



# Customer satisfaction 2019

ASST Sette Laghi

Presentazione risultati

(Febbraio 2020)



#### **Indice**



#### Dati generali

#### Servizi Ambulatoriali

- Totale rilevazioni
- Analisi in dettaglio ambulatori
- Criticità

#### Degenze

- Totale rilevazioni
- Analisi in dettaglio degenze
- Consenso informato
- Criticità

#### Cure Palliative

**Benchmark** 





# DATI GENERALI

QUESTIONARI COMPILATI: 4295





#### Il Campione



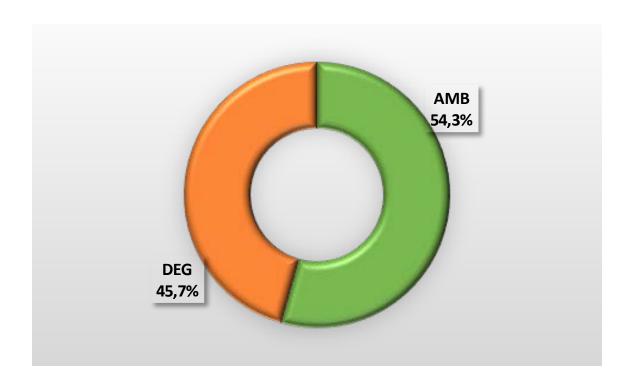
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Ambulatori 2019

2334

Degenze 2019

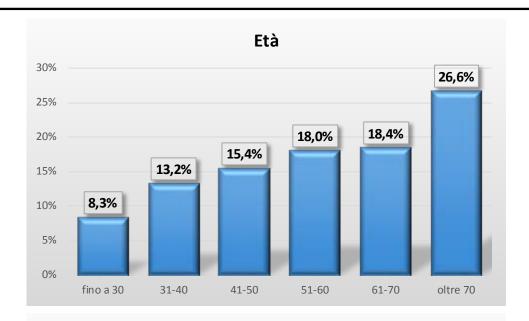
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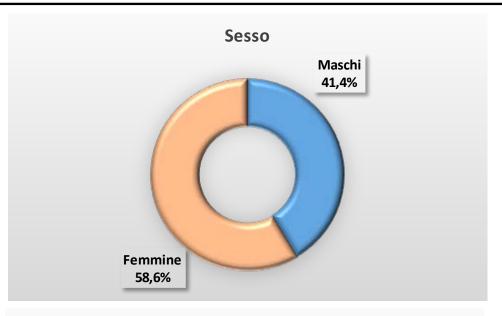


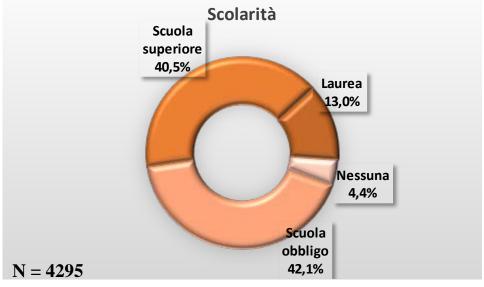


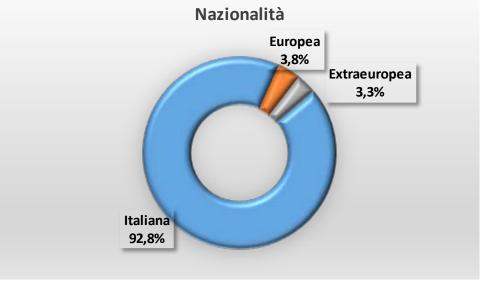
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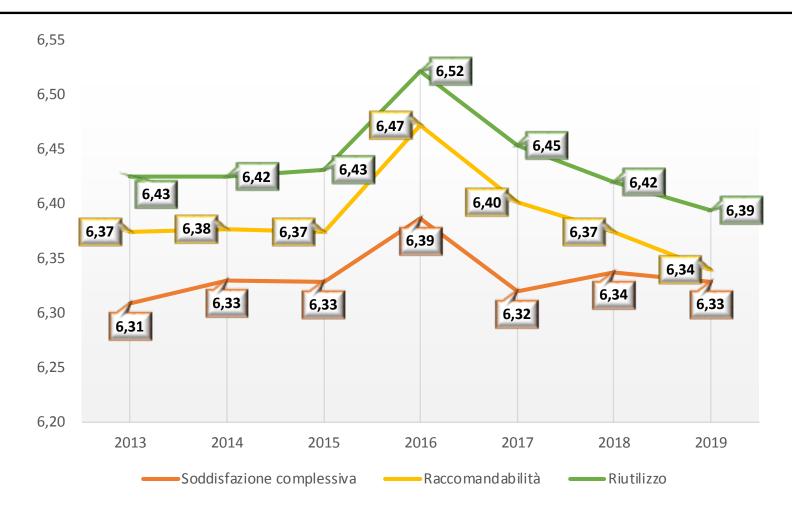






#### Indici generali









# SERVIZI AMBULATORIALI

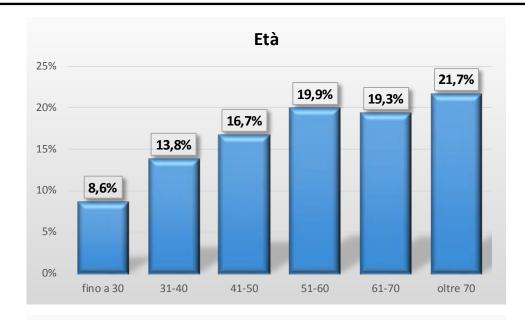
**QUESTIONARI COMPILATI: 2334** 

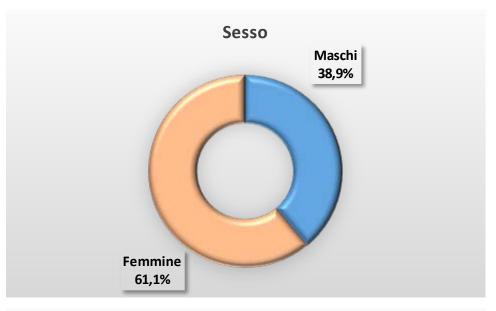


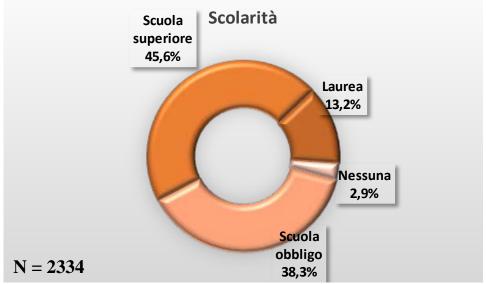


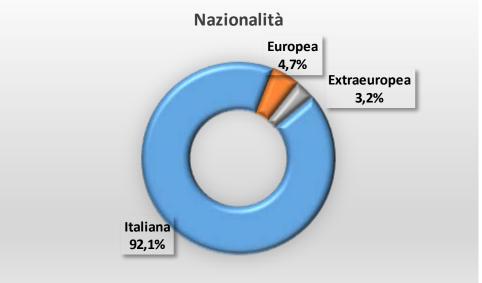
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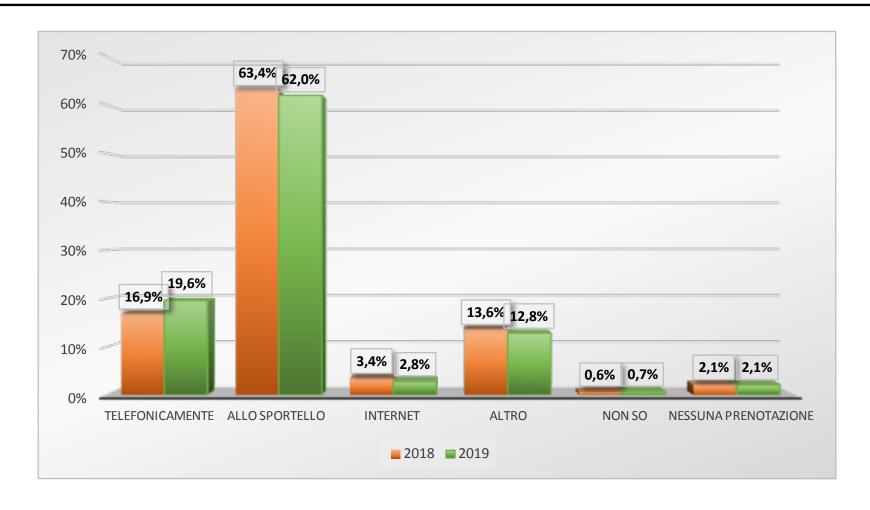






#### **Prenotazione**

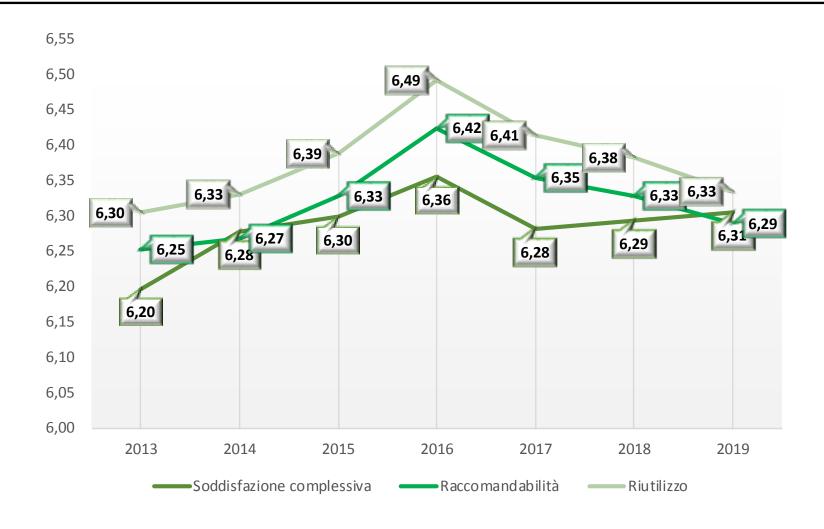






#### Indici generali

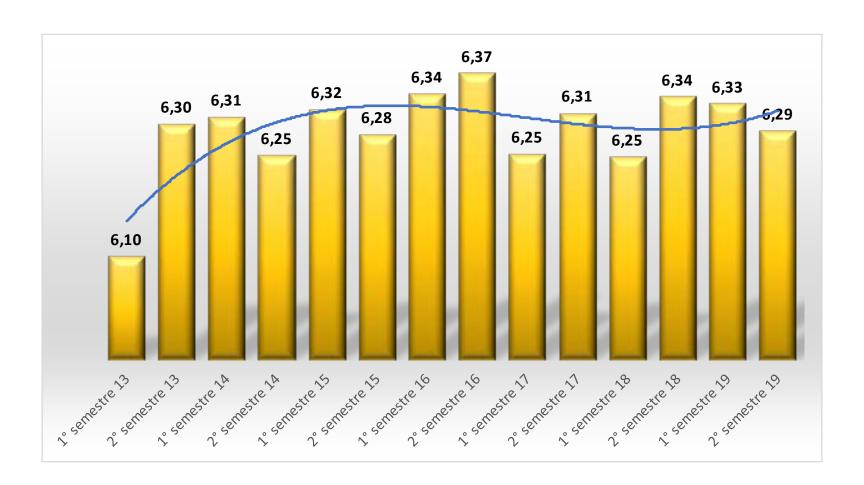






#### Indici generali

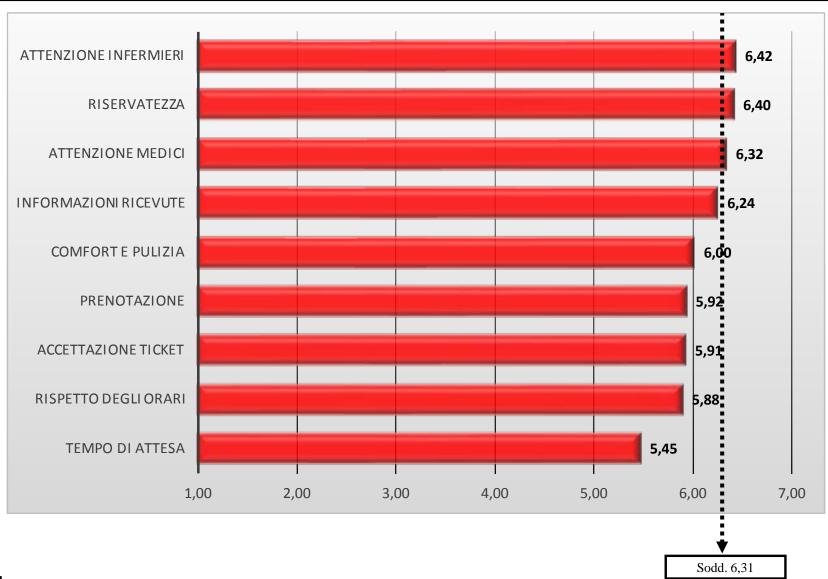






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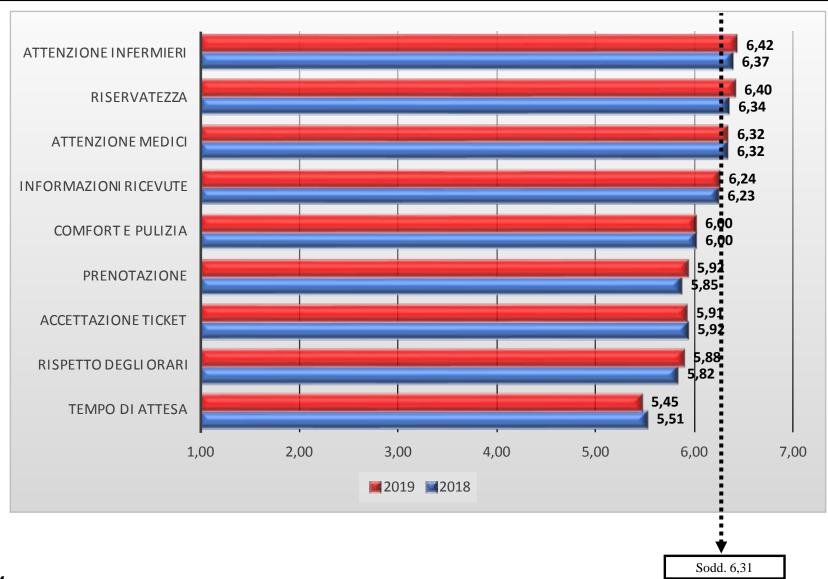






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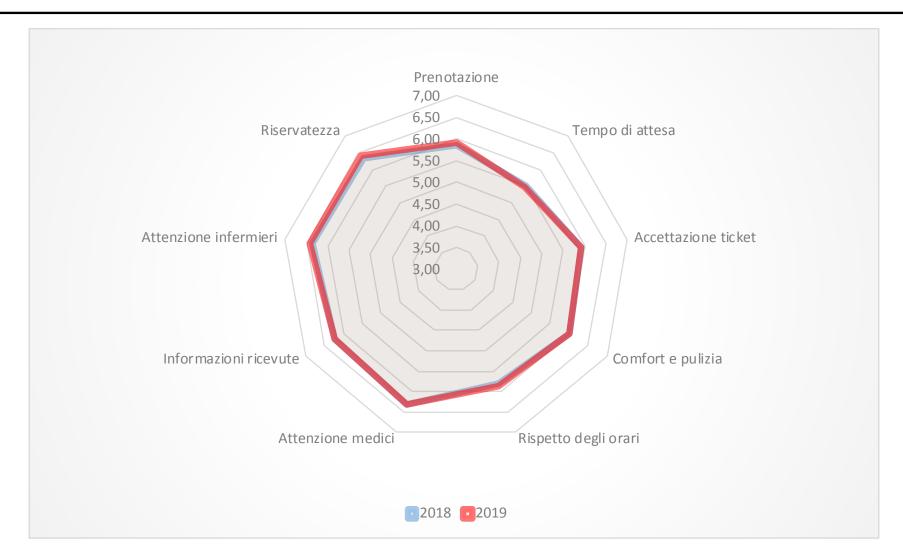






# Soddisfazione per i singoli elementi del servizio









# **AMBULATORI:** Dettaglio





#### Totale rilevazioni



Ambulatori	2018	2019
Ospedale di Circolo		
Dermatologia	68	63
Diabetologia	54	50
Endocrinologia	48	40
Genetica medica - Circolo	0	52
Immunologia e servizio trasfusionale	47	40
Medicina nucleare	115	109
Poliambulatorio di Circolo	38	42
Radiologia di Circolo	159	140
Radioterapia	47	40
Riabilitazione specialistica	108	103
Ospedale del Ponte		
Poliambulatorio	123	124
Radiologia	130	122
Ospedale di Cittiglio		
Poliambulatorio	158	152
Ospedale di Luino		
Poliambulatorio	133	133
Ospedale di Cuasso		
Poliambulatorio	28	36
Poliambulatorio Via Monte Rosa		
Poliambulatorio	183	180
Poliambulatorio Arcisate		
Poliambulatorio	62	61
Poliambulatorio Gavirate		
Poliambulatorio	63	61
Poliambulatorio Comerio		
Poliambulatorio	23	22

Ambulatori	2018	2019
Ospedale di Tradate	2010	2019
	12	8
Anestesia e rianimazione Tradate		
Cardiologia Tradate	41	40
Centro trasfusionale Tradate	15	10
Chirurgia generale Tradate	33	33
Diabetologia Tradate	24	31
Nefrologia Tradate	22	20
Neurologia Tradate	30	29
Oculistica Tradate	31	28
Ortopedia e traumatologia Tradate	25	27
Ostetricia e ginecologia Tradate	110	120
Otorino Tradate	16	21
Pediatria Tradate	30	41
Radiologia Tradate	33	32
Recupero e ried. Funzionale Tradate	51	50
Urologia Tradate	20	20
Ospedale di Angera		
Chirurgia Generale - Angera	0	31
Medicina generale (Endoscopia digestiva) - Angera	0	23
Medicina generale (Cardiologia) - Angera	0	20
Ortopedia e traumatologia - Angera	0	33
Ostetricia e ginecologia - Angera	0	42
Poliambulatorio Angera	0	60
Radiologia - Angera	0	25
RRF - Angera	0	20
Totale	2097	2334





# **AMBULATORI: Andamenti**



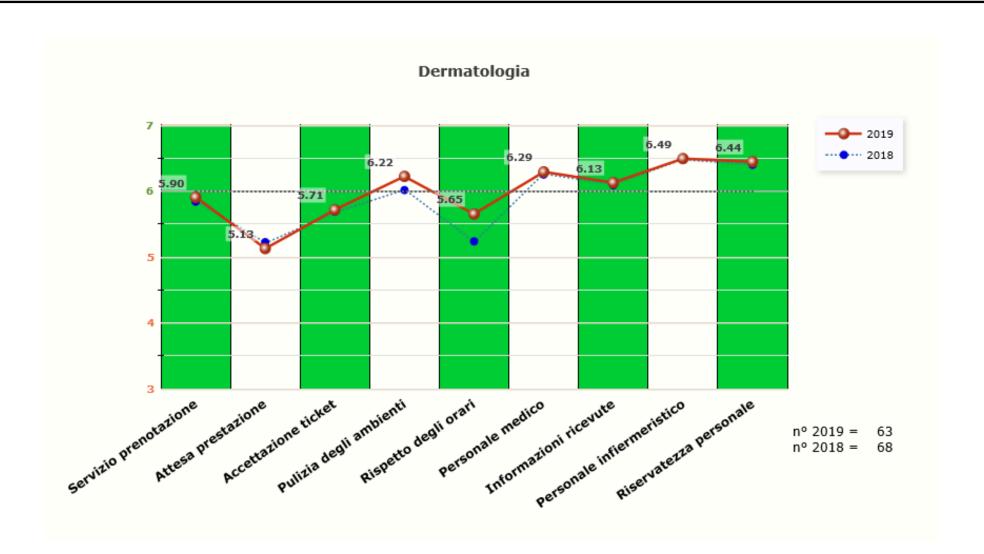




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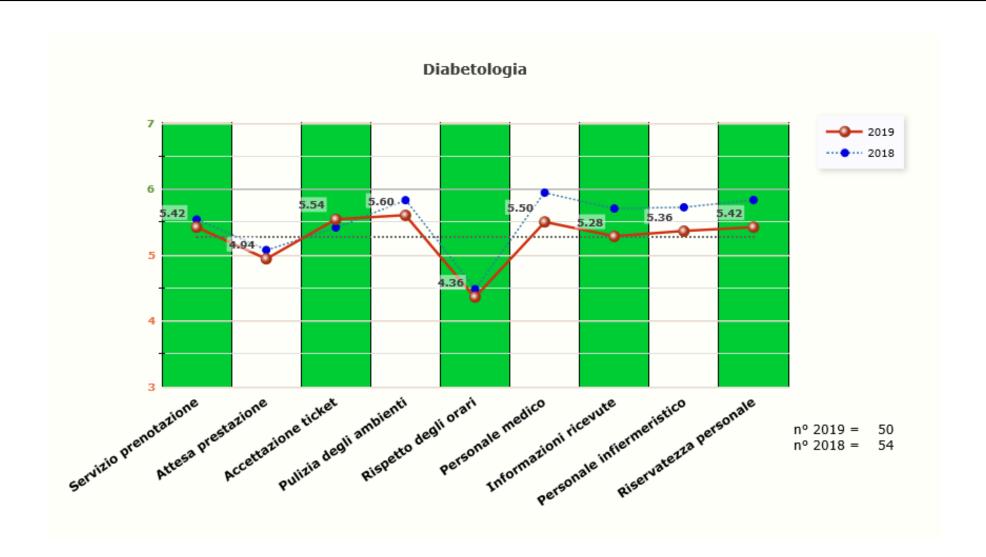






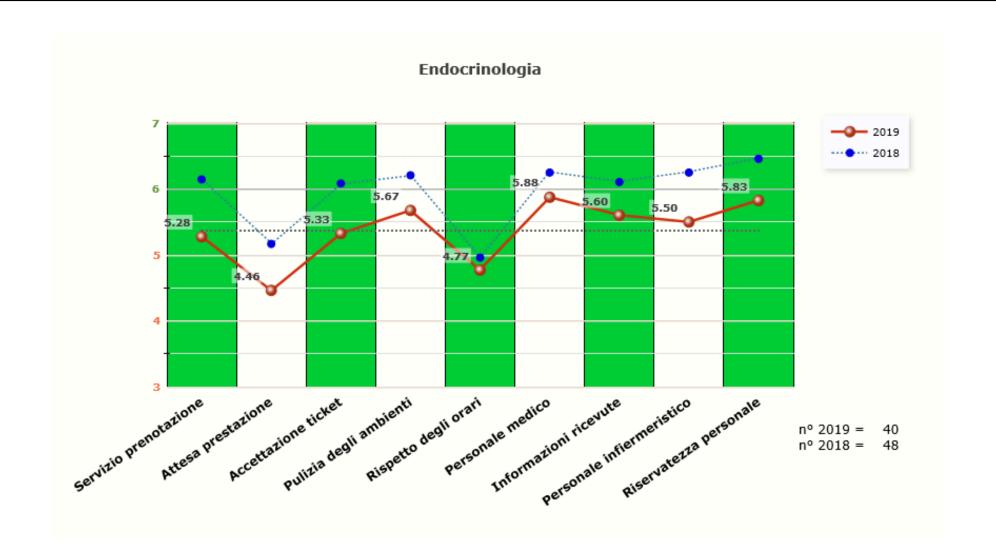






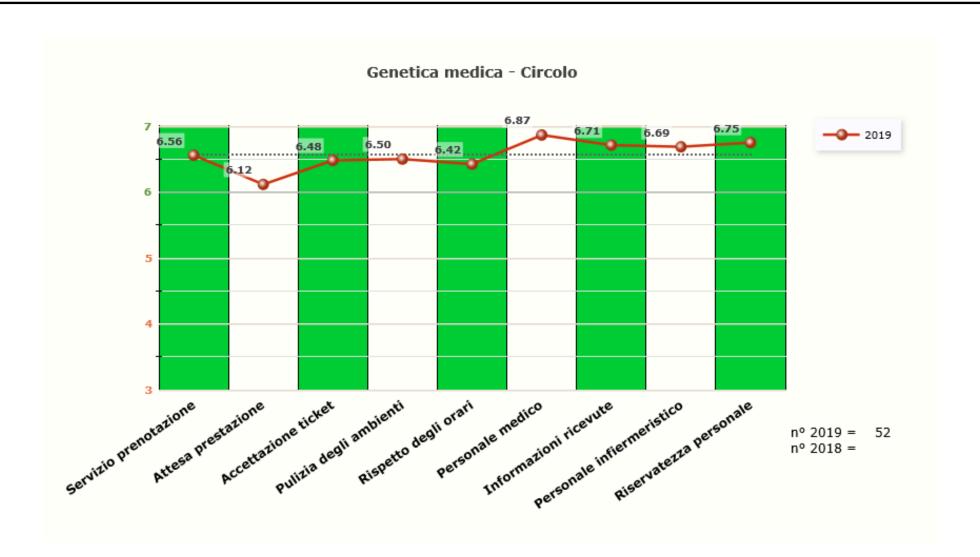






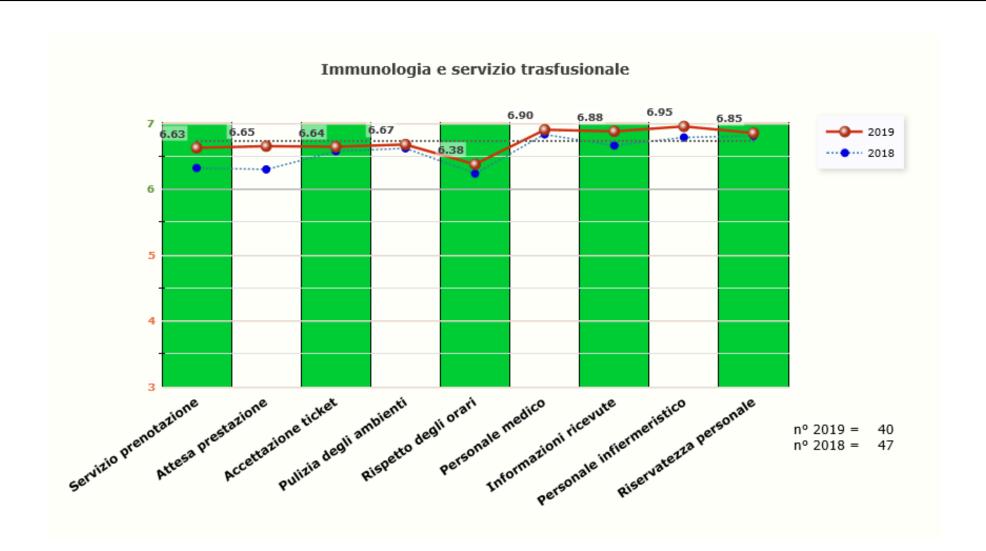






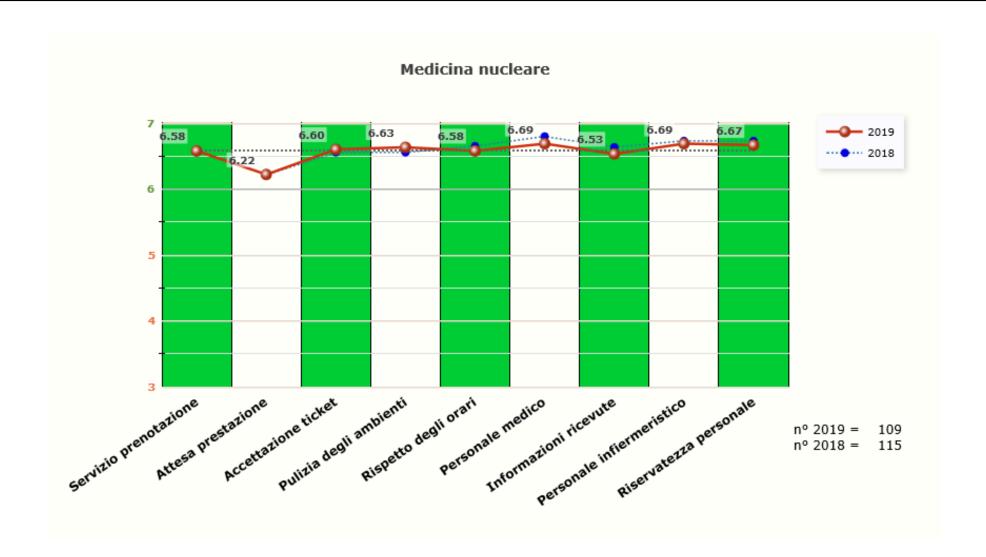






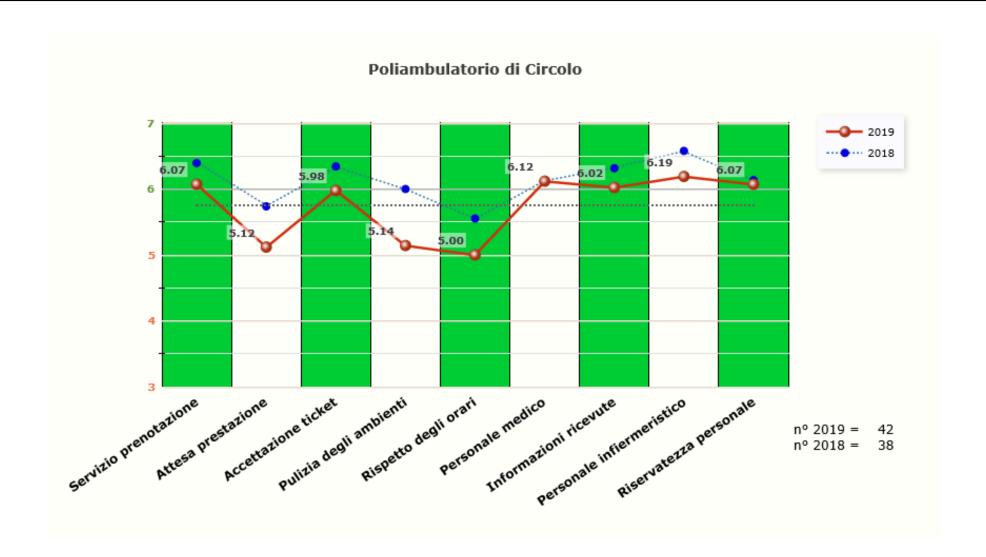






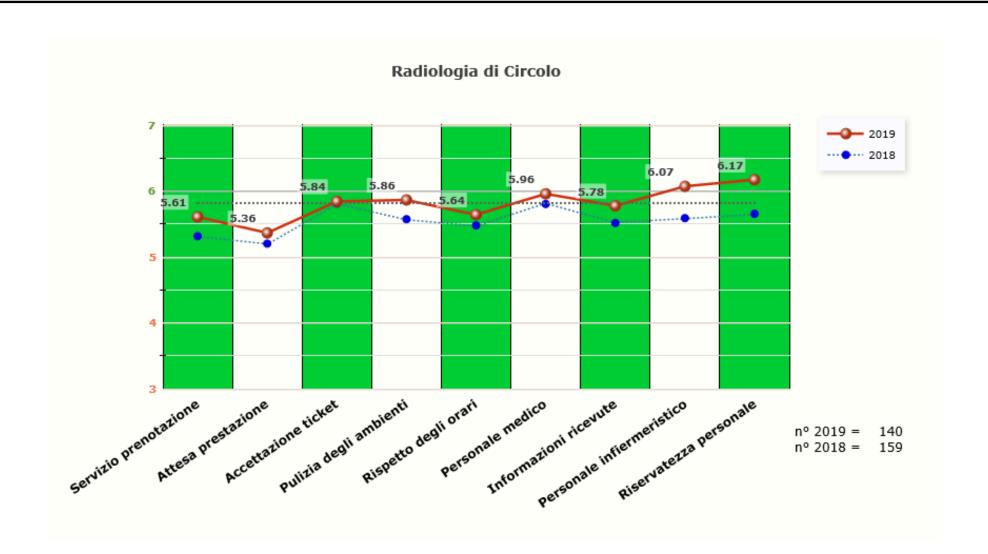




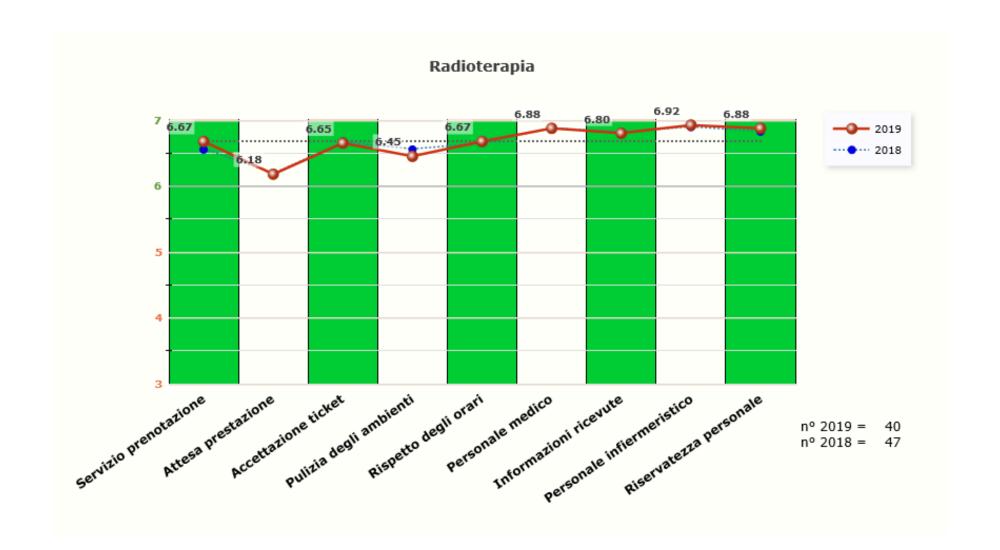






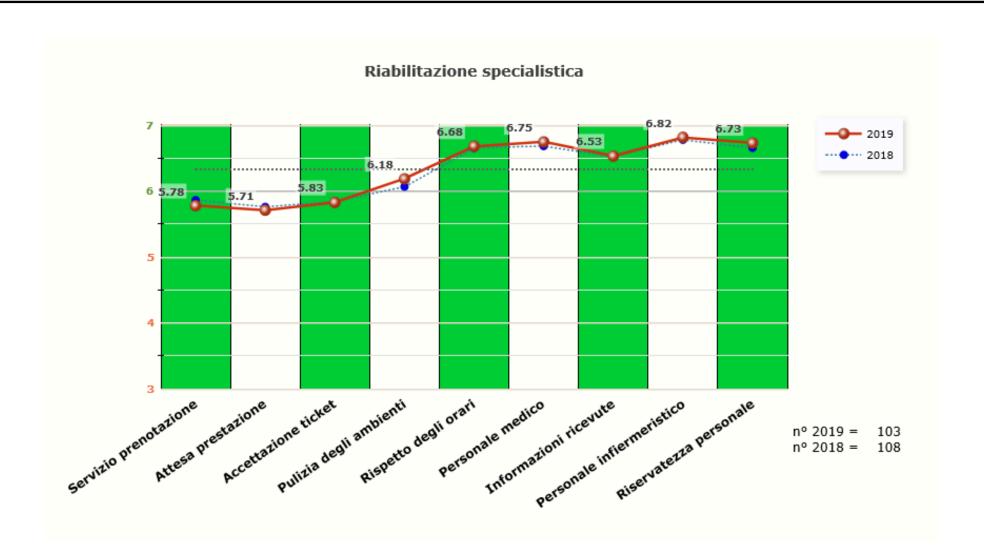












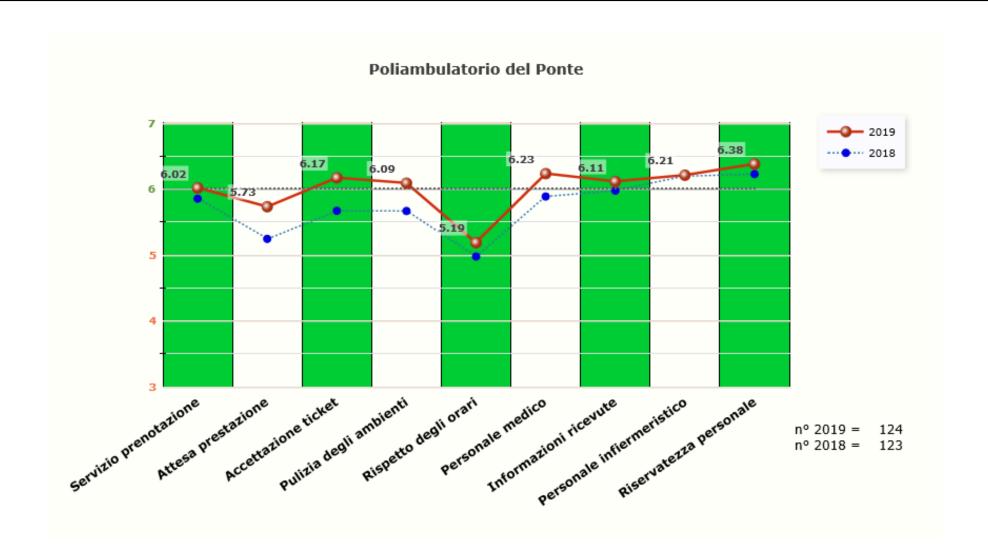




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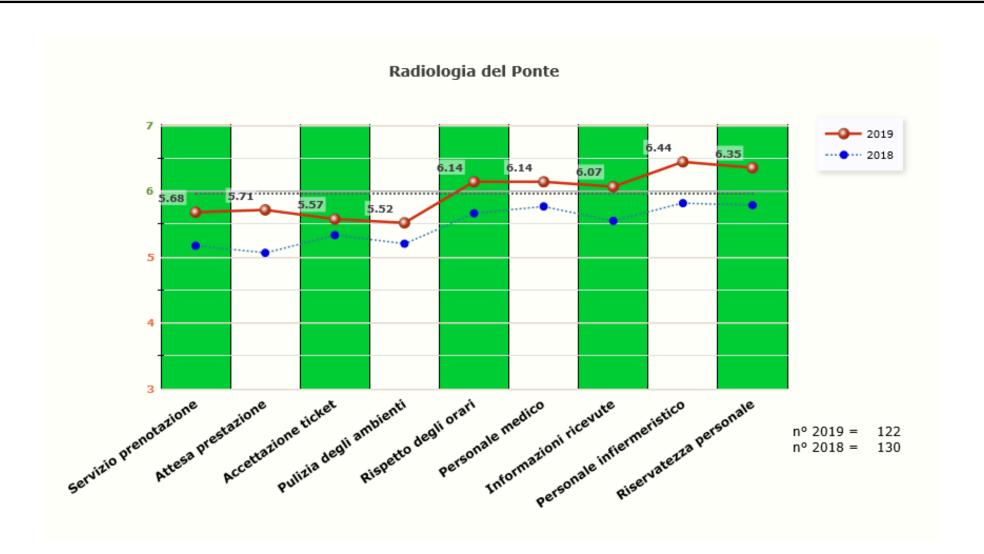












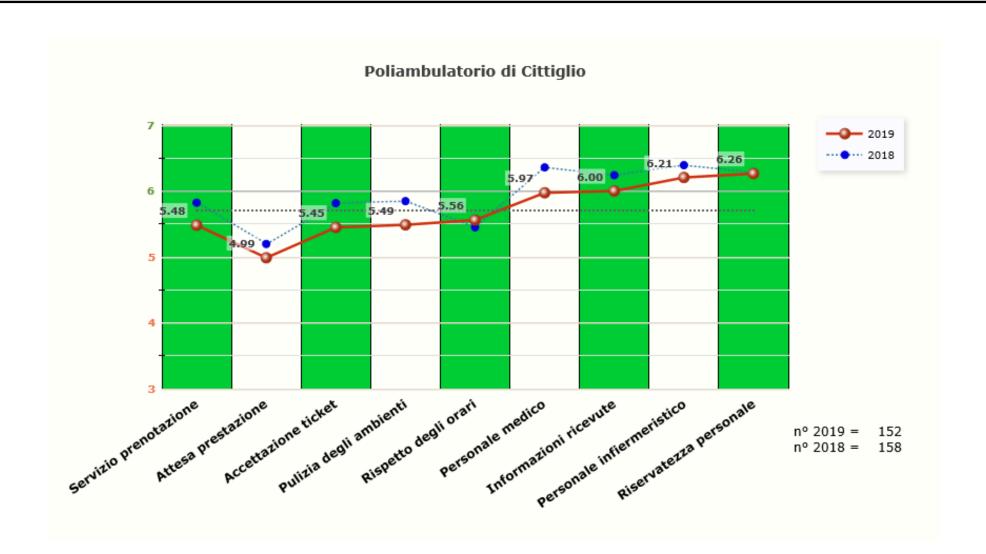




## **CITTIGLIO**







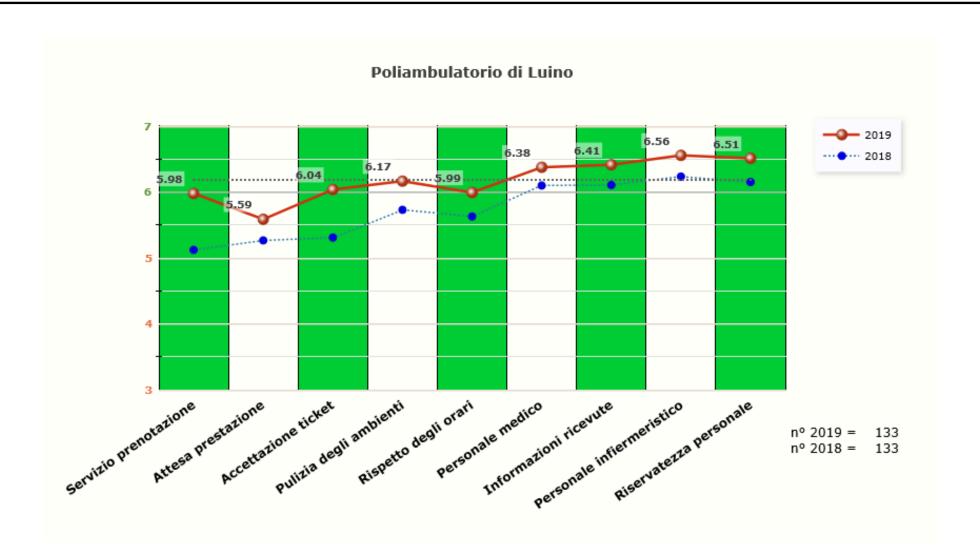




## **LUINO**







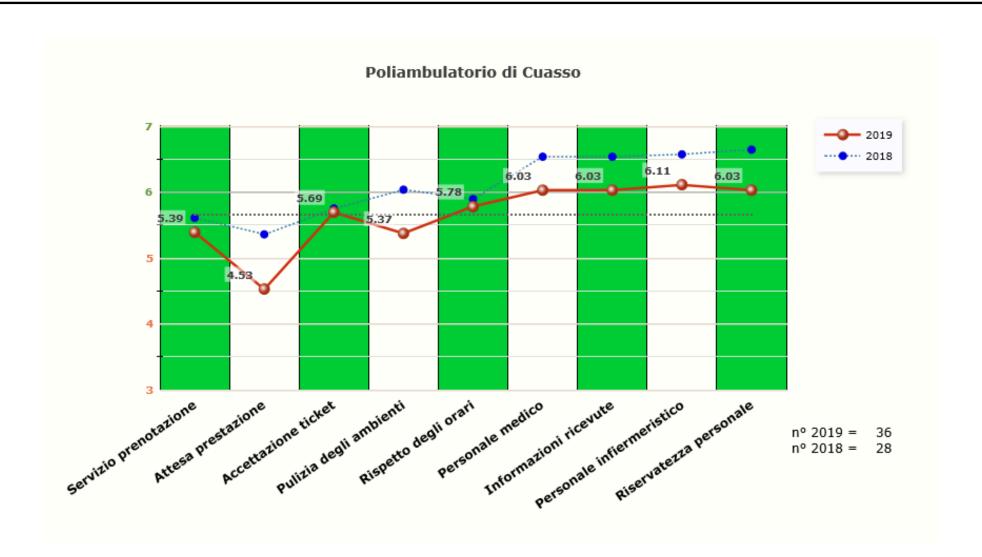




## **CUASSO**







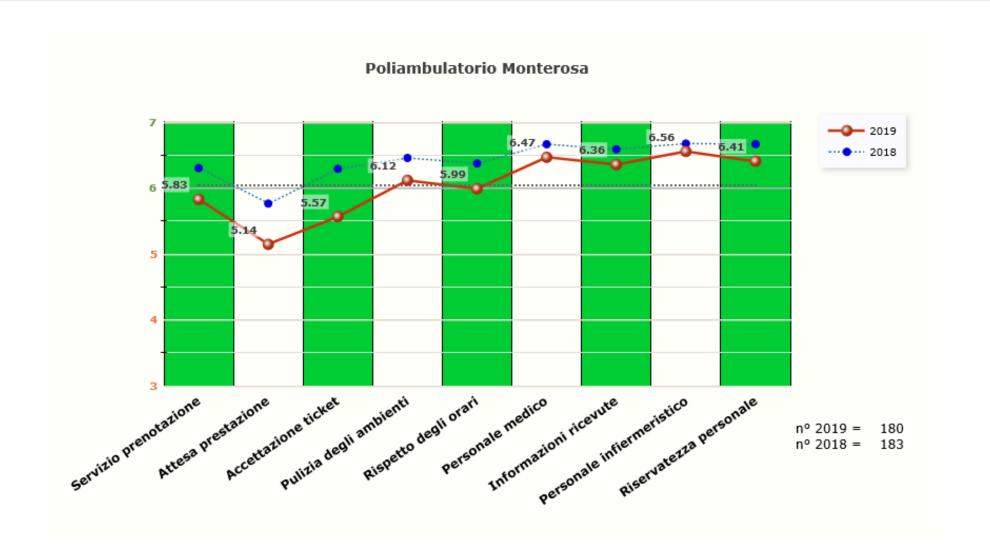




# **MONTEROSA**







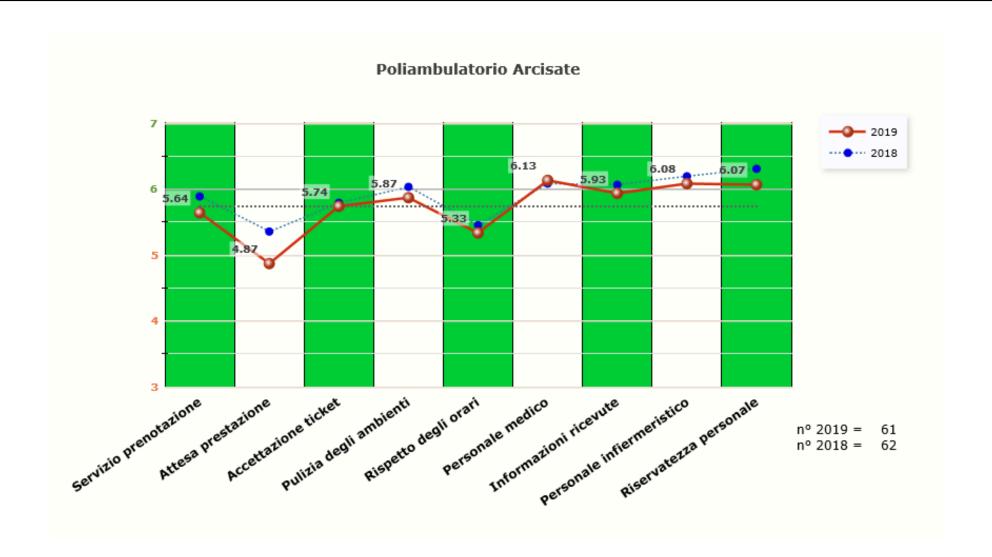




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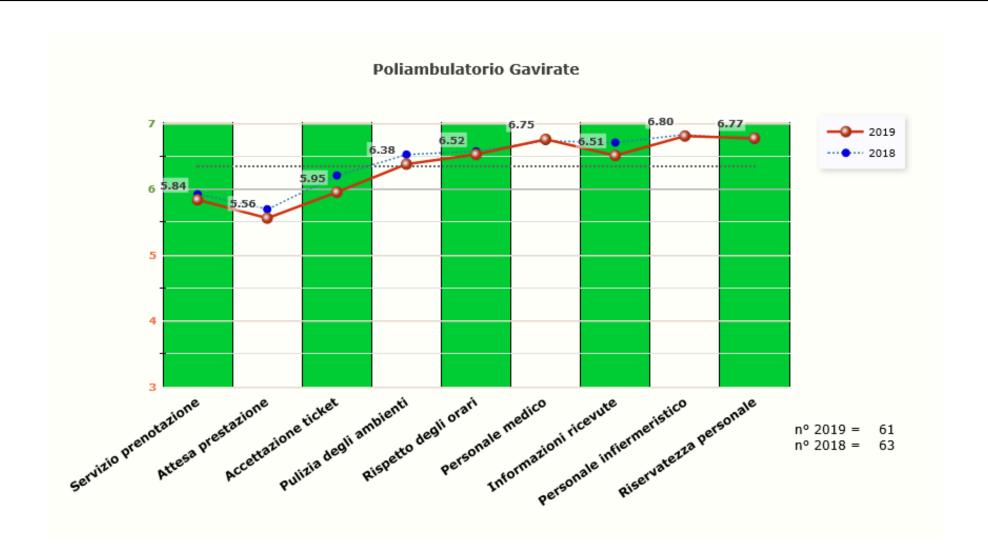




# **GAVIRATE**







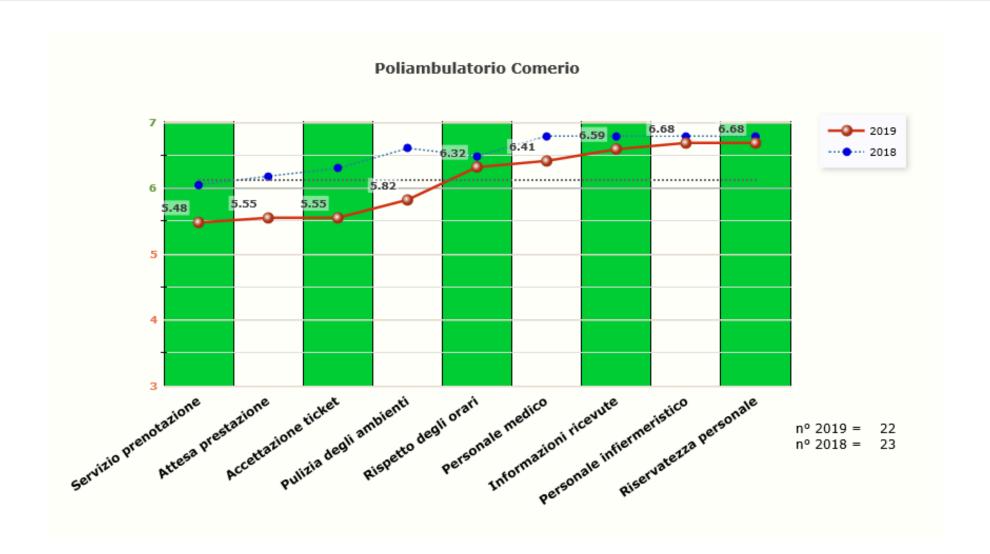




# **COMERIO**











### **TRADATE**

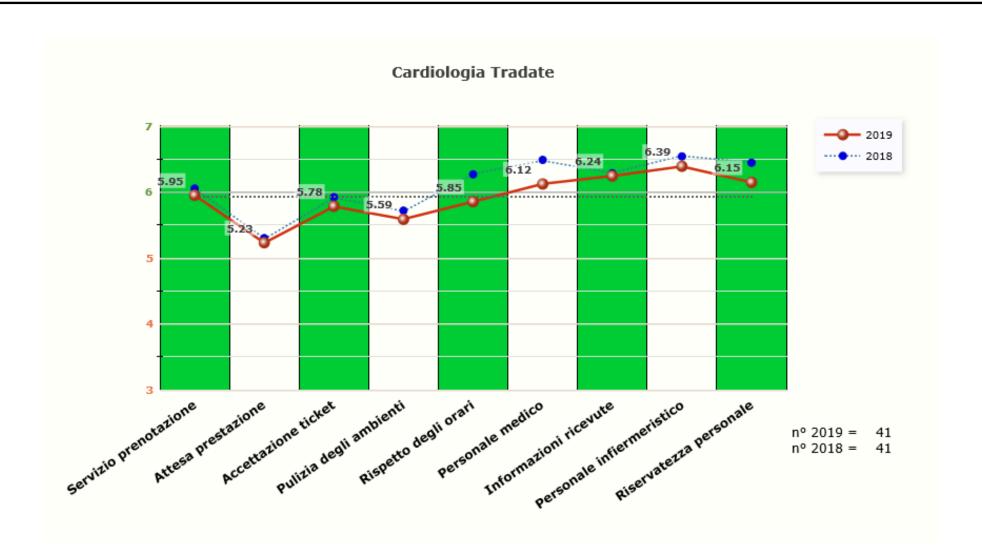






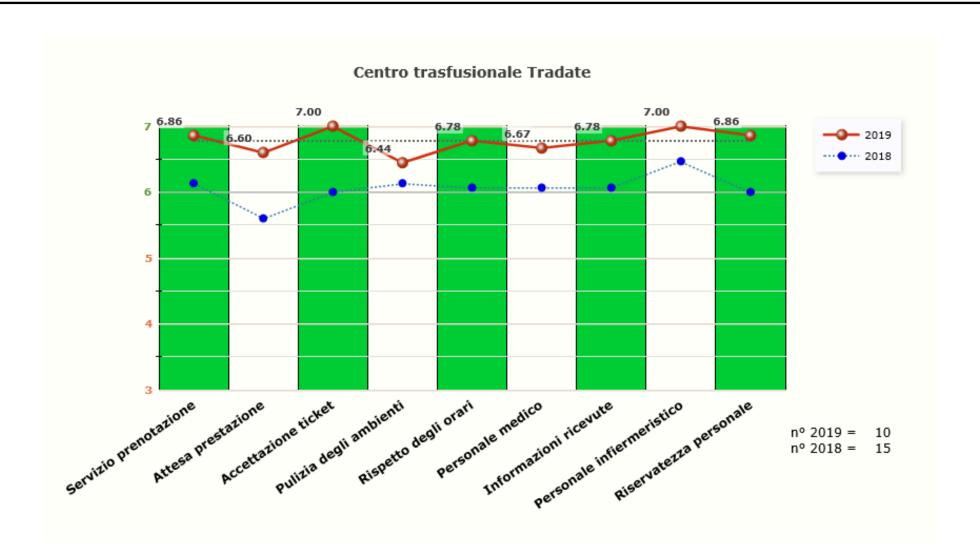






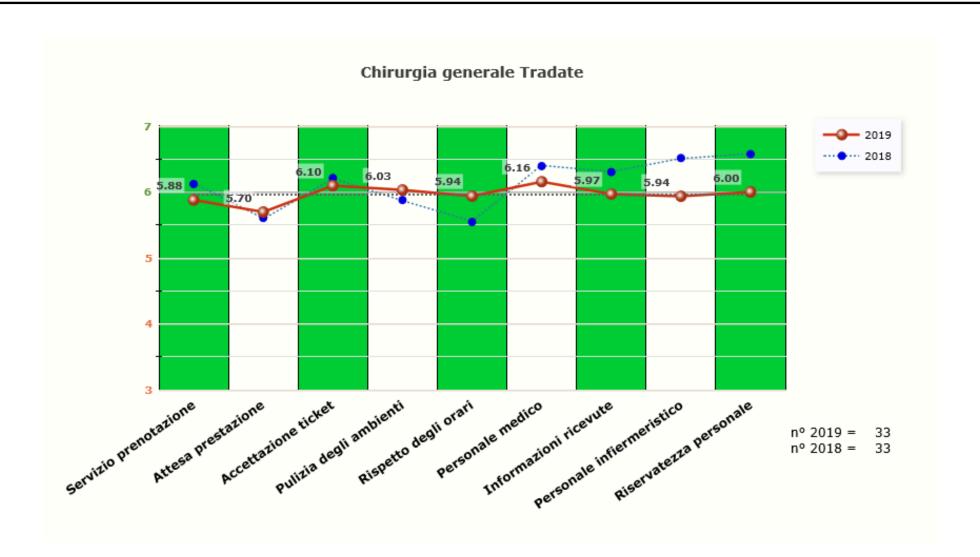






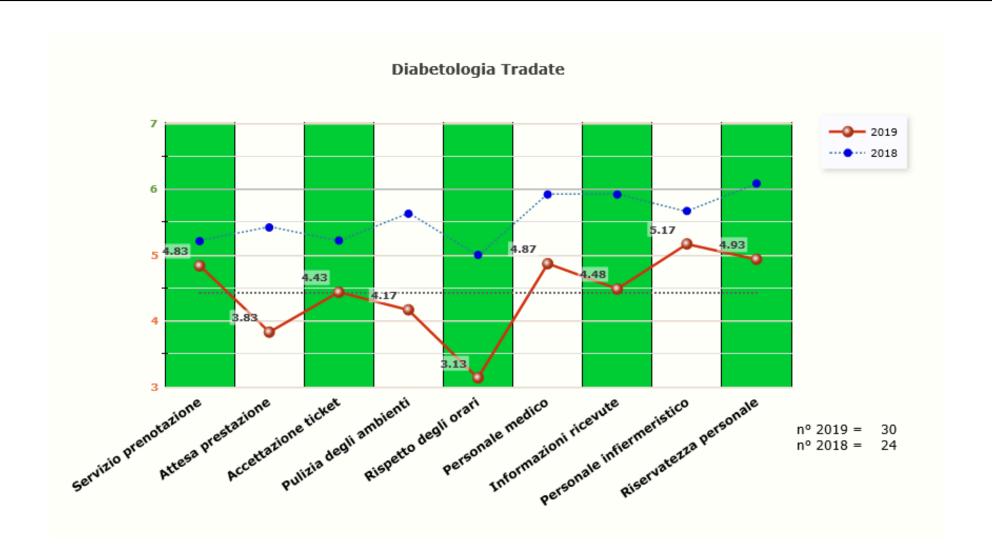






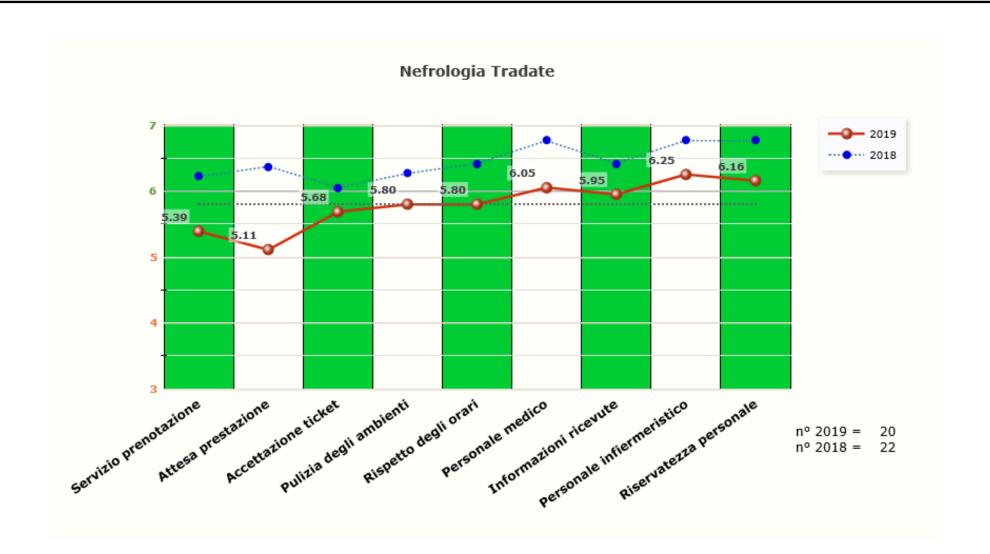












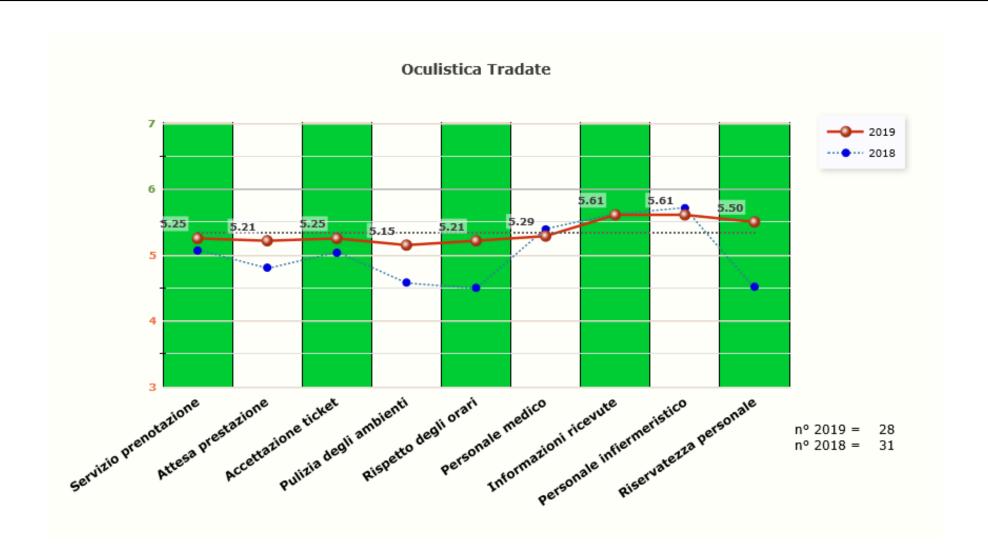












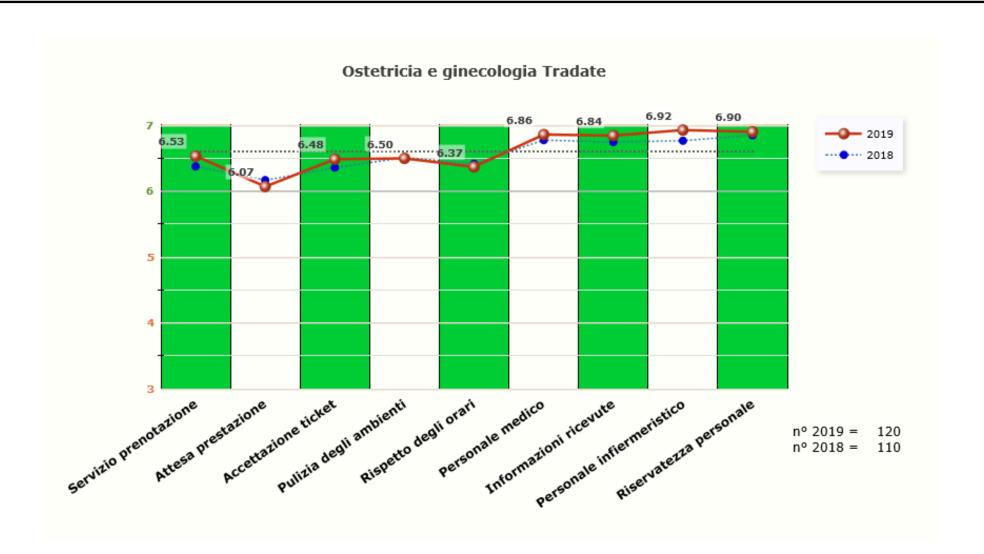






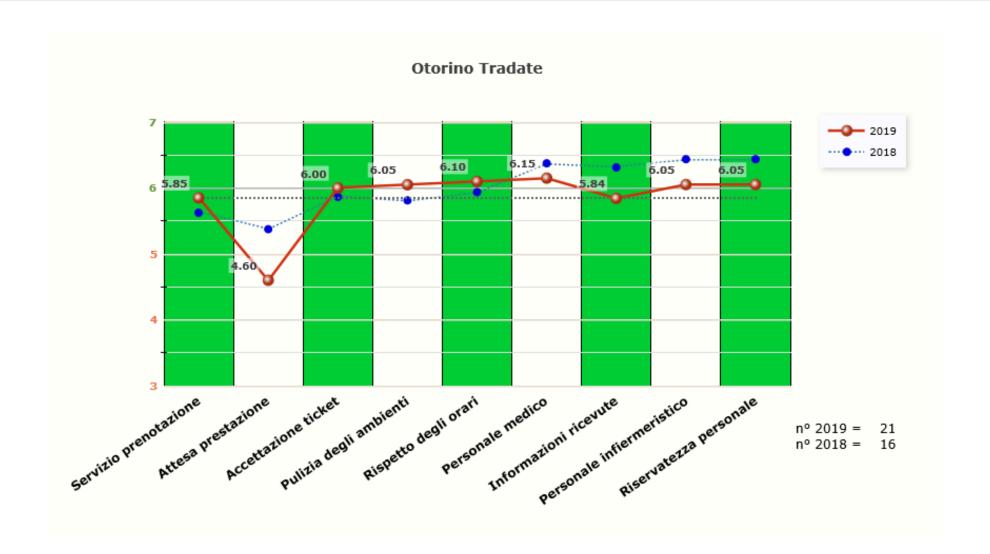






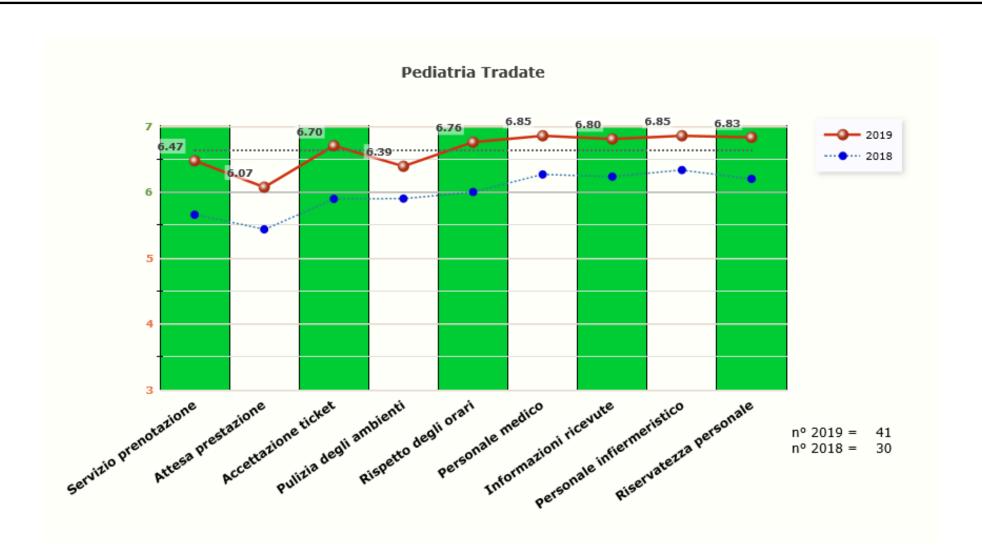






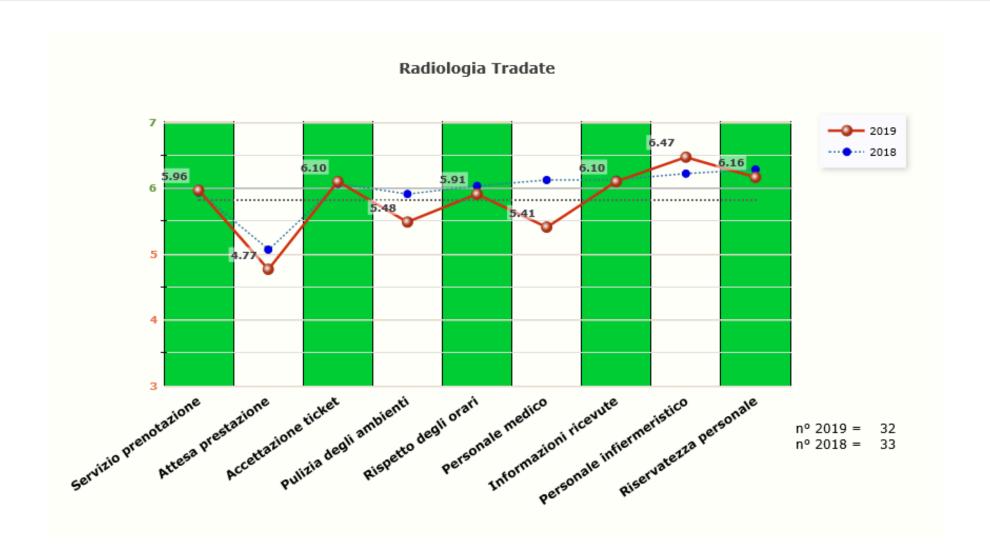












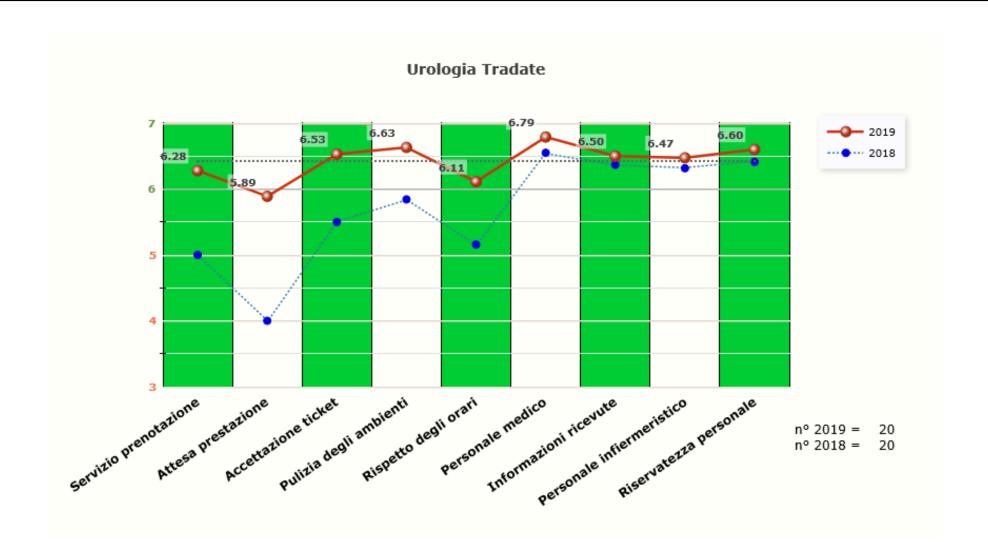












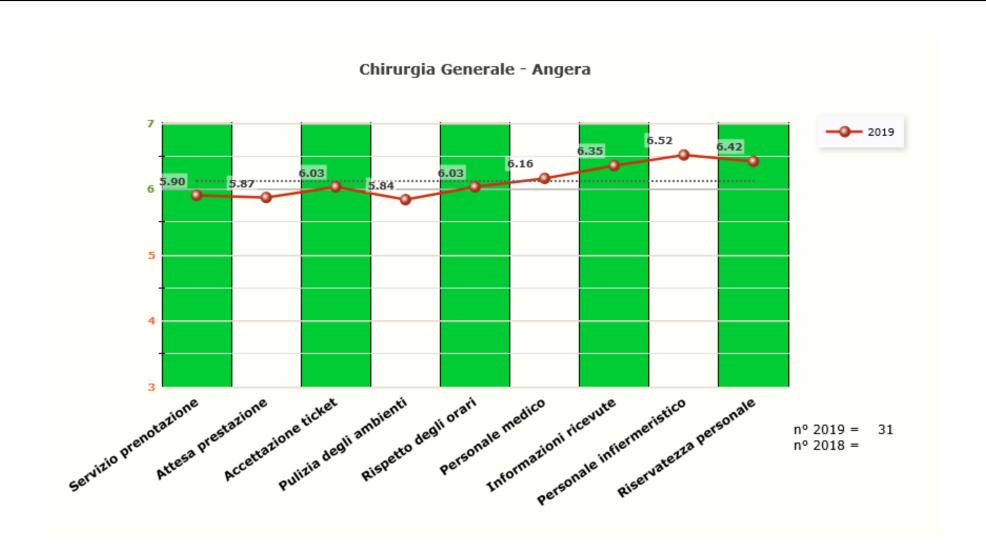




# **ANGERA**

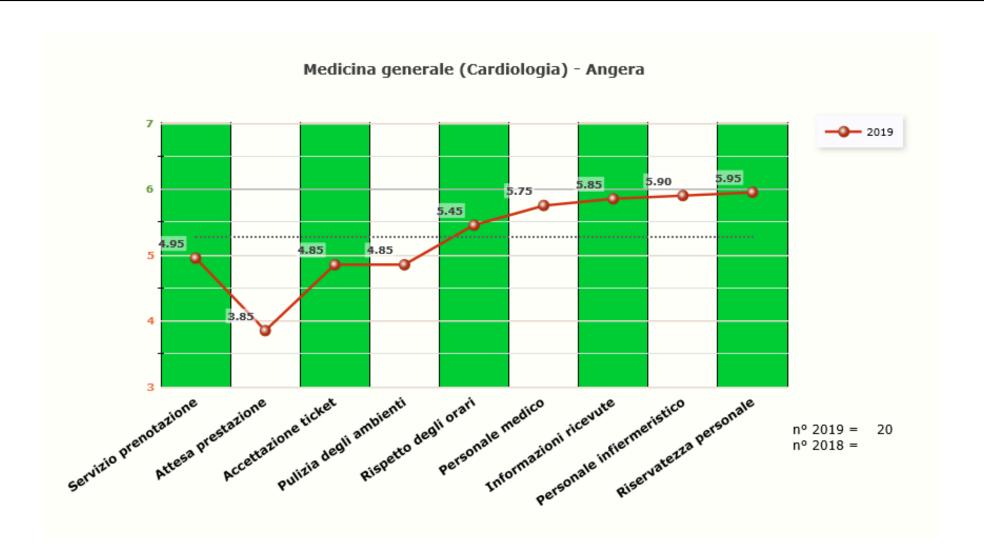






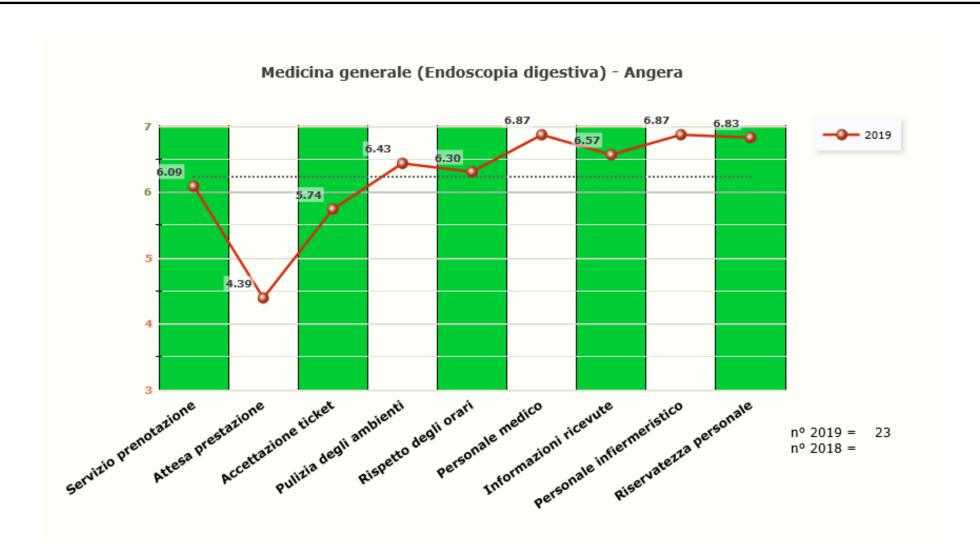






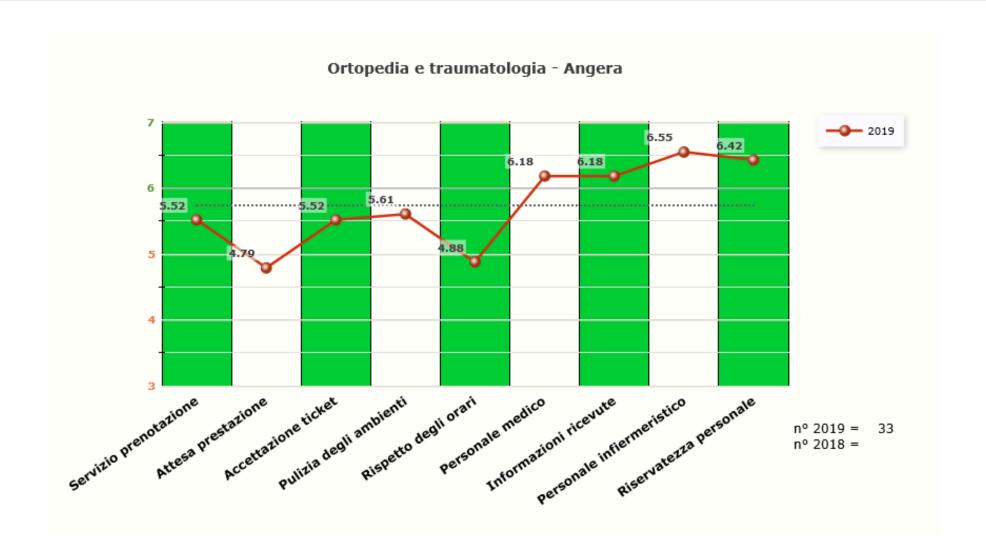






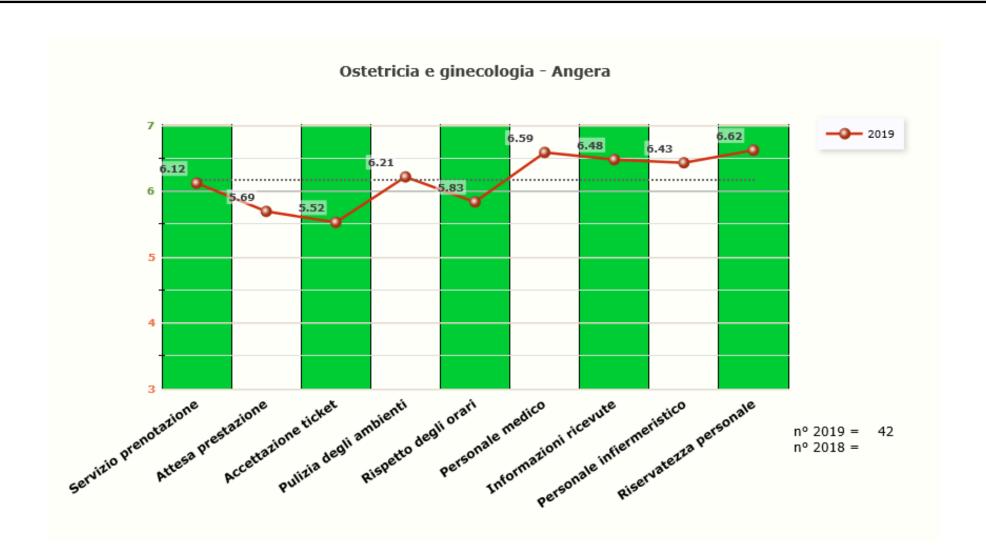






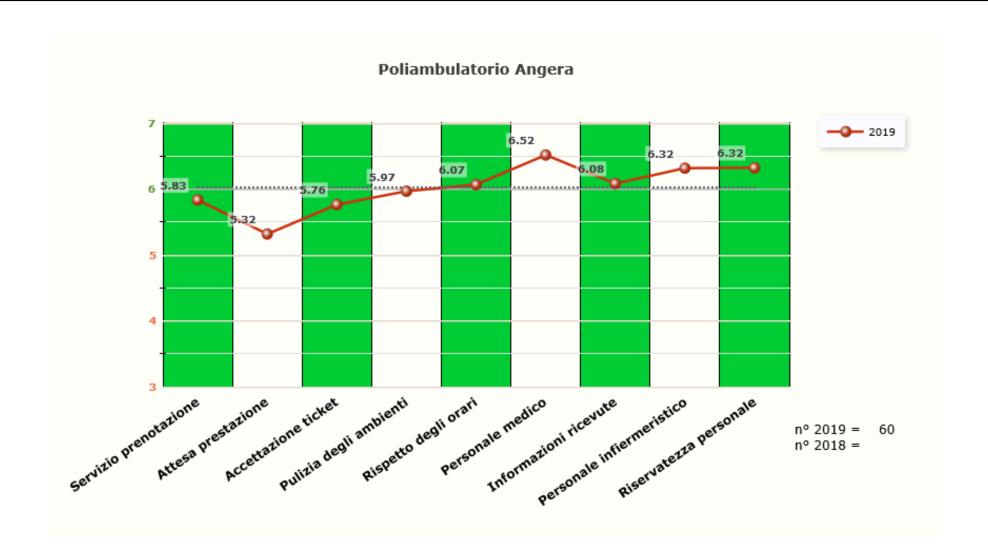






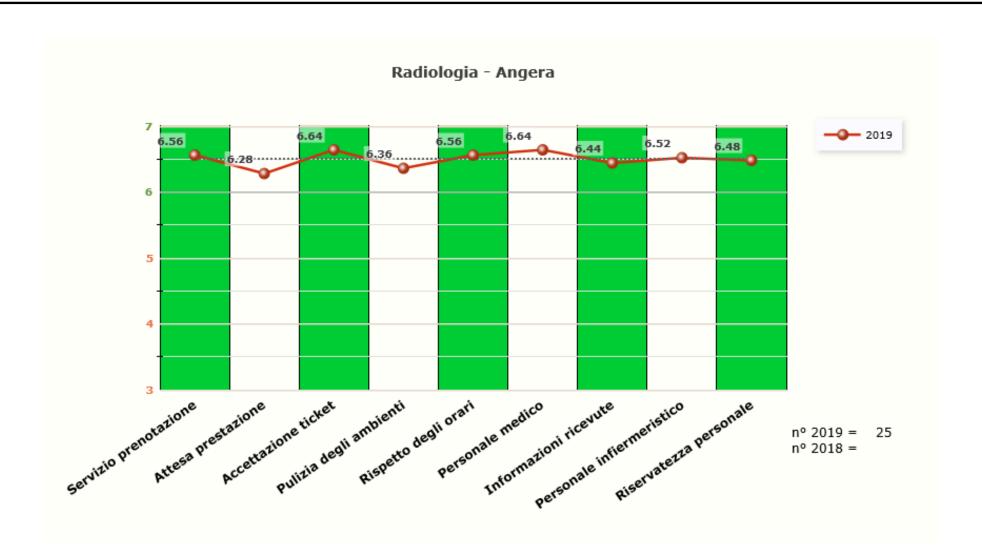




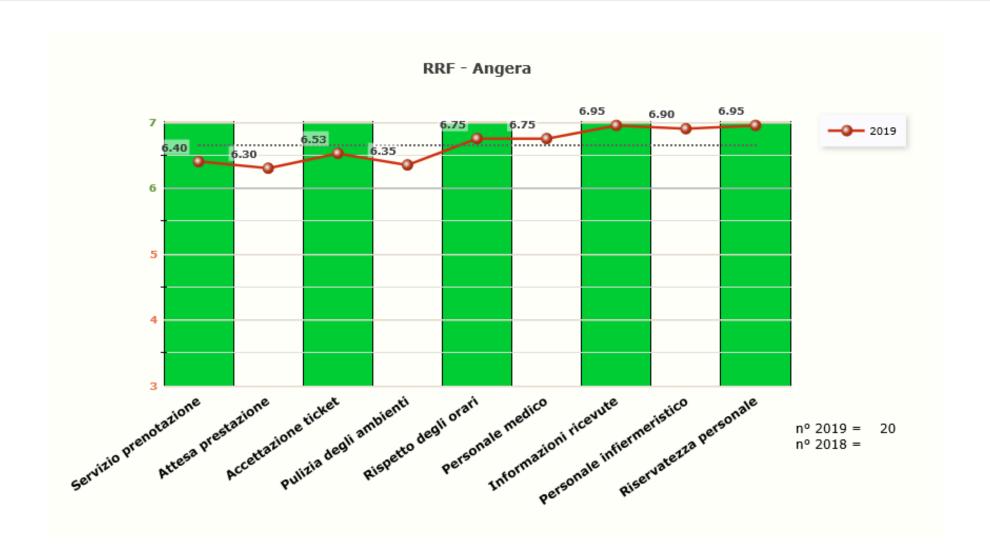
















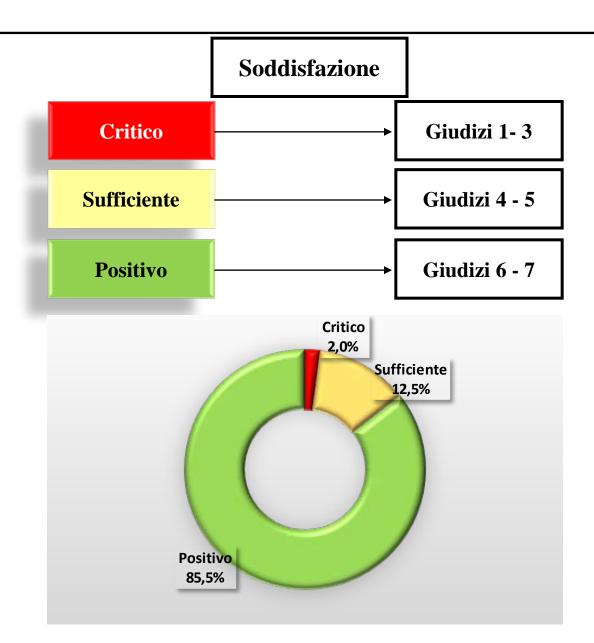
# AMBULATORI: Analisi criticità





#### Criticità ambulatori

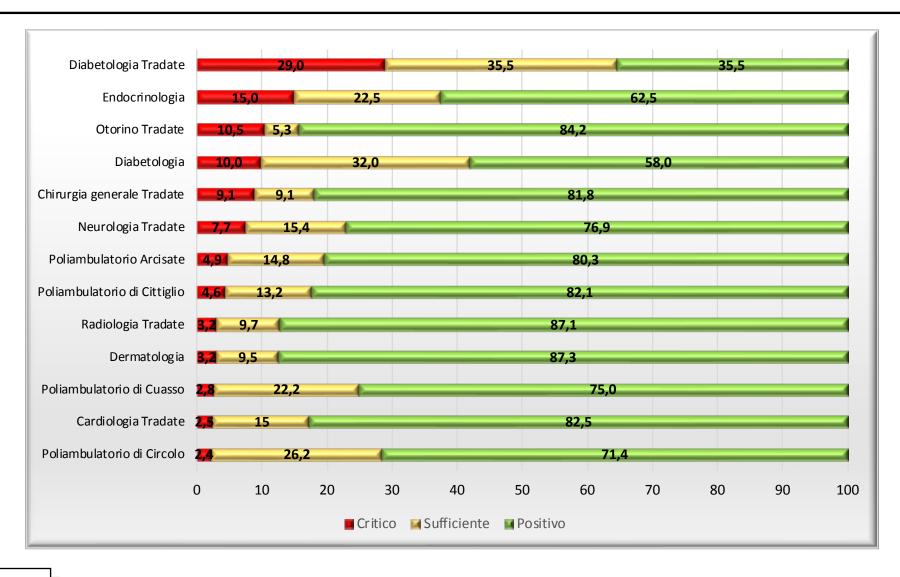






### Ambulatori: soddisfazione singoli ambulatori

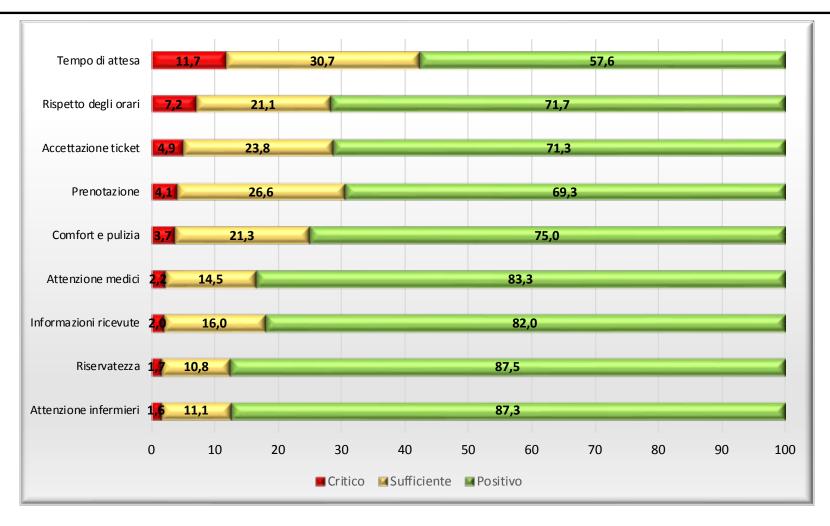






### Ambulatori: soddisfazione singoli aspetti









### **DEGENZE**

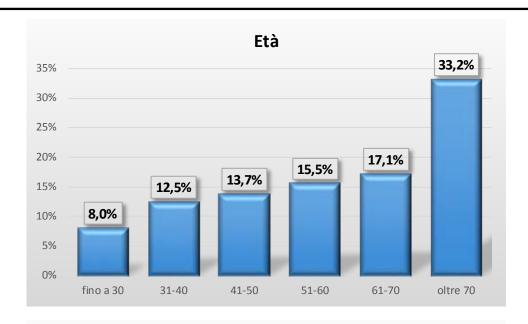
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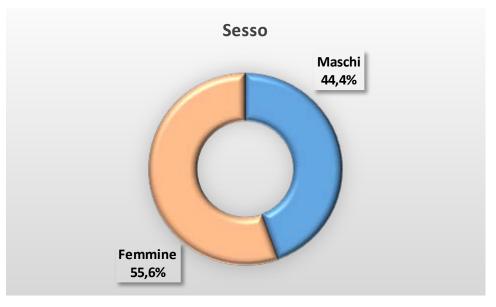


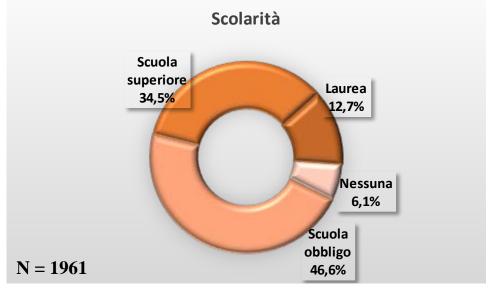


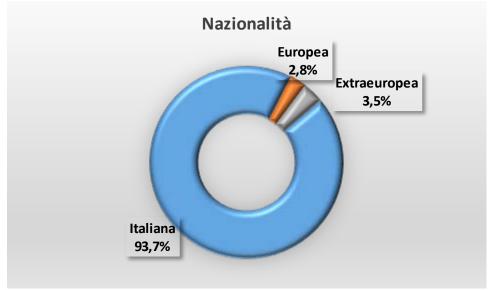
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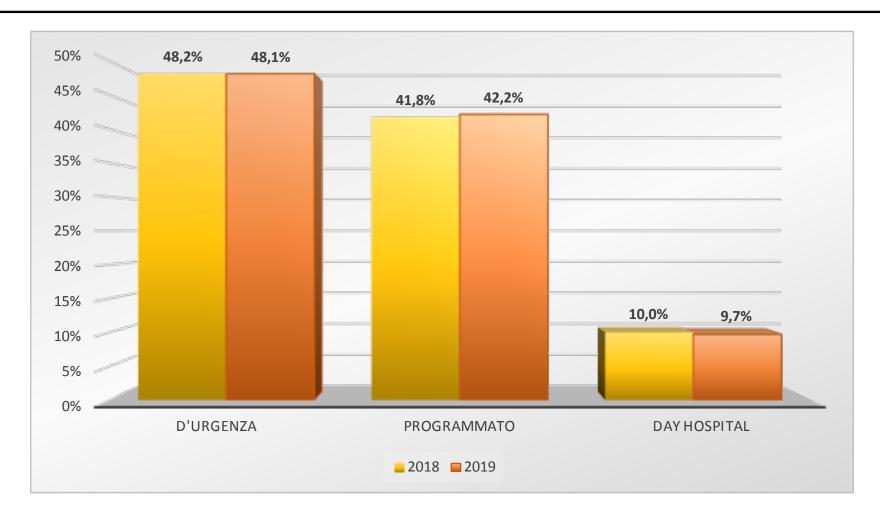






#### Ricovero

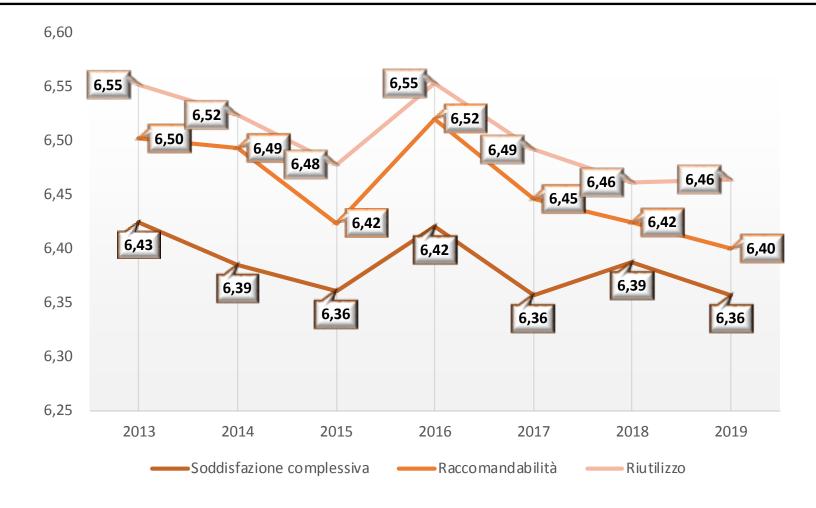






### Indici generali

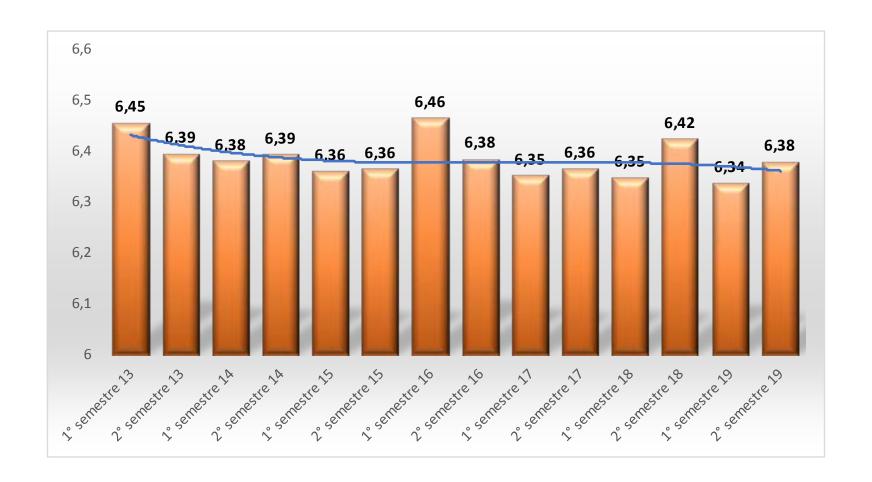






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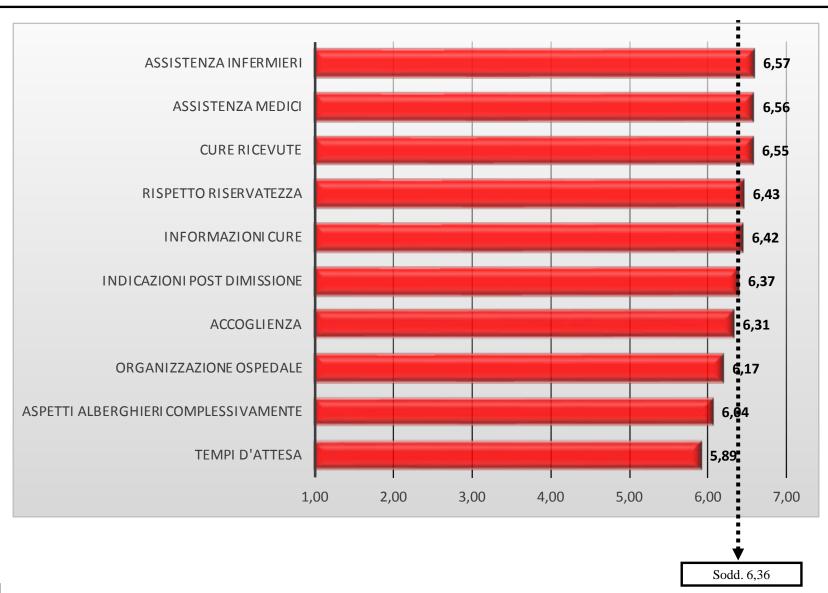






## Soddisfazione per i singoli elementi del servizio

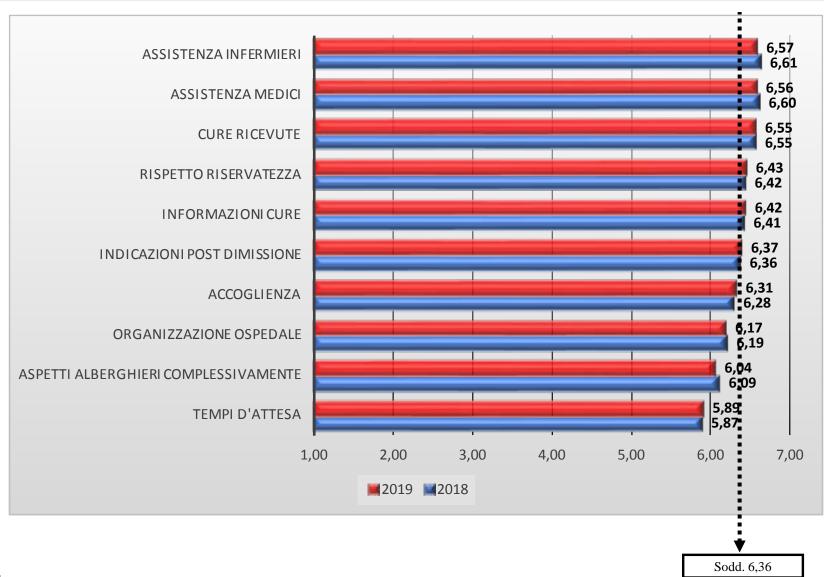






### Soddisfazione per i singoli elementi del servizio

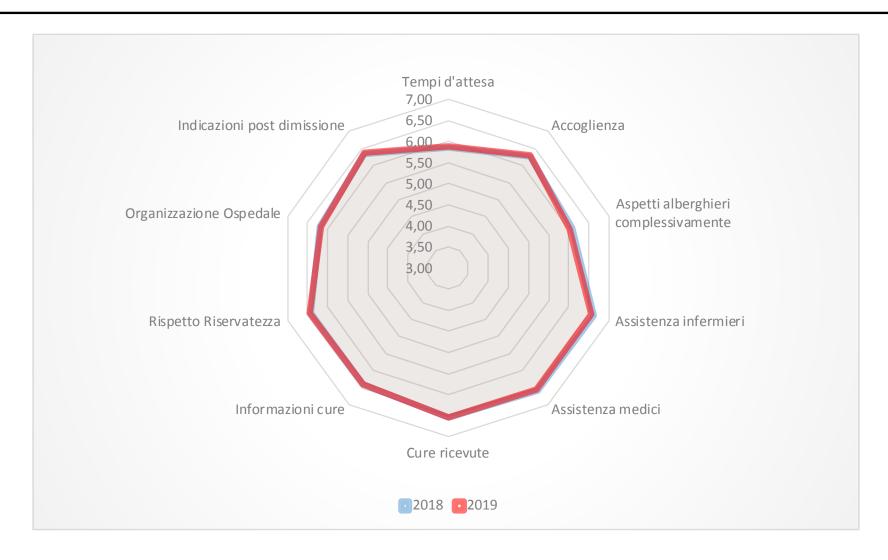






## Soddisfazione per i singoli elementi del servizio









# **DEGENZE: Dettaglio**





### Totale rilevazioni



Degenze	2018	2019
Ospedale di Circolo		
Cardiochirurgia	38	31
Cardiologia 2	35	34
Cardiologia1	38	37
Chirurgia 1	44	41
Chirurgia 2	33	20
Chirurgia 3 toracica	21	30
Chirurgia plastica	18	30
Chirurgia vascolare	34	30
<b>Ematologia</b>	22	35
Gastroenterologia	49	70
Geriatria	33	30
Malattie infettive	27	30
Medicina gen 1	43	40
Medicina gen 2	42	42
Nefrologia	23	20
Neurochirurgia	63	61
Neurologia	23	20
Oculistica	42	40
Ortopedia Circolo	94	82
Otorinolaringoiatria	68	60
Pneumologia	28	20
SSD Breast Unit	0	21
SSD Day surgery	97	65
Urologia	45	40
Ospedale Del Ponte		
Pediatria	48	55
Ostetricia e ginecologia	185	205

Degenze	2018	2019	
Ospedale di Cittiglio			
Chirurgia generale	42	51	
ledicina generale	73	70	
Sinecologia	44	50	
Pediatria Pediatria	52	50	
Ospedale di Luino			
Chirurgia generale	36	40	
Medicina generale	33	40	
Ortopedia	41	40	
RF	37	41	
Ospedale di Cuasso			
Pneumologia riab.	23	23	
RF	23	23 21	
Ospedale di Tradate			
nestesia e rianimazione Tradate	9	12	
Cardiologia Tradate	19	10	
Chirurgia generale Tradate	39	18	
Dialisi Tradate	19	20	
ledicina Tradate	40	19	
Ortopedia e traumatologia Tradate	20	26	
Ostetricia e Ginecologia Tradate	38	40	
ediatria Tradate	41	36	
Pronto soccorso Tradate	52	50	
lecupero e ried. funzionale Tradate	10	10	
Ospedale di Angera			
Chirurgia Generale - Angera	0	30	
ledicina Generale 2° piano - Angera	0	33	
Ortopedia e traumatologia - Angera	0	22	
Ostetricia e Ginecologia - Angera	0	20	
Totale	1884	1961	





## **DEGENZE: Andamenti**



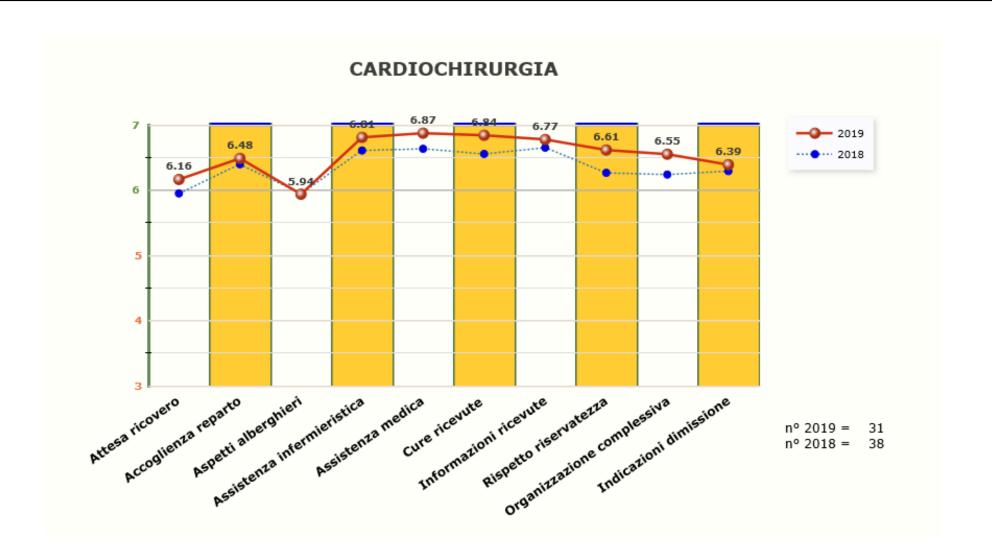




### **CIRCOLO**

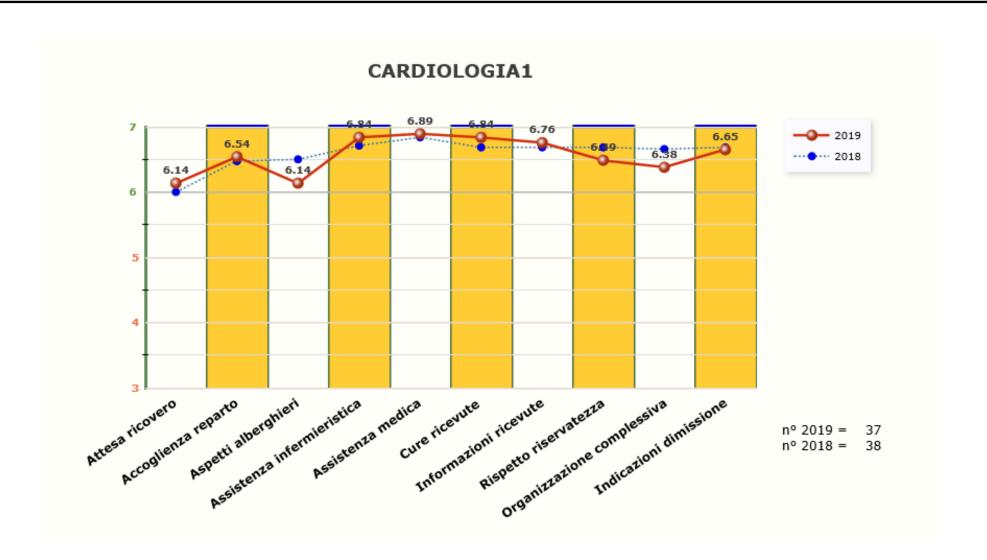






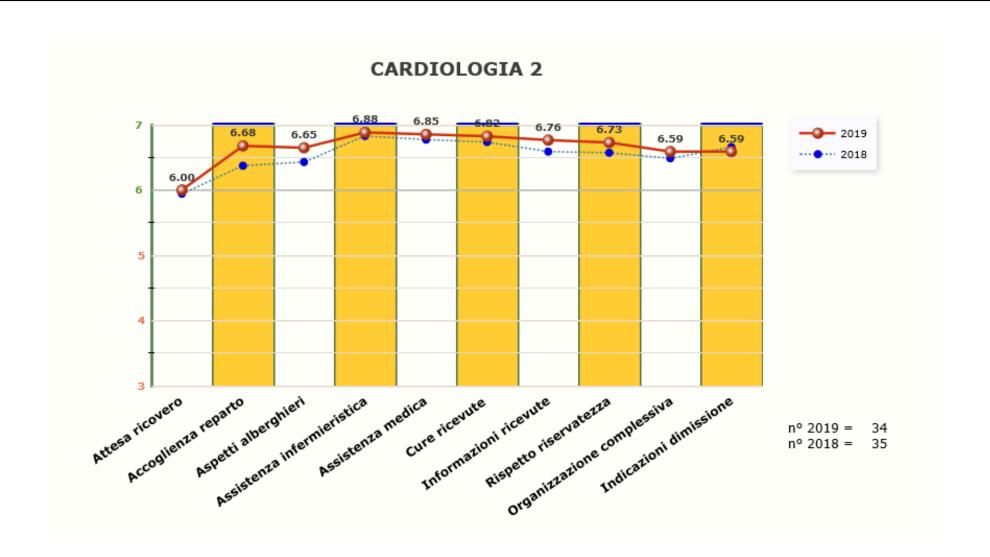






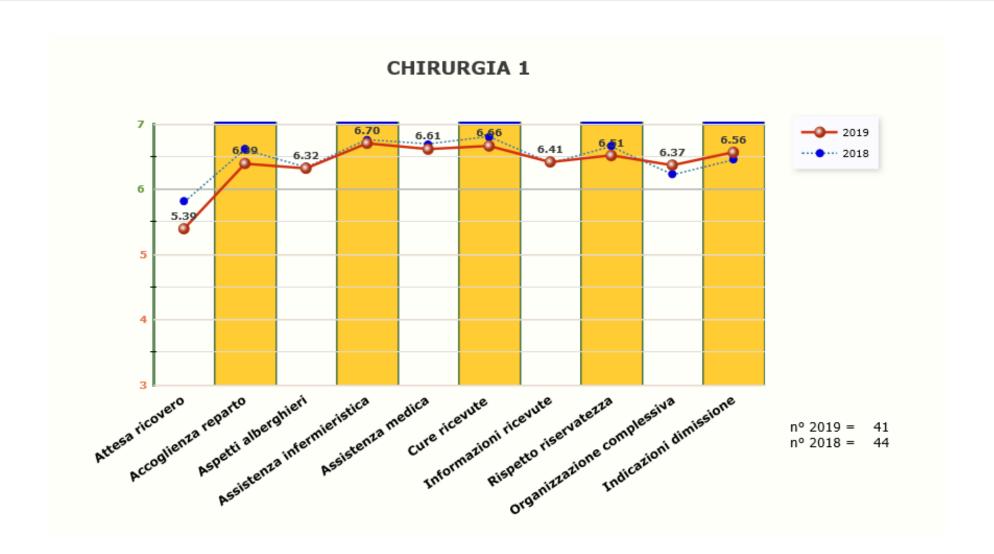






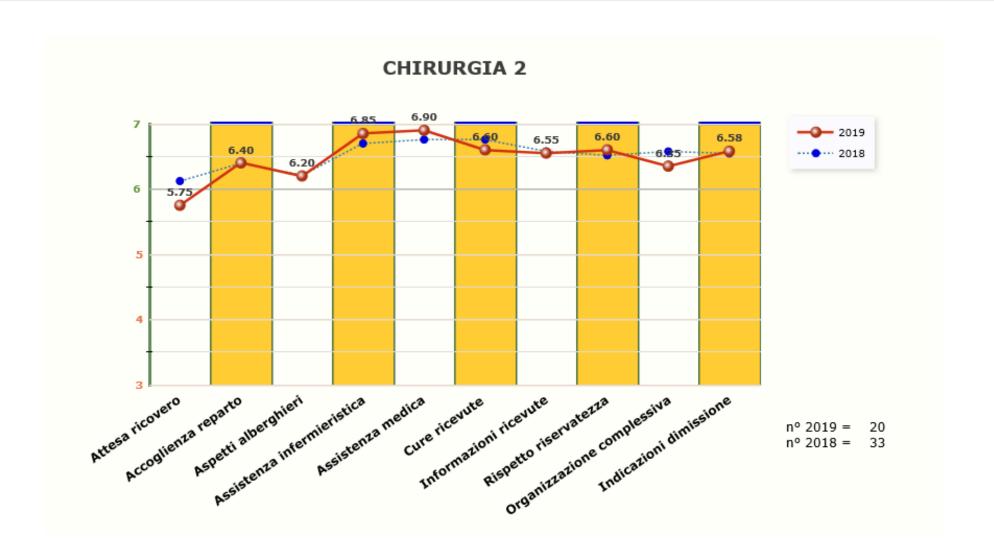






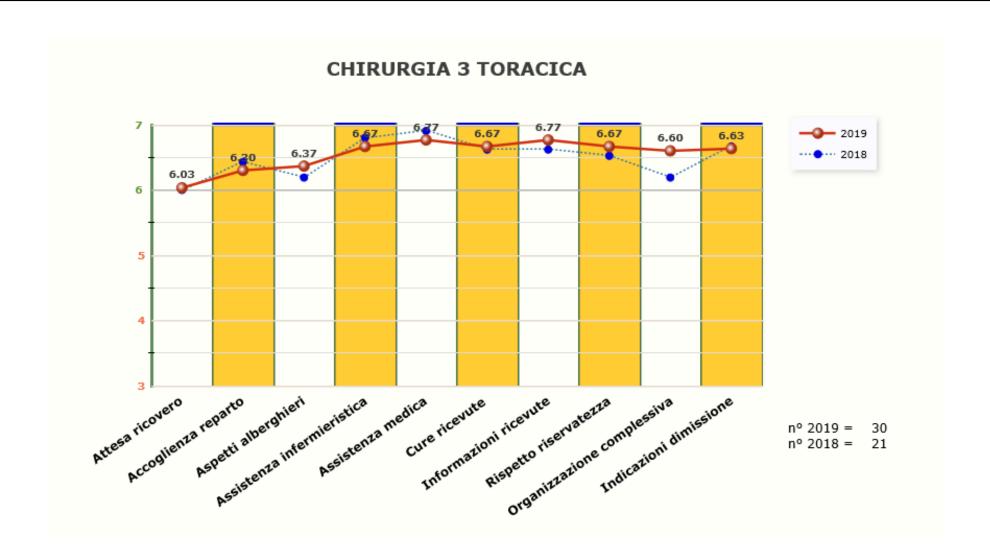






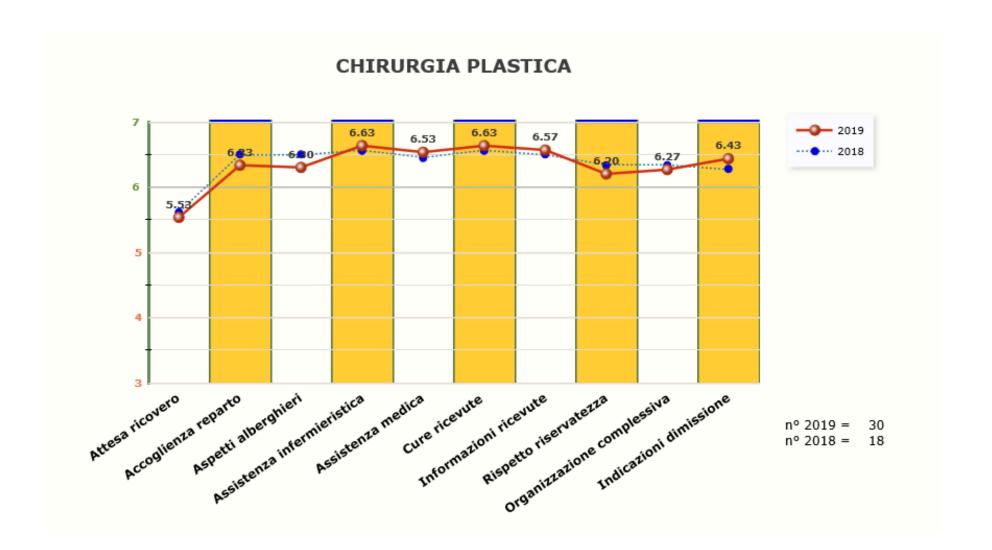






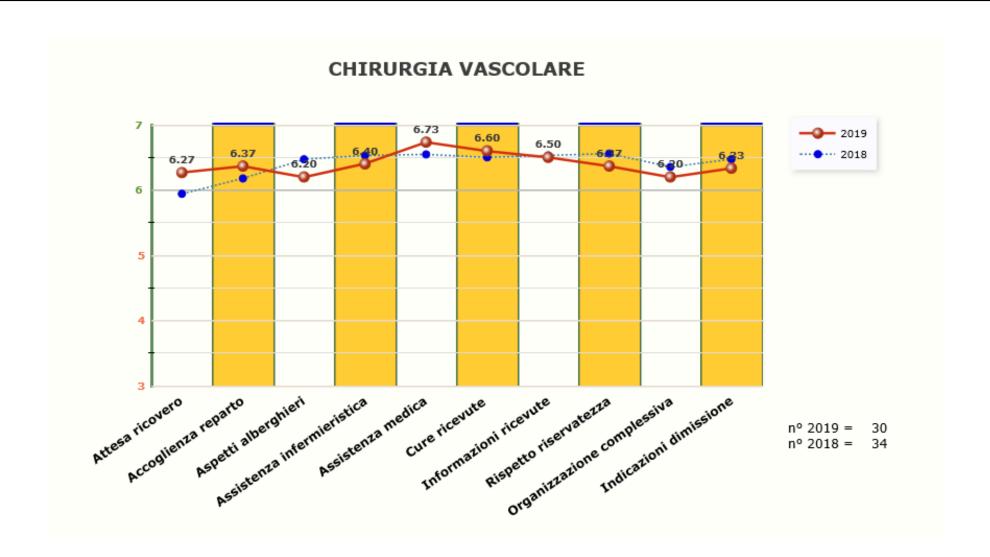






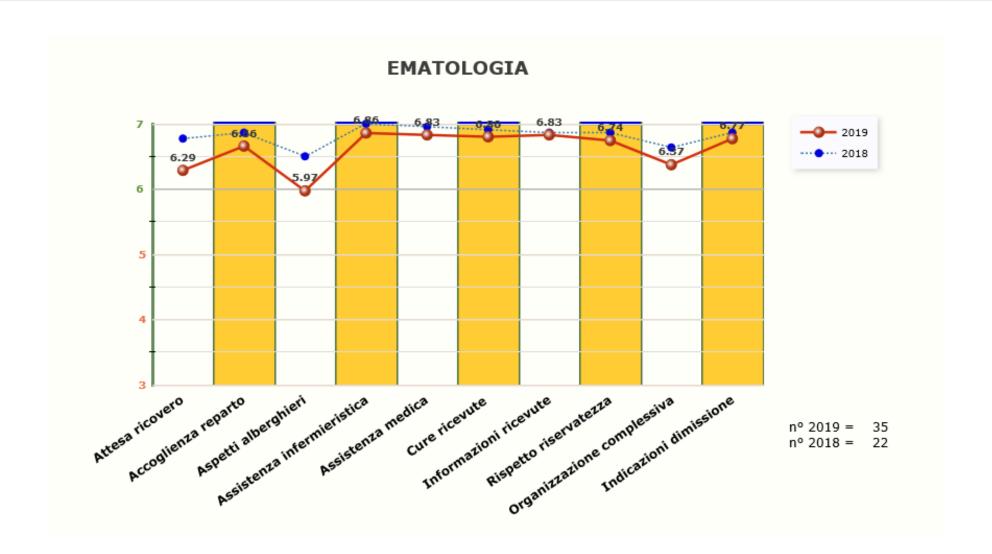






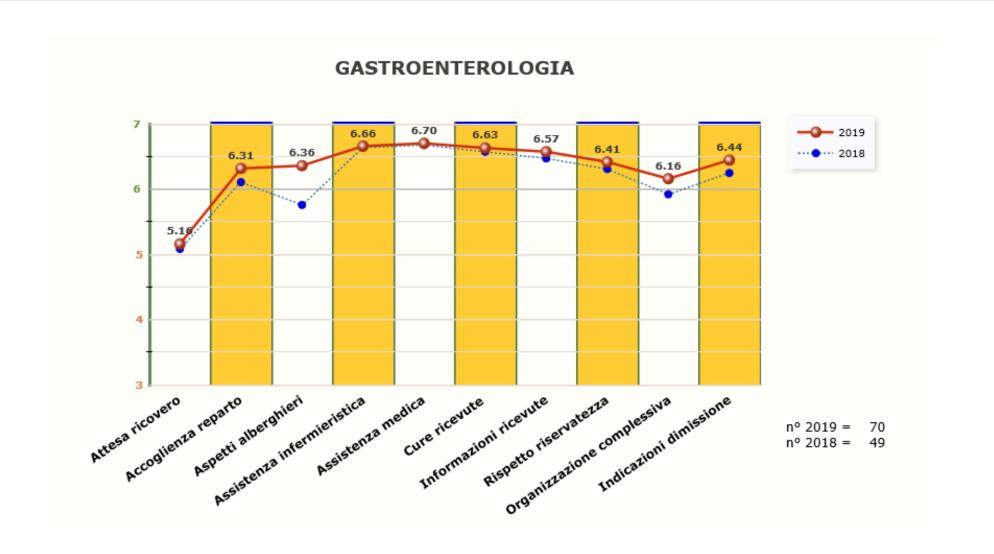






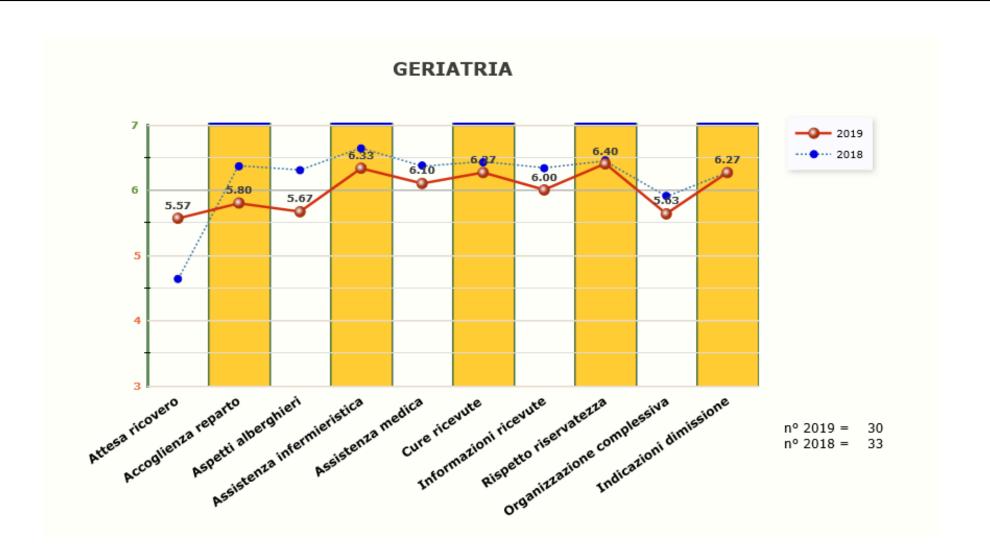






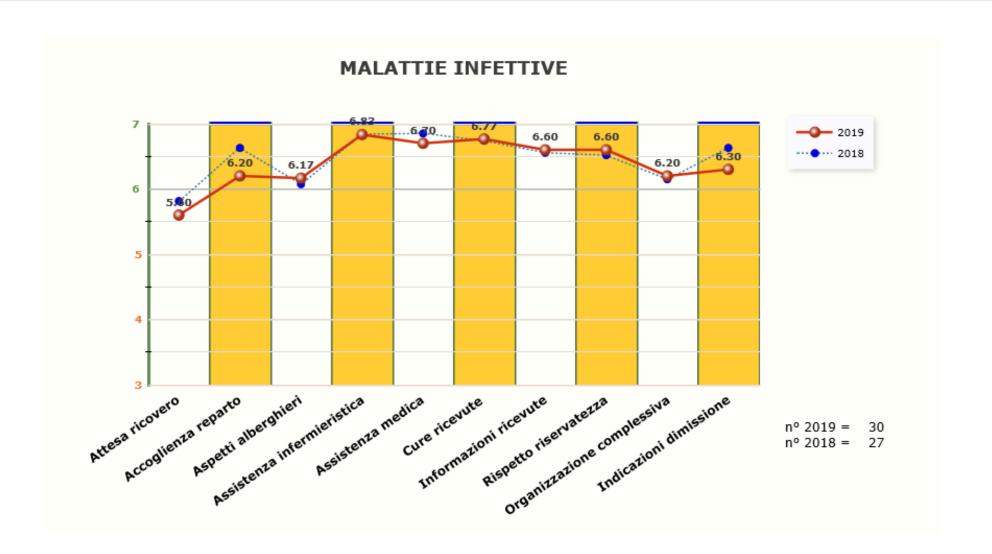






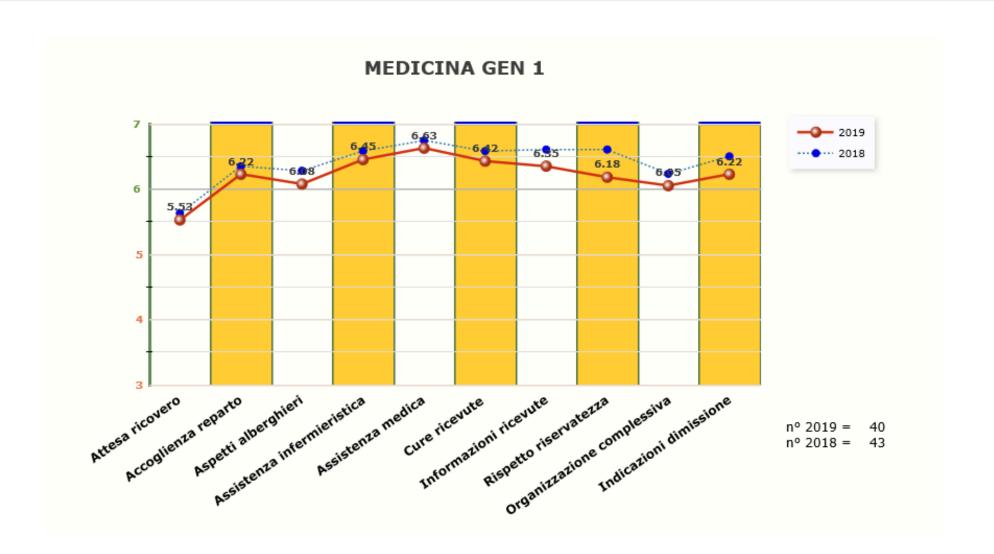






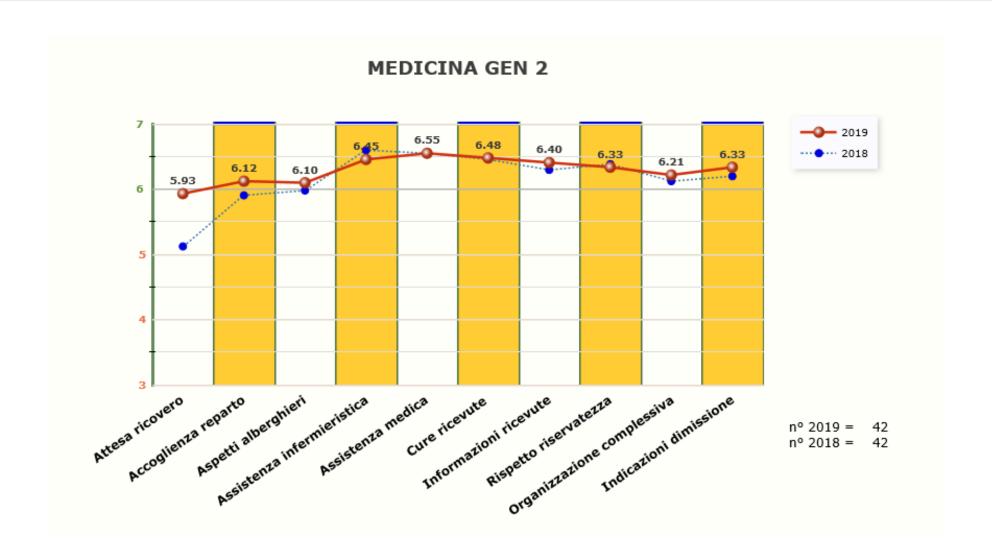






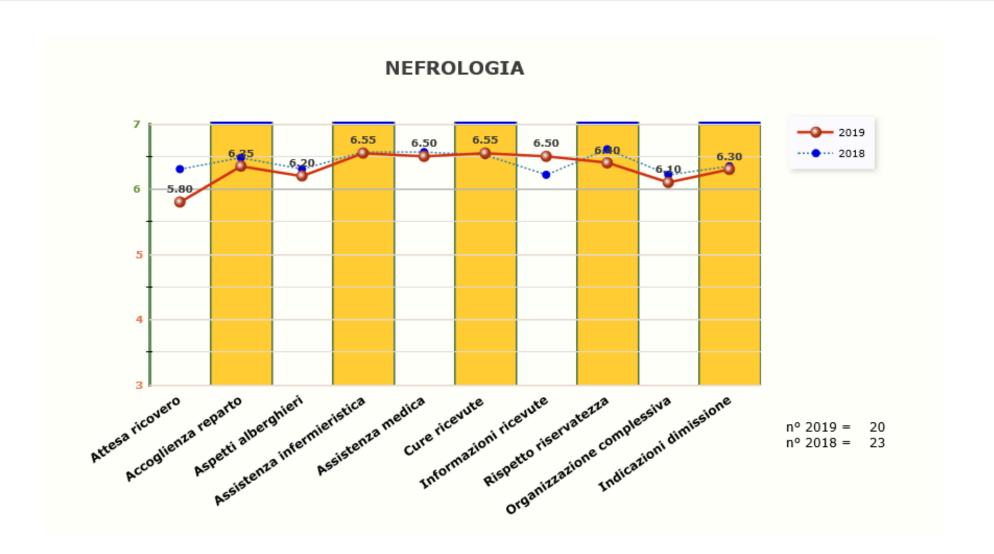






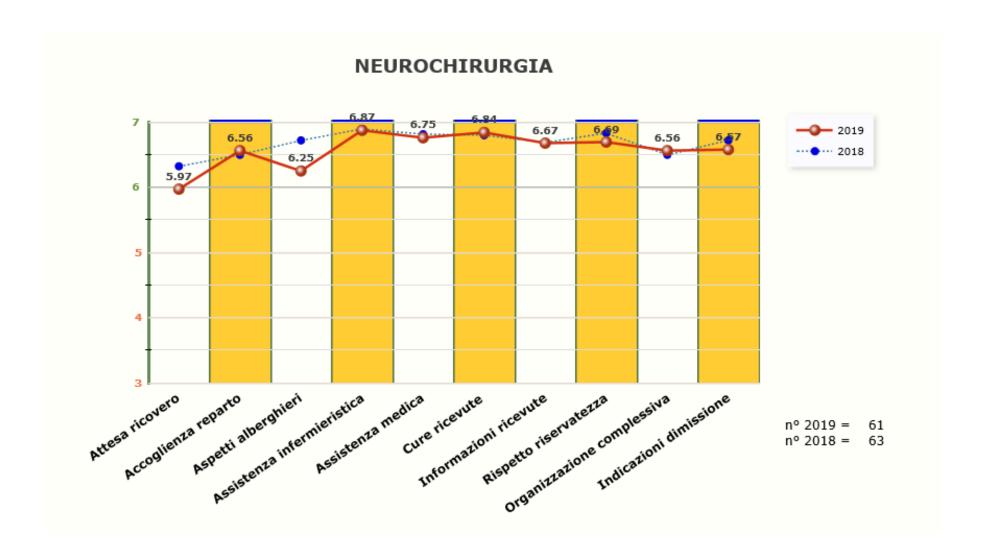






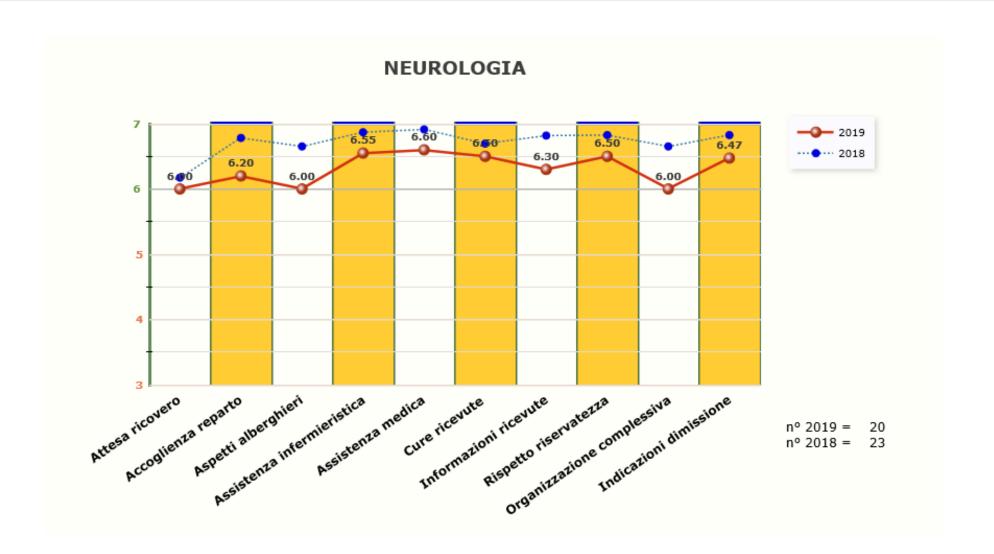






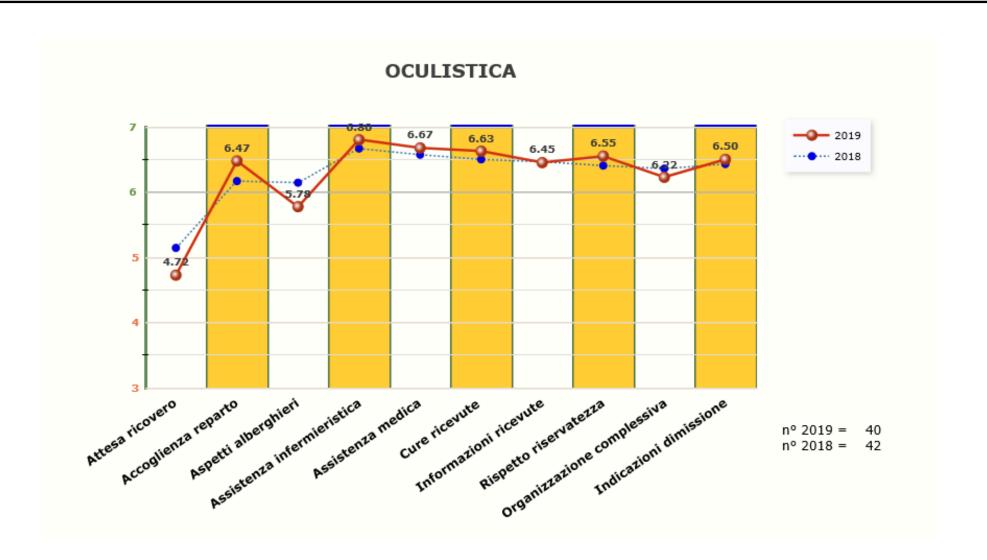






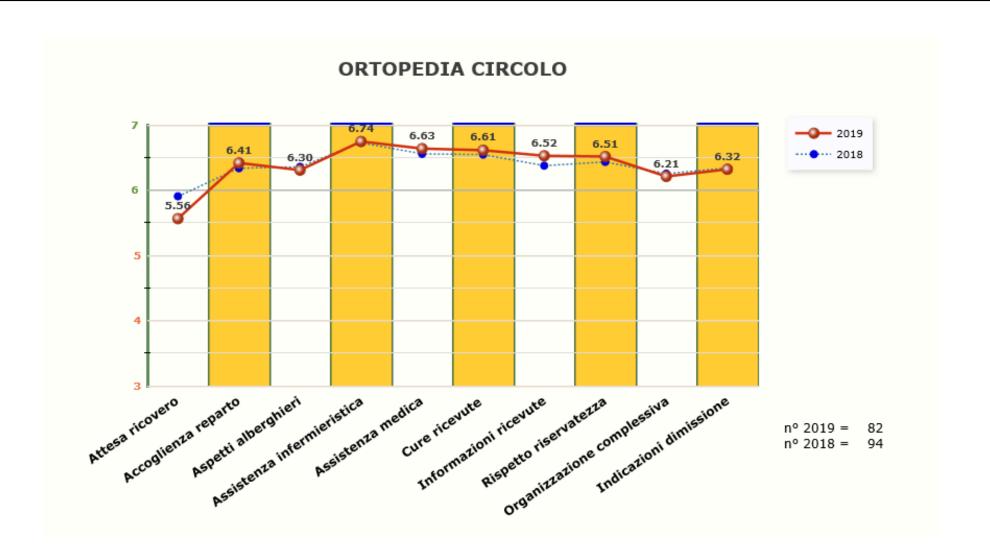






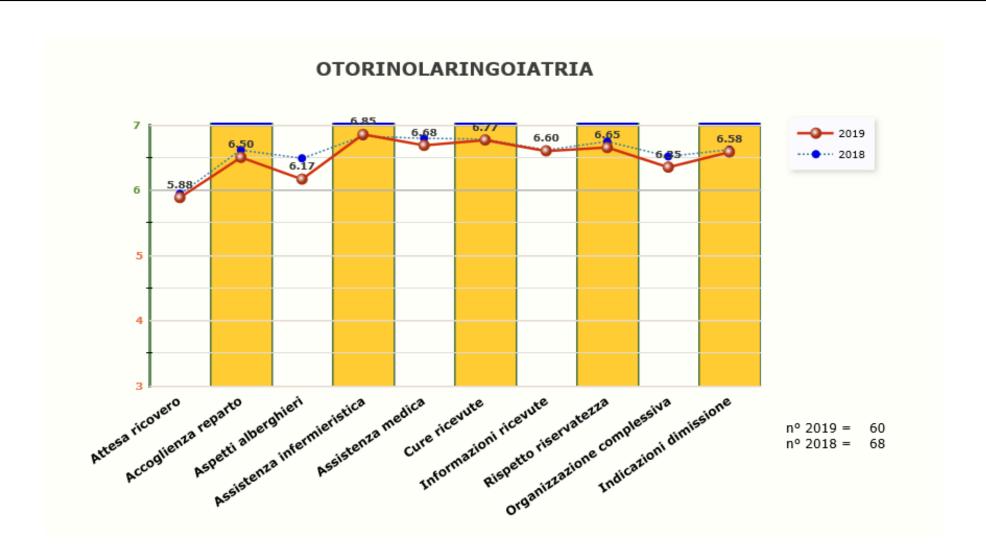






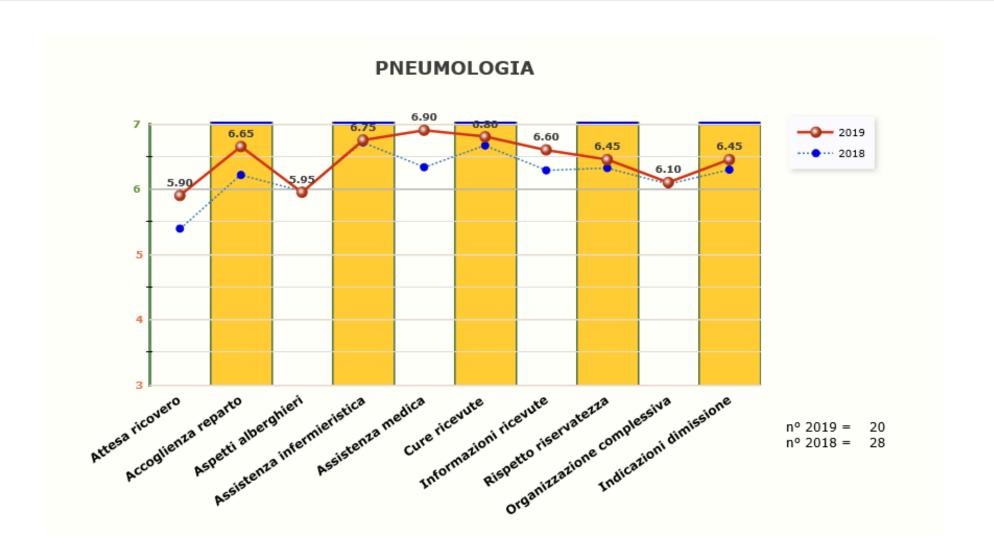












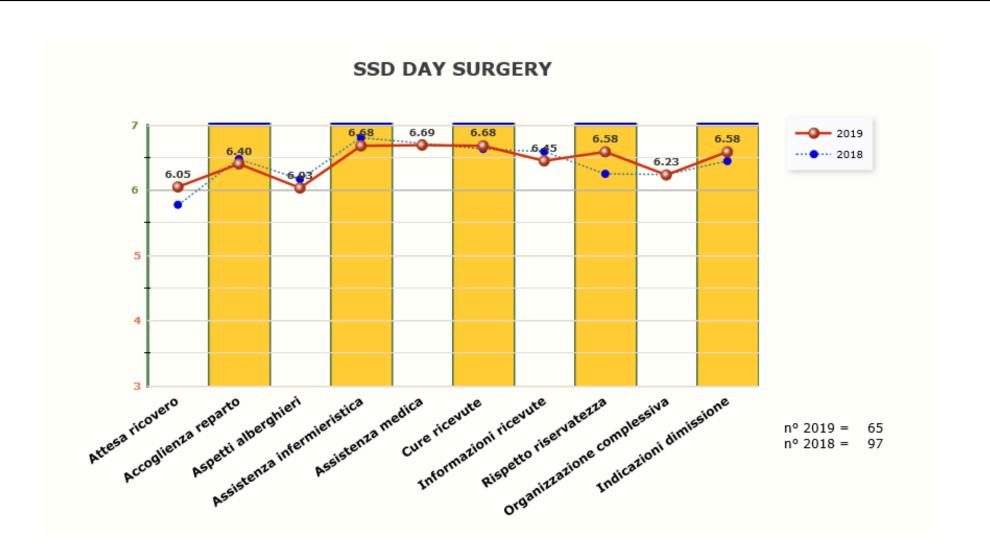






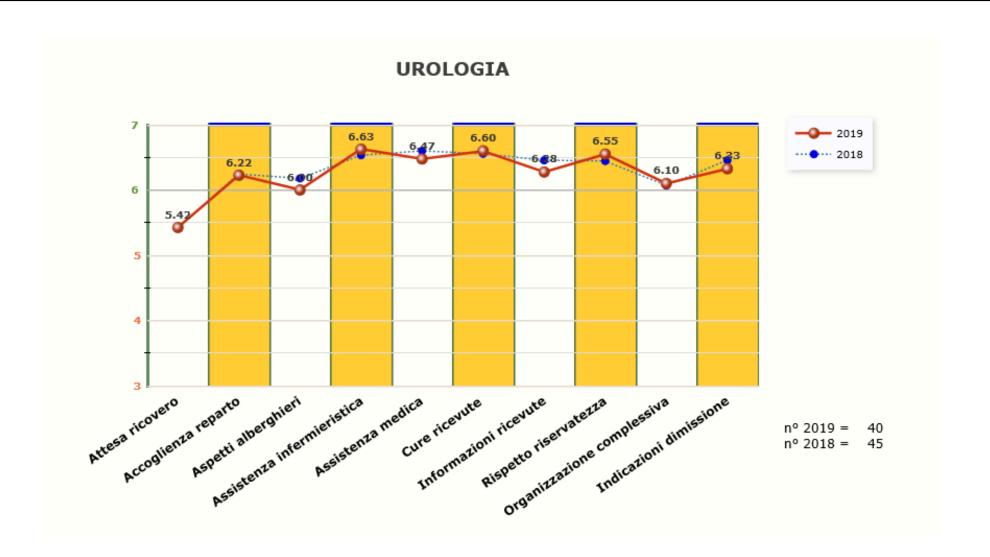












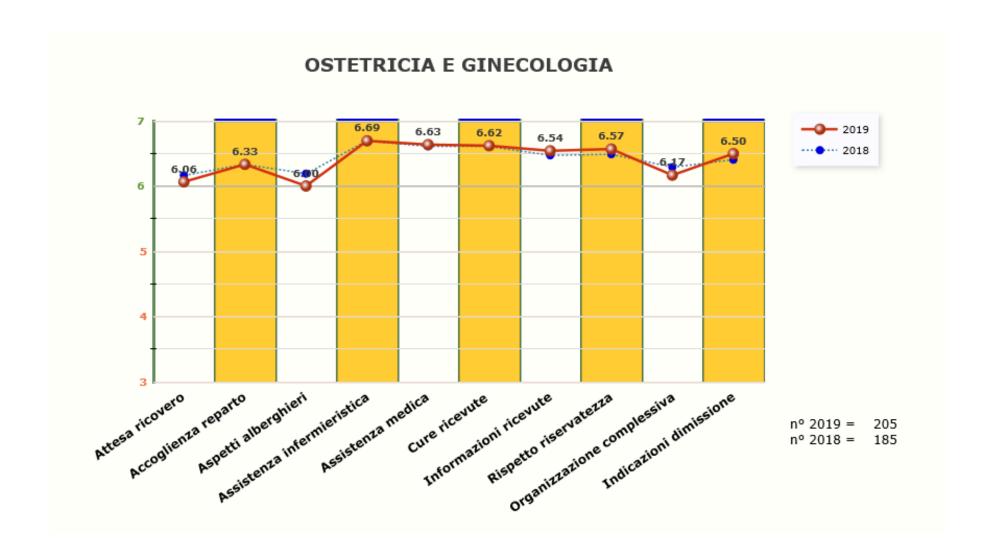




### **DEL PONTE**

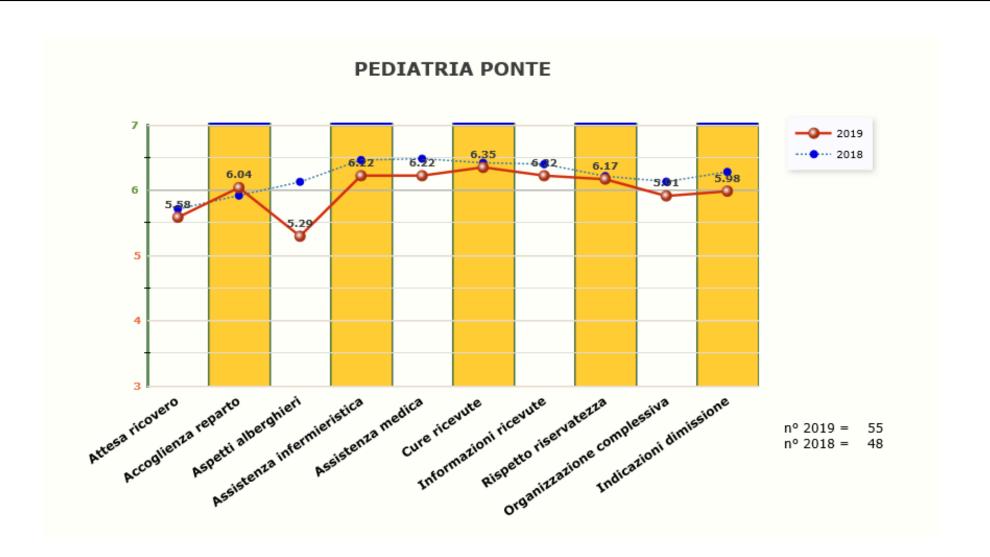












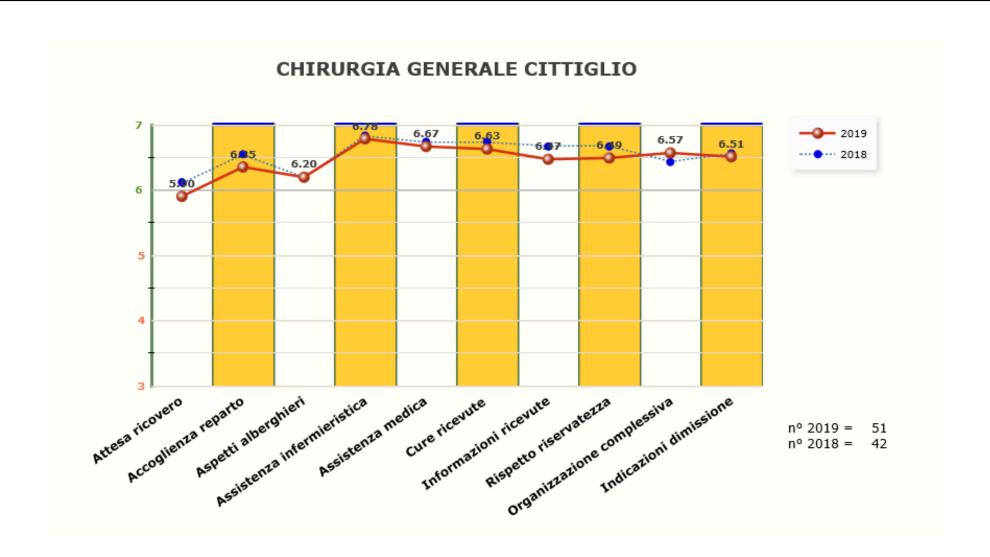




## **CITTIGLIO**

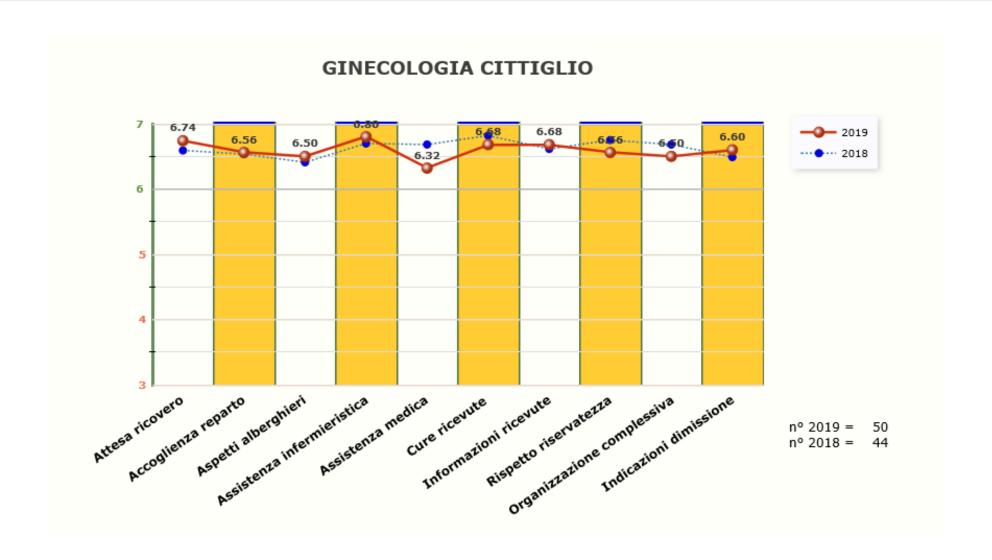






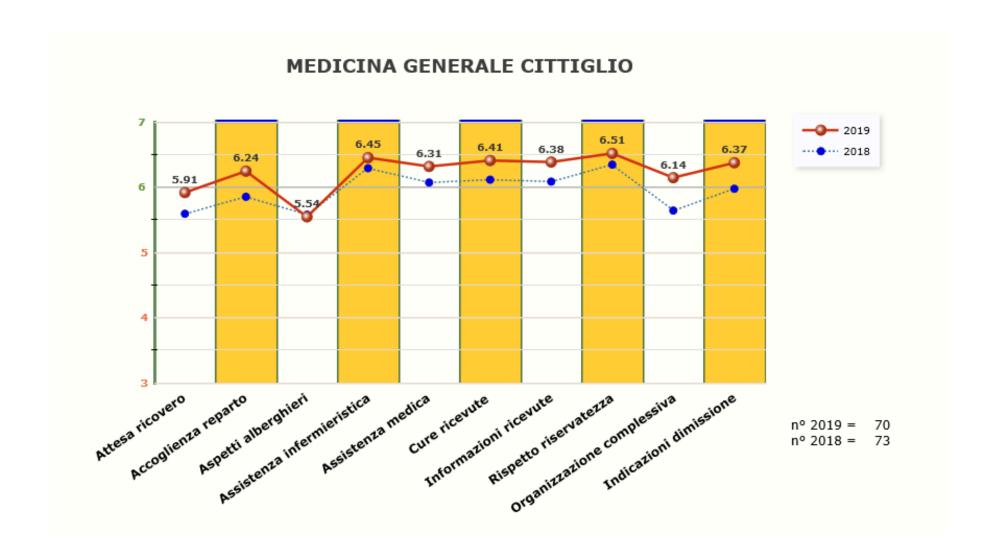






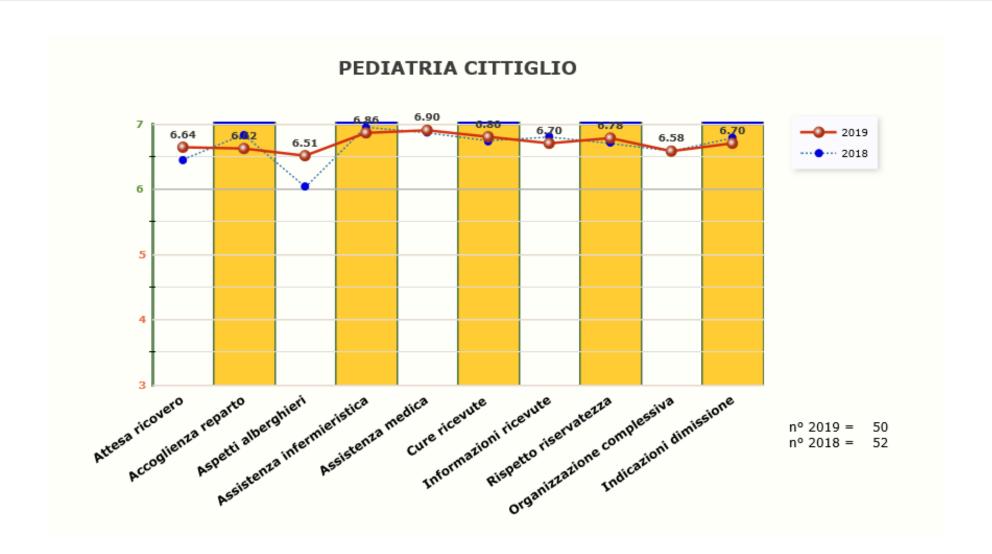












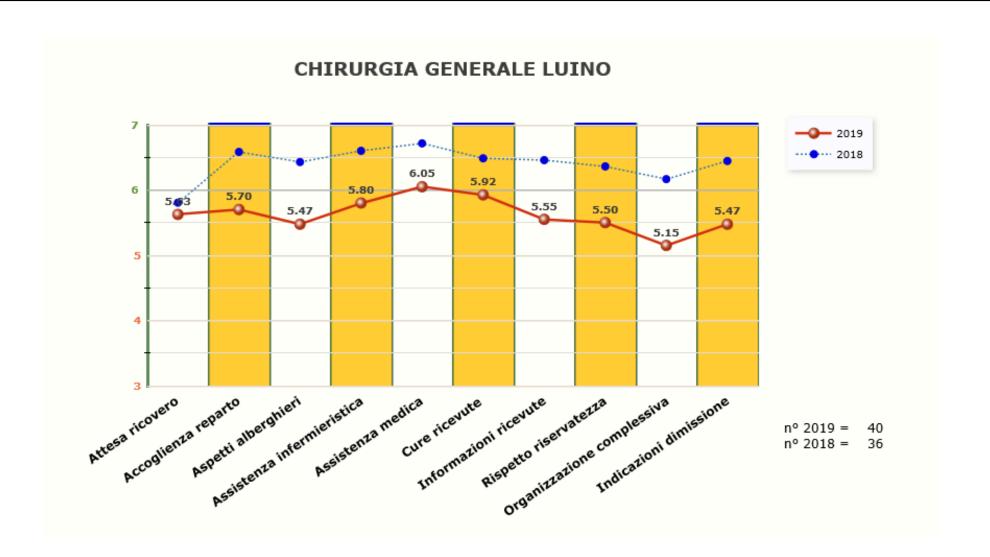




## **LUINO**

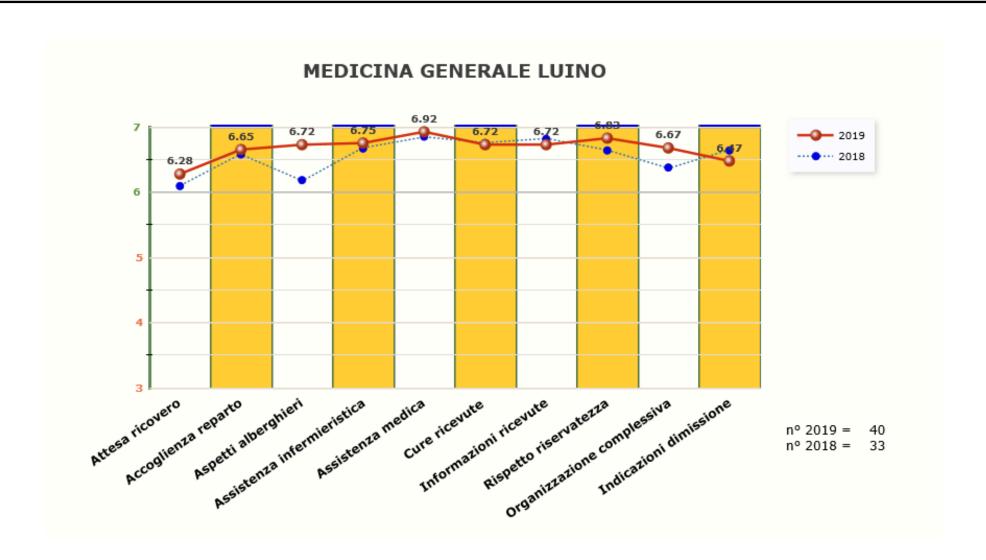






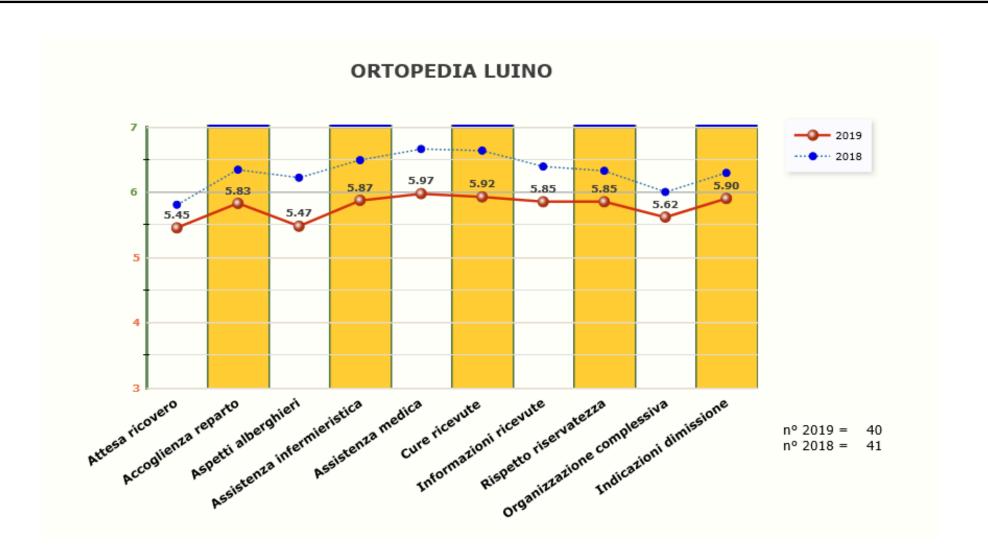






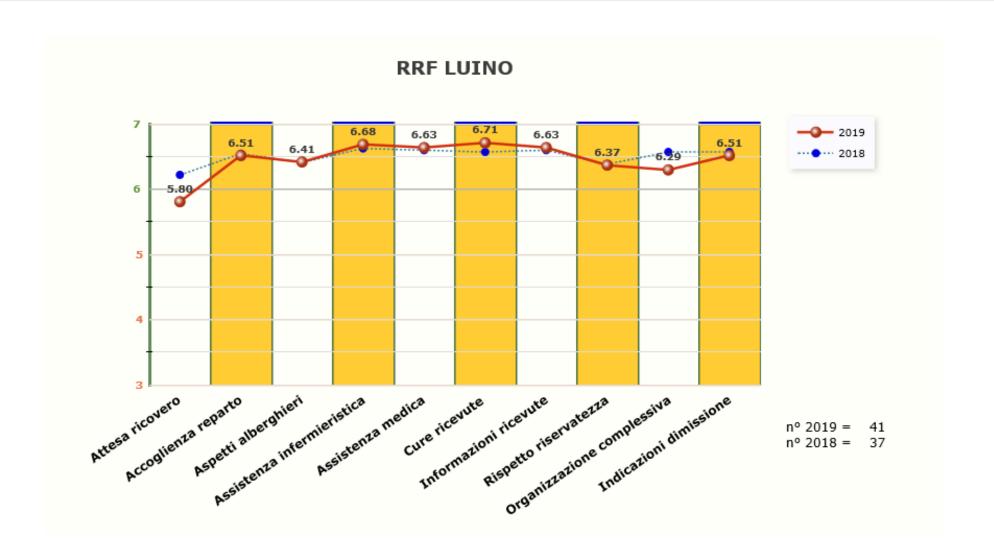












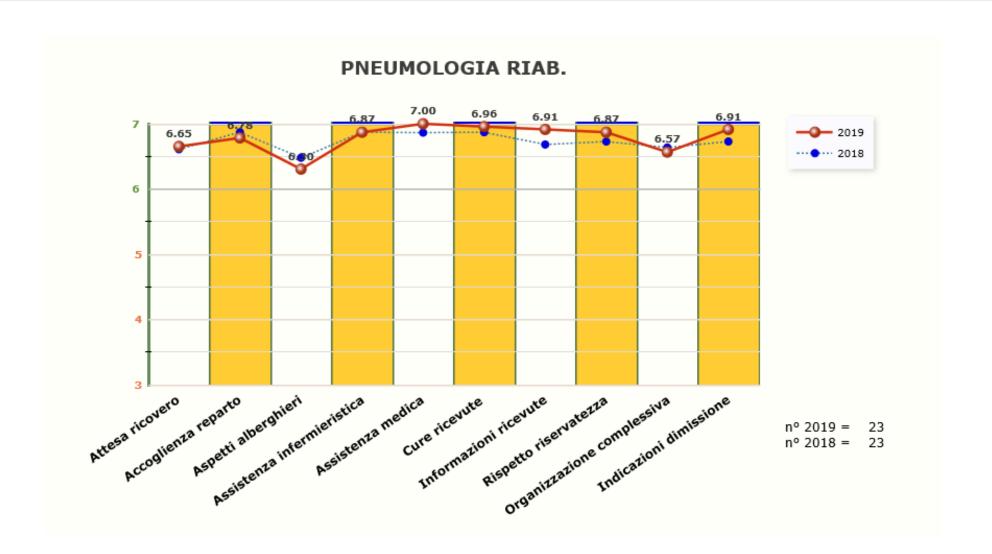




## **CUASSO**

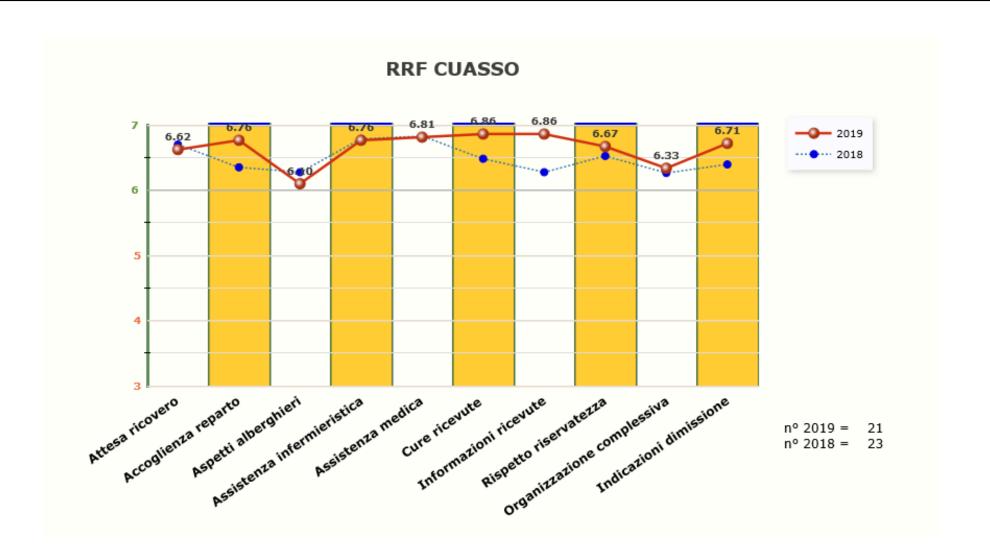












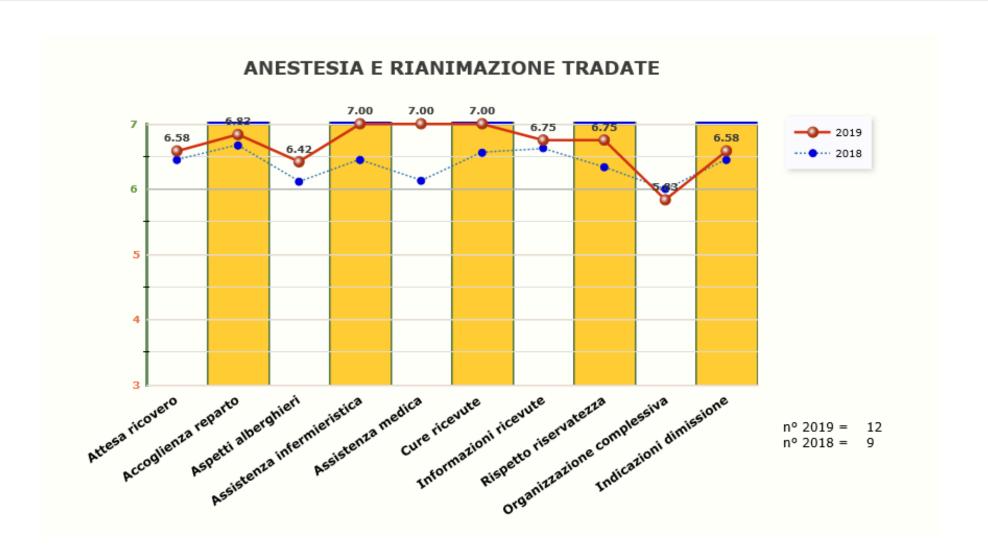




#### **TRADATE**

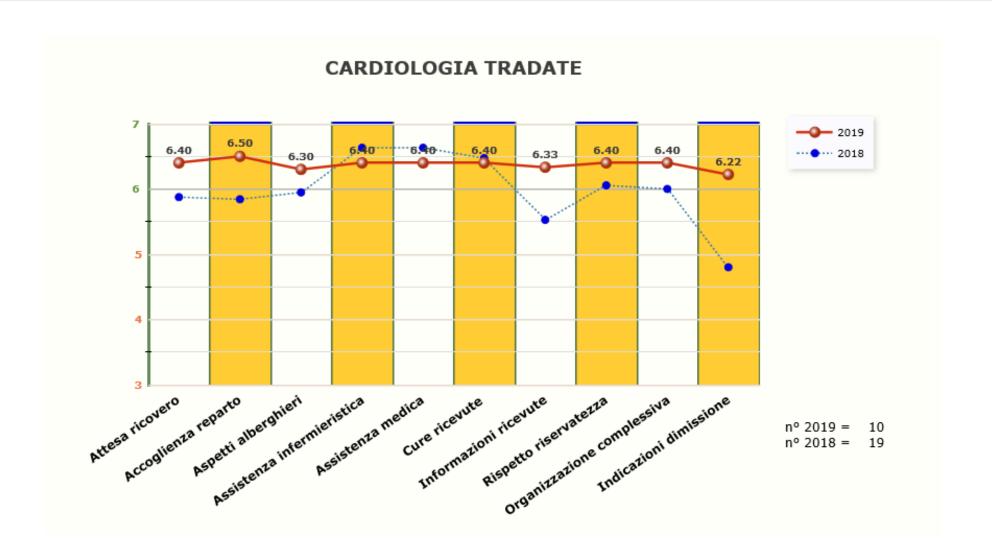






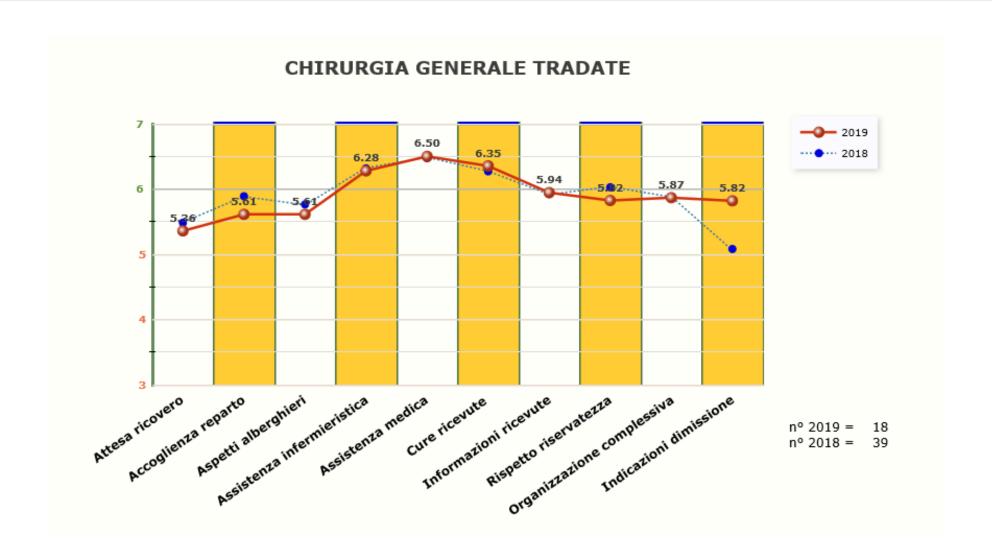






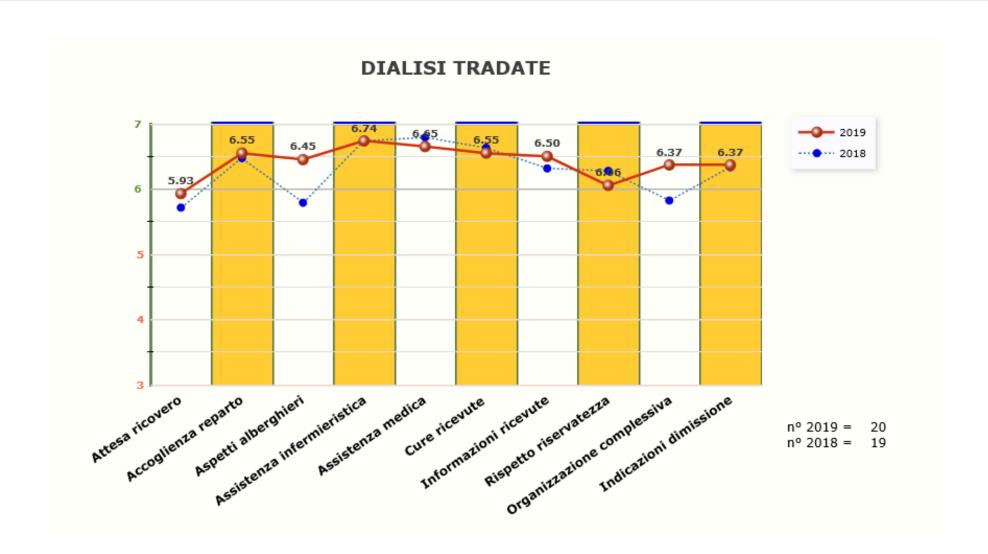






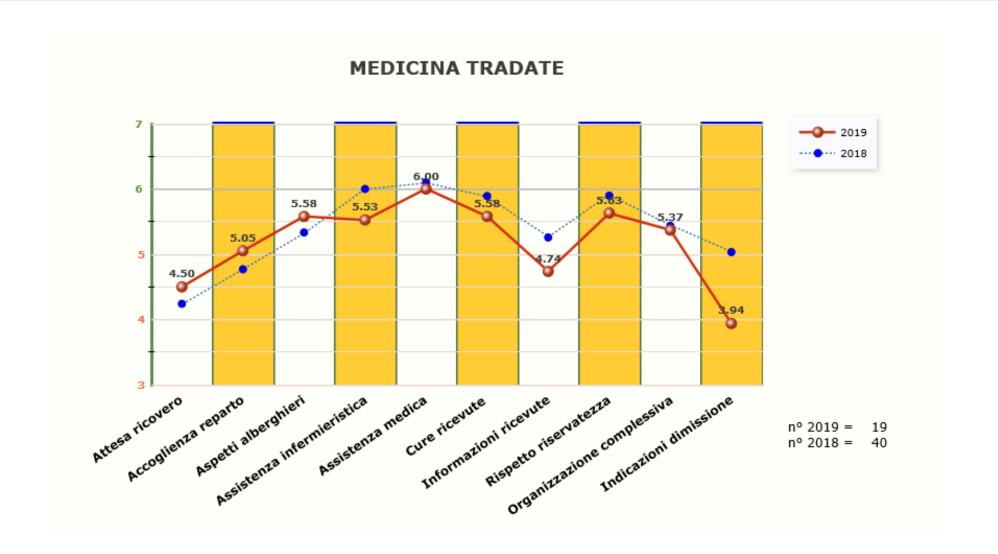






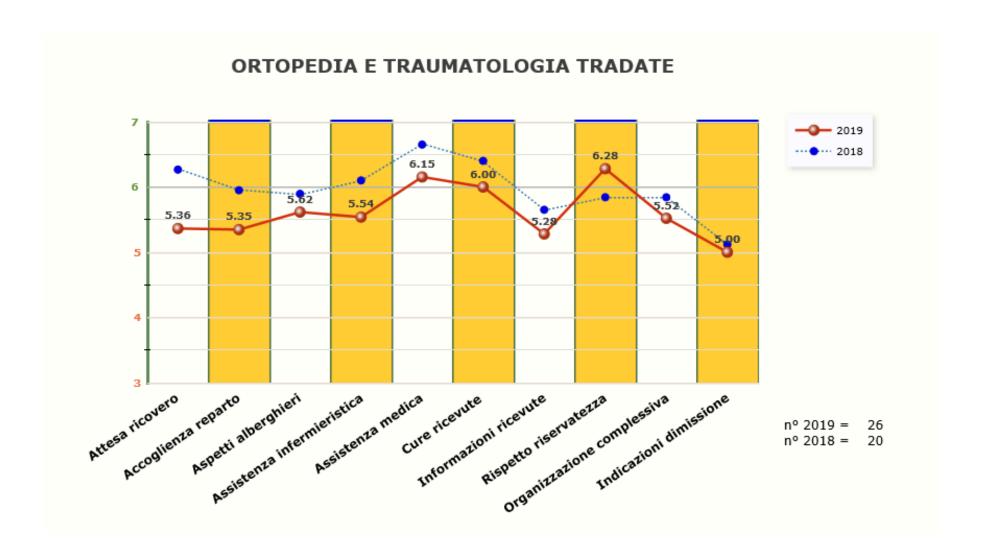






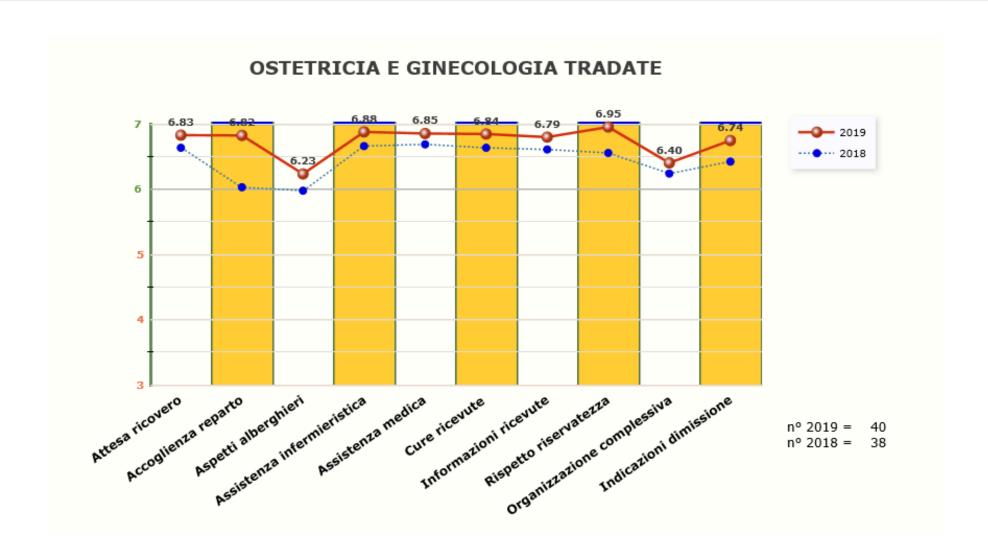






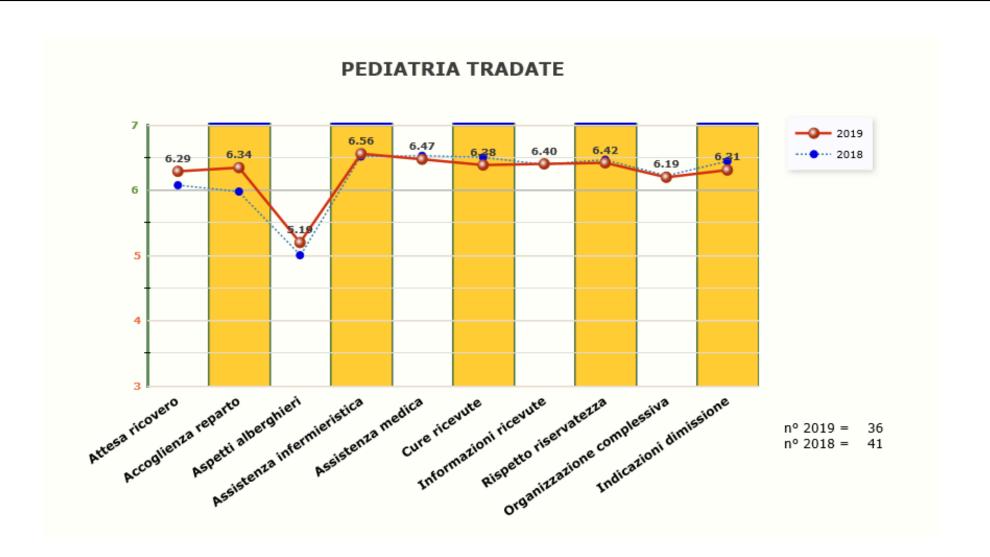






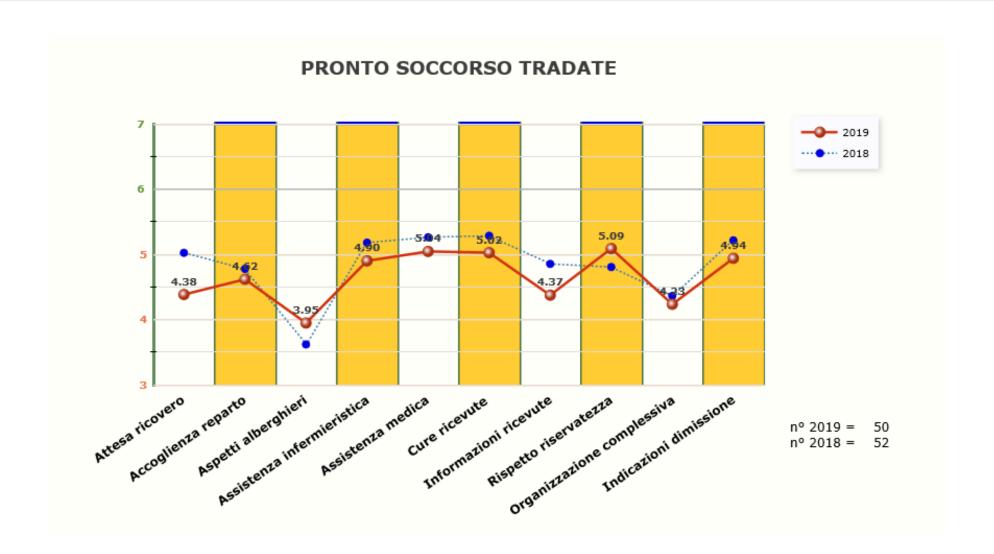






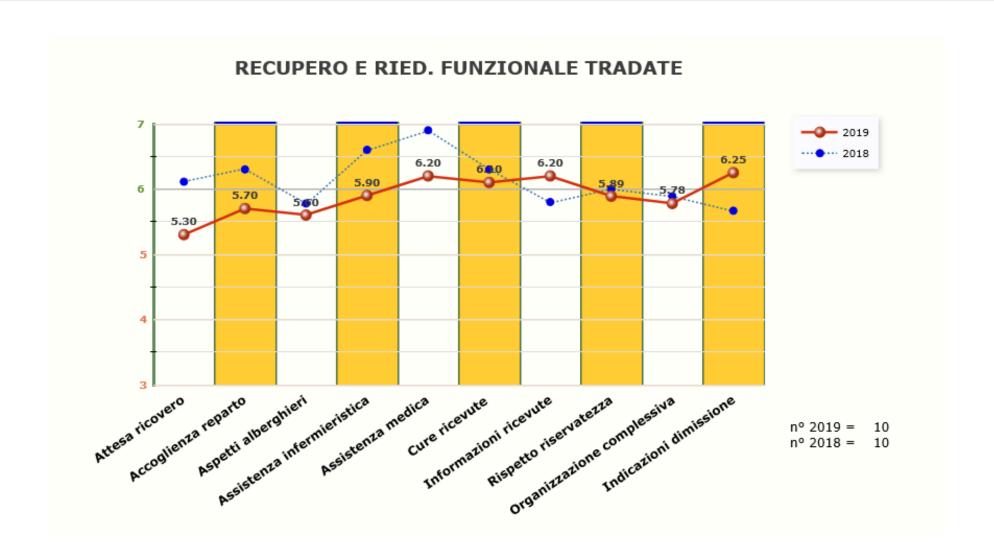












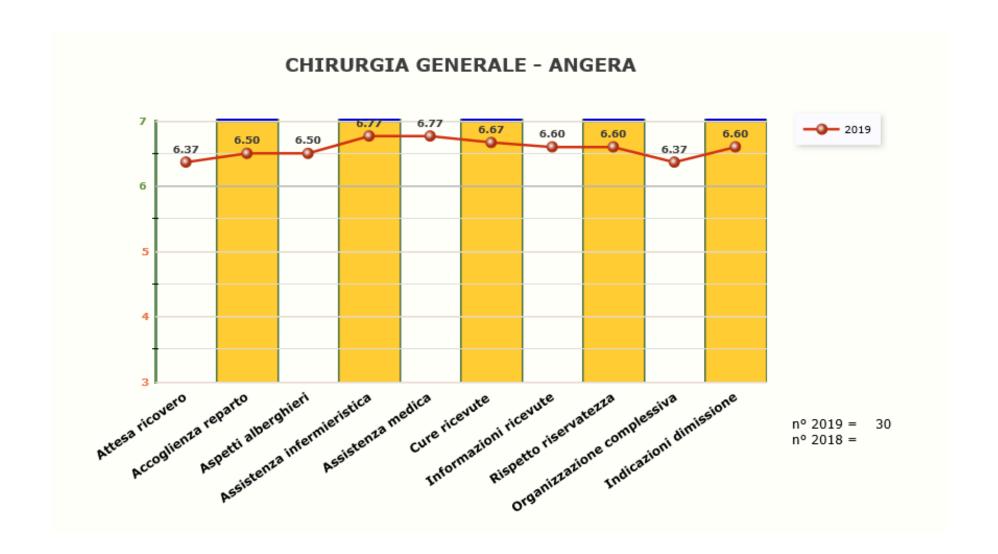




### **ANGERA**

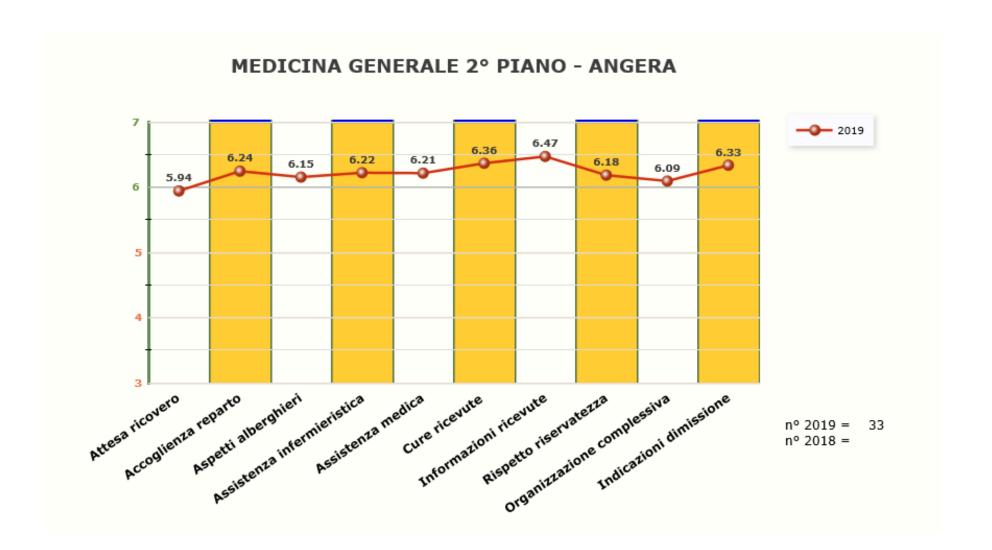






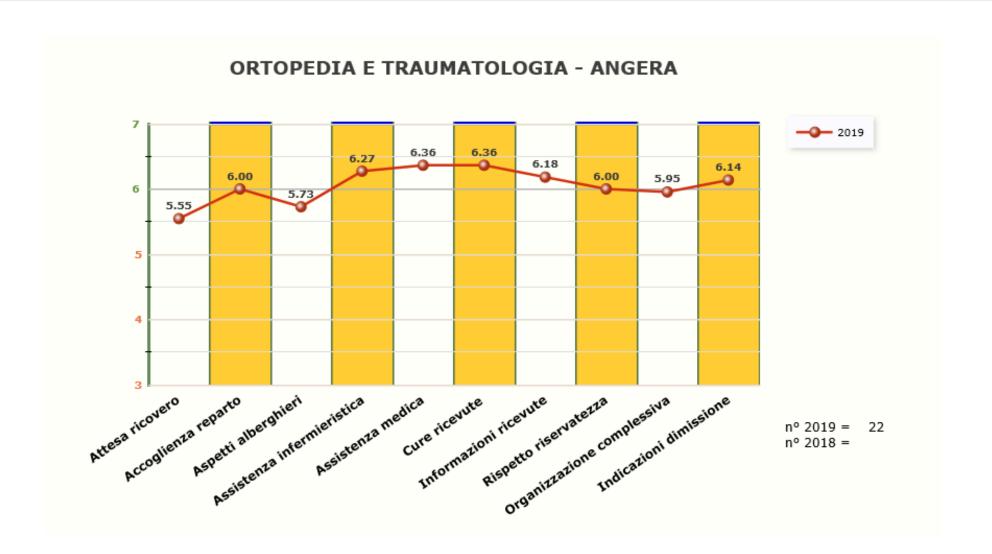






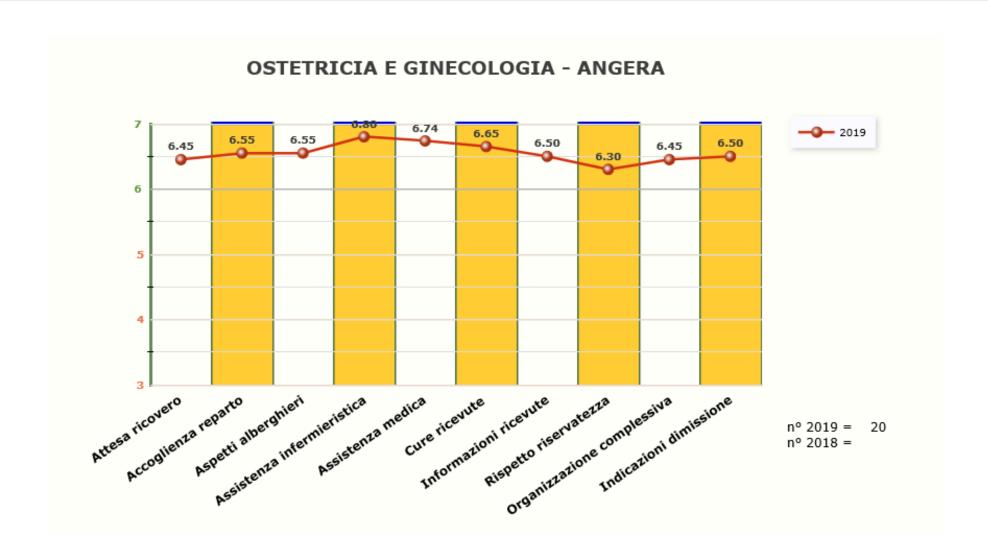
















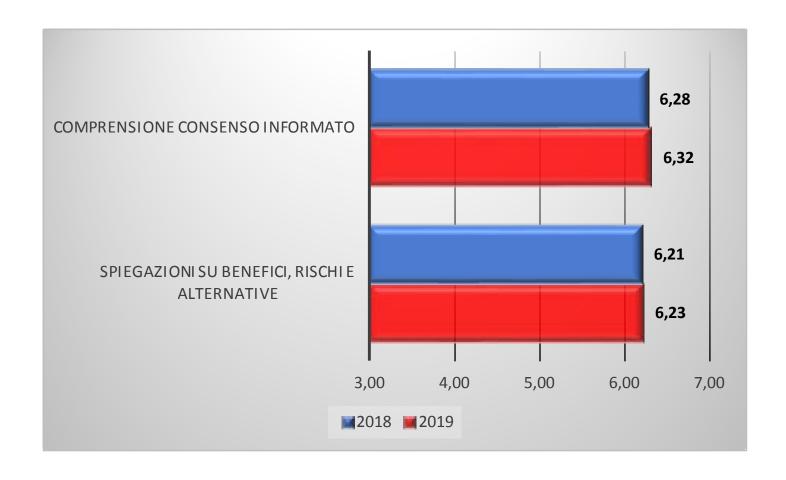
# **DEGENZE:**Consenso informato





#### Consenso informato









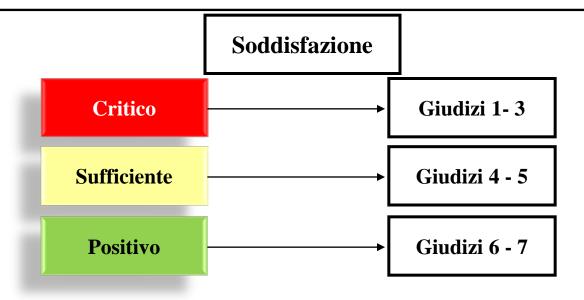
# **DEGENZE:**Analisi criticità

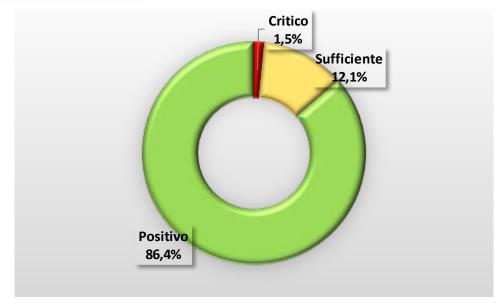




### Criticità ambulatori



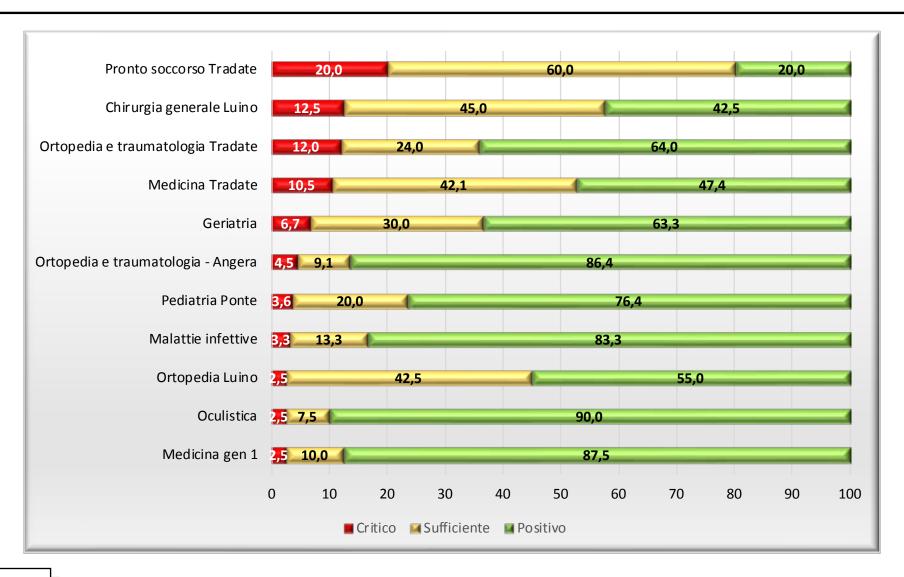






### Ambulatori: soddisfazione singoli ambulatori

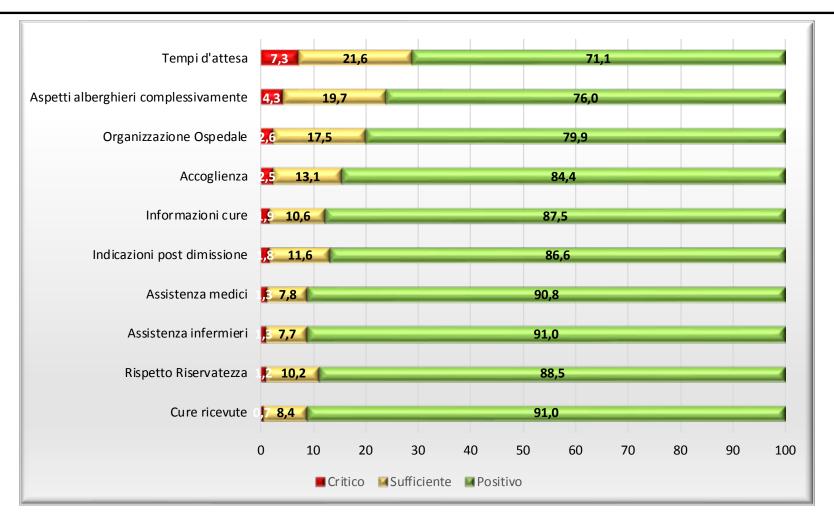






### Ambulatori: soddisfazione singoli aspetti









# CURE PALLIATIVE

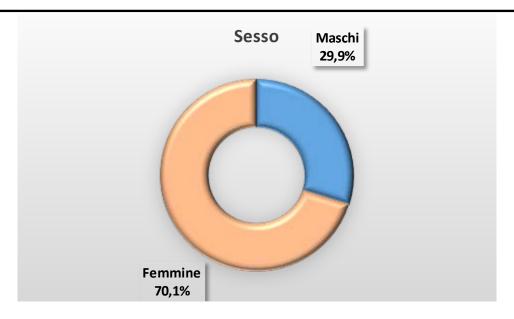
QUESTIONARI COMPILATI: 144

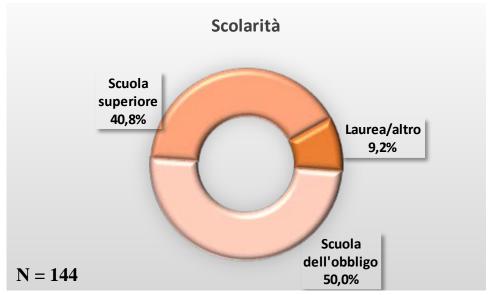


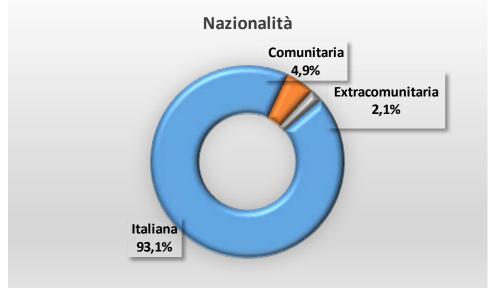


### Anagrafica





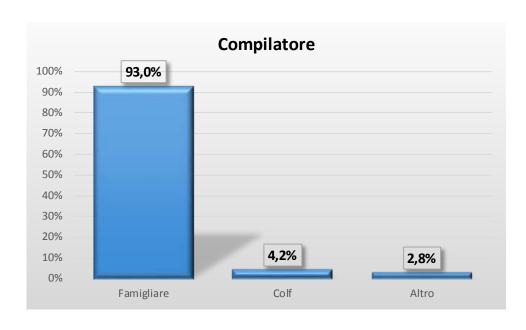


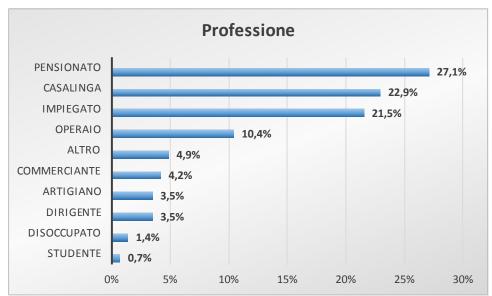




### Anagrafica



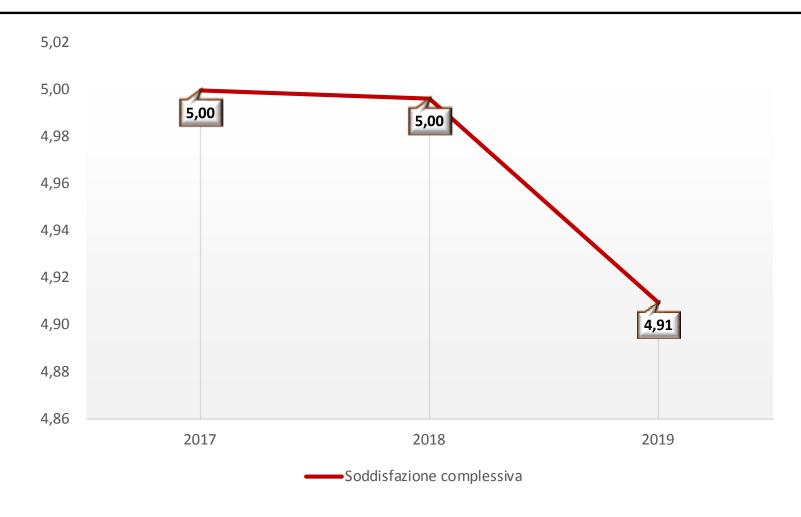






### Indici generali

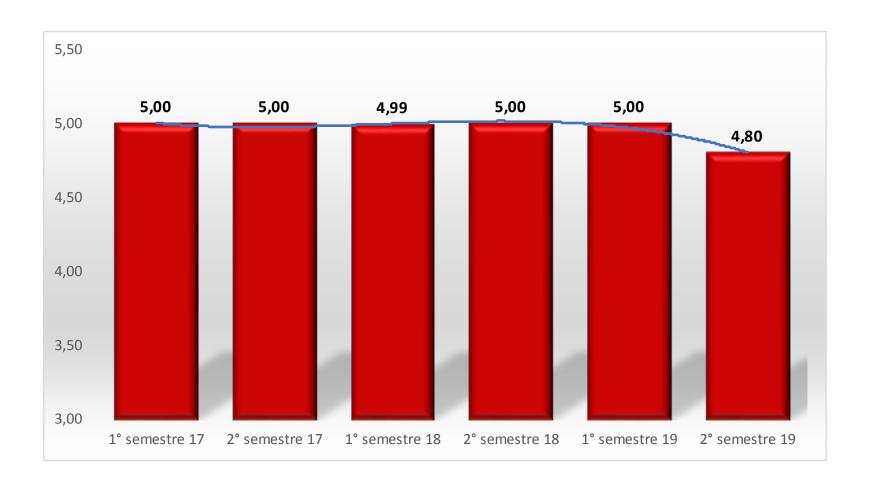






### Indici generali







### Accoglienza



Come valuta l'accesso al servizio in quanto a cortesia e disponibilità?

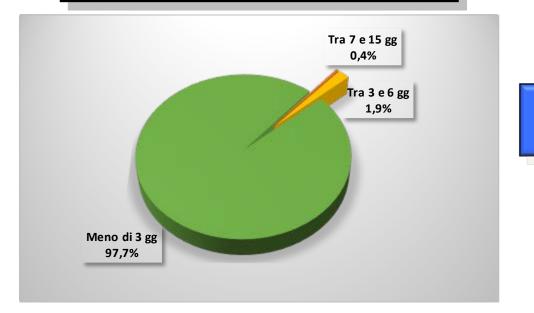
2018 5,00

(N=280)

2019 4,85

(N = 144)

Dopo quanti giorni è stato fissato il primo colloquio per avviare il programma?



Soddisfazione per il tempo intercorso tra il primo colloquio e l'inizio del programma?

(valori medi, scala 1-5)

2018 3,98

20193,98

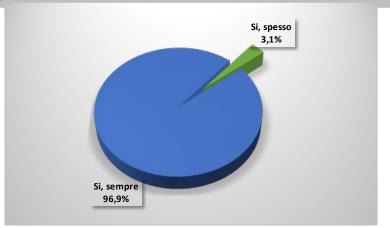
(valori medi, scala 1-4)

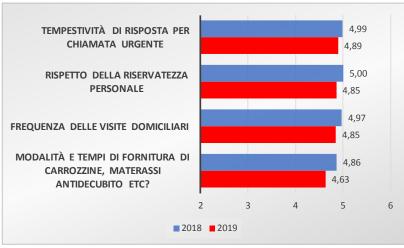


### Assistenza medica ed infermieristica



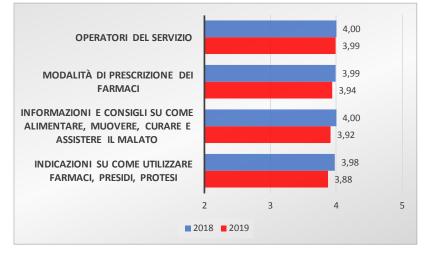
# Era informato su quali erano gli operatori sanitari dedicati alla cura del malato?





(valori medi, scala 1-5)









# **BENCHMARK**

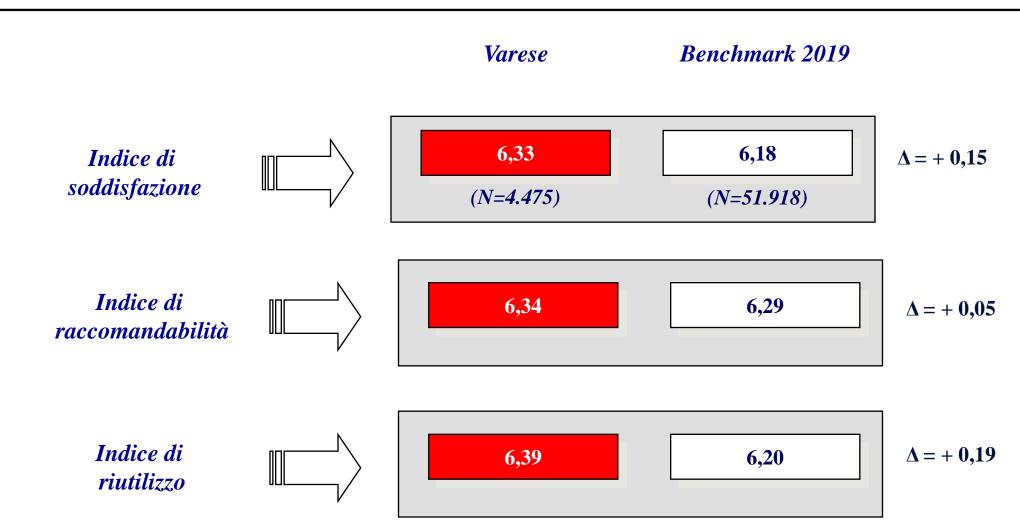




# Confronto 2019

#### Totale Varese vs. Benchmark



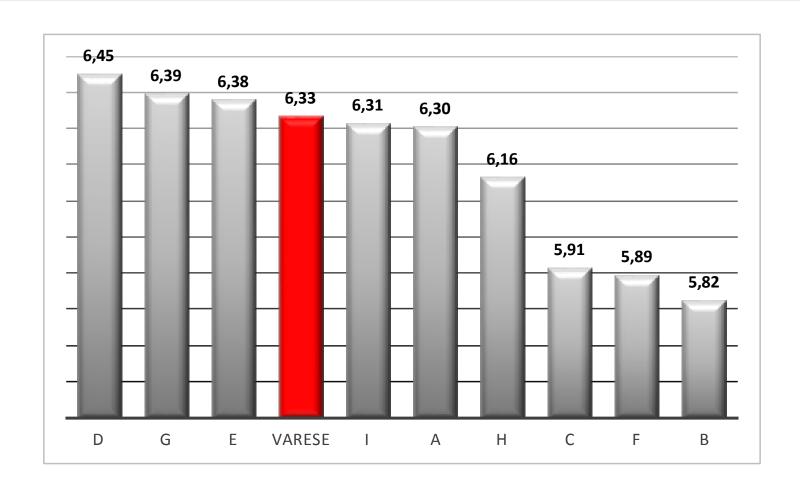




# Confronto 2019

### Totale Varese vs. Benchmark



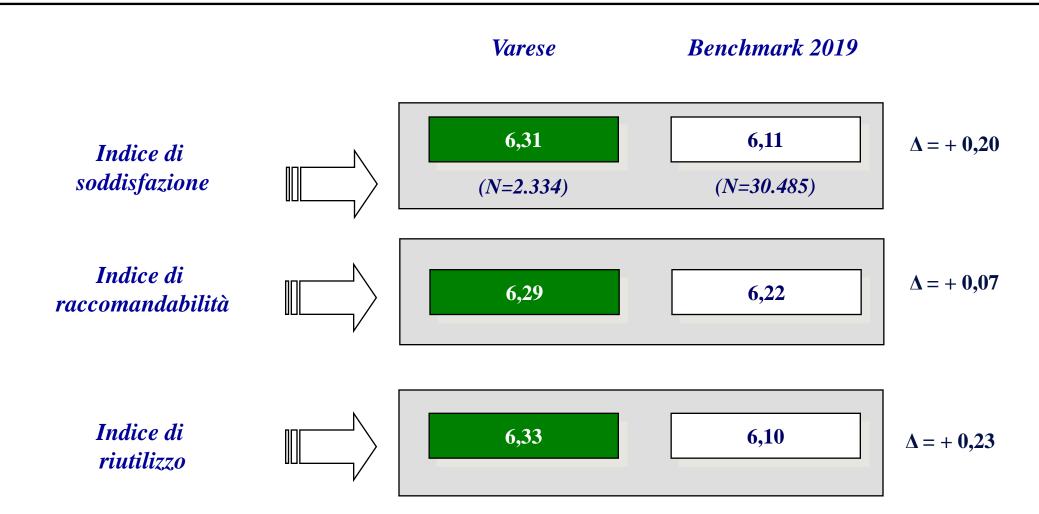




### Confronto Ambulatorio



Totale Varese 2019 vs. Benchmark 2019

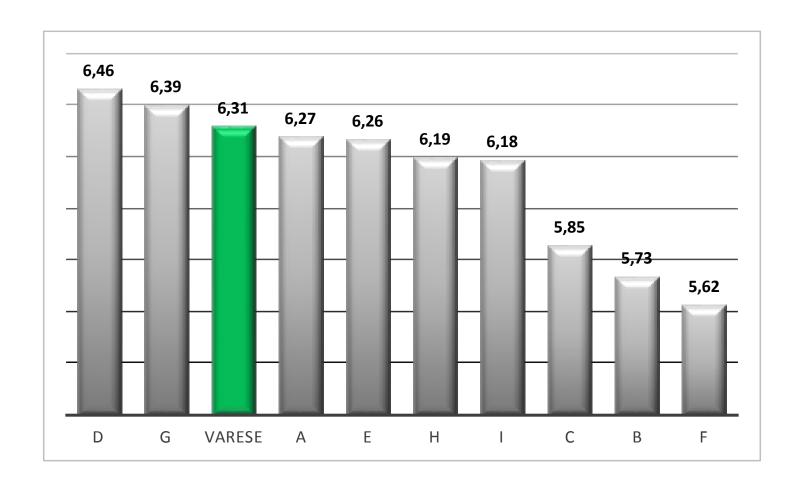




# Confronto Ambulatorio





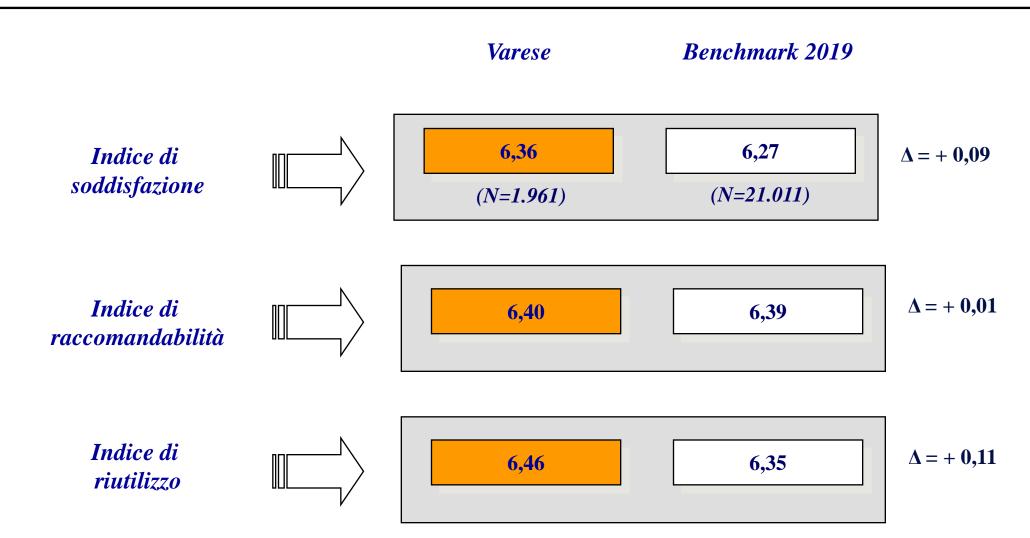




# Confronto Degenze



Totale Varese 2019 vs. Benchmark 2019





# Confronto Degenze



Totale Varese 2019 vs. Benchmark 2019

