

# 44. BRINGING REGIONAL HEALTHCARE AND PATIENTS CLOSER VIA A WEB PORTAL AND AN APP

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## BACKGROUND:

SoReSa (Società Regionale Sanità SpA) in Naples, Italy is a regional purchasing body and procurer aggregator that awards public contracts or concludes framework agreements for supplies or services for local health authorities, public and private hospitals. Its innovative projects include the creation of a web portal, called SINFONIA (Sistema INformativo saNità Campania), dedicated to patients in all of the hospitals in the region of Campania.

## METHODS:

SINFONIA aims to develop and implement the:

- new regional registry system
- management of general practitioners (GPs) and paediatricians of free choice (PLS)
- management of communication flows
- monitoring of health mobility for the Campania Region.

The communication and relationship strategy with citizens will be made transparent by creating a specific section within the institutional portal of the Campania Region entirely dedicated to health. This will become the channel of institutional communication for patients, professionals and media.

Access to the portal will be guaranteed both via the web and through an appropriate regional APP, which will play a strategic role in facilitating dialogue between healthcare providers and citizens.



Services offered via SINFONIA.  
Source: SORESA Spa

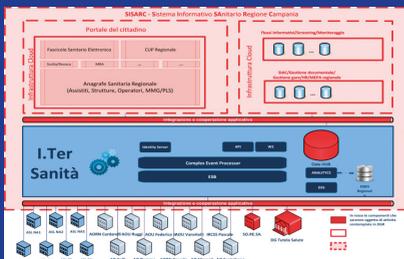
## OBJECTIVES:

- Allow both citizens and operators in the region to access the data stored on the SINFONIA web portal
- Expand the range of services offered and the level of interaction
- Minimise the currently perceived distance between healthcare providers and citizens
- Build a network of links between healthcare companies and personnel working in healthcare

## RESULTS:

### What has been achieved?

- ✓ A radical improvement in the ability to analyse data collected for healthcare
- ✓ Improvement in the quality parameters for the provision of health services
- ✓ An offer of digital services to users of the regional health system
- ✓ The progressive migration of inappropriate and costly activities towards the territorial services of preventive medicine and telemedicine
- ✓ Effective and perceptible improvement in the timeliness of access to care for patients
- ✓ A network of links between healthcare companies and health workers, administrative staff citizens and voluntary associations – expected to improve all processes and services involving citizens and health services



Web portal linking up healthcare companies, HPs and citizens.  
Source: SORESA Spa

## TAKE-AWAYS:

- ✓ Place individual needs at the centre of the health system
- ✓ Reduce distance perceived by institutions, in order to allow for real and effective patient engagement that involves all stakeholders in the field.
- ✓ Use technology to facilitate and encourage communications – previously very limited
- ✓ Centralise IT systems and regional digital platforms that lie at the heart of digital healthcare interventions
- ✓ Unify governance of the regional health system to make savings that can be reinvested in the health system – an estimated EUR 40 million can be recovered in three years
- ✓ Use online reports to make additional savings – an estimated EUR 60 million can be saved in one year by the citizens of Campania

