



27th EACMFS CONGRESS

17-20 September 2024

PreCongress day: 16 September

ROME - ITALY



THEMATIC SESSION: THE EVOLUTION OF HEALTHCARE TOWARDS “HUMANIZATION OF CARE”: CHALLENGES, NEEDS AND OPPORTUNITIES

LOCATION:

Roma Convention Center “LA NUVOLA”

DATE:

September 20, 2024

INTRODUCTION:

M. Fukuyama (2018) defined Society 5.0 as a super smart society community where the various needs of society are finely differentiated and met by providing the **necessary products and services** in the required amounts to the people **who** need them **when** they need them, and in which all people can receive **high-quality services** and live a **comfortable**, vigorous life that makes allowances for their various differences such as age, sex, region, or language.

This definition indicates a new society created by **transformations** led by **scientific and technological innovation**, where the focus is on humans' wellbeing. In healthcare, this model could be translated into Humanization of Care. According to scholars, Humanization of Care is a policy making strategy aiming to respond to the health needs of the population through the integration of two essential dimensions: the clinical and the organizational management. Thus, it is crucial to consider all stakeholders involved in the process of care at different levels (i.e., patients, patients' caregivers, healthcare providers, policy makers, academy, industry) and their interactions. Moreover, Humanization of Care needs to be translated into practice by: 1) organizing and deploying four main processes into the healthcare system - research, training, clinical care, evaluation -; 2) integrating capabilities; 3) focusing on three main perspectives: organisational, relational and architectural. The overall healthcare system should be capable to become effectively the first economic and social driver of growth in a modern society. How should we face this challenge at policy strategy, governance, and operation level?



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PROGRAMME AND SCHEDULE

FIRST SESSION

The future of Healthcare: Vision, Policy strategy and guidelines

Duration: from 09.00 to 10.30 am

Moderators: Monica Calamai, Massimo Robiony

09.00 – 09.25 Vision and Challenges in healthcare

Silvio Brusaferrò

Full Professor of Public Health – University of Udine

09.25 – 09.50 Medical Humanities, Mentorship and Leadership

Anastassios I. Mylonas

PhD, PhD Oral and Maxillofacial Surgeon

09.50 – 10.15 Governance guidelines to face challenges

Enrico Coscioni

Health Councilor of Campania Region

10.15 – 10.30 Discussion

10.30 – 10.45 Break

LECTIO MAGISTRALIS

10.45– 11.30 Dignitas Curae and Humanization of Care

Massimo Massetti

Full Professor | Cattolica del Sacro Cuore University and Head of the Department of Cardiovascular Sciences | Policlinico Universitario Gemelli

Mauro Cozzoli

Professor of Moral Theology in the Pontifical Lateran University

SECOND SESSION

Humanization of Care: results from applied models based on patient value and organizational well-being

Duration: from 11.30 am to 01.00 pm

Moderators: Monica Calamai, Massimo Robiony

11.30 – 11.55 Humanization of Care: preliminary results of an integrated organization model in public healthcare towards a paradigm-shift

Elisabetta Ocello

Project Manager – Head & Neck and Neurosciences Department, University Hospital of Udine

11.55– 12.20 The Network of Health Promoting Hospitals and Health Services

Cristina Aguzzoli

Member of the International Governance Board of the Health Promoting Hospitals & Health Services Network, Coordinator of the Italian HPH networks and of the Regional HPH Network of Friuli Venezia Giulia

12.20 – 12.45 Lean Healthcare: how to face the future challenges

Angelo Rosa

Professor of Lean Organization and Public Administration Strategy | LUM University

12.45 – 13.00 Discussion