



# Pediatric Primary Care Office Quality Survey in Europe

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# A Vision for a Mission

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# **Pediatric Primary Care Office Quality Survey in Europe**

- In Health System both the result produced (health) and the service offered (health services) are considered excellent if they are referred to certain quality requirements well expressed:
  - Adequacy; Effectiveness;
  - Efficiency; Safety;
  - Customer Satisfaction.
- These requirements are expressions of a Continuous Quality Improvement process as expressed in literature and in the health practice.

# Pediatric Primary Care Office Quality Survey in Europe

- The studies about Quality are considered, both in the literature and in the international practice, important tools to direct behaviours towards Continuous Quality Improvement (CQI), especially in Scientific Societies and Professional Communities .
- This project has been developed by FIMP since 1998, at the beginning with a local working group and later (2000) at a national level with the production of a "Handbook of Quality for family paediatrics" in 2002, which includes a cd-rom with a test for paediatrician self-evaluation .
- The latest development is now the Self Evaluation Survey

# Handbook of Quality for Family Paediatrics

[www.fimp.org](http://www.fimp.org)    [www.eapaediatrics.eu](http://www.eapaediatrics.eu)

[Download Pdf file in english](#)

**fimp** Federazione italiana  
Medici *Pediatr*i

 SOCIETÀ ITALIANA DI PEDIATRIA

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[manuale di qualità](#)    [software di autovalutazione](#)

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**Manuale di qualità per la Pediatria di famiglia**

FIMP (Federazione Italiana Medici Pediatri)  
Ufficio centrale per la Qualità  
SIP (Società Italiana di Pediatria)  
GSAQ (Gruppo di Studio per l'Accreditamento e la Qualità)  
GPCP (Gruppo Pediatria delle Cure Primarie)

A cura di Luigi Greco

  
ing. Il. m. l. m. m.    www.fimp.org

# Handbook of Quality for Family Paediatrics

[www.fimp.org](http://www.fimp.org)

- The core of the Handbook is represented by the chapters about the Quality Standards ( Structural, Organizational and Technical-professional ) that should characterize the activity of the family paediatrician.
- Every chapter includes a certain number of specific Criteria (altogether 43 of them have been established), weighed from 1 to 3 according to increasing importance.

# Pediatric Primary Care Office Quality Survey in Europe Self Evaluation Survey on line



[www.fimp.org](http://www.fimp.org)

# Pediatric Primary Care Office Quality Survey in Europe

The screenshot displays the website interface with a top navigation bar containing 'Home', 'Mappa', 'Link', and 'Contatti'. Below this is a green banner with the text 'Rapporti associazioni culturali e scientifiche Internazionali - English Section'. The main content area is divided into three sections: 1) 'FIMP International Relations Delegate: Dr. Stefano del Torso' with email 'deltorso@gmail.com'; 2) 'Federazione Italiana Medici Pediatri - Israeli Ambulatory Pediatric Association' with a sub-section 'FIMP - IAPA Scientific Pediatric Meeting Yad Hasmona June 2010' containing links for 'Conference Program' and 'Conference abstracts'; 3) 'Pediatric Primary Care in Italy' with a link for 'Details'. On the right side, there is a sidebar menu with 'aree tematiche', 'Settori Speciali', 'English Section', and a 'View' section containing 'Handbook of Quality' and 'Self Evaluation'. A red arrow points from the 'Self Evaluation' link in the sidebar to the 'www.fimp.org' URL at the bottom of the slide.

[www.fimp.org](http://www.fimp.org)



# Pediatric Primary Care Office Quality Survey in Europe

## • Login/Registration

The login process is required for the fill in the evaluation form.  
The evaluation form can be modified even after completion: in this case, please login again and change the desired fields.  
Please, note that you can fill in the form in different sessions; when you want to pause, just save the form and logout.  
You will start from the point where you paused once you log back in.



**LOGIN**

User name:

Password:

Login

[Forgot your password?](#)

If you are not REGISTERED, click here →

<http://www.fimp.org/qualita/entry.aspx>

# Pediatric Primary Care Office Quality Survey in Europe

• Registration

**REGISTRATION**

First Name (\*)

Last Name (\*)

Age (\*)

Country (\*)

Specialty (\*)

Place of Work (\*)

E-mail (\*)

**7Z9UE** Enter the code shown:

\* = Required Field

<http://www.fimp.org/qualita/entry.aspx>

# Pediatric Primary Care Office Quality Survey in Europe

- Dear Doctor,  
thank you for registering to the FIMP website. The online system automatically creates a password for you.
- To enter your account, please do the following:
  - 1. Go to: <http://www.fimp.org/qualita/entry.aspx>
  - 2. Log in using this information:  
Your USER ID is userid@mail.xx  
Your PASSWORD is XXXXXXXXXX
- You can use the above USER ID and PASSWORD to log in to the site.  
This password is case-sensitive.

# Pediatric Primary Care Office Quality Survey in Europe

Welcome Stefano del Torso

Help | Logout

## STRUCTURAL AND TECHNOLOGICAL STANDARDS

### 1.1 Accessibilities (technical)

**Criterion:** The office of the Family Pediatrician (FP) is accessible to the patients and to the family (children, adults, disabled, elderly) P. 3

**Standards:**

|   |                                     |                      |
|---|-------------------------------------|----------------------|
| 1. The paediatric office is easily accessible to the patients in paediatric age and to their relatives (there are not particularly obstacles like staircases or narrow doors that could prevent the passage with baby carriage and strollers, the elevators are sufficiently spacious). (MAS) | <input checked="" type="checkbox"/> | <input type="text"/> |
| 2. The paediatric office is easily accessible to disabled patients or relatives (there are not architectural barriers and the passageways are in accordance with the law). (DS)   | <input checked="" type="checkbox"/> | <input type="text"/> |
| 3. The paediatric office is situated near a parking area. (DS)  | <input checked="" type="checkbox"/> | <input type="text"/> |
| 4. The paediatric office is situated in proximity to public transports stations or bus stops. (DS)  | <input type="checkbox"/>            | <input type="text"/> |

<http://www.fimp.org/qualita/entry.aspx>

# Pediatric Primary Care Office Quality Survey in Europe

- Every criterion is divided into standards (altogether they are 220). The standards are classified according to a wide professional agreement, as for example Minimal Acceptable Standard (MAS), Desirable Standard (DS), or Optimal Standard (OS).
- The lack of even a single minimal acceptable standard makes the relative Criterion not satisfied and its classification therefore goes down to zero.

# Pediatric Primary Care Office Quality Survey in Europe

|   |                                     |  |
|---|-------------------------------------|--|
| 9. The paediatric office is equipped with heating system. (MAS)   | <input checked="" type="checkbox"/> |  |
| 10. The paediatric office is equipped with air conditioning. (DS) | <input checked="" type="checkbox"/> |  |
| 11. The paediatric office is equipped with air cleaning (OS)      | <input checked="" type="checkbox"/> |  |

## 1.3 Safety of the working environment

**Criterion: The study of the FP is safe P. 3**

**Standards:**

|  |                                     |  |
|--|-------------------------------------|--|
| 1. The paediatric office is structured in order to be safe for patients, relatives and staff (electric system in conformity with regulations, fire-fighting devices and evacuation plan) (MAS) | <input checked="" type="checkbox"/> |  |
| 2. In the paediatric office a risk's plan has been implemented (DS)  | <input type="checkbox"/>            |  |
| 3. The evacuation plan is posted on the walls of the office and it is well visible. (DS)   | <input type="checkbox"/>            |  |

Save

<http://www.fimp.org/qualita/entry.aspx>

# Pediatric Primary Care Office Quality Survey in Europe

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### LOGIN

User name:

Password:

Login

[Forgot your password?](#)

If you are not REGISTERED, click here →

<http://www.fimp.org/qualita/entry.aspx>

# Pediatric Primary Care Office Quality Survey in Europe – Summary



## 3.4 Health information

**Criterion: The patient and/or the relatives are properly informed about the illness, the possible treatments, the pharmacological therapies, and about the following up services. P. 3**

### Standards

|   |   |  |
|---|---|--|
| 1. The patients are informed about their disease and its complications. (MAS)   | x |  |
| 2. The patients are informed about the best treatments and the possible alternatives, about the benefits, about the possible side effects, about the costs and the availability of medical-surgical aids used during the care . (MAS) | x |  |
| 3. The patients are informed about their right to refuse the health treatments as well as of the consequences of their refusal. (OS)  |   |  |
| 4. Informations are communicated to the patient in the most comprehensible way. (MAS)   | x |  |
| 5. The Paediatrician establishes relations with specialists and hospitals, considering possible necessities (DS)  |   |  |
| 6. The patients are informed about the cost of the services connected to the structure, to the pathology and the times of execution. (OS)   |   |  |
| 7. The patients are informed about absence of the Paediatrician as well as the procedures to reach the substitutive services. (MAS)   | x |  |

## 3.5 Customer satisfaction

**Criterion: The Paediatrician looks after the relations with patients and their satisfaction. P. 3**

### Standards

|   |   |  |
|---|---|--|
| 1. There is a procedure that allows the patient to formulate suggestions or to express judgments on the services offered by the Paediatrician (MAS) | x |  |
| 2. The Paediatrician promotes or takes part in investigations about the Customer Satisfaction Care (DS)   |   |  |
| 3. The Paediatrician makes changes according to the result of the Customer Satisfaction Care test. (DS)   |   |  |

<http://www.fimp.org/qualita/entry.aspx>

# Pediatric Primary Care Office Quality Survey in Europe

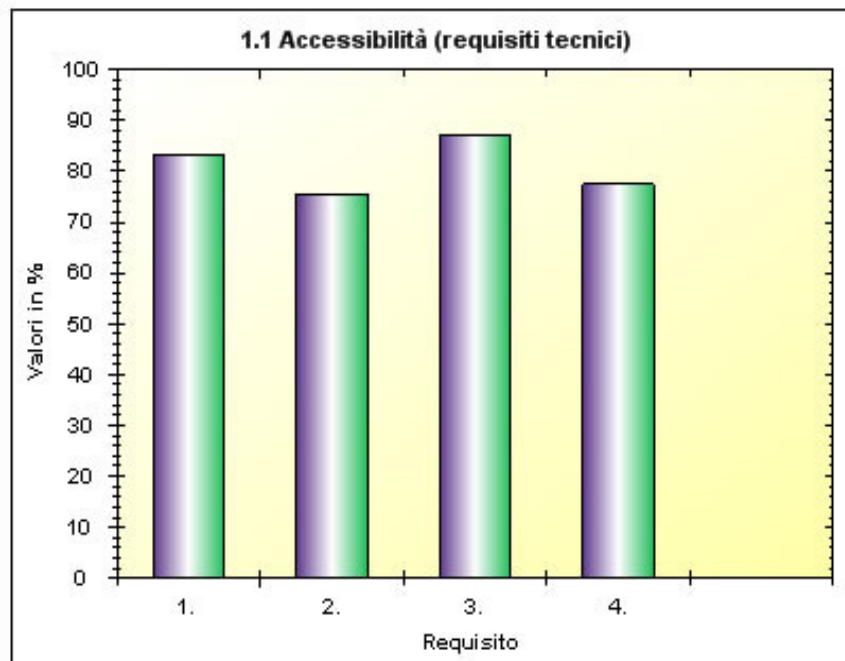
| Final Score           |     |       |
|-----------------------|-----|-------|
| Final Score           | 106 |       |
| Number of answers MAS | 103 | 98,1% |
| Number of answers DS  | 0   | %     |
| Number of answers OS  | 0   | %     |

The minimum score to apply for accreditation 100.

<http://www.fimp.org/qualita/entry.aspx>

Numero di schede compilate: 102

## REQUISITI STRUTTURALI E TECNOLOGICI

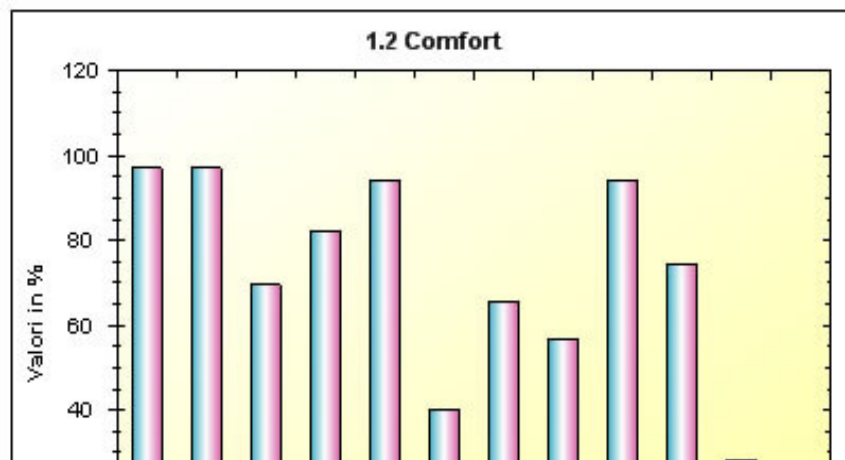


### 1.1 Accessibilità (requisiti tecnici)

**criterio: Lo studio del Pdf è accessibile ai pazienti ed ai familiari (bambini, adulti, disabili, anziani)... P. 3**

#### Requisiti:

|  |        |
|--|--------|
| 1. Lo studio pediatrico è facilmente accessibile ai pazienti in età pediatrica e ai loro familiari (in particolare non vi sono ostacoli quali scale o porte strette che impediscano il passaggio con carrozzine e passeggini, gli ascensori risultano essere sufficientemente capienti). | 83,33% |
| 2. Lo studio pediatrico è facilmente accessibile a pazienti o familiari disabili (non vi sono barriere architettoniche e i passaggi sono a norma).   | 75,49% |
| 3. Lo studio pediatrico è ubicato in una zona con parcheggio veicoli.  | 87,25% |
| 4. Lo studio pediatrico è ubicato nelle vicinanze di stazioni o fermate di mezzi di trasporto pubblico.  | 77,45% |



### 1.2 Comfort

**criterio: Lo studio del Pdf è organizzato e strutturato in modo da risultare confortevole per le persone che vi accedono..... P. 2**

#### Requisiti

|  |        |
|--|--------|
| 1. Lo studio pediatrico è dotato di idoneo spazio adibito a sala d'attesa.   | 97,06% |
| 2. I posti a sedere in sala d'attesa sono in numero adeguato.  | 97,06% |
| 3. La sala d'attesa è dotata di giocattoli o altro materiale idoneo a rendere più gradevole l'attesa dei pazienti. | 69,61% |

# **Pediatric Primary Care Office Quality Survey in Europe**

## ***OBJECTIVES 1***

- **Self-evaluation as an instrument of monitoring Continuous Quality Improvement program in Paediatric Primary Care;**
- **Data base to study areas where to get quality improvements, to stress the points of strength and weakness critical for family paediatrician's activity;**
- **Quality auditing network, made by paediatrics trained to control the self evaluation results for a procedure of accreditation ;**

# Pediatric Primary Care Office Quality Survey in Europe



## *OBJECTIVES 2*

- Internationalization of self evaluation system as way to compare the professional activity for paediatrics in the different countries and in international organizations ( EAPRAS Net, ECPCP )
- Get quality indicators to be shared ( reports ) , but also occasion of comparison among other professionals and a cultural growth of all the subjects involved.



**Join the project !!**

**Self Evaluation Survey on line**  
**for Primary Care Pediatricians**  
**in Europe**

**[www.fimp.org](http://www.fimp.org)**

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