



Audit & Feedback
MetaLab

International Audit & Feedback MetaLab Meeting: Putting A&F into real world practice

Strategies based on Audit & Feedback to implement clinical care pathways in a local health organization in the region of Sardinia: obstacles and facilitations

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SISTEMA SANITARIO REGIONALE

ASL
ROMA 1



REGIONE
LAZIO



UNIVERSITÀ
CATTOLICA
del Sacro Cuore



The Ottawa
Hospital
Research Institute

L'Hôpital
d'Ottawa
Institut de recherche

OUR ORGANIZATION: ASL ORISTANO

- 3 hospitals, one of which is 'San Martino' located in Oristano (the main one)
- three health districts that cover a large territory
- population of 152200 inhabitants



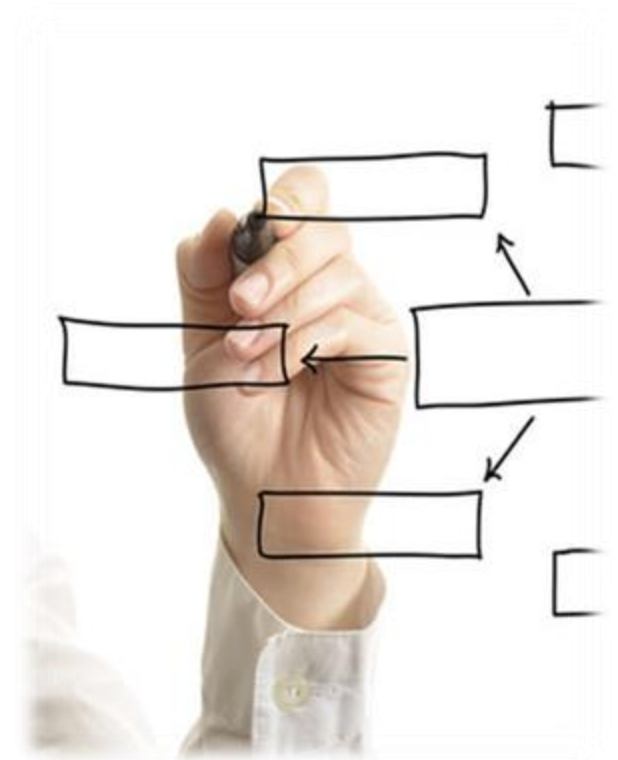
GOALS

- **Report our recent and ongoing experience in order to improve the quality of the healthcare through common rules focused on diagnostic and therapeutic care pathways (PDTA) with the forecast of A&F**



FIRST STEP: CREATION OF DIAGNOSTIC AND THERAPEUTIC CARE PATHWAYS

- **Multidisciplinary and multi-professional working groups**
- **Involvement of professionals**
- **Territorial representation**
- **Involvement of the healthcare and control planning and information flow experts**
- **Both extended and smaller working groups**
- **Highlight on measurable process indicators**





DEVELOPMENT OF NEW PDTA

Focused on patients with:

- **Colorectal cancer**
- **Heart failure**
- **Diabetic foot**
- **Shared management of the young patient with diabetes from childhood to adulthood**

CHALLENGES

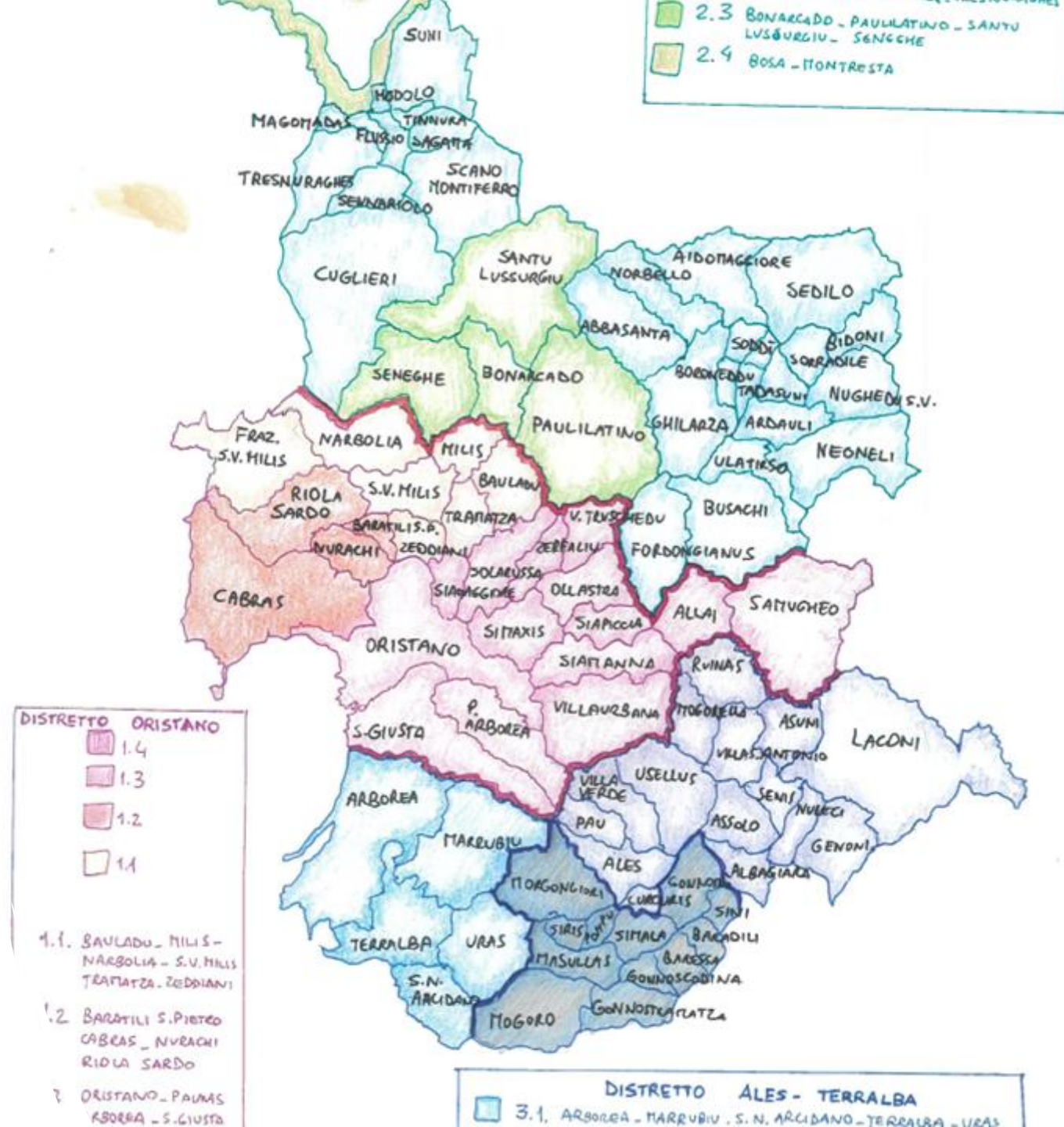
- Difficulty of the healthcare professionals working in team

Area of improvement identified in the need of knowledge sharing between healthcare professionals



STRENGTHS

- Layout and characteristics of the hospitals and local health services, both small
- Management team focused on the overall improvement of the health services, open to new ideas and willing to change/improve processes and methods



ENHANCEMENT ACTIVITIES



- **Benchmarking**
- **Digital systems/technology to support clinical decisions at the point of care**
- **Training related to the critical reading of research results and EBM**
- **Adding some of the goals to the yearly budget document**
- **Designing a training plan based on advanced simulation with the main goal of improve team building & non technical skills**

QUALITY AND SAFETY IN HEALTHCARE

- Promoting no-blame culture
- Establishment of Clinical risk and Quality Facilitator Network
- Establishment of a reporting and learning system



A&F INTERNAL GUIDELINES

- Possibility of ad hoc audit requested by the top management and pathway leaders for each department
- All the activities above are coordinated by the Risk Management, Quality and Continuing Education operational team
- Our goal is to create a KPI dashboard for continuous quality monitoring of care services



HOW TO MAKE A&F EFFECTIVE

- The health professionals will be not only the recipient of the report, but they will collaborate creating it
- A&F strongly promoted by the top management
- The main goal of A&F is to start a process of growth, awareness, change and knowledge sharing
- Improving the graphic and the format of the report
- Sharing feedback in written and oral form





ORGANIZATIONAL BEHAVIOR CHANGE

- Understanding the organizational behavior is the first step to change a complex organization as the healthcare one
- Clinical work is always based on a multidisciplinary and multi-professional team effort



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Thanks!

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