Diseases**

Research Article

Addressing the Challenges of COVID-19 Pandemic on the Routine Vaccinations across Europe: Focus on Flu

Vaccination - 3

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Mariano Votta and Daniela Quaggia from the Active Citizenship Network outline the importance of strengthening adult immunisations across Europe

The pandemic has made it clearer than ever that immunisation must be considered a key pillar of any modern and resilient EU healthcare system. Vaccinations are effective and important at any age: they protect individuals, families, communities, and health systems. Diseases such as meningitis, diphtheria, herpes zoster. pneumococcal disease, influenza, pertussis, and other vaccine-preventable diseases can have serious and potentially long-term consequences at various stages of life.

In the EU, routine lifelong immunisation could protect the population against 20 life-threatening infectious diseases, yet there is a significant discrepancy in the vaccinations offered to European citizens, ranging from eight to 17 publicly funded vaccines depending

The impact of COVID-19 on vaccination

The COVID-19 pandemic and lockdowns have led to a decline in routine immunisations in all age groups; data on vaccination coverage in adults and at-risk groups are often not collected systematically or in a timely manner, unlike for paediatric and adolescent

Vaccinations are not just for children and teenagers, but also adults. With the ageing of the population in the European Union, where the proportion of the population aged 50 and over is expected to

vaccinations, as well as COVID and, to some extent,

influenza vaccinations

reach 50% by 2025, it is increasingly necessary to prioritise adult vaccination at the same level as paediatric vaccination. Older adults are at greater risk of vaccine-preventable diseases due to agerelated immune system decline and existing chronic conditions. Harmonisation and planned monitoring of vaccination coverage in adults should be widespread and considered a necessity in Europe, potentially building from the European Centre for Disease Prevention and Control's COVID-19 Vaccine Tracker.

EU health ministers met late last year, under the Czech Presidency of the European Council, to discuss European Institutions' commitment to vaccination. The expert meeting on vaccination was an excellent opportunity to ensure that vaccines are seen as a lifelong saving rather than a cost. There is a clear need to consider life-course vaccination in these policy discussions





Publications on Vaccination (III)



International Journal of Vaccines and Vaccination

Opinion





Active citizens in Europe advocate for vaccination

Opinion

Last January, 28th 2020, the second term (2019-2024) of the MEPs Interest Group on "European Patients' Rights & Cross-Border Healthcare" was launched at the EU Parliament. Promoted by Cittadinanzattiva-Active Citizenship Network, with the endorsement of almost 100 associations across Europe, the Interest Group renews its commitment to be an opportunity for the development of the policy making process on healthcare at the EU level: civic participation in healthcare policies should be considered not only as a praiseworthy civic act, but also as a strategic source to safeguard the public healthcare system. A principle theorized forty years ago by the World Health Organization in the Declaration of Alma-Ata, and then repeatedly affirmed internationally over the years.2

Volume 6 Issue 1 - 2020

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Estrategias para la Vacunación a lo largo de toda la vida en España

More info here

GRUPO DE TRABAJO MULTIDISCIPLINAR EN ESPAÑA

Dr. José Luis Baquero, Director y coordinador científico del Foro Español de Pacientes Dña. Elena Moya Pendería, Vicepresidenta de la Asociación Española contra la Meningitis Dr. Mariano Votta, Director de Active Citizenship Network









Adv Health Behav, 2020, 3(1): 136-144 DOI: 10.25082/AHB.2020.01.005

RESEARCH ARTICLE

Life course immunization approach across Europe: Focus on Hungary, Poland and Spain

Daniela Quaggia¹ Mariano Votta^{2*} Giulia Decarolis³

Abstract: In April 2019, the Italian NGO Cittadinanzattiva, through its international branch Active Citizenship Network (ACN) launched, during the European immunization week, a new project called "European Active Citizens for Vaccination". The aim was to improve the awareness on the importance of vaccination across Europe: the scientific evidence is clear, vaccination is an essential public health tool and helps to guarantee our fundamental rights as a European citizen. ACN realized a social media communication campaign supporting and spreading awareness on the topic of life-course vaccination: videos were made in all the national languages of the involved countries (Italy, Hungary, Poland, Ireland and Spain) and then produced, shared and customized for each country. Moreover, an informative leaflet in different languages has been produced. Civic consultations on the National Immunization Plan in the countries involved were held in: Hungary, Poland and Spain. The focus group meetings took place in Budapest, Warsaw and Madrid between November and December 2019. This article describes the main results of the three focus group on the topic of vaccination and its related policies. It also includes some advises, opinions, recommendations on how to remove those barriers to a life-long immunization approach in the national vaccination plans. These recommendations are offered to the policy makers and to the stakeholders as a contribution from the civil society engaged in the safeguard of health as a common good.

Keywords: life-course vaccination, immunization, vaccination policy, civic activism, Poland, Hungary,

Opinião 19

A Vacinação contra o coronavírus

Será uma luz ao fundo do túnel ou, pelo contrário, a demonstração de que há muitas pessoas com relutância ou recusa em vacinar-se apesar da disponibilidade de vacinas.

Chegaram boas notícias de que a vacina será distribuída a TERESA FLOR todos os países europeus ao mesmo tempo, em dezembro. segundo a Presidente da Comissão Europeia que interpreta isto como mais um sinal de união e o caminho para o fim da pandemia, quando 70% da população for vacinada.

No entanto, em Portugal, segundo sondagem publicada, hoje mesmo, haverá 61% de pessoas que querem vaci-



a importância da vacinação entre os cidadãos da UE. Segundo o mesmo estudo:

"A vacinação é um direito e um extraordinário instrumento de saúde pública, que deve ser conhecido, valorizado, difundido e utilizado no interesse das pessoas e da comunidade. Porém, é preciso trabalhar e con-

lhorar a sensibilização para

tribuir para uma cultura adequada sobre vacinas e garantir rigor e transparência para recuperar a confiança na ciência".

Os nossos cientistas têm-se redobrado em informação sobre a necessidade. a segurança, a eficácia da vacina contra

fontes de informação fiáveis ??das notícias falsas. Acredita-se que o cidadão bem informado e ciente dos seus direitos é um recurso da sociedade. Por isso, é fundamental investir na capacitação dos cidadãos e segue no artigo da ACN referido: "... para melhor identificar, reconhecer e lutar contra o aumento dos fatores externos que podem influenciar negativamente a política de vacinas nos Estados-Membros da UE e ter informações atualizadas e saber como reconhecer as fontes oficiais de informação". Conclui-se, portanto, que é "Um exemplo concreto de parceria entre a sociedade civil e a sociedade científi-

vacinas, onde é essencial distinguir as

isso, o papel da sociedade civil e ativa é conectar instituições e comunidades: em tempos de hesitação vacinal, a mensagem é: onde não chega a comunicacão institucional, chega a sociedade ci-

Este contributo da Cittadinanzattiva-Rede de Cidadania Ativa, ACN para o reforço da mensagem ligada à Semana Europeia de Imunização anual, tem em consideração as relações entre as redes sociais e as notícias falsas e divulgou uma mensagem que "...juntos, como cidadãos ativos e conscientes, podemos nos proteger: sermos os campeões do nosso futuro!".

Pelo menos há quatro etapas necessárias para enfatizar o papel decisivo da

EU training session

More info & for registration here





The value that vaccines bring in the AMR fight and why new-generation antibiotics alone cannot resolve the AMR crisis

14 December 14:30 - 16:00 CET





















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