



Chestionar de Satisfacție a Pacienților

**Raport lunar
Februarie 2021**

Patient Satisfaction Sample (1008)

Affidea Arad	33	Hiperdia Bistrita (policlinica)	47
Affidea Cluj Ciresilor	20	Brasov Sp Psi-Neuro	14
Affidea Cluj Motilor	0	Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	29
Affidea Constanta	34	Hiperdia Brasov Cal Bucuresti	23
Affidea Deva	25	Hiperdia Brasov N. Titulescu	24
Affidea Buc Floreasca	32	Hiperdia Buc Sudului	28
Affidea Buc Fundeni	41	Hiperdia Buc Elias (Spital)	20
Affidea Focsani	15	Hiperdia Buc Colentina (Spital)	24
Affidea Iasi	18	Hiperdia Buc Ritmului	26
Affidea Mangalia	15	Hiperdia Buc Bagdasar (spital)	29
Affidea Medias (Phoenix)	13	Hiperdia Carei (spital)	21
Affidea Petrosani	28	Hiperdia Cluj Republicii	26
Affidea Piatra Neamt (Phoenix)	36	Hiperdia Galatii	27
Affidea Rm. Valcea (clinica)	27	Hiperdia Miercurea Ciuc	45
Affidea Rm. Valcea (imagistica)	11	Hiperdia Oradea	23
Affidea Slatina	24	Hiperdia Ploiesti Cina	50
Affidea Timisoara	34	Hiperdia Ploiesti Vest	58
Affidea CT Clinic Cluj	19	Hiperdia Satu Mare	39
		Hiperdia Timisoara	30

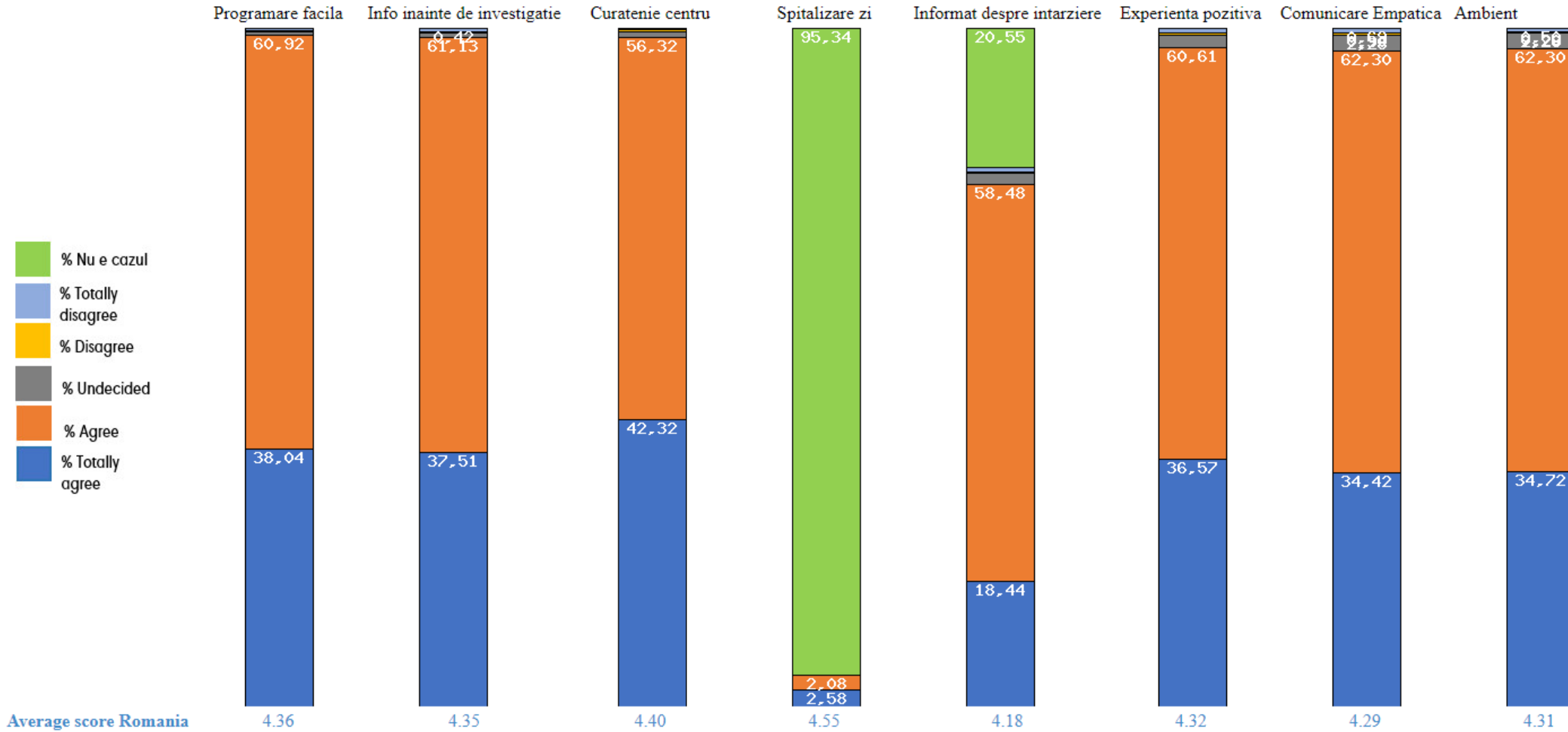
Main findings by centre

Actions that drive score above average

Centre	Overall Score	What drives score	What can be improved
Hiperdia Bistrita	4.87		
Hiperdia Miercurea Ciuc	4.74		
Hiperdia Ploiesti Cina	4.65	easy booking. info before exam. cleanliness in center.	info about delays.
Hiperdia Brasov N. Titulescu	4.64		
Hiperdia Ploiesti Vest	4.55		info about delays.
Hiperdia Cluj Republicii	4.53		
Affidea Fundeni	4.40		info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	4.37		
Afidea Rm Valcea (clinica)	4.36		info about delays.
Affidea Arad	4.35	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Carei (spital)	4.33	easy booking. cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Timisoara	4.33	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Cluj Ciresilor	4.32		
Hiperdia Brasov Sp Psi-neuro	4.30	cleanliness in center.	info about delays.
Hiperdia Galati	4.28		info about delays.
Affidea Medias	4.24	Empathic communication.	easy booking. info before exam. info about delays. overall experience.
Affidea Mangalia	4.23	easy booking. cleanliness in center.	overall experience. Empathic communication. Pleasant atmosphere.

Hiperdia Ritmului	4.23	easy booking. info before exam.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Constanta	4.21		info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Timisoara	4.21		
Affidea iasi	4.21	cleanliness in center.	info about delays.
Hiperdia Satu Mare	4.20		info about delays.
Affidea Petrosani	4.20	easy booking. info before exam. cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Rm Valcea (imagistica)	4.18		Empathic communication. Pleasant atmosphere.
Affidea Floreasca	4.17	cleanliness in center. Pleasant atmosphere.	info about delays.
Hiperdia Oradea	4.15	easy booking. cleanliness in center. overall experience.	info before exam. info about delays. Empathic communication.
Affidea CT Clinic Cluj	4.14		
Affidea Slatina	4.12		info about delays.
Affidea Piatra Neamt	4.09	easy booking.	info about delays.
Hiperdia Buc Sudului	4.08		info about delays. overall experience. Empathic communication.
Affidea Deva	4.08	cleanliness in center.	
Hiperdia Buc Bagdasar (Spital)	4.07	easy booking. cleanliness in center.	info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Hiperdia Buc Colentina (spital)	4.02		
Affidea Focsani	4.01	easy booking. cleanliness in center.	info about delays.
Hiperdia Brasov Cal. Bucuresti	4.00		
Hiperdia Buc Elias (spital)	3.94	easy booking.	info about delays.

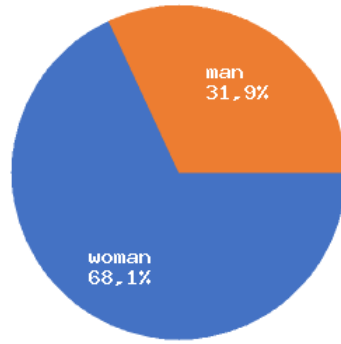
OVERALL RESULTS ROMANIA



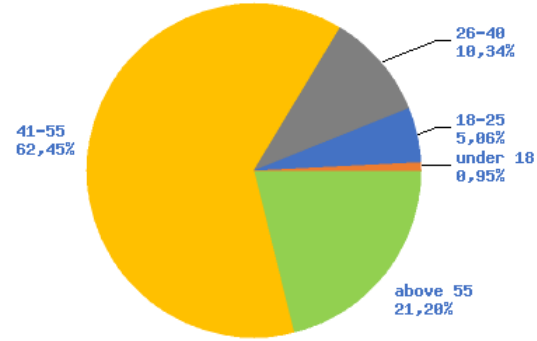
calculated by assigning a value to each answer and then calculating the average, excluding non-answers Totally agree =5, Agree = 4, Undecided = 3, Disagree = 2, Totally disagree = 1, N/A =0

OVERALL RESULTS ROMANIA

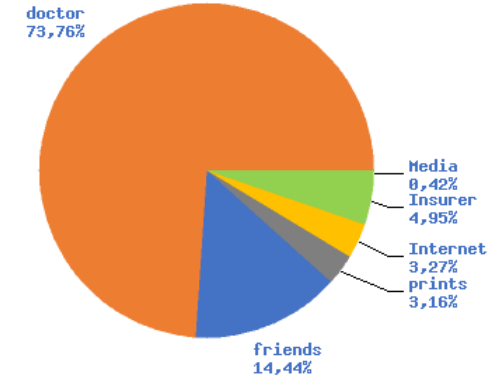
Gender



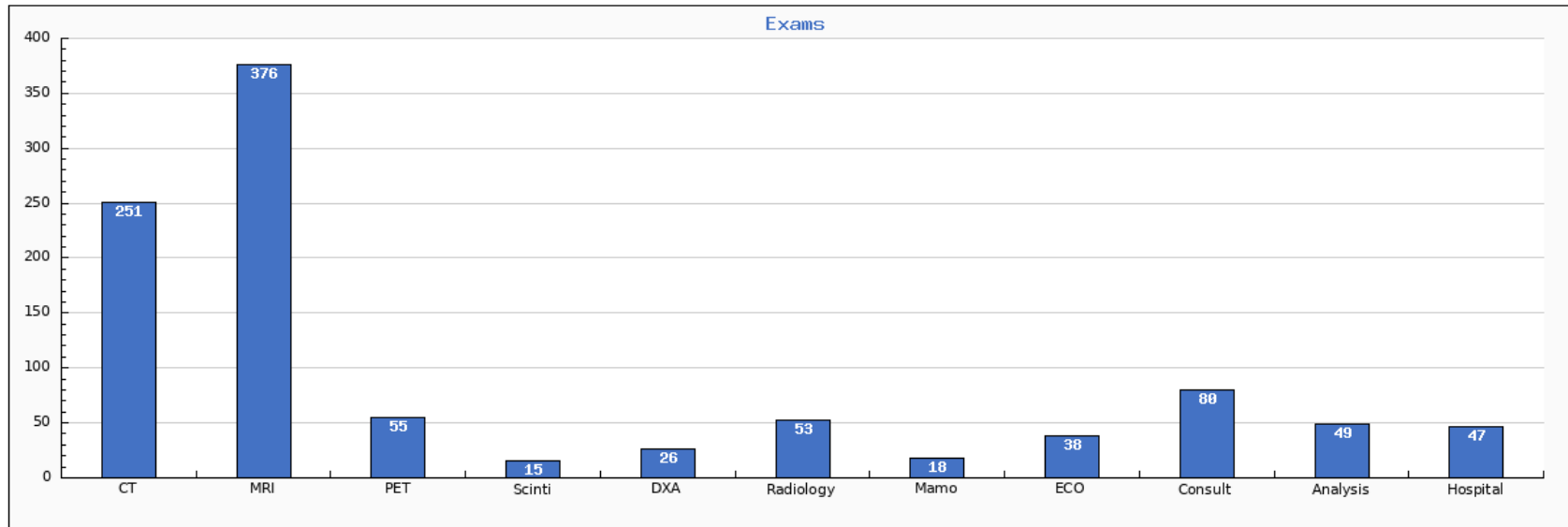
Age



Referrals



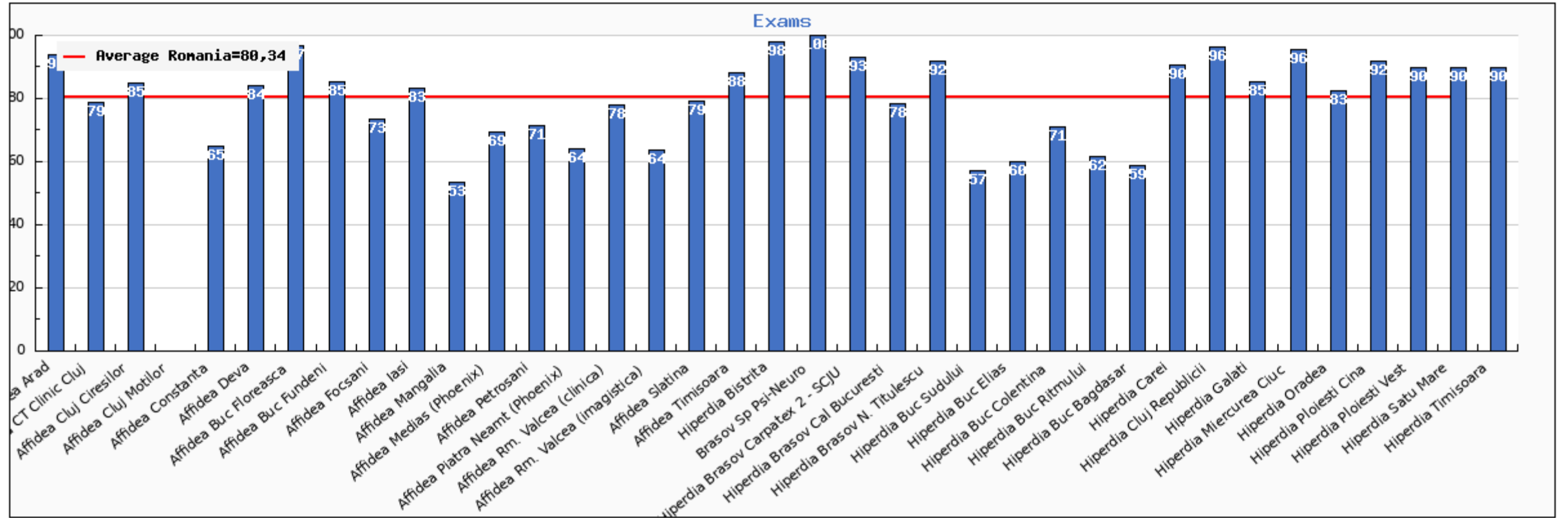
Exams



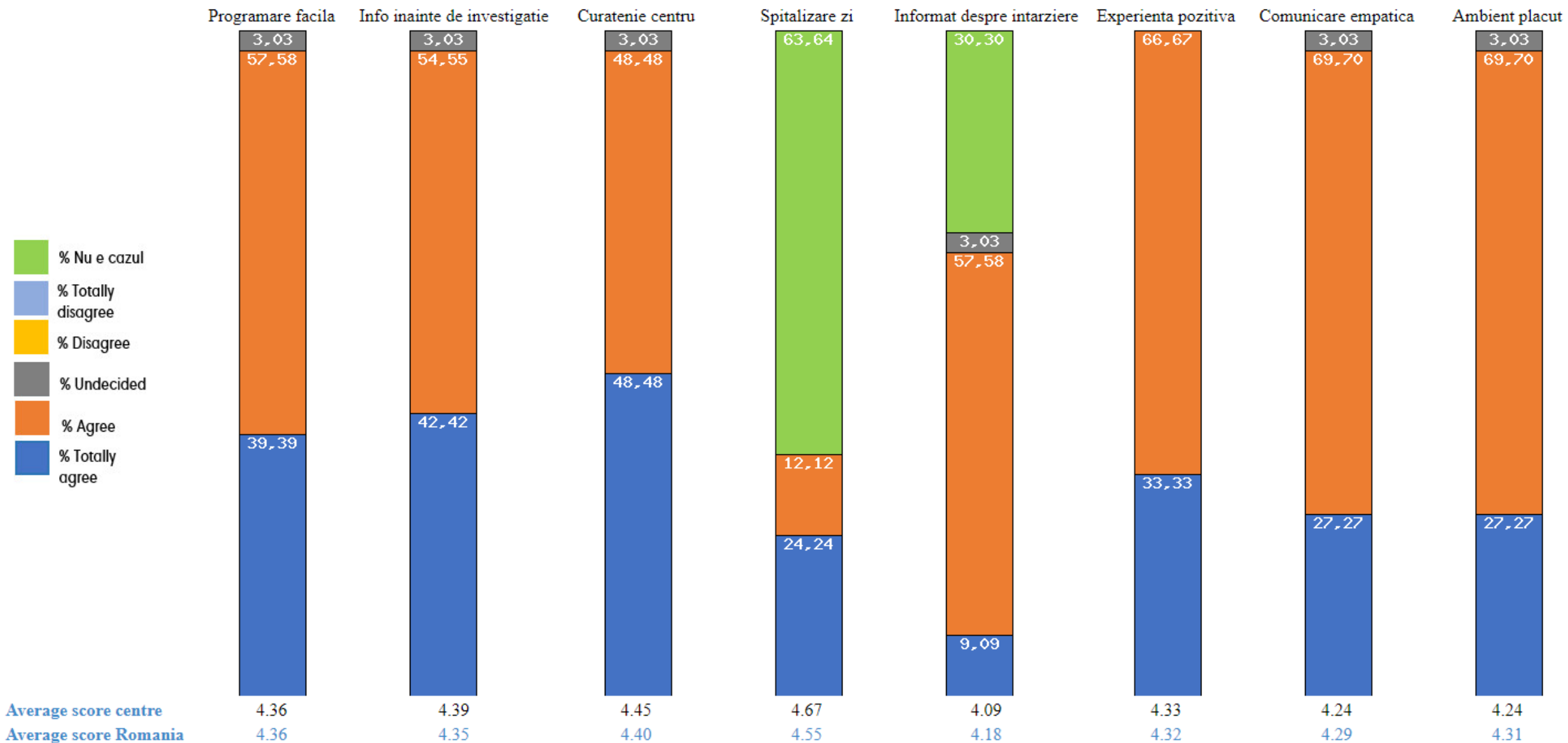
CT	MRI	PET	Scinti	DXA	Radiology	Mamo	ECO	Consult	Analysis	Hospital
251	376	55	15	26	53	18	38	80	49	47

NPS ROMANIA

NPS Global Romania: 81,75

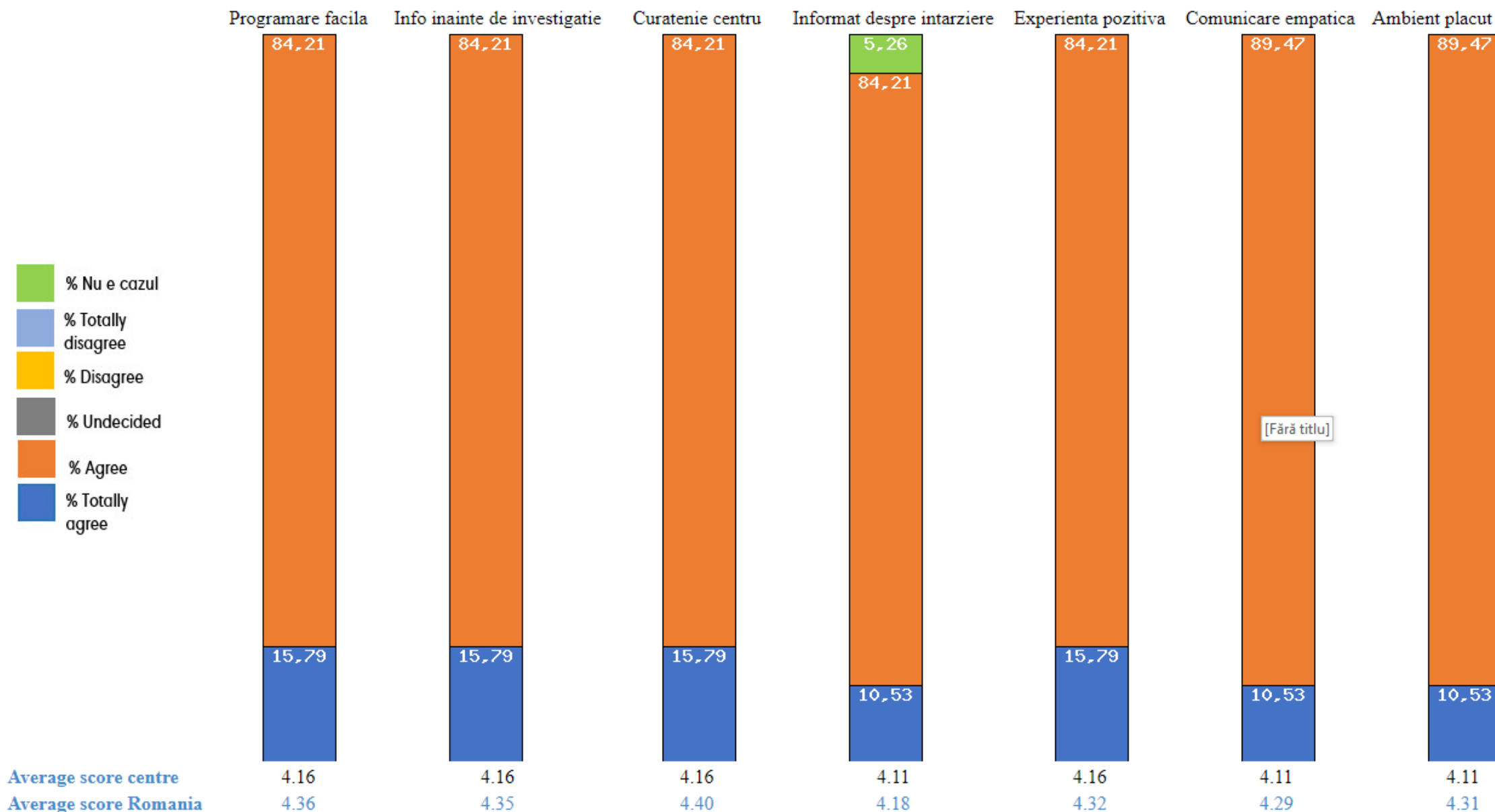


Affidea ARAD (33 respondents) Overall score:4.35



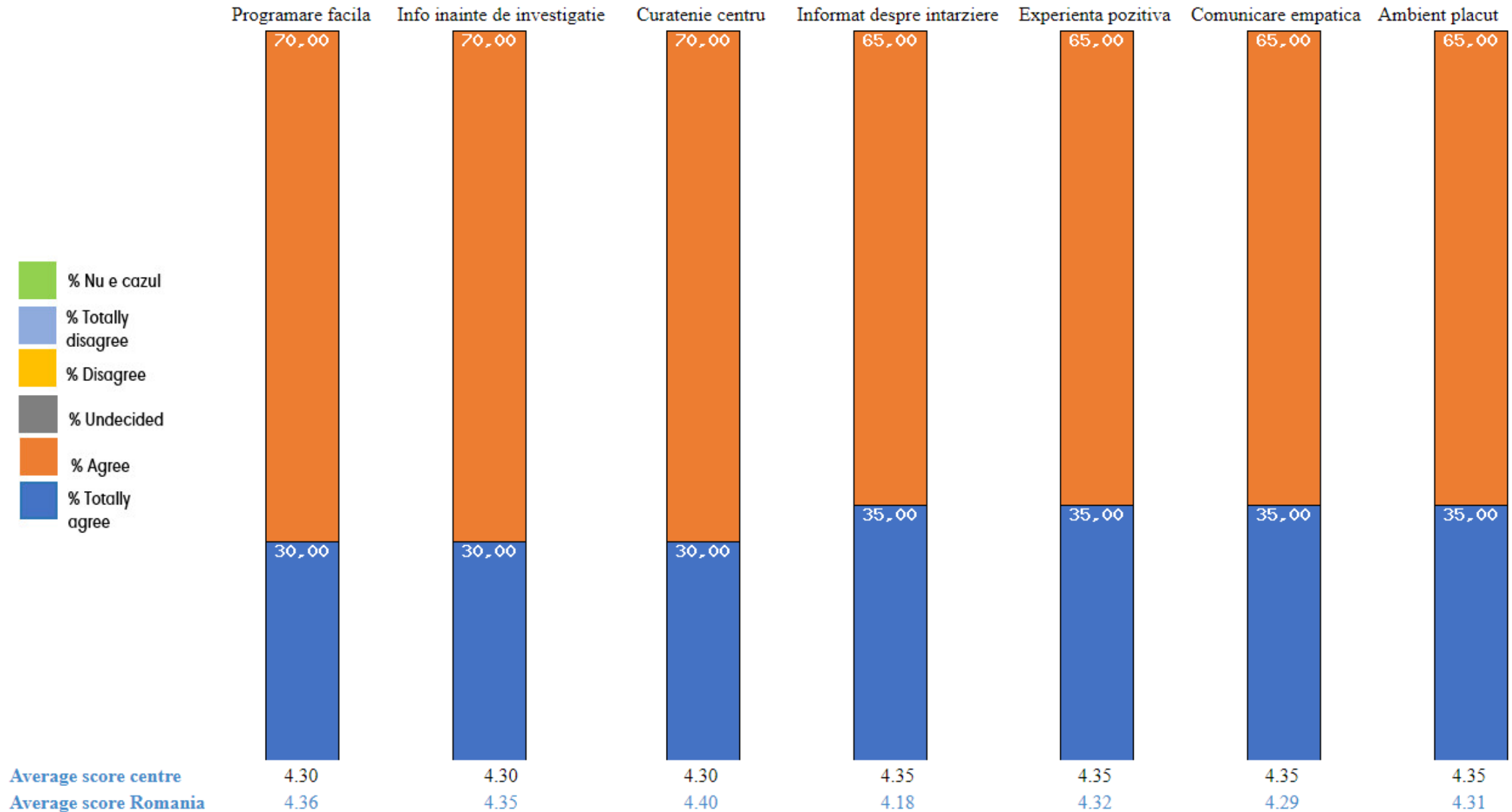
Affidea CT Clinic Cluj(19 respondents)

Overall score:4.14

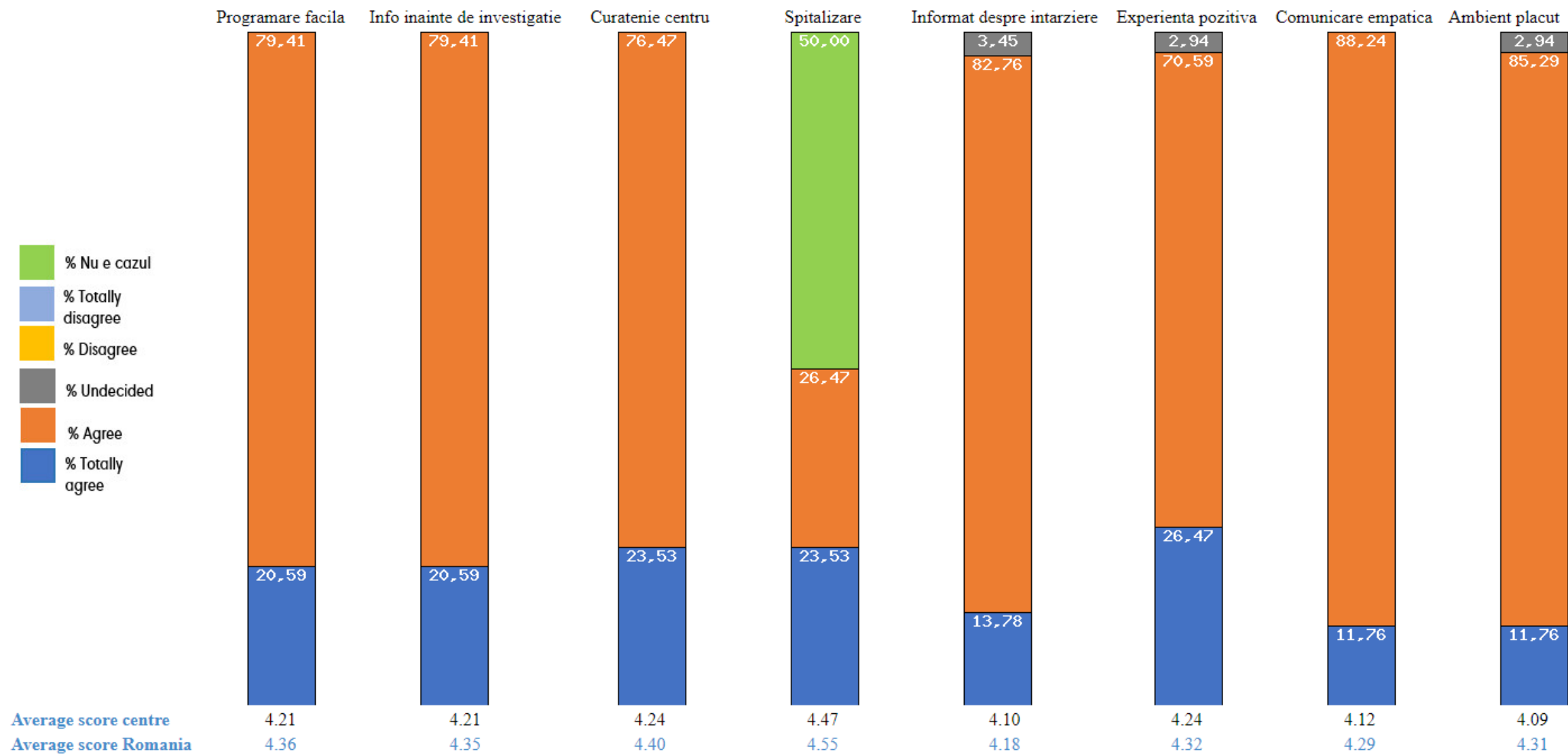


Affidea CLUJ CIRESILOR (20 respondents)

Overall score:4.33

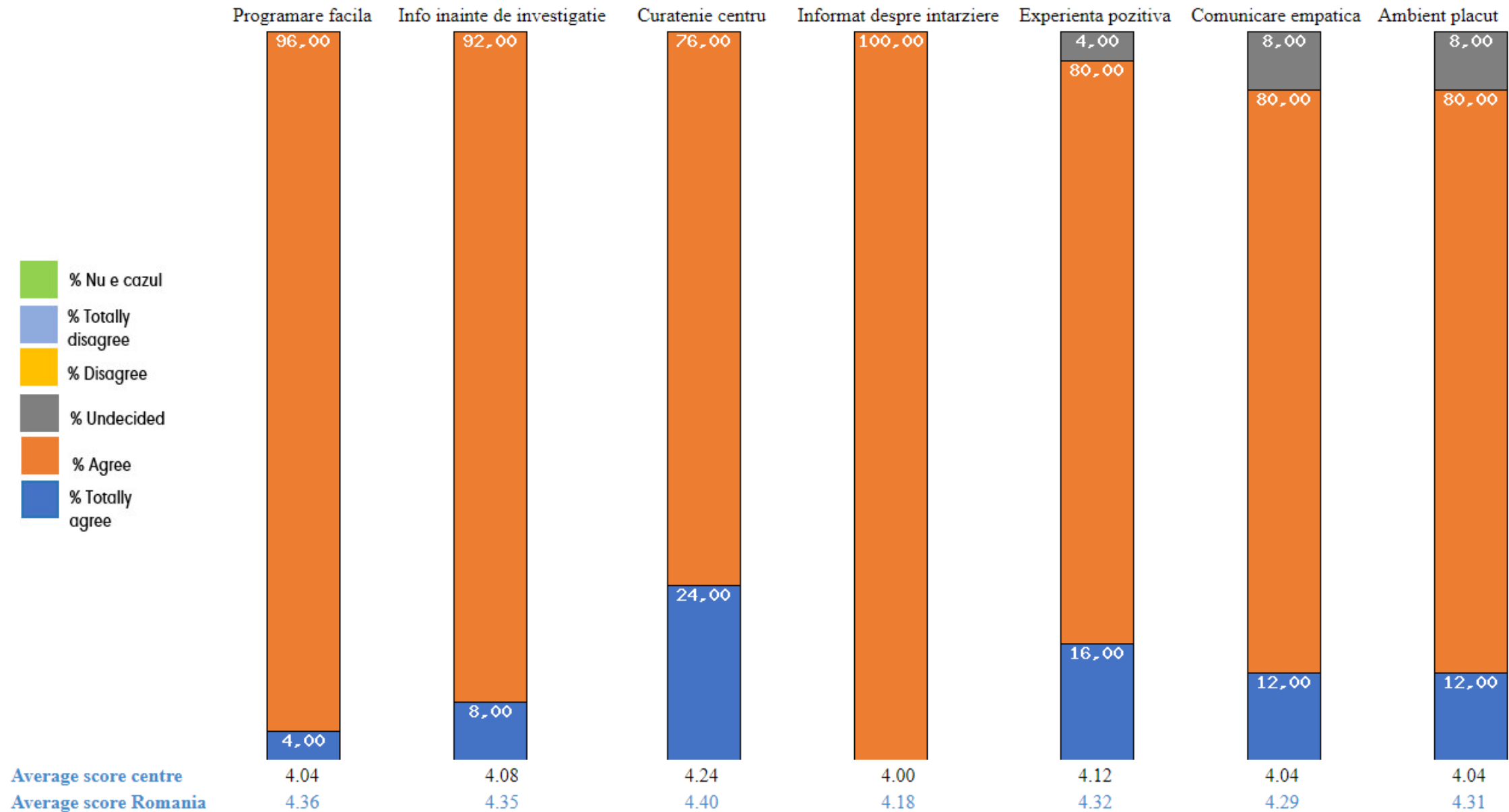


Affidea CONSTANTA (34 respondents) Overall score:4.21



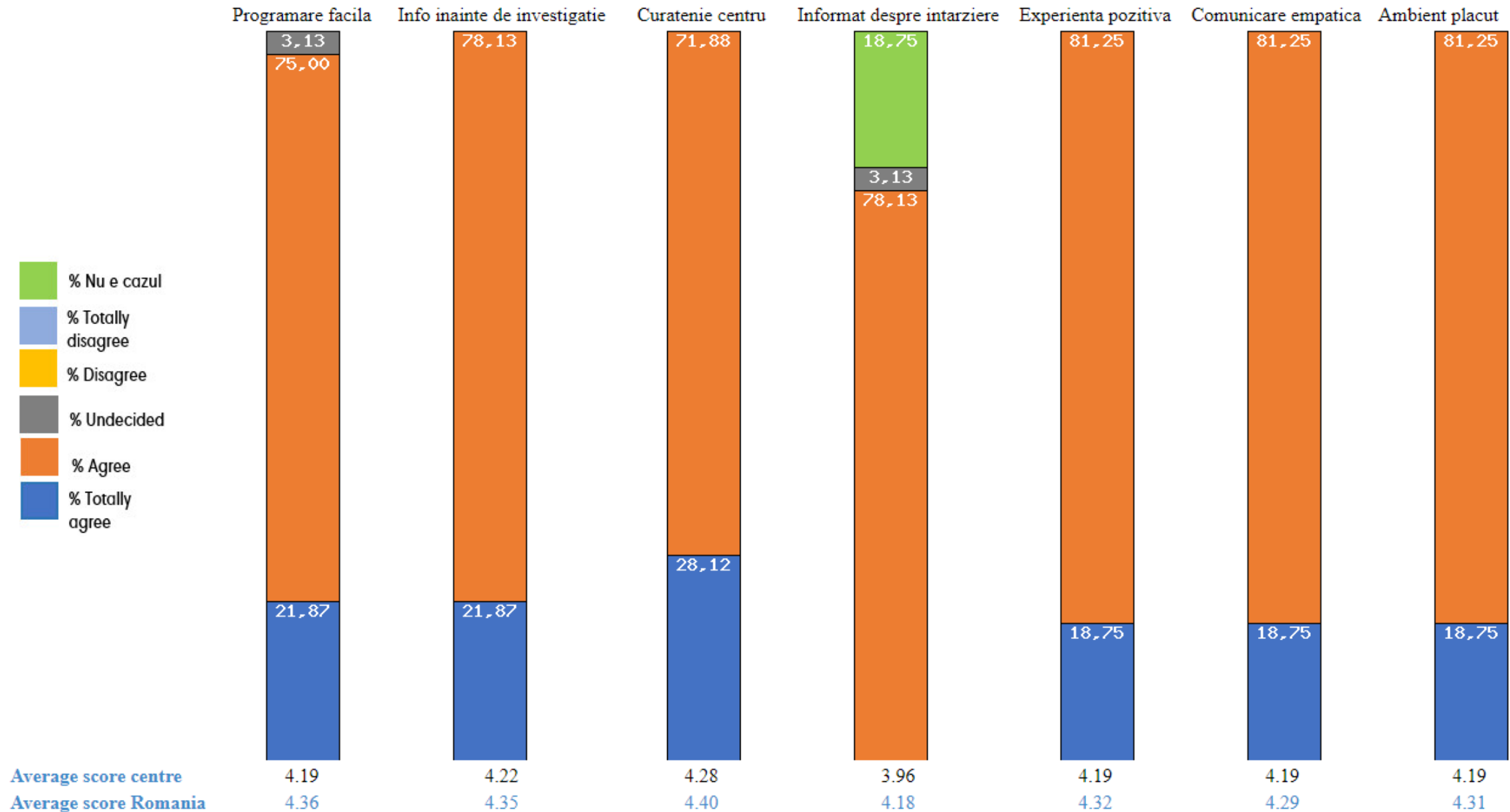
Affidea DEVA (25 respondents)

Overall score:4.08



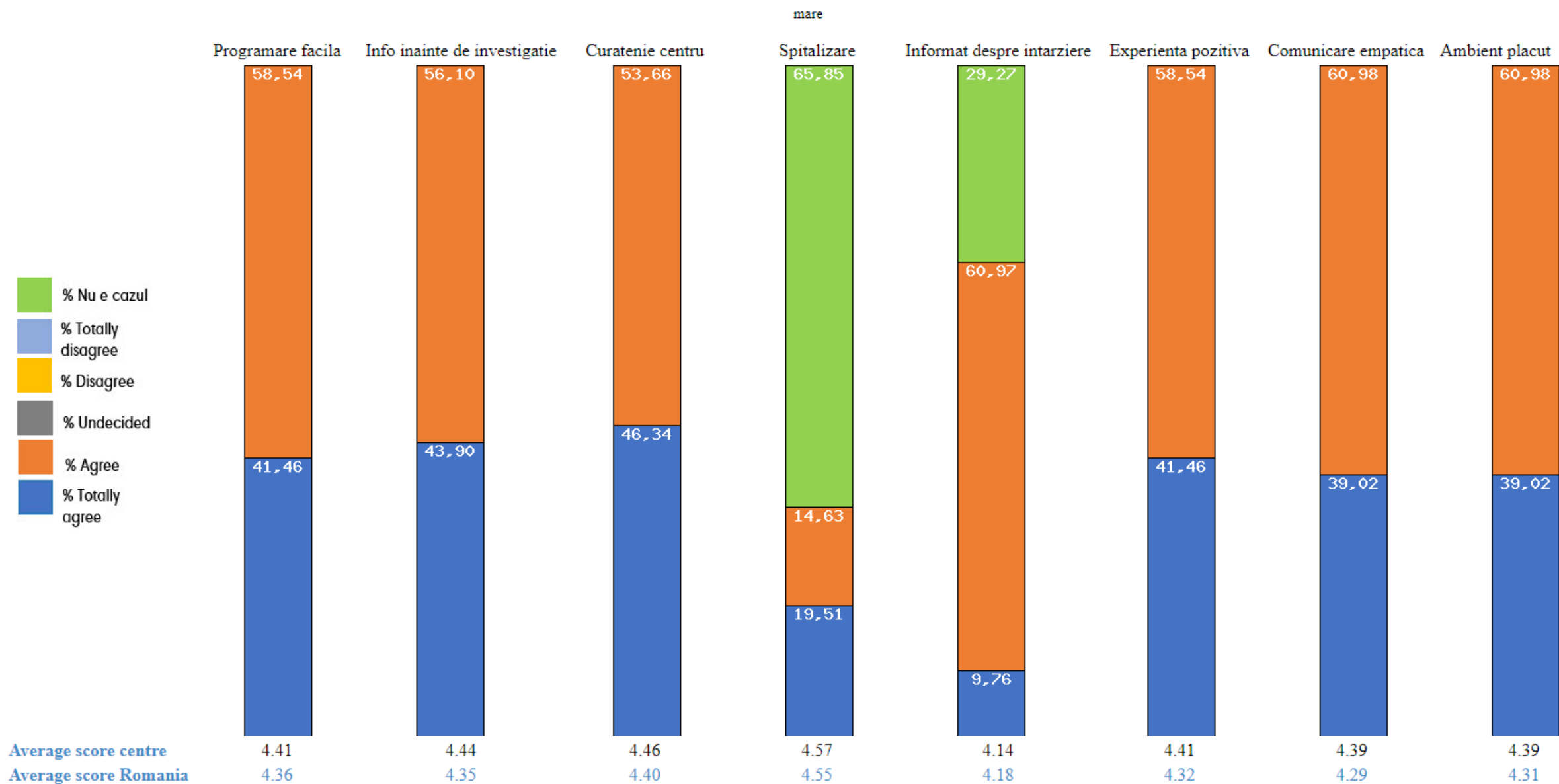
Affidea BUC FLOREASCA (32 respondents)

Overall score:4.17



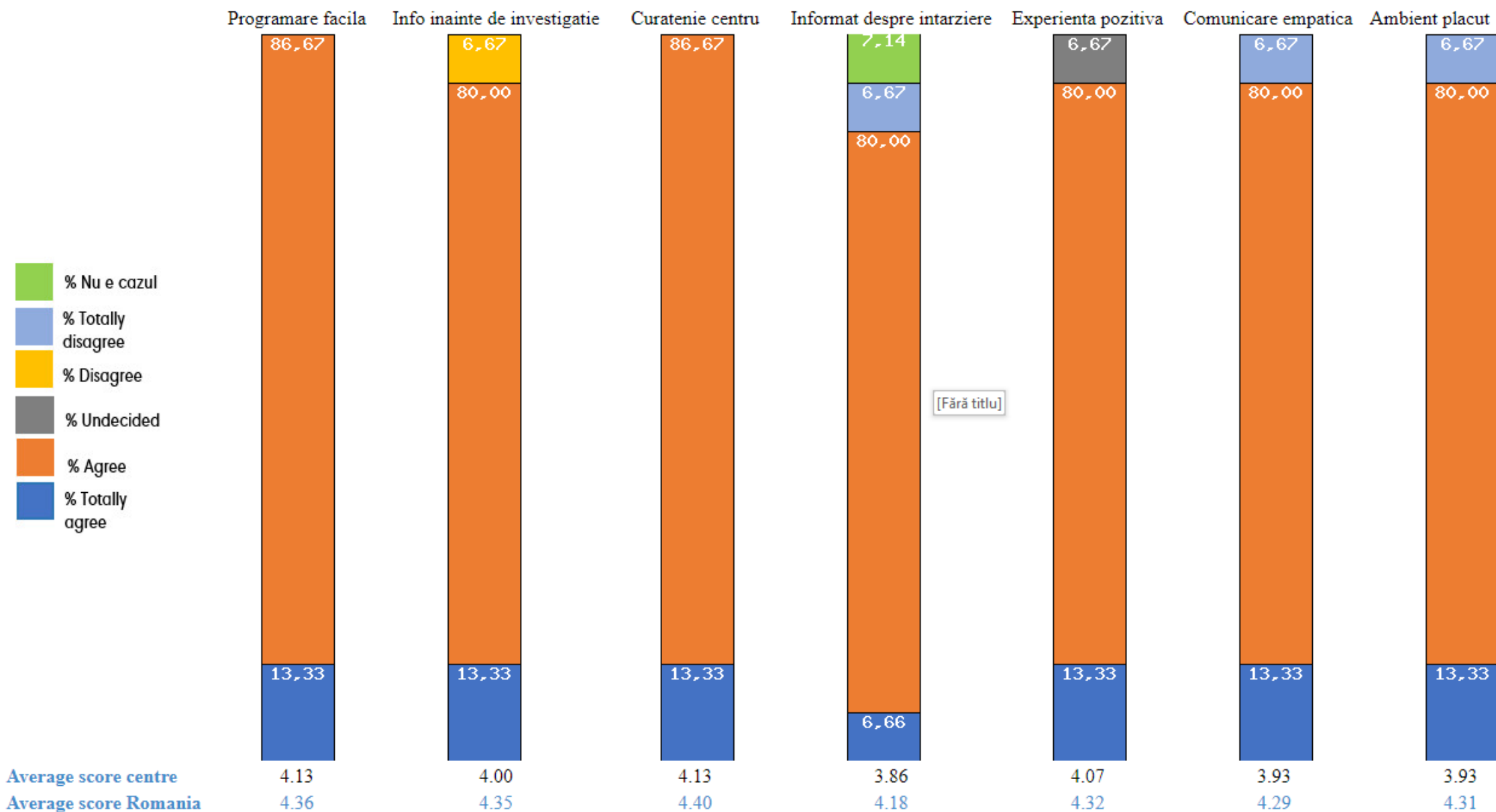
Affidea BUC FUNDENI (41 respondents)

Overall score:4.40

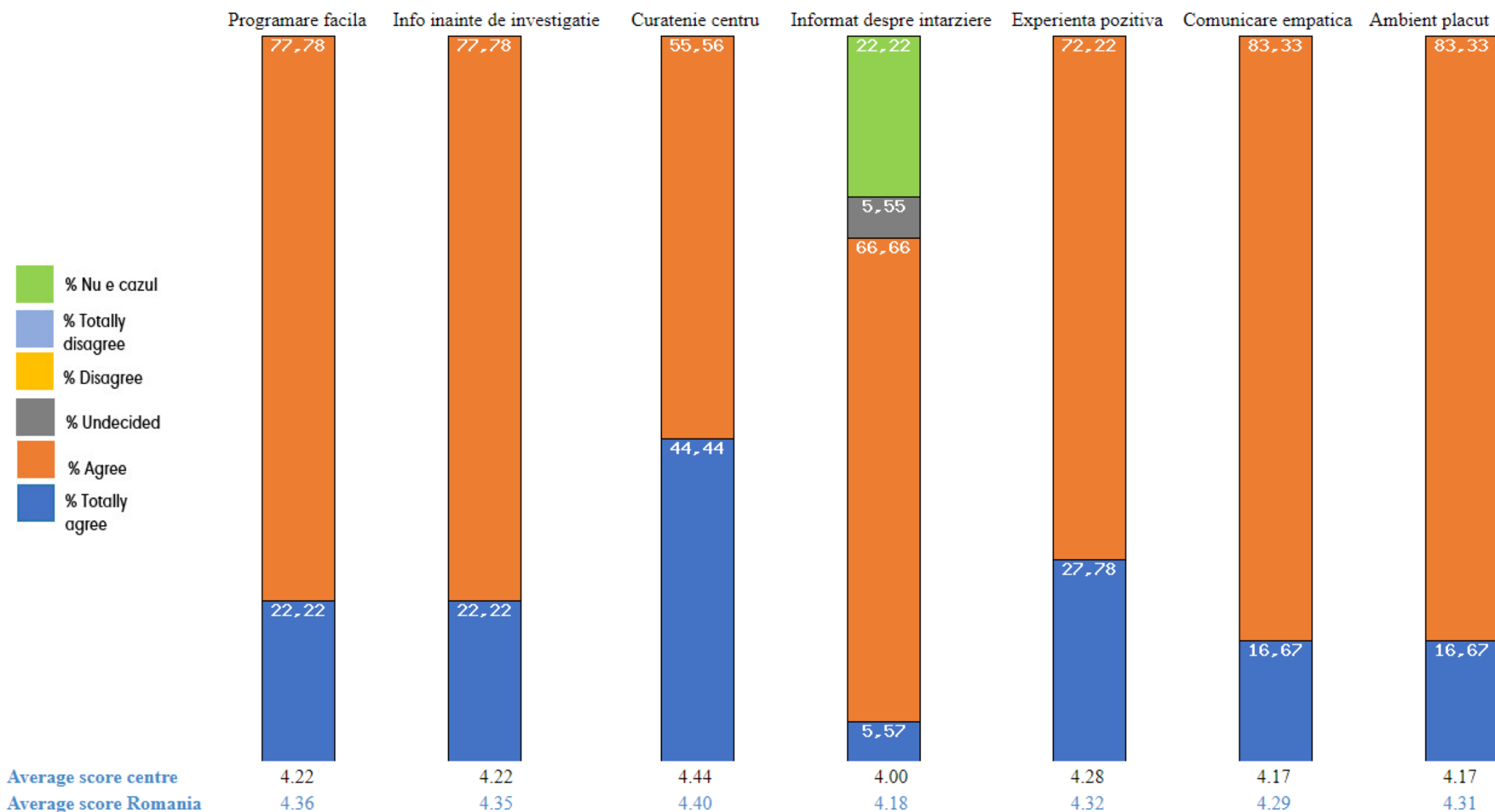


Affidea FOCSANI (15 respondents)

Overall score:4.01

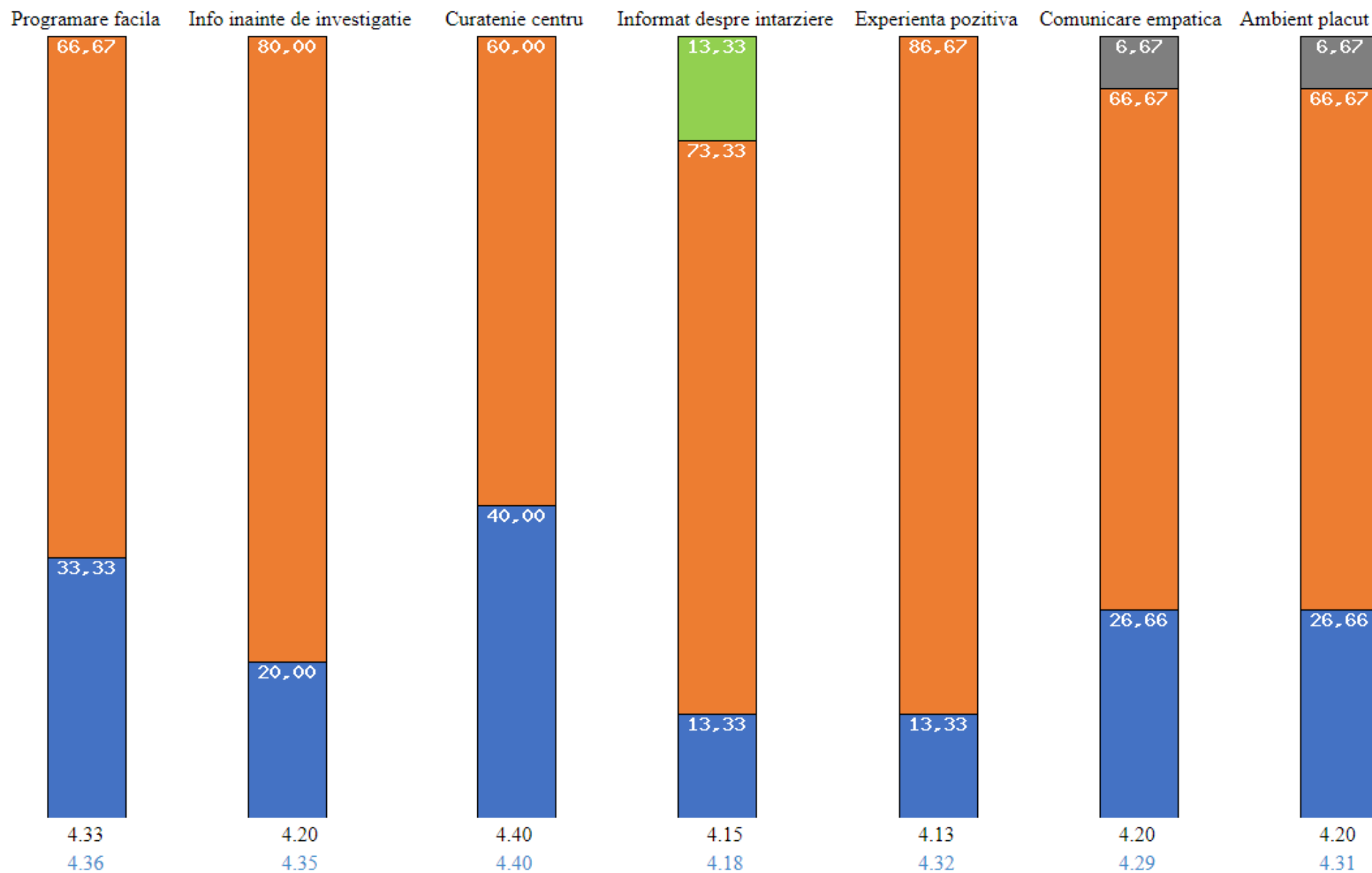


Affidea IASI (18 respondents) Overall score:4.21



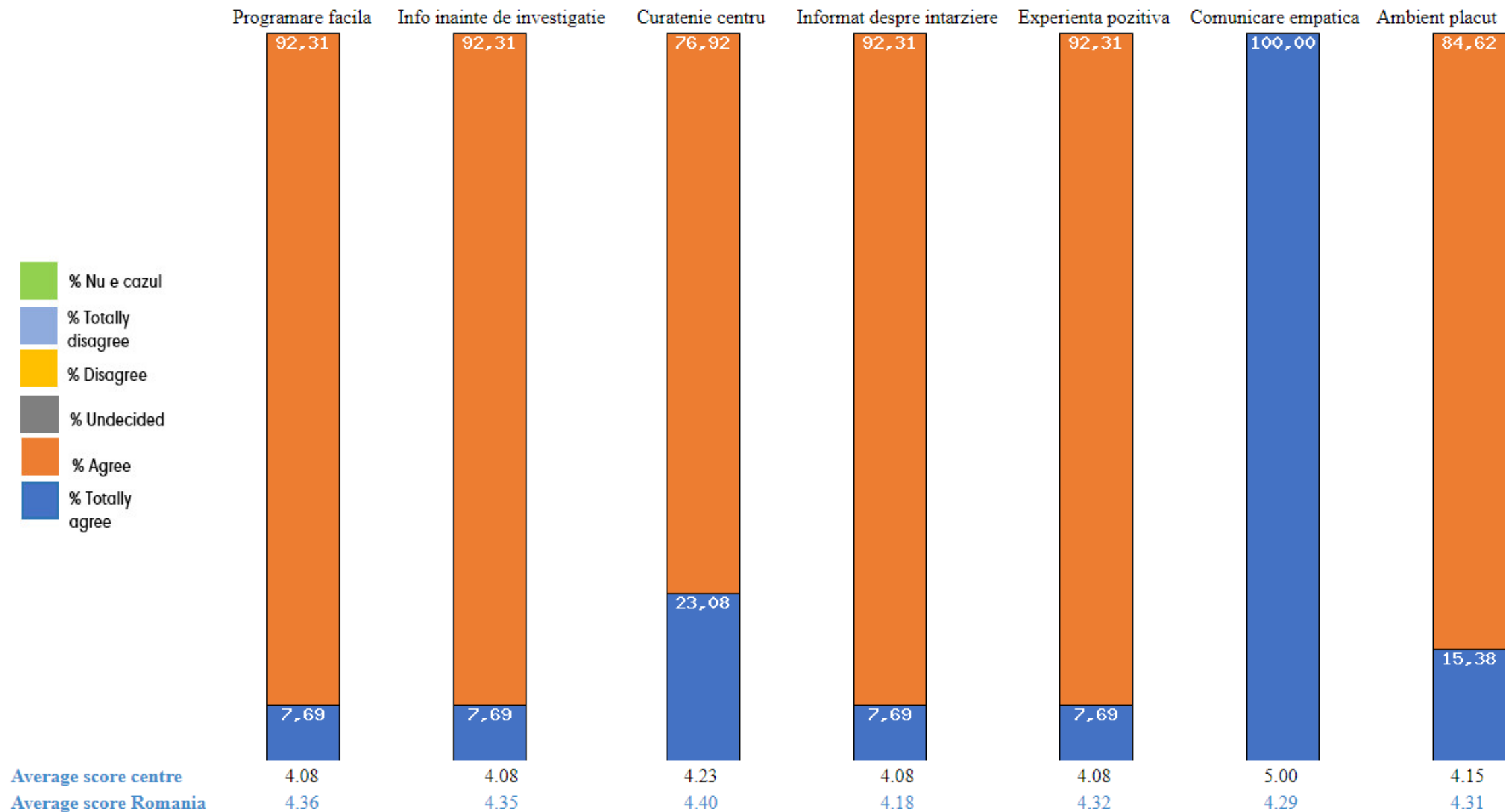
Affidea MANGALIA (15 respondents)

Overall score:4.23



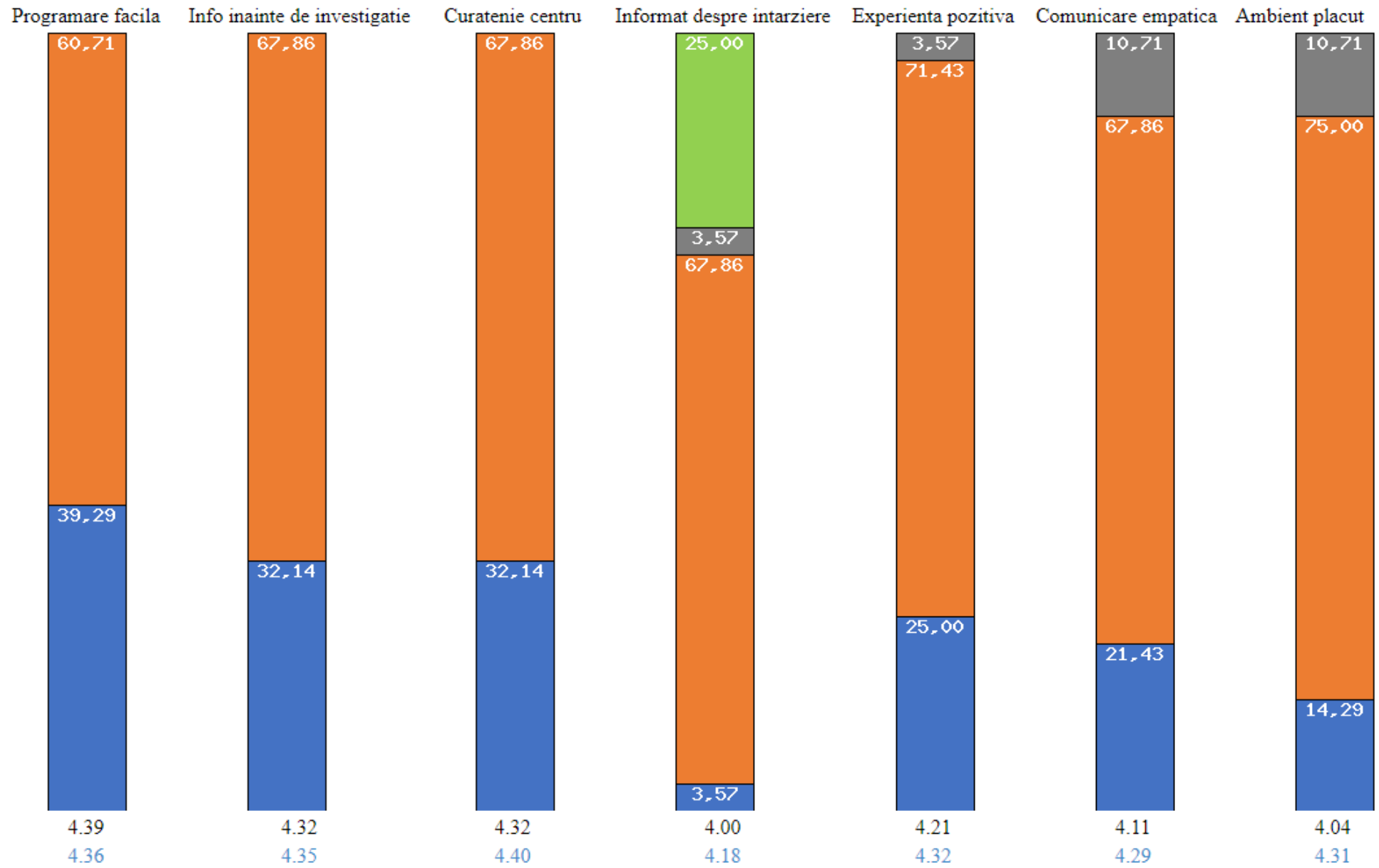
Affidea MEDIAS (13 respondents)

Overall score:4.24



Affidea PETROSANI (28 respondents)

Overall score:4.20

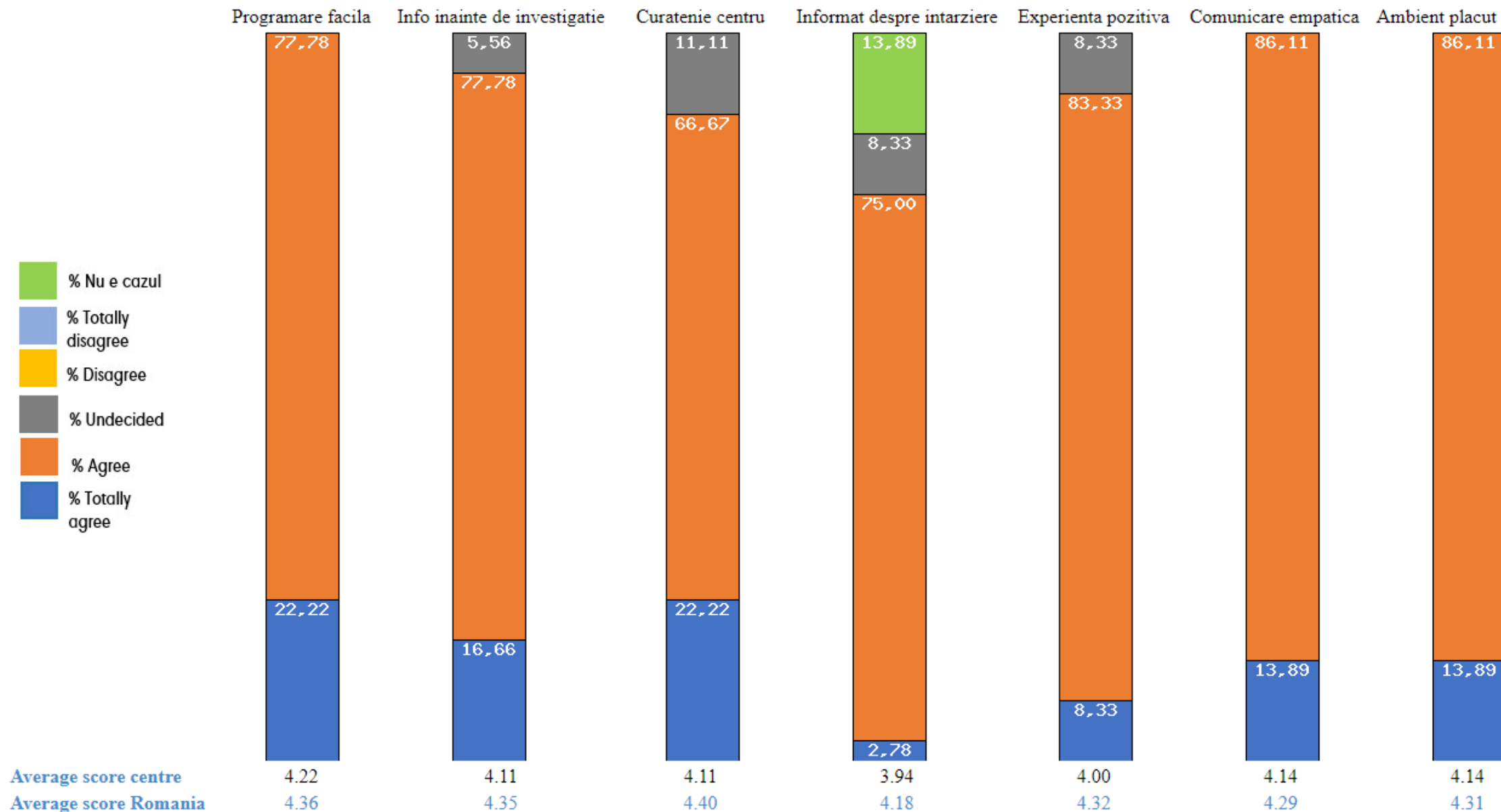


Average score centre
Average score Romania

4.39	4.32	4.32	4.00	4.21	4.11	4.04
4.36	4.35	4.40	4.18	4.32	4.29	4.31

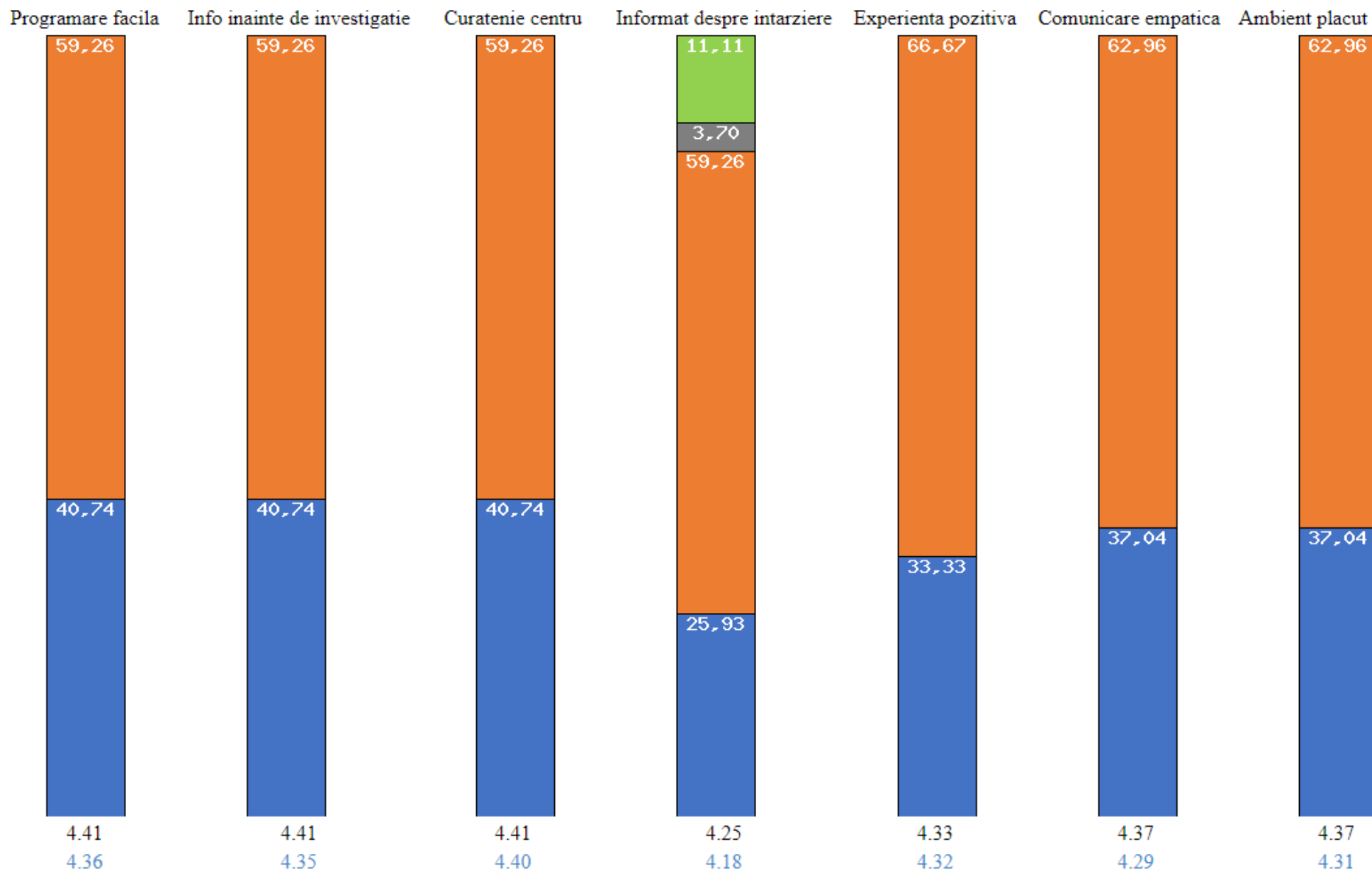
Affidea PIATRA NEAMT (36 respondents)

Overall score:4.09



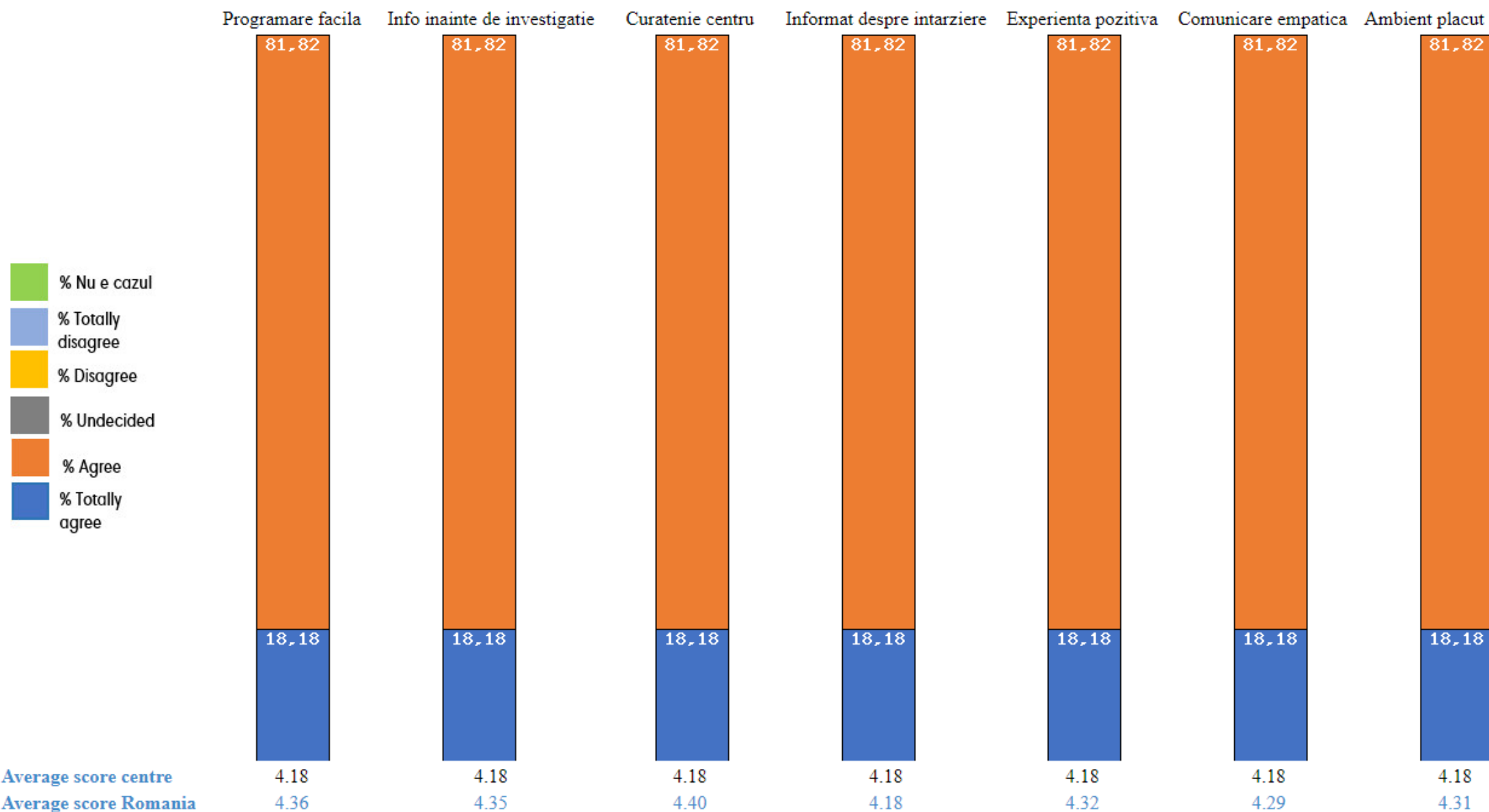
Affidea RM VALCEA clinica (27 respondents)

Overall score:4.36



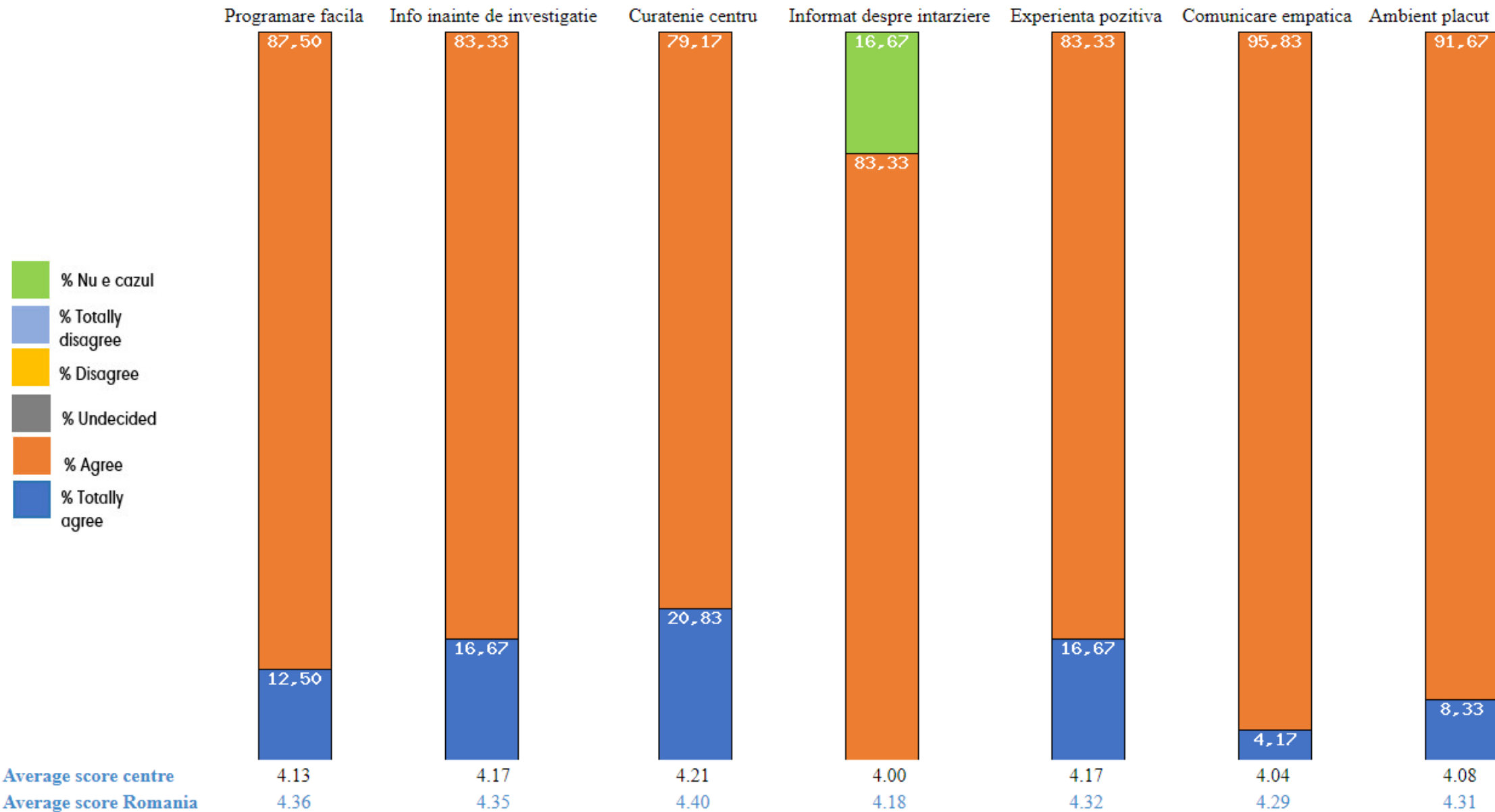
AFFIDEA RM Valcea Imagistica (11 respondents)

Overall score:4.18



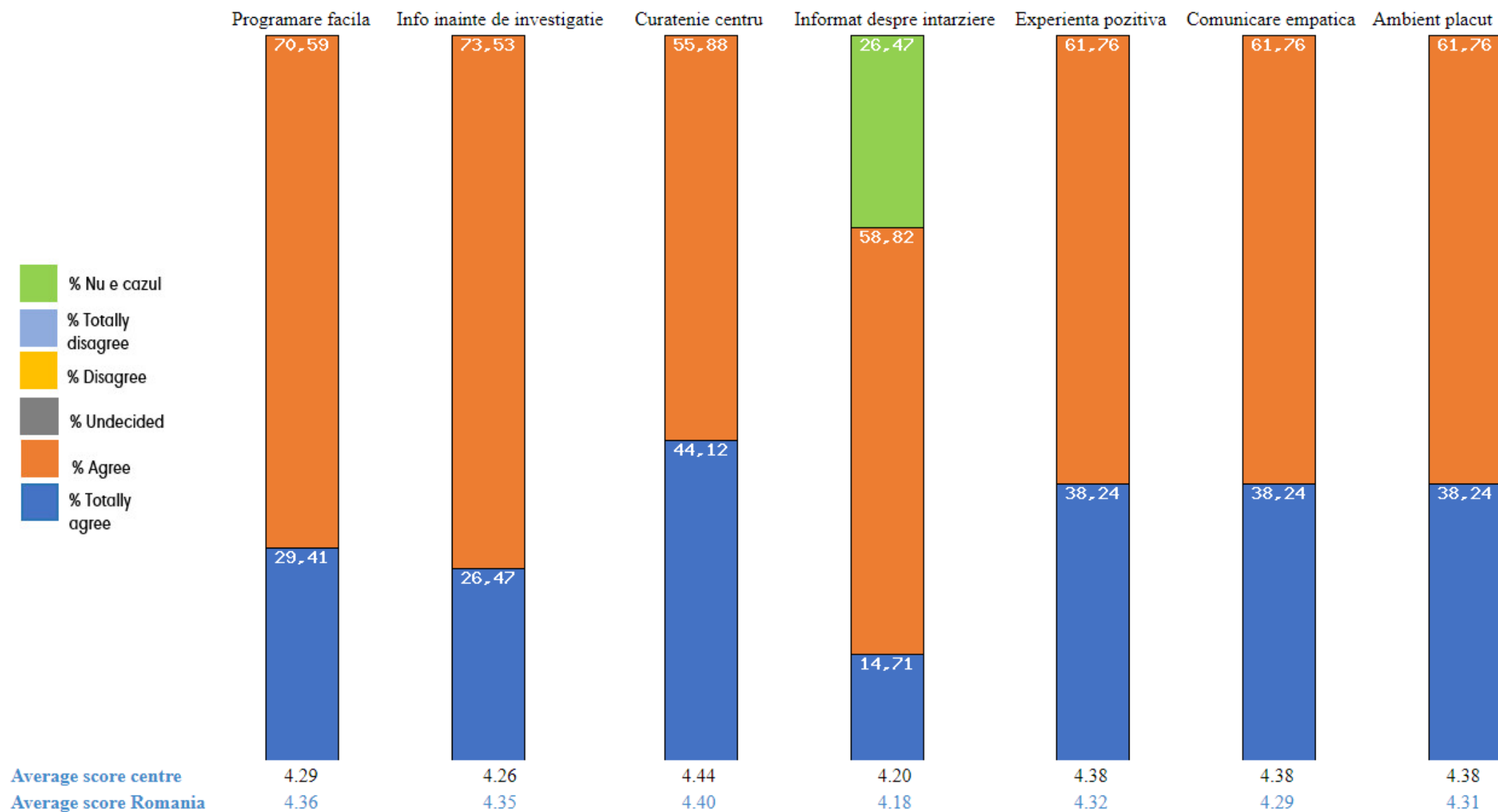
Affidea SLATINA (24 respondents)

Overall score:4.12



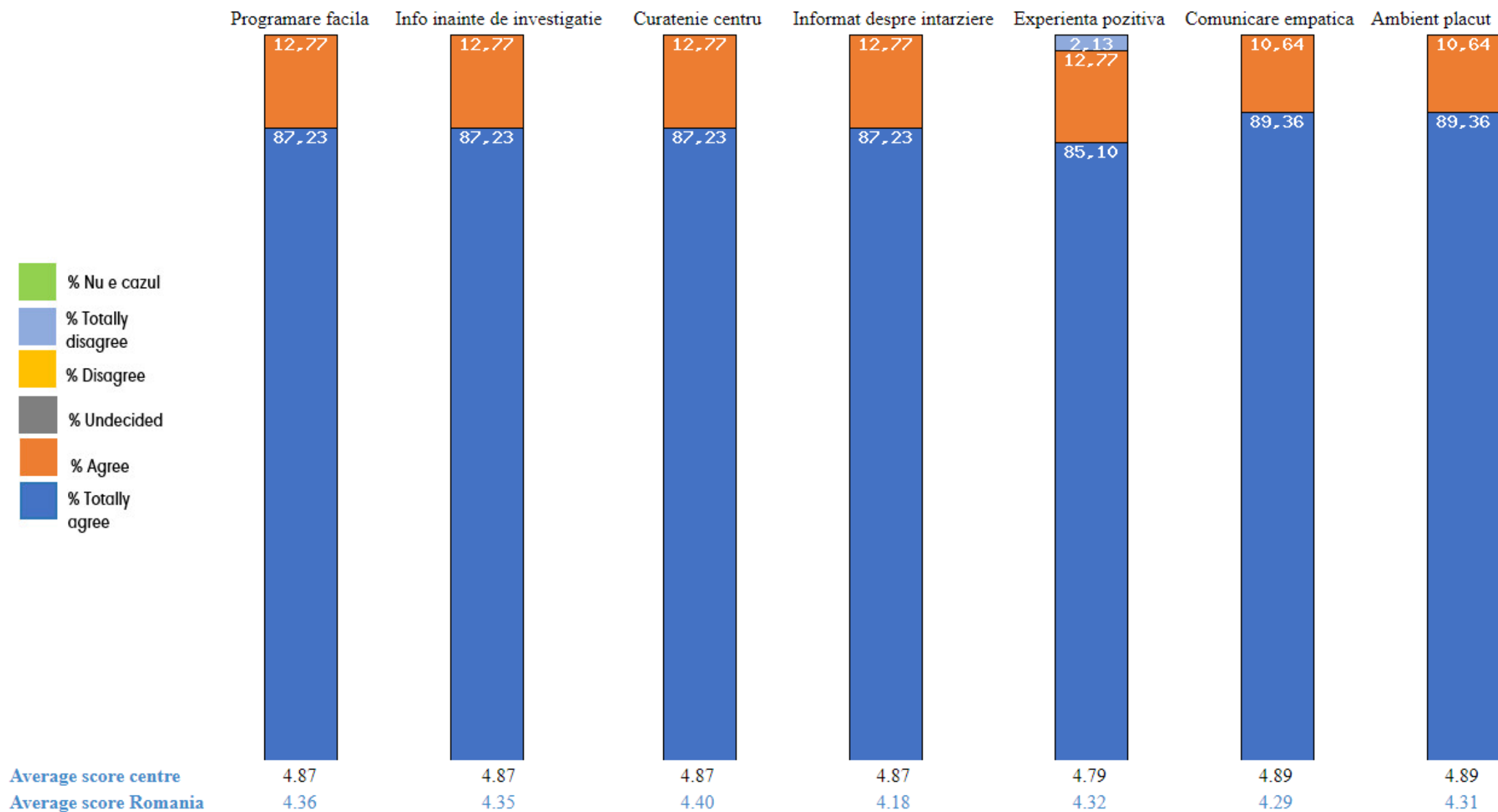
AFFIDEA TIMISOARA (34 respondents)

Overall score:4.33



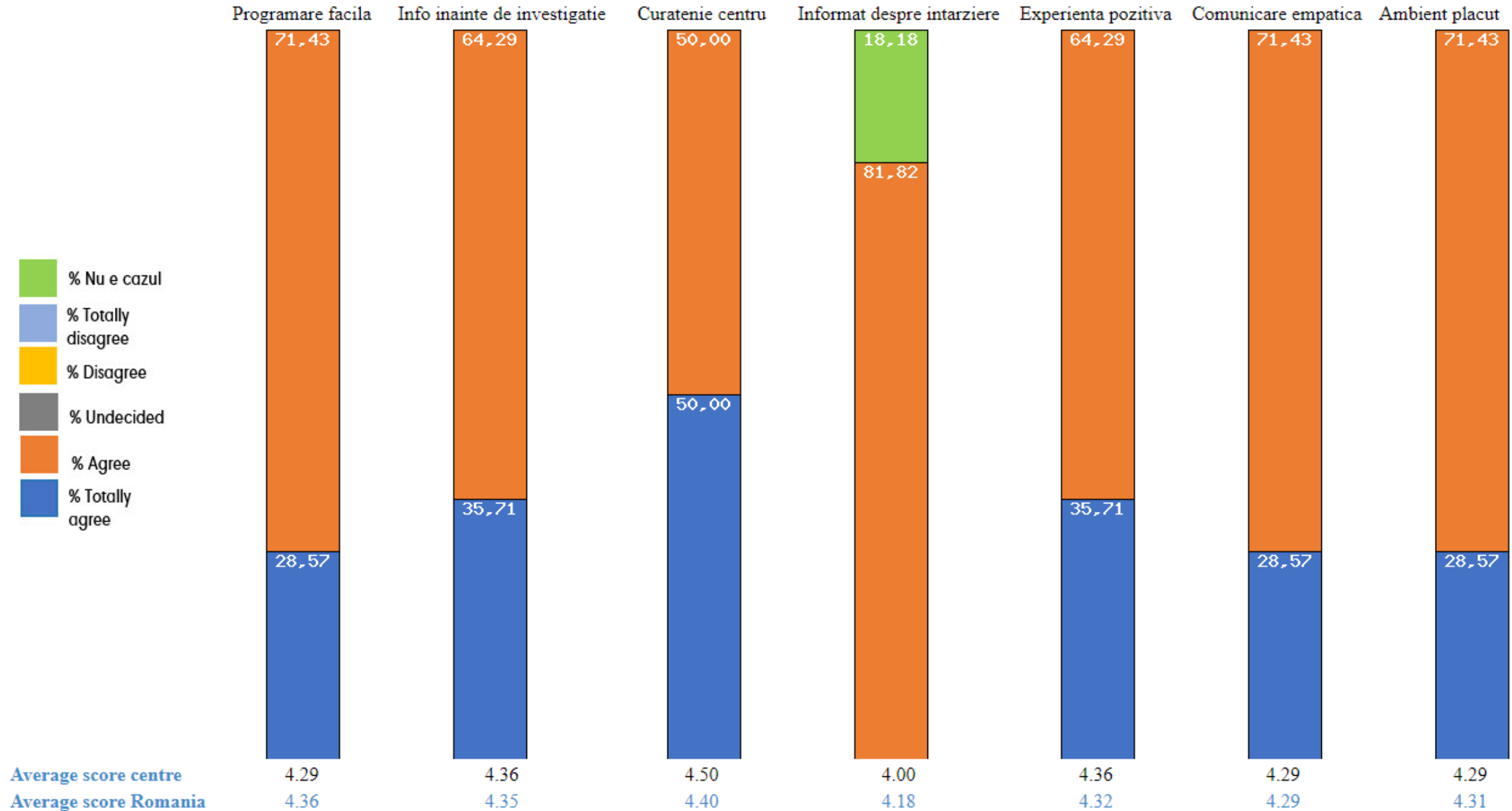
Hiperdia BISTRITA (47 respondents)

Overall score:4.87



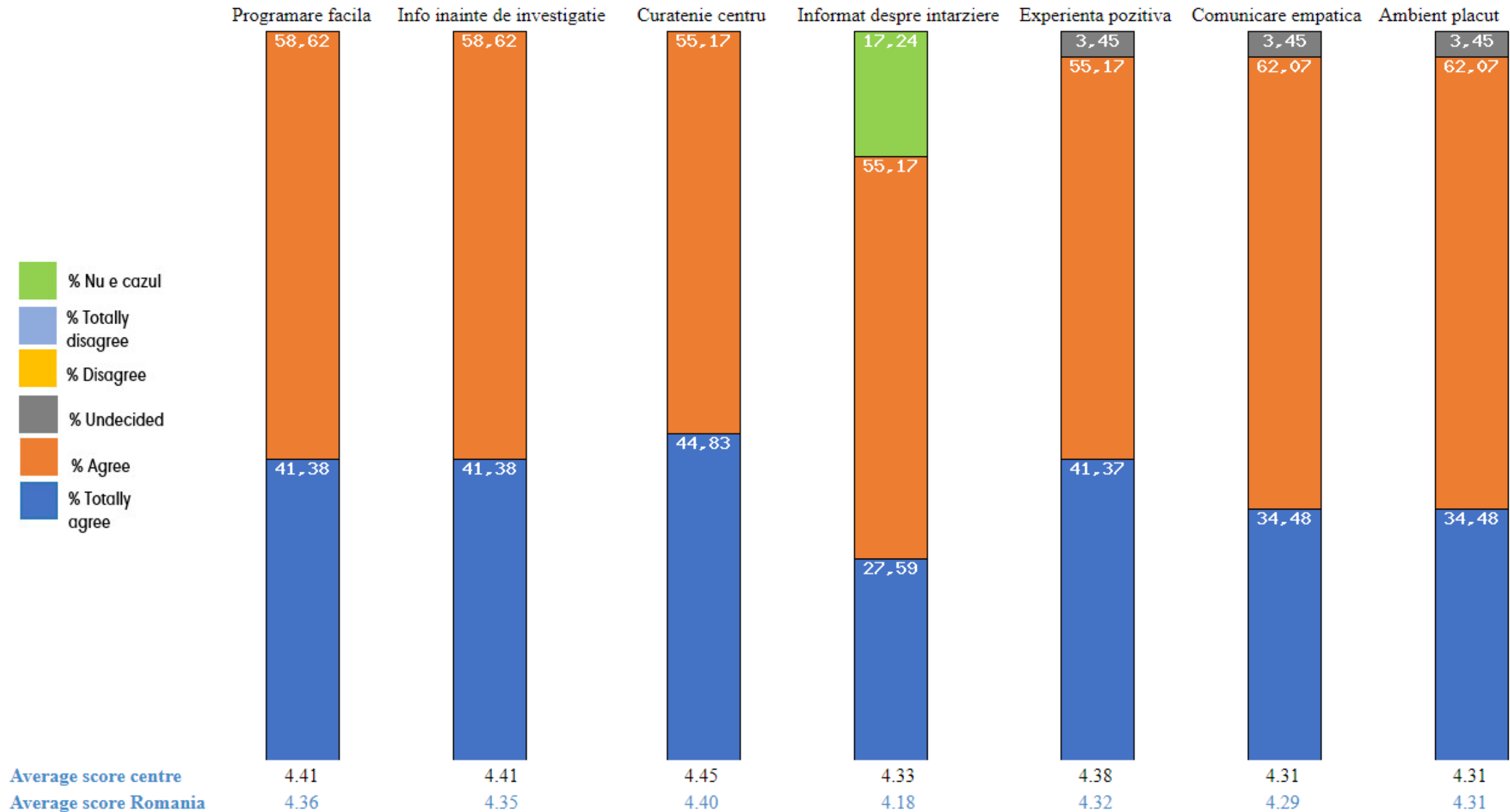
HIPERDIA BRASOV SP PSI NEURO (14 respondents)

Overall score:4.30



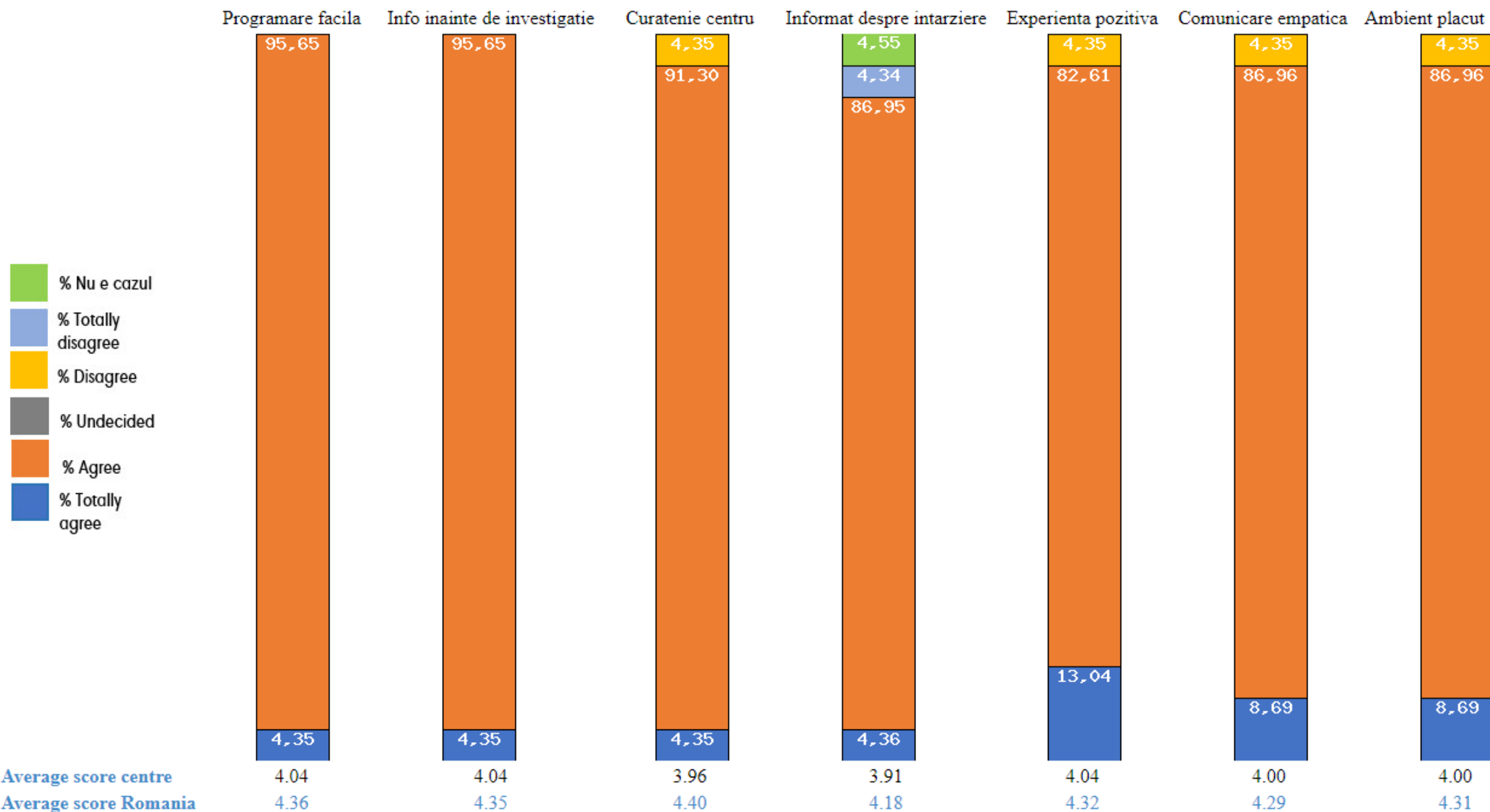
HIPERDIA BRASOV - Carpatex 2 - former SCJU - Judetean (29 respondents)

Overall score:4.37



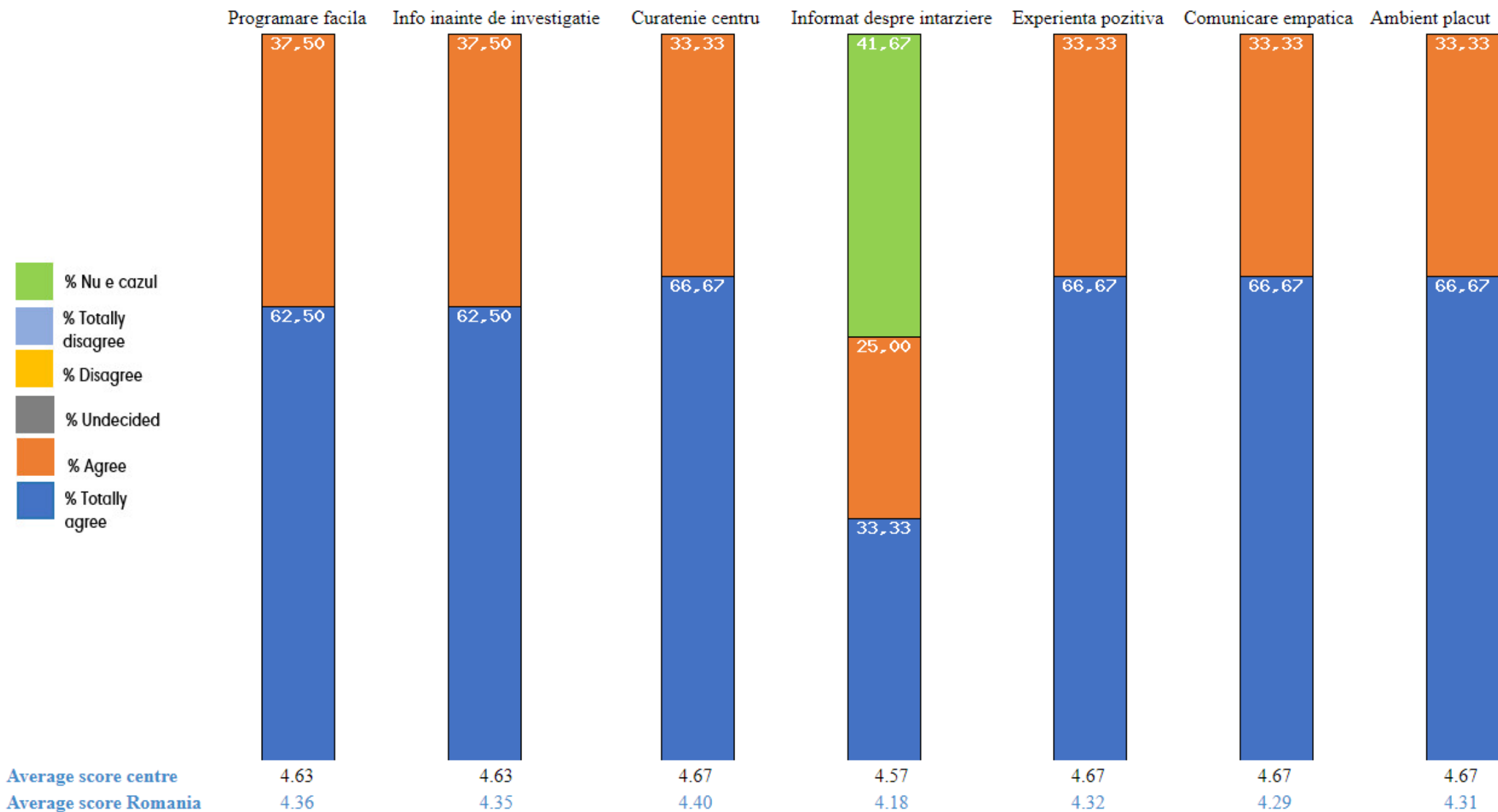
HIPERDIA BRASOV CALEA BUCURESTI (23 respondents)

Overall score:4.00



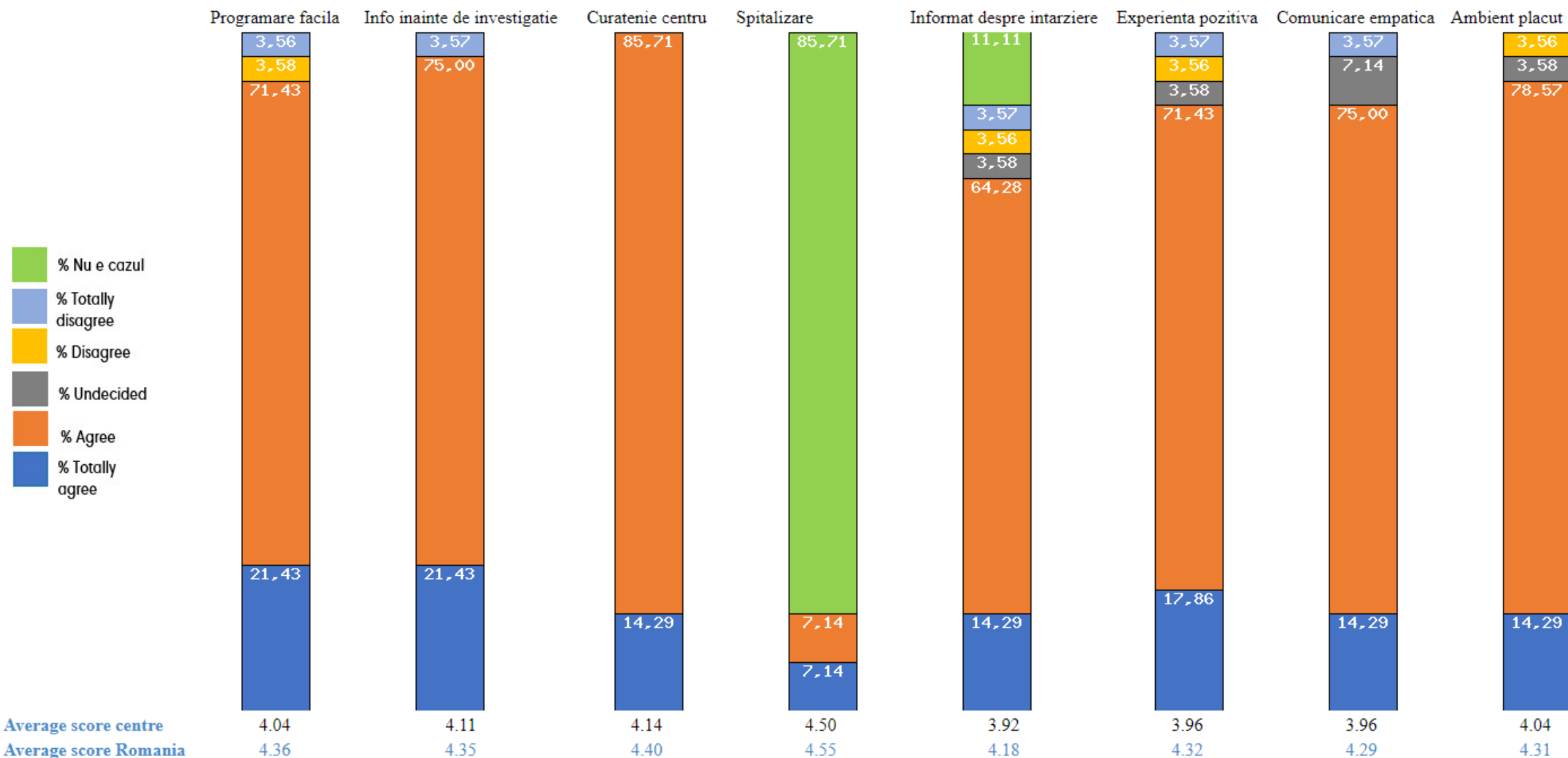
HIPERDIA BRASOV N TITULESCU (24 respondents)

Overall score:4.64



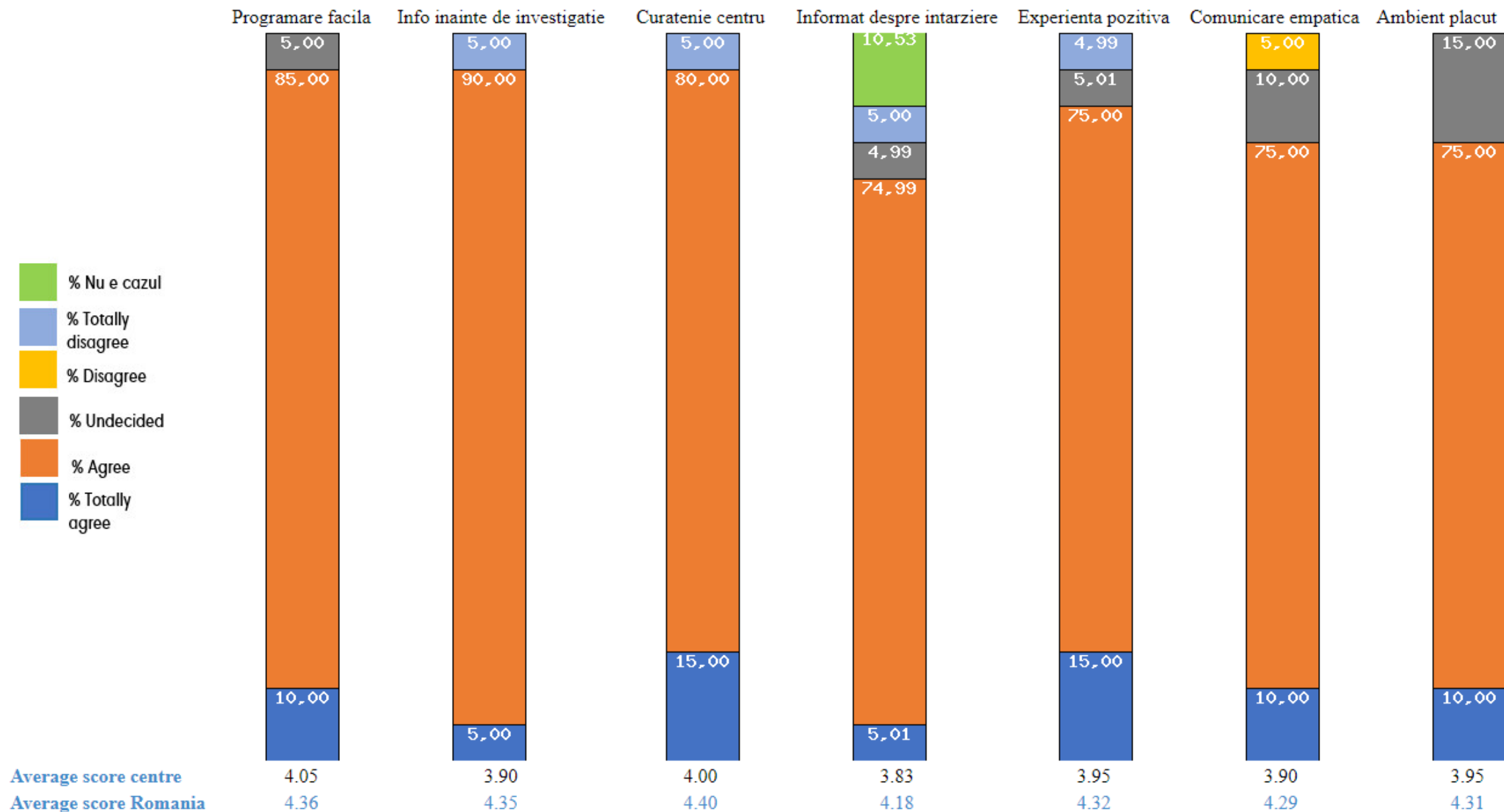
HIPERDIA BUC SUDULUI (28 respondents)

Overall score:4.08



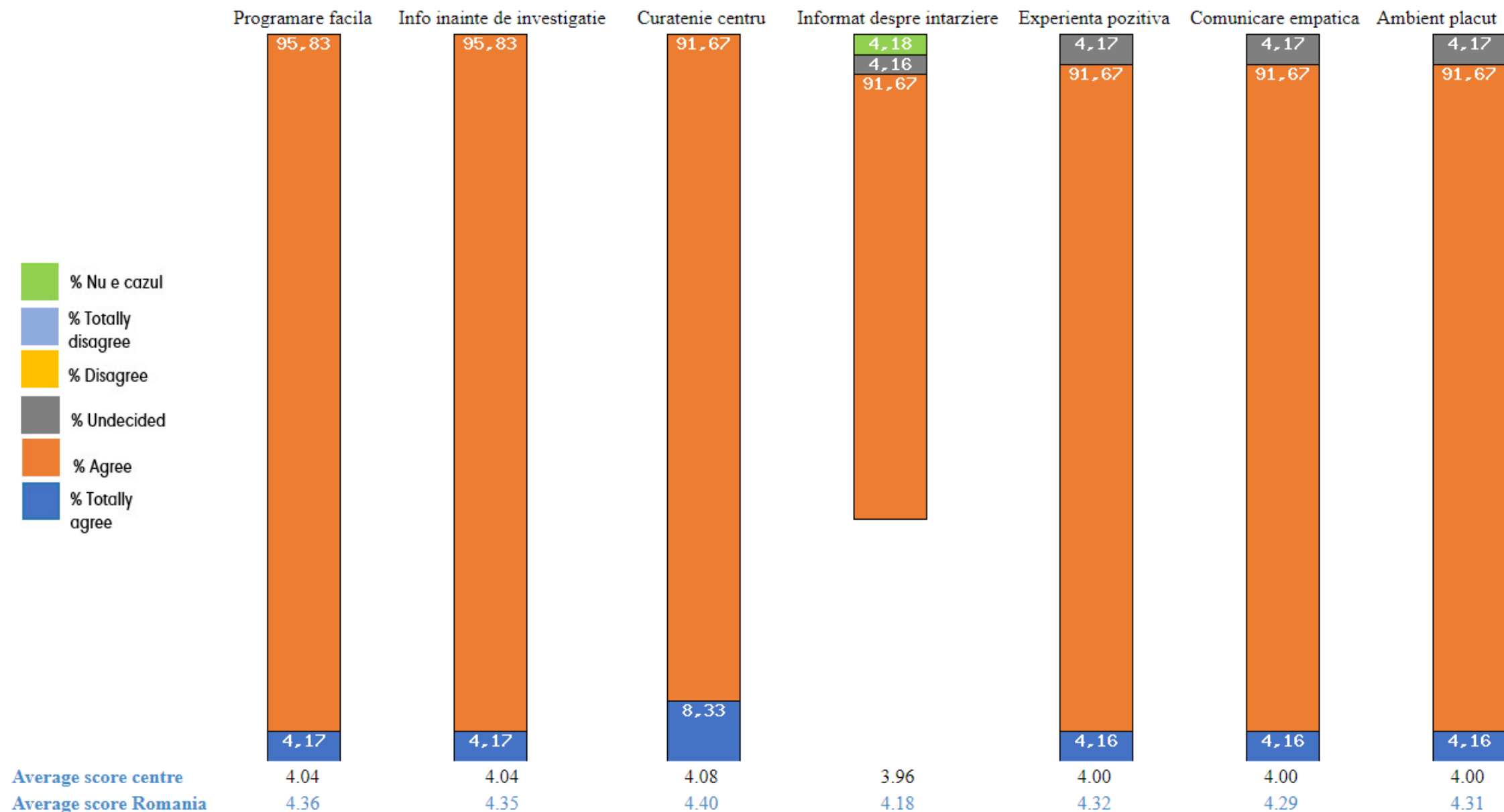
HIPERDIA BUC ELIAS - Spital (20 respondents)

Overall score:3.94



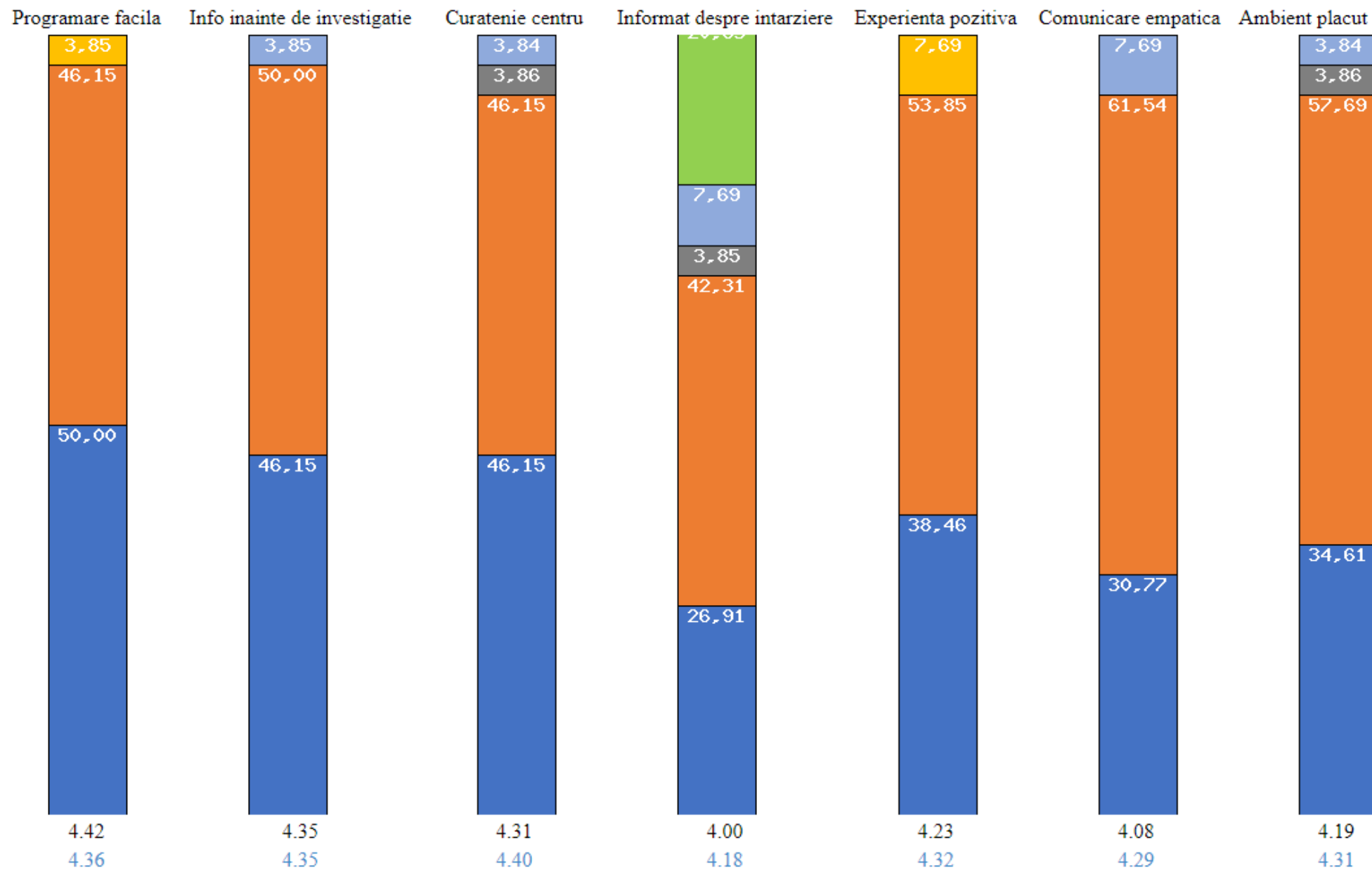
HIPERDIA BUC COLENTINA - Spital (24 respondents)

Overall score:4.02



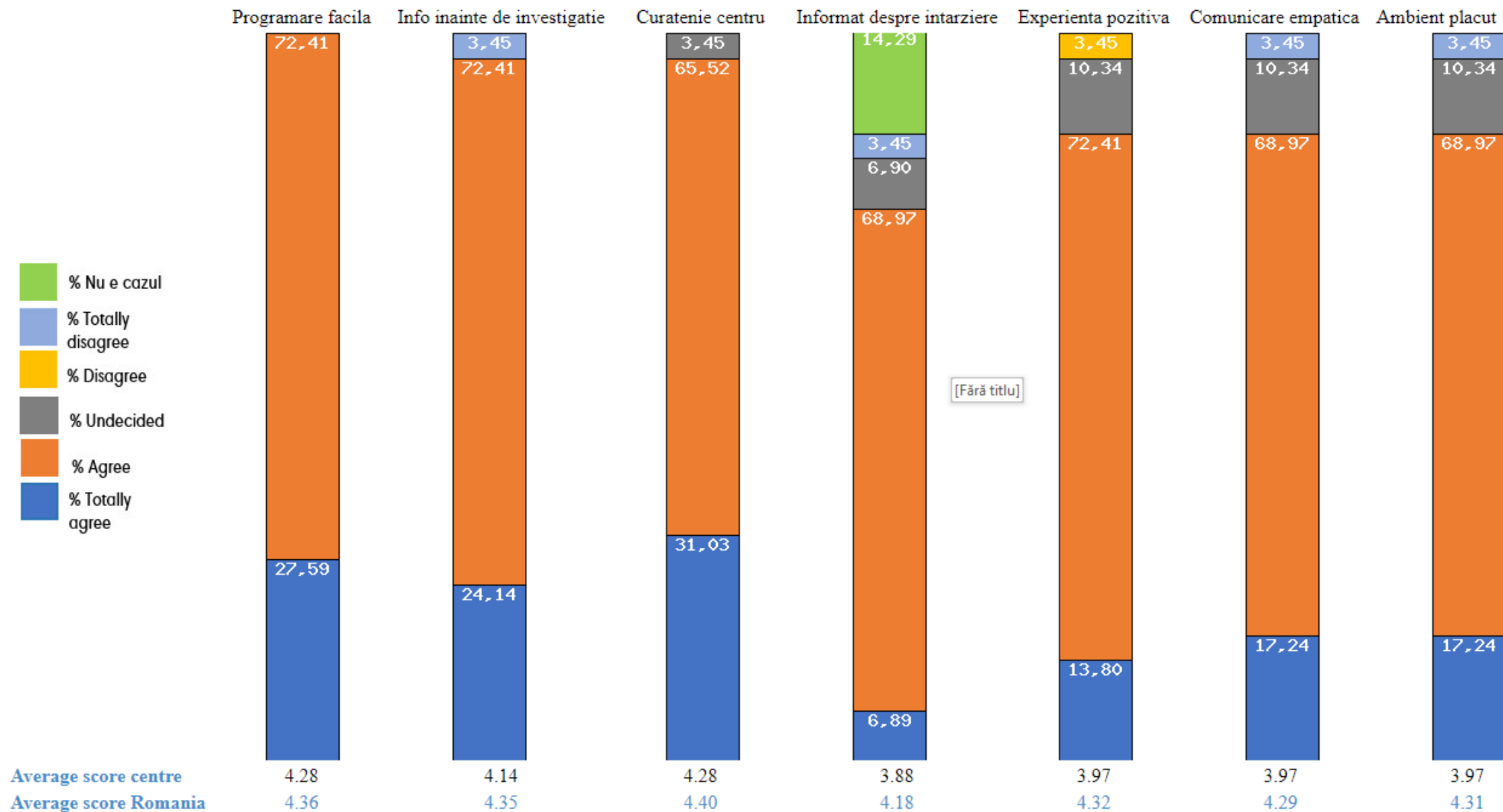
HIPERDIA RITMULUI (26 respondents)

Overall score:4.23



HIPERDIA BUC BAGDASAR - Spital (29 respondents)

Overall score:4.07

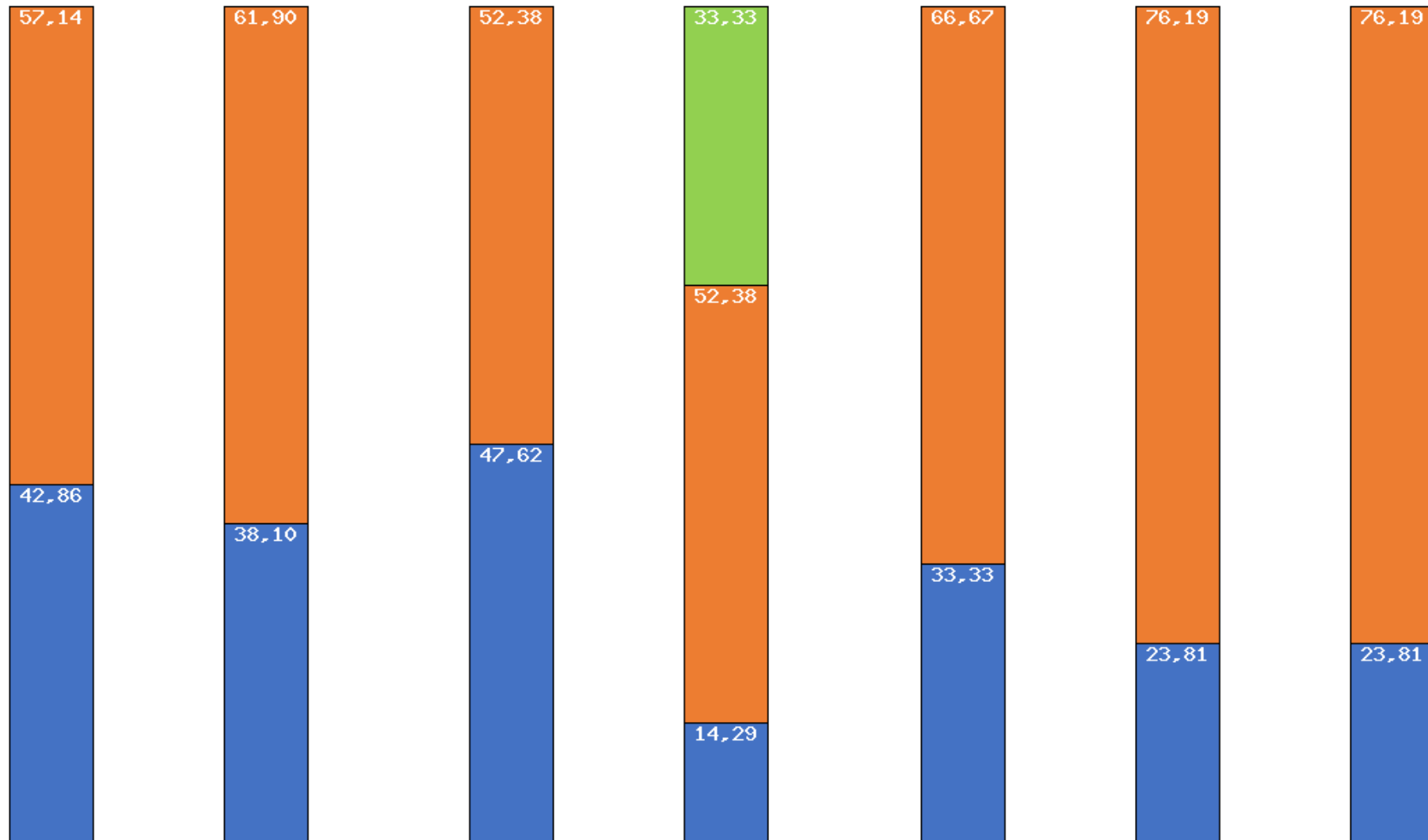


HIPERDIA CAREI - Spital (21 respondents)

Overall score:4.33

Programare facila Info inainte de investigatie Curatenie centru Informat despre intarziere Experienta pozitiva Comunicare empatica Ambient placut

- % Nu e cazul
- % Totally disagree
- % Disagree
- % Undecided
- % Agree
- % Totally agree

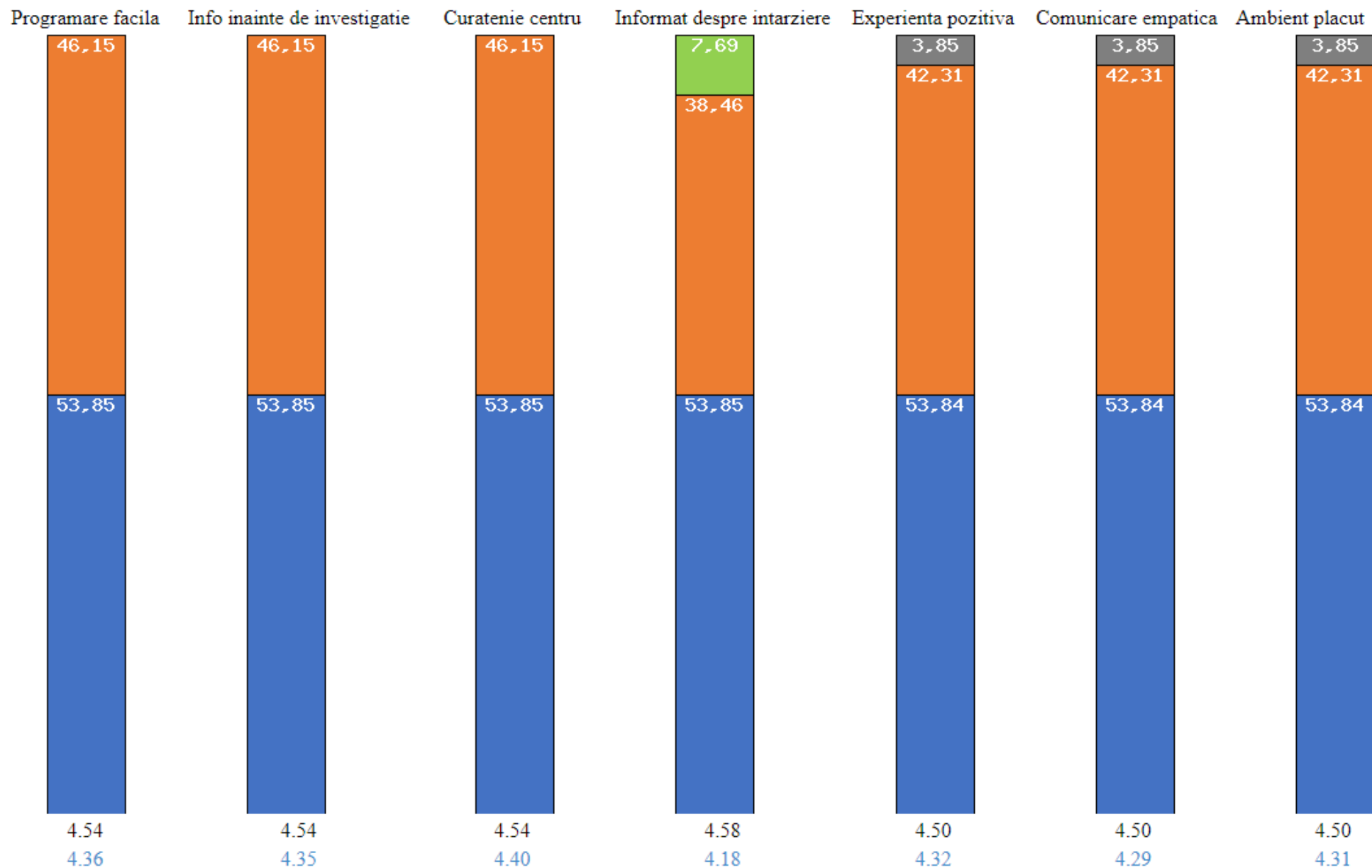


Average score centre
opreste aici de ce
Average score Romania

Category	Average score centre	Average score Romania
Programare facila	4.43	4.36
Info inainte de investigatie	4.38	4.35
Curatenie centru	4.48	4.40
Informat despre intarziere	4.21	4.18
Experienta pozitiva	4.33	4.32
Comunicare empatica	4.24	4.29
Ambient placut	4.24	4.31

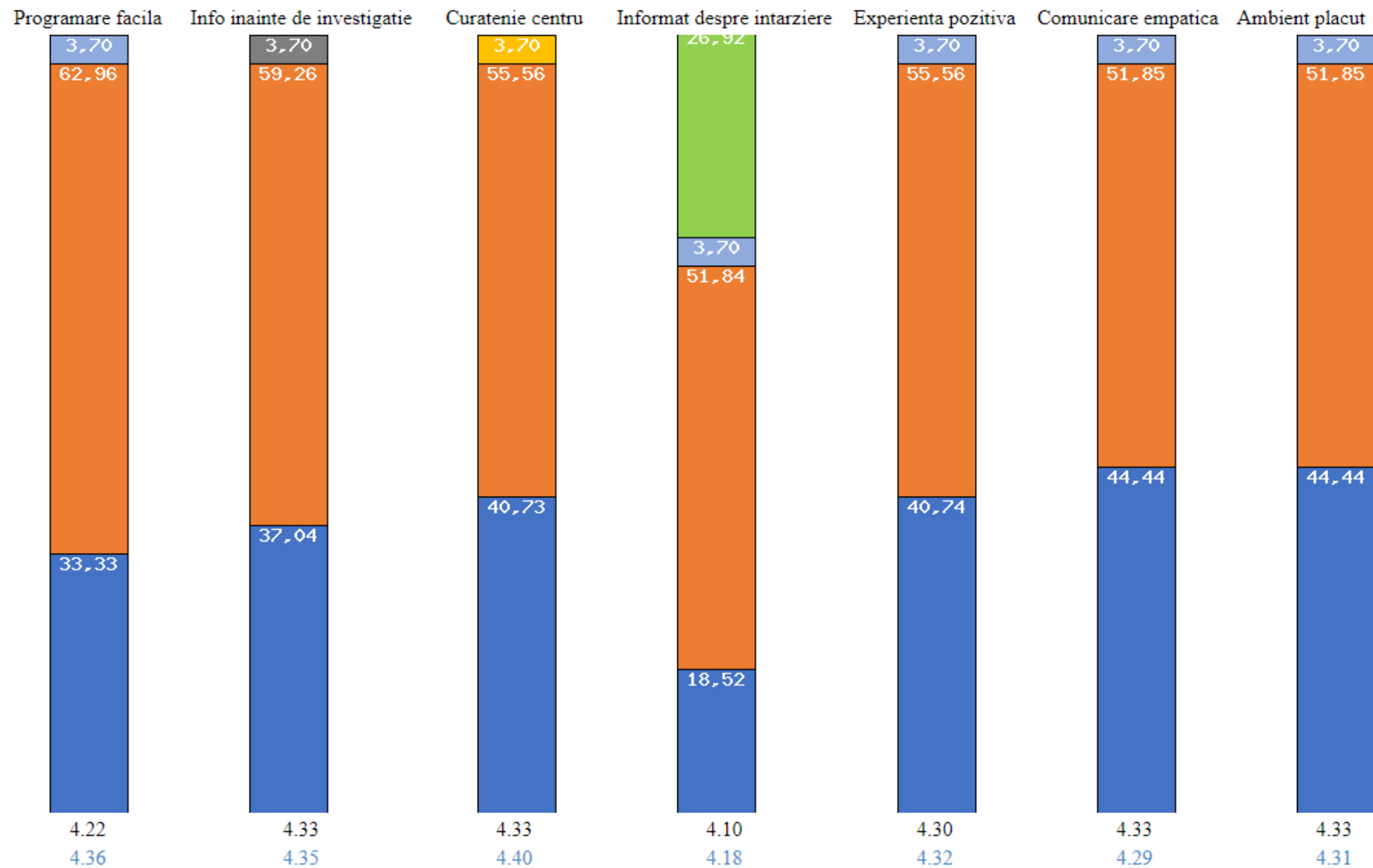
HIPERDIA CLUJ REPUBLICII (26 respondents)

Overall score:4.53



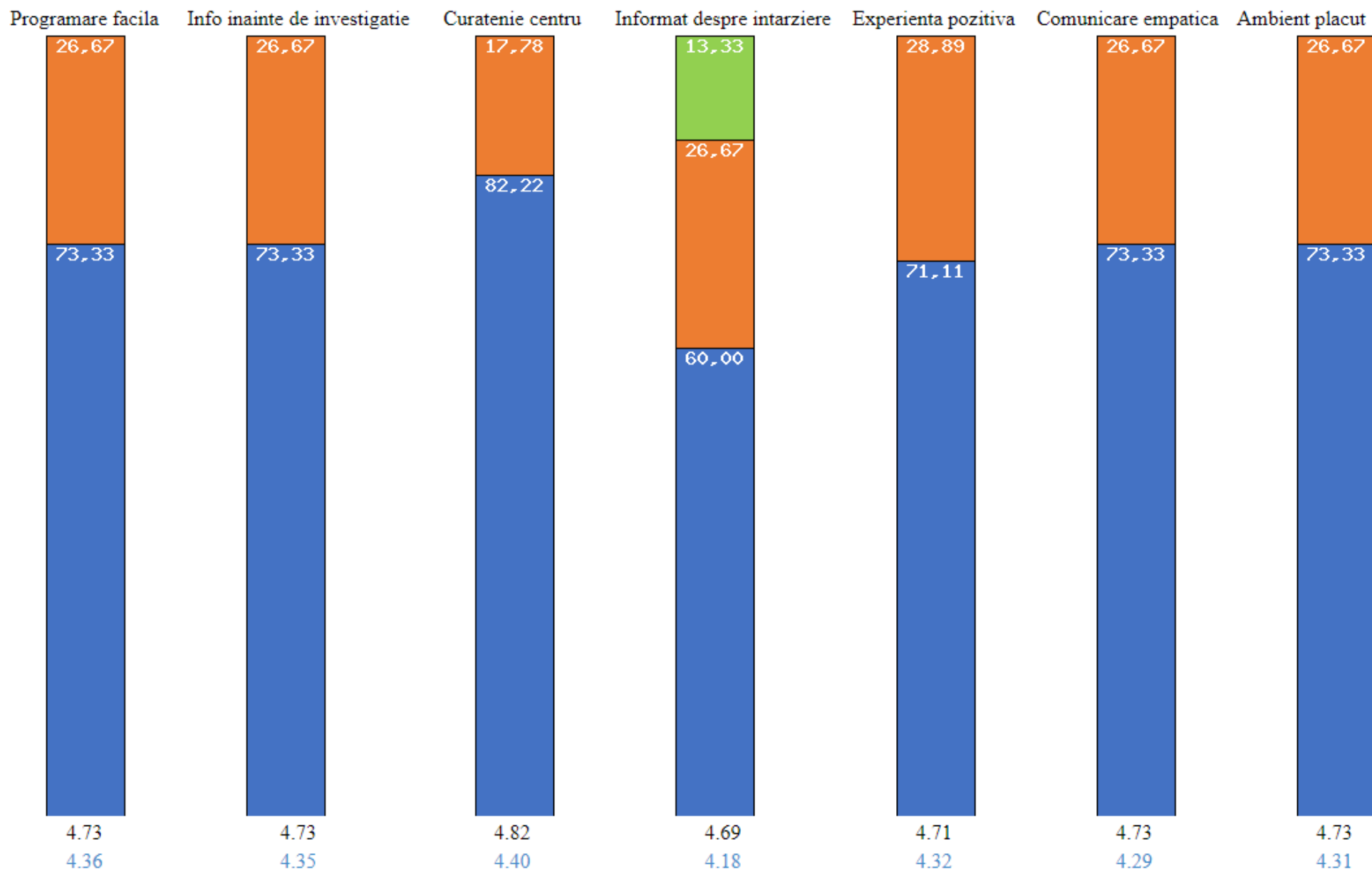
HIPERDIA GALATI (27 respondents)

Overall score:4.28



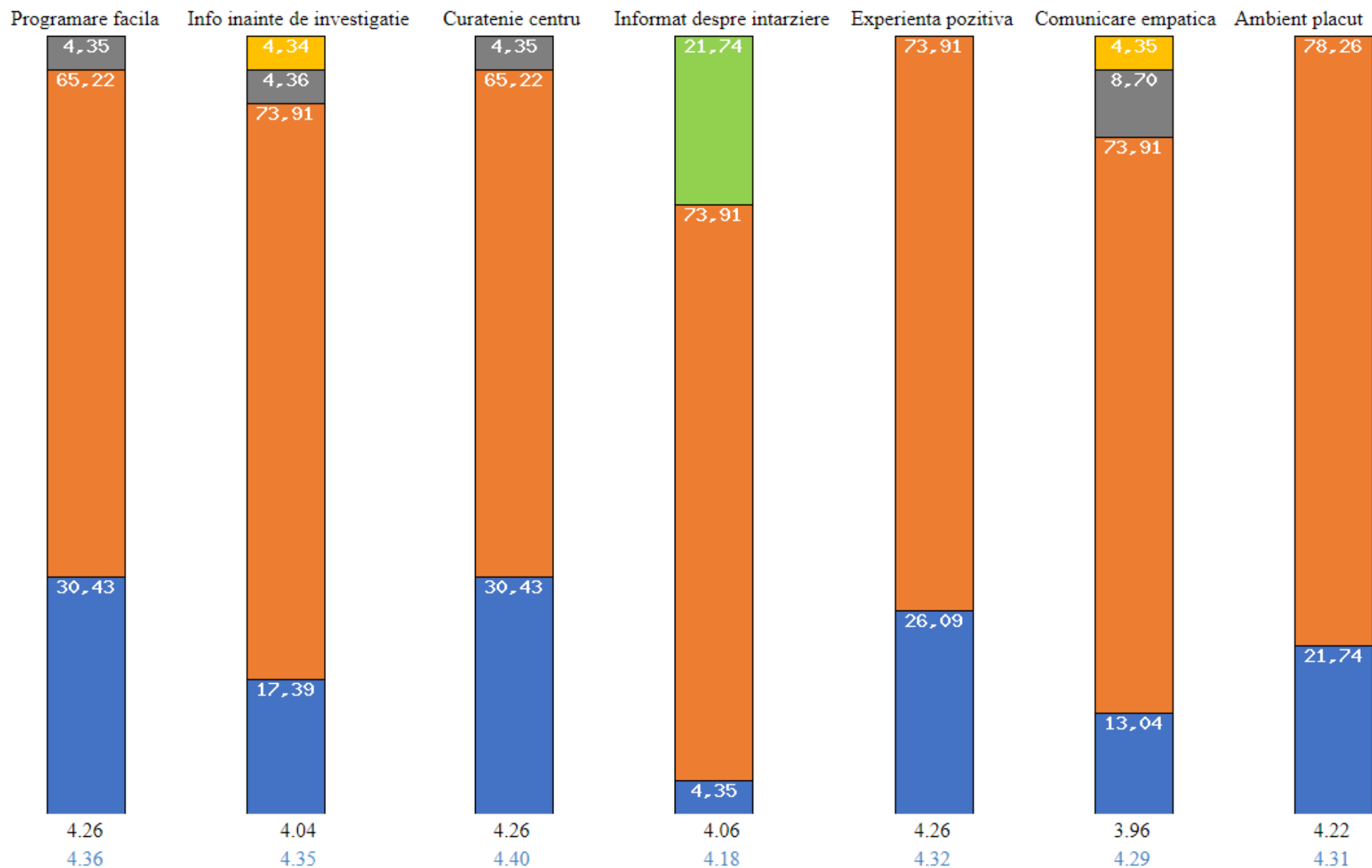
HIPERDIA MIERCUREA CIUC (45 respondents)

Overall score:4.74



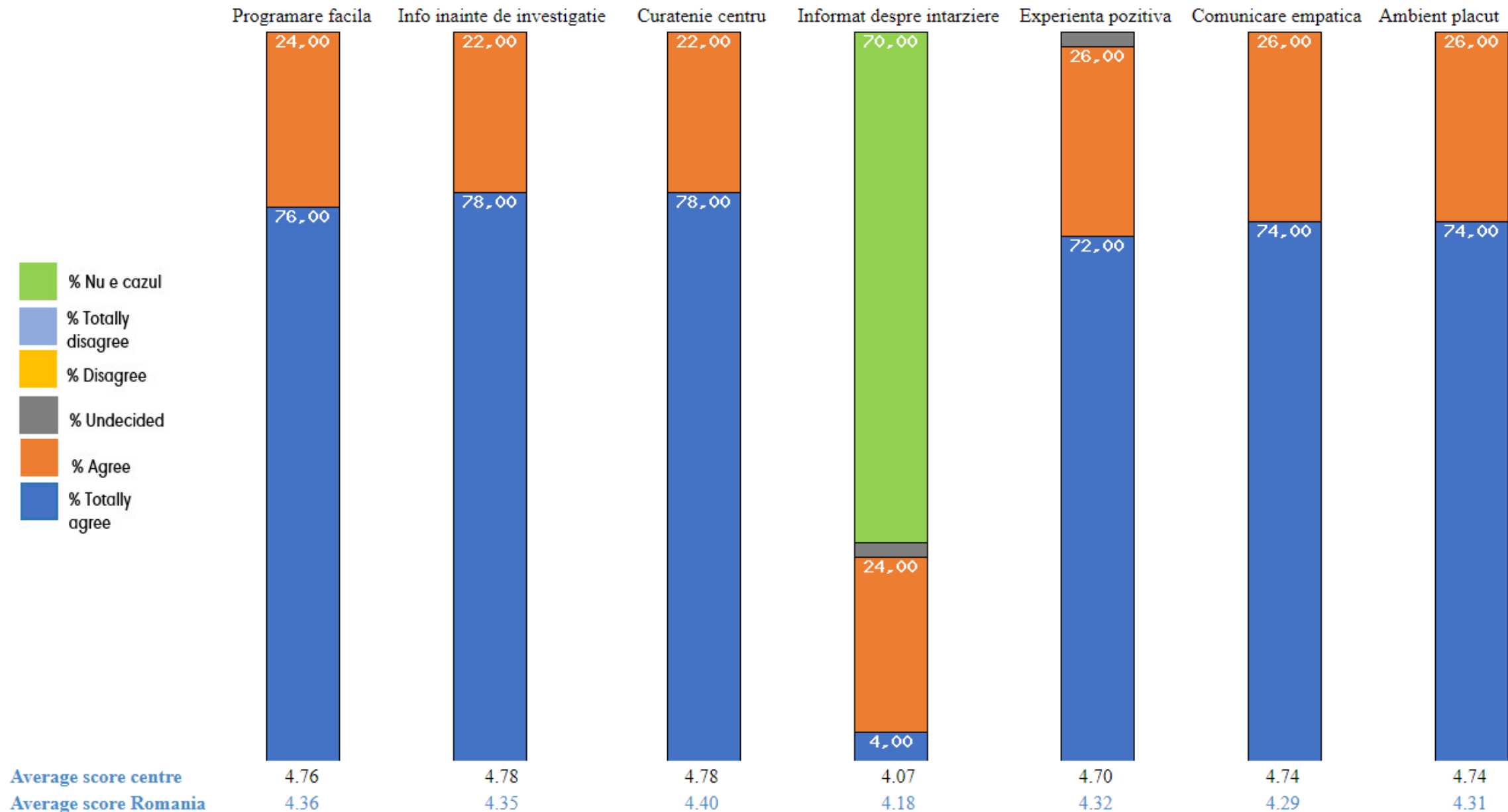
HIPERDIA ORADEA (23 respondents)

Overall score:4.15



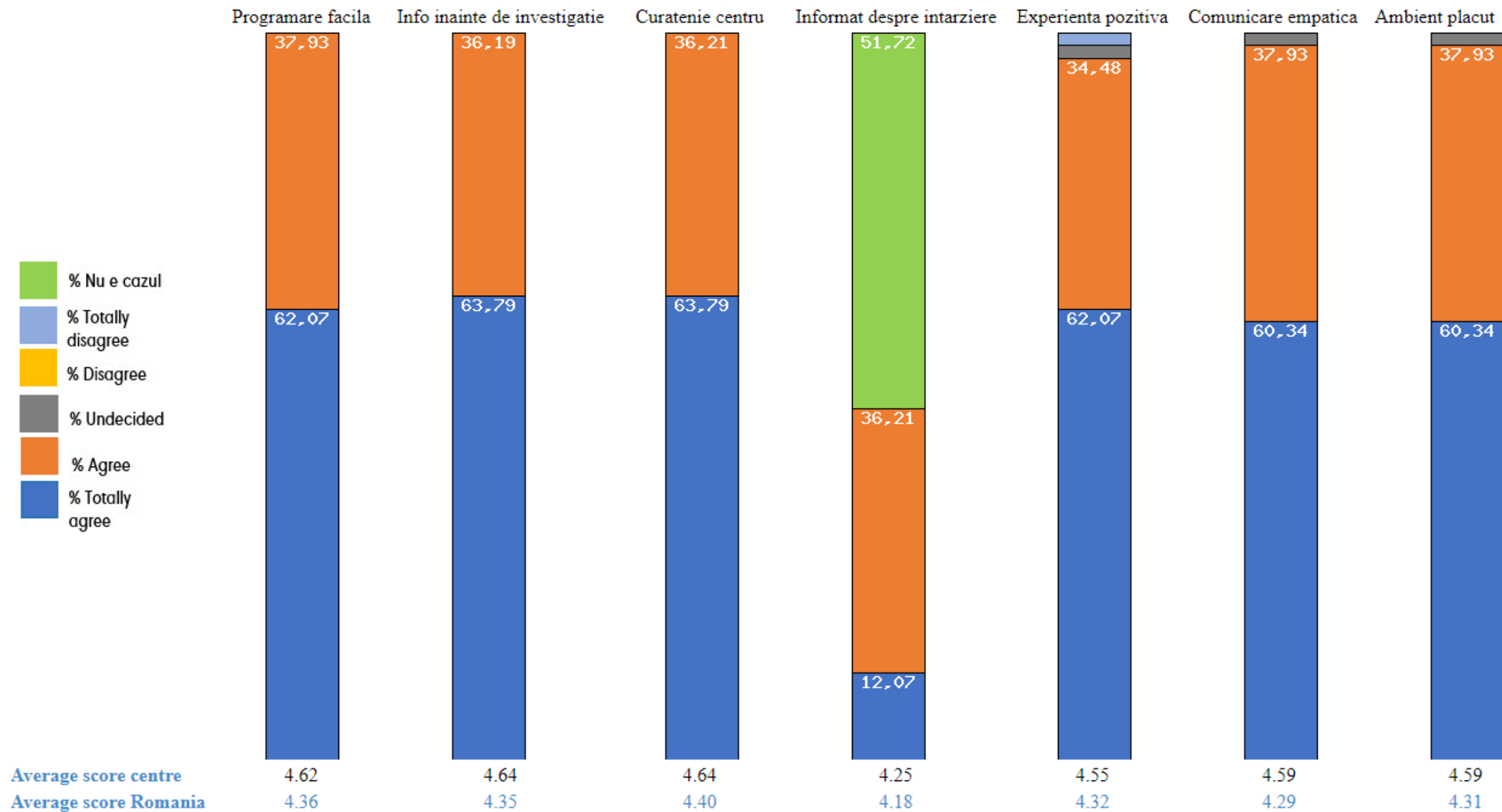
HIPERDIA PLOIESTI CINA (50 respondents)

Overall score:4.65



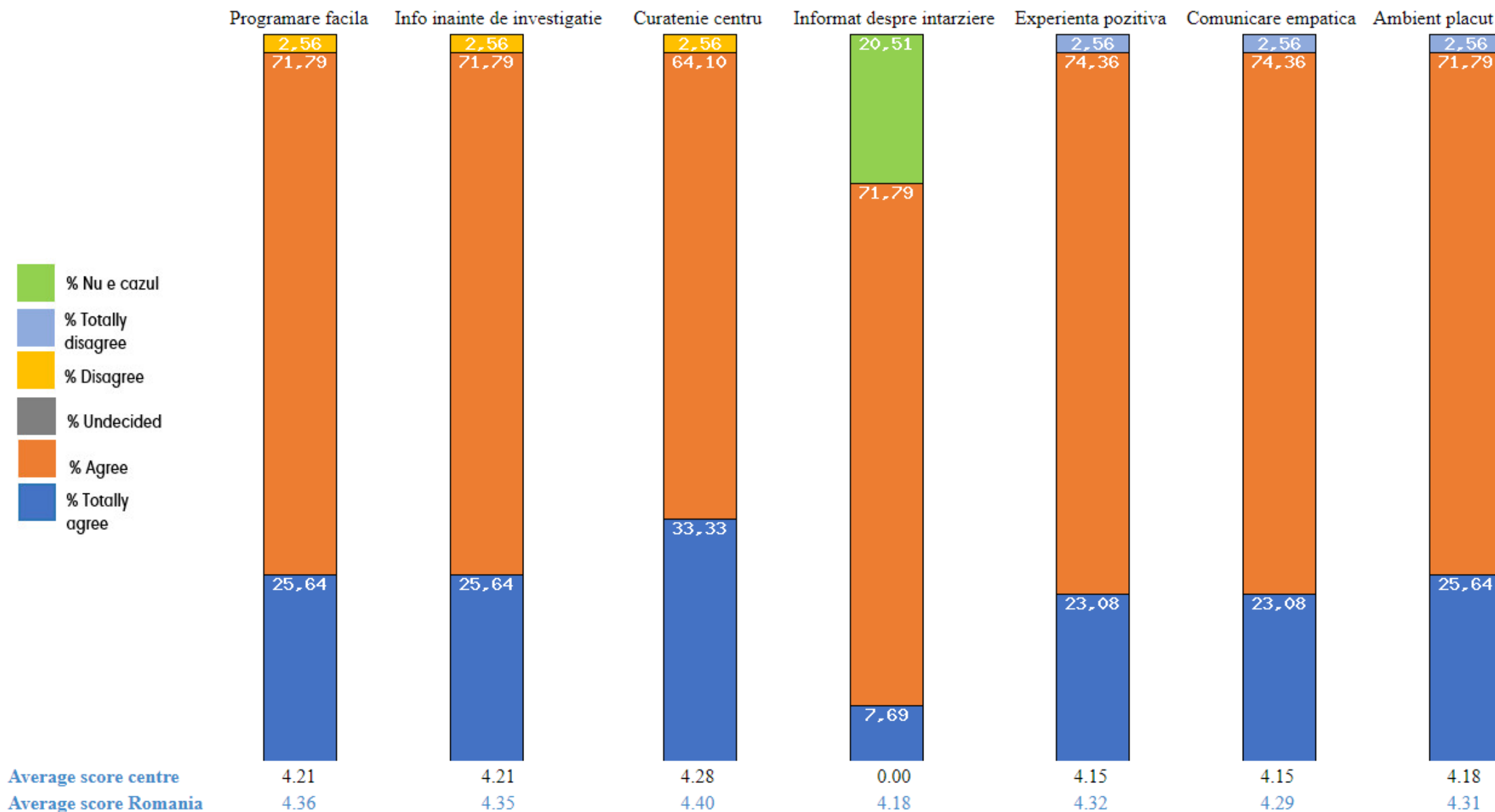
HIPERDIA PLOIESTI VEST (58 respondents)

Overall score:4.55



HIPERDIA SATU MARE (39 respondents)

Overall score:4.20



HIPERDIA TIMISOARA (30 respondents)

Overall score:4.21

