



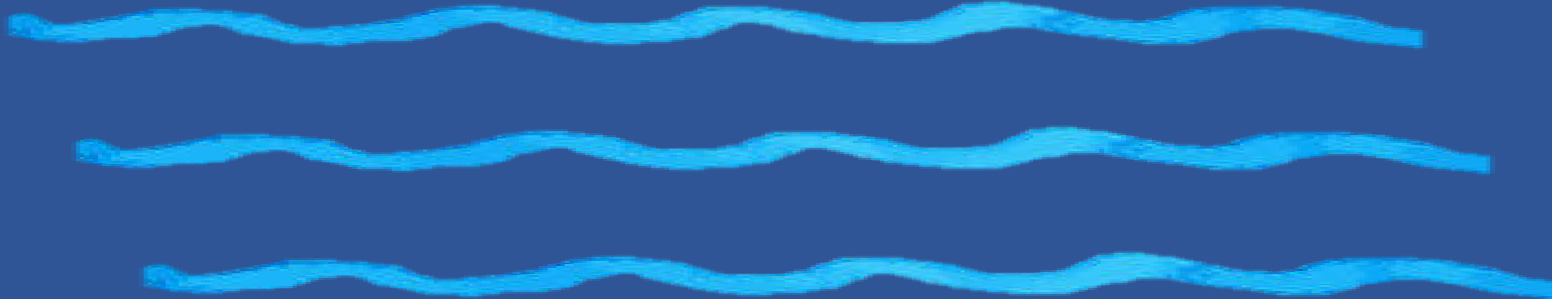
PRO.M.I.S.
Programma Mattone Internazionale Salute

HEALTHCARE FOR TOURISTS

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General Director Local Health Unit nr. 4 Veneto Orientale

Jesolo, 29th September 2017





VENETO REGION (2016 statistics)

- ❖ The first Region in Italy and the sixth in Europe for tourist inflow
 - 65,4 M tourist stays (days)
 - 17,9 M arrivals
- ❖ 1/3 Veneto Region's tourist stays is on the coastline
 - 24,5 M tourist stays (days)
 - 3,9 M arrivals

AULSS 4 VENETO ORIENTALE

❖ Our Local Health Unit welcomes:

- 2,5 M tourists (63% foreign tourists)*
- 15,4 M tourist stays (days)*

❖ Starting from 2018 Cavallino Treporti municipality will be part of our Local Health Unit:

- 0,7 M tourists (76% foreign tourists)*
- 6 M tourist stays (days)*

❖ The first Local Health Unit in Italy with:

- High percentage of foreign tourists (63%)
- healthcare activities for tourists

❖ most represented nations:



2016 statistics: *tourists who stay at least one night, except for people who own the holiday house and who come for just one day

OUR EXPERIENCE front line

EMERGENCY (2017 statistics)



Summer Healthcare Service:

- ❖ 2 First Aid Stations (PPI)
- ❖ Summer Healthcare Personnel (A&E)
- ❖ 1 Ambulance service in Eraclea



A&E AND FIRST AID ADMISSIONS 2017



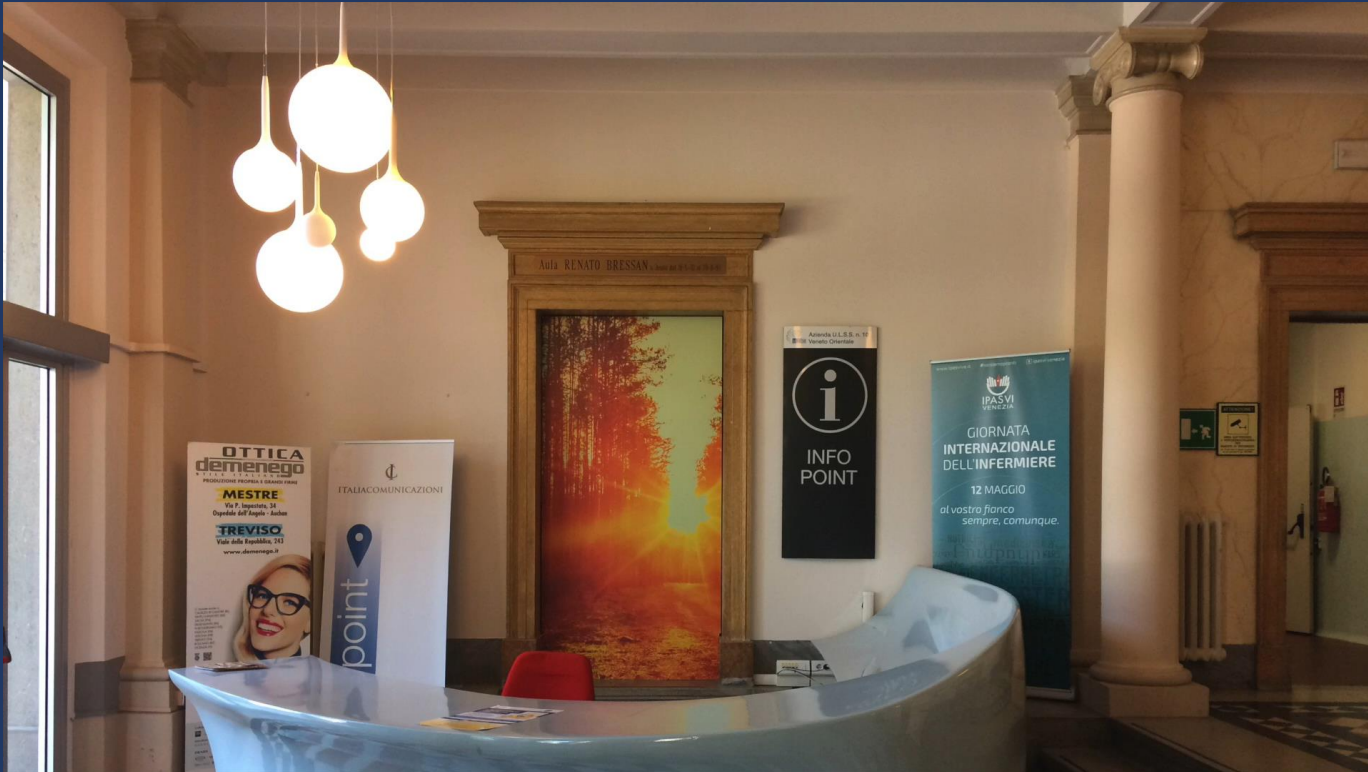
OUR EXPERIENCE front line

INTERPRETING SERVICE (2017 statistics)

❖ 17 English and German speaking interpreters – from 8 am to 8 pm, Monday to Sunday:

- 2 First Aid Stations (PPI)
- 3 A&E Departments (PS)
- 5 GP Practices for tourists
- Jesolo hospital Info point

❖ all-year-round and 24 hours telephone interpreter service – in 20 languages and available in all services



OUR EXPERIENCE front line

PRIMARY CARE SERVICES FOR TOURISTS (2017 statistics)

❖ 10 General Practitioners in 5 new GP practices provided the following number of treatments:

- Caorle – 1.691
- Bibione – 5.653
- Duna Verde – 539
- Eraclea – 375
- Jesolo – 5.664

Total medical treatments: **13.922**

❖ Medical night service (9 General Practitioners available along all the coastline)

Total medical treatments: **796**



OUR EXPERIENCE second line

DIALYSIS (2017 statistics)

- ❖ More dialysis beds available:
 - 6 in Jesolo – 232 patients, 1.135 treatments
 - 6 in Bibione – 144 patients, 843 treatments
- Total activity: **346** patients
1.978 treatments

- ❖ (2016 statistics)
Total activity: **115** patients,
650 treatments



OUR EXPERIENCE second line



HOSPITAL ACTIVITIES (2016 statistics)

❖ **253** foreign inpatients

OUR EXPERIENCE second line

PREVENTION (2016 statistics)

❖ Quality control on:

- Food industries – **2.150**
- Restaurants, pubs, shops – **1.450**
- Hotels – **700**
- Swimming pools – **550**
- Trade structures in food of animal origin – **236**
- Aqueduct management **3** out of 3



INNOVATIONS

2017

- ❖ Multimedia App «Health on Holiday»
- ❖ Sperimental project: Life saving drone equipped with a defibrillator

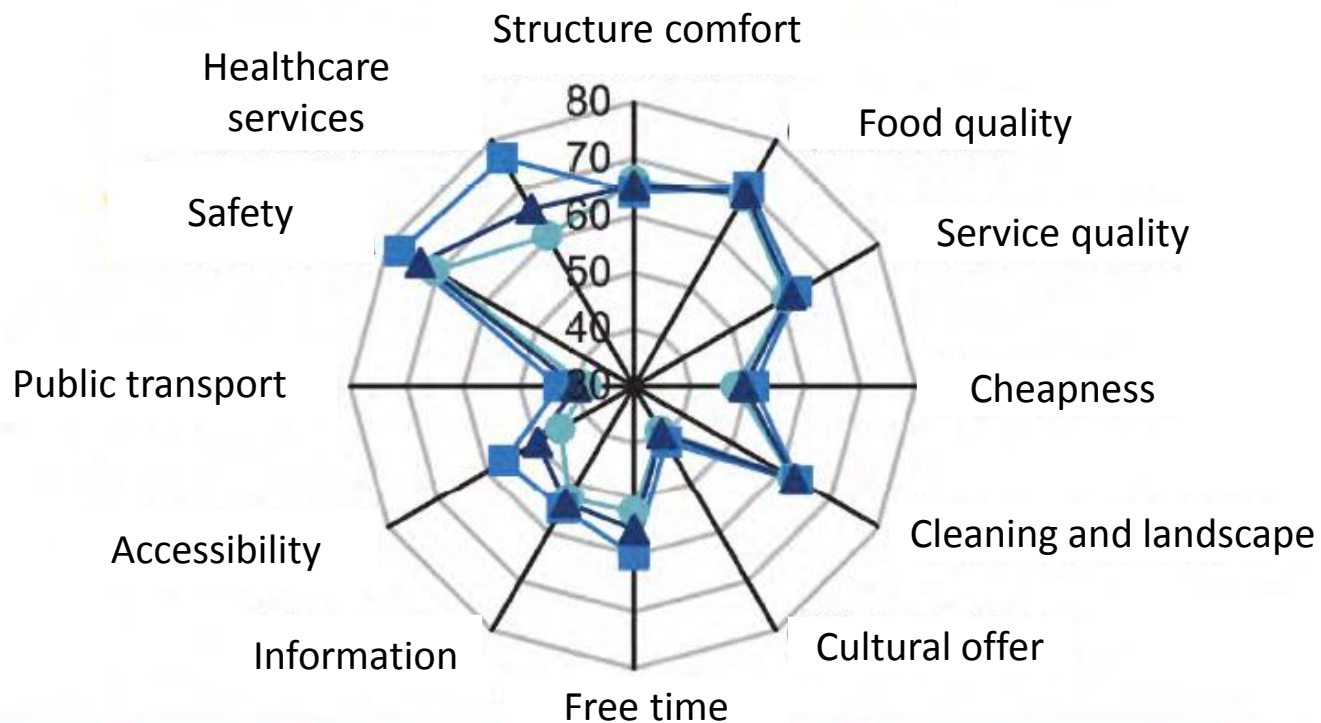
PLANNING

2017

- ❖ Management of the Regional project «Social and inclusive tourism on the Veneto Region beaches», dedicated to people with disabilities



HEALTHCARE FOR TOURISTS



(*) Evaluation equal to «excellent» or «very good», greater than 3 on a scale from 1 to 5. Statistics: July – August 2013

Fonte: Elaborazioni Regione Veneto - Sezione Sistema Statistico Regionale su dati Regione Veneto

- ❖ What is the tourists' opinion about us?
- ❖ How can high quality healthcare be ensured to tourists?

HEALTHCARE FOR TOURISTS AND MEDICAL TOURISM



- ❖ Healthcare for tourists on the coastline represents an important connecting point between tourists and the Regional Healthcare System
- ❖ Excellence in healthcare for tourists represents an important «showcase» and a driving force for medical tourism
- ❖ Veneto Region, not only offers an excellent Regional Healthcare System, but it represents the sixth most popular tourist region in Europe
- ❖ Medical tourism in the Veneto Region can be developed in close synergy with both healthcare for tourists and tourism industry