

Sistema Socio Sanitario



Regione
Lombardia

ASST Garda

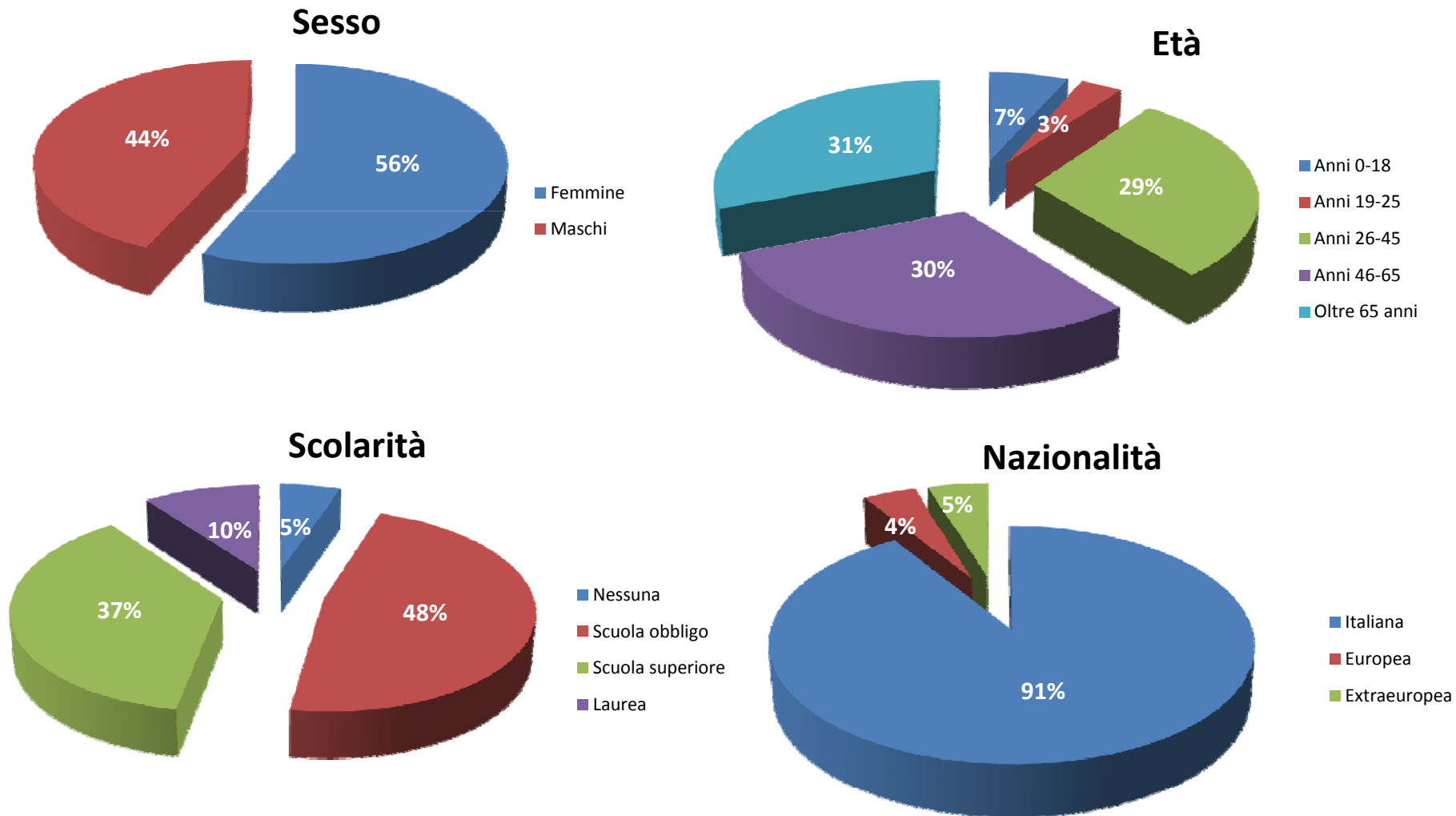


Risultati dell'indagine di customer satisfaction 2016

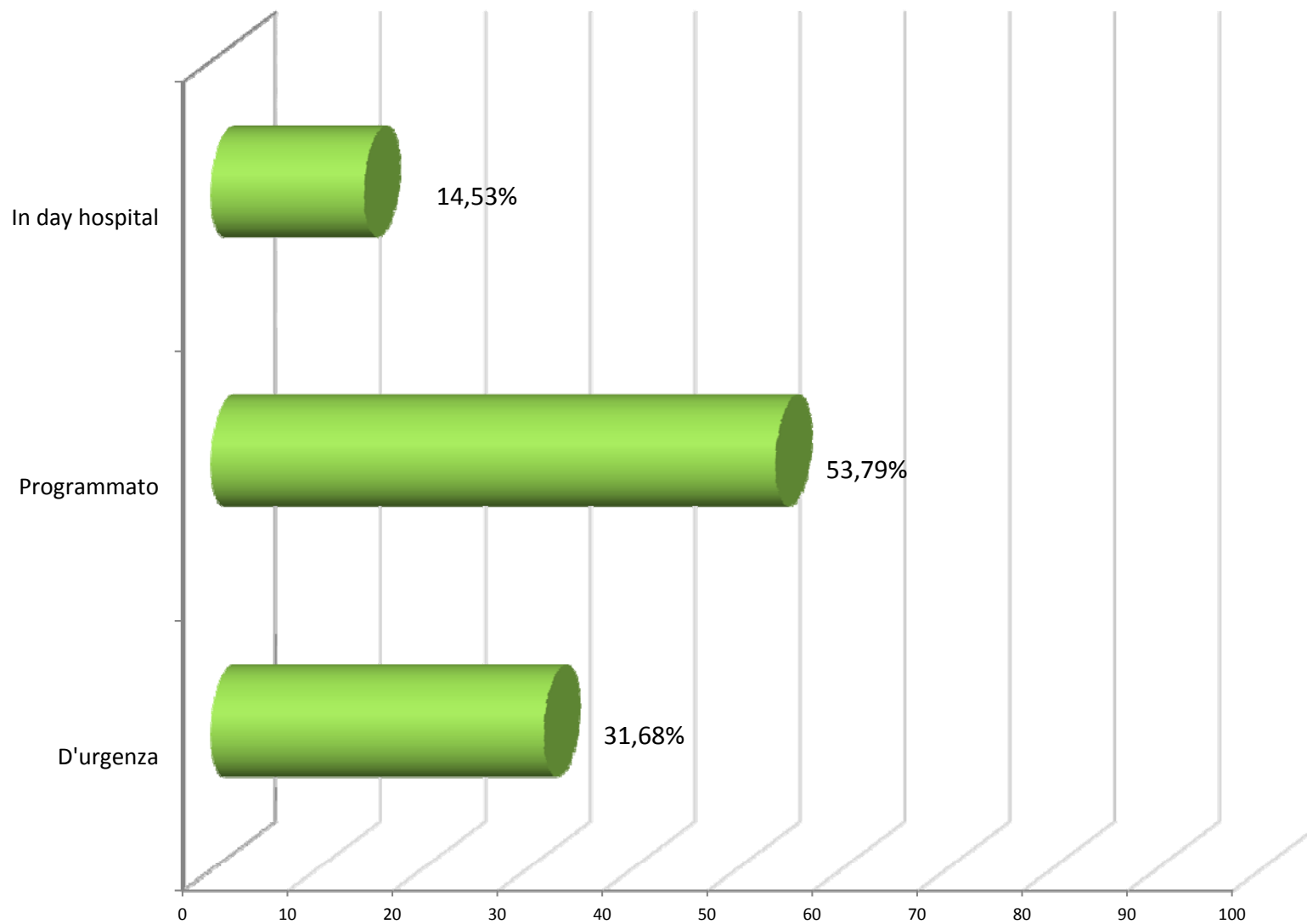
AREA DEGENZA ORDINARIA/ DAY HOSPITAL

Area Degenza

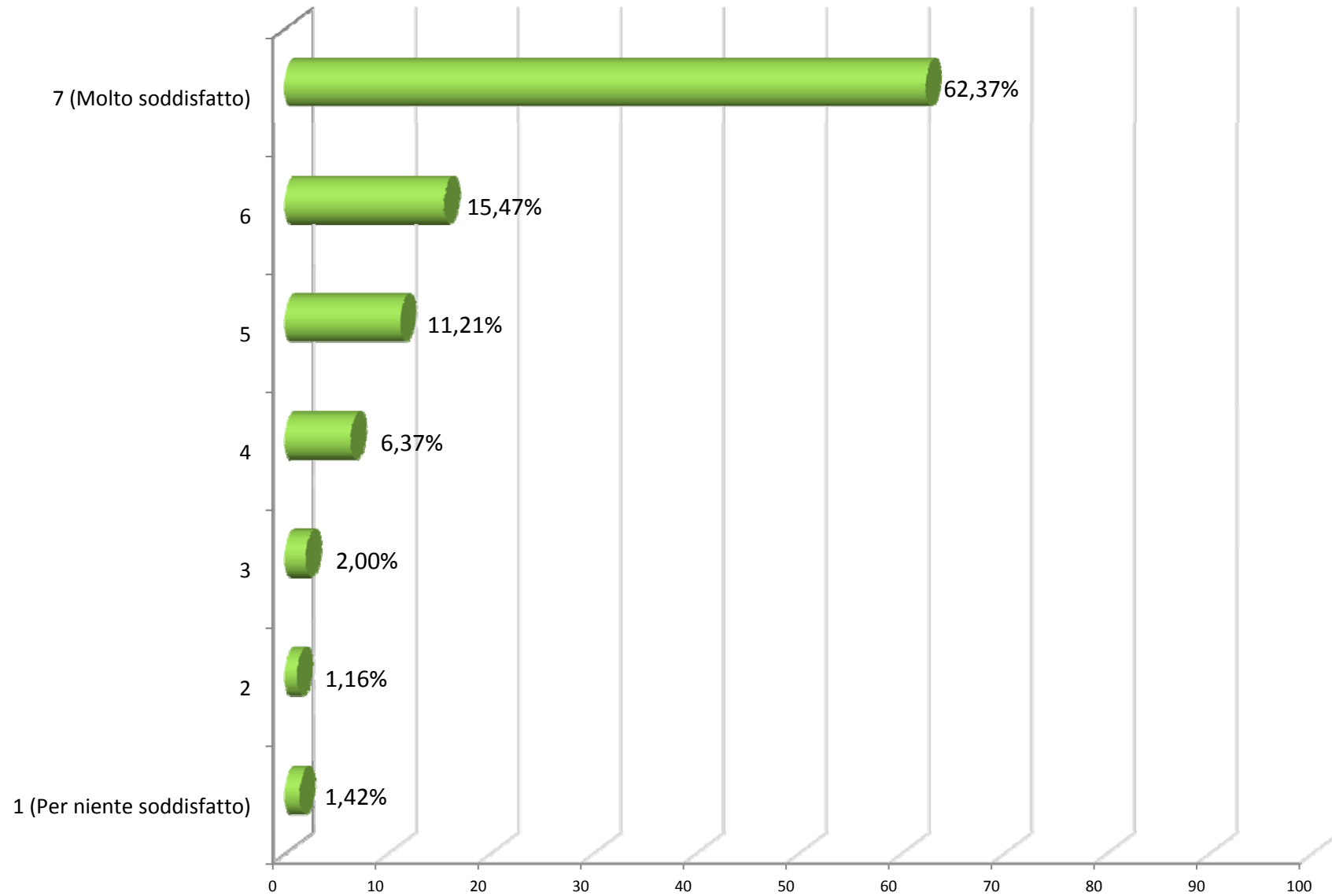
Caratteristiche socio-demografiche del campione 2016 (tot. questionari raccolti n. 1900)



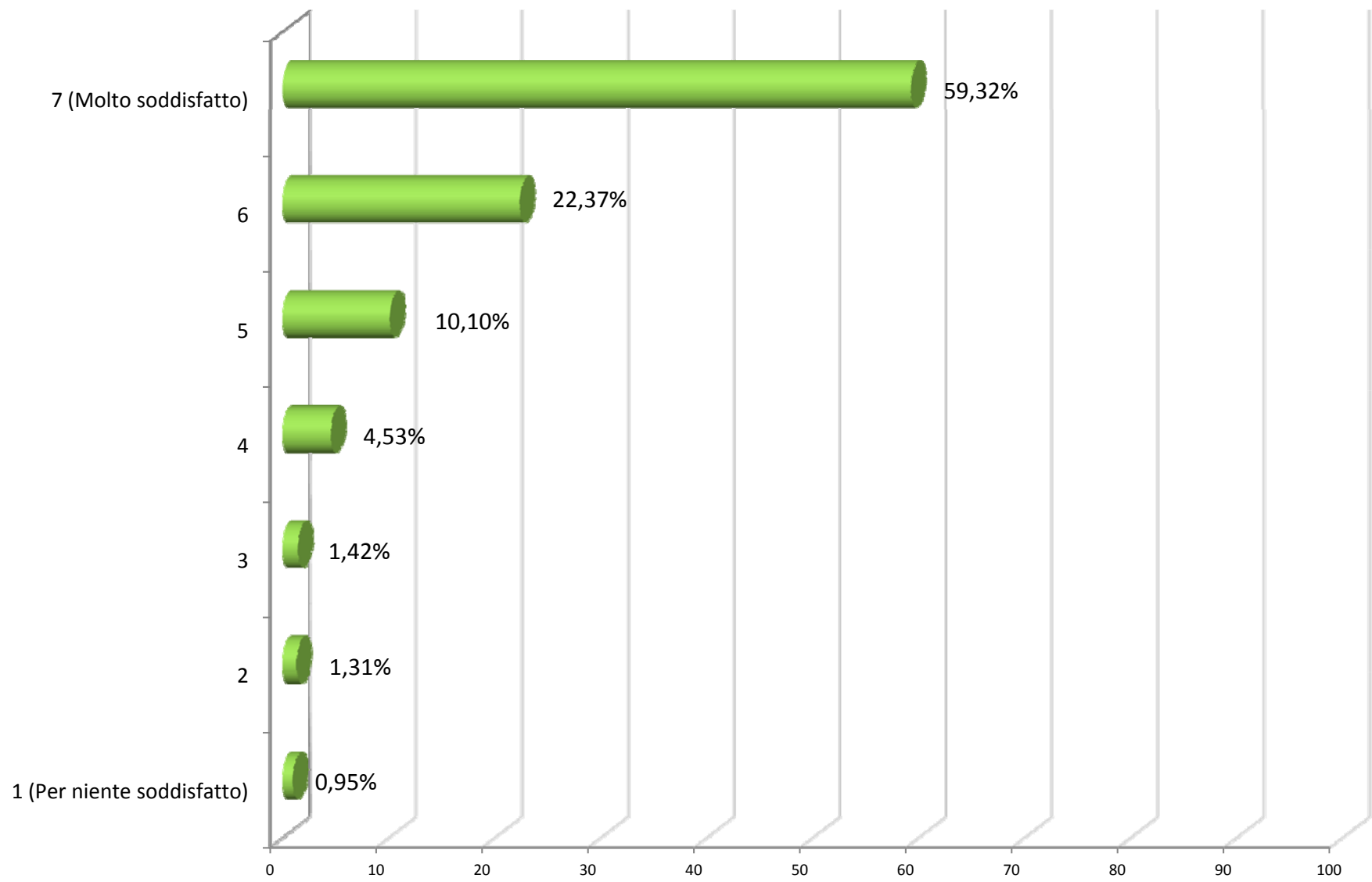
Il suo ricovero è avvenuto



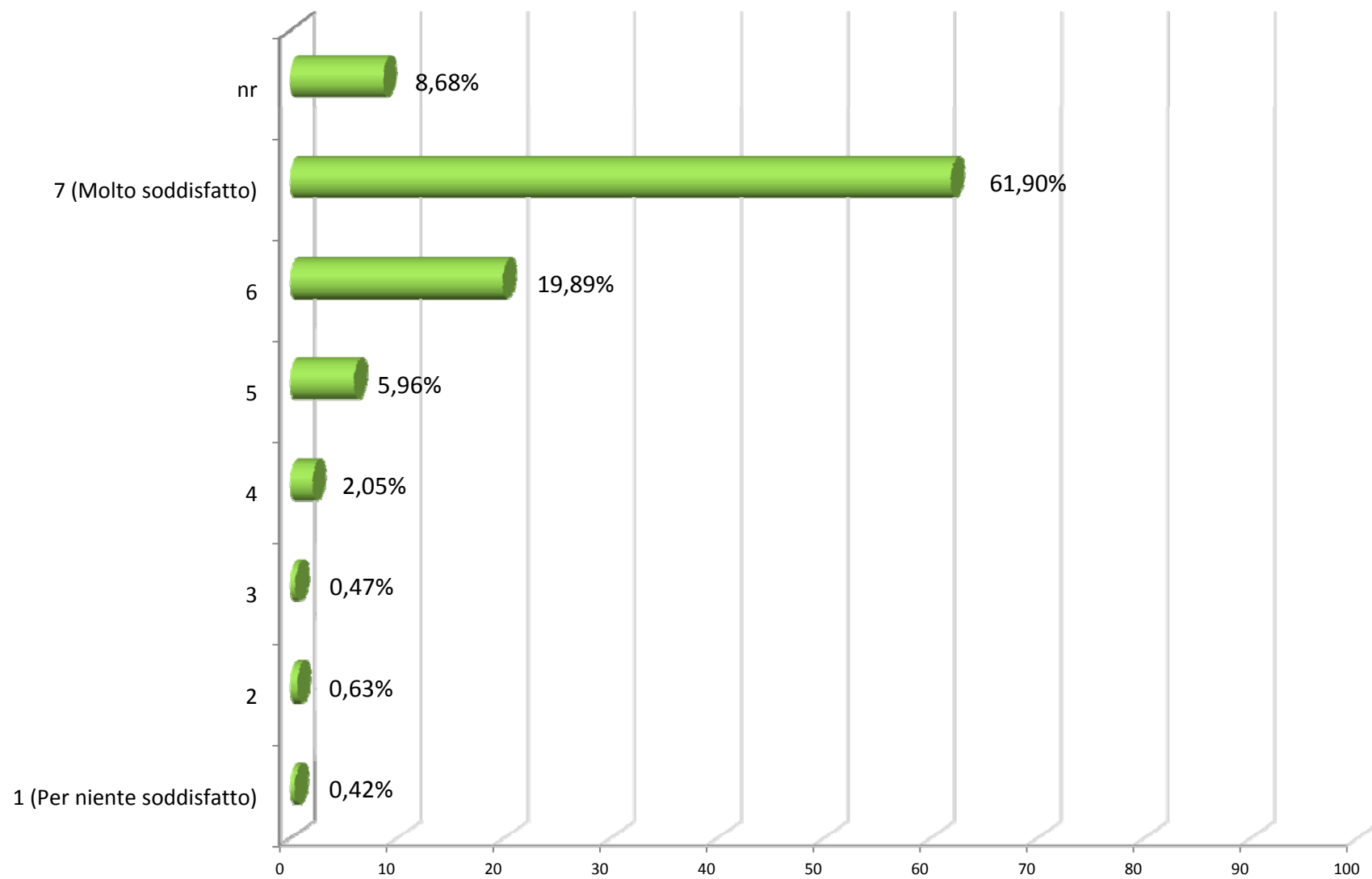
Tempi d'attesa per ottenere il ricovero



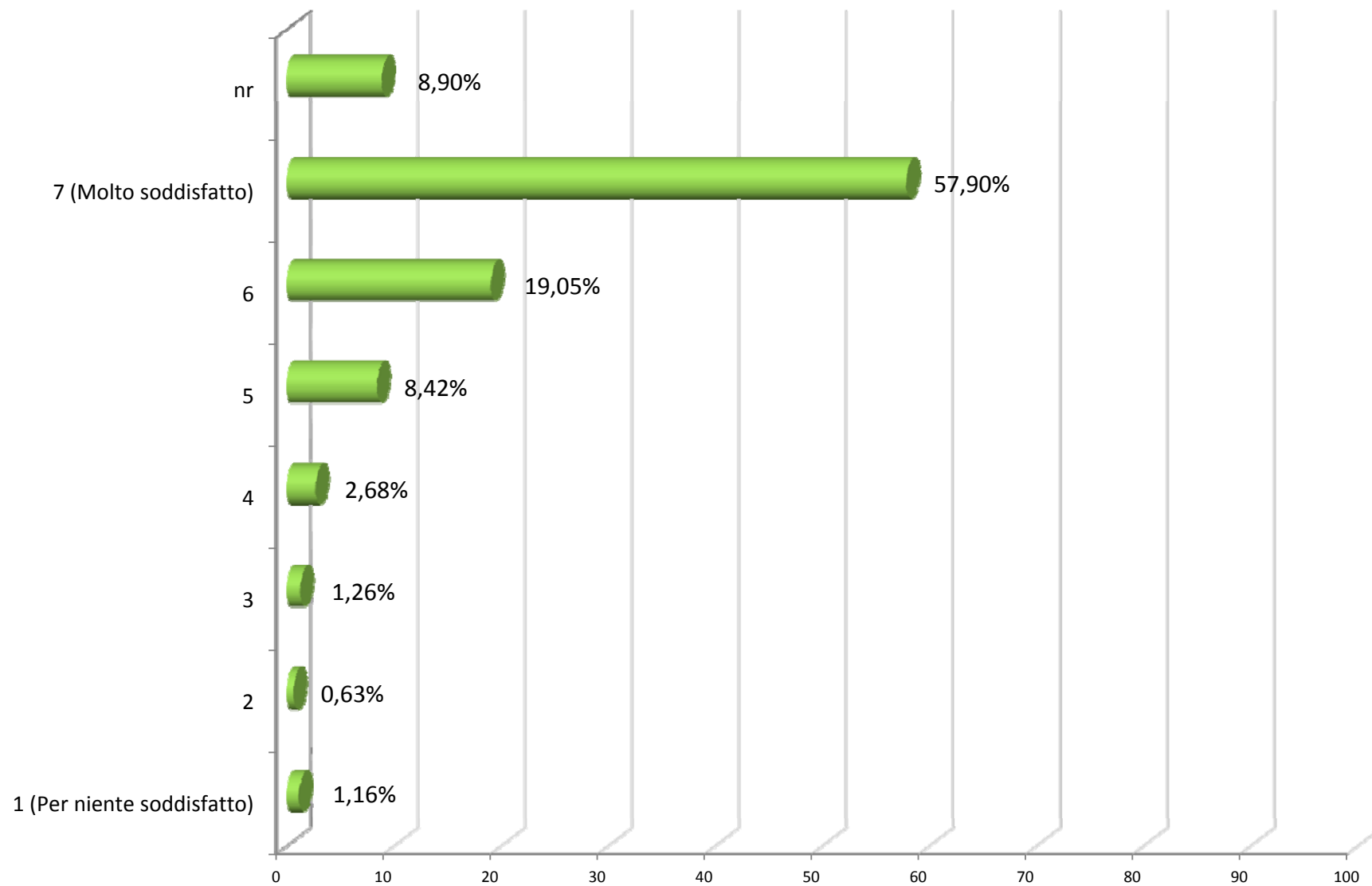
Accoglienza e informazioni ricevute sull'organizzazione del reparto



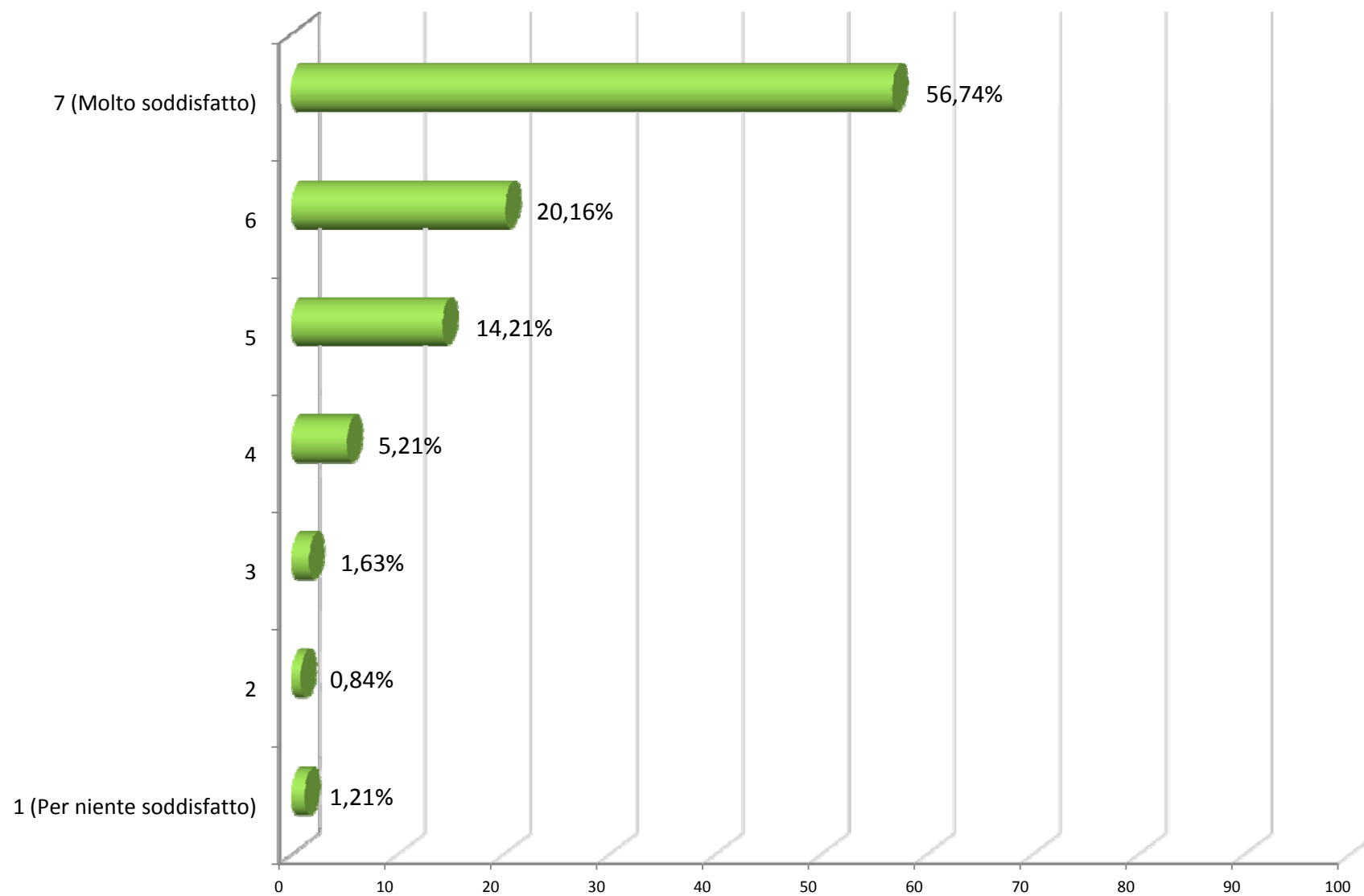
Accoglienza da parte del personale al momento dell'arrivo in reparto



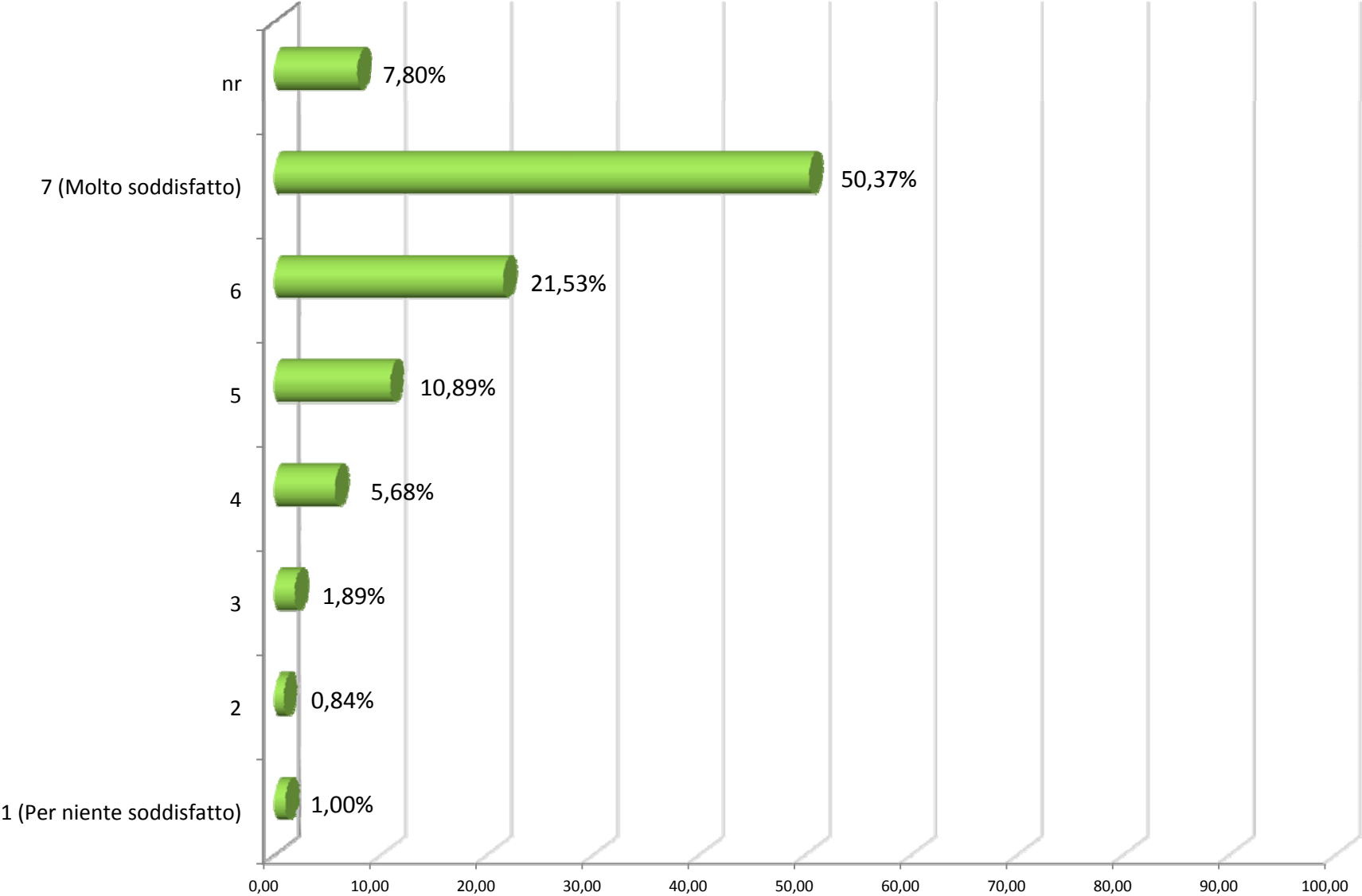
Tempo di attesa per entrare nella sua stanza di degenza



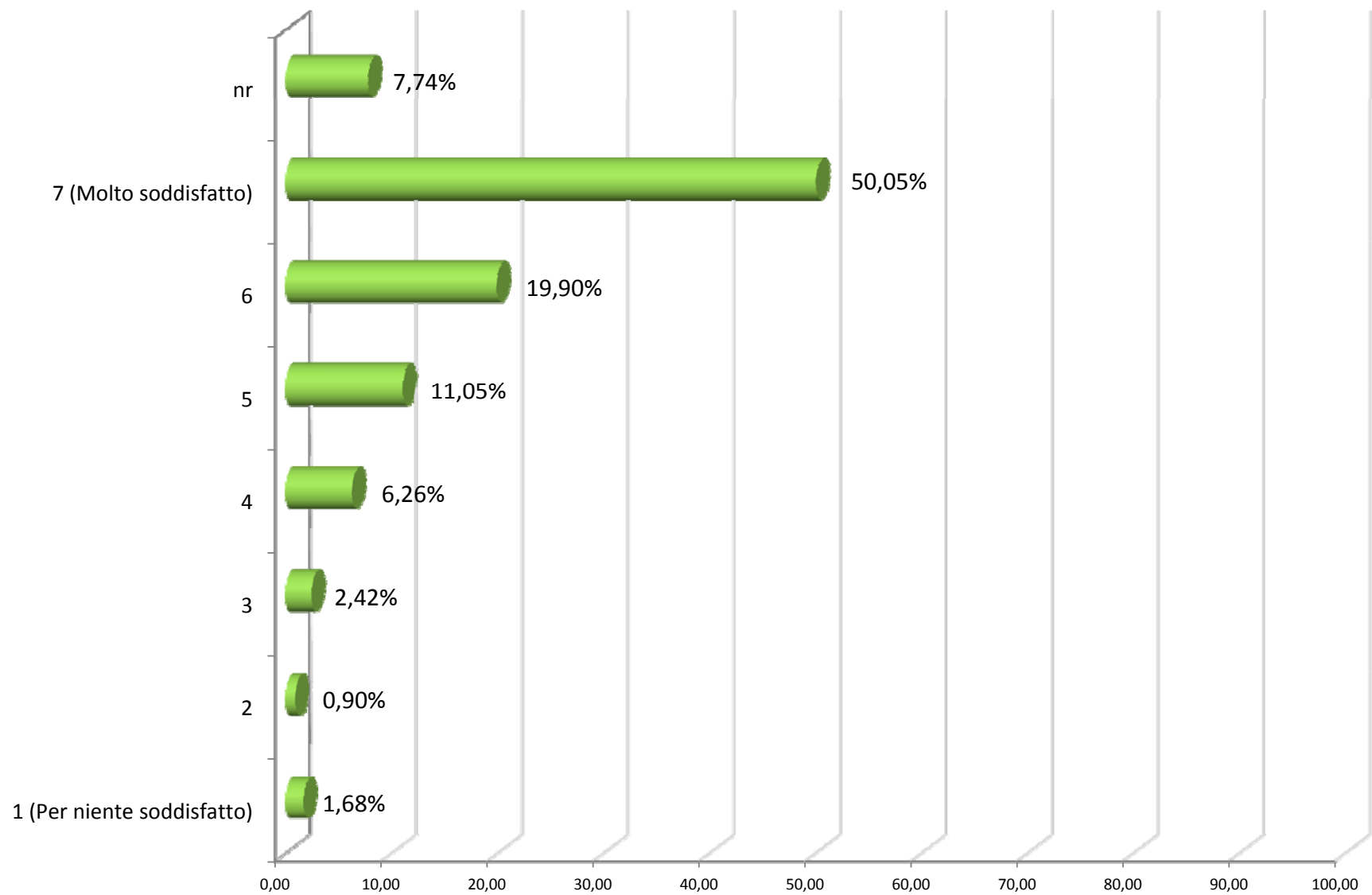
Aspetti strutturali e alberghieri (comfort della stanza, vitto, pulizia)



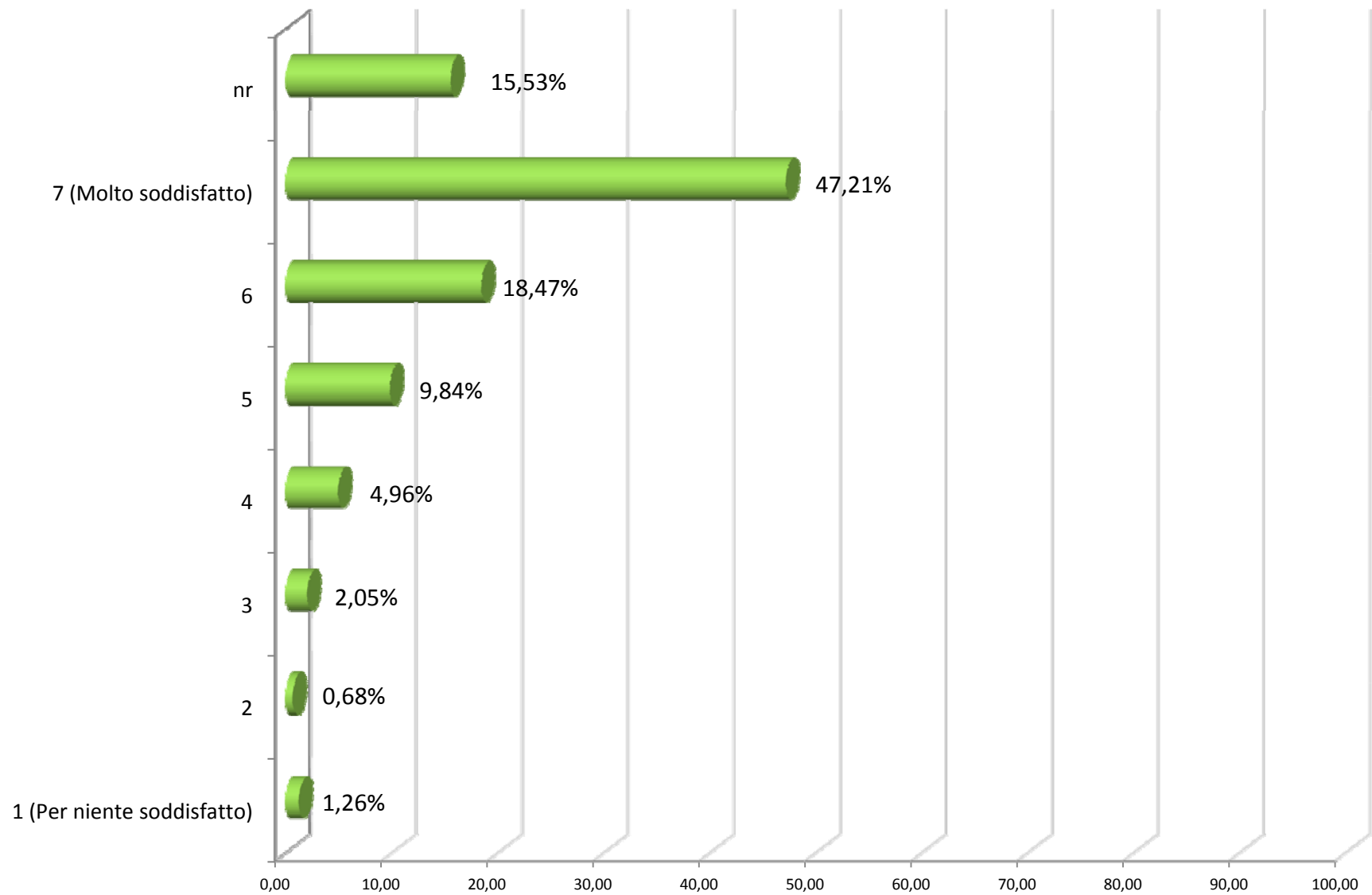
Pulizia della stanza



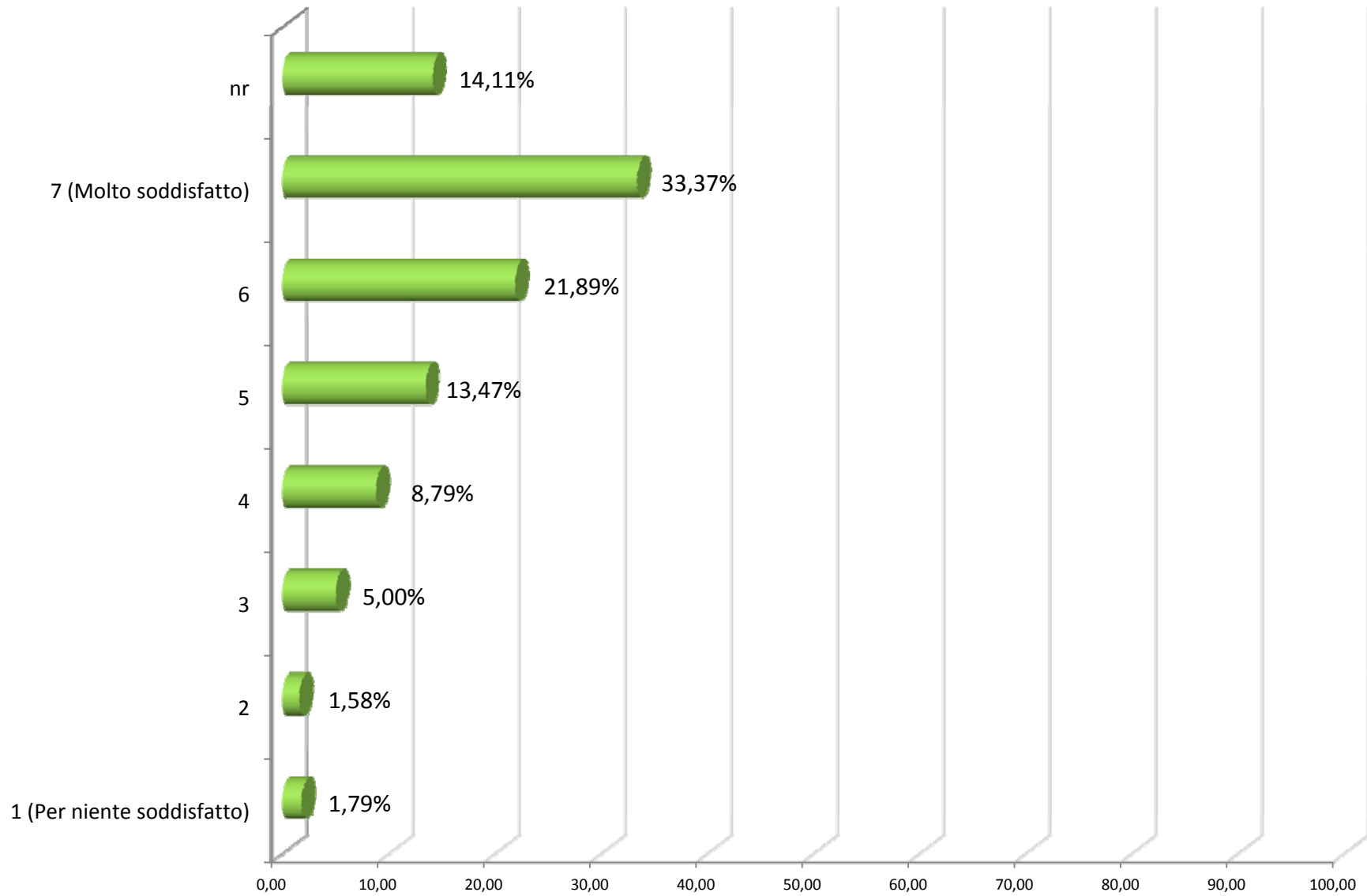
Pulizia del bagno



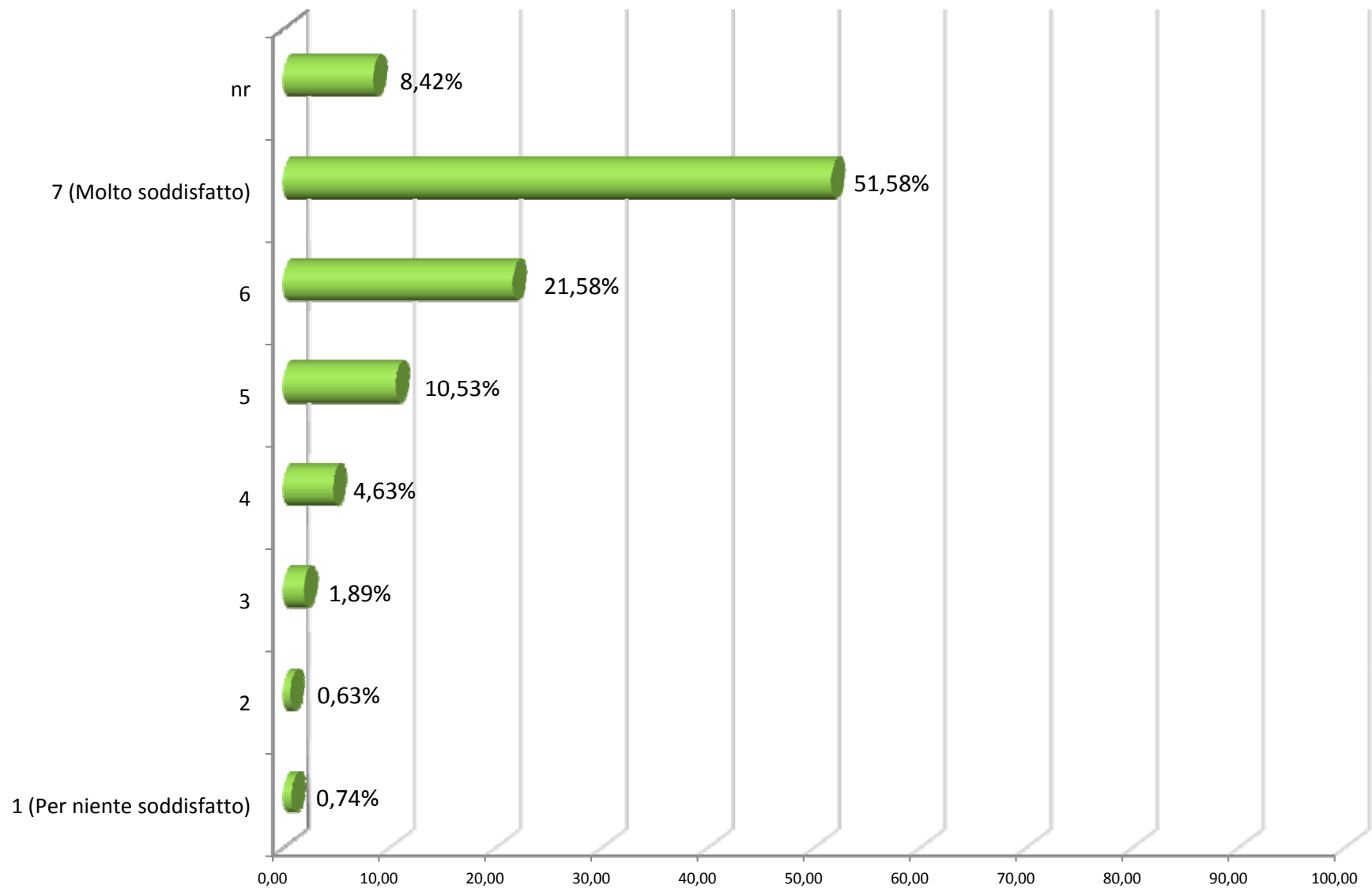
Possibilità di prenotare il menu giornaliero



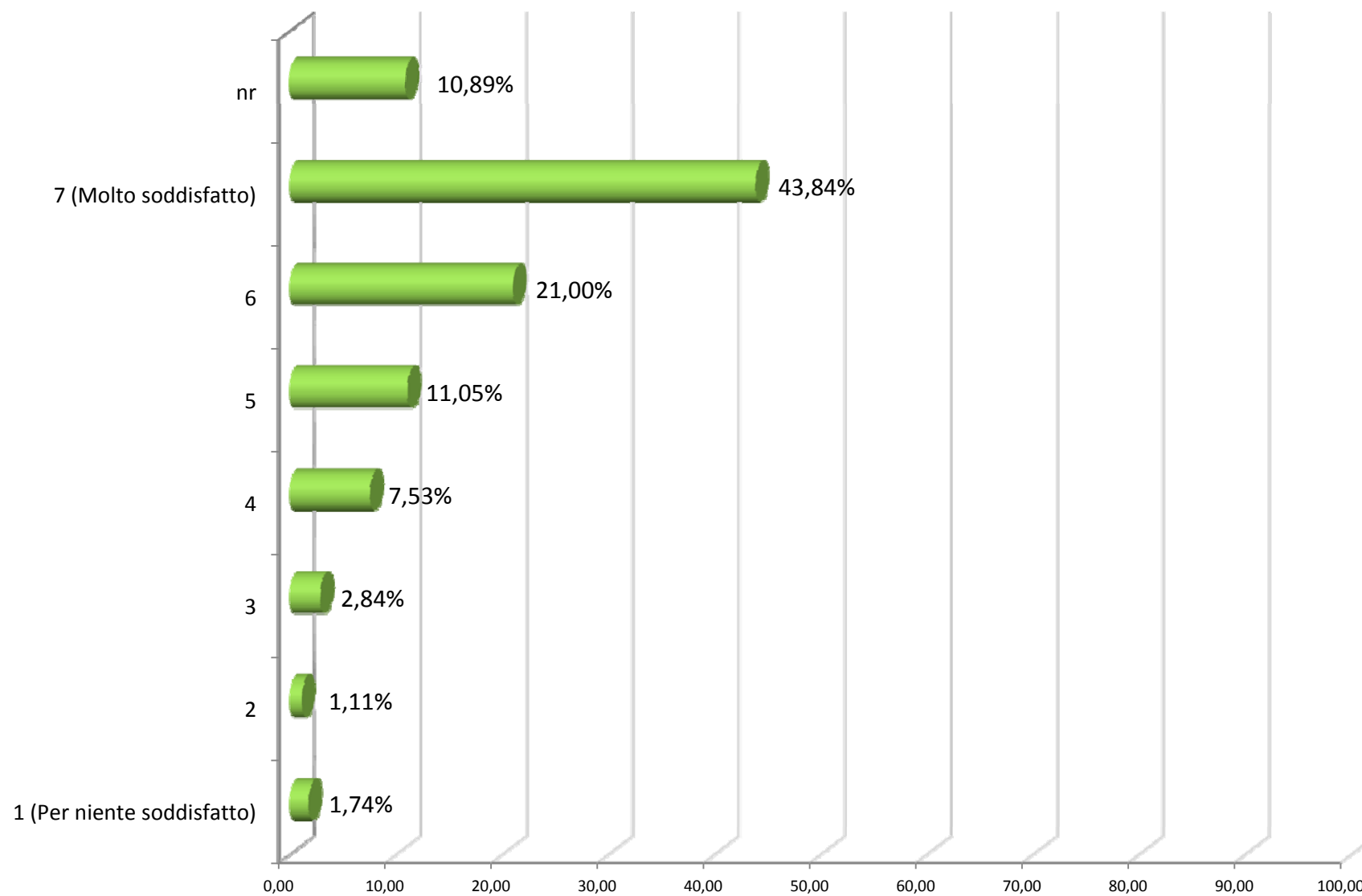
Qualità dei pasti



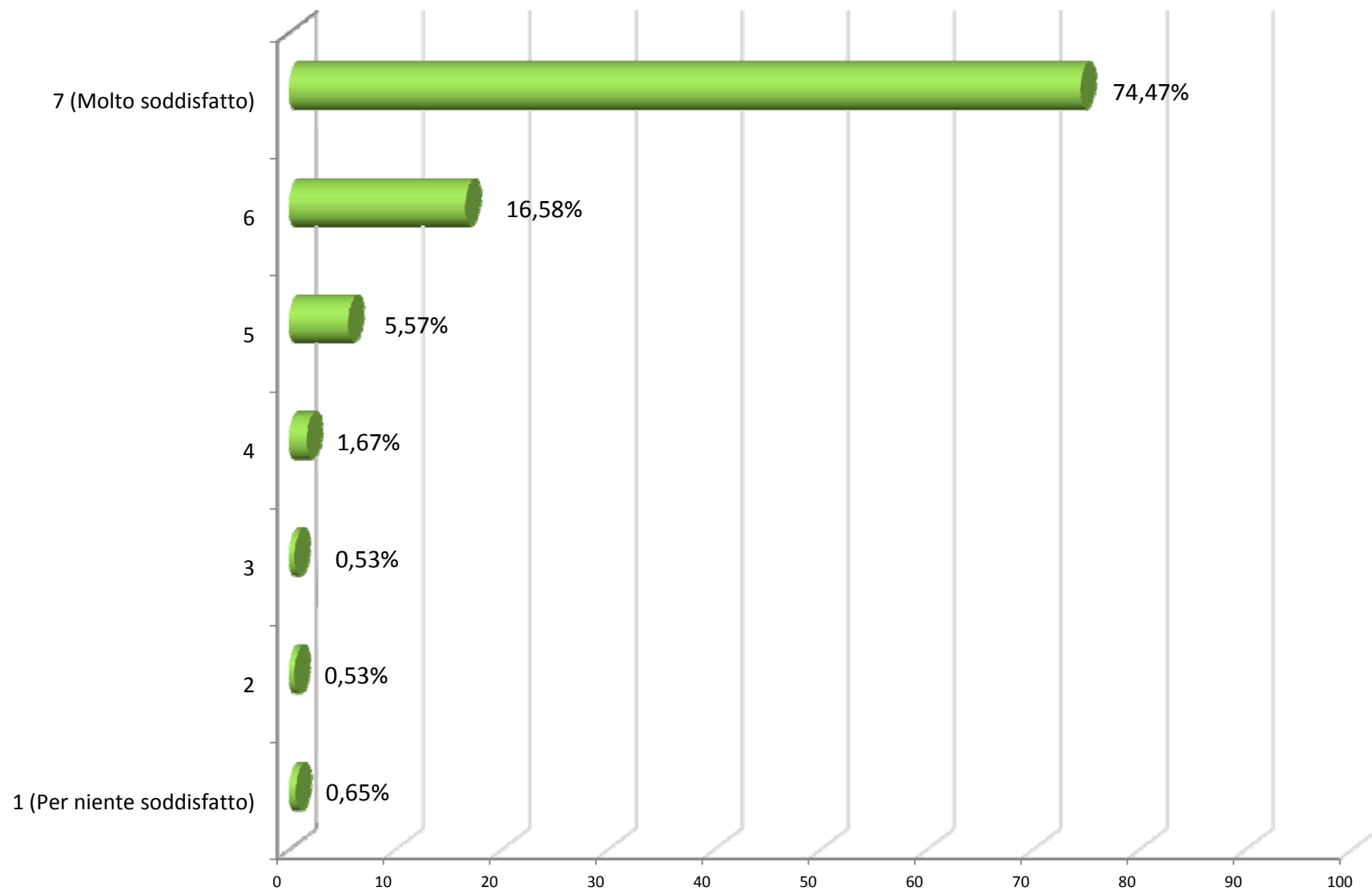
Tranquillità e comfort personale



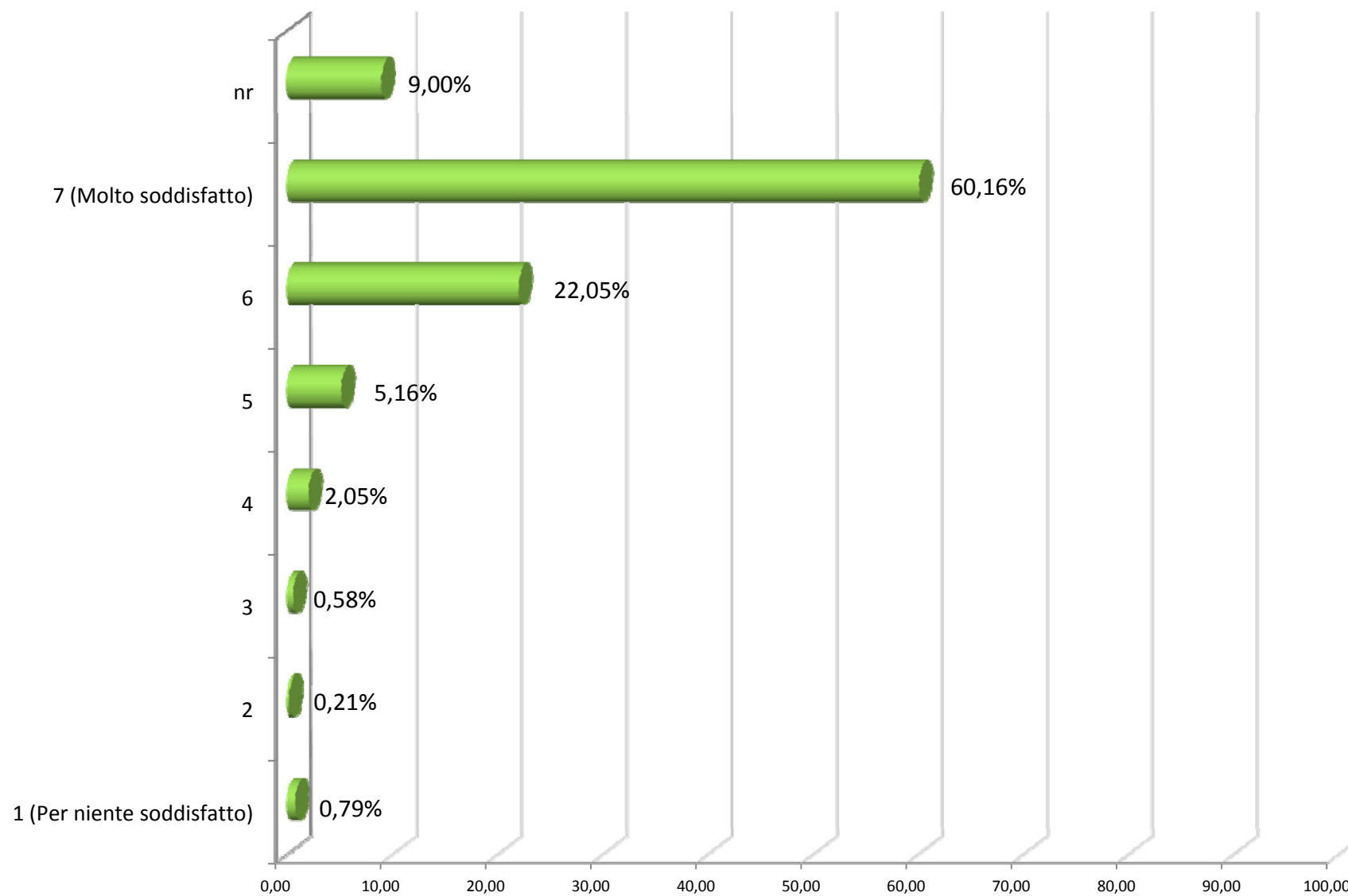
Servizi vari (bar, giornali, distributori automatici, bancomat)



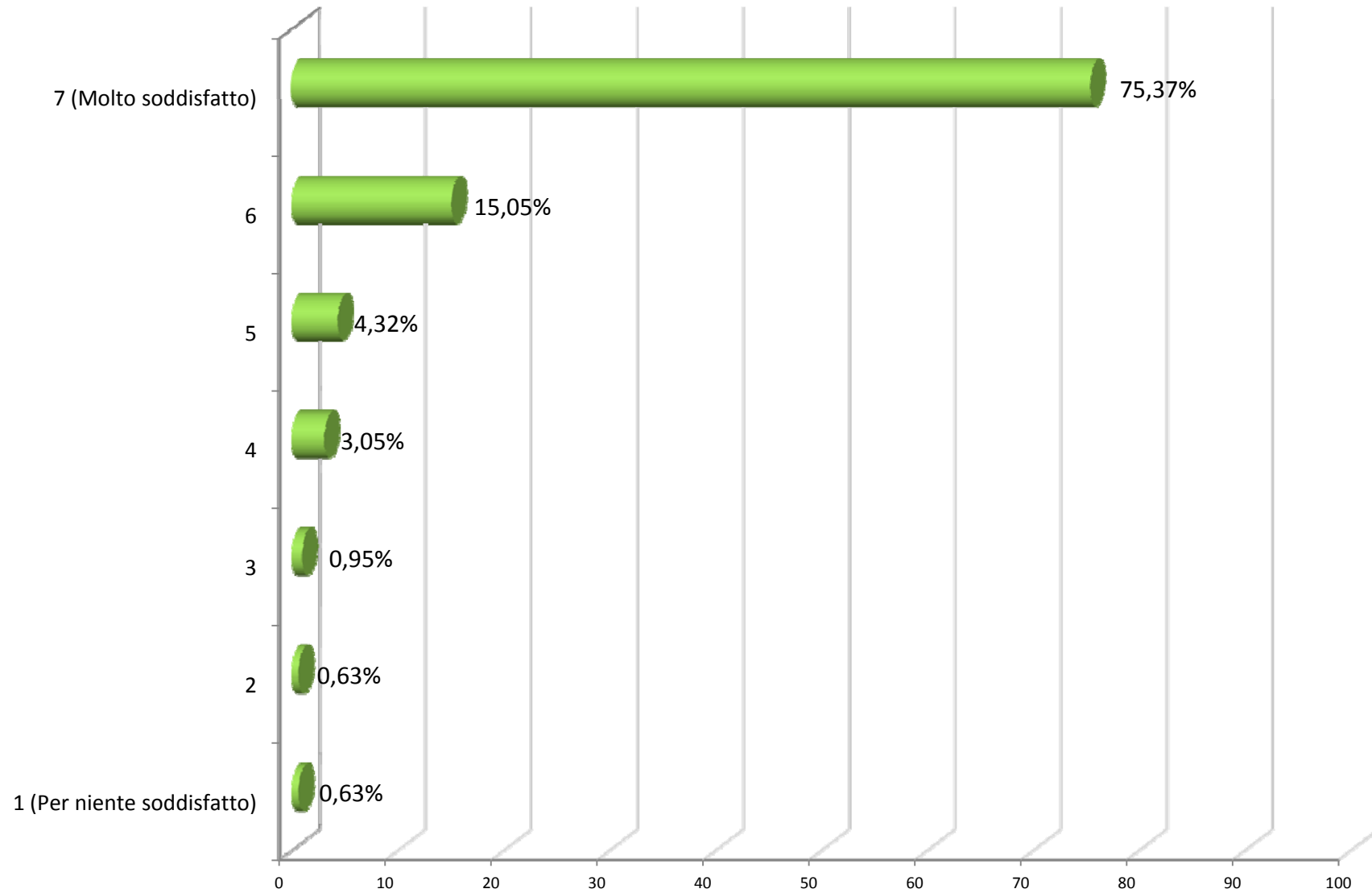
Assistenza del personale infermieristico, ostetrico e/o tecnico



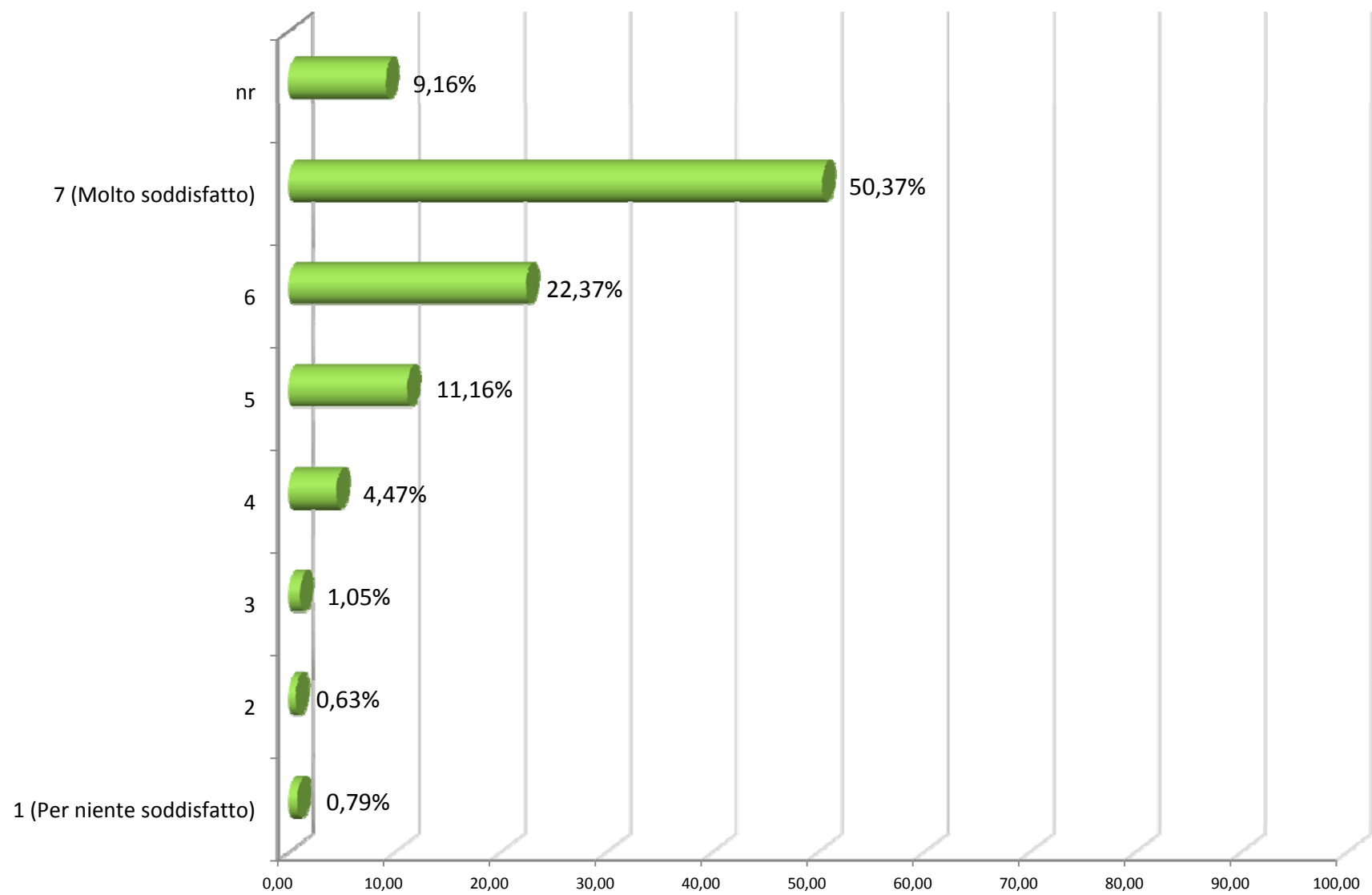
Tempestività del personale infermieristico, ostetrico e/o tecnico nel rispondere alle sue richieste



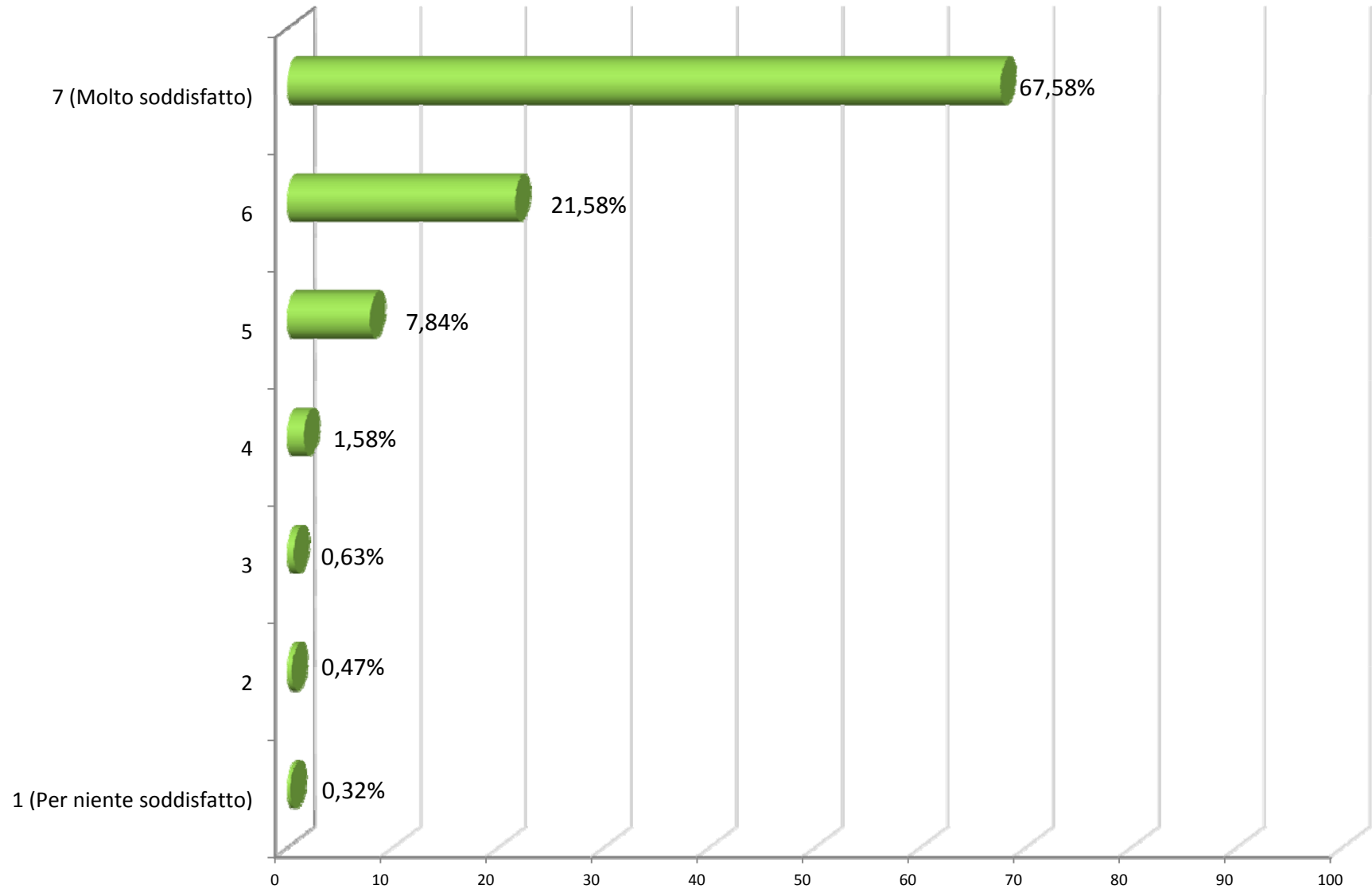
Assistenza del personale medico



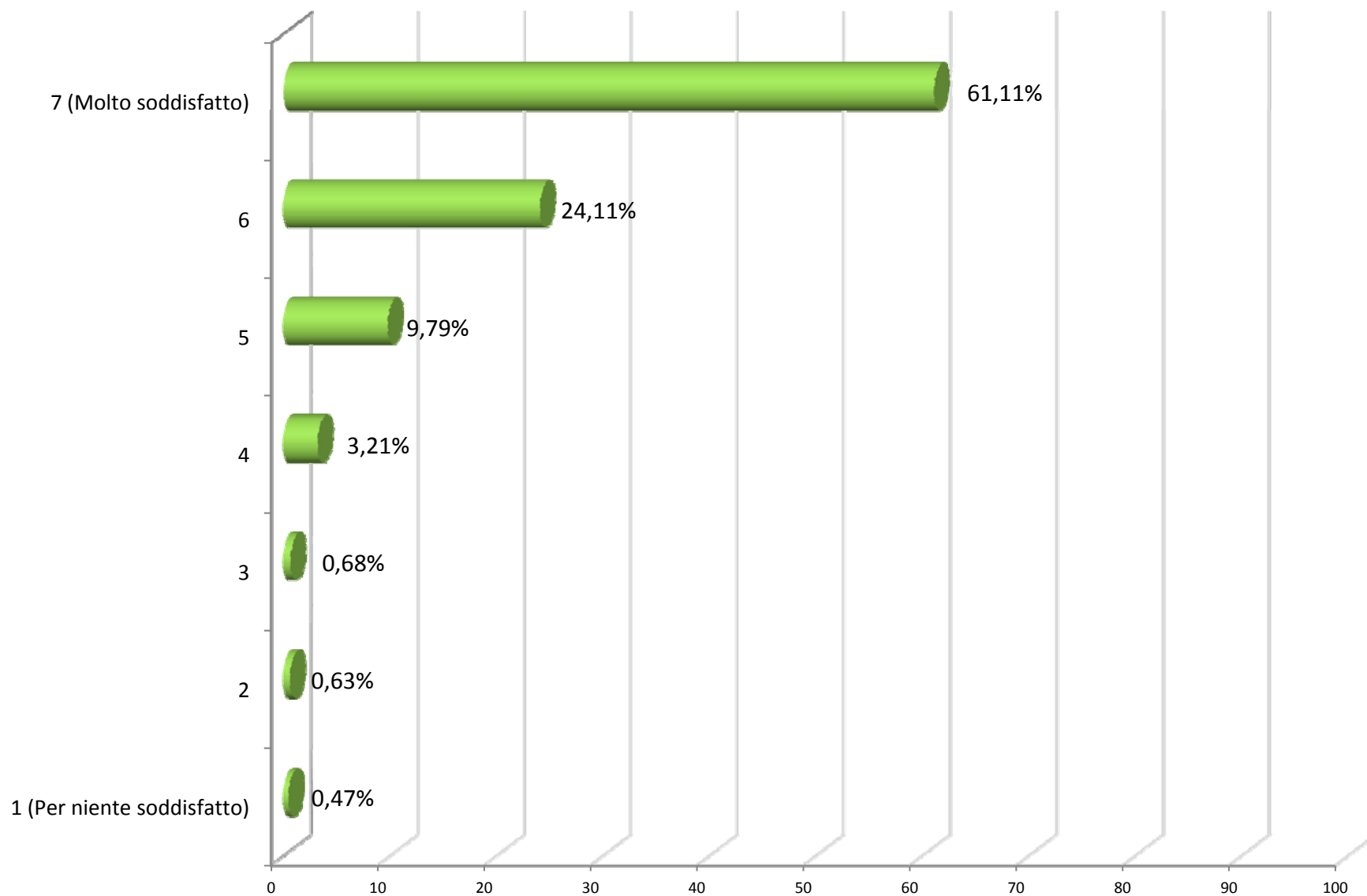
Frequenza delle visite mediche



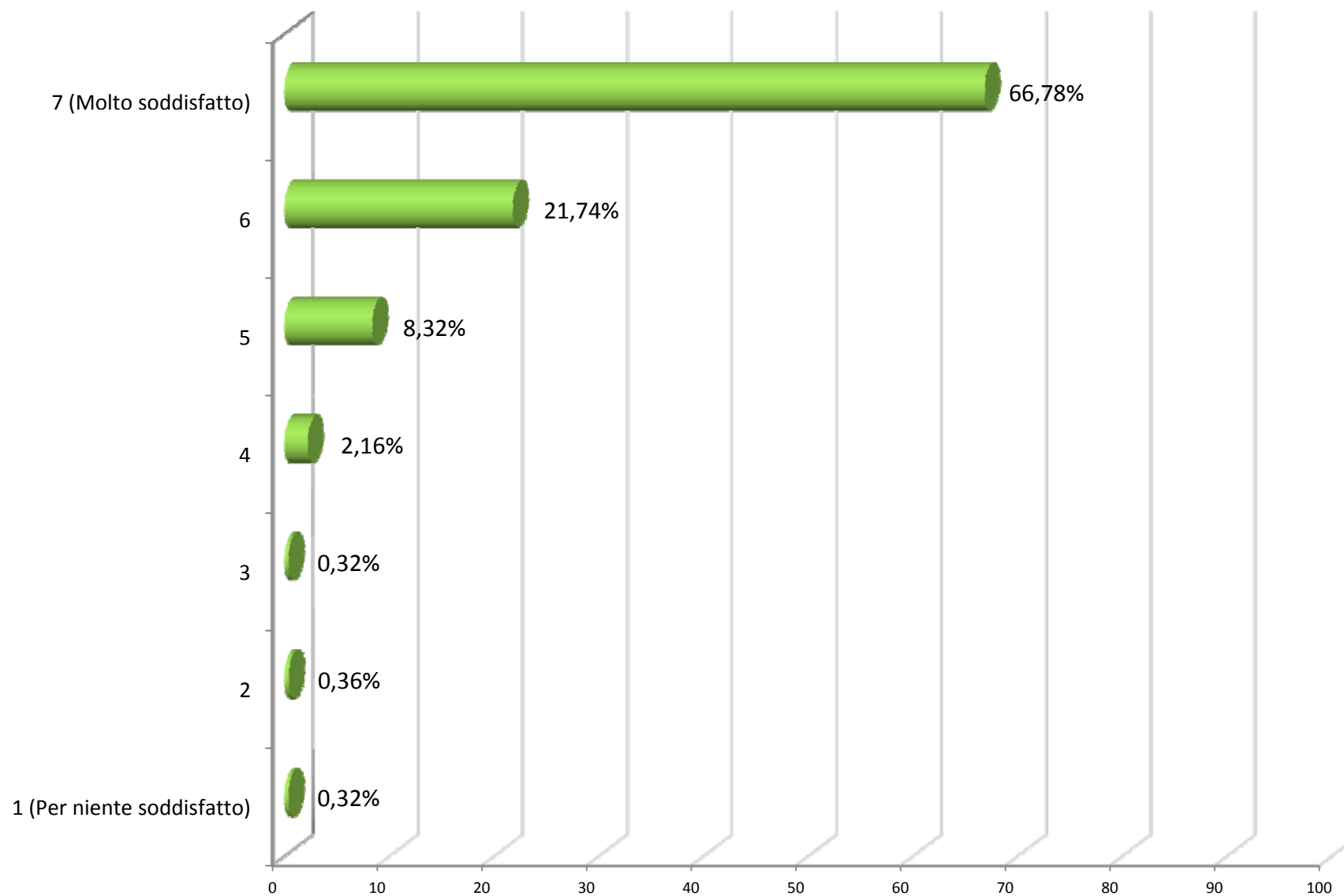
Cure a Lei prestate



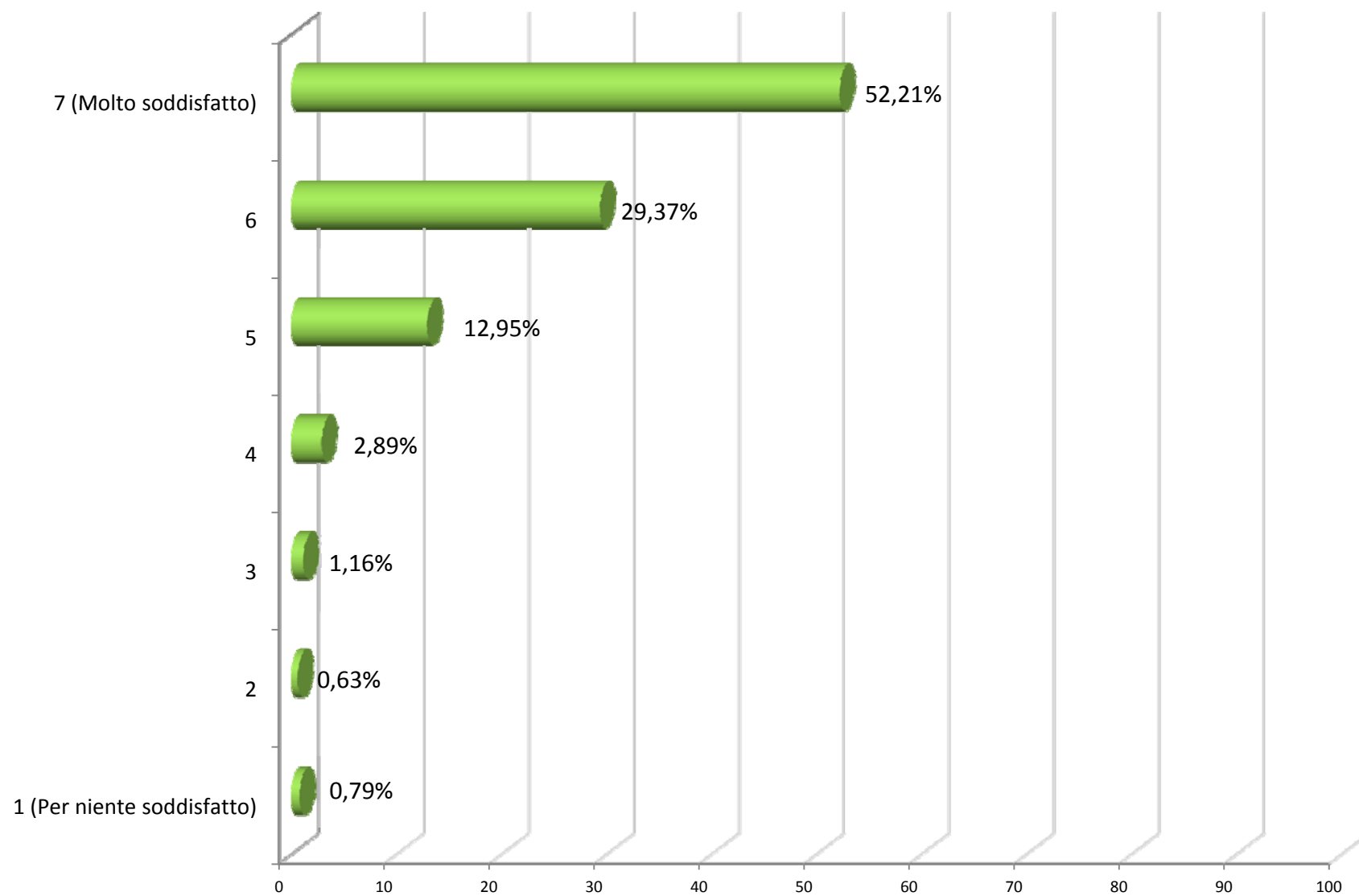
Informazioni ricevute sul suo stato di salute e sulle cure prestate



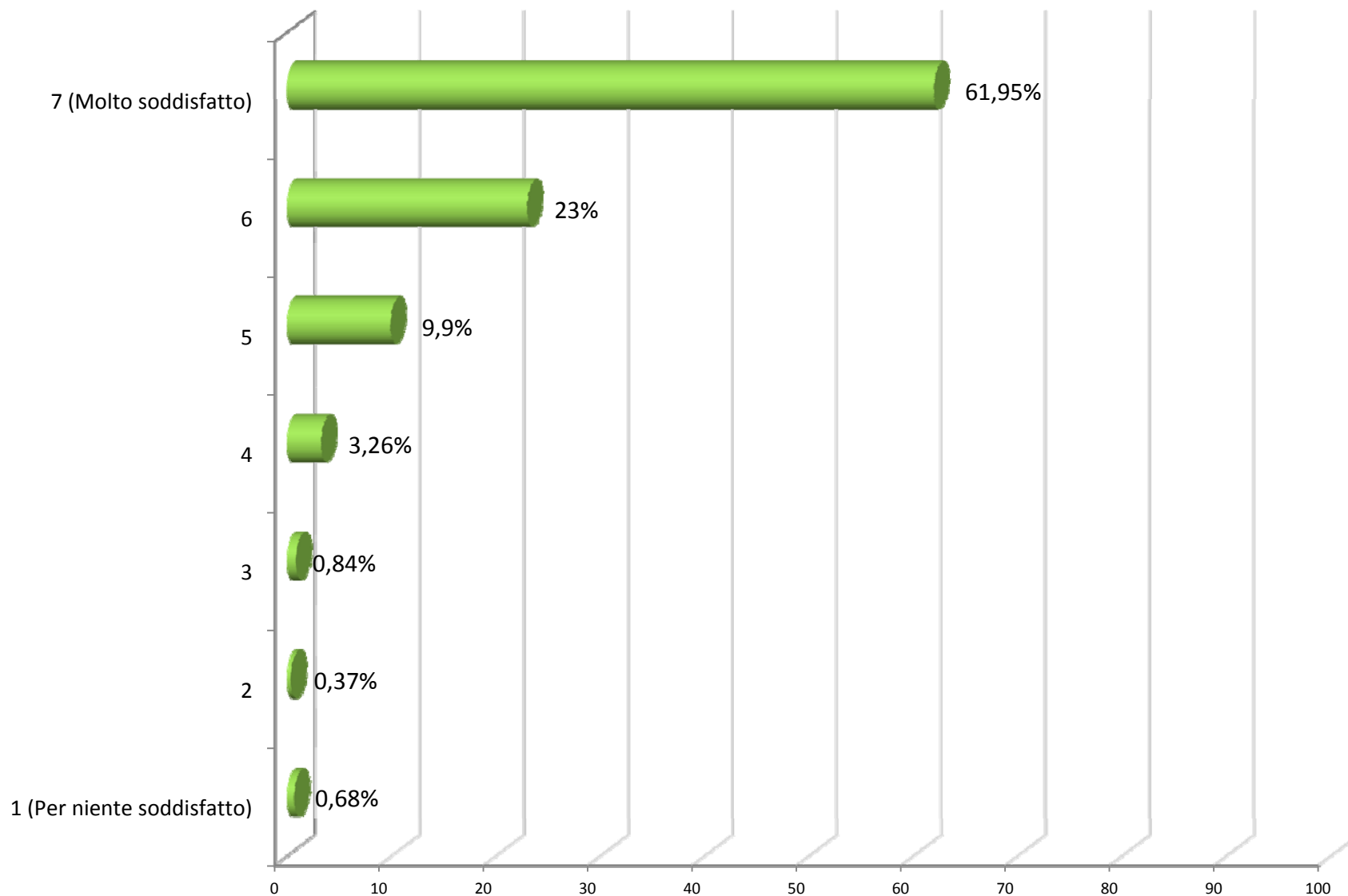
Rispetto della riservatezza personale



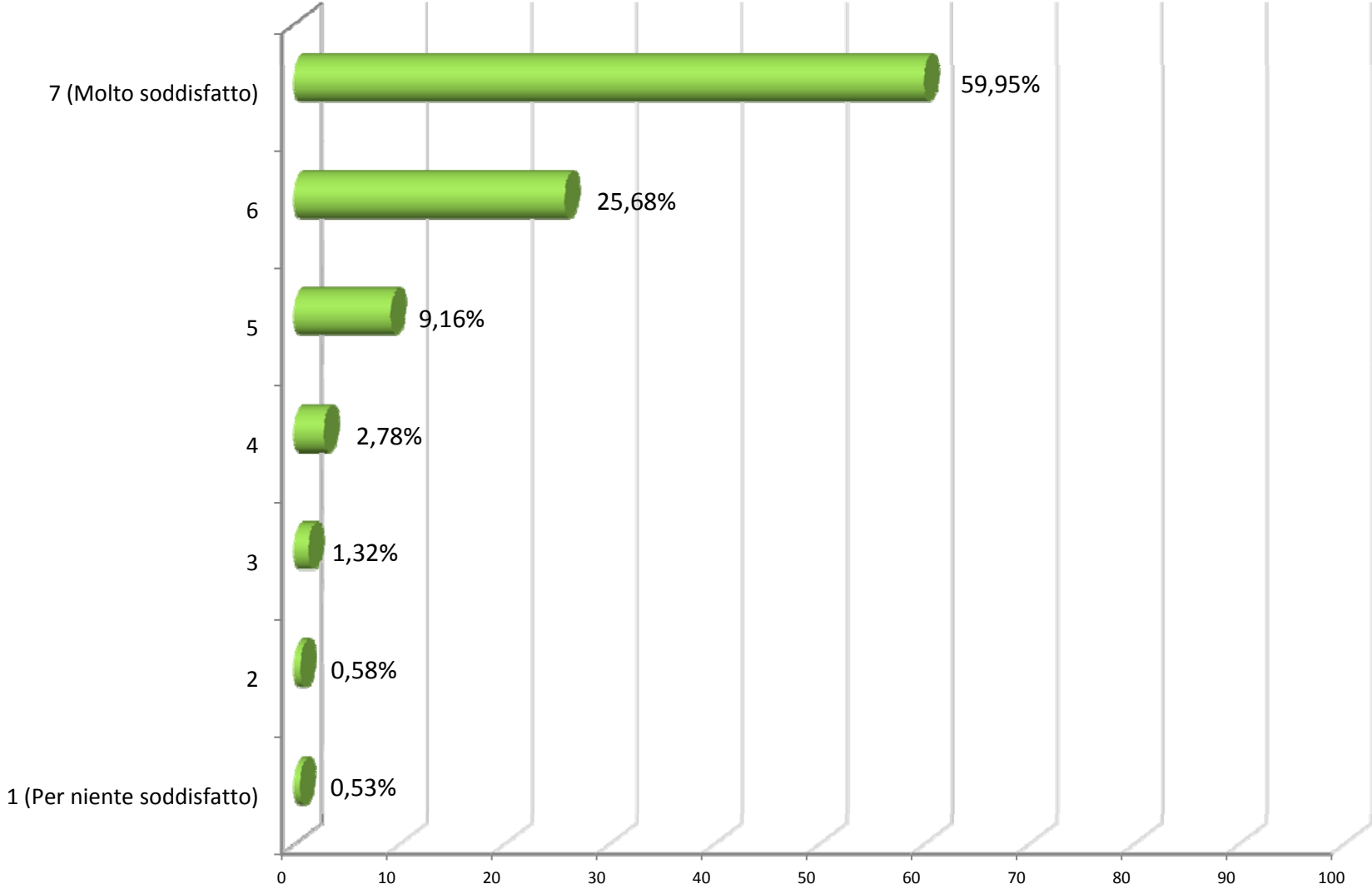
Organizzazione dell'ospedale nel suo insieme



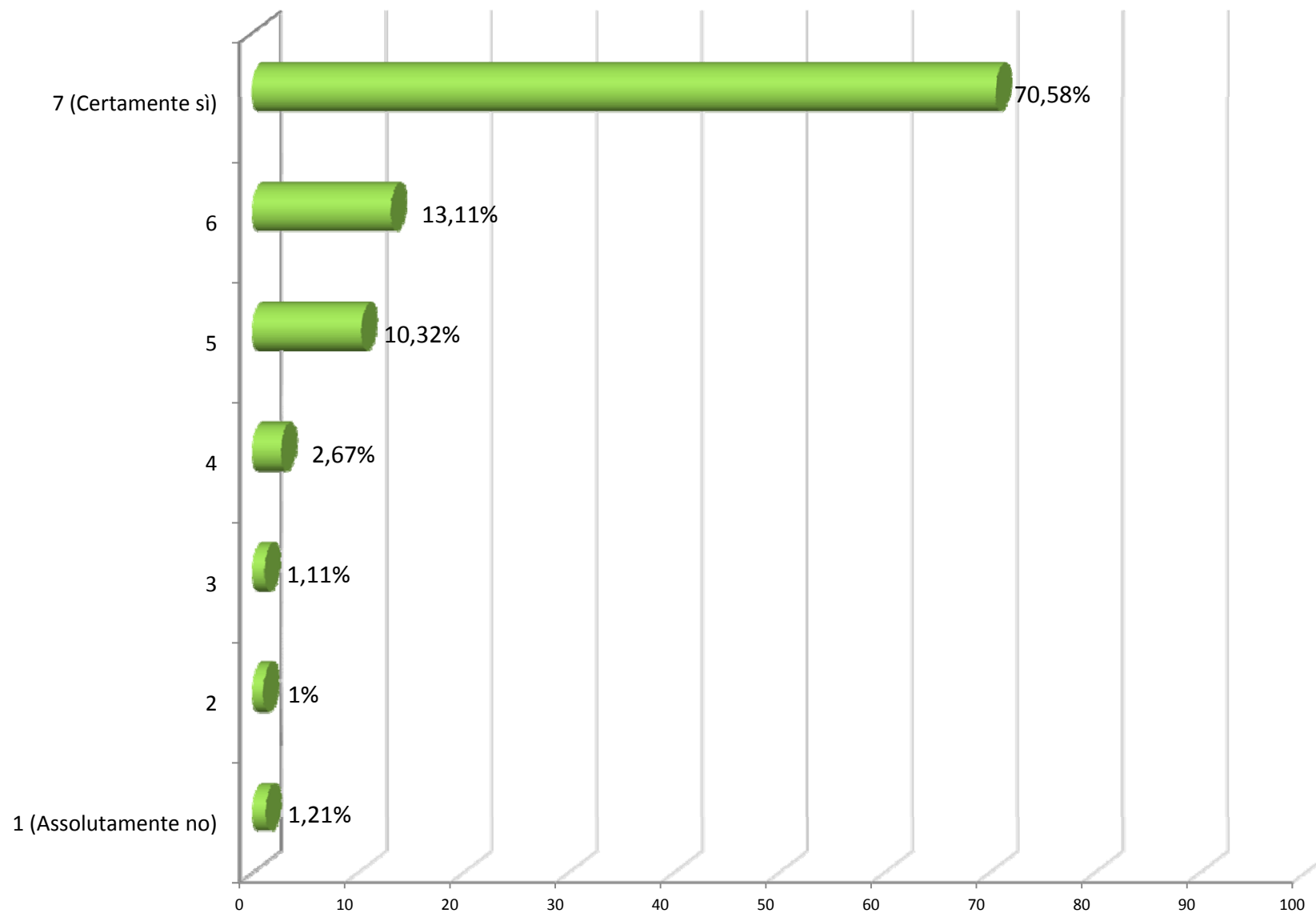
Indicazioni fornite dagli operatori sanitari su come comportarsi dopo la dimissione



Compressivamente quanto è soddisfatto della Sua esperienza di ricovero?



Consiglierebbe ad altri questo ospedale?



Segnalazioni 2016

