

CUSTOMER CARE FEBBRAIO 2023

La soddisfazione dell'utente è un importante indicatore della qualità dell'assistenza. L'indagine effettuata nel 2022 e conclusasi a gennaio 2023 è stata svolta sottoponendo la compilazione di un questionario a ospiti, familiari, care giver.

Le aree sulle quali l'utenza era invitata ad esprimere un giudizio erano: accesso alla struttura, accettazione, ospitalità e comfort, assistenza sanitaria e valutazione generale.

Le valutazioni che potevano essere espresse erano: insufficiente, sufficiente, buono, ottimo.

I risultati sono stati molto soddisfacenti in tutte le aree e vengono rappresentati nelle pagine successive.

Medica Group S.r.l.

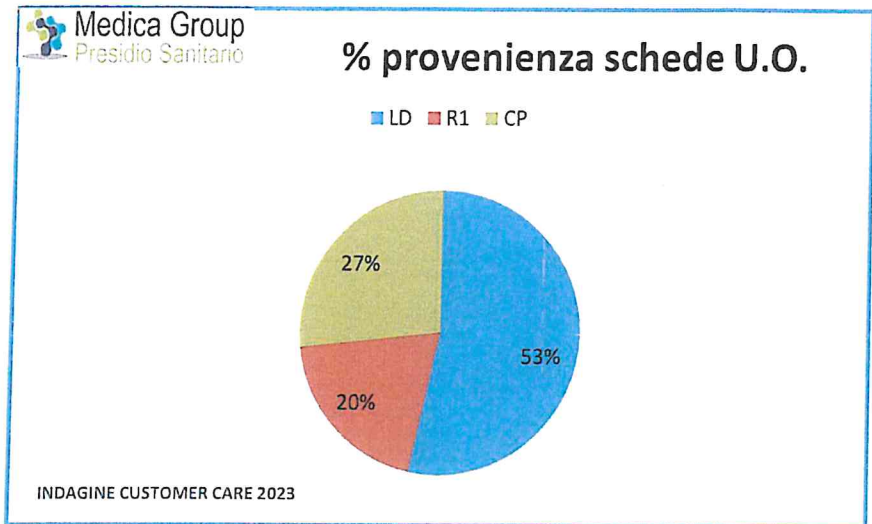
Sede Legale: Via Federico Calabresi, 27 | 00169 Roma | Tel. 06 232598 | PEC: medicagroupsrl@pec.it | email: info@medicagroup.info

P.IVA, C.F. e Iscriz. Registro Imprese di Roma n. 13254021002 | Capitale Sociale 100.000,00 euro i.v.

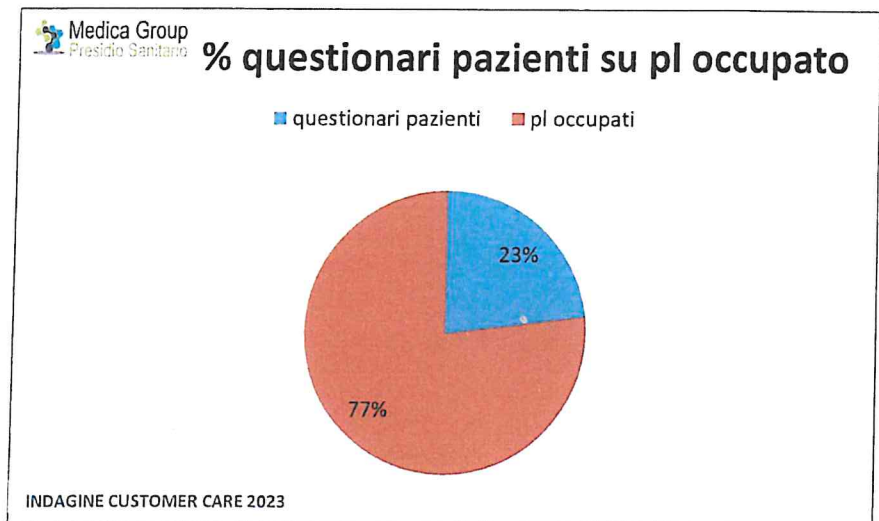
Socio Unico: Medica Group Holding srl

www.medicagroup.info

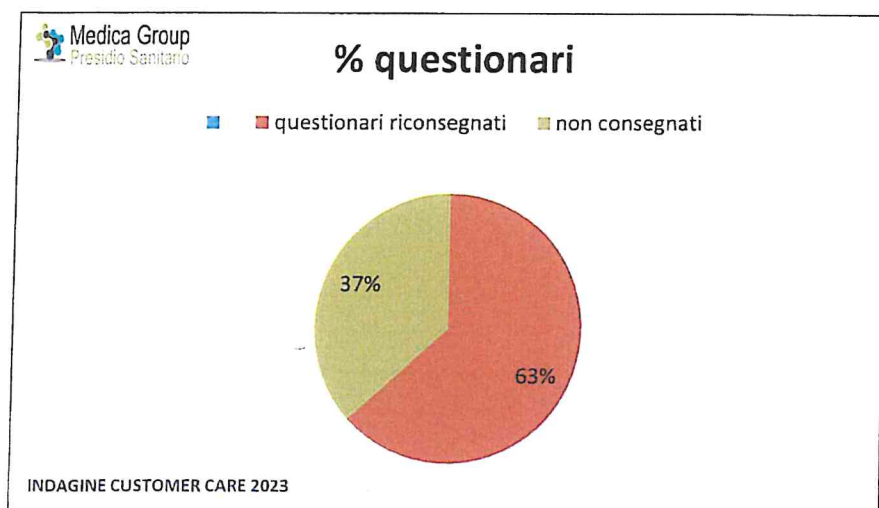
uo	pl	que
LD	48	48
R1	18	6
CP	24	22
	90	76



questionari pazienti	27
pl occupati	90



questionari riconsegnati	76
non consegnati	44

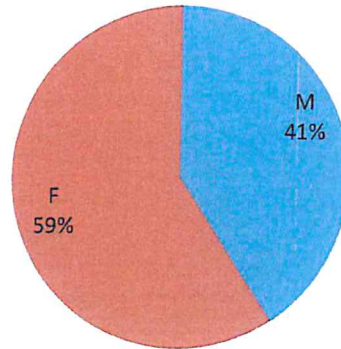


M
F

31
45
76



GENERE COMPILATORE



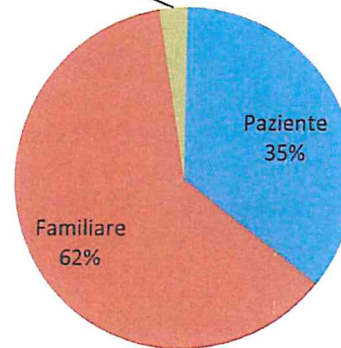
INDAGINE CUSTOMER CARE 2023

Paziente
Familiare
Visitatore

27
47
2
76



CHI COMPILA



INDAGINE CUSTOMER CARE 2023

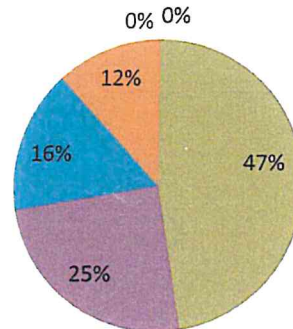
0/17
18/35
36/50
51/65
66/80
> 80

0
0
36
19
12
9
76

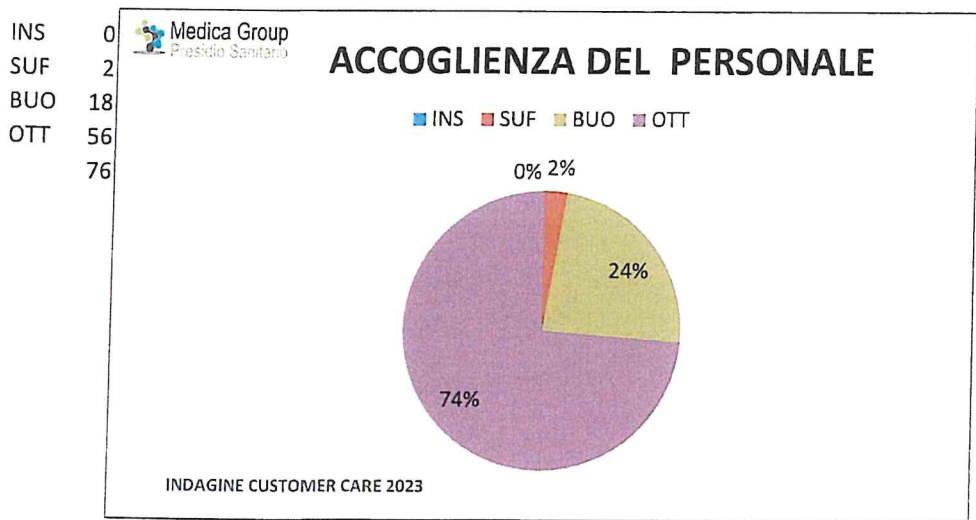
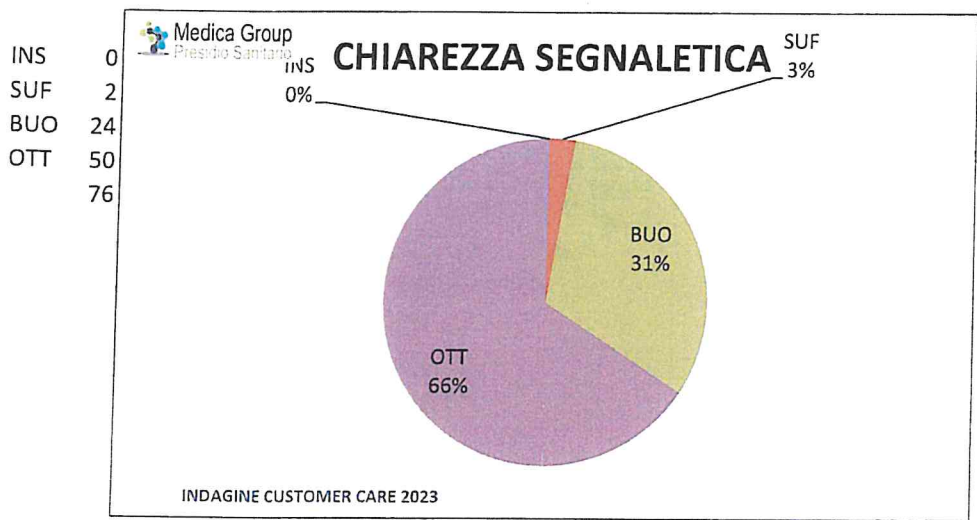
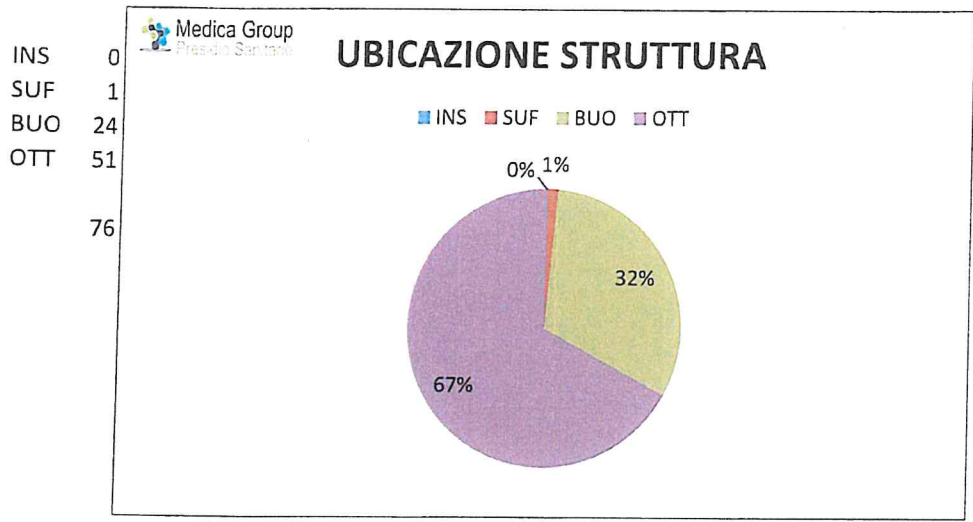


FASCIA ETA' COMPILATORE

0/17 18/35 36/50 51/65 66/80 > 80

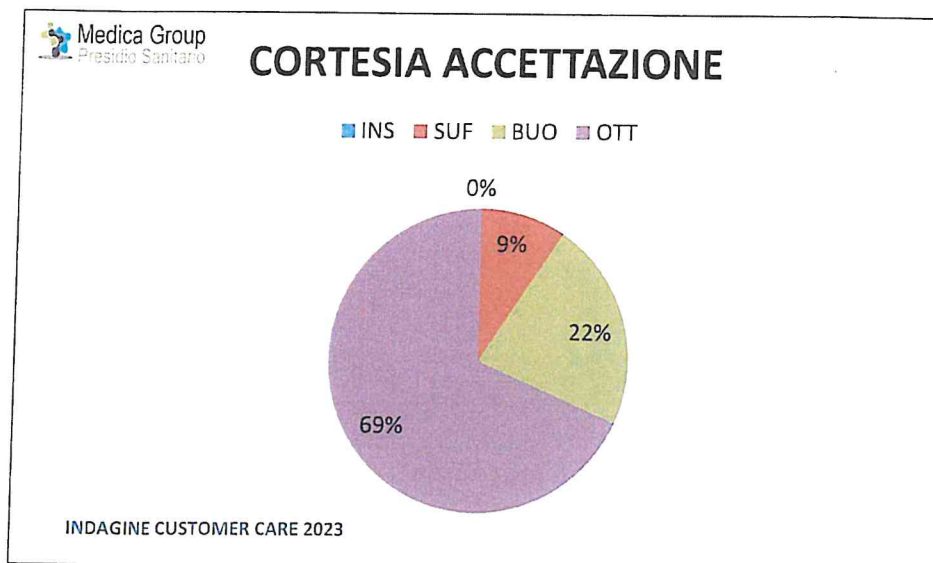


INDAGINE CUSTOMER CARE 2023

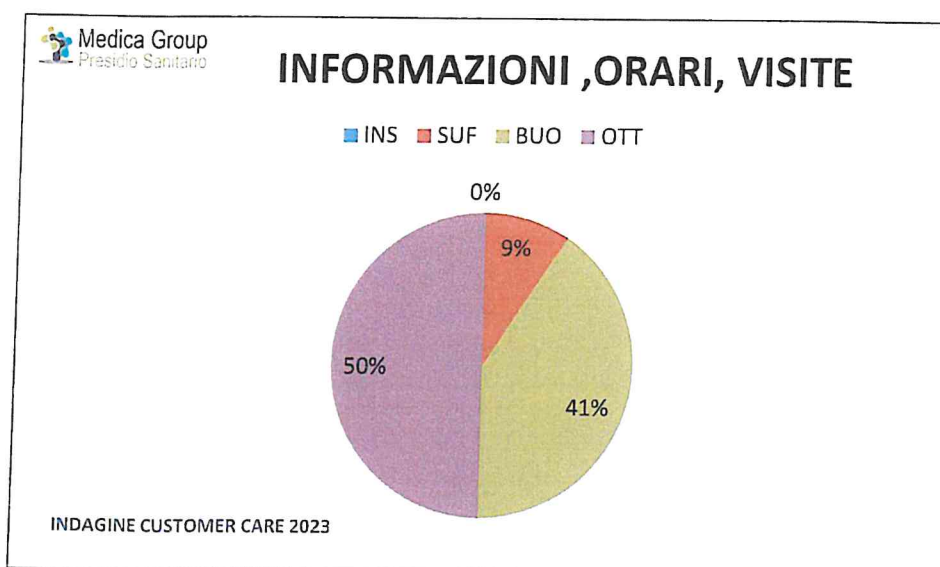


ACCESSO ALLA STRUTTURA VOTO MEDIO 9.3

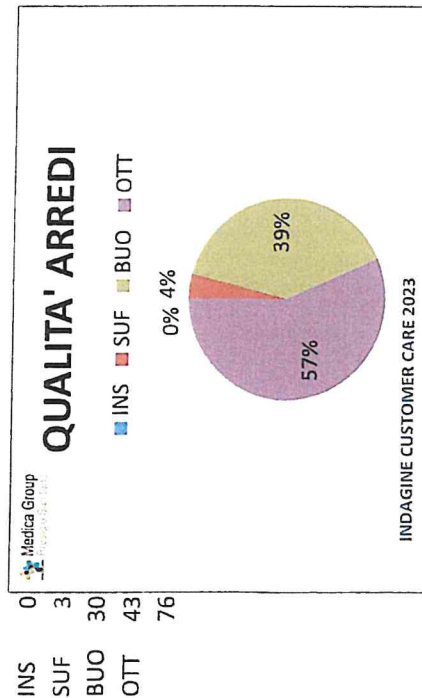
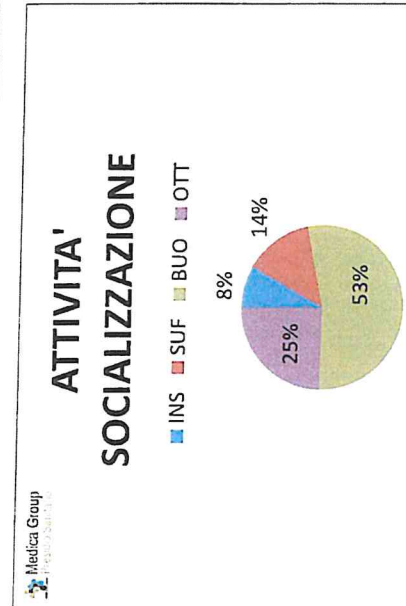
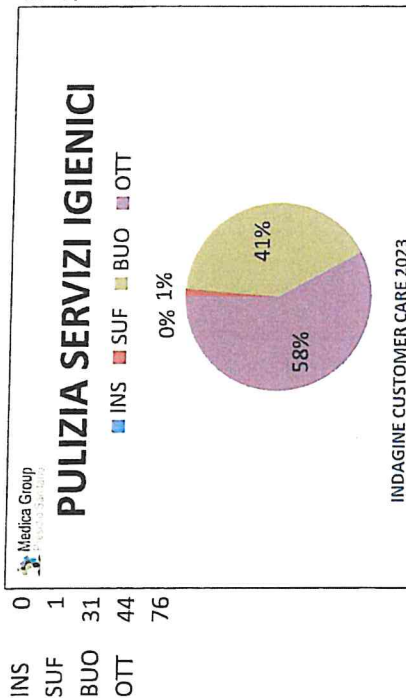
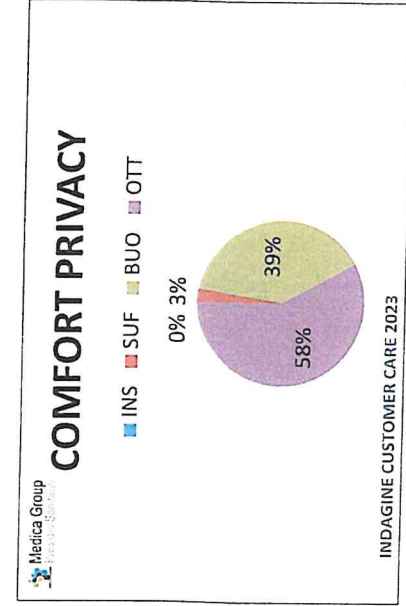
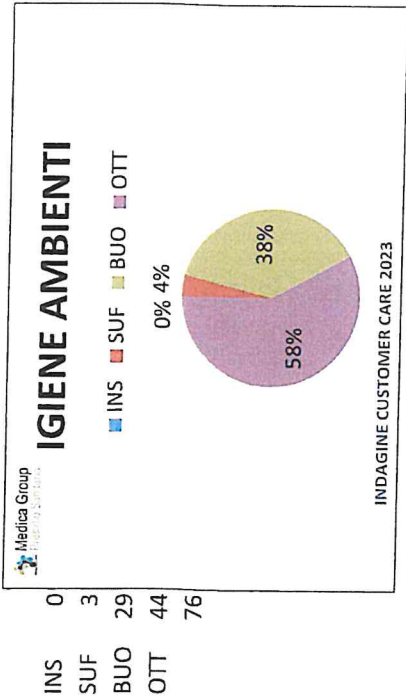
INS 0
 SUF 7
 BUO 17
 OTT 52
 76

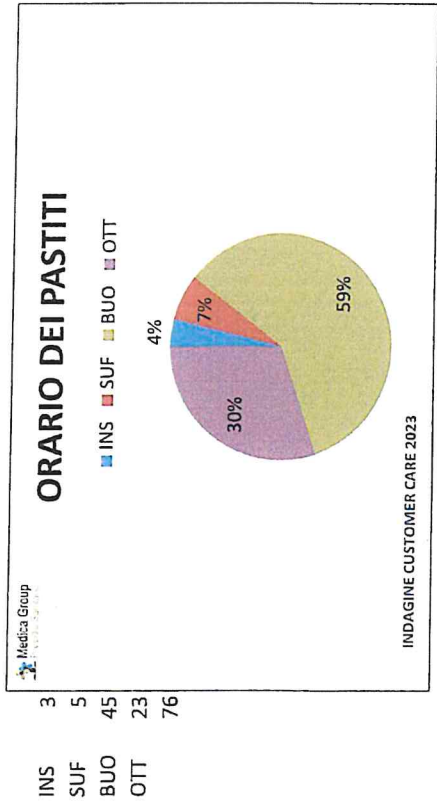
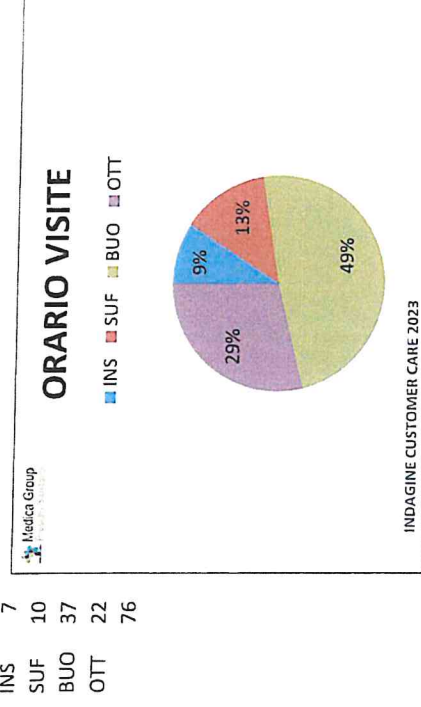
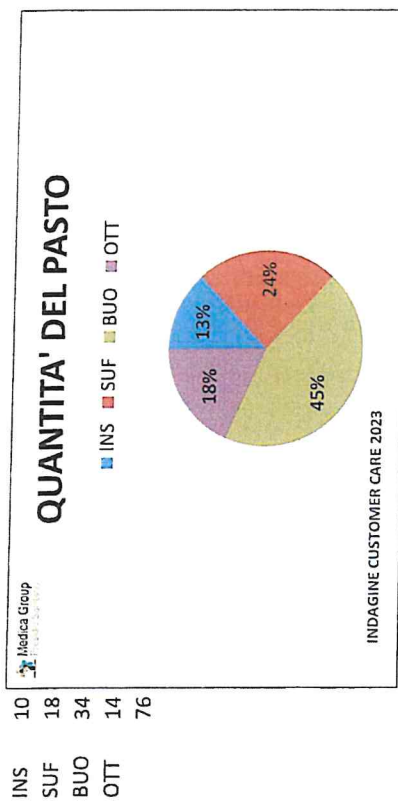
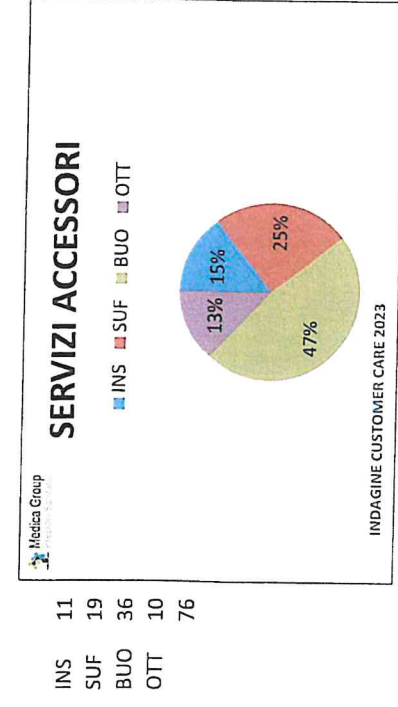
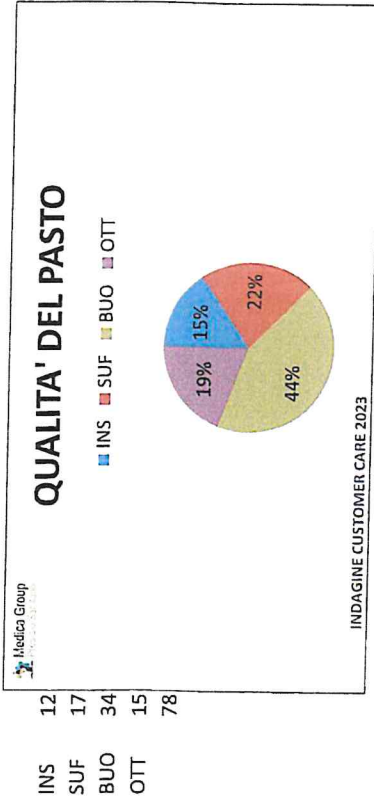


INS 0
 SUF 7
 BUO 31
 OTT 38
 76

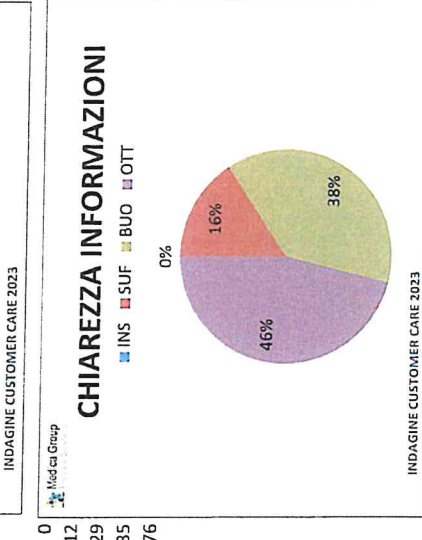
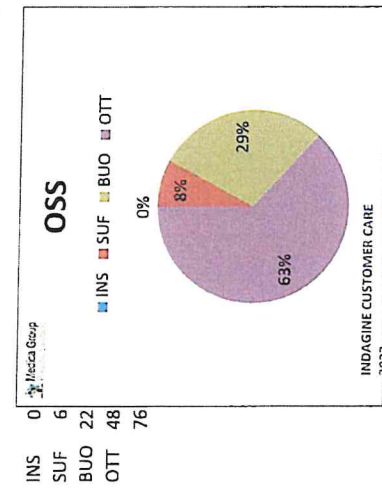
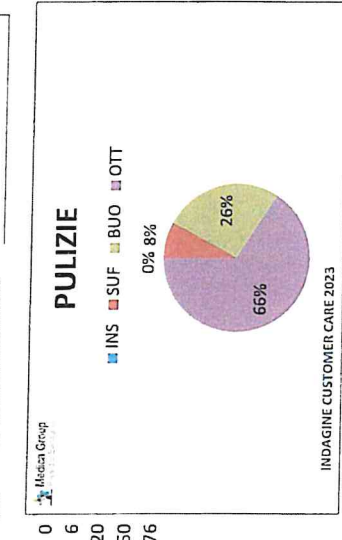
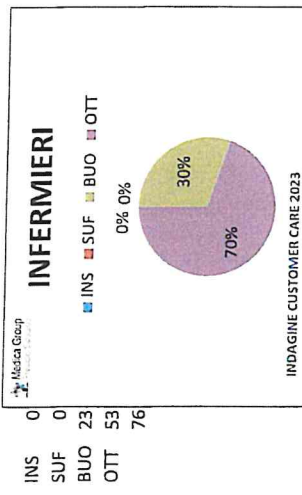
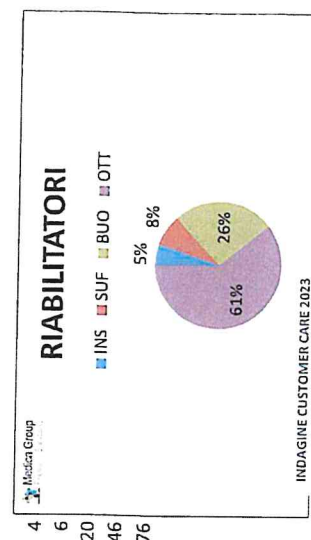
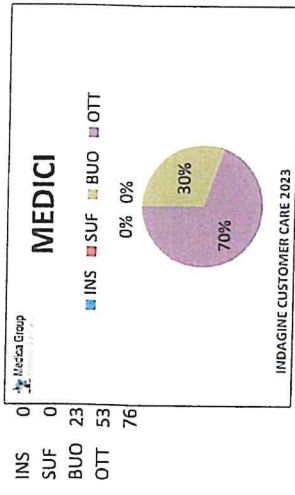


ACCETTAZIONE/INFORMAZIONE VOTO MEDIO 9





**OSPITALITA' COMFORT
VOTO MEDIO 8.**



INS
SUF
BUO
OTT

INS
SUF
BUO
OTT

INS
SUF
BUO
OTT

ASSISTENZA SANITARIA
VOTO MEDIO 9

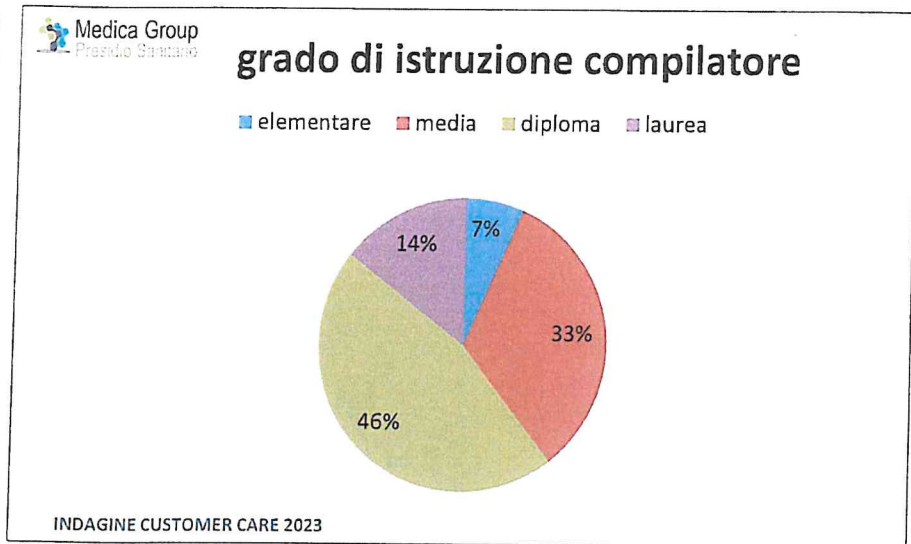
VALUTAZIONE GENERALE
VOTO MEDIO 9.2

VALUTAZIONE GENERALE
VOTO MEDIO 9.2

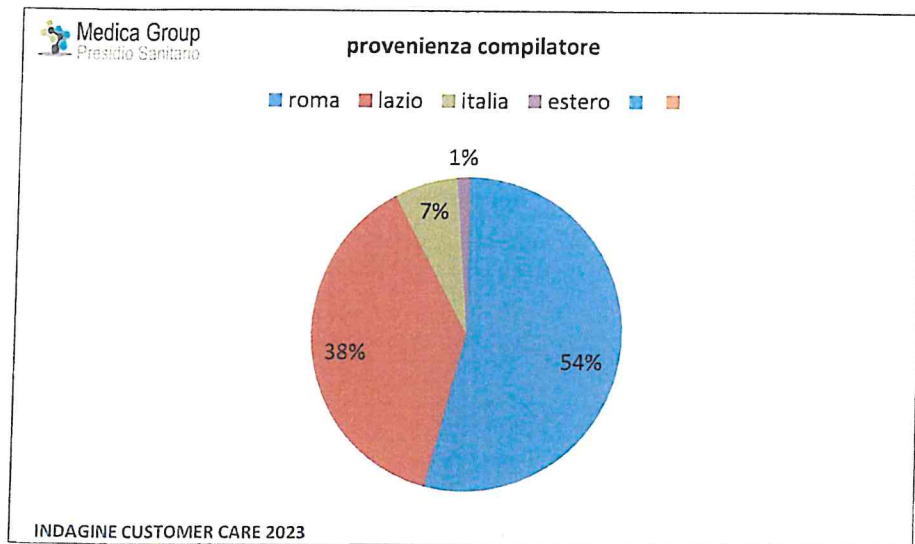
CONSIGLIERESTI QUESTA STRUTTURA SI 100%

CONSIGLIERESTI QUESTA STRUTTURA SI 100%

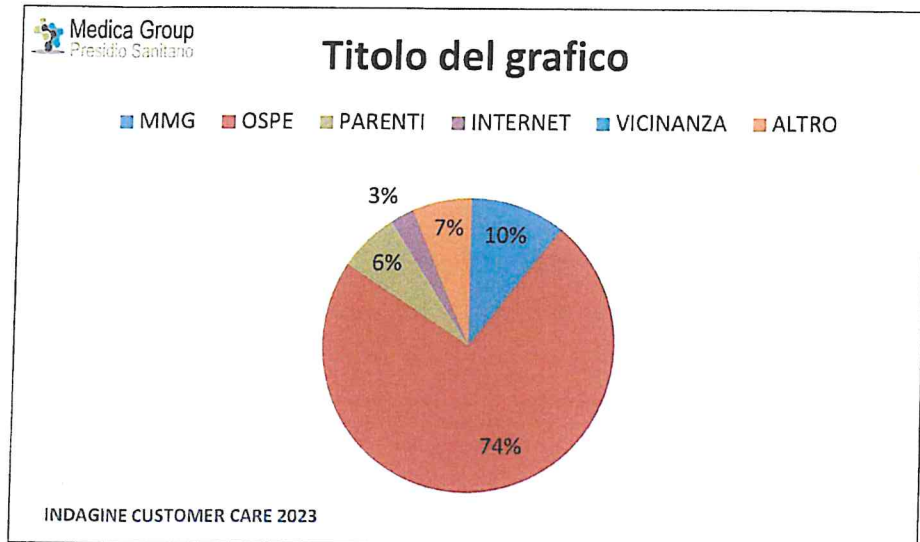
elementare 5
 media 25
 diploma 35
 laurea 11
 76



roma 41
 lazio 29
 italia 5
 estero 1
 76



MMG 8
 OSPE 56
 PARENTI 5
 INTERNET 2
 VICINANZA
 ALTRO 5
 76



TUTTI AFFERMANO DI ESSERE STATI RICOVERATI PER LA PRIMA VOLTA IN STRUTTURA