



## **Project CITIZEN CARE / Upgraded Health Structures in the Cross Border Area** **Cofounded by European Union (ERDF) and by National Funds of Greece & Italy**

**Acronym:** CITIZEN CARE

**Title:** Upgraded Health Structures in the Cross Border Area

**Priority axis:** 3. Improving the quality of life, protection of the environment and enhancement of Social and cultural cohesion

**Specific Objective:** 3.3: Protection of health

**Lead Partner:** Infrastructure Building S.A.

**Partner 2:** University Hospital Consortium Corporation Polyclinic of Bari (UHCC\_PoB)

**Budget:** Total 34.000.000 € Lead Partner 15.512.361 € Partner 18.487.639 €

**End:** 30 October 2015

The Programme is co-funded by the European Union (ERDF)  
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## Project CITIZEN CARE / Upgraded Health Structures in the Cross Border Area

### Background of the project, problems/target groups/challenges to be addressed

- the **distribution** of health resources is unequal in Apulia and Epirus
- studies underlie the **growing regional disparity in healthcare provision** not only in Italy but also in Greece that results in increased inhabitants mobility for medical examination and treatment
  1. in Greece **rural - urban** area competition in favor of the latter
  2. in Italy **South-North** rivalry against the former
- to **redress the balance** and systematically increase citizen satisfaction with provided medical services , CITIZEN CARE is upgraded 2 medical structures
  - A) the **Filiates Medical Center (FMC) in Epirus** and
  - B) the **Polyclinic of Bari (PoB)**.



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- the **interventions in FMC and PoB are targeted** to increase, in the cross border area, number of
  - Egnatia motorway **passengers** that pass south of the Filiates Municipality
  - **visitors** that access Bari by port or airport
- as well as, the **refurbishment activities**, add value at favor of the local population
- finally the upgrading of these cross border medical structures will **encourage research exchanges** among medical practitioners

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### Objectives of the Project

In recent years there has been a **constant movement of patients from rural to urban areas**. Within this framework of healthcare disparity within regions, the **project aims to**:

- **create upgraded secondary care structures** for citizens in the cross border area
- **increase** the quality of health service provision both to local and moving population (tourists, migrants etc).
- **improve** provided services
- **eliminate the conditions excluding sensitive social** groups by encouraging cross border healthcare cooperation among structures and their management.

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### Expected Outputs of project activities

the **interventions in the Filiates Medical Center (FMC)** comprise

- a 6-storey building of 5941,57 m<sup>2</sup> as an extension to the Medical Center that becomes a General Hospital and
- 900 m<sup>2</sup> Refurbishment in areas of the existing FMC
- medical and hotel equipment for the FMC.

the **interventions in the Polyclinic of Bari** include:

- major maintenance works in Giovanni XXIII hospital,
- maintenance works in the new ER surgery complex & in the ex-first aid
- major maintenance in the General services' area (Pharmacy and Central Ecological Thermal Hospital Area)
- various maintenance works across PoB Clinics and medical equipments

## Project CITIZEN CARE / Upgraded Health Structures in the Cross Border Area

Expected Results: direct and immediate effects resulting from the project

**CITIZEN CARE** giving emphasis on the upgrading of selected healthcare structures in the cross border area **is achieving the following direct and immediate effects**

- **reduce** the geographic and physical **isolation** of patients
- **health condition improvement** of the cross-border local population
- **improvement of the quality** of healthcare services provided to the local population
- **upgraded medical equipment**
- the equipment installed as part of the project is strongly **assisting scientific medical research**

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### Partial Results of Partner Polyclinic of Bari

Polyclinic actions of the project are about **85% completed**, specifically infrastructural interventions referred to years 2009-2013:

- **incremented** the patients number and quality of treatment
- **reduced hospitalization time**,
- introduced **new specializations** ,
- **reduced transfers** from south to north facilities,
- **served more people** coming from touristic ship and airport in transit or in holidays
- the refurbished actions have produced a lot of **benefit also to the local population and removed prevention** regarding the perceived quality of southern hospital facilities