

“A new perspective to go over diversity”

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Aim of the project

The Province of Bergamo Public Health Service in partnership with Disabled People Organizations, worked together to implement services facilities in order to give to disabled people all the possible opportunities to face their health needs.

Main disability: the frequency of the problem.

- The Bergamo Province has 1.021.701 inhabitants on an surface of 2.723 kmq



The frequency of the problem

<i>Disability</i>	<i>Patients Year 2009</i>	<i>Number of Outpatient Clinics Access in year 2009</i>
<i>blind persons</i>	615	14988
<i>partial blind persons</i>	779	13110
<i>deaf persons</i>	645	11646
TOTAL	2039	39744



39.744

Methodology

- Setting up a common work with Disabled People Associations (deaf, blind, persons with disabilities)
- Concerning a specific working group with 21 Hospitals of the province, for a total of 4861 bed places
- Working for shared and homogeneous solutions for the Health Province System
- Problem analysis and reengineering to find out solutions for the main problems

Protocols

All solutions has been shared on **written protocols** signed by all the Province Hospital Health Directors (21 Hospitals) under the ASL (Public Health Service) Coordination



Main results

	Blind	Deaf	Other disabilities
Booking system	Specific Human resources identification to contact in every hospital in order to book for specific welcome	Fax Booking System	Specific Human resources identification to contact in every hospital in order to book for specific welcome

Main results

	Blind	Deaf	Other disabilities
Services Structural Changes	<ul style="list-style-type: none">-Structural Changes-Accompanying Services-Devices adaptation	Adaptation to modern systems audio support	<ul style="list-style-type: none">-Structural Changes-Accompanying Services-Devices adaptation

Main results

	Blind	Deaf	Other disabilities
Diagnosis and Clinical Results	Digital storage of data on audio support	Written and informatics supports	Possible personalized responses by email or on PC (managed by every structure responsible)

Specific services for blind patients

CARE PATHWAY	SPECIFIC SOLUTIONS
Booking	Specific telephone/email service
Acceptance	Specific personnel for assistance Specific management of waiting lists
Clinics / Diagnosis	Choice of the timing for proceedings Specific support to the patient
Hospitalization	Free obstacles room (at least one for each structure) Specific patient support for food distribution Directly Observed Therapy
Results	Results on CD or email with Audio format
Discharge	Specifically scheduled discharge Copy of the dismissing letter on Audio Format or printed in Brail Code Copy of Therapy printed also in Brail Code

Changing culture towards disability

The project aims to improve the system approach to Disability.

It should become “natural” to “think” to disability while planning for health services

Just to really create...



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Thanks for your attention!