



CUSTOMER SERVICES STANDARDS

COMMITMENTS AND QUALITY STANDARDS

The following table illustrates the **commitments** (or **quality objectives**) which the hospital *Azienda Ospedaliera Ordine Mauriziano di Torino* intends to guarantee for its services and facilities.

The **marker** is the unit of measurement for quality and quantity which allows the evaluation of the achievement of the commitment undertaken. The **standard** is the value expected for the marker, understood here also as the objective aimed by the concern. The **evaluation tools** are the procedure used for checking the implementation of the commitments.

The table illustrates for each domain, which the hospital considered to be of greater importance in the field of quality of their services, the specific commitments, the markers, the standards, and the evaluation tools.

INFORMATION AND COMMUNICATION

COMMITMENTS (QUALITY OBJECTIVES)	MARKER	STANDARD	EVALUATION TOOLS
1. To guarantee the fully functionality and visibility of the Public Relations Office	a) A phone number for information	a) 100%	Conformity tests
	b) A website with updated information about services and facilities	b) a website containing updated information	Notification/complaint monitoring
2. To guarantee fully comprehensive information regarding the medical procedures and the correct procedure for acquiring the informed consent	A specific procedure regarding the informed consent	Distribution of the consent forms according to the procedure to all patients	Notification/complaint monitoring
3. To guarantee that the patient and/or support person (respecting the privacy and will of the former) will come into possession of the medical records	Informative posters indicating: the doctor in charge, the location of the room where the doctor receives relatives/support persons, receiving hours	Informative posters containing the agreed indication will be present in all rooms	Random checking of accommodation rooms Notification/complaint monitoring
4. To guarantee that each patient will receive at his discharge the medical file to be handed over to his family doctor	The ration no. of discharged patients receiving the medical file to handover to his family doctor/ total no. of discharged patients	Distribution of the medical files to all discharged patients	Random checking Notification/complaint monitoring
5. To allocate to the Volunteer and Guardianship Association collaborating with the hospital spaces dedicated to reception and informing activities in the limits of possibility	The Volunteer and Guardianship Association's possibility of having spaces dedicated to reception and informing activities	Spaces dedicated to reception and informing activities.	Corporate monitoring
6. To guarantee the access of disabled patients to the hospital site.	Respect of the accessibility criteria provided for by the law "Legge Stanca" no.4 of	Hospital site respecting the accessibility standards	Standard evaluation of accessibility

7. To provide users with the results of the monthly monitoring of medical services	01/09/2004 Providing for consultation the downtime of the monthly medical services	The presence of downtimes on the hospital website, in the section transparency.	Corporate monitoring
8. To launch initiatives to inform citizens about the organ donation consent procedure	Launching awareness campaigns	The presence of information about awareness campaigns on the website	Realization of the event

RELATIONAL ASPECTS

COMMITMENTS (QUALITY OBJECTIVES)	MARKER	STANDARD	EVALUATION TOOLS
9. To guarantee that all staff working with the public will be identifiable	The ratio no. of persons provided with ID badges/ total no. of the staff	All staff is provided with ID badges	Random checking during periodical controls Notification monitoring
10. To guarantee a structure for the medical reception	The presence of a structure for medical reception	Existing spaces and staff dedicated to medical reception	Random checking during periodical controls
11. To facilitate the reception of those who turn to the Emergency Department so as to ease the admission of patients and to reduce the initial disorientation caused by entering the structure	The presence of a medical reception in the Emergency Department	A specialized staff	Random checking

ACCOMODATION

COMMITMENTS (QUALITY OBJECTIVES)	MARKER	STANDARD	EVALUATION TOOLS
12. Safety	Appropriate signalling: - of the emergency exists - of the evacuation charts in each ward	Presence of appropriate measures certified for risk prevention	Corporate monitoring
13. Accessibility	a) courses free of architectural obstacles b) online services	a) all departments must be accessible to disabled citizens b) facilitated access to the building	a) Corporate monitoring b) no. of contacts of the online service
14. Sanitation	a) the ration beds/ sanitation units b) no. of sanitation units provided with the complete standard equipment: shelf and mirror, alarm bell, trash can, toilet seat, lavatory brush, toilet paper, liquid soap, disposal towels, cloths hock;	Numeric fairness of sanitation units present in all departments according to specific reports	Distribution of satisfaction survey Analysis of complaints

c) no. of daily cleaning according to specific records (presence of check-list)

15. Menu for regular diet patients	The existence of at least two choices in the regular diet patients' menu, bookable one day in advance during lunch time	Patients' possibility of booking the menu from at least two alternatives one day in advance	Corporate monitoring
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HUMANENESS

COMMITMENTS (QUALITY OBJECTIVES)	MARKER	STANDARD	EVALUATION TOOLS
16. To guarantee the pain control treatment	The presence of staff and facilities capable of guaranteeing a life quality consistent with the human dignity (e.g. painkilling treatments, etc.)	Access to palliative treatments, painkilling treatments, etc.	Corporate monitoring
17. To guarantee the existence of welcoming but sober space where people can rest, recollect, reflect, according to one's own faith	The existence of the "Stanza del Silenzio" (Silence Room)	Existence of an appropriate space	Corporate monitoring of the correct use of the facility
18. To facilitate the relational and emotional support of relatives	The presence of a support person in the delivery room	Delivery room procedures	Analysis of complaints/ notifications
19. To create appropriate spaces for social activities	The existence of a lounge in each department	Existence of a lounge	Corporate monitoring

GUARDIANSHIP, ATTENTION AND CHECKING

COMMITMENTS (QUALITY OBJECTIVES)	MARKER	STANDARD	EVALUATION TOOLS
20. To guarantee that each complaint will be answered in maximum 30 days, except complex cases	Existence of complaint management procedures	All users who submitted a complaint will receive an answer	Monitoring answering time
21. Systematic annual users' satisfaction surveys	Implementation of the satisfaction survey procedure	Pragmatic account of satisfaction surveys	Monitoring

