



Chestionar de Satisfacție a Pacienților

**Raport lunar
Aprilie 2021**

Patient Satisfaction Sample (719)

Affidea Arad	21	Hiperdia Bistrita (policlinica)	21
Affidea Cluj Ciresilor	11	Brasov Sp Psi-Neuro	16
Affidea Cluj Motilor	2	Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	23
Affidea Constanta	20	Hiperdia Brasov Cal Bucuresti	14
Affidea Deva	15	Hiperdia Brasov N. Titulescu	29
Affidea Buc Floreasca	12	Hiperdia Buc Sudului	21
Affidea Buc Fundeni	28	Hiperdia Buc Elias (Spital)	18
Affidea Focsani	28	Hiperdia Buc Colentina (Spital)	16
Affidea Iasi	17	Hiperdia Buc Ritmului	24
Affidea Mangalia	8	Hiperdia Buc Bagdasar (spital)	2
Affidea Medias (Phoenix)	12	Hiperdia Carei (spital)	28
Affidea Petrosani	15	Hiperdia Cluj Republicii	28
Affidea Piatra Neamt (Phoenix)	11	Hiperdia Galatii	20
Affidea Rm. Valcea (clinica)	11	Hiperdia Miercurea Ciuc	18
Affidea Rm. Valcea (imagistica)	11	Hiperdia Oradea	15
Affidea Slatina	19	Hiperdia Ploiesti Cina	45
Affidea Timisoara	10	Hiperdia Ploiesti Vest	54
Affidea CT Clinic Cluj	12	Hiperdia Satu Mare	39
		Hiperdia Timisoara	25

Main findings by centre

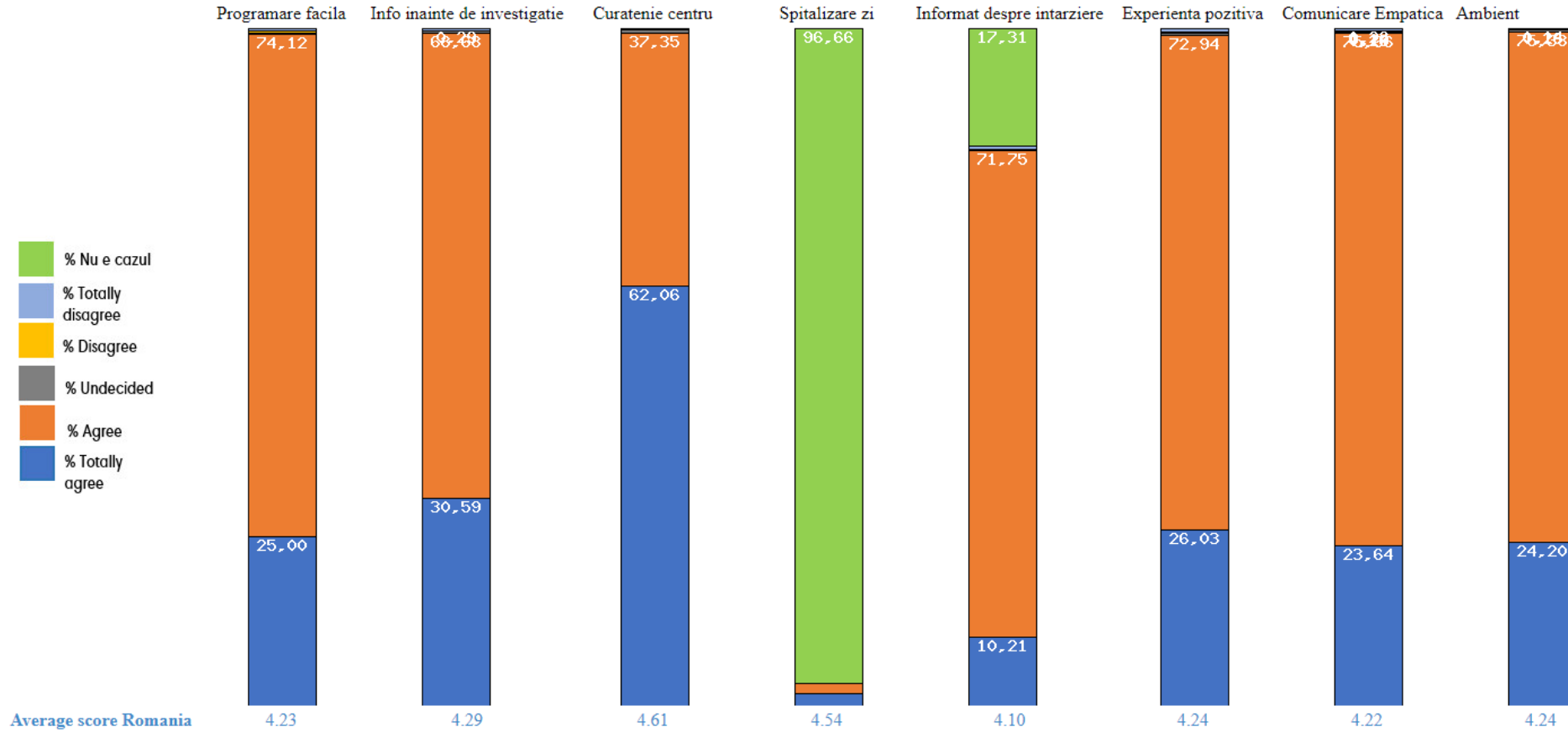
Actions that drive score above average

Centre	Overall Score	What drives score	What can be improved
Hiperdia Buc Bagdasar (Spital)	5.00		
Hiperdia Ploiesti Cina	4.67	cleanliness in center.	info about delays.
Hiperdia Ploiesti Vest	4.60	cleanliness in center.	info about delays.
Affidea Timisoara	4.39	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Fundeni	4.37	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Piatra Neamt	4.37	cleanliness in center.	easy booking. info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Cluj Republicii	4.37		
Affidea iasi	4.36	info before exam. cleanliness in center.	info about delays.
Afidea Rm Valcea (clinica)	4.34	cleanliness in center.	info about delays.
Affidea Constanta	4.31	cleanliness in center.	info about delays.
Affidea Medias	4.30	cleanliness in center. Empathic communication.	easy booking. info before exam. info about delays. overall experience. Pleasant atmosphere.
Affidea Cluj Ciresilor	4.27	cleanliness in center.	overall experience.
Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	4.26	cleanliness in center.	
Hiperdia Satu Mare	4.26	cleanliness in center.	easy booking. info about delays.
Hiperdia Oradea	4.25	info before exam. cleanliness in center.	easy booking. info about delays. Empathic communication.
Affidea Slatina	4.25	cleanliness in center.	Empathic communication. Pleasant atmosphere.

Hiperdia Timisoara	4.25	info before exam. cleanliness in center.	info about delays.
Hiperdia Ritmului	4.22	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Hiperdia Galati	4.21	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Arad	4.21	cleanliness in center.	info about delays.
Hiperdia Brasov Sp Psi-neuro	4.21	cleanliness in center.	info about delays.
Hiperdia Miercurea Ciuc	4.20	cleanliness in center.	info about delays.
Affidea Petrosani	4.18	cleanliness in center.	info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Hiperdia Brasov N. Titulescu	4.18	cleanliness in center.	easy booking.
Affidea Deva	4.18	cleanliness in center.	info about delays.
Hiperdia Carei (spital)	4.17	cleanliness in center.	easy booking. info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Hiperdia Buc Elias (spital)	4.17	info before exam. cleanliness in center.	easy booking. info about delays. overall experience. Empathic communication.
Hiperdia Brasov Cal. Bucuresti	4.15	cleanliness in center.	
Affidea Rm Valcea (imagistica)	4.13	cleanliness in center.	easy booking. info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Hiperdia Buc Colentina (spital)	4.13	cleanliness in center.	
Affidea Focsani	4.13	cleanliness in center.	
Affidea Floreasca	4.12	cleanliness in center. Pleasant atmosphere.	easy booking. info about delays. Empathic communication.
Affidea Cluj Motilor	4.10	cleanliness in center.	easy booking. info before exam. info about delays. overall experience. Empathic communication. Pleasant atmosphere.

Hiperdia Bistrita	4.09	cleanliness in center.	
Affidea Mangalia	4.07	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Affidea CT Clinic Cluj	3.83	cleanliness in center.	info about delays.
Hiperdia Buc Sudului	3.75	easy booking. info before exam. cleanliness in center. info about delays. overall experience. Empathic communication. Pleasant atmosphere.	

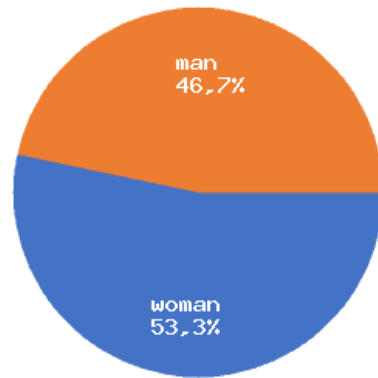
OVERALL RESULTS ROMANIA



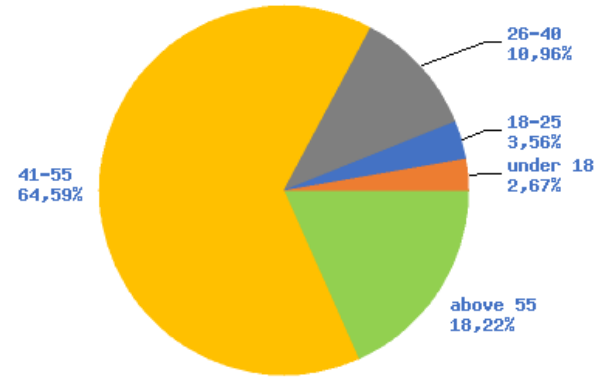
Average score was calculated by assigning a value to each answer and then calculating the average, excluding non-answers Totally agree =5, Agree = 4, Undecided = 3, Disagree = 2, Totally disagree = 1, N/A =0

OVERALL RESULTS ROMANIA

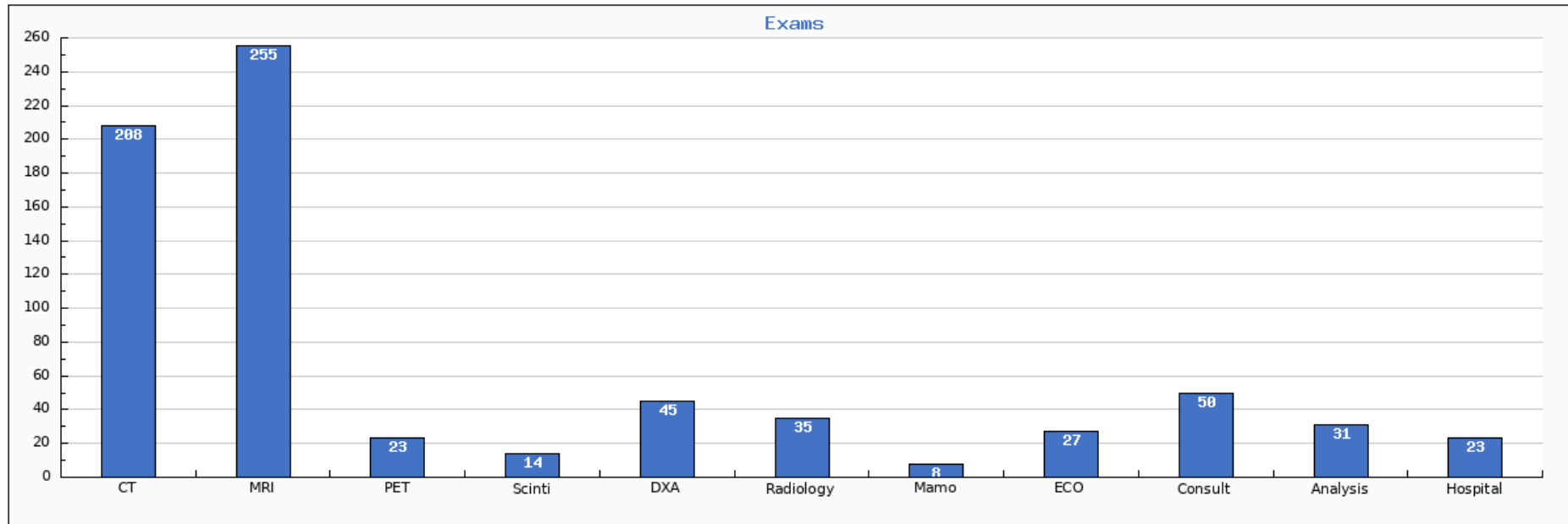
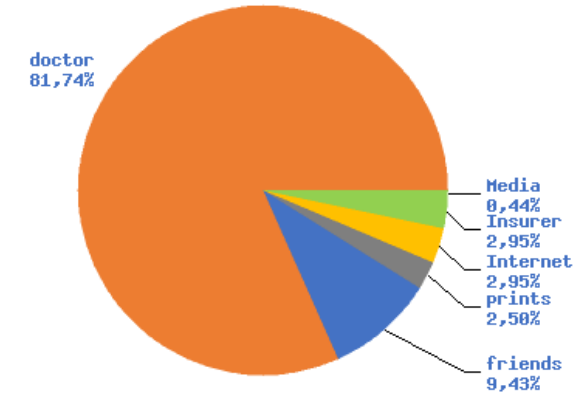
Gender



Age



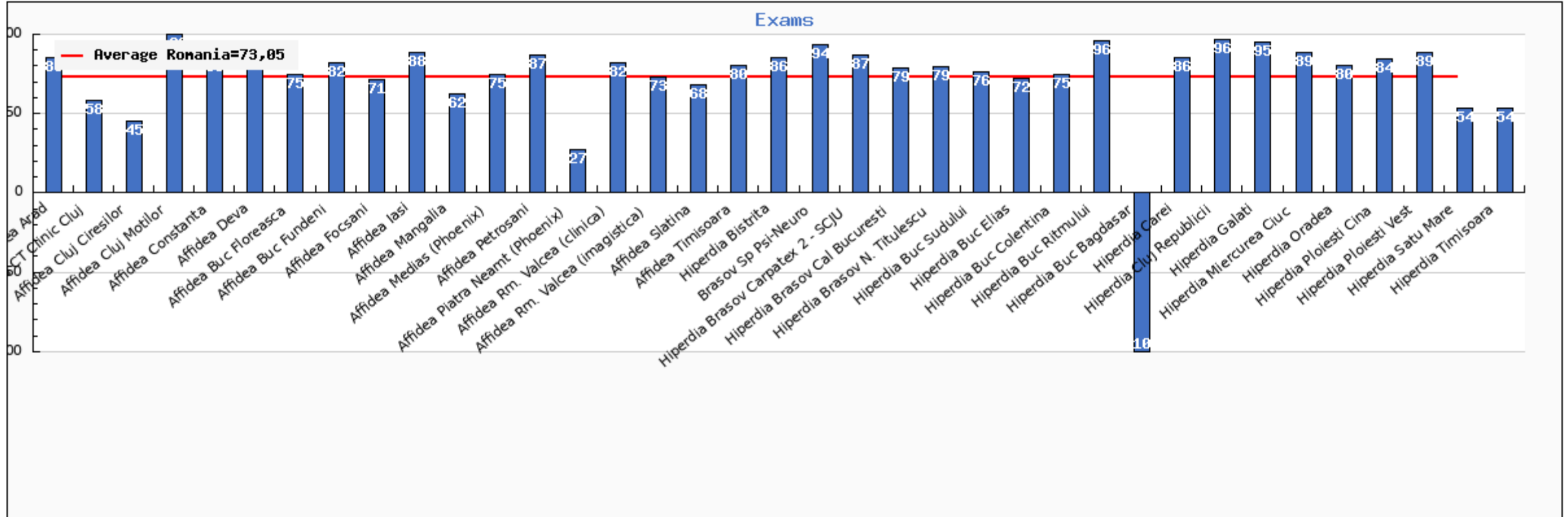
Referrals



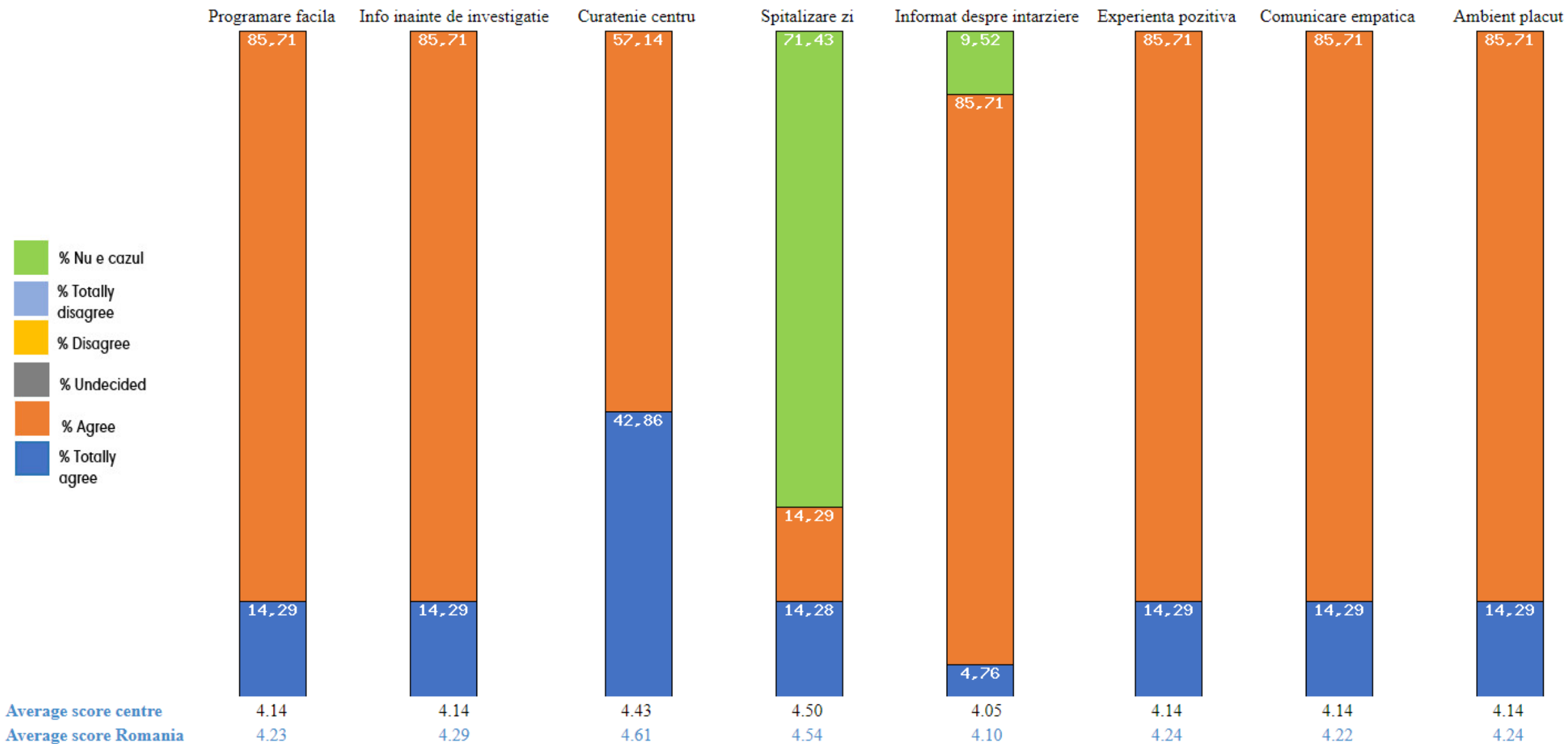
CT	MRI	PET	Scinti	DXA	Radiology	Mamo	ECO	Consult	Analysis	Hospital
208	255	23	14	45	35	8	27	50	31	23

NPS ROMANIA

NPS Global Romania: 79,14

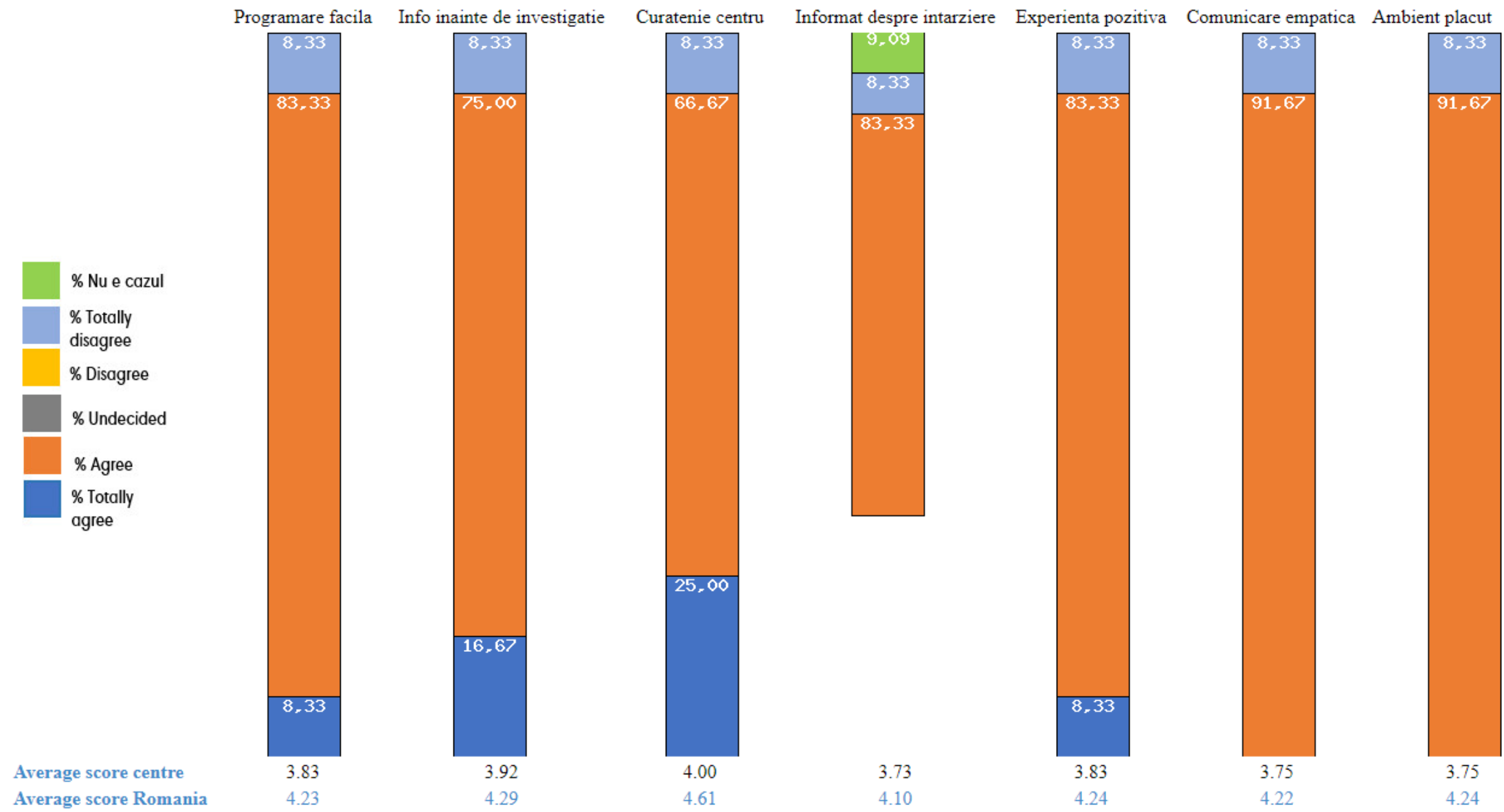


Affidea ARAD (21 respondents) Overall score:4.21



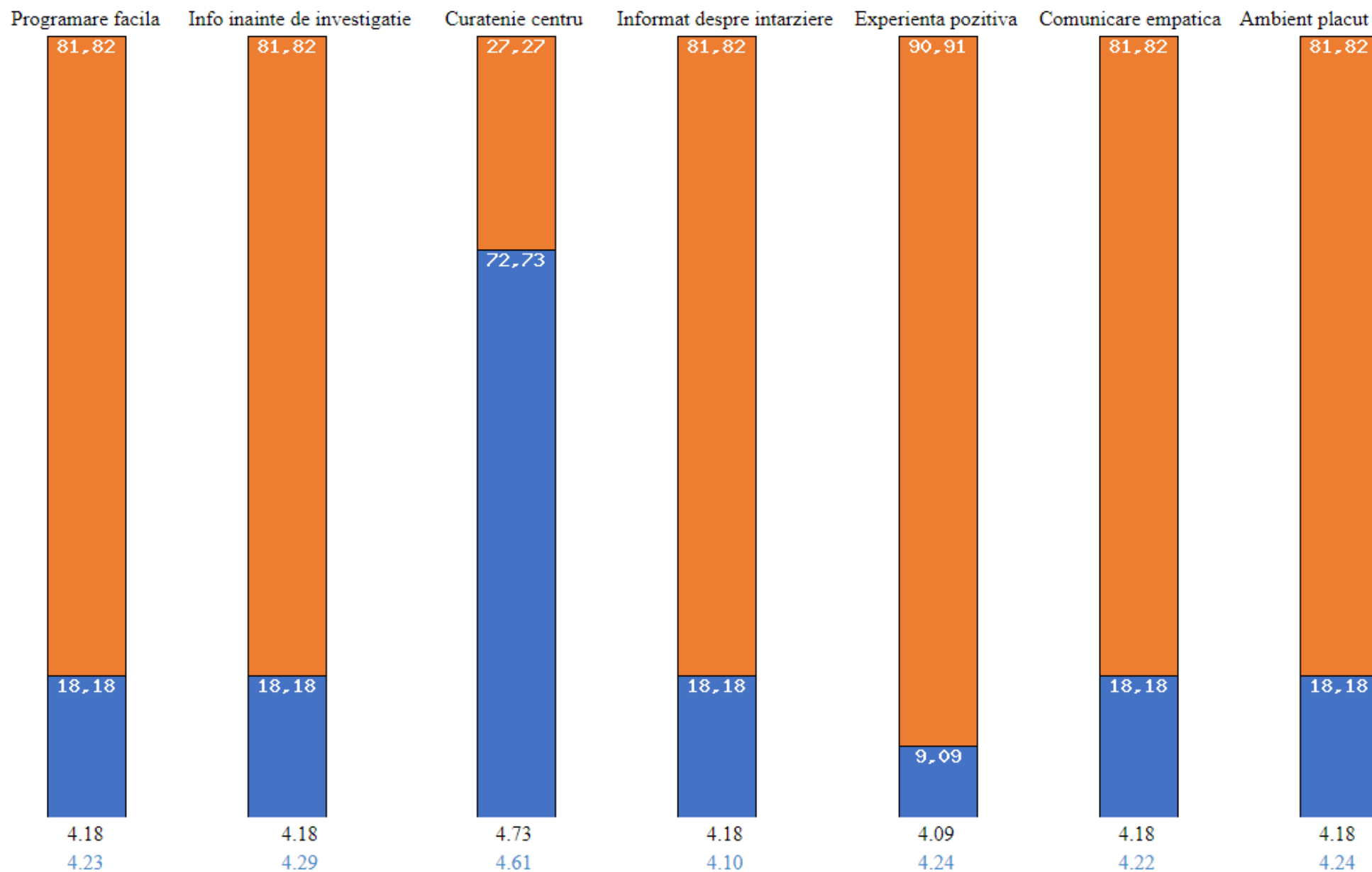
Affidea CT Clinic Cluj(12 respondents)

Overall score:3.83



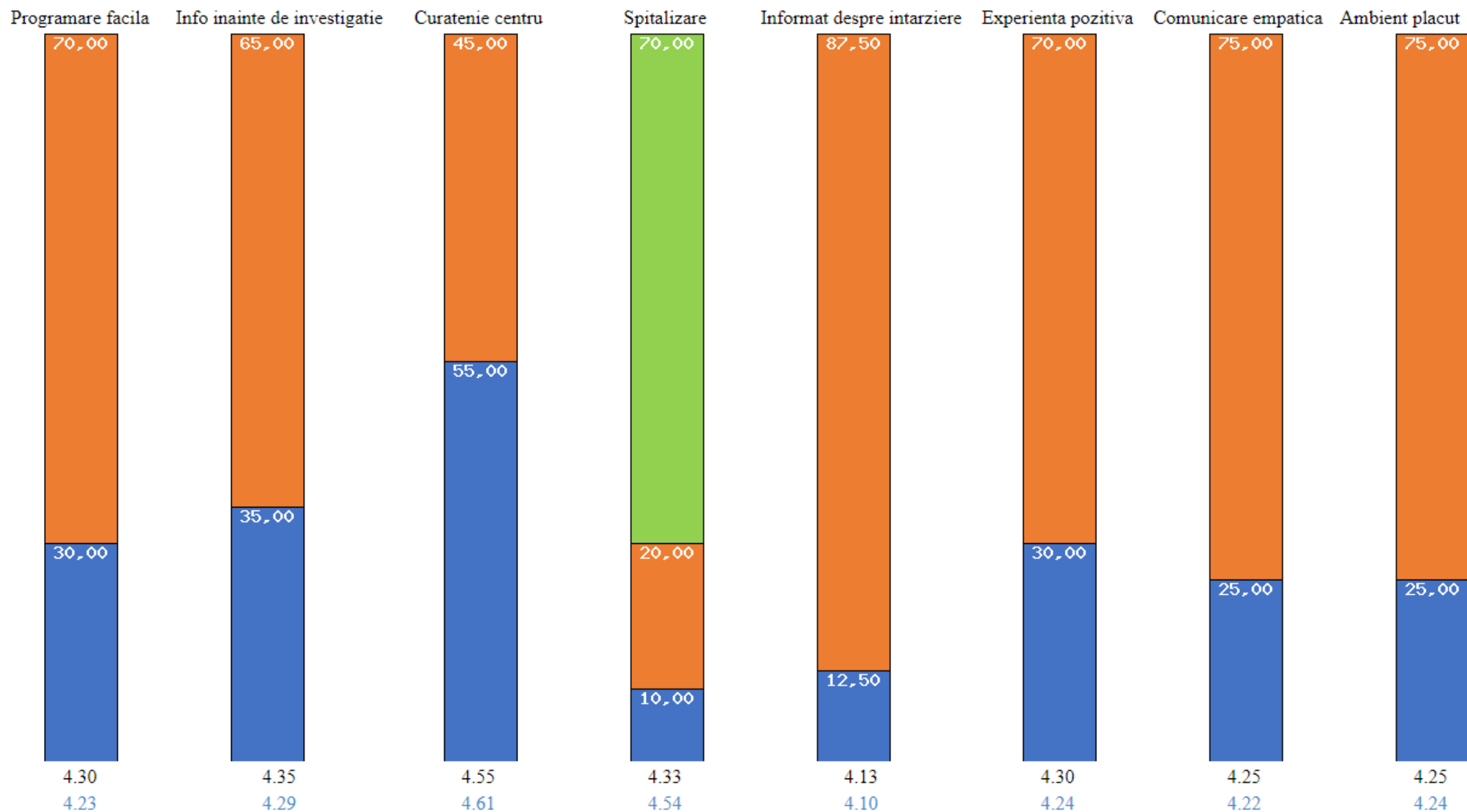
Affidea CLUJ CIRESILOR (11 respondents)

Overall score:4.25



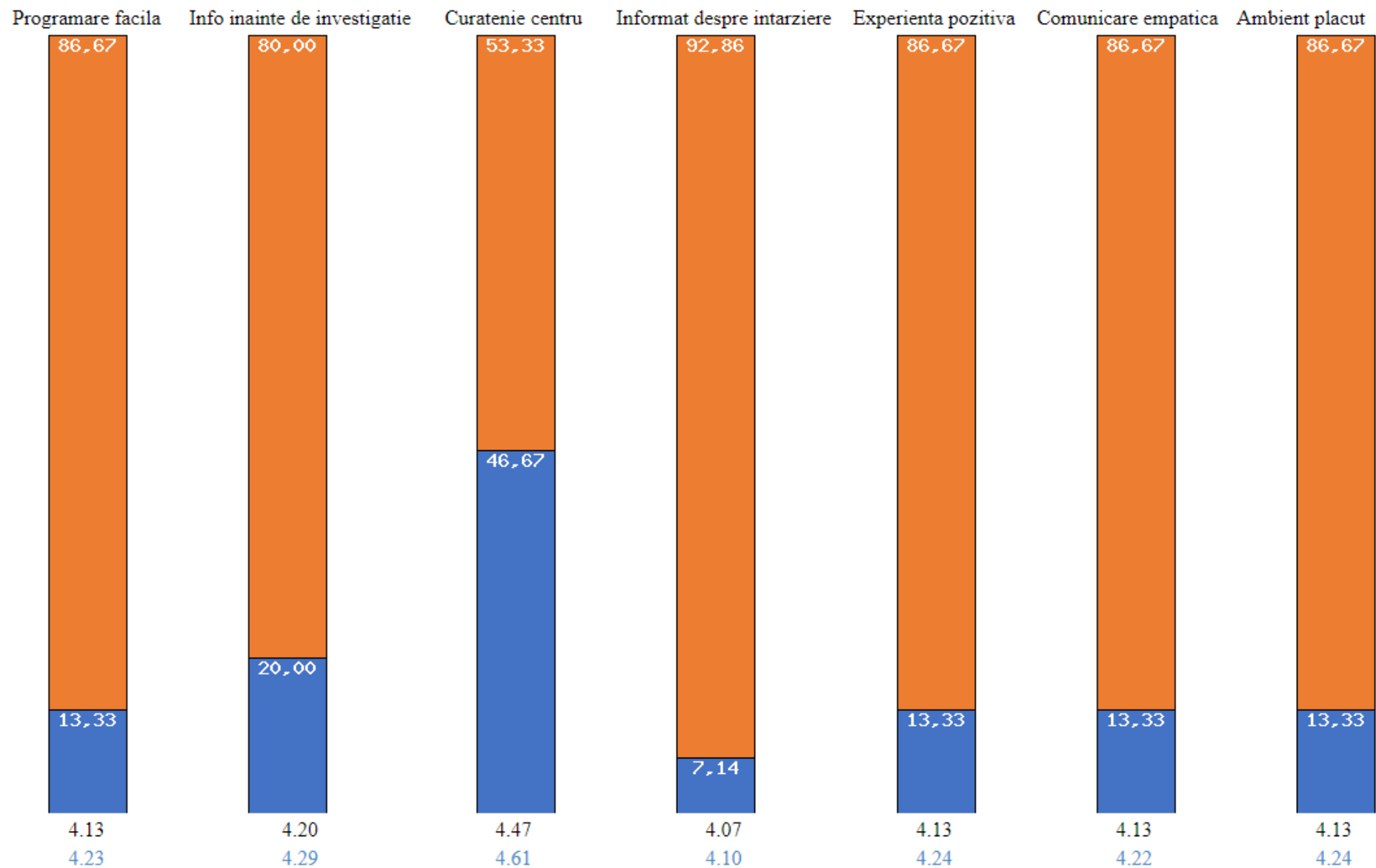
Affidea CONSTANTA (20 respondents)

Overall score:4.31



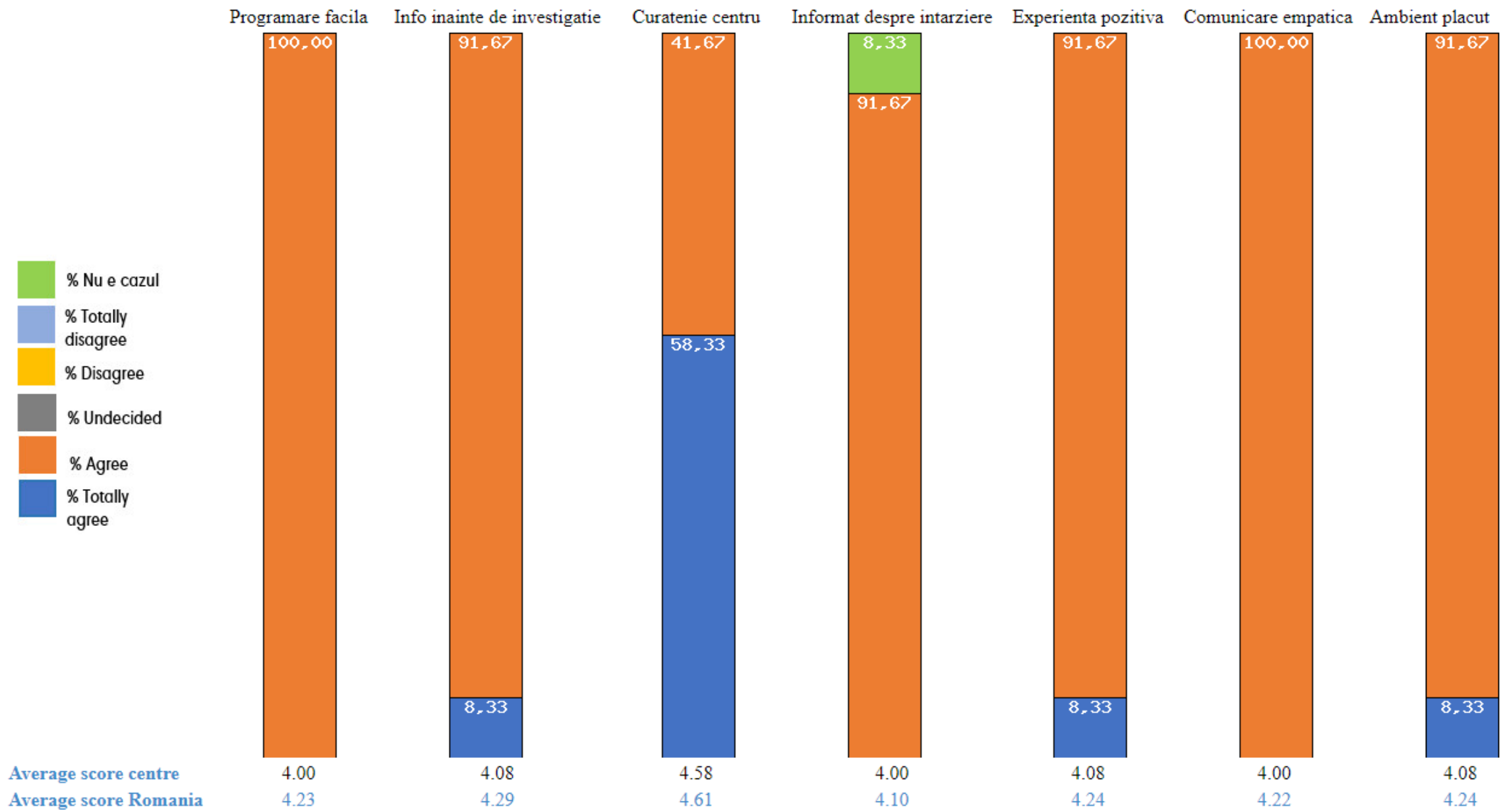
Affidea DEVA (15 respondents)

Overall score:4.18



Affidea BUC FLOREASCA (12 respondents)

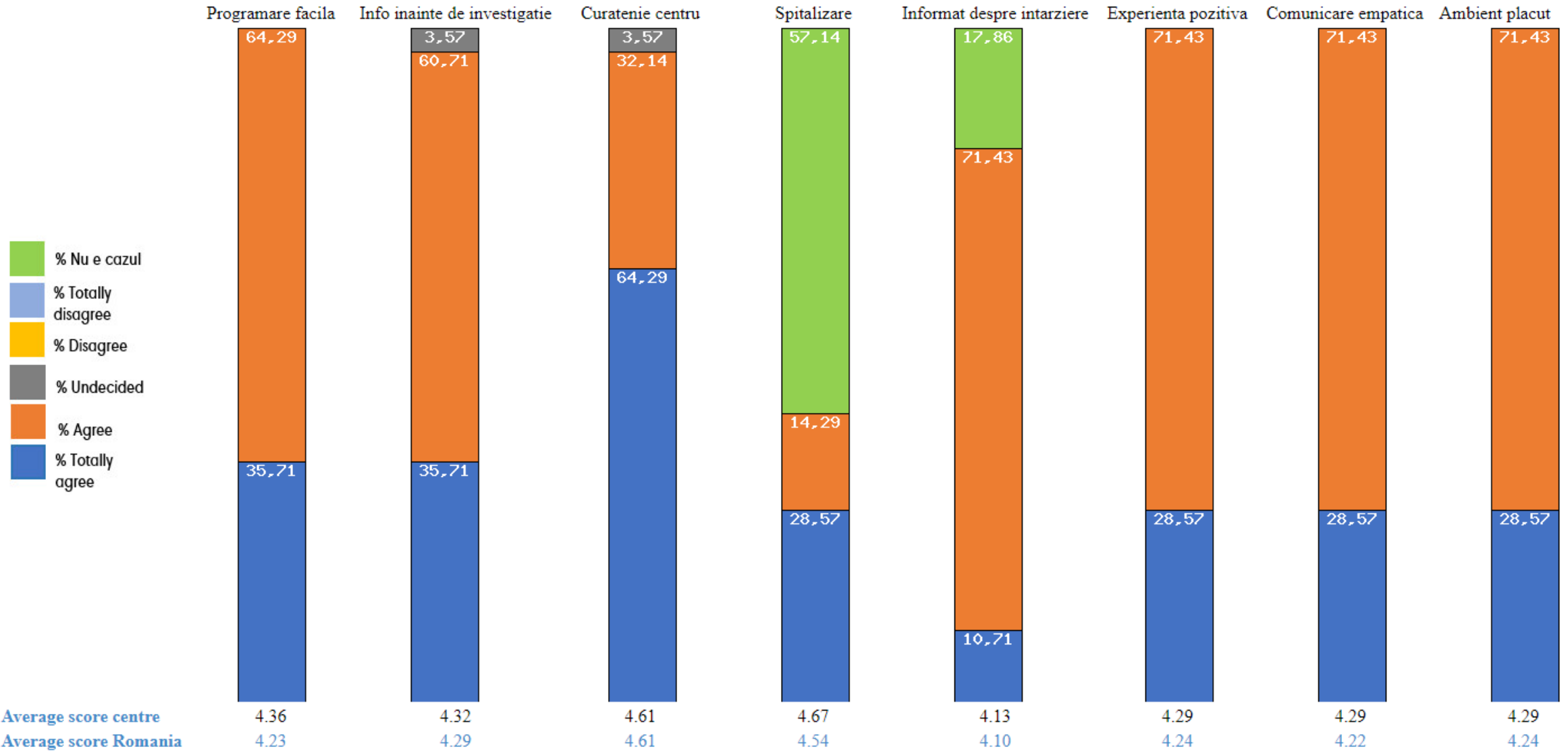
Overall score:4.12



Affidea BUC FUNDENI (28 respondents)

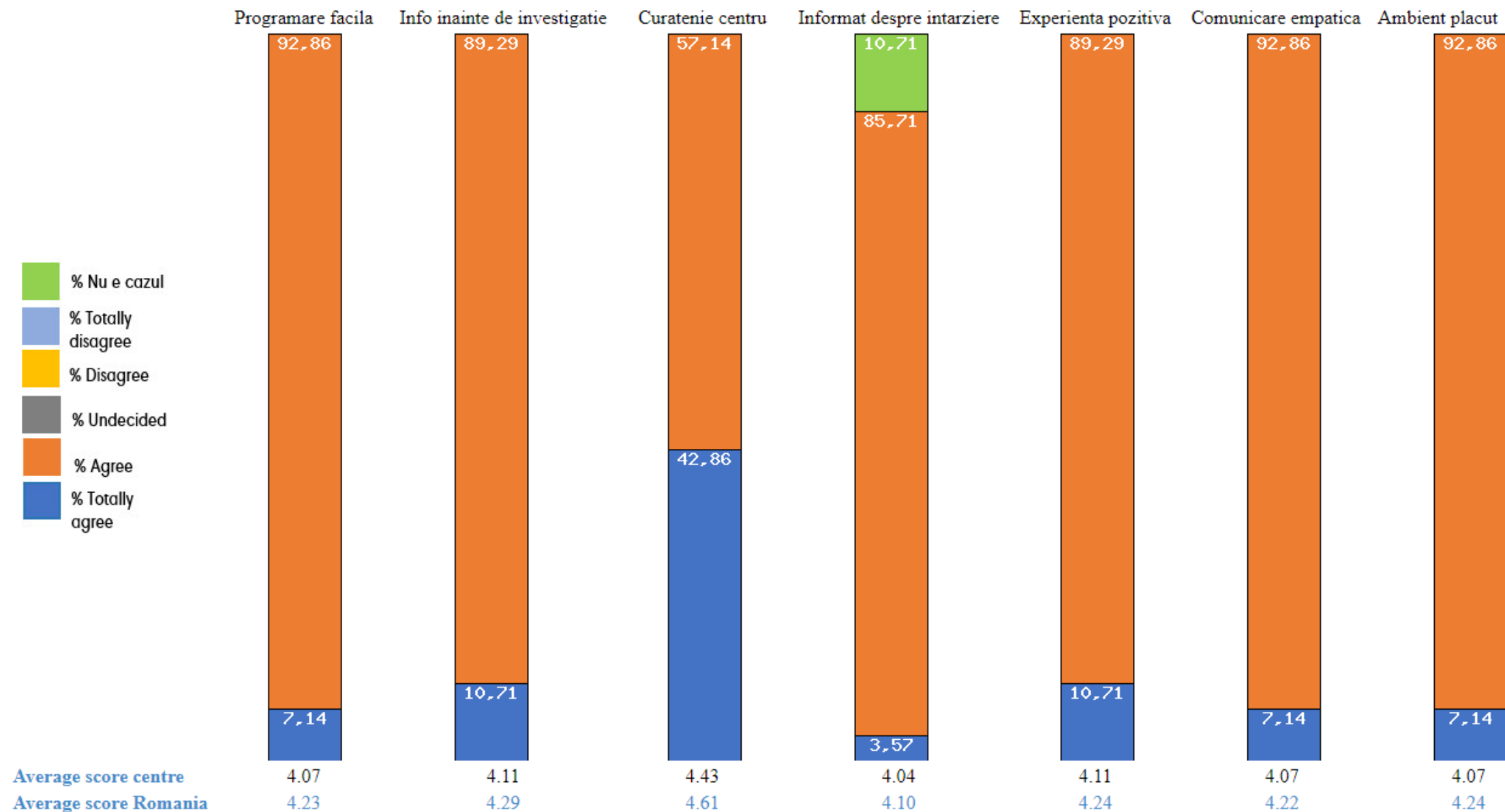
Overall score:4.37

mare



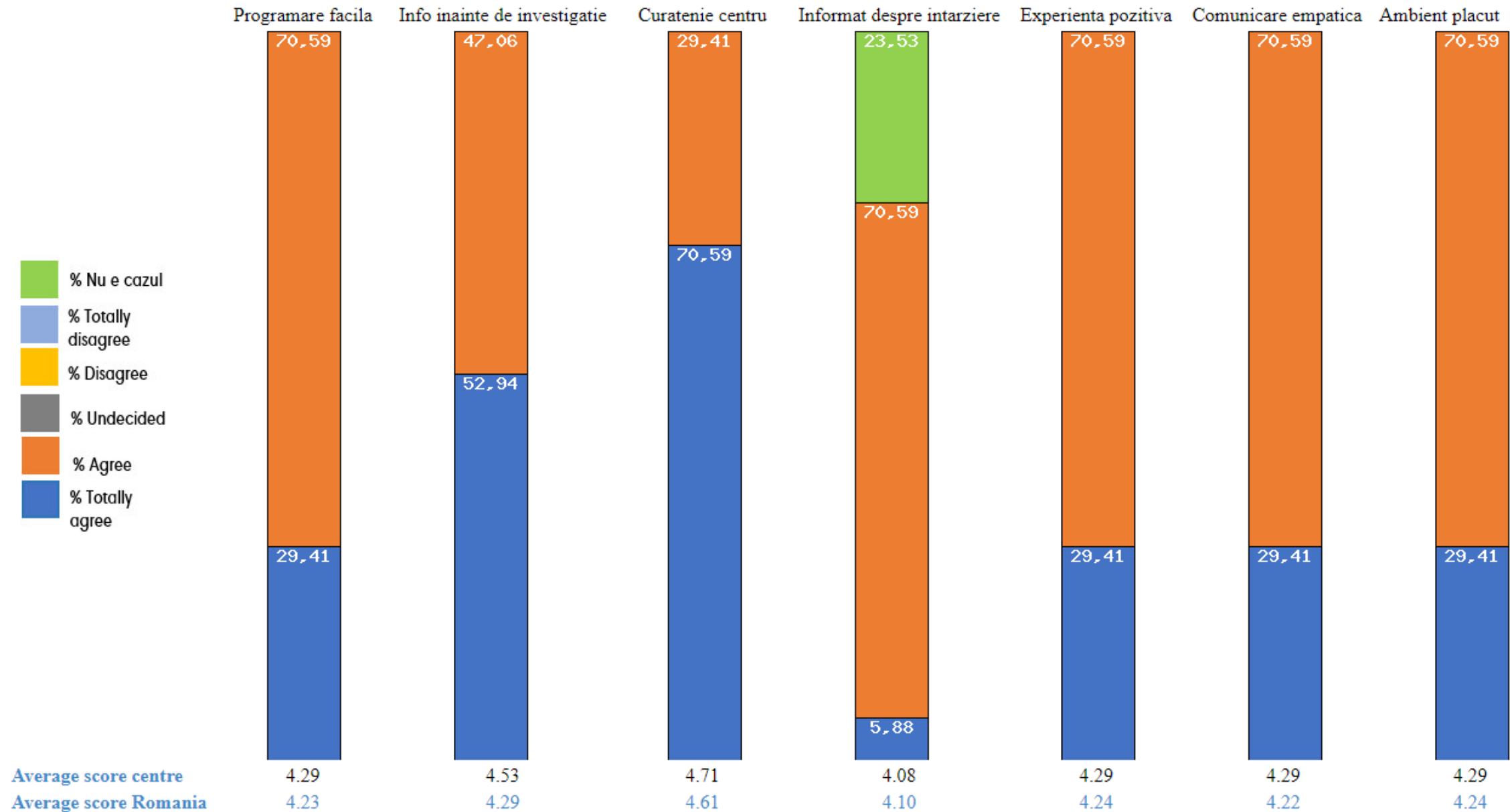
Affidea FOCSANI (28 respondents)

Overall score:4.13



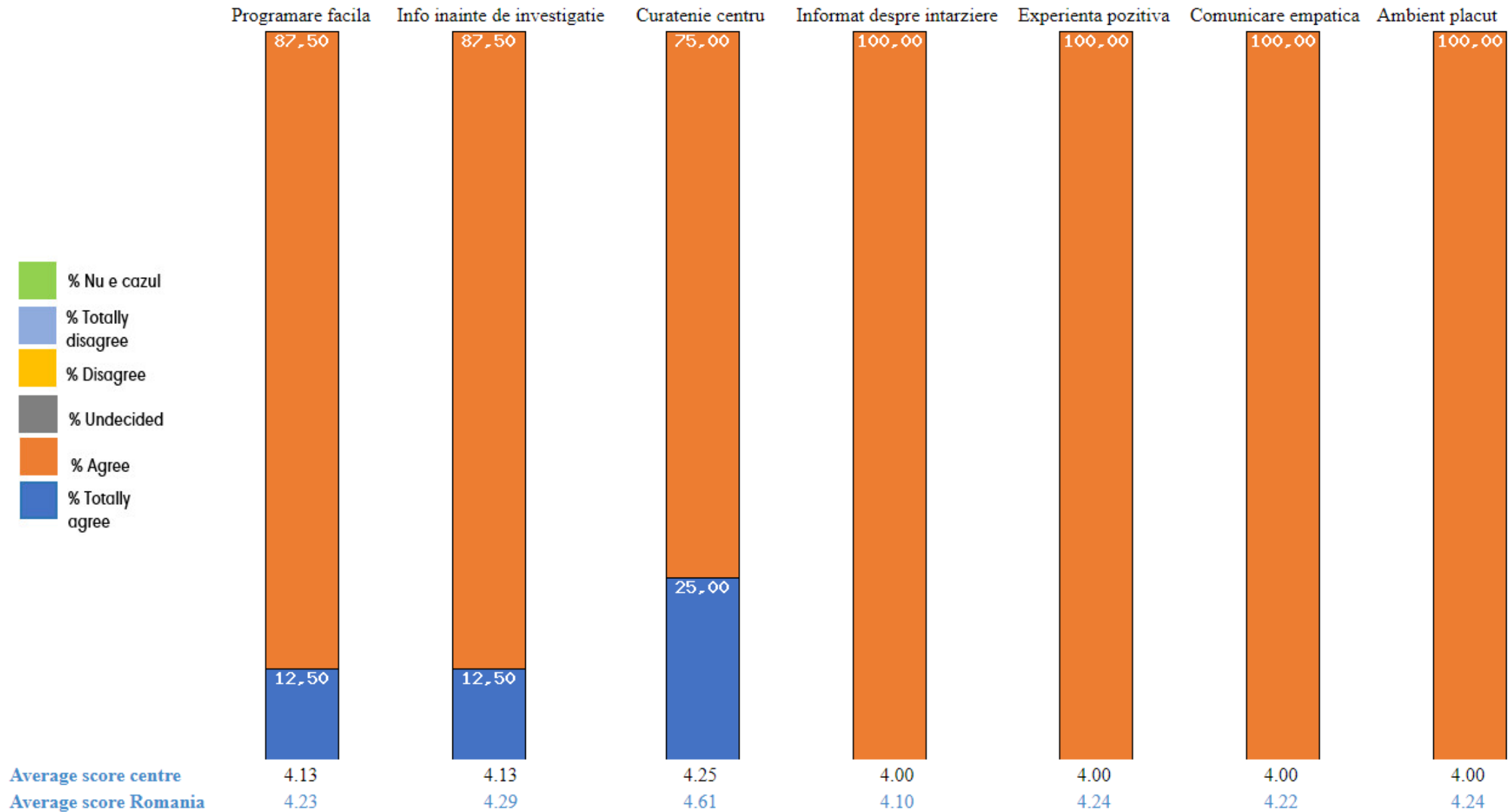
Affidea IASI (17 respondents)

Overall score:4.36



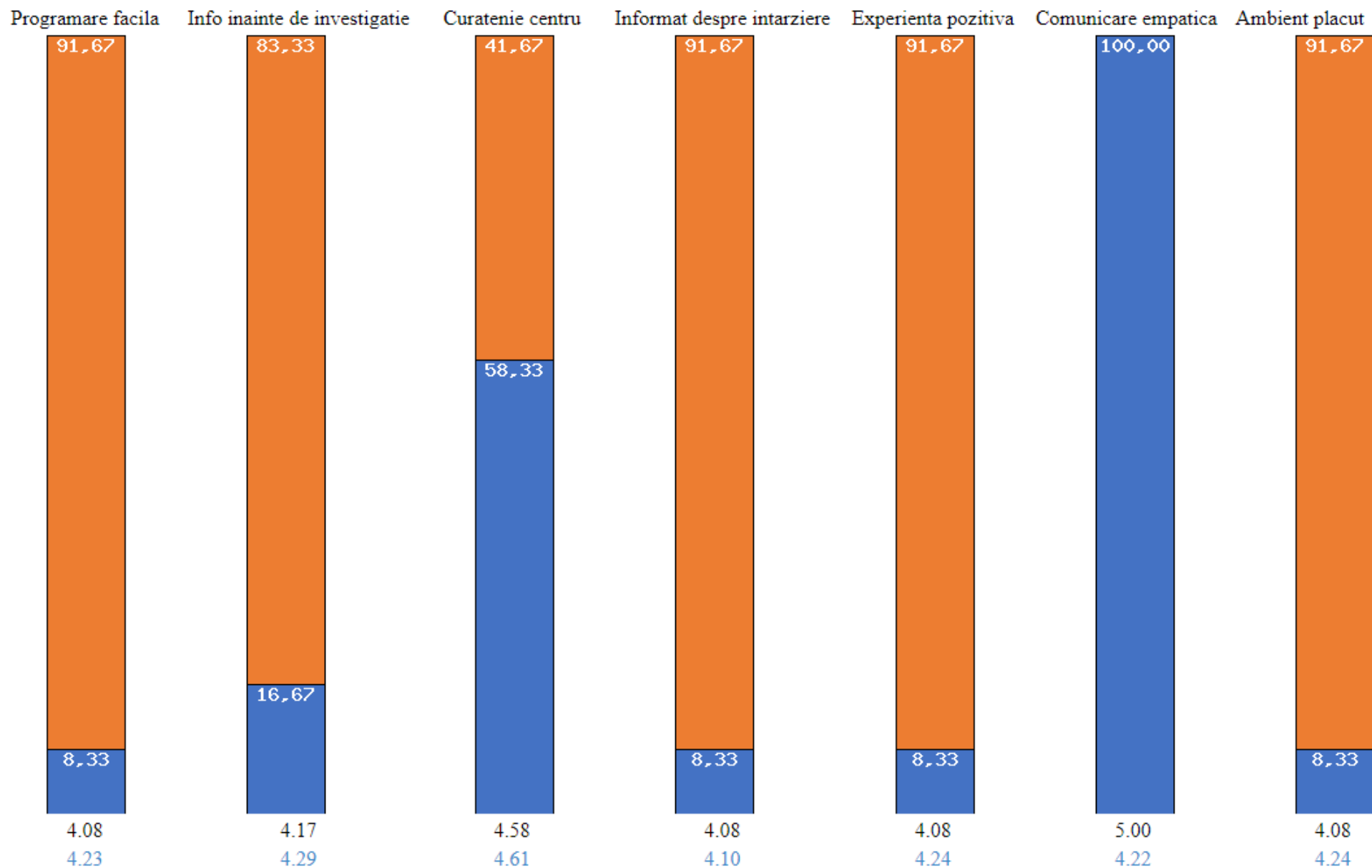
Affidea MANGALIA (8 respondents)

Overall score:4.07



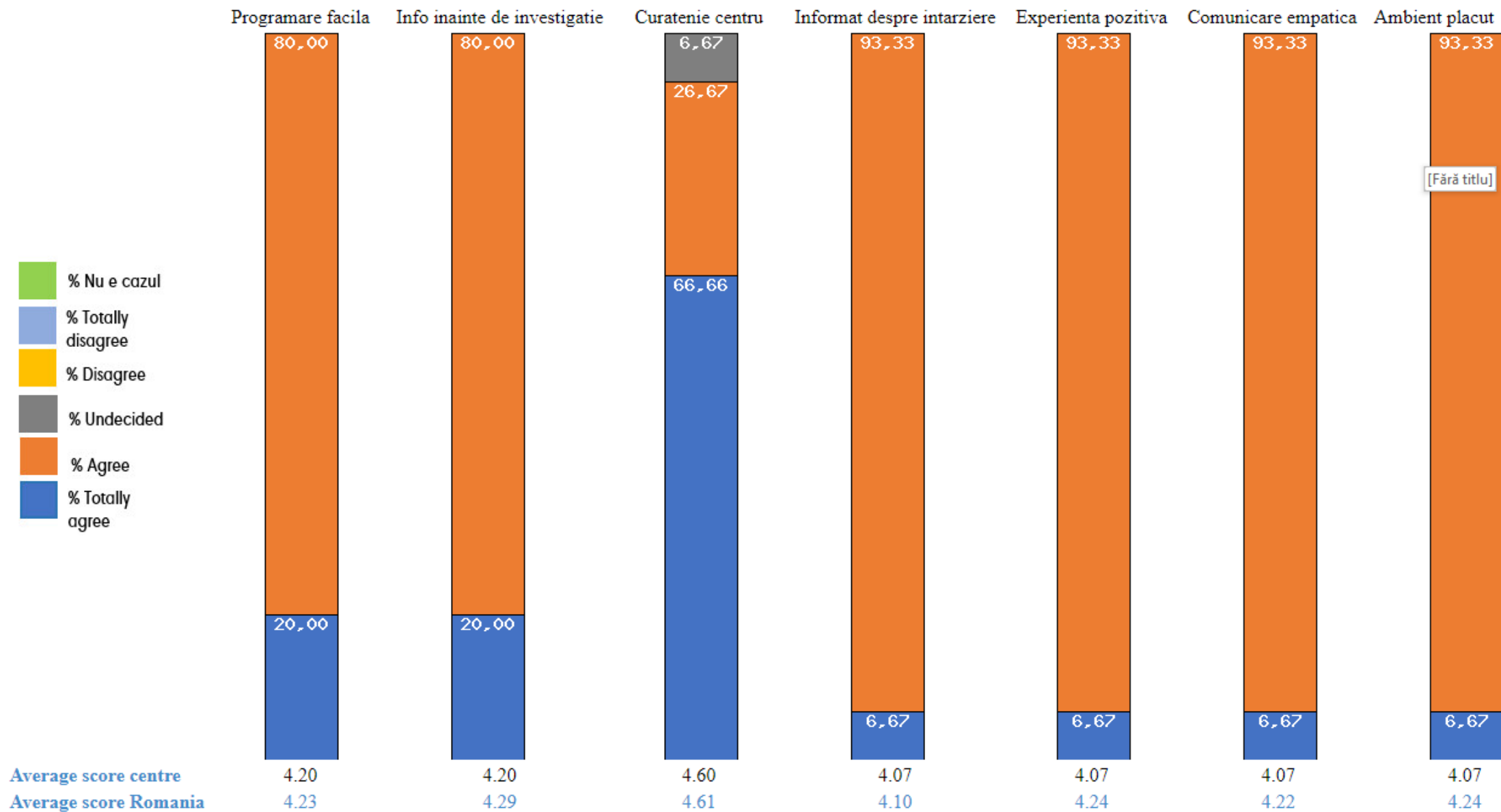
Affidea MEDIAS (12 respondents)

Overall score:4.30



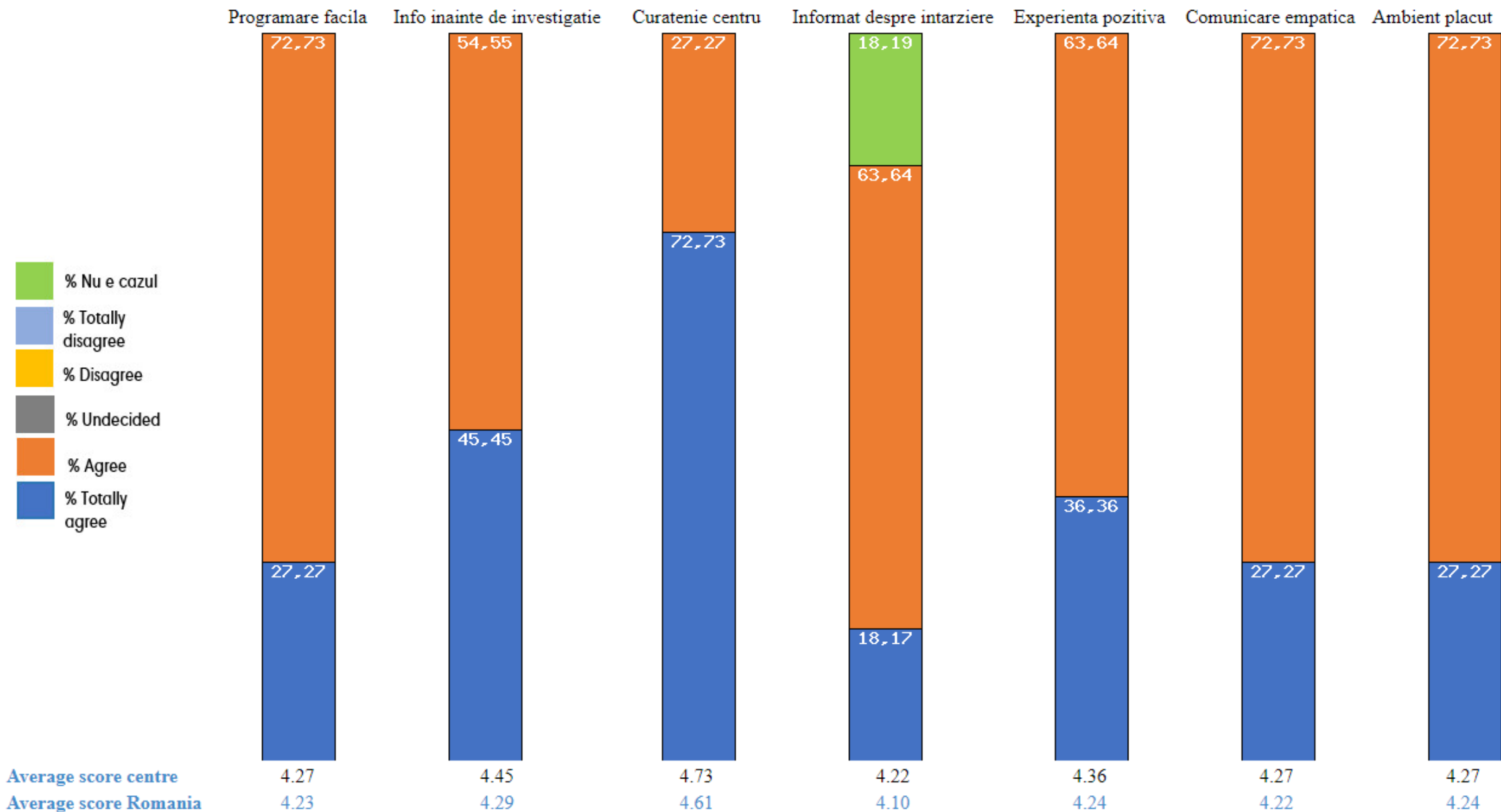
Affidea PETROSANI (15 respondents)

Overall score:4.18



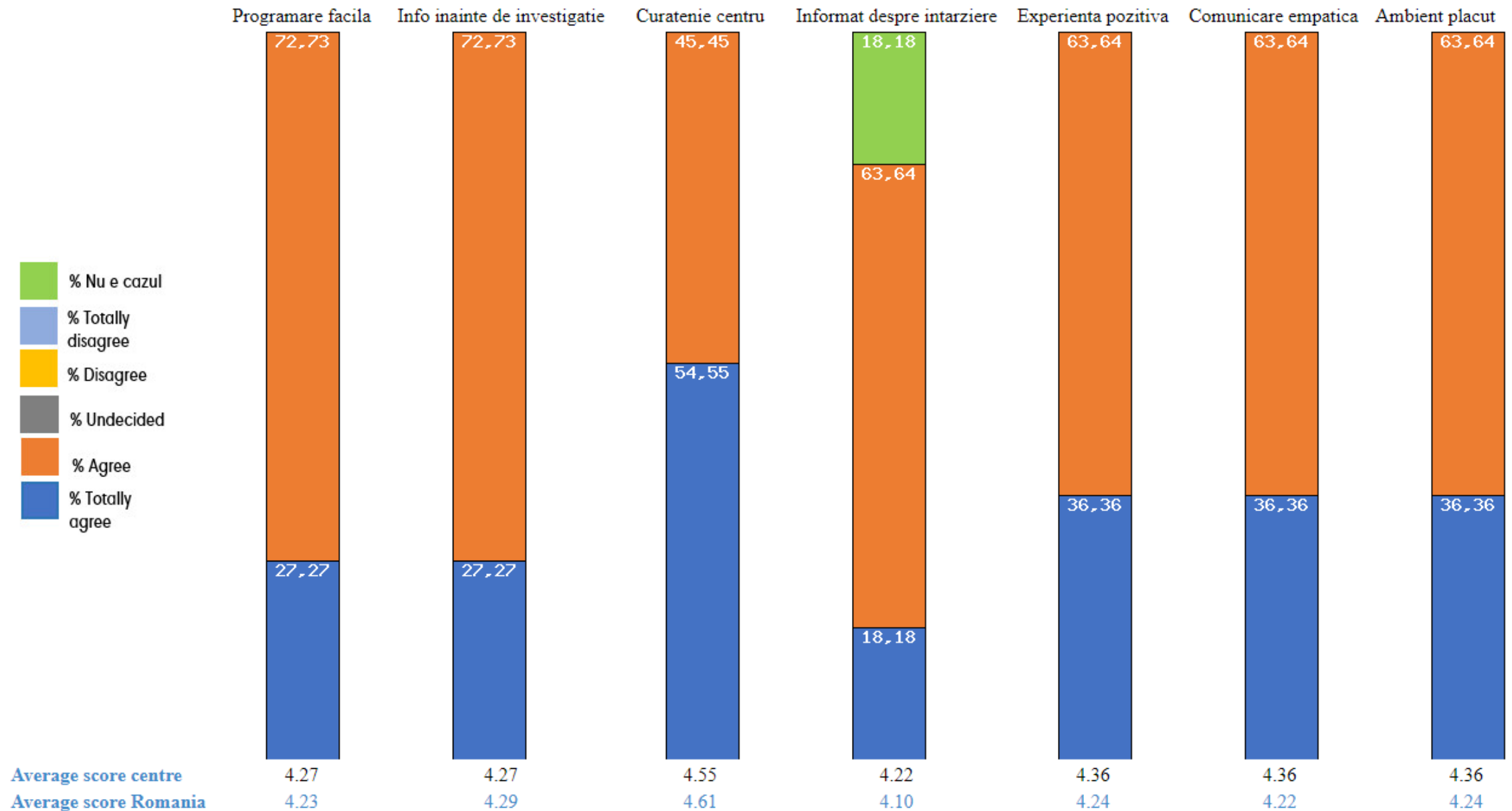
Affidea PIATRA NEAMT (11 respondents)

Overall score:4.37



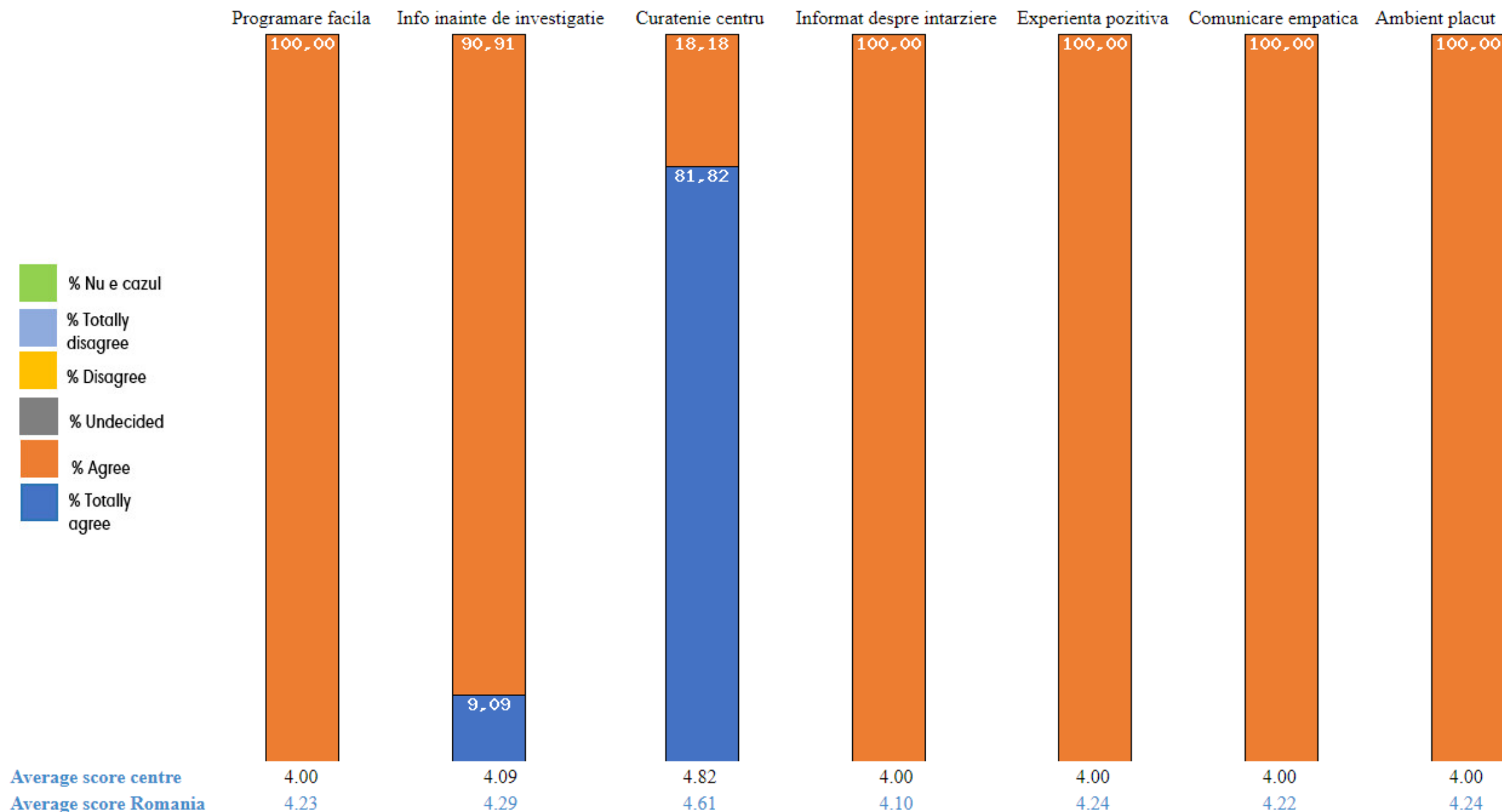
Affidea RM VALCEA clinica (11 respondents)

Overall score:4.34



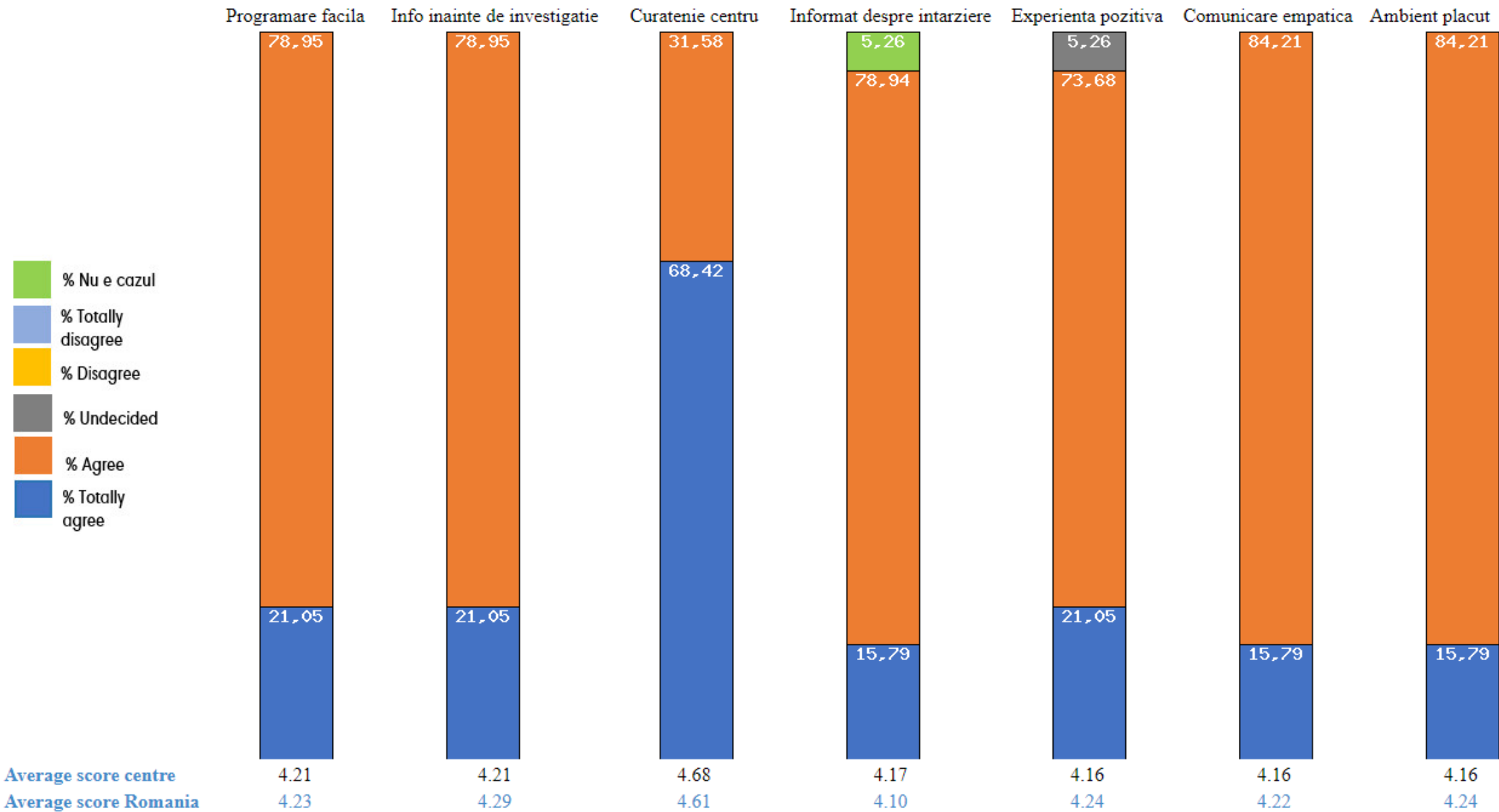
AFFIDEA RM Valcea Imagistica (11 respondents)

Overall score:4.13



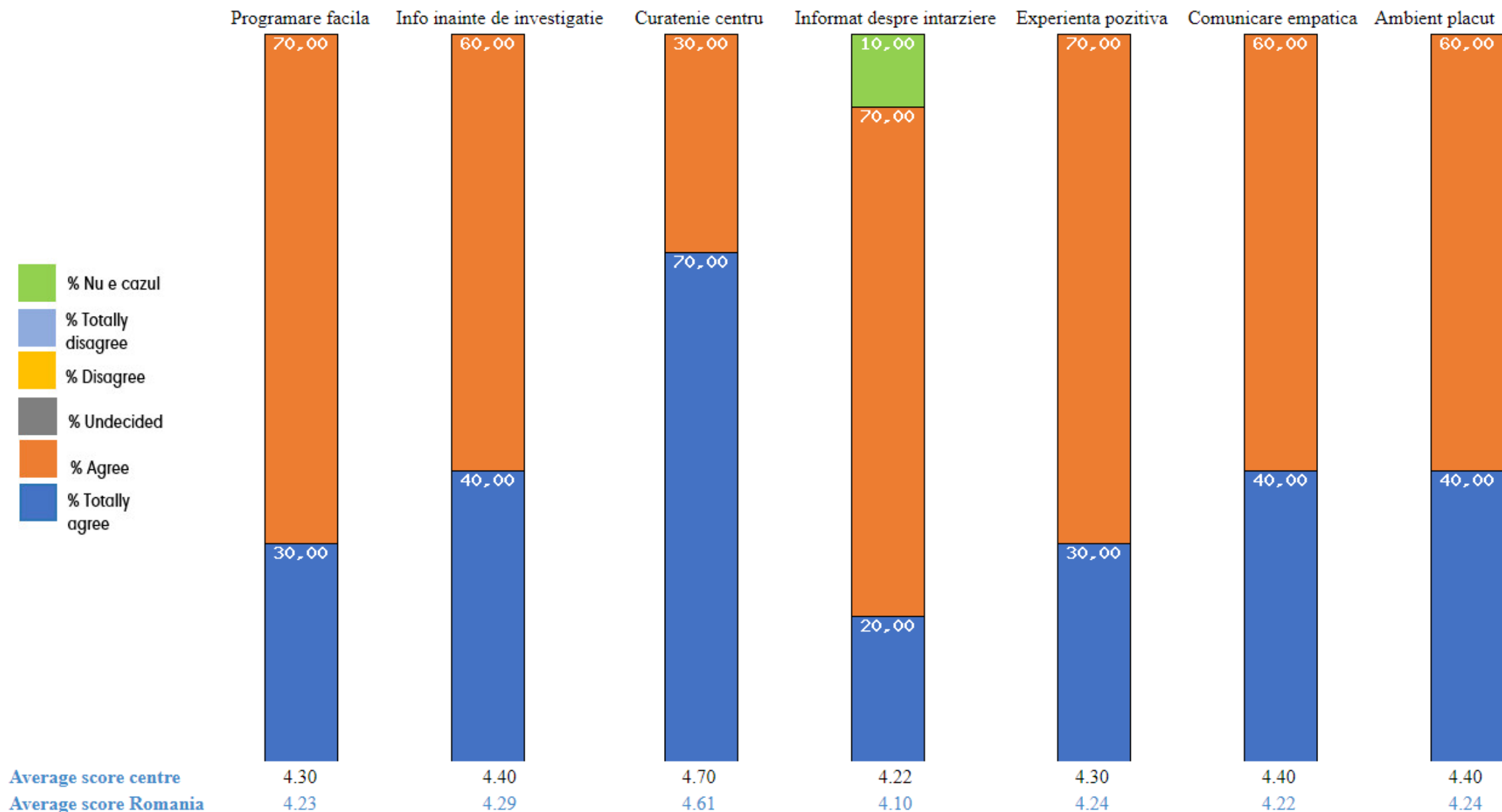
Affidea SLATINA (19 respondents)

Overall score:4.25



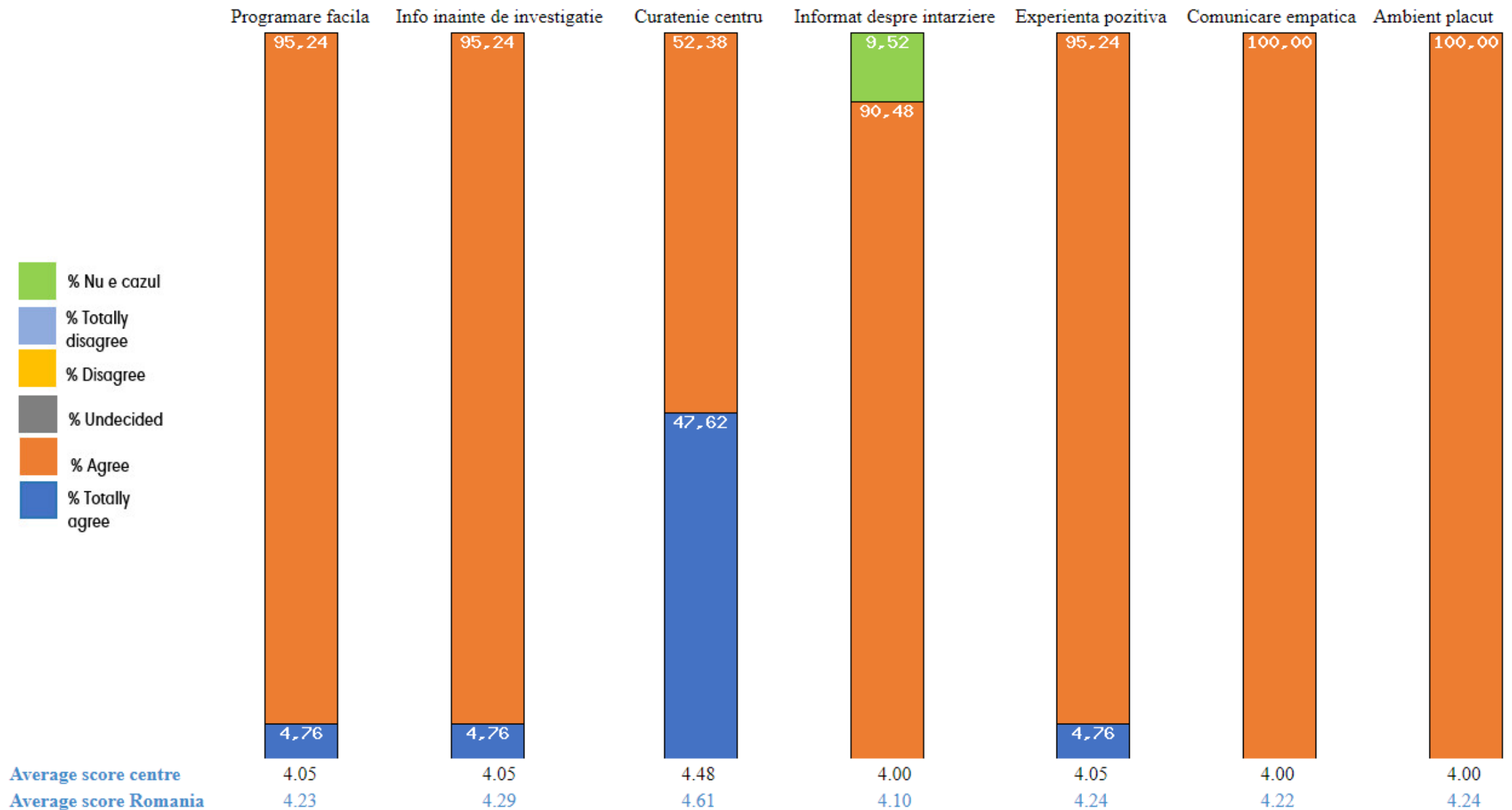
AFFIDEA TIMISOARA (10 respondents)

Overall score:4.39



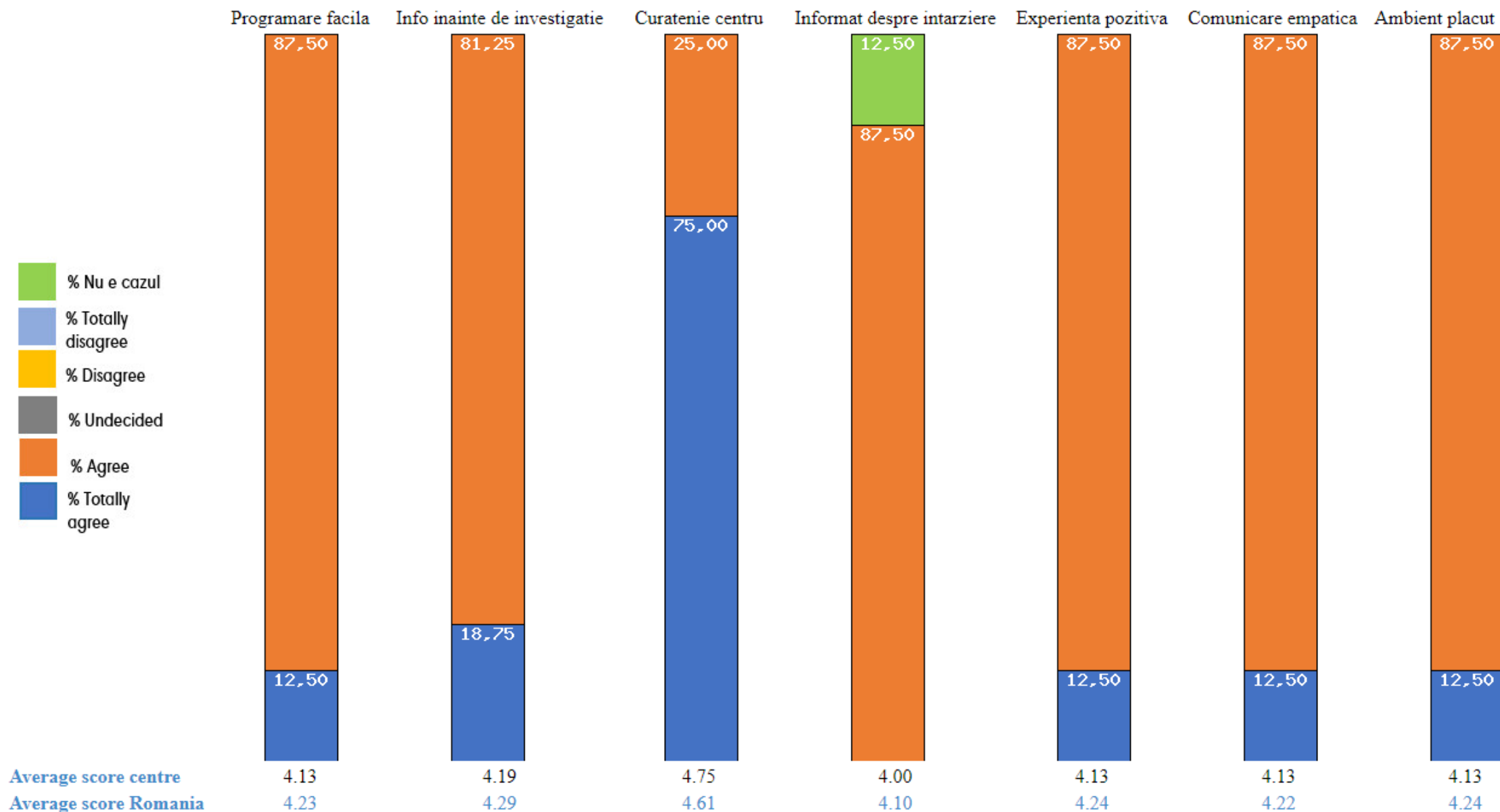
Hiperdia BISTRITA (21 respondents)

Overall score:4.09



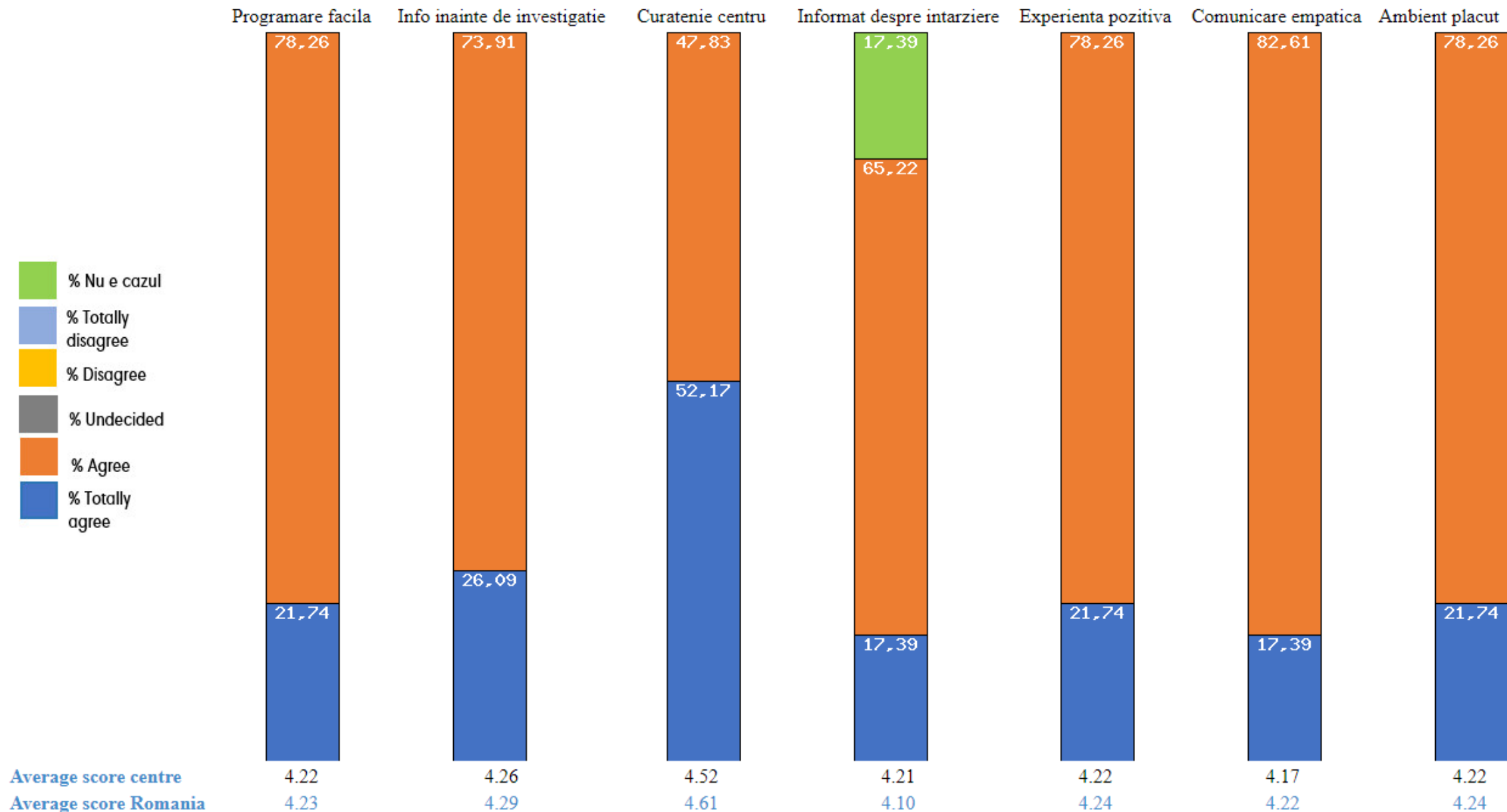
HIPERDIA BRASOV SP PSI NEURO (16 respondents)

Overall score:4.21



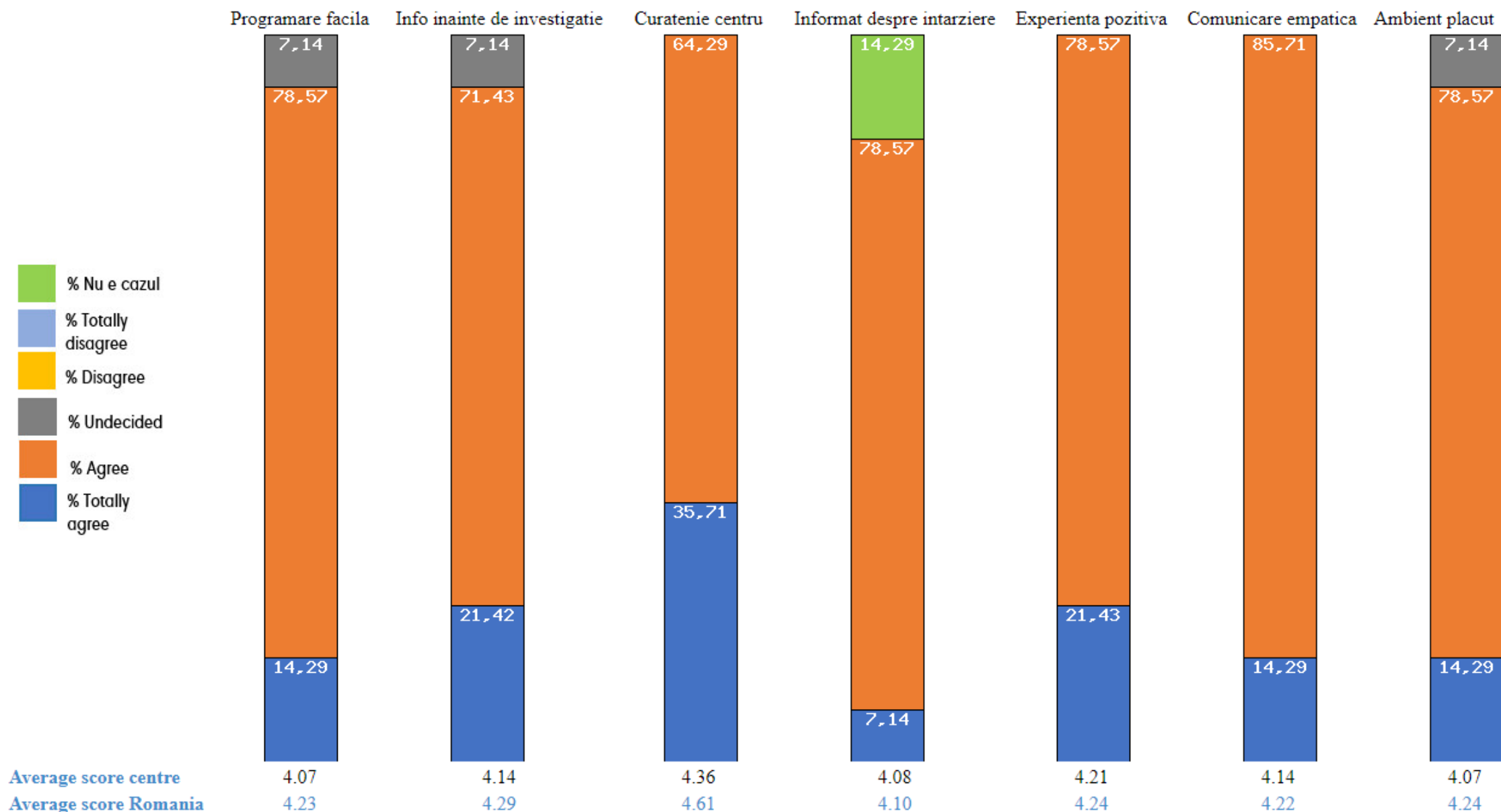
HIPERDIA BRASOV - Carpatex 2 - former SCJU - Judetean (23 respondents)

Overall score:4.26



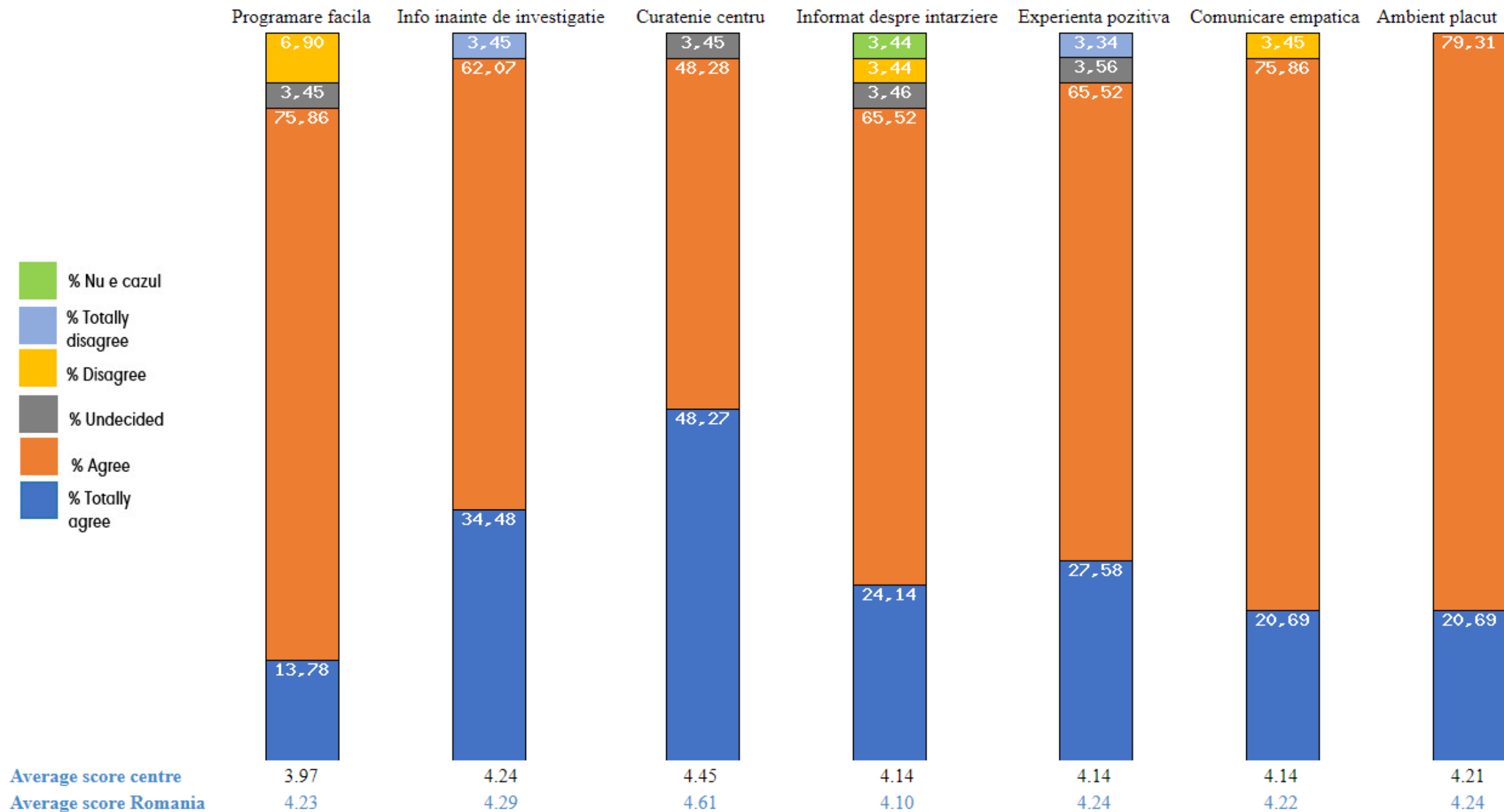
HIPERDIA BRASOV CALEA BUCURESTI (14 respondents)

Overall score:4.15



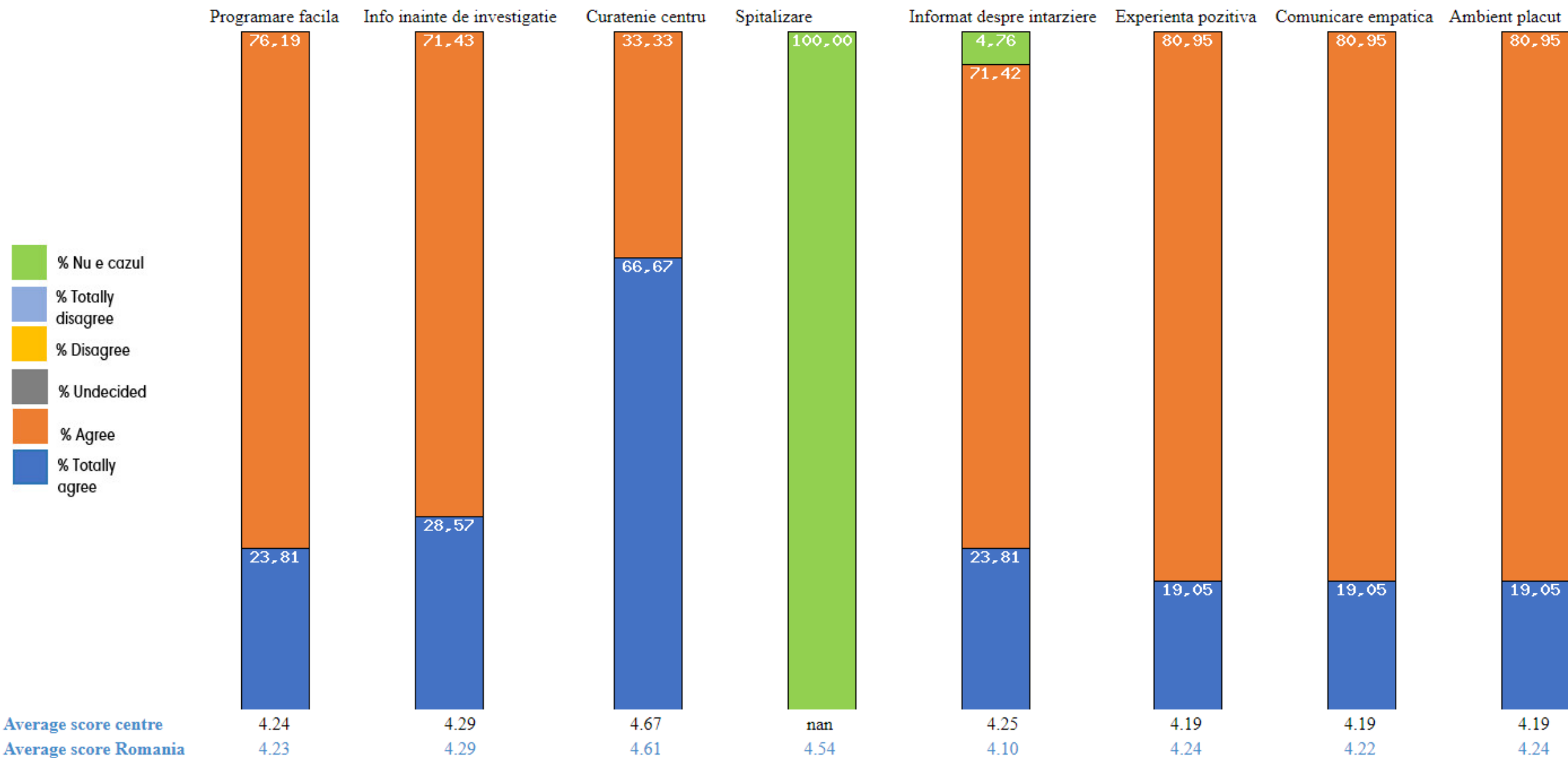
HIPERDIA BRASOV N TITULESCU (29 respondents)

Overall score:4.18



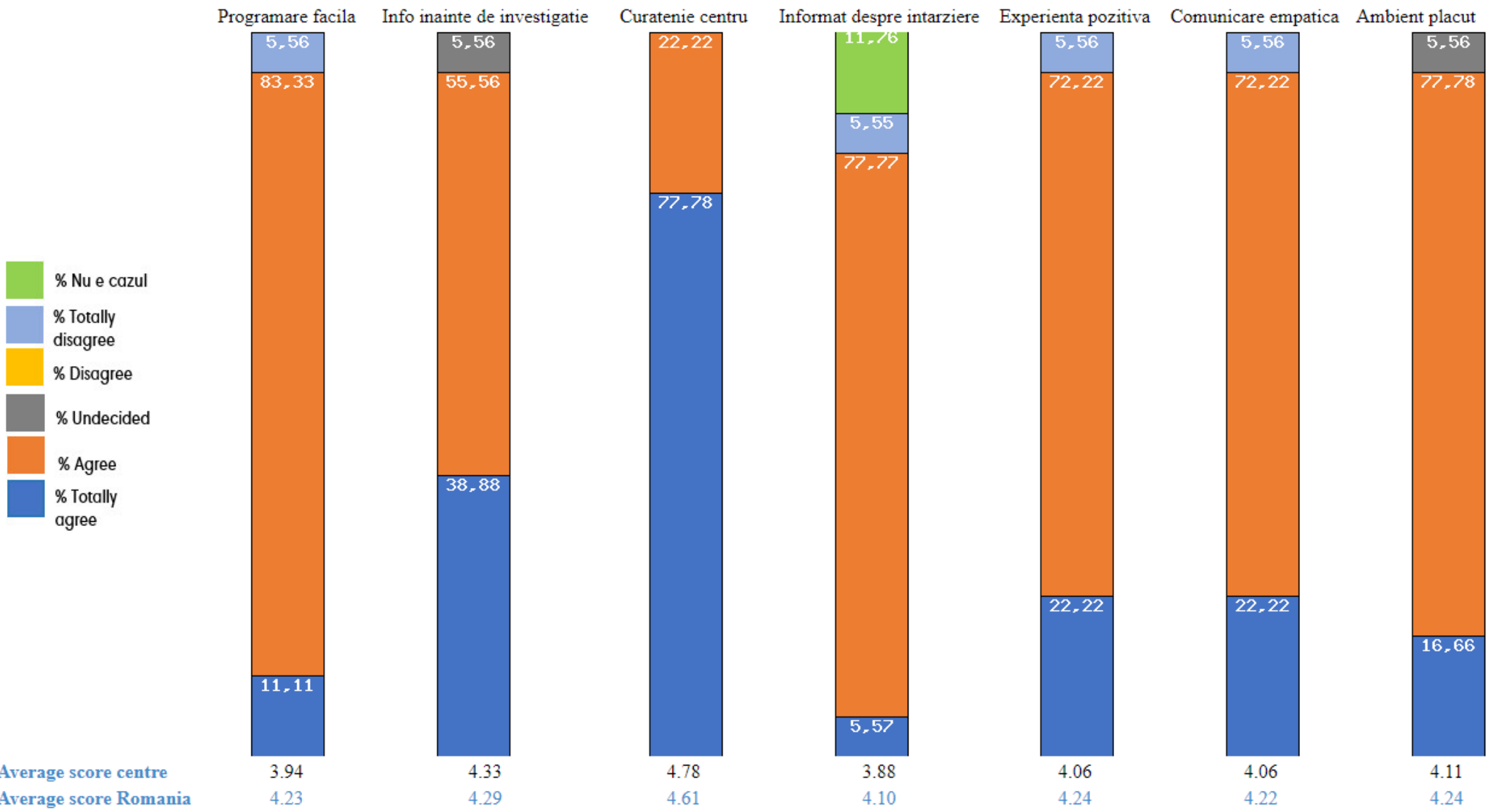
HIPERDIA BUC SUDULUI (21 respondents)

Overall score:3.75



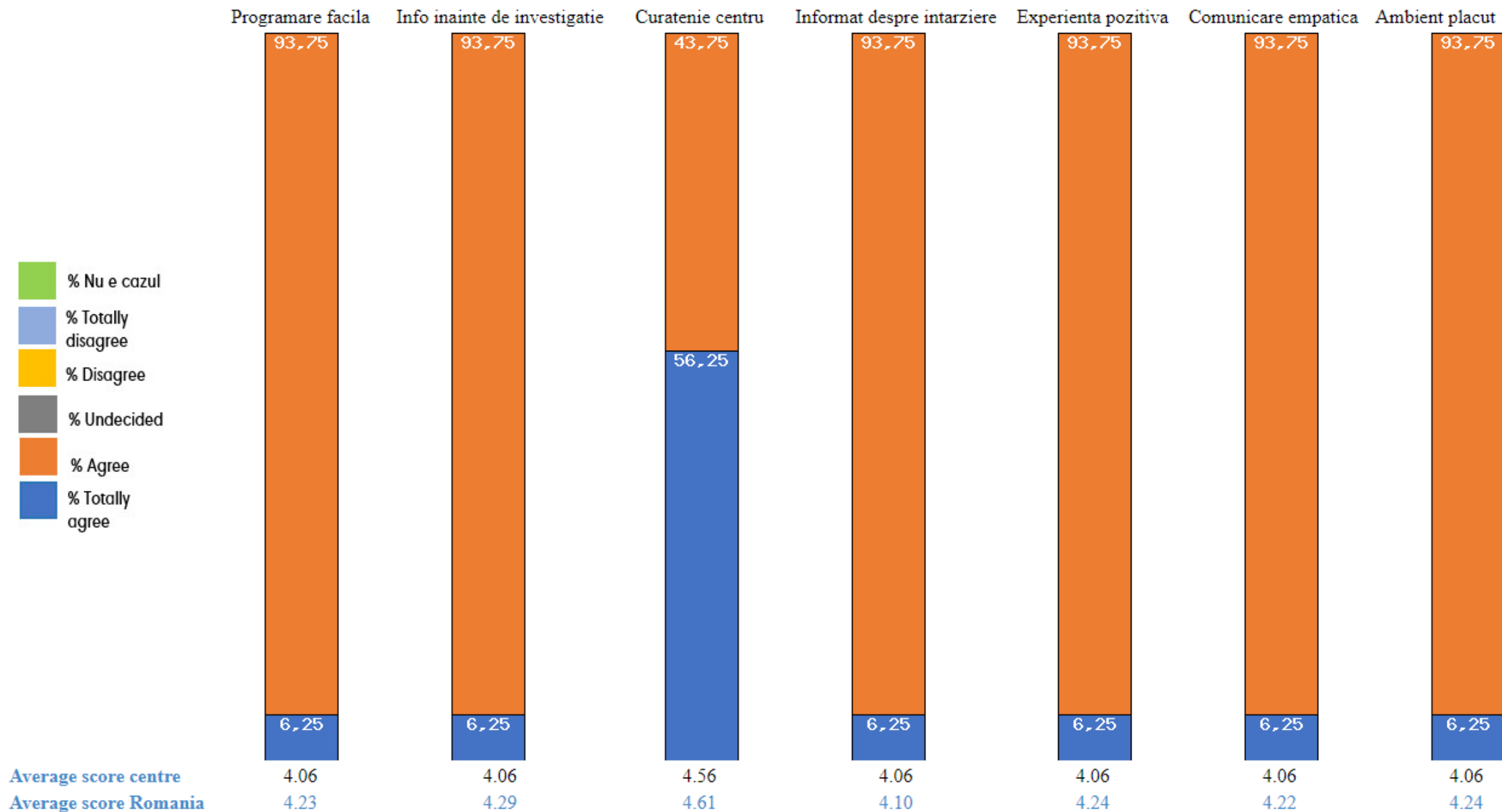
HIPERDIA BUC ELIAS - Spital (18 respondents)

Overall score:4.17



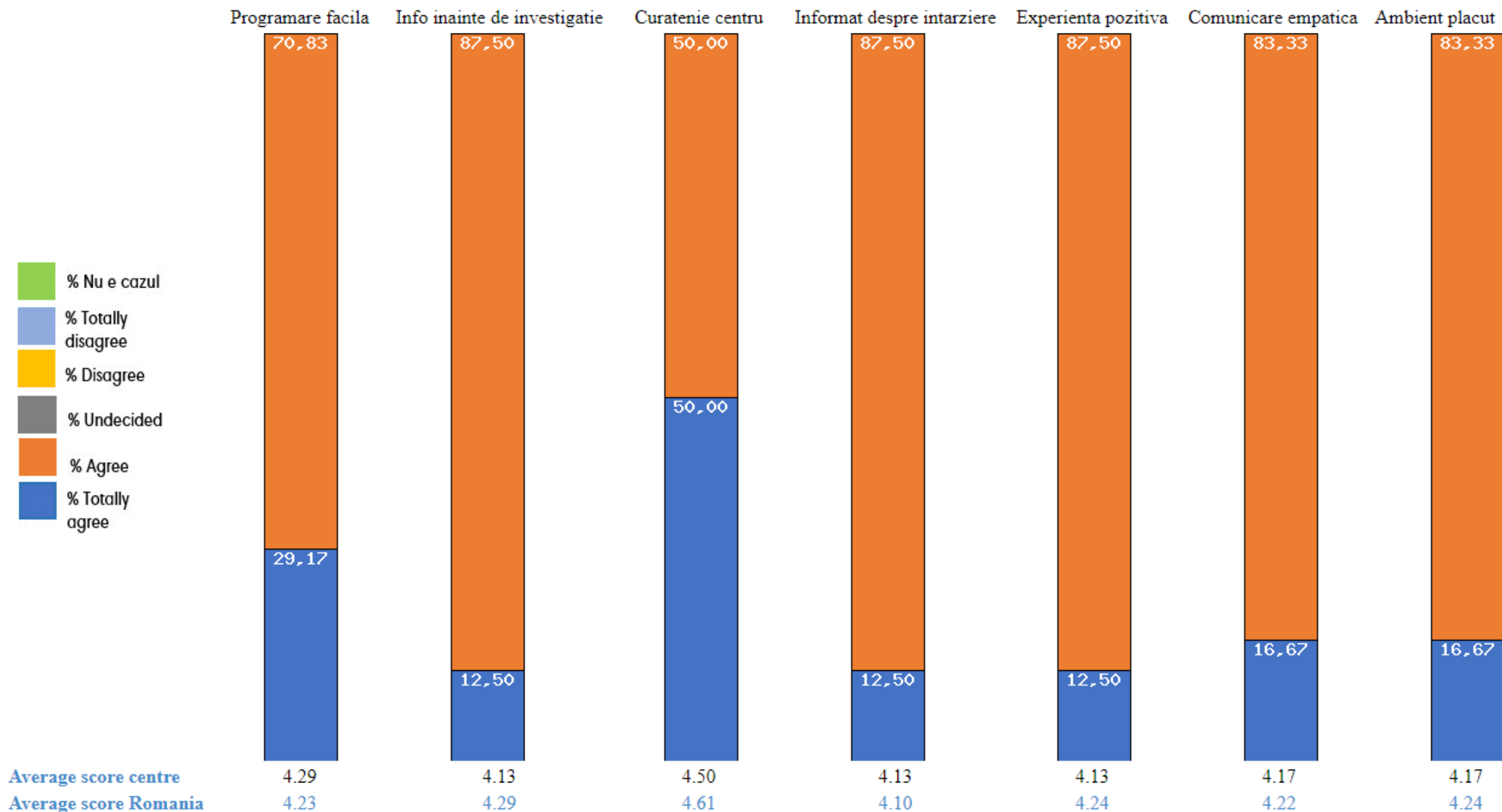
HIPERDIA BUC COLENTINA - Spital (16 respondents)

Overall score:4.13



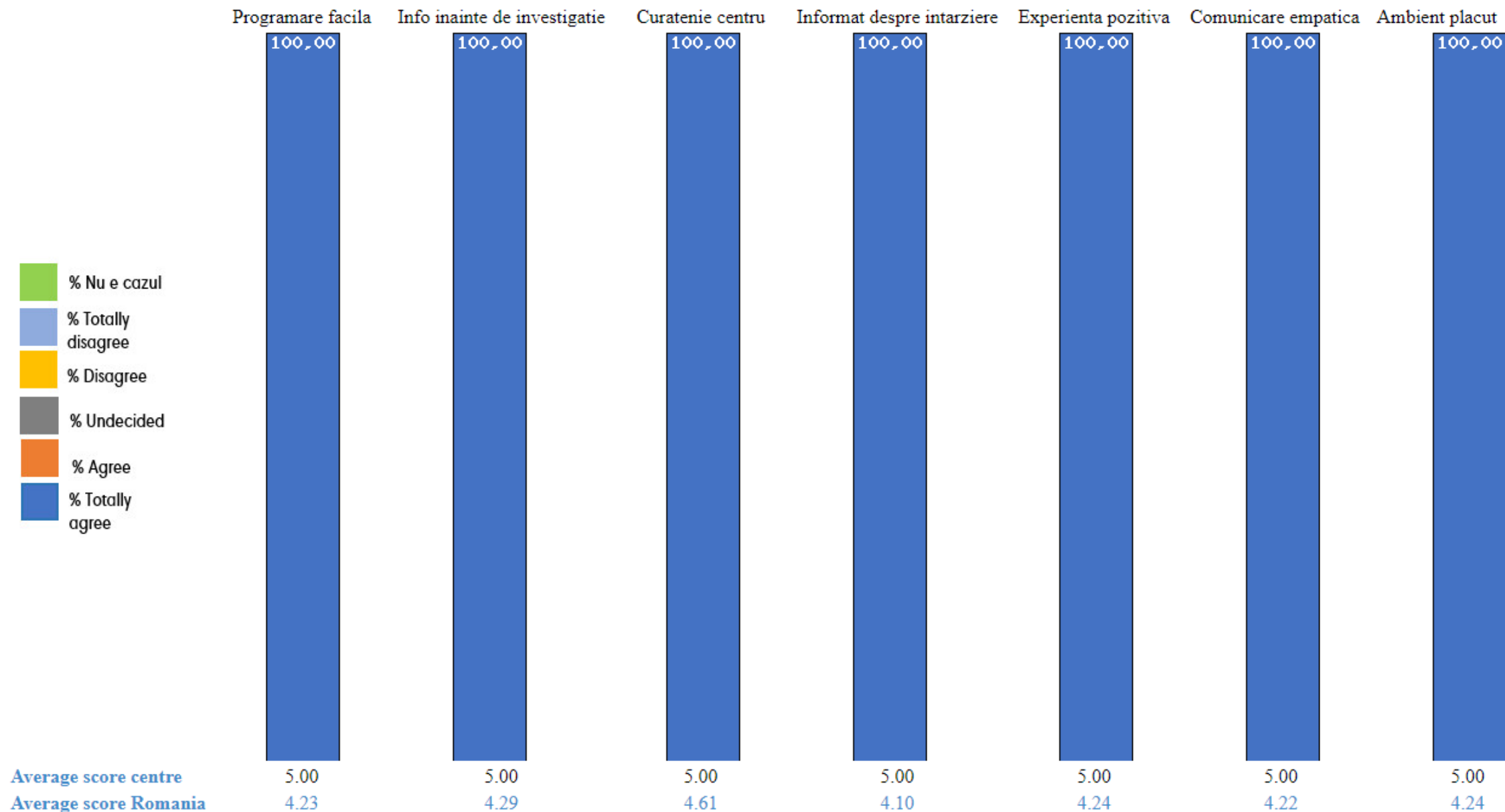
HIPERDIA RITMULUI (24 respondents)

Overall score:4.22



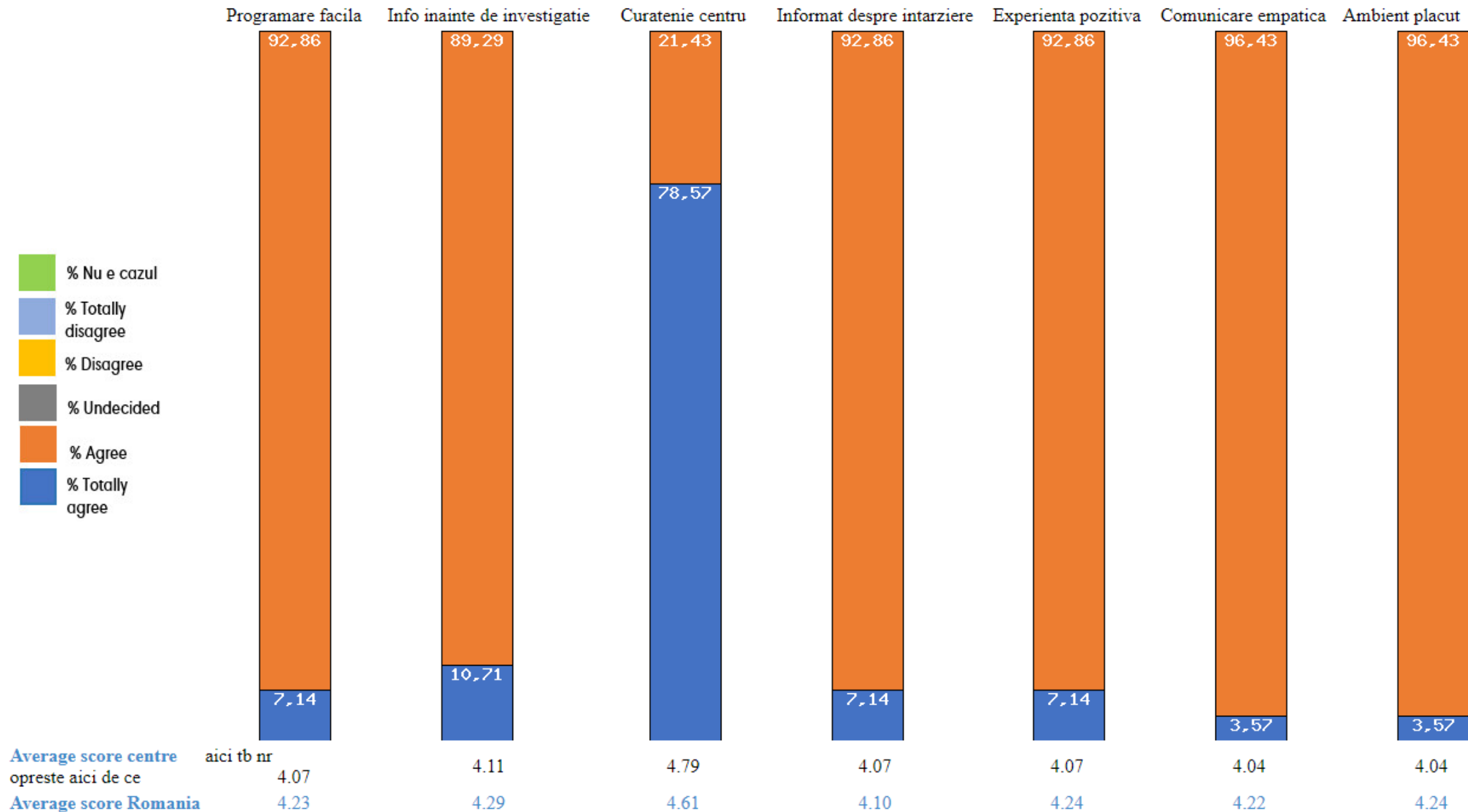
HIPERDIA BUC BAGDASAR - Spital (2 respondents)

Overall score:5.00



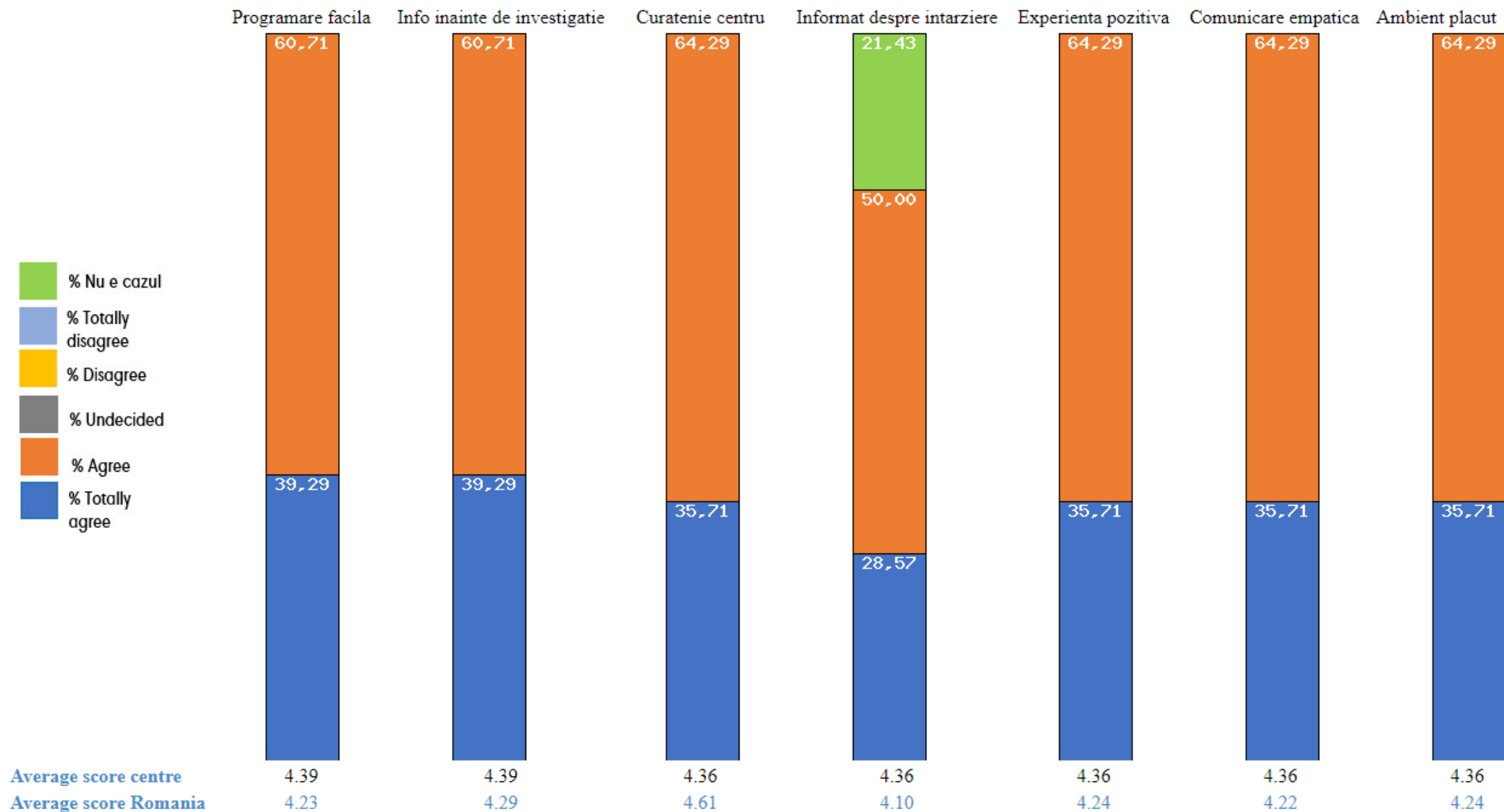
HIPERDIA CAREI - Spital (28 respondents)

Overall score:4.17



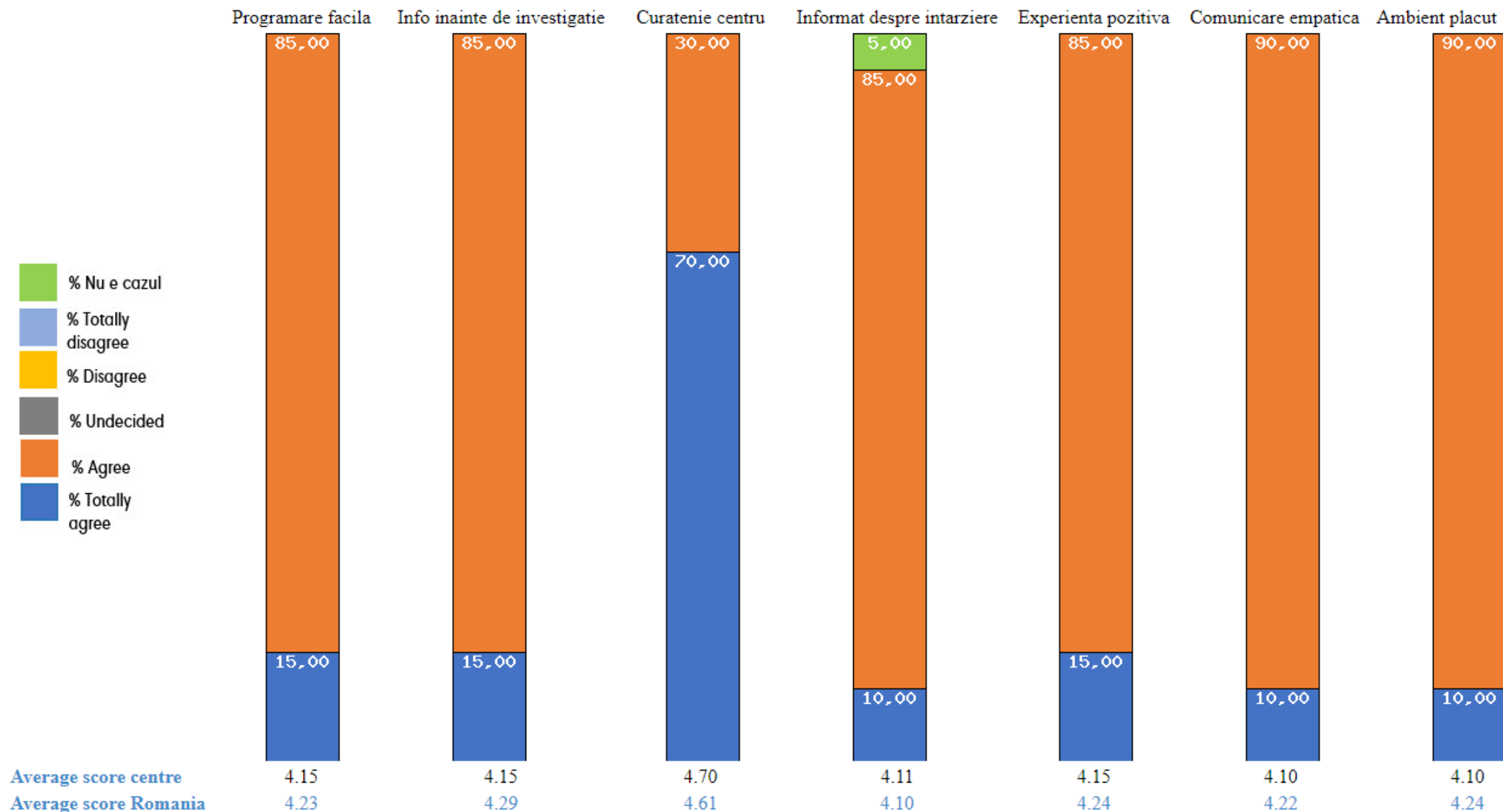
HIPERDIA CLUJ REPUBLICII (28 respondents)

Overall score:4.37



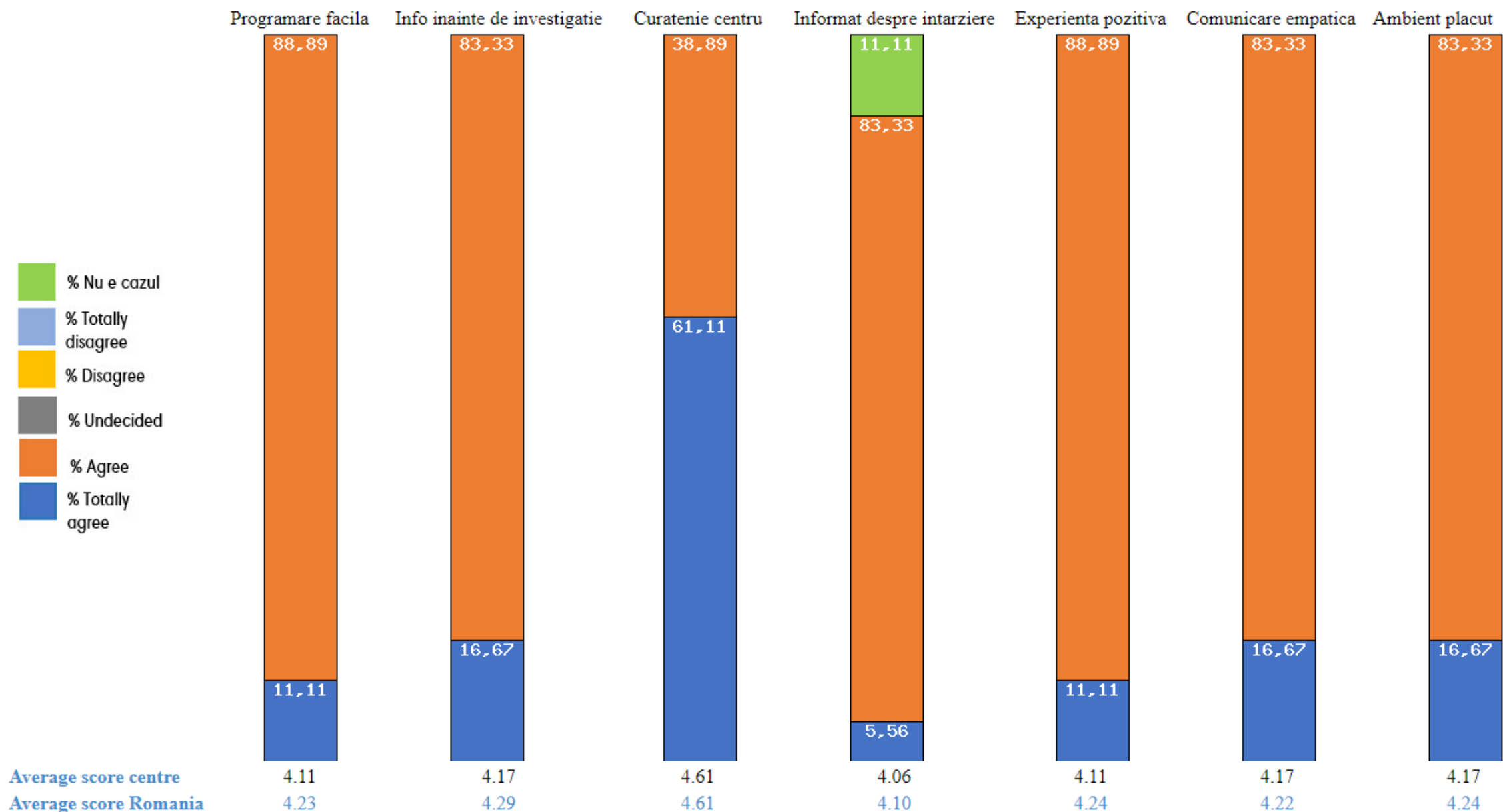
HIPERDIA GALATI (20 respondents)

Overall score:4.21



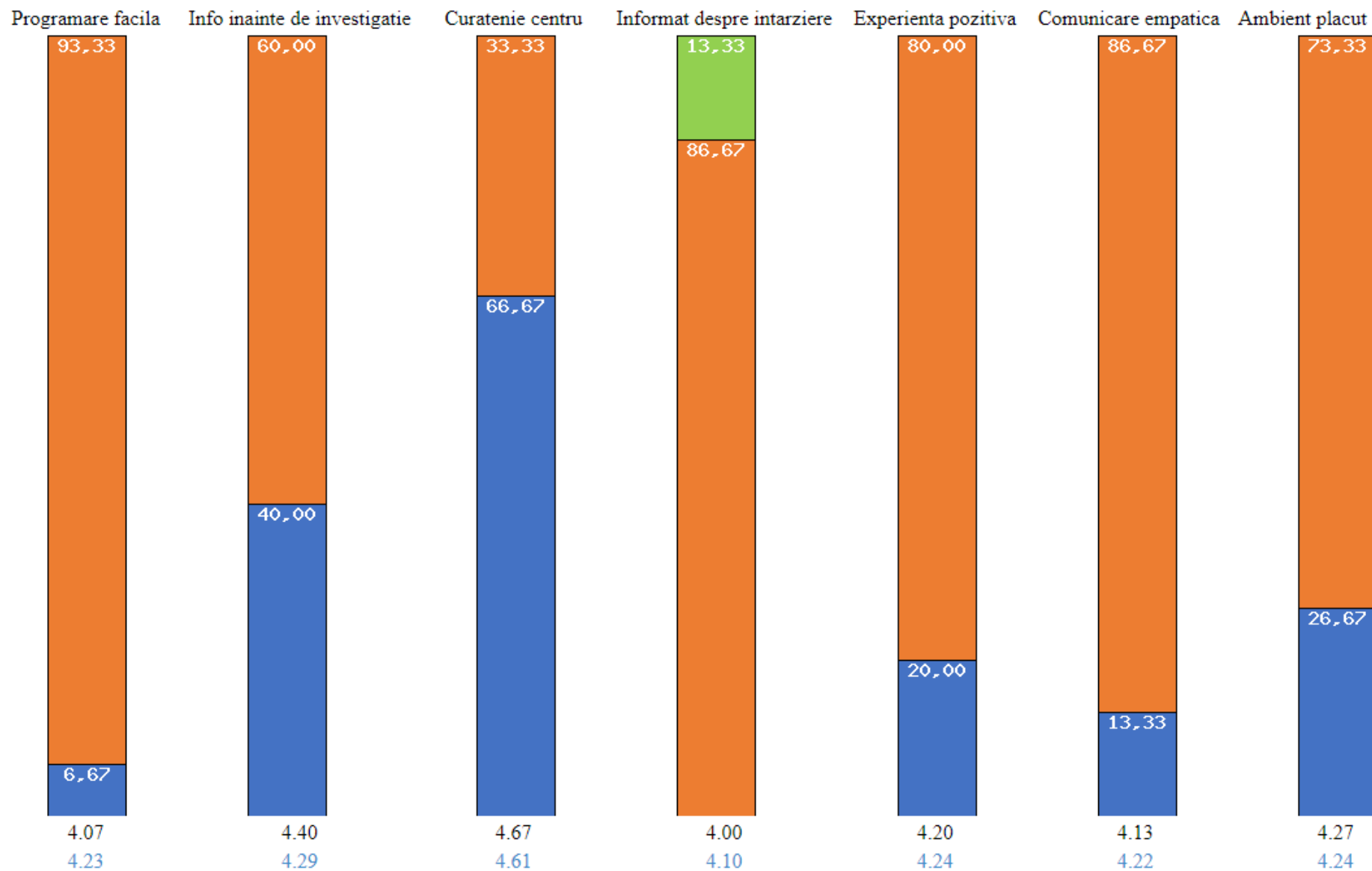
HIPERDIA MIERCUREA CIUC (18 respondents)

Overall score:4.20



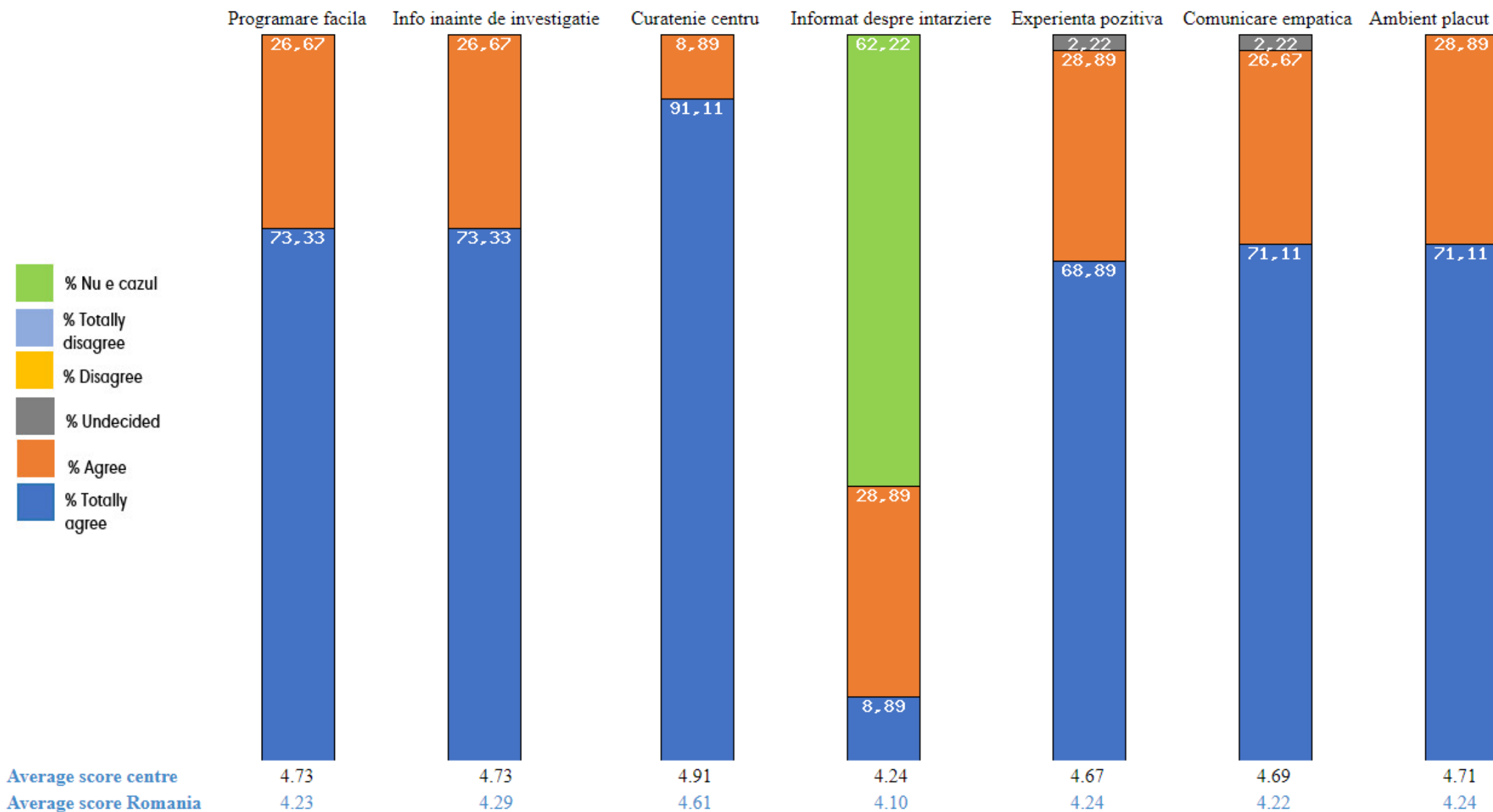
HIPERDIA ORADEA (15 respondents)

Overall score:4.25



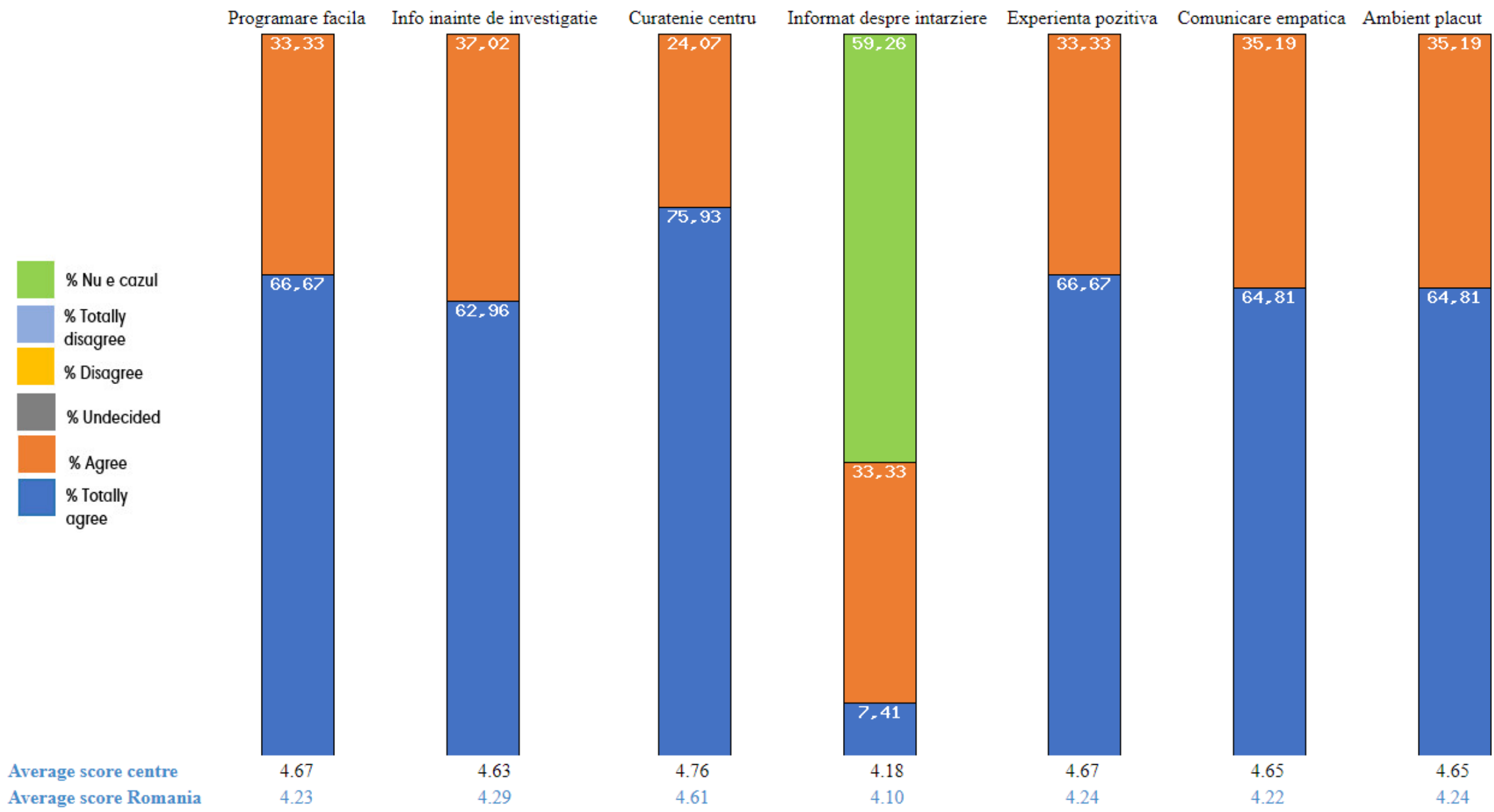
HIPERDIA PLOIESTI CINA (45 respondents)

Overall score:4.67



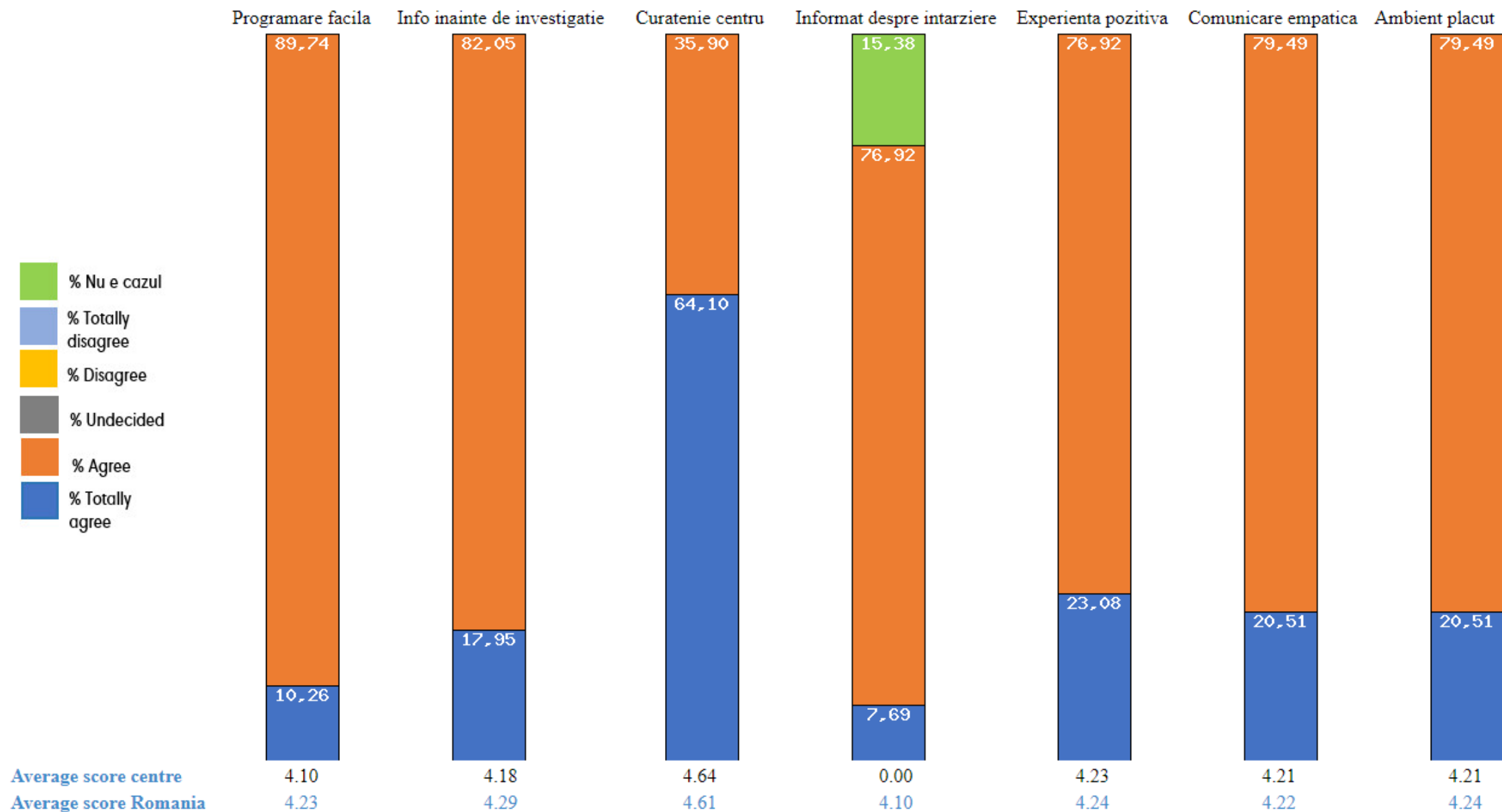
HIPERDIA PLOIESTI VEST (54 respondents)

Overall score:4.60



HIPERDIA SATU MARE (39 respondents)

Overall score:4.26



HIPERDIA TIMISOARA (25 respondents)

Overall score:4.25

