

## FUNCTION CHART SAN NICOLA AFTERCARE CENTRE

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### QUALITY MANUAL

STRUCTURE	CORPORATE MANAGEMENT - HEAD OF STRUCTURE
FUNCTIONS	<ul style="list-style-type: none"> <li>➤ Coordinates strategic control activities, i.e. analysis, evaluation and declination of strategic corporate performance</li> <li>➤ It implements and coordinates the Integrated Governance system and the related company reporting system. In particular, it carries out technical methodological support activities for the construction of the service standards of the corporate structure.</li> <li>➤ It coordinates the general Company Audit functions through the Clinical Governance tools and, to this end, collaborates with the Area Managers in charge of carrying out sectoral audits in order to coordinate methods and time phases and elaborate the related improvement projects in the production and technical-administrative process</li> <li>➤ It drafts and periodically revises the Corporate Strategic Plan. To this end, it coordinates all the corporate functions that, in various capacities, carry out analysis and evaluation of internal and external organisational dynamics.</li> <li>➤ Facilitates the coordination of strategic objectives, such as those of the management set out in the corporate budget. Participates in the planning and definition of the annual corporate budget.</li> <li>➤ It proposes and participates in the management and innovation of the company's organisational structure and production models in order to make them consistent with the requirements of strategic development.</li> <li>➤ It designs centralised staff training geared towards the implementation of the strategic plan by organising courses and company conferences.</li> <li>➤ Analyses the functions, activities, responsibilities to be attributed and the professional and managerial autonomy to be granted to managerial staff and departmental staff in accordance with the indications contained in the service standards</li> <li>➤ Manages the regulation of the criteria to be followed for the conferment, renewal, change and revocation of management positions</li> <li>➤ It designs methodologies and evaluation systems for management and departmental staff.</li> <li>➤ Manages institutional relations with external bodies</li> <li>➤ Contributes to the correct assessment of strategic technology investments to ensure performance excellence and innovation</li> <li>➤ Interacts with the organisational structure for the proper execution of meetings.</li> <li>➤ It prepares, where necessary, reports, work plans, reports and any other administrative support data for decision-making by the Management Board.</li> <li>➤ It participates in the initiatives aimed at fulfilling the determinations made with the trade union representatives.</li> <li>➤ Analyses and expresses an opinion on the riskiness of investments with reference to the company's assets and profit and loss account</li> <li>➤ Participates in the company's organisational planning processes, analysing processes and formulating proposals for improvement</li> <li>➤ Processes and makes available, for the activity within its remit, the data necessary for the preparation of the budget, budget revision and balance sheet</li> <li>➤ Monitors investment performance, analyses and supervises investment and divestment processes</li> <li>➤ It prepares the economic evaluation and economic feasibility studies for the activation of new services.</li> <li>➤ I promote good administrative practices in compliance with current legislation</li> <li>➤ It defines the overall staffing needs of the structure, in integration with the structure managers;</li> </ul>

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- Enhances and supports professional skills in the company
- Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

#### **RUP**

- It prepares the qualitative and quantitative planning of human resources, ensuring the management of administrative procedures for recruitment plans.
- It manages the staff complement.
- Proposes innovations in the company's organisational structure and production models in order to make them consistent with the company's strategic development needs
- Handles complaints and Disciplinary Proceedings
- Analyses the functions, activities, responsibilities to be attributed and the professional and managerial autonomy to be granted to managerial organisational positions and departmental staff
- Checking the progress of certain contractual institutions concerning personnel and having economic significance (e.g.: volume of untaken leave, overtime, salaries in general)
- Manages and monitors expenditure on staff remuneration
- It manages the implementation of the guidelines defined in terms of the management of relations with trade union representatives, liaising with both company delegations and territorial trade union representatives, and is responsible for the application of current legislation and labour contracts
- It pays the emoluments related to the employment relationship and verifies the management of the computerised procedure of the economic and legal treatment of the staff of the Structure
- Management of files on differently-abled personnel pursuant to Legislative Decree no. 68/99, such as protected categories and targeted employment in general
- Manages selection procedures for staff recruitment
- It analyses the applications received in order to assess their conformity and eligibility according to the requirements of the notices.
- It implements the strategic guidelines on staff recruitment, managing the relevant selection procedures and monitors the progress of recruitment.
- It completes the recruitment process by calling suitable candidates and formulating the contract proposal.
- It uses the company's procedure on personnel recruitment in order to implement the guidelines set out therein, notifying candidates and providing them with information useful for carrying out selections.
- Manages the employment relationship with employees, from its establishment to its termination
- Prepares individual contracts relating to the legal and economic grading of newly recruited staff on fixed-term and open-ended contracts, renewals, terminations and any other changes to the employment relationship



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- It looks after the administration of employees and personnel with different contractual relationships, from a legal, economic, social security and administrative perspective.
- It takes care of the inherent administrative tasks, proposal and assignment for freelancers and for coordinated and professional collaborations.
- It provides correct and appropriate information on the application of legal institutions typical of the employment relationship (holidays, abstention due to pregnancy, leave, permits, missions, ...) ensuring individual employees the necessary specialist technical assistance.
- It manages the recording of daily working hours, monthly staff credits and debits, and the various causes of absence from duty through the computerised programme.
- Check the documentation required for recruitment and the issuing of company credentials.
- It manages the administrative aspect of the admission of trainees, postgraduates, and staff with a request for voluntary attendance, initiating the relevant administrative process.
- It pays the emoluments related to the employment relationship and manages the computerised payroll procedure
- any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

#### STRUCTURE

#### TRAINING, QUALITY, ACCREDITATION AND CLINICAL RISK

#### AFFERENCE

#### CORPORATE MANAGEMENT - STRUCTURE MANAGER

#### FUNCTIONS

##### ***Training:***

- It draws up and updates the plan for the training and professional development of the Company's staff, in accordance with the AGENAS and general training guidelines
- Plan centralised staff training oriented towards the implementation of the Strategic Plan, also through the organisation of courses and corporate conferences on topics such as clinical governance, general management, change management
- Proposes the annual and/or multiannual Training Plan on the basis of the analysis of staff training needs, processing the data collected with evidence of the critical points to be approached with training interventions, taking into account national, regional, company, regulatory, contractual, CME objectives and other indications
- Implements differentiated training and development projects in order to respond to specific operational needs, implementing the company's *mission-oriented* culture and the enhancement of resources
- Promotes initiatives aimed at continuously improving the knowledge, management, managerial, technical-professional and collaborative skills of employees through the design and implementation of in-company training courses (events and projects)
- It develops training processes aimed at aspects of work methodology for a better organisation of services, for the optimal use of human resources, materials and for the development of skills to build increasingly effective relationships with users (internal and external).
- It performs information and awareness-raising functions on both compulsory and optional training opportunities.
- It manages interprofessional training through the use of external funds and the design of specific training events, also of a multiannual nature

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- It organises and manages corporate events, conferences and congresses to promote the corporate image, inform the public about the status of services provided, improve the scientific cultural exchange and make people understand the mission and sense of belonging
- It defines, by means of a specific procedure, the operational modalities for the procurement of the professional, technical, structural and economic resources necessary for the implementation of the training activity programmes
- Prepares and monitors the annual training plan
- Provides methodological and technical support to the company's professionals for the realisation of CME-accredited training activities
- It monitors the regular maintenance and updating of the special register containing the personal data and details of the professional qualifications of health service personnel (personal training file)
- Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

**Quality:**

- It is in charge of drafting, maintaining and updating regulations and procedures applied in the company, also by means of continuous updating due to the evolution of current legislation
- Maintains relations with the external Certifying Body
- It prepares operational models aimed at the provision of person-centred professional technical and healthcare services oriented towards appropriateness and efficient resource management
- Collaborates in defining processes to improve the effectiveness and efficiency of the company, and manages the planning and implementation of audits
- Promotes, in a systematic and permanent manner, the quality of performance and services, in order to improve health levels and the satisfaction of user needs in a context of safety, participation and shared responsibility, through clinical governance policies
- Supports the Strategic Management in the drafting and implementation of corporate improvement plans
- Carries out activities related to the construction of systems for standardisation (technical and organisational quality), assurance (accreditation), rationalisation (appropriateness and evidence-based medicine), and perceived quality
- Activates improvement actions and must implement, through listening to patients and internal communication, the processes of verification of the quality of services and their satisfaction through the completion of customer satisfaction questionnaires
- Develops internal control paths on applied processes, with statistical purposes and suggests, prepares and verifies the application of continuous improvement models for "Customer Satisfaction".
- Supports the Strategic Management in the harmonisation of procedures, ensuring their constant compliance with the corporate mission
- It supports the Strategic Management with regard to the functions within its remit, in drawing up the relevant processes, paths and procedures for the achievement of the Company's care objectives
- Collaborates in the definition of healthcare processes with the preparation of effective models oriented towards the reduction and optimisation of time, materials and human resources operating in the company
- Supports the Strategic Management in achieving corporate objectives

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- Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

#### **Clinical risk:**

- Guarantees the integration of clinical and management aspects, in line with strategic planning programmes, through the implementation of fundamental clinical governance tools, such as guidelines and diagnostic and therapeutic care pathways, recommendations for patient safety and clinical risk management, the identification of performance indices, efficiency indicators and requirements for appropriateness and quality of performance
- Prepares reports on the audits carried out and makes proposals for improvements to the company organisation
- It also carries out process audits through operational monitoring of the actual healthcare activities performed and identifies organisational solutions for the best management of the processes applied
- Monitors the company's system of controls and carries out analyses of processes, their risks and the effectiveness of the controls in place
- It supports the Strategic Management in the design and implementation of interventions aimed at risk management in the clinical field, supporting the inpatient, outpatient and diagnostics departments in the detection of undesirable events and ensuring uniformity of method of clinical and organisational audit activities, including analysis activities with RCA and/or FMECA.
- It is responsible for periodically surveying and processing the perceived quality of patients and carers in order to implement the principle of transparency and provide timely information to the public, as well as technical support based on the principle of humanising user relations
- Analyses the company's risk profile
- Present risk assessments to company management
- Develop an effective risk management strategy
- Monitors key performance indicators related to risk management
- Regularly review internal risk policies and adapt them to new regulations
- Actively contributes to the implementation of risk management plans, involving all relevant personnel
- Train staff on risk management protocols and improve risk awareness throughout the company
- Design control systems to keep the level of risk within defined limits
- Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

#### **Accreditation:**

- It supports the Strategic Management in the management of authorisation, accreditation and certification processes of corporate structures, in cooperation with the structures concerned and involved
- Supports regional level accreditation processes



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	<ul style="list-style-type: none"> <li>➤ Supports the planning and definition of investment strategies on the basis of authorisation and accreditation requirements</li> <li>➤ Design training interventions on accreditation and certification paths</li> <li>➤ All the institutional activities inherent to the specific competences relating to the functioning of the structure and its area of relevance delegated by the rules and the Strategic Direction</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>WORKPLACE PREVENTION AND PROTECTION SERVICE</b>
<b>AFFERENCE</b>	<b>CORPORATE MANAGEMENT - HEAD OF STRUCTURE</b>
<b>FUNCTION</b>	<ul style="list-style-type: none"> <li>➤ Identifies and assesses risk factors in the workplace that may compromise the safety and health of operators</li> <li>➤ Develops, through risk assessment, a programme of interventions for the prevention and protection of operators in all company areas</li> <li>➤ Involves all operators in the safety process through the continuous implementation of a safety management system and through the tool of information and training on residual risks</li> <li>➤ It cooperates with the competent doctor who carries out, among other tasks assigned by the legislation, the health surveillance function, as well as with the workers' safety representatives (RLS)</li> <li>➤ It identifies and assesses risk factors in the workplace and identifies appropriate safety measures in compliance with current legislation to manage residual risks.</li> <li>➤ It develops preventive and protective measures and systems to control these measures.</li> <li>➤ Develops, in cooperation with managers and supervisors, safety procedures for the various company activities.</li> <li>➤ Proposes information and training programmes for operators</li> <li>➤ Participates in consultations on the protection of workers' health and safety at work</li> <li>➤ Provides operators, in cooperation with managers and supervisors, with health and safety information related to their tasks.</li> <li>➤ Provides, in compliance with applicable regulations, information on company security and emergency procedures</li> <li>➤ Take appropriate measures for fire safety and ensure periodic fire tests in the various facilities</li> <li>➤ It compiles annual statistics on occupational and work-related accidents and illnesses in general.</li> <li>➤ It issues opinions for corporate security and safety procedures.</li> <li>➤ It promotes, in cooperation and in concert with the Head of the Quality and Clinical Risk Office and the Competent Doctor, activities aimed at defining procedures, information, and training initiatives, also aimed at a positive impact on clinical risk management.</li> <li>➤ It organises and coordinates the periodic meetings referred to in Article 35 of Legislative Decree 81/08 as amended.</li> <li>➤ It promotes safety and health in the workplace through information, training and assistance activities aimed at employers, workers and private contractors on prevention in the workplace.</li> <li>➤ Collaborates with the Health Physics Service, which is responsible for assessing radiogenic risks</li> <li>➤ Collaborates with the Technical Department in the assessment of risks related to renovations/new designs and as a result of the intended use of environments</li> </ul>



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	<ul style="list-style-type: none"> <li>➤ Draw up the document on the risks present in the company for external companies, the correct application of the relevant legislation in force and the assessment of interfering risks (DUVRI)</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>DATA PROTECTION OFFICER (DPO)</b>
<b>AFFERENCE</b>	<b>CORPORATE MANAGEMENT - HEAD OF STRUCTURE</b>
<b>FUNCTION</b>	<ul style="list-style-type: none"> <li>➤ Informs and advises the data controller, as well as the employees carrying out the processing, about the obligations arising from Regulation No. 2016/679 as well as from other Union or Member State provisions on data protection</li> <li>➤ Supervises compliance with the Regulation, other Union or Member State data protection provisions and the data controller's data protection policies, including the allocation of responsibilities, awareness-raising and training of staff involved in processing and related control activities</li> <li>➤ Provides, if requested, an opinion on the data protection impact assessment and supervises its conduct pursuant to Art. 35 of Regulation No. 2016/679</li> <li>➤ Cooperate with the supervisory authority</li> <li>➤ He/she acts as a point of contact for the supervisory authority for matters related to the processing, including prior consultation as referred to in Art. 36, and consults on any other matter as appropriate. In performing his or her tasks, the Data Protection Officer duly considers the risks inherent in the processing, taking into account the nature, scope, context and purposes of the processing</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>COMMUNICATION, CORPORATE EXTERNAL RELATIONS AND PRESS OFFICE</b>
<b>AFFERENCE</b>	<b>CORPORATE MANAGEMENT - HEAD OF STRUCTURE</b>
<b>FUNCTIONS</b>	<ul style="list-style-type: none"> <li>➤ It supports the Strategic Direction in the development of communication strategies with institutions, citizens and social actors, also through the preparation of the annual Internal and External Communication Plan with reference Agencies and external Partners</li> <li>➤ Carries out research by experimenting with new strategies, partnerships, languages and communication channels to promote health and also promotes research and the use of process and result indicators for monitoring and evaluating internal and external communication activities</li> <li>➤ Carries out support activities for the Strategic Management in order to read and understand the needs and expectations of citizens and users and plan effective responses</li> <li>➤ Analyses consumption behaviour and access processes to health services, in order to ensure personalisation of the service, to promote the development of integrated care systems that better meet demand</li> <li>➤ Carries out monitoring activities of public and private competing offers</li> <li>➤ Seeking a system of alliances open to all those pursuing common health objectives</li> </ul>



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- It promotes and plans internal communication activities, aimed at company operators, and external communication activities, aimed at citizens and service users
- He represents the company on issues of communication, health promotion and social marketing.
- Co-ordinates, directs and supports, in co-operation with the company services/structure, projects in the field of health education, prevention and promotion.
- Guarantees information to citizens for access to services
- Cares for the company's image through actions to increase users' and operators' confidence in the company, promoting events and actions that facilitate access to services and guarantee citizens' choice
- Take care of cause-related marketing (CMR) by searching for and selecting sponsors interested in proposing their advertising messages within the company's premises or in the realisation in partnership of CMR initiatives
- Supports external 'communication agency' partners in carrying out their press office activities by liaising with the media, ensuring the timeliness, transparency and clarity of the communications to be provided in material of interest to the company
- It disseminates information to citizens on company services and health through links with the media, ensuring timeliness, clarity and transparency of communication
- It carries out the following activities together with external partners 'communication agencies':
  - Production of the daily press review
  - Drafting the company newsletter
  - Press releases
  - Press conferences
  - Interviews
  - Leaflets, flyers, single-subject information brochures.
- Carries out, together with external partner 'communication agency', activities related to the company website in which it takes care of the editorial aspects of the site in order to facilitate accessibility and usability by employees and citizens of the communication tool
- Handles complaints through the URP, where reports of problems and inefficiencies that users encounter in their dealings with the company are received
- It organises and manages corporate events, conferences and congresses to promote the corporate image, inform the public about the status of services provided, improve the scientific cultural exchange and make people understand the mission and sense of belonging
- He is in charge of publicising job advertisements on the company website and social media
- Develops and periodically updates the Service Charter
- Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

**STRUCTURE**

**HEALTH MANAGEMENT**

**AFFERENCE**

**CORPORATE MANAGEMENT - HEAD OF STRUCTURE**



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- Of an organisational-managerial nature:
  - Organisational and management support to the residential facility, constituting a technical-methodological reference point for integration in care pathways
  - Exercises the function of guarantor in terms of the production of services within the strategic guidelines established by the company and the allocated budget
  - It contributes to the achievement of the company's objectives and operates on the basis of management guidelines, promoting the integration of the company with the territory
  - Management and control of pathways, procedures and acts related to waiting lists;
  - Participation in the elaboration, revision and supervision of diagnostic and therapeutic protocols provided for by the current legislation and regional guidelines, also in order to ensure appropriateness of interventions and continuity of care;
  - It coordinates activities in order to achieve the level of efficiency, effectiveness and user satisfaction in accordance with the standards set by the Directorate; it takes the necessary measures within its competence to remove inefficiencies that affect the quality of care
  - Provides methodological support to the quality and clinical risk manager in the application of the Marche Region's institutional authorisation and accreditation requirements
  - He deals with and collaborates with the Head of Quality and Clinical Risk in the implementation of protocols for the prevention of clinical risk related in particular to clinical-management activities.
  - Promotes and monitors the quality of health services and their appropriateness
  - Verifying the achievement of quality-related objectives
  - It supervises the behaviour of health service personnel and, if necessary, proposes disciplinary measures to the administration
  - Develops, in consultation with the Strategic Company Management, projects involving work reorganisation logics and defines activities aimed at stimulating a strong orientation towards the humanisation of services towards the patient
  - Collaboration in defining the training and refresher training plan for company personnel
  - Develops integration and coordination mechanisms while respecting the centrality of the patient
  - Fosters consensus on clinical pathways and creates the logistical and organisational conditions for their implementation
  - Participates in management control activities with specific functions of collecting, processing and summarising data on activities and use of resources to be transmitted to Management
  - Promotes, implements and monitors the formulation and management of PDTAs
  - Collaborates on internal communication activities
  - Participates in the management board to perform the functions assigned to it
  - It carries out technical and organisational assessments with reference to
    - Proposals for the purchase of sanitary equipment and furnishings;
    - Renovation and/or extension works;

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- Ordinary and extraordinary maintenance
- Of a hygiene and preventive nature:
  - Supervises the prevention and health protection activities of employees in cooperation with the doctor responsible for health surveillance
  - It collaborates with the company's Prevention and Protection Service and the competent doctor in identifying workplace surveillance strategies, identifying possible work risks and identifying exposed persons;
  - Defines, implements and monitors control and surveillance strategies for the prevention of care-related infections
  - It carries out health and hygiene supervision on: hotel services, cleaning, disinfection, waste disposal, water maintenance, corpse management in compliance with mortuary regulations;
  - Supervises the efficiency of technical, air-conditioning and kitchen equipment with regard to hygiene aspects
  - Supervises the self-control activities of food preparation and distribution and diets
- Of a medico-legal, control verification nature:
  - Verification of the appropriateness and completeness of rehabilitation documentation (personal rehabilitation file)
  - Ensures the timely transmission of required data and information (death and infectious disease reports) to ISTAT and the health authority
  - It takes care of the timely transmission to the NSIS, in cooperation with the quality and clinical risk office, of the sentinel events recorded and any other information obligations required by the Ministry of Health and the Marche Region.
  - Collaborates in the management of corporate information flows by monitoring the quality of the transmitted health data, identifying and promoting initiatives to ensure its continuous improvement
  - Supervises compliance with and enforcement of legal provisions concerning Informed Consent, regulation of waiting lists, protection of privacy
  - It ensures the supervision of the completeness of the rehabilitation file before filing, supervises the correct formation and storage of health records, in accordance with the regulations in force, and makes the file available in a timely manner for clinical audit and clinical risk audits.
  - Ensures the safekeeping of health documentation in the archive and its transfer to the central archive for digitisation
  - It issues to those entitled, according to the criteria established by the administration, a copy of the file and any other health certificates concerning the patients assisted in the company,
  - Management of relations with the judicial authorities and police bodies for reports, complaints and transmission of documentation;
  - Management of document flows to municipalities and judicial authorities of deaths.
  - It participates in control activities on health production, according to the standards laid down by the regulations in force, and represents it in any objections and clinical counter-arguments to the observations made by the control bodies



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	<ul style="list-style-type: none"> <li>• Coordinates emergency-urgency by promoting the formalisation of care pathways and monitoring their implementation</li> <li>• It collaborates in emergency management (fire, massive influx of injured people, evacuation plans, ...);</li> <li>• Regulates and supervises the observation of protocols in any clinical trials</li> <li>• It coordinates and supervises the collection, transport, storage and disposal of special waste and the keeping of the relevant records.</li> </ul> <p>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</p>
<b>STRUCTURE AFFERENCE</b>	<b>CATERING SERVICE</b>
<b>FUNCTIONS</b>	<p>The service must guarantee:</p> <ul style="list-style-type: none"> <li>➤ Purchasing, procurement, proper handling, handling and storage of all foodstuffs</li> <li>➤ Preparation of standard and special diets (as per Hospital Diet)</li> <li>➤ Delivery of breakfast crockery and collection of used crockery and subsequent washing</li> <li>➤ Preparation and delivery of meals (lunch and dinner) for patients via lifts</li> <li>➤ Use and supply of disposable material in the event of failure and/or malfunction of the washing machine or other risk situations (infections)</li> <li>➤ Washing of equipment other than kitchen equipment used for preparation, packaging and transport (equipment, dishes, pots and pans, trolleys, trays, etc.);</li> <li>➤ Cleaning, sanitising and tidying up the canteen and kitchen facilities and equipment upon completion of all the operations listed above;</li> <li>➤ Hygienic and environmental maintenance of all areas used including: kitchen, canteen, as well as storerooms and adjoining service rooms.</li> <li>➤ Preparation and updating of HACCP manual and compilation of relevant record sheets</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE AFFERENCE</b>	<b>ADMINISTRATION - BOOKING/ACCEPTANCE OF ADMISSIONS</b>
<b>FUNCTIONS</b>	<b>CORPORATE MANAGEMENT - HEAD OF STRUCTURE</b>
	<ul style="list-style-type: none"> <li>➤ He is in charge of internal organisation and contact with guests, family members, suppliers, maintainers</li> <li>➤ It supports direct customer relations and all other functions within the organisation.</li> <li>➤ Carrying out administrative tasks</li> <li>➤ Controlling and managing correspondence, sorting and organising paper and electronic mail</li> <li>➤ Collects, sorts, analyses and orders data and documents</li> <li>➤ Maintains and updates the archiving of documentation</li> </ul>

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	<ul style="list-style-type: none"> <li>➤ Manages the diary of the clinical director, psychotherapists, educators, facilitators and facility manager, taking and remembering appointments, trips, daily activities and events</li> <li>➤ System of meeting minutes, contract presentations and other documents</li> <li>➤ Handles the administrative acceptance of a new guest</li> <li>➤ It deals with the administrative discharge of users</li> <li>➤ Handles small office administration (petty cash, delivery notes, goods receipt, etc.).</li> <li>➤ It is responsible for accounting for the current expenses and drug expenditures of patients</li> <li>➤ It conveys information or communication between the 'Villa Silvia' clinic and the 'San Nicola' pos - cure centre, with the Territorial Services for Pathological Addictions, the Institutions and the 'Nato' Bases</li> <li>➤ Handles the telephone calls of people wishing to undergo a rehabilitation programme at 'San Nicola'.</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
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<b>STRUCTURE</b>	<b>CLINICAL DIRECTOR - PROJECT MANAGER</b>
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<b>REFERENCE</b>	<b>CORPORATE MANAGEMENT - HEAD OF STRUCTURE</b>
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<b>FUNCTIONS</b>	<ul style="list-style-type: none"> <li>➤ He is responsible for the organisation and clinical management of the health facility.</li> <li>➤ It is responsible for providing a high quality health service, supervising staff (psychotherapists, educators, counsellors, night workers), implementing therapeutic and management protocols.</li> <li>➤ supervises all therapeutic and educational aspects and ensures their coordination and compliance with regional social and health legislation</li> <li>➤ Ensures respect for patients' rights and the duty of care of health professionals</li> <li>➤ It is the guarantor of rehabilitation characterised by adequate and coordinated interventions in accordance with the state of the art. These must guarantee the prerequisites for therapies qualitatively appropriate to the needs of the individual, while respecting the freedom, dignity and integrity of the person</li> <li>➤ Ensures rehabilitation interventions in accordance with the principles of effectiveness, efficiency and appropriateness</li> <li>➤ Ensures equity in rehabilitation interventions</li> <li>➤ Encourages a multi-dimensional, multi-professional and intercultural approach</li> <li>➤ Design and implement rehabilitation pathways that integrate the different levels of care and support continuity of care between NHS facilities</li> <li>➤ Identifies objectives to be achieved</li> <li>➤ Plan the activity for operators (psychotherapists, educators, counsellors, night workers)</li> <li>➤ Makes organisational changes in accordance with controls</li> <li>➤ Takes note of performance reviews and verification of results</li> </ul>
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### QUALITY MANUAL

- It deals with the management of information systems
- Care for external relations
- Managing staff
- Has access to all residents' health records and ensures that they are properly kept and compiled and securely archived
- It monitors compliance with professional secrecy in accordance with Italian and European legislation
- Collaborates with the administrative management in promoting management tools, as far as it is concerned
- Collaborates with the medical, nursing and administrative staff of the 'villa silvia' nursing home so that the organisation's interventions can be implemented
- Ensures that the intervention of the treating physicians (psychiatrist, internist, general practitioner) is linked to the internal organisation
- It identifies training gaps in its area of competence and provides the management with topics for further and refresher training, so that the relevant training plan is congruent with the structure's needs
- It takes into account positive and negative reports received from users and stakeholders
- Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure

#### **STRUCTURE**

**EDUCATOR**

#### **AFFERENCE**

**CLINICAL DIRECTOR - PROJECT MANAGER**

#### **FUNCTIONS**

- It is responsible for carrying out educational interventions to support users, within the framework of service models and general programmes.
- Identifies and implements the best educational intervention towards users
- Enforces user privacy rules
- Participates in team meetings, supervision meetings, organised training sessions and plenary meetings of 'San Nicola Gestione Sanitaria s.r.l.'.
- Enforces the 'activities and internal organisation of St. Nicholas'.
- Conducts support interviews with users
- He leads the 'morning group' and the 'psycho-educational group'.
- Enforces 'therapeutic duty' schedules
- Report any anomalies in plant, instruments, machinery to maintenance personnel
- Carries out the weekly scheduling of 'therapeutic duties' after consultation with the clinical director
- Supervises the execution of 'therapeutic duties'
- Supervises the order of the bedrooms, the residence and the outdoor spaces of the residence; the kitchen and the pantry room; the laundry room; the art workshops; the gymnasium; the cigarette room.
- Ensures self-administration of pharmacological therapies during his shift
- Keeping away expired drugs



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### QUALITY MANUAL

	<ul style="list-style-type: none"> <li>➤ Manages the purchase of necessary drugs and medication products</li> <li>➤ Files the health documents of a new user in the infirmary when he/she enters the community during his/her shift, checks the medicines that have arrived, places the medicines in their respective plastic boxes</li> <li>➤ Accompanies the new incoming user to their assigned room and bed during their shift</li> <li>➤ Performs incoming luggage control upon arrival in the community</li> <li>➤ Makes the incoming patient acquainted with and signs the documents: "therapeutic contract" and "internal regulations" during their shift</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>PSYCHOLOGISTS/PSYCHOTHERAPISTS</b>
<b>AFFERENCE</b>	<b>CLINICAL DIRECTOR - PROGRAMME MANAGER</b>
<b>FUNCTIONS</b>	<ul style="list-style-type: none"> <li>➤ Designs, implements and evaluates the individualised therapeutic programme</li> <li>➤ Conducts therapeutic interviews and therapeutic groups</li> <li>➤ Conducts interviews with family members</li> <li>➤ Is responsible for the correct filling in and filing of the user's forms and rehabilitation file</li> <li>➤ Collaborates with the psychiatrist and doctor in the care of users</li> <li>➤ Collaborates with professionals inside and outside the organisation in the design and implementation of therapeutic programmes</li> <li>➤ Participates in team meetings</li> <li>➤ Participates in supervision</li> <li>➤ Participate in training meetings organised</li> <li>➤ Participates in plenary meetings of 'San Nicola Gestione Sanitaria s.r.l.'.</li> <li>➤ Enforces user privacy rules</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>FACILITATOR</b>
<b>AFFERENCE</b>	<b>CLINICAL DIRECTOR - PROGRAMME MANAGER</b>
<b>FUNCTIONS</b>	<ul style="list-style-type: none"> <li>➤ He is responsible for providing the patient with coping strategies and tools for maintaining sobriety,</li> <li>➤ It promotes the twelve-step philosophy and group participation.</li> <li>➤ It assists the patient in achieving and maintaining abstinence from drugs, alcohol and addictive behaviour. The secondary objective is</li> <li>➤ It helps the patient recover from the damage that addiction has wrought in his or her life.</li> <li>➤ He leads the 'morning ritual' and the '12-step group'.</li> <li>➤ Proposes a short-term approach to the patient that leads to a gradual change in lifestyle</li> </ul>



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	<ul style="list-style-type: none"> <li>➤ It offers behavioural strategies</li> <li>➤ Indicates objectives closely related to addiction</li> <li>➤ Focus on the present</li> <li>➤ Conducts support interviews with users</li> <li>➤ Enforces user privacy rules</li> <li>➤ Participates in team meetings, supervision meetings, organised training sessions and plenary meetings of 'San Nicola Gestione Sanitaria s.r.l.'.</li> <li>➤ Enforces the document 'activities and internal organisation of St. Nicholas'.</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>ART TEACHER - LANGUAGE TEACHER</b>
<b>AFFERENCE</b>	<b>CLINICAL DIRECTOR - PROGRAMME MANAGER</b>
<b>FUNCTIONS</b>	<ul style="list-style-type: none"> <li>➤ It encourages the development and exercise of creativity, offering a structured moment of sharing, socialisation and free creative expression of one's inner self and initiating a process of restructuring and internalisation of reality.</li> <li>➤ Conducts pottery, drama, body expression and English language activities</li> <li>➤ Identifies and implements the best animation intervention towards users</li> <li>➤ Enforces user privacy rules</li> <li>➤ Participates in team meetings, supervision meetings, organised training sessions and plenary meetings of 'San Nicola Gestione Sanitaria s.r.l.'.</li> <li>➤ Enforces the document 'activities and internal organisation of San Nicola'.</li> <li>➤ Any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure</li> </ul>
<b>STRUCTURE</b>	<b>NIGHT OPERATOR</b>
<b>AFFERENCE</b>	<b>CLINICAL DIRECTOR - PROGRAMME MANAGER</b>
<b>FUNCTIONS</b>	<ul style="list-style-type: none"> <li>➤ Carrying out a surveillance service</li> <li>➤ Contributes to continuity of educational interventions</li> <li>➤ Identifies and implements the best educational intervention towards users</li> <li>➤ Enforces the scheduling of weekly activities</li> <li>➤ Check the defibrillator and record refrigerator temperatures in the prepared document 'St. Nicholas daily check list'.</li> <li>➤ At the end of each month, check the first aid bag deadlines and fill in the form provided 'St. Nicholas first aid bag check list'.</li> <li>➤ Check the expiry dates of medicines by removing expired ones</li> <li>➤ Performs a general check of the rooms and floors and closes all doors, French windows, including shutters of the residence</li> </ul>



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### QUALITY MANUAL

- During the night responding to patients' requests for assistance
- He makes sure that users self-administer all the drugs scheduled during his shift
- Enforces user privacy rules
- Participates in team meetings, supervision meetings, organised training sessions and plenary meetings of 'San Nicola Gestione Sanitaria s.r.l.'.
- Fa comply with the document 'activities and internal organisation of San Nicola'.
- any other unspecified or newly introduced function that can be attributed by analogy to the mandate of the Structure