

FONDAZIONE

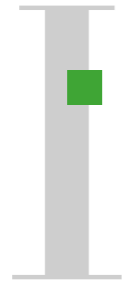
CRINA



cultura  
riabilitazione  
inclusione  
dignità  
autonomia

SERVICE CHARTER

Sezione



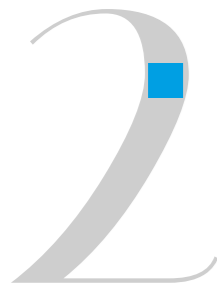
### Presentation of the Center

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Section 1

# Presentation of the Center

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  - Speech Therapy
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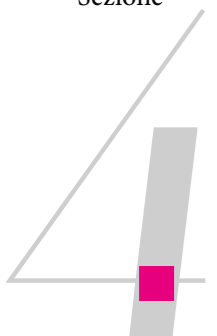
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### Clinical Risk Management Application of High-level regional Practices and Recommendations from the Ministry of Health

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## 1. Offered services and purposes

The Foundation Center for Rehabilitation and self-development (C.Ri.D.A.) of Prato is an integrated structure of services served mainly for the residents of the Prato area, in particular for citizens with disabilities. The purpose of the service is to reach the maximum possible recovery of the injured functions from pathogenic or injury events, preventing secondary impairments and taking care of disability, to restrain or avoid disability and help the disabled person to achieve the best quality of life, gradually involving them into the local social inclusion. The CRIDA Foundation offers rehabilitation treatments in outpatient and home care as private service, as well as partially public services under the agreement with the public health service system, for recovery and functional rehabilitation (based on the former art. 26 Law 833/78, path 3 LR 595 / 2005) and for performances of physical medicine (ex art. 25 L.833 / 78, path 2 LR 595/2005). The centre has signed an agreement with INAIL to provide supplementary benefits not granted by the former art. 25. It also has a convention with the Prato Health Society for rehabilitation activities within the framework of the Home Care Premium. It also organizes AFA courses (adapted physical activity) in the gym and in the pool for disorders deriving from musculoskeletal disorders, and activates special AFA courses aimed at chronic neurological diseases such as stroke, parkinson and multiple sclerosis (path 1 LR595 / 2005 and subsequent resolutions: Resolution No. 459 of 03/06/2009, Resolution No. 878 of 09/14/2015 - Annex A-1; DGR No. 1418 of 12/27/2016, Resolution N 903 of 07/08/2017 ). It is an authorized structure with act PG n ° 26166/2001 Comune Prato, PG n ° 9 of 10/29/2001 Municipality of Vaiano and accredited with G.R.T. n ° 4515 of 30/07/2003 Prato and G.R.T. n ° 4514 of 07/30/2003.

The rehabilitation treatments carried out by CRiDA are aimed at patients with diseases in the category of:

neurologic  
orthopedic  
rheumatologic  
geriatric  
respiratory

In addition, CRIDA also takes care of patients with:

primary and secondary lymphedema  
outcomes of post breast cancer surgery  
amputation outcomes.

CRIDA provides also the service of:  
logotherapy.



For detailed information on the contents of the activities, please refer to Section II - Information on the structure and services or the information leaflet..

## 2. The fundamental principles

### Equality

The services provided by CRIDA are carried out according to the equal rules for all, without distinction of gender, age, race, language, class, religion and political opinions.

### Impartiality

The personnel in CRIDA guarantee to provide through their working progress equal and impartial treatment towards all patients with no distinction.

### Continuity of therapeutic assistance

The Assistance to our patients is provided on an ongoing basis without interruption, in the framework of the operating methods defined by national and regional rules and regulations.

### Freedom of choice

The patients have the right to choose their service provider at their own will within the accredited public and private health institutions.

### Participation

Participation of treatments and services are guaranteed for patients and their families, which will be carried out either directly or through voluntary associations and guardianship organizations.

### Efficiency and effectiveness

The CRIDA Foundation is constantly committed to ensuring that the services provided by foundation meet the criteria of efficiency and effectiveness. For this purpose there is a continuous attention to the quality of services as well as constant control of it.

rispondano a criteri di efficienza ed efficacia. A questo scopo vi è una continua attenzione alla qualità dei servizi, che viene costantemente verificata.

## Section 2

# Information on facilities and services

## 1. General information

The CRIDA Foundation uses 3 outpatient clinics and 2 extra-mural structures (swimming pools). Contact information:

### Information

Prato - via Pacchiani, 4 Tel. 0574 442180  
Front Office: tel: from Monday to Friday > 8:00/20:00

### Technical Secretary

Prato - via Pacchiani, 4  
from Monday to Friday >8:00 /9:00  
fri.>12:00/14:30 Mon  
and Wed.>13:30 /15:30  
Tues. and Thurs.>12:00/14:00  
and >16:00/17:30

### Outpatient clinic of Prato

Prato - via Pacchiani, 4 Tel. 0574 442180  
Fax 0574 440503

### Outpatient clinic of Vaiano

Vaiano - via Nenni, 2 Tel. 0574 989773

### Outpatient clinic of Montale

Montale - via E.Nesti, 2 Tel. 0573 557729

### Therapeutic pools

Prato - via Lottini,- Iolo Tel. 0574 620207  
Prato - via delle Gardenie - S. Giusto Tel.  
0574-630101 Legal office  
Prato - via Pomeria, 90 Tel. 0574 43621  
Fax 0574 30635

[info@fondazionecriida.it](mailto:info@fondazionecriida.it)

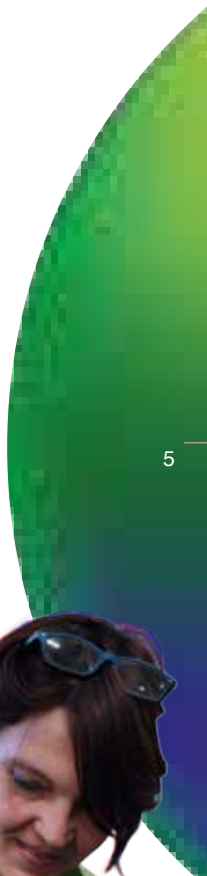
[www.fondazionecriida.it](http://www.fondazionecriida.it)

For the structural and topographical features of CRIDA, please refer to our website.

## 1.1 Access to the facility

Access to the facility is permitted to all citizens affected by the pathologies described in Section I regardless of the recognition of disability status and subjected to the authorization of the Toscana Health Centre.

To benefit from the services, it is necessary to show the rehabilitation plan set by the SOC Physical Medicine and rehabilitation 2 of the Local Health Authority of Tuscany, or a general request prepared by the treating physician or by a specialist. In the latter two cases the rehabilitation project will still have to be set by a branch specialist of the CRIDA Foundation, for which the authorization of the Physical and Rehabilitation Medicine SOC 2 of the USL Toscana Centro Company will be required. At the moment of booking the service, the centre will provide all the information relating to the timetable, the chronic plan and the necessary sanitary and administrative procedures for the service to be carried out.





## 1.2 Payment of tickets or participation fees for treatment service expenditure

The costs of the participation of treatment for the rehagilitation plan (Plan 3) contain a basic ticket of € 38,00 for the citizens in the nonexempt category, or € 3,10 for the exempt. There is no cost for those in the C01 and C02 range. The participation fee for treatment expenditure for physiatry (also known as physical medicine) (Plan 2) includes a ticket of which cost depends on the patient's family income bracket as written below:

ERA	Family annual income less than € 36151,98	€ 38,00
ERB	Family annual income from € 36151,98 to 70.000,00	€ 38,00+32,00
ERC	Family annual income from € 70.000,00 to 100.000,00	€ 38,00+52,00
ERD	Family annual income over € 100.000,00	€ 38,00+82,00

Exempt citizens do not need to pay

## 2. Information about the main therapeutic activities

The rehabilitation services provided by CRIDA are characterized by the global treatment of disability, which requires a simultaneous multidisciplinary contribution. For every single citizen who comes to CRIDA, a treatment plan is formulated and drawn up by the multi-professional team, including one or more therapeutic programs that will present:

The objectives	
Interventions to be carried out with monitoring of evolution and changes in disability status	
Time schedule	
The verification procedures	
The expected duration	

## 2.1 Rehabilitation treatments in the neurological and geriatric field

- Rehabilitation in medullary lesions, preparation for correct use of aids, identification of suitable aid. Preparation for autonomy;
- Rehabilitation in vascular disease (stroke) outcomes, after-effects of cranial trauma with application of specific techniques (Bobhat, Kabath). Cognitive therapeutic exercise;
- Treatment of degenerative diseases (Multiple Sclerosis, Parkinson's disease, ALS, Muscular Dystrophy);
- Brachial plexus injuries;
- Treatment of peripheral neuropathies;
- Treatment of peripheral nerve lesions, installation of splints and aids;
- Vascular diseases;
- Education and training of the use of prosthesis after amputation, treatment of residual-functional abutment.



## 2.2 Rehabilitation treatments in the orthopedic-rheumatological field

- Treatment of deformations, scoliosis and spine dimorphisms;
- Treatment of spine pains through relaxation techniques, myotensive and proprioceptive treatments, band treatment, connective tissue massage, pumping treatment (pompaggio);
- Treatment of shoulder pathologies (sub-acromial conflict, symptoms from adhesive capsulitis, shoulder dislocation, daily posture of shoulder, traumatic after-effects, and other shoulder and upper limb symptoms);
- Treatments for traumatic knee postures; treatments in the recovery of ligamentous reconstruction interventions, knee prosthesis, degenerative knee pathologies;
- Treatment for coxarthrosis, outcomes from prosthesis interventions and traumatic after-effects;
- Treatments for outcomes from herniated disc interventions with recurrence of pain symptoms;
- Traumatic after-effects of the spine;
- Rheumatoid arthritis treatments with splint detection aimed at "saving the use of joint";
- Treatment of lymphedema with lymphatic drainage;
- Treatment of mastectomy intervention outcomes.



### 2.3 Speech Therapy

The treatment does not only concern the sector of linguistic alterations, but also disorders and anatomical-functional mechanisms of other superior nervous activities such as Praxia, Perception, Intelligence, memory ,etc. This treatment is arranged only after an accurate evaluation through standardized tests in order to evaluate the patient's residual capacities, such as:

- The verbal behavior of the patients in both expression and understanding; this test will be carried out through oral and written tests of different levels;
- The remaining capacities in information transposition (repetition, reading aloud, writing under dictation, copy;) this test will also be carried out at various levels of complexity.
- Capacity of data/information acquisition by evaluation on patient's behavior.

### 2.4 Rehabilitation treatment of primary and secondary lymphedema

- This combined decongestive physiotherapy in the treatment of lymphedema involves the combined use of several methods: manual lymphatic drainage, intermittent pneumatic compression, multilayer compression bandage. Isotonic gymnastics under bandaging to eventually find the most suitable elastocompressive brace for the patient.

### 2.5 Rehabilitation treatment of outcomes after post breast cancer surgery

This rehabilitation treatment applied on patients involves the evaluation of:

- Joint limitations of the scapulohumeral joint;
- Hyposthenia of the "scapulo-humeral" cingulate muscles;
- IN balances in the spine as a result of intervention;
- Outcomes of reconstructive surgery;
- Existence of web axillary syndrome;
- Lymphedema of the affected upper limb and therefore setting of the appropriate treatment.

### 2.6 Respiratory Therapy

Respiratory rehabilitation is a multidisciplinary care program for patients with respiratory disorders. This program is calibrated "tailoring" to the patient in order to optimize his autonomy and physical and social performance. Respiratory rehabilitation reduces symptoms, increases work capacity and improves patient's quality of life; a typical example is COPD, even in the presence of irreversible structural alterations.

Regarding the services and activities provided during the services, CRIDA guarantees to provide adequate information to the user. At any time, access to the location is guaranteed to family members. Outpatient services are provided on an individual basis or in small groups, including at home and outside home.

As a matter of fact, required by current legislation and requested by the Tuscan Health Center, 8% of rehabilitation treatments can be performed by CRIDA in the form of home-care.

**The duration of one hour is guaranteed for each individual or group performance and every group consists of maximum of 6 people.**

The center guarantees the complete usability of the spaces by all service users regardless of their type of disabilities. This is allowed thanks to the complete absence of architectural barriers. Furthermore, patients' privacy is guaranteed.

**If the treatment plan includes water activities, pools will also be provided.** The indicated above structures are equipped with specific rooms with suitable dimensions, furnishings and equipment for the performance of rehabilitation activities. Particularly with:

- areas equipped for group activities (gyms), suitable for both static and dynamic activities;
- areas equipped for individual activities (functional, respiratory, as well as for communication/cognitive disorders);
- box for physical and instrumental massage therapy, and joint manipulations;
- medical clinic for specialized examinations and clinical prognostic diagnostic evaluations of treated pathologies. The clinic is the only one and completely dedicated to the entire rehabilitation center and is located in Prato, via Pacchiani, n°4. Therefore, those who receive the rehabilitation treatment in the local sites like in Vaiano in Via Nenni, are also required to come to the Clinic at Prato in Via Pacchiani, No.4, for their visit;
- toilets for the disabled;
- toilets and changing rooms for operators;
- changing rooms for patients;
- waiting room, secretarial and archive service area, both are adapted to the pathologies and the space needed for planned activities.

The instrumental equipment is quantitatively and qualitatively correlated to the needs of users and to the different types of activities, ensuring all activities taken out are safe, effective and efficient.

## 3. Multi-professional team

The organic equipment of the staff is related to the type of activity carried out in the structure and to the volume of services. This is established both on the basis of the request of the ASL as described in the contract, and of the objectives agreed with the Company management. In any case, certain number of specialized doctors are guaranteed in the disciplines of rehabilitation activities at CRIDA.

CRIDA also provides qualified personnel for carrying out the specific activity for the entire procedure. All of them are certified professionals. In addition to the professional personnel, according to the specific request, CRIDA also provides collaborative therapists who will be designated to the patients by coordinator.

# Service quality and safety: commitments and programs

## 1. Service quality and safety

The CRIDA Foundation owns a Quality and Safety Manual in which every aspect of its institutional mission is explained in detail

## 2. Commitments and Programs

CRIDA's main commitment is to pursue continuous improvement in the quality and safety of the services and out-sourcing services that the foundation provides as defined in detail in the CRIDA organizational manual. The Manual is available to all patients, to guarantee full compliance with the fundamental principles of the assistance listed in Section I of this Service Charter.



# Verification tools for rights protection

Indicators, quality and safety standards, organizational adjustment

CRIDA identifies its clients' and the operators' satisfaction level as the fundamental factors to measure the quality and safety of the services provided. As a result, the following are identified as indicators of service quality and safety:

- Service users' satisfaction index;
- Operators's satisfaction index;

## 1. Complaints

Citizens can submit complaints by expressing their comments orally to any company location or in writing by sending them to the CRIDA Public Relations Officer where the complaints will be dealt with by appropriate measures; or to the Public Relations Office of the USL Company No. 4 of Prato located at:

**Via Giuseppe Mazzoni, 1 (angolo Piazza del Comune) - 59100 Prato (PO)**  
**Numero verde 800 017 835**  
**(active only from fixed number 0574 from Monday to Friday 08:00/18:00)**  
**Tel: 0574 805052 (from Monday to Friday 08:00/18:00)**

The office, having assessed the complaint, will initiate an internal investigation and will provide a formal final response to the client within 30/60 days. If the client is not satisfied with the answer, he can:

- request recourse to the mixed conciliation commission (CMC), for organizational and / or relational aspects only;
- request the appeal to the office of the Ombudsman of Tuscany for technical and professional aspects



Section 5

# Clinical Risk Management

Application of High-level regional Practices and Recommendations from the Ministry of Health

## 2. satisfaction questionnaire for users

In order to know the opinion of our Users on the quality of the services provided at the CRIDA Foundation, a "User Satisfaction Questionnaire" has been prepared since several years ago, which, unlike the complaint, can be filled out anonymously. The results of the questionnaires are published annually by the Health Department and are brought to the attention of our operators, and above all, of the users themselves.

## 3. Verifications

The CRIDA management periodically verifies compliance with the quality and safety standards reported in Section III through appropriate controls.



## 1. Management of clinical risk and patient safety

Clinical risk management is a process that aims at a continuous improvement of clinical practice through organizational methods that are able to identify and control risks, minimize errors and guarantee patient safety in all phases of rehabilitation programs as far as possible.

The clinical risk management process should be based not on the search for the responsible, but on the opportunity to learn from mistakes. The CRIDA Foundation uses a "Facilitator" for Clinical Risk Management. The process includes several phases: risk identification, assessment, treatment, monitoring and prevention. For each of these phases, specific tools have been adopted as following:

- Incident reporting;

- Safty inspection in facilities for risk identification;



For the management of Clinical Risk and the promotion of safety among users, several objectives have been set as following:

- Promoting the culture of safety;
- Detecting the risks exist in the company structure
- Taking actions to identify, reduce and prevent incidence of adverse events for both users and operators;
- improving the quality of services offered to users, helping the development of tools that are adopted for patients' safety
- Following up the Regional Practices and Recommendations of the Ministry of Health

The Foundation has also established a procedure for the prevention of patients' accidents in gyms, swimming pools and at home, which is an integral part of the clinical risk management system. Some CRIDA operators are accredited as trainers for the Otago anti-accidents project of the Tuscany Region



la sostenibile leggerezza dell'essere





riabilitazione  
riabilitazione  
di



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**SEDE LEGALE:**

**Prato**

via Pomeria, 90  
tel. 0574 43621-30635

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**SEDI OPERATIVE:**

**Prato**

via Pacchiani, 4  
tel. 0574 442180

**Prato**

via Ferrucci, 55/57  
[1° piano con ascensore]

**Vaiano**

via Nenni, 2  
tel. 0574 989773

**Montale**

via Nesti, 2/a  
tel. 0573 557729

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