Sistema Socio Sanitario

Regione Lombardia

ASST Bergamo Ovest

Customer Satisfaction Utenti Anno 2024

ASST Bergamo Ovest

AMBULATORI

Presentazioni risultati
Dicembre 2024

Presentazione a cura di *Maria Angelica Venezia*, Ufficio Relazioni con il pubblico

Sistema Socio Sanitario

Regione Lombardia

ASST Bergamo Ovest

DATI GENERALI

QUESTIONARI COMPILATI:1278

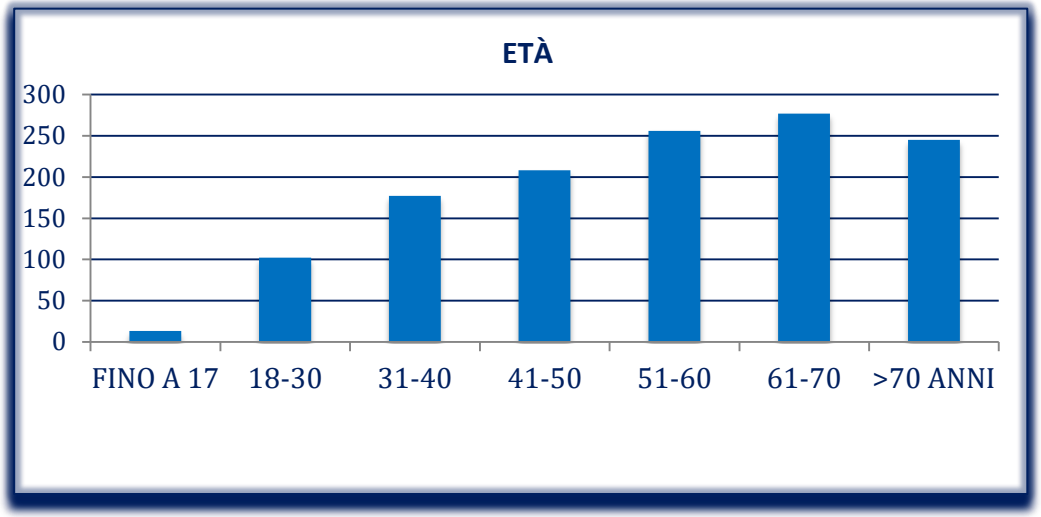
Totale rilevazioni

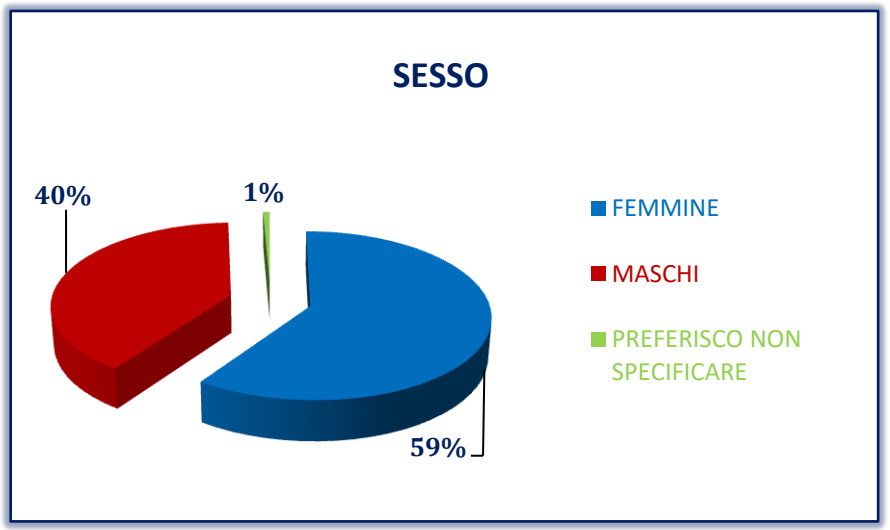
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

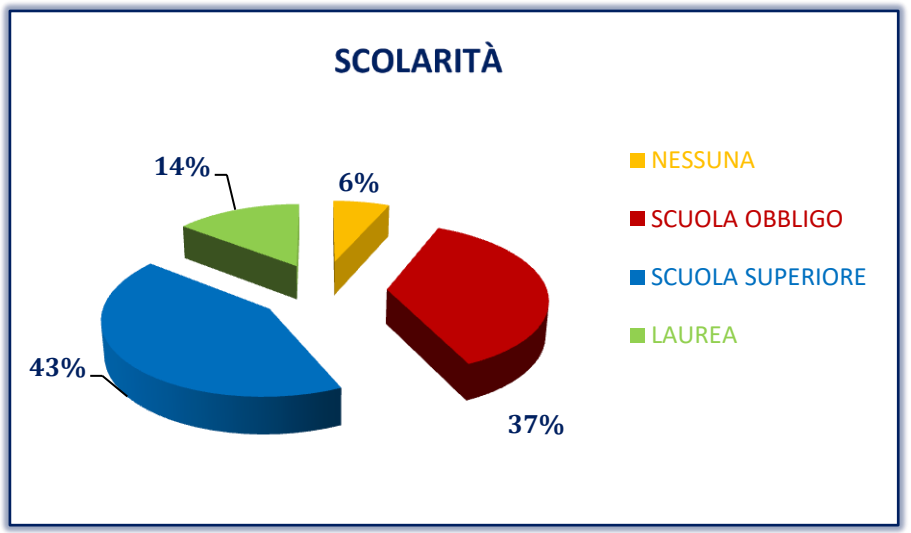
AMBULATORIO ROMANO	113
AMBULATORIO TREVIGLIO	142
BRONCOSCOPIA TREVIGLIO	18
DIABETOLOGIA	113
ENDOSCOPIA	140
MEDICINA NUCLEARE TREVIGLIO	83
ONCOLOGIA ROMANO	20
ONCOLOGIA TREVIGLIO	47
PALESTRA ROMANO	24
PALESTRA TREVIGLIO	55
RADIOLOGIA ROMANO	85
RADIOLOGIA TREVIGLIO	74
RADIOTERAPIA TREVIGLIO	55
SENOLOGIA	264
URODINAMICA TREVIGLIO	45

Anagrafica

Sistema Socio Sanitario
Regione Lombardia
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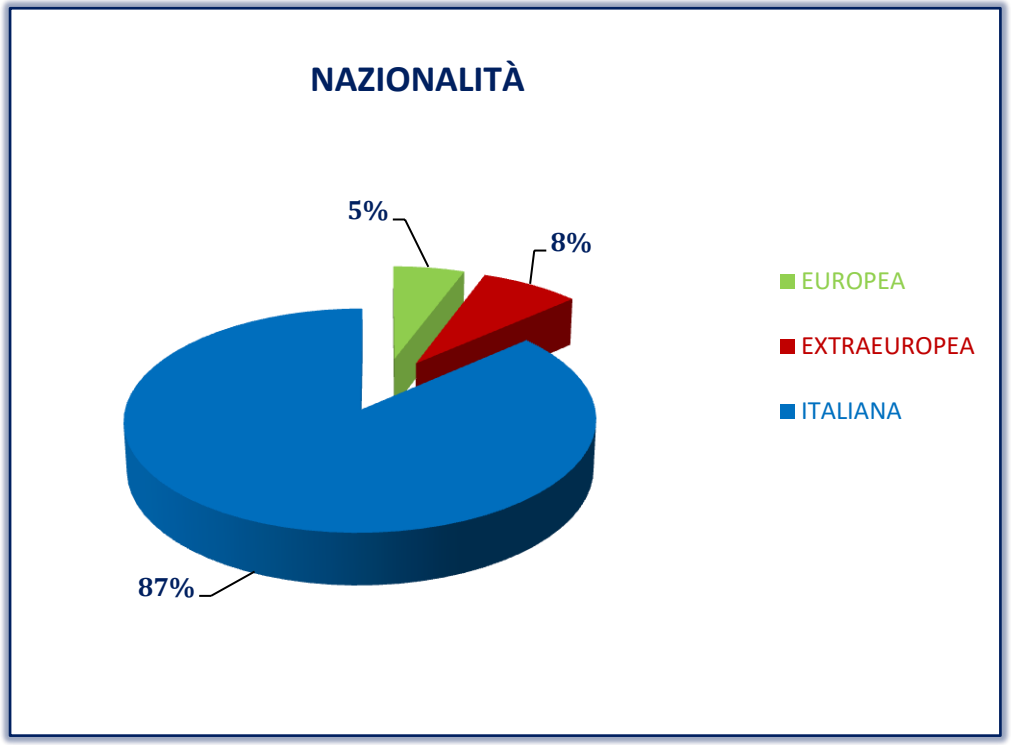


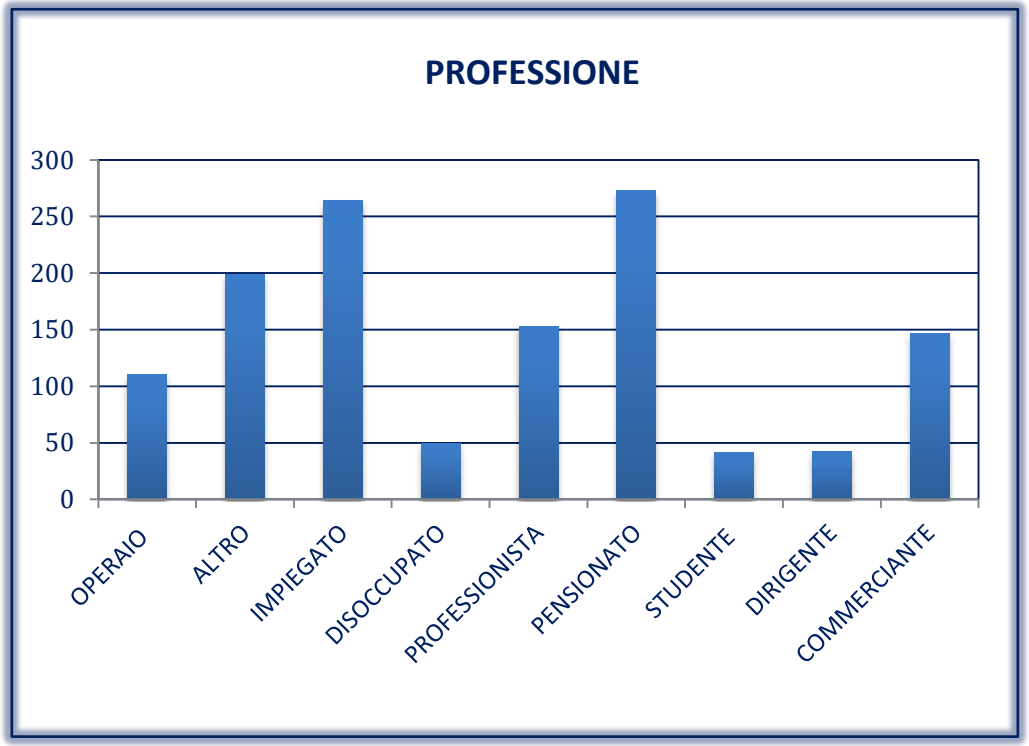




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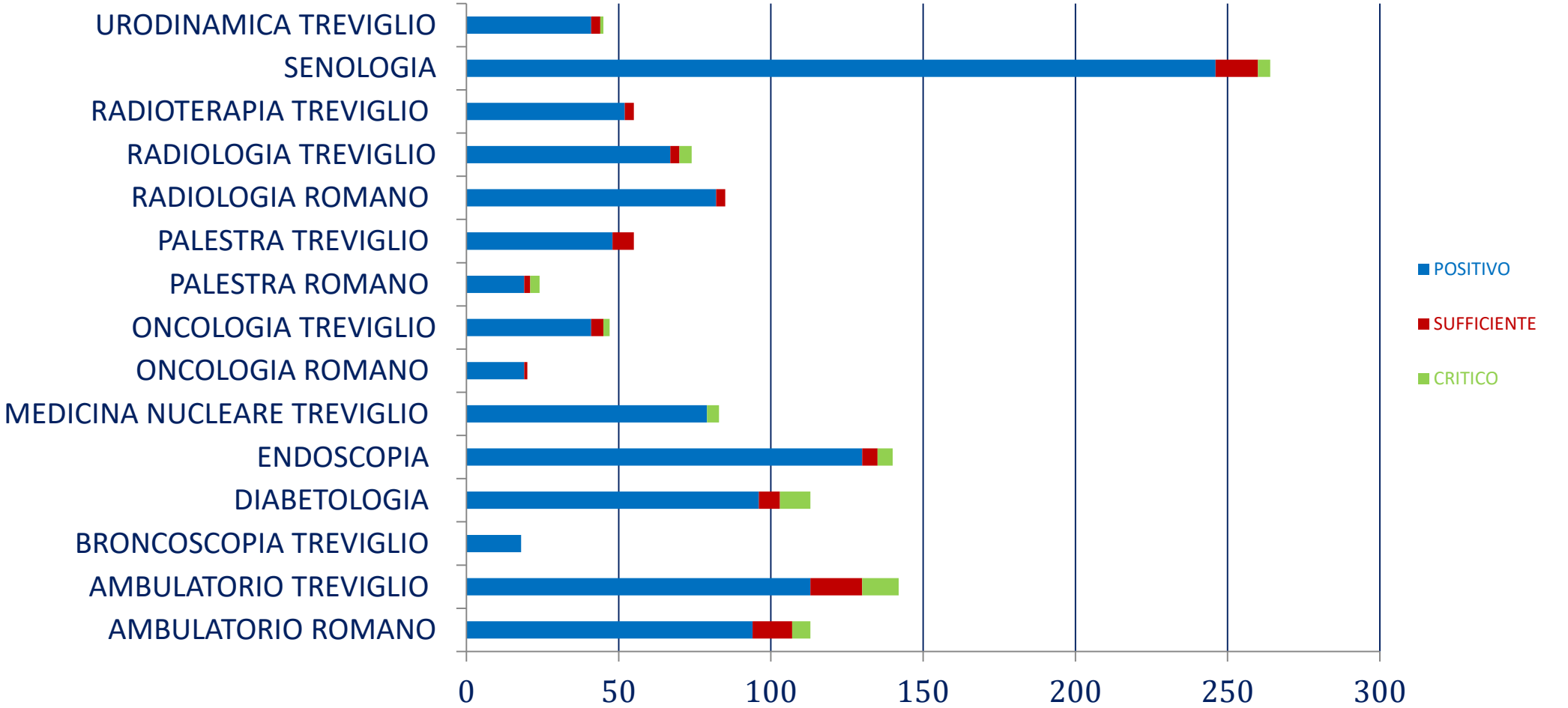
Sistema Socio Sanitario
Regione Lombardia
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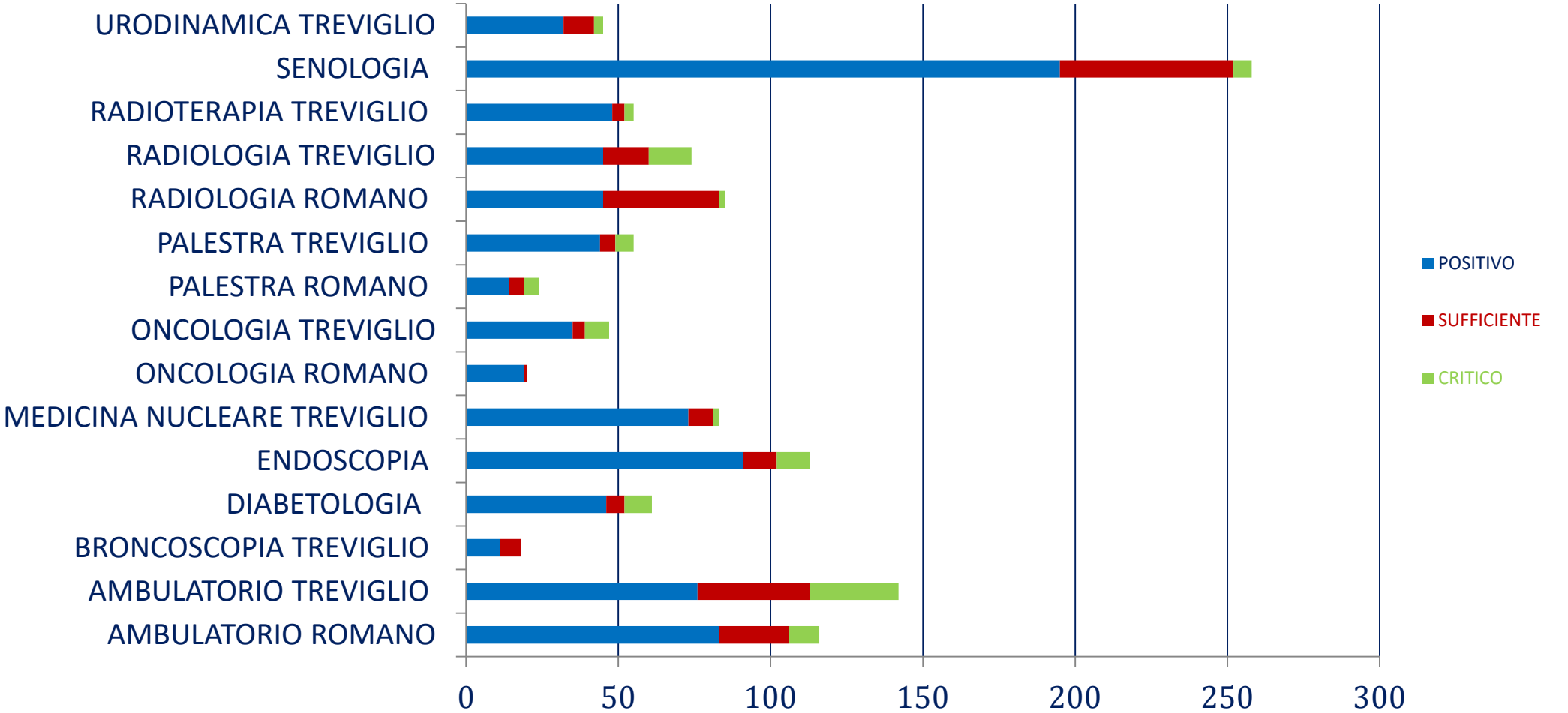
Ambulatorio: servizio prenotazione

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Regione Lombardia
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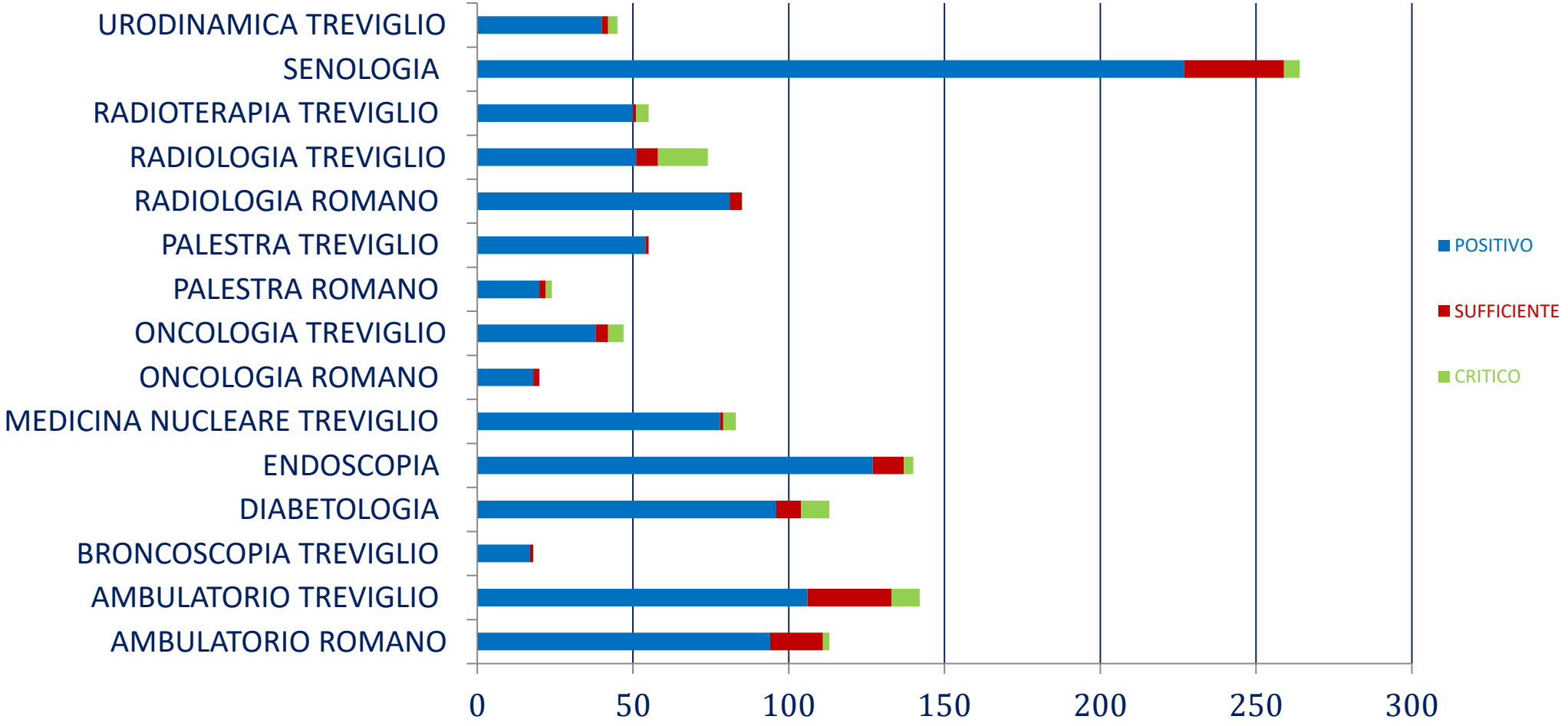
Ambulatorio: tempi di attesa

Sistema Socio Sanitario
Regione Lombardia
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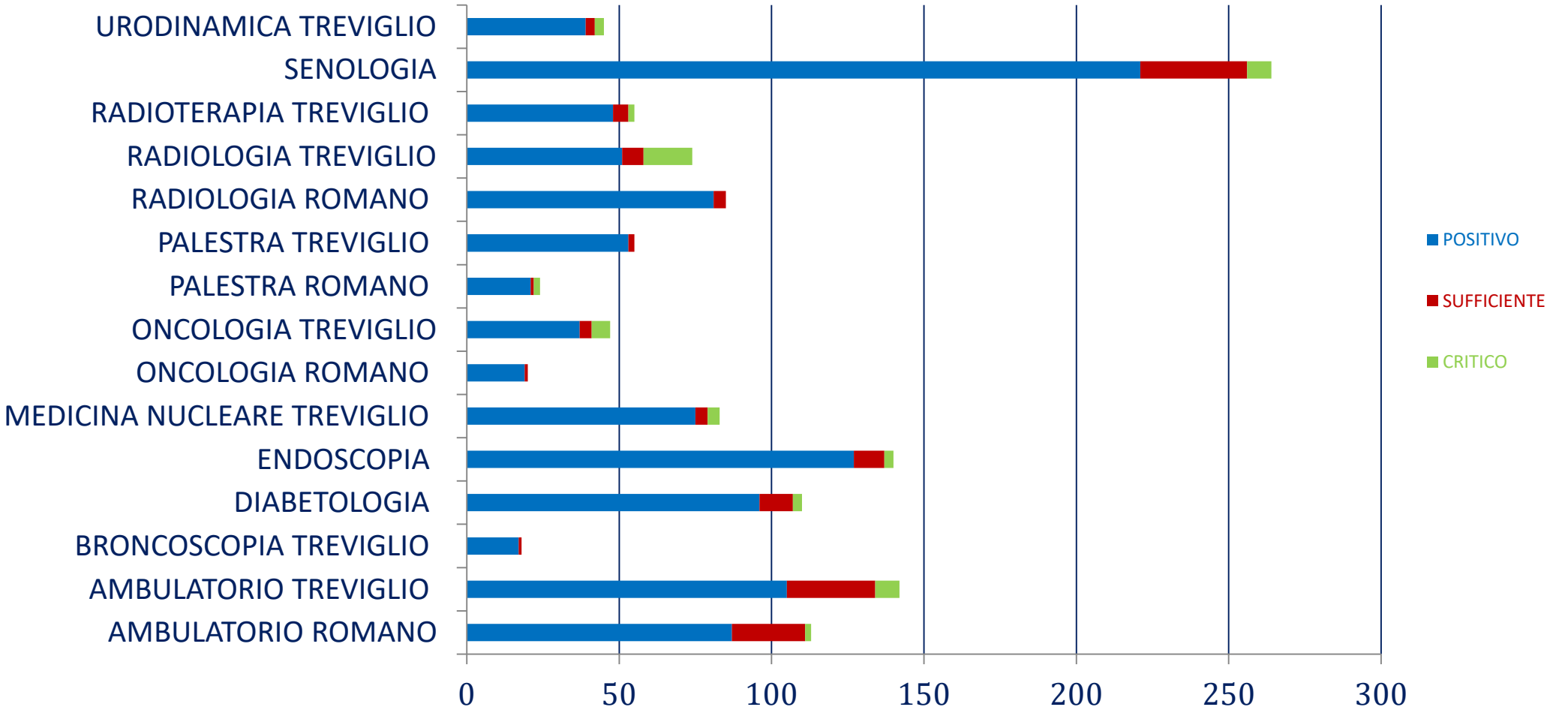
Ambulatorio: servizio accettazione e pagamento ticket

Sistema Socio Sanitario
Regione Lombardia
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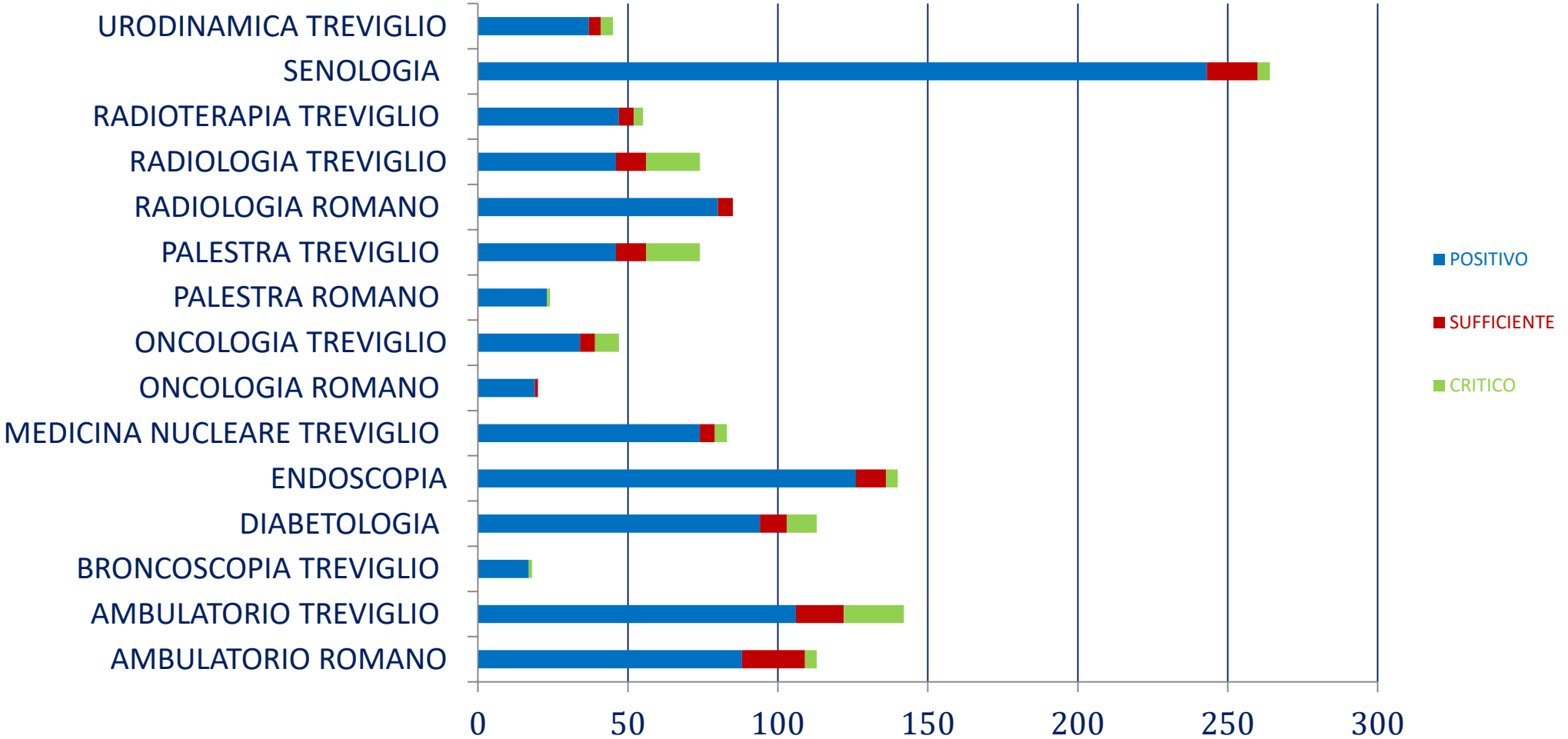
Ambulatorio: comfort e pulizia

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



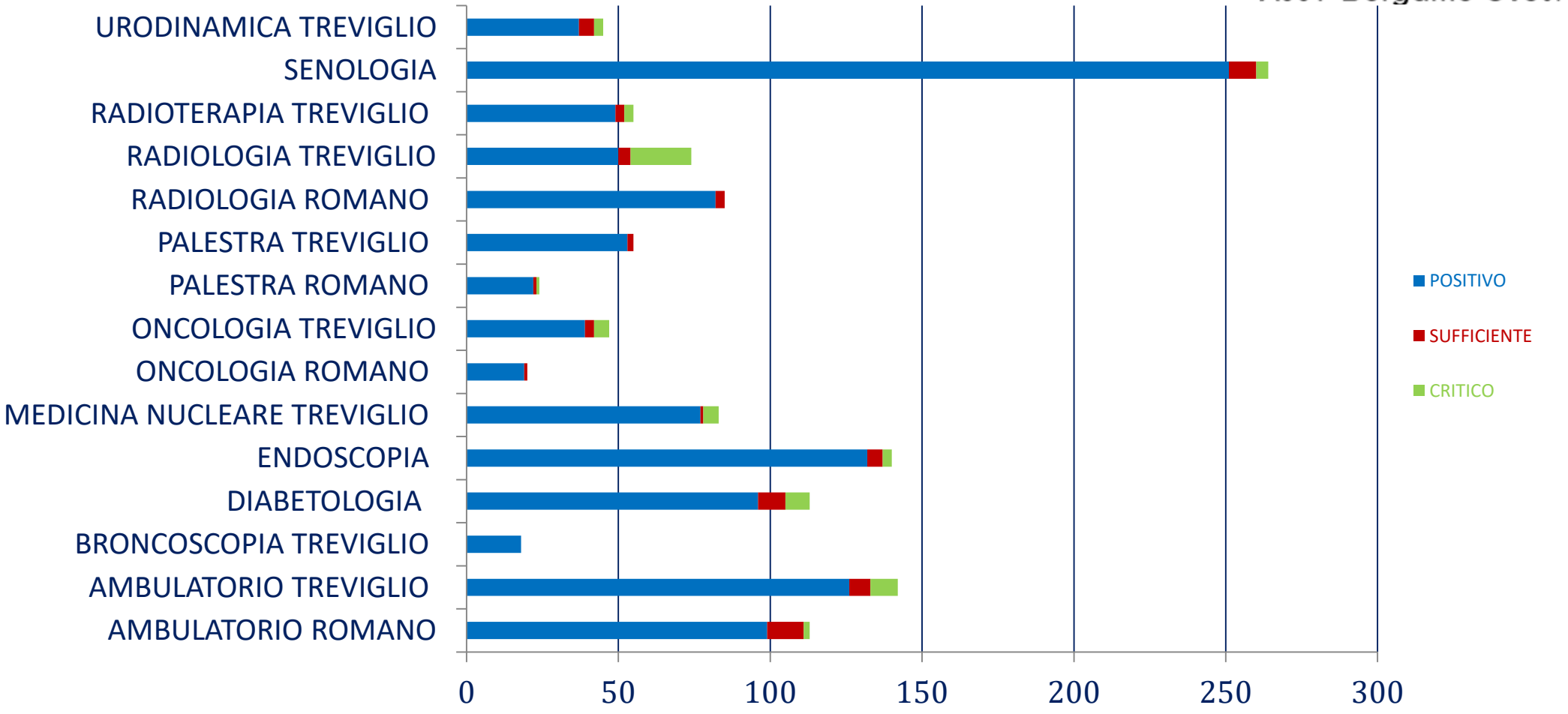
Ambulatorio: rispetto per gli orari previsti

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



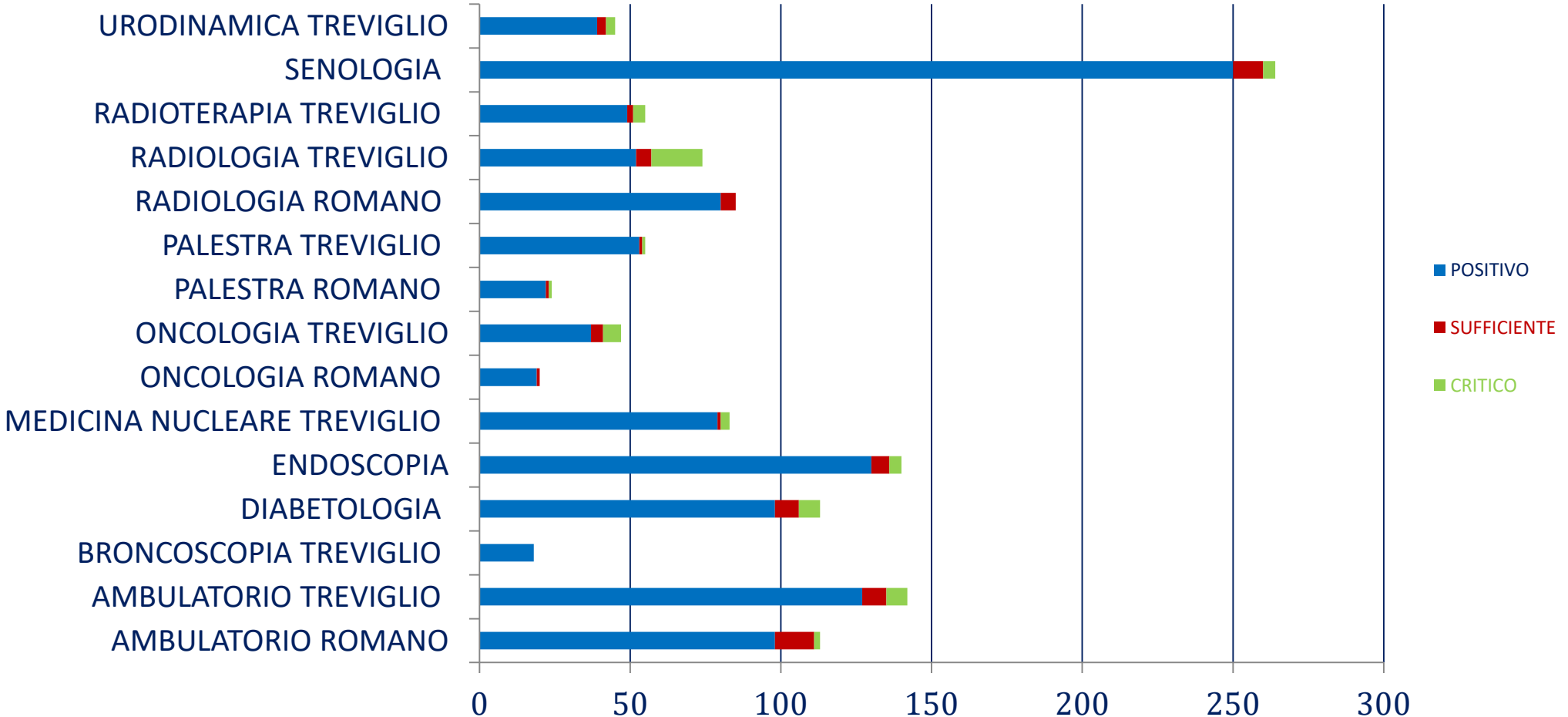
Ambulatorio: attenzione medici

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



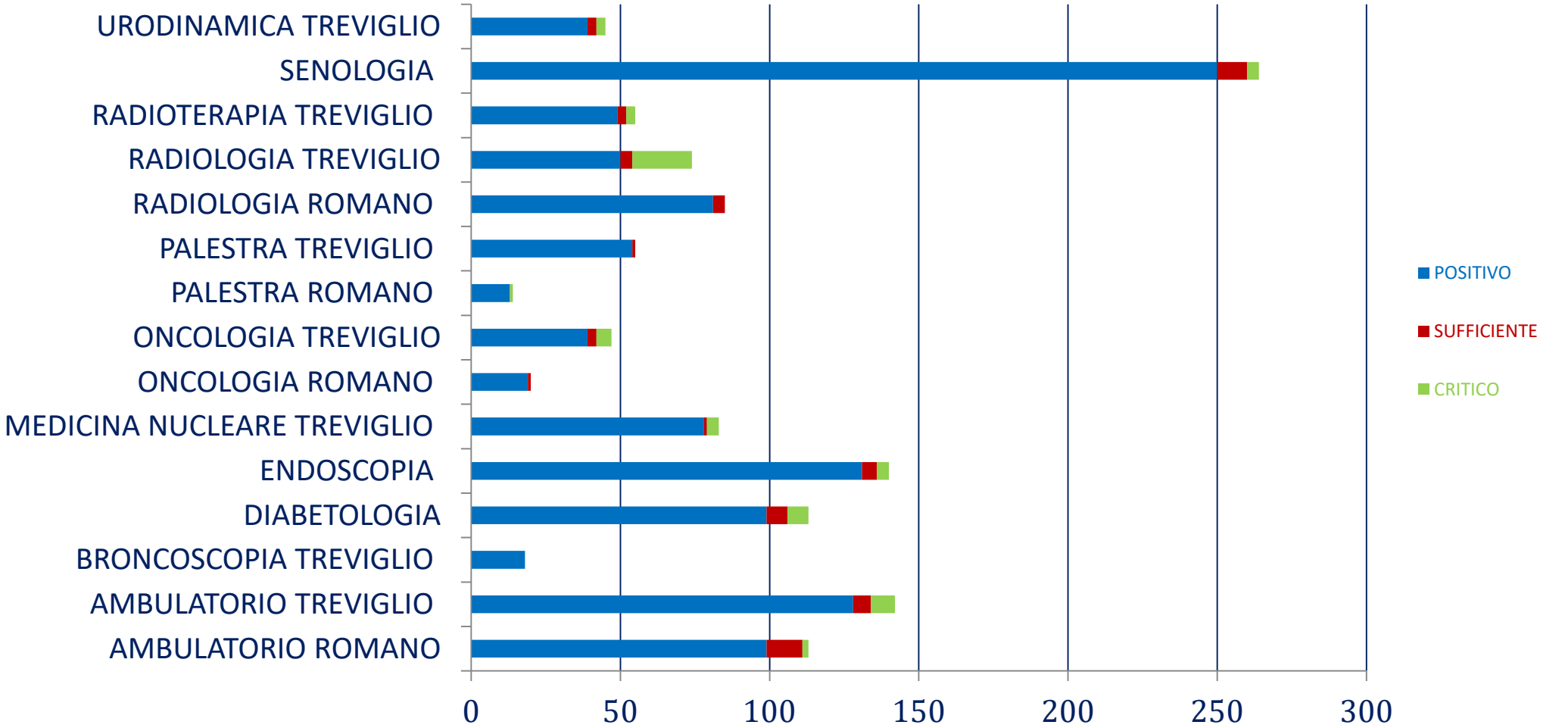
Ambulatorio: informazioni ricevute

Sistema Socio Sanitario
Regione Lombardia
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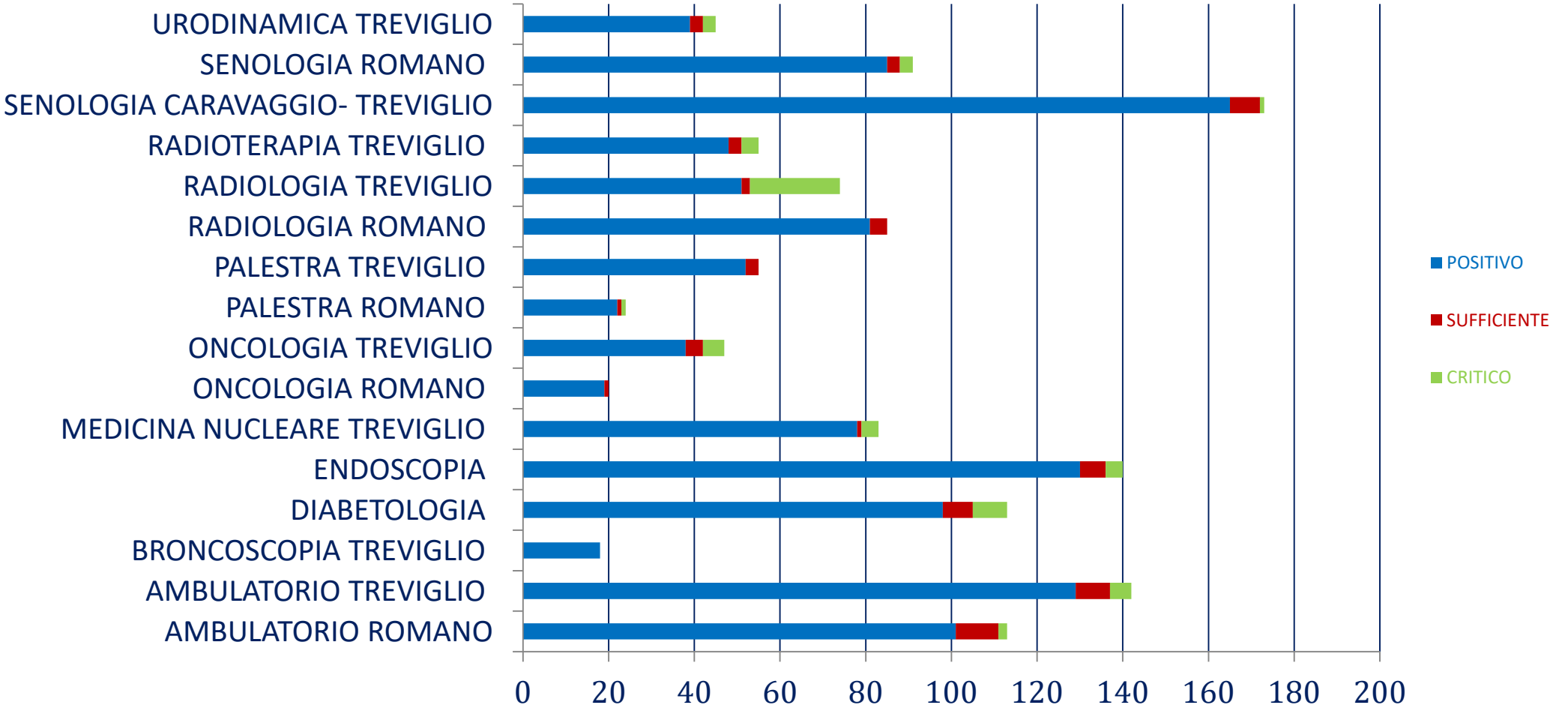
Ambulatorio: attenzione infermieri

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



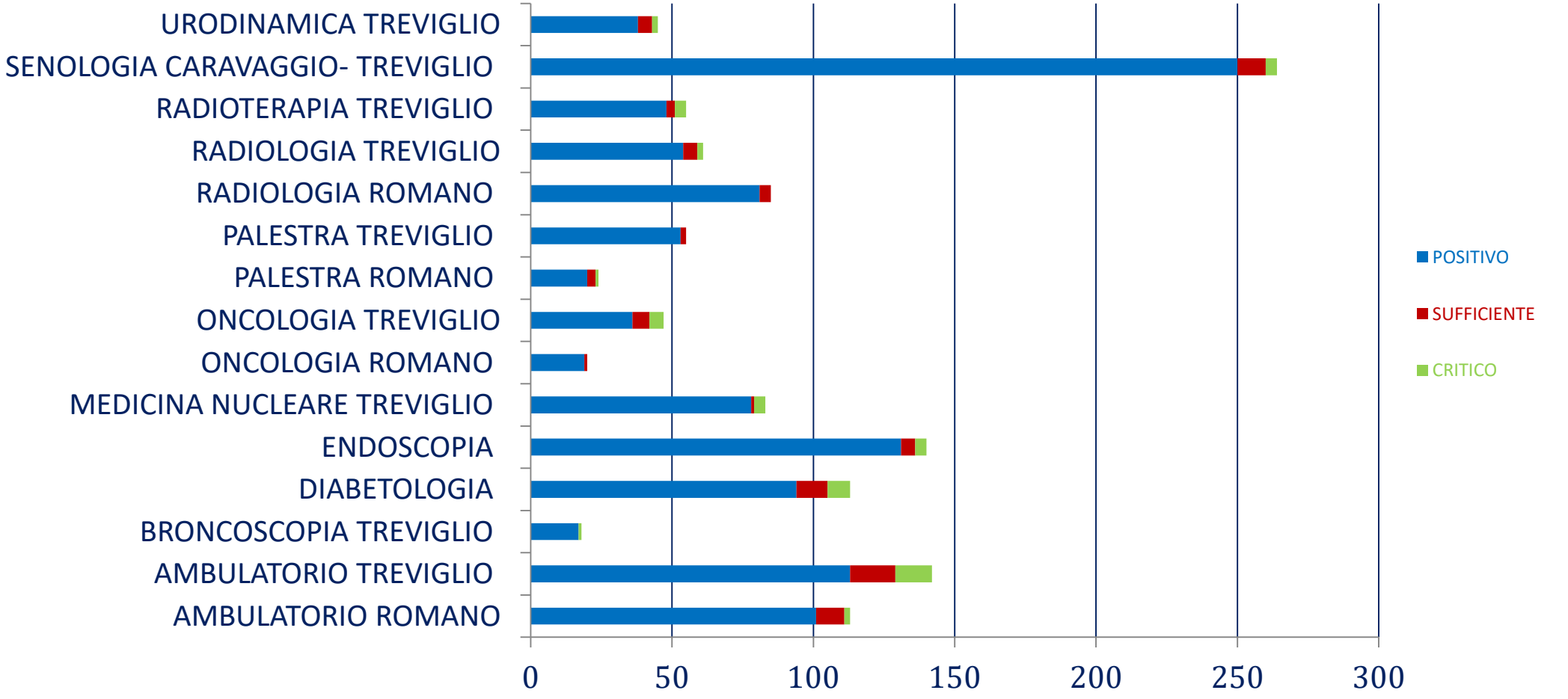
Ambulatorio: riservatezza personale

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Regione Lombardia
ASST Bergamo Ovest



Ambulatorio: soddisfazione complessiva

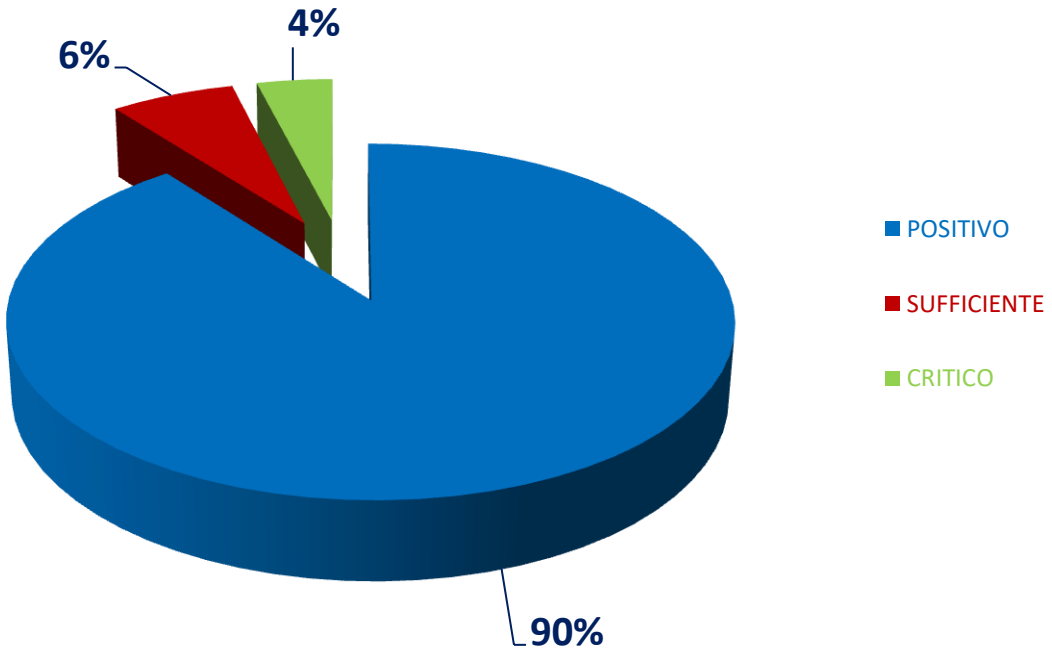
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



Soddisfazione complessiva

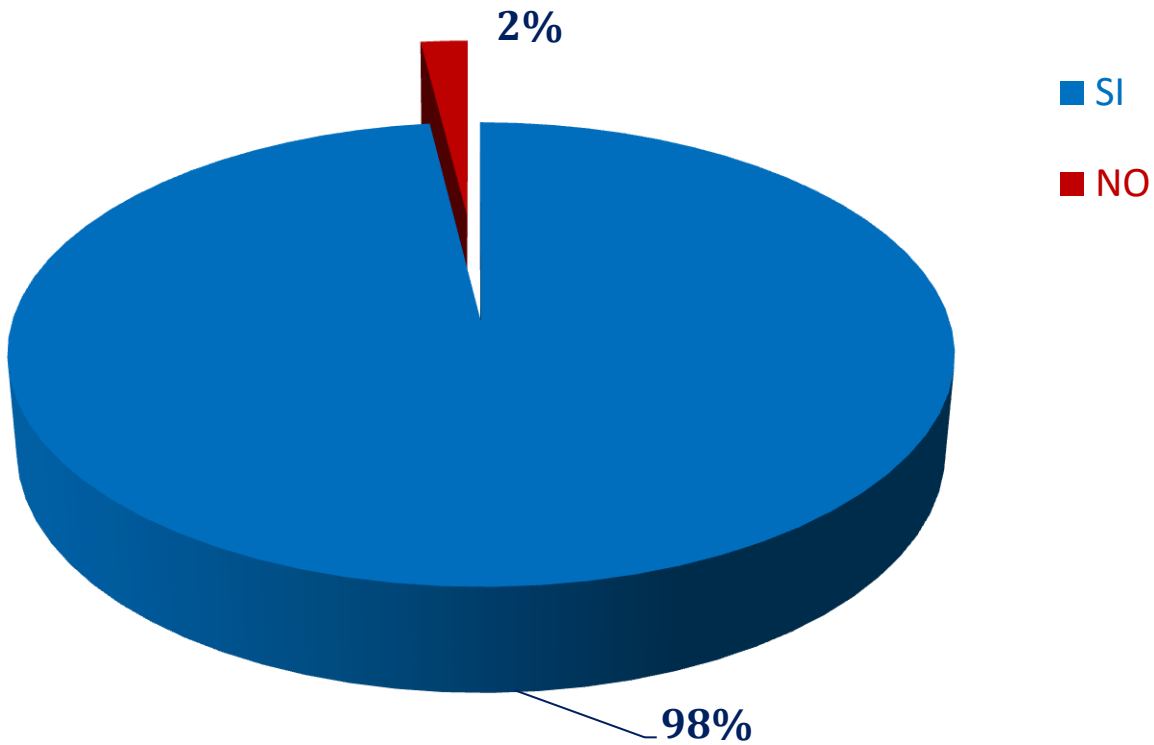
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

CRITICA	Giudizi da 5 a 7
SUFFICIENTE	Giudizi 3-4
POSITIVA	Giudizi 1-2



Consiglierebbe ad altri questa struttura?

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DEGENZA

Presentazioni risultati
Dicembre 2024

Presentazione a cura di *Maria Angelica Venezia*, Ufficio Relazioni con il pubblico

Sistema Socio Sanitario

Regione Lombardia

ASST Bergamo Ovest

DATI GENERALI

QUESTIONARI COMPILATI:593

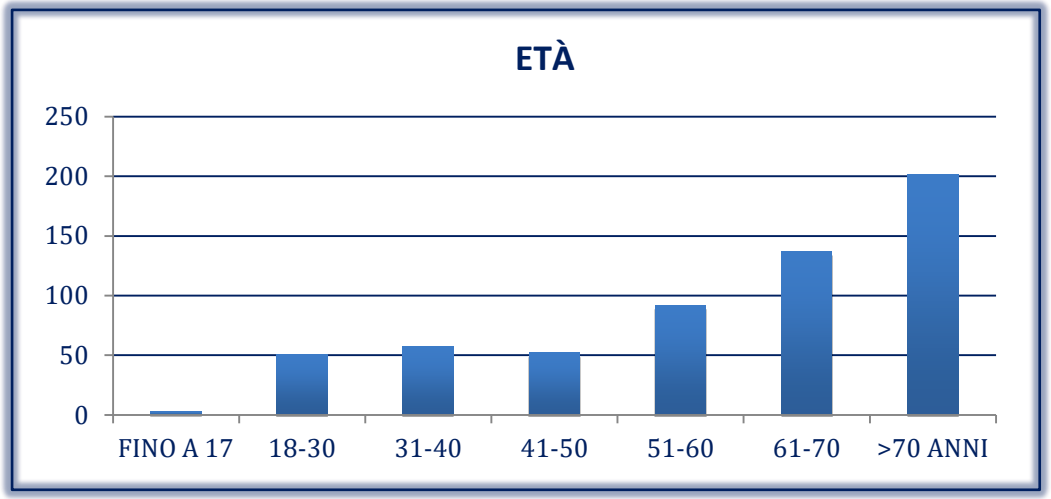
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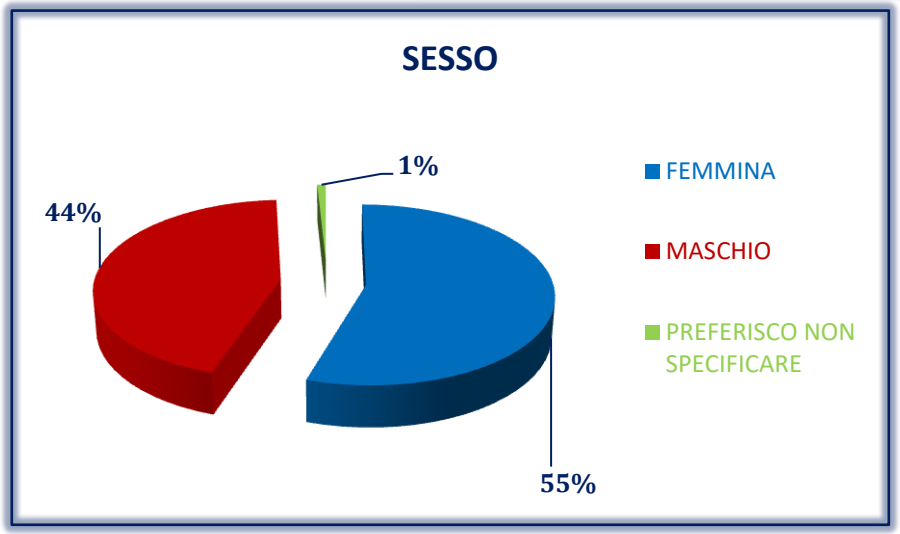
Sistema Socio Sanitario
Regione Lombardia
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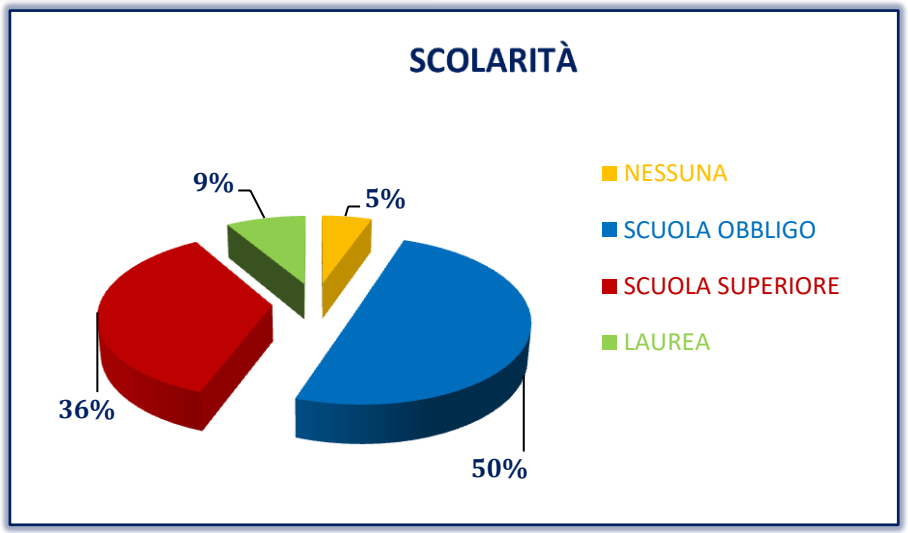
CARDIOLOGIA TREVIGLIO	75
CHIRURGIA 1 TREVIGLIO	70
CHIRURGIA 2 TREVIGLIO	60
MEDICINA GENERALE TREVIGLIO	27
NEFROLOGIA TREVIGLIO	20
NEUROLOGIA TREVIGLIO	25
O.R.L. TREVIGLIO	22
ORTOPEDIA- TRAUMATOLOGIA TREVIGLIO	66
OSTETRICIA- GINECOLOGIA TREVIGLIO	80
UROLOGIA TREVIGLIO	39
CHIRURGIA GENERALE ROMANO DI LOMBARDIA	18
MEDICINA GENERALE ROMANO DI LOMBARDIA	8
ORTOPEDIA-TRAUMATOLOGIA ROMANO DI LOMBARDIA	16
RECUPERO E RIABILITAZIONE ROMANO DI LOMBARDIA	48
SUBACUTI ROMANO DI LOMBARDIA	19

Anagrafica

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest





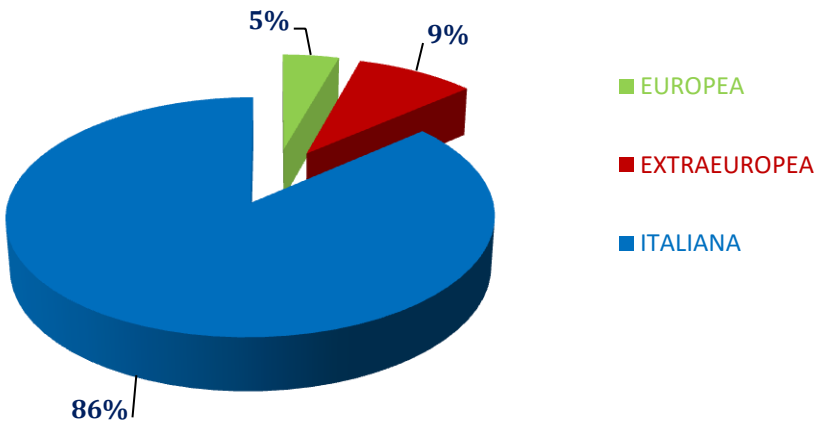


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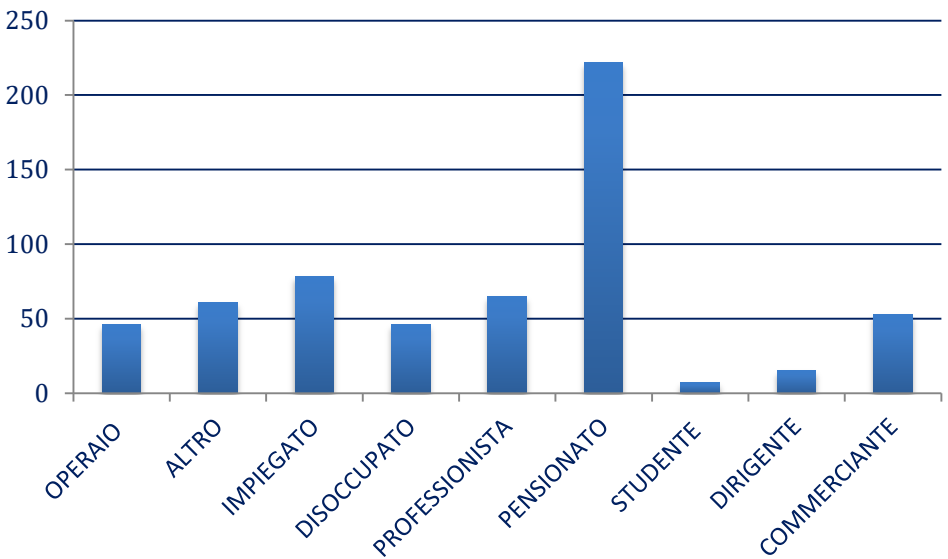
Anagrafica (segue)

Sistema Socio Sanitario
Regione Lombardia
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NAZIONALITÀ



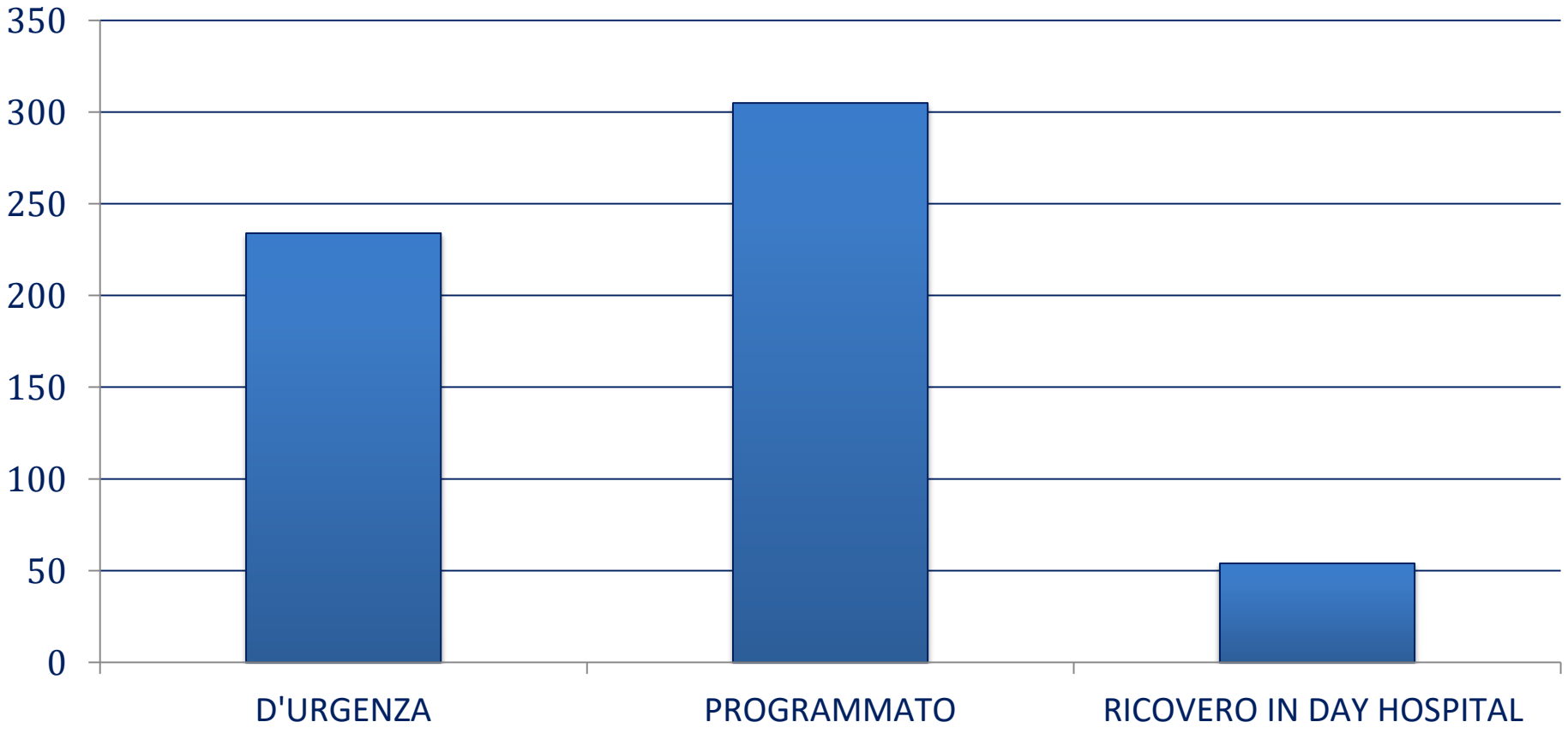
PROFESSIONE



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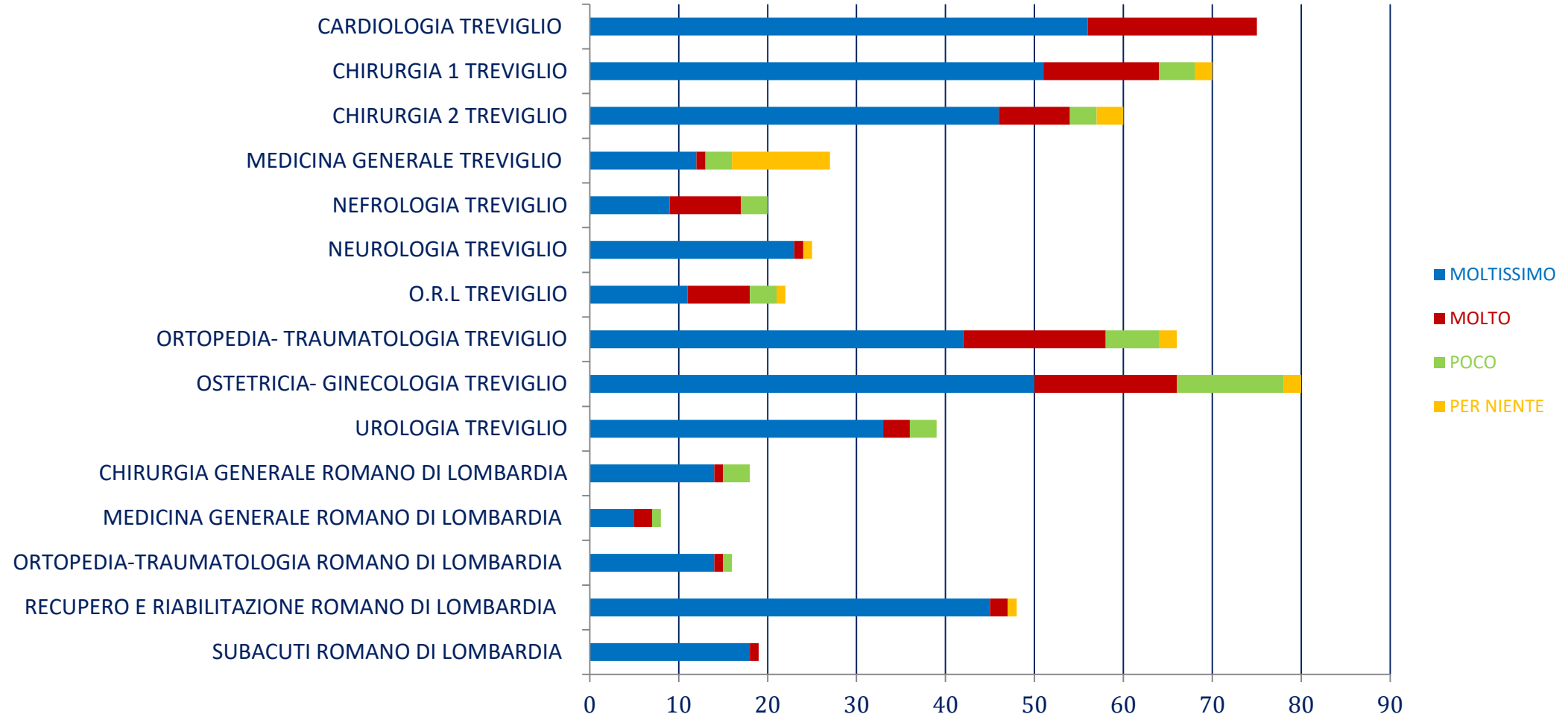
Modalità ricovero

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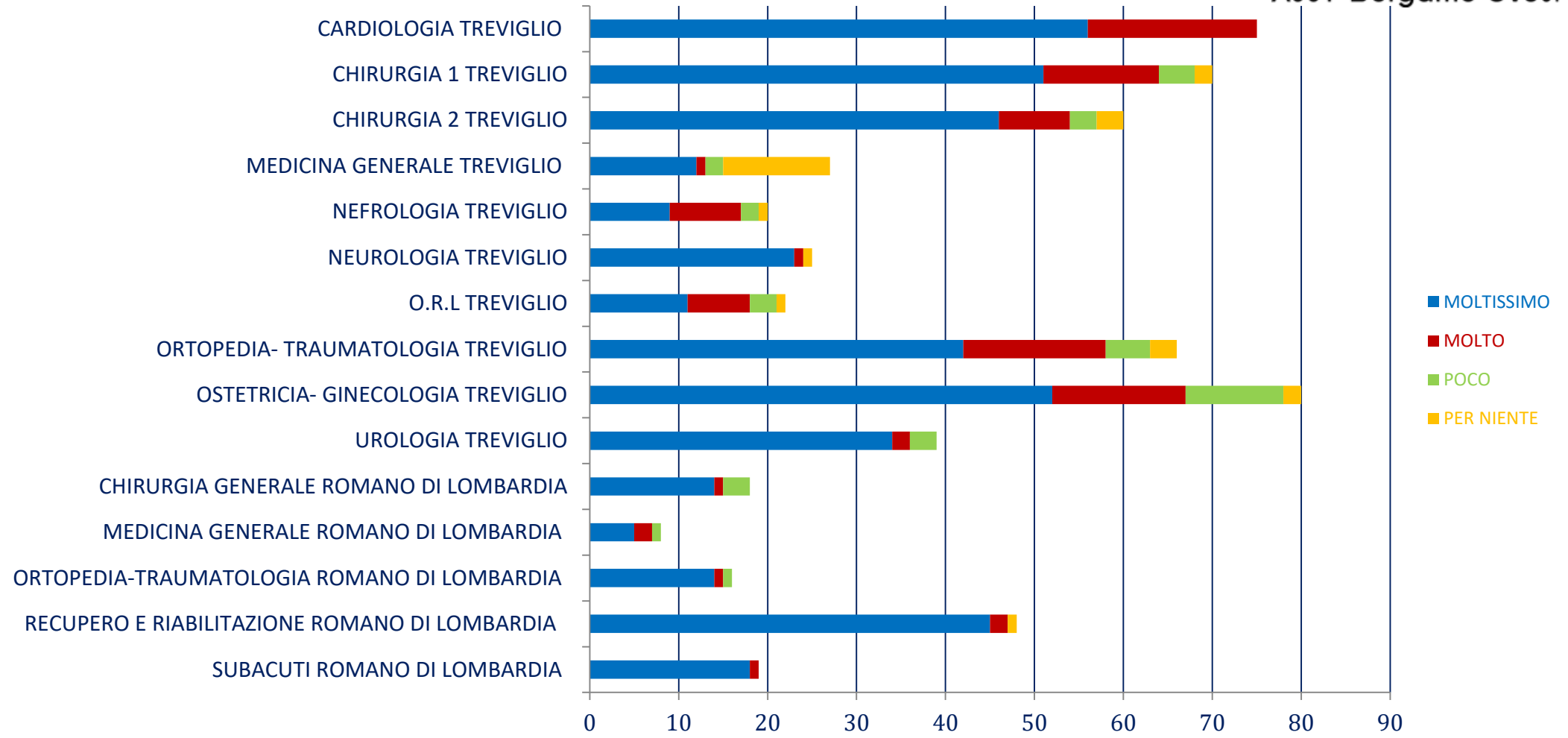
Degenza: attenzione del personale al dolore

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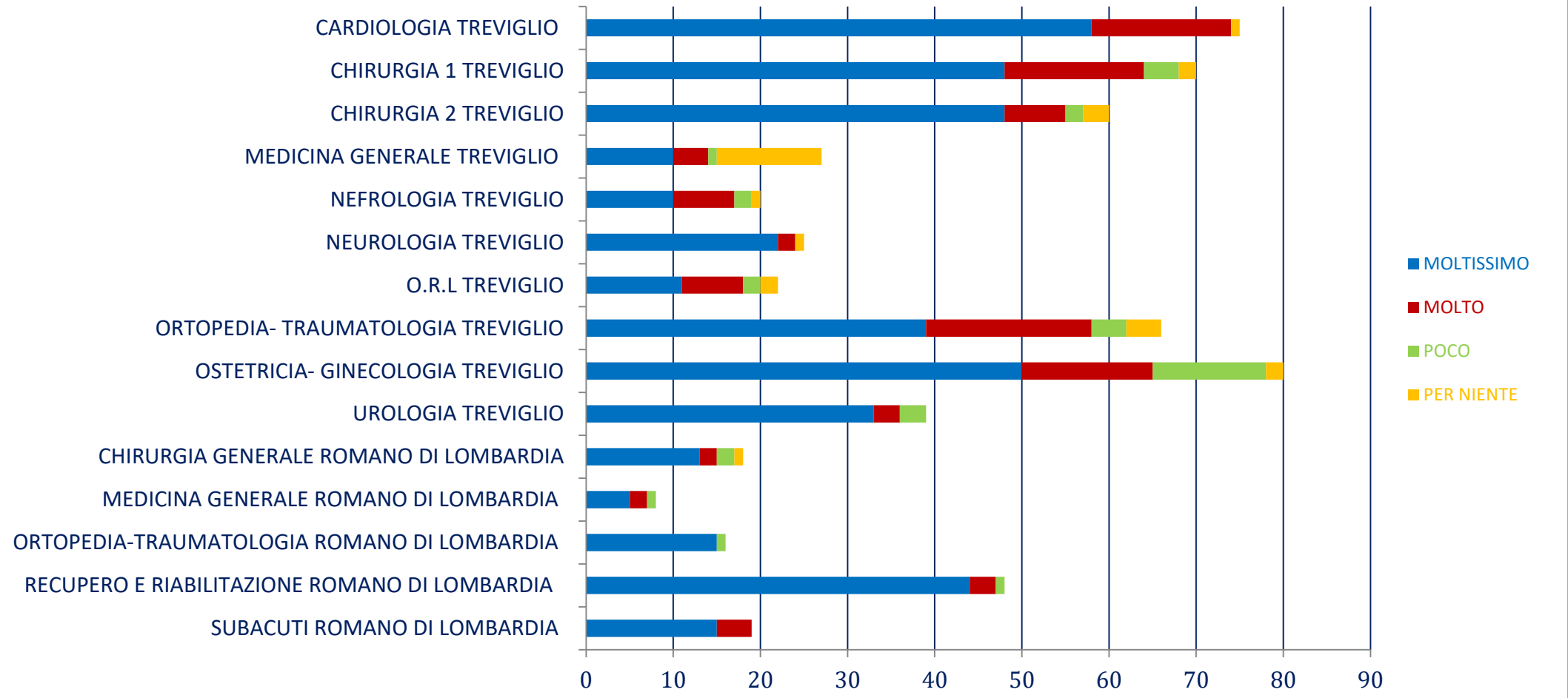
Degenza: soddisfazione gestione dolore

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Regione Lombardia
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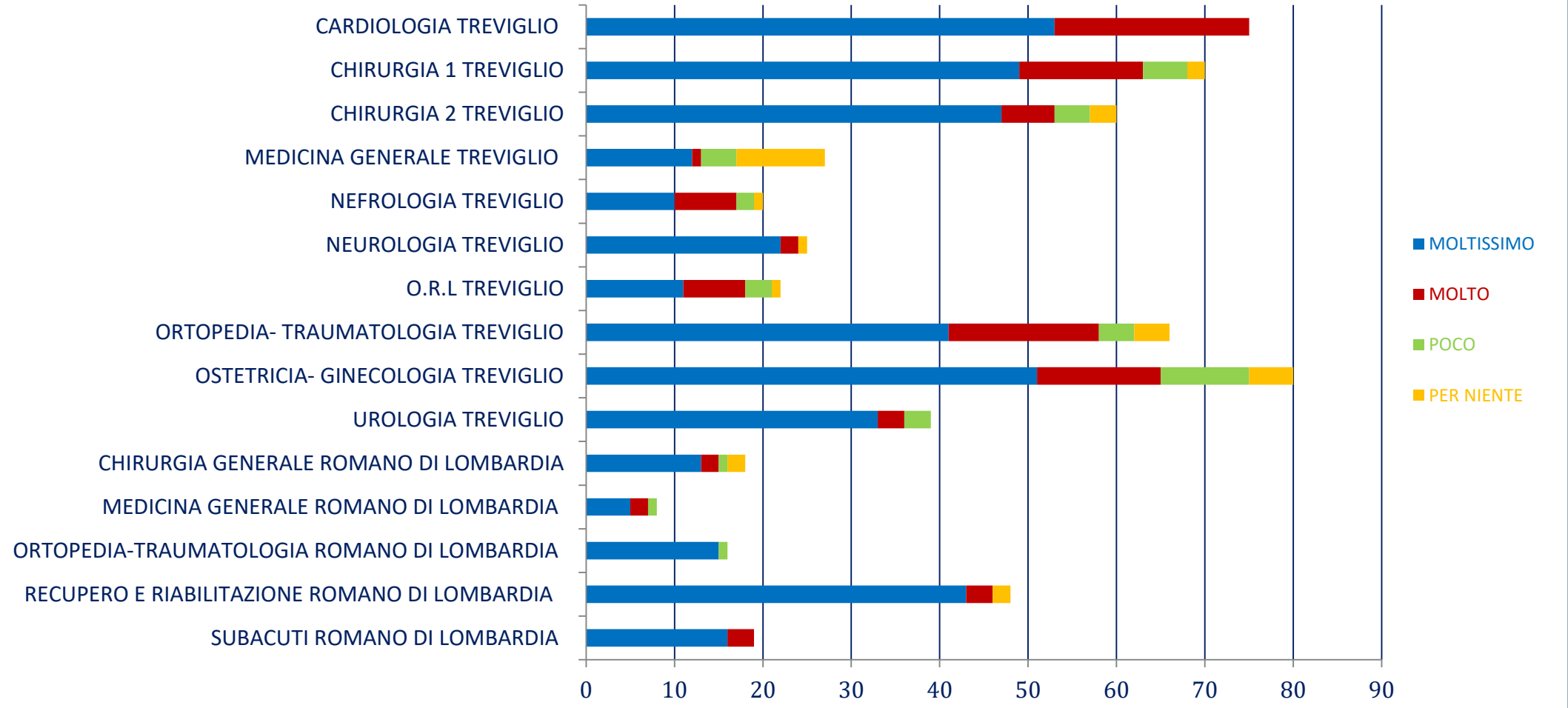
Degenza: informazioni in merito alle cure del dolore

Sistema Socio Sanitario
Regione Lombardia
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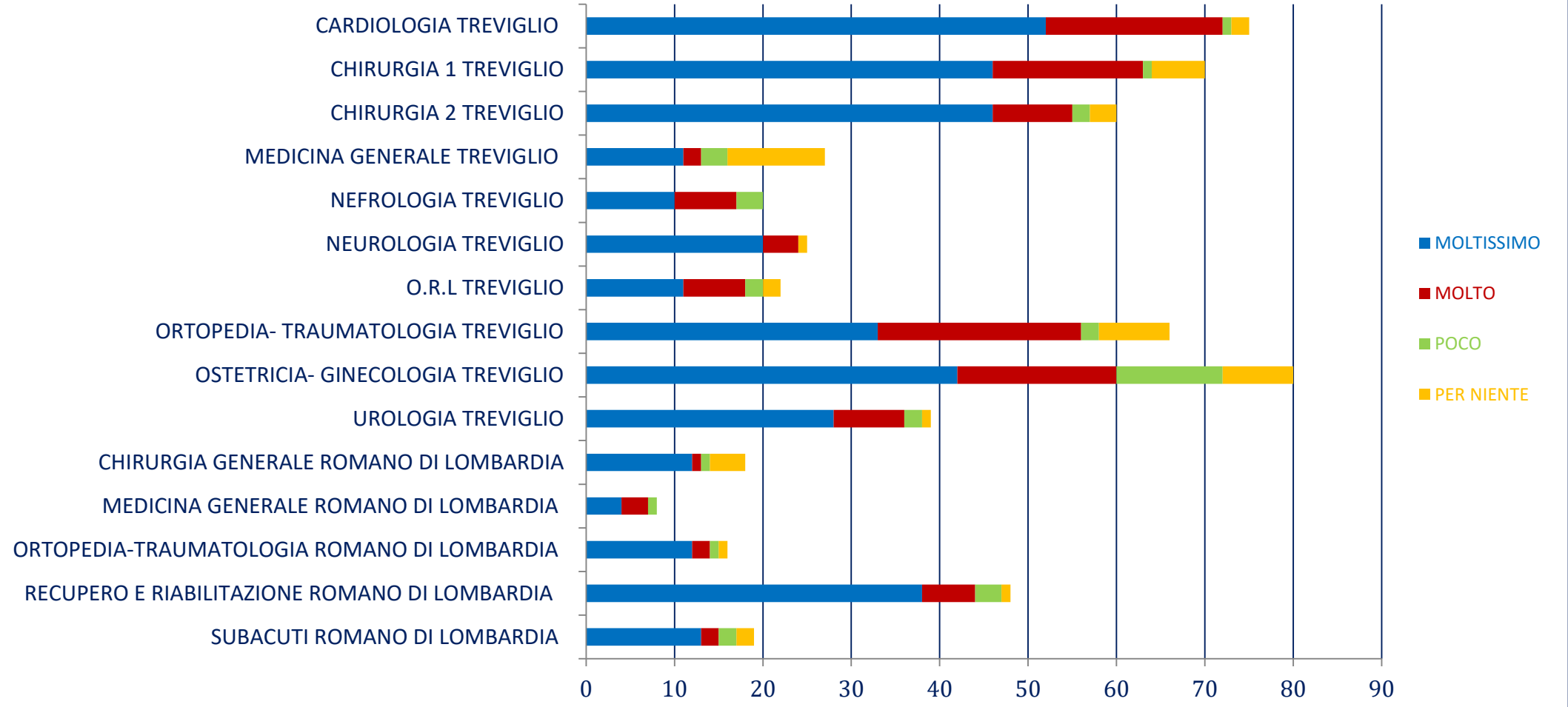
Degenza: informazioni gestione dolore domicilio

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Regione Lombardia
ASST Bergamo Ovest



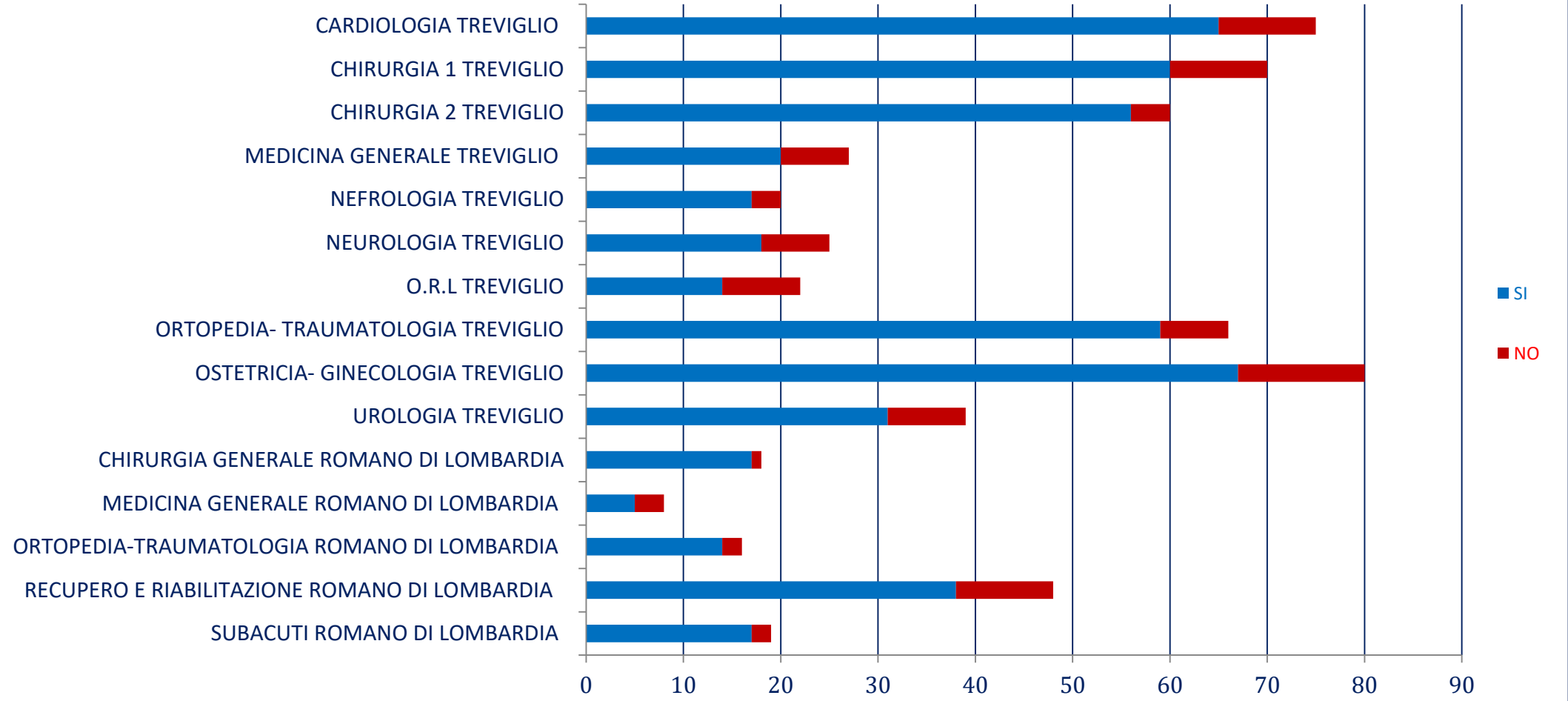
Degenza: diminuzione del dolore a seguito delle cure

Sistema Socio Sanitario
Regione Lombardia
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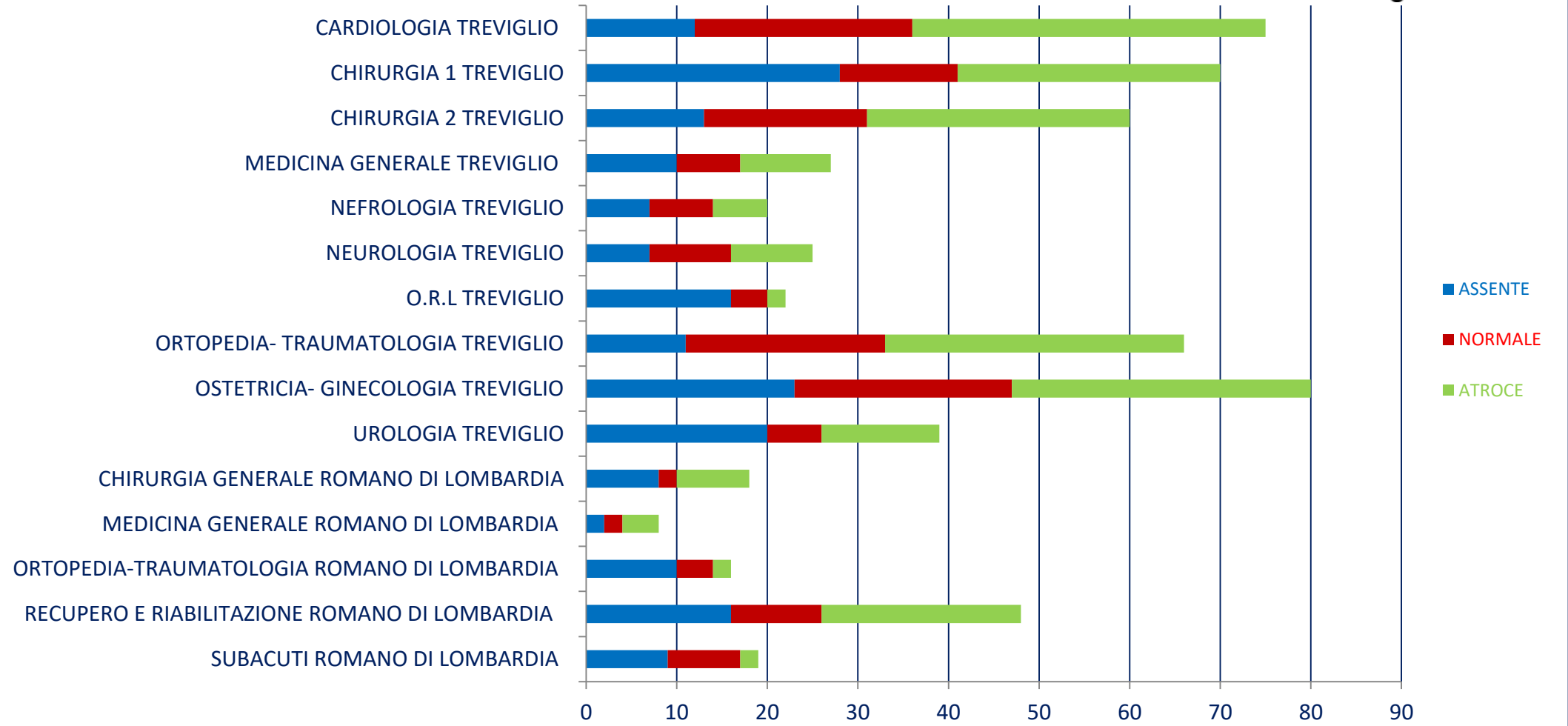
Degenza: rilevazione dolore al momento del ricovero

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



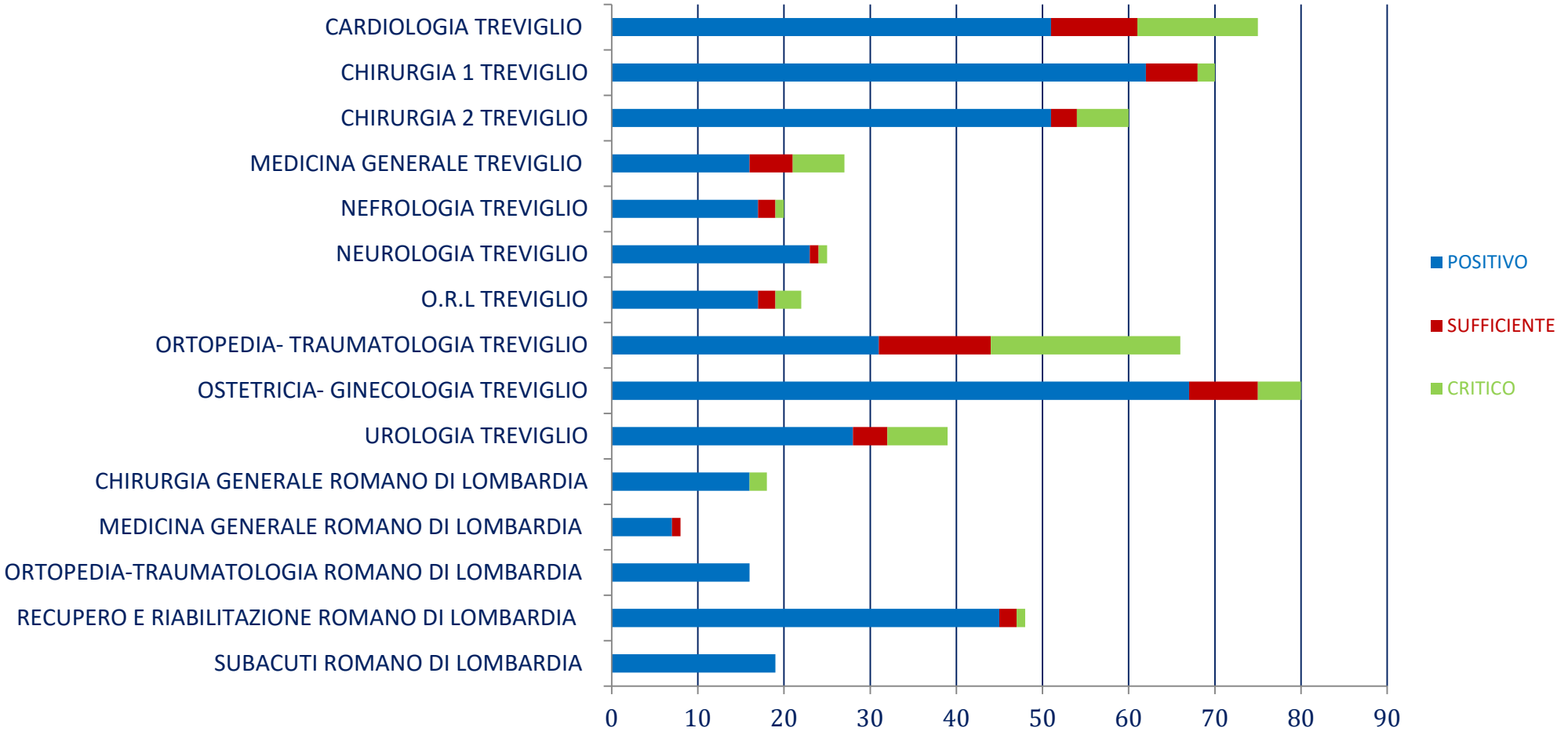
Degenza: dolore al momento del ricovero

Sistema Socio Sanitario
Regione Lombardia
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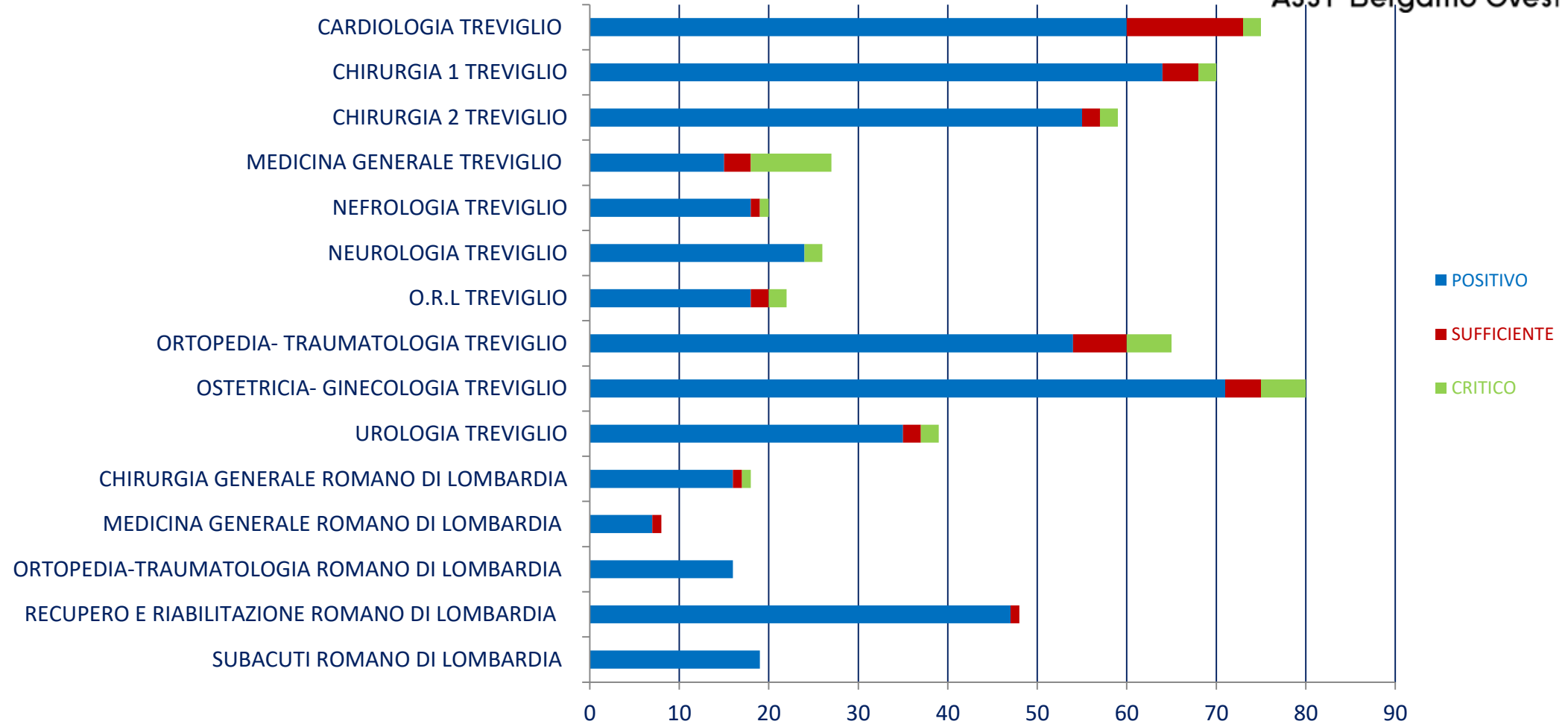
Degenza: tempi di attesa

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



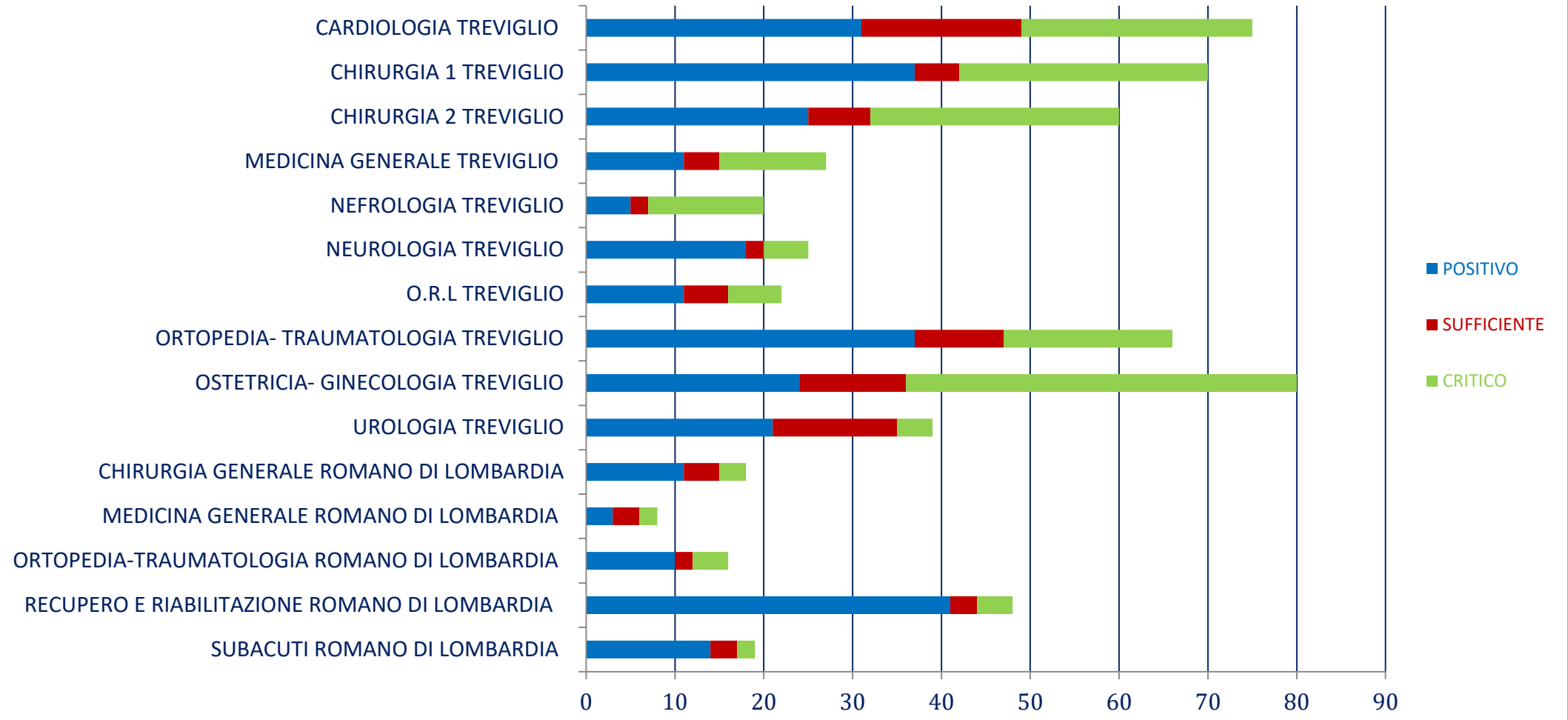
Degenza: accoglienza

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Regione Lombardia
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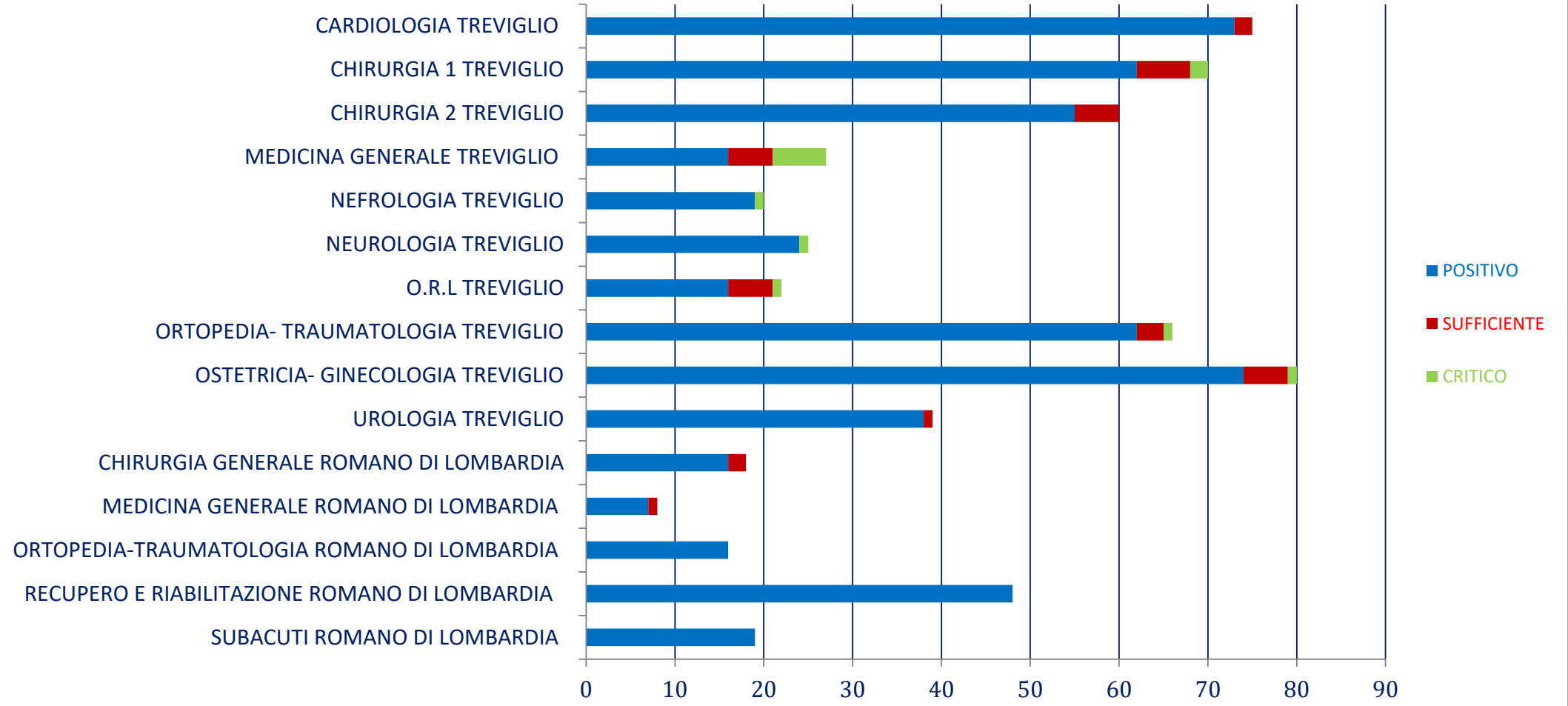
Degenza: trattamento alberghiero

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Regione Lombardia
ASST Bergamo Ovest



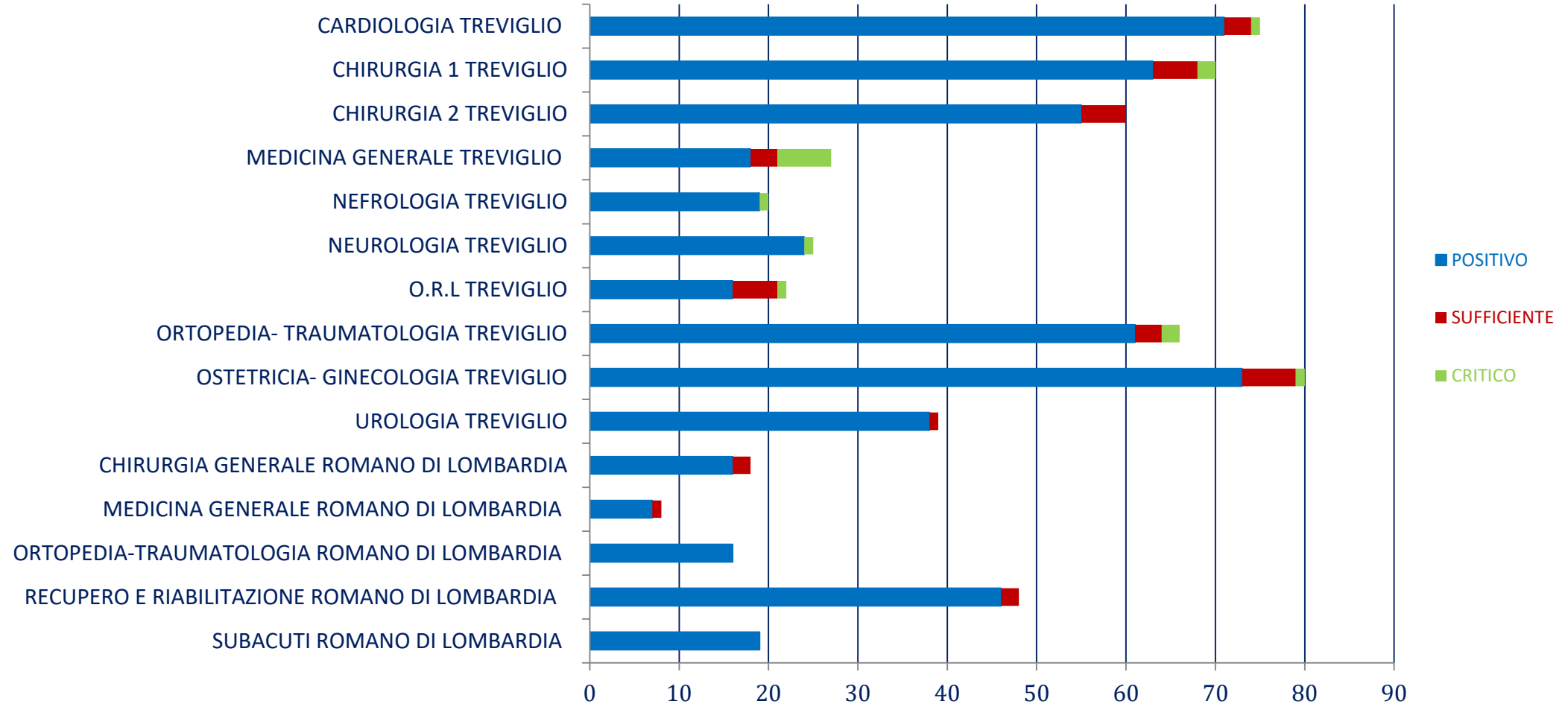
Degenza: assistenza infermieri

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



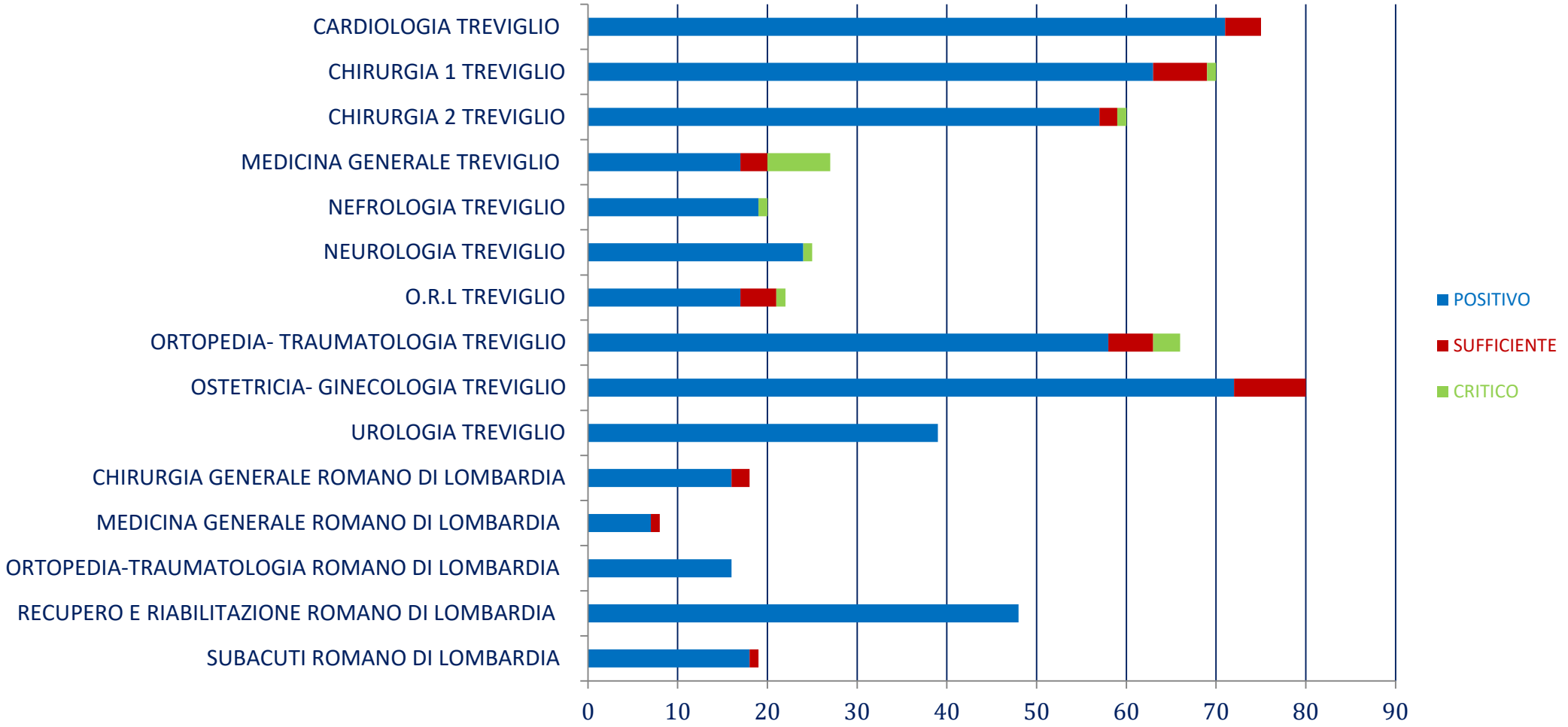
Degenza: assistenza medici

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



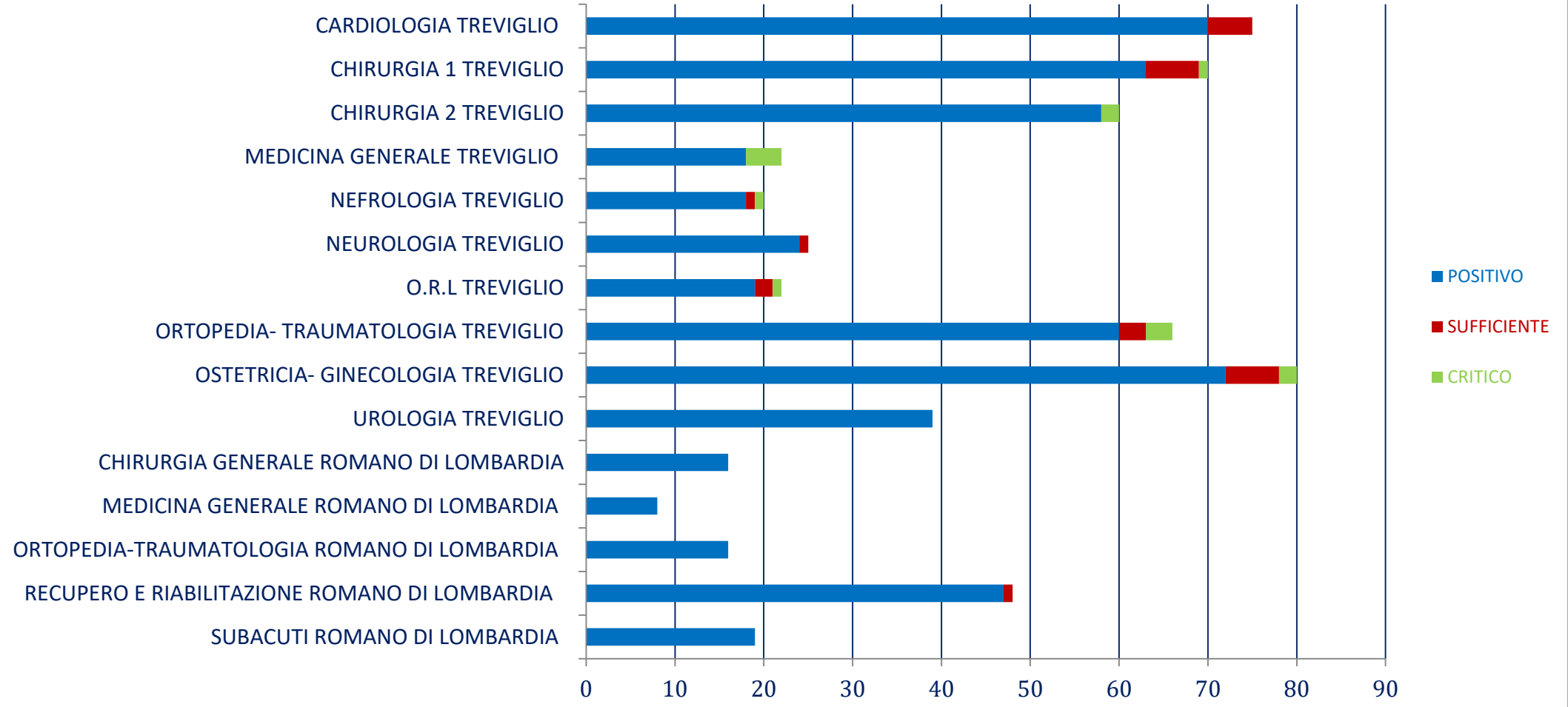
Degenza: cure a Lei prestate

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



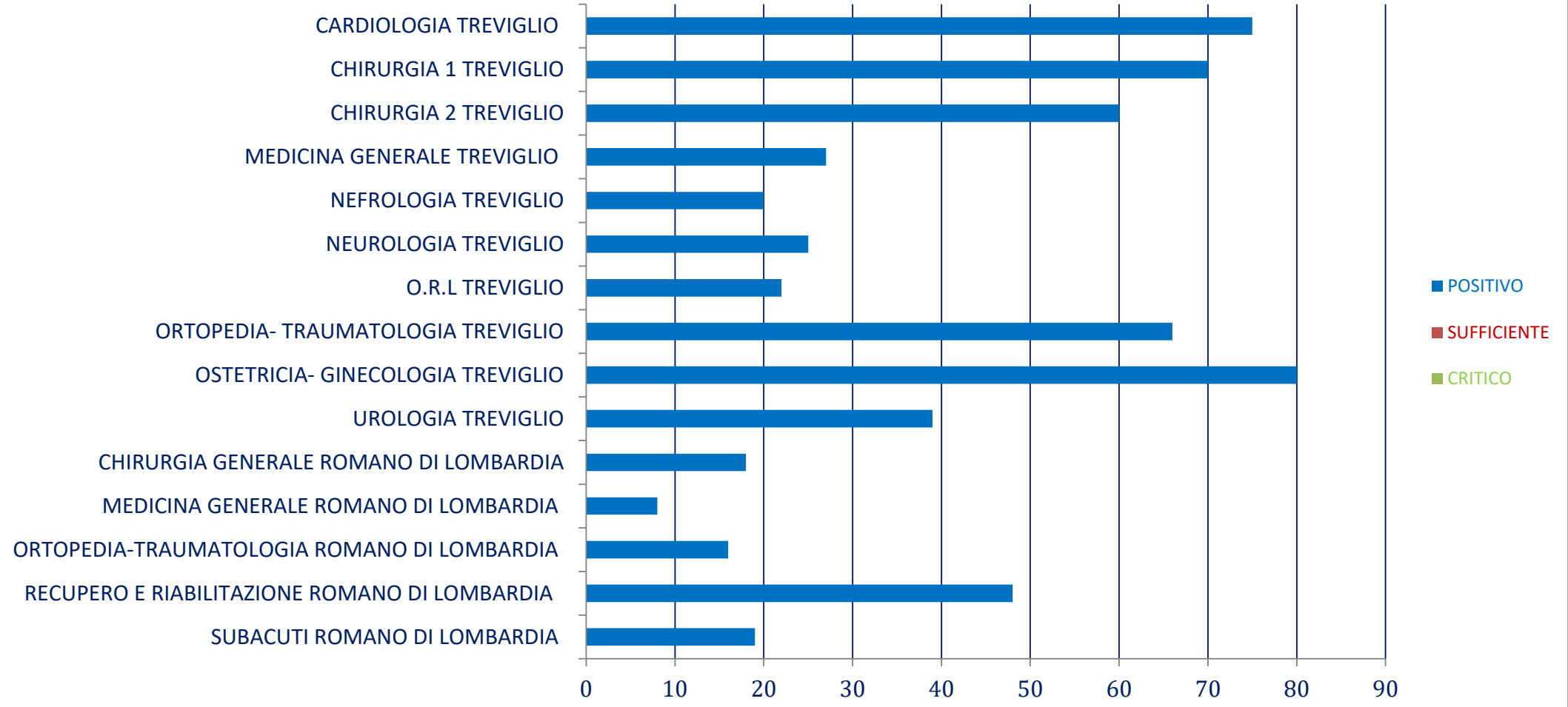
Degenza: informazioni cure prestate

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



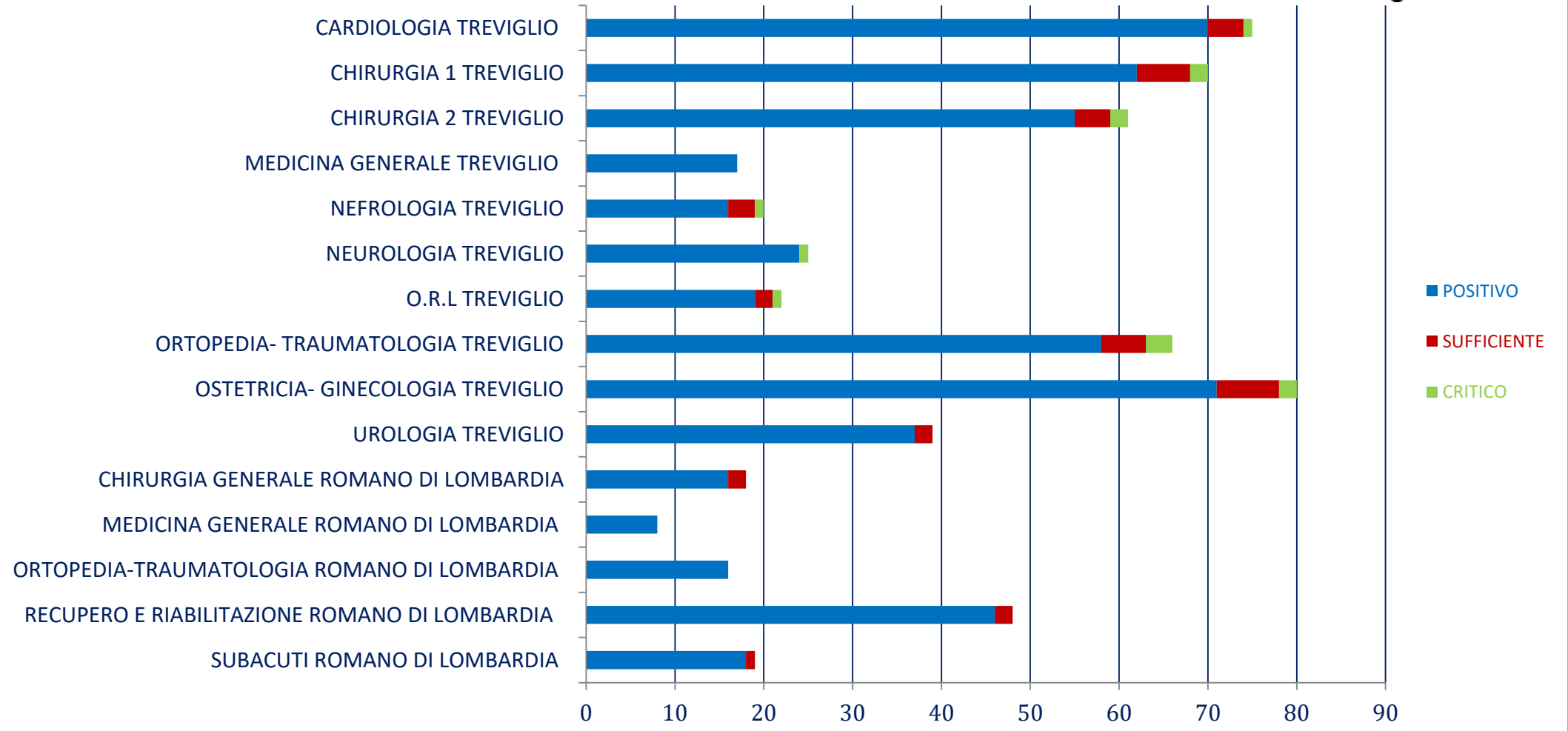
Degenza: rispetto della riservatezza

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



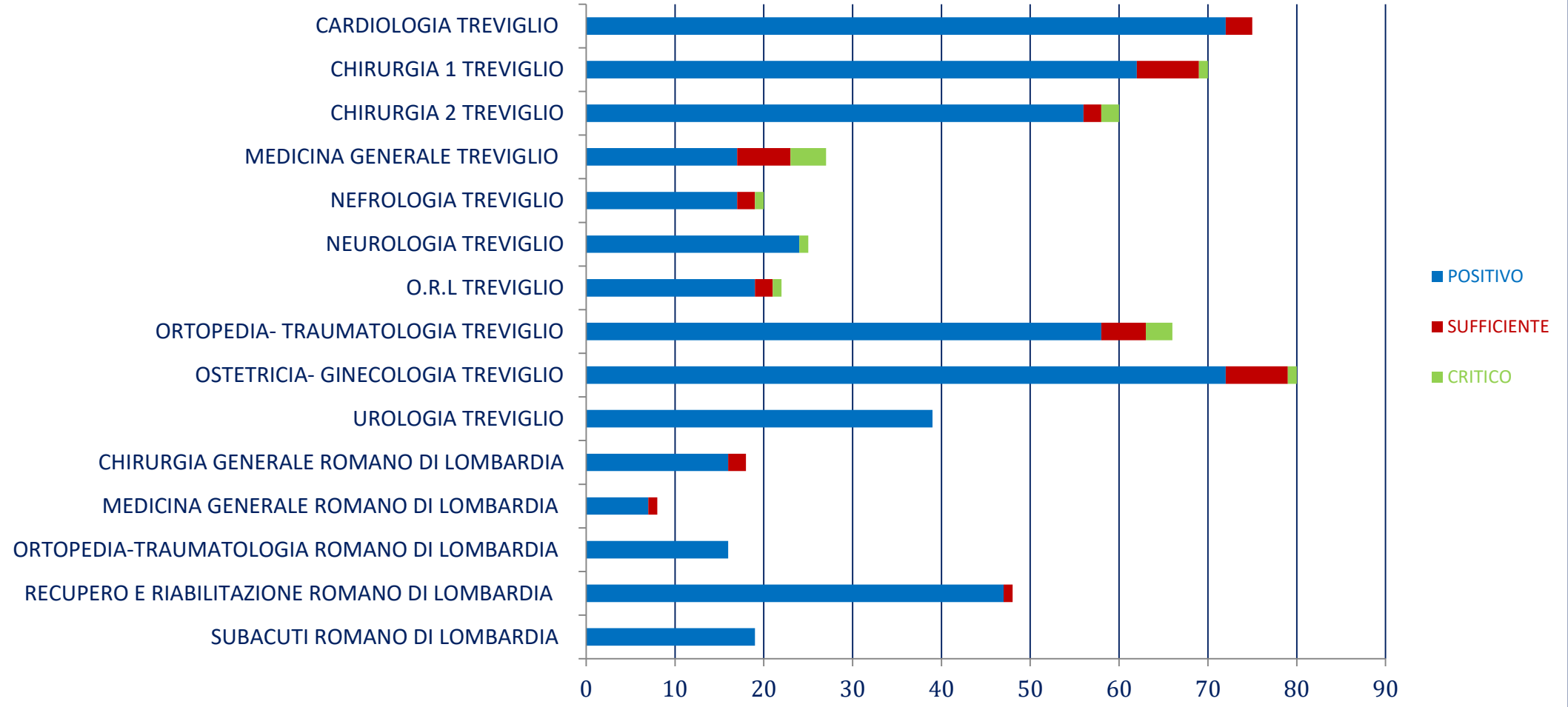
Degenza: organizzazione ospedale

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



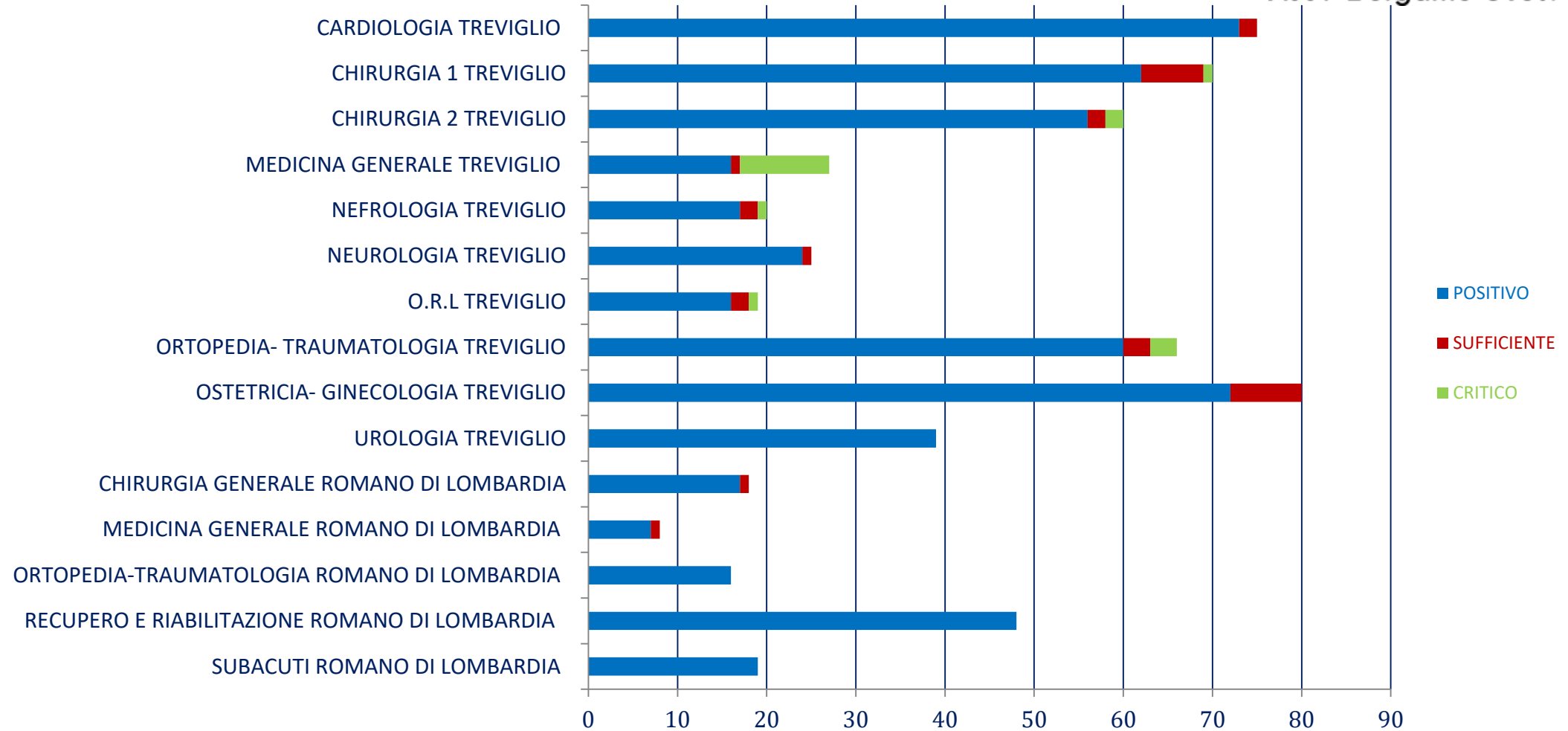
Degenza: indicazioni post dimissione

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



Degenza: soddisfazione complessiva

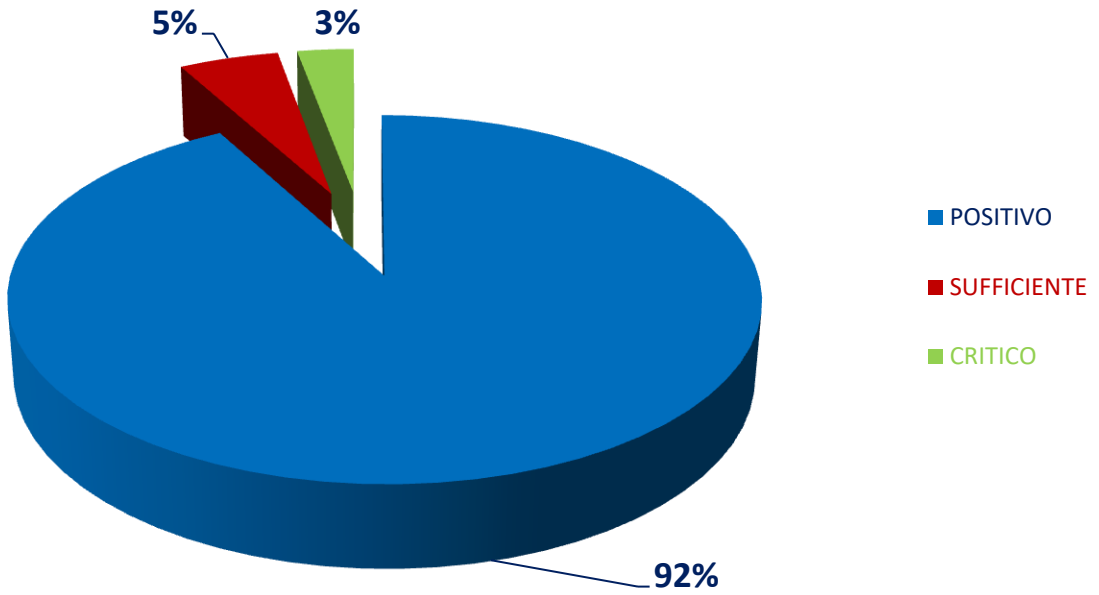
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



Degenza: soddisfazione complessiva

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

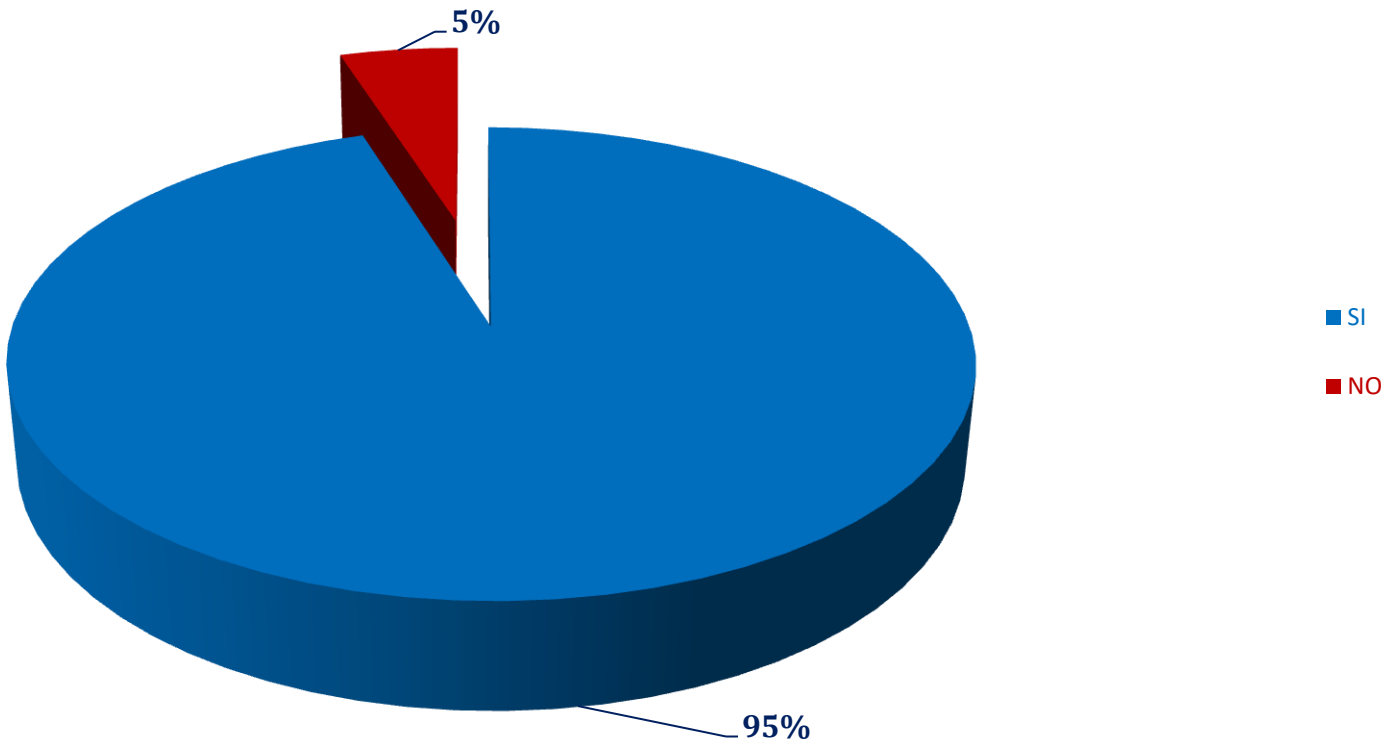
CRITICA	Giudizi da 5 a 7
SUFFICIENTE	Giudizi 3-4
POSITIVA	Giudizi 1-2



N=593

Degenza: consiglierebbe ad altri questo ospedale?

Sistema Socio Sanitario
Regione Lombardia
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N=593

Sistema Socio Sanitario

Regione Lombardia

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Customer Satisfaction Utenti Anno 2024

CENTRO PRELIEVI

Presentazioni risultati
Dicembre 2024

Presentazione a cura di *Maria Angelica Venezia*, Ufficio Relazioni con il pubblico

Sistema Socio Sanitario

Regione Lombardia

ASST Bergamo Ovest

DATI GENERALI

QUESTIONARI COMPILATI:141

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

TOTALE RILEVAZIONI 2024

Centro Prelievo Treviglio
75

Centro Prelievo Romano Di Lombardia
51

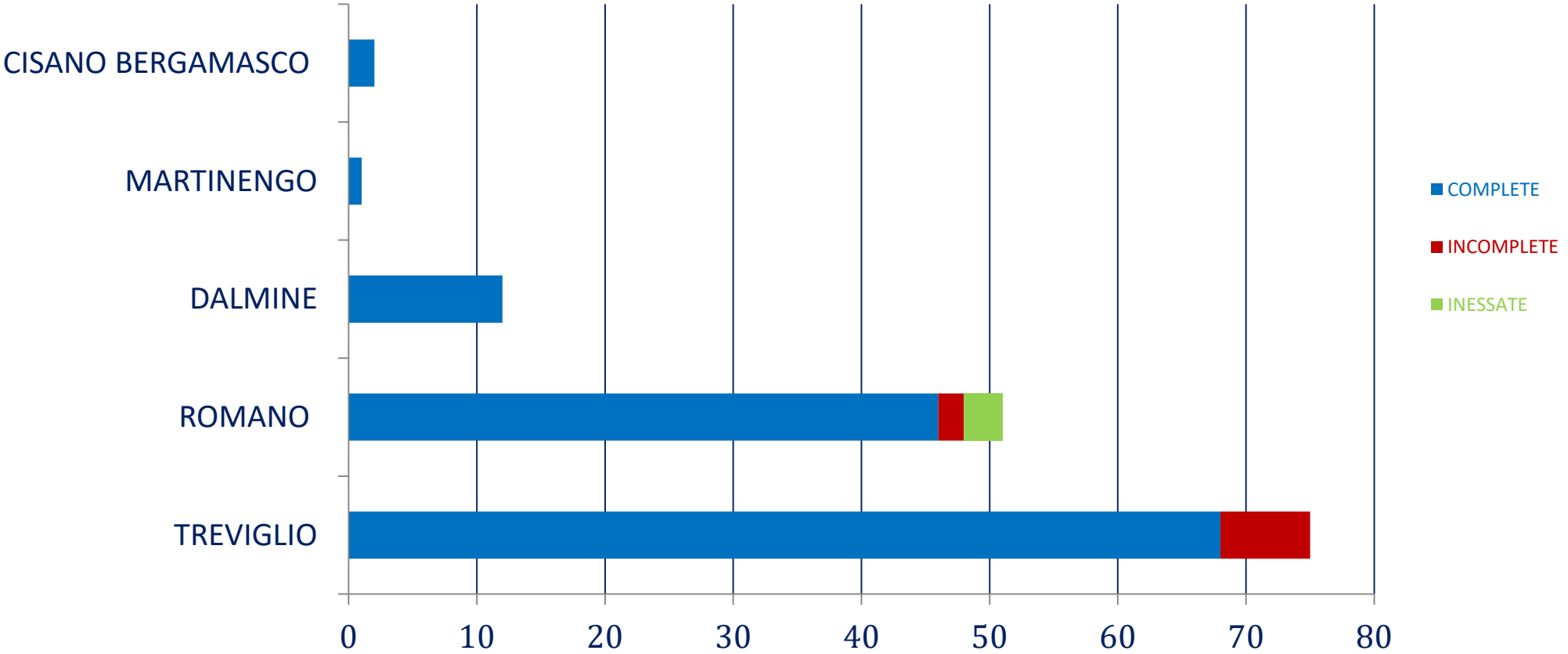
Centro Prelievo Dalmine
12

Centro Prelievo Martinengo
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Centro Cisano Bergamasco
2

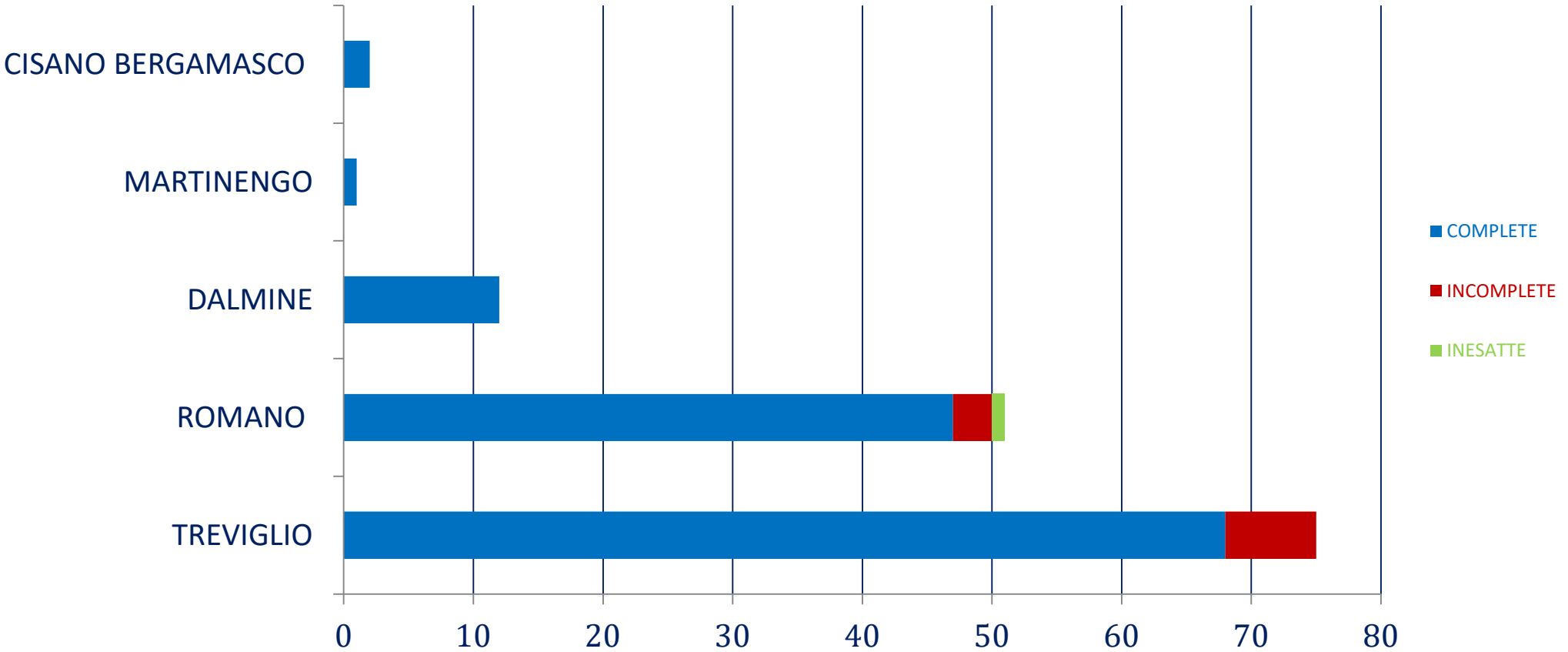
Centro prelievi: info sedi e orari sulla pagina web aziendale

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



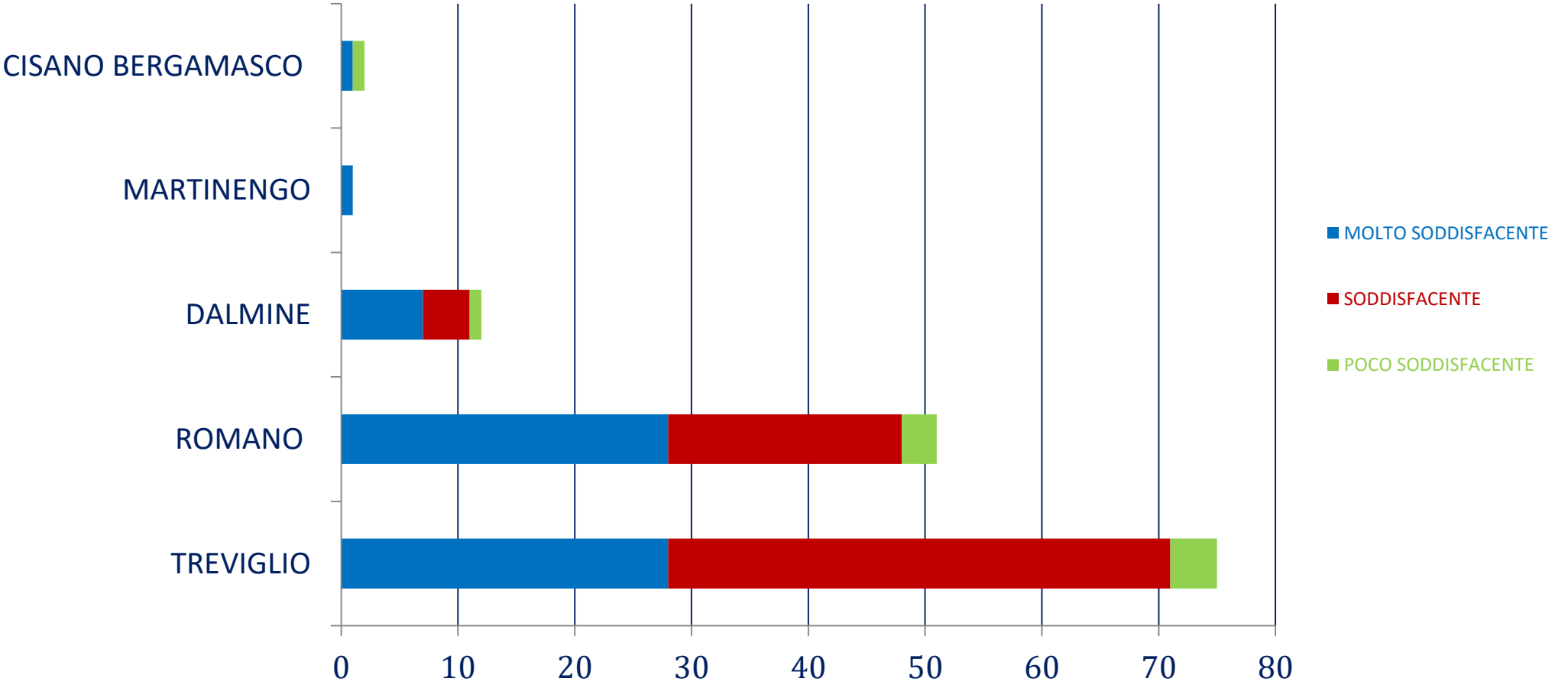
Centro prelievi: info moduli di preparazione sulla pagina web aziendale

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



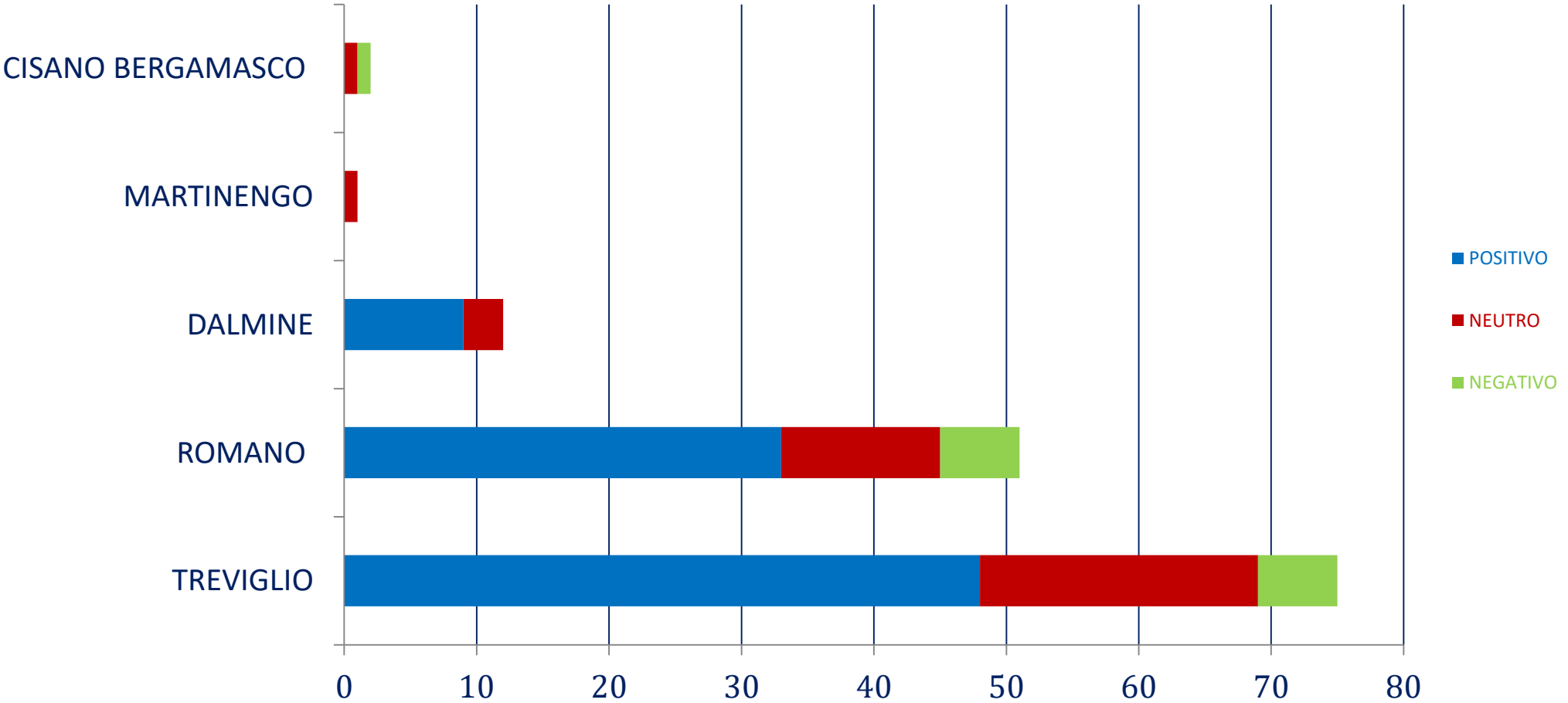
Centro prelievi: orari apertura pubblico

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



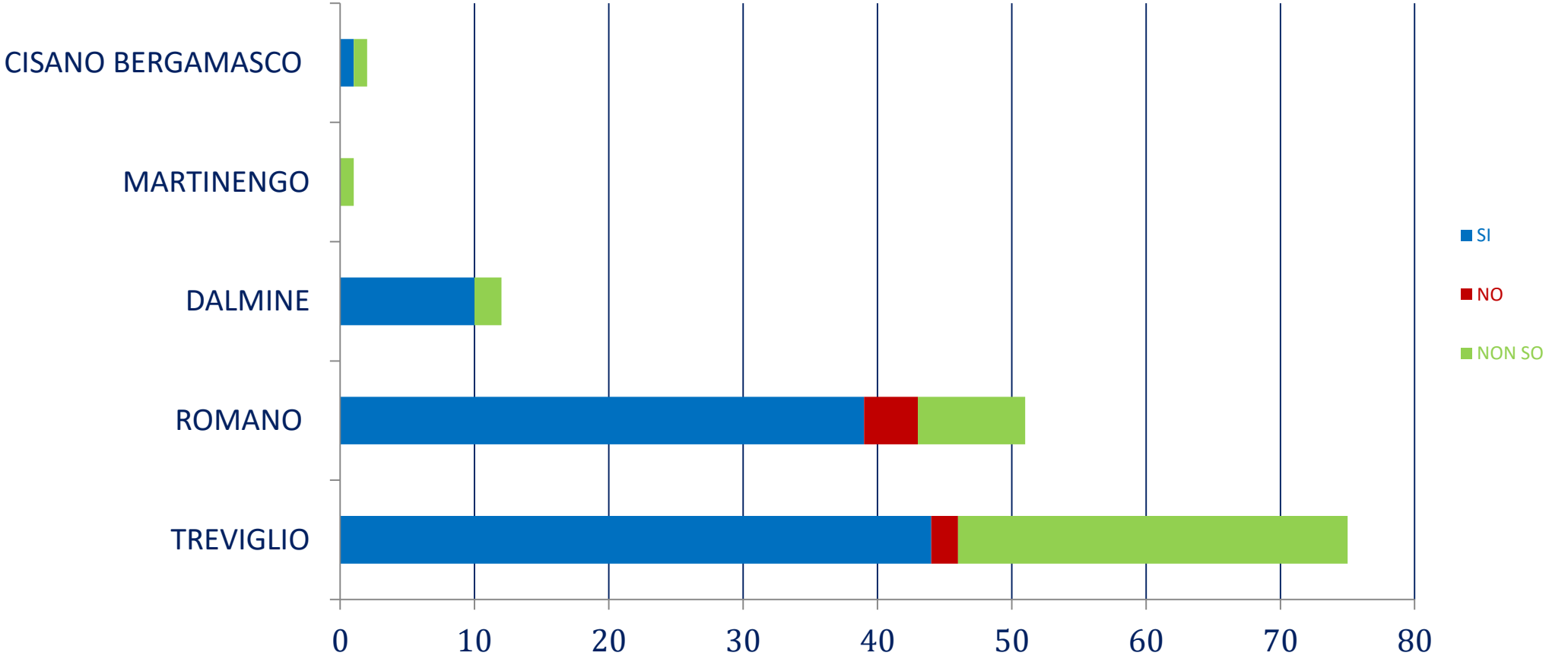
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Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



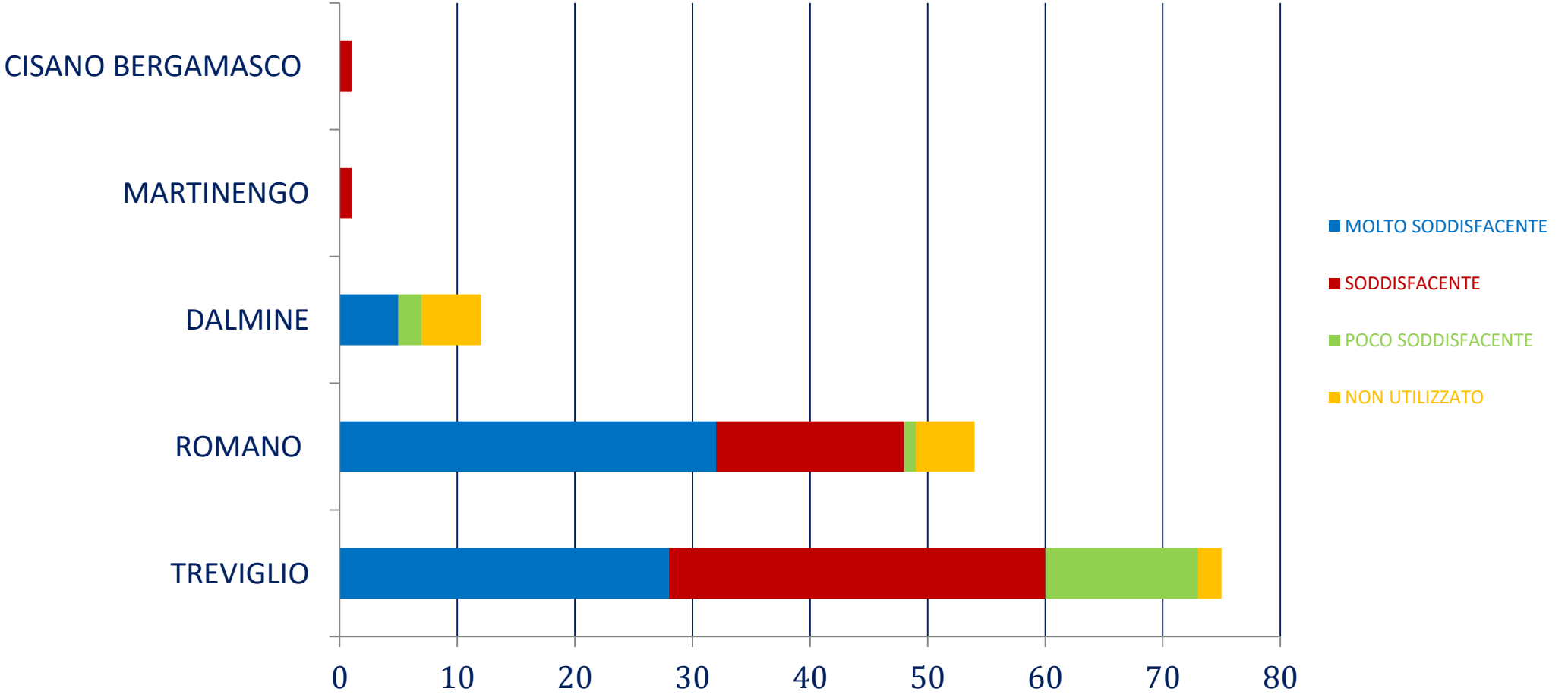
Centro prelievi: accessibilità

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



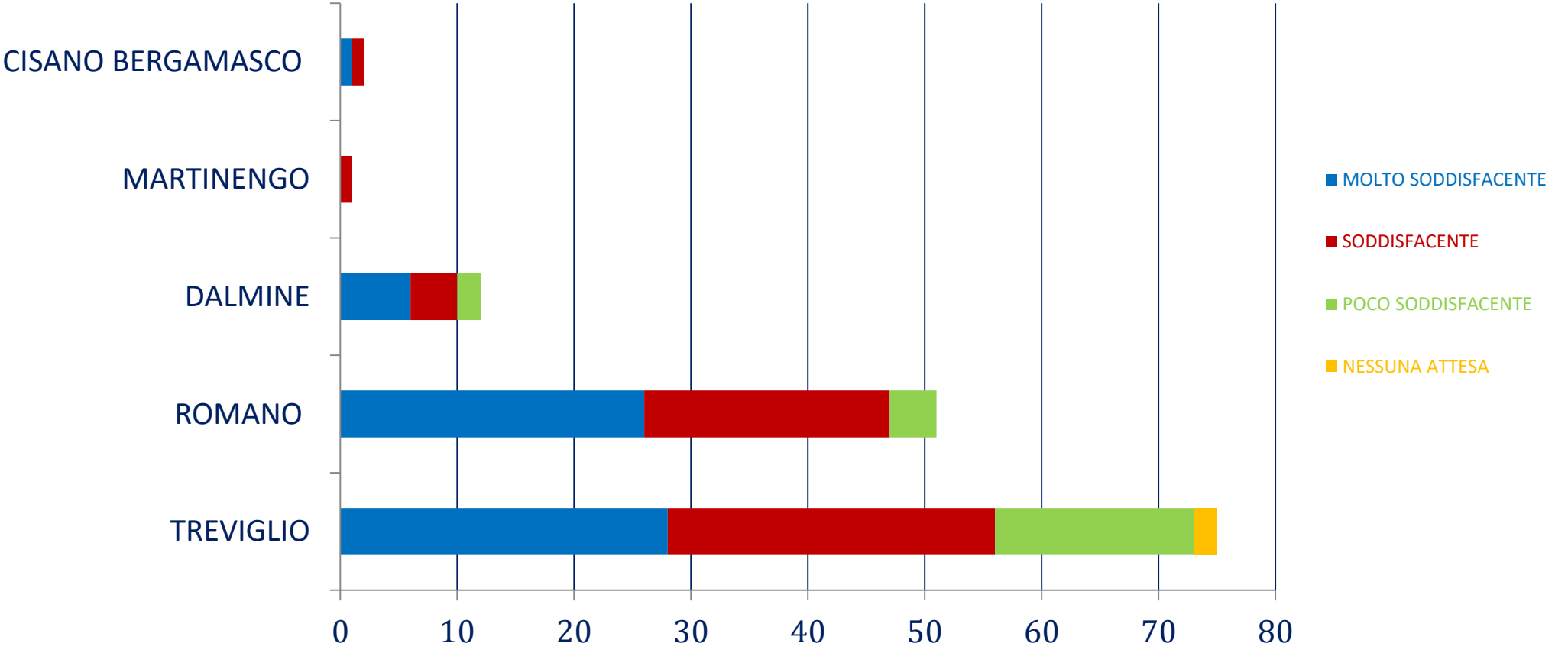
Centro prelievi: sistema prenotami cloud

Sistema Socio Sanitario
Regione Lombardia
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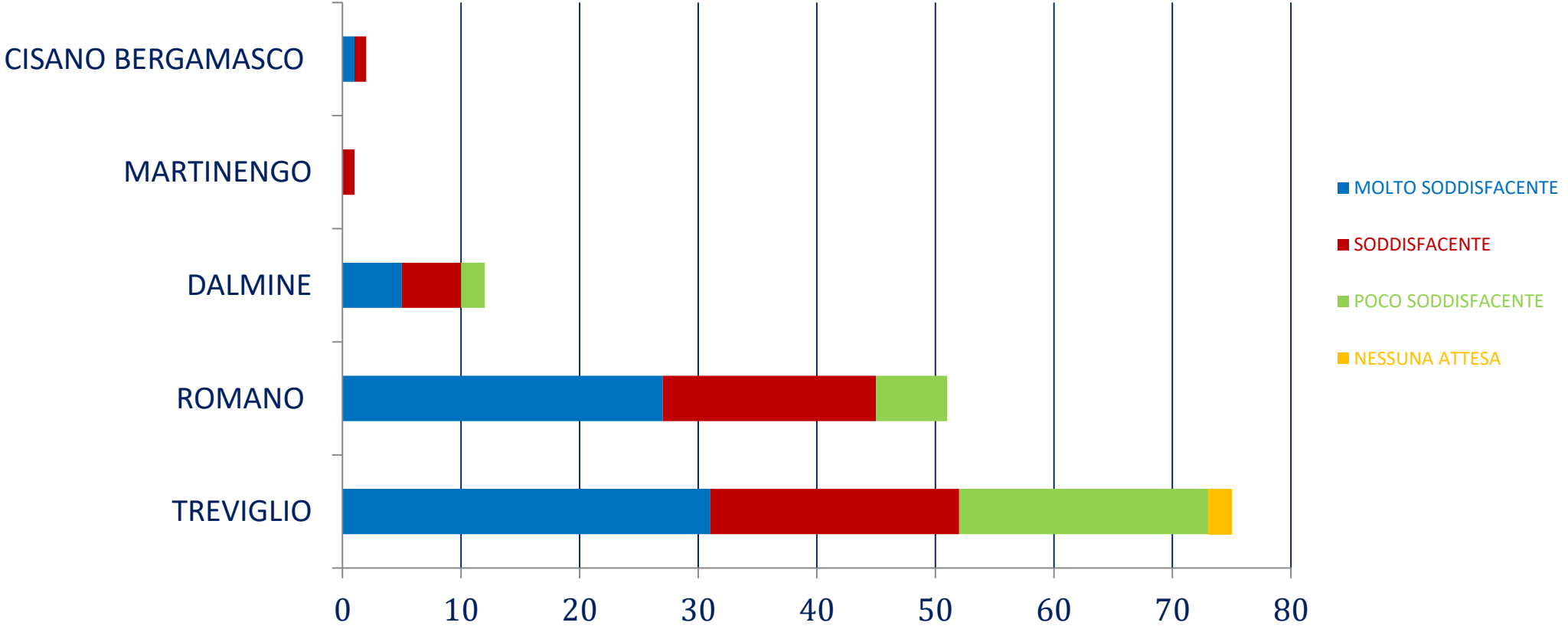
Centro prelievi: tempo di attesa per il banco accettazione

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



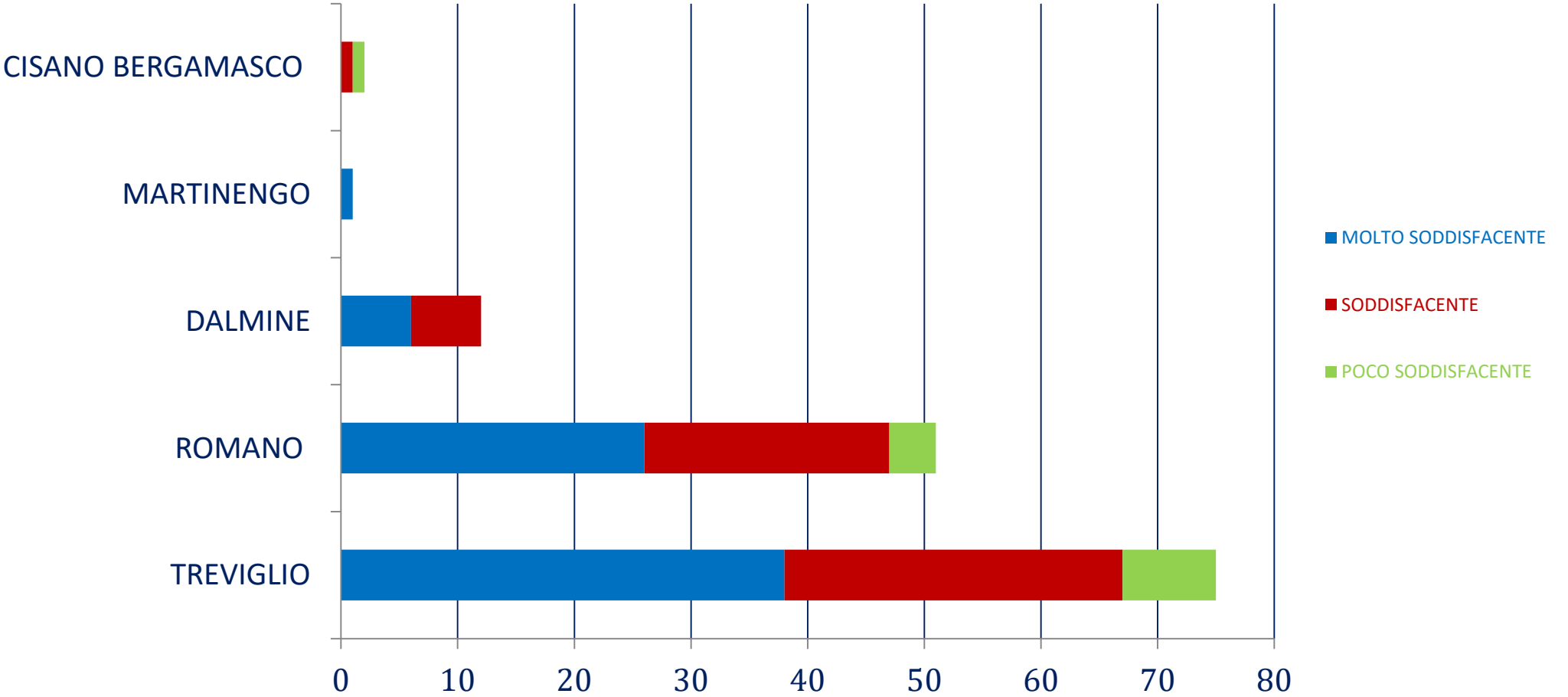
Sistema Socio Sanitario
Regione Lombardia
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Centro prelievi: tempo di attesa per il prelievo



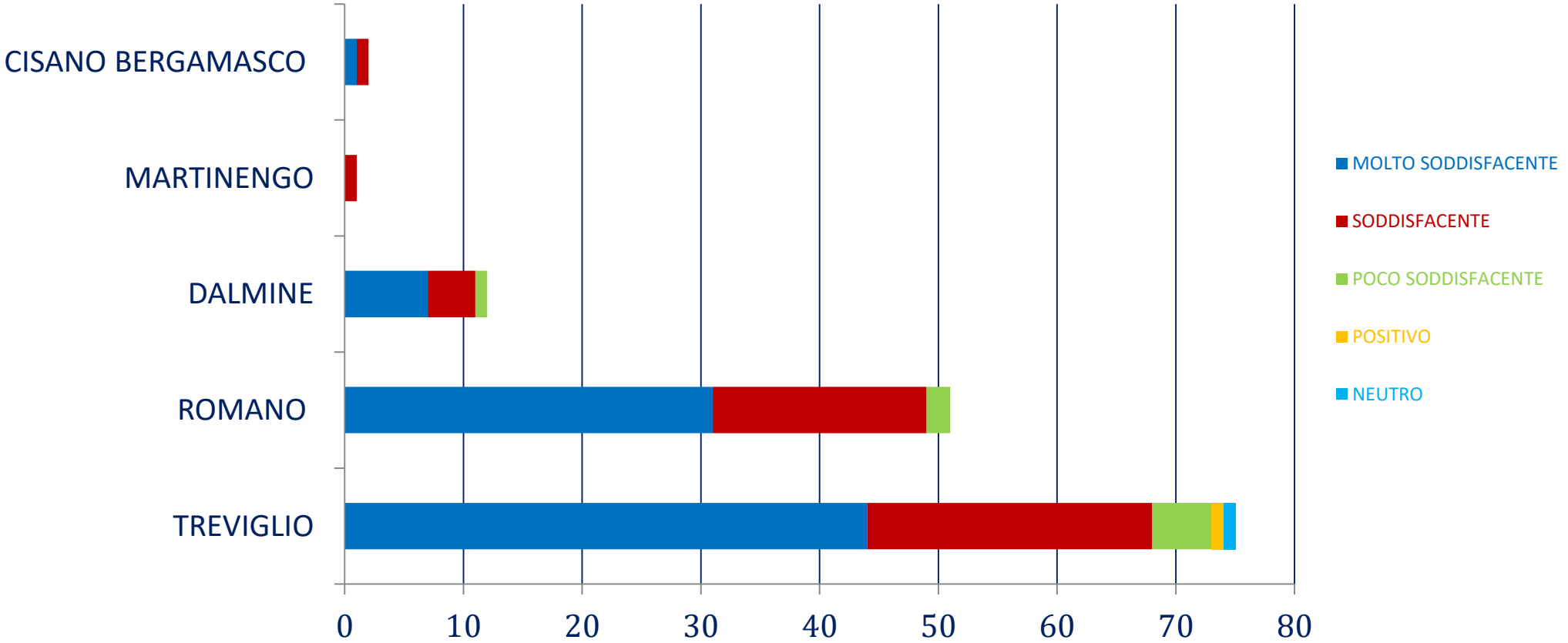
Centro prelievi: rispetto privacy

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Regione Lombardia
ASST Bergamo Ovest



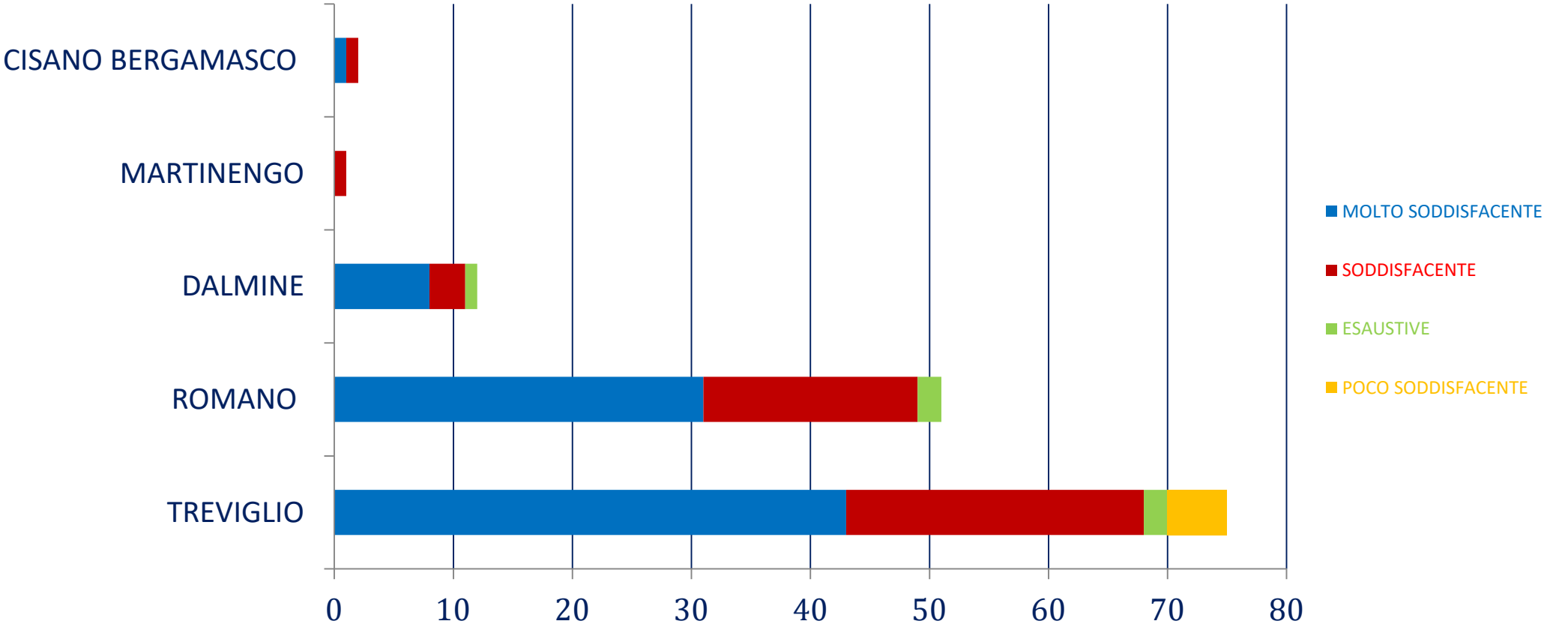
Centro prelievi : professionalità operatori di accettazione e completezza info ricevute

Sistema Socio Sanitario
Regione Lombardia
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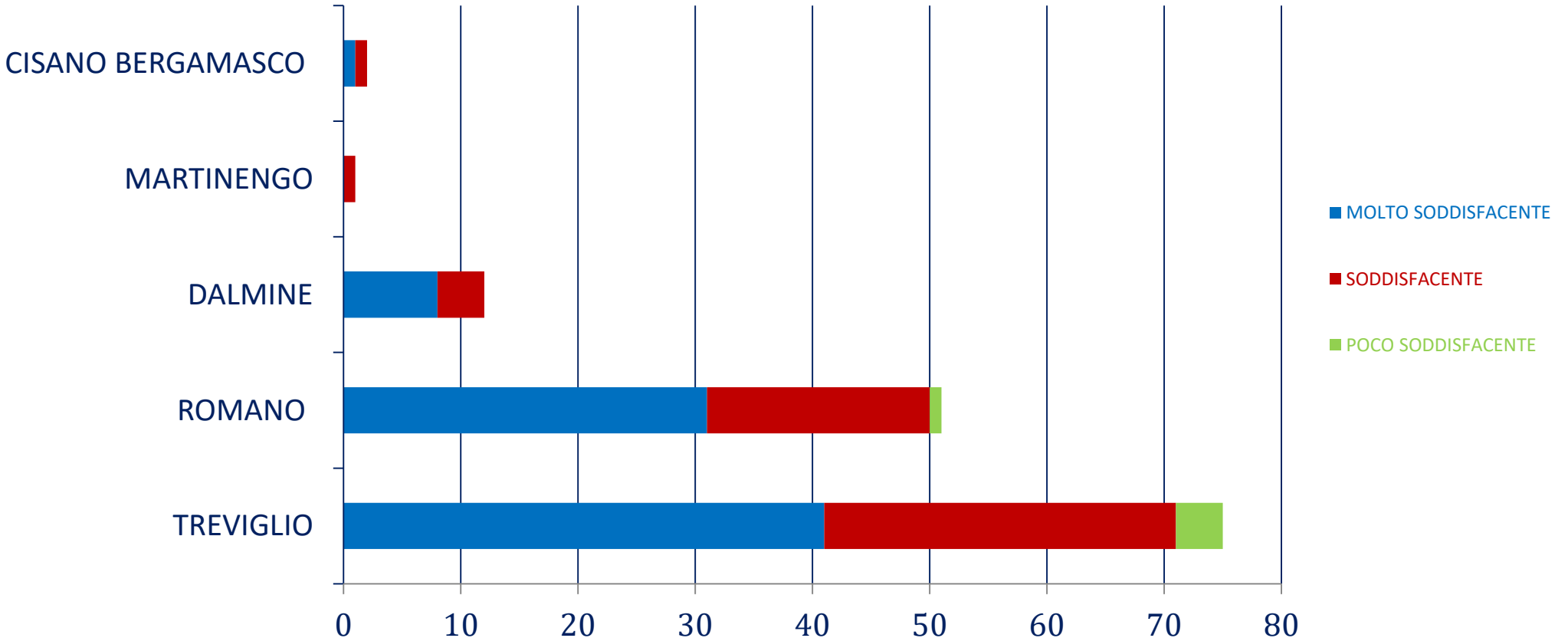
Centro prelievi: professionalità personale sanitario

Sistema Socio Sanitario
Regione Lombardia
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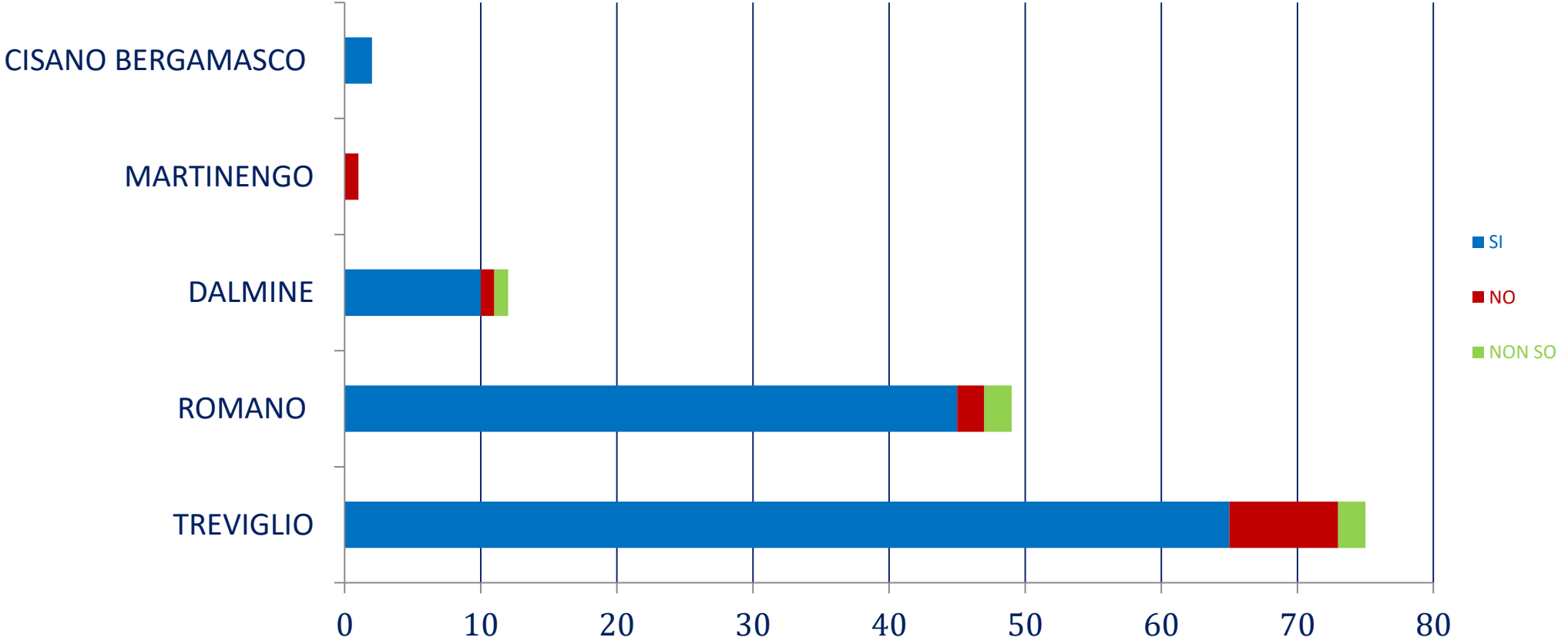
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Centro prelievi: tempi di consegna del referto



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Centro prelievi: consiglierebbe i nostri centri prelievi ad altri?



Sistema Socio Sanitario

Regione Lombardia

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Customer Satisfaction Utenti Anno 2024

SERD

Presentazioni risultati
Dicembre 2024

Presentazione a cura di *Maria Angelica Venezia*, Ufficio Relazioni con il pubblico

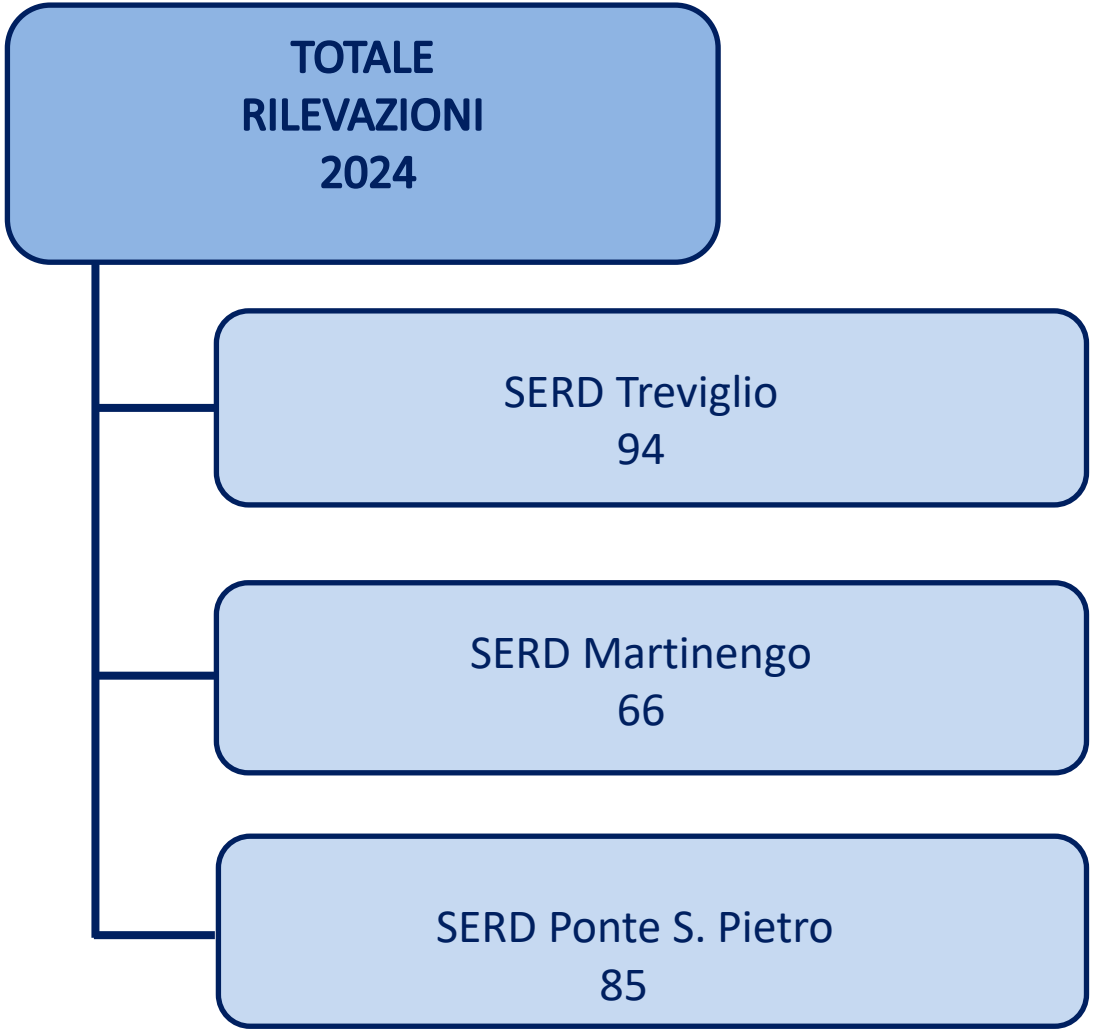
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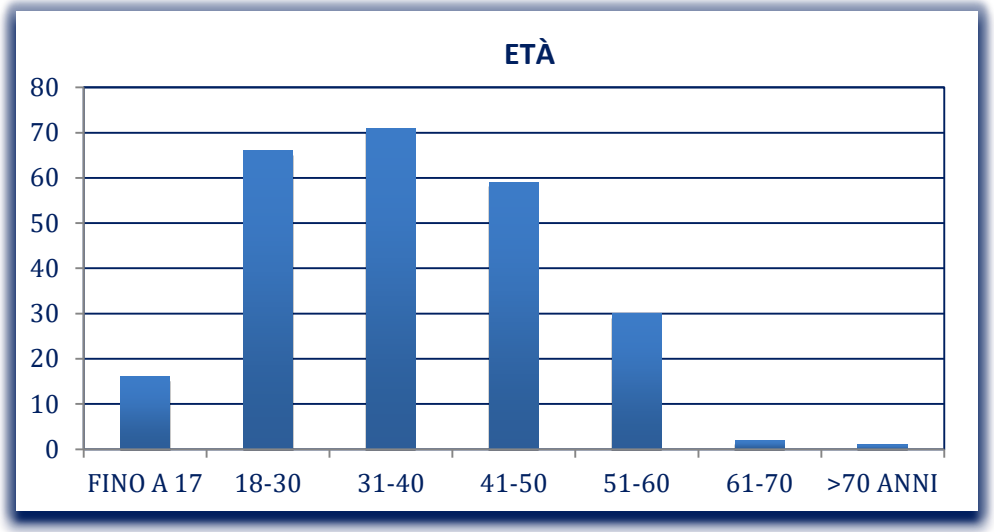
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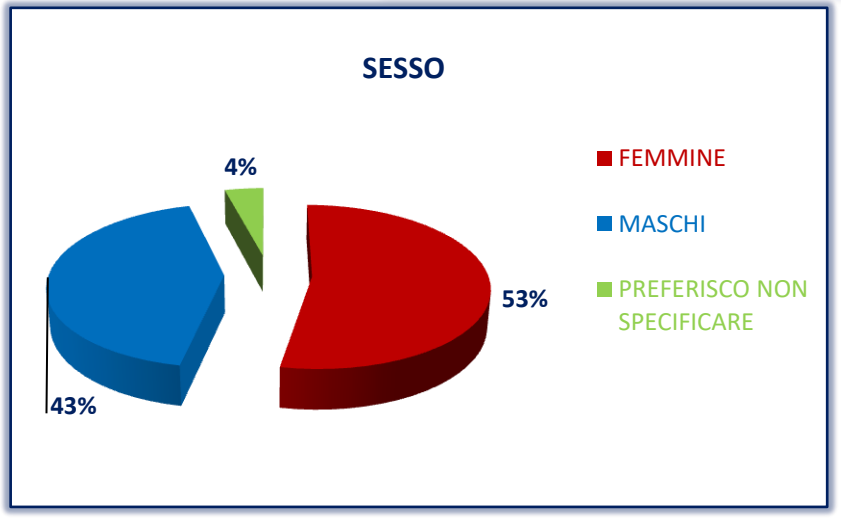
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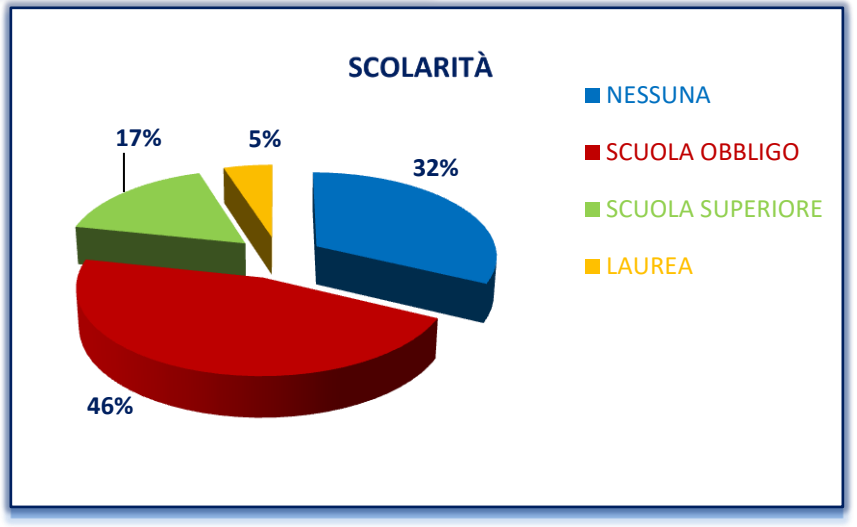

TOTALE
RILEVAZIONI
2024
SERD Treviglio
94
SERD Martinengo
66
SERD Ponte S. Pietro
85

Anagrafica

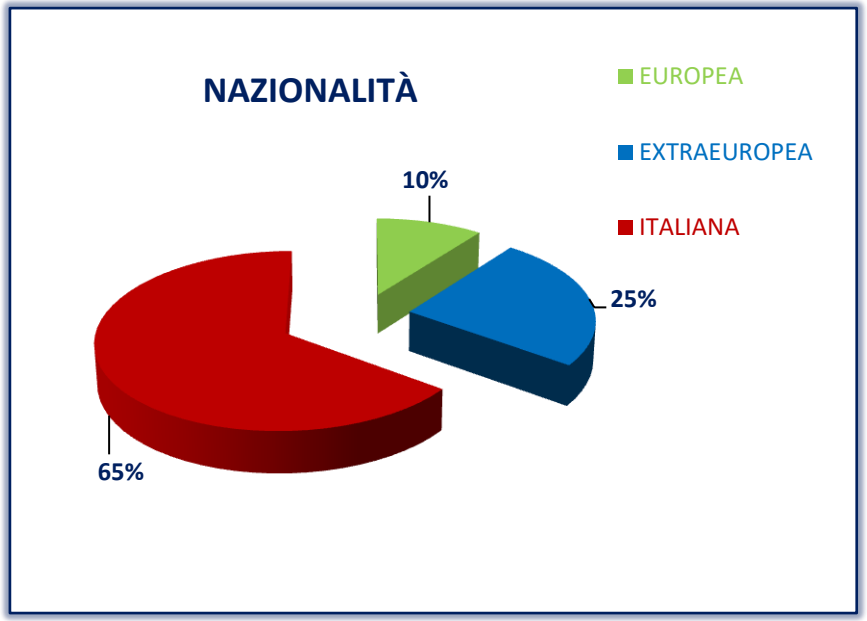
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

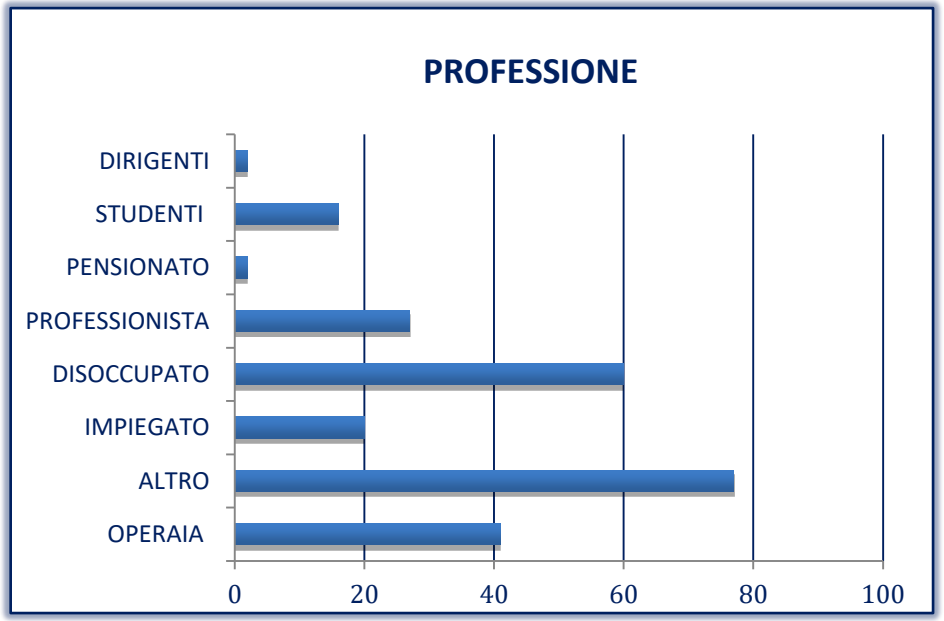






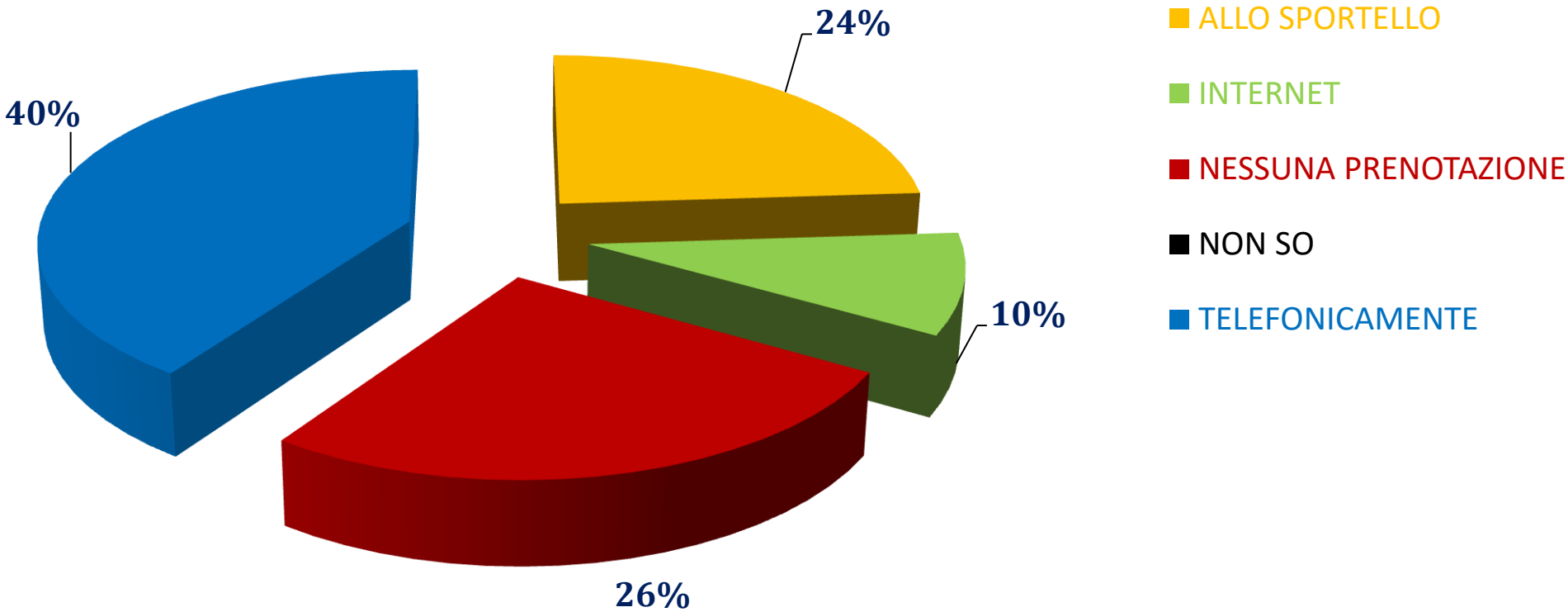
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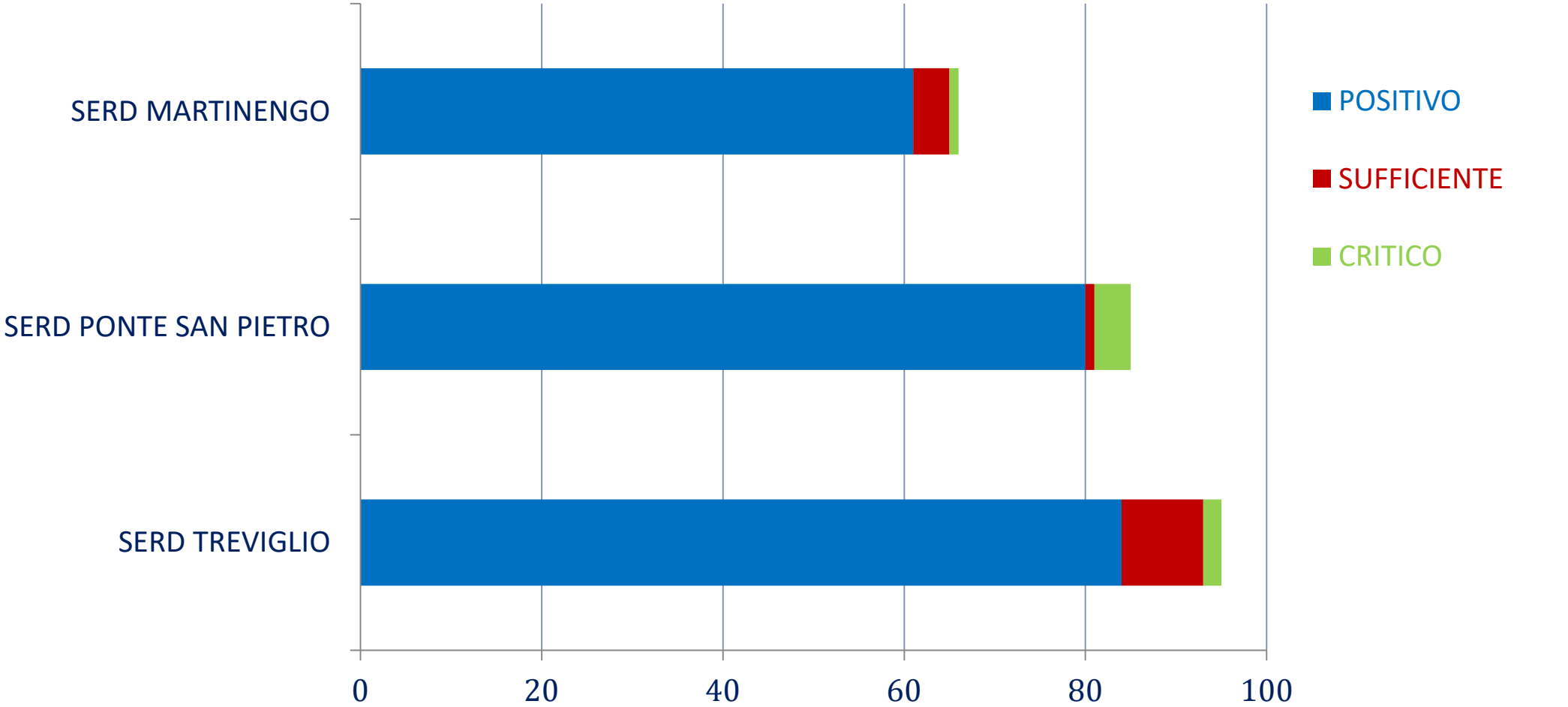
Come ha prenotato?

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



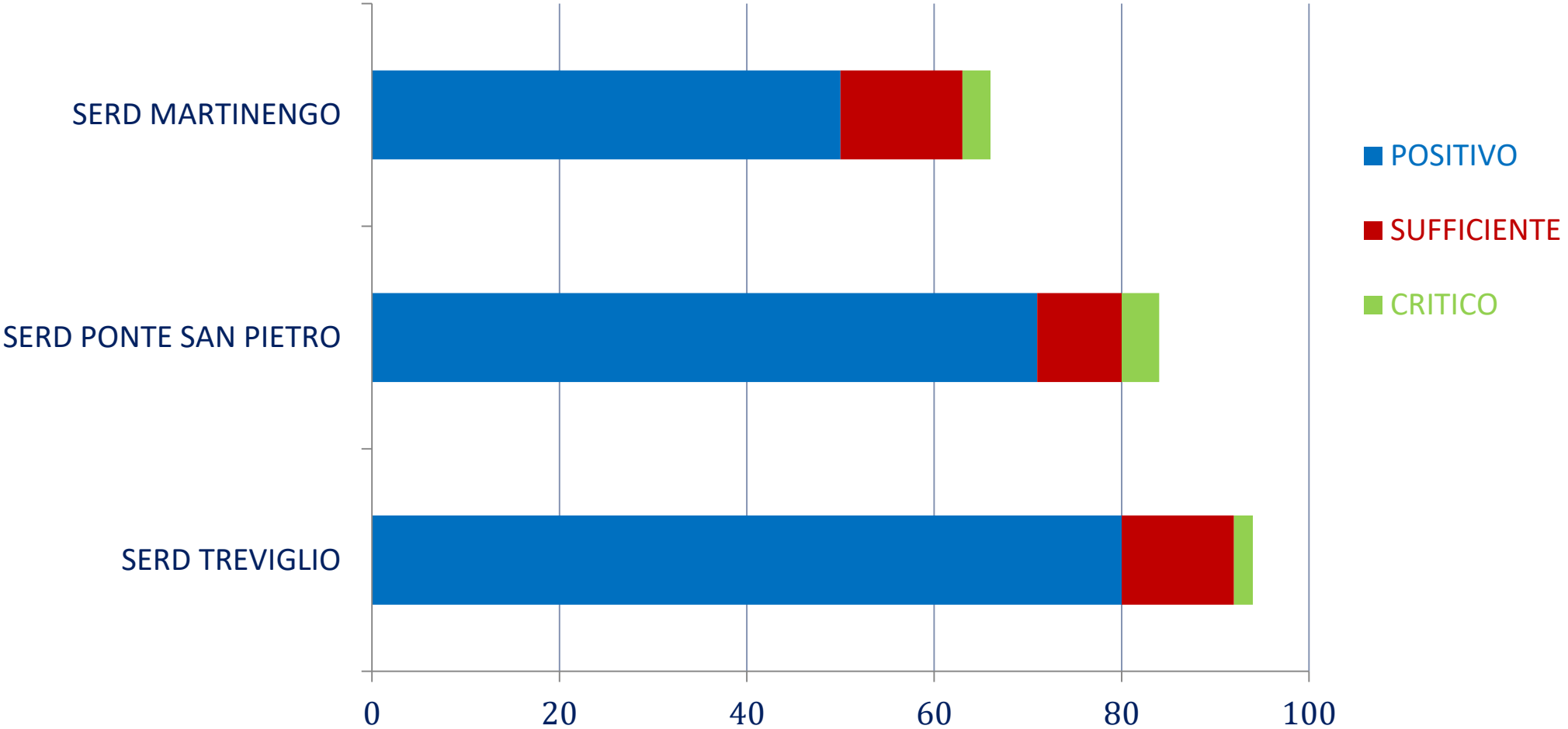
Serd: servizio di prenotazione

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Regione Lombardia
ASST Bergamo Ovest



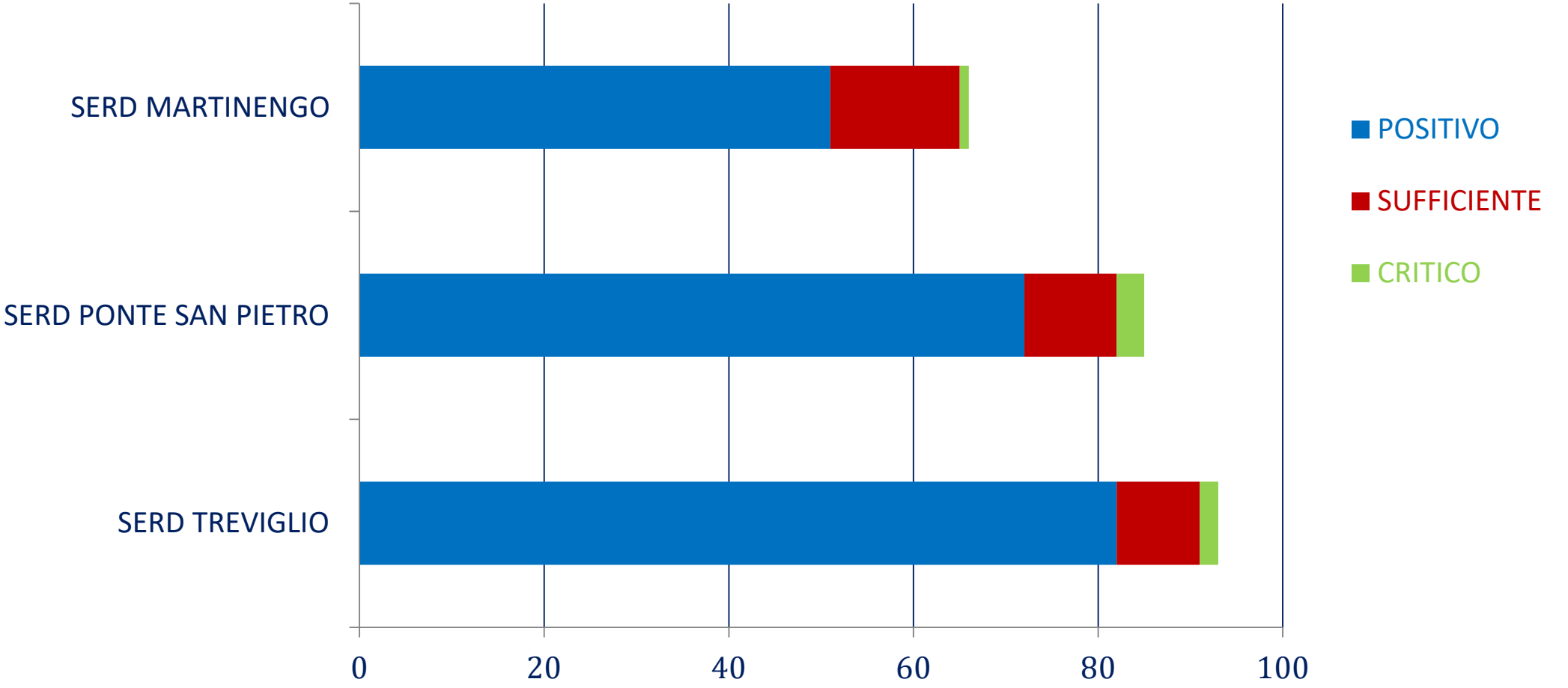
Serd: tempi di attesa

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



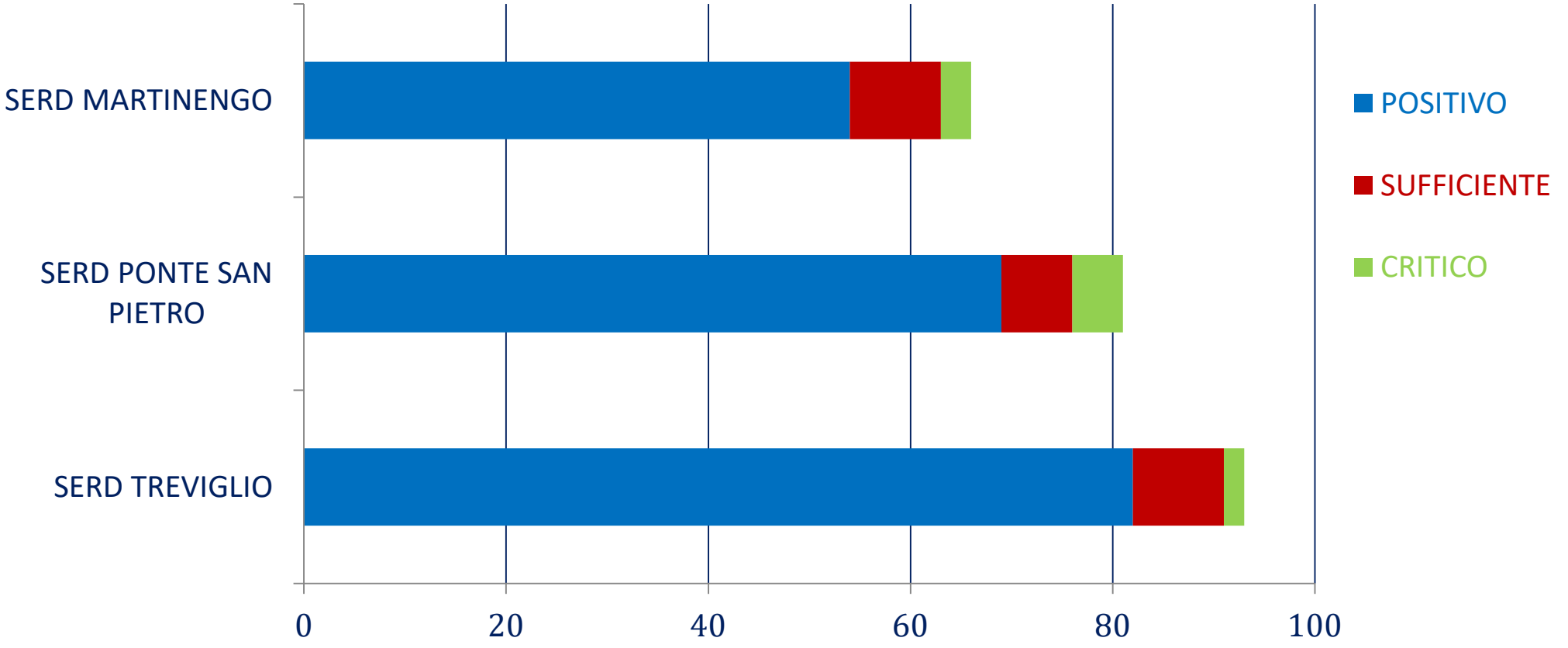
Serd: rispetto orari

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



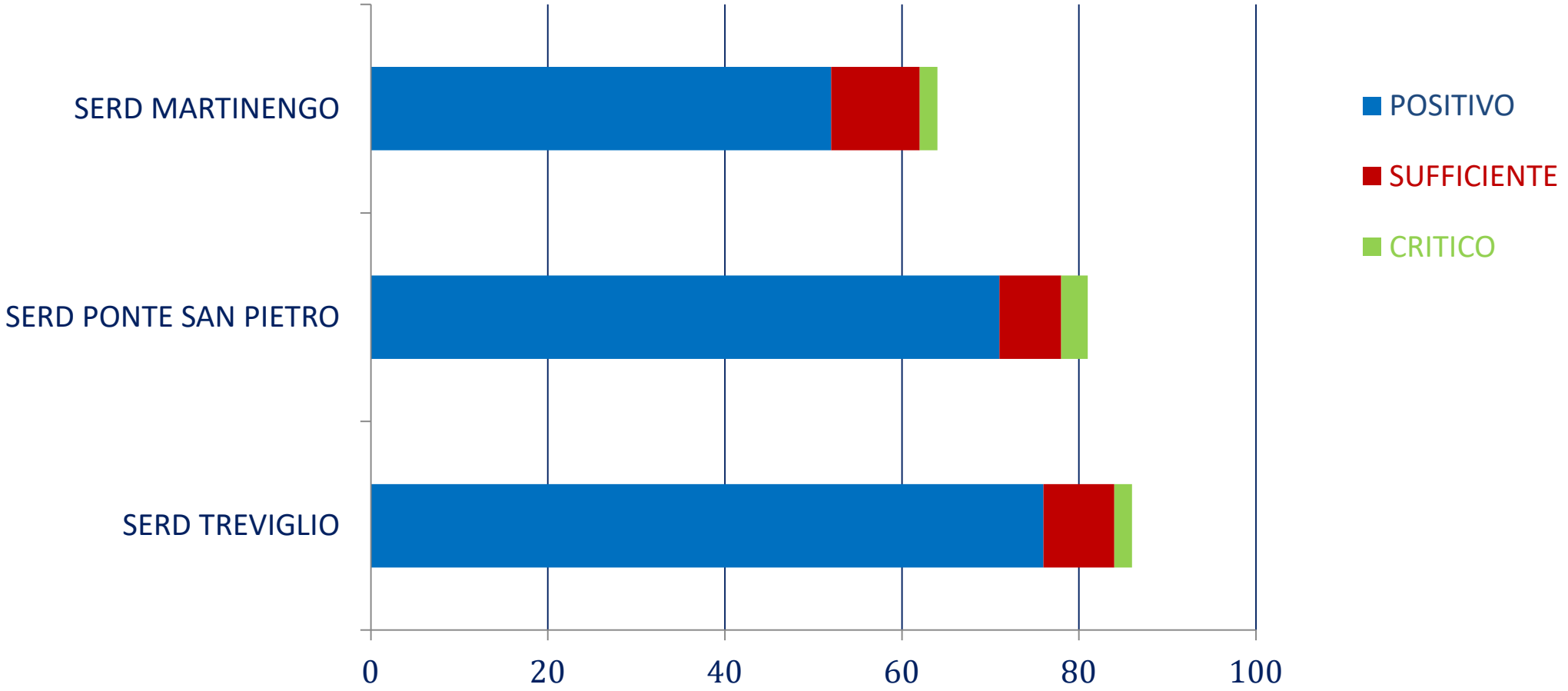
Serd: attenzione medici

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



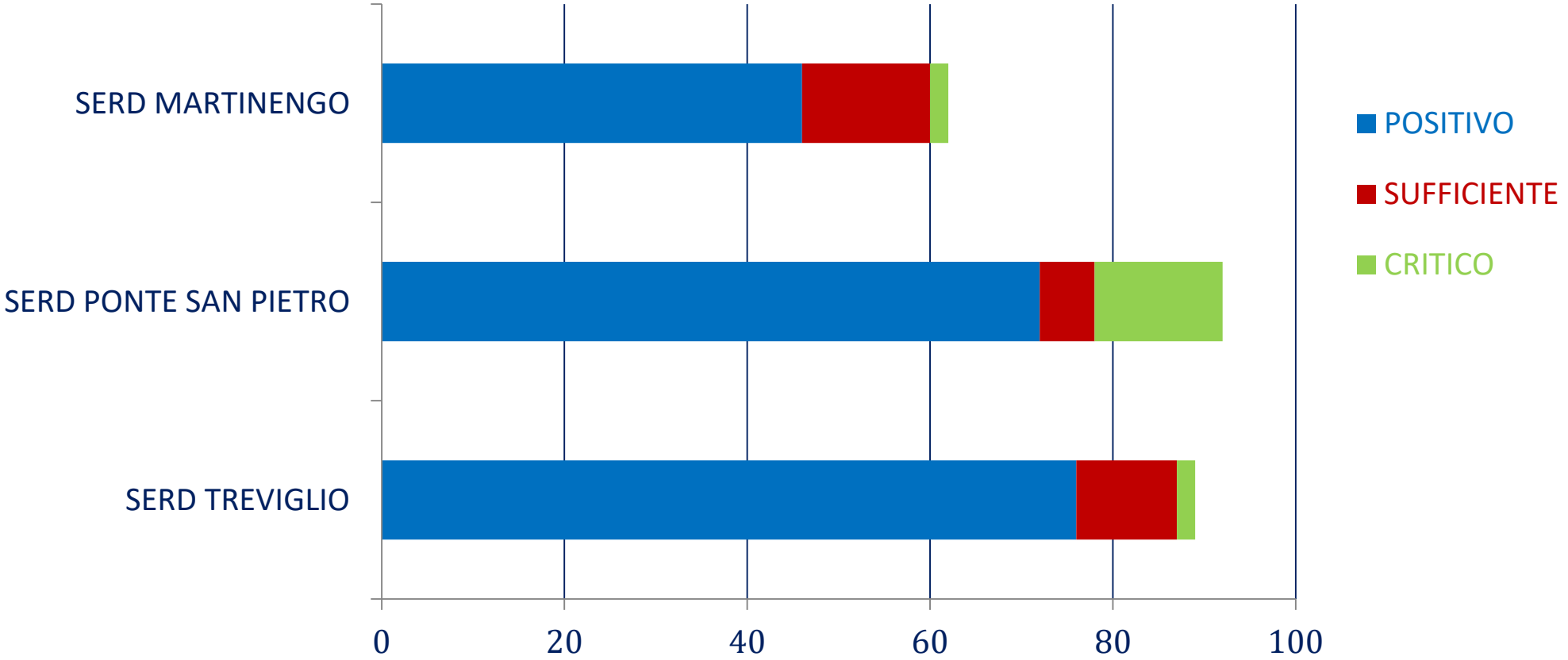
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

Serd: attenzione psicologi



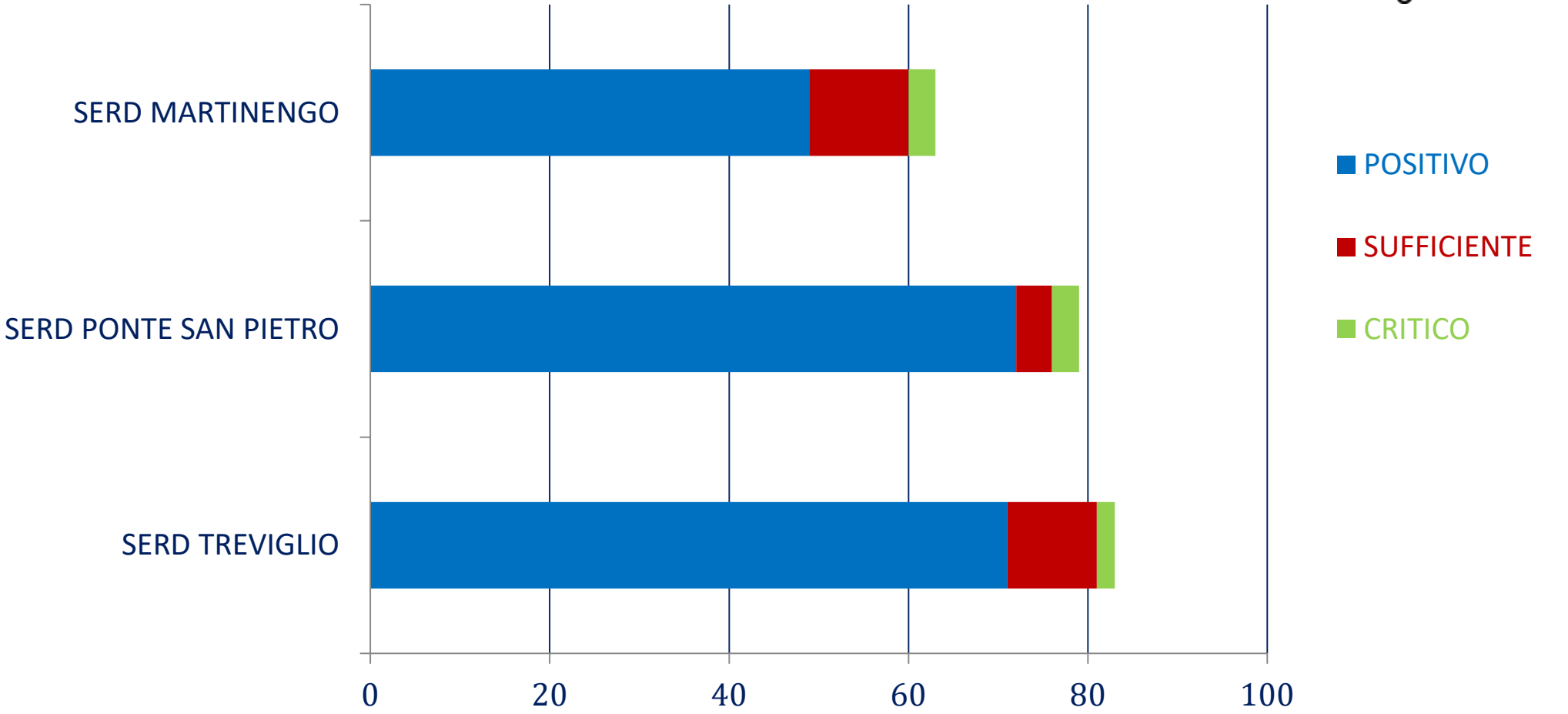
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

Serd: attenzione infermieri



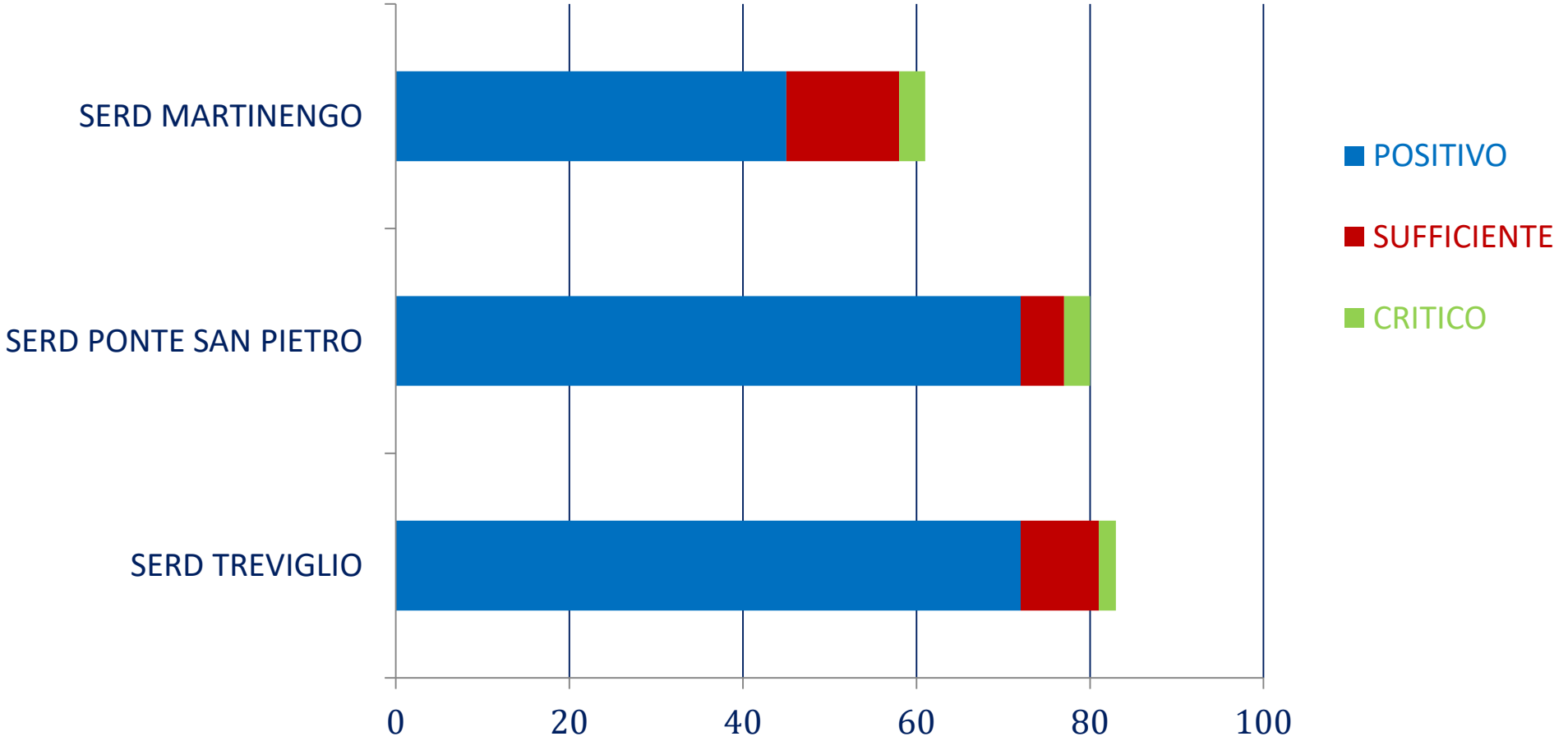
Serd: attenzione assistenti sociali

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



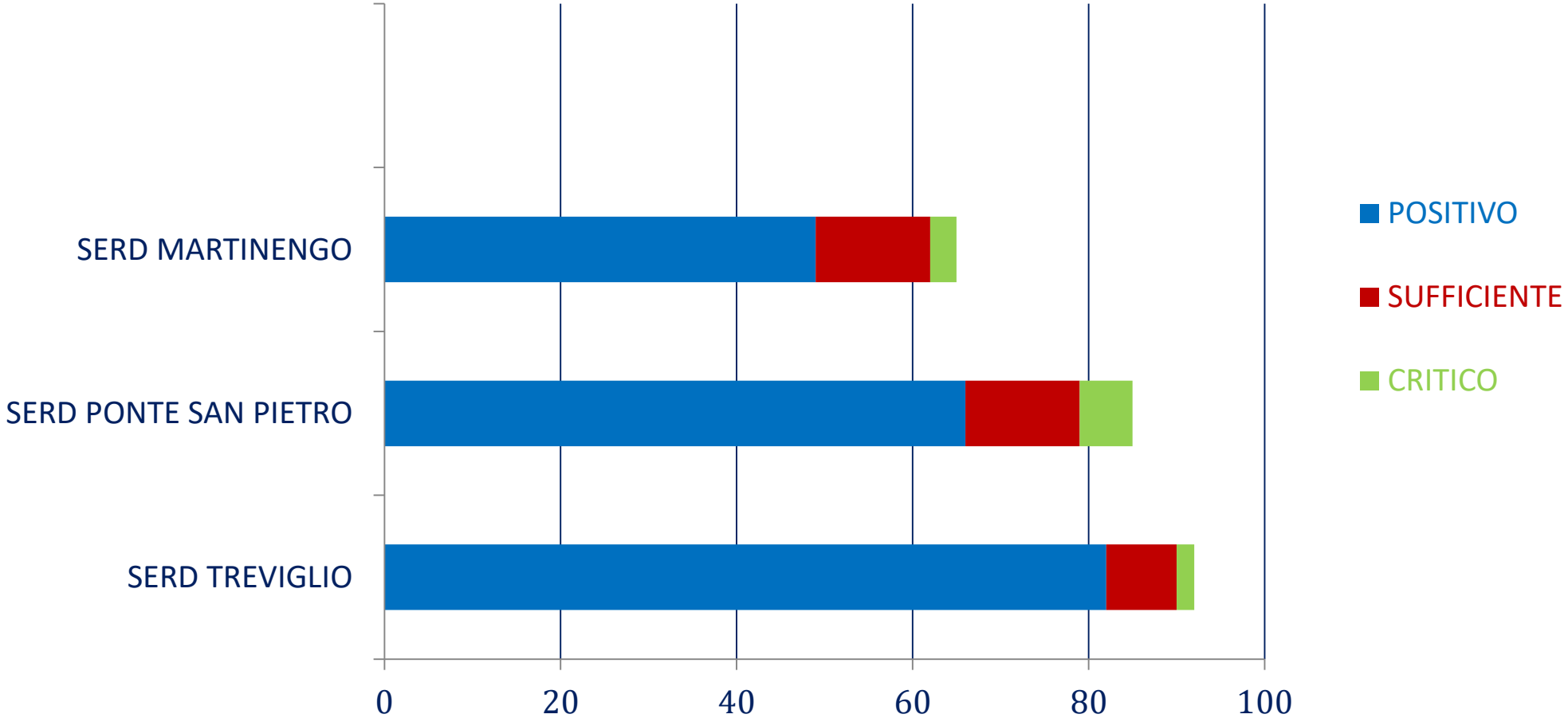
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

Serd: attenzione educatori



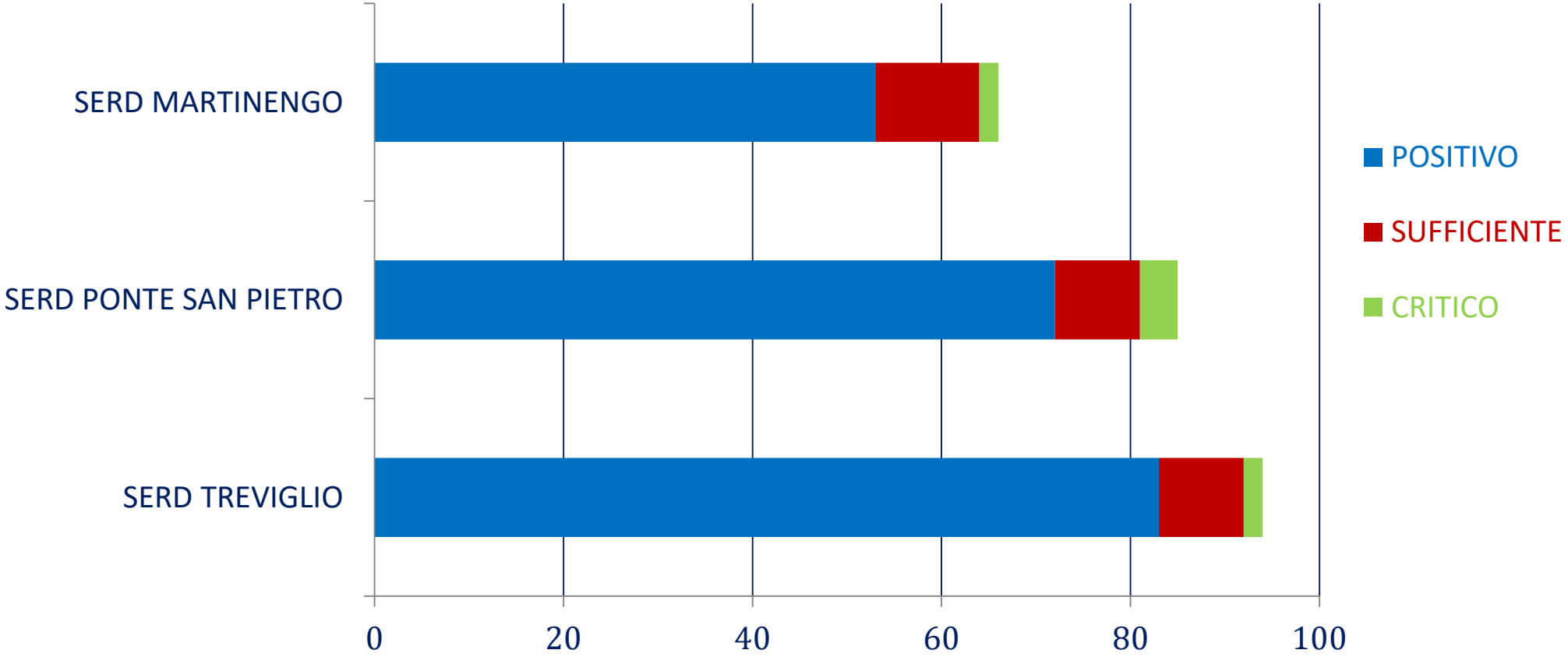
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

Serd: informazioni ricevute e accettazione ticket



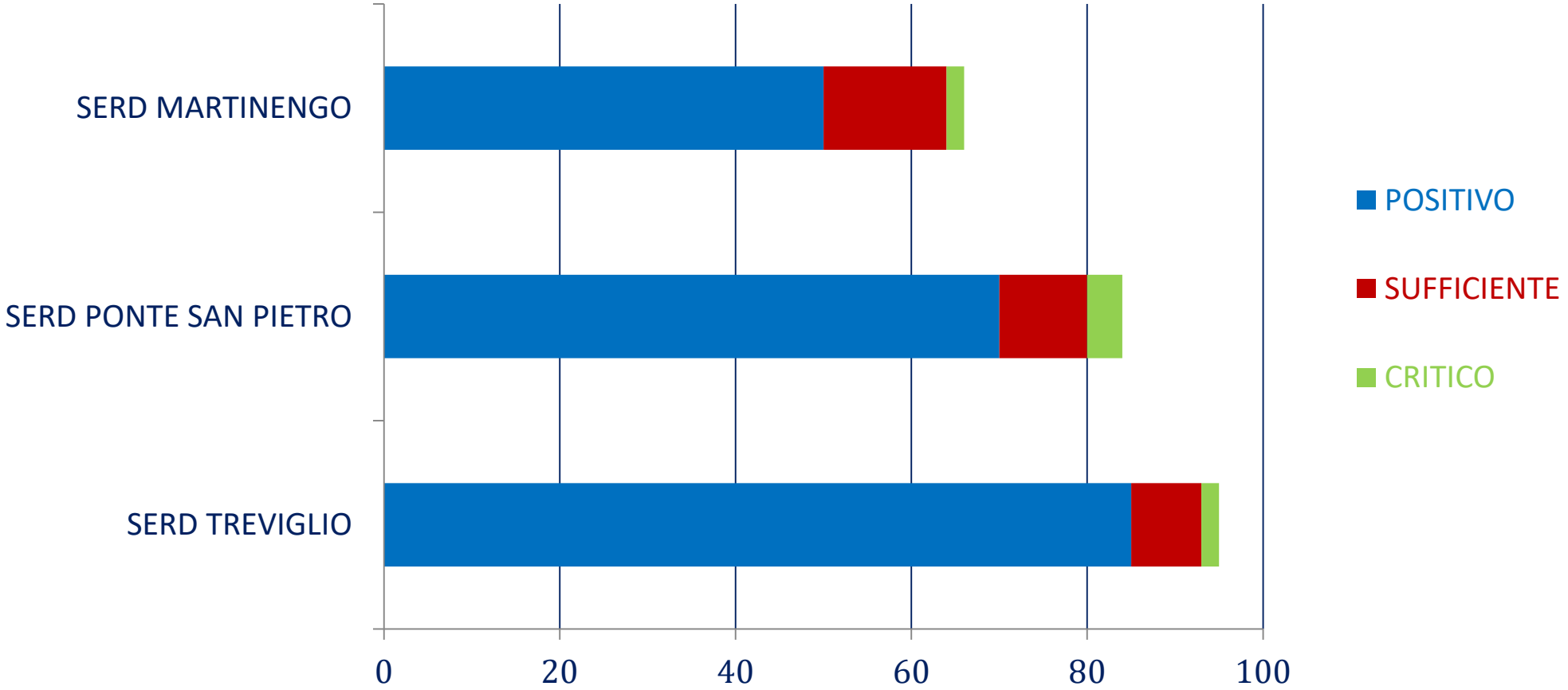
Serd: riservatezza

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



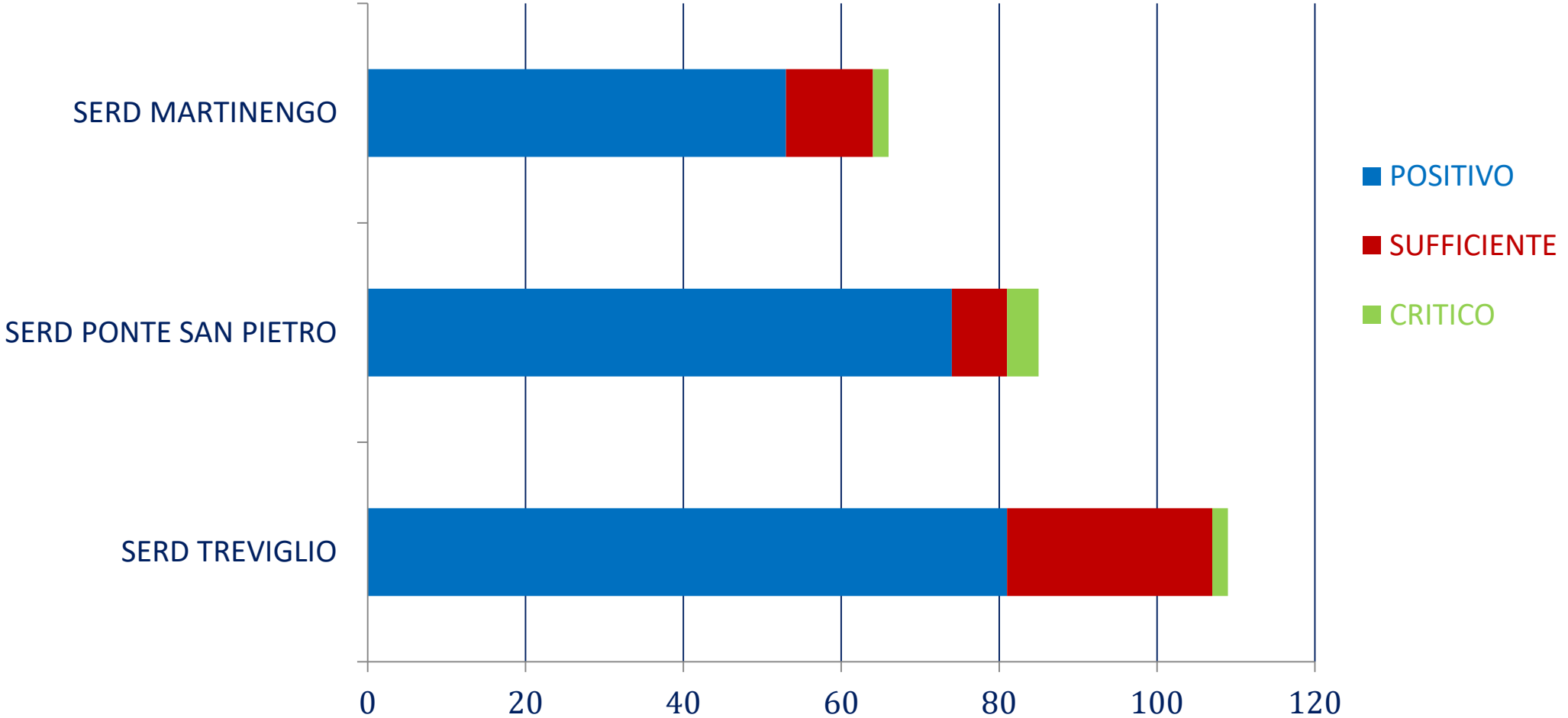
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

Serd: comfort e pulizia



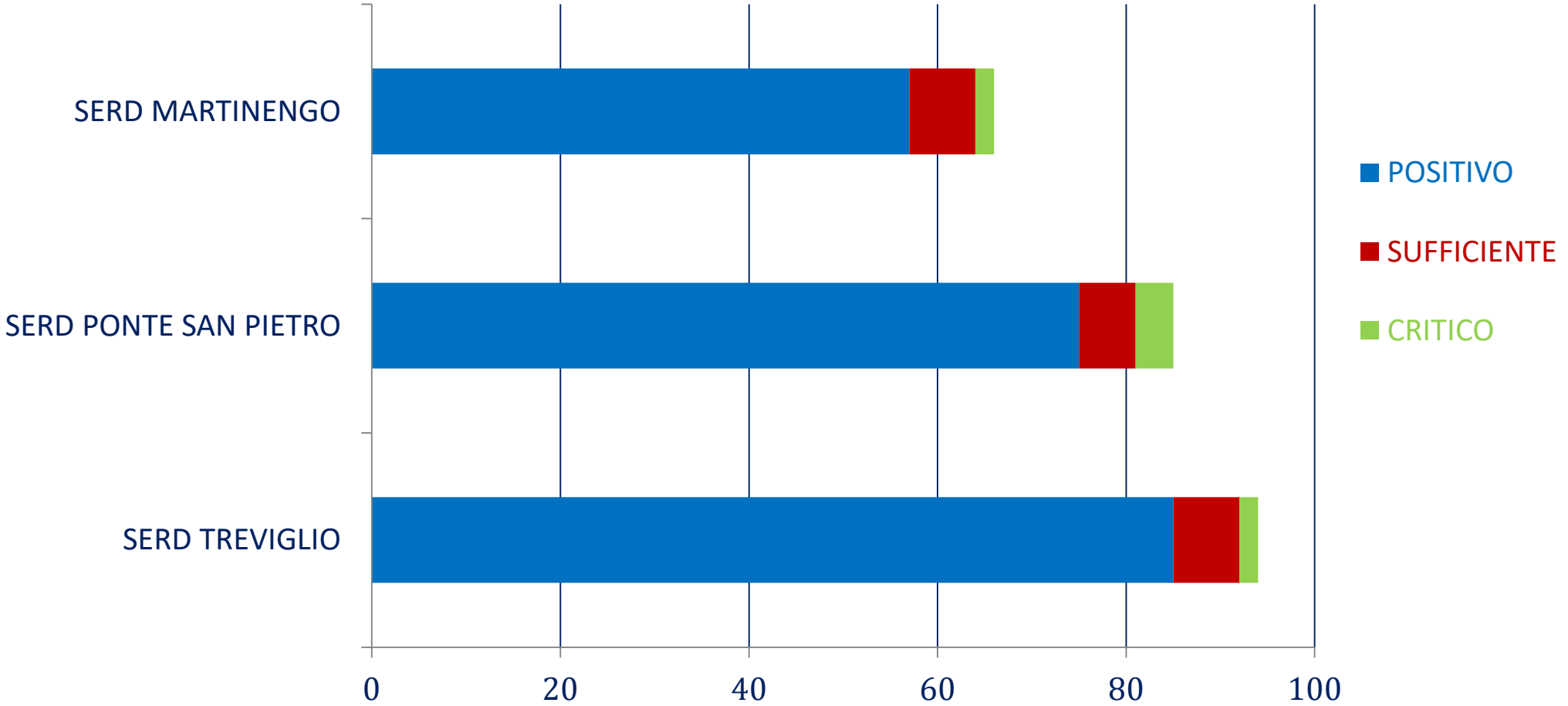
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

Serd: adeguatezza prestazioni



Serd: soddisfazione complessiva

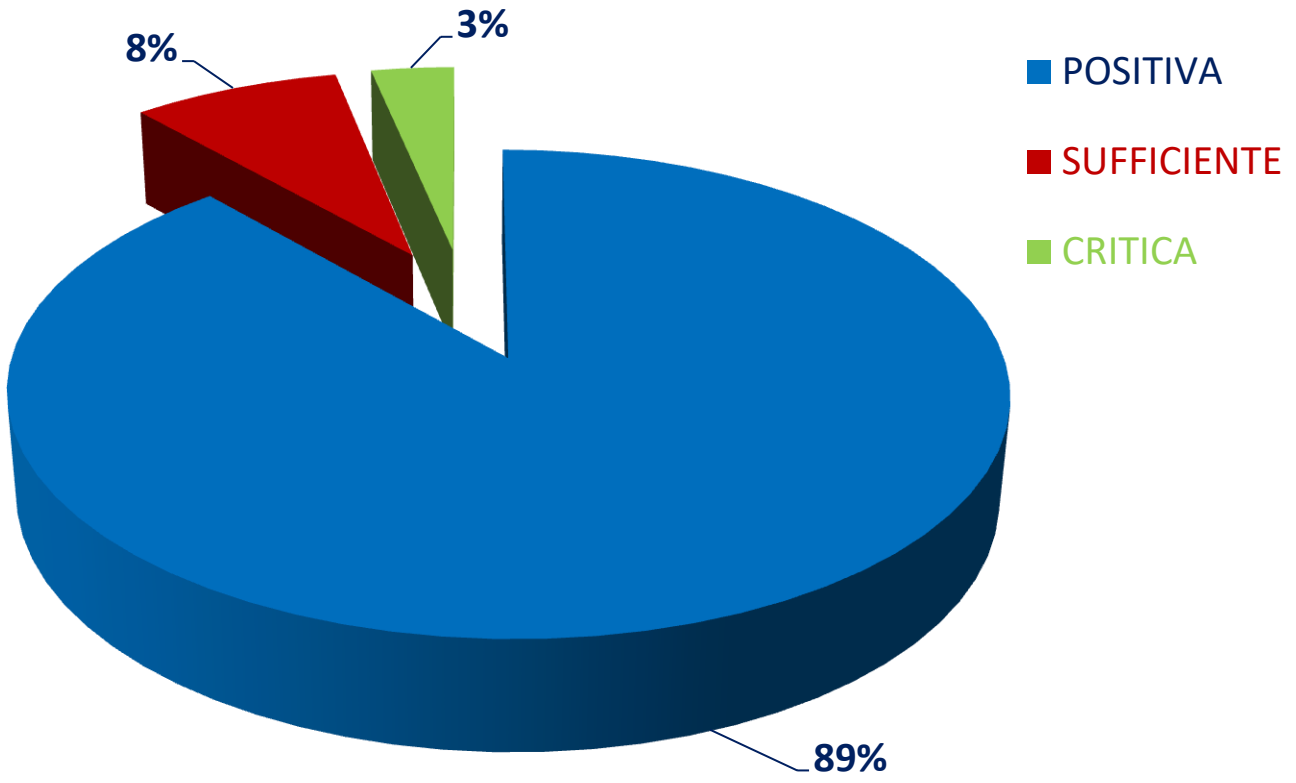
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Regione Lombardia
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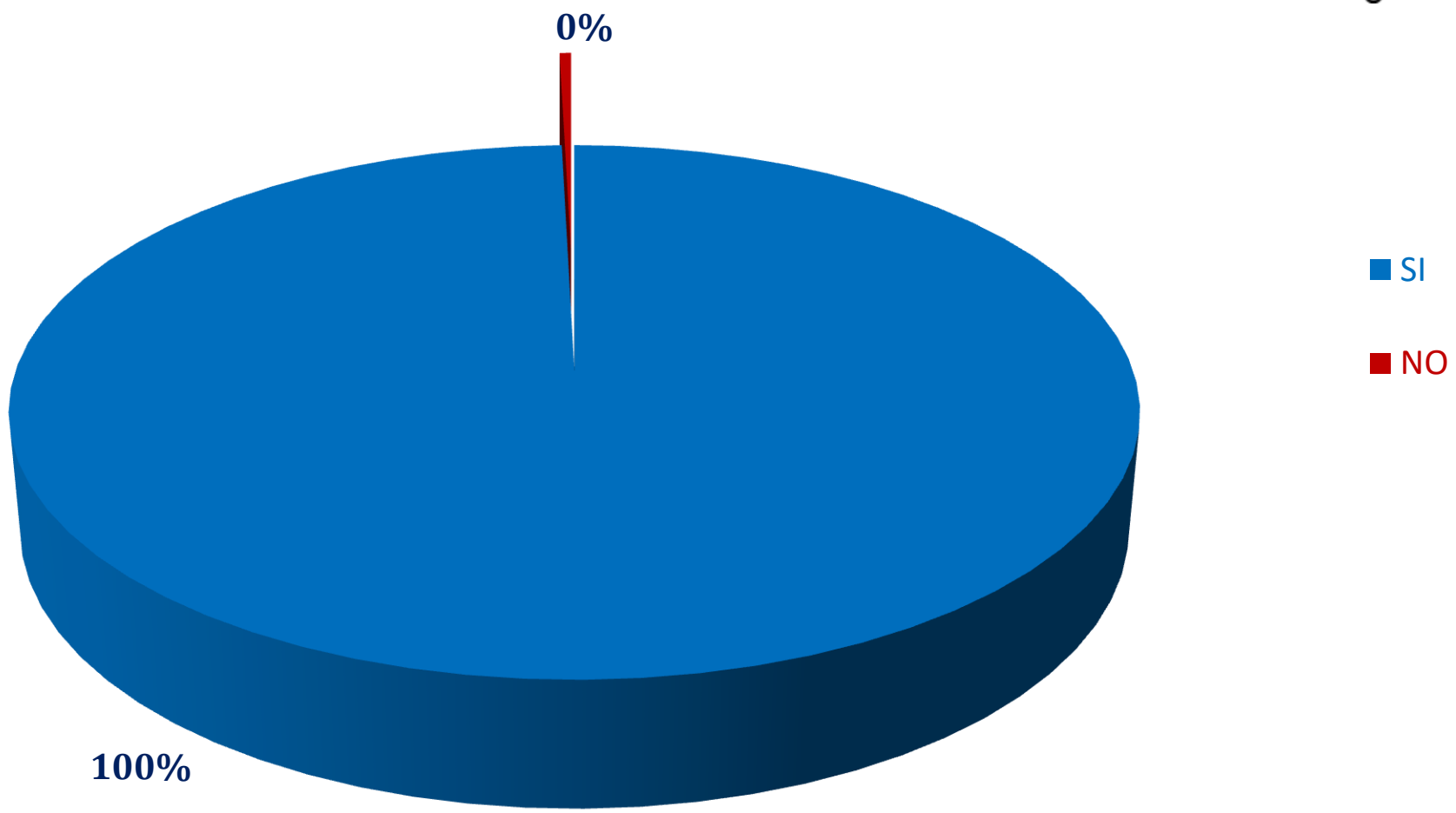
Soddisfazione complessiva

CRITICA	Giudizi da 5 a 7
SUFFICIENTE	Giudizi 3-4
POSITIVA	Giudizi 1-2



Consiglierebbe ad altri questa struttura?

Sistema Socio Sanitario
Regione Lombardia
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Regione Lombardia

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Customer Satisfaction Utenti Anno 2024

CONSULTORI

Presentazioni risultati
Dicembre 2024

Presentazione a cura di *Maria Angelica Venezia*, Ufficio Relazioni con il pubblico

Sistema Socio Sanitario

Regione Lombardia

ASST Bergamo Ovest

DATI GENERALI

QUESTIONARI COMPILATI: 398

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

TOTALE RILEVAZIONI 2024

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Consultorio Zanica
27

Consultorio Romano Di Lombardia
105

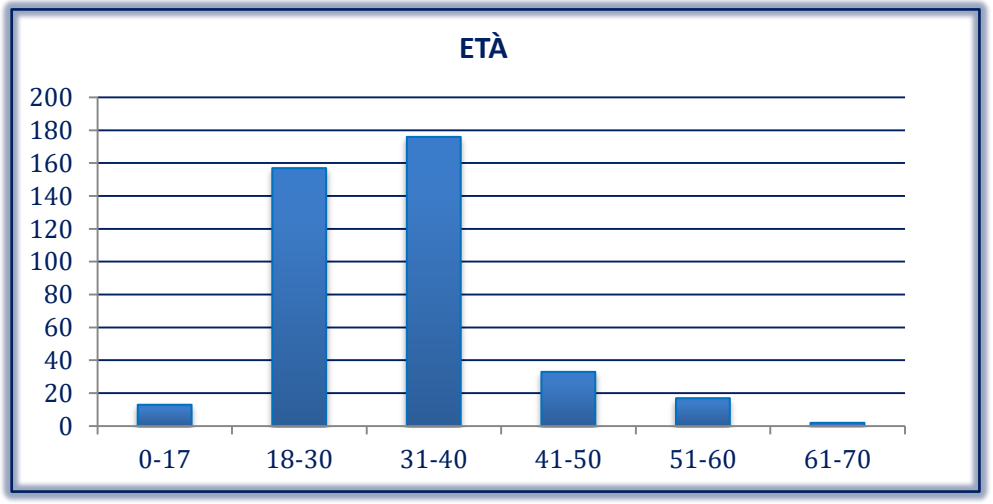
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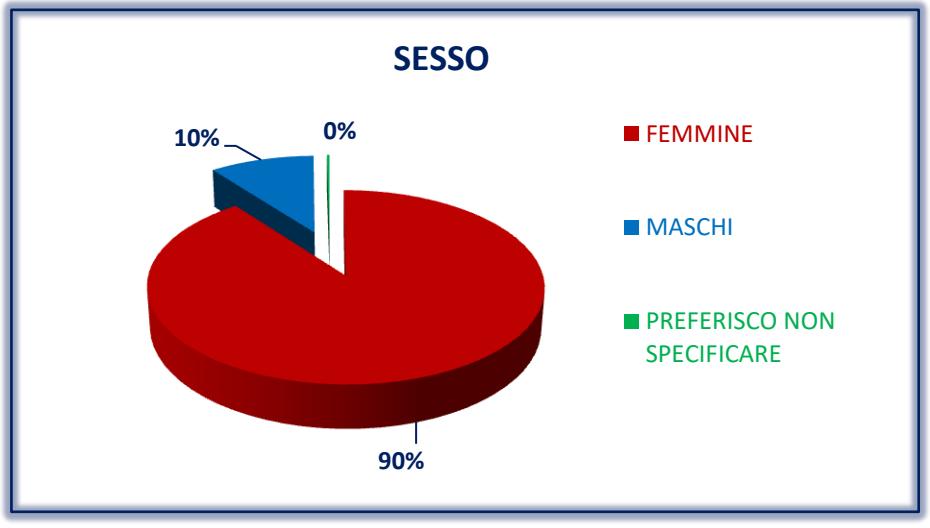
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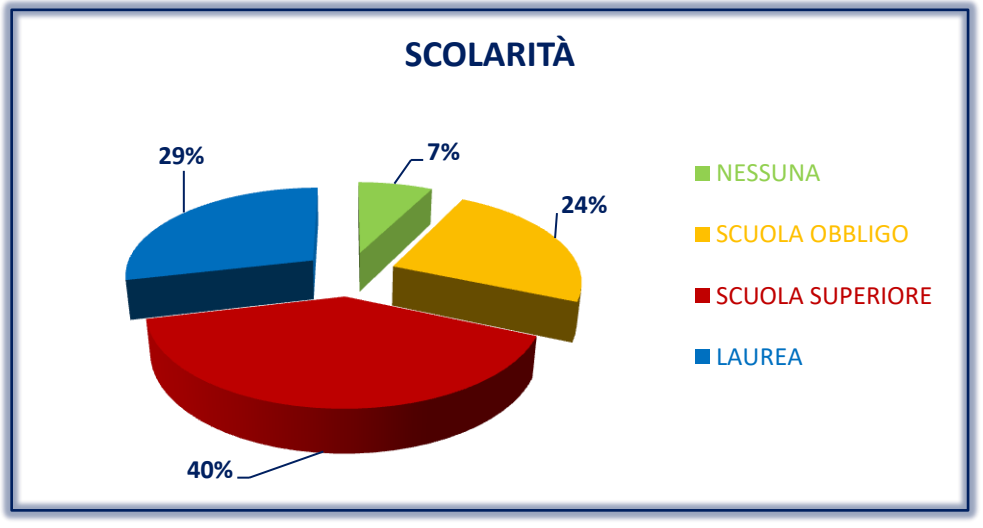
Consultorio Treviglio
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Anagrafica

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest

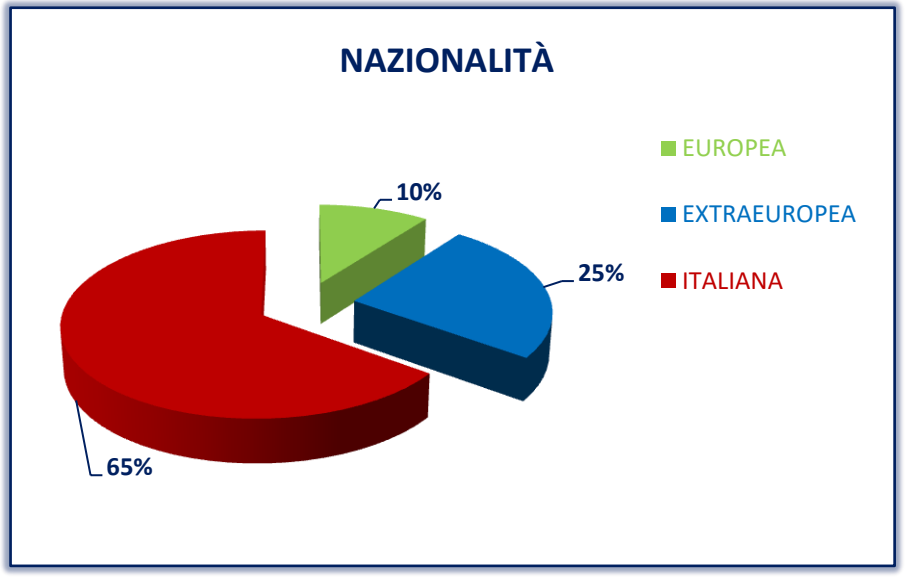


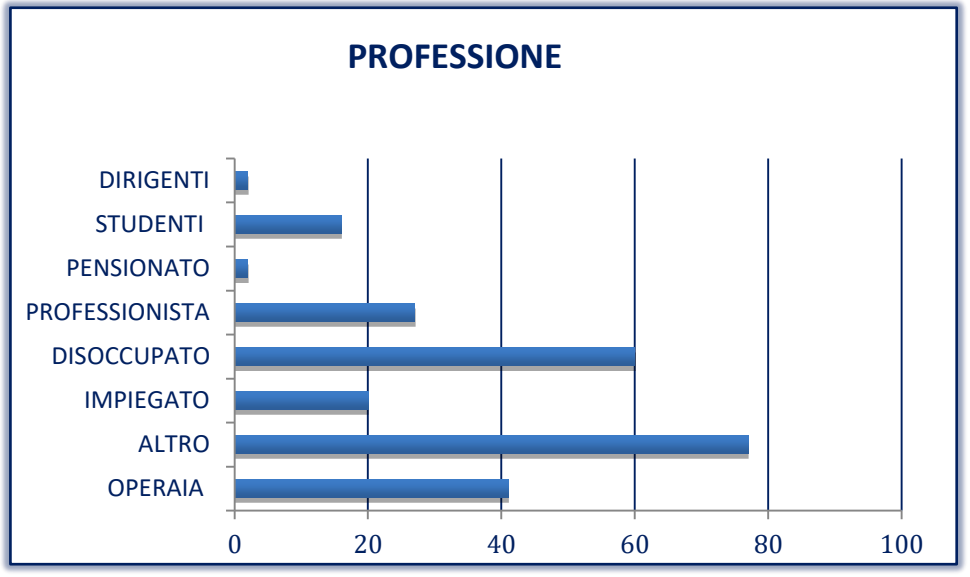




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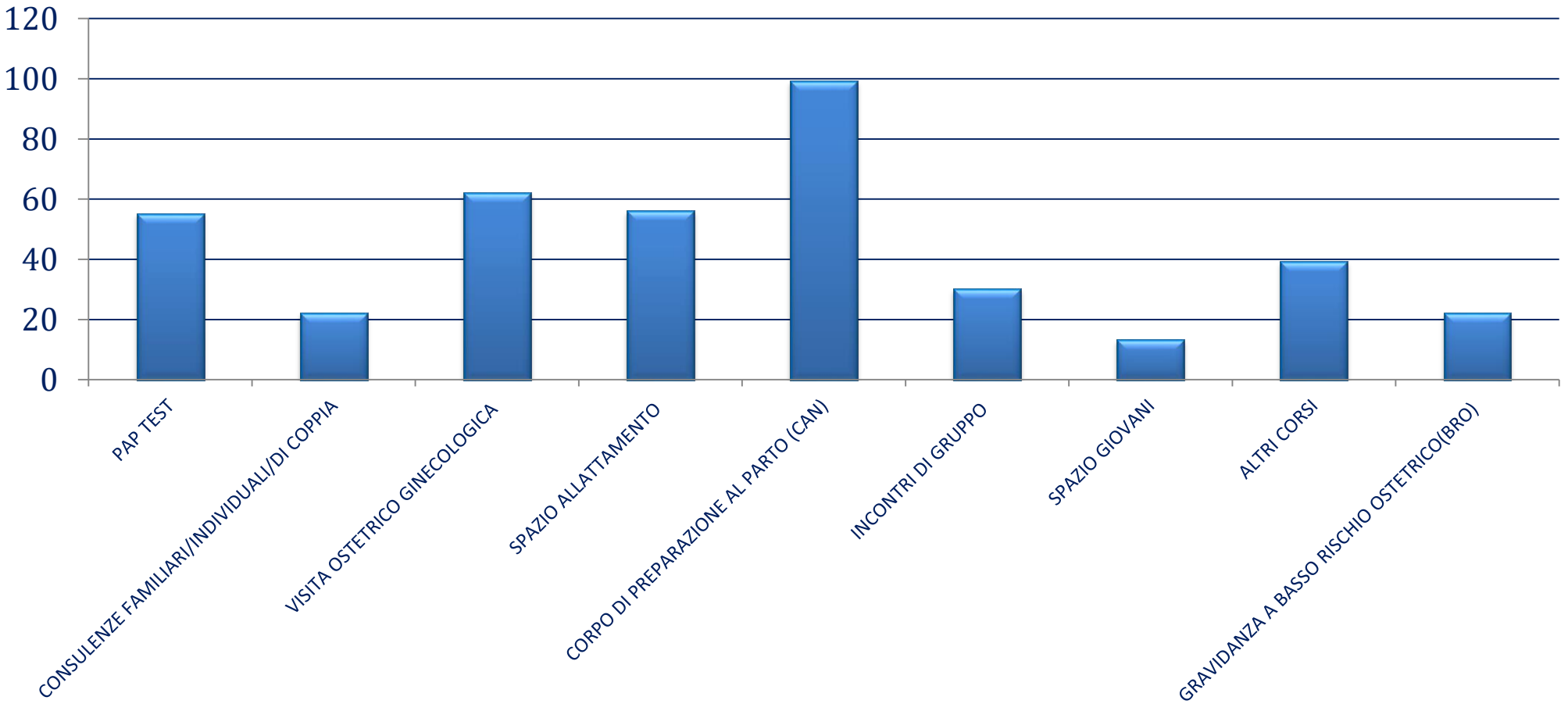
Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest





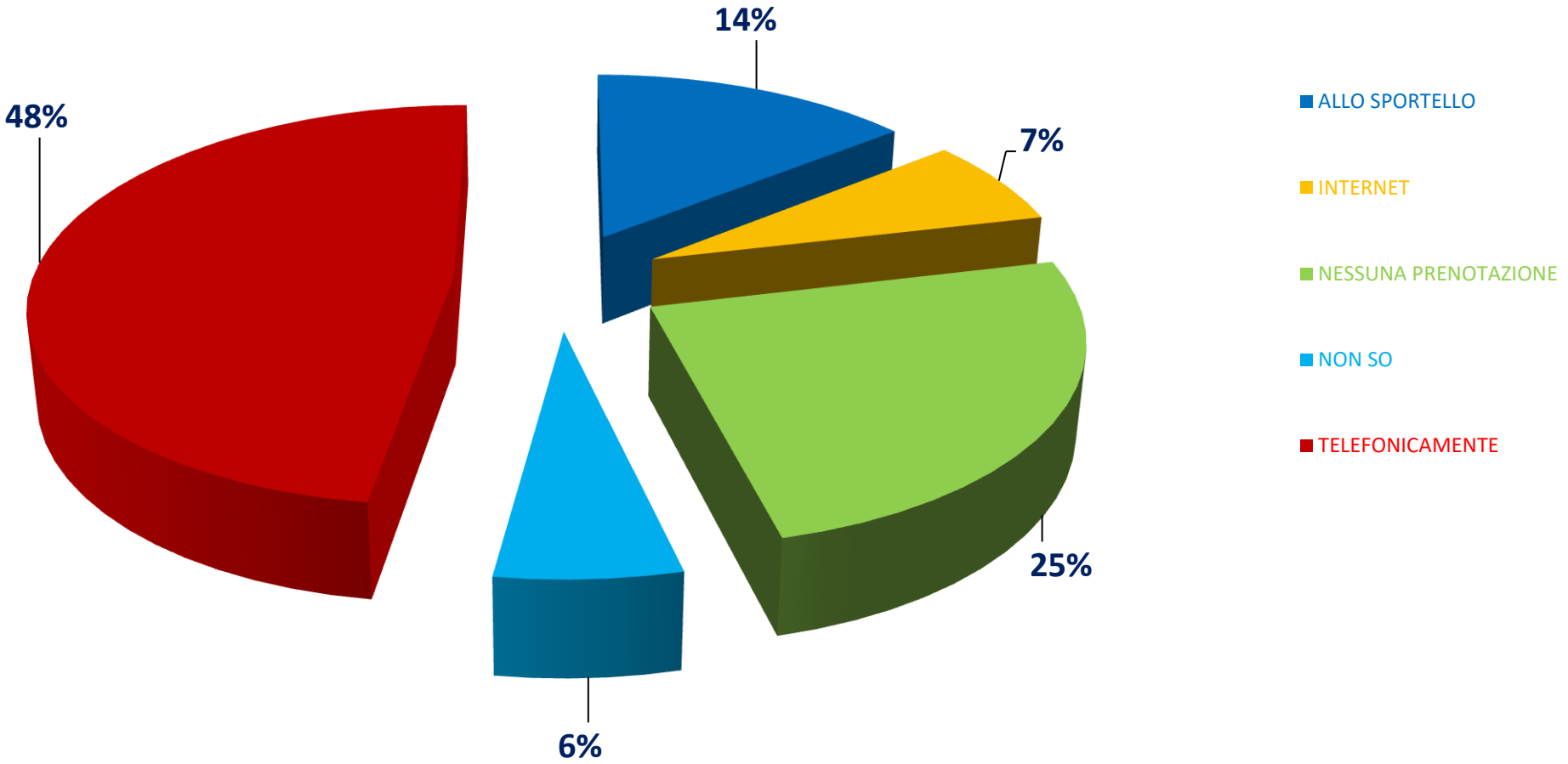
Sistema Socio Sanitario
Regione Lombardia
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Consultorio: accesso



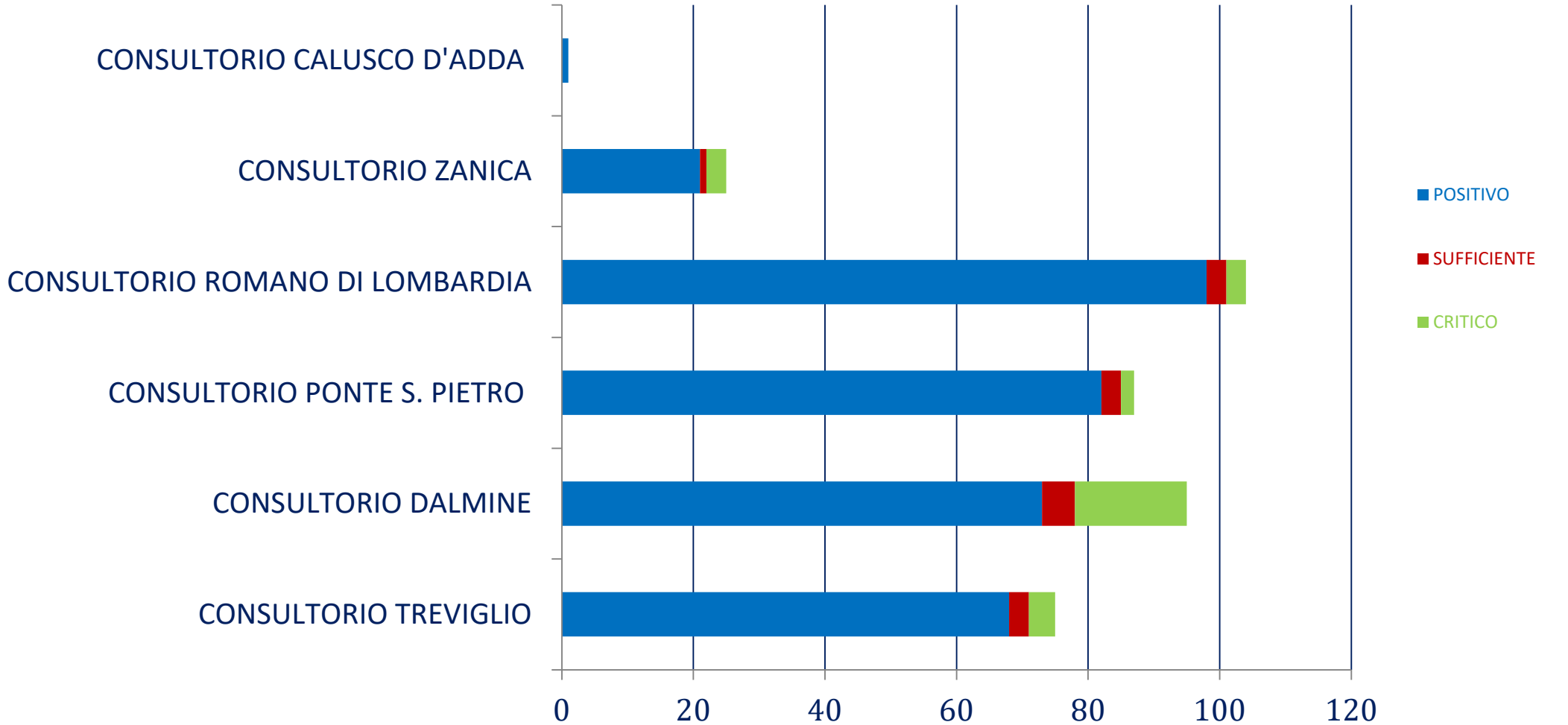
Consultorio: modalità di prenotazione

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



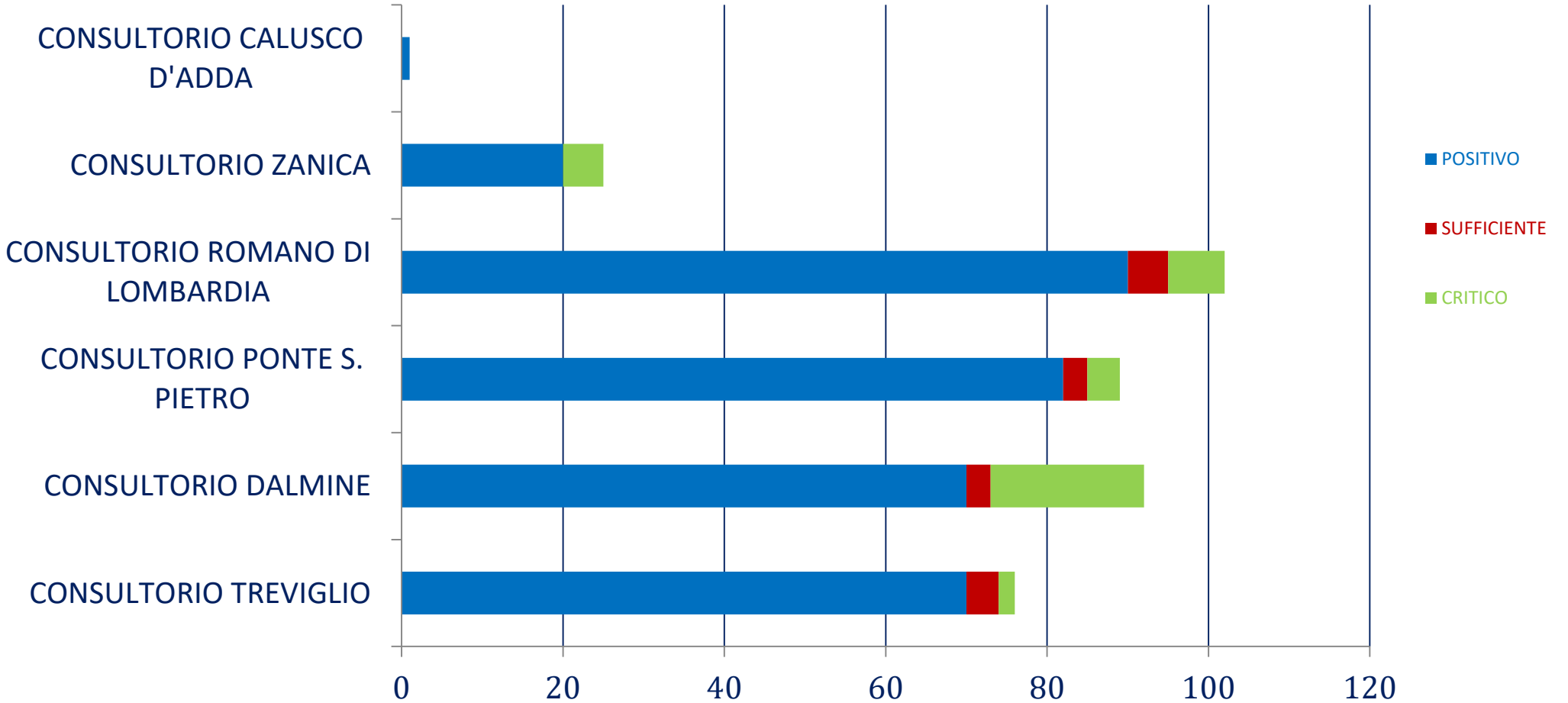
Consultorio: servizio prenotazione

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



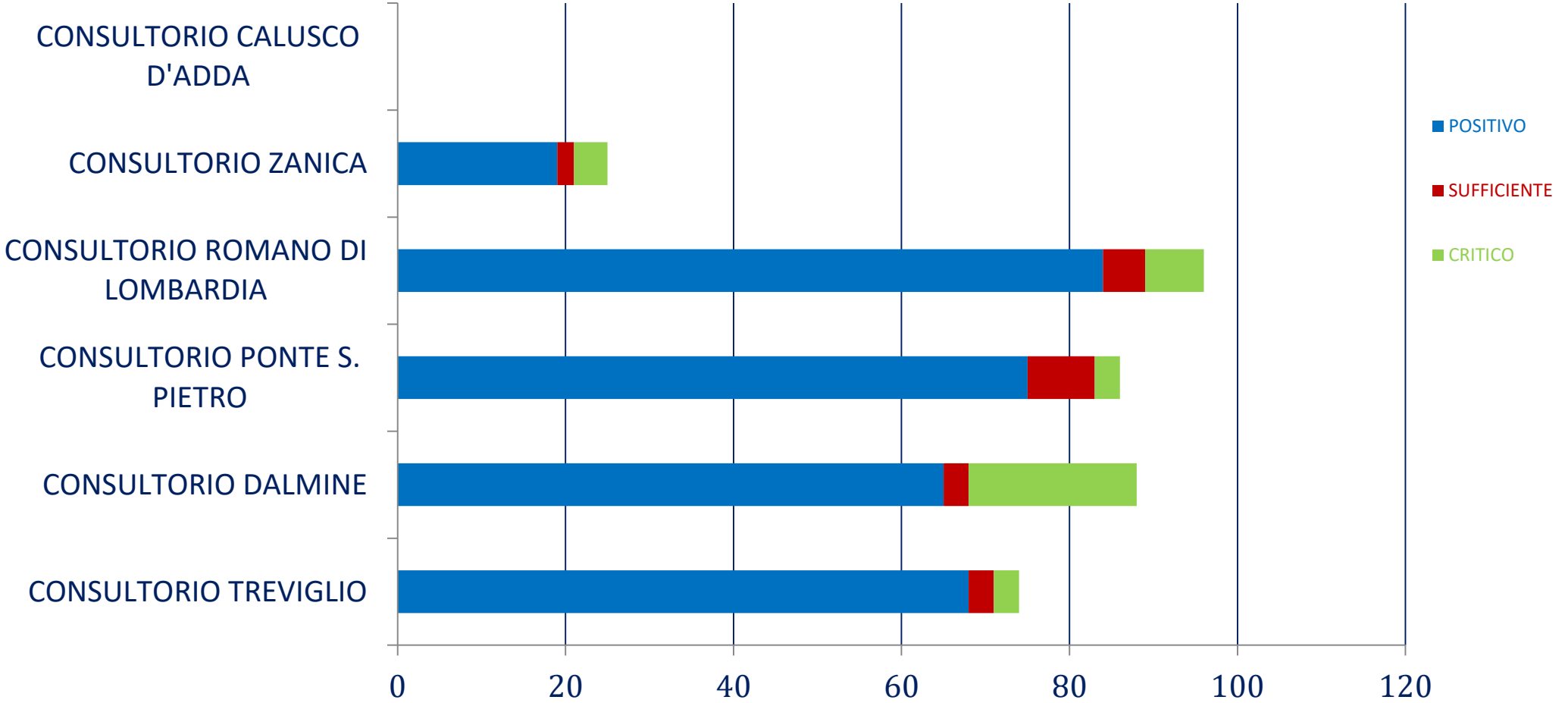
Consultorio: tempo di attesa

Sistema Socio Sanitario
Regione Lombardia
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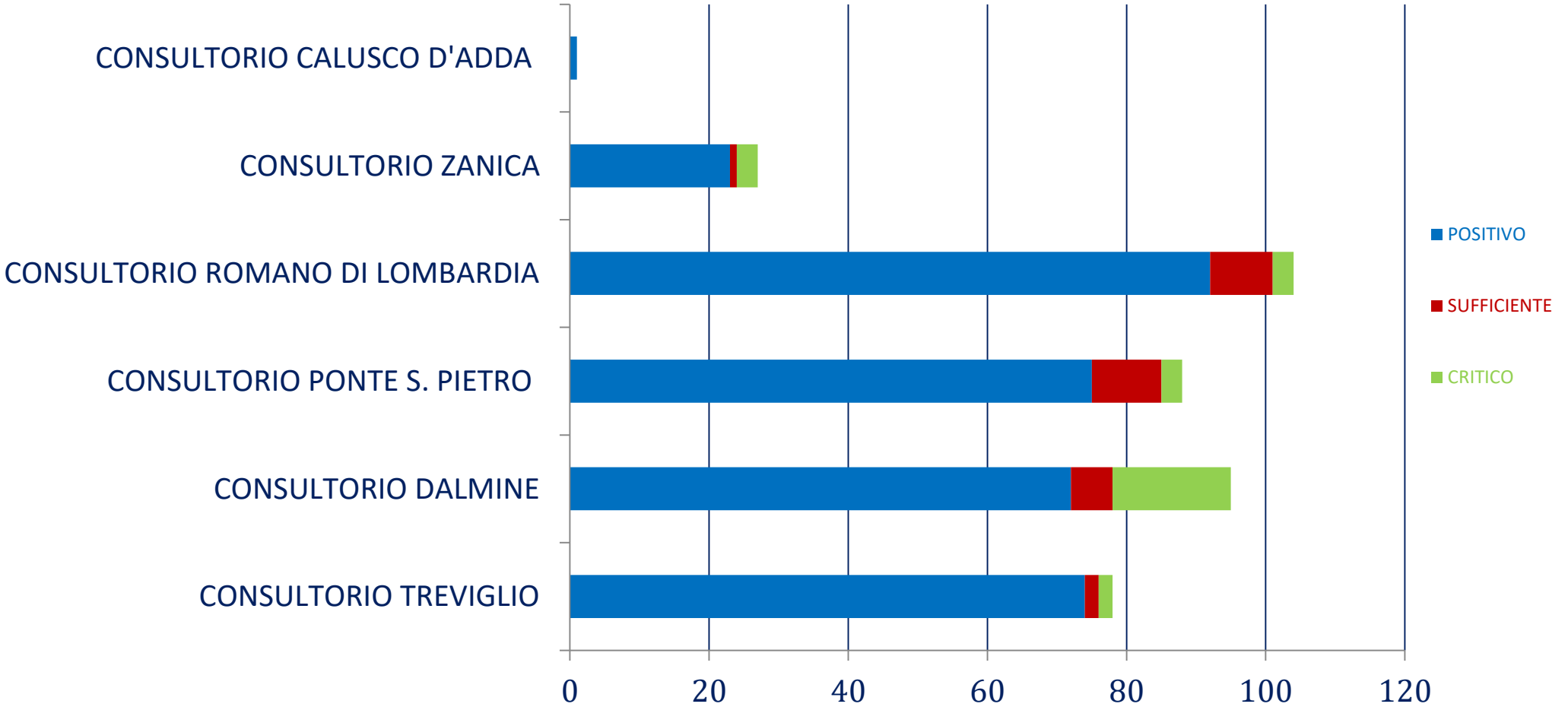
Consultorio: servizio accettazione e pagamento ticket

Sistema Socio Sanitario
Regione Lombardia
ASST Bergamo Ovest



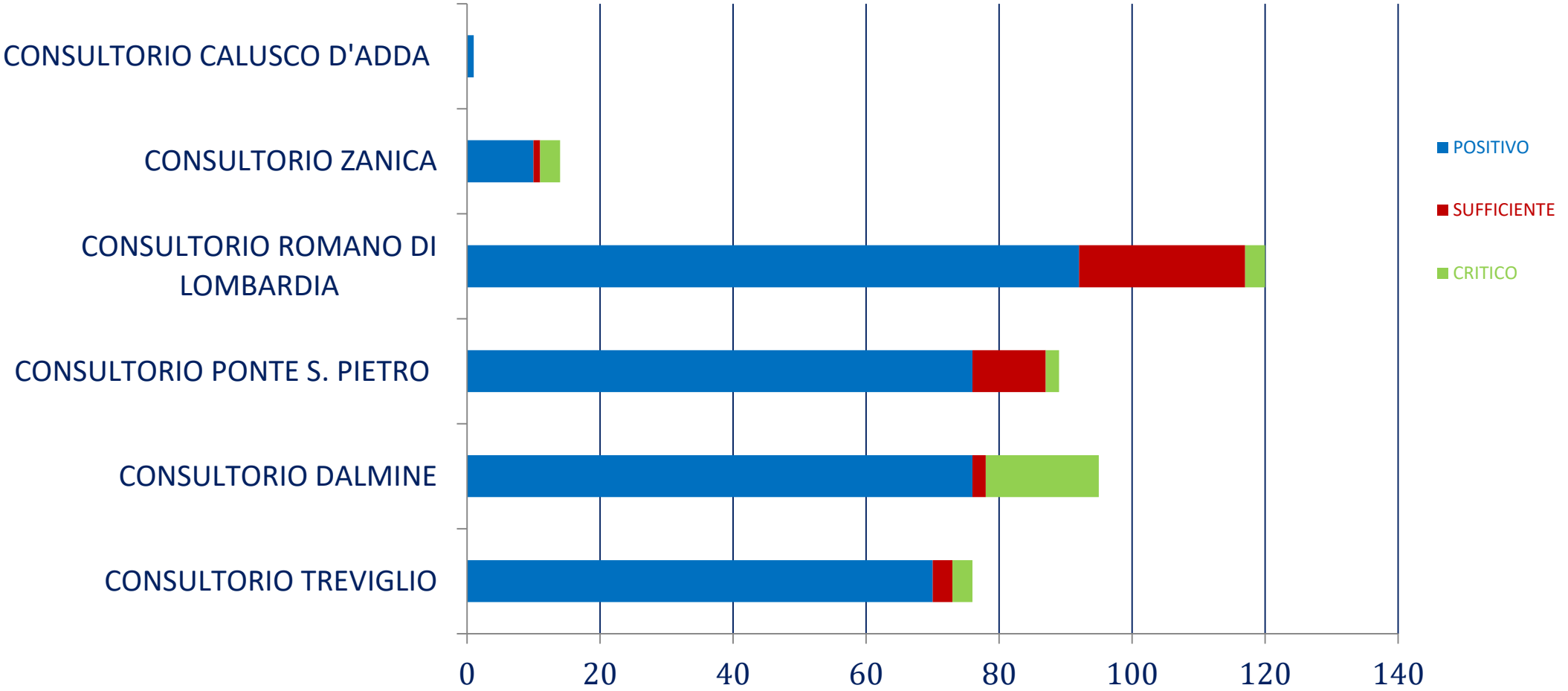
Consultorio: comfort e pulizia

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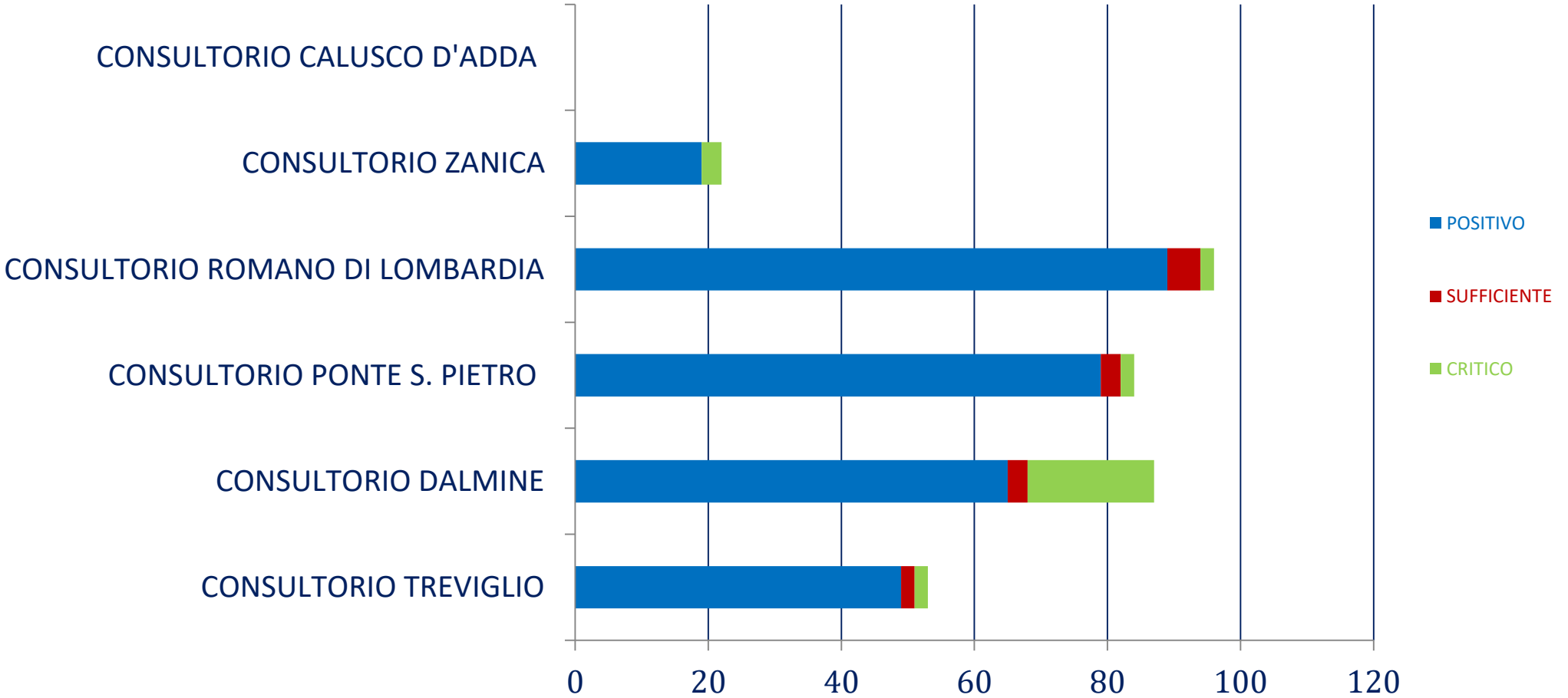
Consultorio: rispetto degli orari

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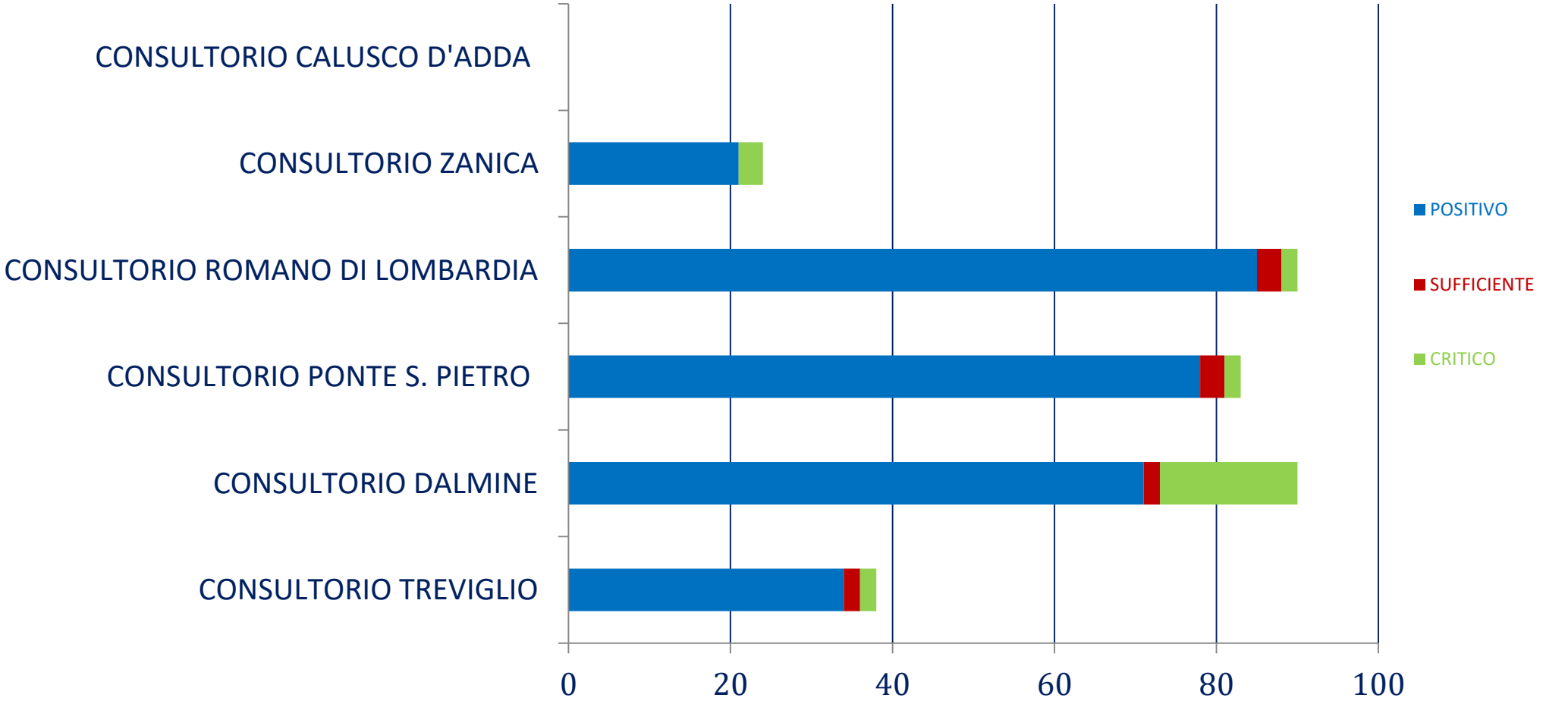
Consultorio: attenzione ginecologi

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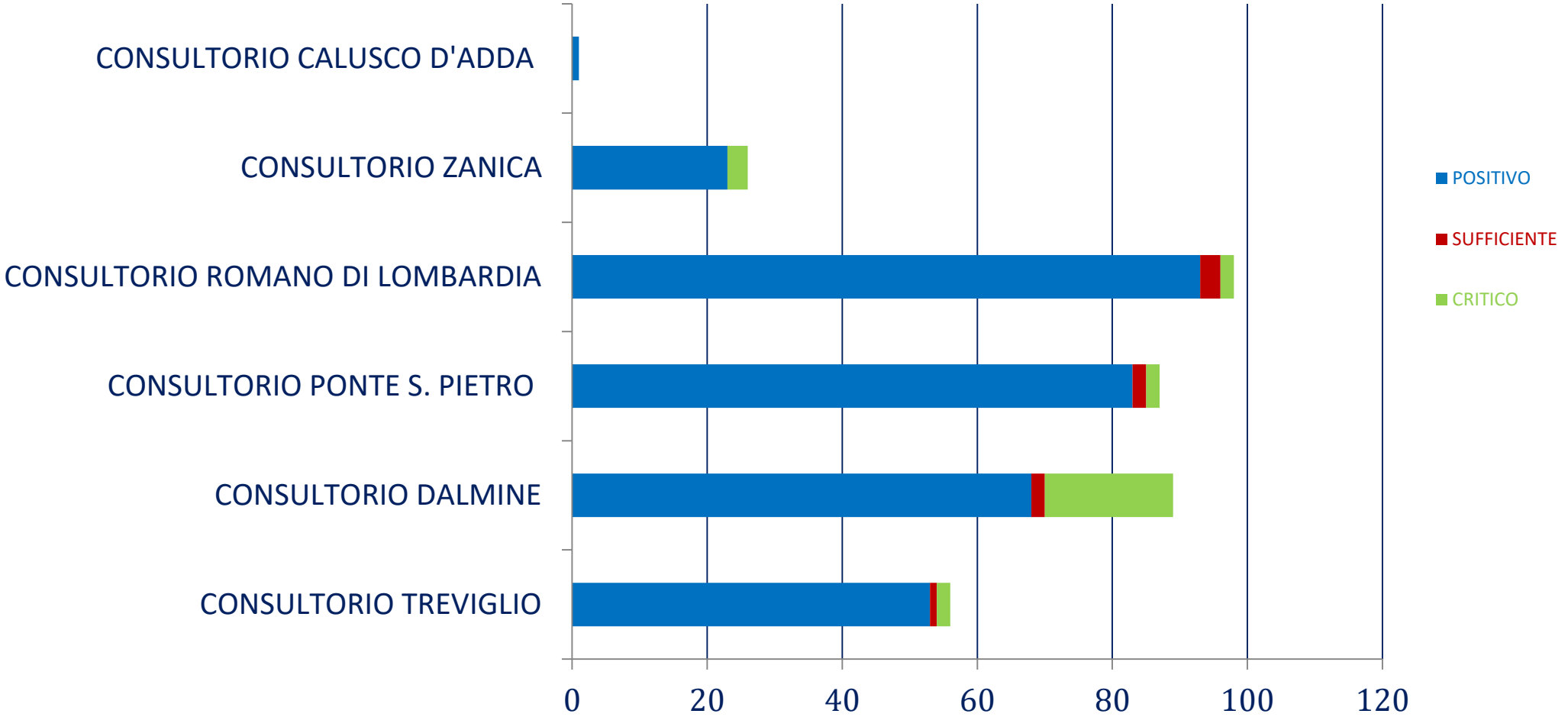
Consultorio: attenzione psicologici

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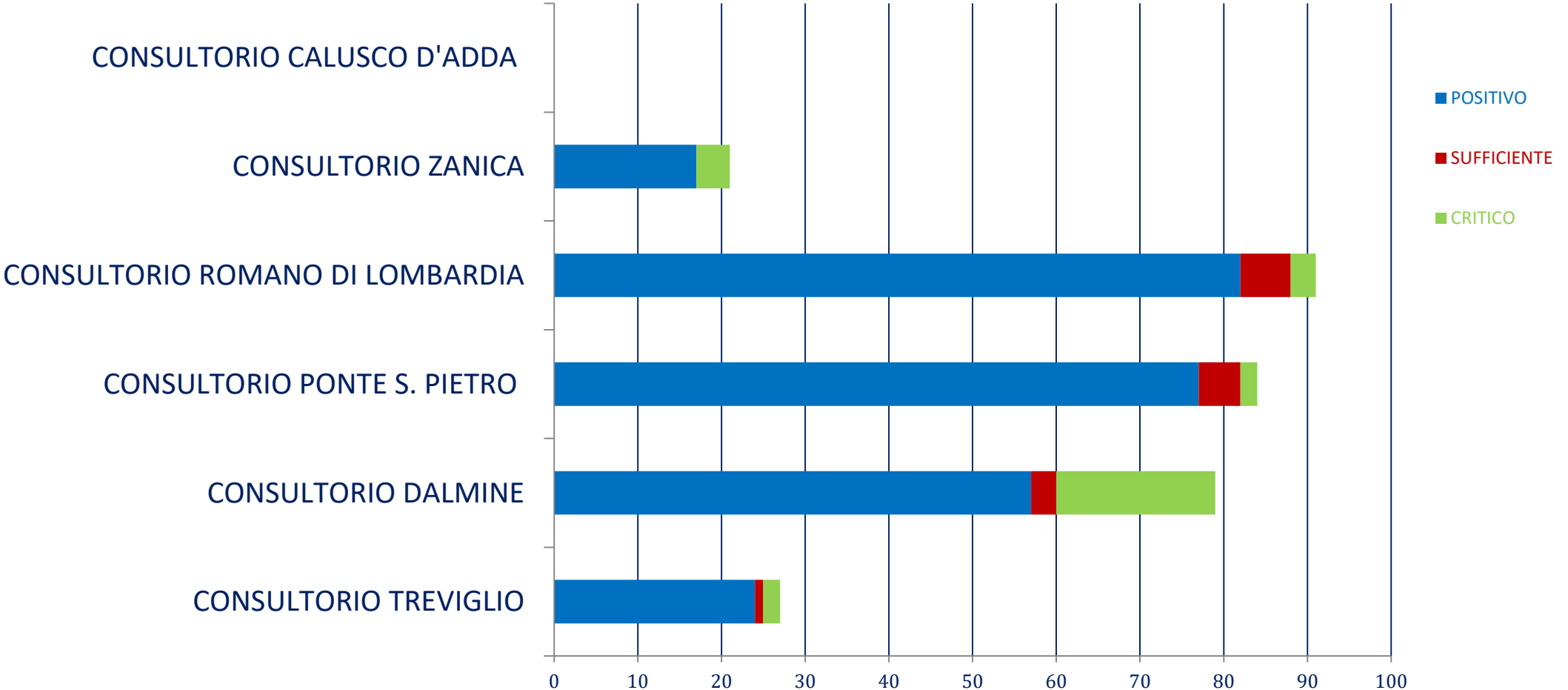
Consultorio: attenzione ostetriche

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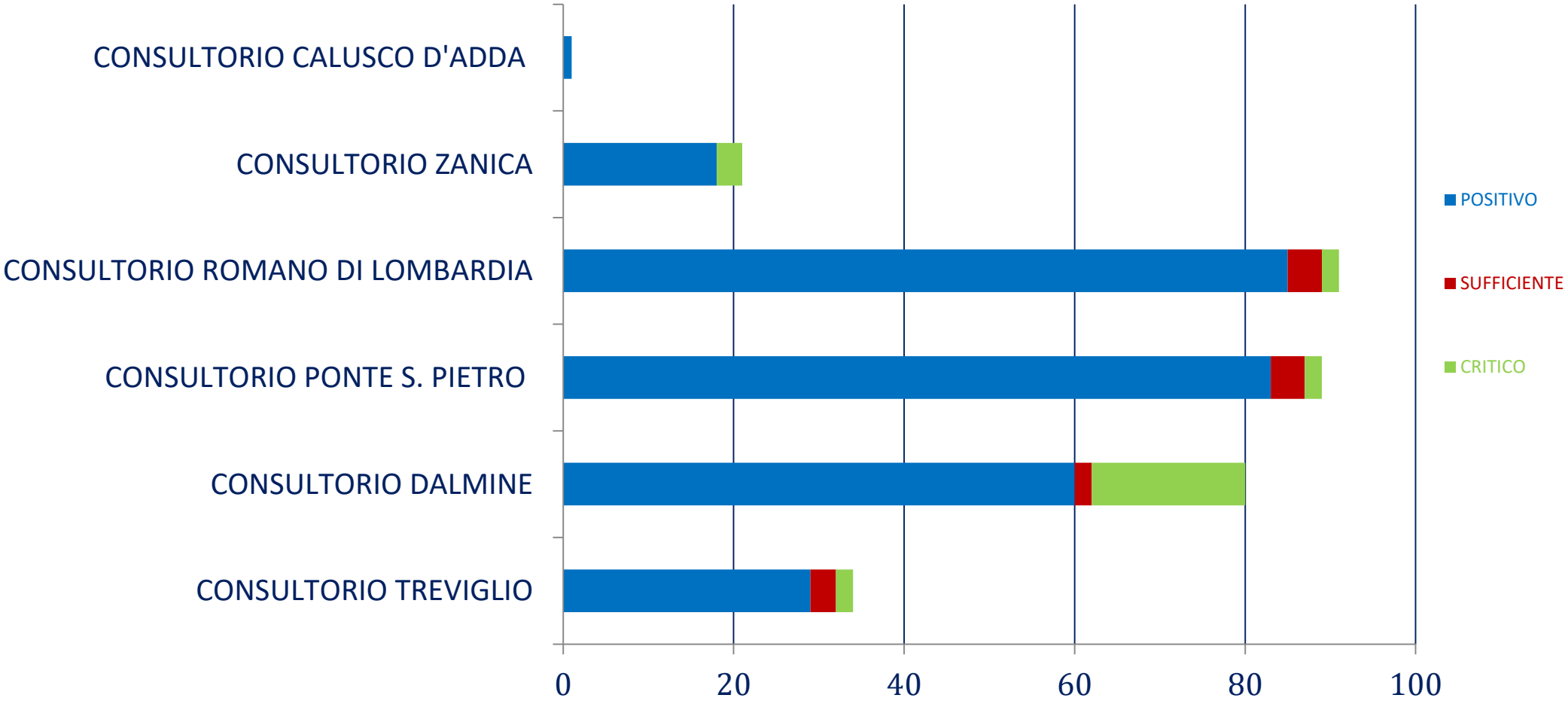
Consultorio: attenzione assistenti sociali

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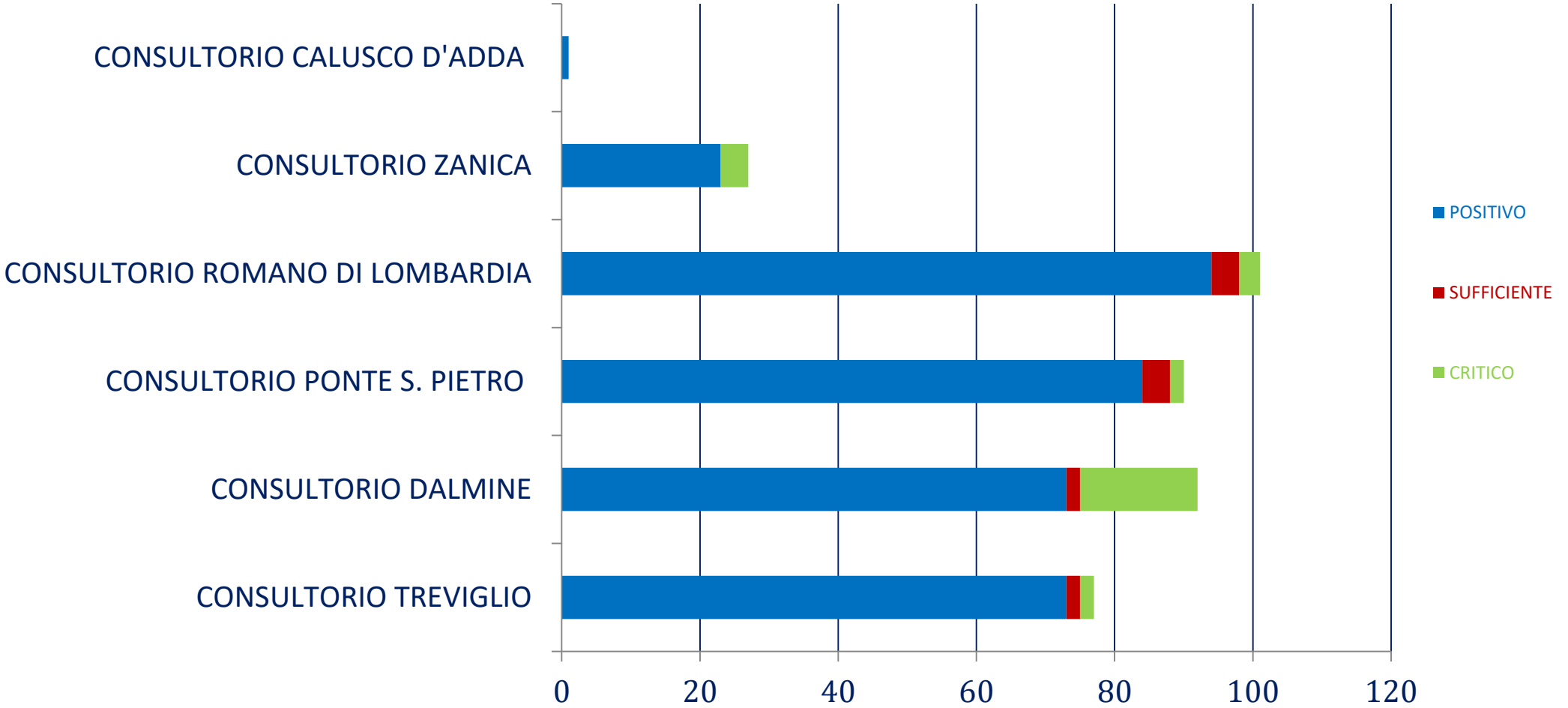
Consultorio: attenzione educatori

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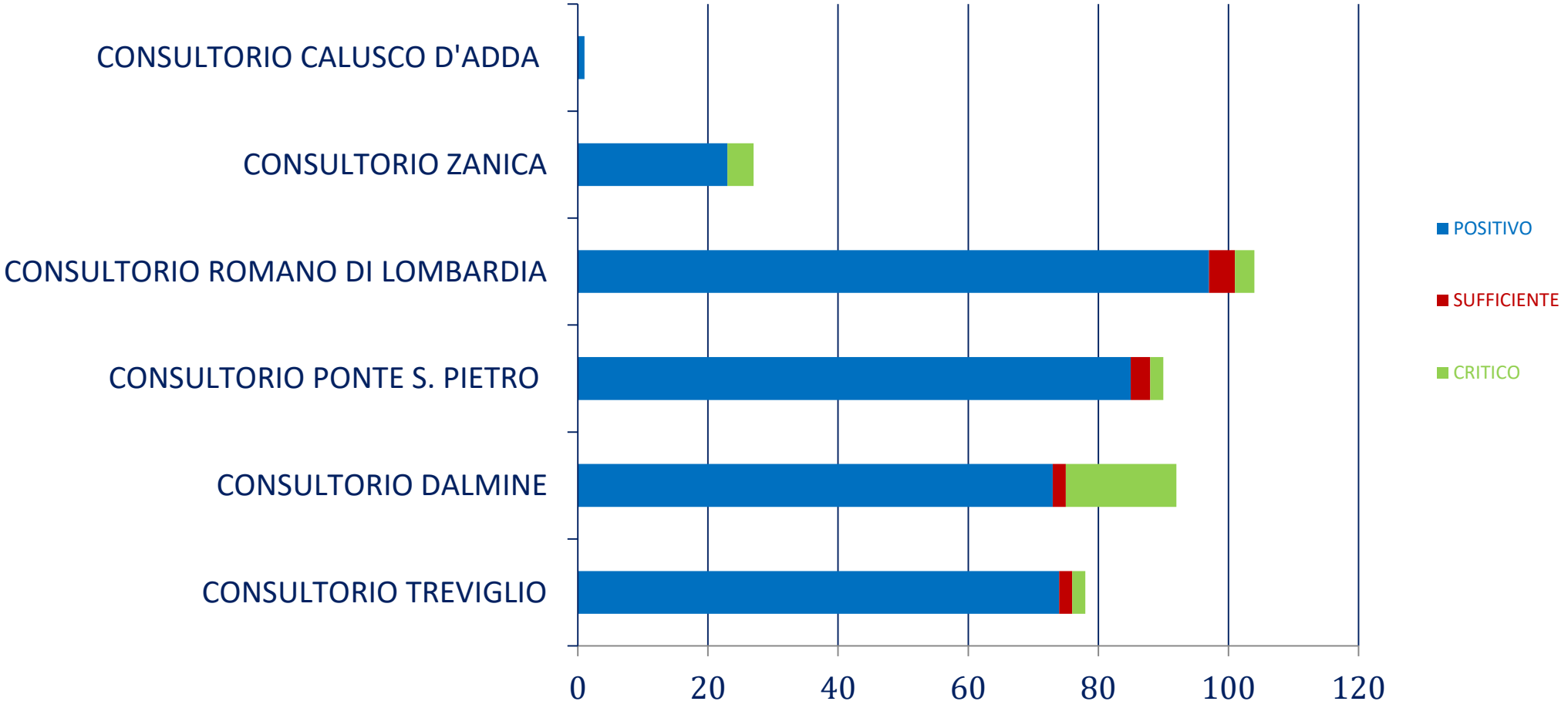
Consultorio: riservatezza

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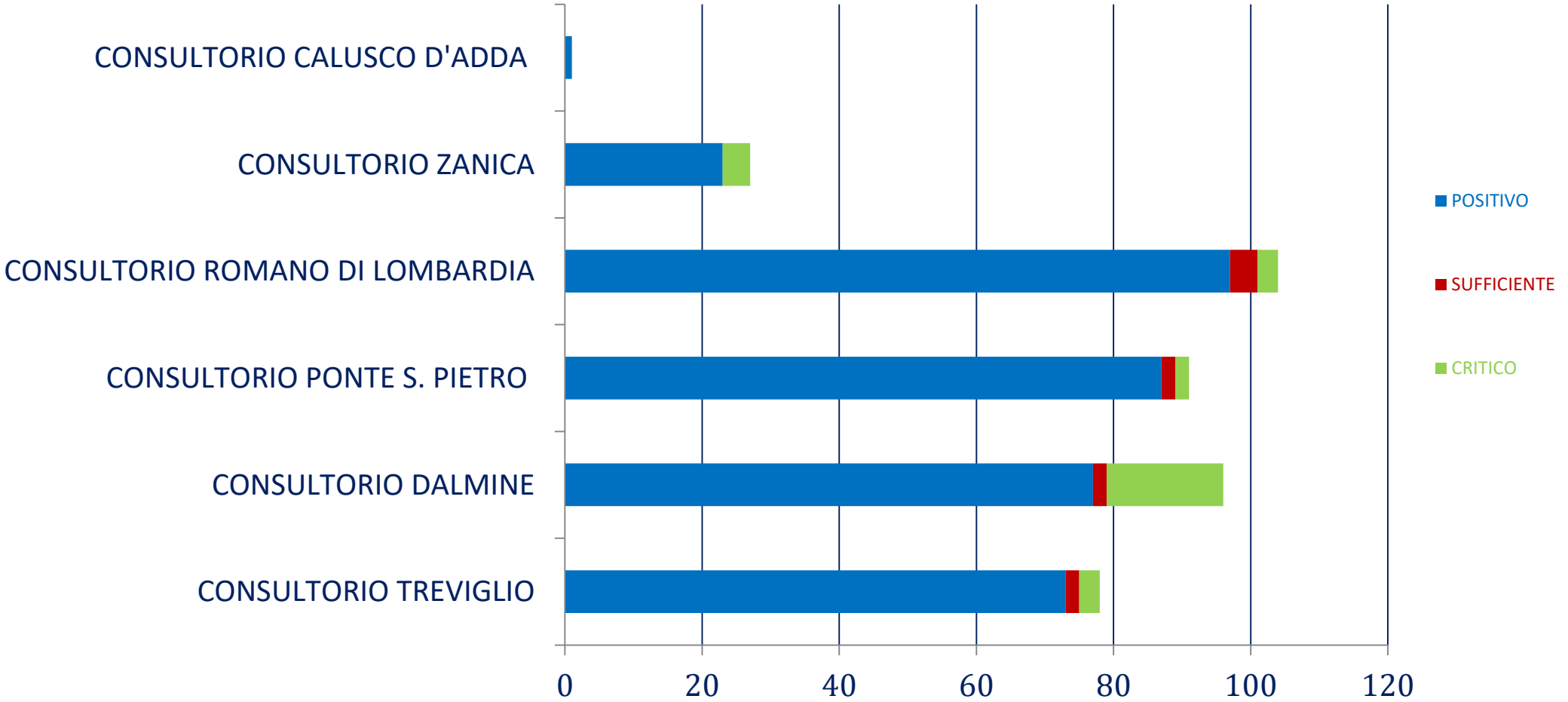
Consultorio: adeguatezza prestazioni

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Consultorio: soddisfazione complessiva

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Consultori: soddisfazione complessiva

CRITICA	Giudizi da 5 a 7
SUFFICIENTE	Giudizi 3-4
POSITIVA	Giudizi 1-2

