

ANALYSIS OF QUALITY INDICATORS – YEAR 2018

Quality factor	Indicator	Standard	Result
Welcome and clarity of information provided by the administration	Client satisfaction	Opinion good/excellent >90% insuff<5%	100%
Treatment received from medical staff	Client satisfaction	Opinion good/excellent >90% insuff<5%	97%
Treatment received from paramedics	Client satisfaction	Opinion good/excellent >90% insuff<5%	100%
Staff courtesy and helpfulness	Client satisfaction	Opinion good/excellent >90% insuff<5%	98%

Quality factor	Indicator	Standard	Result
Comfort of related services (changing rooms, toilets, etc.)	Client satisfaction	Opinion good/excellent >80% insuff<5%	100%
General tidiness/cleanliness	Client satisfaction	Opinion good/excellent >90% insuff<5%	99%
Punctuality of appointments	Client satisfaction	Opinion good/excellent >90% insuff<5%	99%

Quality factor	Indicator	Standard	Result
Clinical efficiency of therapies described and provided	<ul style="list-style-type: none"> • Percentage of clients satisfied by the professional staff (according to questionnaires) • Percentage of treatments suspended due to failings/malfunction of unit • Index of rehabilitative improvement in patients following a cycle of physical therapy • Minimum time reserved for specialist appointments • Number of uncompleted medical records according to the predetermined standard 	<p>Opinion good/excellent >90% insuff<5%</p> <ul style="list-style-type: none"> • < 8% <p>Reduction of pain by at least 45% for each section. Ratio between initial VAS and final VAS must therefore be equal to or less than 0.55</p> <ul style="list-style-type: none"> • 15 minutes • < = 2 out of 100 medical records checked randomly twice annually 	<p style="text-align: center;">97%</p> <p>No suspended treatments</p> <p style="text-align: center;">See attached form</p> <p style="text-align: center;">Standard met</p> <p style="text-align: center;">None</p>
Efficiency of activities	<ul style="list-style-type: none"> • Courses completed out of total number of courses scheduled 	<ul style="list-style-type: none"> • 100% 	<p style="text-align: center;">100%</p>
Training	<ul style="list-style-type: none"> • People satisfied with training out of total number of people trained 	<ul style="list-style-type: none"> • >90% 	<p style="text-align: center;">Standard met</p>

The standard has been met

Quality factor	Indicator	Standard
Prompt management of technical and organisational emergencies	<ul style="list-style-type: none"> Time lapse before appointment following a treatment cancelled due to technical and organisational problems 	<ul style="list-style-type: none"> From the same day to 4 working days
Delay between day of booking and actual appointment	<ul style="list-style-type: none"> Time lapse before accredited rehabilitation appointments 	<ul style="list-style-type: none"> From the same day to 5 working days
	<ul style="list-style-type: none"> Time lapse before paid specialist appointments 	<ul style="list-style-type: none"> From the same day to 5 working days
	<ul style="list-style-type: none"> Time lapse before physical therapy treatments either accredited or paid 	<ul style="list-style-type: none"> From the same day to 12 working days
Interactive communications with Circuito della Salute centres	<ul style="list-style-type: none"> Time lapse between booking and first available accredited appointment for physical therapy at authorised centre 	<ul style="list-style-type: none"> From the same day to 2 working days
	<ul style="list-style-type: none"> Time lapse between booking and first available paid specialist appointment at authorised centre 	<ul style="list-style-type: none"> From the same day to 3 working days
	<ul style="list-style-type: none"> Time lapse between booking and first available paid or accredited physical therapy appointment at authorised centre 	<ul style="list-style-type: none"> From the same day to 3 working days

The standard has been met

Transparency

Quality factor

Indicator

Standard

Efficiency in problem solving

- Time lapse for reply to complaints
- Maximum 4 working days

Opportunity to request an appointment with the management

- Time lapse between request for appointment and actual appointment
- Maximum 2 working days