

# Evaluarea Nivelului de Satisfacție a Pacienților Trimestrul I, anul 2023



**Realizat : Capestru Elena, Medic Pediatru, DMU**  
**Chiosea Lilia : Președintele Consiliului Calității**

The logo features a red stylized 'V' shape with a white cross inside it. To the right of this symbol, the text 'Spitalul Clinic Municipal De Copii Valentin Ignatenco' is written in red. The logo is presented on a white circular background with a scalloped edge, which is held by a hand.

**Spitalul Clinic  
Municipal De Copii  
Valentin Ignatenco**

# Numărul de chestionare evaluate

2022

**534 Chestionare**

2023

**746 Chestionare**



# Repartizarea chestionarelor pe secții

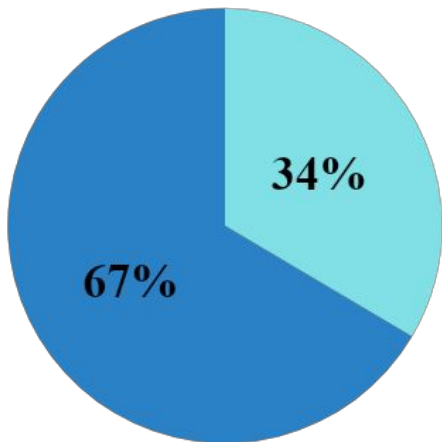
## Total 746

Secții	2023
<b>Pediatrie I</b>	<b>47</b>
<b>Pediatrie II</b>	<b>118</b>
<b>Pediatrie III</b>	<b>50</b>
<b>Psihoneurologie</b>	<b>36</b>
<b>Nefrologie</b>	<b>24</b>
<b>Chirurgie</b>	<b>125</b>
<b>Traume asociate și Neurochirurgie</b>	<b>103</b>
<b>Traumatologie II</b>	<b>58</b>
<b>ORL</b>	<b>89</b>
<b>RTI</b>	<b>30</b>
<b>Urologie</b>	<b>66</b>

# Respondent

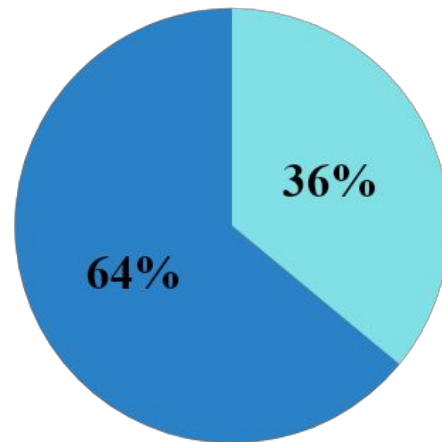
**2022**

■ Pacient ■ Aparținător



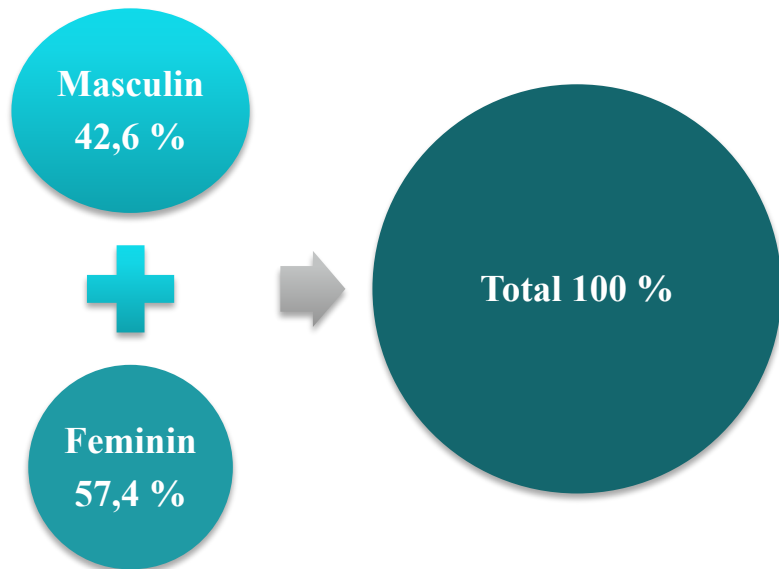
**2023**

■ Pacient ■ Aparținător

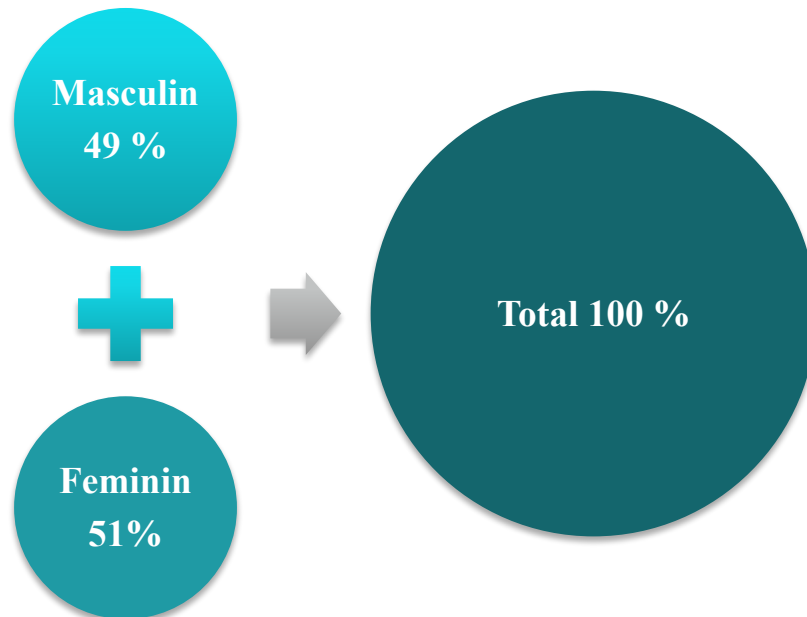


# Repartizarea conform genului

2022

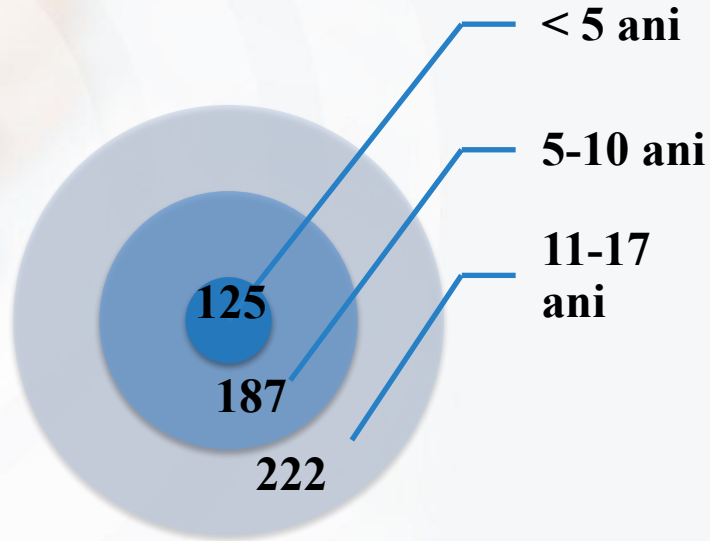


2023

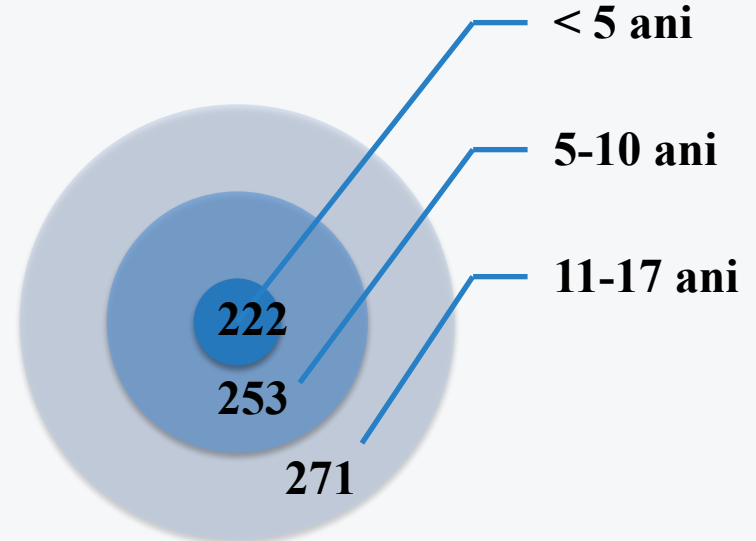


# Repartizarea conform grupelor de vîrste

2022

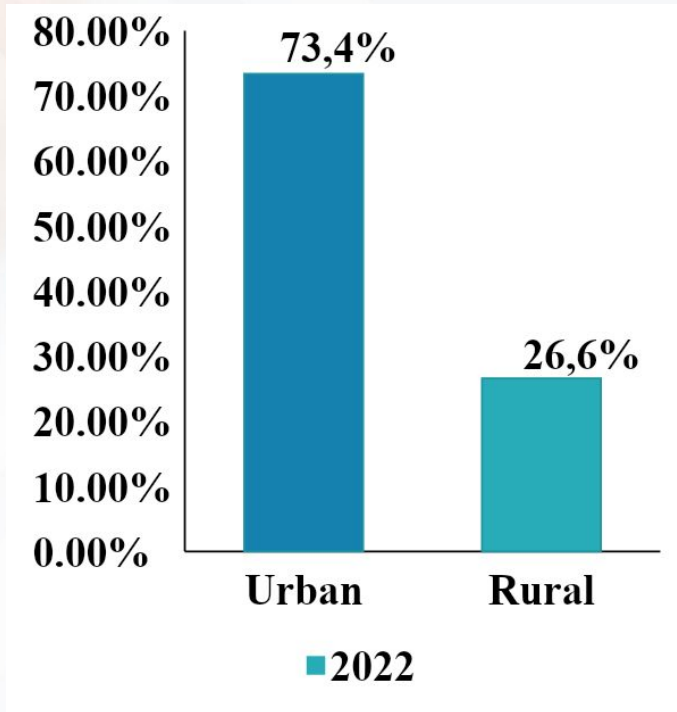


2023

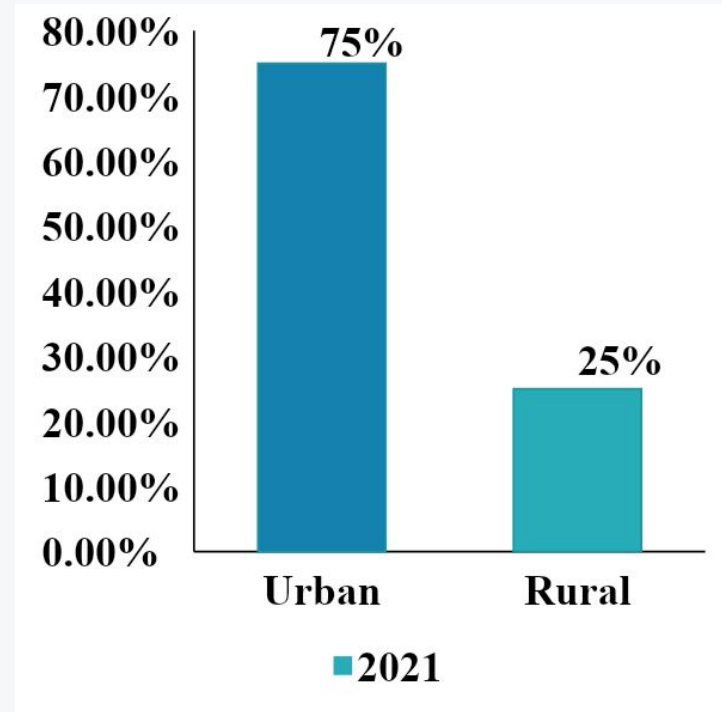


# Mediul de Proveniență

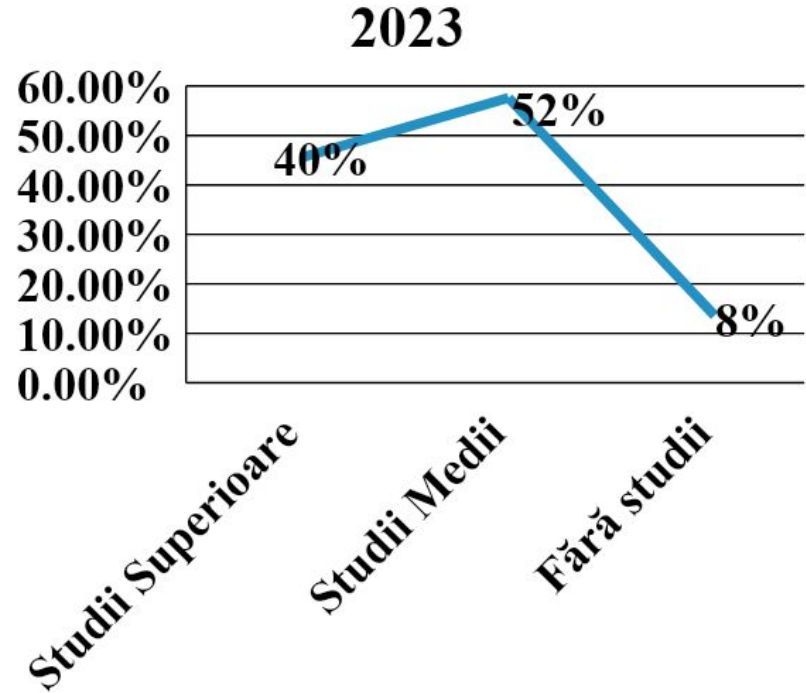
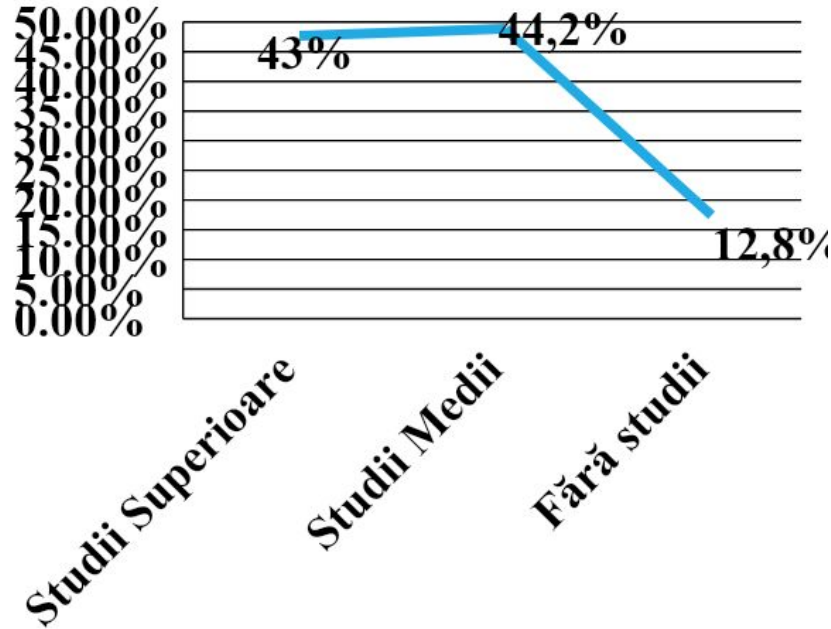
2022



2023



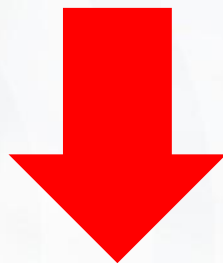
# Gradul de pregătire profesională





# Modalitatea Internării

2022



**Urgent**  
71 %

**Progra  
mat**  
29%



2023



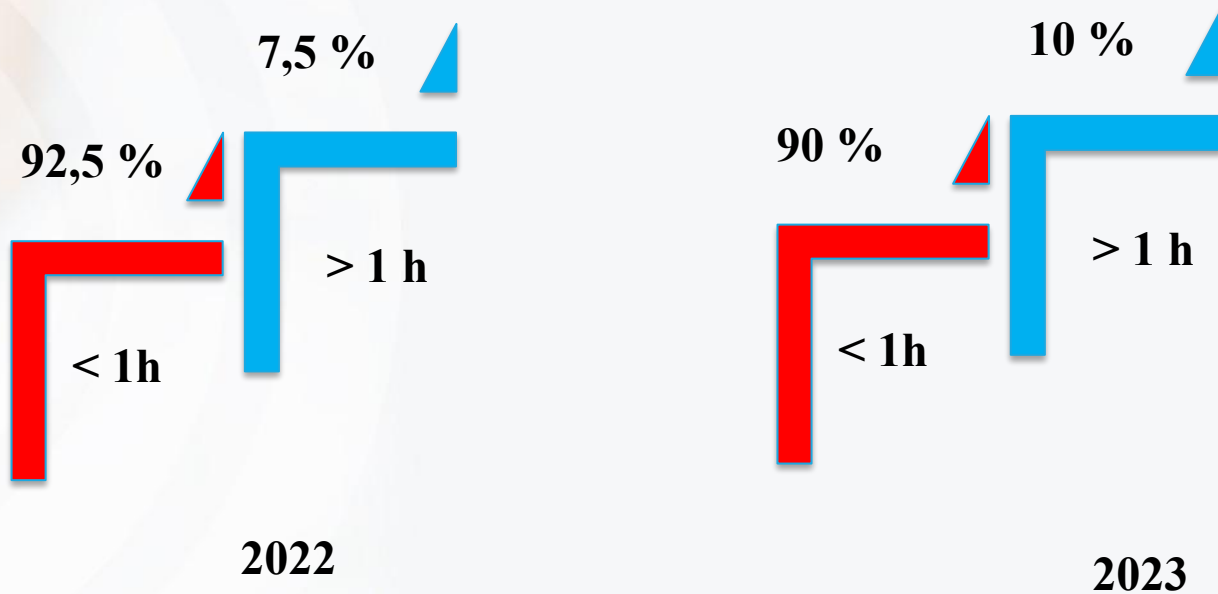
**Urgent**  
70 %

**Progra  
mat**  
30%



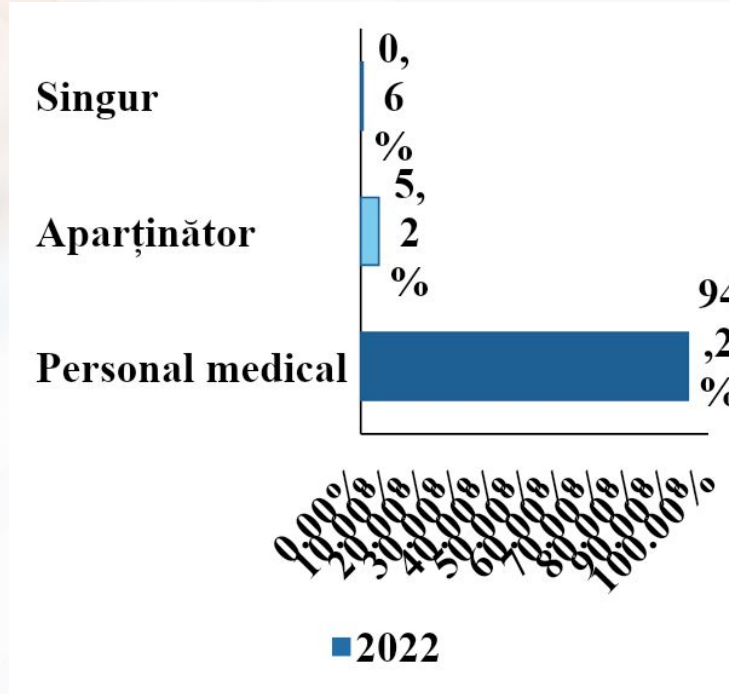
# Timpul de așteptare la internare

 Spitalul Clinic  
Municipal De Copii  
Valentin Ignatenco

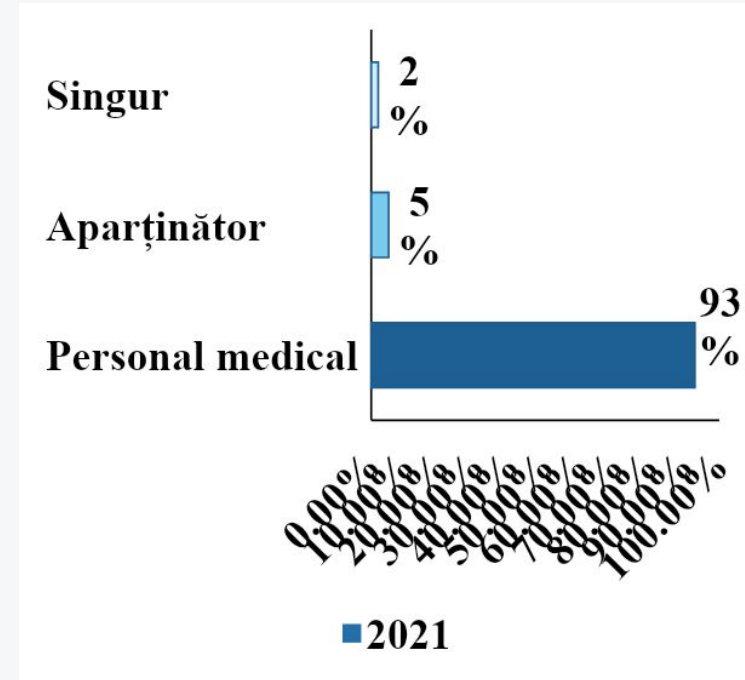


# Însoțirea pacientului către secție

2022



2023

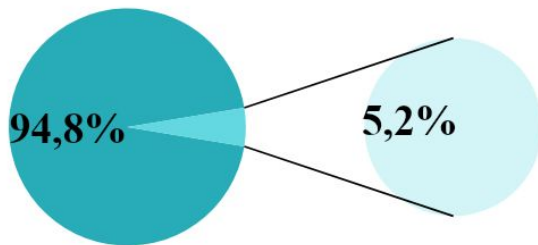


# Informarea cu privire la drepturile pacientului



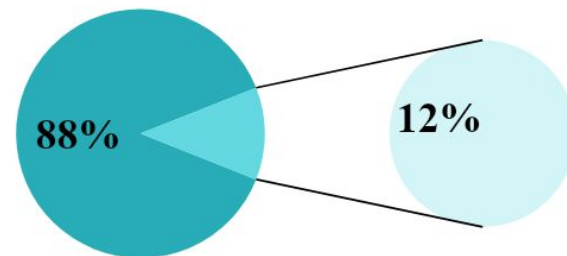
2022

■ DA ■ NU



2023

■ DA ■ NU

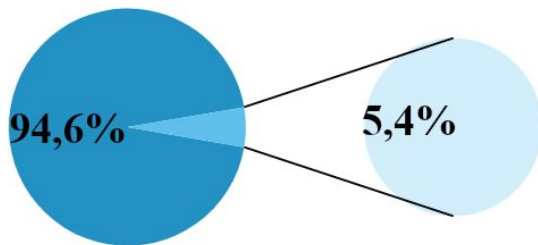


# Informarea cu privire la responsabilitățile pacientului



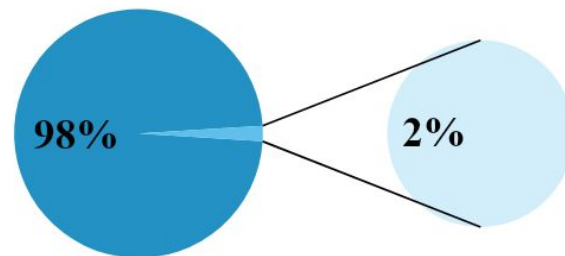
2022

■ DA ■ NU



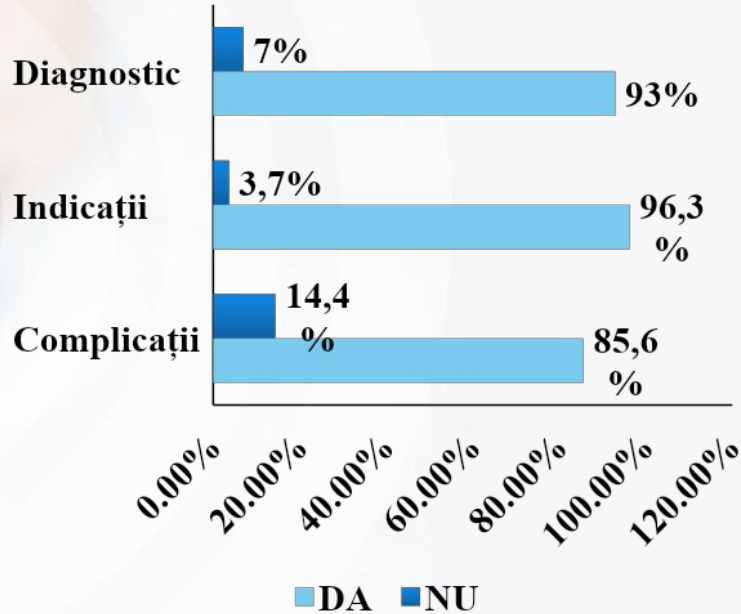
2023

■ DA ■ NU

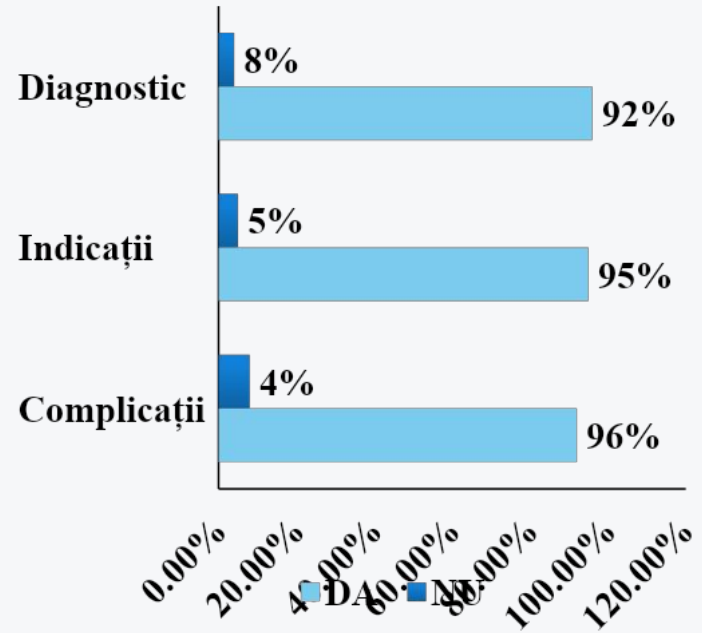


# Informarea cu privire la : diagnostic, indicații și complicații

2022

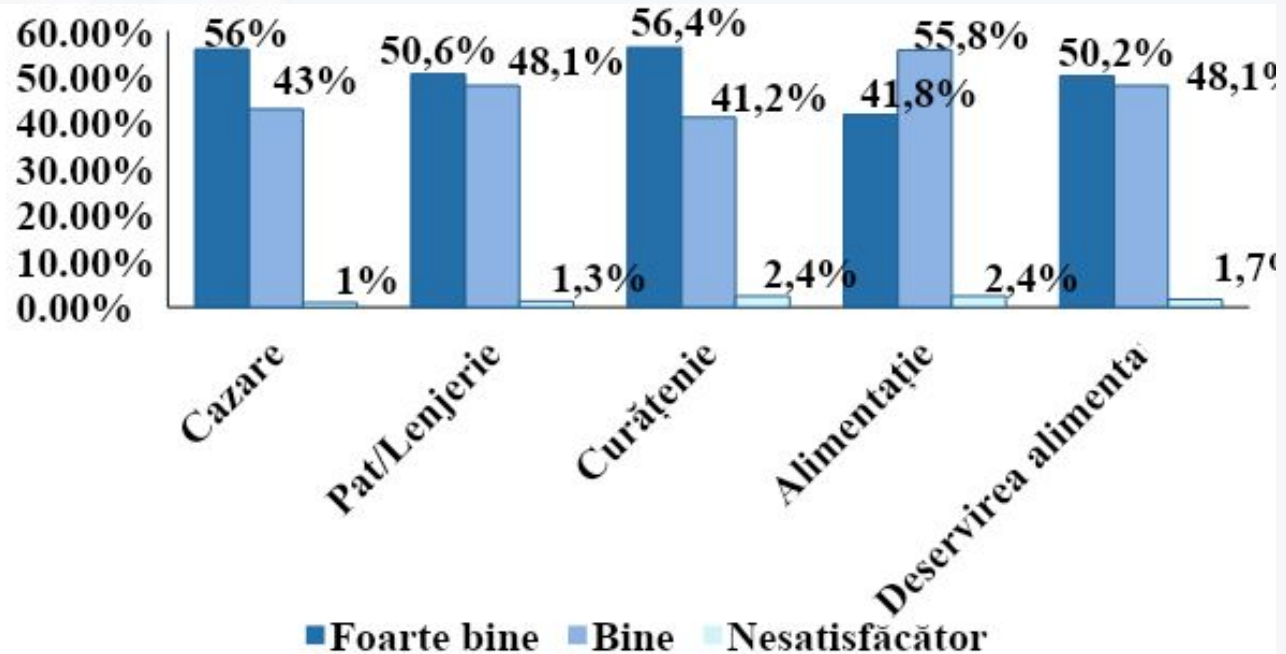


2023



# Calificative pentru următoarele servicii

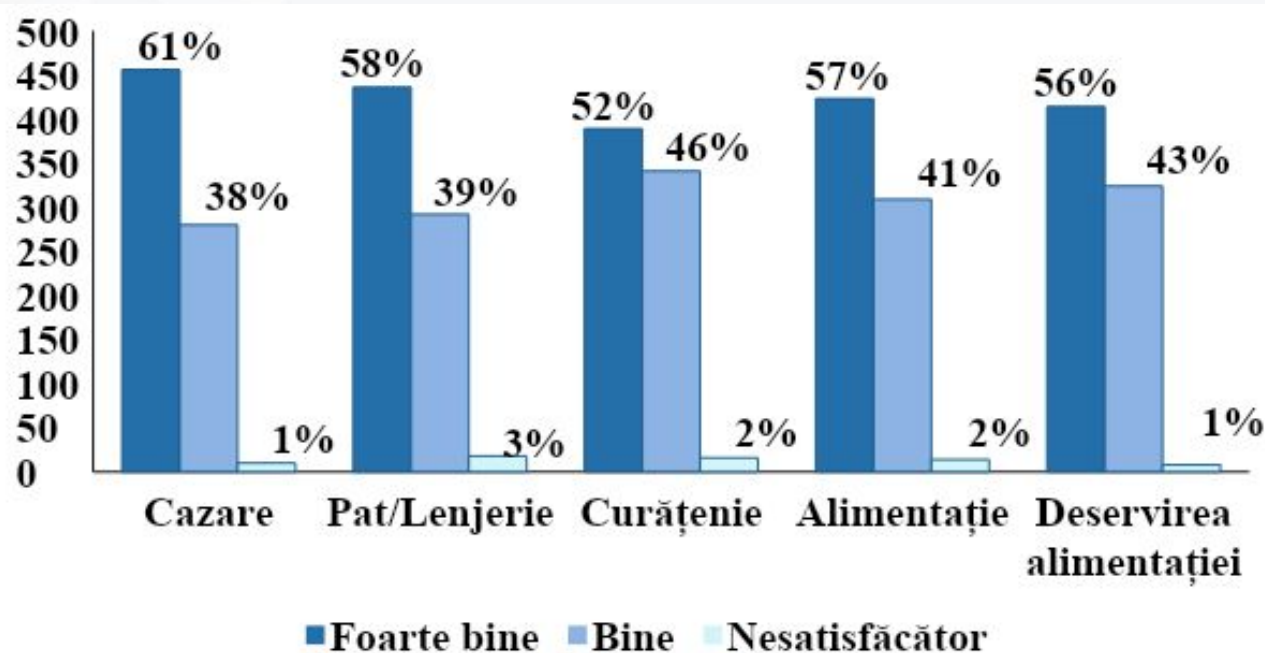
2022



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Municipal De Copii  
Valentin Ignatenco

# Calificative pentru următoarele servicii

2023

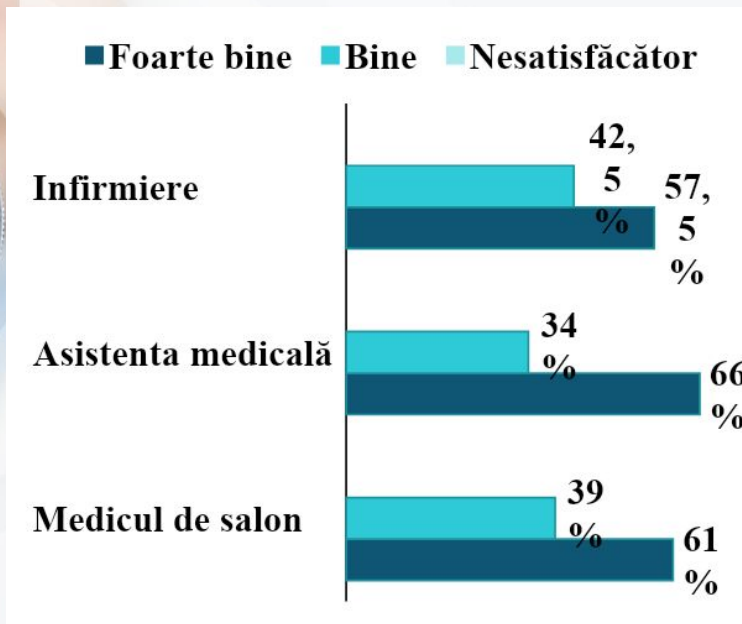


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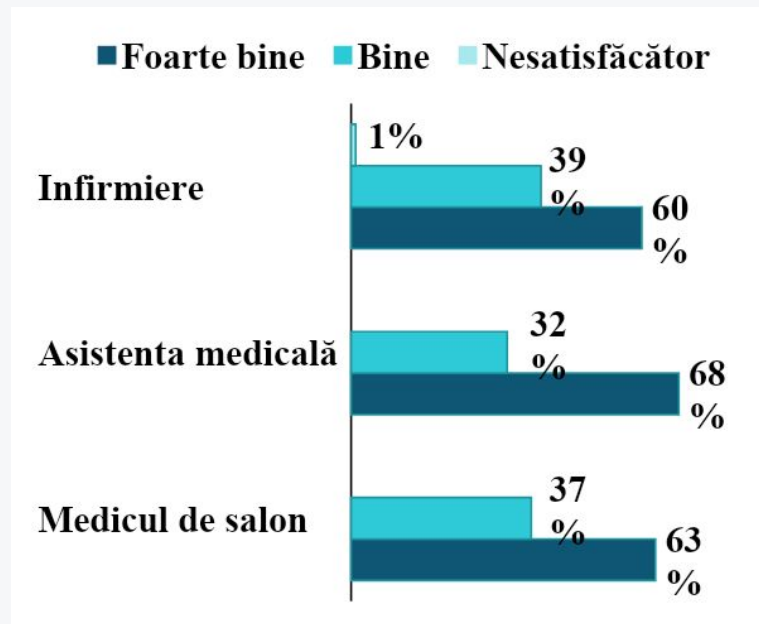


# Calitatea asistenței medicale acordate

2022

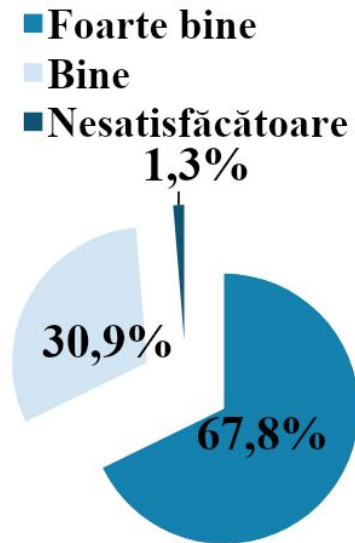


2023

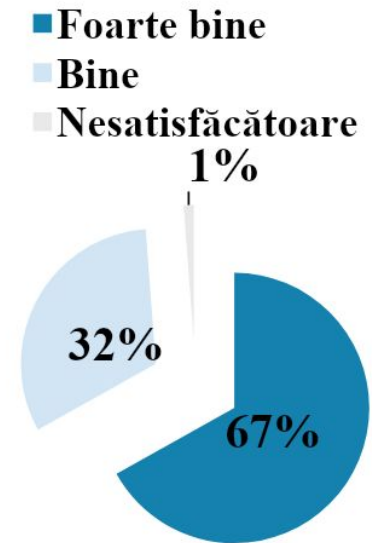


# Amabilitatea personalului medical

2022



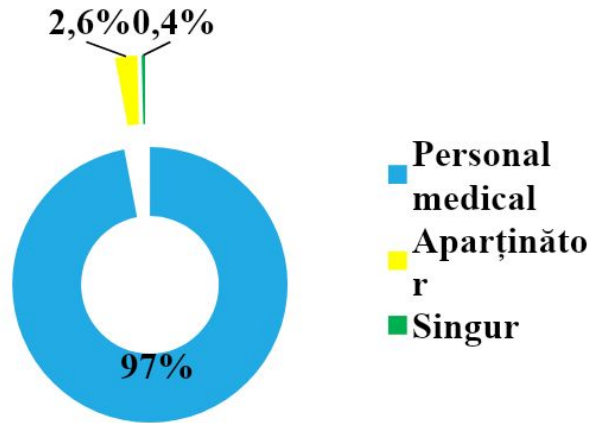
2023



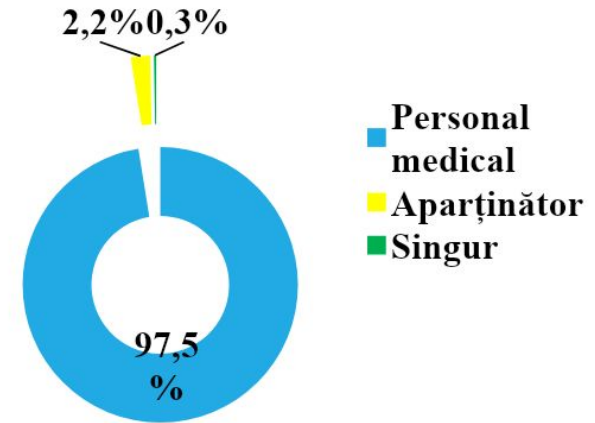
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Municipal De Copii  
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# Însoțirea pacientului la investigații

2022

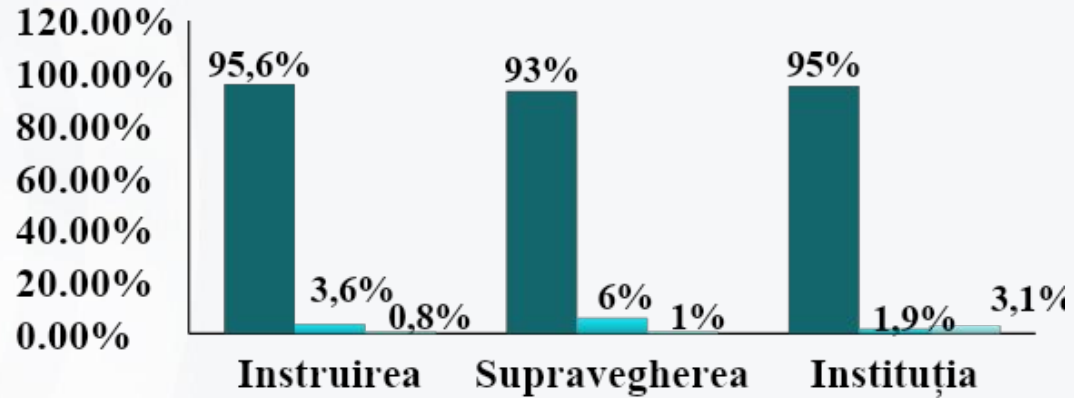


2023



# Administrarea medicamentelor pe cale orală

2022

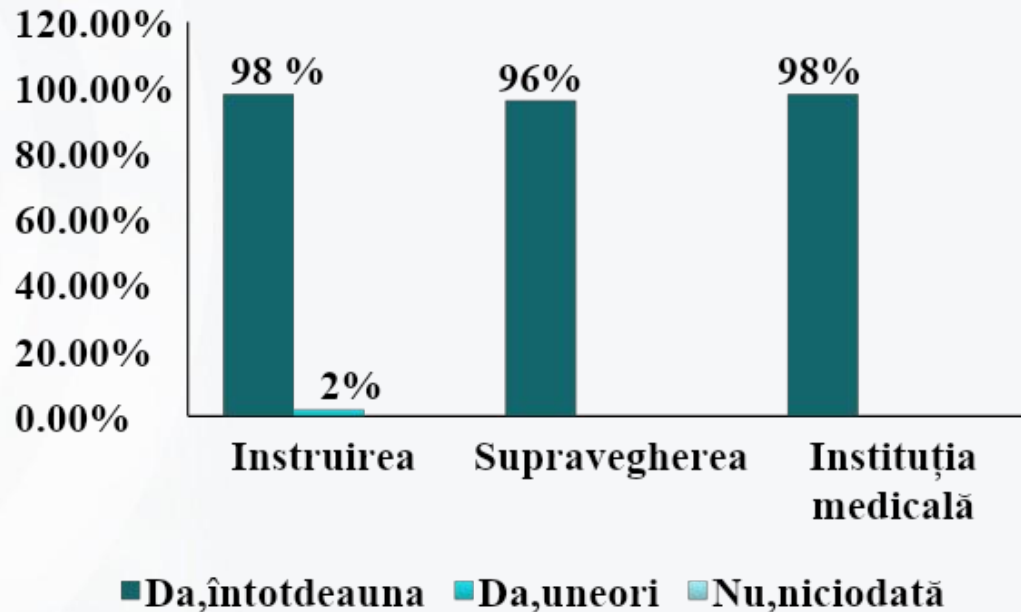


■ Da, întotdeauna ■ Da, uneori ■ Nu, niciodată

Spitalul Clinic  
Municipal De Copii  
Valentin Ignatenco

# Administrarea medicamentelor pe cale orală

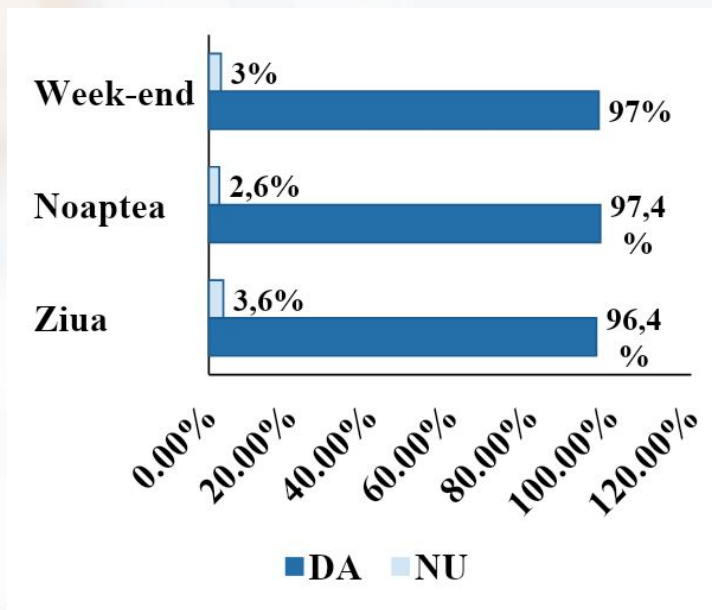
2023



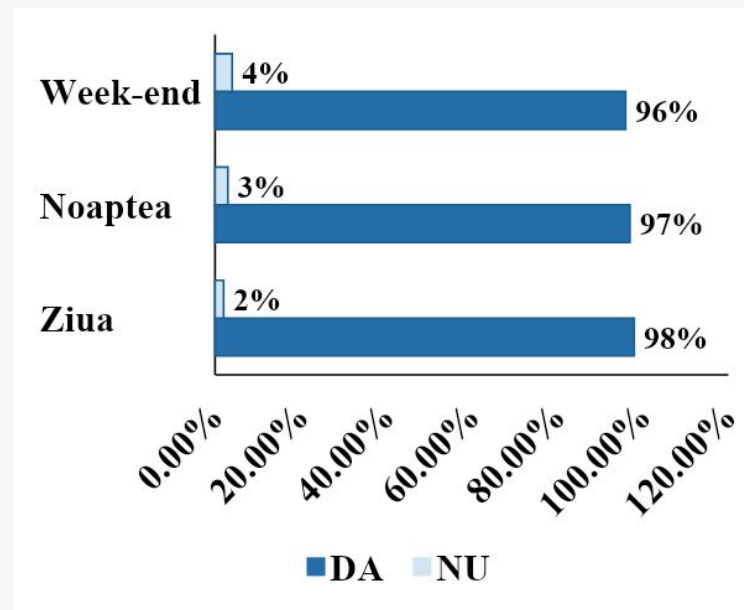
Spitalul Clinic  
Municipal De Copii  
Valentin Ignatenco

# Asistența medicală acordată în timpul : zilei, nopții și weekend

2022



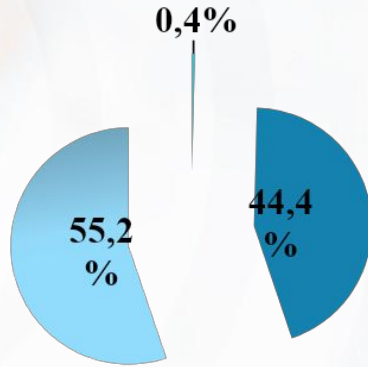
2023



# Impresia generală

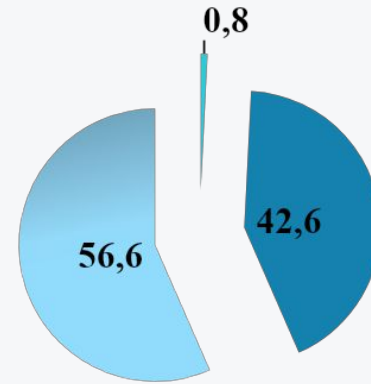


2022



■ Nemulțumit  
■ Mulțumit  
■ Foarte mulțumit

2023

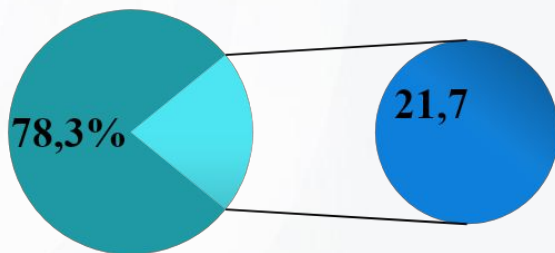


■ Nemulțumit  
■ Mulțumit  
■ Foarte mulțumit

# Dacă ar fi necesar să vă reinternați, ați opta pentru același spital ?

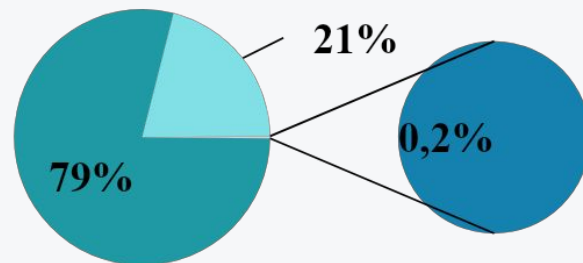
2022

■ Cert, DA ■ Probabil, DA



2023

■ Cert, DA  
■ Probabil, DA  
■ Categorie, NU





# Respectarea drepturilor pacientului

2022

- Da
- 97,6 %
- Nu
- 2,4 %

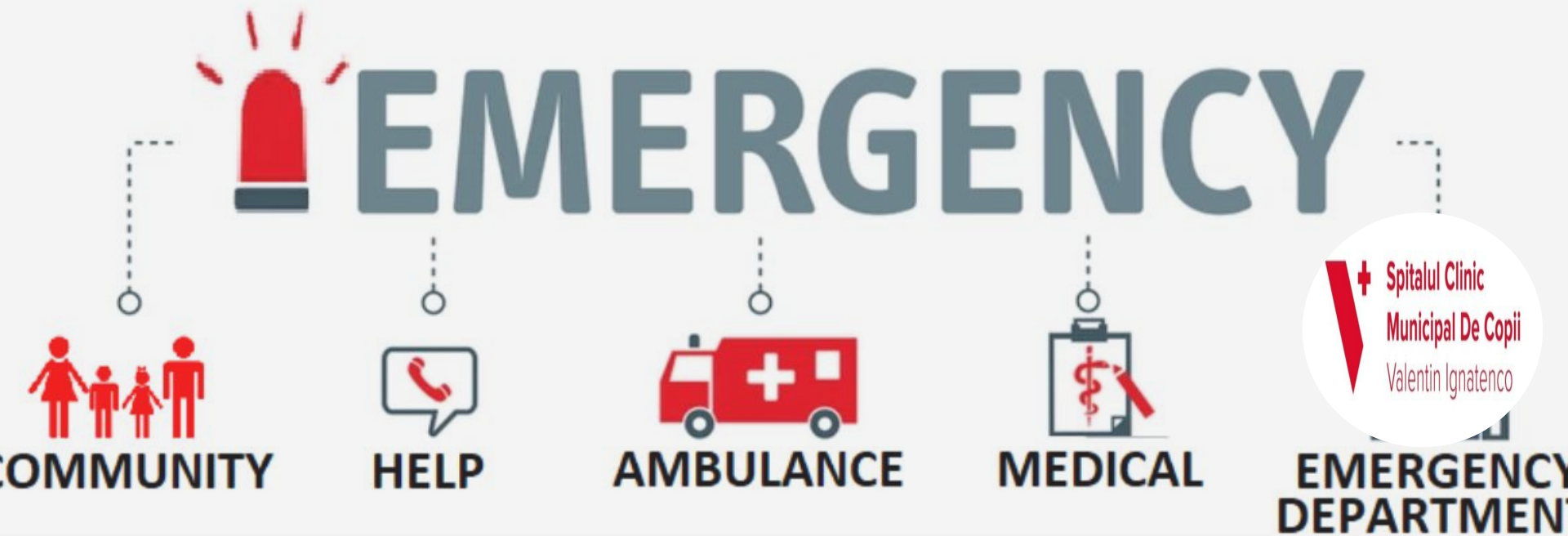
2023

- Da
- 97,5 %
- Nu
- 2,5 %



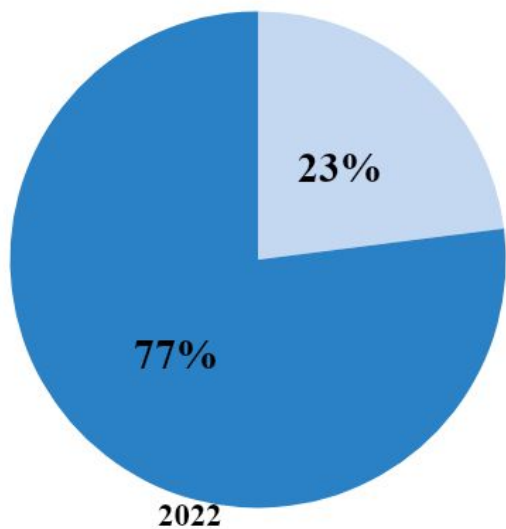
# Departamentul Medicină Urgentă (DMU)

## Total – 83 chestionare (60 chestionare 2022)

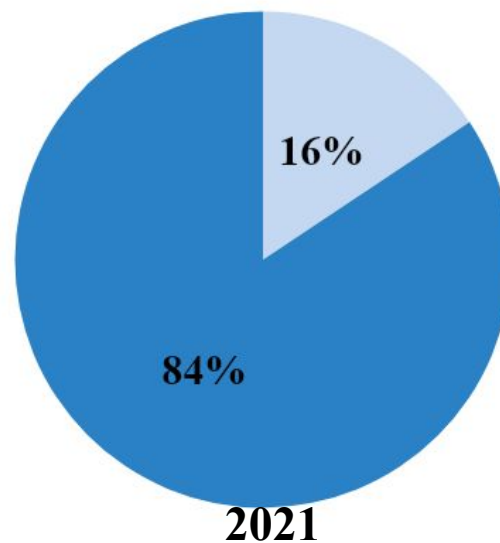


# Respondent DMU

■ Pacient ■ Aparținător



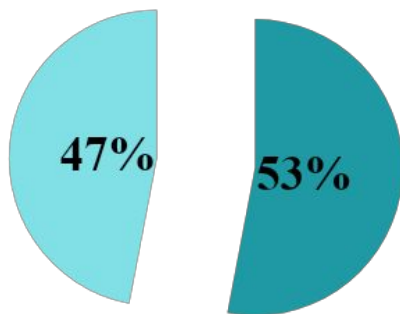
■ Pacient ■ Aparținător



# Genul

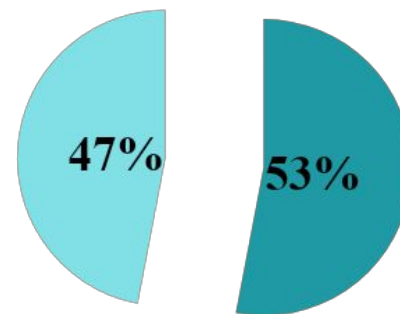
**2022**

■ Masculin ■ Feminin



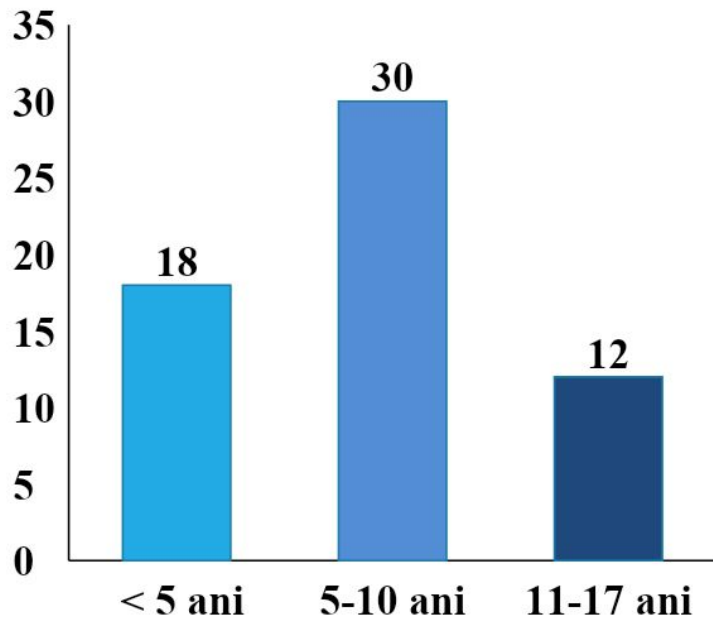
**2023**

■ Masculin ■ Feminin

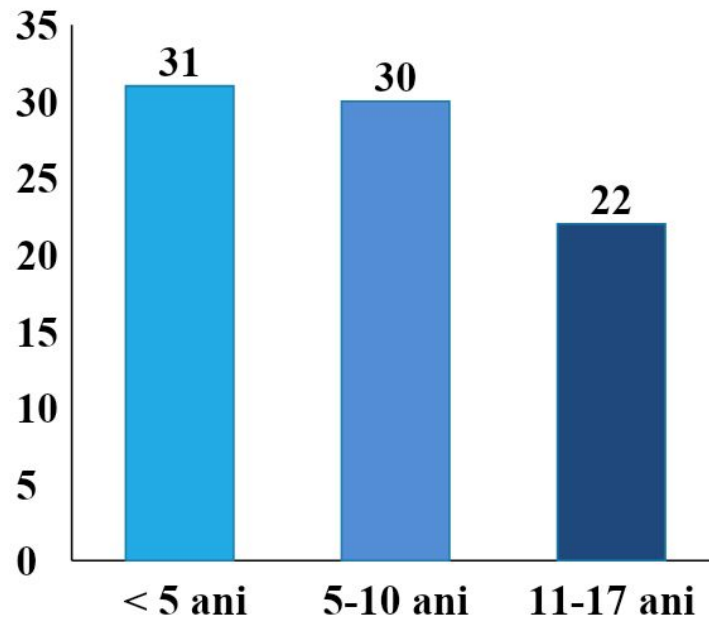


# Grupele de vârstă DMU

2022

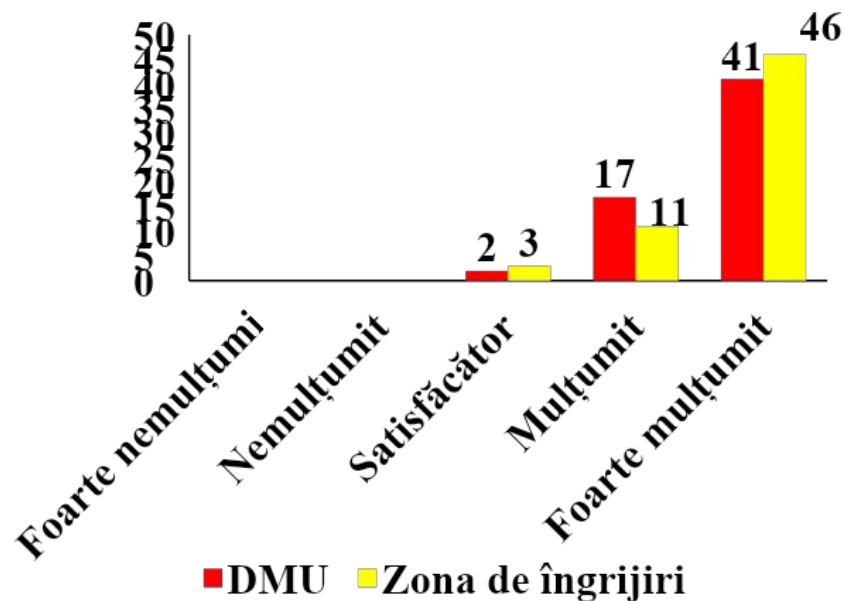


2023

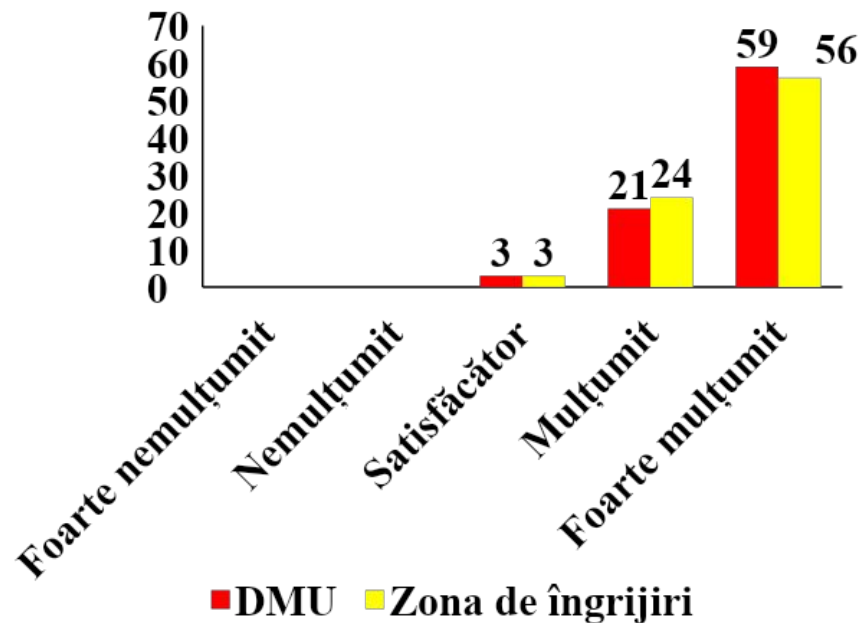


# Rapiditatea preluării pacientului la DMU/ în zona de îngrijiri

2022

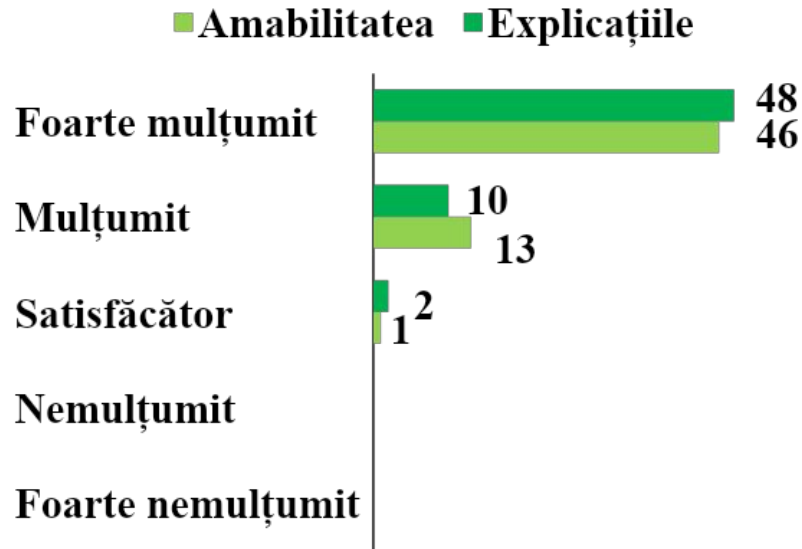


2023

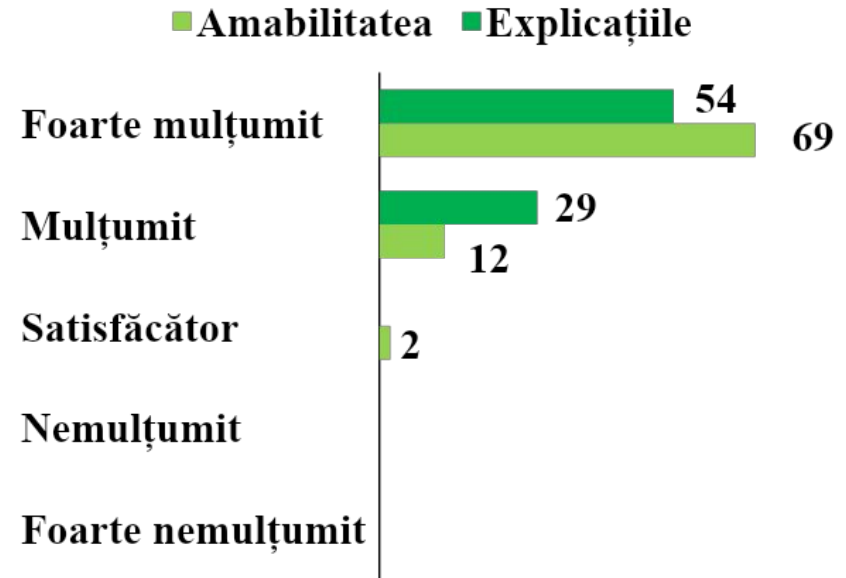


# Amabilitatea personalului medical și explicațiile referitor la timpul de așteptare DMU

2022

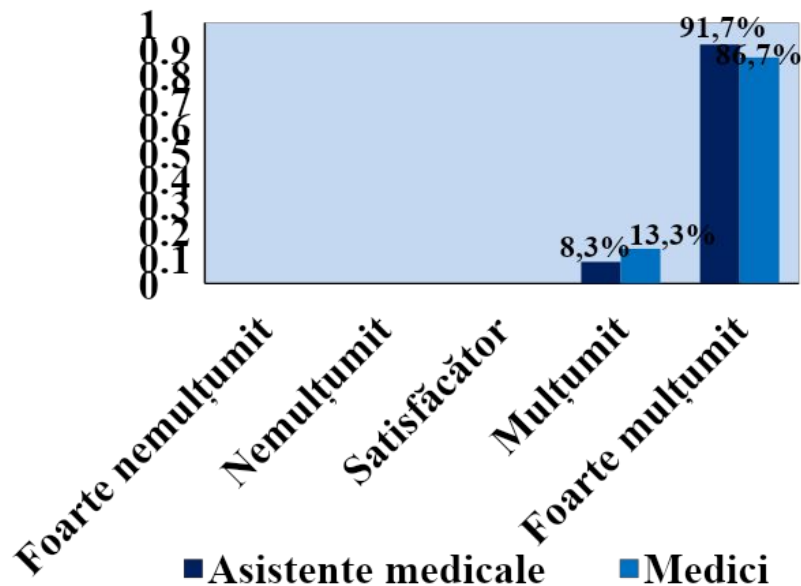


2023

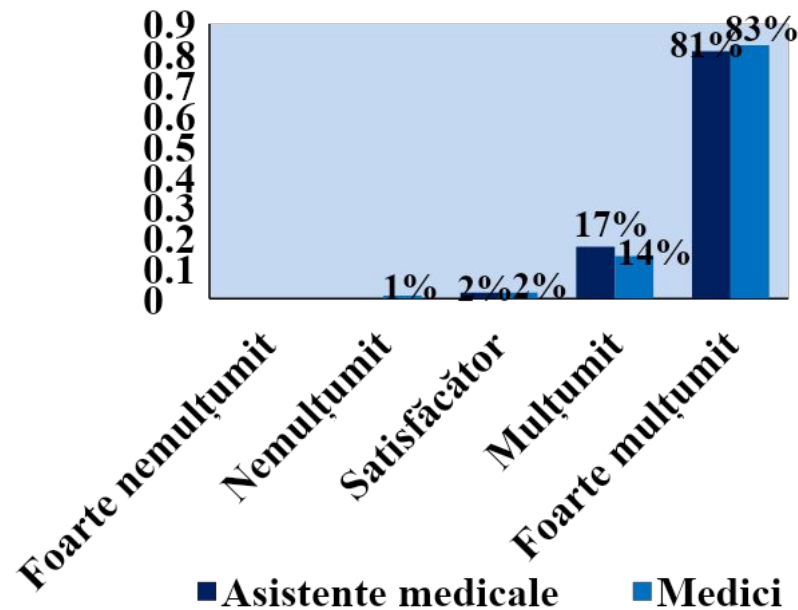


# Atitudinea și comportamentul asistentelor medicale și medicilor DMU

2022



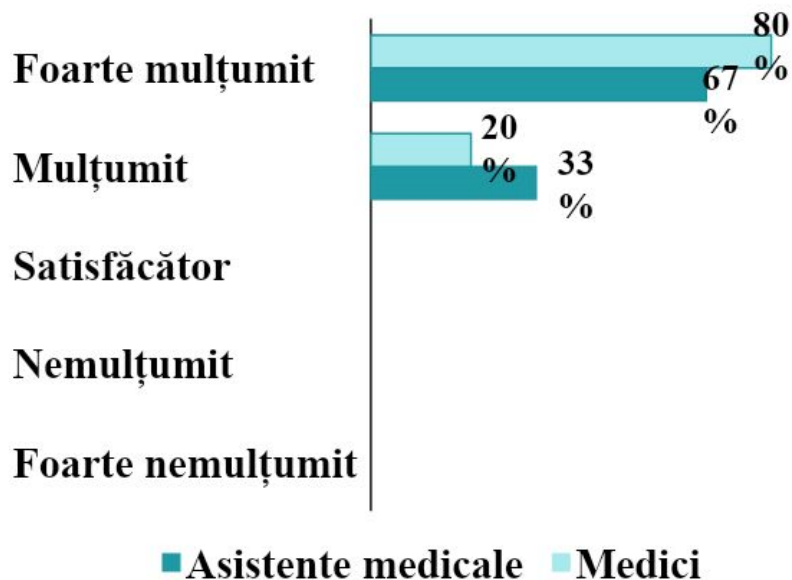
2023



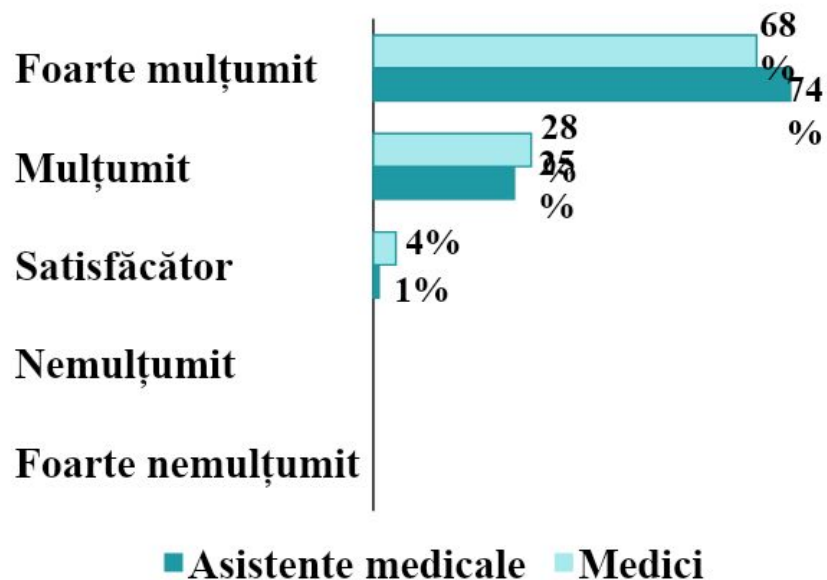


# Acordarea serviciilor medicale de către medici și asistente medicale DMU

2022

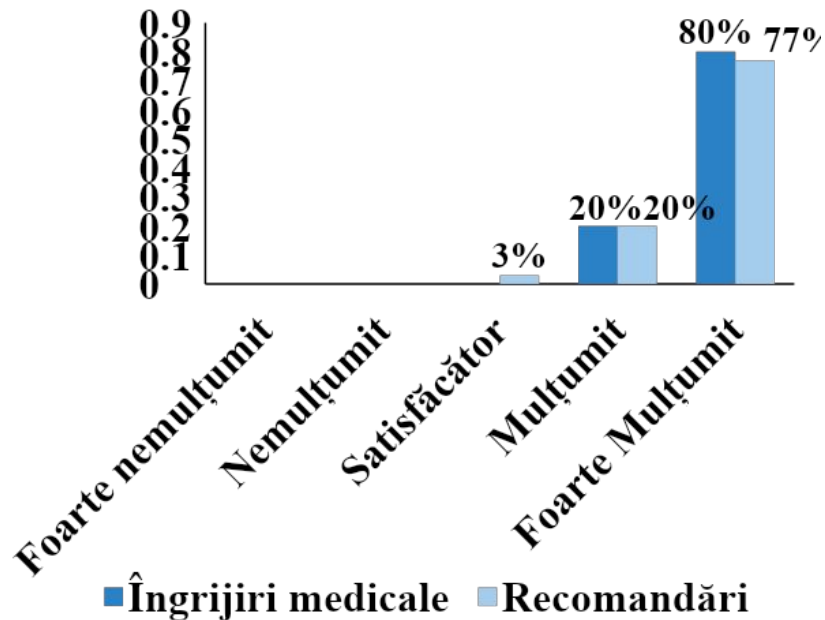


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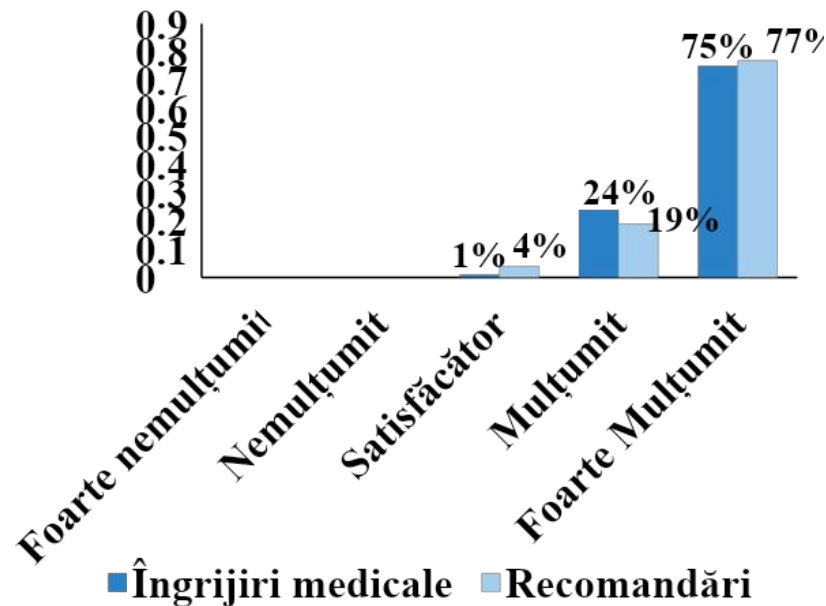


# Informațiile oferite de către personal privind îngrijirile și recomandări pe viitor DMU

2022

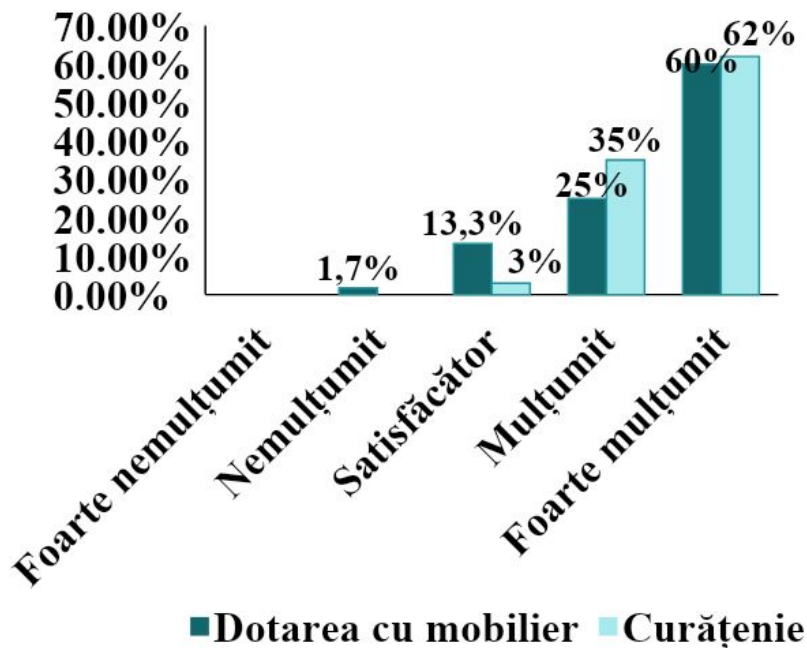


2023

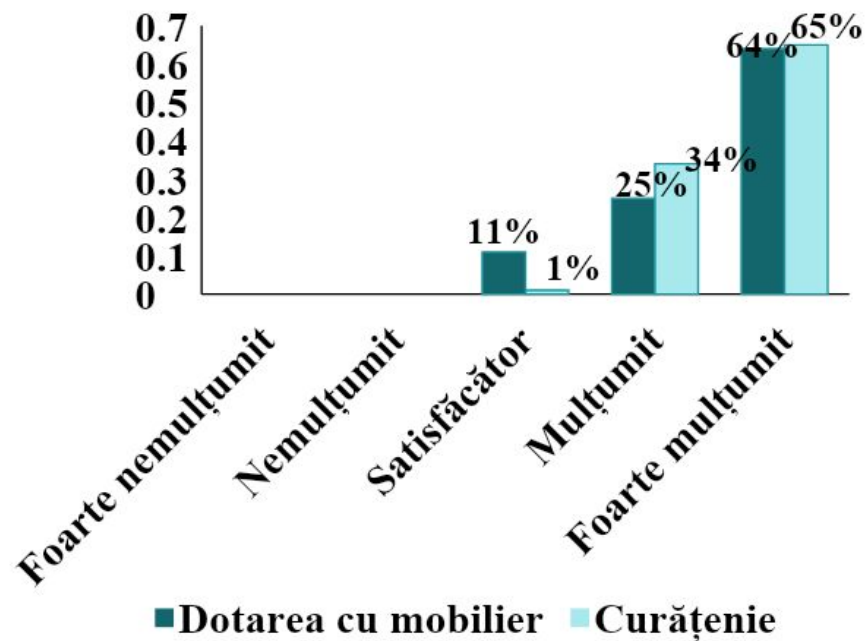


# Dotarea cu mobilier și curățenia din cadru DMU

2022

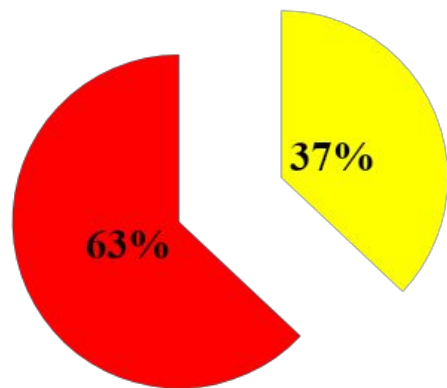


2023



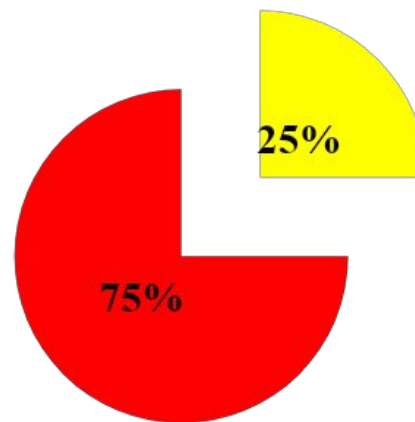
# Impresia Generală DMU

2022



- Foarte nemulțumit
- Nemulțumit
- Satisfăcător
- Mulțumit
- Foarte mulțumit

2023



- Foarte nemulțumit
- Nemulțumit
- Satisfăcător
- Mulțumit
- Foarte mulțumit

# Propuneri



hoteliere ( ex. reparația  
geamurilor, tv, comode în

Diversificarea și **revizuirea**  
meniului alimentar.

Permișunea vizitelor  
părinților/prieteni; plimbări la  
aer liber.

Funcționarea farmaciei pe  
teritoriul instituției.

# Aspecte Pozitive



- **Personal**
  - binevoitor,
  - receptiv,
  - competent
- **DMU**
  - amabil, pozitiv calm, reacție promptă
- **Act medical**
  - calitativ
  - eficient

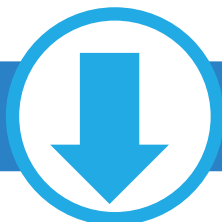
# Sugestii și Soluții



**Dotarea cu mobilier  
nou/renovarea în  
saloane**

**Diversificarea  
meniului alimentar și  
îmbunătățirea calității**

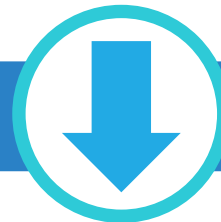
**Permisivitatea la  
vizite/plimbări**



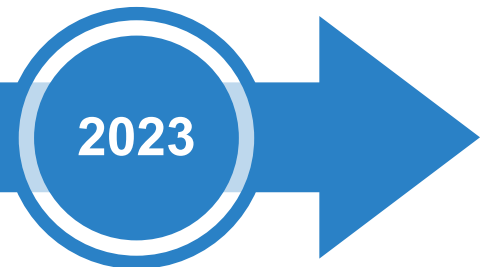
**Pentru anul 2023 reparația  
geamurilor**



**Revizuirea  
meniului  
alimentar???**

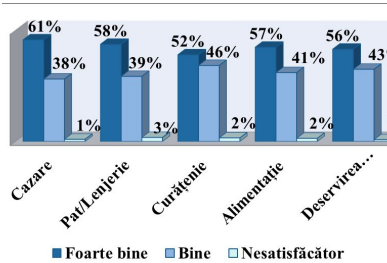


**Doar cu însoțirea aparținătorilor**

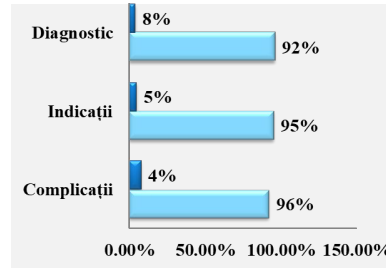


**2023**

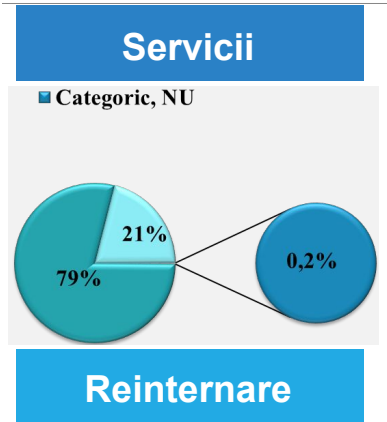
# Concluzii



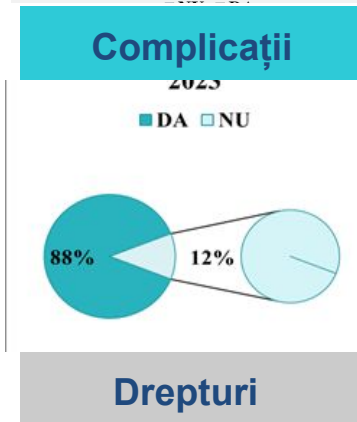
Se remarcă o scădere a  
satisfacției, vizavi de  
unele servicii – pat/  
lenjerie (calificativul  
nemulțumit 1,3%);  
celelalte servicii – lipsa  
dinamicii (calificativul  
nemulțumit  
2,4%/1,7%);



Comunicarea eventualelor  
complicații/reacții adverse –  
mai apreciată (14,4%)



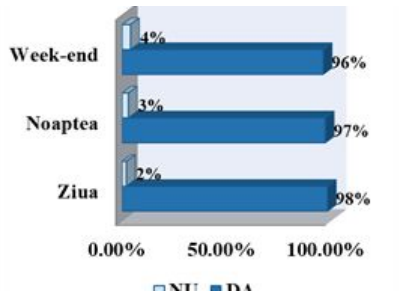
2 respondenți au apreciat  
cu calificativul –  
“categoric, NU”



Informarea cu privire la  
Drepturi (5,2%)  
- scăderea %

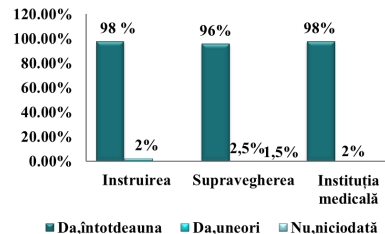


# Concluzii



**Asistența medicală**

**Dinamică ușor negativă a calității asistenței medicale acordate în weekend și noaptea (3,6%/2,6%/3%).**



**Medicamente**

**Administrarea medicației orale și supravegherea acesteia – a fost evaluată cu % mai mare (95,6%/3,6/0,8; 93%/6%/1%; 95%/2%/3%)**