



EcoQUIP

Delivering Efficiency, Quality and Sustainability in Healthcare

INNOVATIVE PEOPLE CENTRED HEALTHCARE FACILITY MANAGEMENT

***POLICLINICO SANT'ORSOLA
BOLOGNA-ITALY***

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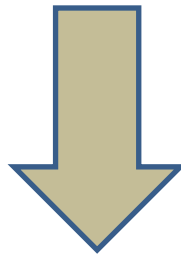
Structure of the presentation

- a. Internalizing the concept of innovation and understanding the PPI model
- b. Specificities of the Italian context
- c. Selection of themes and definition of the project
- d. Defining the project plan and goals: the value of the partnership interaction
- e. Major Activities implemented
- d. The next steps

The PROJECT is part of **an overall plan** launched by the hospital's general director end 2012 to rationalize and improve support services practices **to qualify** activities that are not strictly health-care assistance dedicated to **all the people** living inside the hospital (patients, relatives, employees, students, suppliers, citizens and visitors ...)



hospital by pavillions, spread in a large area in the middle of the city of Bologna

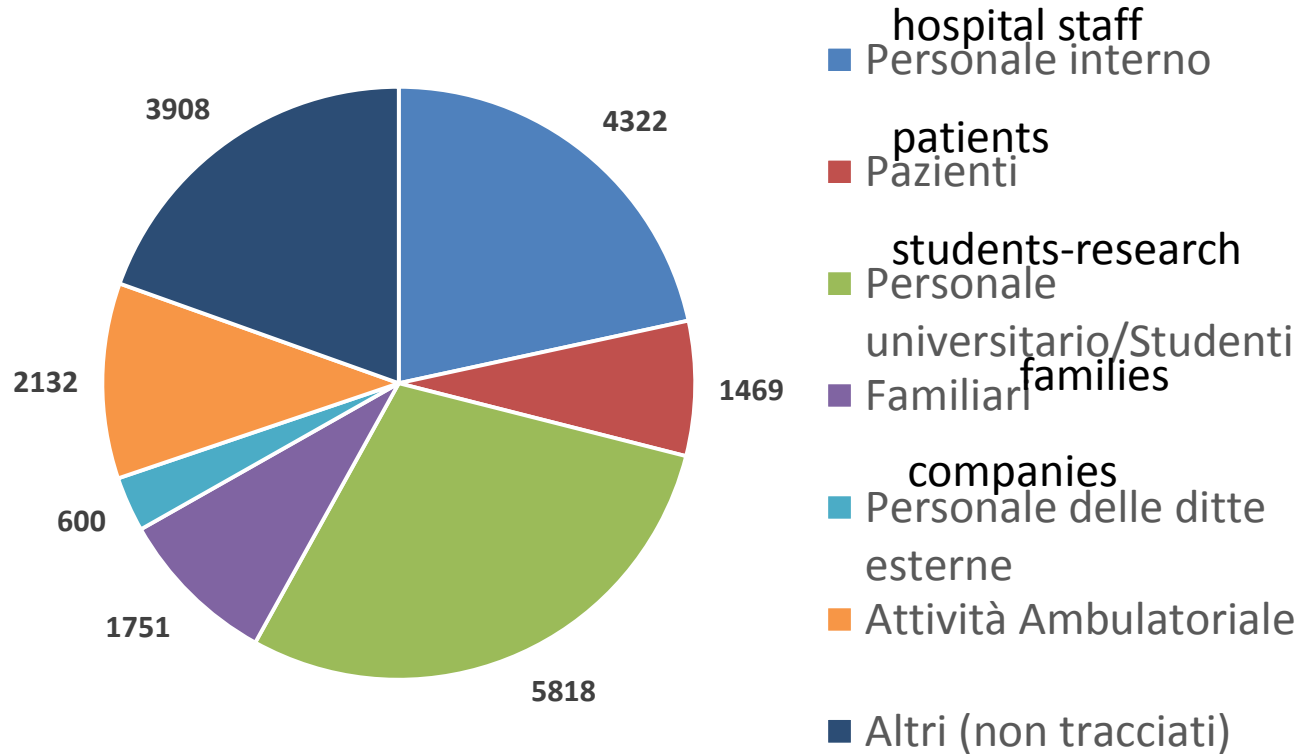


a system of services to improve the people experience



year 2013: people each day

Total
20'000 people/day



a dedicated unit (year 2013)

150 people coordinating, 40 millions euro x year budget

1. to negotiate with providers
2. to manage services at an operative level
3. to be responsible for the budget

a director coming from outside of the hospital, with a different management experience, coach for a change project



4 main projects

3 year program (2013-15), saving plan of 6 millions euro

1. catering services – food part of the care
2. **integrated system for logistics & facilities services**
3. emergency services and patient movements
4. commercial services platform linked to the town

save money + improve quality = to innovate
(it's the only way)





JUNE 2015

INNOVATIVE HEALTHCARE FACILITY MANAGEMENT FOR PEOPLE

PLAN OF ACTION:

starting by coming back to
people needs

1. ANALYSIS AND DESIGN – 2013/15

- focus group, interviews, laboratories with 80 ward coordinators
- training with experts to develop KPI platform (with 10 champion wards)
- the informative system (middleware) in cooperation with the University
- discussion with current providers of services
- share the strategy with EU partners in the EcoQuip Project

2. INTERNATIONAL WORKSHOP – 9th APRIL 2015

3. PRIOR INFORMATION NOTICE (PIN) – 10th JUNE 2015

4. TECH DIALOGUE WITH THE MARKET – JULY > SEPT 2015

- starting 1st July 2015
- market sounding prospectus, meetings, questionnaire for candidates,

5. BID START > BY DECEMBER 2015

6. OFFERS > BY END MARCH 2016

7. CONTRACT > BY JUNE 2016

AN INTEGRATED SYSTEM OF SERVICES, CENTERED TO PEOPLE

MAIN SERVICES:

1. CLEANING AND HYGIENE
2. LAUNDRY SERVICES FOR PATIENTS AND EMPLOYEES
3. LOGISTICS OF THINGS
4. PATIENTS MOVEMENT

BUDGET OF ABOUT 20 MILIONS EURO PER YEAR

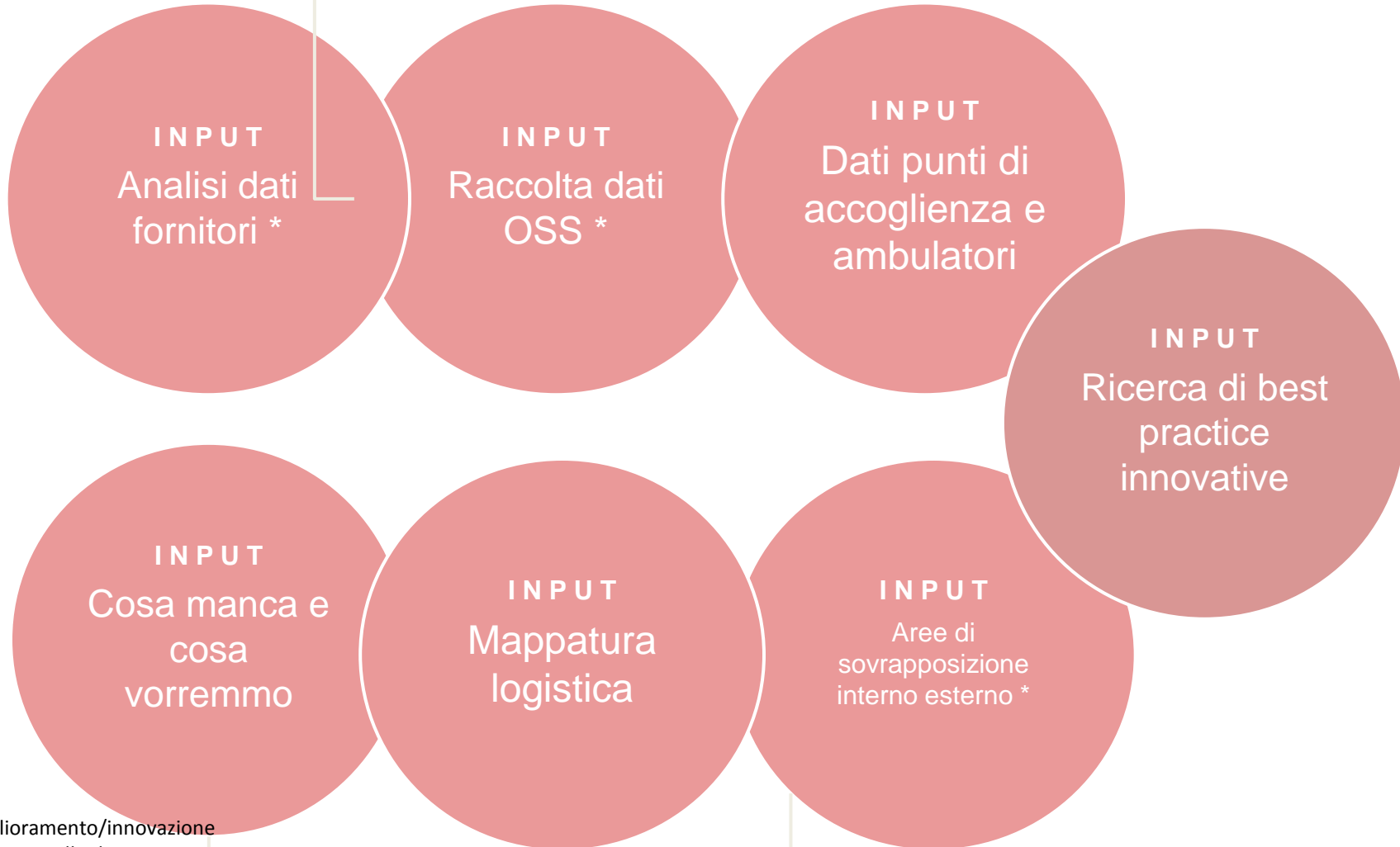
120 MILIONS EURO IN 6 YEARS

ORGANISATION: A DEDICATED FACILITIES MANAGEMENT DEPARTMENT WITH A MIX OF DOCTORS, HYGIENISTS, NURSES AND ENGINEERS, WITH THE SUPPORT OF AN INFORMATIVE SYSTEM OWNED BY THE HOSPITAL
(IN THE IMPLEMENTATION PHASE)

*OSS, ausiliari e OTA.

*Elenco attività non assistenziali effettuate da OSS rilevate (25% circa del tempo)

*Con quale organizzazione (ruolo dell'ausiliario; OSS a rotazione o fissi)



*Istanze di miglioramento/innovazione

*Controllo da potenziare

*Umanizzazione degli ospedali

*Eccessiva sollecitazione del reparto su attività logistiche

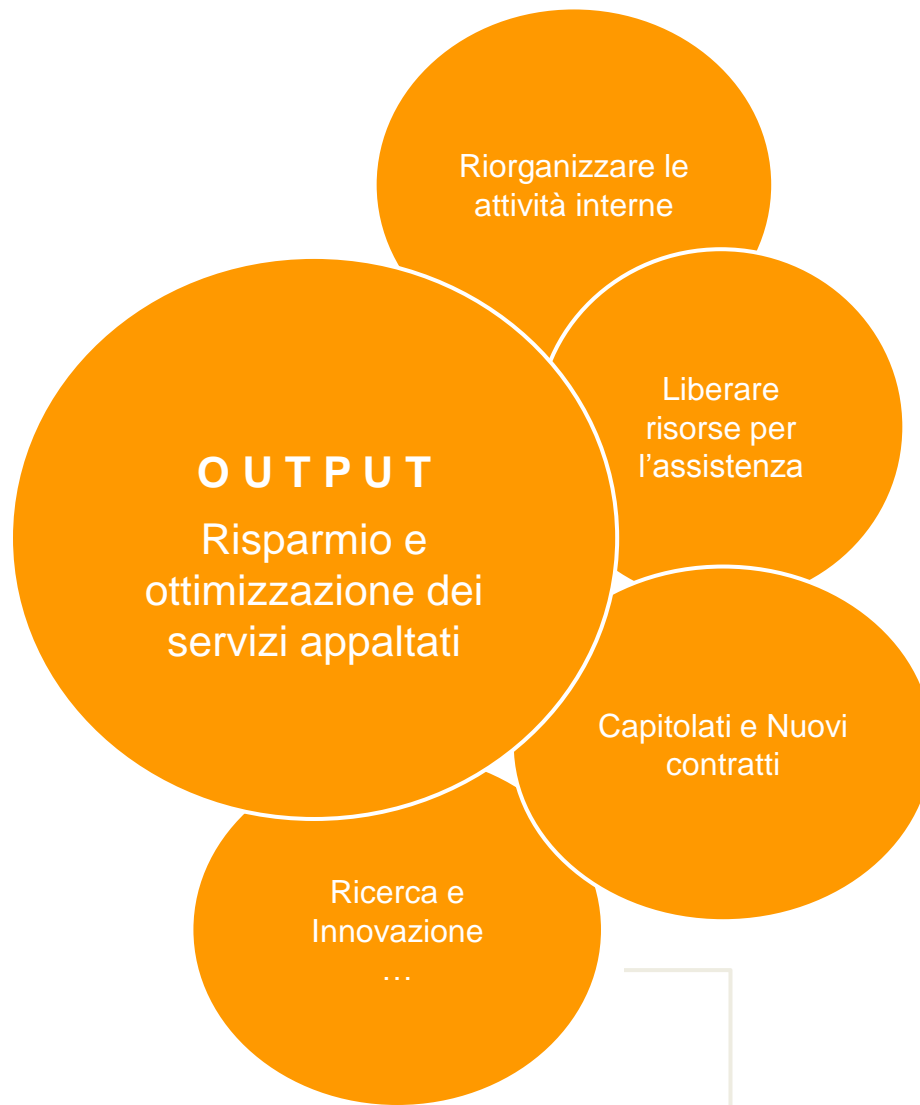
*Sistemi informativi di poco supporto al reparto

*Pulizia locande e Rifacimento letti

*Infezioni e Igiene

*Trasporto pazienti intra-padiglione

* Chiusure dei sacchi biancheria o rifiuti



A PUBLIC-PRIVATE PARTNERSHIP

INNOVATIVE FOCUSES

METHOD AND ACTION:

SERVICE OPERATIONAL TECHNOLOGIES AND PRACTICES
QUALITY OF MATERIALS AND EQUIPMENT
SYNERGIES WITH THE BUILDING AND INFRASTRUCTURE

ORGANISATION:

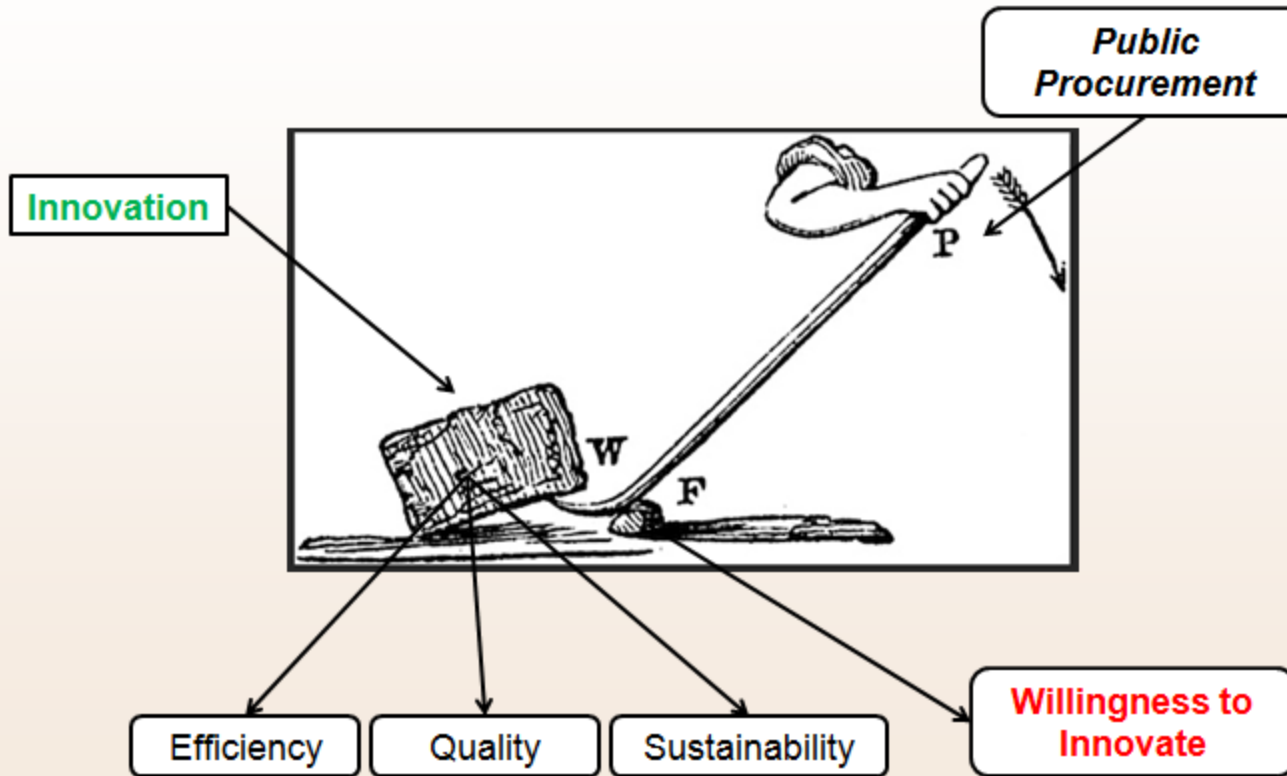
IDENTITY/SKILLS OF THE STAFF: NOT A “CLEANER” BUT A “COMFORT ASSISTANT”
DESIGN MANAGEMENT PROCESS AND A STRUCTURE TO ACT PARTNERSHIP
A DEDICATED NEW INFORMATIVE SYSTEM (MIDDLEWARE) OWNED BY THE HOSP

ENVIRONMENT SUSTAINABILITY:

MATERIALS, EQUIPMENT, USE OF ENERGY AND WATER, LABOUR EFFICIENCY...

**A PLATFORM FOR CONTINUOUS IMPROVEMENT AND INNOVATION
IN A PROGRESSIVE ACTION, MANAGED IN PARTNERSHIP WITH
THE PROVIDER (PLAN AND ACHIEVE RESULTS ON QUALITY, TIME, COSTS..)**

THE LEVER





they are us, we are them.

Sandro Bartocconi
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