

Sistema Socio Sanitario



Regione
Lombardia

ASST Garda

Indagine di customer satisfaction utenti del Polo Ospedaliero

Anno 2019

Sistema Socio Sanitario



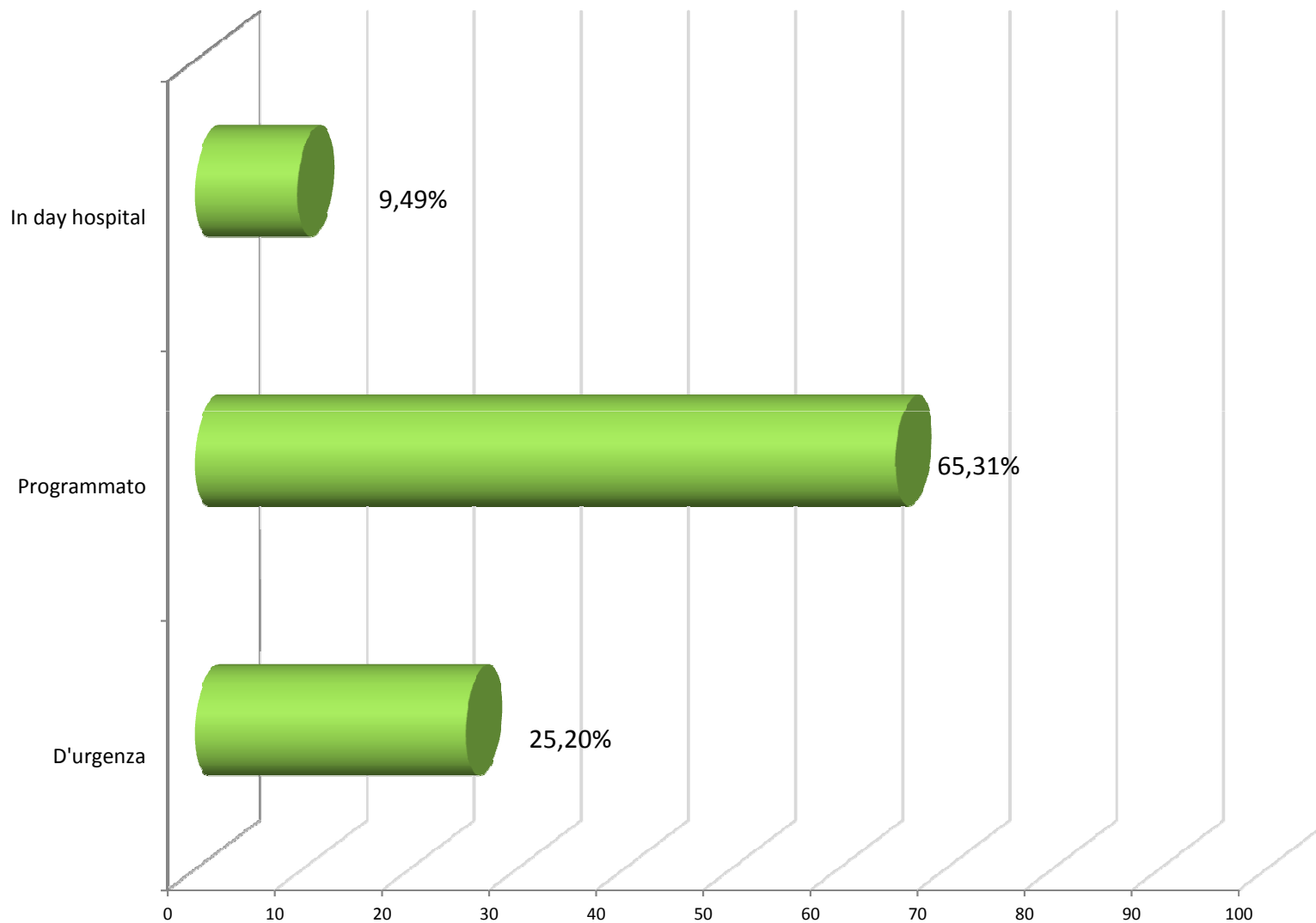
Regione
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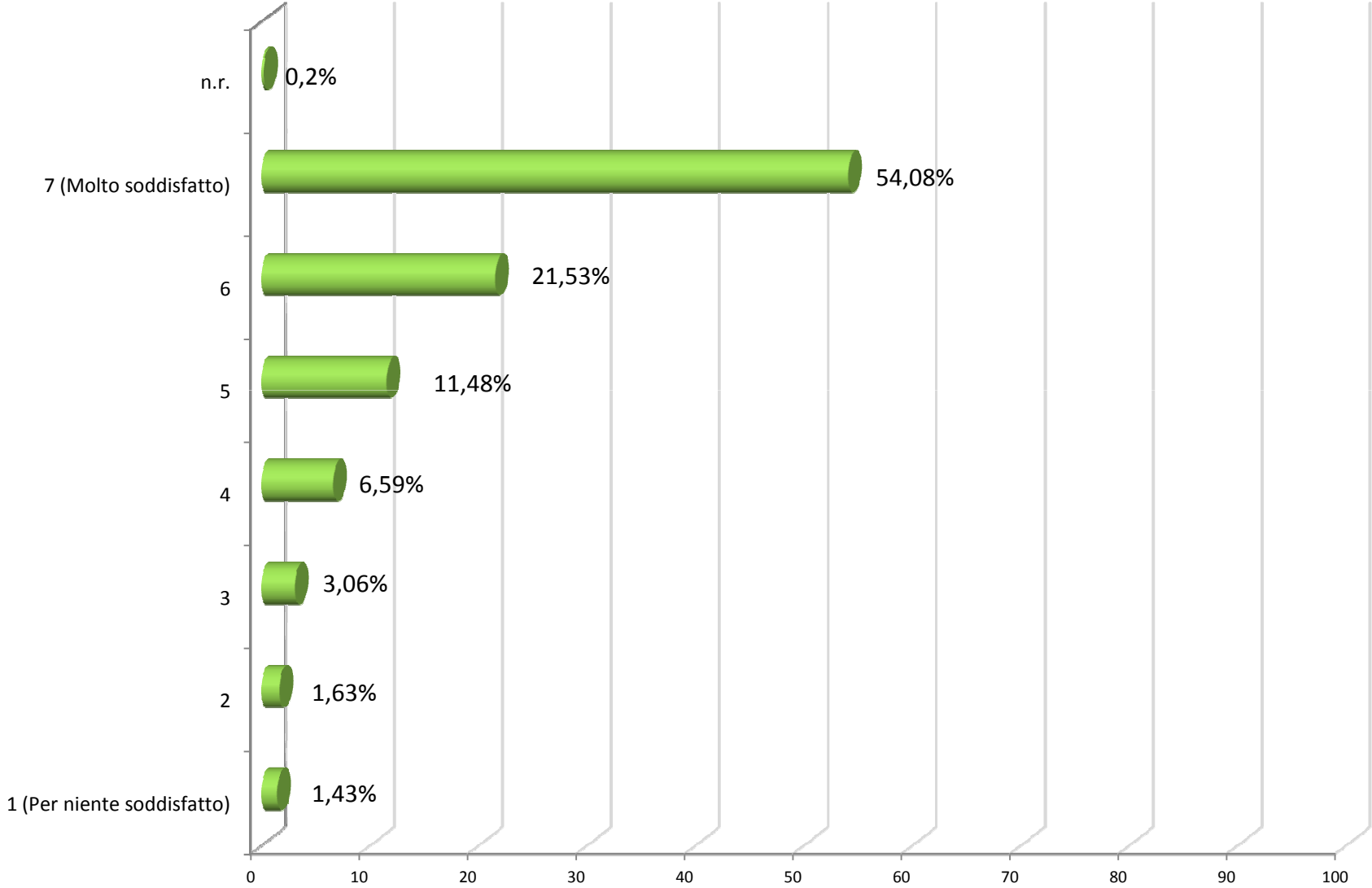
Area degenza ordinaria / day hospital Anno 2019

Questionari analizzati: 1960

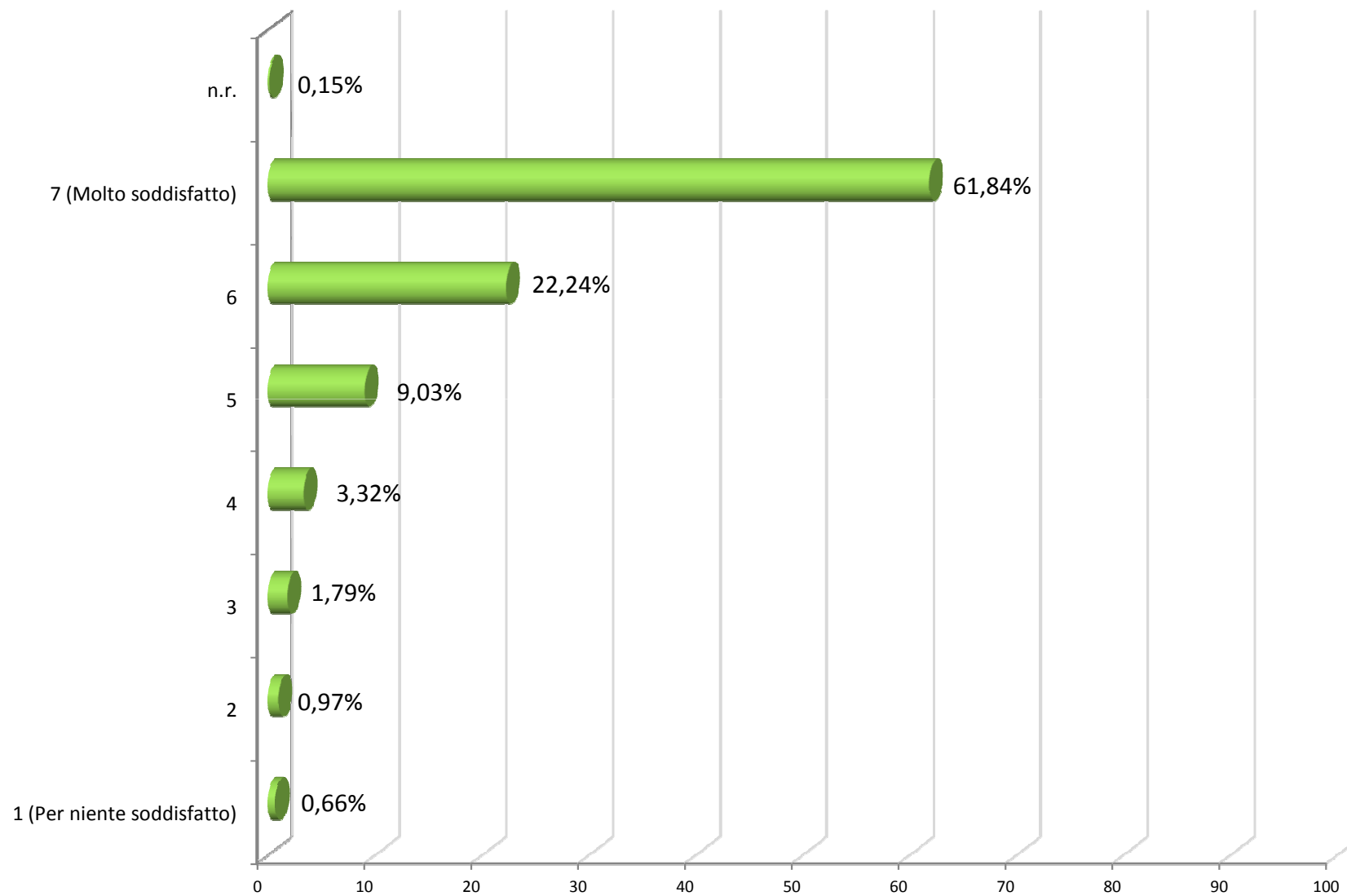
D01. Il suo ricovero è avvenuto



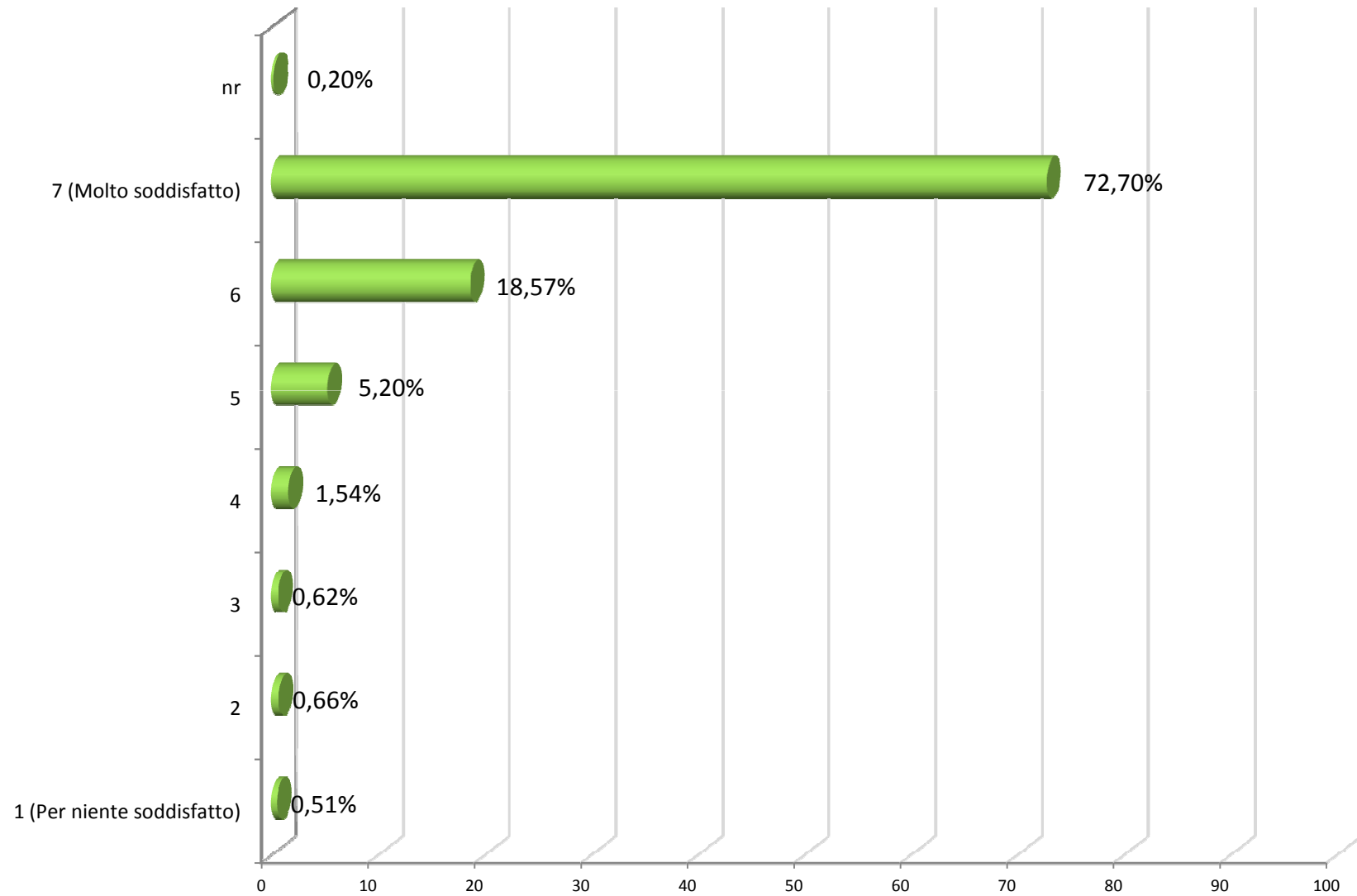
D02. Tempo di attesa per ottenere il ricovero



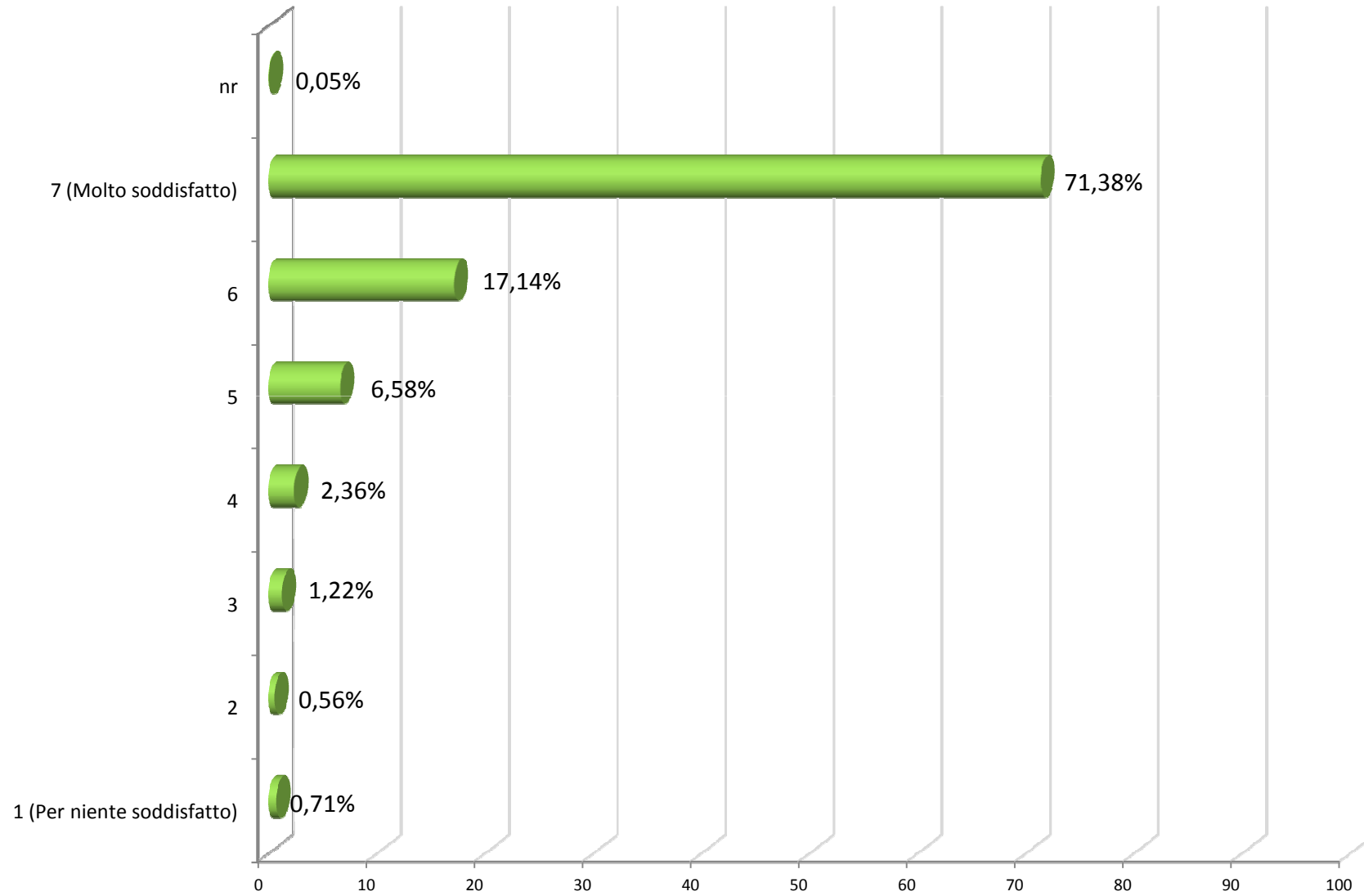
D03. Accoglienza e informazioni ricevute sull'organizzazione del reparto



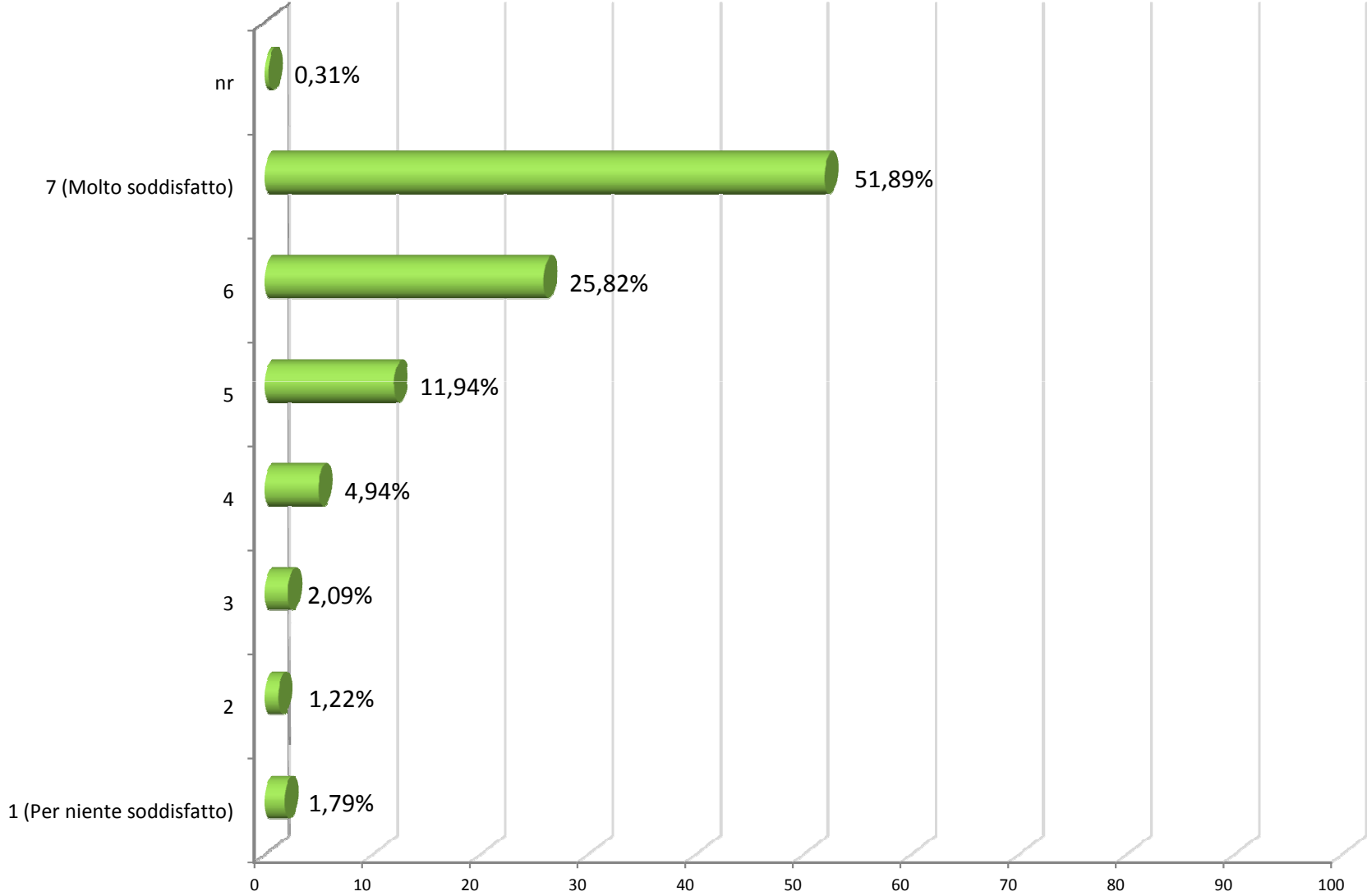
D03.1 Accoglienza da parte del personale al momento dell'arrivo in reparto



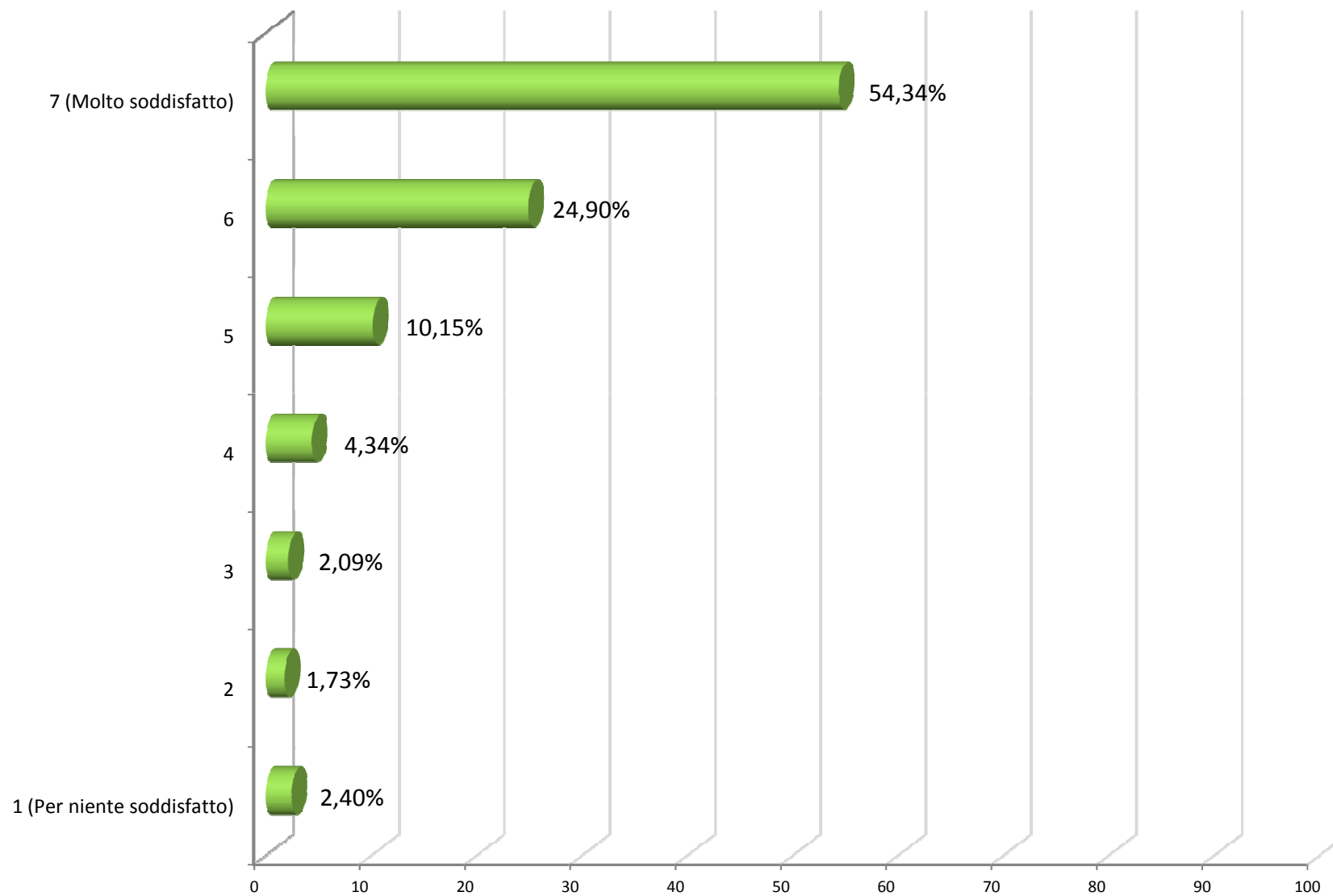
D03.2 Tempo di attesa per entrare nella sua stanza di degenza



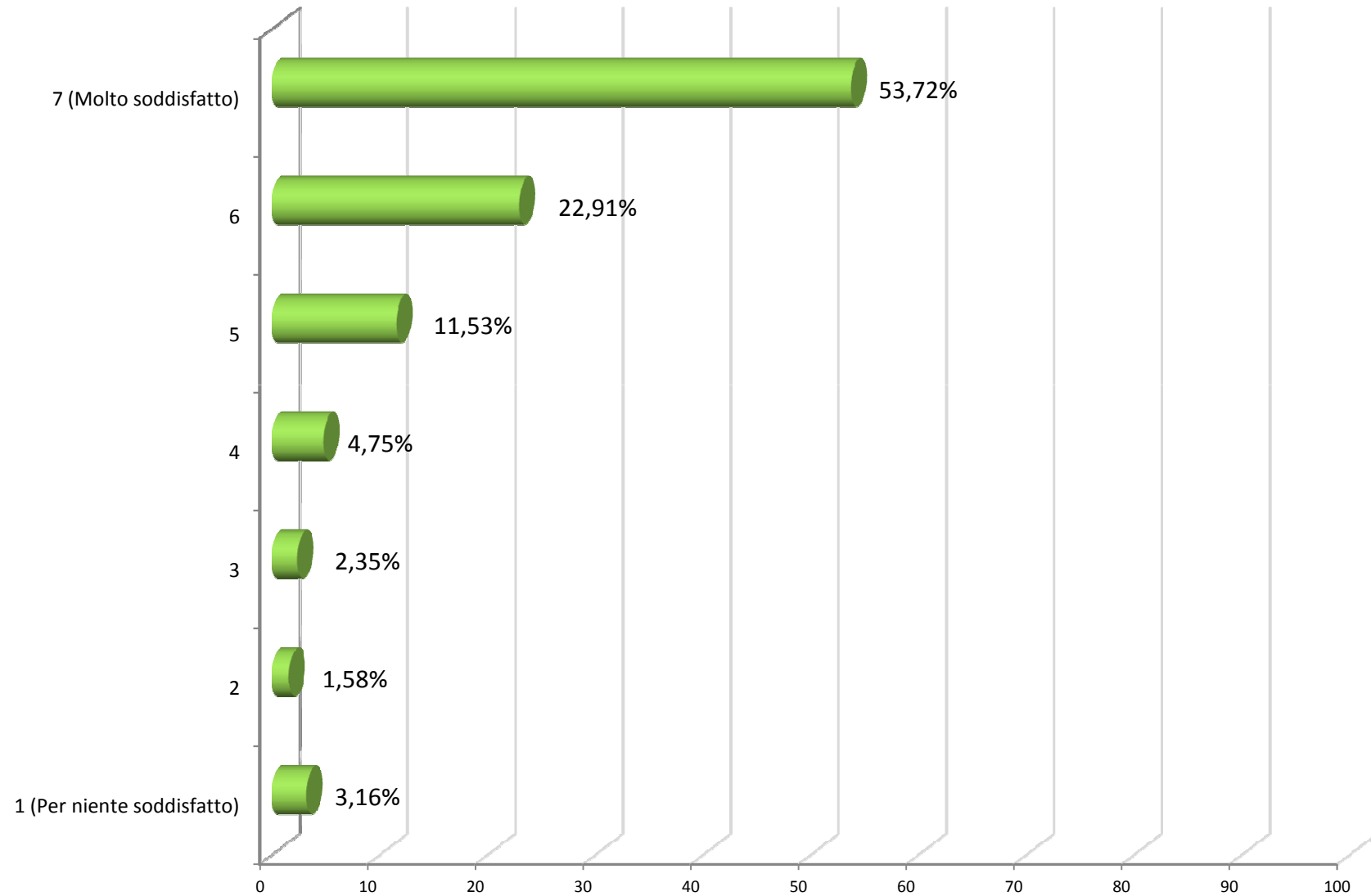
D04. Aspetti strutturali e alberghieri (comfort della stanza, vitto, pulizia)



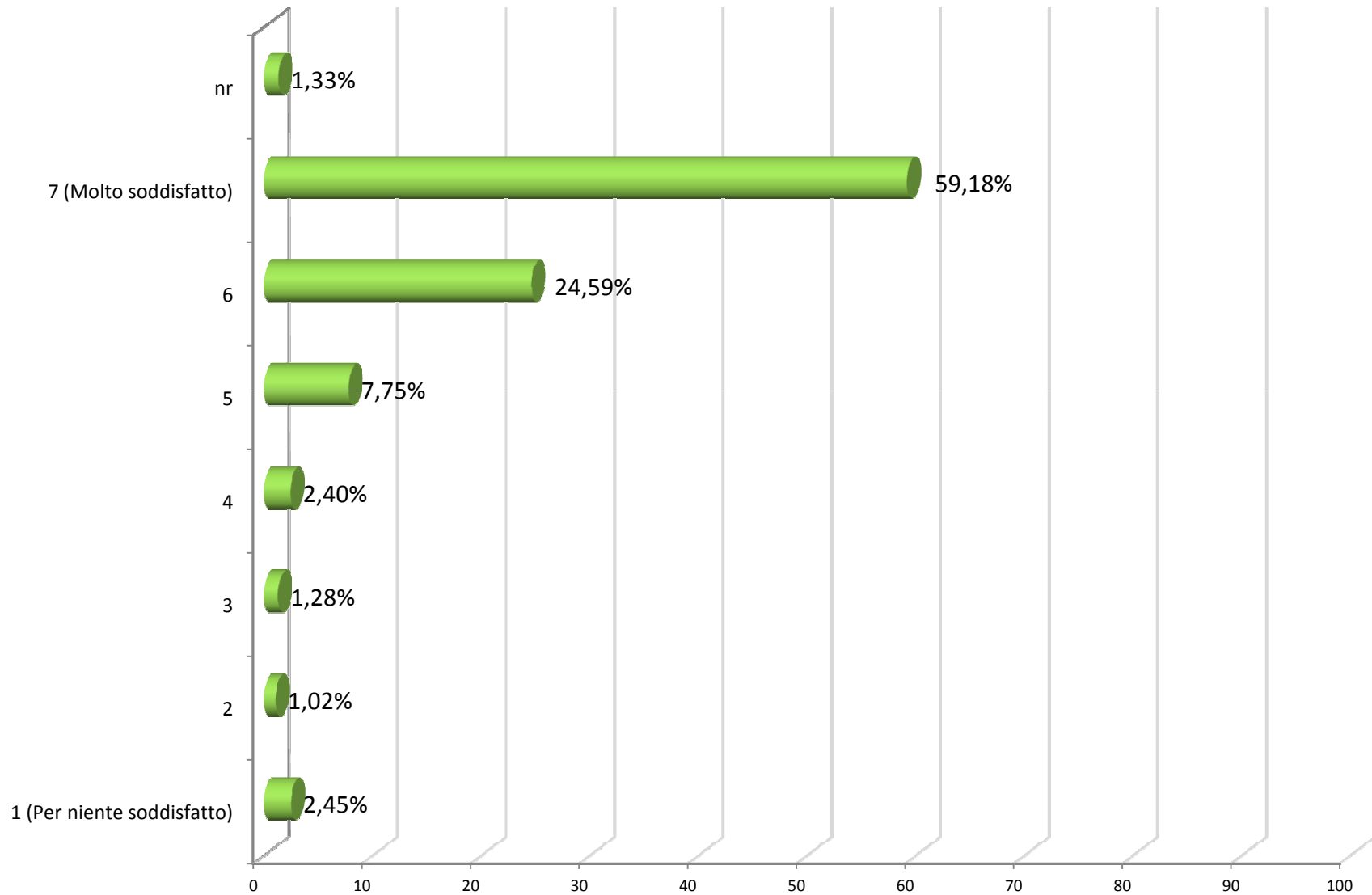
D04.1. Pulizia della stanza



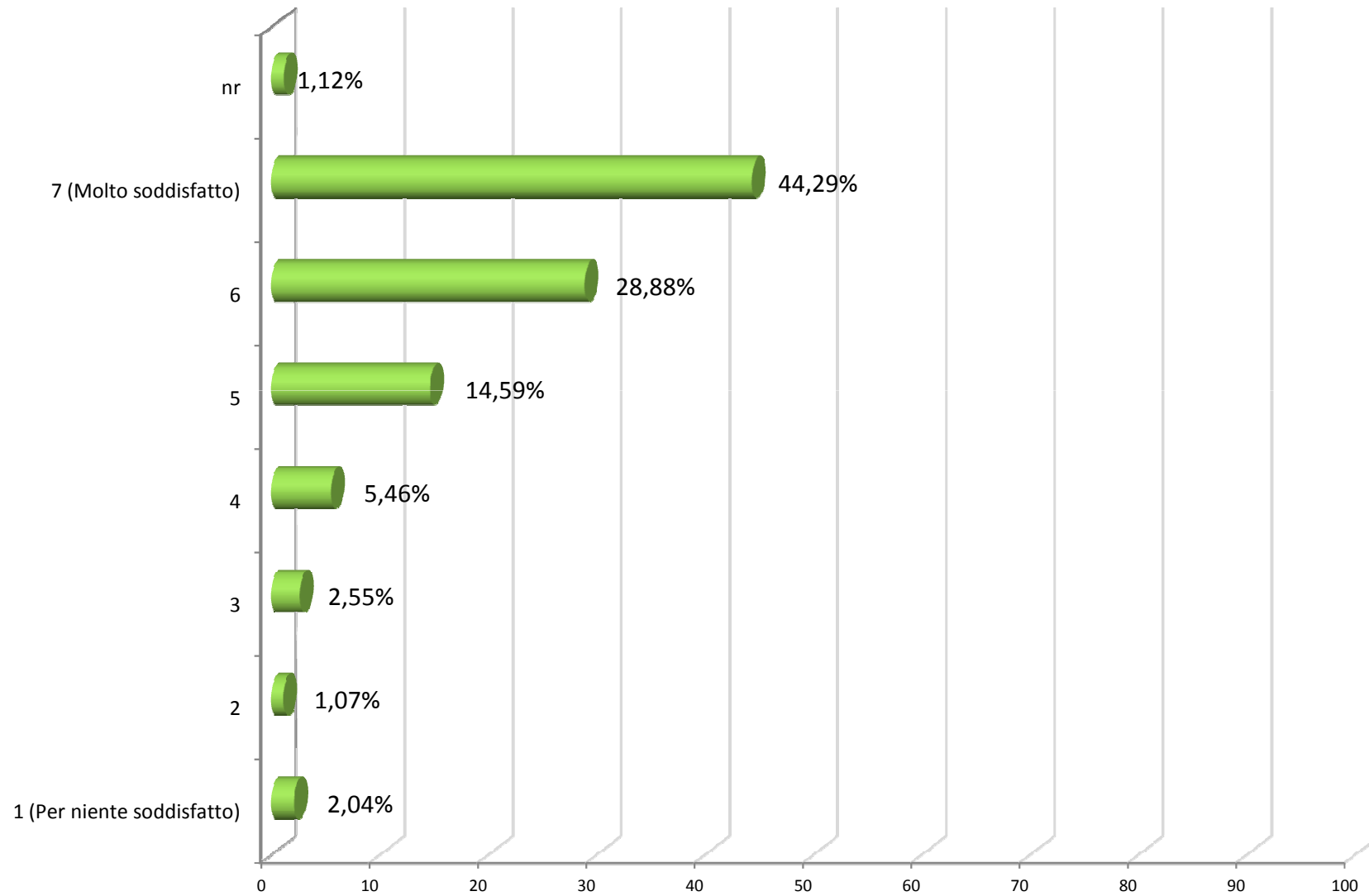
D04.2. Pulizia del bagno



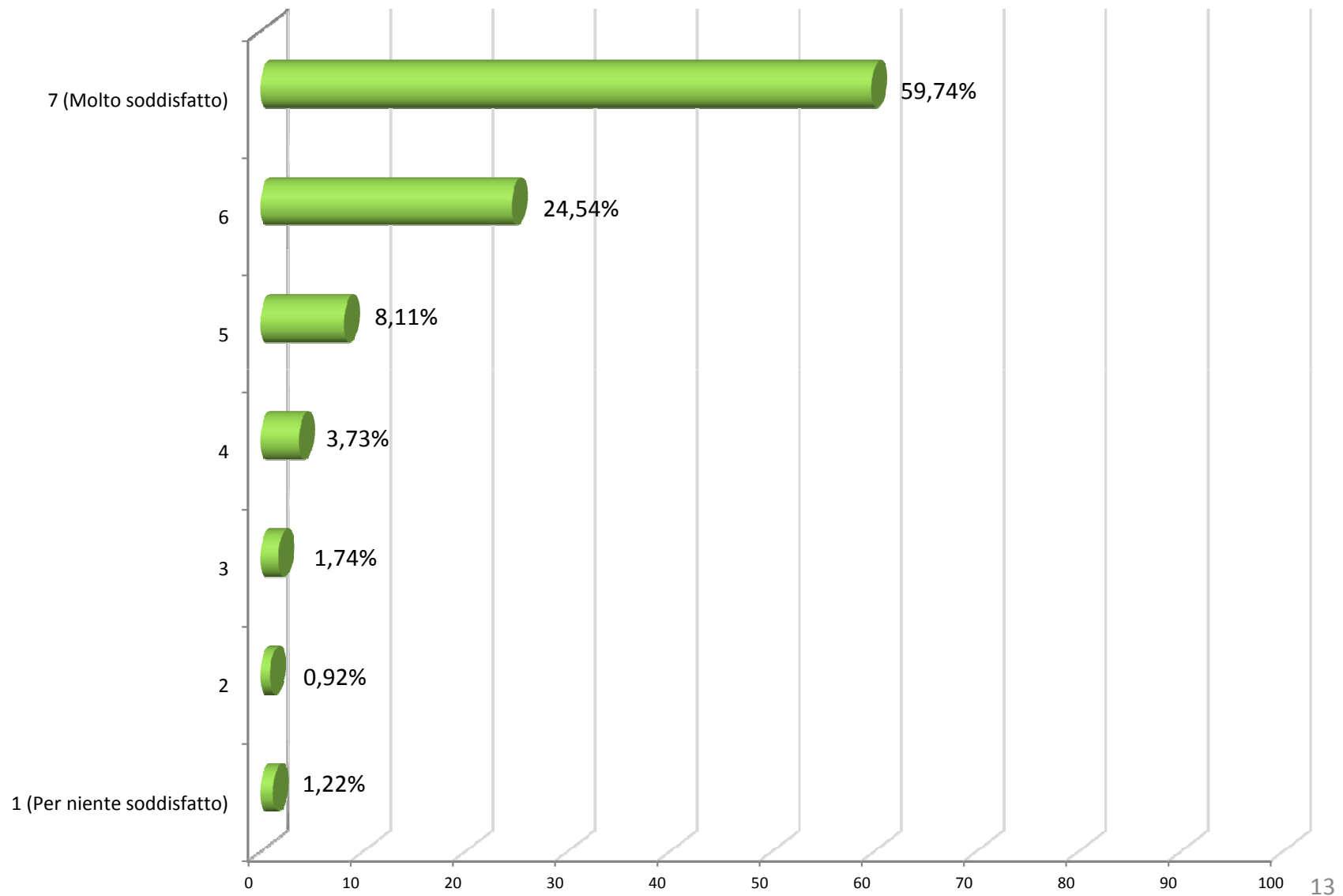
D04.3 Possibilità di prenotare il menu giornaliero



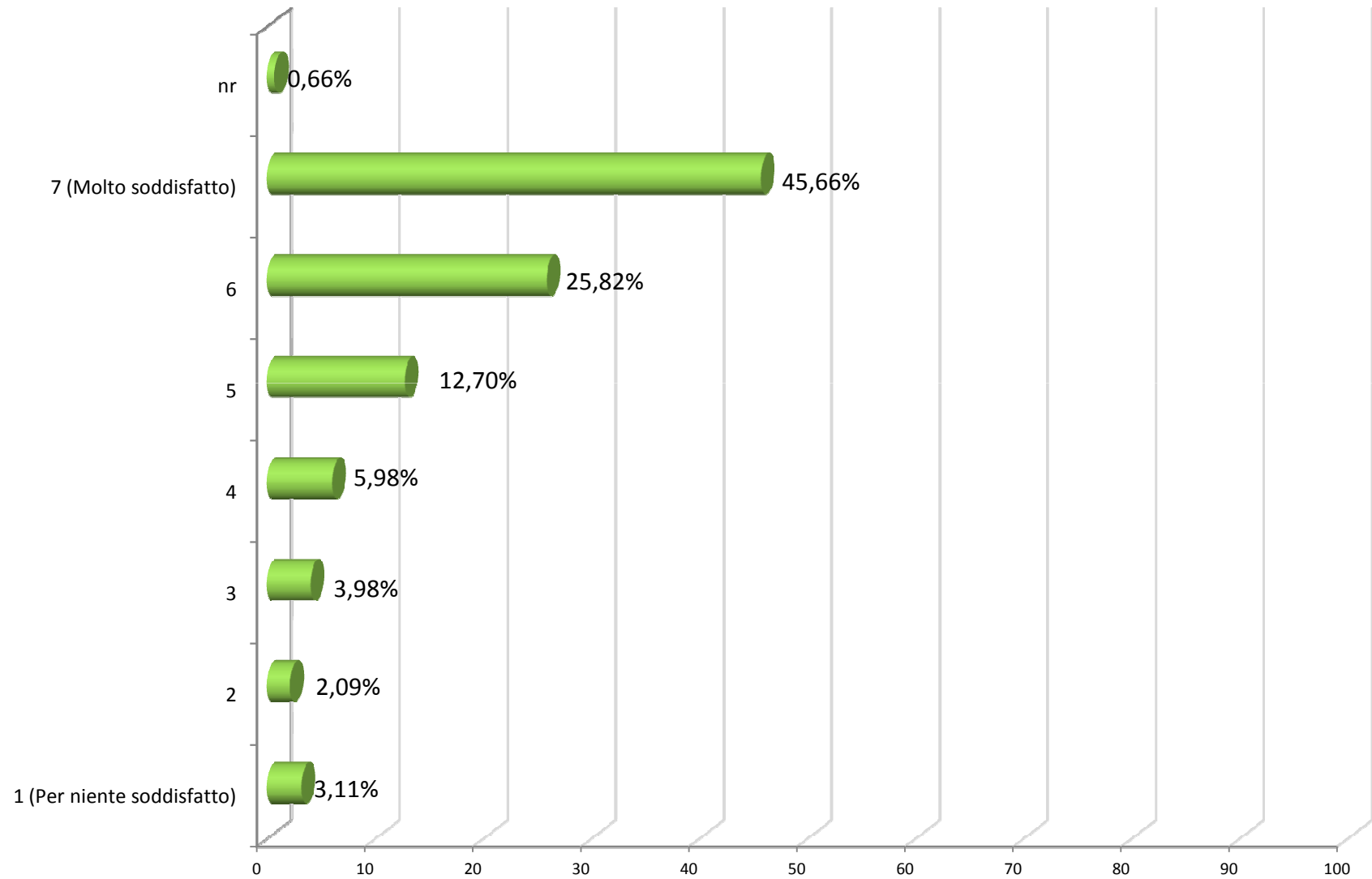
D04.4 Qualità dei pasti



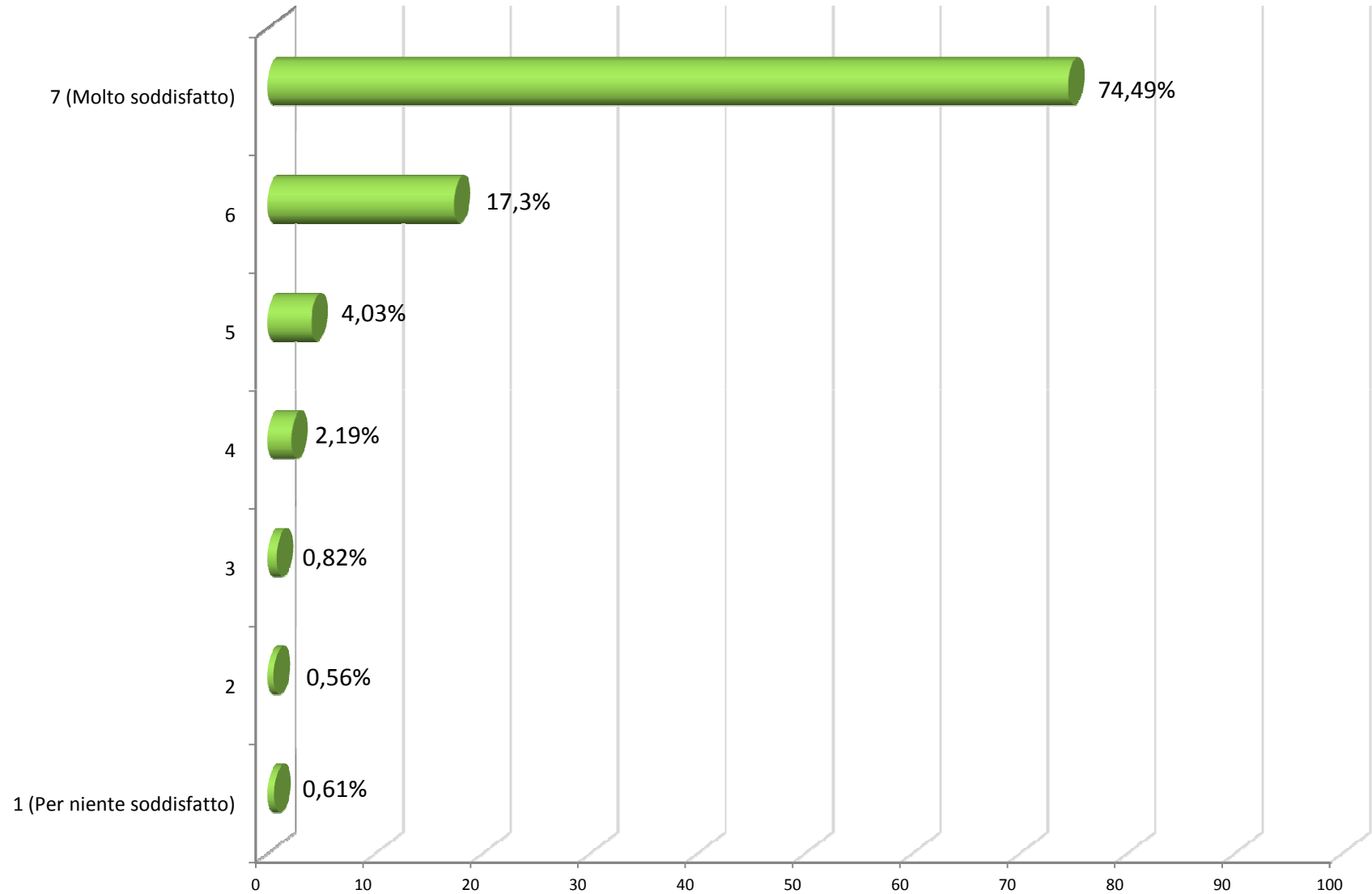
D04.5 Tranquillità e comfort personale



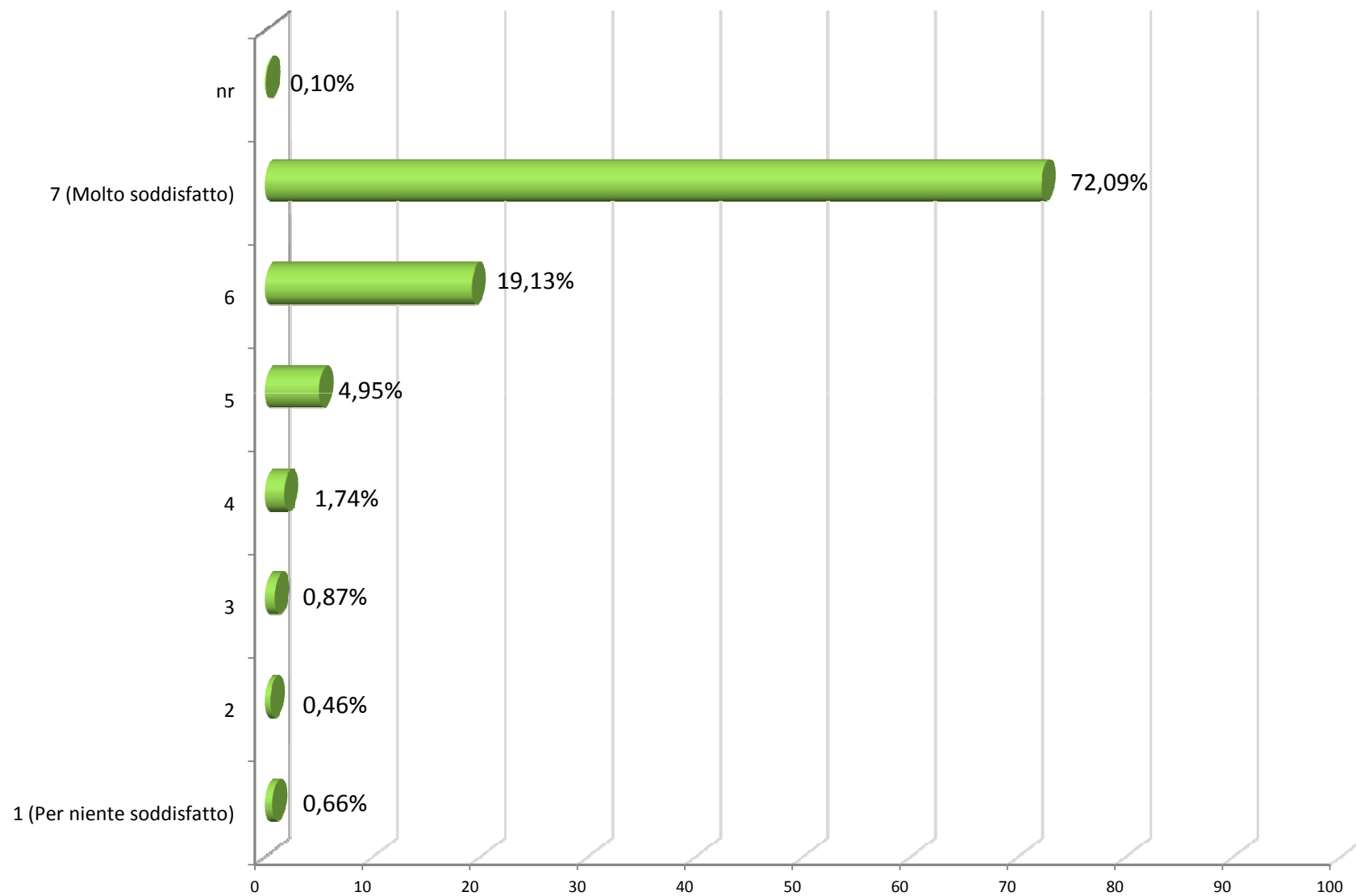
D04.6 Servizi vari



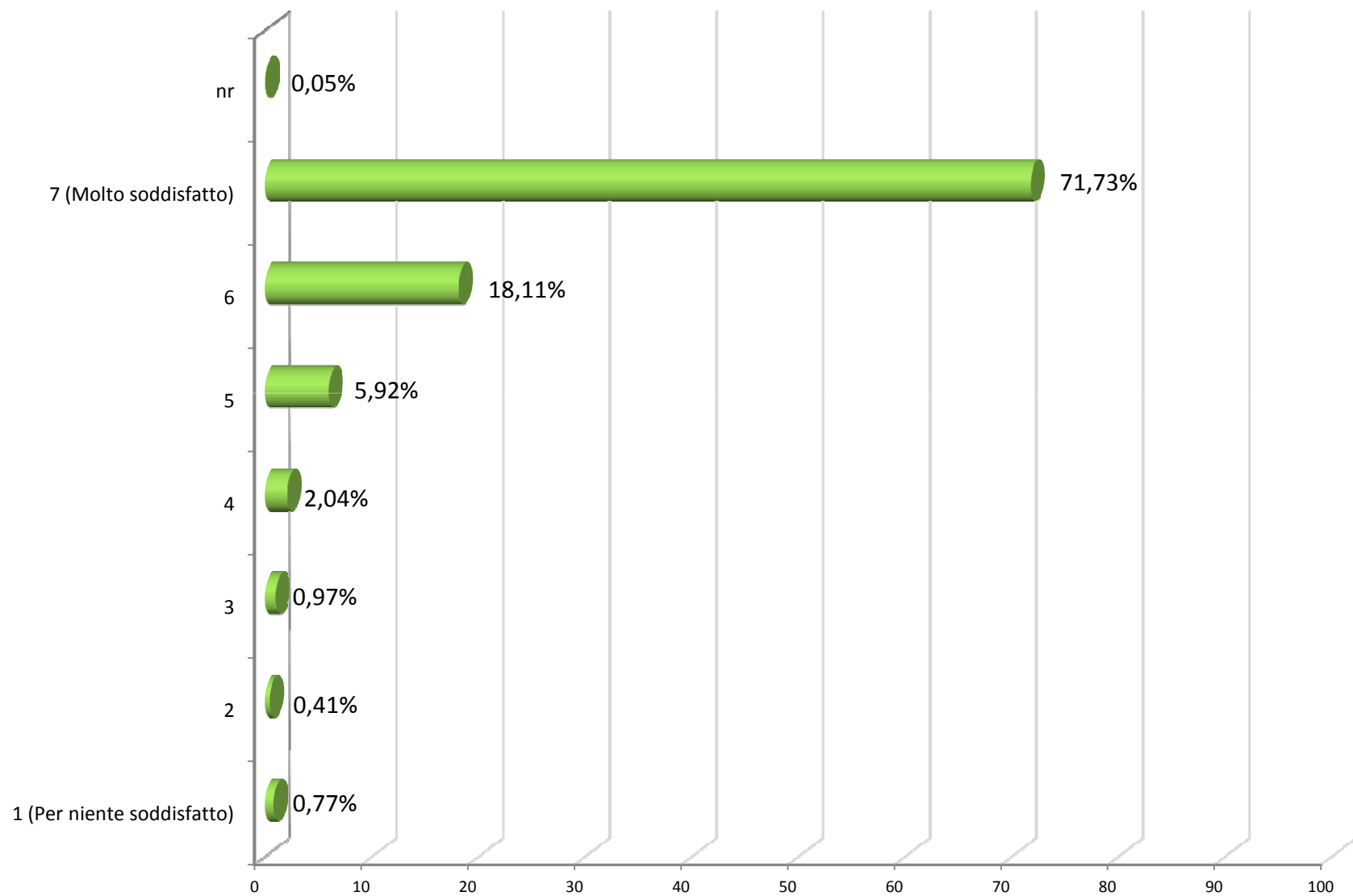
D05. Assistenza del personale infermieristico, ostetrico e/o tecnico



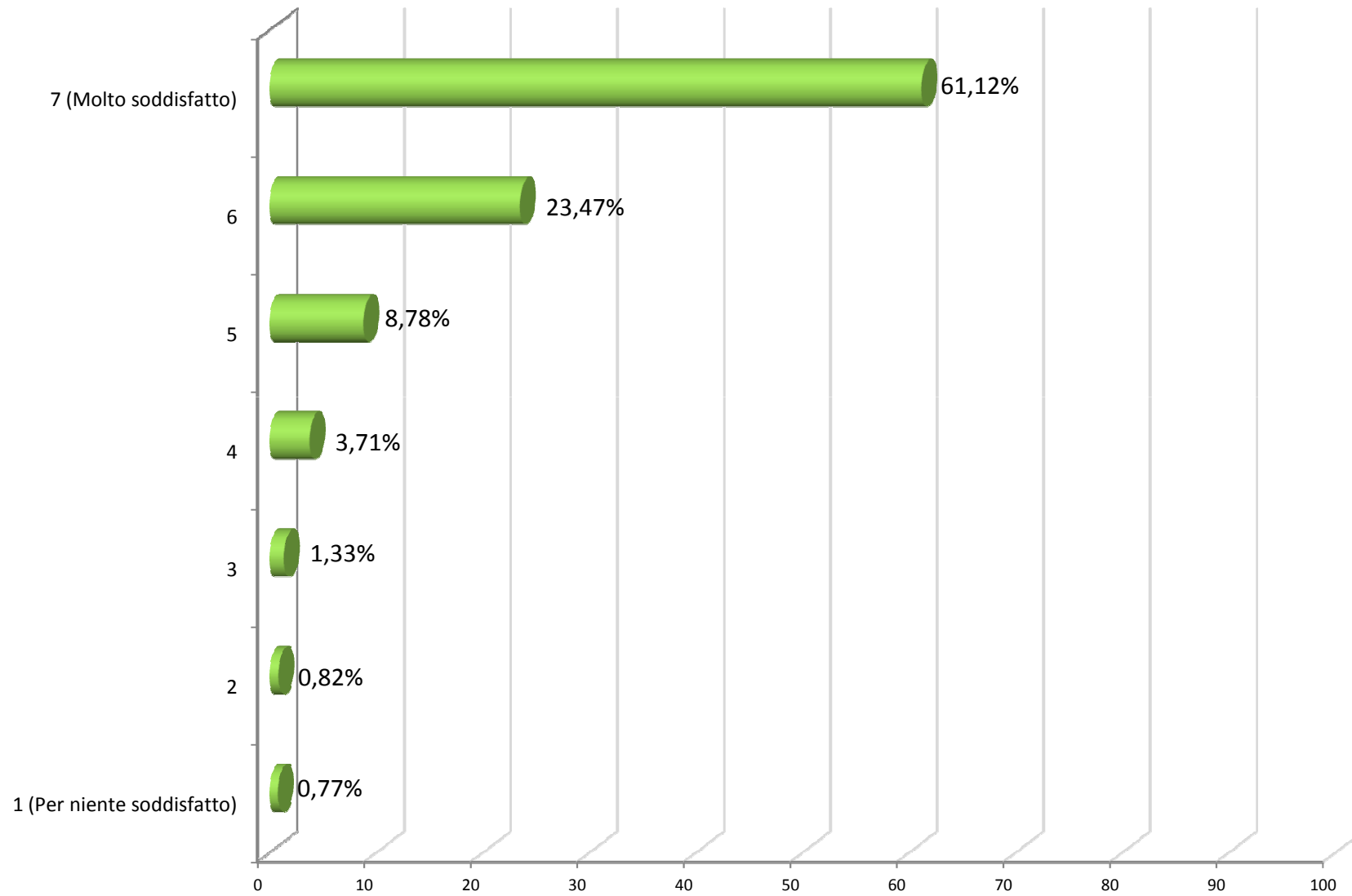
D05.1. Tempestività del personale infermieristico, ostetrico e/o tecnico nel rispondere alle sue richieste



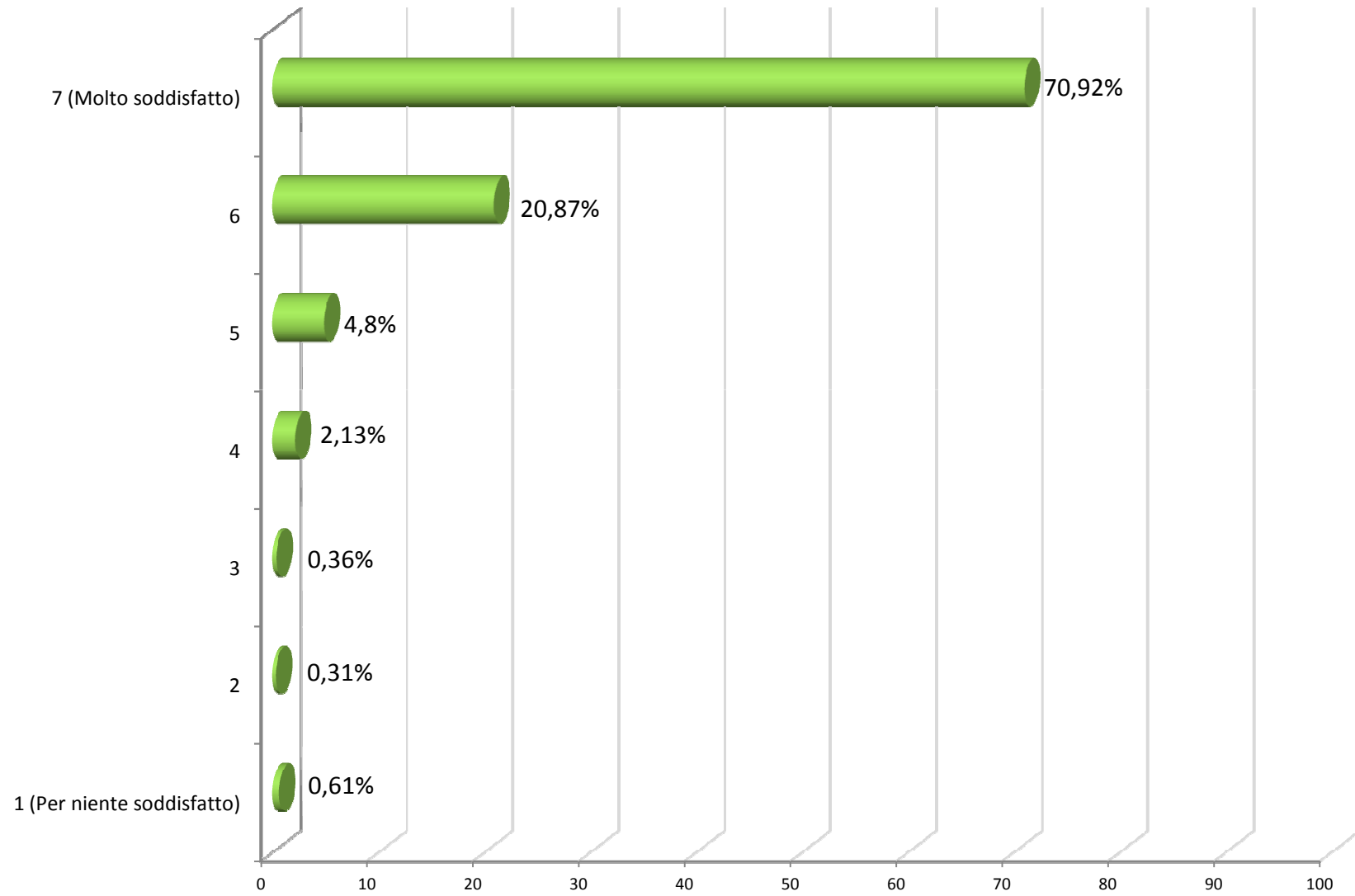
D06. Assistenza del personale medico



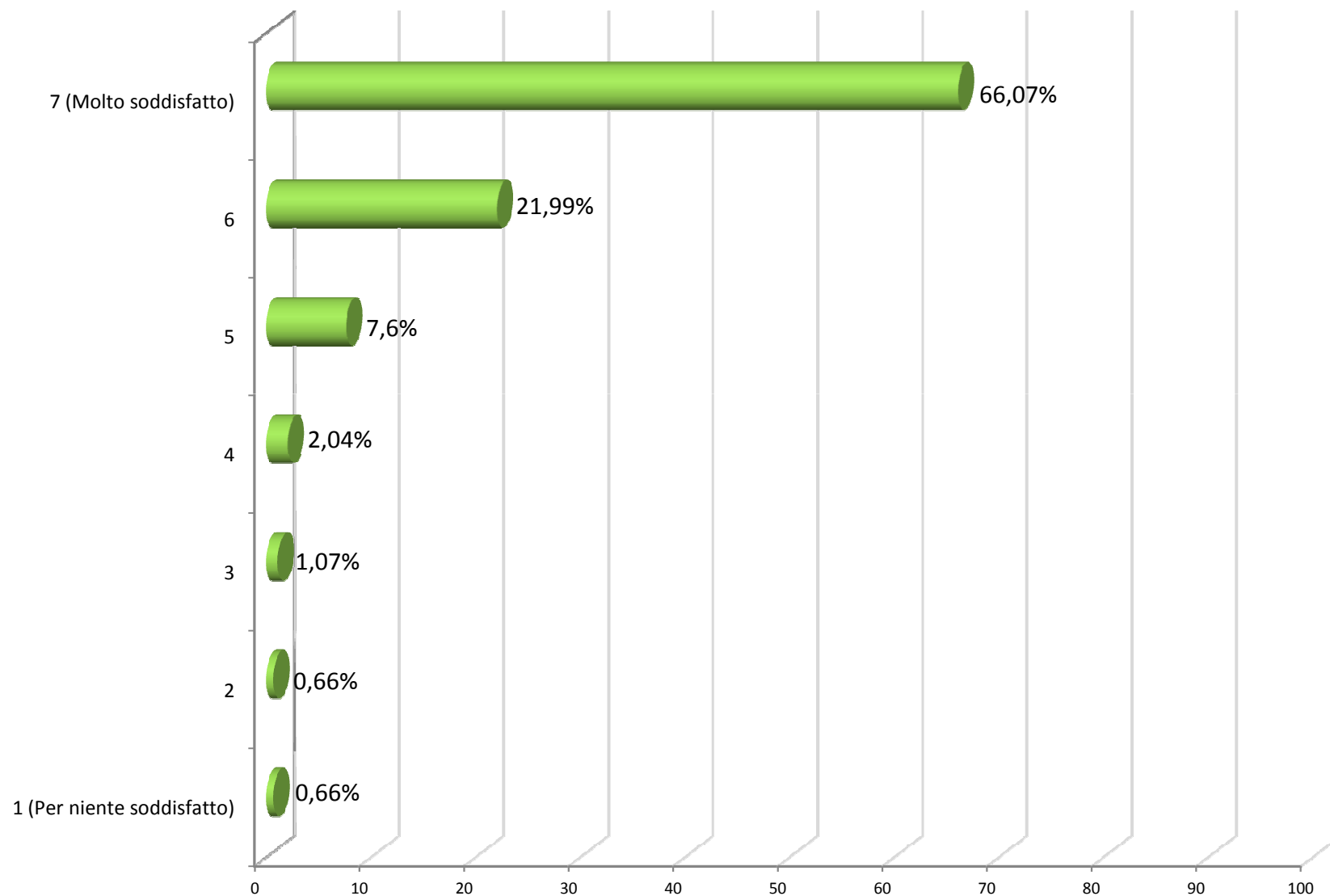
D06.1. Frequenza delle visite mediche



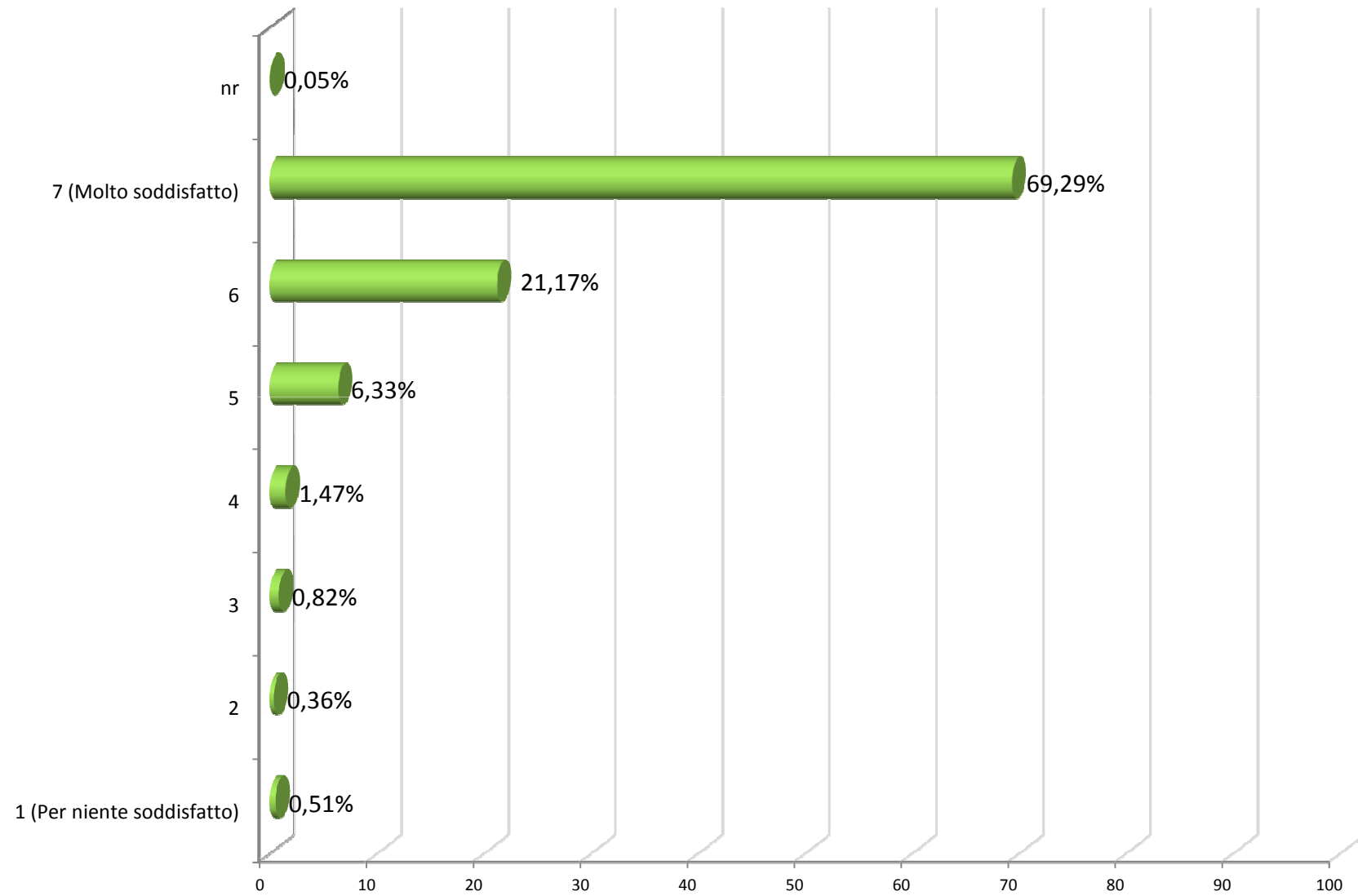
D07. Cure a Lei prestate



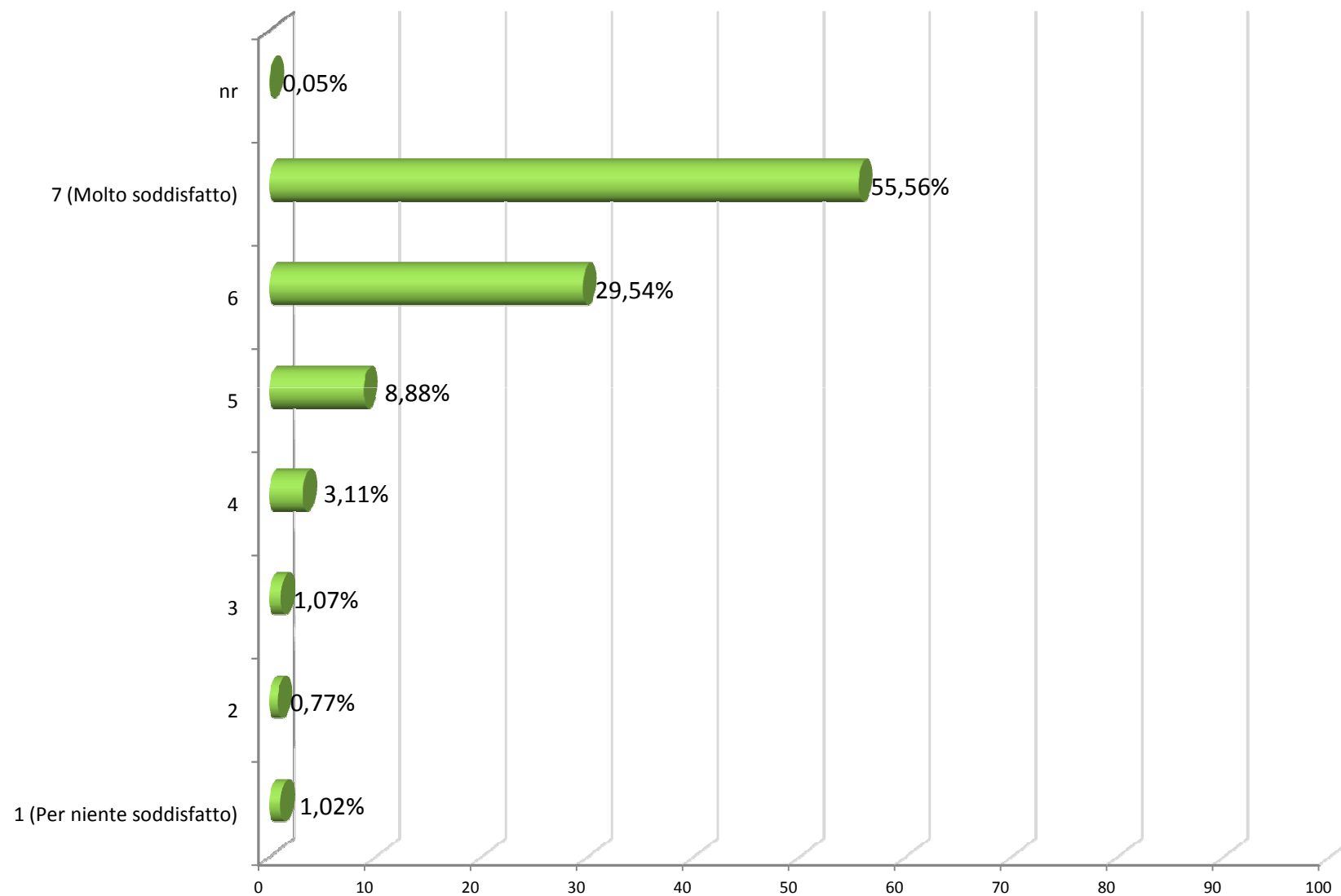
D08. Informazioni ricevute sul suo stato di salute e sulle cure prestate



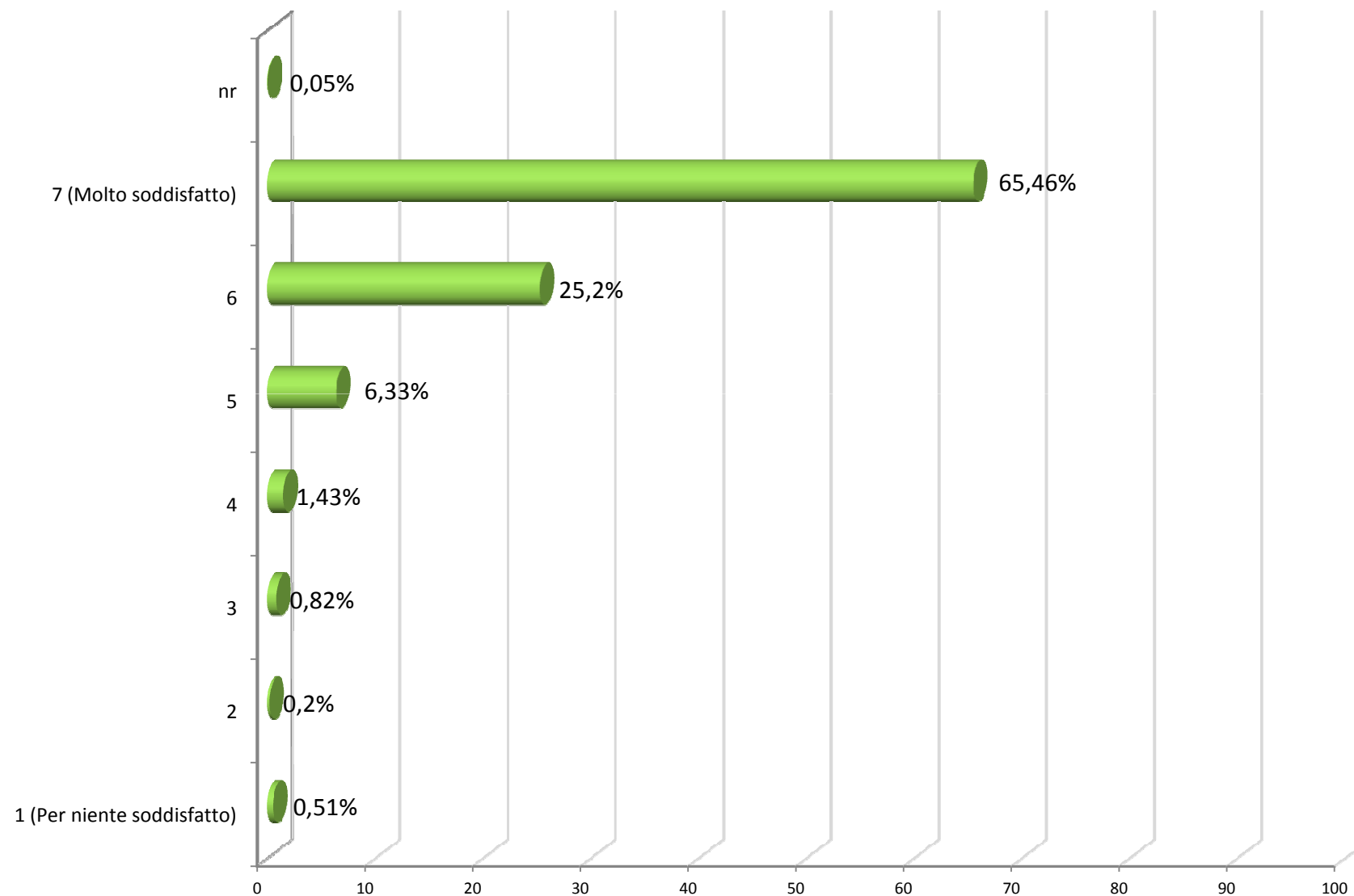
D09. Rispetto della riservatezza personale



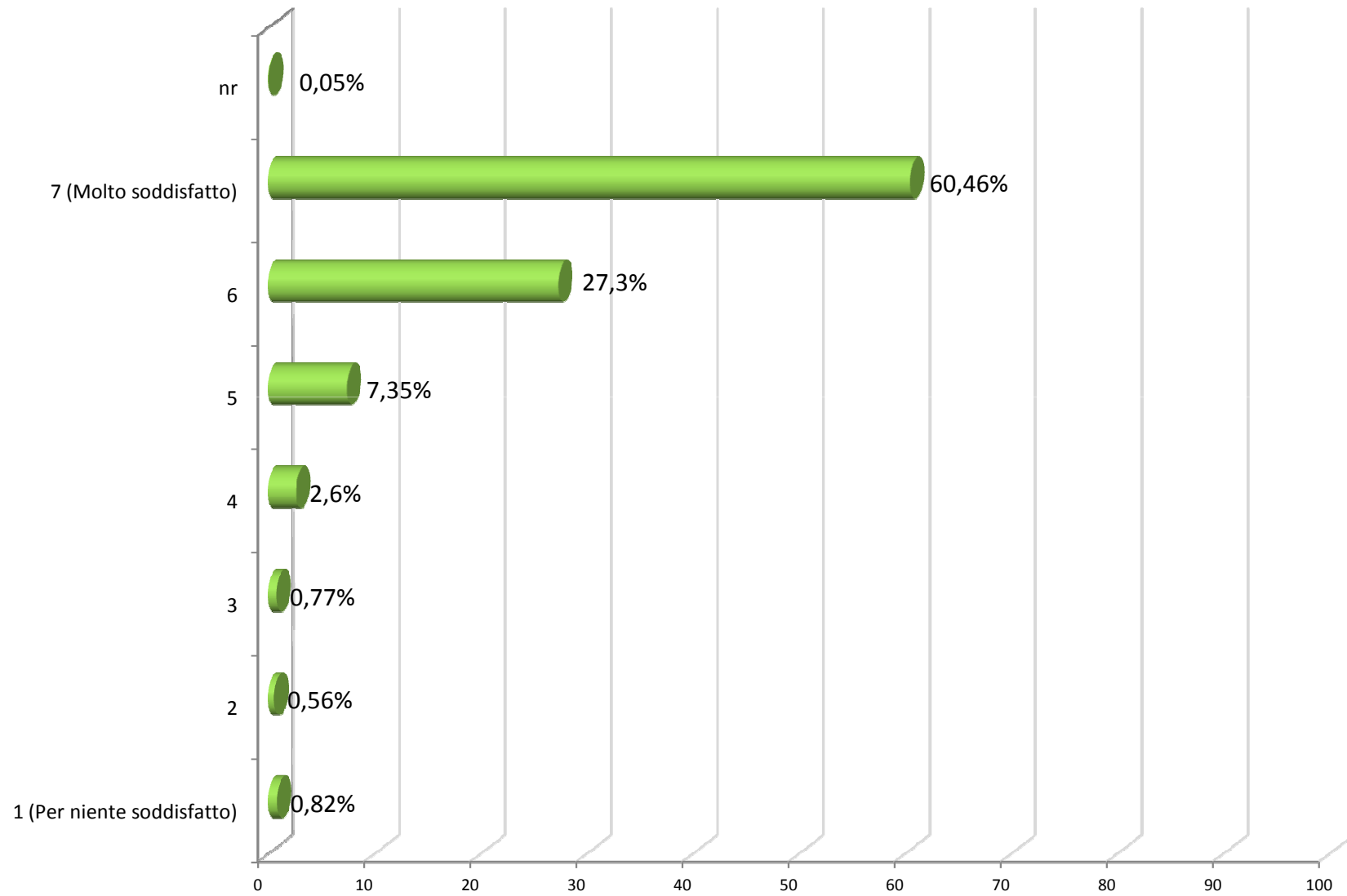
D10. Organizzazione dell'ospedale nel suo insieme



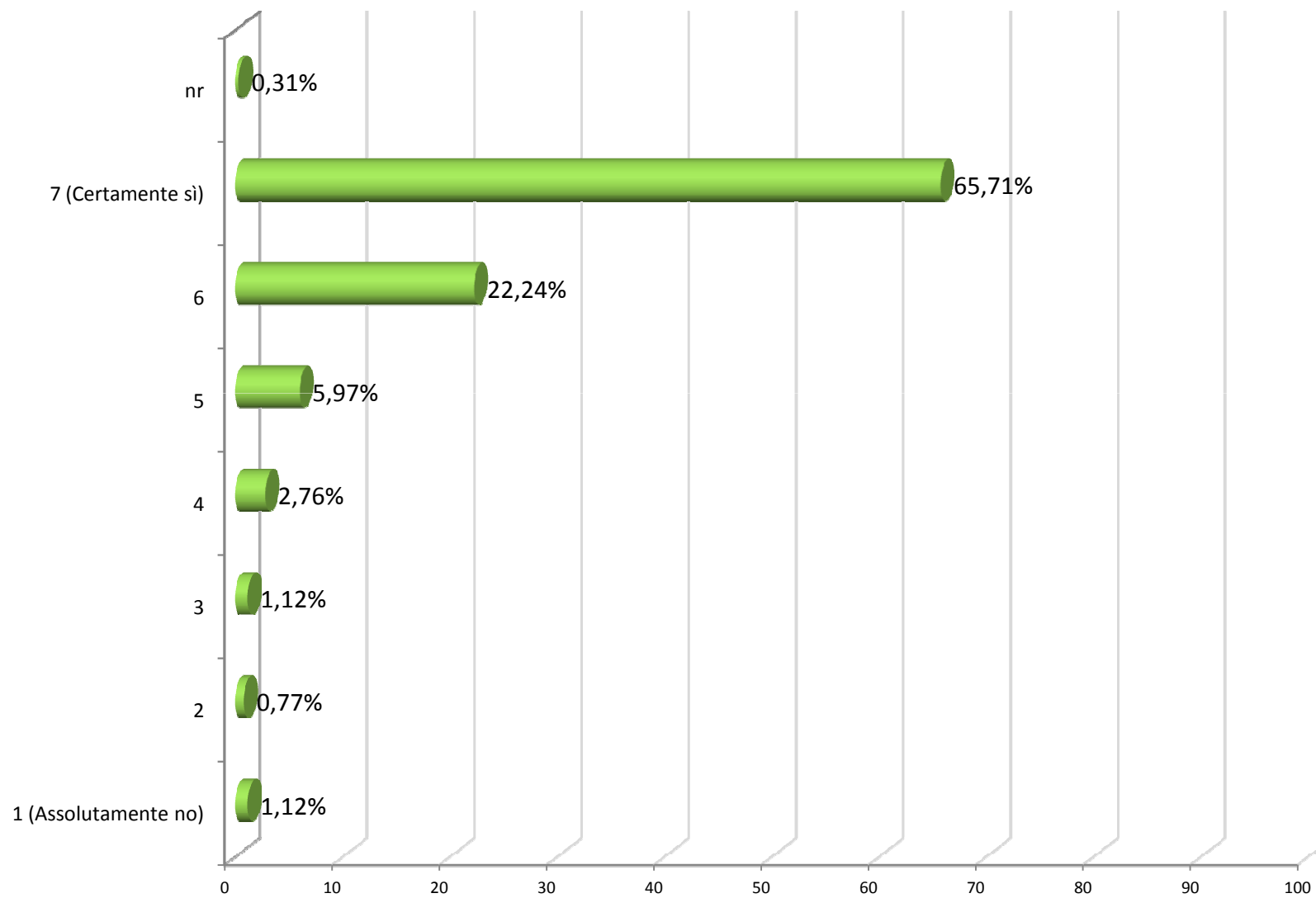
D11. Indicazioni fornite dagli operatori sanitari su come comportarsi dopo la dimissione

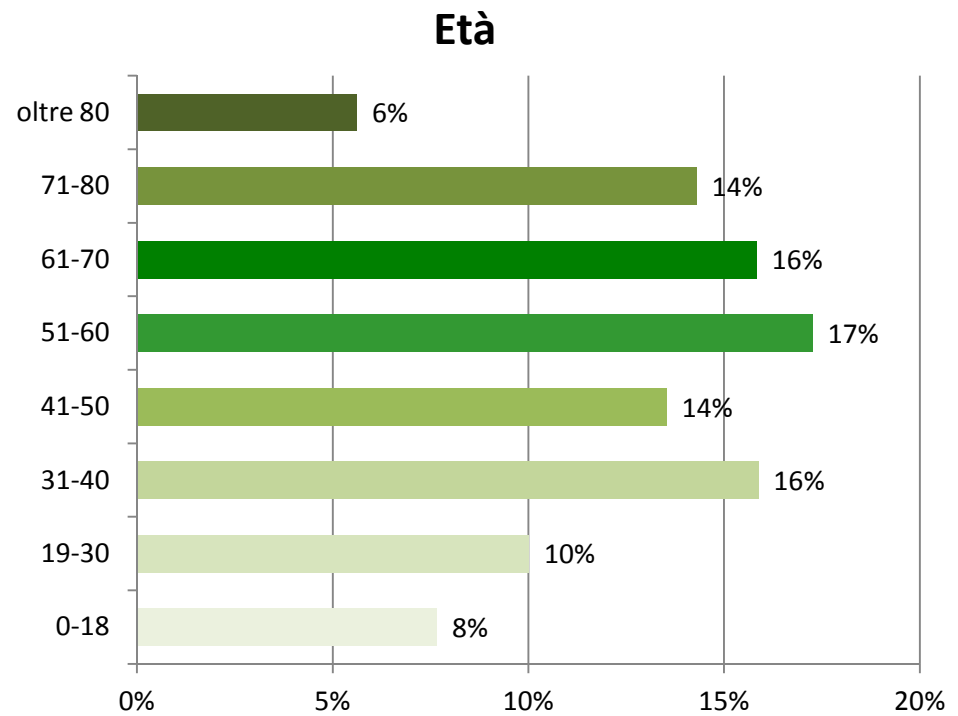
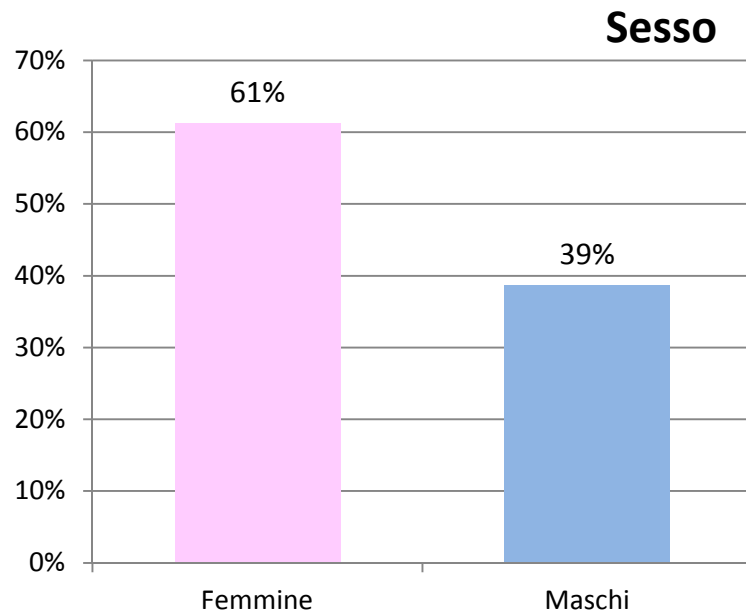


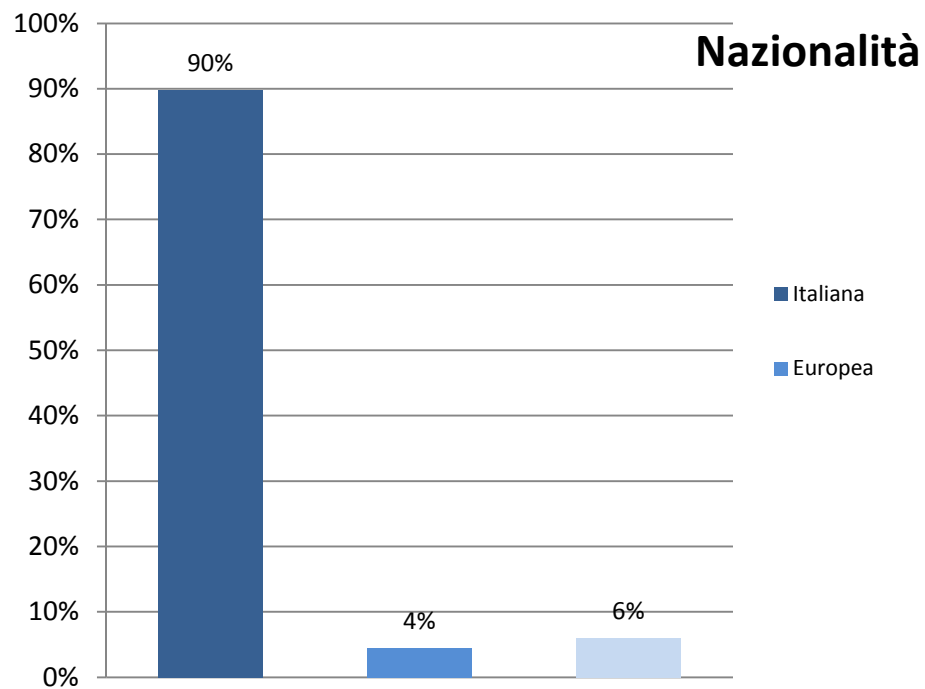
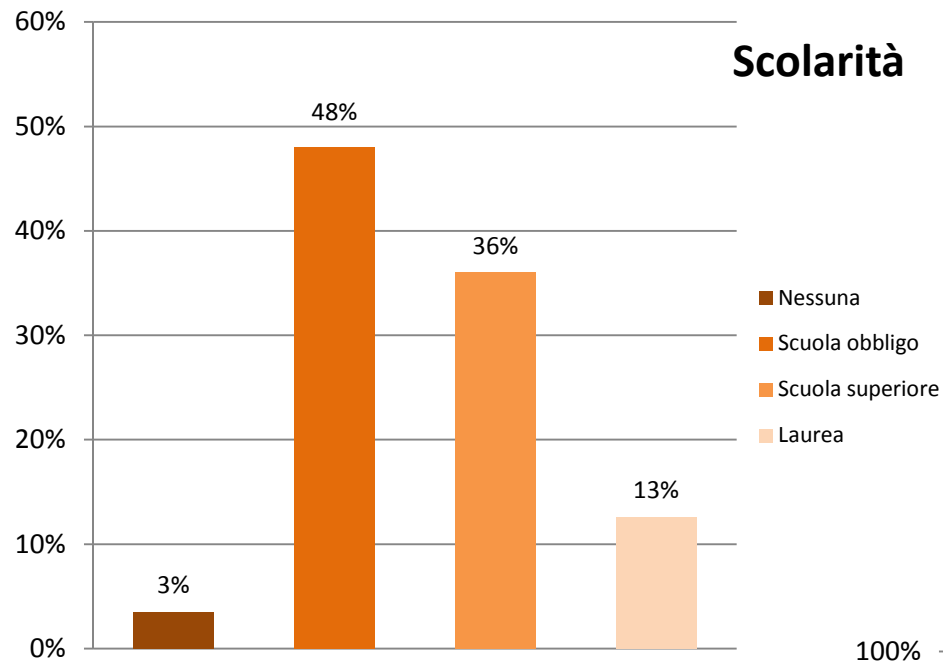
D12. Complessivamente quanto è soddisfatto della Sua esperienza di ricovero?



D13. Consiglierebbe ad altri questo ospedale?







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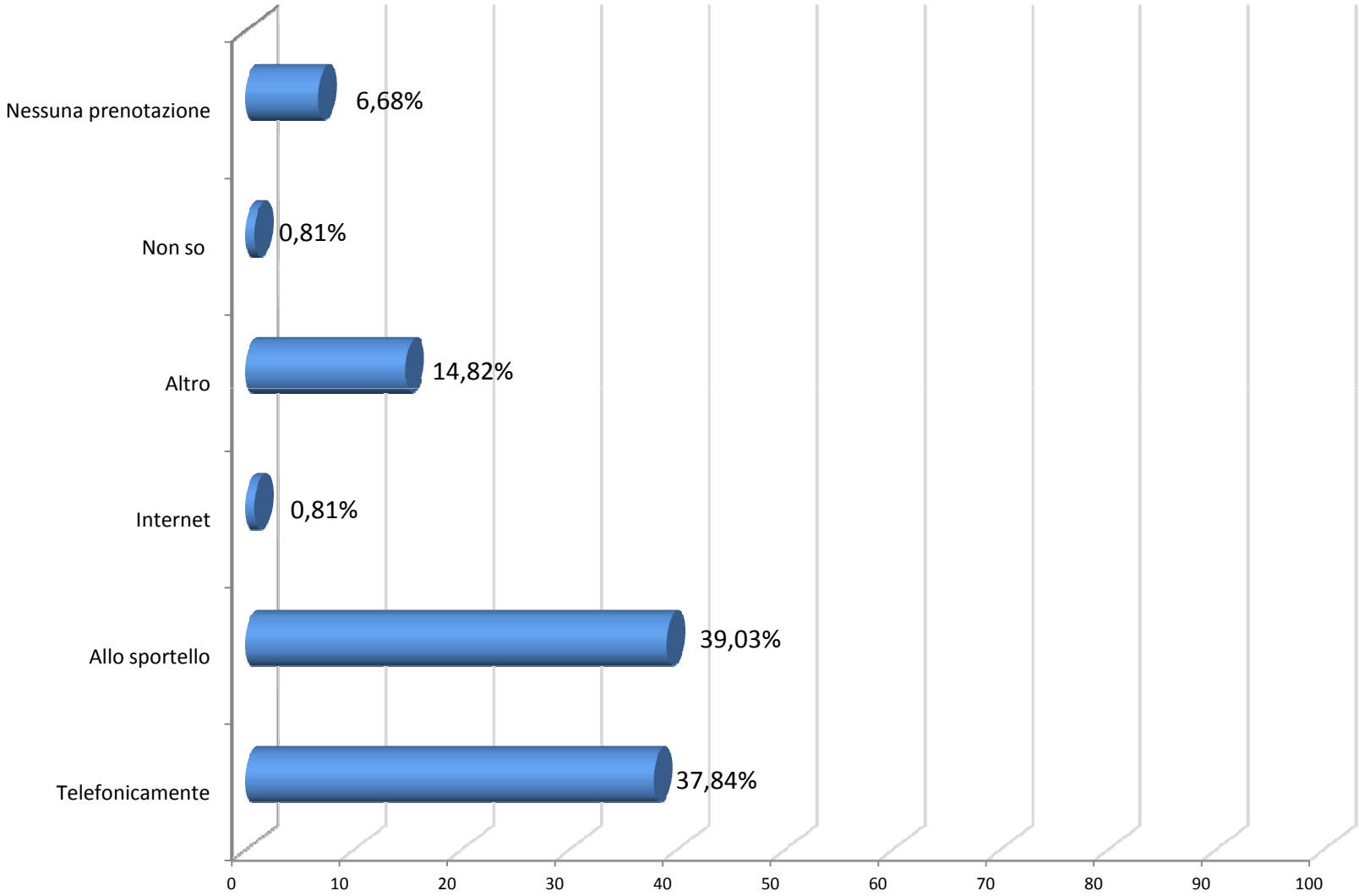
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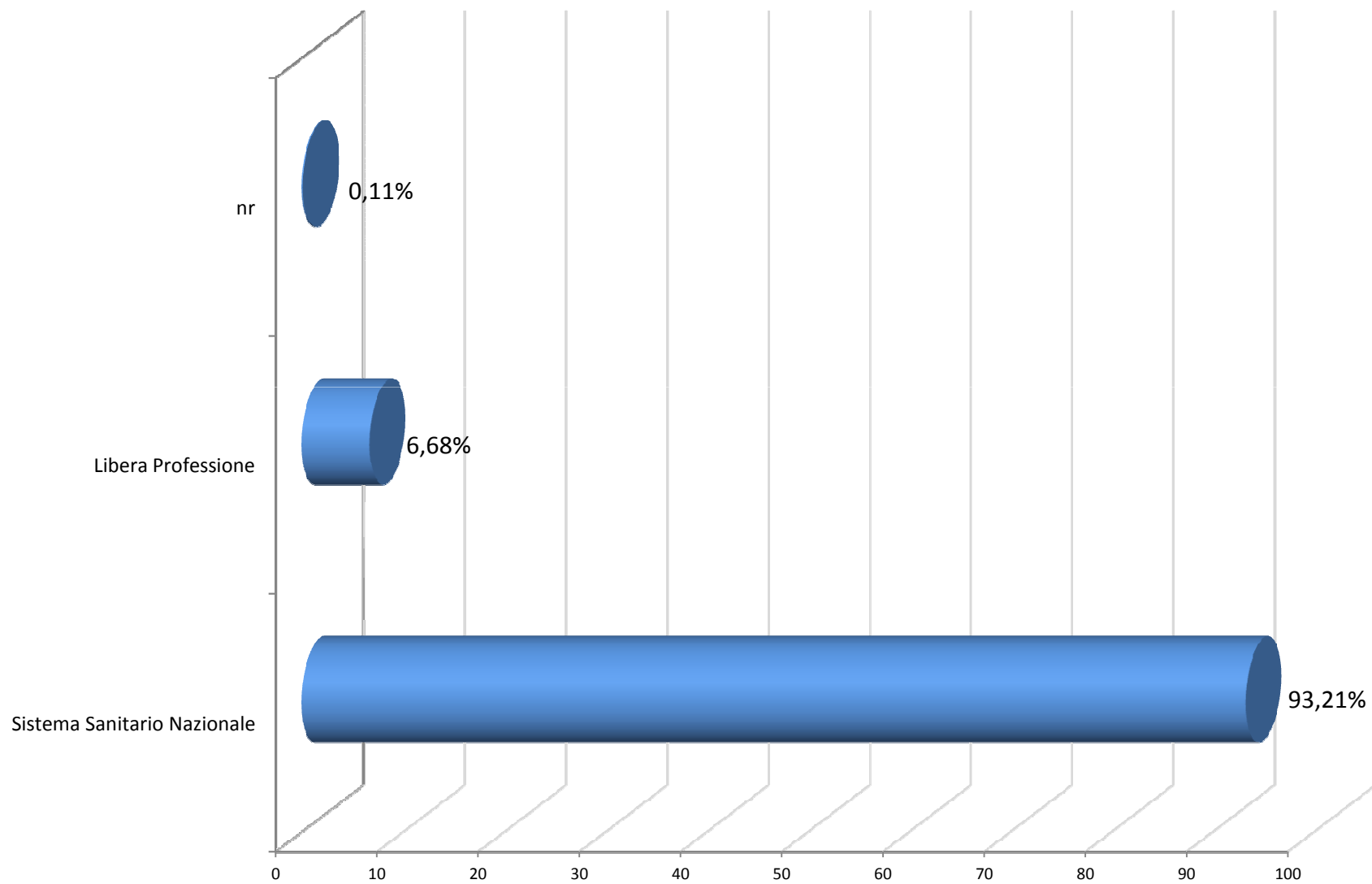
Area ambulatoriale Anno 2019

Questionari analizzati: 1842

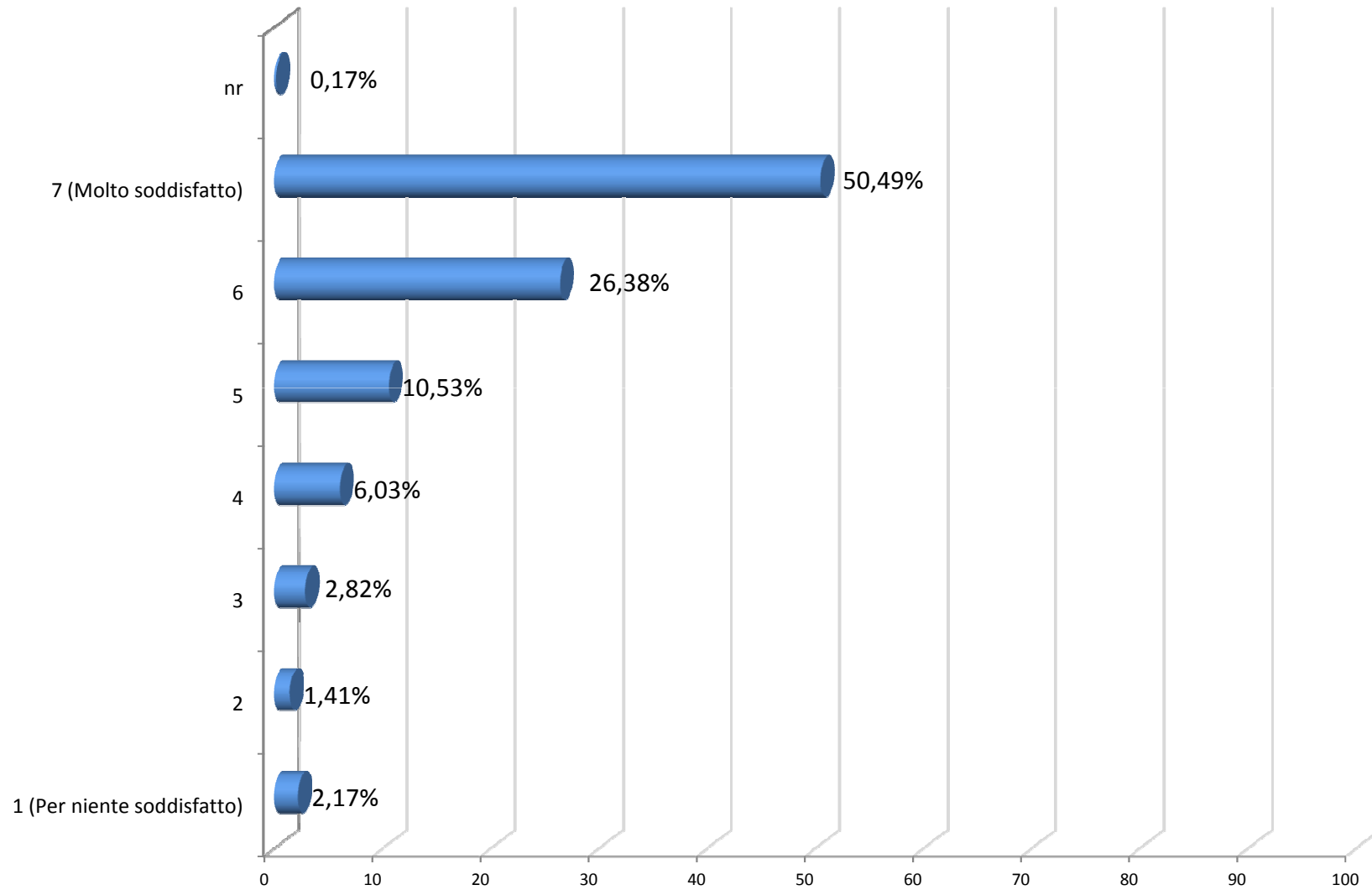
D1.Come ha prenotato?



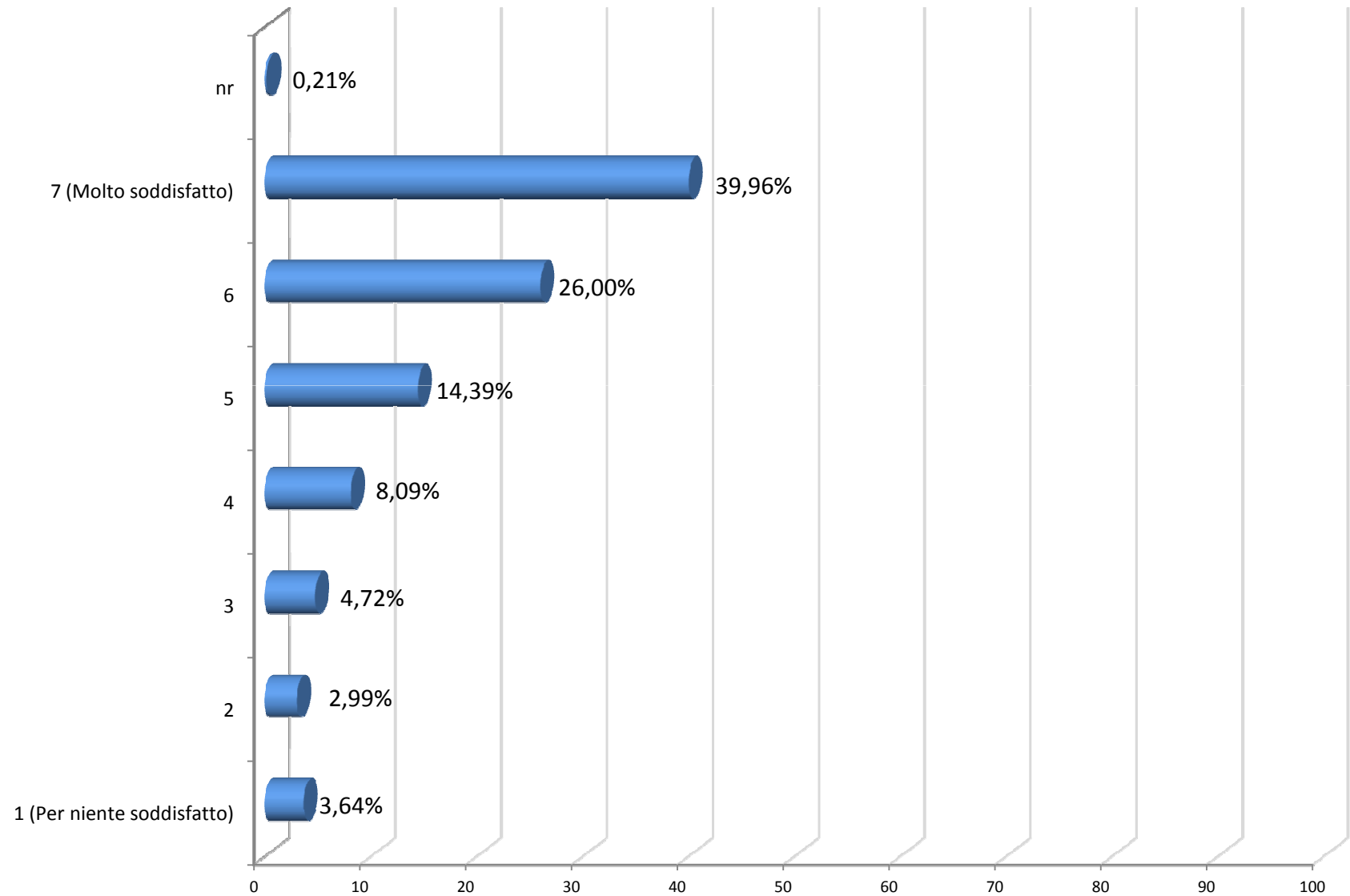
D1.1.Come ha effettuato la prenotazione?



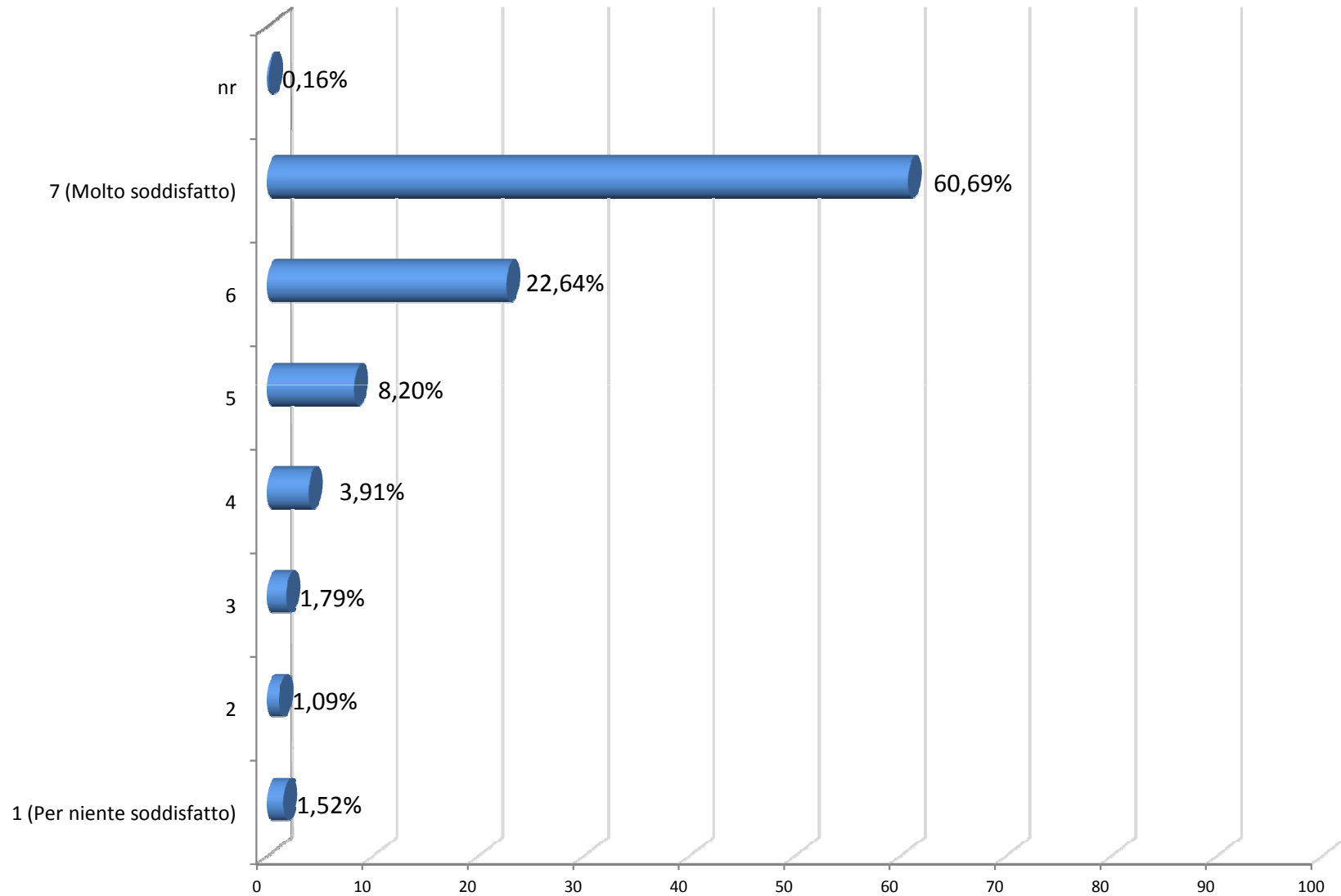
D2.Quanto è soddisfatto del servizio di prenotazione



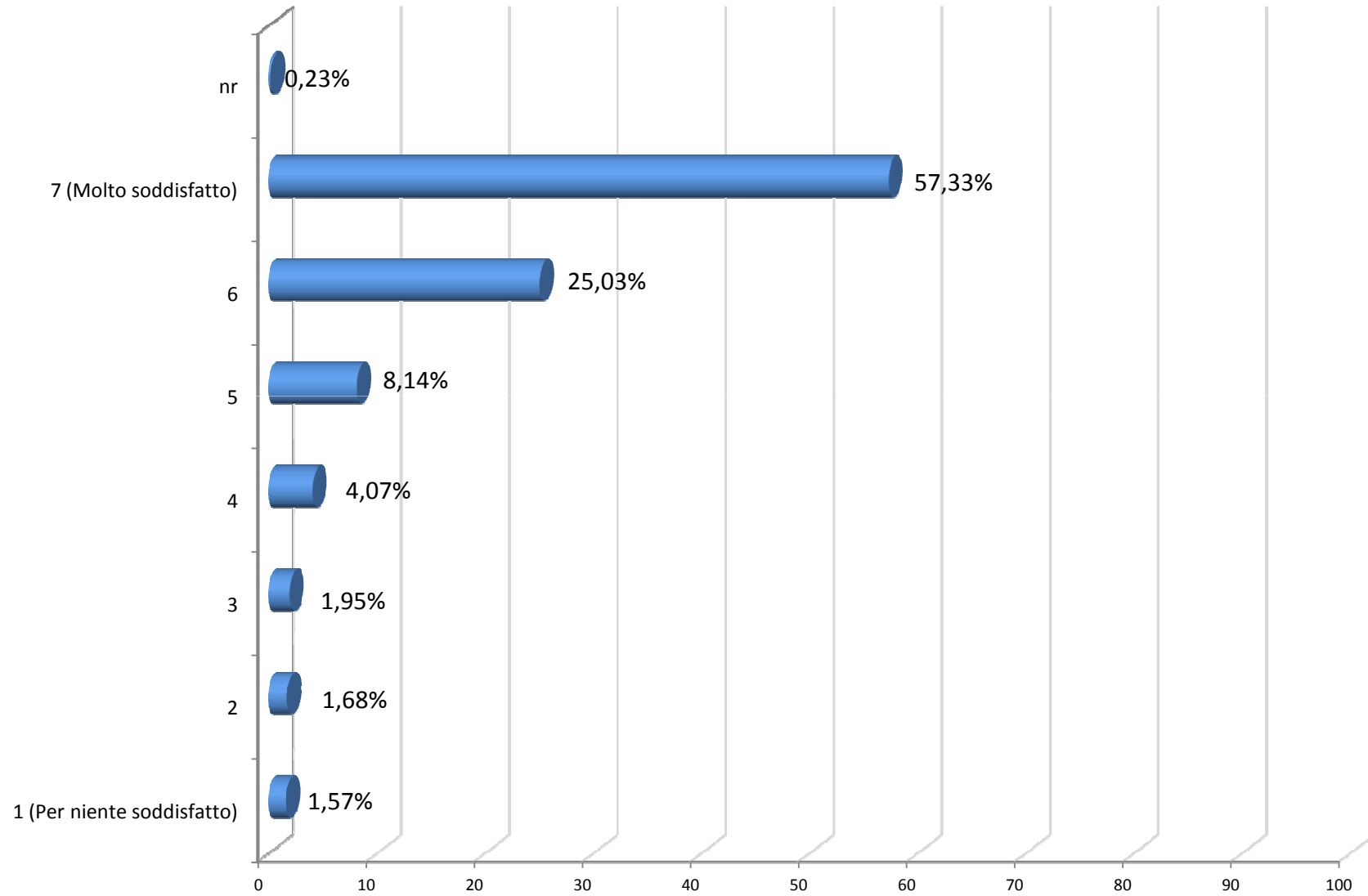
D2.1.Tempo di attesa per parlare con l'operatore



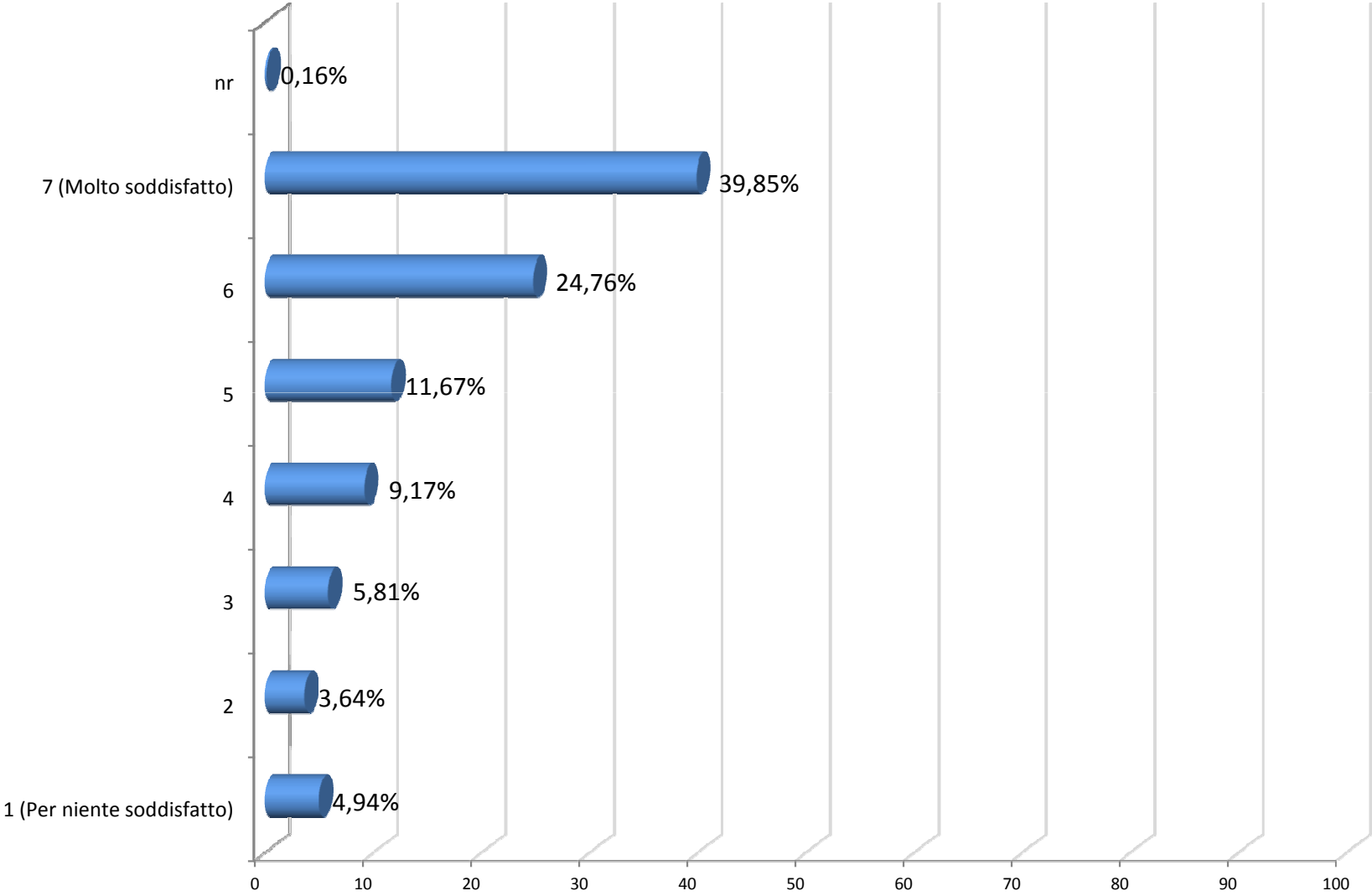
D2.2.Cortesía dell'operatore



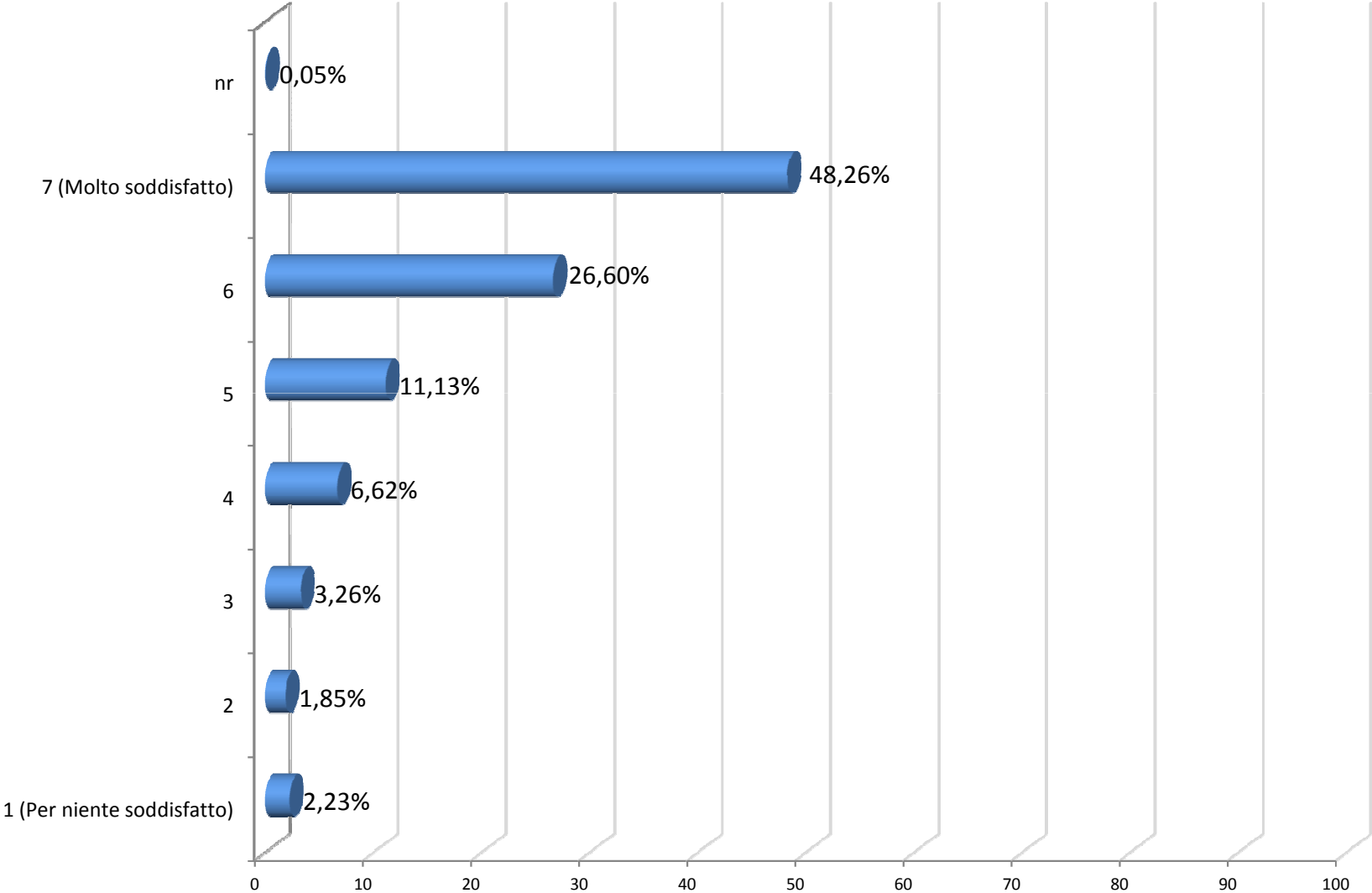
D2.3. Completezza delle informazioni ricevute



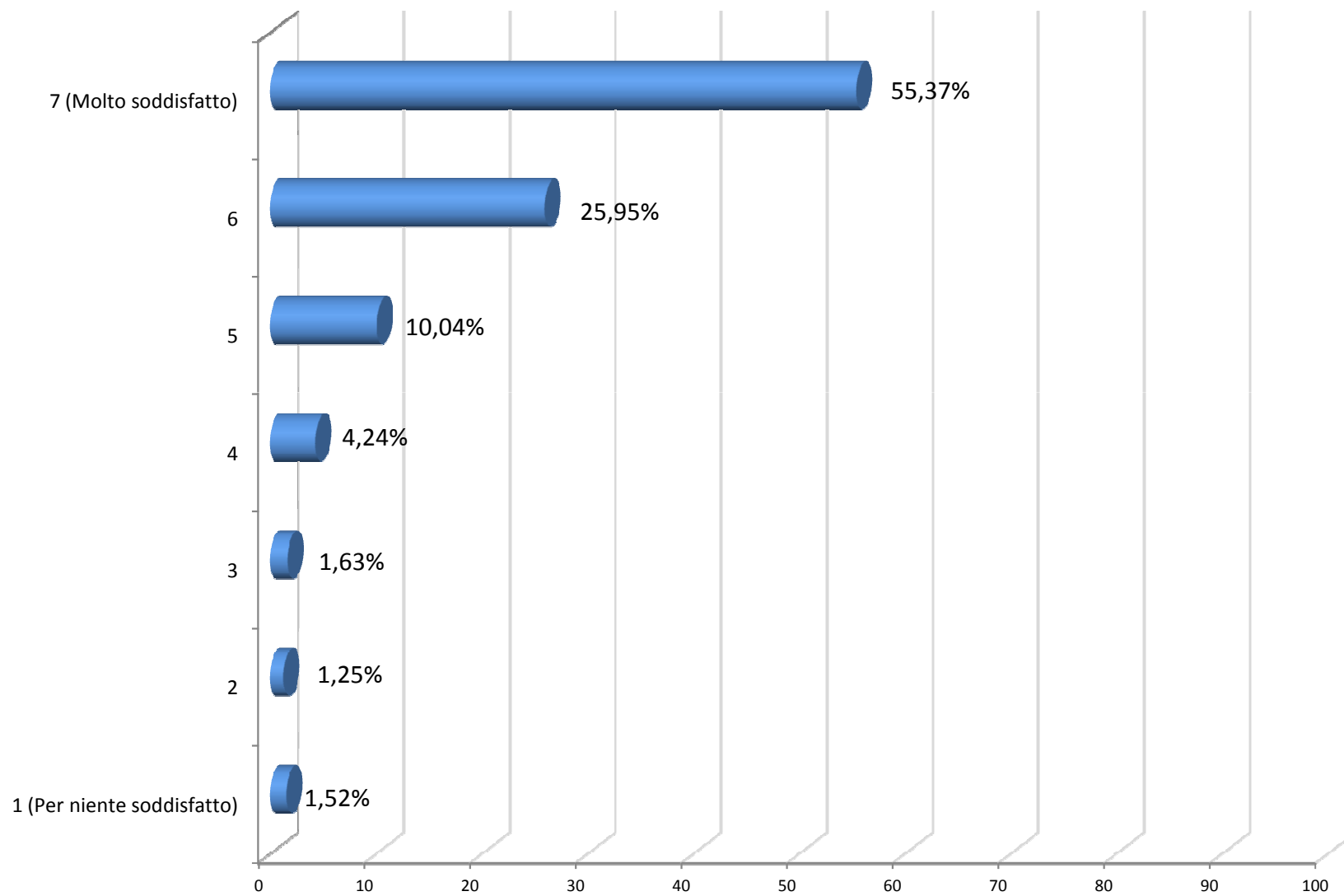
D3.Tempo di attesa dalla prenotazione alla data della prestazione



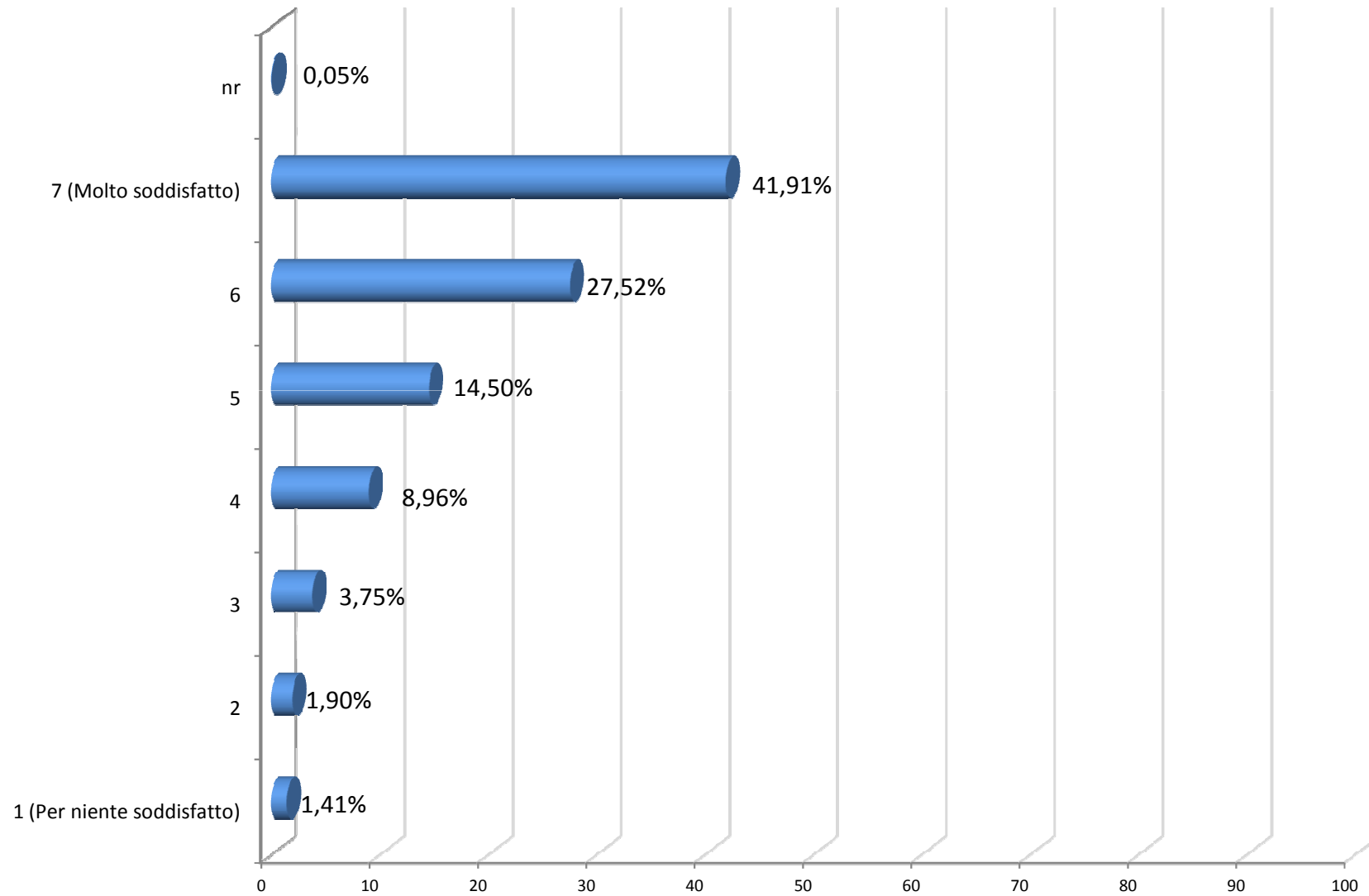
D4.Servizio di accettazione amministrativa e pagamento ticket



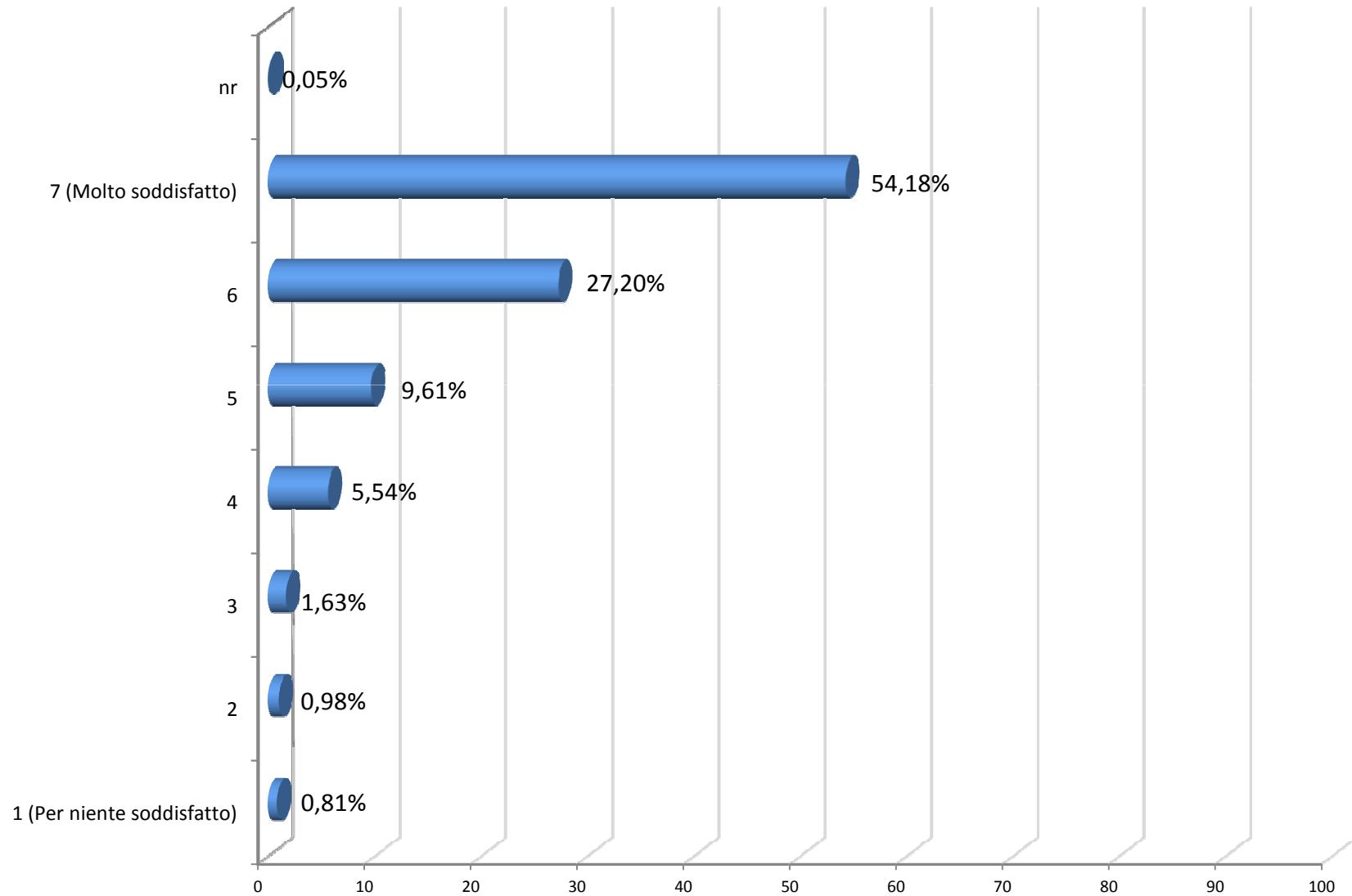
D5. Accessibilità, comfort e pulizia degli ambienti



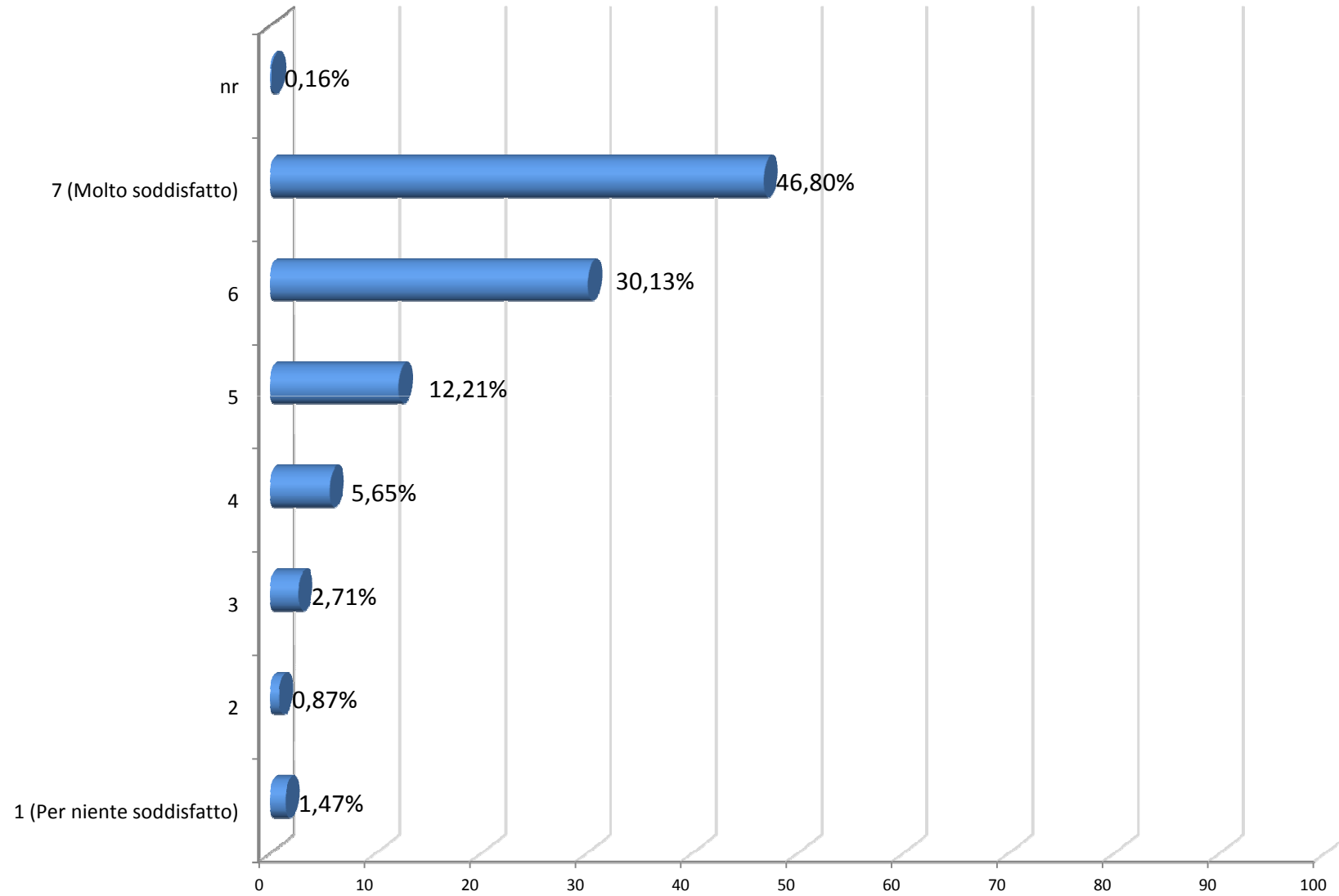
D5.1.Comfort della sala d'attesa



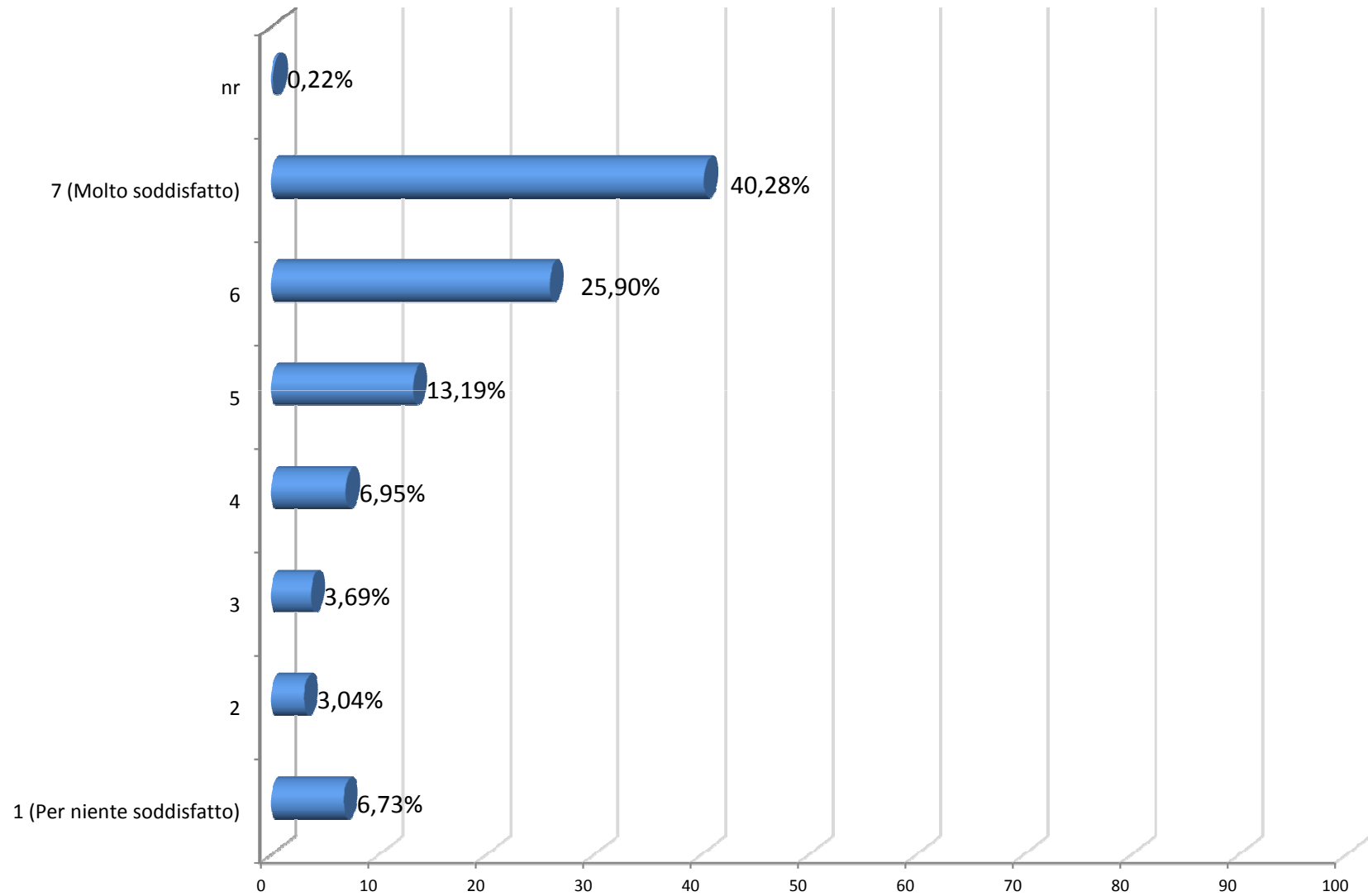
D5.2.Pulizia della sala d'attesa e dell'ambulatorio



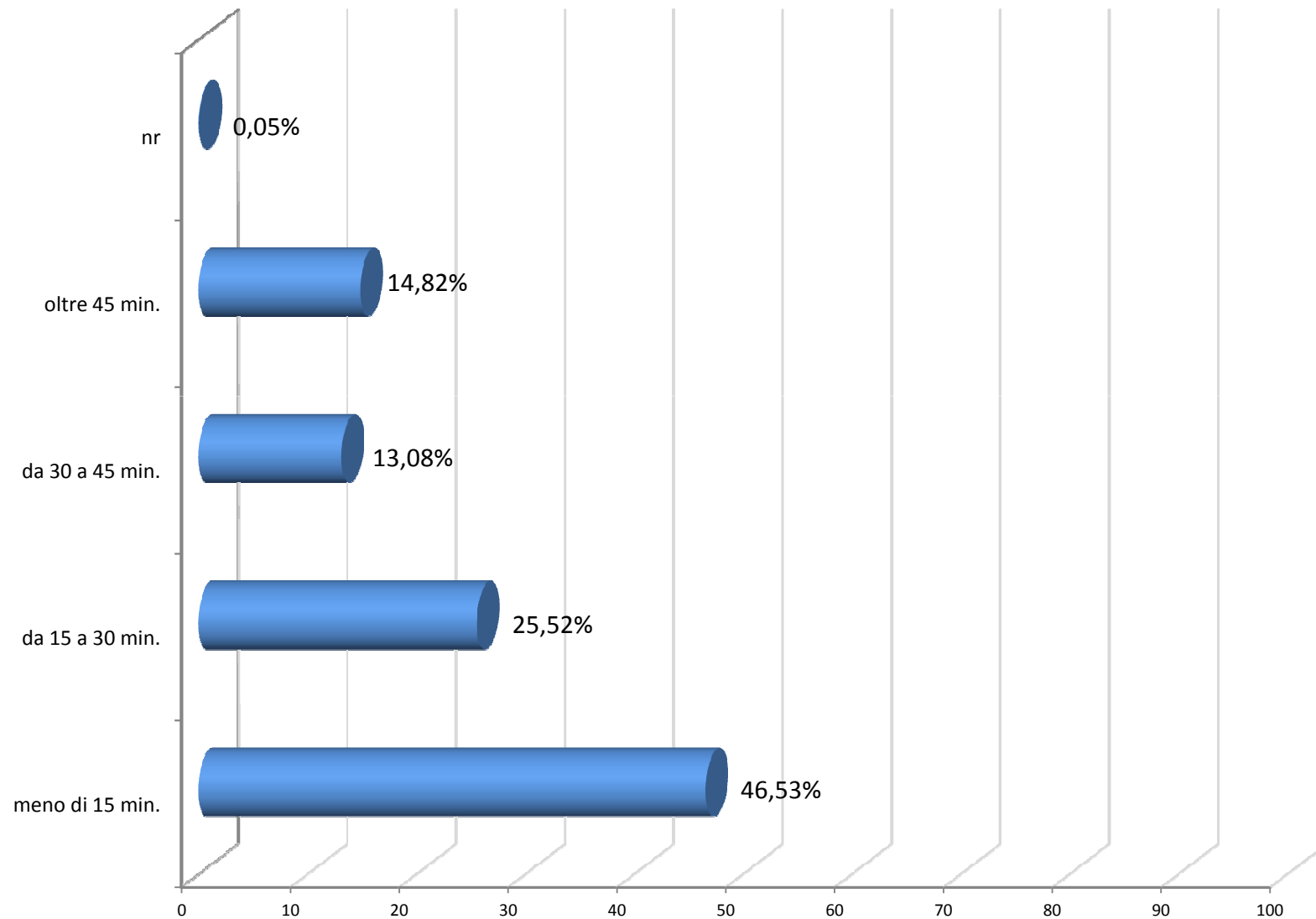
D5.3.Pulizia dei servizi igienici



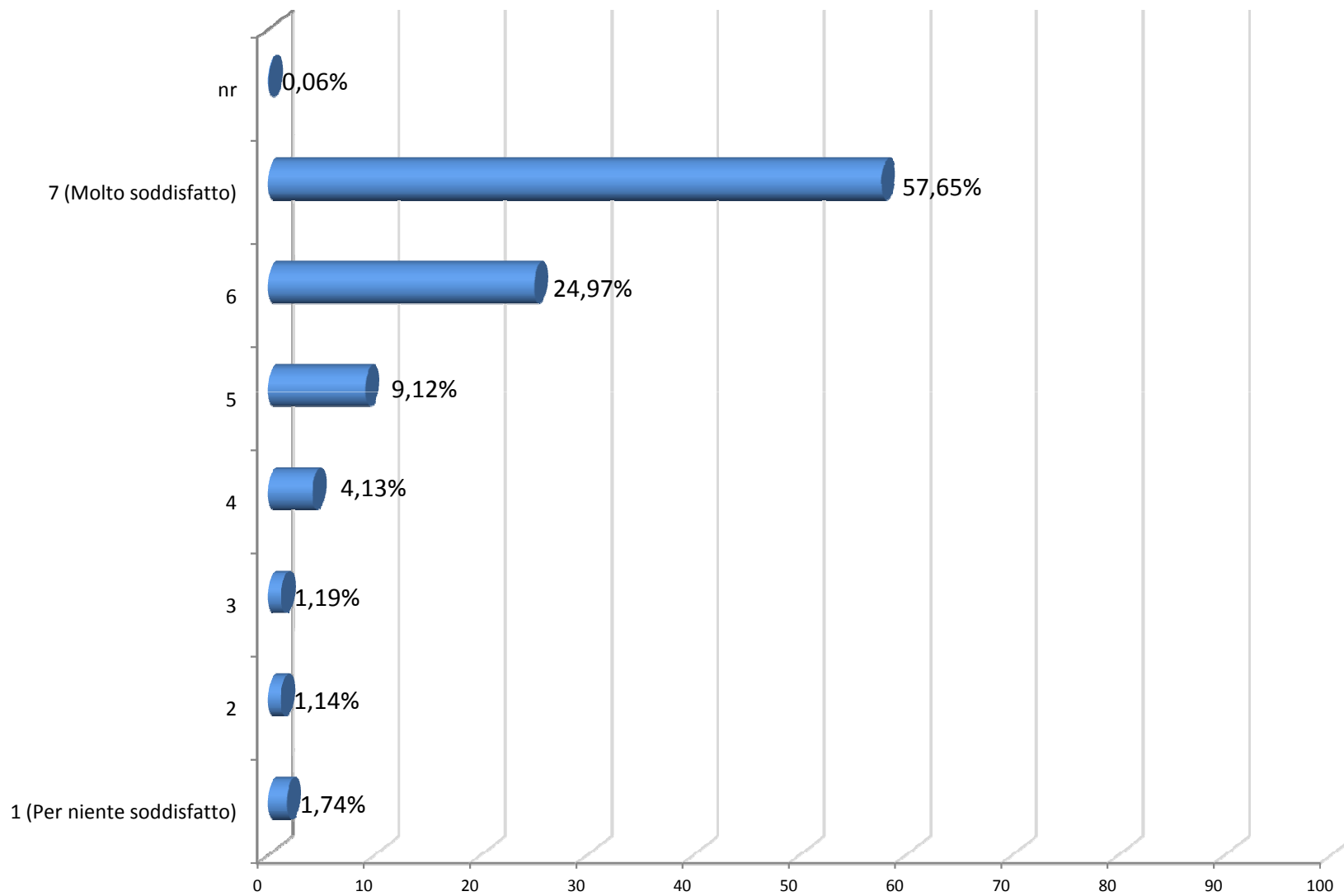
D6.Rispetto degli orari previsti



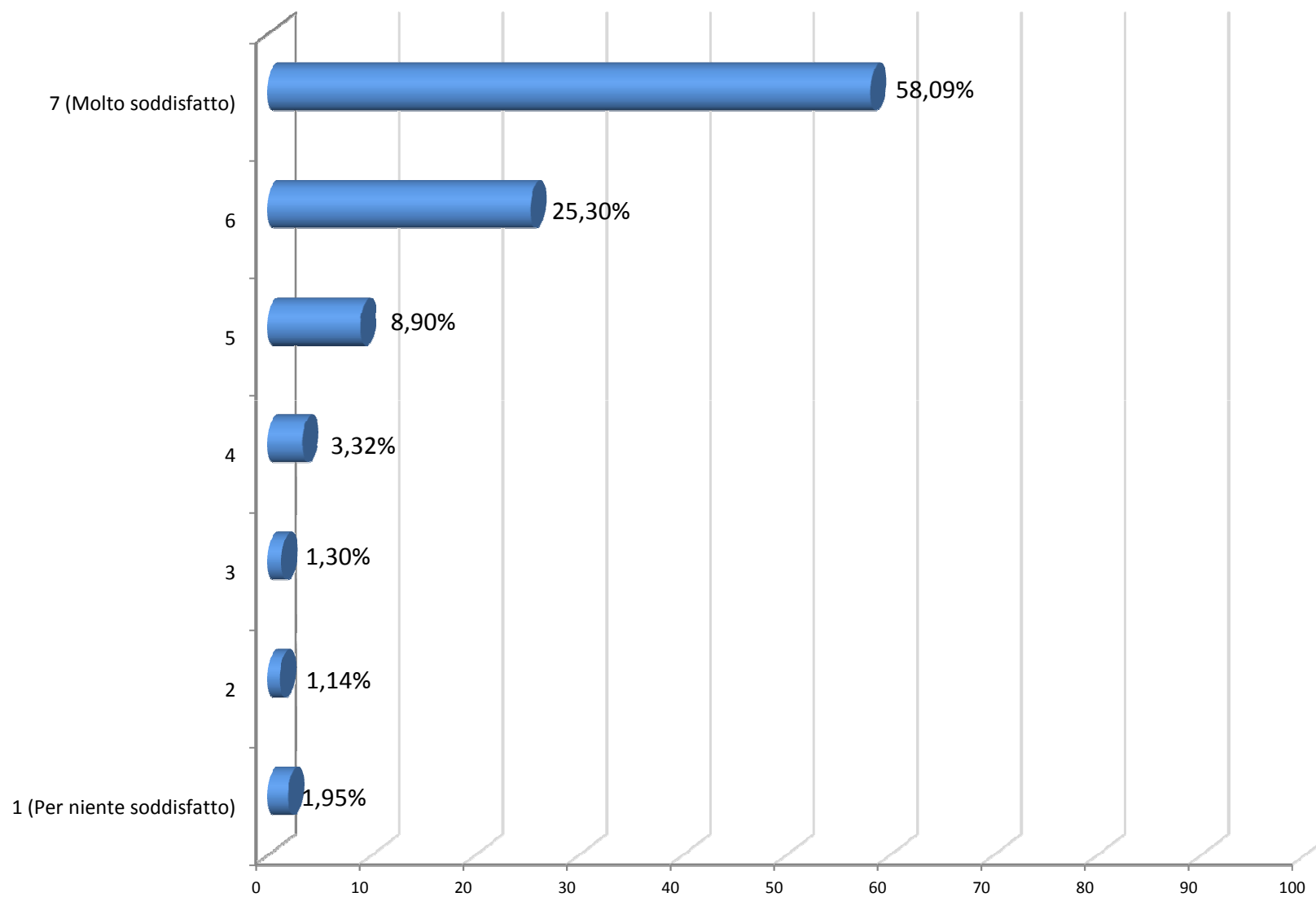
D6.1. Rispetto all'orario dell'appuntamento, quanto ha atteso?



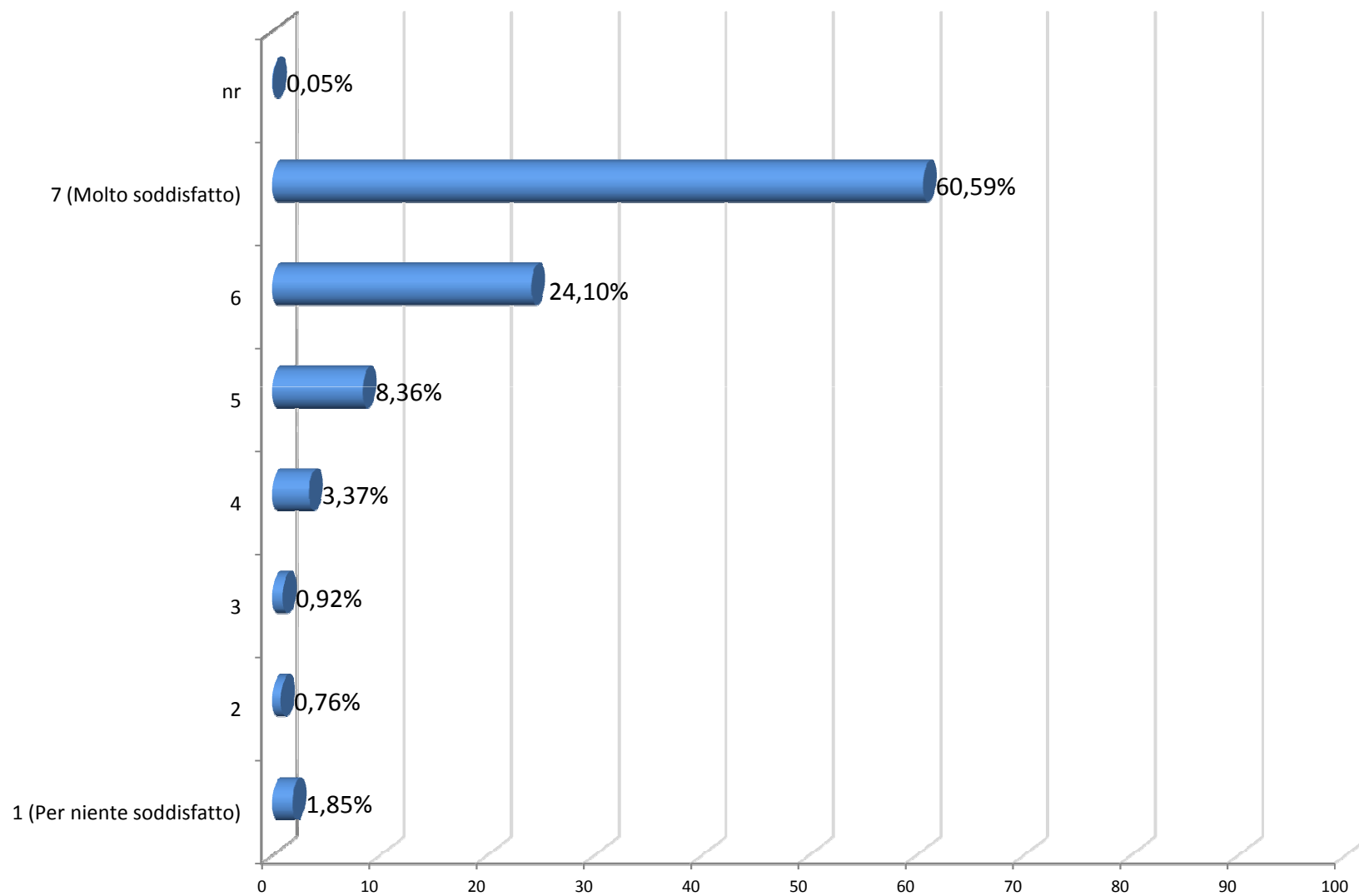
D7. Attenzione ricevuta dal personale medico



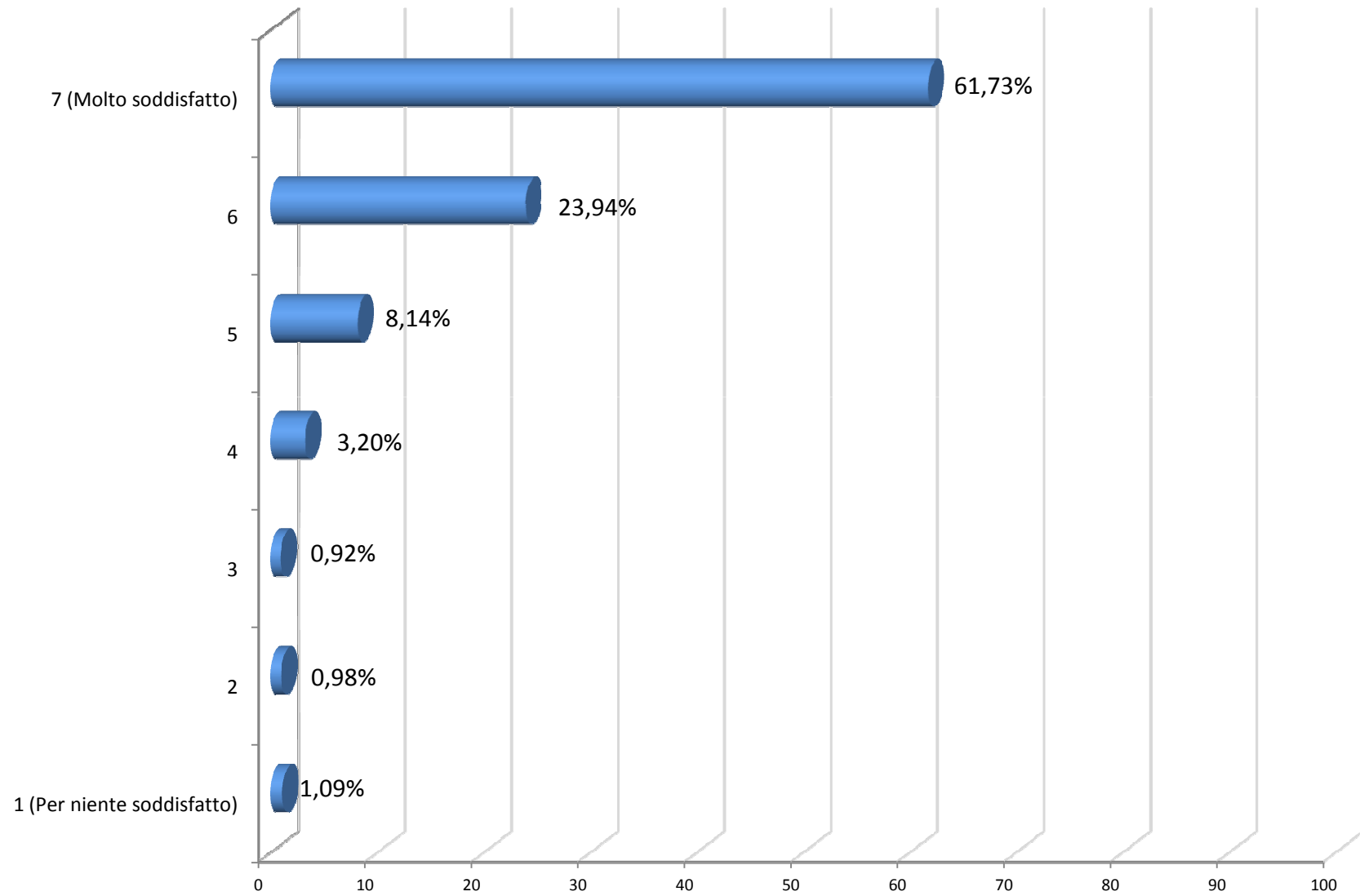
D8.Chiarezza e completezza delle informazioni e delle spiegazioni ricevute



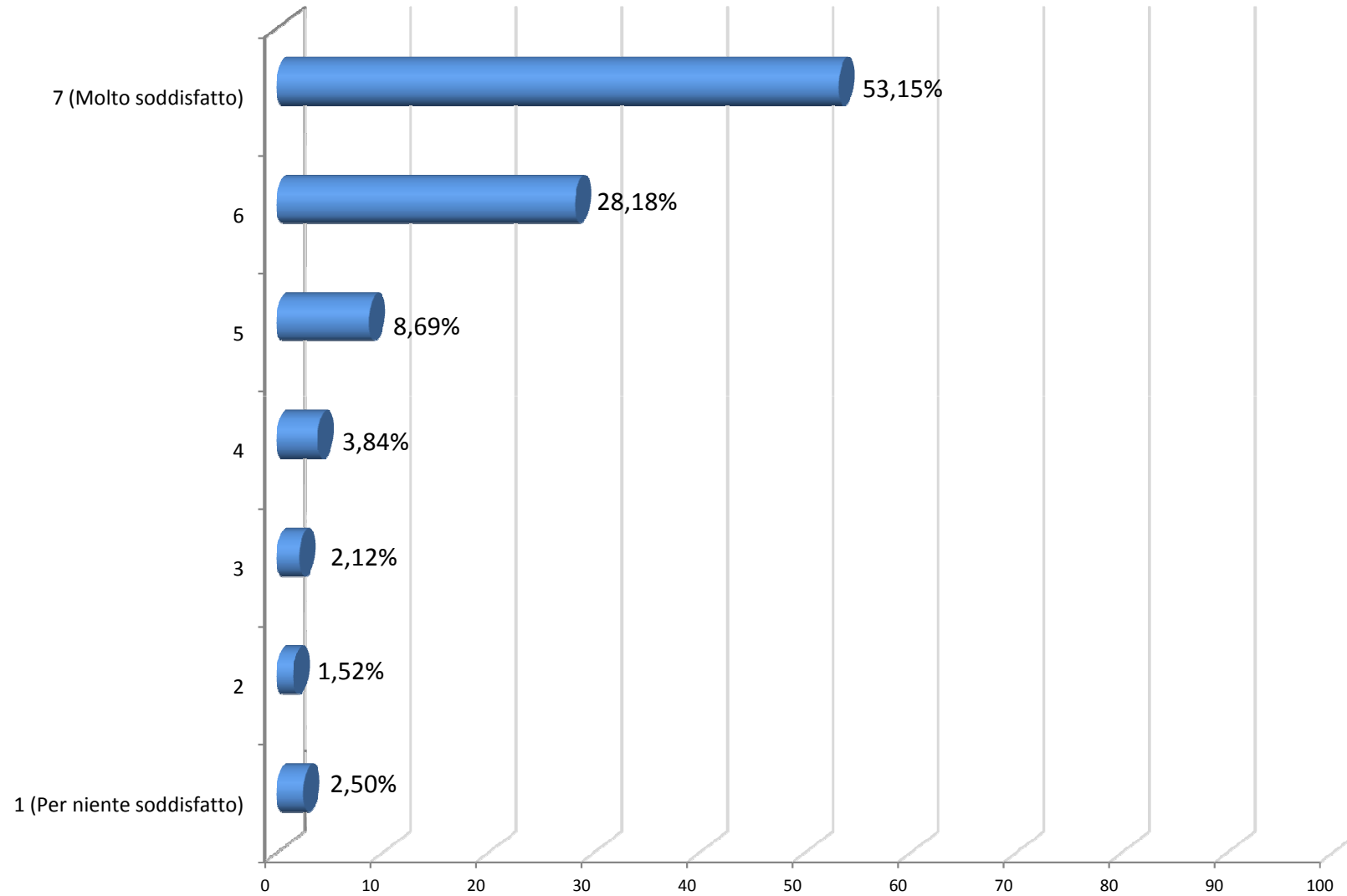
D9. Attenzione ricevuta dal personale infermieristico e/o tecnico



D10. Rispetto della riservatezza personale



D11.Compressivamente quanto è soddisfatto del nostro servizio?



D12. Consiglierebbe ad altri questa struttura?

