

RILEVAZIONE CUSTOMER SATISFACTION ANNO 2024																									
Fabiano	Questionari inseriti	GEN		7 FEB		5 MAR		1 APR		8 MAG		1 GIU		4 LUG		6 AGO		7 SETT		5 OTT		NOV		DIC	
Scala di valutazione da 1 a 5		Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo	Media BU	MediaGruppo
ASPETTI ALBERGHIERI Come valuta:	La pulizia degli ambienti		4,9	5,0	4,9	5,0	4,9	5,0	4,8	5,0	5,0	5,0	4,9	5,0	5,0	4,9	5,0	4,9	5,0	5,0	5,0	4,9	5,0	4,8	5,0
	La cura degli ambienti (arredi, attrezzature, comodità, ordine, ambiente accogliente, ecc.)		4,9	5,0	5,0	5,0	4,9	5,0	4,7	5,0	4,9	5,0	5,0	5,0	4,9	4,9	5,0	5,0	5,0	4,9	4,9	4,9	5,0	5,0	
	La facilità di orientamento all'interno del Centro		5,0	5,0	4,8	5,0	5,0	5,0	4,9	5,0	5,0	5,0	4,9	5,0	5,0	5,0	5,0	4,9	5,0	5,0	4,9	4,9	5,0	5,0	
PROFESSIONALITA' PERCEPITA (Medici, Sanitari, Assistente sociale ecc.). Come valuta:	La competenza professionale di chi l'ha assistita e curata		5,0	5,0	5,0	5,0	4,9	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	4,9	4,8		5,0	5,0	
	La cortesia e l'attenzione al suo bisogno clinico		4,9	5,0	5,0	5,0	4,9	5,0	5,0	5,0	4,8	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	4,9		5,0	5,0	
	La completezza e chiarezza delle informazioni fornite sul percorso terapeutico		5,0	5,0	5,0	5,0	4,9	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	4,9	5,0	5,0	5,0	4,9	4,8		4,9	5,0	
	La disponibilità a rispondere alle Sue domande		5,0	5,0	4,8	5,0	4,9	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	4,9	5,0	5,0	5,0	4,9	5,0		4,9	5,0	
STILE DELLA CASA UMANIZZAZIONE DELLE CURE Come valuta:	La facilità di ottenere un appuntamento		4,8	5,0	4,7	5,0	4,8	5,0	5,0	5,0	4,9	5,0	4,9	5,0	4,8	4,9	5,0	4,9	4,9	4,8	4,8		4,9	4,9	
	La puntualità degli appuntamenti		4,7	3,8	4,9	3,0	4,7	3,0	4,6	4,0	4,9	4,0	4,8	3,8	4,9	3,0	4,6	4,8	4,9	3,9	4,9		5,0	4,9	
	La cortesia del Personale in accettazione ed al centralino		4,8	5,0	4,7	5,0	4,9	5,0	5,0	5,0	5,0	5,0	4,9	5,0	4,9	4,5	4,9	4,9	4,9	4,7	4,8		4,9	5,0	
	La completezza delle informazioni ricevute sui Servizi offerti		4,9	5,0	5,0	5,0	4,9	5,0	5,0	5,0	5,0	5,0	4,9	5,0	4,9	4,8	5,0	4,9	4,6	5,0	5,0		4,9	5,0	
	La completezza delle informazioni ricevute sull'organizzazione del Servizio		4,9	4,6	5,0	4,6	4,9	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	4,9	5,0	5,0	5,0	4,6	5,0		4,9	5,0	
ASPETTI ALBERGHIERI			4,9	5,0	4,9	5,0	5,0	5,0	4,8	5,0	4,9	5,0	4,9	5,0	5,0	4,9	5,0	4,9	5,0	4,9	4,9		4,9	5,0	
PROFESSIONALITA' PERCEPITA			5,0	5,0	4,9	5,0	4,9	5,0	5,0	5,0	4,9	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	4,9	4,9		5,0	5,0	
STILE DELLA CASA - UMANIZZAZIONE DELLE CURE			4,8	4,7	4,8	4,5	4,8	4,6	4,9	4,8	4,9	4,8	4,9	4,8	4,9	4,4	4,9	4,9	4,9	4,5	4,9		4,9	5,0	
INDICATORI DI SINTESI	Customer Satisfaction Index		94,9	95,4	94,4	97,0	95,2	96,0	97,2	97,8	95,1	95,9	94,7	96,4	97,0	96,4	95,1	96,9	97,5	95,9	97,0		96,9	97,0	
	Net Promoter Score		88	93	88	92	84	94	87	91	80	90	93	94	95	93	96	92	91	91	92		94	92	