

14. CIVIC AUDIT®: A METHODOLOGY FOR CIVIC ASSESSMENT OF HEALTH POLICIES & SERVICES

Francesca Moccia, Vice Secretary General
Michela Liberti, Project Manager
Cittadinanzattiva Onlus, Rome, Italy



BACKGROUND:

Civic Audit® is a useful tool for involving Italian citizens in assessing health policies and services. It encourages them to identify problems in their local communities, analyse contributing factors, propose solutions, influence policy, and thereby bring about change.

OBJECTIVES:

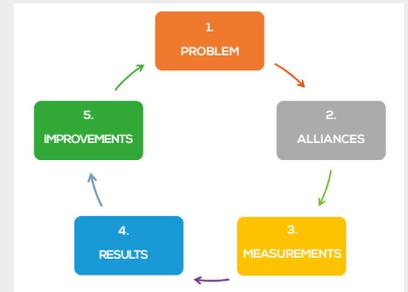
- Mobilise citizens to identify problems relating to healthcare policies and services
- Build alliances of concerned stakeholders
- Take measurements and collect data
- Analyse the results, and identify strengths and weaknesses
- Implement improvements and monitor them

METHODS:

Civic Audit® uses a systematic approach, with five steps designed to meet the above-mentioned objectives. After identifying concrete needs, networks and partnerships are built up (known as 'fare rete' in Italian). Relevant aspects are chosen for further investigation, and surveys are fielded to obtain diverse insights on the problem. Finally, citizens participate actively in defining, discussing and approving a project intended to solve the problem.

Example of a problem identified in an Emergency Room:

- Long waiting times
- High number of accesses
- Inappropriate access
- Lack of attention paid to patient

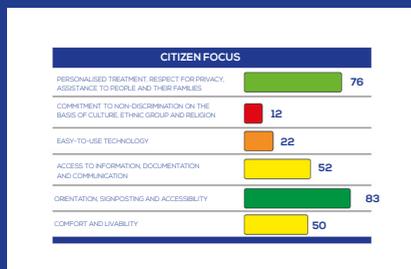


The five-step Civic Audit® process.
Source: Cittadinanzattiva Onlus

RESULTS:

What has been achieved?

- ✓ Projects undertaken in different regions of Italy, e.g. Sicily, Abruzzo, Lazio, Campania, Lombardy
- ✓ Different sectors targeted, e.g. Emergency-urgency network, Integrated Homecare Assistance,
- ✓ Mental Health Services, Dependencies Department, Prosthetic and Integrative Assistance, Territorial Assistance
- ✓ Research undertaken into the humanisation of hospitals and nursing homes, e.g. in 287 hospitals in all regions (2013-2014)
- ✓ Civic Audit® completed on the Quality of Healthcare Companies, e.g. 430 cycles of Civic Audit® in more than one third of Italian healthcare companies (2001-2014)
- ✓ Summary reports prepared for local healthcare companies (see example)



Simple summary results produced by the Civic Audit® for a local healthcare company.
Source: Cittadinanzattiva Onlus

TAKE-AWAYS:

What worked well?

- ✓ Building on the strengths of the Civic Audit®:
 - Concrete and feasible
 - Promotes improvements
 - Provides added value through participation
 - Facilitates the approval and adoption of the Improvement Plans
 - Monitors impacts on implementation
- ✓ Mobilising citizens to play a role in policy making
- ✓ Promoting partnerships
- ✓ Collecting feedback on initiatives
- ✓ Ensuring replication in different regions and sectors

