



**Spitalul Clinic
Municipal De Copii
Valentin Ignatenco**

Evaluarea Nivelului de Satisfacție a Pacienților Trimestrul III 2023

Realizat : Capestru Elena, Medic Pediatru, DMU

Chioseș Lilia : Președintele Consiliului Calității



TRIMESTRUL III

Perioada	2023	2022
Total	781	782
Profil Pediatric	424	469
Profil Chirurgical	357	313

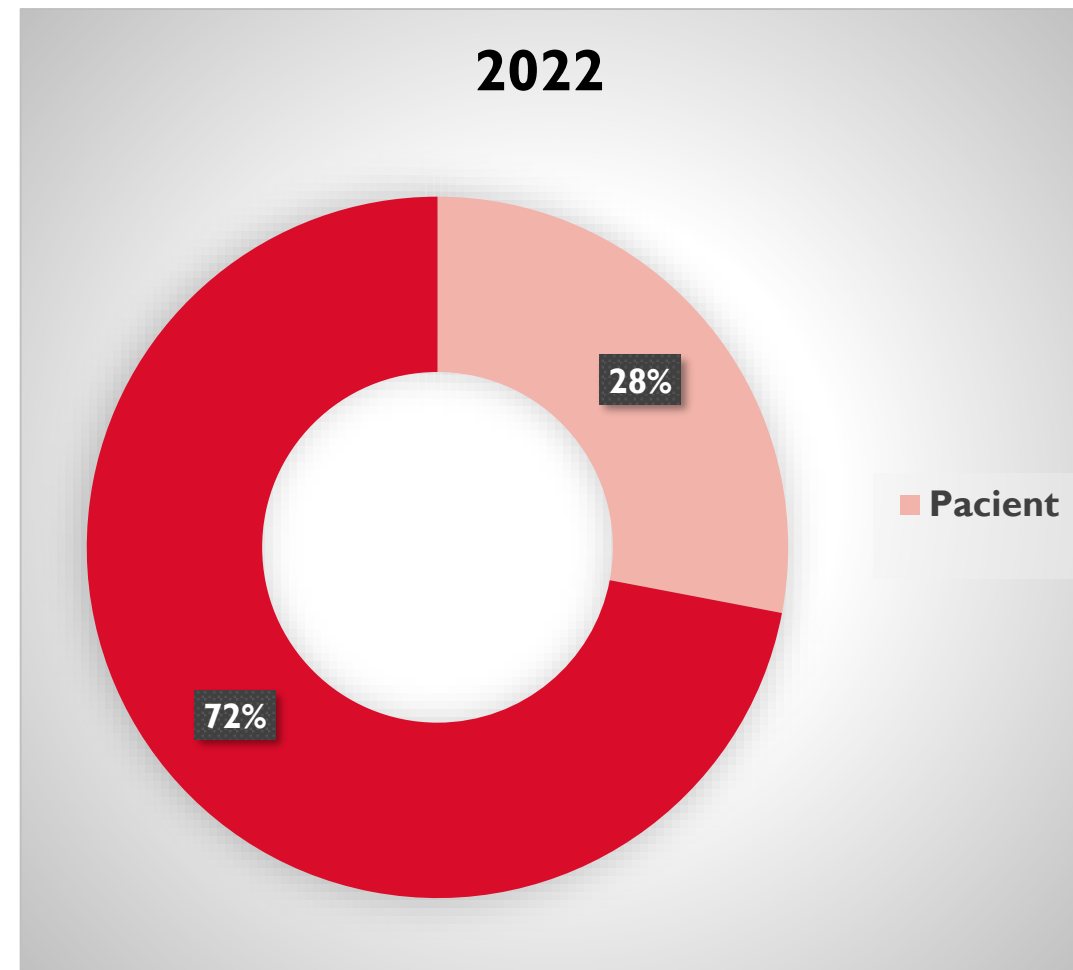
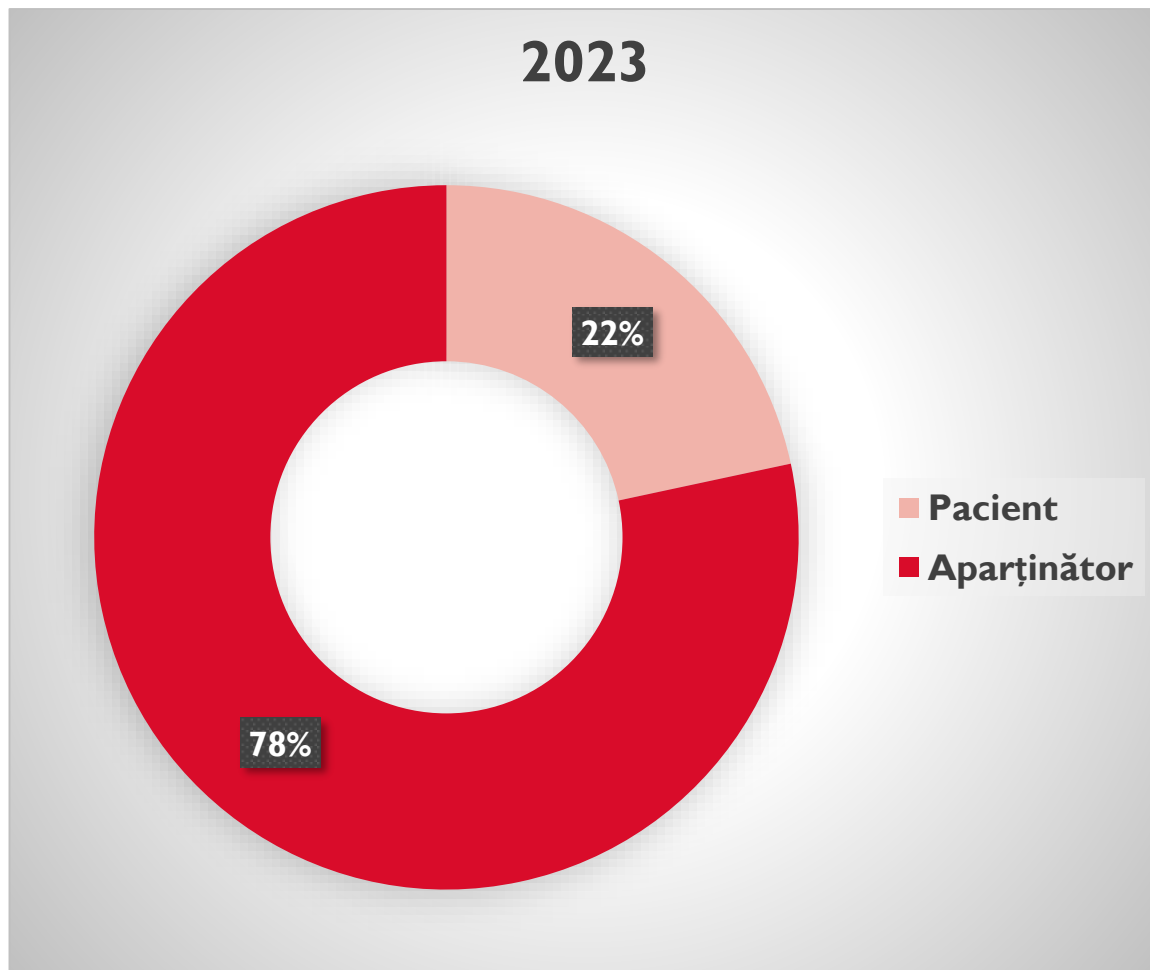


Repartizarea conform secțiilor

Secții	2023	2022
Pediatrie I	68	46
Pediatrie II	98	118
Pediatrie III	87	163
Psihoneurologie	37	54
Nefrologie	50	9
Chirurgie	105	68
Traumatologie I	46	47
Traumatologie II	72	76
Urologie	37	37
ORL	97	85
RTI	84	79
DMU	227	123



Respondent





Repartizarea conform genului

2023

2022

Masculin
44,7%



100%

Feminin
55,3%

Masculin
51%



100%

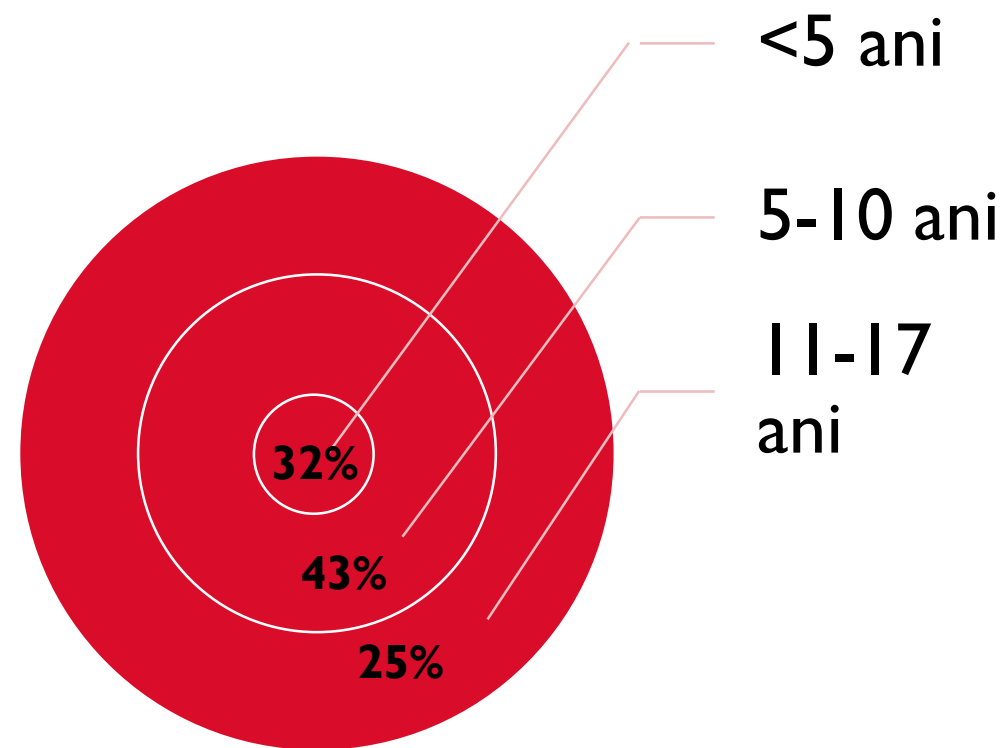
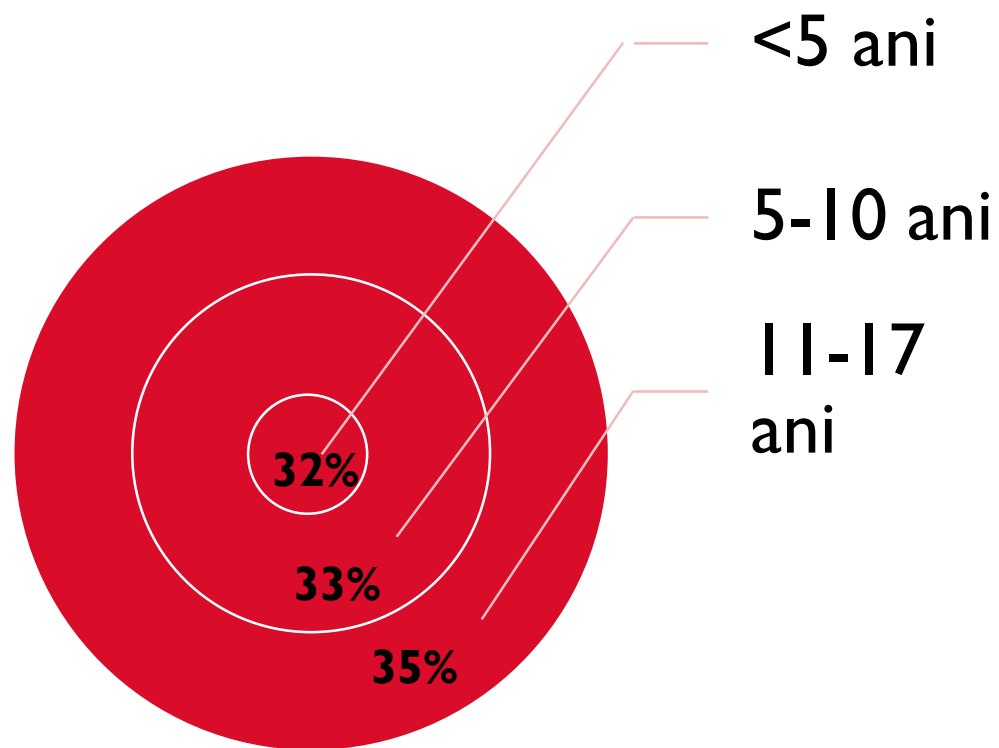
Feminin
49%

Repartizarea conform grupelor de vârstă



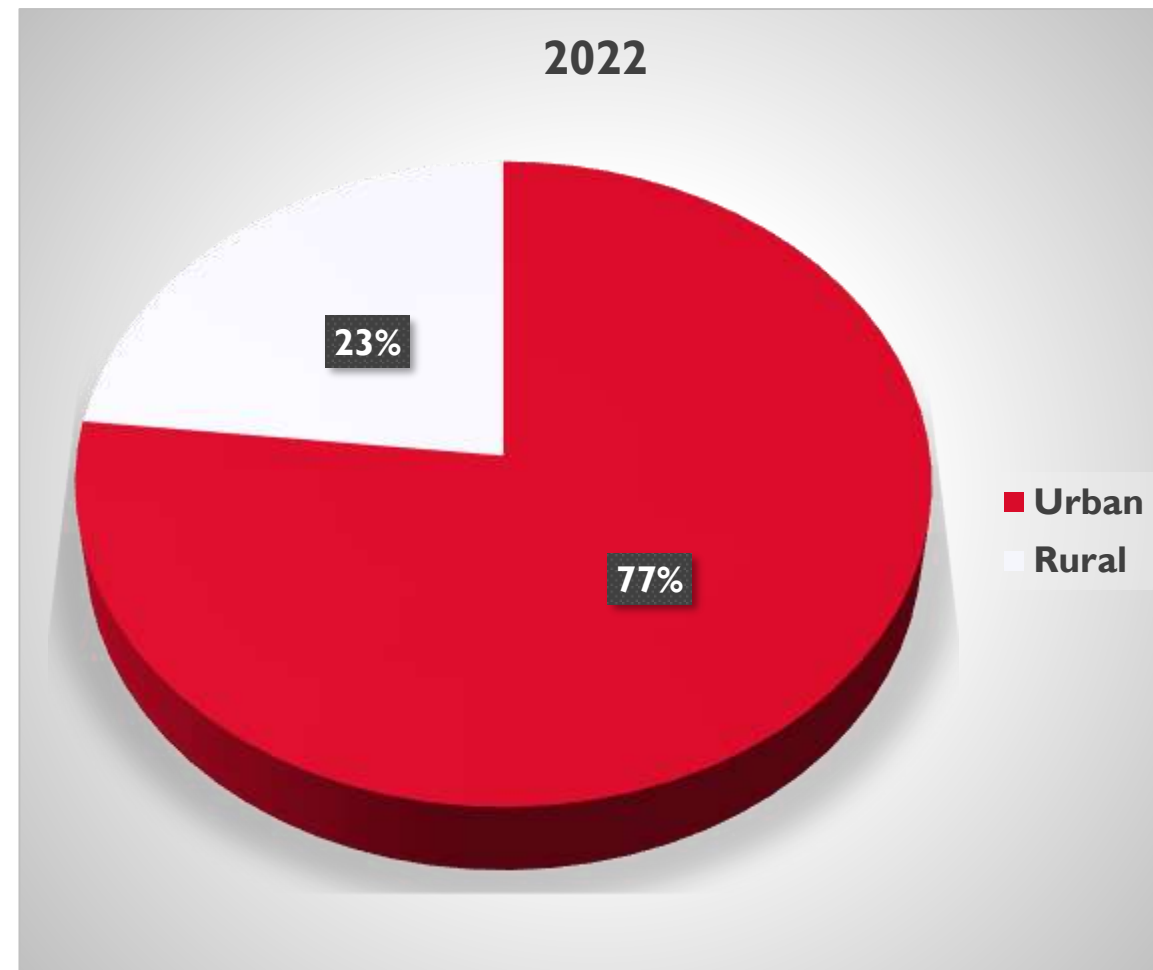
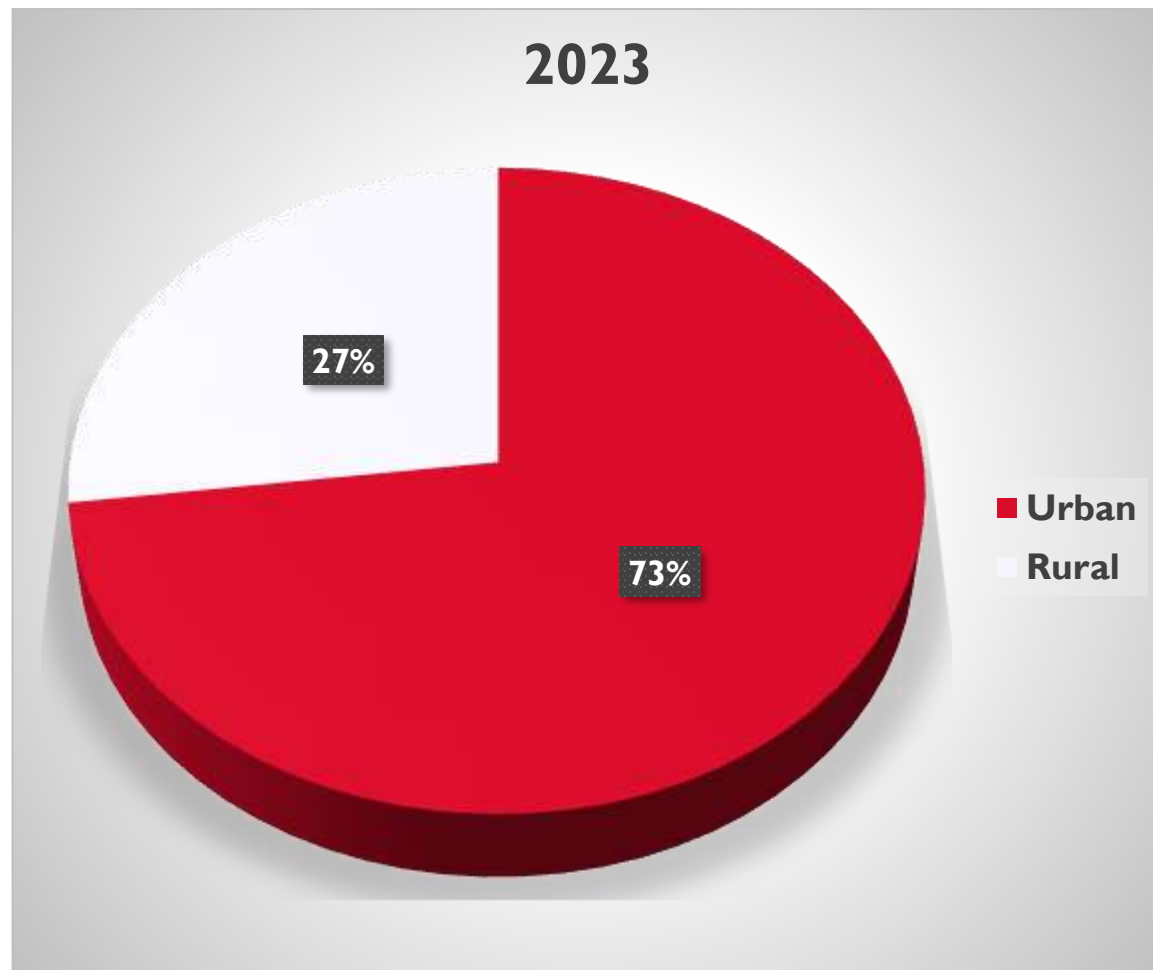
2023

2022



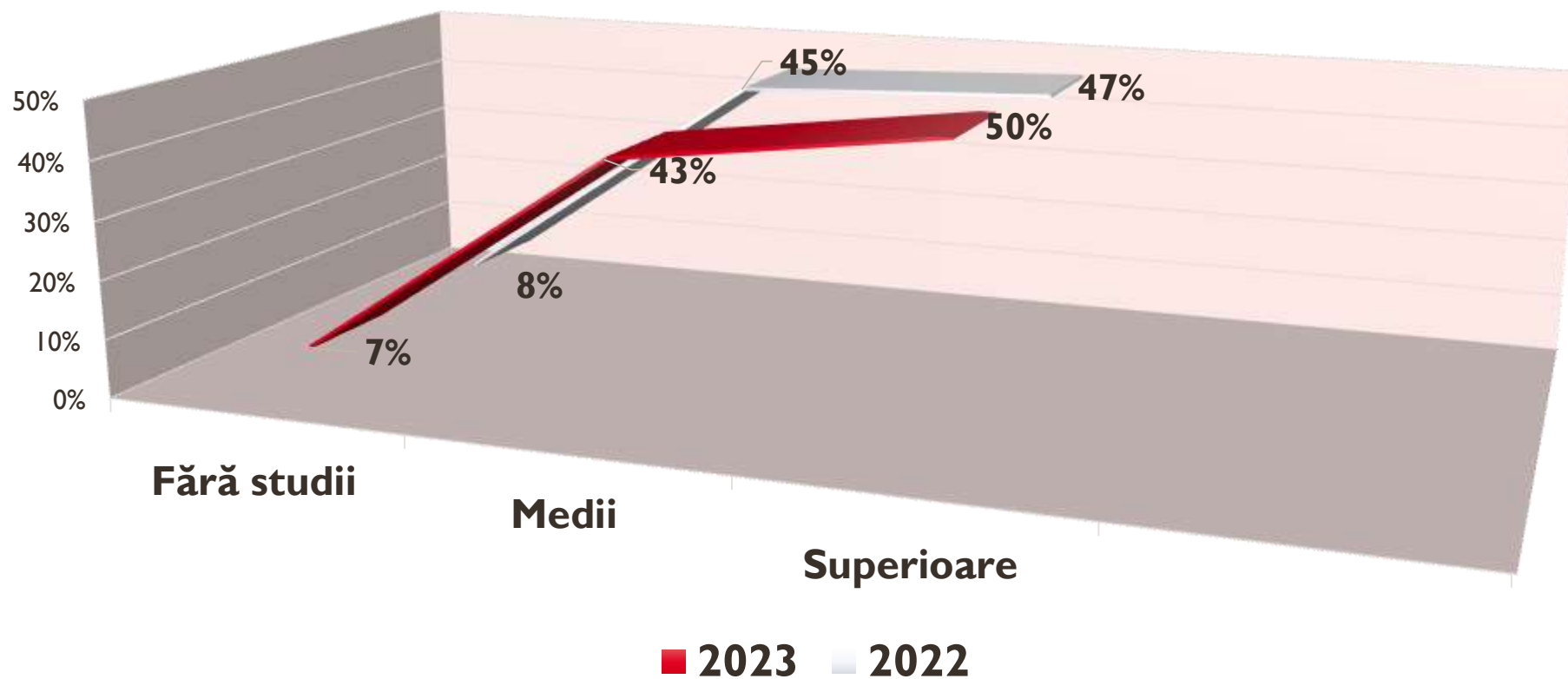


Mediul de Proveniență



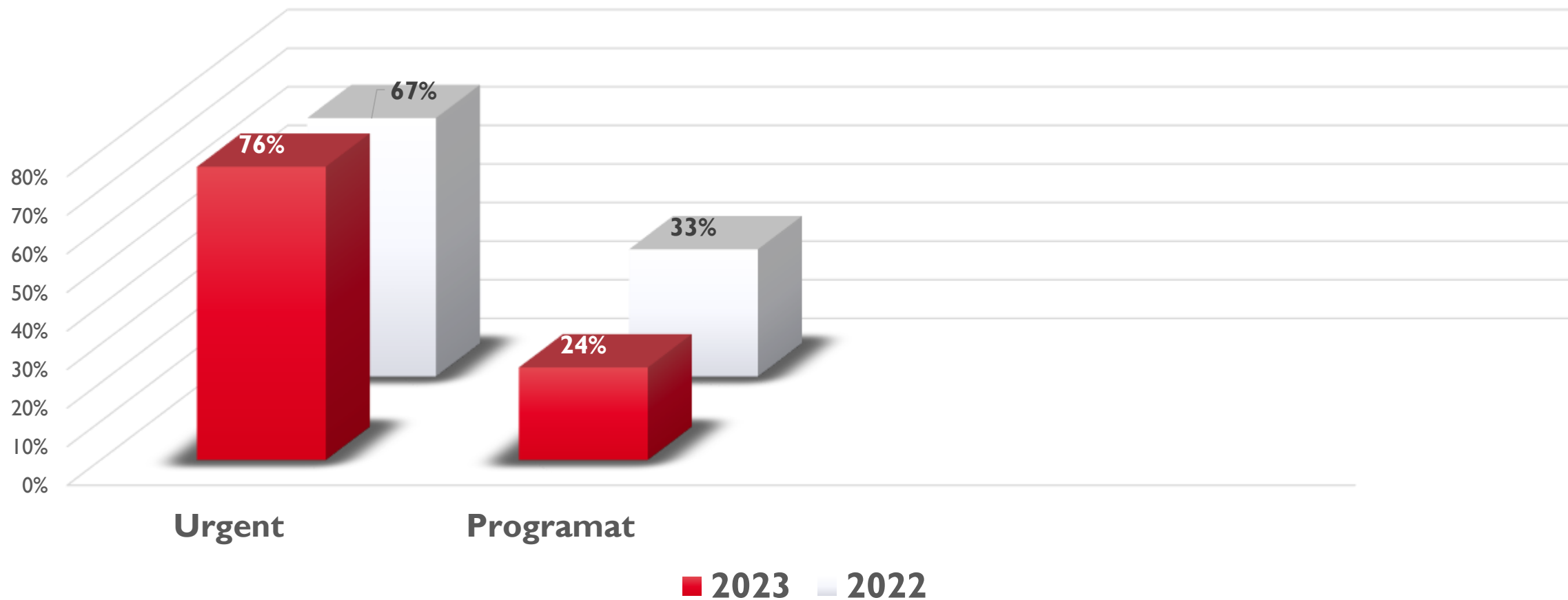


Gradul de pregătire profesională





Modalitatea internării

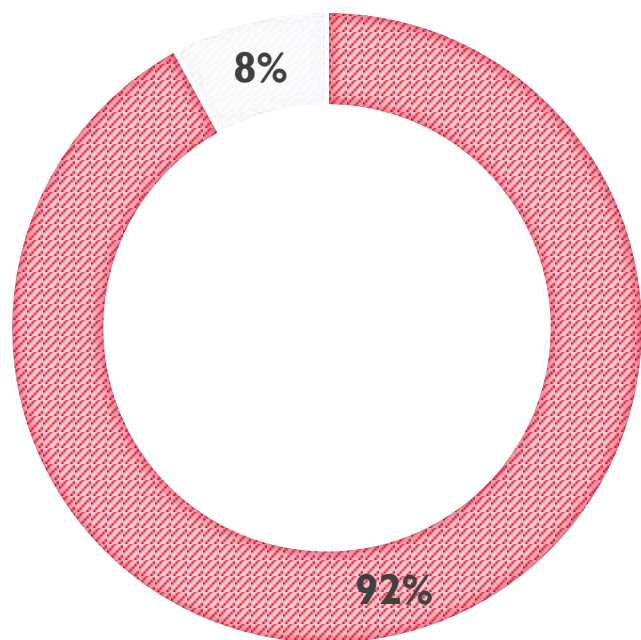




Timpul de așteptare la internare

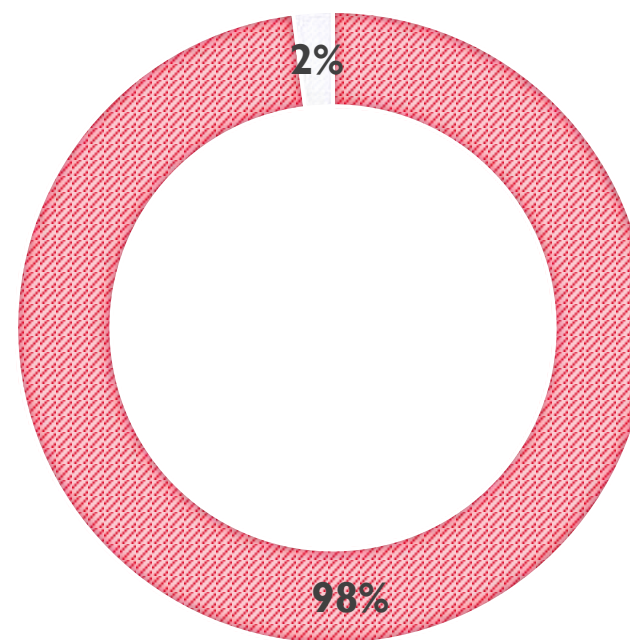
2023

■ < 1 h ■ > 1 h ■



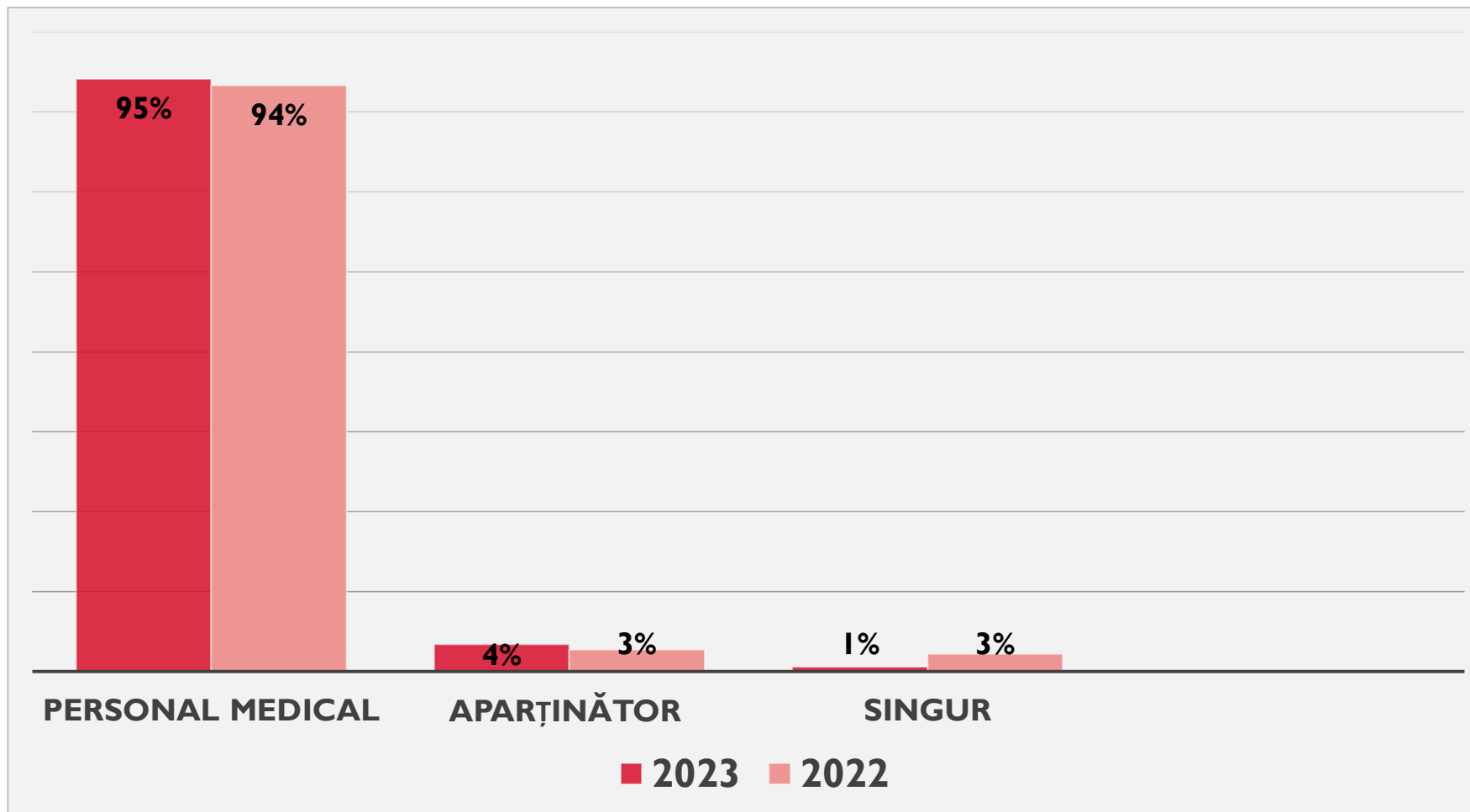
2022

■ < 1 h ■ > 1 h ■





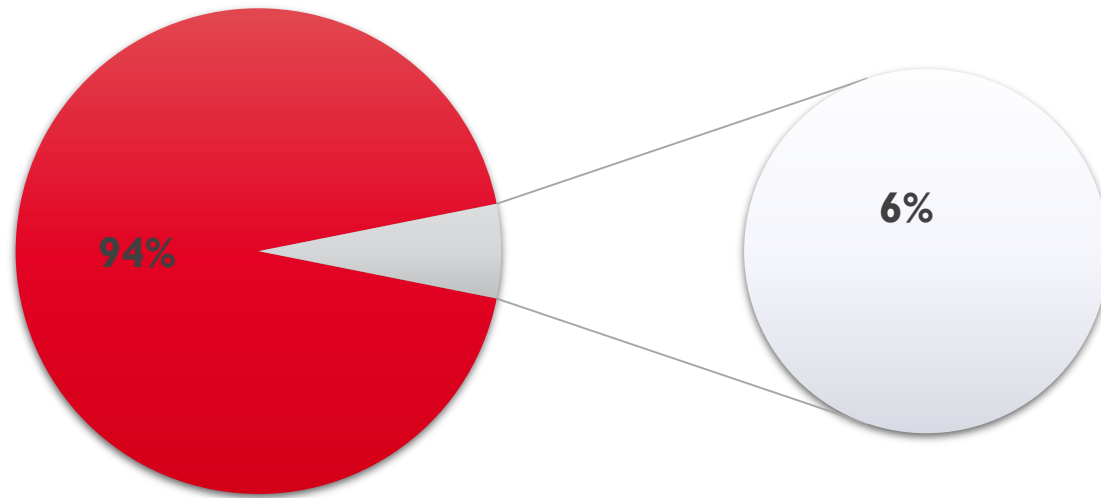
Conducerea pacientului către secție



Informarea cu privire la drepturile pacientului

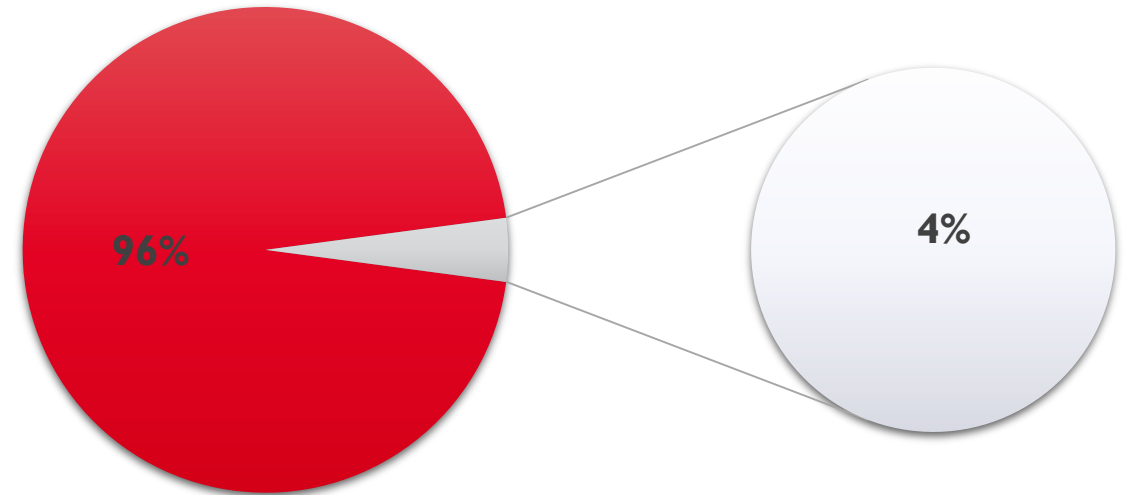


2023



■ DA ■ NU

2022



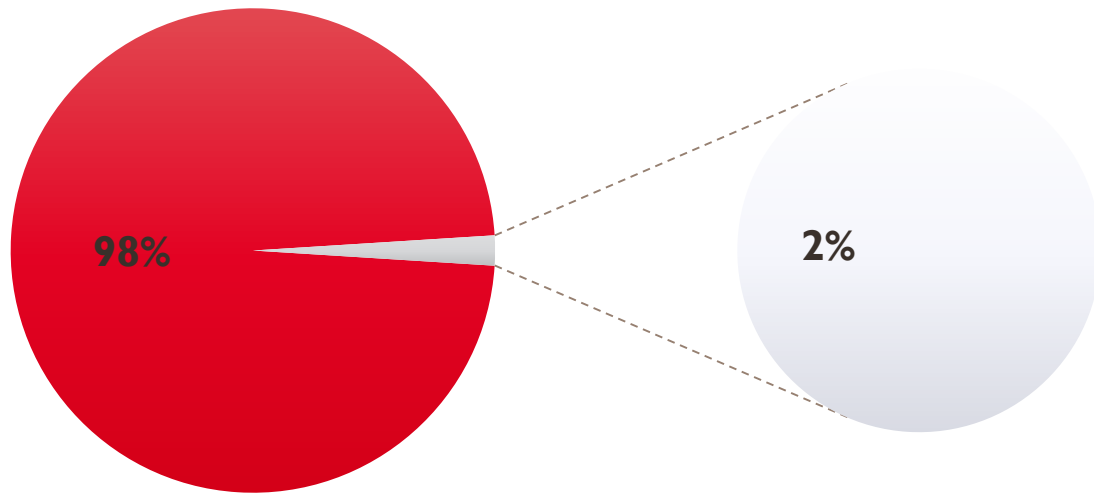
■ DA ■ NU

Informarea cu privire la responsabilitățile pacientului

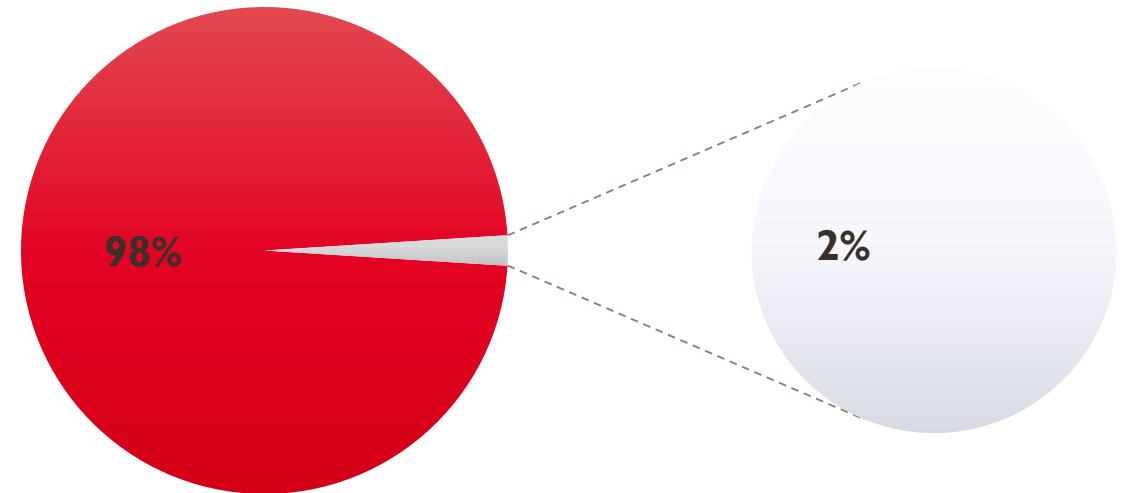


2023

2022



■ DA ■ NU

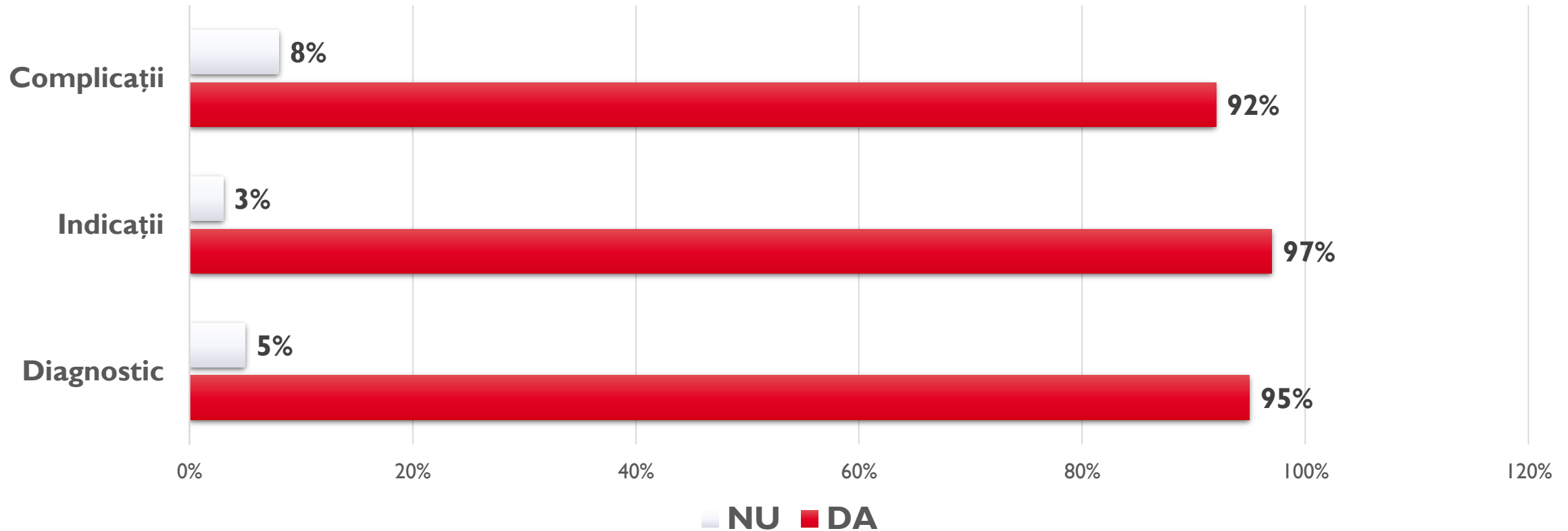


■ DA ■ NU

Informarea cu privire la: diagnostic, indicații și complicații



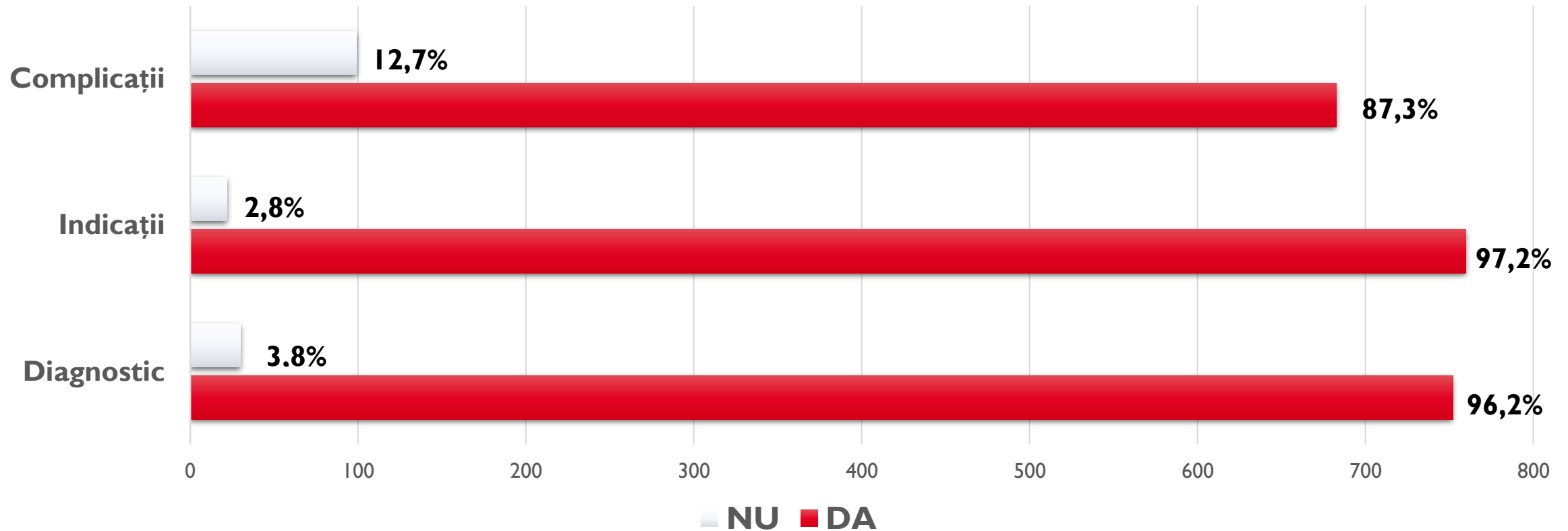
2023



Informarea cu privire la: diagnostic, indicații și complicații



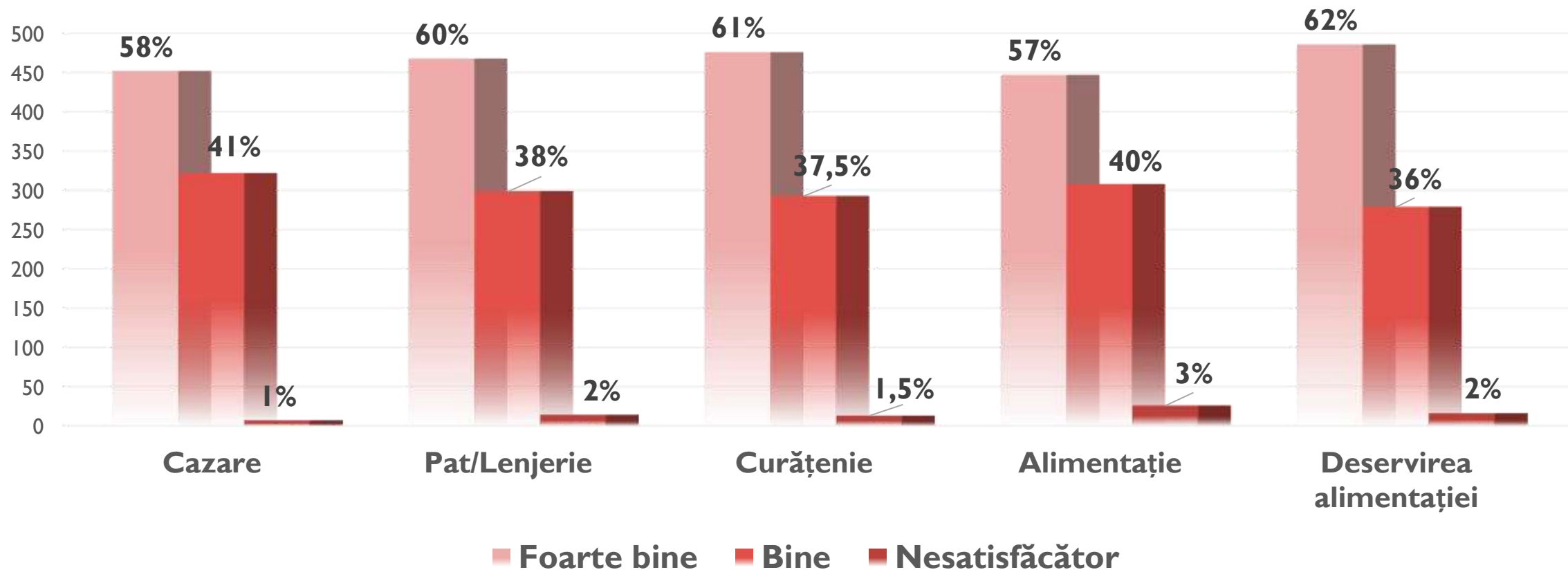
2022





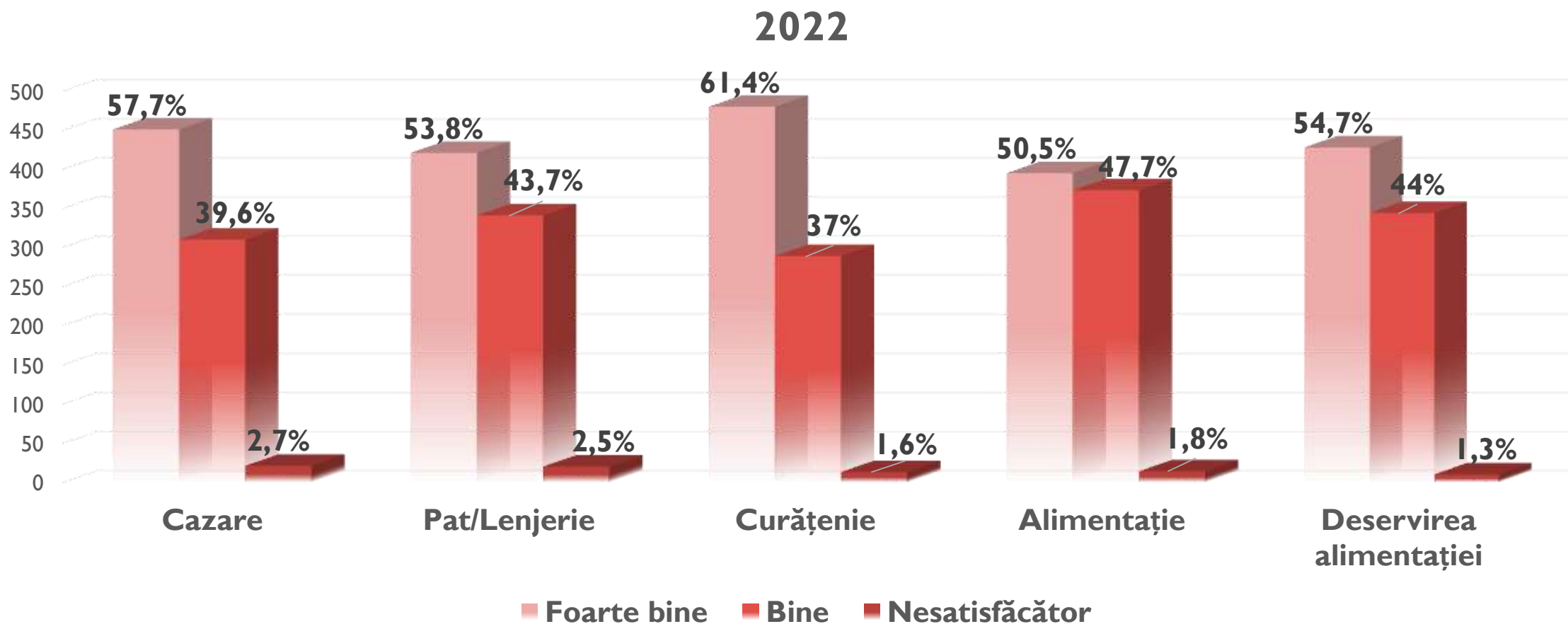
Calificative pentru următoarele servicii

2023





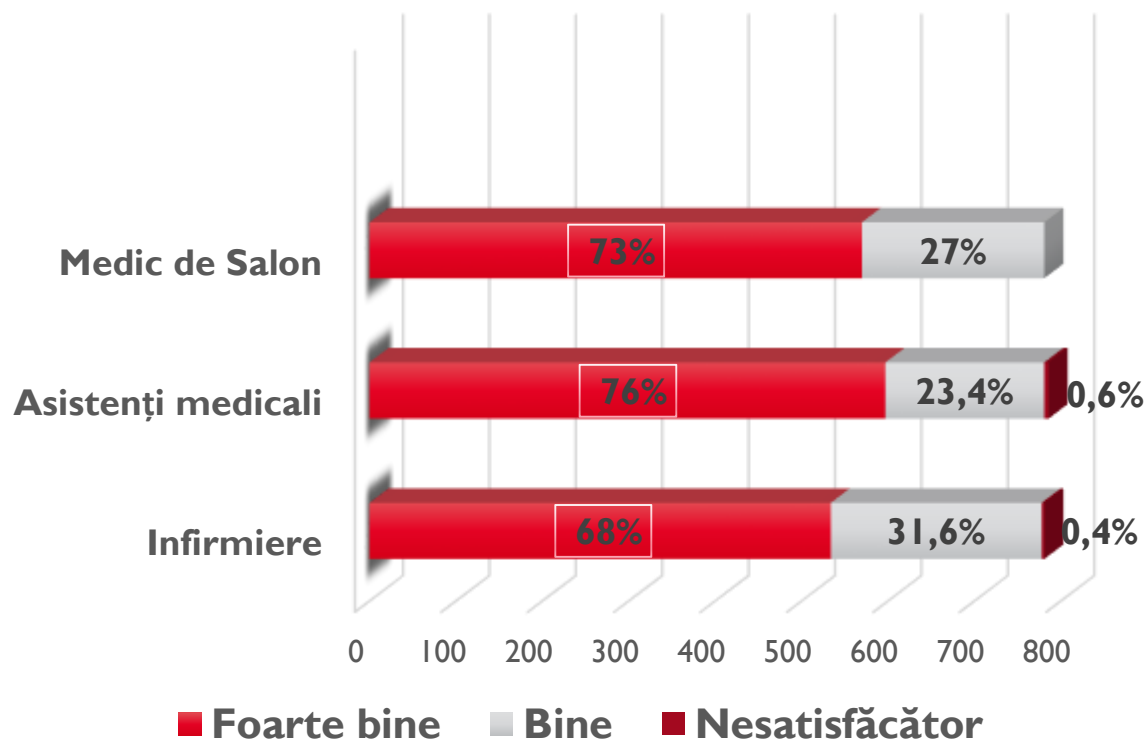
Calificative pentru următoarele servicii



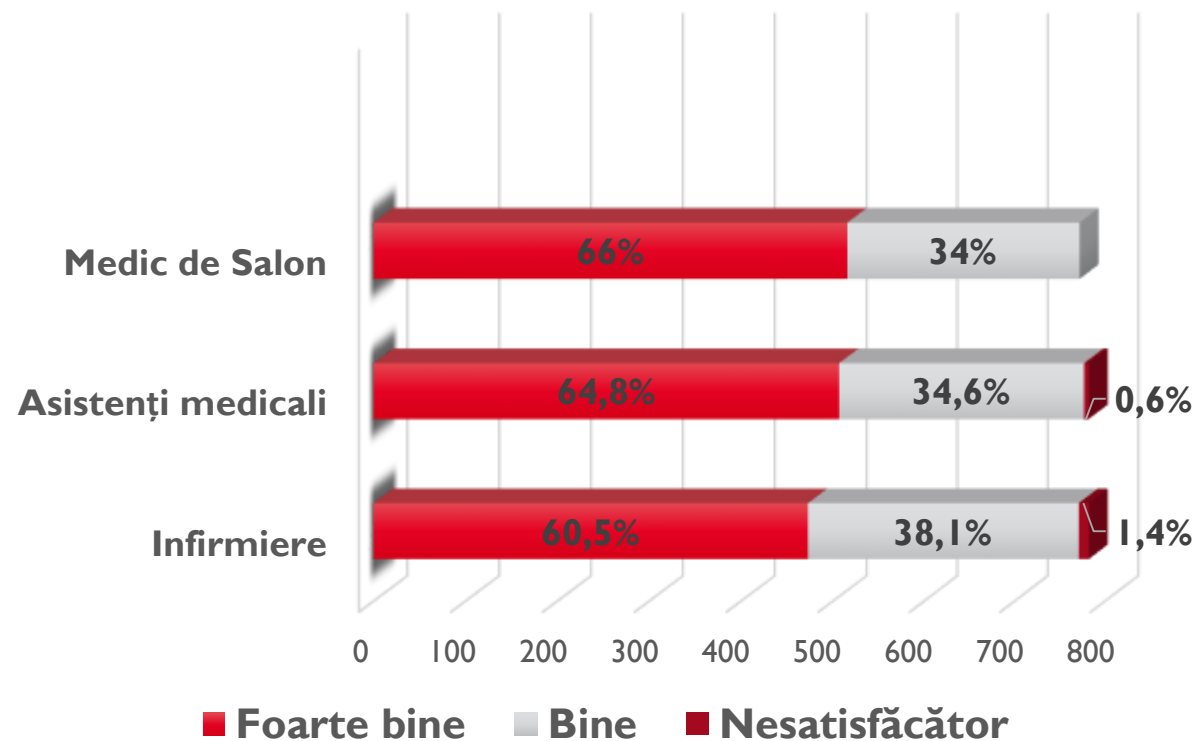


Calitatea asistenței medicale acordate

2023



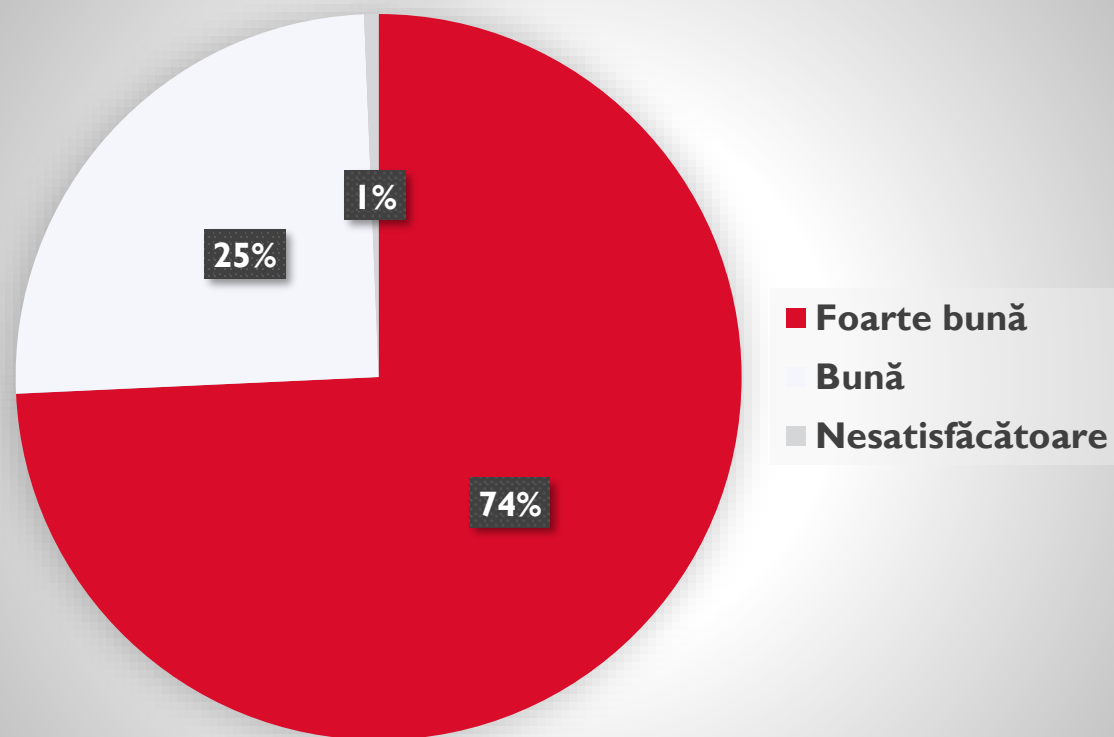
2022



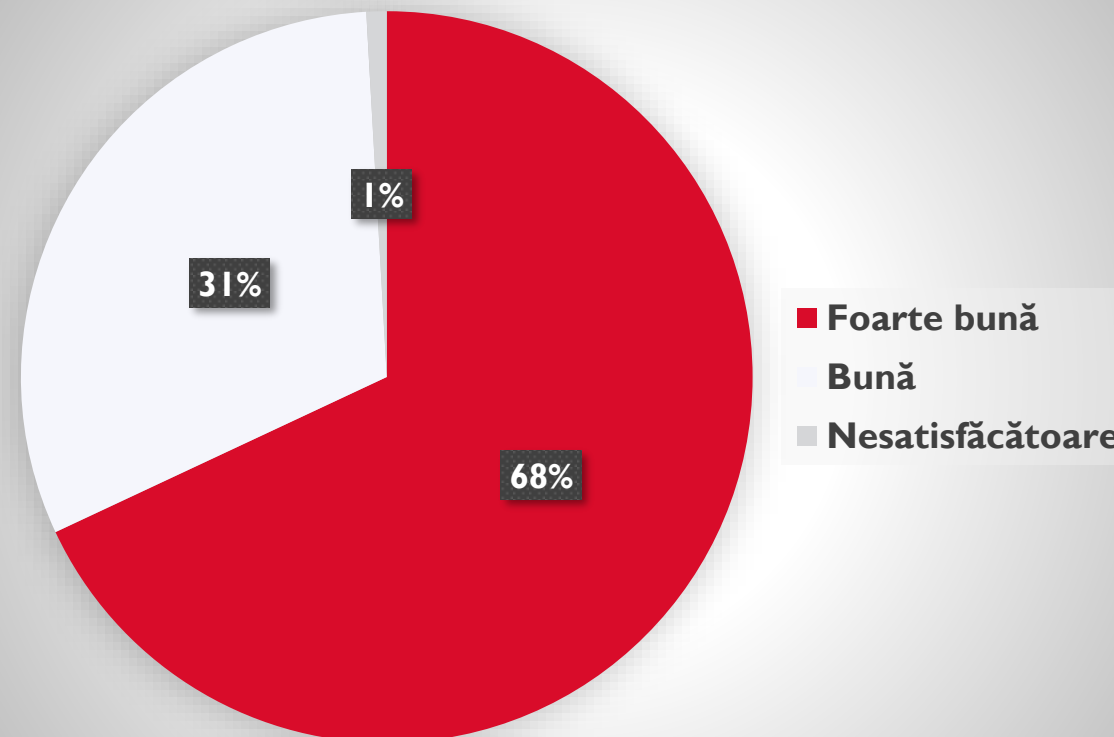


Amabilitatea personalului medical

2023



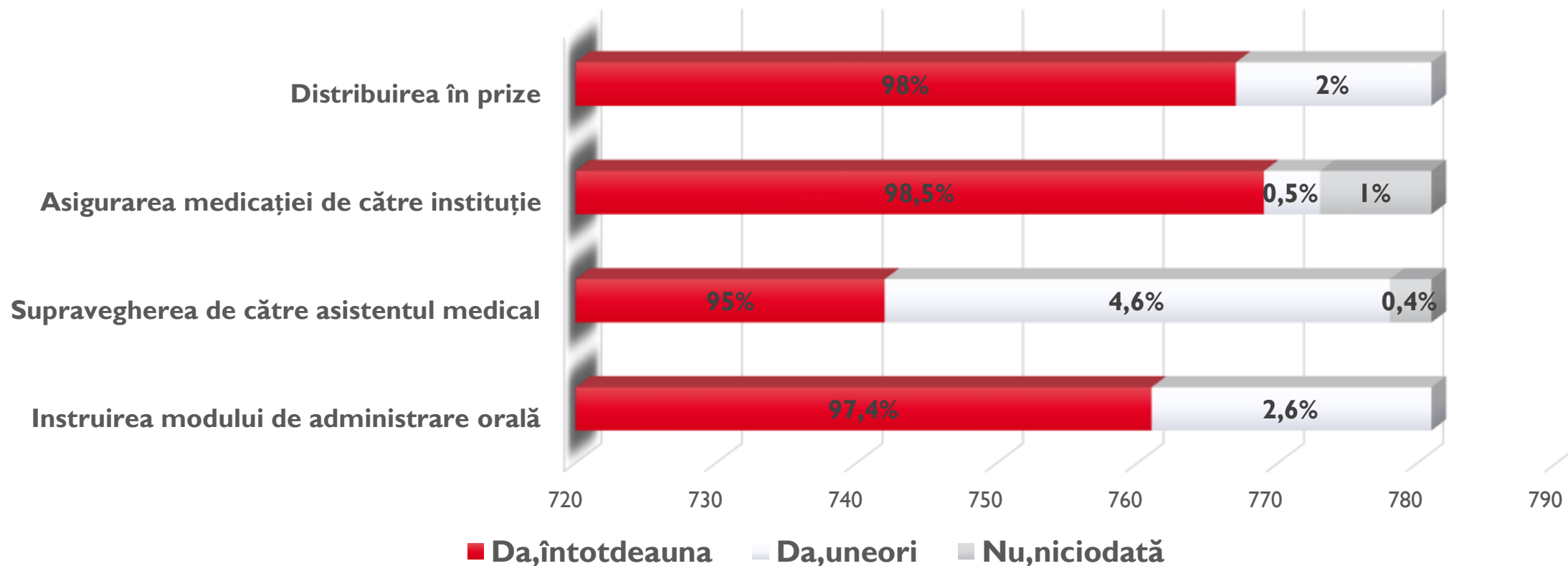
2022





Administrarea medicamentelor

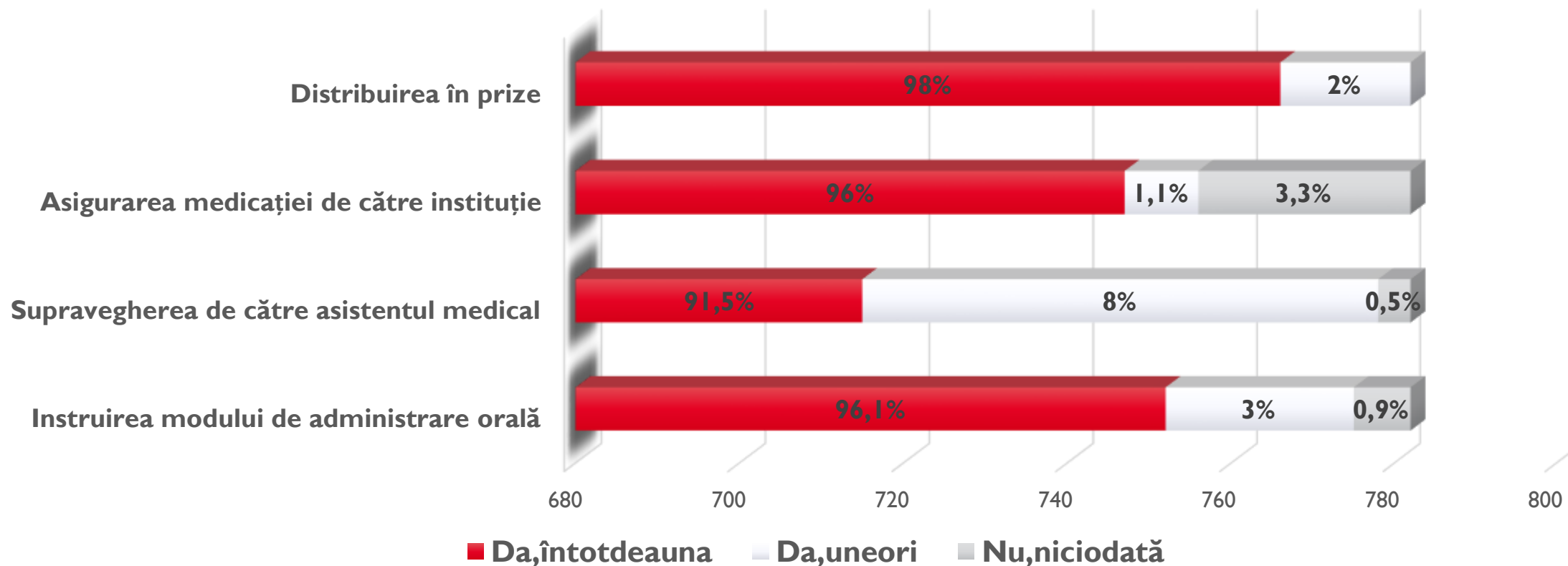
2023





Administrarea medicamentelor

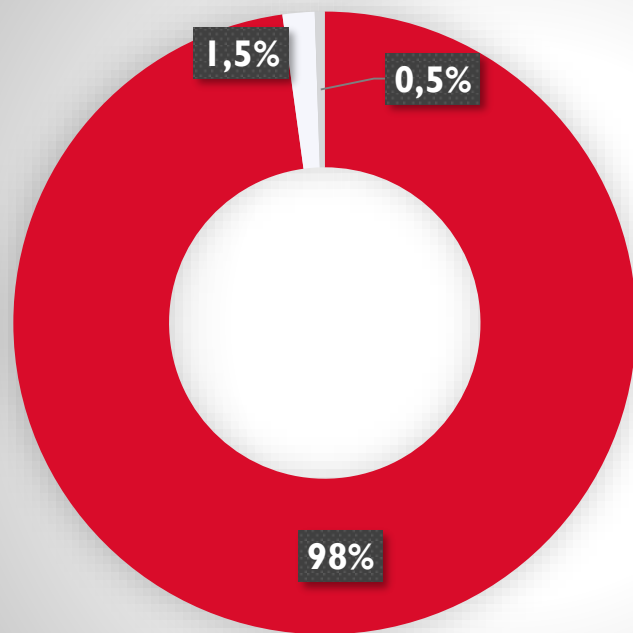
2022





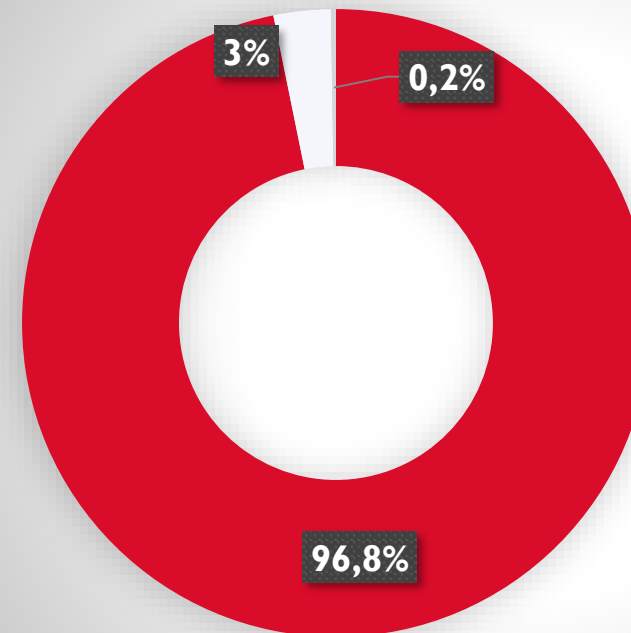
Însoțirea pacientului la investigații

2023



- Personal medical
- Aparținător
- Singur

2022

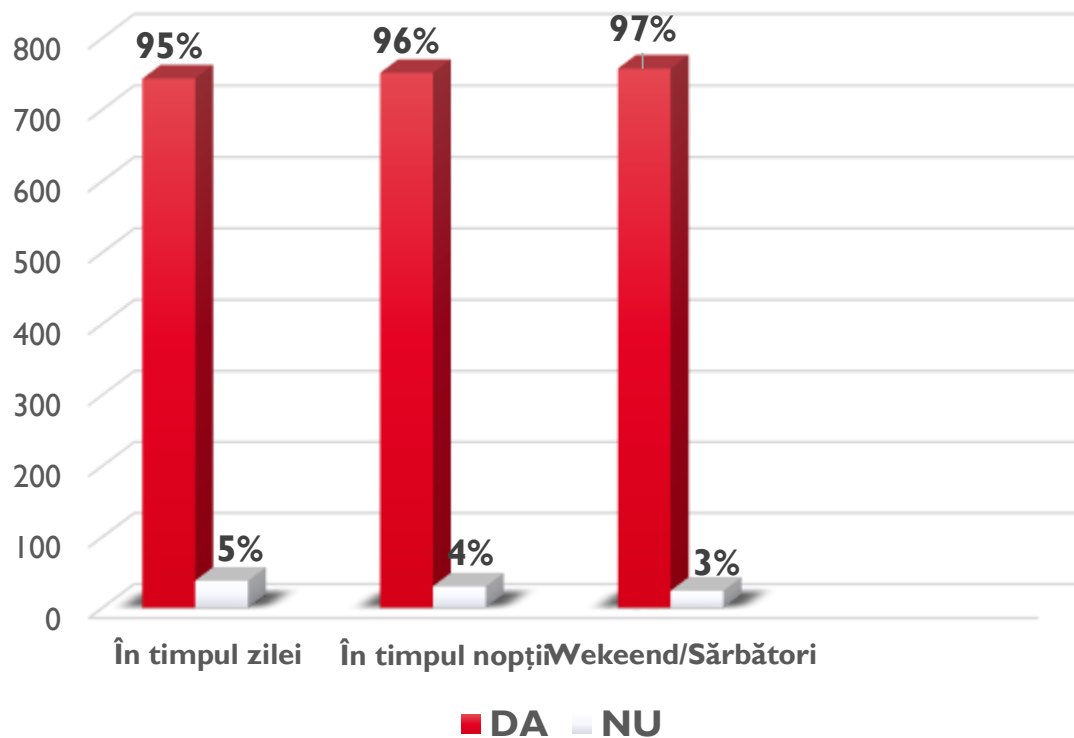


- Personal medical
- Aparținător
- Singur

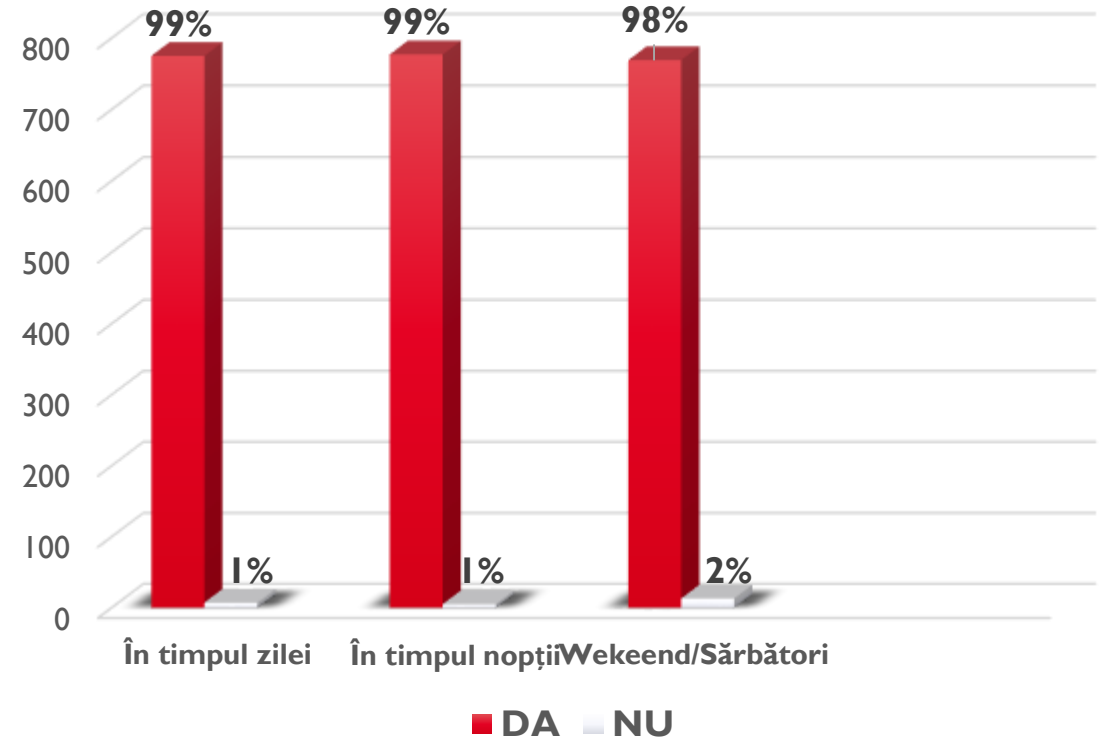
Asistența medicală acordată în timpul: zilei, nopții și weekend



2023

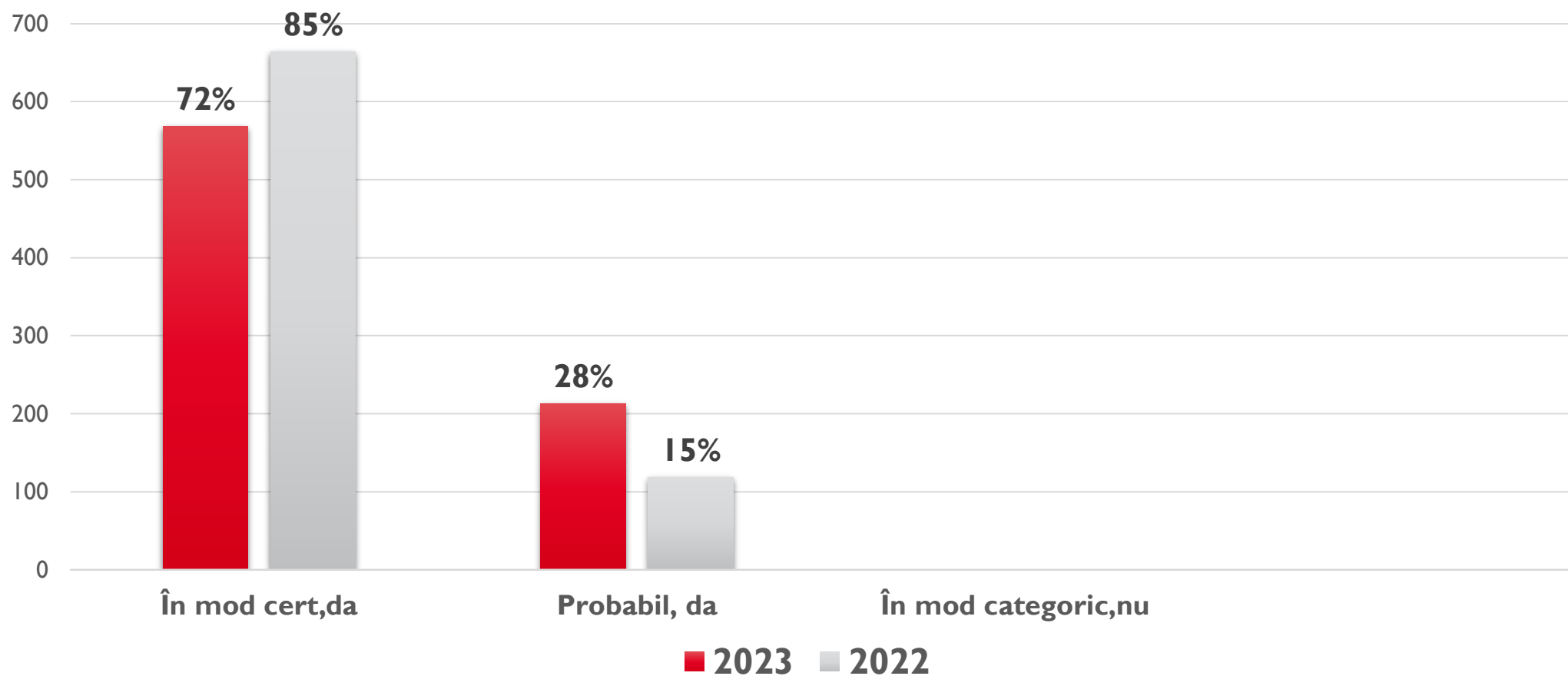


2022





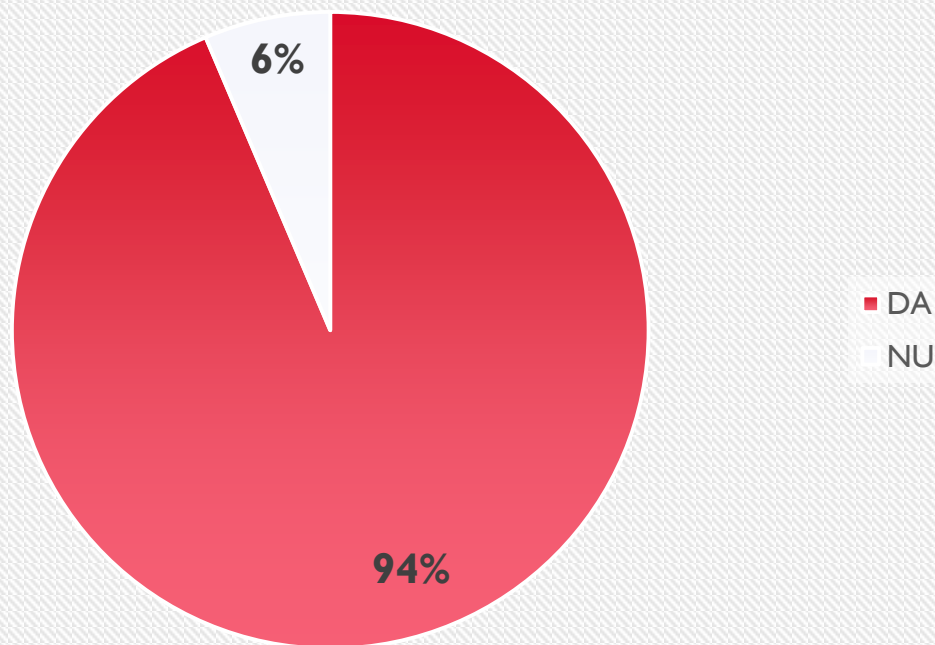
Dacă ar fi necesar să vă reinternati, ați opta pentru același spital ?



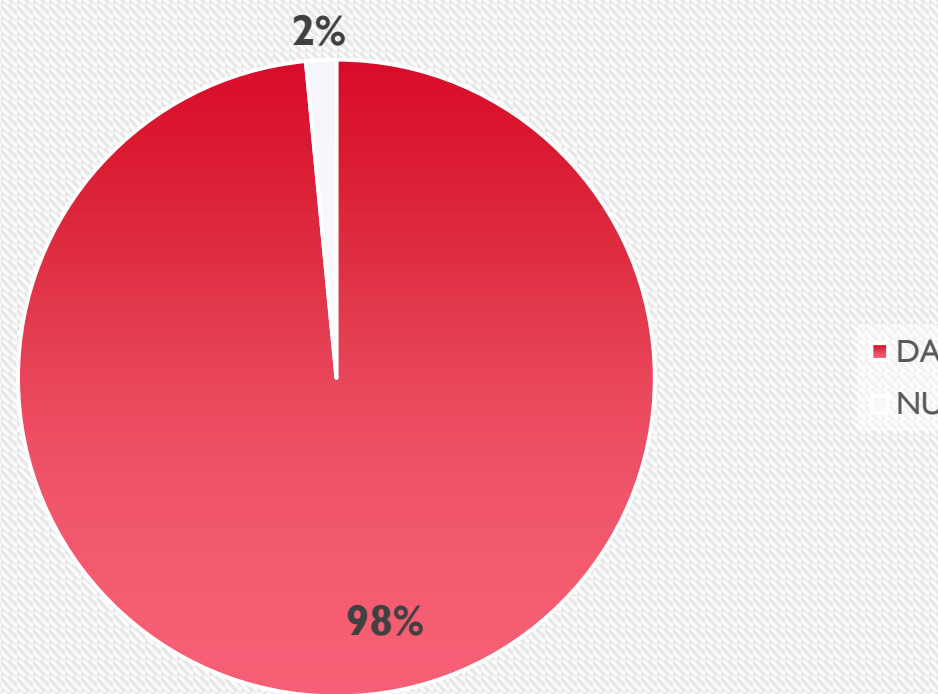


Respectarea drepturilor pacientului

2023



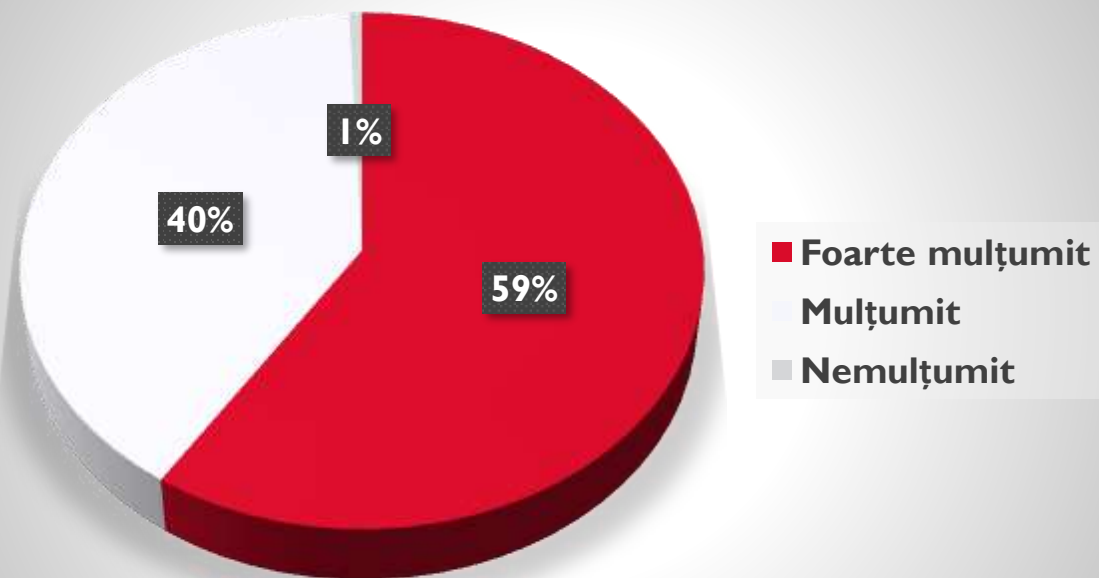
2022



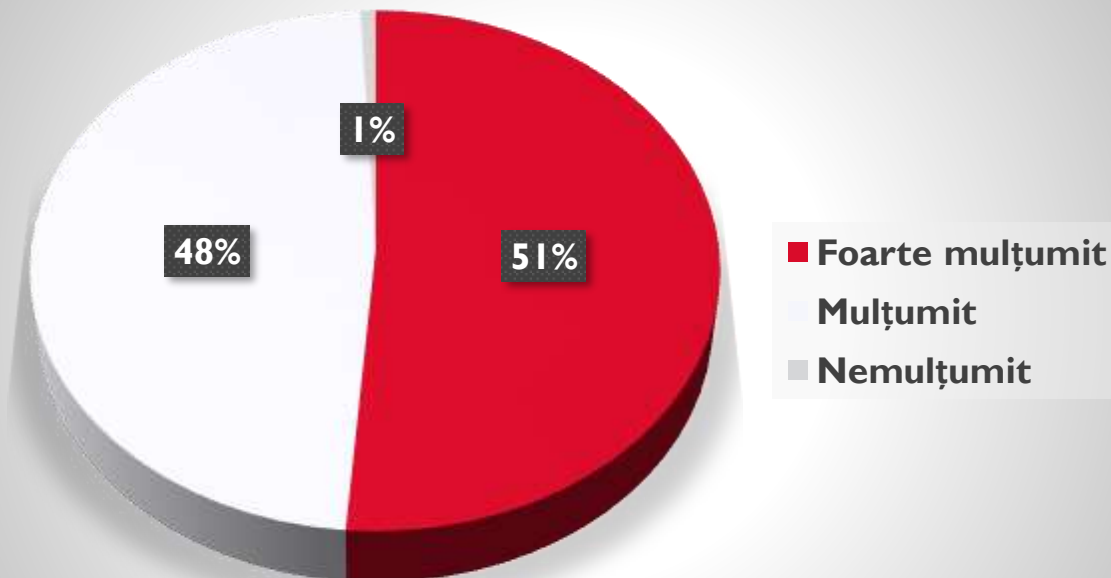


Impresia generală

2023



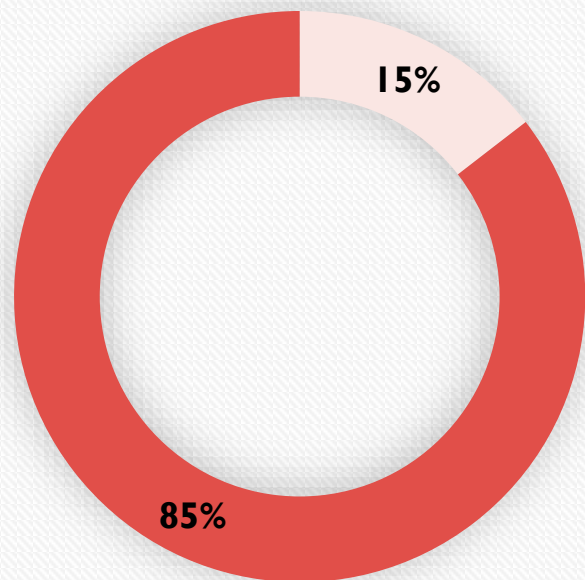
2022



Departament Medicină Urgentă (227/123 chestionare) Respondent

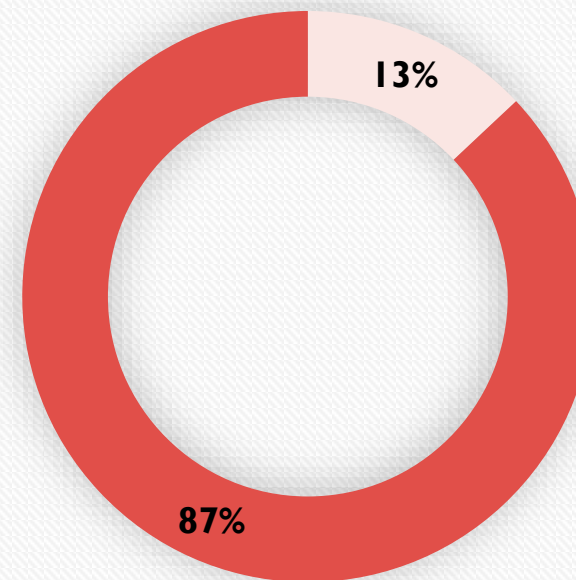


2023



■ Pacient ■ Aparținător

2022

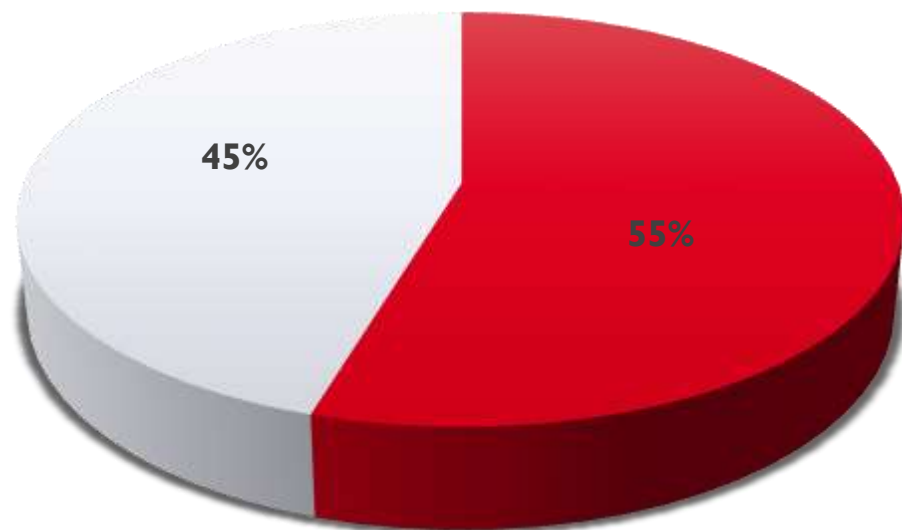


■ Pacient ■ Aparținător



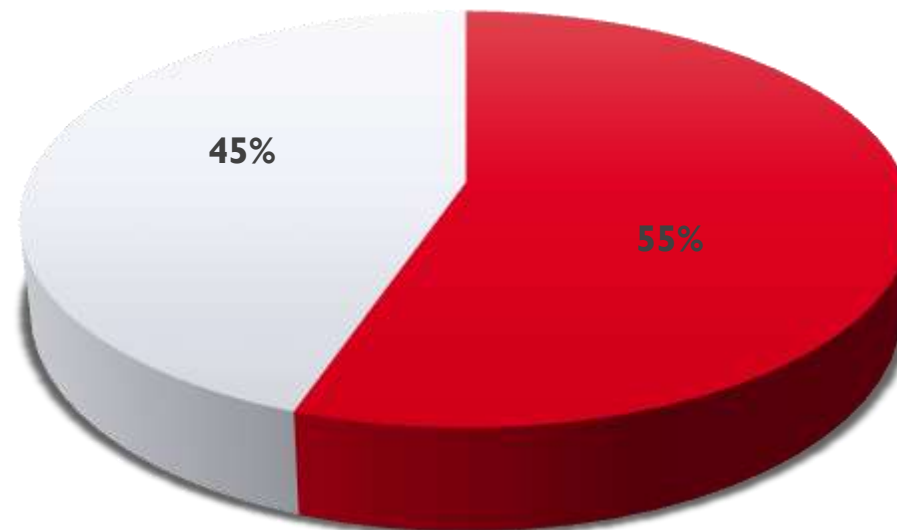
Genul

2023



■ Masculin ■ Feminin

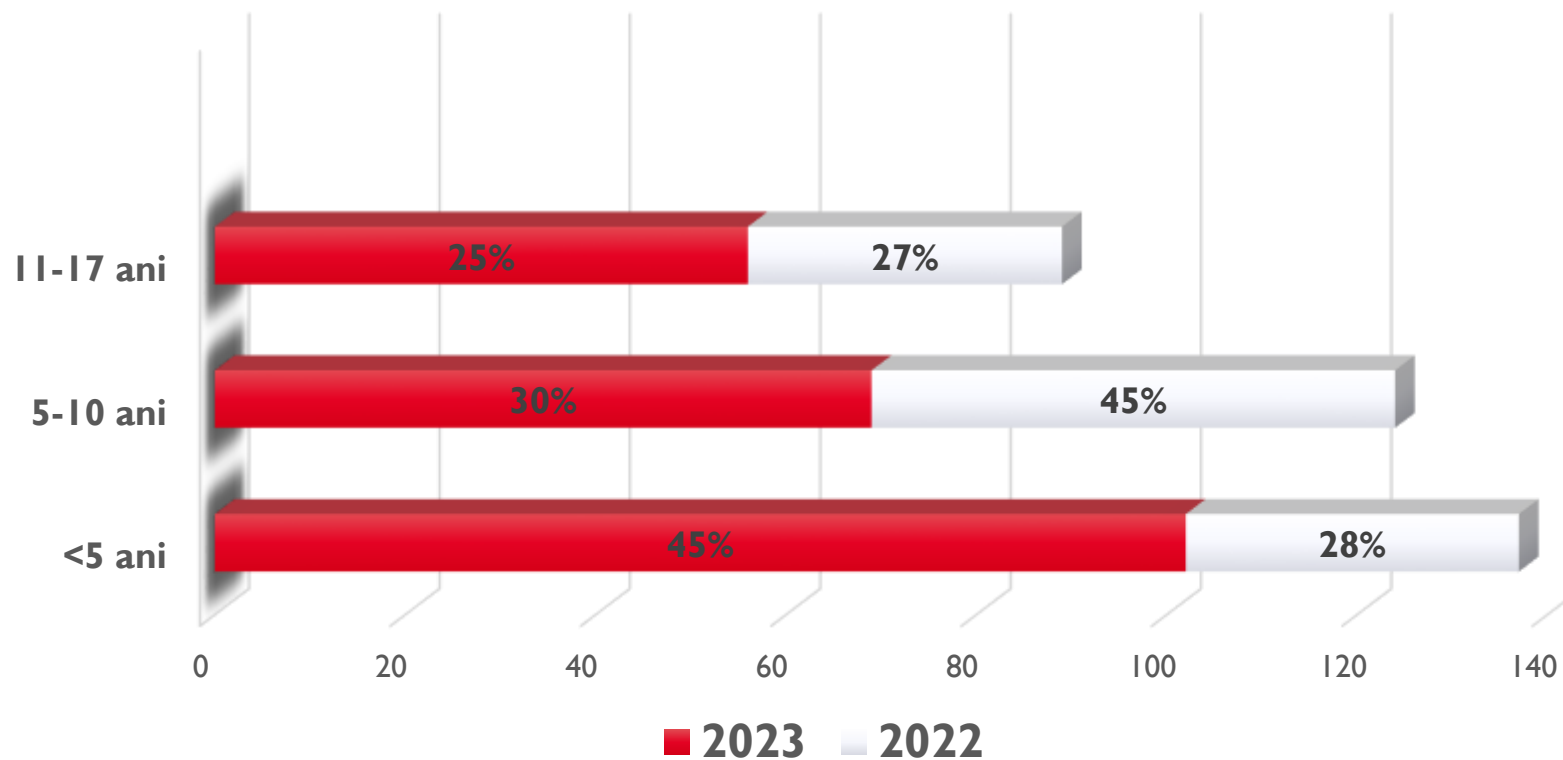
2022



■ Masculin ■ Feminin



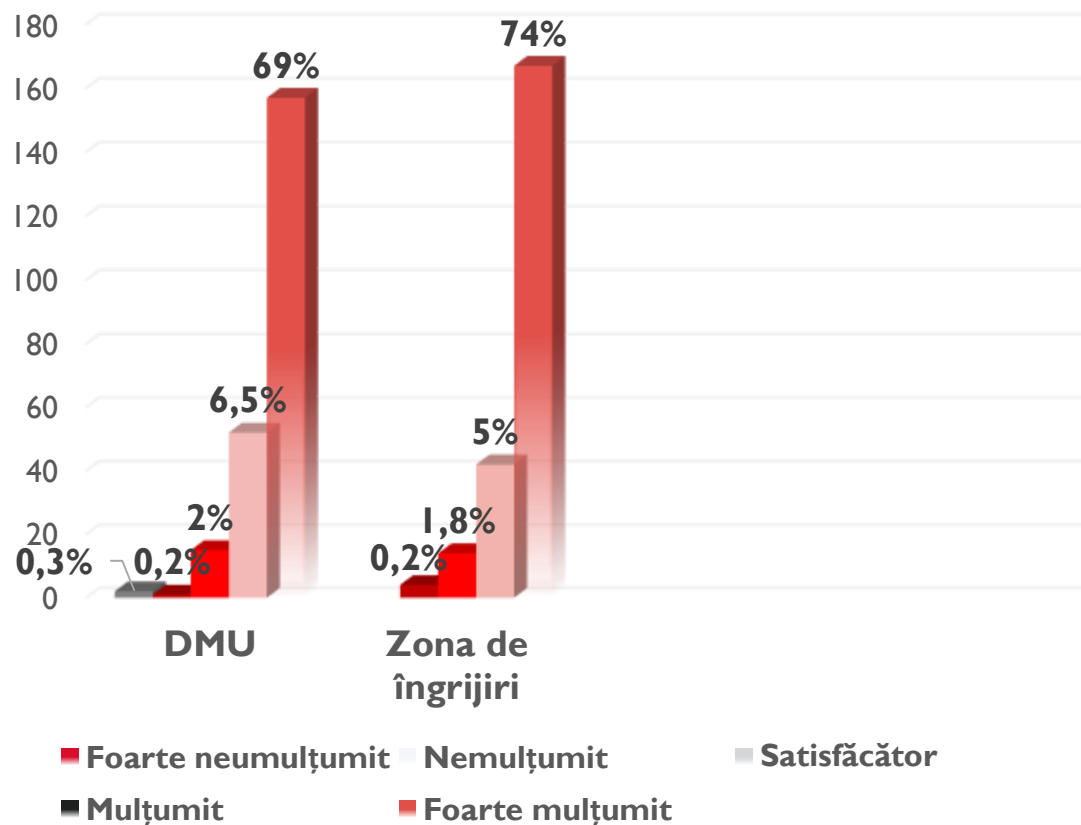
Grupa de vârstă



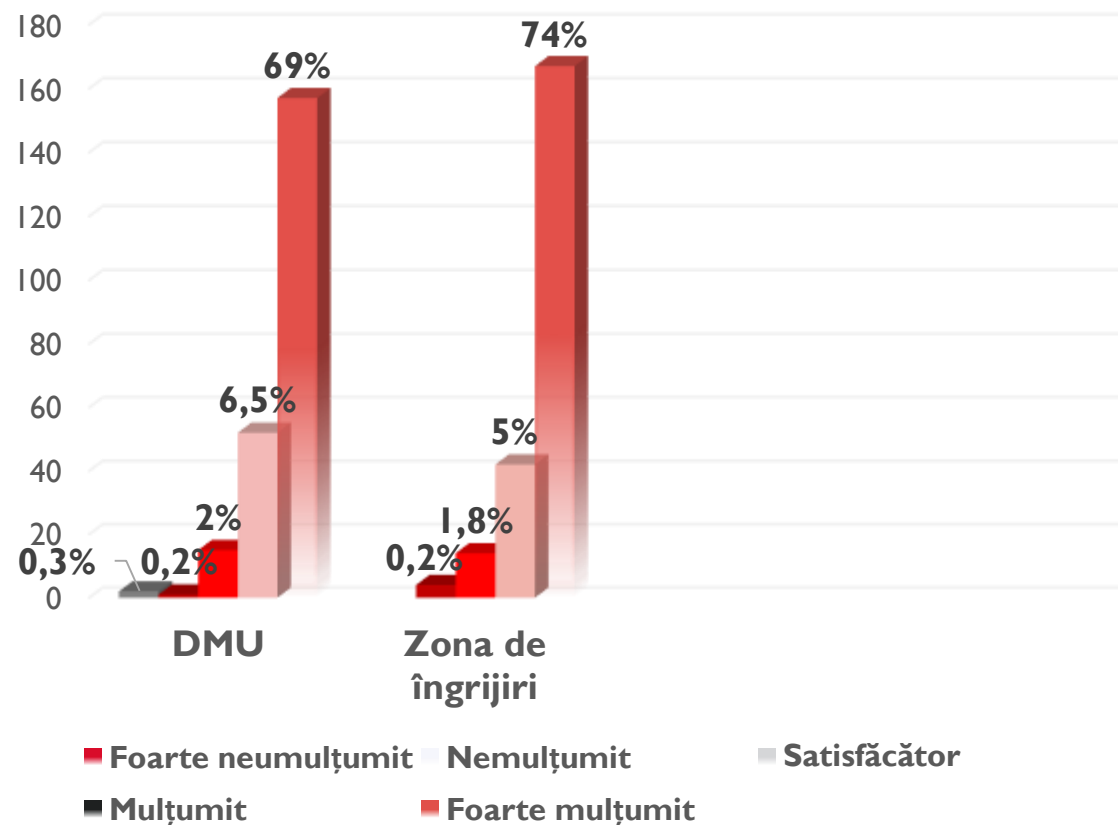
Rapiditatea preluării pacientului la DMU/Zona de îngrijiri



2023



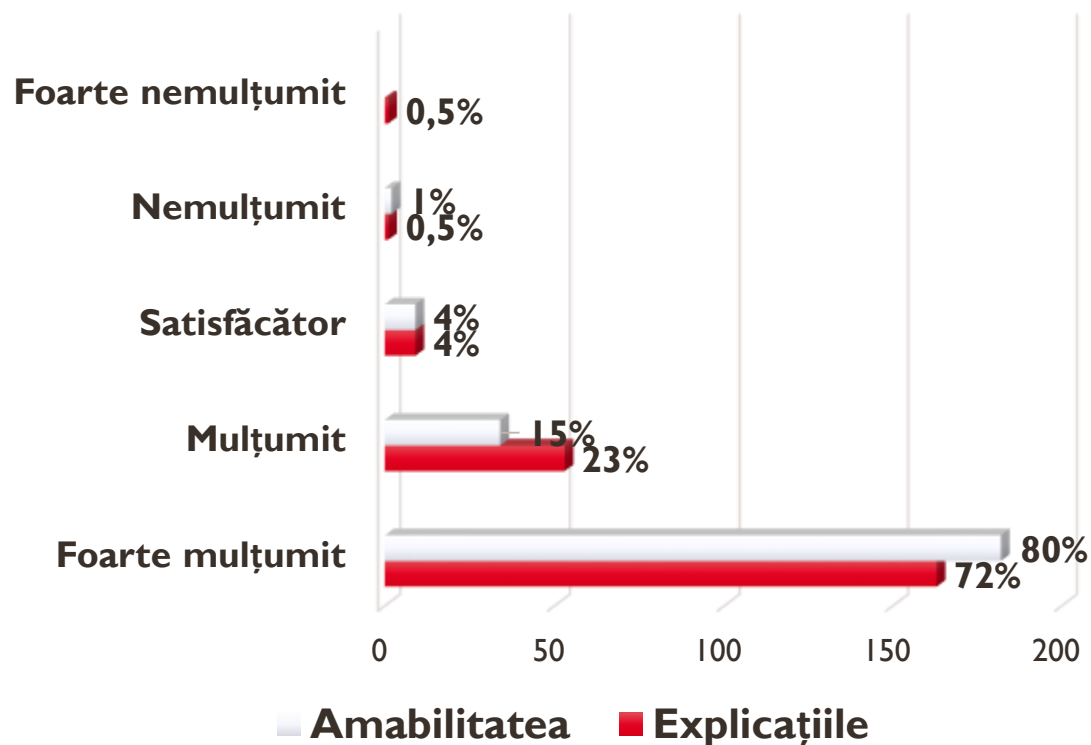
2022



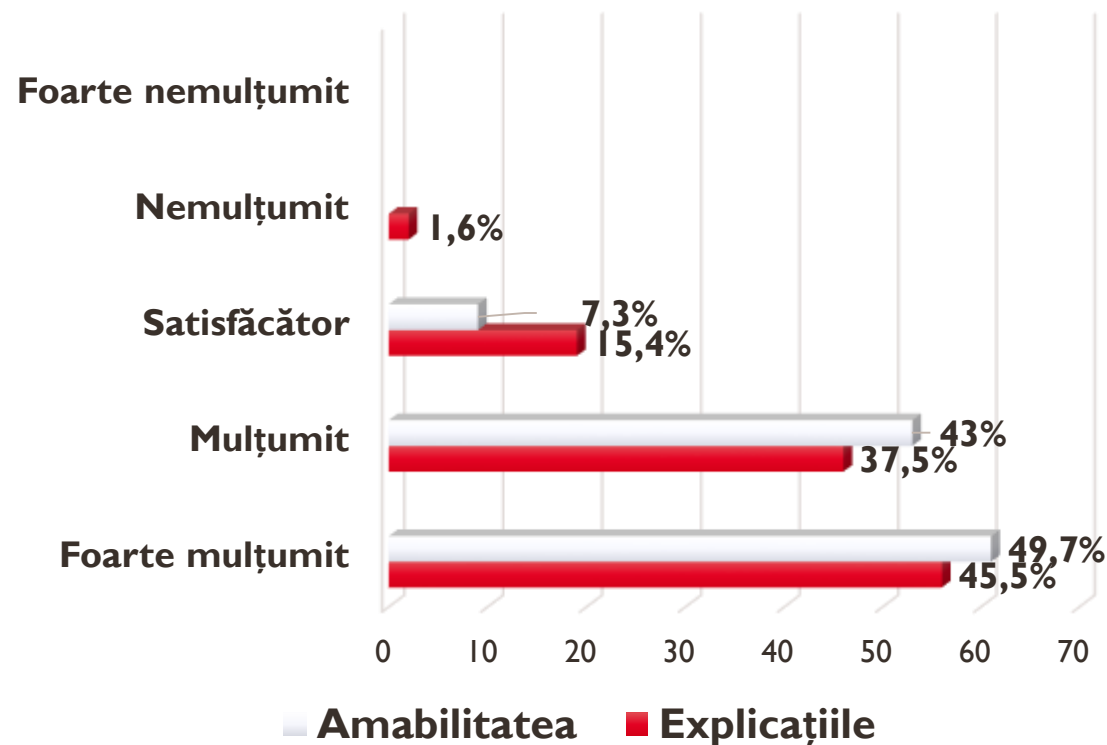
Amabilitatea personalului medical și explicațiile referitor la așteptare



2023



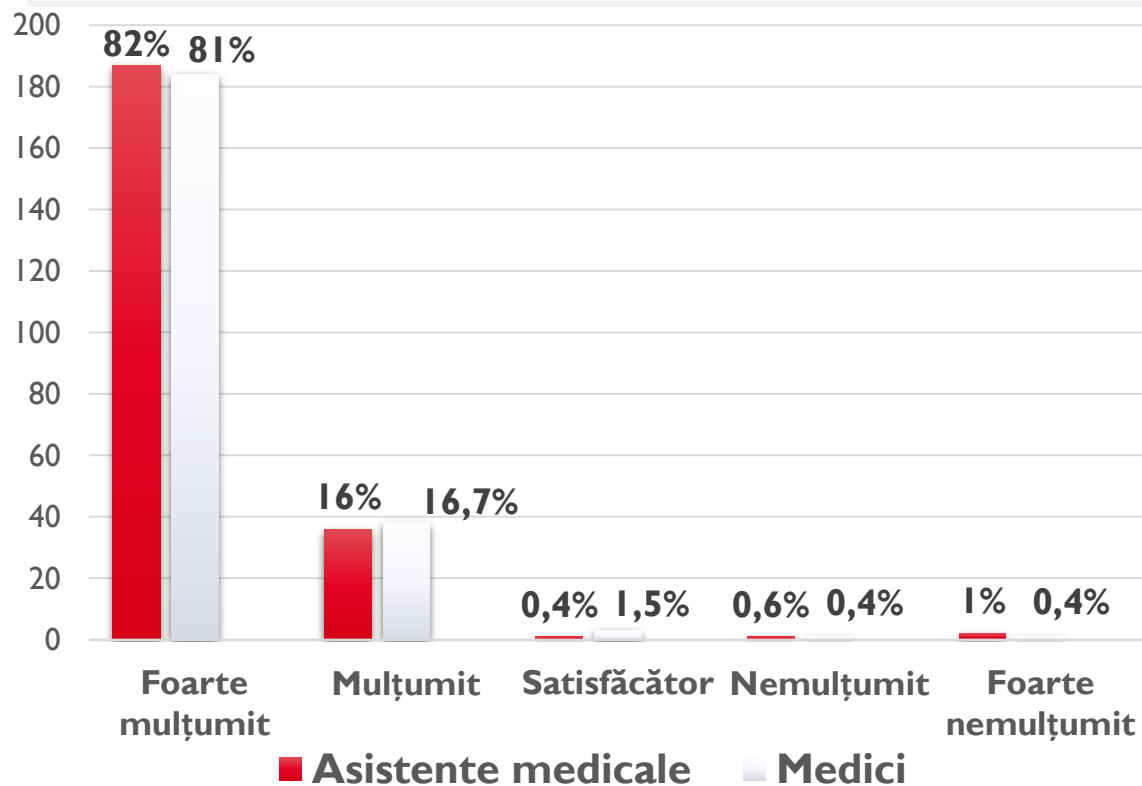
2022



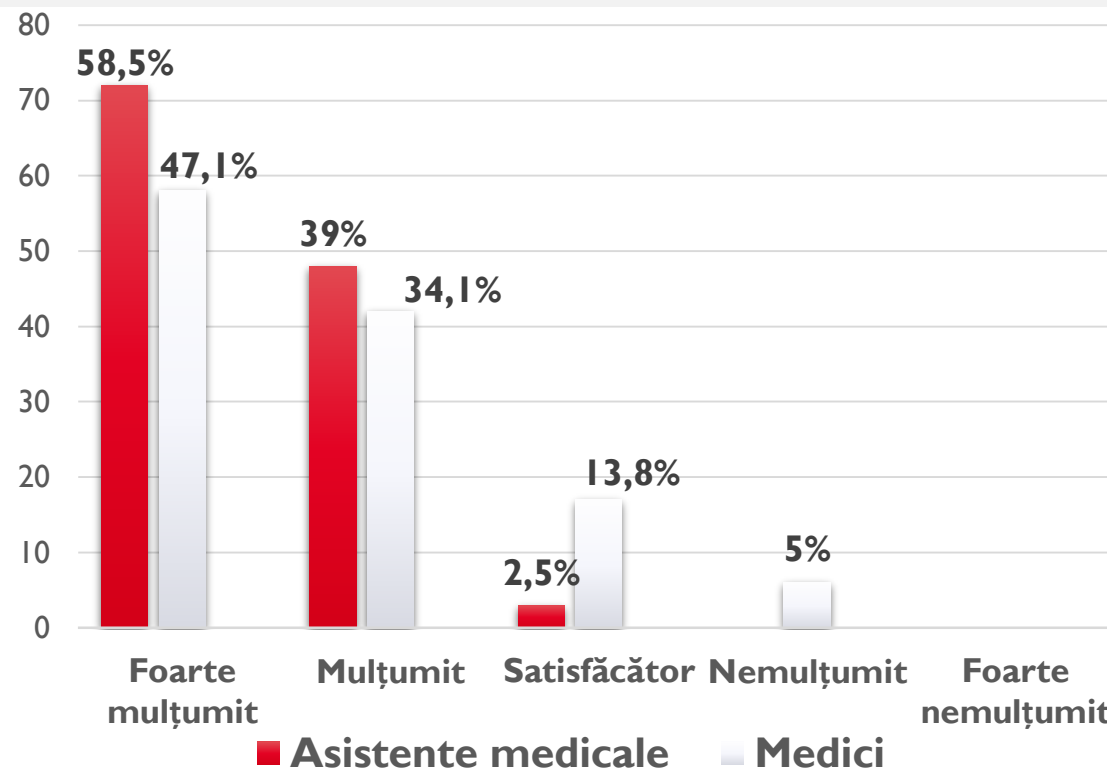
Atitudinea și comportamentul asistentelor medicale și al medicilor



2023



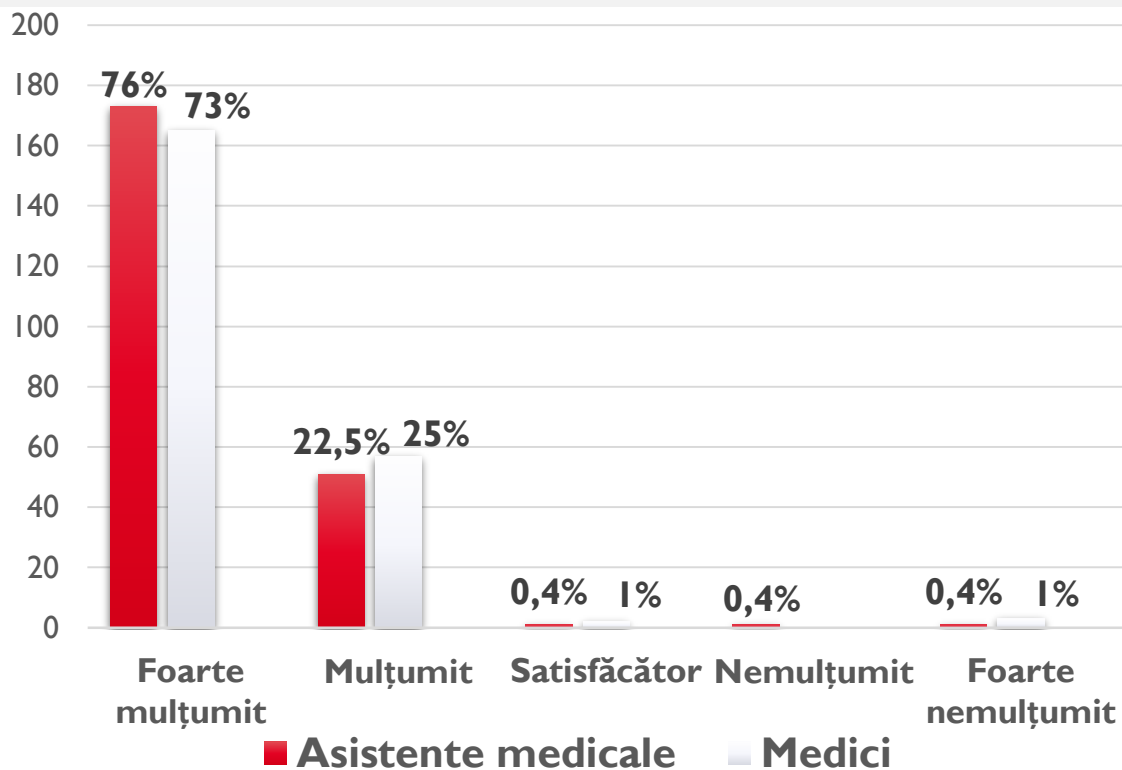
2022



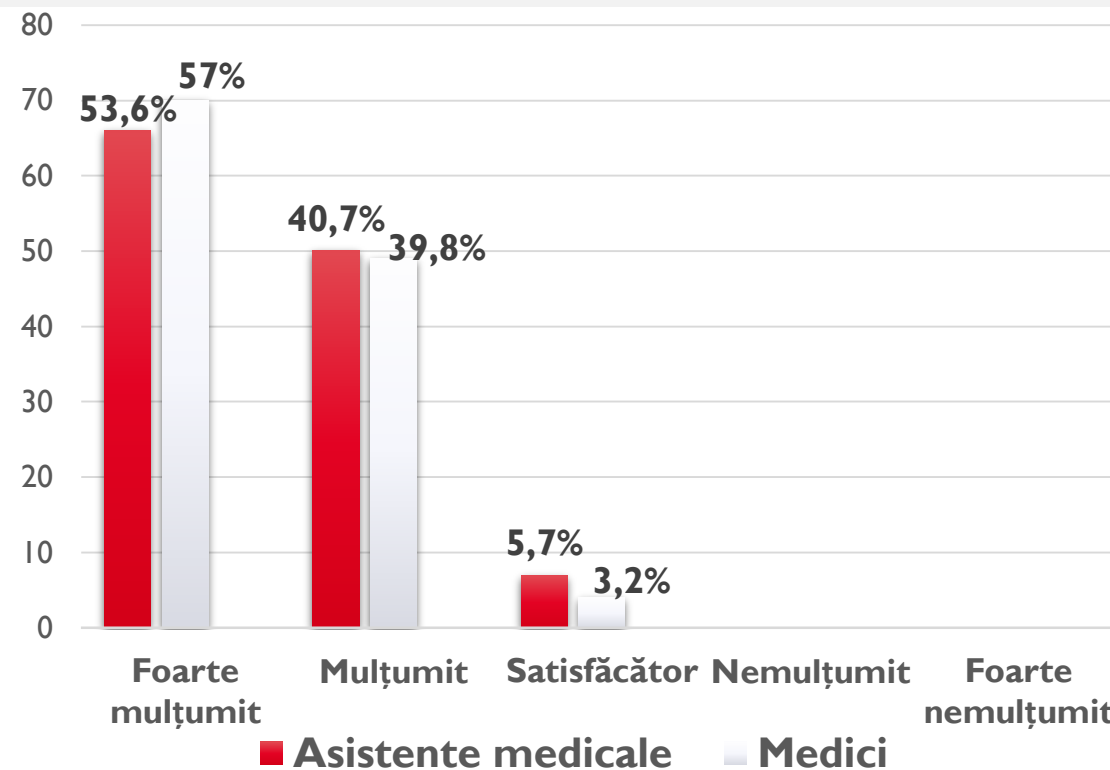
Acordarea serviciilor medicale de către asistente medicale și medicilor



2023



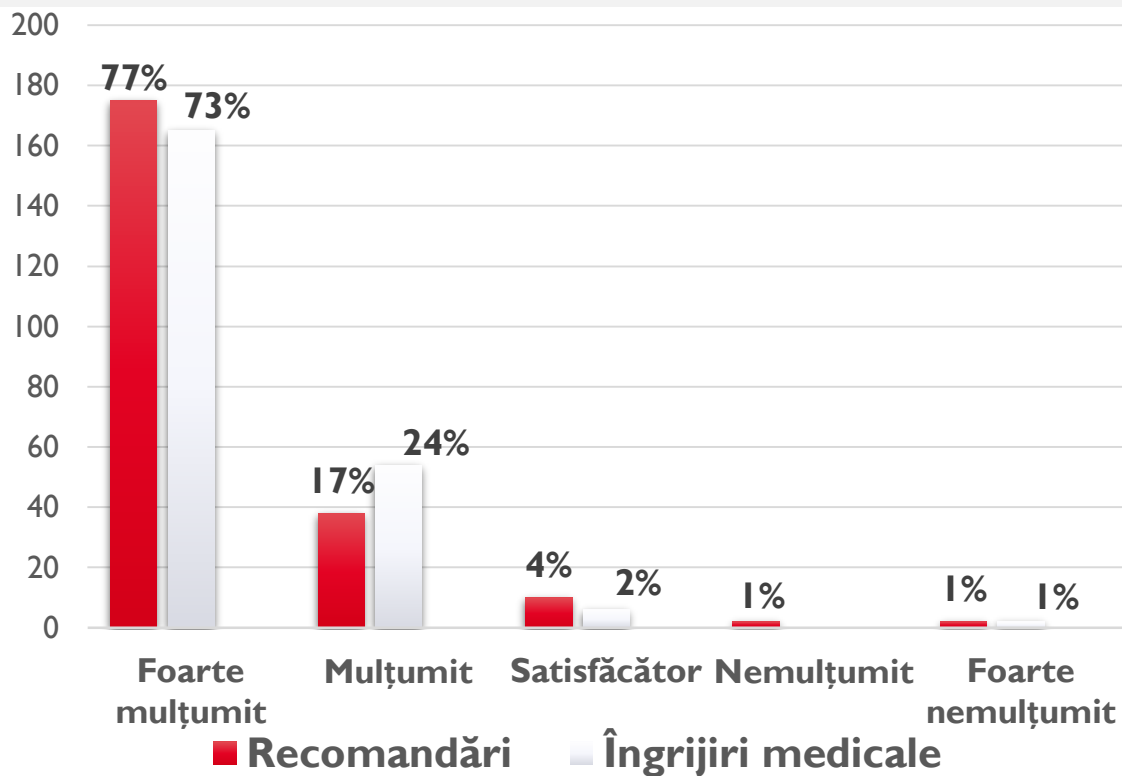
2022



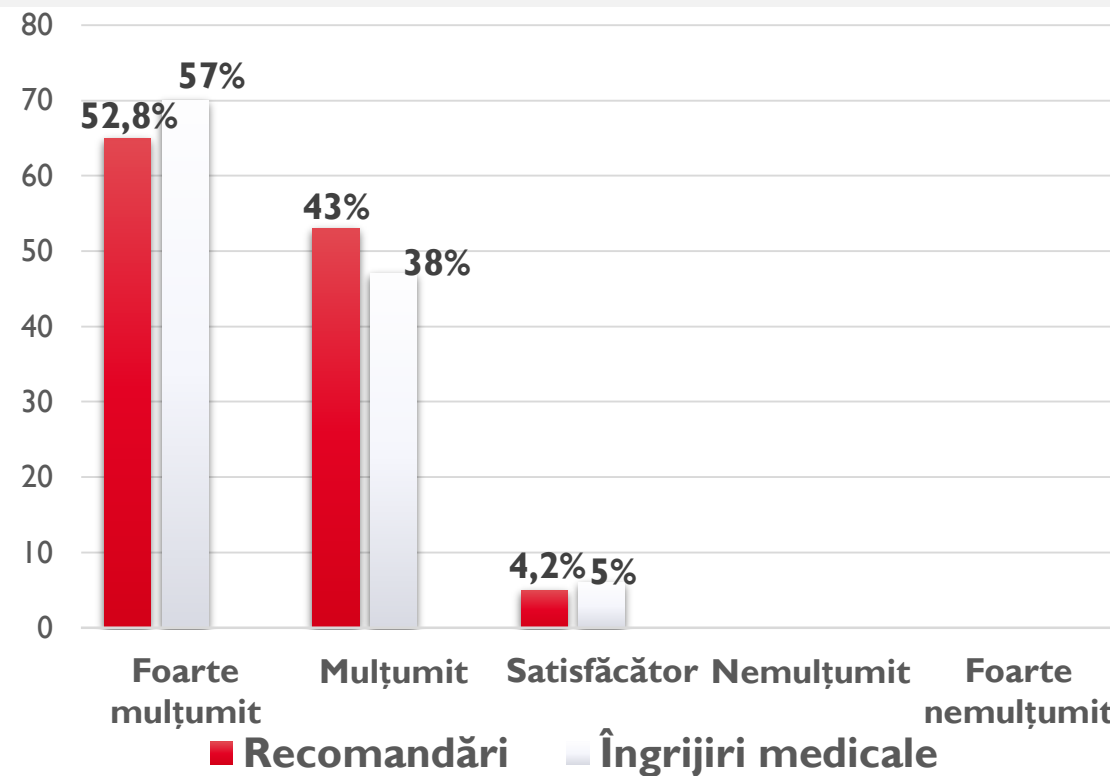
Informațiile oferite de către personal privind îngrijirile și recomandările pe viitor



2023



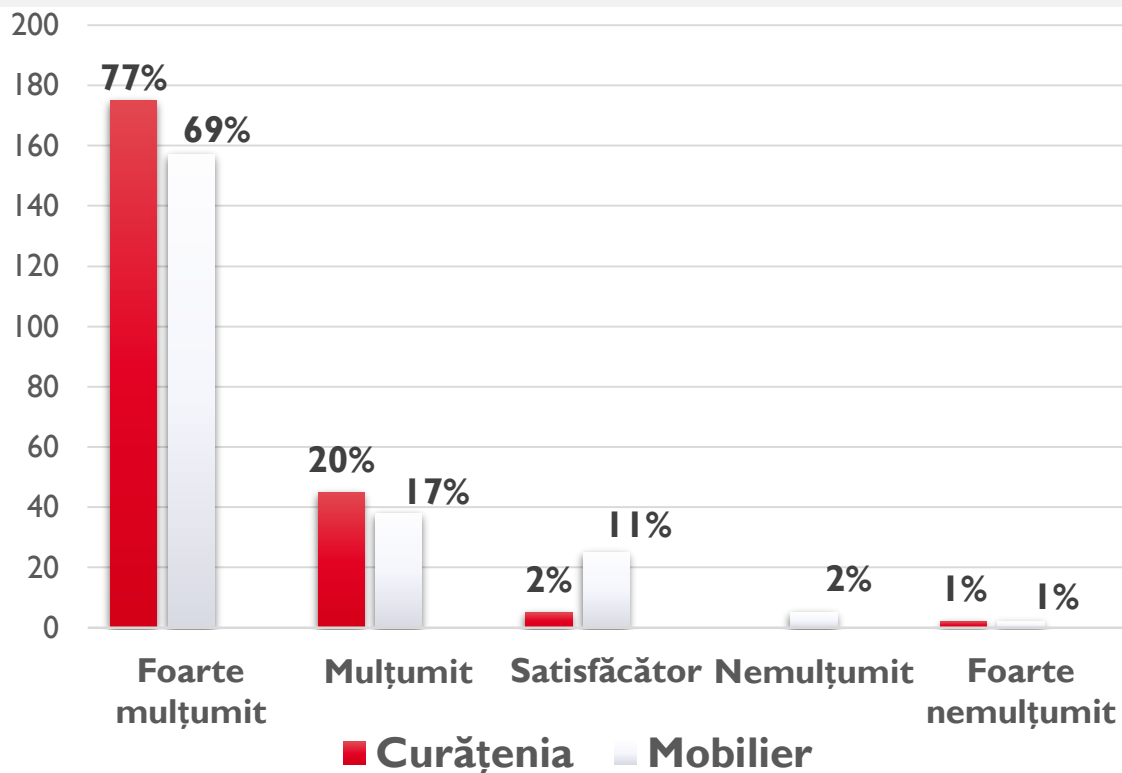
2022



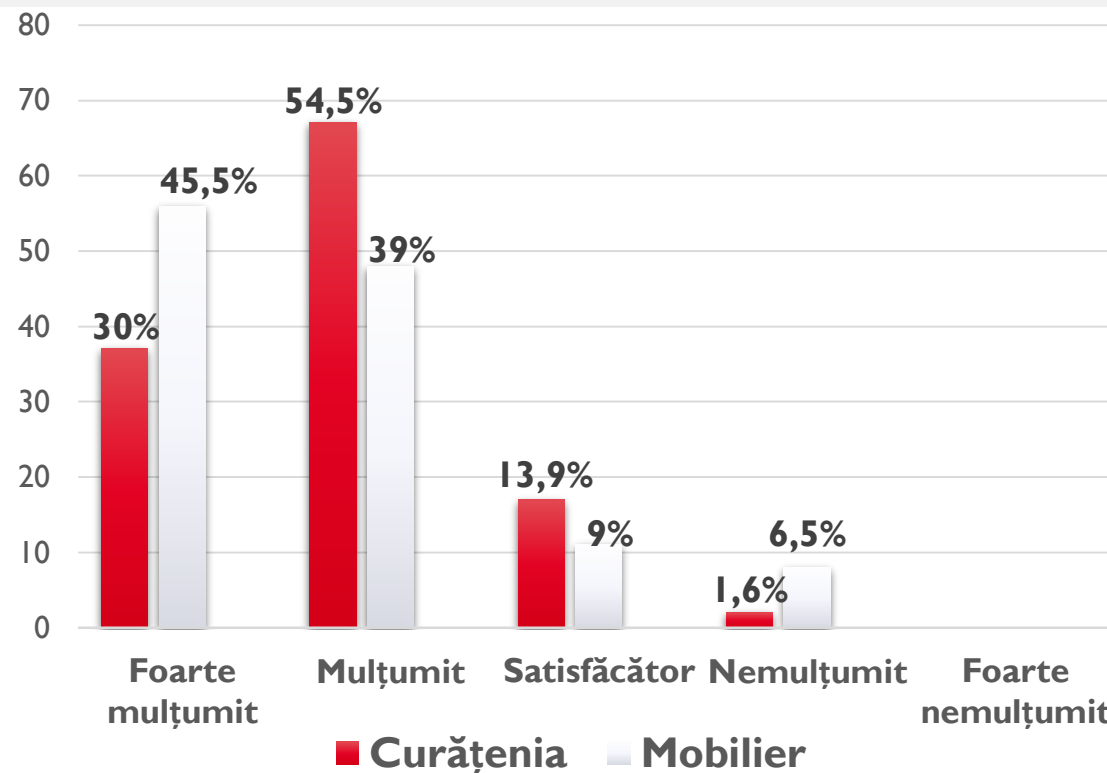
Dotarea cu mobilier și curățenia din cadrul DMU



2023



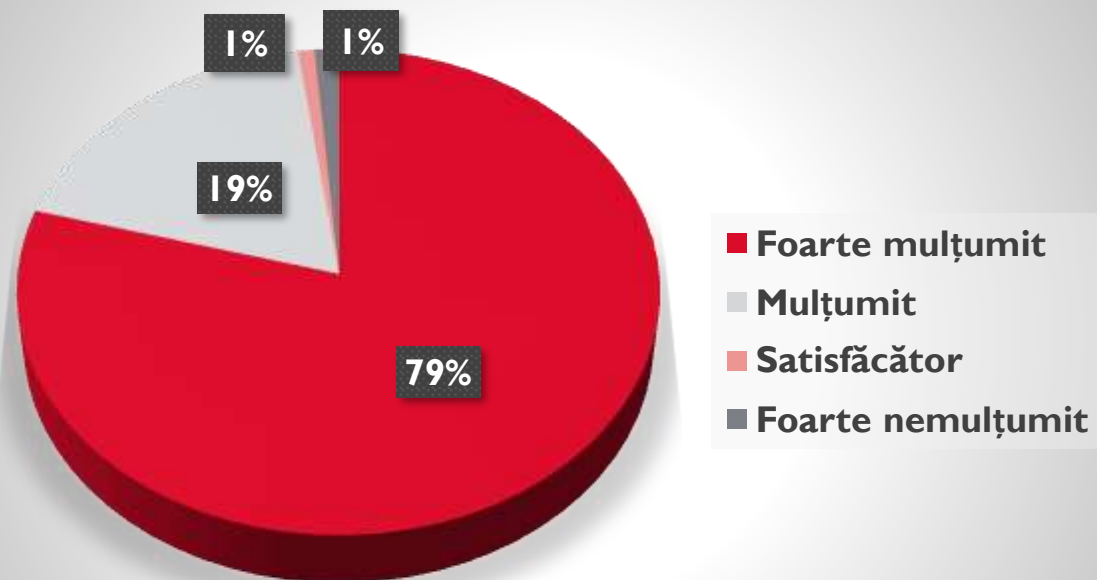
2022



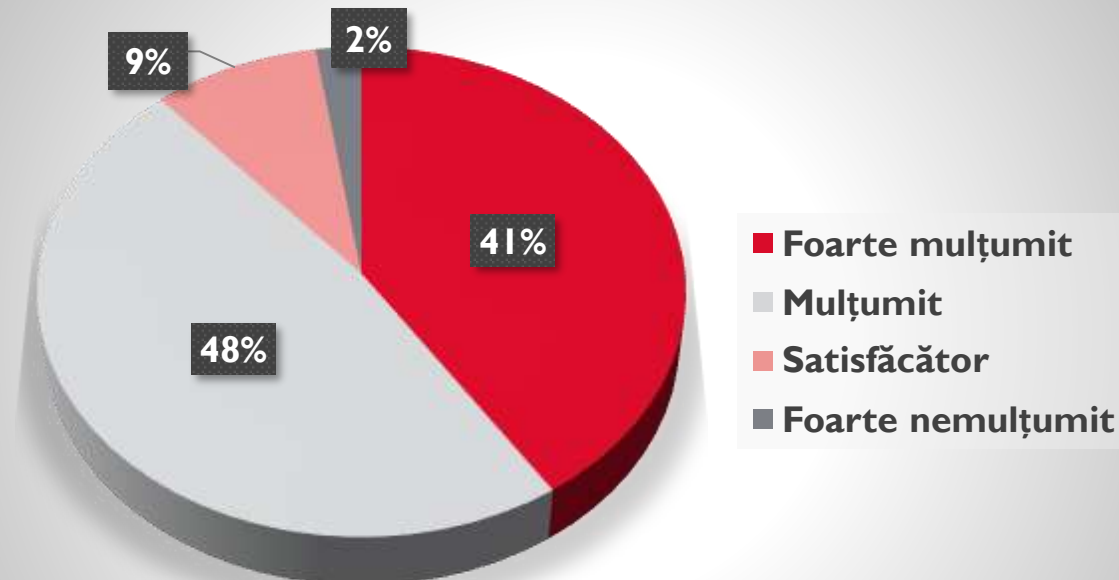


Impresia generală DMU

2023

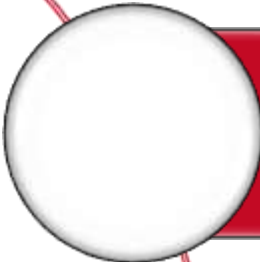
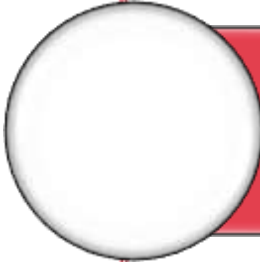
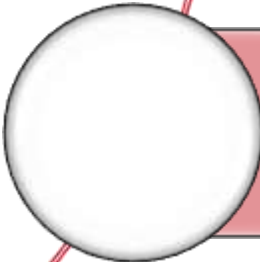


2022





SUGESTII

-  **Crearea mai multor facilități pentru mamele cu copii de vârstă mică (pat, comode etc.)**
-  **Instalarea de condiționere (în perioada caldă a anului – imposibil de rezistat în unele saloane iar în perioada rece – foarte frig)**
-  **Îmbunătățirea calității alimentelor (preponderent terciul de seară)**

ASPECTE POZITIVE



“O atmosferă frumoasă și prietenoasă în secție, un climat psihologic favorabil recuperării.”

“Mulțumim tuturor pentru munca și daruirea profesională, un colectiv amabil și foarte receptiv! Bravo!”

“Am rămas satisfăcuți de tratamentul și comportamentul personalului medical.”
 (“infirmierele fac ordine în permanență iar asistentele medicale au grijă ca niște mame”)

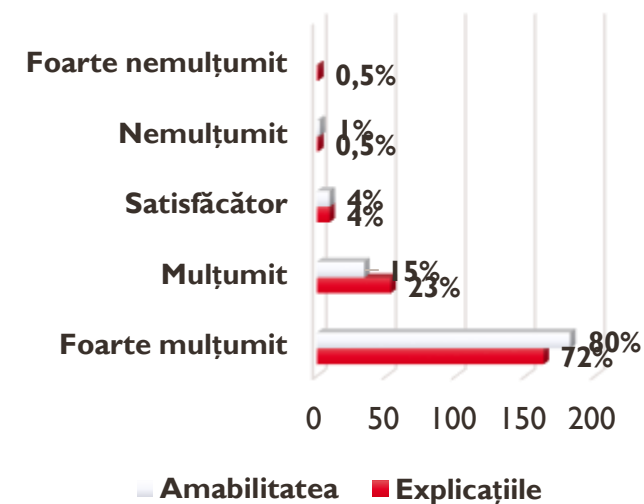
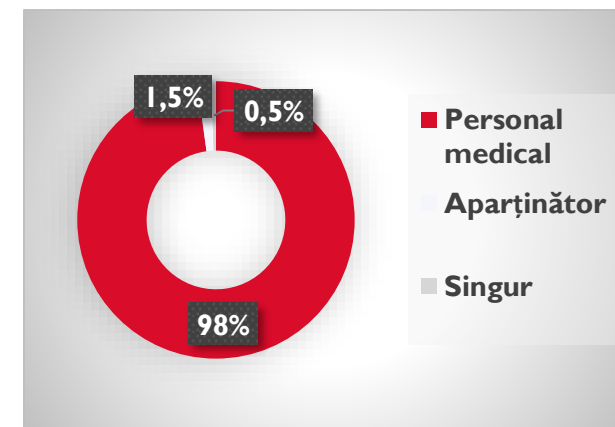
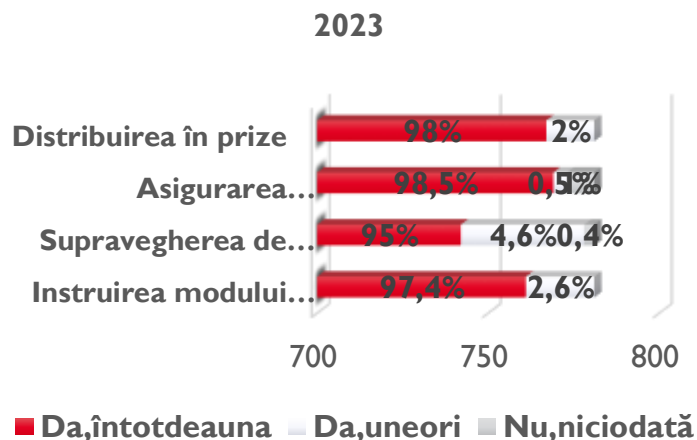
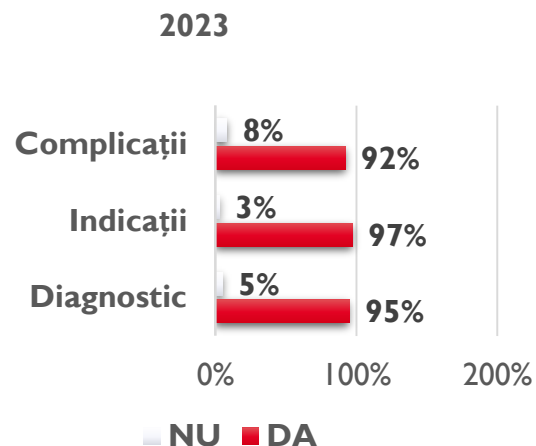
“Am fost foarte mulțumită de atenția, condițiile și susținerea personalului din secție.”

CONCLUZII



- Comunicarea eventualelor complicații și a diagnosticului
- Instruirea administrării medicației per orale/supravegherea procesului și asigurarea acesteia de către instituție
- Însoțirea pacientului la investigații
- Amabilitatea și explicațiile oferite la DMU
- Impresia generală DMU

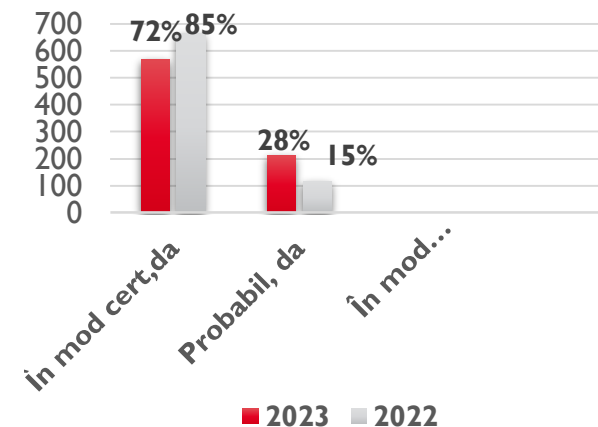
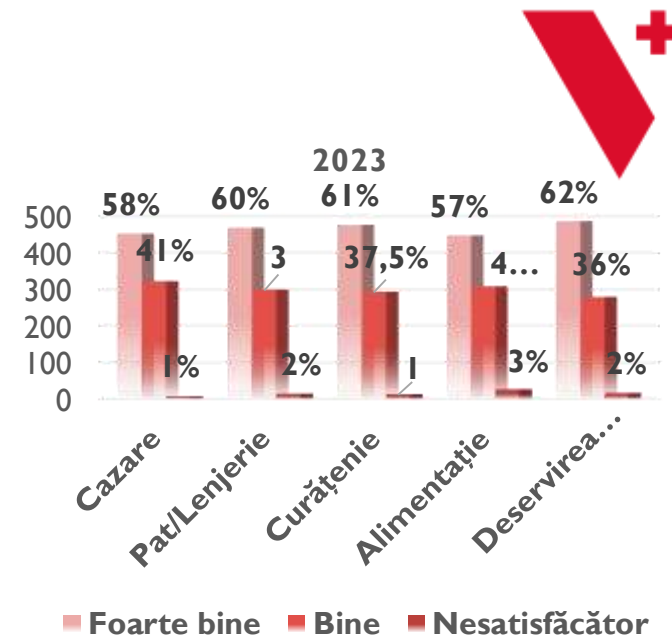
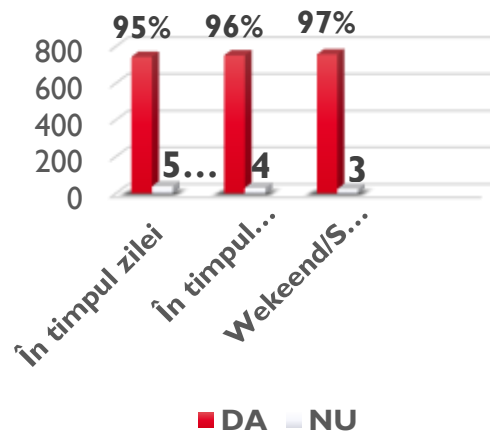
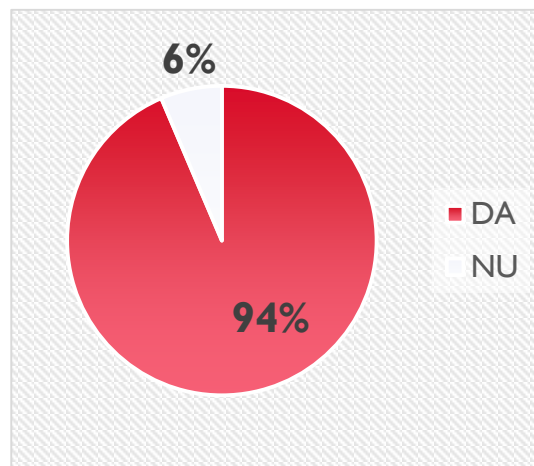
**Creșterea
satisfacției:**



CONCLUZII

- **Calitatea alimentației**
- **Comunicarea drepturilor pacientului**
- **Acordarea asistenței medicale preponderent în timpul zilei, urmată de perioada nopții și weekend.**
- **Opțiunea de a se reinterna în mod cert**

**Scăderea
satisfacției:**





**Spitalul Clinic
Municipal De Copii**
Valentin Ignatenco

Mulțumesc pentru atenție!

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Email: vignatenco@ms.md