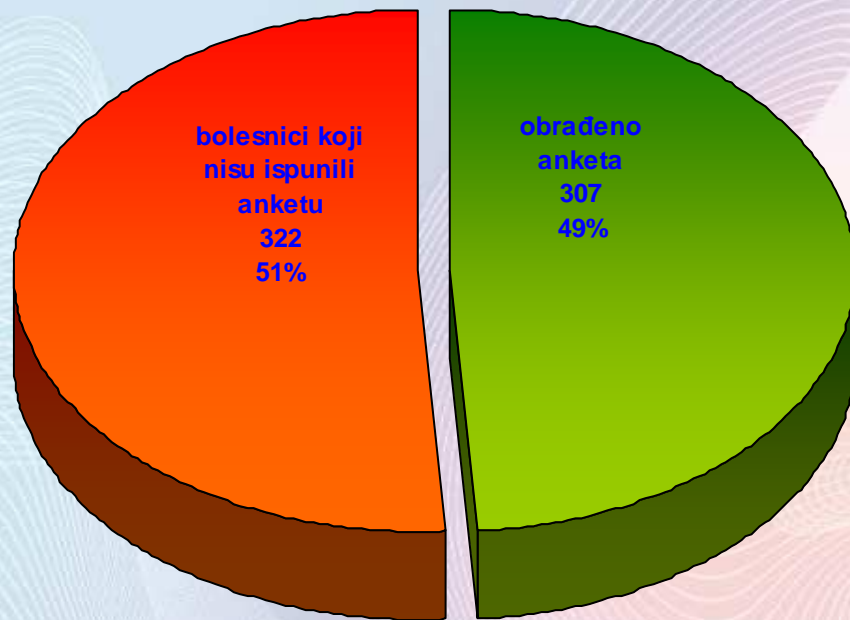


Analiza ankete o zadovoljstvu bolesnika 17.-30.10.2011



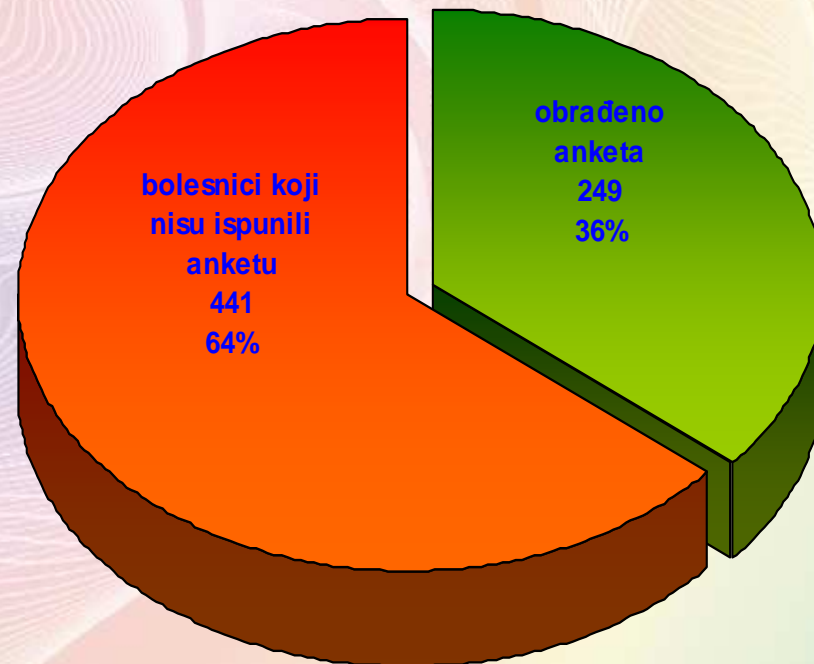
Jedinica za osiguranje i unapređenje kvalitete
Zdravstvene zaštite

18. – 30.10.2011.

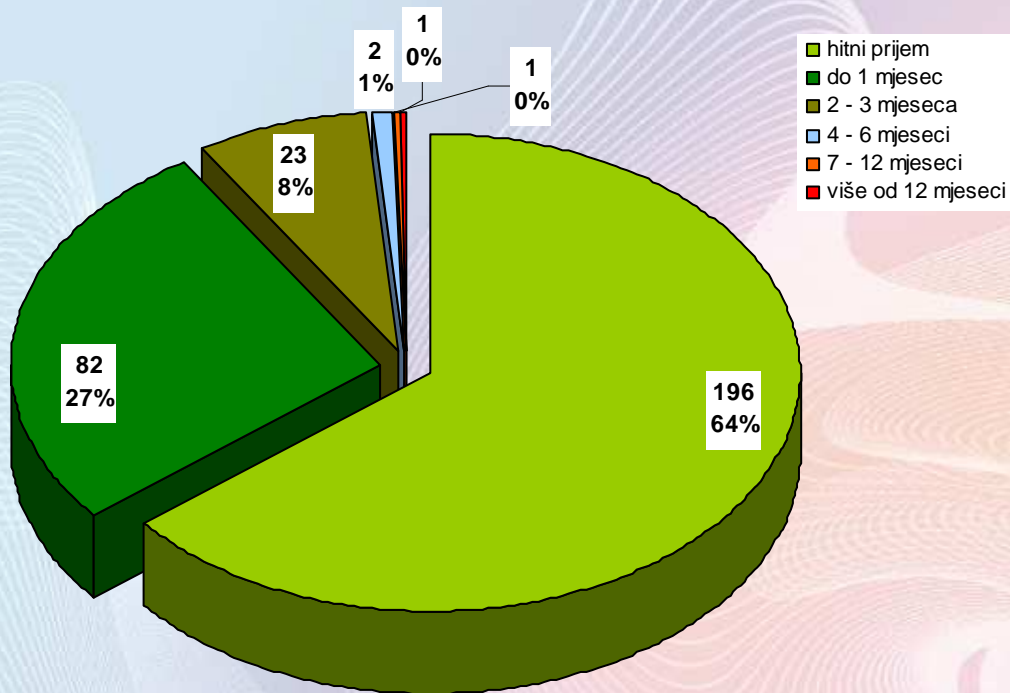


- primljeno pacijenata - 629
- obrađeno anketa - 307
- bolesnici koji nisu ispunili anketu - 322

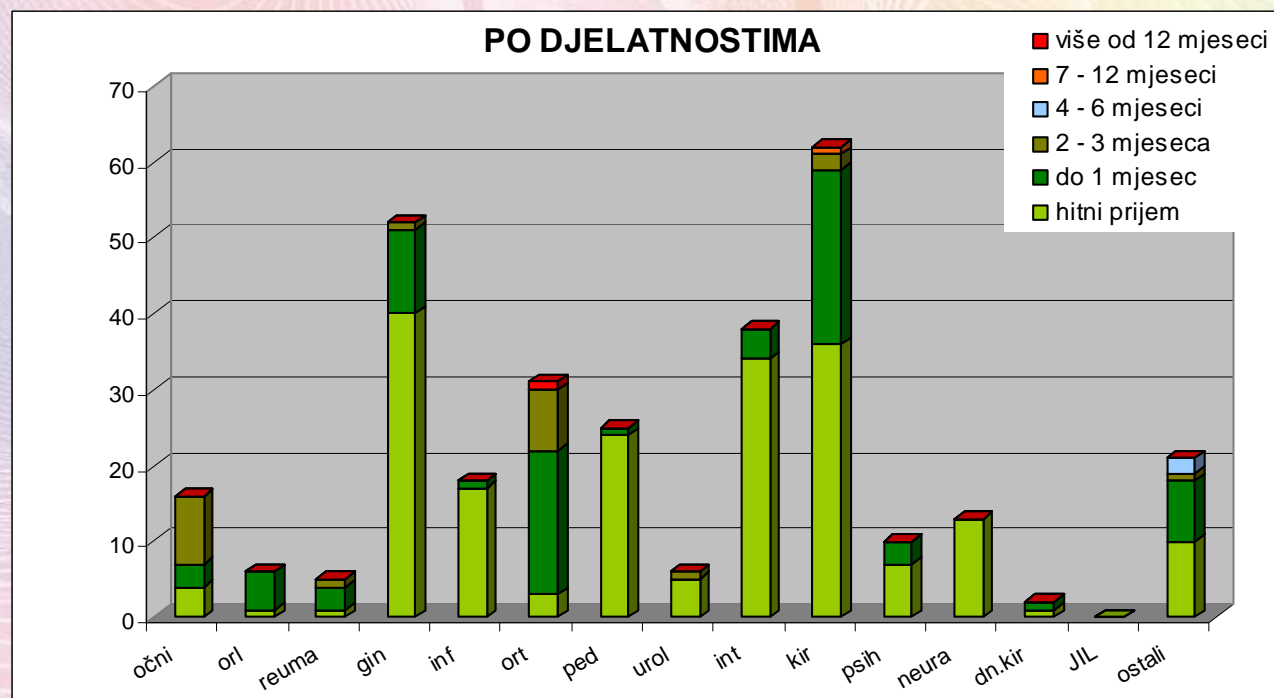
28.03 – 10.04.2011.



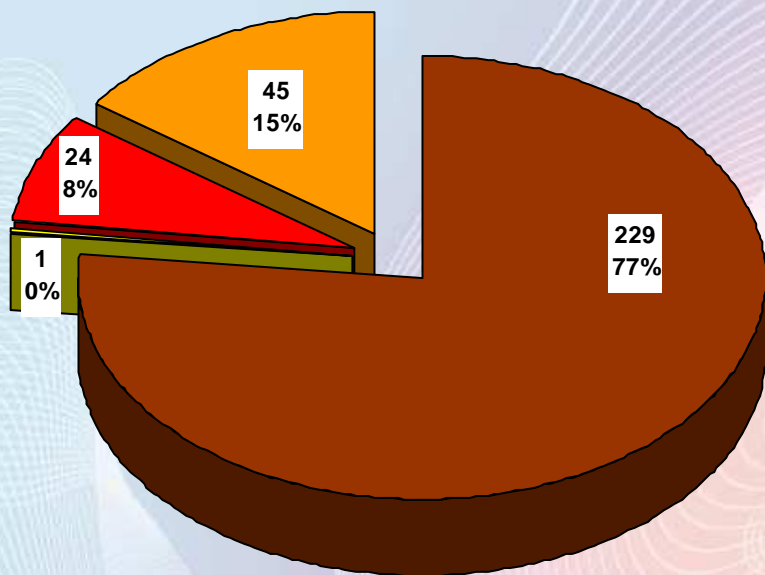
- primljeno pacijenata - 685
- obrađeno anketa - 249
- bolesnici koji nisu ispunili anketu - 441



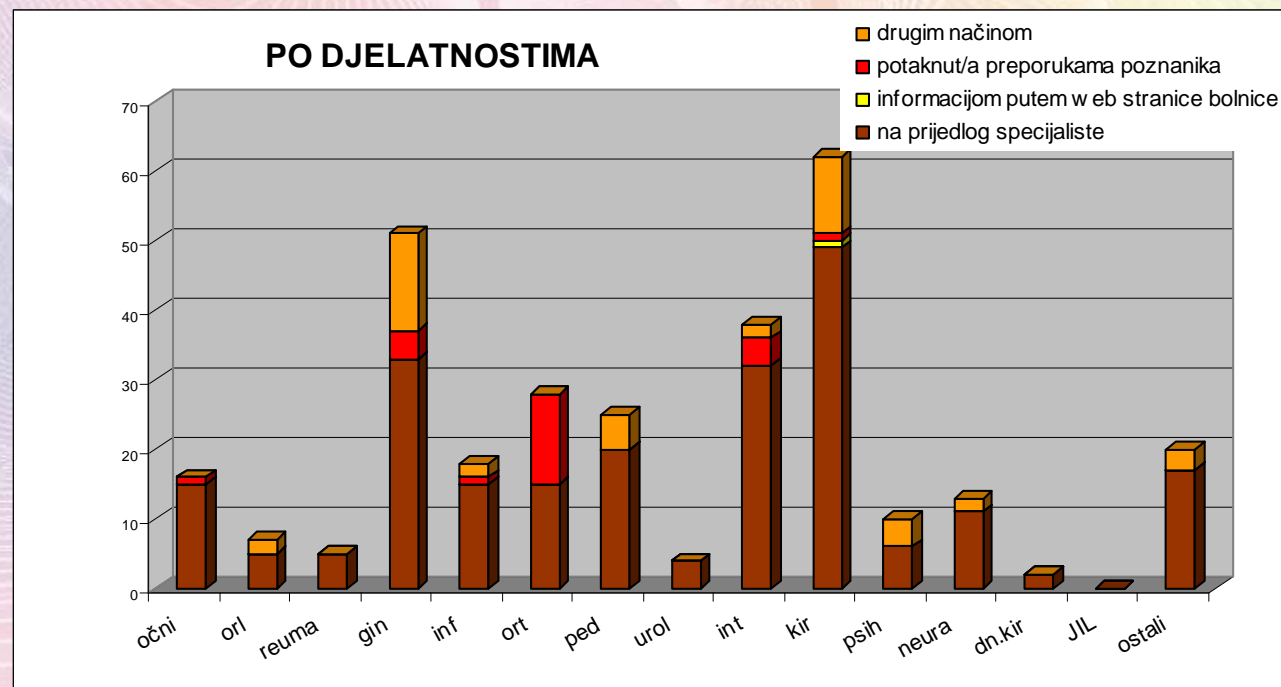
1. Na prijem u
bolnicu
čeka/la sam
N= 305

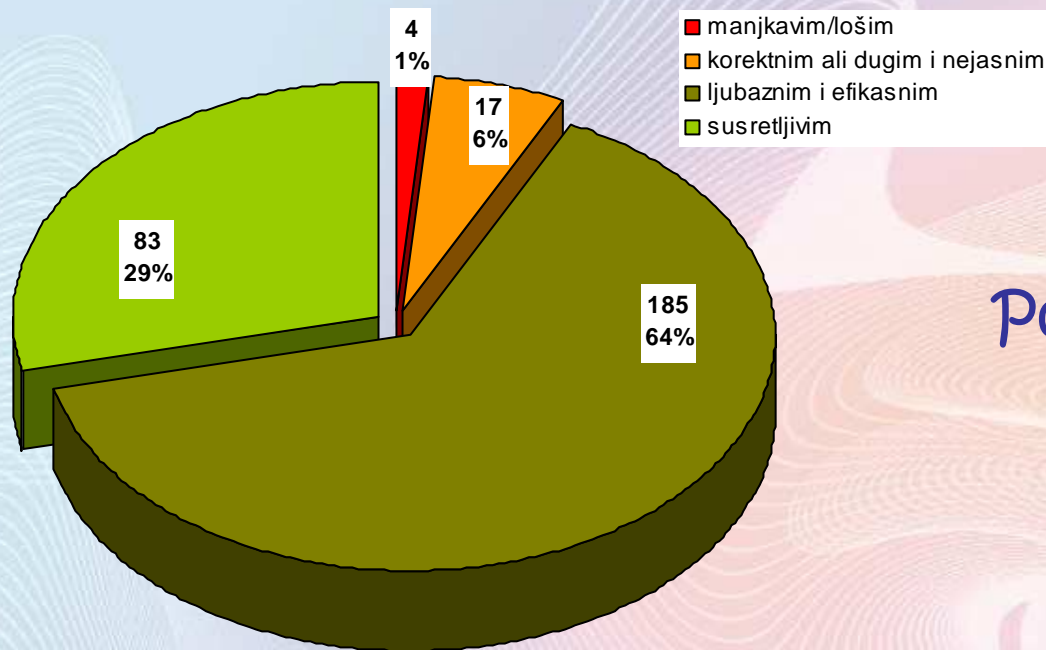


2. Za liječenje u bolnici sam se odlučio/la N=299

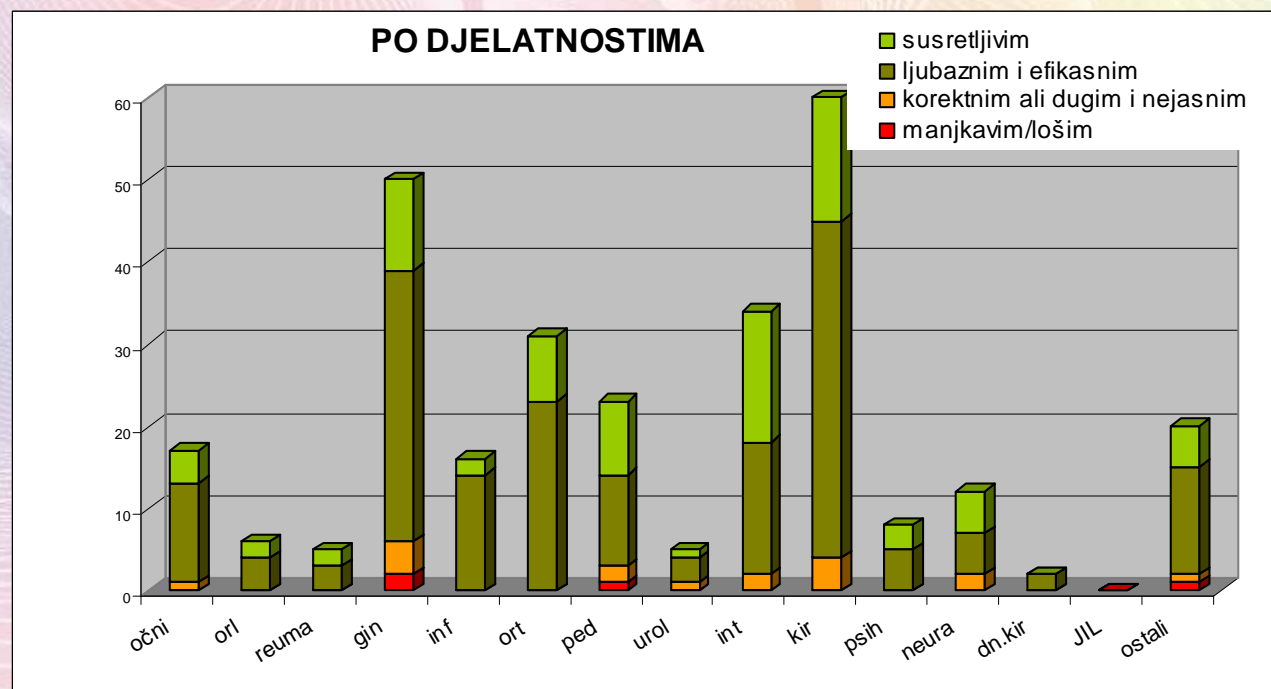


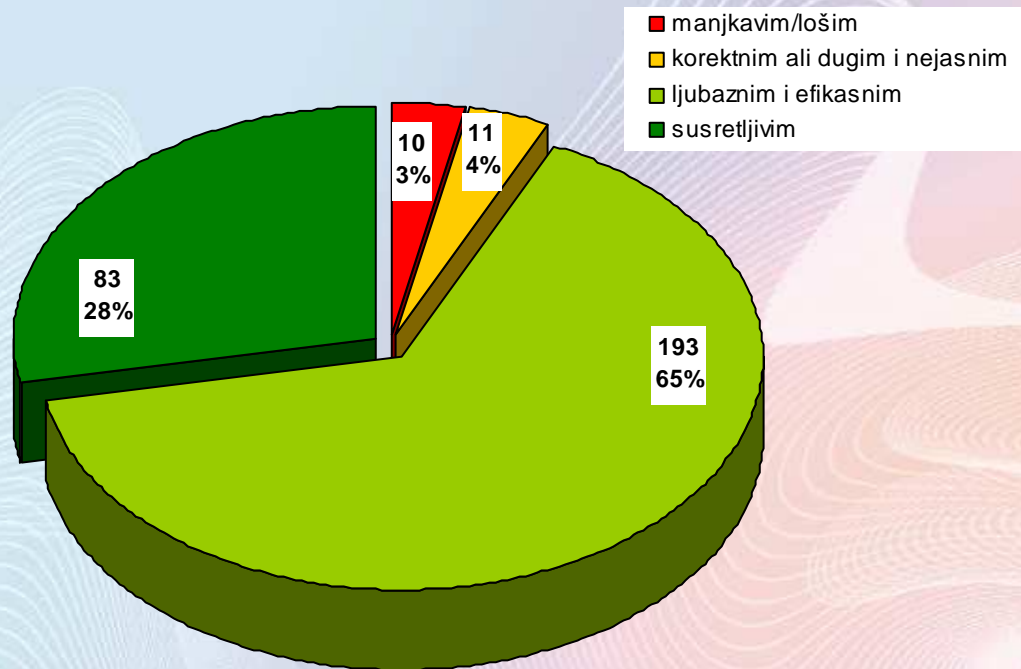
■ na prijedlog specijaliste ■ informacijom putem web stranice bolnice
■ potaknut/a preporukama poznanika ■ drugim načinom



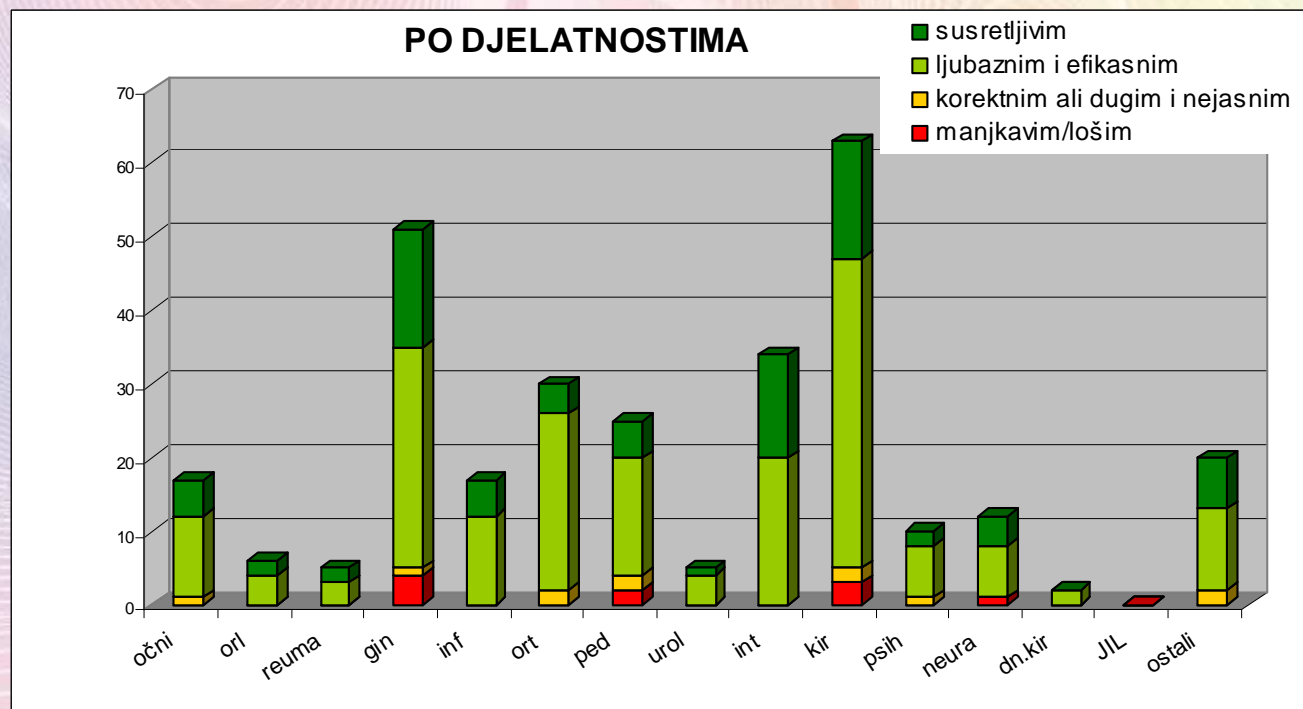


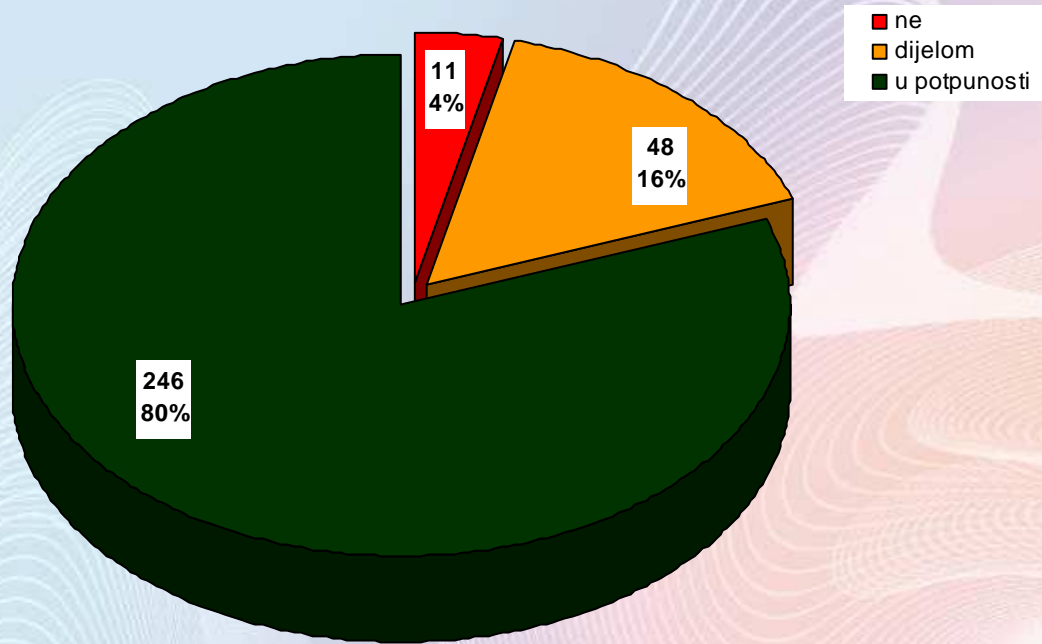
3. Kako ocjenjujete Postupak vašeg naručivanja na bolničko liječenje i prijem u bolnicu? N= 289



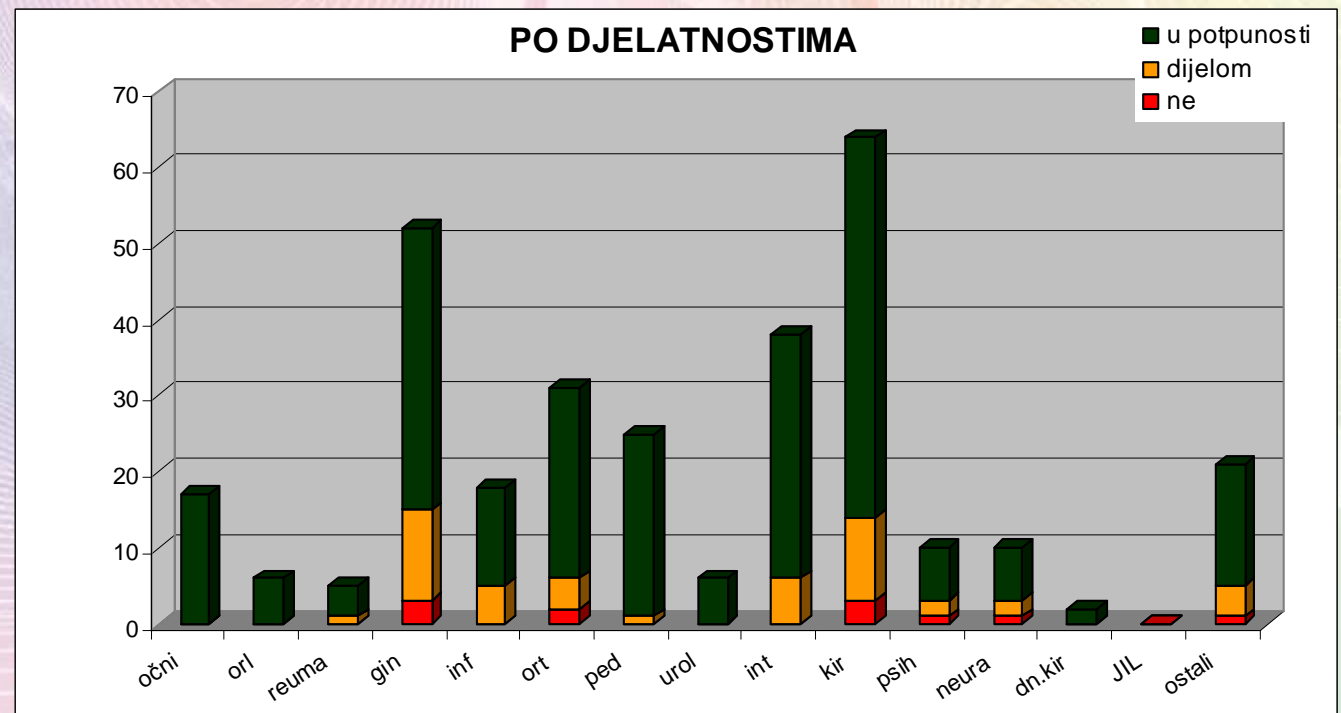


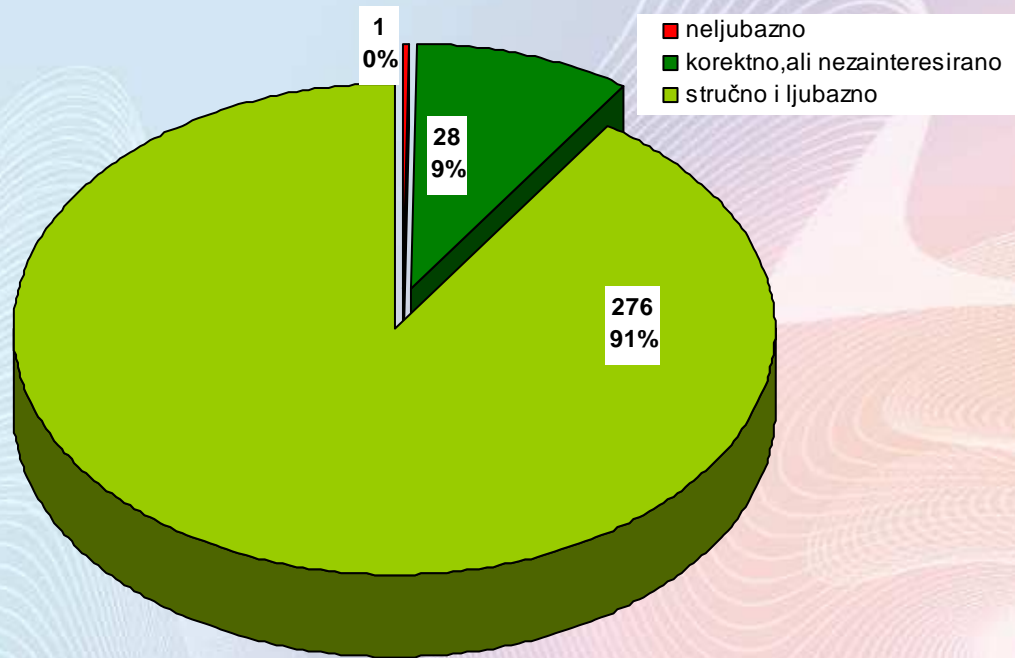
4. Kako ocjenjujete postupak smještanja i upoznavanja s pravilima bolnice i vašim pravima? N=297



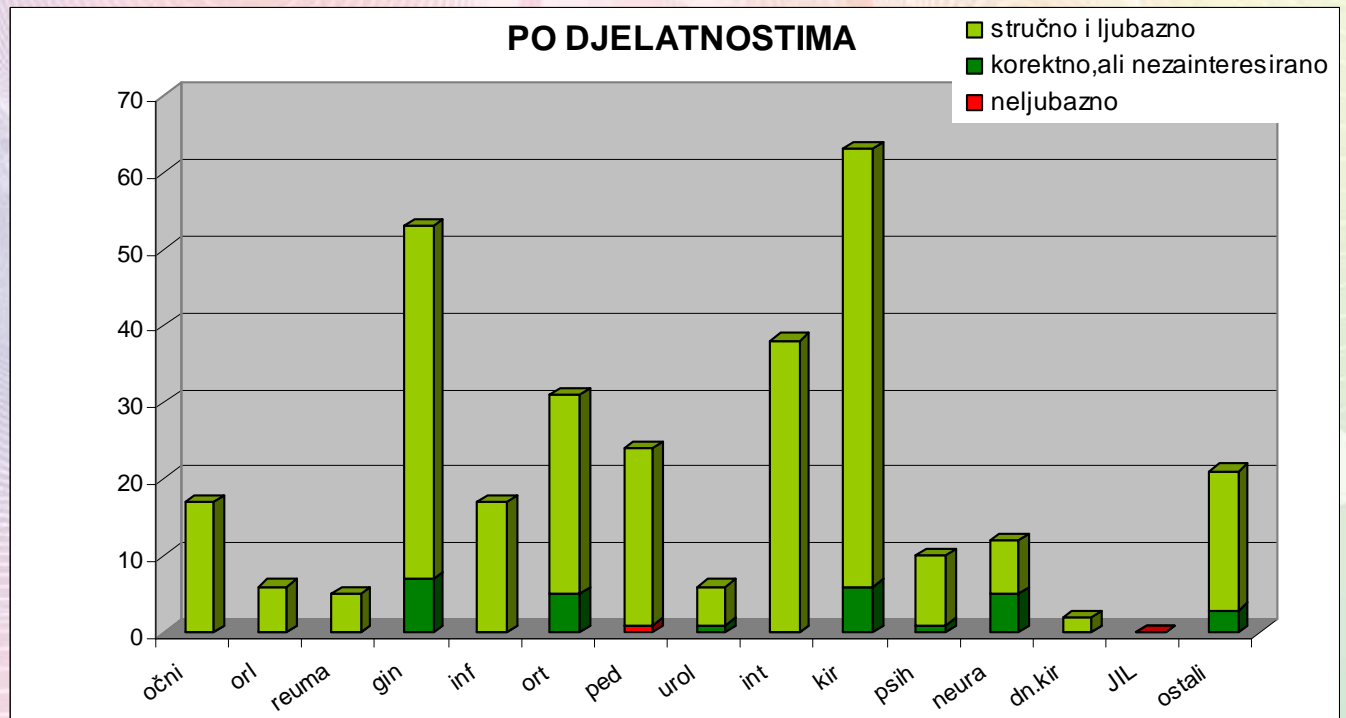


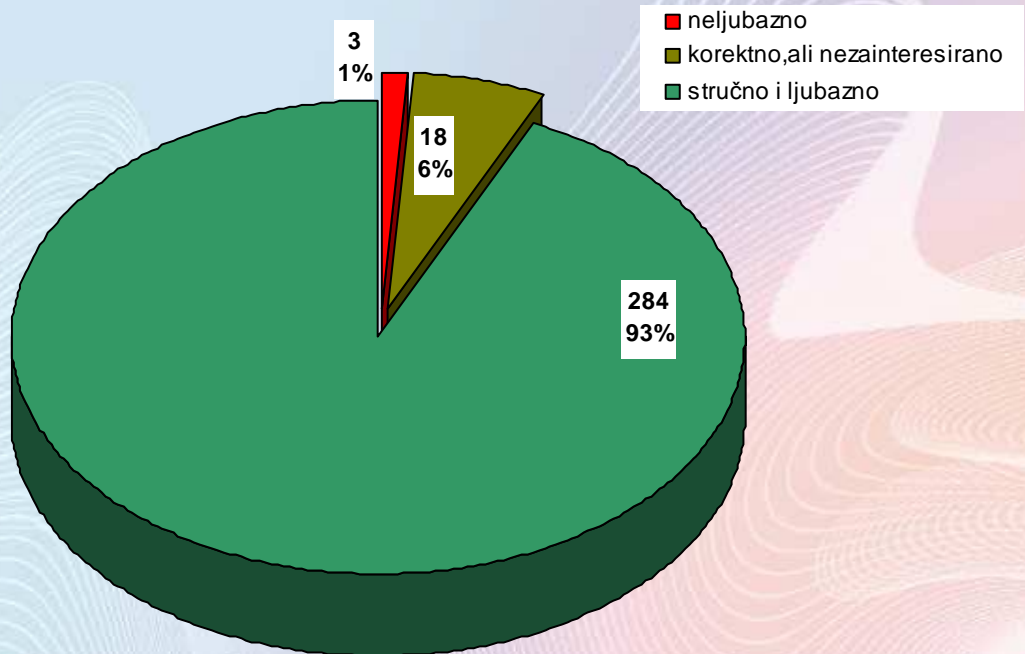
5. Da li vas je po prijemu odjelni liječnik upoznao s detaljima predstojećeg medicinskog postupka?
N= 305



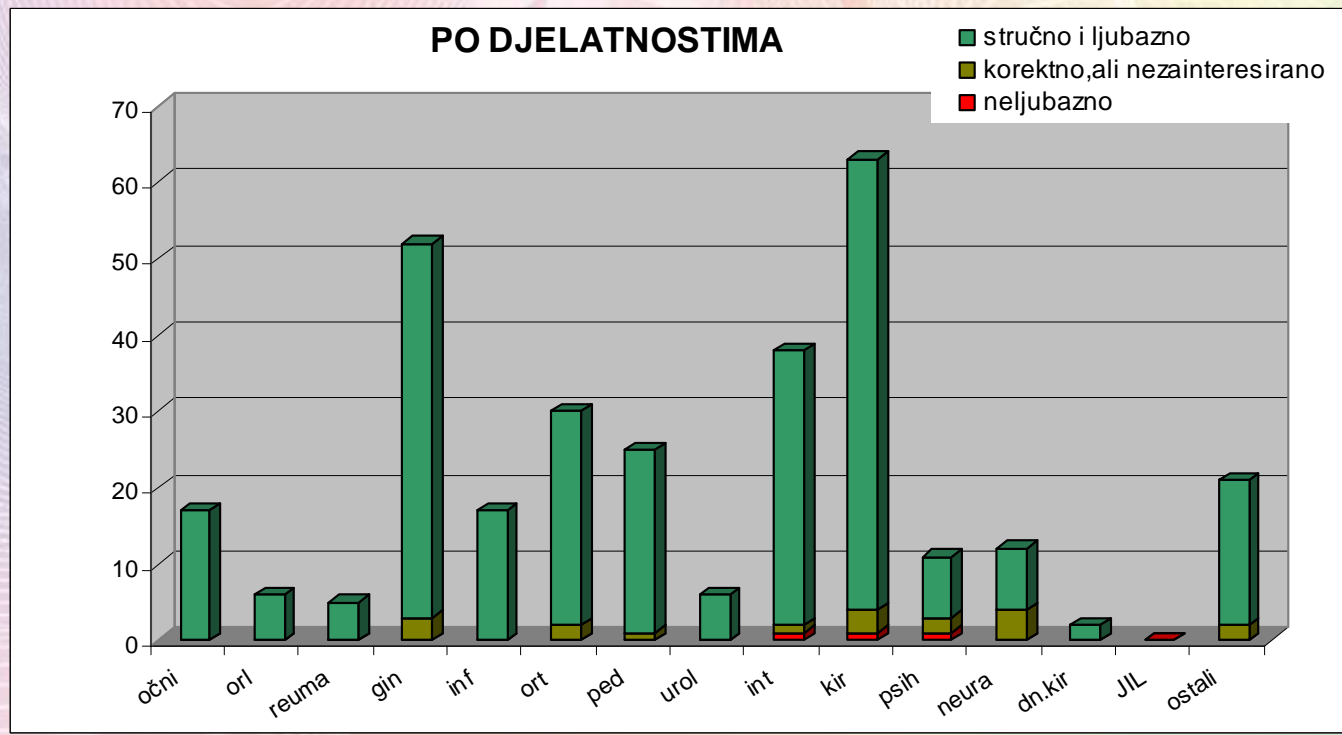


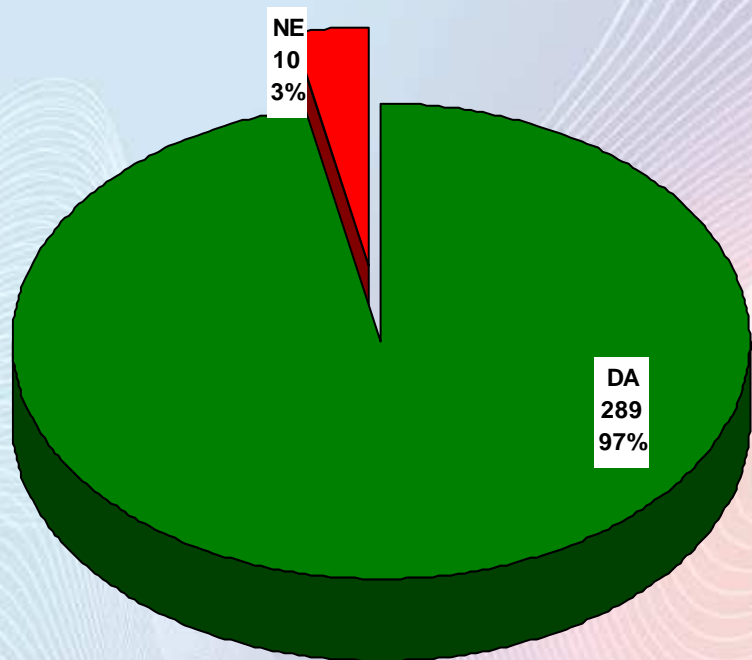
6. Liječnici su se prema vama odnosili? N= 305



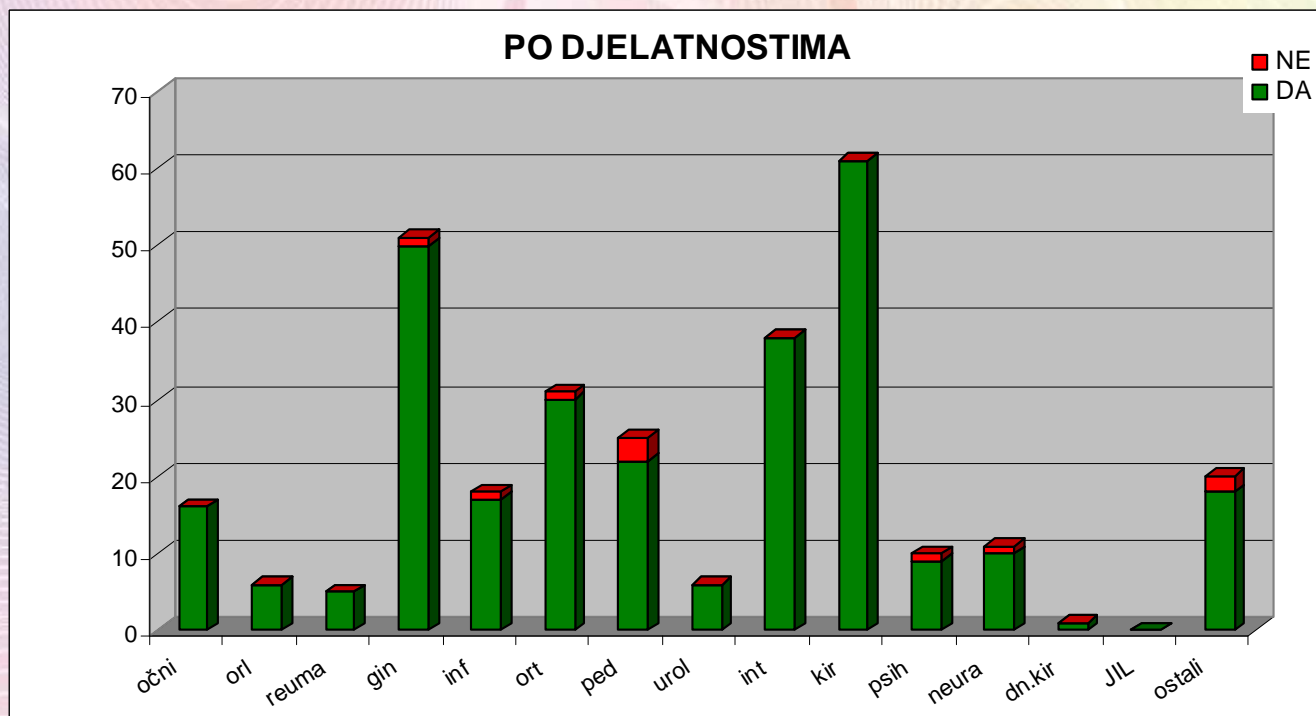


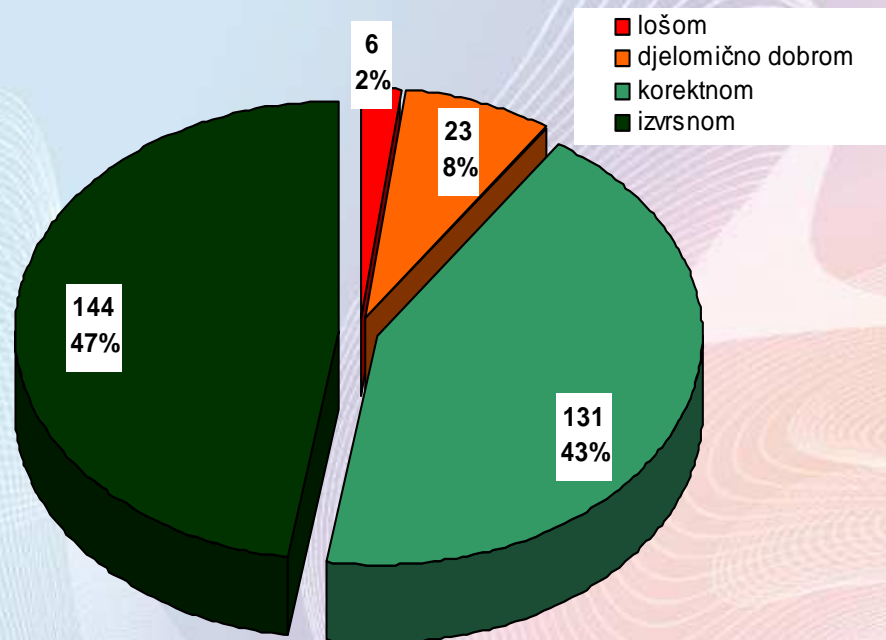
7. Medicinske sestre i drugo medicinsko osoblje odnosilo se prema vama? N=305



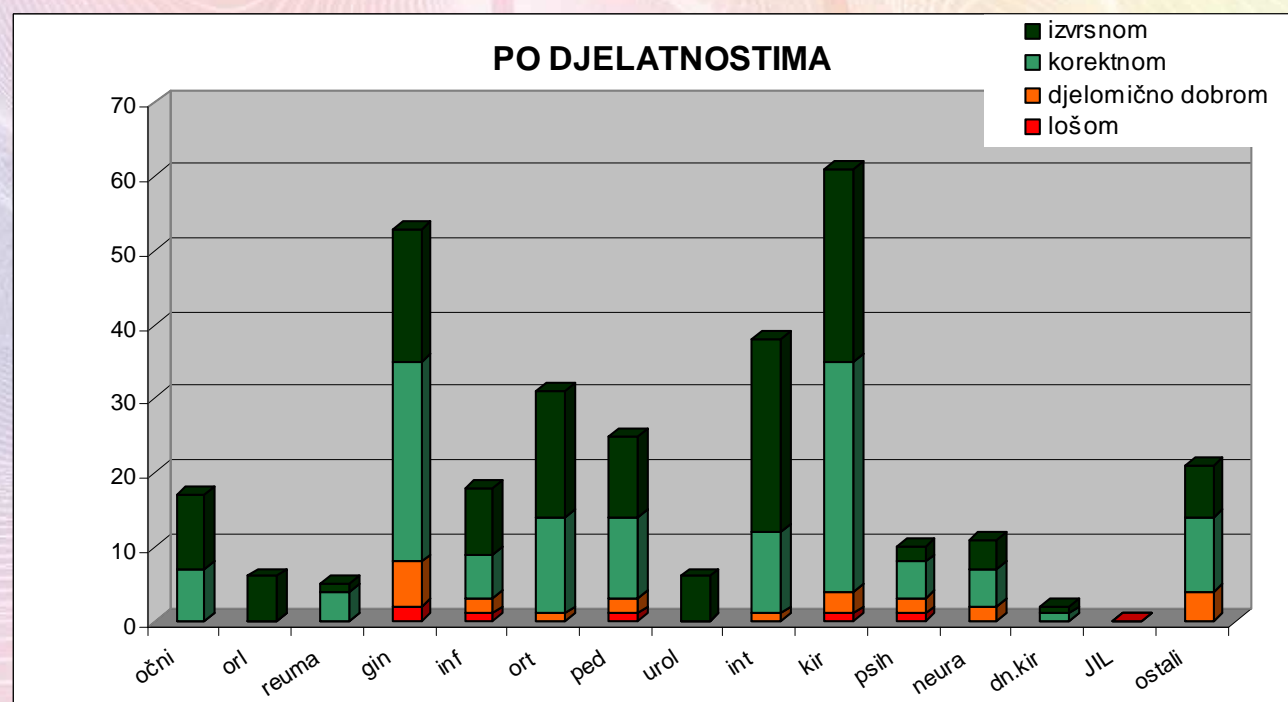


8. Da li ste pravovremeno obaviješteni o danu otpusta iz bolnice?
N=299

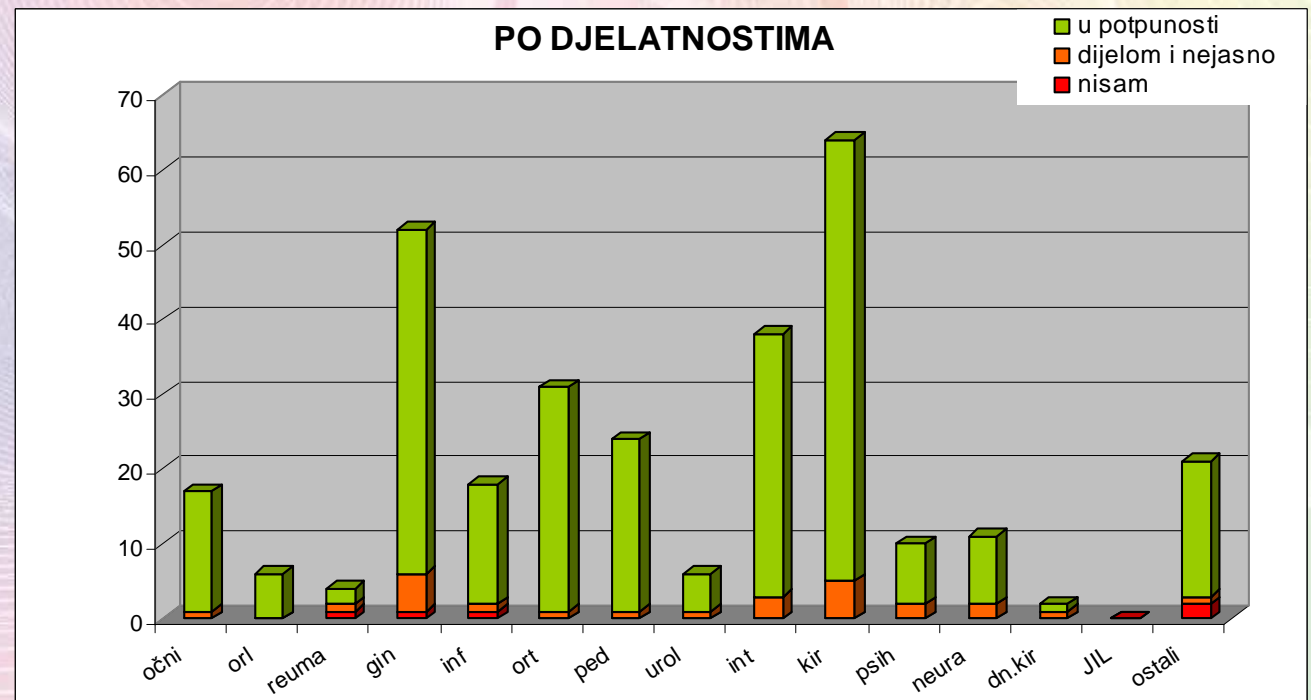
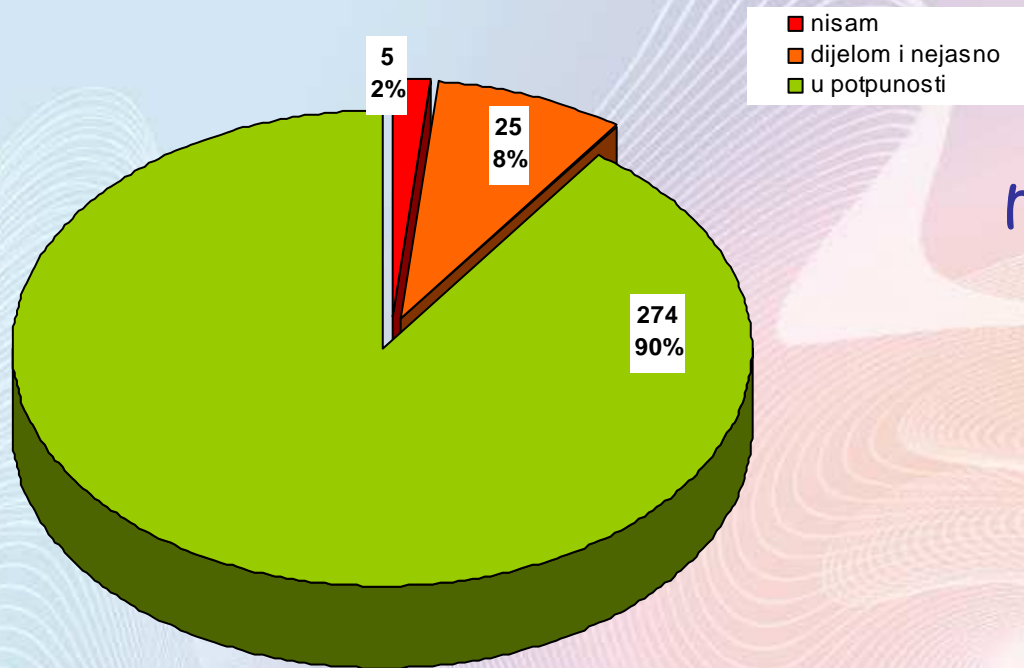


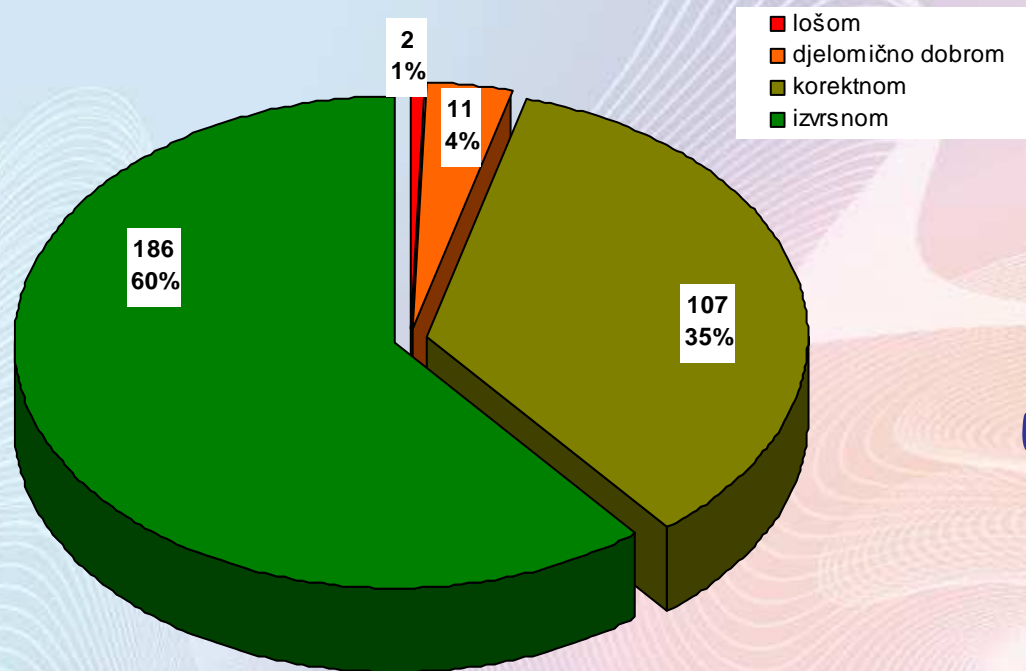


9. Kako ocjenjujete organizaciju otpusta iz bolnice? N=304



10. Jeste li po izvršenoj medicinskoj usluzi upoznati s daljnjim liječenjem, potrebnim kontrolama i mogućnostima koje pruža ova bolnica?
N=304





11. Kako u cjelini ocjenjujete zdravstvenu uslugu koja vam je pružena u bolnici?
N= 306

