

RISULTATI
CUSTOMER
SATISFACTION
OSPITI 2023
R.S.A. VILLA DI
SALUTE

VALORI ASSOLUTI SU QUESTIONARI DI GRADIMENTO RESTITUITI

<input type="checkbox"/> 16 ospite	<input type="checkbox"/> 42 familiare	<input type="checkbox"/> 0 care-giver	R.S.A. VILLA DI SALUTE	EDIZ. 2023
Qualità e adeguatezza del vitto:				
<input type="checkbox"/> 7 ottimo	<input type="checkbox"/> 25 buono	<input type="checkbox"/> 6 sufficiente	<input type="checkbox"/> 10 insoddisfacente	<input type="checkbox"/> 9 non saprei <input type="checkbox"/> 1 nessuna risposta
Orario dei pasti:				
<input type="checkbox"/> 8 ottimo	<input type="checkbox"/> 33 buono	<input type="checkbox"/> 9 sufficiente	<input type="checkbox"/> 1 insoddisfacente	<input type="checkbox"/> 5 non saprei <input type="checkbox"/> 2 nessuna risposta
Igiene e pulizia degli ambienti: camere, corridoi, letti, ecc.:				
<input type="checkbox"/> 15 ottimo	<input type="checkbox"/> 25 buono	<input type="checkbox"/> 14 sufficiente	<input type="checkbox"/> 4 insoddisfacente	<input type="checkbox"/> 0 non saprei <input type="checkbox"/> nessuna risposta
Tranquillità e confort personale:				
<input type="checkbox"/> 7 ottimo	<input type="checkbox"/> 30 buono	<input type="checkbox"/> 14 sufficiente	<input type="checkbox"/> 6 insoddisfacente	<input type="checkbox"/> 0 non saprei <input type="checkbox"/> 1 nessuna risposta
Organizzazione della giornata (orari delle visite, delle pulizie, delle attività, ecc.):				
<input type="checkbox"/> 7 ottimo	<input type="checkbox"/> 21 buono	<input type="checkbox"/> 17 sufficiente	<input type="checkbox"/> 6 insoddisfacente	<input type="checkbox"/> 6 non saprei <input type="checkbox"/> 1 nessuna risposta
Giudizi sull'assistenza alla persona				
Frequenza delle visite mediche:				
<input type="checkbox"/> 6 ottimo	<input type="checkbox"/> 13 buono	<input type="checkbox"/> 17 sufficiente	<input type="checkbox"/> 9 insoddisfacente	<input type="checkbox"/> 12 non saprei <input type="checkbox"/> 1 nessuna risposta
Disponibilità del medico a dare notizie sullo stato di salute dell'ospite:				
<input type="checkbox"/> 12 ottimo	<input type="checkbox"/> 20 buono	<input type="checkbox"/> 16 sufficiente	<input type="checkbox"/> 7 insoddisfacente	<input type="checkbox"/> 2 non saprei <input type="checkbox"/> 1 nessuna risposta
Professionalità e cortesia del personale infermieristico nel provvedere e soddisfare alle necessità dell'ospite:				
<input type="checkbox"/> 10 ottimo	<input type="checkbox"/> 30 buono	<input type="checkbox"/> 9 sufficiente	<input type="checkbox"/> 7 insoddisfacente	<input type="checkbox"/> 2 non saprei <input type="checkbox"/> nessuna risposta
Professionalità e cortesia del personale di assistenza nel provvedere e soddisfare alle necessità dell'ospite:				
<input type="checkbox"/> 10 ottimo	<input type="checkbox"/> 28 buono	<input type="checkbox"/> 9 sufficiente	<input type="checkbox"/> 10 insoddisfacente	<input type="checkbox"/> 0 non saprei <input type="checkbox"/> 1 nessuna risposta
Come valuta le attività di riabilitazione individuali e di gruppo?				
<input type="checkbox"/> 10 ottimo	<input type="checkbox"/> 17 buono	<input type="checkbox"/> 15 sufficiente	<input type="checkbox"/> 6 insoddisfacente	<input type="checkbox"/> 10 non saprei <input type="checkbox"/> nessuna risposta
Altre considerazioni _____				
Come valuta le attività di animazione?				
<input type="checkbox"/> 12 ottimo	<input type="checkbox"/> 20 buono	<input type="checkbox"/> 15 sufficiente	<input type="checkbox"/> 3 insoddisfacente	<input type="checkbox"/> 7 non saprei <input type="checkbox"/> 1 nessuna risposta
Altre considerazioni _____				
Aspetti generali				
Ha avuto problemi nelle relazioni con altri ospiti?				
<input type="checkbox"/> 5 SI	<input type="checkbox"/> 52 NO	<input type="checkbox"/> 1 NON HA RISPOSTO		
Ha avuto problemi nel ricevere le visite da parenti ed amici?				
<input type="checkbox"/> 3 SI	<input type="checkbox"/> 54 NO	<input type="checkbox"/> 1 NON HA RISPOSTO		
Come considera l'aspetto della riservatezza del personale?				
<input type="checkbox"/> 10 ottimo	<input type="checkbox"/> 34 buono	<input type="checkbox"/> 9 sufficiente	<input type="checkbox"/> 2 insoddisfacente	<input type="checkbox"/> 2 non saprei <input type="checkbox"/> 1 nessuna risposta
Altre considerazioni _____				
Dovendo esprimere un giudizio complessivo, come considera i servizi che le sono stati offerti?				
<input type="checkbox"/> 7 ottimo	<input type="checkbox"/> 33 buono	<input type="checkbox"/> 10 sufficiente		
<input type="checkbox"/> 7 insoddisfacente	<input type="checkbox"/> 1 non saprei	<input type="checkbox"/> 0 nessuna risposta		

Ritiene che le soluzioni adottate dalla struttura per la gestione delle visite dei famigliari siano adeguate?

1= insufficiente
 17= ottimo

13= sufficiente
 2= non so

23= buono

Ritiene che le misure adottate dalla struttura per il mantenimento delle relazioni con il suo familiare siano personalizzate?

4= insufficiente
 10= ottimo

11= sufficiente
 9= non so

22= buono

Ritiene che le azioni poste in essere dalla struttura abbiano consentito di preservare i rapporti affettivi con il suo famigliare?

4= insufficiente
 14= ottimo

7= sufficiente
 5= non so

26= buono

Ritiene che i percorsi e le modalità di accesso alla struttura siano chiari?

4= insufficiente
 18= ottimo

9= sufficiente
 3= non so

22= buono

Ritiene che, stante le condizioni epidemiologiche, la struttura abbia adottato misure adeguate per la gestione delle visite e uscite?

2= insufficiente
 13= ottimo

6= sufficiente
 4= non so

29= buono

Come valuta l'organizzazione delle visite (orari, modalità di prenotazione, procedure di accesso..)?

2= insufficiente
 14= ottimo

6= sufficiente
 3= non so

27= buono

Come valuta la frequenza delle visite?

2= insufficiente
 11= ottimo

10= sufficiente
 9= non so

22= buono

Ritiene di ricevere tutte le informazioni necessarie in merito alle condizioni del suo famigliare?

4= insufficiente
 9= ottimo

14= sufficiente
 7= non so

19= buono

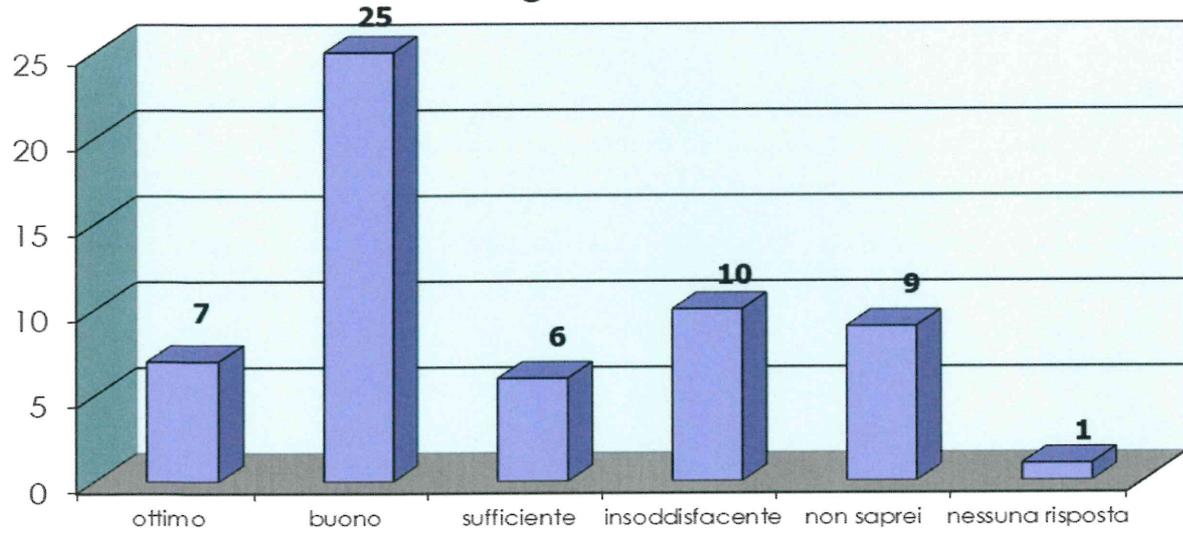
Ritiene utile l'utilizzo della videochiamata come strumento di comunicazione con il suo famigliare?

1= insufficiente
 15= ottimo

12= sufficiente
 10= non so

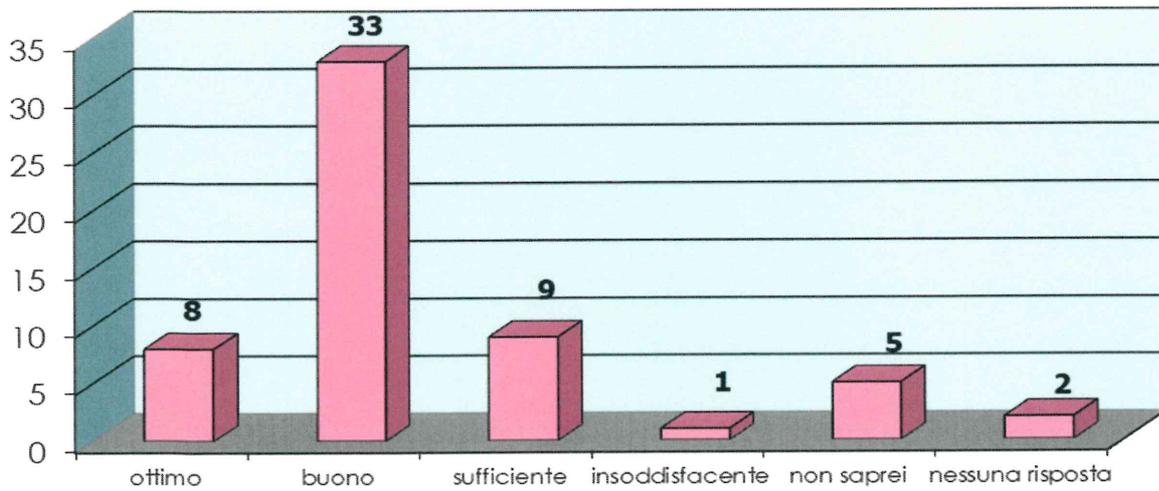
14= buono

Qualità e adeguatezza del vitto:



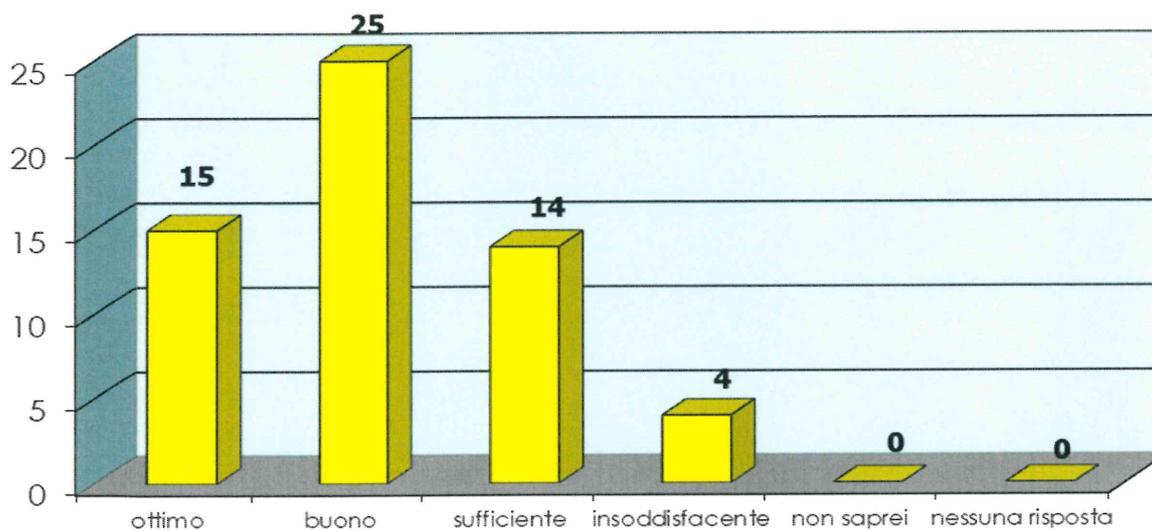
risposte del questionario

Orario dei pasti:



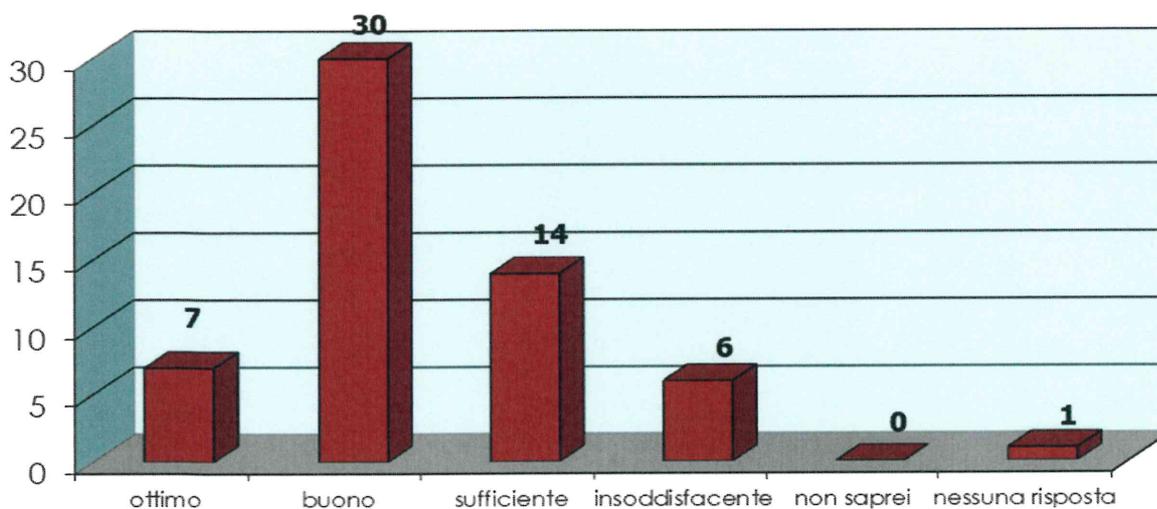
risposte del questionario

Igiene e pulizia degli ambienti: camere, corridoi, letti ecc.



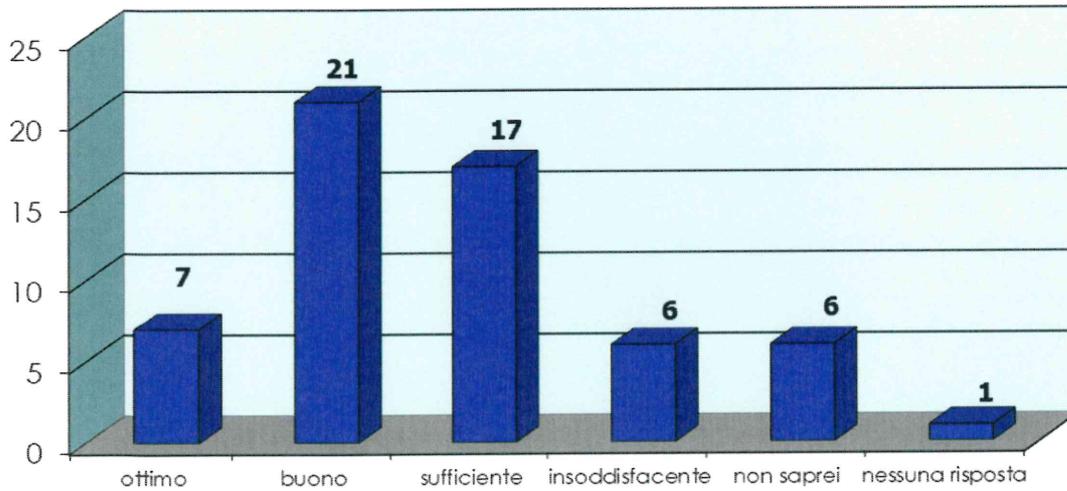
risposte del questionario

Tranquillità e comfort personale:



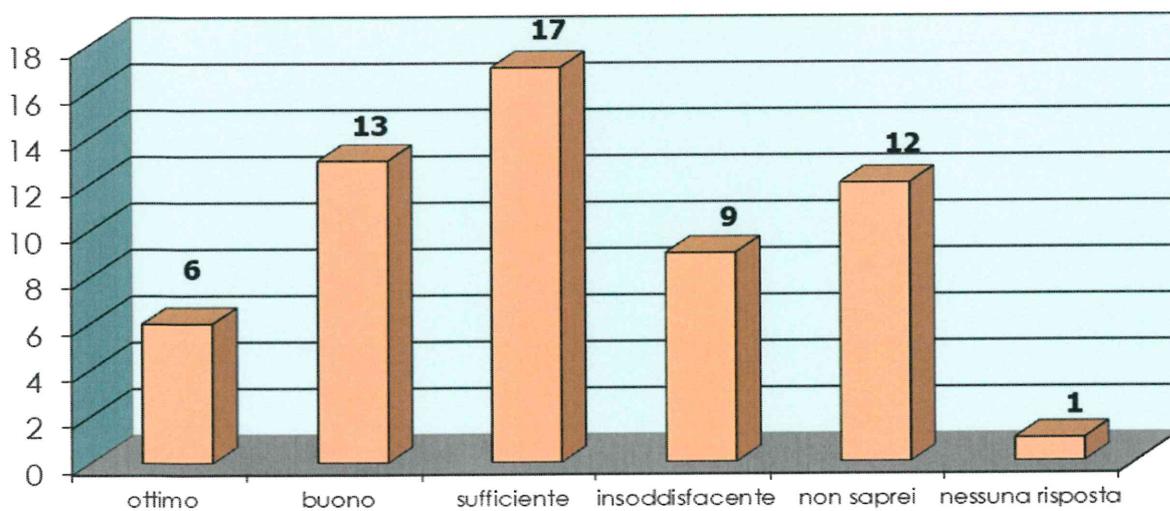
risposte del questionario

Organizzazione della giornata (orari delle visite, delle pulizie, delle attività, ecc.):



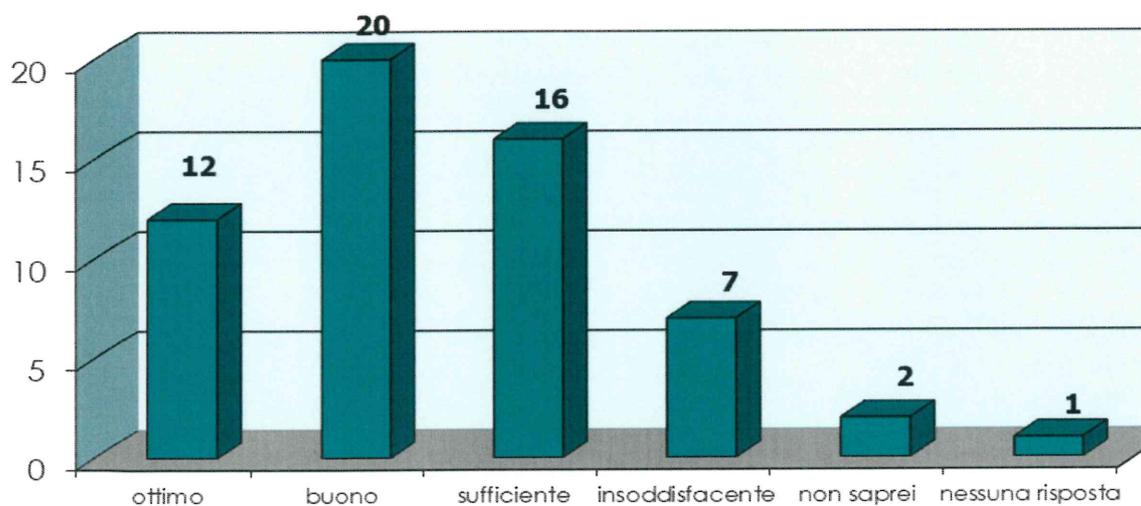
risposte del questionario

Frequenza delle visite mediche:



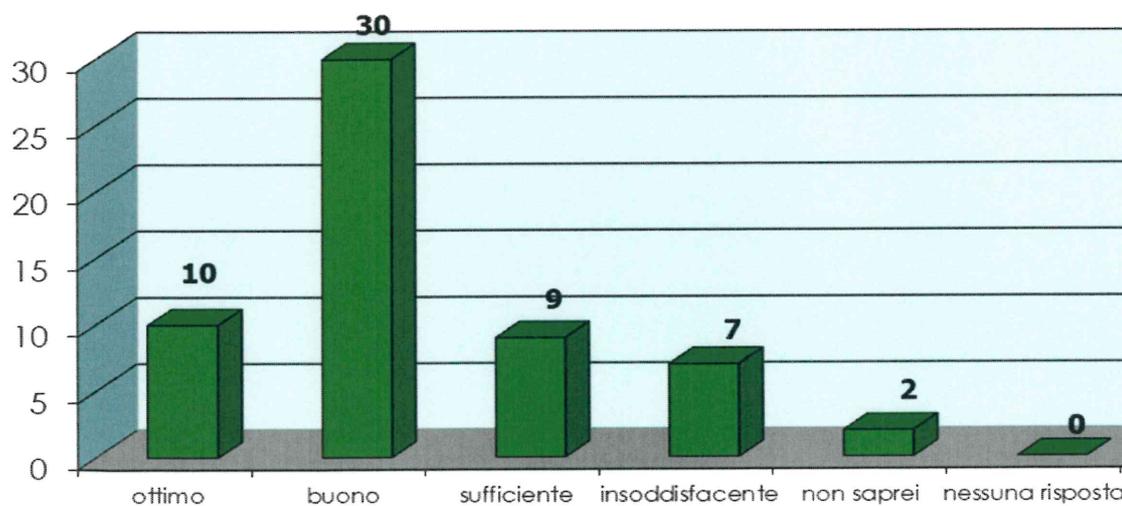
risposte del questionario

Disponibilità del medico a dare notizie sullo stato di salute dell'Ospite:



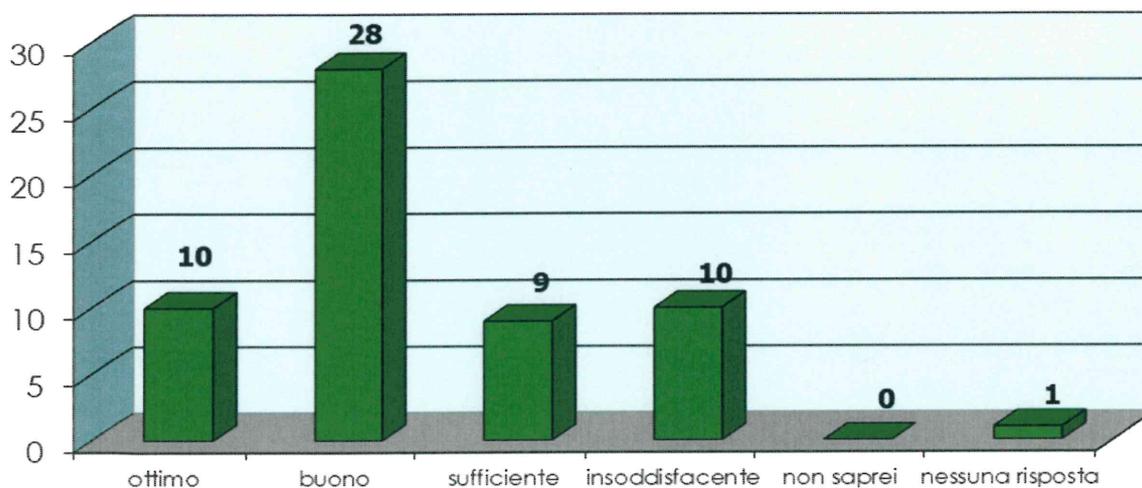
risposte del questionario

Professionalità e cortesia del personale infermieristico nel provvedere e soddisfare le necessità dell'Ospite:



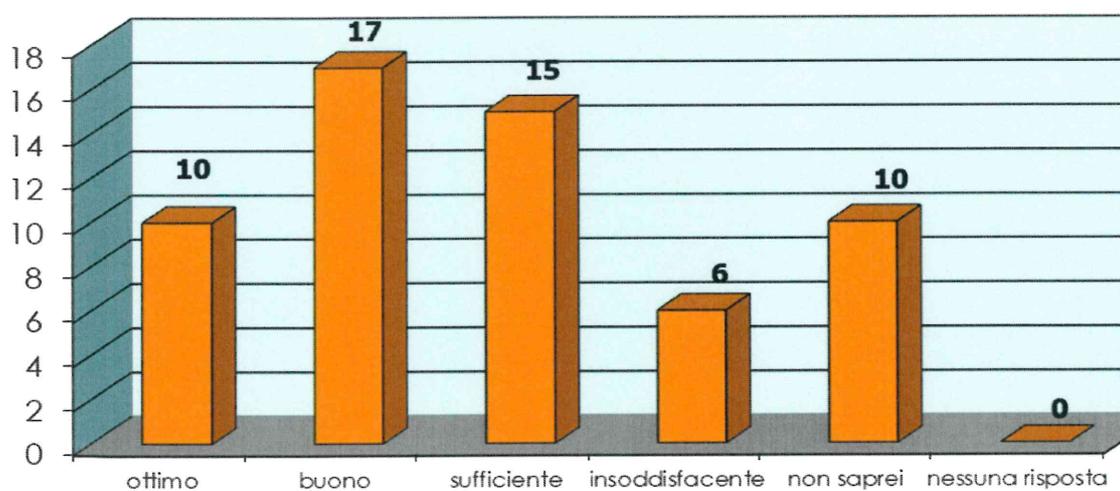
risposte del questionario

**Professionalità e cortesia del personale di assistenza nel
provvedere e soddisfare le necessità dell'Ospite:**



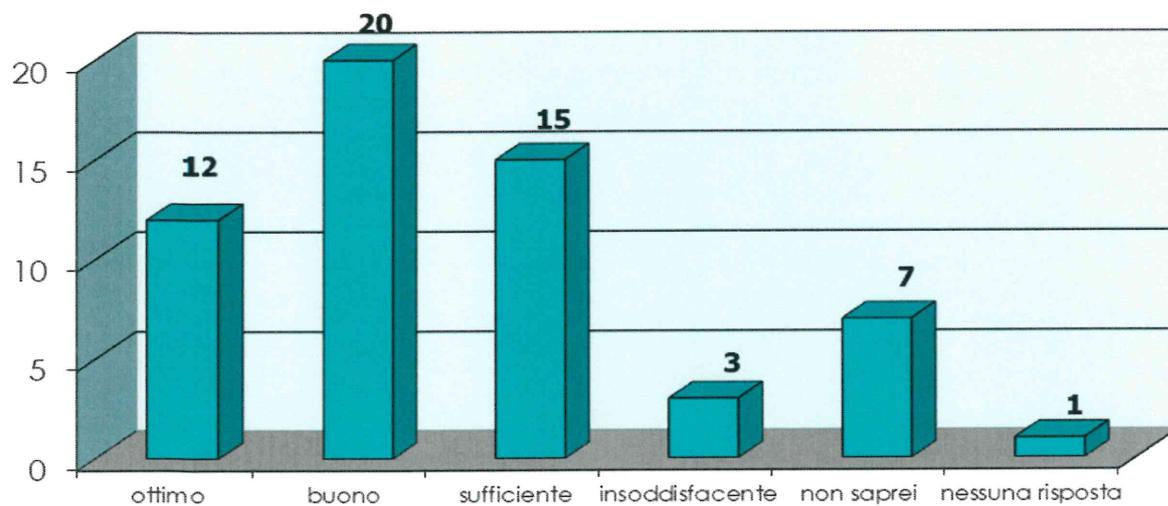
risposte del questionario

Come valuta le attività di riabilitazione individuali e di gruppo:



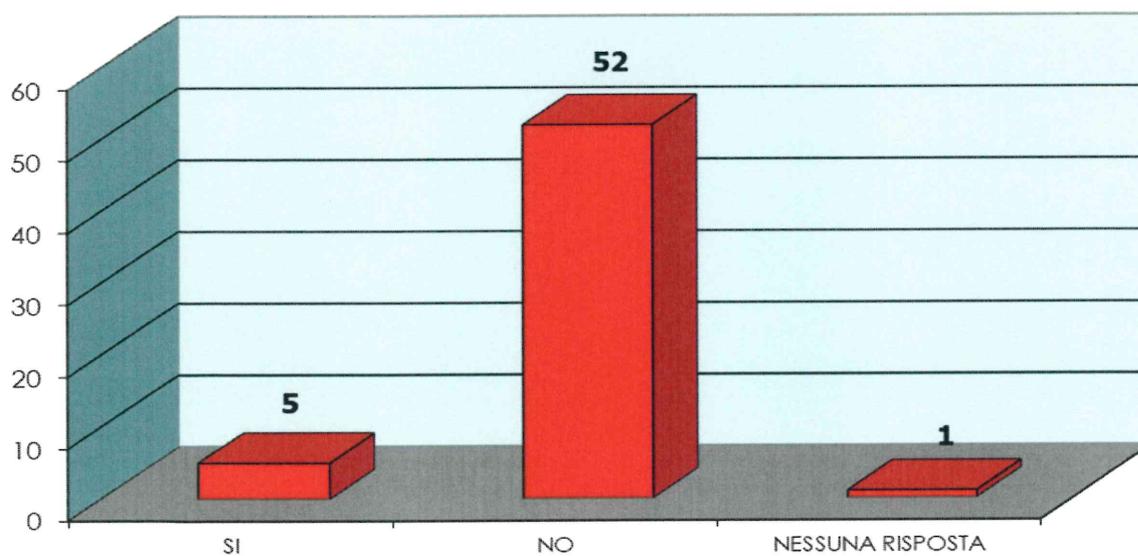
risposte del questionario

Come valuta le attività di animazione:



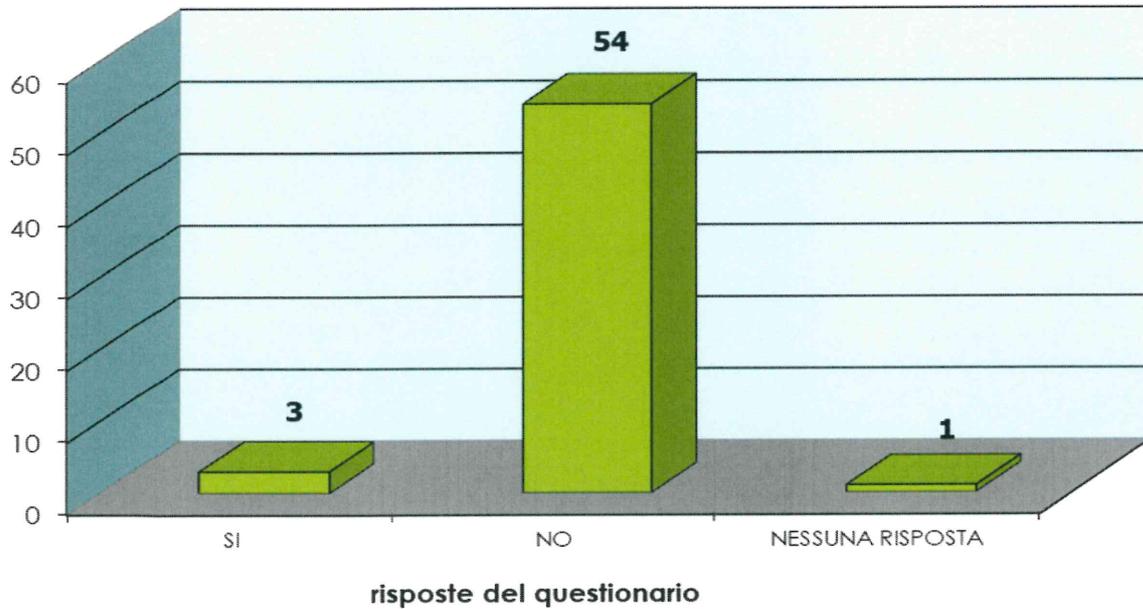
risposte del questionario

Ha avuto problemi nelle relazioni con altri Ospiti?

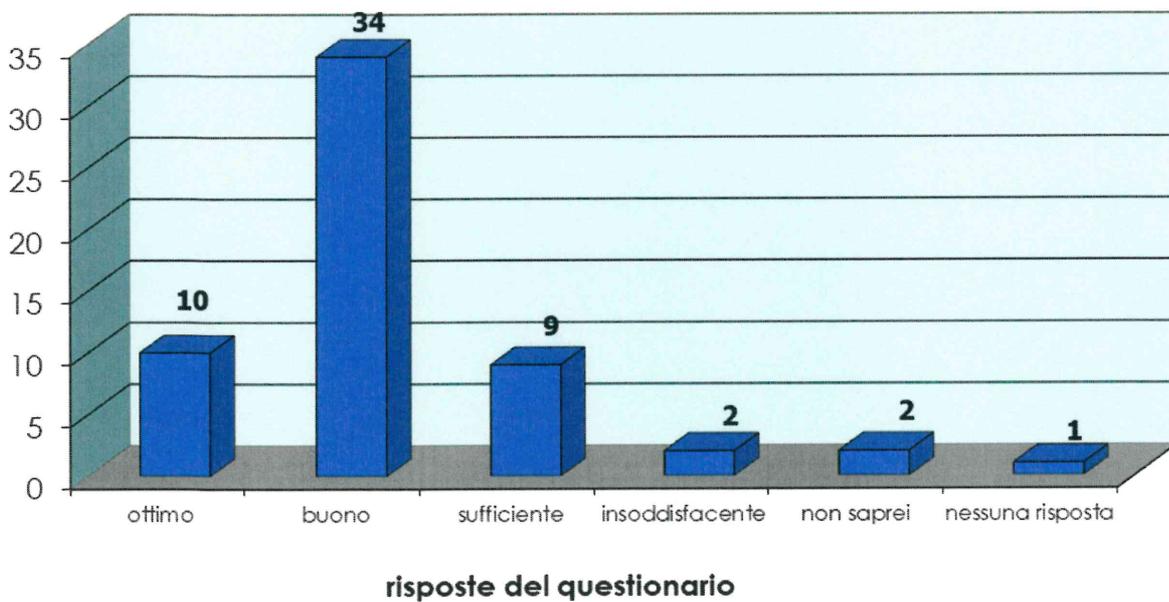


risposte del questionario

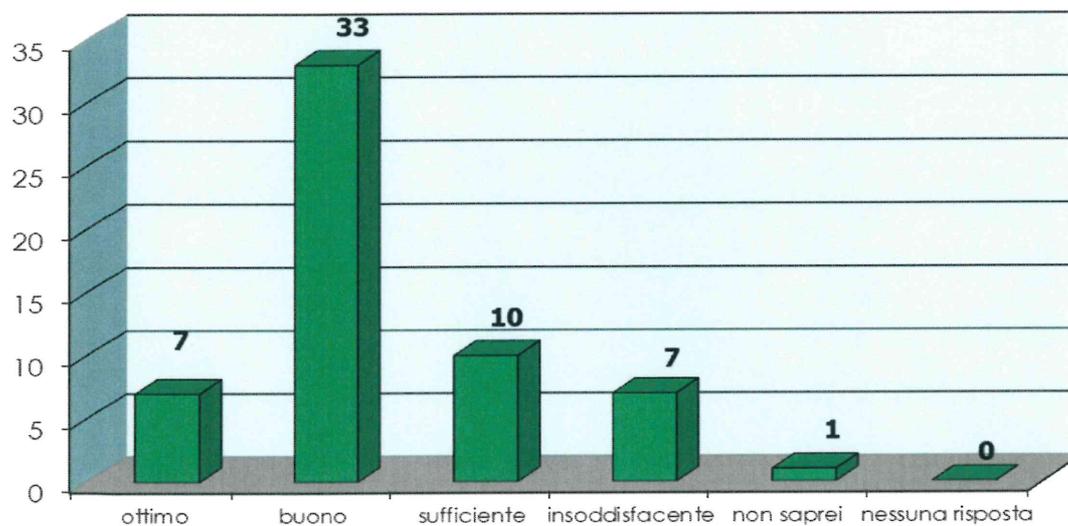
Ha avuto problemi nel ricevere le visite da parenti ed amici?



Come considera l'aspetto della riservatezza del personale?

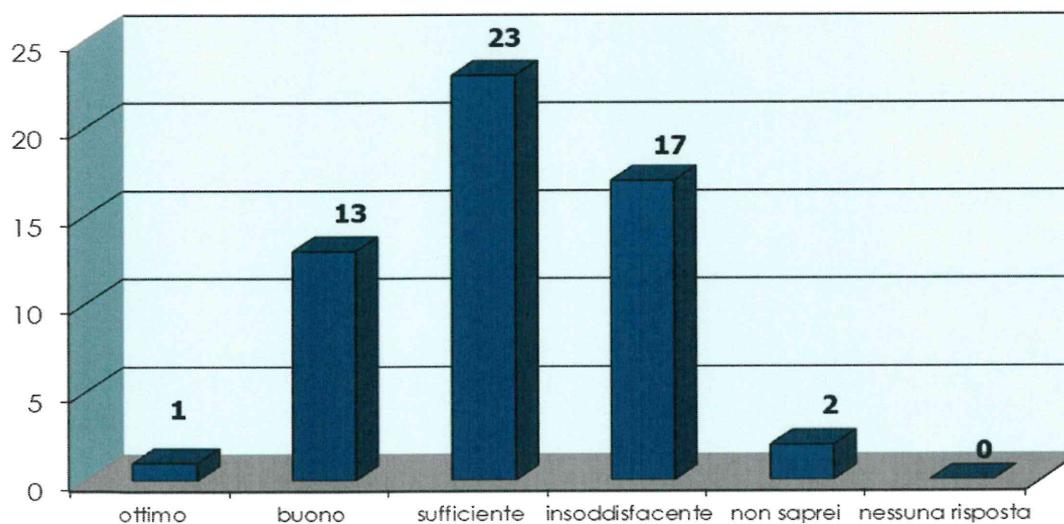


Dovendo esprimere un giudizio complessivo, come considera i servizi che le sono stati offerti?



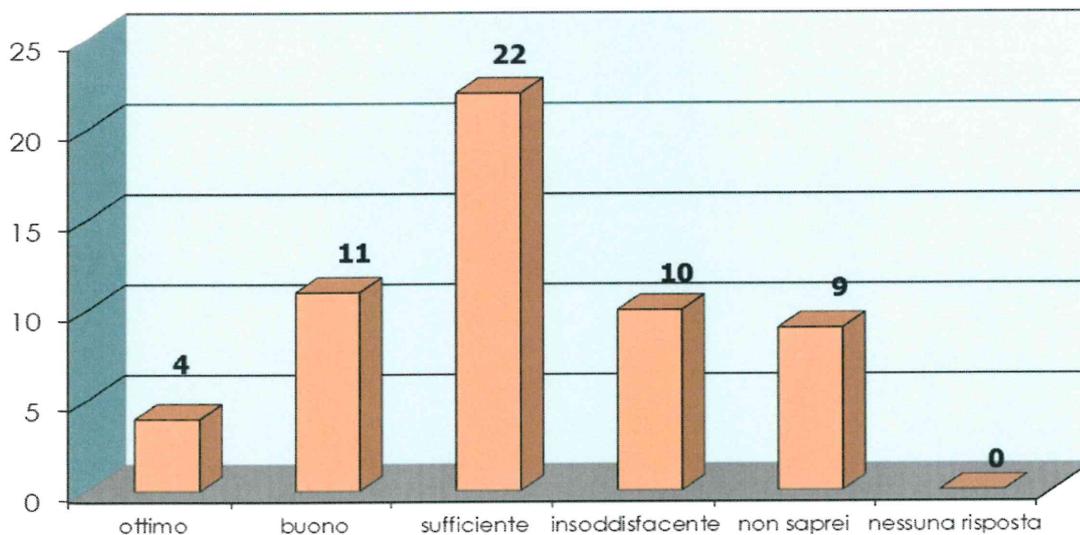
risposte del questionario

Ritiene che le soluzioni adottate dalla struttura per la gestione delle visite dei familiari siano adeguate?



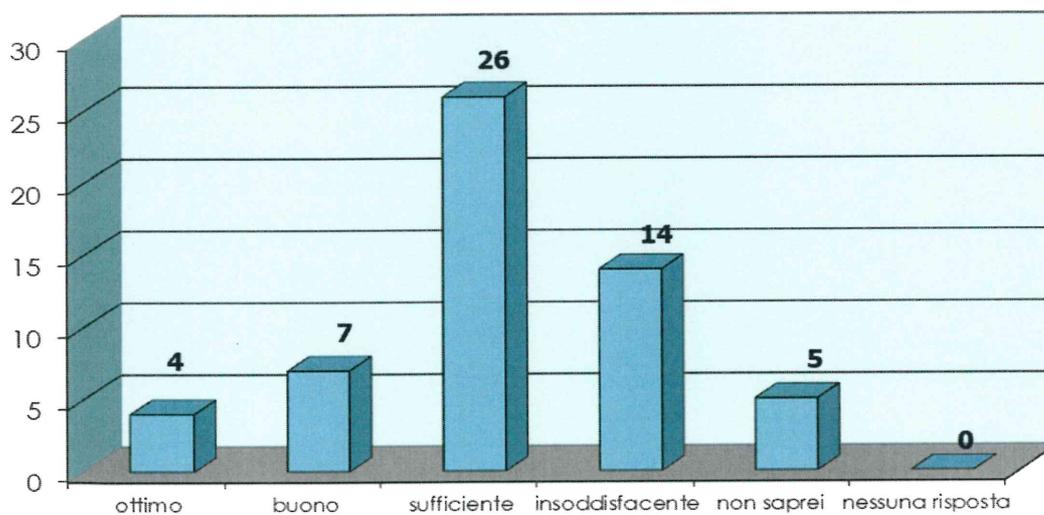
risposte del questionario

Ritiene che le misure adottate dalla struttura per il mantenimento delle relazioni con il suo familiare siano personalizzate?



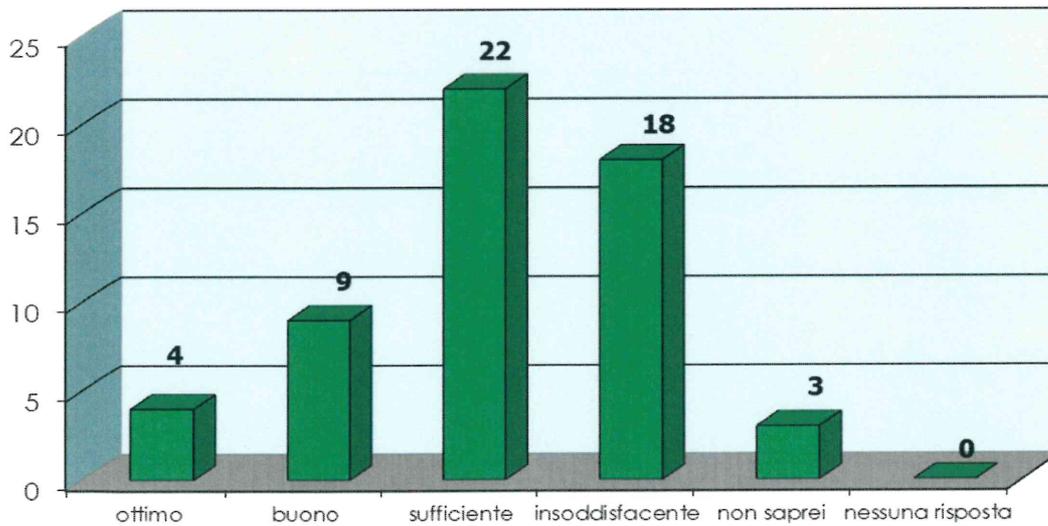
risposte del questionario

Ritiene che le azioni poste in essere dalla struttura abbiano consentito di preservare i rapporti affettivi con il suo familiare?



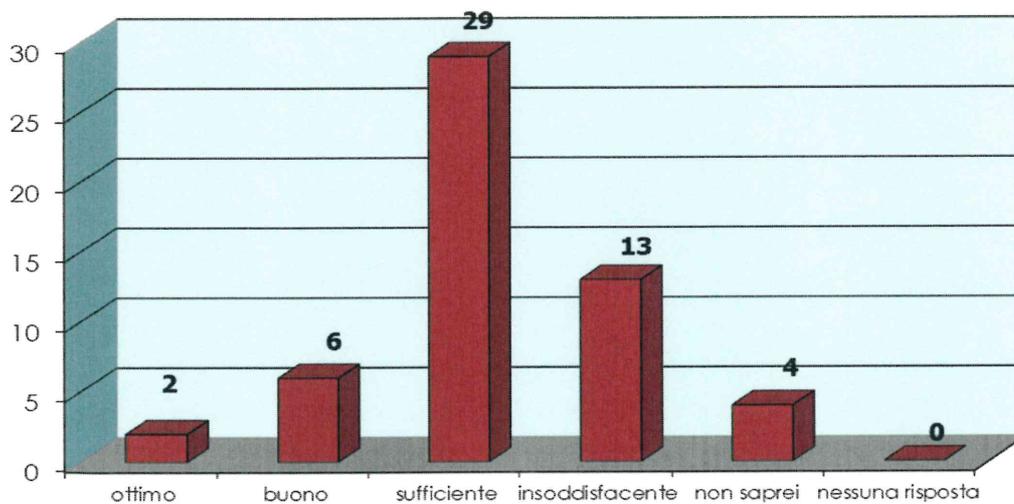
risposte del questionario

Ritiene che i percorsi e le modalità di accesso alla struttura siano chiari?



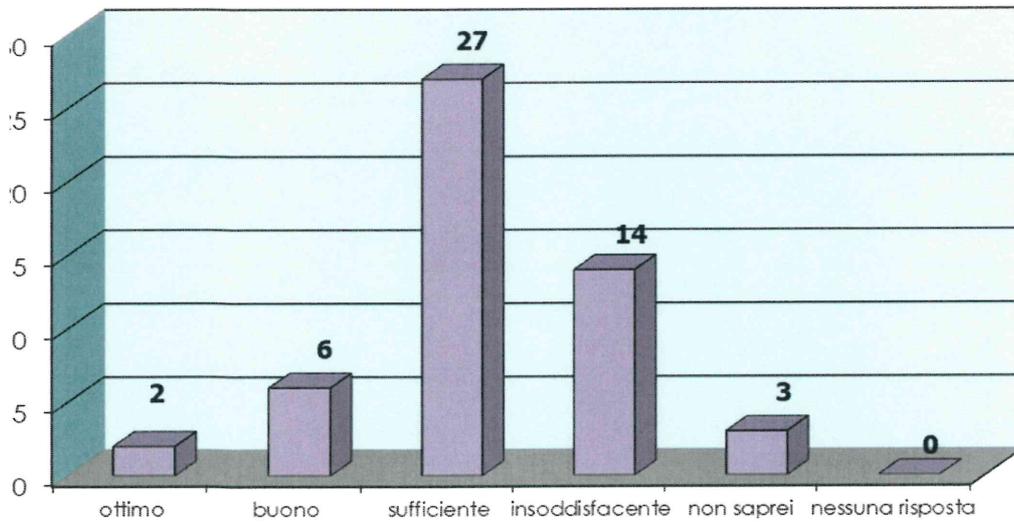
risposte del questionario

Ritiene che, stante le condizioni epidemiologiche, la struttura abbia adottato misure adeguate per la gestione delle visite e delle uscite ?



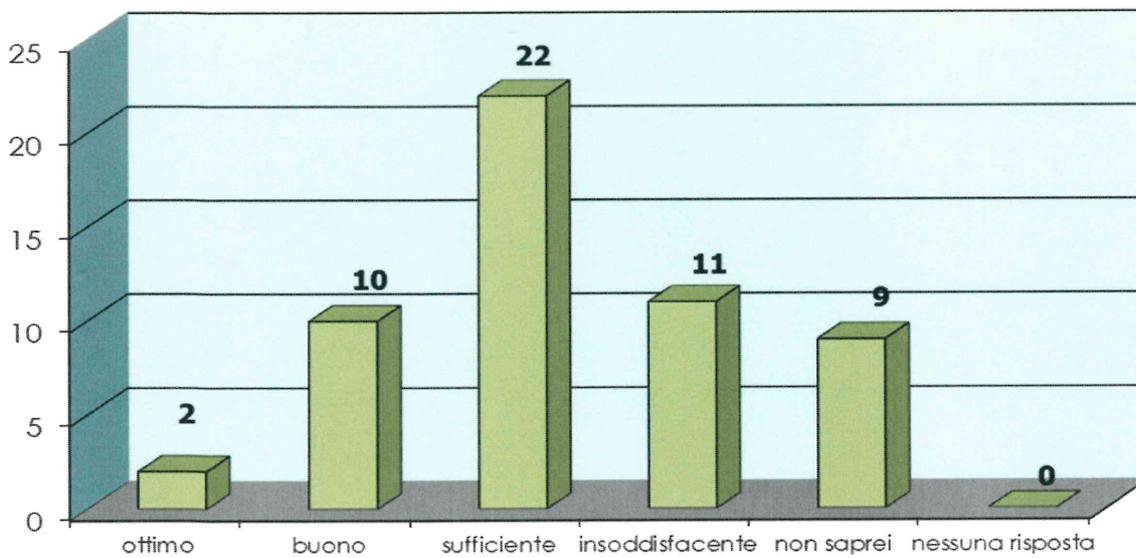
risposte del questionario

Come valuta l'organizzazione delle visite (orari, modalità di prenotazione, procedure di accesso) ?



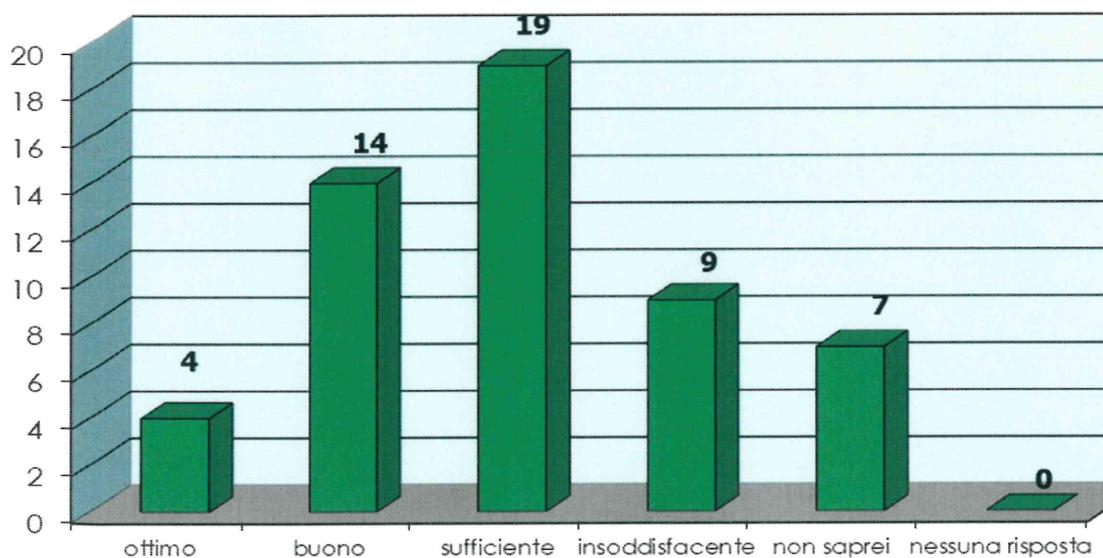
risposte del questionario

Come valuta la frequenza delle visite?



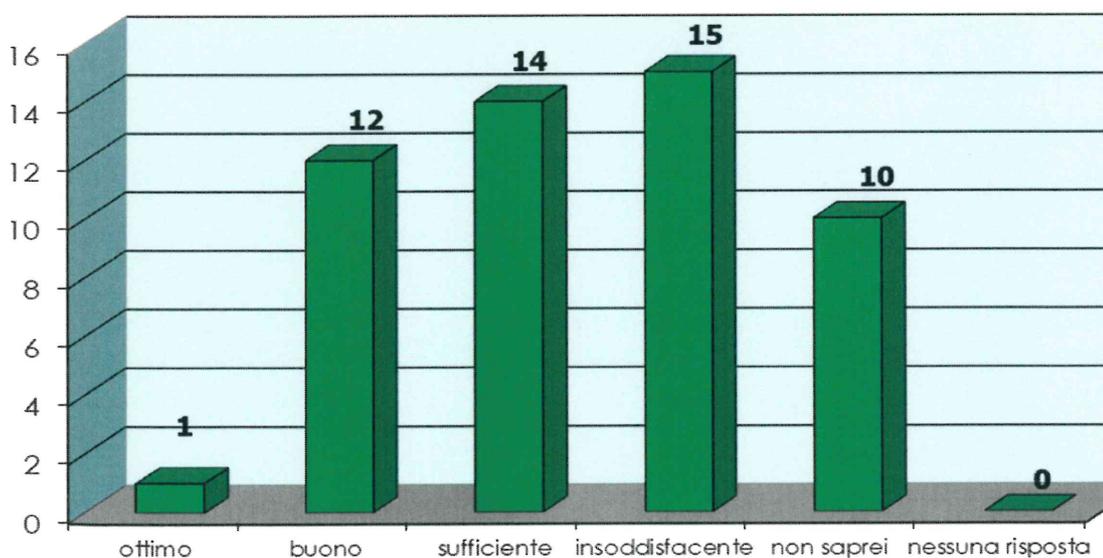
risposte del questionario

Ritiene di ricevere tutte le informazioni necessarie in merito alle condizioni del suo familiare?



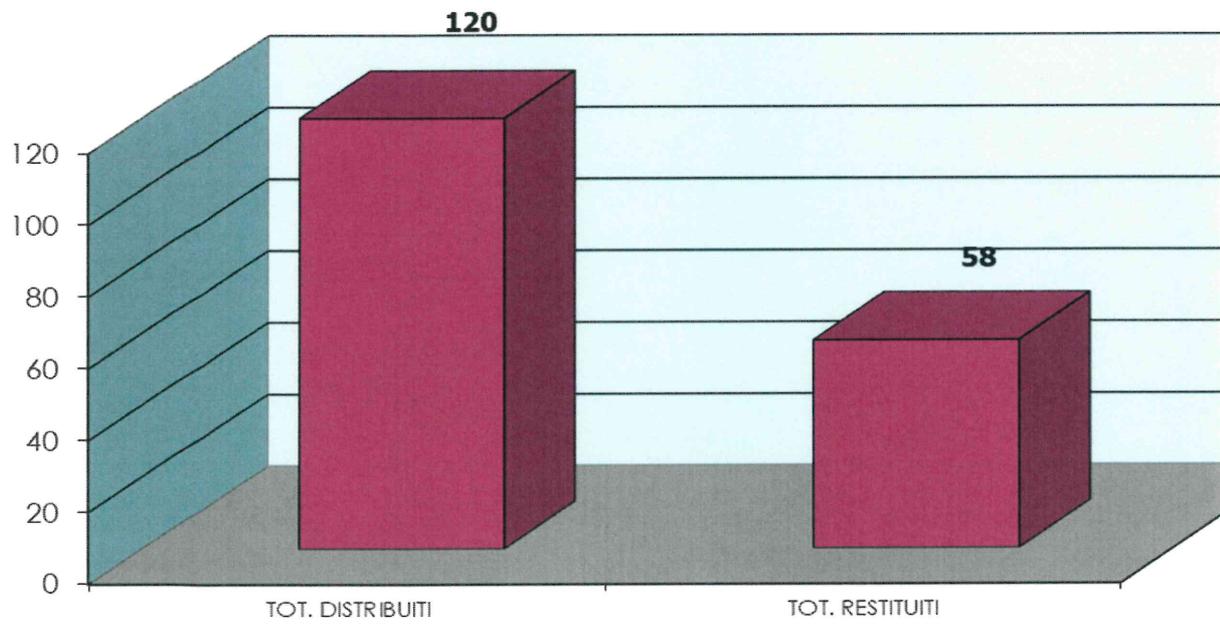
risposte del questionario

Ritiene utile l'utilizzo della Videochiamata come strumento di comunicazione con il suo familiare?



risposte del questionario

QUESTIONARI RESTITUITI



the 1990s, the number of people in the world who are illiterate has increased from 400 million to 600 million.

There are many reasons for this. One is that the population of the world is growing so fast that the number of people who are illiterate is increasing. Another reason is that the quality of education is so poor that many people who are literate are unable to read and write.

There are many ways to improve literacy. One way is to provide more schools and teachers. Another way is to provide more books and reading materials. A third way is to provide more training for teachers and students.

It is important to improve literacy because it is the key to economic development. People who are literate can read and write, and they can learn new skills and knowledge. They can also communicate with others and participate in society.

There are many organizations that are working to improve literacy around the world. One of the most famous is the United Nations Educational, Scientific and Cultural Organization (UNESCO). There are also many private organizations and individuals who are working to improve literacy.

It is important to continue to work to improve literacy because it is the key to a better future. We need more people who are literate so that we can build a better world for ourselves and for our children.

There are many ways to improve literacy. We need to provide more schools and teachers, more books and reading materials, and more training for teachers and students. We need to continue to work to improve literacy because it is the key to a better future.

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