



**Ospedale
di Circolo**

**Fondazione
Macchi**

Sistema Sanitario



**Regione
Lombardia**

Customer satisfaction anno 2012

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

Presentazione risultati

(Gennaio 2013)



Dati generali

Servizi Ambulatoriali

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

Degenze

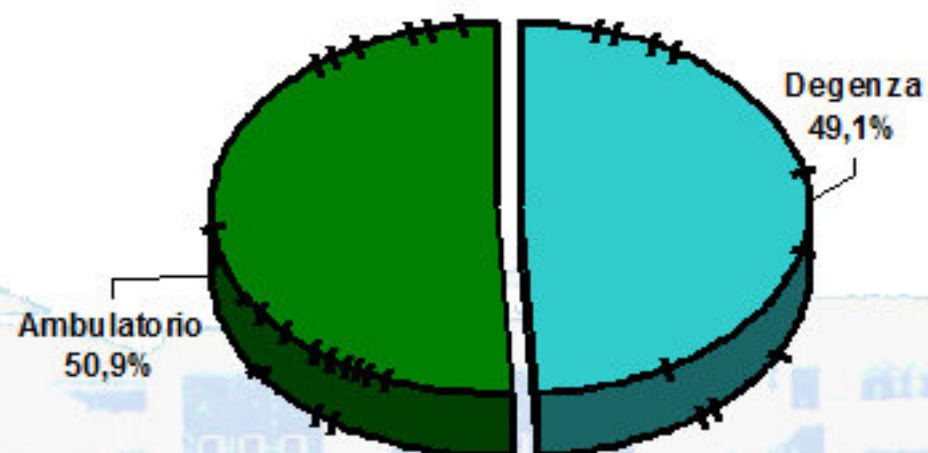
- *Totale rilevazioni*
- *Analisi in dettaglio degenze*
- *Ranking*
- *Consenso informato*
- *Criticità*

Benchmark

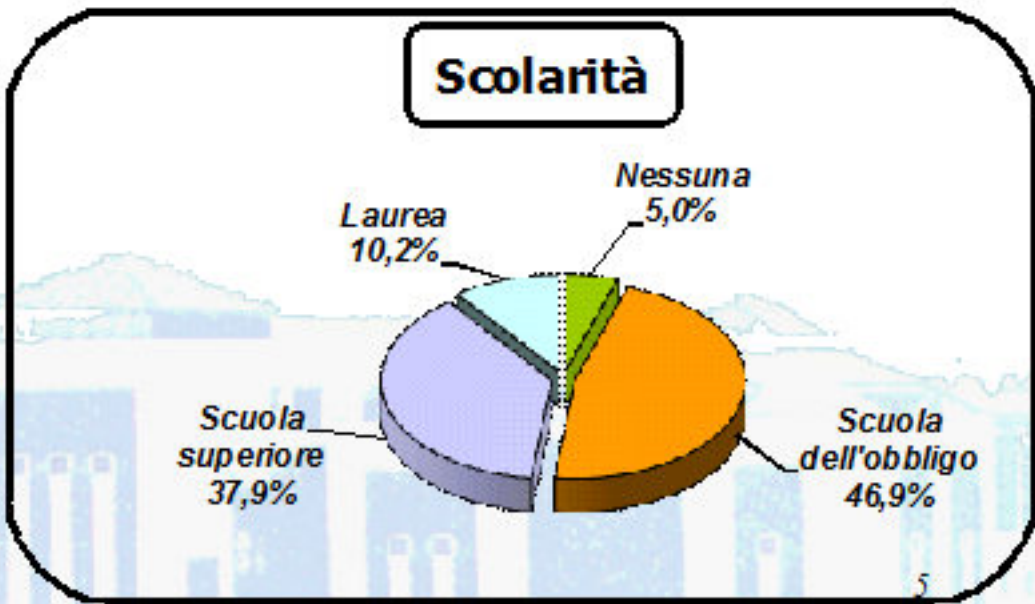
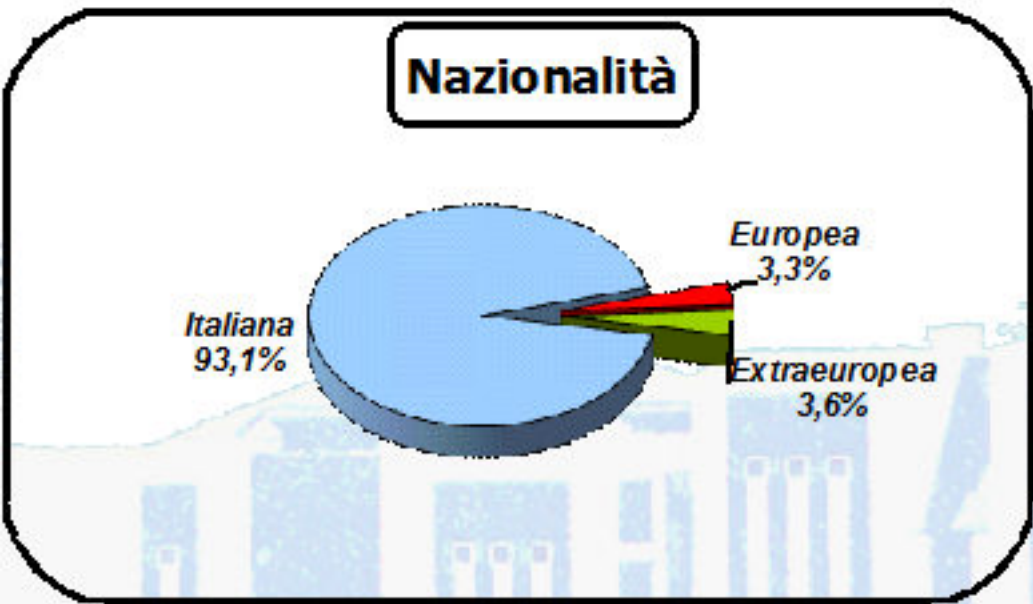
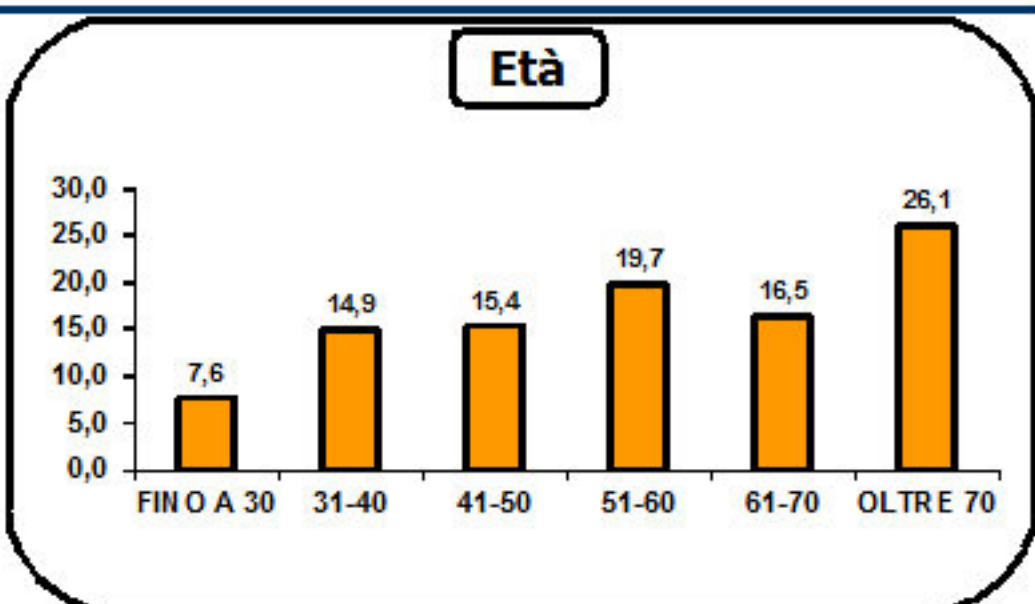
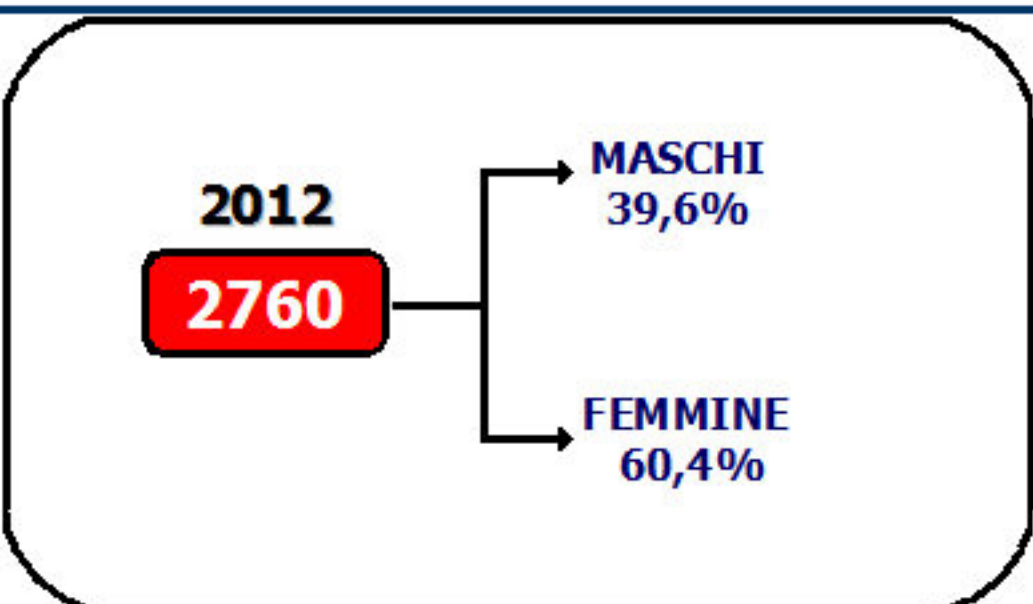
DATI GENERALI



Il campione



Il campione



Indici generali

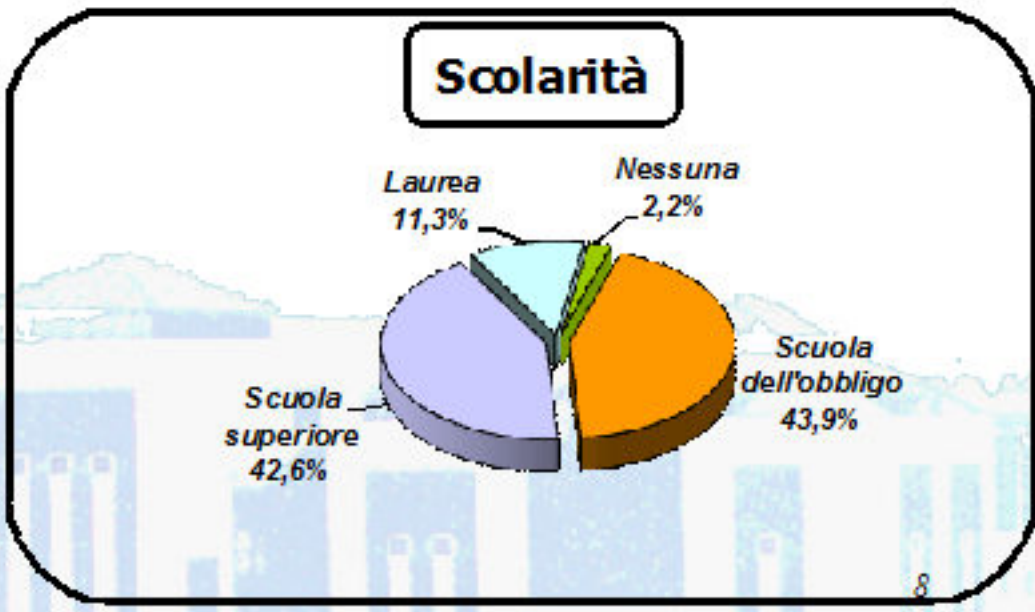
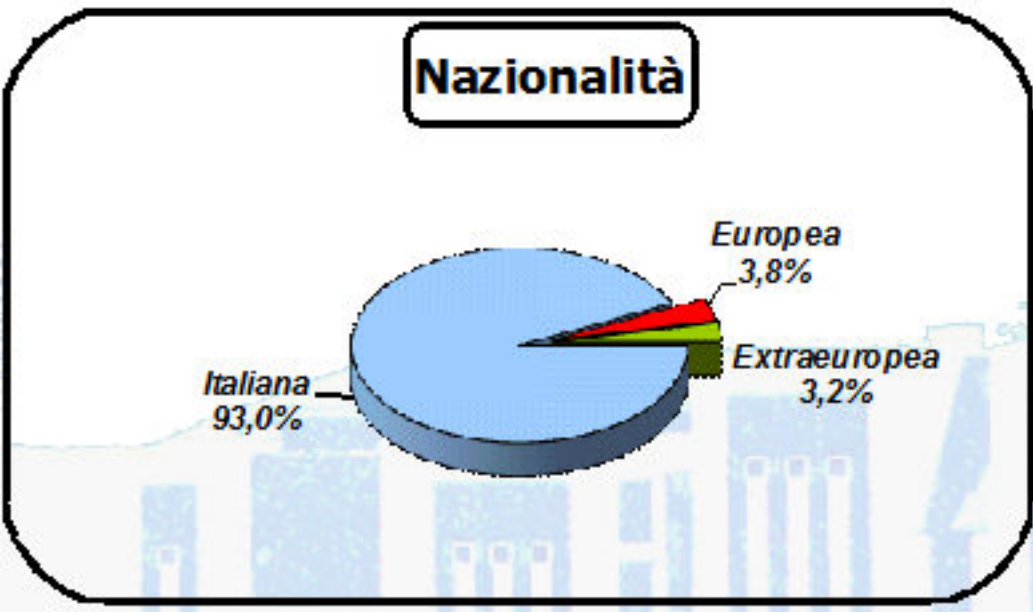
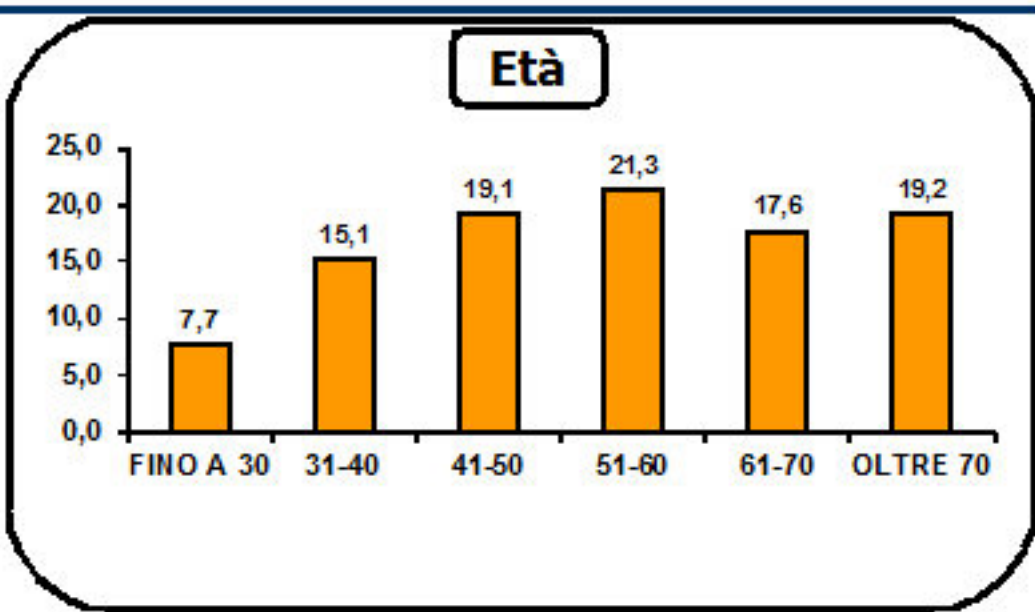
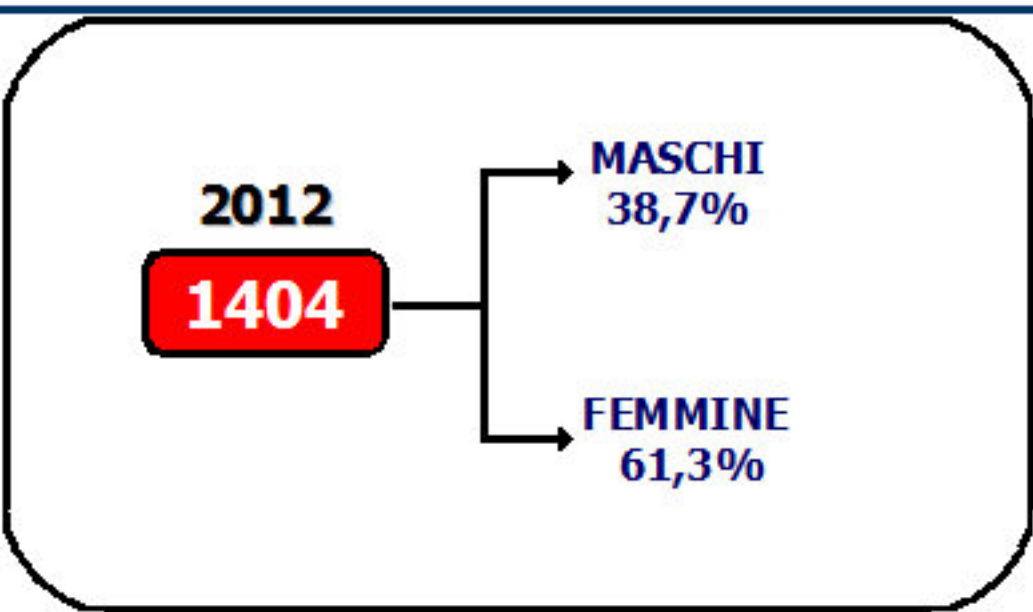
Soddisfazione	2011 6,17 <i>(N=2751)</i>	2012 6,32 <i>(N=2760)</i>	Δ 2012 - 2011 + 0,15
Raccomandabilità	2011 6,18	2012 6,38	Δ 2012 - 2011 + 0,20
Riutilizzo	2011 6,27	2012 6,46	Δ 2012 - 2011 + 0,19

(valori medi, scala 1-7)

SERVIZI AMBULATORIALI

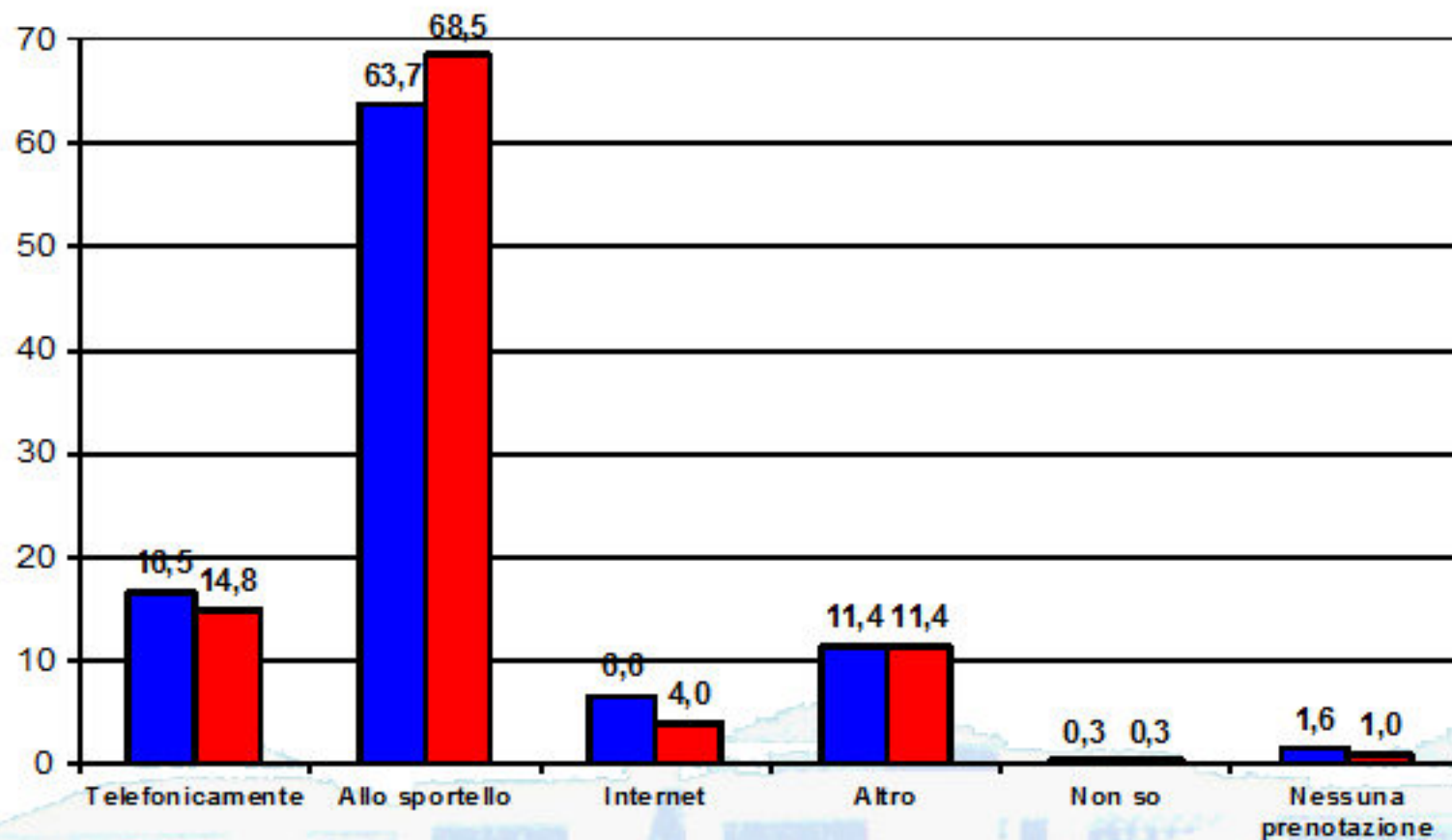


Ambulatori: il campione



Ambulatori: modalità di prenotazione

■ 2011 ■ 2012



Valori percentuali

Ambulatori: *indici generali*

2011 vs. 2012

Soddisfazione

2011
5,98

(N=1422)

2012
6,26

(N=1404)

Δ 2012 - 2011
+ 0,28

Raccomandabilità

2011
5,95

2012
6,33

Δ 2012 - 2011
+ 0,38

Riutilizzo

2011
6,05

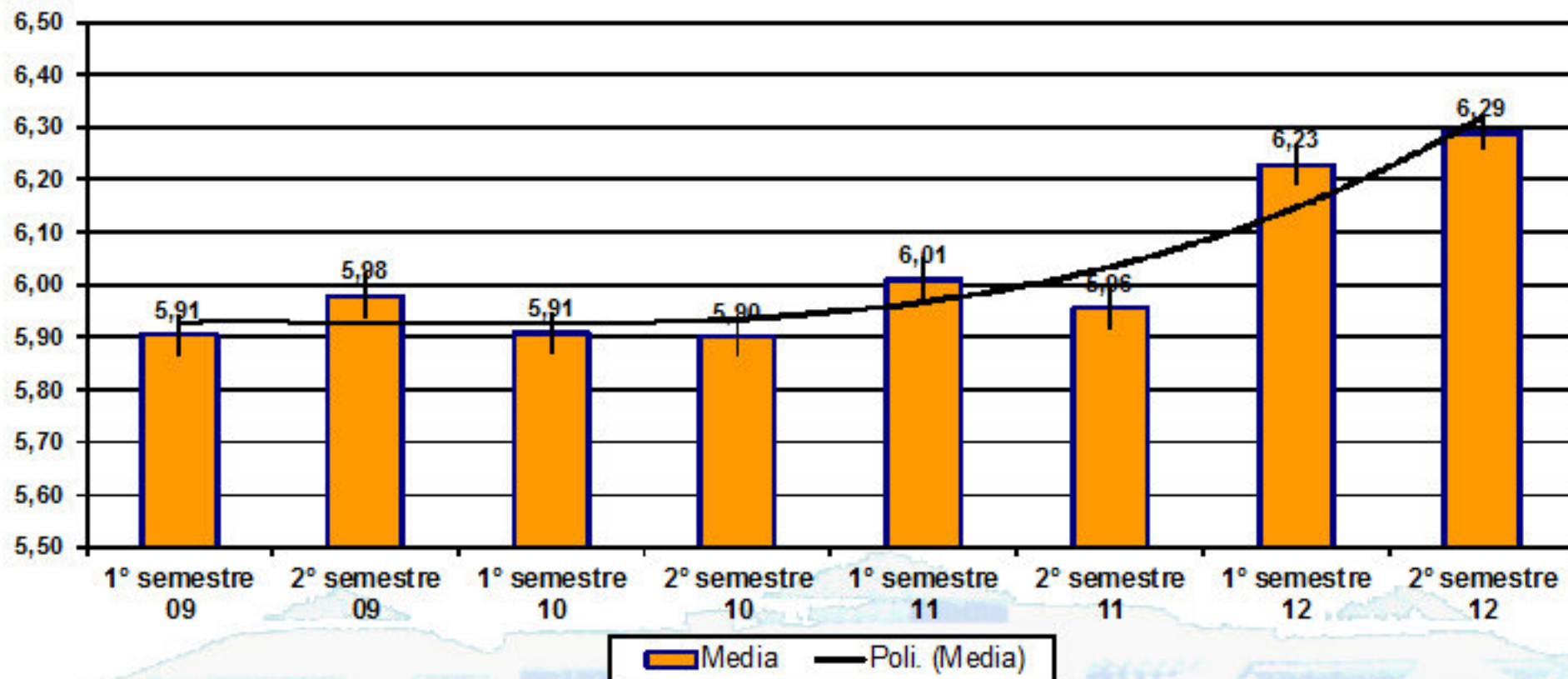
2012
6,42

Δ 2012 - 2011
+ 0,37

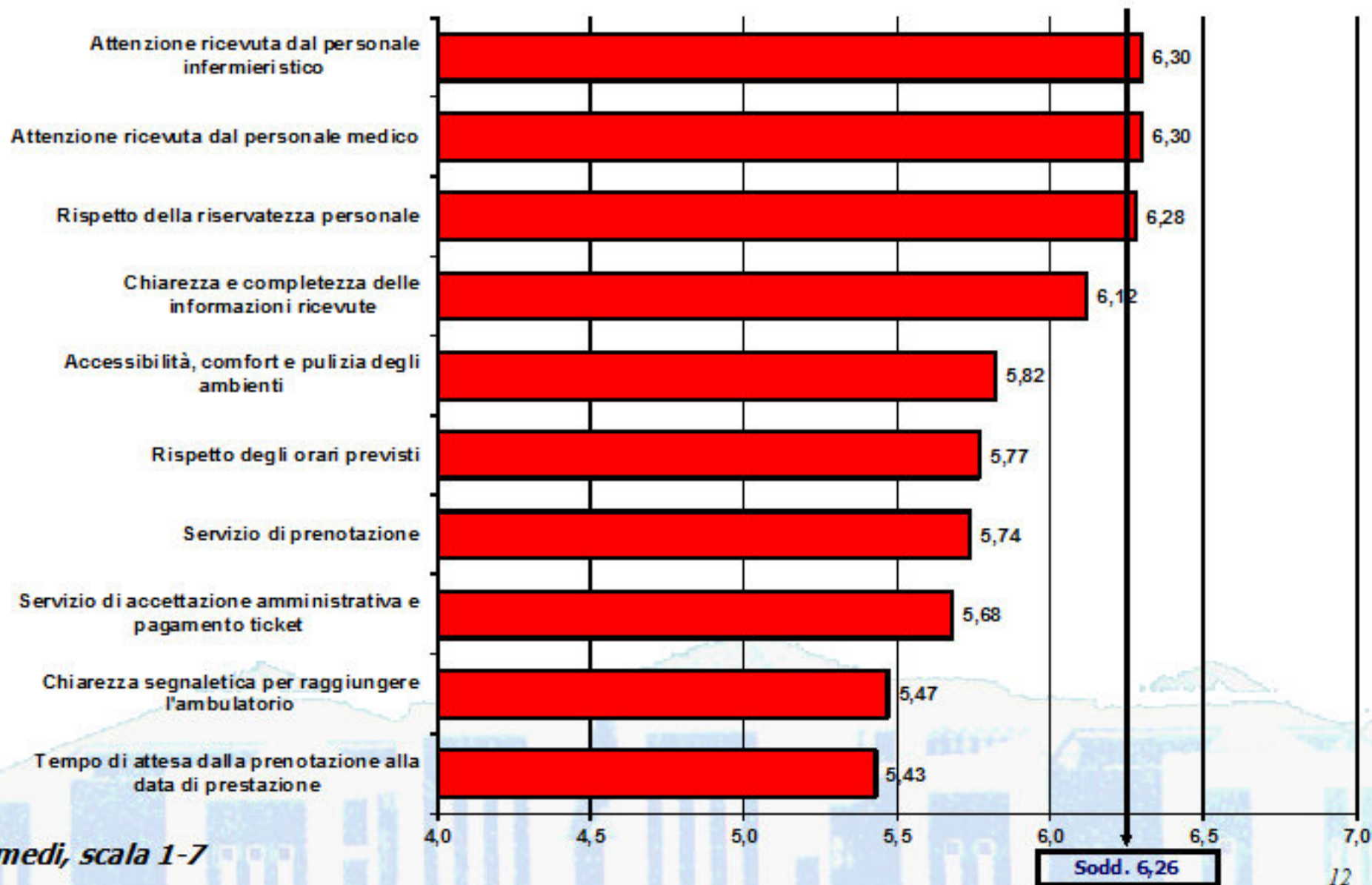
Valori medi, scala 1-7

Ambulatori: confronto temporale

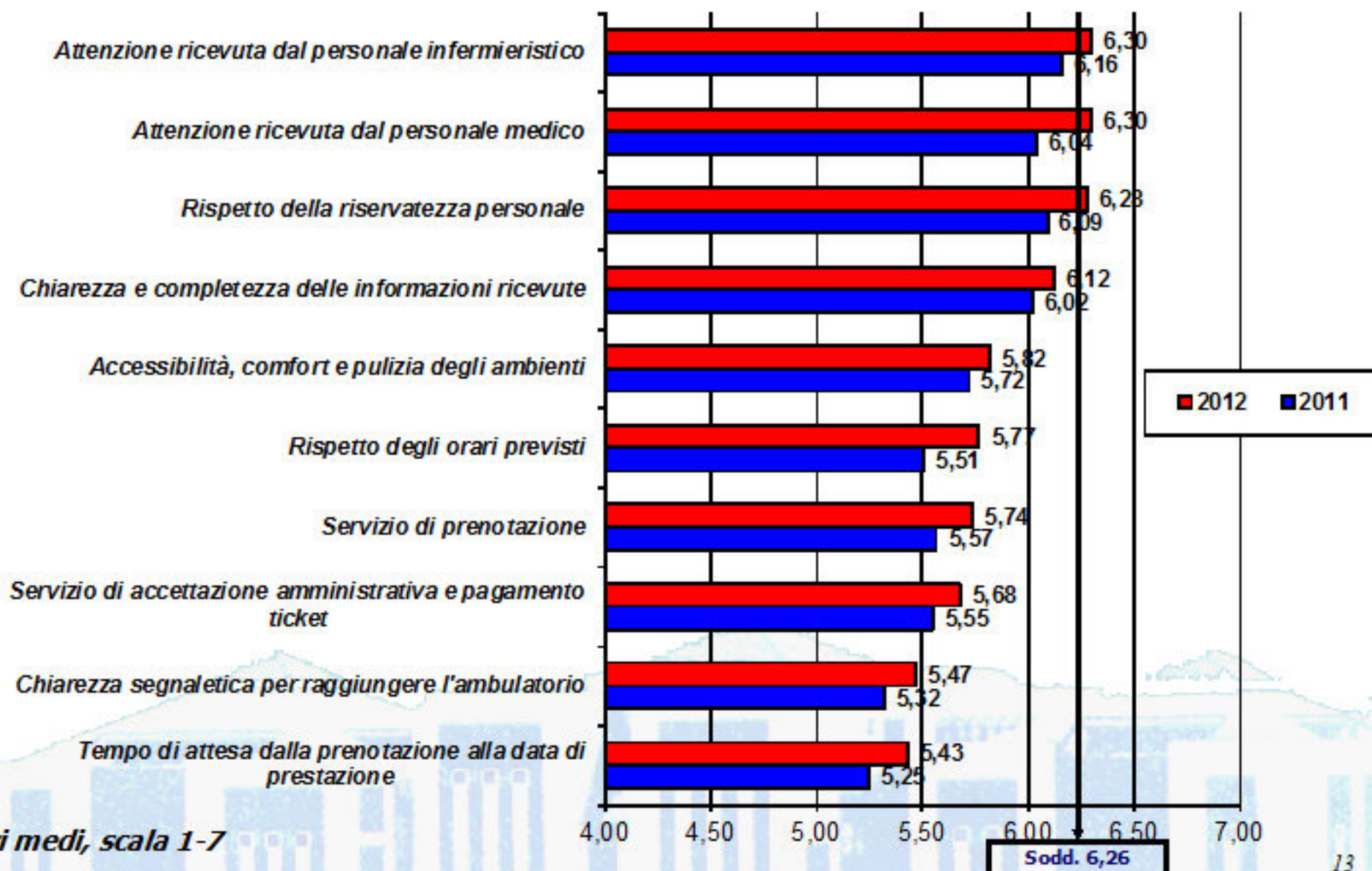
Andamento indice di soddisfazione



Ambulatori: soddisfazione per i singoli elementi del servizio 2012



Ambulatori: soddisfazione per i singoli elementi servizio (2012 vs. 2011)



AMBULATORI: Dettaglio



Ambulatori: rilevazioni

Ambulatori	1° semestre 12	2° semestre 12	Totale 2012
Ospedale di Circolo			
Diabetologia	32	31	63
Medicina nucleare	50	50	100
Riabilitazione specialistica	50	50	100
Immunologia e servizio trasfusionale	12	12	24
Dermatologia	30	30	60
Radioterapia	12	12	24
Radiologia	42	41	83
Poliambulatorio	39	66	105
Ospedale Del Ponte			
Radiologia	40	42	82
Poliambulatorio	60	65	125
Ospedale di Cittiglio			
Poliambulatorio	61	60	121
Ospedale di Luino			
Poliambulatorio	60	60	120
Ospedale di Cuasso			
Poliambulatorio	22	20	42

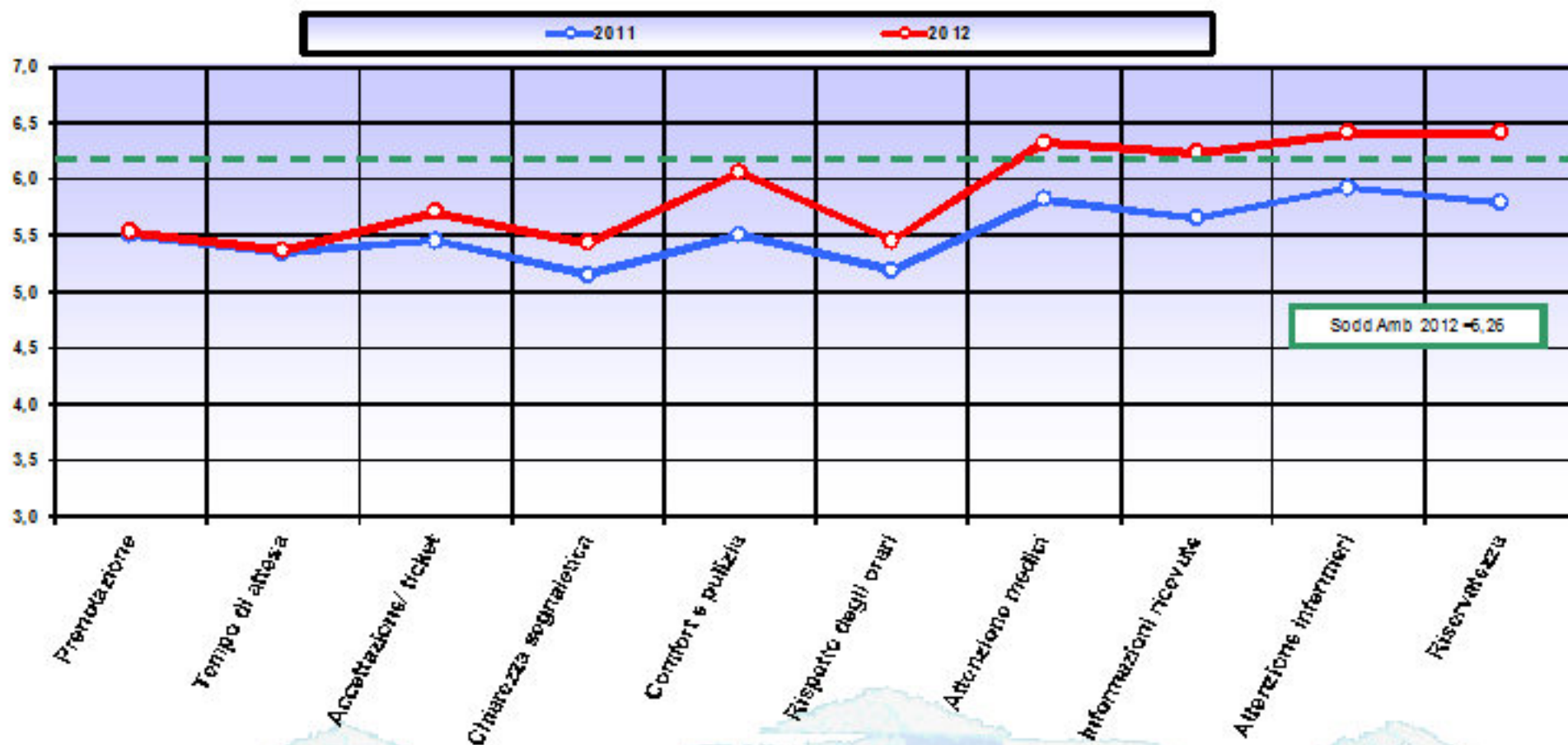
Ambulatori: rilevazioni

Ambulatori	1° semestre 12	2° semestre 12	Totale 2012
Poliambulatorio via Monte Rosa			
Poliambulatorio	73	71	144
Poliambulatorio Arcisate			
Poliambulatorio	43	27	70
Poliambulatorio Gavirate			
Poliambulatorio	29	30	59
Poliambulatorio Comerio			
Poliambulatorio	20	23	43
Poliambulatorio via Luini			
Poliambulatorio	20	19	39
Totale	695	709	1404

AMBULATORI: Ospedale di Circolo (Varese)



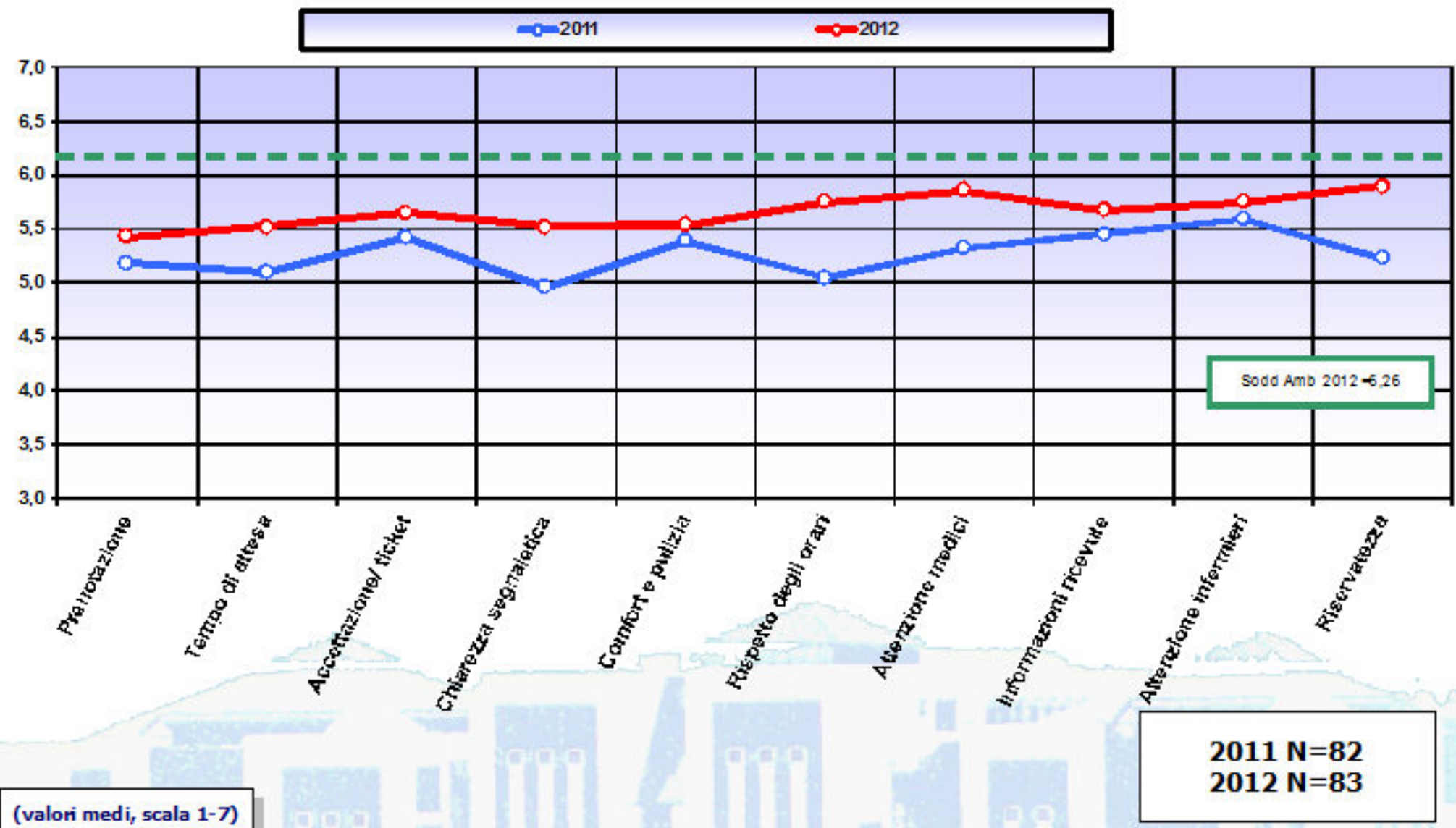
Circolo: Poliambulatorio



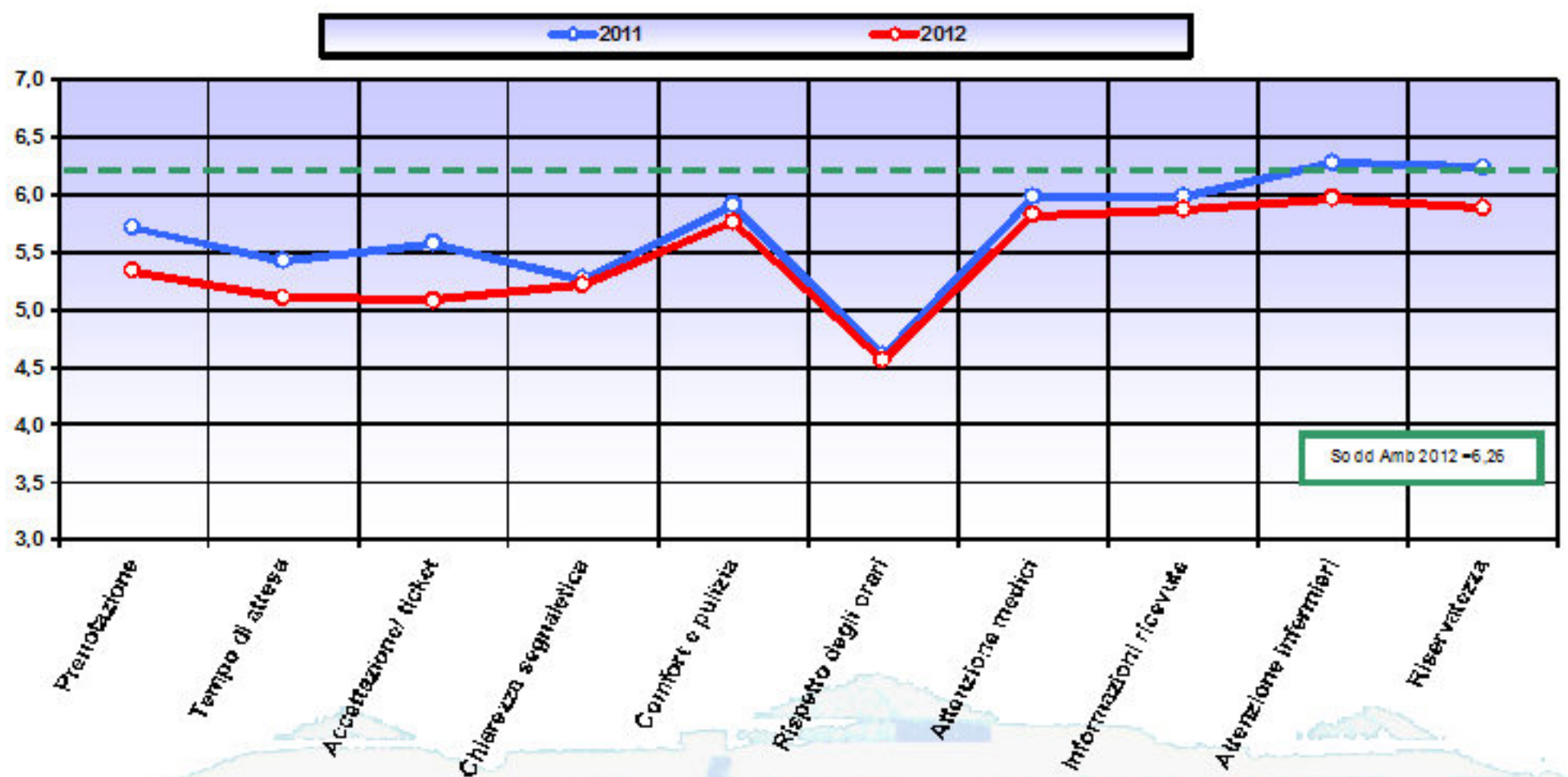
(valori medi, scala 1-7)

2011 N=115
2012 N=105

Circolo: Radiologia



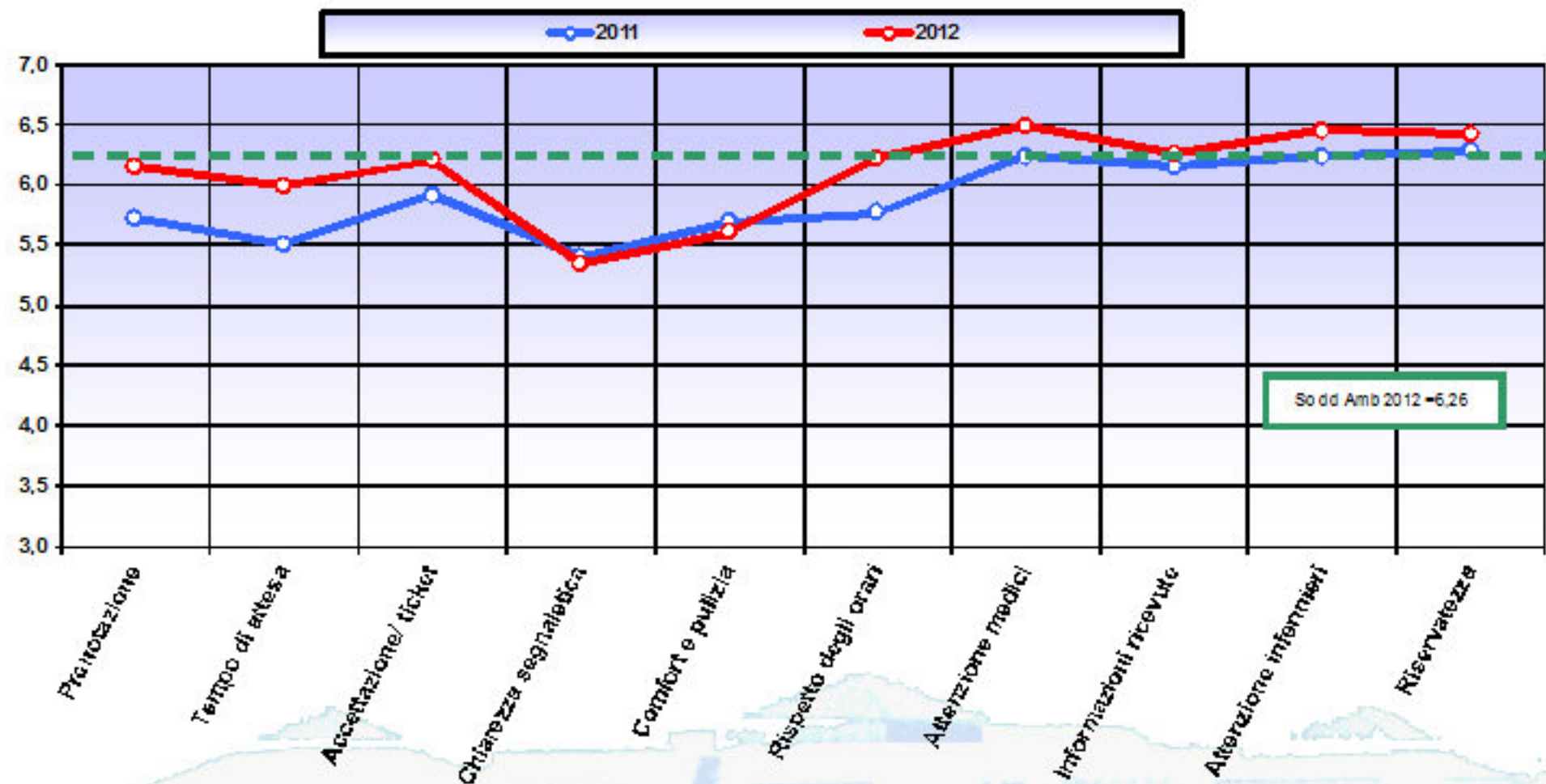
Circolo: Diabetologia



(valori medi, scala 1-7)

2011 N=60
2012 N=63

Circolo: Medicina nucleare

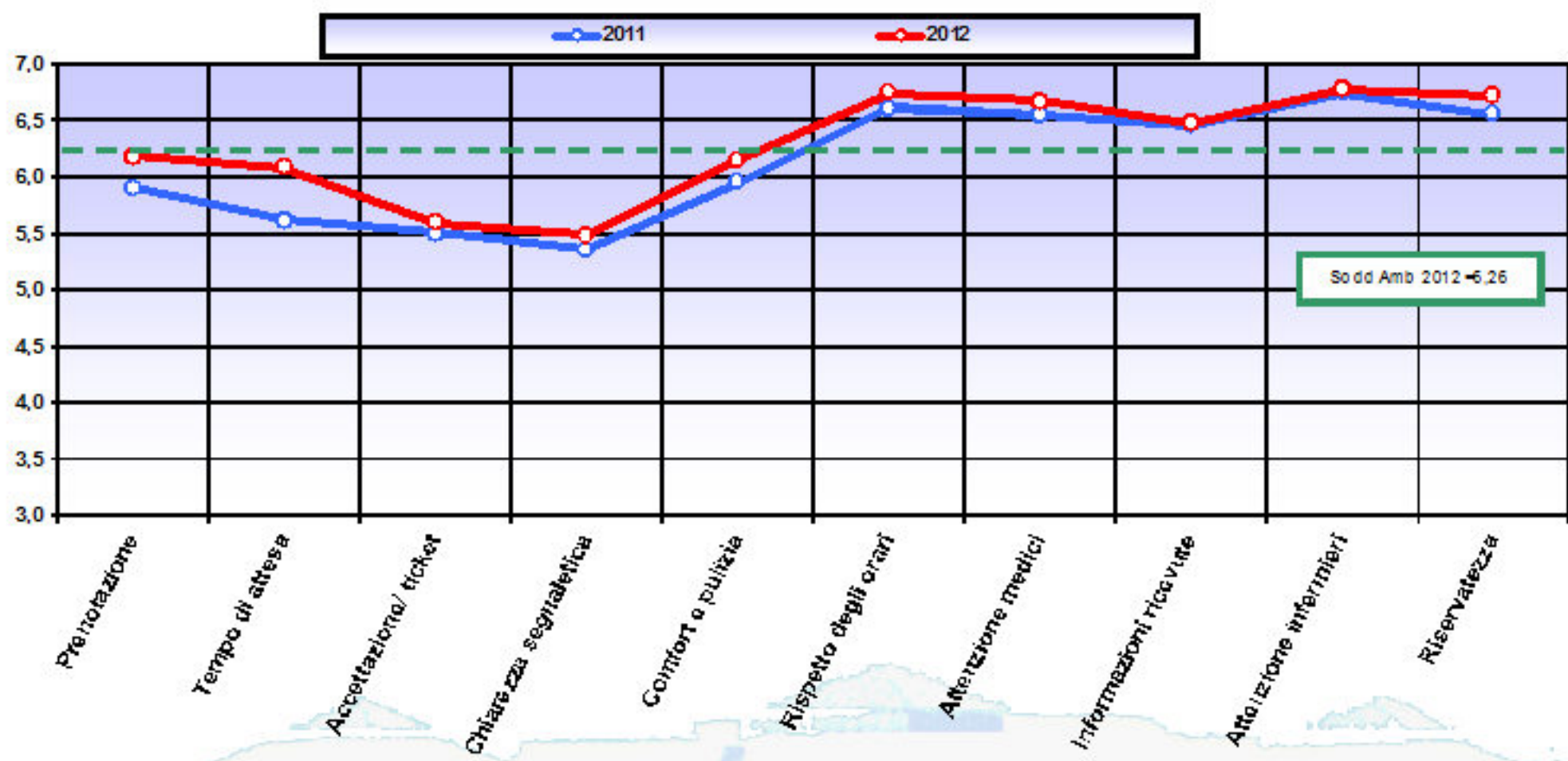


So dd Amb 2012 =6,26

(valori medi, scala 1-7)

2011 N=100
2012 N=100

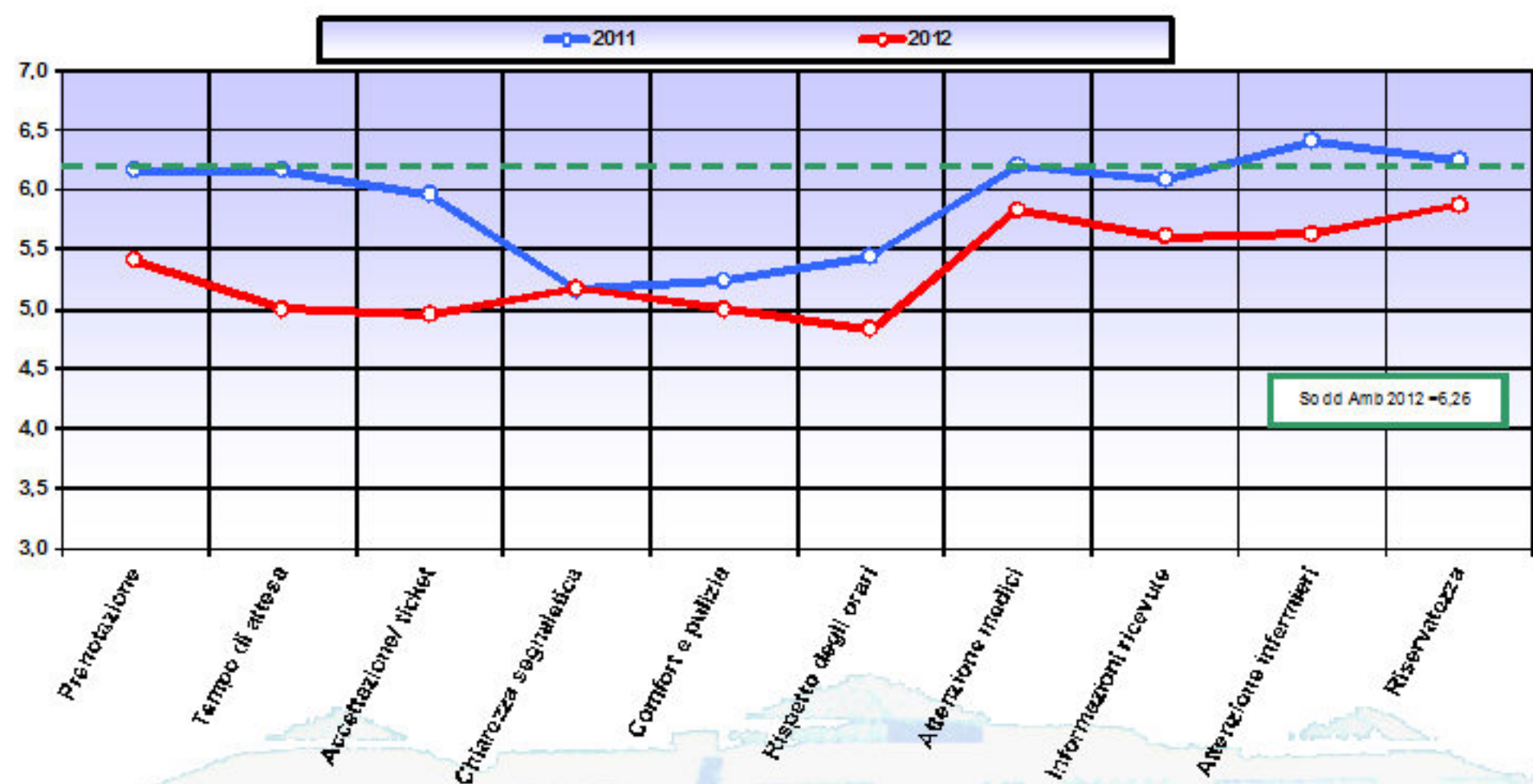
Circolo: Riabilitazione specialistica



So dd Amb 2012 = 6,26

(valori medi, scala 1-7)

2011 N= 103
2012 N= 100

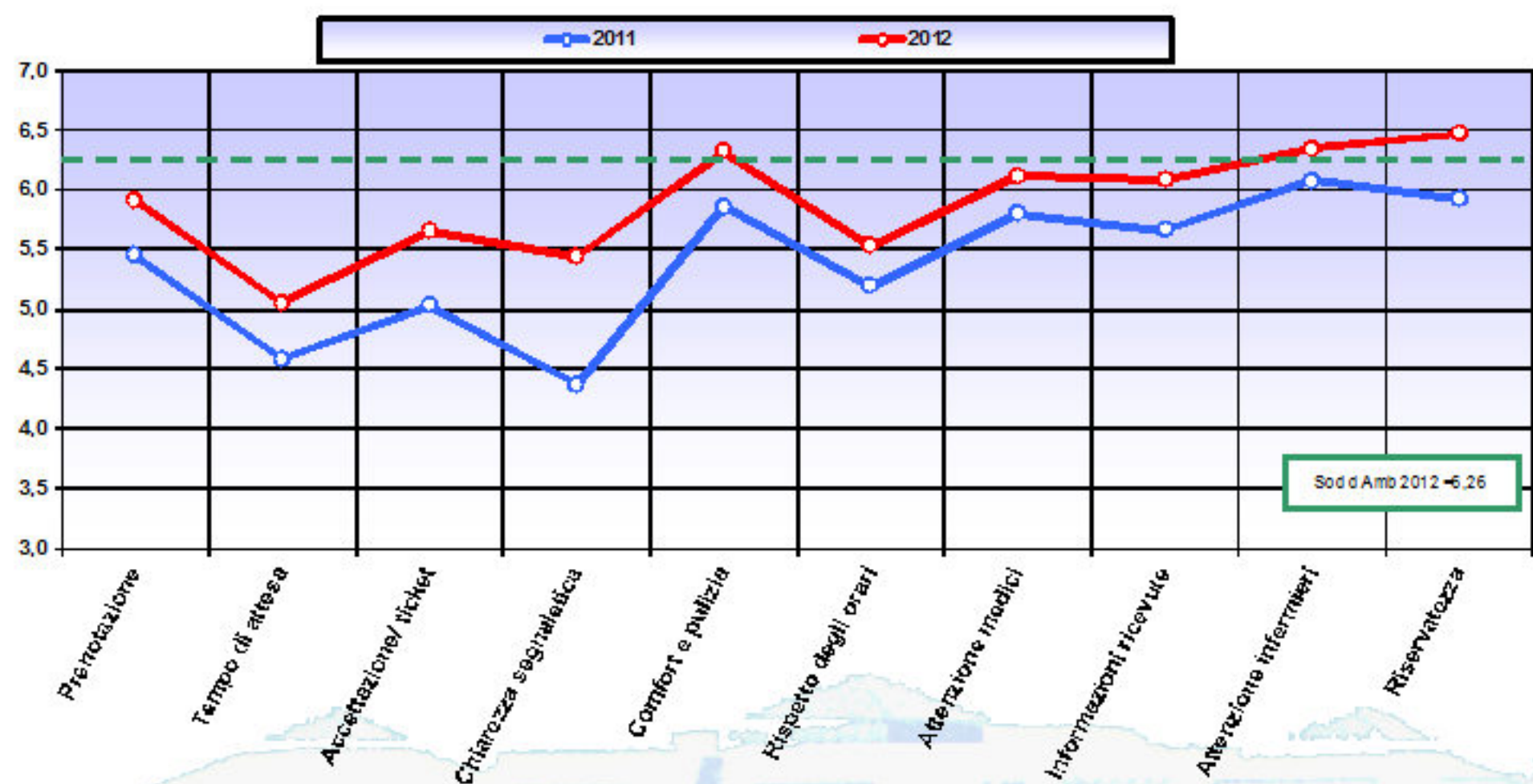


So dd Amb 2012 =6.26

(valori medi, scala 1-7)

2011 N=26
2012 N=24

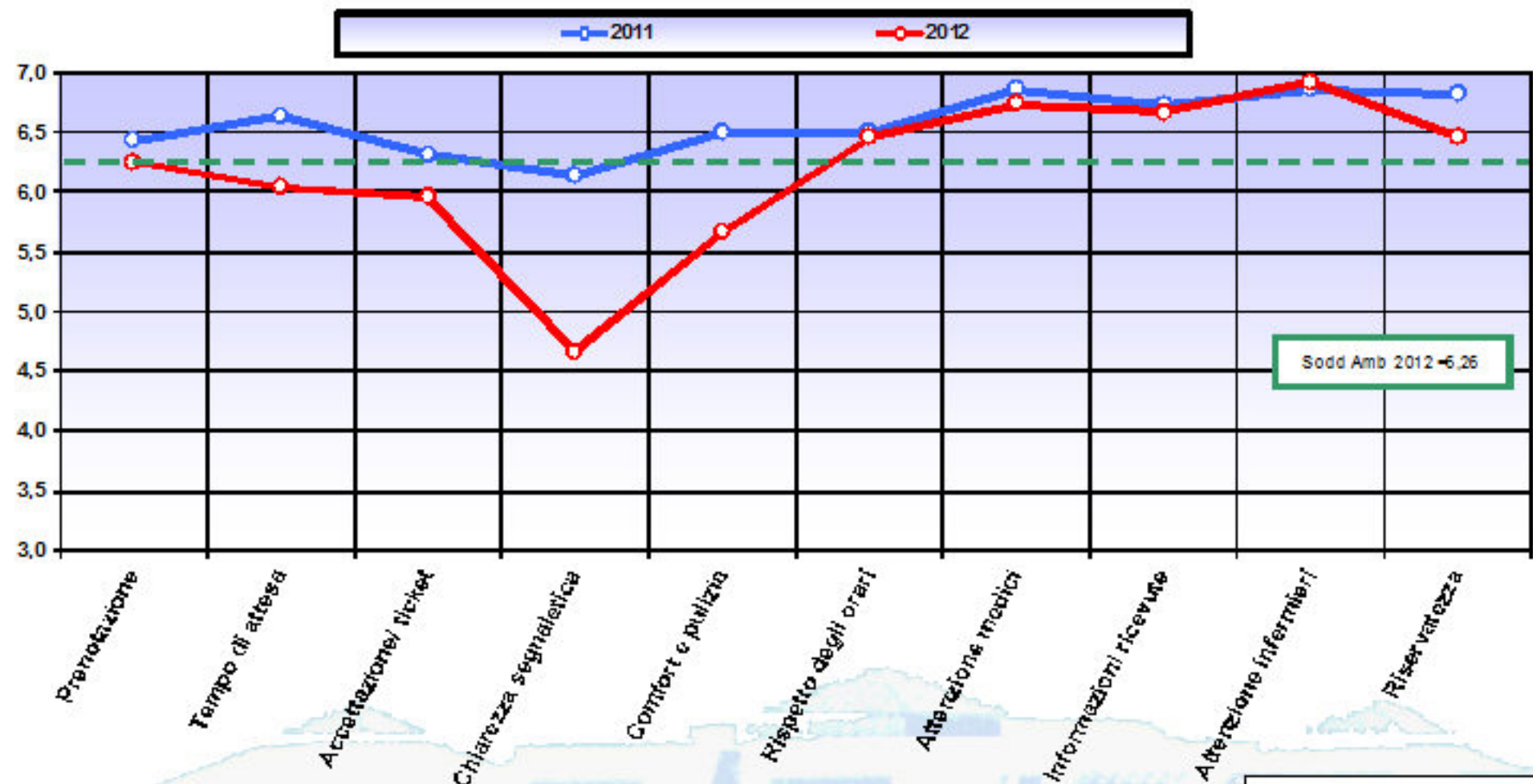
Circolo: Dermatologia



(valori medi, scala 1-7)

2011 N=60
2012 N=60

Circolo: Radioterapia



Sodd Amb 2012 = 6,26

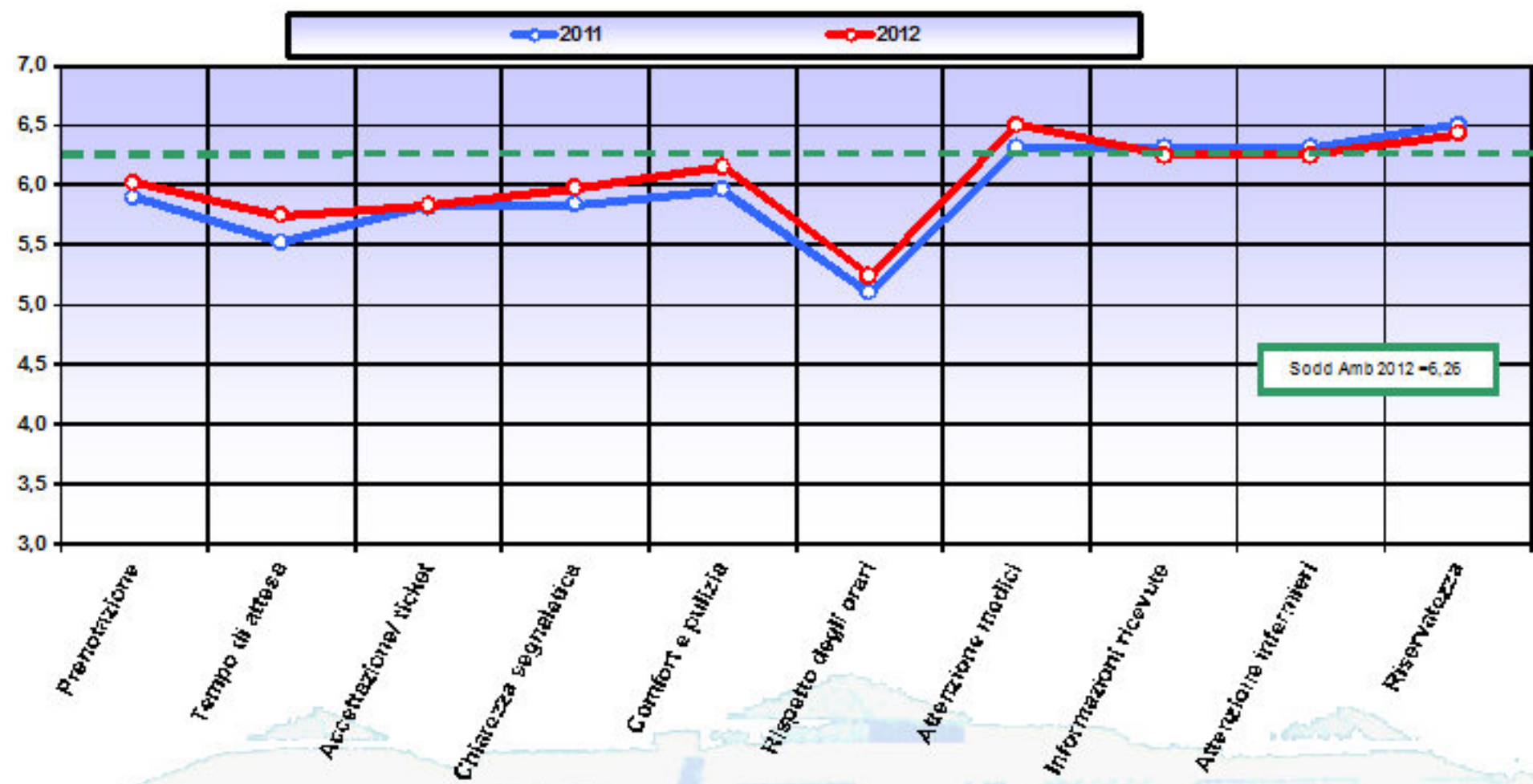
(valori medi, scala 1-7)

2011 N=22
2012 N=24

AMBULATORI: Ospedale Del Ponte (Varese)



Del Ponte: Poliambulatorio

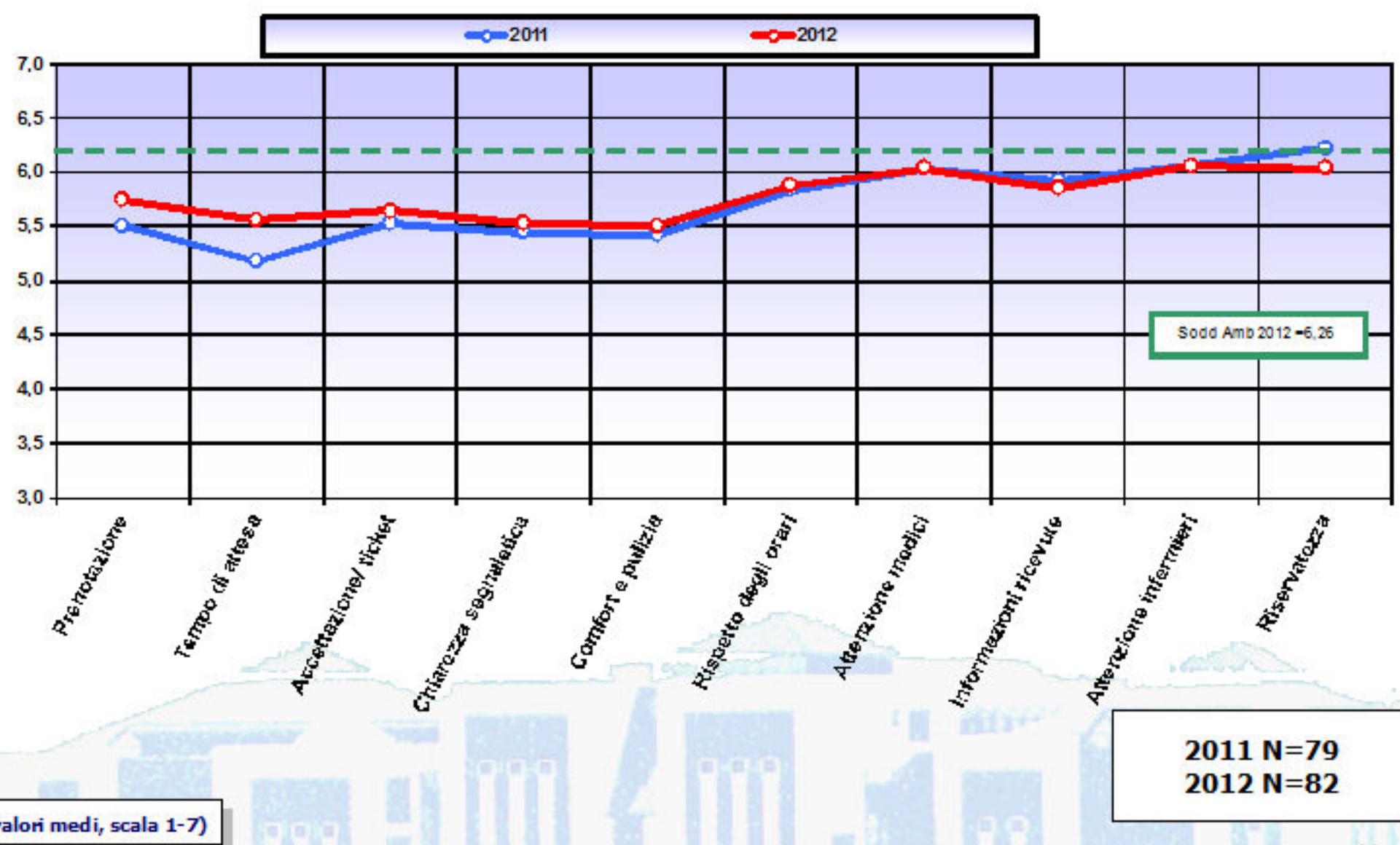


(valori medi, scala 1-7)

2011 N=120
2012 N=125

Sodd Amb 2012 = 6,26

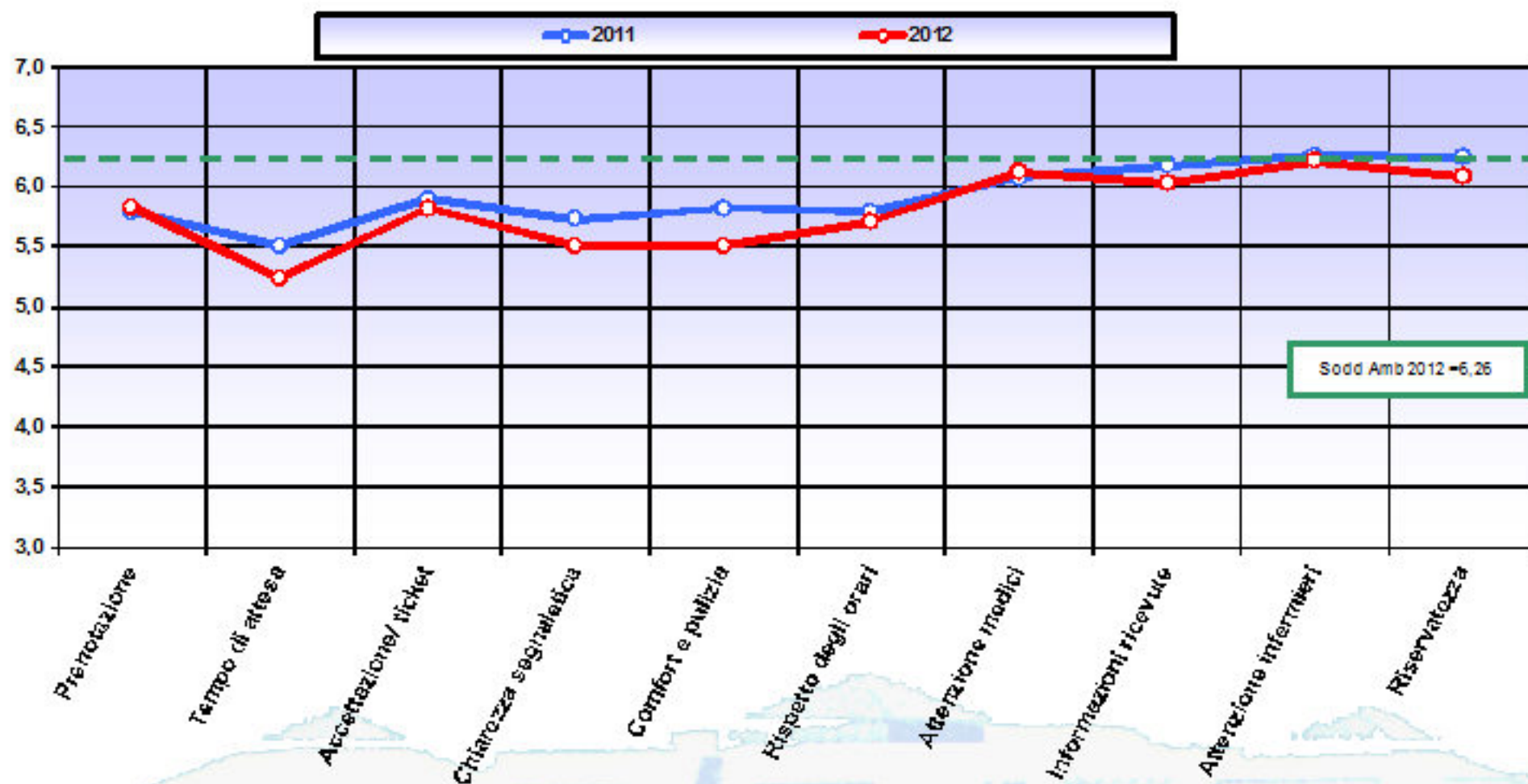
Del Ponte: Radiologia



AMBULATORI: Ospedale di Cittiglio



Cittiglio: Poliambulatorio



Soddi Amb 2012 = 6,26

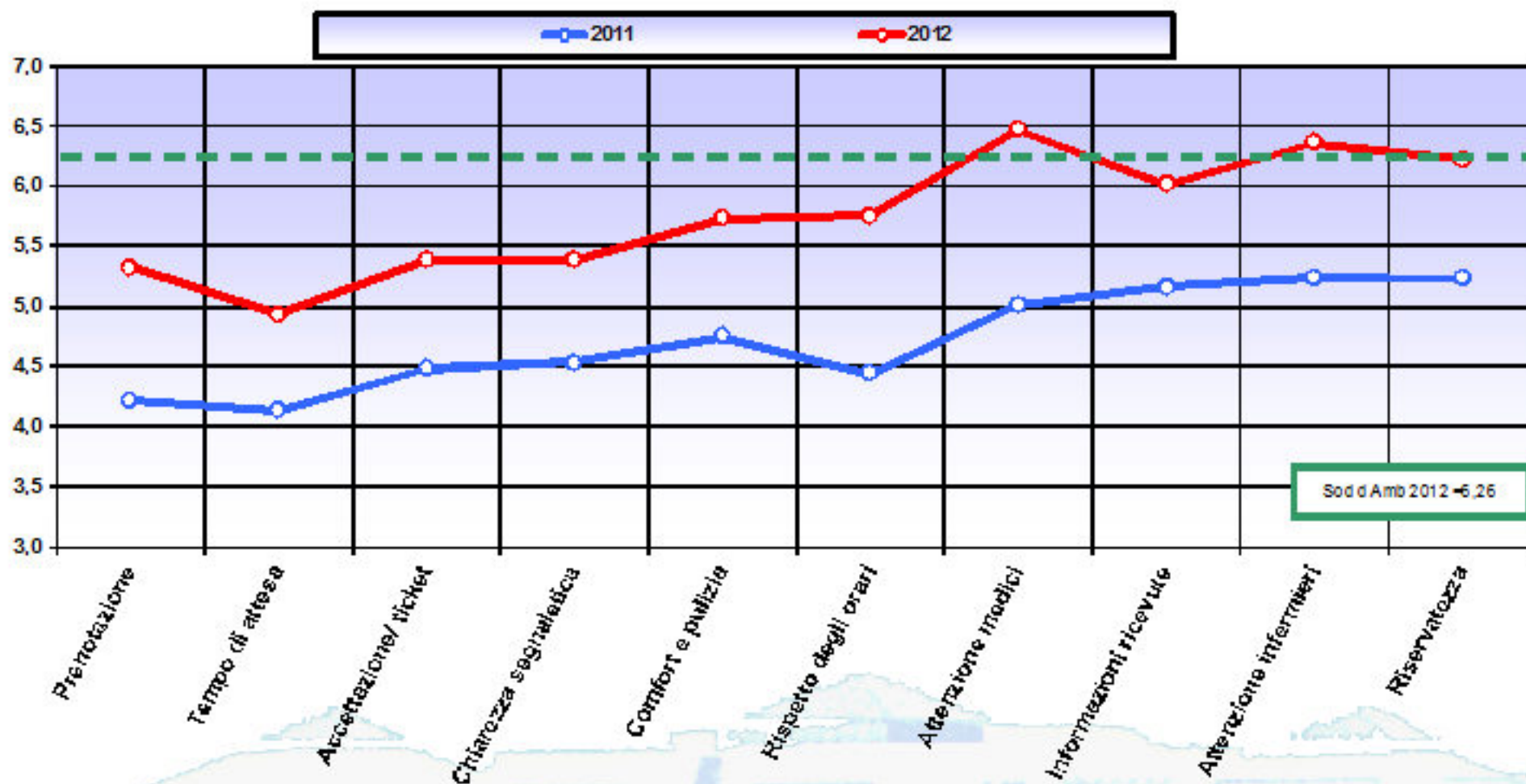
2011 N=120
2012 N=121

(valori medi, scala 1-7)

AMBULATORI: Ospedale di Luino



Luino: Poliambulatorio



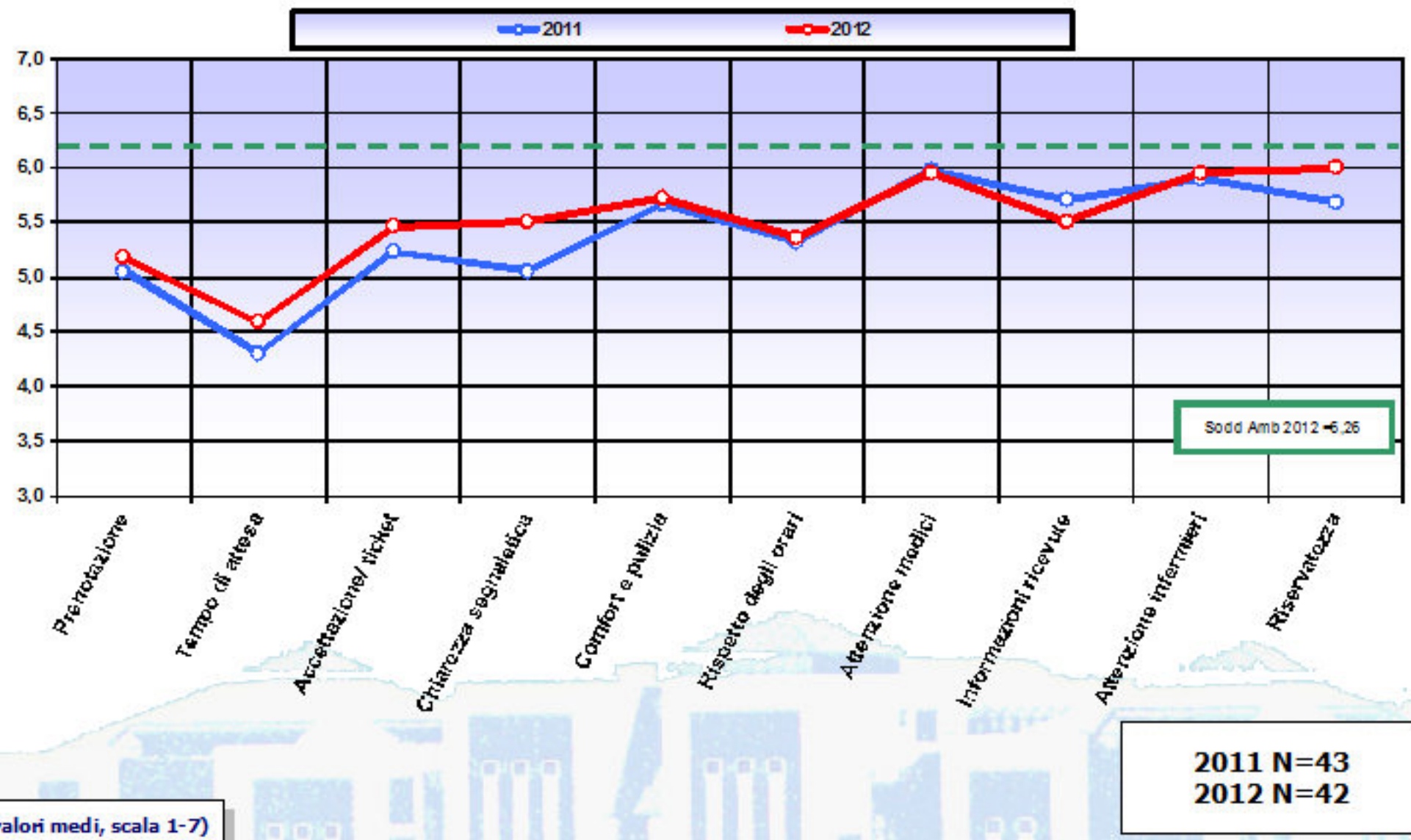
(valori medi, scala 1-7)

2011 N=122
2012 N=120

AMBULATORI: Ospedale di Cuasso



Cuasso: Poliambulatorio

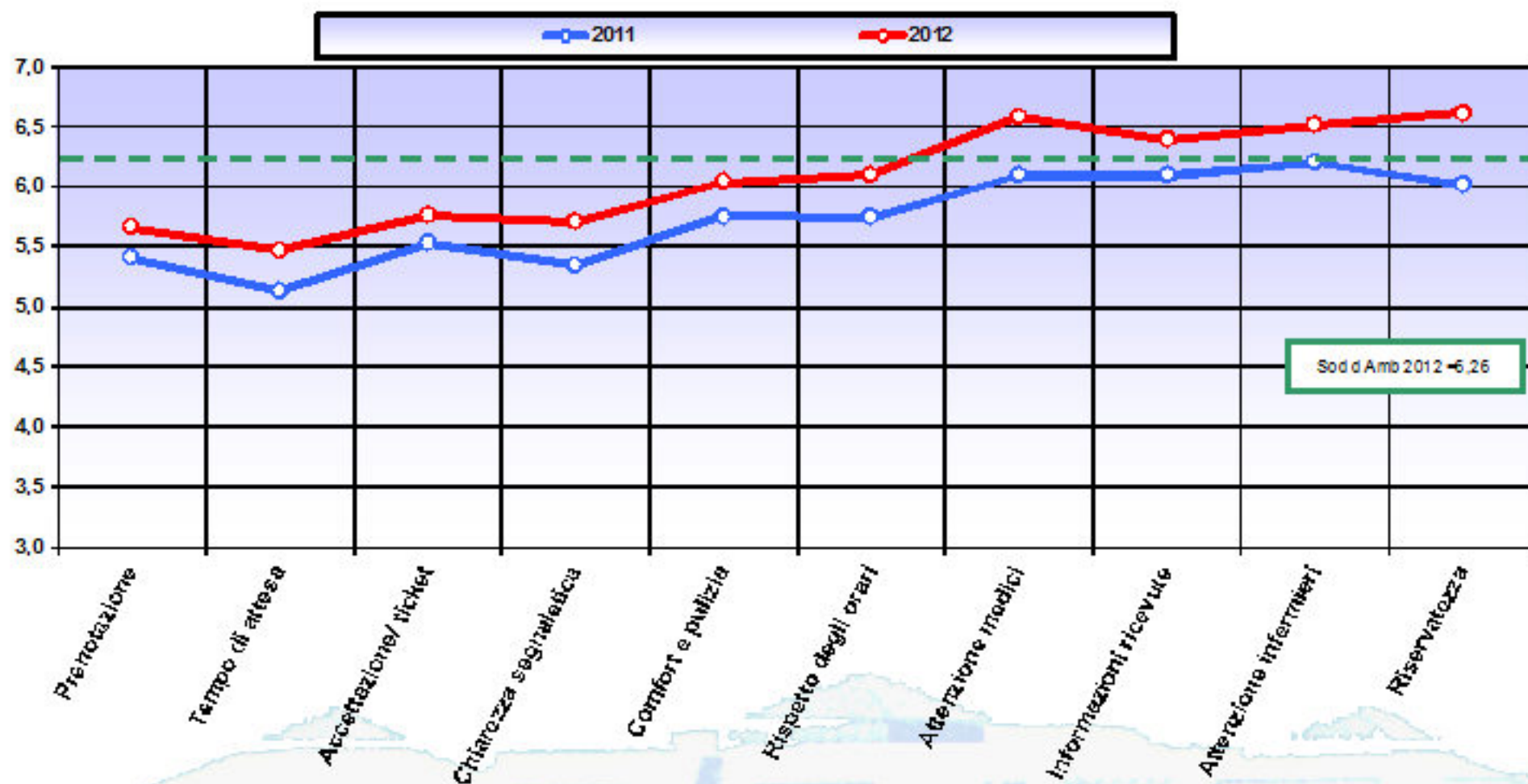


AMBULATORI: Poliambulatorio Via Monte Rosa (Varese)



Poliambulatorio via Monte

Rosa: Poliambulatorio



Sod d'Amb 2012 = 6,26

2011 N=143
2012 N=144

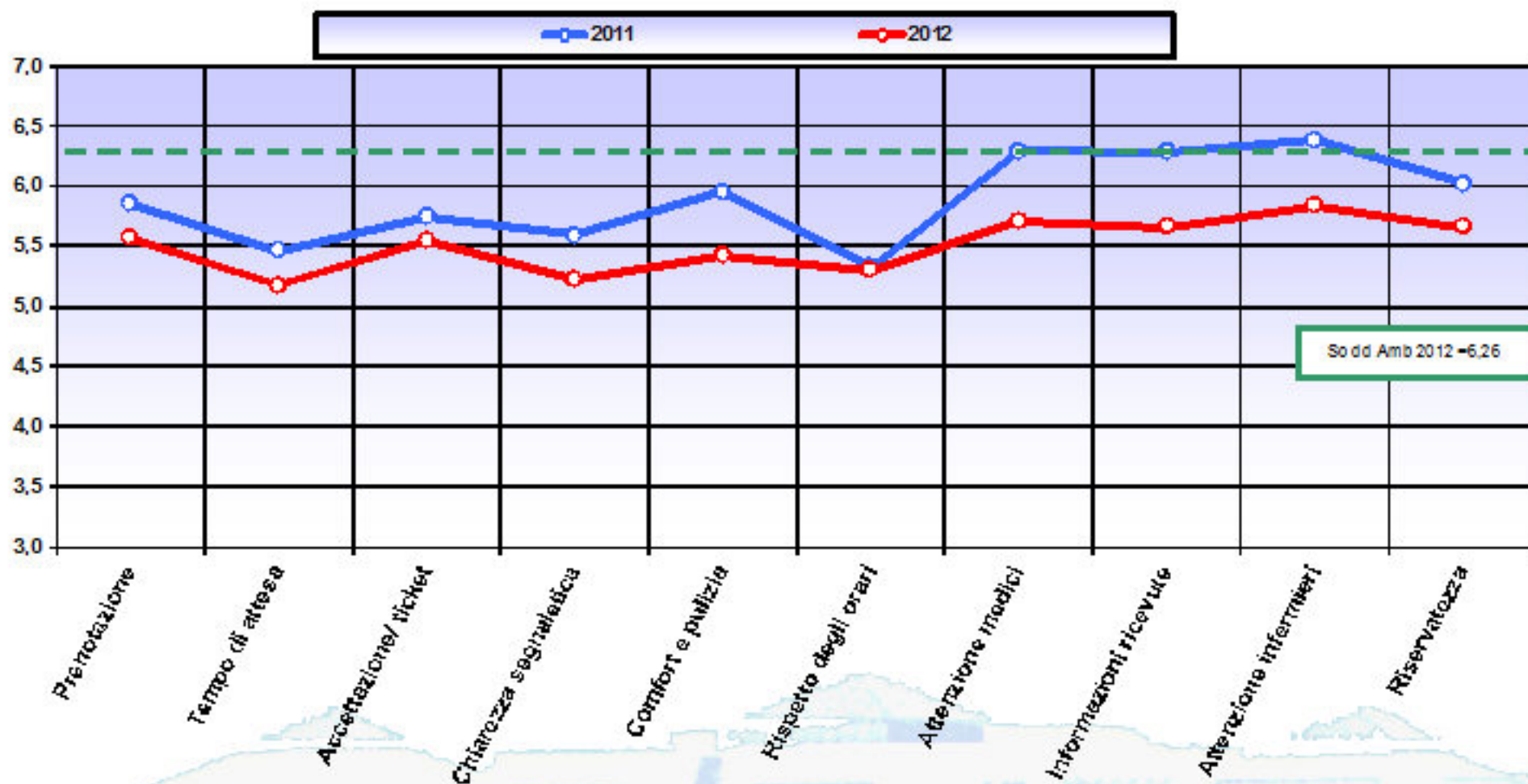
(valori medi, scala 1-7)

AMBULATORI: Poliambulatorio Arcisate



Poliambulatorio Arcisate:

Poliambulatorio



(valori medi, scala 1-7)

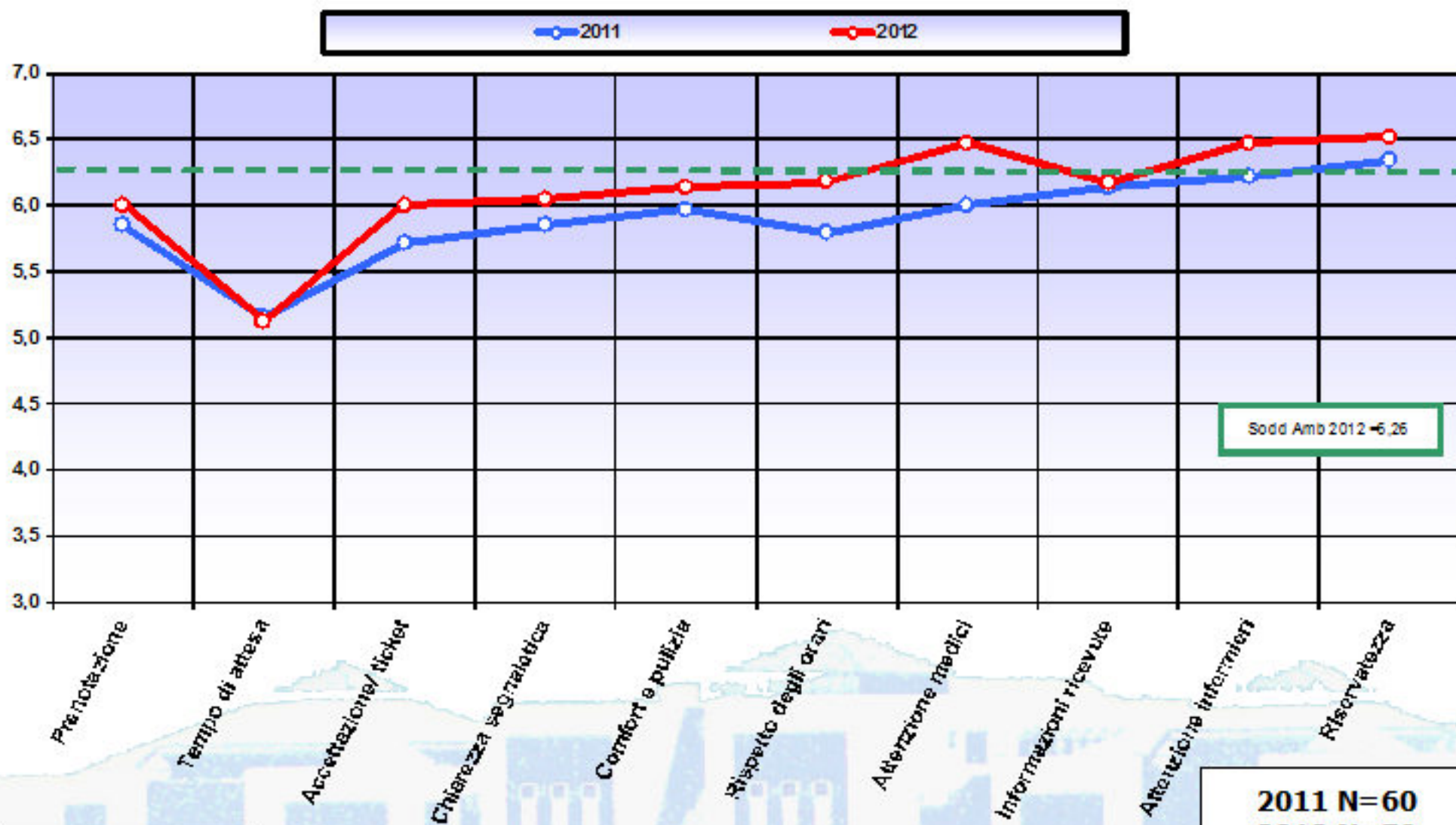
2011 N=85
2012 N=70

AMBULATORI: Poliambulatorio Gavirate



Poliambulatorio Gavirate:

Poliambulatorio



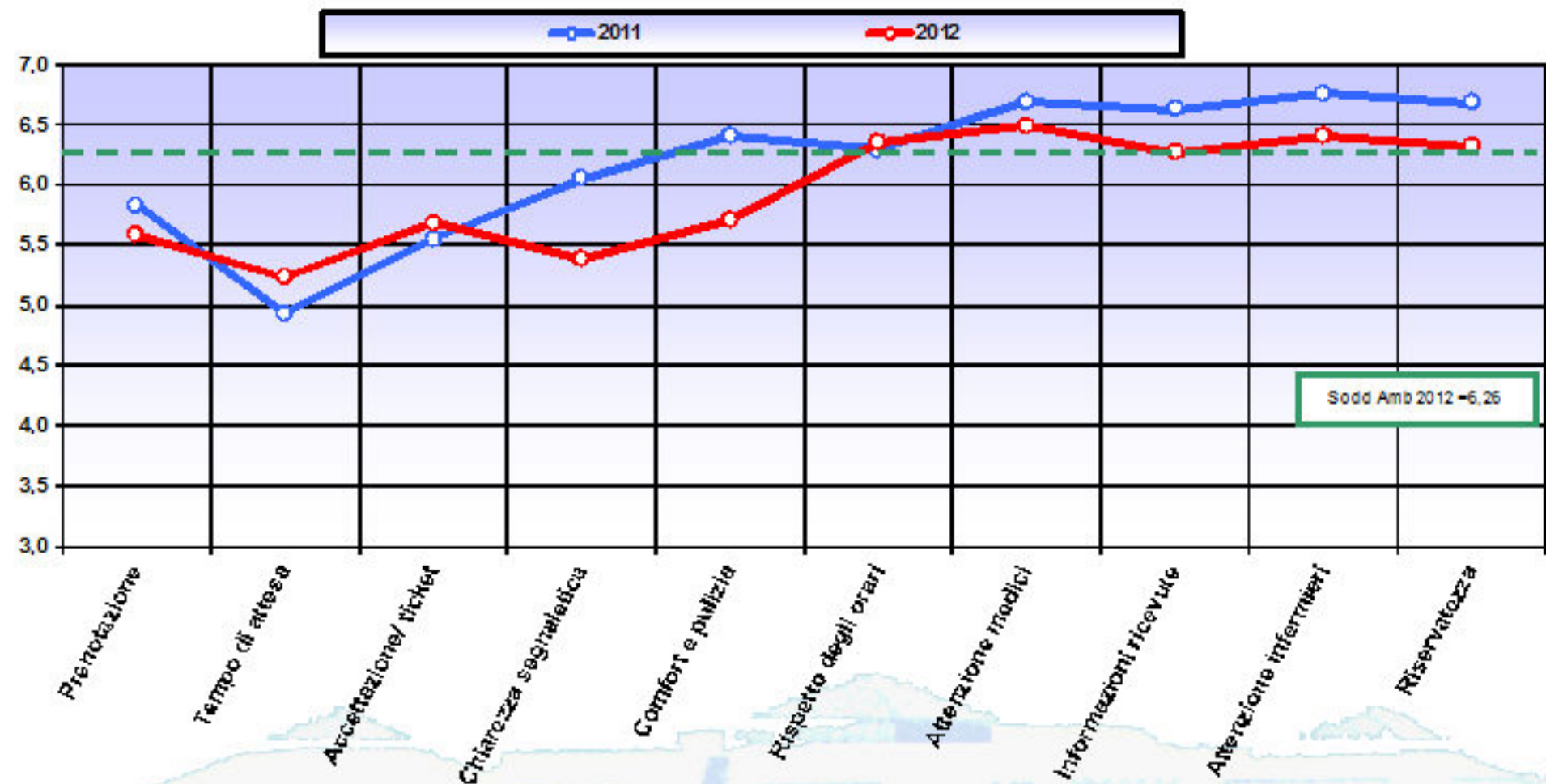
(valori medi, scala 1-7)

2011 N=60
2012 N=59

AMBULATORI: Poliambulatorio Comerio



Poliambulatorio Comerio: Poliambulatorio



(valori medi, scala 1-7)

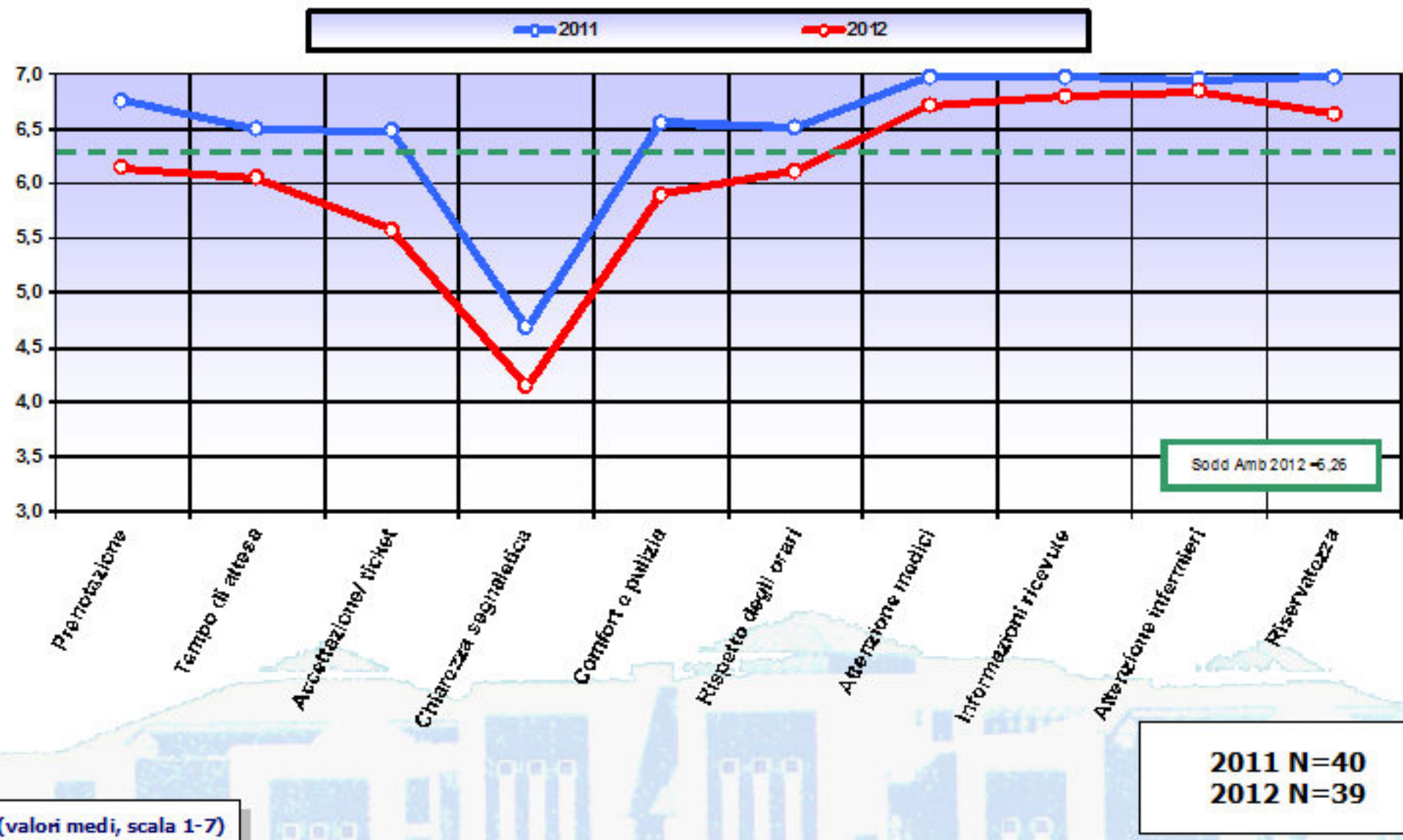
2011 N=42
2012 N=43

AMBULATORI: Poliambulatorio via Luini (Varese)



Poliambulatorio via Luini:

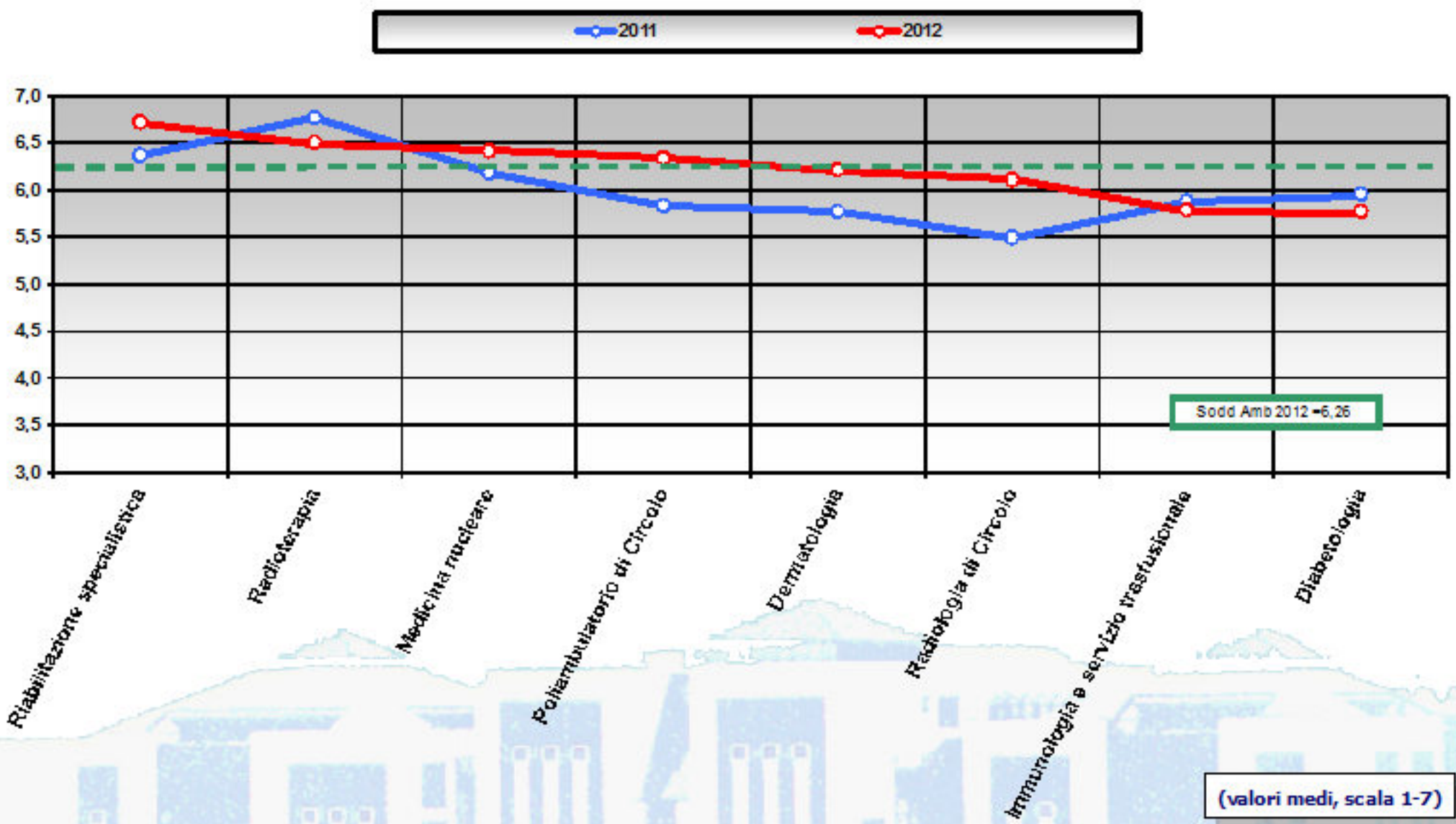
Poliambulatorio



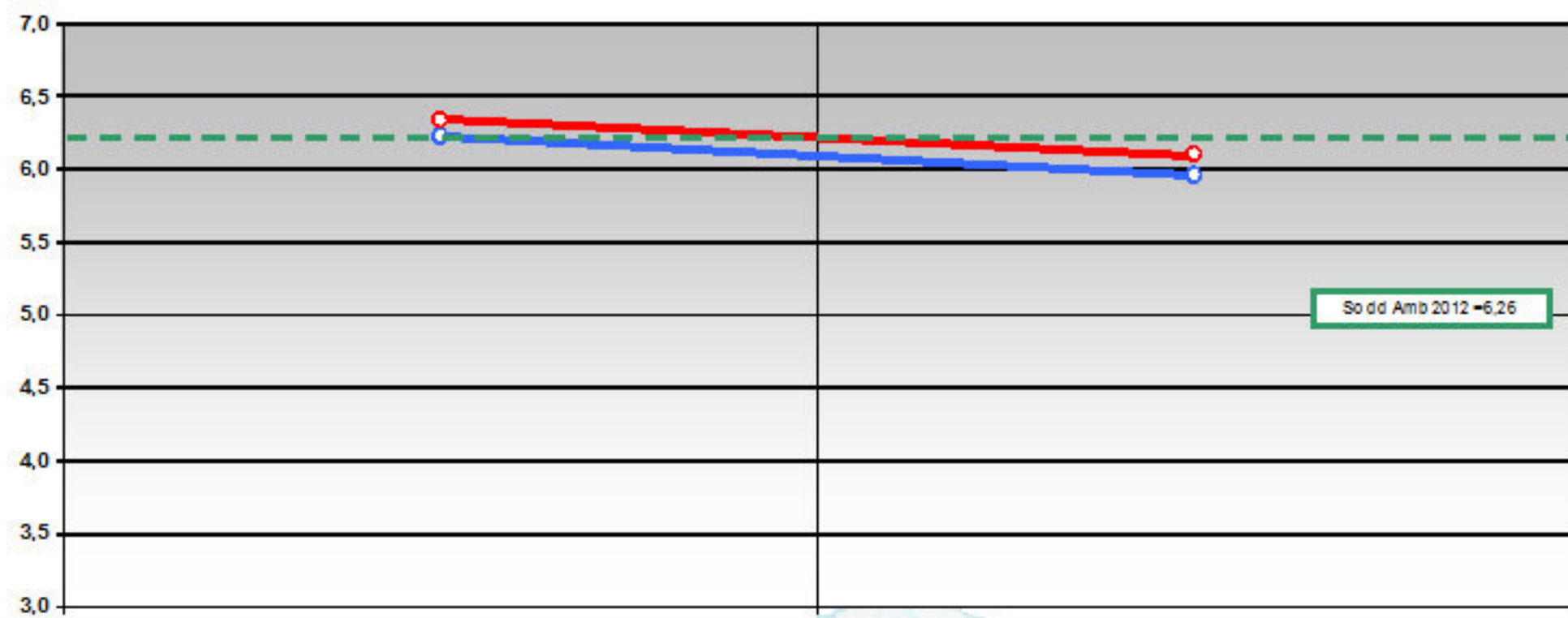
AMBULATORI: Ranking



Circolo: soddisfazione complessiva



Del Ponte: soddisfazione complessiva



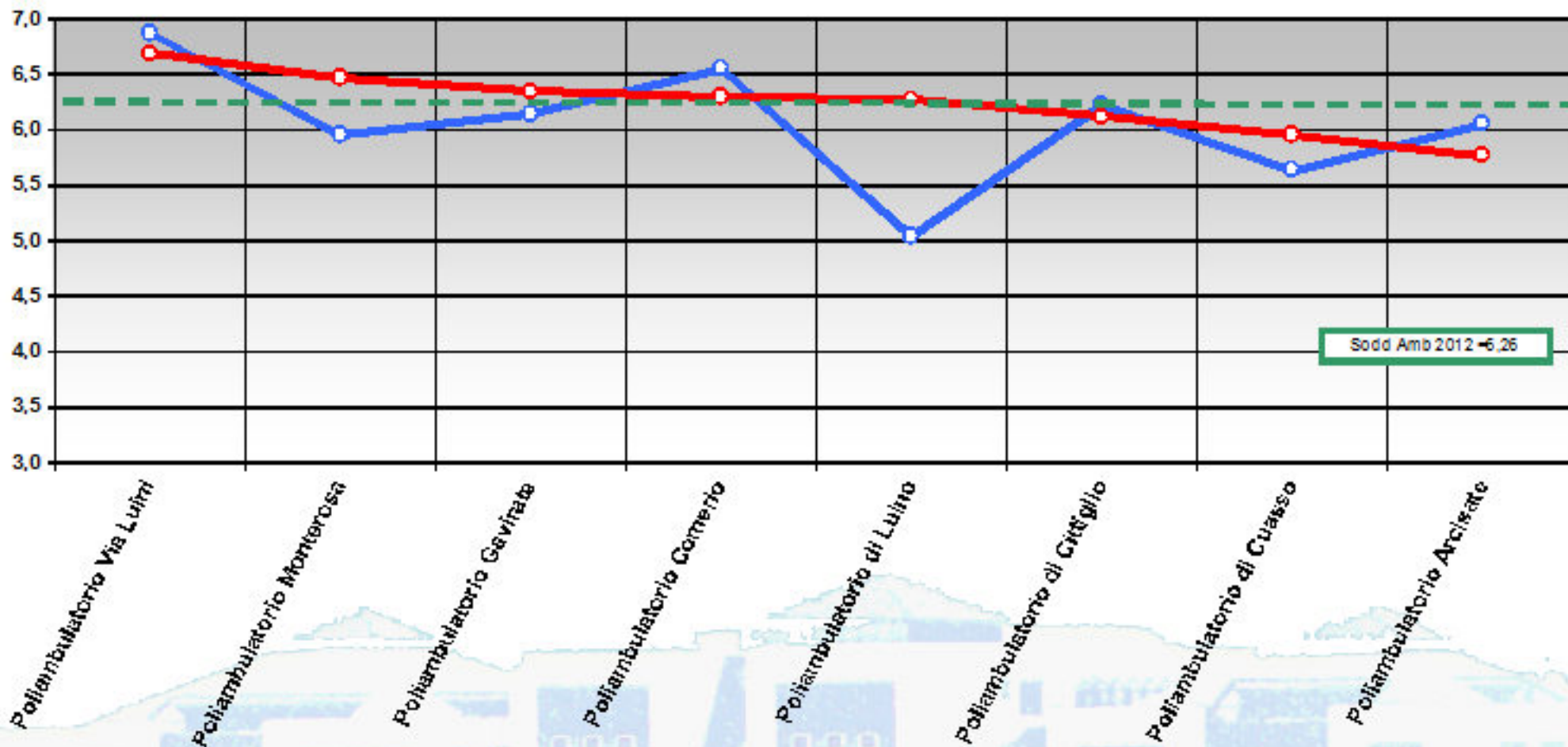
Polikambulatorio

Radiologia

(valori medi, scala 1-7)

Altri ambulatori: soddisfazione complessiva

◆ 2011 ◆ 2012

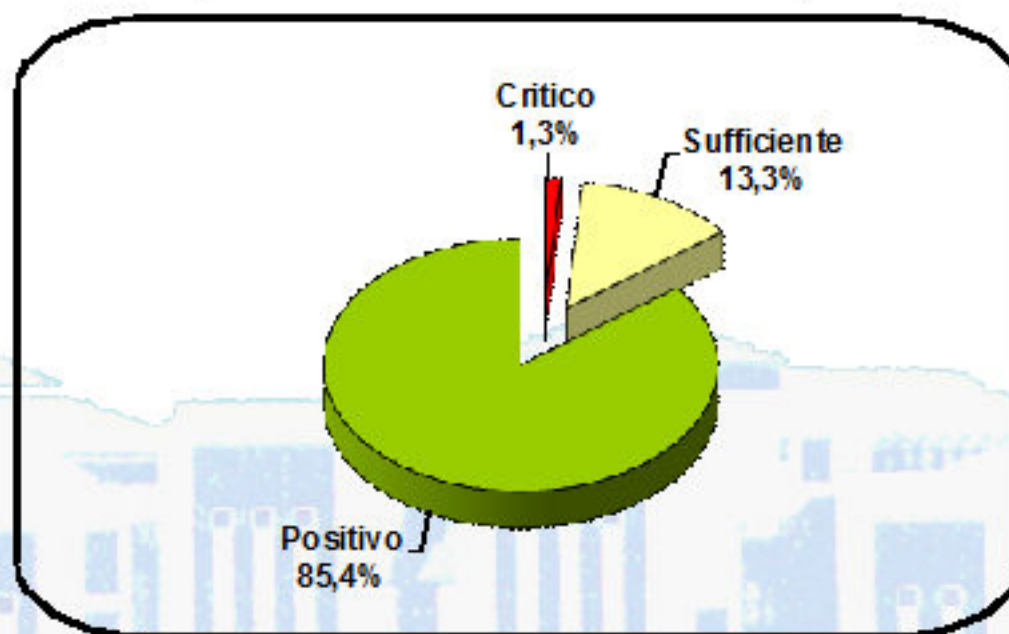
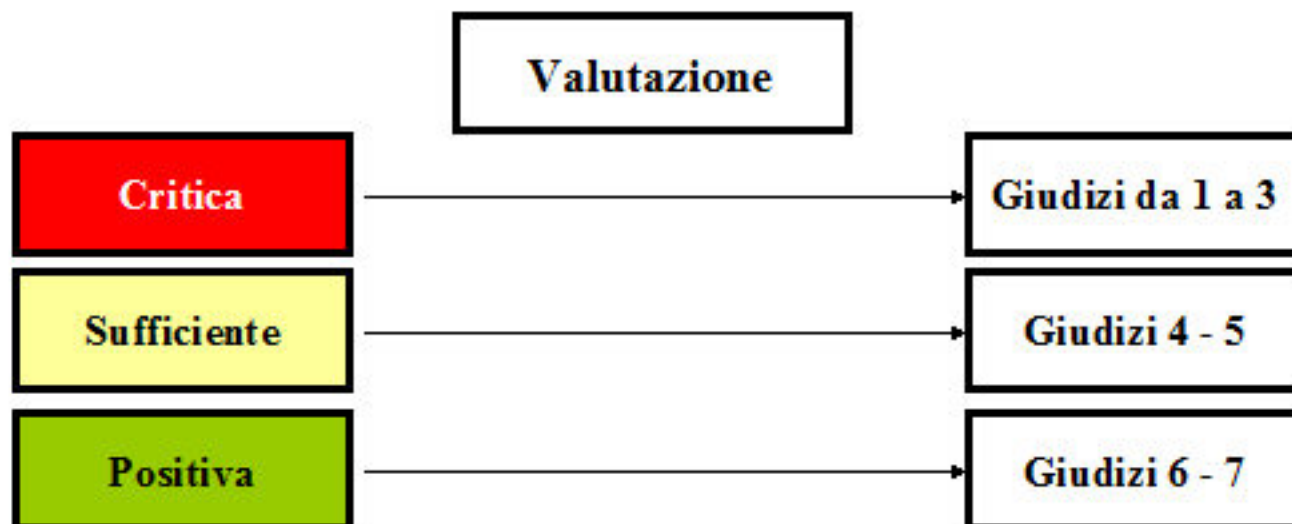


(valori medi, scala 1-7)

AMBULATORI: Analisi criticità

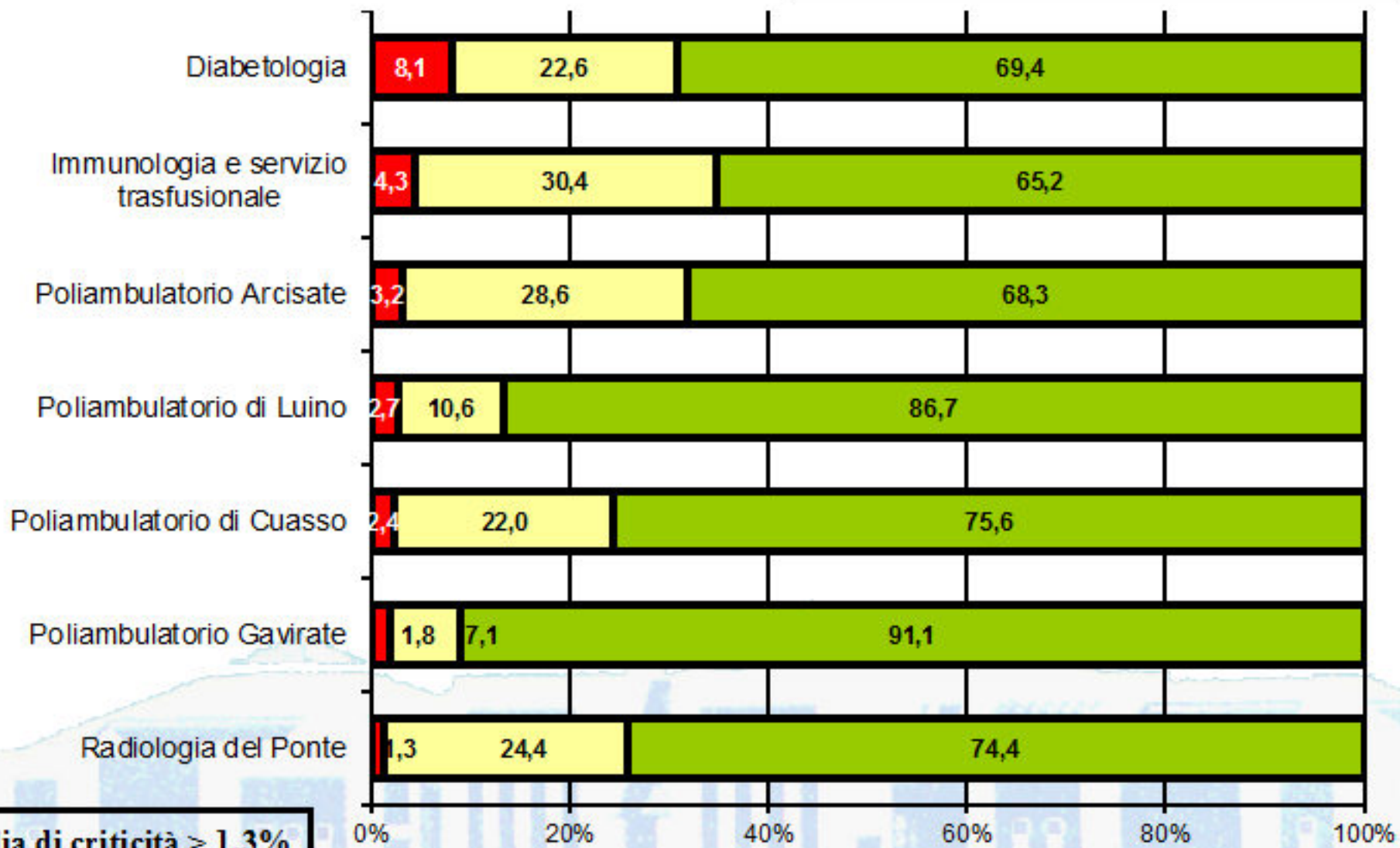


Ambulatori: soddisfazione

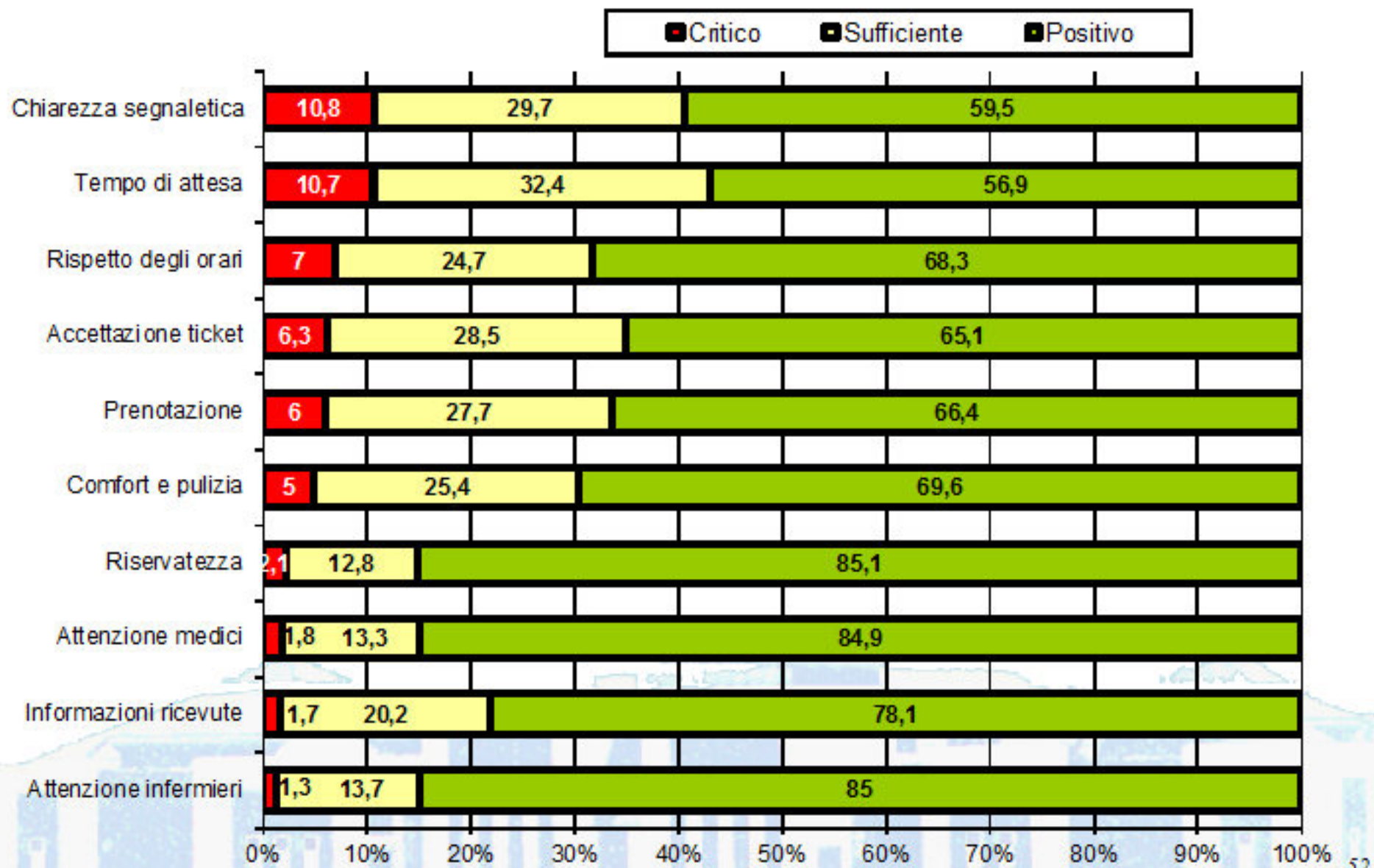


Ambulatori: valutazione per ambulatori

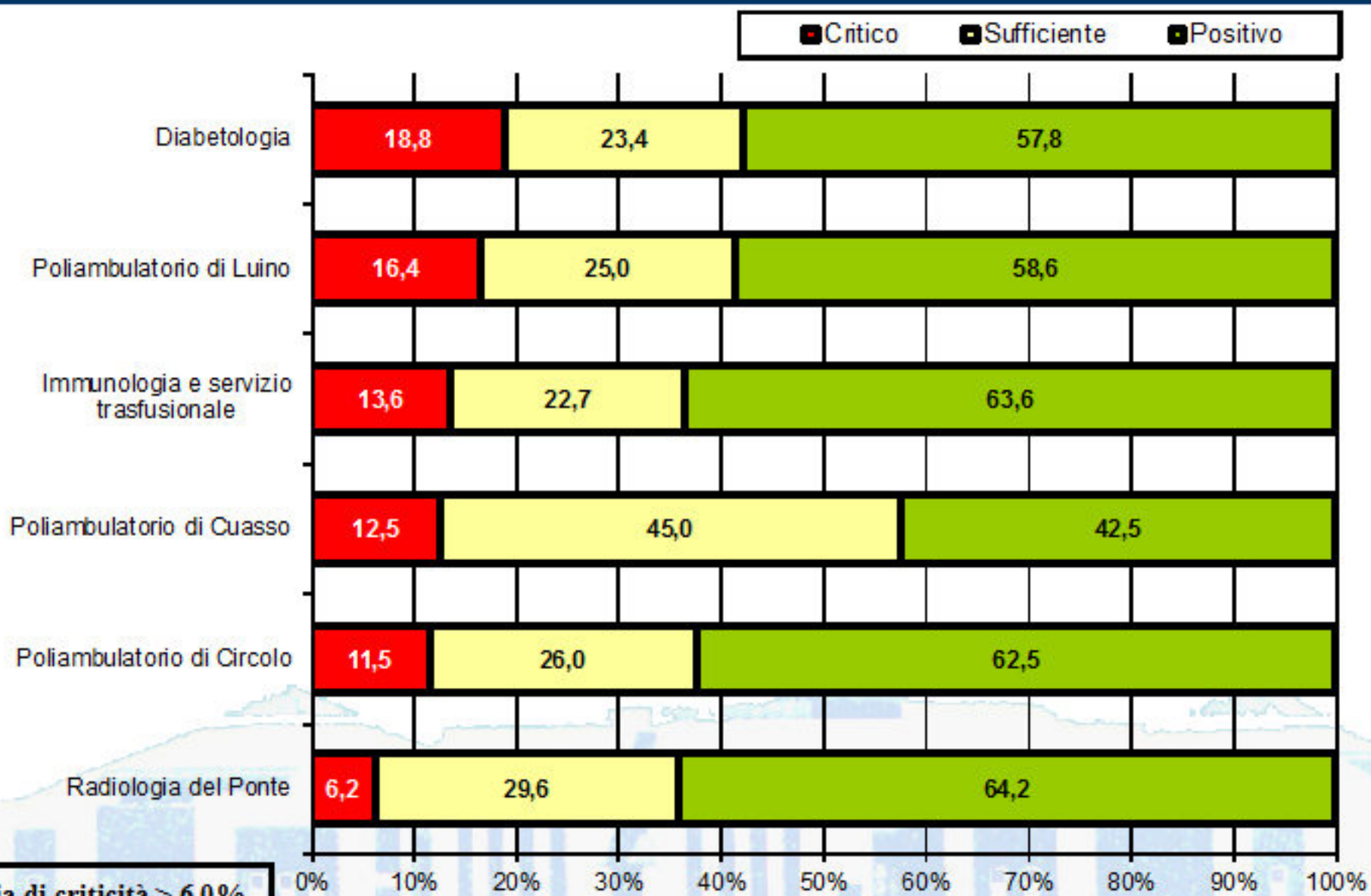
■ Critico
 ■ Sufficiente
 ■ Positivo



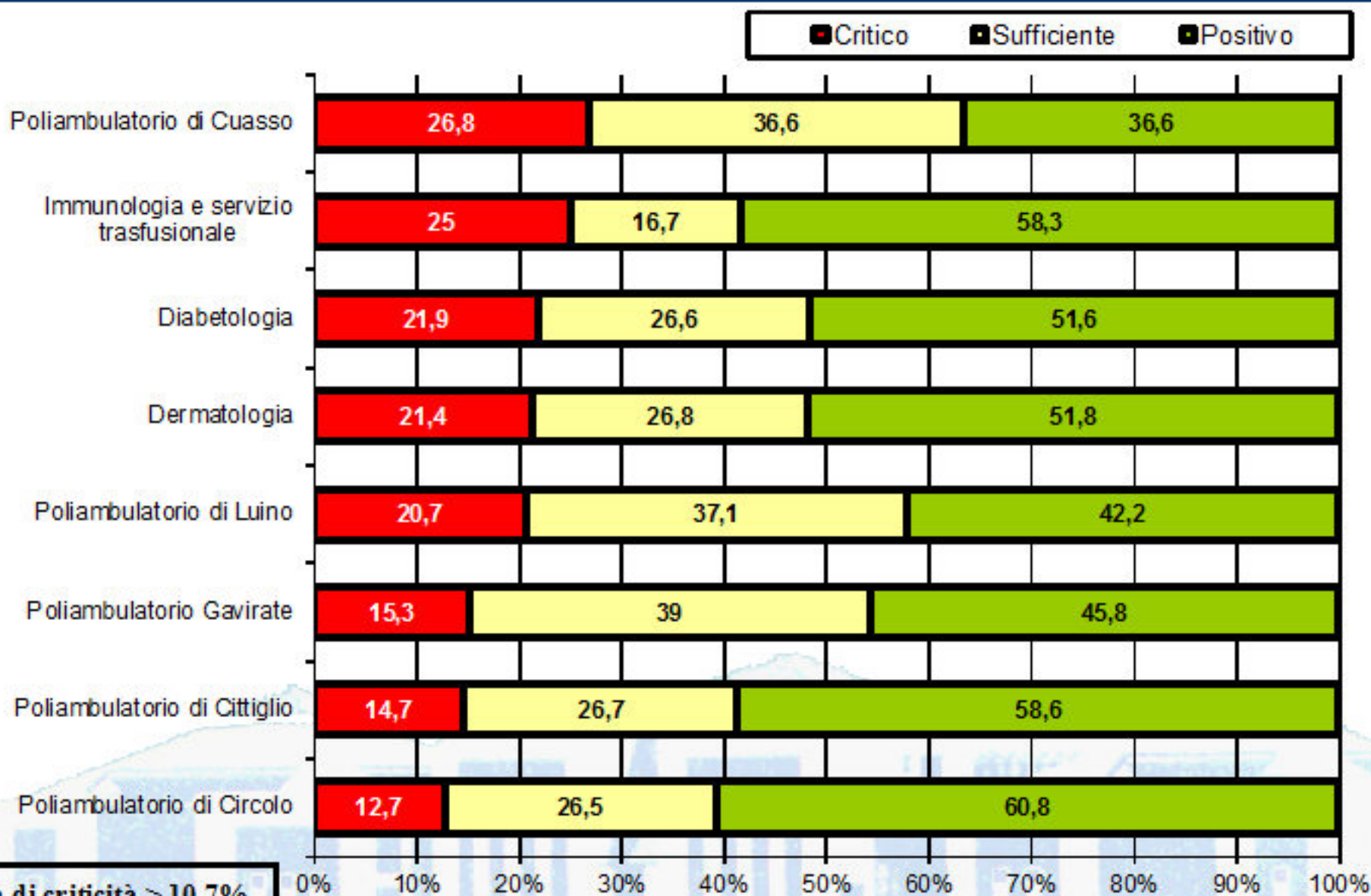
Ambulatori: valutazione per singoli elementi



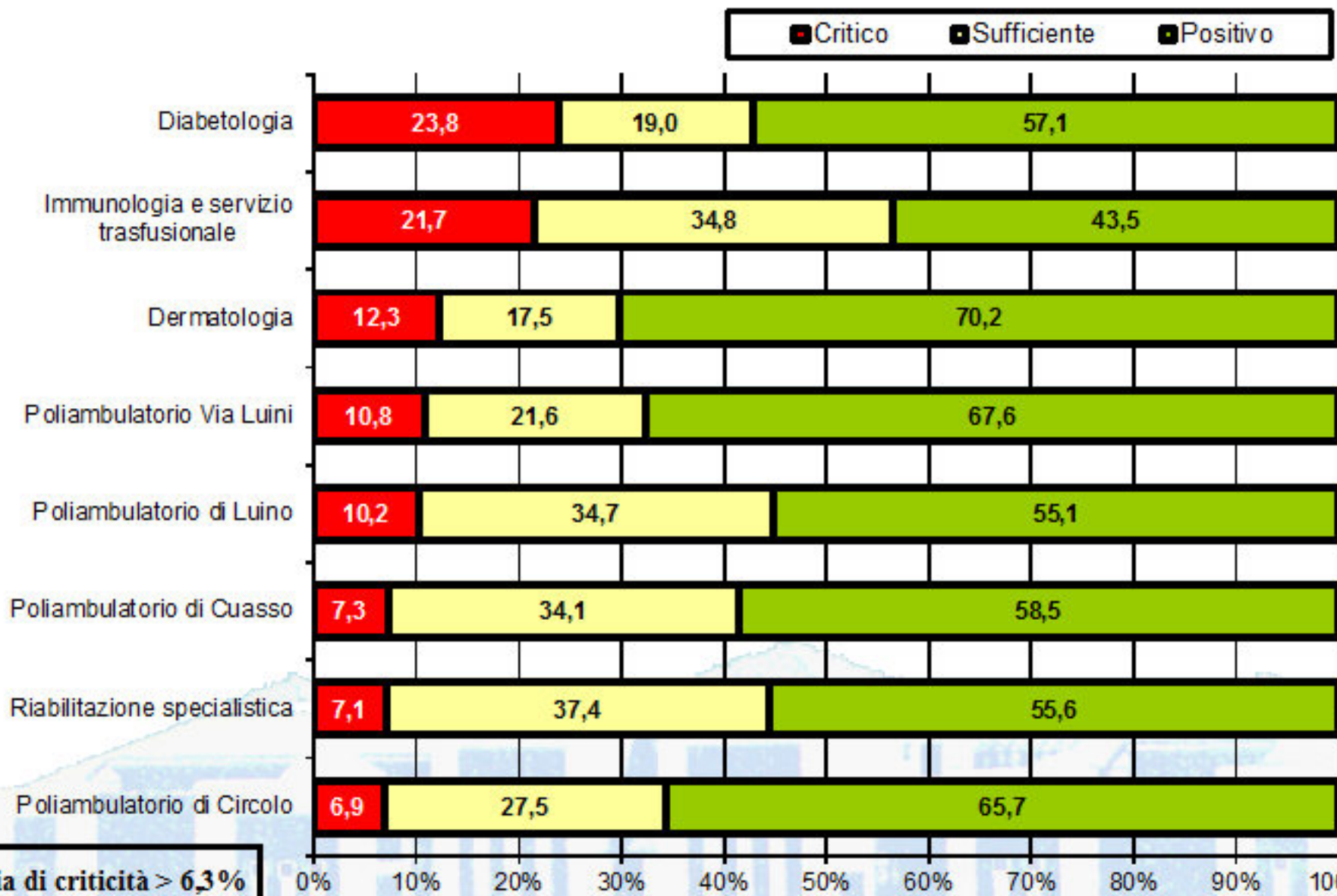
Ambulatori: prenotazione



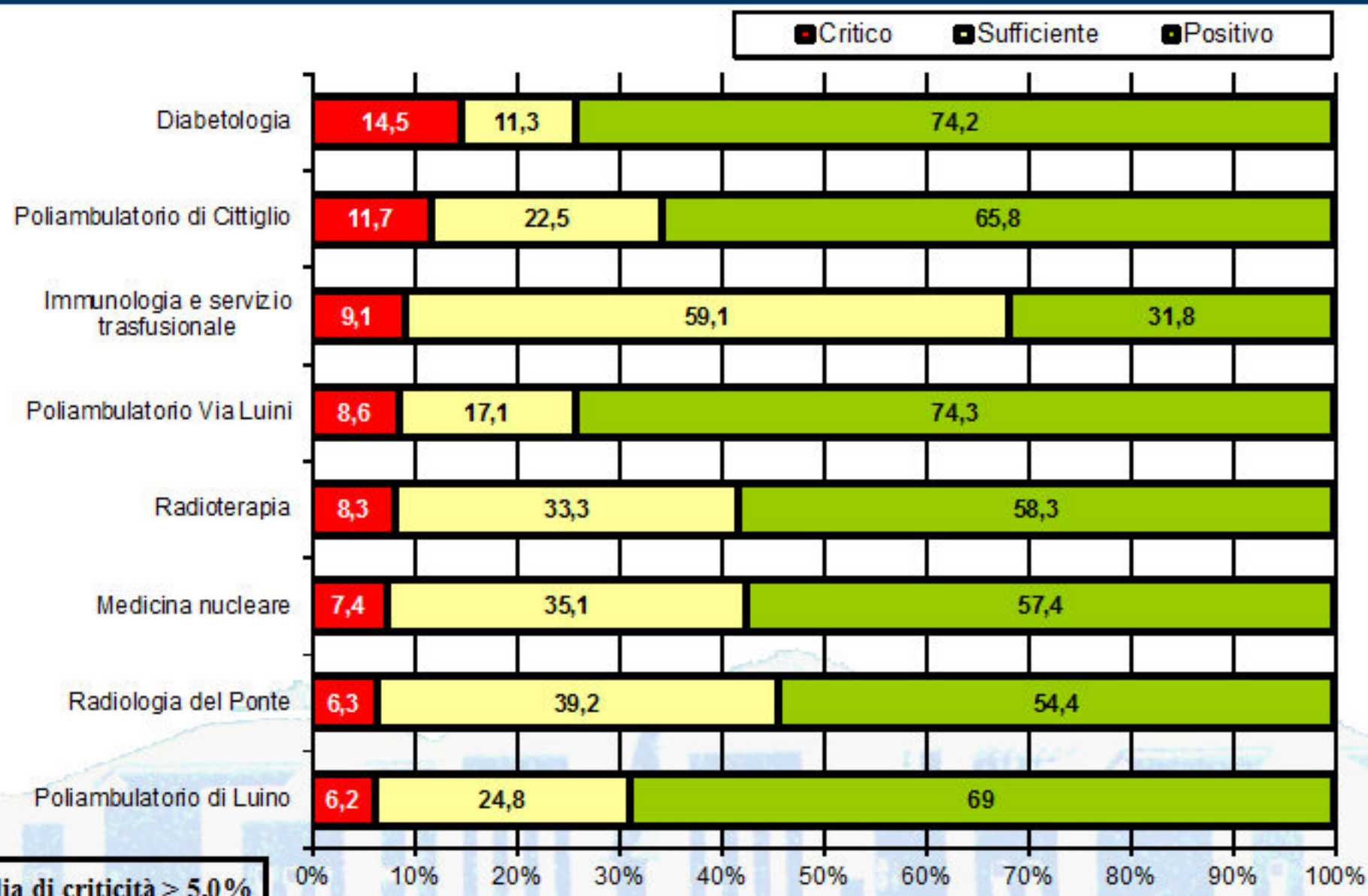
Ambulatori: tempo di attesa



Ambulatori: accettazione ticket

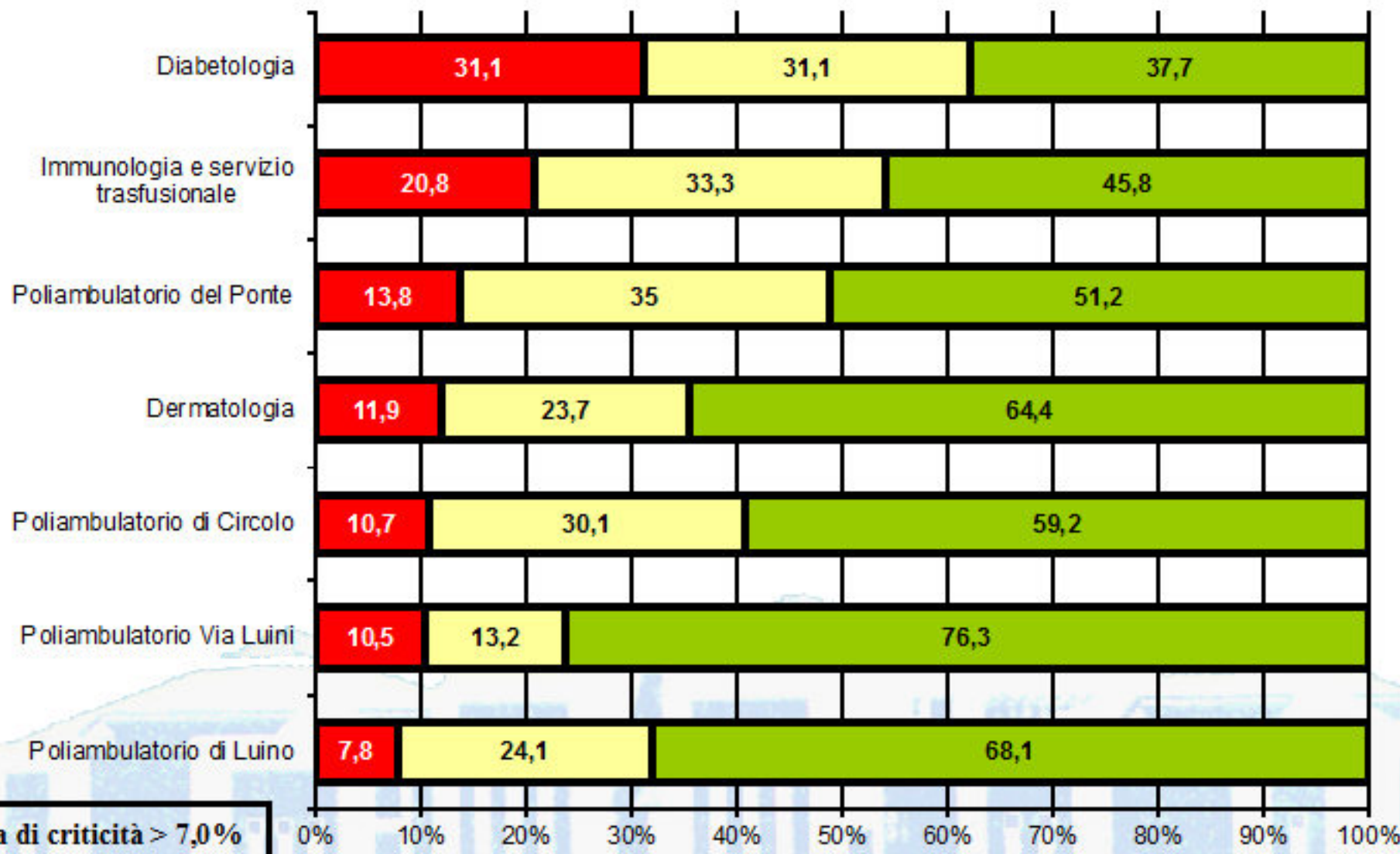


Ambulatori: comfort e pulizia



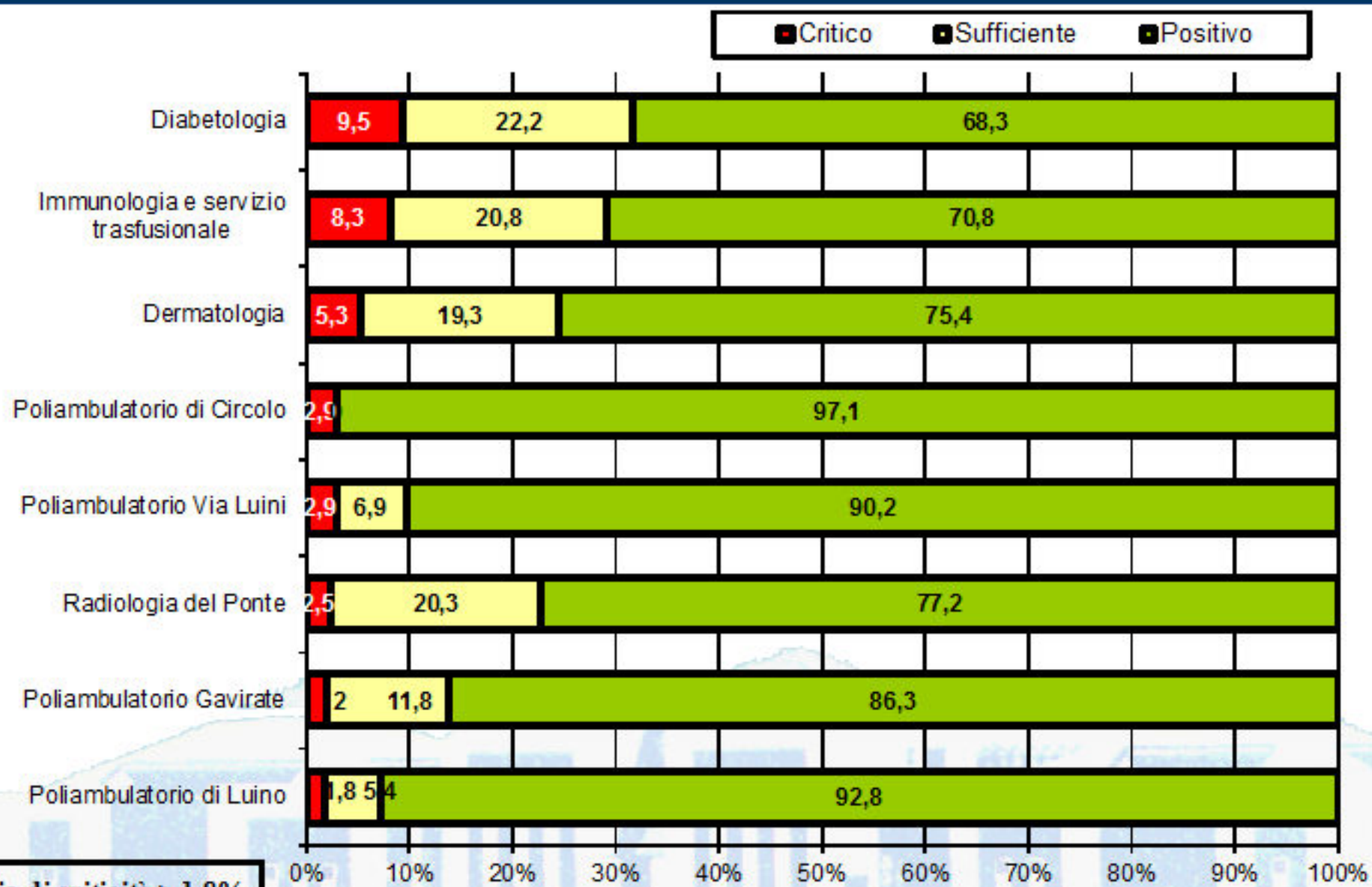
Ambulatori: rispetto degli orari

■ Critico
 ■ Sufficiente
 ■ Positivo



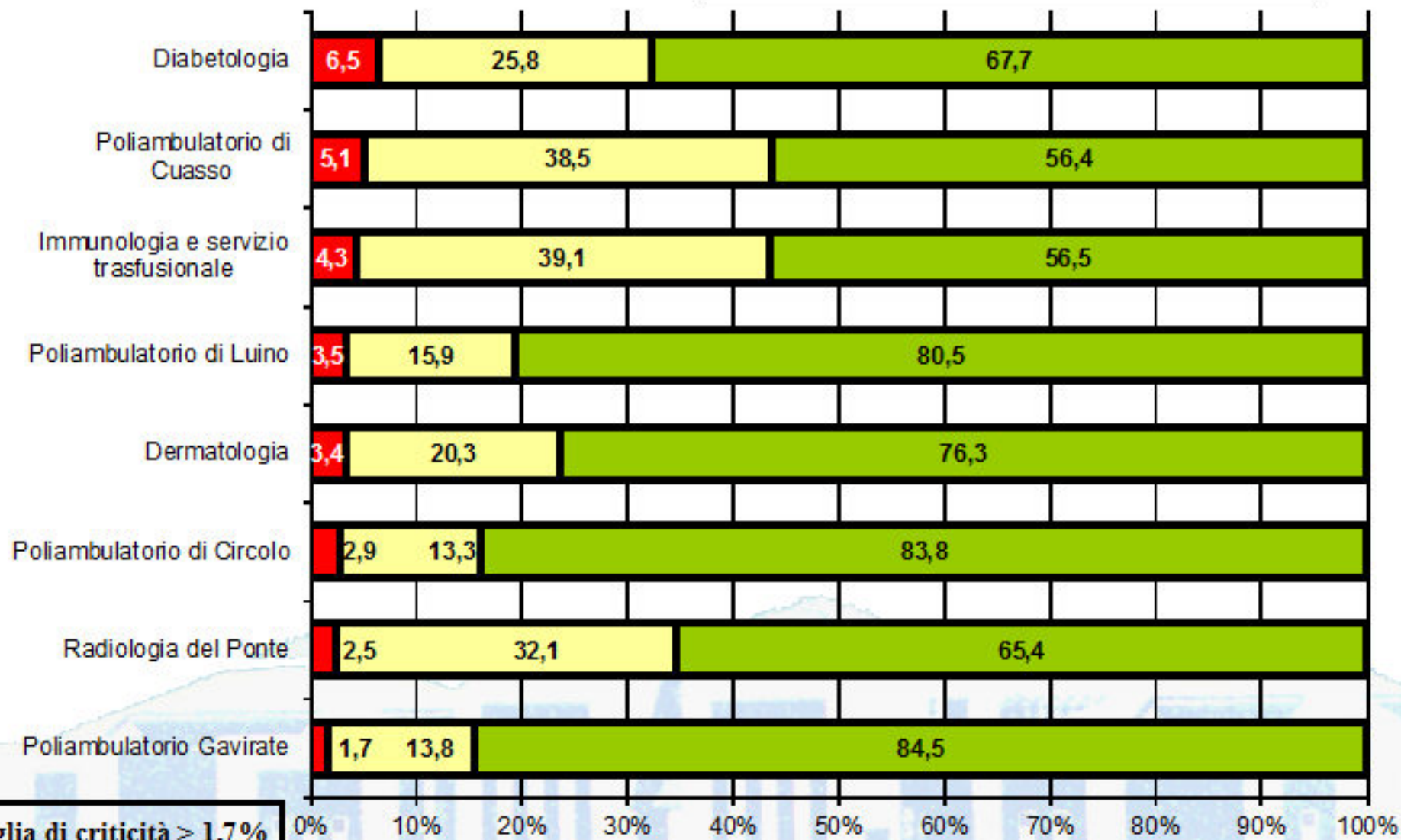
Soglia di criticità > 7,0%

Ambulatori: attenzione medici



Ambulatori: informazioni ricevute

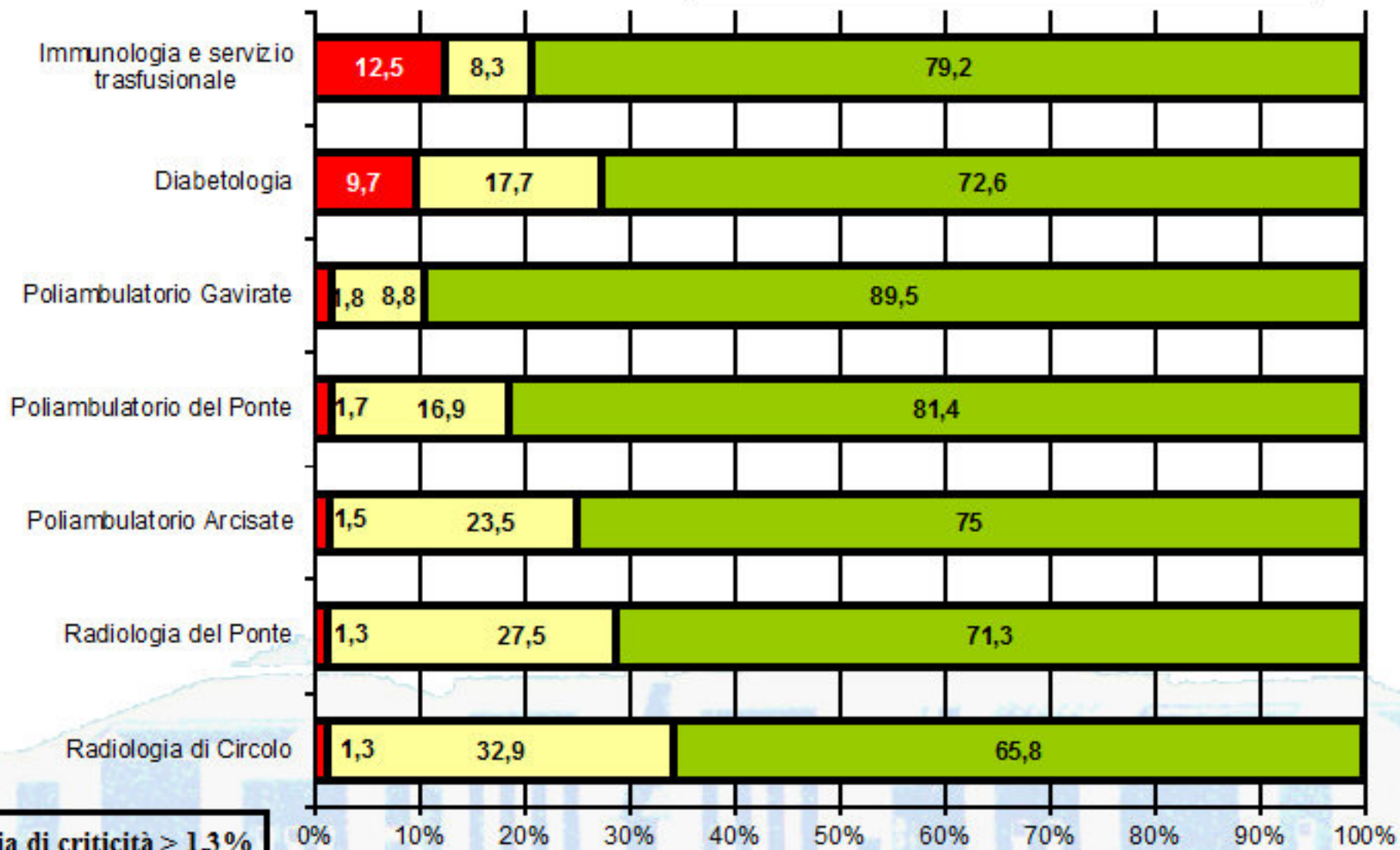
■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 1,7%

Ambulatori: attenzione infermieri

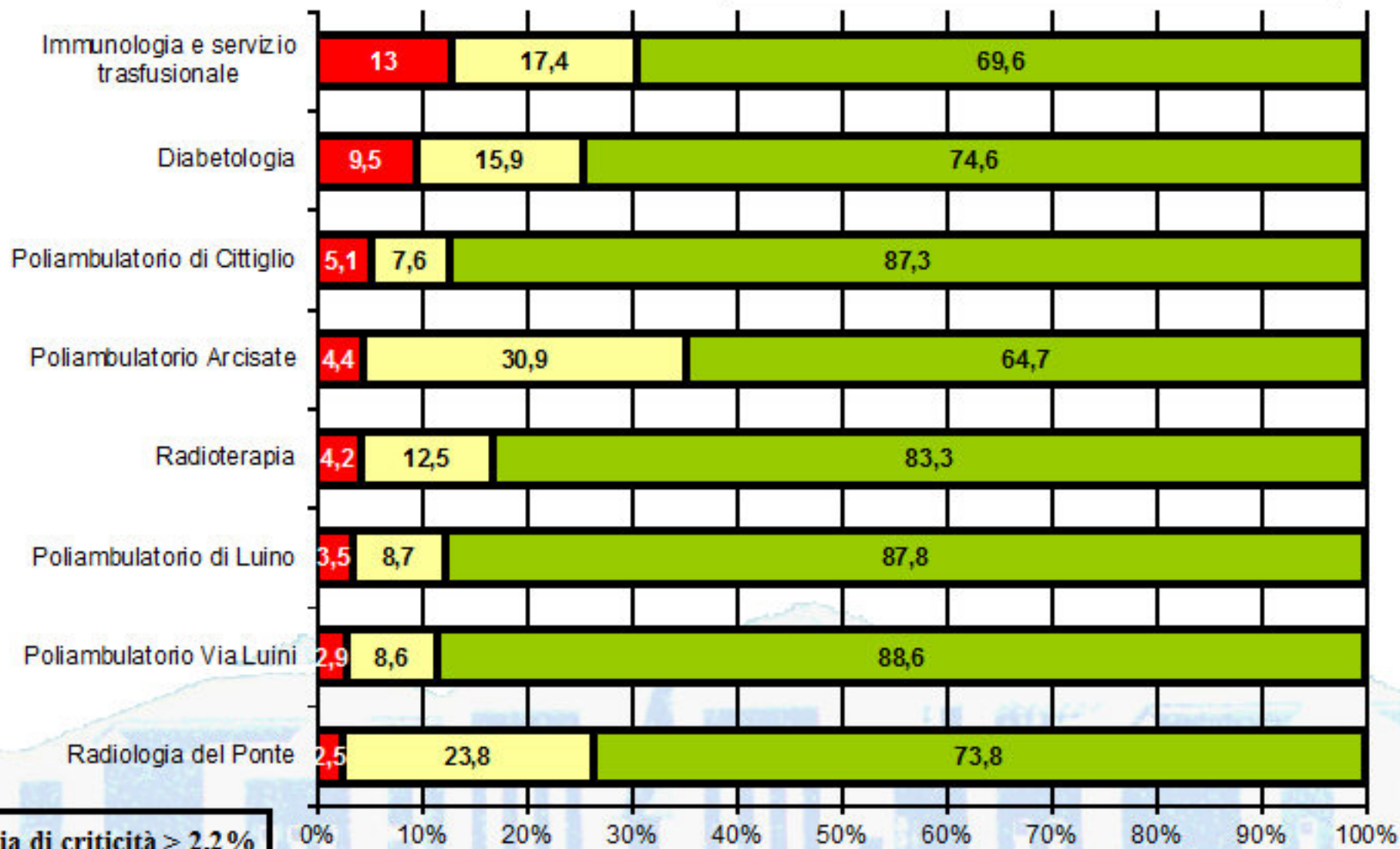
■ Critico
 ■ Sufficiente
 ■ Positivo



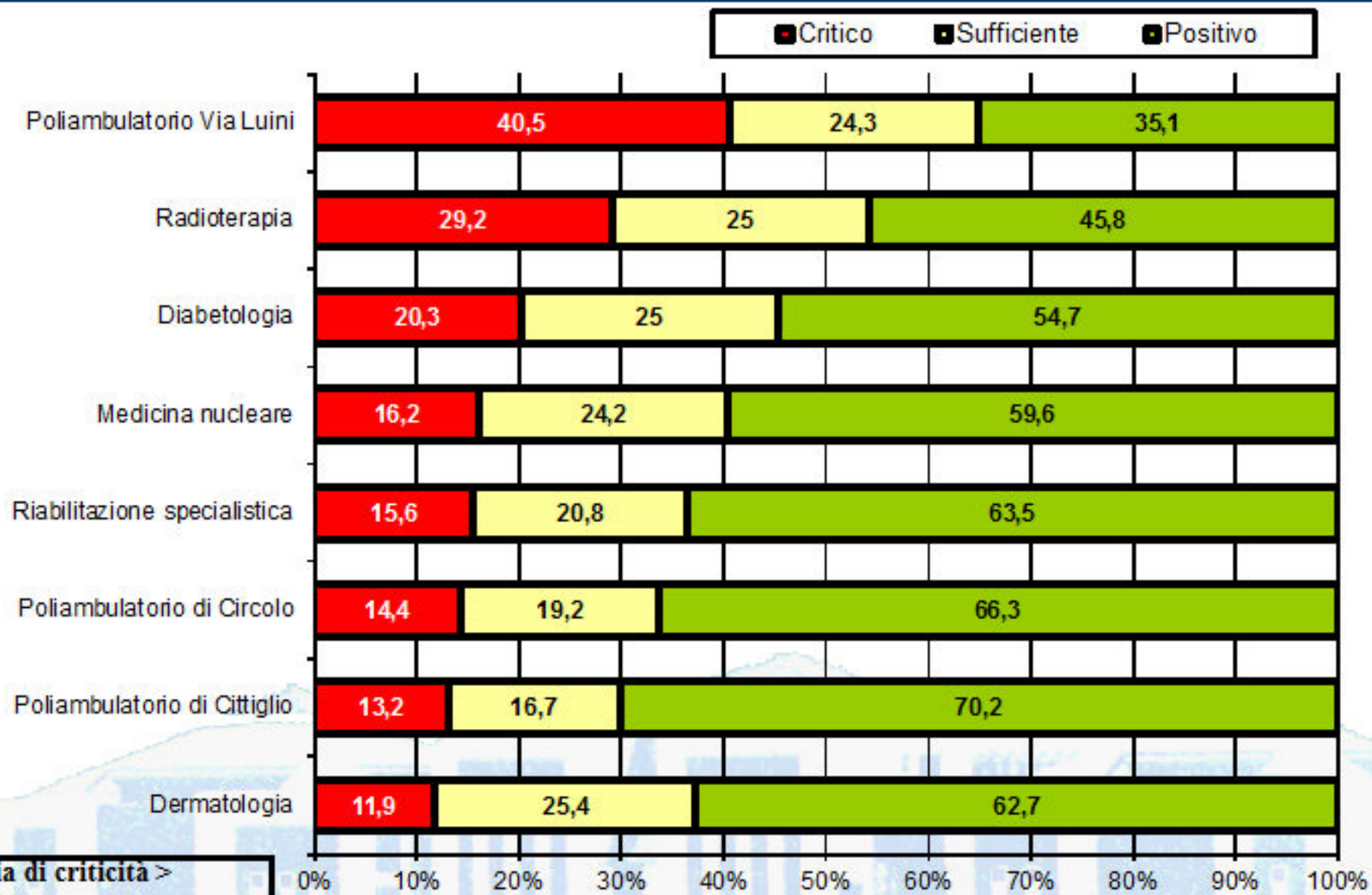
Soglia di criticità > 1,3%

Ambulatori: riservatezza

■ Critico
 ■ Sufficiente
 ■ Positivo



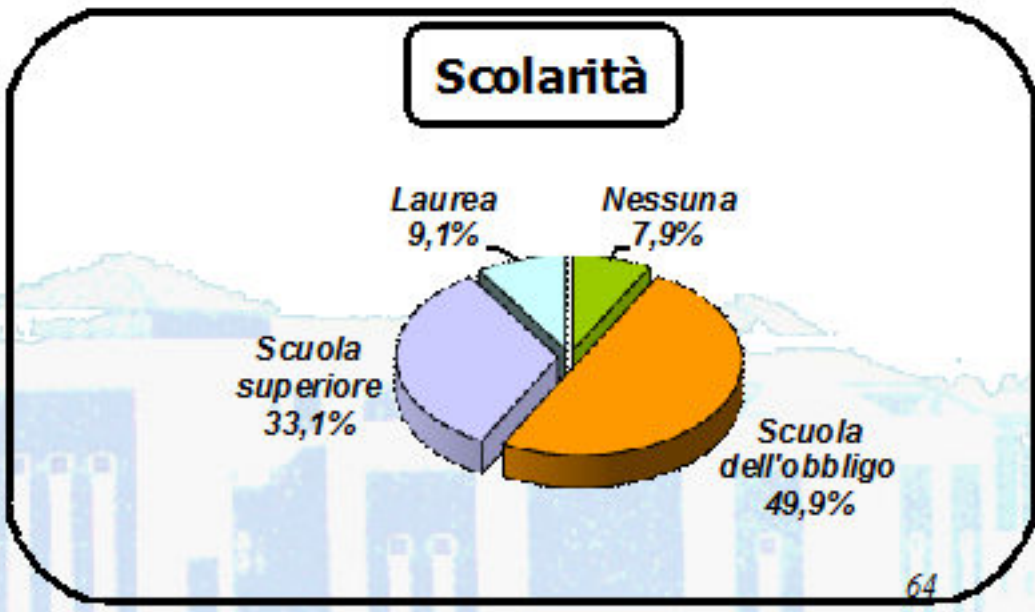
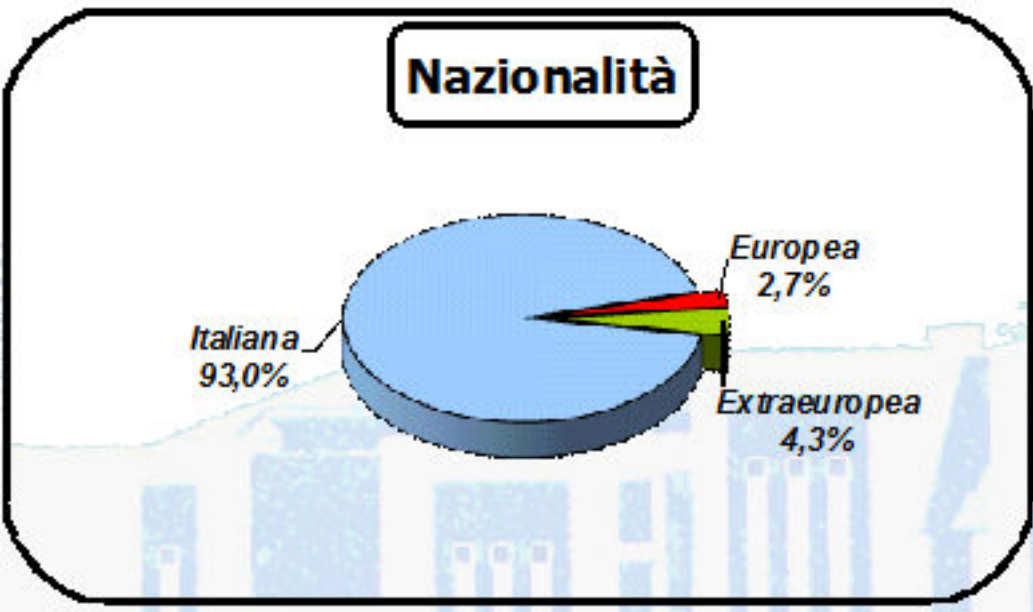
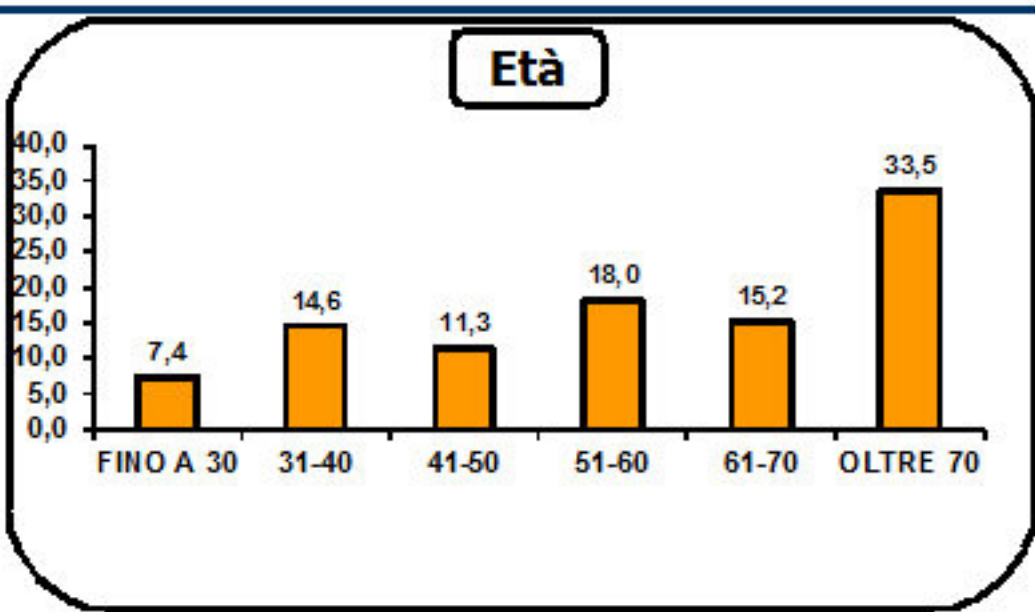
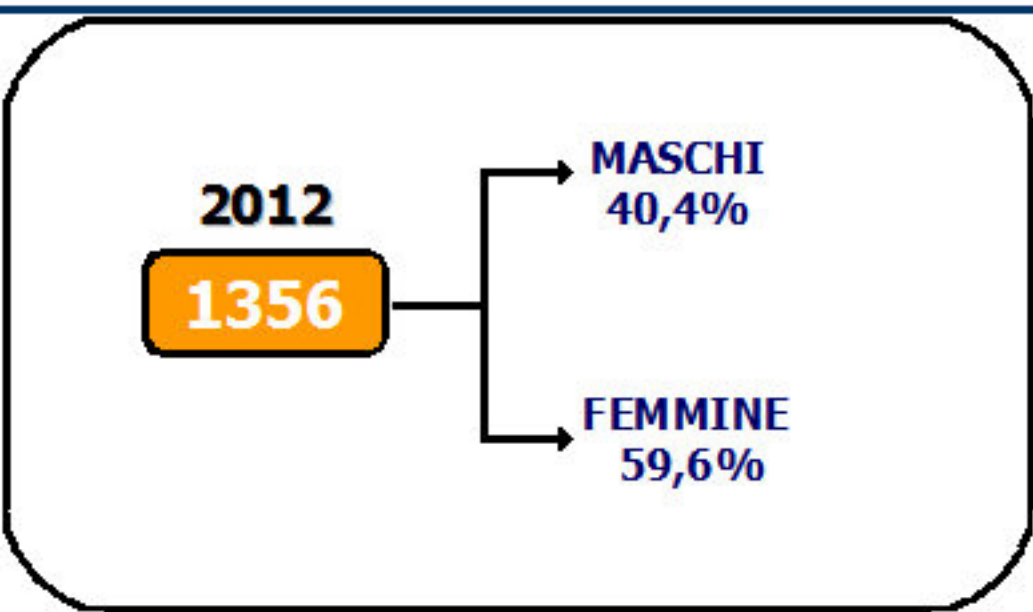
Ambulatori: chiarezza segnaletica



DEGENZE

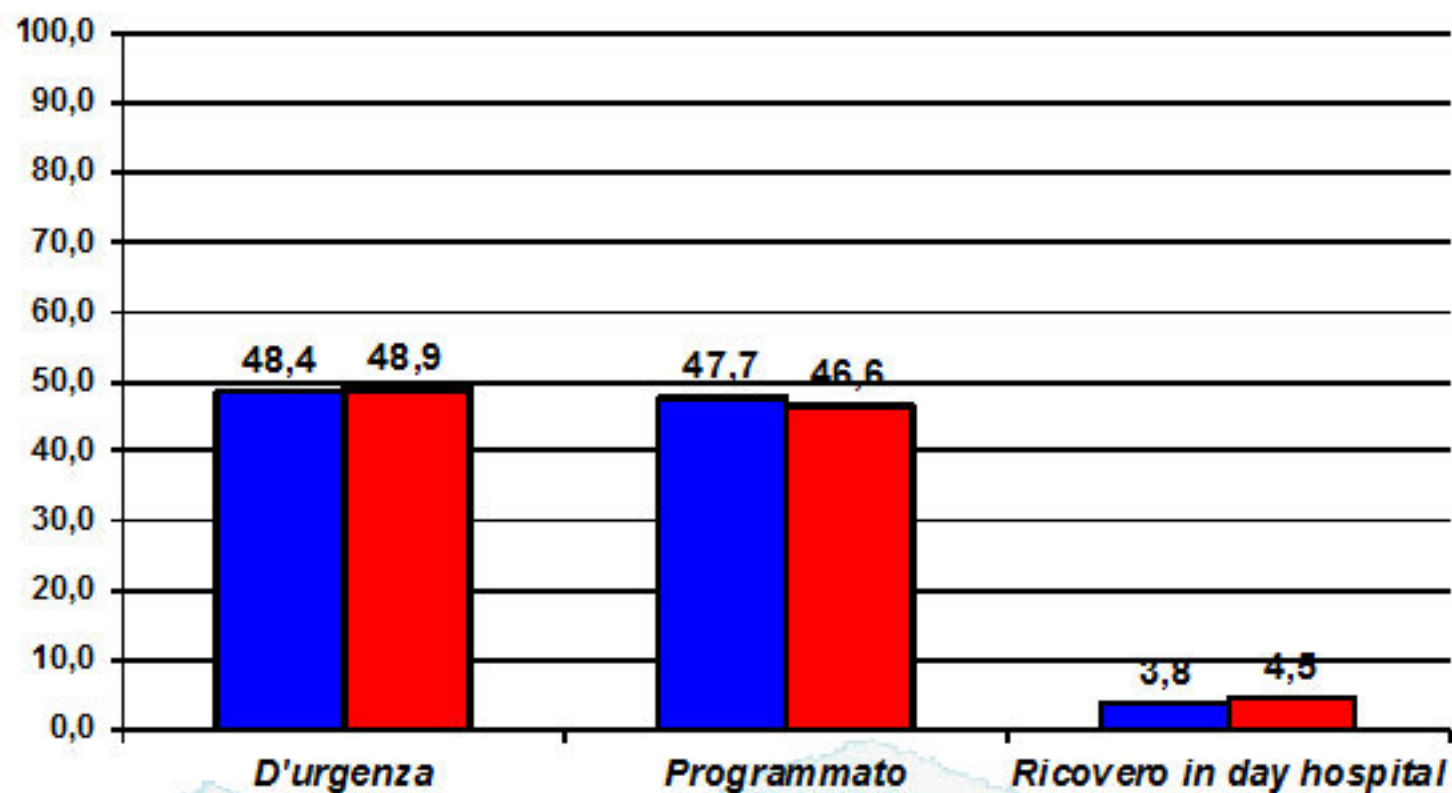


Degenze: il campione



Degenze: tipologia di ricovero

■ 2011 ■ 2012



Valori percentuali

Degenze: indici generali

2011 vs. 2012

Soddisfazione

2011
6,37

(N=1329)

2012
6,37

(N=1356)

Δ 2012 - 2011
0

Raccomandabilità

2011
6,43

2012
6,44

Δ 2012 - 2011
+ 0,01

Riutilizzo

2011
6,51

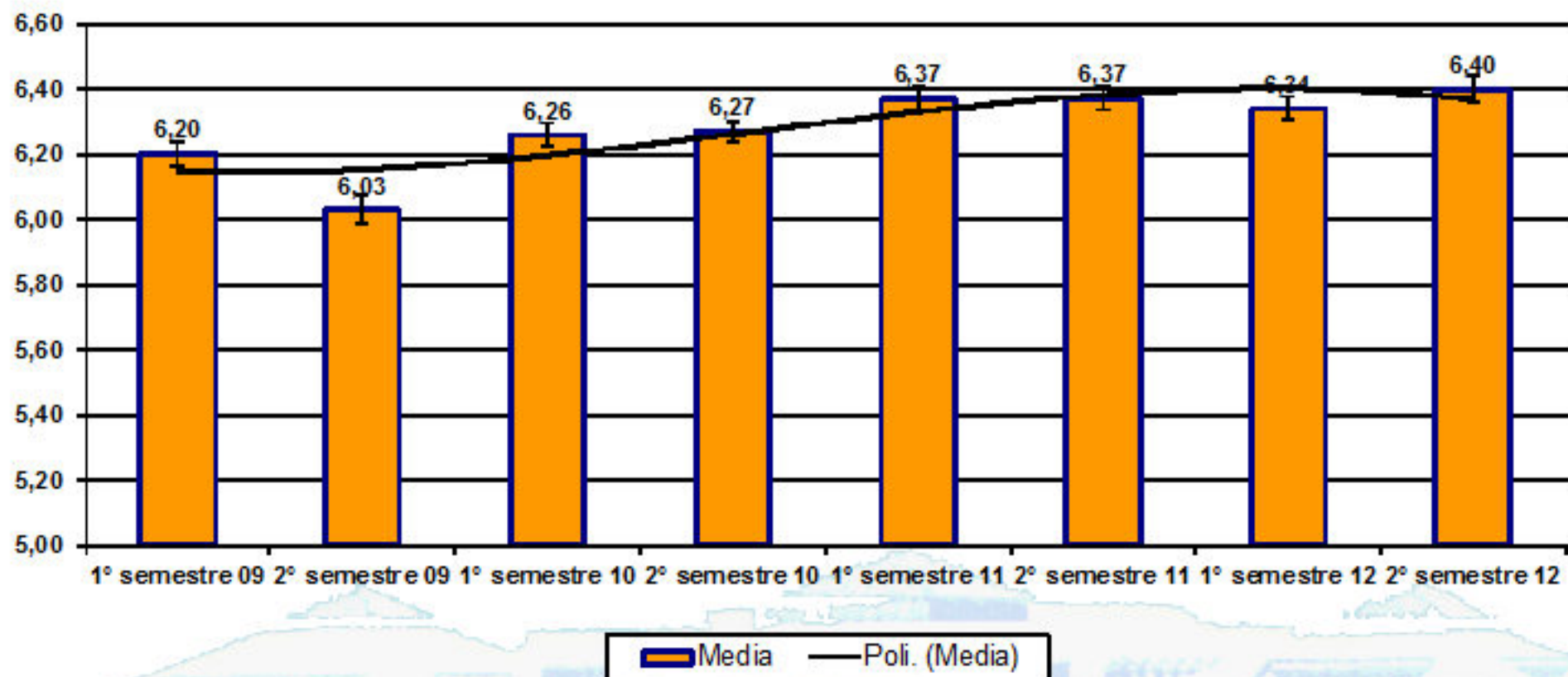
2012
6,50

Δ 2012 - 2011
- 0,01

Valori medi, scala 1-7

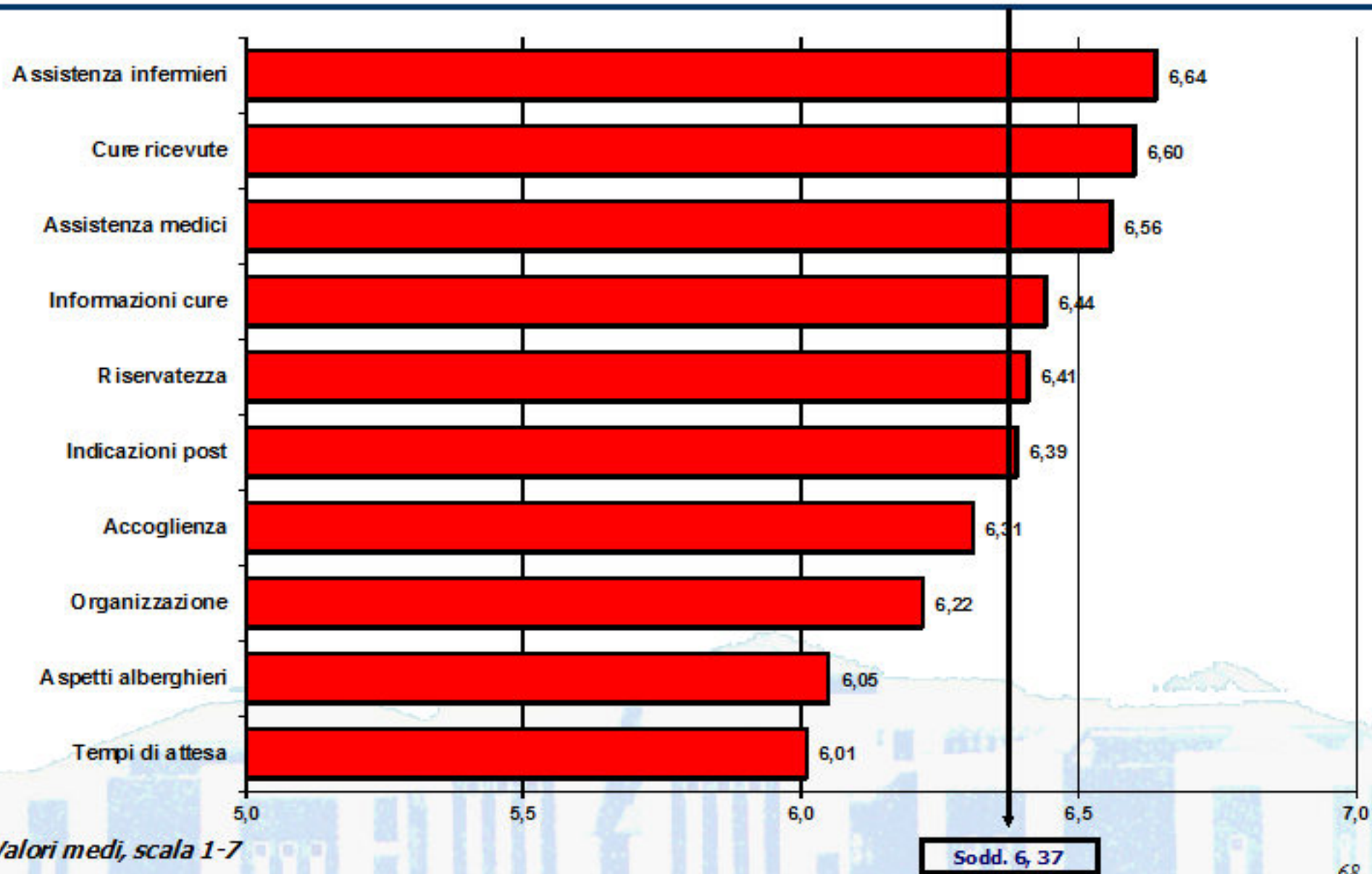
Degenze: confronto temporale

Andamento indice di soddisfazione

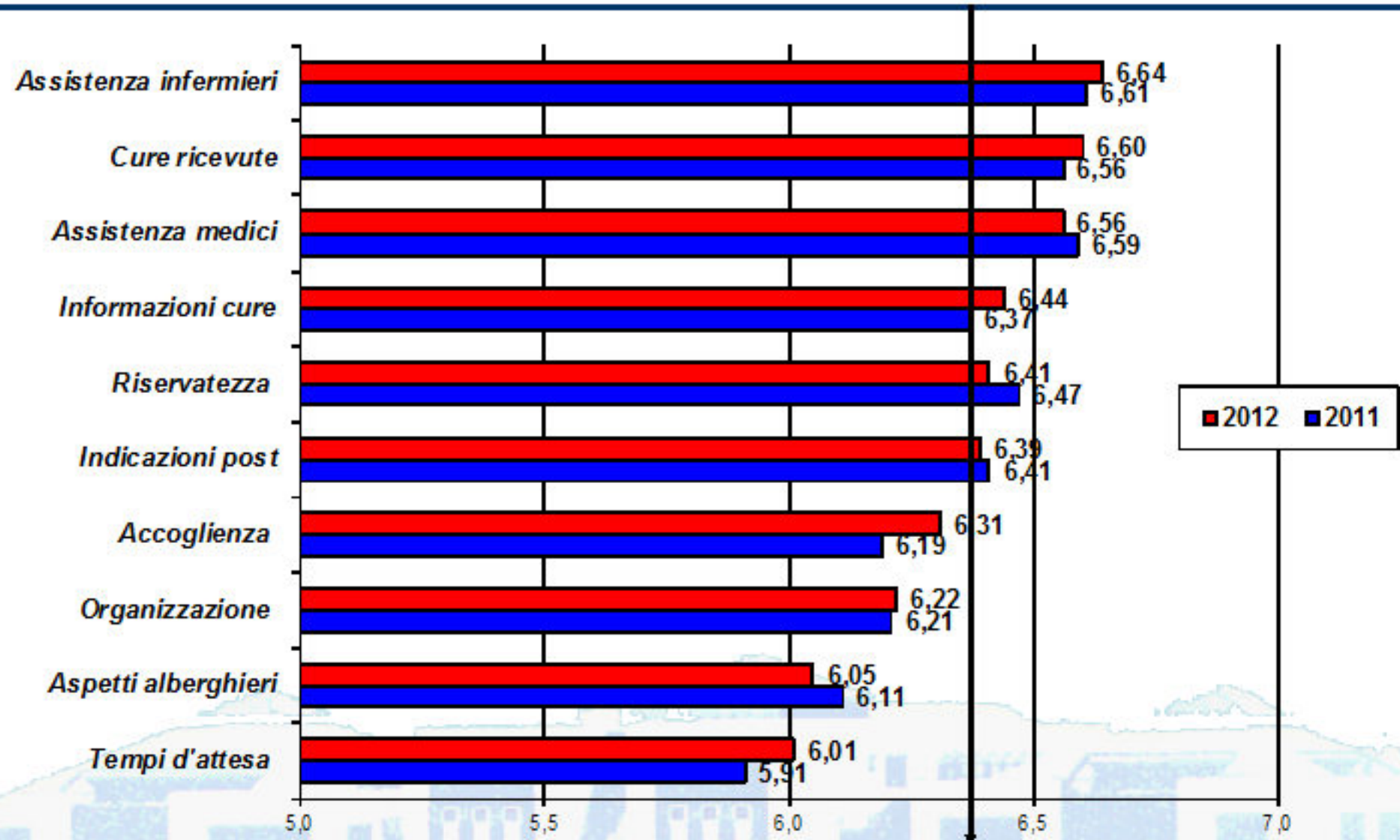


Valori medi, scala 1-7

Degenze: soddisfazione per i singoli elementi del servizio (2012)



Degenze: soddisfazione per i singoli elementi servizio (2011 vs 2012)



Valori medi, scala 1-7

DEGENZE: Dettaglio



Degenze	1° semestre 12	2° semestre 12	Totale 2012
Ospedale di Circolo			
Cardiochirurgia	10	10	20
Cardiologia 1	11	13	24
Cardiologia 2	10	12	22
Chirurgia 1	21	21	42
Chirurgia 2	21	19	40
Chirurgia 3 toracica	10	10	20
Gastroenterologia	20	20	40
Geriatrics	10	10	20
Malattie infettive	10	10	20
Medicina gen 1	17	23	40
Medicina gen 2	15	15	30
Nefrologia	10	10	20
Neurochirurgia	25	26	51
Oculistica	25	25	50
Ortopedia	35	32	67
Otorinolaringoiatria	26	25	51
Pneumologia	11	10	21
Pronto soccorso	20	19	39
Urologia	13	10	23
Ematologia	14	8	22
Neurologia	10	10	20

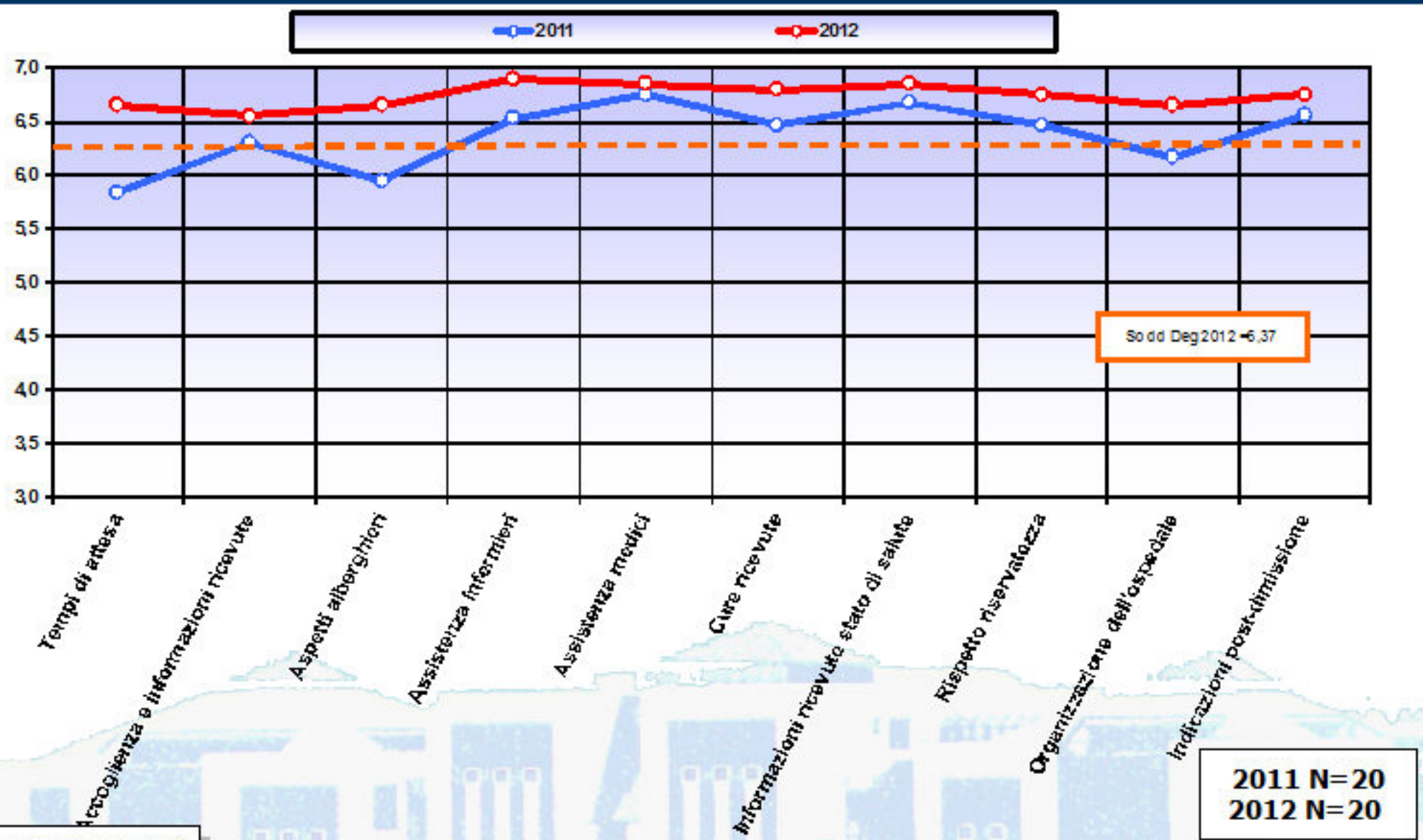
Degenze: rilevazioni

Degenze	1° semestre 12	2° semestre 12	Totale 2012
Ospedale Del Ponte			
Ginecologia a	38	42	80
Ginecologia b	37	36	73
Pediatria	60	45	105
Ospedale di Cittiglio			
Chirurgia generale	20	20	40
Medicina generale	30	30	60
Ginecologia	30	30	60
Pediatria	21	20	41
Ospedale di Luino			
Ortopedia	15	16	31
Chirurgia generale	20	20	40
RRF	20	20	40
Medicina generale	20	18	38
Ospedale di Cuasso			
Cardiologia riab.	8	11	19
RRF	10	10	20
Pneumologia riab.	13	14	27
Totale	686	670	1356

DEGENZE: Ospedale di Circolo (Varese)

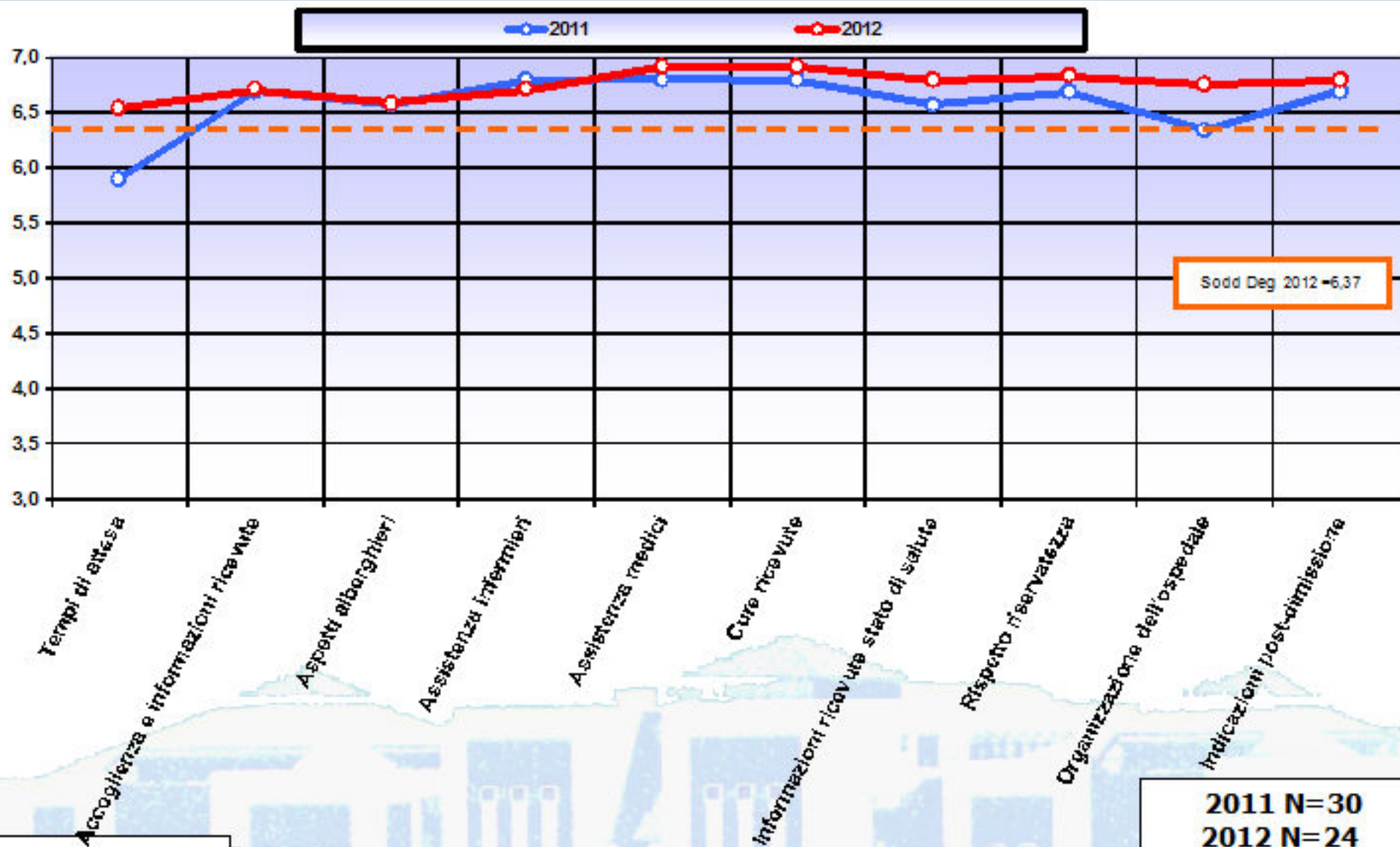


Circolo: Cardiochirurgia

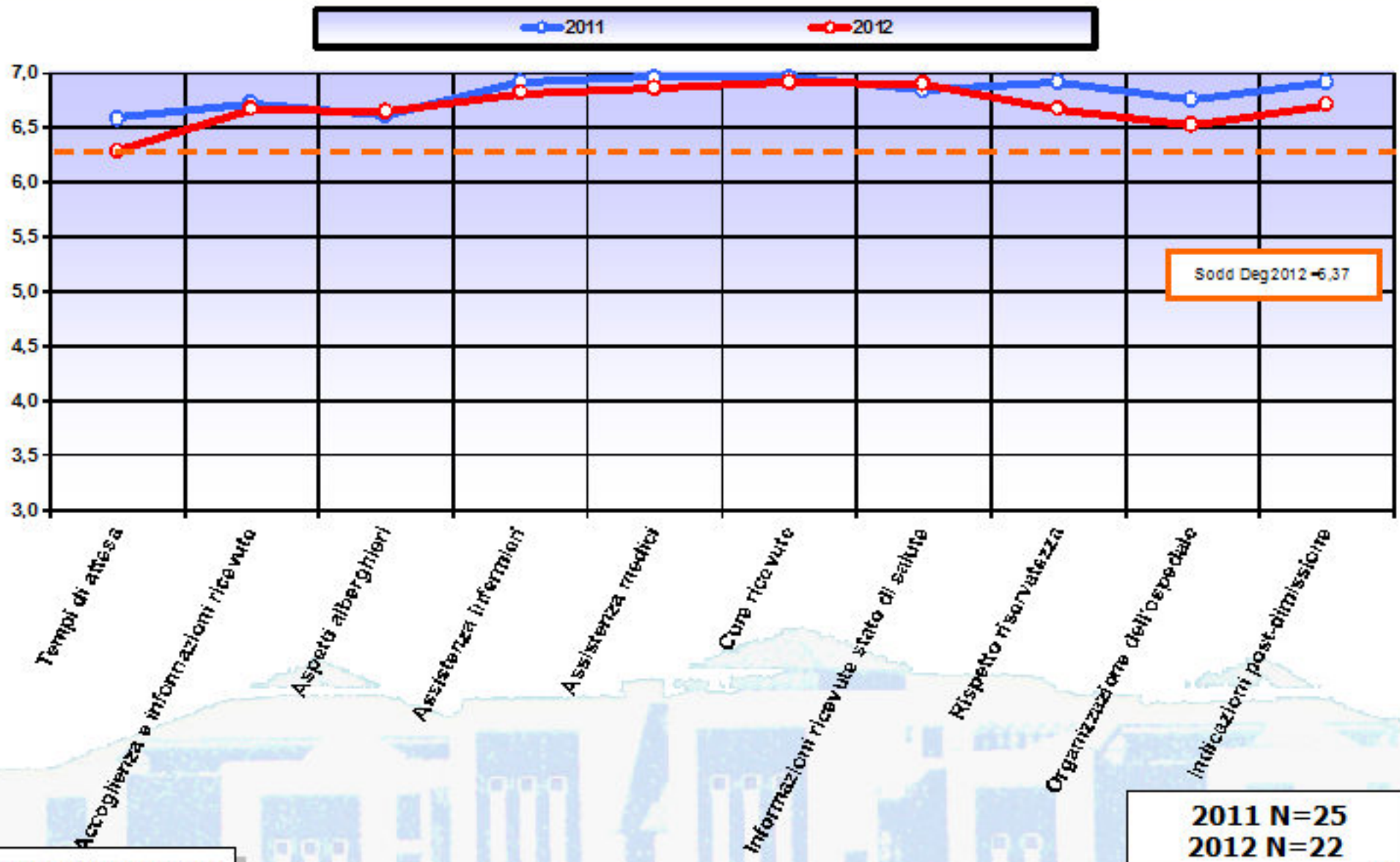


(valori medi, scala 1-7)

Circolo: Cardiologia 1

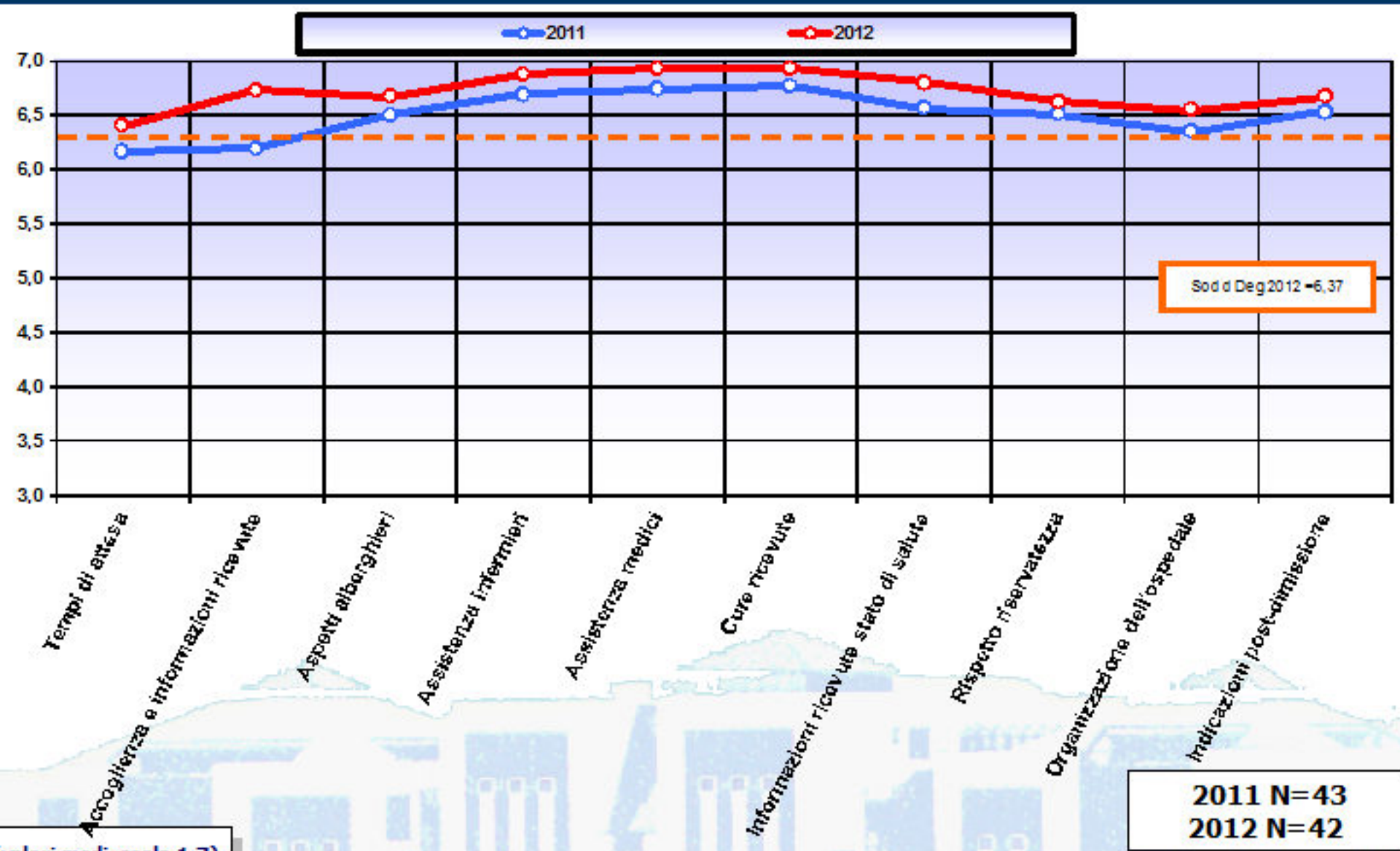


Circolo: Cardiologia 2

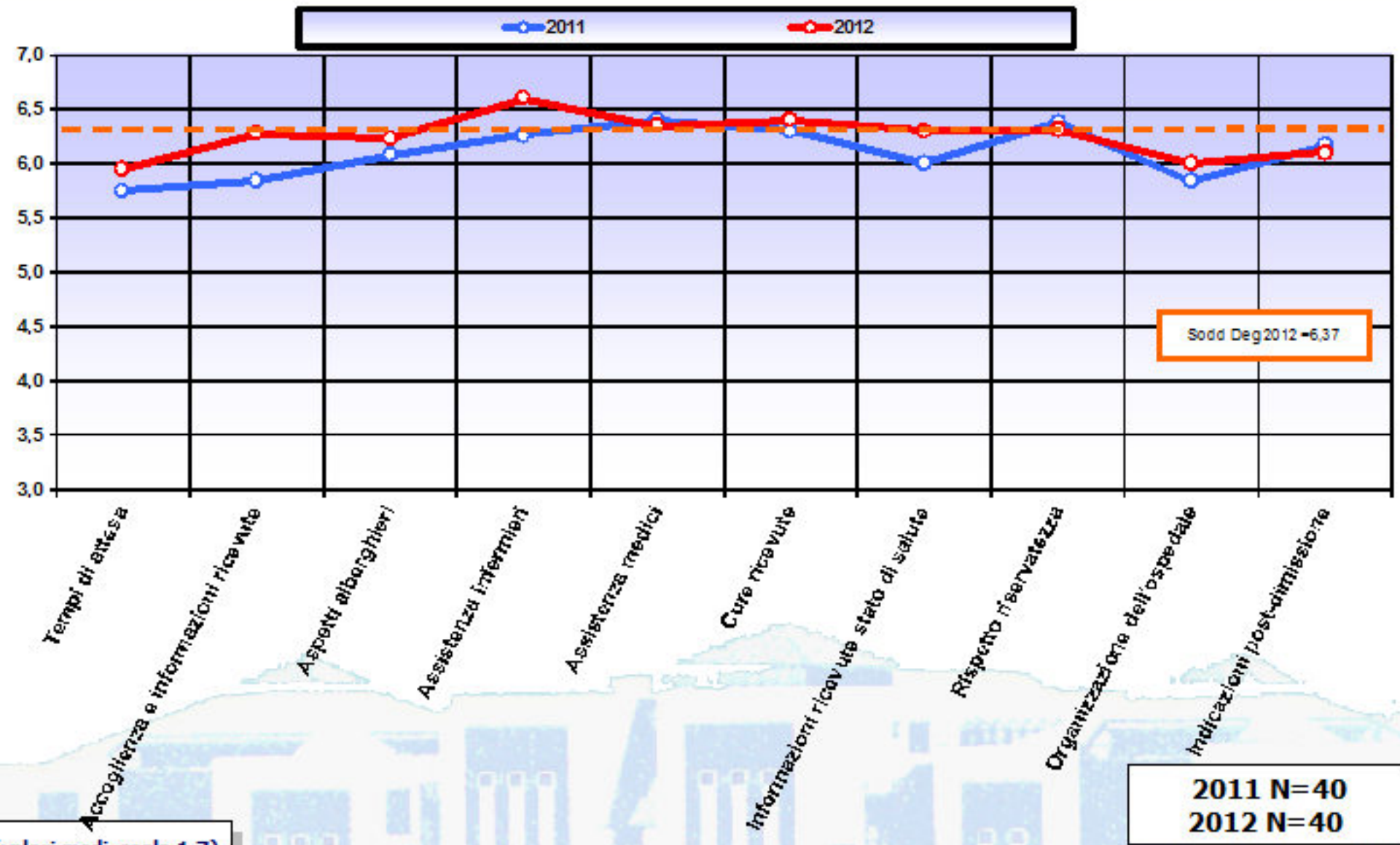


(valori medi, scala 1-7)

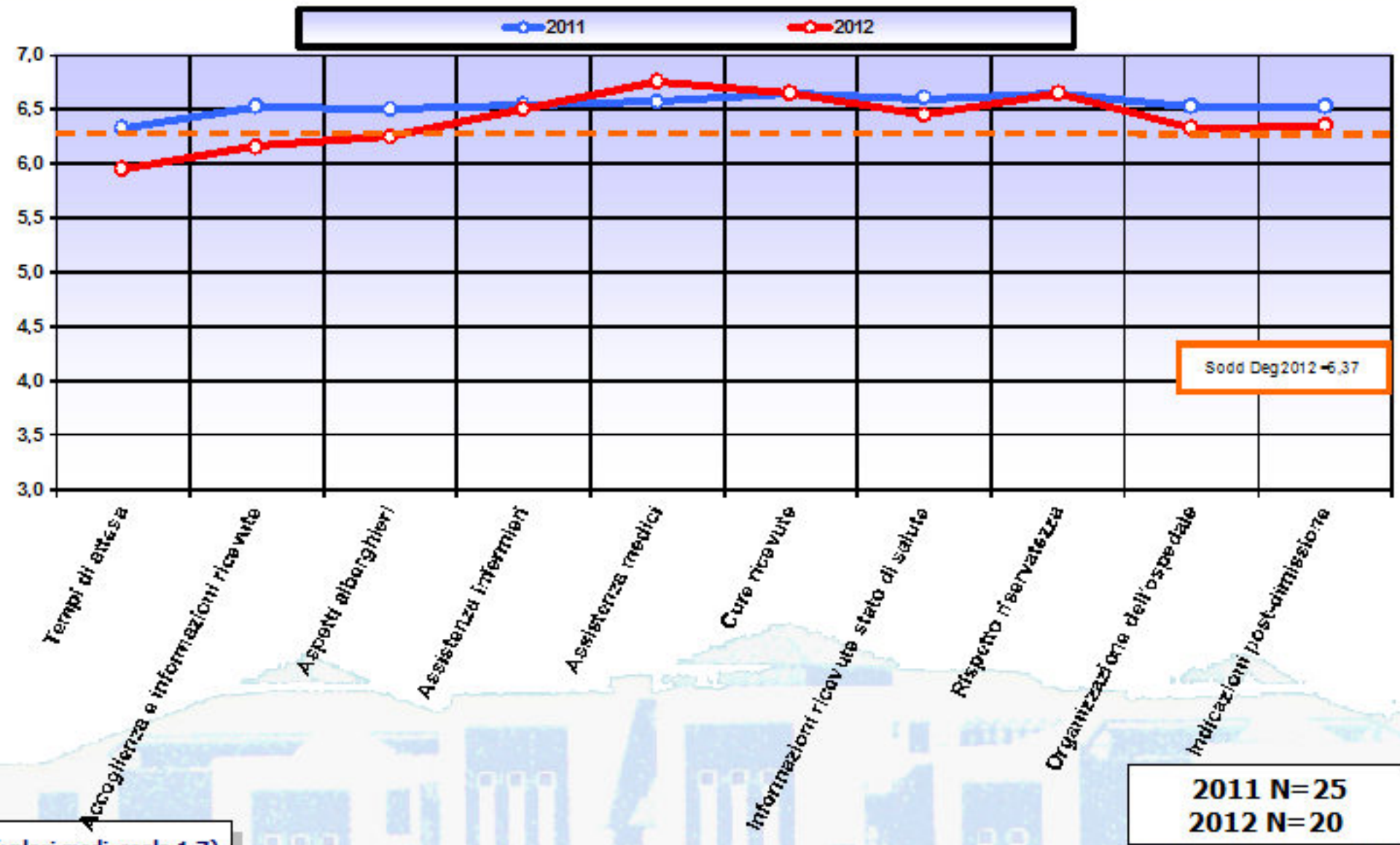
Circolo: Chirurgia 1



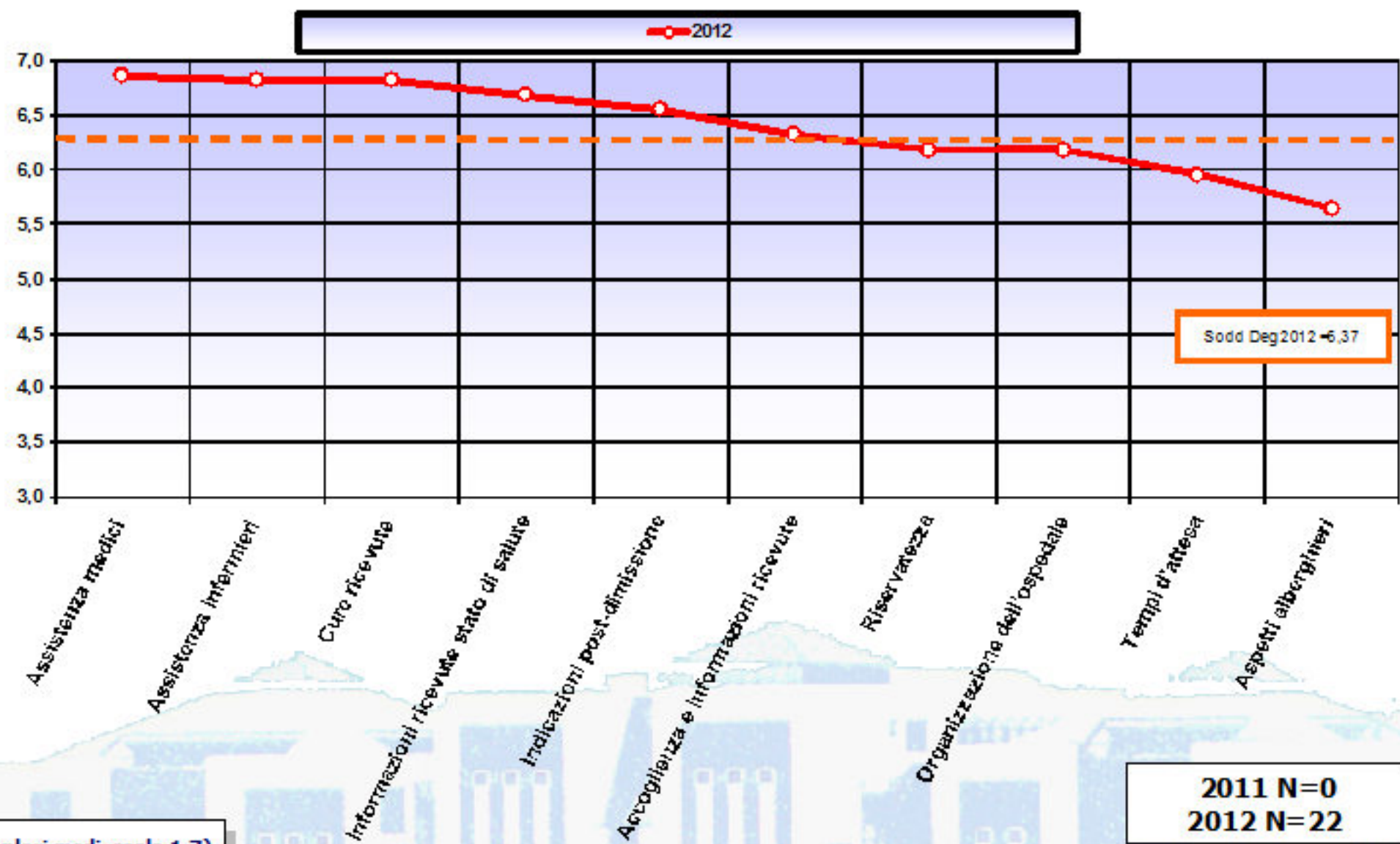
Circolo: Chirurgia 2



Circolo: Chirurgia 3 toracica

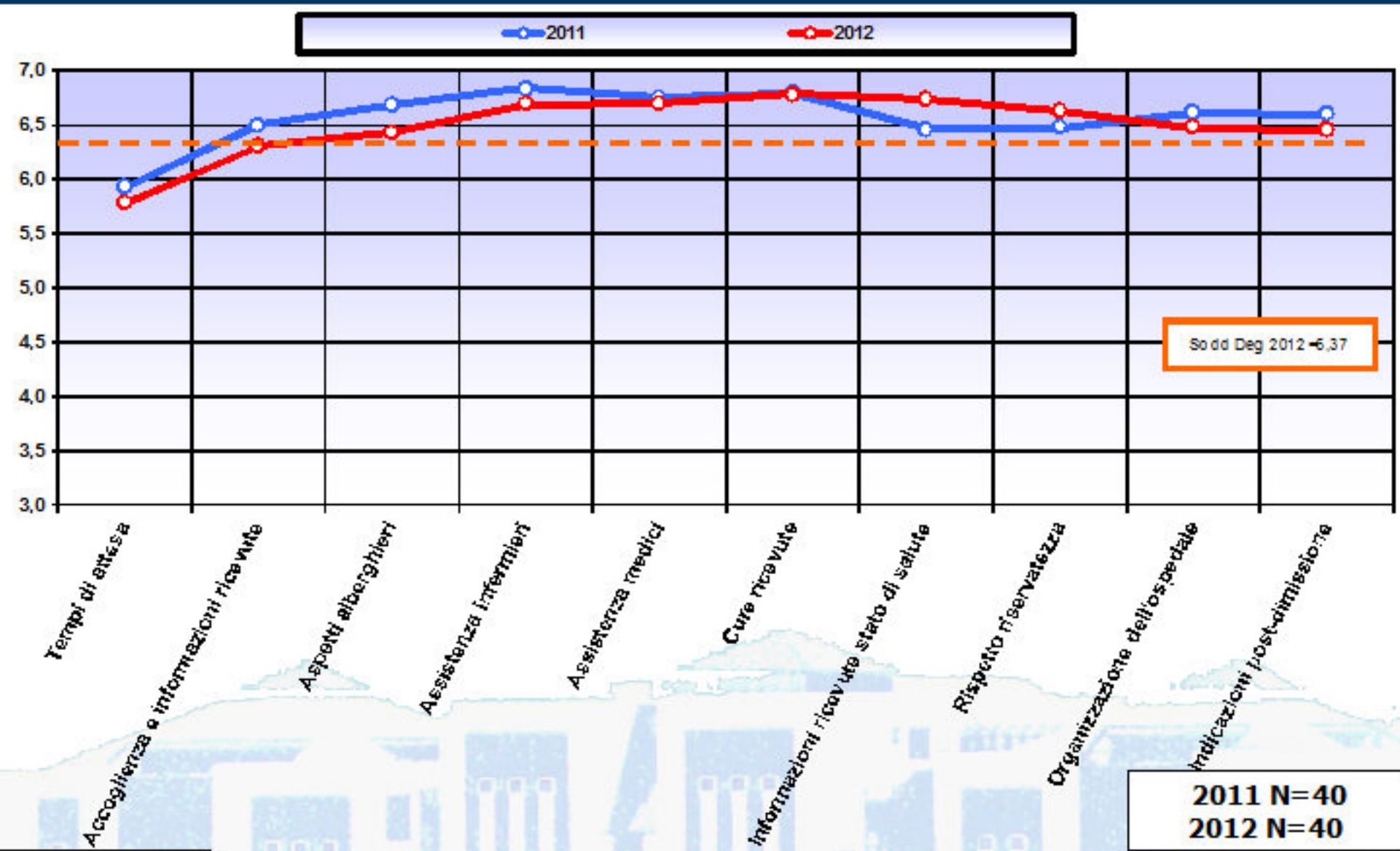


Circolo: Ematologia



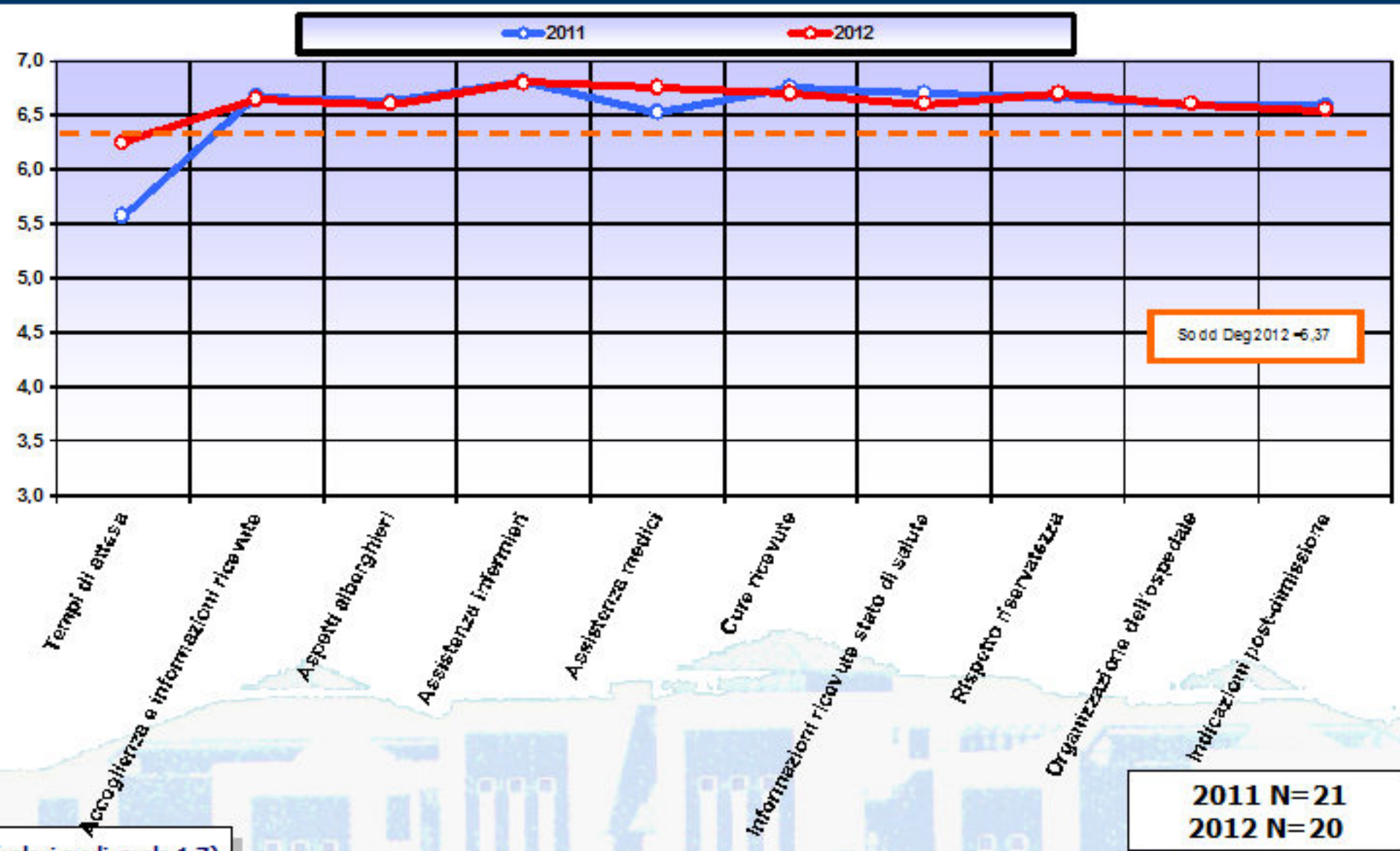
(valori medi, scala 1-7)

Circolo: Gastroenterologia

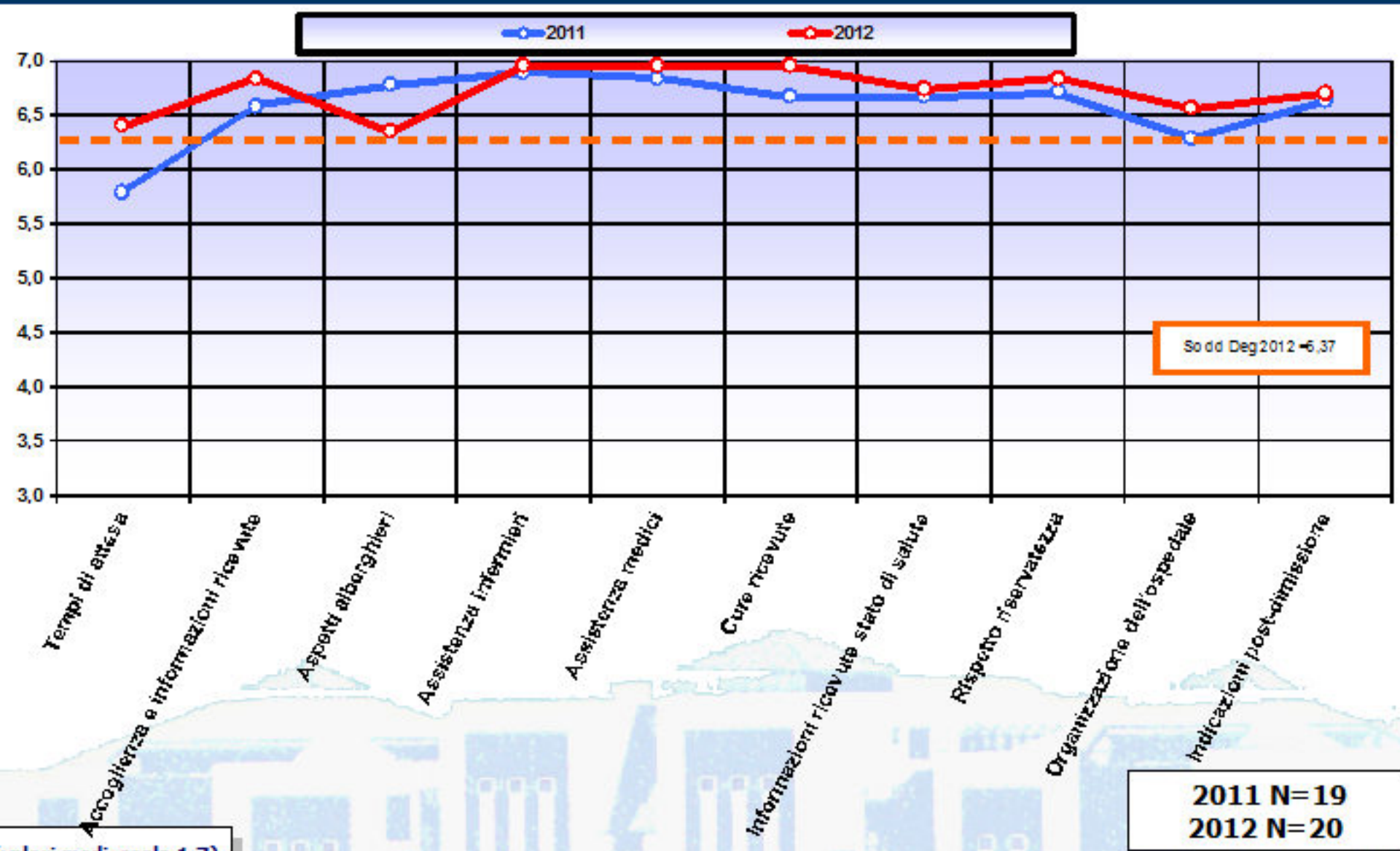


(valori medi, scala 1-7)

Circolo: Geriatria

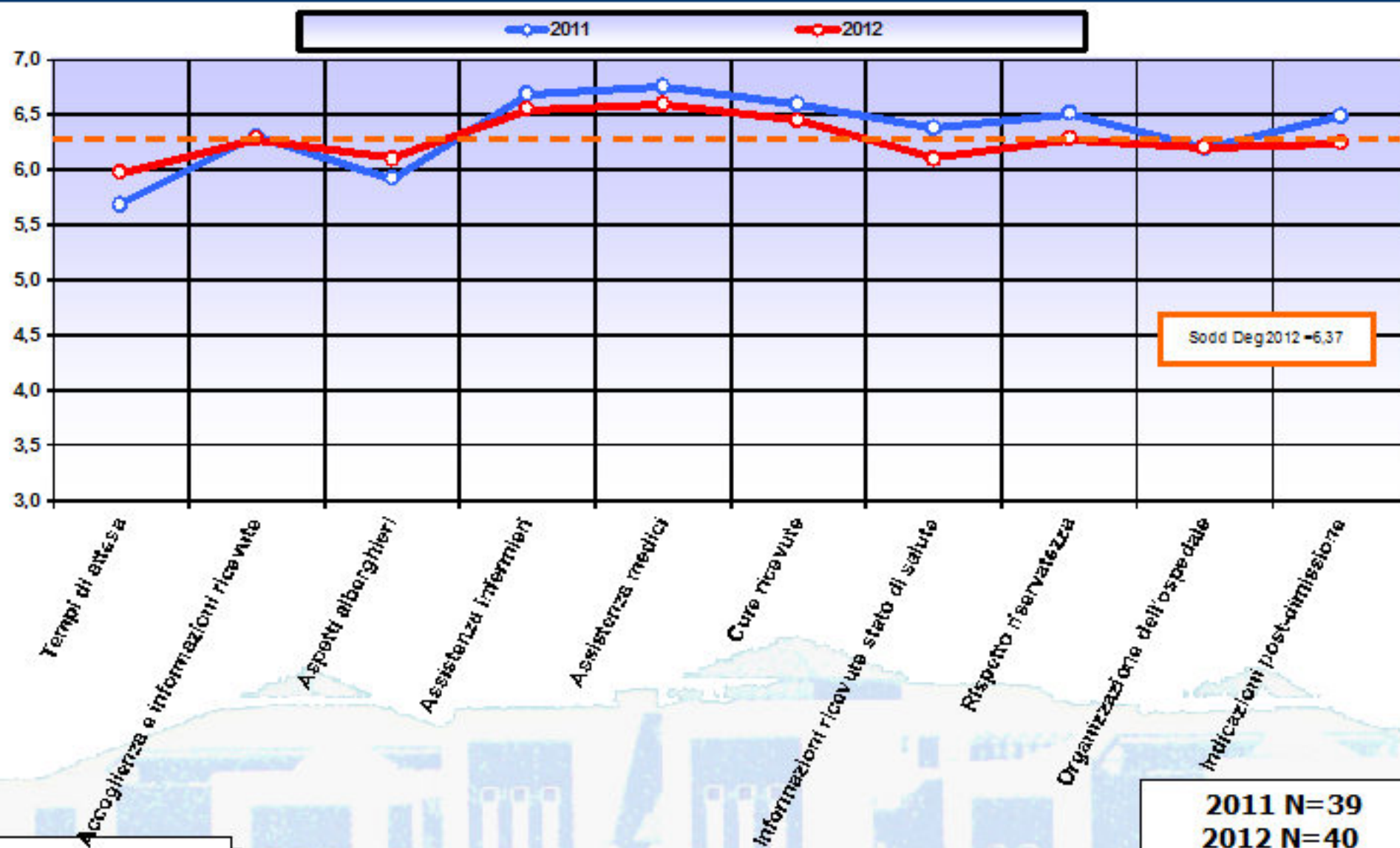


Circolo: Malattie infettive



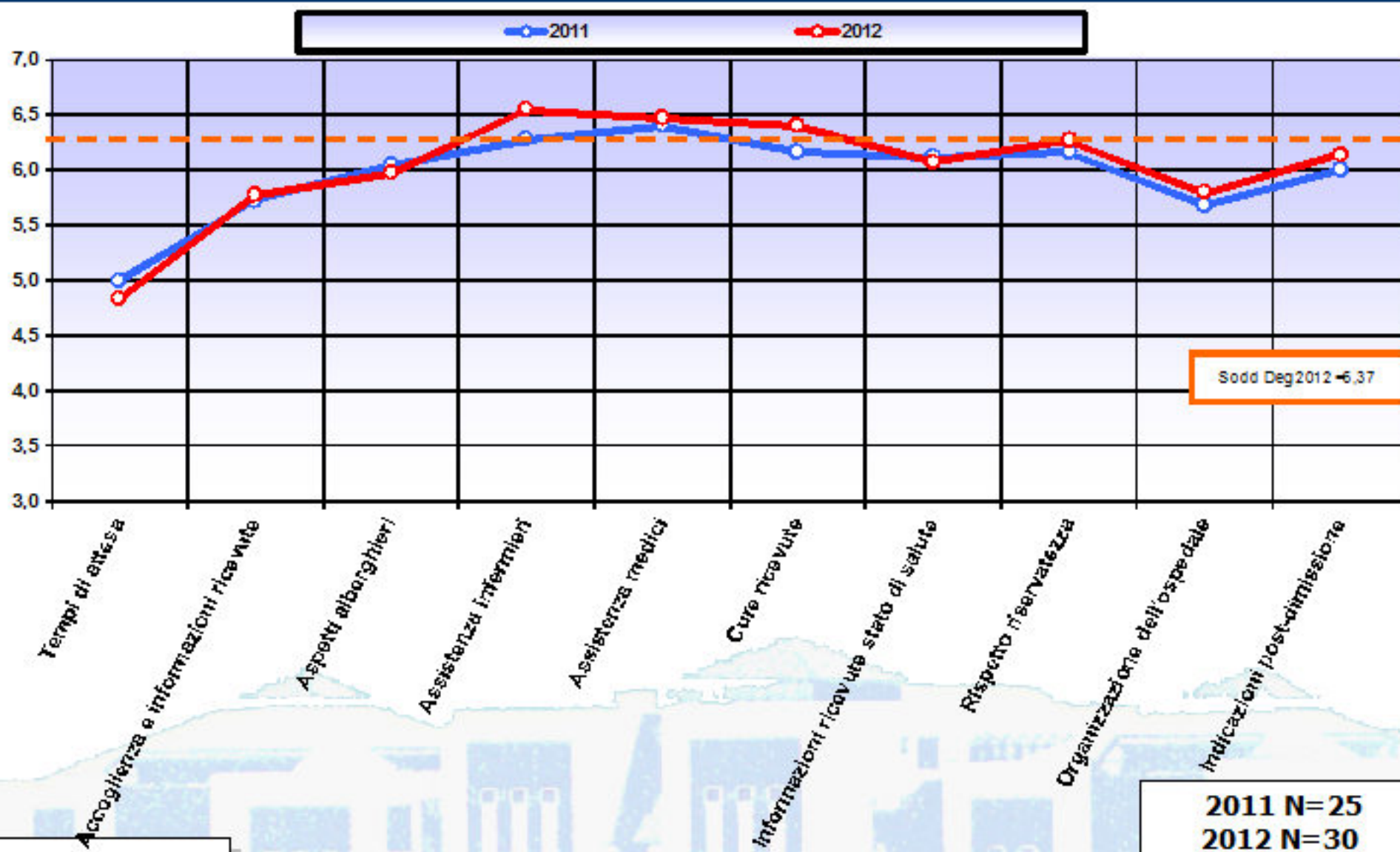
(valori medi, scala 1-7)

Circolo: Medicina generale 1

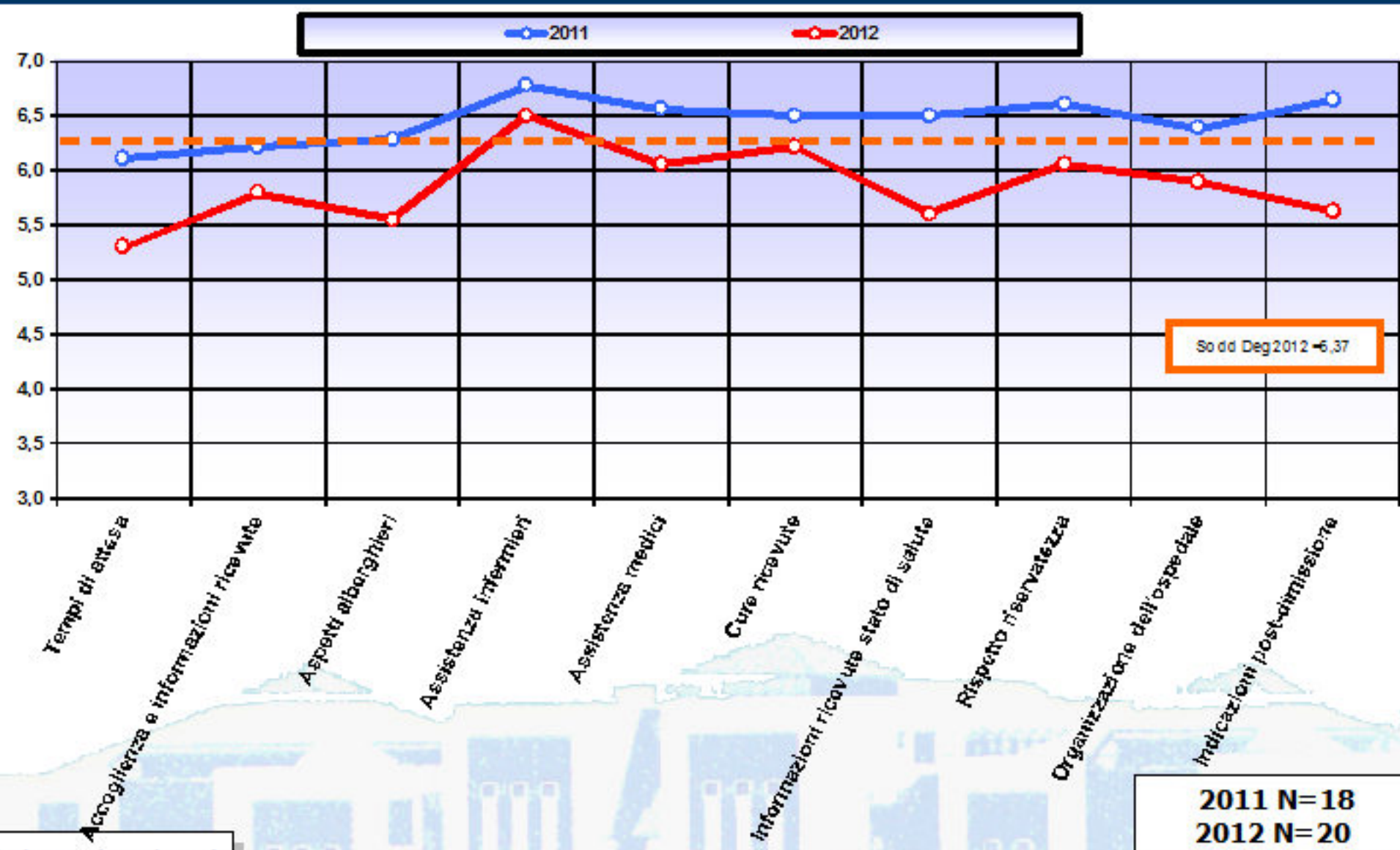


(valori medi, scala 1-7)

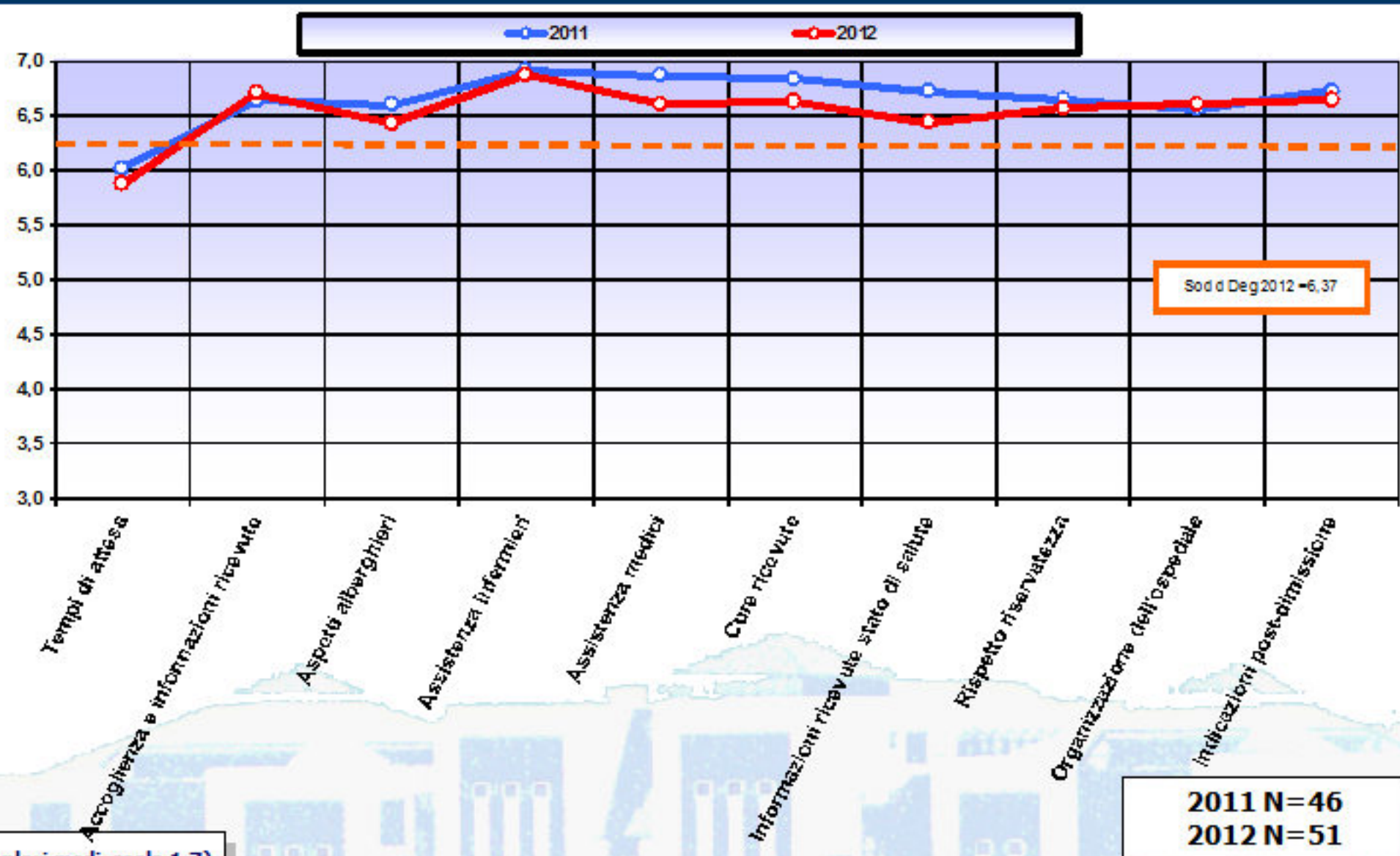
Circolo: Medicina generale 2



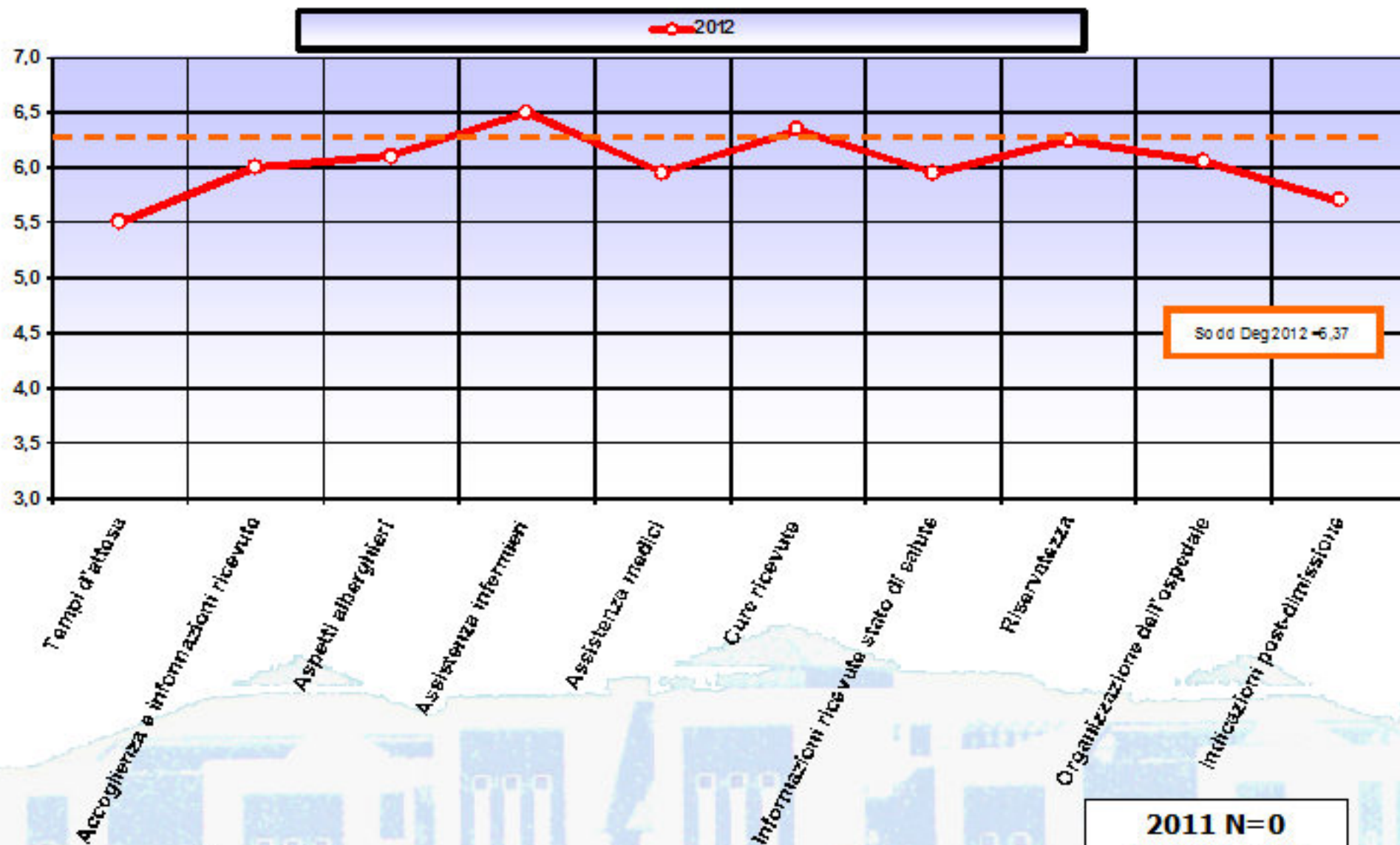
Circolo: Nefrologia



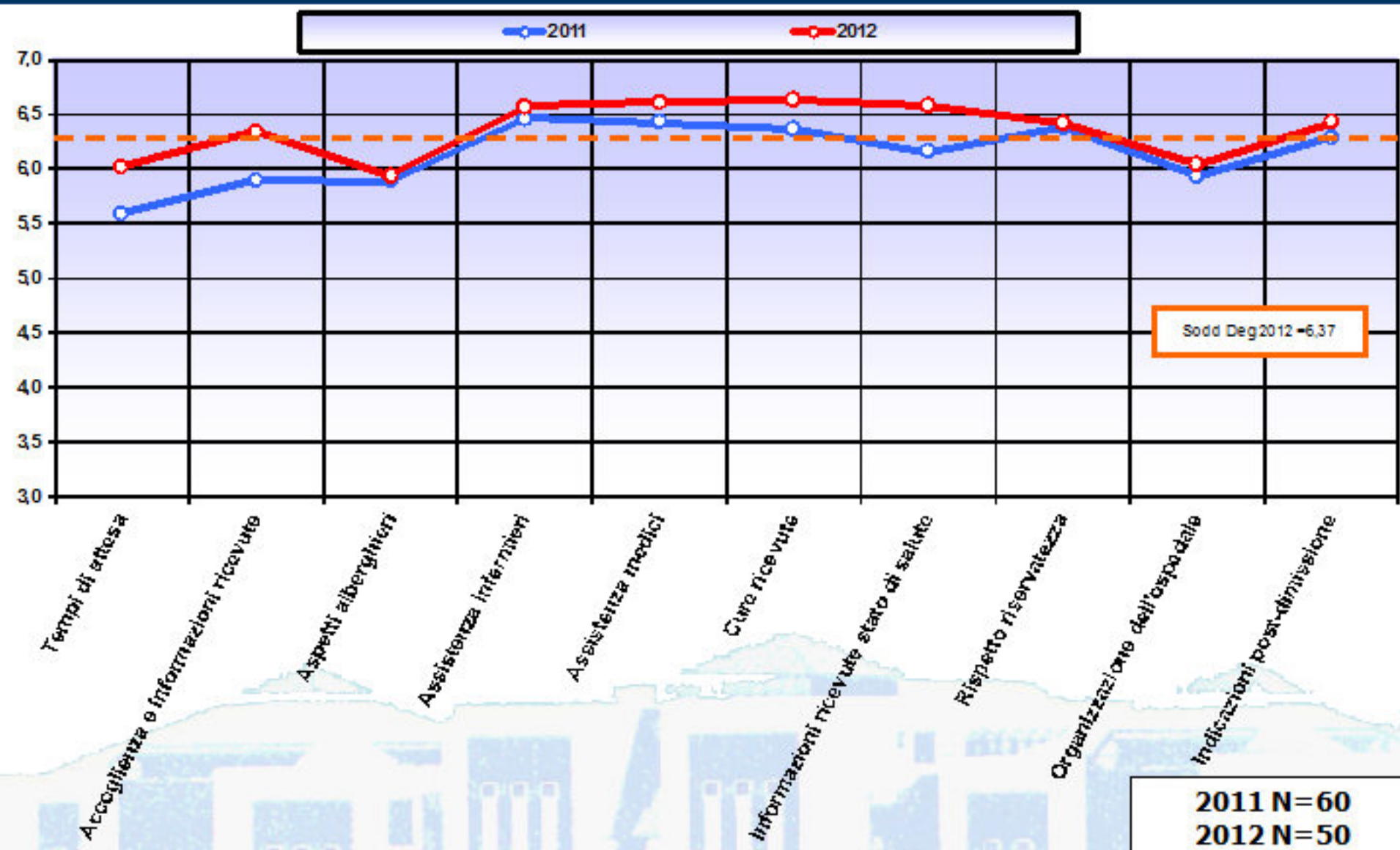
Circolo: Neurochirurgia



Circolo: Neurologia

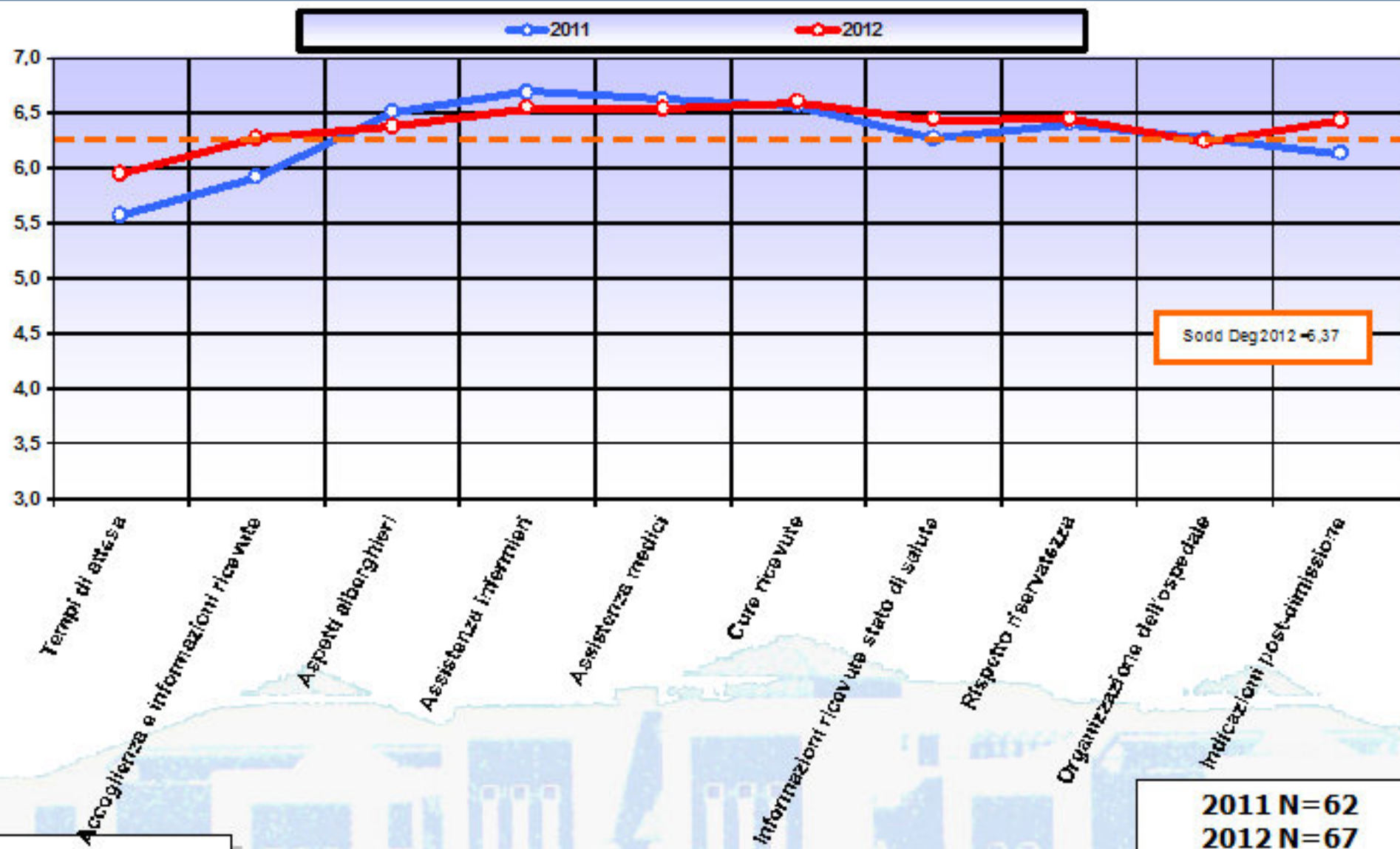


Circolo: Oculistica

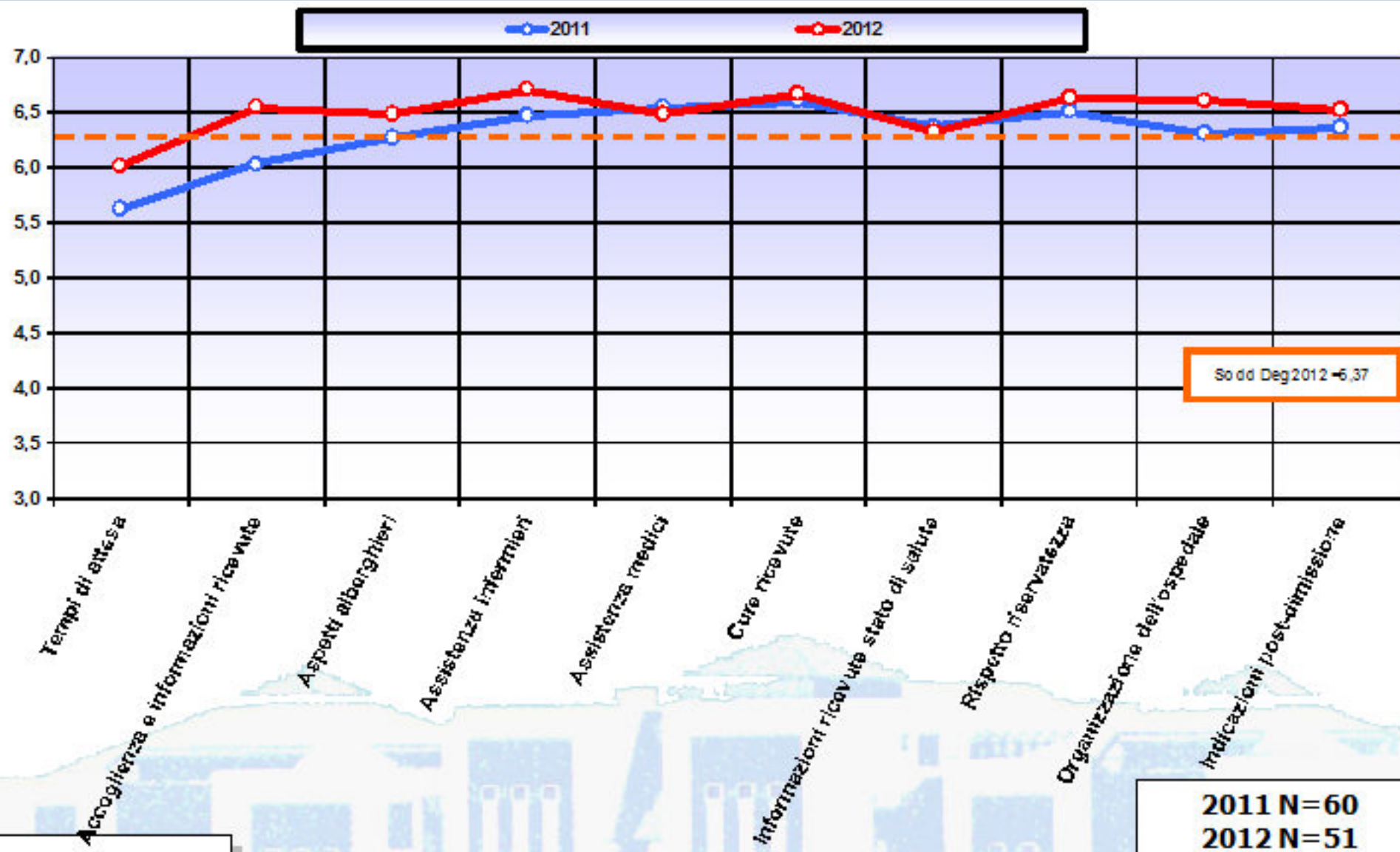


(valori medi, scala 1-7)

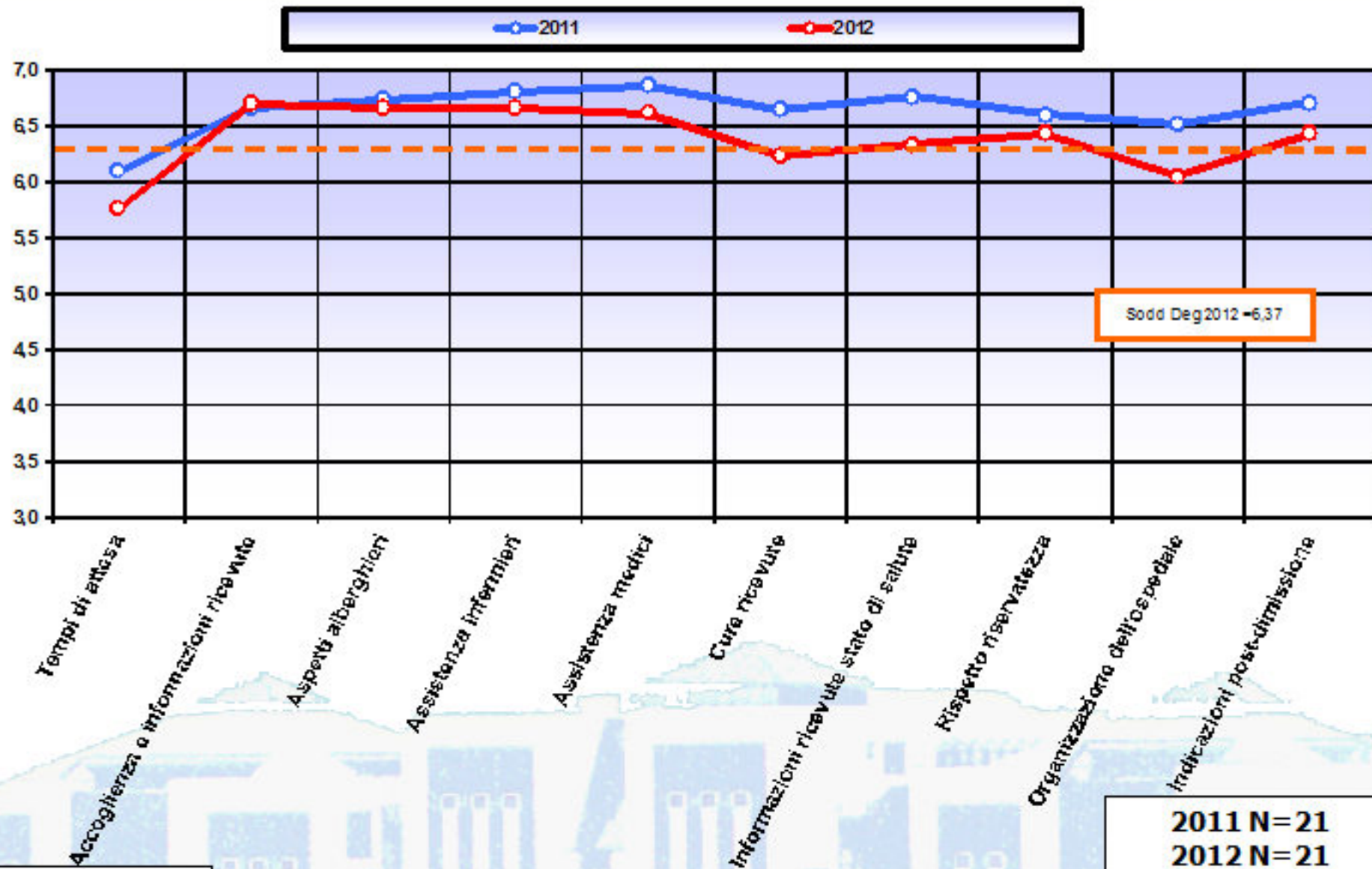
Circolo: Ortopedia



Circolo: otorinolaringoiatria

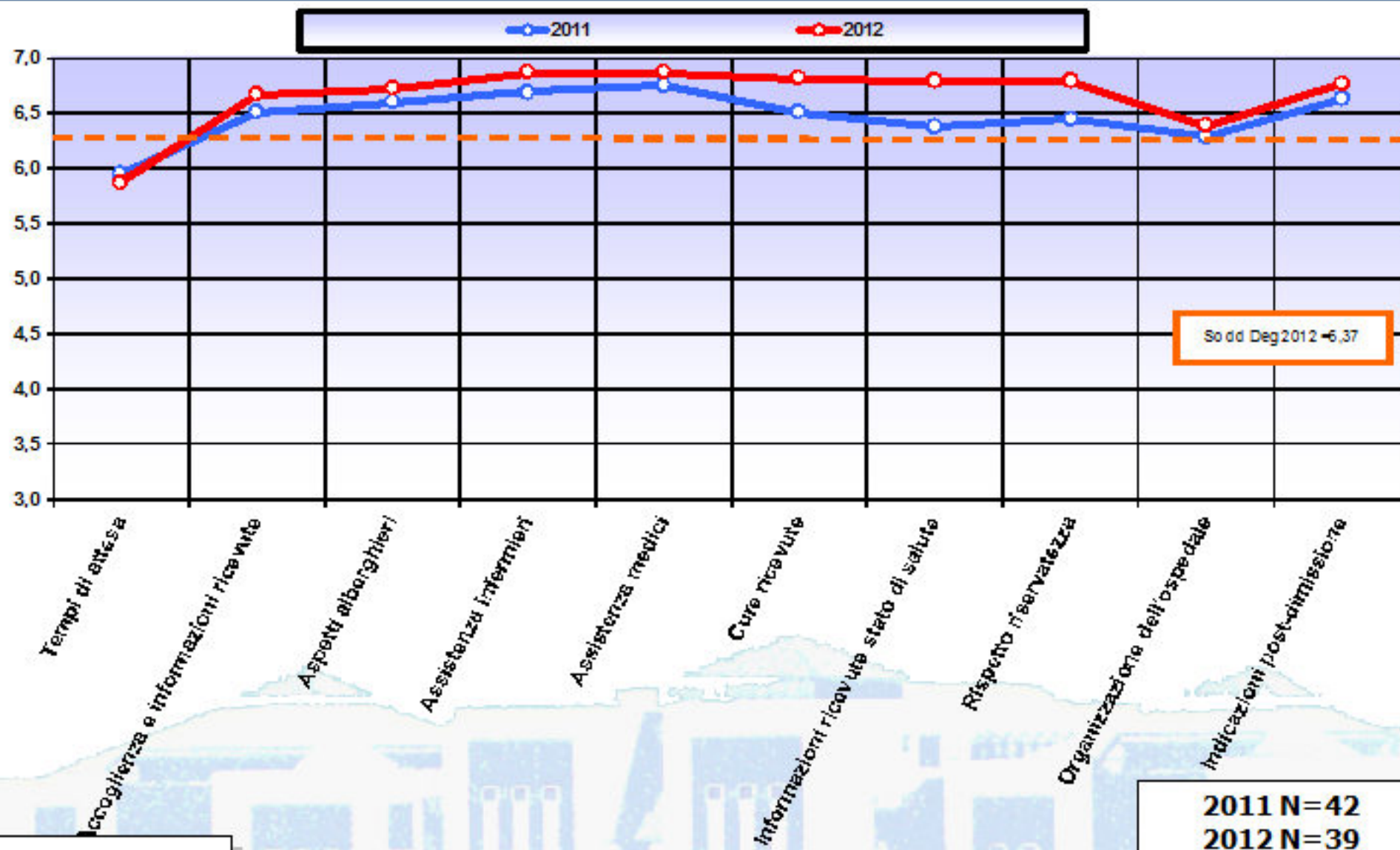


Circolo: Pneumologia



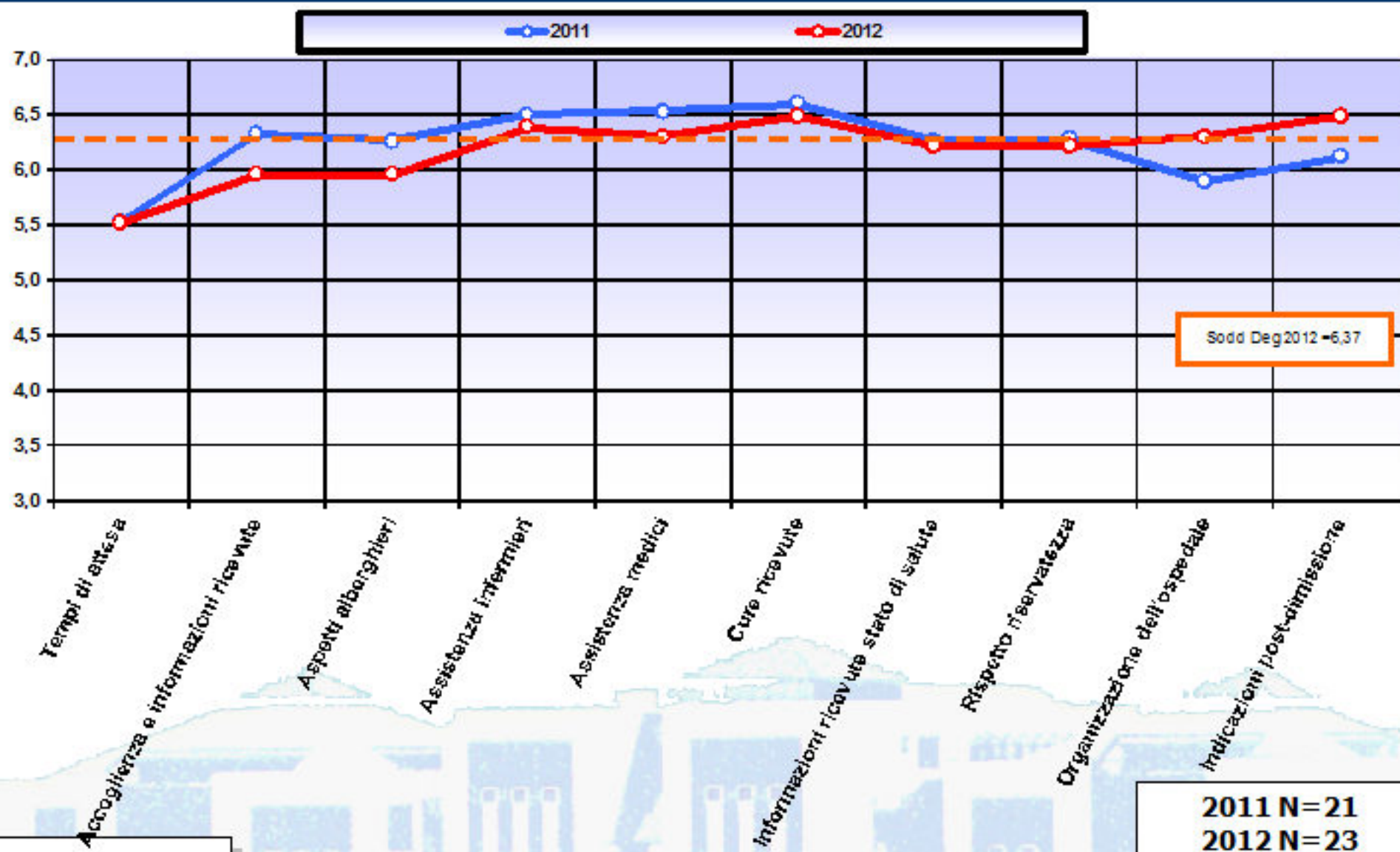
(valori medi, scala 1-7)

Circolo: Pronto soccorso



(valori medi, scala 1-7)

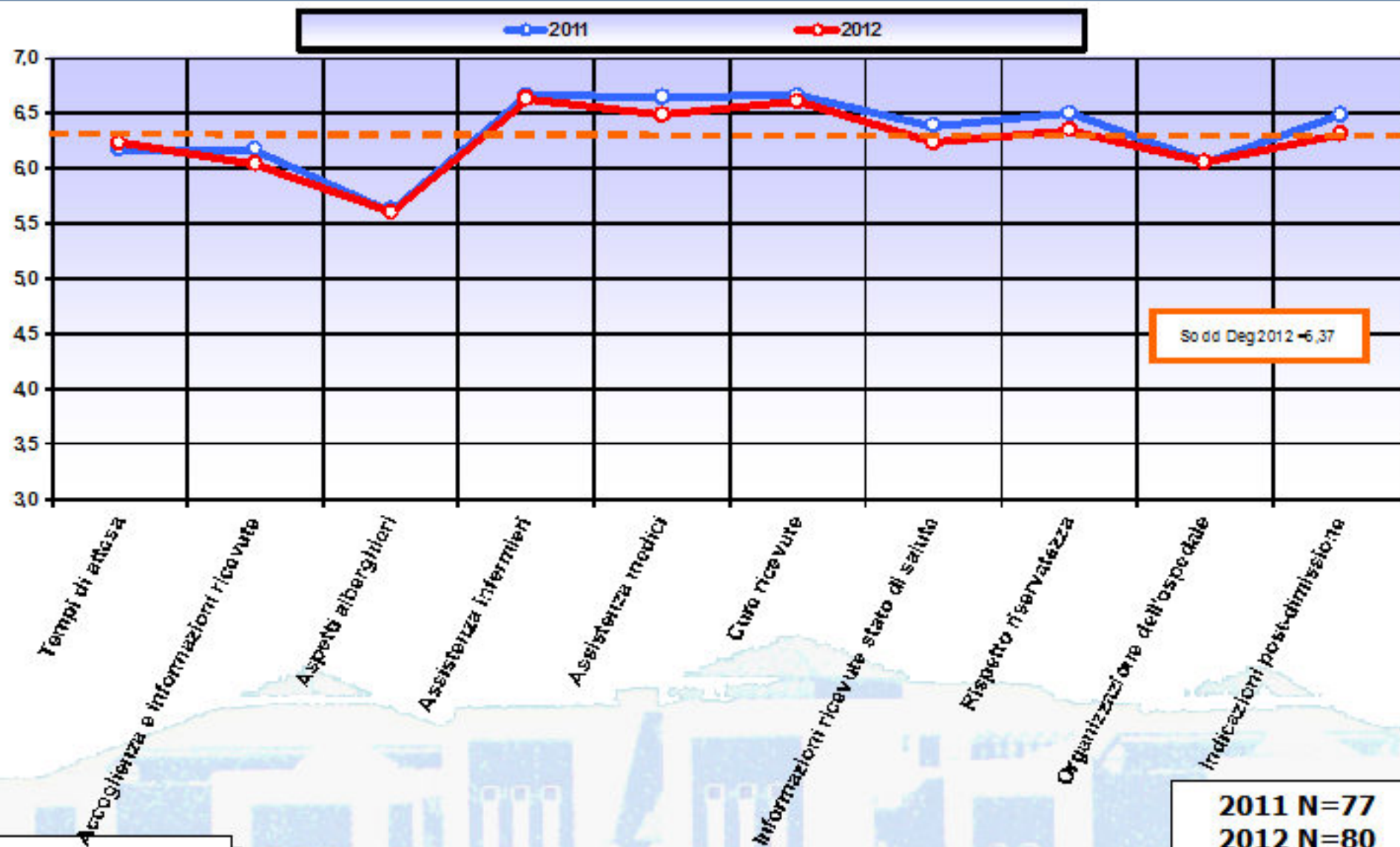
Circolo: Urologia



DEGENZE: Ospedale Del Ponte (Varese)

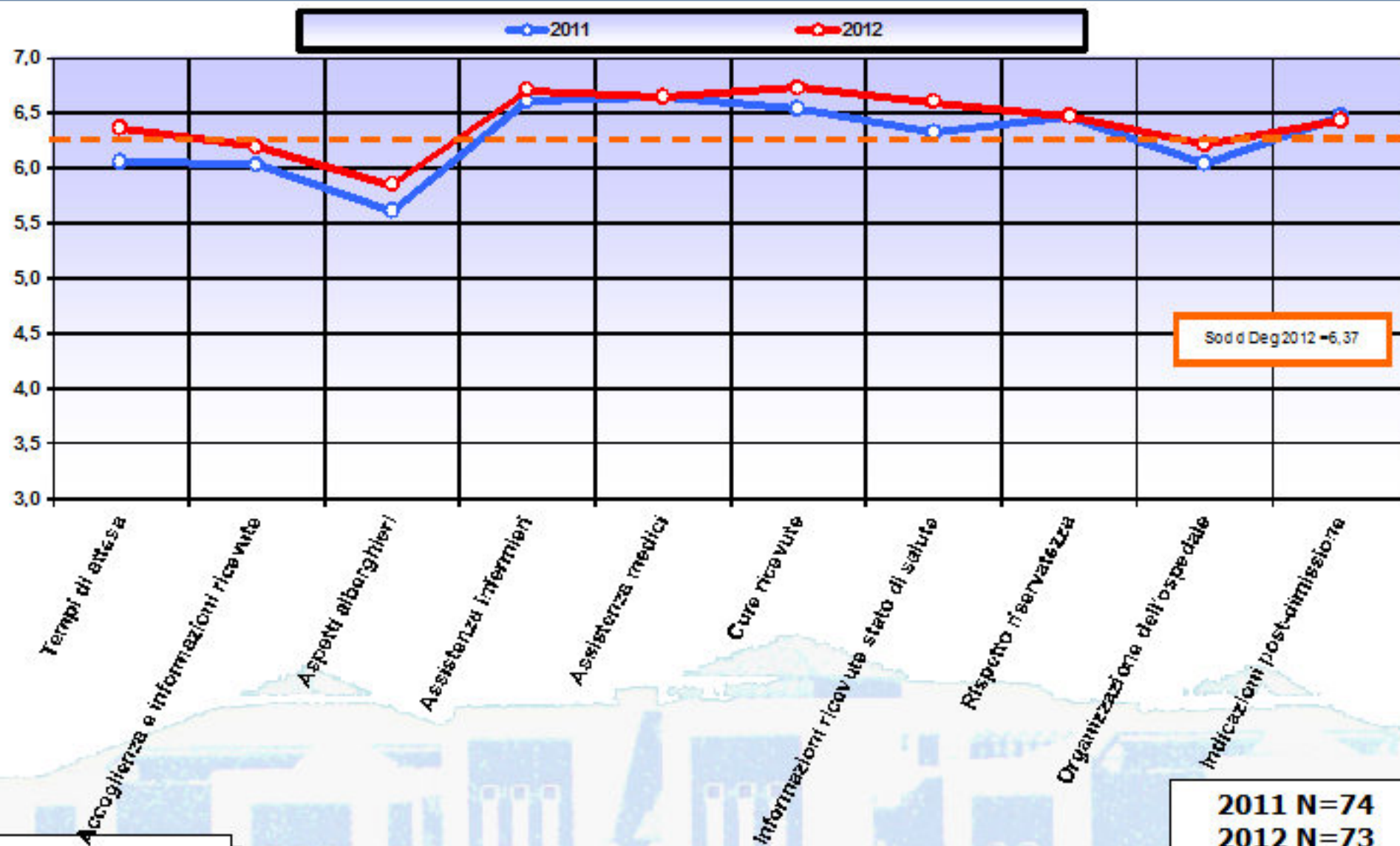


Del Ponte: Ginecologia A



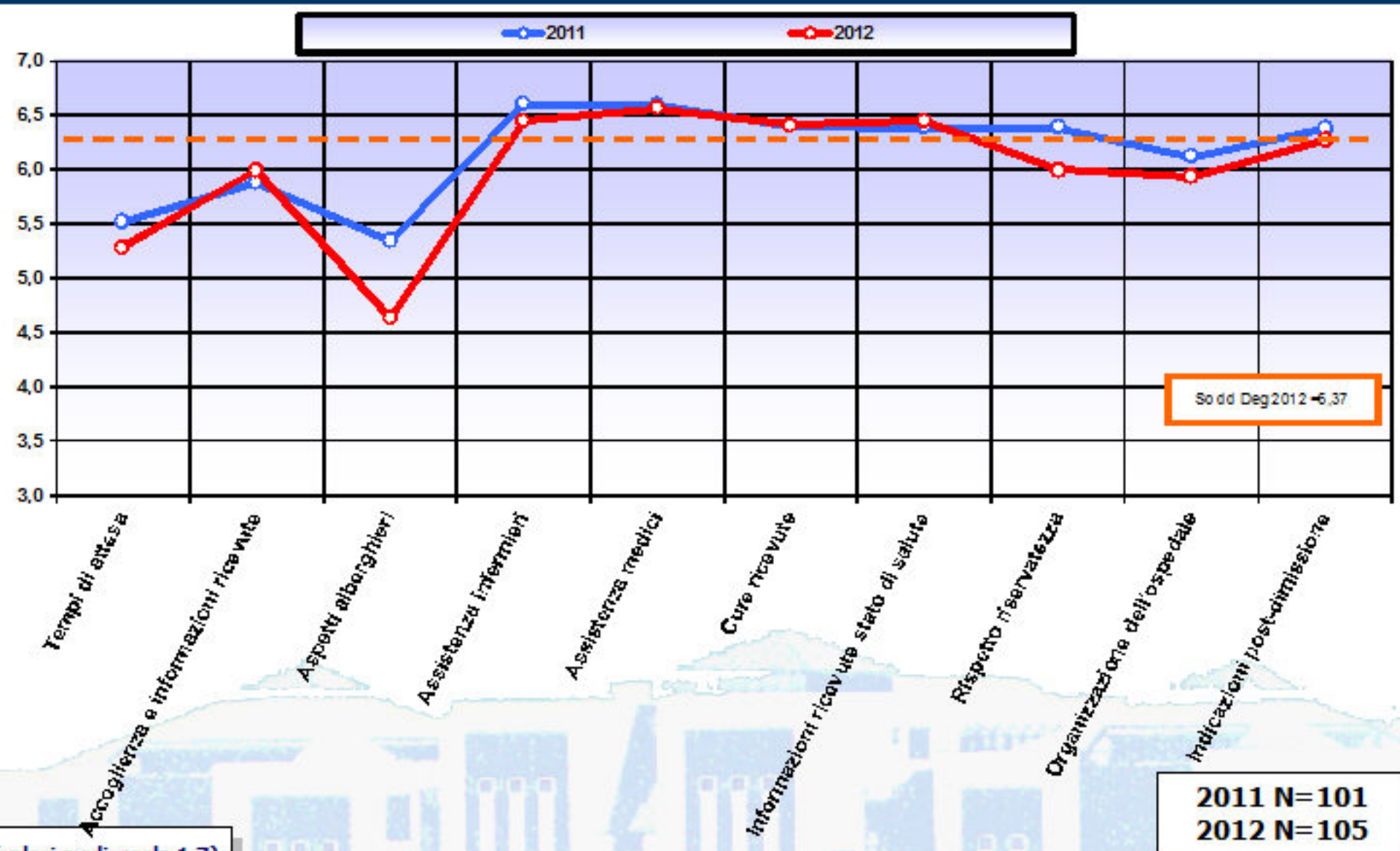
(valori medi, scala 1-7)

Del Ponte: Ginecologia B



(valori medi, scala 1-7)

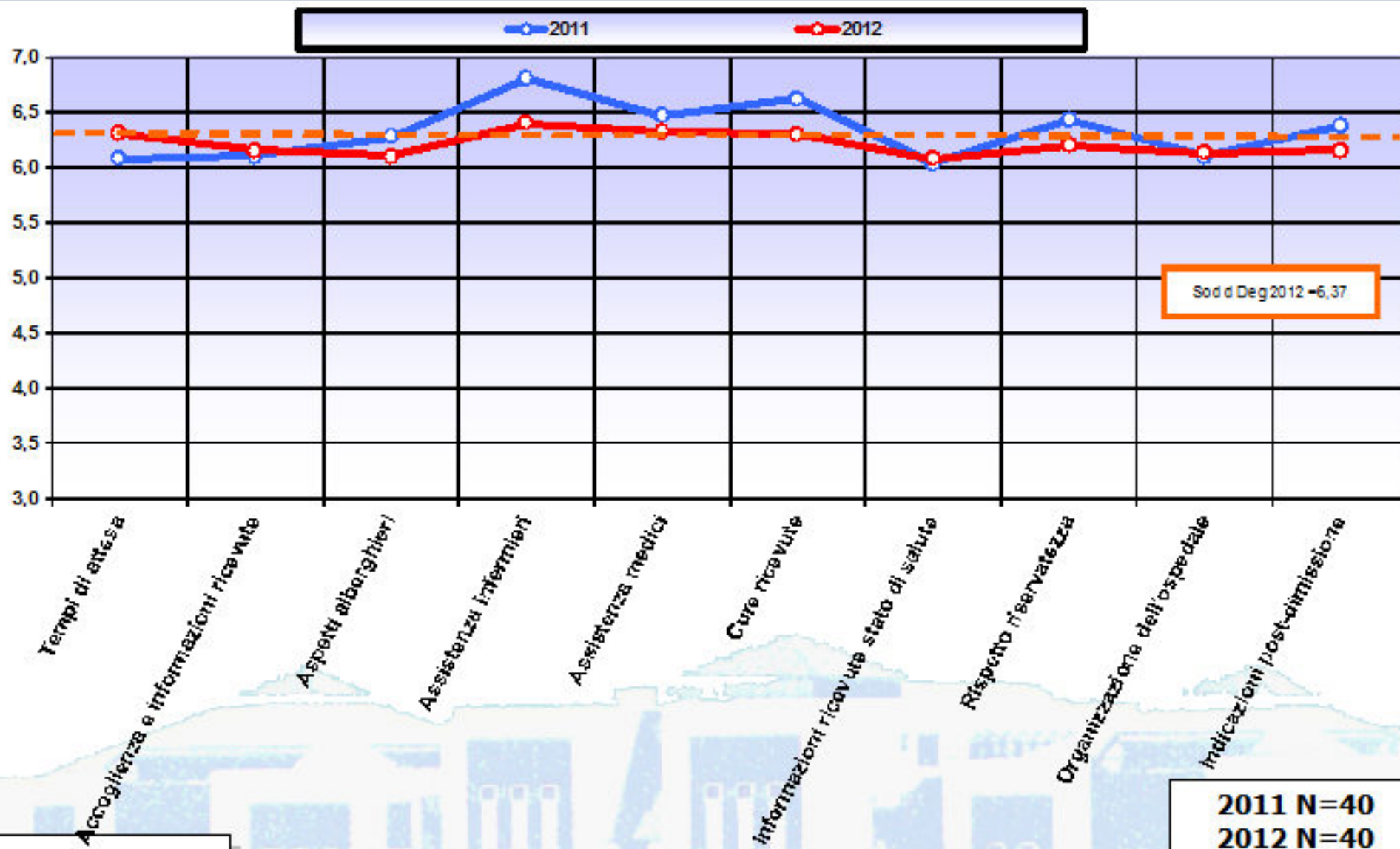
Del Ponte: Pediatria



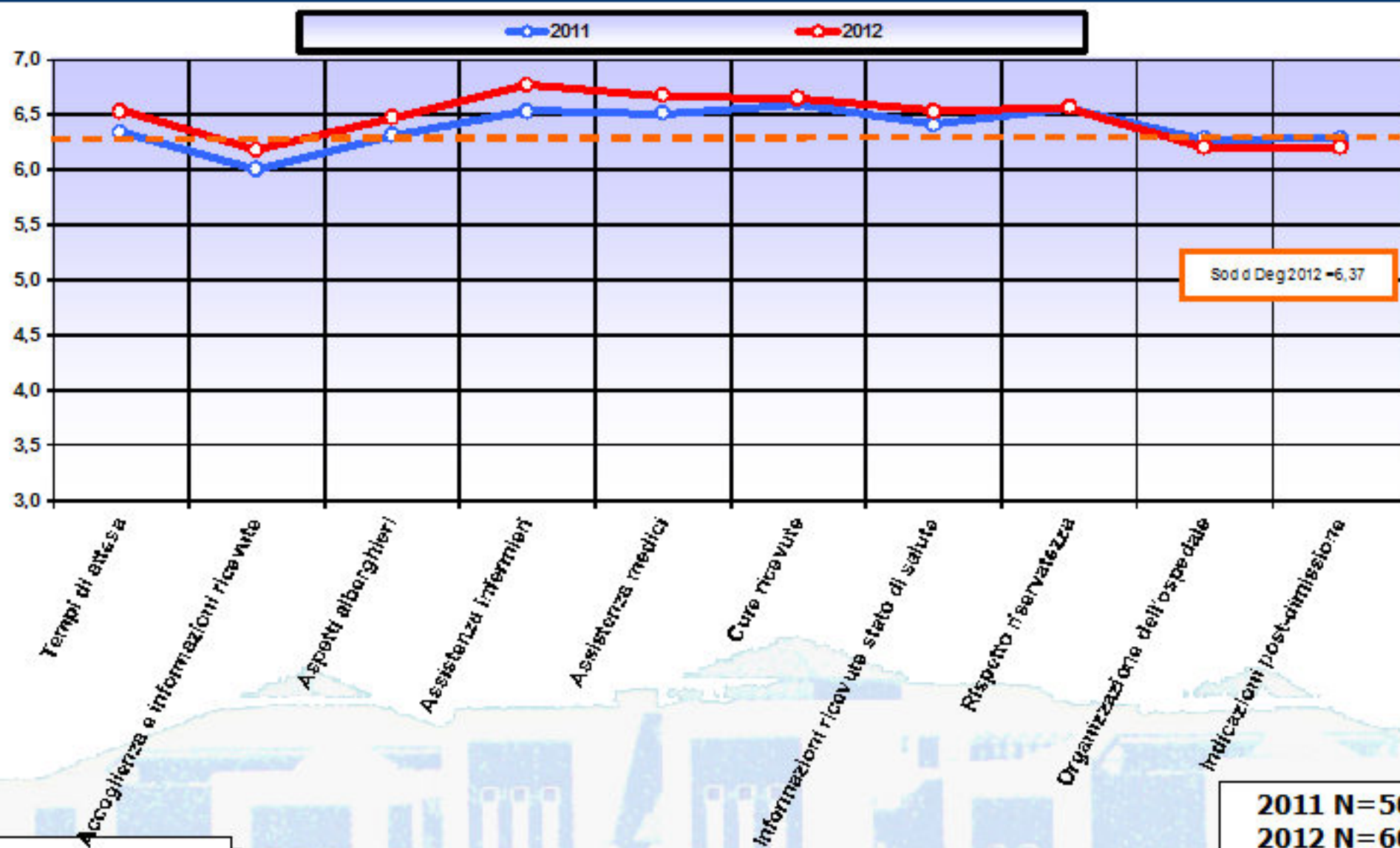
DEGENZE: Ospedale di Cittiglio



Cittiglio: Chirurgia generale

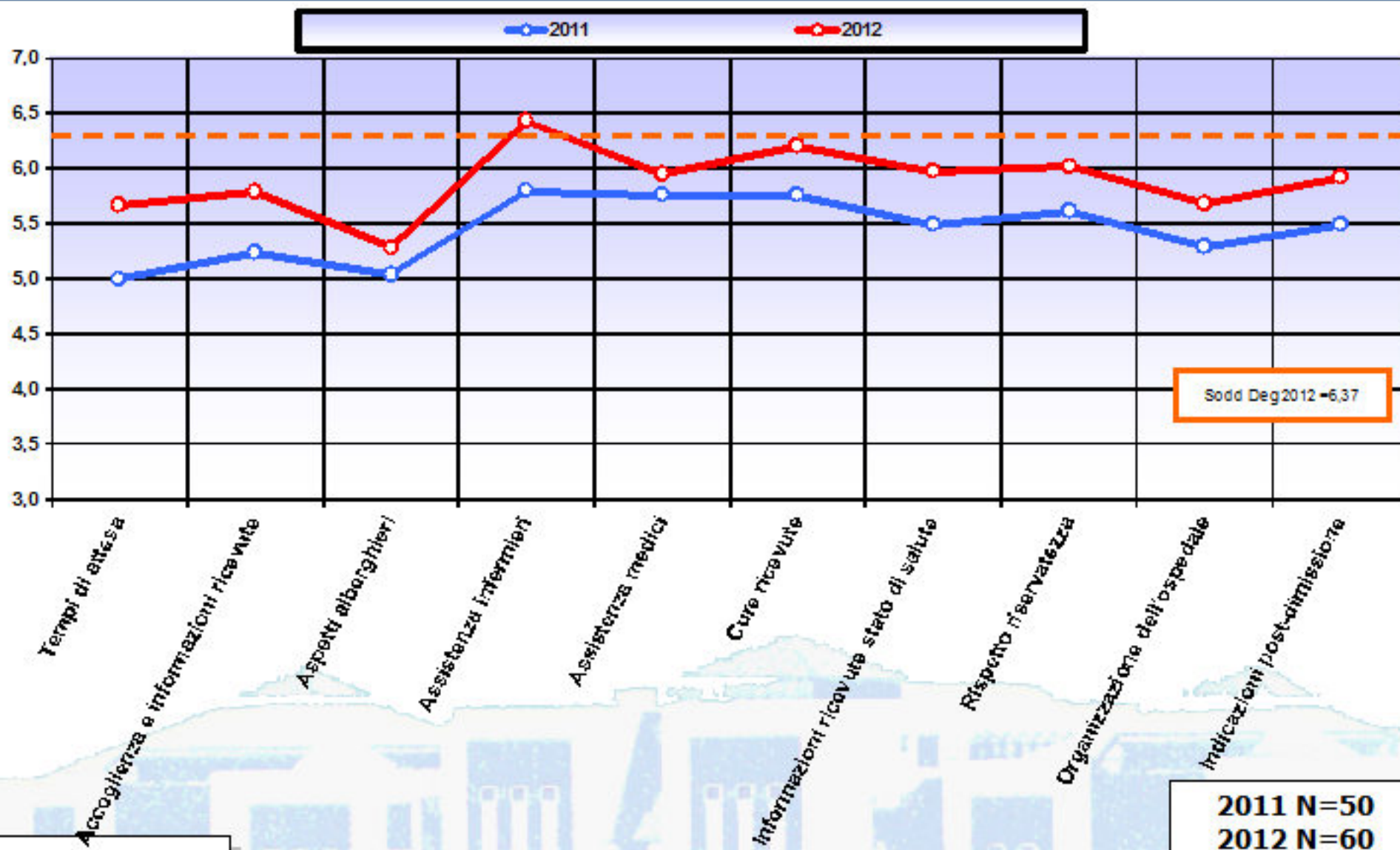


Cittiglio: Ginecologia

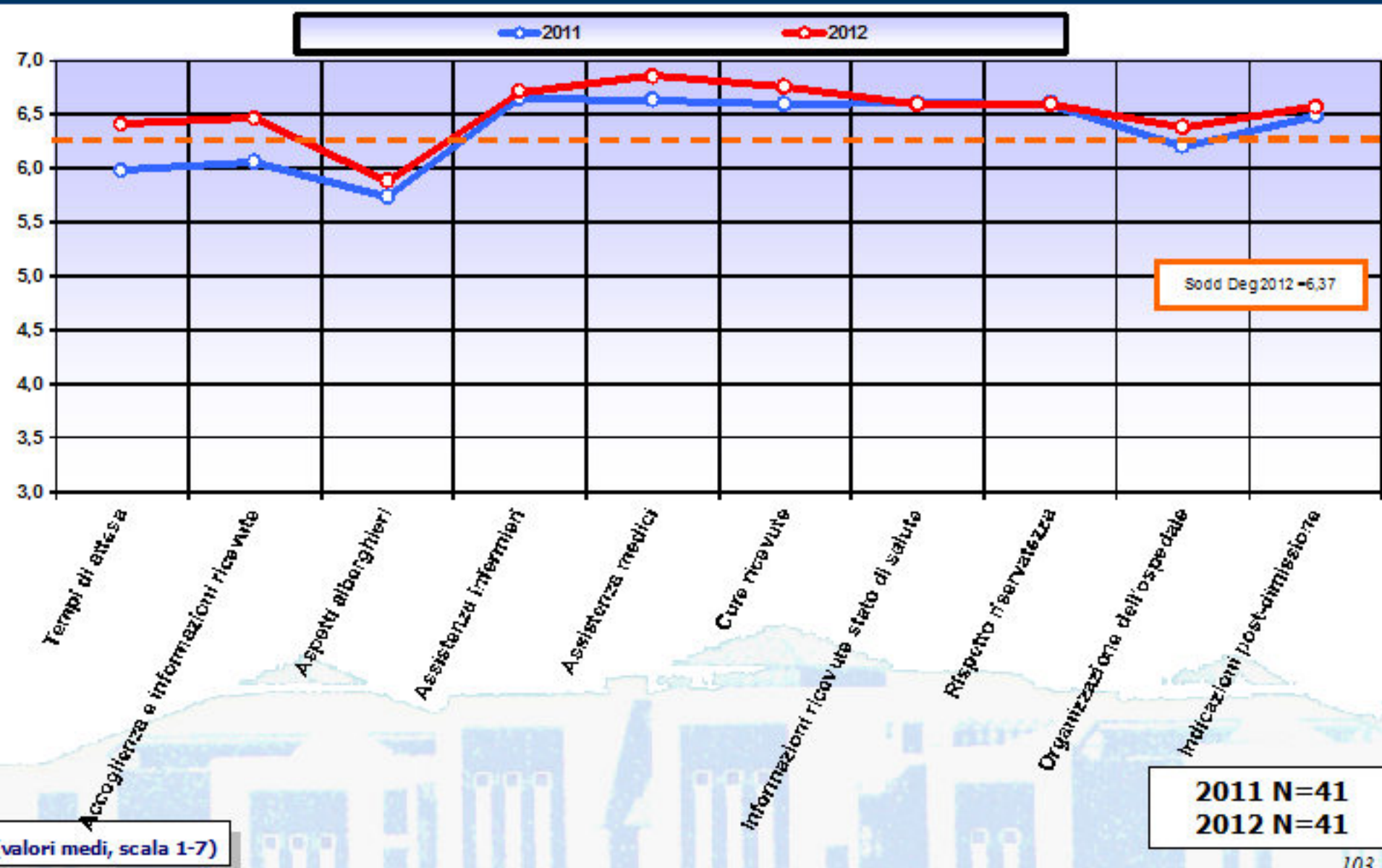


(valori medi, scala 1-7)

Cittiglio: Medicina generale



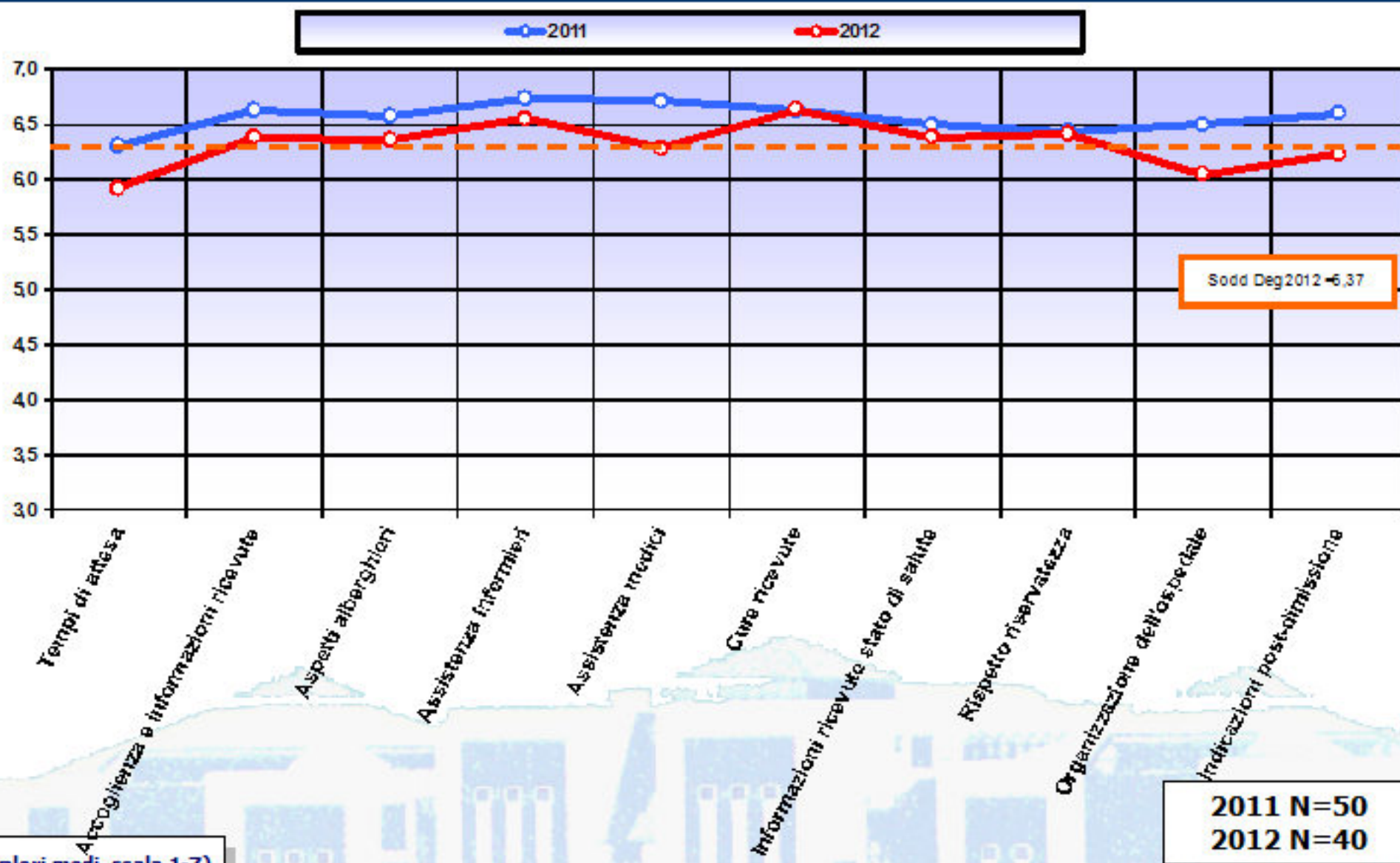
Cittiglio: Pediatria



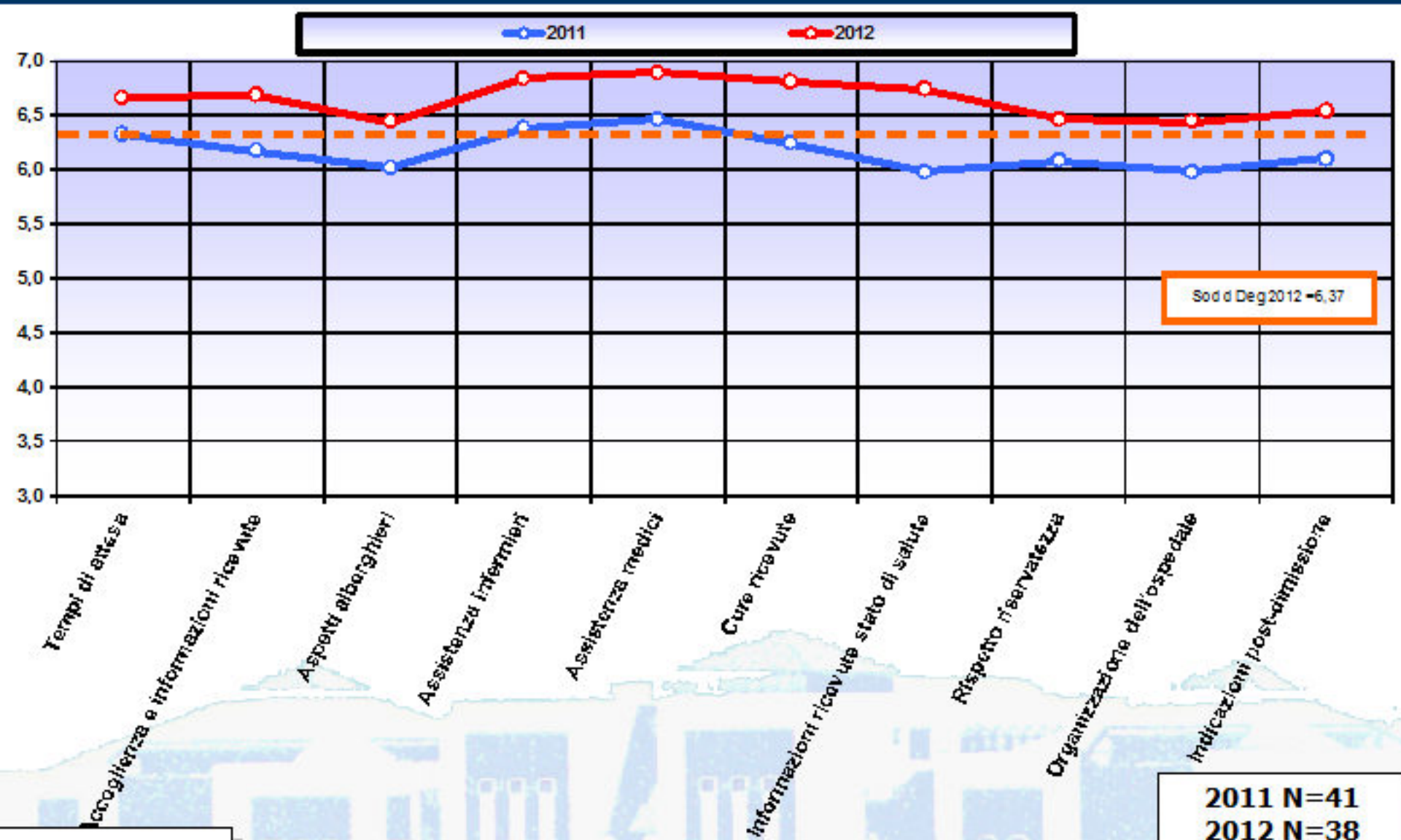
DEGENZE: Ospedale di Luino



Luino: Chirurgia generale

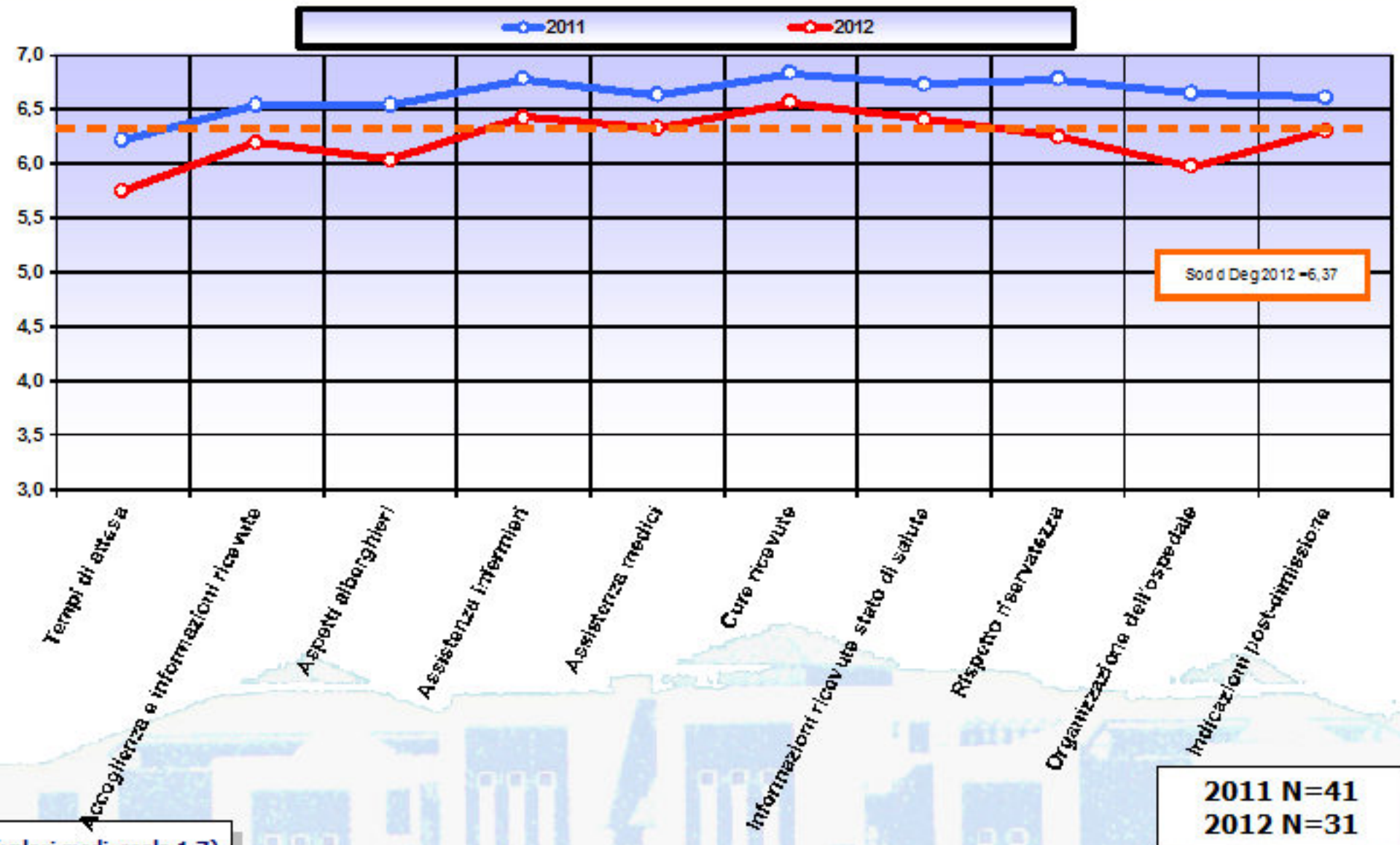


Luino: Medicina generale

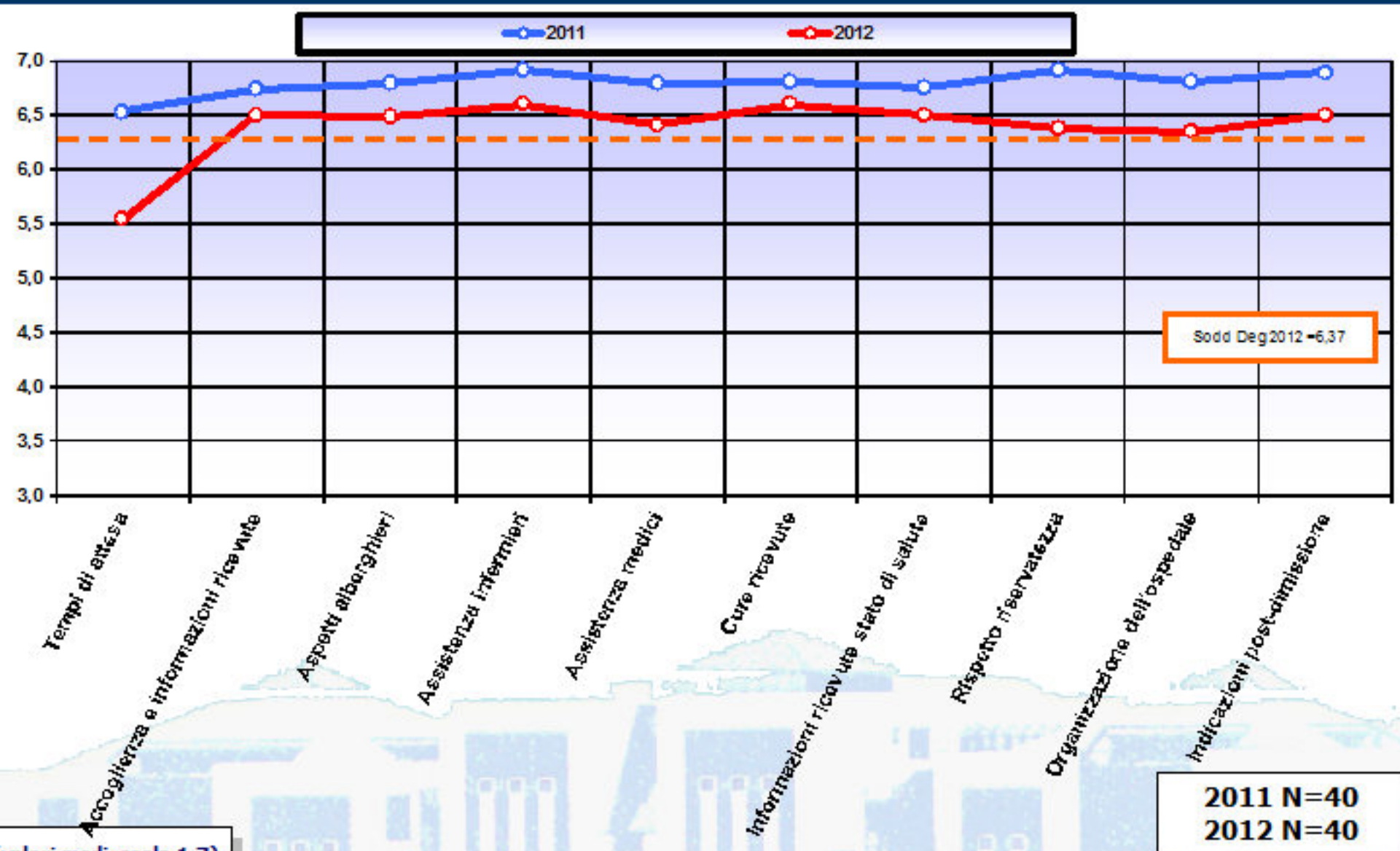


(valori medi, scala 1-7)

Luino: Ortopedia



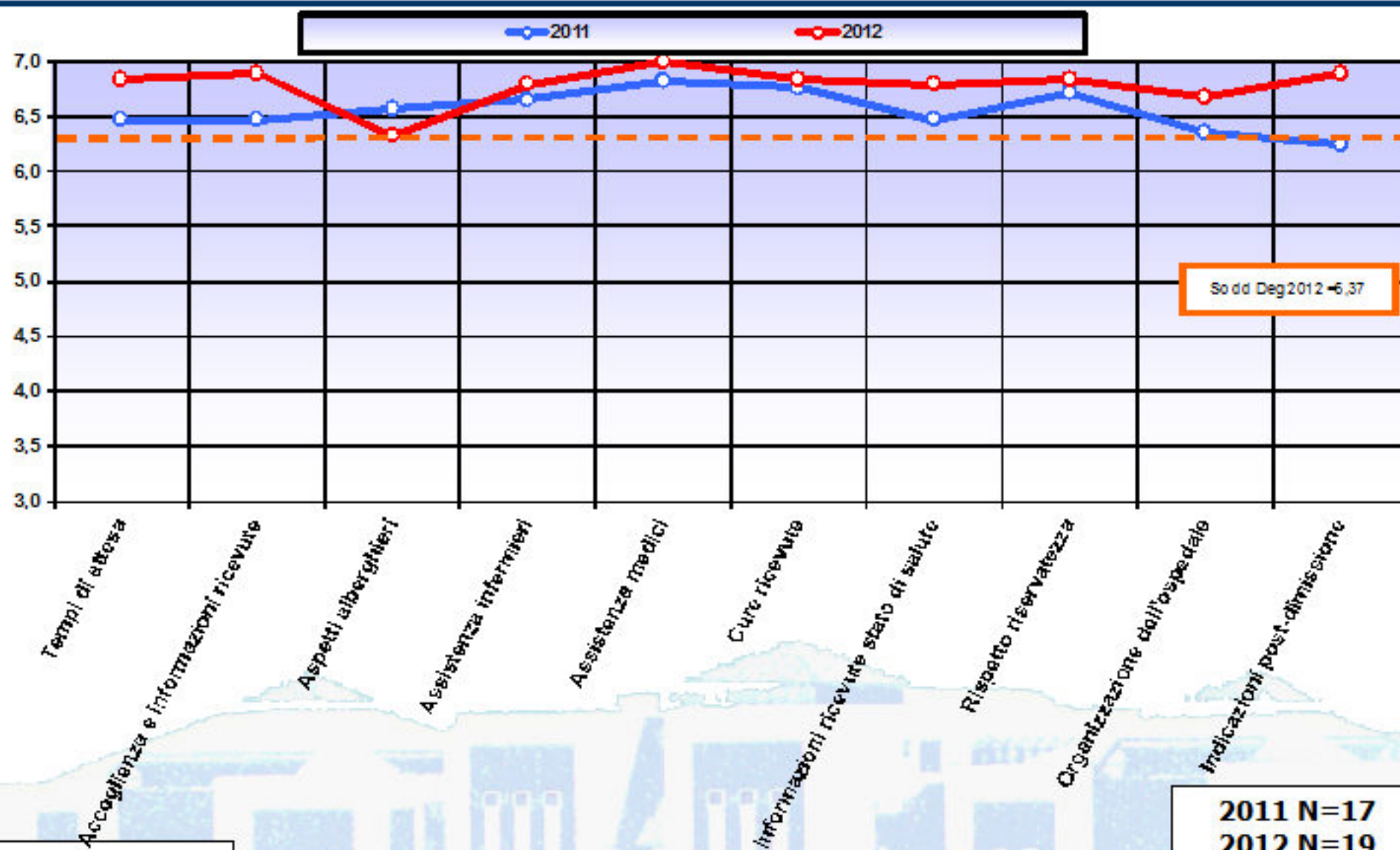
Luino: RRF



DEGENZE: Ospedale di Cuasso

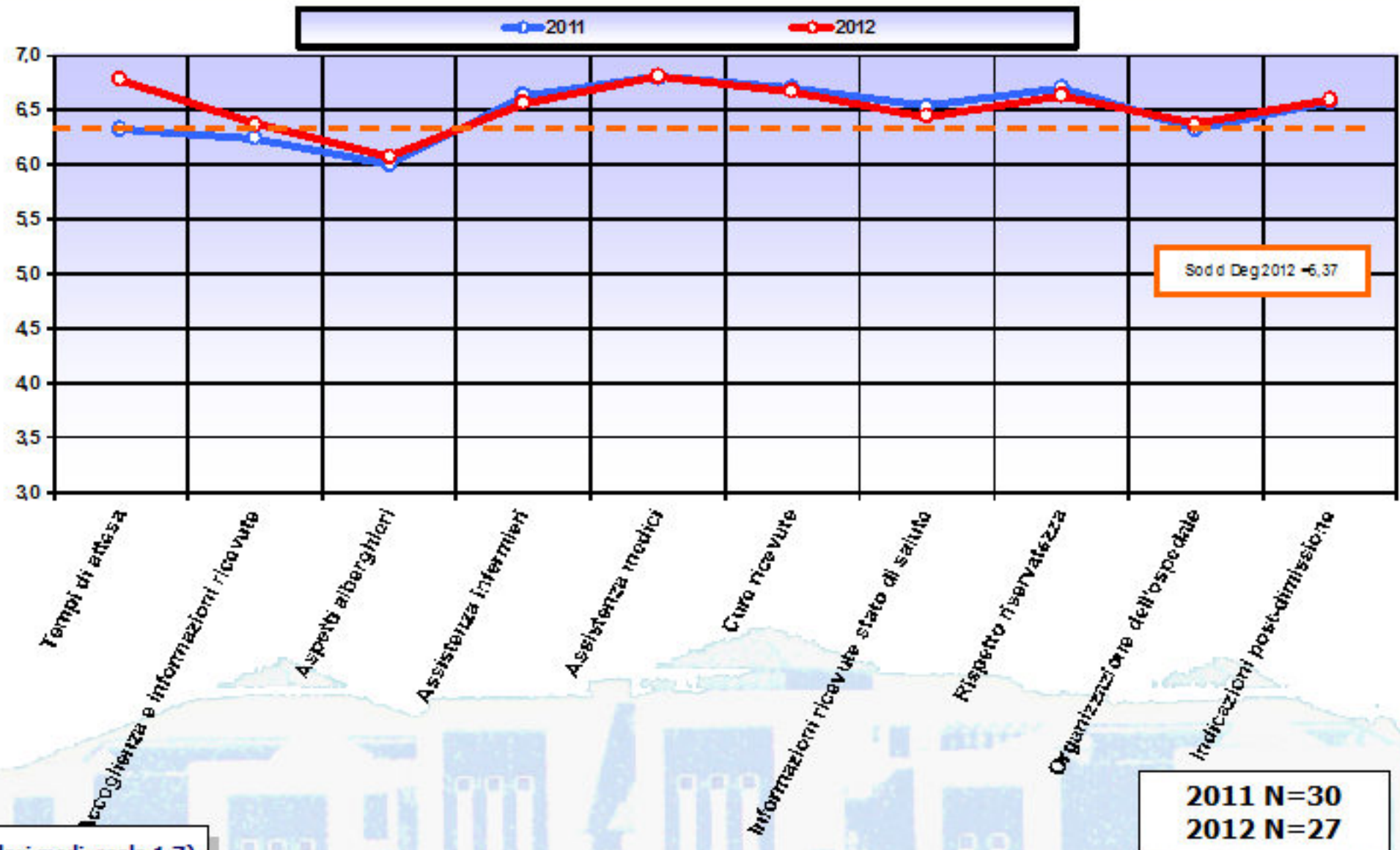


Cuasso: Cardiologia riabilitativa

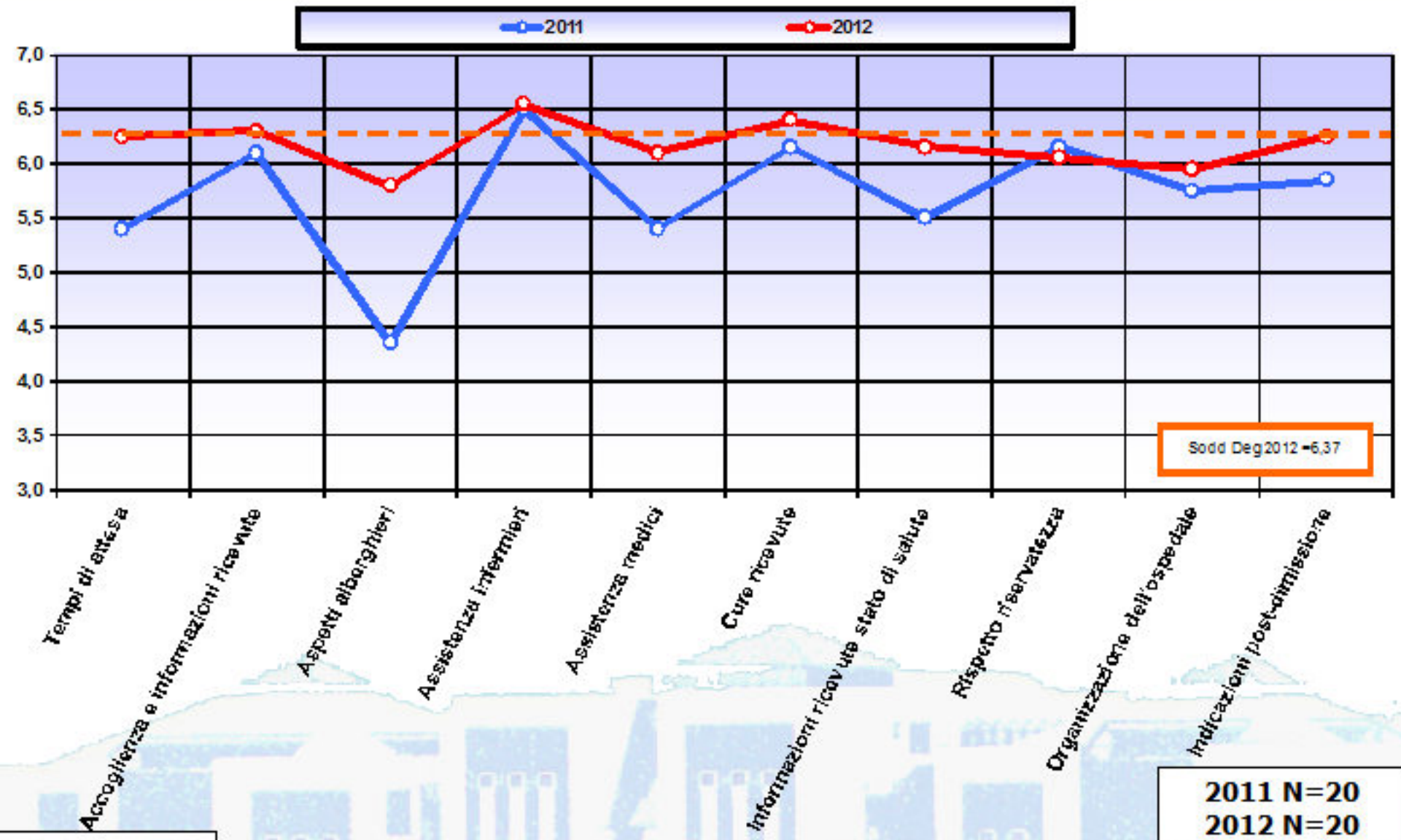


(valori medi, scala 1-7)

Cuasso: Pneumologia riabilitativa



Cuasso: RRF



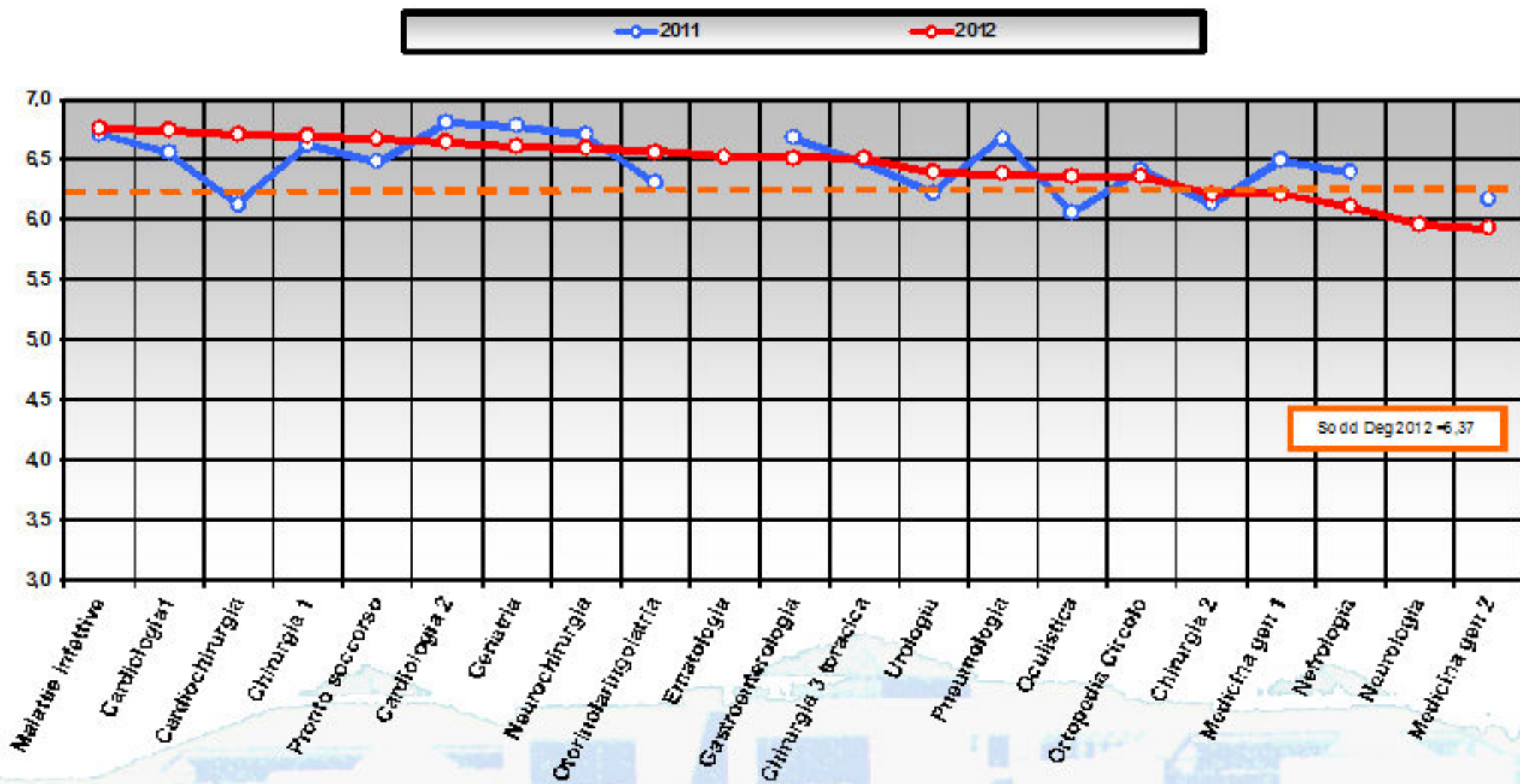
(valori medi, scala 1-7)

2011 N=20
2012 N=20

DEGENZE: Ranking

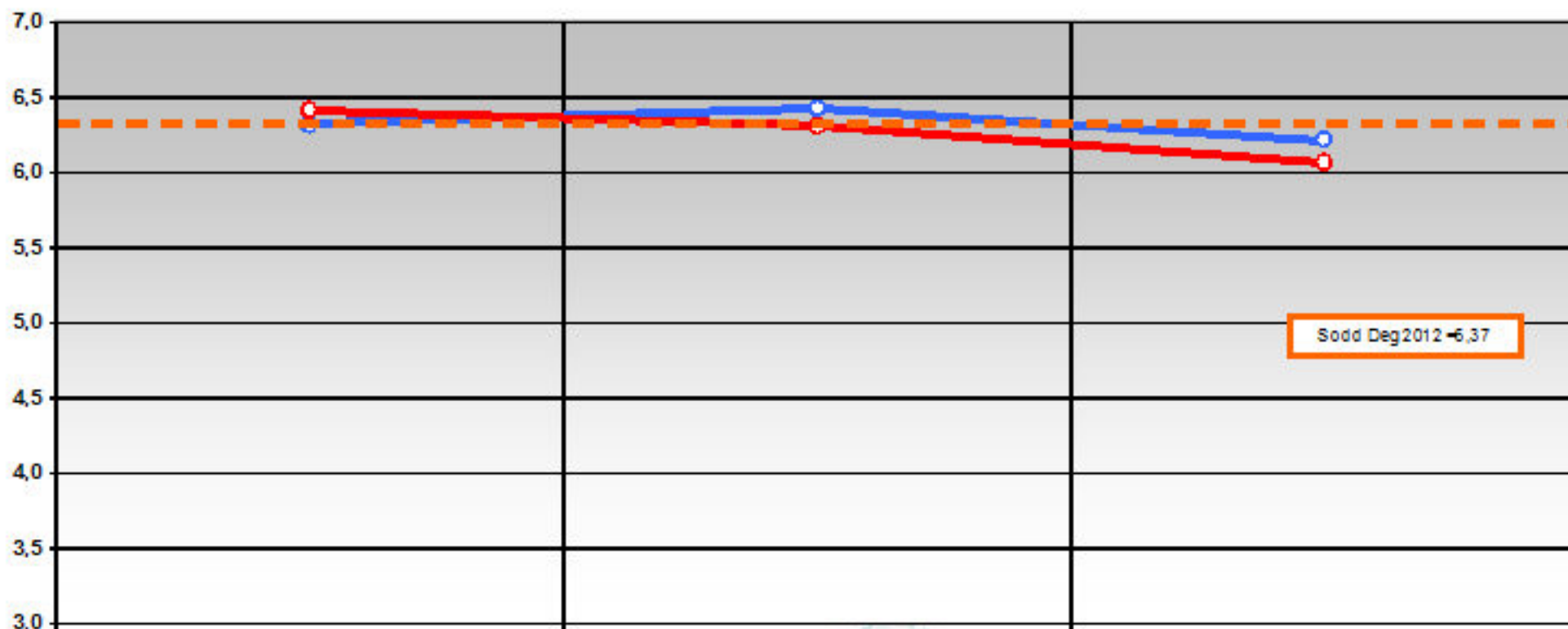


Circolo: Soddisfazione complessiva



(valori medi, scala 1-7)

Del Ponte: soddisfazione complessiva



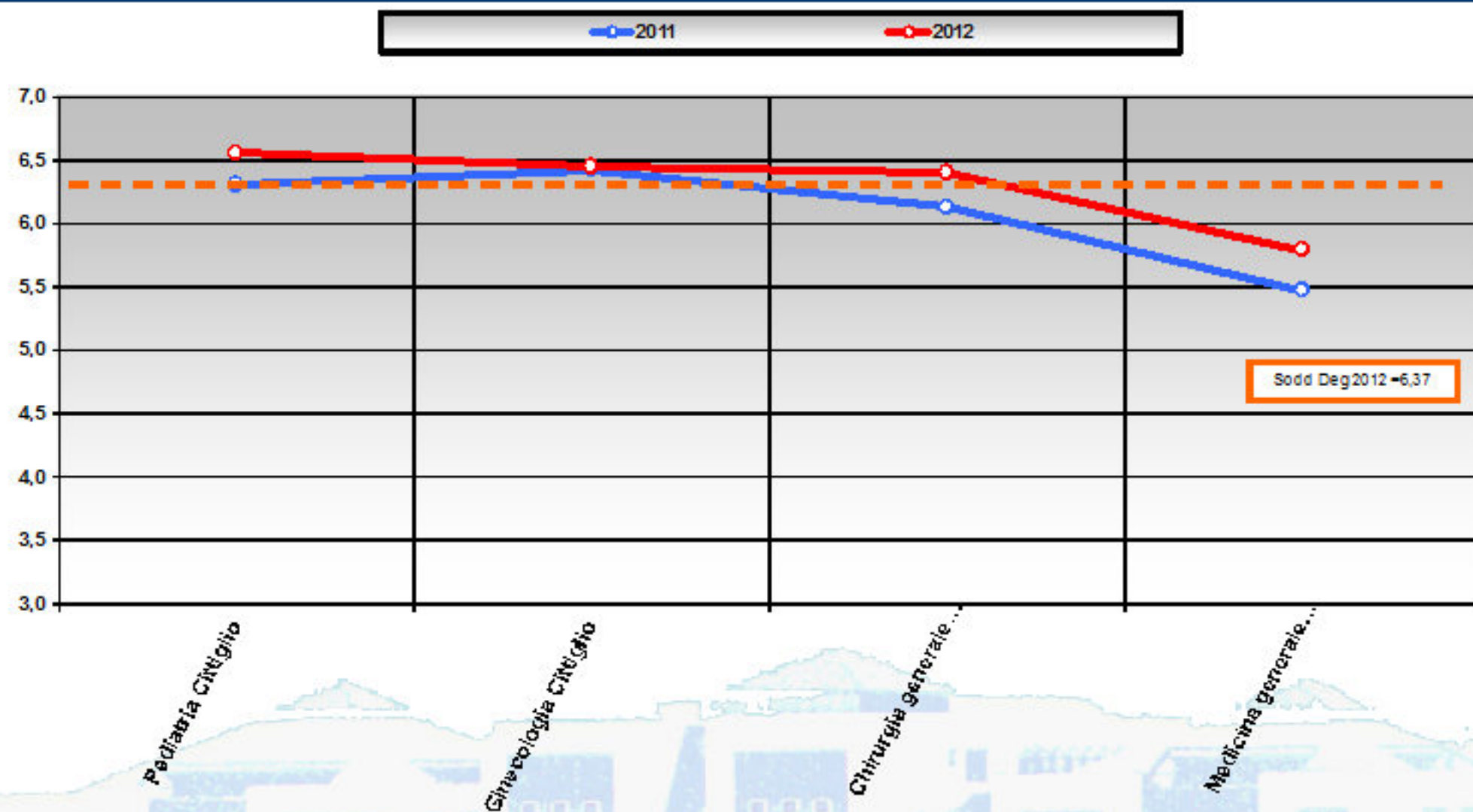
Ginecologia 1

Ginecologia 2

Pediatría Ponte

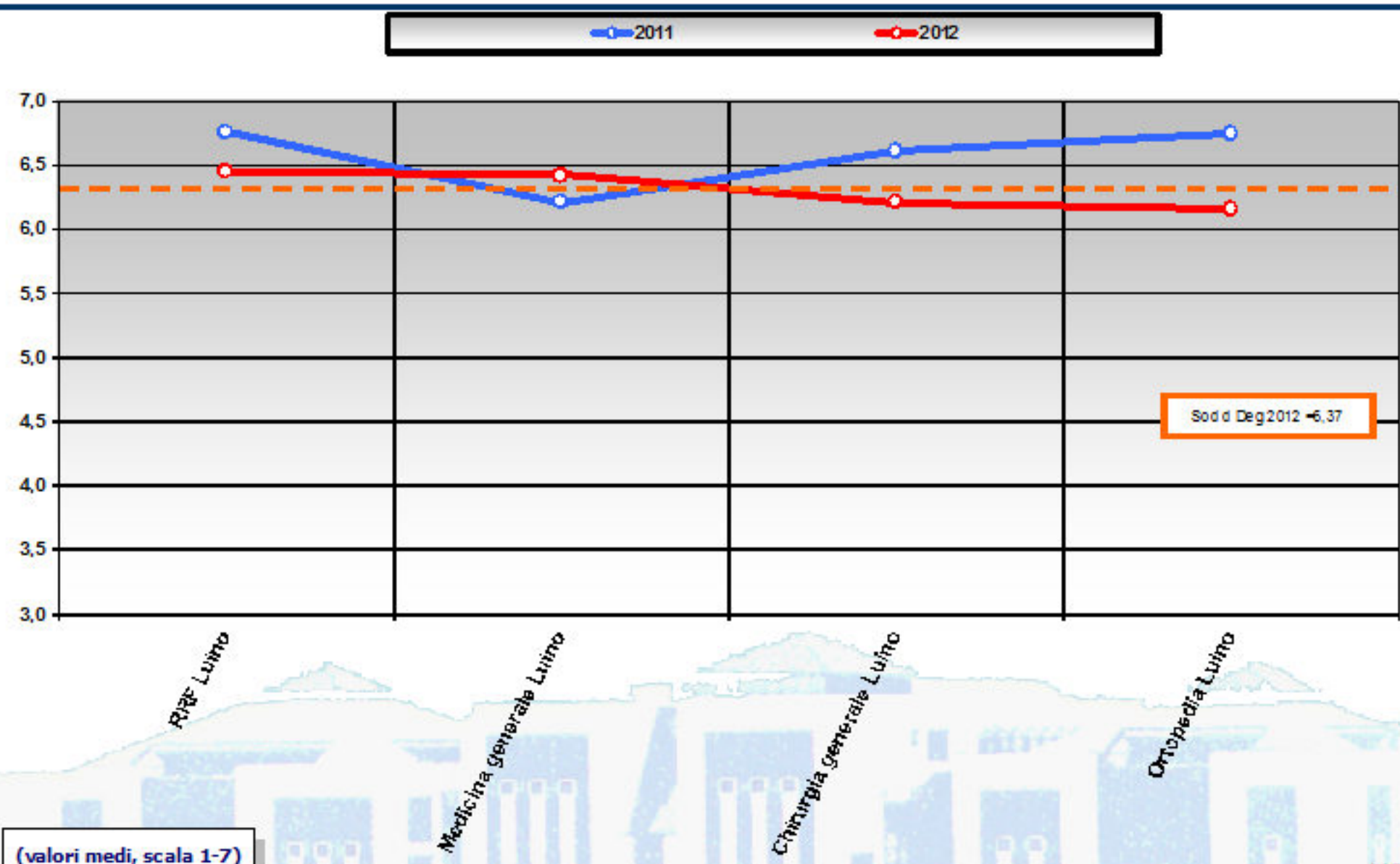
(valori medi, scala 1-7)

Cittiglio: Soddisfazione complessiva

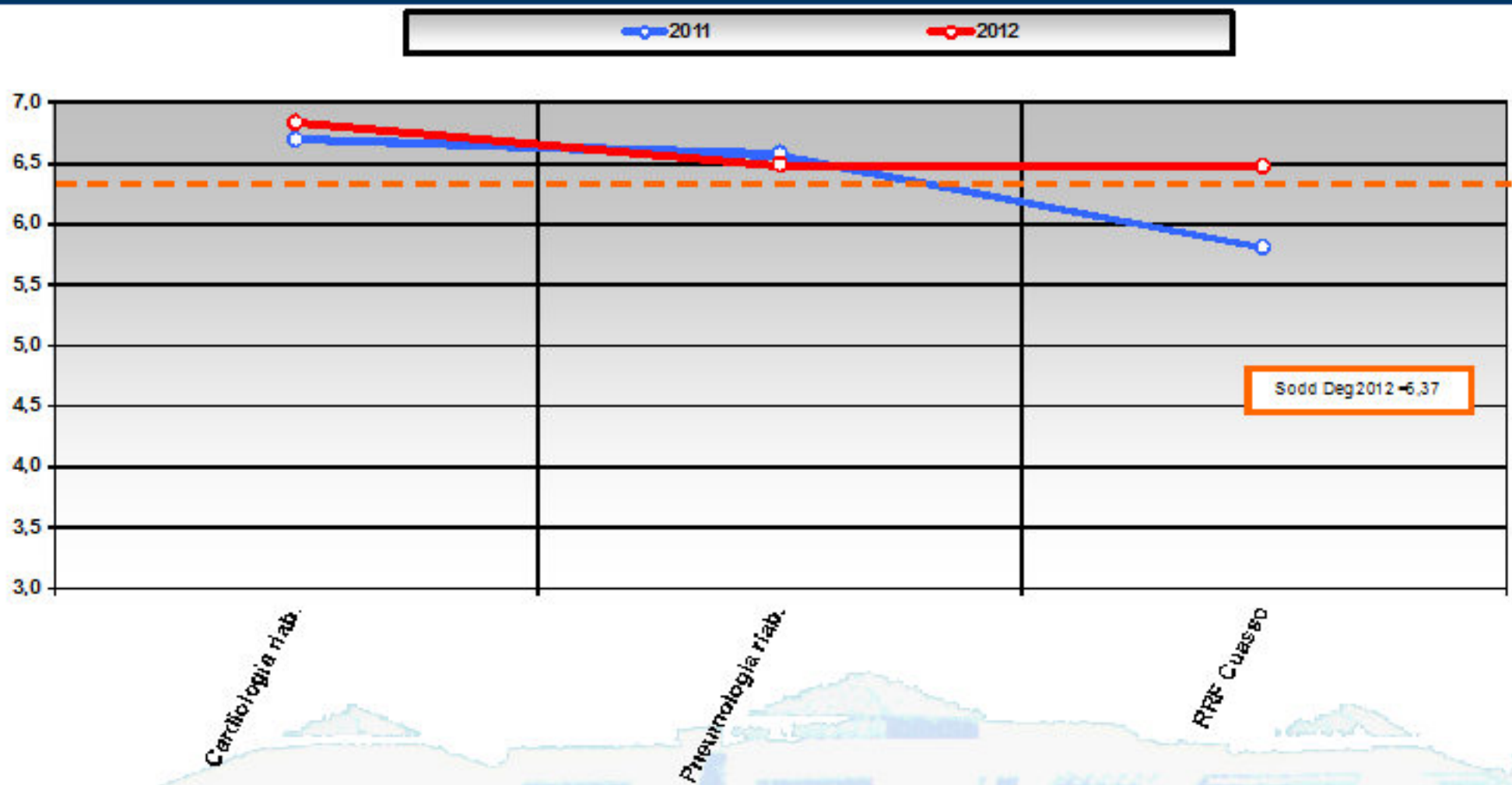


(valori medi, scala 1-7)

Luino: Soddisfazione complessiva



Cuasso: Soddisfazione complessiva

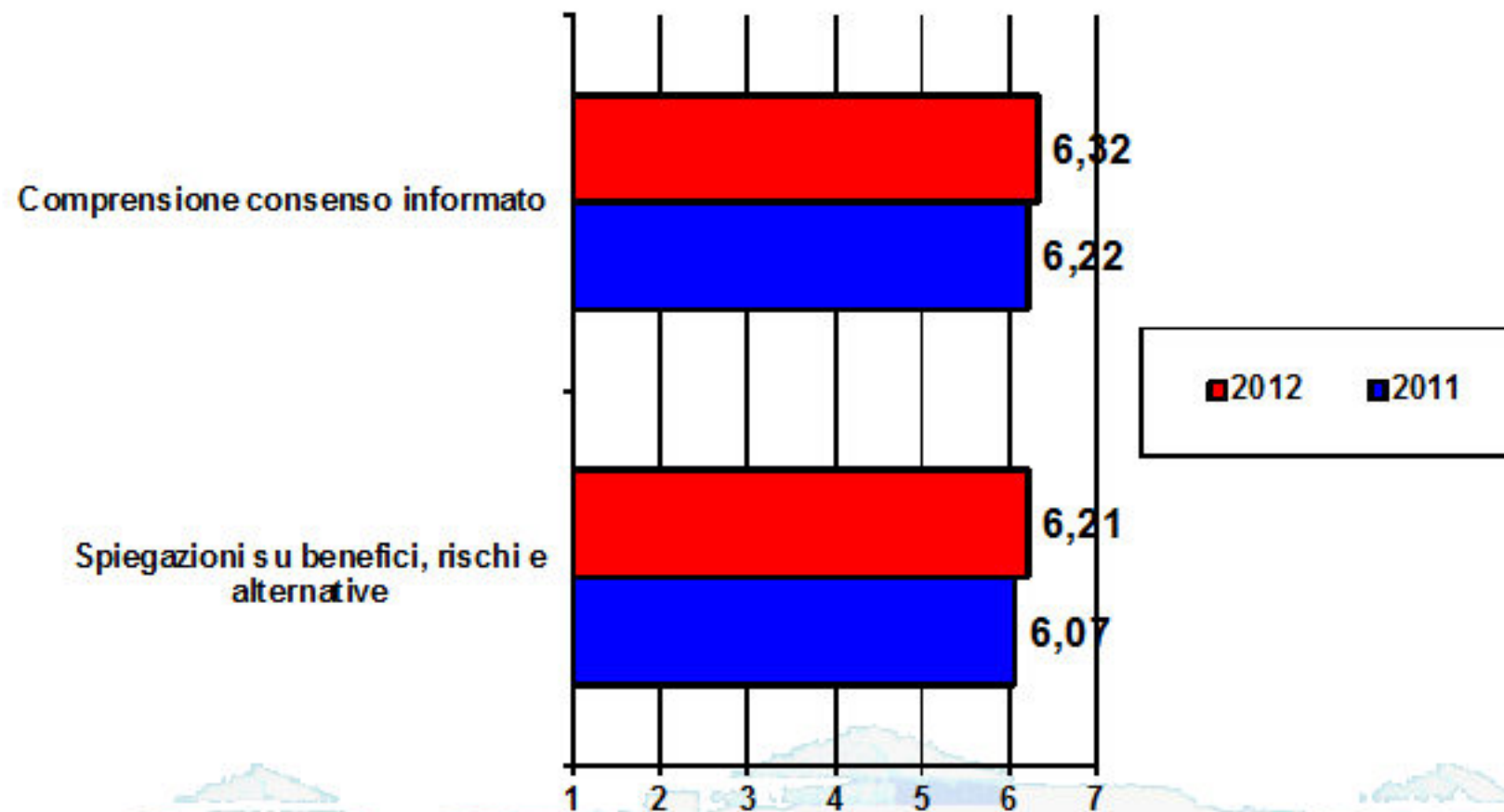


(valori medi, scala 1-7)

DEGENZE: Consenso informato



Consenso informato

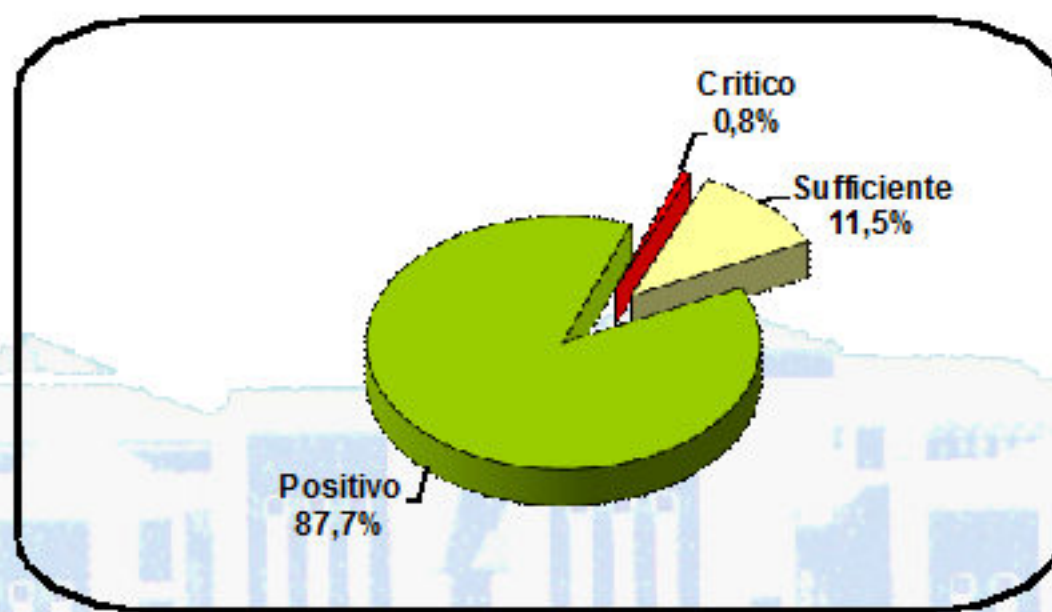
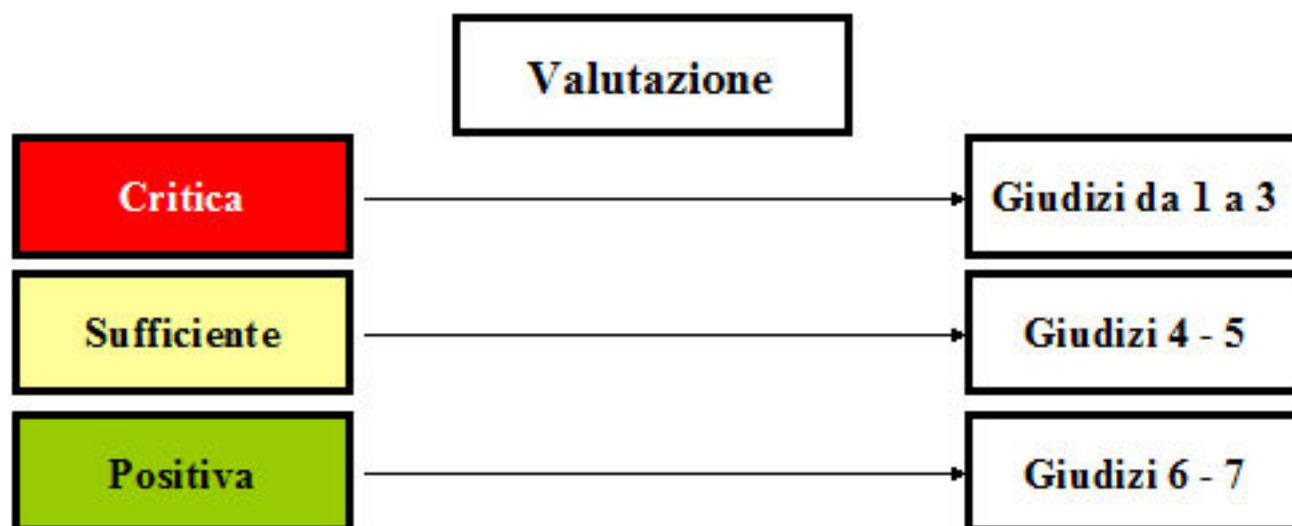


(valori medi, scala 1-7)

DEGENZE: Analisi criticità

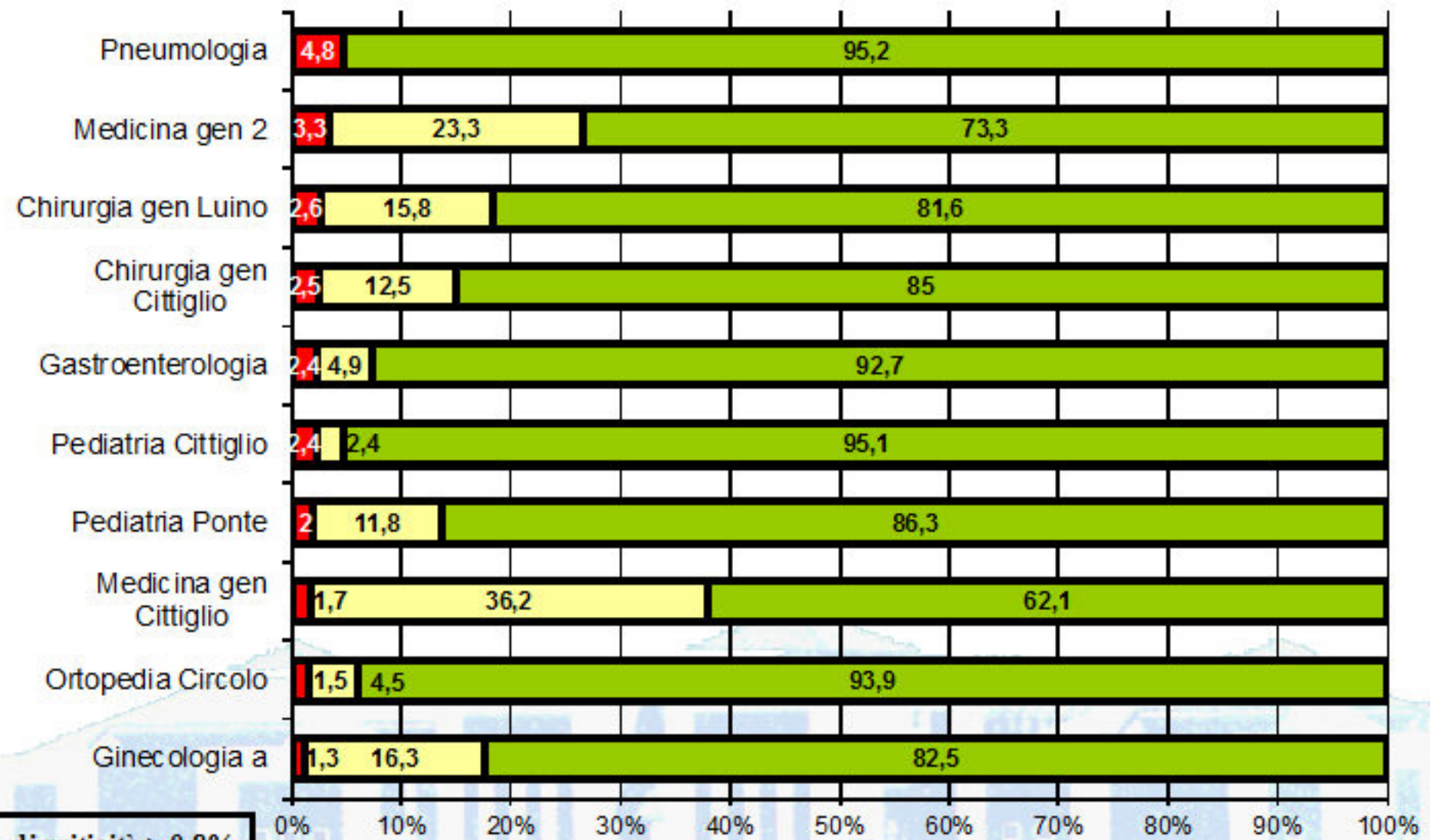


Degenze: soddisfazione



Degenze: valutazione per reparti

■ Critico
 ■ Sufficiente
 ■ Positivo

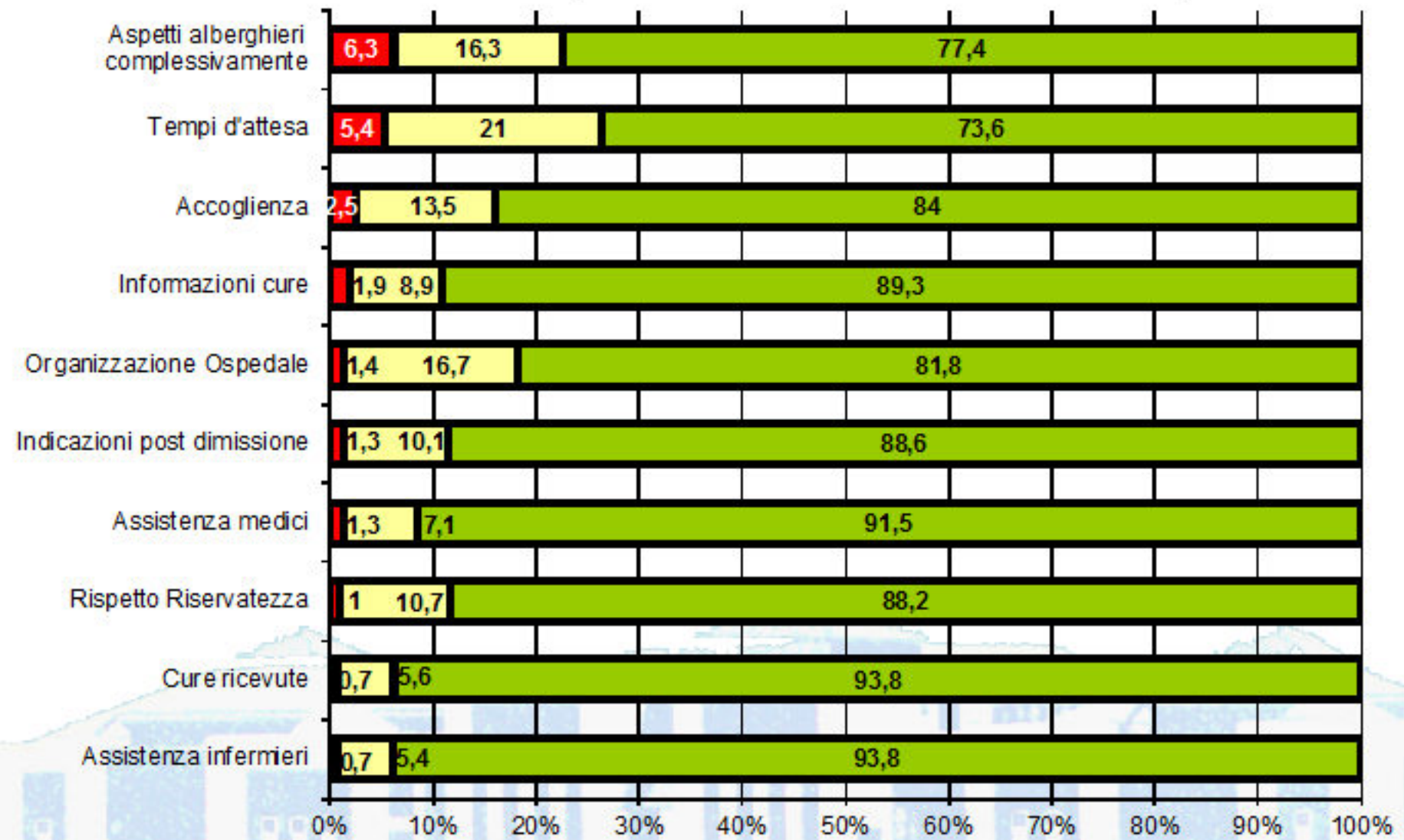


Soglia di criticità > 0,8%

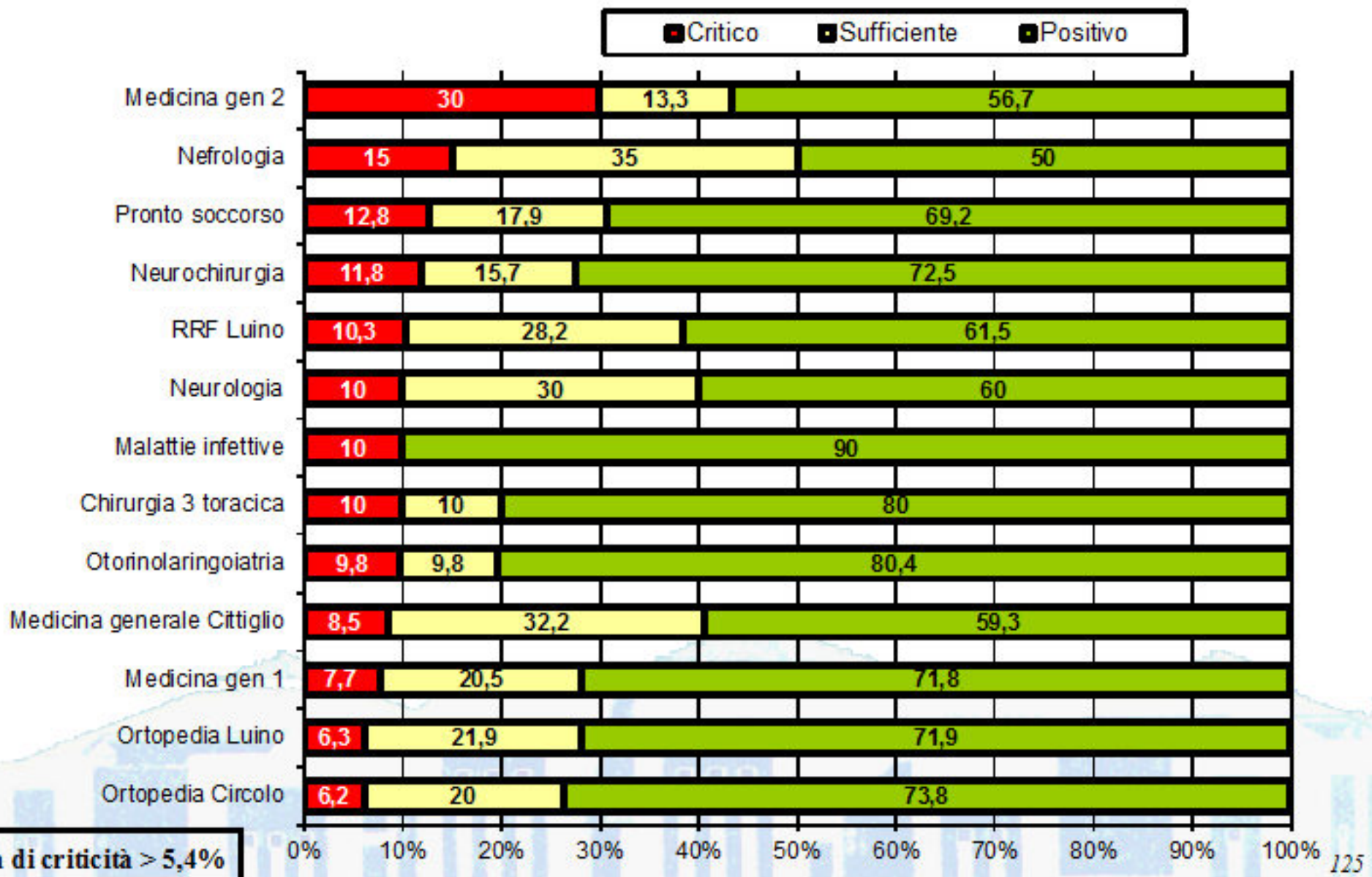
Degenze:

valutazione per singoli elementi

Critico
 Sufficiente
 Positivo



Degenze: tempi di attesa



Degenze: accoglienza

■ Critico
 ■ Sufficiente
 ■ Positivo

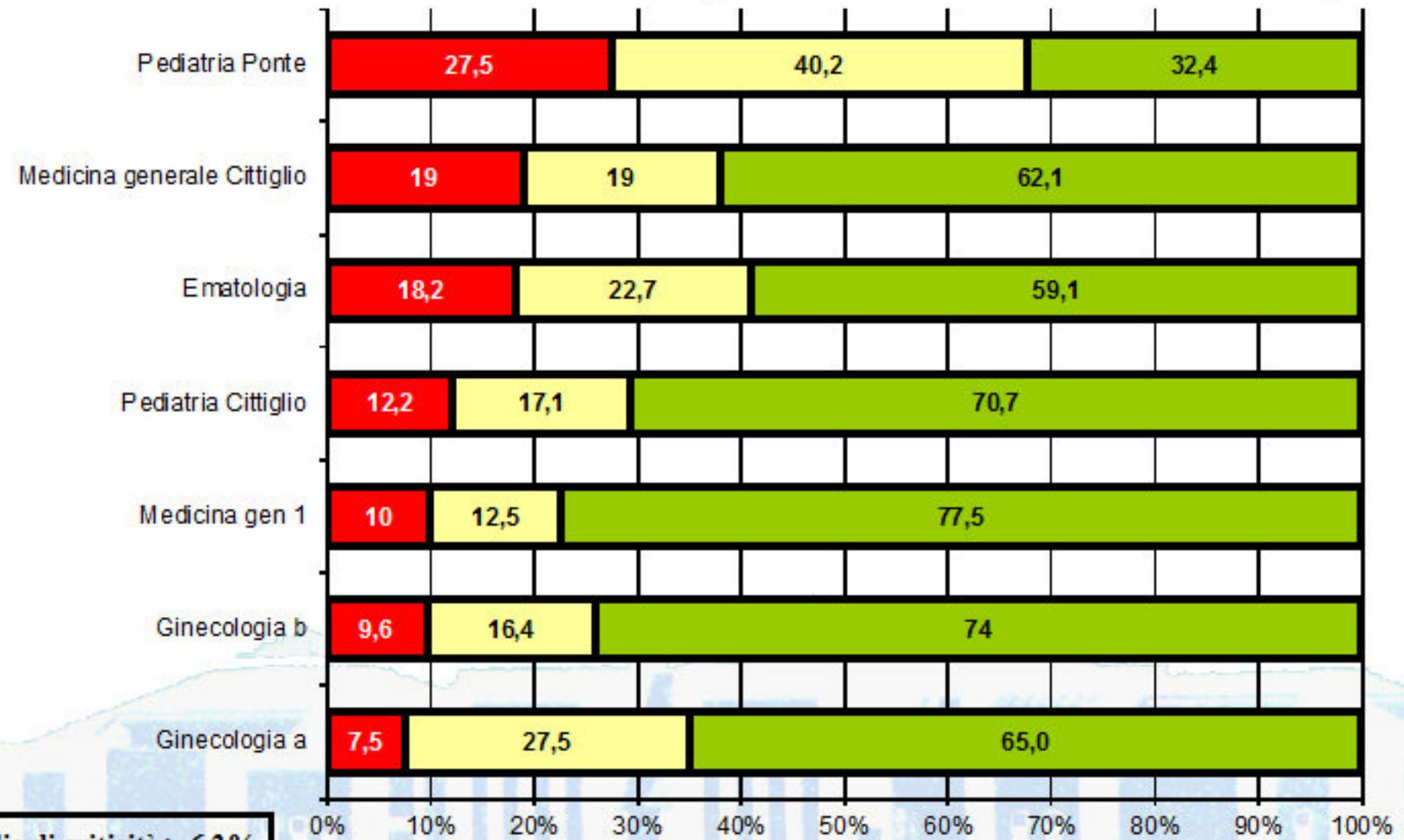


Soglia di criticità > 2,5%

Degenze:

aspetti alberghieri complessivamente

■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 6,3%

Degenze: assistenza infermieri

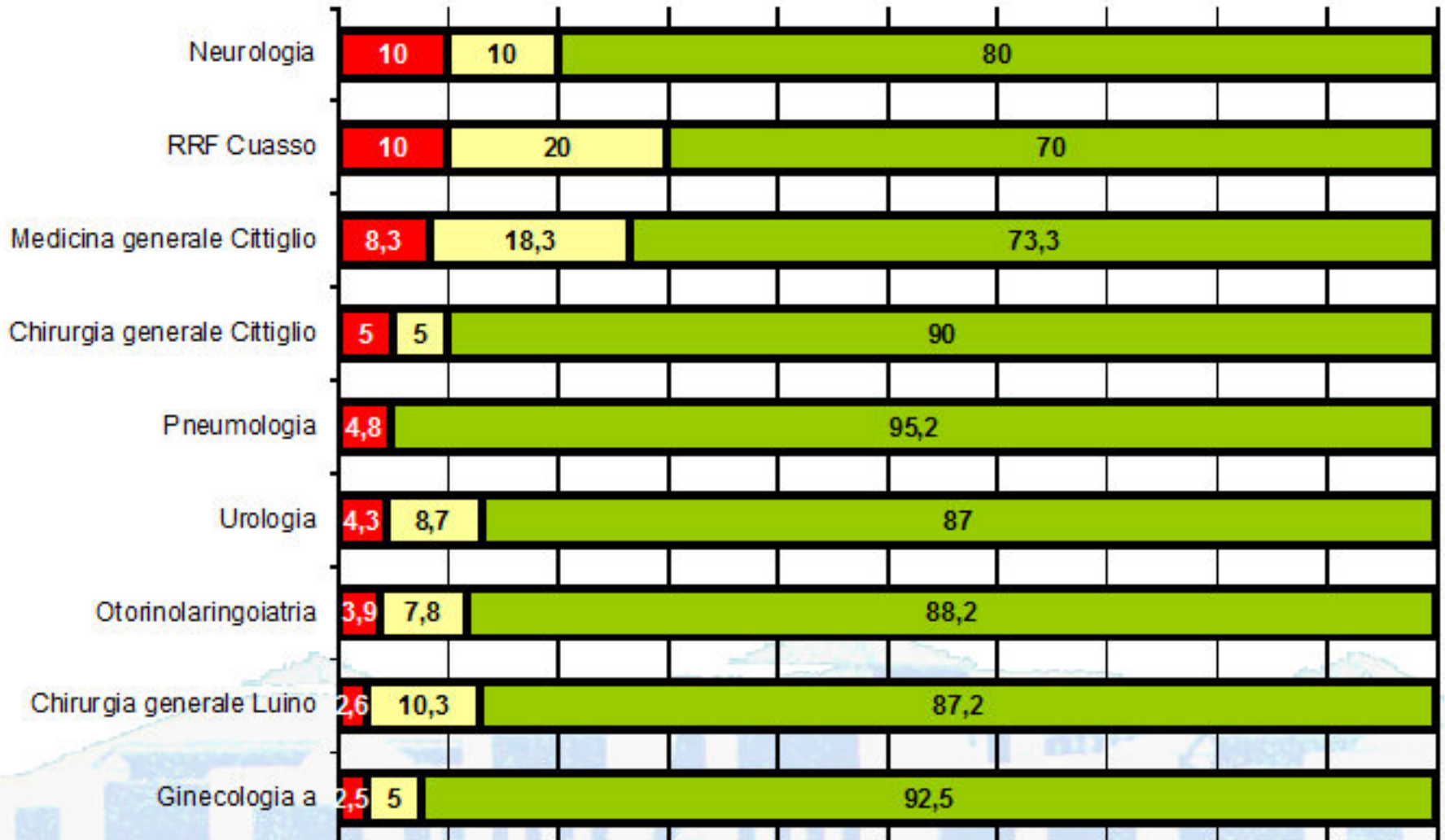
■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 0,7%

Degenze: assistenza medici

■ Critico ■ Sufficiente ■ Positivo

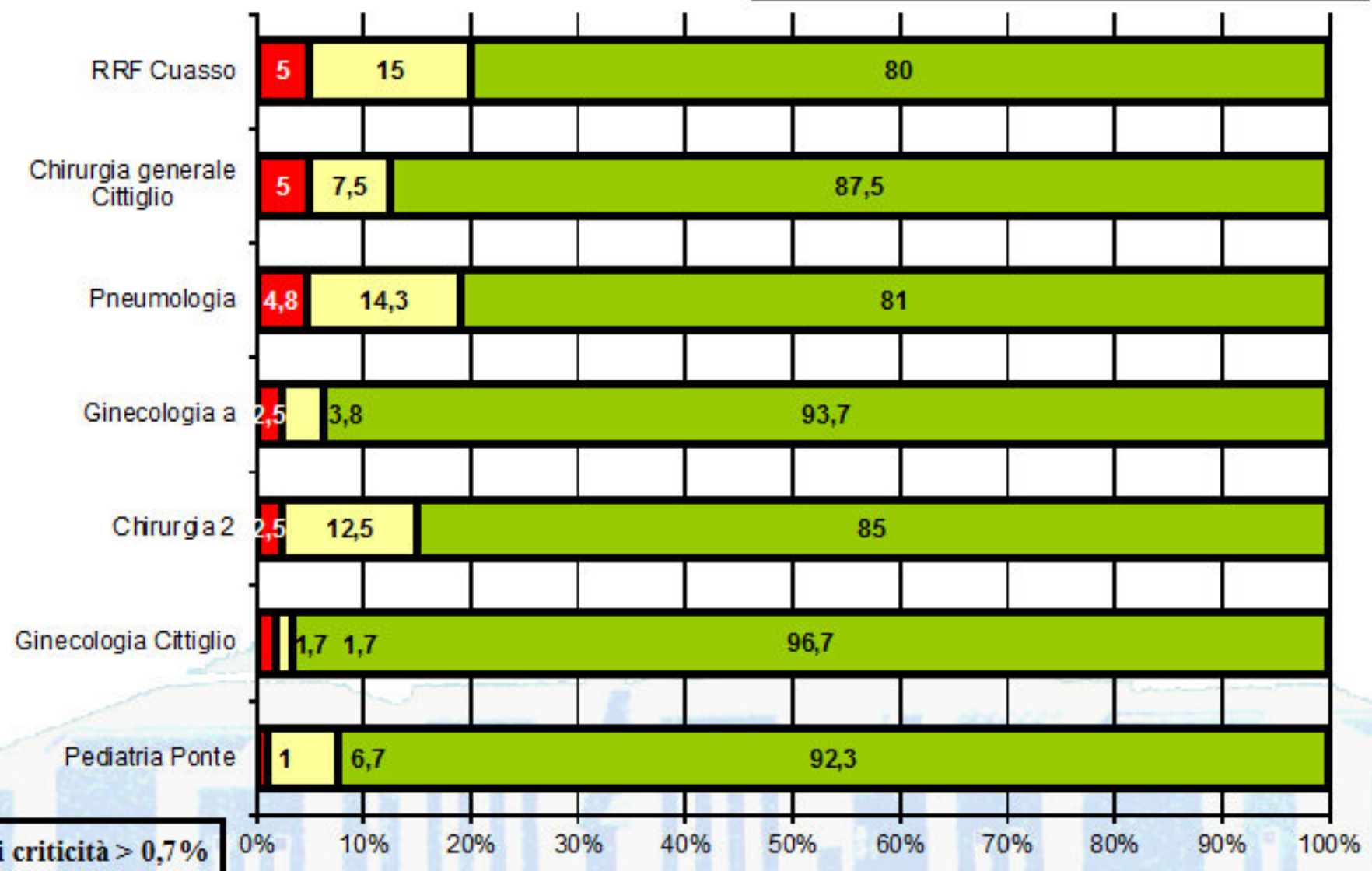


Soglia di criticità > 1,3%

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

Degenze: cure ricevute

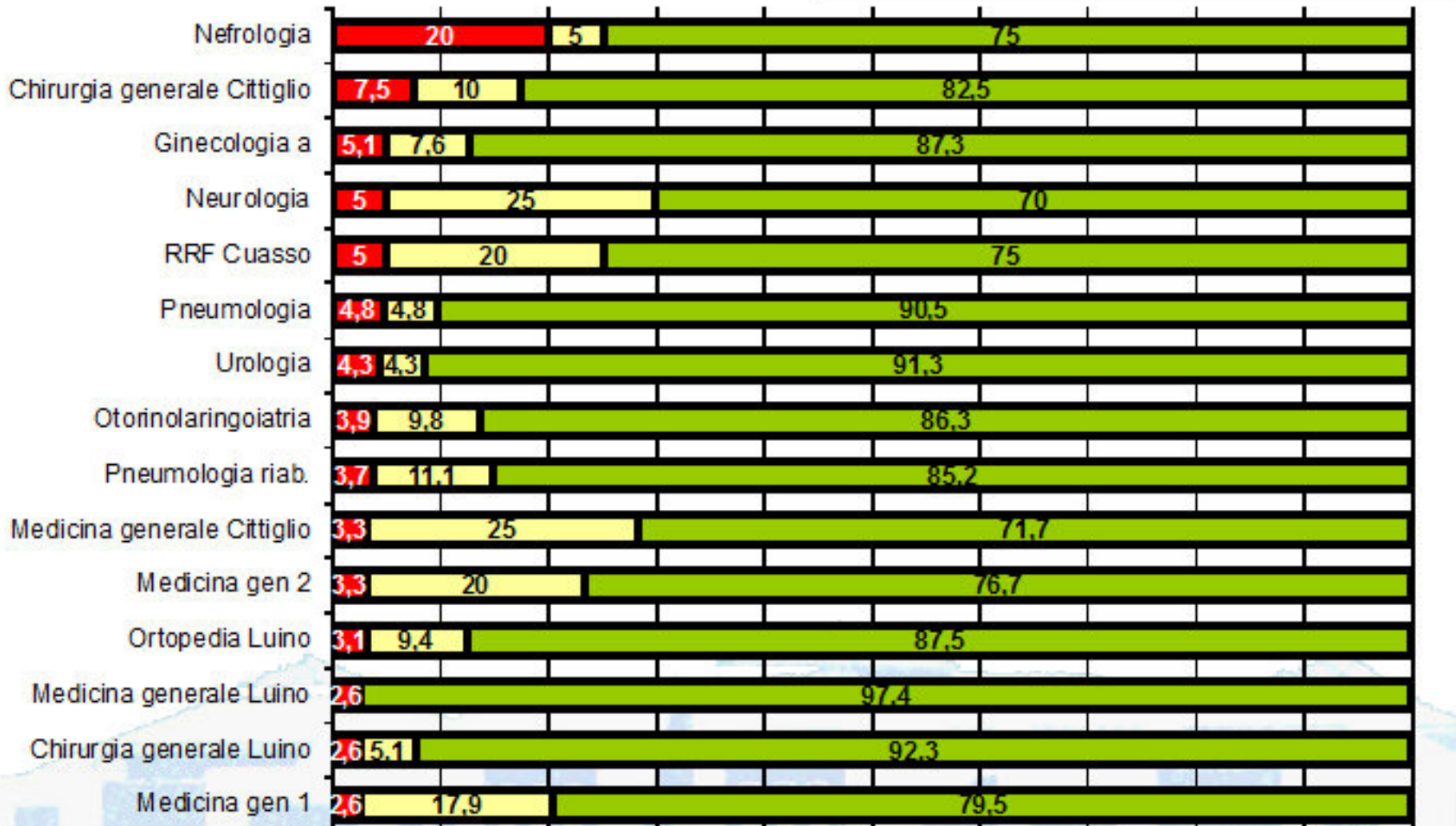
■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 0,7%

Degenze: informazioni cure

■ Critico ■ Sufficiente ■ Positivo

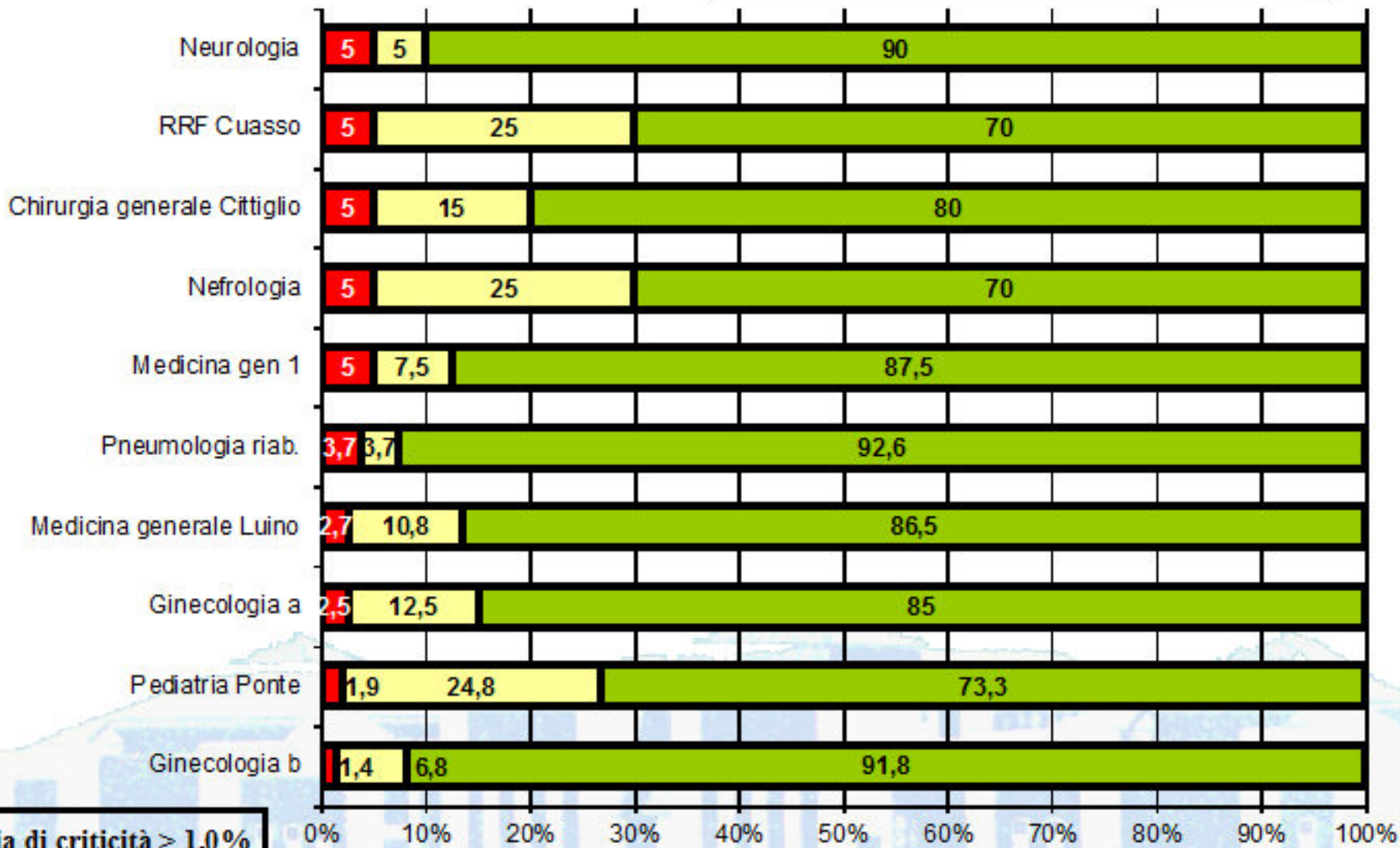


Soglia di criticità > 1,9%

Degenze:

rispetto riservatezza

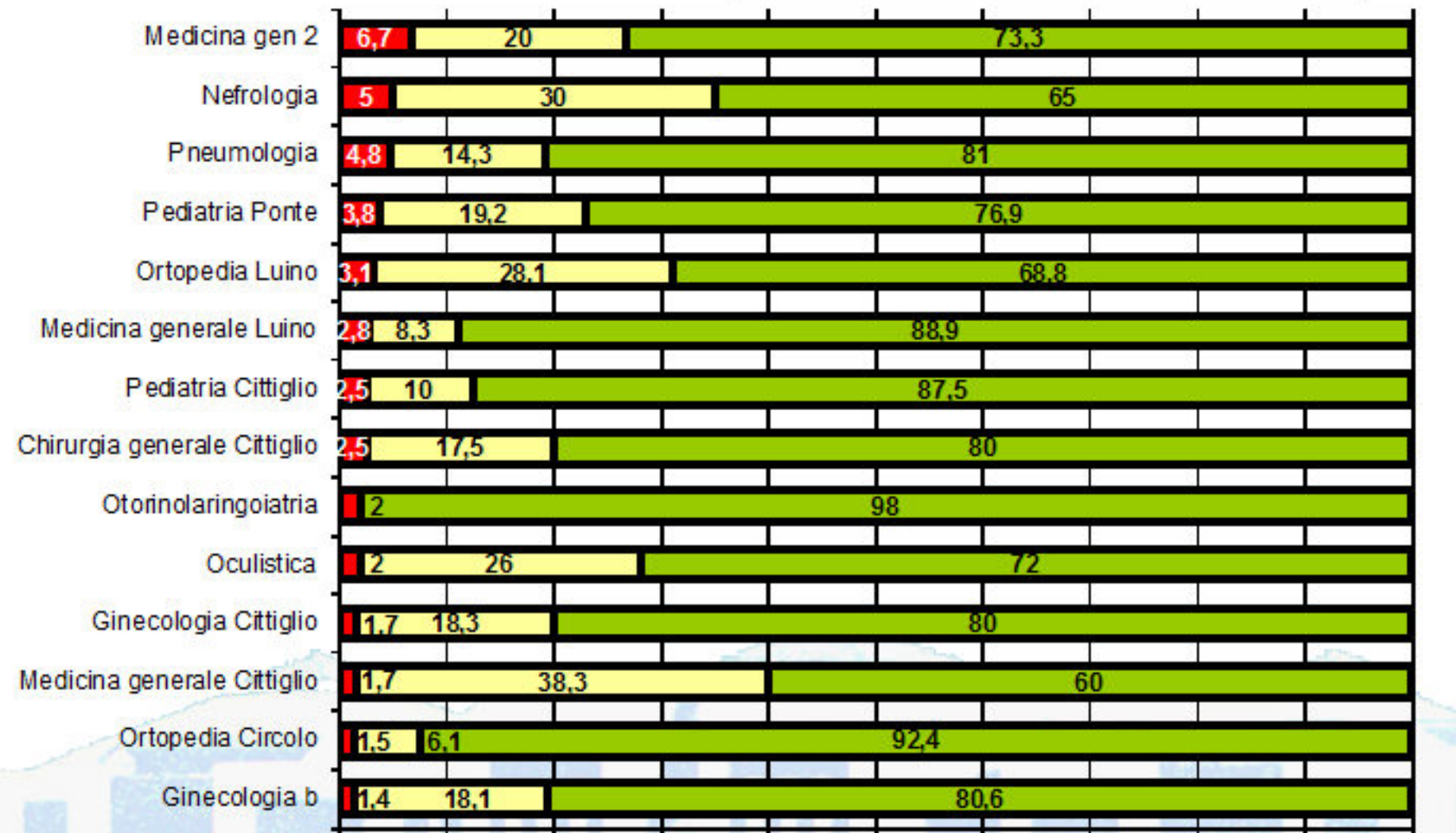
■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 1,0%

Degenze: organizzazione ospedale

■ Critico
 ■ Sufficiente
 ■ Positivo

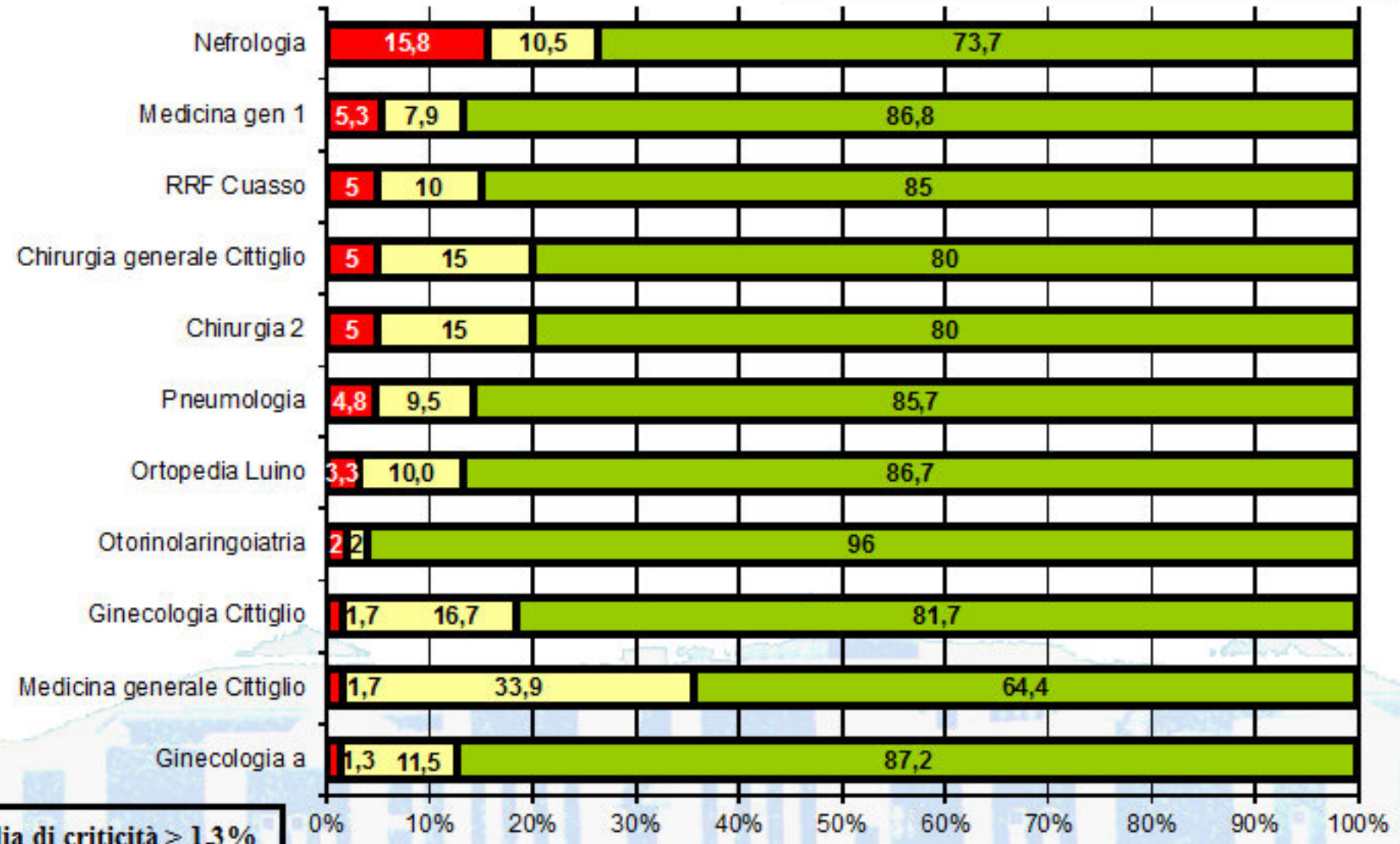


Soglia di criticità > 1,4%

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

Degenze: indicazioni post dimissione

■ Critico
 ■ Sufficiente
 ■ Positivo



Soglia di criticità > 1,3%

Benchmark



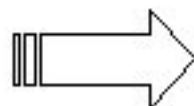
Confronto

Totale Varese 2012 vs. Benchmark 2012

Varese

Benchmark 2012

**Indice di
soddisfazione**



6,32

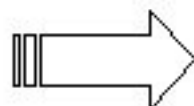
(N=2760)

5,97

(N=29.176)

$\Delta = + 0,35$

**Indice di
raccomandabilità**



6,38

6,15

$\Delta = + 0,23$

Indice di riutilizzo



6,46

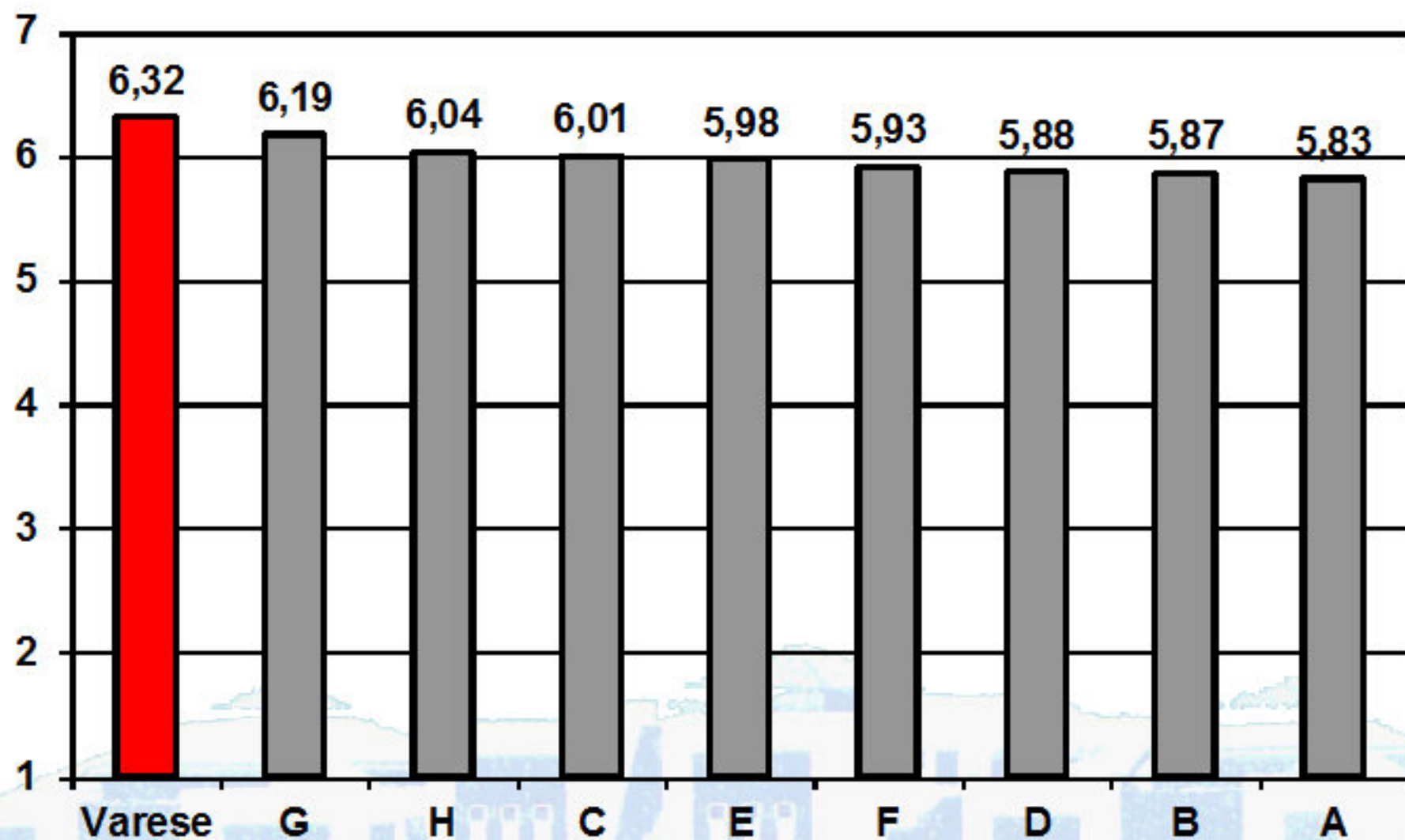
6,18

$\Delta = + 0,28$

(valori medi, scala 1-7)

Confronto

Totale Varese 2012 vs. Benchmark 2012



(valori medi, scala 1-7)

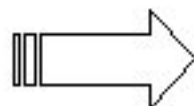
Confronto

Varese ambulatori 2012 vs. Benchmark 2012

Varese

Benchmark 2012

**Indice di
soddisfazione**



6,26

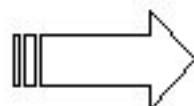
(N=1404)

5,87

(N=17.601)

$\Delta = + 0,39$

**Indice di
raccomandabilità**

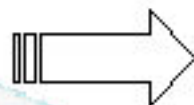


6,33

6,07

$\Delta = + 0,26$

Indice di riutilizzo



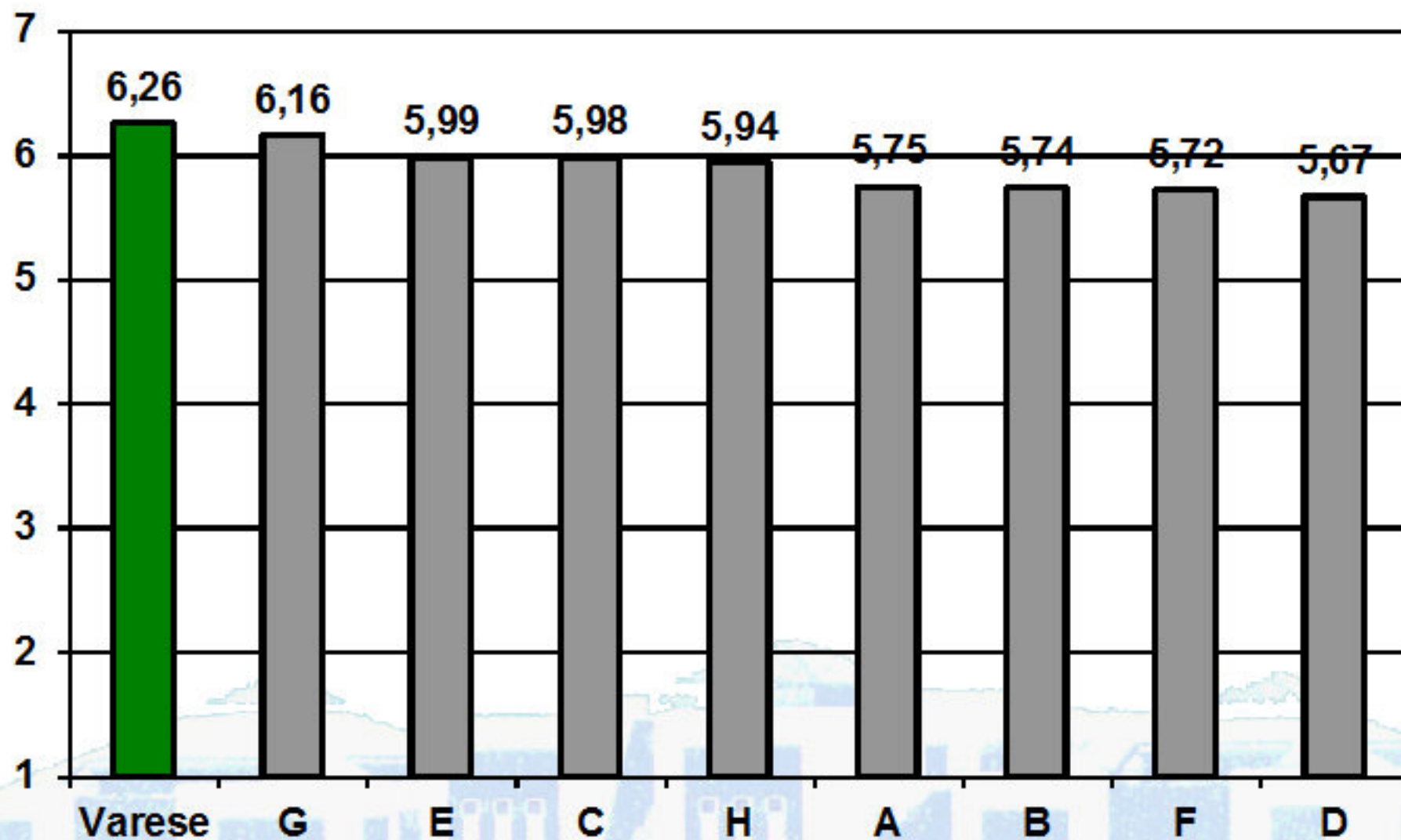
6,42

6,10

$\Delta = + 0,32$

Confronto

Varese ambulatori 2012 vs. Benchmark 2012



(valori medi, scala 1-7)

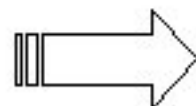
Confronto

Varese degenze 2012 vs. Benchmark 2012

Varese

Benchmark 2012

**Indice di
soddisfazione**



6,37

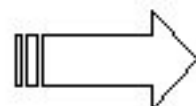
(N=1356)

6,07

(N=11.575)

$\Delta = + 0,30$

**Indice di
raccomandabilità**



6,43

6,25

$\Delta = + 0,18$

Indice di riutilizzo



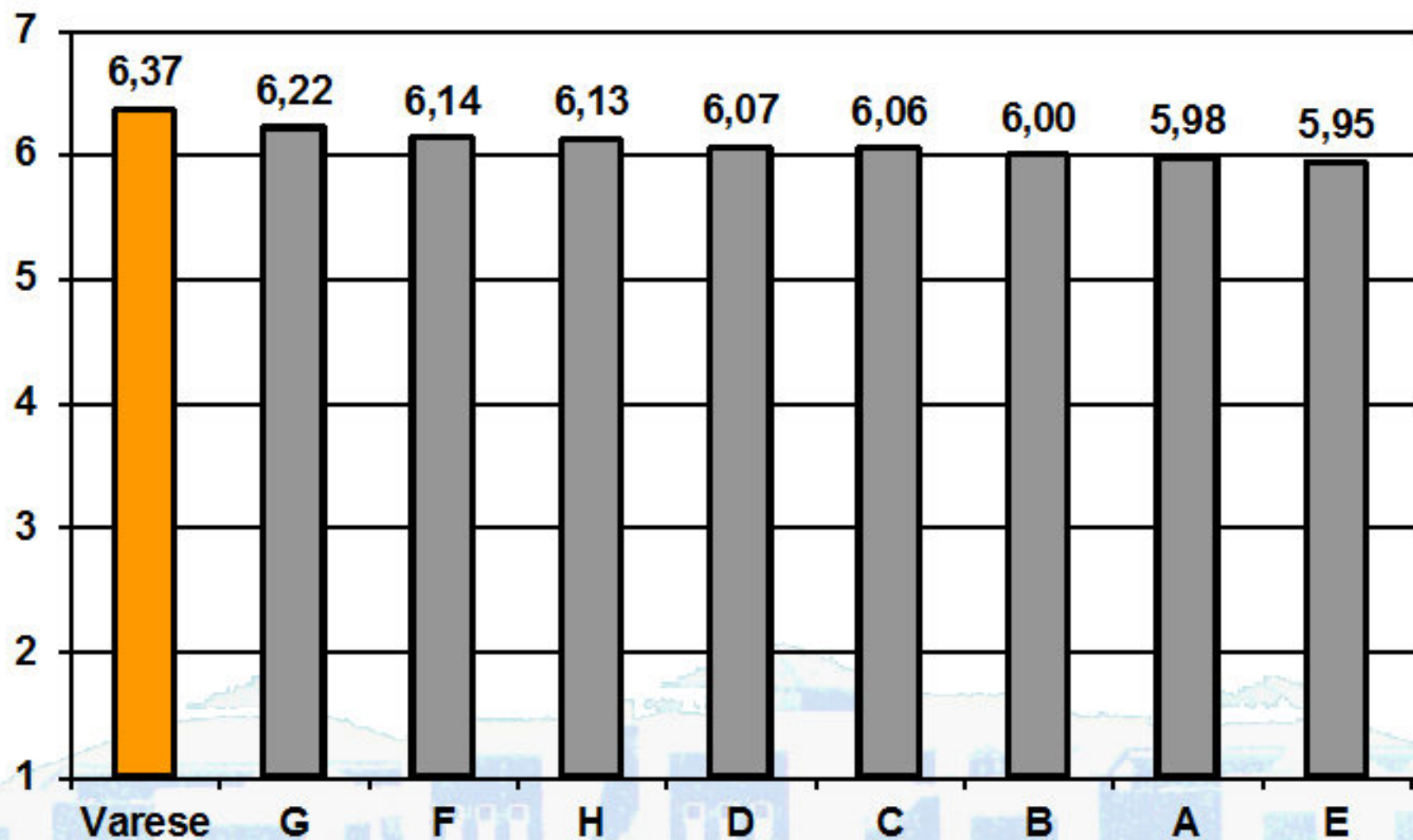
6,51

6,27

$\Delta = + 0,24$

Confronto

Varese degenze 2012 vs. Benchmark 2012



(valori medi, scala 1-7)