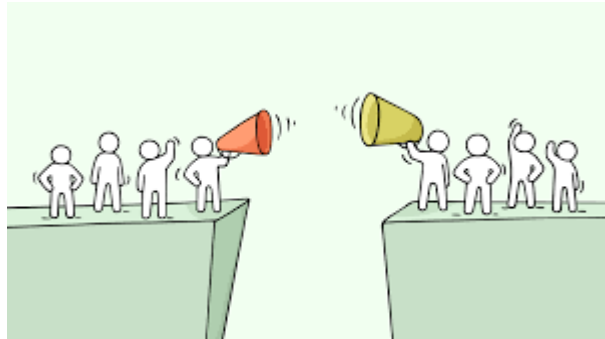


Fiducia nel Servizio Sanitario Nazionale

Prof.ssa Sabina Nuti
Rettrice Scuola Superiore Sant'Anna Pisa

Il tema parte da lontano ... 2009...

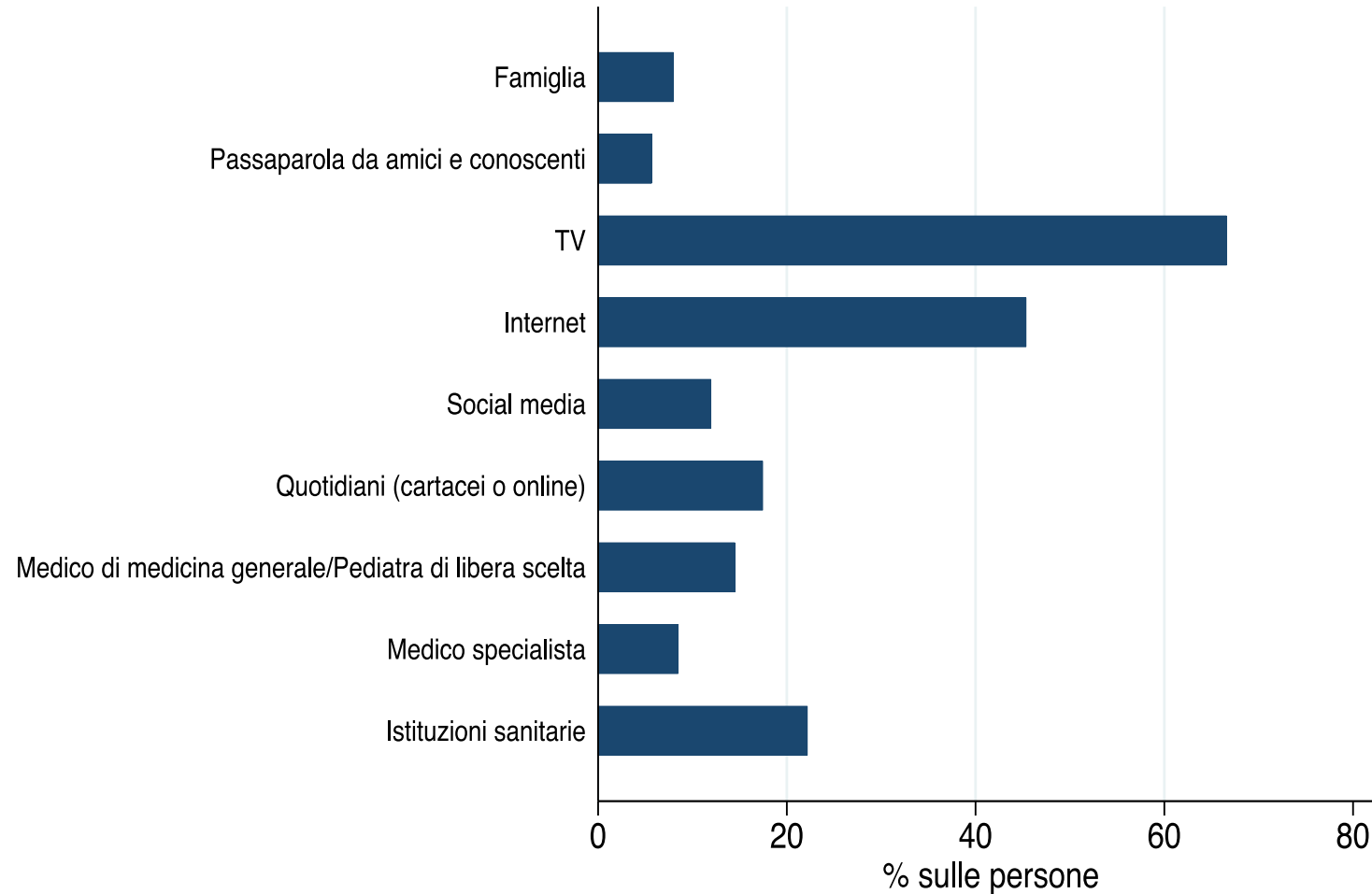


I cittadini hanno fiducia nel SSN se il sistema si fa conoscere, si fa misurare, è trasparente, è aperto al confronto, non è un'isola...

I cittadini vogliono ricevere le informazioni dal SSN



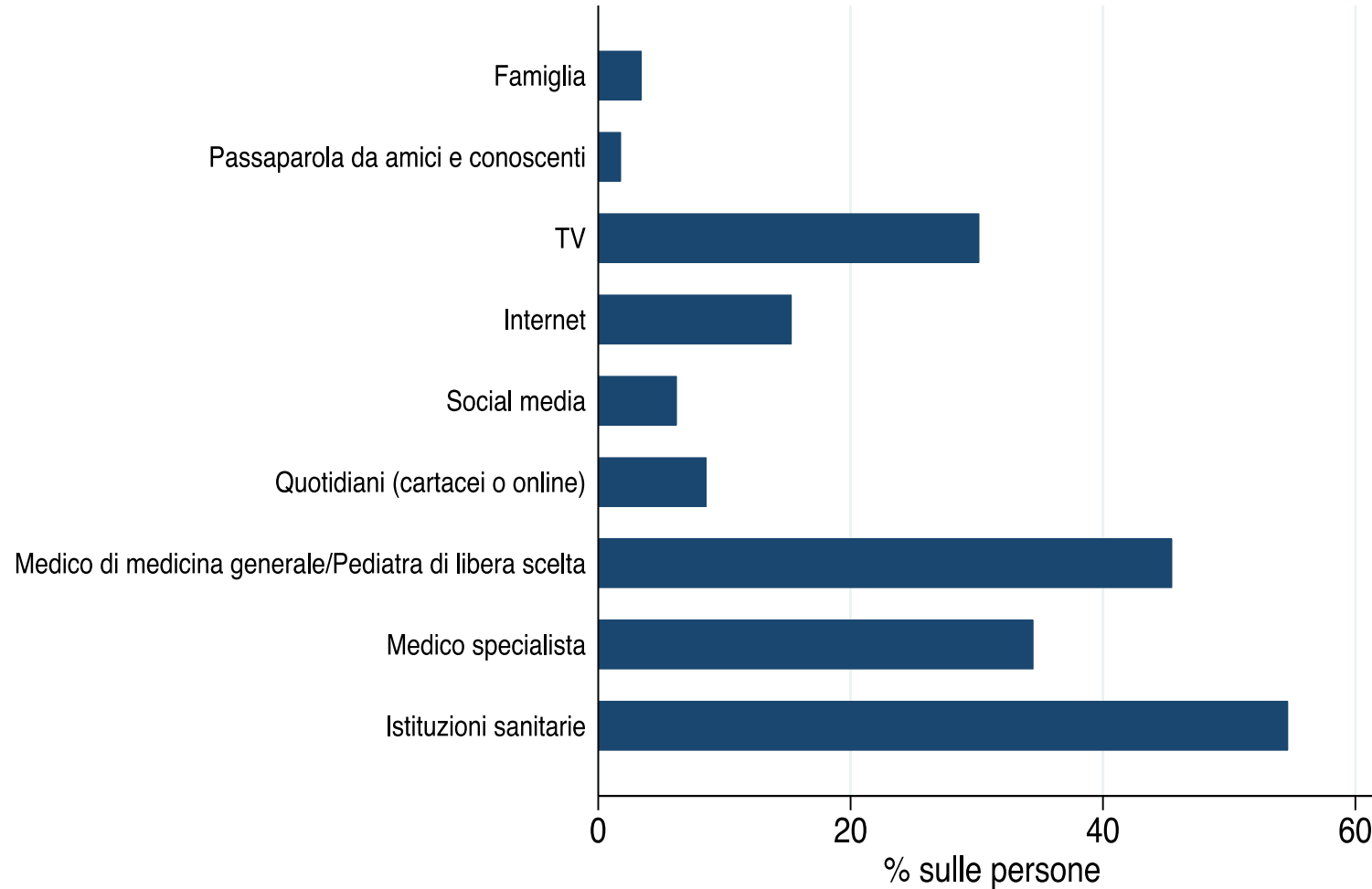
Da chi ha avuto maggiori informazioni sul COVID-19?



n = 12322



Da chi vorrebbe maggiori informazioni sul COVID-19?



n = 12322

Il vaccino e la vaccinazione contro il COVID-19: La propensione della popolazione italiana ad aderire alla campagna vaccinale

A cura del Laboratorio Management e Sanità (MeS) della Scuola
Superiore Sant'Anna e dell'Agenzia Nazionale per i Servizi sanitari
regionali (AGENAS)

Febbraio 2021

Indagini Esperienze dei pazienti

Anno 2021



Indicatori PREMs Ricovero Ordinario Regione Toscana -

Presidio	D19.1.1 Rispetto e dignità - med	D19.1.2 Rispetto e dignità - inf	D19.1.5 Parlare come se paziente assente - med	D19.1.6 Parlare come se paziente assente - inf	Presidio	D19.3.3 Colloqui con famiglia ri	D19.3.4 Coinvolg imento paziente	D19.3.5 Accoglie nza gentile	D19.5.2 Pulizia del reparto	D19.8 Gestione del dolore	D19.9.3 Lavoro di squadra	D19.9 Valutaz. comples siva	D19.10 Willingn ess to recomme nd
AOU Pisana	96.2	93.6	90.0	89.1	AOU Pisana	85.0	87.0	94.9	77.4	91.5	88.8	90.8	95.4
Meyer	93.7	93.4			Meyer		83.5	91.2	73.4	90.4	85.0	88.9	92.6
Fond.Monasterio	97.3	96.9	88.7	90.9	Fond.Monasterio	86.9	88.1	97.6	83.0	92.6	92.8	94.8	98.8
FTGM-Pisa	97.3	97.1	90.4	91.4	FTGM-Pisa	86.1	89.0	98.4	83.0	91.9	92.9	95.2	98.9
FTGM-Massa	97.3	96.8	87.0	90.5	FTGM-Massa	87.5	87.3	96.8	83.0	93.0	92.8	94.5	98.6
AUSL Nord Ovest	93.7	92.5	88.7	87.3	AUSL Nord Ovest	81.0	82.3	94.1	77.0	89.4	84.7	87.3	90.4
Ospedale delle Apuane	94.7	94.6	91.3	90.6	Ospedale delle Apuane	81.8	84.6	95.8	81.0	91.1	87.1	89.7	93.4
Presidio Ospedaliero San Luca	93.0	92.1	87.9	86.5	Presidio Ospedaliero San Luca	79.3	80.6	93.8	78.0	88.6	83.1	85.9	88.4
F.Lotti Pontedera	93.1	92.5	88.3	86.2	F.Lotti Pontedera	77.3	80.5	92.3	70.5	90.1	82.8	86.1	88.5
Riuniti Livorno	93.2	90.7	88.8	86.2	Riuniti Livorno	81.0	81.8	92.6	73.4	87.7	84.2	86.0	89.2
Civile Piombino	92.5	90.6	84.1	82.7	Civile Piombino	81.4	82.9	94.4	74.8	87.5	82.4	85.0	91.0
Civile Cecina	95.4	94.5	87.7	87.7	Civile Cecina	84.3	85.2	94.7	80.7	90.3	87.2	89.7	92.2
Civile Elbano Portoferraio	93.2	93.6	89.2	90.2	Civile Elbano Portoferraio	83.9	82.0	96.4	75.5	92.0	85.5	89.7	90.6
Ospedale Unico Versilia	94.0	91.5	87.3	85.8	Ospedale Unico Versilia	81.0	80.8	93.6	77.7	89.2	83.7	86.6	90.0
AUSL Sud Est	93.9	93.4	89.7	89.7	AUSL Sud Est	80.9	83.2	95.1	75.9	91.1	87.1	88.7	92.1
Civile Bibbiena	94.9	93.0	93.3	92.7	Civile Bibbiena	83.0	86.9	91.9	76.3	91.8	87.2	89.4	91.1
Val Tiberina Sansepolcro	96.1	92.5	90.6	89.0	Val Tiberina Sansepolcro	84.8	85.4	93.1	83.8	88.5	88.3	89.3	89.6
Area Aretina Nord Arezzo	94.4	94.3	89.9	90.0	Area Aretina Nord Arezzo	80.5	83.7	95.4	75.3	92.3	87.9	89.5	93.2
S. Andrea Massa M.ma	94.7	98.7	96.7	95.4	S. Andrea Massa M.ma	96.6	81.7	98.1	77.0	94.4	90.8	92.8	96.1
S. Giovanni di Dio Orbetello	83.1	80.2	78.6	81.8	S. Giovanni di Dio Orbetello	72.8	72.2	94.8	76.0	74.3	73.5	74.4	79.0
Toscana	95.0	93.3	89.3	88.5	Toscana	83.0	84.7	94.5	77.2	90.6	87.0	89.3	93.2

I cittadini vedono e ascoltano... la loro esperienza e soddisfazione dipende dalla capacità di comunicazione del personale sanitario e dalla capacità del personale sanitario di lavorare in squadra

Perché i professionisti devono sapere per poter attuare il cambiamento

Più i professionisti ospedalieri conoscono i risultati delle indagini ai pazienti, più l'esperienza del paziente migliora, in particolare rispetto alla comunicazione medico-paziente.

(+ 0,35 punti per ogni 1% in più di conoscenza)

Murante, A. M., Vainieri, M., Rojas, D., & Nuti, S. (2014). Does feedback influence patient-professional communication? Empirical evidence from Italy. *Health Policy*, 116(2-3), 273-280.



The current issue and full text archive of this journal is available on Emerald Insight at:
<https://www.emerald.com/insight/1754-2731.htm>

Reverse compassion: value-in-use and value-in-context of healthcare services during crisis

Healthcare services during crisis

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Abstract

Purpose – Using data from a continuous and ongoing cross-sectional web survey on hospitalisation service experiences in two Italian regions, the authors used multilevel and multivariate logistic regression models to identify factors related to users' demographics, emotional and informative support, technical and physical aspects of the provision, influencing satisfaction and willingness-to-recommend, before and during a crisis.

Design/methodology/approach – The value-in-use, defined in terms of a positive or negative value given by the experience with services, can be evaluated by users and influenced by the context of provision. The authors tested whether and how the value-in-use of services changed in a context of crisis. This study is applied to the healthcare sector during the coronavirus disease 2019 (COVID-19) epidemic, by evaluating the impact of the pandemic on hospitalisation experience.

Findings – Overall, analyses of 8,712 questionnaires found a greater value after the pandemic spread. In a time of crisis, technical and informative aspects of care were found to be most valued by patients that may recognise the extraordinary professionalism of workers during the crisis.

Research limitations/implications – This study empirically suggests that context can affect the evaluation of value-in-use by patients during unprecedented circumstances, producing additional value-in-context.

Practical implications – These findings imply that during critical periods where there is less scope for expressions of gratitude and appreciation towards front-line workers, user-reported data can be used for motivating professionals and increase resilience. These results reiterate the need to continue collecting and reporting the service users' voices, including as activity within plans for managing challenging situations.

Social implications – The level of healthcare system distress, due to the COVID-19 epidemic, positively affects patients' propensity to recommend, which the authors suggest is driven by healthcare services' feelings of reverse compassion. These findings imply that during critical periods where there is less scope for expressions of gratitude and appreciation towards front-line workers, user-reported data can be used for motivating professionals and increase resilience, which can have positive social implications. These results reiterate the need to continue collecting and reporting the service users' voices, including as activity within plans for managing challenging situations.

Originality/value – Research based on the intersection of theoretical and empirical research regarding value-in-use, value-in-context and service quality measured through user experience is scarce, in particular in the healthcare sector. The authors' findings set the direction for future research on the influence of context on value creation and value creation's perception by users, on the concept of reverse compassion and on reverse compassion's impact on organisational well-being, particularly in times of crisis.

Keywords Value-in-use, Value-in-context, User experience, Service quality, Healthcare, Crisis

Paper type Research paper



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The TQM Journal
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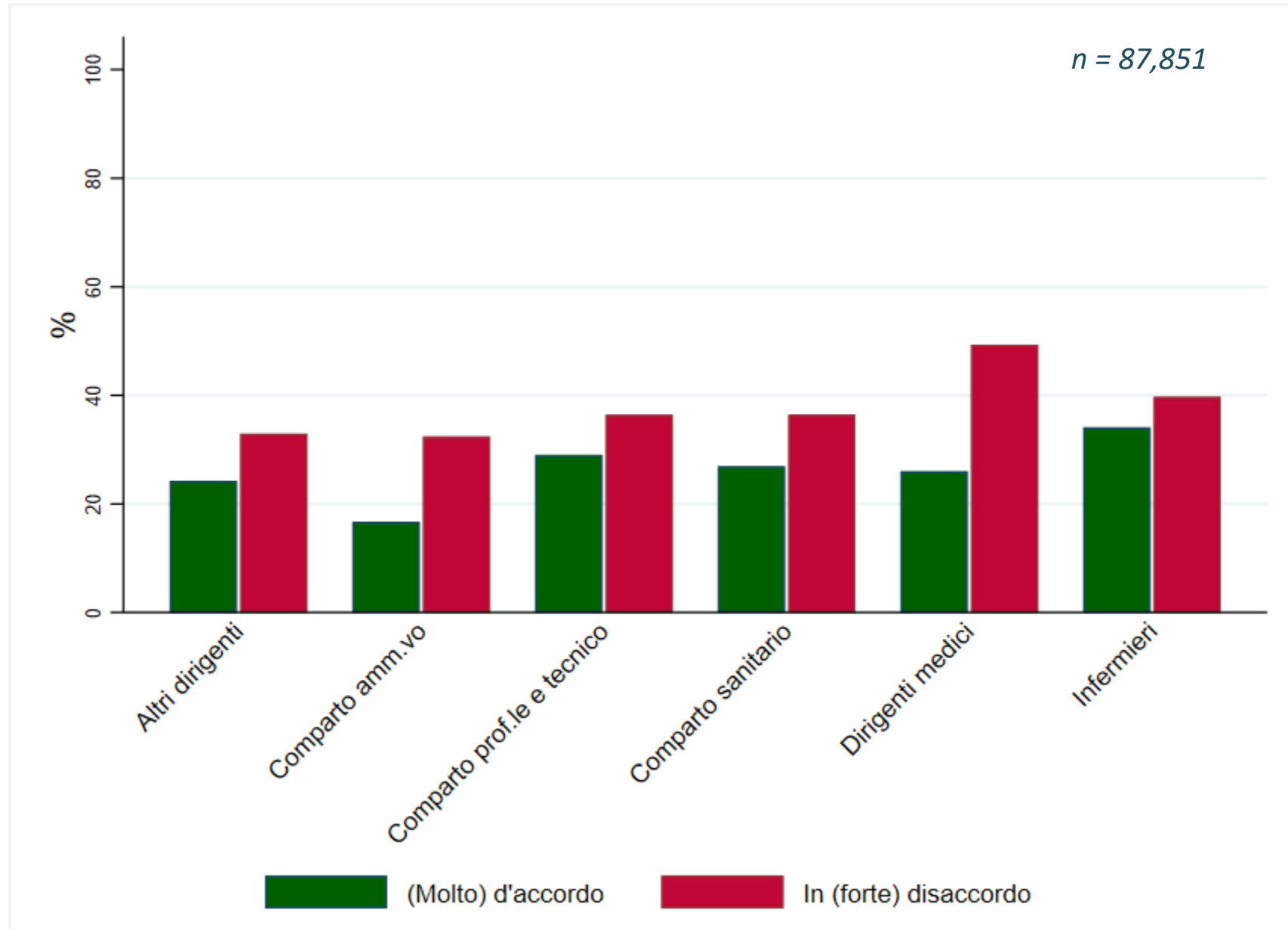
Reverse Compassion

Patient experience with health care services in times of pandemic: Evidence from Italy

De Rosiis, S., Gilmore, K. J., & Nuti, S. (2023). Reverse compassion: value-in-use and value-in-context of healthcare services during crisis. The TQM Journal, 35(9), 332-351.

Gilmore, K. J., De Rosiis, S., & Nuti, S. (2020). Do Patient Preferences Change in a Pandemic? Exploring Italian Patient Reported Experience data during the COVID-19 Crisis. Value in Health, 23, S682

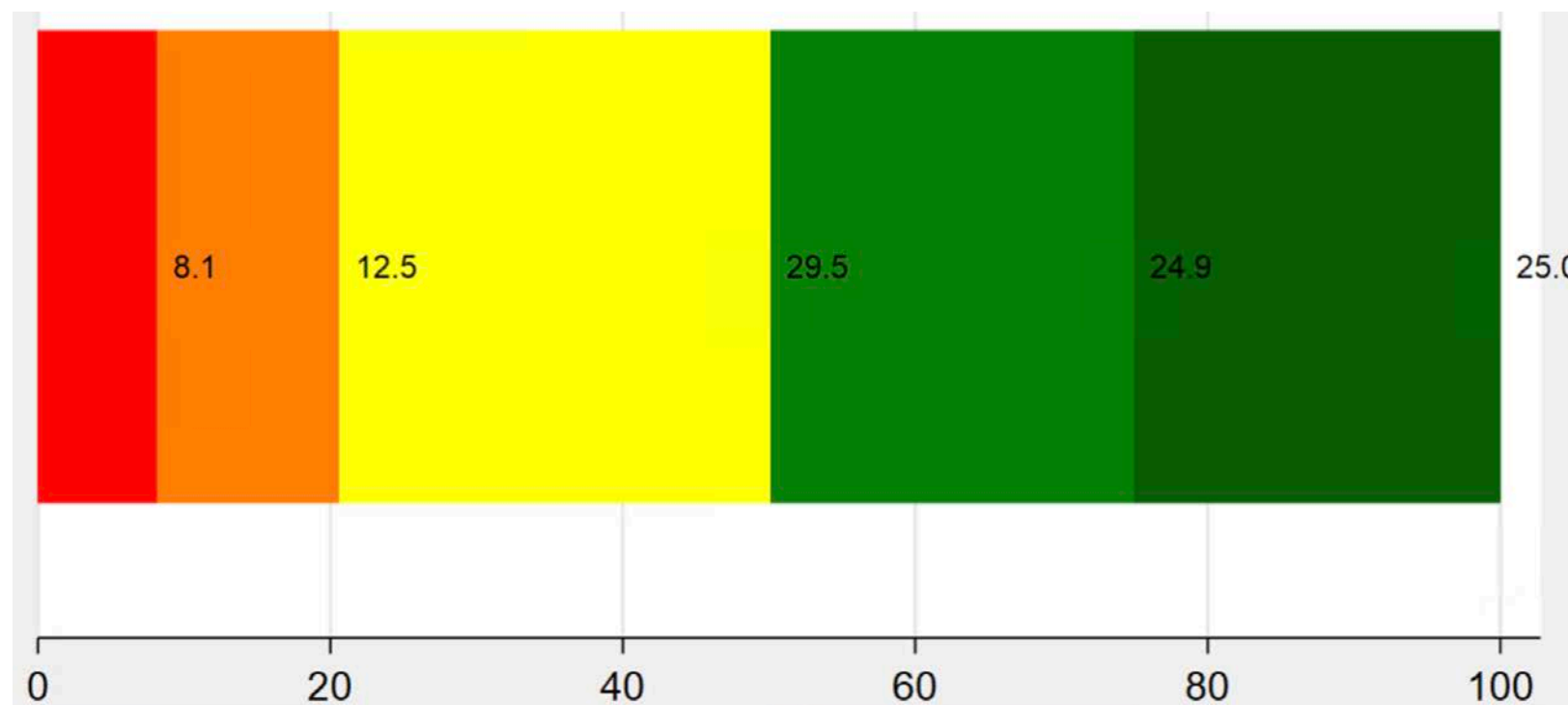
Ho avuto modo di partecipare ad attività formative per migliorare la comunicazione con gli utenti



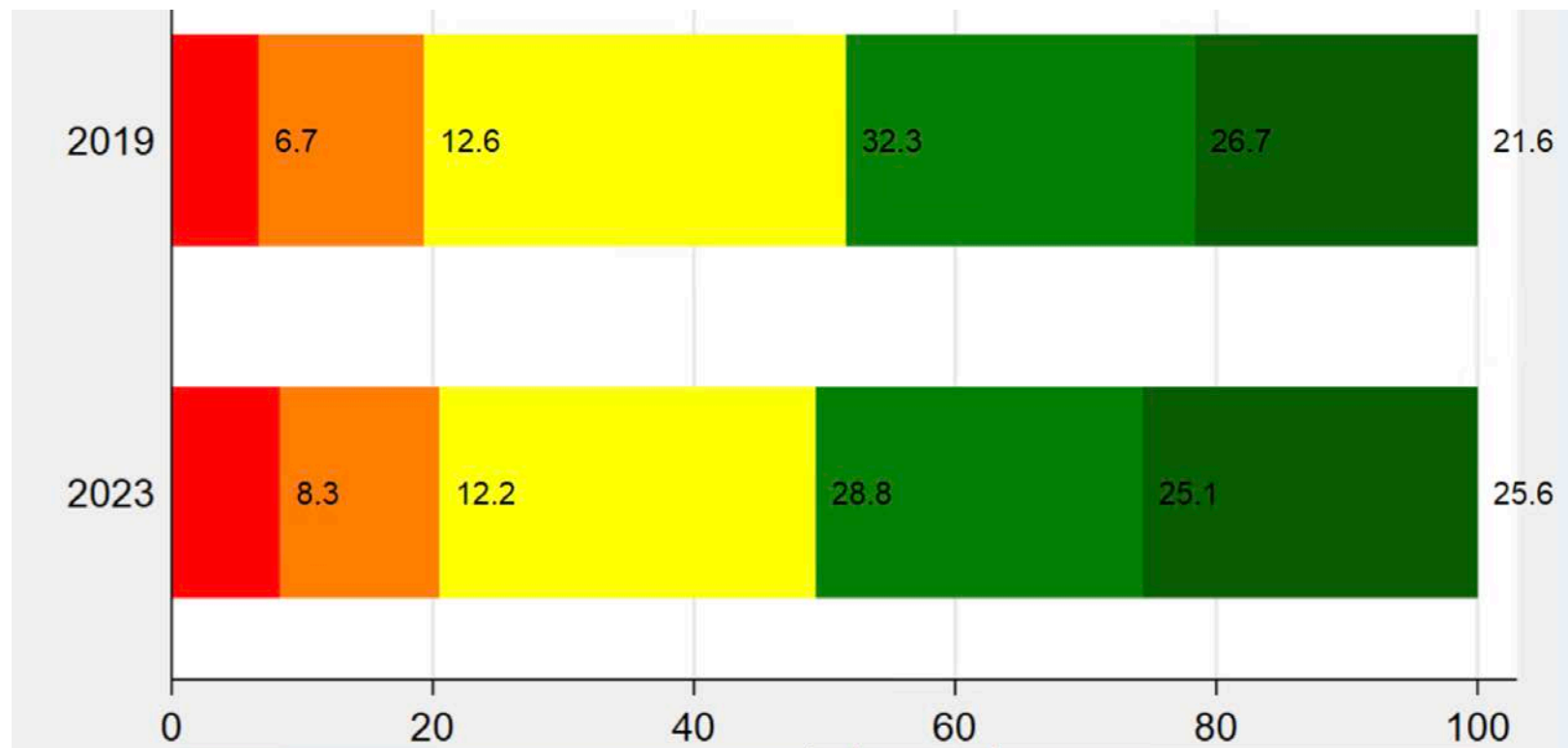
I cittadini hanno fiducia nel sistema se per primi gli operatori del sistema hanno fiducia nel sistema...

Sono orgoglioso di lavorare per il Sistema Sanitario Nazionale (SSN) italiano

Indagine di clima organizzativo SSR Veneto e Toscana 2023

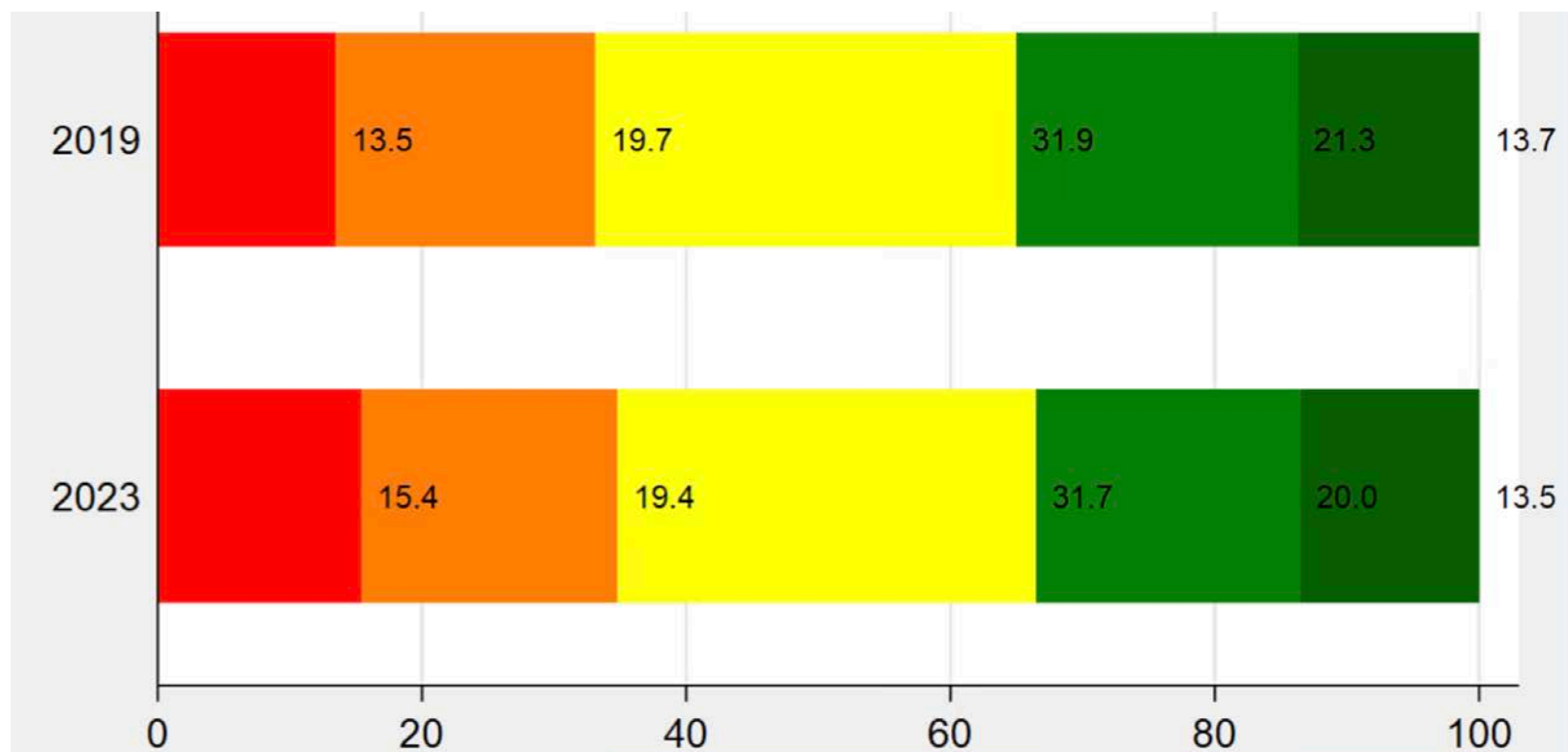


Sono orgoglioso di lavorare per il Sistema Sanitario della mia Regione

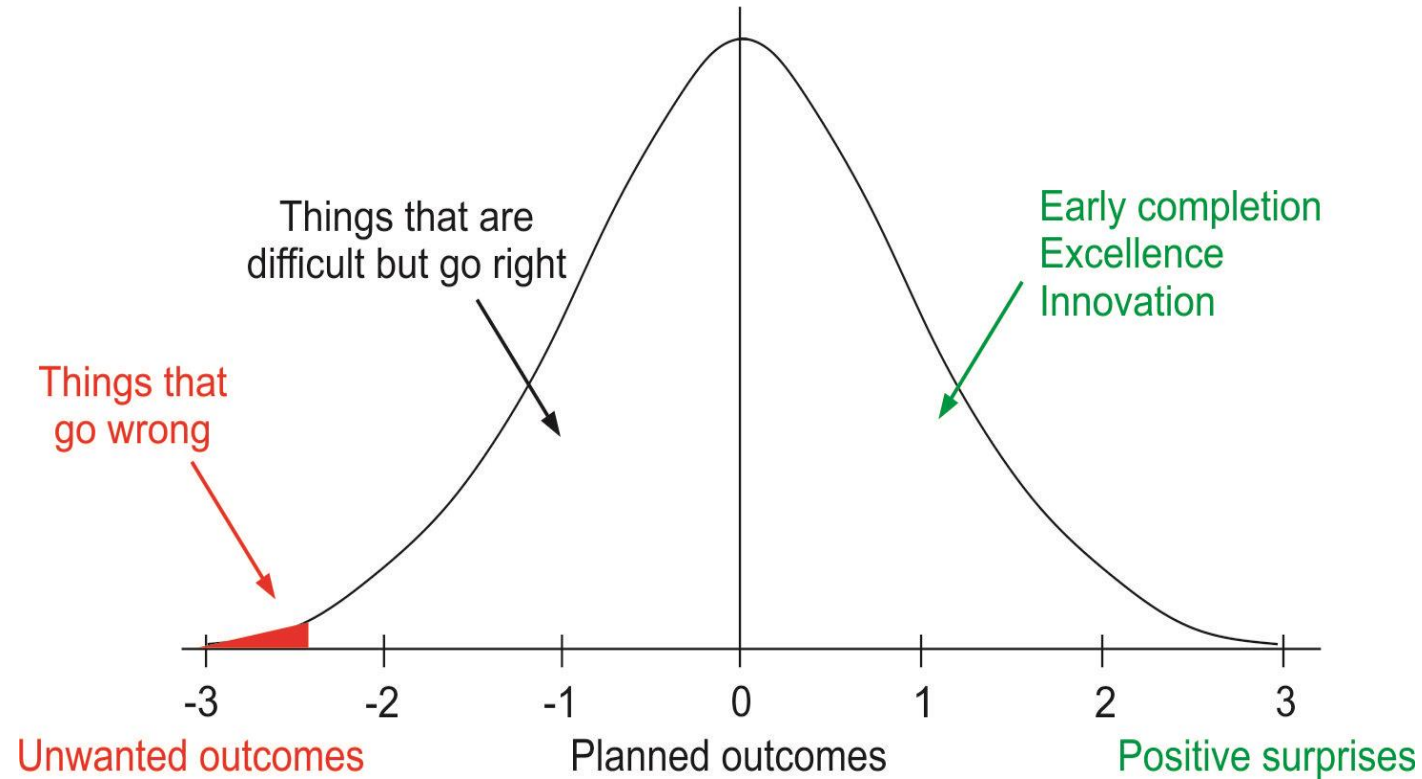


n = 95899

Sono orgoglioso di dire agli altri che lavoro in questa Azienda



Things go right much more often than they go wrong



Hollnagel E, Wears RL, Braithwaite J. *From Safety-I to Safety-II: A White Paper. The Resilient Health Care Net: Published simultaneously by the University of Southern Denmark, University of Florida, USA, and Macquarie University, Australia, 2015.*

Join an Incredible Community

...and Make the World a Better Place



Role Description

Family Support Service volunteers serve as a liaison between family, physicians and other medical staff and concentrate on providing comfort and emotional support to family members at Eden Medical Center.

Volunteers will be based in the Emergency Room. Eden Medical Center is a Level II Trauma Center in Alameda County.

Requirements and Qualifications

Candidates who qualify will display:

- Friendly, positive, helpful and professional attitude
- Work well with patients, family members and staff
- Ability to display compassion and have a caring nature
- Ability to make a one (1) year commitment

Family Support Volunteer at Eden Medical Center