

**A National Program to improve person centeredness
in hospital through a partnership with citizens**
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The attention to person-centered care has played a crucial role in the international scientific debate over the last 25 years. Its relevance has been acknowledged in Italy by the recent “Pact

for Health 2014-2016”, a plan agreed jointly by central and regional governments, and by the new framework for Accreditation of healthcare facilities.

In 2011 The Italian National Agency for Regional Healthcare Services (Agenas) launched a National Program whose objective was to improve person centered care in hospitals through a participatory assessment methodology based on a partnership between professionals and citizens. An innovative participatory procedure and a checklist for person-centeredness enhancement has been developed and used in Italian hospitals. Trained équipes composed of citizens and professionals filled in the checklist during an on-site visit then the collected data were sent to Agenas that created a National database. The data were analyzed by Agenas and sent back to Regions, hospitals and équipes for local public dissemination. Improvement plans were jointly identified and carried out by hospital professionals and citizens.

In the period 2013/2014, a total of 287 (public and private – accredited) Italian hospitals were assessed. About 600 citizens and professionals were properly trained on the use of the checklists and on the participatory method. In 2017, the second assessment phase of the National program was launched (currently underway) and more than 400 hospitals were evaluated.

The program has shown the effectiveness of the partnership between organizations, professionals and citizens to improve person centeredness in hospitals through the implementation of a Plan-Do-Check-Act cycle.

Key messages:

- Innovative participatory evaluation methodology to improve person-centered care in hospitals has been defined and implemented at national level.
- More than 400 hospitals are participating.