



Cittadinanzattiva Onlus

A Brief Presentation

Mariano Votta

Director of Active Citizenship Network

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What is it



An Italian non-profit organization founded in 1978.

Independent from political parties, trade unions, private companies or public institutions

Recognized as consumers' organization



Civic participation

- Civic activism promotion
- Representativeness, advocacy and promotion of rights
- Partnership with civic organizations and stakeholders
- Production of civic information and publications for policies
- Communication campaign
- Lobbying

Protection of citizens' rights

Defending, advocating and promoting single citizen's rights (by offering daily services *PIT salute*, *Pit giustizia* and *PIT servizi*), as well as citizens' rights in general.



Who we are



107.539 members on voluntary basis
(update Jun. 2012)

Organized in :

- 273** Local Assemblies
- 21** Regional Congress
- 1** National Congress
- 8** Federated Associations



CA deals with...

health **Tribunal for Patients' Rights**

Coordination of the Chronic Patient's association (CNAMC)

consumers' rights **Citizens' Advocates** for users of public goods and services

education **School for active citizenship**
Safety at school

justice **Justice for the Rights** (of citizens)
- 300 lawyers

Active Citizenship Network since 2001

80 associations

European 30 countries

citizenship 19 projects on European active citizenship, patients' rights, CSR, consumer protection, volunteering promotion
Support and partnership with EC, CESE, EP



What can citizens obtain

Some examples of success stories relevant to the Italian and European milieu as a result of Cittadinanzattiva leadership

Many were initiated after suffering unjust treatment. But “not for vengeance. Only because others should not go through our same experience”

Citizens' rights protection

Law improvements

Civic audit

Transparency

Resolution of conflicts

Acknowledgment of citizen's
rights

Citizens' empowerment

protection

Over the years Cittadinanzattiva has developed and invested in the **technology of citizen protection** creating **“PiT”** (integrated project of citizen protection).

PiT provides guidance, information and citizen protection for those citizens who have experienced inadequate services in the **health service**, other **public services** and in the area of **justice**.

Every years all the claims are collected in some Reports and presented to the competent authority through official events (national and local)



1. Horizontal subsidiarity (the right to participate and be protected) in Italian Constitution, art. 118
2. the new law for pain therapy
3. Patients' rights' protection in public health care system
4. Use of Mafia and corruption assets for social purposes
5. Civic assessment in Public services quality (Financial law 2007)



Annual Reports on the “state of the art” regarding quality standards of Public Services and Administrations

Sei in: Repubblica / Salute / Prevenzione / An Italia la salute può ...

IL DOSSIER Consiglia 330

In Italia la salute può attendere fino a 340 giorni per un'ecografia

Il Tribunale per i diritti del malato compie 30 anni e presenta il rapporto 2010 sulla sanità italiana. Crescono le segnalazioni per la scarsa sicurezza in ospedale e soprattutto quelle per presunti errori medici. Oncologia ai primi posti nelle liste d'attesa: "A un malato di cancro non si può chiedere di aspettare un anno per la visita di controllo"

ROMA - Il record spetta all'ecografia all'addome: per poterla fare in una struttura pubblica in Italia si devono attendere fino a 340 giorni. Il guaio delle liste d'attesa della salute è uno dei punti caldi del Rapporto Pit-"Diritti non solo sulla carta", presentato oggi a Roma da Cittadinanzattiva-Tribunale per i diritti del malato, in occasione dei trent'anni dell'associazione.

Secondo il rapporto, riferito a dati del 2009, le attese crescono per esami diagnostici, visite specialistiche e interventi chirurgici, con tempi record per l'oncologia. Se per un'ecografia all'addome si deve aspettare fino a quasi un anno, per una Tac ci vogliono in media circa 220 giorni, un anno per un intervento di chirurgia generale e 18 mesi per uno di ortopedia, con tempi che, forse a causa del conseguente aumento della domanda, si allungano anche nella sanità privata e in quella convenzionata.

I numeri del Rapporto Pit disegnano un quadro che rappresenta il 15% delle motivazioni di ricorso al Tribunale del malato. Si tratta soprattutto di "violazioni del tempo" che riguardano sia le liste d'attesa che le lungaggini per l'accertamento dell'invalidità civile e dell'handicap. L'ecografia addominale, il caso limite, ha totalizzato il 27,3% delle segnalazioni (+3,9% sul 2008). I ritardi crescono in generale per le Tac, mentre

ARTICOLO
Liste d'attesa, ecco il Piano nazionale "Massimo 30 giorni per la visita in ospedale"

ARTICOLO
Malasanità, il 50% dei casi in

È un medicinale. Leggere attentamente il foglio illustrativo. Attenzione i medicinali vanno assunti con cautela, per un breve periodo di tempo, non superando le dosi consigliate e solo per le indicazioni riportate nel foglio illustrativo. In caso di dubbio rivolgersi al medico o al farmacista. Autorizzazione del 23/11/2009

SCOPRI IL NUOVO PIACERE DI LEGGERE LA REPUBBLICA SU COMPUTER, IPAD E IPHONE

I più commentati **I più letti**

Maroni: "Infamie, intervenga Napolitano" Saviano: "Sono stupido e allarmato"

Fini e Bersani da Saviano, no della Rai i due politici confermano: "Ci saremo"

Fiorillo: "Maroni calpesta la verità" Il ministro annuncia querela

Fazio-Saviano senza precedenti oltre 9 milioni e il 30% di share

Destra e sinistra, le liste di Fini e Bersani "C'è bisogno di istituzioni più autorevoli"

Fallisce la mediazione di Bossi con Fini Berlusconi: "Non lascio, Fli mi sfiduci"

Berlusconi: "Sfiducia? Si voti per la Camera Avanti contro i professionisti della politica"

Internet

Nov. 18 2010

www.repubblica.it



1. Re-design of current account statements of main banking group
2. Re-design of water and electricity consumption invoices
3. Access and transparency in waiting list for Health treatments



- ✓ Extra-judiciary conciliation chambers
- ✓ 400,000 claims attended and solved
- ✓ Promotion of trials with many positive sentences (corruption, collapse and security, medical errors, compensation in bank scandals)

Acknowledgment of citizen's rights

- ✓ Protocol of understanding on water, transports, energy and waste with Confservizi (National Federation of Public Services Companies)
 - ✓ European Active Citizenship Charter
 - ✓ European Patients' rights Charter
 - ✓ European Patients' rights day
 - ✓ Charter of services and accountability
-
- every year the celebration of the **National day of security with 10.000 schools**
(in partnership with the Civic Protection Department)
 - **National campaign against the architectural barriers**
 - **Institution of risk management unit** in the hospitals to prevent medical errors



- ✓ training course for citizens' organization leadership
- ✓ workshops on active citizenship promotion in the schools
- ✓ active ageing improvement initiatives
- ✓ Summer School in HTA for patients' organizations
- ✓ campaign, tools, handbooks to inform citizens about their rights and how to enforce them



awards

- ❖ The Gold Medal for public health system
- ❖ The first EESC prize for organizations of civil society
- ❖ Communicator of the Year Award 2012 for non-profit organizations

International commitment

- We can support the development of civic participatory process in other countries, sharing tools, experiences, opportunities
- In our main field of activity: Health and Public utilities
- Local and National dimension
- We can collaborate to the planning and the implementation of National Reforms on citizens' participation
- **Intergovernmental partners**
- UNDP
- World Bank
- Banco interamericano de desarrollo
- Global Compact LIN Program



Colombia: “Derechos y Desarrollo” program (2009/2012)

- Support citizens to improve the “quality of their participation” in Public services and Health
- With a view to achieving better efficiency, facilitated access, more transparency and respect of the law

Are you interested? See the [videos](#)

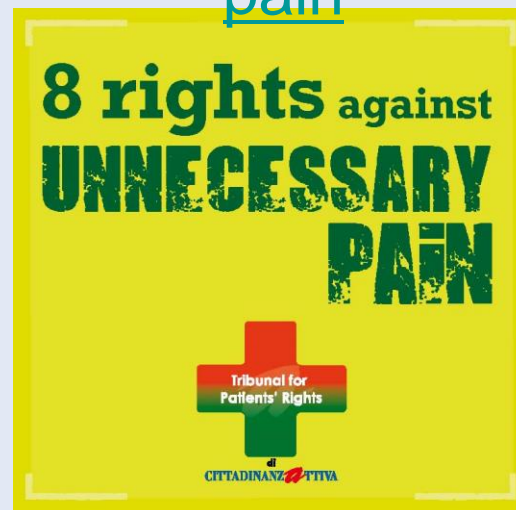
European Patients' rights Charter



Colombian Patients' right Charter



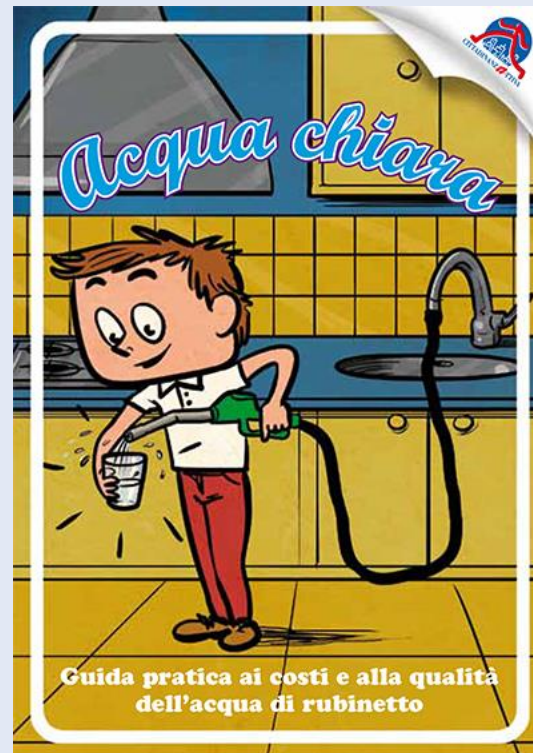
8 rights against unnecessary pain



consumer credit



water



electricity and gas



Prevention of lung cancer



Disability protection



A little presentation of ACN

ACN's strategy is to promote the point of view of European citizens in all public policies areas, focusing on healthcare, consumers and corporate social responsibility issues.

1. This point of view is always based on **civic information**, i.e. data collected and analyzed by citizens' organizations themselves.
2. It is embodied in **civic instruments** such as: the European Charter of Patients' Rights, the European Charter of Active Citizenship, the Guidelines for good CSR partnerships in Europe, etc.
3. ACN website and newsletter are two essential **networking** and **advocacy** tools.

ACN is an **open** and **flexible** network, with a strong **national base**.

- 1. Flexible.** ACN's organization is based on partnership rather than membership. Some 100 citizens' organizations from 30 EU.
- 2. Open.** ACN is open to all civic organizations that defend citizens' rights and/or public goods in Europe and that are willing to contribute to its strategy.
- 3. National base.** ACN is based in Rome and works together with Cittadinanzattiva, in accordance with its objective of building a direct link between national organizations and EU institutions.

- 1) Funding:** ACN activities and projects are financed by **public and private funds.**
- 2) Public funds.** Most projects carried out by ACN are co-financed by the European Commission in the framework of calls for proposals.
- 3) Private funds.** ACN projects are also supported by private foundations and companies through the creation of partnerships. It is one of the strategic instruments used by ACN to reach its goals.

EU Formal Institutional spaces

DG SANCO: EU Health Policy Forum

DG EAC: Active Citizenship Structural Dialogue Group

DG SANCO: Stakeholder Dialogue Group

Other:

Speaker at numerous European, international meetings and conferences, parliament hearings

Projects: 2002 - 2005

- 1. Rethinking The Principle of Subsidiarity** *14 Countries*
- 2. European Charter of Patients' Rights** *12 Countries*
- 3. Citizens for the New Europe** *28 Countries*
- 4. Assessing and Reviewing the Criteria of Representativeness of Civic NGOs** *28 EU Countries, Latin America*
- 5. Citizens' Report on the Implementation of the European Charter of Patients' Rights** *14 Countries*

Projects: 2005 - 2007

6. **Citizens as CSR Partners** *9 Countries*
7. **European Charter of Active Citizenship** *10 Countries*
8. **Lisbon Minus 3: Evaluating CSR partnerships** *14 Countries*
9. **1st European Patients Rights Day 2007** *25 Countries*

Projects: 2007 – 2010

10. Monitoring and Evaluating the State of the Rights to European Active Citizenship *11 Countries*
11. **A Civic Evaluation of National Regulatory Authorities (NRAs)** *8 Countries*
12. 2° European Patients' Rights Day 2008 *26 Countries*
13. 3° European Patients' Rights Day 2009 *26 Countries*
14. 4° European Patients' Rights Day 2010 *24 Countries*

Projects: 2010 - 2011

15. Assessing Patients' Rights in Europe *29 Countries*
16. **Active Citizenship Mentoring in Europe** *8 Countries*
17. **EUproact: a website on European active citizenship**
18. Future Active Citizens: volunteering as an exercise of democracy *8 Countries*
19. 5° European Patients' Rights Day 2011 *19 Countries*

Projects: 2011 - 2013

20. 6° European Patients' Rights Day 2012 21 Countries

**21. Pain Patient Pathway Recommendations 18 Countries
(2011 – 2013)**

**22. 7° European Patients' Rights Day 2013 (May 16,
2013)**

**23. Mobility, a paradigm of European citizenship 8
Countries (2013)**



**Thank you for your
attention!**

m.votta@cittadinanzattiva.it