

ABSTRACT

Name of the hospital: Istituto Palazzolo - Fondazione Don Carlo Gnocchi Milano - Onlus

Address: Istituto Palazzolo via Don Luigi Palazzolo, 21 - 20149 - Milano (Mi) Italy

web site: www.dongnocchi.it

Number hospitals of the Hospital Trust: 27

Number of beds: 820

Number of staff: 700 di cui: n. 40 medical staff; n. 100 nursing staff; n 400 other staff)

Number hospitals of the Hospital Trust in which is realized project 1

TITLE OF PROJECT: “Unique Desk for the admittance to the services network for the elderly”

Project duration: 1/7/2003 – 31/12/2004

Introduction: The “Unique Desk for the admittance to the services network for the elderly” is an “Istituto Palazzolo – Fondazione don Gnocchi” from Milan new project . The purpose is giving integrated answers to the elderly and family problems. The “Istituto Palazzolo” with this service opens itself to the territory, collaborates to the strengthening and integratening of the social and medical services network and promotes training and research activities.

Aim of the project:

The project objectives are: information to the elderly and caregivers supporting care activities; assessment at risk situations following relatives to the problem solution; counselling about requests for the different services of the “Istituto Palazzolo” referring toward more suitable territorial solutions; becoming reference about the elderly problems for the families, the “Istituto Palazzolo” internal services, and the voluntary associations.

Target: Elderly and their relatives and caregivers, internal operators, voluntary associations, elderly services network operators.

Methods:

The Desk activities were carry out by a multidisciplinary team who granted the request. The take in charge of the elderly people was made through the multidimensional assessment of every elderly and family problems. A individual care plan was worked out and it was followed up by a case-manager. Once started up the proposed services, an elderly people follow up was set up.

Main activities:

New organizational procedures definition; operational tools formulation; team constitution; individualization of a interlocutors network with whom establishing a collaboration for the activities execution; the carrying out of an investigation about the elderly services demand/supply in Milan; an elderly services suppliers data base construction; a medium software making; space restoration and furnishing for the Desk activities; training activities for relatives, caregivers and volunteers; carrying out a caregiver stress investigation; a taken in charge cases follow up implementation.

Results:

Total people presented was 883. Between them 183 showed complex situations and were taken in charge. To 37 of them was offered the definitive old people’s home admission; to 34 others residential services; to 23 prevention services while to 122 territorial services and to 121 home services (to a same person we could offer more than a service). The 6 months follow up showed that between the established services 77 had success, 14 were already concluded, 13 were inactives. The average time of waiting was 52 days for starting up of residential services, 20 days for territorial services. Customer’s satisfaction for the “Unique Desk” was optimal for the 82,14 % of the cases, sufficient for the 16,07%.

Material produced:

- Publications: 2 posters
- Questionnaires
- Other material Specify: special medium software

Additional resources

- Institut budget (dedicated to the project)
- private sponsorship/donations: “Fondazione Cariplo”

Contact person for this project:

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