

IL SISTEMA SOCIO-SANITARIO IN CARINZIA

Dir. Mag. Karl Wulz
Direttore ospedale regionale di Villaco
Amministratore delegato Sanicademia
Venezia, 25 giugno 2009



LA SANITÀ AUSTRIACA IN CIFRE

Superficie: 83.871 Km

PIL: 282.2 miliardi euro

Popolazione: 8.315.000

PIL pro capite: 33.800 euro

Speranza media di vita:

Assicurati: 97,6% popolazione

•donne 82.9

•uomini 76.3



Posti letto: 64.556

**Spese sanitarie: 27.453
(milioni euro) = 10,1% PIL**

Permanenza media: 5,8 gg

**Spesa sanitaria pro
capite/per anno: 3.301,62**

Fonte: www.kaz.bmgf.gv.at anni 2007-2008



STRUTTURA POLITICA



- Repubblica democratica e Stato federale
- Composto da 9 Regioni
 - Burgerland, Carinzia, Bassa Austria, Alta Austria, Salisburgo, Stiria, Tirolo, Vienna, Voralberg
- Vienna: Capitale federale e sede del governo federale



■ **Livello nazionale**

- Parlamento nazionale (delibera le leggi più importanti come la legge sugli Istituti sanitari, sui medici, sulla Salute e i malati, leggi sociali..)
- Il Ministro della Salute
- Il Ministro federale del Lavoro, degli Affari sociali e per la tutela dei consumatori

■ **Livello regionale**

- Parlamento regionale (delibera le leggi regionali e l'ordinamento per gli Istituti sanitari)
- Consiglio regionale della Salute

■ **Stakeholder importanti**

- L'albo dei medici
- Associazione dei farmacisti austriaci
- Associazione delle compagnie di assicurazione



IL SISTEMA SANITARIO AUSTRIACO

È caratterizzato da una separazione nelle seguenti aree:

- **Malattia**
- **Prevenzione**
- **Riabilitazione**
- **Cure termali**
- **Istituti di cura**
- **Obbligo di versamento del salario in caso di malattia**



L'ASSISTENZA SANITARIA

Anche qui vi è una netta separazione tra:

LIBERA PROFESSIONALITÀ

e

ASSISTENZA OSPEDALIERA

- **Libera professionalità:**
 - **Medici di famiglia**
 - **Specialisti**
 - **Altri liberi professionisti (psicologi, ostetriche ecc..)**
 - **Servizi ambulatoriali (cure a domicilio ecc..)**



L'ASSISTENZA SANITARIA

- **L'assistenza ospedaliera:**
 - **Cliniche universitarie**
 - **Istituti sanitari d'eccellenza**
 - **Istituti sanitari standard**
 - **Istituti sanitari specializzati**
- **Altre aree ospedaliere**
 - **Cure termali / Riabilitazione**
 - **Strutture di cura**



COMPETENZE PER LE DIVERSE OFFERTE

■ Libera professionalità:

■ Medici

Medici generici e specialisti possono scegliere dove stabilire il proprio studio. I contrattisti dell'assicurazione sociale sono limitati da un "piano organico"

■ Sistema simile per psicologi o ostetriche

■ Servizi ambulatoriali vengono sovvenzionati dalla Regione o dal Comune

■ Le case di cura vengono regolate dalla Regione (Legge sulle case di cura)

■ Assistenza ospedaliera:

■ Secondo la Costituzione austriaca: competenza regionale

■ Legislazione di base: Stato federale

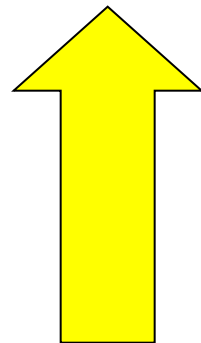


- **Pari accesso a tutte le prestazioni sanitarie**
- **Assicurazione sanitaria solidale**
- **Finanziamenti misti (contributi e fondi fiscali comuni)**
- **Disponibilità pubblica delle prestazioni sanitarie**
- **Obbligo di assicurazione sanitaria**
- **Franchigia**



CONFRONTO INTERNAZIONALE

- **Health Consumer Powerhouse**
- **18 indicatori divisi in: Diritto del Paziente, Informazione, HTA e incentivi finanziari;**
- **Anno 2009: Il paziente danese è il più favorito**



1. Danimarca

10. Austria

18. Italia





“Non è il sistema il fattore determinante bensì il paziente!”

■ Il paziente sceglie il medico



■ Il paziente sceglie l'ospedale



■ Il paziente sceglie l'assicurazione sociale



■ Il paziente conosce le diverse offerte e la qualità dei fornitori



LE PREMESSE PER UN SISTEMA SANITARIO EFFICIENTE:

Competitività tra i fornitori (assicurazioni, medici, ospedali)

- Premesse per il **PAZIENTE**:
 - Informazione sulla qualità degli ospedali e dei medici per i pazienti
 - Pagamento di una franchigia da parte del paziente
 - Informazioni sui servizi dell'assicurazione
- Premesse per **l'ASSICURAZIONE**:
 - Libertà contrattuale con i fornitori riguardo ai prezzi delle prestazioni
 - Certificato di qualità dei fornitori sulle prestazioni



■ La gestione collegiale

- Gli ospedali in Austria vengono gestiti da una direzione composta da 3 direttori.
- In alcune regioni federali, organizzazioni private ed ecclesiastiche vi è una gerarchia all'interno della Direzione.
- Negli istituti sanitari della Carinzia (Klagenfurt, Villach, Wolfsberg, Hermagor, Laas) i direttori hanno pari diritti e costituiscono la gestione collettiva dell'Istituto. Questo significa che ognuno di loro è anche responsabile degli atti degli altri direttori.

■ Rappresentanza dei proprietari

- In molti casi il proprietario ha un'influenza diretta sulla direzione (Comuni, Regioni, Chiesa).
- Gli istituti sanitari carinziani hanno istituito una holding a titolo di rappresentanza dei proprietari. Nel comitato esecutivo della holding il Land è rappresentato da politici.
- Ogni ospedale regionale è un'azienda con un proprio Comitato Esecutivo.



Il finanziamento è caratterizzato dal sistema dell'assicurazione sociale

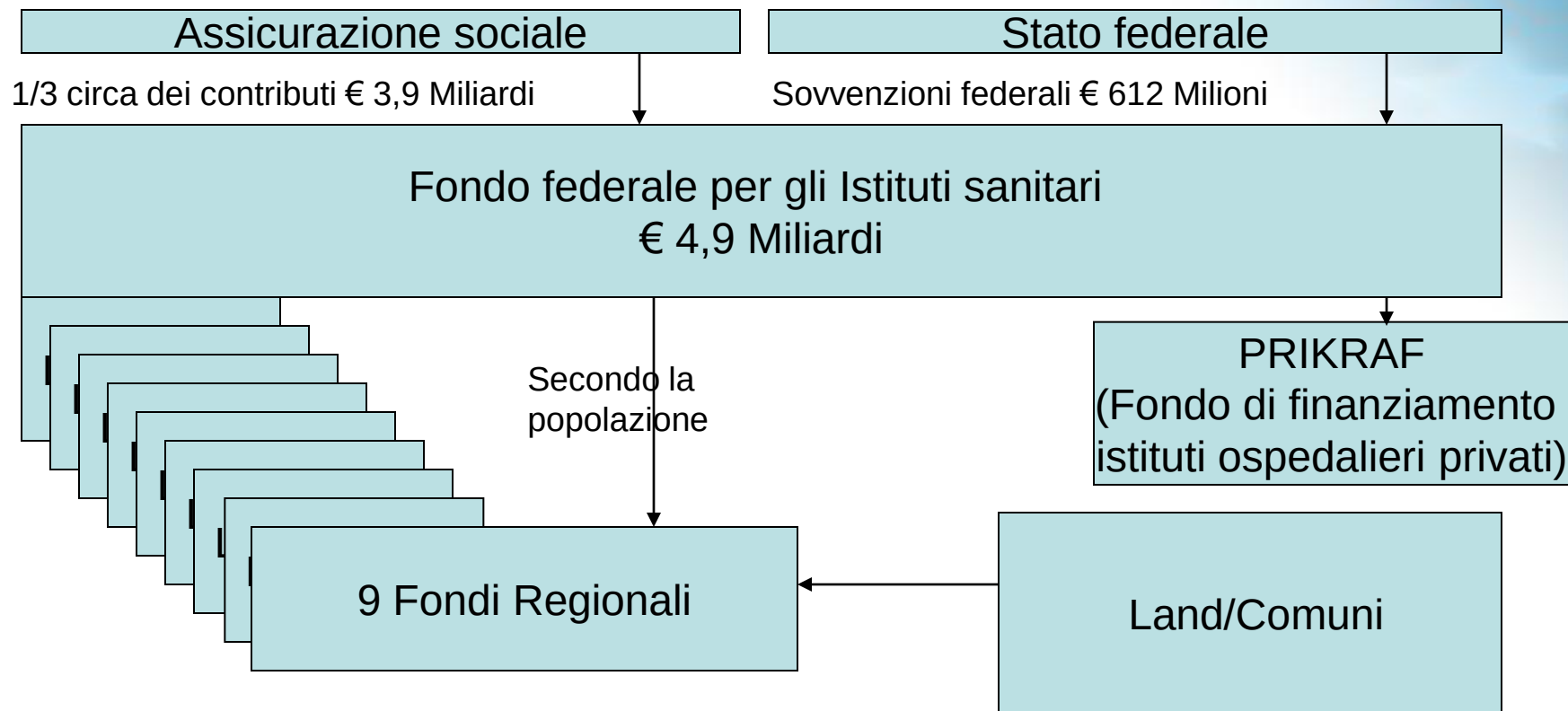
■ Liberi professionisti

- Le “prestazioni mutualistiche” erogate dai medici liberi professionisti vengono remunerate dall'assicurazione sociale.
- Limitazione attraverso il piano organico delle casse mutue e definizione della remunerazione massima dovuta ai contrattisti per certe prestazioni.
- Liberi professionisti senza accordo con la cassa mutua vengono pagati privatamente dal paziente. Il paziente può ottenere un rimborso pari al 80% dell'importo che un contrattista avrebbe ottenuto per la stessa prestazione fornita.
- Le casse mutue pagano anche le prestazioni fornite da altri liberi professionisti come psicologi, ostetriche, fisioterapeuti ecc..

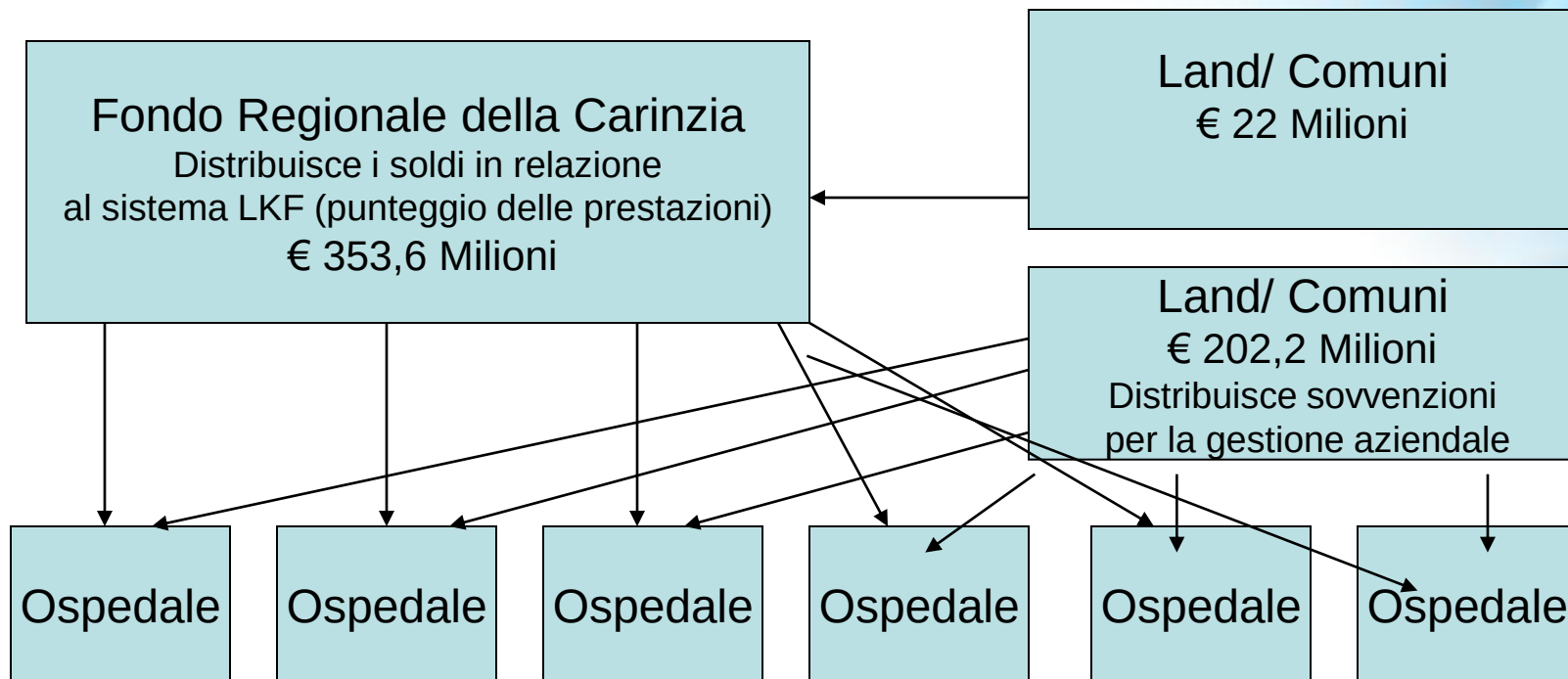


I FINANZIAMENTI IN SANITÀ

Il caso speciale degli Istituti sanitari



I FINANZIAMENTI IN SANITÀ

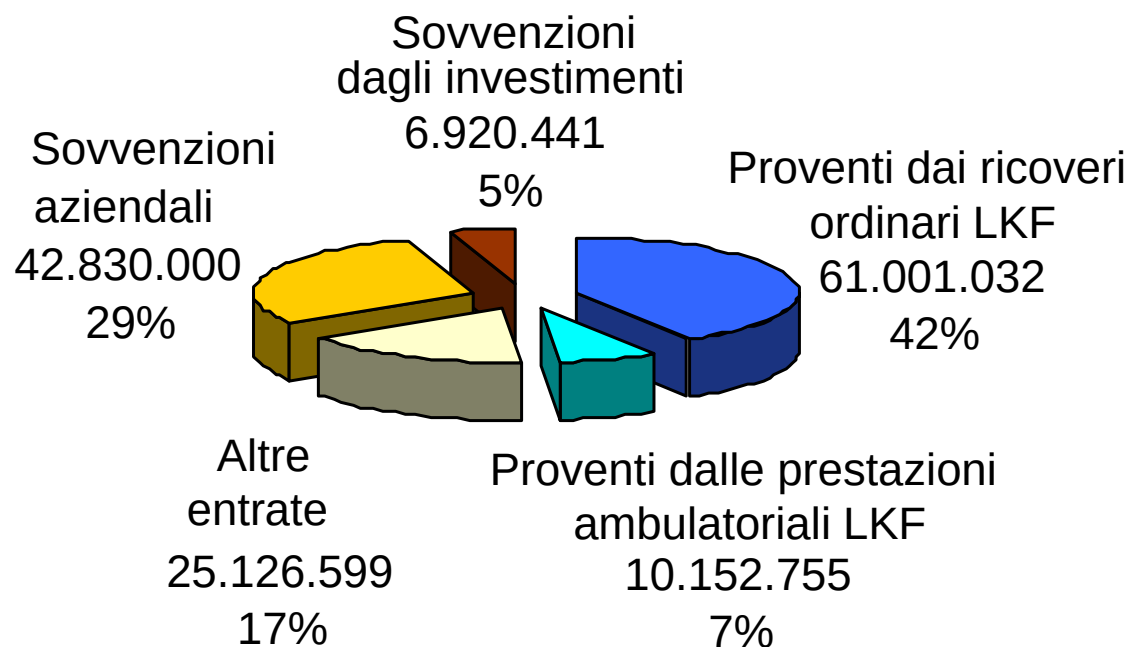


I FINANZIAMENTI AGLI OSPEDALI

Le entrate di un ospedale pubblico prendendo come esempio l'ospedale di Villaco:

Struttura delle entrate dell'ospedale di Villaco anno 2008

Totale EUR 146.030.827



GRAZIE PER L'ATTENZIONE

**SANICADEmia –Accademia Interna-
zionale per la Formazione dei
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www.lkh-vil.or.at**



Villach Regional Hospital

An overview and
experiences in the crossboarding area



The Villach Regional Hospital



- 1891 opening of the „Kaiser Franz Josef“ hospital
- transfer of the regional hospital to the state of Carinthia
- the KABEG establishes the umbrella organisation in 1993
- task is to provide medical and nursing care for the regions of Central and Upper Carinthia
- This is based on:
 - legal fundamentals
 - regional guidelines
 - KABEG regulations
 - „Villach model of patient-oriented quality management“

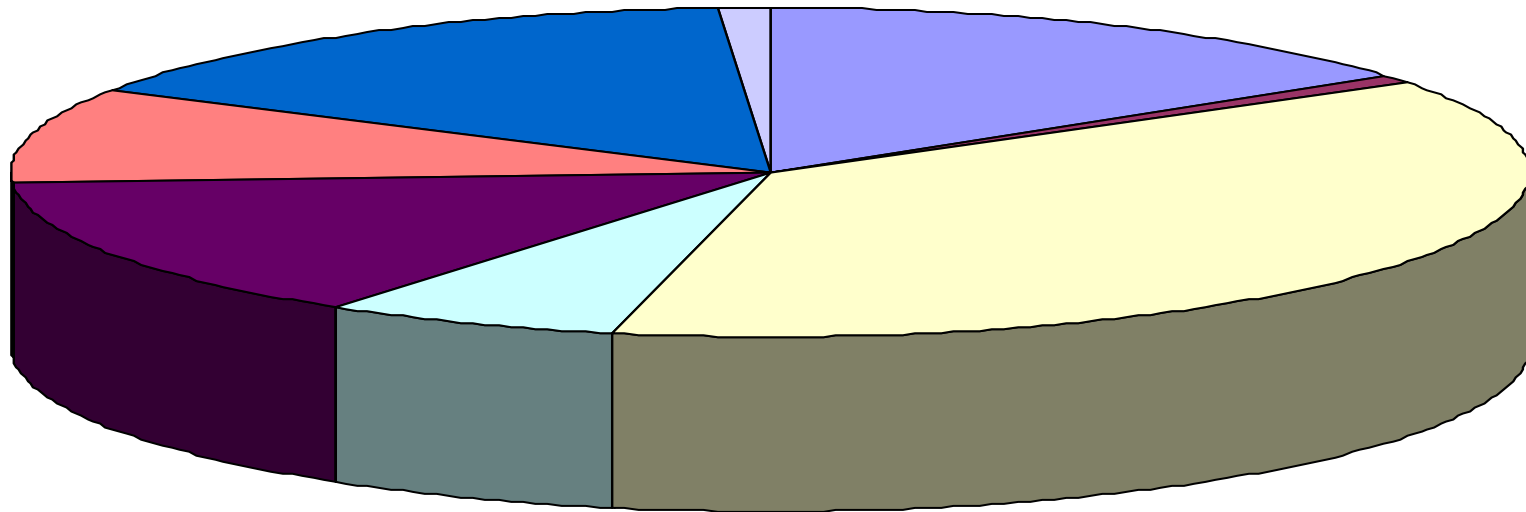
„Your welfare is our concern“

Facts and figures (2008)

- 10 departments
- 4 institutes
- 783 beds
 - 734 acute care
 - 49 department for chronic patients
- 129.127 medical treatments per year
 - 36.325 in-patient
 - 92.802 out-patient
- days of occupancy 241.512
 - average duration of occupancy 6,6 days
- 1792 employees (part-time, work leave)
 - 1496 employees (effective)



Personnel in the Villach Regional Hospital 2007



- 216 practicing physicians
- 13 other graduate professions
- 535 graduated nurses and male nurses
- 91 medical-technical personnel
- 205 other medical attendants
- 133 administrative personnel
- 226 operational personnel
- 14 other personnel

Departments and institutes

- Departments
 - Anesthesia and Intensive Care
 - Casualty Surgery Department
 - Department for Internal Medicine
 - General Surgery Department
 - Gynecology and Obstetrics Department
 - Internal-Geriatric Department
 - Neurology and Psychosomatic Medicine
 - Orthopedics
 - Pediatrics

- Institutes
 - Hospital pharmacy
 - Institute for medical and chemical laboratory diagnostics
 - Institute for Pathology
 - Central X-Ray Institute

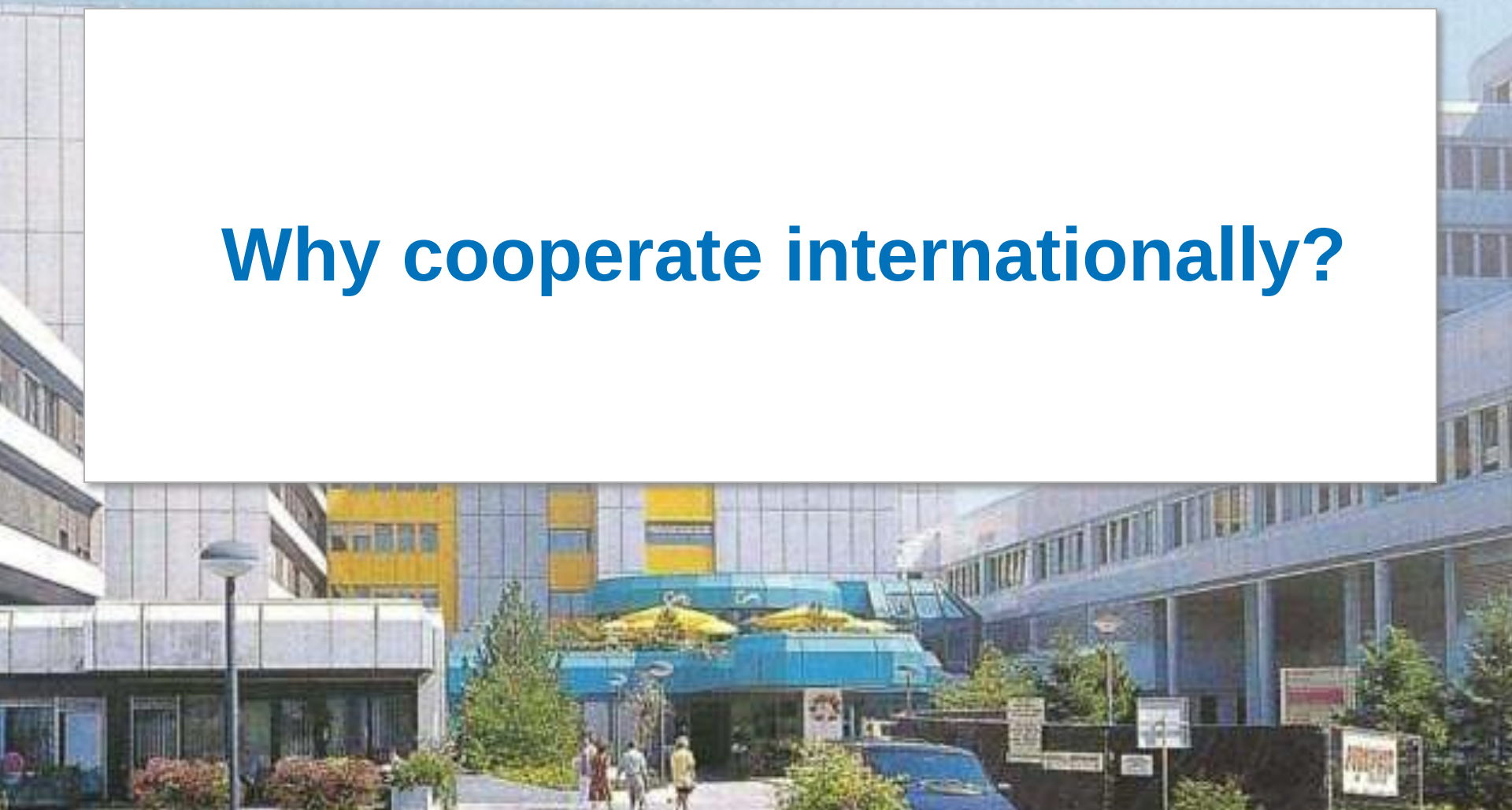


Other medical services

- Hospital hygiene
- Mobile Palliative Team
- Medical-technical services
 - Physiotherapy
 - Ergotherapy
 - Recreation/occupational therapy
 - Logopedics
 - Psychological Service
- close collaboration with our consultants

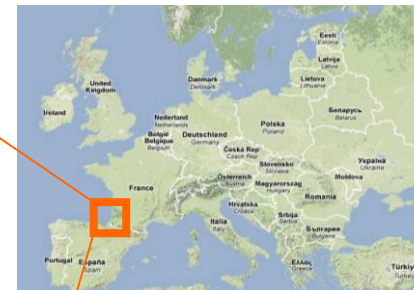
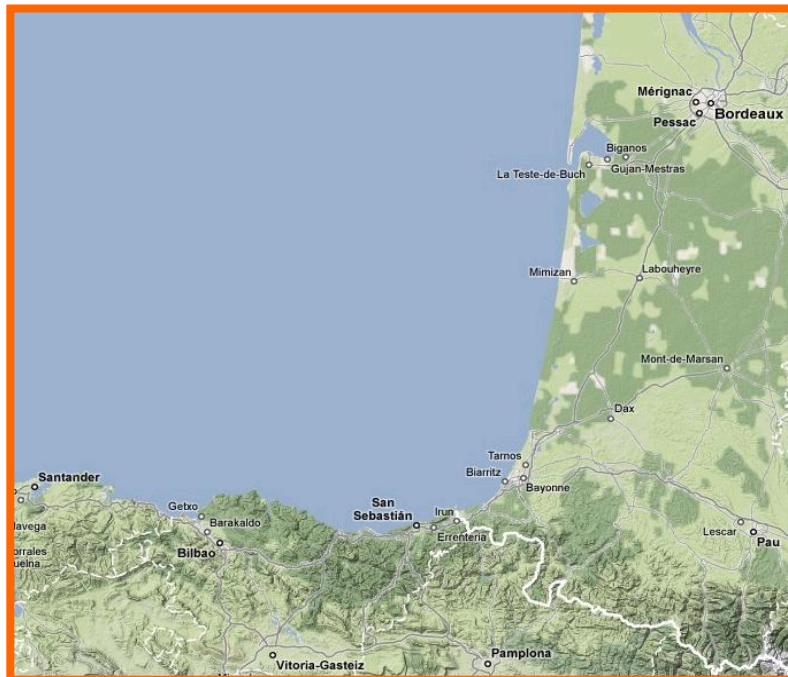


Why cooperate internationally?



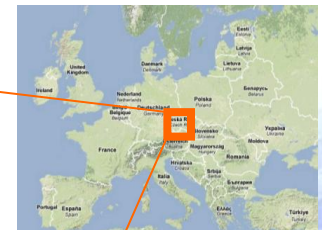
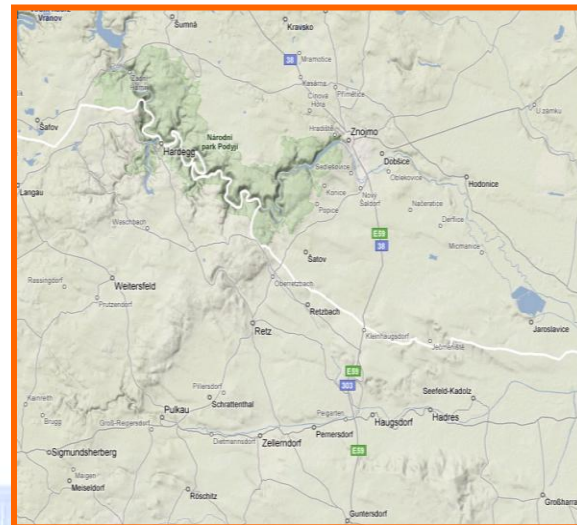
Example 1 – Emergency care

- France/Spain - A patient suffers from a heart attack in the border region
- He is being driven 200km to the next domestic hospital
- The route to the closest hospital in the neighbouring country would have taken much less time



Example 2 – Emergency care

- Recent case in Lower Austria
- Austrian Ambulance team wanted to get a patient with life threatening injuries to Znaimo (CZ)
- Ambulances may only operate on their own territory
- Enormous loss of time as they had to wait at the border for their czech colleagues to take over the patient



Example 3 – Emergency care

- Situation between Carinthia and Friuli-Venezia Giulia:
- Emergency case in the border region on Italian side



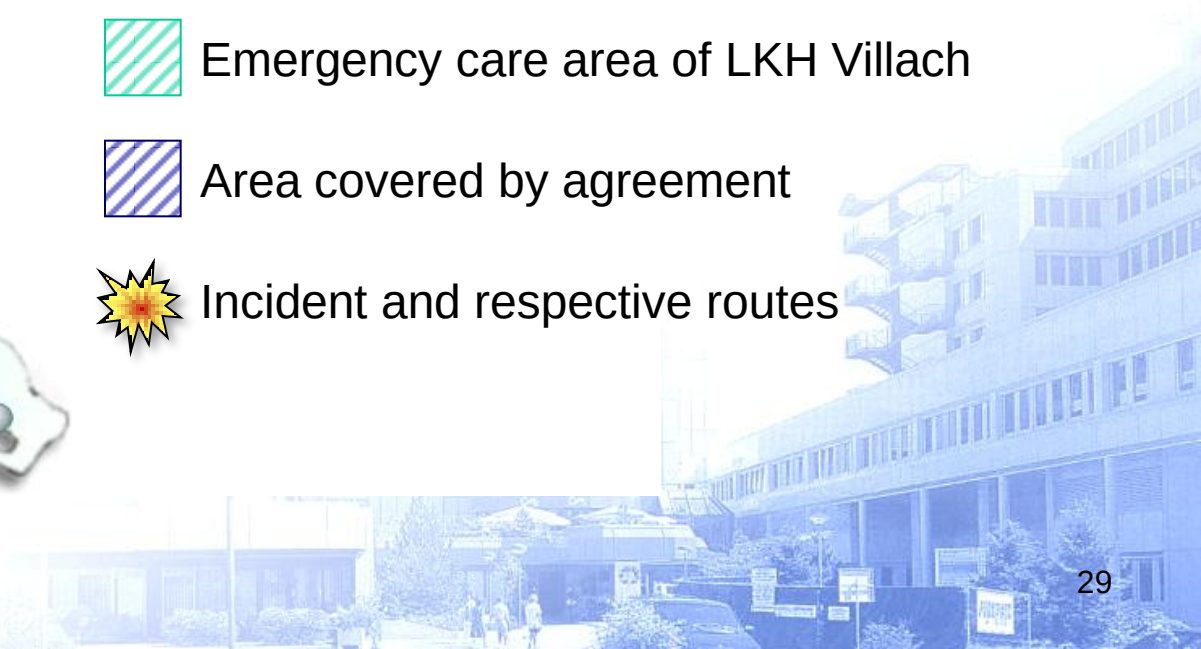
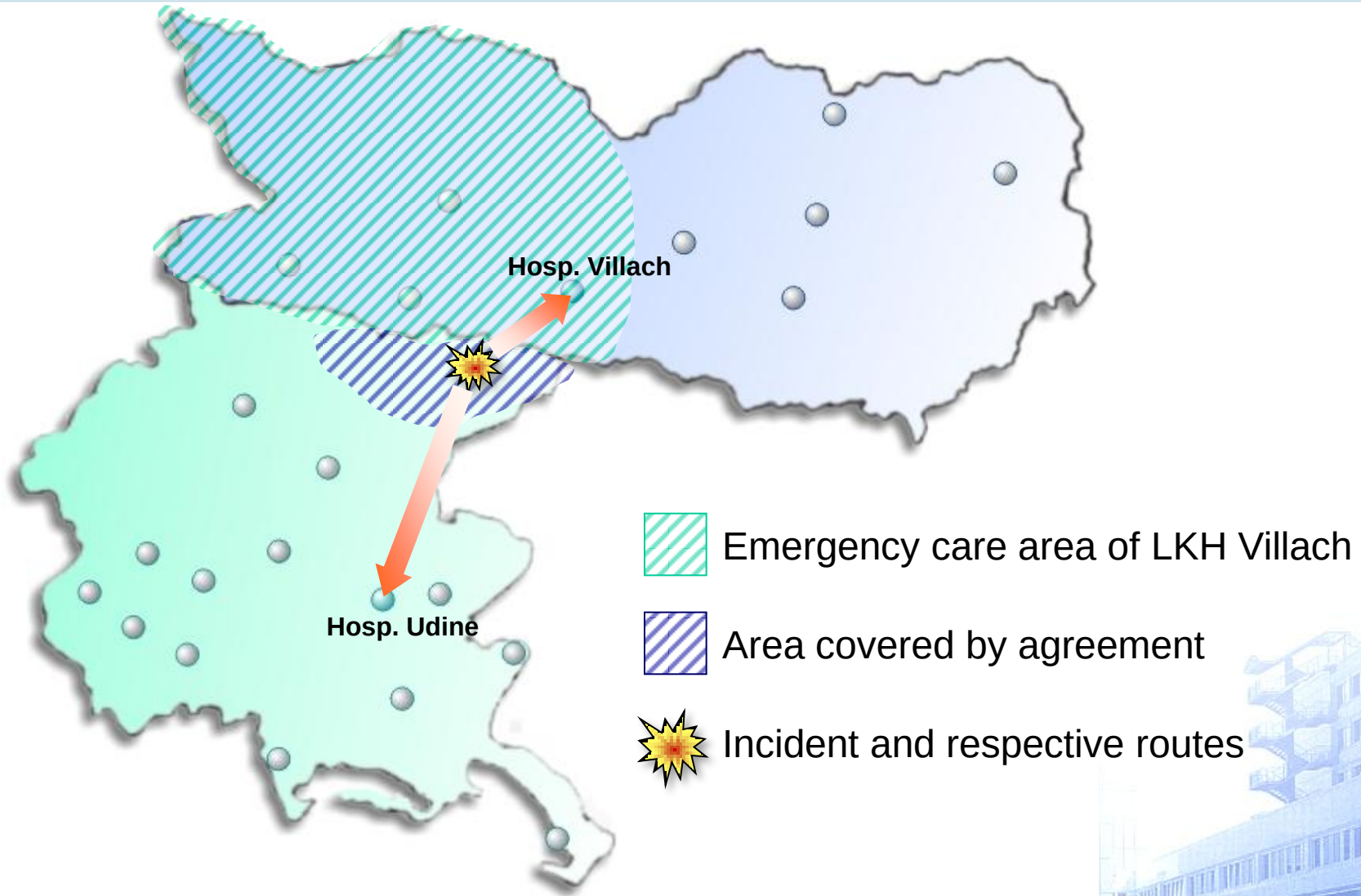
Time to Udine: approx. 1 hour
Time to Villach: approx. 20 Minutes

- 2004 Emergency care agreement

Italian ambulances may head for Villach in emergency situations in the border region. (In special cases also to Klagenfurt)



Example 3 – Emergency care



Example 3 – emergency care (film)





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für Gesundheitsberufe EWIV
Triest – Venedig – Villach



Panoramic View of SANICADEMIA



- „Cross border collaboration in the field of patient treatment“ project (Interreg III A)
 - Assignment to build an international training Academy for health professionals
- Regions:



Carinthia:

559.404 inhabitants
12 treatment centres (inkl. UKH)
3.800 beds
7.500 employees

Friuli Venezia Giulia:

1.208.000 inhabitants
22 treatment centres
5.844 beds
19.712 employees



Veneto:

4.642.000 inhabitants
90 treatment centres
22.000 beds
48.000 employees

Slovenia:

1.967.000 inhabitants
8 treatment centres
8.300 beds
41.098 employees



- Meeting of the steering committee in order to plan the activities of the Academy
- Basic political agreement between the regions in 2005
- Foundation in 2006
- Accession of a new member: Slovenia in 2009



Regions



Sanicademia general information

Funding within Sanicademia has been divided as follows:

■ Land Carinthia	10
■ Friuli Venezia Giulia Region	8
■ E.N.A.I.P. – Friuli Venezia Giulia – Trieste	1
■ I.A.L. – Friuli Venezia Giulia	1
■ LHA No. 2 (Feltre) (temporary representative of the Veneto Region)	10
■ Hospital Jesenice (temporary representative of the Republic of Slovenia)	10

Financing

- Membership fee € 25.000,00
- Operating costs for Region € 20.000,00

Offices

- 1 office for each Region
- 1 administrative office in Villach



Locations

- **SANICADEMIA**
Internationale Fortbildungsakademie für
Gesundheitsberufe EWIV
Nikolaigasse 43
9500 Villach
- **SANICADEMIA**
Accademia Internazionale per la Formazione dei
Professionisti della Salute GEIE
Palazzo Cavalli Franchetti
S. Marco 2847
30124 Venezia
- **SANICADEMIA**
Accademia Internazionale per la Formazione dei
Professionisti della Salute GEIE
Via Udine 9
34100 Trieste

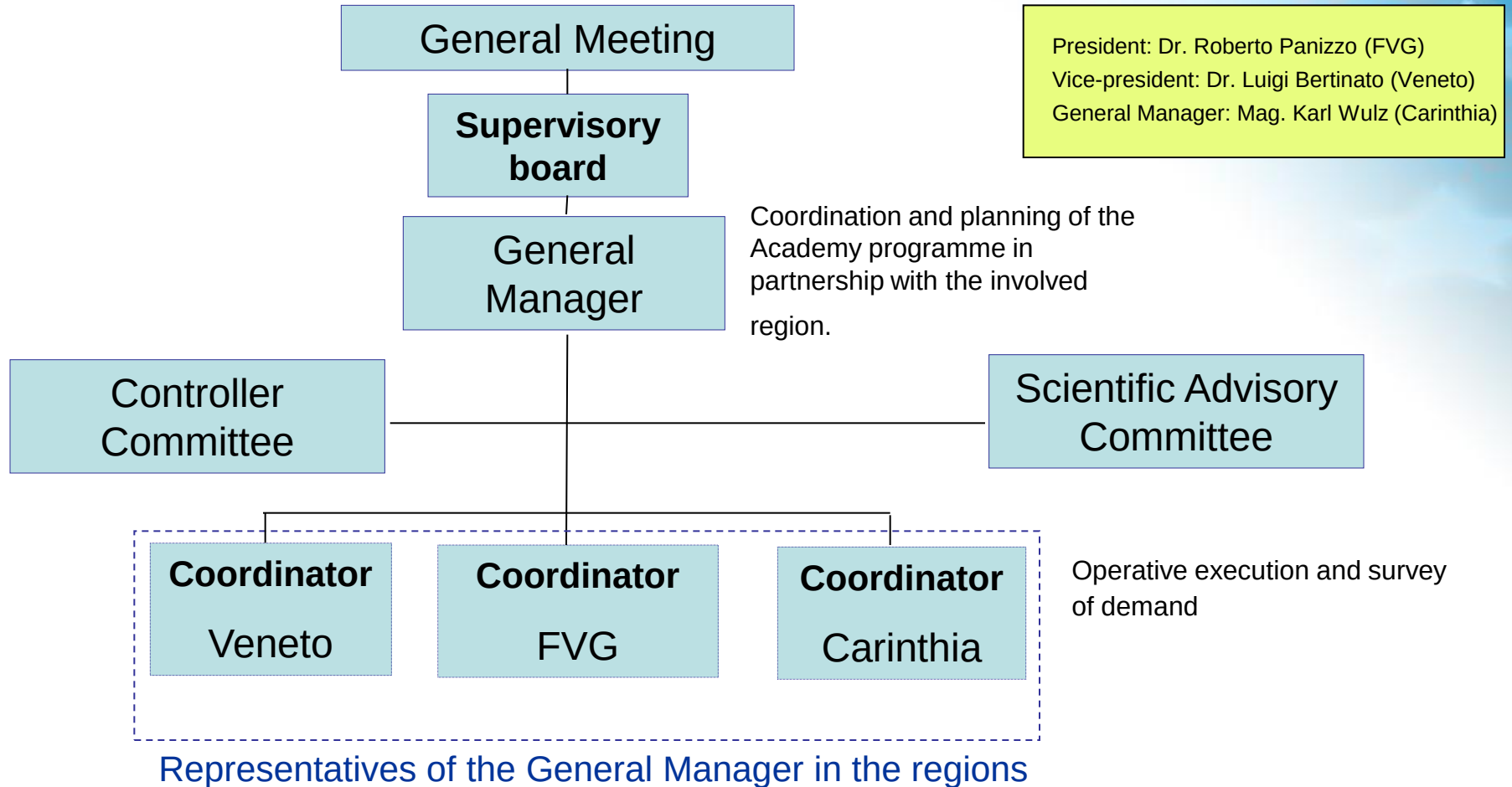


Legal structure

- European Economic Interest Grouping (EEIG)
- Features
 - Financial aspects, along with roles and responsibilities, are managed as in a joint partnership
 - Management and organisation are regulated by the statute and by rules of procedure
- Advantages
 - The aim of Sanicademia is to increase cooperation (participation of at least 2 members from E.U. states is required)
 - Official legal status leaves room for expansion and change
- Legal basis
 - European: E.C. Regulation No. 2137/85 25th July 1985
 - National: existing legal basis in every member state



Organisation



Objectives and target groups

Objectives

- To create an international interdisciplinary centre for the training and further education of healthcare professionals
- To improve the quality of health care services

Key points

- To broaden and coordinate training and further education programmes
- To gather and promote an exchange of experiences and knowledge at an international level
- To plan, carry out, and take part in projects involving cooperation at interregional and international levels.

Target groups

- All health care professionals
 - nurses
 - doctors
 - All other associated fields
- All businesses which operate in the field of health care



Training and further education opportunities

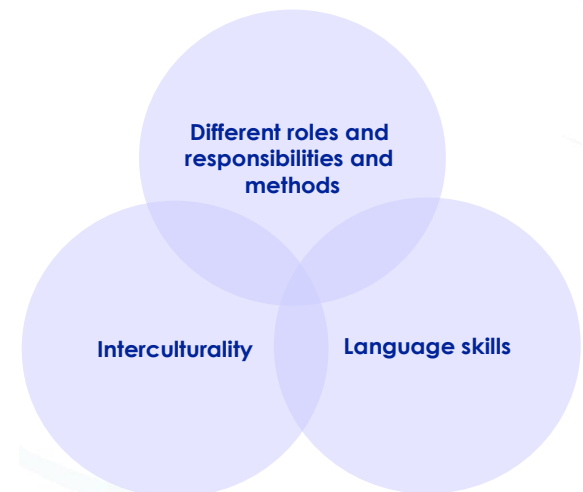
Main areas of activity:

- Training and further education
- Project management
- Conventions and seminars

Aims:

- To improve the quality of patient care
- To harmonise different roles and responsibilities and quality management
- To raise awareness of cultural differences and the advantages of cooperation
- Themes:
 - Internationality
 - Interculturality
 - Interdisciplinary cooperation

Measures to improve the following capacities:



Projects

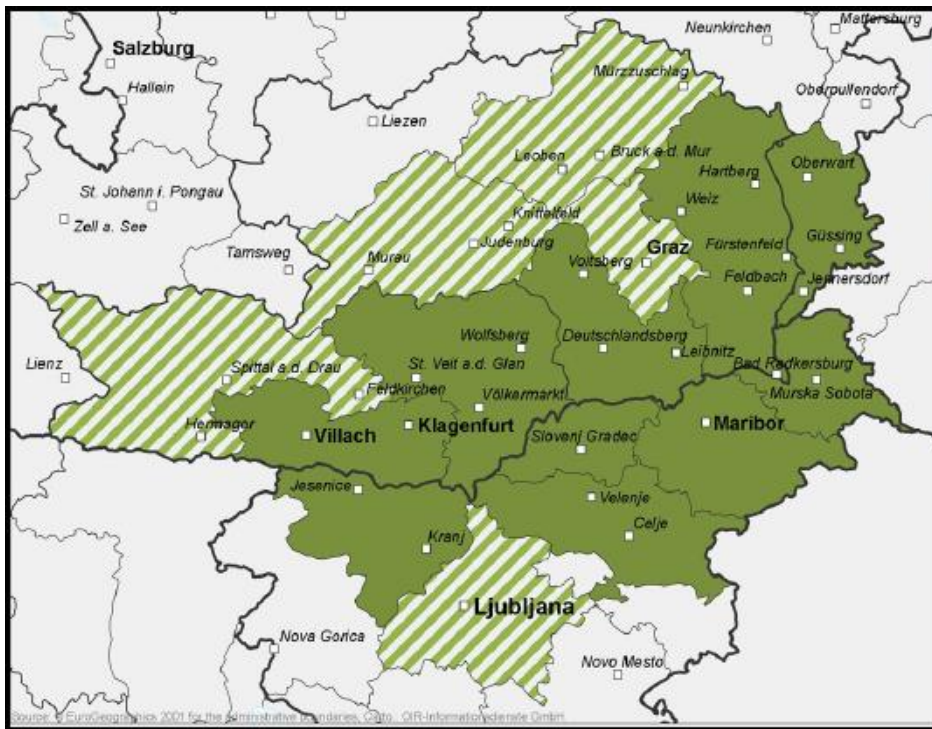


Project tasks

- **Interreg IV**
 - **Cross border Education for Health Professionals Austria-Italy 2007 – 2013**
 - Training and further education (Lead partner: Carinthia)
 - ICT (Lead partner: Carinthia)
 - Medical and surgical cooperation (Lead partner: FVG)
 - Free movement of services and lending of health and social services (Lead partner: Veneto)
 - Welfare (Lead partner: Veneto)
 - Biomedical research (Lead partner: FVG)
 - Emergencies (Lead partner: FVG)
 - **Cross border Education for Health Professionals Austria-Slovenia 2007 – 2013**
 - Health – Interregional Knowledge Base for Health Care
- In Form EU
- In Form Villach
- Ten4Health
- Pocemon
 - **PO**int-Of-Care **MON**itoring and Diagnostics for Autoimmune Diseases



- Cross border cooperation (Austria-Slovenia / Austria-Italy)
2007 - 2013



Project: Interreg IV 2007 - 2013

„Cross border education for health professionals“

Goals

- Harmonization and quality improvement of the further education for jobs in healthcare
- Long term and cross border strengthening of the healthcare systems and resources.
- Harmonization of the quality management systems
- Mutual recognized special training

From the experiences and results of the Interreg IIIA-project:

- Advancement of the language courses
- Creation of further teaching material and practical extension of the didactive methods like learning partnerships and Tandem programs
- Organization und implementation of internships

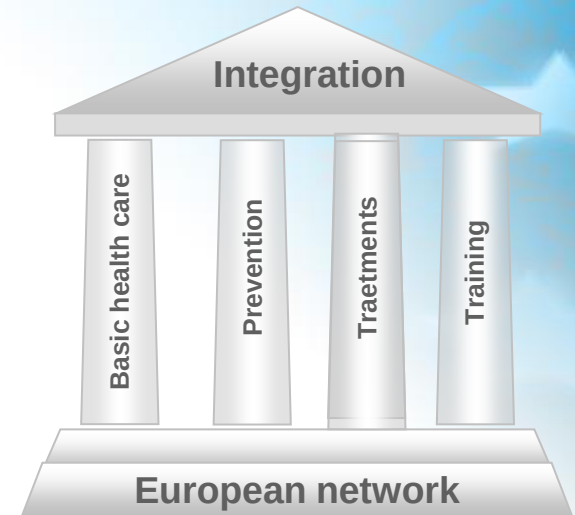
Vertices

- Duration: 2008-2011
- Lead partner: Carinthia, Partner: Friuli Venezia Giulia, Veneto
- Project management: Sanicademia



E.U Programme

- 12 partner countries
 - Austria, Germany, Italy, Slovenia, Hungary, Bulgaria, Norway, Finland, UK, Serbia, Suisse, Sweden
- Overweight in children and young people
- Coordination of existing knowledge and responsibilities
- Creation of interdisciplinary training and further education programmes
- Treatment and basic health care
- Treatment for obese children
- Prevention



Project of Villach Inform

- In cooperation with Villach council, LKH Hospital Villach, the Austrian Obesity Academy (AOA), and the University of Salzburg
- Local activities focused on obesity and overweight
- Training of experts in the field of obesity (sports training professionals, psychologists etc)
- Treatment for obese children at a regional level
- Main target group: school
- Prevention

Education



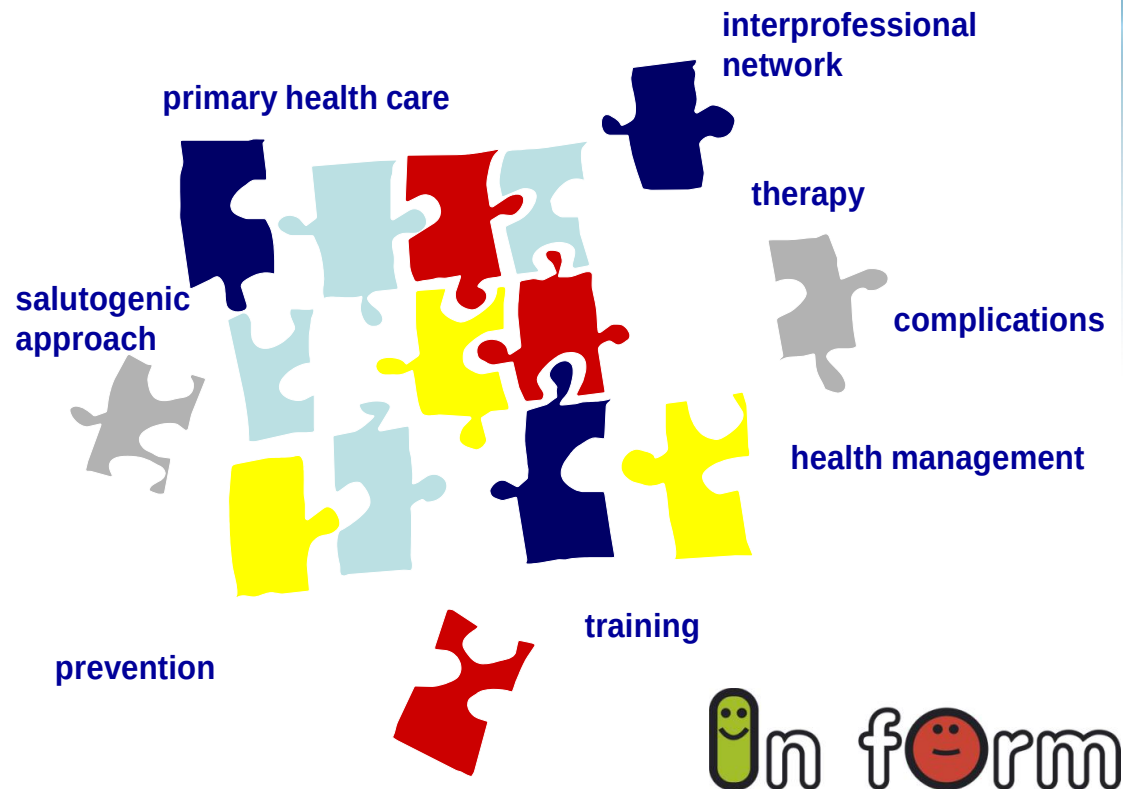
Education

- Training for obesity experts
- Master of Science - Program in Health Management in Europe
- Special training for lymphotherapists
- Workshops for hygiene in the hospitals
- Workshops for patient safety
- Language courses
 - italian
 - slovenian
 - german



Training for obesity experts

- standardized and accredited training-program
- unified teaching- and training standards
- the prospective trainers will learn to:
 - think competent and interdisciplinary
 - act efficient
- competence to reduce obesity
- integration into new concepts like therapies, „flying teams“ in schools, medical practices etc.)



in form

Master of Science-Program in Health Management in Europe

- **Master of Science-Program in Health Management in Europe including JCI Consultant Training**
- **Spring 2009**
- **Target groups:**
 - Experts from the healthcare
 - Medicine, Nursing, Administration
- **Structure of the course:**
 1. Principles of the healthcare systems
 2. Principles Process-oriented quality management
 3. Risk-Management and legal base
 4. JCI as broad approach in quality management
 5. Quality in Medicine and Nursing
 6. Interdisciplinary Management and communication
 7. Achievement of objectives, Excellence and Best Practice



Language courses

- For all health care workers
- The courses will coincide with the levels of Council of Europe (A1, A2, B1, B2, C1, C2).
- Contents and structure specially designed for health care organizations
- Standardized scripts
- possibility to adapt the concept for any languages
- Currently courses in:

- german
- italian
- slovenian





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Conventions and Events



Conventions 2007

- Quality in the health care
- International trends and exchange of experiences (Italy)
- European integration into health care – European health care services (Bulgaria)
- Cross border regions – Europe in the everyday life (France)

Conventions 2008

- Geriatric congress (Italy)
- 7th day of Hygiene (Austria)
- Quality day (Italy)
- 3. Austrian Health Economics Forum Velden (Austria)
- Multilingualism, Multiculturalism and Education - Regional development in the Alps-Adriatic area in a global perspective (Austria)
- Congress E-health (Croatia)
- European congress (Germany)



First congress of SANICADEMIA „Quality in health care“



- Target: decision-makers in health care
- 7th May at Palazzo Cavalli Franchetti
- Speakers from Slovenia, Italy and Austria
- Discussions on international trends, experiences and on regional issues
- Possibility of exchange on the theme of quality



“1. International Convention on Geriatrics e Gerontology”

- Interdisciplinary convention
- From 1st to 3rd May 2008 in Venice at Palazzo Cavalli Franchetti
- For decision-makers, doctors, nurses of all medical sectors
- 250 participants – change of experiences at a cross border level
- 40 experts from Italy, Slovenia, Germany, Suisse, UK, Austria
- International interconnection of the geriatrics and gerontologic branches

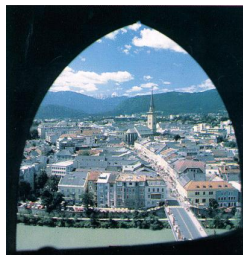


7th Hygiene Day



15th and 16th october; general topic: „Antibiotic resistance – development, consequences and concepts“ 7th edition.

- Congress Center Villach
- Discussions on Hygien, prevention and development od resistance etc.
- Speakers from UE, Norway and Bulgaria
- Interchange of cross border experiences
- Simultaneous interpreting
- Presentation of companies
- Dinner



Further Information on the convention under:

- Hygiene: www.krankenhaus-hygiene.at or
- SANICADEMIA website www.sanicademia.eu



Conventions



Conventions 2009

- Europeanization of the healthcare systems- Foreign experiences, Perspectives for Germany (Germany)
- 18. Austrian congress for Health and Nursing (Austria)
- 2. carinthian Gerontoneuropsychology convention (Austria)
- Quality Management in healthcare (Italy)
- JCI-Practicum (Italy)

Conventions 2010

- 2. International convention for Geriatrics und Gerontology (Italy)
- 1. International convention für ENT (Italy)

Conventions 2011

- International convention for pediatrics (Austria)



„ 2. International Convention on Quality Management in healthcare“

- 19th and 20th October 2009
- Congress Centre „Porto San Rocco“ in Muggia-Trieste
- Main topics:
 - Quality systems by comparison
 - Particular consideration of the standards of quality for healthcare:
 - Canadian Council
 - Joint Commission International
 - Risk management
 - particular attention to the patient's safe goals
 - means to reach a lasting improvement of the quality
- Industrial exhibition
- Gala evening



JCI-Practicum 2009

- Practicum correlated to the „Quality Management“ convention
- Duration: 3 days
 - Theory
 - Visit to a hospital in the neighbourhood
 - Elaboration



Congress for Health and Nursing

- 18. Austrian congress for Health and Nursing
- „Crossborder nursing – What can we learn from each other?“
- Organized by: Austrian Health and Nursing Association
- 17th-19th June 2009
- Congress Center Villach



- Support for the organization: SANICADEMIA
 - Accreditation by U.E.M.S.
 - Invitations
 - Registration
 - Support for the foreign participants and speakers
 - Translations at the workshops
 - Information on the Homepage



ENT-Convention

- Proposed by Hospital of Feltre (BL)
- Time
 - 7th-8th March 2010
- Location
 - Feltre (BL) – Italy



“Balance disorders, a rising disease”

Training to physiopathology, prevention, diagnosis and therapy

- Key topics:
 - Physiopathology of the disease
 - Main and secondary prevention
 - Diagnosis and therapy
- Target:
 - Medical specialists for ENT, neurology, geriatrics, cardiology, first aid doctors, general practitioners directors of nursing home and hospitals.
- Foreseen Participants
 - 120-150 People



2. International convention for Geriatrics and Gerontology

- „Geriatrics main symptoms“
- 29.4.-1.5.2010 in Venice
- Famous speakers from EU
- Coordination of the international Trends, experiences and approaches of the regional realities
- Intensive discussion on the topic quality
- Social program in the heart of Venice



Prospect



Prospect:

- Need of improving the cross border cooperation
 - 27 UE countries
 - 3 UE candidates
- Growing importance of EEIG related to the more members
- Further connection between regions with different legal basis
- EEIG as a cooperation mean with active international operators in health care such as Joint Commission International



CONTACT

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