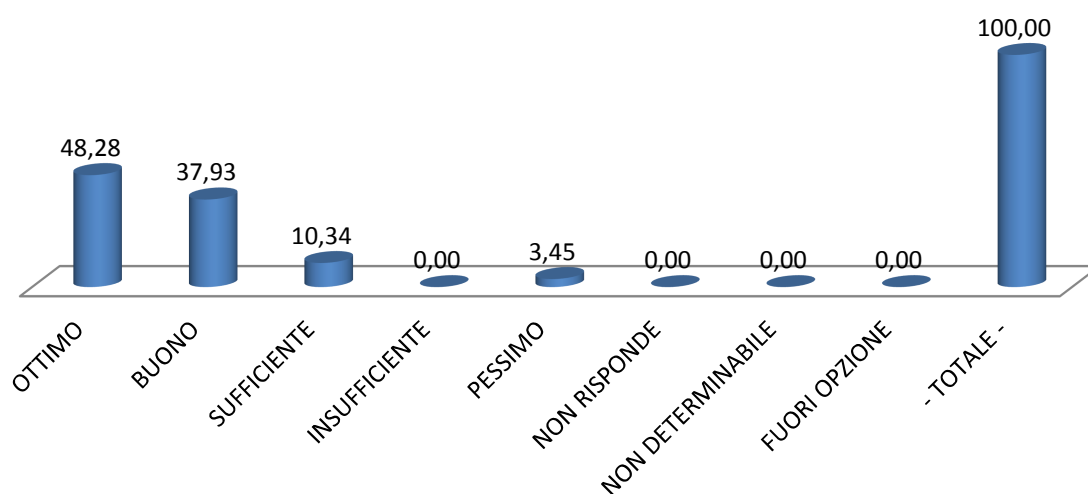




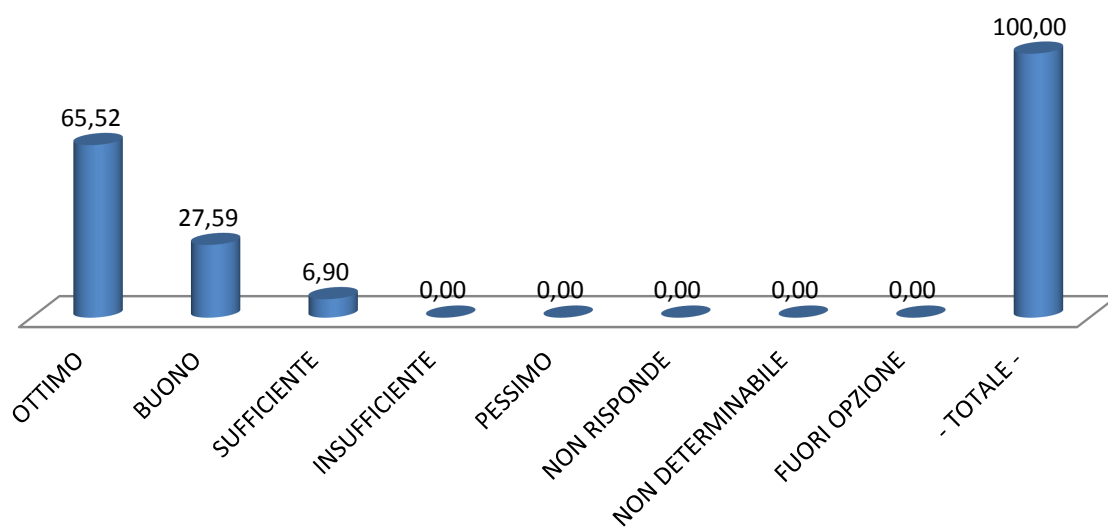
Report valutazione della qualità percepita dei servizi di
ricovero e cura in ospedale

Primo trimestre 2013

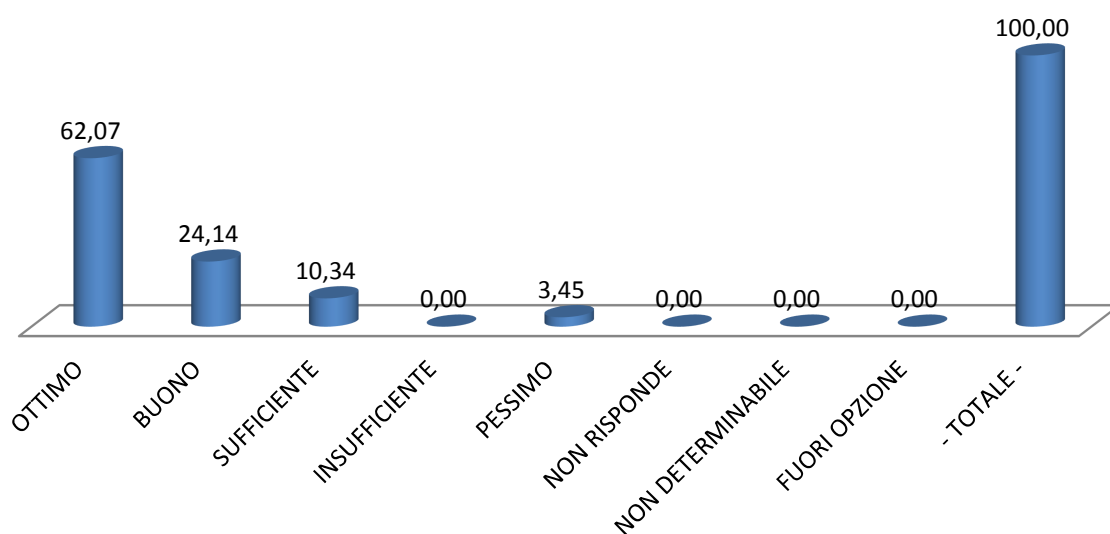
D1Qual è il Suo giudizio rispetto alla qualità del servizio che ha ricevuto durante il ricovero?



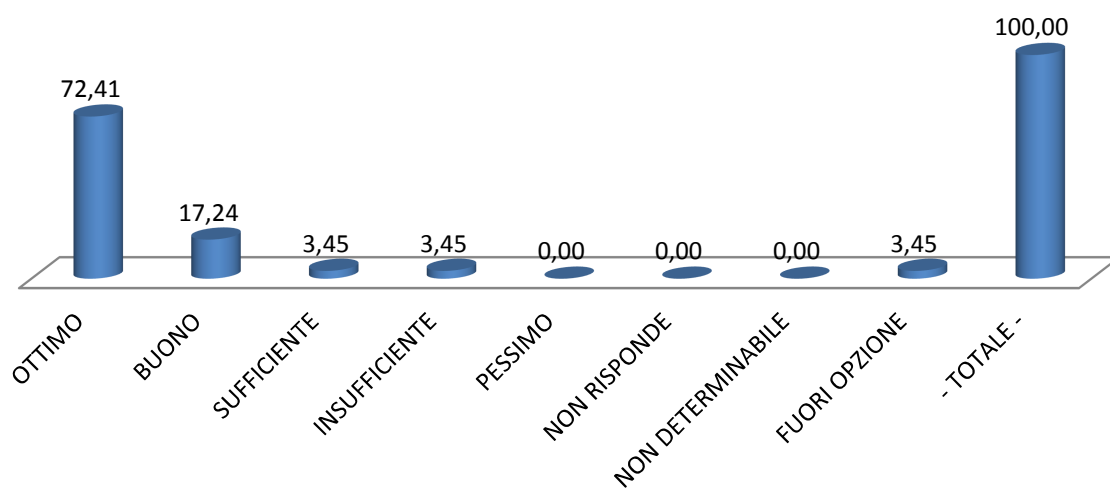
D3aGentilezza e cortesia di chi l'ha accolta Percentuale



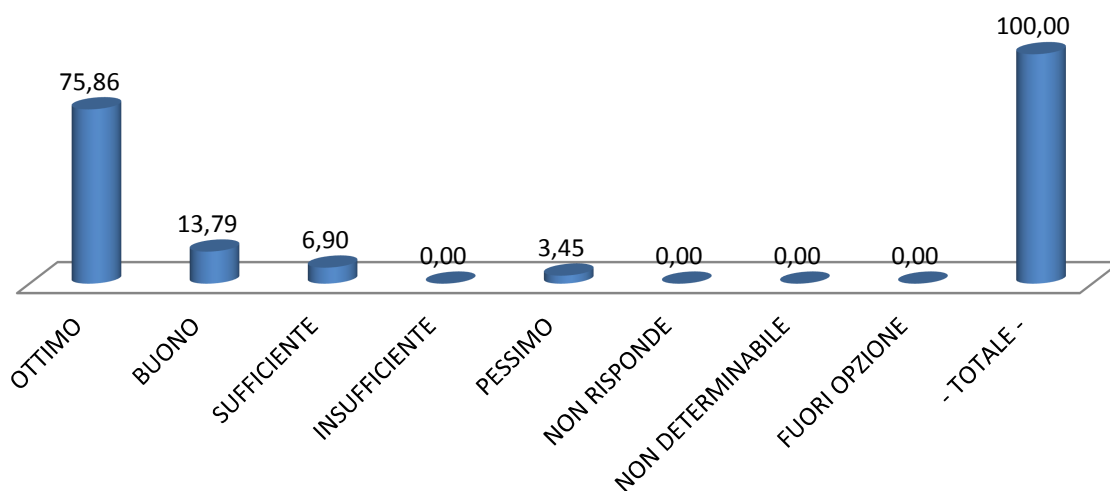
D3b Disponibilità a dare informazioni sull'organizzazione del reparto



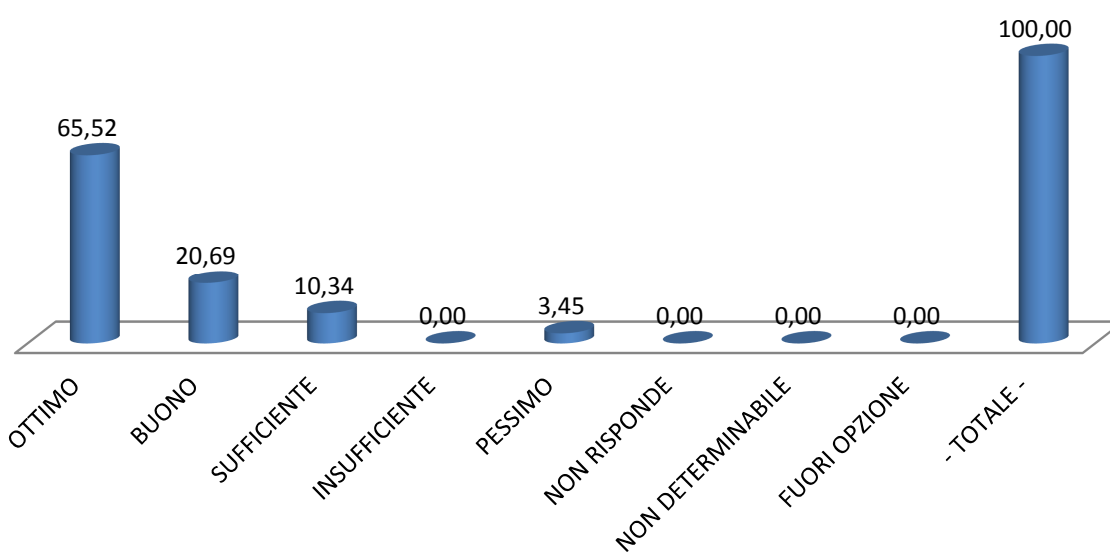
D3c Tempo intercorso tra l'ingresso in reparto e l'assegnazione del posto letto



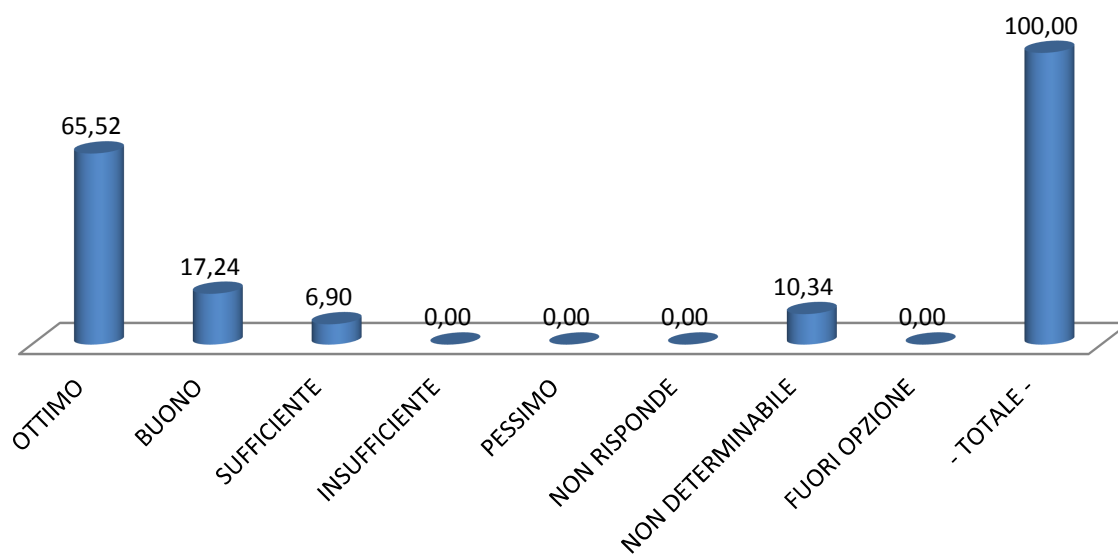
D4a Personale Medico: Gentilezza e cortesia nei rapporti



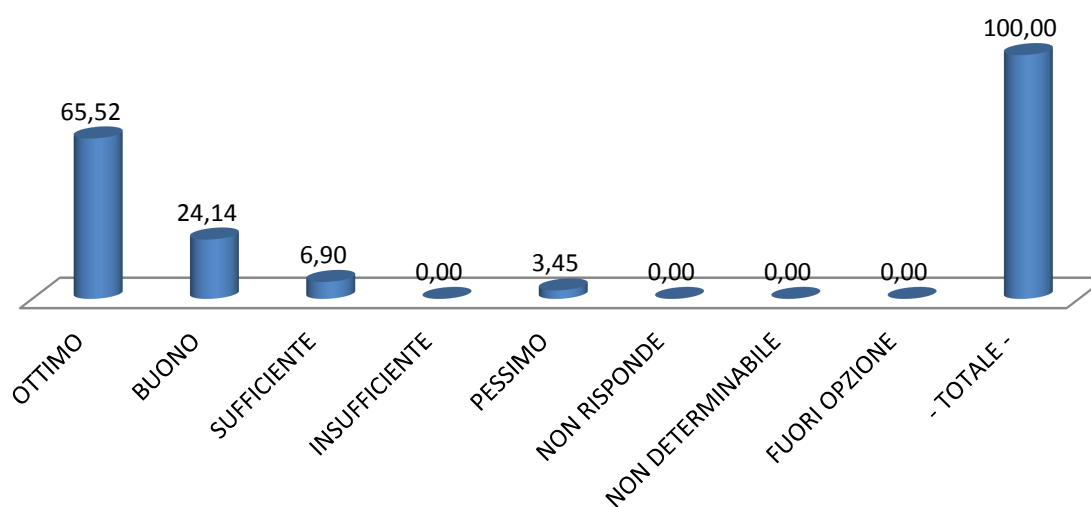
D4b Personale Medico: Disponibilità ad ascoltare le sue richieste



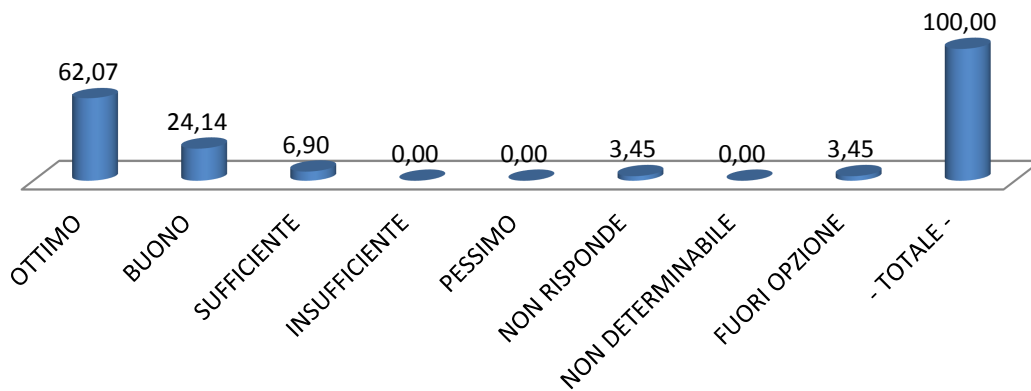
D4cPersonale Medico: Informazioni ricevute sulla diagnosi e le condizioni di salute



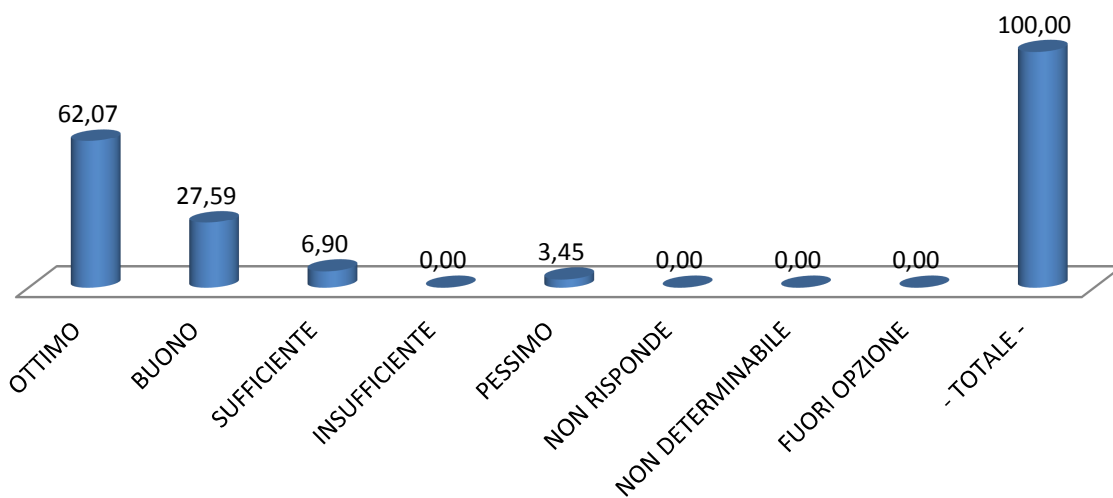
D4dPersonale Medico: Informazioni ricevute sui rischi legati alle cure e alla terapie



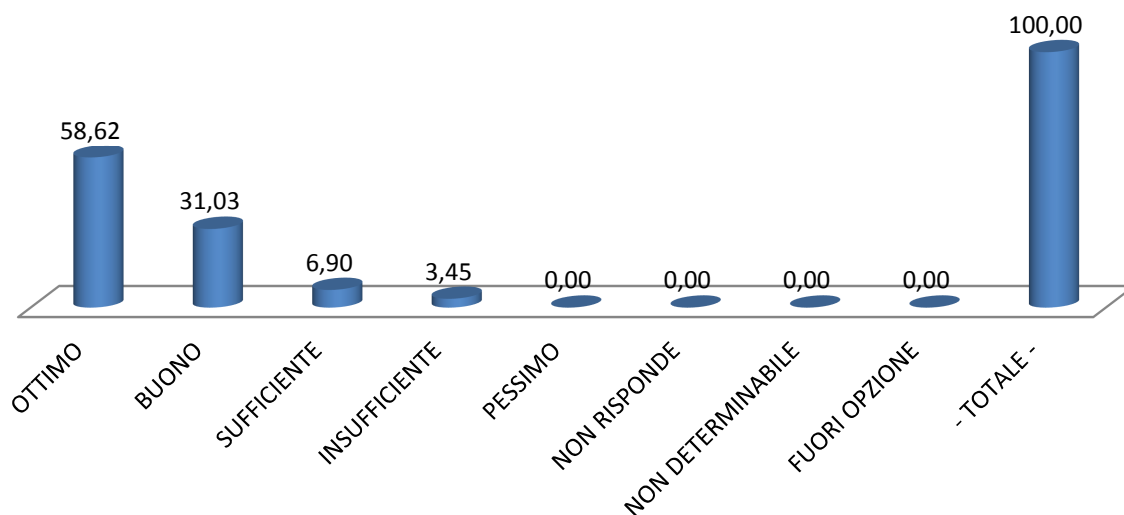
D4ePersonale Medico: Informazioni ricevute al momento della dimissione (prescrizioni, appuntamenti per controlli successivi)



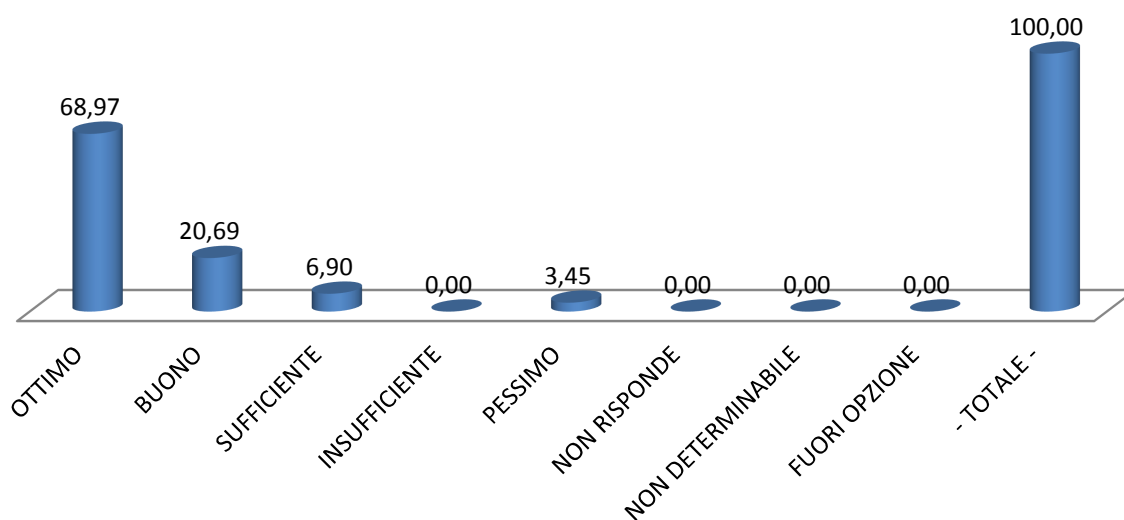
D5aPersonale Infermieristico: Gentilezza e cortesia nei rapporti



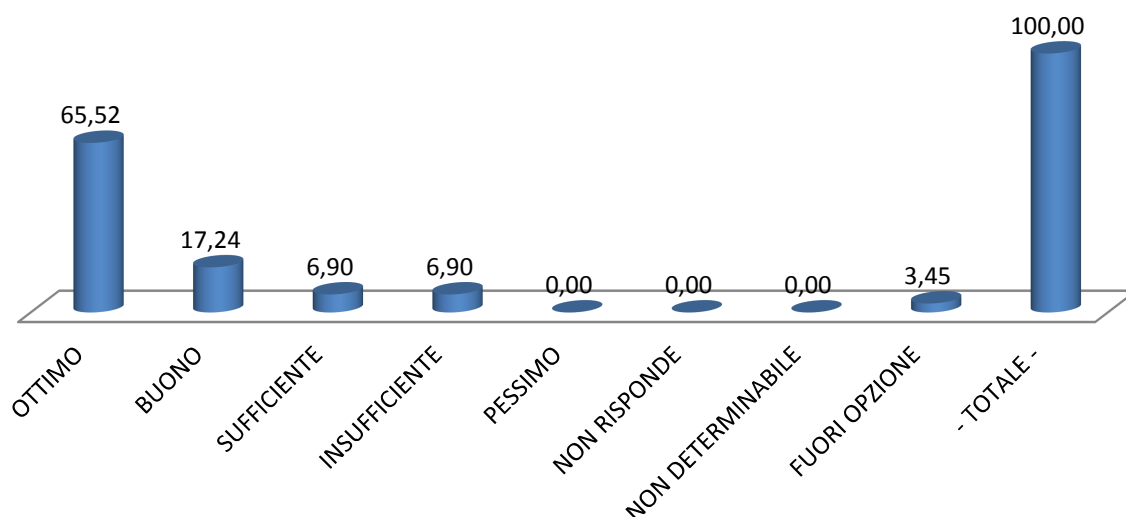
D5b Personale Infermieristico: Disponibilità ad ascoltare le sue richieste



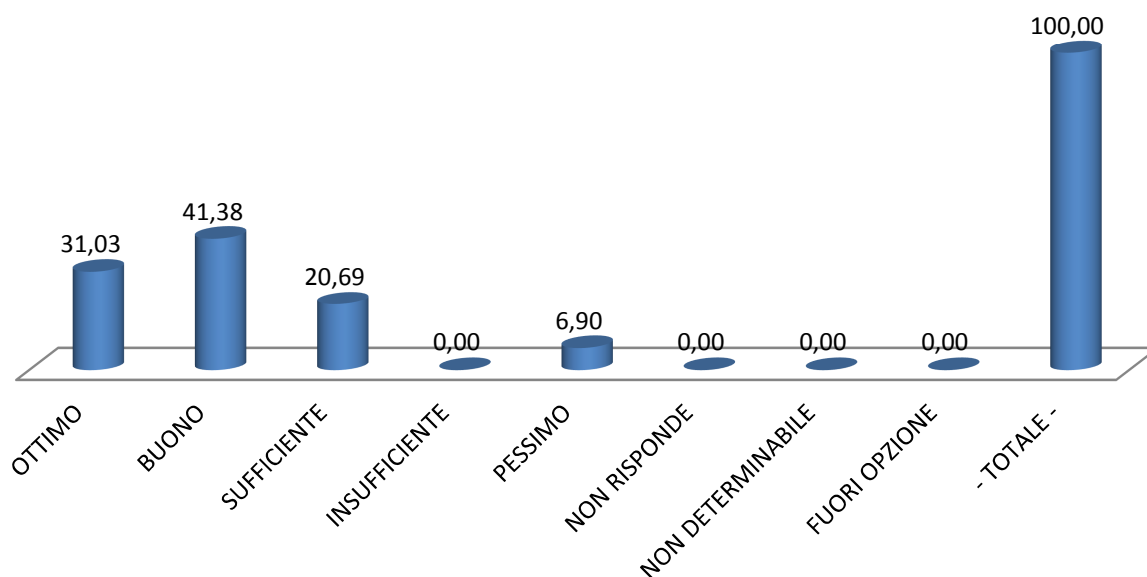
D5c Personale Infermieristico: Sostegno, capacità di tranquillizzare e di mettere a proprio agio



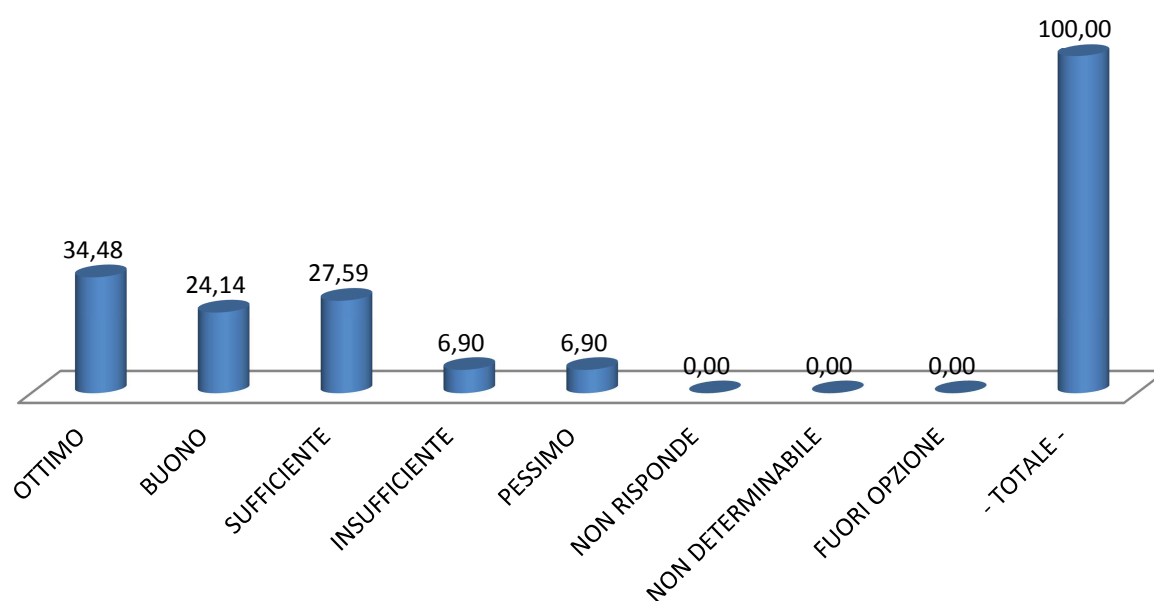
D5dPersonale Infermieristico: Disponibilità a dare informazioni



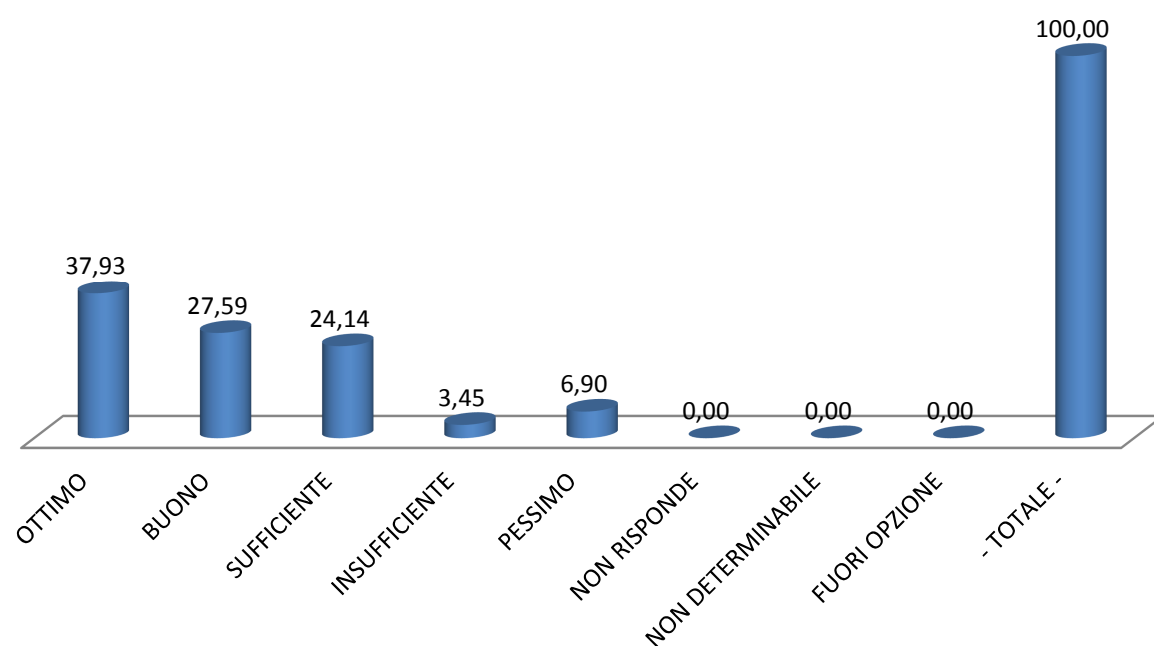
D6aCura e decoro degli ambienti



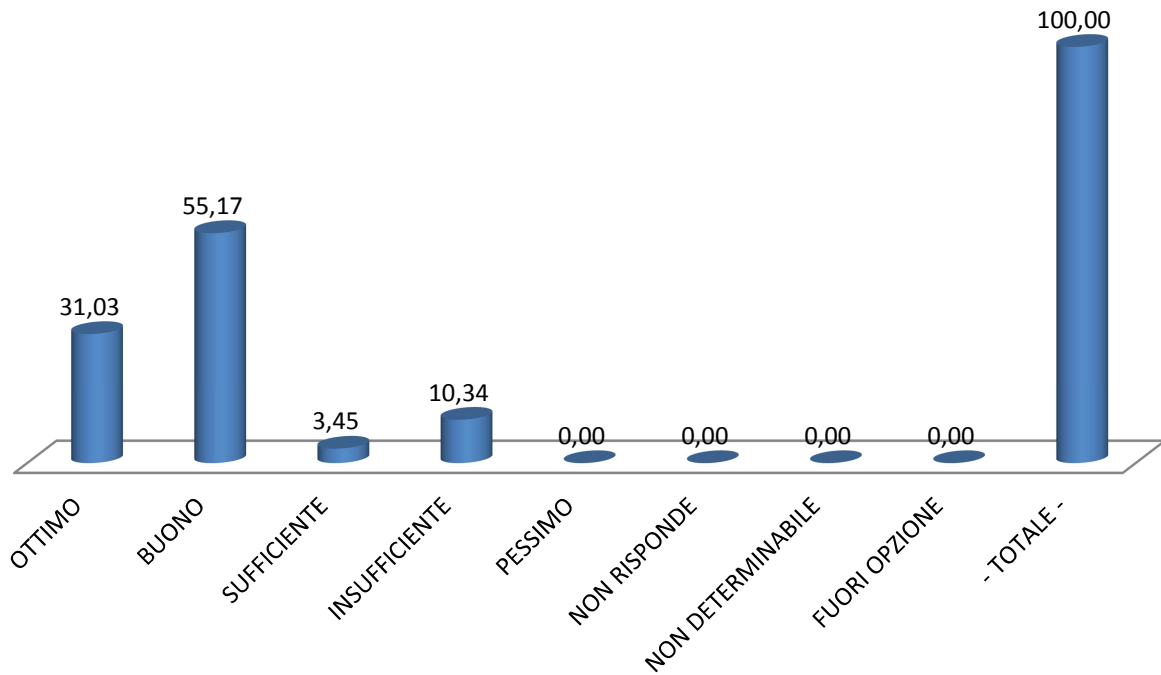
D6bPulizia degli ambienti



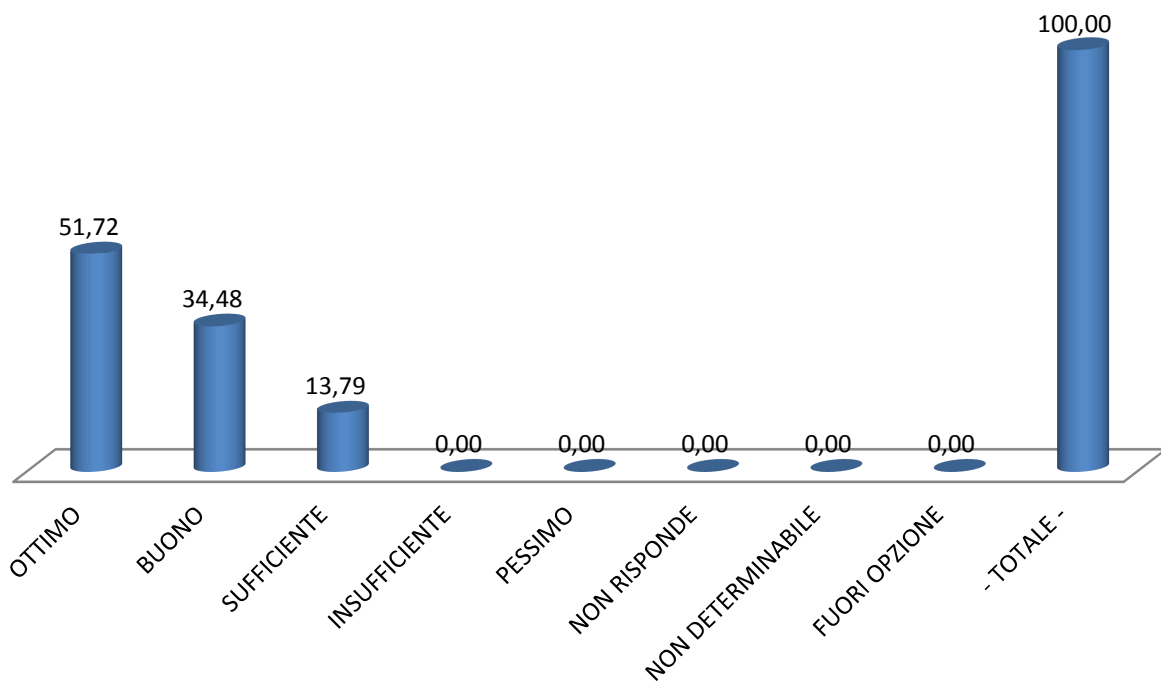
D6cFunzionalità dei servizi igienici



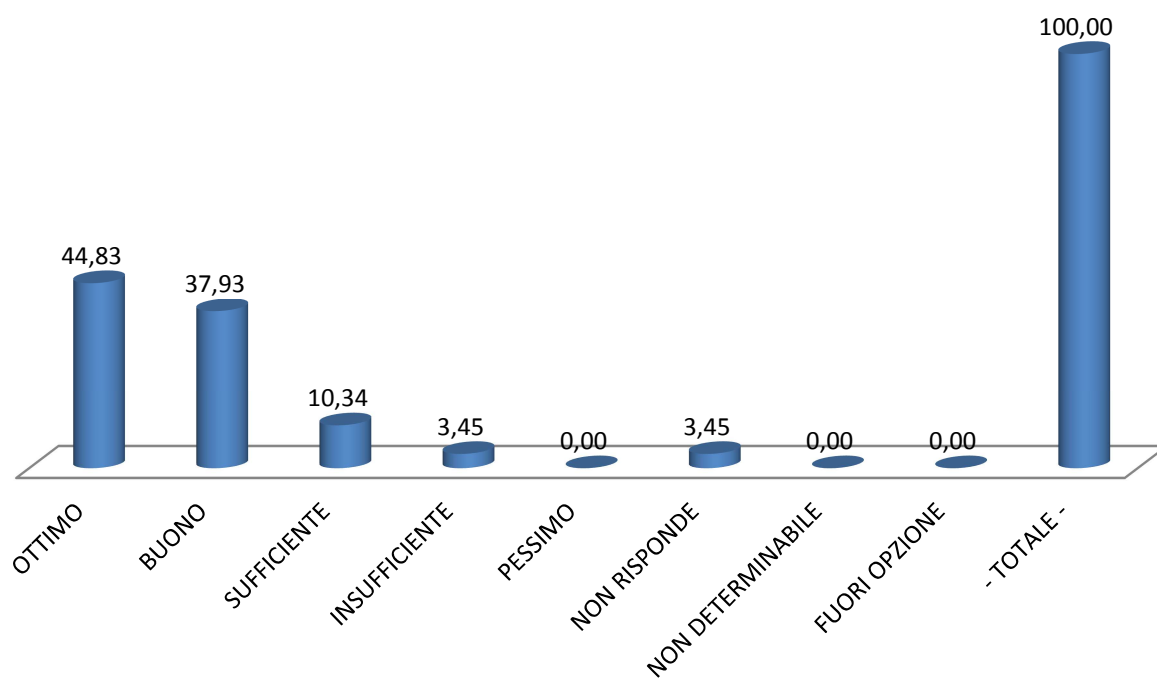
D6dTemperatura nelle stanze



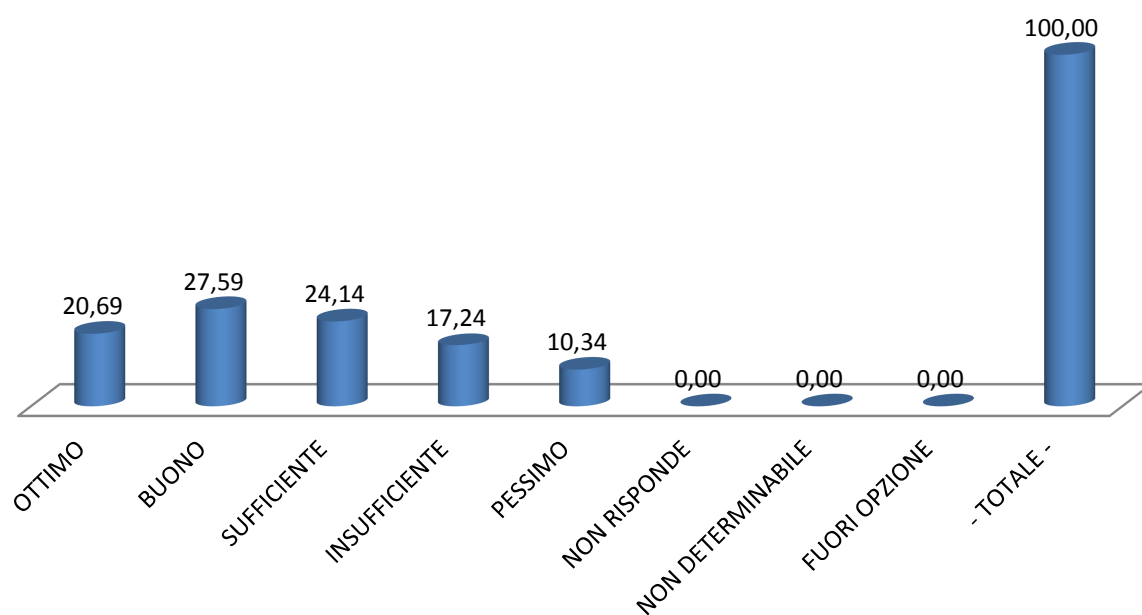
D6e Illuminazione nelle stanze



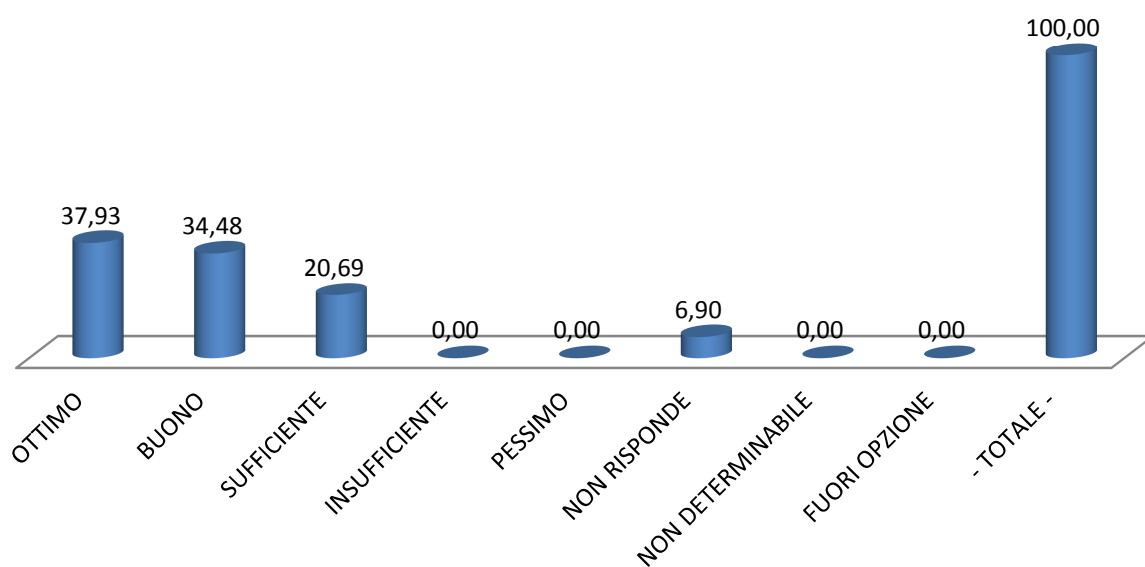
D6f Tranquillità, silenzio nel reparto



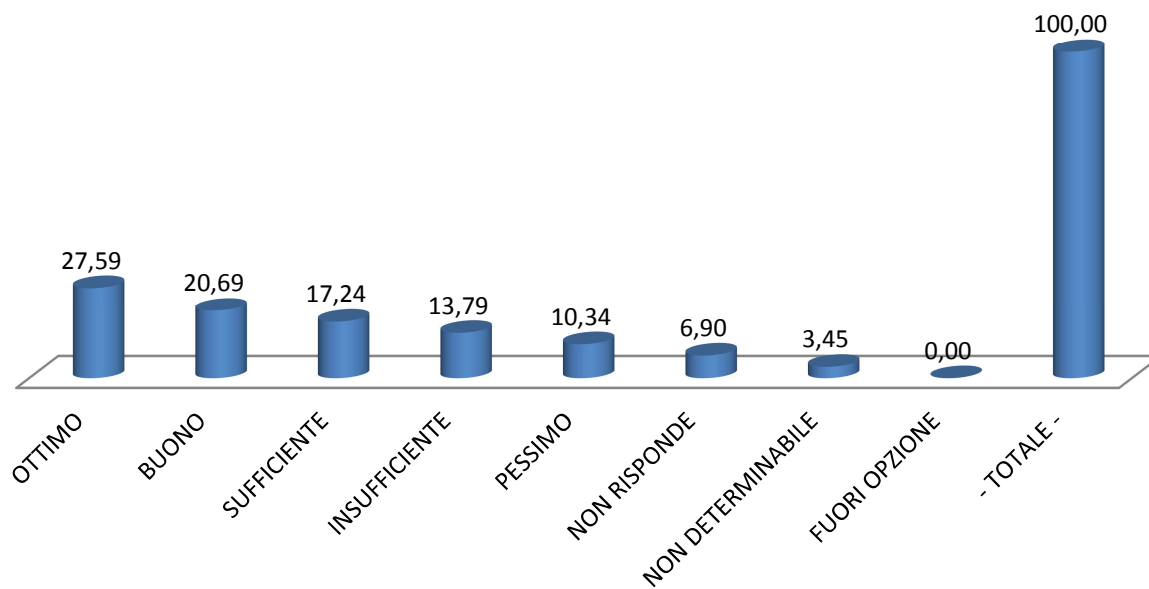
D6g Qualità dei pasti



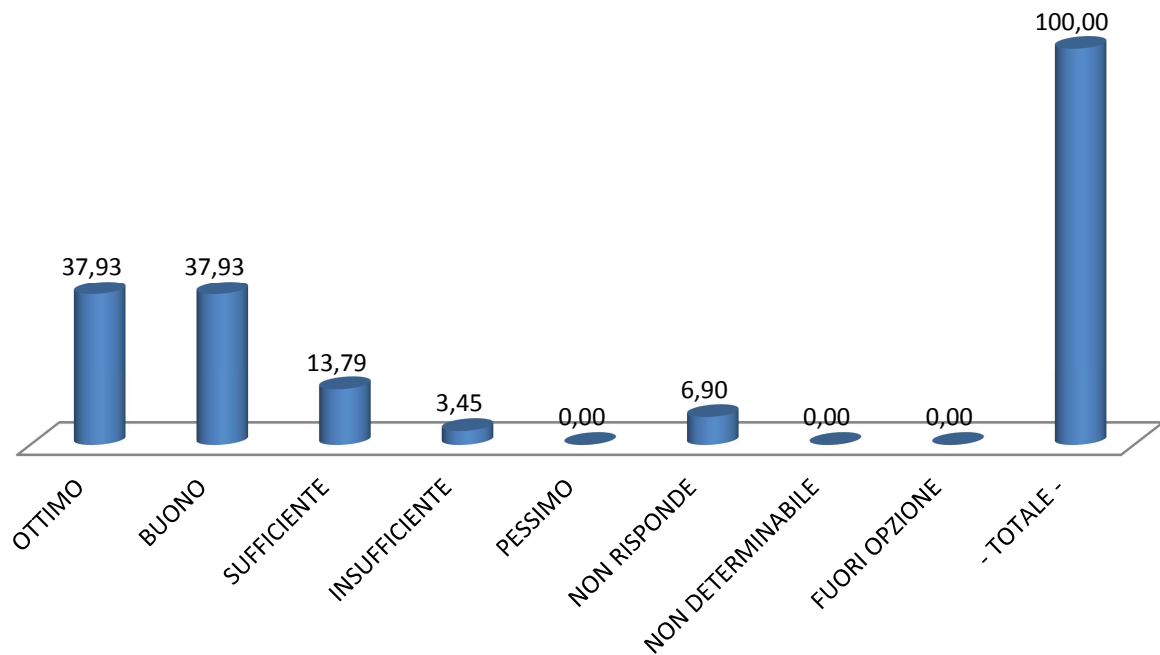
D6h Orari dei pasti



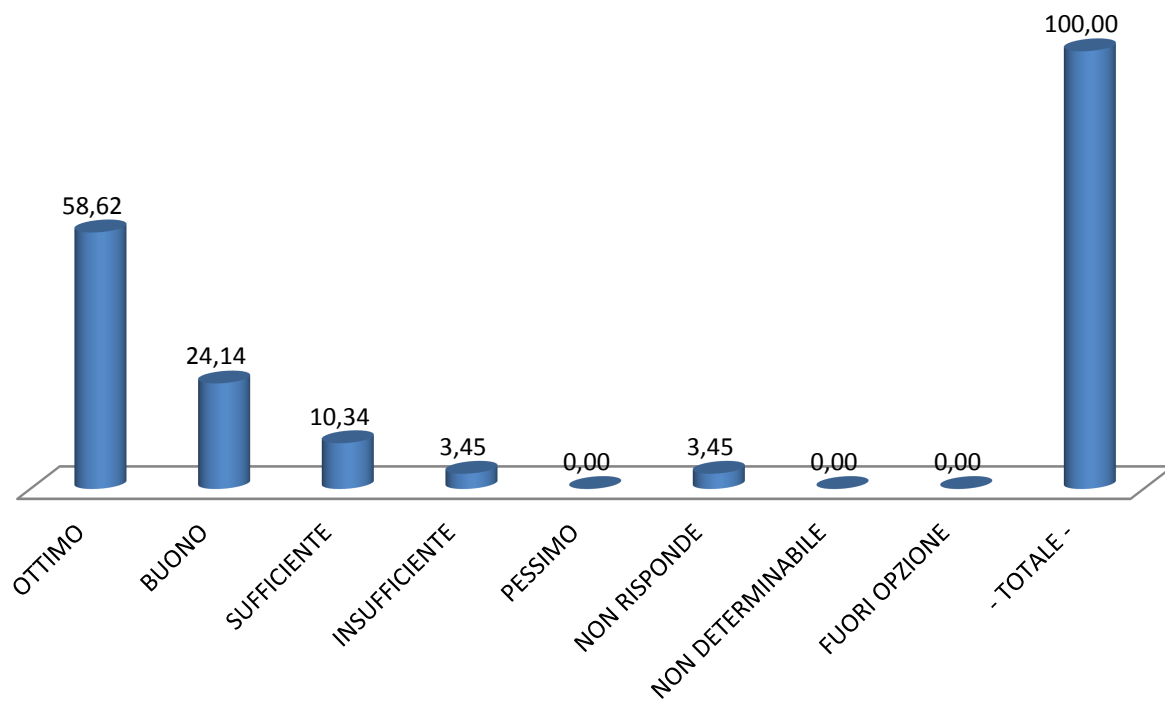
D6i Possibilità di scelta del menù



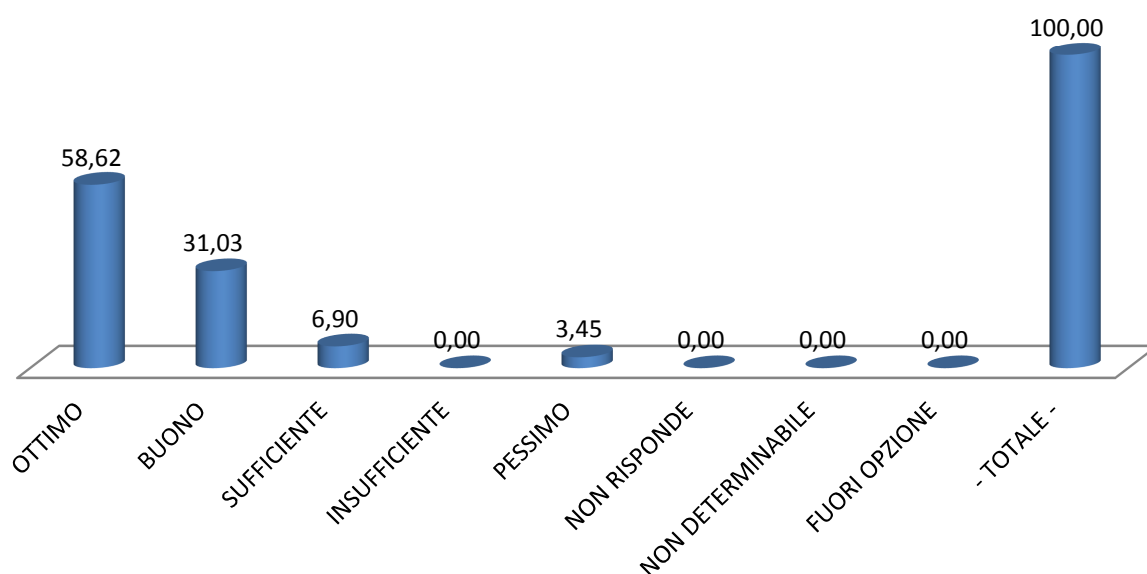
D6j Orari di visita dei familiari



D6k Rispetto della privacy



D6l Condizioni di trasporto (carrozzella, barella, ...)



D7 Rispetto alle sue aspettative, il servizio che ha ricevuto è stato:

