

2020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

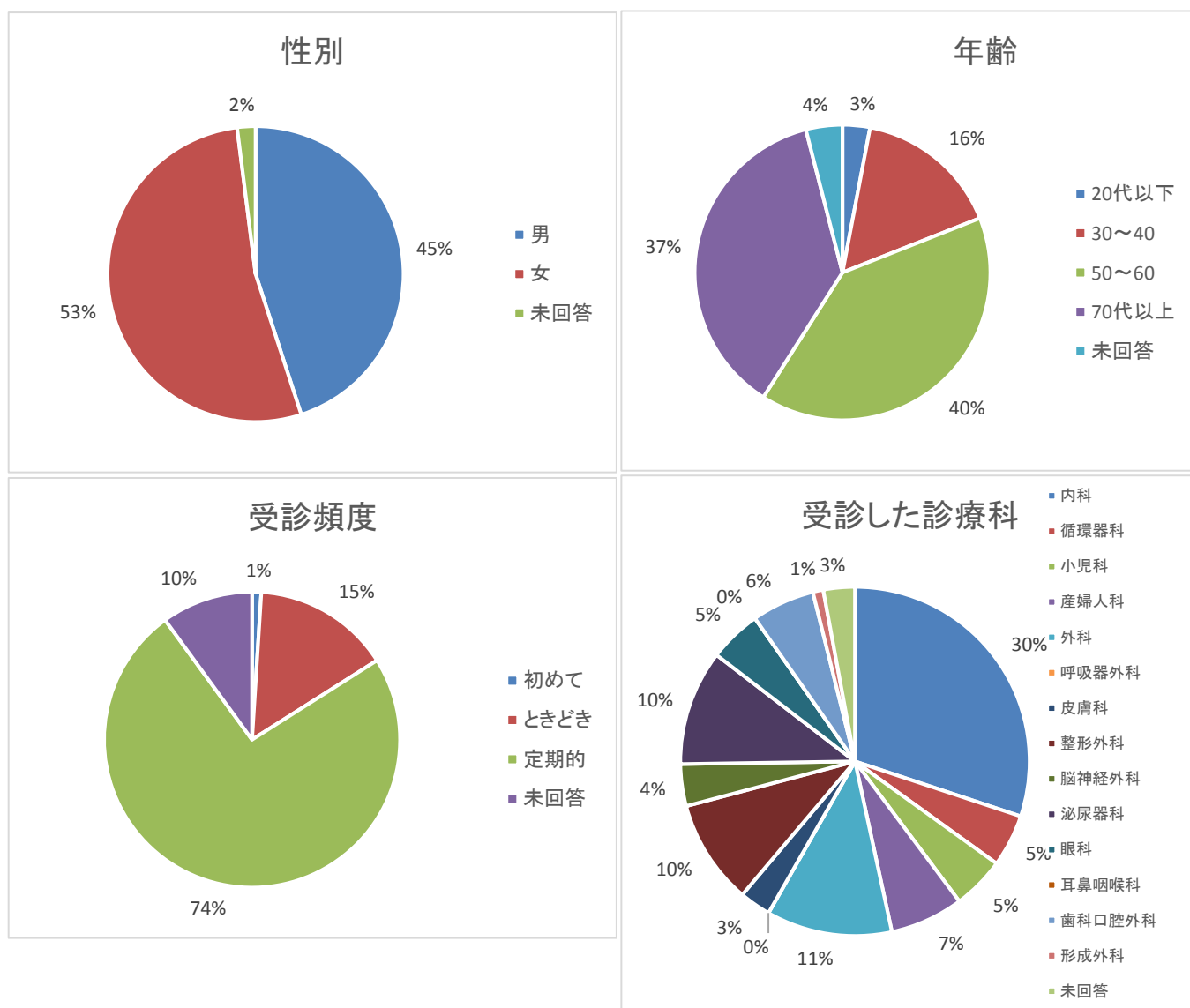
【調査期間】2020年9月7日～9月11日

【調査結果】配布100枚、回収100枚、回収率100%

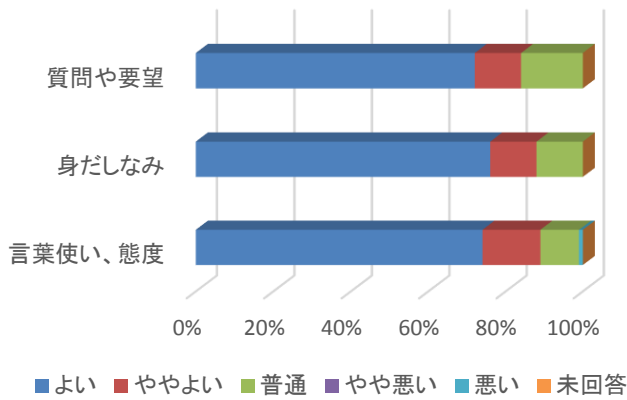
入院

【調査期間】2020年9月24日～10月21日、10月22日～11月25日

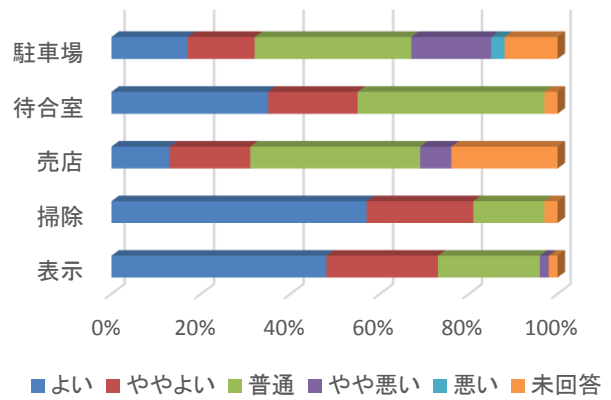
【調査結果】配布150枚、回収150枚、回収率100%



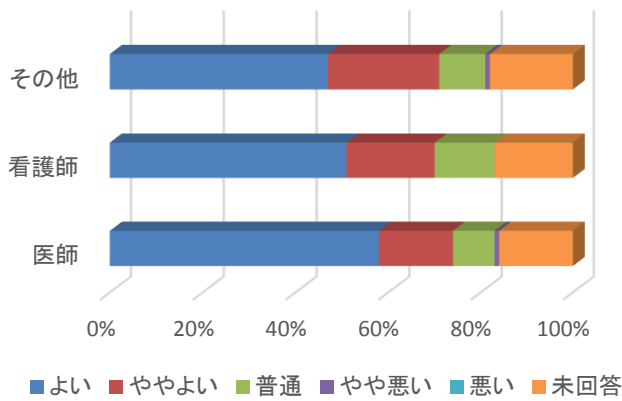
職員の対応について



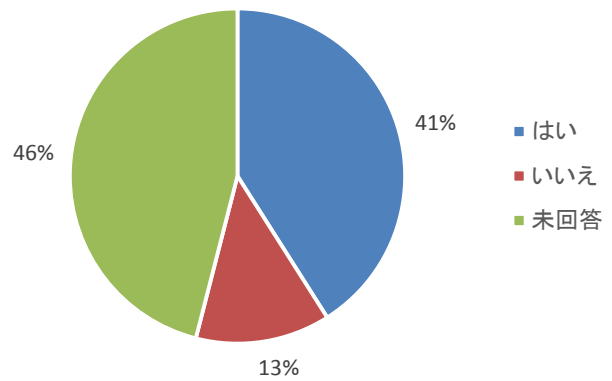
施設・設備



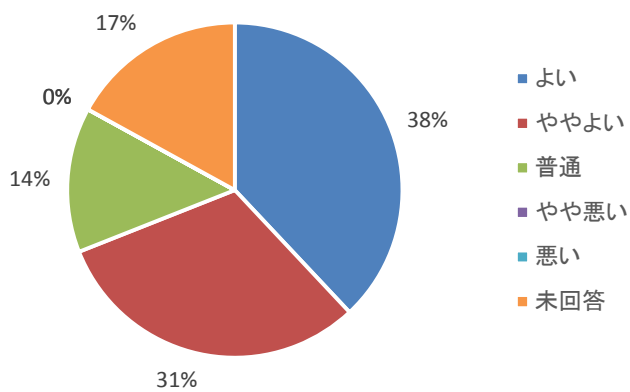
説明



診察時間表示



全体の印象

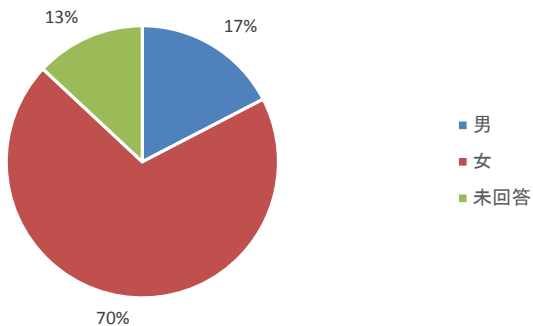


待ち時間について

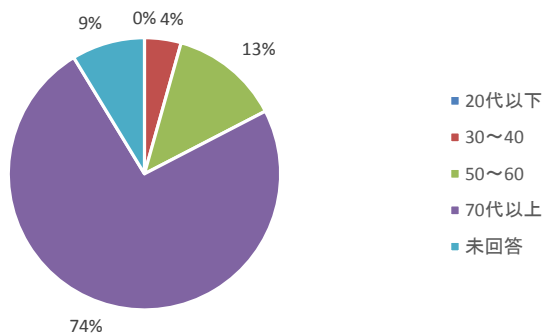
受付～診察
平均 36.6分
診察終了～会計
平均 15.3分
会計終了～薬受取り
平均 20.5分

A3病棟(配布23枚、回収23枚、回収率100%)

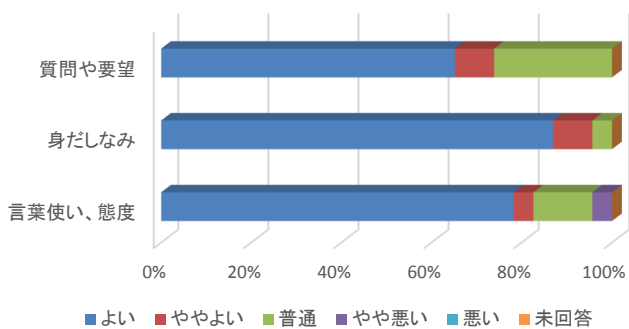
性別



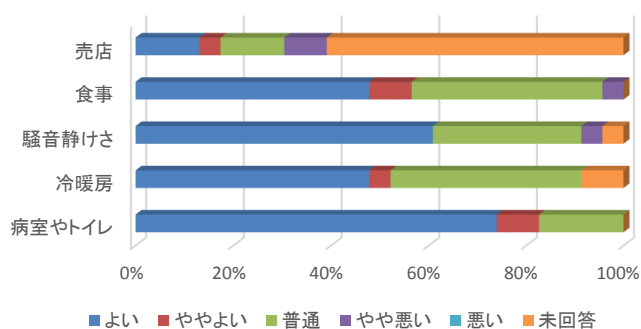
年齢



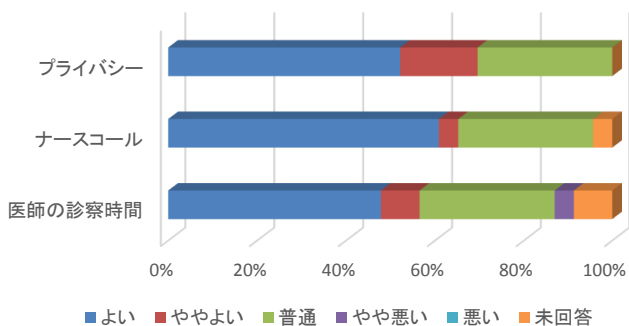
職員の対応について



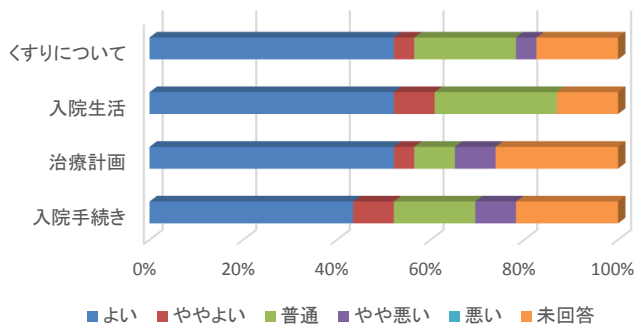
施設・設備



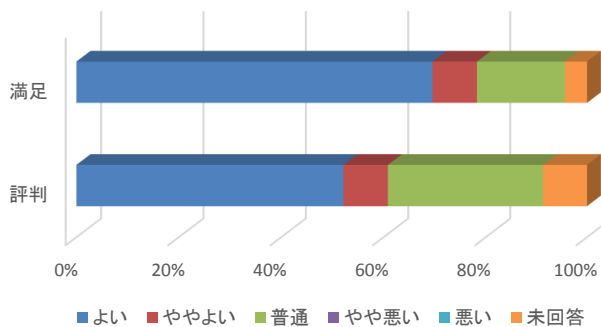
病棟での生活



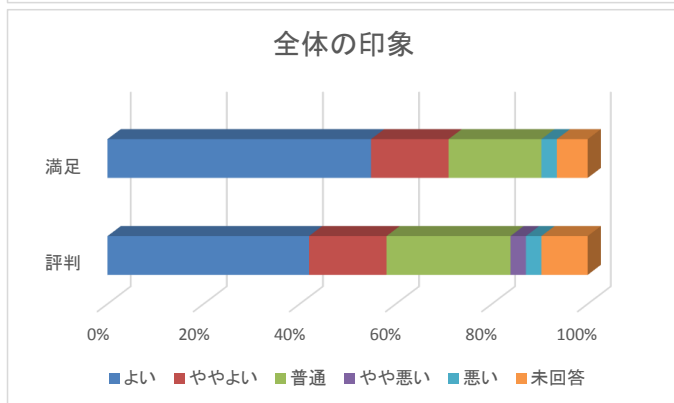
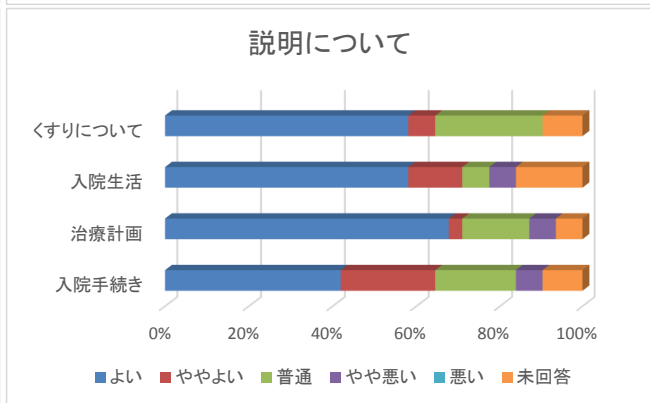
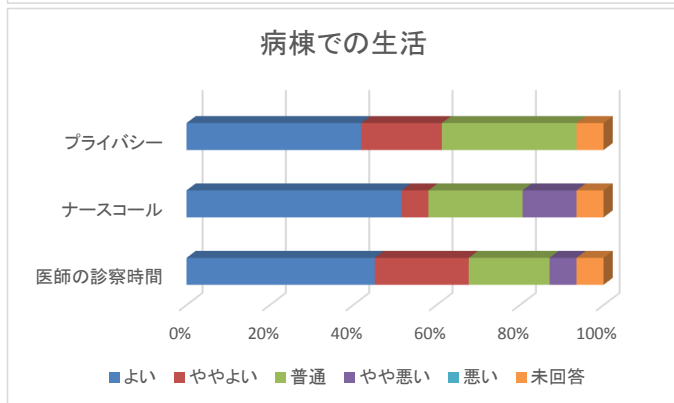
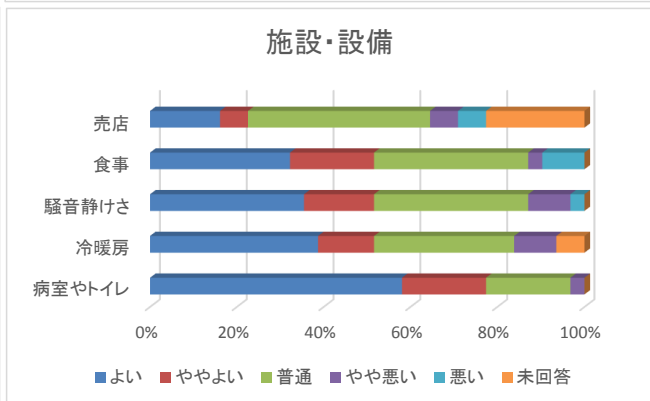
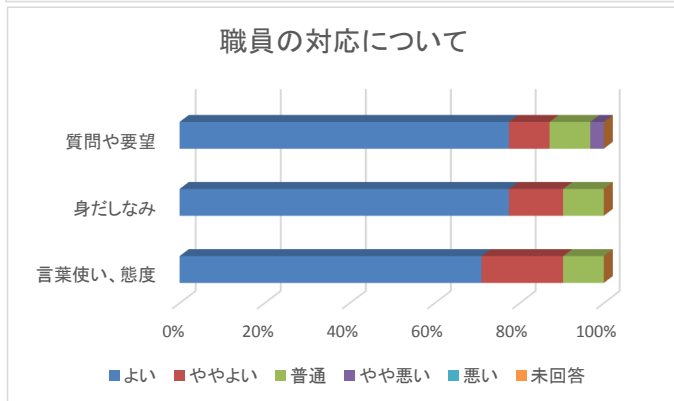
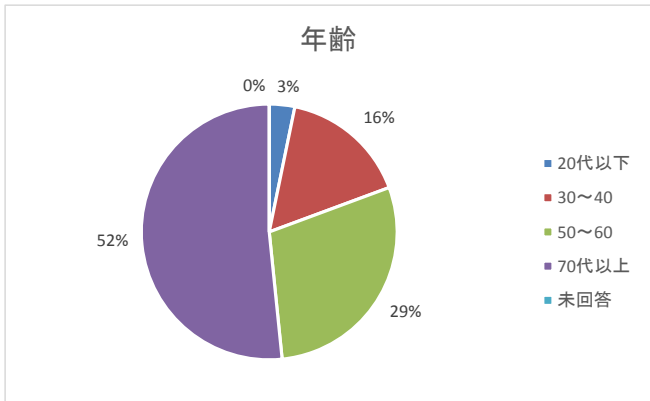
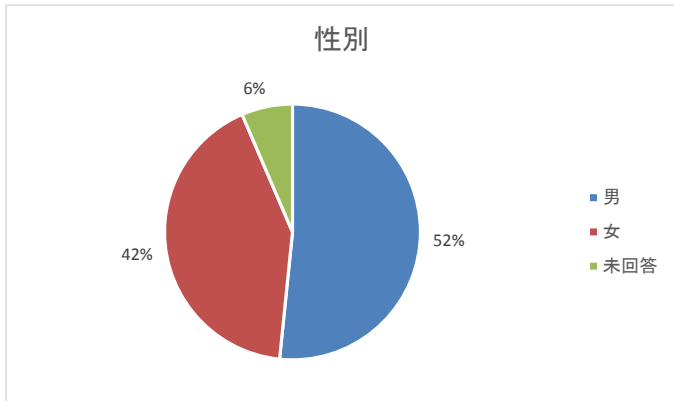
説明について



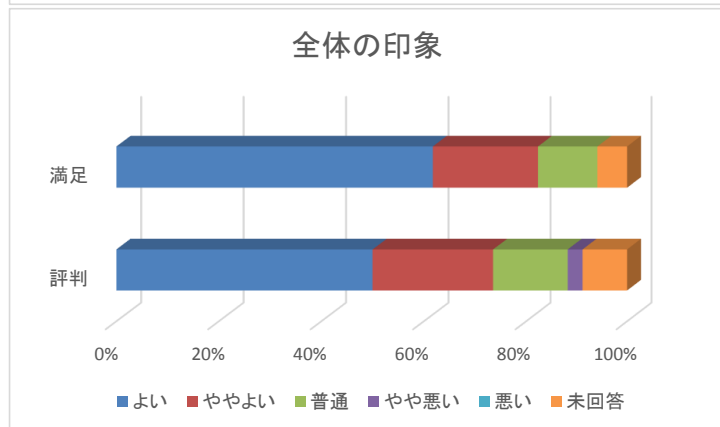
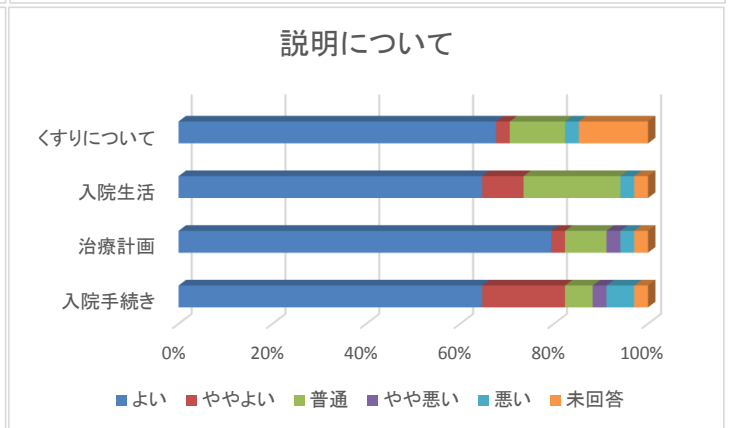
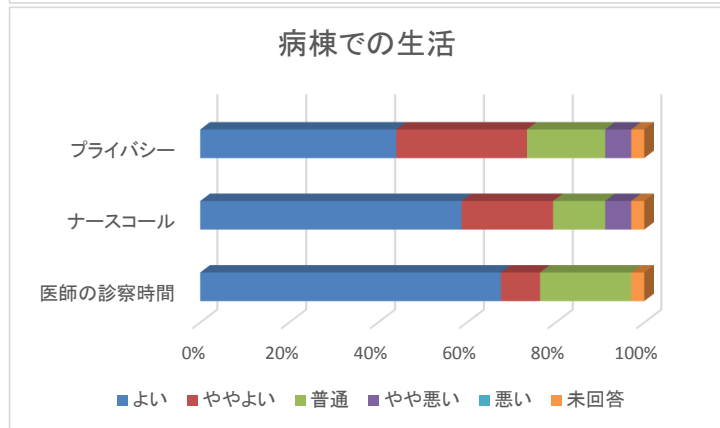
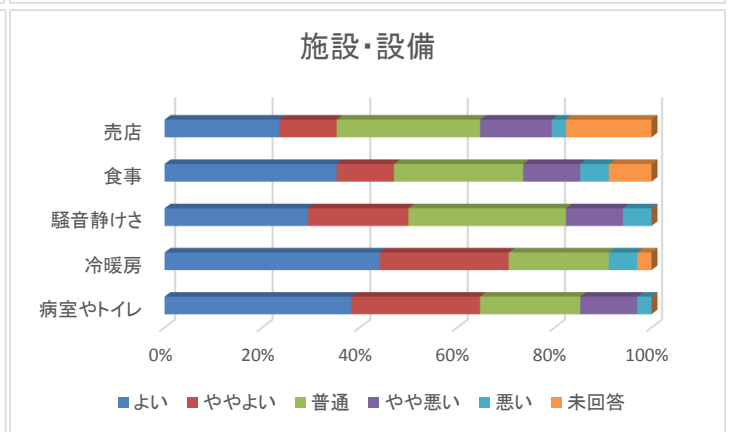
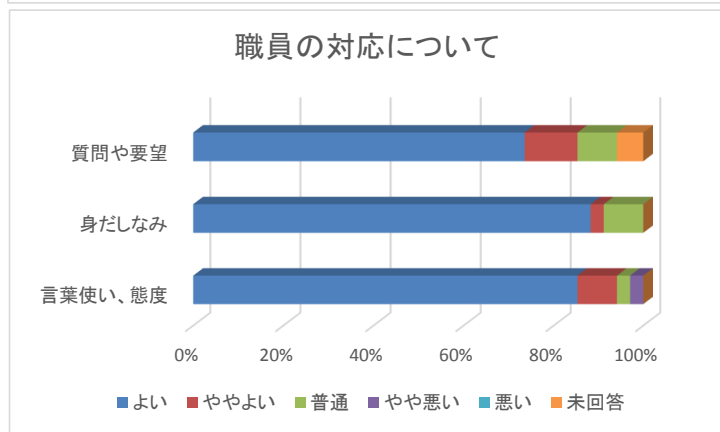
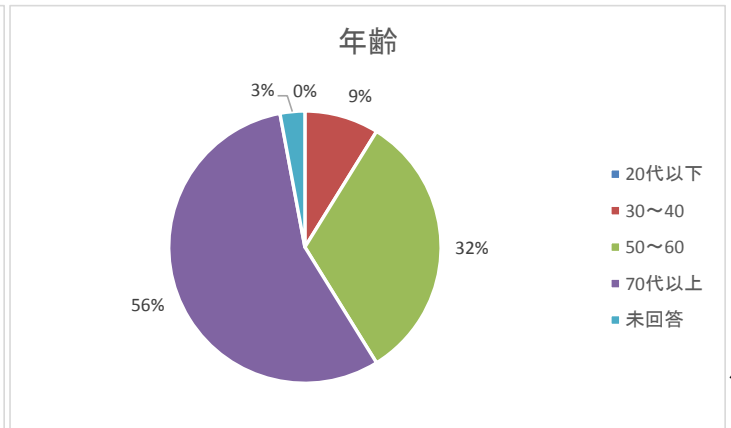
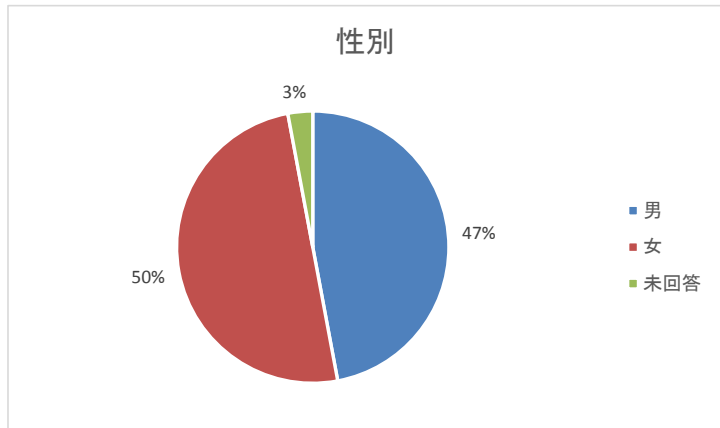
全体の印象



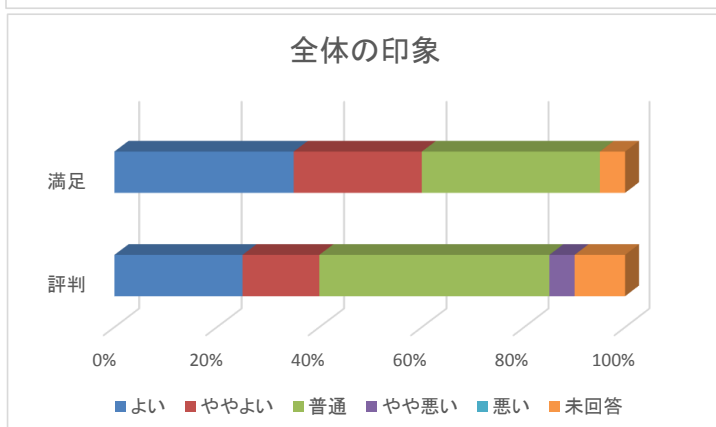
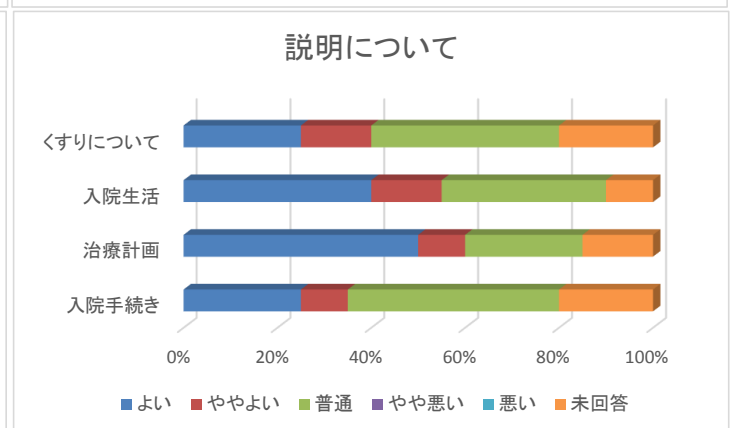
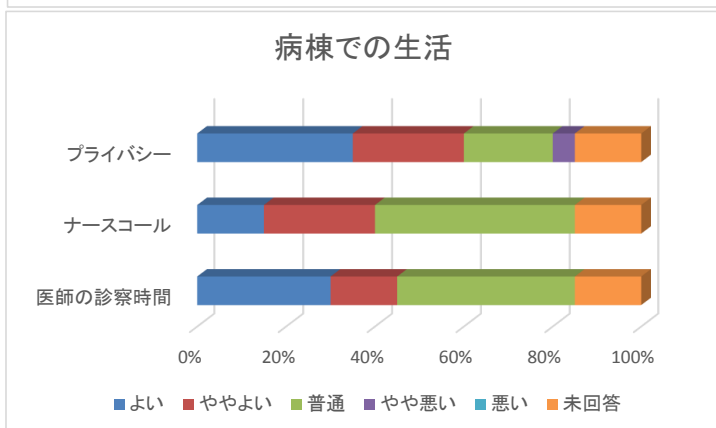
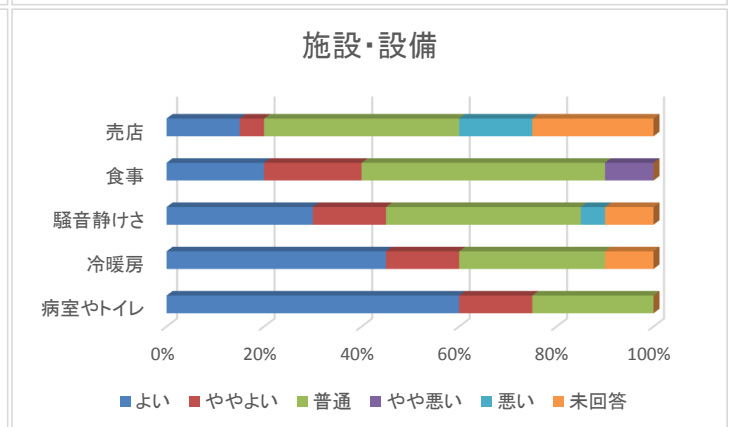
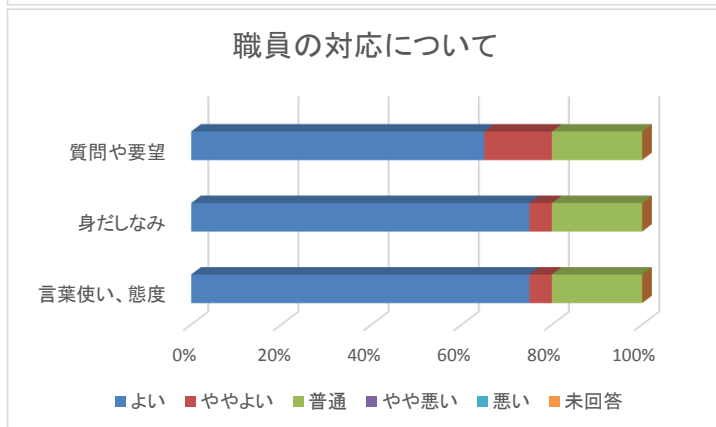
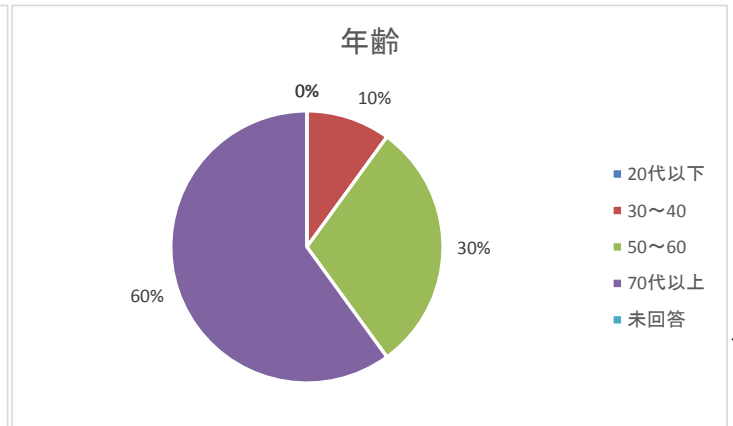
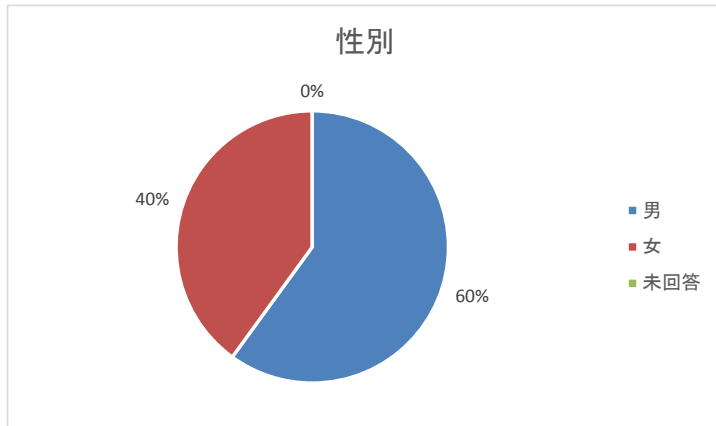
A4病棟 (配布31枚、回収31枚、回収率100%)



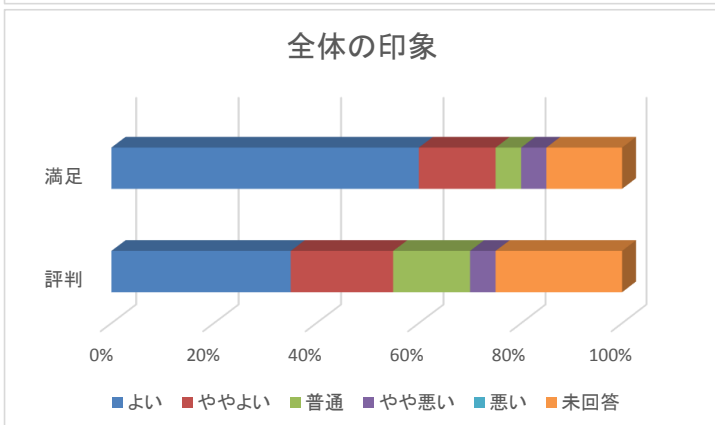
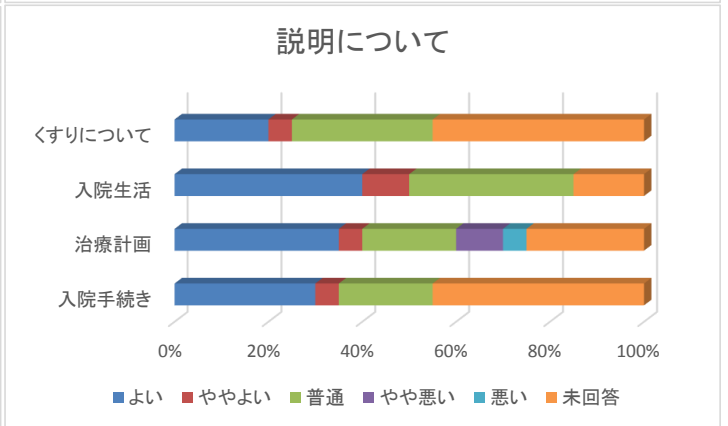
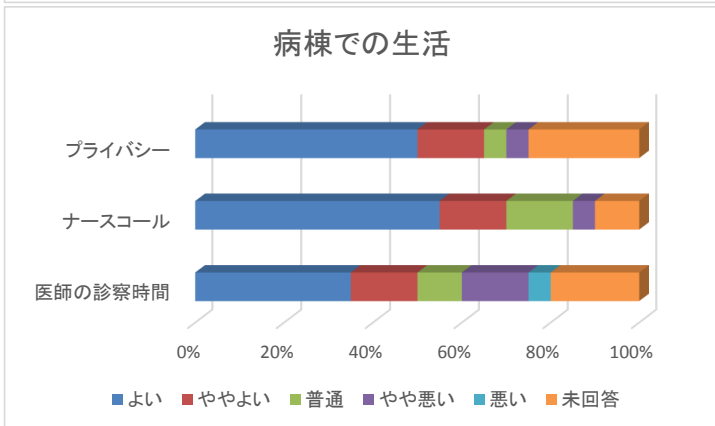
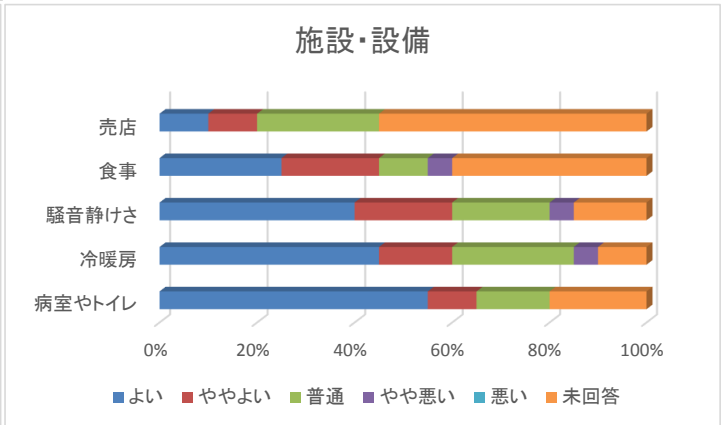
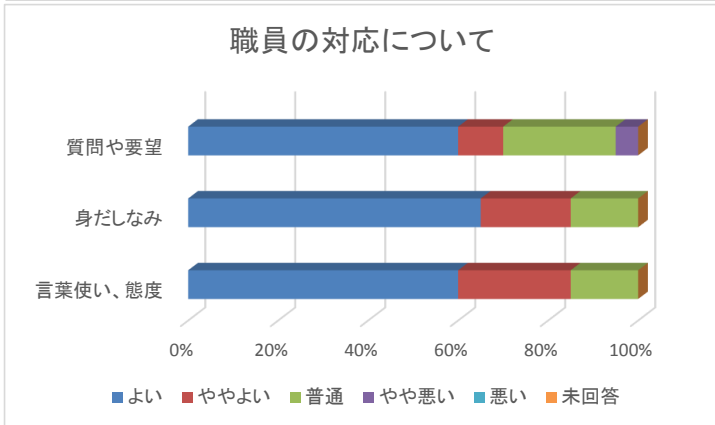
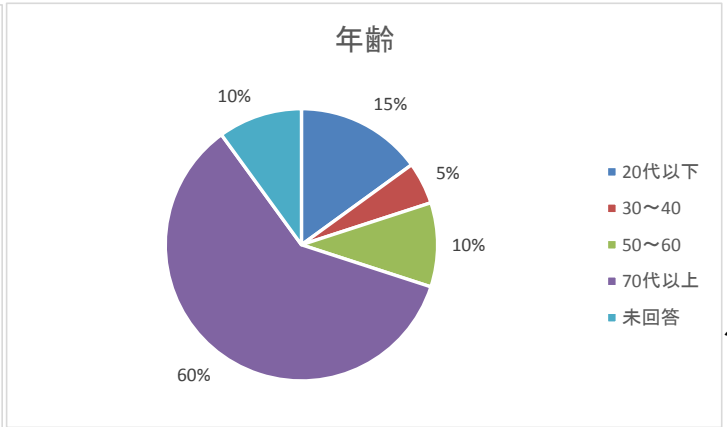
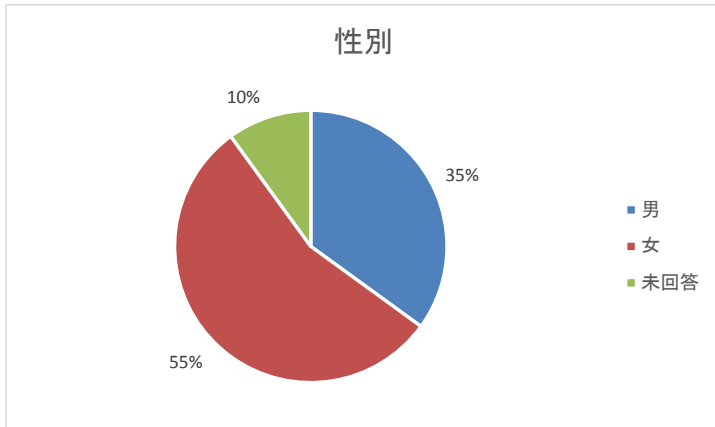
A5病棟 (配布34枚、回収34枚、回収率100%)



B2病棟(配布20枚、回収20枚、回収率100%)



B3病棟 (配布10枚、回収9枚、回収率90%)



B4病棟(配布22枚、回収22枚、回収率100%)

