



**Sharing of Best Practice  
for the Effective Organization and Delivery of  
Health Services**

**Mobility Initiative**





## OBJECTIVES OF THE MOBILITY INITIATIVE

The Mobility Initiative aims to provide participants with the opportunity to get to know the Italian Health System and to share information, strategies, work methods and best practices in the organisation and delivery of Health Services.

The objectives of the “Sharing of Best Practice for the Effective Organization and Delivery of Health Services” Mobility Initiative is to give participants the opportunity to:

- Acquire knowledge about the current policies and strategic plans for the organisation and delivery of Health services in Italy and in Tuscany in particular
- Acquire information about how the Tuscan Health System is organised and managed
- Acquire information about work methods and practical experiences in the organisation and delivery of Health services in Tuscany
- Share best practices with public and private institutions operating in the Health Sector in Tuscany
- Develop new contacts and explore opportunities of cooperation with public and private institutions operating in the Health Sector in Tuscany

## EXPECTED RESULTS

The individuals who participate in the study visit will have the opportunity to get to know new methods, strategies and solutions for a successful development, organisation and delivery of Health Services.

Furthermore, the programme will give the participants the opportunity to meet with professionals (e.g. doctors, managers etc.) operating in the Tuscan Health Sector both at public and private level and to share with them information and best practices.

## ROLE OF PIXEL AS HOST ORGANIZATION

Pixel organize the mobility initiative at local level.

Pixel is in charge of the implementation of the programme, of the liaising with local bodies, of the preparation of the visits, of the tutoring during the visits, of the language assistance, of the monitoring and supervision etc.

A representative of Pixel will be accompanying the group during each visit to the local bodies, providing practical assistance in the reaching the institutions to be visited, giving assistance during the visit, making all the necessary reciprocal introductions, moderating the visit and providing linguistic support.

PIXEL – Via Luigi Lanzi 12 – I-50134 Firenze – Tel +39-055-48.97.00 – Fax +39-055-462.88.73  
<http://www.pixel-online.net> – e-mail : [staff@pixel-online.net](mailto:staff@pixel-online.net)



Certificazione di Qualità in  
in conformità alla norma  
UNI EN ISO 9001:2000.

Certified Quality System  
in compliance with the standard  
UNI EN ISO 9001:2000.



Accreditamento presso il  
Ministero della Pubblica Istruzione  
con Decreto del 25/07/2006

Accredited by the Italian  
Ministry of Education with the  
Legislative Act of 25/07/2006



Accreditamento presso la  
Regione Toscana con  
Decreto n. 1722 del 25/03/2003

Accredited by the Tuscany County  
Council with Legislative Act n.  
1722 of 25/03/2003

## RELEVANCE OF THE INITIATIVE

The “Sharing of Best Practice for the Effective Organization and Delivery of Health Services” mobility initiative is relevant to respond to the needs of the participants involved because it will give them the opportunity to:

- Get to know and understand, according to a comparative approach, how the Health Sector is organised in Italy, and in Tuscany in particular, in order to highlight main differences and points in common with the own country system and to identify possible Best Practices to be shared.
- Have a direct contact and get to know the Tuscan Health Sector through meetings with the key actors working in the field, both at Public and Private level, learning about different existing experiences and work methods of another European Country (i.e. Italy).
- Share points of view of colleagues operating in the same sector in Italy, in order to compare everyday challenges and common problems and share the most effective solutions adopted to face them effectively. This will give the participants involved the opportunity to develop a more aware and open minded point of view.
- Develop, during the visits to institutions working in the Health Sector, important contacts to be exploited in future cooperation initiatives and partnerships.

## PREPARATION

The participants involved in the “Sharing of Best Practice for the Effective Organization and Delivery of Health Services” mobility initiative, before the beginning of the stay in Florence will have to:

- Carry out a brief study on the Italian Health System and prepare a list of questions and topics of discussion that will be proposed to the representatives of each of the Italian public and private institutions working in the Health Sector they will visit during their stay in Florence. The questions and topics of discussions will be shared with the hosting institutions and will then be proposed to each of the institutions visited so to foster the effectiveness of the meetings.
- Carry out a brief presentation of own country Health System organisation to be presented to each of the institutions visited in order to enhance the sharing of mutual challenges and of best practices.

## EVALUATION AND FINAL CERTIFICATION

- Each participant in the Mobility Initiative, at the end of the mobility period, is asked to fill in an evaluation form focusing on all aspects of their mobility experience in Italy. The evaluation forms are collected by Pixel and they are used to create an evaluation Report on the experience. The results of the evaluation are used for the planning of further mobility initiatives that will be based on the strengths of the experiences concluded and will overcome the weaknesses.
- Each participant involved in the Mobility Initiative receive a the Europass Mobility document to record the competences and experiences acquired during the initiative itself. The document is produced in cooperation between Pixel and the promoting institution. Also, every participant receives a Certificate of Participation in the mobility initiative that provides all the relevant information on the activities carried out during the mobility initiative.



# THE HOST ORGANIZATION

## GENERAL DESCRIPTION

The Mobility Initiative is organized by Pixel. The mission of Pixel is the promotion of internationalization and European Cooperation.

Pixel was established in Florence (Italy) in 1999 and has therefore over 10 years of experience in the following areas:

- Organization of international training initiatives
- Consultancy for planning and managing European projects
- Organization of transnational mobility events and initiatives
- Direct submission as a promoter or coordinator of European projects
- Organization of international conferences in the field of education and training

Pixel has developed cooperative agreements and partnerships throughout Europe with over 400 institutions in 30 different European countries.

Pixel is engaged in a constant improvement in the quality of training and consulting services performed. Pixel obtained quality certification according to UNI EN ISO 9001:2000. Pixel is accredited as a training agency in the Ministry of Education. Pixel is accredited as a training agency in the region of Tuscany.

More information on the expertise of Pixel can be found at: <http://www.pixel-online.net>.

## STAFF EXPERIENCE AND EXPERTISE

The Mobility Initiative, at Pixel, is organized by:

- Dr. Elisabetta Delle Donne has over 15 years of experience in the planning and management of international education and training events. She is in charge of the creation of the programme for the group of participants, of the identification of the trainers and experts who deliver the practical course, who are chosen among the network of about 100 experts who continuously cooperate with Pixel.

- Dr. Andrea Peraldo has over 9 years experience in the planning and management of international education and training events. He is in charge of accompanying the group during each visit to the institutions, giving assistance in the use of Public transports, moderating the visit and giving linguistic assistantship when necessary

PIXEL – Via Luigi Lanzi 12 – I-50134 Firenze – Tel +39-055-48.97.00 – Fax +39-055-462.88.73  
<http://www.pixel-online.net> – e-mail : [staff@pixel-online.net](mailto:staff@pixel-online.net)



Certificazione di Qualità in  
in conformità alla norma  
UNI EN ISO 9001:2000.

Certified Quality System  
in compliance with the standard  
UNI EN ISO 9001:2000.



Accreditamento presso il  
Ministero della Pubblica Istruzione  
con Decreto del 25/07/2006

Accredited by the Italian  
Ministry of Education with the  
Legislative Act of 25/07/2006



Accreditamento presso la  
Regione Toscana con  
Decreto n. 1722 del 25/03/2003

Accredited by the Tuscany County  
Council with Legislative Act n.  
1722 of 25/03/2003

# THE MOBILITY INITIATIVE PROGRAMME

Day	Time Table	Contents
DAY 1 Monday	Morning 9:00 – 13:30	<ul style="list-style-type: none"> <li>• Presentation of participants</li> <li>• Presentation of the Mobility Initiative programme and of practical issues</li> <li>• The Italian Health System</li> <li>• The organization of Health Services in Tuscany</li> </ul>
	Afternoon	<ul style="list-style-type: none"> <li>• Cultural visit of Florence</li> </ul>
DAY 2 Tuesday	Morning 10:00 – 12:00	<ul style="list-style-type: none"> <li>• Visit at the Tuscany County Council and meeting with the councilor in charge of the Health Sector</li> </ul>
	Afternoon 15:00 – 17:00	<ul style="list-style-type: none"> <li>• Visit at the Local Public Authority for the Health Services (ASL) and meeting with the manager of the institution</li> </ul>
DAY 3 Wednesday	Morning 9:00 – 13:30	<ul style="list-style-type: none"> <li>• Presentation of the "Hippocrates" transnational project for the transfer of Knowledge Management strategies to professionals operating in the Health Sector</li> <li>• Presentation of the "EU.Care" transnational project for the study of the best practices in the organization of Health Services for elderly people</li> <li>• Identification of best practices</li> </ul>
	Afternoon 15:00 – 17:00	<ul style="list-style-type: none"> <li>• Visit at the University of Florence, Faculty of Medicine hosted in the Careggi Public Hospital and meeting with professors</li> </ul>
DAY 4 Thursday	Morning 10:00 – 12:00	<ul style="list-style-type: none"> <li>• Visit at Misericordia, Voluntary based association managing Health Services in cooperation with Public Authorities</li> </ul>
	Afternoon 15:00 – 17:00	<ul style="list-style-type: none"> <li>• Visit at Leonardo Da Vinci, private institution providing Health Services and Meeting with the Manager of Research and Analysis Department.</li> </ul>
DAY 5 Friday	Morning 9:00 – 11:00	<ul style="list-style-type: none"> <li>• Visit at the Meyer Pediatric Hospital and meeting with the Manager and Doctors of Research and Analysis Department.</li> <li>• Mobility Initiative Closure and Evaluation</li> </ul>
	Afternoon	<ul style="list-style-type: none"> <li>• Free Time for visiting Florence and the surroundings</li> </ul>

# ORGANIZATION AND PRACTICAL SUPPORT

<b>Target Group</b>	Doctors, Researchers, Professors, Trainers, Experts and Managers working in the Health Sector.
<b>Languages</b>	The Mobility Initiative will be held in English
<b>Location</b>	Florence (Italy)
<b>Total Duration</b>	1 week
<b>Fees</b>	<p><b>Option 1:</b>  <b>€ 1.200 per person.</b>            The fee includes an all inclusive package:            Organizational costs: Implementation of the program locally: liaison with local bodies, preparation of the visits, tutoring during the visits, language assistance, monitoring and supervision etc.            Accommodation for 6 nights (arrival on Sunday and departure on Saturday) in single rooms with private bathrooms            Breakfasts, lunches, dinners.</p> <p><b>Option 2:</b>  <b>€ 1.050 per person.</b>            The fee includes an all inclusive package:            Organizational costs: Implementation of the program locally: liaison with local bodies, preparation of the visits, tutoring during the visits, language assistance, monitoring and supervision etc.            Accommodation for 6 nights (arrival on Sunday and departure on Saturday) in shared double rooms (for 2 people) with private bathrooms            Breakfasts, lunches, dinners.</p> <p><b>Option 3:</b>  <b>€ 900 per person.</b>            The fee includes an all inclusive package:            Organizational costs: Implementation of the program locally: liaison with local bodies, preparation of the visits, tutoring during the visits, language assistance, monitoring and supervision etc.            Accommodation for 6 nights (arrival on Sunday and departure on Saturday) in shared rooms for 4 people with private bathrooms            Breakfasts, lunches, dinners.</p> <p><b>Option 4:</b>  <b>€ 800 per person.</b>            The fee includes an all inclusive package:            Organizational costs: Implementation of the program locally: liaison with local bodies, preparation of the visits, tutoring during the visits, language assistance, monitoring and supervision etc.            Accommodation for 6 nights (arrival on Sunday and departure on Saturday) in shared rooms for 4 people with private bathrooms            Breakfasts, lunches</p> <p><i>The fees are related to groups of minimum 12 participants. For smaller groups the price could be higher.</i></p>



## FURTHER INFORMATION

For further information, please contact:

Andrea Peraldo

Tel. +39- 055-48.97.00

Pixel

Fax. +39-055-462.88.73

Via Lanzi 12

E-MAIL: [training@pixel-online.net](mailto:training@pixel-online.net)

50134 Firenze

Italy

PIXEL – Via Luigi Lanzi 12 – I-50134 Firenze – Tel +39-055-48.97.00 – Fax +39-055-462.88.73  
<http://www.pixel-online.net> – e-mail : [staff@pixel-online.net](mailto:staff@pixel-online.net)



Certificazione di Qualità in  
in conformità alla norma  
UNI EN ISO 9001:2000.

Certified Quality System  
in compliance with the standard  
UNI EN ISO 9001:2000.



Accreditamento presso il  
Ministero della Pubblica Istruzione  
con Decreto del 25/07/2006

Accredited by the Italian  
Ministry of Education with the  
Legislative Act of 25/07/2006



Accreditamento presso la  
Regione Toscana con  
Decreto n. 1722 del 25/03/2003

Accredited by the Tuscany County  
Council with Legislative Act n.  
1722 of 25/03/2003