

Sistema Socio Sanitario



Regione
Lombardia

ASST Garda

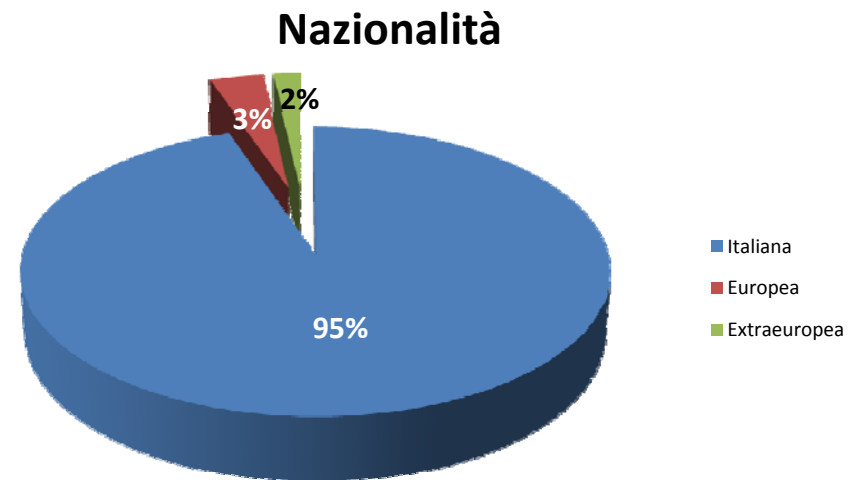
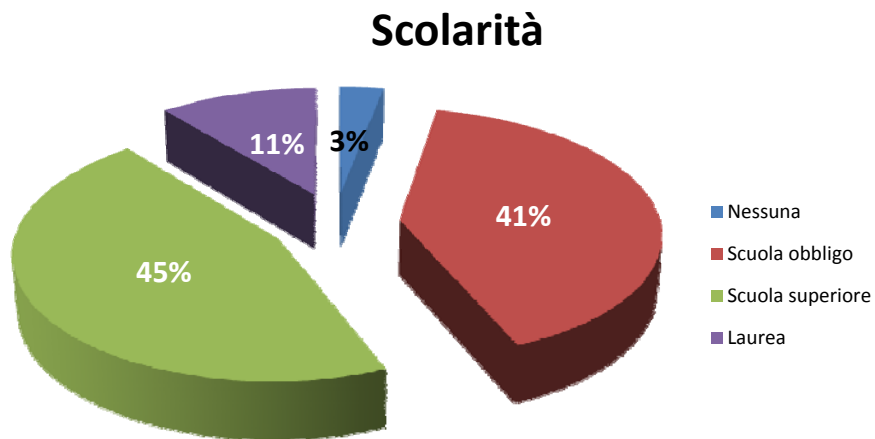
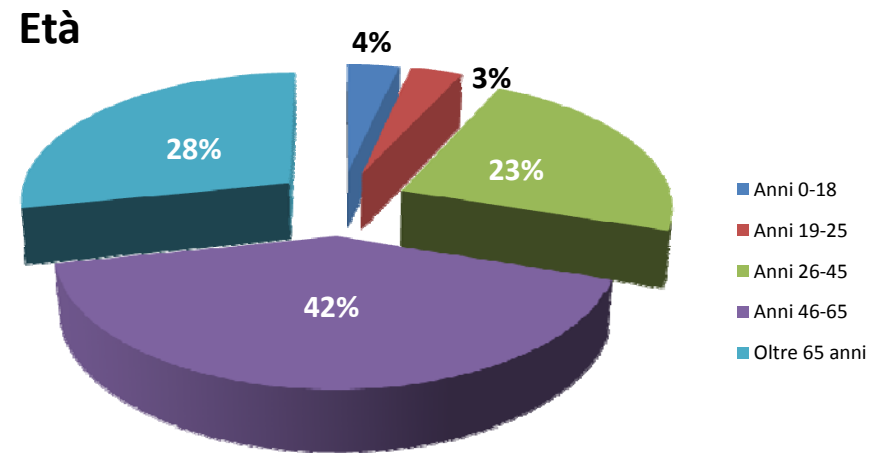
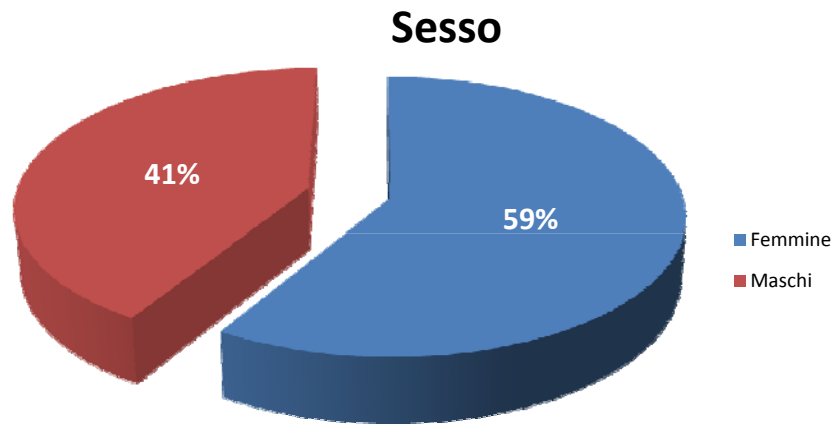


Risultati dell'indagine di customer satisfaction 2016

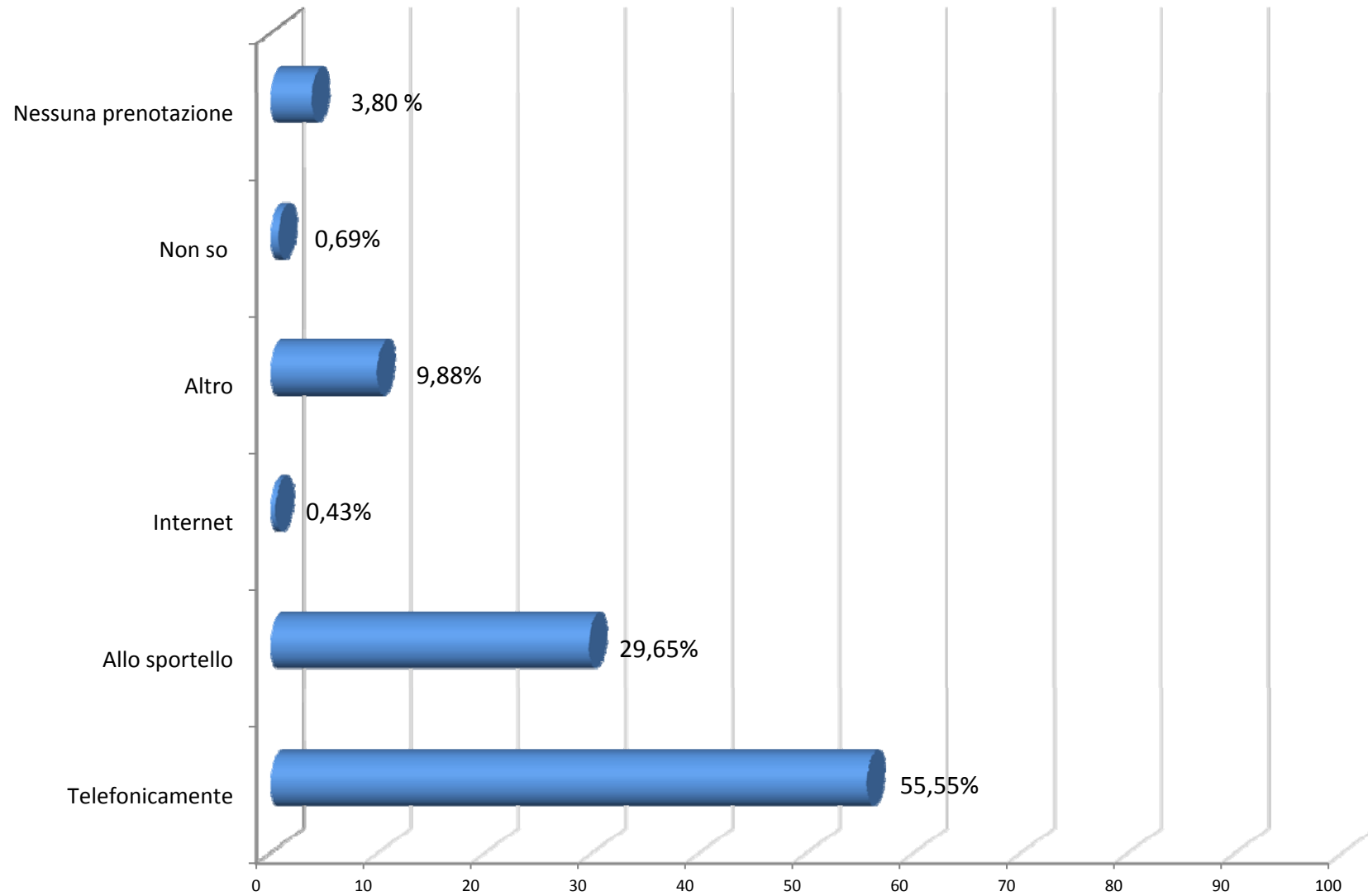
AREA AMBULATORIALE

Area Ambulatoriale

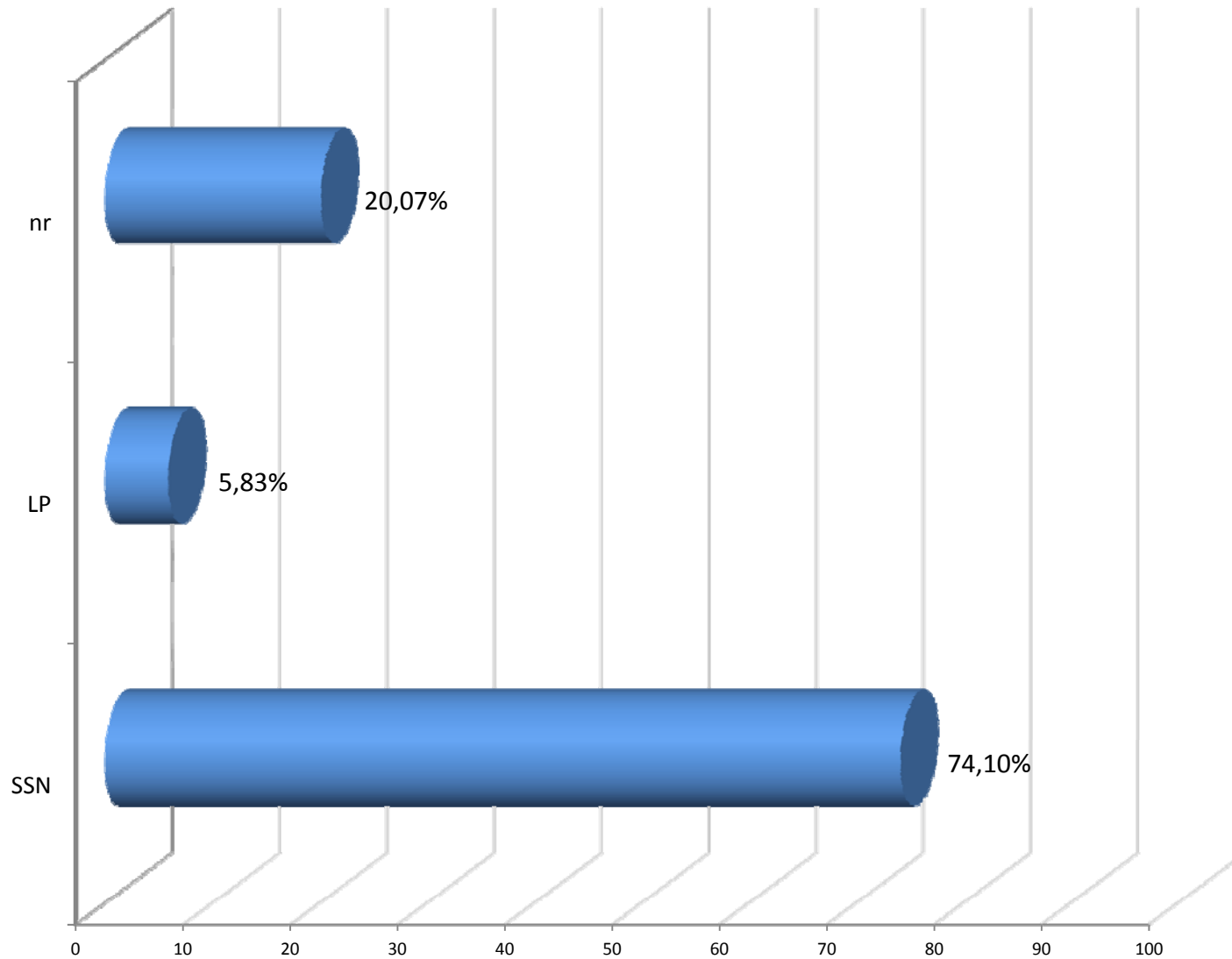
Caratteristiche socio-demografiche del campione 2016 (tot. questionari raccolti n. 2317)



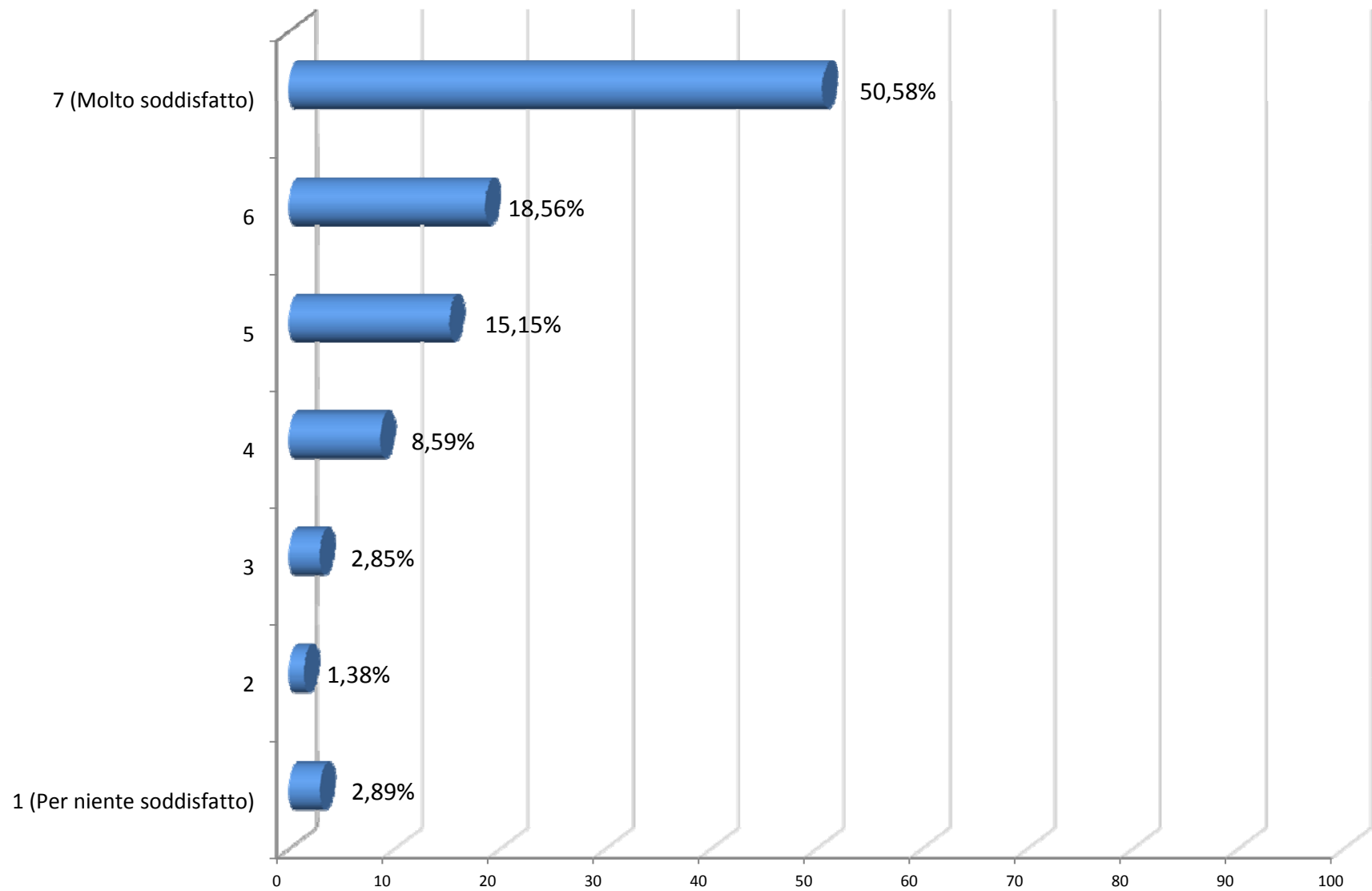
Come ha prenotato?



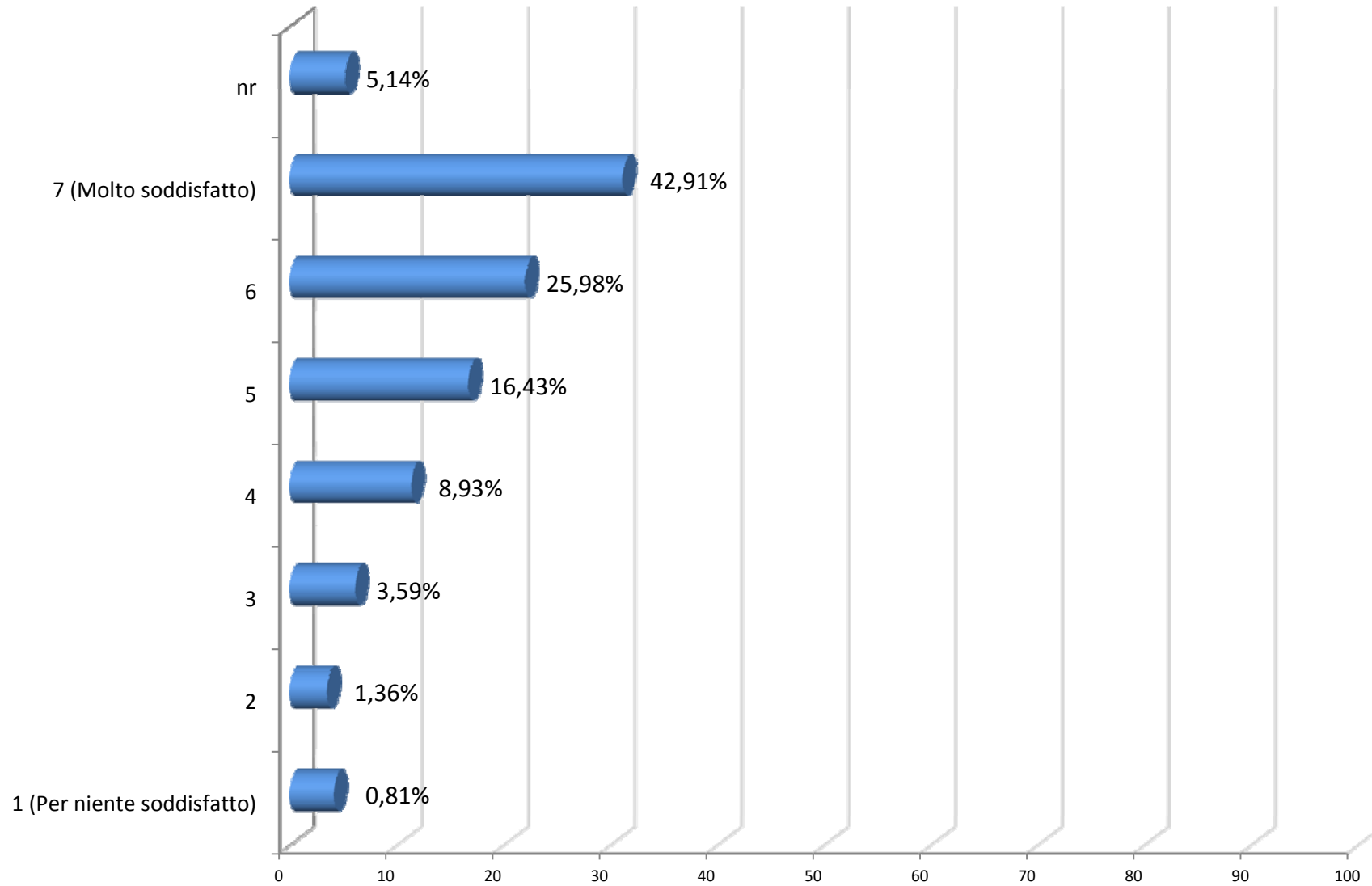
Come ha effettuato la prestazione?



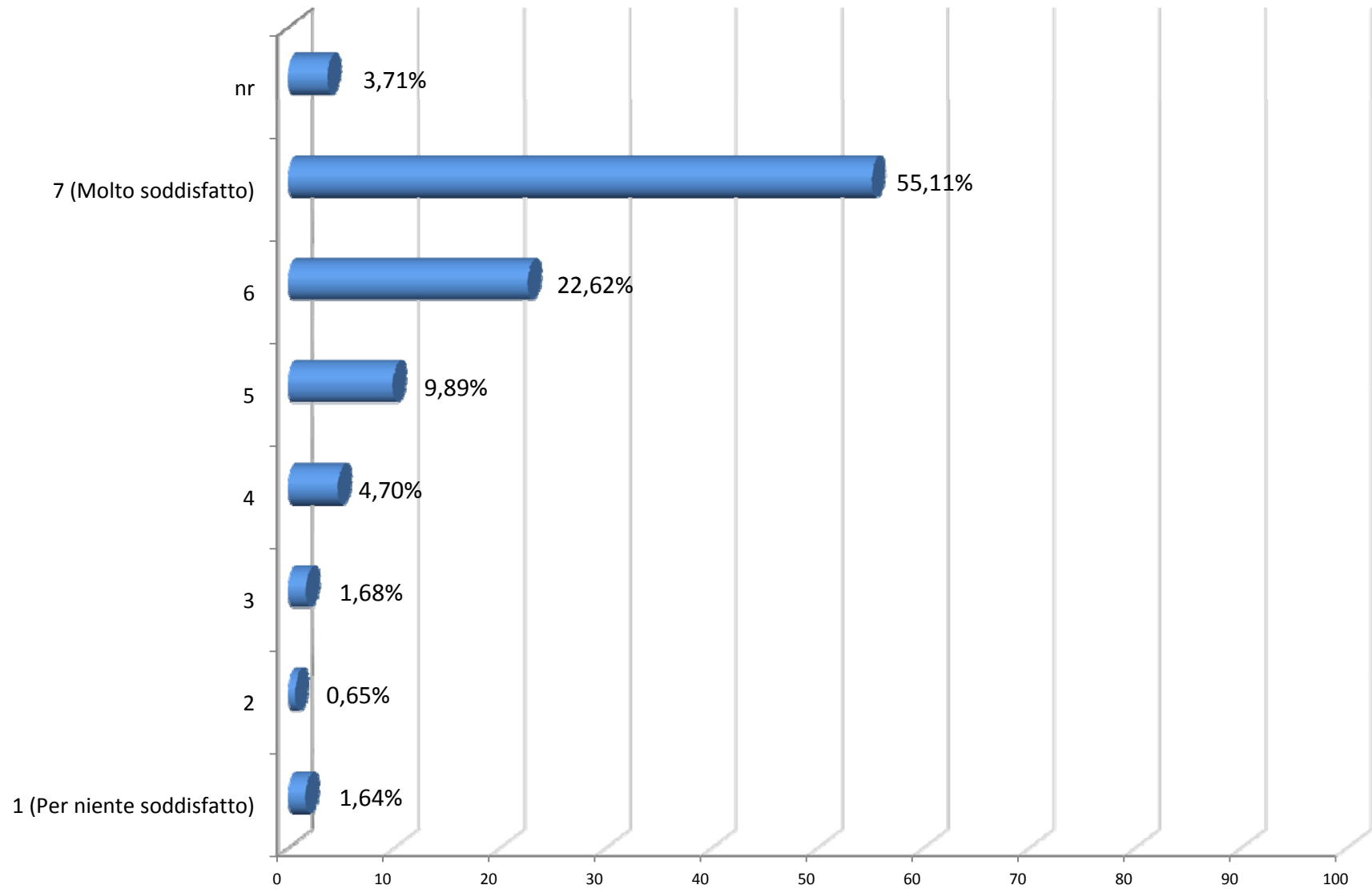
Quanto è soddisfatto del servizio di prenotazione



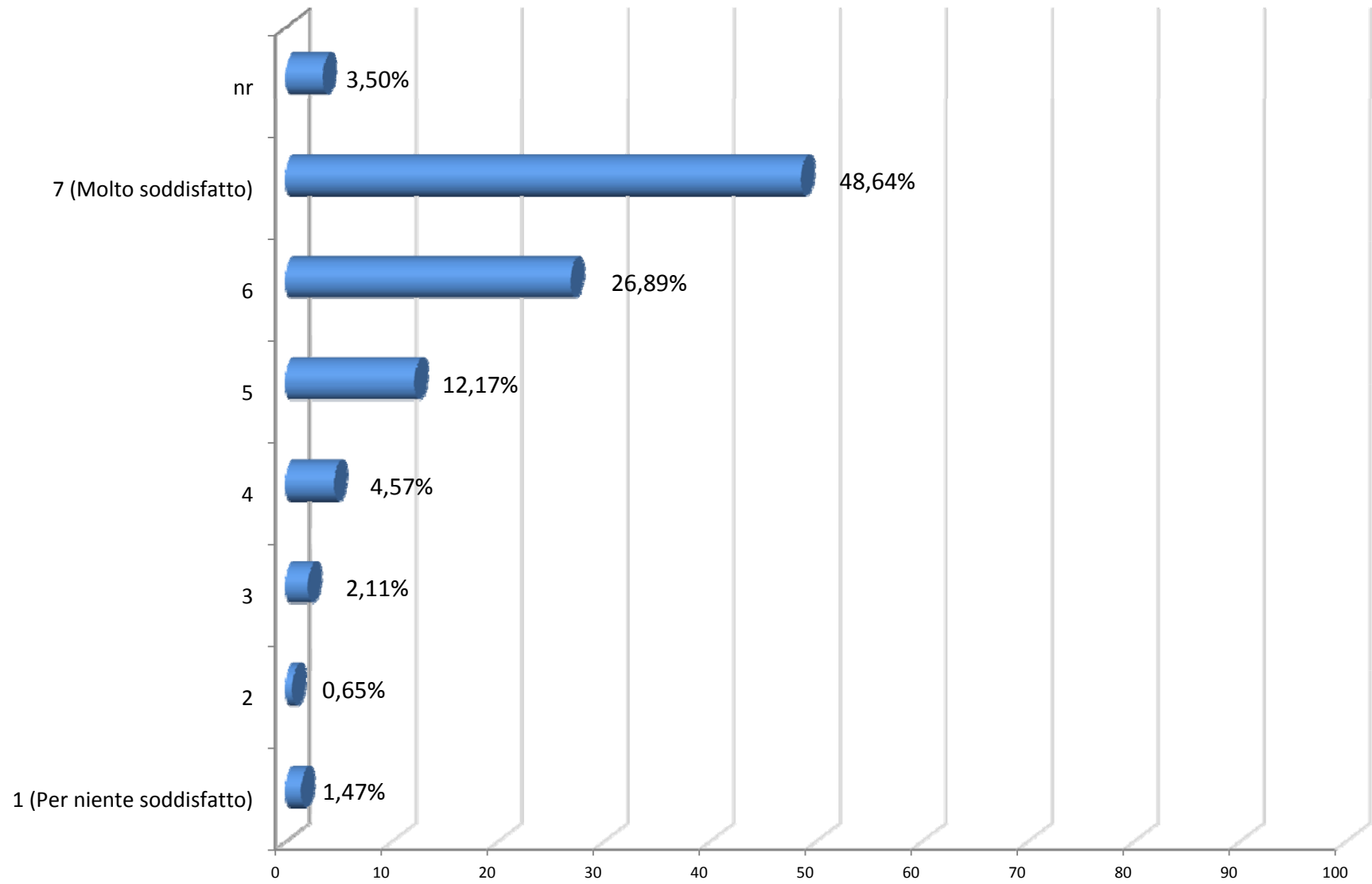
Tempo di attesa per parlare con l'operatore



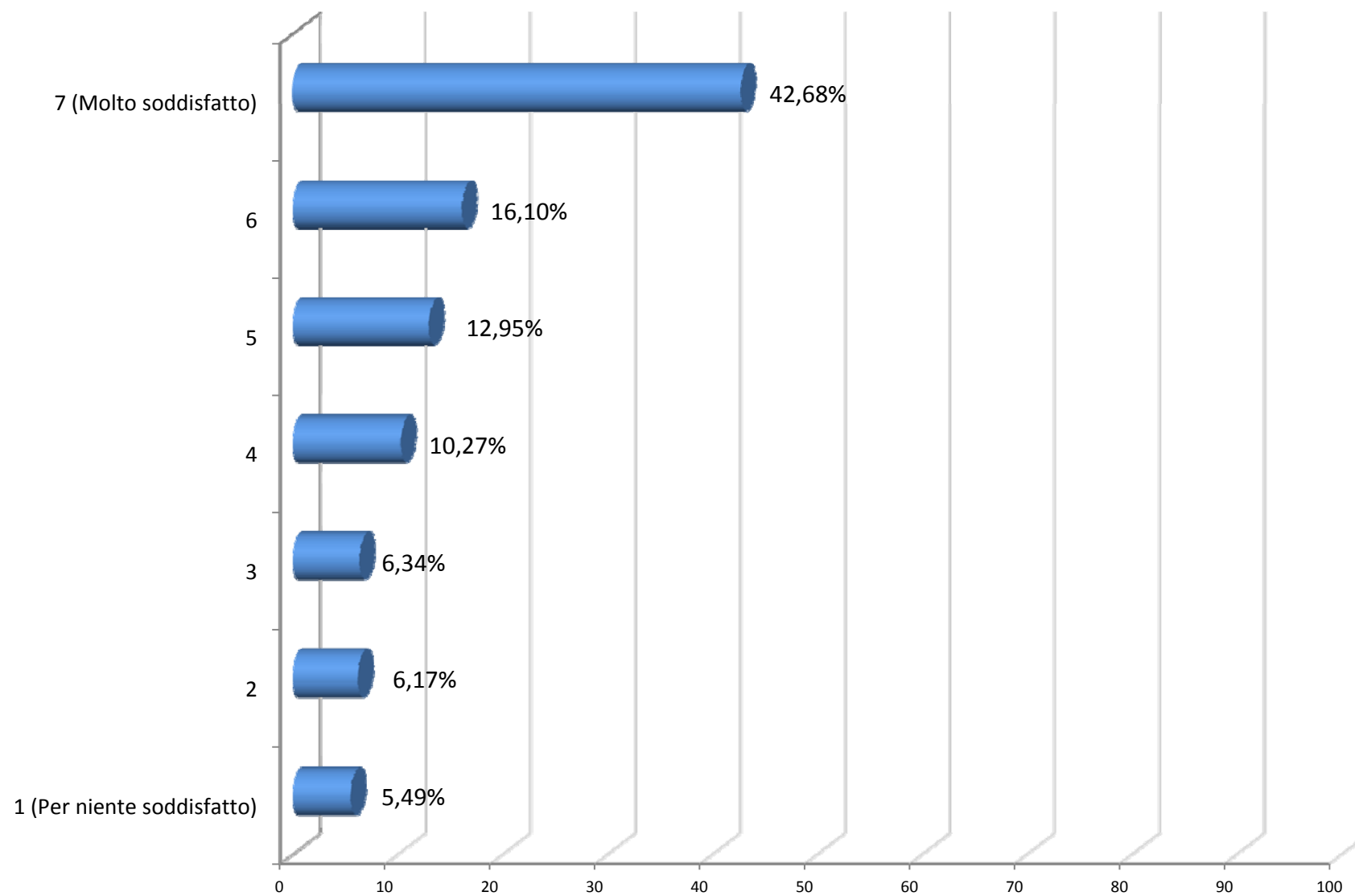
Cortesia dell'operatore



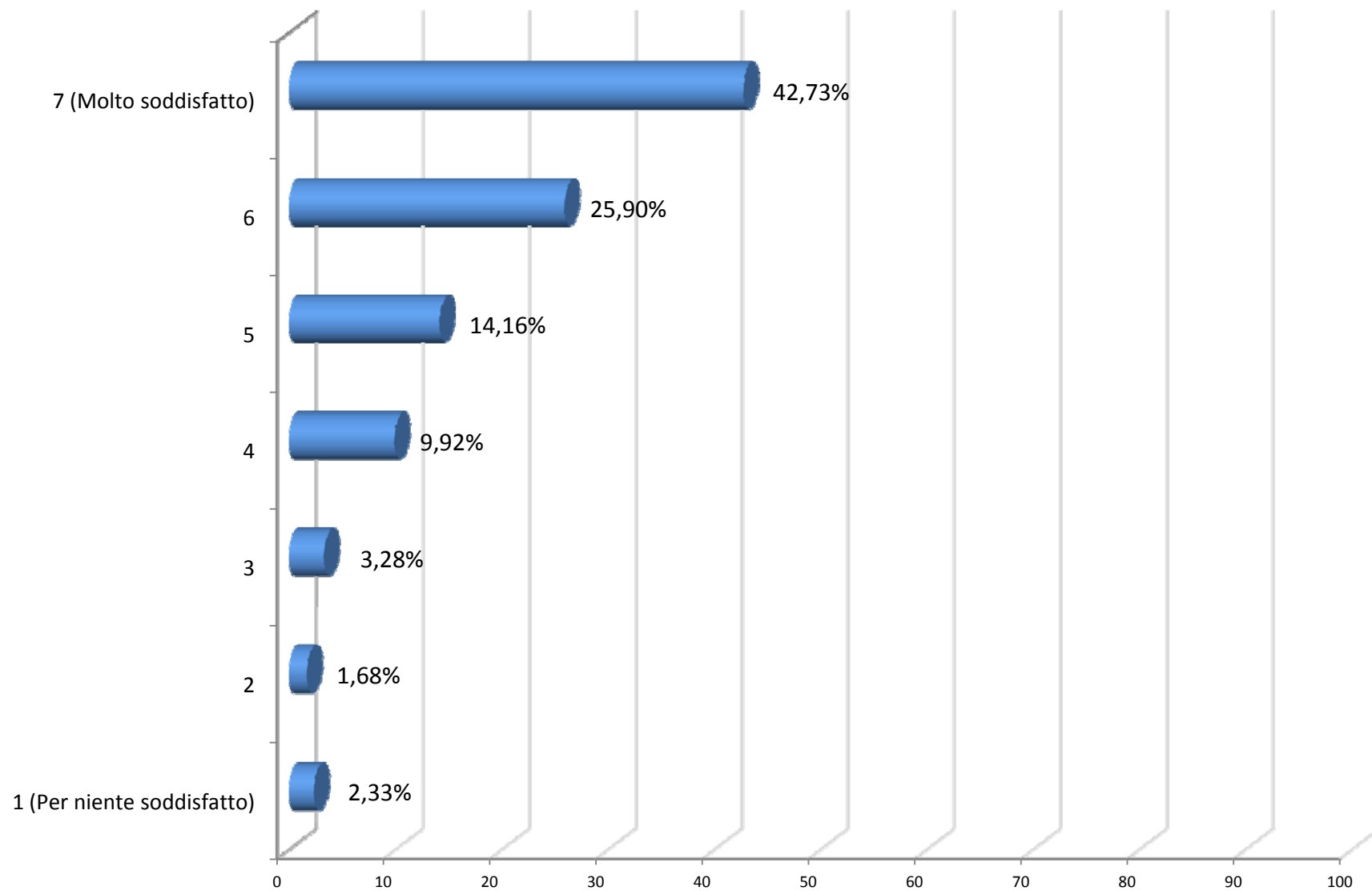
Completezza delle informazioni ricevute



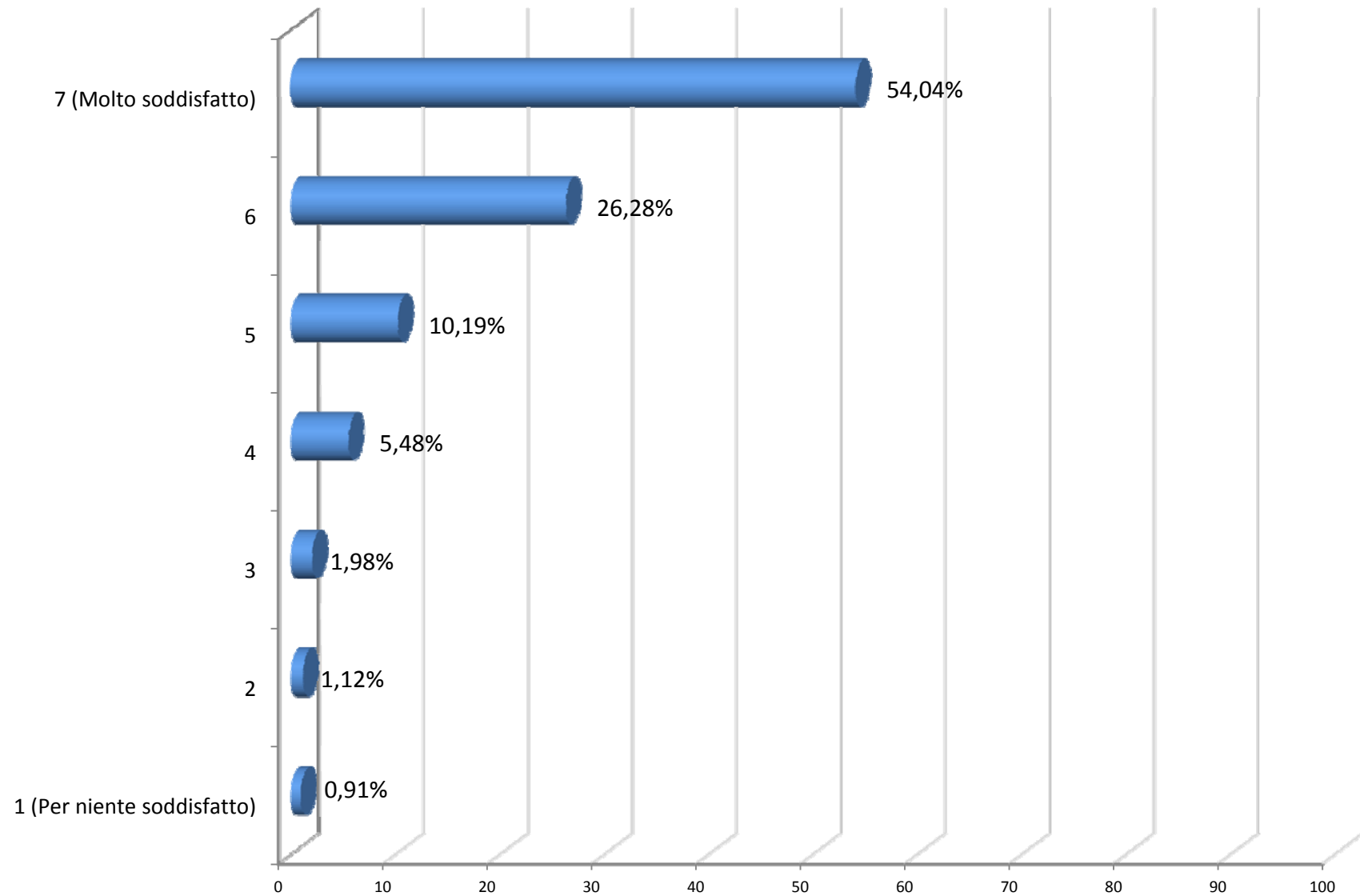
Tempo di attesa dalla prenotazione alla data della prestazione



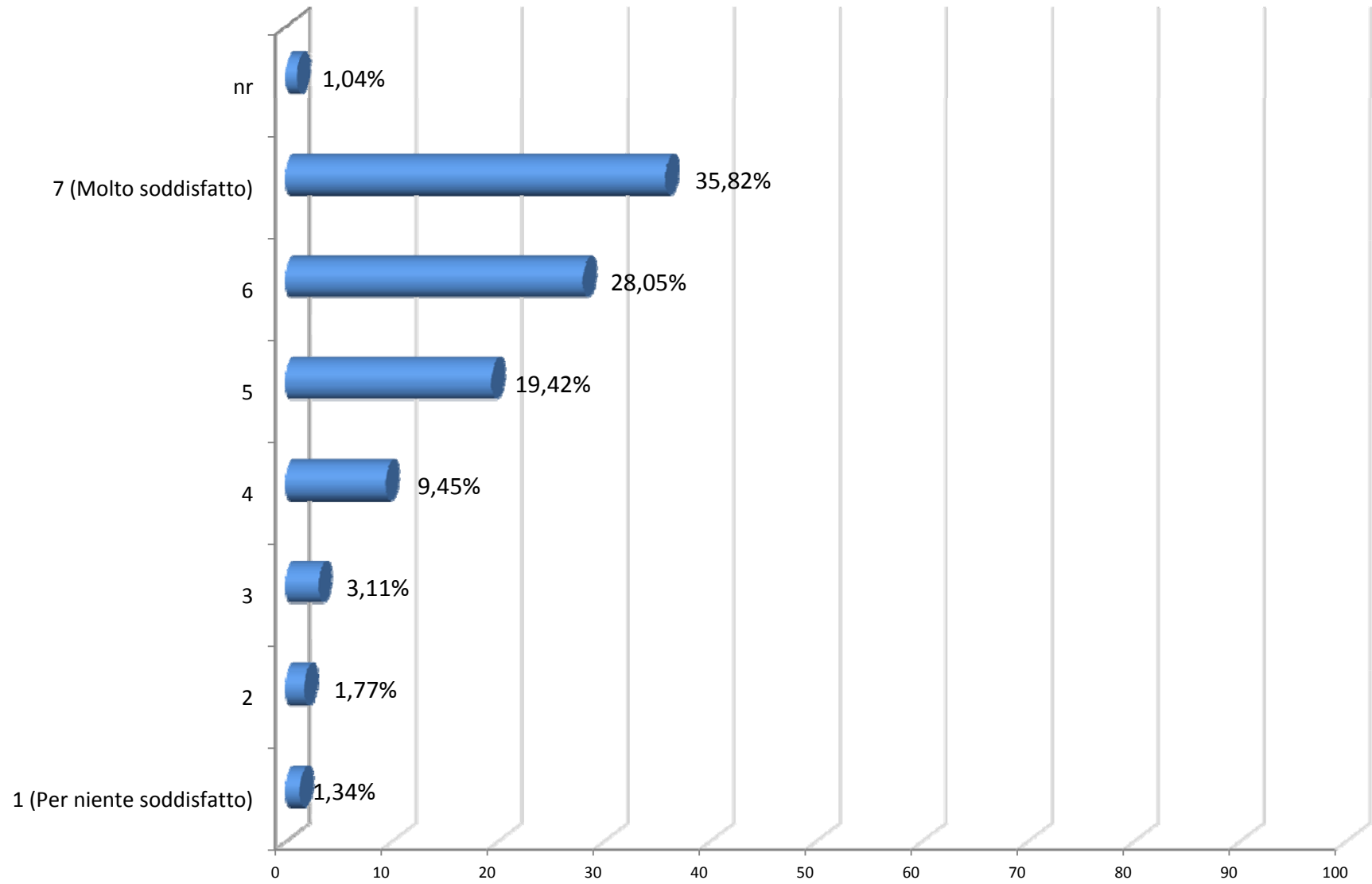
Servizio di accettazione amministrativa e pagamento ticket



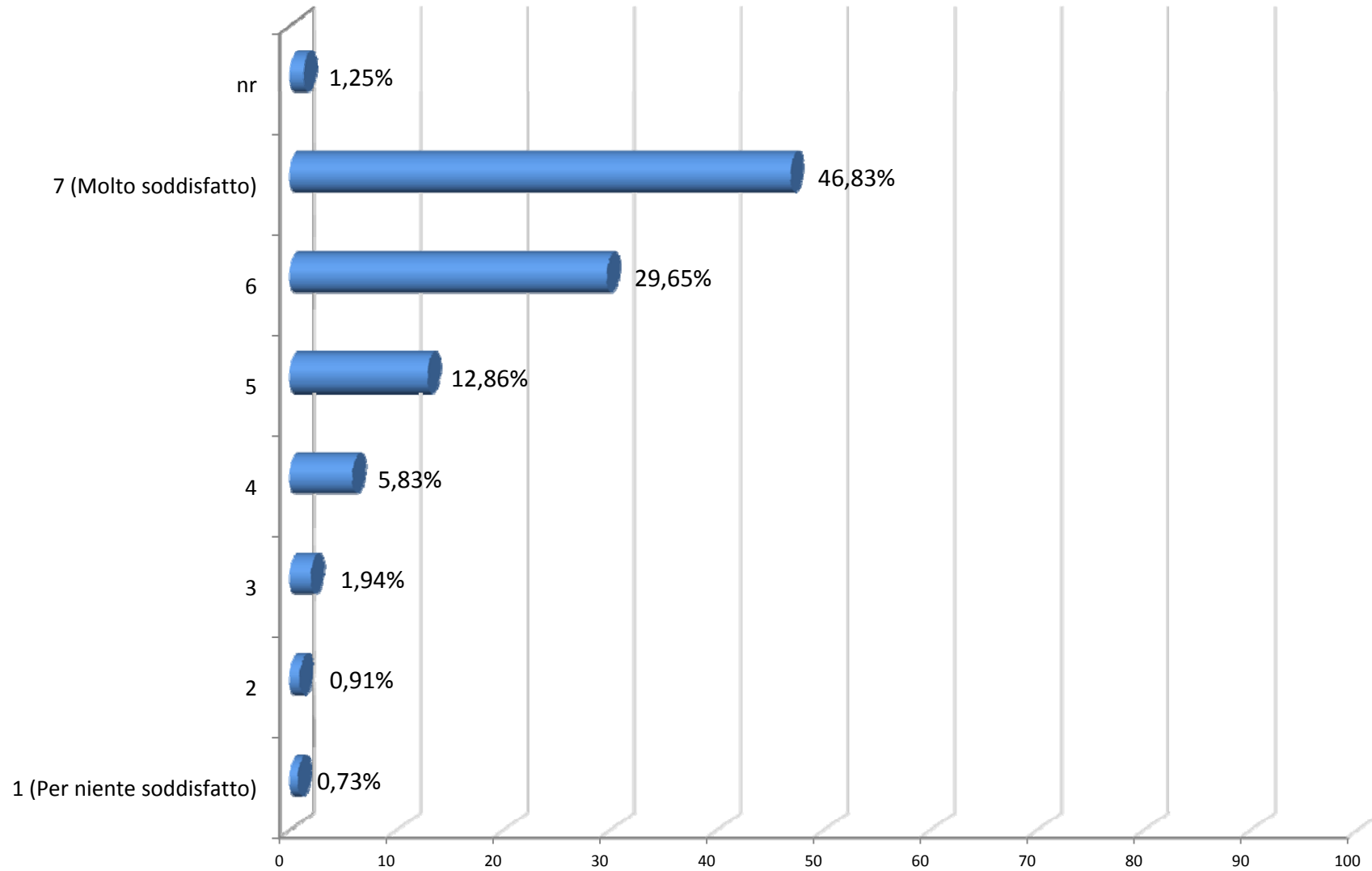
Accessibilità, comfort e pulizia degli ambienti



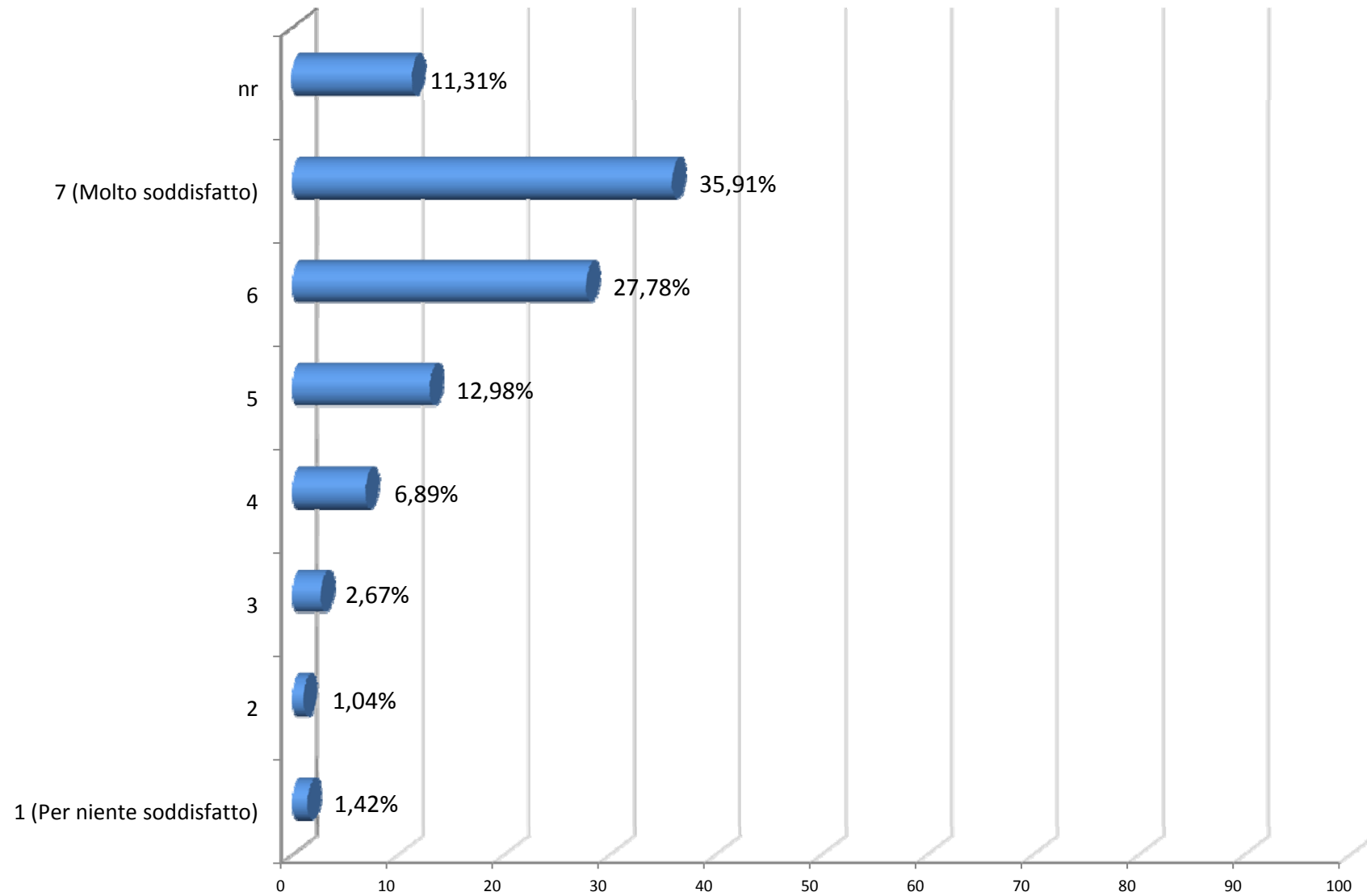
Comfort della sala d'attesa



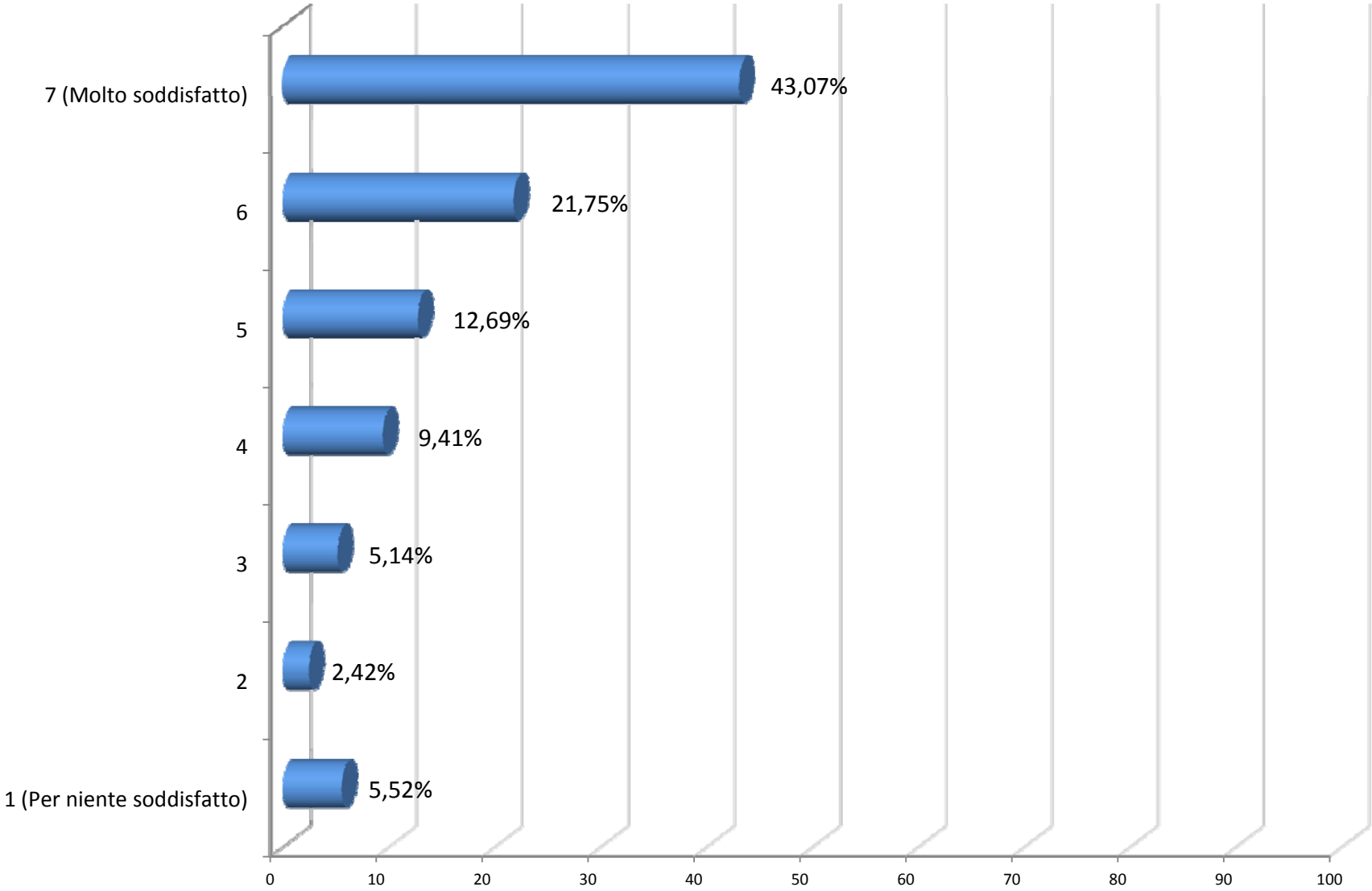
Pulizia della sala d'attesa e dell'ambulatorio



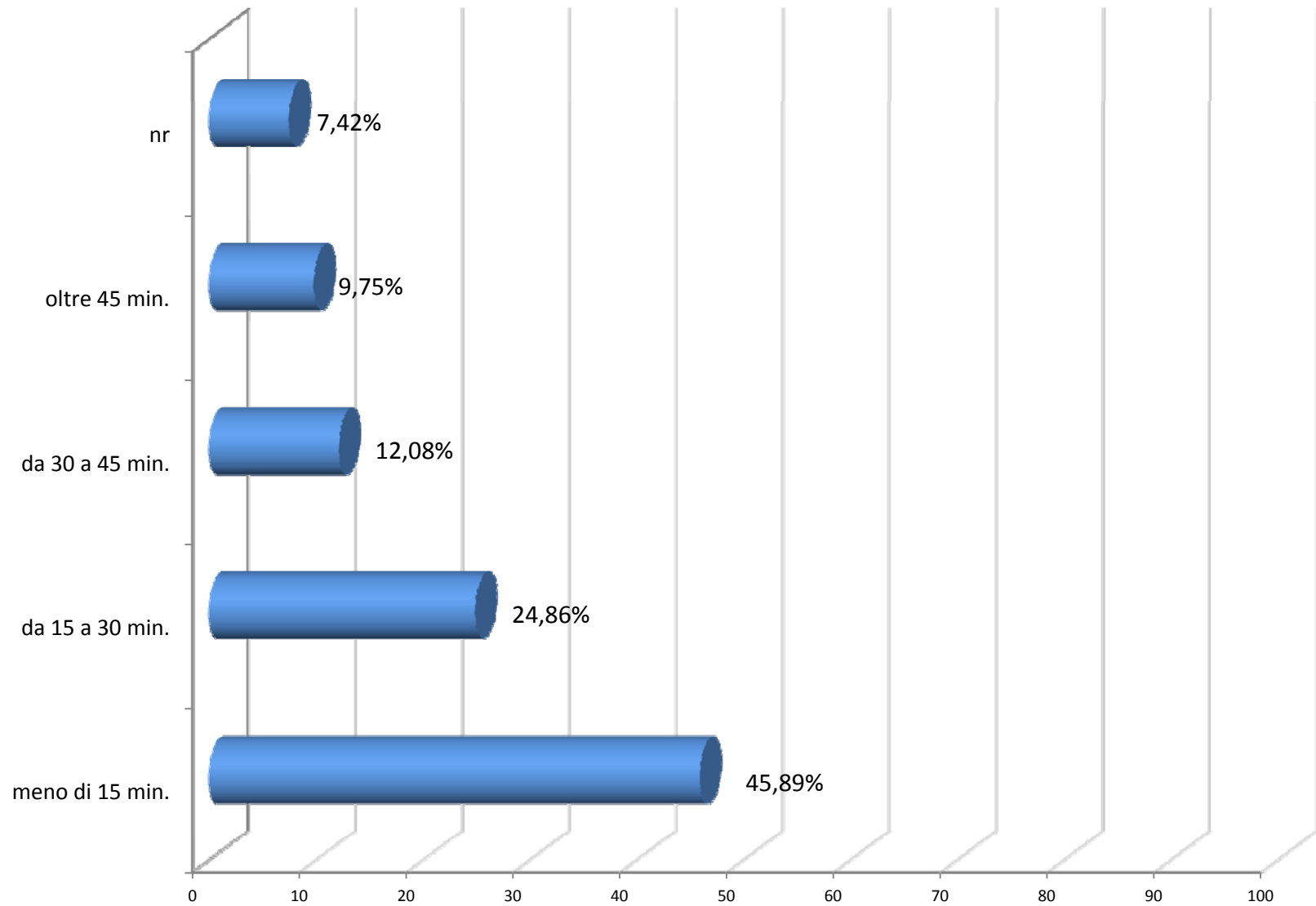
Pulizia dei servizi igienici



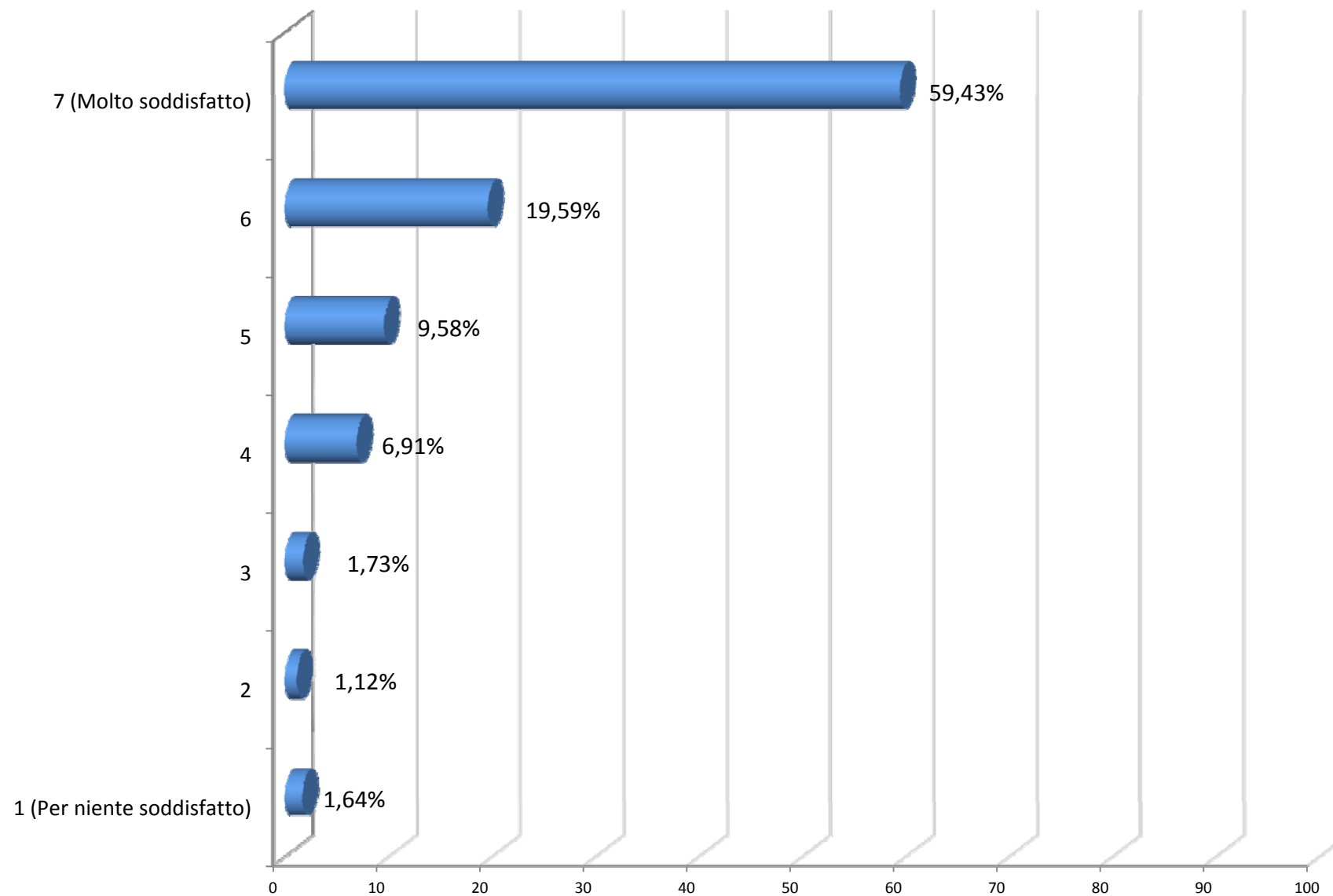
Rispetto degli orari previsti



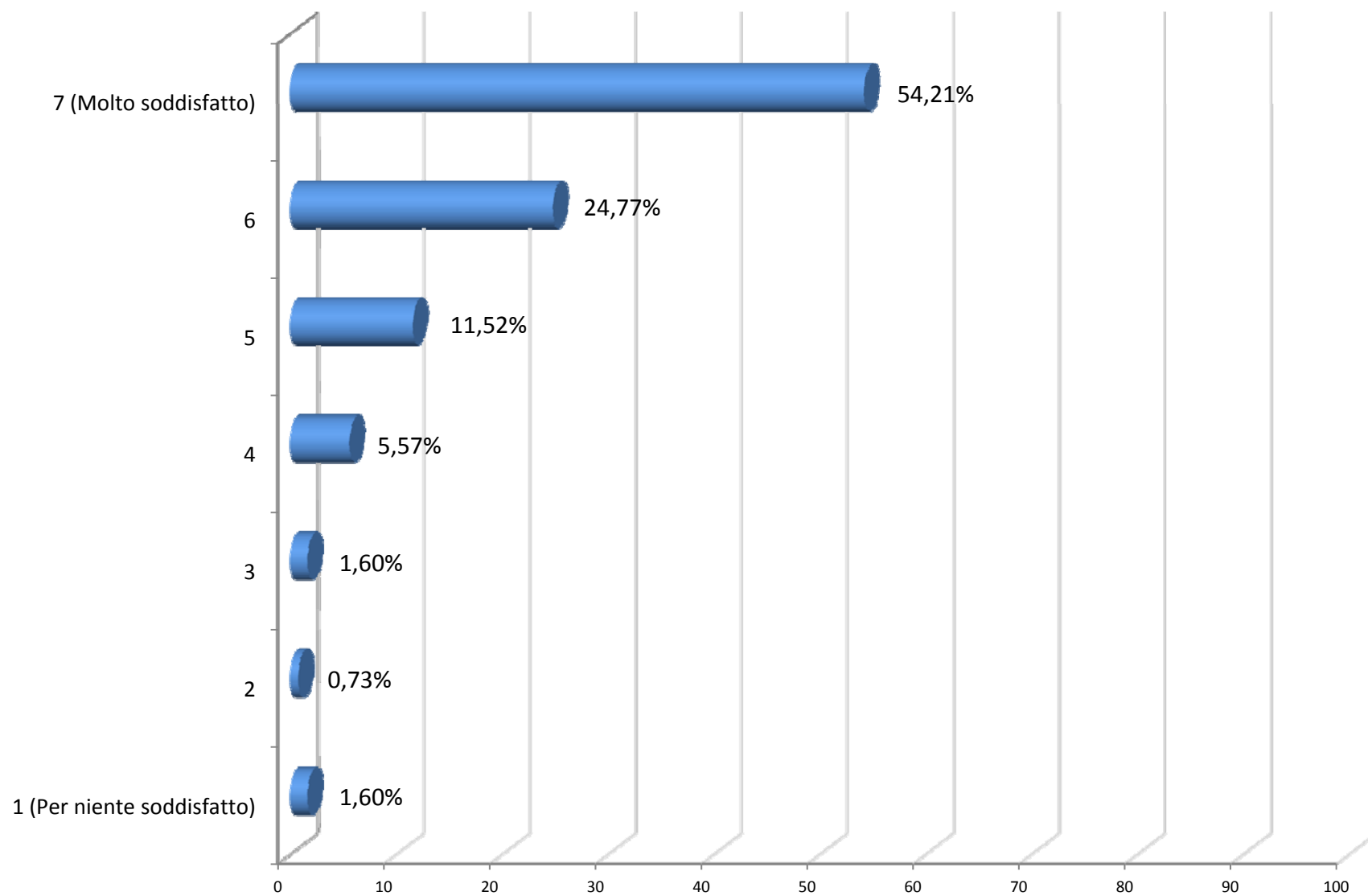
Rispetto all'orario dell'appuntamento, quanto ha atteso?



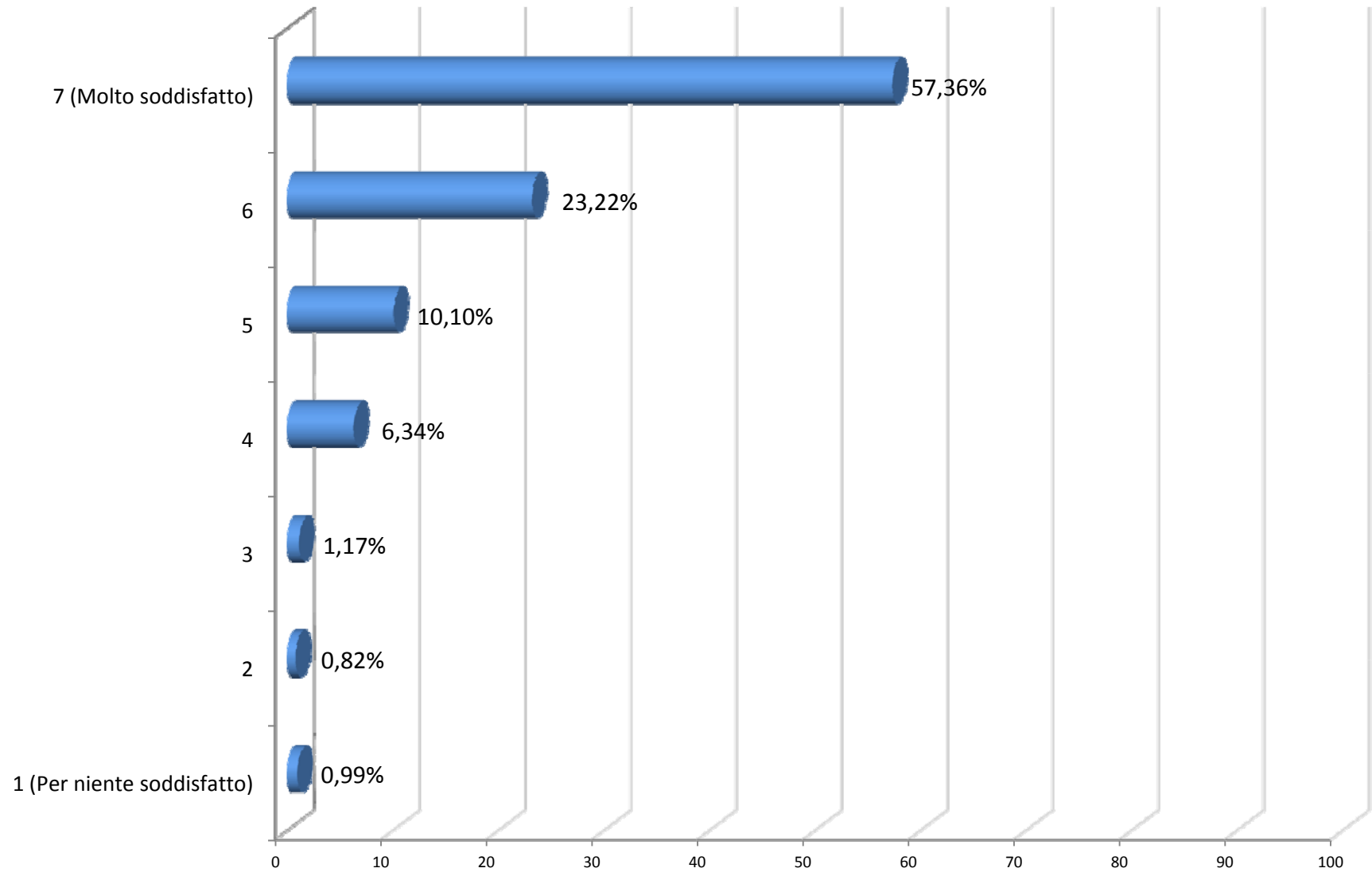
Attenzione ricevuta dal personale medico



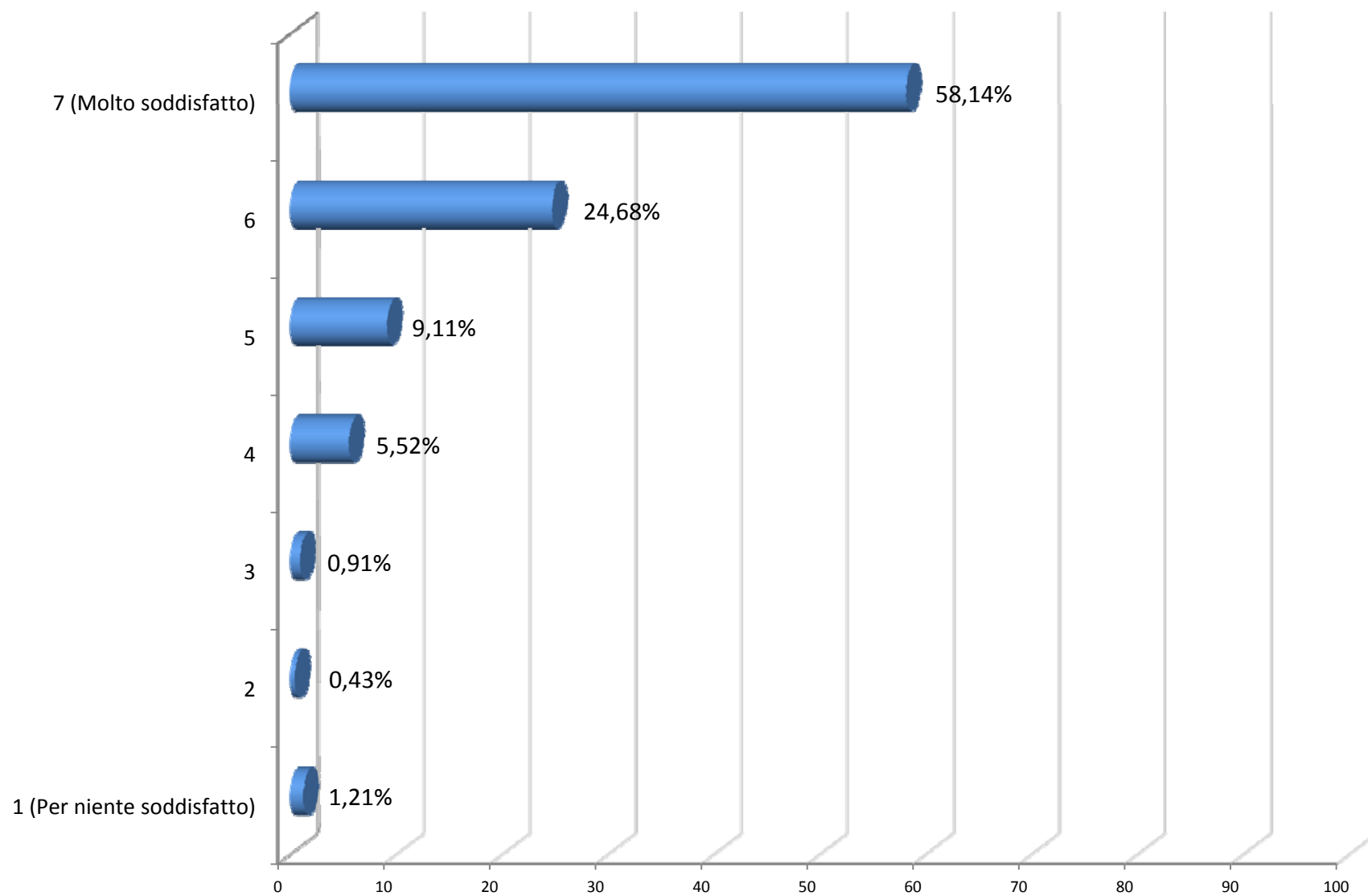
Chiarezza e completezza delle informazioni e delle spiegazioni ricevute



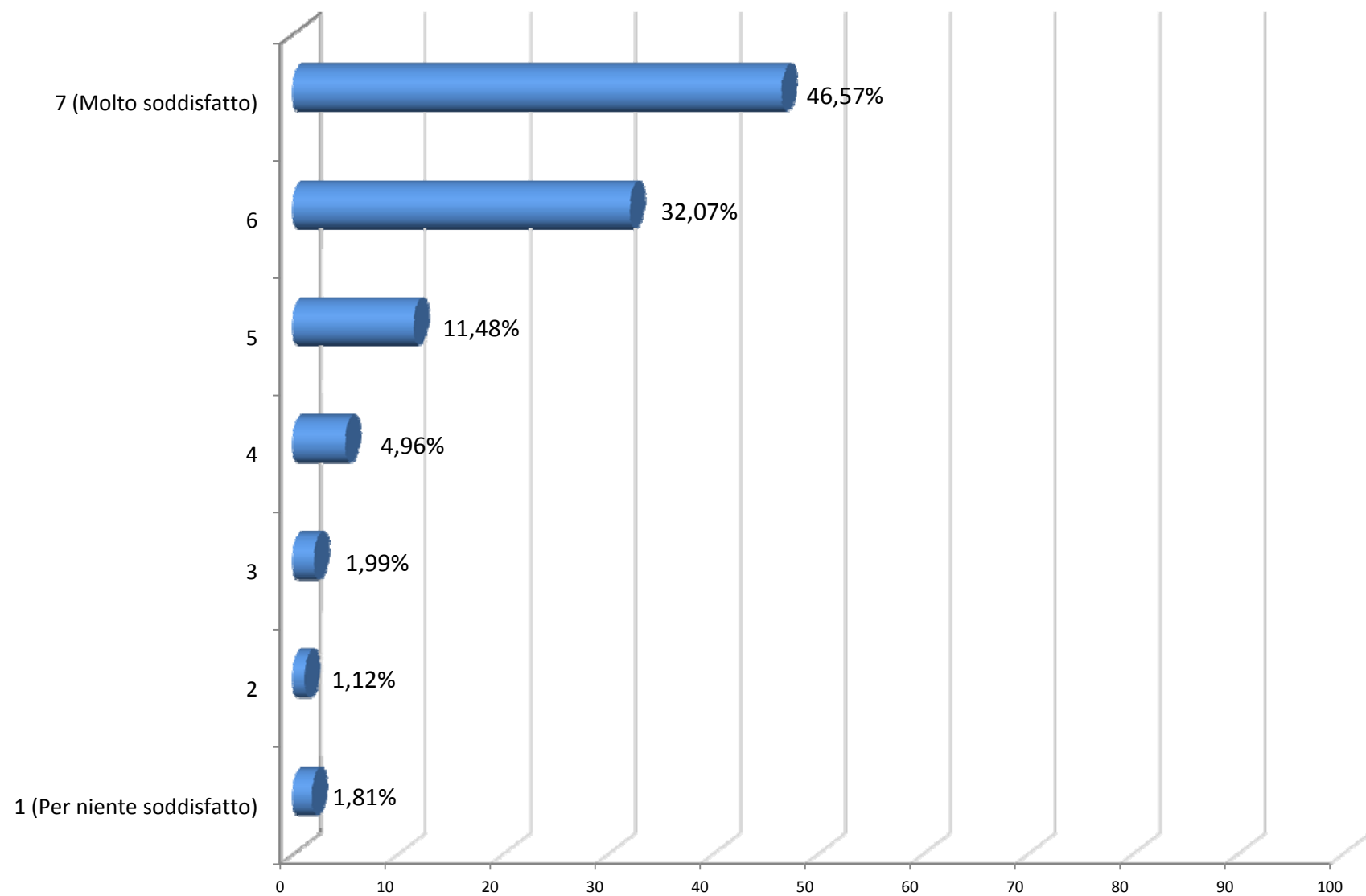
Attenzione ricevuta dal personale infermieristico, ostetrico e/o tecnico



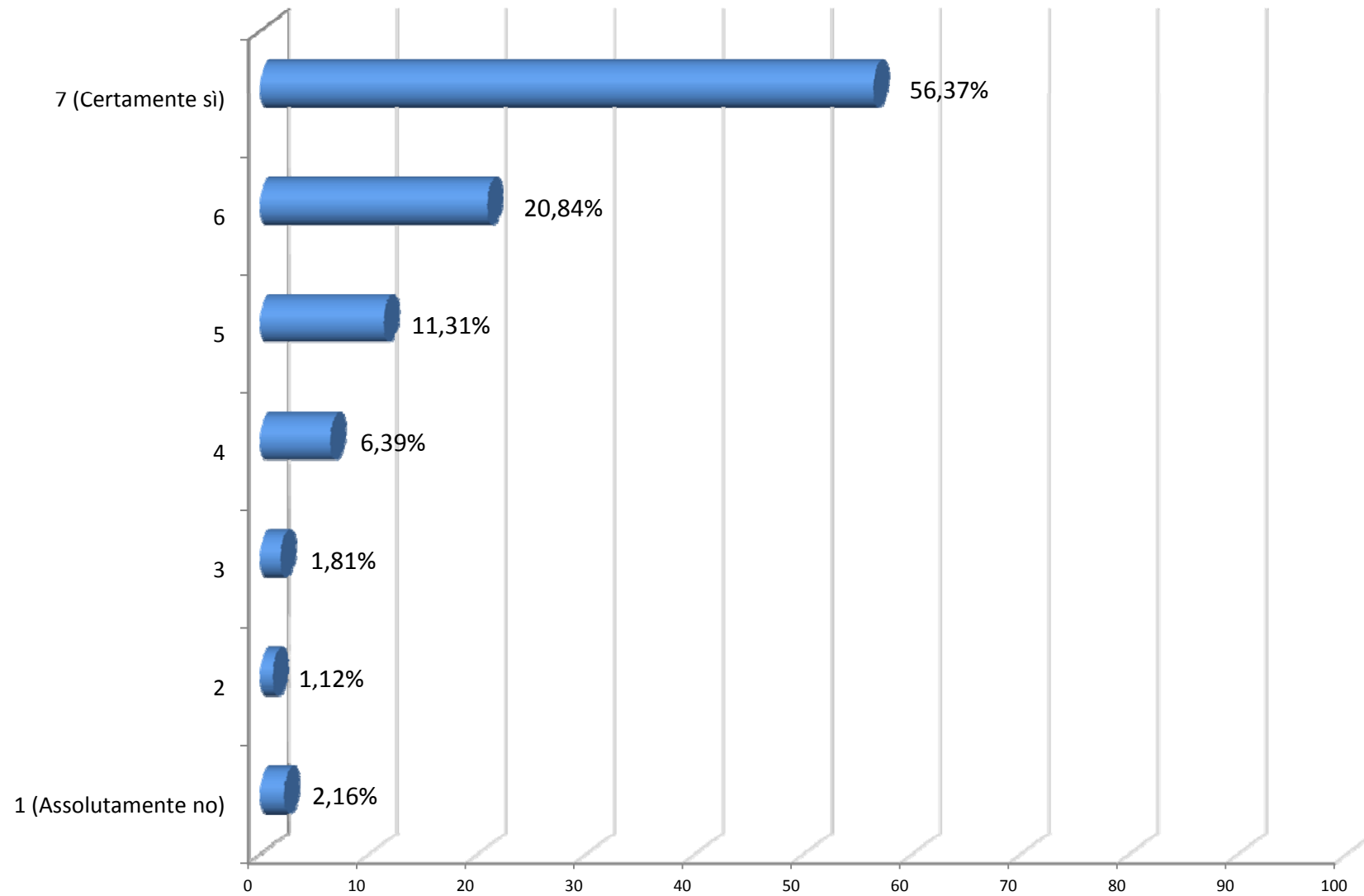
Rispetto della riservatezza personale



Compressivamente quanto è soddisfatto del nostro servizio?



Consiglierebbe ad altri questa struttura?



Segnalazioni 2016

