



Ospedale  
di Circolo

Fondazione  
Macchi

Sistema Sanitario



Regione  
Lombardia

# ***Customer satisfaction anno 2013***

***Ospedale di Circolo  
Fondazione Macchi  
Varese***

***Presentazione risultati***

**(Febbraio 2014)**

## **Dati generali**

### **Servizi Ambulatoriali**

- Totale rilevazioni
- Analisi in dettaglio ambulatori
- Ranking
- Criticità

### **Degenze**

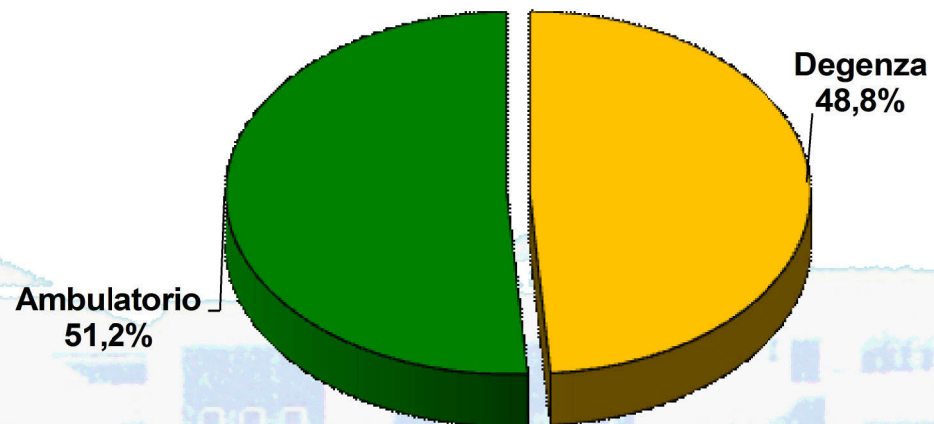
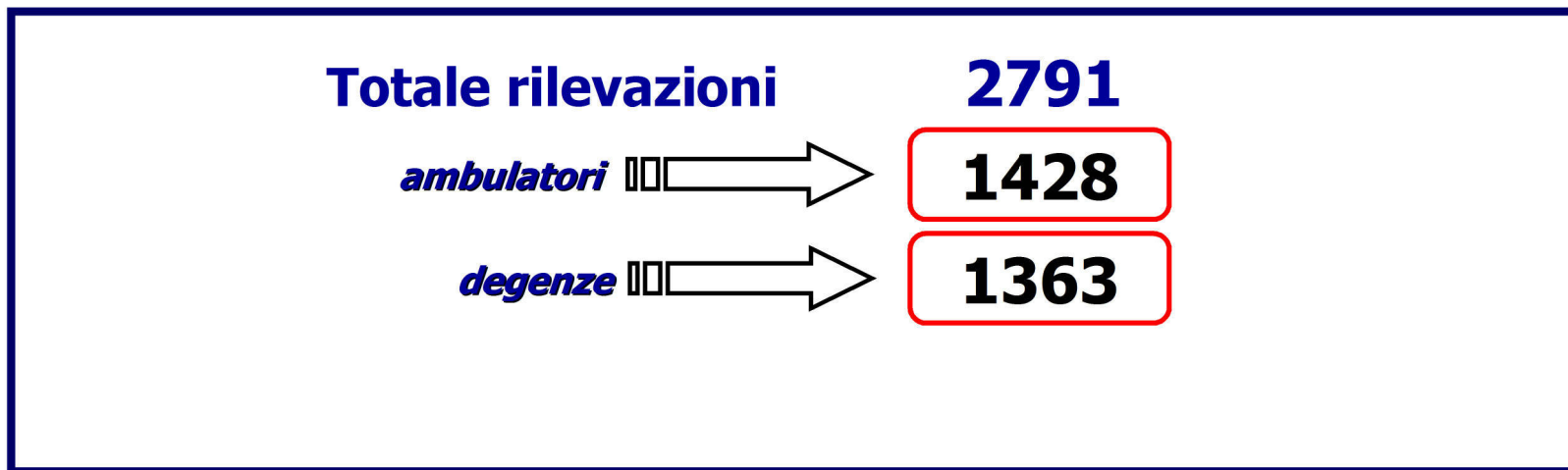
- Totale rilevazioni
- Analisi in dettaglio degenze
- Ranking
- Consenso informato
- Criticità

### **Benchmark**

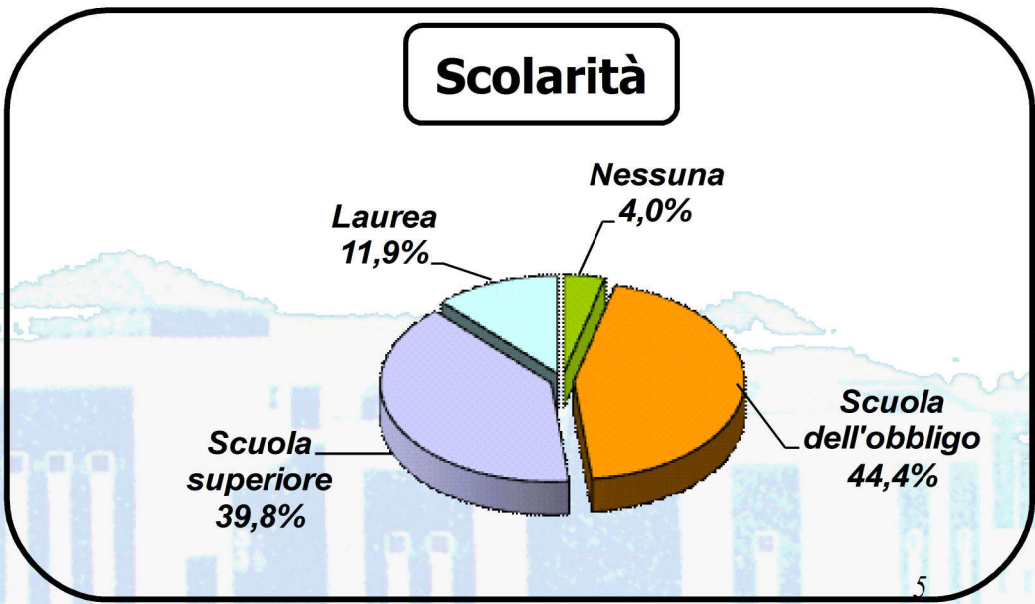
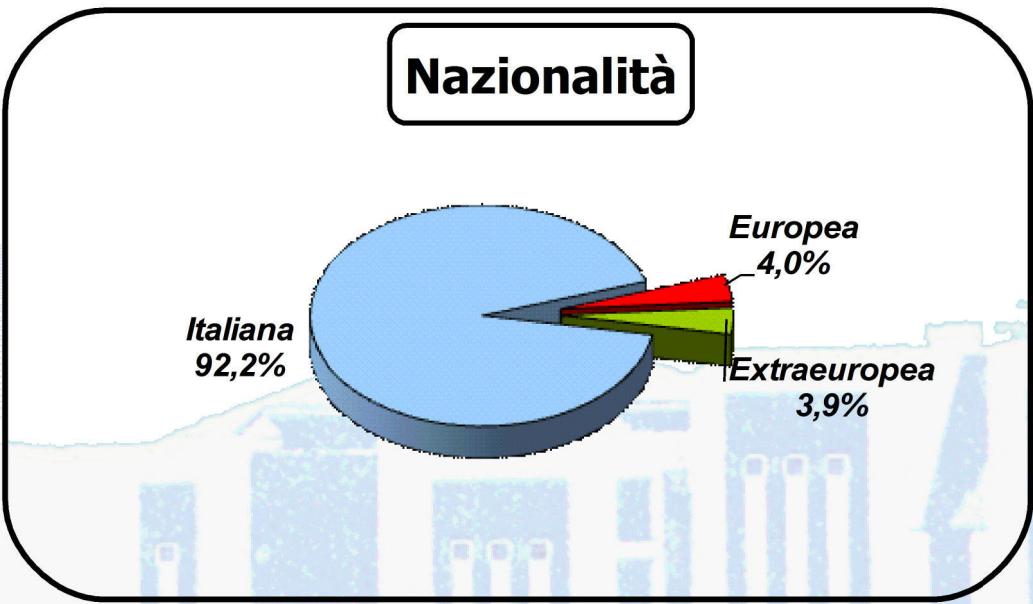
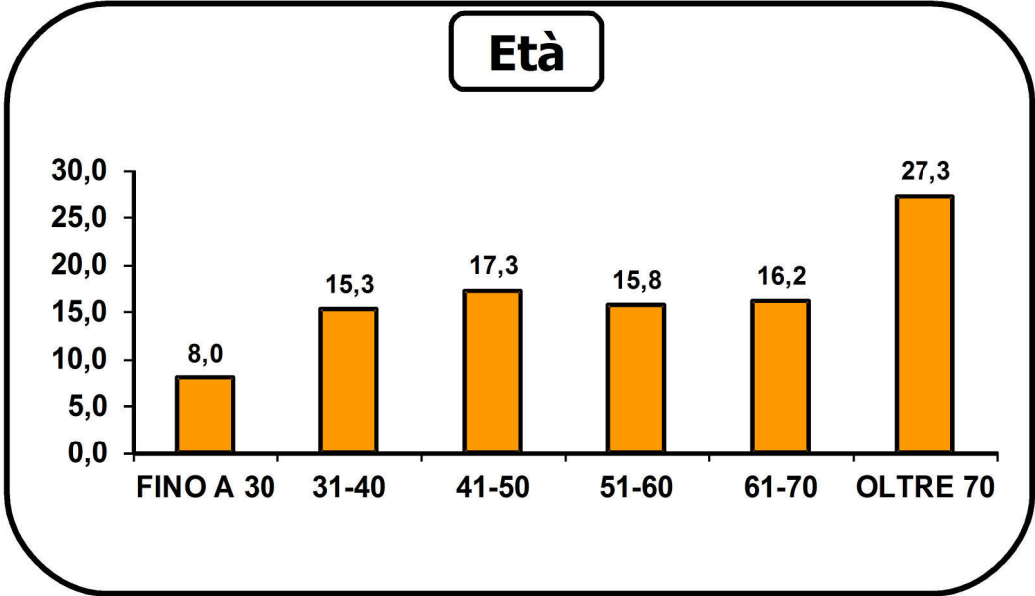
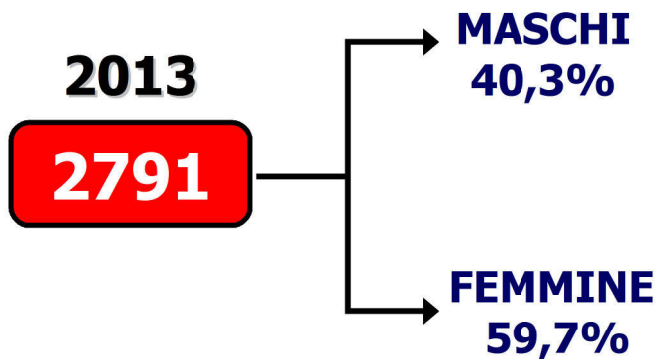
# DATI GENERALI



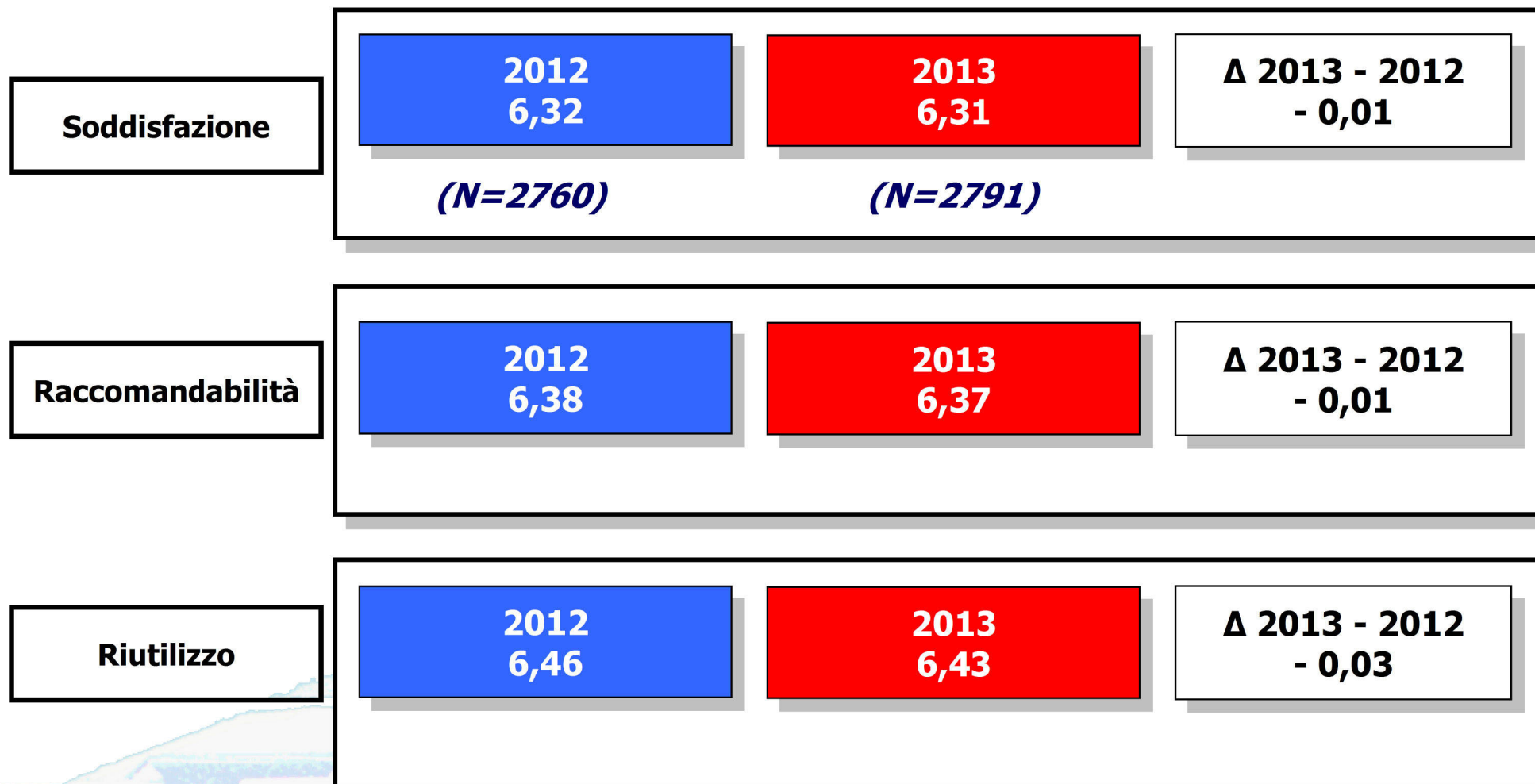
# *Il campione*



# Il campione



# Indici generali

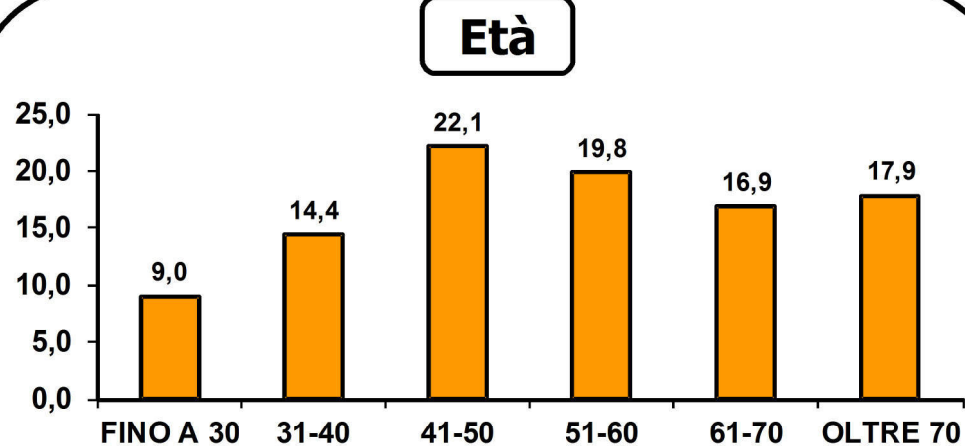
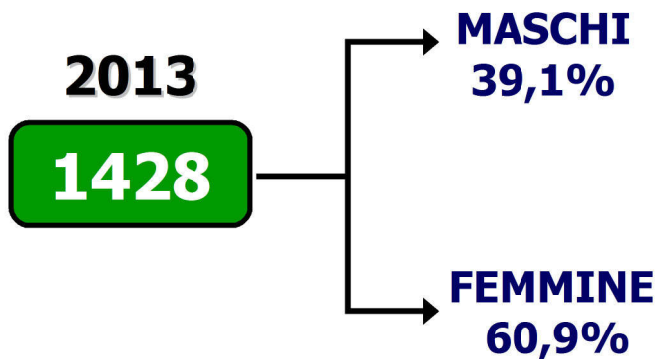


(valori medi, scala 1-7)

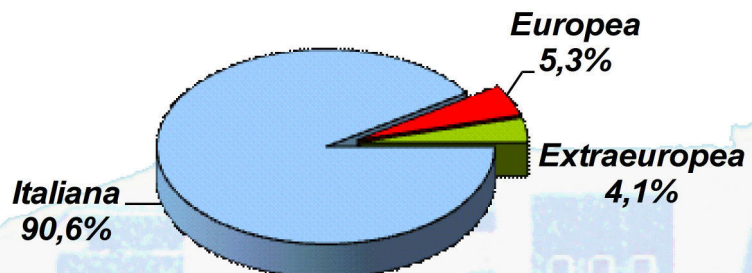
# SERVIZI AMBULATORIALI



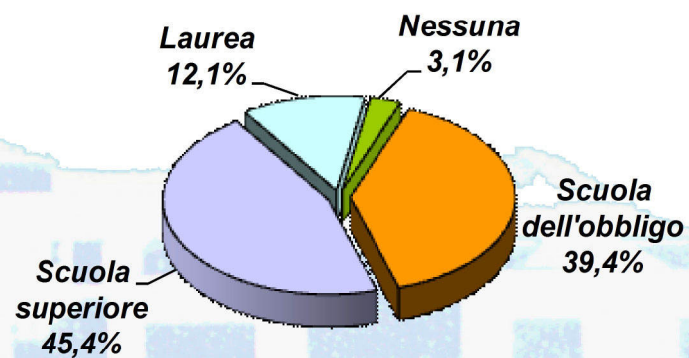
# Ambulatori: il campione



**Nazionalità**



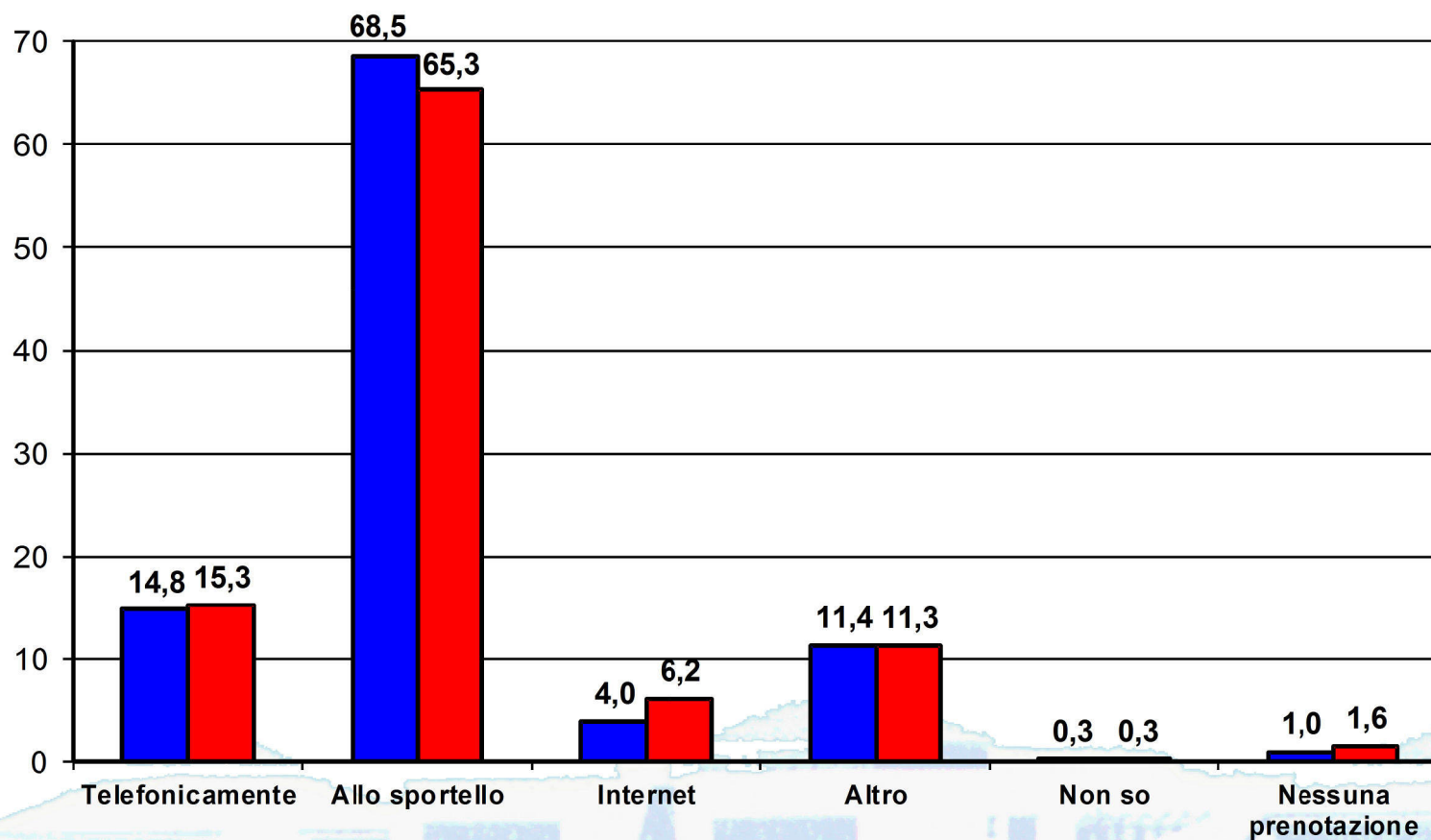
**Scolarità**





# Ambulatori: modalità di prenotazione

■ 2012 ■ 2013



Valori percentuali

# Ambulatori: *indici generali*

## 2012 vs. 2013

**Soddisfazione**

**2012**  
6,26

*(N=1404)*

**2013**  
6,20

*(N=1428)*

**Δ 2013 - 2012**  
- 0,06

**Raccomandabilità**

**2012**  
6,33

**2013**  
6,25

**Δ 2013 - 2012**  
- 0,08

**Riutilizzo**

**2012**  
6,42

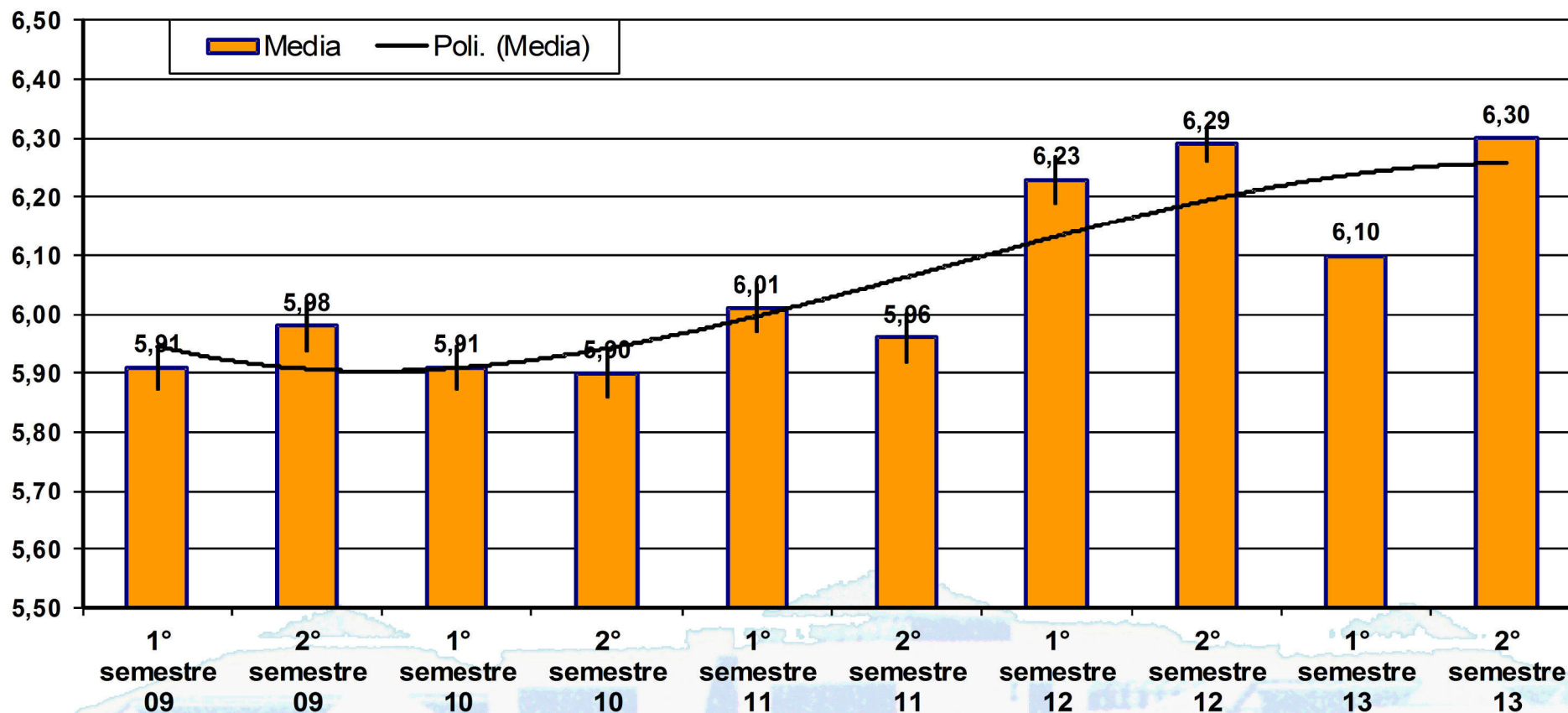
**2013**  
6,30

**Δ 2013 - 2012**  
- 0,12

*Valori medi, scala 1-7*

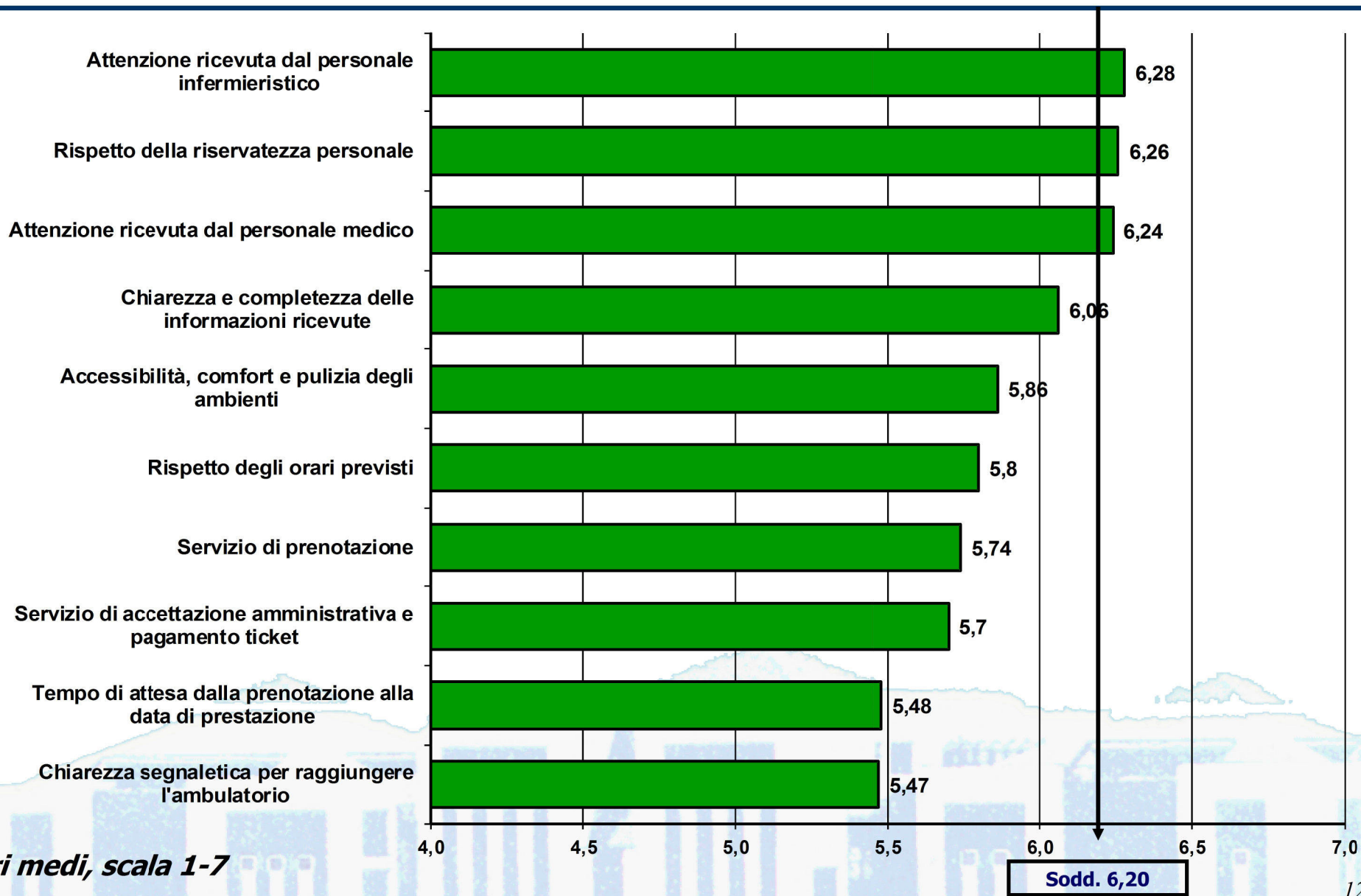
# Ambulatori: confronto temporale

Andamento indice di soddisfazione

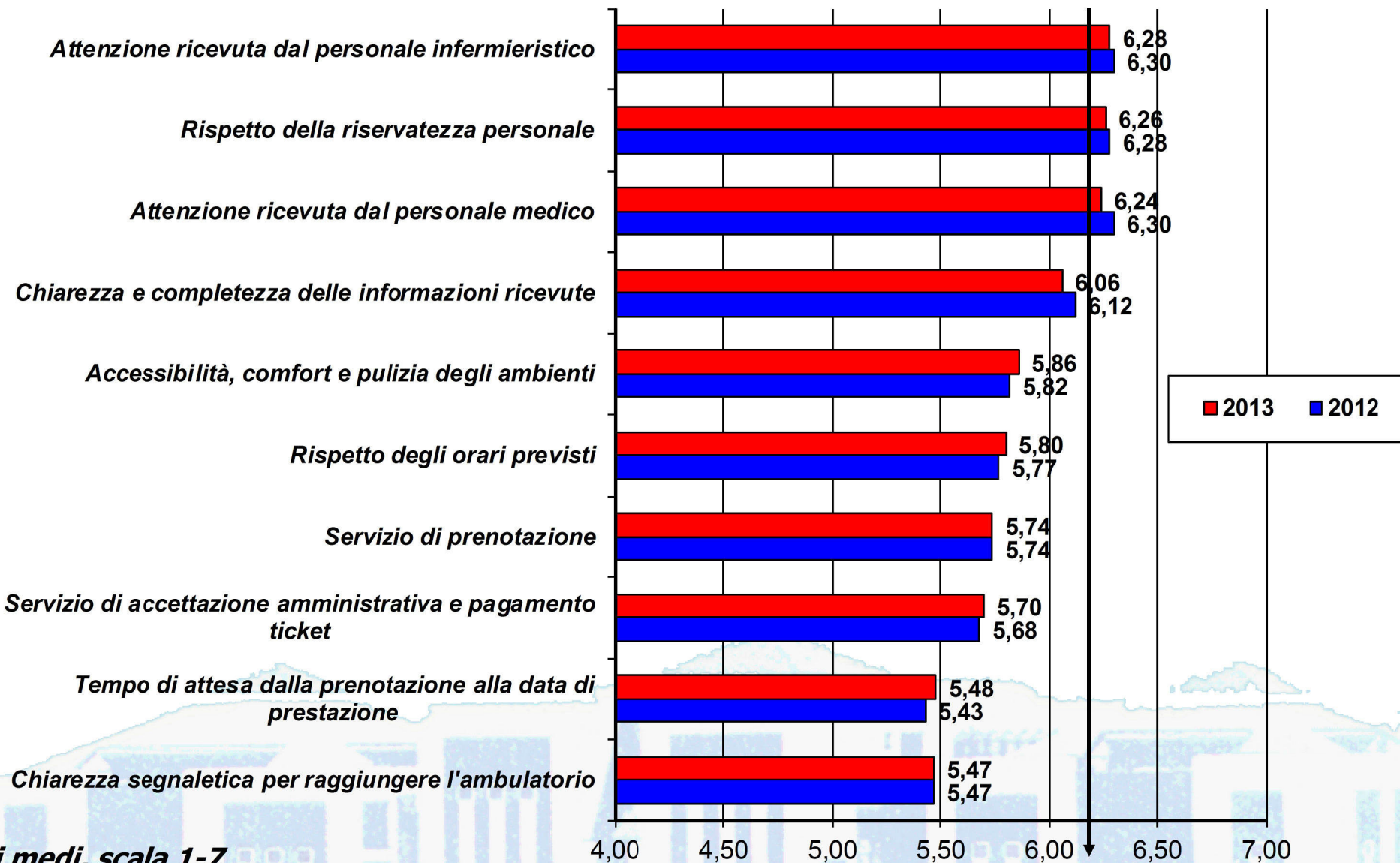


Valori medi, scala 1-7

# Ambulatori: soddisfazione per i singoli elementi del servizio 2013



# Ambulatori: soddisfazione per i singoli elementi servizio (2012 vs 2013)



# **AMBULATORI: Dettaglio**



# ***Ambulatori: rilevazioni***

<b>Ambulatori</b>	<b>1° sem 2013</b>	<b>2° sem 2013</b>	<b>Totale 2013</b>
<b>Ospedale di Circolo</b>			
Endocrinologia - diabetologia	31	34	65
Medicina nucleare	51	50	101
Riabilitazione specialistica	50	50	100
Immunologia e servizio trasfusionale	18	18	36
Dermatologia	30	30	60
Radioterapia	18	18	36
Radiologia	45	55	100
Poliambulatorio	42	33	75
<b>Ospedale Del Ponte</b>			
Radiologia	40	38	78
Poliambulatorio	60	60	120
<b>Ospedale di Cittiglio</b>			
Poliambulatorio	65	68	133
<b>Ospedale di Luino</b>			
Poliambulatorio	65	65	130
<b>Ospedale di Cuasso</b>			
Poliambulatorio	23	23	46

# Ambulatori: rilevazioni

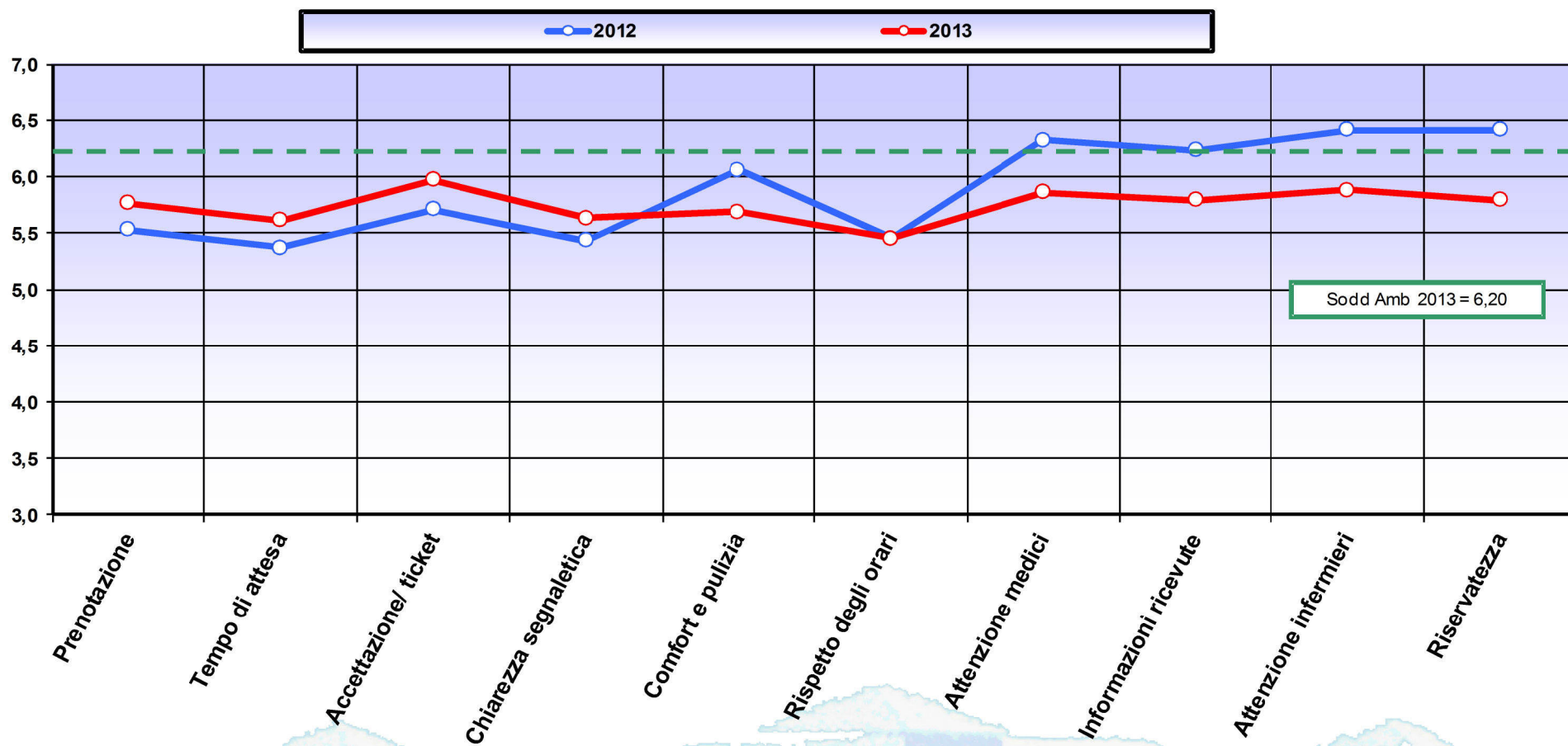
Ambulatori	1° sem 2013	2° sem 2013	Totale 2013
<b>Poliambulatorio via Monte Rosa</b>			
<b>Poliambulatorio</b>	74	87	161
<b>Poliambulatorio Arcisate</b>			
<b>Poliambulatorio</b>	33	33	66
<b>Poliambulatorio Gavirate</b>			
<b>Poliambulatorio</b>	30	30	60
<b>Poliambulatorio Comerio</b>			
<b>Poliambulatorio</b>	20	20	40
<b>Poliambulatorio via Luini</b>			
<b>Poliambulatorio</b>	21	0	21
<b>Totale</b>	<b>716</b>	<b>712</b>	<b>1428</b>



# **AMBULATORI: Ospedale di Circolo (Varese)**



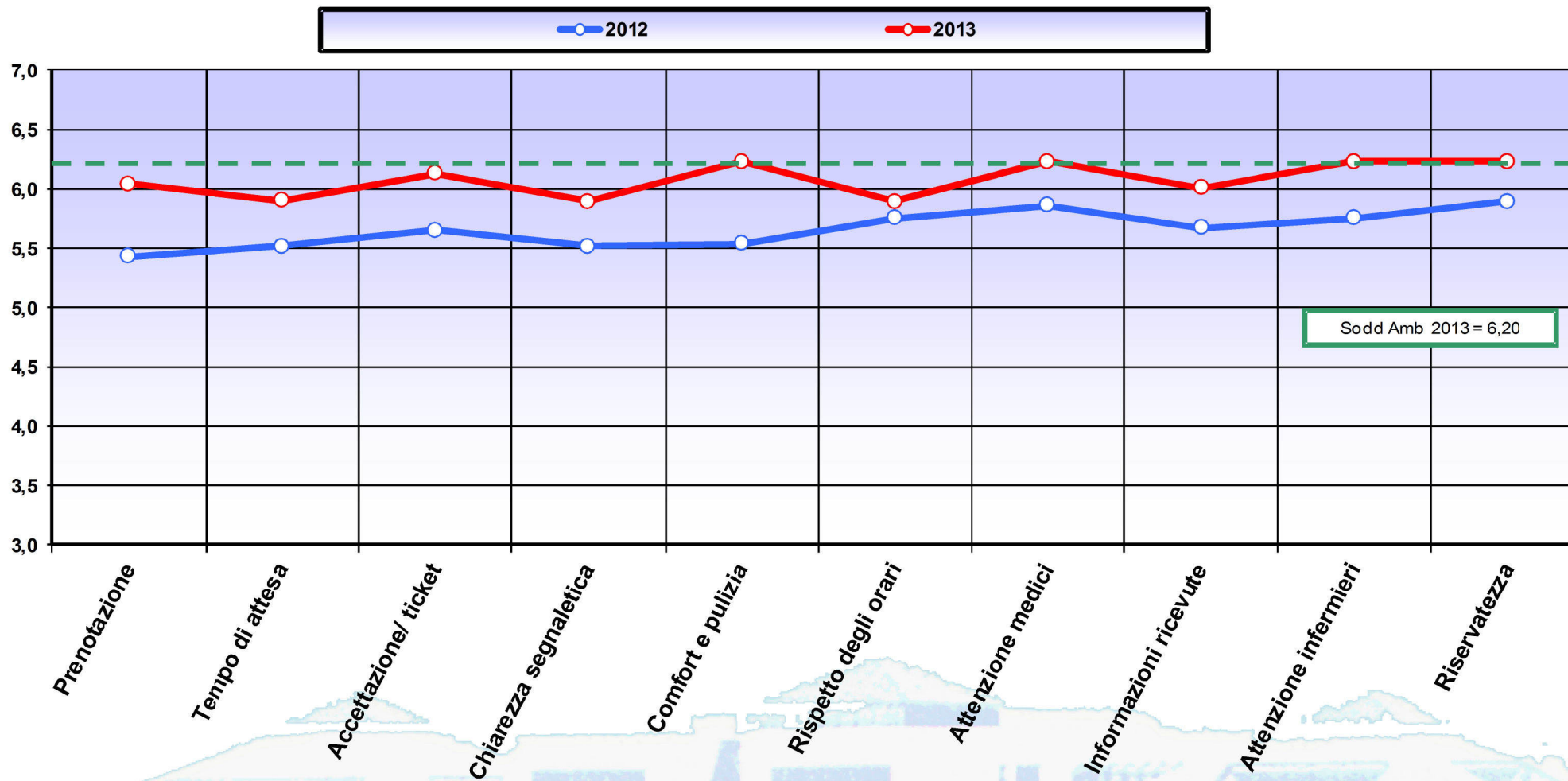
# Circolo: Poliambulatorio



(valori medi, scala 1-7)

**2012 N=106**  
**2013 N=75**

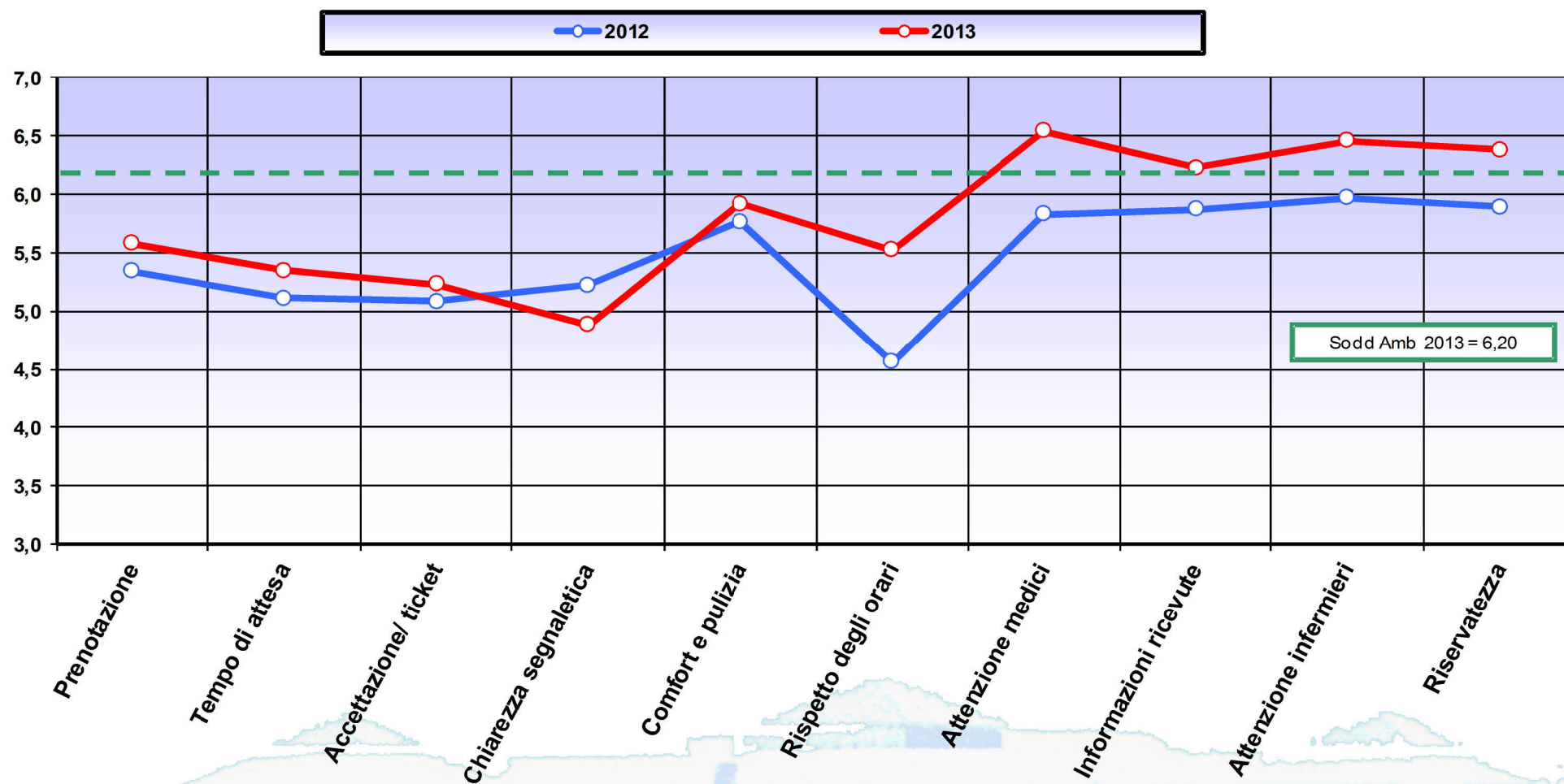
# Circolo: Radiologia



(valori medi, scala 1-7)

**2012 N=82**  
**2013 N=100**

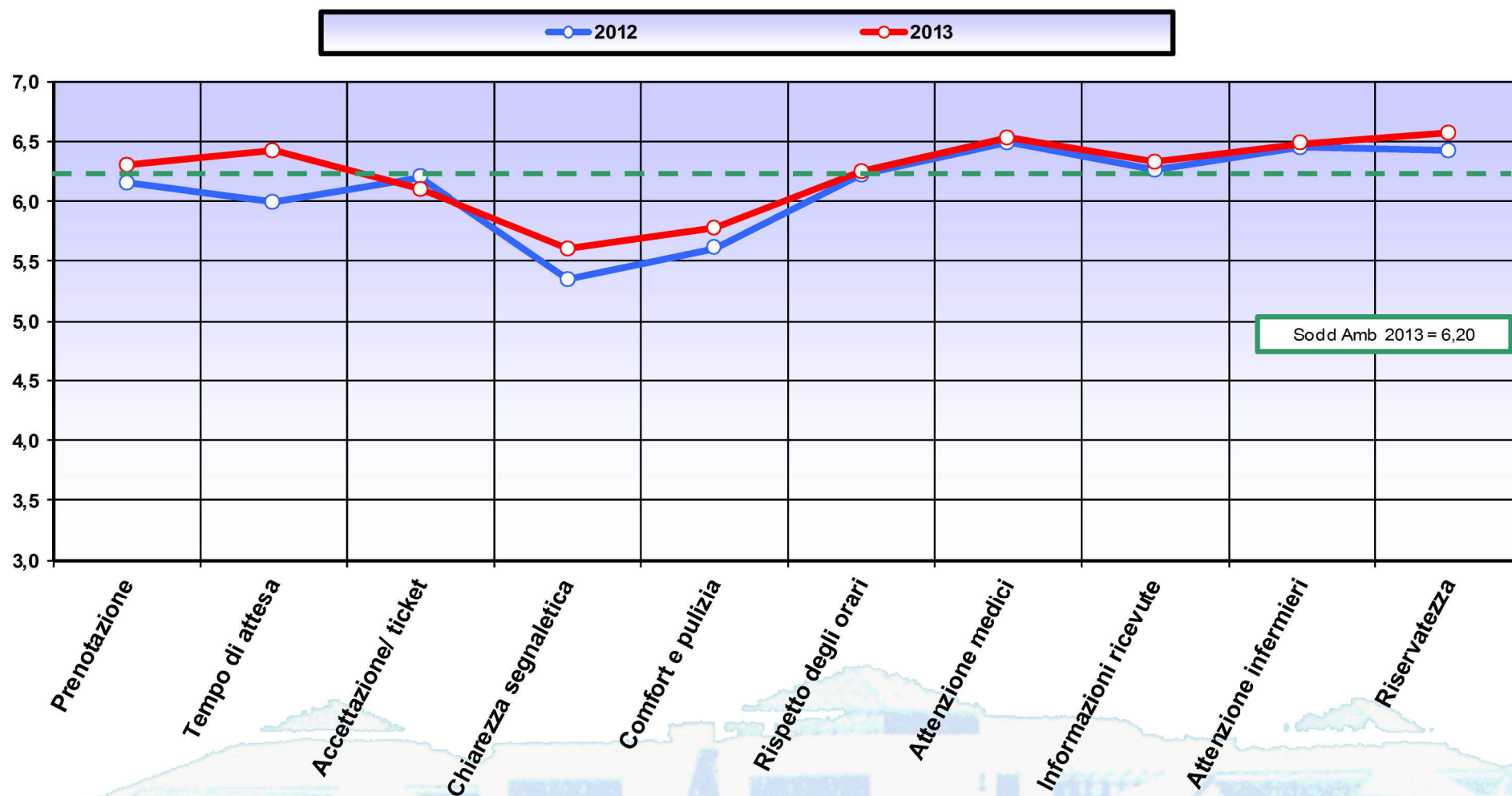
# Circolo: Endocrinologia - Diabetologia



(valori medi, scala 1-7)

**2012 N=64**  
**2013 N=65**

# Circolo: Medicina nucleare



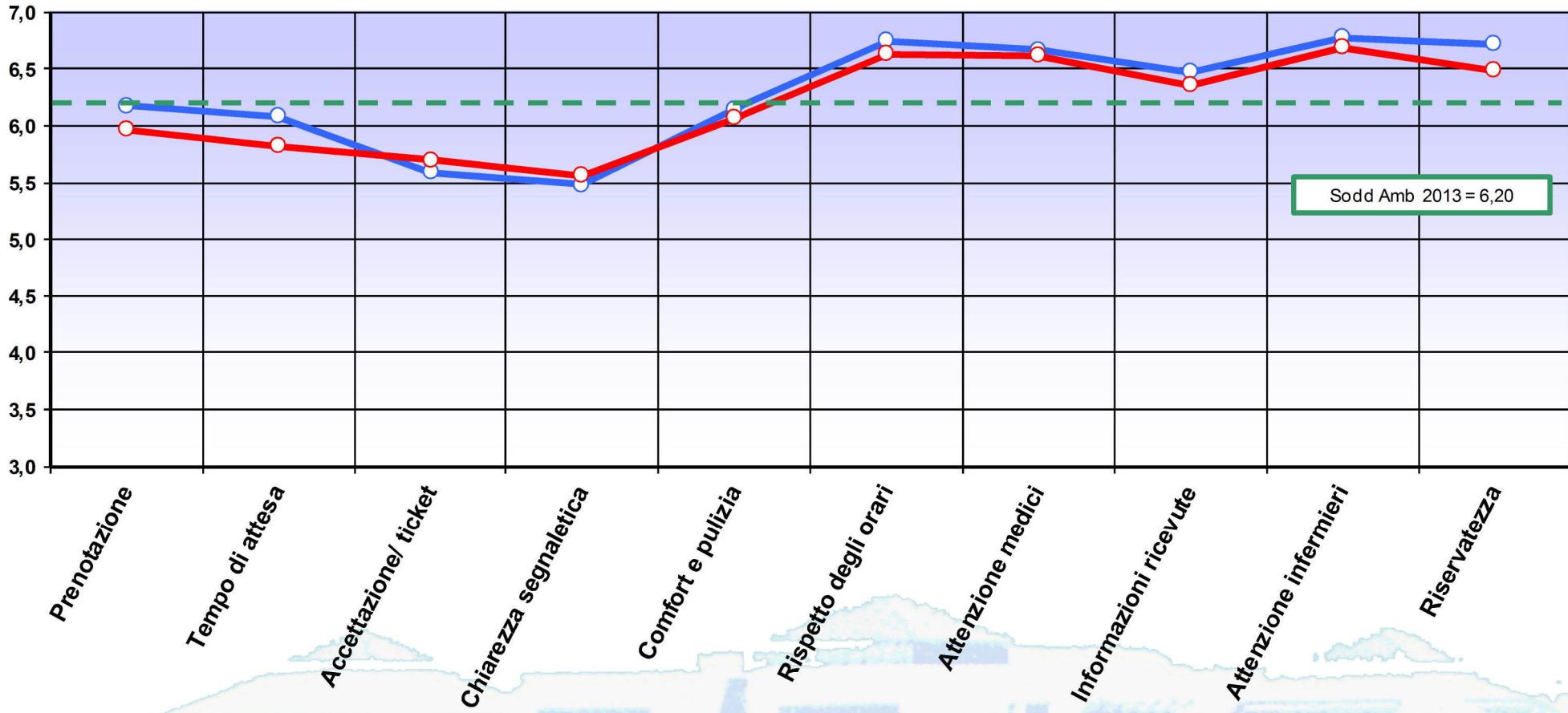
Sodd Amb 2013 = 6,20

**2012 N=100**  
**2013 N=101**

(valori medi, scala 1-7)

# Circolo: Riabilitazione specialistica

—○— 2012      —○— 2013

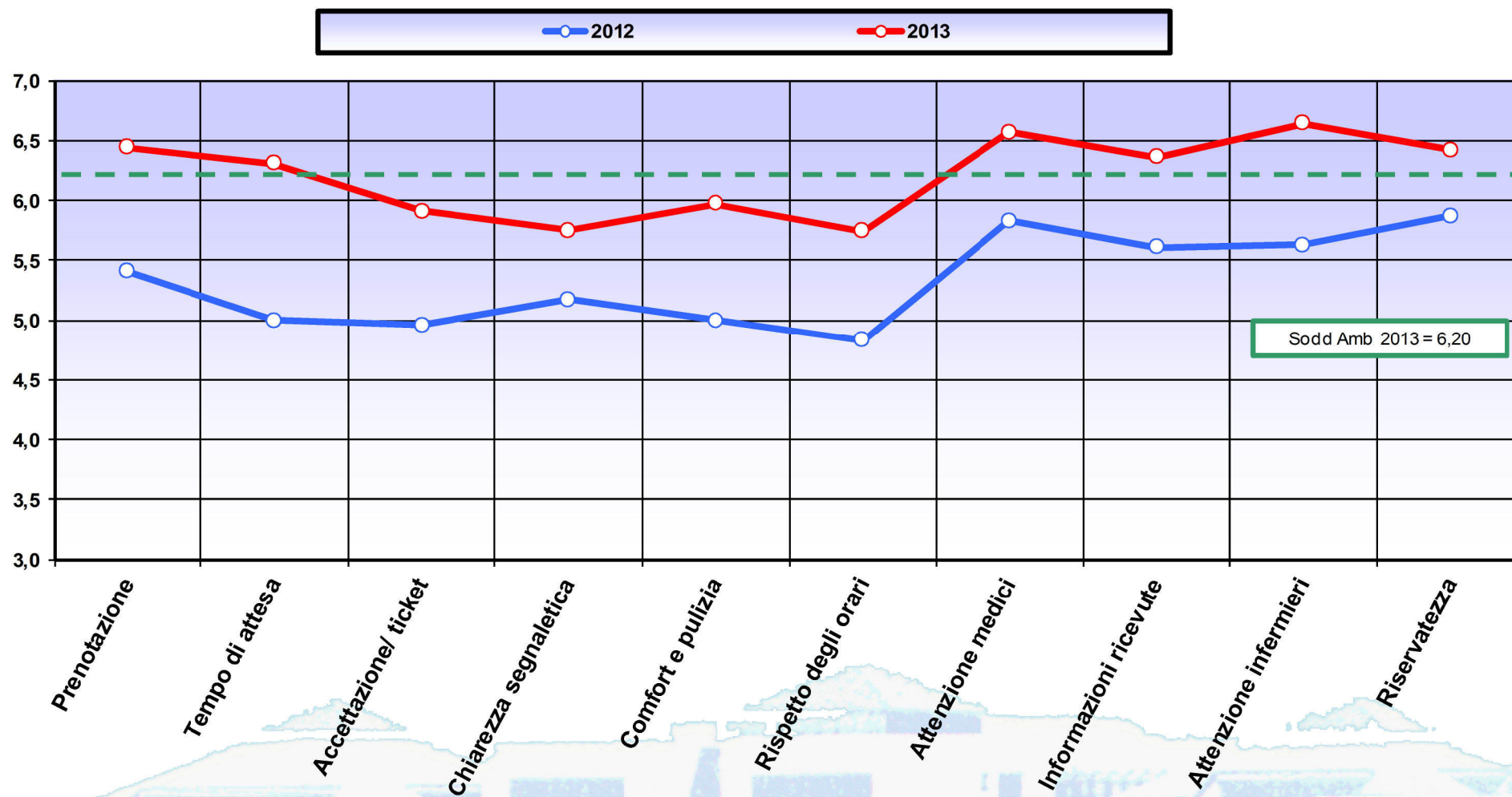


Sodd Amb 2013 = 6,20

(valori medi, scala 1-7)

**2012 N=100**  
**2013 N=100**

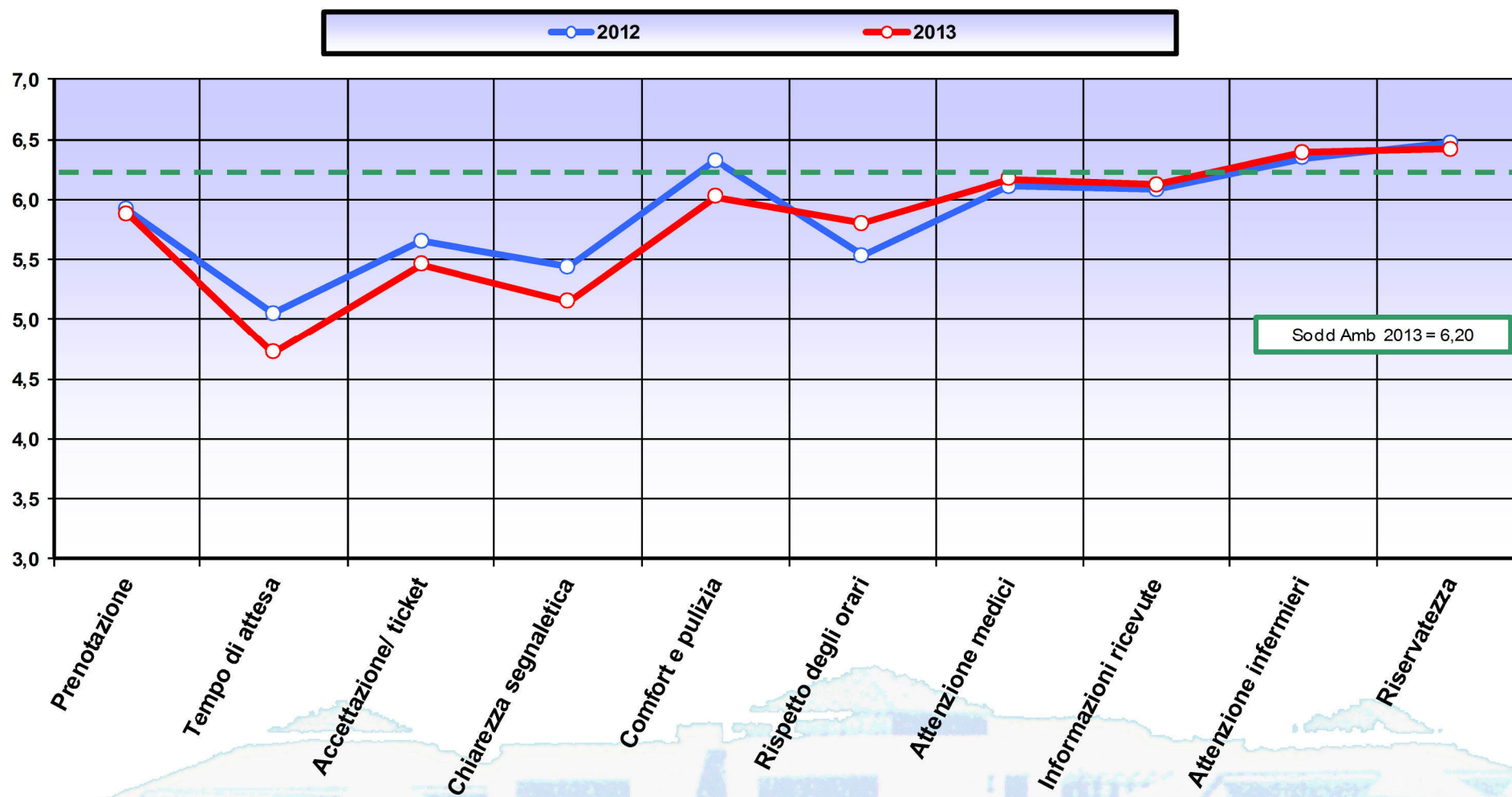
# Circolo: Immunologia e servizio trasfusionale



(valori medi, scala 1-7)

**2012 N=24**  
**2013 N=36**

# Circolo: Dermatologia



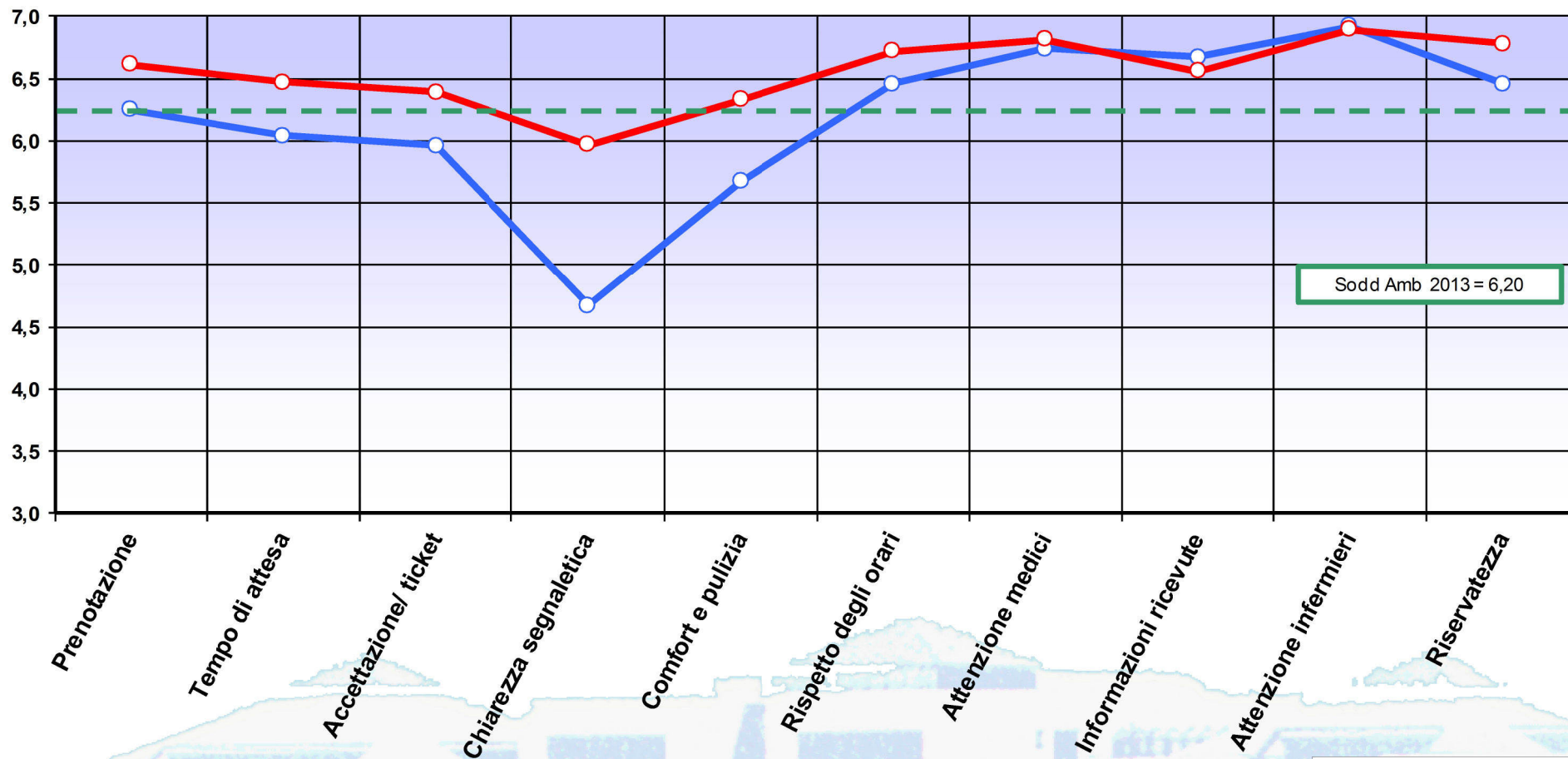
(valori medi, scala 1-7)

**2012 N=59**  
**2013 N=60**



# Circolo: Radioterapia

—○— 2012      —○— 2013



Sodd Amb 2013 = 6,20

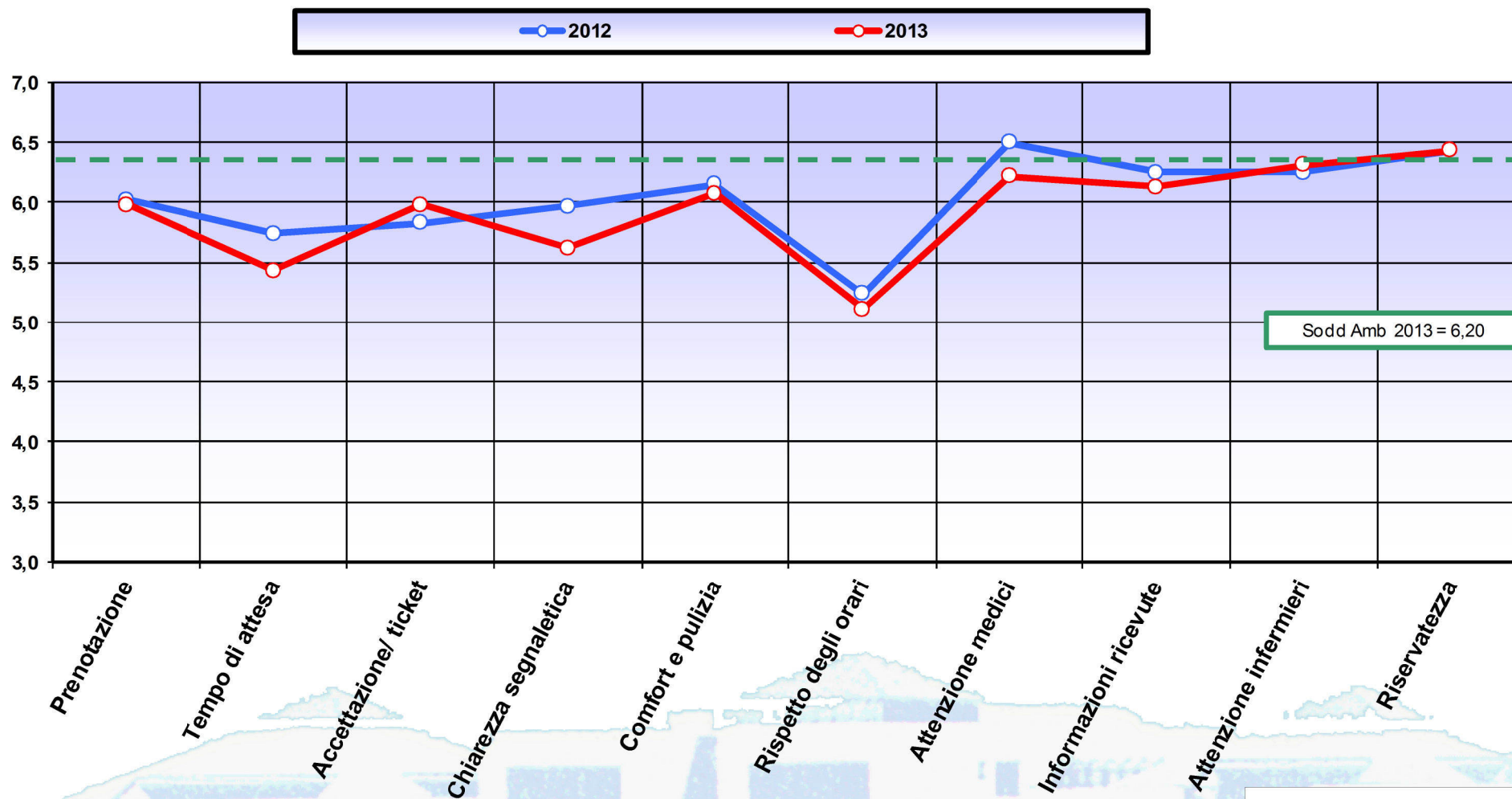
(valori medi, scala 1-7)

**2012 N=24**  
**2013 N=36**

# **AMBULATORI: Ospedale Del Ponte (Varese)**



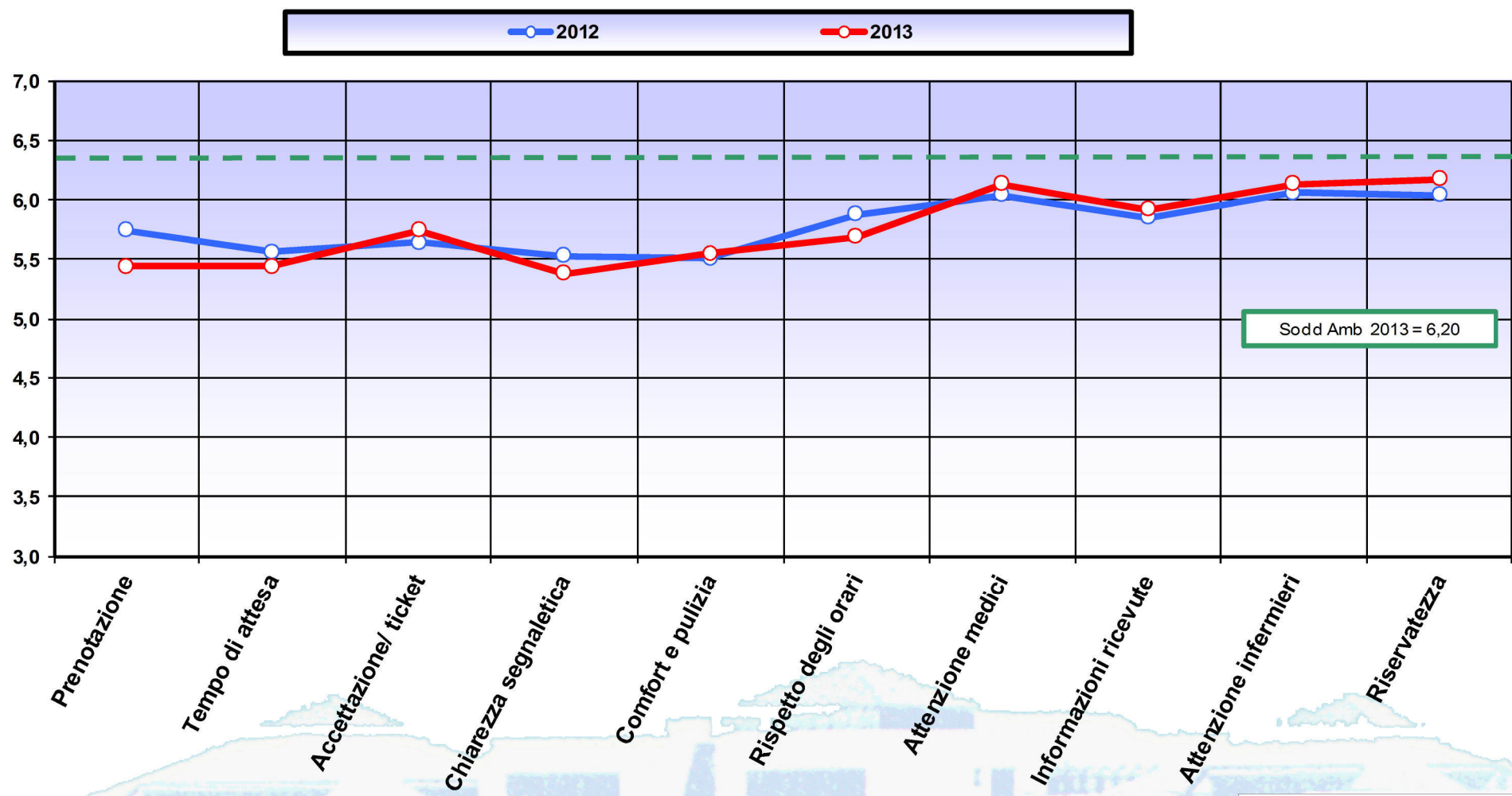
# Del Ponte: Poliambulatorio



(valori medi, scala 1-7)

**2012 N=125**  
**2013 N=120**

# Del Ponte: Radiologia



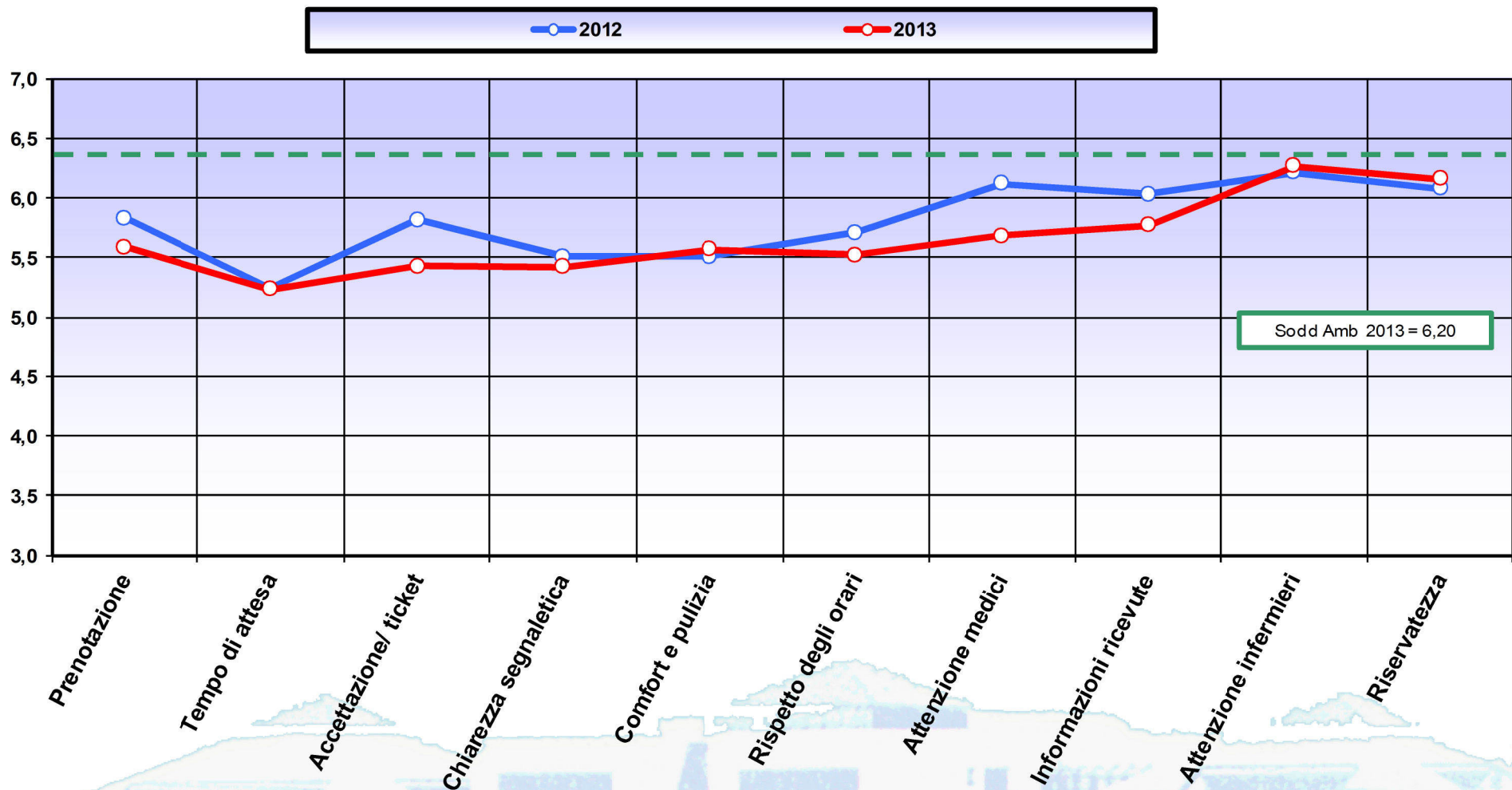
(valori medi, scala 1-7)

**2012 N=82**  
**2013 N=78**

# **AMBULATORI: Ospedale di Cittiglio**



# Cittiglio: Poliambulatorio



Sodd Amb 2013 = 6,20

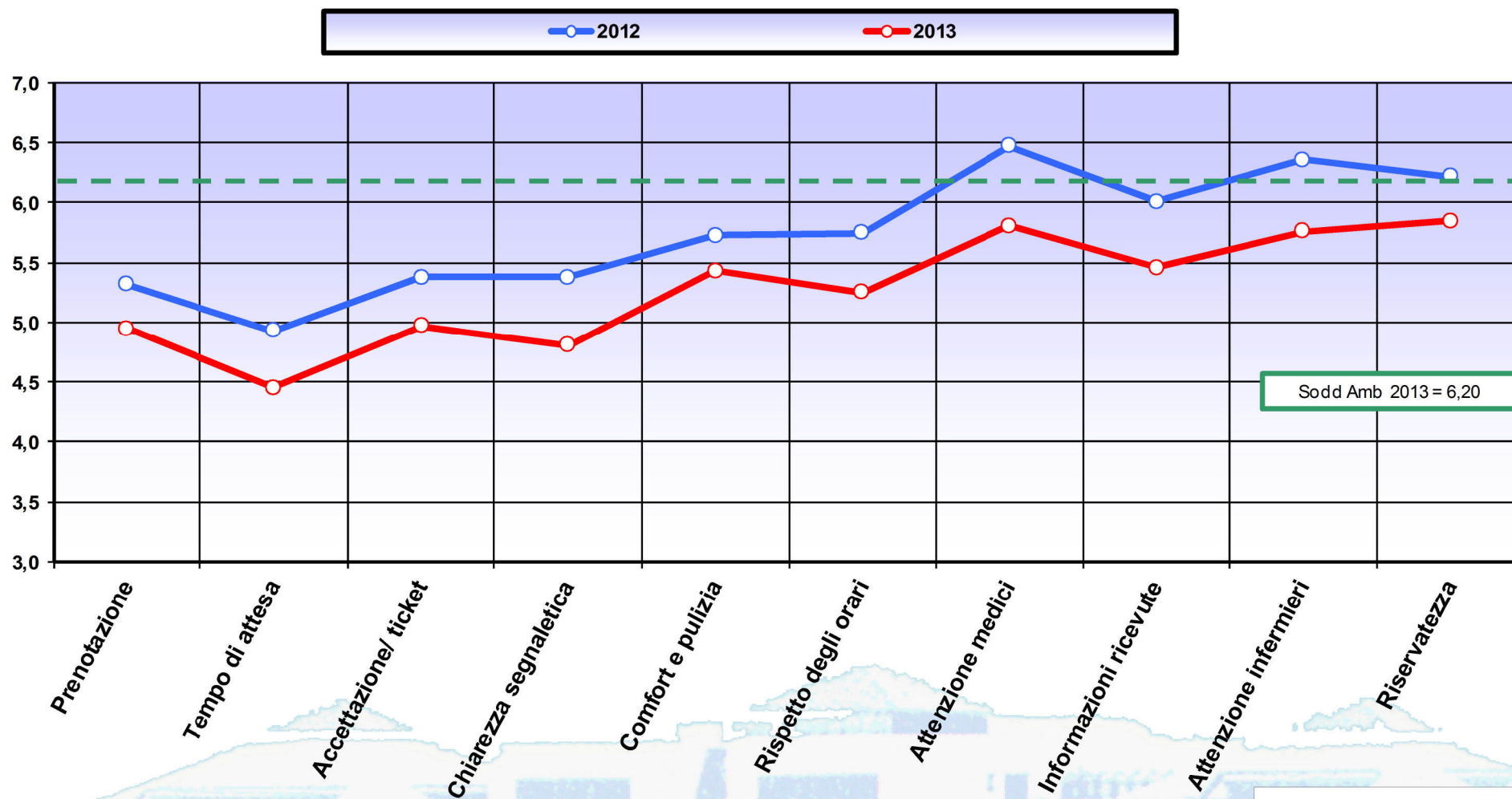
(valori medi, scala 1-7)

**2012 N=121**  
**2013 N=133**

# **AMBULATORI: Ospedale di Luino**



# Luino: Poliambulatorio



(valori medi, scala 1-7)

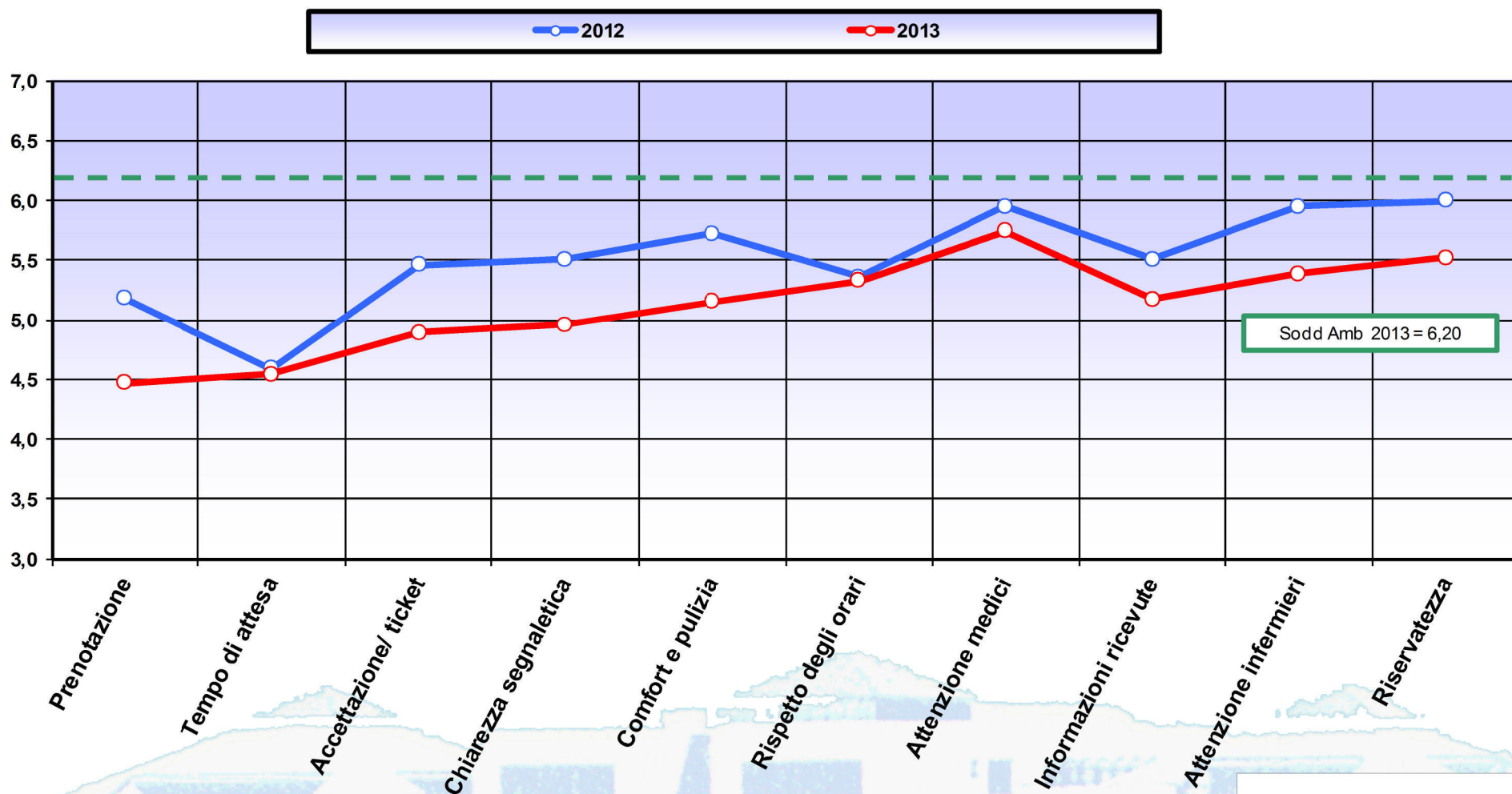
**2012 N=120**  
**2013 N=130**



# **AMBULATORI: Ospedale di Cuasso**



# Cuasso: Poliambulatorio



Sodd Amb 2013 = 6,20

**2012 N=42**  
**2013 N=46**

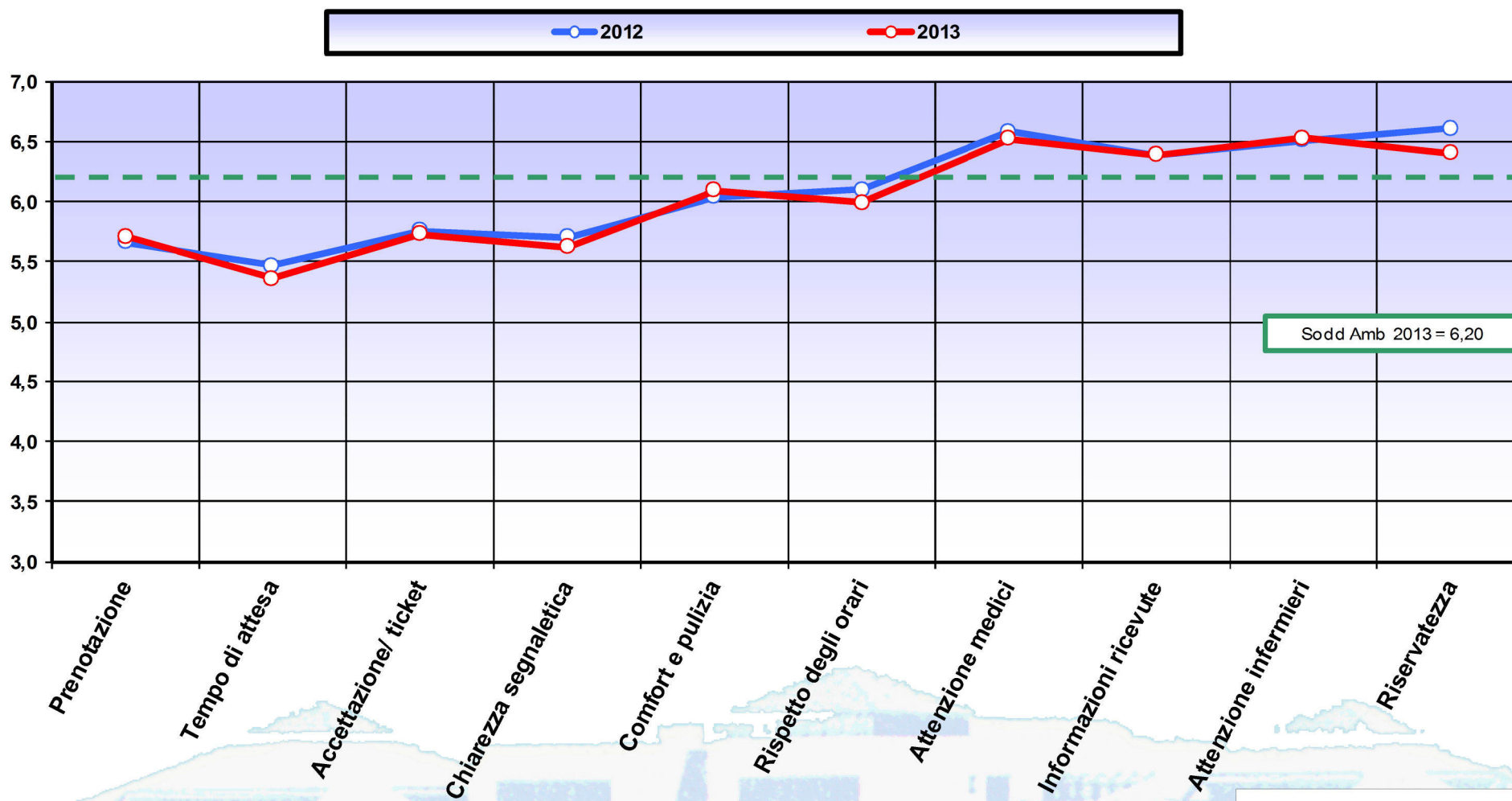
(valori medi, scala 1-7)

# **AMBULATORI: Poliambulatorio Via Monte Rosa (Varese)**



# Poliambulatorio via Monte

## Rosa: Poliambulatorio



Sodd Amb 2013 = 6,20

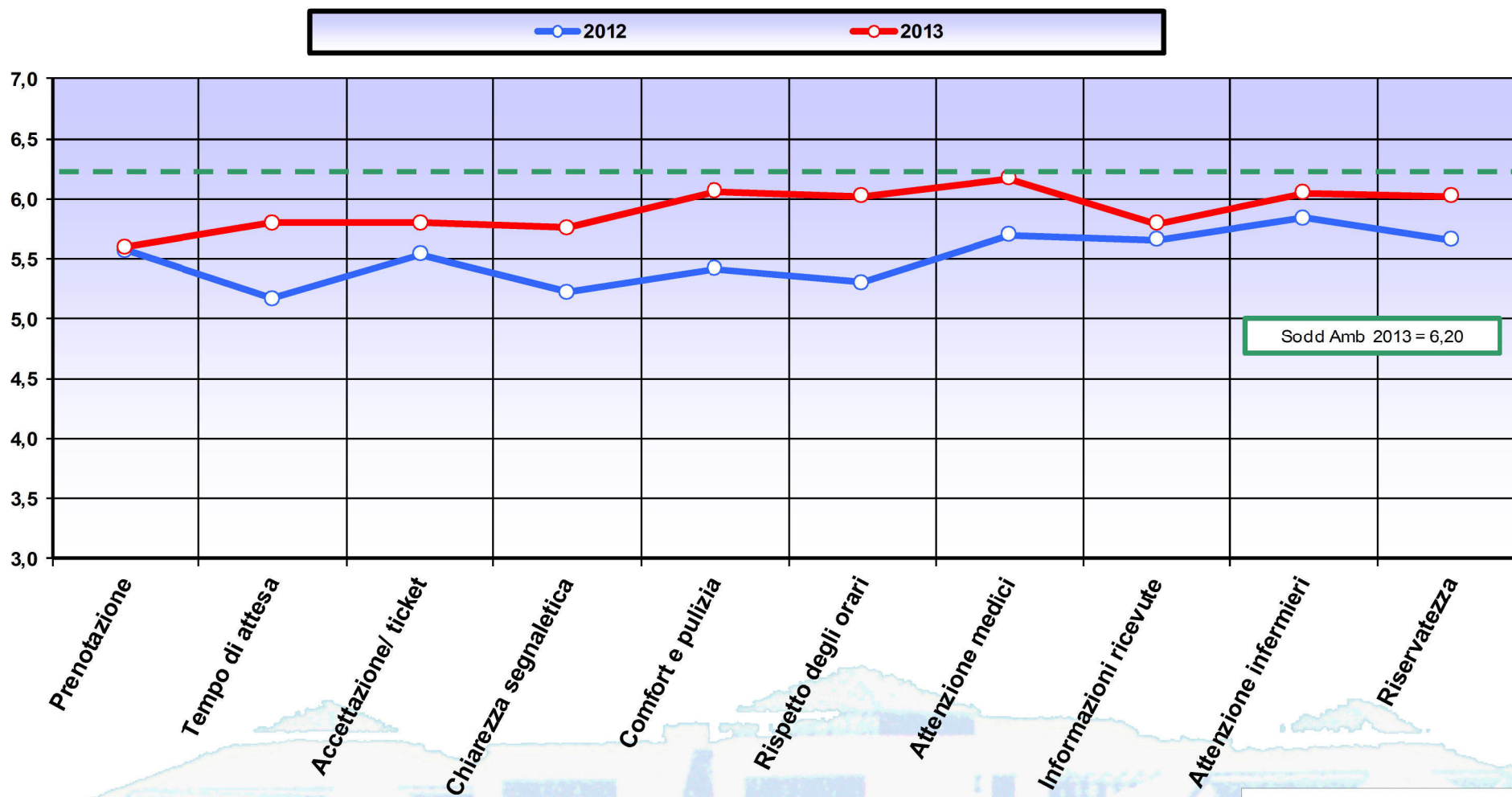
**2012 N=144**  
**2013 N=161**

(valori medi, scala 1-7)

# **AMBULATORI: Poliambulatorio Arcisate**



# Poliambulatorio Arcisate: Poliambulatorio



Sodd Amb 2013 = 6,20

**2012 N=70**  
**2013 N=66**

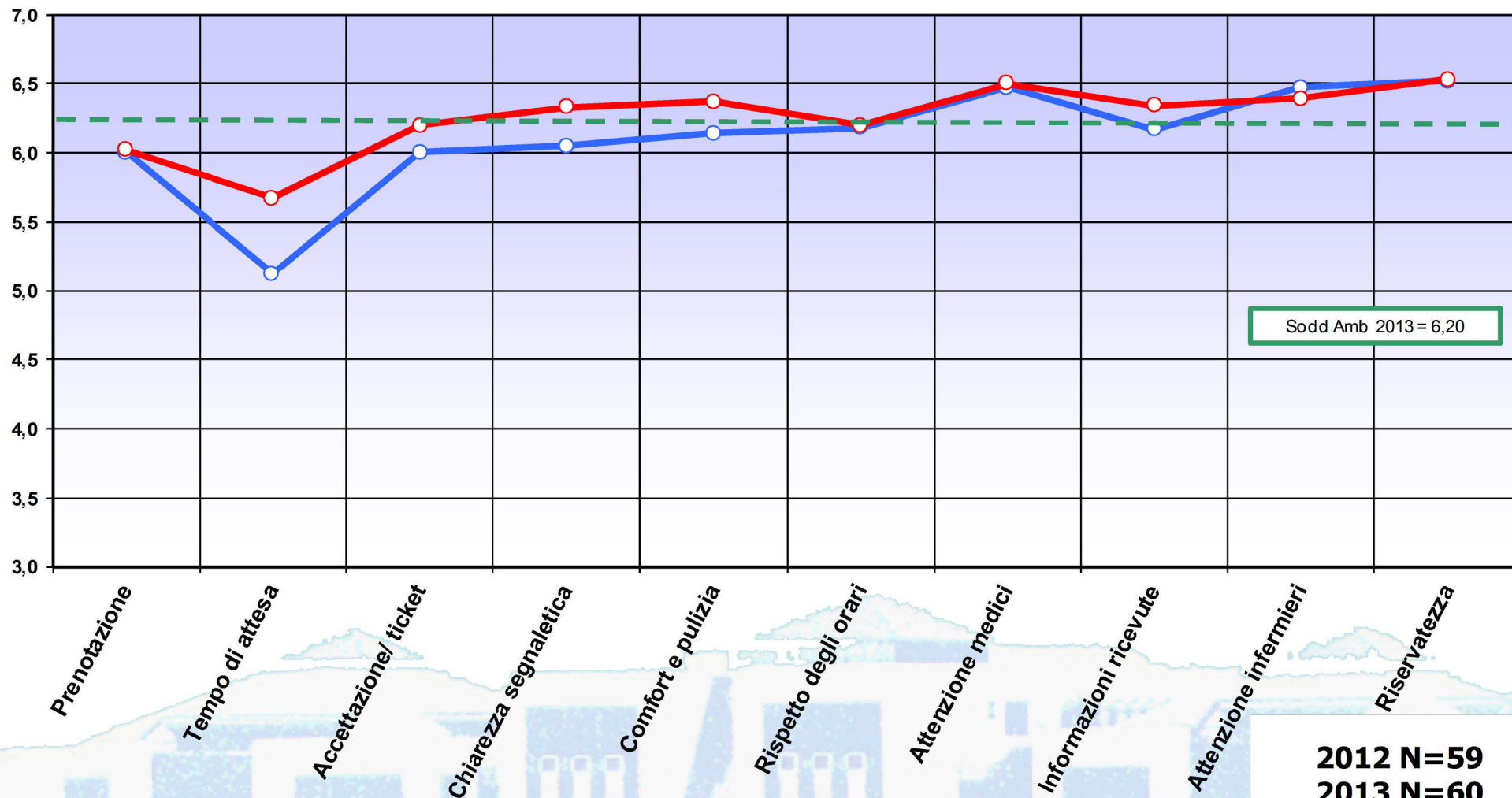
(valori medi, scala 1-7)

# **AMBULATORI: Poliambulatorio Gavirate**



# Poliambulatorio Gavirate: Poliambulatorio

○ 2012      ○ 2013



(valori medi, scala 1-7)

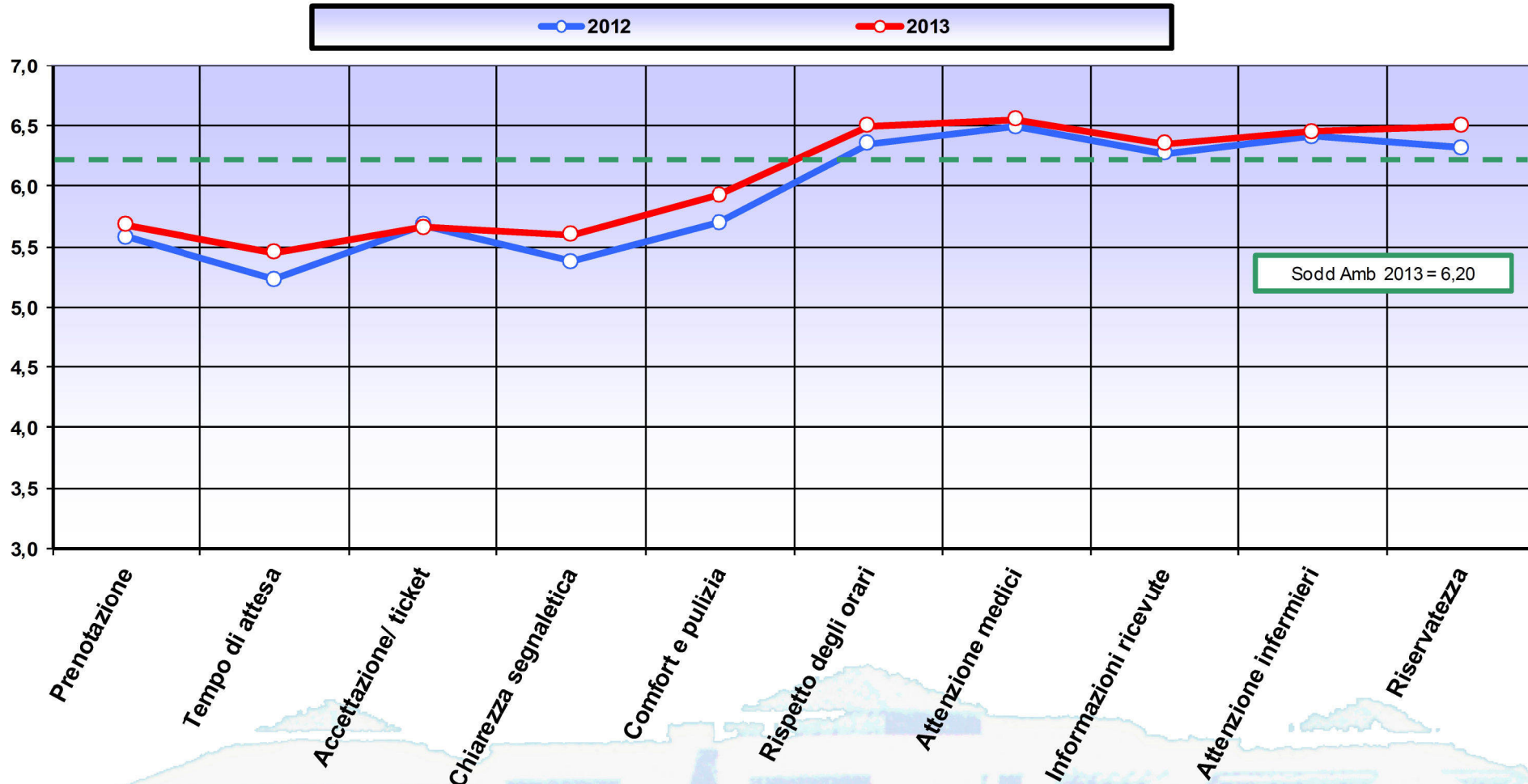
**2012 N=59**  
**2013 N=60**



# **AMBULATORI: Poliambulatorio Comerio**



# Poliambulatorio Comerio: Poliambulatorio



Sodd Amb 2013 = 6,20

**2012 N=43**  
**2013 N=40**

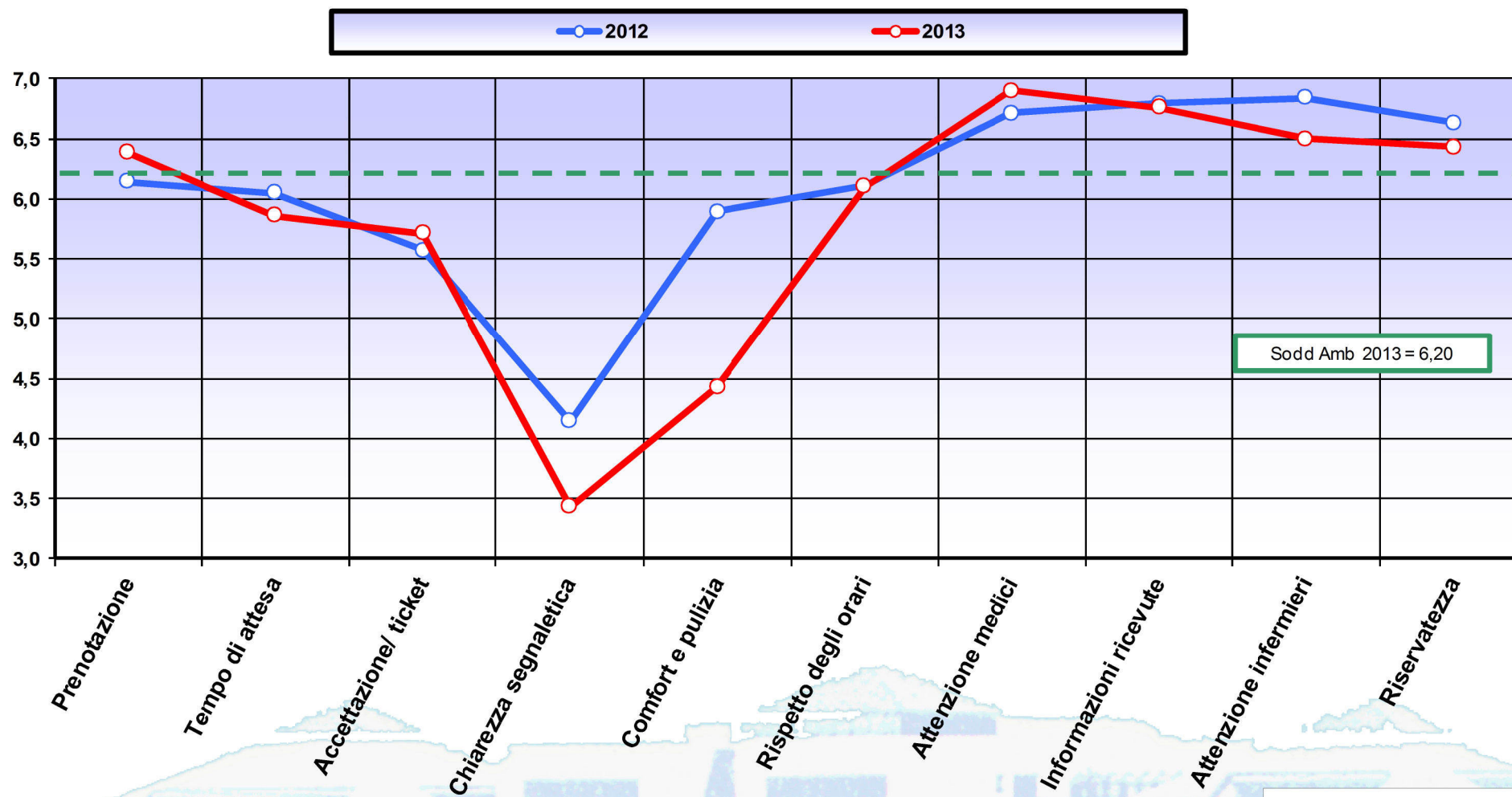
(valori medi, scala 1-7)

# **AMBULATORI: Poliambulatorio via Luini (Varese)**



# Poliambulatorio via Luini:

## Poliambulatorio



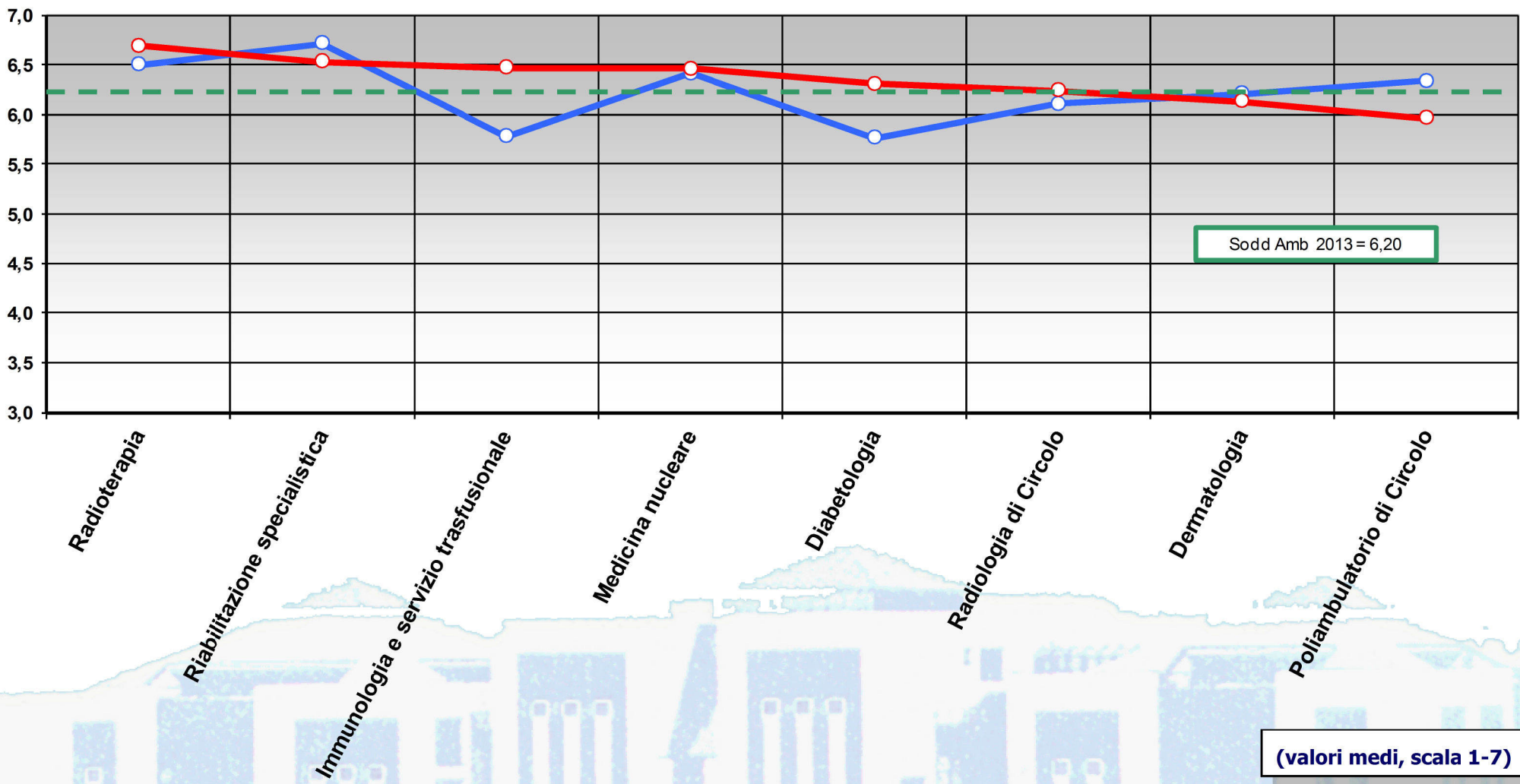
(valori medi, scala 1-7)

**2012 N=39**  
**2013 N=21**

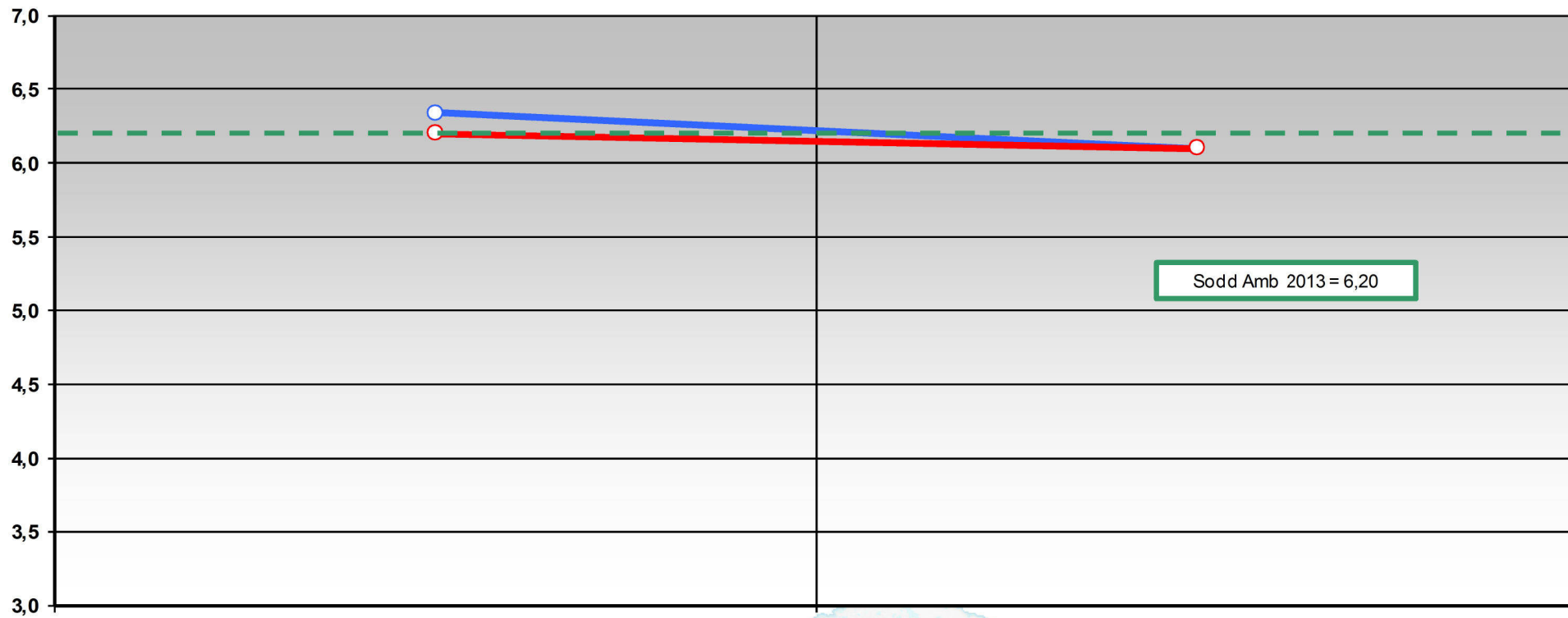
# **AMBULATORI: Ranking**



# Circolo: soddisfazione complessiva



# Del Ponte: soddisfazione complessiva



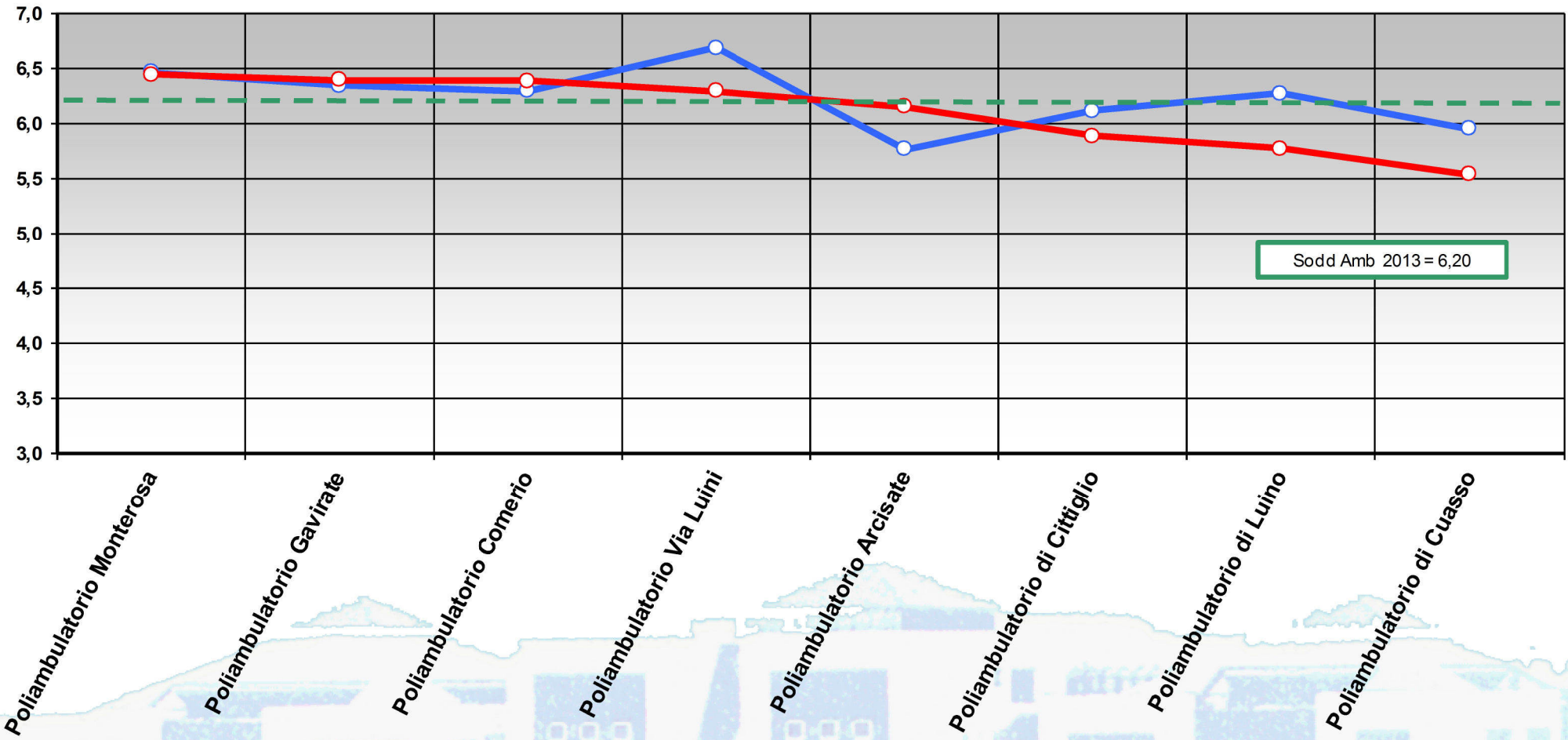
Sodd Amb 2013 = 6,20

Polambulatorio

Radiologia

(valori medi, scala 1-7)

# Altri ambulatori: soddisfazione complessiva



Sodd Amb 2013 = 6,20

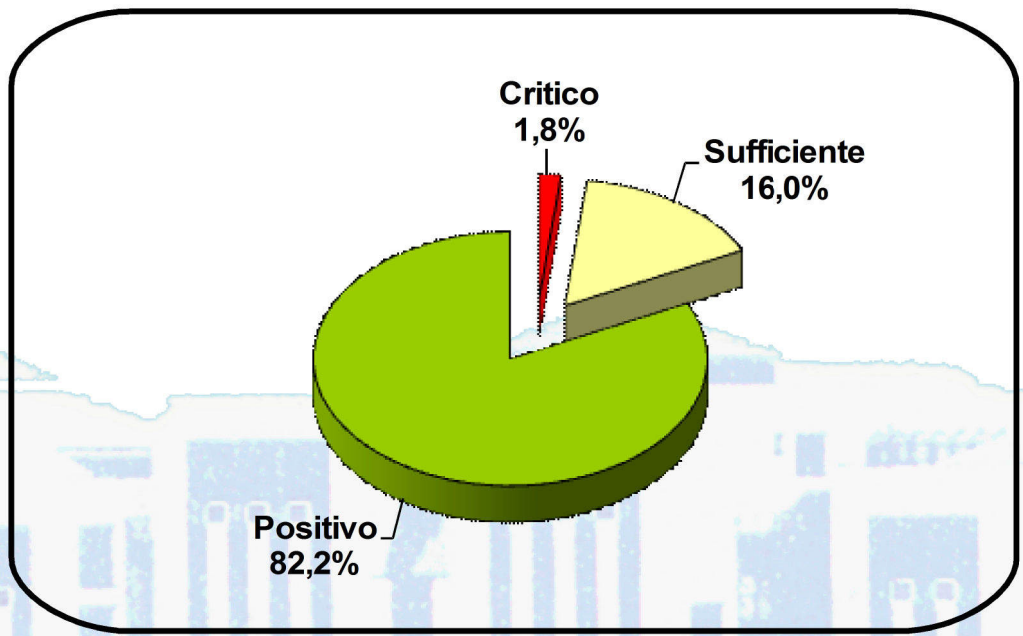
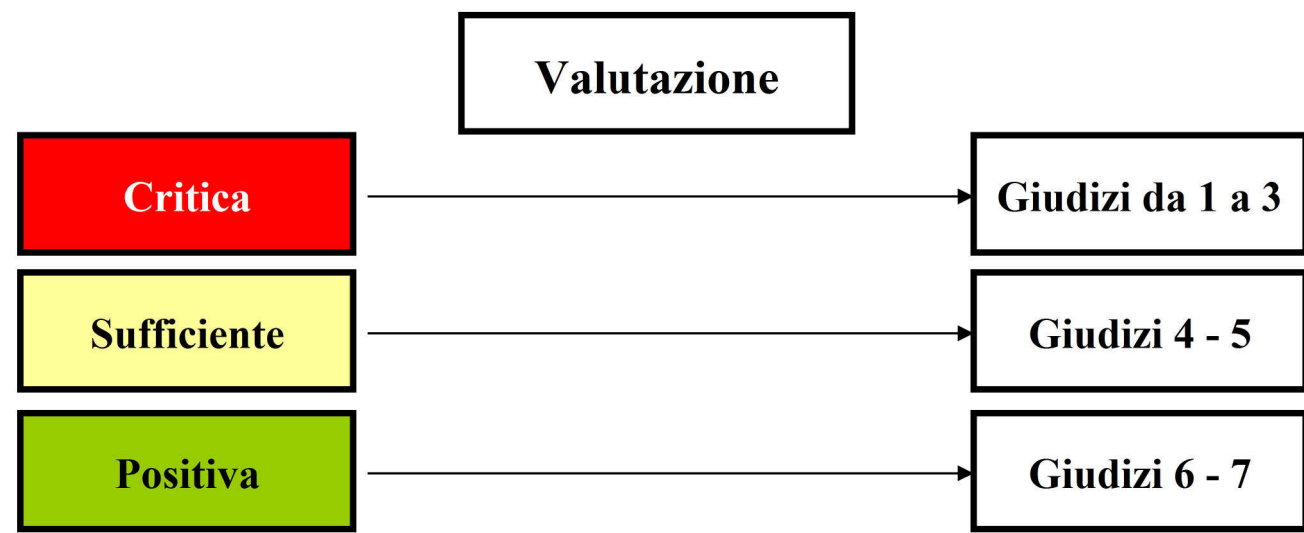
(valori medi, scala 1-7)



# **AMBULATORI: Analisi criticità**

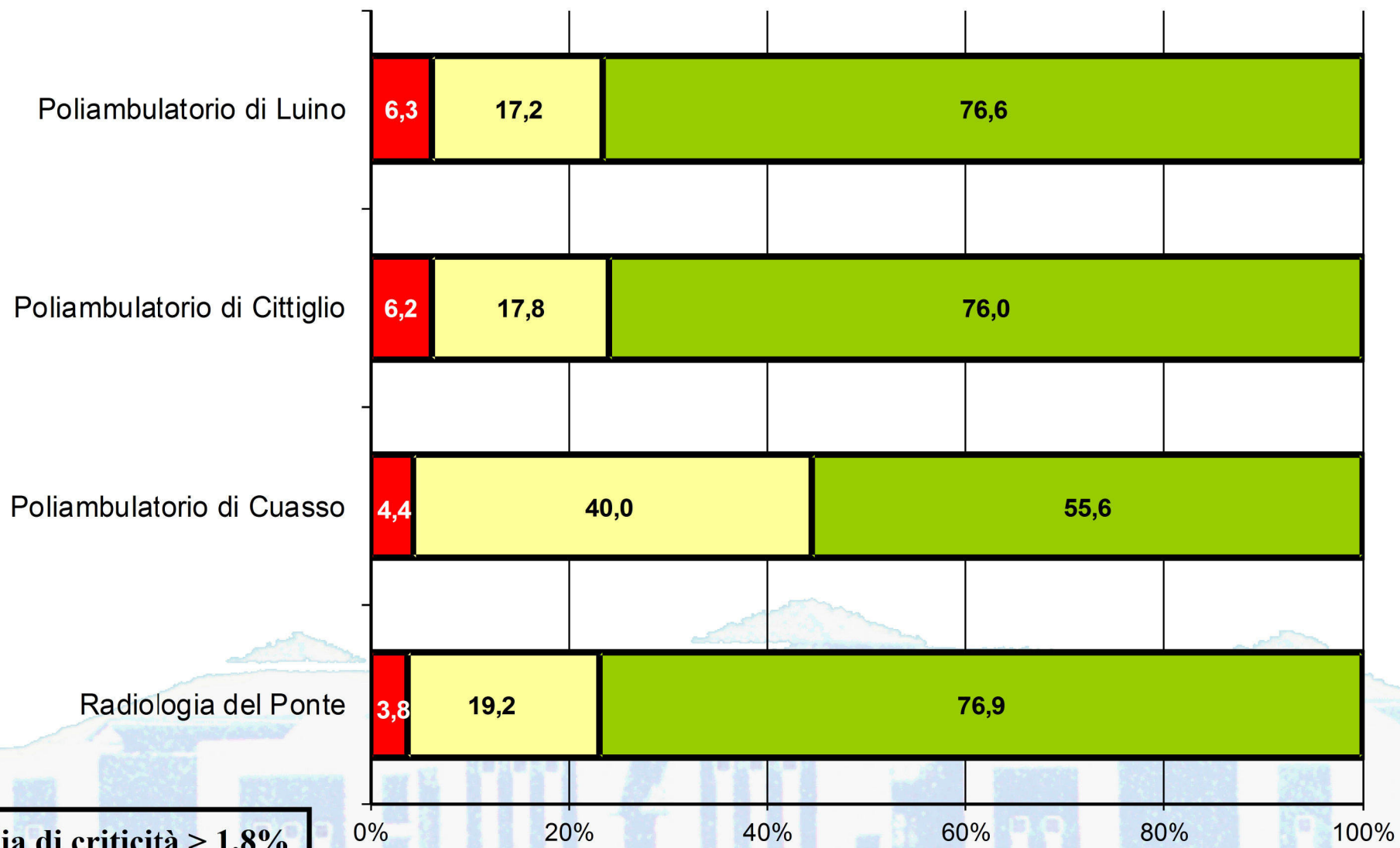


# Ambulatori: soddisfazione



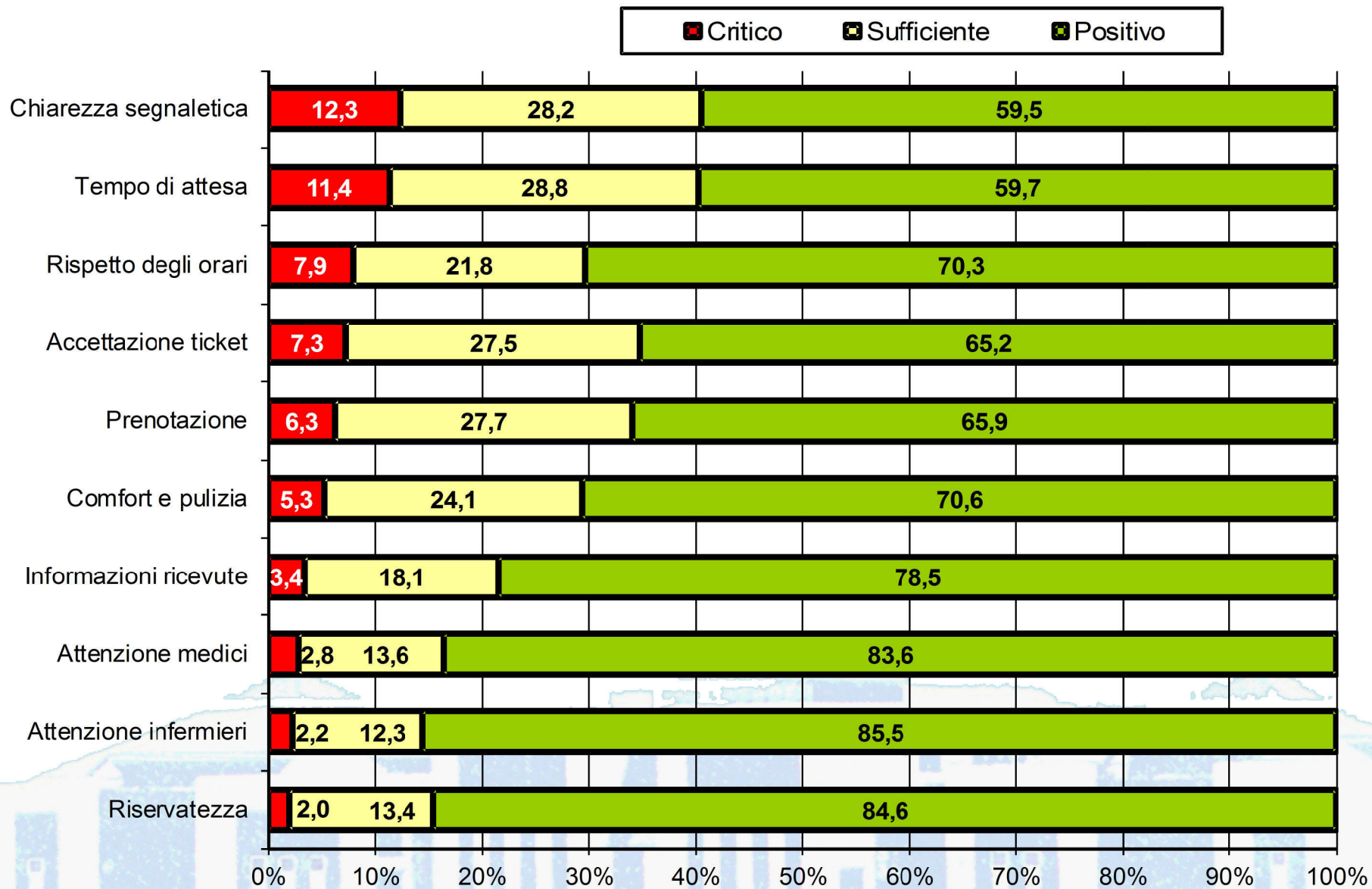
# Ambulatori: valutazione per ambulatori

■ Critico   
 ■ Sufficiente   
 ■ Positivo

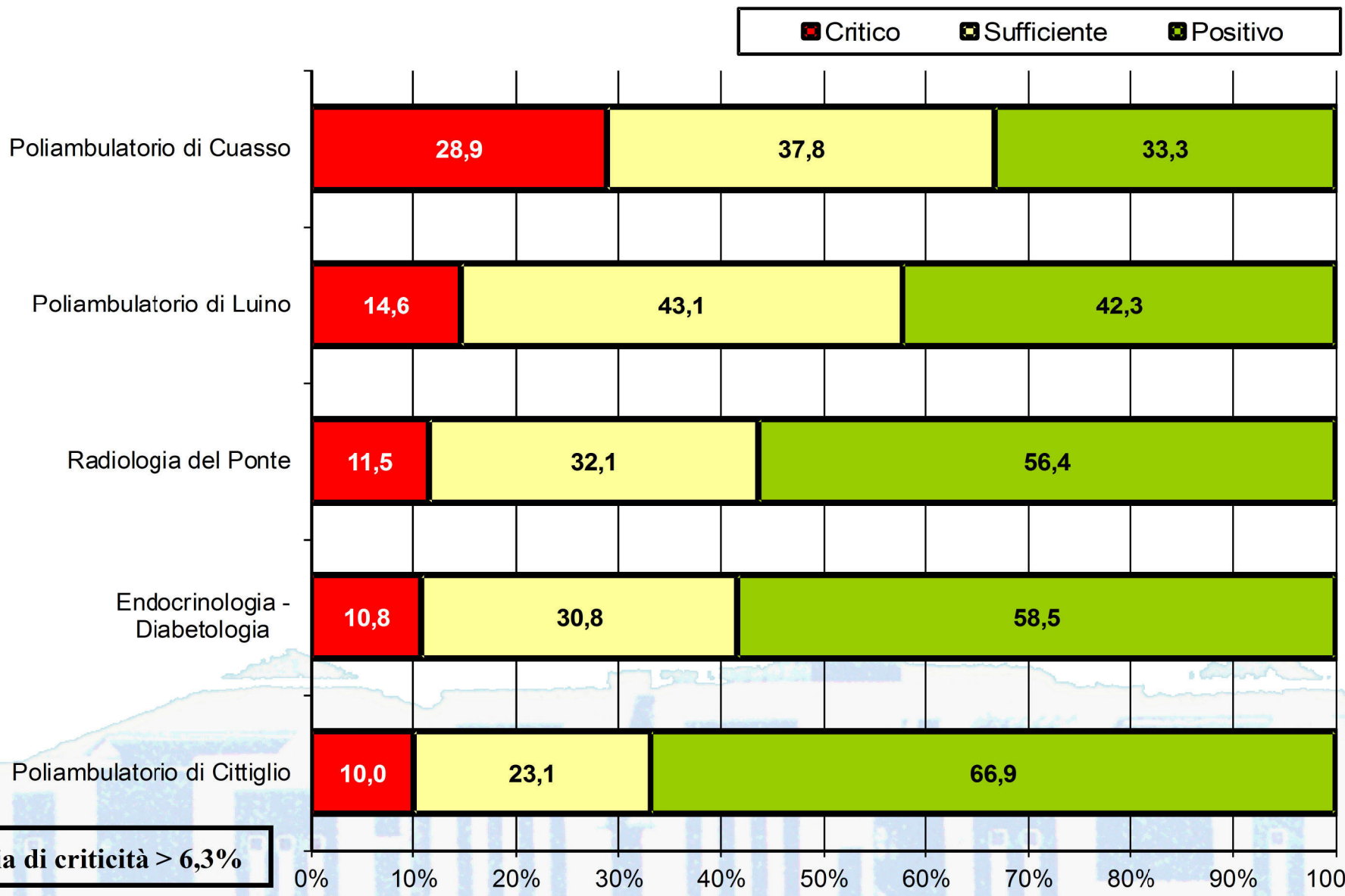


**Soglia di criticità > 1,8%**

# Ambulatori: valutazione per singoli elementi



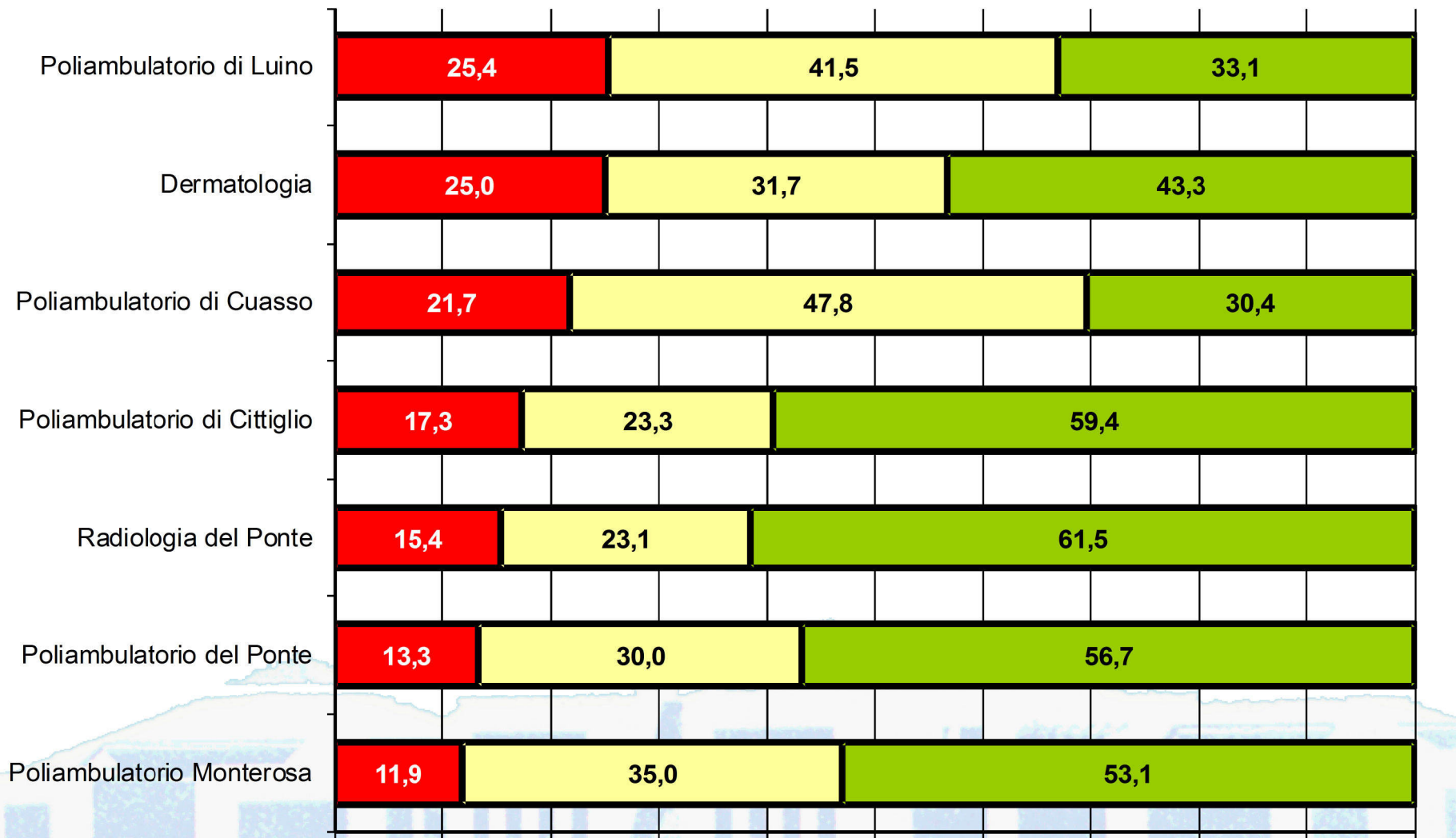
# Ambulatori: prenotazione



**Soglia di criticità > 6,3%**

# Ambulatori: tempo di attesa

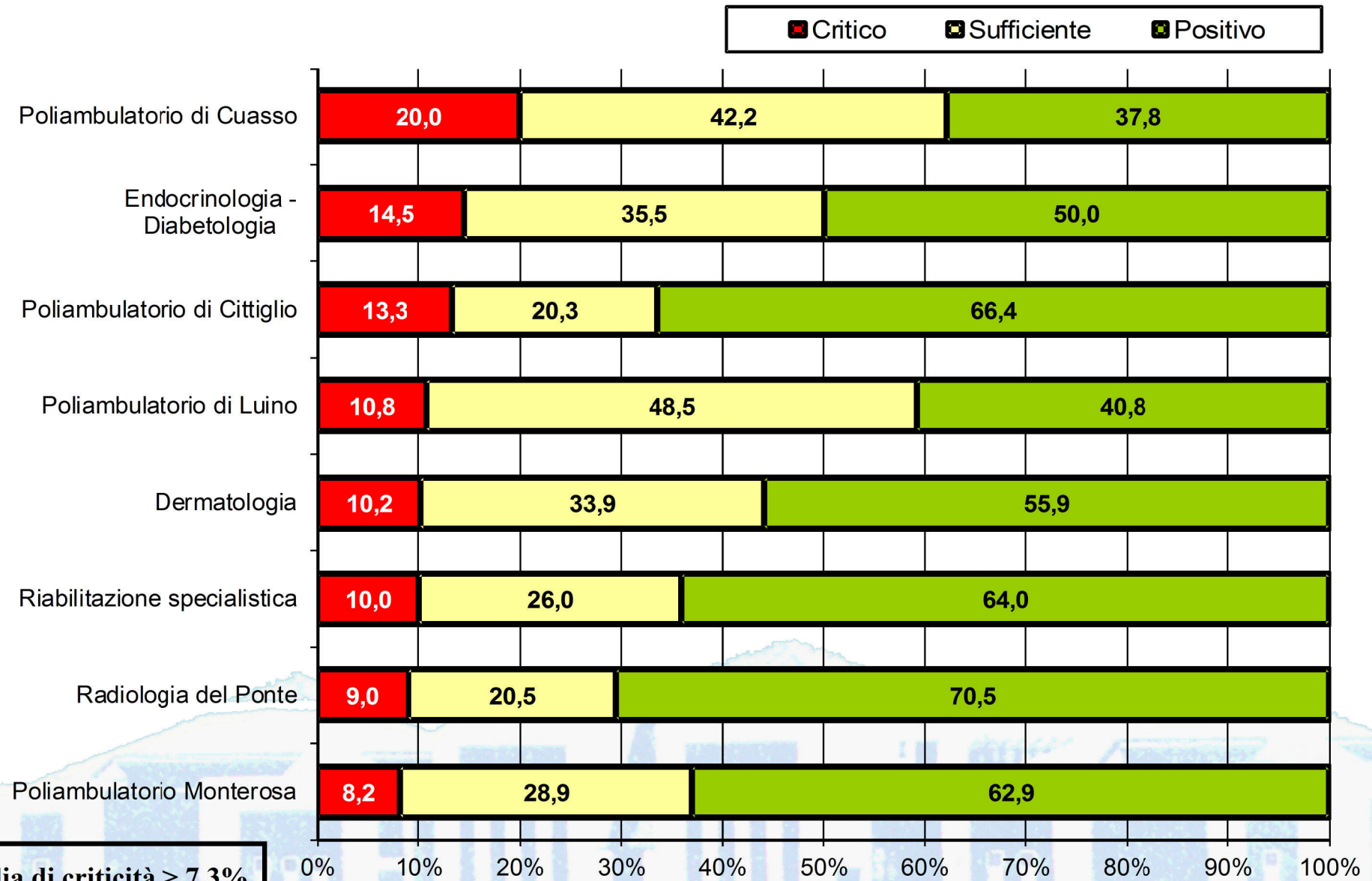
■ Critico   
 ■ Sufficiente   
 ■ Positivo



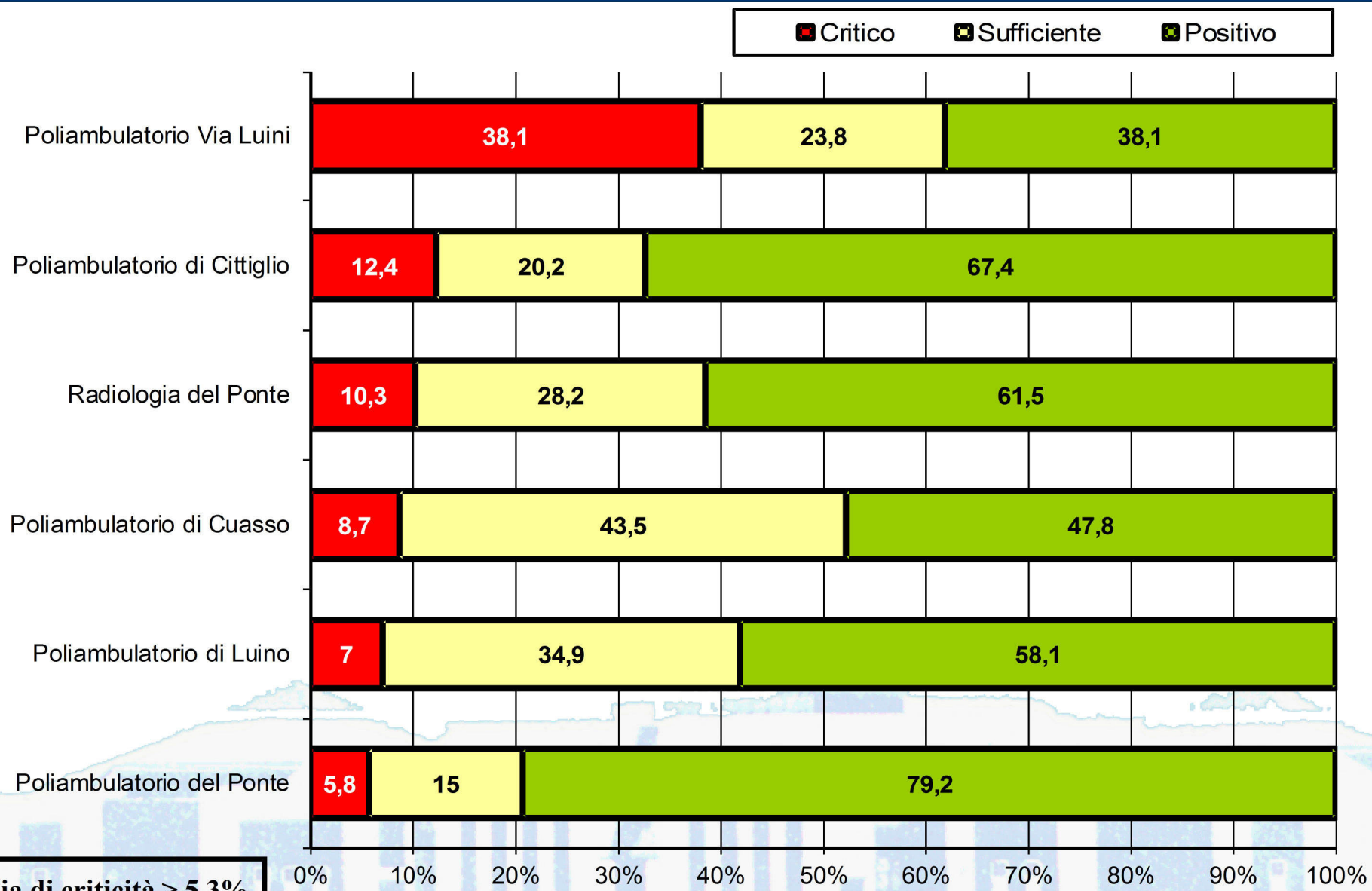
**Soglia di criticità > 11,4%**

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

# Ambulatori: accettazione ticket



# Ambulatori: comfort e pulizia

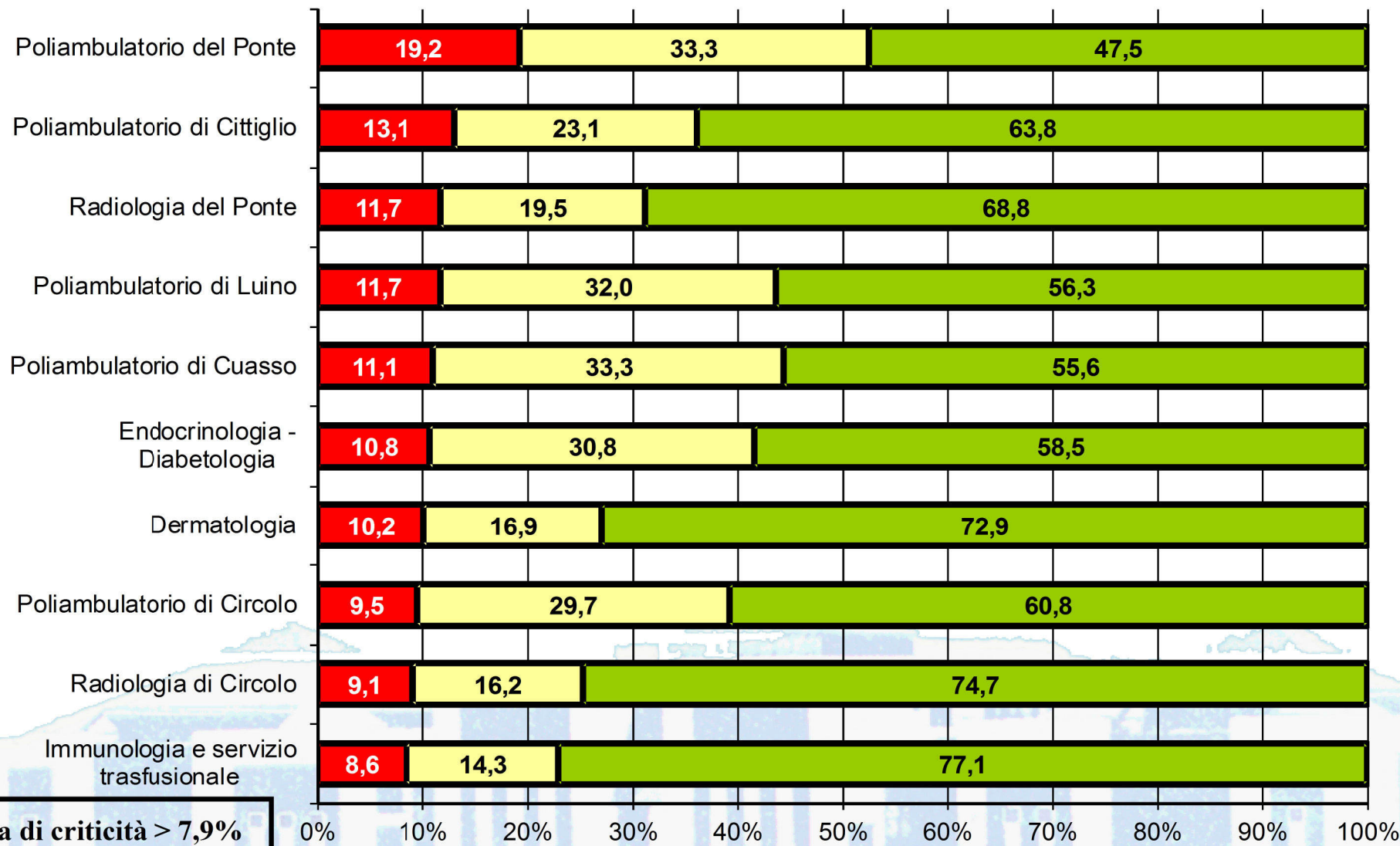


**Soglia di criticità > 5,3%**



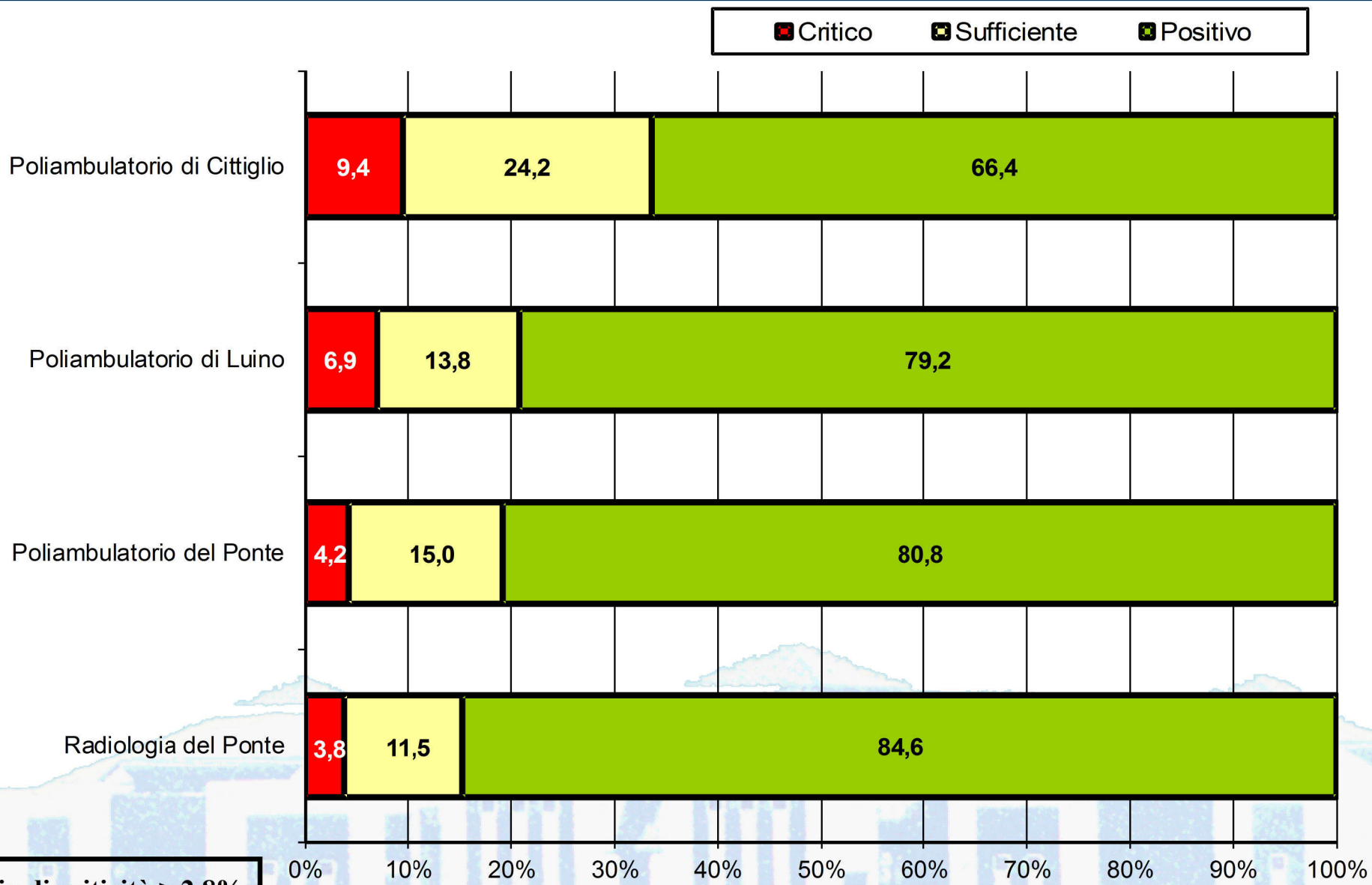
# Ambulatori: rispetto degli orari

■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 7,9%**

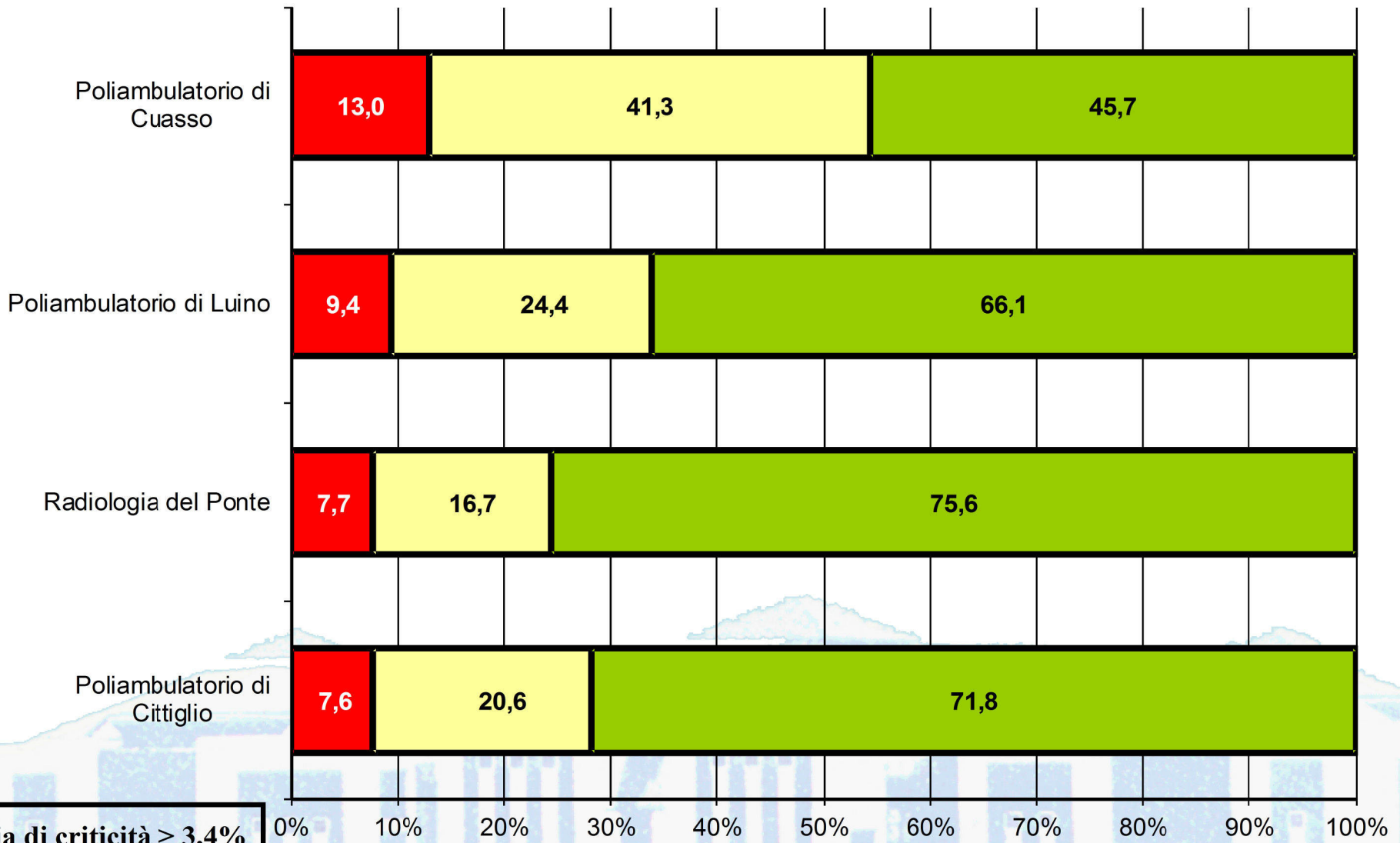
# Ambulatori: attenzione medici



Soglia di criticità > 2,8%

# Ambulatori: informazioni ricevute

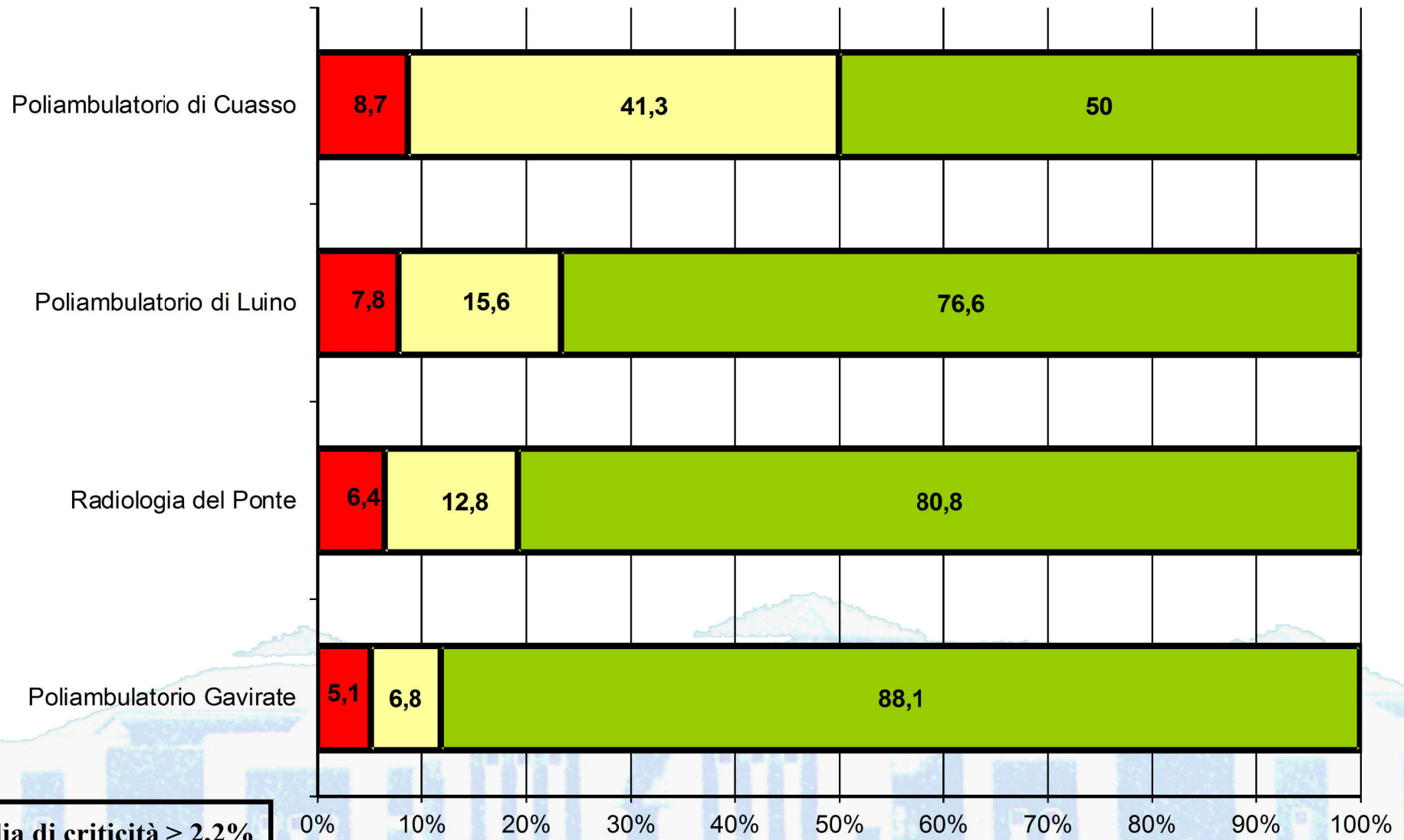
■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 3,4%**

# Ambulatori: attenzione infermieri

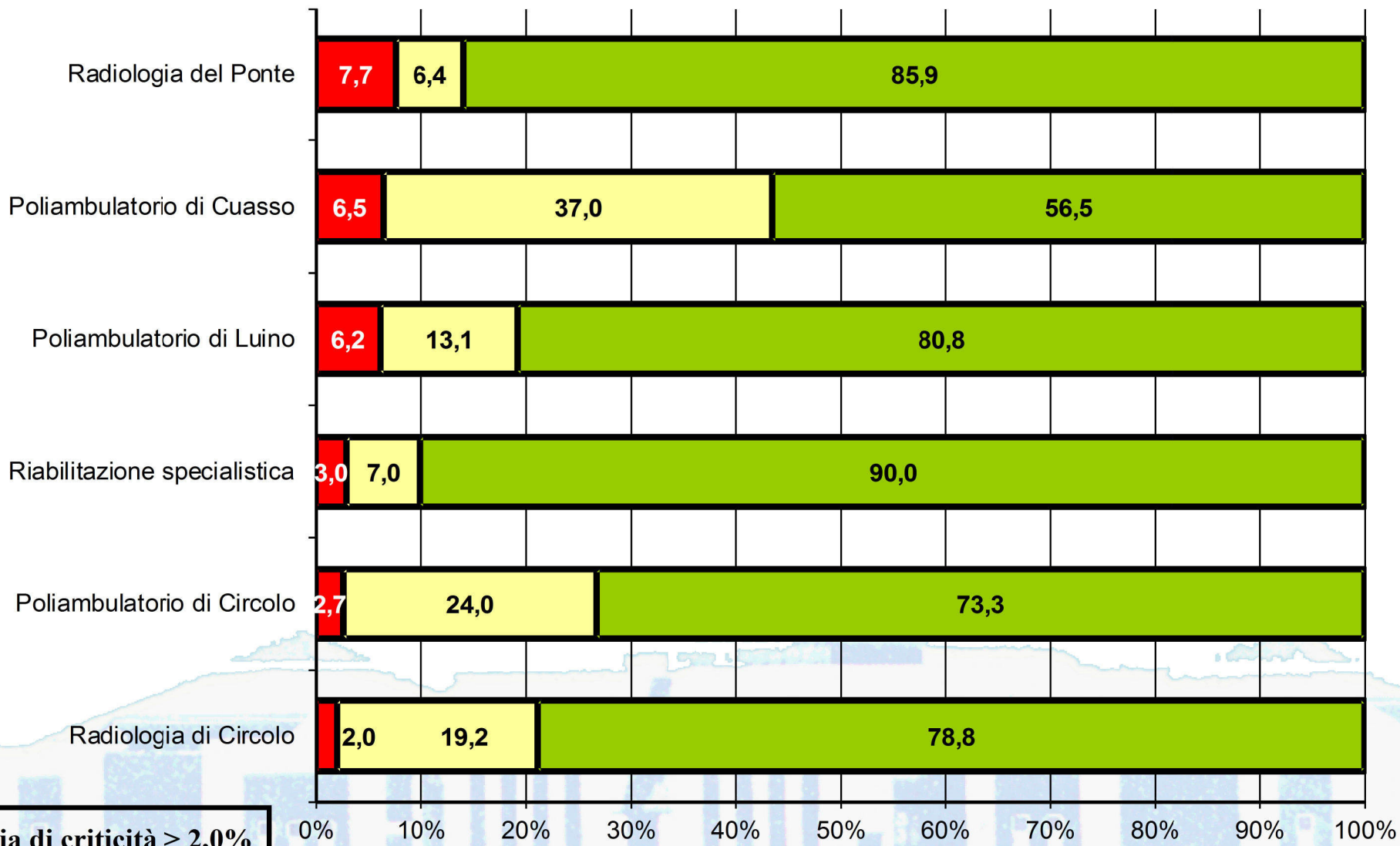
■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 2,2%**

# Ambulatori: riservatezza

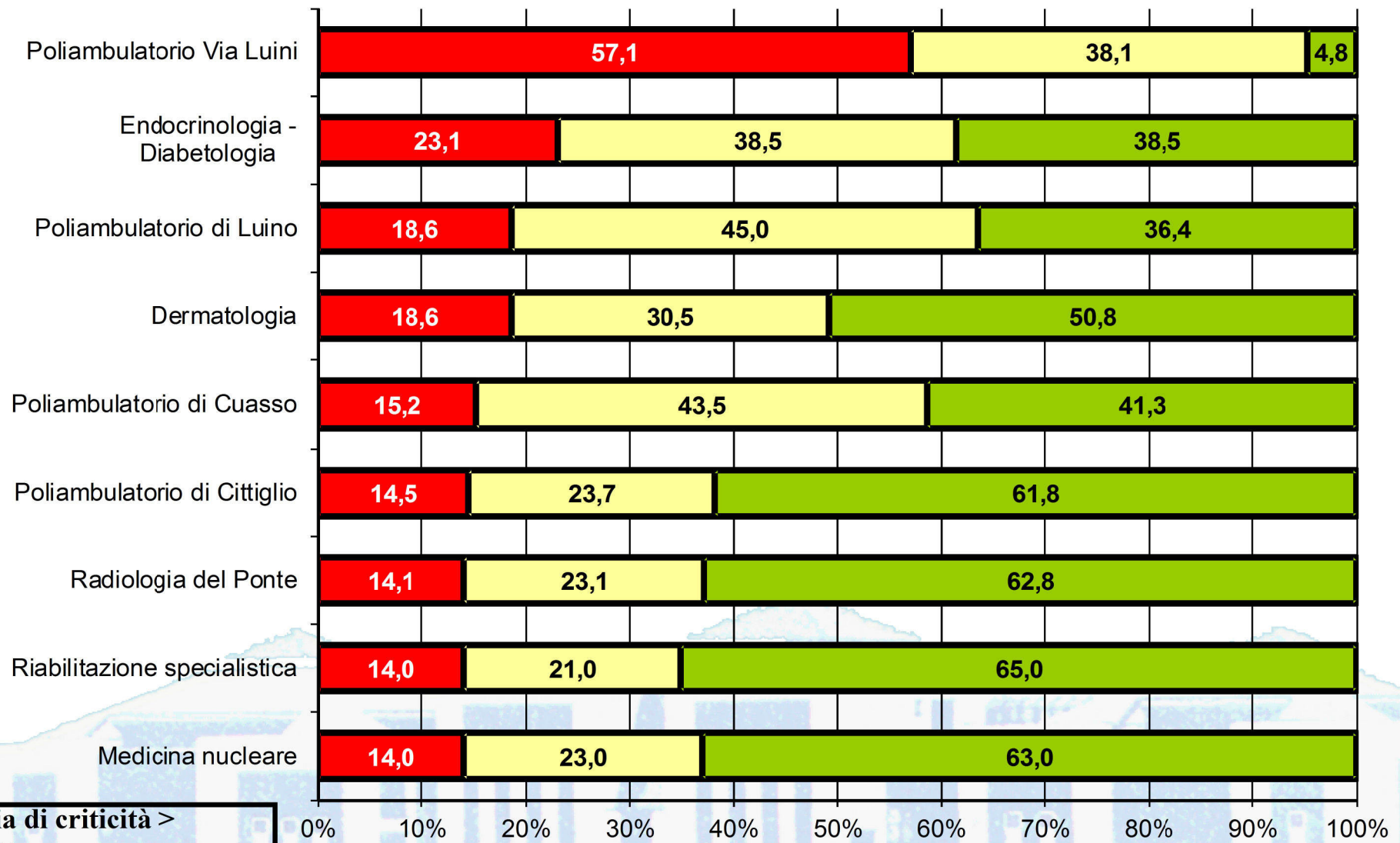
■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 2,0%**

# Ambulatori: chiarezza segnaletica

■ Critico   
 ■ Sufficiente   
 ■ Positivo

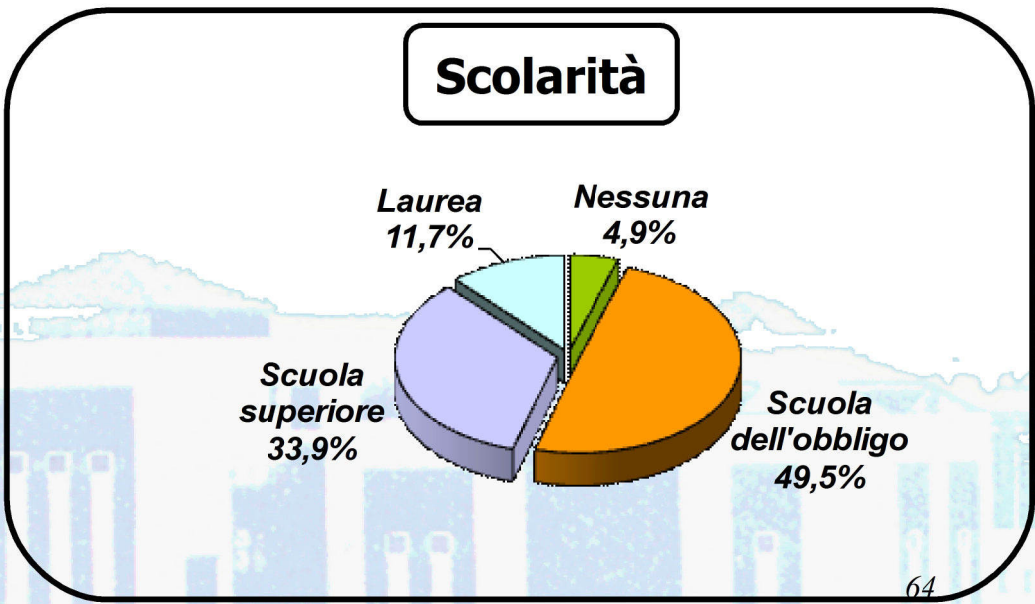
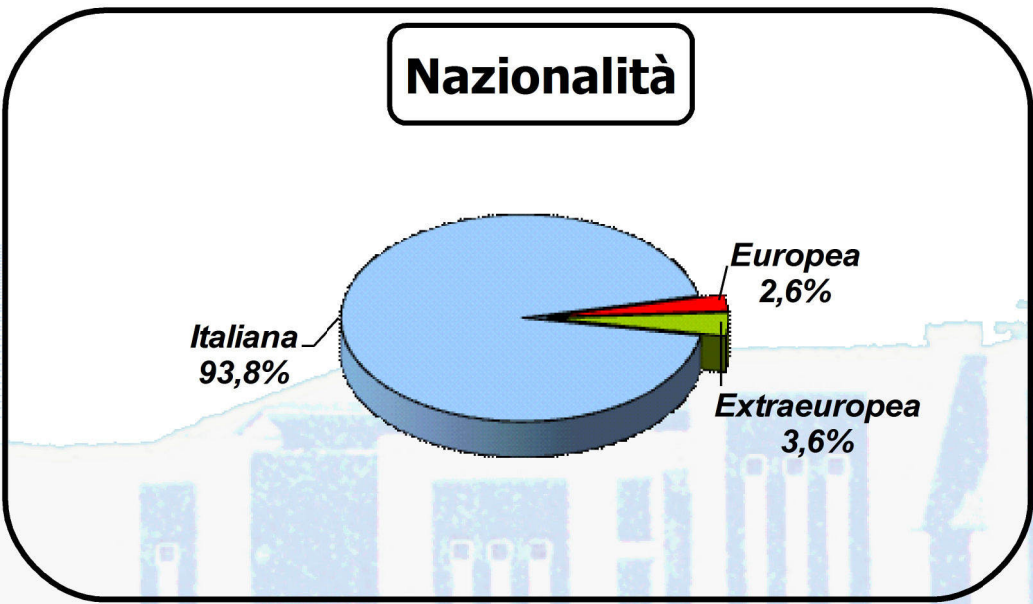
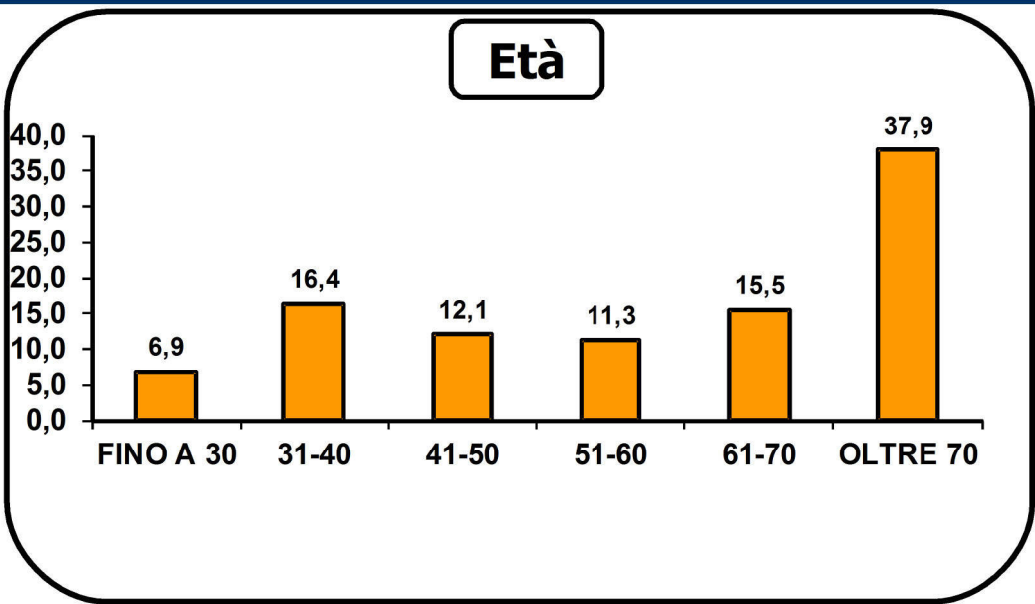
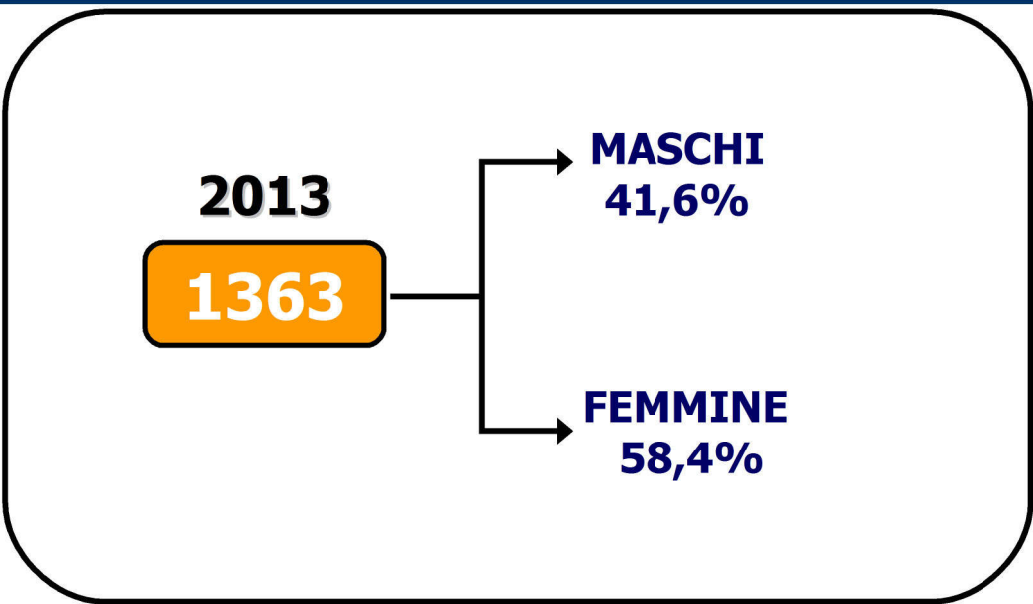


**Soglia di criticità >**  
**12,3%**

# DEGENZE



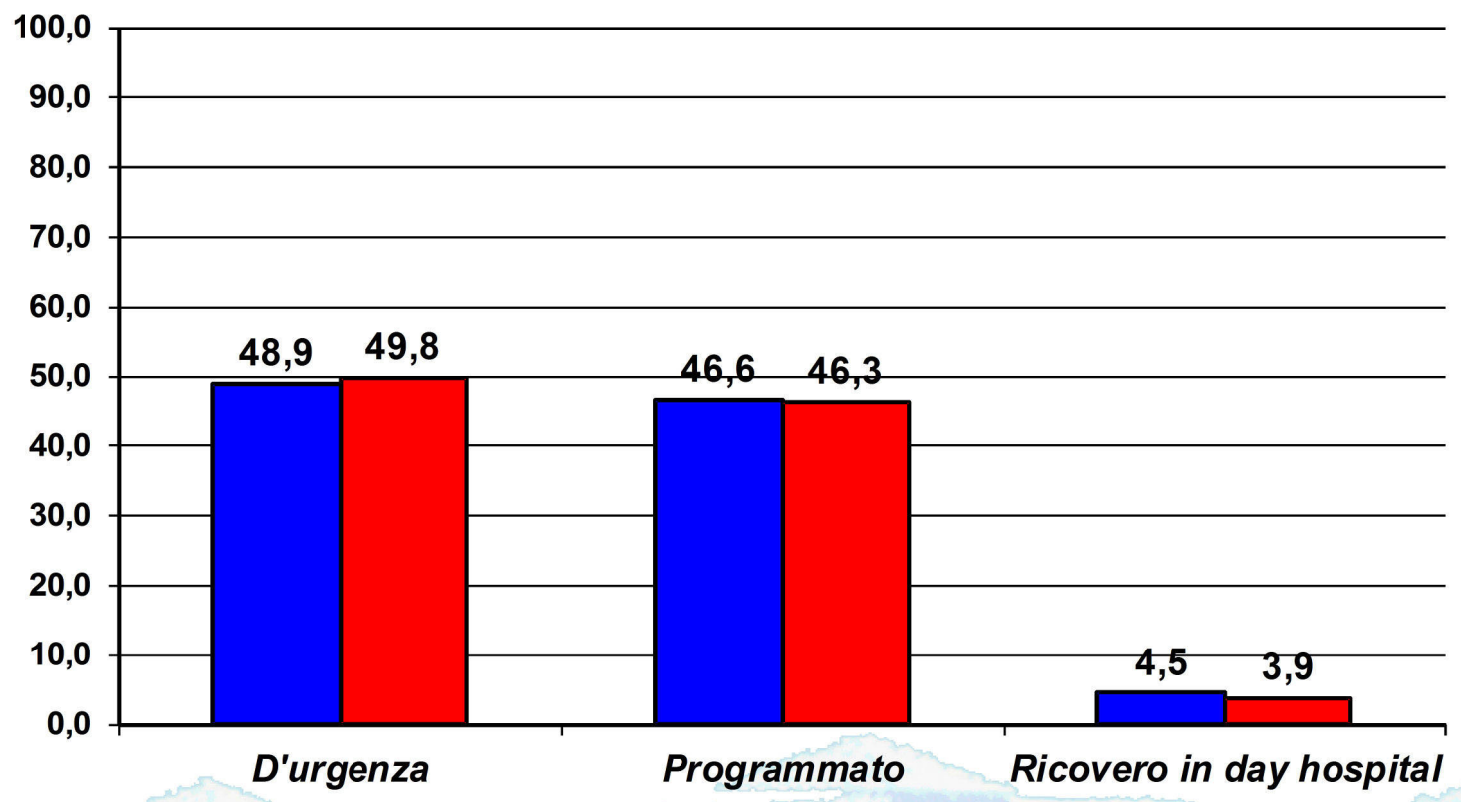
# Degenze: il campione





# Degenze: tipologia di ricovero

■ 2012 ■ 2013



Valori percentuali

# ***Degenze: indici generali***

## ***2012 vs 2013***

**Soddisfazione**

**2012**  
**6,37**

*(N=1356)*

**2013**  
**6,43**

*(N=1363)*

**Δ 2013 - 2012**  
**+ 0,06**

**Raccomandabilità**

**2012**  
**6,44**

**2013**  
**6,50**

**Δ 2013 - 2012**  
**+ 0,06**

**Riutilizzo**

**2012**  
**6,50**

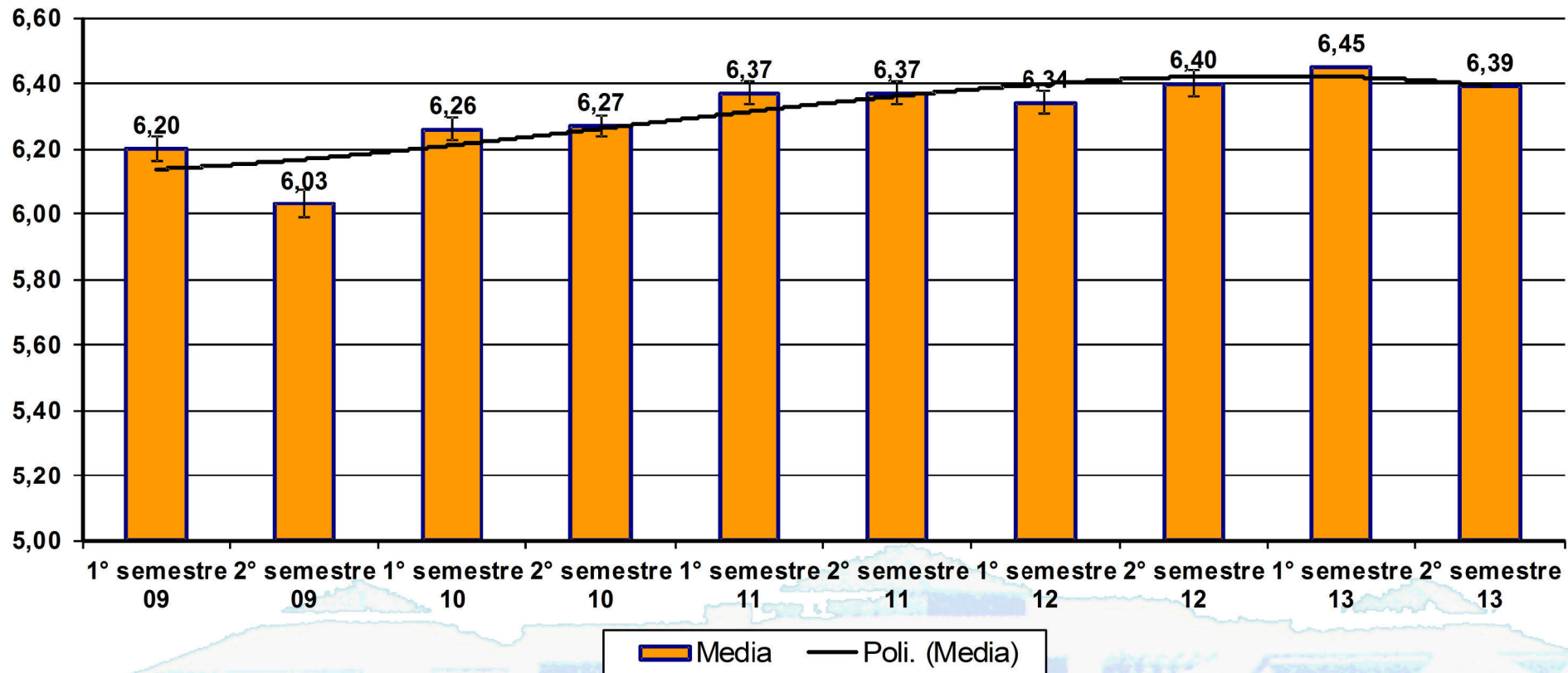
**2013**  
**6,55**

**Δ 2013 - 2012**  
**+ 0,05**

*Valori medi, scala 1-7*

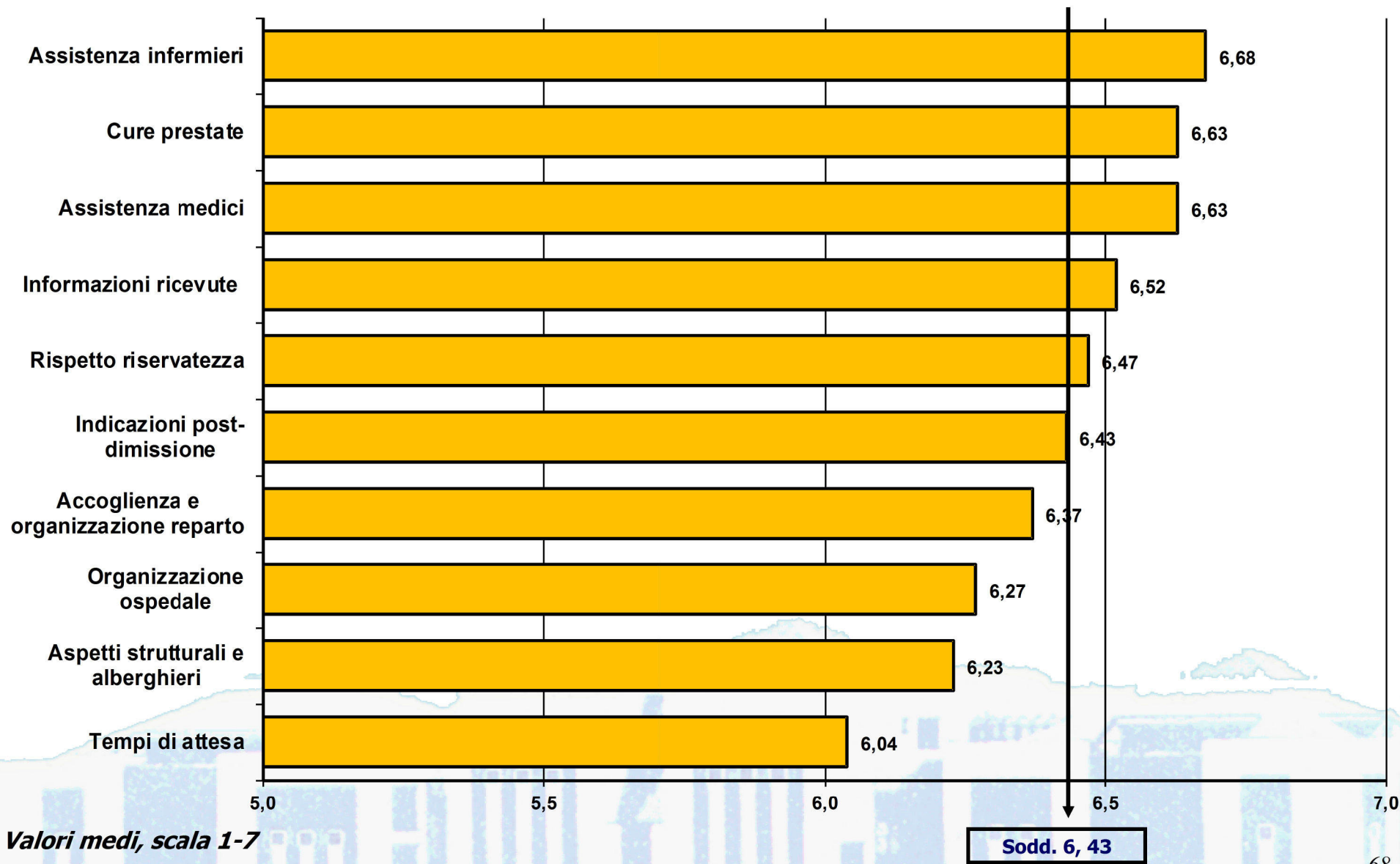
# Degenze: confronto temporale

## Andamento indice di soddisfazione

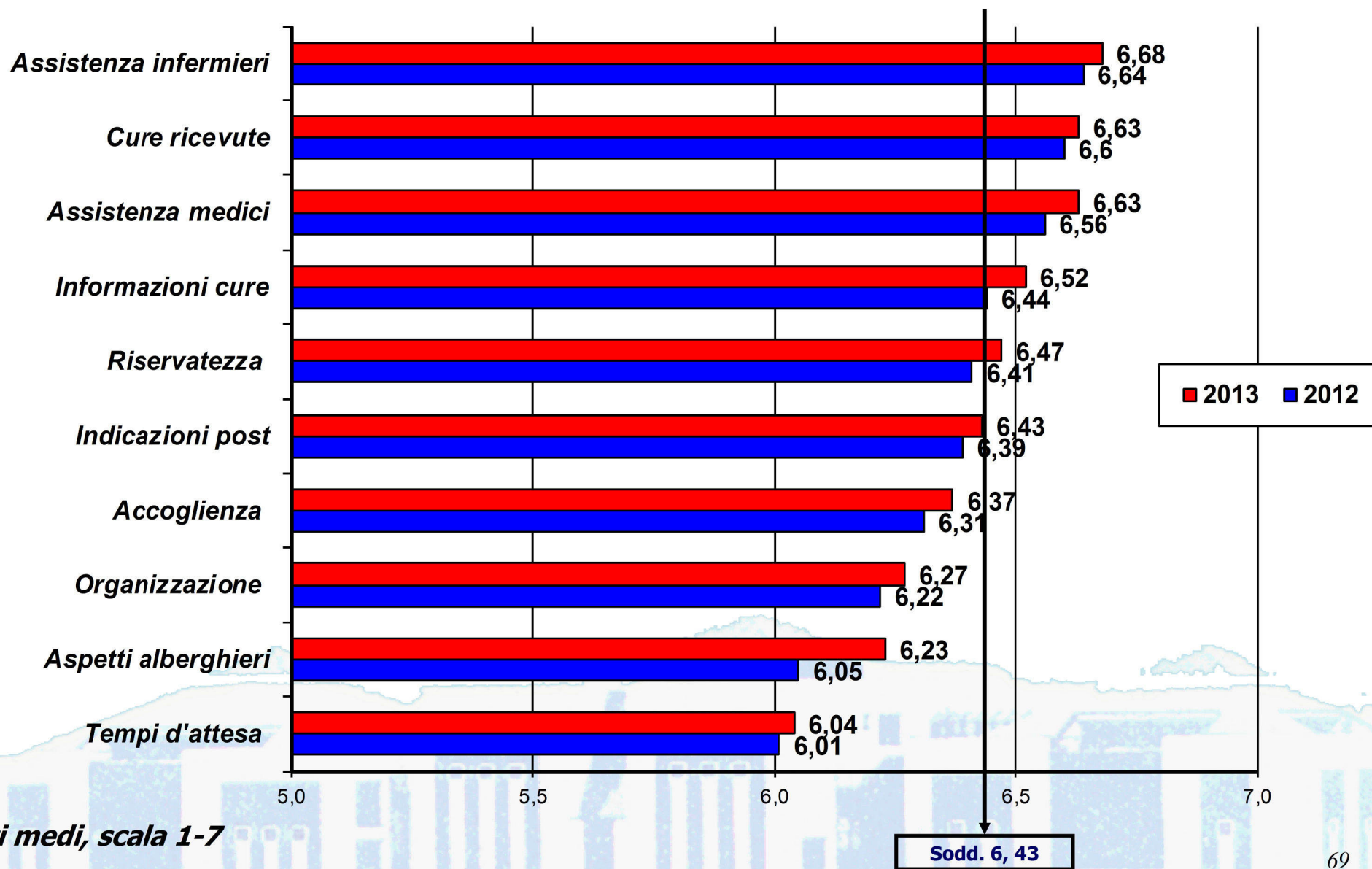


Valori medi, scala 1-7

# Degenze: soddisfazione per i singoli elementi del servizio (2013)



# Degenze: soddisfazione per i singoli elementi servizio (2012 vs 2013)



# DEGENZE: Dettaglio



# Degenze: rilevazioni

Degenze	1° sem 2013	2° sem 2013	Totale 2013
<b>Ospedale di Circolo</b>			
Cardiochirurgia	10	10	20
Cardiologia 2	12	10	22
Cardiologia 1	12	15	27
Chirurgia 1	22	21	43
Chirurgia 2	12	12	24
Chirurgia 3 toracica	10	10	20
Ematologia	11	7	18
Gastroenterologia	23	19	42
Geriatria	12	11	23
Malattie infettive	10	10	20
Medicina gen 1	21	21	42
Medicina gen 2	20	20	40
Nefrologia	10	10	20
Neurochirurgia	30	25	55
Neurologia	10	10	20
Oculistica	30	28	58
Ortopedia	31	26	57
Otorinolaringoiatria	30	25	55
Pneumologia	10	10	20
Pronto soccorso	21	20	41
Urologia	21	15	36

# Degenze: rilevazioni

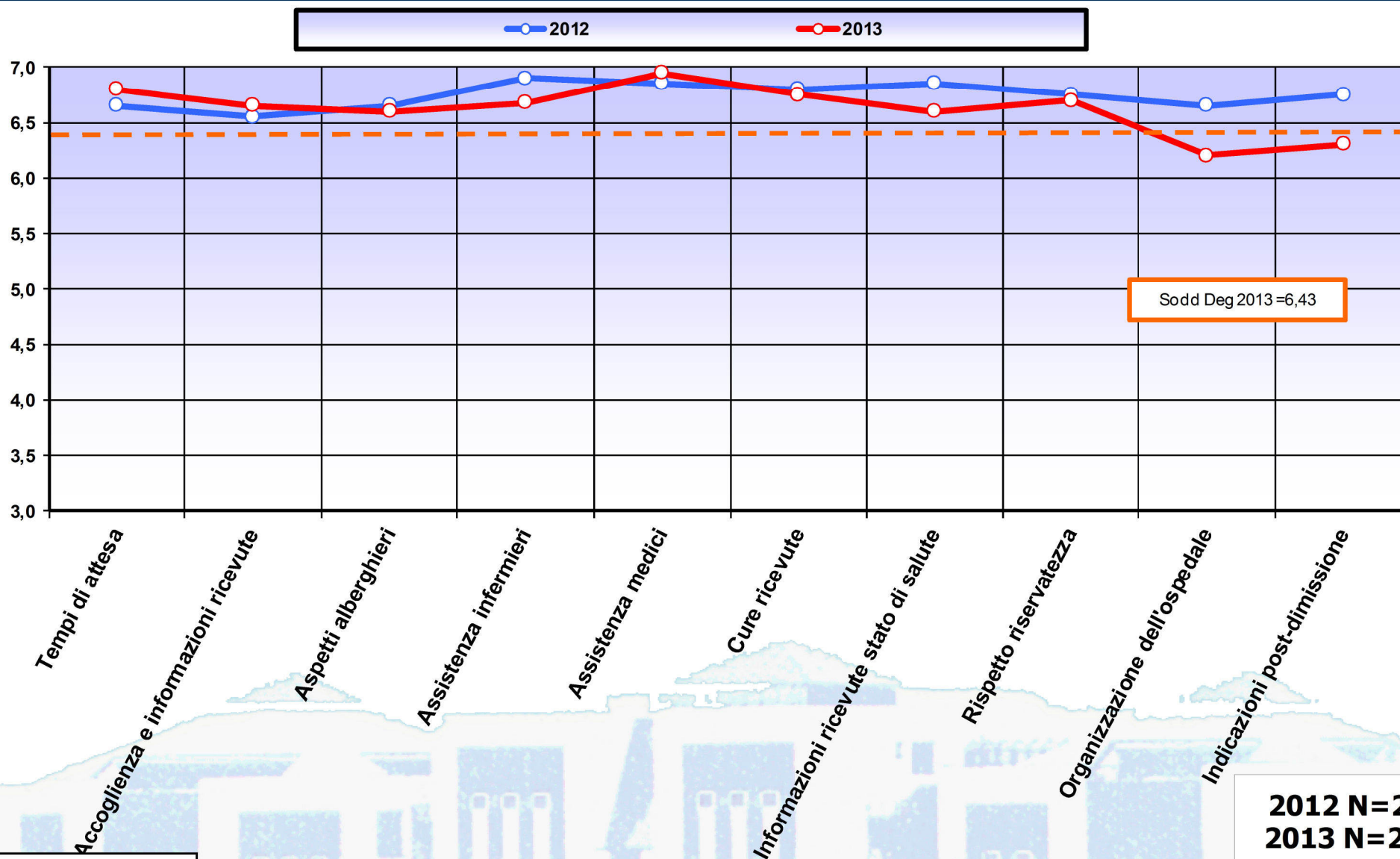
Degenze	1° sem 2013	2° sem 2013	Totale 2013
<b>Ospedale Del Ponte</b>			
Ginecologia a	43	35	78
Ginecologia b	41	38	79
Pediatria	40	36	76
<b>Ospedale di Cittiglio</b>			
Chirurgia generale	20	21	41
Medicina generale	28	33	61
Ginecologia	30	30	60
Pediatria	21	20	41
<b>Ospedale di Luino</b>			
Ortopedia	20	20	40
Chirurgia generale	20	20	40
RRF	20	20	40
Medicina generale	21	21	42
<b>Ospedale di Cuasso</b>			
Cardiologia riab.	6	5	11
RRF	10	7	17
Pneumologia riab.	16	18	34
<b>Totale</b>	<b>704</b>	<b>659</b>	<b>1363</b>



# **DEGENZE: Ospedale di Circolo (Varese)**

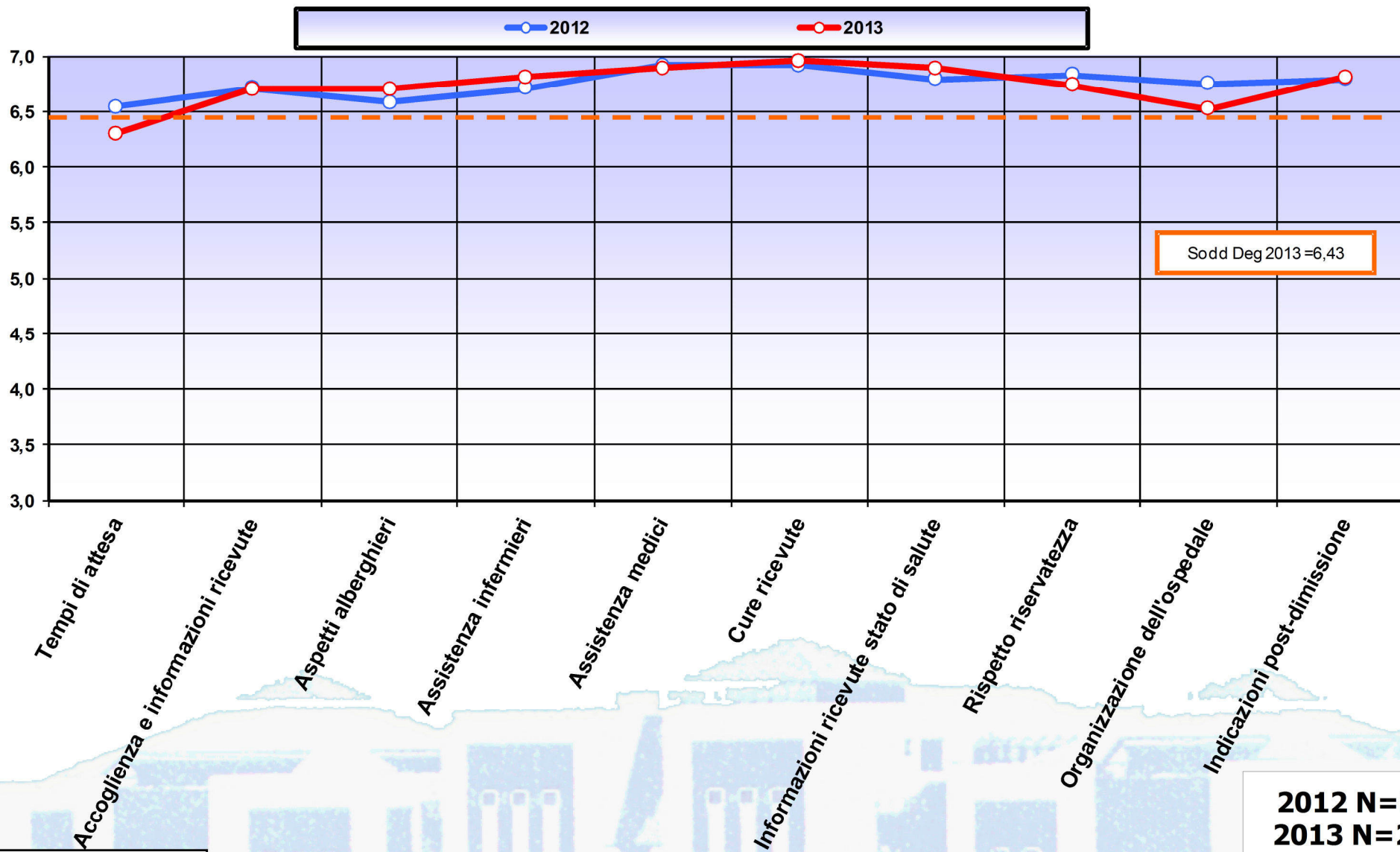


# Circolo: Cardiochirurgia



(valori medi, scala 1-7)

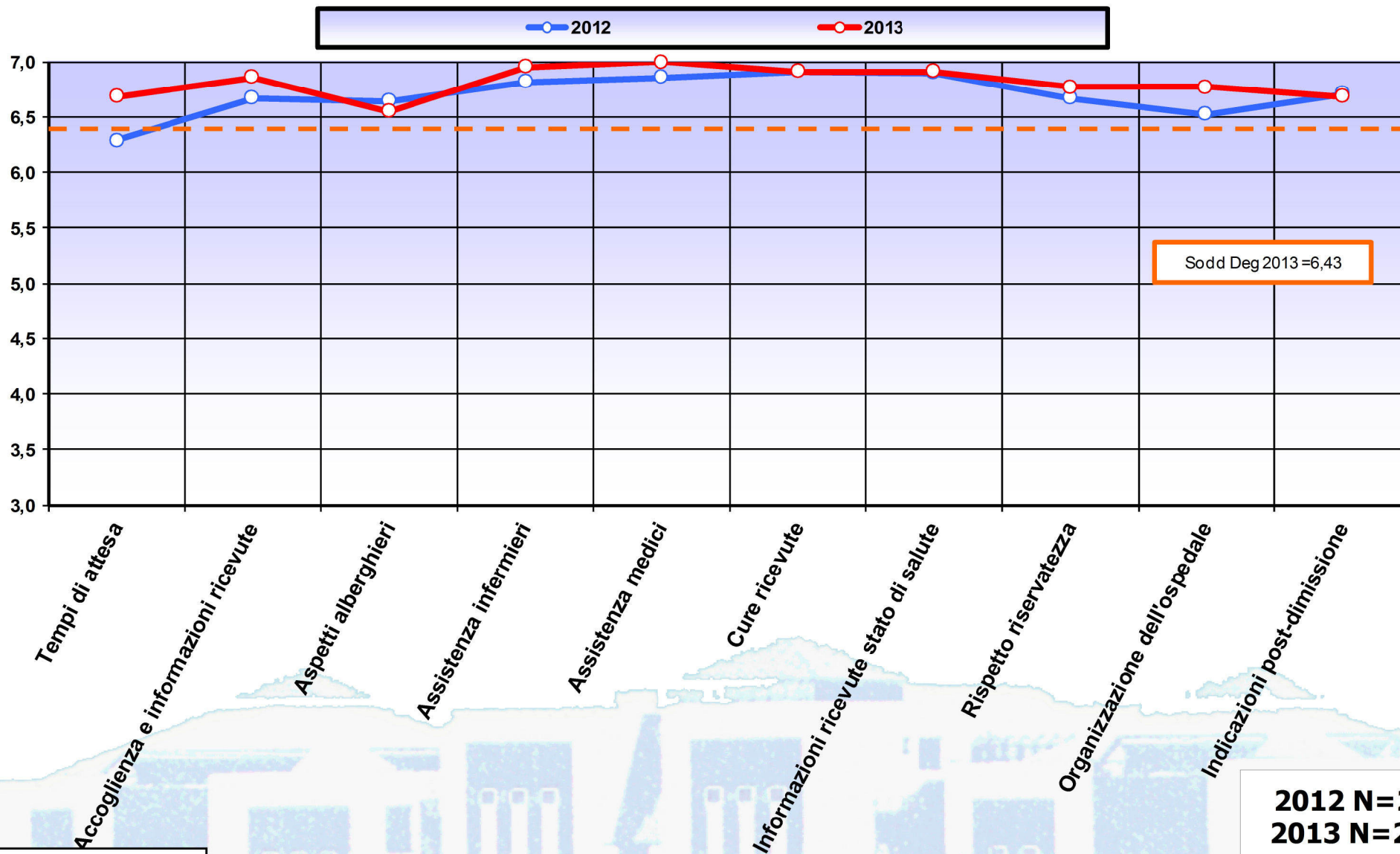
# Circolo: Cardiologia 1



(valori medi, scala 1-7)

**2012 N=24**  
**2013 N=27**

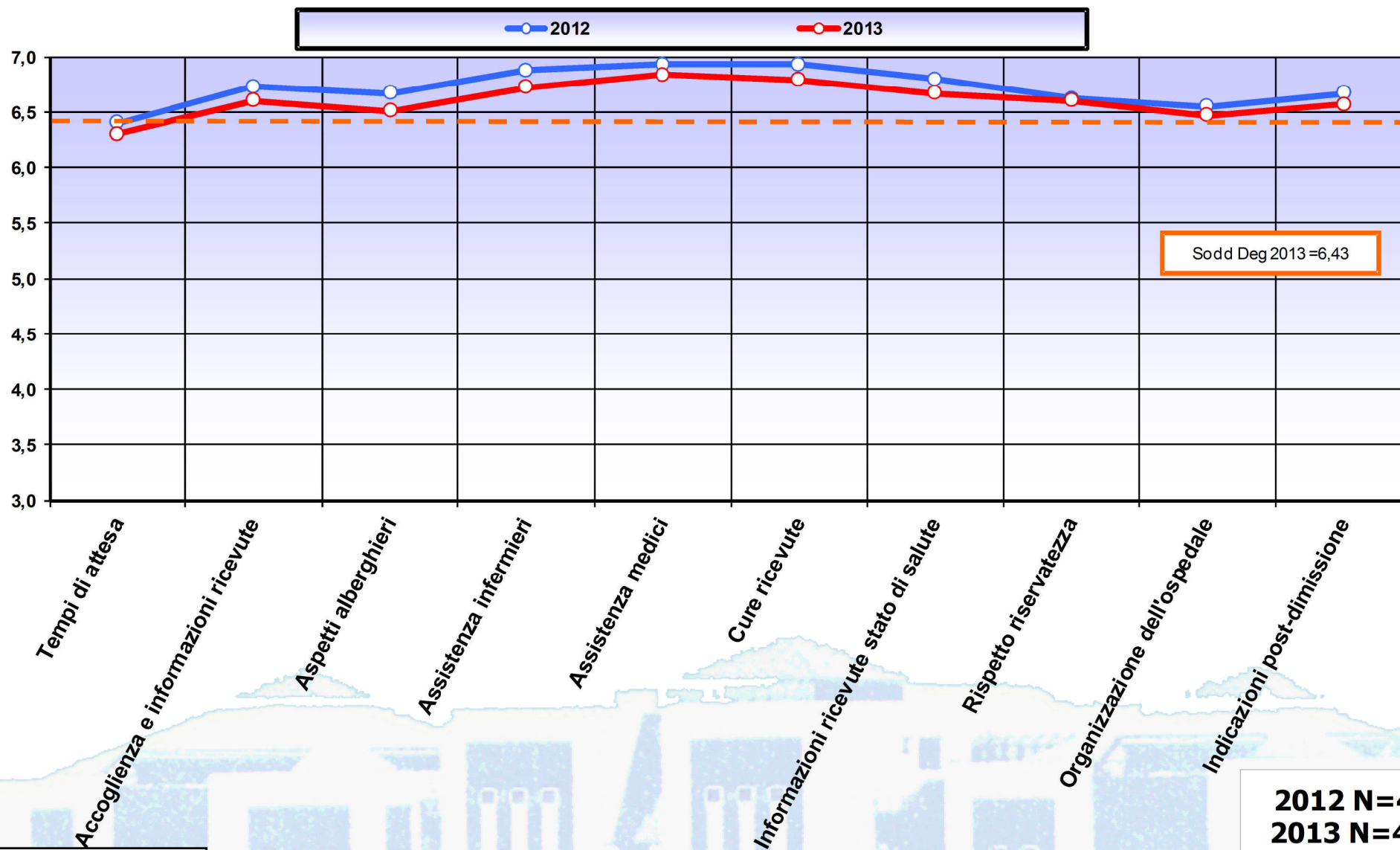
# Circolo: Cardiologia 2



(valori medi, scala 1-7)

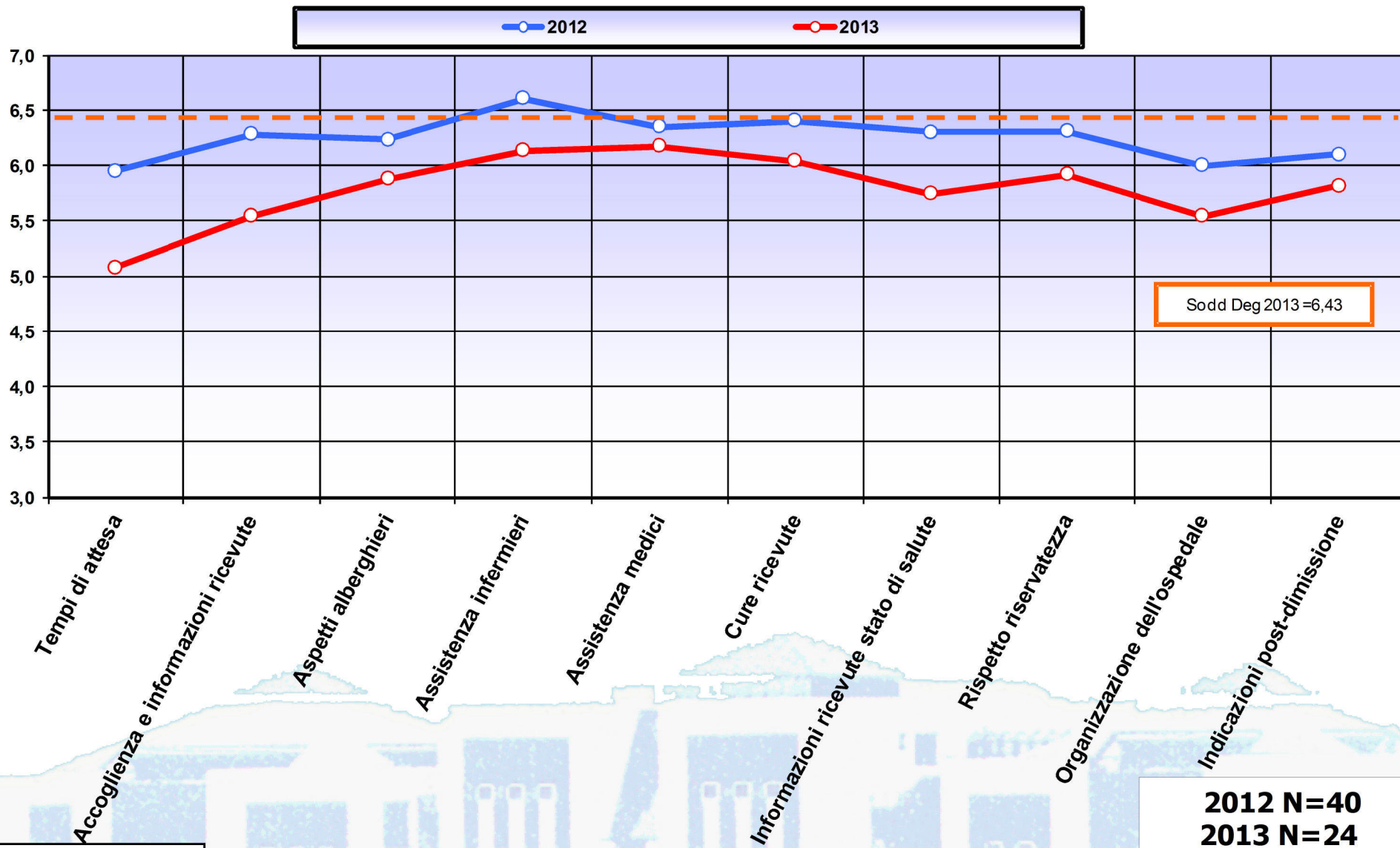
2012 N=22  
2013 N=22

# Circolo: Chirurgia 1



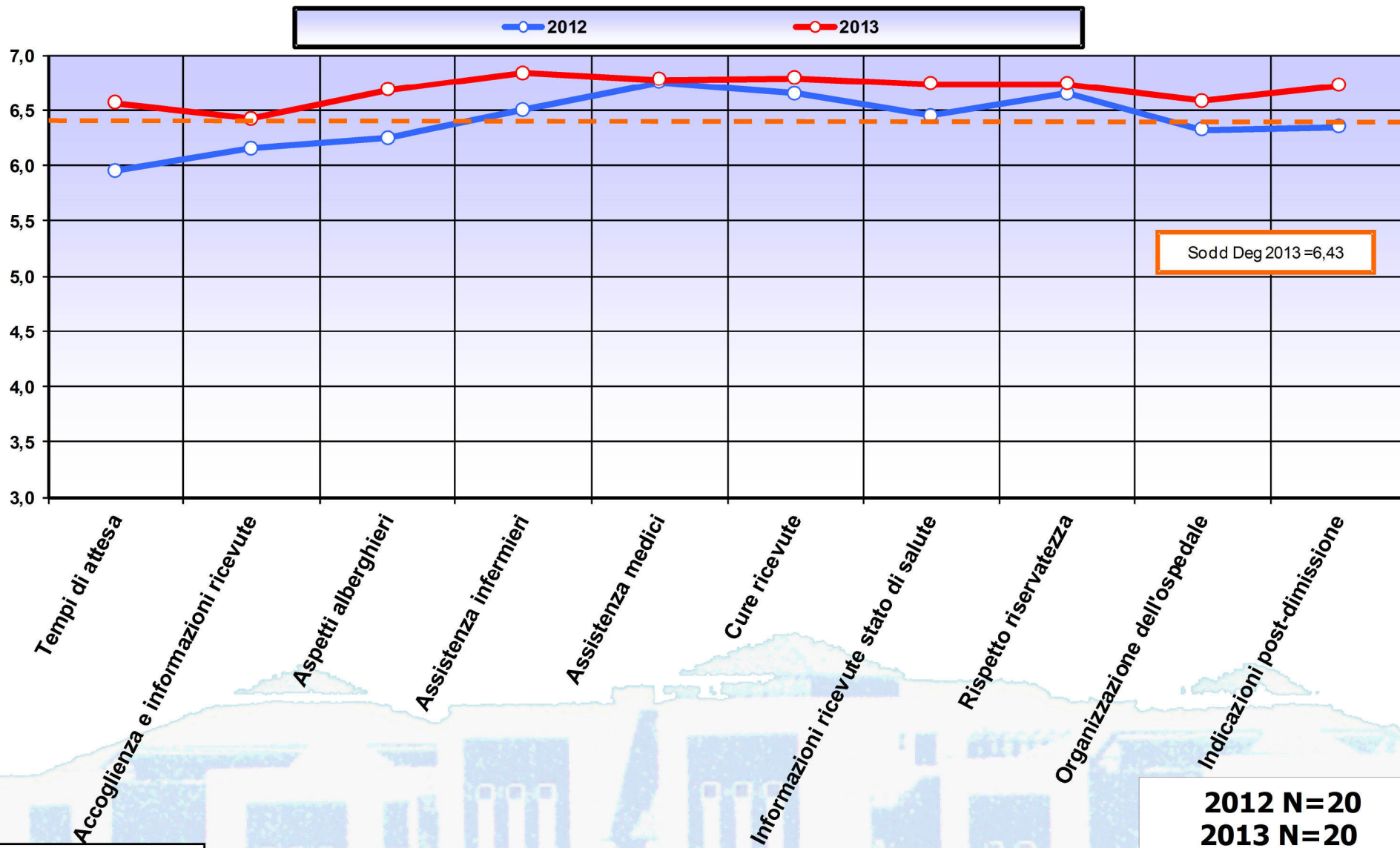
(valori medi, scala 1-7)

# Circolo: Chirurgia 2



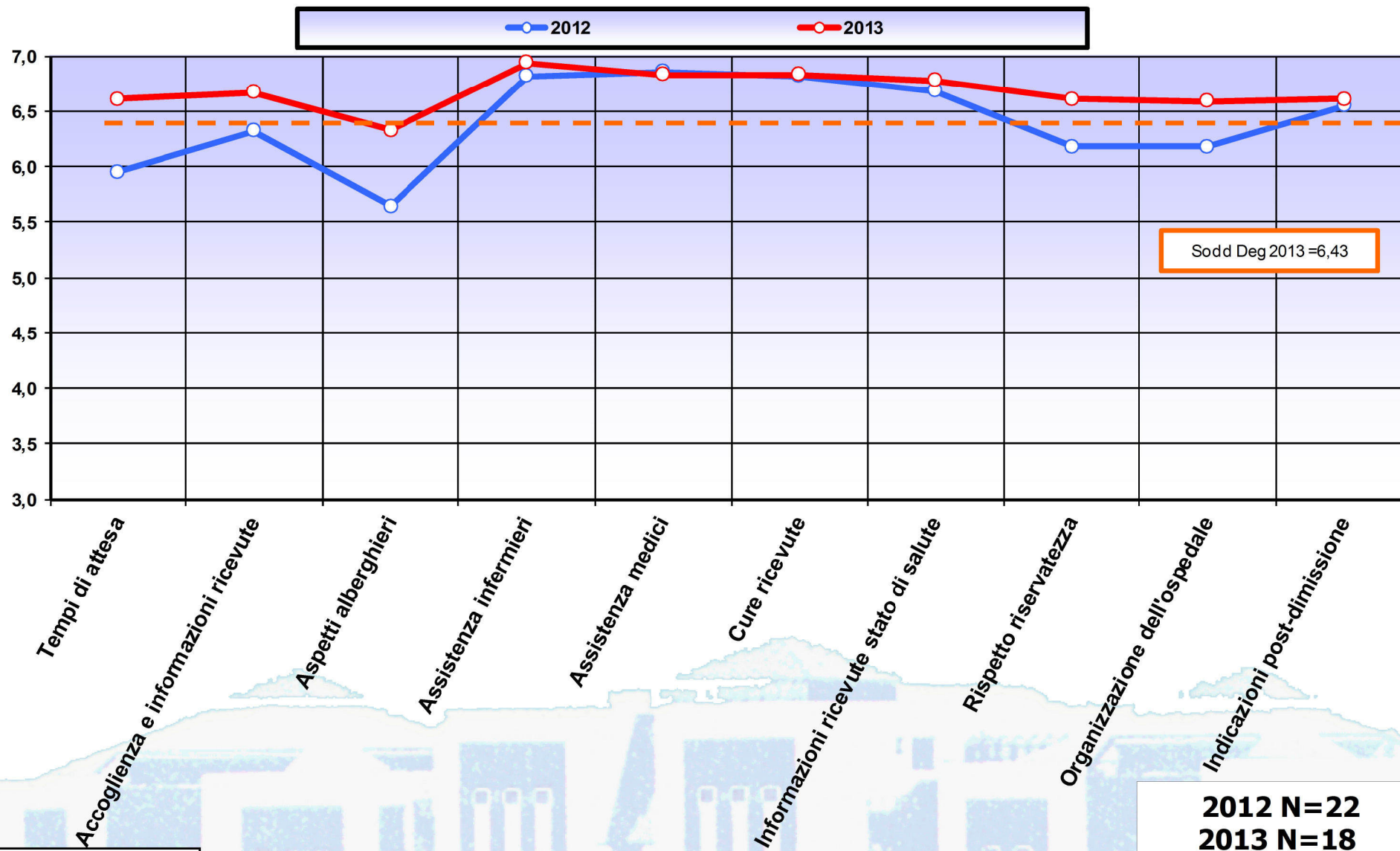
(valori medi, scala 1-7)

# Circolo: Chirurgia 3 toracica



(valori medi, scala 1-7)

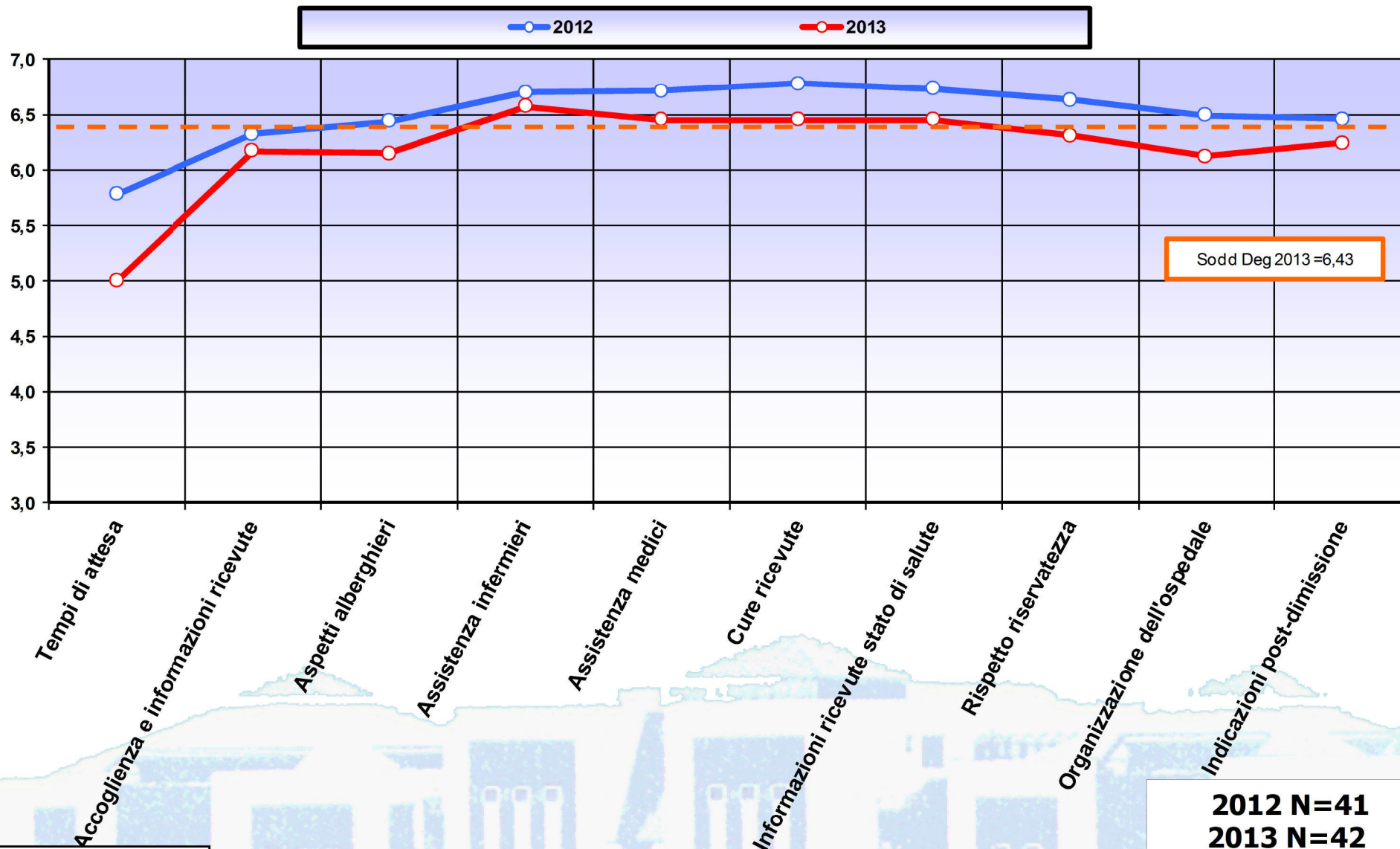
# Circolo: Ematologia



(valori medi, scala 1-7)

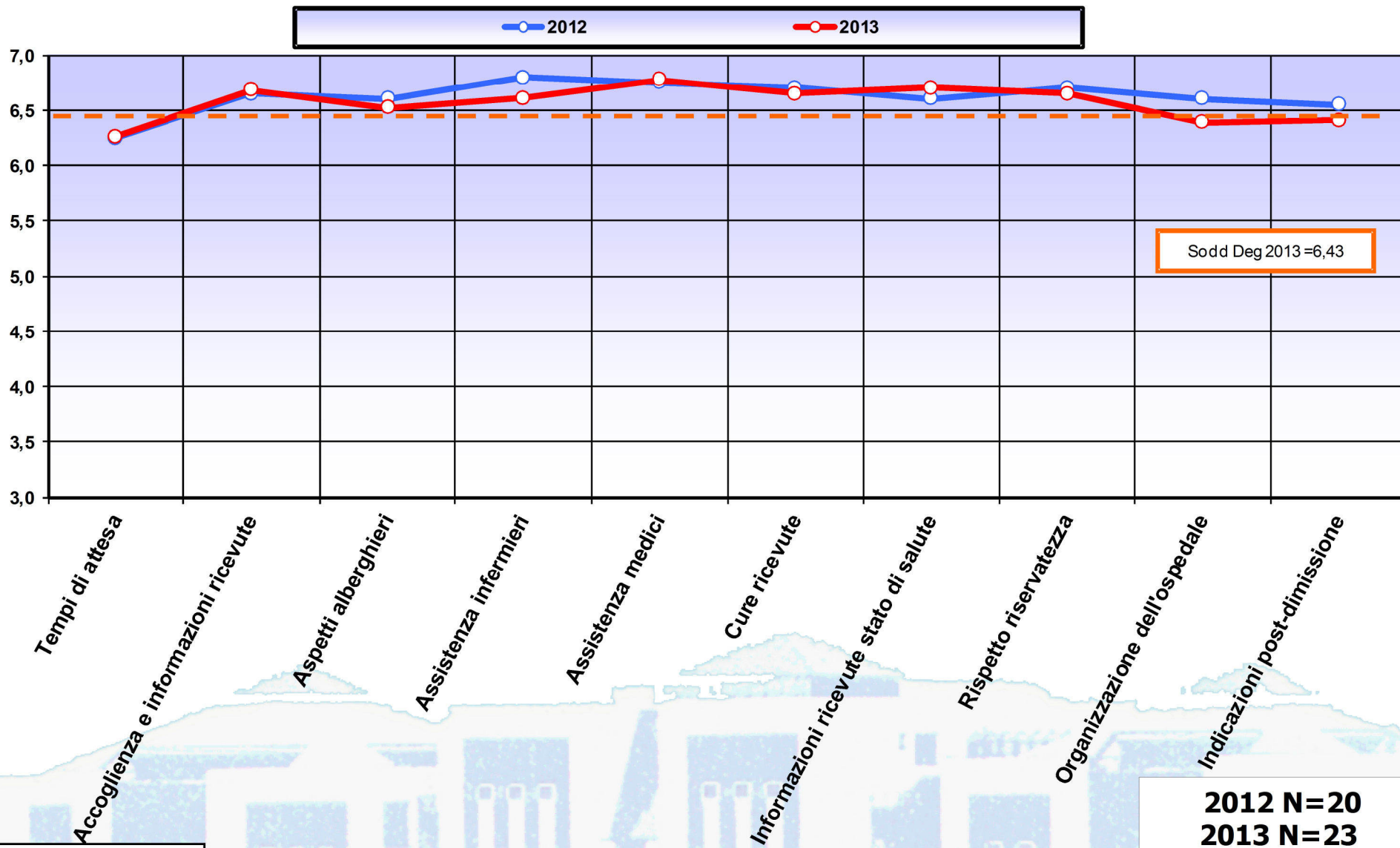


# Circolo: Gastroenterologia



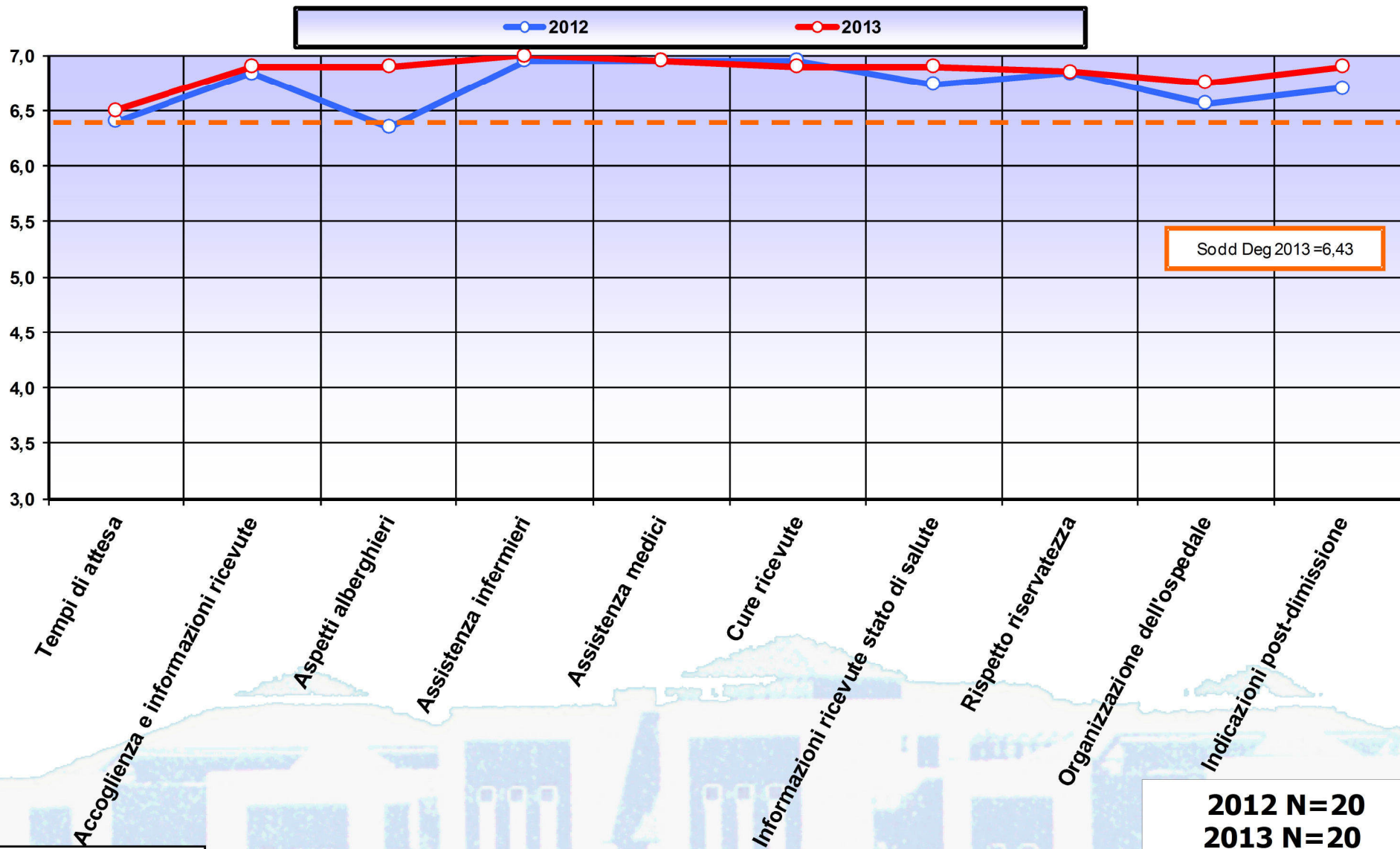
(valori medi, scala 1-7)

# Circolo: Geriatria



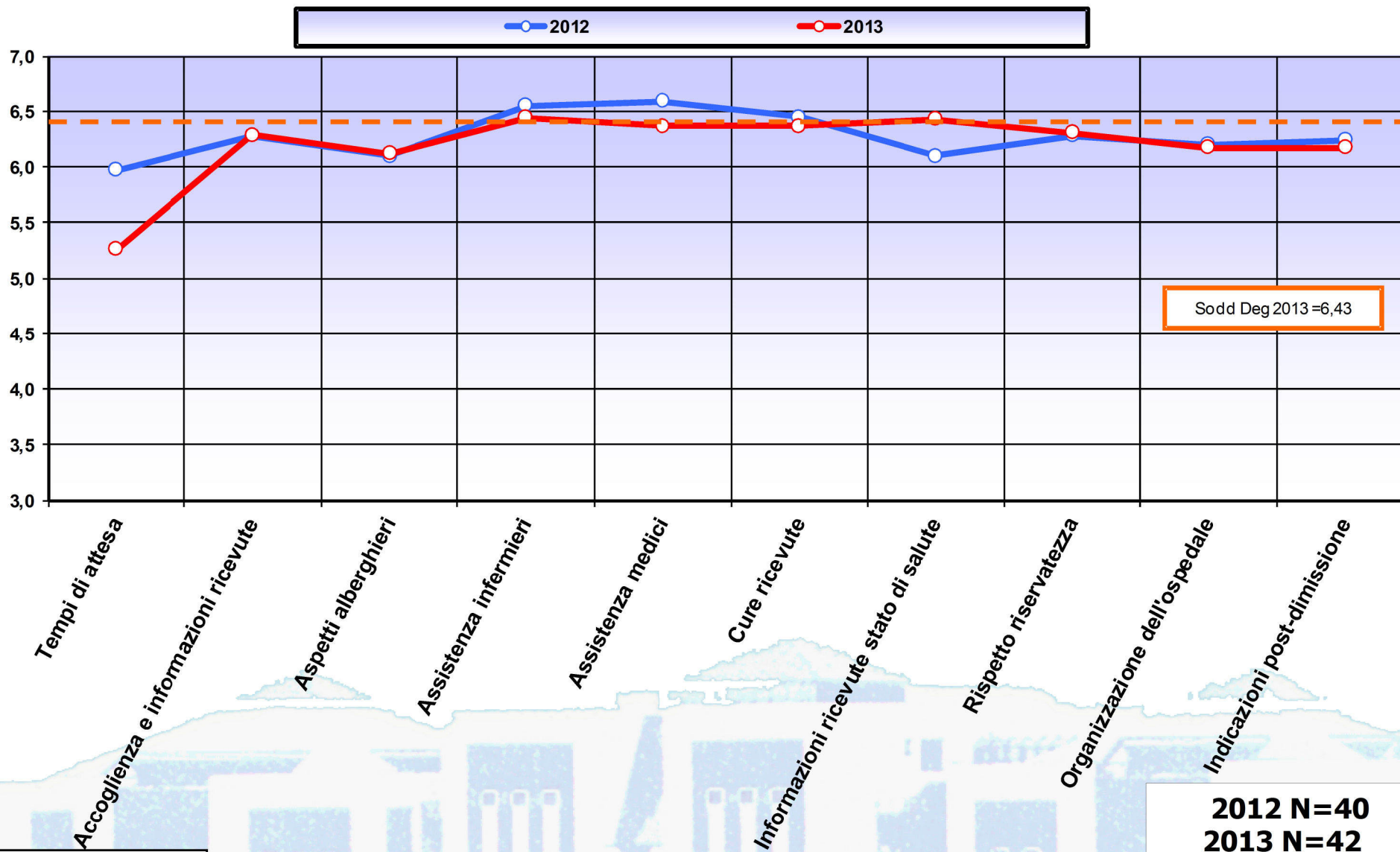
(valori medi, scala 1-7)

# Circolo: Malattie infettive



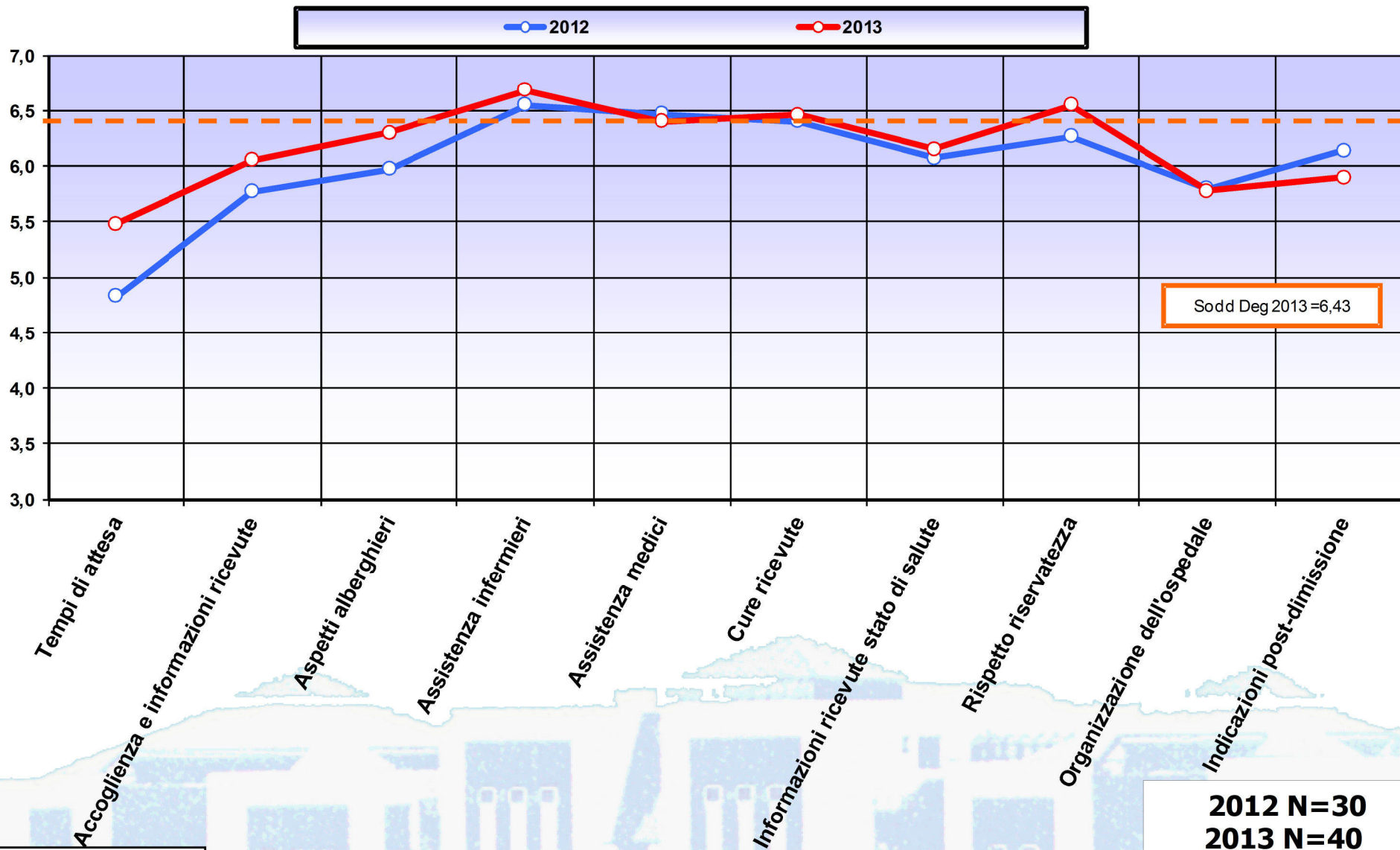
(valori medi, scala 1-7)

# Circolo: Medicina generale 1



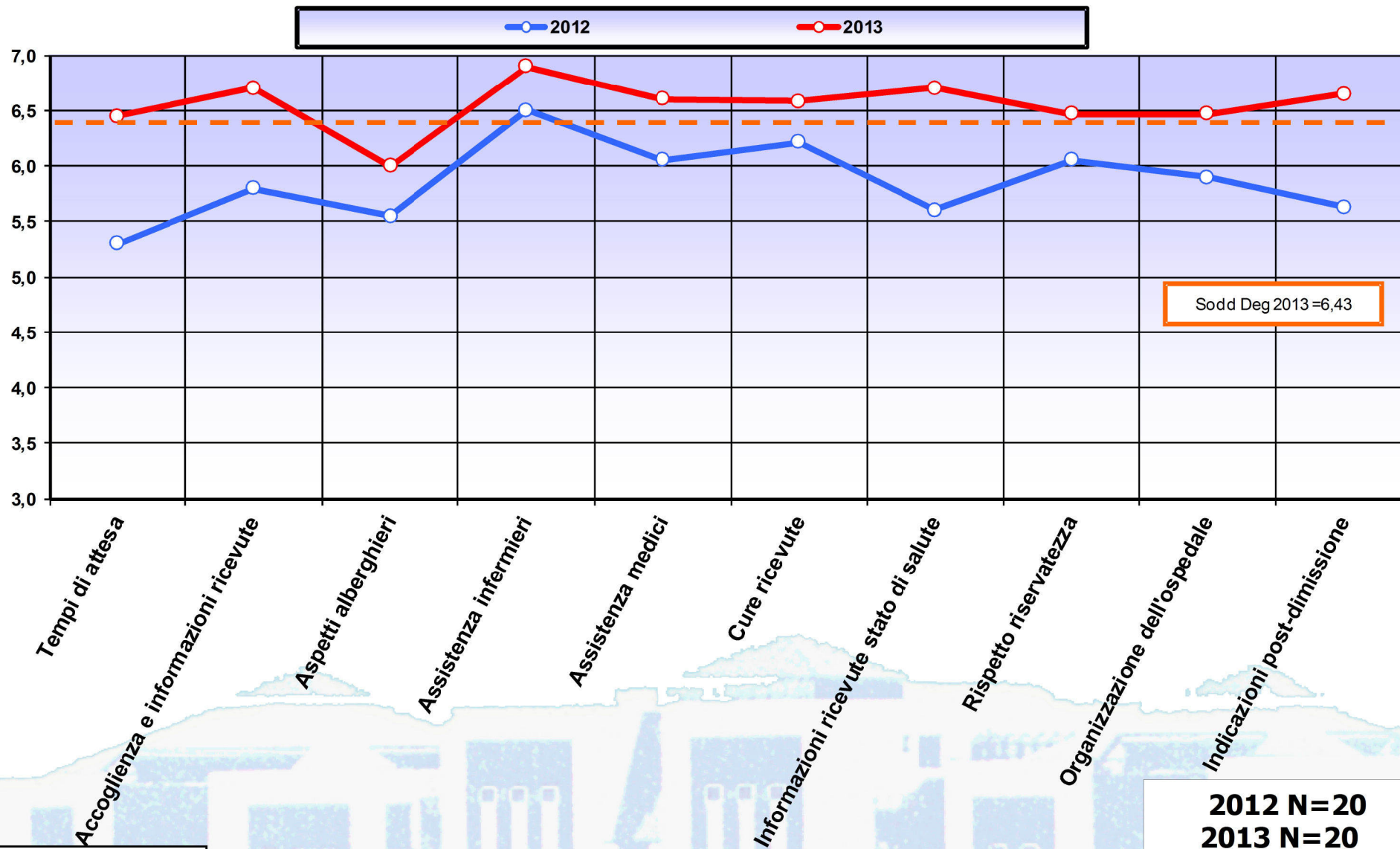
(valori medi, scala 1-7)

# Circolo: Medicina generale 2



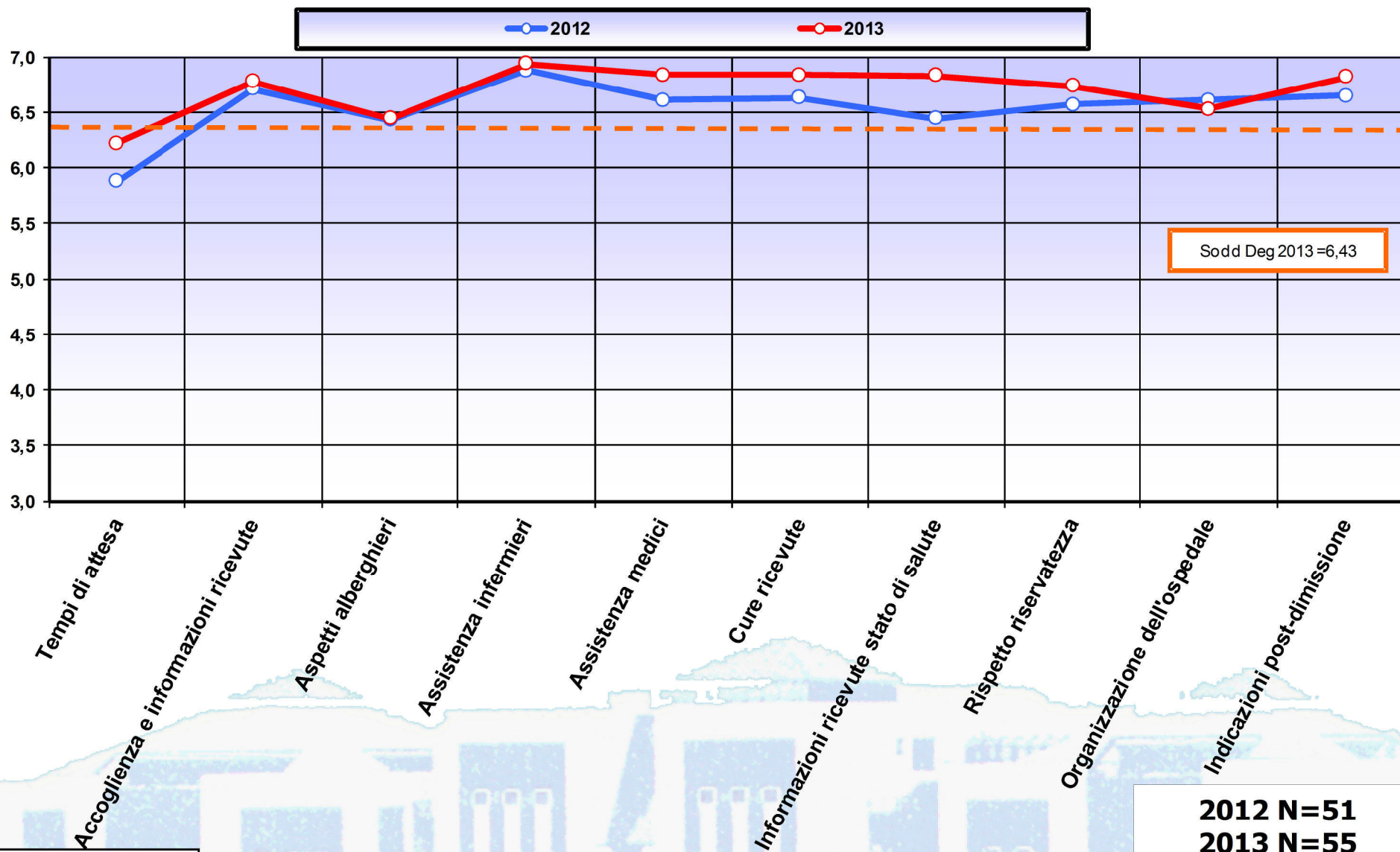
(valori medi, scala 1-7)

# Circolo: Nefrologia



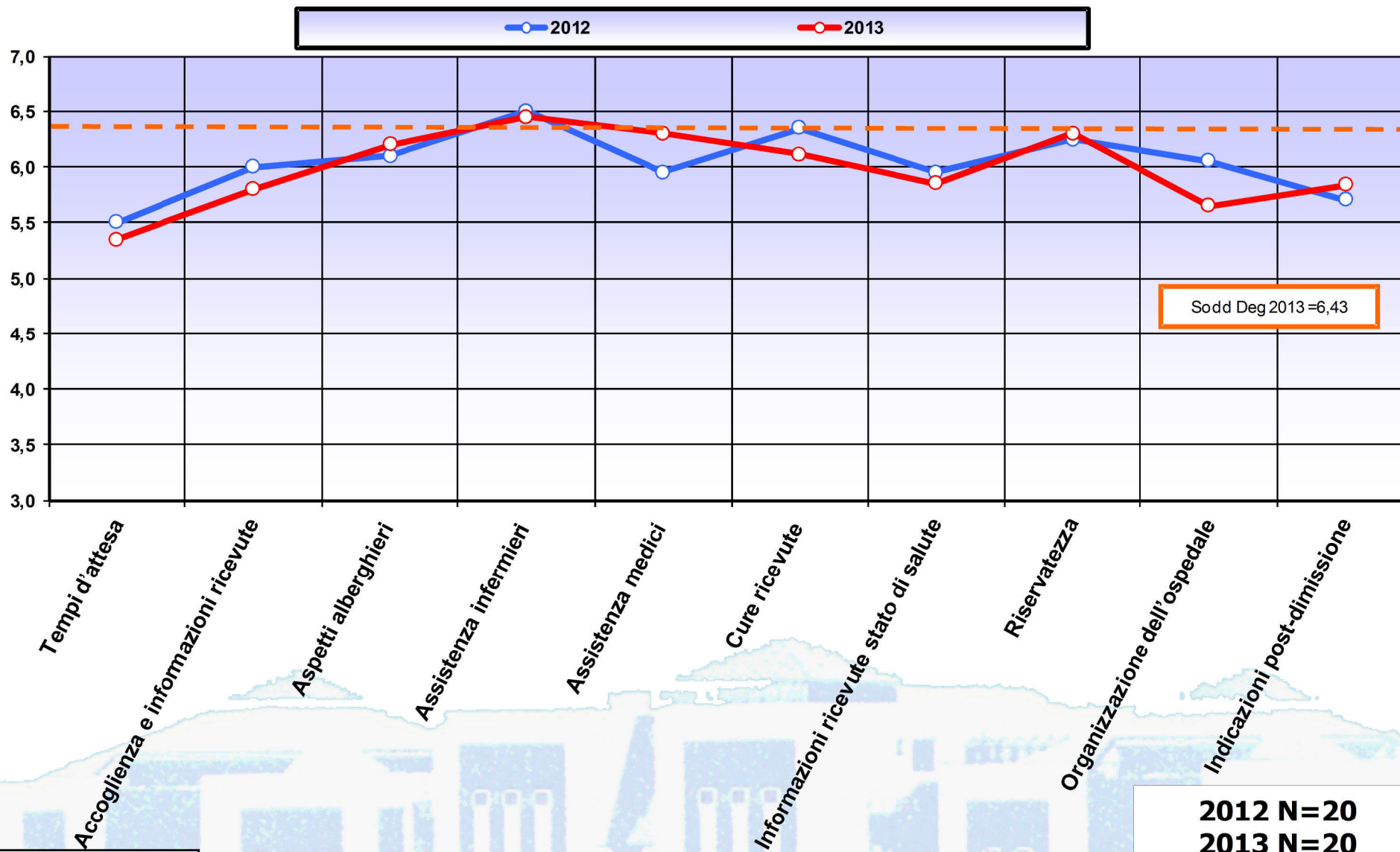
(valori medi, scala 1-7)

# Circolo: Neurochirurgia



(valori medi, scala 1-7)

# Circolo: Neurologia

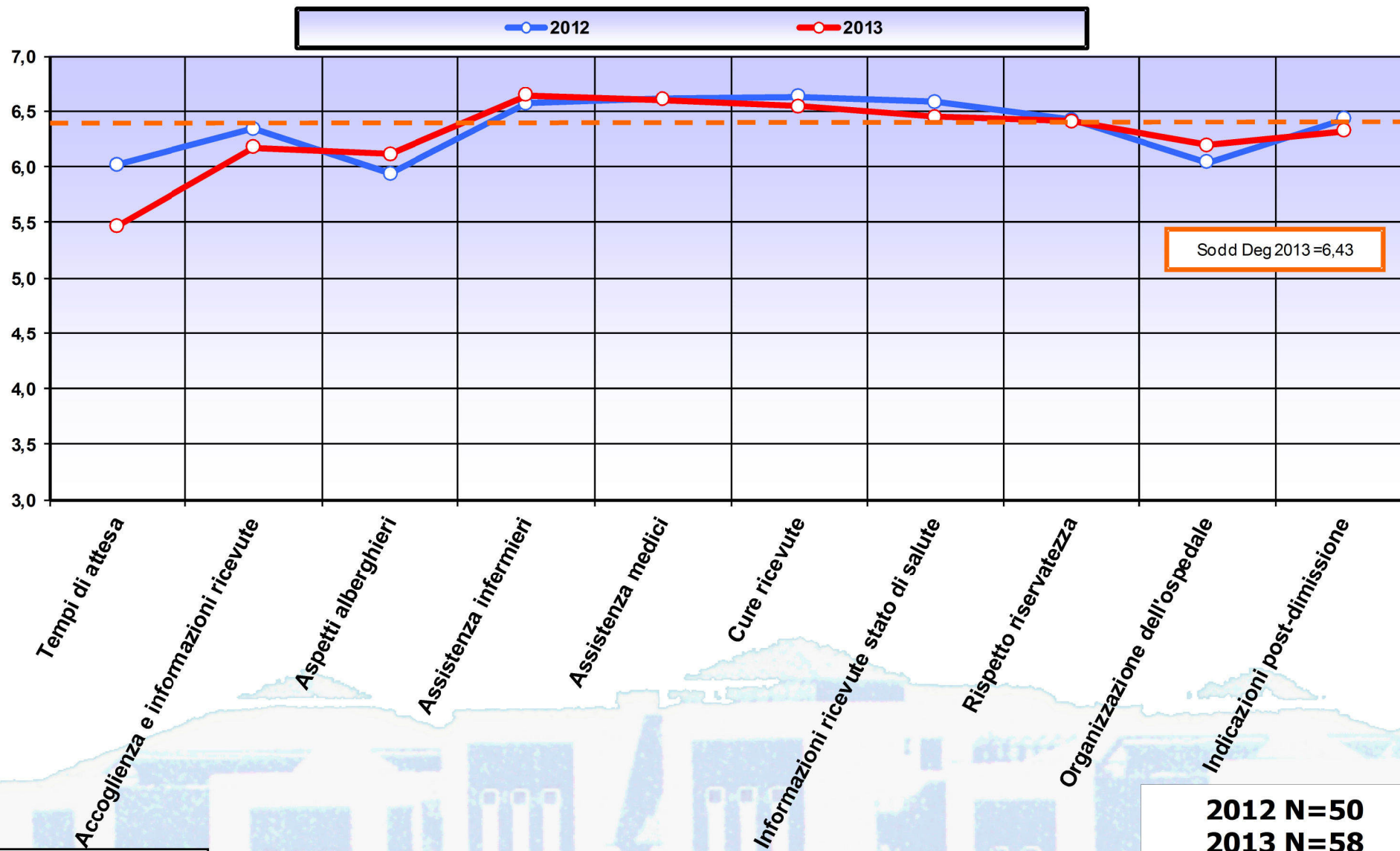


(valori medi, scala 1-7)

**2012 N=20**  
**2013 N=20**

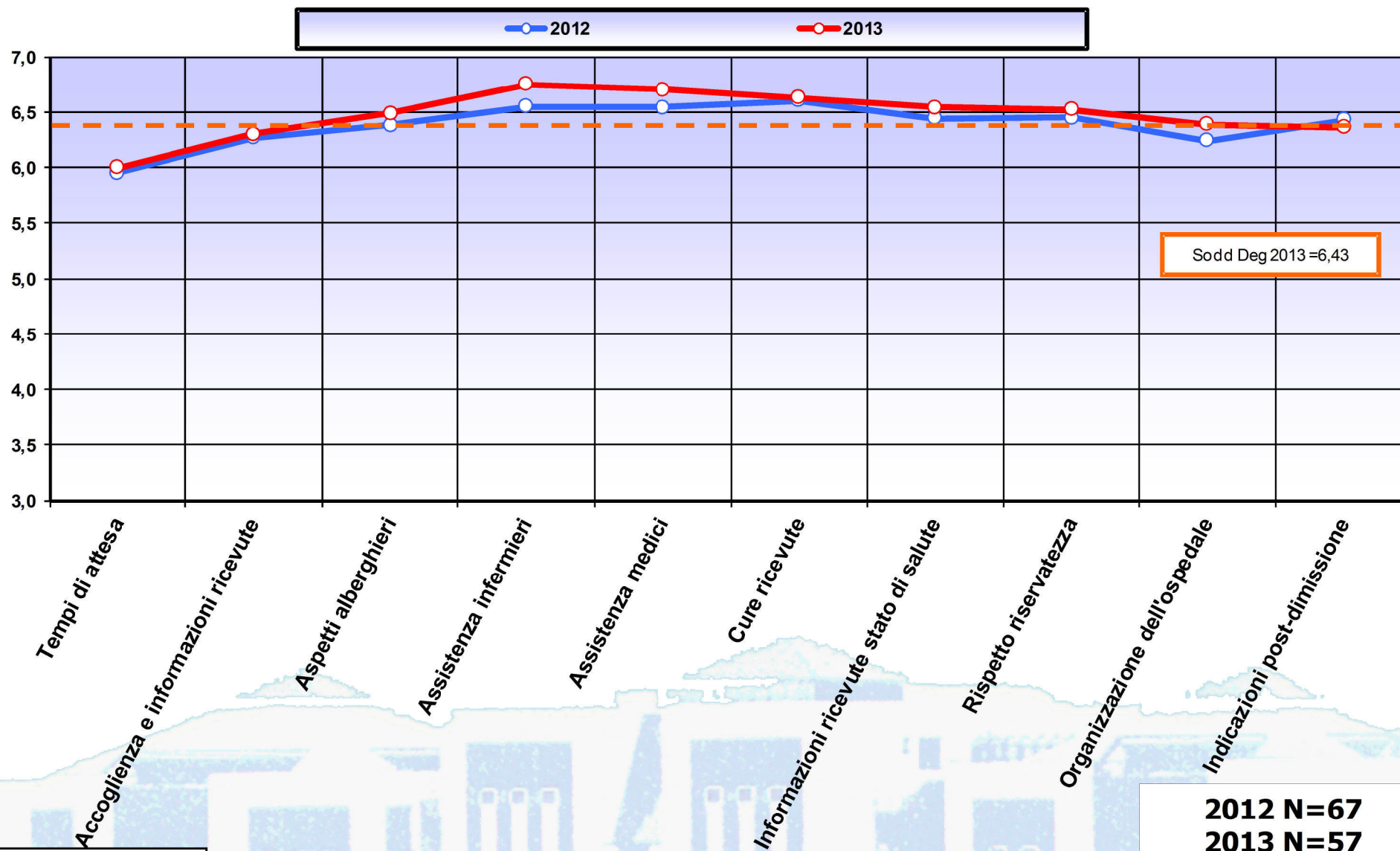


# Circolo: Oculistica



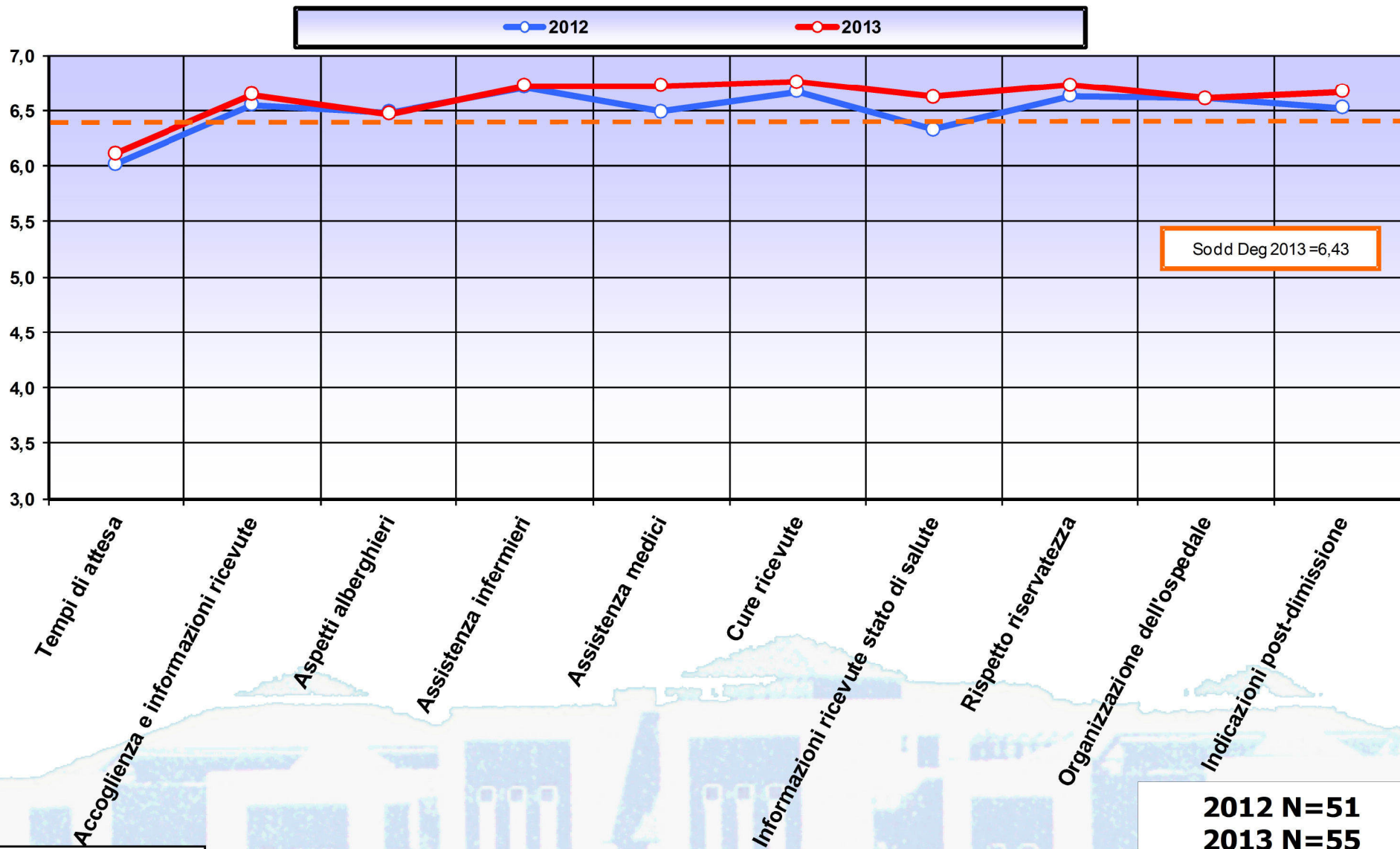
(valori medi, scala 1-7)

# Circolo: ortopedia



(valori medi, scala 1-7)

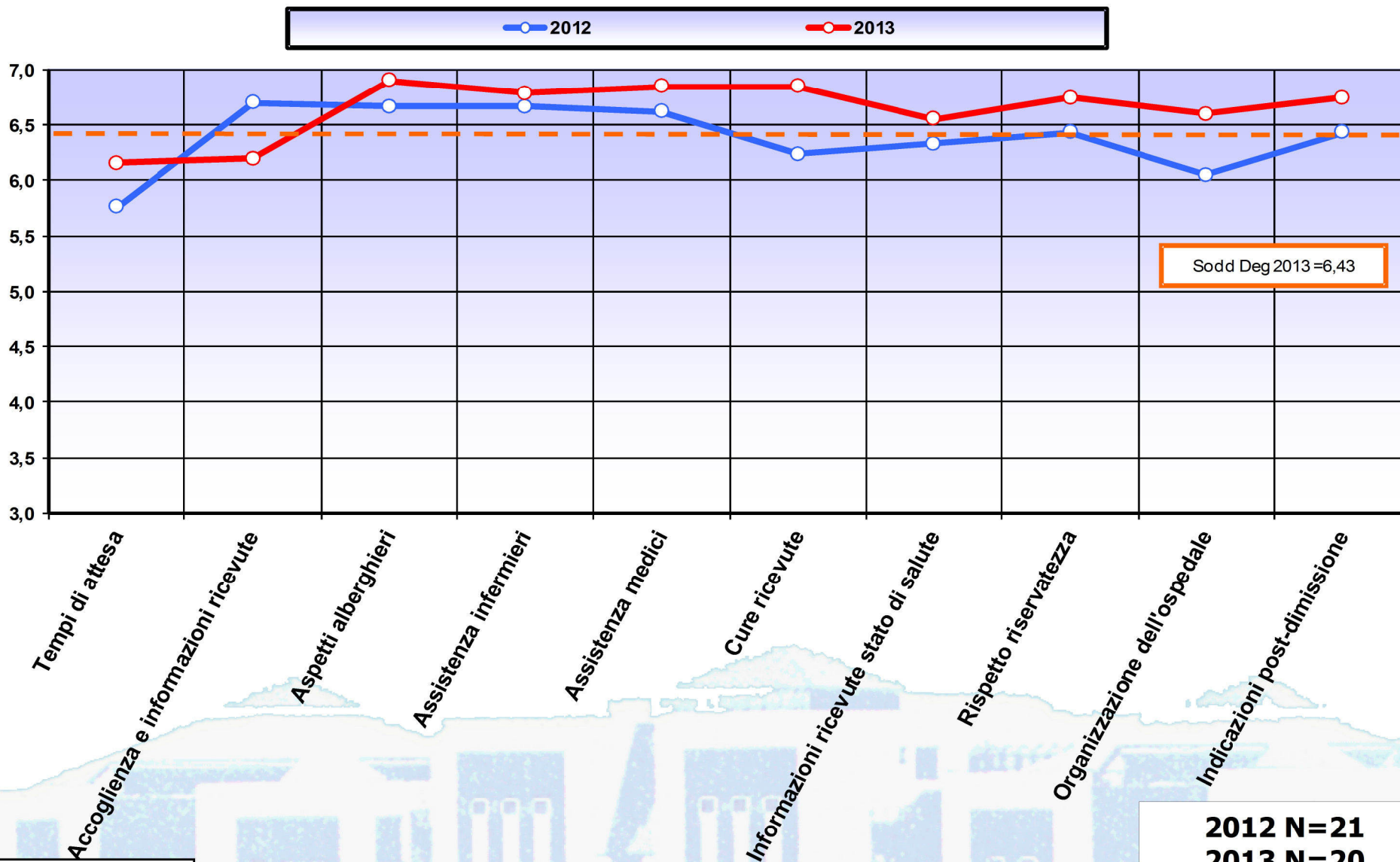
# Circolo: otorinolaringoiatria



(valori medi, scala 1-7)

**2012 N=51**  
**2013 N=55**

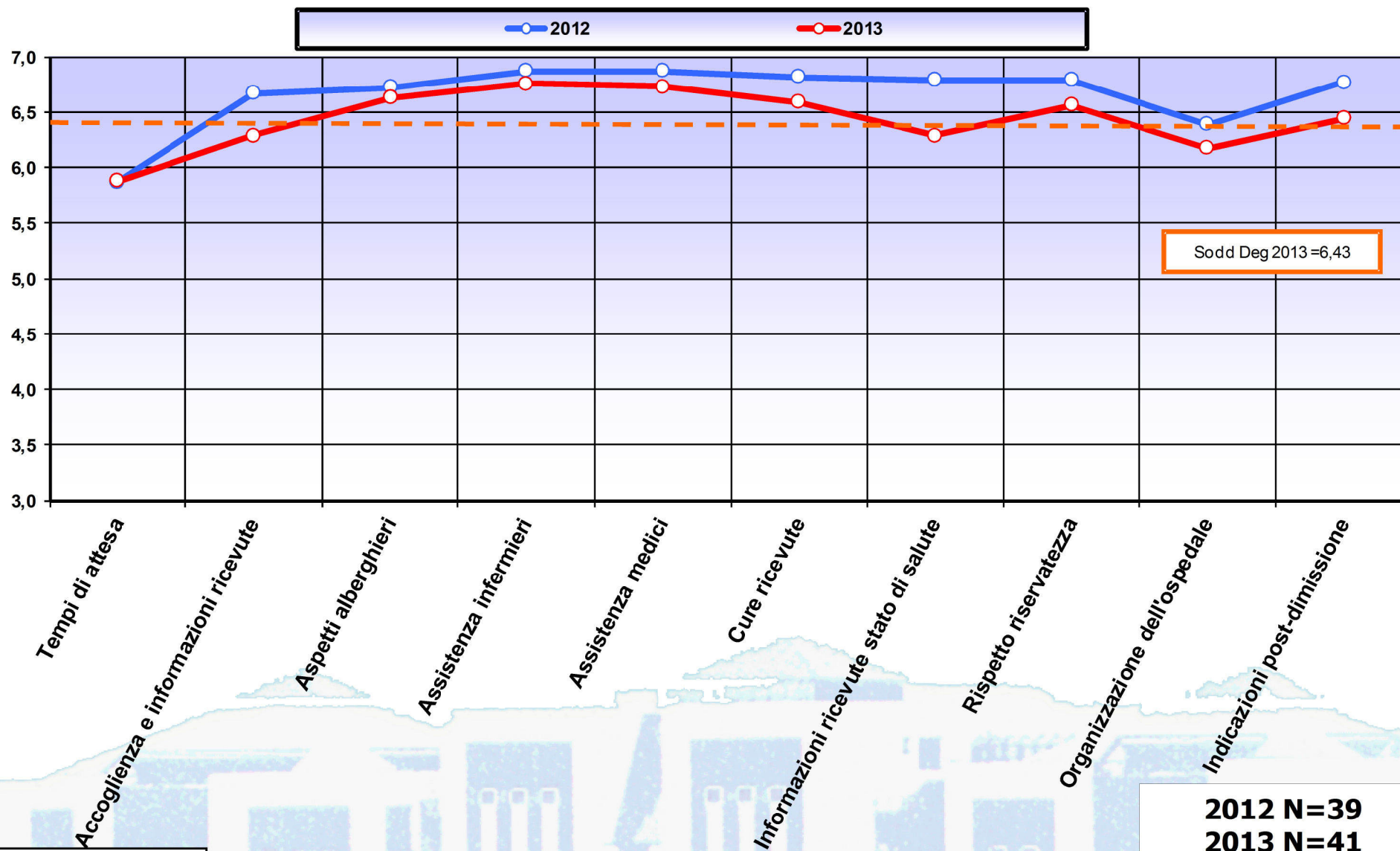
# Circolo: Pneumologia



(valori medi, scala 1-7)

**2012 N=21**  
**2013 N=20**

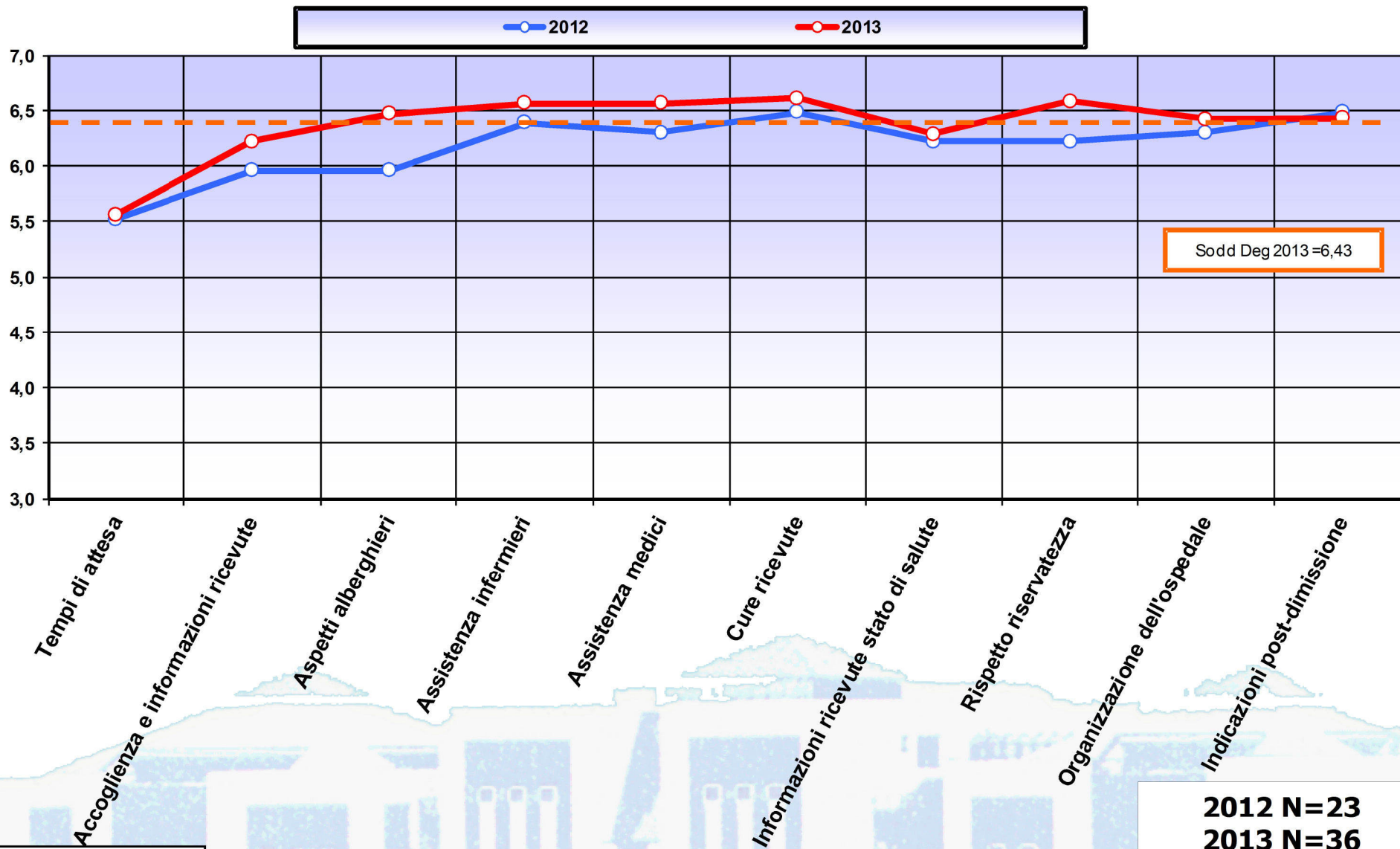
# Circolo: Pronto soccorso



(valori medi, scala 1-7)

**2012 N=39**  
**2013 N=41**

# Circolo: Urologia

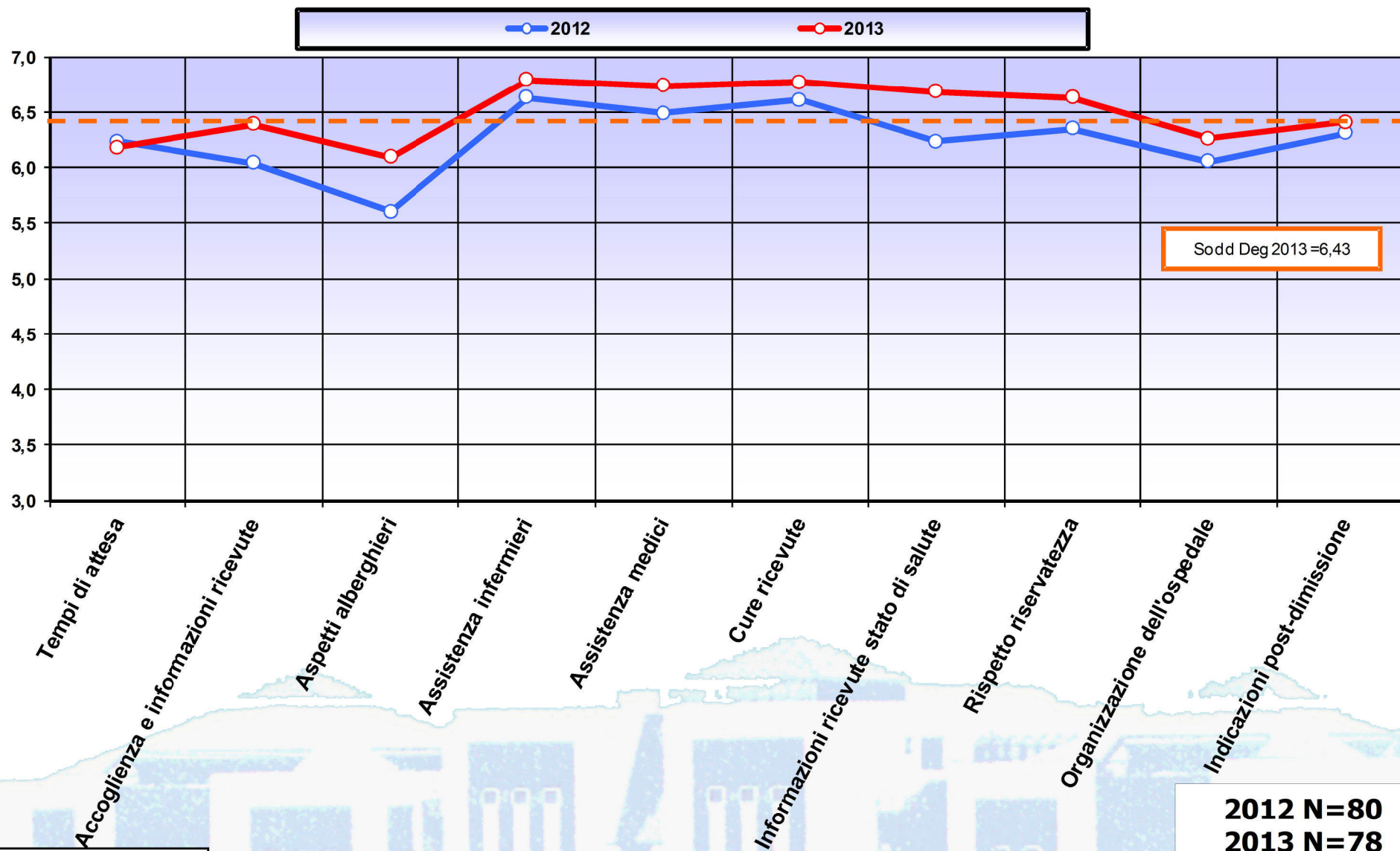


(valori medi, scala 1-7)

# **DEGENZE: Ospedale Del Ponte (Varese)**



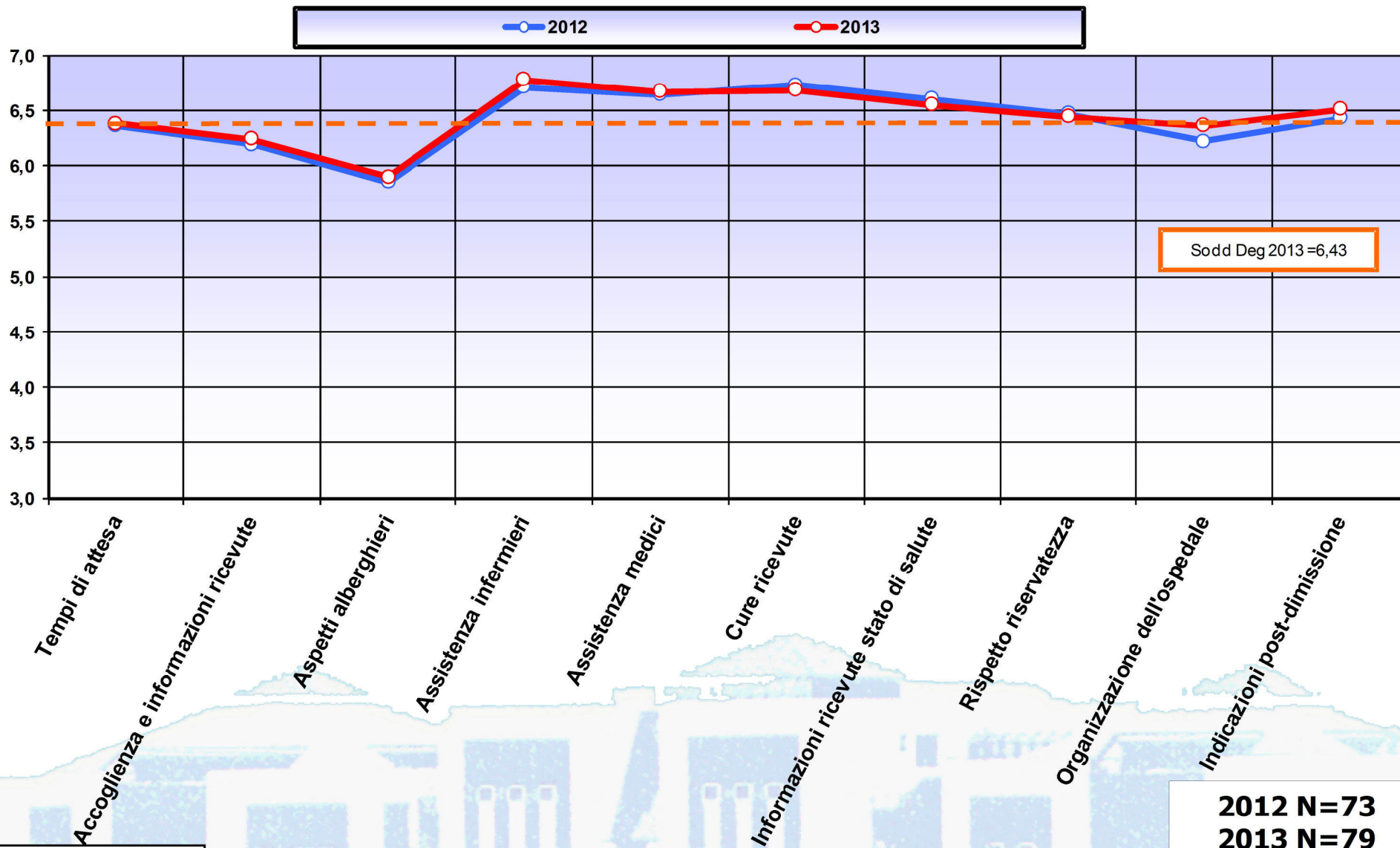
# Del Ponte: Ginecologia A



(valori medi, scala 1-7)



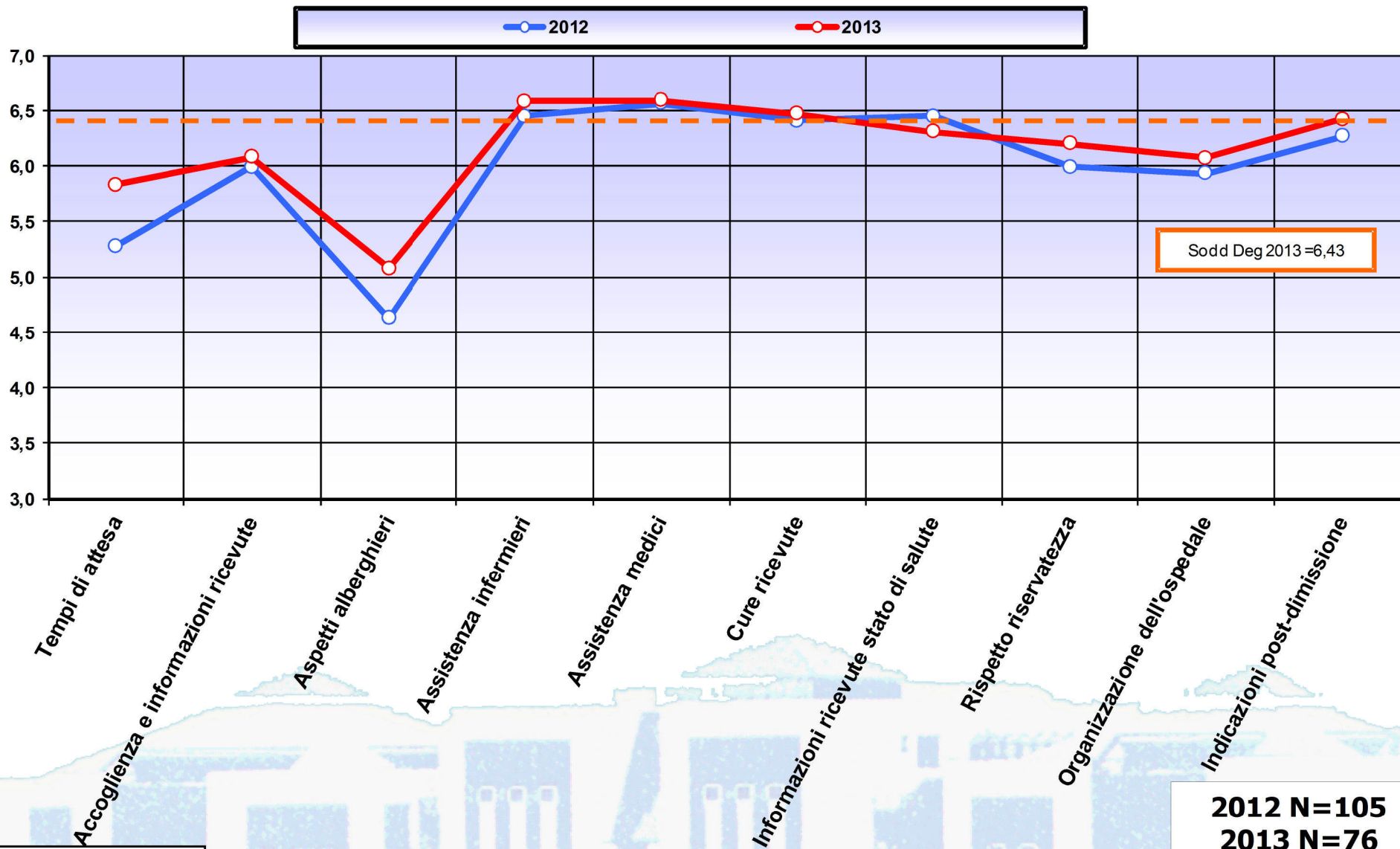
# Del Ponte: Ginecologia B



(valori medi, scala 1-7)

**2012 N=73**  
**2013 N=79**

# Del Ponte: Pediatria

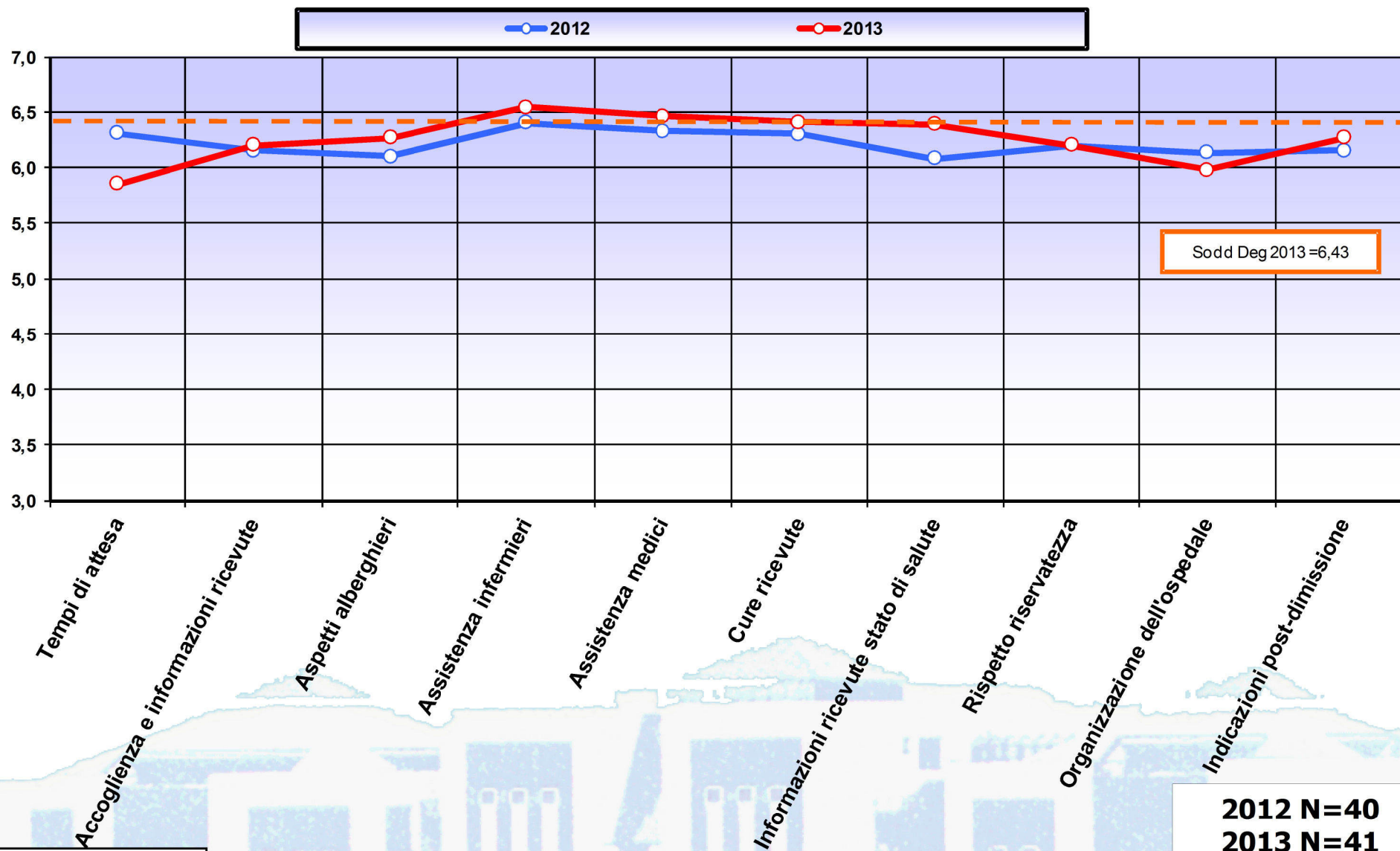


(valori medi, scala 1-7)

# **DEGENZE: Ospedale di Cittiglio**

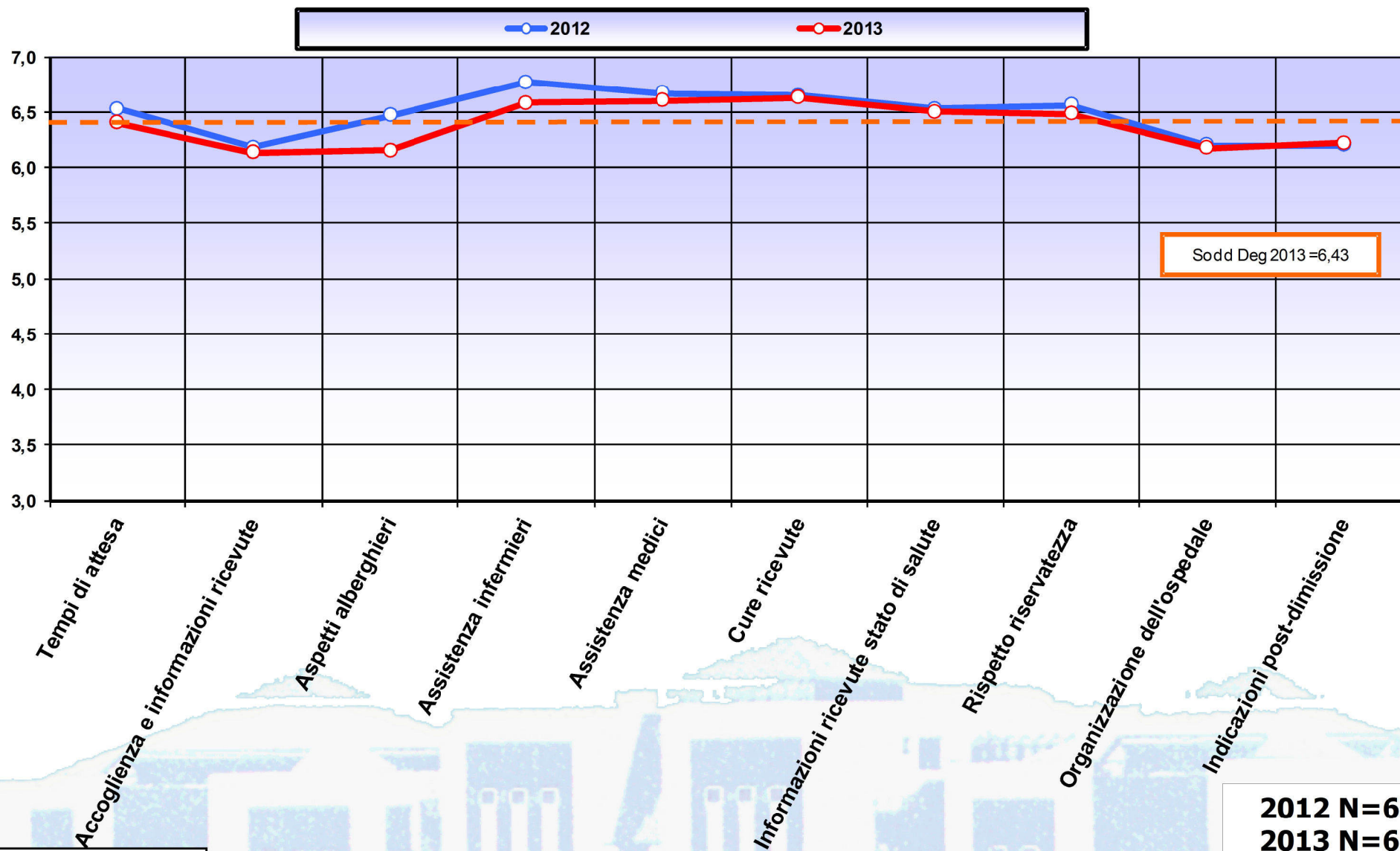


# Cittiglio: Chirurgia generale



(valori medi, scala 1-7)

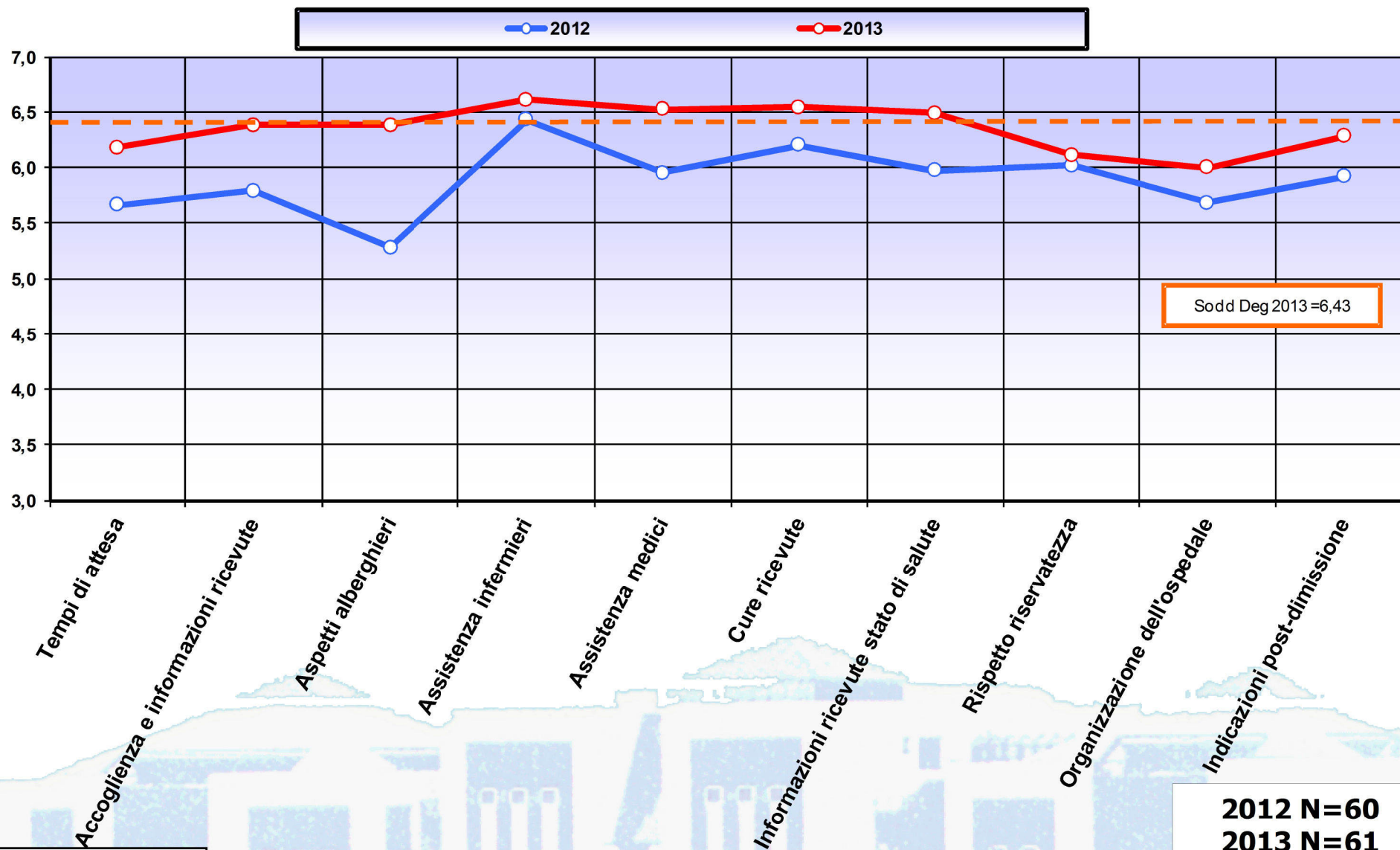
# Cittiglio: Ginecologia



(valori medi, scala 1-7)

**2012 N=60**  
**2013 N=60**

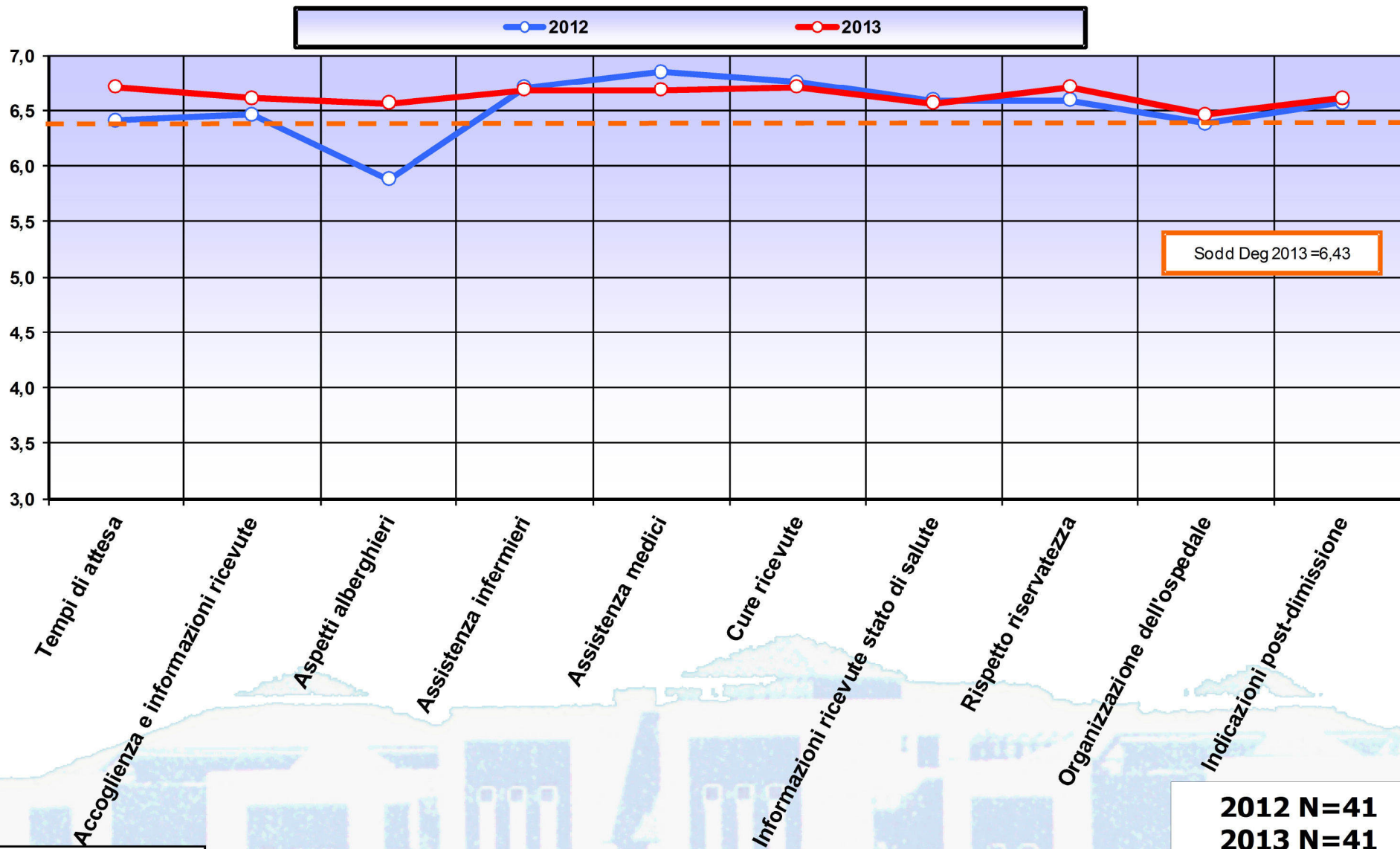
# Cittiglio: Medicina generale



(valori medi, scala 1-7)

**2012 N=60**  
**2013 N=61**

# Cittiglio: Pediatria



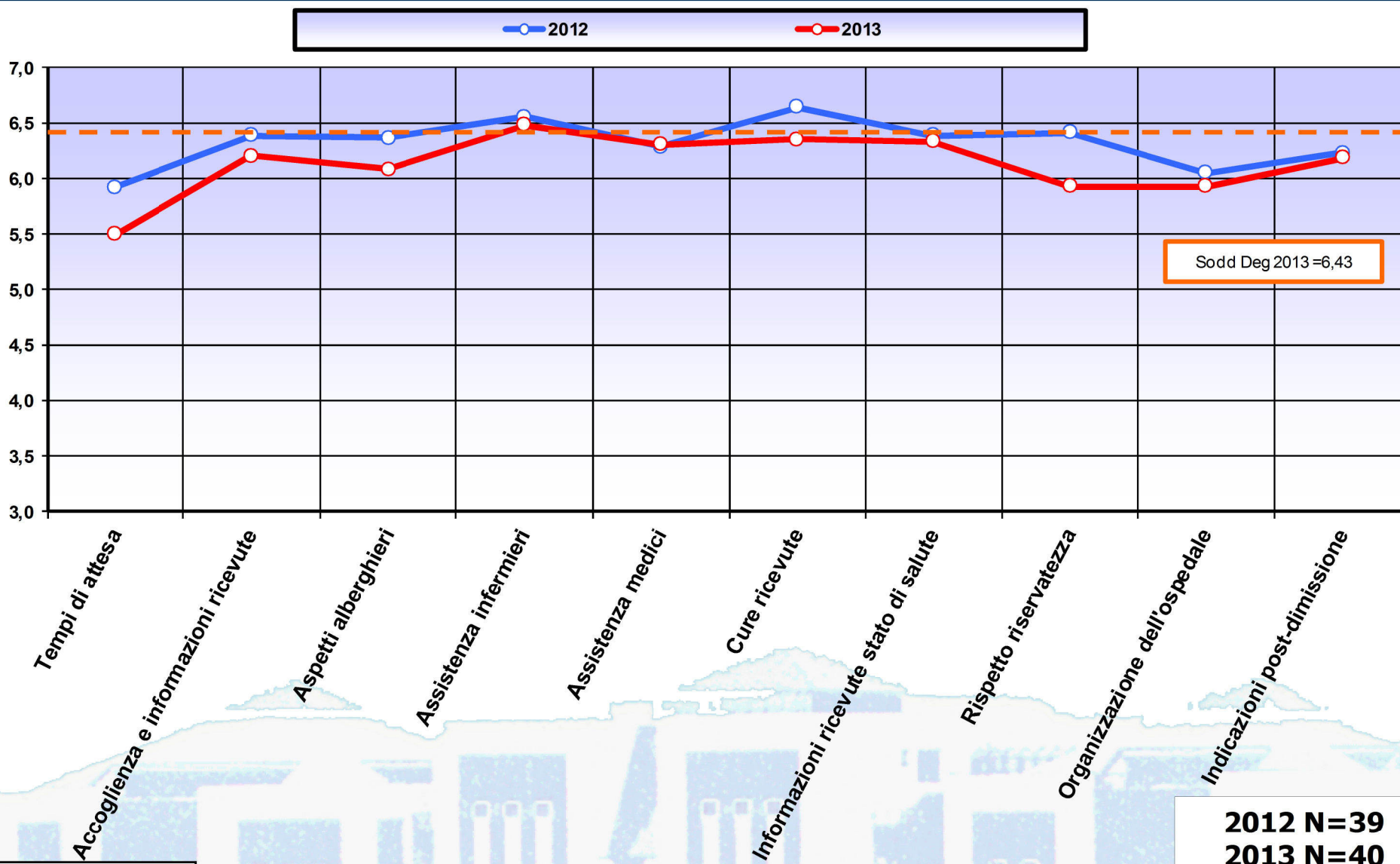
(valori medi, scala 1-7)

# **DEGENZE: Ospedale di Luino**





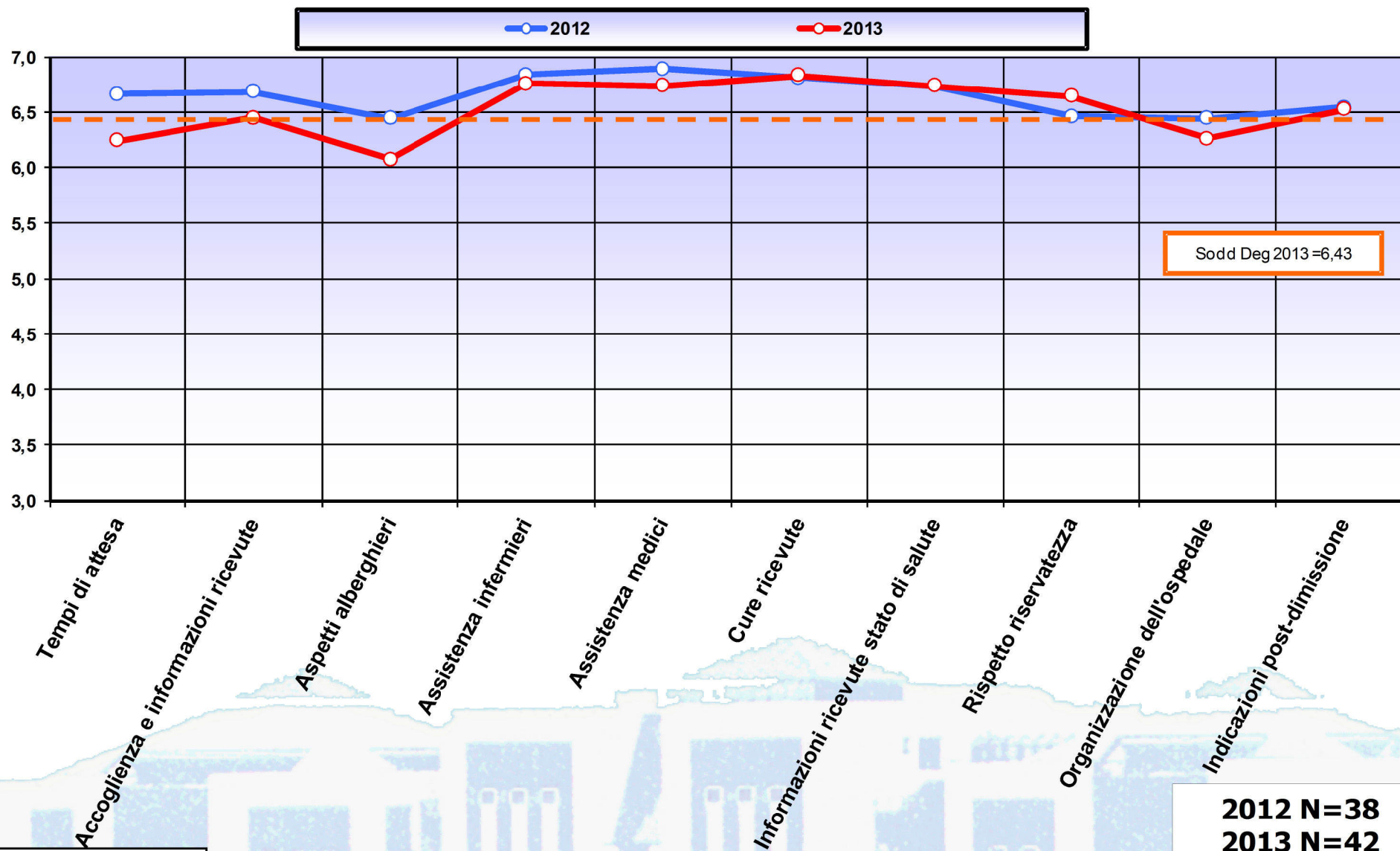
# Luino: Chirurgia generale



(valori medi, scala 1-7)

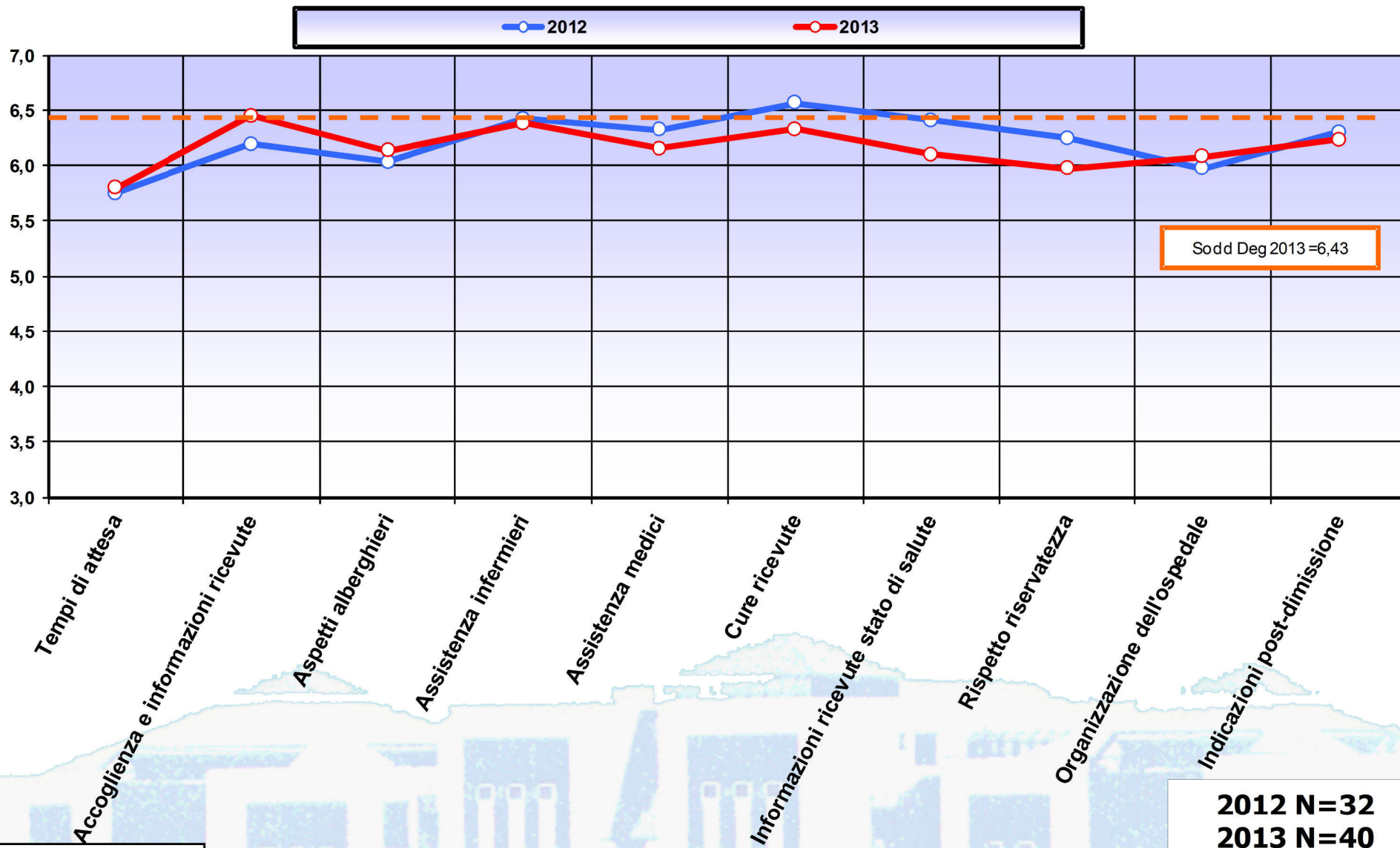
**2012 N=39**  
**2013 N=40**

# Luino: Medicina generale



(valori medi, scala 1-7)

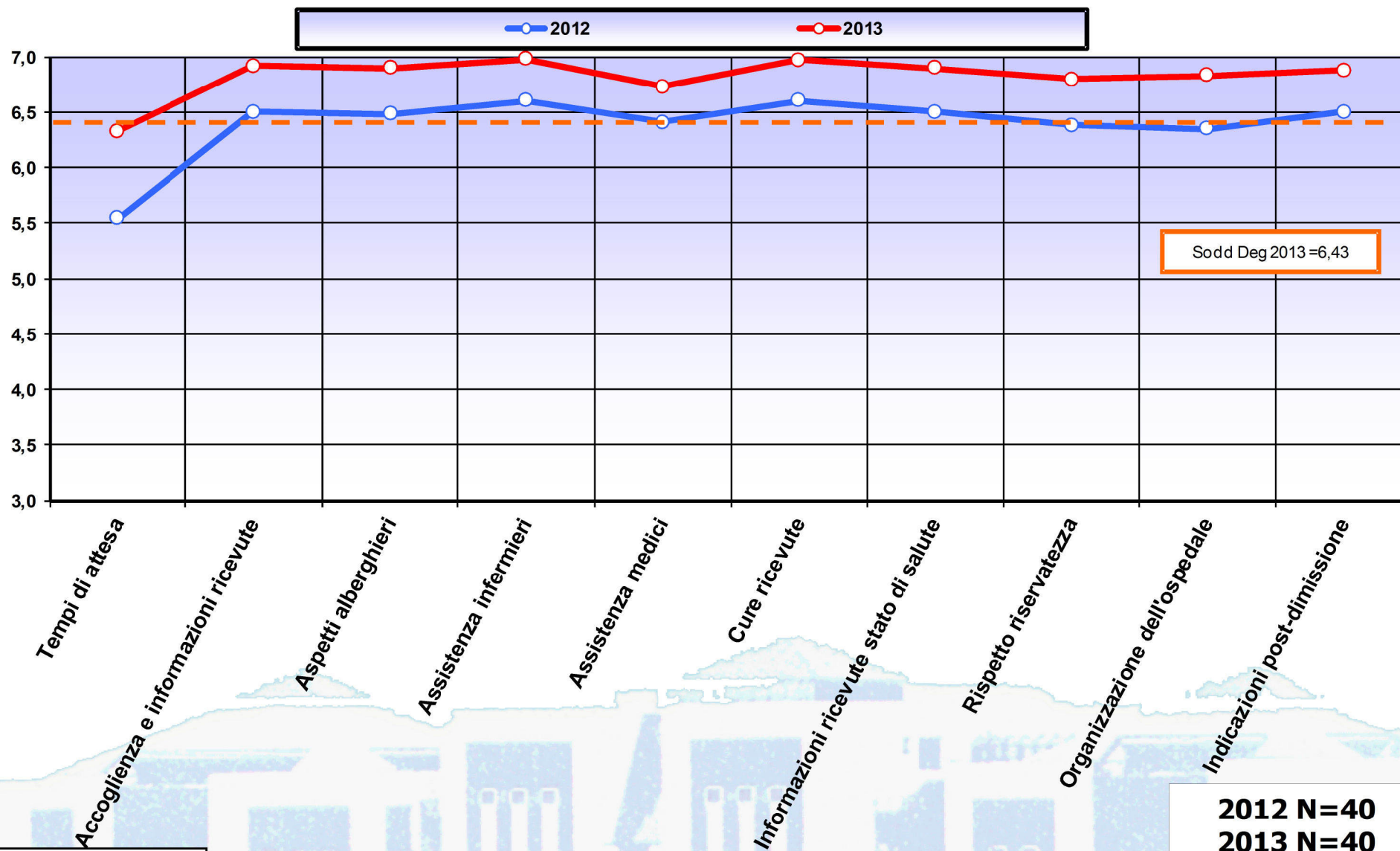
# Luino: Ortopedia



(valori medi, scala 1-7)

**2012 N=32**  
**2013 N=40**

# Luino: RRF



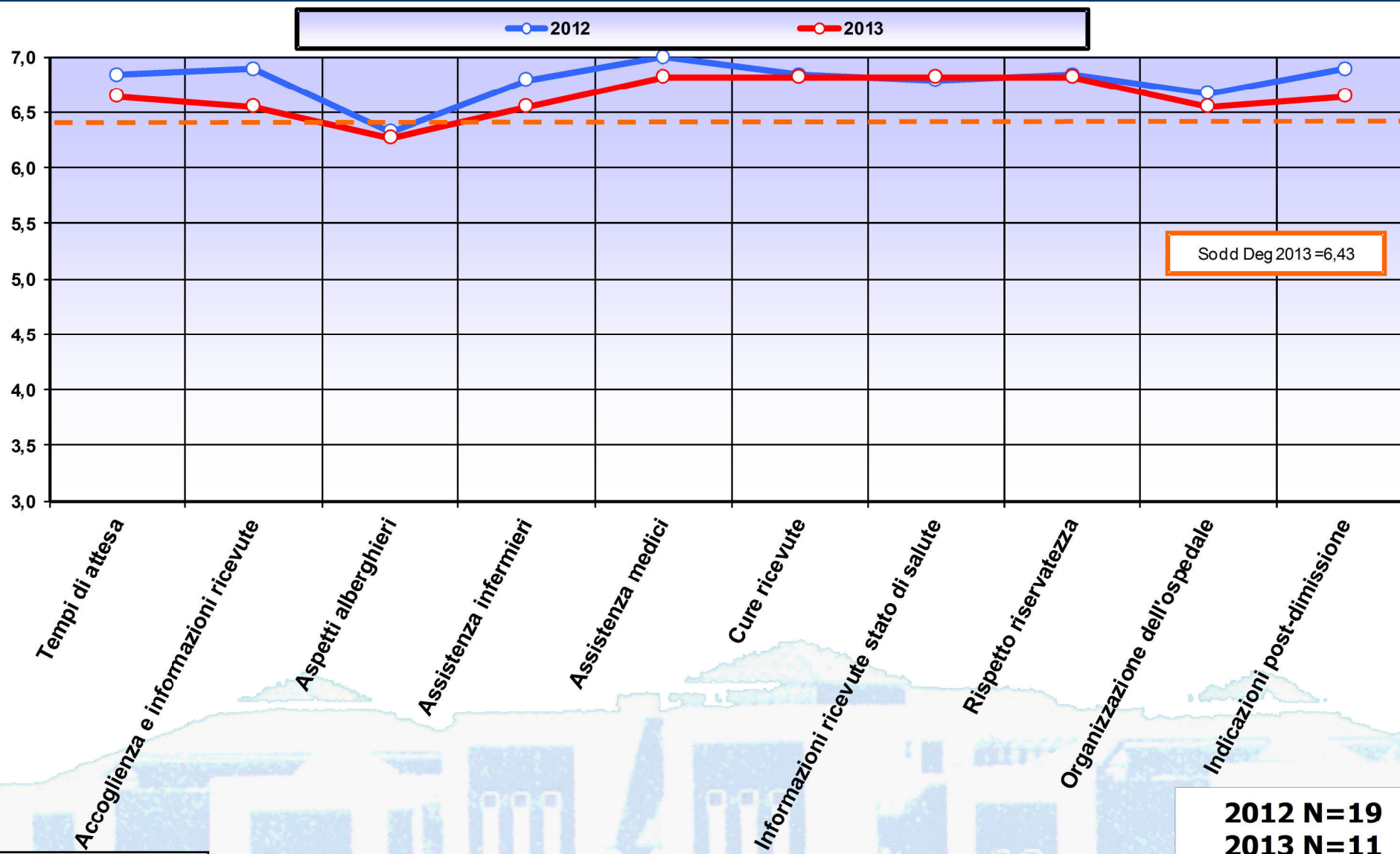
(valori medi, scala 1-7)

**2012 N=40**  
**2013 N=40**

# **DEGENZE: Ospedale di Cuasso**

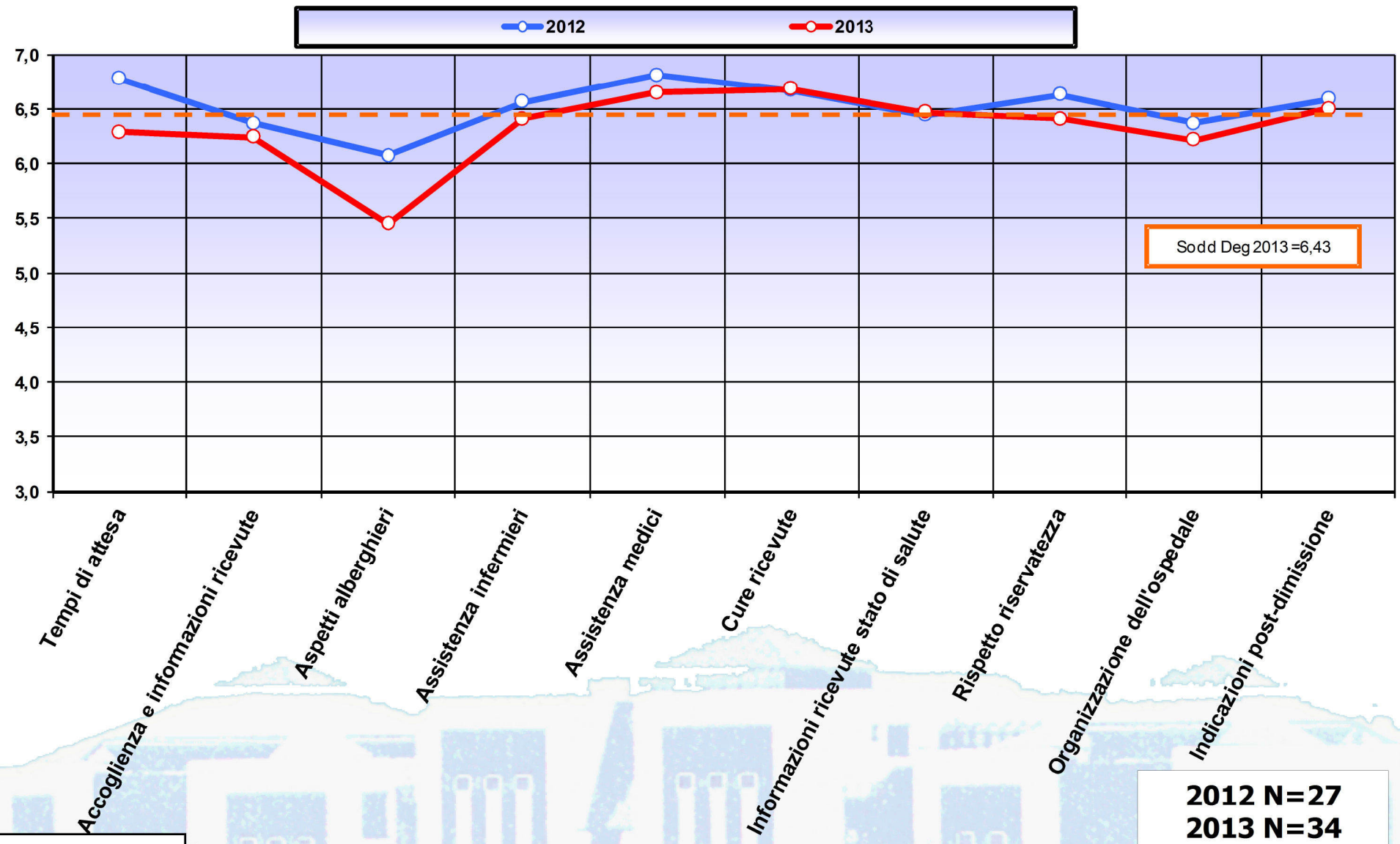


# ***Cuasso: Cardiologia riabilitativa***



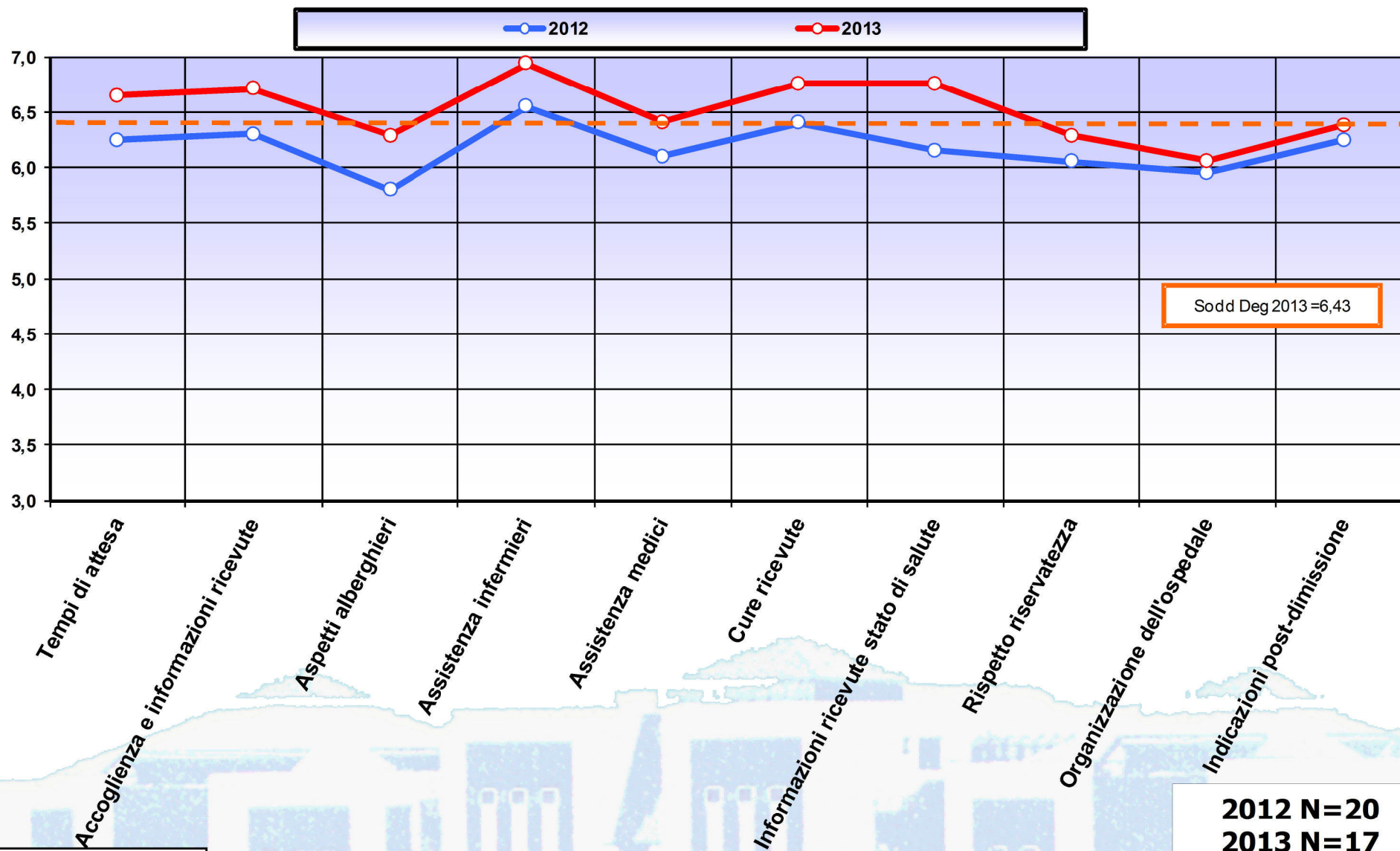
(valori medi, scala 1-7)

# Cuasso: Pneumologia riabilitativa



(valori medi, scala 1-7)

# Cuasso: RRF



(valori medi, scala 1-7)

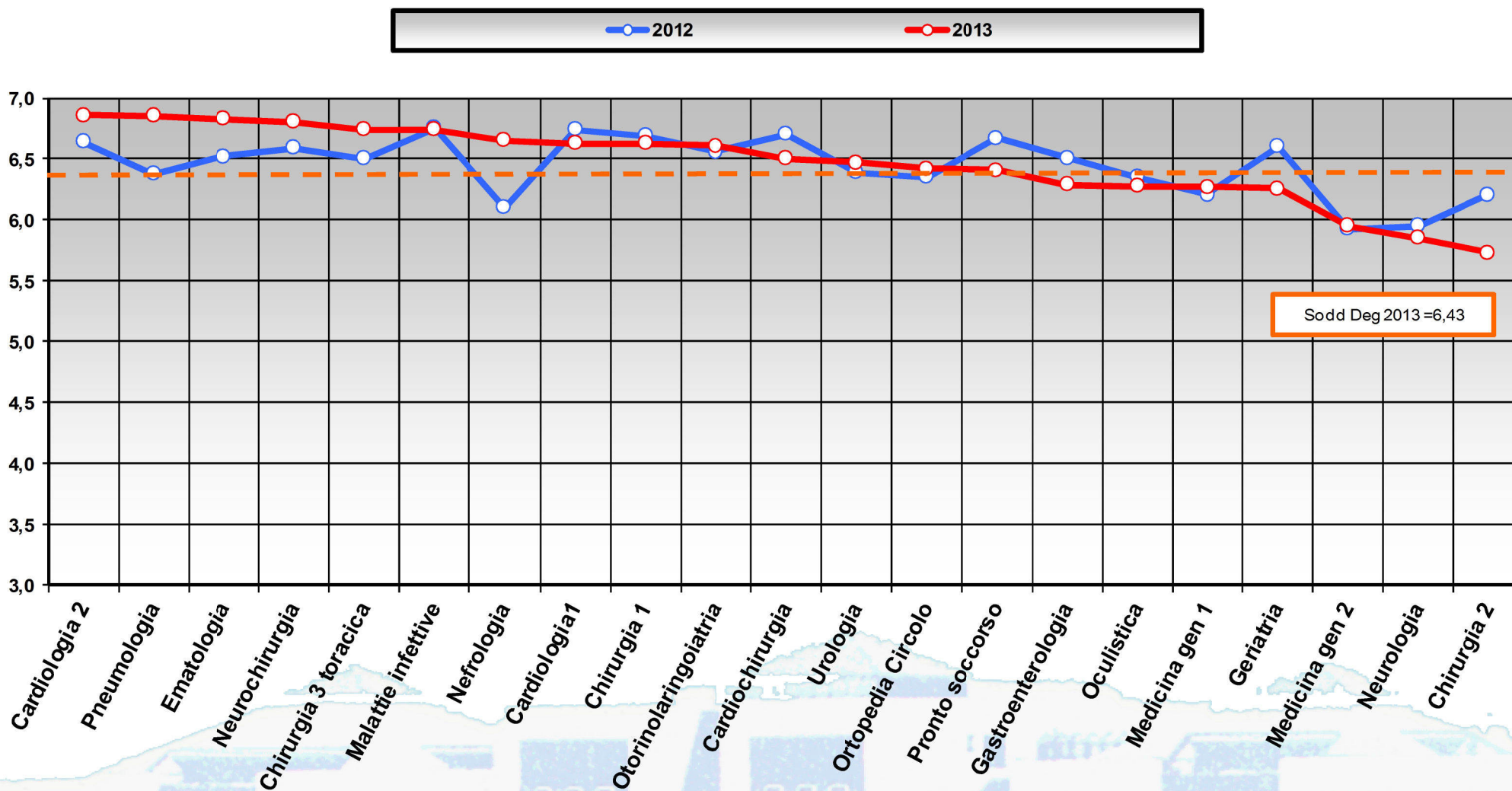
**2012 N=20**  
**2013 N=17**



# DEGENZE: Ranking



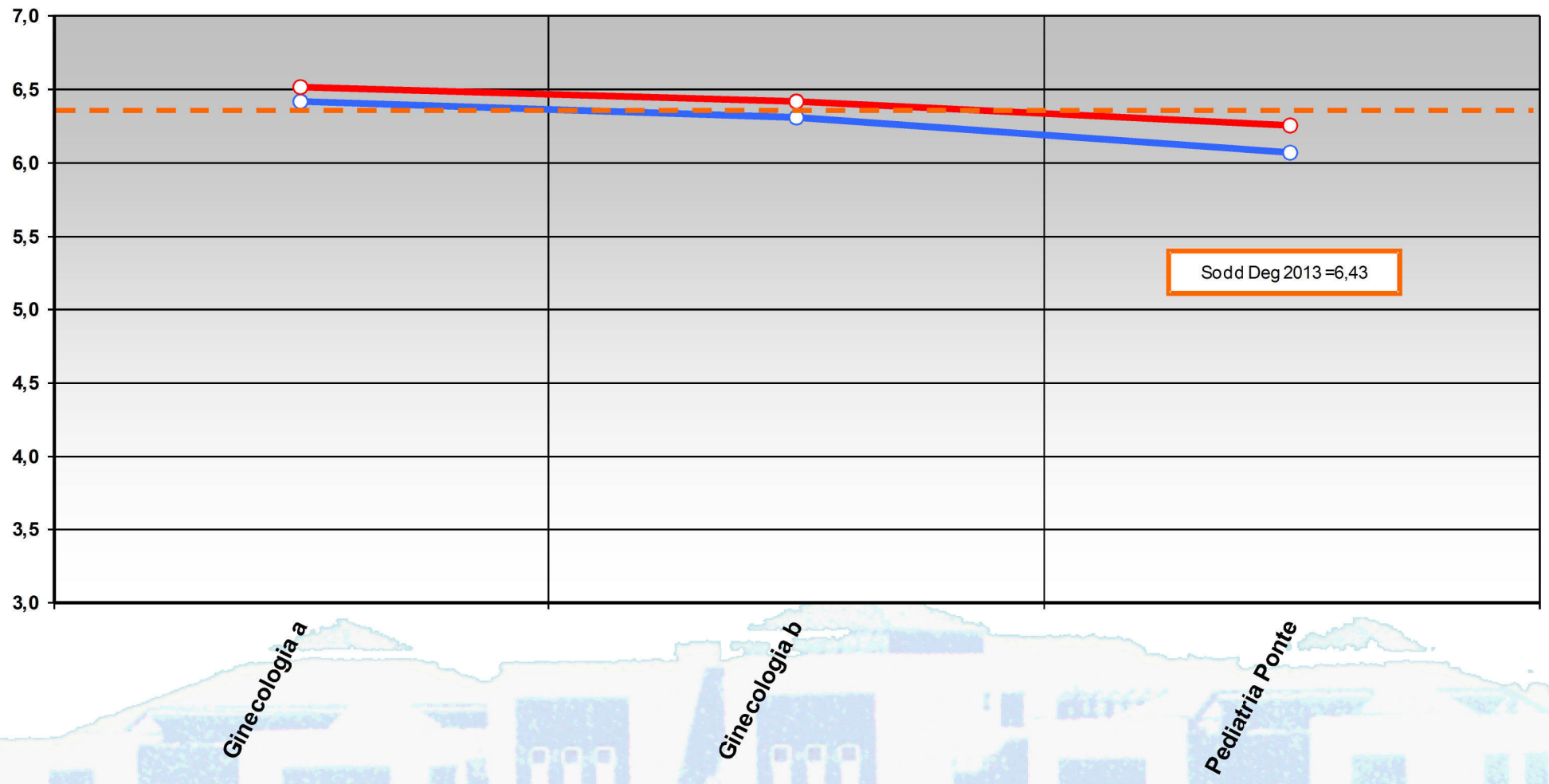
# Circolo: Soddisfazione complessiva



(valori medi, scala 1-7)

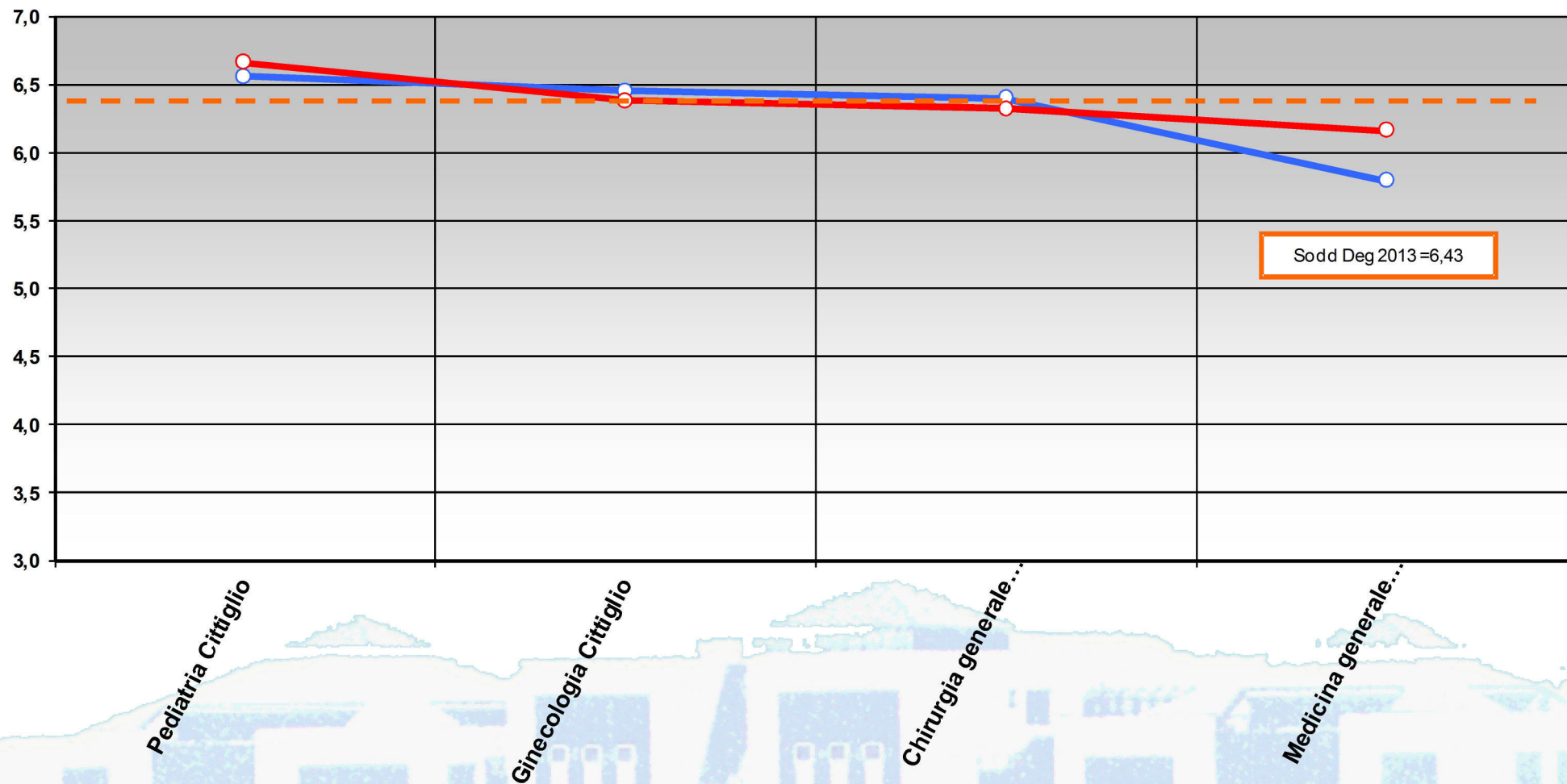
Sodd Deg 2013 =6,43

# Del Ponte: Soddifazione complessiva



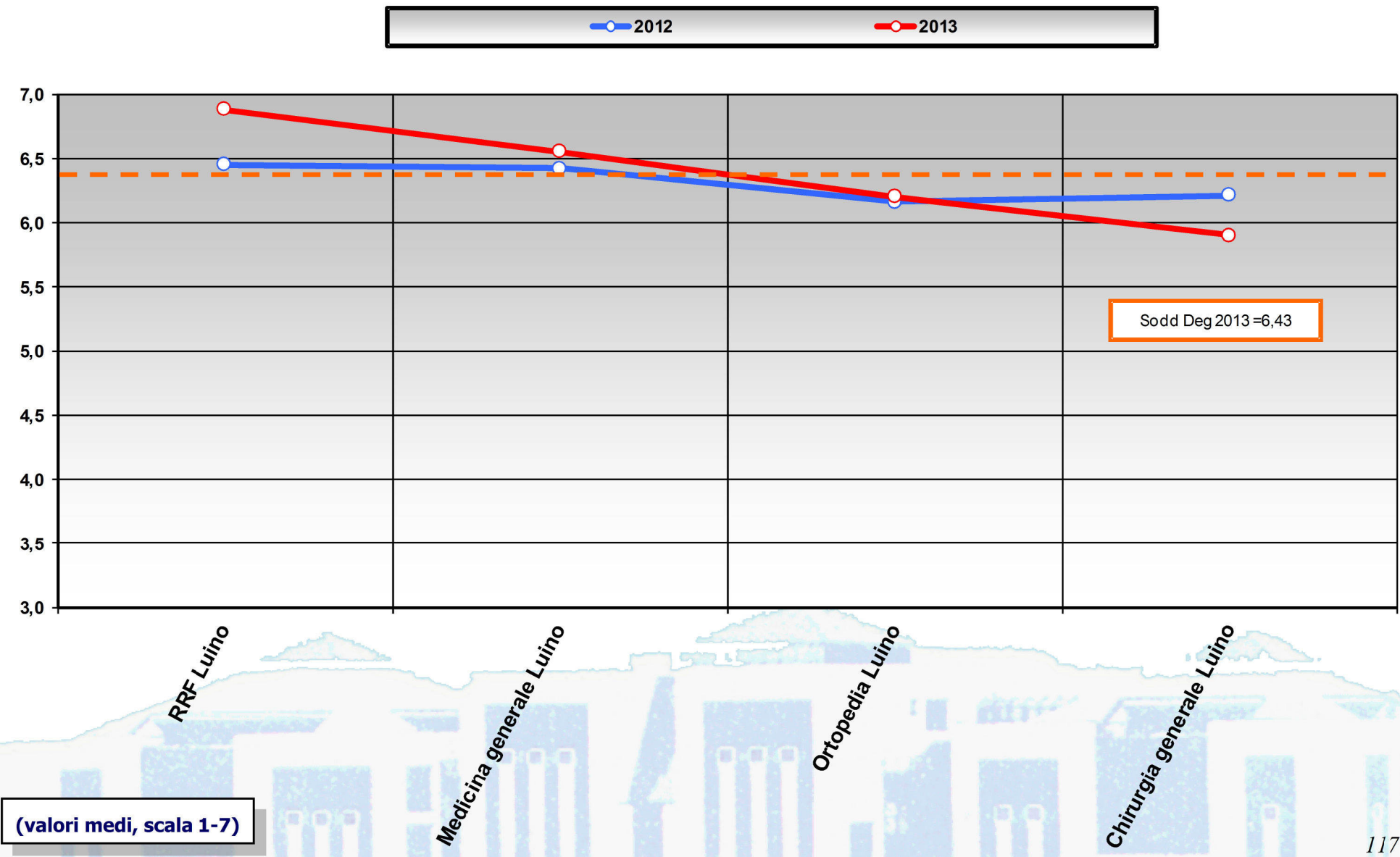
(valori medi, scala 1-7)

# Cittiglio: Soddisfazione complessiva

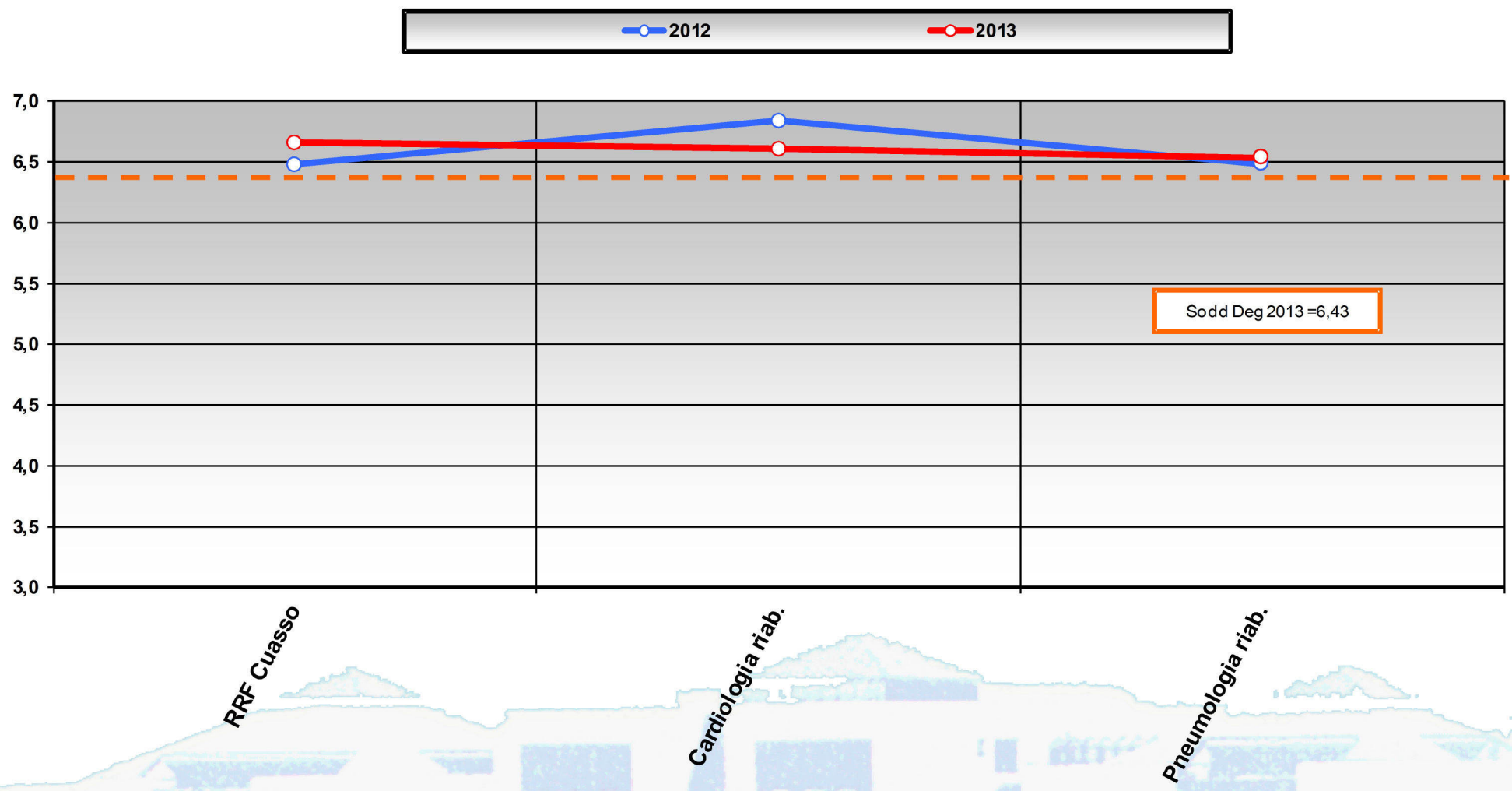


(valori medi, scala 1-7)

# Luino: Soddisfazione complessiva



# ***Cuasso: Soddisfazione complessiva***

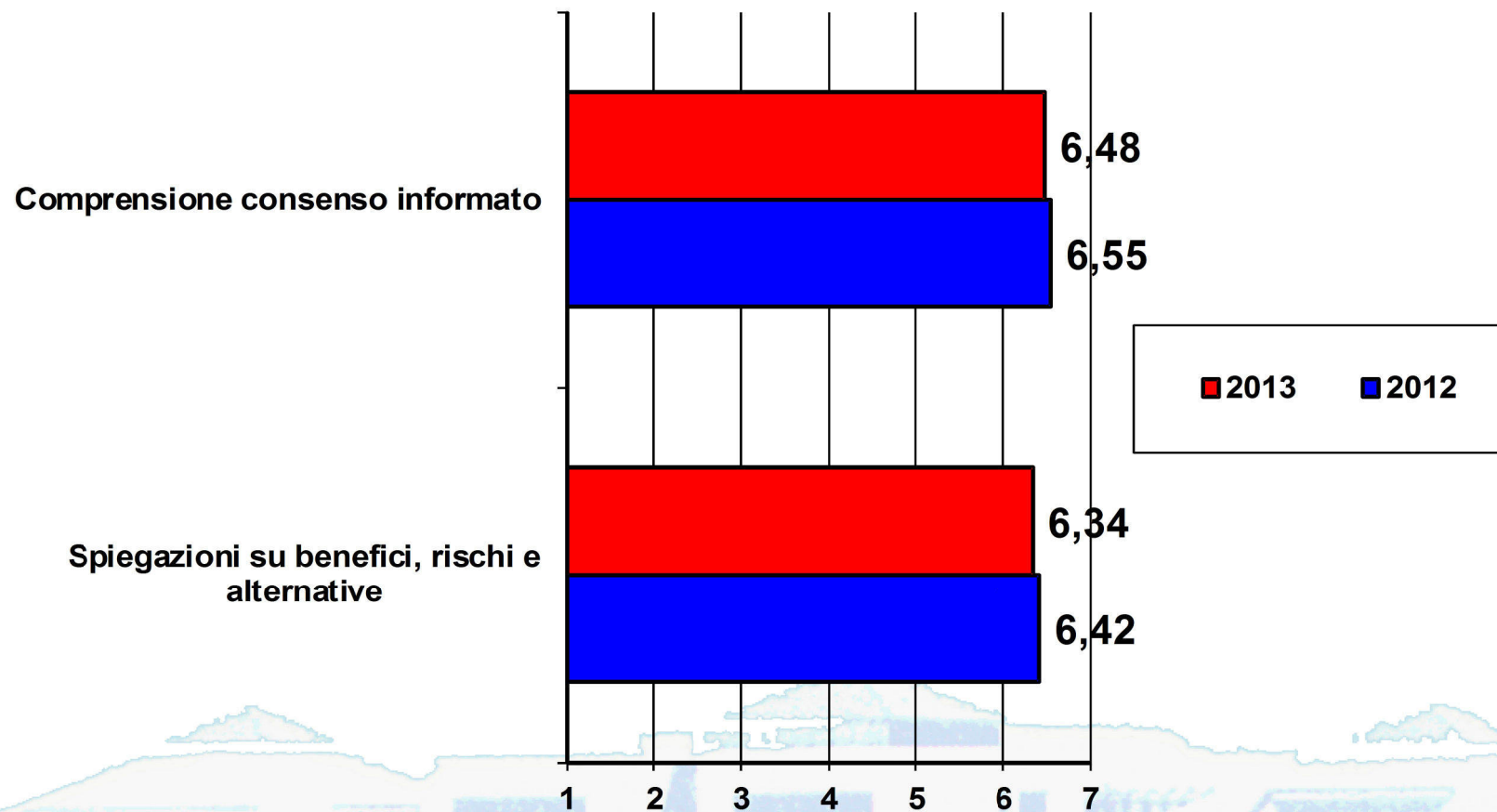


(valori medi, scala 1-7)

# **DEGENZE: Consenso informato**



# Consenso informato



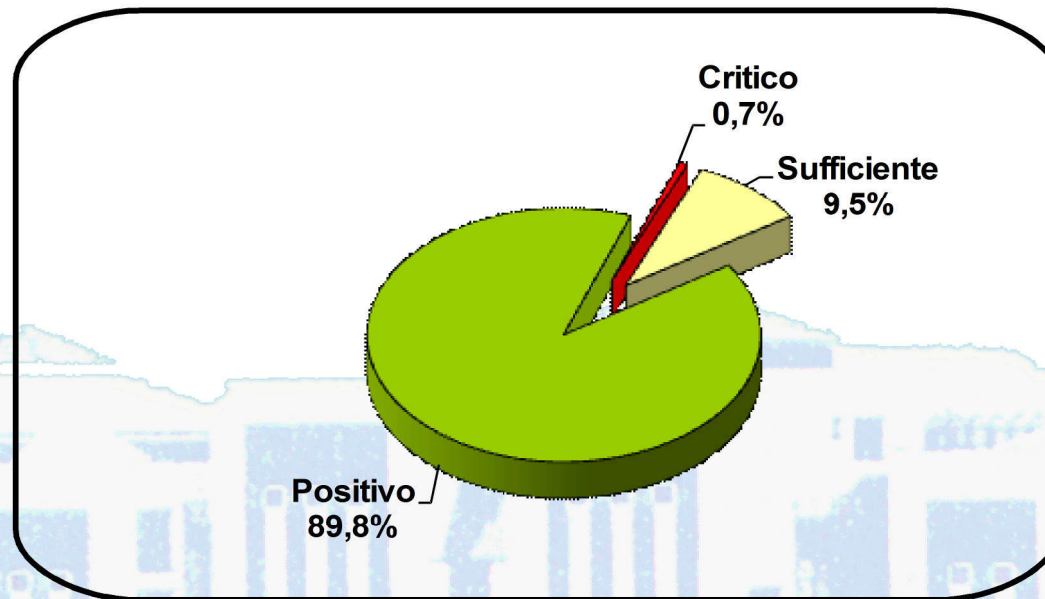
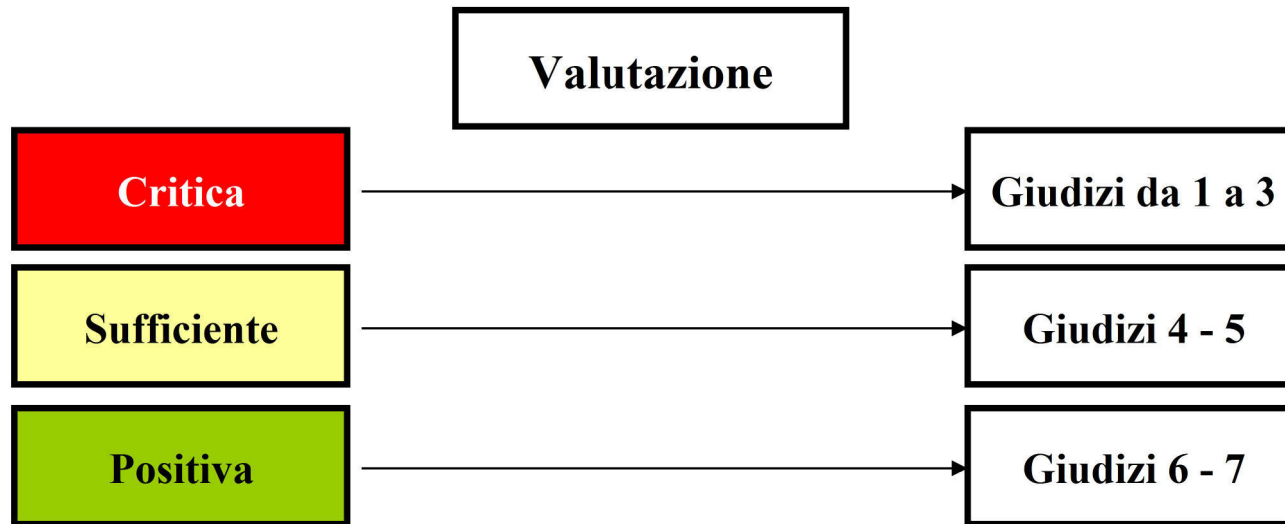
(valori medi, scala 1-7)



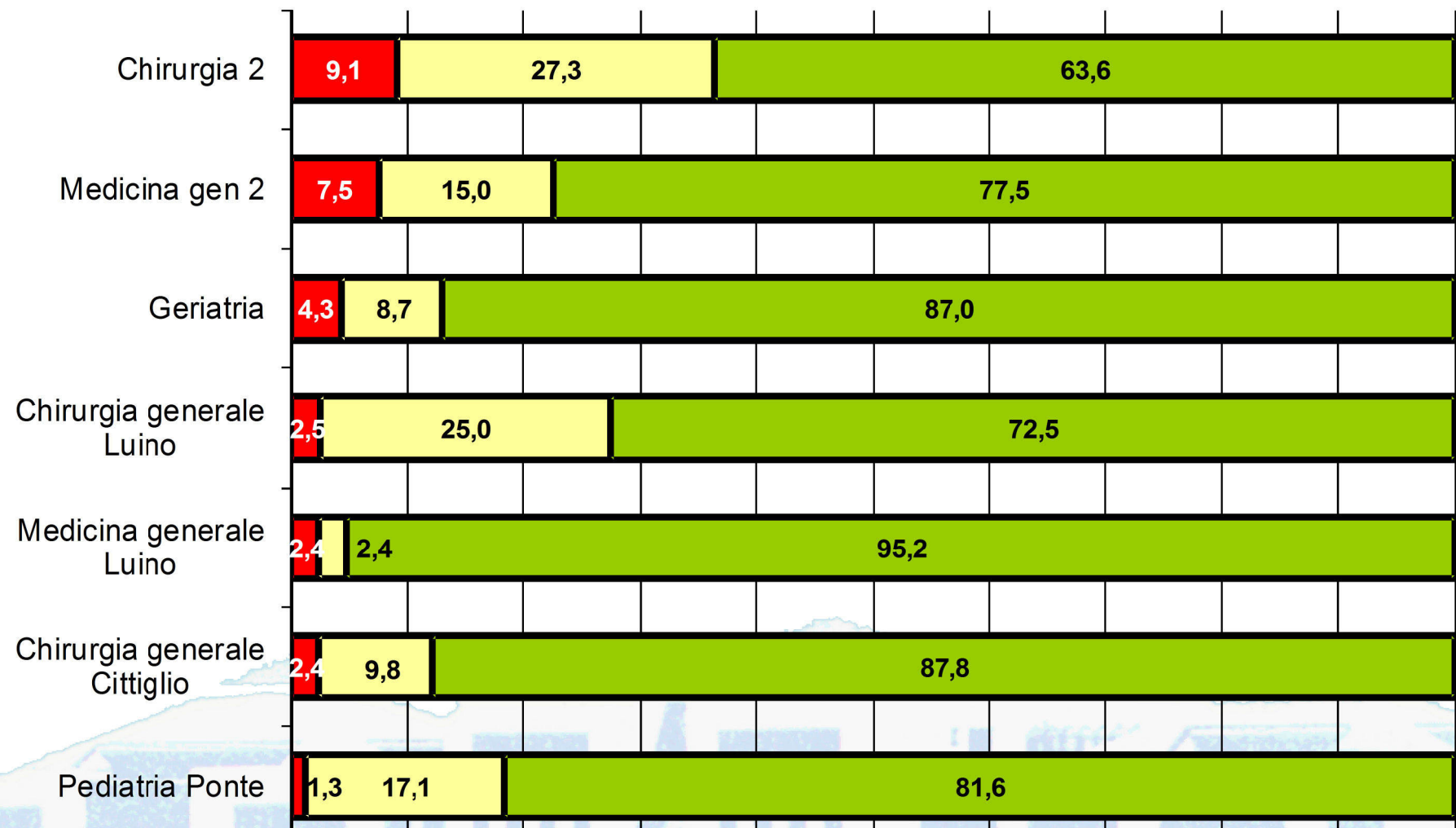
# **DEGENZE: Analisi criticità**



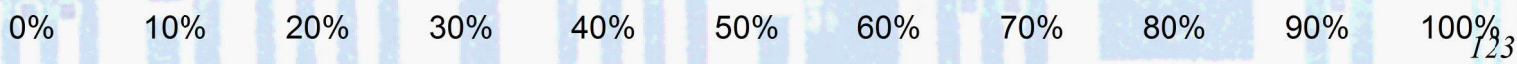
# Degenze: soddisfazione



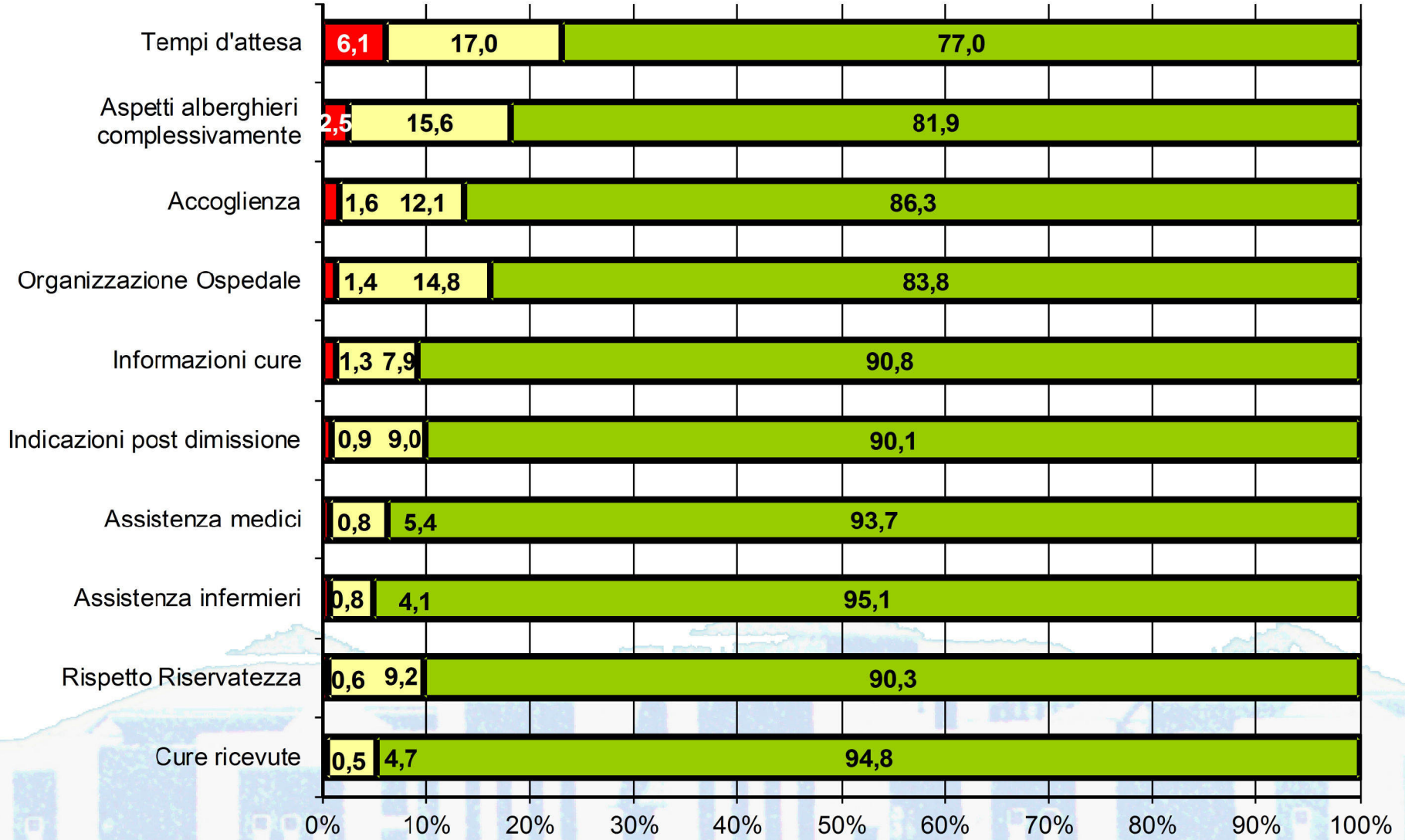
# Degenze: valutazione per reparti



Soglia di criticità > 0,7%

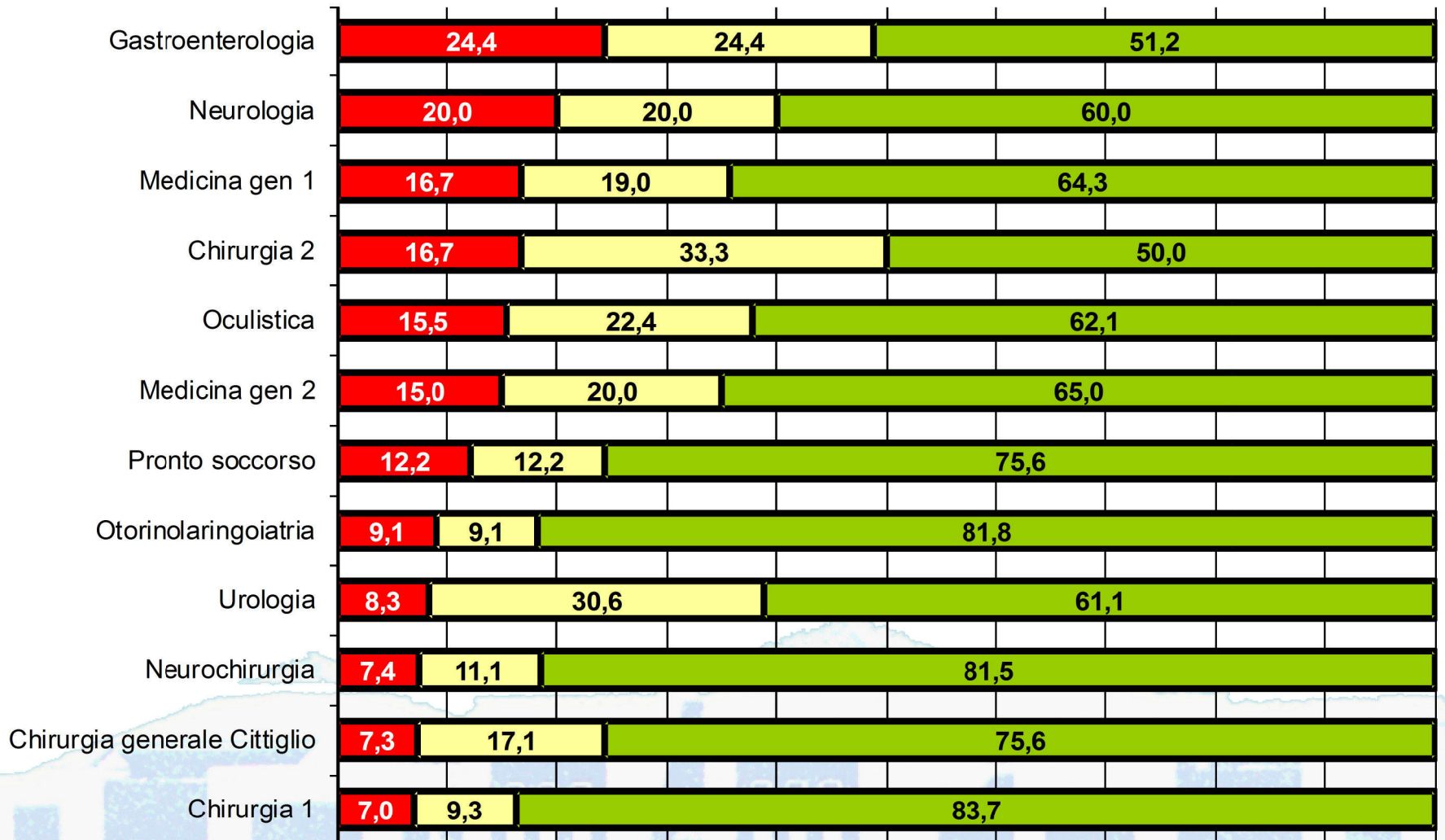


# Degenze: valutazione per singoli elementi



# Degenze: tempi di attesa

■ Critico   
 ■ Sufficiente   
 ■ Positivo

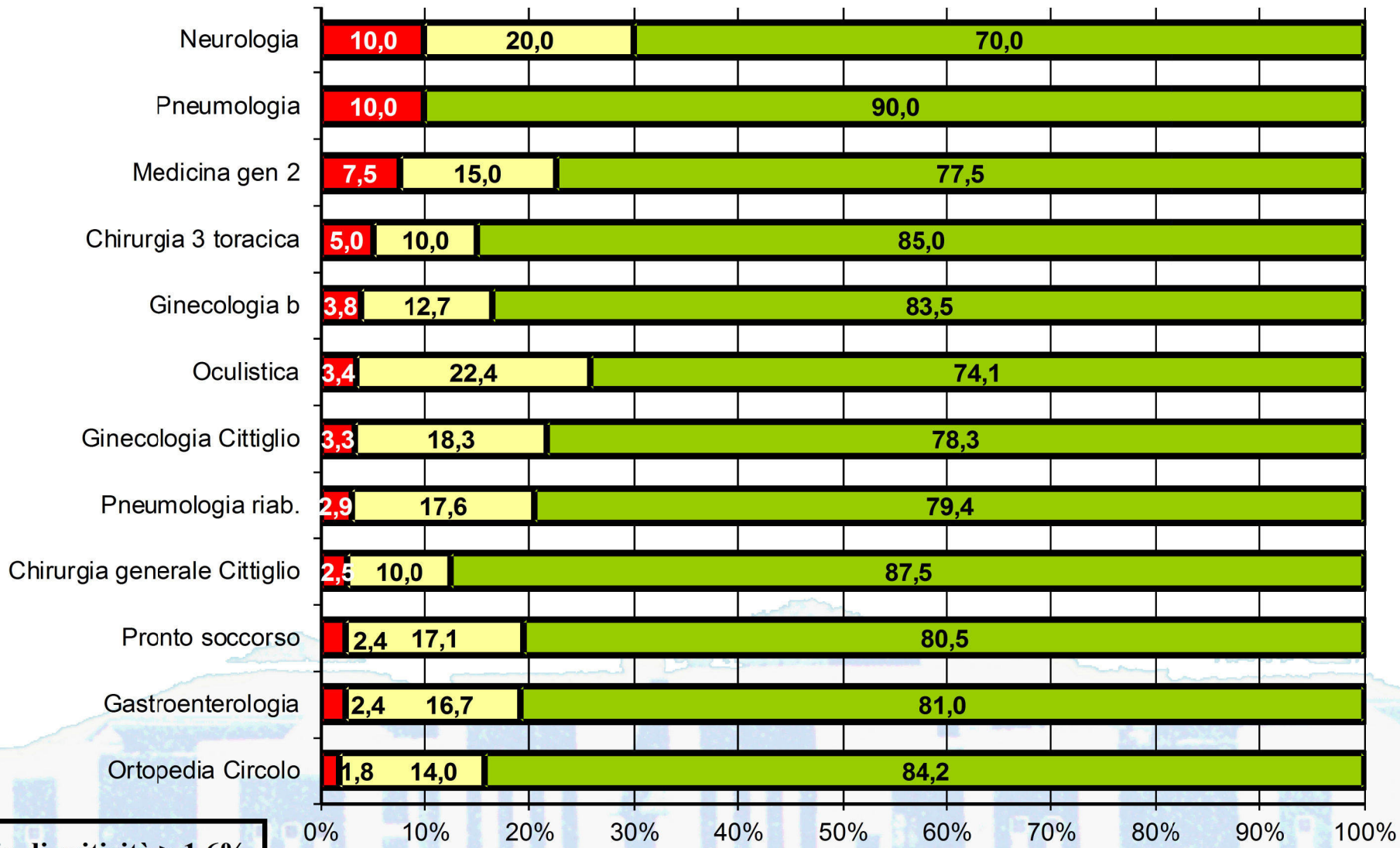


**Soglia di criticità > 6,1%**

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

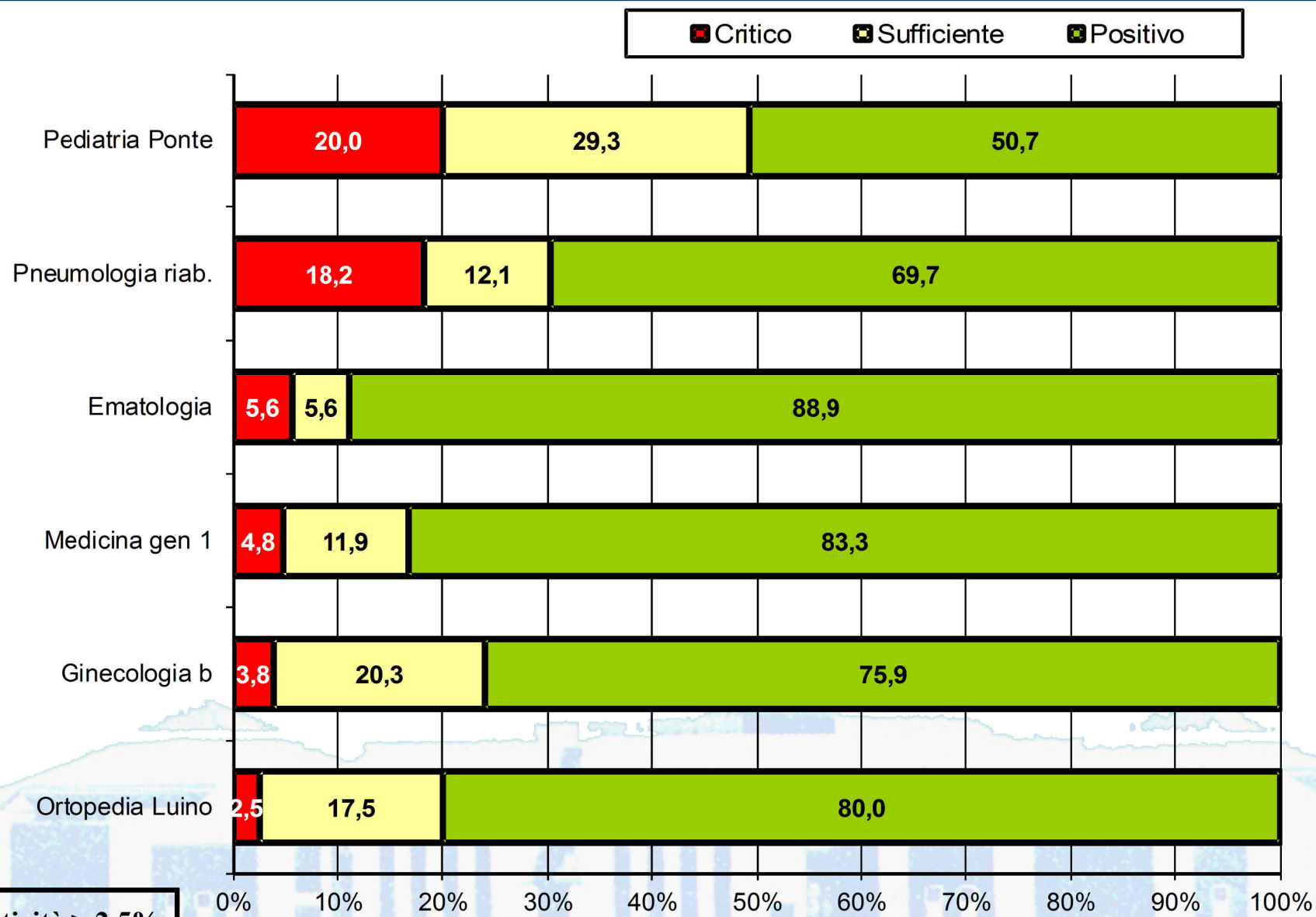
# Degenze: accoglienza

■ Critico   
 ■ Sufficiente   
 ■ Positivo



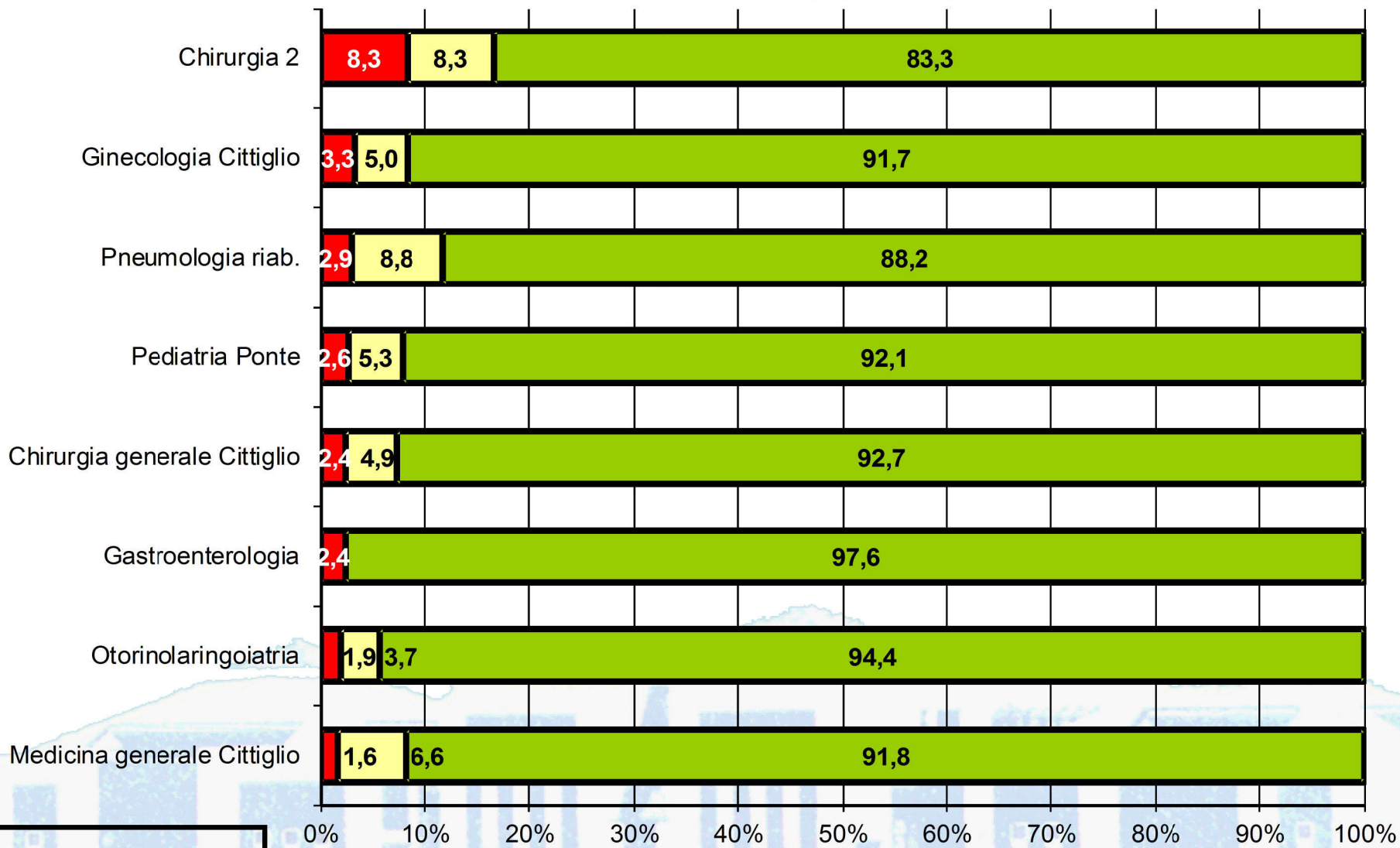
**Soglia di criticità > 1,6%**

# Degenze: aspetti alberghieri complessivamente



# Degenze: assistenza infermieri

■ Critico   ■ Sufficiente   ■ Positivo

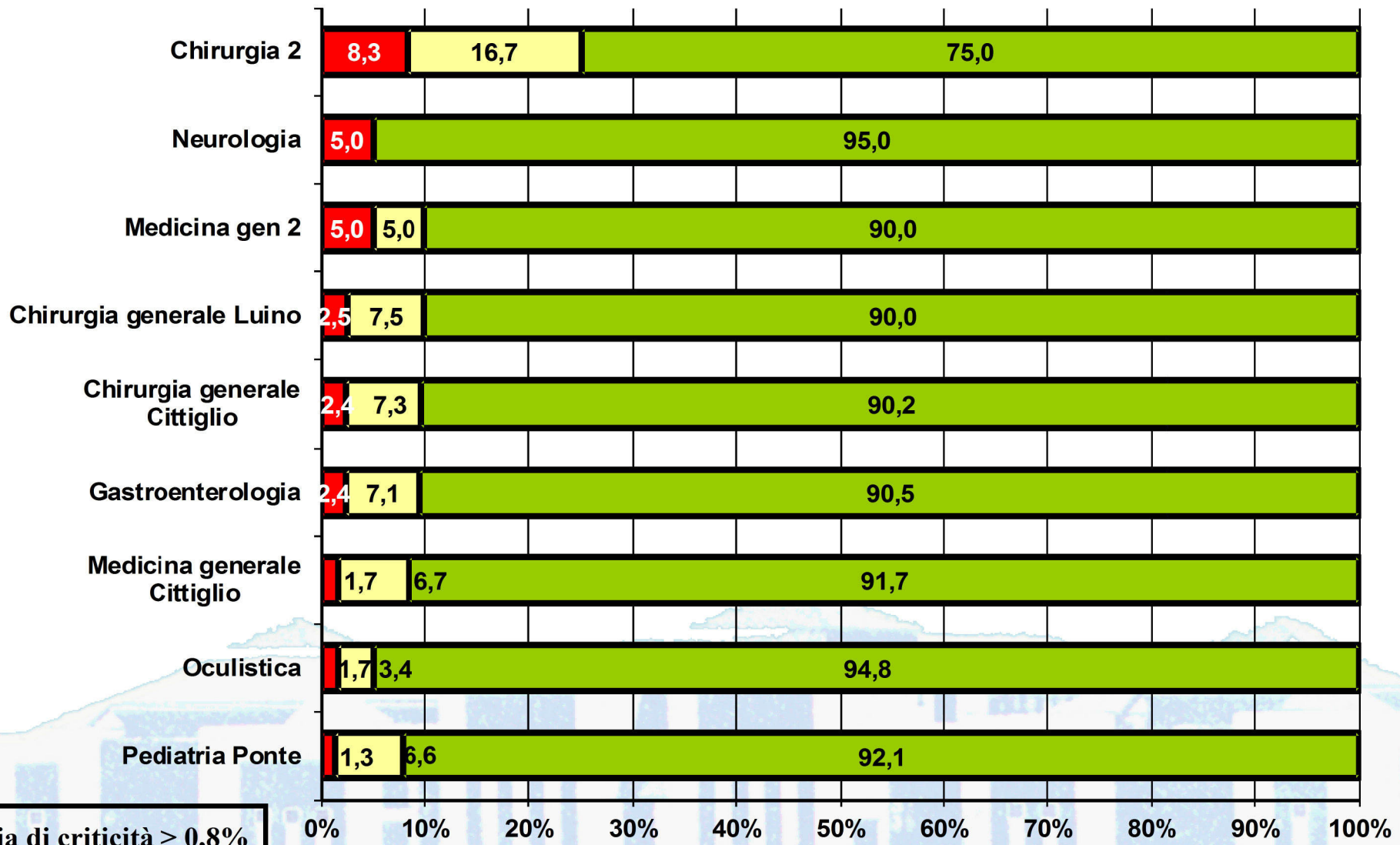


Soglia di criticità > 0,8%



# Degenze: assistenza medici

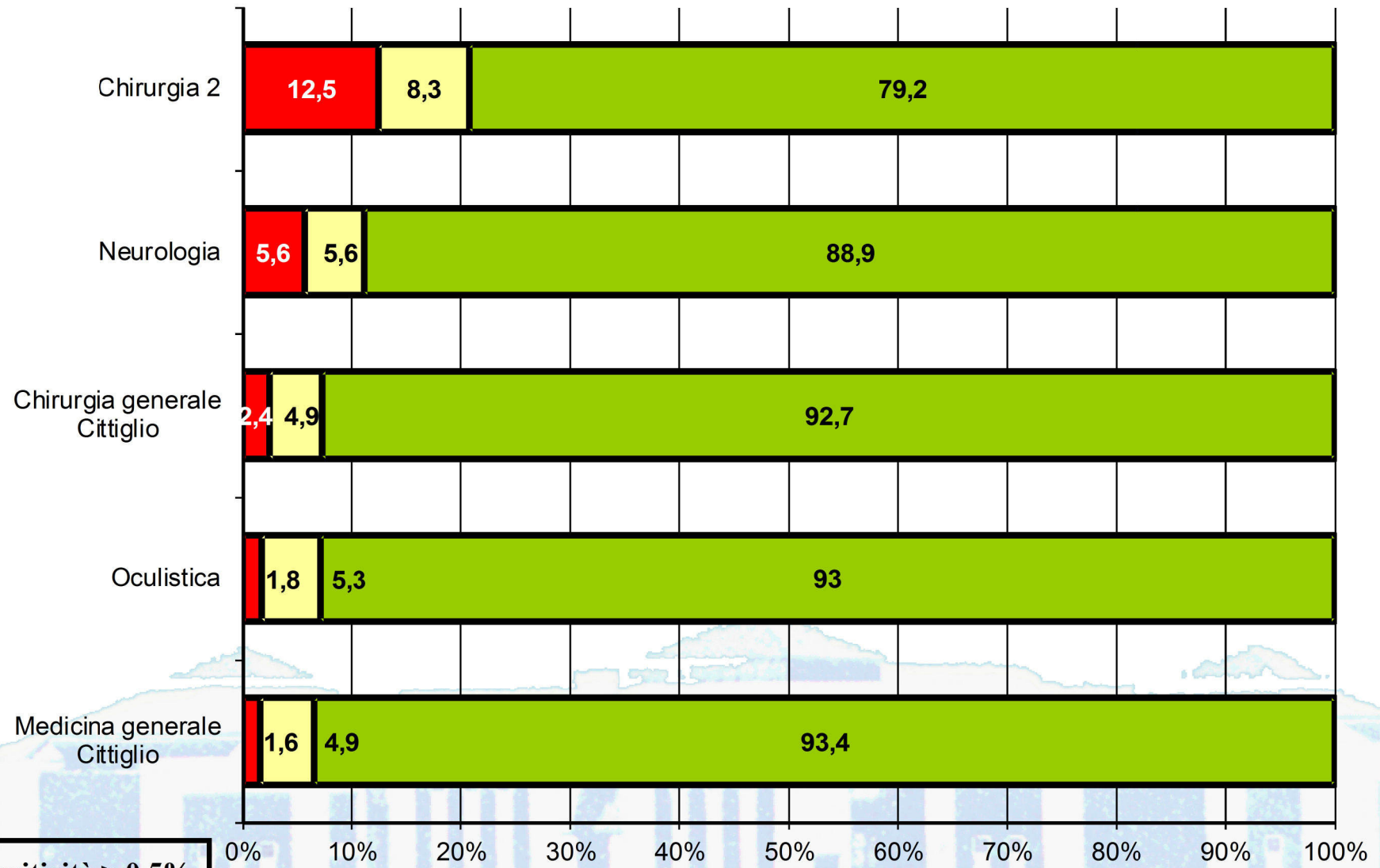
■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 0,8%

# Degenze: cure ricevute

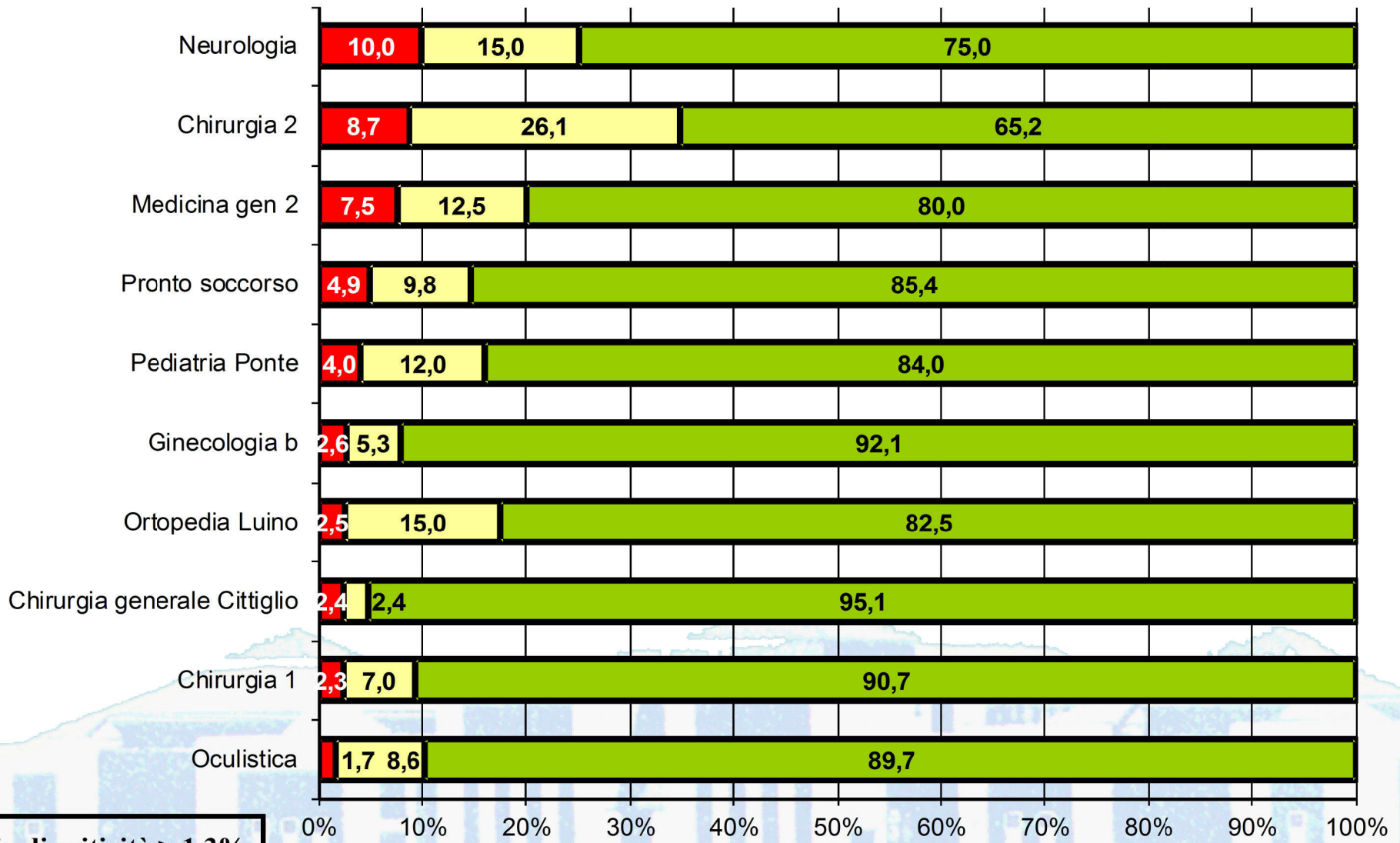
■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 0,5%**

# Degenze: informazioni cure

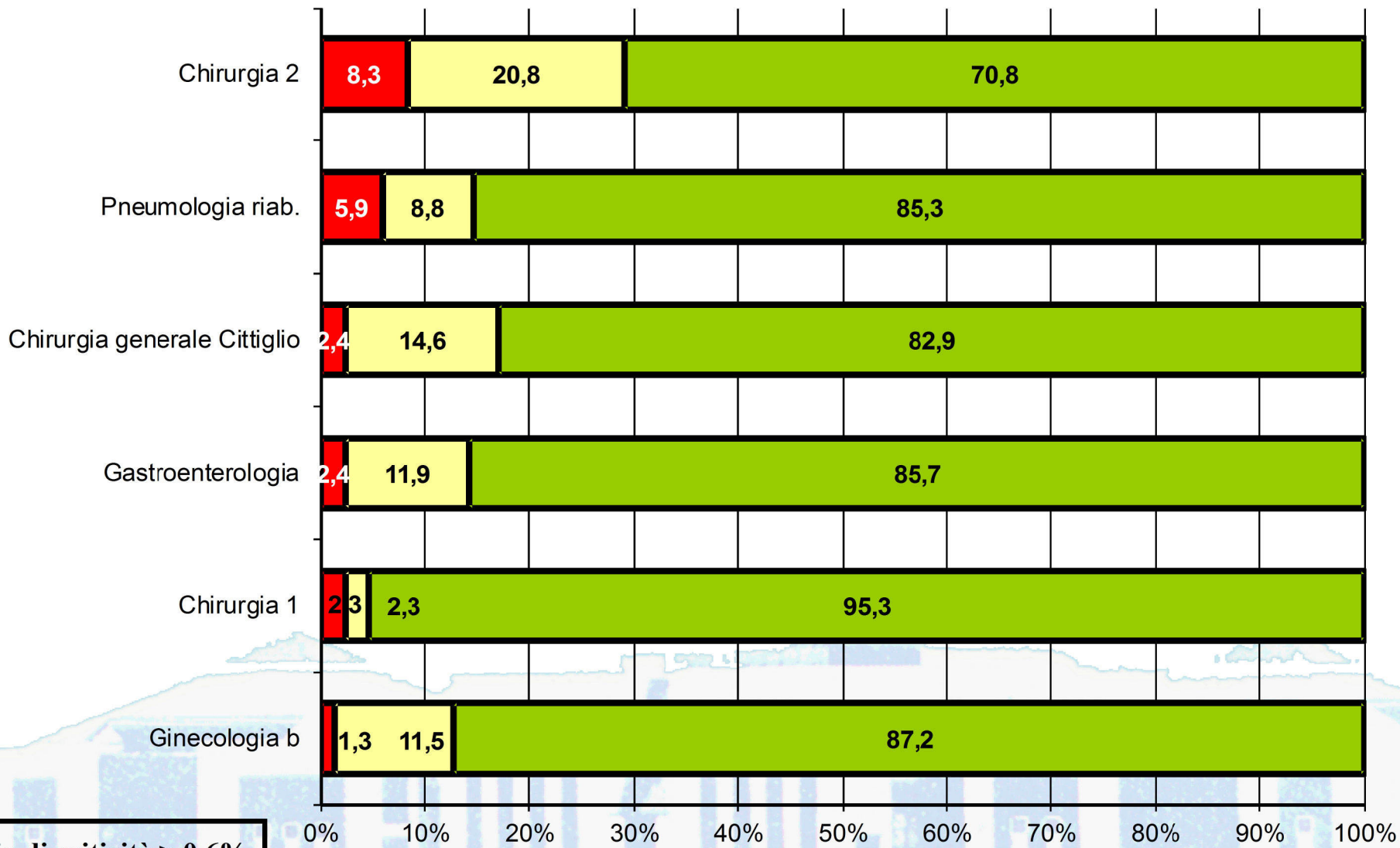
■ Critico   ■ Sufficiente   ■ Positivo



Soglia di criticità > 1,3%

# Degenze: rispetto riservatezza

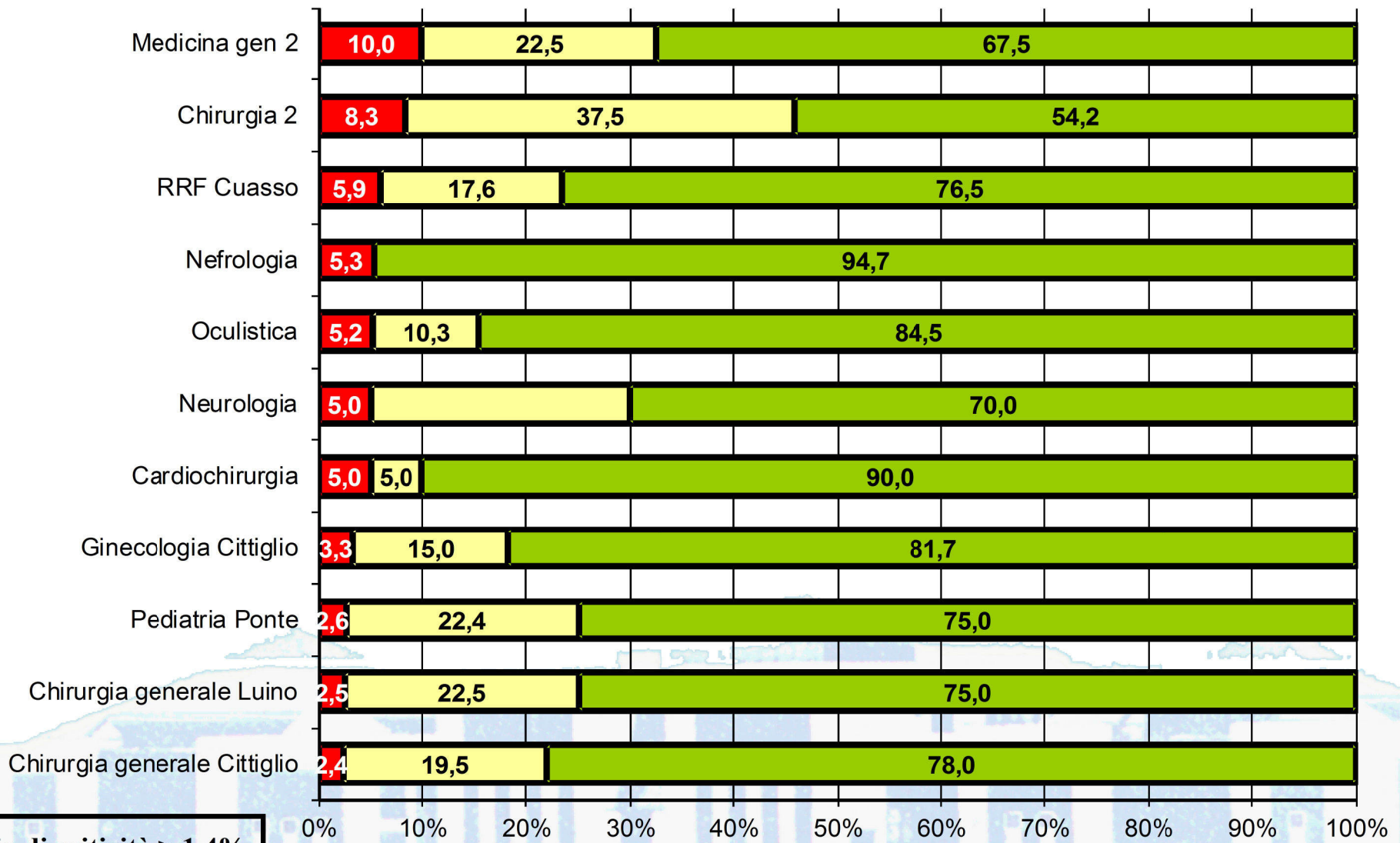
■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 0,6%**

# Degenze: organizzazione ospedale

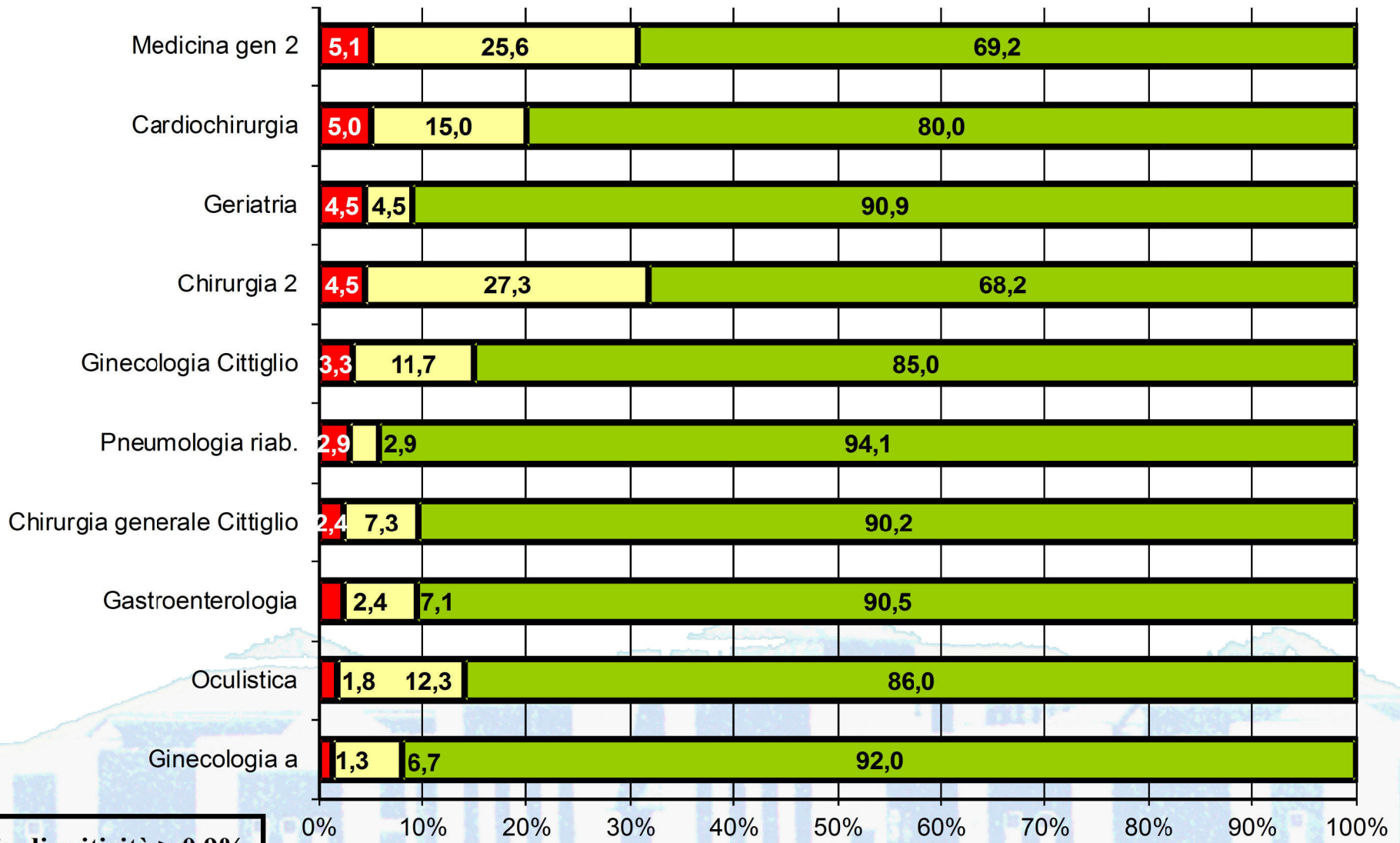
■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 1,4%**

# Degenze: indicazioni post dimissione

■ Critico   
 ■ Sufficiente   
 ■ Positivo



**Soglia di criticità > 0,9%**

# BENCHMARK

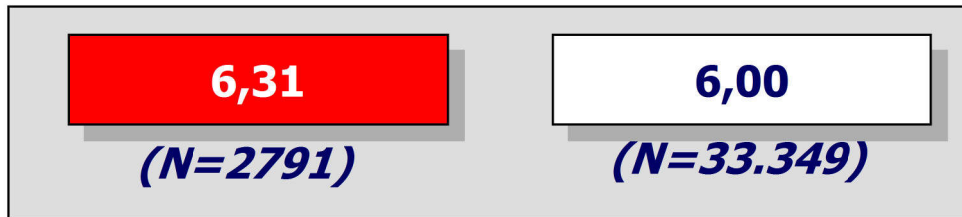
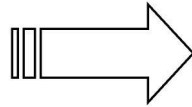


# Confronto 2013

## Totale Varese vs. Benchmark

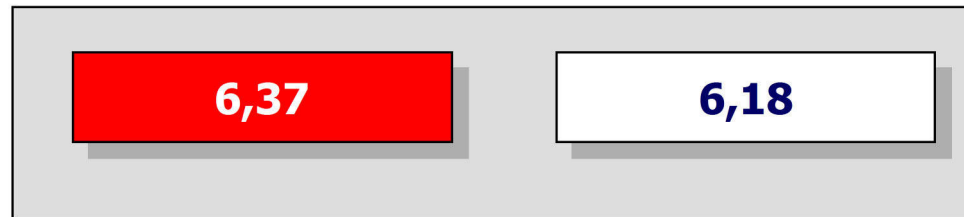
**Varese**      **Benchmark 2013**

**Indice di  
soddisfazione**



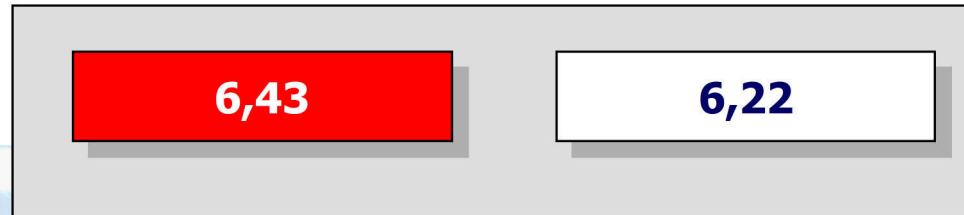
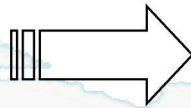
$\Delta = + 0,31$

**Indice di  
raccomandabilità**



$\Delta = + 0,19$

**Indice di  
riutilizzo**



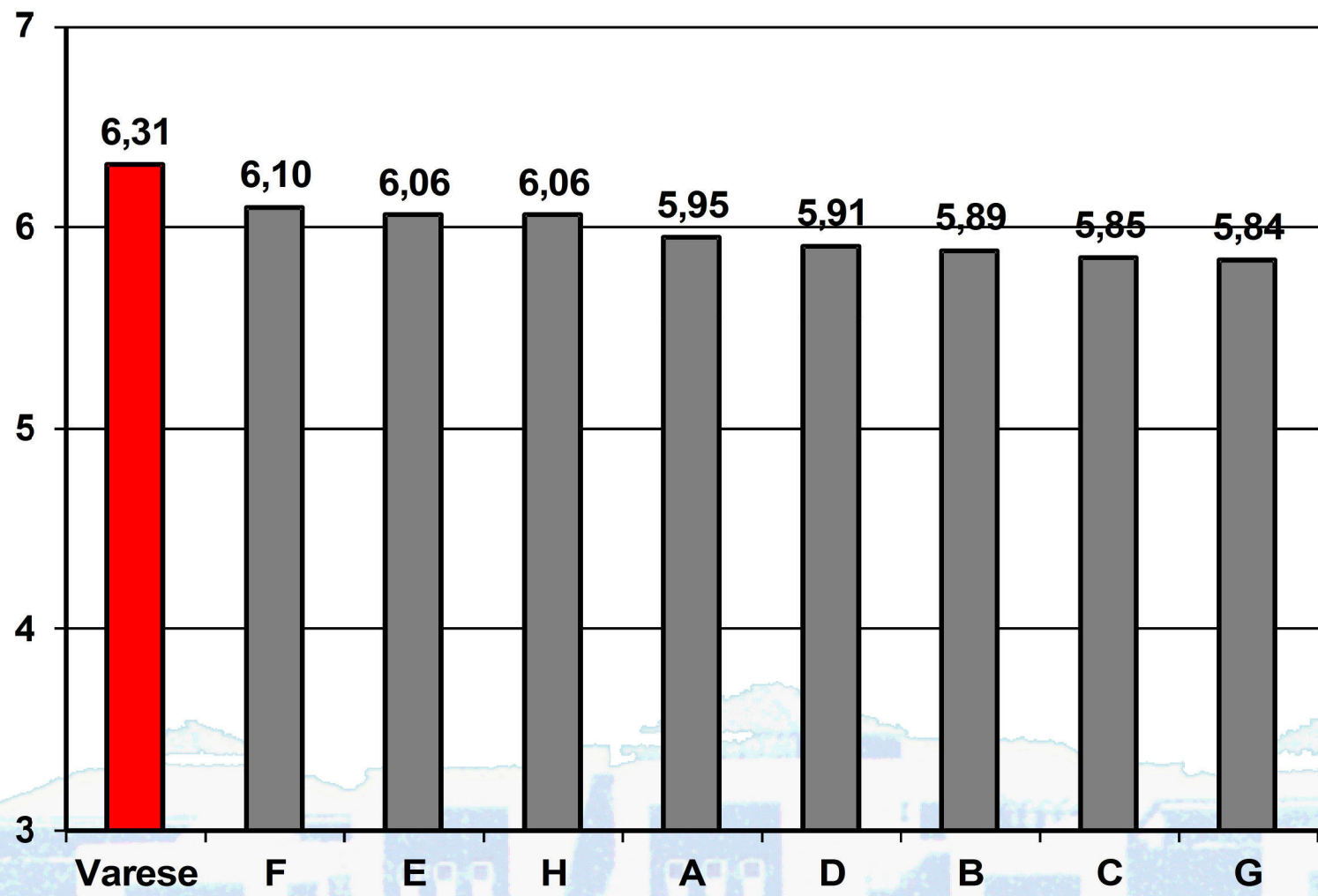
$\Delta = + 0,21$

(valori medi, scala 1-7)



# Confronto 2013

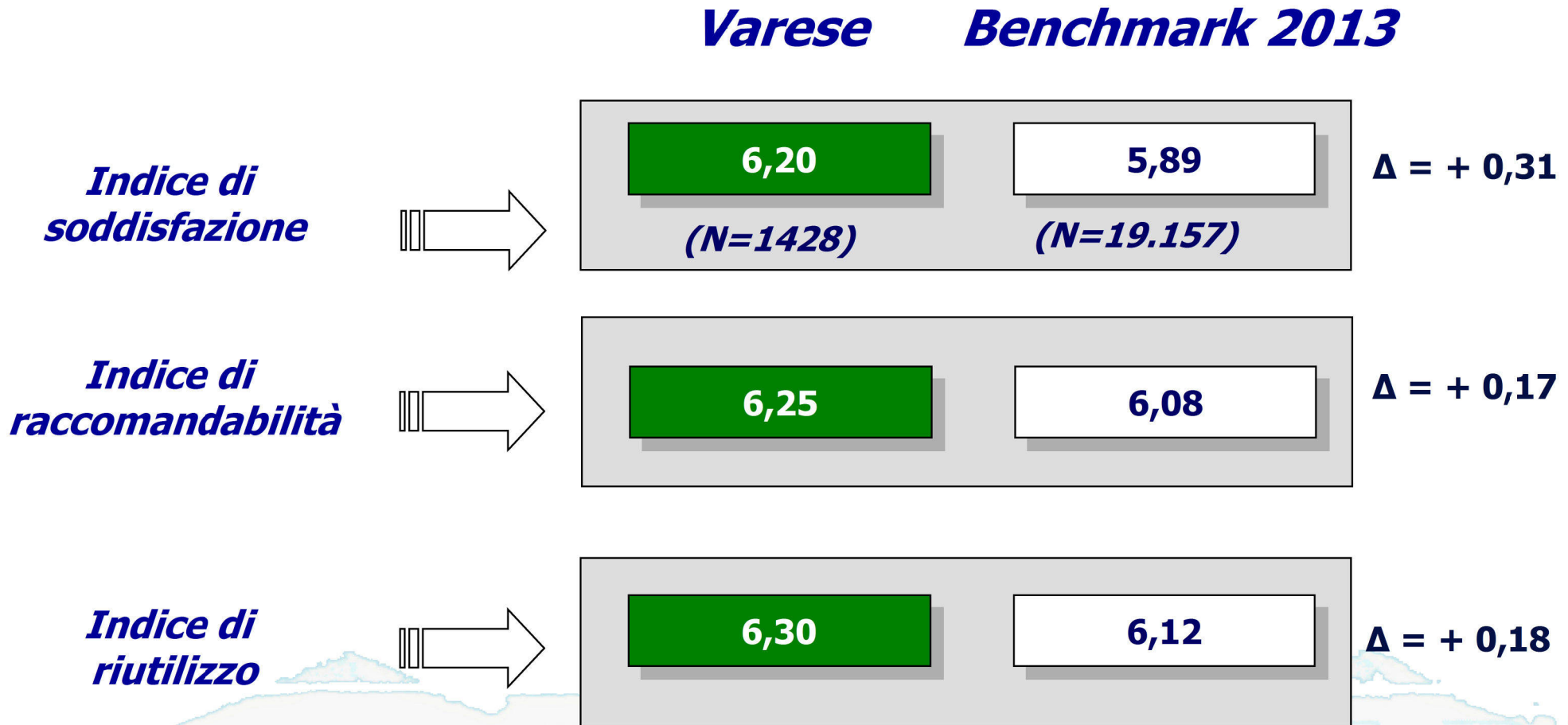
## Totale Varese vs. Benchmark



(valori medi, scala 1-7)

# Confronto Ambulatorio

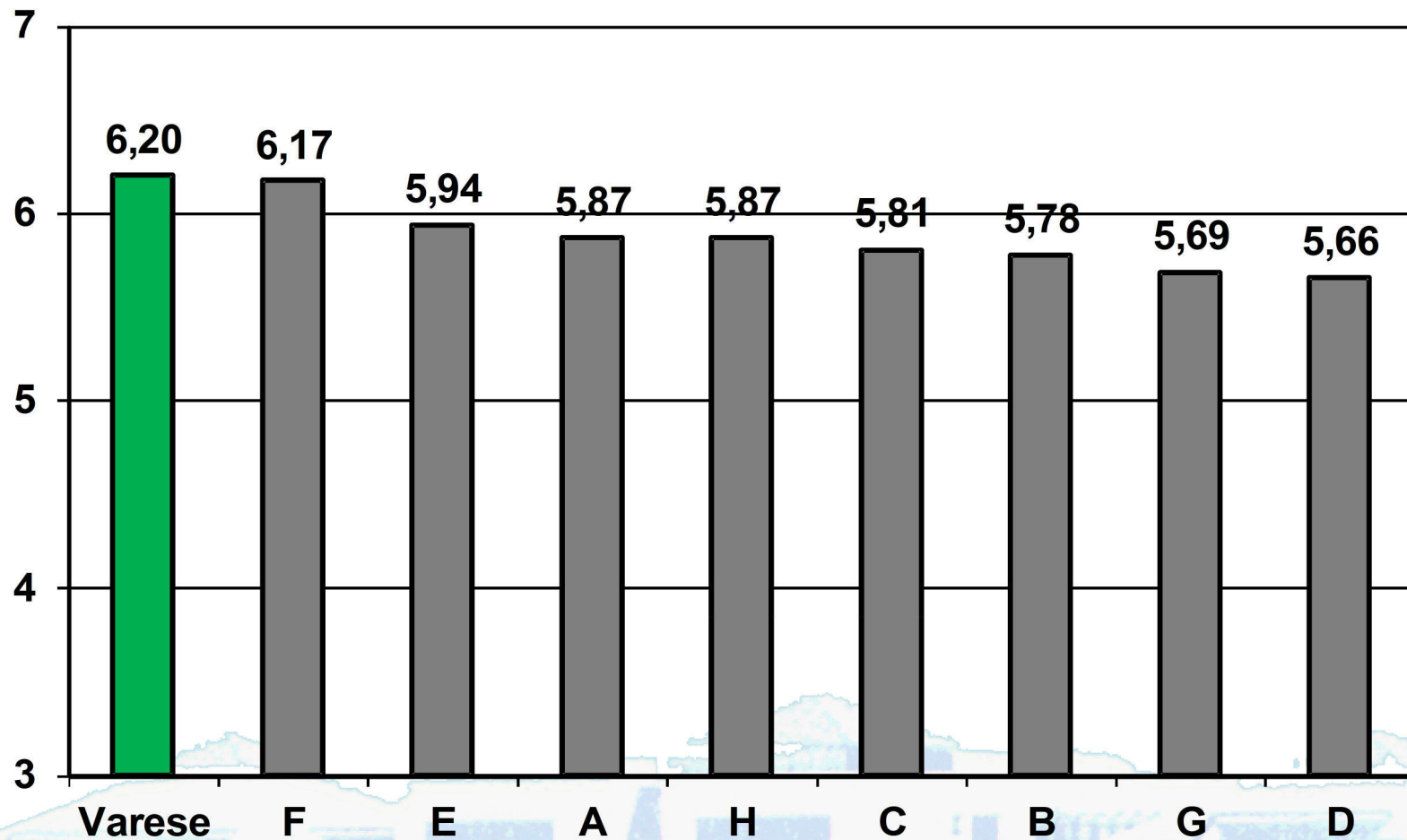
## Totale Varese 2013 vs. Benchmark 2013



(valori medi, scala 1-7)

# Confronto Ambulatorio

## Totale Varese 2013 vs. Benchmark 2013



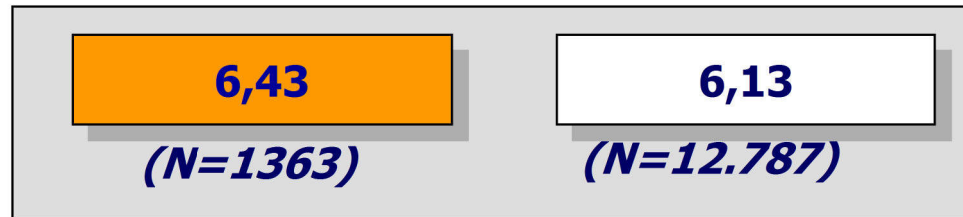
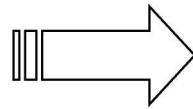
(valori medi, scala 1-7)

# Confronto Degenze

## Totale Varese 2013 vs. Benchmark 2013

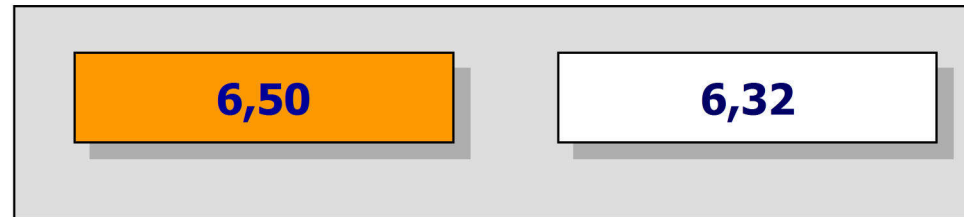
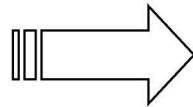
**Varese**      **Benchmark 2013**

**Indice di  
soddisfazione**



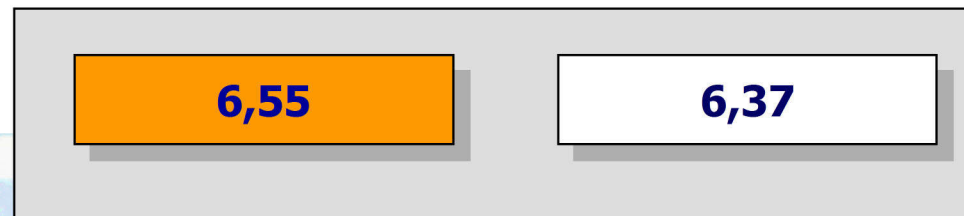
$\Delta = + 0,30$

**Indice di  
raccomandabilità**



$\Delta = + 0,18$

**Indice di  
riutilizzo**

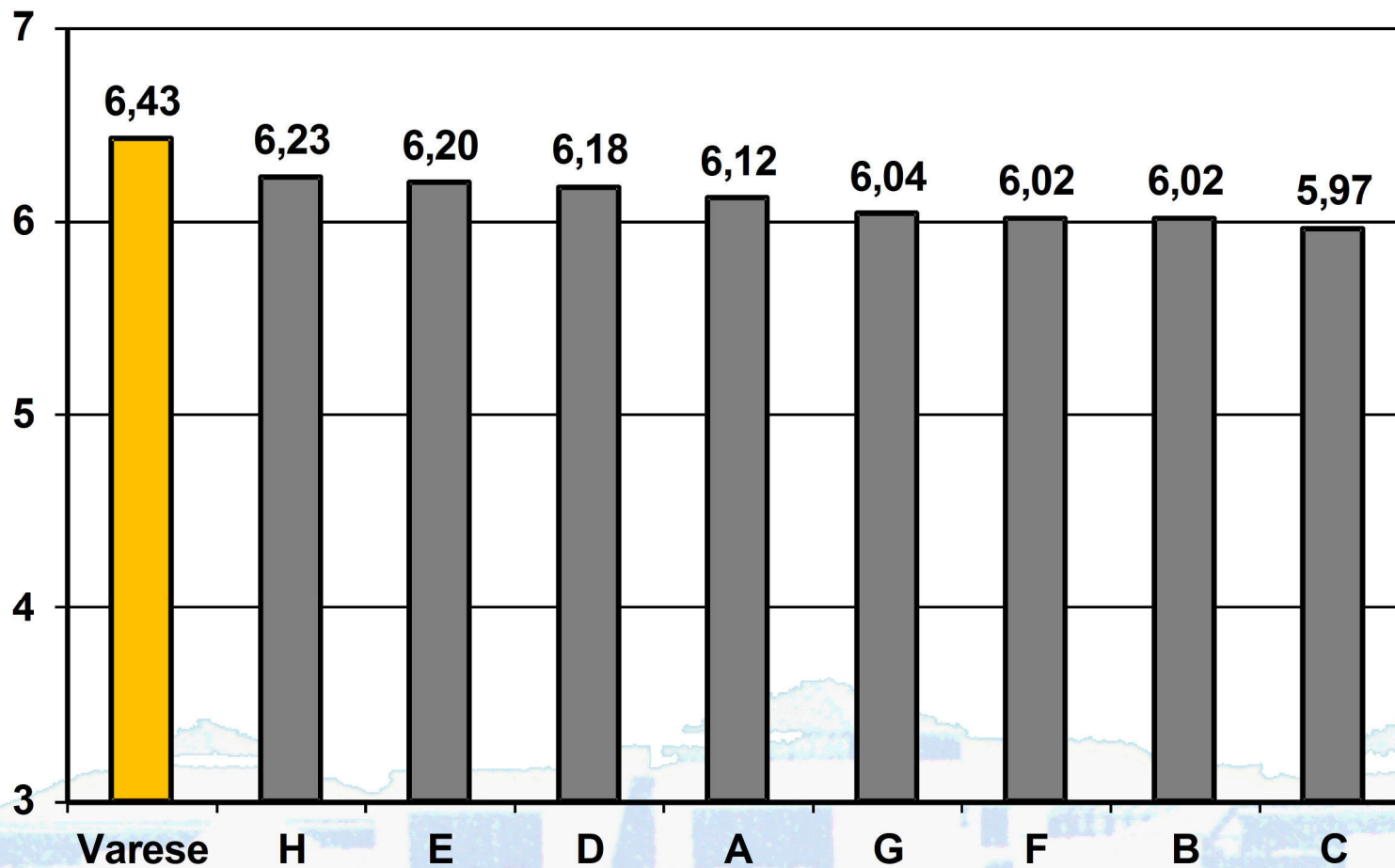


$\Delta = + 0,18$

(valori medi, scala 1-7)

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(valori medi, scala 1-7)