



Rilevazione Customer Satisfaction

anno 2022
ASST Ovest Milanese

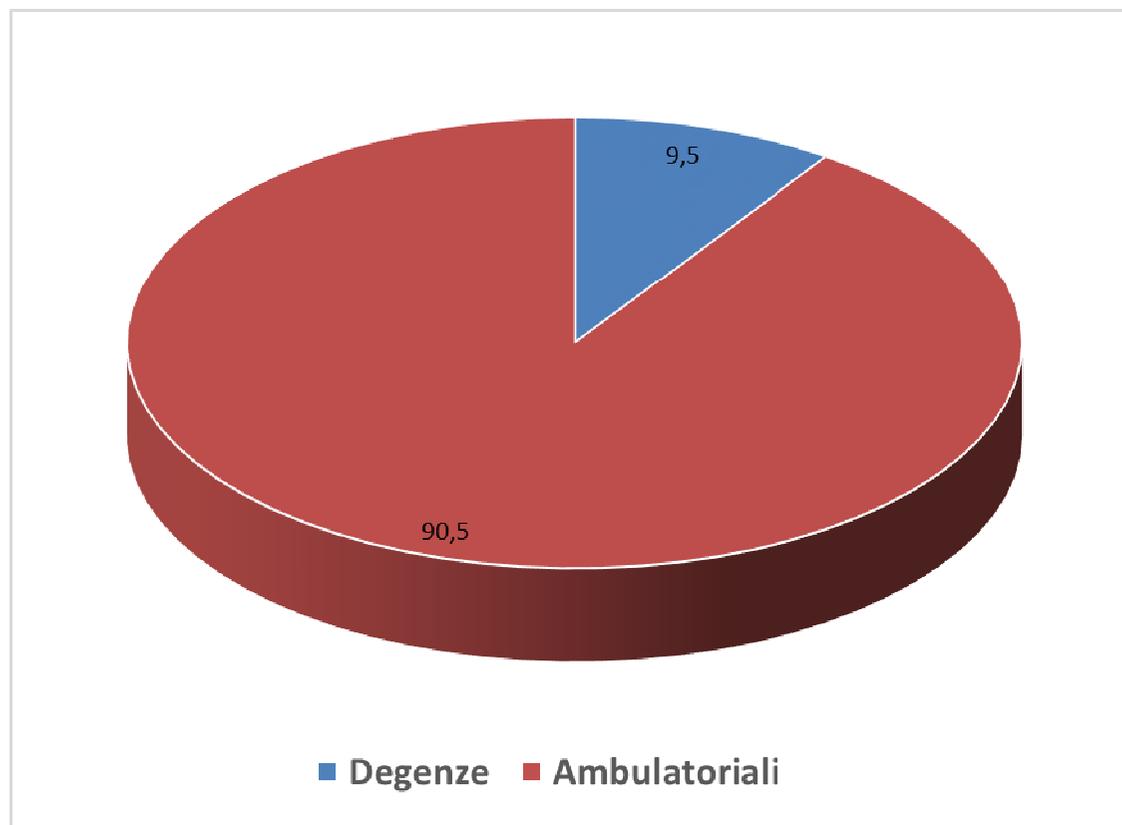
Presentazione risultati





Campione – Anno 2022

TIPOLOGIA DI SERVIZIO USUFRUITO



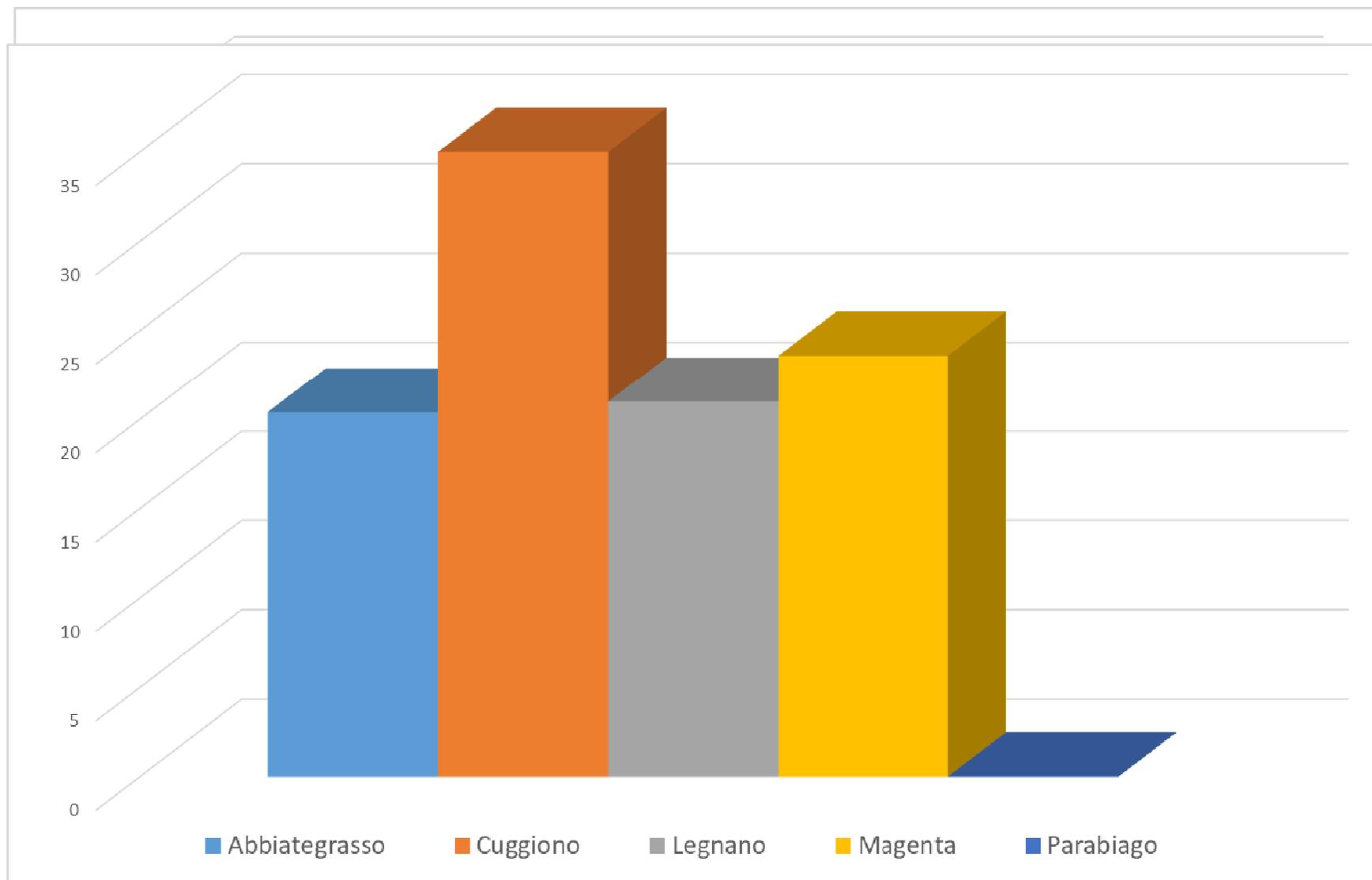
Numerosità campionaria: 8.915



ATTIVITA' AMBULATORIALE

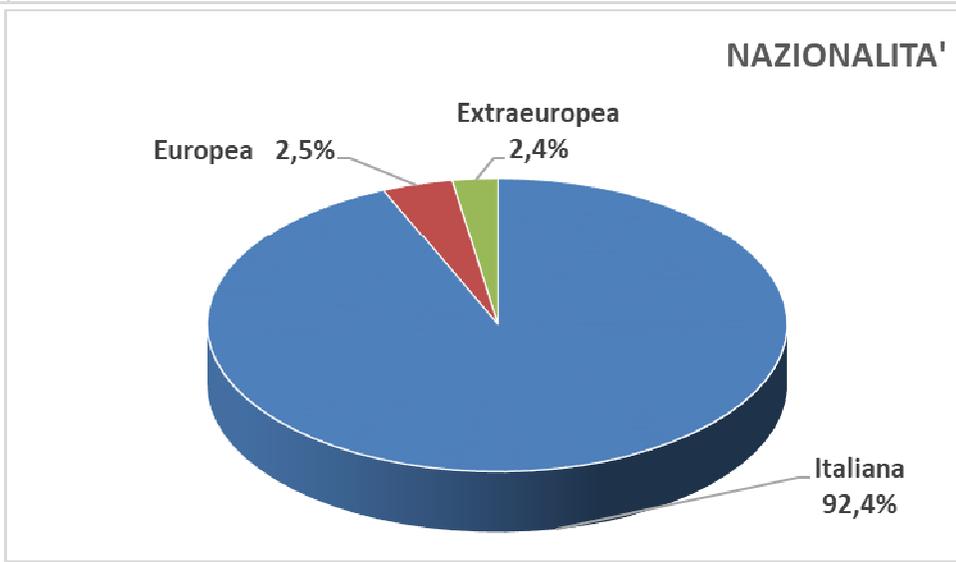
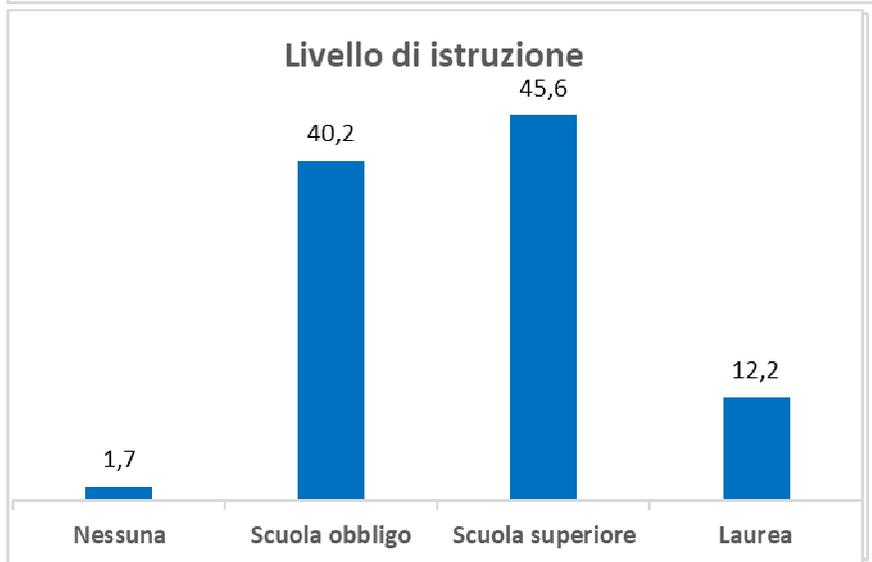
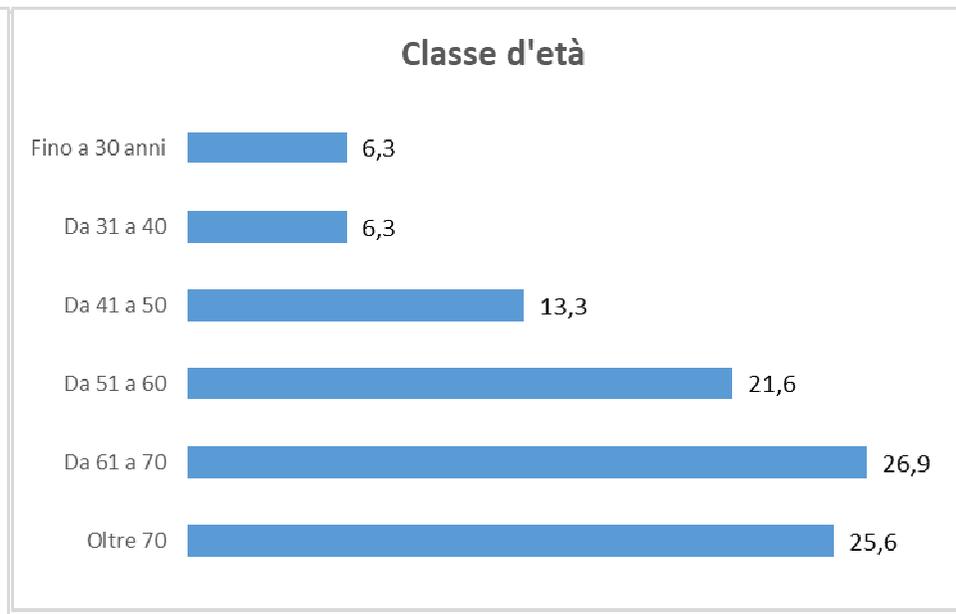
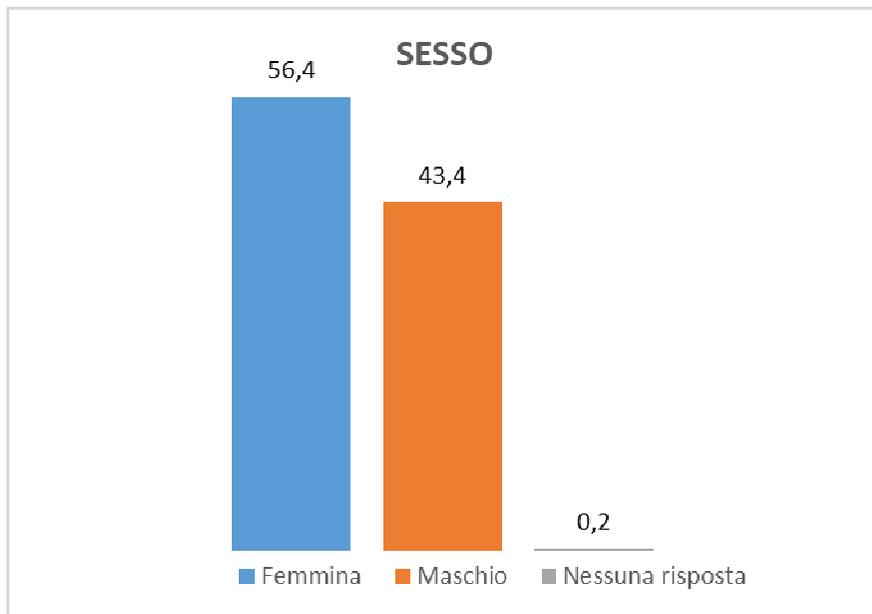


Numerosità campionaria per presidio



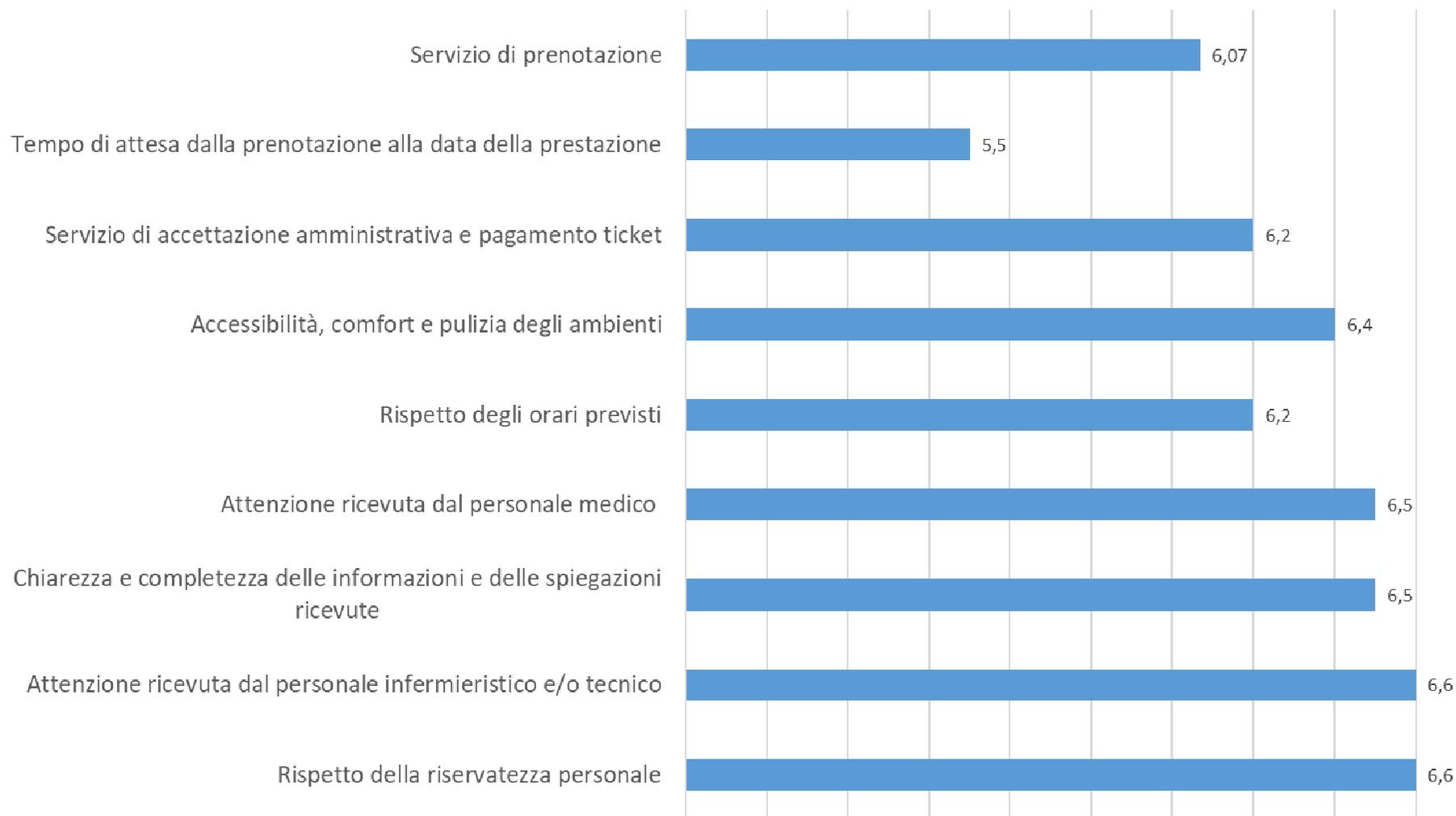


Campione – anno 2022





Soddisfazione singoli elementi del servizio



Valori medi, scala 1-7



Attività Ambulatoriale

Indici generali

Indice generale
Soddisfazione

Anno 2022:
Campione totale

6,4

Indice generale
Raccomandabilità

Anno 2022:
Campione totale

6,5

Sistema Socio Sanitario



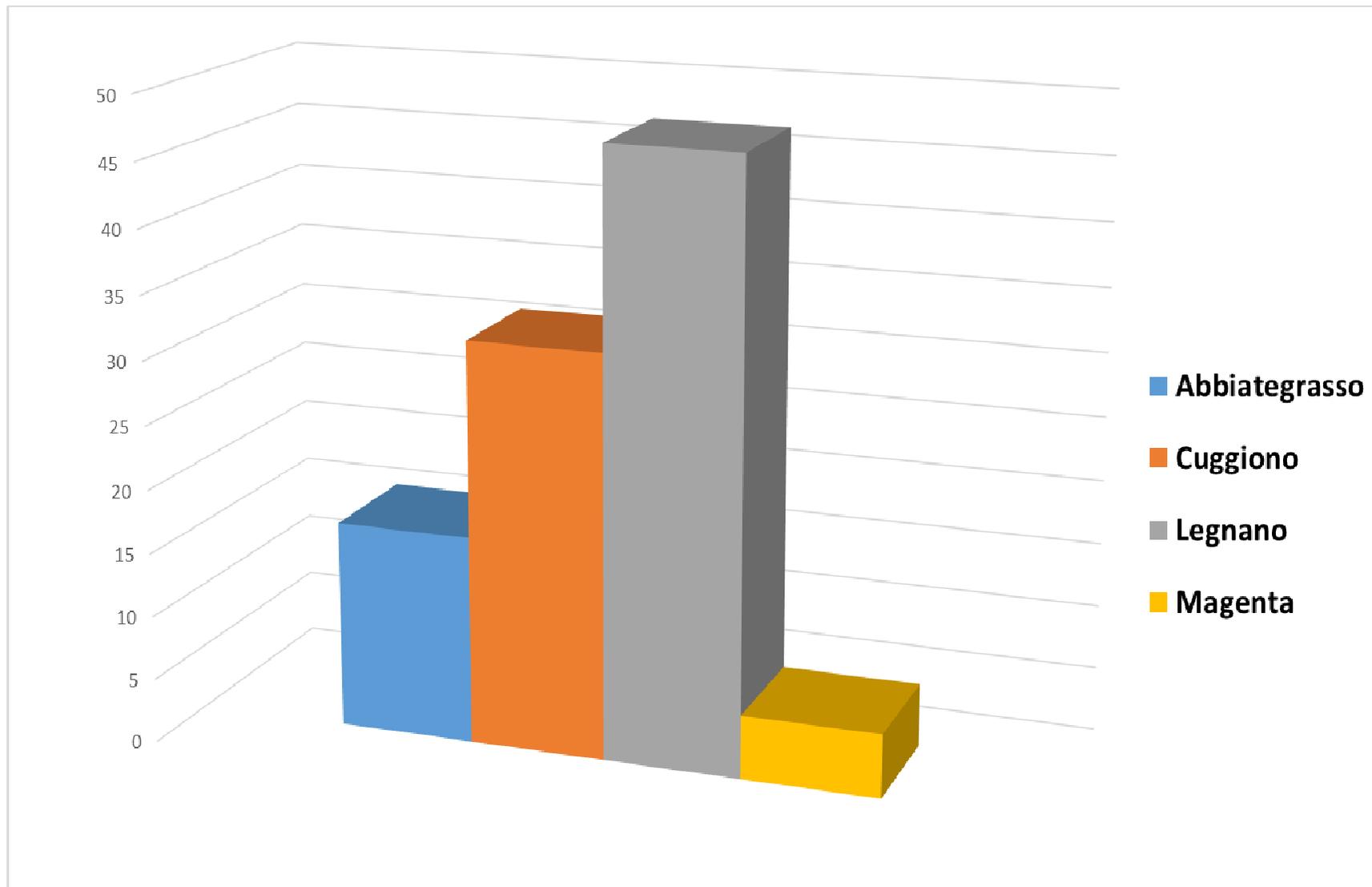
Regione
Lombardia

ASST Ovest Milanese

DEGENZA

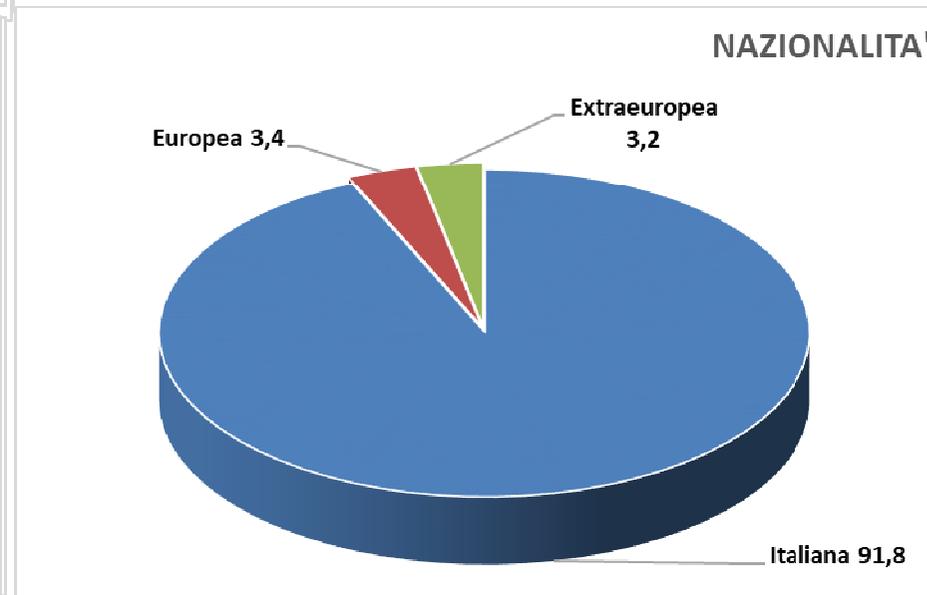
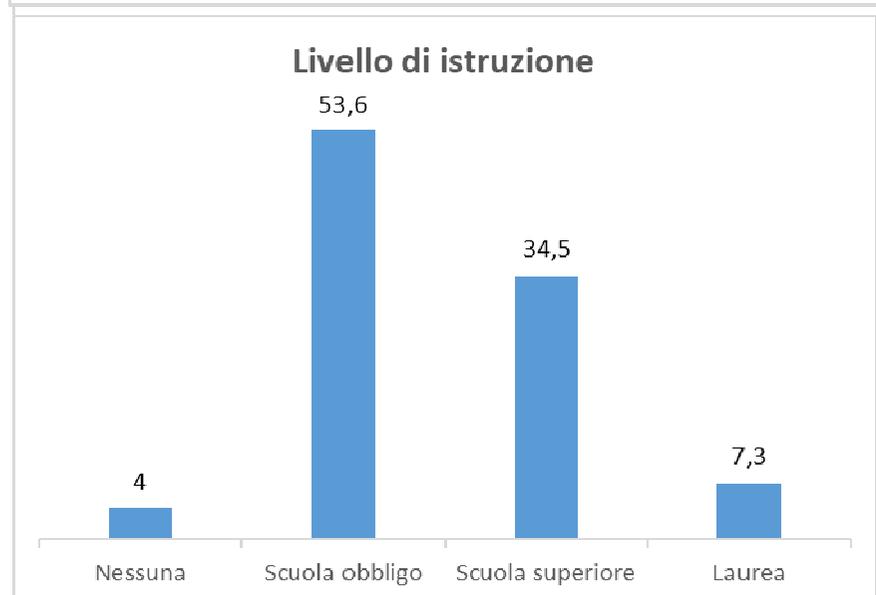
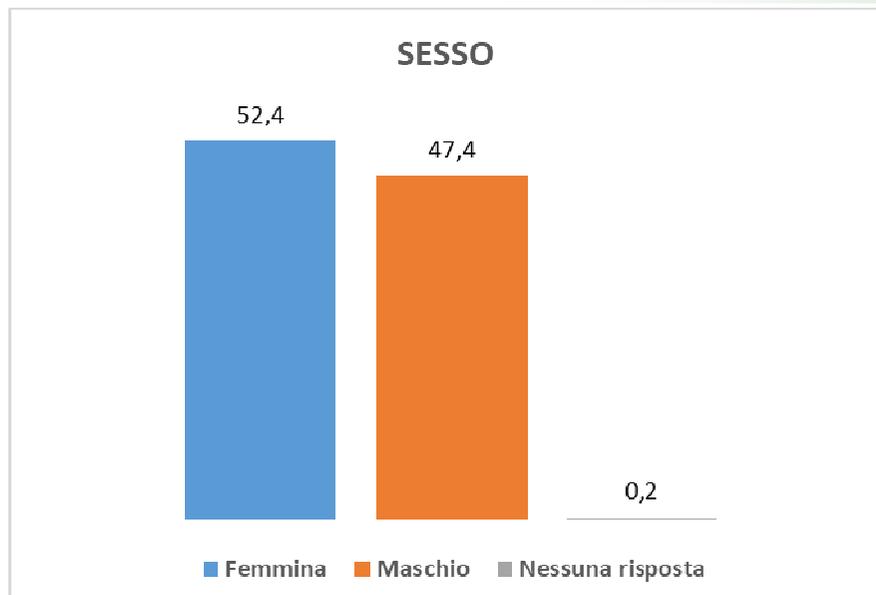


Numerosità campionaria per presidio



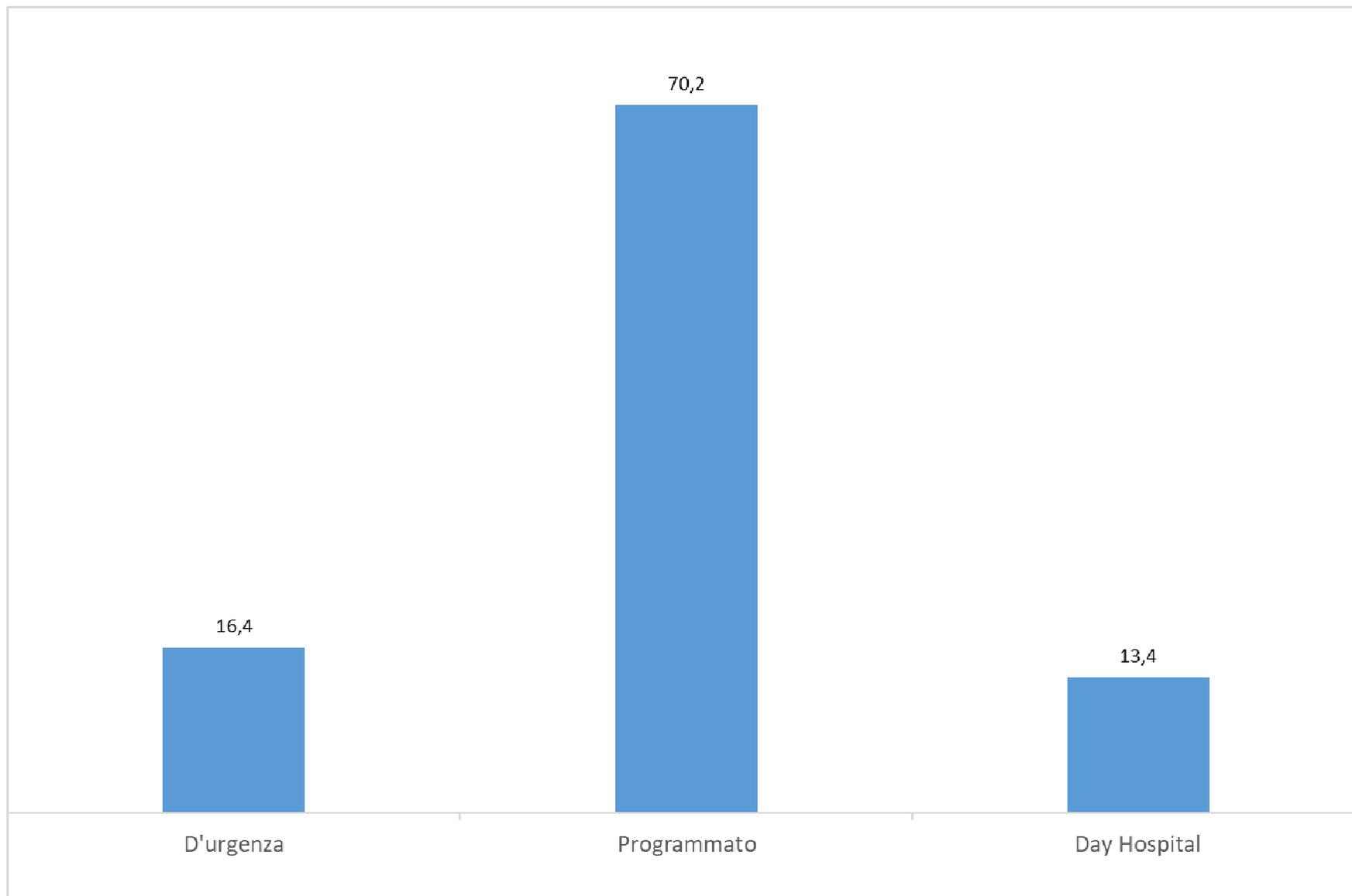


Campione – anno 2022



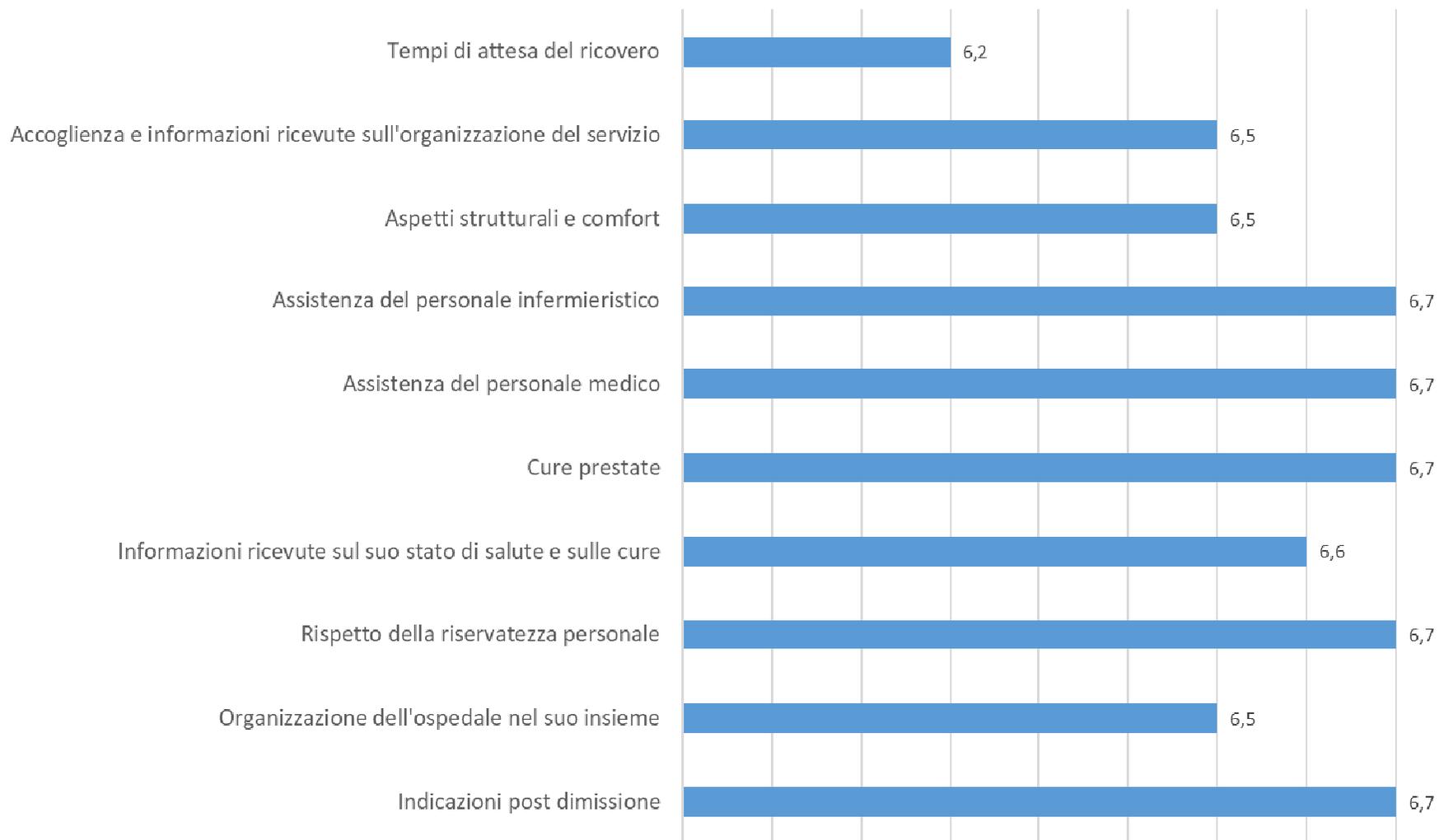


Tipologia di ricovero





Soddisfazione singoli elementi del servizio



Valori medi, scala 1-7



Attività di Degenza

Indici generali

Indice generale
Soddisfazione

Anno 2022:
Campione totale

6,7

Indice generale
Raccomandabilità

Anno 2022:
Campione totale

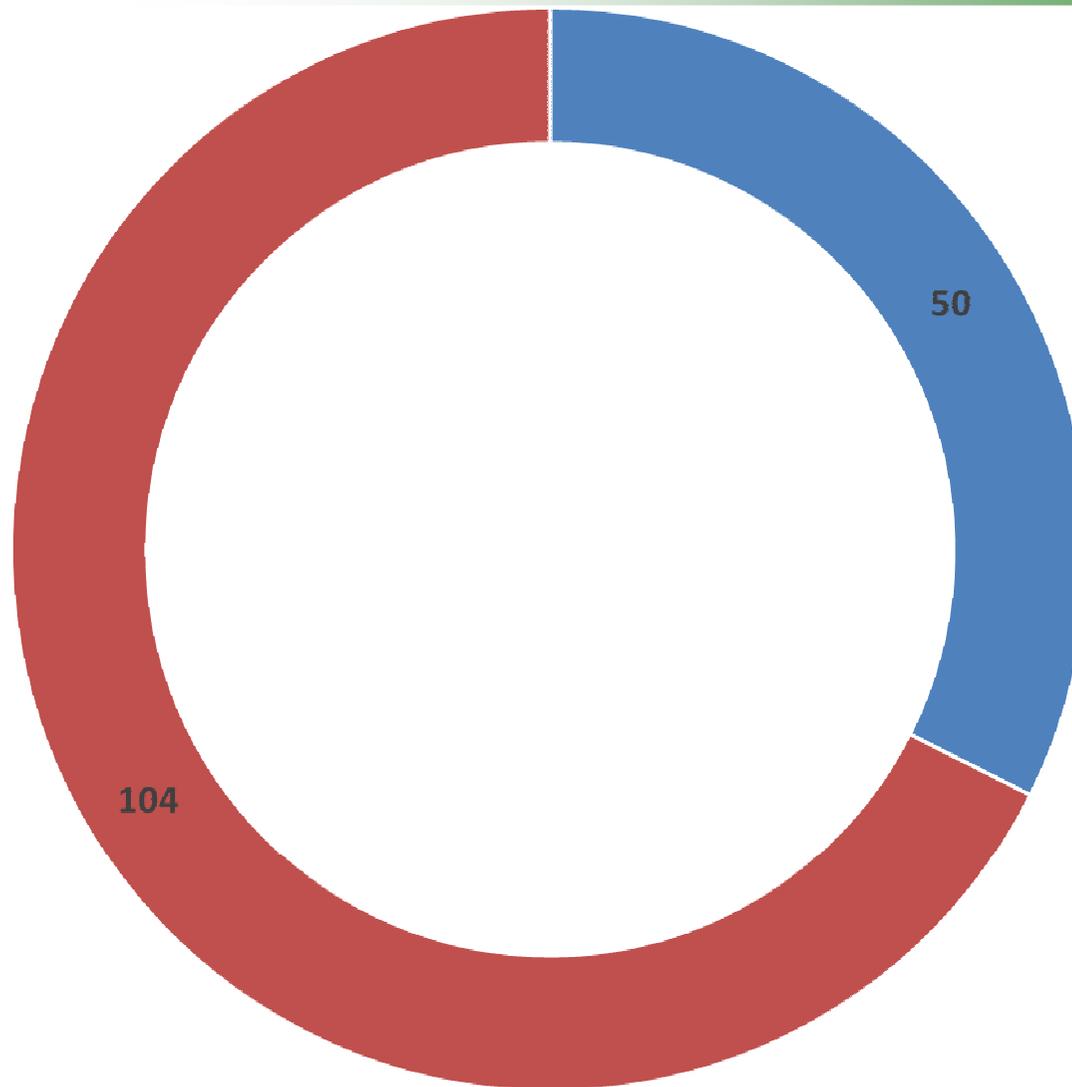
6,7



ANALISI RECLAMI – ENCOMI 2022



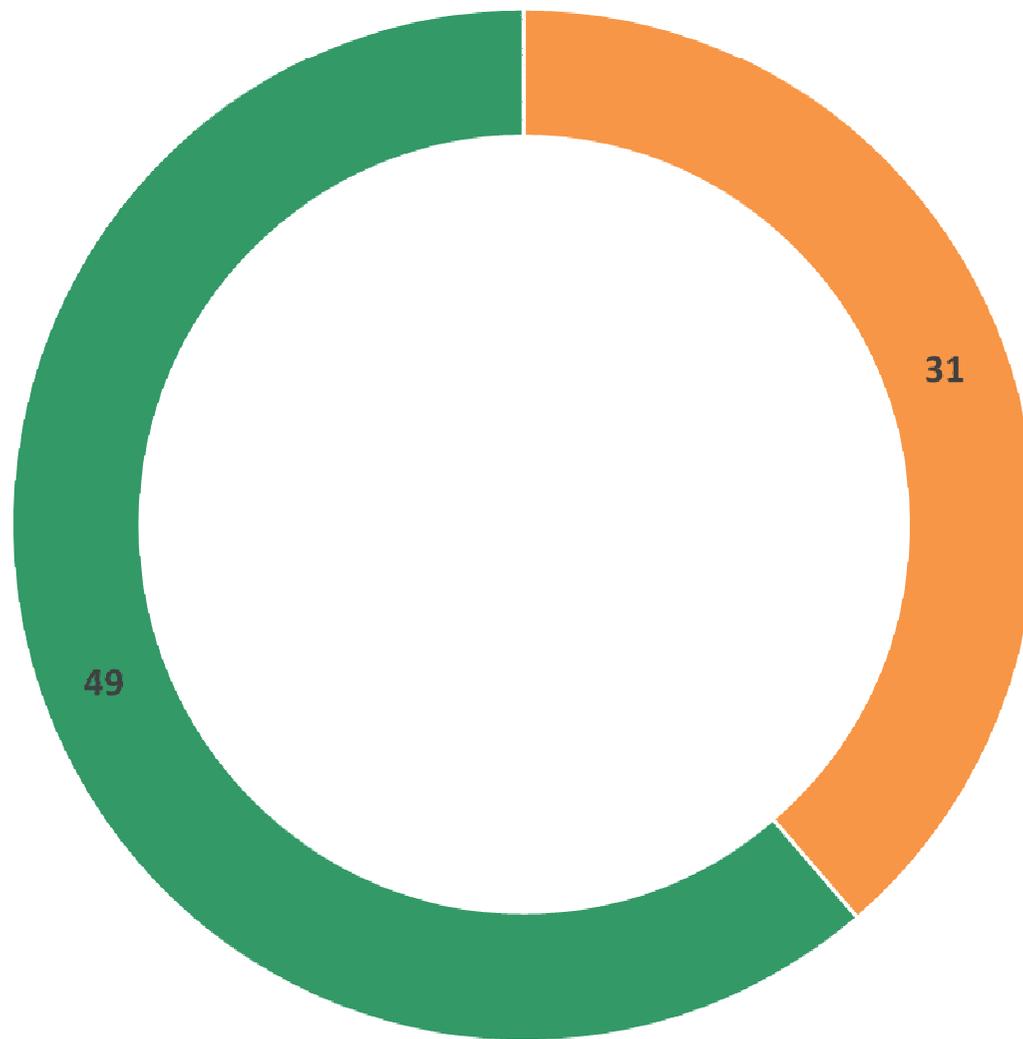
Reclami 2022



■ ambulatoriali ■ degenze



Encomi 2022



■ ambulatoriali ■ degenze



Aree tematiche reclami

