Sistema Socio Sanitario

Regione Lombardia

ASST Sette Laghi

Customer Satisfaction
ANNO 2017
Ospedale Luigi Galmarini Tradate

Presentazione Risultati
ANNO 2017

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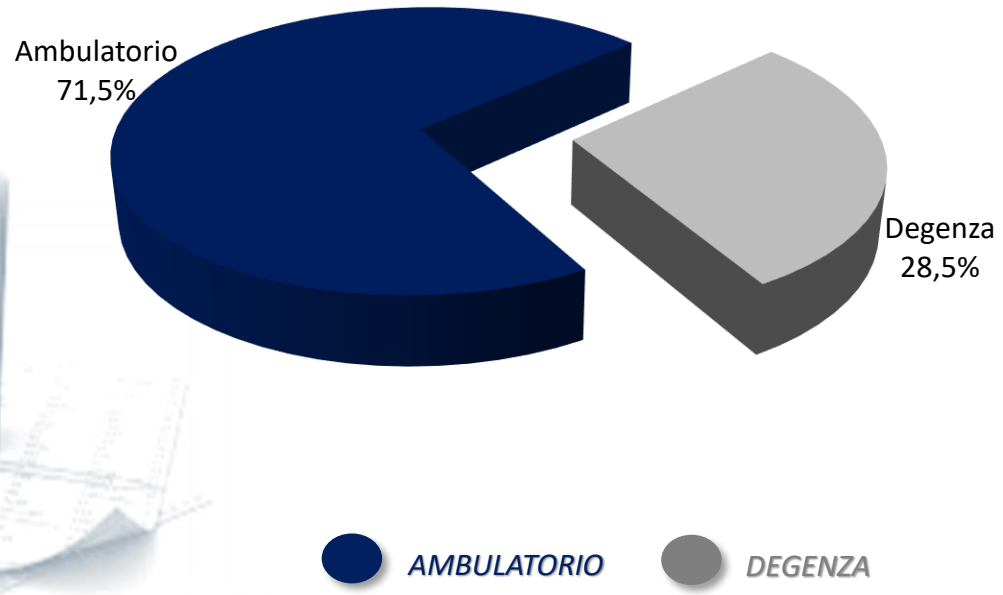
Dati Generali

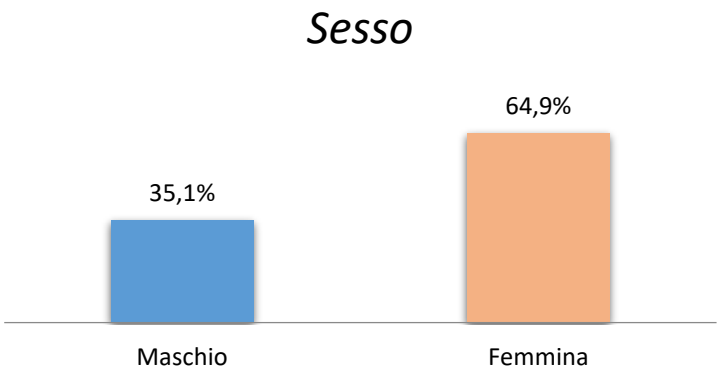
Il Campione Anno 2017

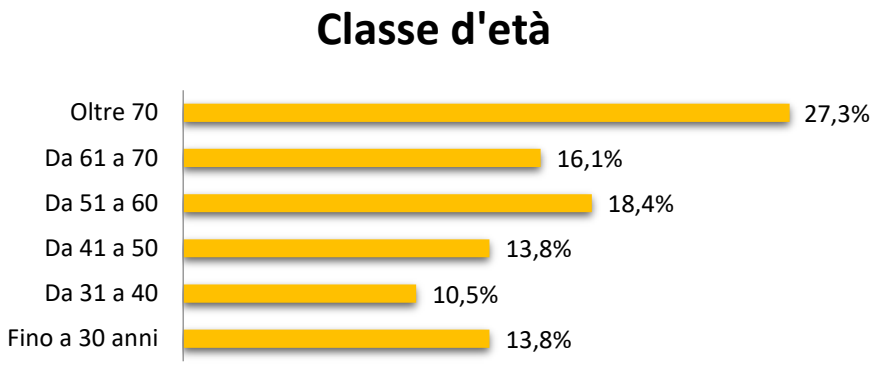
Numerosità campionaria: **716**

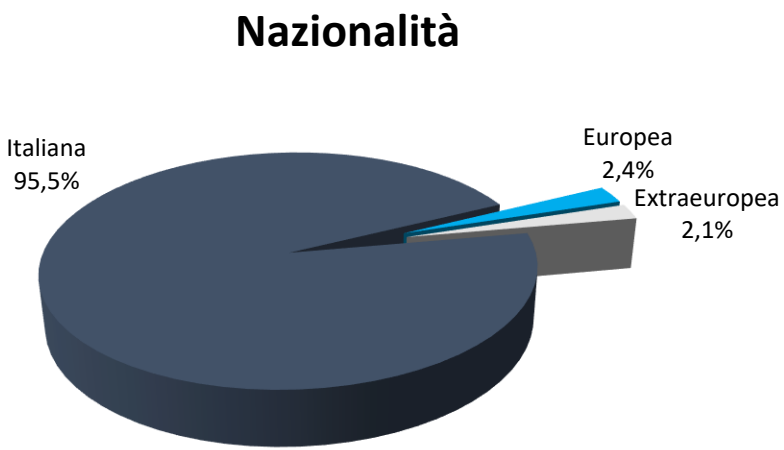
Tipologia di servizio usufruito dai rispondenti

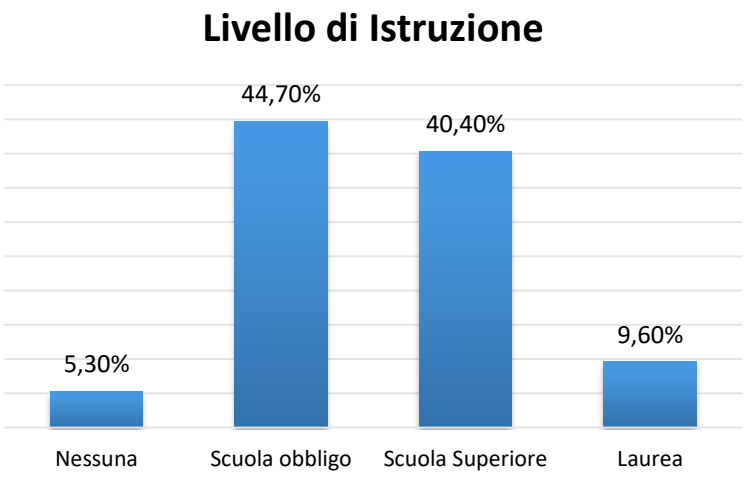


Il Campione Anno 2017









Indici generali

Anno 2017
SODDISFAZIONE
(valore medio)

Totale campione
6,17

(N= 702)

Anno 2017
RACCOMANDABILITA'
(valore medio)

Totale campione
6,26

(N= 705)

valori medi, scala 1-7

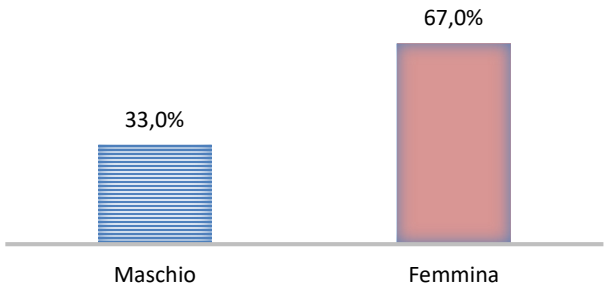
Servizi Ambulatoriali (●)

- Ambulatori -

Il Campione Anno 2017

Numerosità Campionaria: **512**

SESSO



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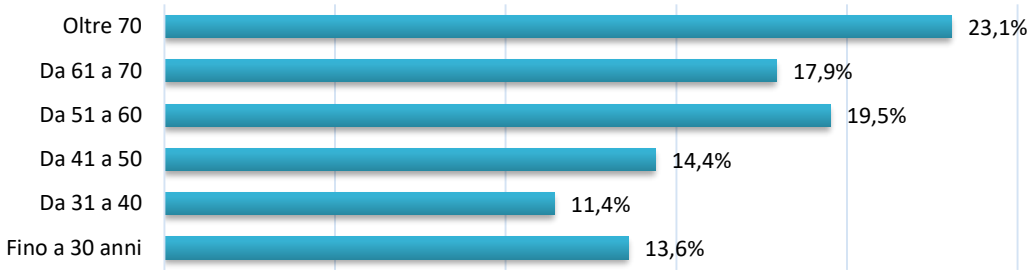
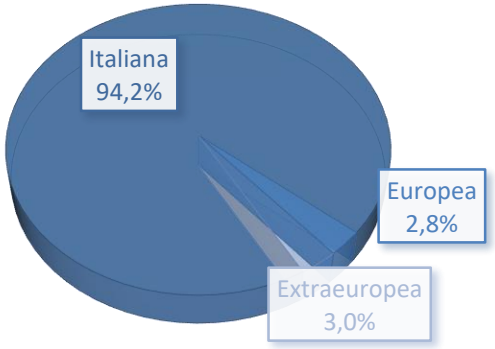
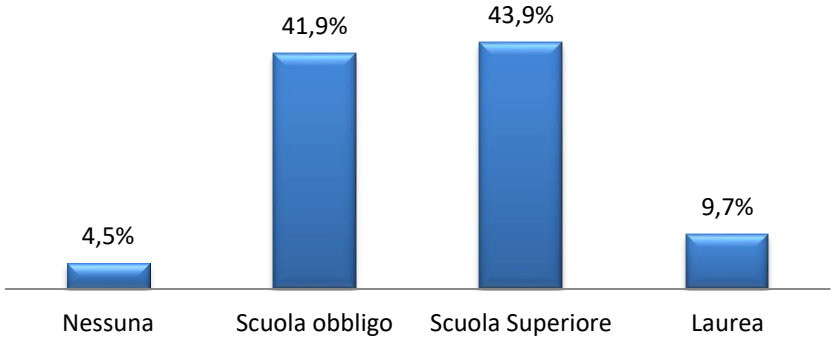


NAZIONALITÀ



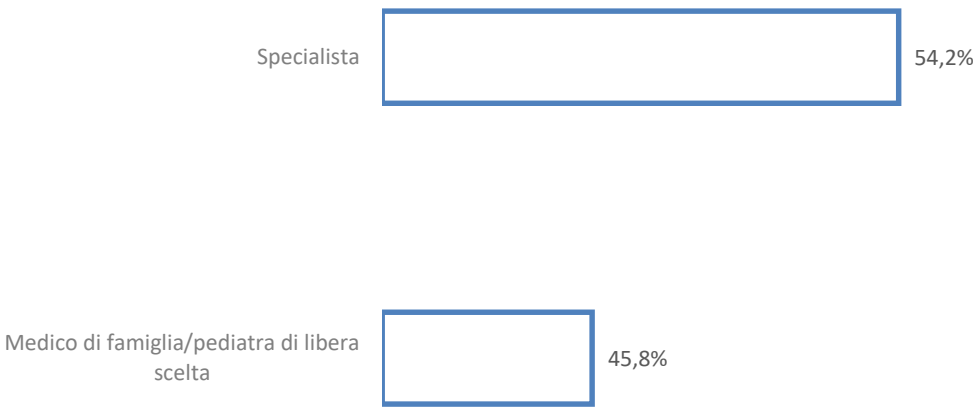
Livello di istruzione



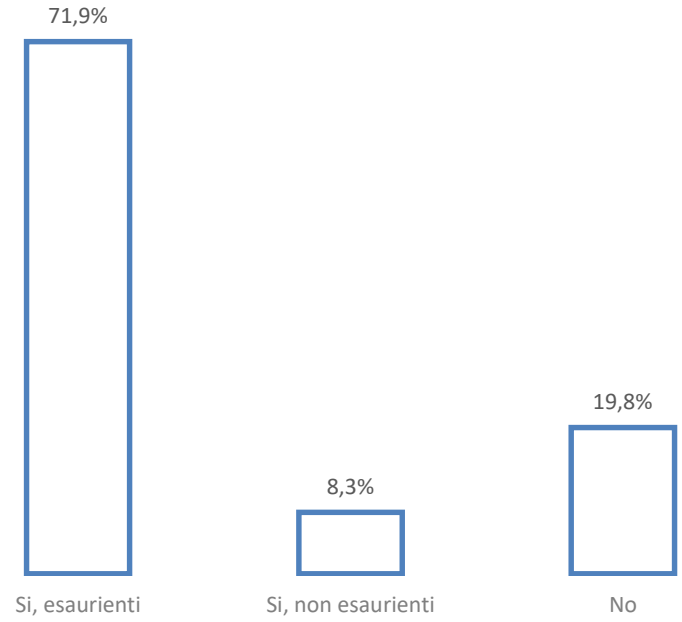
- Ambulatori -

Prescrizione

Chi le ha prescritto questa visita?



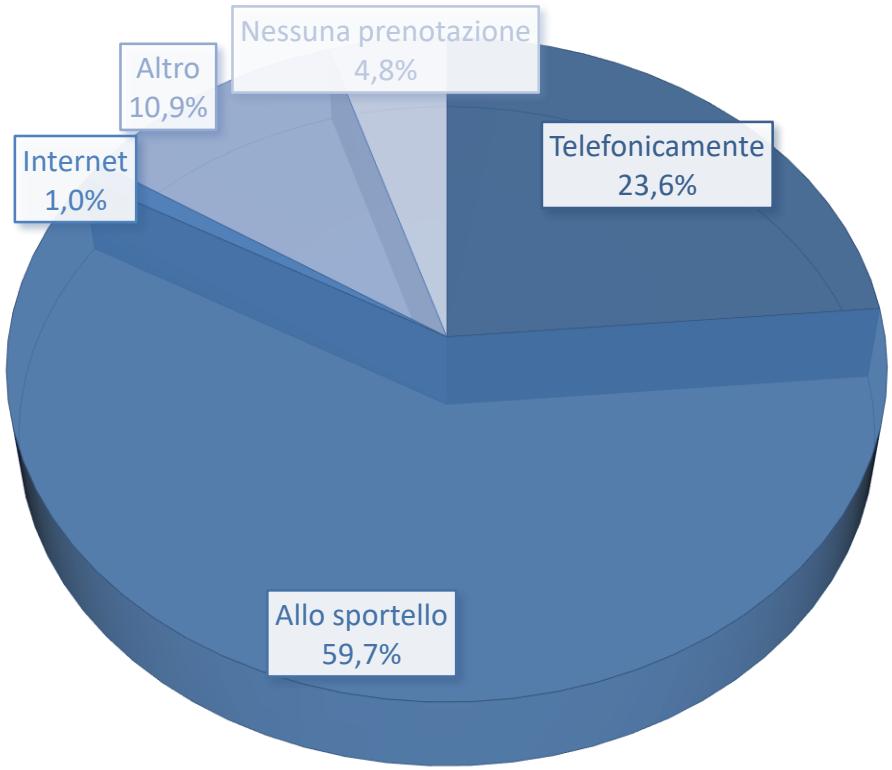
Al momento della sua prescrizione, ha avuto indicazioni su dove effettuare la visita e su come prenotare?



- Ambulatori -

Modalità di prenotazione

Come ha prenotato ?



- Ambulatori -

Indici generali

Anno 2017
SODDISFAZIONE
(valore medio)

Totale campione

6,28

(N= 502)

Anno 2017
RACCOMANDABILITA'
(valore medio)

Totale campione

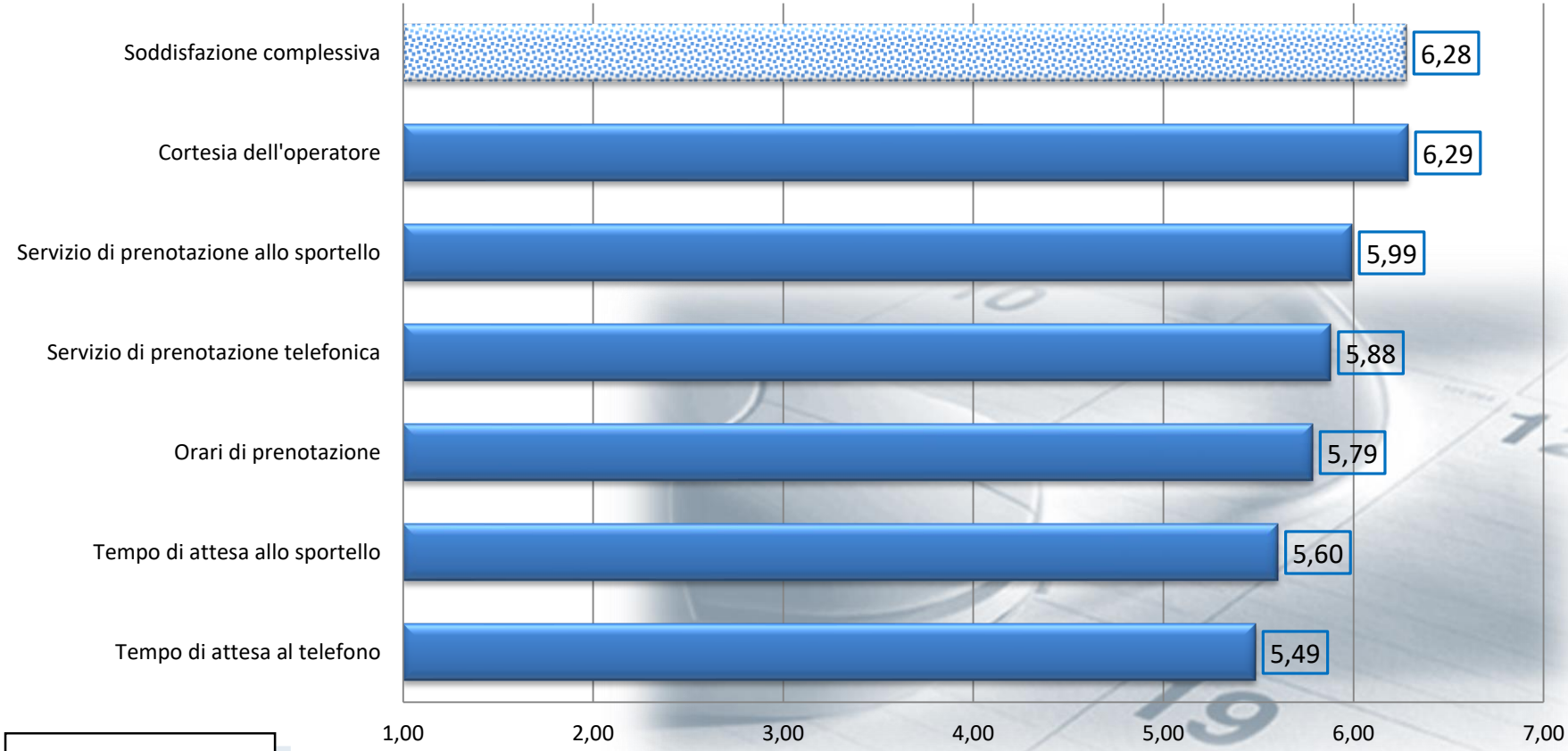
6,34

(N= 505)

valori medi, scala 1-7

- Ambulatori -

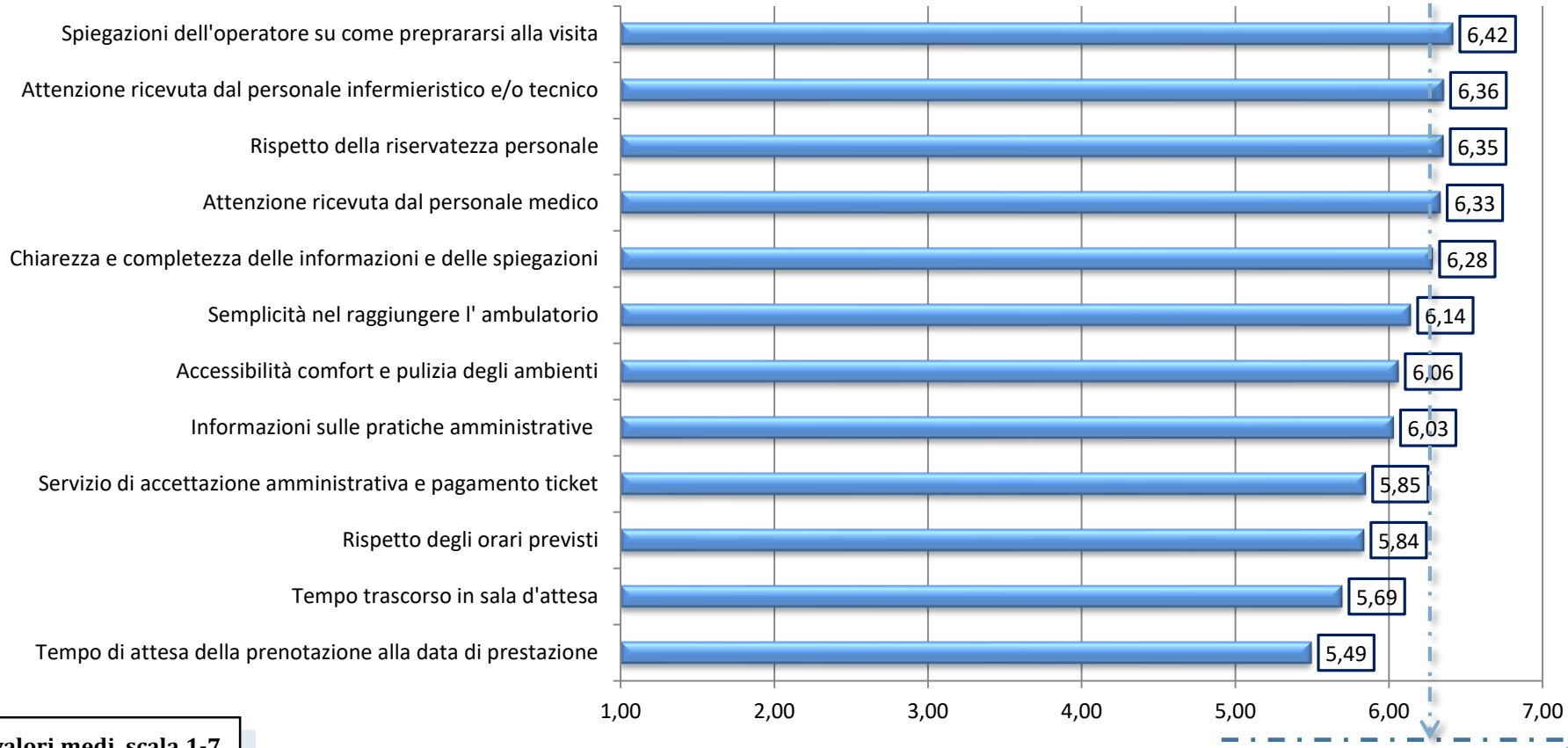
Soddisfazione servizio di prenotazione



valori medi, scala 1-7

- Ambulatori -

Soddisfazione per i singoli elementi del servizio



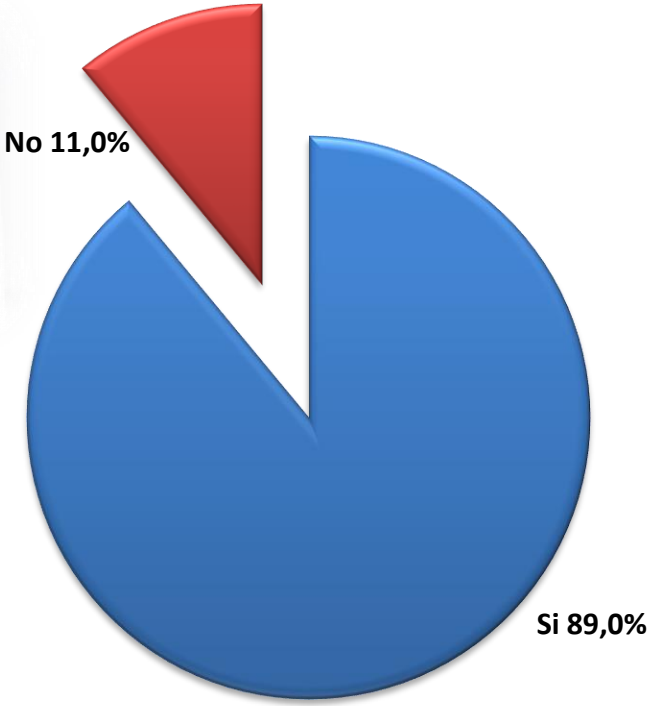
valori medi, scala 1-7

Soddisfazione generale : **6,28**

- Ambulatori -

Utilizzo passato

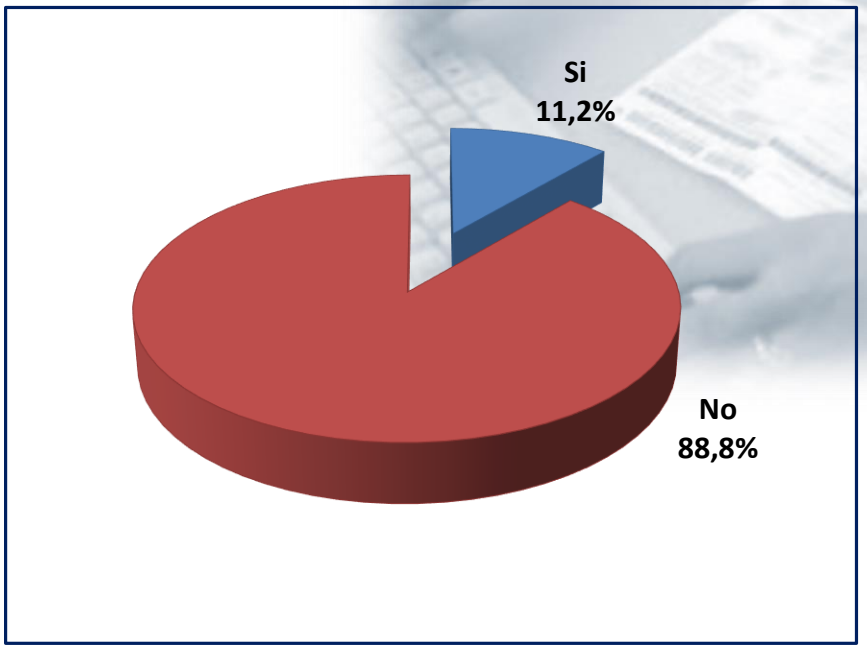
Ha già usufruito in passato dei servizi offerti da quest'ospedale?



- Ambulatori -

Prestazione urgente differita

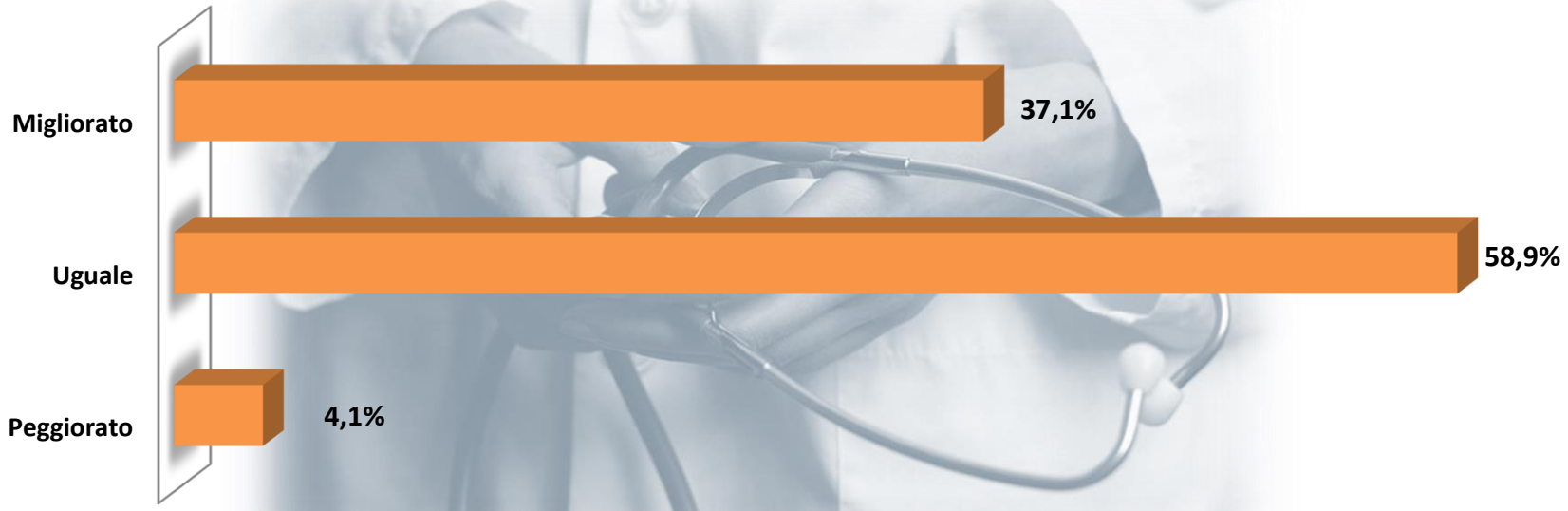
La visita/esame che ha effettuato è una prenotazione urgente?



- Ambulatori -

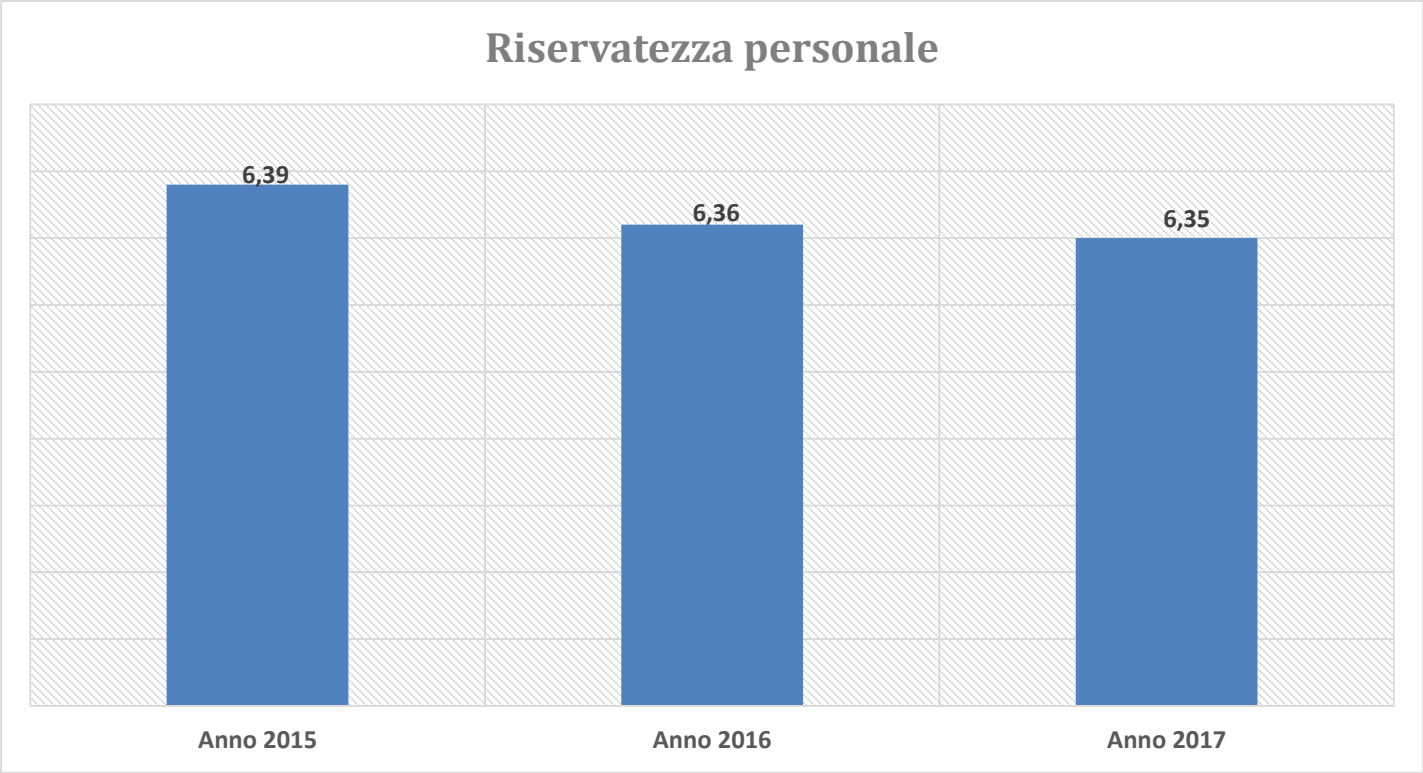
Servizio per visite / esami

Se ha fatto visite o esami precedentemente presso questa struttura, come giudica attualmente il servizio



- Ambulatori -

Rispetto della Riservatezza Personale



Ambulatorio
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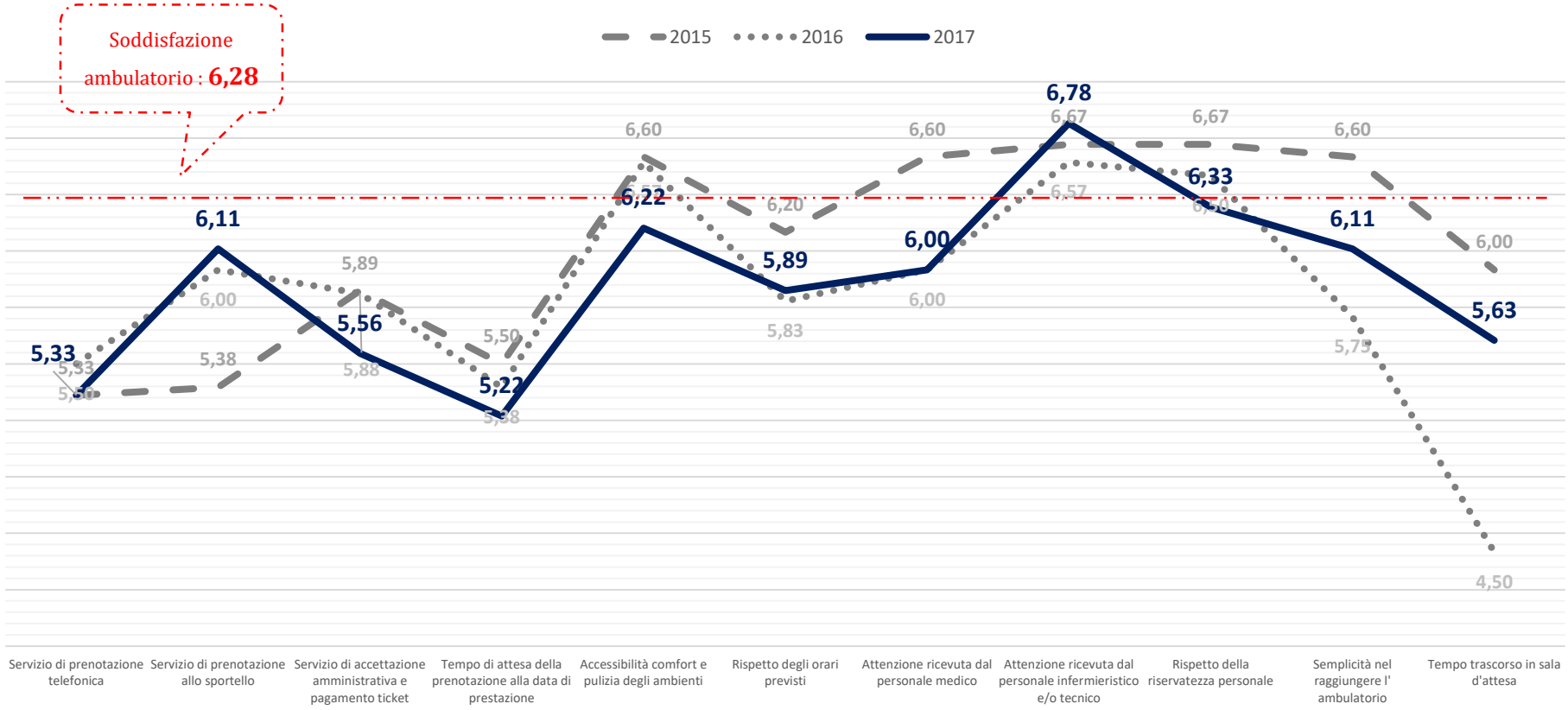
Totale	**512**

- Ambulatori-
Rilevazioni

Ambulatori

- Ambulatori –

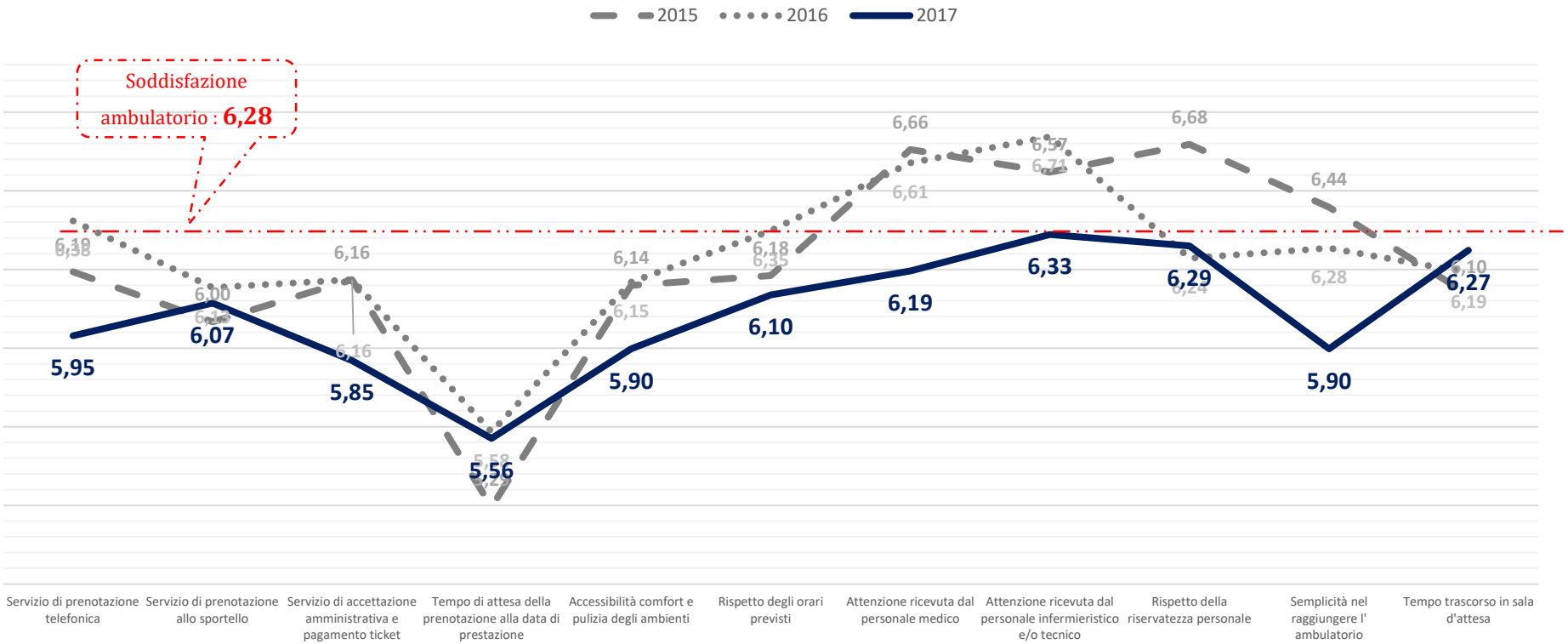
Anestesia Rianimazione/Terapia del Dolore



valori medi, scala 1-7

I semestre 2017: 9 casi

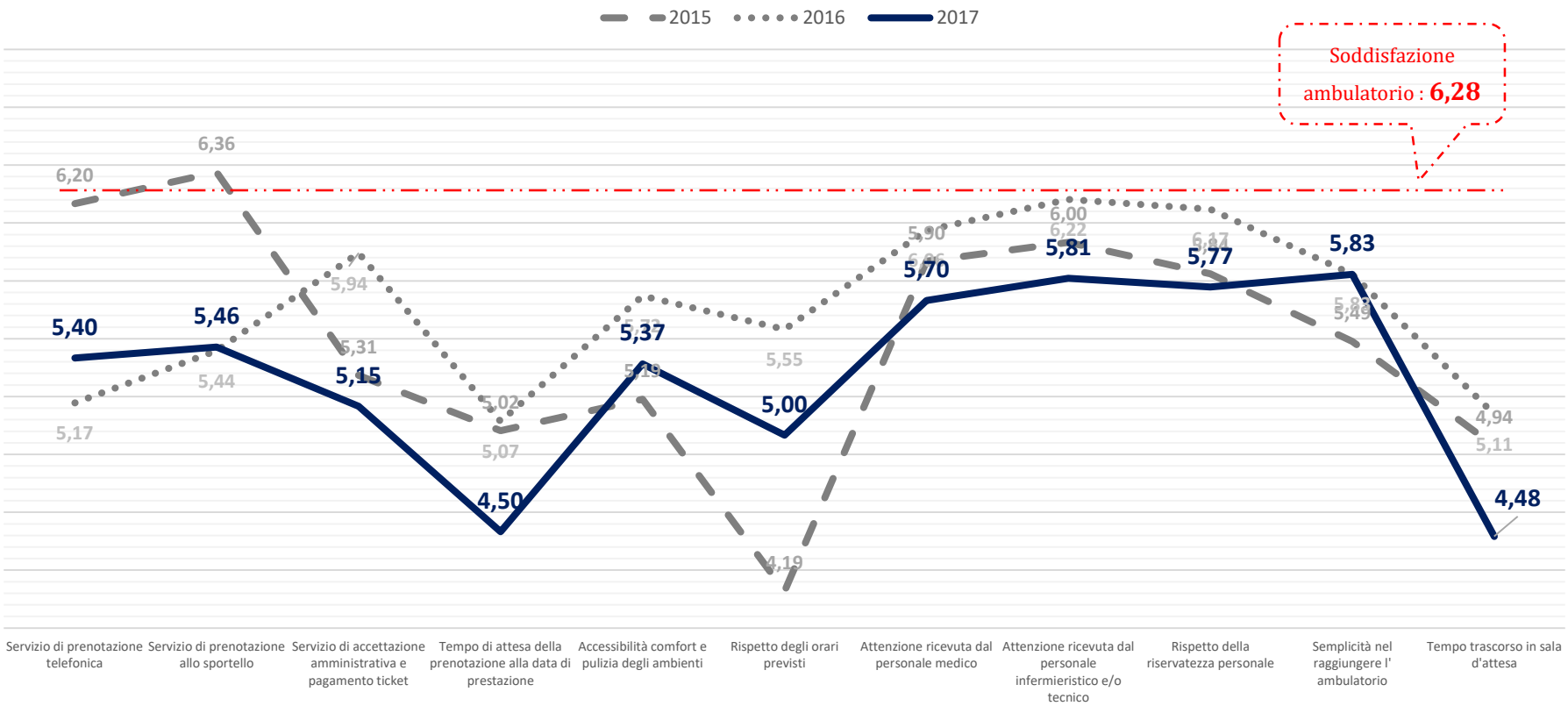
- Ambulatori –
Cardiologia



valori medi, scala 1-7

I semestre 2017: 40 casi

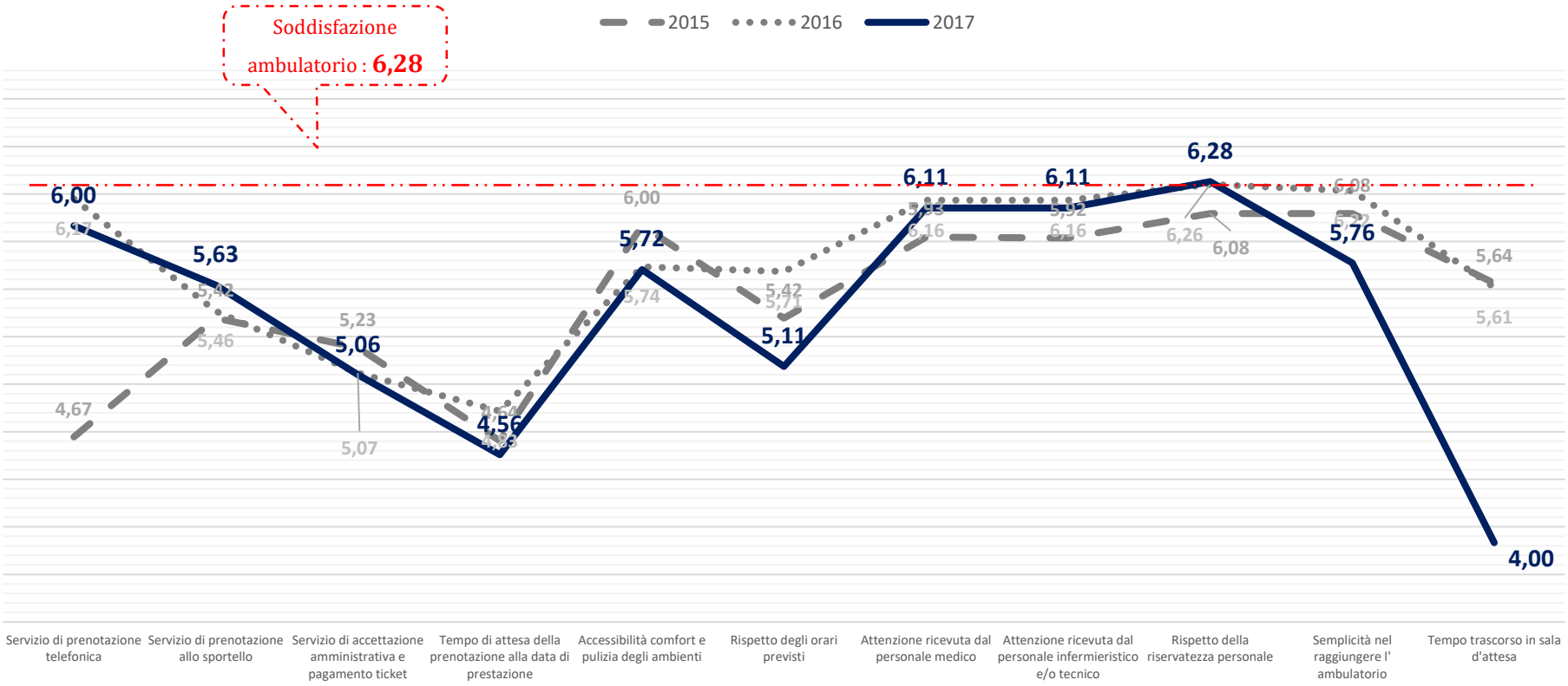
- Ambulatori –
Centro Prelievi



valori medi, scala 1-7

I semestre 2017: 46 casi

- Ambulatori –
Chirurgia Generale

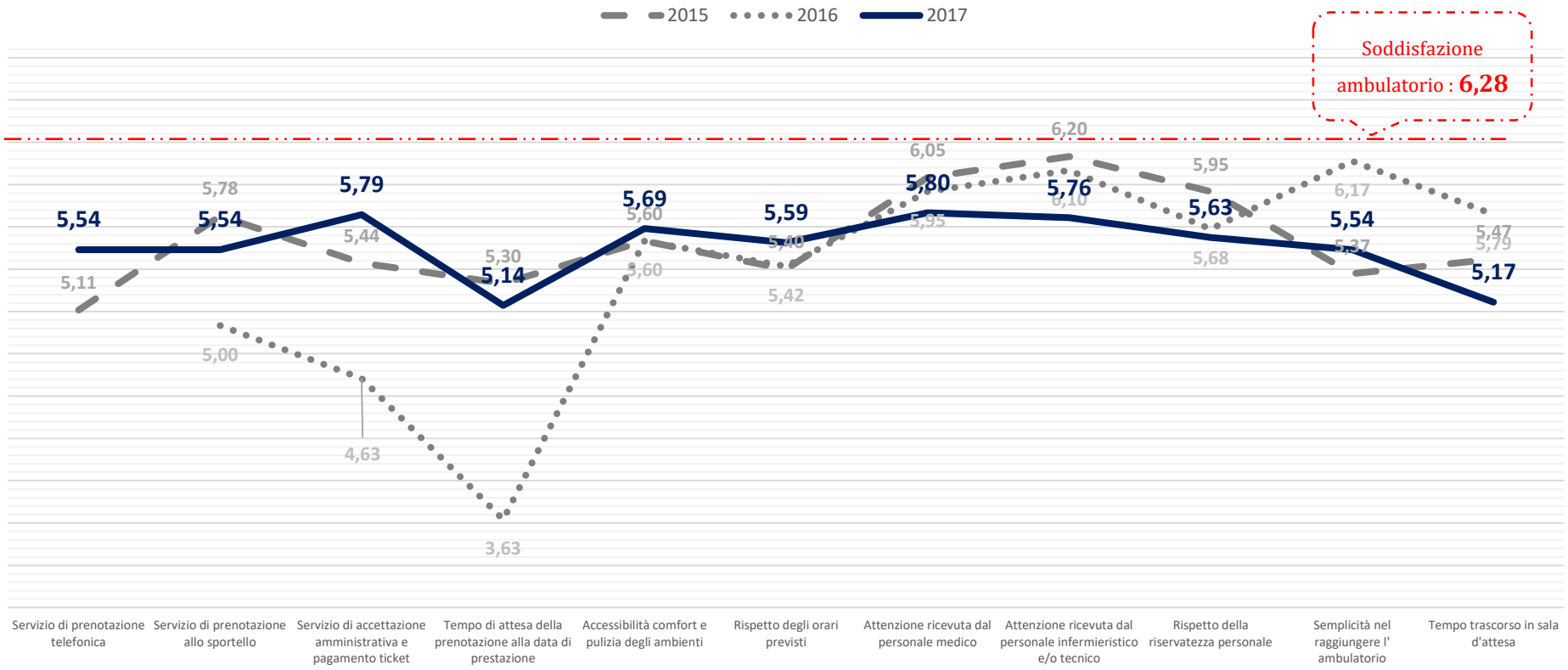


valori medi, scala 1-7

I semestre 2017: 18 casi

- Ambulatori –

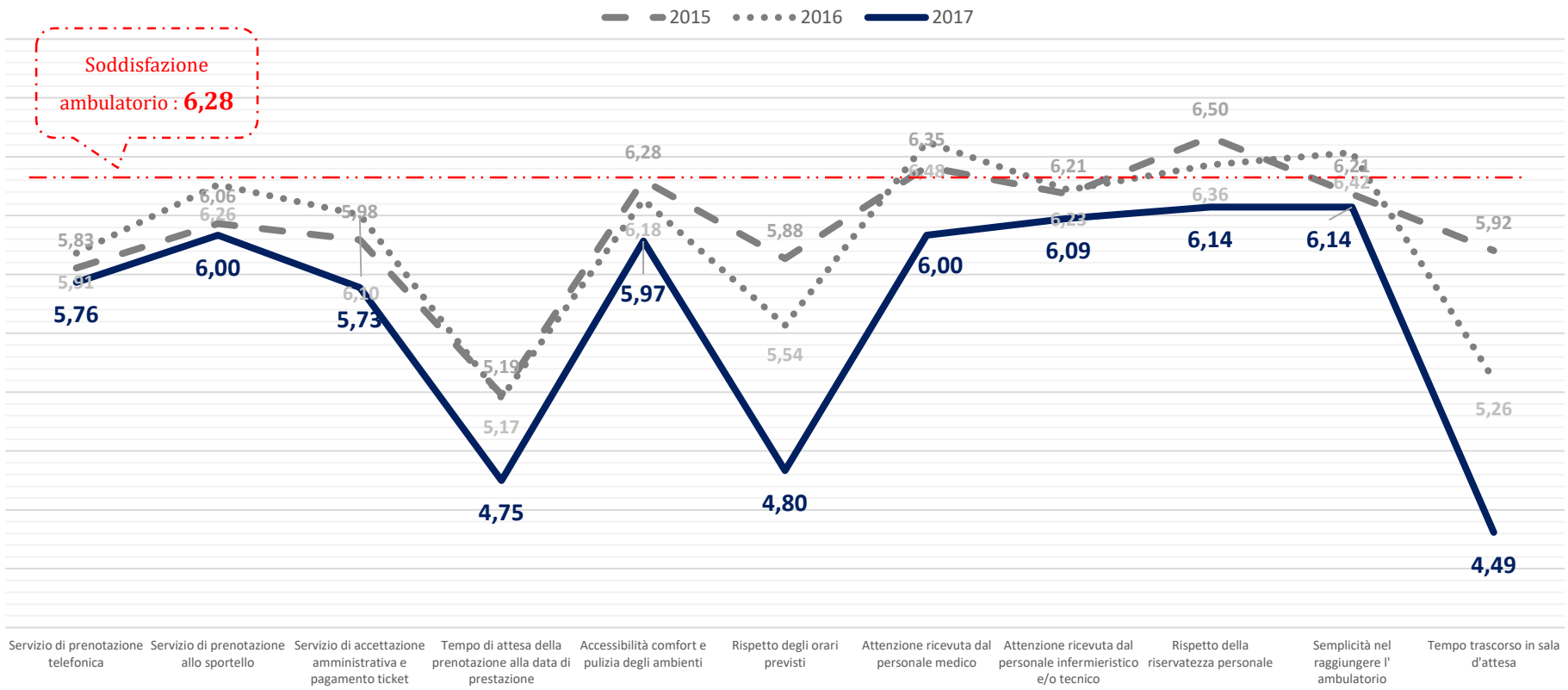
Dialisi



valori medi, scala 1-7

I semestre 2017 : 17 casi

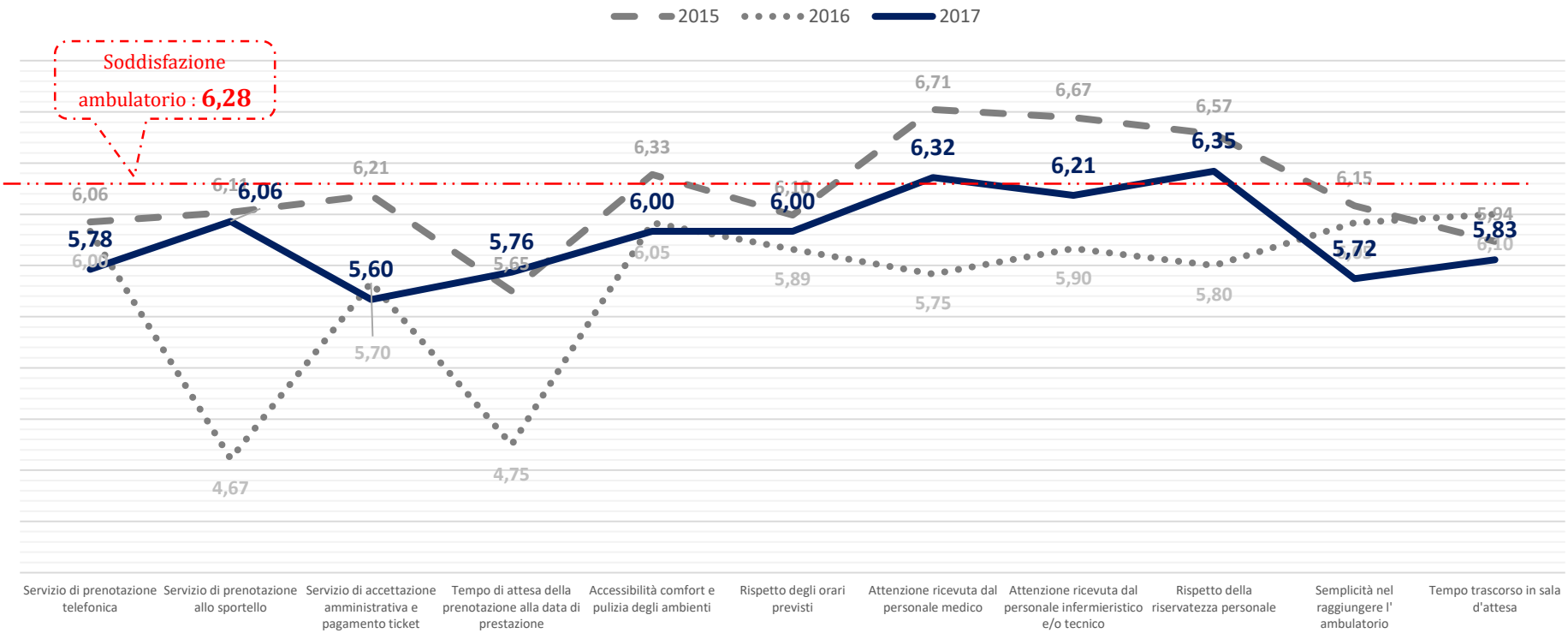
- Ambulatori –
Medicina



valori medi, scala 1-7

I semestre 2017 : 36 casi

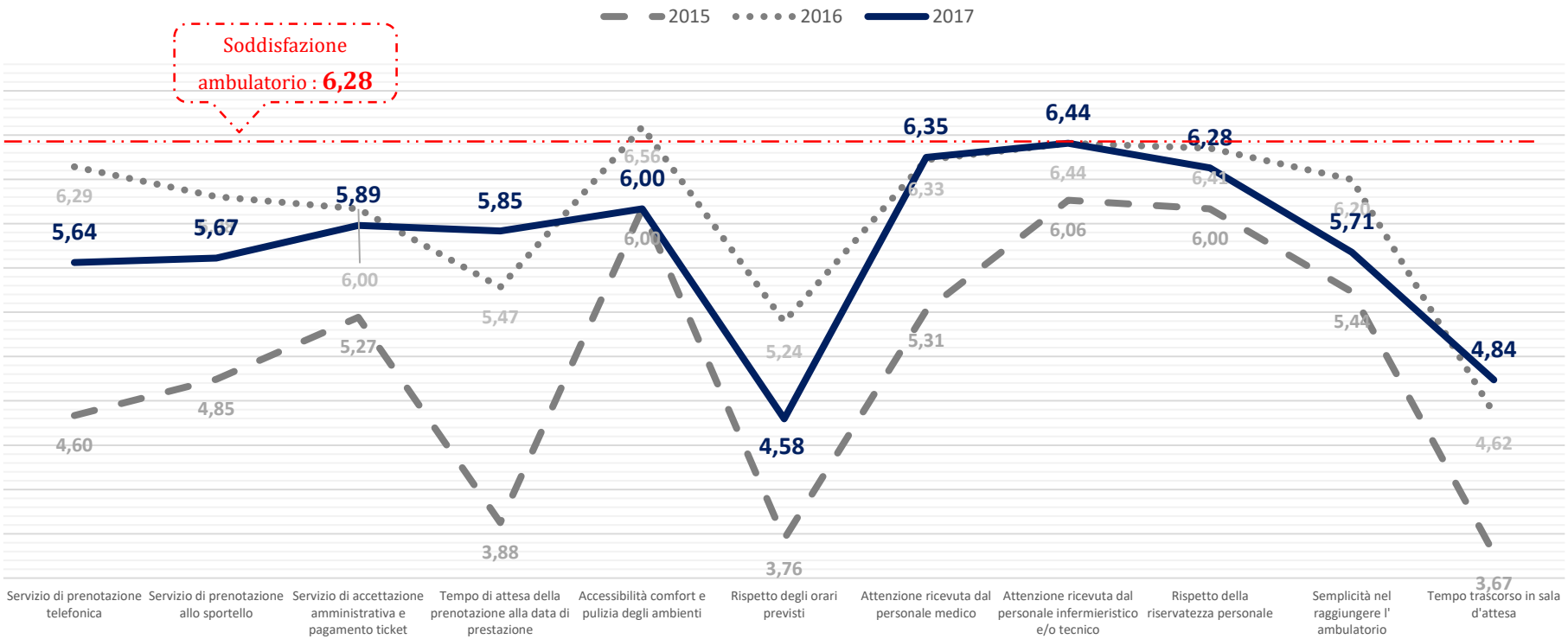
- Ambulatori –
Nefrologia



valori medi, scala 1-7

I semestre 2017 : 21 casi

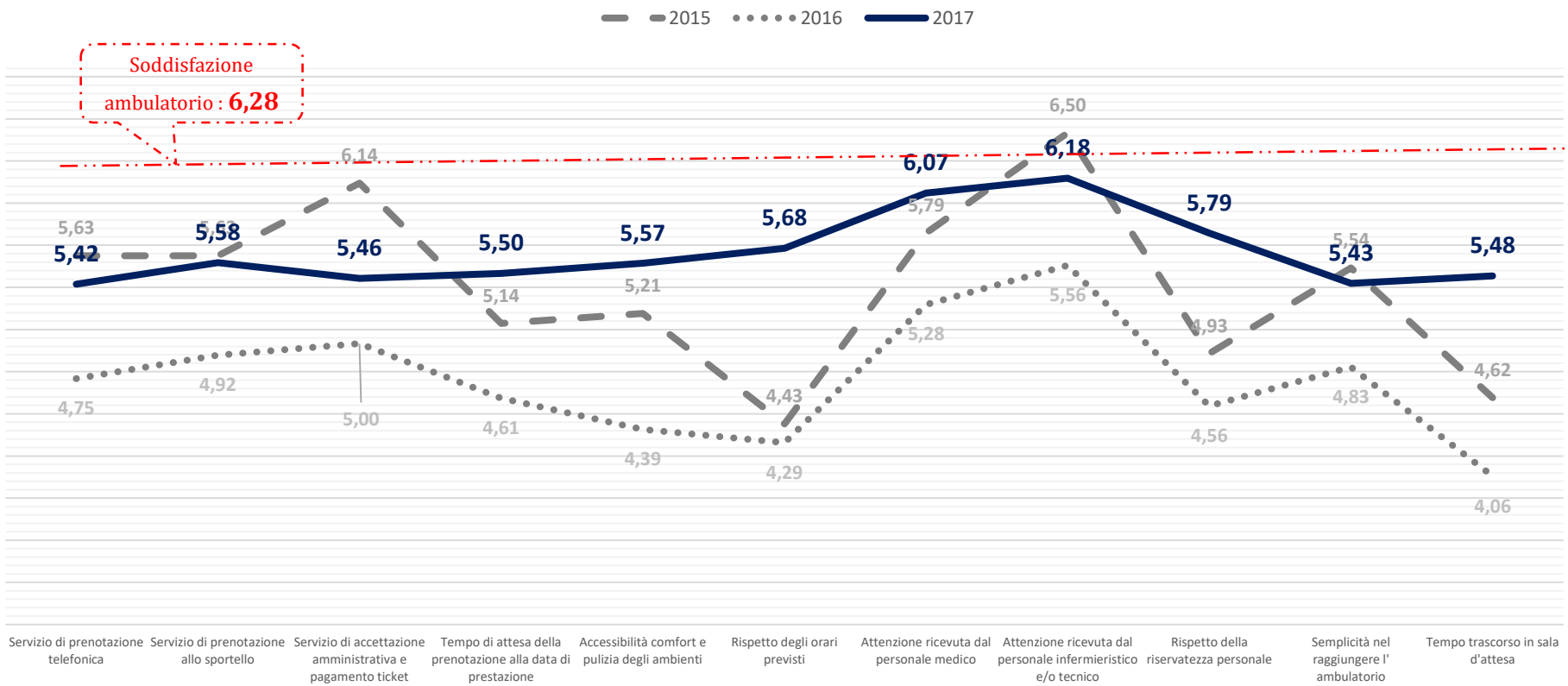
- Ambulatori –
Neurologia



valori medi, scala 1-7

I semestre 2017 : 20 casi

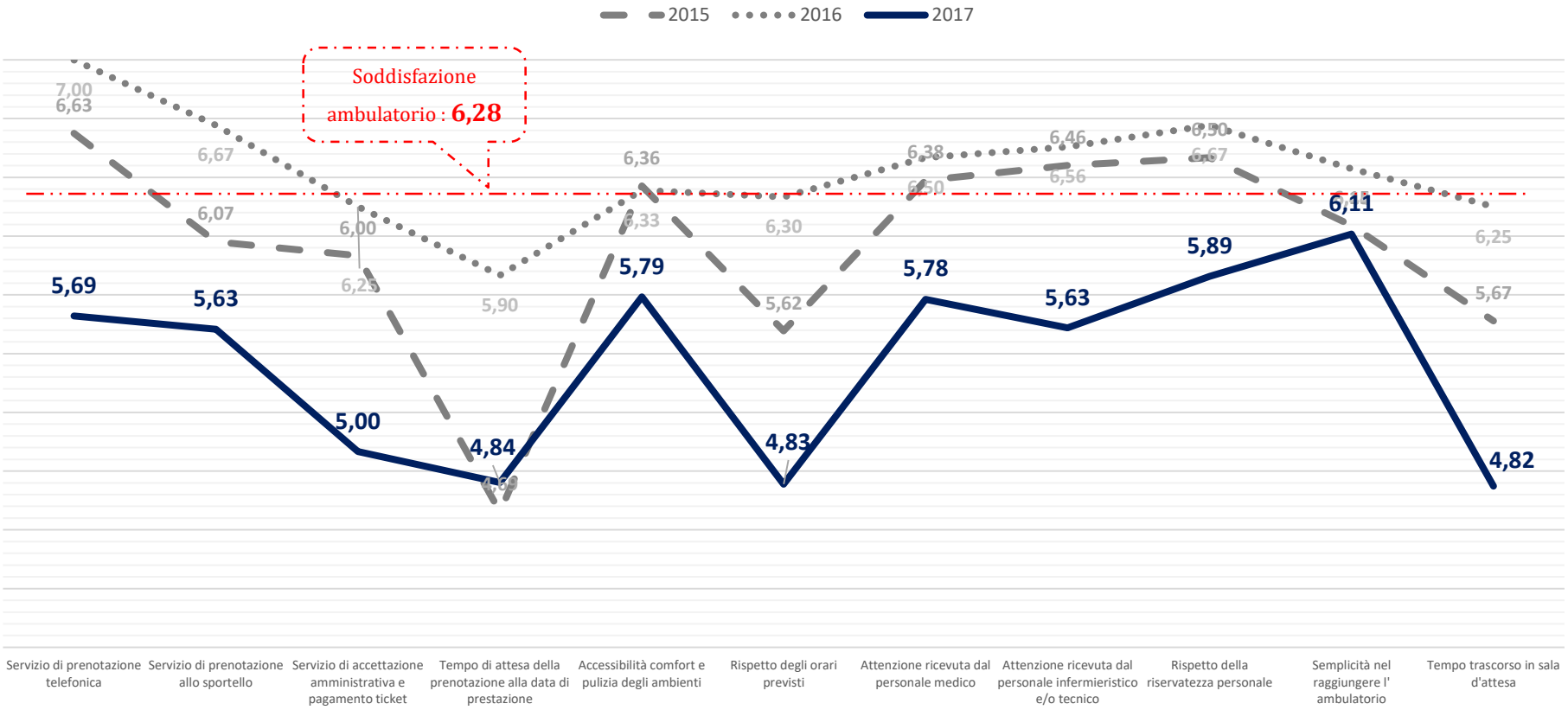
- Ambulatori –
Oculistica



valori medi, scala 1-7

I semestre 2017 : 28 casi

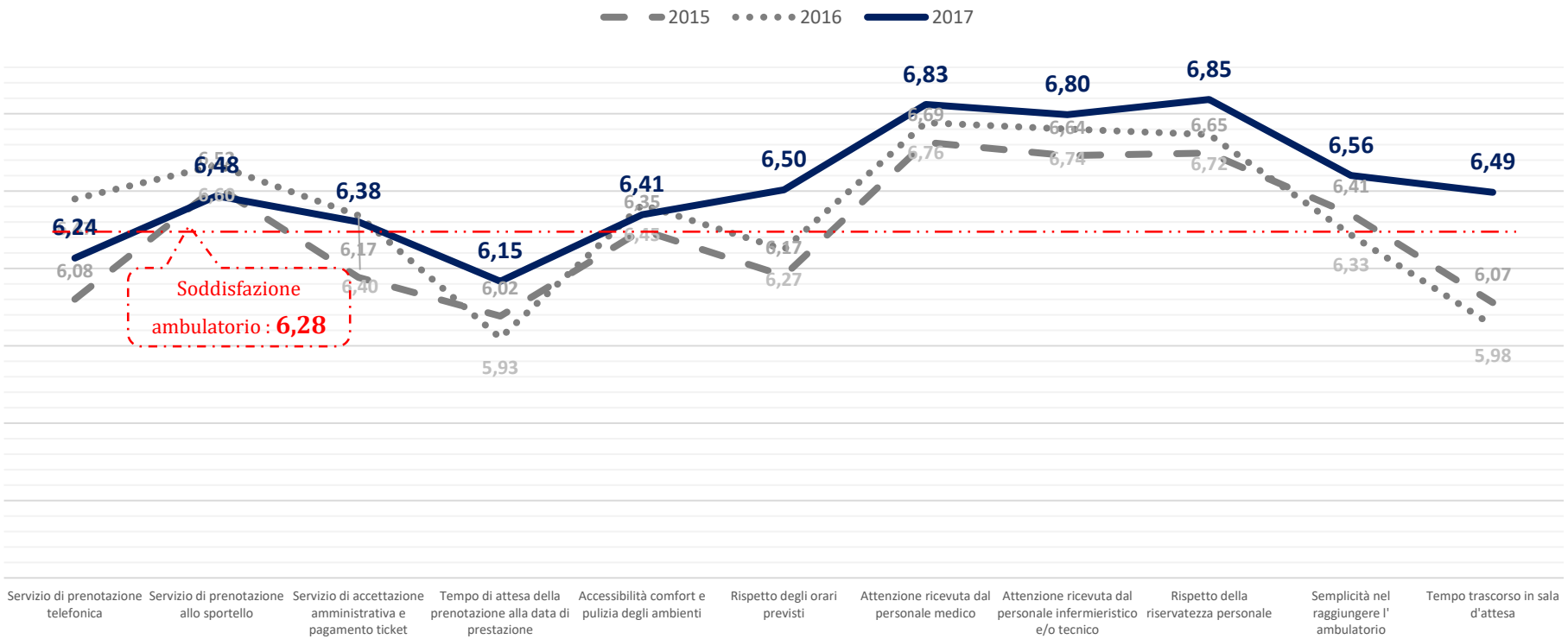
- Ambulatori –
Ortopedia



valori medi, scala 1-7

I semestre 2017 : 19 casi

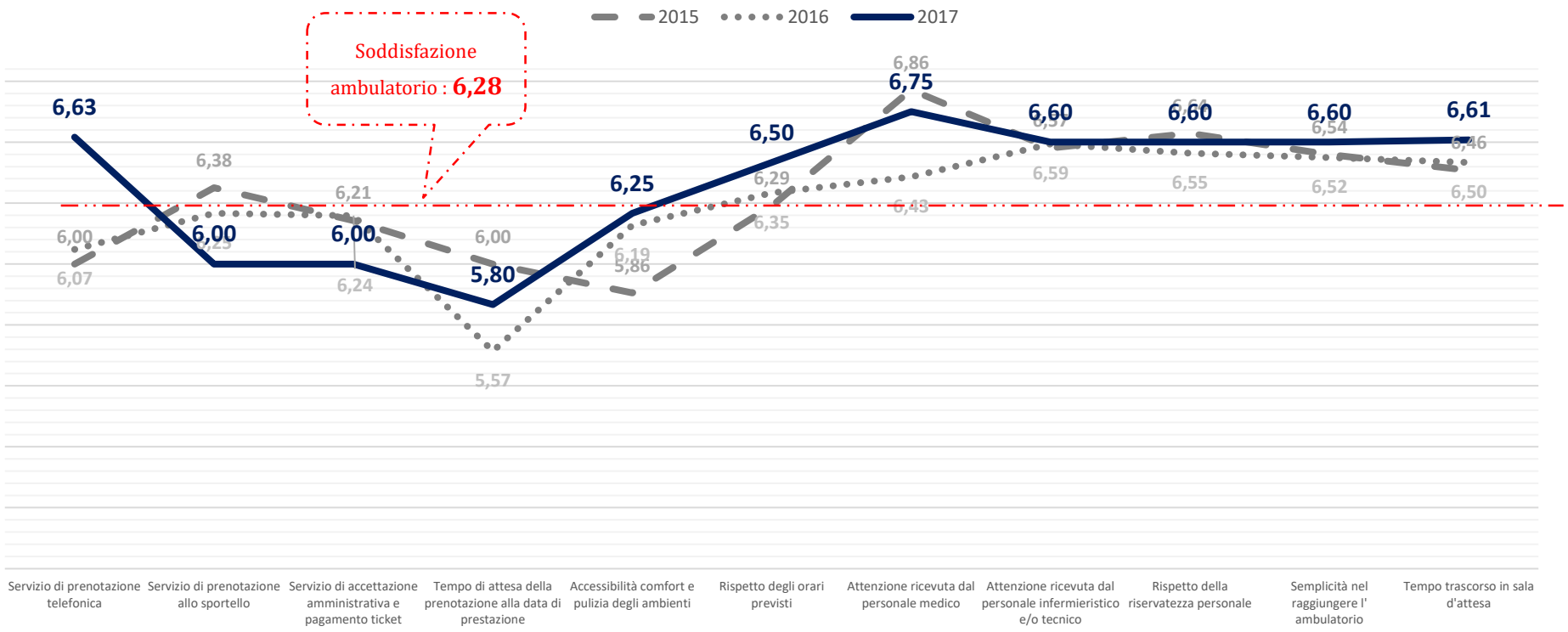
- Ambulatori –
Ostetricia/Ginecologia



valori medi, scala 1-7

I semestre 2017 : 103 casi

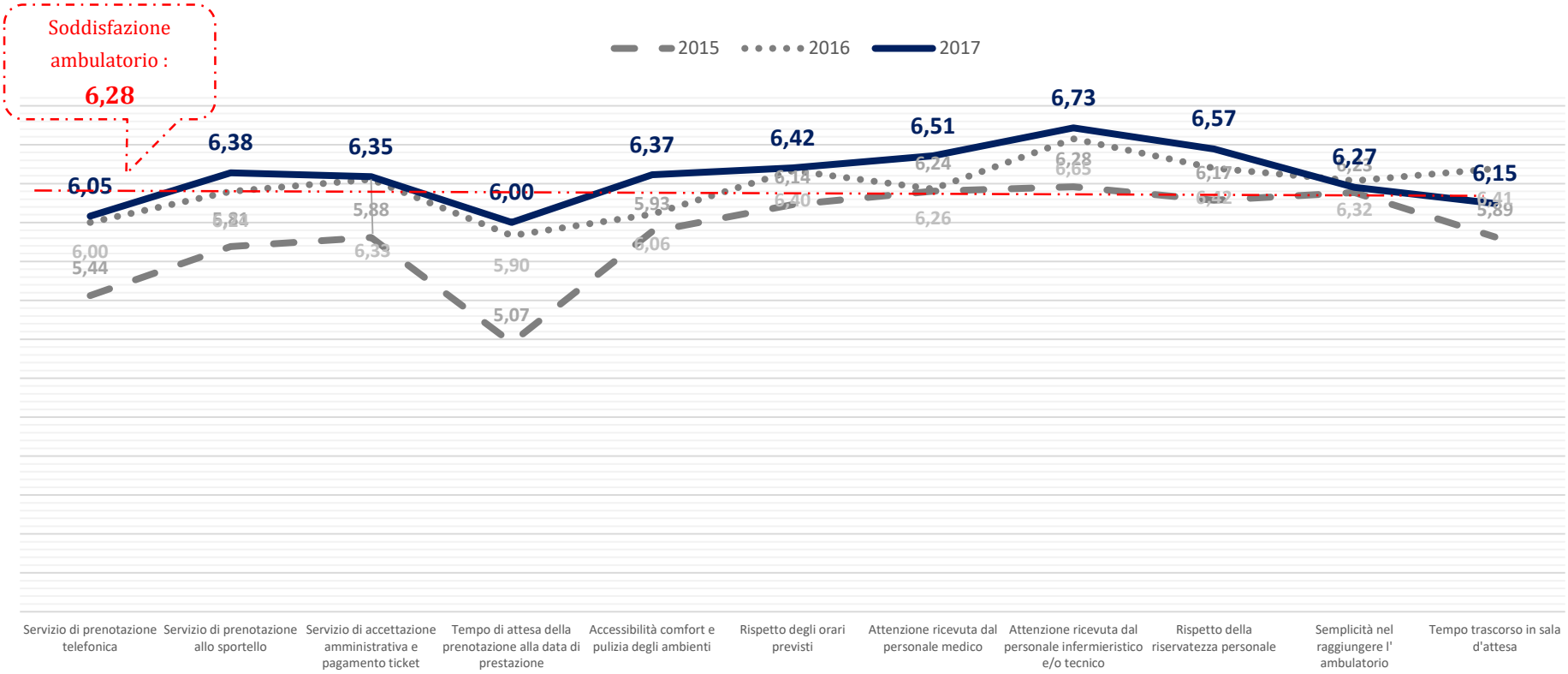
- Ambulatori –
Pediatria



valori medi, scala 1-7

I semestre 2017 : 20 casi

- Ambulatori –
Radiologia

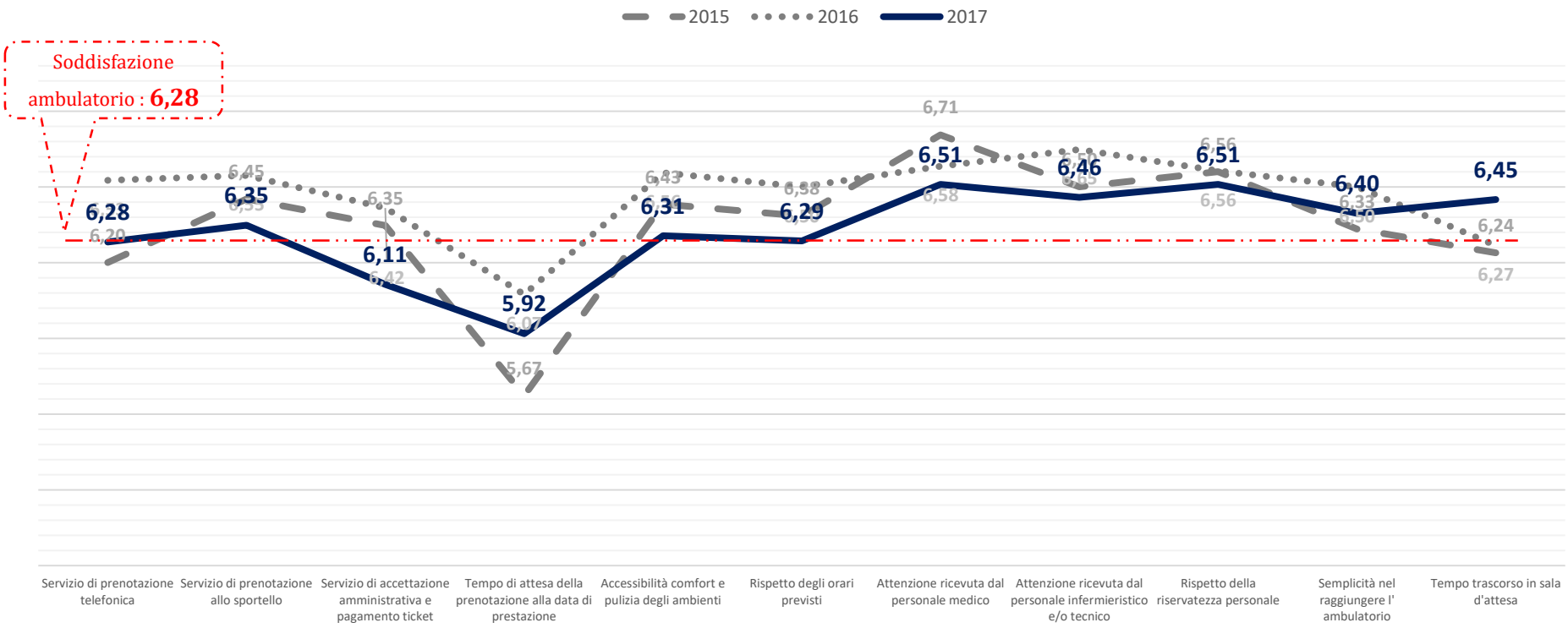


valori medi, scala 1-7

I semestre 2017 : 38 casi

- Ambulatori –

Recupero E Rieducazione Funzionale

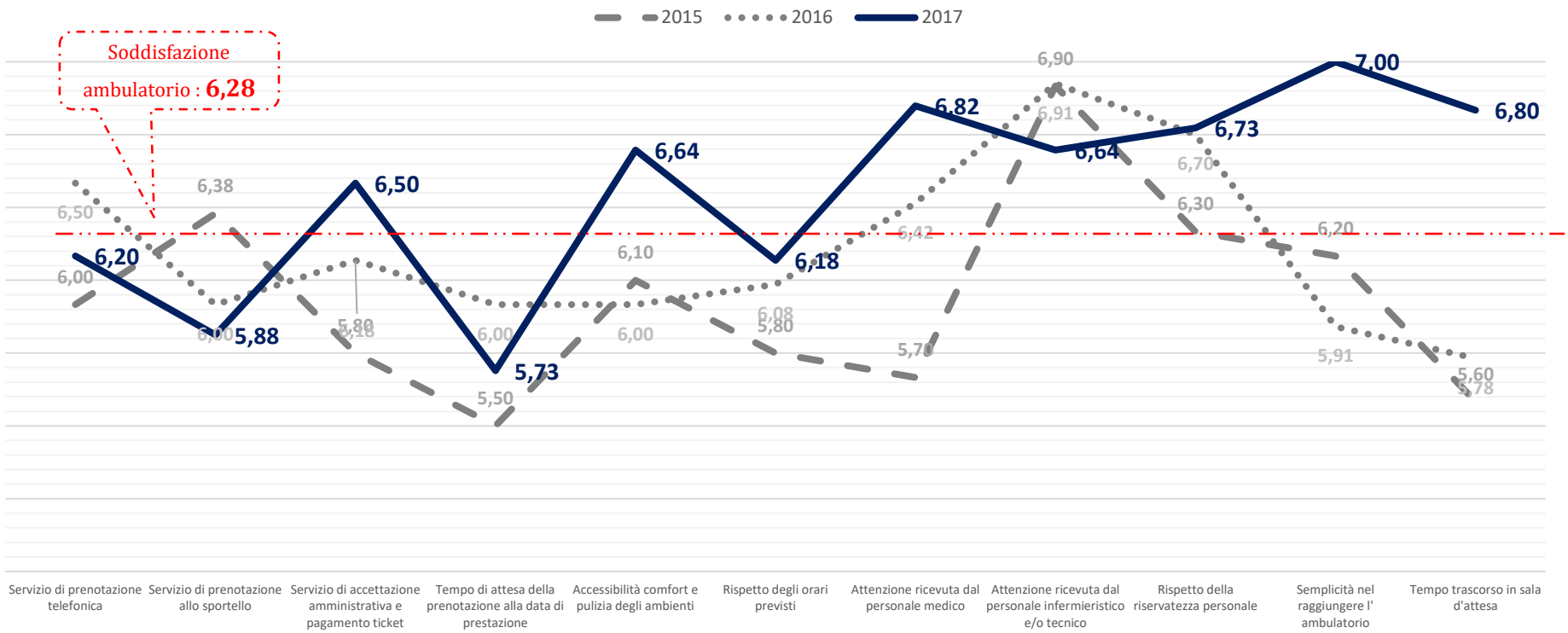


valori medi, scala 1-7

I semestre 2017 : 49 casi

- Ambulatori –

Servizio Di Immunoematologia e Trasfusionale

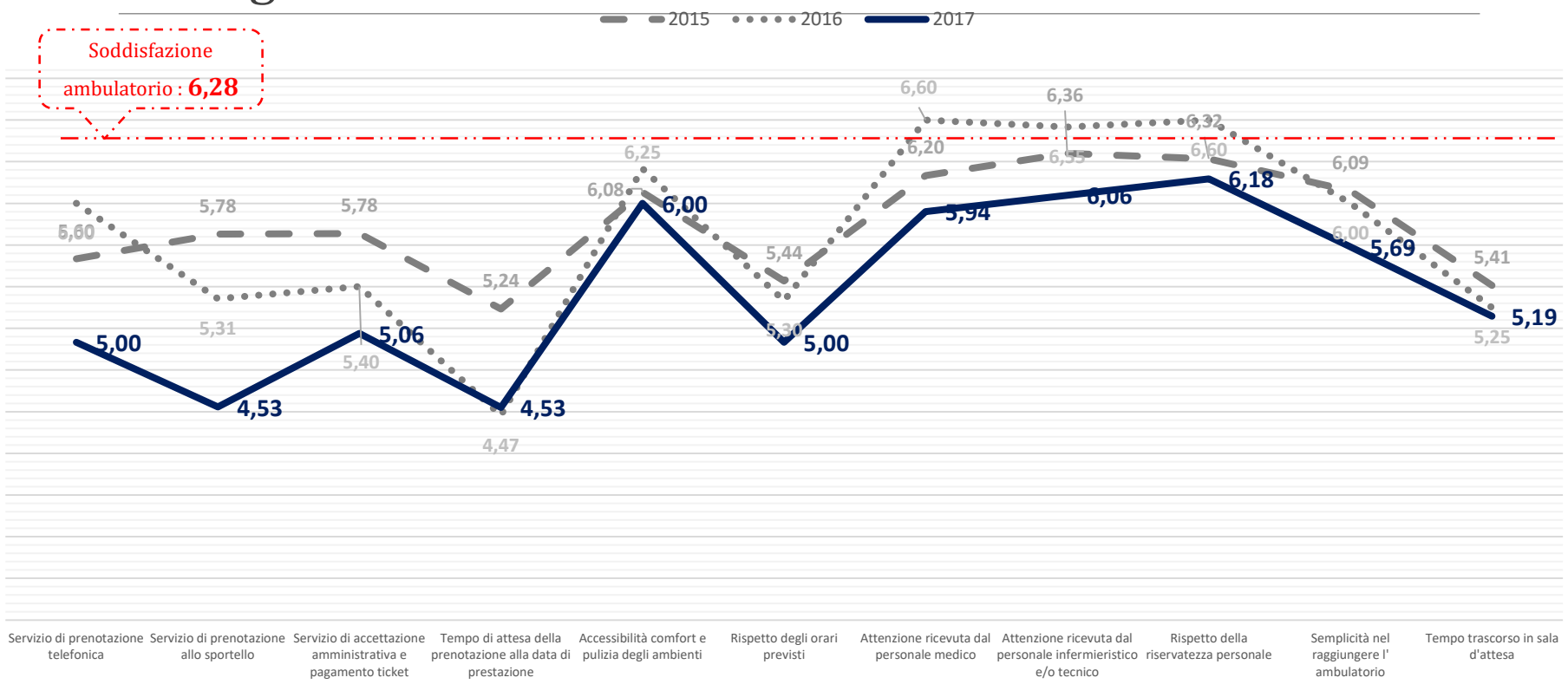


valori medi, scala 1-7

I semestre 2017 : 11 casi

- Ambulatori –

Urologia

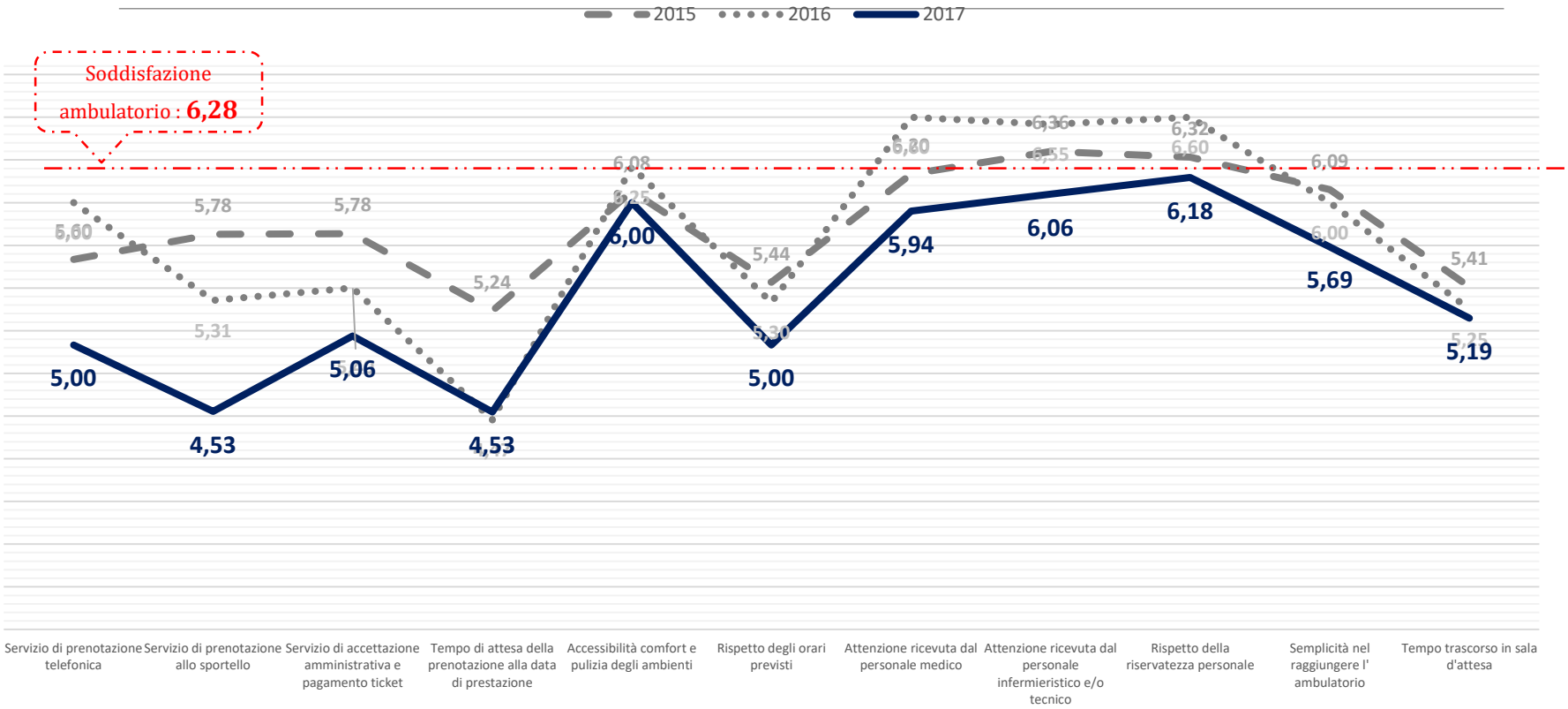


valori medi, scala 1-7

I semestre 2017: 17 casi

- Ambulatori –

Otorinolaringoiatria - ORL



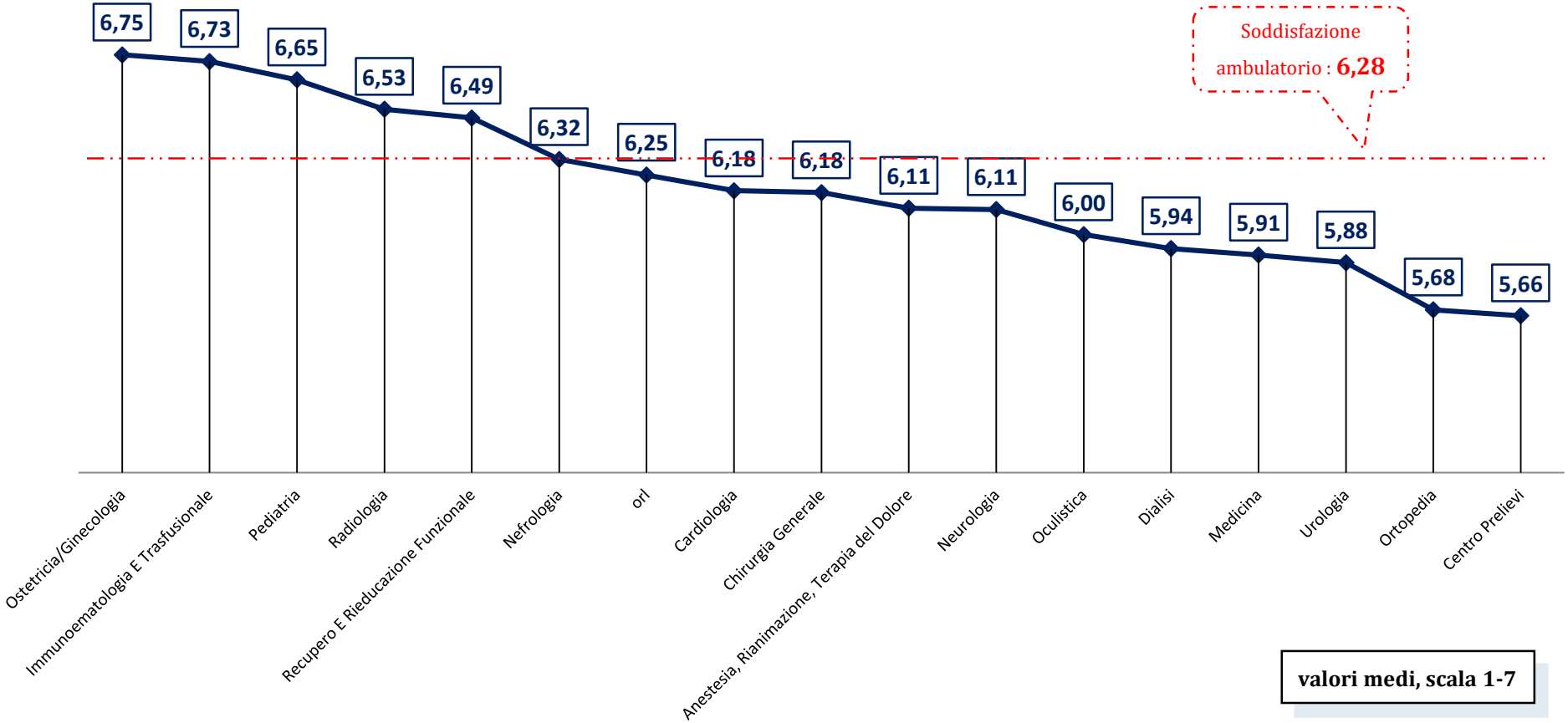
valori medi, scala 1-7

I semestre 2017 : 20 casi

Ambulatori Ranking

- Ambulatori –

Soddisfazione complessiva Tradate



valori medi, scala 1-7

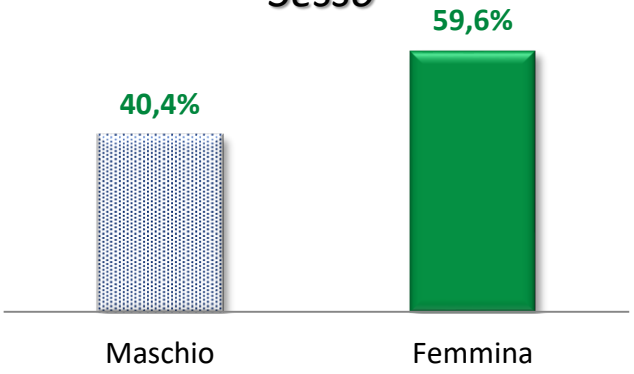
Degenza (●)

- Degenza -

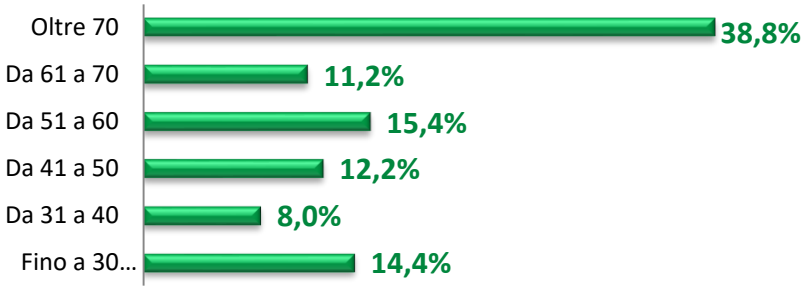
Il Campione Anno 2017

Numerosità Campionaria: **204**

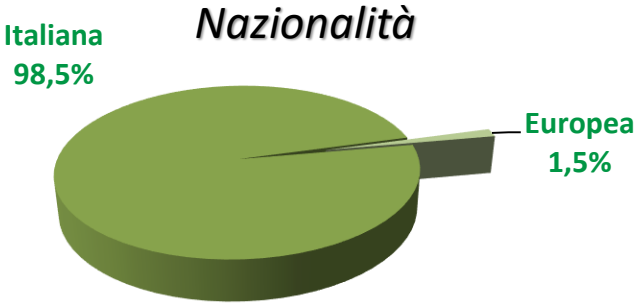
Sesso



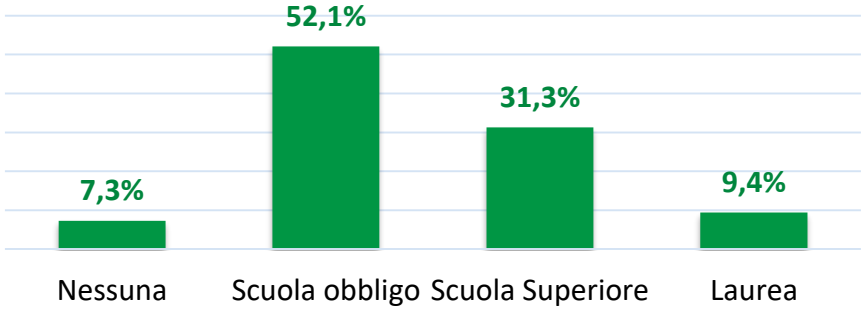
Classe d'età



Nazionalità

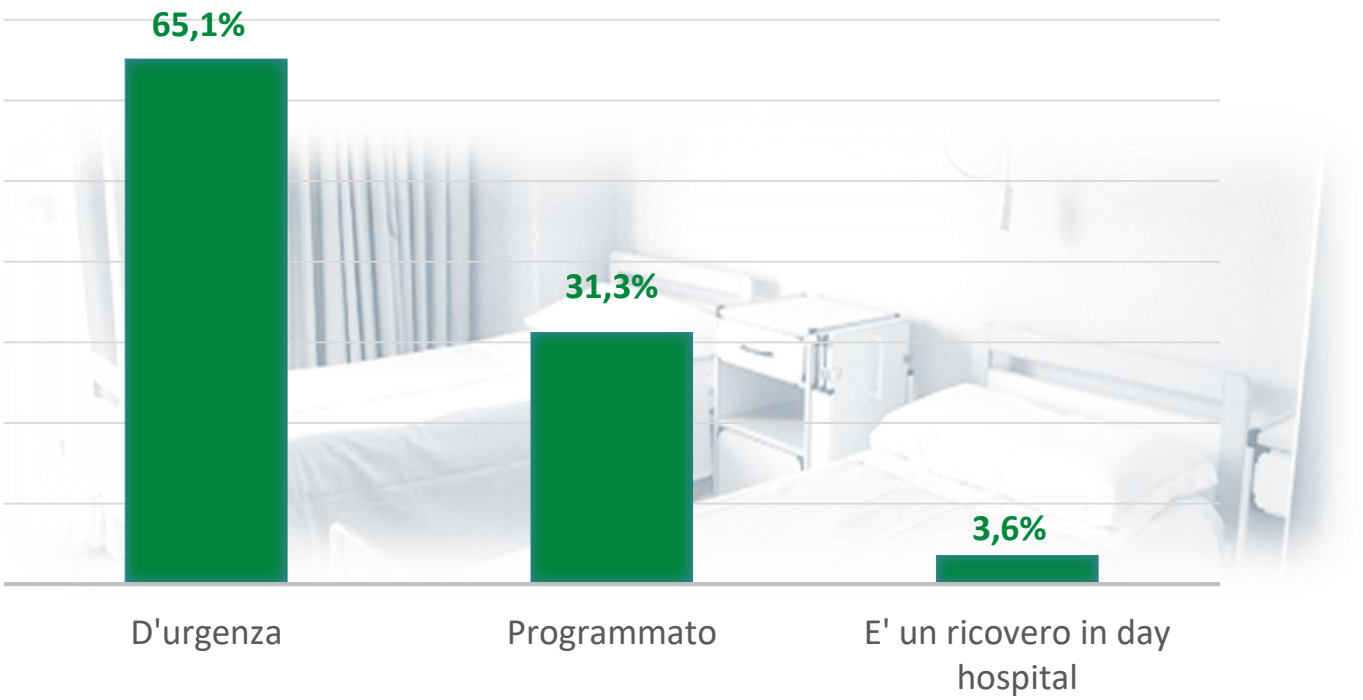


Livello di Istruzione



- Degenza -

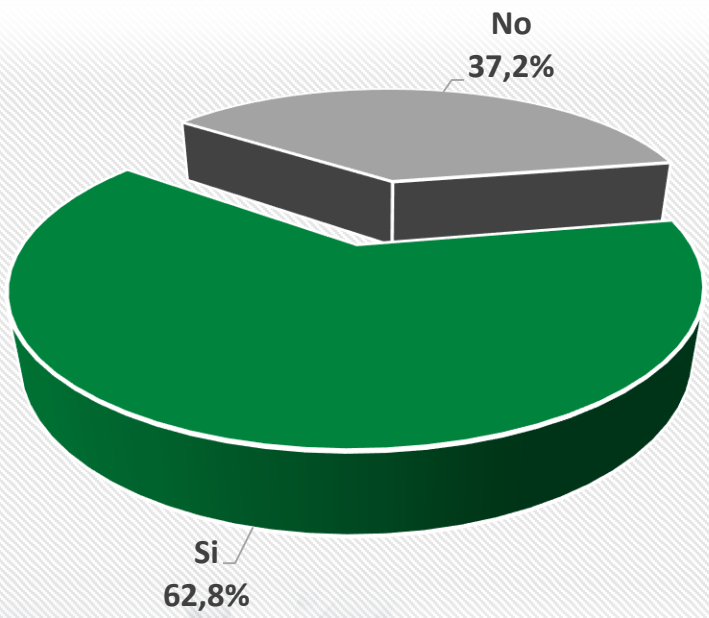
Tipologia di ricovero



- Degenza -

Utilizzo passato

Ha già usufruito in passato dei servizi offerti da questo ospedale?



- Degenza -

Indici generali

Anno 2017
SODDISFAZIONE
(valore medio)

Totale campione

5,91

(N= 200)

Anno 2017
RACCOMANDABILITA'
(valore medio)

Totale campione

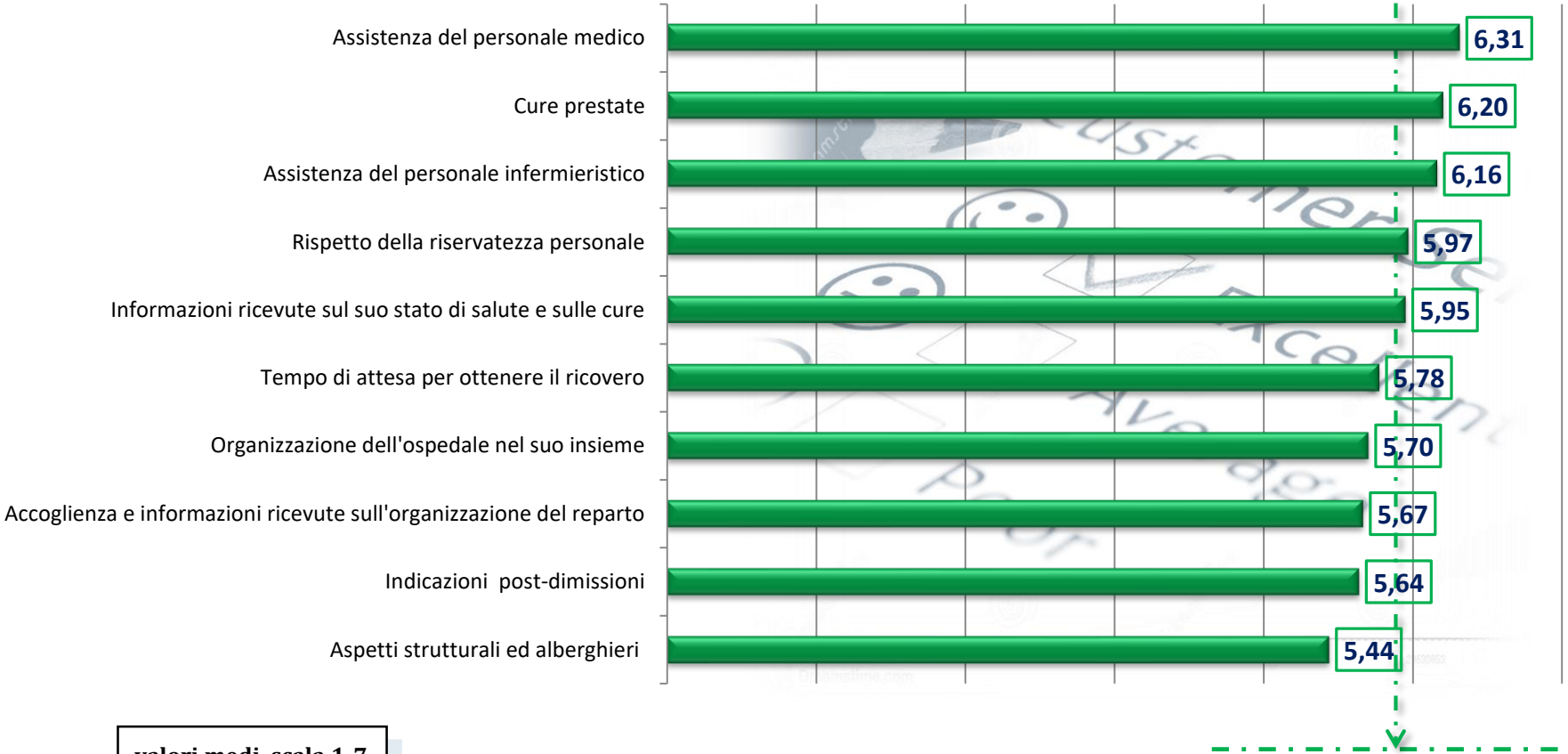
6,05

(N= 200)

valori medi, scala 1-7

- Degenza -

Soddisfazione singoli elementi del servizio



valori medi, scala 1-7

Soddisfazione generale : **5,91**

- Degenza -

Soddisfazione aspetti alberghieri

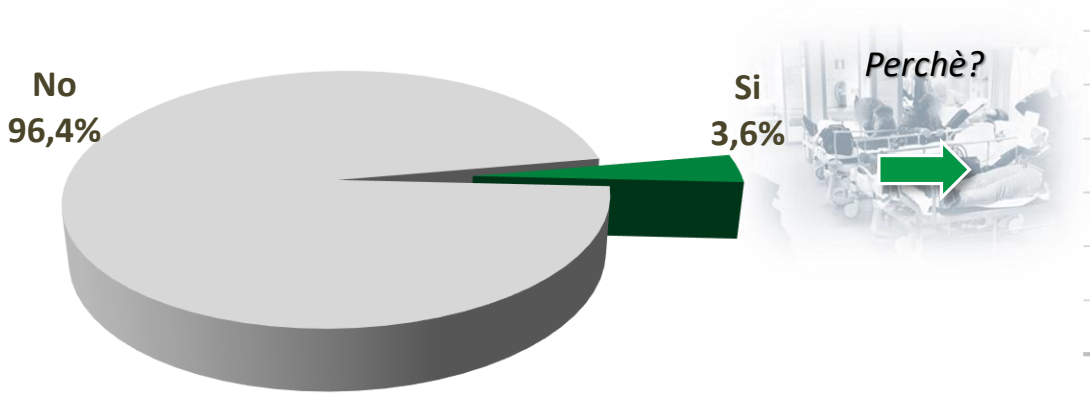
Soddisfazione generale : **5,91**

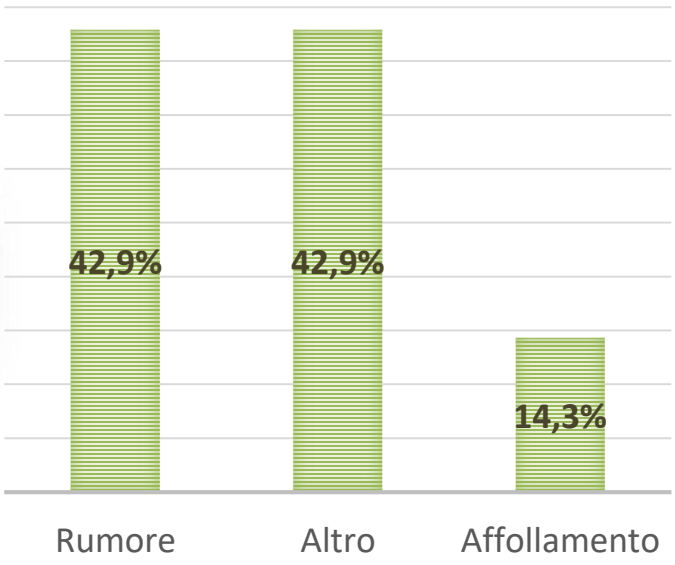
valori medi, scala 1-7

- Degenza -

Problemi con altri pazienti (1/2)

Ha avuto problemi con altri pazienti della sua stanza?

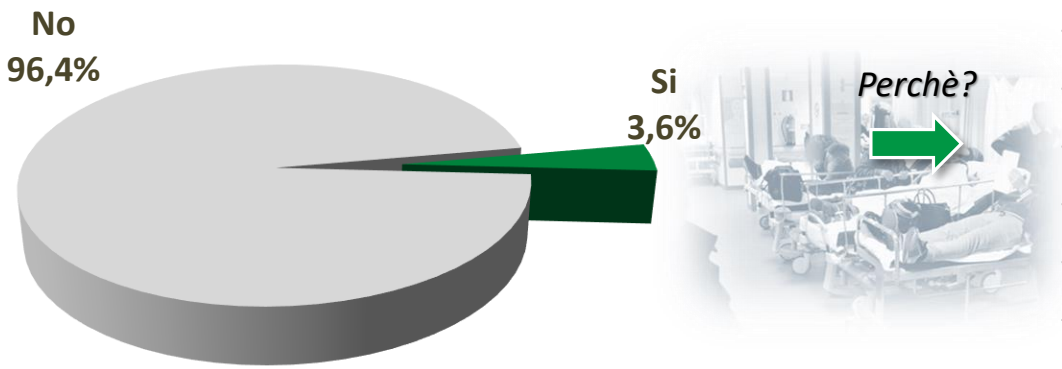


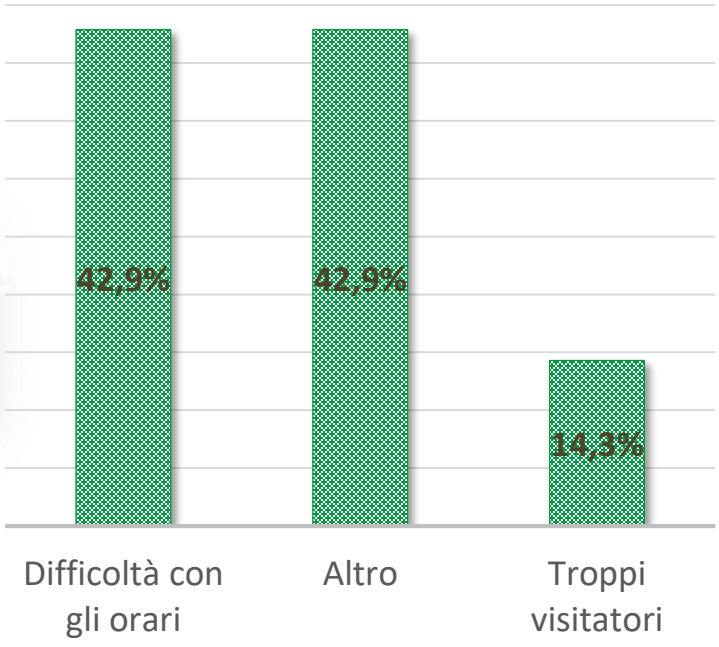


- Degenza -

Problemi con altri pazienti (2/2)

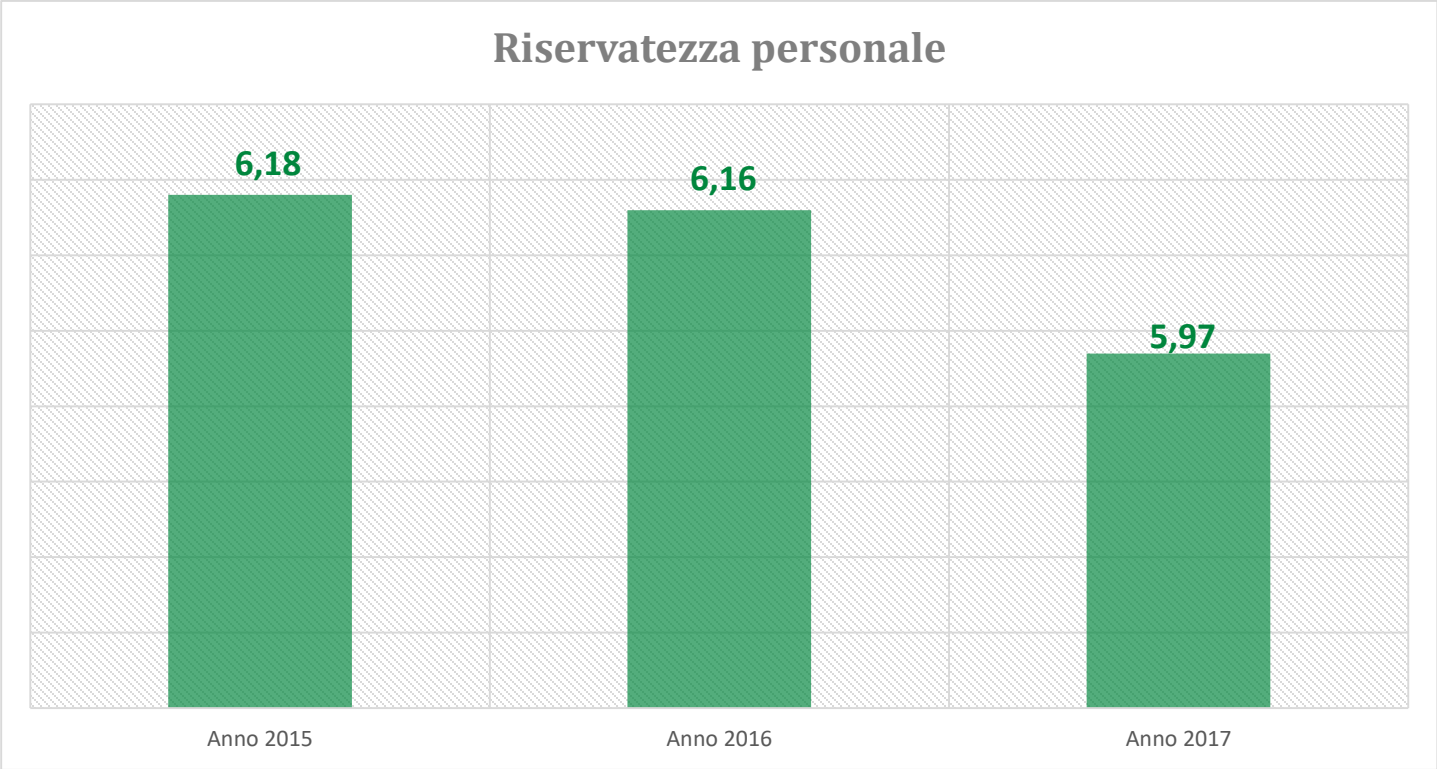
Ha avuto problemi per ricevere le visite da parenti o amici?





- Degenza -

Rispetto della Riservatezza Personale



Degenza
Dettaglio Reparti

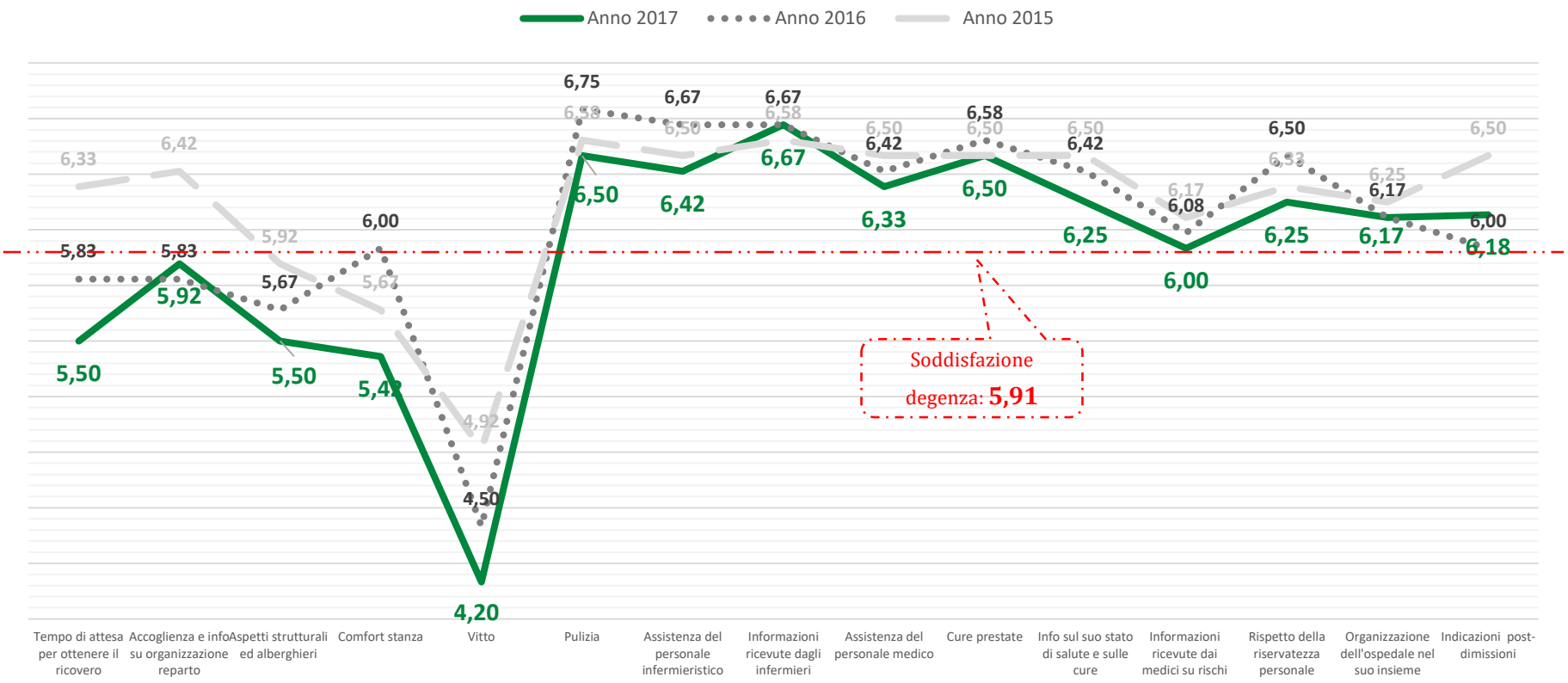
- *Degenza* - Totale rilevazioni

TRADATE	I SEMESTRE 2017
Anestesia E Rianimazione	12
Cardiologia	18
Chirurgia Generale	30
Medicina Generale	39
Ortopedia	19
Ostetricia/Ginecologia	44
Pediatria	29
Recupero E Rieducazione Funzionale	13
Totale	**204**

Degenza

- Degenza -

Anestesia e Rianimazione

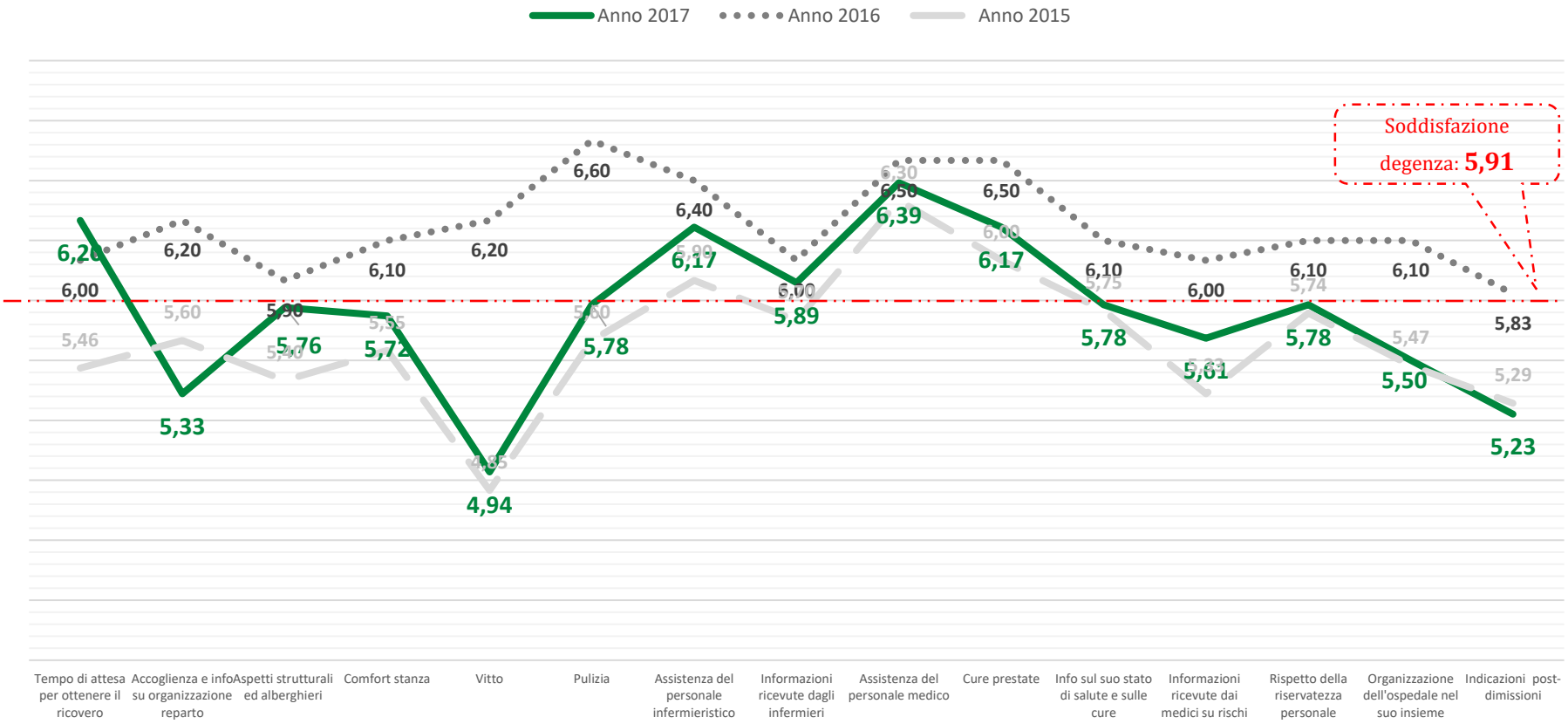


valori medi, scala 1-7

I semestre 2017: 12 casi

- Degenza -

Cardiologia

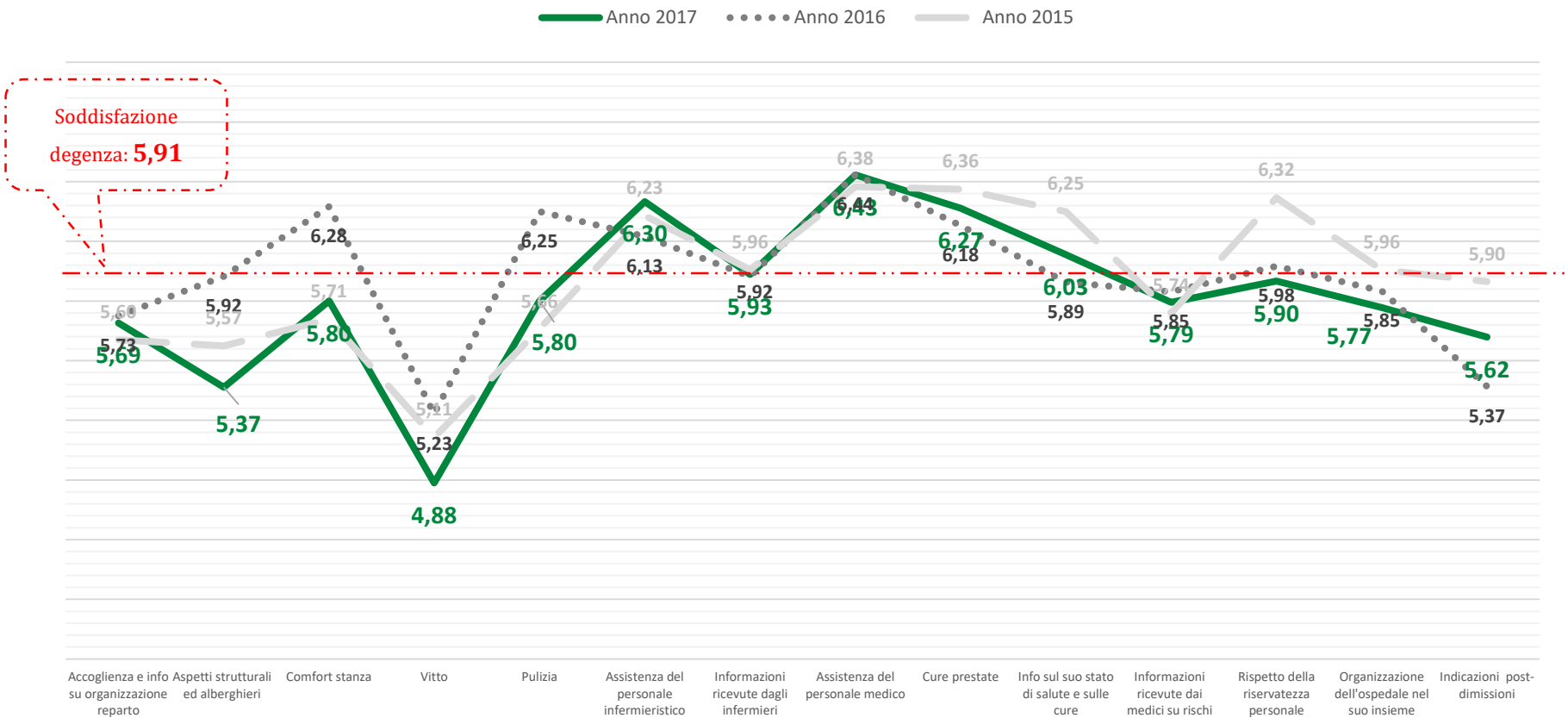


valori medi, scala 1-7

I semestre 2017: 18 casi

- Degenza -

Chirurgia Generale

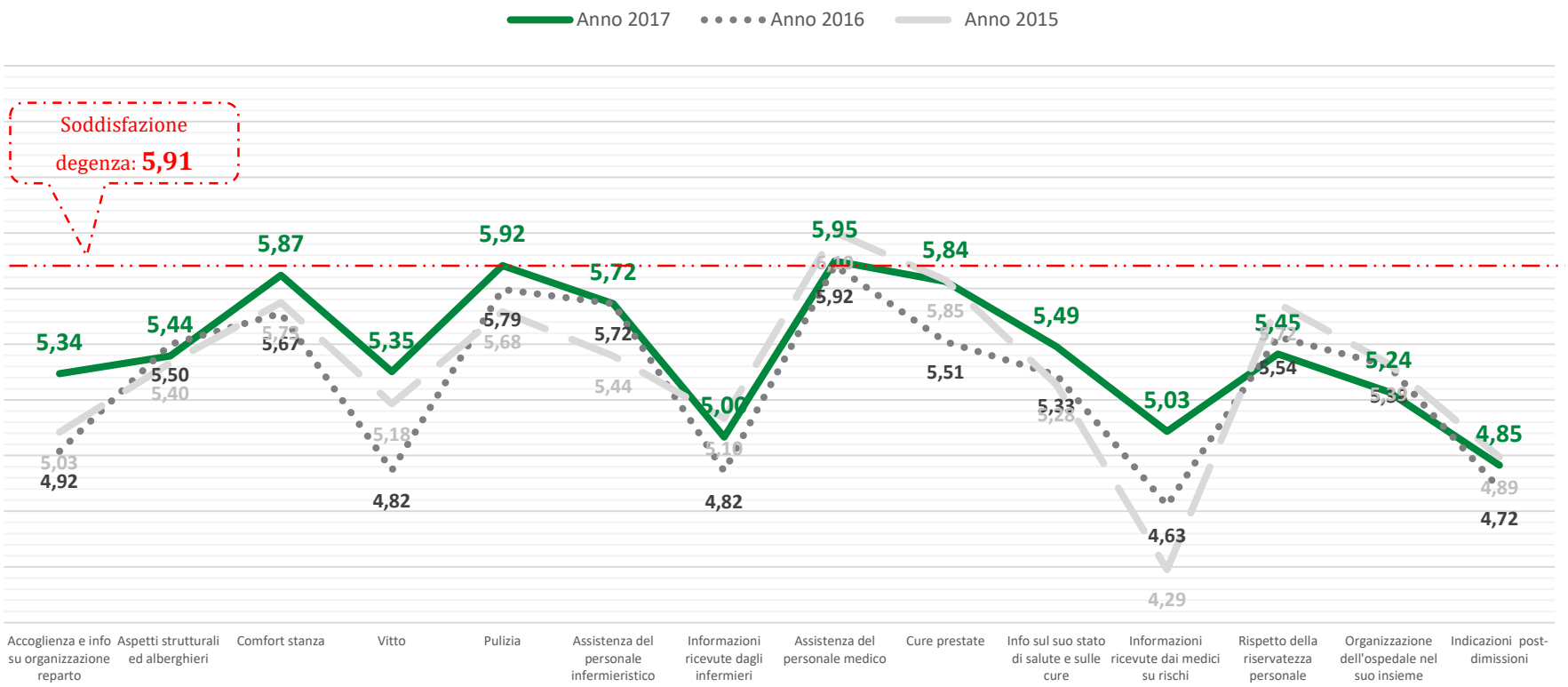


valori medi, scala 1-7

I semestre 2017: 30 casi

- Degenza -

Medicina Generale

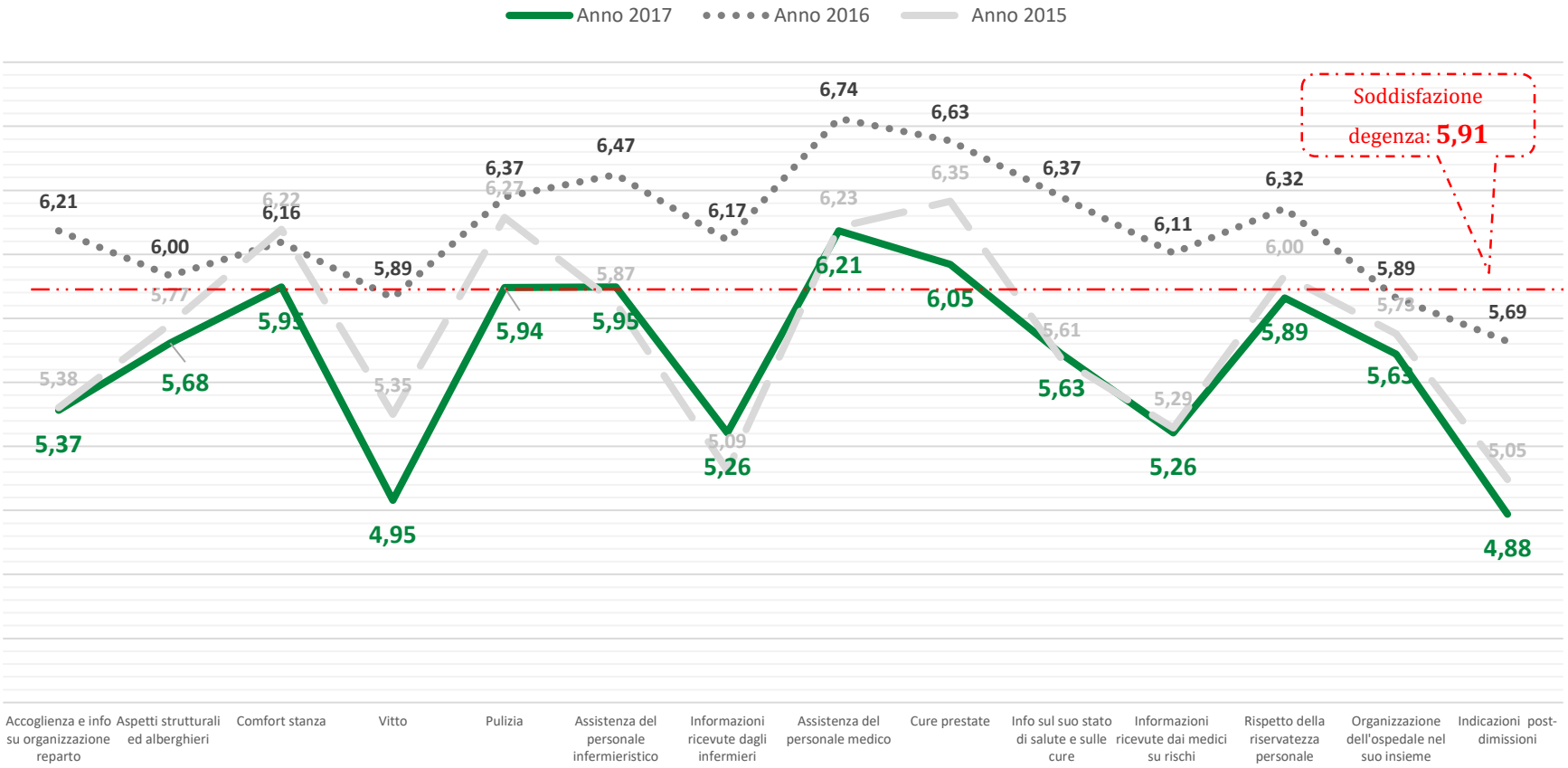


valori medi, scala 1-7

I semestre 2017: 39casi

- Degenza -

Ortopedia

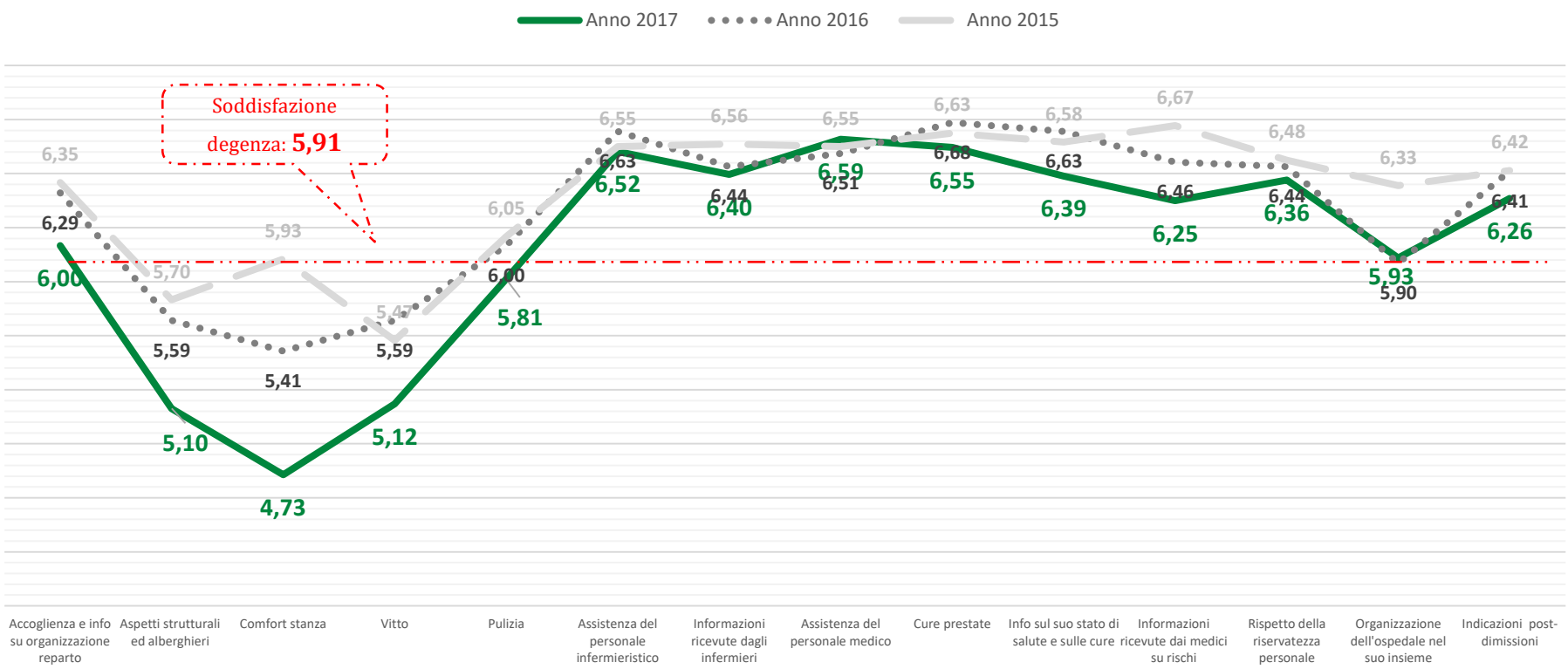


valori medi, scala 1-7

I semestre 2017: 19 casi

- Degenza -

Ostetricia/Ginecologia

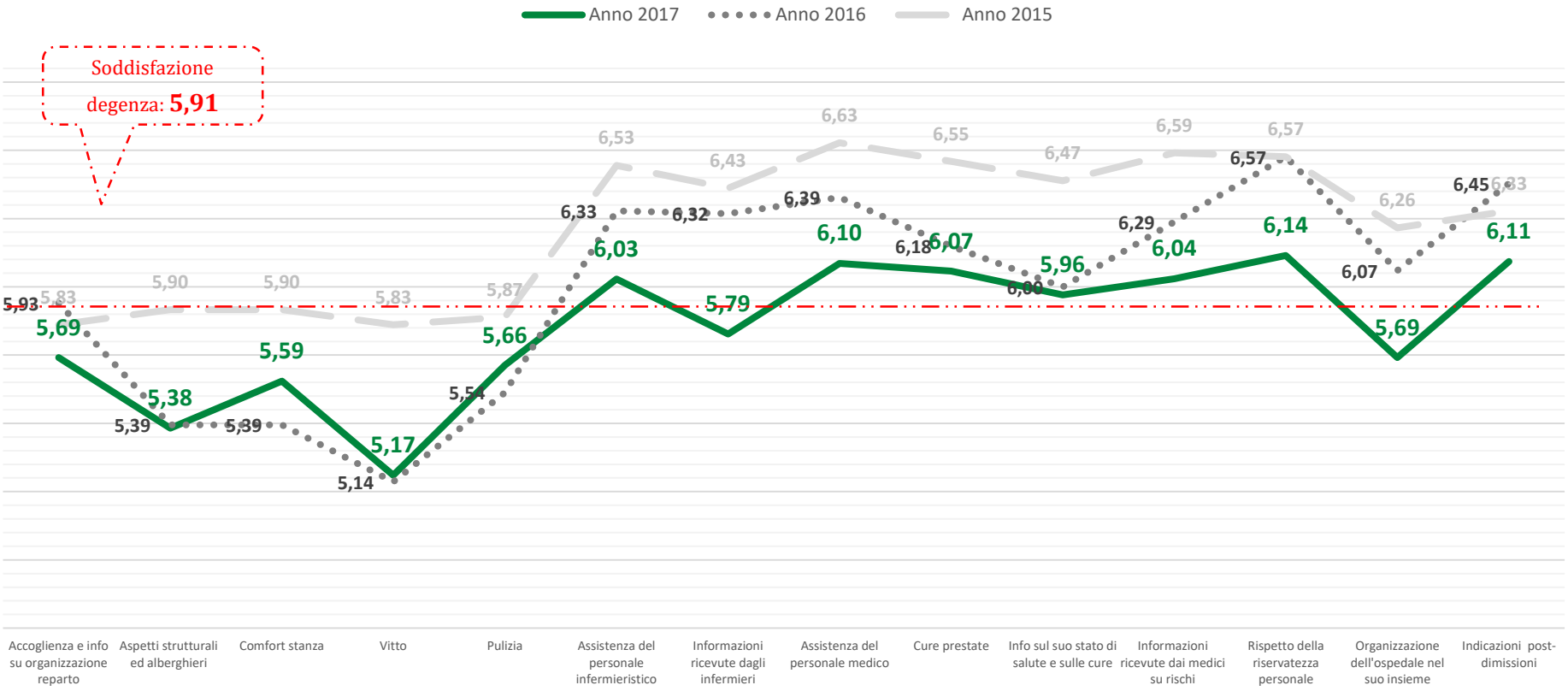


valori medi, scala 1-7

I semestre 2017: 44 casi

- Degenza -

Pediatria

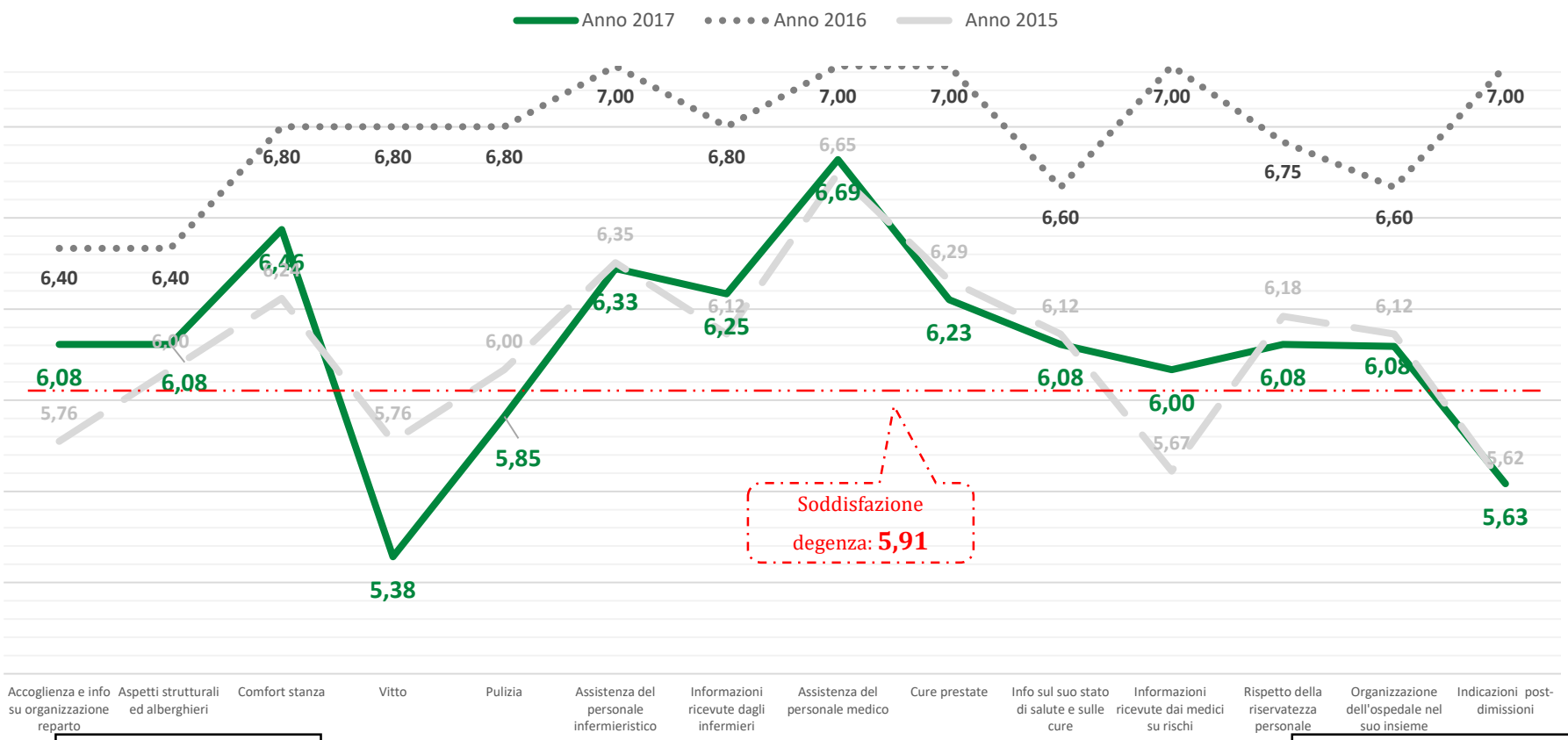


valori medi, scala 1-7

I semestre 2017: 29 casi

- Degenza -

Recupero E Rieducazione Funzionale



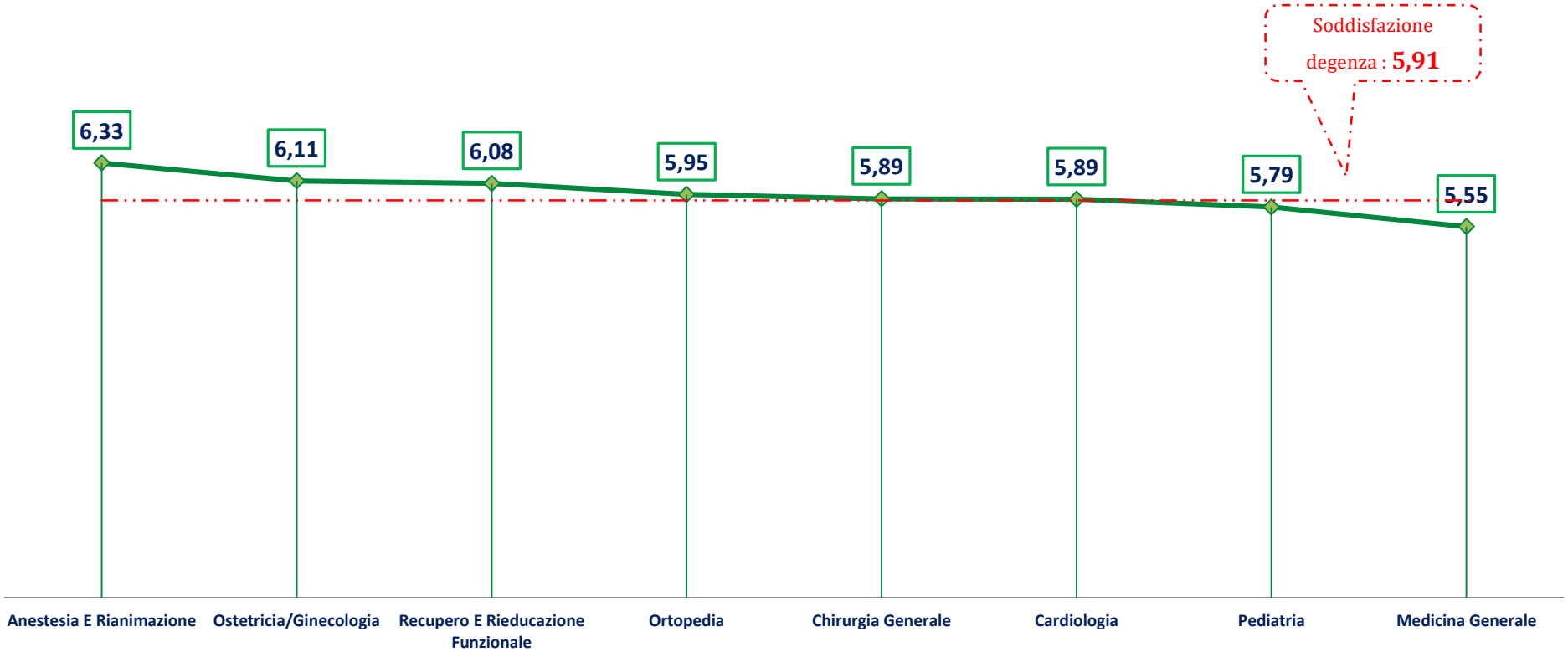
valori medi, scala 1-7

I semestre 2017: 13 casi

Degenza
Ranking

- Degenza –

Soddisfazione complessiva Tradate



valori medi, scala 1-7

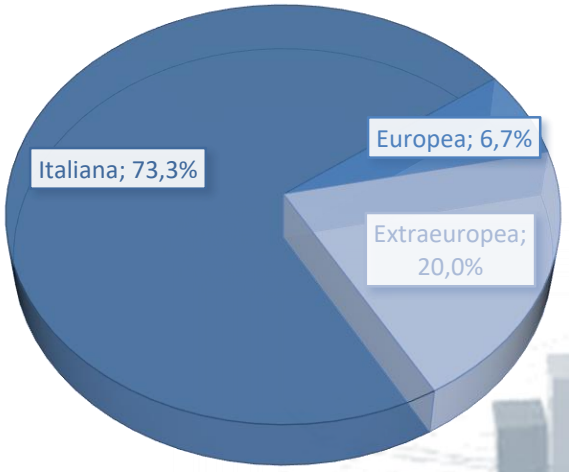
Nido ( )

- Nido -

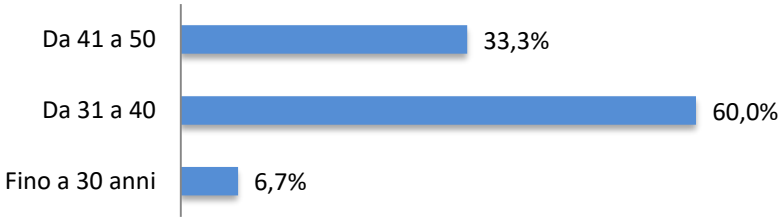
Il Campione - Anno 2017– Dati del padre

***Numerosità Campionaria*: 21**

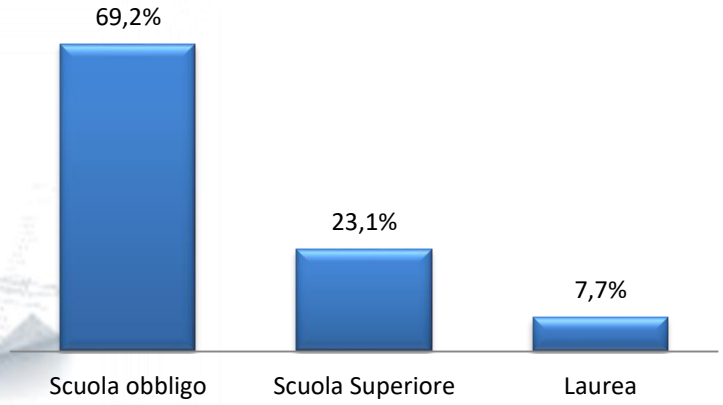
NAZIONALITÀ



Classe d'età



Livello di istruzione

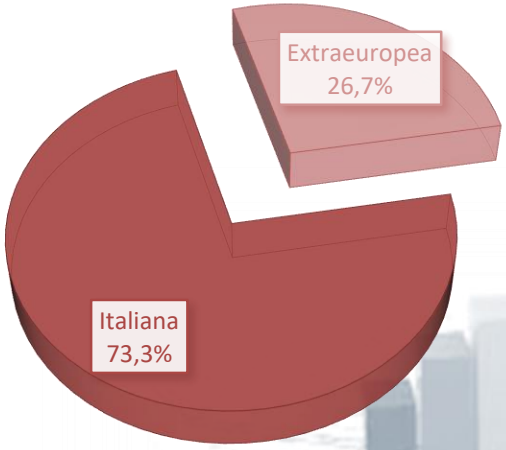


- Nido -

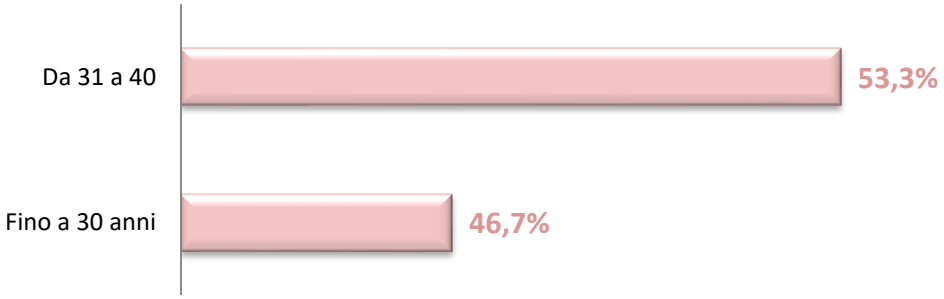
Il Campione - Anno 2017– Dati della madre

***Numerosità Campionaria*: 21**

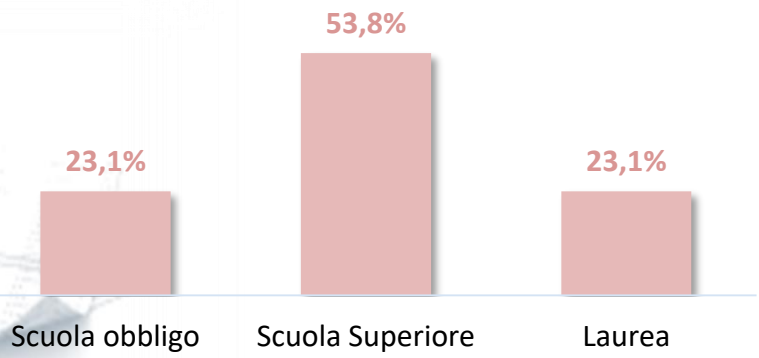
NAZIONALITÀ



Classe d'età

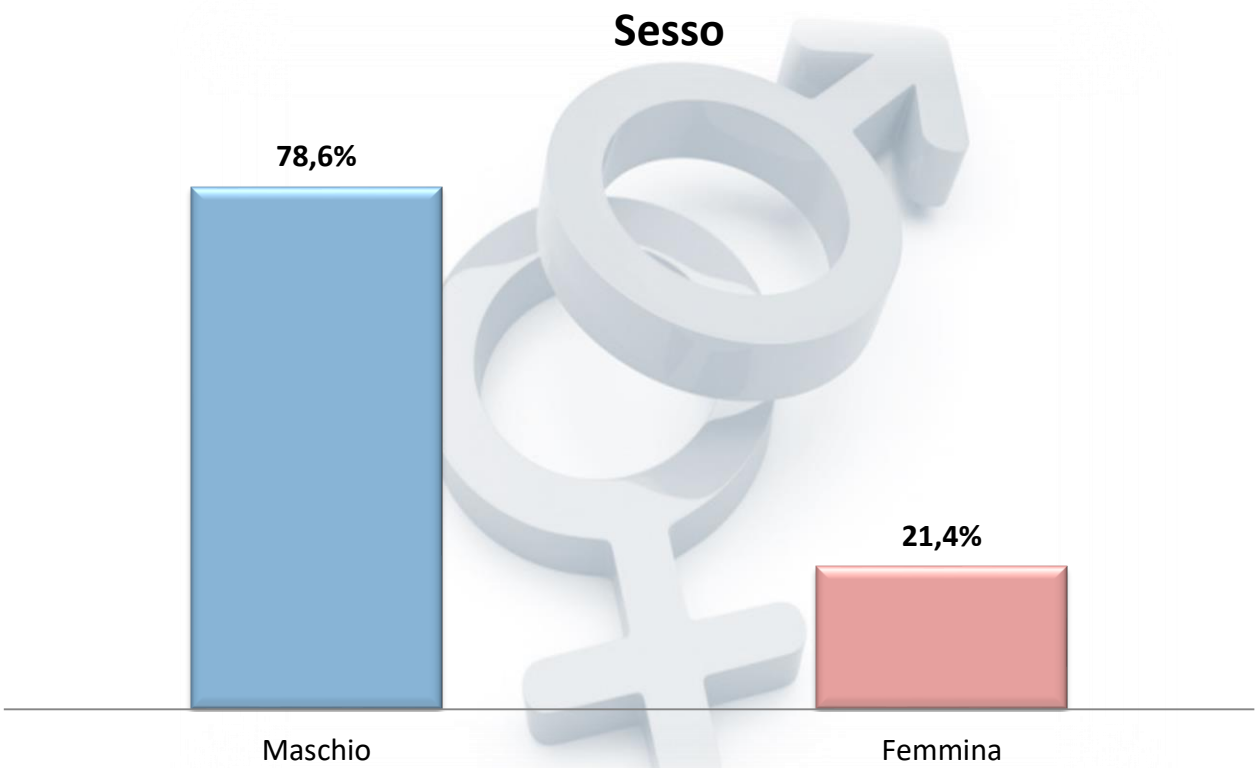


Livello di Istruzione



- Nido -

Sesso neonato



- Nido -

Indice Generale di Soddisfazione

Anno 2017

SODDISFAZIONE

(valore medio)

Totale campione

6,33

(N= 21)

valori medi, scala 1-7

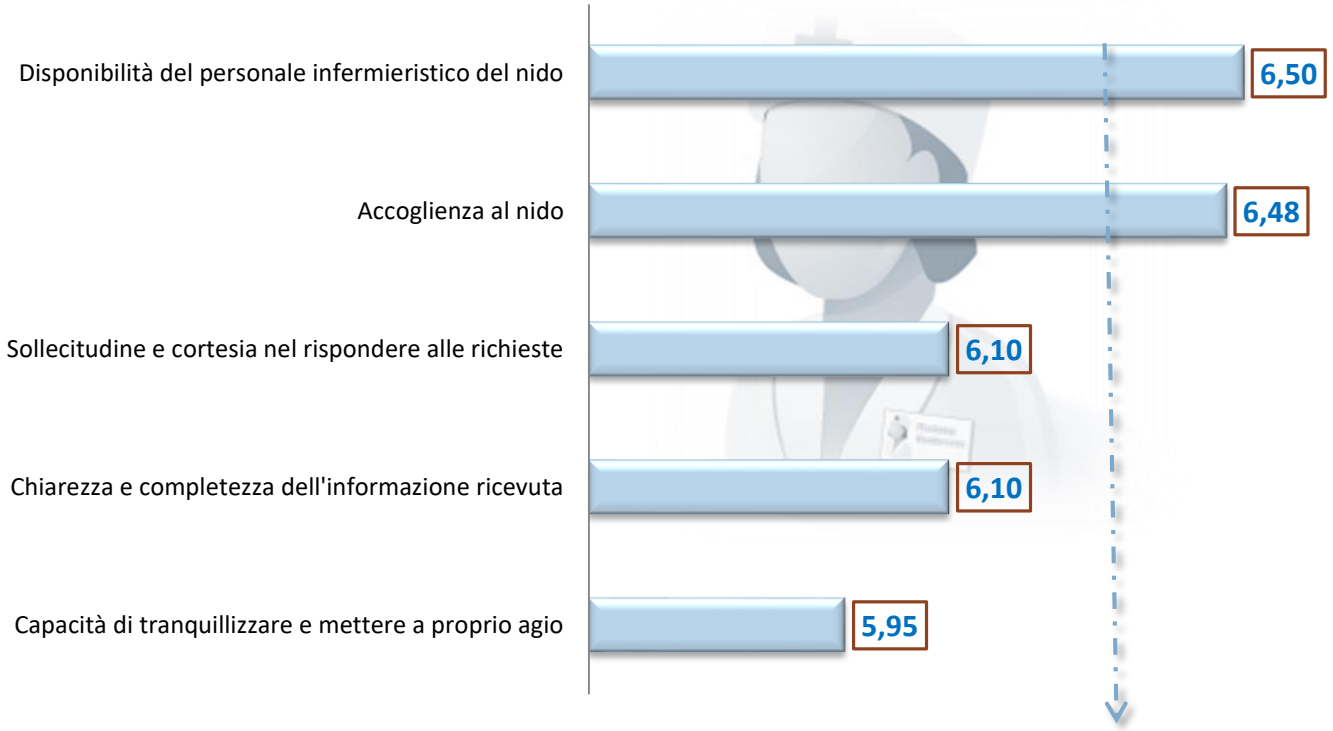
- Nido -

Raccomandabilità

Il 100% degli intervistati consiglierebbe l'ospedale presso il quale hanno ricevuto cure

- Nido -

Soddisfazione area infermieristica

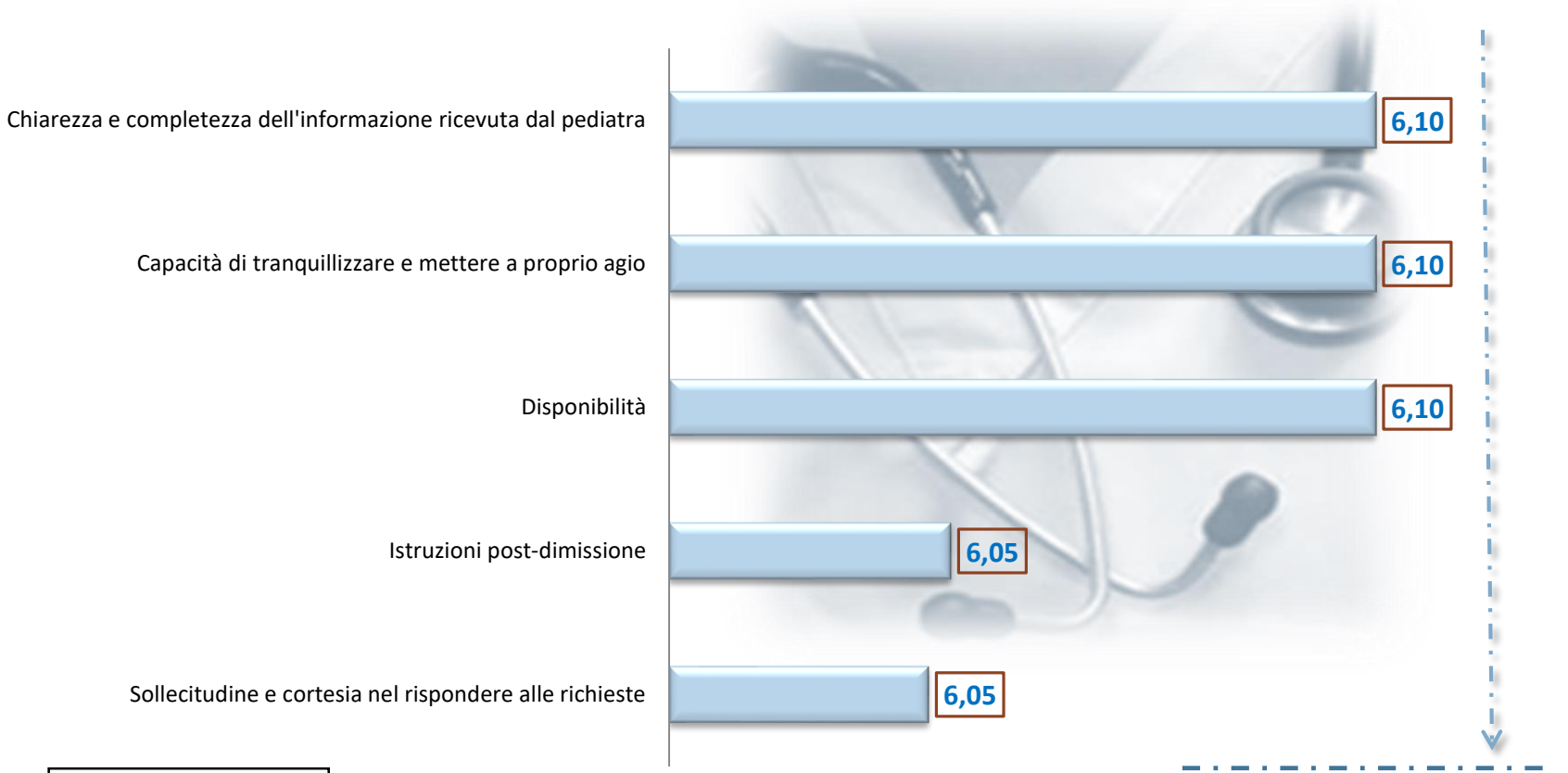


valori medi, scala 1-7

Soddisfazione generale : **6, 33**

- Nido -

Soddisfazione area medica

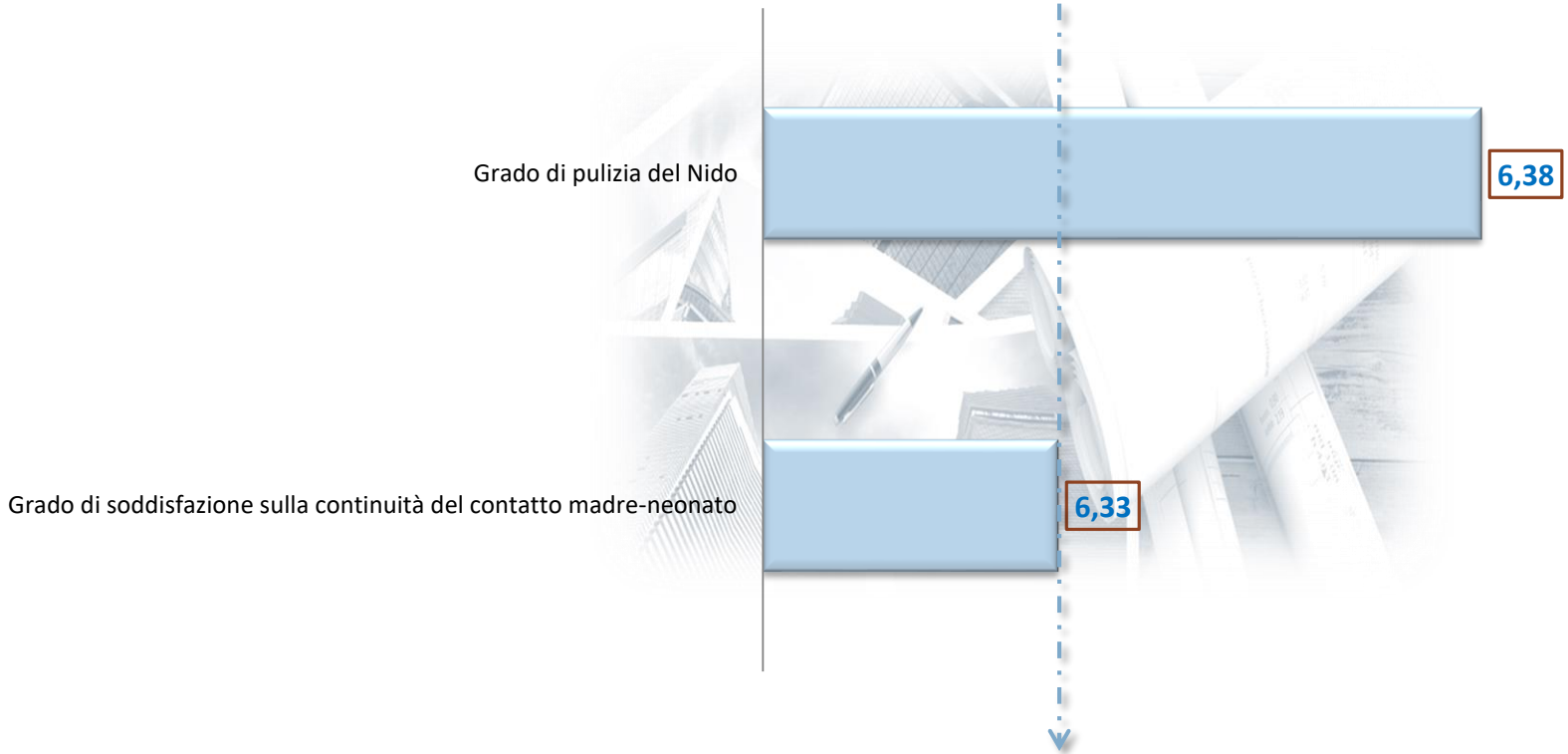


valori medi, scala 1-7

Soddisfazione generale : **6,33**

- Nido -

Soddisfazione area organizzativa

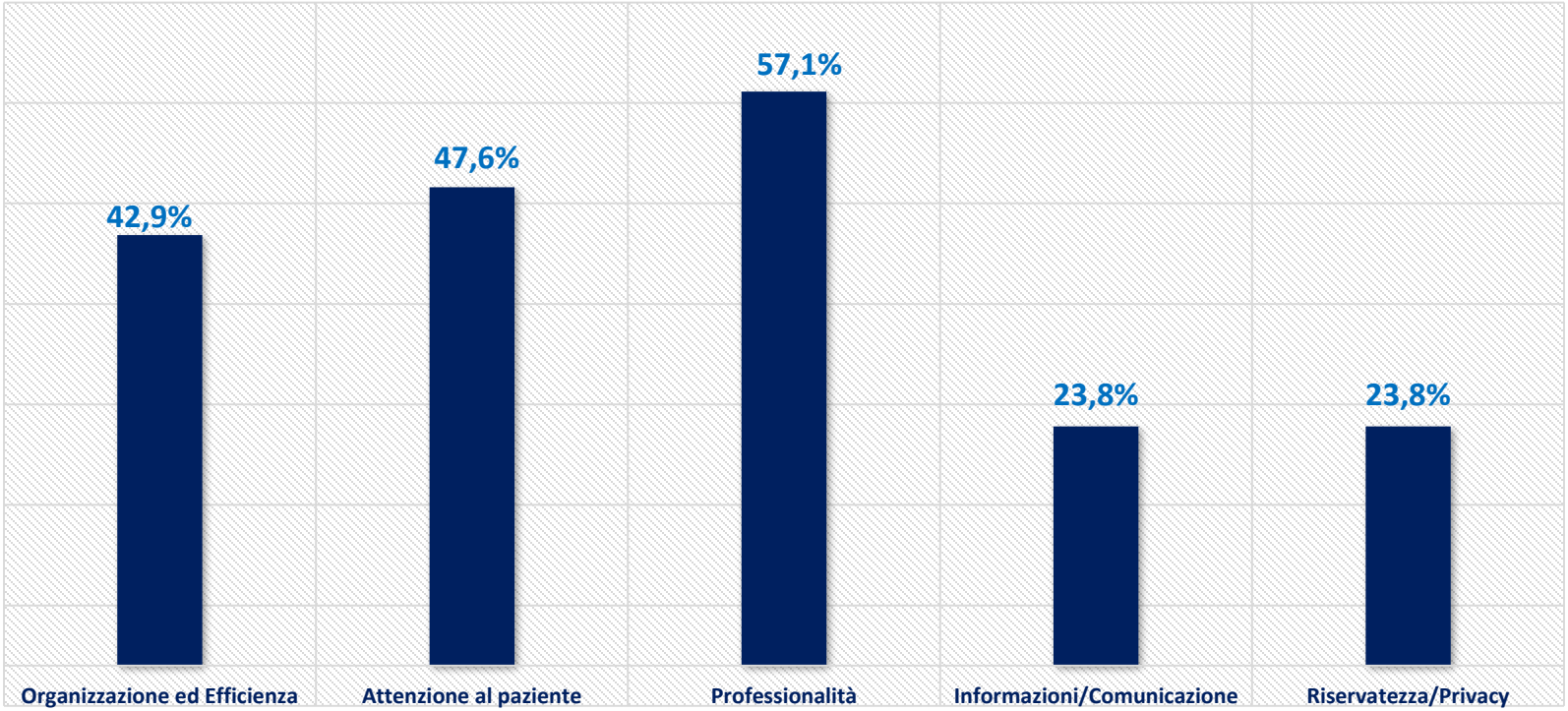


valori medi, scala 1-7

Soddisfazione generale : **6,33**

- Nido -

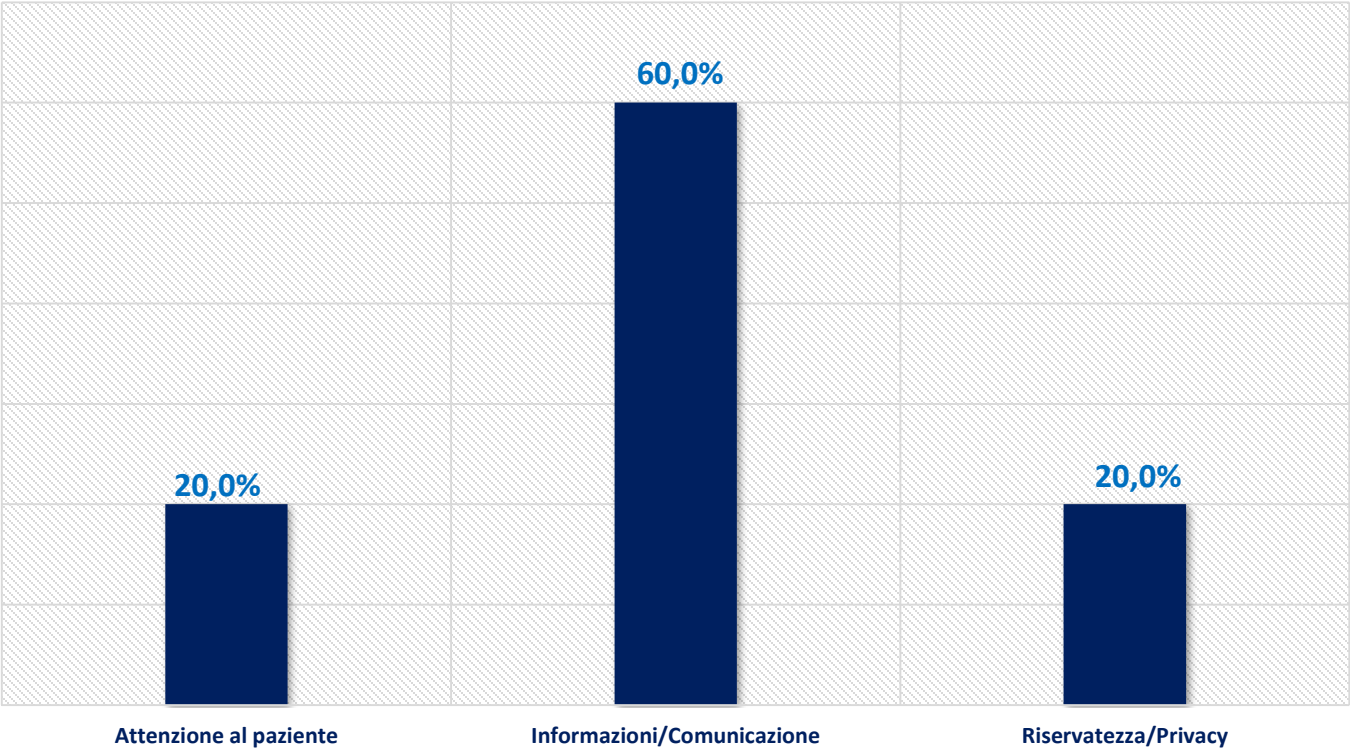
Aspetti maggiormente graditi



Possibili risposte multiple

- Nido -

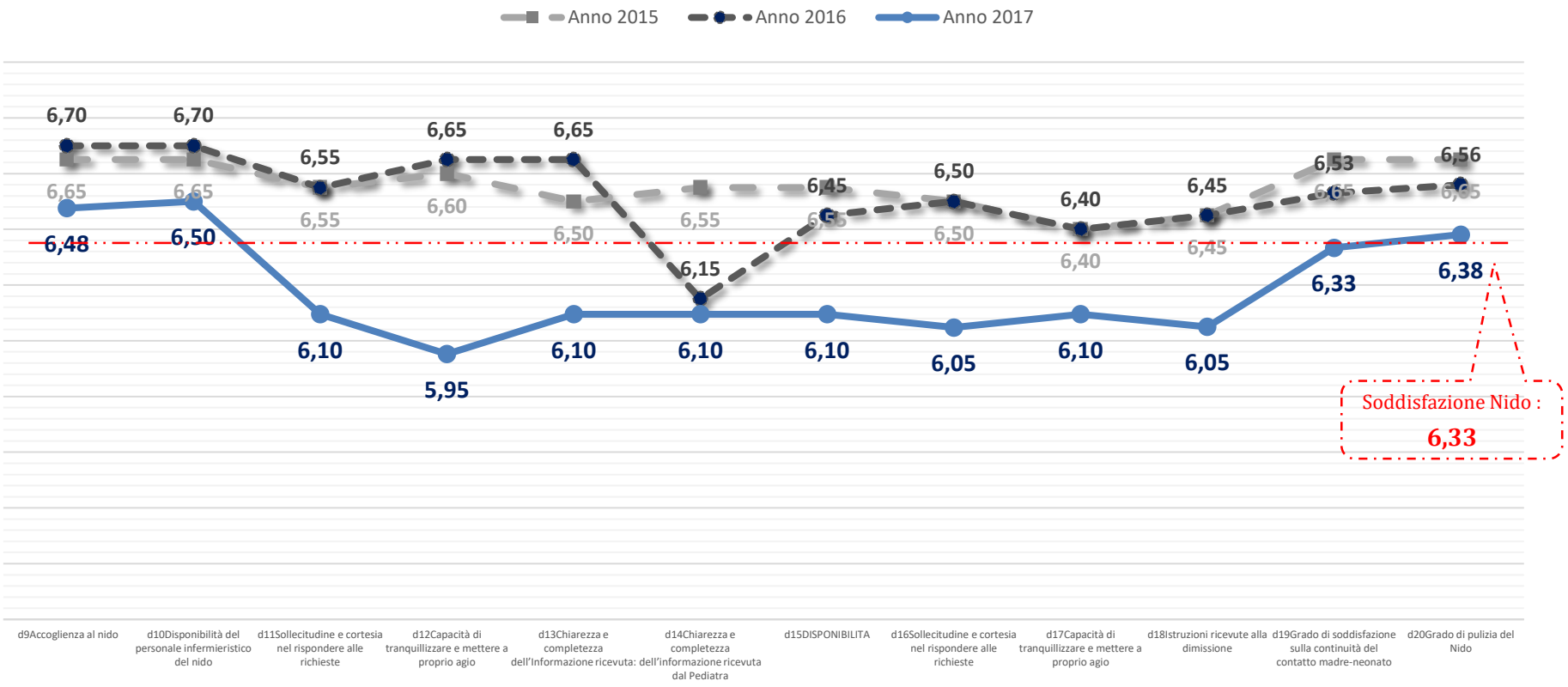
Aspetti meno graditi



Possibili risposte multiple

- Nido -

Tradate



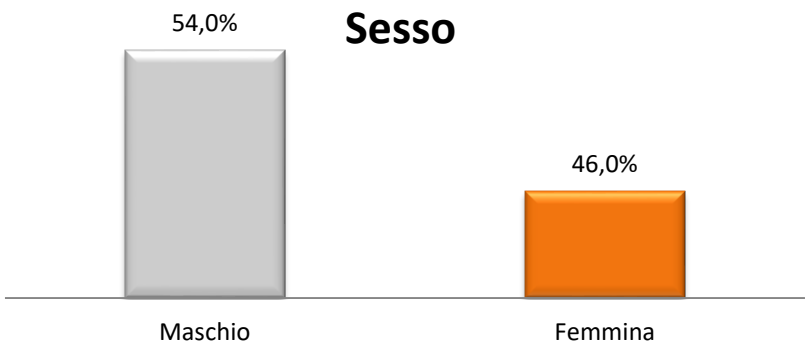
valori medi, scala 1-7

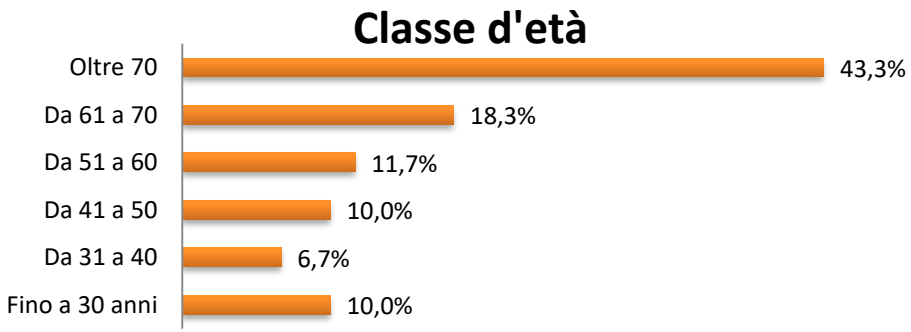
Pronto Soccorso ( )

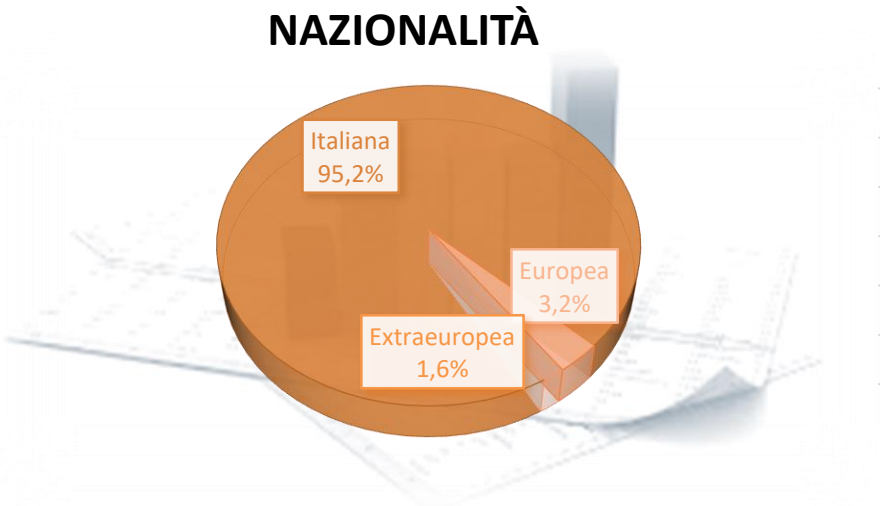
- Pronto Soccorso -

Il Campione Anno 2017 (1/4)

Numerosità Campionaria: **63**



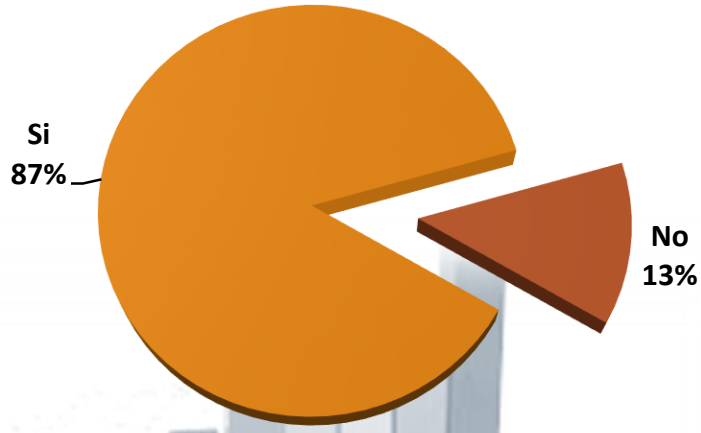




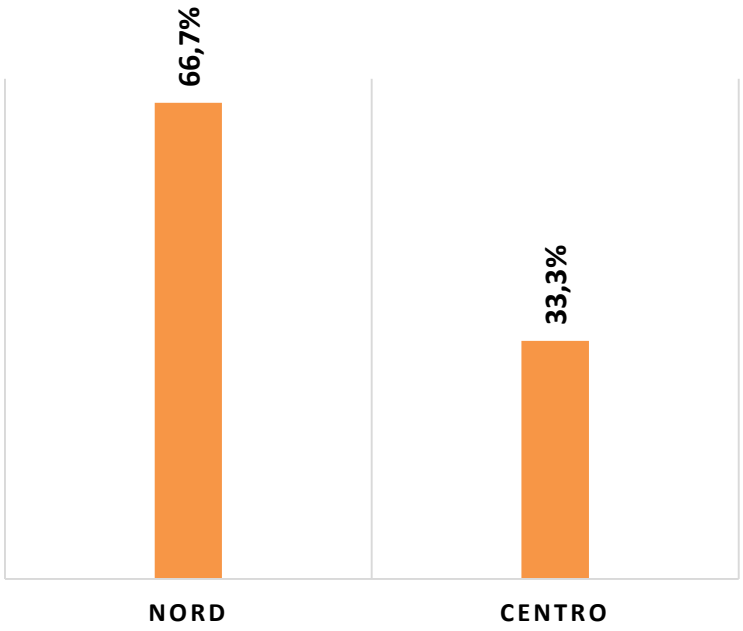
- Pronto Soccorso -

Il Campione Anno 2017 (2/4)

Risiede in provincia di Varese?



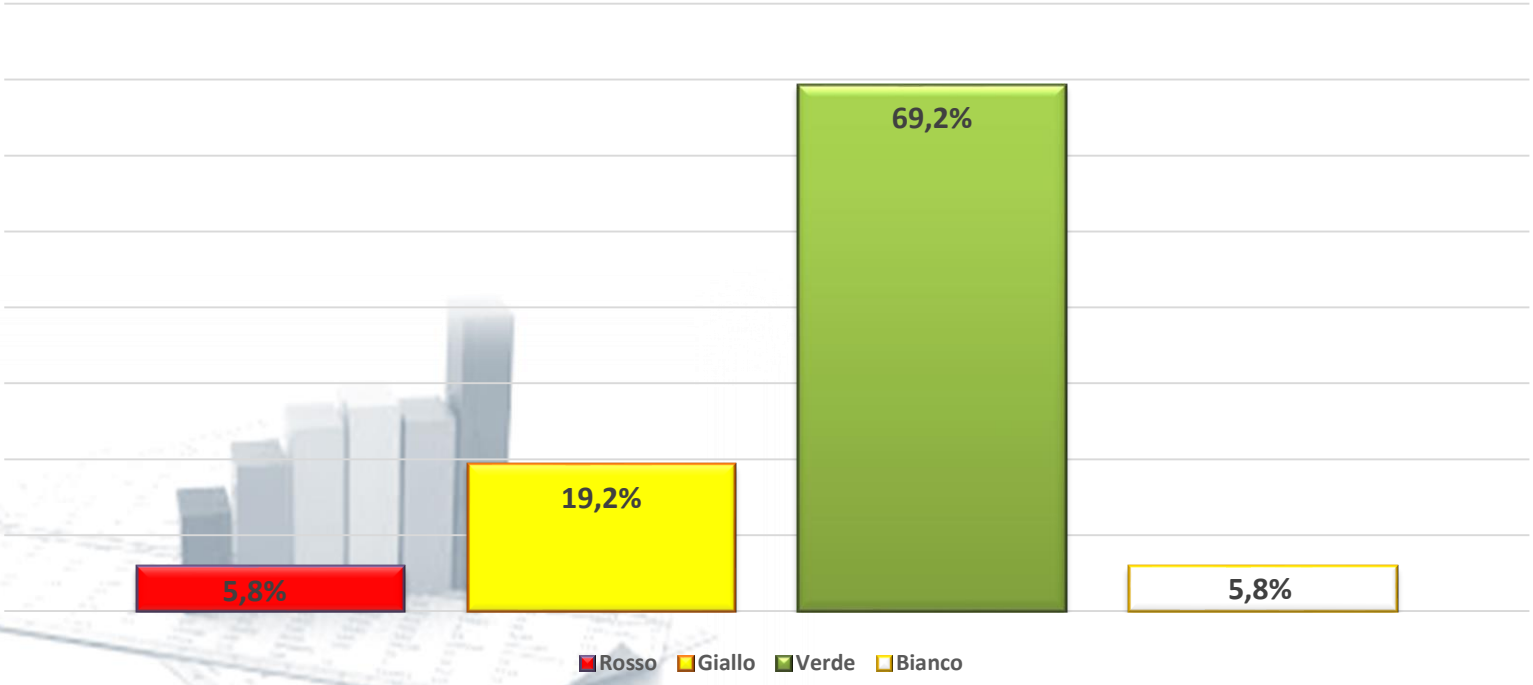
Dove risiede?



- Pronto Soccorso -

Il Campione Anno 2017 (3/4)

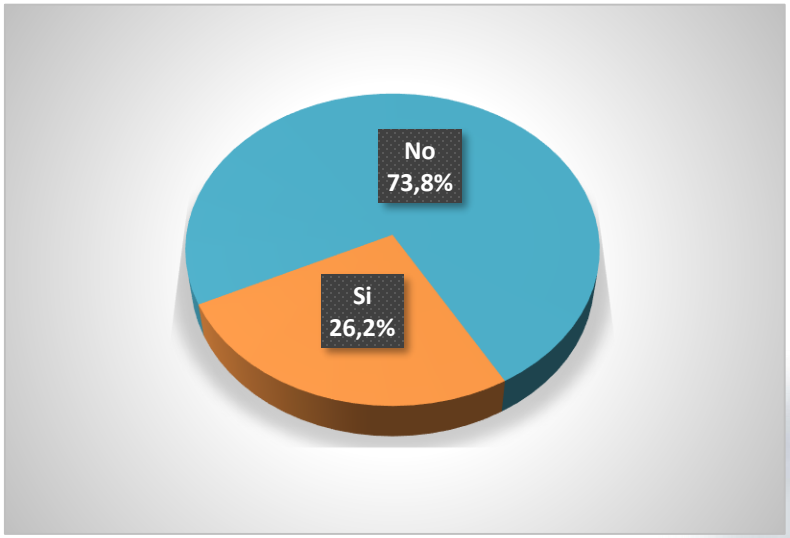
Colore assegnato



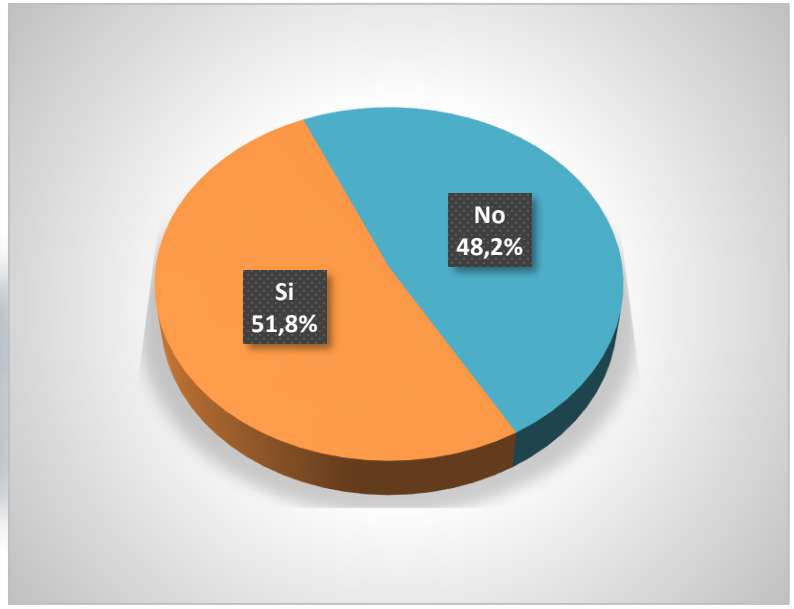
- Pronto Soccorso -

Il Campione Anno 2017 (4/4)

E' la prima volta che si rivolge a questo PS?



In precedenza si era già rivolto ad altri PS?



- Pronto Soccorso -

Soddisfazione

Anno 2017

SODDISFAZIONE

(valore medio)

Totale campione

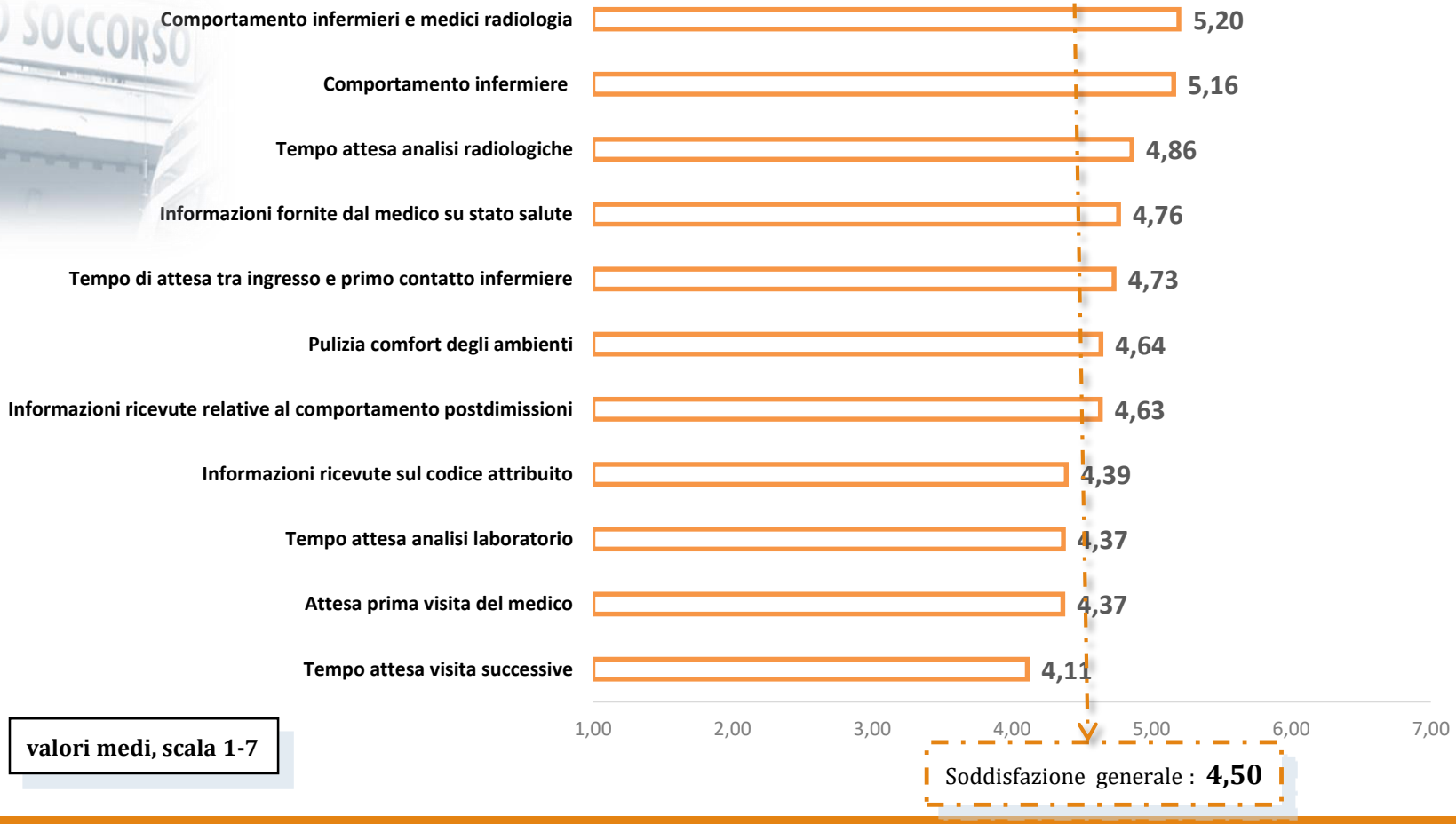
4,50

(N= 62)

valori medi, scala 1-7

- Pronto Soccorso -

Soddisfazione singoli elementi del servizio

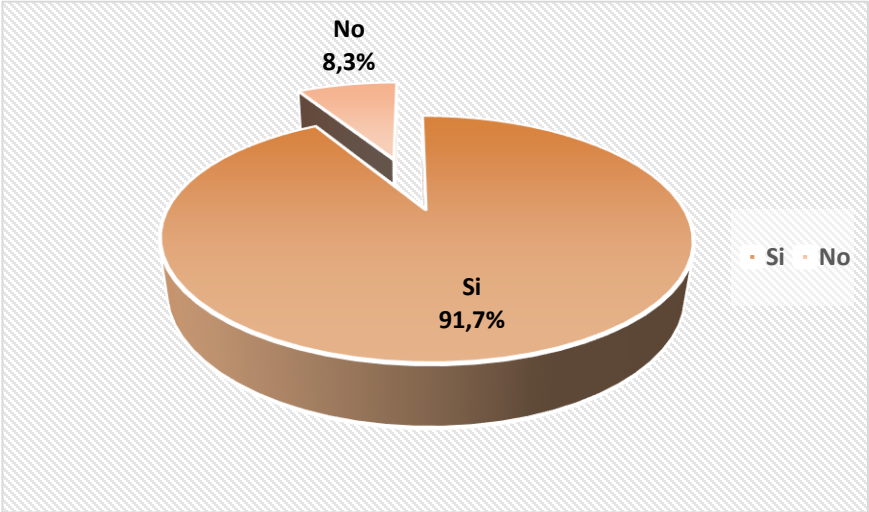


valori medi, scala 1-7

- Pronto Soccorso -

Sicurezza

Le sono state fornite tutte le informazioni a lei richieste?



Il 100% degli intervistati afferma di non aver subito furti o smarrito qualcosa al PS.

- Pronto Soccorso -

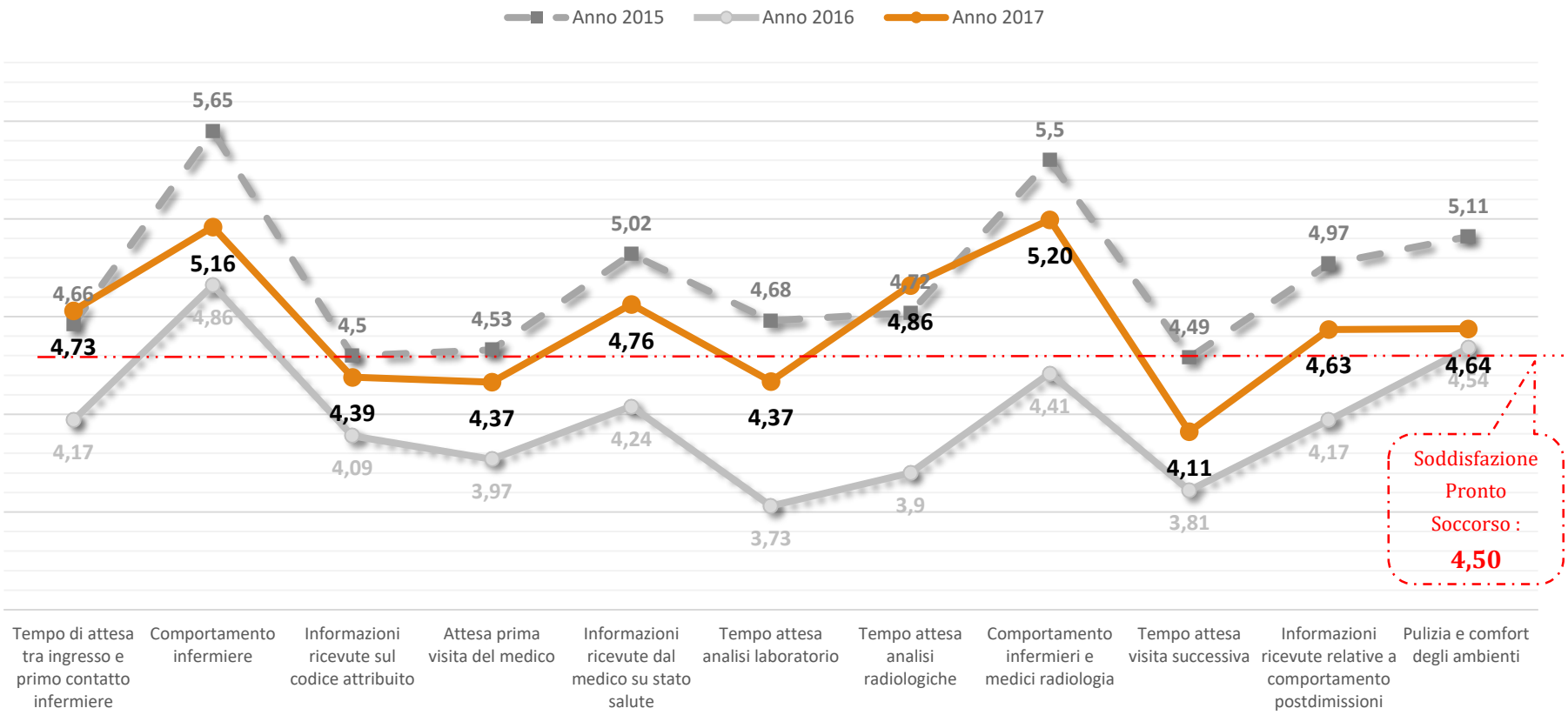
Referti

Ha avuto problemi con la consegna dei referti?

Il 98% degli intervistati afferma di non aver avuto problemi con la consegna dei referti.

- Pronto Soccorso -

Tradate



valori medi, scala 1-7

Indicatori

Percentuale dei giudizi positivi nelle rilevazioni di Customer

2016		2017	
DEGENZA	**78,1%**	**DEGENZA**	**69,5%**
AMBULATORIO	**81,3%**	**AMBULATORIO**	**77,5%**

Qualità dei servizi forniti in outsourcing

2016		2017	
VITTO	50,3%	VITTO	41,1%
PULIZIA	78,4%	PULIZIA	71,8%