

患者さま満足度アンケート調査の集計結果について

平成28年1月
業務改善委員会

1. 実施期間

・入院

平成27年11月11日～30日

・外来

平成27年 9月 9日～30日

2. 調査項目について

別紙の通り

3. 回答件数

・入院

120件 (10月度平均患者数 291名 回答率 41%)

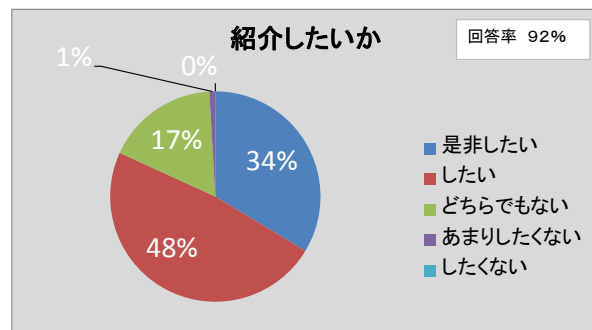
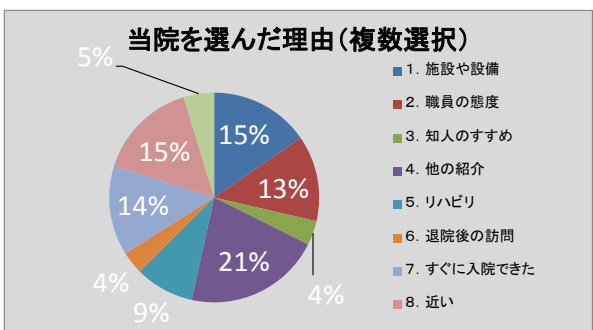
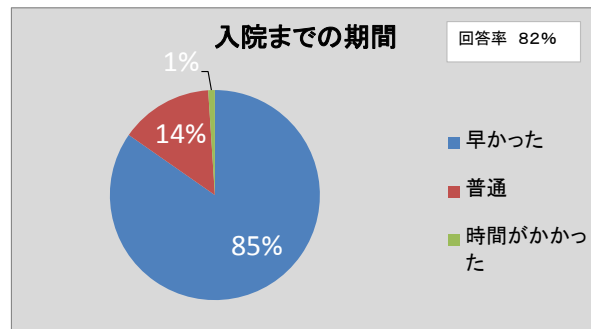
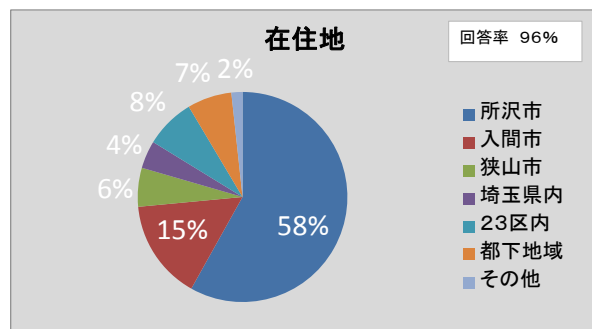
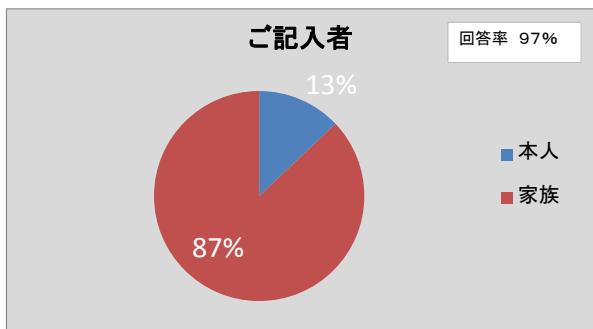
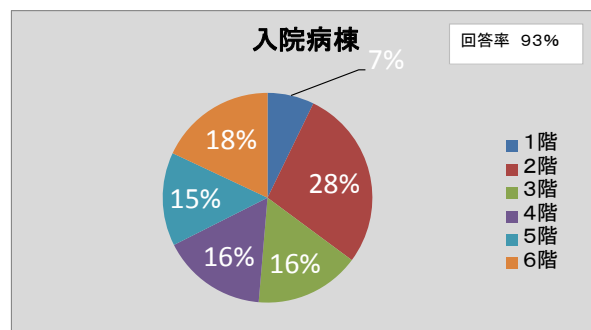
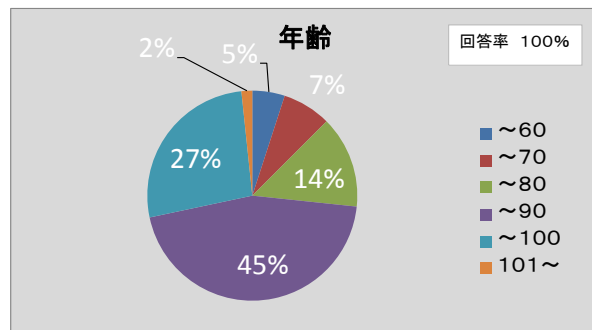
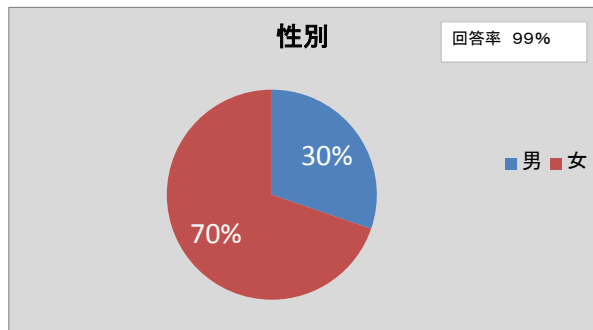
・外来

28件 (調査期間外来患者数 107名 回答率 26%)

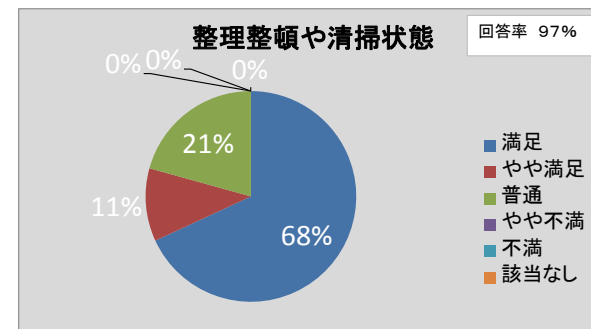
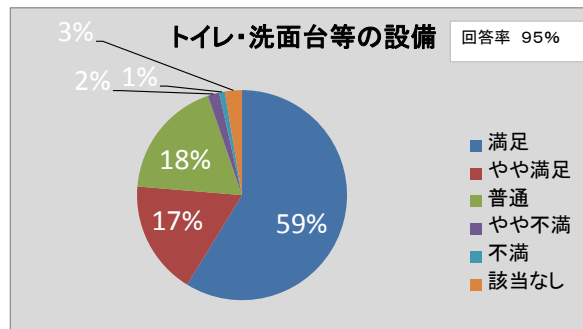
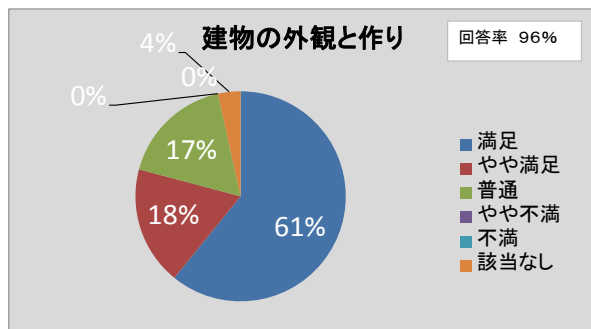
4. 回答結果

別紙の通り

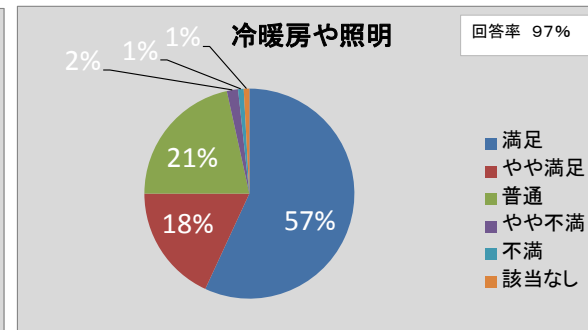
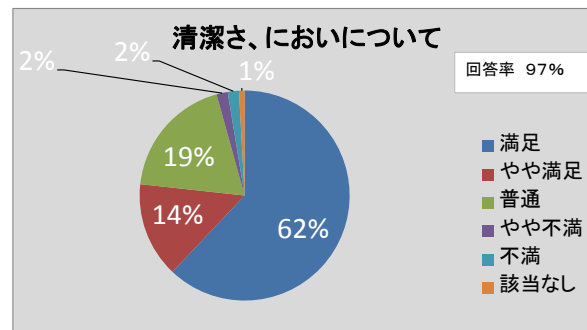
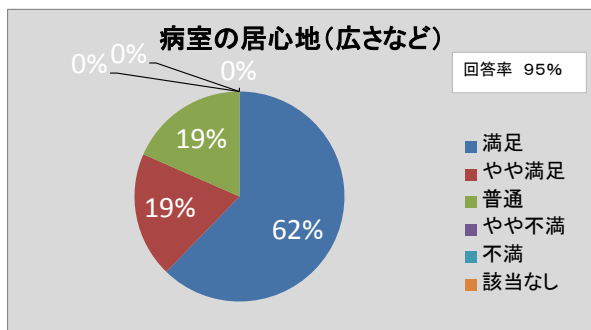
・総合（入院）



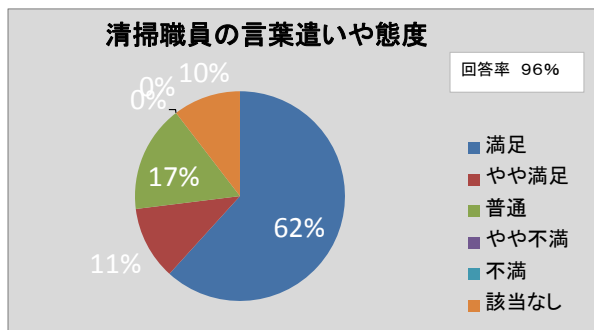
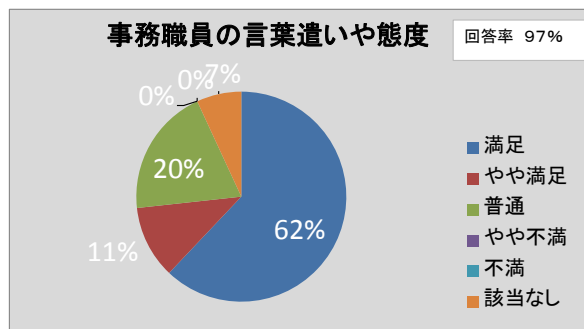
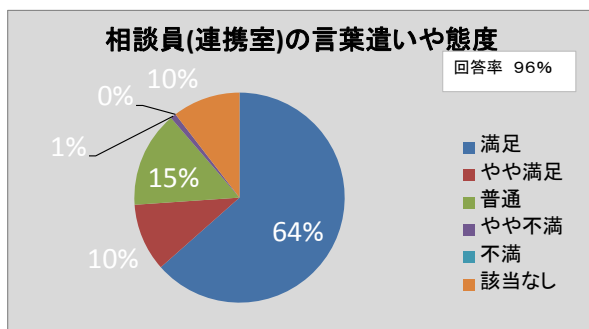
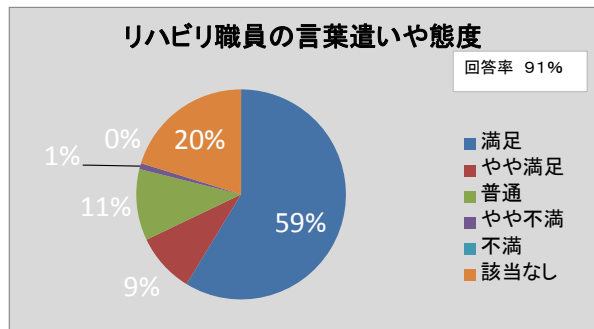
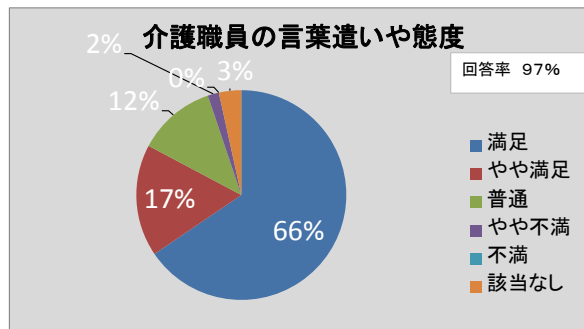
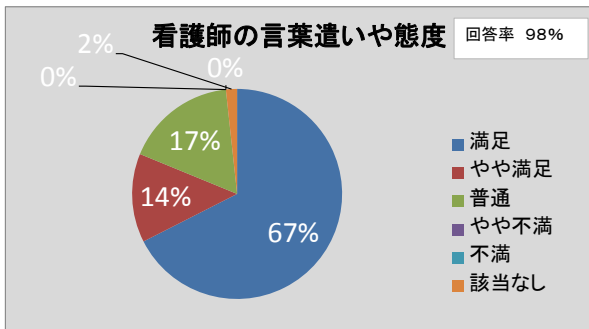
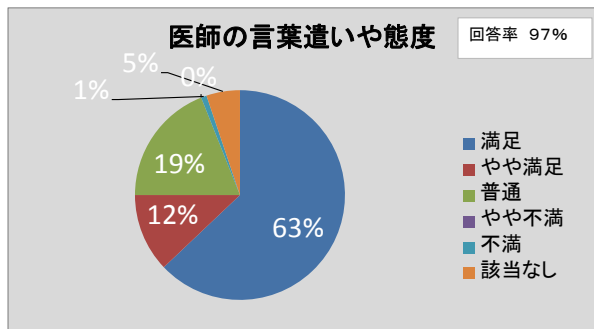
・設備（入院）



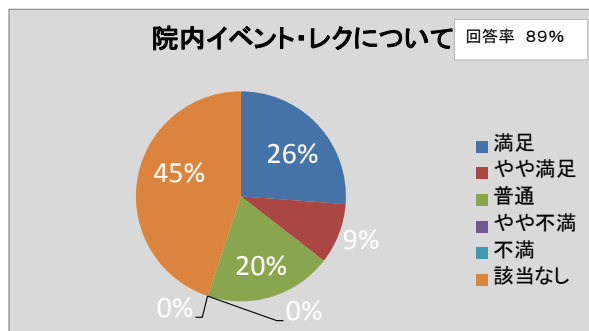
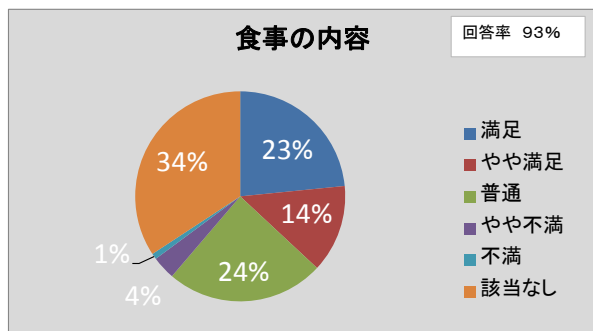
・環境（入院）



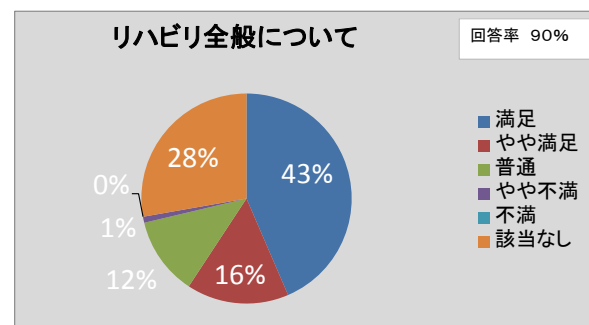
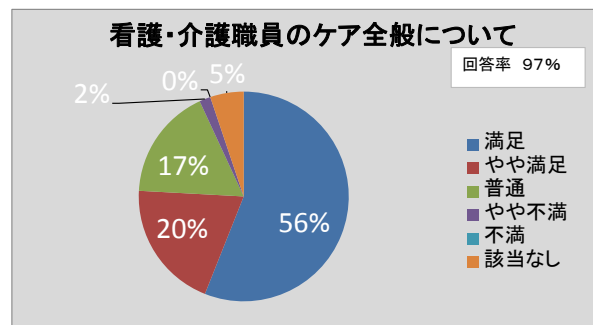
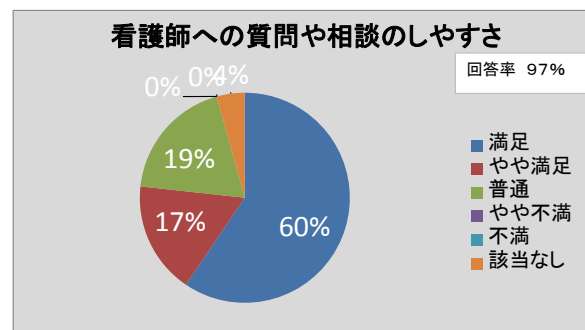
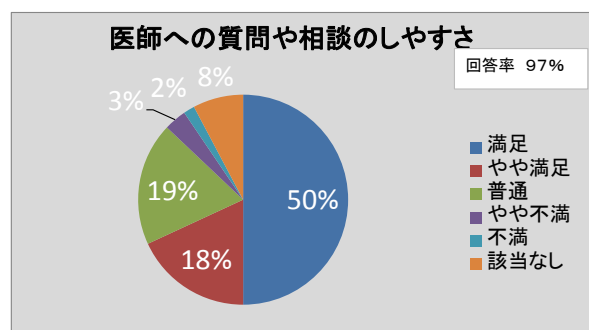
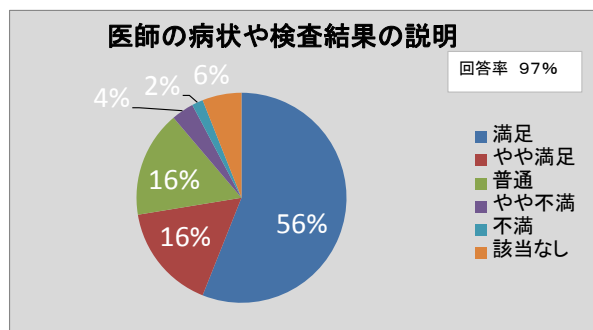
・ 接遇（入院）



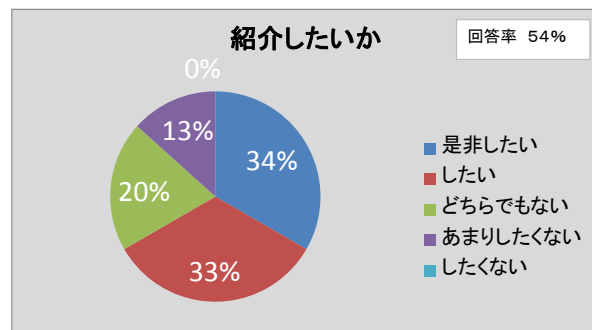
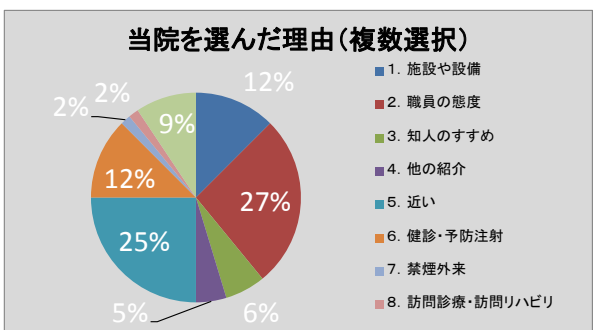
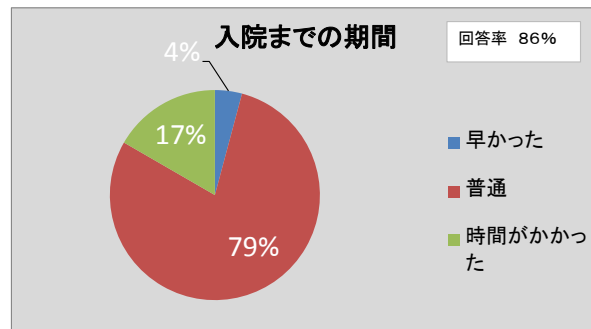
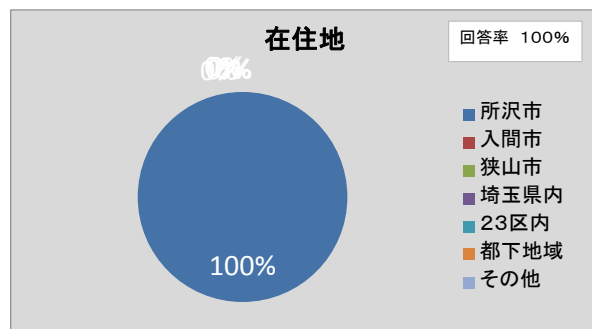
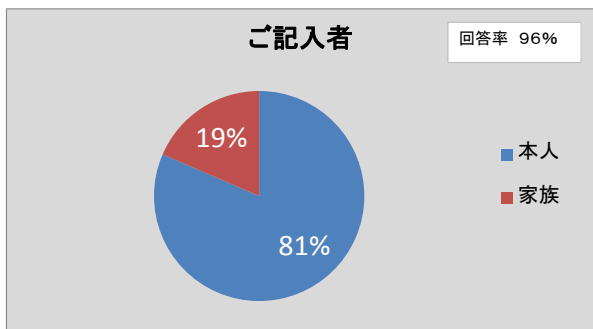
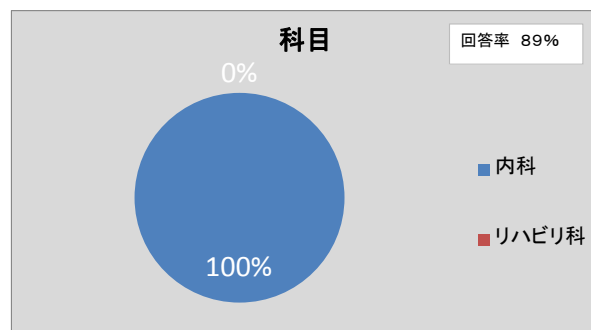
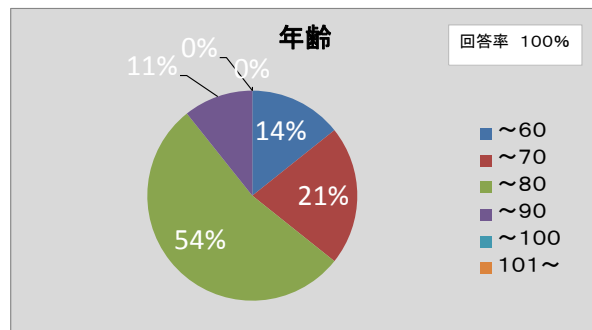
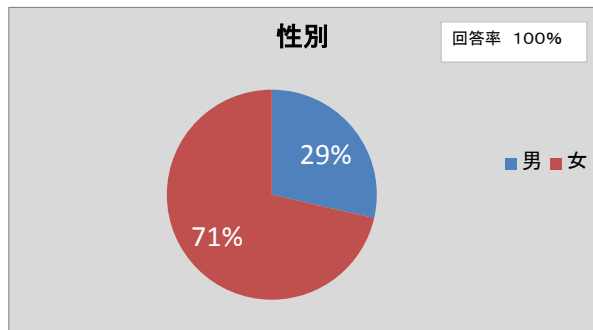
・ 食事、レク（入院）



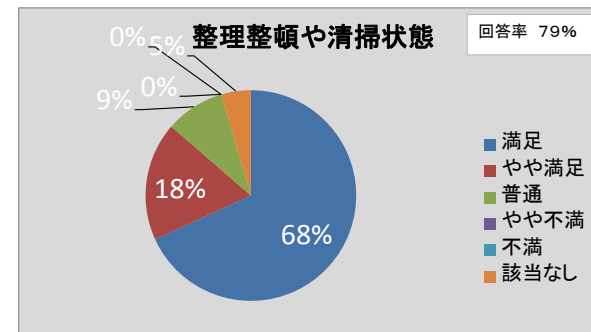
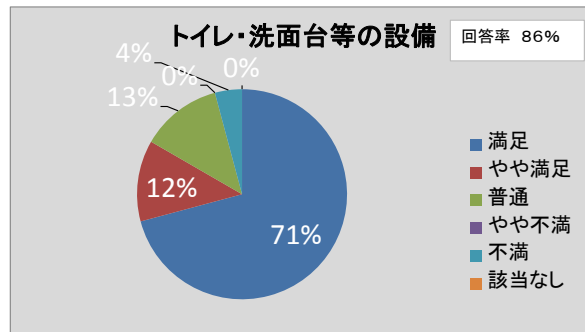
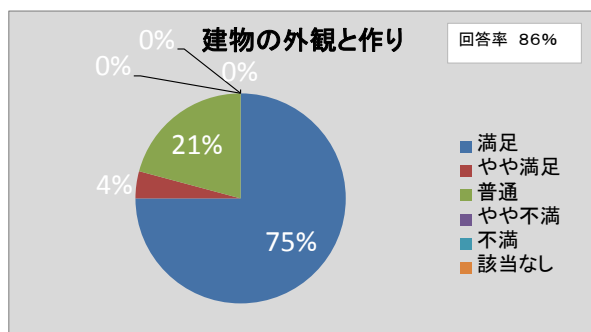
・ 診療（入院）



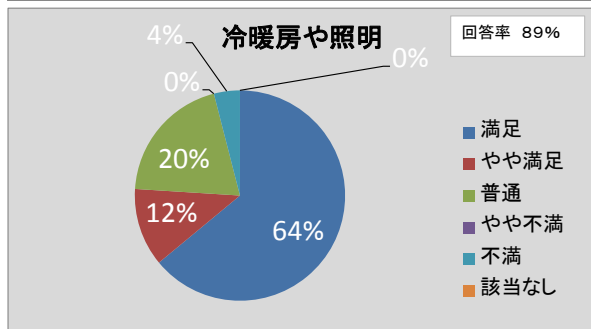
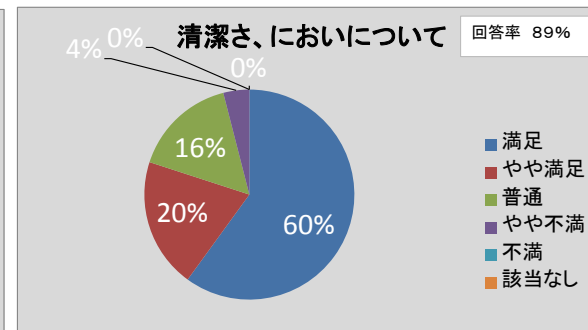
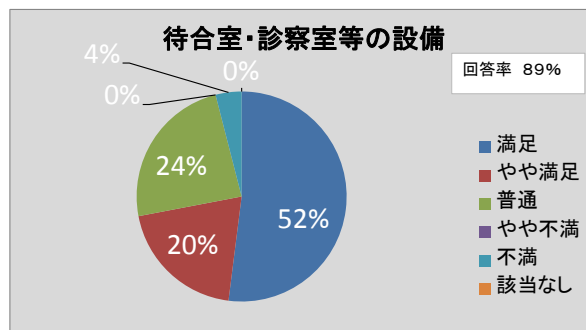
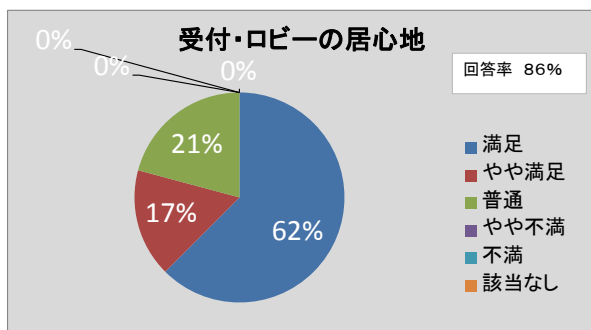
・総合（外来）



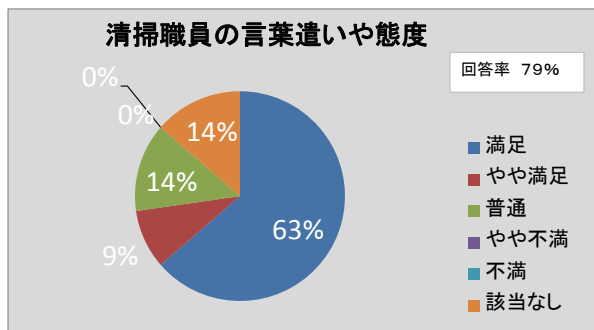
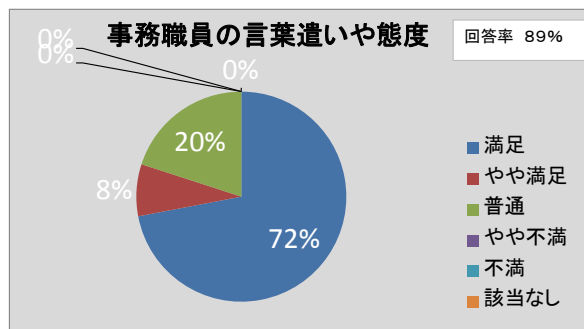
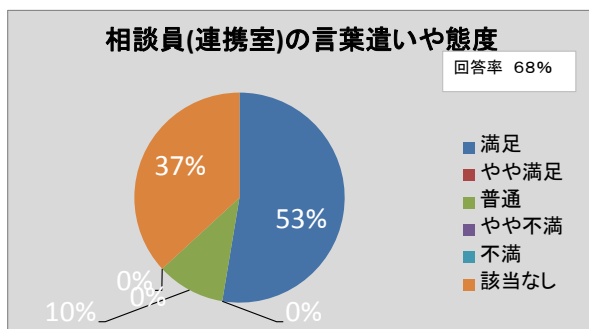
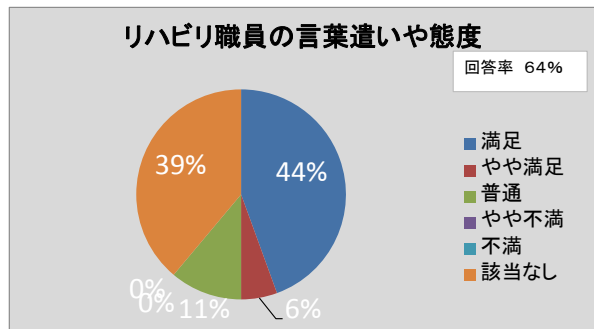
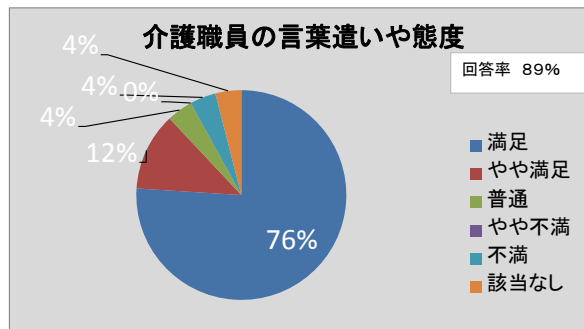
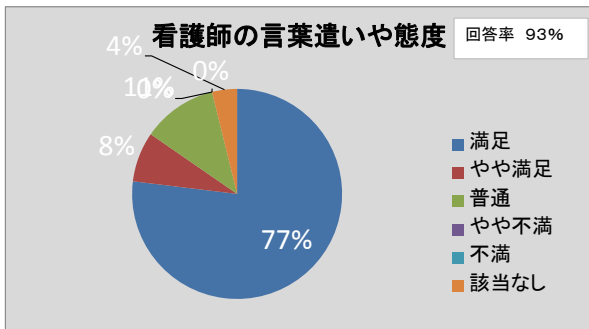
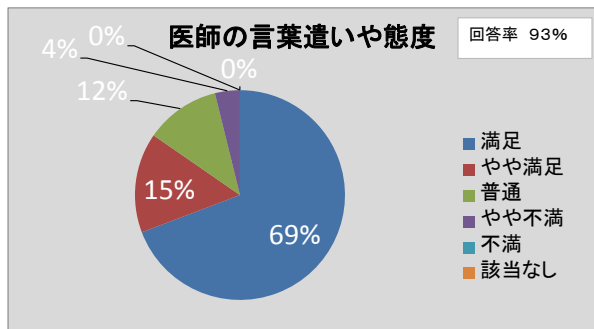
・設備（外来）



・環境（外来）



・ 接遇（外来）



・診療（外来）

