



**EcoQUIP**

Delivering Efficiency, Quality and Sustainability in Healthcare

# **INTEGRATED PEOPLE CENTERED AND ENVIRONMENTALLY SUSTAINABLE FACILITIES SERVICES**

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1,9 km long – 500 mts large, 30 pavillions

# OVERVIEW OF THE PROJECT

## 1. The project main goal

Transforming 'soft facility services' delivery through innovation procurement for a 27 Pavilions Hospital, with over 1500 beds a large out patients service, spread in a large area in the centre of Bologna .

## 2. The issues to tackle

The issues were related to the long time due need of radical changes to satisfy unmet needs in the so-called 'Soft facility services', that is all the backroom functions that enable the hospital to maintain high standards of patient care and safety including cleaning, supply logistics, patient movements, laundry and welcoming.

## 3. The framework

The EcoQUIP activity has coincided with the development of the awareness by the General Management that the end of the contracts with several companies providing the services constituted the unique occasion for providing more advanced services, which innovative characteristics needed to be shaped with a new approach

## 4. The EcoQUIP experience

The guidance and inputs provided by the coordinators of the project ,activities such as Peer Learning and Leadership Workshops have provided the possibility of a most valuable and successful experience.

# Main Outcomes

## 1. The specific conditions

The complex of services concerning the European project EcoQUIP and matter of the tender to be issued have a value of about 25 Millions euro per year, in total **225 Millions euro** in 6+3 years . This has made the Team, with the advice of the coordinators, to start with performing a Pilot test.

## 2. The main outcomes

Historically these services have been provided by different suppliers, with activities and tasks being carried out by external and internal staff. The consultative process has allowed to accurately understand the present situation, to define the unmet needs and an outcome based requirement, which could be communicated to the market.

The core unmet needs were identified as:

- clearly defined interface between the service company staff and the in-house staff
- data collection for work management and monitoring done by the provider with interface accessible to the hospital
- common agreement for progressive innovation over the life of the contract

## Initiatives and Lessons for others

1.

The S.Orsola University Hospital is proposing to other public authorities in the Health sector to hold at least a couple of initiatives:

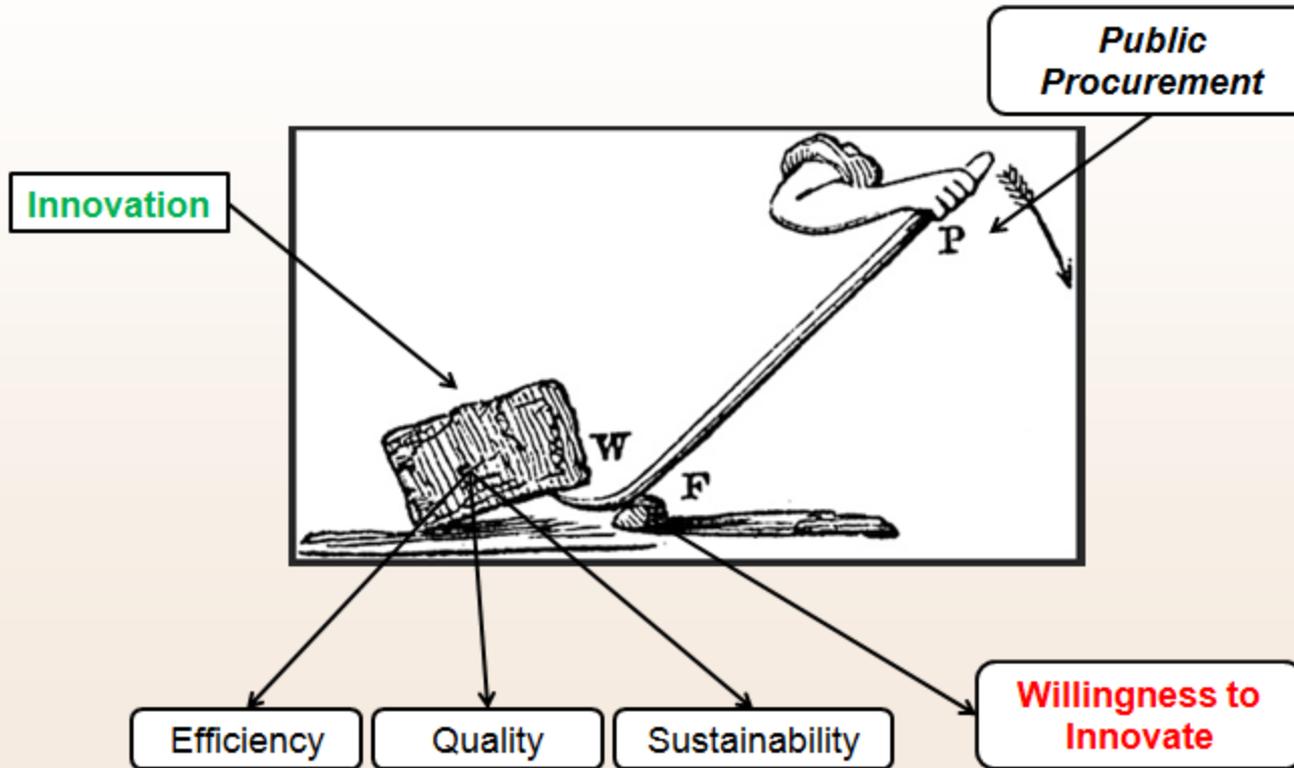
- addressed to hospitals staff of the Region Emilia-Romagna to illustrate and discuss the value and result of the methodology of detect and make surface unmet needs.
- The second for hospital managers to discuss the importance and the potentiality of PPI.

### 2. Understanding PPI

The Lessons that need to be widely communicated concern:

- A. the full understanding of the concept of “innovation as a mean to detect and solve unmet need”, helping the public administration to evolve on one hand, the suppliers to research and evolve too.
- B. the process to get innovation for the public administrations and government is not an adventure in “unchartered waters”, but a way to stimulate a public environment to be optimistic (changes can happen also in the public sectors), and proactive spending energy to search for improved solutions for patients as well for the sustainability of Hospitals and healthcare sector.

## THE LEVER



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