

***Gemelli Model: Enhancing Care with Clinical Outcomes Monitoring System Linked to Audit & Feedback (A&F) mechanism***

***Rita De Donno*** <sup>(1)</sup> - ***Melissa D'Agostino*** <sup>(1)</sup> - ***Egidio De Mattia*** <sup>(1)</sup> - ***Carmen Angioletti*** <sup>(2)</sup> - ***Antonio Marchetti*** <sup>(3)</sup> - ***Giovanni Frisullo*** <sup>(3)</sup>  
- ***Andrea Cambieri*** <sup>(3)</sup> - ***Antonio Giulio de Belvis*** <sup>(3)</sup>

***Università Cattolica del Sacro Cuore, Fondazione Policlinico Gemelli - IRCCS, Roma, Italia*** <sup>(1)</sup> - ***Sant'Anna School of Advanced Studies, Pisa (Italy), Sant'Anna School of Advanced Studies, Pisa (Italy), Pisa, Italia*** <sup>(2)</sup> - ***Fondazione Policlinico Gemelli - IRCCS, Fondazione Policlinico Gemelli - IRCCS, ROMA, Italia*** <sup>(3)</sup>

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Rita De Donno (1)(2), Melissa D'Agostino (1)(2), Egidio de Mattia (1)(2), Carmen Angioletti (3), Antonio Marchetti (2), Giovanni Frisullo (1)(2), Andrea Cambieri (1)(2), Antonio G. de Belvis (1)(2).

(1) Università Cattolica del Sacro Cuore, Rome

(2) Fondazione Policlinico Universitario Agostino Gemelli – IRCCS, Rome

(3) Sant'Anna School of Advanced Studies, Pisa

**BACKGROUND**

Since 2013, the Fondazione Policlinico Universitario Agostino Gemelli - IRCCS (FPG-IRCCS) has reorganized care by adopting the Clinical Pathways (CPs) model. This has involved reorienting patient care according to evidence-based criteria and patterns, aiming for greater effectiveness and efficiency through a multidisciplinary approach. To monitor the performance of CPs, FPG-IRCCS has implemented an internal system for quarterly clinical performance monitoring. This system evaluates internal results against regional and national objectives (e.g. Ministerial Decree 70/2015) and is linked to audit and feedback (A&F) mechanisms. These mechanisms measure performance, compare it with standards, and provide feedback to bridge the gap between knowledge and practice, ultimately improving the quality of care. This study aims to describe the principal stages of the audit and feedback process using a case study.

**METHOD**

The activities underlying our quarterly monitoring of clinical performance are the result of a multidisciplinary and multi-professional approach. Once a KPI is defined, a specific protocol is developed to ensure its reproducibility and then it is approved by the clinical component to guarantee its reliability and accuracy. This approach was adopted to reduce preventive defensive reactions to feedback and enhancing the credibility of the information received. Indeed, if a KPI shows negative results in two consecutive detections, a clinical-organizational audit is activated to determine whether the misalignment is due to patients' clinical complexity or technical organizational reasons. The clinical team received a list of patients whose values exceeded the negative threshold, enabling them to ascertain the nature of the discrepancy. A "three-column table" is compiled during the audit to analyze the reasons for the deviation in detail. An improvement action is defined for each issue, along with the responsible parties and implementation timelines. This allows verification during the re-audit phase to determine if these actions have been implemented and have achieved the desired improvements. Over time, the FPG-IRCCS has progressively refined the methodology underlying this A&F system, participating in national projects such as the EASY-NET project.

**RESULTS**

The combination of a quarterly monitoring system (comprising over 200 KPIs) and an A&F system has enabled FPG-IRCCS to create an environment conducive to advancing clinical care excellence. A noteworthy example concerns the 30-day hospital readmissions for stroke patients, whose performance struggle to meet the excellence standards. Consequently, a series of A&F sessions were conducted, resulting in a notable improvement. This was evidenced by a reduction from 9.17% in 2021 to 5.7% in 2022 (source: National Outcomes Evaluation Programme) for the proportion of stroke patients readmitted within 30-days.

Rita De Donno: [rita.dedonno01@icatt.it](mailto:rita.dedonno01@icatt.it); 3466336993

Melissa D'Agostino: [melissadagostino99@gmail.com](mailto:melissadagostino99@gmail.com); 3890263066

Egidio De Mattia: [egidio.demattia@guest.policlinicogemelli.it](mailto:egidio.demattia@guest.policlinicogemelli.it); 3273406865