



*Azienda Ospedaliera
Ordine Mauriziano
di Torino*

ORGANISATION

A.O. ORDINE MAURIZIANO

Content

Organisation	4
Presentation	4
1. General Management.....	6
Nursing Department	6
Activity	7
Aim:	7
Functions and duties:.....	7
Customer Care Department.....	8
Functions and duties:.....	8
Prevention and Protection Services.....	9
Activity	9
Occupational Health Division.....	10
Activity.....	10
Training	11
2. Administrative Management.....	12
3. Operating Management.....	13
Umberto 1st Hospital Facility Management.....	13
Activity	14
Publications (Articles in detail and Congress Abstracts).....	15
Nutrition and Food Services.....	16
Activity.....	17
Training	18
Scientific and Research Activity.....	19
4. Board of Auditors.....	20

5. Administrative and Essential (Capital, Estates, Facilities) Department.....21

General Affairs and Communications Division.....	22
Activity.....	22
Economic and Financial Division	23
Functions and duties:.....	24
Workforce Division.....	24
Activity	25
Organisational Development and Human Resources Division.....	26
Activity	27
Facilities Division.....	28
Activity	28
Information Technology Division.....	29
Activity	30
General Maintenance Division.....	32
Activity.....	33
Management Control Division.....	34
Functions and duties:.....	34
Asset Division.....	35
Functions and duties:.....	35

6. Wards and Services.....37

Department of General (Internal) Medicine	37
Accidents & Emergency Department.....	37
Department of Maternal and Child Health	37
Surgery Department	37
Cardiovascular Diseases Department.....	38
Clinical Diagnostic Pathology Department.....	38
Oncologic Diseases Department.....	38
Neurological Rehabilitation Department	38

Organisation

Due to the high social value of the medical activity undergone in the Health Care Institution “Ordine Mauriziano di Torino”, the *Regione Piemonte*, under the regional law no.39 of December 24th, 2004, establishes the *Azienda Ospedaliera Ordine Mauriziano di Torino*, that is the *Public Hospital “Ordine Mauriziano di Torino”*, with a public legal personality and an autonomous organisation, administration, assets and liabilities, accountability, management and technology.

For a deep understanding of the law you can access the complete text at the following link: [Legge regionale n.39 del 24/12/2004 \(175.18 KB\)](#)

Organisation:

1. General Management
2. Administrative Management
3. Operating Management
4. Board of Auditors
5. Administrative and Essentia (Capital, Estates, Facilities) Department
6. Wards and Services
7. Where we are

Presentation

The *Public Hospital Ordine Mauriziano di Torino* distinguishes itself from the other healthcare institutions from Piemonte by the high specialisation areas supported by a highly professional base healthcare area well developed and dedicated to the protection of frailty. The Hospital consists of *The Hospital Facility “Umberto I” di Torino* (derived from the chivalry Order of Saints Maurice and Lazarus), located in Largo Turati no. 32 – established in 1881 and expanded with numerous pavilions during the last century. The hospital has always been a facility connected to the territory, capable of answering to the citizens' healthcare demand, of guaranteeing full attention, earnestness and honesty towards the patient, in a complete respect of the human dignity. The safeguard of the population's health is pursued by all the social, politic, economic and volunteering components of the region and province. Regarding the quality of the services supplied, the hospital considers of utmost importance the following organisational principles and choices:

1. the emphasis of the hospital's professional excellences and of the experienced collaboration of the multidisciplinary and multi-professional groups, which is an added value of the hospital's reality within an actual clinical management perspective;
2. the safeguard and the growth of the operators' and patients' competence, by means of an organisational model based on care intensity, orientated towards the boost of the cultural and behaviouristic mechanisms of healthcare promotion and education.

In general terms, the Hospital Facility is organised according to a healthcare model which considers

both hospitalisation activities (ordinary and day hospitalisation) and ambulatory care. Each specialised ward has its own inpatient ward. Furthermore, this organisational model emphasises the importance of complete care cycles organised within each specialised ward according to the required care intensity.

Notably, the *A.O. Ordine Mauriziano* is one of the hospitals awarded the “3 bollini rosa” in 2010 by the National Observatory for Women’s Health, the supreme recognition of the high degree of attention towards female inpatients, feminine pathologies and the entire process of giving birth (The “*Bollini Rosa*” is a program started by the National Observatory for Women’s Health with the aim of individuating and awarding the Italian hospitals “close to women” which pay attention to the feminine pathologies). As described by the following document, at the central attention of the *A.O. Ordine Mauriziano* hospital lays the patient: [Il paziente è al centro del mondo ospedale \(66.98 KB\)](#).

THE HOSPITAL IN FIGURES:

TOTAL ACCREDITED NO. OF BEDS: **402** for ordinary hospitalisation and **46** for day hospitalisation

NO. OF ORDINARY ADMISSIONS: **15.164**

NO. OF ADMISSION IN DAY HOSPITAL AND DAY SURGERY: **7741**

1. General Management

Chief Executive:

Vittorio BRIGNOGLIO

Secretary's office

Telephone: 011.508.2210 – 011.508.2300

Fax: 011.508.2502

Email: direzionegenerale@mauriziano.it

Press Office

The Press Office manages the relations with the information organisms (mass media).

Press aid:

Chiara MASIA

Contacts:

Telephone: 011.508.5297 – 011.508.5150 – 011.566.2777

Fax: 011.508.2101

Email: ufficiostampa@mauriziano.it

Address: Via Magellano no. 1, 1st floor, Turin

Nursing Department

Director of Nursing

Graziella COSTAMAGNA

Contacts:

Telephone: 011.508.5193 – 011.508.2759

Email: gcostamagna@mauriziano.it

Deputy Director of Nursing

Maria Cristina FAVERO FRA

Contacts:

Telephone: 011.508.5402

Email: mfavero@mauriziano.it

Secretary's Office

Maria Teresa TROVO'

Loredana TOSARINI

Contacts:

Telephone: 011.508.5316

Fax: 011.508.5196

Address: Via Magellano no. 1, 1st floor, Turin

Activity

Aim:

- To guarantee the continuum adjustment of the quality and quantity of the services offered at the users' express request, according to the methods considered appropriate in terms of effectiveness, efficiency and quality of the welfare and medical support processes.
- To contribute to the guarantee of the full integration of the different persons appointed to the distribution of the healthcare services.
- To promote the culture of organisational integration and of multi-professional practice.
- To insure the adoption and the dissemination of the Service's intern decisional processes according to professional ethic values.
- To guarantee the effectiveness, efficiency, quality and appropriateness of the nursing, medical, rehabilitation, midwife and accommodation services.

Functions and duties:

- To plan, manage and control all functions concerning the nursing services and welfare support.
- To promote, design and develop innovative organisation, management and appreciation models of the nursing and welfare services' roles.
- To participate in the planning, drafting, negotiation, and checking of the hospital's objectives and of the productive departments' budgets.
- To plan the requirements and the purpose of the nursing, rehabilitation, medical resources and to support the productive departments.
- To outline the management policy regarding welfare and nursing services, according to the hospital's strategies and methodical guidelines for the organisation of the Service, and to manage the assigned resources.
- To single out the formative requirements common both to nursing and medical staff and the levels of coordination of the nursing service.
- To coordinate the management functions of the Departmental Coordinators at the level of hospital facility and to functionally integrate the management of the nursing and medical organisation in the Hospital Facility's Management.
- All responsibilities assigned to this department are part of the Director of Nursing's duties.

In the discharge of his duties, the Director of Nursing avails himself of collaborators from different departments.

The specific management duties of the nursing and medical resources are guaranteed by the Departmental Coordinators and the Facilities Coordinators.

Customer Care Department

Head of Customer Care

Chiara MASIA

Contacts:

Telephone: 011.508.2361 – 011.508. 5150

Fax: 011.508.2101

Email: urp@mauriziano.it

Address: *Rosselli* Corridor no.2 and 9

Hours: Monday to Friday 8.30 -15.30

Functions and duties:

- To inform users about structures, services offered and access methods.
- To help users benefit of the services offered, even by explaining the legislative and administrative provisions, and to inform them about structures and the duties of their respective administration.
- To systematically reveal the users' satisfaction regarding the services offered and their perceived quality.
- To protect the users' rights by acknowledging comments, reports and complaints.
- To solve problems and/or activate preliminary procedures provided by the Customer Protection Rules.
- To manage the intern relations in order to guarantee the mutual information between the customer care department and the other administrative structures, as well as between the customer care departments of different administrations.
- To draft and disseminate informative material.
- To organise and carry out the *Conferenza dei Servizi* (conference of administrative departments on services).
- To get in touch with the information organisms (mass media), thus ensuring a maximum degree of transparency, clarity and timeliness of the information to be provided regarding issues relevant for the administration.
- To guarantee the fulfilments connected to the organisation of reception services.

Prevention and Protection Services

Director of Prevention and Protection:

Alberto MAGNETTI

Risk Assessment Office

Director of Risk Assessment:

Claudio BARACCO

Risk Assessment Officers:

Annamaria AIMONE

Calogero MESSINA

Mario ROSSETTI

Laura SANDRONE

Clorinda SCALICI

Technical Assistant:

Annalisa MASIERO

Contacts:

Telephone: 011.508.2081 – 011.508.2626

Fax: 011.508.5105

Email prevenzione@mauriziano.it

Address: Pavilion 12, 2nd floor (12C)

Activity

The Prevention and Protection Services perform mainly the role of risk analysis. Its evaluation activity is addressed to all departments and areas inside the hospital's premises, with the purpose of preventing occupational hazards and pathologies.

In order to guarantee the salubrity of the premises and the welfare of the parties present inside the structure, the Prevention and Protection Services check the correct implementation of workplace hygiene and safety provisions by inspecting the hospital's premises.

The Prevention and Protection Services, in full obedience of the law in force regarding the occupational health and safety (Leg. Decree **9 April 2008, n. 81** modified by Leg. Decree 106/2009), supports the employer in the risk factors' management. According to the law in force, the latter has the responsibility of guaranteeing the workplace's safety.

This occurs by:

- individuating, evaluating and managing the risk factors;
- implementing precautionary measures qualified to eliminate or attenuate the risk factors;
- providing protection devices;
- training the staff about the work related risks and about the procedure to follow in case of emergency.

Once the evaluation has been completed, the Prevention and Protection Services draft a Risk Assessment Report which is updated each time the working cycle is modified or when the technical developments require it.

Occupational Health Division

Team:

Consultants:

Giantommaso PAGLIARO (reporting)
Gualtiero CUGLIARI

Healthcare workers:

Silvana GARABELLO
Daniela BOSI
Silvana TINI

Contacts:

Telephone: 011.508.5184 – 011.508.5185

Fax: 011.508.5183

Email: medlavoro@mauriziano.it

Address: Pavilion 2D, 3rd floor

Activity

The Occupational Physician performs his/hers activity for the employees of the *Ordine Mauriziano* Hospital and the university *Università degli Studi di Torino*.

The Division collaborates in healthcare promotion programs for the hospital's employees.

It performs consulting activity for the hospital's intern structures concerning the assessment of occupational pathology suspicions.

It performs consulting activity relative to Occupational Health (e.g. evaluation of chemical, ergonomic, psycho-social, occupational hazards risks and so on) for the general practitioners, occupational physicians, regional occupational physicians, private or public institutions' occupational physicians.

It performs occupational physician specific activities for the public and private companies working in convention with the hospital.

Training

It performs training activities relative to the occupational health and safety law in force.

It performs training activity relative occupational risk factors (e.g. chemical, physical, ergonomic, psycho-social hazards, and so on) in specific workplaces (healthcare, industrial, commercial areas, etc.).

It performs training activities in the domain of the First Aid for public and private institutions belonging to different working areas (healthcare, industrial, commercial areas, etc.).

2. Administrative Management

Chief Administrative Officer:

Chiara SERPIERI

Secretary's Office

Telephone: 011.508.2210 – 011.508.2300

Fax: 011.508.2502

Email: direzionegenerale@mauriziano.it

Address: Via Magellano no. 1, 1st floor, Turin

3. Operating Management

Chief Operating Officer

Giuseppe DE FILIPPIS

Email: gdefilippis@mauriziano.it

Secretary's Office

Telephone: 011.508.2210 – 011.508.2300

Fax: 011.508.2502

Email: direzionegenerale@mauriziano.it

Address: Via Magellano no. 1, 1st floor, Turin

Umberto 1st Hospital Facility Management

Director of Umberto 1st Hospital Facility:

Giuseppe DE FILIPPIS

Consultants:

Paola MALVASIO

Barbara MITOLA

Iolanda VIGNA

Arianna VITALE

Concerning Services:

- **Infection Prevention and Control**

Healthcare Collaborator: Silvia BAGNATO

Healthcare Collaborator: Roberta DEMARTINO

- **Outpatients Clinics**

Head Healthcare Collaborator: Elga GHIRONI

- **Disinfection and Mortuary Services**

Head Healthcare Collaborator: Giuseppe DELL'ANNA

- **Social Service**

Social Service Coordinator: Liliana PALA

- **Private Practice Activity**

- **Unified Appointment Booking Centre**
- **Medical Report and Registration Office**

Secretary's Office

Natalia BATTISTA

Antonio CAVALLA

Michela FALZONE

Loredana GHIGLIONE

Paola NERVO

Contacts:

Telephone: 011.508.5312 – 011.508. 5310 – 011.508. 2073

Fax: 011.508.2293

Email direziones@mauriziano.it

Address: *Turati* Corridor, Pavilion 12, ground floor

Hours:

Monday to Thursday: 8.30 – 17.00

Friday: 8.30 – 16.00

Activity

The *Umberto I* Hospital Facility Management is the link between the strategic apex of the hospital and its wards and service units. It performs fundamental actions of development and support of the various hospital realities.

Being above the wards and service units, from a management point of view, enables the *Umberto I* Hospital Facility Management to have an overall view and to promote transversal initiatives, which merge the answers to similar requests and which allow the setting of coherent, yet personalised, healthcare processes.

This transversal position of organisation over the wards and service units is also shared by other structures performing activities in favour of all users and employees of the hospital: Infection Prevention and Control Services, Occupational Health Division (the role of the occupational physicians is not limited to the functions previously described, but they also promote the employees' healthcare in collaboration with other corporate structures and offer their expertise to external users too), Risk Management, Accreditation and Quality.

The hospital's Social Service guarantees its own contribute to all admission and care structures, according to the provisions stipulated in the Hospital's Project.

Publications (Articles in detail and Congress Abstracts)

1. Malvasio P., Canevari M., Tartaglia B., Damasco M. Rigamonti M., Marmo G., Boggio Gilot C., Zucca M., Albano A., Vigna I., Fenu P., De Filippis G., Bruni P., "*PAI.... non una patatina, ma un buon esempio di collaborazione ospedale – territorio*" – Official Record 30, National Congress A.N.M.D.O. "*L'Azienda Sanitaria: quale direzione?*", Sorrento, September 23-24-25, 2004.
2. Malvasio P., Scalon C., Vigna I., Fenu P., De Filippis G., Rubiolio R., Bruni P., "*Un Ospedale storico tra esigenze di ieri e di oggi: l'urbanistica, l'organizzazione, l'edilizia sanitaria*" – Official Record 30, National Congress A.N.M.D.O. "*L'Azienda Sanitaria: quale direzione?*", Sorrento, September 23-24-25, 2004.
3. Fenu P., Malvasio P., Vigna I., Bruni P., De Filippis G. (2004), "*Un'iniziativa di razionalizzazione del consumo di farmaci presso l'Ospedale Mauriziano Umberto I di Torino*" – Official Record 30, National Congress A.N.M.D.O. "*L'Azienda Sanitaria: quale direzione?*", Sorrento, September 23-24-25, 2004.
4. Minniti D., Malvasio P., Fenu P., Vigna I., De Filippis G., Bruni P. (2005), "*Realizzazione del Piano di Emergenza Integrato per l'Azienda Sanitaria Ospedaliera Ordine Mauriziano di Torino*" – Official Record 31, National Congress A.N.M.D.O. "*La Direzione dell'Ospedale Competenze e Professionalità*", Monastier di Treviso September 22-23-24, 2005.
5. Minniti D., Gionco M., Fenu P., Vigna I., Malvasio P., De Filippis G., Bruni P. (2005), "*L'assistenza ambulatoriale in Ospedale: l'esperienza del Day Service specialistico presso l'ASO Ordine Mauriziano di Torino*" – Official Record 31, National Congress A.N.M.D.O. "*La Direzione dell'Ospedale Competenze e Professionalità*", Monastier di Treviso September 22-23-24, 2005.
6. Minniti D., Soragna A., Fenu P., Vigna I., Malvasio P., De Filippis G., Bruni P., "*Progettazione e realizzazione di un nuovo modello di Pronto Soccorso c/o il Presidio Ospedaliero Mauriziano Umberto I di Torino*" – Official Record 31, National Congress A.N.M.D.O. "*La Direzione dell'Ospedale Competenze e Professionalità*", Monastier di Treviso September 22-23-24, 2005.
7. Gionco M., Minniti D., Fenu P., Vigna I., Malvasio P., De Filippis G., Bruni P. (2005), "*Day Service Neurologico al Mauriziano*" - Torino Medica Anno XVI - October 10, 2005.
8. Brigato R., Caputo A., Pastorini S., Laudi M., Fenu P., Vigna I., Malvasio P., Bruni P., "*Antibiotico profilassi in chirurgia urologica*" – Urology/ vol. 73, S-5 2006 /p.23-27.
9. Pons D., Vigna I., Veronese N., Carillo P.C., Malvasio P., Pala L., Soragna A., "*Il servizio sociale in DEA: esperienza dell'Ospedale Mauriziano di Torino*" – Emergency Care Journal, no. 3, June 2007.
10. Vigna I., Bagnato S., Demartino R., Falco S., Mitola B., Soranzo ML., Vitale A., Malvasio P., "*L'informazione al paziente ed ai Volontari in Ospedale sulle Infezioni Correlate all'Assistenza: progettazione e sperimentazione di uno strumento condiviso*" – Official Records of the 7th National Conference ANIPIO, October 2010, poster abstract.
11. Mitola B, Vigna I., Malvasio P: et al., "*E' permesso: posso entrare?*" in poster book 36° National Congress ANMDO. Napoli, May 19-22, 2010.
12. Vitale A., Vigna I, Mitola B., Falco S., Malvasio P., "*Health Technology Assessment: L'Azienda Ospedaliera Ordine Mauriziano di Torino verso un nuovo future*" – Official Records of the 36th Congress ANMDO, Napoli, May 19-22, 2010.
13. Vitale A., Vigna I, Mitola B., Falco S., Malvasio P. Frigerio M., Favero F., "*Il percorso nascita e la promozione dell'allattamento al seno in un'esperienza di integrazione ospedale territorio per l'assistenza e la cura della coppia mamma bambino*" – Official

- Records of the 44th National Congress SITI, October 3-6, 2010, Venice.
14. Favero Fra M., Vinci A., Bori I. Sismondi P., Defabiani E., Frigerio M., Vitale A., “*Dal Percorso Nascita Regionale a quello Aziendale: l’unione fa la forza*” – Official Records of the 2nd Italian Congress on Nursing and Paediatric Sciences, October 22, 2010, Rome.
 15. F. Canaletti, A. Vitale, P. Malvasio, L. Rovera, “*Definizione e monitoraggio degli standard di qualità nella Ristorazione Ospedaliera: esperienza dell’ Azienda Ospedaliera Ordine Mauriziano di Torino*” – Official Records of the 19th National Congress ADI, November 10-13, 2010, Napoli.
 16. Vitale A, Falco S, Vigna I, Mitola B, Malvasio P, Il Gruppo HTA Aziendale, “*Quale incontro possibile tra la cultura dell’Health Technology Assessment e il mondo clinico? Strategie di implementazione della valutazione di appropriatezza per l’acquisizione delle tecnologie sanitarie presso l’Azienda Ospedaliera Ordine Mauriziano*” – Official Records of the 3rd National Congress SIHTA - HTA from theory to practice, November 18-20, 2010, Turin.
 17. A. Vitale, S. Falco, P. Malvasio et al. Torino 2011, “*Il processo di HTA nell’Azienda Ospedaliera Ordine Mauriziano: il punto di vista della Direzione Sanitaria*” – Official Records of the 11th National Congress of the Italian Association of Clinical Engineering, February 23-25, 2011, Turin.
 18. Vitale A., Falco S., Vigna I., Mitola B., Malvasio P., et al., “*L’Health Technology Assessment nell’Azienda Ospedaliera Ordine Mauriziano di Torino: un anno di attività per promuovere la valutazione ragionata delle tecnologie sanitarie*” – L’Ospedale n° 1/2011 p. 34-40.

Nutrition and Food Services

Acting Director of Nutrition and Food Services:

Anna DEMAGISTRIS

Team:

Consultants:

Daniela VASSALLO

Coordinators:

Dietetics Coordinator:

Healthcare collaborator: Monica ROMA

Dietetics Collaborators:

Isabella CAMMARATA

Fulvia CANALETTI

Paola COATA

Maria FAMILIARI

Cristina ROSSINO

Secretary's Office

Giovanna ZENNA

Contacts:

Telephone: 011.508.2535 – 011.508.555

Fax: 011.508.5172

Email dietetica@mauriziano.it – lrovera@mauriziano.it

Address: Pavilion 6B, 1st floor

Hours:

Primary Health Care Outpatients Clinics

Wednesday and Friday: 8.30 – 13.00

Artificial Nutrition Outpatients Clinics (NOC)

Monday and Thursday: 8.30 – 13.00

Coeliac Disease Outpatients Clinics

Monday: 14.00 – 16.00

Nephropathy Outpatients Clinics

Tuesday: 10.00 – 12.00

Nutrition Diary Outpatients Clinics

Wednesday: 14.30 – 15.30

Cognitive-behaviouristic Therapy Groups

Wednesday: 14.30 – 16.00

Nutritional Status Evaluation Outpatients Clinics

Tuesday and Thursday: 8.30 – 10.00

Dietetics Therapy Outpatients Clinics

Tuesday: 10.00 – 13.00

Activity

Nutrition and Food Services (NFS) is a specialised department whose main role is to relate nutrition services with all the other services provided by the hospital. Its purpose is to deliver appropriate nutritional care (be it preventive, diagnostic or therapeutic) to all patients so as to ensure a correct nutrition and to prevent and correct metabolic deteriorations in the diet related pathologies. NFS is part of the *Regione Piemonte* Nutrition and Food Services Organisation and it is an Accredited Centre for Home Artificial Nutrition (HAN). The fundamental professional figures of the department are the Specialists in Nutritional Science, Clinical Nutrition and Dietetics. The department has an agreement with the Medicine and Surgery Faculty of the universities *Università degli Studi di Torino* and *Università degli Studi di Pavia*, as well as with the Turin's city council (city day centres) and with the *Progetto Organizzativo di Rete Oncologica Piemontese* (Organisational Project of Piemonte Oncology Network).

The organisation of the departments is structured in three areas:

1. The hospital

The hospital is in charge of:

- α) the catering (by coordinating and supervising the catering service and the nutrition of the hospitalised patients according to their diet requirements);
- β) the parenteral and enteral nutrition (by supervising the level of hospital malnutrition and laying out specific intervention programs; by participating at multidisciplinary teams concerning brain haemorrhage and neostomy, and at work-groups for drafting good practices lines). It guarantees consultancy and tutelage of the hospitalised patients. It participates at committees concerning the catering service and the drafting of tender specifications for artificial nutrition products and facilities.

2. Outpatients clinics

- a) specialised outpatients clinics (addressed to patients with clinical issues relevant in medical, surgery and rehabilitation fields for: cardiovascular diseases, tumours, gastroenterological diseases, coeliac disease, diseases caused by a metabolic disorder, obesity, eating behaviour disorder, etc.);
- b) educational groups and group therapy using cognitive behaviour techniques for obese persons and for patients presenting eating disorders;
- c) management of the patients in Home Enteral Nutrition (HEN) and in Oncology Home Parenteral Nutrition (HPN onco).

3. Regional Administration

- a) provides information for regional administration organism, home care and palliative care units;
- b) management of the artificial home nutrition patients;
- c) nutrition education programs in the prevention field (e.g. **Progetto Obesità Piemonte – POP Piemonte Obesity Project**), **information programs on nutrition.**

Services year 2010: total no.: 50.909 for outsiders: 5.574 (1.878 for HAN) for insiders: 25.367 for other organisations: 19.968 percentage variation: 2009/2010
--

Training

The department is involved in different training areas.

The main typologies of training are teaching and tutoring for:

- degrees in Dietetics, Obstetrics, Paediatric Nursing;
- 1st and 2nd level master degrees in Agriculture, Medicine and Surgery Faculties;

- Specific Training Classes in the General Medicine.

The department's personnel are teachers or coordinators of training classes promoted by:

- the Piemonte Network of NFS;
- the Scientific Society for Nutrition and Dietetics;
- AreSS Piemonte;
- the Italian Society and the Italian Federation for General Practitioners (ISGP e IFGP).

In collaboration with the hospital's Training Area, the department organises and participates at classes for medical, dietetics and nursing staff operating in the hospital. It also organises training classes on hospital nutrition arguments for elementary and secondary pupils and teachers.

The department's staff participates as spokespersons or chairmen to regional, national and international scientific congresses, even with scientific contributions.

In collaboration with the Regional Network of Nutrition and Food Services (NFS) and with quality specialists, the department helped at drafting of the handbook "*L'accreditamento professionale delle Strutture di Dietetica e Nutrizione Clinica (2003)*"; it participates at work groups orientated towards drafting documents for workers responsible for the implementation of a high level hospital nutrition program. In collaboration with AreSS Piemonte, the department helped at drafting of PDTA of the Coeliac Disease (2008). Besides, along with the network NFS, some booklets and handbooks dedicated to users have been drafted.

The scientific level of the department's staff is guaranteed by continuous updating programs.

Scientific and Research Activity

The dietetics and medical staff of Nutrition and Food Services is associated to the following scientific societies: Italian Association of Dietetics and Clinical Nutrition (ADI), National Dietetics Association (ANDID), Italian Society of Parenteral and Enteral Nutrition (ISPEN), the European Society for Clinical Nutrition and Metabolism (ESPEN), Italian Association of Hospital Gastroenterology (IAHG), Italian Association of Eating and Weight Disorders (AIDAP), Italian Society of Eating Behaviour Disorders (SISDCA), Stroke Forum.

It offered technical-scientific consultancy for the Italian Coeliac Disease Association (ICDA).

The department participates at multi-central clinical research studies and at "Nutrition Day", an international project for evaluating the quality of aspects related to hospital nutrition; it supports national and international information and cultural events as "Obesity Day" and "Terramadre Day".

The doctors and the dieticians are authors of published scientific journal articles and book chapters. The hospital started a project "*Assistenza nutrizionale per i pazienti oncologici ricoverati e gestione della nutrizione parenterale domiciliare per i pazienti oncologici non in area terapeutica*" entrusted to Dr. Marilena Rinaldi with a work done contract financed by the Organisational Project of the Oncology Network – Oncology Centre *AO Ordine Mauriziano di Torino*.

Since March 1st, 2010, Dr. Alessandra Gallea has been accepted in the departments as "*Dietista Frequentatore*" (Attendant Dietician)

4. Board of Auditors

The Board of Auditors is the inside surveillance and control collective body, appointed by the Chief Executive under 3rd Article of the Leg. Decree no. 502/1992, performing the duties under the Art. 14 of the law no. 10 of January 24th, 1995.

The 2015/2017 Board of Auditors of *A.O. Ordine Mauriziano di Torino* has been appointed with the resolution no. 130 of February 24th 2015, in conformity with the art. 1 of the law no. 15 of October 14th 2014.

 [Deliberazione n. 130 del 24/02/2015 \(1.44 MB\).](#)

The Board took office on February 24th 2015.

The Board of Auditors of *A.O. Ordine Mauriziano di Torino*:

Chairman:

Giuseppe PAONESSA

Members:

Enza ANDREIN

Giulio MARINI

5. Administrative and Essentia (Capital, Estates, Facilities) Department

Director of Administrative and Essentia Department:

Silvia TORRENTO

The Administrative and Essentia Department is a macro-structure inside *AO Ordine Mauriziano di Torino*. There are several structures inside the Administrative and Essentia Department:

1. General Affairs and Communications Division
2. Economic and Financial Division
3. Workforce Division
4. Organisational Development and Human Resources Division
5. Facilities Division
6. Information Technology Division
7. General Maintenance Division
8. Management Control Division
9. *Asset Division*

Inside the Administrative and Essentia Department there are also included the following divisions:

- ONCLUS relationships (inside the Economic and Financial Division);
- Private Practice Activity Management (IPPA, inside the Economic and Financial Division);

The Administrative and Essentia Department's duties must support the hospital's operating structures.

Among its duties are:

- the respect for and the implementation of the financial statement and accountability law in force;
- the management of the economic, legal and welfare treatment of the employees;
- the legal activity;
- the optimization of human resources both from an organisational and training point of view;
- the management of the activities connected to internal and external communication;
- all the duties which cannot be delegated to other departments.

The Head of the Administrative and Essentia Department is appointed by the Chief Executive and is assisted in the management of the macro-structure by a Committee operating in adhesion according to the Administration Regulations.

Among the duties of the Director of Administrative and Essentia Department we cite:

1. to control whether or not the objectives pursued by the department's organisation have been achieved, and especially the rational use of human and technological resources and supplies, for which specific criteria are provided for;
2. to draft the annual activity plan proposal, in connection with the available resources;
3. to manage the budget assigned to the department, according to the indications provided by the Department's Committee.

Among the regulations of the Administrative and Essentia Department, approved in compliance with the *Atto Aziendale* (corporate policies, regulations and rules), the divisions belonging to another macro-structure, with whom a functional collaboration is expected, must be identified.

General Affairs and Communications Division

Director of General Affairs and Communications:

Roberta BONAVIA

Legal and Contentious Area

Contracts Area

Insurances Area

Contacts:

Telephone: 011.508.5199 – 011.508.5092

Fax: 011.508.2280

Email: ufflegale@mauriziano.it

Address: Via Magellano, no. 1, Turin

Activity

The General Affairs and Communications Division performs tasks related to the hospital's insurance policies, it maintains relations with insurance agencies, brokerage agencies, damages offices of the insurance agencies and the legal practices; it also performs tasks in the field of the hospital's damages committee in compliance with the regional insurance program.

It performs consulting activity, technical-legal support and drafts comments related to the corporate duties of *A.O. Ordine Mauriziano* (administrative regulation, access right, privacy and transparency, public administration report, public contracts, professional responsibilities, in-depth analysis of legal issues related to intern regulations, active and passive conventions, etc.).

The Division writes contracts in compliance with the law related to contracts and other possible activities party to a notarial deed.

It performs extra-judicial activities, drafting letters, notices to pay and default actions documents, litigation preventive activity; it also drafts memoranda and checks documents in phase of settlement attempt at the *Ufficio Provinciale del Lavoro*.

The Division manages litigation both directly and in relation with external officers appointed for this specific duty; it drafts defensive and unproductive documents for proceedings in front of TAR, the Law Court or the Appeal Court, and it also drafts trial/preliminary investigation activities.

It manages the administrative penalties; it closely scrutinizes the related court records and drafts possible defensive and/or impugment documents.

Economic and Financial Division

Director of Finance

Roberto D'ANGELO

Contacts:

Secretary's Office

Telephone: 011.508.2486

Fax: 011.508.2545

Email: sfinanziario@mauriziano.it

Private Practice Office

Telephone: 011.508.5318 – 011.508.2269

Fax: 011.508.5119

Email: alpi@mauriziano.it

Suppliers' Accountability Office

Telephone: 011.508.5135 – 011.508.2227

Email: sfinanziario@mauriziano.it

Clients' Accountability Office

Telephone: 011.508.5118

Email: sfinanziario@mauriziano.it

Functions and duties:

- To check the correct implementation of the administrative-accountable procedures;
- To draw up the balance sheet (profit and loss account, statement of assets and liabilities, financial reports);
- To transmit the accountability data at the *Assessorato alla Sanità della Regione Piemonte* (Chancellorship of Healthcare of the Region Piemonte);
- To update and control the financial situations and predictions (cash on hand);
- To manage the relations with the Treasury;
- To control and reintegrate the reserve fund;
- To manage the exemption from applicability of accounting records;
- To manage the relations with the financial administration;
- To book-keep the wages and dues;
- To administrative manage the profit and loss account and investments account;
- To manage the account payable (suppliers data and payment bill-book);
- To manage the account receivable (clients data – issue and cashing of active invoices);
- To collect accountability and ticket debt data;
- To manage from an accountable point of view the Private Practice Activity.

Workforce Division

Director of Workforce

Alberto CASELLA

Contacts:

Secretary's Office

Telephone: 011.508.2070

Fax: 011.508.2272

Email: spersonale@mauriziano.it

Hours:

Monday to Thursday: 9.30 – 12.00 and 14.30 – 15.30

Friday: 9.30 – 12.00

Welfare Office

Monday to Thursday: 9.30 – 12.00 and 14.30 – 15.30

Friday by appointment **only**

Employment Office

Telephone: 011.508.2616 – 011.508.2617

Fax: 011.508.2272

Email: concorsi@mauriziano.it

Legal Office

Telephone: 011.508.2226 – 011.508.2659

Fax: 011.508.2272

Email: sggiuridico@mauriziano.it

Welfare Office

Telephone: 011.508.2247 – 011.508.2946 – 011.508.5121

Fax: 011.508.2272

Email: previdenza@mauriziano.it

Remuneration Office

Telephone 011.5082246 – 011.508.2049

Fax: 011.508.2272

Email: trattamentoeconomico@mauriziano.it

Absence/Presence Recording Office

Telephone: 011.508.2248 – 011.508.2048

Fax: 011.508.2272

Email: presenze@mauriziano.it

Activity

In collaboration with Organisational Development and Human Resources Division (ODHR), it manages the procedures relative to the staff's uniforms.

It manages the employer-employee relations (hiring, labour mobility, termination of employment, etc.).

The Workforce Division manages the procedures relative to the horizontal and vertical development of the staff.

It manages the absence/presence records.

The Division manages the procedures for activating conventions and consultancy.

It manages the procedures for recording union proxies and leaves.

It manages the procedures for the formation of different organisms.

It manages the disciplinary proceedings.

The Workforce Division manages the staff's wage payment.

It manages the staff's legal treatment.

It economically implements the C.C.N.N. (Sector, Consultants, Operating Management, APT Management).

It manages the wage seizure.

It manages the 5th wage.

From an economic point of view, the Workforce Division manages the university staff operating within.

It analyses and controls the fiscal statements (ONAOISI, DM-10 INPS).

It manages staff's national insurance policy.

It manages the long-term and/or small loan INPDAP practices.

It supervises the monthly revenue statements and the Web procedures for the management of INPDAP credits.

Organisational Development and Human Resources Division

Director of Organisational Development and Human Resources

Alberto CASELLA

Staff Policy Area

Daniela TEODORI

Anna Maria METTA

Training Area

Brunella PADOVAN

Floriana VILLAMAINA

Assunta GALANO

Attilio Angelo LOGGIA

Maria Giovanna COLASUONNO

Cristina ALBERA

Activity

ODHR (Organisational Development and Human Resources Division) is made up of two functional divisions which perform the following main activities:

Staff Policy Division:

- supports the General Management in drafting organisation development strategies and staff policies;
- drafts methodologies and documents reported at the annual corporate objectives assigned to the staff (defining and assigning the objectives and related indicators, surveillance of the fiscal year, evaluation of the organisation performance, financial reporting of the results);
- manages the union relations and the linkages with trade-union organisations;
- co-participates at the drafting of the corporate supplementary contract and determines the staff's contractual funds;
- determines the staff's holding and manages its adjustment and variation processes, in collaboration with the Workforce Division;
- manages the process of individuation, appointment and evaluation of executive positions and drafts the respective individual contracts;
- manages the staff's evaluation process, as well as the individuation, appointment and evaluation of organisation positions;
- performs support activity at the Evaluation Centre and Technical Boards.

Training Division:

- supports the Management in defining the staff's training requirements in relation with the organisation structure;
- analyses the training requirements and plans, organises and accomplishes the Training Plans for the implementation of the training intervention expected to develop in relation with the corporate organisation;
- directly manages and launches events and training activities and manages the Continuous Medical Training system;
- manages the activities concerning the right to study, of procedures concerning the scholarships, stages and traineeships activities for externs;
- manages the linkages with the *Scuole di Specializzazione delle Università degli Studi*;
- manages the hospital's Documentation Centre.

During the year 2010, the Training Division has organised at the *Umberto I* Hospital Facility 63 training and updating classes for a total number of 154 editions and 2.842 participants.

Training Providers

Scientific Committee

Members:

Director of Training (Coordinator): Alberto CASELLA

Training Officer/ Quality Officer: Brunella PADOVAN

Training Officer/ Quality Officer: Floriana VILLAMAINA

Director of *Umberto Ist* Hospital Facility: Giuseppe DE FILLIPIS

Director of Nursing: Graziella COSTAMAGNA

[Casella CV \(134.5 KB\)](#)

[Padovan CV \(33.01 KB\)](#)

[Villamaina CV \(86.5 KB\)](#)

[Costamagna CV \(72.06 KB\)](#)

Facilities Division

Director of Facilities:

Carmelina SIANI

Contacts:

Secretary's Office

Telephone: 011.508.2061 – 011.508.2563 – 011.508.2594

Fax: 011.508.2255

Email: segreteriaprov@mauriziano.it

Address: Pavilion 12, 1st floor (12B)

Activity

The Facilities Office performs the following activities:

- it manages the provisioning of goods, services and supplies needed by the hospital, here included contracts issuing by tendering in compliance with the Leg. Decree 163/2006 and as amendment (subsequent modifications and integrations) – public contracts code;
- it sees to the issuing of purchase orders and their relative settlements;
- it manages the hospital's reserve fund for small and urgent standing expenses;

- it manages the following general supplies storehouses:
 - the division for the distribution of materials not related to healthcare;
 - the division for the distribution of printing supplies;
 - the division for the distribution of laundry/clean linen handling and hospital linen and uniforms;
- it manages the Intern Transport Unit;

Moreover, the Supplies Office supports the management of contracts for the following external services:

1. Catering
2. Site Services
3. Linen Service
4. Sterilisation
5. Security
6. Bar and newspaper services
7. Dangerous and not dangerous and radioactive waste disposal
8. Anti-decubitus systems
9. Nursing services
10. Perfusion service

Information Technology Division

Director of Information Technology

Silvia TORRENCO

Assistant Officer

Emma NICOLOSI

Software Area

Calogero BONSIGNORE

Giovanni FOINI

Paolo GALLO

Infrastructure Area

Santo BRACCO

Olga CARACCIO

Roberto DOVO

Savino MORELLA

Marco PERSURICH

Giselda ROMANELLO

Secretary's Office:

Rosa STRANO

Contacts:

Telephone: 011.508.2640

Fax: 011.508.2047

Email: ssi@mauriziano.it

Address: Pavilion12 1st floor (12B)

Activity

Information Technology Department performs the activities described in the Organisation Structure related to three fundamental areas as summarised below:

1. ADMINISTRATION

- it drafts and manages its own budget and investments;
- it manages the information flow from/towards external institutions (Regional Administration, Hospital Trust, Local Health Authority, Private institutions, etc.);
- it participates at regional projects (Oncology Network, Regional Unified Appointment Booking Centre, Diabetes Regional Records, allergy network, rare disease records, ecc);
- it manages the hardware/software/telecommunication tenders (technical specifications organisations, tender/negotiation summoning, analysis of technical offers, deliberations arrangement, contracts/ order management, technical testing, bills and settlement invoices receipt);
- it manages the active flow;
- it administrates and controls phone records (traffic analysis);
- it manages the data protection, according to Leg. Decree 196/2003: it reports the data processing, it drafts Privacy and Informative guidelines, it periodically acknowledges the personal data processing, it adopts minimal protection measures, it drafts the *Documento Pragmatico per la Sicurezza*, guidelines for medical experimentation.

2. INFRASTRUCTURE

- it adopts technological and safety standards for IT systems;
- it drafts and implements safety measures regarding disaster recovery;
- IT Systems: it manages and updates the website www.mauriziano.it, the Intranet site, the electronic mail server and the mailing boxes;
- it performs the basic hardware and software maintenance of all machines installed in the hospital's premises;
- it offers a help desk for summoning intervention for software, hardware, network and for supported use of applications (hours 8.00 -20.00);
- it manages the central system: engine-room, cable centre; it performs the daily management of the significant parameters of the system's good functioning, the daily data backup, the daily anti-virus software updating and the installation of resident server programs' "patch";
- it manages the communication systems: passive network plant technical management; active systems use and service management and optimisation; geographic network management; protection system (Firewall) management; technical management of the call centres related to preventive and corrective maintenance and technical evaluative adjustment assistance;
- it adopts minimal safety measures according to the Leg. Decree 196/2003 on informatics authentication, user ids, authorisation systems, data protection relative to forbidden accesses and on physical safeguard of the tools, on backup and safekeeping management policies of the backup copies, on management policies regarding data continuity and emergency, retrieval and restore procedures.

3. APPLICATION SOFTWARE

- it manages the Hospital's Information Systems (support applications for the production active cycle and the patient's administrative and medical information), the Administrative Information System (accountable management of the active and passive cycle, document management of the protocol and deliberations, staff management) and the website;
- it analyses the information and the medical and administrative processes so as to perform their computerized management;
- it supports the re-engineering of the processes involved in computerisation;
- it drafts the computer tools according to their relative technological standards and the national and regional legislation as well as those related to the minimum safety measures;
- it manages the development of medical, administrative, managerial and web applications;
- it manages the database;
- it integrates the applications and information;
- it analyses the data quality, statistics and information retrieval in order to accomplish their dissemination and distribution to the competent bodies;
- it offers support for the use of the applications (corrective and evolution maintenance of software and user's support);
- it configures and establishes procedures, user's training and user's assistance;

- it adopts minimum safety measures for application software: the user, be it medical, administrative or management, can access all data from the system according to the established safety and hierarchical rules and through password recognition. The procedure controls the data integrity and its correspondence to the regional regulations in force regarding the control and rating.

As far as the detection of the information requirements of the structure is concerned, the Information Technology Division has the following tasks:

- to analyse the information/computer requirements according to the corporate planning;
- to adjust the system according to the regional and national regulations in force;
- to gather user's computer requirements by means of meetings on specific arguments, periodic meetings with the Operating Management, interviews with users and therefore by analysing the feasibility of these interviews. The analysis of an information requirement feasibility has the purpose of explicitly individuating the impact that a new implementation might have on the existing information system's structure in terms of typology of documents, traceability, updating, receivers, dissemination methods, collection methods, validity of the system as a whole and of the data, registration;
- to detect the optimal solutions for software, hardware and specific services acquisition/production (see Operating procedure);
- to aim at minimising the complexity of the information system's structure by means of reducing the number of entities involved and the traceability, where possible, of the new to the existing in order to aim at a cost reduction and a maximisation of benefits.

As far as the information system's security is concerned (access method, privacy), see the attached document *Gestione della sicurezza* (Safety management) and the *Documento Programmatico della Sicurezza*. The file containing all the regulations adopted in terms of privacy, in compliance to the law-decree 196/2003, is safe-kept by the IT Division.

The periodic evaluation of the information system is concerned with:

- the data collection tools quality (see Maintenance Procedures);
- the data and informative flow quality (see Flow Procedures).

General Maintenance Division

Director of General Maintenance

Pier Luigi ARMANO

Coordinators

Angelo RONCO

Collaborators

Alessandro BRUNO
Domenico CANNATA
Davide ZAPPULLA
Roberto RUBIOLIO
Bruno DE ROSSI

Secretary's Office

Patrizia COSENZA
Giovanna CHIAPINO
Antonietta PORCELLI
Riccardo CORRIAS
Felice ZONNI

Contacts:

Telephone: 011.508.5300 – 011.508.2252

Fax: 011.508.2254

Email: stecnico@mauriziano.it – parmano@mauriziano.it

Address: Via Magellano, no.1, 1st floor

Activity

The General Maintenance Division performs routine and extraordinary repairs of the hospital's facilities, by the intervention of both the intern maintenance team as the specialised external companies for issues of building and plant-engineering nature.

It manages the Heating Plant, the conditioning plant and the machine workshop.

The Division performs routine and extraordinary repairs of the hospital's therm-hydraulic plant; external control and maintenance of the conditioning plant.

It performs routine maintenance of building and alike, carpentry, glass-work, etc.

It supplies materials for the electric plant and its routine/extraordinary repairs.

It supports the Prevention and Protection Services for prevention and protection works, with particular interest in fire-prevention (foam extinguisher/ fire hose/ hydrant/ broken Safe Crash/ panic door).

The General Maintenance Division performs activities related to Medical Engineering, maintenance of all medical-electronic machines, surveillance of the hired external companies.

It performs consultancy activity for the acquisition of new equipment and apparatuses.

The Division fills and updates file cards relative to each medical and medical-electronic apparatus.
It coordinates and manages the big works related to restructuring, enlargement of the hospital area and of the supplying of big medical electronic equipments.
The Division must fulfil its obligations towards the *Osservatorio Lavori Pubblici Regionale* (The Regional Public Works Observatory).
It performs the entrusting, coordination and updating of the final/operational planning.
The General Maintenance Division organises three-year plans for the Piemonte Regional Administration and manages the procedures according to the law 67/88, art. 20.
It organises committal proceedings regarding the regional accreditation of the hospital's structures.
It manages the consumptions (gas, electric energy).

Management Control Division

Acting Director of Management Control
Andrea BO

Contact Person
Giulia CARVELLI

Contacts:
Telephone: 011.508.5138
Email: controllogestione@mauriziano.it
Address: Pavilion 12, 1st floor (12B)

Functions and duties:

1. To collaborate with the General Management for the strategic planning;
2. To plan and draft the annual and triennial Activity Plan according to regional recommendations;
3. To draft the budget (economic, assets and liabilities, financial and activity budget);
4. To plan, analyse and control the investments;
5. To monitor periodically the management control, *reporting* to the General Management and to the Department or Structure Management;
6. To manage the budget/final balance variation;
7. To manage and revise the *Piano dei Centri di Costo* (Cost Centre Plan);

8. To manage the analytical accounting;
9. To manage the processes of cost allocation (responsibility and destination overturning);
10. To support the General Management for elaborating corporate objectives on the basis of regional recommendations; to monitor periodically the process and to *report* to the Management;
11. To monitor and analyse the *performance's* indicators.

Asset Division

The Asset Division is a Division subordinated to the Administrative and Essentia Department.

Director of Asset Division

Raffaele CUOMO

Inventory Management

Graziella MONEA

Contacts

Telephone: 011.508.2505 – 011.508.5324 – 011.508. 2985

Fax: 011.508.5105

Email: patrimonio@mauriziano.it

Address: Pavilion 12, 2nd floor (12C)

Functions and duties:

- To manage the inventory;
- To manage the acquisitions, divestments and ownership transfers of movable assets;
- To manage fixed assets as bailments, donations, hiring, services;
- To stipulate Consip contracts (similar to the OGCbs Office of Government Commerce buying solutions) for office equipment hiring contracts;
- To collect and forward requests for maintenance and consumables (photocopying and fax machines);
- To authorise assets' removal and transfer;
- To certificate fixed assets;

- To manage the temporary movable assets storehouse;
- Secretary's office of the commission for the out of order statements of disused assets;
- Secretary's office of the commission for free donations and bailments evaluation;
- To draft legal/accounting/prescribed administrative regulations.

6. Wards and Services

Department of General (Internal) Medicine

1. Endocrinology, Diabetes and Metabolic Disorders Division
2. Gastroenterology Division
3. Internal and Post-acute Medicine Division
4. Internal Medicine Division
5. Nephrology and Dialysis Division
6. Pneumology Division
7. Immunology and Allergology Division
8. Rheumatology Division
9. Semi-intensive care unit

Accidents & Emergency Department

1. Emergency Medicine and Surgery Division

Department of Maternal and Child Health

1. Gynaecology and Obstetrics Division
2. Paediatrics and Neonatology Division

Surgery Department

1. Plastic and Reconstructive Surgery Division
2. Otorhinolaryngology Division
3. Ophthalmology Division
4. Anesthesia and Resuscitation Division
5. Orthopedics and Traumatology Division
6. General Surgery and Oncology Division
7. Stomatology Division
8. Urology Division
9. Daily and Weekly Surgery Division
10. General Operating Theatre Organisation Division
11. Thyroid surgery Division

Cardiovascular Diseases Department

1. Cardiovascular Anaesthesia and Resuscitation Division
2. Cardiology Division
3. Heart Surgery Division
4. Vascular Surgery Division

Clinical Diagnostic Pathology Department

1. Transfusion Medicine Division
2. Hospital Pharmacy Division
3. Radio-diagnosis Division
4. Laboratory Analysis Division
5. Anatomical Pathology Division
6. Medical Physics Division

Oncologic Diseases Department

1. Medical Oncology Division
2. Nuclear Medicine Division
3. Haematology and Cytotherapy Division
4. Radiotherapy Division
5. Palliative Care Division

Neurological Rehabilitation Department

1. Neurology Division
2. Functional Recovery and Rehabilitation Division