



FONDAZIONE
BANCA DEGLI OCCHI
DEL VENETO - ONLUS

Team building e procurement

VII corso nazionale
Società Italiana Banche degli Occhi
L'Aquila, 24 novembre 2012

Italian National Transplant Network:

a model of health care programming and management (Government, Regions)

- Transplant National Center (art 8, L 91/99)
- Permanent Technical Council for Transplant (art 9, L 91/99)
- Regional / Interregional Transplant Centers (art 10, L 91/99)
- Hospital Coordination Centers (art 7 par1, L 91/99)
- Procurement Centers (art 13, L 91/99)
- Transplant Centers (art 16, L 91/99)
- **Tissue Banks** (art 15, L 91/99)
- Cell Establishments (art 3, lett.q, D.Lgs 191/2007)
- Public Hospitals (art 3, c.1bis, D.Lgs 502/92)

The Veneto Region

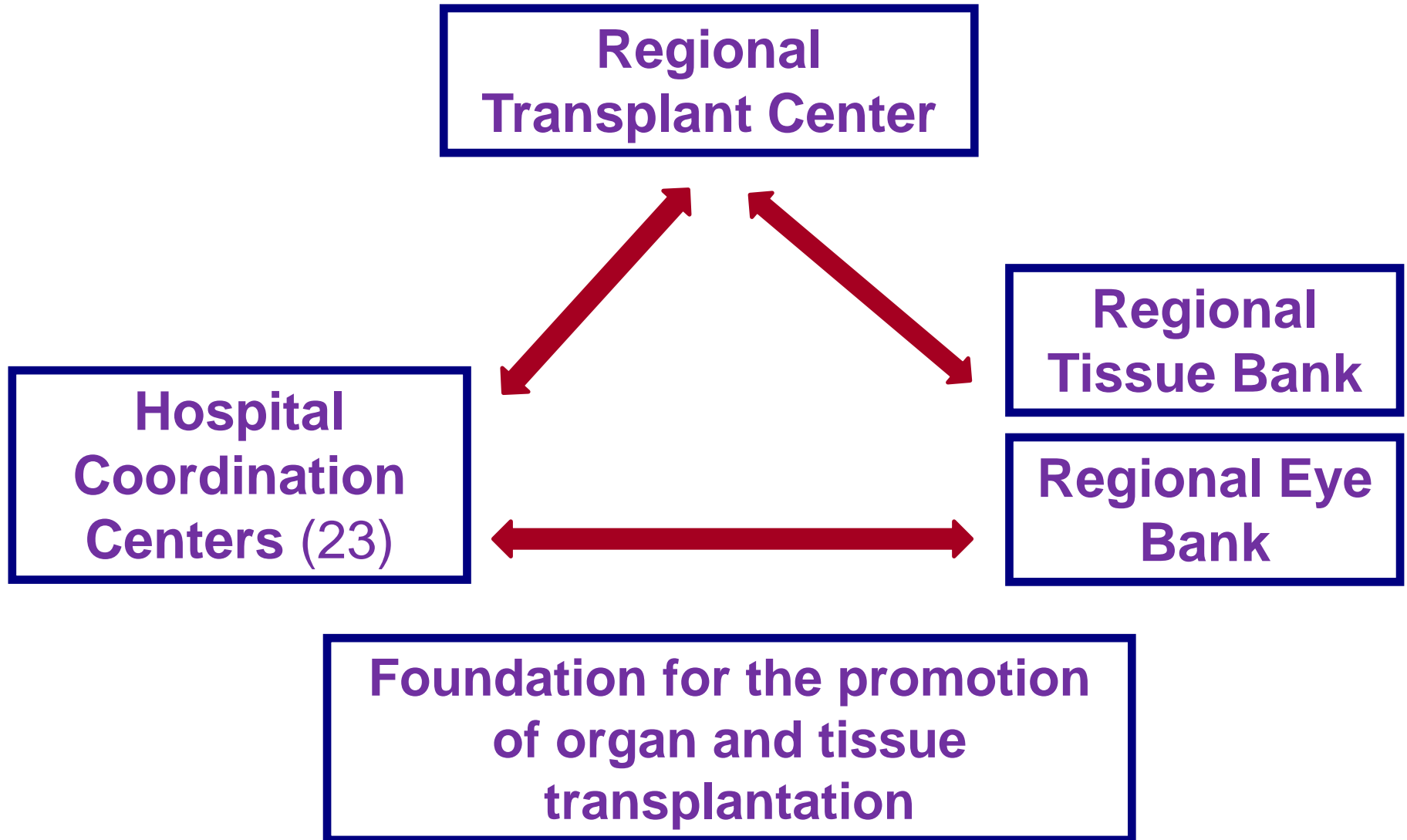
- Inhabitants: 5 millions
- Annual number of deaths: ~43.000
- Annual monitored deaths: ~23.000

FBOV:

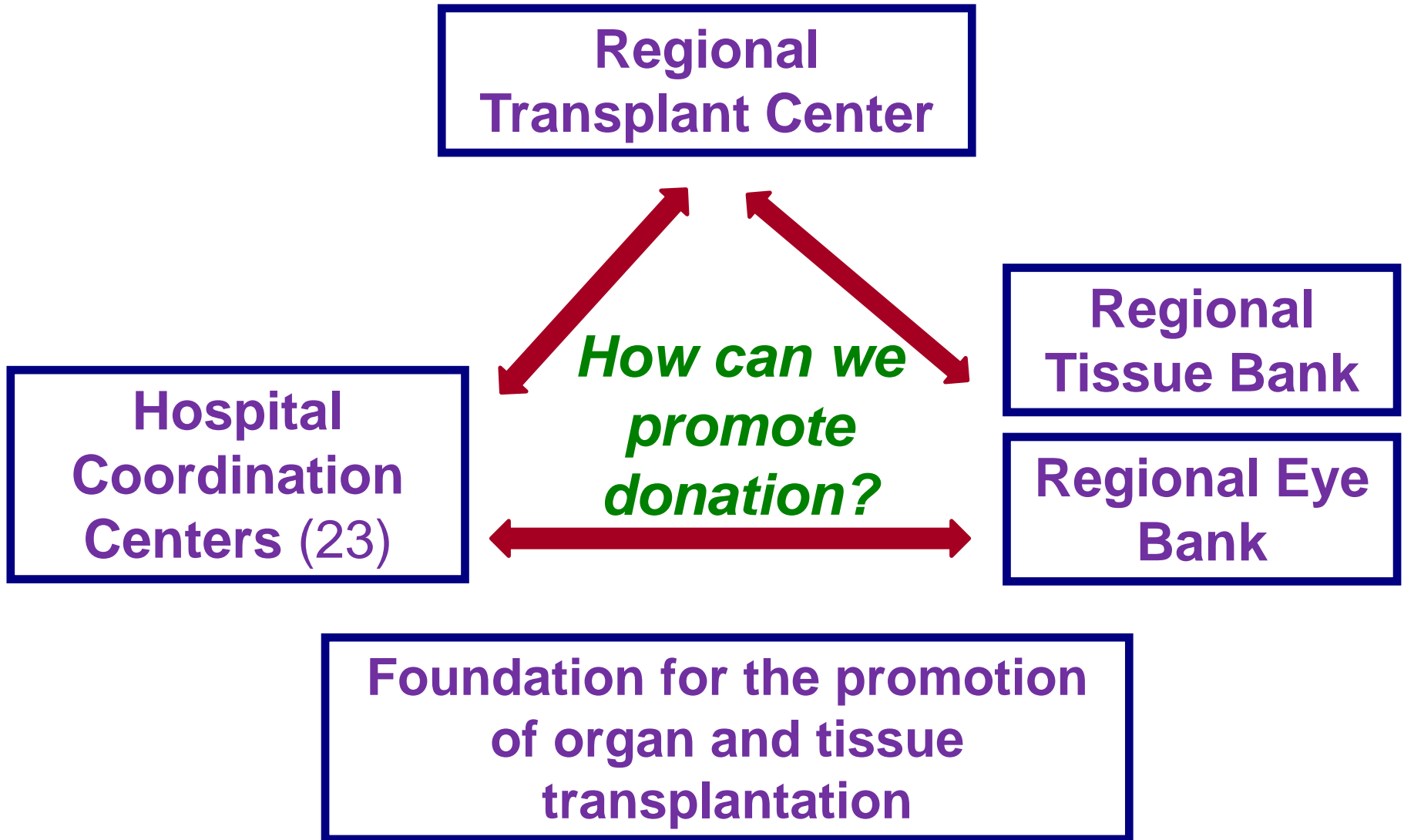
- Promotion of donation
- Recovery, selection, storage, distribution of ocular tissue for transplantation



The Veneto Region Transplant System and the tissue donation program

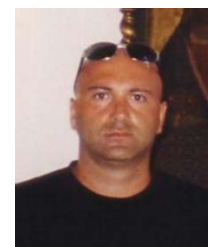


The central issue:



Promotion of donation: **stakeholders**

- **Regional Transplant Center**
- Population
- Donor's relatives
- **Hospital Coordination Centers**
- Hospital Professionals
- **Physician in charge of recovery**
- On call / front desk operators



Cooperation with the Regional Transplant Center:

- To promote donation:
 - communication (social / to specific publics) to promote people's awareness about the importance of organ and tissue donation
 - professional education
 - relations with Hospital Coordination Centers
- Activities:
 - presented to the Regional Transplant Coordinator
 - supported / performed autonomously or in cooperation with other bodies

FBOV and Hospital Coordination Centers

- No interference with organization / activities of HCC
- Informative materials, site visits
- Cooperation on:
 1. recovery / safety issues
 2. reporting
 3. research / start up projects:
 - authorized
 - start / end established
 - funded by FBOV
 - payments to institutions



Le malattie corneali cambiano la visione del mondo.

**UNA DONAZIONE DI CORNEE
può restituire la gioia di vedere.**

Donare le proprie cornee è una scelta libera e personale. Per prendere una decisione è importante confrontarsi in famiglia o parlarne al medico di fiducia.

Per avere chiarimenti o informazioni puoi contattare
Centro Regionale Trapianti al numero 0432.554525, e mail segreteria@crt.sanita.fvg.it
Fondazione Banca degli Occhi al numero 041.9656400, e mail info@fbov.it



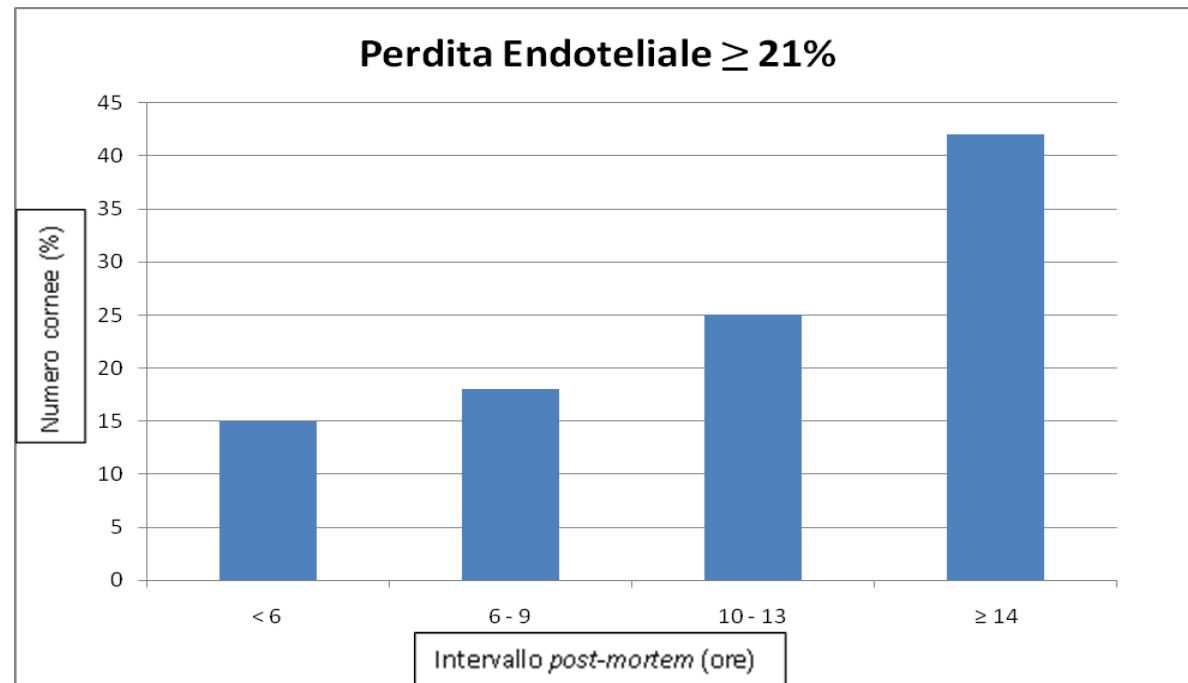
Centro di Riferimento Regionale per gli Innesti Corneali
Padiglione Rama, Via Paccagnella 11 - 30174 Zelarino Venezia
www.fbov.org

Campagna realizzata in collaborazione con
Centro Regionale Trapianti del Friuli Venezia Giulia

Promotion of donation and Hospital Coordination Centers

- Project Cornea donation and transplantation: a new organization model in the PD / RO provinces
- 2 HCC (Rovigo, Monseice), 4 hospitals
- 24 months (2010-11), €60.000 (2/3 from CaRiPaRo Foundation)

- Local and technical outcome: **positive**
- Outcome of the network: **negative**



Promotion of donation: **FBOV and Hospital Coordination Centers**

- Change in composition of the personnel on call, monthly meetings
- Focus group of 5 days → **working hypothesis:**
- Quality and number of donations may be related to:
 - feeling of affiliation to a team
 - personal and collective awareness
 - sharing the social and professional remuneration
 - development of a **social and emotional competence**

Team building

- A **philosophy of job design**: employees are viewed as **members of interdependent teams** instead of as individual workers.
- Within the issue of **organizational development** (can also be applied to other contexts).
- Not to be confused with **team recreation**.
- A range of activities designed for improving team performance.
- To bring out the best in a team: ensure self development, positive communication, leadership skills, ability to work as a team to problem solve.

2011 Improvement of activities in the Veneto Region Transplant System: **sailing and team building**

- 6 months (4 days of sailing)
- 15 HCC / RTC operators (7 hospitals)
- 5 FBOV operators, 2 instructors, 20 sailors
- €40.000, funded 50% by TTNI Foundation



Sailing and team building

- Psychometric questionnaires (pre/post):
 - ✓ Health (Italian version of the *General Health Questionnaire*, GHQ12, **psycho-physical wellness** evaluation)
 - ✓ Organizational wellness (**professional satisfaction**)
 - ✓ *Maslach Burnout Inventory* (**burnout condition**)
- Activity indicators (donations)



2012 Crew and sailing: metaphors for the discovery of **the gift** as a value in an organization

- 6 months (4 days of sailing)
- 12 FBOV operators, 2 instructors, 20 sailors
- €40.000, funded 50% by TTNi Foundation



Crew and sailing

- Big five questionnaire (personality traits, pre/post):
 - ✓ Extraversion
 - ✓ Agreeableness
 - ✓ Conscientiousness
 - ✓ Emotional stability
 - ✓ Openness
- Activity (participation to communication initiatives)







A different point of view...



2011 Sailing and team building: results

- Psychometric questionnaires:
 - ✓ Health (Italian version of the *General Health Questionnaire*, GHQ12, psycho-physical wellness): ↑
 - ✓ Organizational wellness (professional satisfaction): ~ =
 - ✓ *Maslach Burnout Inventory* (burnout condition): ↑



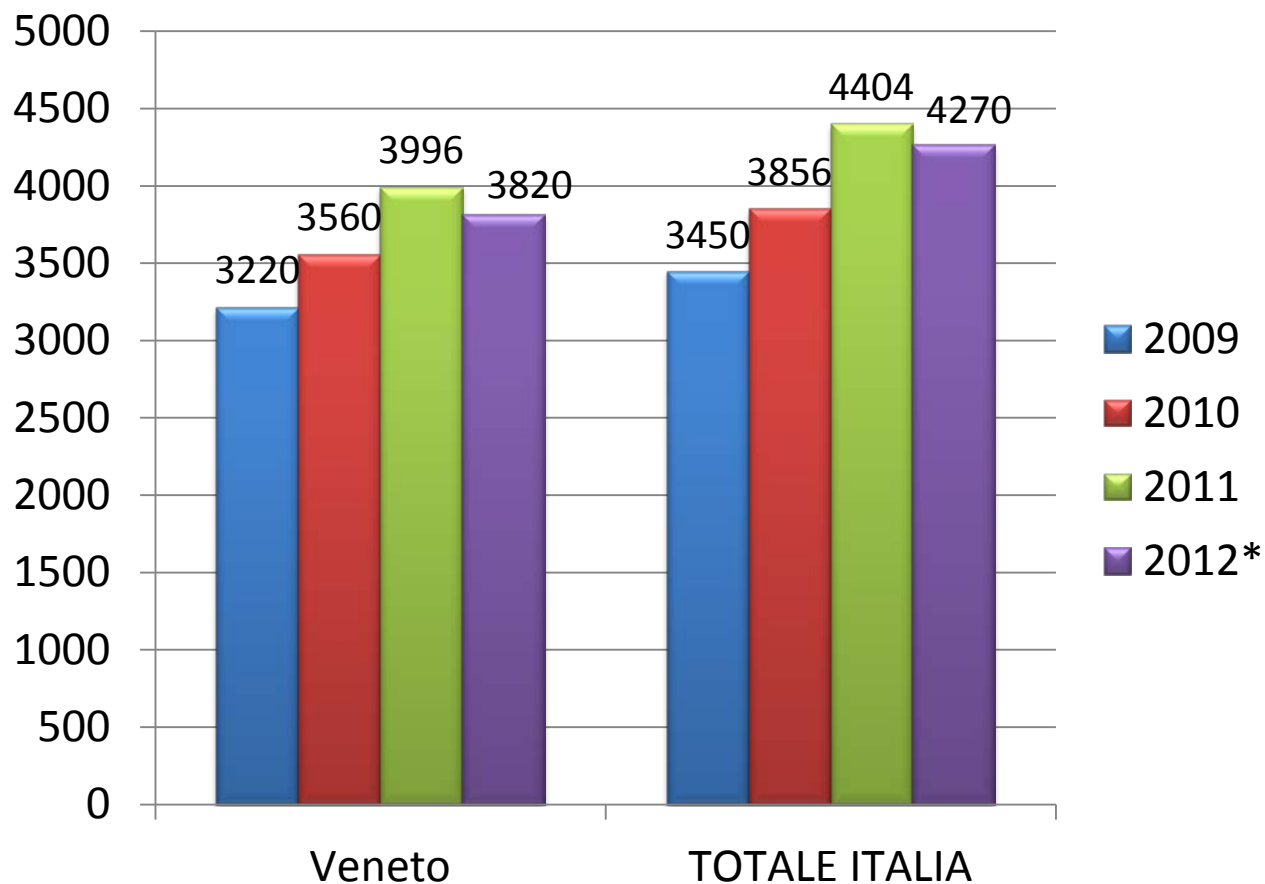
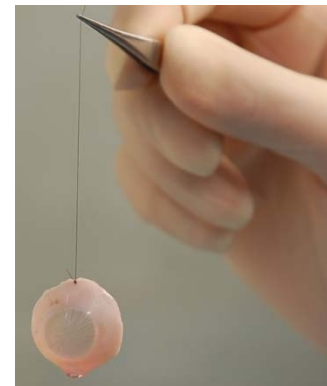
2012 Crew and sailing: results

- Big five questionnaire: *ongoing*
 - ✓ Extraversion
 - ✓ Agreeableness
 - ✓ Conscientiousness
 - ✓ Emotional stability
 - ✓ Openness
- Activity (participation): from $>10\%$ to 25%



Activity indicators: Donations

	2009	2010	2011	2012*
VENETO	3220	3560	3996	3820
ITALIA	3450	3856	4404	4270



* Proiezione a fine anno: dati al 15 novembre 2012

Conclusions

- Veneto Region donations: **8%** of the deaths (20% opposition rate)
- Success related to several factors:
 - Social and emotional competence
 - The network
 - Innovation
- Annual costs:
 - € 250.000 (communication, education, relations with the Hospital Coordination Centers)
 - € 300.000 (recovery)
- What about a **Sibo crew?**

Thank you!