Valorising Public Health activities, a regional shared Methodology: Final Products 2017-20, Italy

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Issue:
Italian Public Health services still lack adequate measuring systems for effectiveness and sustainability, as well as standard definitions for many Public Health activities (PHA), meaning a shortage of data reflecting performance and generation of value. Within the Friuli Venezia Giulia region, the Final Products (FP) project created a process-based management system for PHA to support scheduling, allocation of resources and the assessment of quality and appropriateness.
Description of the Problem:
From June 2017 to October 2018, 68 Public Health professionals (PHP) from 10 Public Health areas composed flowcharts and dossiers for 102 processes (named FP). Within each of them, they traced and collected PHA in a regional glossary of 184 items, providing standard definitions for them. A Committee of 18 PHP from the original team validated the system to perform from June to July 2019 a valorisation phase, in which all regional PHP were asked to valorise PHA through a matrix-based assessment in terms of personnel involved and time required.
Results:
Valorisation was performed by 445/557 PHP (80%). Data were analysed both as a regional output and as grouped for Public Health district, allowing comparative assessments. A Summary Document (SD) for each FP was created, tabulating time and personnel data. SDs will be returned to the Committee in 7 regional meetings (February-October 2020), one for each Basic Healthcare Levels (A-G) category, and a wrap-up document will be presented to regional policymakers in November 2020.
Lessons:
The project allowed the region to acquire a document summarising process standards for PHA. Mapping and standardising processes while framing the current organisational set-up defined more clearly the role of all PHP within Departments of Prevention to add value to each professional figure. Time quantification, especially, showed different approaches to PHA and processes among different regional Public Health settings.
Key messages:
- Process management can be successfully used to identify current specific issues in Public Health activities, in order to implement solutions based on a shared methodology and reliable data.
- Departments of Prevention can make output assessments easier and better structured through the application of process analysis and managerial competencies.