

SATISFACTION DU PATIENT EN 2016

BILAN AMBULATOIRE (Endo + 4ème + Main)	JANV-MARS				AVRIL- JUIN				JUIL-SEPT				OCT-DEC				GLOBAL 2016				
	😊😊	😊	😞	😞😞	😊😊	😊	😞	😞😞	😊😊	😊	😞	😞😞	😊😊	😊	😞	😞😞	😊😊	Evol° N-1	😊	😞	😞😞
NOMBRE DE RETOUR	1942				2064				1638				1867				7511 ↗				
ACCUEIL ADMINISTRATIF																					
Bureau des entrées/ Standard	67%	29%	3%	1%	67%	30%	2%	0%	69%	29%	2%	1%	68%	29%	2%	1%	68%	-	29%	2%	1%
ACCUEIL DANS LE SERVICE																					
Médecins	85%	15%	0%	0%	83%	16%	0%	0%	84%	15%	1%	0%	82%	17%	1%	0%	84%	-	16%	1%	0%
Personnel para médical	87%	13%	0%	0%	85%	15%	0%	0%	86%	13%	0%	0%	85%	15%	0%	0%	86%	-	14%	0%	0%
Au bloc	88%	12%	0%	0%	85%	14%	0%	0%	87%	13%	0%	0%	86%	14%	0%	0%	86%	-	13%	0%	0%
INFORMATIONS MÉDICALES																					
Explication claires	75%	23%	2%	2%	73%	25%	1%	0%	76%	23%	1%	0%	73%	26%	2%	0%	74%	-	24%	1%	0%
Explications suffisantes	73%	24%	3%	3%	71%	26%	2%	0%	74%	23%	2%	0%	71%	27%	2%	0%	72%	-	25%	2%	1%
DROITS DU PATIENT																					
Respect de l'intimité	83%	16%	0%	0%	81%	18%	0%	0%	82%	17%	0%	0%	78%	21%	1%	0%	81%	-	18%	1%	0%
Respect de la dignité	84%	16%	0%	0%	82%	17%	0%	0%	84%	16%	0%	0%	80%	20%	0%	0%	82%	-	17%	0%	0%
Respect de la confidentialité	82%	17%	1%	1%	81%	18%	0%	0%	82%	17%	1%	0%	78%	20%	1%	0%	81%	-	18%	1%	0%
Respect des convictions	83%	16%	0%	0%	82%	18%	0%	0%	83%	16%	0%	0%	80%	20%	0%	0%	82%	-	18%	0%	0%
QUALITE DES SOINS																					
Dans le service ambulatoire	84%	15%	0%	0%	83%	17%	0%	0%	84%	16%	0%	0%	81%	19%	0%	0%	83%	-	17%	0%	0%
Au bloc opératoire	87%	13%	0%	0%	85%	15%	0%	0%	85%	15%	0%	0%	83%	16%	0%	0%	85%	-	15%	0%	0%
En salle de réveil	85%	14%	1%	1%	84%	15%	0%	0%	84%	15%	0%	0%	81%	18%	1%	0%	84%	-	16%	1%	0%
Prise en charge de la douleur	83%	16%	0%	0%	82%	17%	1%	0%	81%	17%	1%	0%	81%	18%	1%	0%	82%	-	17%	1%	0%
QUALITE DE L'HOTELLERIE																					
Qualité des chambres et box	61%	34%	4%	4%	61%	35%	3%	1%	67%	29%	3%	0%	64%	31%	4%	1%	63%	-	32%	4%	1%
Propreté des sanitaires	70%	28%	1%	1%	69%	30%	1%	0%	74%	25%	1%	0%	70%	28%	2%	0%	71%	-	28%	1%	1%
Qualité de la collation	61%	34%	4%	4%	61%	35%	3%	1%	65%	31%	4%	1%	62%	32%	4%	1%	62%	-	33%	4%	2%
DELAIS D'ATTENTE																					
A l'accueil	65%	29%	5%	5%	65%	30%	4%	1%	67%	29%	4%	1%	63%	30%	5%	2%	65%	+	30%	4%	2%
Avant l'intervention	60%	30%	7%	7%	59%	32%	6%	2%	63%	30%	6%	1%	59%	30%	8%	3%	60%	-	31%	7%	3%
VOTRE SATISFACTION GENERALE SUR LA CLINIQUE																					
EN GENERAL	74%	25%	1%	1%	74%	25%	1%	0%	78%	21%	1%	0%	73%	26%	1%	0%	75%	-	24%	1%	0%
Recommanderiez-vous la clinique?	99%	1%			99%	1%			99%	1%			99%	1%			99%	-	1%		
Légende :	😊😊 Très satisfaisant				😊 Satisfaisant				😞 Peu satisfaisant				😞😞 Pas du tout satisfaisant								