

# Regional Health and Social Institutions Especially in Rural Areas



## „HaS Passport“

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# Objectives

- Finding „best off“ in selected health care organizations and social organization on the base of common passport.

# Methodology

- All participants, Czech Republic, Italy and Austria will select two health care facilities and one social facility in each country, which distinct from other similar facilities in a positive way (i.e.: quality and satisfaction of customers).
- Evaluate their position by using an analysis of outer conditions (SLEPT complex) and inner conditions (financial, structural, processing, and prevalence epidemiologic data).
- At Faculty of Management will be created software which will help to find common factors of all collected data from the Czech Republic, Austria and Italy from the inner and outer conditions.
- In selected facilities from the entire mentioned participant's countries will be provide analysis of patients' satisfaction.
- Selected data from all the nine facilities will be transformed into a „mutual-factor“ and with help of benchmarking in connection with a criteria of costumer satisfaction and criteria of quality health system by Shortel, Kaluzny, will be find best practice.

# Activities (time line est.)

- Collection of data of outside conditions:

- Social data
- Legislative data
- Politic data
- Technological data
- Economic data

- Collection of data of inner conditions:

- Financial data
- Structural data
- Process data
- Prevalence epidemiological data

6 months

# Activities

- Analysis of collected data and finding commonly observing information } 3 months
- Creation of databasis of collected data by common possible comparison methodology. Examination of customer satisfaction by methodology of Picker criteria. Each evaluated packet of information will be examined by the principles of quality health care and social organization. } 3 months
- Finding examples of best practise. 2 months
- Comparison of cases of a best practise between cooperated partners. } 2 months
- Recommendation for implementation of a best practise. 2 months

# Expected results

- Improvement of health and social services provided on the basis of best of practise and its implementation in cooperative countries.
- Results will show new processes leading to satisfaction of patient's needs.
- In a political sphere it might show new access in providing health care services and improve their quality.

# Regional policy context

- On the basis of objective information evaluated by the criteria of managerial theory (S. Shortell, A. Kaluzny, 2005) **regional politics** will obtain instruction for **improvement of health and social region.**

# Partners: Alintec



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# Partners: Pro mente OÖ

The logo for Pro mente OÖ features the words "pro mente" in a grey, lowercase, sans-serif font, followed by a vertical line and the letters "OÖ" in a bold, red, uppercase, sans-serif font.

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**Pro mente upper Austria** is a huge Austrian non governmental organisation. We were founded 45 years ago as pro mente infirmis and we are working since this time to improve the living conditions of people with special needs. Our main goals are:

1. The publication of the rights and the needs of people with disabilities
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# Partners: FM VŠE (IoHSM)



**The Faculty of Management** at the University of Economy in Prague is an educational institution located in Jindřichův Hradec. The FM VSE has about 1000 students and 45 academic staff.

**Institute of Health Services Management** is a part of Faculty of Management. Institute is focused on education of managers in health facilities and health system on bachelor and master degree. Institute participated in these projects: *HealthAcross* – Cross-border Health Care Lower Austria – South Bohemia, Cooperation between Czech and Netherlands hospitals, Multidisciplinary management support.

Faculty of Management, Jarosovska 1117/II, Jindrichuv Hradec, Czech Republic.

[www.fm.vse.cz](http://www.fm.vse.cz)

# End note

*We are looking forward to cooperation with our new partners  
and we believe in good results of our project.*

Team of IoHSM