



Progetto IN-DOLORE 2014



Hospitals and the right to avoid unnecessary
pain and suffering
A civic survey

Rosapaola Metastasio,
Civic Evaluation Agency, CITTADINANZA ATTIVA

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WG 1: Pain as a quality indicator for healthcare

Cittadinanzattiva, an independent non-profit and consumer organization founded in 1978

Its main objectives are:

- the promotion of **civic participation**
- the protection of **citizens' rights**



It has **+30 years** experience in the protection of citizens' rights in the **health sector** (3 networks)

Active Citizenship Network (ACN), created in 2001, is our European branch

A **flexible network** of more than **100 EU civic and patient organizations**

Member of **EU Health Policy Forum** (EU Commission-DG Health and Food Safety)



Our commitment at EU level:

- **European Charter of Patients' Rights** (2002): 11 rights, among which the **Right to avoid suffering and unnecessary pain**
- **European Patients' Rights Day** (since 2007) celebrated every year on 18th April with local, national and EU events all over Europe
- **MEPs Interest Group** on “**European Patients' Rights and Cross-border Healthcare**” (2015)



Strategic actions over the last 15 years for increasing contributions in this engagement:

Daily Protection against violations of rights

Collection and dissemination of **best practices**

Institutional mediation

Actions to promote cultural changes

Production of citizens' information

campaigns for information and awareness

Many projects carried on!

- **Let us abolish forced pain** (2001) campaign focused on particular groups (the elderly)
- **Charter of Rights against Unnecessary Pain** (2005) to declare and protect 8 fundamental rights often violated and obtain treatment in order to remedy
- **We are not born to suffer** (2008) campaign. Creation of 40 local info-points to facilitate dialogue between physicians and patients
- **Against Useless Pain** a monitoring campaign (33 Italian hospitals and health centres), by involving citizens and healthcare workers
- **In-dolore** (painless) (2012) information and awareness campaign on the Italian law n.38/2004
- **In-dolore** (2014) a monitoring project in the hospitals



Charter of rights against UNNECESSARY PAIN


<p>1 Right not to suffer unnecessarily Every individual has the right to have its pain alleviated as efficiently and rapidly as possible.</p>	<p>3 Right to access pain therapy Every individual has the right to access the treatment needed to alleviate its pain.</p>	<p>6 Right to a free, informed choice Every person has the right to actively participate in the decisions made regarding its pain management.</p>
<p>2 Right to acknowledgement of pain Every person has the right to be listened to and believed when reporting personal pain.</p>	<p>4 Right to qualified assistance Every individual has the right to receive pain assistance, in observance of the latest approved quality standards.</p>	<p>7 Right of children, the elderly and those "without a voice" Children the elderly and "sensitive" subjects have the same right not to suffer unnecessary pain; special consideration should be given to their particular status.</p>
<p>5 Right to continued assistance Every person has the right to have its pain alleviated continuously and assiduously throughout all phases of illness.</p>	<p>8 Right not to suffer pain during invasive and non-invasive diagnostic tests Anyone having to undergo diagnostic tests, especially those which are invasive, must be treated in such a manner as to prevent episodes of pain.</p>	

Project *In-dolore* 2014 : goals and numbers



Pain is of course an indicator of quality for healthcare and "humanization" ...

Can the civic point of view be useful?

- Collect objective **data** to monitor the level of attention to the right to avoid pain and unnecessary suffering in Italian hospitals
- Interview patients 
- Provide citizens with a concrete **tool for knowledge**, and at the same time make visible the attention to pain (Poster and **website**);
- Encourage the Committees «No Pain Hospital-Territory» to be a real agent for improvement.



Project promoted by Tribunal for Patients' Rights (TDM) – the Health Network of Cittadinanzattiva in Italy: more than 200 local points and 10.000 volunteers

47 Hospitals, voluntary subscription (all invited) and 711 in-patient

To learn more about the Project :

www.cittadinanzattiva.it/in-dolore (in Italian)

Methodology in pills: the Checklist



50 items in total: ➤ 7 areas dedicated to the Hospital in general
➤ 5 selected wards to focus on

1. Detection and treatment of pain	6
2. Corporate structure Hospital-Territory	9
3. Information to citizens	3
4. Staff Training and Refresh	3
5. Access to medicines	4
6. Support and attention to individual needs	3
7. Listening to patients and commitment to improve	3
1. FOCUS PEDIATRICS	5
2. FOCUS OBSTETRICS AND GYNECOLOGY	3
3. FOCUS ORTHOPAEDICS SURGERY	4
4. FOCUS GENERAL MEDICINE OR INTERNAL MEDICINE	3
5. FOCUS EMERGENCY ROOMS	4
TOT items recorded	50

Data available online: transparency for citizens!



«How much this Hospital cares for pain»

Progetto IN-DOLORE 2014
Ospedale "CIRIÈ" (Cirié, To)

Name and town of the Hospital monitored

Ha soddisfatto 31 elementi su 50 richiesti



Legenda

- ✔ La struttura dichiara di soddisfare il requisito richiesto dalla domanda, avendo risposto "sì"
- La struttura dichiara di non soddisfare il requisito richiesto dalla domanda, avendo risposto "no"
- La struttura dichiara che la domanda non è pertinente, quindi non è calcolata nel punteggio finale

Super-synthetic result: hospital achieved 31 items out 50

SINTESI DEI RISULTATI: LE AREE DI INDAGINE

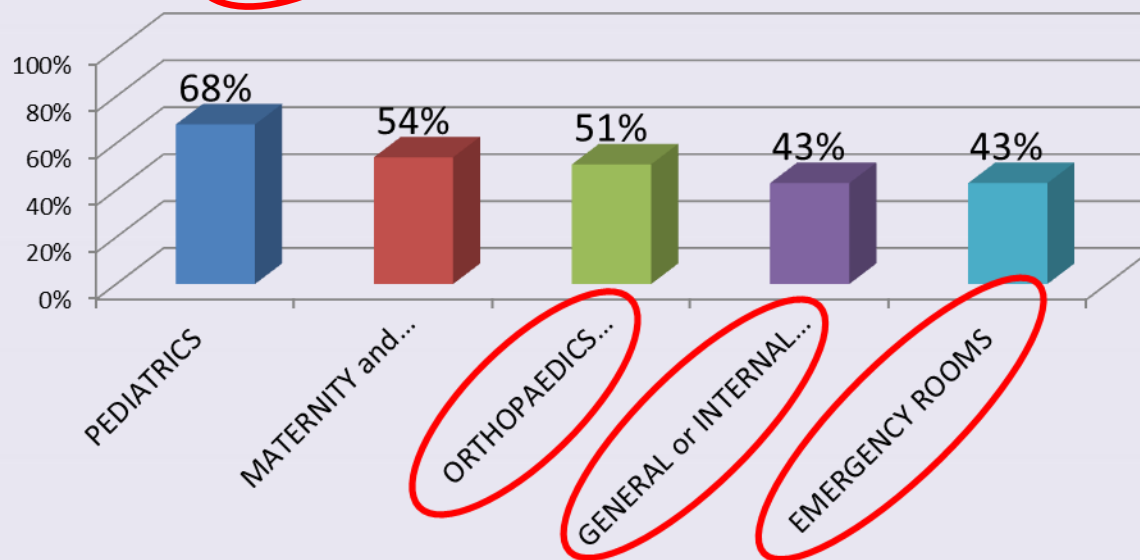
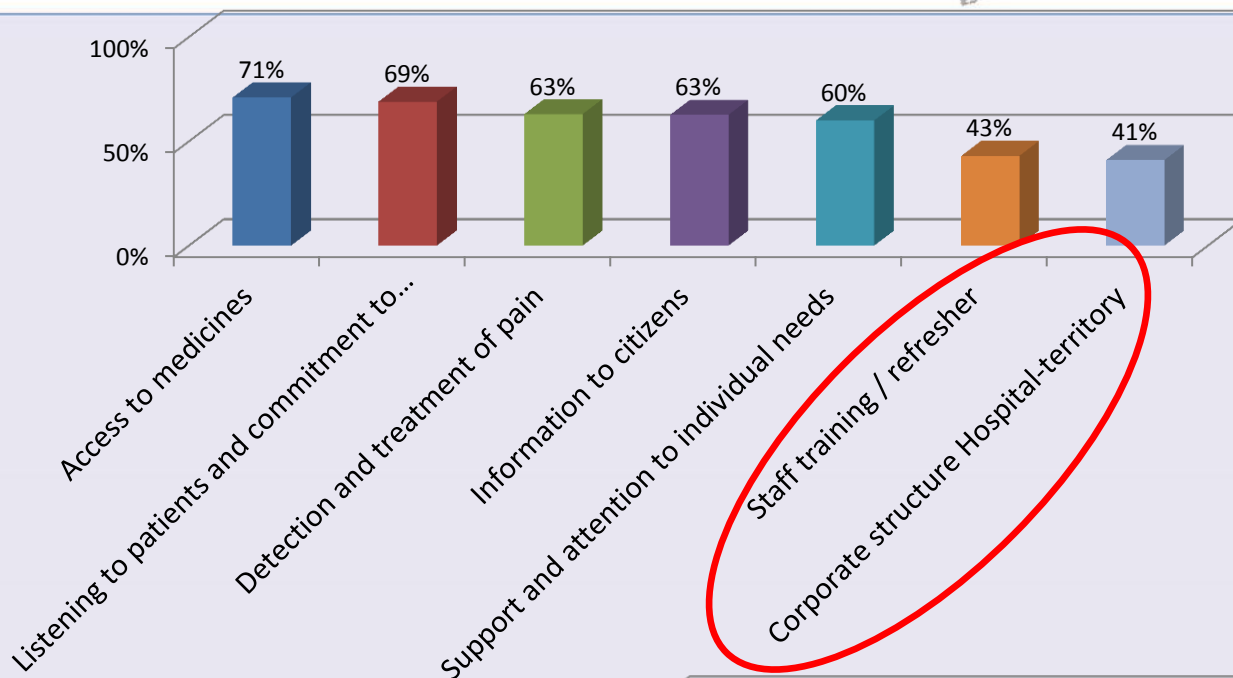
- ✔✔✔✔●● - Rilevazione e trattamento del dolore: 4 elementi soddisfatti su 6
- ✔✔✔✔✔●● - **Organizzazione aziendale Ospedale-Territorio** : 6 elementi soddisfatti su 9
- ✔✔● - Informazione al cittadino: 2 elementi soddisfatti su 3
- ✔●● - Formazione / aggiornamento del personale: 1 elemento soddisfatto su 3
- ✔✔✔✔ - Accesso ai farmaci: 4 elementi soddisfatti su 4
- ✔✔✔ - Sostegno e attenzione alla persona: 3 elementi soddisfatti su 3
- ✔✔● - Ascolto dei cittadini e impegno per il miglioramento: 2 elementi soddisfatti su 3

Sintetic results given by graphic symbols for Areas and Focuses

SINTESI DEI RISULTATI: I FOCUS NEI REPARTI DI INDAGINE

- ✔✔✔✔● - PEDIATRIA: 4 elementi soddisfatti su 5

Main results: critical areas and wards



Main results: overview



- Patients' **information** on their rights as foreseen by Law 38/10 is very poor, and the same applies to patients' awareness about their rights
- **Training** of both doctors and nurses still needs to be fostered: only 4 health centres out of 10 have 75% of staff trained about pain management
- **in 8 cases out of 10** there is a **special space to fill dedicated** to the pain treatment on medical records
- Still a lot to do with pain treatment for **children** and **elderly**:
 - In **22%** of the monitored hospitals only the entire staff (**physicians and nurses**) has received a **specific training** on pain treatment in elderly
 - only 63% of hospitals have specific sections to record pain intensity felt by people with speech difficulties (children, people with cognitive impairments)
- Almost all the patients (87.7%) were asked if they felt pain, but **only in a case of two** it was also **measured the intensity** with appropriate equipment
- Just half of health providers adopts **childbirth-analgesia**, with a specific anesthetist available every day 24h
- **ORTHOPAEDICS SURGERY**: **31%** of the health providers do not offer postoperative procedures/techniques for pain management



Some political proposals



Local and national Institutions should work on:

- Activities to **inform** and **raise awareness** among citizens and health professionals
- protection of **rights** foreseen by the Italian Law 38/2010, by the EU Directive on cross-border healthcare and their implementation
- Increasing attention to elderly and children's needs to give the voice to those who do not have any
- Detection and treatment of pain through professional training, innovative solutions, new feasible management procedures
- taking care of patients' transition from hospitals to their home, one of the biggest weaknesses of the health system

