



Centro Specialistico Ortopedico Traumatologico
Gaetano Pini-CTO



Regione
Lombardia

ASST Gaetano Pini

Sistema Socio-Sanitario

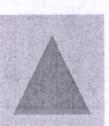
Customer Satisfaction 2017

ASST Gaetano Pini - CTO

Presentazione risultati

DATI GENERALI

QUESTIONARI COMPILATI: 2232

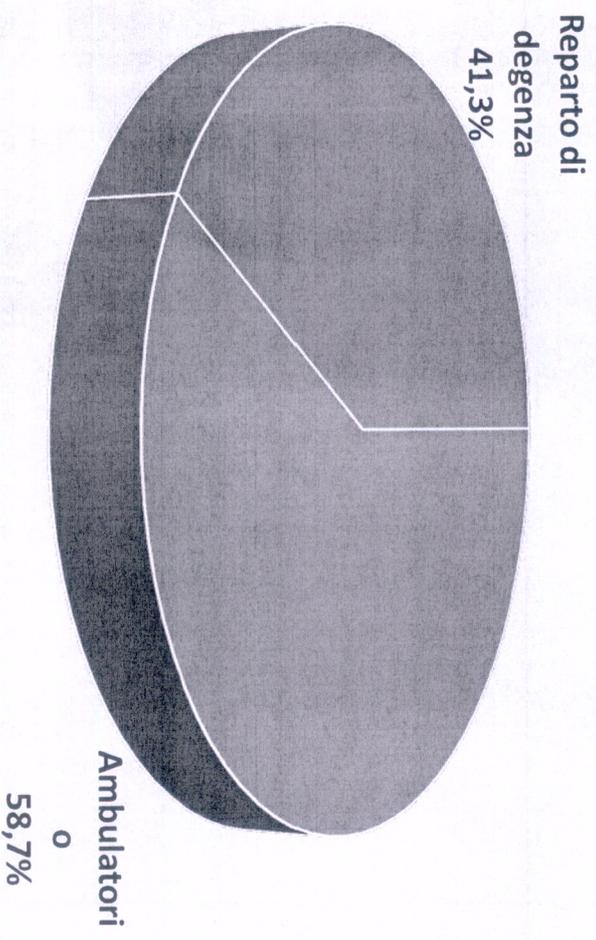
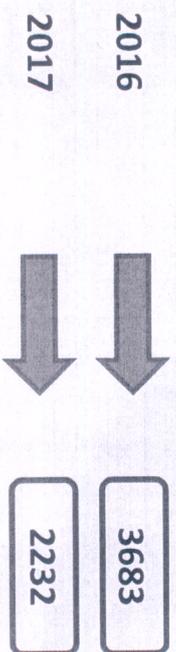


Numerosità richiesta dalla regione vs questionari raccolti

	Richiesti dalla regione	Raccolti
AMBULATORI	1300	1310
DEGENZE	872	922
Totale	2172	2232

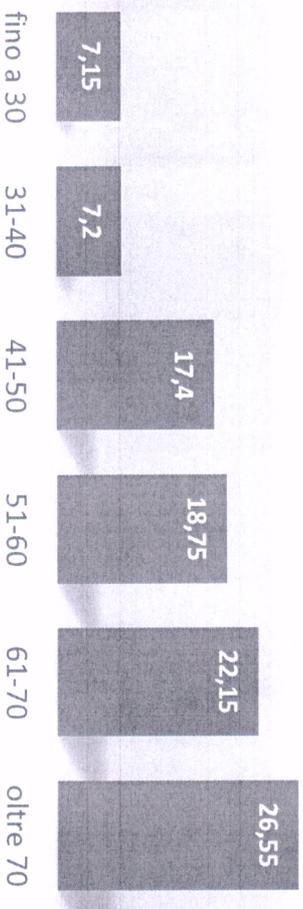
Il Campione 2017

Totale rilevazioni

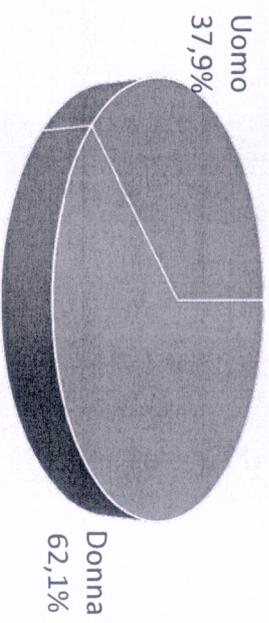


Anagrafica dati generali rispondenti

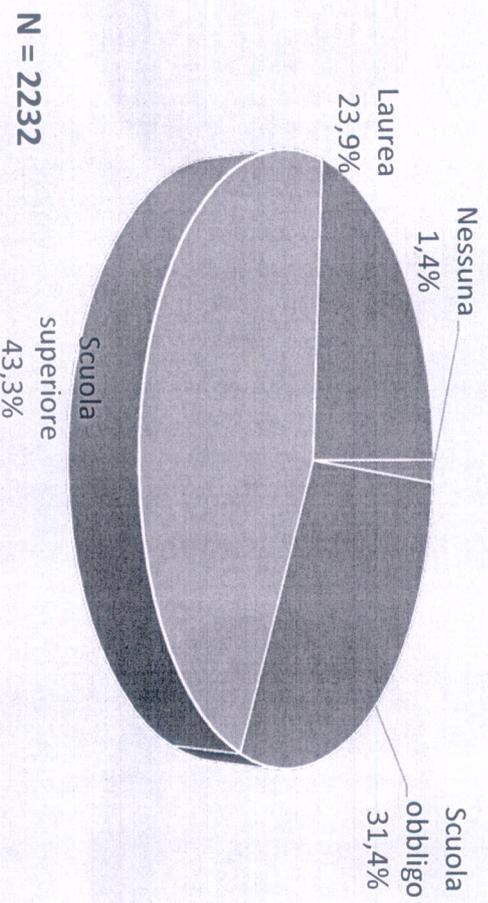
% Età



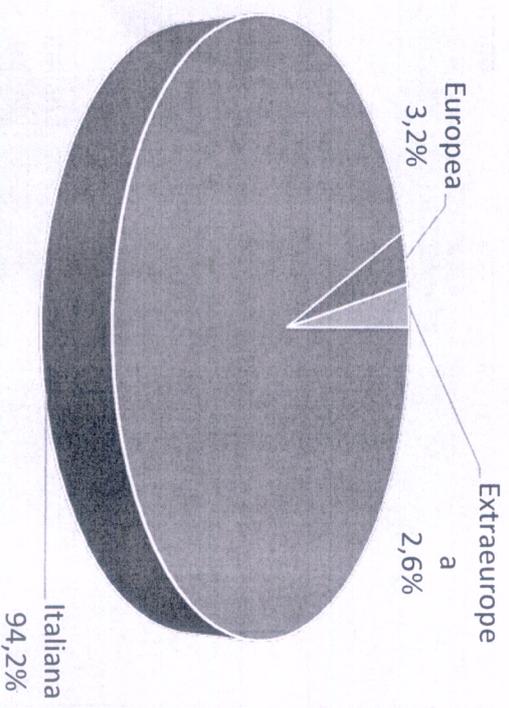
Sesso



Scolarità



Nazionalità



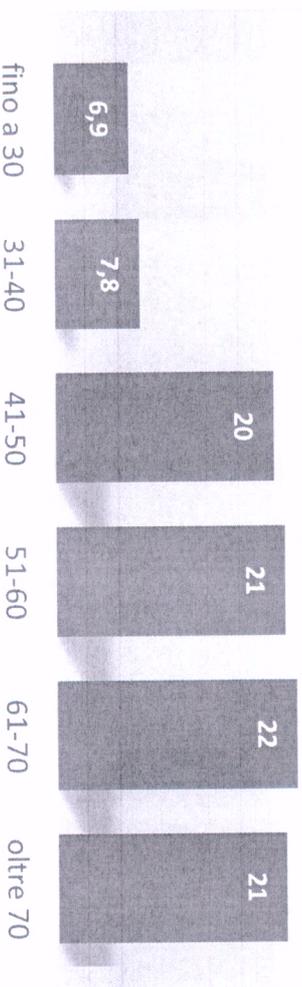
PRESTAZIONI AMBULATORIALI

QUESTIONARI COMPILATI: 1310

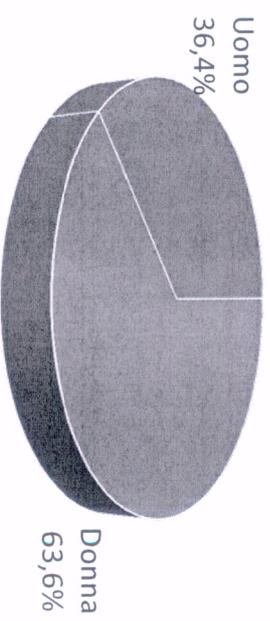


Anagrafica

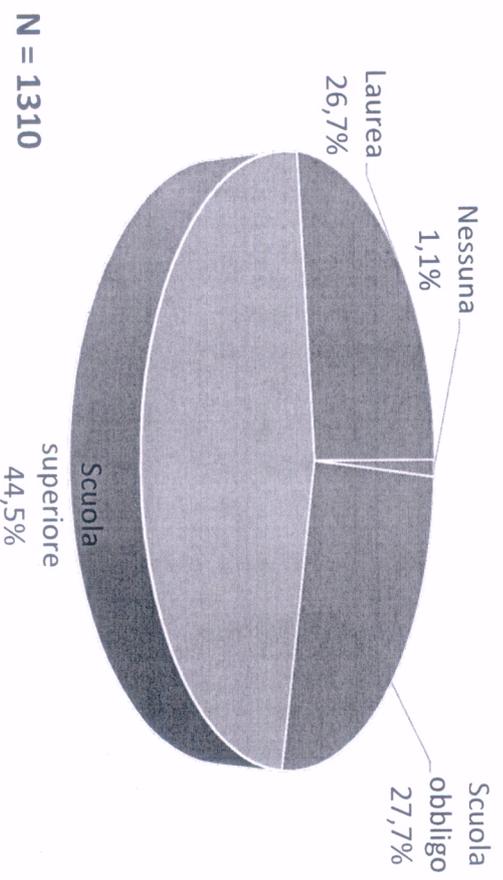
% Età



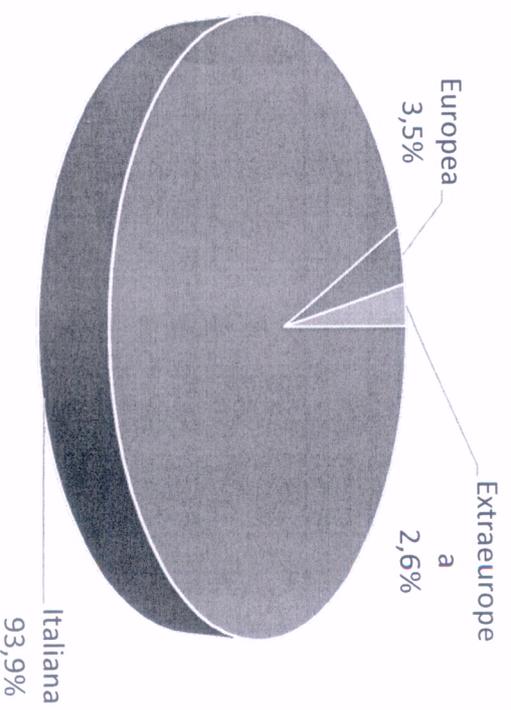
Sesso



Scolarità

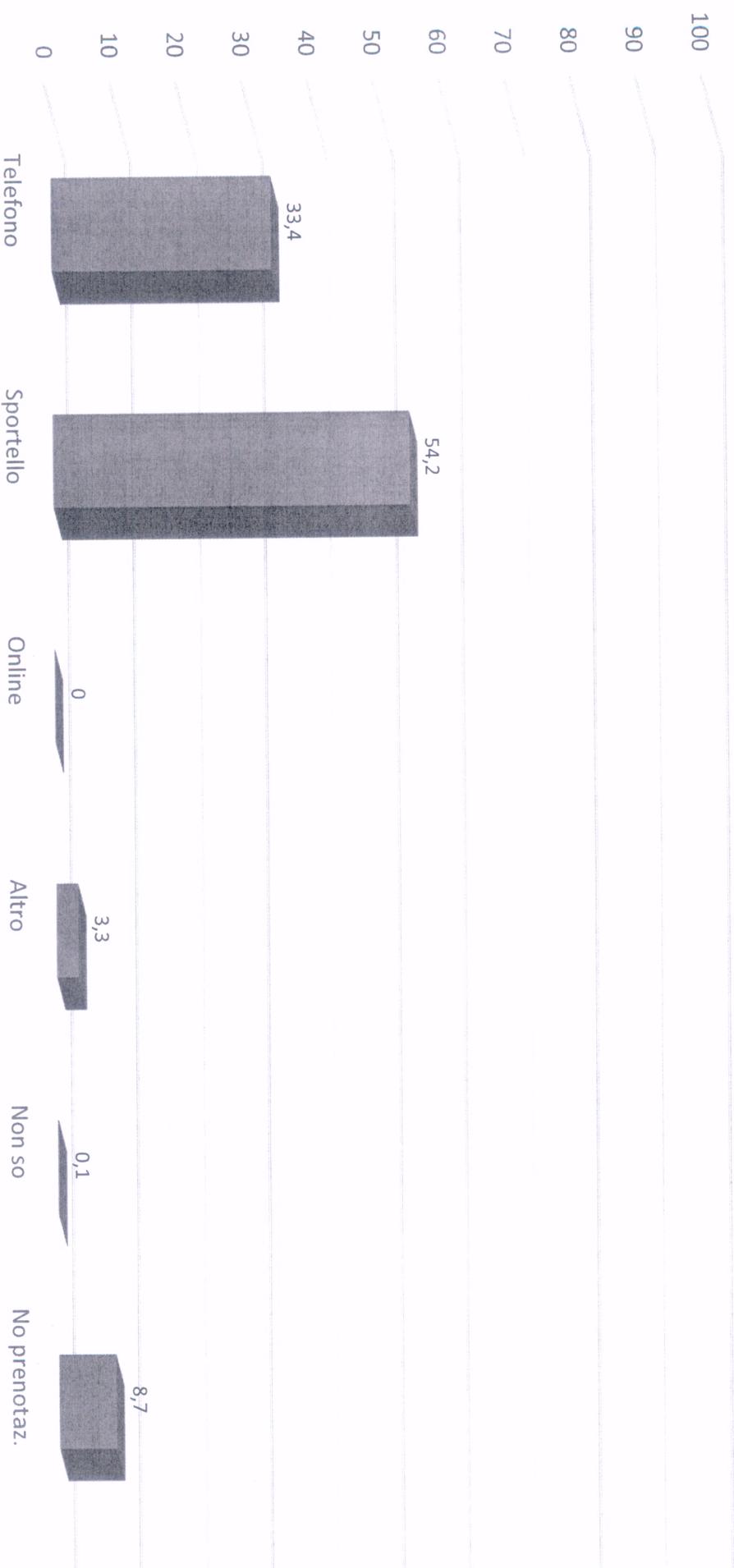


Nazionalità



Prenotazione

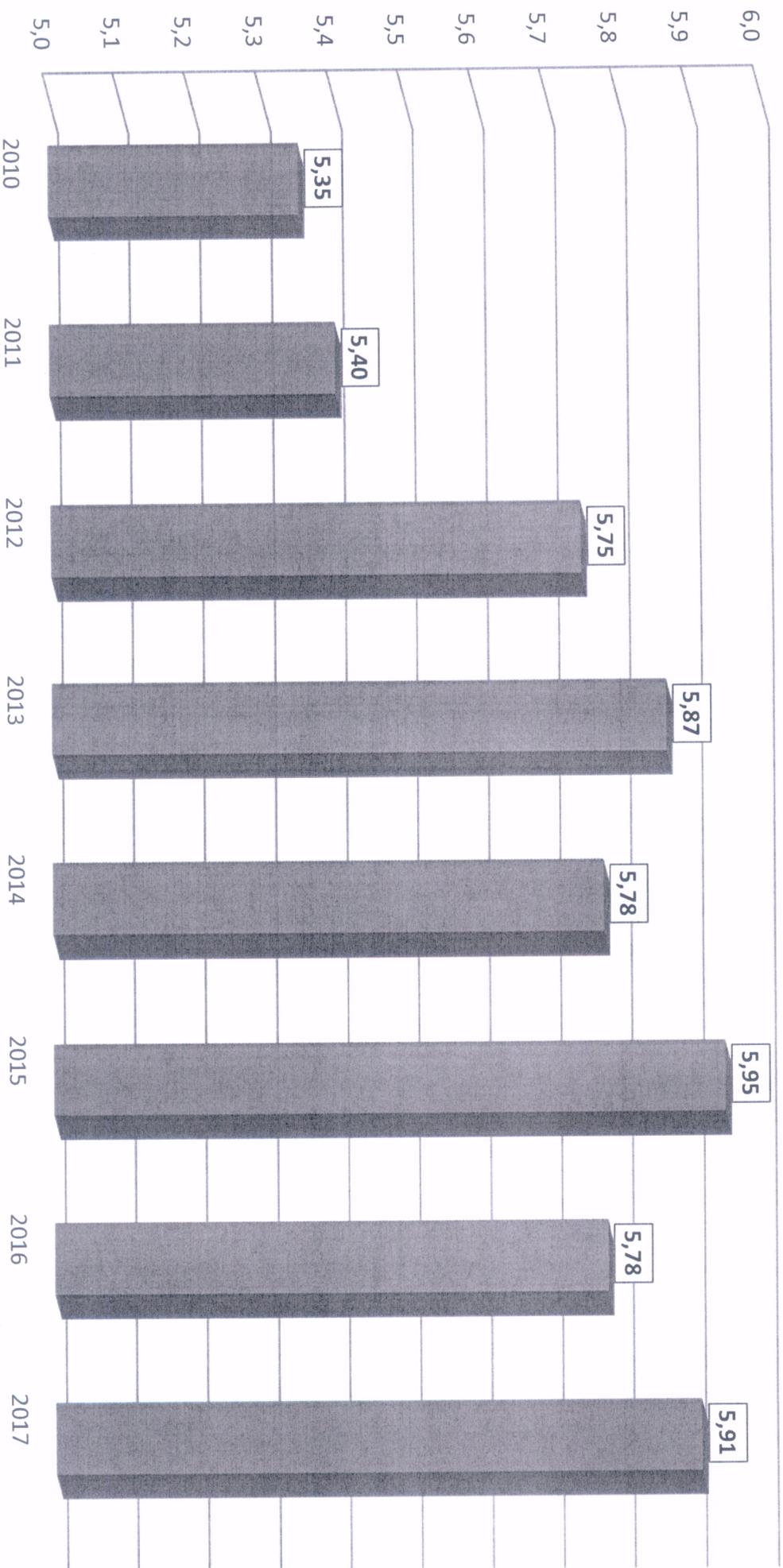
Tipo prenotazione



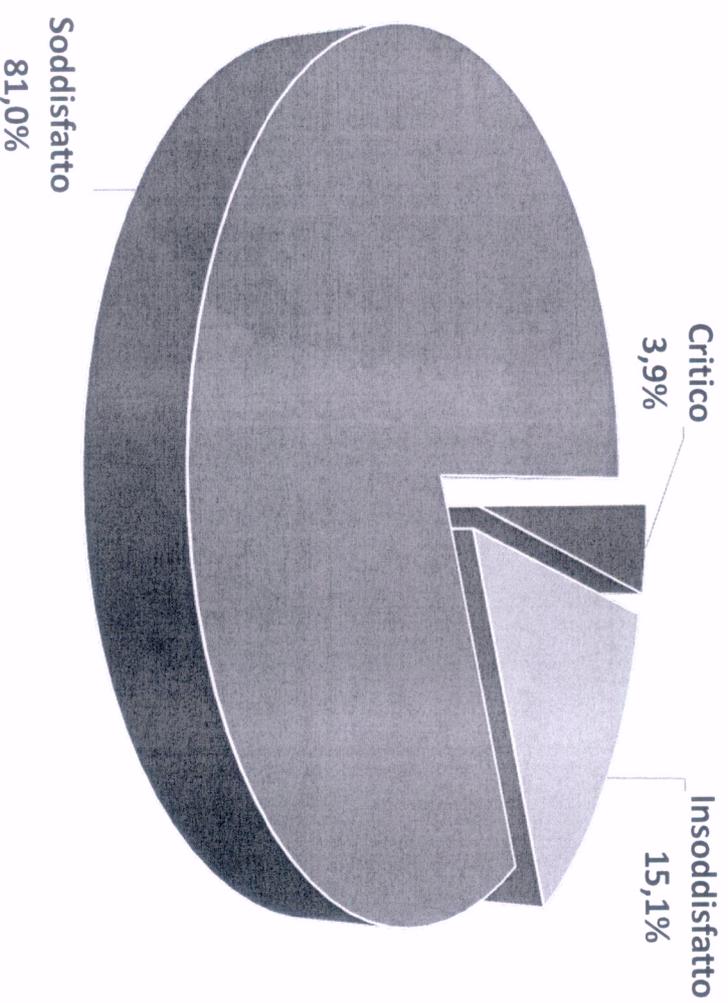
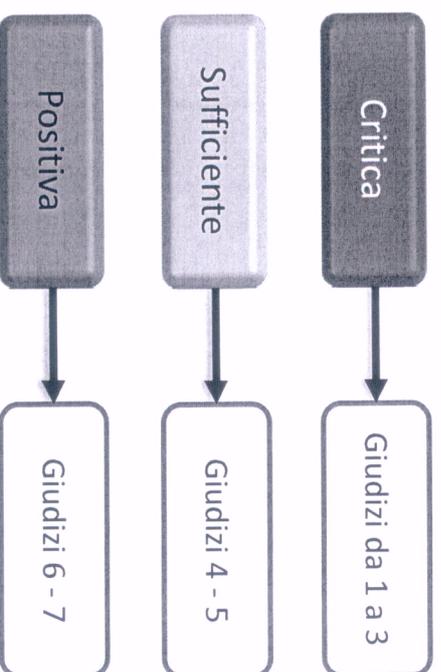
N = 1310

Ambulatorio: confronto temporale

Indice di soddisfazione

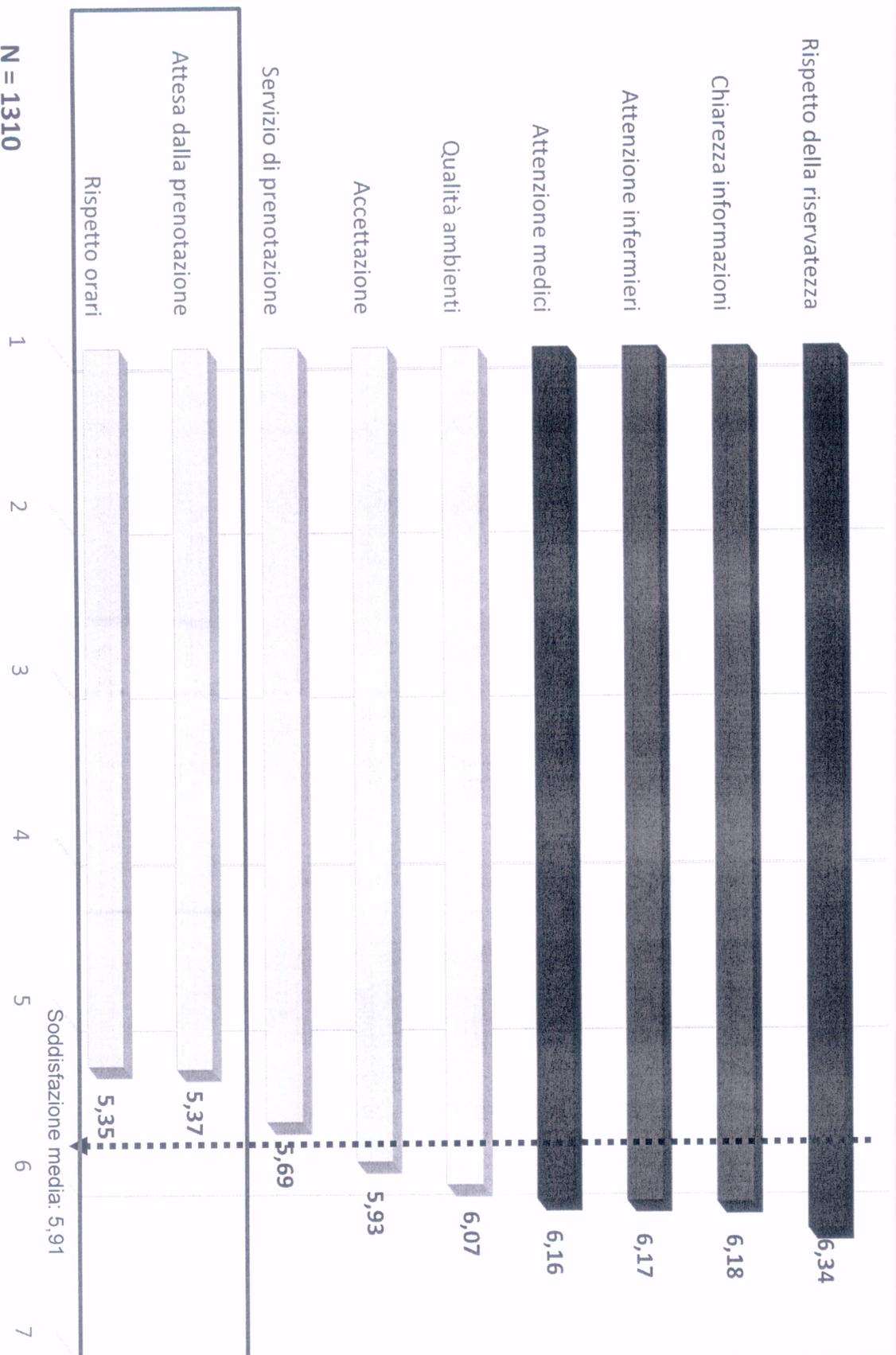


Ambulatori: soddisfazione complessiva

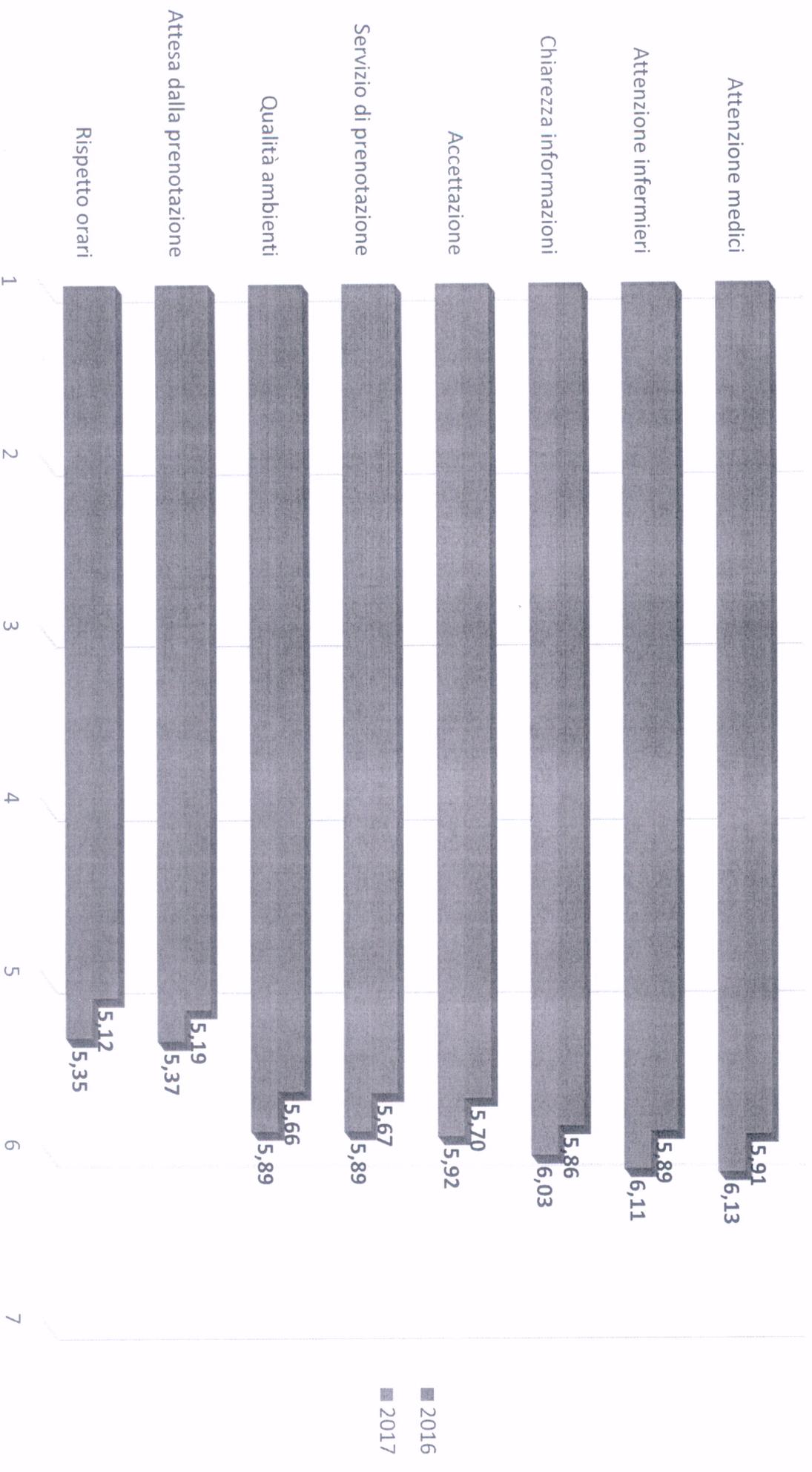


N = 1310

Prestazioni ambulatoriali: soddisfazione singoli elementi del servizio



Ambulatorio: soddisfazione per i singoli elementi del servizio - confronto temporale



N = 1310

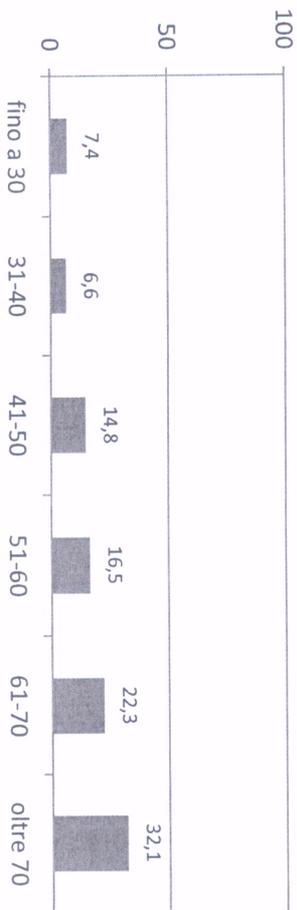
REPARTI DI DEGENZA

QUESTIONARI COMPILATI: 960

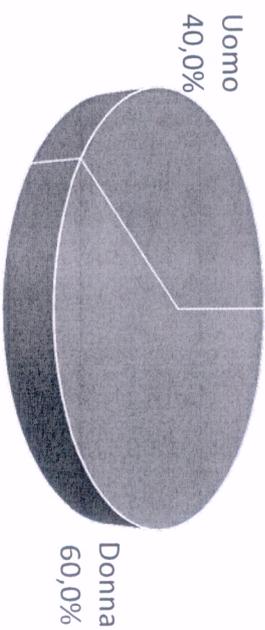


Anagrafica

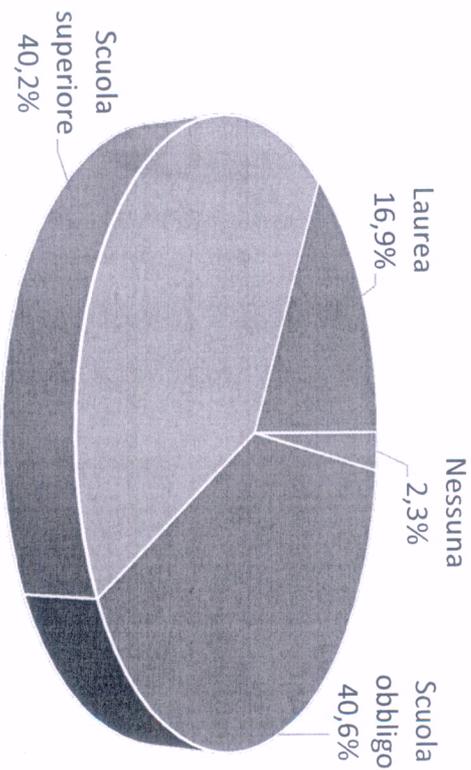
Età (%)



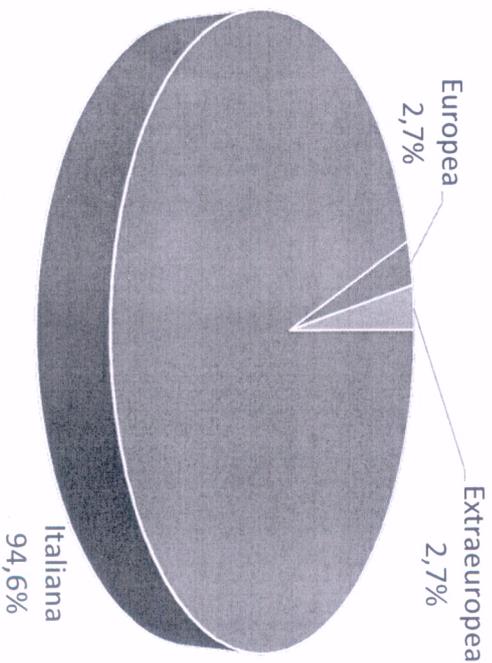
Sesso



Scolarità

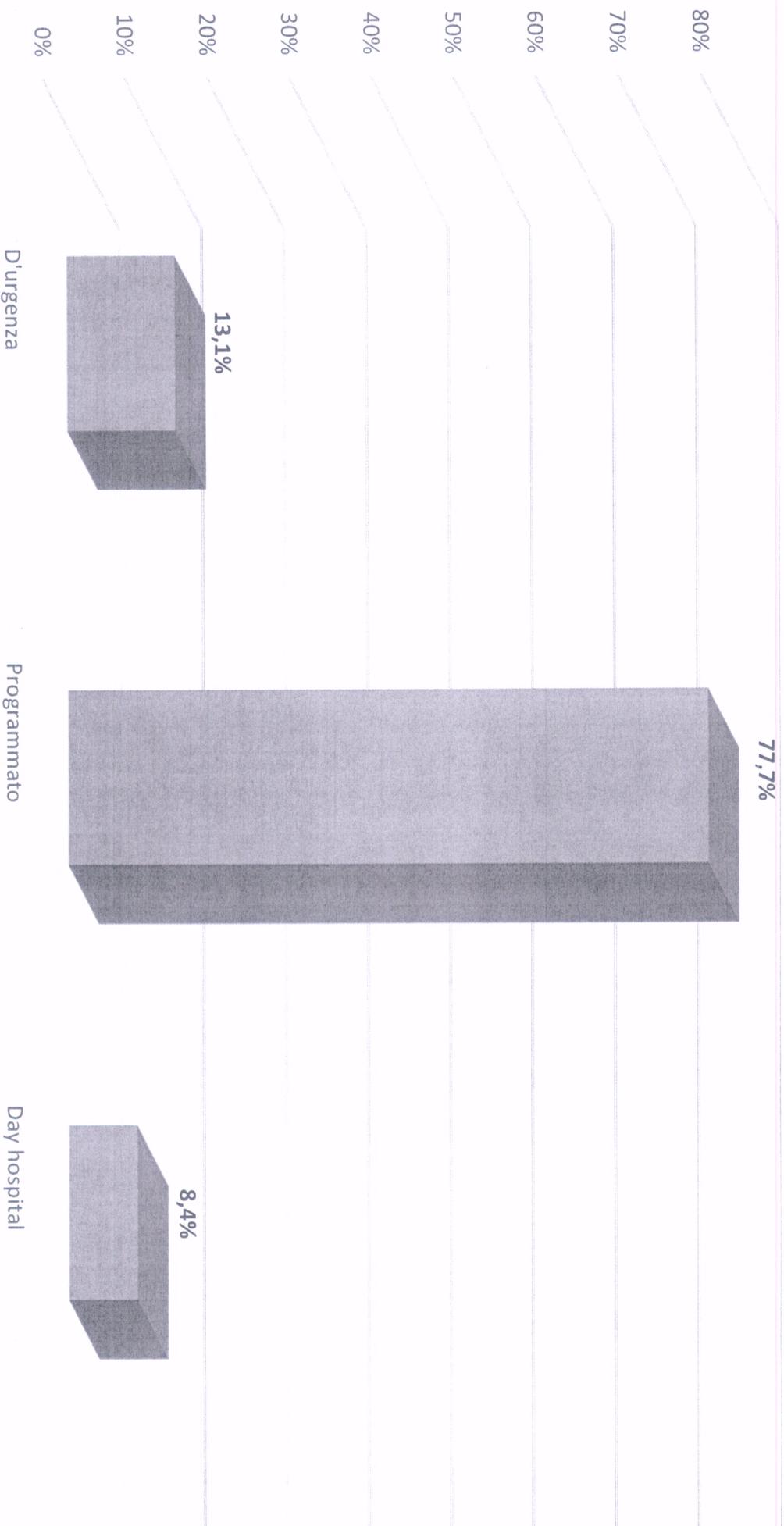


Nazionalità



N = 960

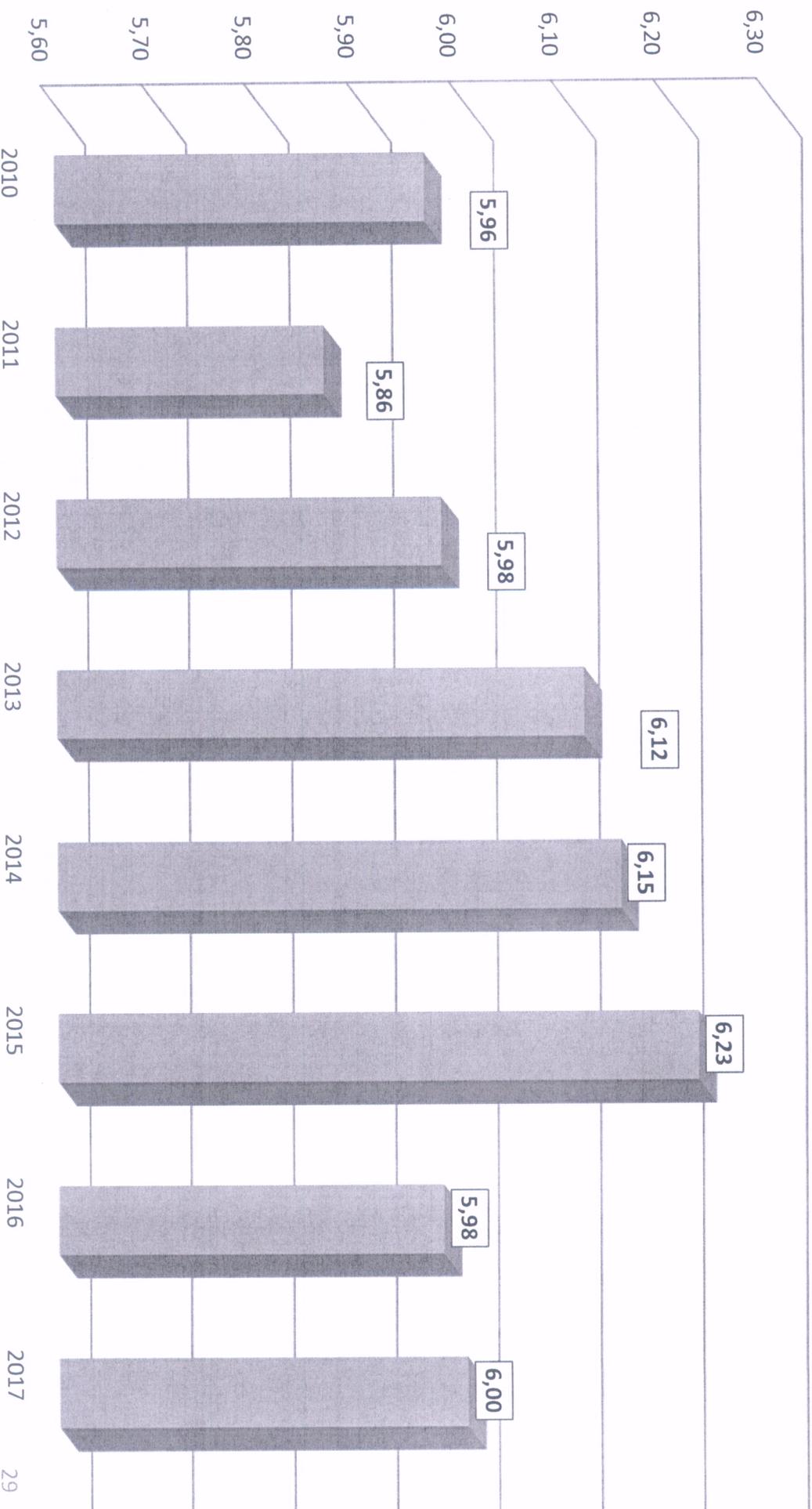
Degenza: tipologia di ricovero



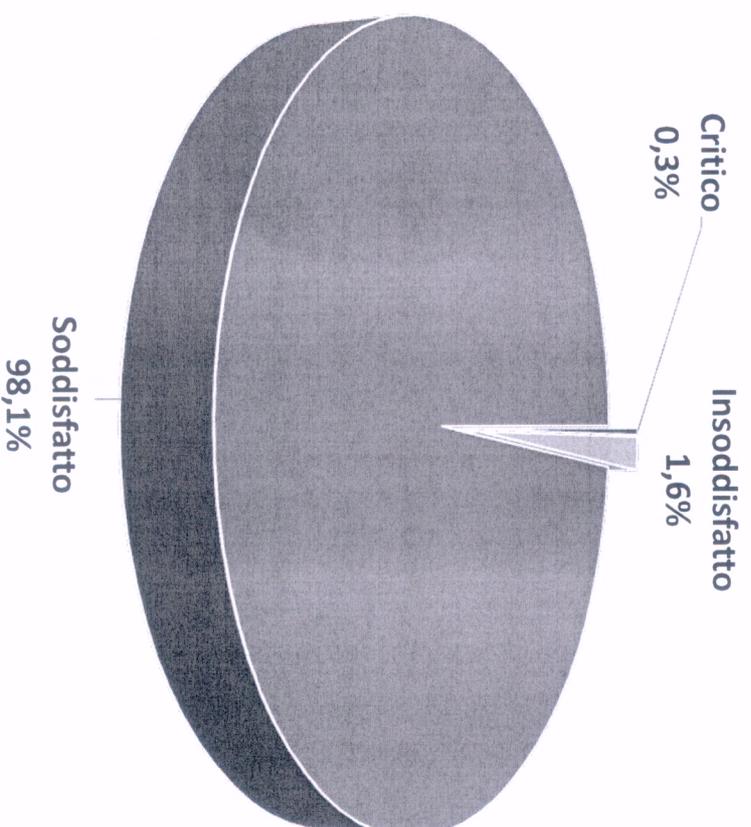
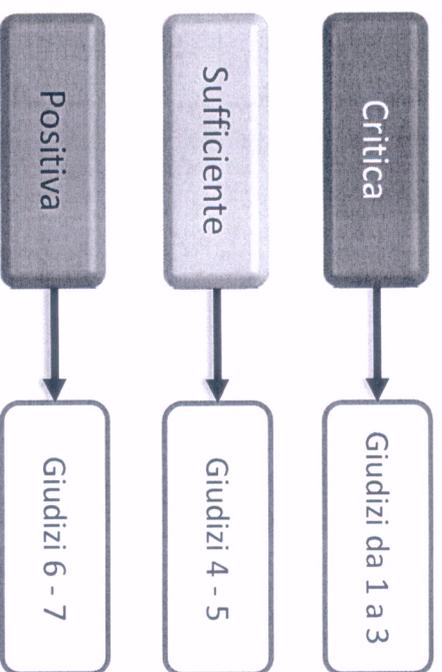
N = 960

Degenza: confronto temporale

Indice di soddisfazione

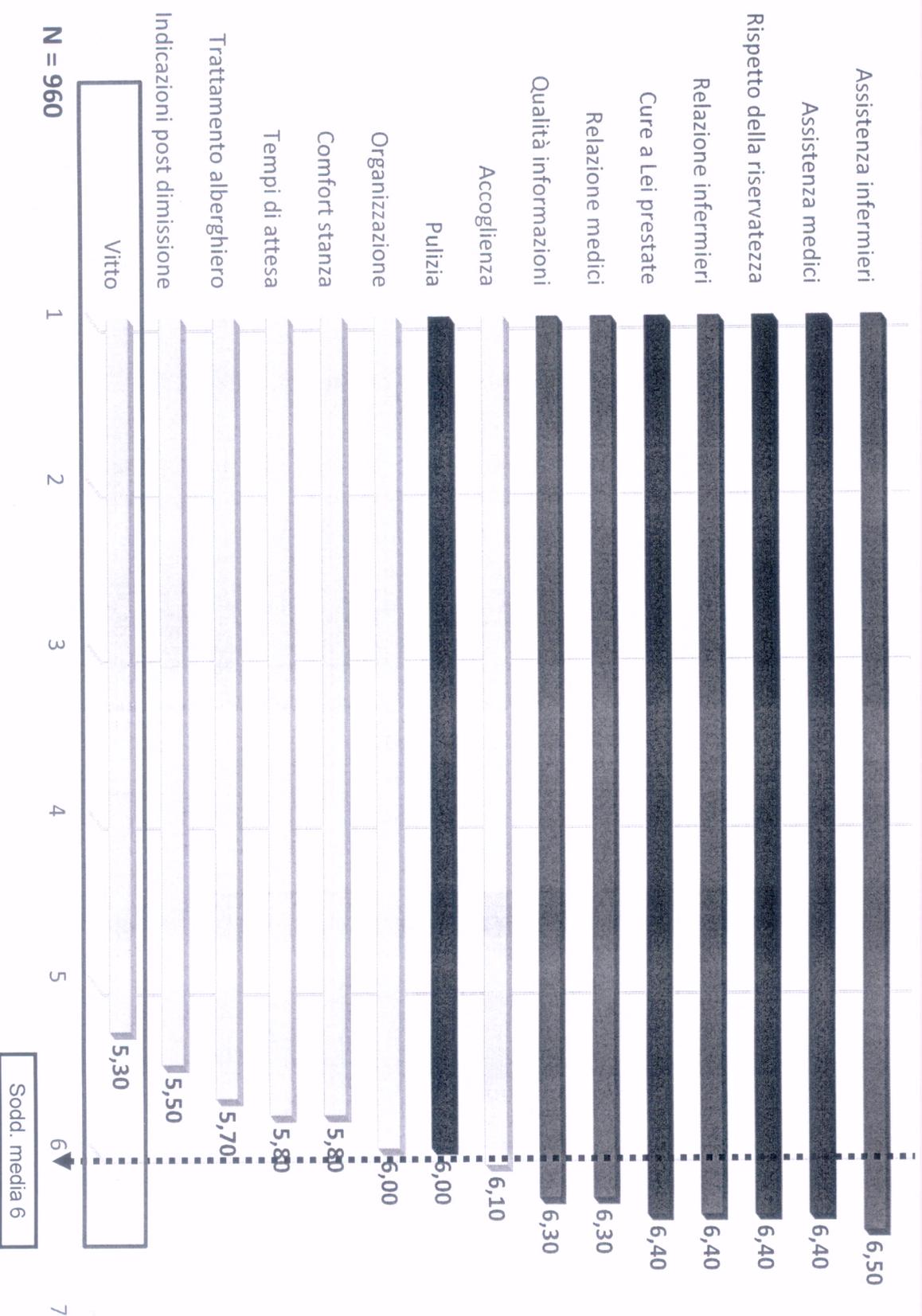


Soddisfazione complessiva



2017 = 960

Degenza: soddisfazione per i singoli elementi del servizio

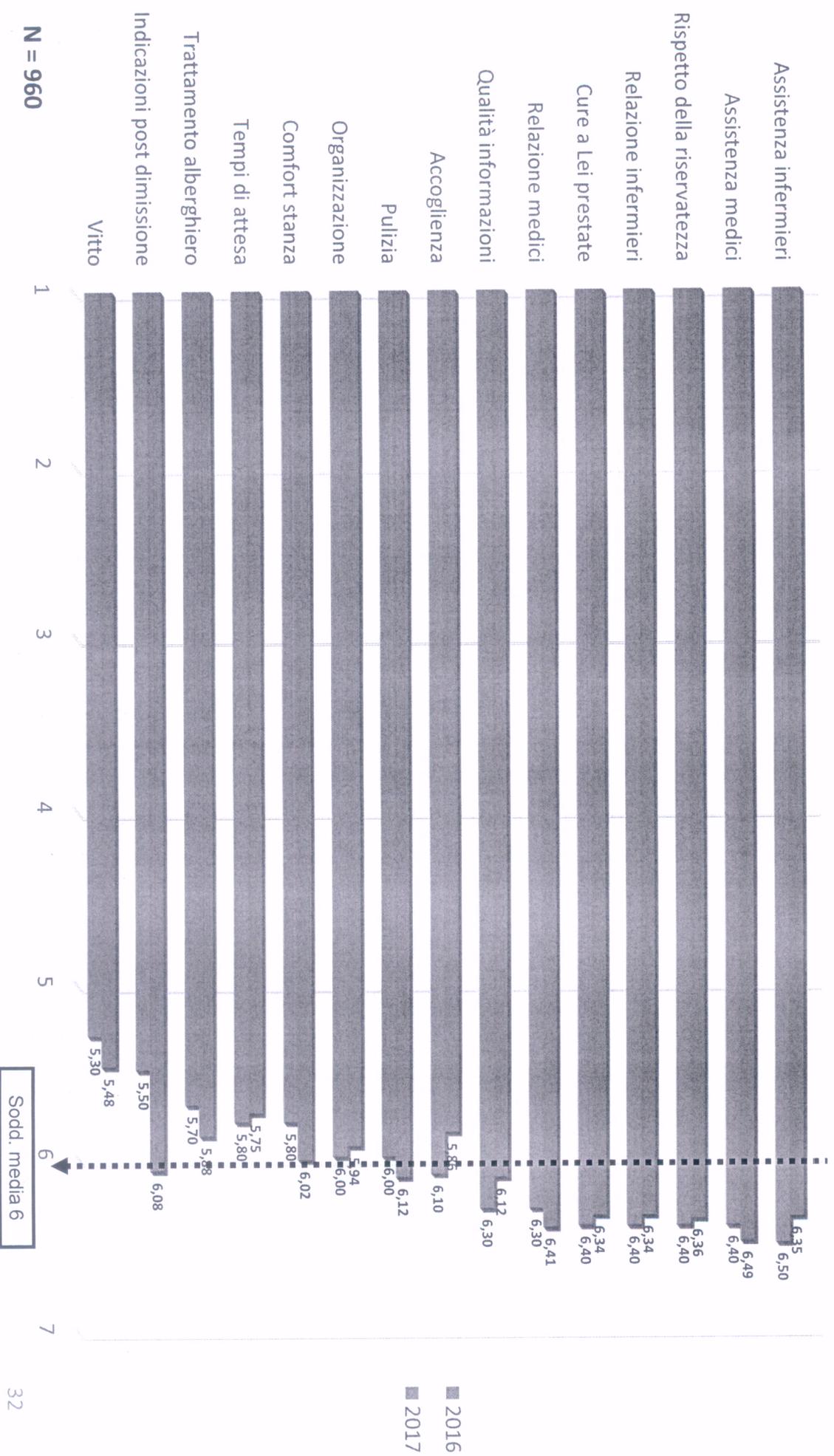


Area cura e assistenza
6.32

Area relazione e informazione
6.37

Struttura e organizzazione
5.76

Degenza: soddisfazione per i singoli elementi del servizio - confronto temporale



Degenze: totale rilevazioni

Presidio	Reperto	2017	2016
CTO	Cardiologia Riabilitativa	26	34
CTO	Degenza Breve	45	56
CTO	Medicina Riabilitativa	19	22
CTO	Medullolesi	17	20
CTO	Centro Parkinson	19	22
CTO	3 ^a DIVISIONE	60	62
CTO	Ortopedia Traumatologia per la chirurgia della mano	55	64
Isocrate	FISIATRIA 2A	15	36
Isocrate	FISIATRIA 2B	13	36
Isocrate	FISIATRIA 3A	40	36
Isocrate	FISIATRIA 3B	40	36
Pini	1 ^a DIVISIONE	31	52
Pini	2 ^a DIVISIONE	56	76
Pini	3 ^a DIVISIONE	55	86
Pini	4 ^a DIVISIONE	35	42
Pini	Chirurgia Artrite Reumatoid (CAR)	53	48
Pini	Chirurgia Ortopedica Riparativa	52	65
Pini	Ort. Traumat. Patologie Colonna Vertebrale	55	64
Pini	Ortopedia Traumatologia Correttiva	25	43
Pini	Ortopedia Traumatologia Day Surgery	20	26
Pini	Ortopedia Traumatologia Oncologica	44	48
Pini	Ortopedia Traumatologia per la chirurgia della mano	45	52
Pini	Reumatologia	55	79
Pini	Santa Sofia	10	26
Pini	Traumatologia Sportiva	31	37
Totale		960	1240