



**Spitalul Clinic
Municipal De Copii
Valentin Ignatenco**

Evaluarea Nivelului de Satisfacție a Pacienților Trimestrul I 2024

Realizat : Capestru Elena, Medic Pediatru, DMU

Chioseș Lilia : Președintele Consiliului Calității



TRIMESTRUL I

Perioada	2024	2023
Total	786	746
Profil Pediatric	334	305
Profil Chirurgical	452	441

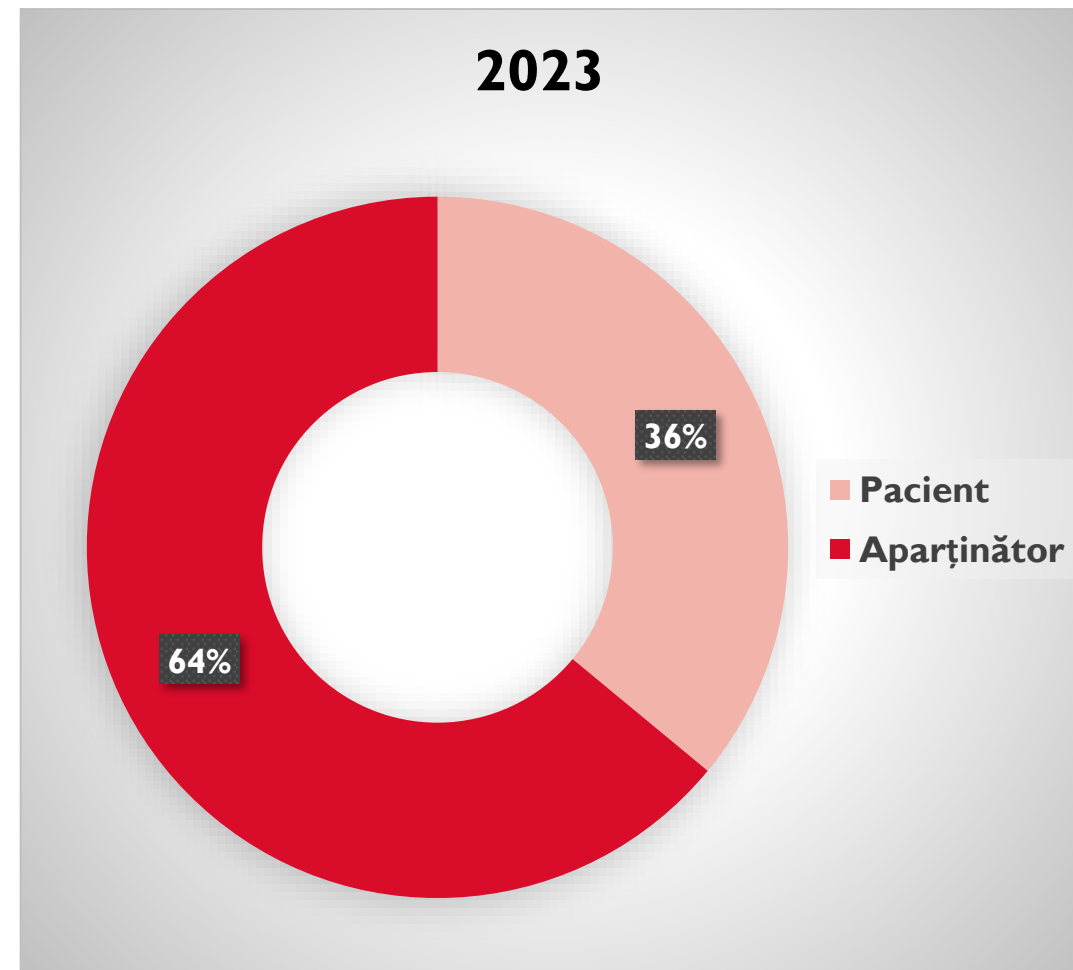
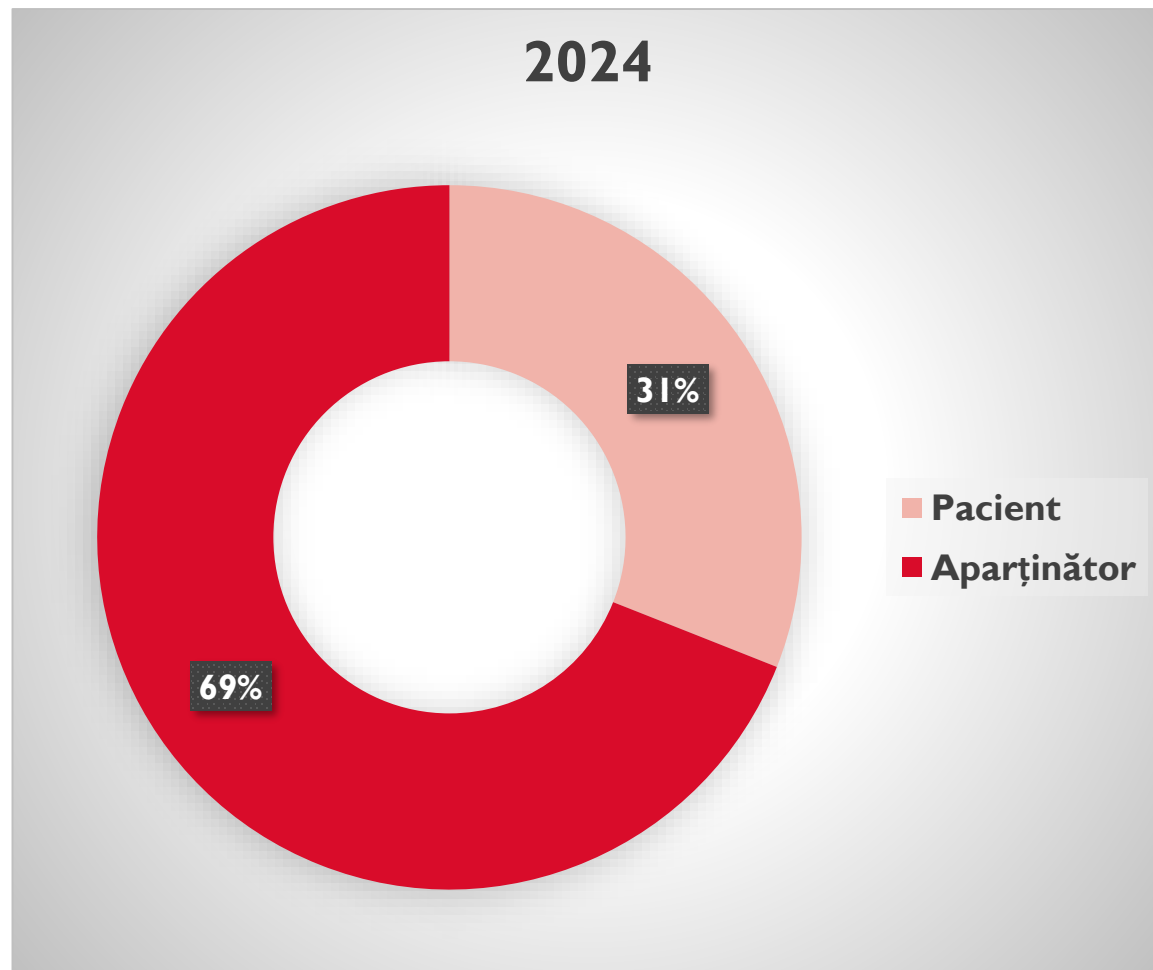


Repartizarea conform secțiilor

Secții	2024	2023
Pediatrie I	70	47
Pediatrie II	104	118
Pediatrie III	73	50
Psihoneurologie	37	36
Nefrologie	26	24
Chirurgie	120	125
Traumatologie I	97	103
Traumatologie II	57	58
Urologie	56	89
ORL	122	30
RTI	24	66
DMU	88	83



Respondent

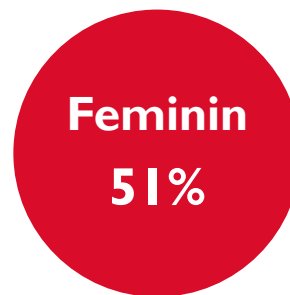
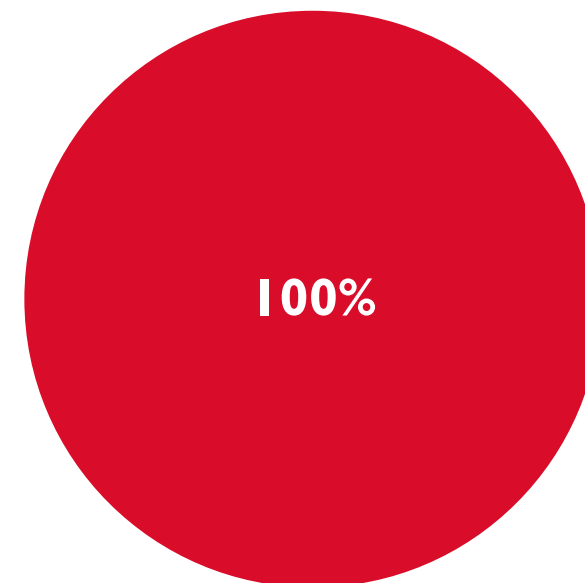
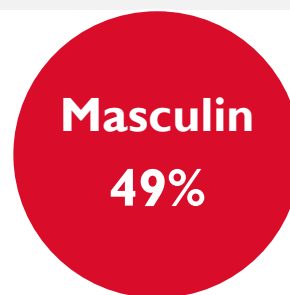
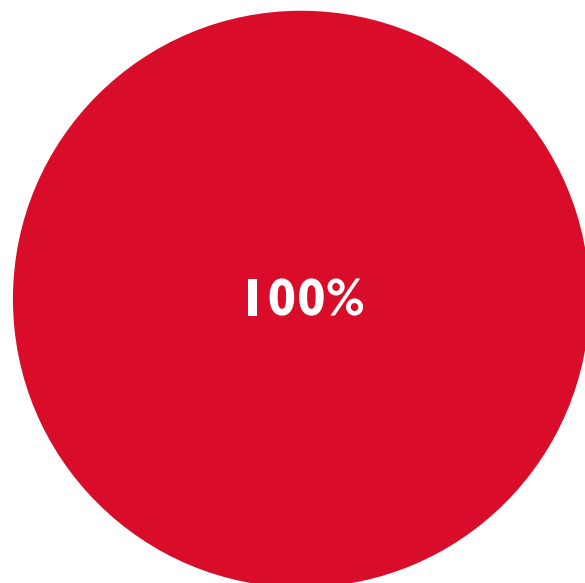




Repartizarea conform genului

2024

2023

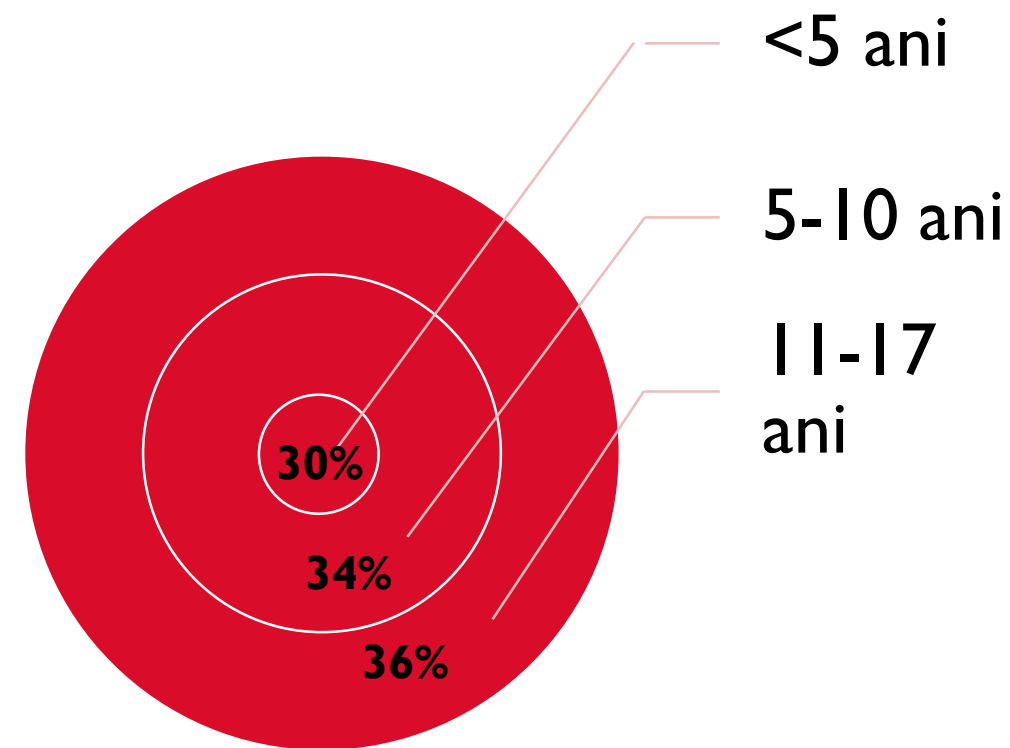
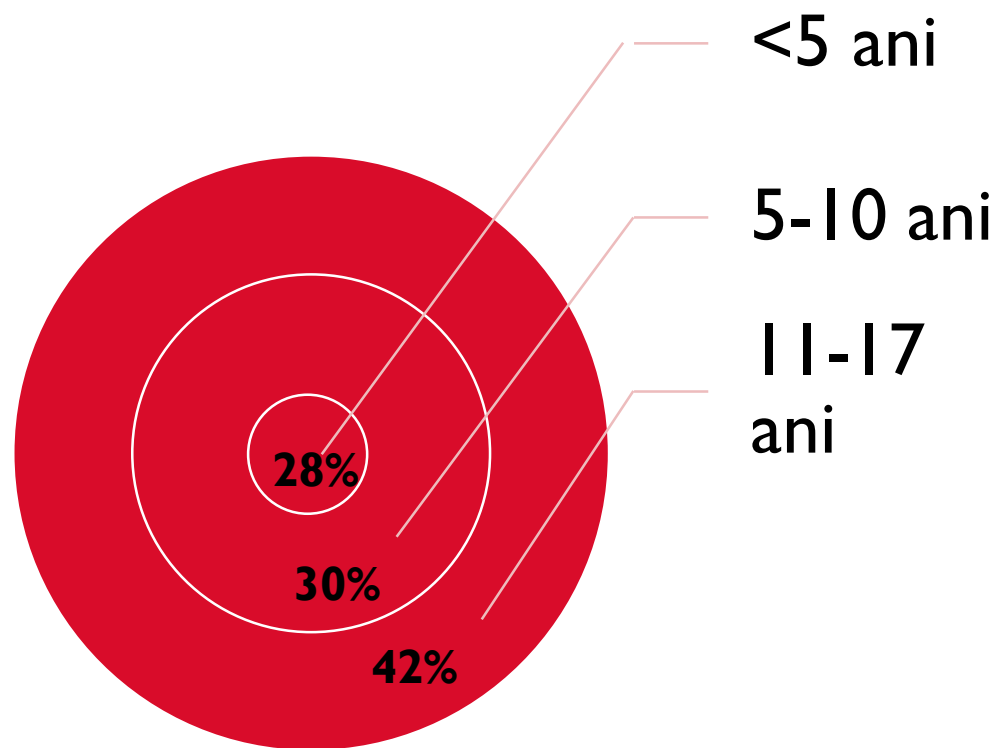


Repartizarea conform grupelor de vârstă



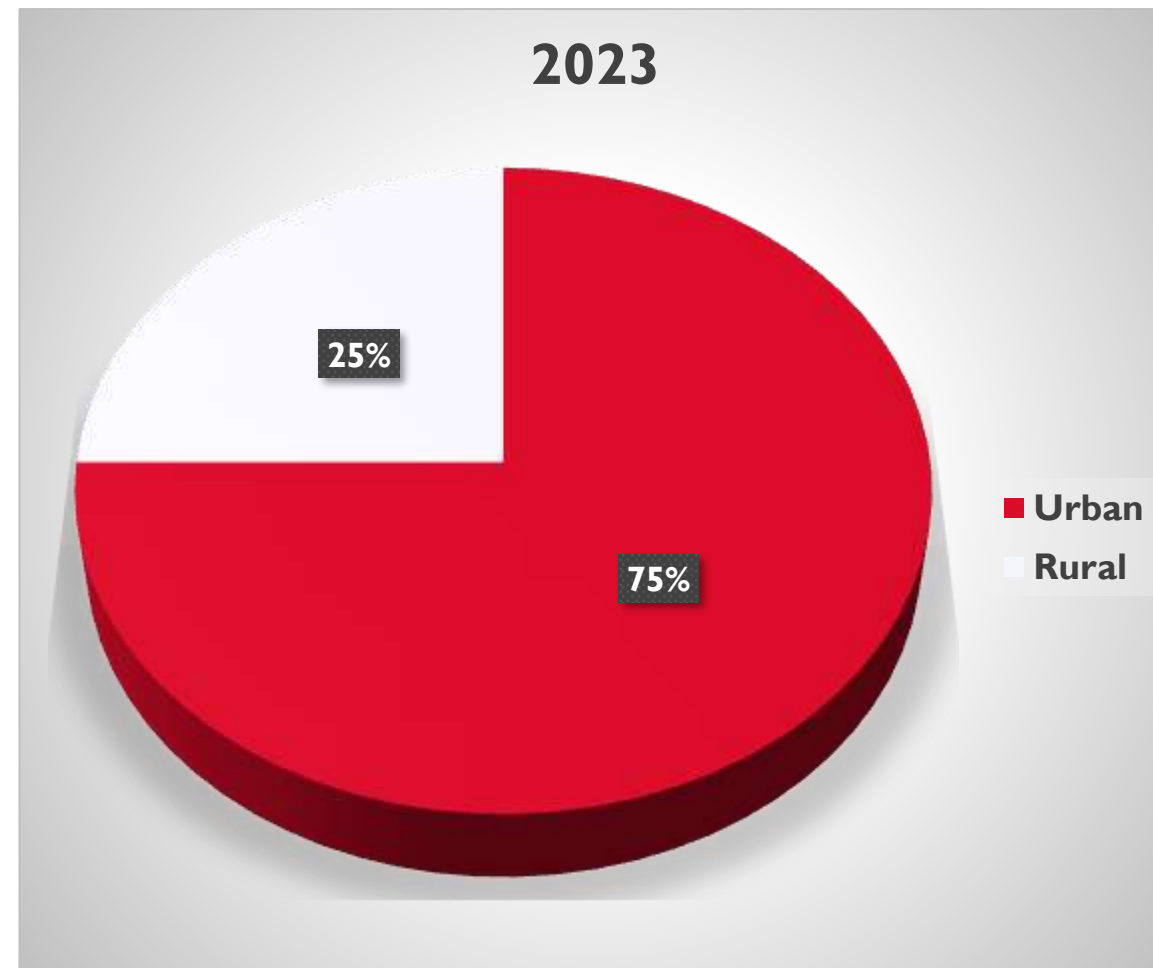
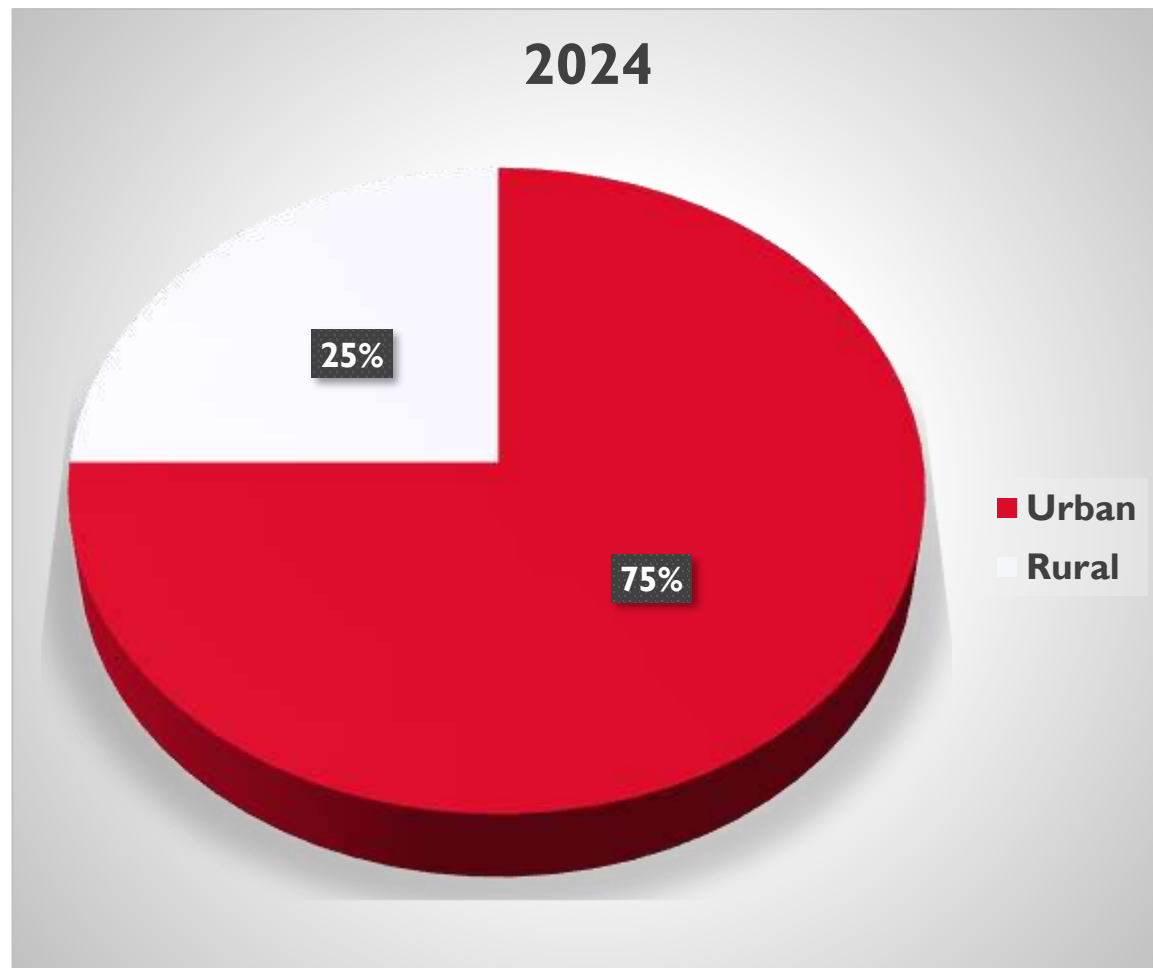
2024

2023



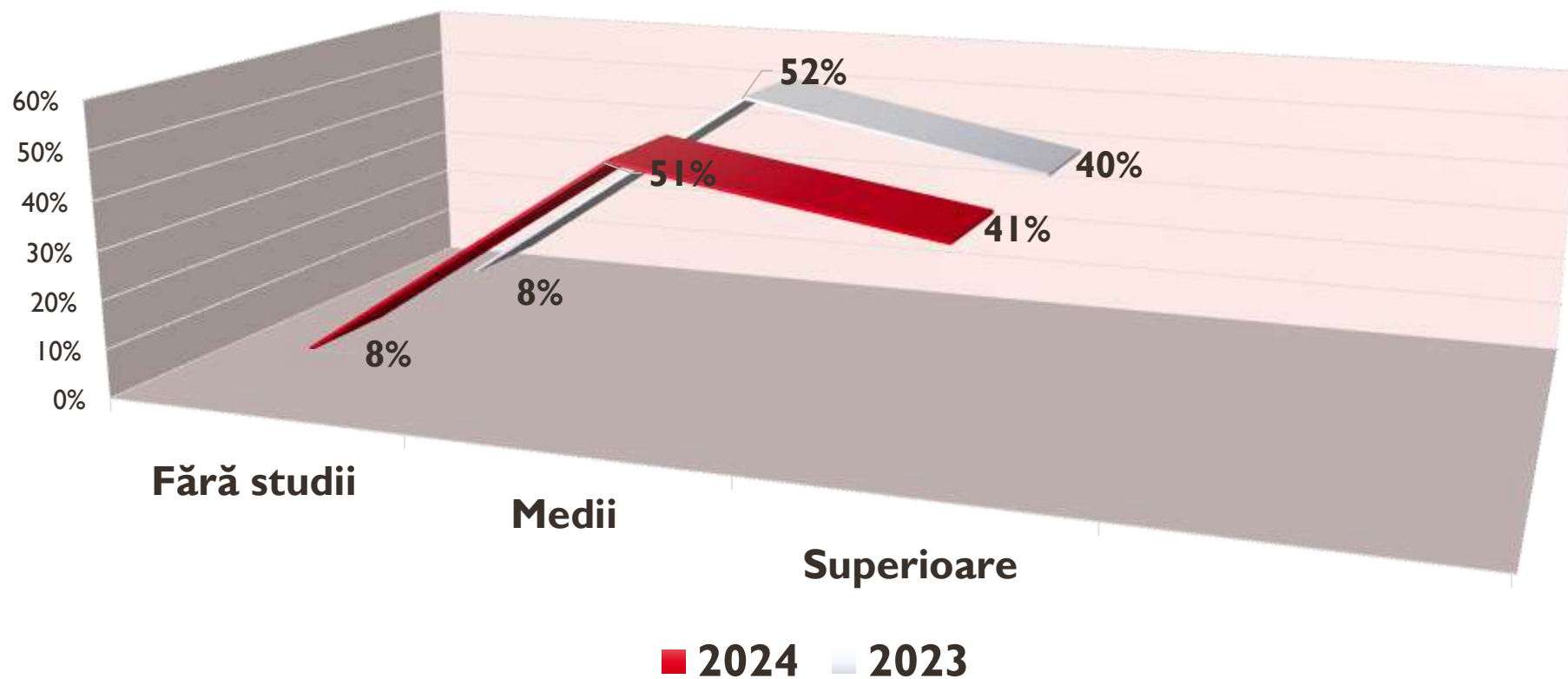


Mediul de Proveniență



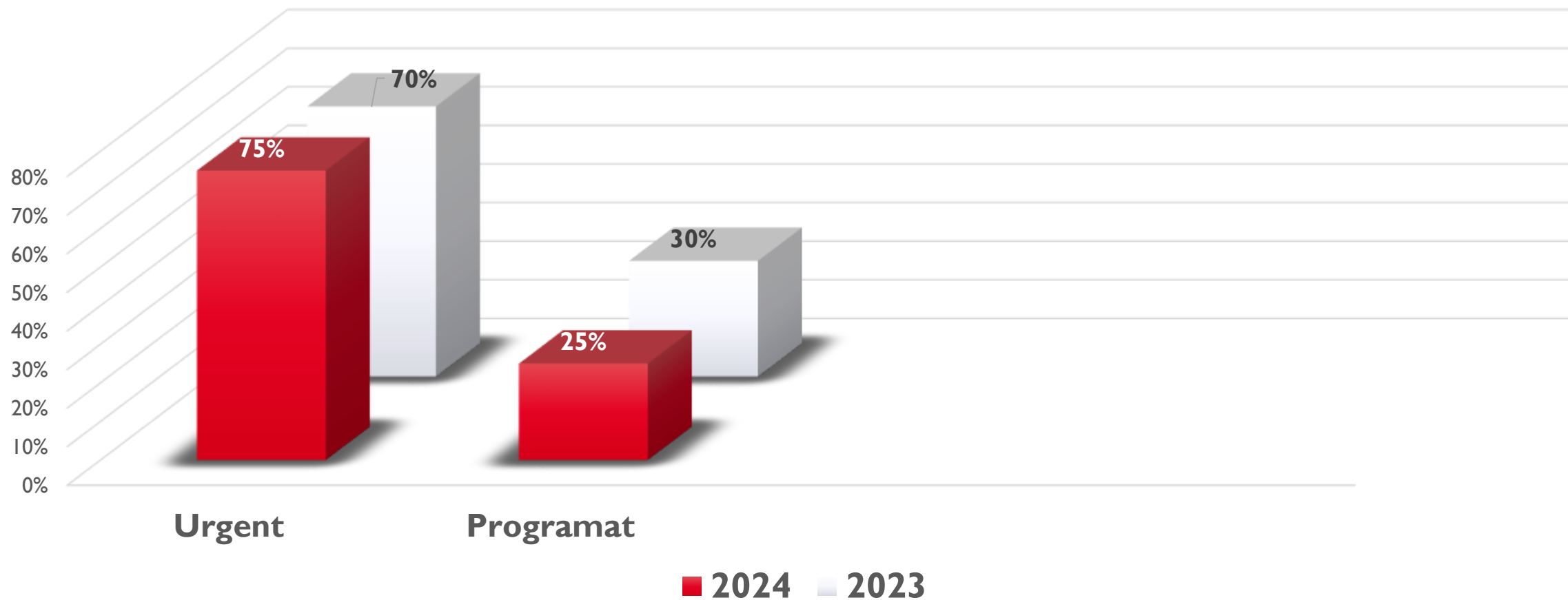


Gradul de pregătire profesională





Modalitatea internării

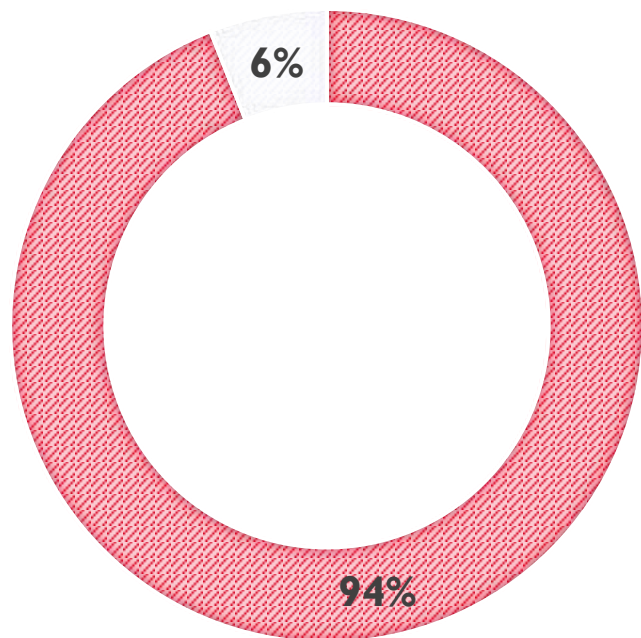




Timpul de așteptare la internare

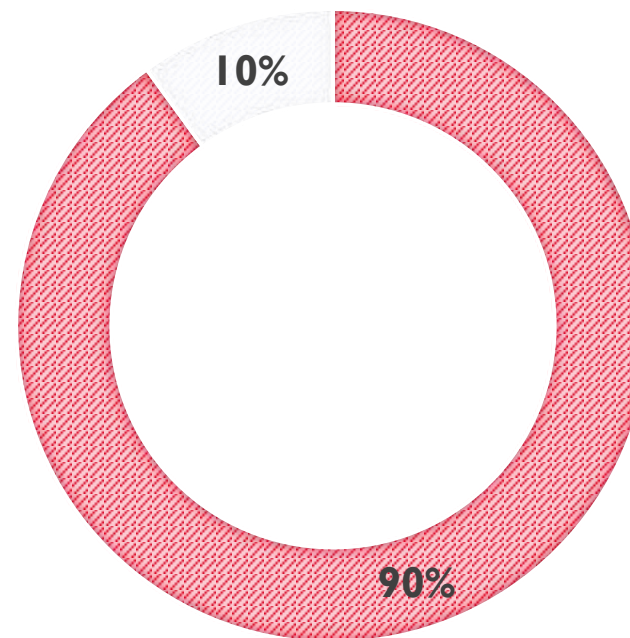
2024

■ < 1 h ■ > 1 h ■



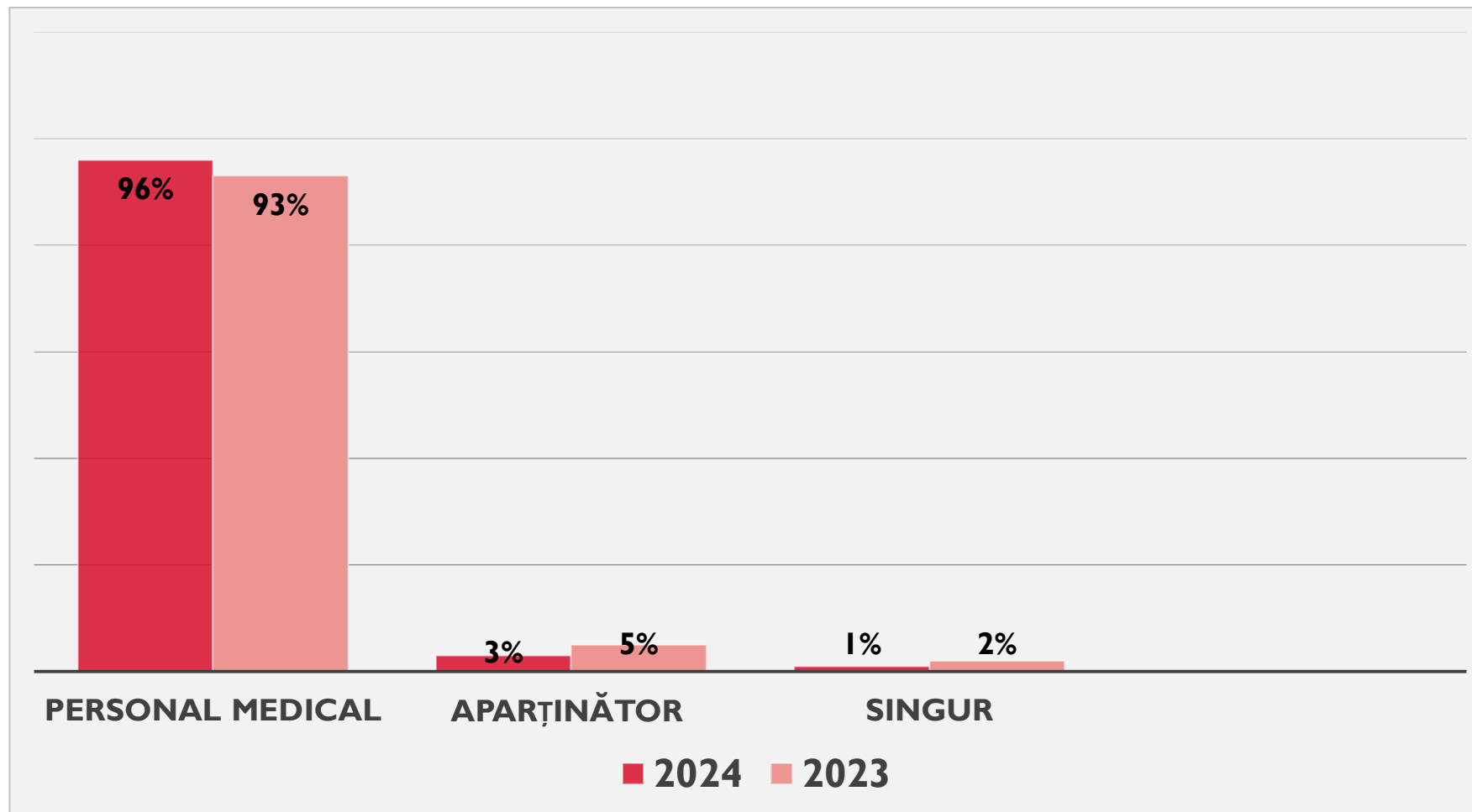
2023

■ < 1 h ■ > 1 h ■





Conducerea pacientului către secție

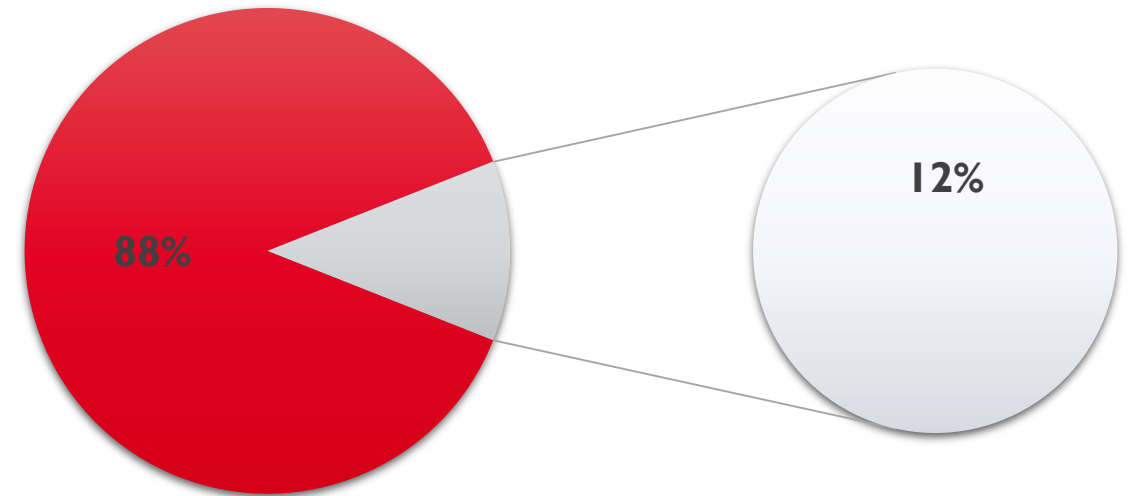
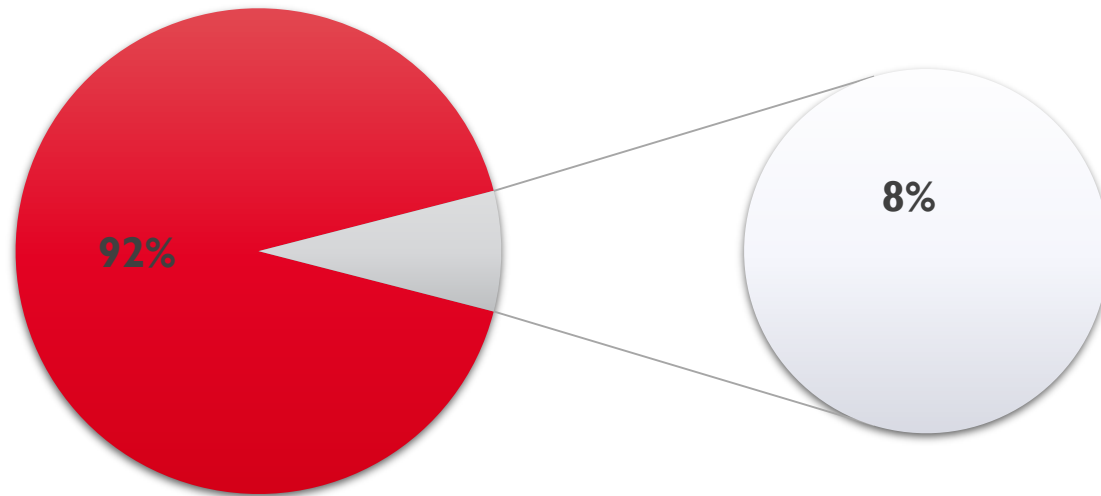


Informarea cu privire la drepturile pacientului



2024

2023



■ DA ■ NU

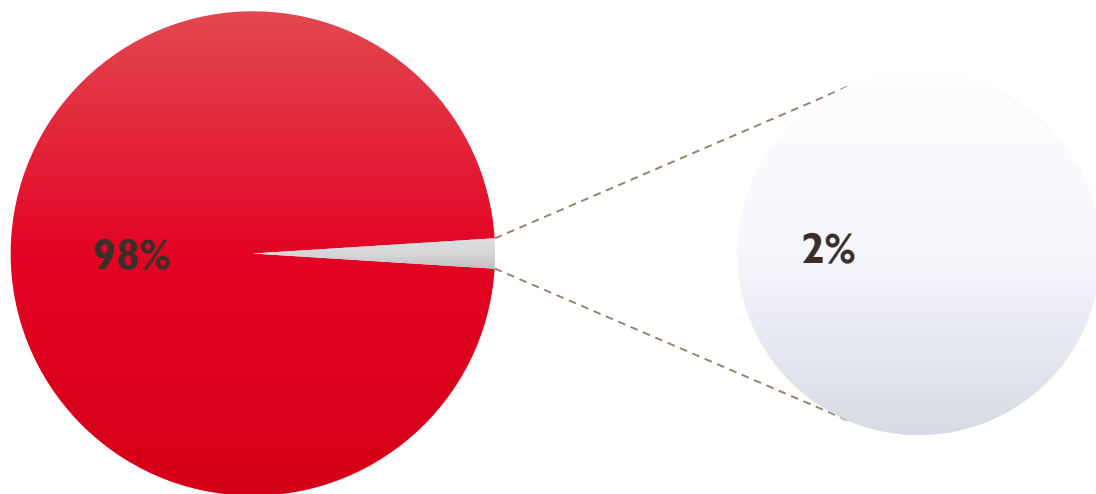
■ DA ■ NU

Informarea cu privire la responsabilitățile pacientului

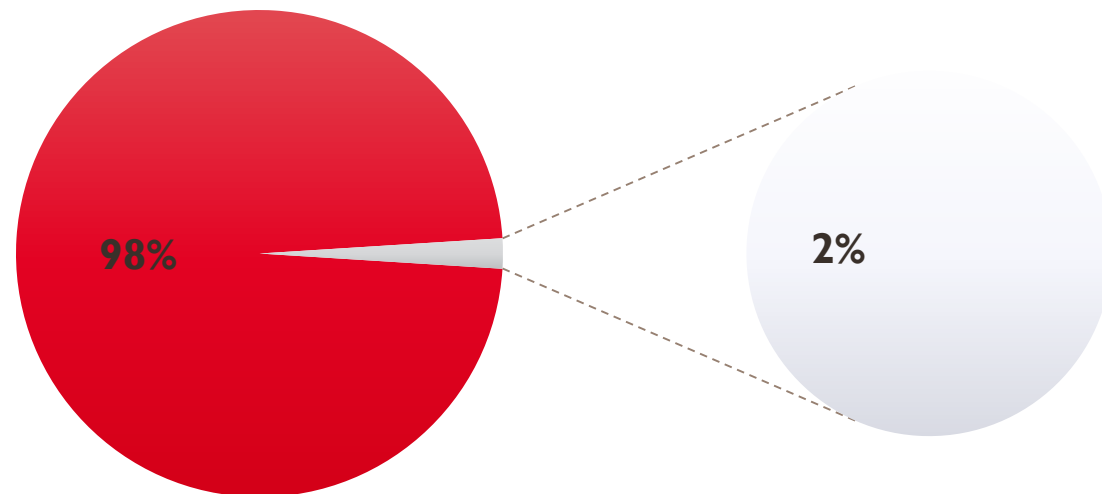


2024

2023



■ DA ■ NU

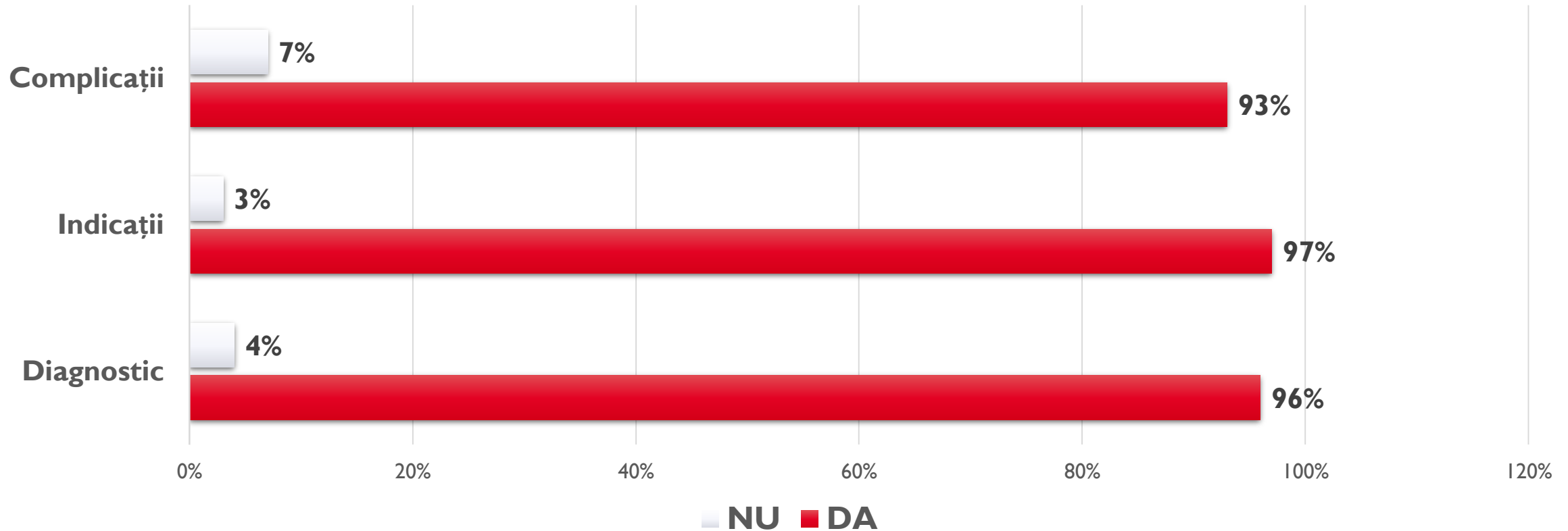


■ DA ■ NU

Informarea cu privire la: diagnostic, indicații și complicații



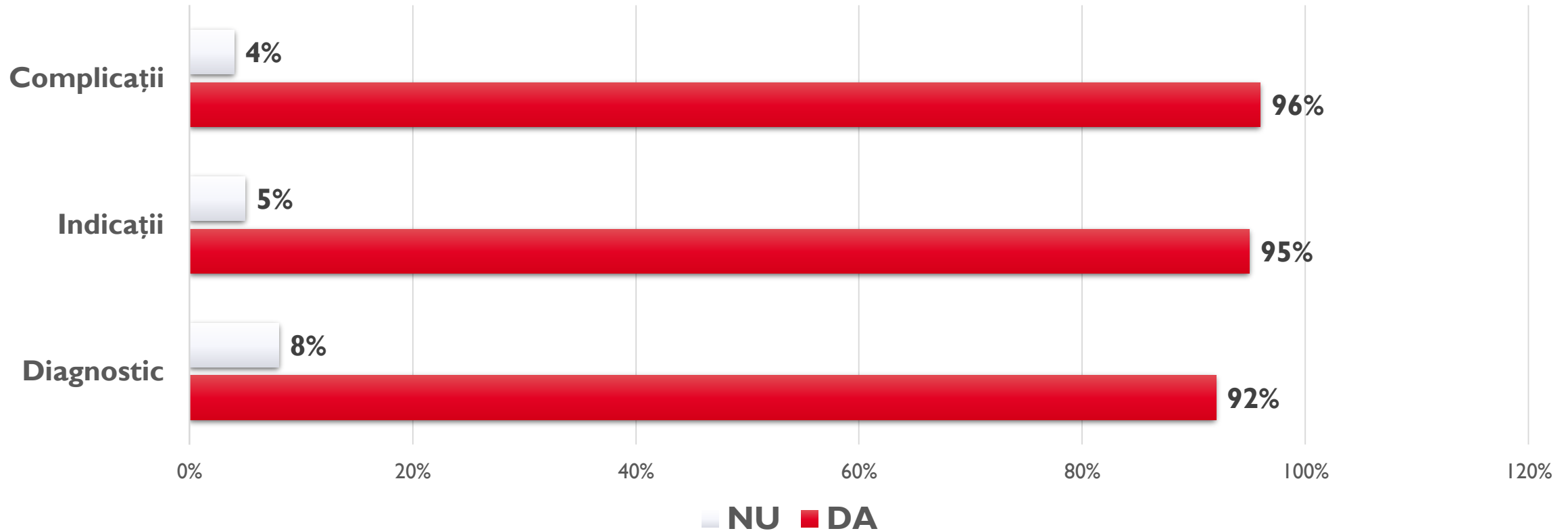
2024



Informarea cu privire la: diagnostic, indicații și complicații



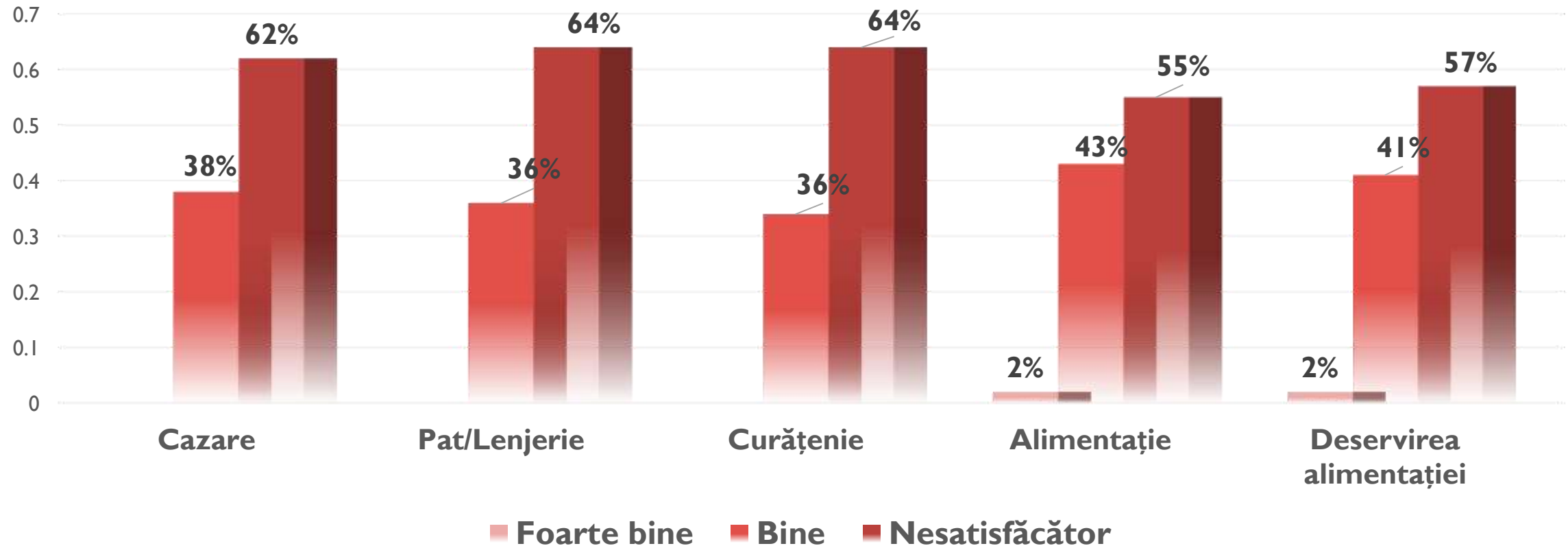
2023





Calificative pentru următoarele servicii

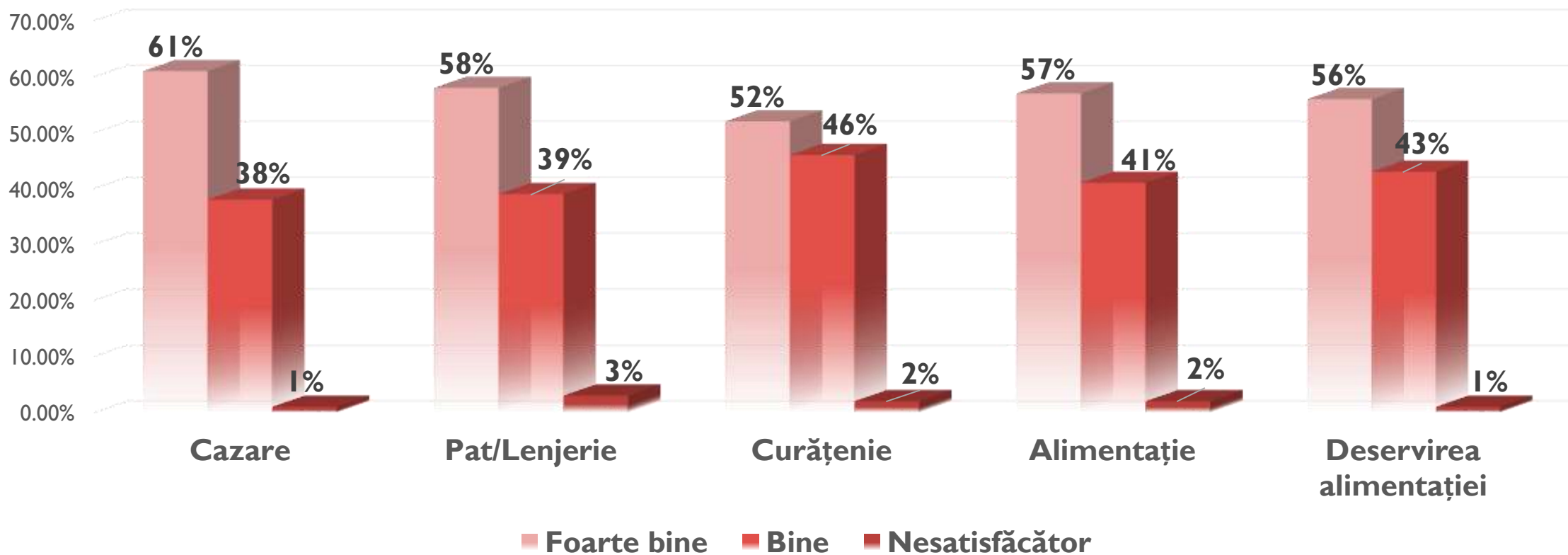
2024





Calificative pentru următoarele servicii

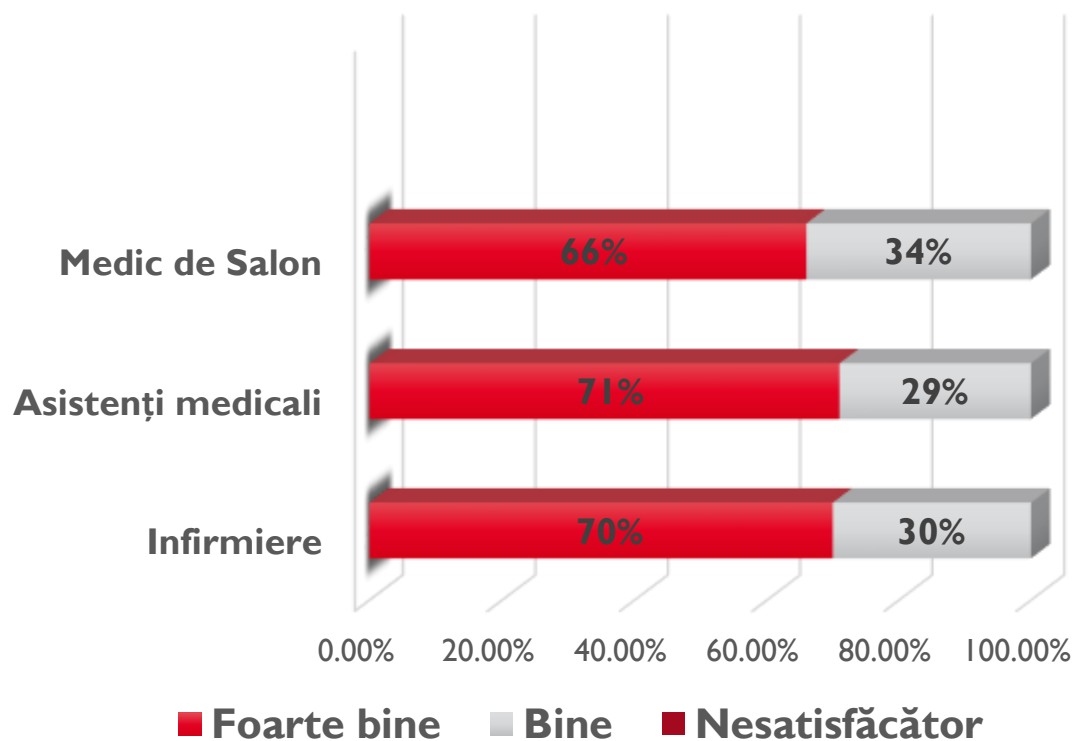
2023



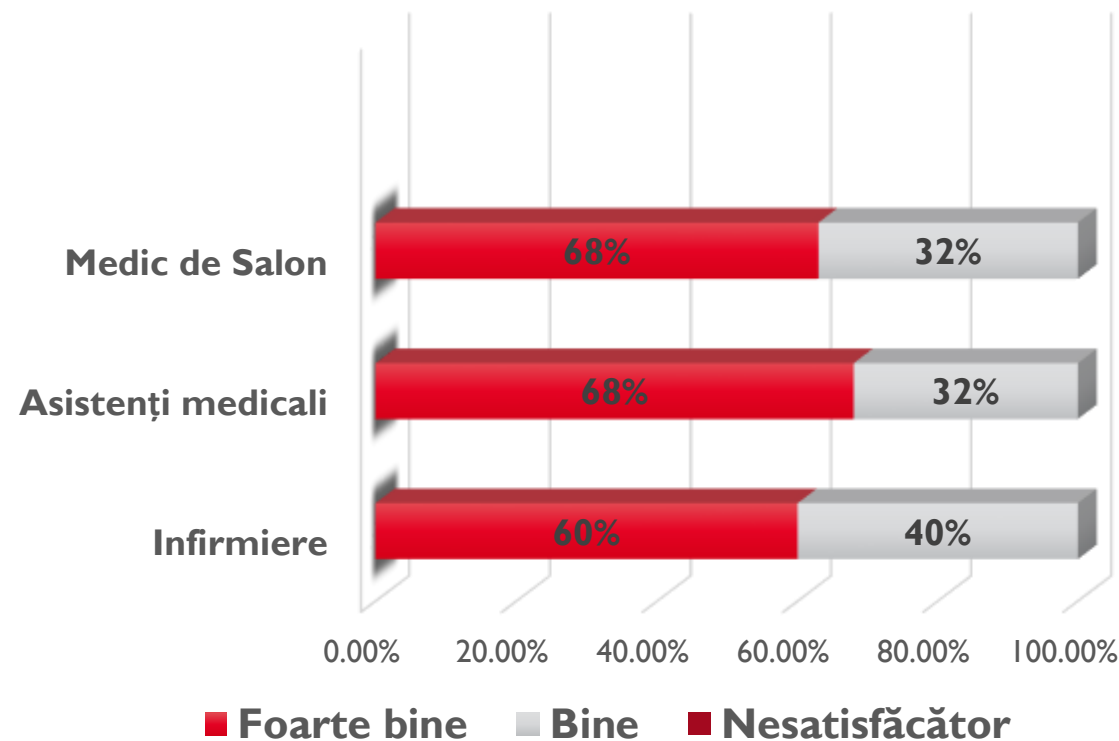


Calitatea asistenței medicale acordate

2024



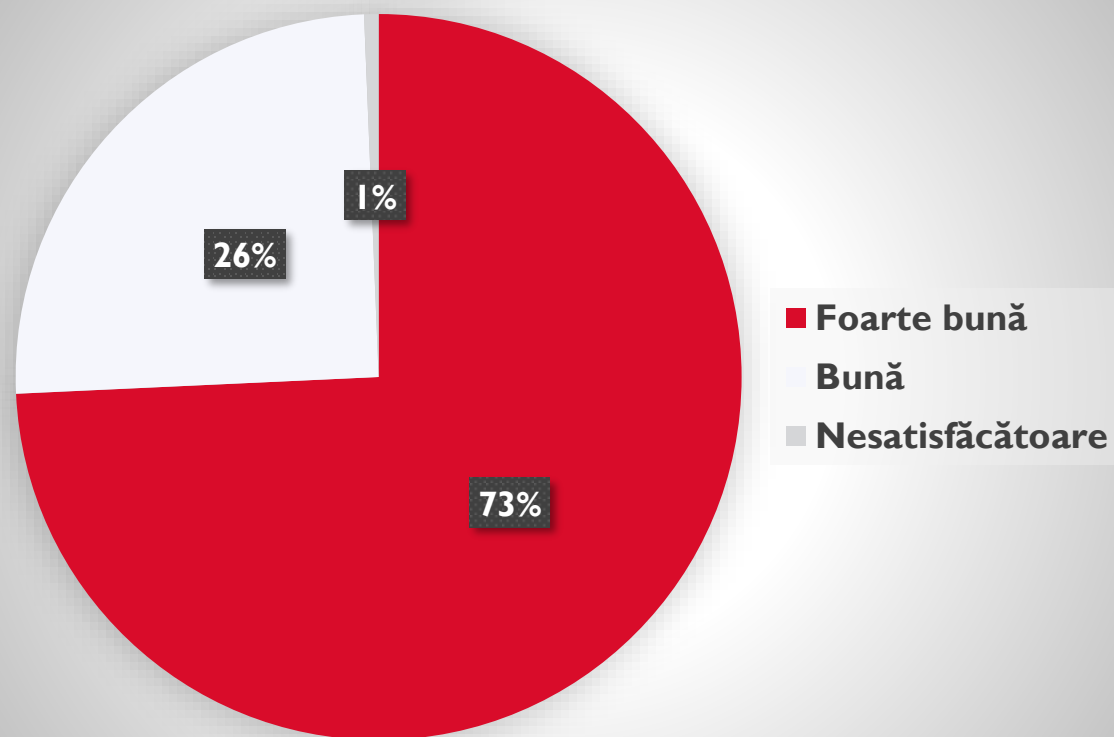
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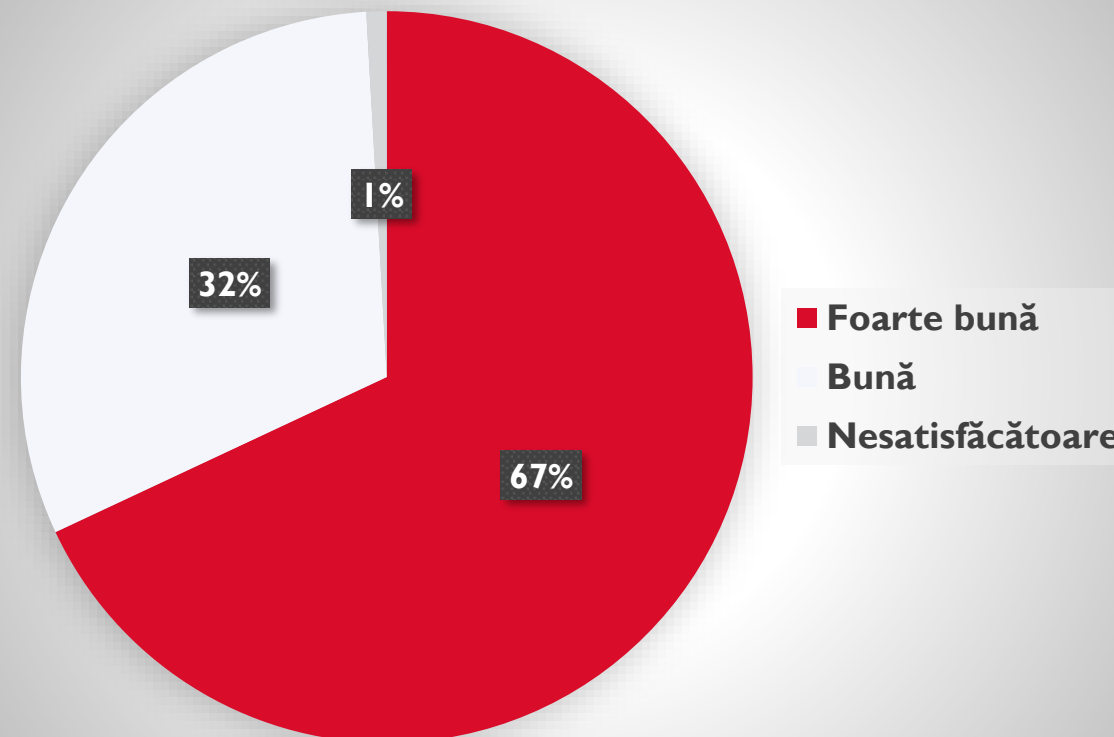


Amabilitatea personalului medical

2024



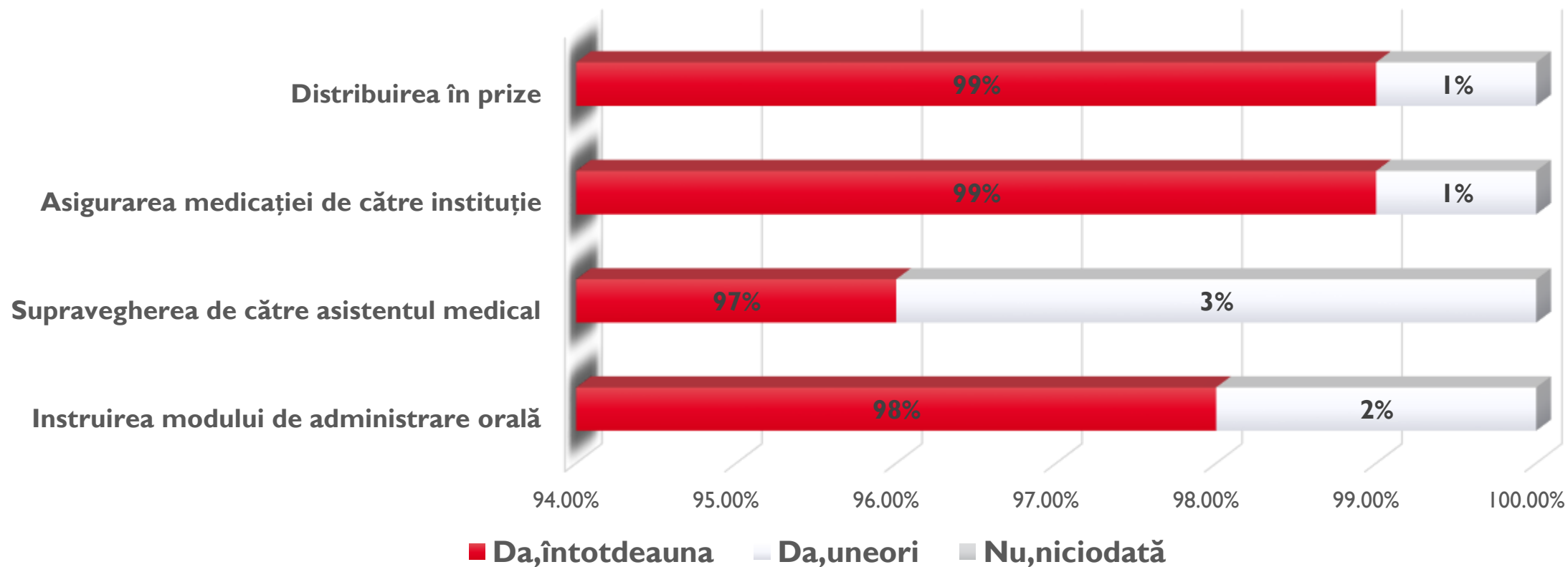
2023



Administrarea medicamentelor



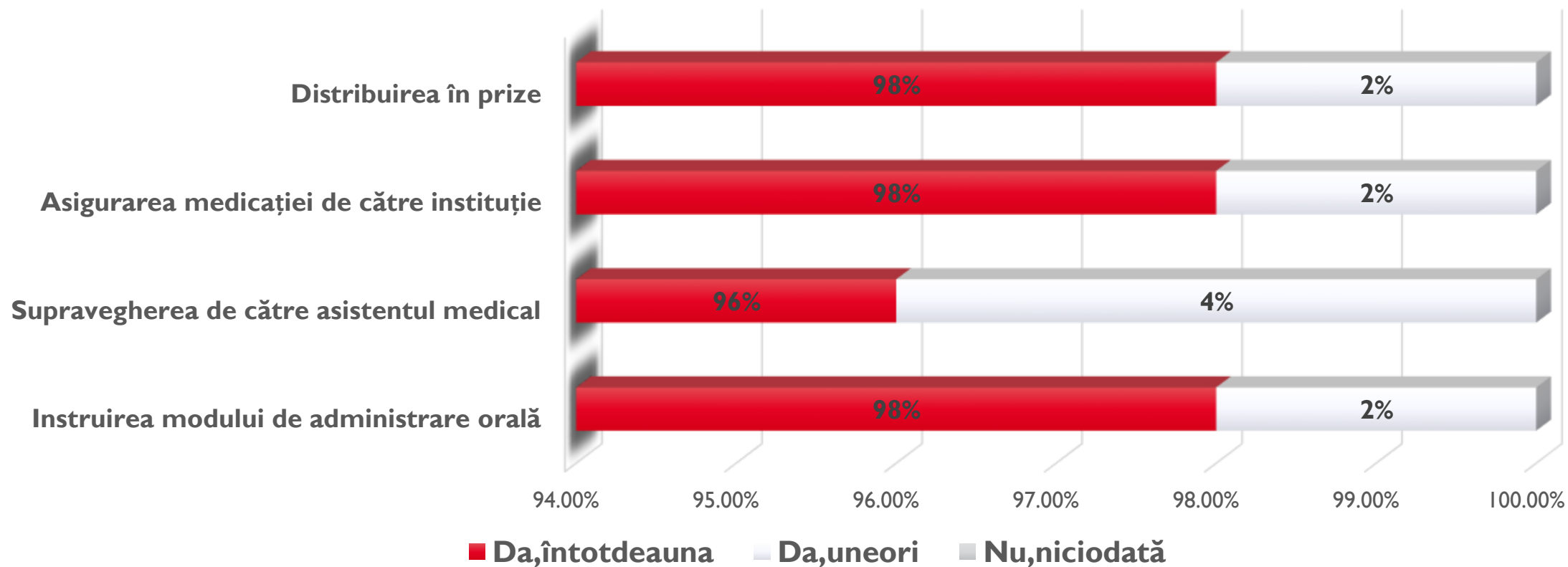
2024





Administrarea medicamentelor

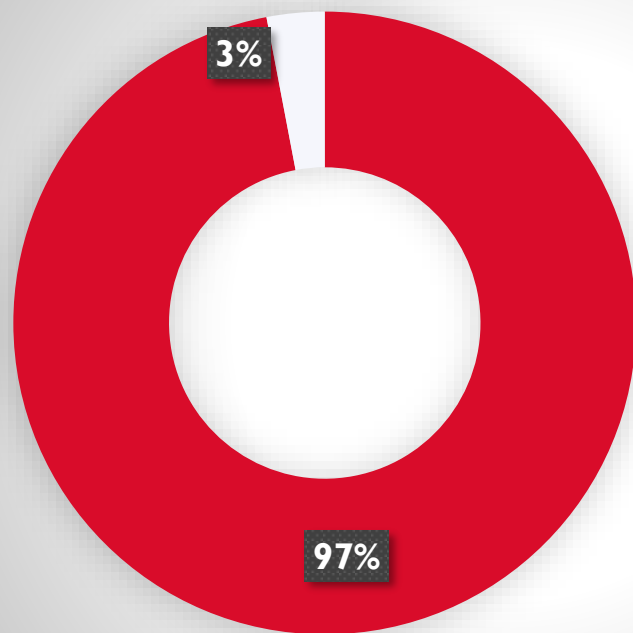
2023





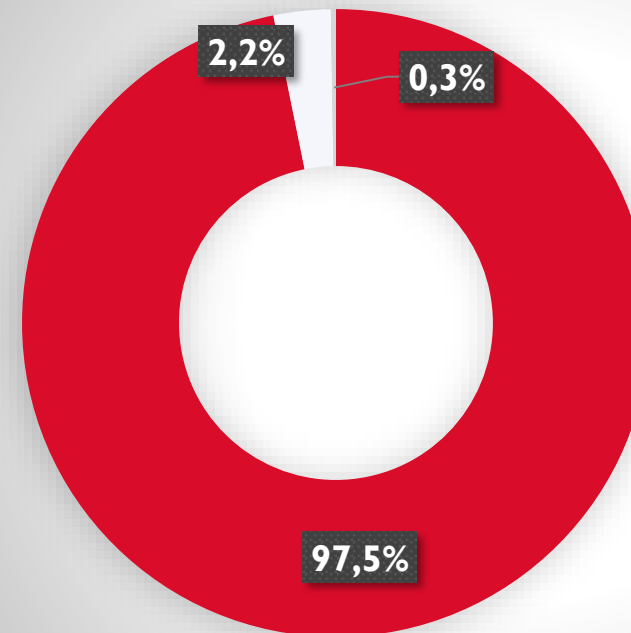
Însoțirea pacientului la investigații

2024



- Personal medical
- Aparținător
- Singur

2023

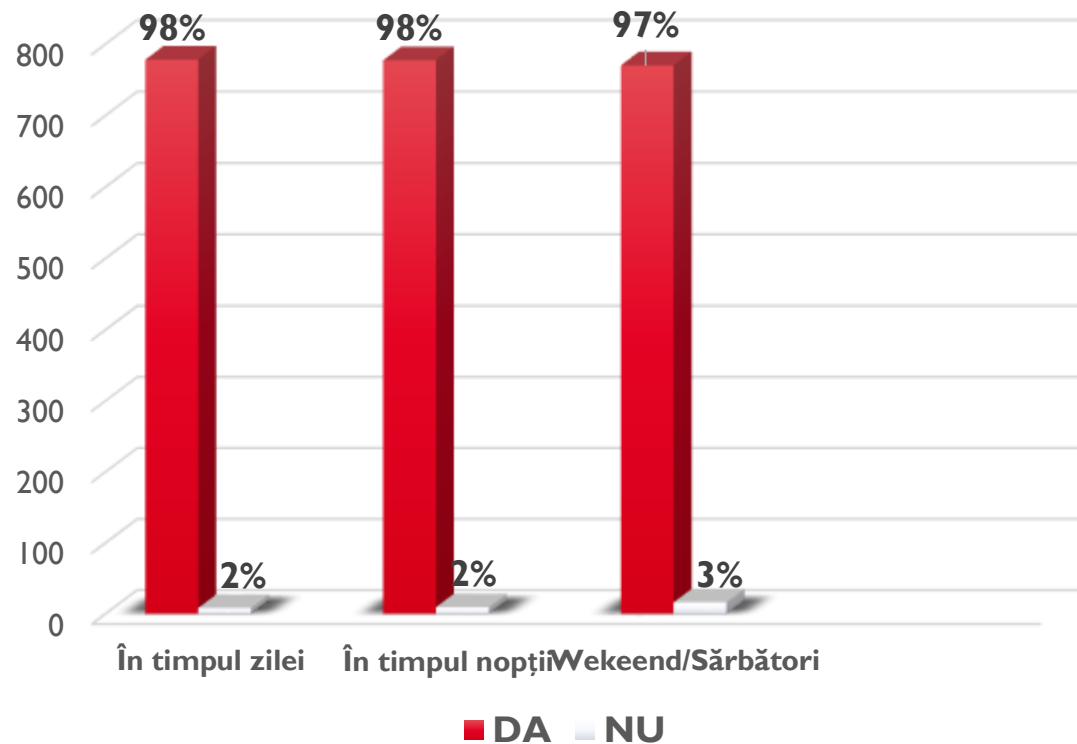


- Personal medical
- Aparținător
- Singur

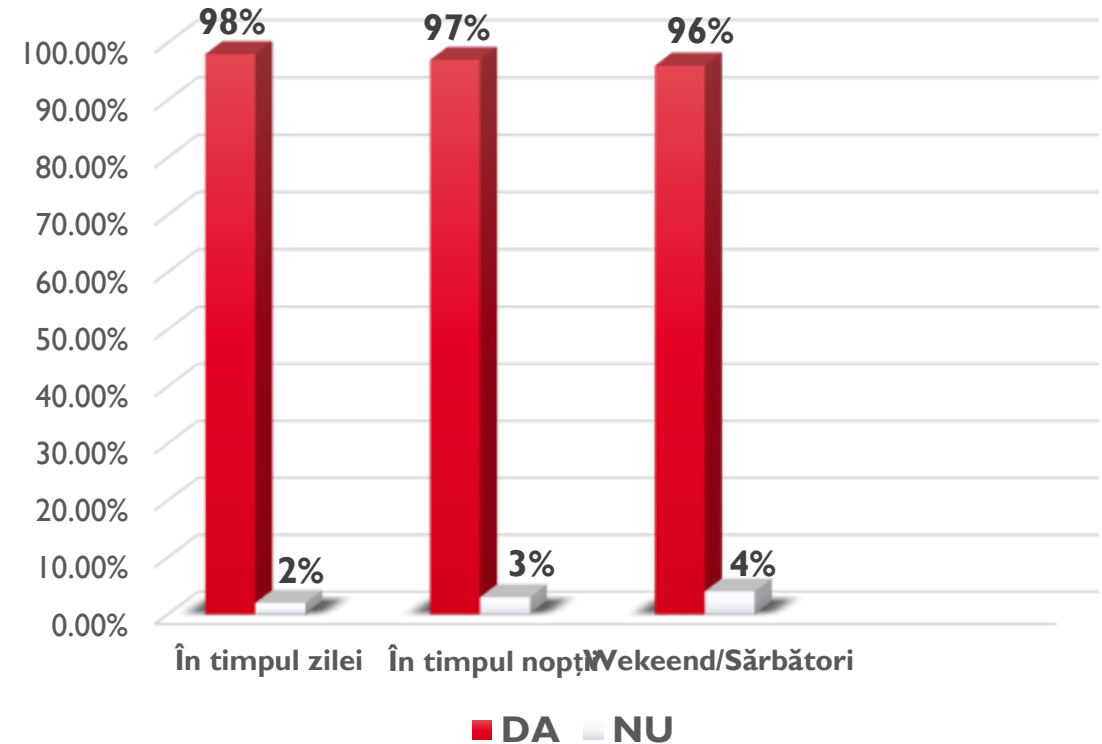
Asistența medicală acordată în timpul: zilei, nopții și weekend



2024

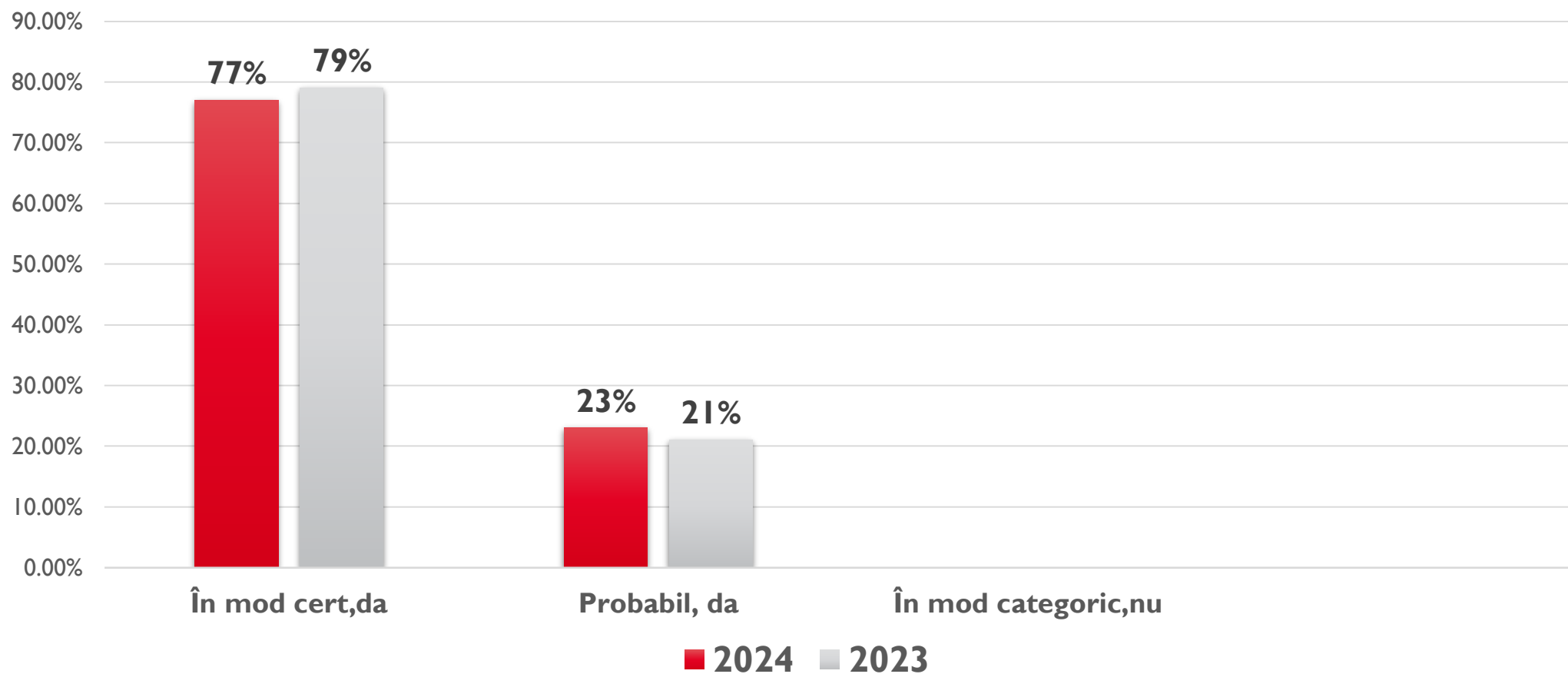


2023





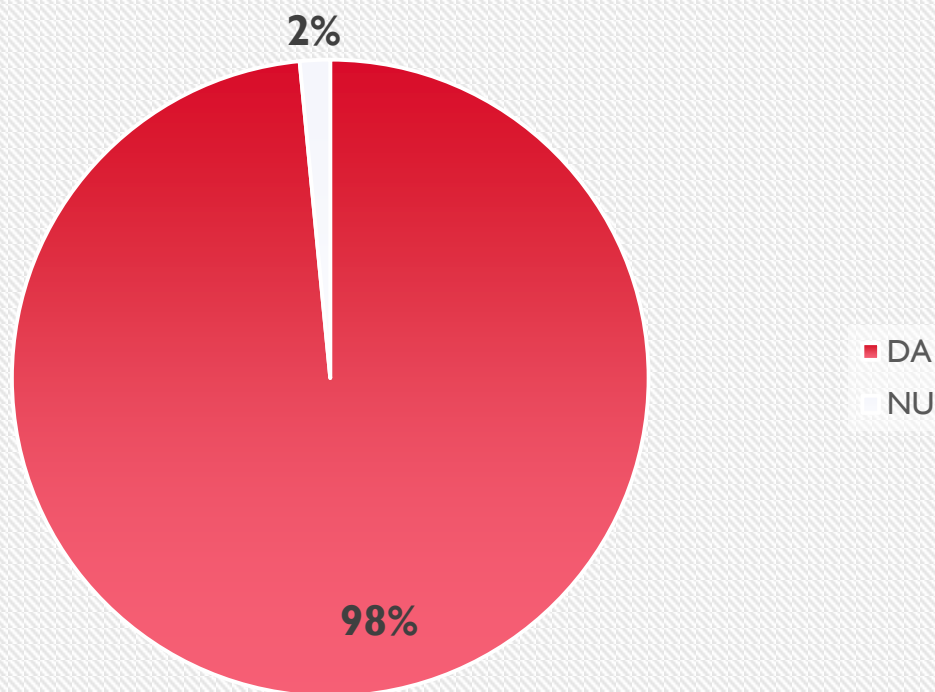
Dacă ar fi necesar să vă reinternați, ați opta pentru același spital ?



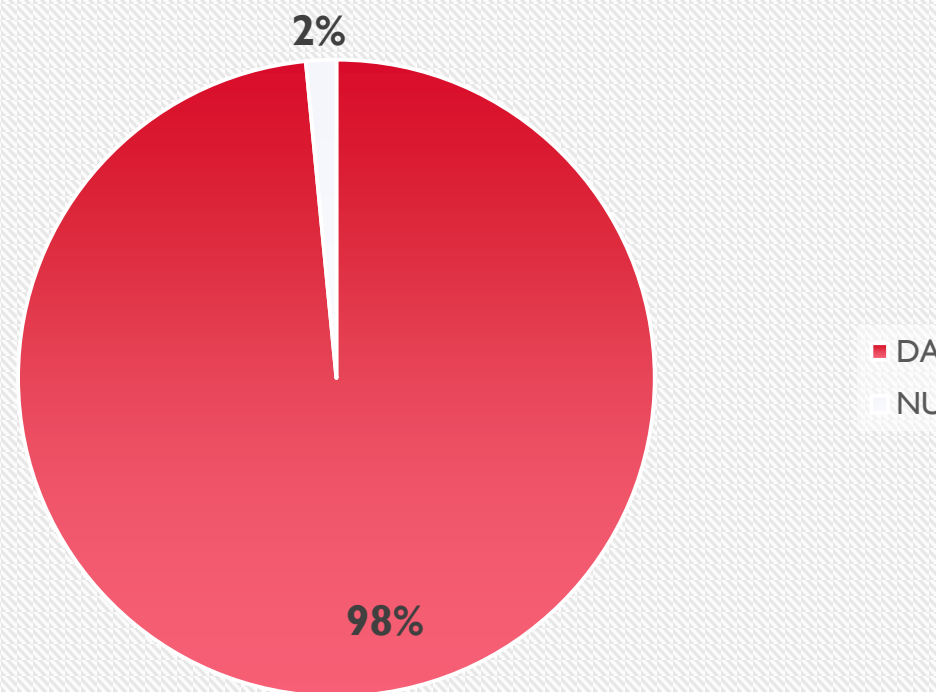


Respectarea drepturilor pacientului

2024



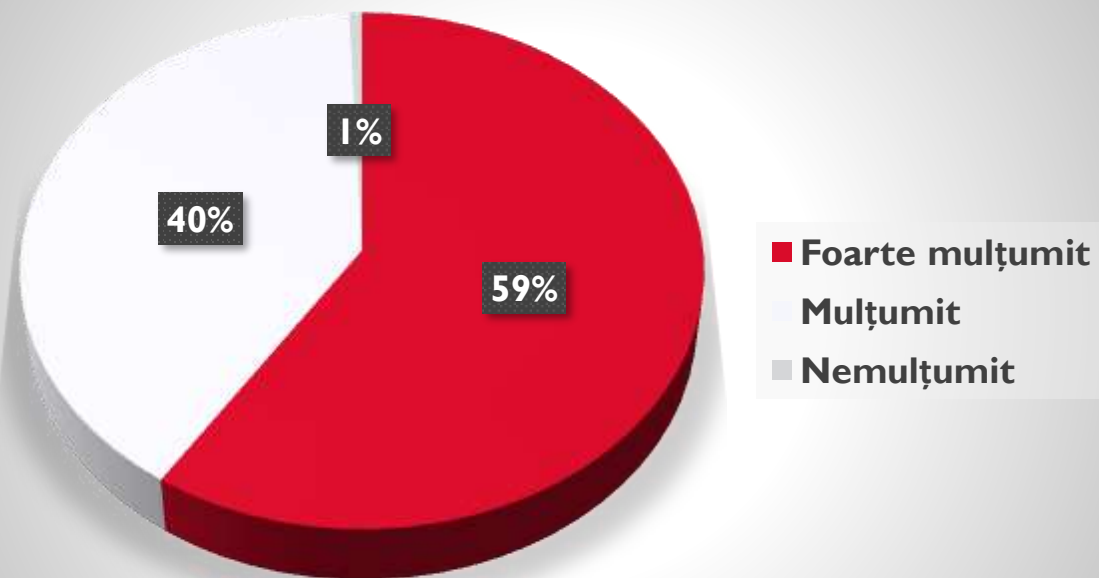
2023



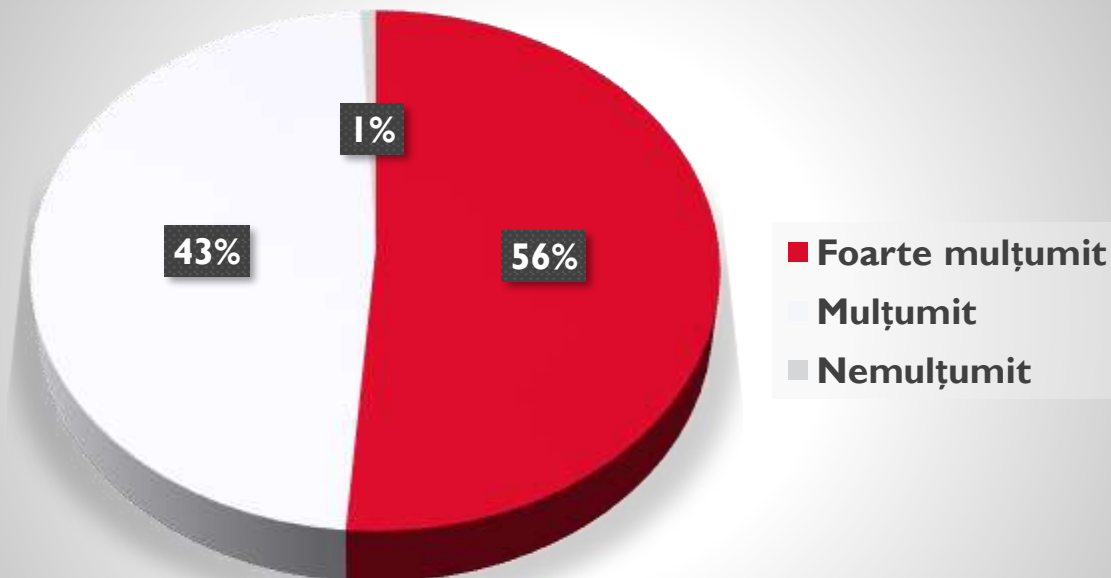


Impresia generală

2024



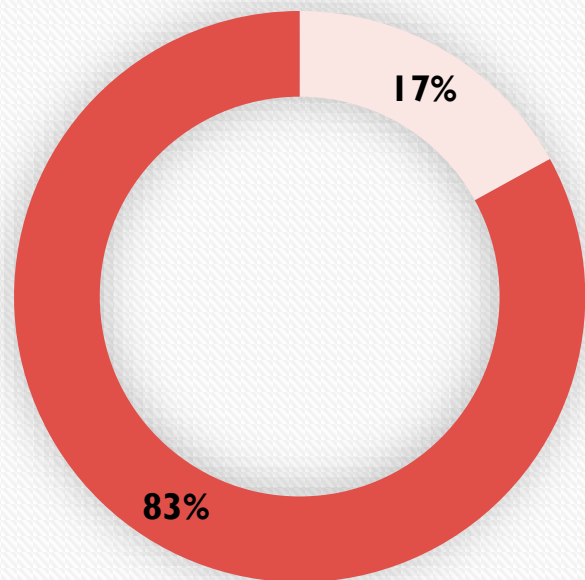
2023



Departament Medicină Urgentă (88/83 chestionare) Respondent

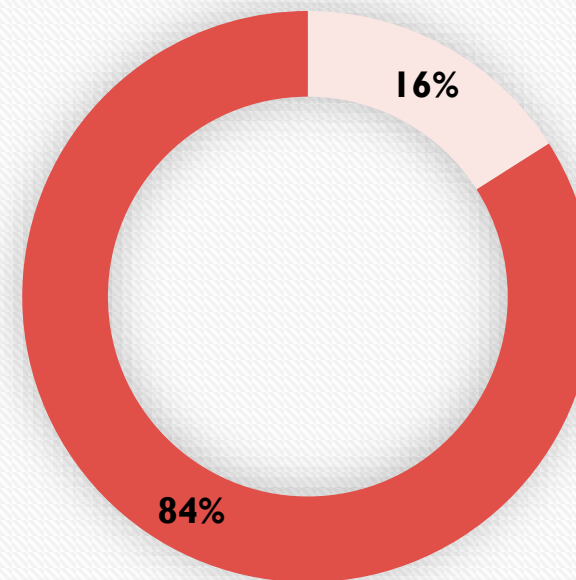


2024



■ Pacient ■ Aparținător

2023

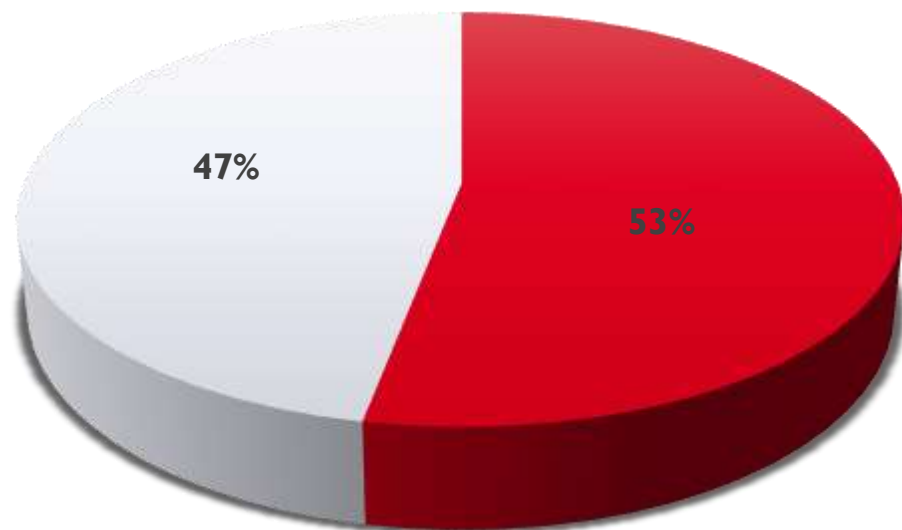


■ Pacient ■ Aparținător



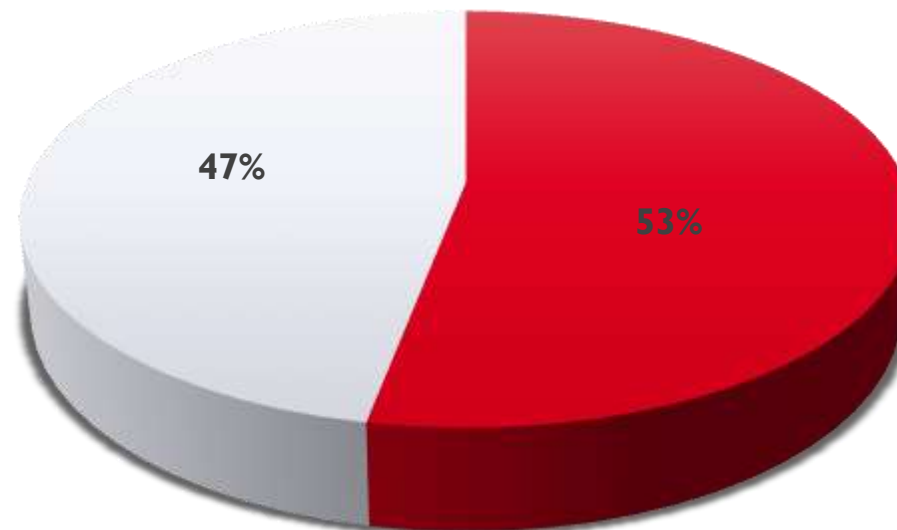
Genul

2024



■ Masculin ■ Feminin

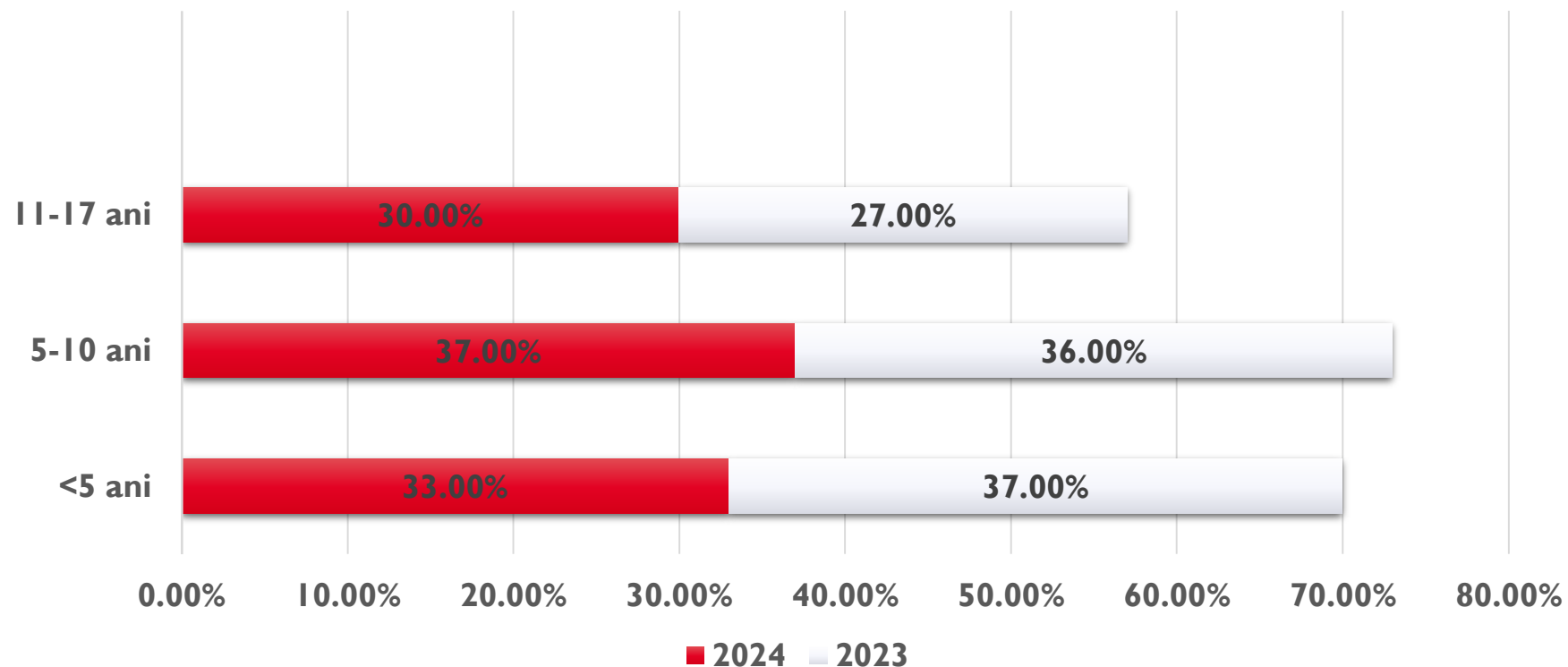
2023



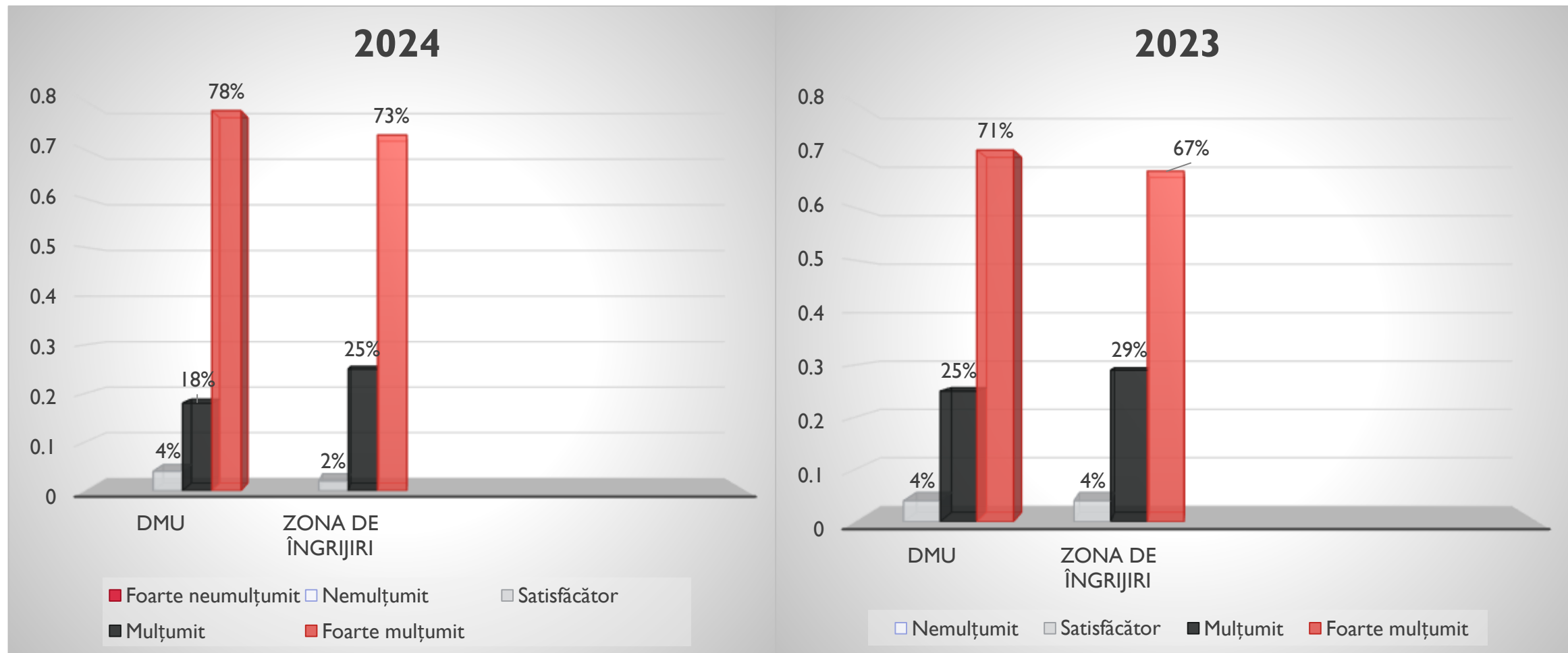
■ Masculin ■ Feminin



Grupa de vârstă



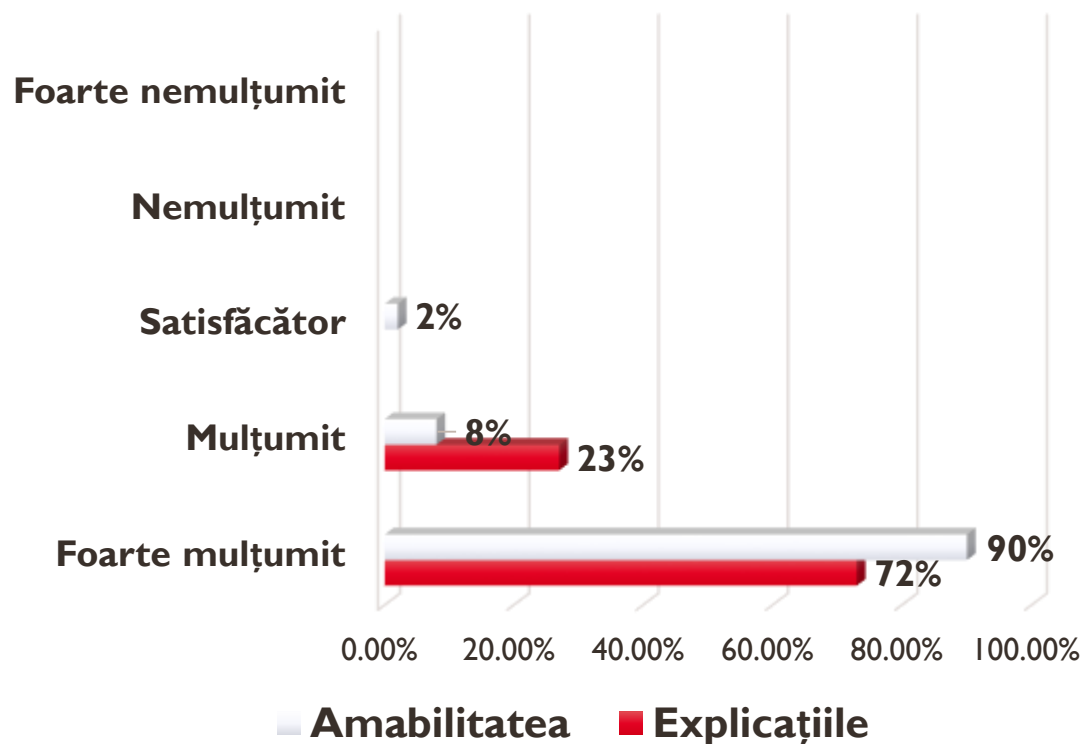
Rapiditatea preluării pacientului la DMU/Zona de îngrijiri



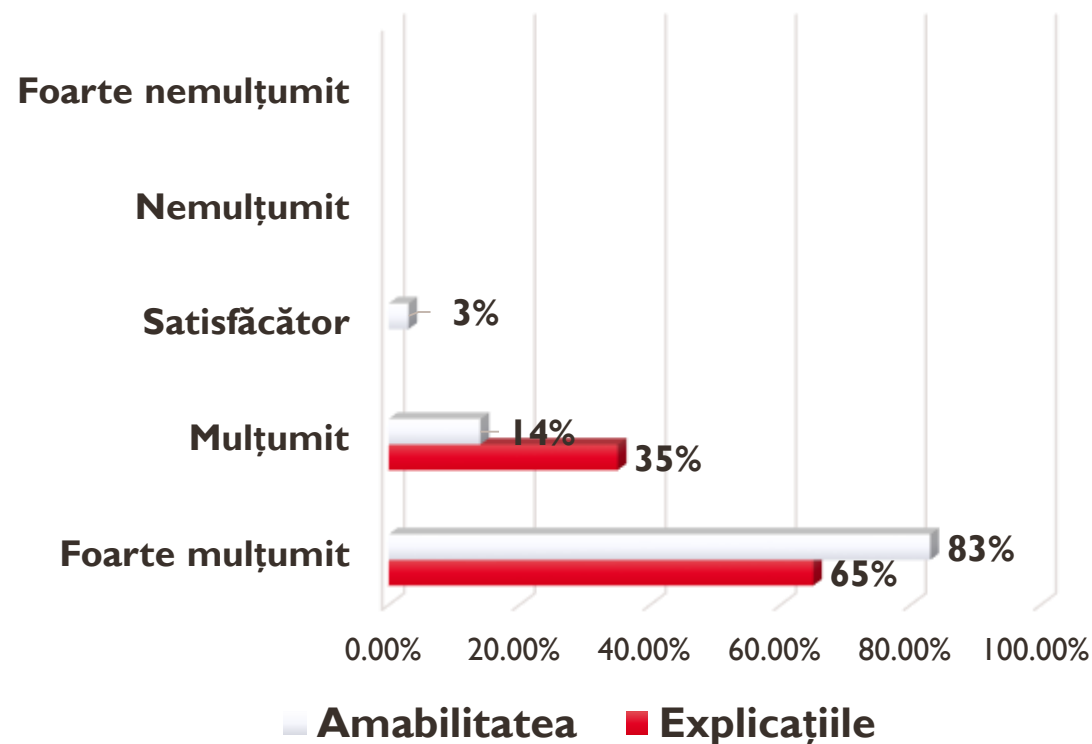
Amabilitatea personalului medical și explicațiile referitor la așteptare



2024



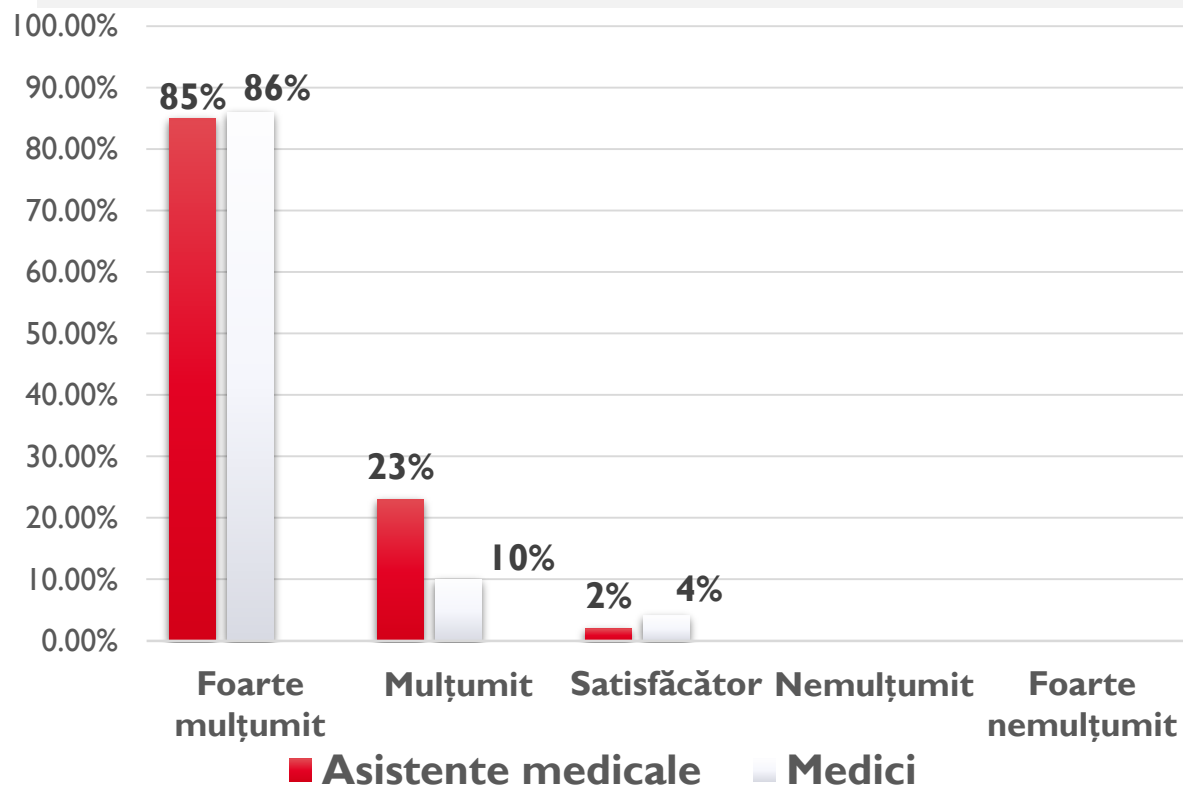
2023



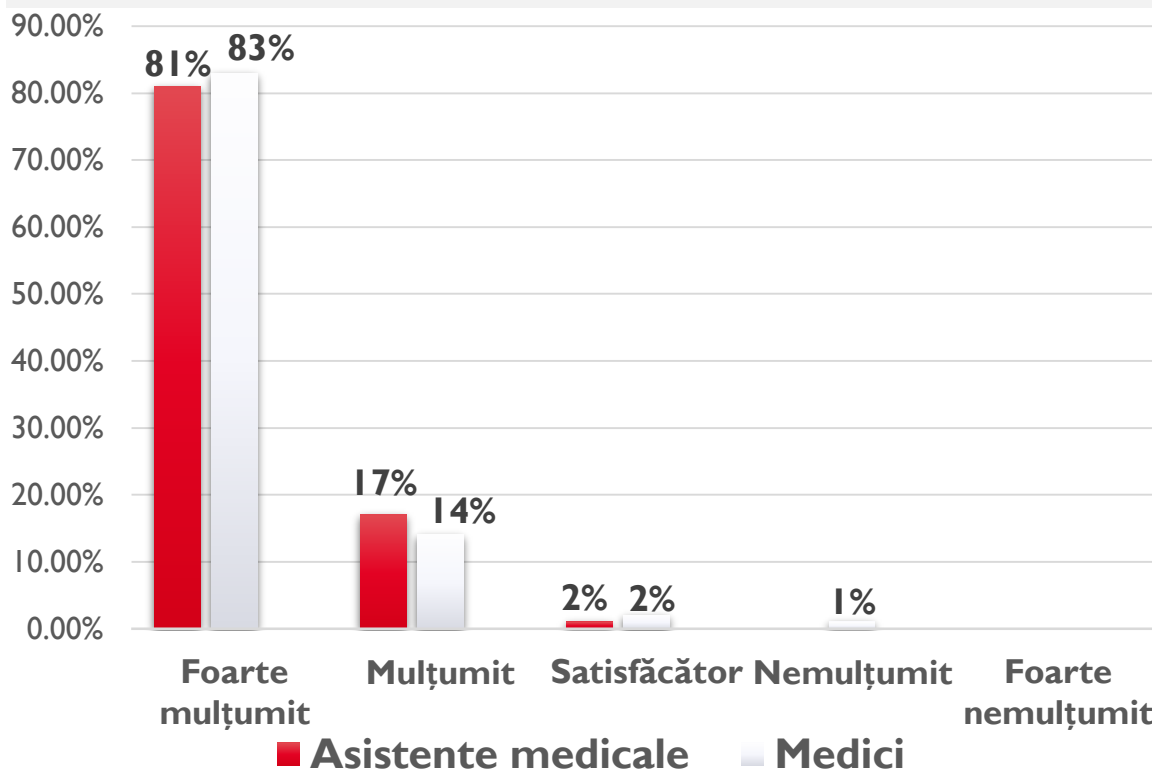
Atitudinea și comportamentul asistentelor medicale și al medicilor



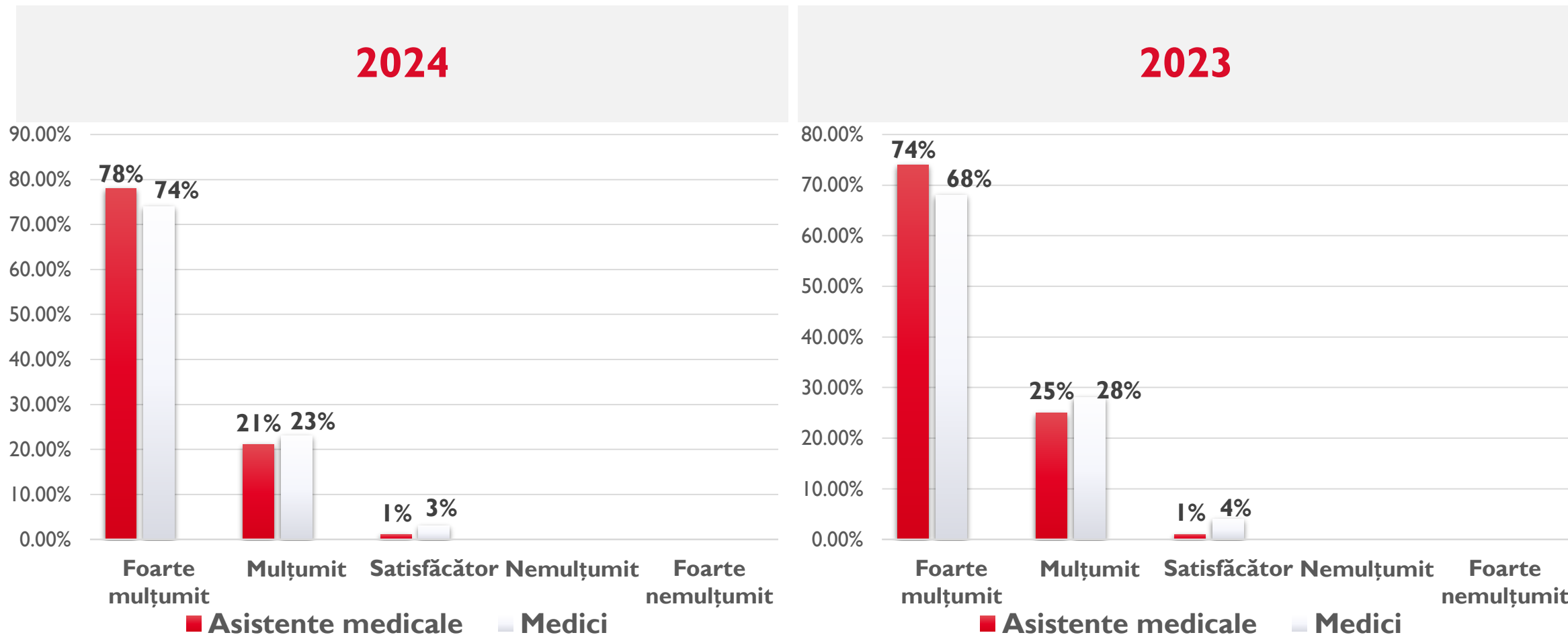
2024



2023



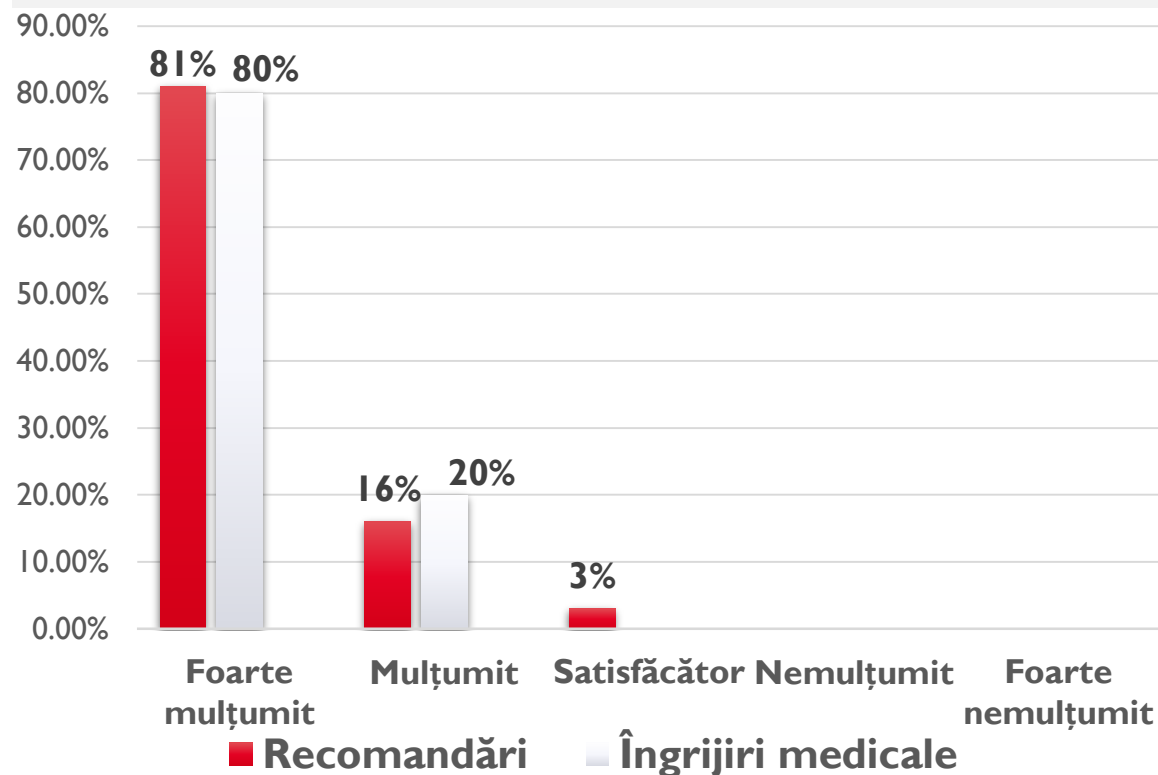
Acordarea serviciilor medicale de către asistente medicale și medicilor



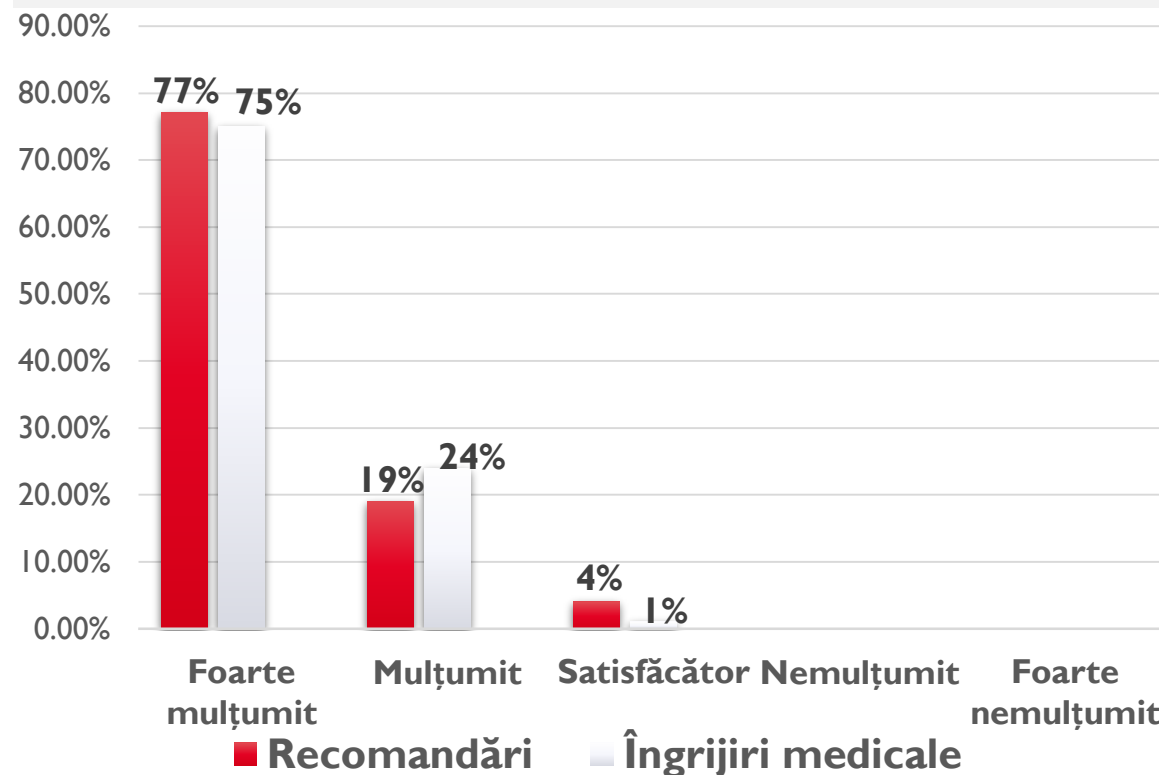
Informațiile oferite de către personal privind îngrijirile și recomandările pe viitor



2024



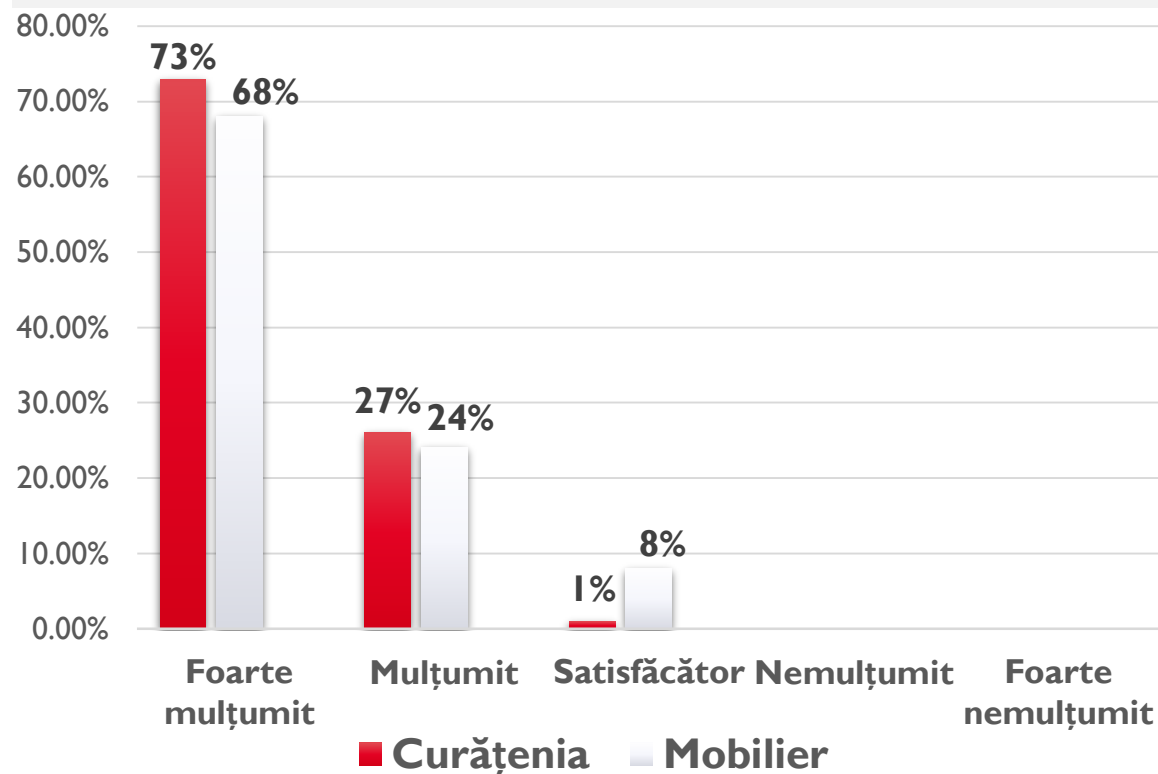
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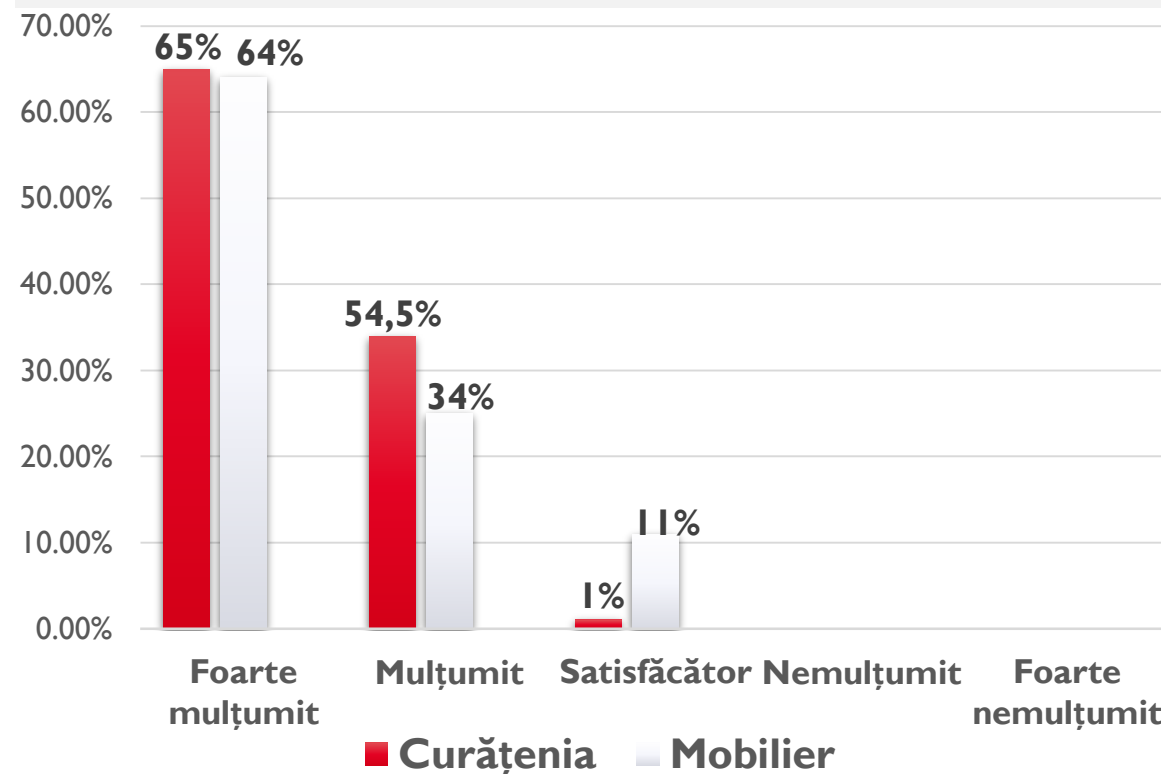
Dotarea cu mobilier și curățenia din cadrul DMU



2024



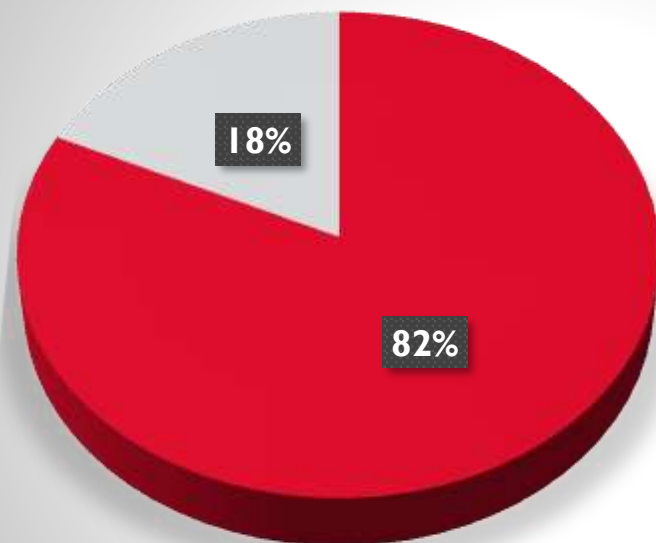
2023





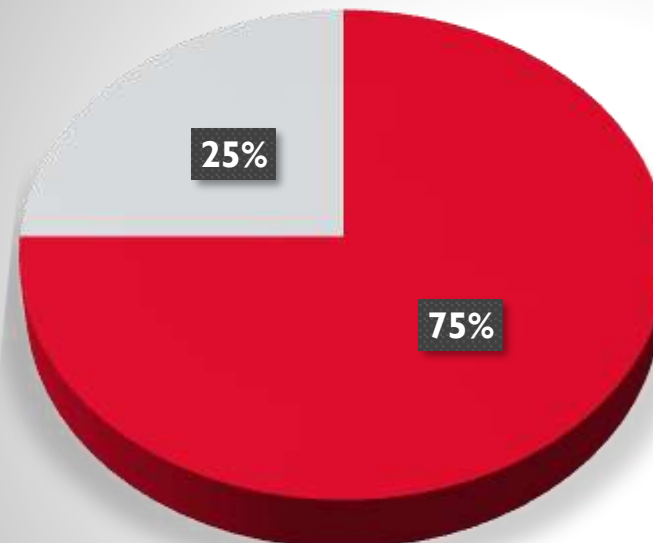
Impresia generală DMU

2024



- Foarte mulțumit
- Mulțumit
- Satisfăcător
- Foarte nemulțumit

2023



- Foarte mulțumit
- Mulțumit
- Satisfăcător
- Foarte nemulțumit



SUGESTII

- 1. Crearea unor facilități pentru mame, în special cu sugarii, copii cu invaliditate (pat, comode etc.)
- 2. Instalarea de TV, condiționere, prize (în perioada caldă a anului – imposibil de rezistat în unele saloane iar în perioada rece – foarte frig)
- 3. Magazin/bufet – pentru procurarea produselor de strictă necesitate (apa, produse igienice)
- 4. Redeschiderea sălilor de joc cu program de activitate liber

ASPECTE POZITIVE



“Personal amabil
și receptiv”

“Condiții
hoteliere bune și
atitudine
responsabilă din
partea
personalului
medical”

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

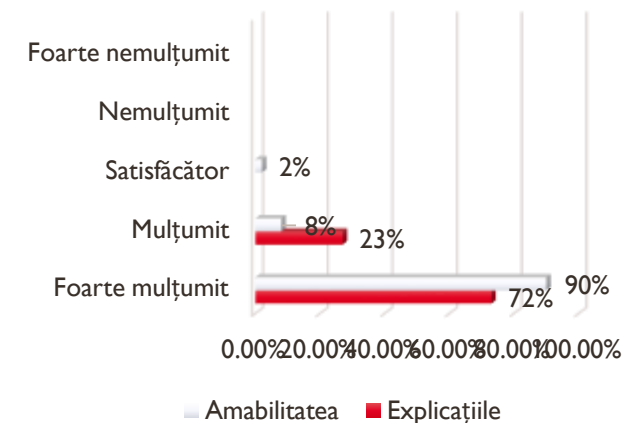
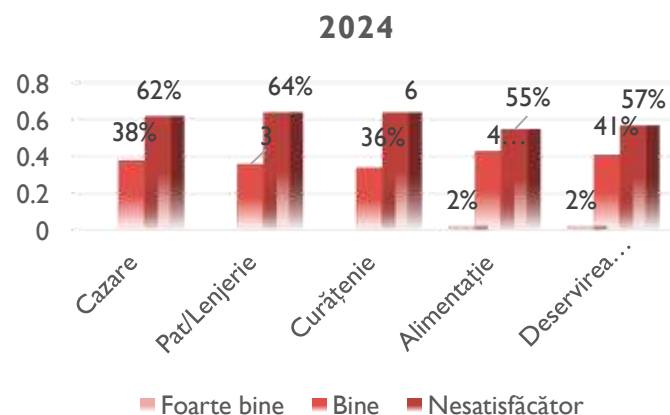
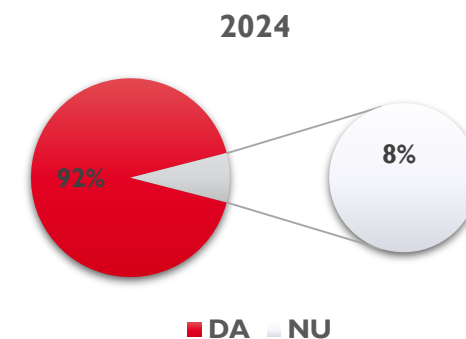
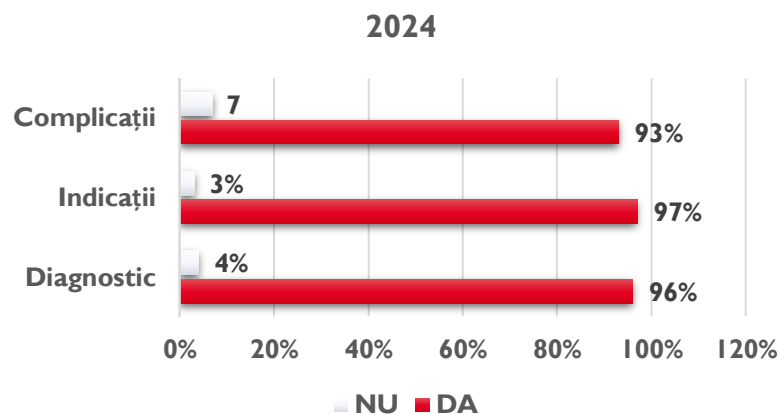
“Am fost foarte
mulțumită de
atenția , condițiile
și susținerea
personalului din
secție.”

CONCLUZII



- **Comunicarea diagnosticului și a tratamentului**
- **Comunicarea drepturilor pacientului**
- **Creșterea satisfacției vizavi de unele servicii: cazare, pat/lenjerie, curățenie**
- **Creșterea satisfacției: amabilitatea personalului medical și a explicațiilor oferite referitor la așteptare**

**Creșterea
satisfacției:**

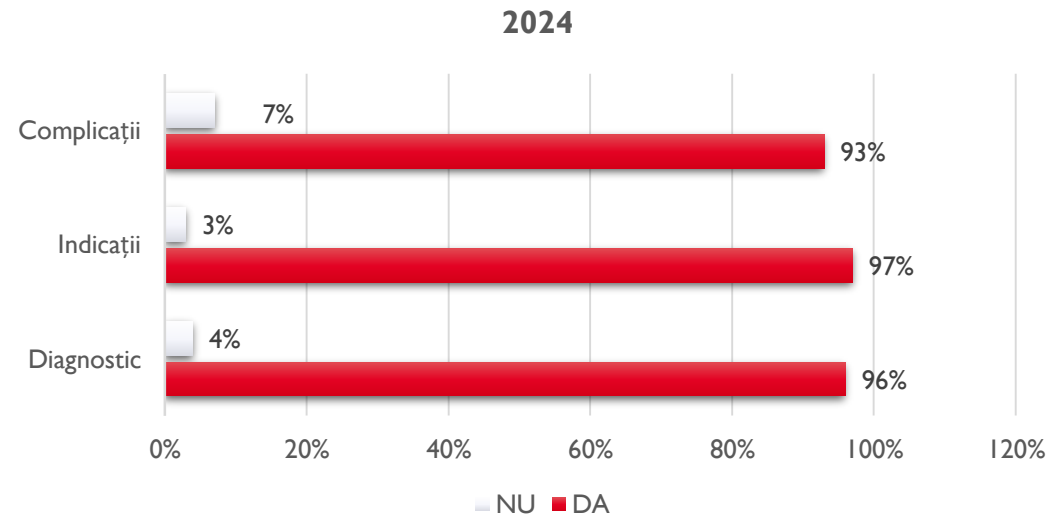


CONCLUZII



- **Comunicarea eventualelor complicații**

**Scăderea
satisfacției:**





**Spitalul Clinic
Municipal De Copii**
Valentin Ignatenco

Mulțumesc pentru atenție!

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Fax: +373 725 766

Email: vignatenco@ms.md