



## **Chestionar de Satisfacție a Pacienților**

**Raport lunar  
Ianuarie 2021**

## Patient Satisfaction Sample ( 737 )

|                                 |    |   |    |
|---------------------------------|----|---|----|
| Affidea Arad                    | 28 | Hiperdia Bistrita (policlinica)                     | 64 |
| Affidea Cluj Ciresilor          | 7  | Brasov Sp Psi-Neuro                                 | 9  |
| Affidea Cluj Motilor            | 0  | Hiperdia Brasov Carpatex 2 - former SCJU (Judetean) | 1  |
| Affidea Constanta               | 20 | Hiperdia Brasov Cal Bucuresti                       | 33 |
| Affidea Deva                    | 13 | Hiperdia Brasov N. Titulescu                        | 54 |
| Affidea Buc Floreasca           | 7  | Hiperdia Buc Sudului                                | 11 |
| Affidea Buc Fundeni             | 46 | Hiperdia Buc Elias (Spital)                         | 21 |
| Affidea Focsani                 | 19 | Hiperdia Buc Colentina (Spital)                     | 28 |
| Affidea Iasi                    | 5  | Hiperdia Buc Ritmului                               | 10 |
| Affidea Mangalia                | 2  | Hiperdia Buc Bagdasar (spital)                      | 25 |
| Affidea Medias (Phoenix)        | 10 | Hiperdia Carei (spital)                             | 5  |
| Affidea Petrosani               | 65 | Hiperdia Cluj Republicii                            | 28 |
| Affidea Piatra Neamt (Phoenix)  | 6  | Hiperdia Galatii                                    | 3  |
| Affidea Rm. Valcea (clinica)    | 5  | Hiperdia Miercurea Ciuc                             | 32 |
| Affidea Rm. Valcea (imagistica) | 9  | Hiperdia Oradea                                     | 14 |
| Affidea Slatina                 | 48 | Hiperdia Ploiesti Cina                              | 39 |
| Affidea Timisoara               | 6  | Hiperdia Ploiesti Vest                              | 38 |
| Affidea CT Clinic Cluj          | 3  | Hiperdia Satu Mare                                  | 5  |
|                                 |    | Hiperdia Timisoara                                  | 18 |

## Main findings by centre

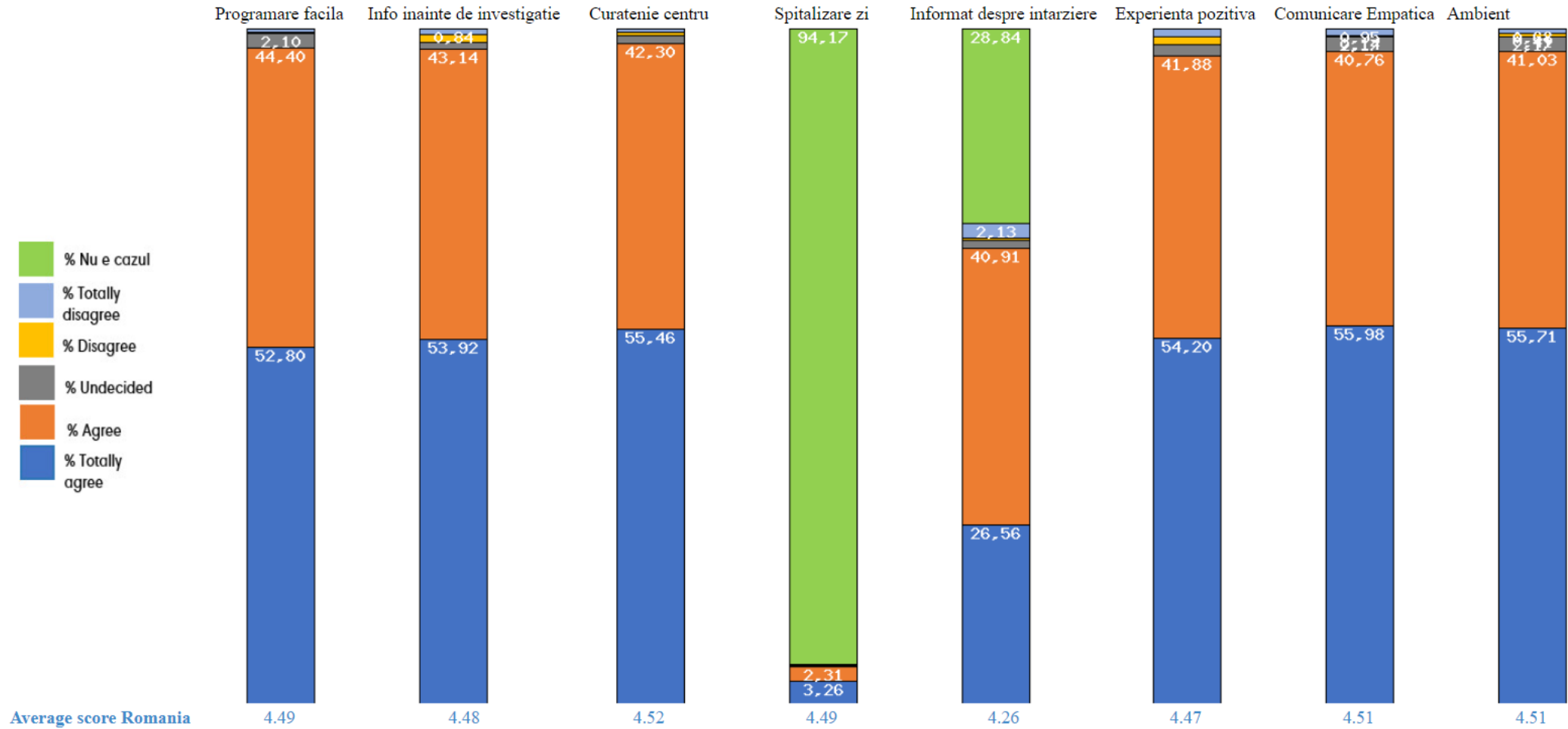
### Actions that drive score above average

| Centre                       | Overall Score | What drives score  | What can be improved  |
|------------------------------|---------------|--|---|
| Affidea Floreasca            | 5.97          |  | easy booking. info before exam. cleanliness in cente. info about delays. overall experience. Empathic communication. Pleasant atmosphere. |
| Hiperdia Ploiesti Vest       | 4.93          |  | info about delays.  |
| Hiperdia Ploiesti Cina       | 4.88          |  | easy booking. info before exam.   |
| Affidea Slatina              | 4.85          | info before exam. cleanliness in center.   | easy booking. info about delays.  |
| Affidea Deva                 | 4.77          |  | info before exam. info about delays.  |
| Hiperdia Brasov N. Titulescu | 4.77          |  |   |
| Hiperdia Miercurea Ciuc      | 4.76          | Empathic communication. Pleasant atmosphere.   | easy booking. info about delays.  |
| Affidea Petrosani            | 4.62          |  | info about delays.  |
| Hiperdia Bistrita            | 4.61          |  |   |
| Affidea Focsani              | 4.57          | easy booking. cleanliness in center. Empathic communication. Pleasant atmosphere.    | info about delays. overall experience.  |
| Affidea Arad                 | 4.53          |  | info about delays. Empathic communication.  |
| Hiperdia Carei (spital)      | 4.50          | info before exam. cleanliness in center. overall experience. Empathic communication. | easy booking. Pleasant atmosphere.  |
| Hiperdia Brasov Sp Psi-neuro | 4.48          |  | info about delays.  |

|                                     |      |   |   |
|-------------------------------------|------|---|---|
| Hiperdia Cluj Republicii            | 4.46 |   | Pleasant atmosphere.  |
| Affidea Timisoara                   | 4.43 |   | info about delays. Empathic communication. Pleasant atmosphere.                     |
| Hiperdia Satu Mare                  | 4.40 |   | info about delays.  |
| Affidea Cluj Ciresilor              | 4.38 |   | info about delays. Pleasant atmosphere.   |
| Hiperdia Brasov Cal. Bucuresti      | 4.28 |   | info about delays.  |
| Affidea Piatra Neamt                | 4.24 | Empathic communication. Pleasant atmosphere.  | info about delays.  |
| Affidea Constanta                   | 4.21 | Empathic communication.   | cleanliness in cente. info about delays.  |
| Affidea iasi                        | 4.20 |   |   |
| Affidea CT Clinic Cluj              | 4.19 | cleanliness in center. overall experience. Empathic communication. Pleasant atmosphere. | easy booking. info before exam. info about delays.                                  |
| Hiperdia Buc Bagdasar (Spital)      | 4.18 | cleanliness in center.  | info about delays.  |
| Hiperdia Timisoara                  | 4.13 | cleanliness in center. Pleasant atmosphere.   | info about delays.  |
| Affidea Rm Valcea (imagistica)      | 4.11 |   | Empathic communication. Pleasant atmosphere.  |
| Hiperdia Buc Sudului                | 4.09 |   |   |
| Hiperdia Oradea                     | 4.07 |   |   |
| Hiperdia Buc Colentina (spital)     | 4.05 |   |   |
| Affidea Fundeni                     | 4.04 | easy booking. cleanliness in center.  | info about delays. overall experience. Empathic communication. Pleasant atmosphere. |
| Hiperdia Brasov Carpatex 2 - former | 4.00 |   |   |

|                                     |      |   |   |
|-------------------------------------|------|---|---|
| Hiperdia Cluj Republicii            | 4.46 |   | Pleasant atmosphere.  |
| Affidea Timisoara                   | 4.43 |   | info about delays. Empathic communication. Pleasant atmosphere.                     |
| Hiperdia Satu Mare                  | 4.40 |   | info about delays.  |
| Affidea Cluj Ciresilor              | 4.38 |   | info about delays. Pleasant atmosphere.   |
| Hiperdia Brasov Cal. Bucuresti      | 4.28 |   | info about delays.  |
| Affidea Piatra Neamt                | 4.24 | Empathic communication. Pleasant atmosphere.  | info about delays.  |
| Affidea Constanta                   | 4.21 | Empathic communication.   | cleanliness in cente. info about delays.  |
| Affidea iasi                        | 4.20 |   |   |
| Affidea CT Clinic Cluj              | 4.19 | cleanliness in center. overall experience. Empathic communication. Pleasant atmosphere. | easy booking. info before exam. info about delays.                                  |
| Hiperdia Buc Bagdasar (Spital)      | 4.18 | cleanliness in center.  | info about delays.  |
| Hiperdia Timisoara                  | 4.13 | cleanliness in center. Pleasant atmosphere.   | info about delays.  |
| Affidea Rm Valcea (imagistica)      | 4.11 |   | Empathic communication. Pleasant atmosphere.  |
| Hiperdia Buc Sudului                | 4.09 |   |   |
| Hiperdia Oradea                     | 4.07 |   |   |
| Hiperdia Buc Colentina (spital)     | 4.05 |   |   |
| Affidea Fundeni                     | 4.04 | easy booking. cleanliness in center.  | info about delays. overall experience. Empathic communication. Pleasant atmosphere. |
| Hiperdia Brasov Carpatex 2 - former | 4.00 |   |   |

## OVERALL RESULTS ROMANIA



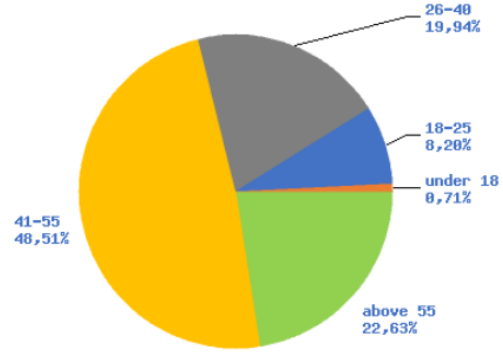
Average score was calculated by assigning a value to each answer and then calculating the average, excluding non-answers Totally agree =5, Agree = 4, Undecided = 3, Disagree = 2, Totally disagree = 1, N/A =0

# OVERALL RESULTS ROMANIA

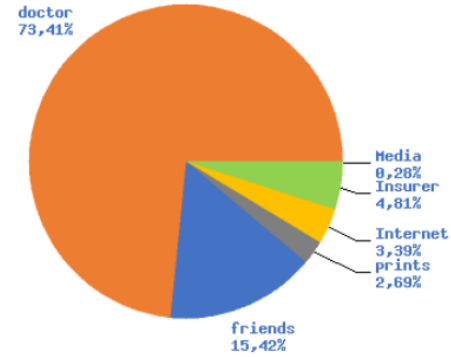
Gender



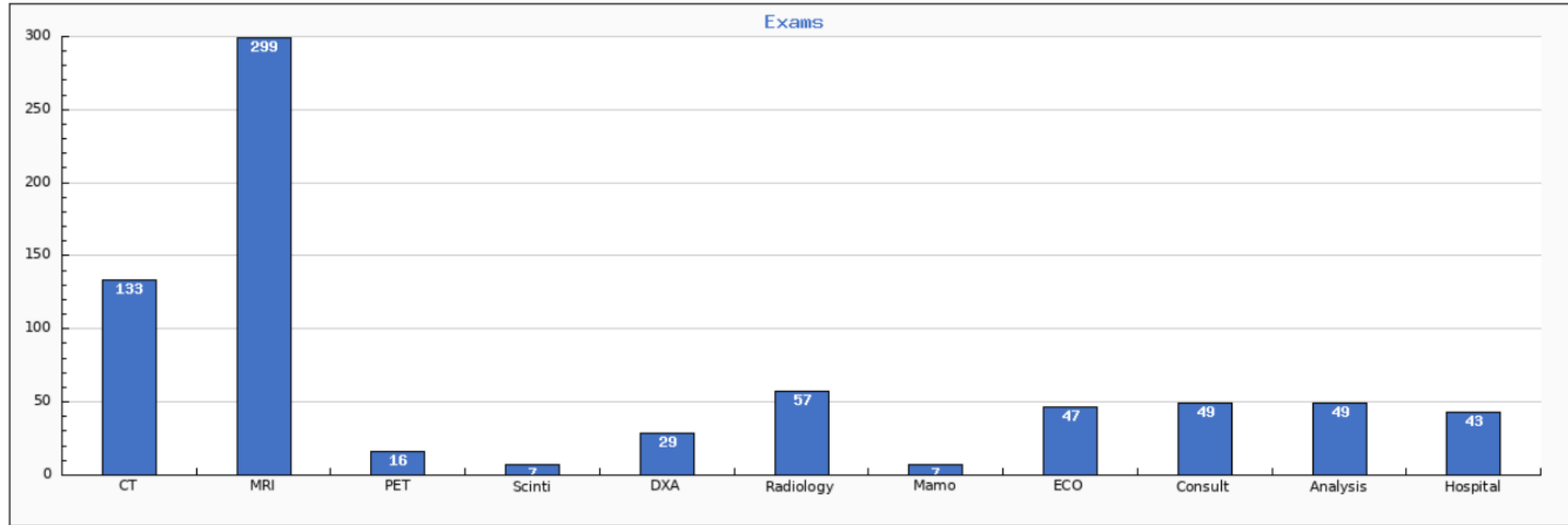
Age



Referrals



Exams



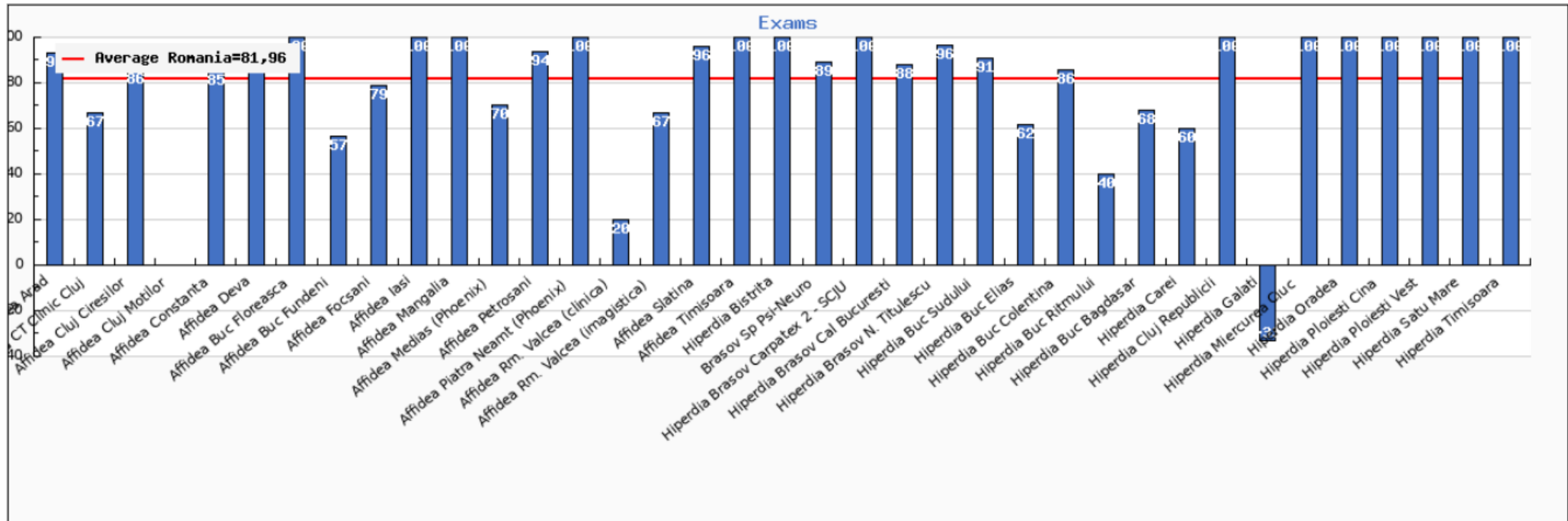
| CT  | MRI | PET | Scinti | DXA | Radiology | Mamo | ECO | Consult | Analysis | Hospital |
|-----|-----|-----|--------|-----|-----------|------|-----|---------|----------|----------|
| 133 | 299 | 16  | 7      | 29  | 57        | 7    | 47  | 49      | 49       | 43       |

NPS ROMANIA

NPS Global Romania: 87,64

# NPS ROMANIA

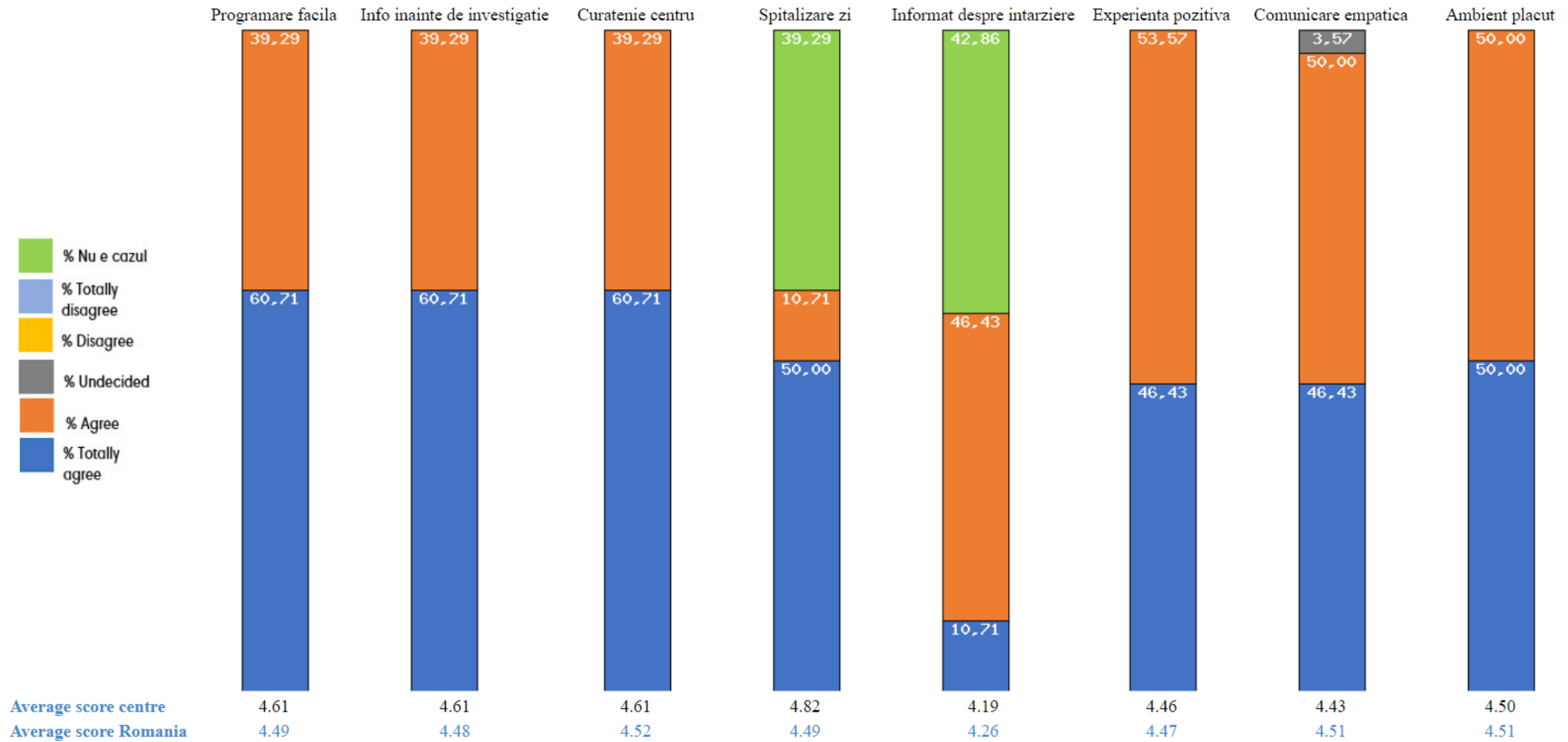
NPS Global Romania: 87,64



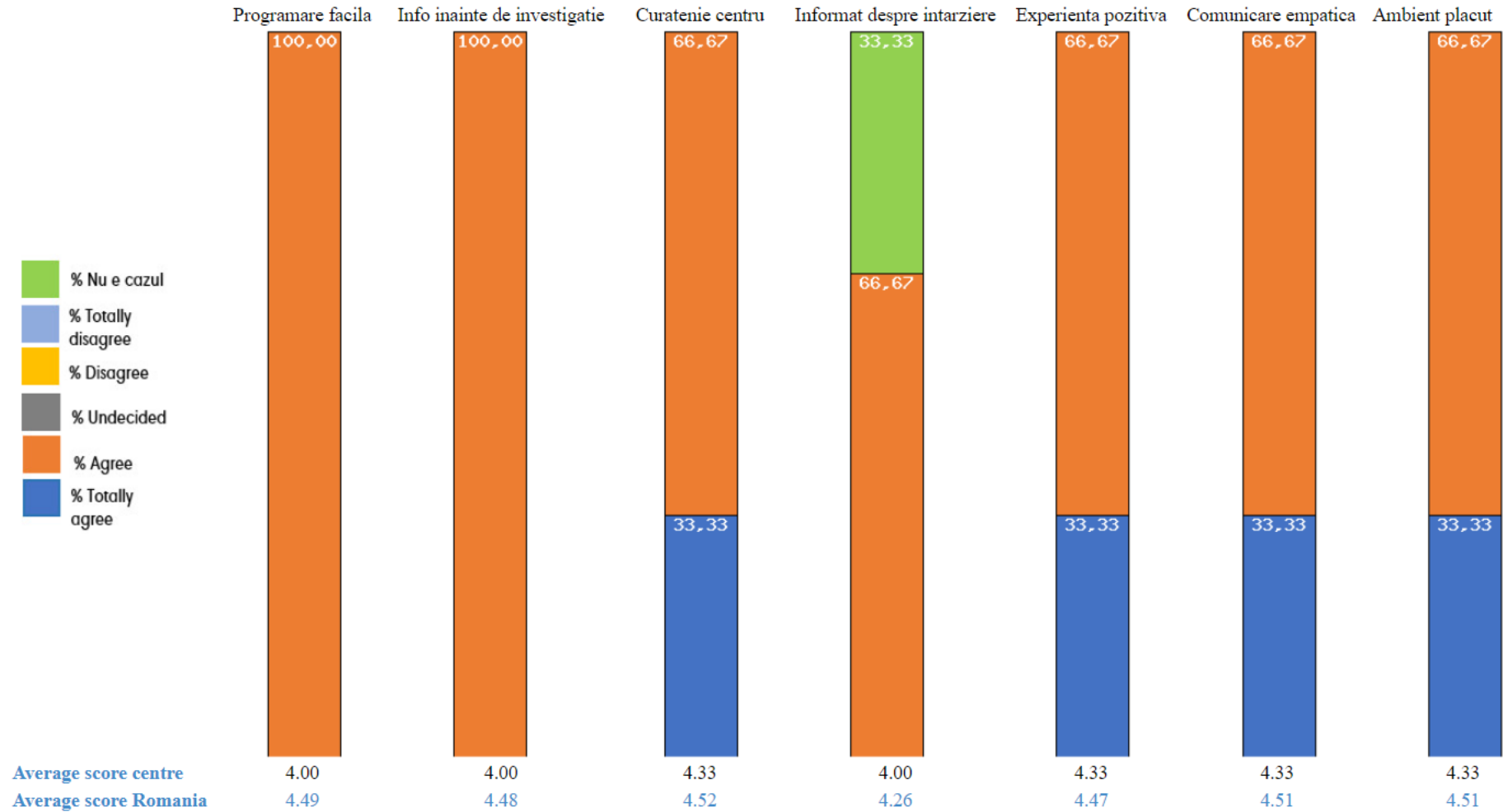


## Affidea ARAD ( 28 respondents)

Overall score:4.53



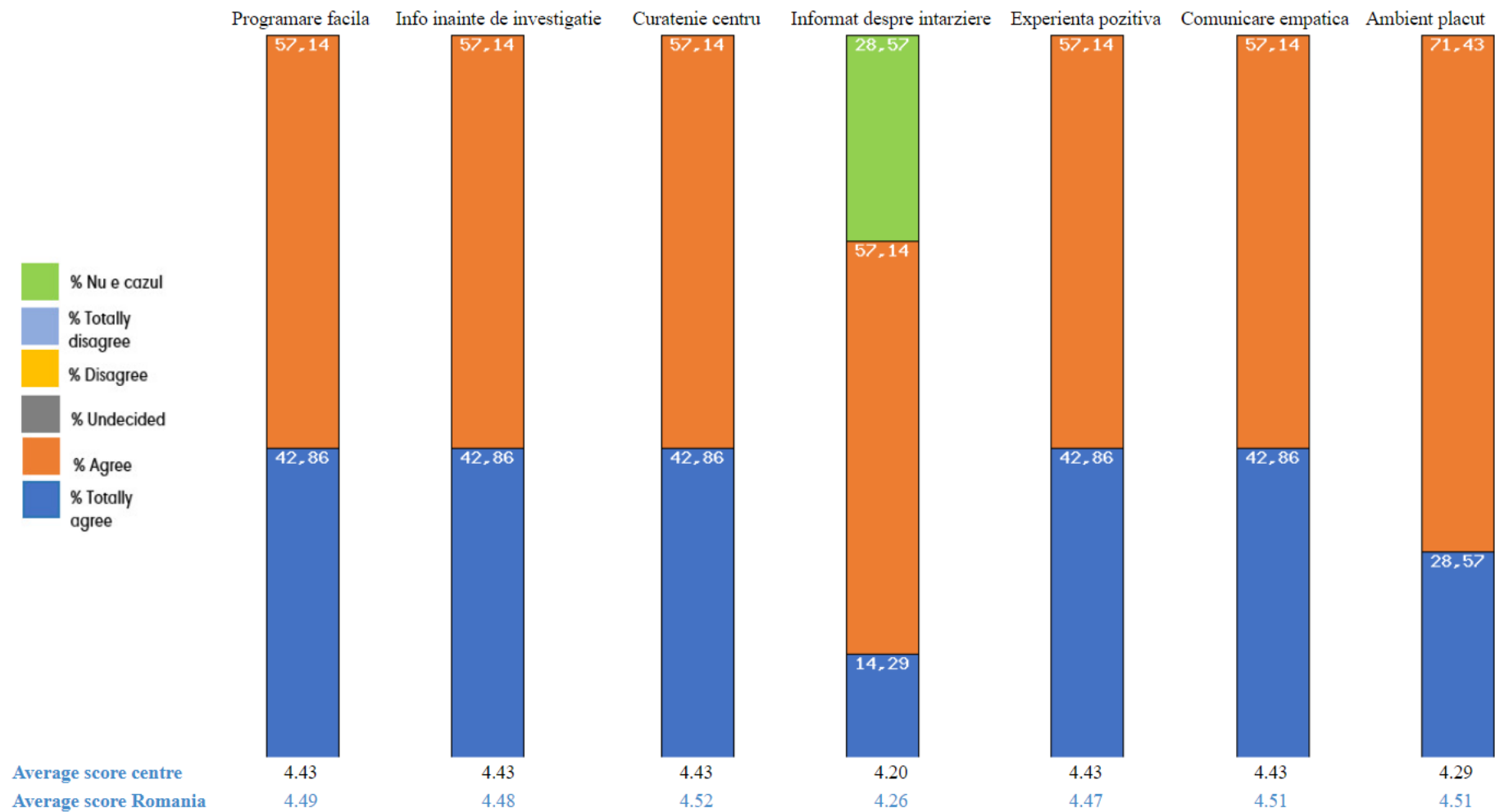
## Affidea CT Clinic Cluj( 3 respondents) Overall score:4.19



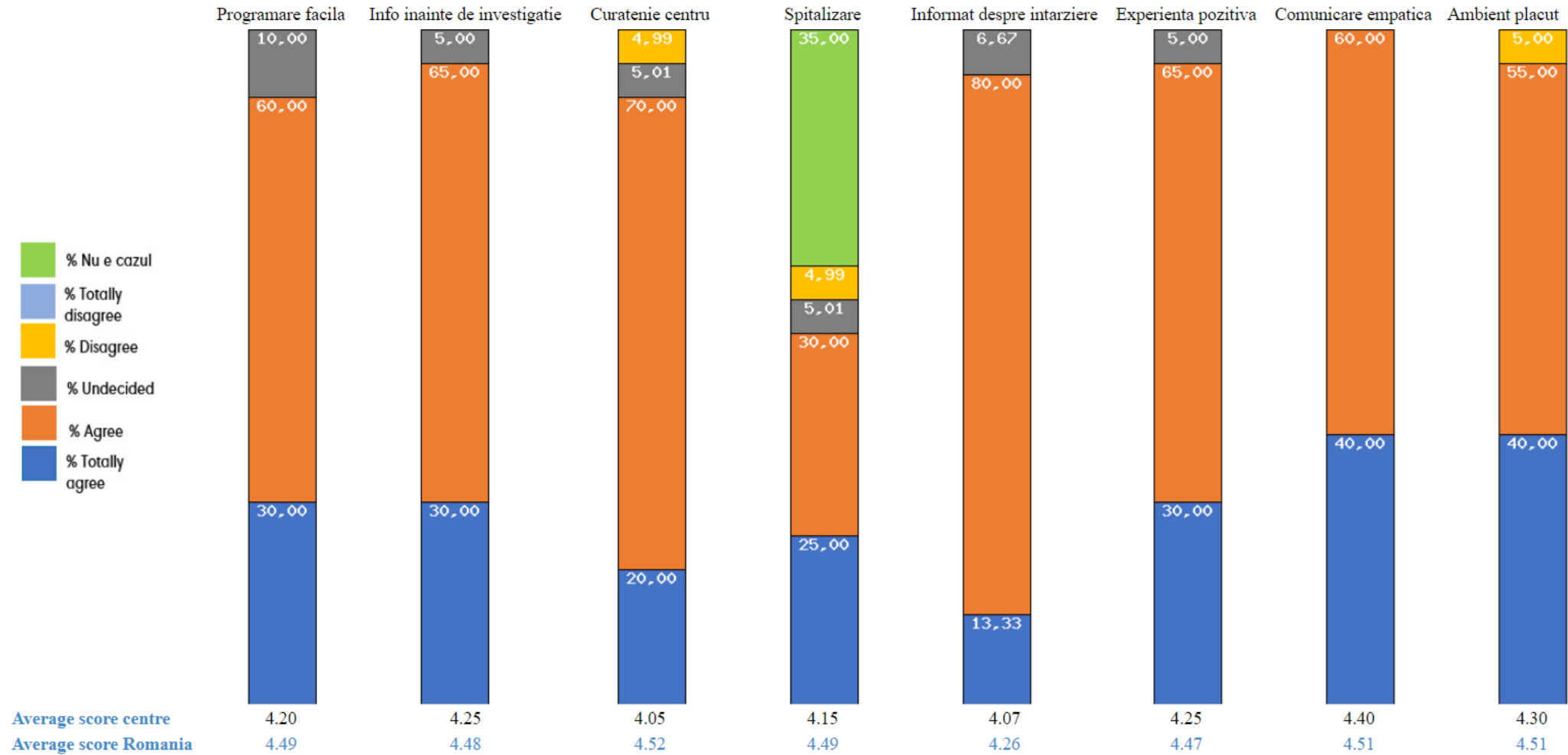
Respondents statistics

## Affidea CLUJ CIRESILOR ( 7 respondents)

Overall score:4.38



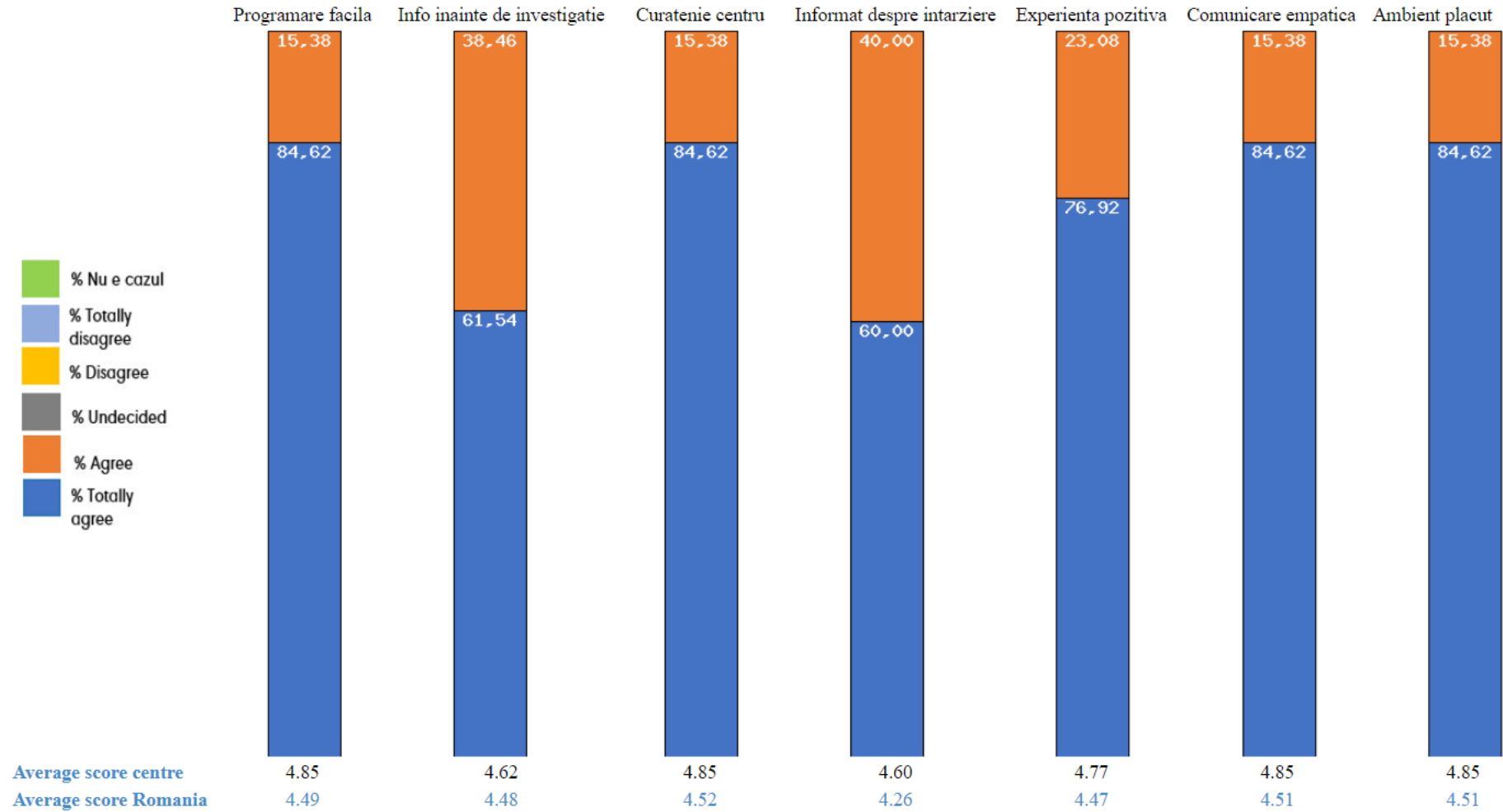
## Affidea CONSTANTA ( 20 respondents) Overall score:4.21



Respondents statistics

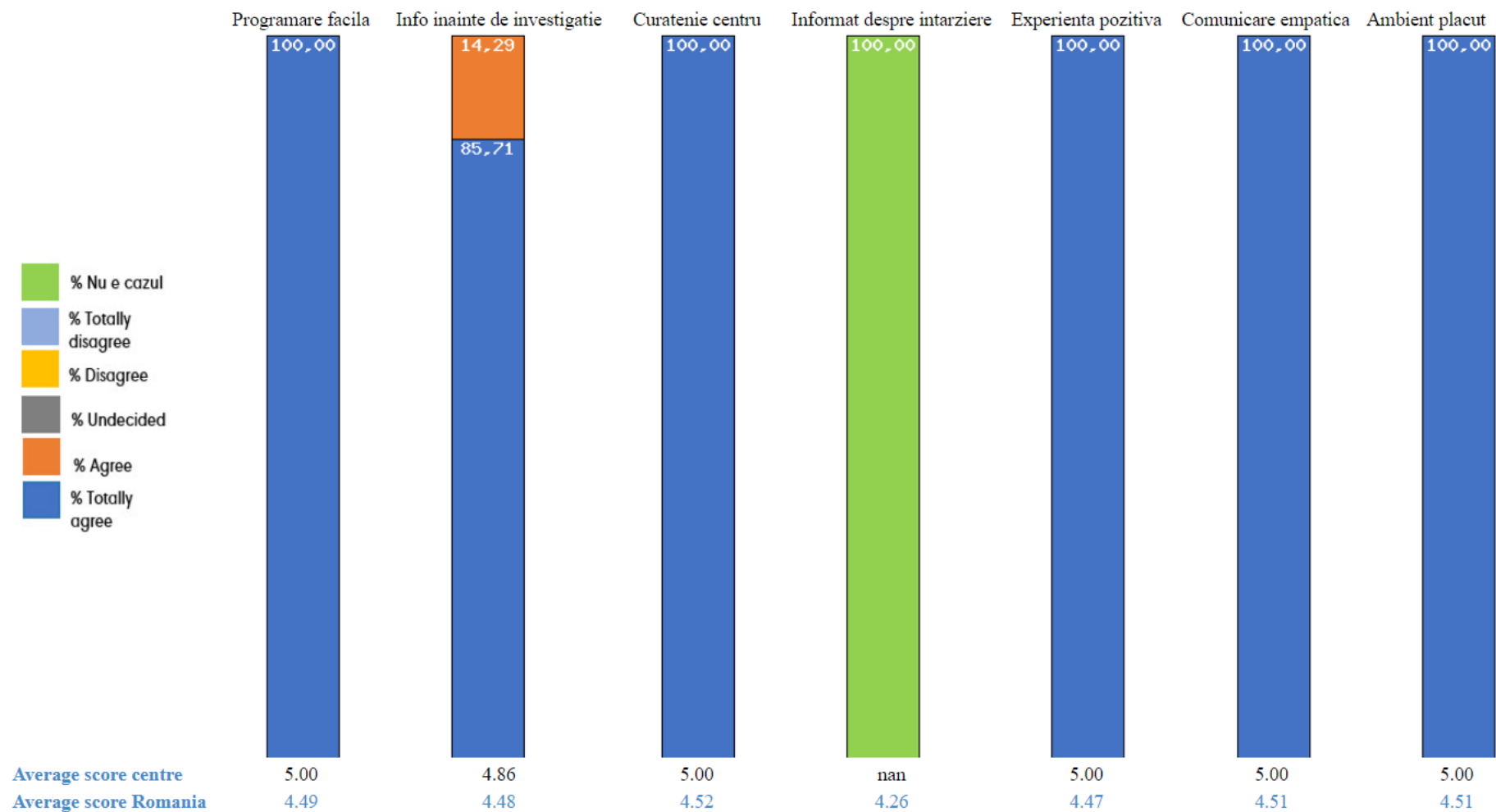
## Affidea DEVA ( 13 respondents)

Overall score:4.77



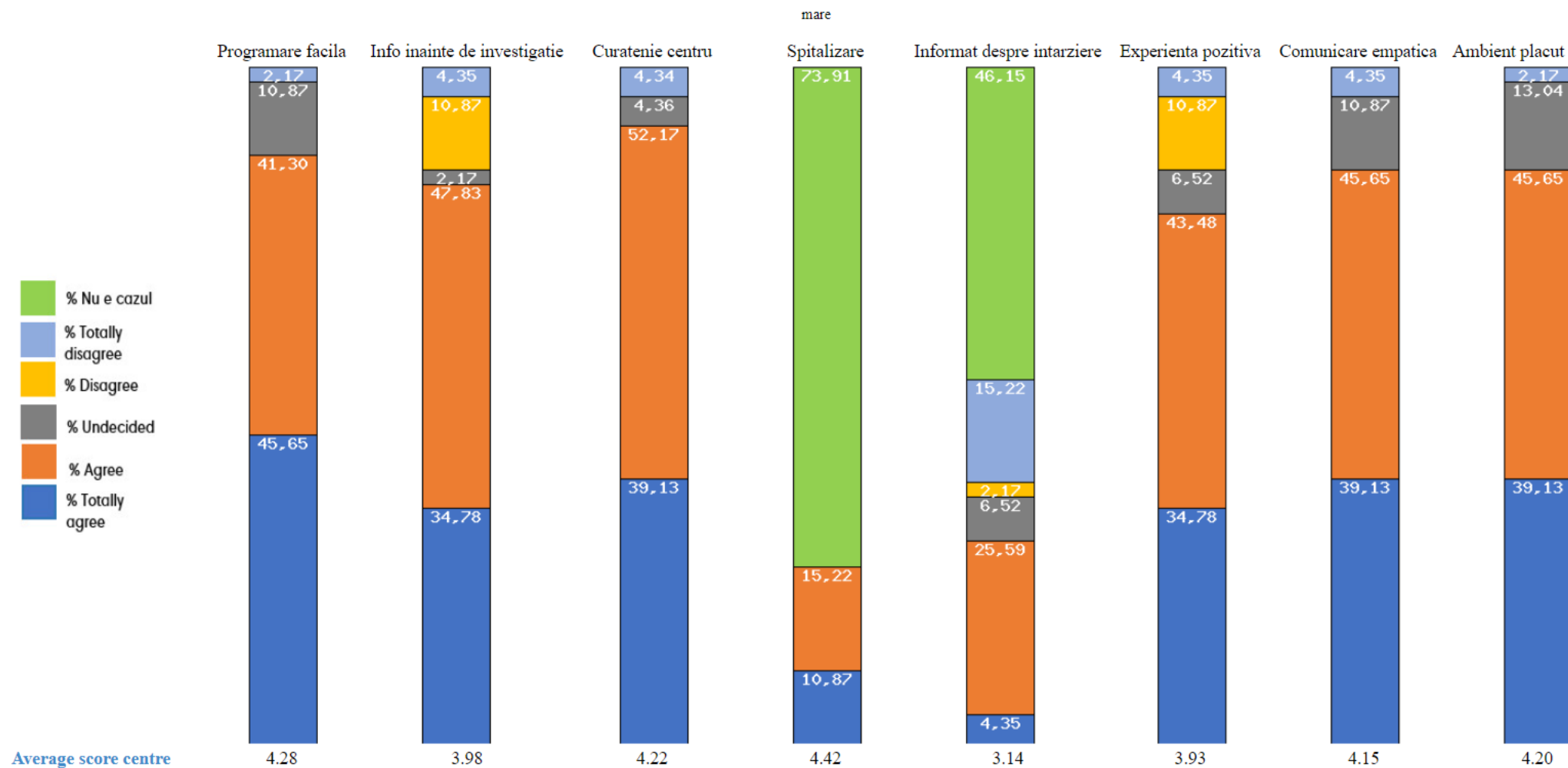
## Affidea BUC FLOREASCA ( 7 respondents) Overall score:5.97

Affidea Buc Floreasca

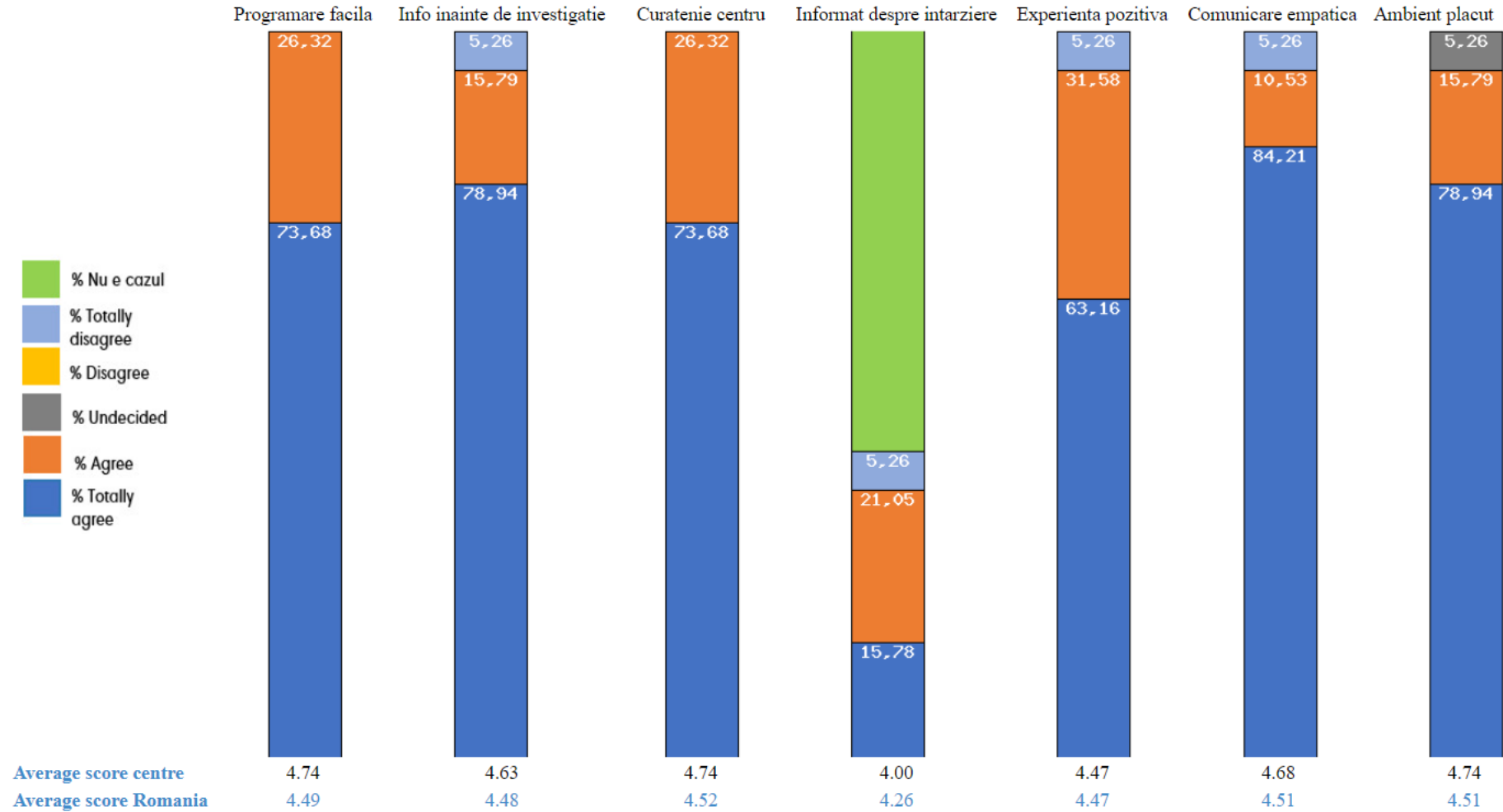


## Affidea BUC FUNDENI ( 46 respondents)

Overall score:4.04

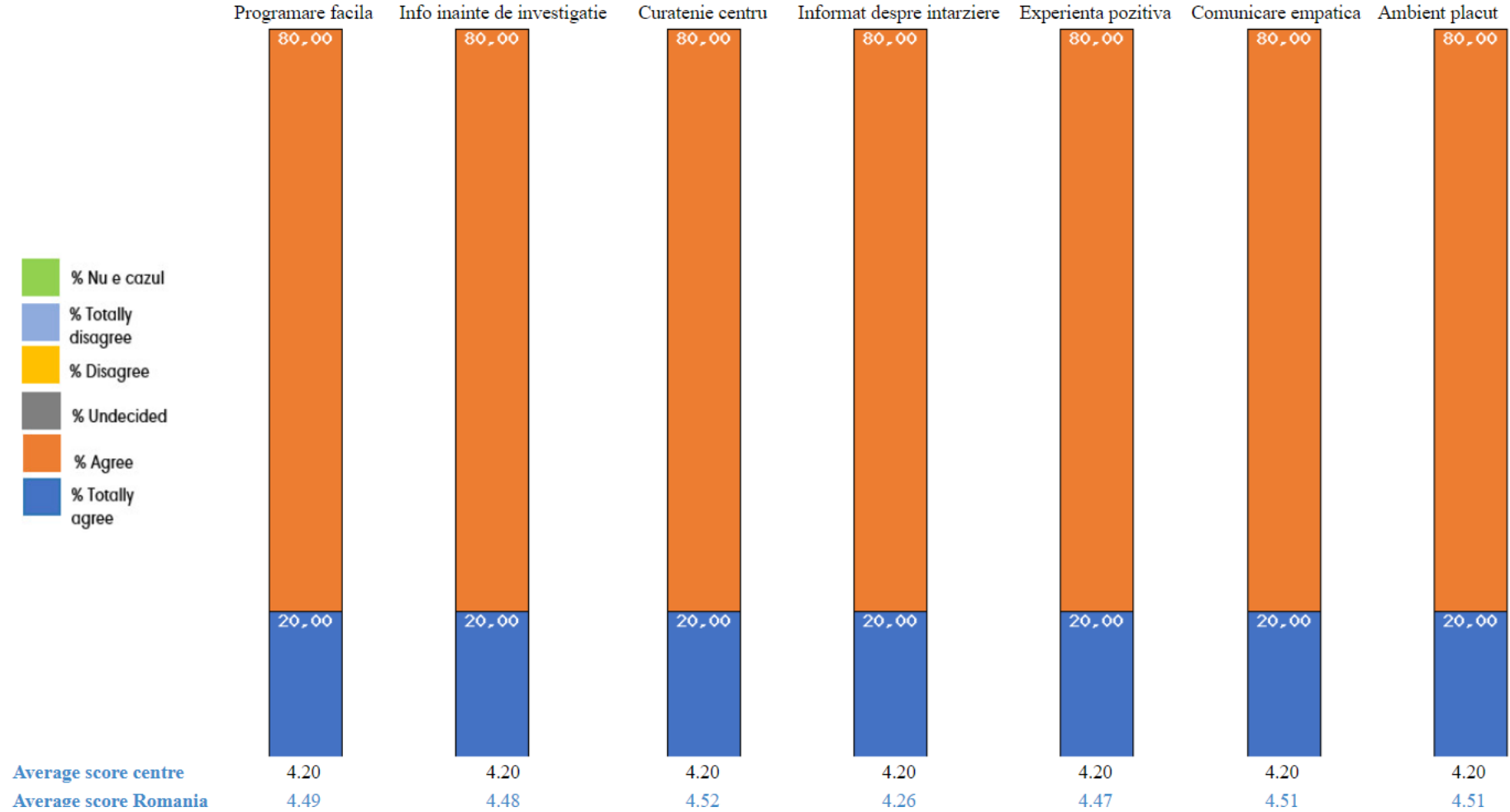


## Affidea FOCSANI ( 19 respondents) Overall score:4.57



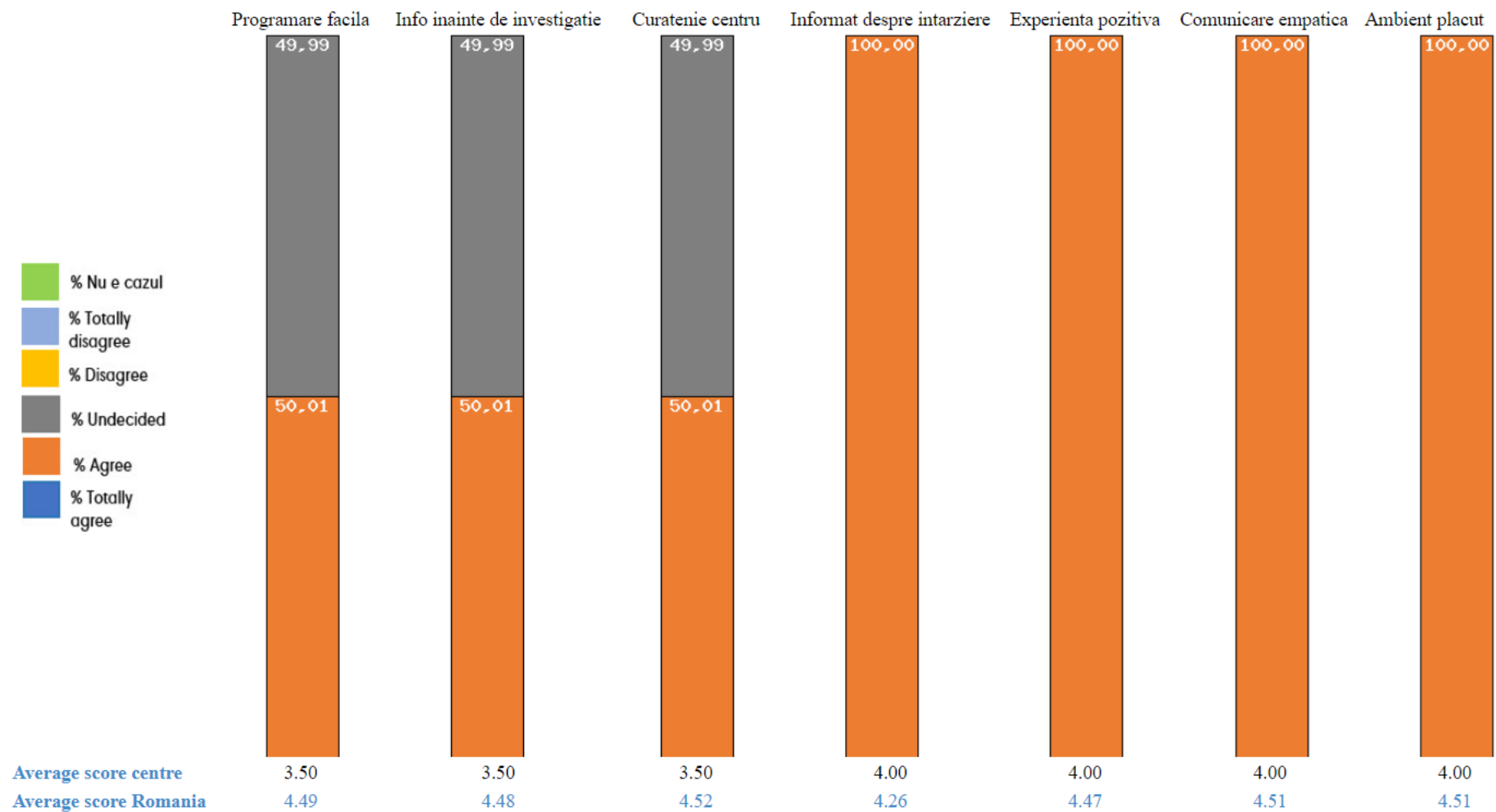


## Affidea IASI ( 5 respondents) Overall score:4.20



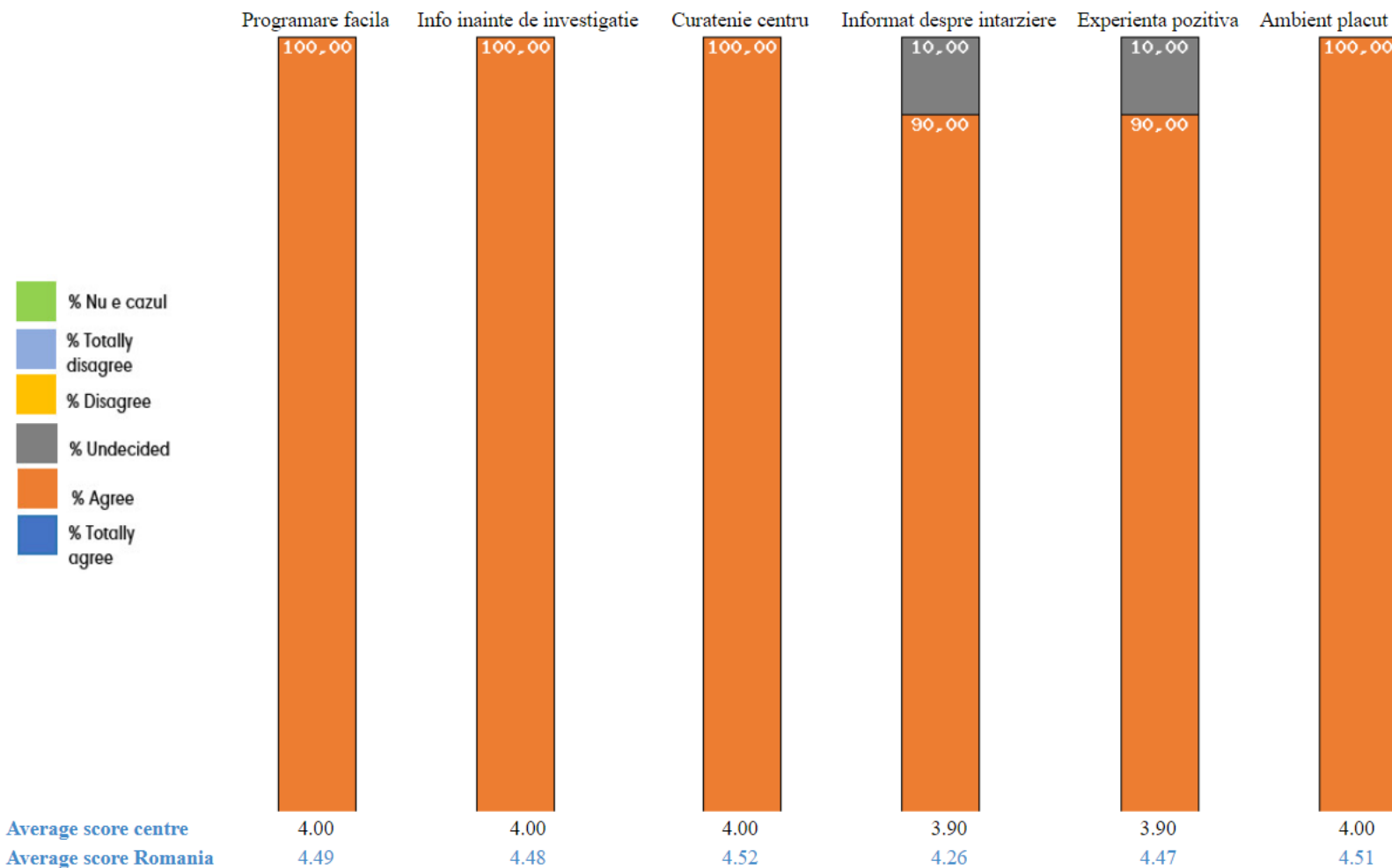
## Affidea MANGALIA ( 2 respondents)

Overall score:3.79



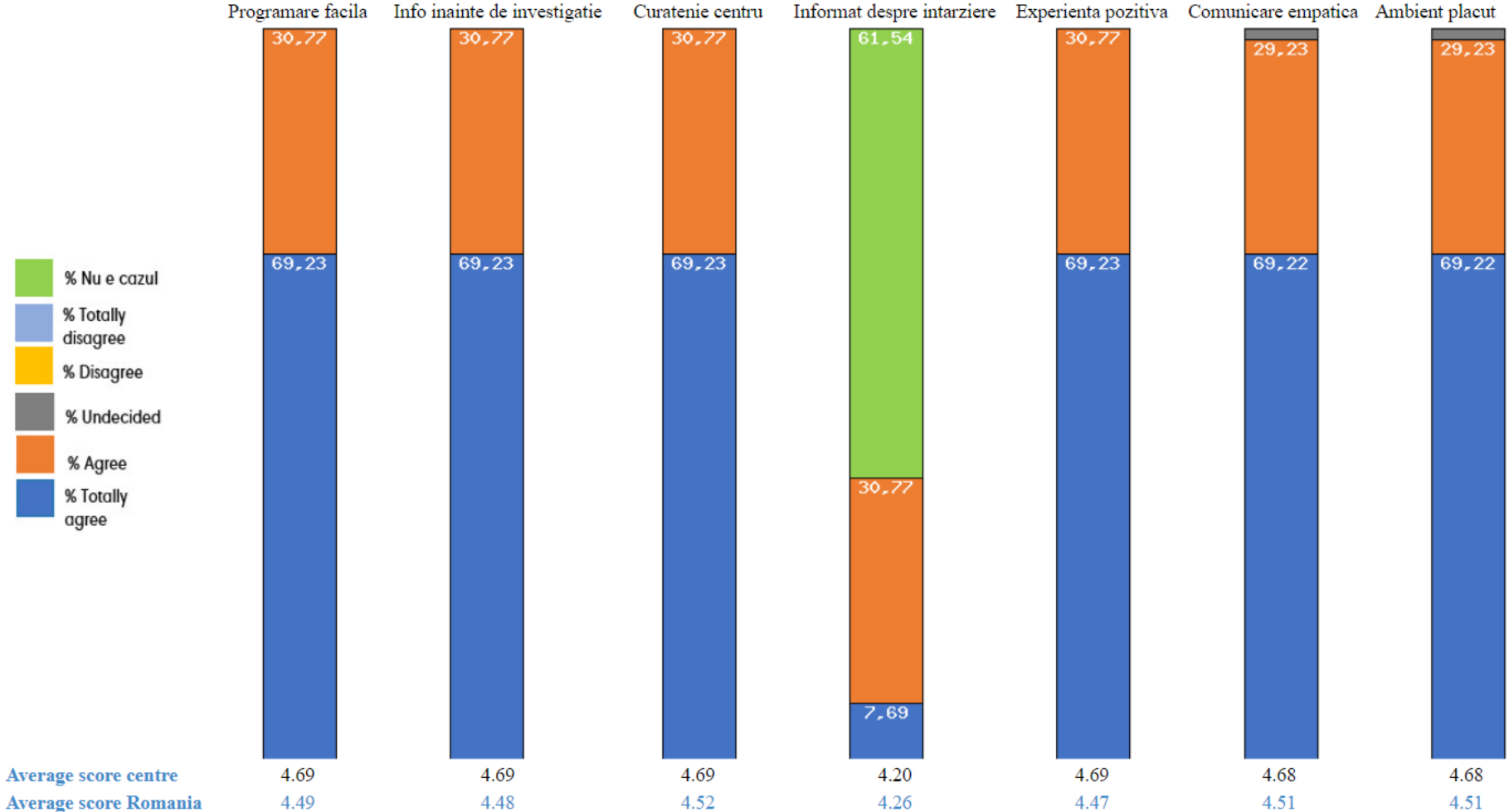
# Affidea MEDIAS ( 10 respondents)

Overall score:3.97



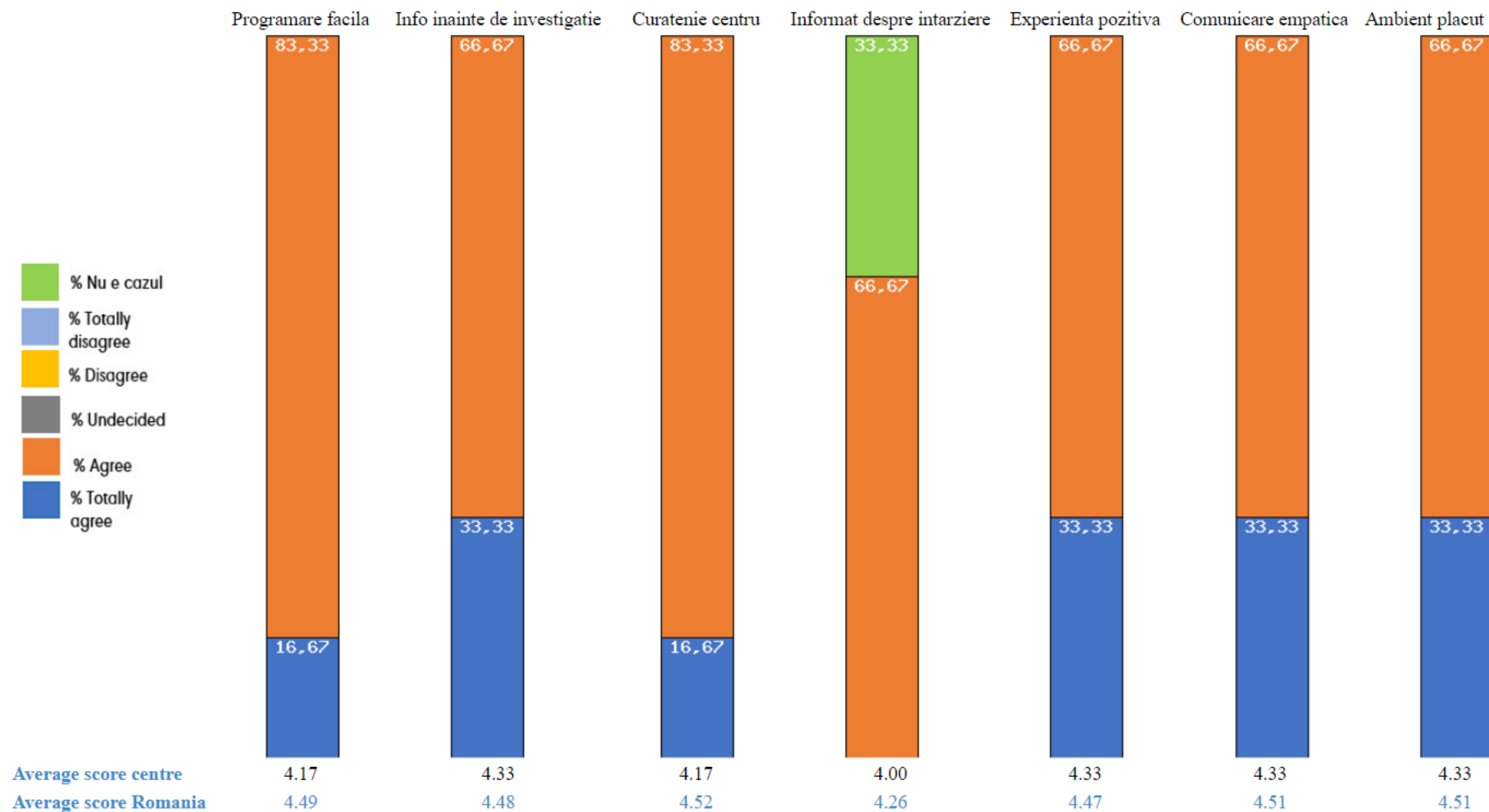
Respondents statistics

# Affidea PETROSANI ( 65 respondents) Overall score:4.62

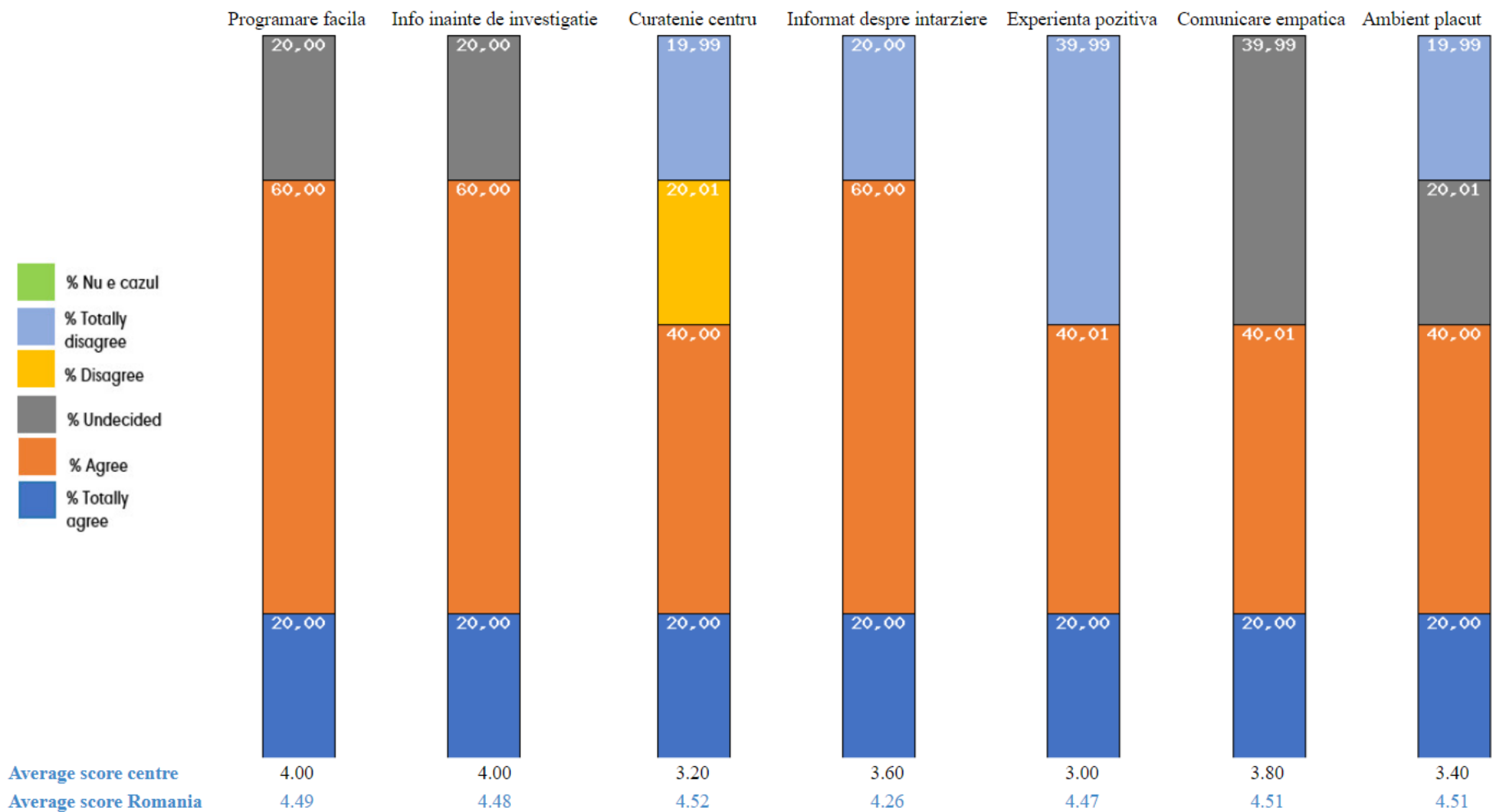


## Affidea PIATRA NEAMT ( 6 respondents)

Overall score:4.24

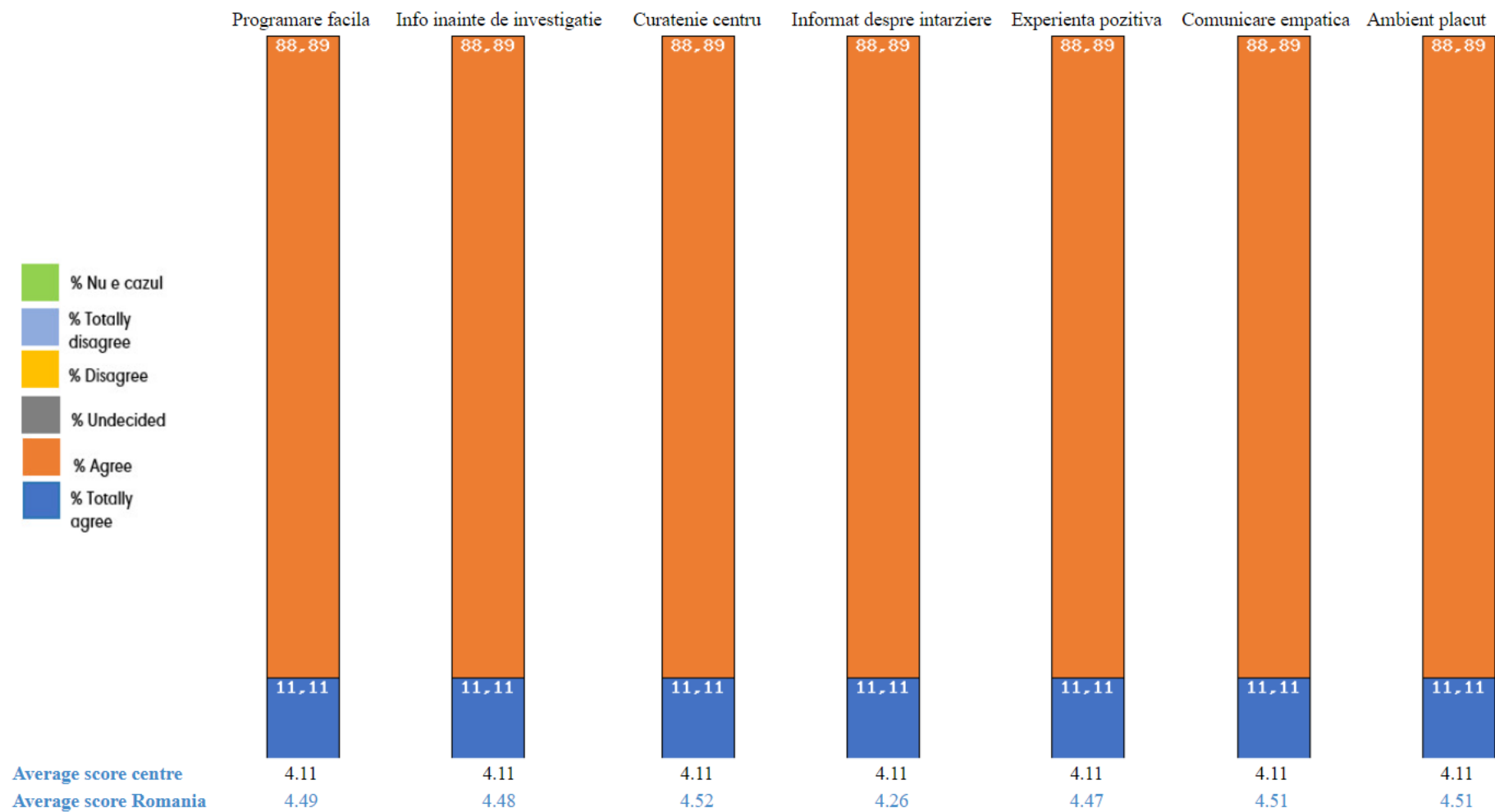


## Affidea RM VALCEA clinica ( 5 respondents) Overall score:3.57



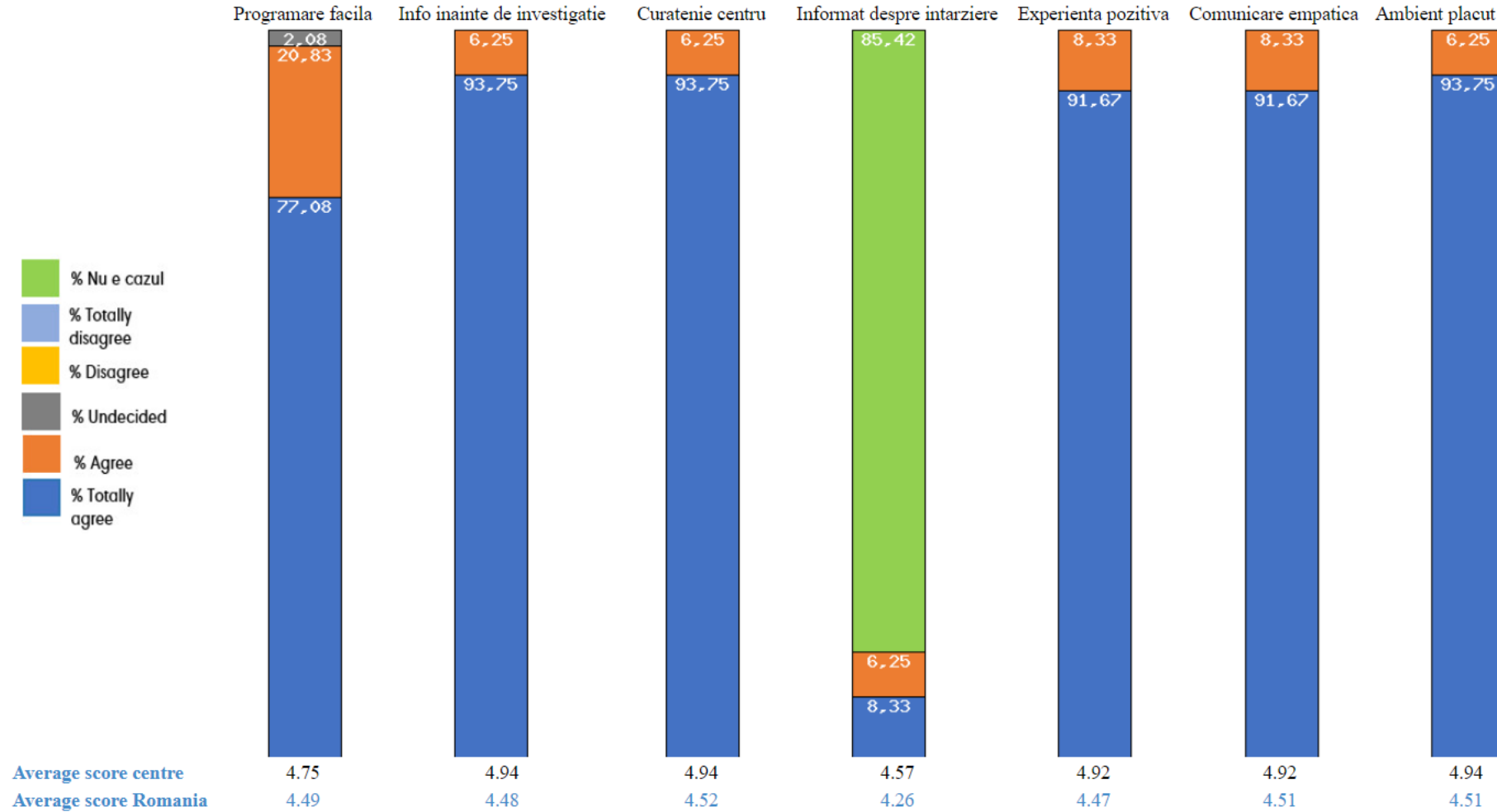
## AFFIDEA RM Valcea Imagistica ( 9 respondents)

Overall score:4.11



## Affidea SLATINA ( 48 respondents)

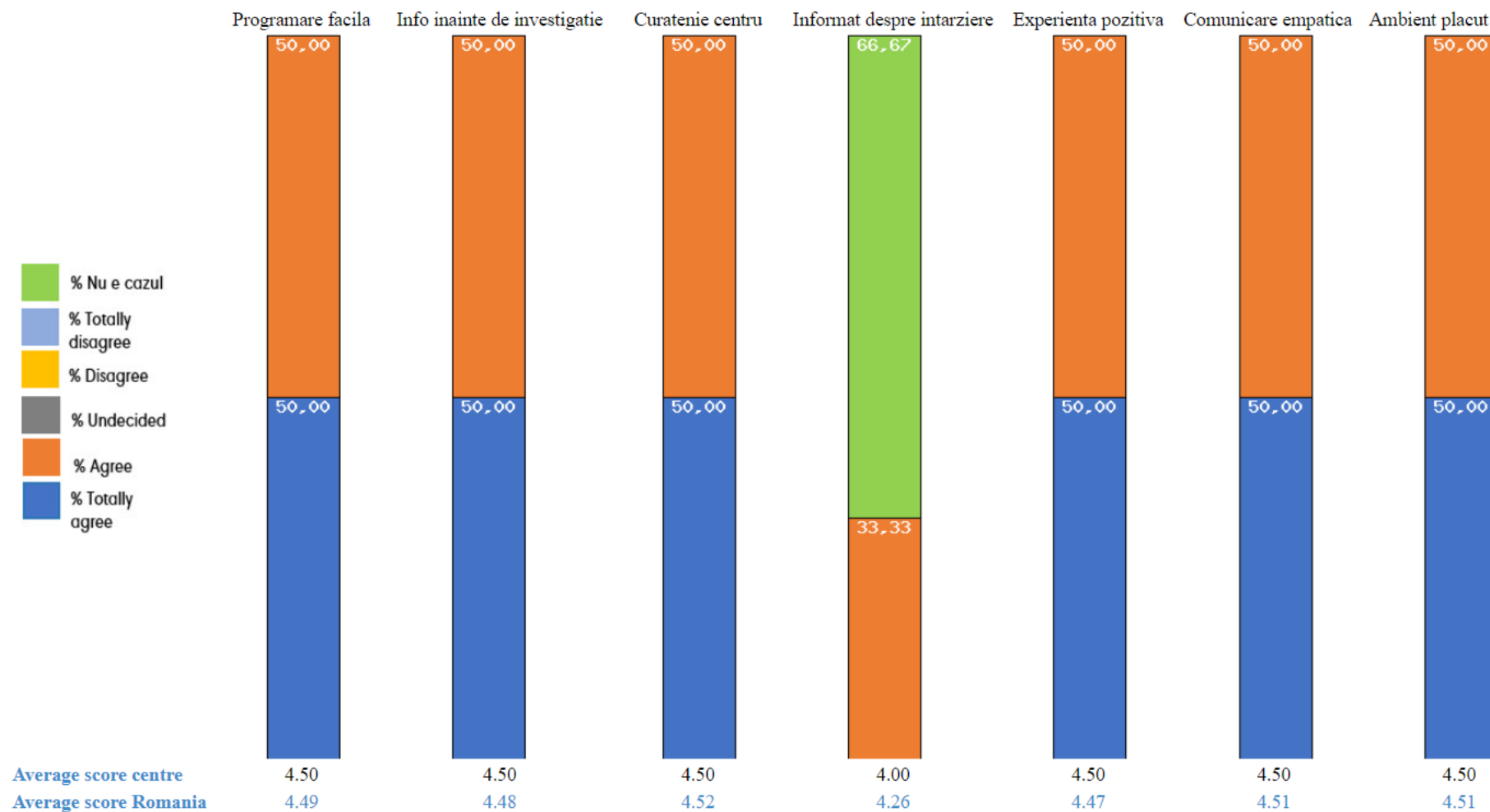
Overall score:4.85



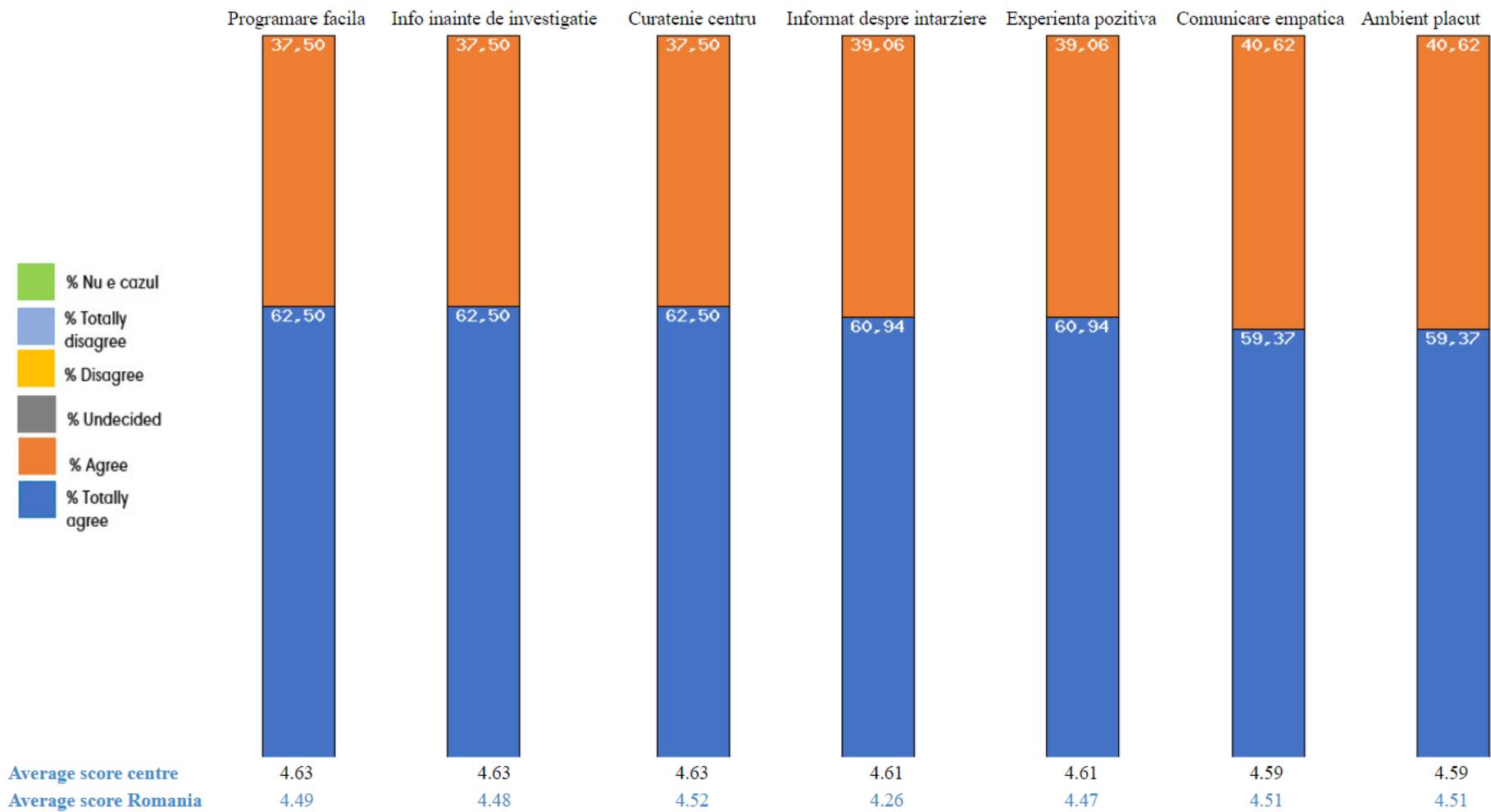


## AFFIDEA TIMISOARA ( 6 respondents)

Overall score:4.43

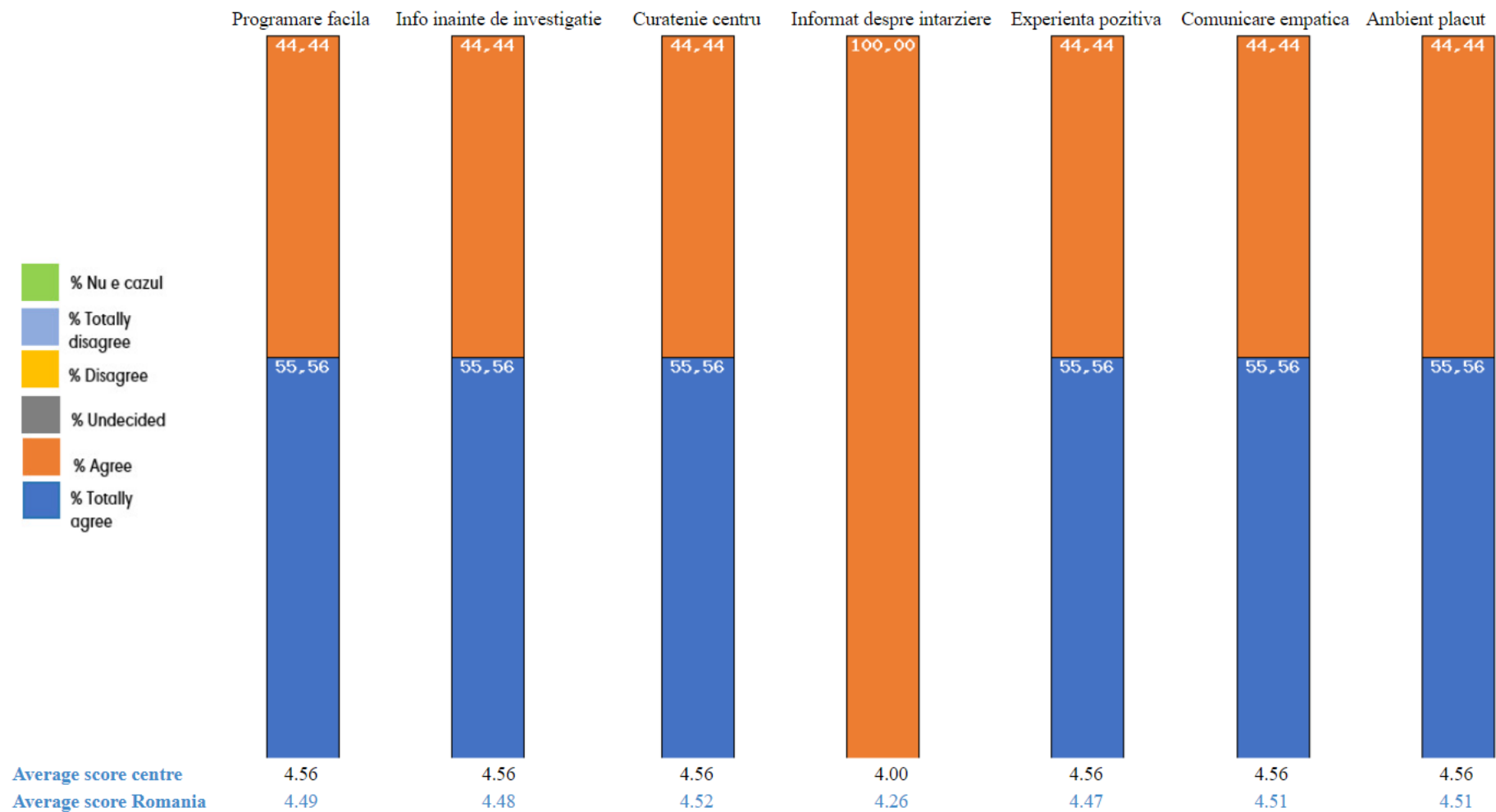


## Hiperdia BISTRITA ( 64 respondents) Overall score:4.61



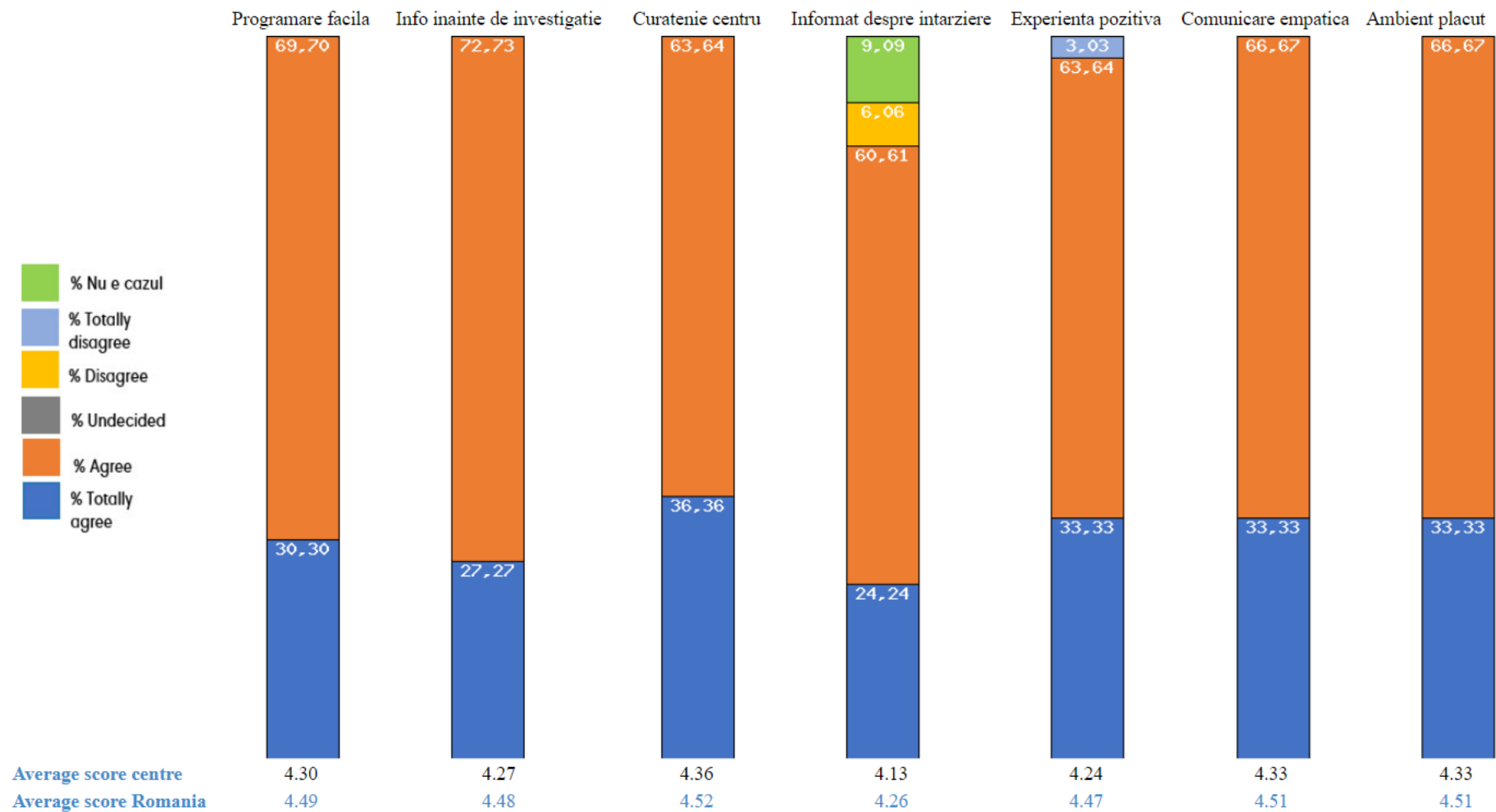
# HIPERDIA BRASOV SP PSI NEURO ( 9 respondents)

Overall score:4.48



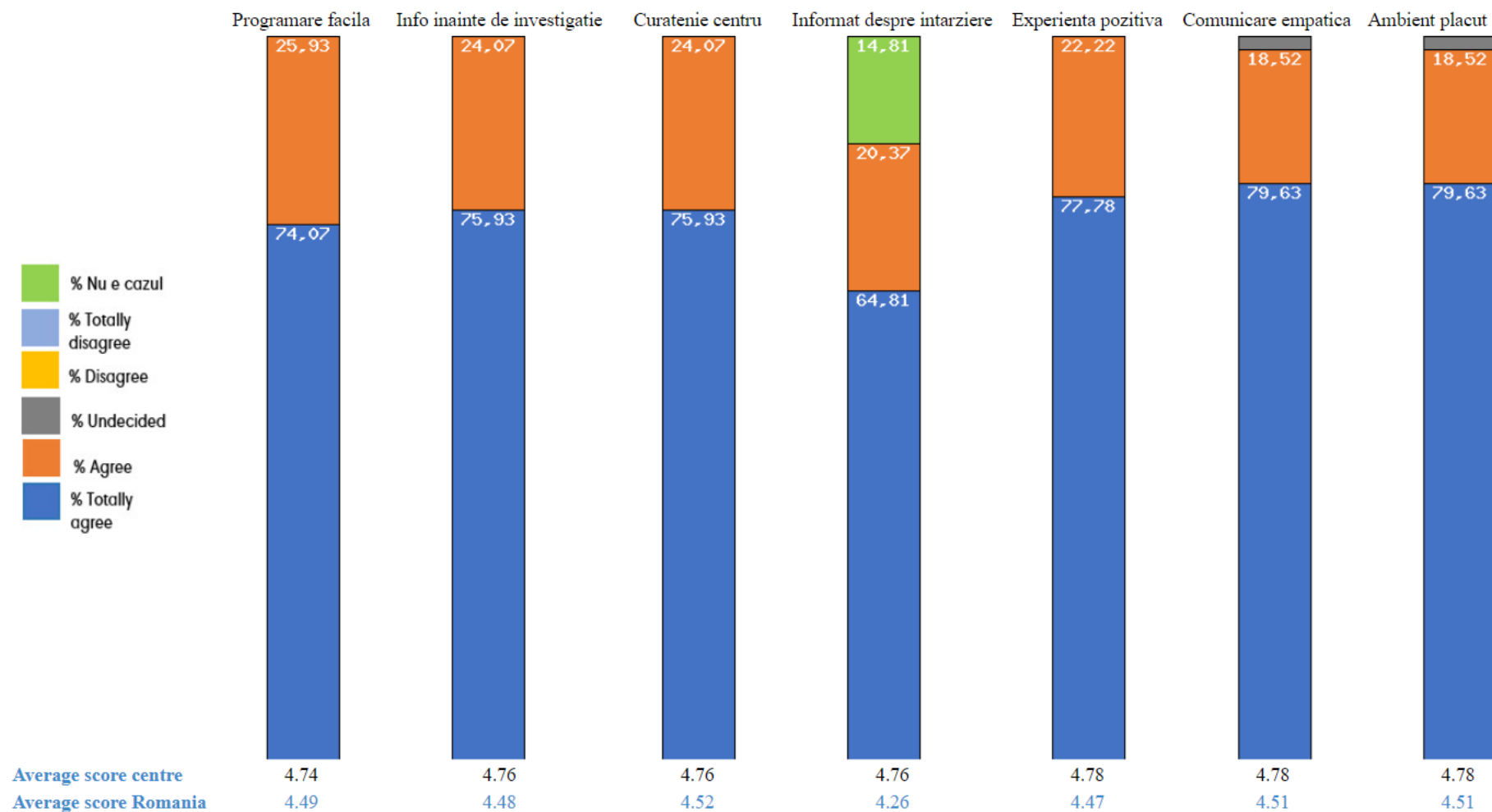
# HIPERDIA BRASOV CALEA BUCURESTI ( 33 respondents)

Overall score:4.28



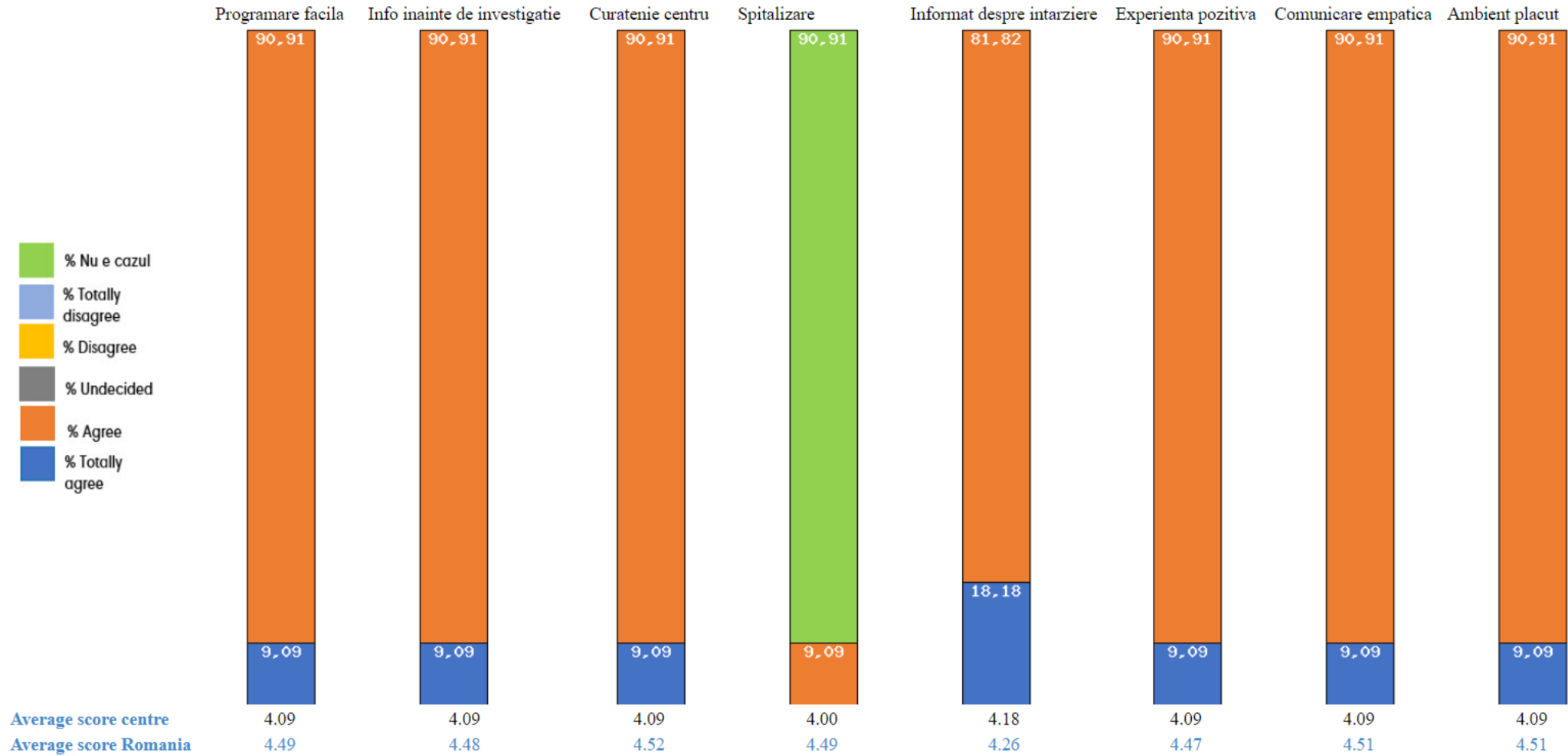
# HIPERDIA BRASOV N TITULESCU ( 54 respondents)

Overall score:4.77



# HIPERDIA BUC SUDULUI ( 11 respondents)

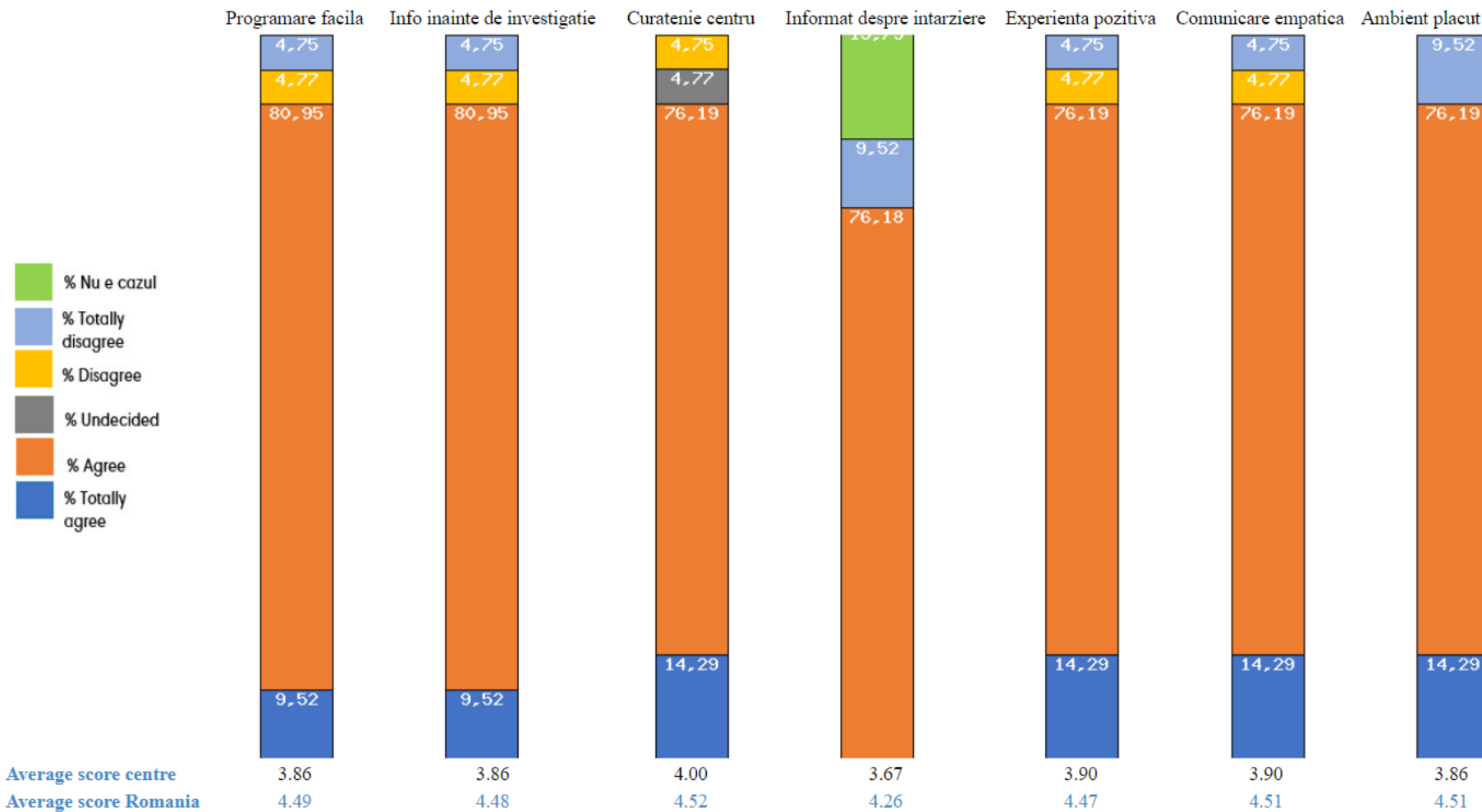
Overall score:4.09



# HIPERDIA BUC ELIAS - Spital ( 21 respondents)

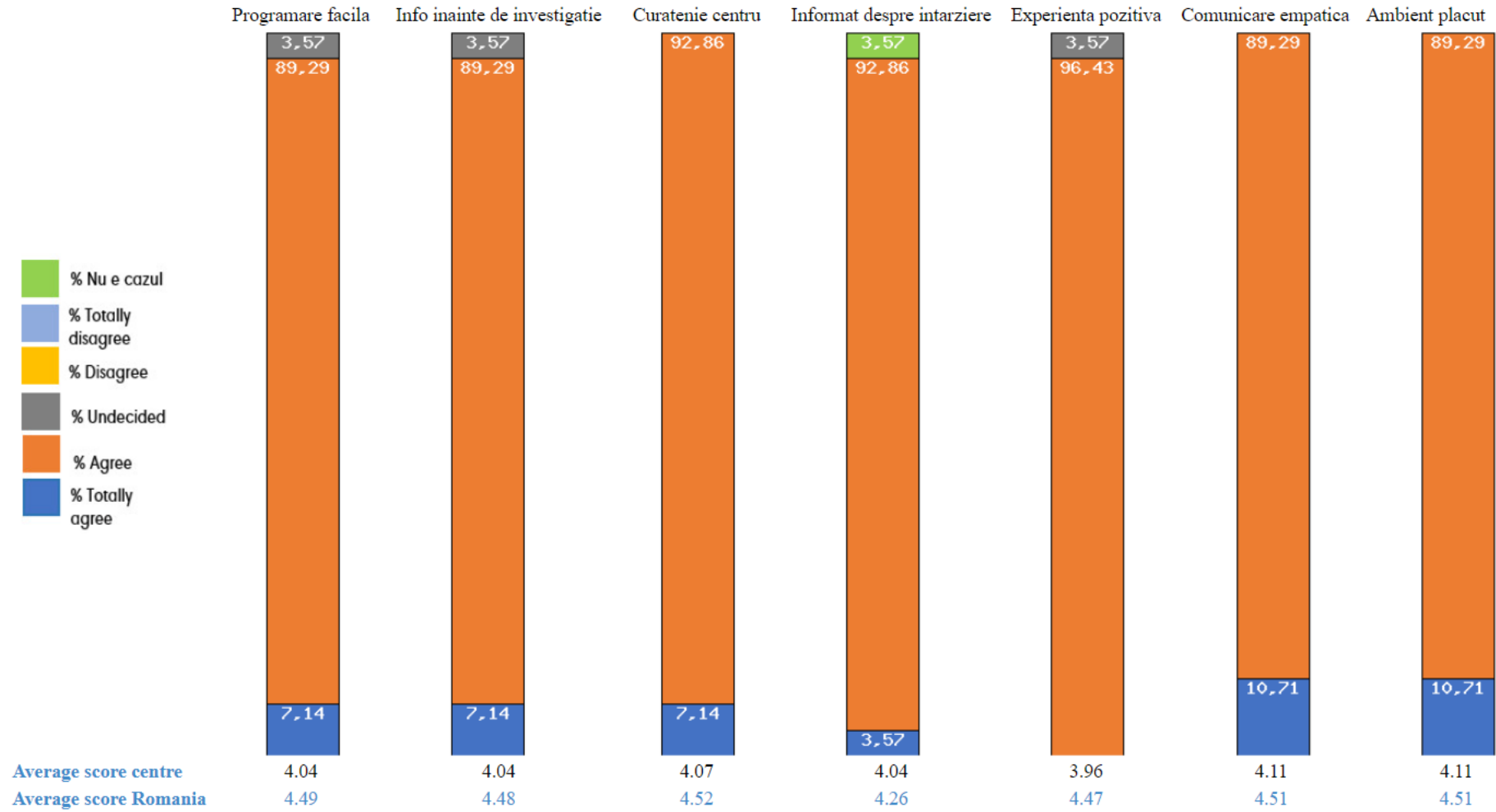
## Overall score:3.86

Alege centru  
Hiperdia Buc Elias (Spital)



# HIPERDIA BUC COLENTINA - Spital ( 28 respondents)

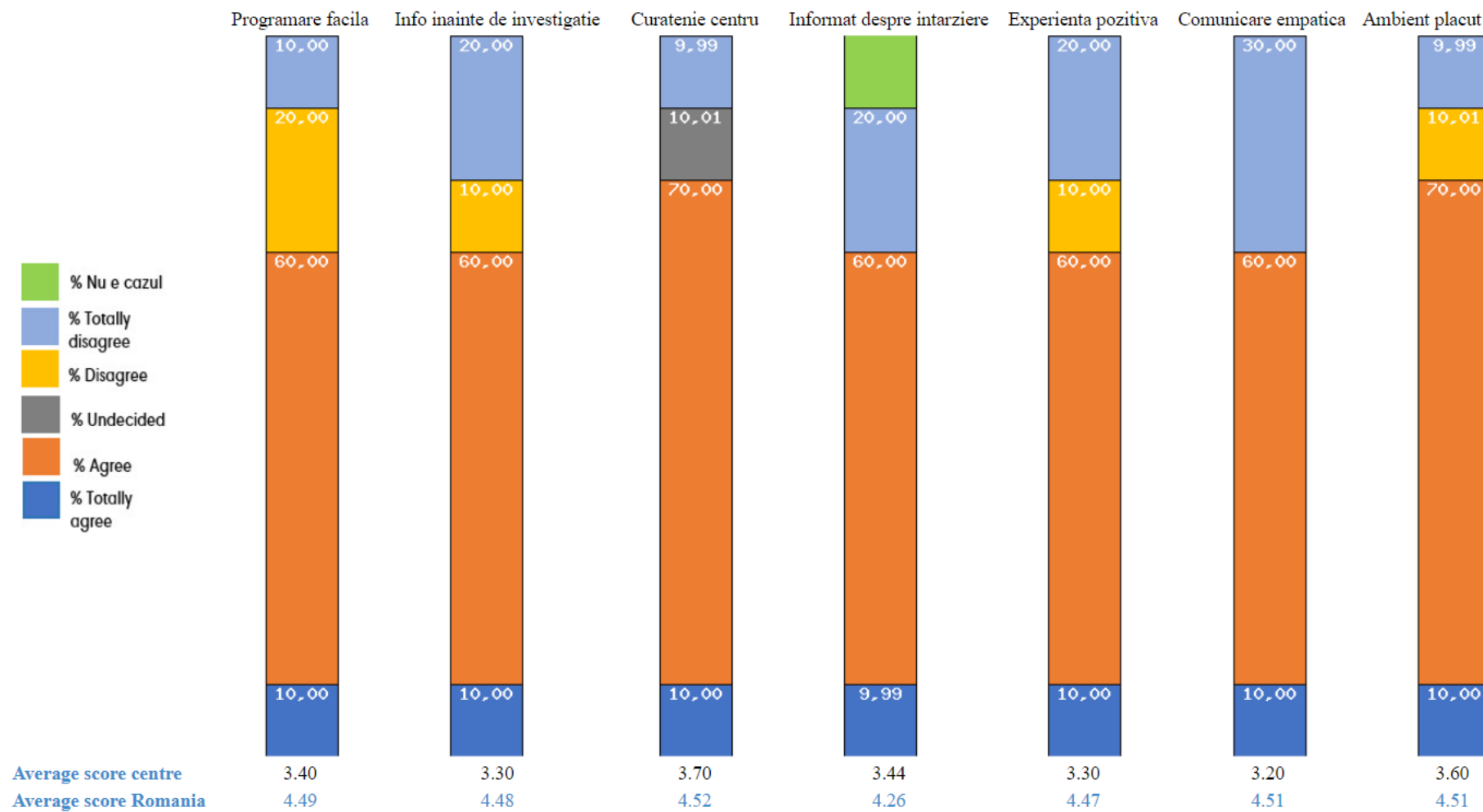
Overall score:4.05





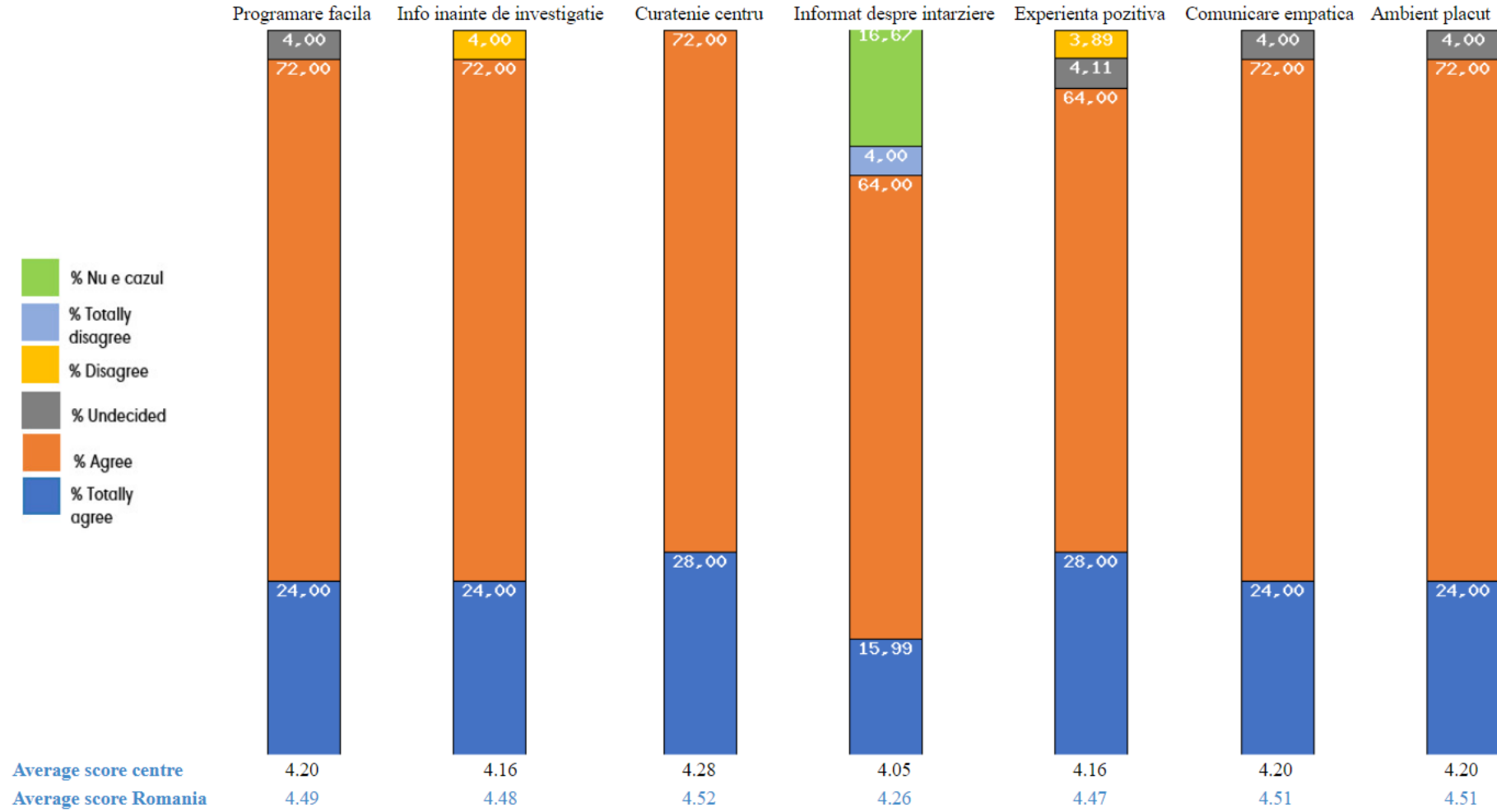
## HIPERDIA RITMULUI ( 10 respondents)

Overall score:3.42

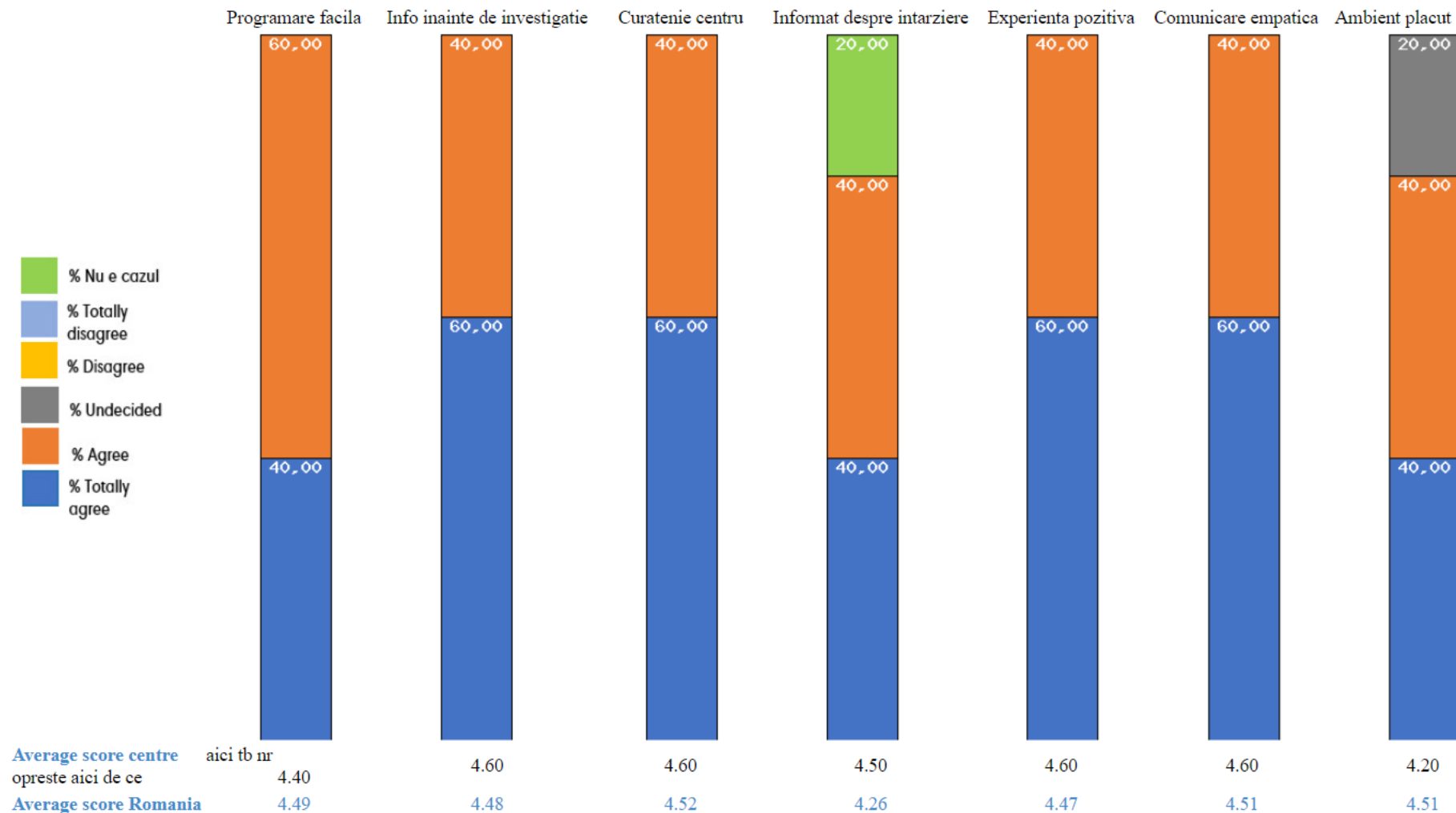


# HIPERDIA BUC BAGDASAR - Spital ( 25 respondents)

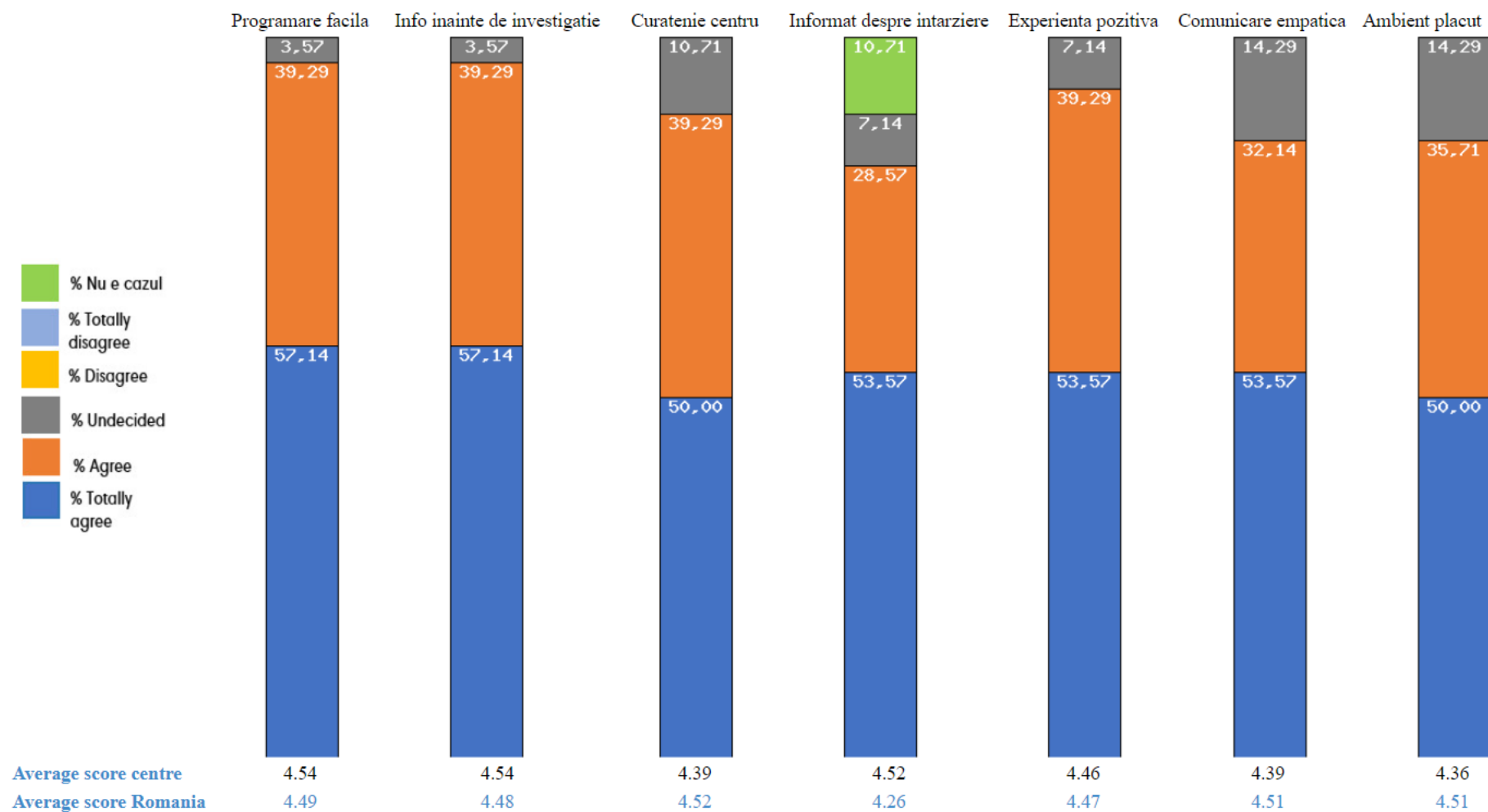
Overall score:4.18



## HIPERDIA CAREI - Spital ( 5 respondents) Overall score:4.50

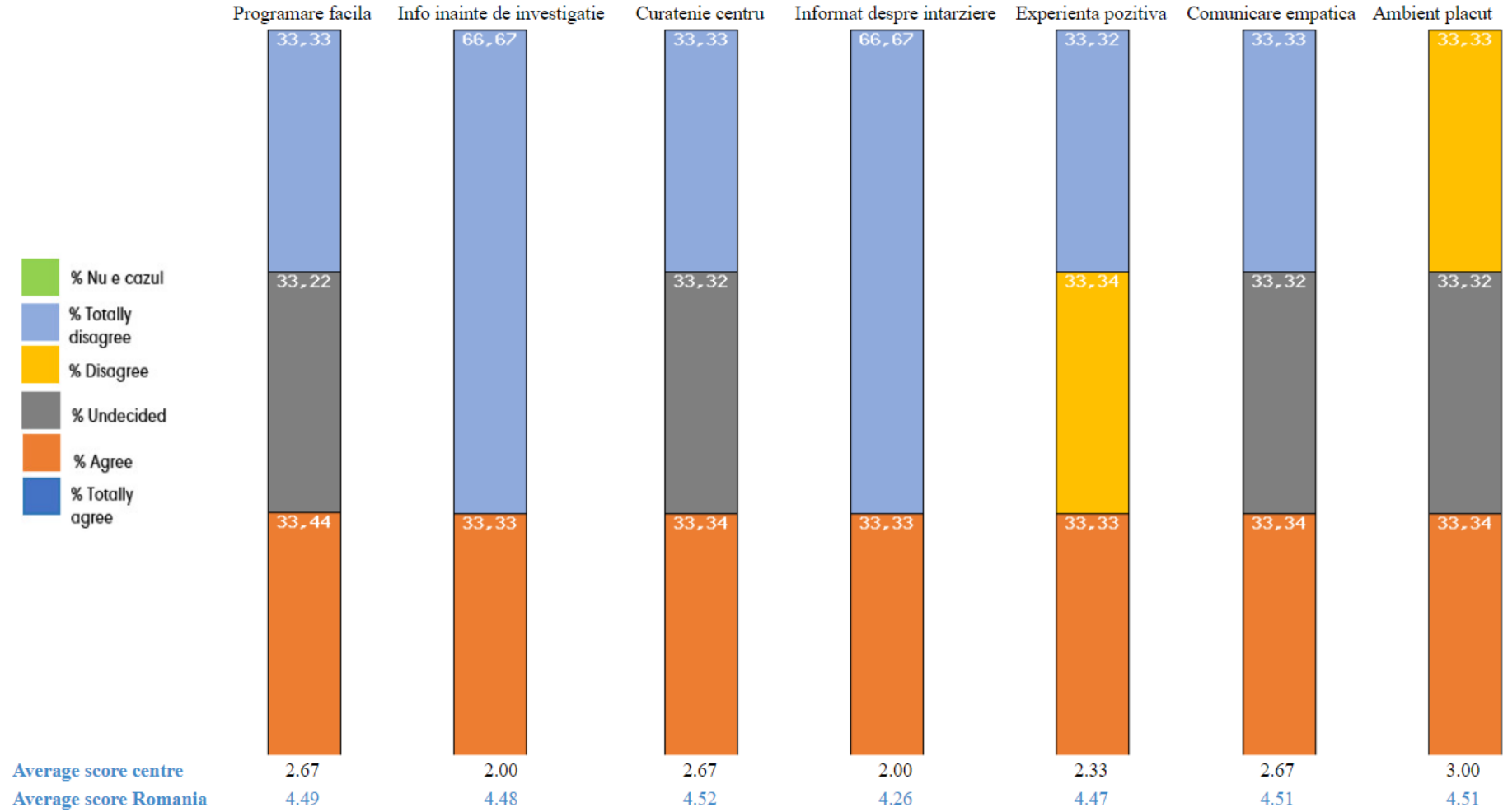


## HIPERDIA CLUJ REPUBLICII ( 28 respondents) Overall score:4.46

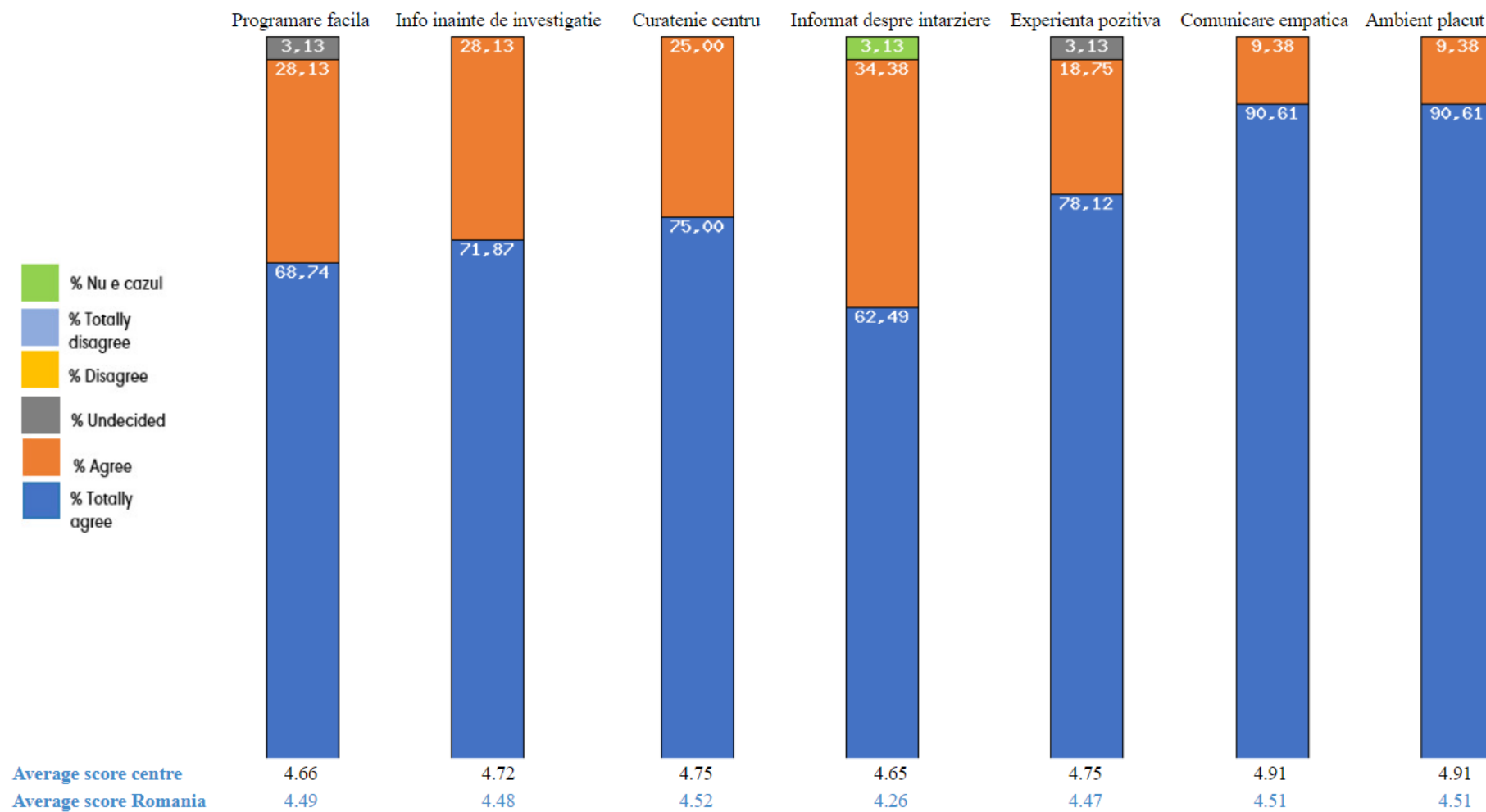


# HIPERDIA GALATI ( 3 respondents)

Overall score:2.48

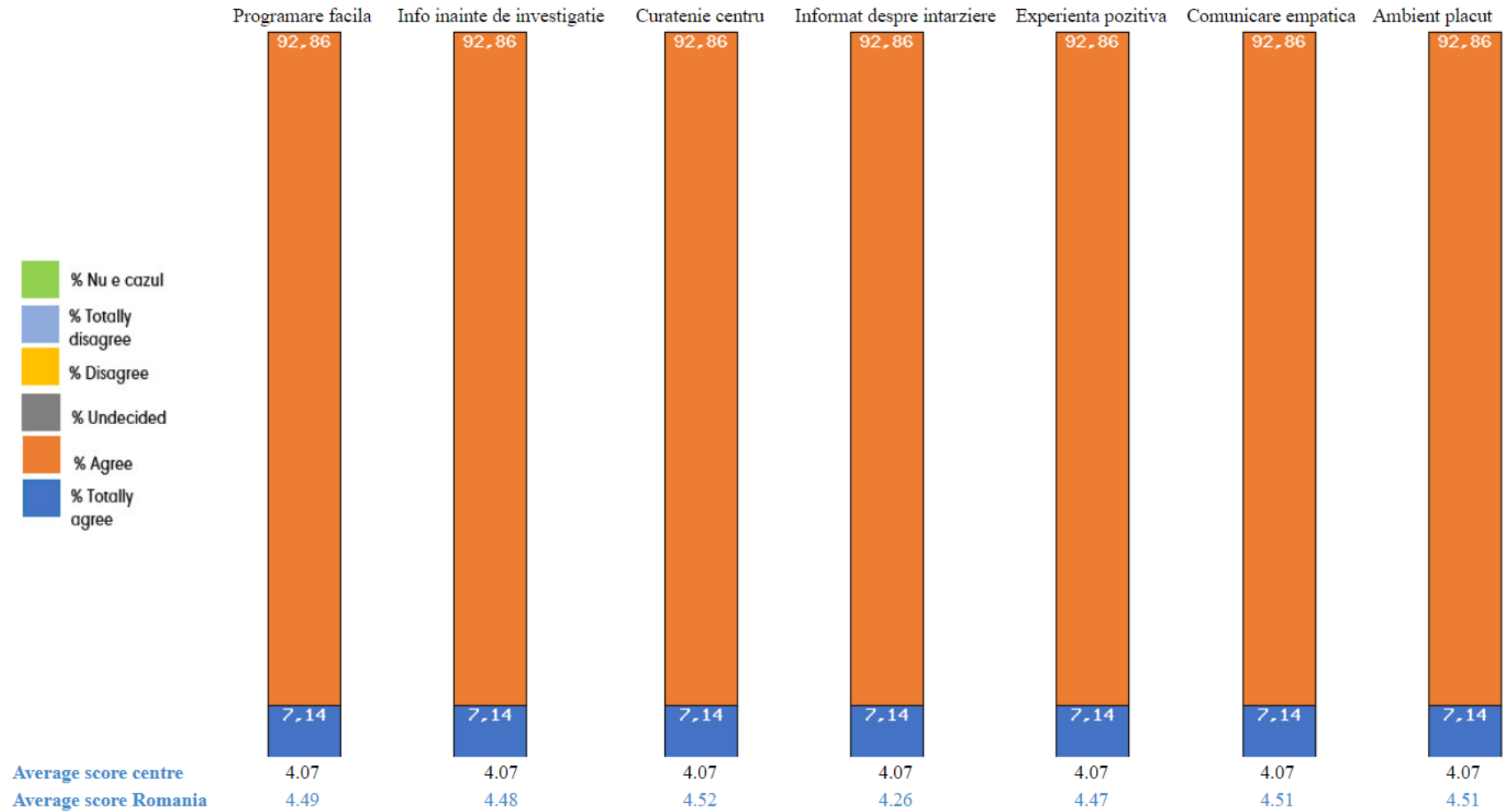


## HIPERDIA MIERCUREA CIUC ( 32 respondents) Overall score:4.76

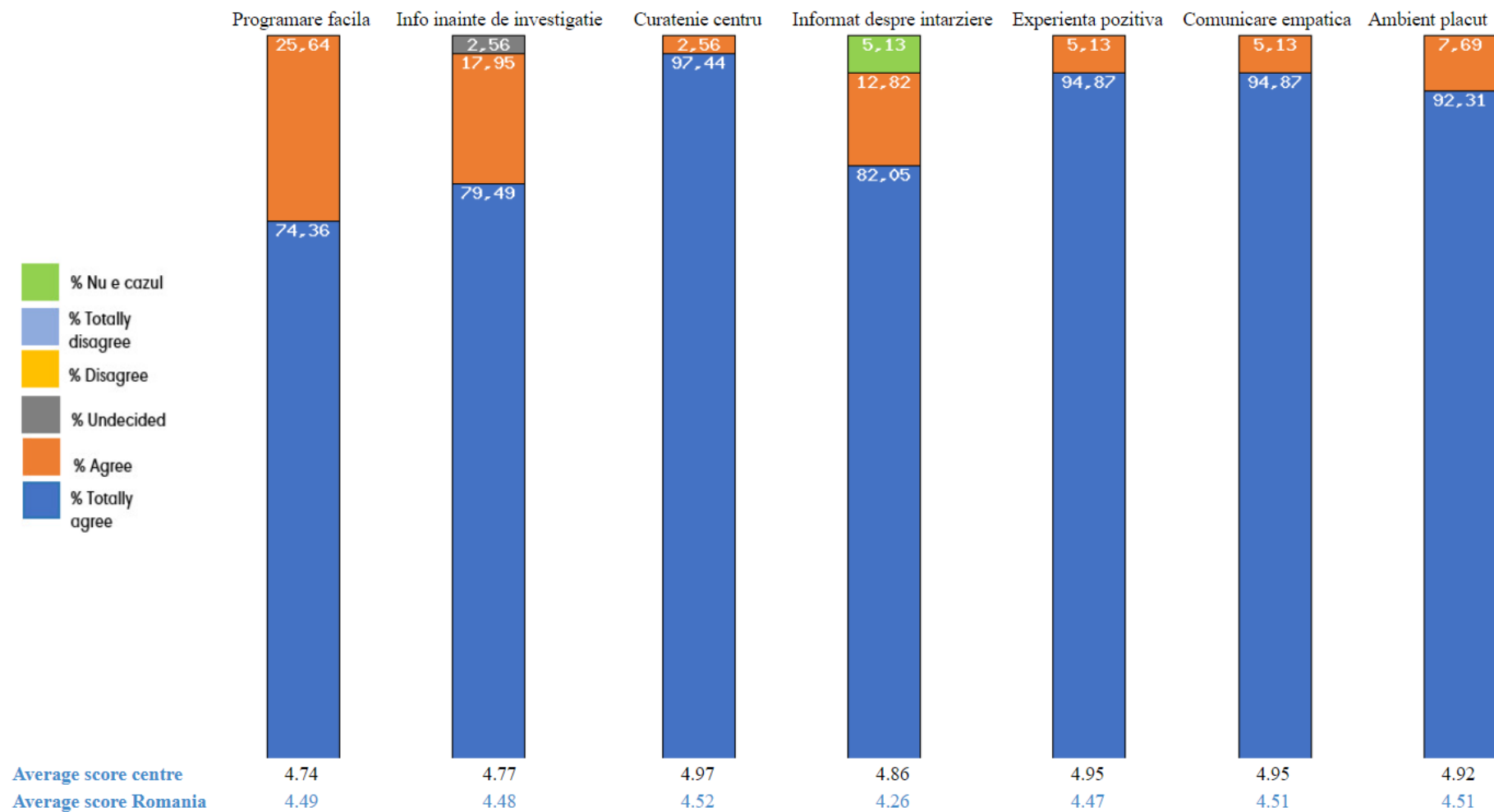


## HIPERDIA ORADEA ( 14 respondents)

Overall score:4.07

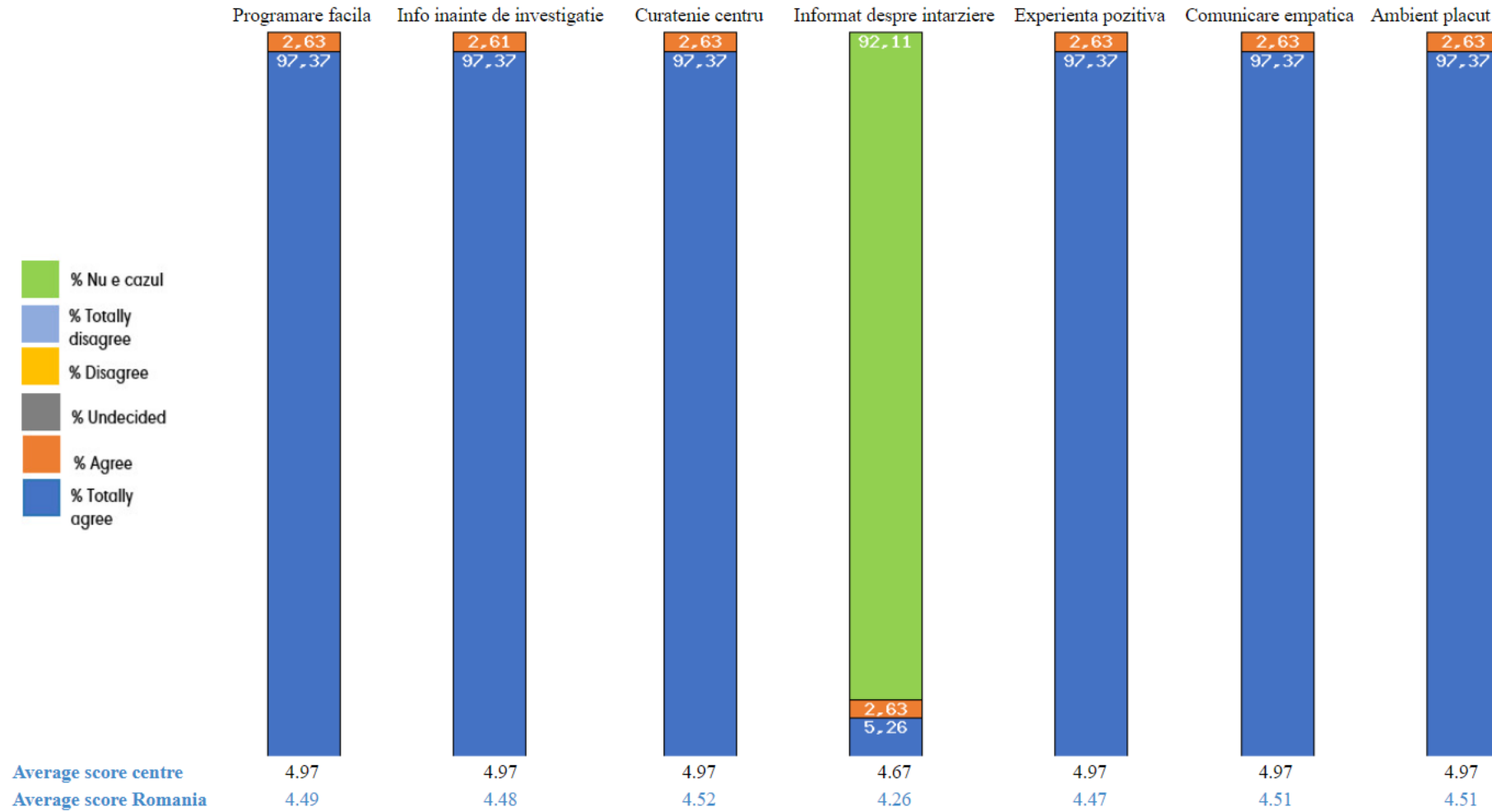


## HIPERDIA PLOIESTI CINA ( 39 respondents) Overall score:4.88



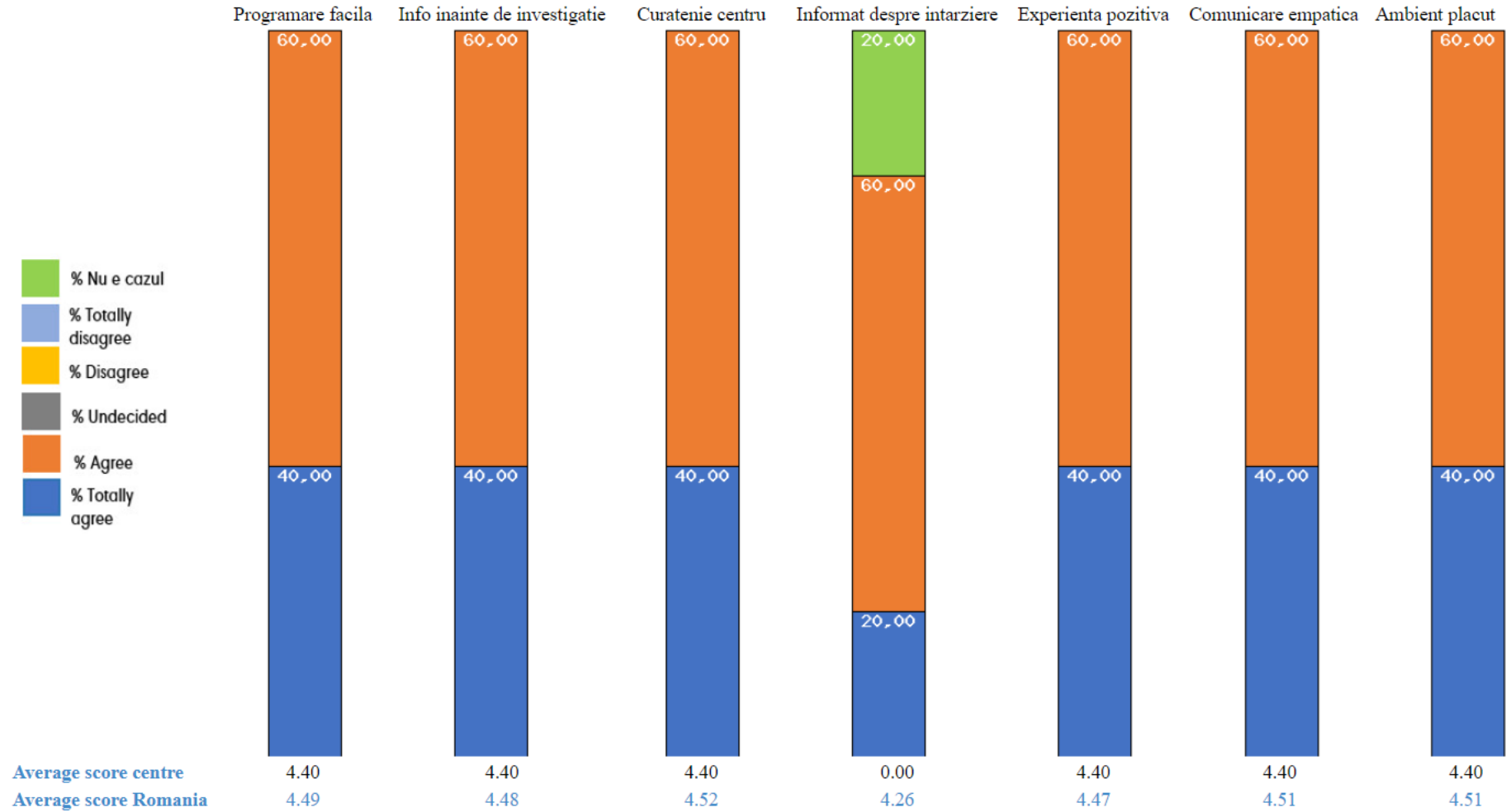


## HIPERDIA PLOIESTI VEST ( 38 respondents) Overall score:4.93



## HIPERDIA SATU MARE ( 5 respondents)

Overall score:4.40



## HIPERDIA TIMISOARA ( 18 respondents) Overall score:4.13

