



**PERCORSI DI
QUALITÀ**
PATHWAYS OF QUALITY

HUMANITAS
RESEARCH HOSPITAL





“Pathways of Quality -realised with YBP- include two key concepts of the Humanitas method: incessant progress, that is, continuous improvement, and the goal, that is the highest quality for the patient. We measure quality so that it can be objective: a tangible sign of our excellence and also a mark of what we can do better. There is also a third concept in Pathways to Quality: being together, such as in a roped party, where inclusion is the winning factor and collaboration and everyone’s contribution are the method”.

Ivan Colombo



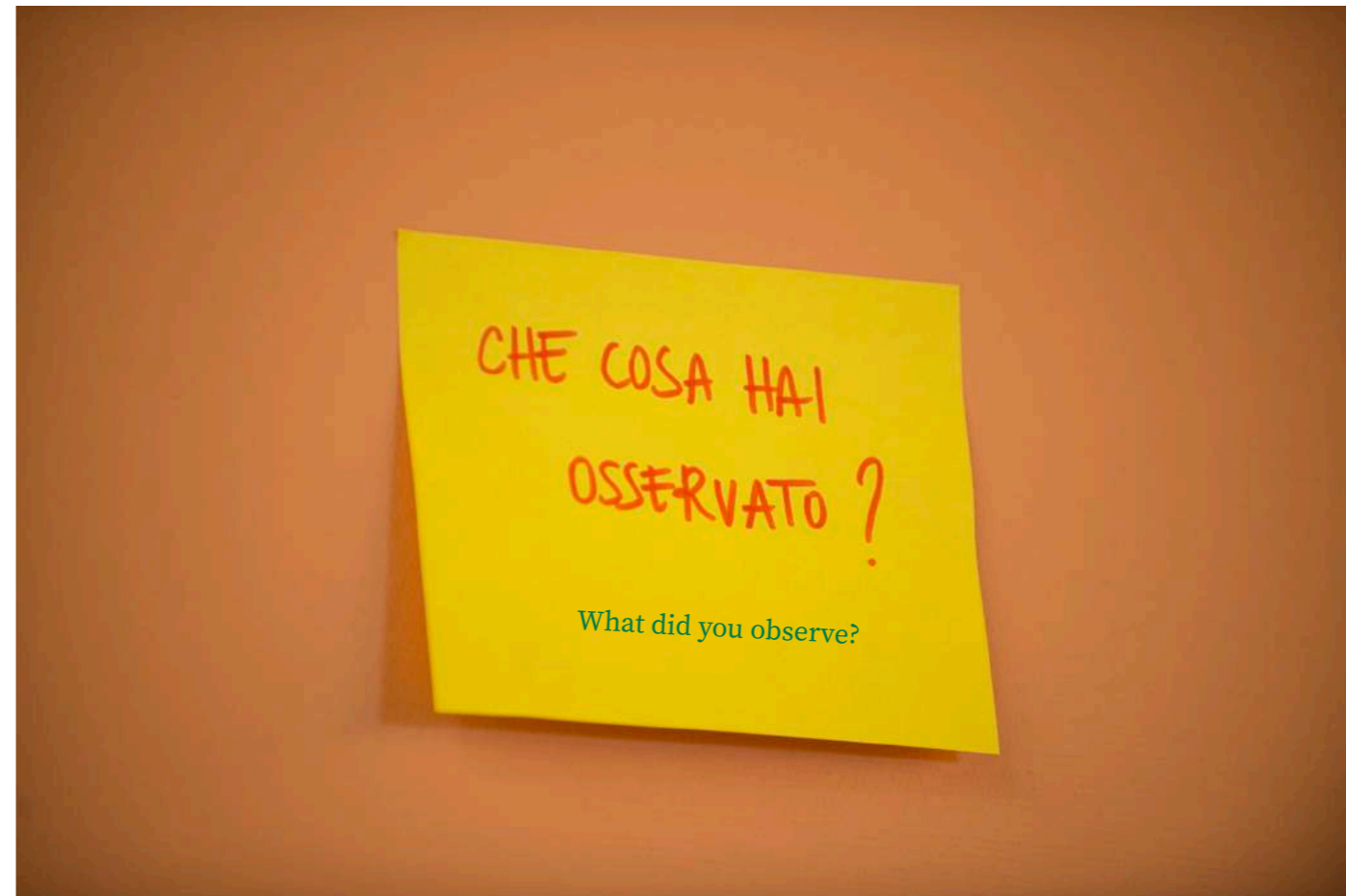
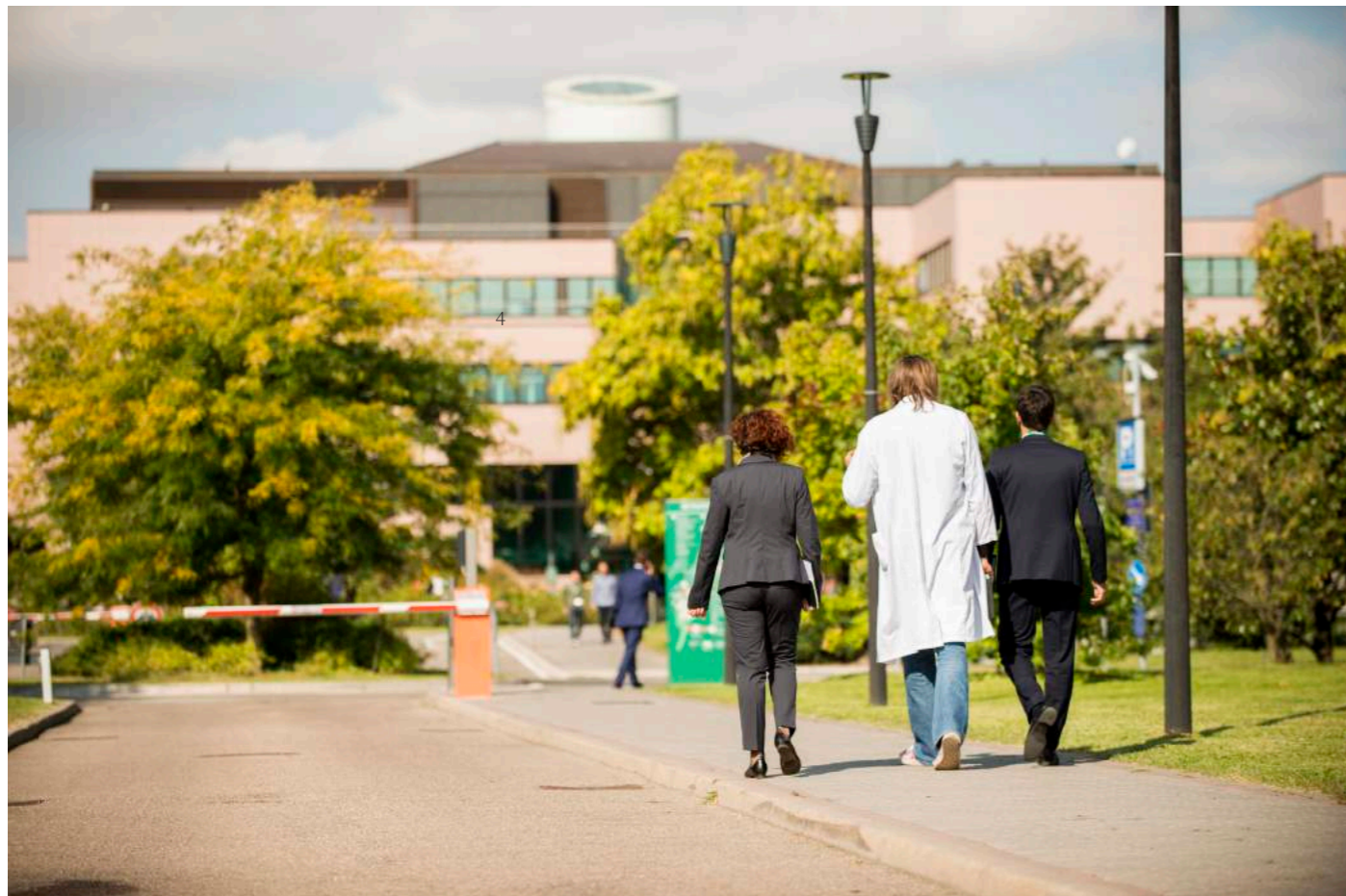
“With Pathways of Quality you have opened up a passage, lived a less-hierarchical and virtuous method, capable of reuniting all professions, considering new perspectives, putting the self at the service of others. All of this by listening and asking questions, taking responsibility, speaking a common language, with a singular objective: the best treatment for the patient. For this I thank each one of you: for the journey which together allows us to reach the summit ”.

Luciano Ravera

Thank you!









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“The most important point was immediately understood: the involvement and the motivation. We saw that something that we took for granted could produce important results. In short, we start with our own small contribution in order to create a common culture”.

Silvia - Nurse



“Feeling like you are bringing a contribution, even a minimal one, is gratifying. Furthermore, I liked receiving feedback and observations: it is a generous act. We hardly ever have the possibility to see ourselves through the eyes of the others, it would be nice to be able to achieve this with our colleagues”.

Elisabetta - Manager



“I have learnt that, in order to work in a group, and analyse all of the aspects of a pathway, it is necessary to have the ability to distance myself from the my own point of view and see the situation objectively. This method of interdisciplinary work is possible even at a higher level and involving non-healthcare staff”.

Sara - Doctor

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“We are like hands grasping someone who has been lost in a black hole: with one hand I keep the patient safe, and with the other the whole family. I see the stroke as a path that begins in first aid but doesn't end with the patient's dismissal”.

Nadia - Doctor



“I liked being able to interact with others, listening to their experiences, their difficulties. When you listen to the voices of others you realise that you often work in sealed compartments, and this is the worst thing. Everything becomes more complicated.

Having a wider perspective, confronting one another, enables you to have other ideas”.

Marinella - Nurse



“The greatest satisfaction for me was to become a spokesperson for the patient, of what the patient told me and transmitted to me. And perceiving that my colleagues also wanted to put themselves in the patient's shoes. This is what makes the difference”.

Antonella - Nurse

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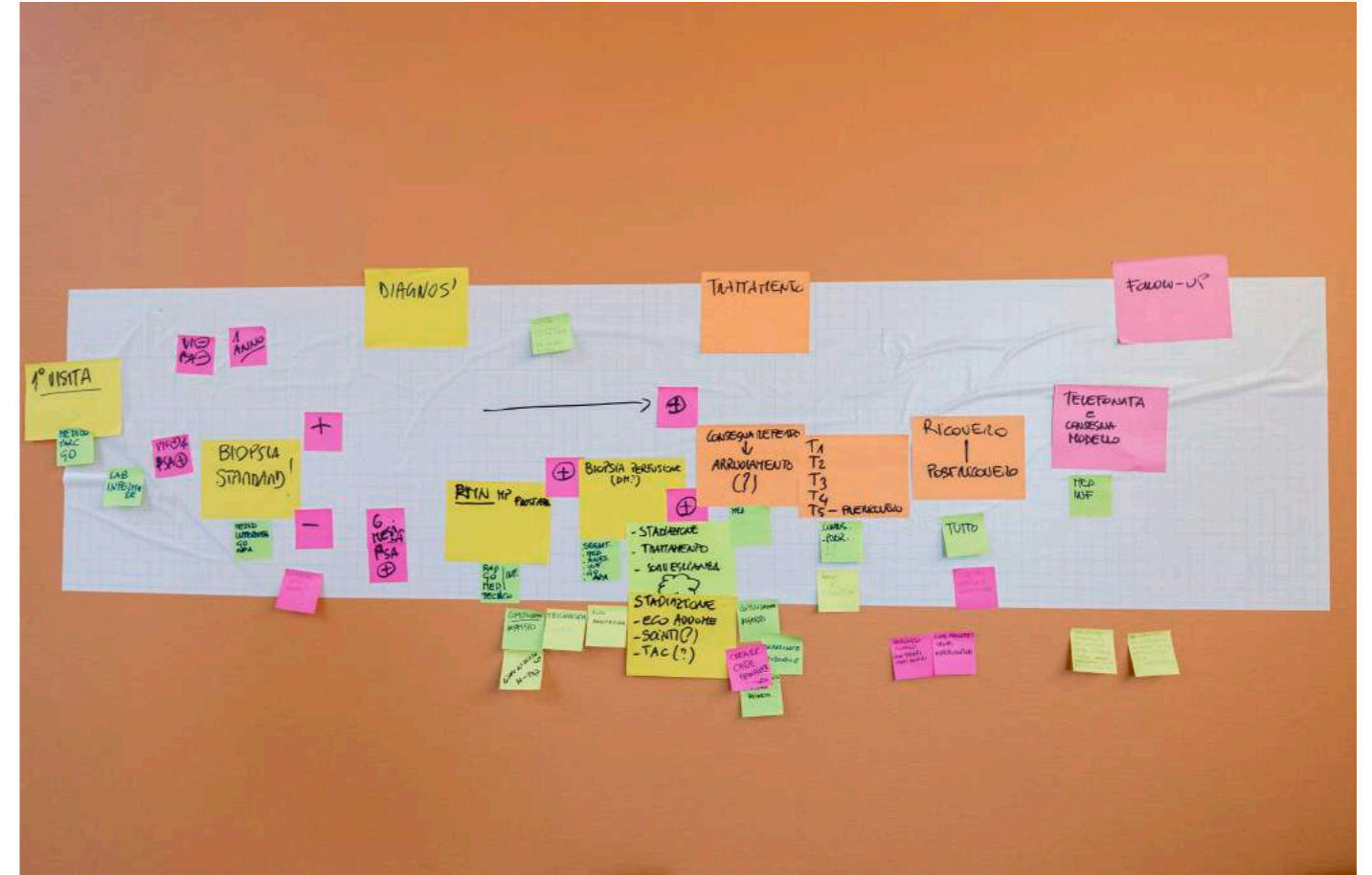
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