

2019年度患者満足度調査結果

患者さんからどのような評価を受けているかという現状把握をし、「地域の期待に応え、いつでも安心して利用できる病院づくり」を目指しています。

外来

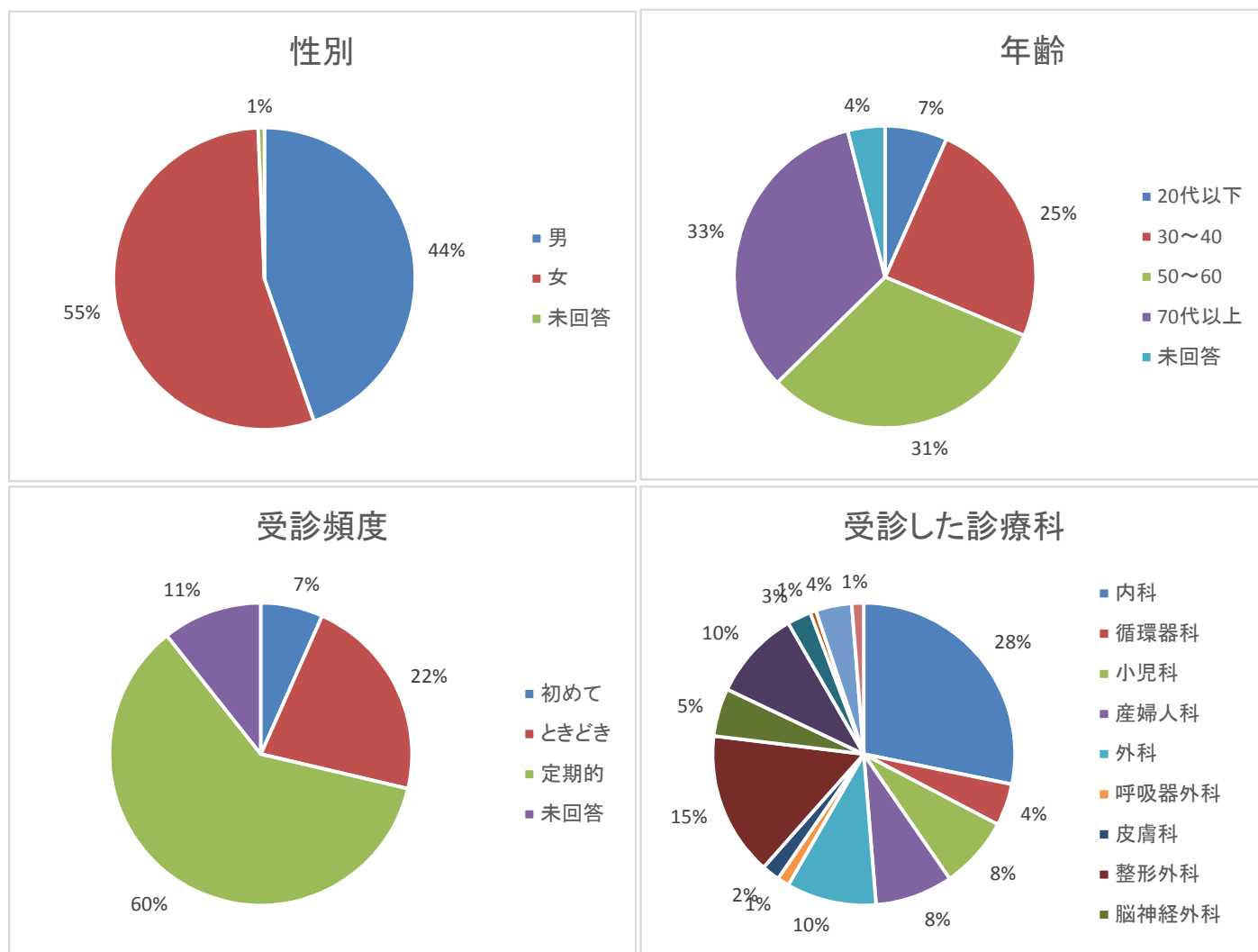
【調査期間】2019年9月2日～9月6日

【調査結果】配布150枚、回収150枚、回収率100%

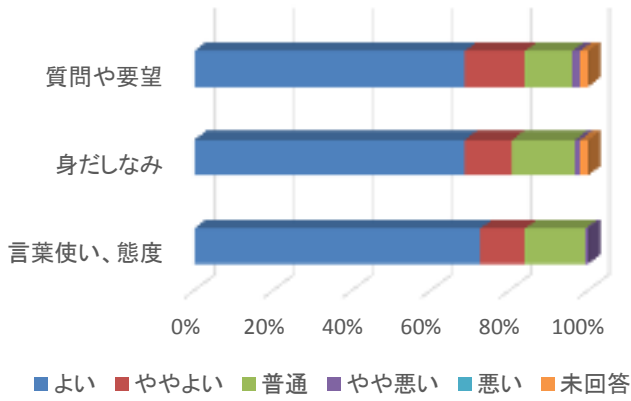
入院

【調査期間】2019年9月26日、10月24日

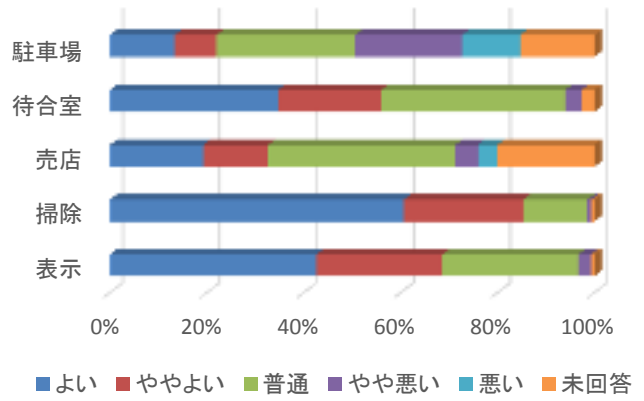
【調査結果】配布96枚、回収75枚、回収率78%



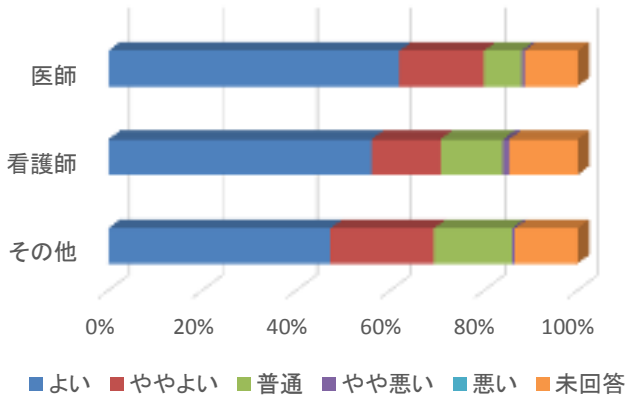
職員の対応について



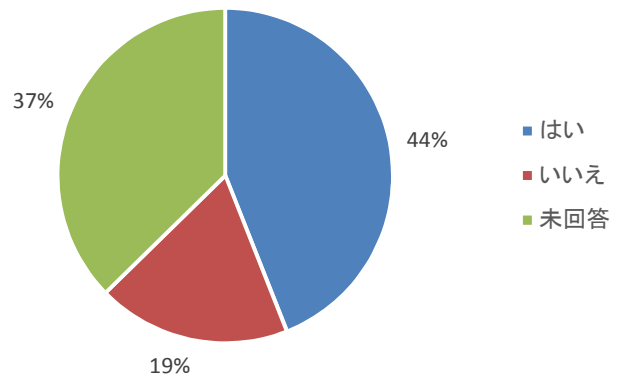
施設・設備



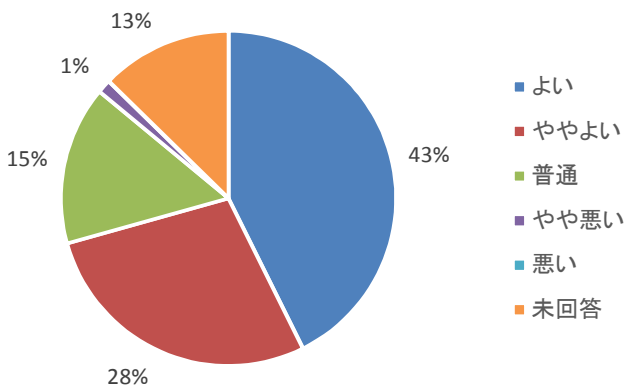
説明



診察時間表示



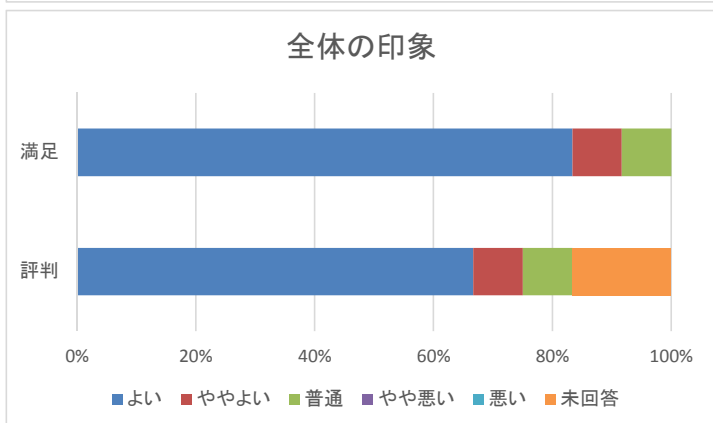
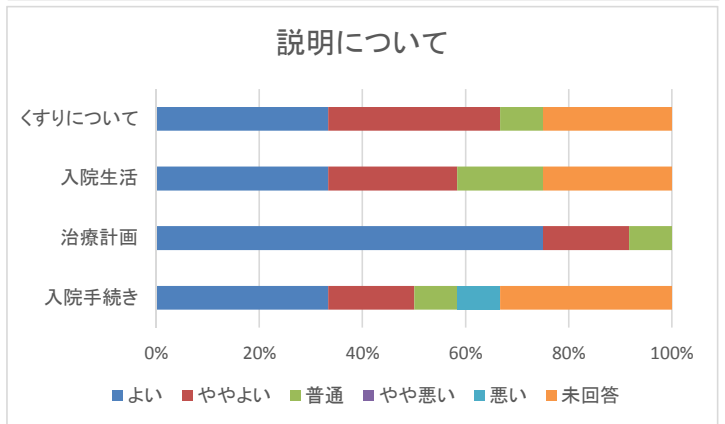
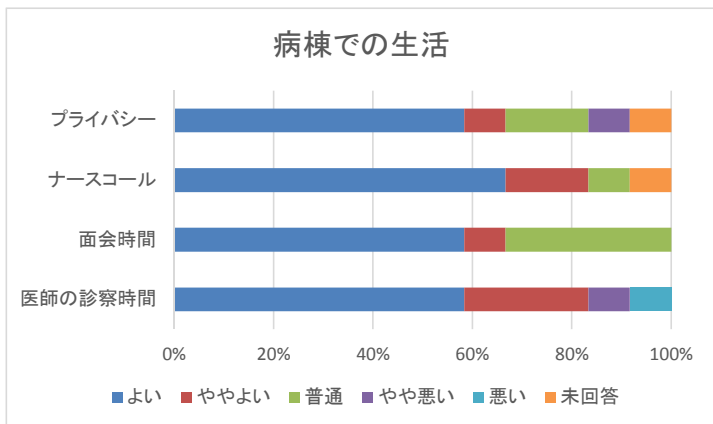
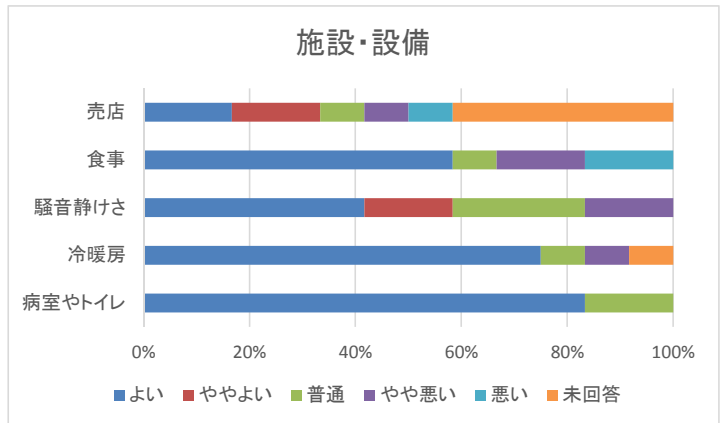
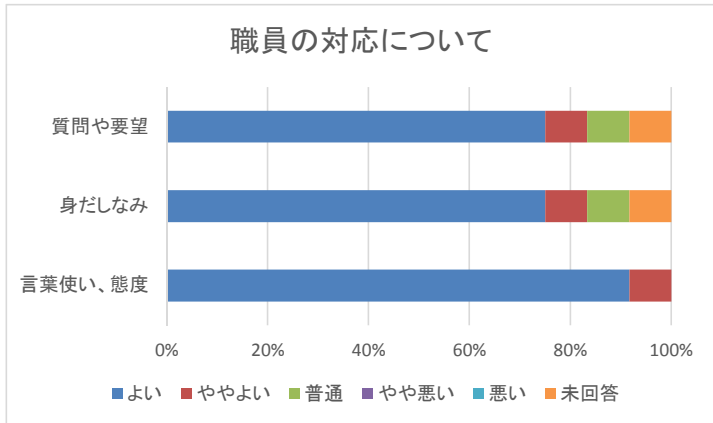
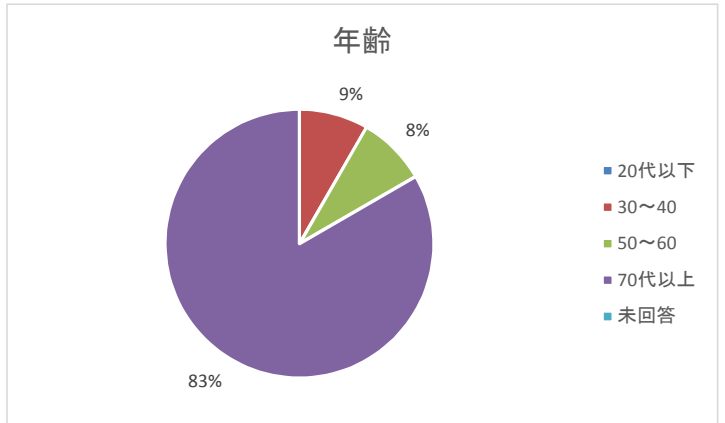
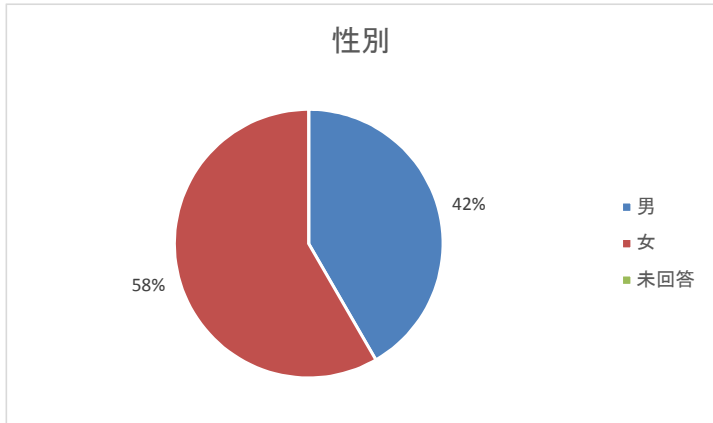
全体の印象



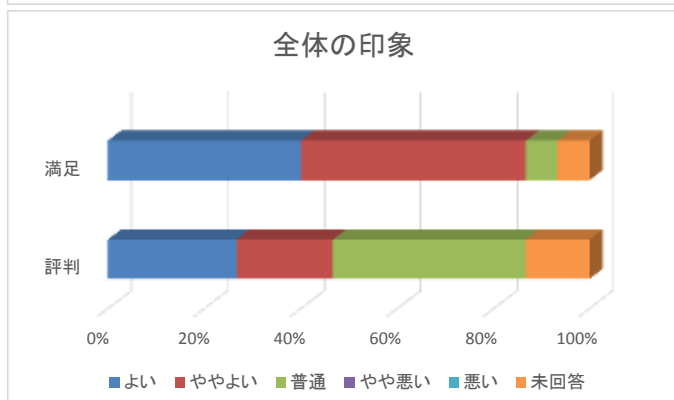
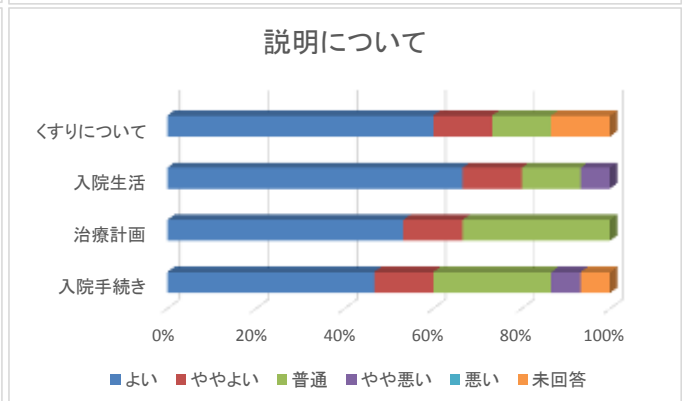
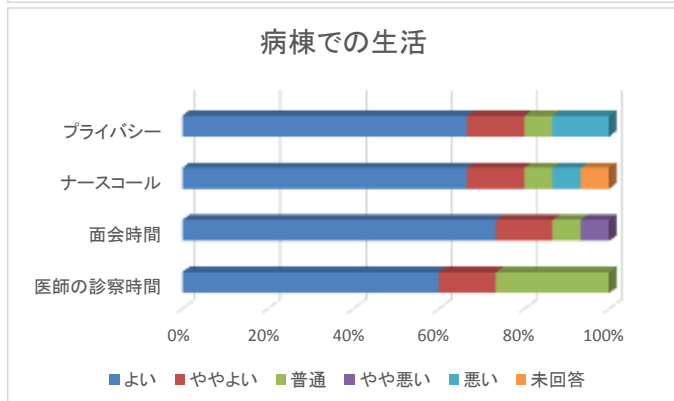
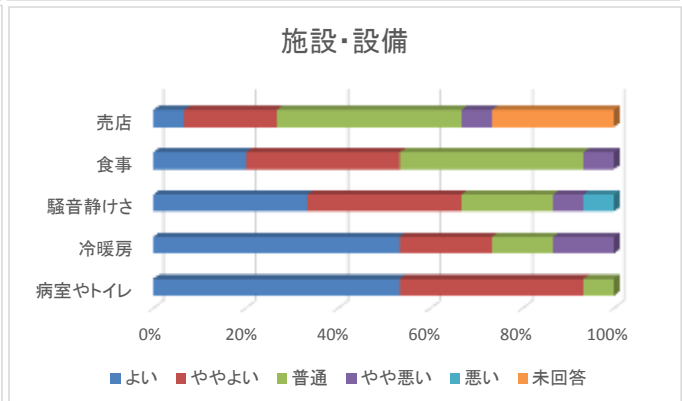
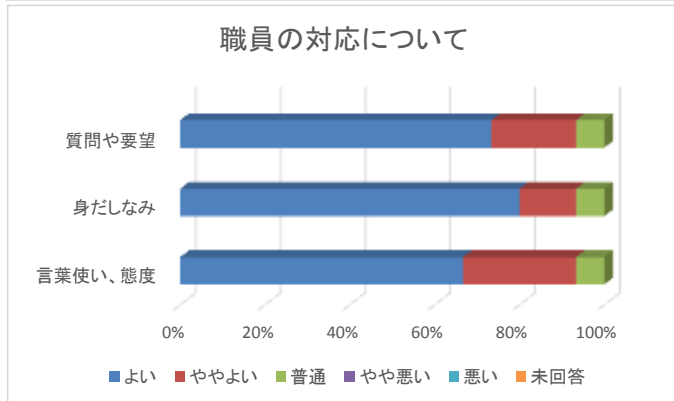
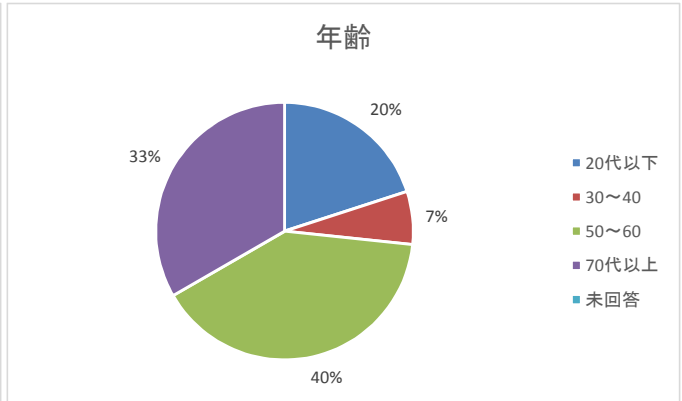
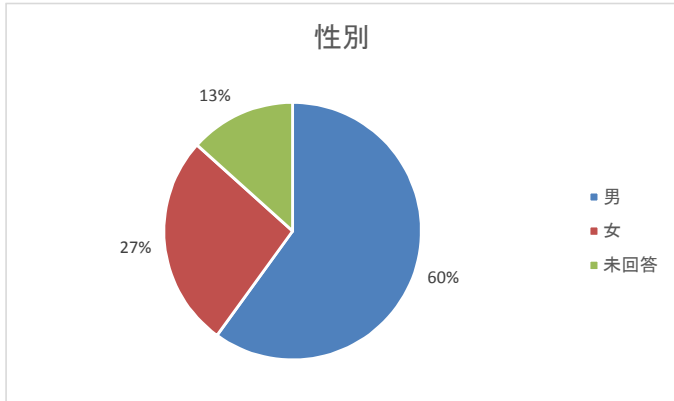
待ち時間について

受付～診察
平均 44.5分
診察終了～会計
平均 26.4分
会計終了～薬受取り
平均 24.3分

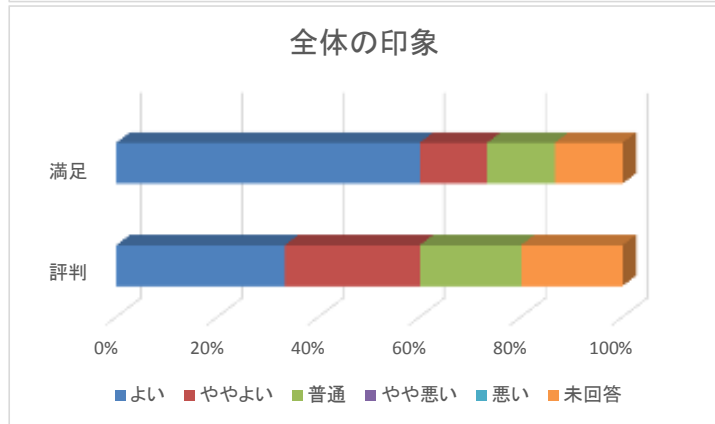
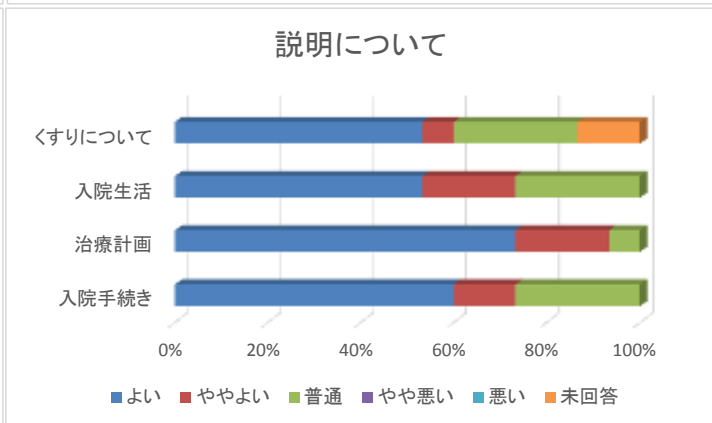
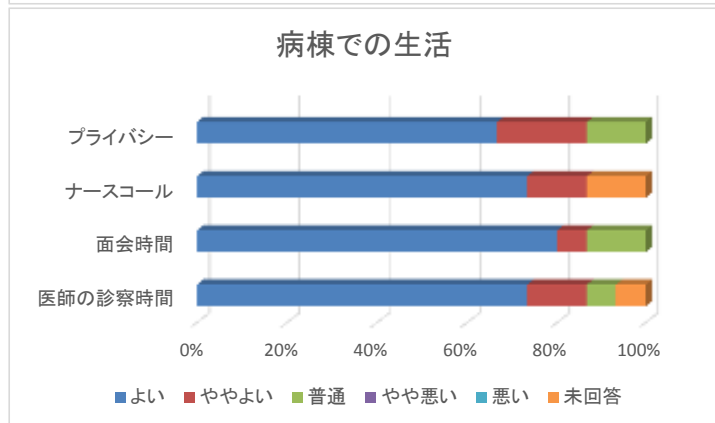
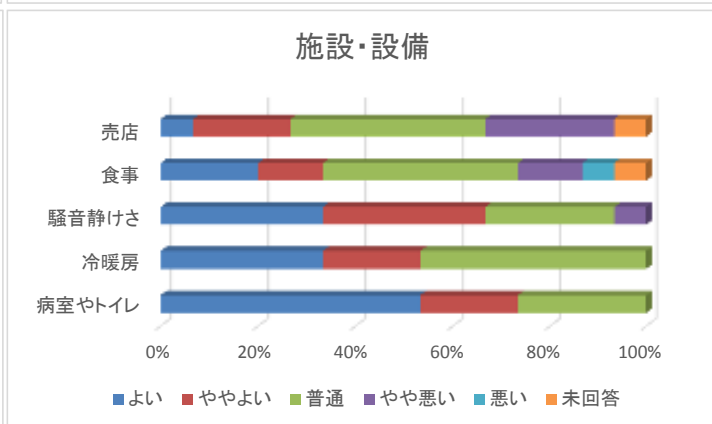
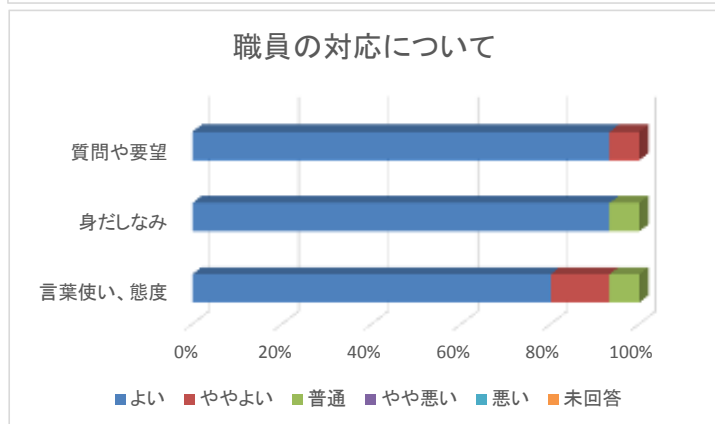
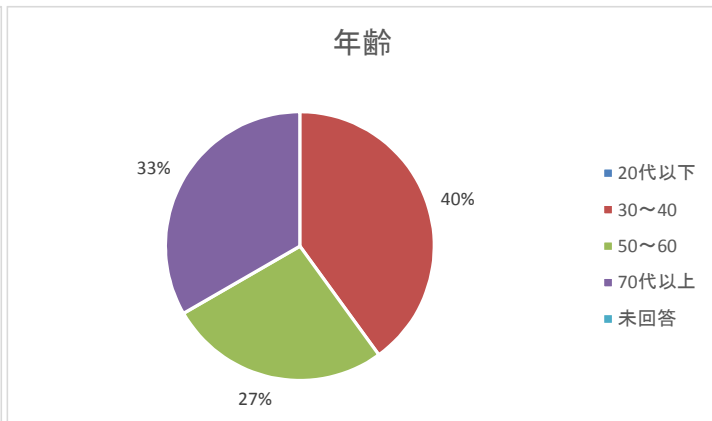
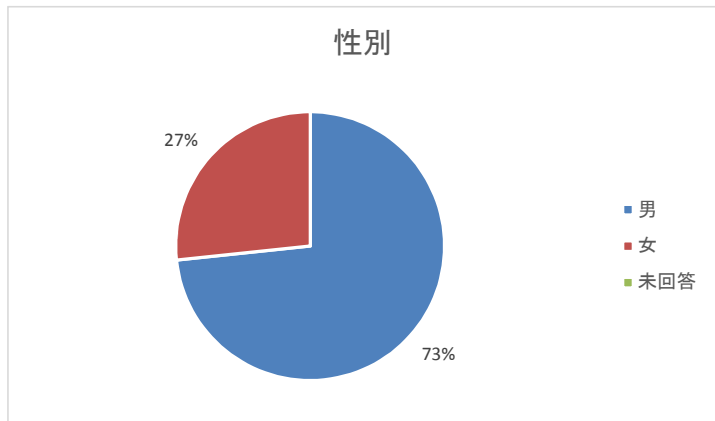
A3病棟(配布12枚、回収12枚、回収率100%)



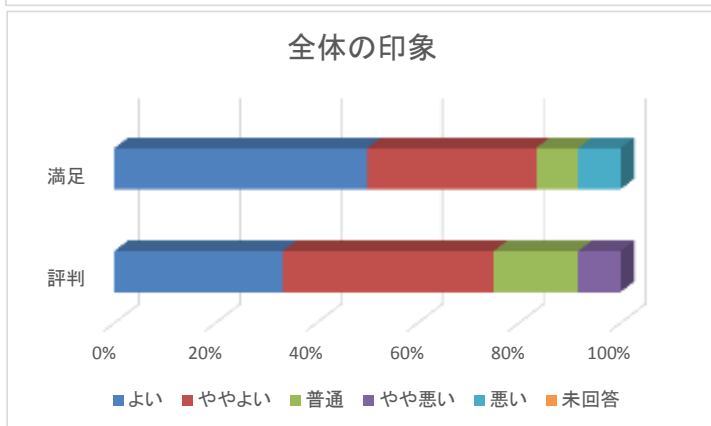
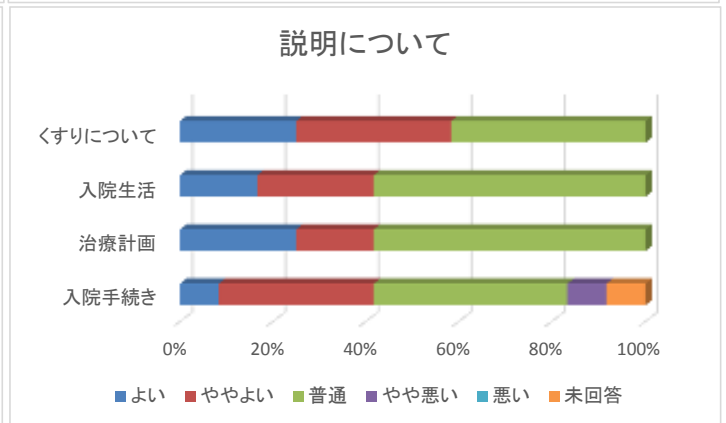
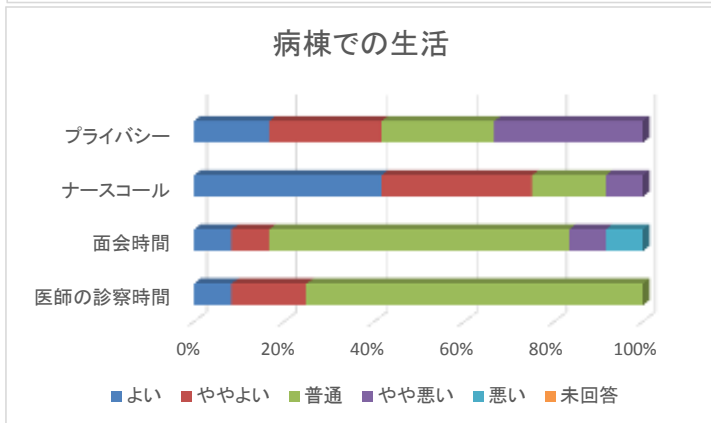
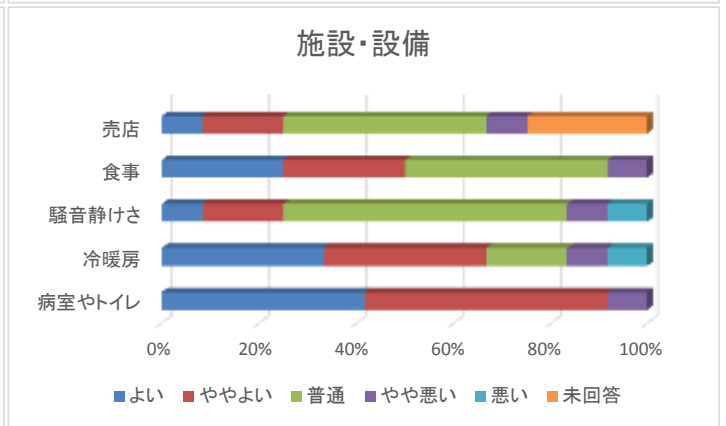
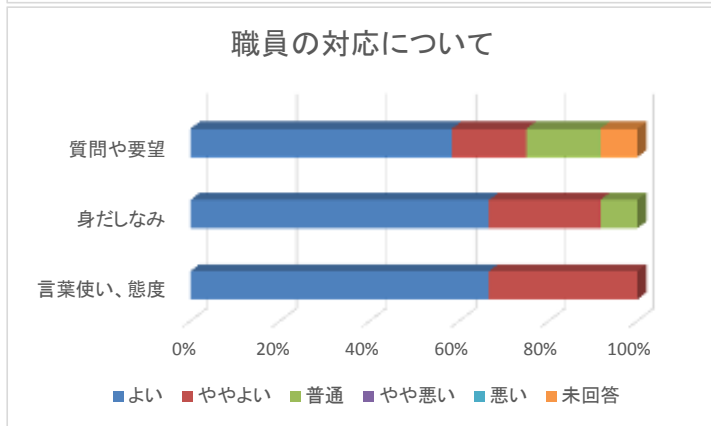
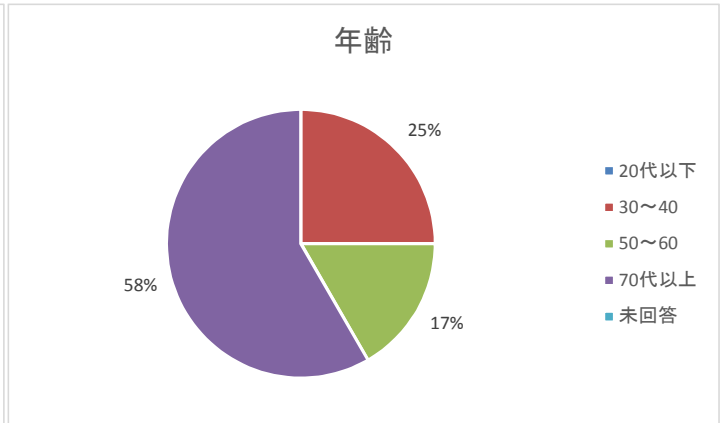
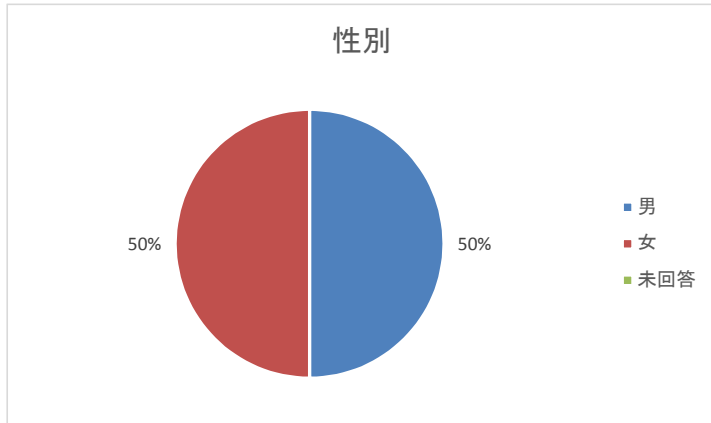
A4病棟(配布19枚、回収15枚、回収率79%)



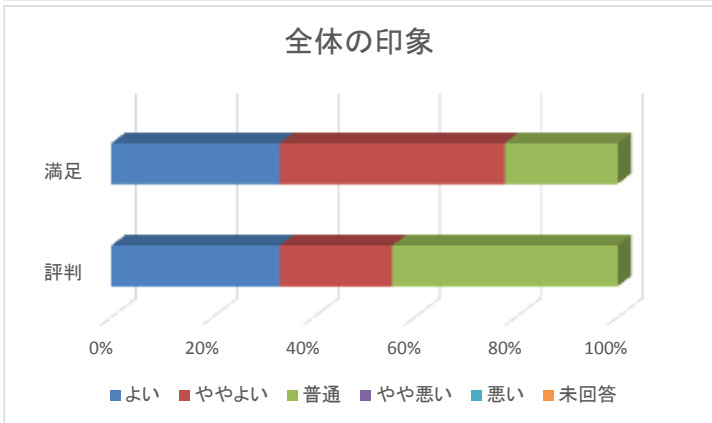
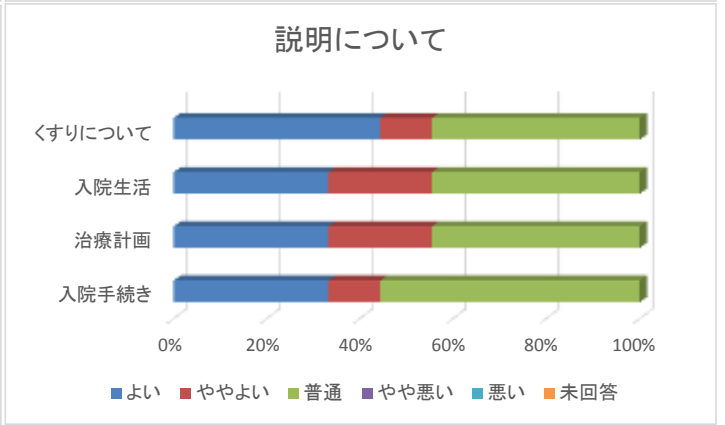
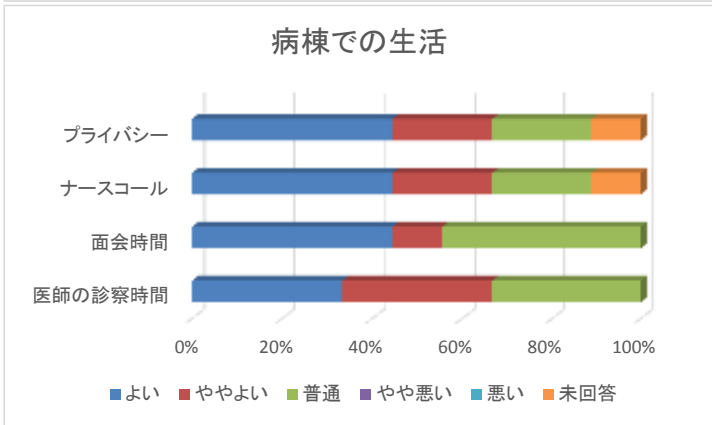
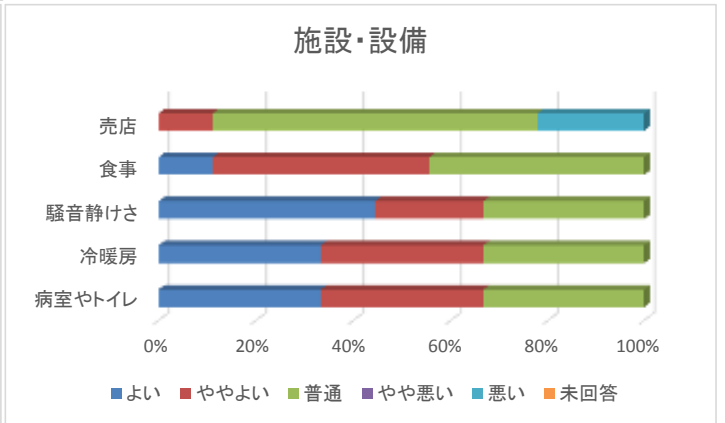
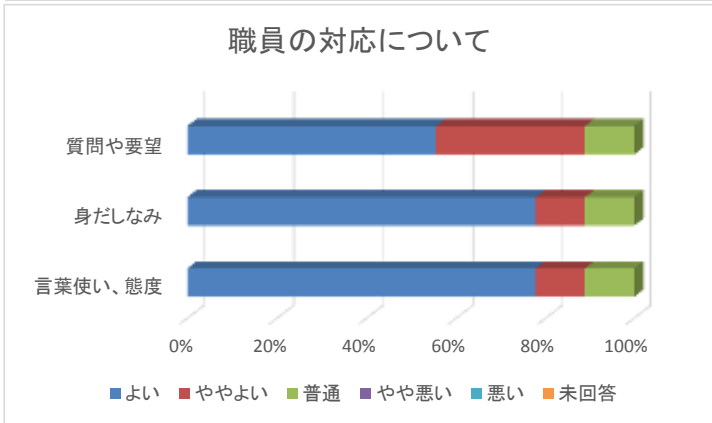
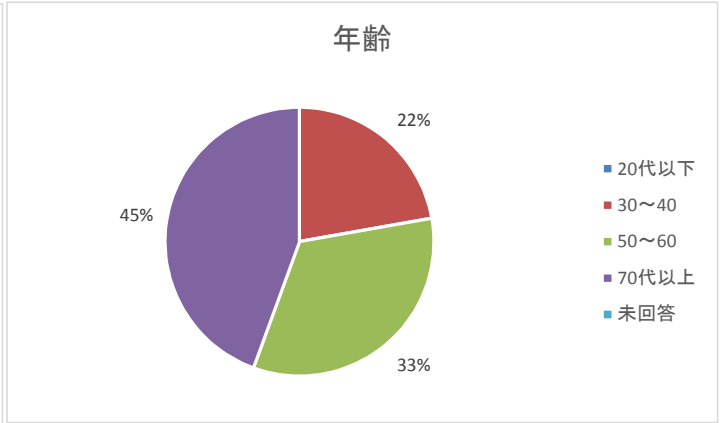
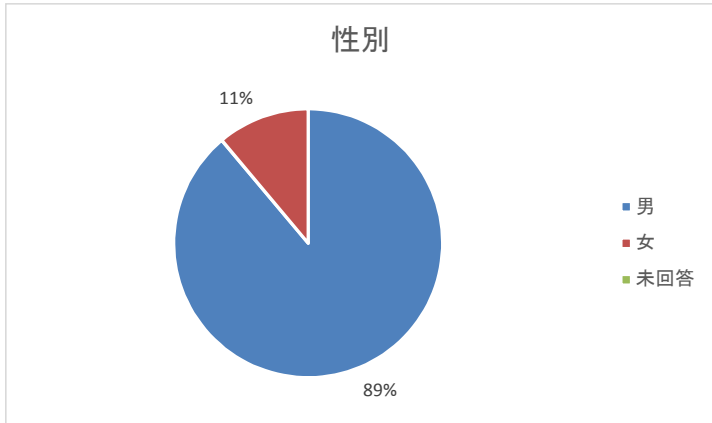
A5病棟(配布21枚、回収15枚、回収率71%)



B2病棟(配布21枚、回収12枚、回収率57%)



B3病棟(配布10枚、回収9枚、回収率90%)



B4病棟(配布13枚、回収12枚、回収率92%)

