

## SB SOFT, Italy

### 1. Respondent Profile

- |   |                                    |
|---|------------------------------------|
| 1.1 Please indicate the type of organisation on behalf of which you are               | Healthcare provider                |
| Please indicate what type:  | Hospital                           |
| Please indicate for what the administration is responsible:                           |                                    |
| 1.1.1. Other (please specify):  |                                    |
| 1.2 Please indicate the name of your organisation or centre:                          | SB SOFT                            |
| 1.3 Please indicate the country where your organisation/centre is                     | IT                                 |
| 1.4 Please indicate the number of EU Member States and EEA countries                  | 31                                 |
| 1.5 If need be, can we contact you by e-mail to obtain further                        | Yes                                |
| 1.5.1 Please provide an e-mail address where we can contact you:                      | adriana.carluccio@ssoft.it         |
| 1.6 Please provide us with a contact person (incl jobtitle and daytime phone number): | adriana carluccio 0039 0832 301370 |
| 1.7 Please provide additional contact details if needed:                              |                                    |

### 2. Involvement of your organisation in the matter of centres of excellence/reference (COE) and healthcare networks in highly specialised healthcare (HSHC).

2.1 How would you describe your organisation's knowledge of CoE and HSHC? High

2.1.1 Space for further comments:

2.2. What aspects or domains related to the topic of CoE and HSHC would correspond to your organisation's key knowledge? (cross any that)	Highly specialised healthcare provision Costs and economic evaluation
2.2.1. Space for further comments:	
2.3 Is highly specialised healthcare a priority in your organisation's strategies and work plans?	Somewhat
2.3.1 Space for further comments:	
2.4. What specific field of healthcare services/specialities are most Please specify:	Other Hospital Customer Relationship Management
2.5. Has your organisation/centre been directly involved in the design or assessment of professional standards and criteria related with highly	Frequently
2.5.1 Please describe your role in such actions/projects:	We provided our software to private clinics in Italy. For long
2.6. Has your organisation been involved in projects/activities supported by the Commission in relation with HSHC or professional and technical criteria/standards in highly specialised healthcare?	Non applicable
2.7. Do you have concrete examples based on your own organisation's	Yes
2.7.1 Space for further comments:	
2.8. Is your centre or unit directly involved in the management	Non applicable
2.9. Is your centre or unit designated or recognised as centre of reference/excellence in your country?	Non applicable
2.13. What is the scope of the network?	

2.14. Which kind of network?

2.14.1 Space for further comments:

2.15. Would you be interested in applying to the process to be considered Centre of Excellence of the future European Reference Network? (1 = not interested at all, 5 = very interested)

2.15.1 Space for further comments:

### 3. Proposed criteria for ERN (scope, general and specific criteria)

#### 3.1 Criteria related with diseases or conditions in order to be considered under the scope of the ERN

3.1.1. Need of highly specialised healthcare 5

3.1.1.1. Complexity of the diagnosis and treatment 5

3.1.1.2. High cost of treatment and resources 5

3.1.1.3. Need of advanced/highly specialised medical equipment or 5

3.1.2. Need of particular concentration of expertise and resources	5
3.1.2.1. Rare expertise/need of concentration of cases	5
3.1.2.2. Low prevalence/incidence/number of cases	5
3.1.2.3. Evaluated experiences of Member States	5
3.1.3. Based on high-quality, accessible and cost-effective healthcare	5
3.1.3.1. Evidence of the safety and favourable risk-benefit analysis	5
3.1.3.2. Feasibility and evidence of the value and potential positive outcome (clinical)	5
3.1.4. Do you recommend any additional criteria or option that would effectively address the issue?	No
3.1.5. Would you prioritise or suggest any concrete disease or group of diseases to be addressed by the future ERN according to the above	No

### 3.2. General criteria of the centres wishing to join a European Reference Network

3.2.1. Organisation and management	5
3.2.2. Patients empowerment and centered care	5
3.2.3. Patient care, clinical tools and health technology assessment	5
3.2.4. Quality, patient safety and evaluation framework policies	5
3.2.5. Business continuity, contingency planning and response capacity	5

3.2.6. Information systems, technology and e-health tools and applications	5
3.2.7. Overall framework and capacity for research and training	5
3.2.8. Specific commitment of the management/direction of the	5
3.2.9. Do you recommend any additional option that would effectively address the issue?	No
3.2.9.1. Space for further comments:	

3.3. Specific criteria regarding the areas of expertise	
3.3.1. Competence, experience and good outcomes and care	5
3.3.2. Specific resources and organisation:	5
3.3.2.1. Human resources	5
3.3.2.2. Team/centre organisation	5
3.3.2.3. Structural conditions	5
3.3.2.4. Specific equipment	5
3.3.2.5. Presence and coordination with other required complementary	5
3.3.3. Patient care pathways, protocols and clinical guidelines in the	5
3.3.4. External coordination, care management and follow-up of patients	5
3.3.5. Research, training, health technology assessment in the field of expertise	5

3.3.6. Specific information systems	5
3.3.7. Do you recommend any additional criteria or option that would effectively address the issue?	No
3.3.7.1. Space for further comments:	thanks