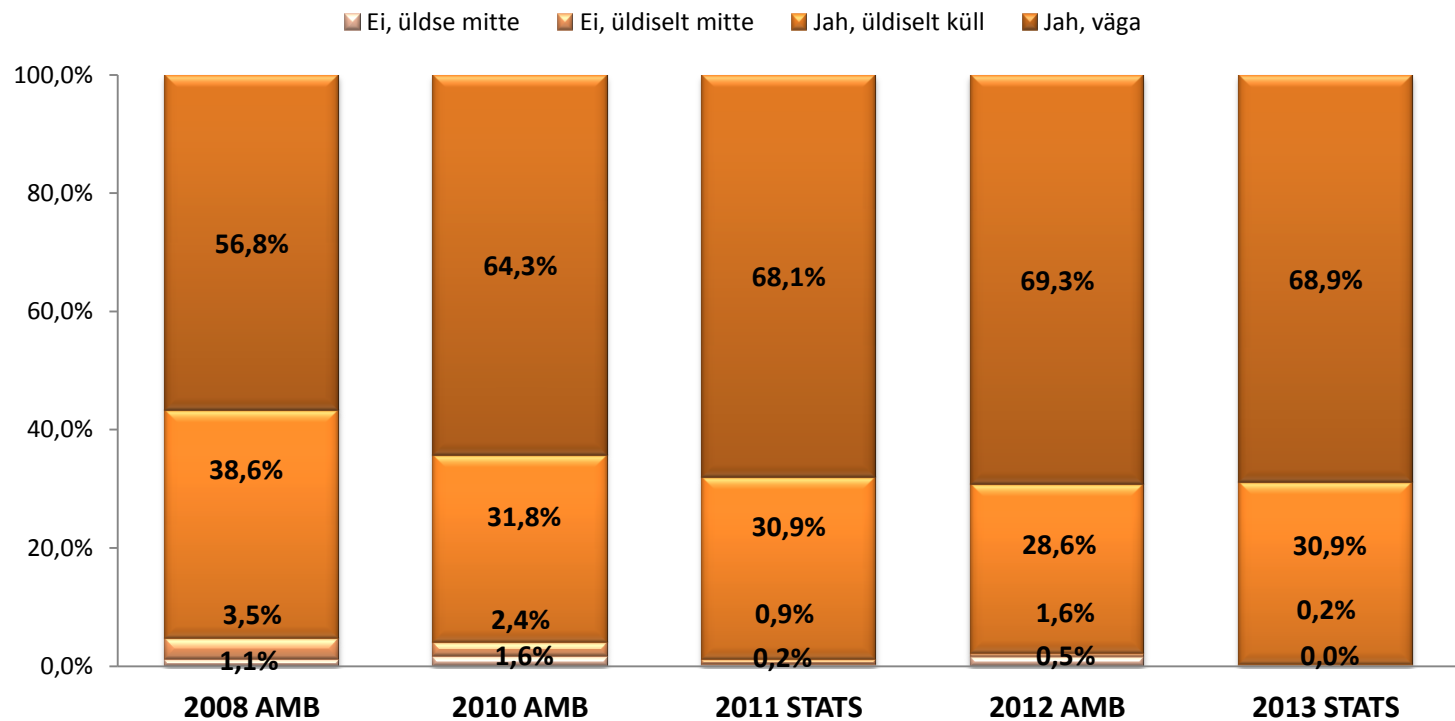




Patsientide rahulolu Lääne- Tallinna Keskhaigla tervishoiuteenustega 2008-2013

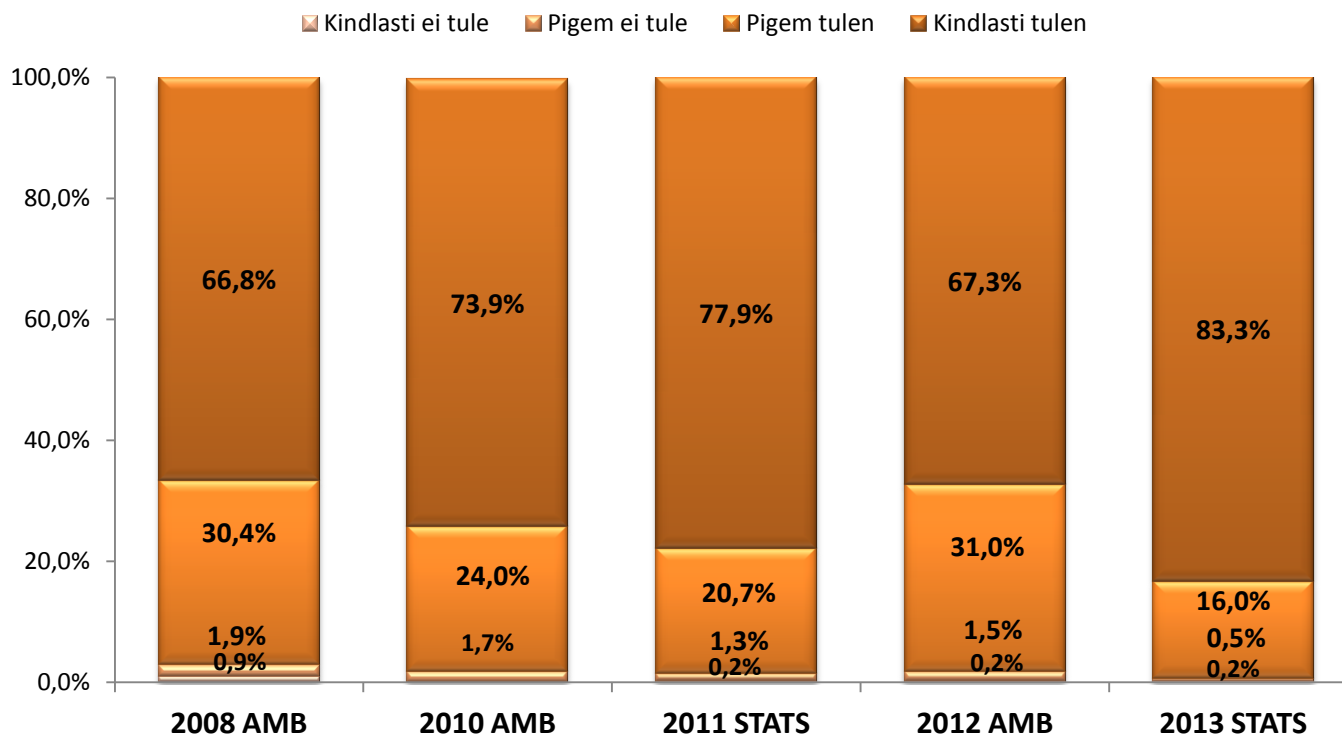
Aide Aavik
Kvaliteedijuhi kt

Üldine rahulolu tervishoiuteenusega

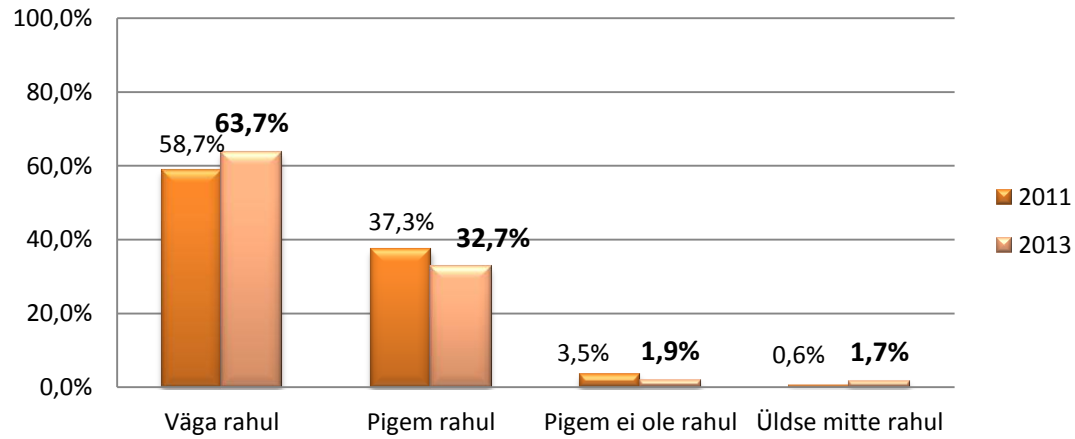


2008 – 770 vastajat; 2010 – 595 vastajat; 2011 – 566 vastajat; 2012 – 2455 vastajat; 2013 – 454 vastajat

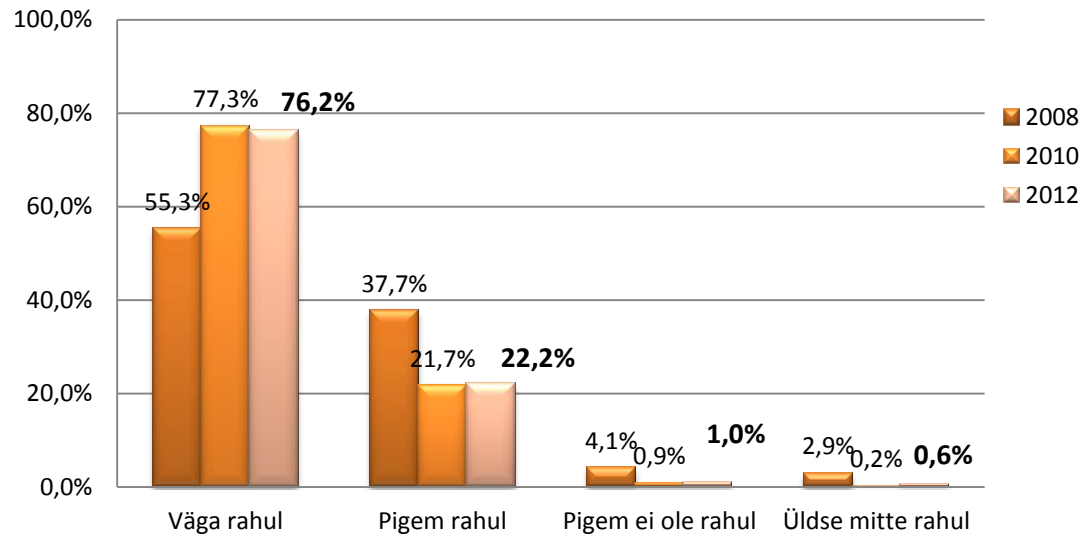
Kas tulete vajadusel taas Lääne-Tallinna Keskhaiglasse



Statsionaarsete patsientide rahulolu asjaajamise selguse ja kiirusega haiglasse vastuvõtul

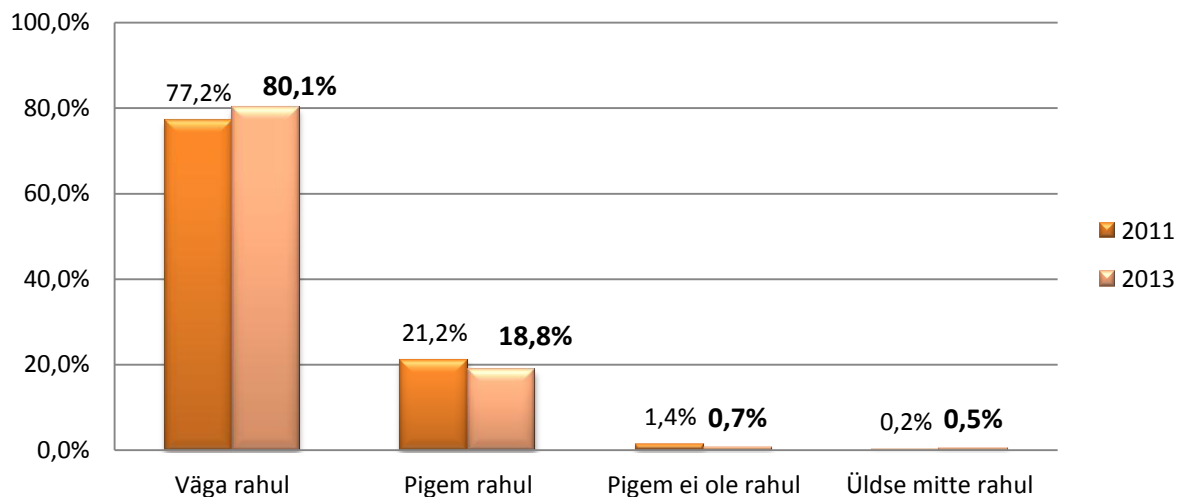


Ambulatoorsete patsientide rahulolu registratuuri töötajate suhtlemisega

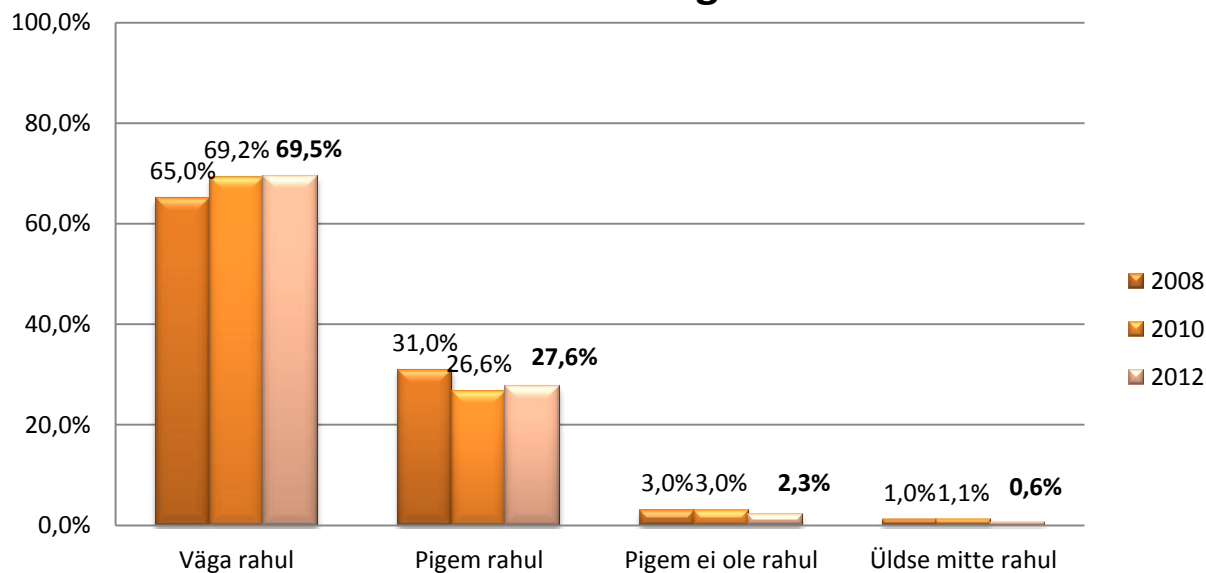


Rahulolu arstiga

Statsionaarsete patsientide rahulolu arsti usaldusväärsuse ja oskustega

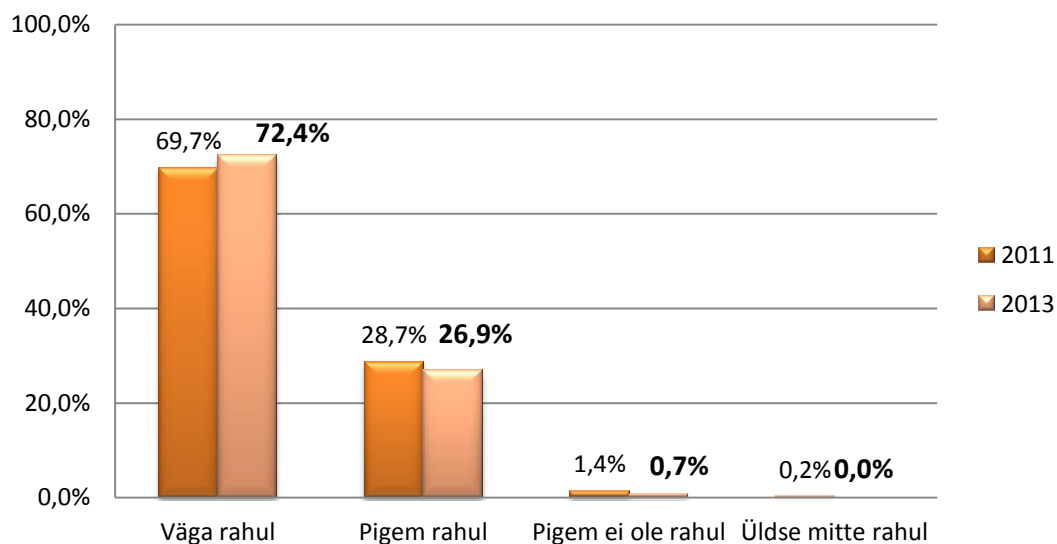


Ambulatoorsete patsientide rahulolu arsti suhtumisega

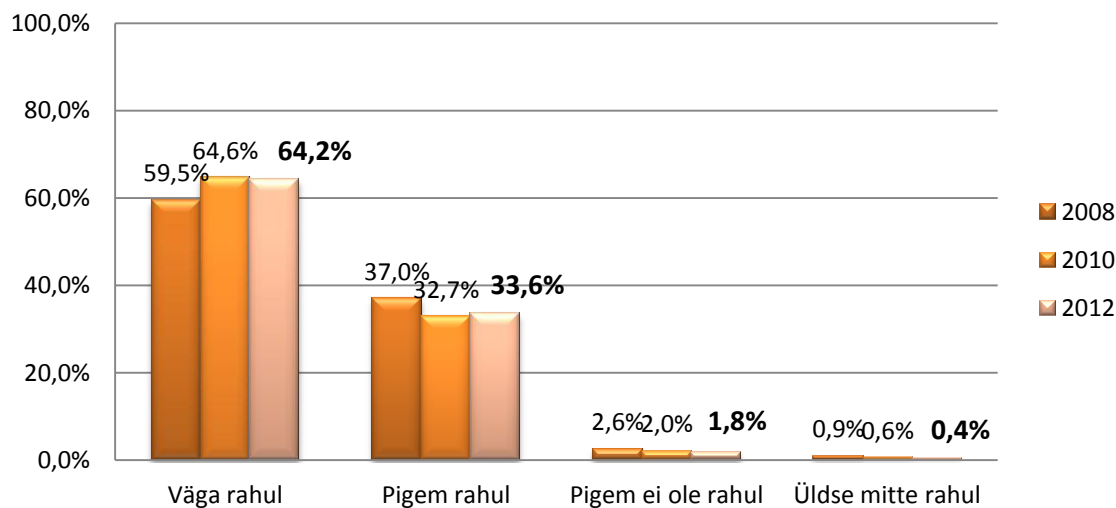


Rahulolu õdedega

Statsionaarsete patsientide rahulolu õdede usaldusväarsuse ja oskustega

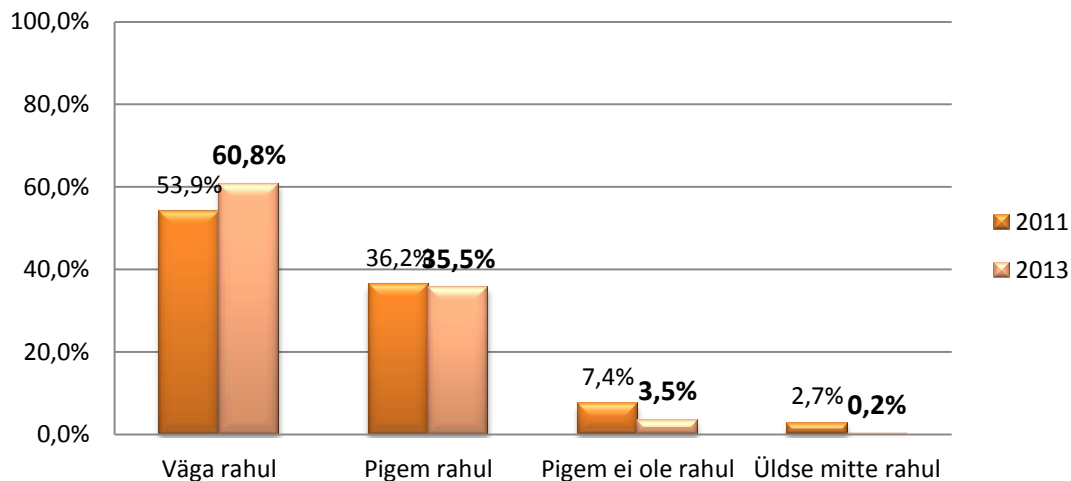


Ambulatoorsete patsientide rahulolu õdede suhtumisega

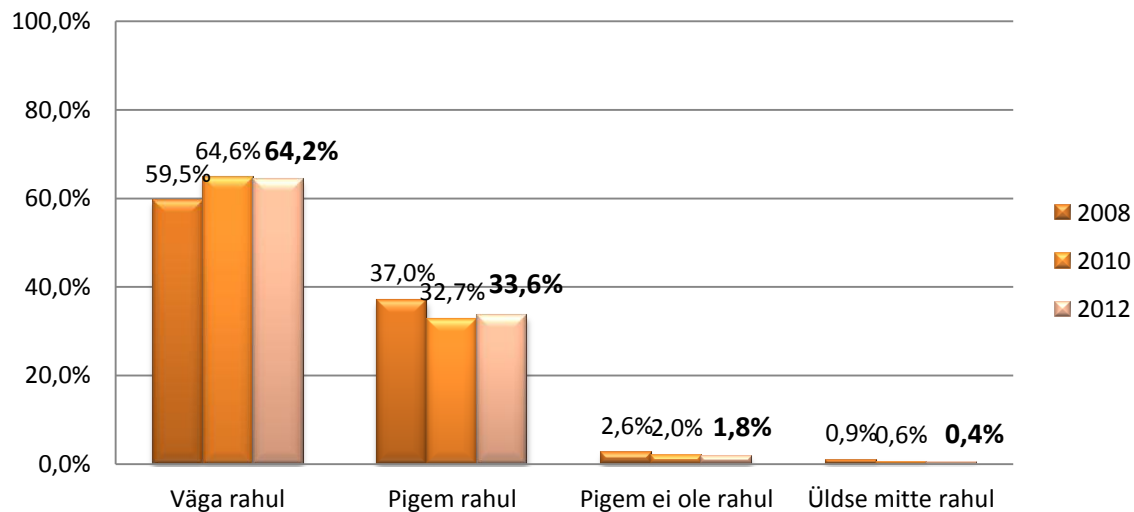


Rahulolu informeerimisega

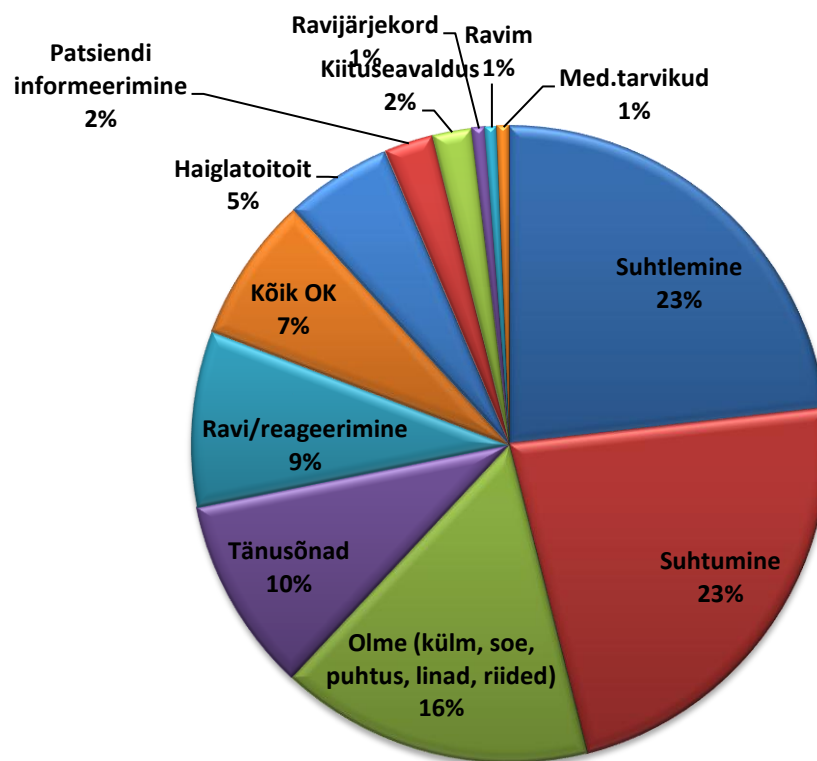
Statsionaarsete patsientide rahulolu õdede selgitustega kuidas kodus toime tulla



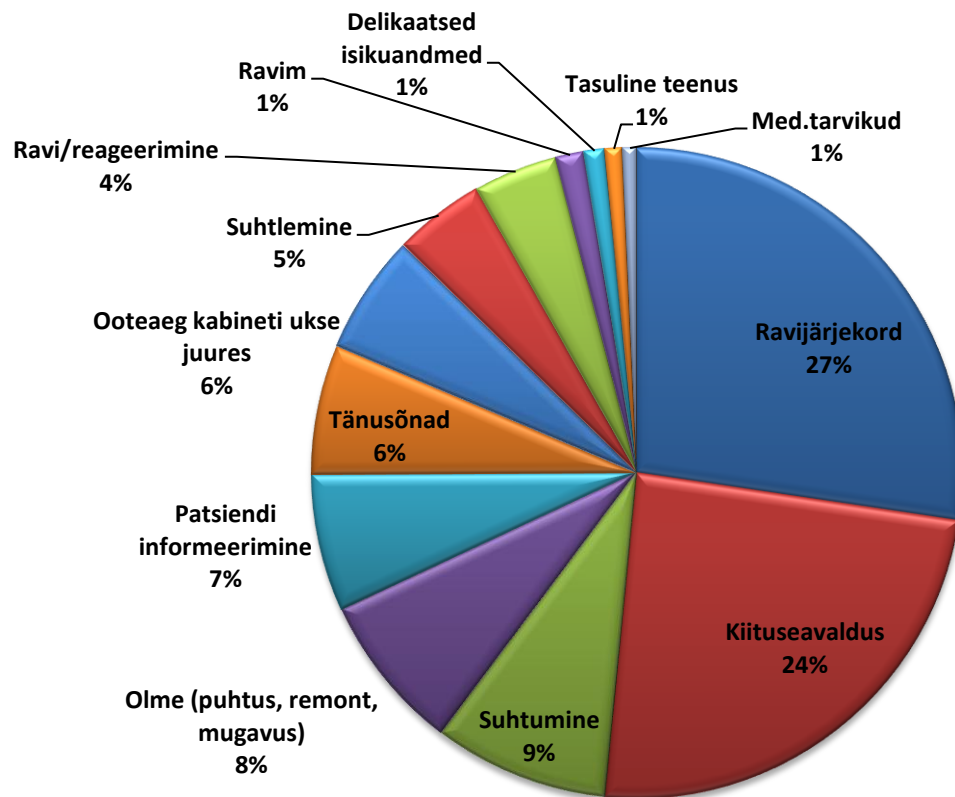
Ambulatoorsete patsientide rahulolu juhustega kuidas kodus haigusega toime tulla



2013 Statsionaarsete patsientide jaoks olulised teemad (n=198)



2012 Ambulatoorsete patsientide jaoks olulised teemad (n=432)





Tänan !