



## **Chestionar de Satisfacție a Pacienților**

**Raport lunar  
Iunie 2021**

## Patient Satisfaction Sample ( 967 )

Affidea Arad	40	Hiperdia Bistrita (policlinica)	23
Affidea Cluj Ciresilor	26	Brasov Sp Psi-Neuro	25
Affidea Cluj Motilor	0	Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	35
Affidea Constanta	12	Hiperdia Brasov Cal Bucuresti	29
Affidea Deva	23	Hiperdia Brasov N. Titulescu	41
Affidea Buc Floreasca	17	Hiperdia Buc Sudului	24
Affidea Buc Fundeni	26	Hiperdia Buc Elias (Spital)	15
Affidea Focsani	49	Hiperdia Buc Colentina (Spital)	25
Affidea Iasi	14	Hiperdia Buc Ritmului	24
Affidea Mangalia	14	Hiperdia Buc Bagdasar (spital)	2
Affidea Medias (Phoenix)	20	Hiperdia Carei (spital)	25
Affidea Petrosani	17	Hiperdia Cluj Republicii	42
Affidea Piatra Neamt (Phoenix)	7	Hiperdia Galatii	62
Affidea Rm. Valcea (clinica)	78	Hiperdia Miercurea Ciuc	39
Affidea Rm. Valcea (imagistica)	31	Hiperdia Oradea	19
Affidea Slatina	35	Hiperdia Ploiesti Cina	19
Affidea Timisoara	17	Hiperdia Ploiesti Vest	20
Affidea CT Clinic Cluj	13	Hiperdia Satu Mare	38
		Hiperdia Timisoara	21

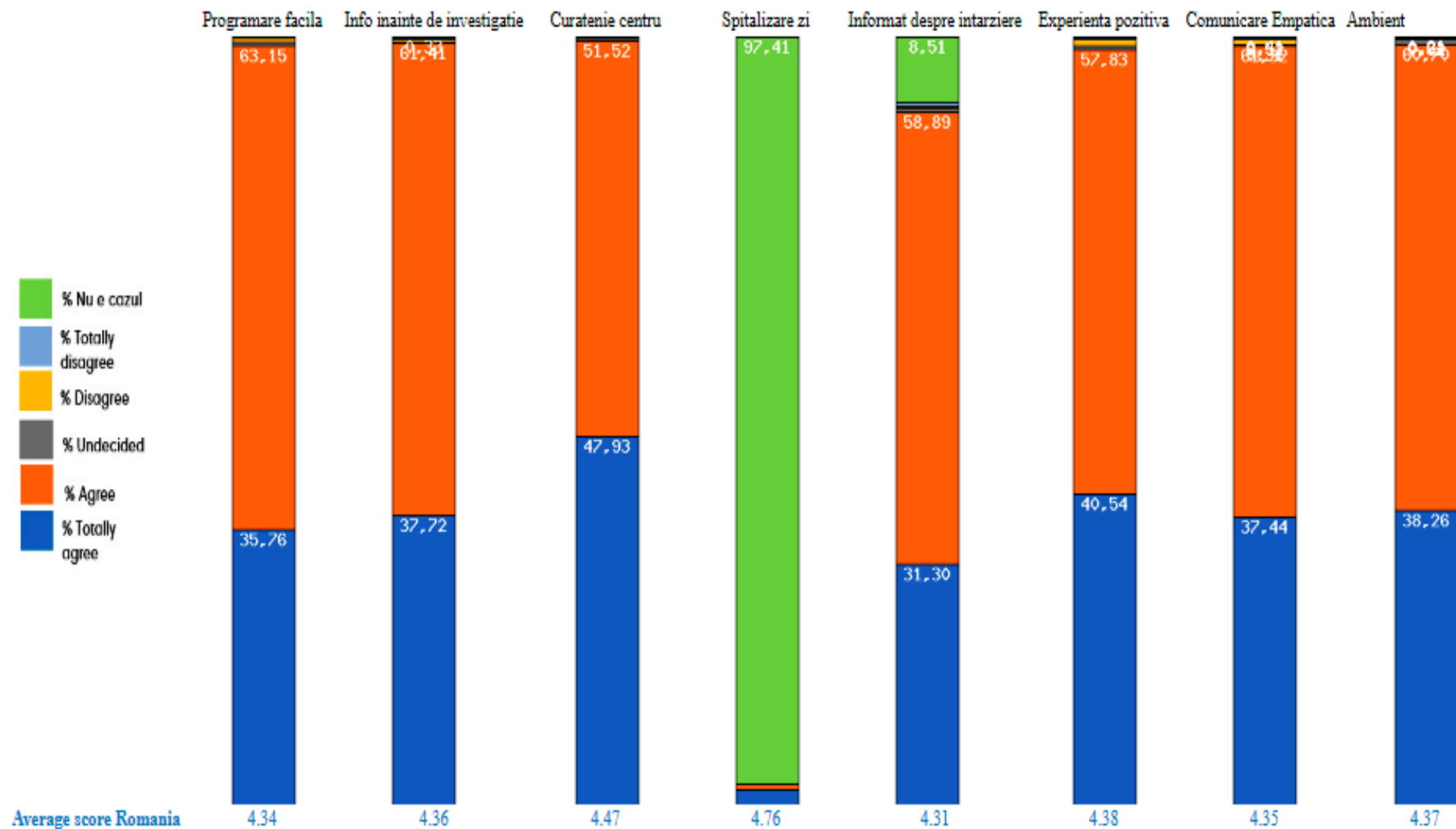
## Main findings by centre

### Actions that drive score above average

Centre	Overall Score	What drives score	What can be improved
Hiperdia Buc Bagdasar (Spital)	5.00		
Affidea Focsani	4.90		
Afidea Rm Valcea (clinica)	4.87		
Hiperdia Miercurea Ciuc	4.83		
Hiperdia Galati	4.80		
Affidea Slatina	4.50	info before exam. cleanliness in center. overall experience. Pleasant atmosphere.	easy booking. info about delays.
Hiperdia Brasov N. Titulescu	4.47	easy booking. cleanliness in center.	overall experience. Empathic communication.
Affidea Arad	4.37		
Affidea Constanta	4.37		info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Hiperdia Cluj Republicii	4.31		
Affidea Petrosani	4.30	cleanliness in center.	info about delays.
Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	4.28		
Hiperdia Timisoara	4.28	cleanliness in center.	info about delays.
Affidea Medias	4.26	Empathic communication.	easy booking. info before exam. info about delays. overall experience. Pleasant atmosphere.
Affidea Mangalia	4.23	cleanliness in center.	easy booking. info before exam. info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Oradea	4.23	cleanliness in center.	
Hiperdia Ritmului	4.22	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.

Affidea CT Clinic Cluj	4.21	cleanliness in center.	info about delays.
Hiperdia Carei (spital)	4.21	cleanliness in center.	
Affidea Timisoara	4.20	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Hiperdia Buc Colentina (spital)	4.17	cleanliness in center.	
Affidea Deva	4.17	cleanliness in center.	
Affidea Floreasca	4.16	cleanliness in center.	
Affidea Fundeni	4.16	cleanliness in center.	easy booking. info before exam. info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Hiperdia Ploiesti Vest	4.16	cleanliness in center.	info about delays.
Hiperdia Brasov Cal. Bucuresti	4.15	cleanliness in center.	
Affidea iasi	4.13		
Affidea Rm Valcea (imagistica)	4.13	cleanliness in center.	easy booking. Empathic communication. Pleasant atmosphere.
Hiperdia Satu Mare	4.12		info about delays.
Hiperdia Buc Sudului	4.11		info before exam. overall experience. Empathic communication.
Hiperdia Brasov Sp Psi-neuro	4.11		info about delays.
Hiperdia Bistrita	4.08	cleanliness in center.	
Affidea Cluj Ciresilor	4.07	cleanliness in center.	
Hiperdia Buc Elias (spital)	4.03	Empathic communication.	info about delays.
Affidea Piatra Neamt	4.02	cleanliness in center.	
Hiperdia Ploiesti Cina	3.98	cleanliness in center.	easy booking. info about delays.

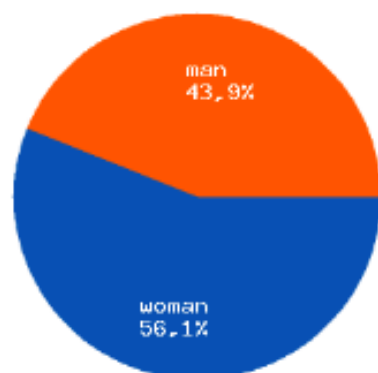
## OVERALL RESULTS ROMANIA



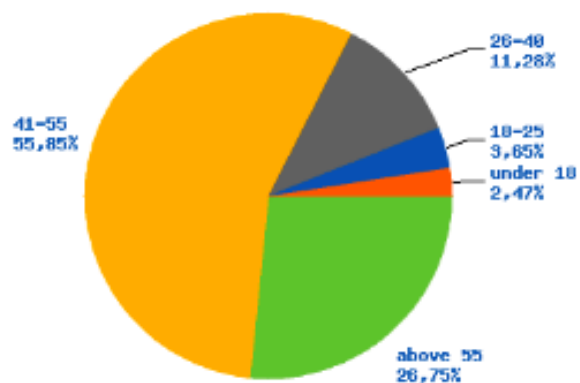
Average score was calculated by assigning a value to each answer and then calculating the average, excluding non-answers Totally agree =5, Agree = 4, Undecided = 3, Disagree = 2, Totally disagree = 1, N/A =0

# OVERALL RESULTS ROMANIA

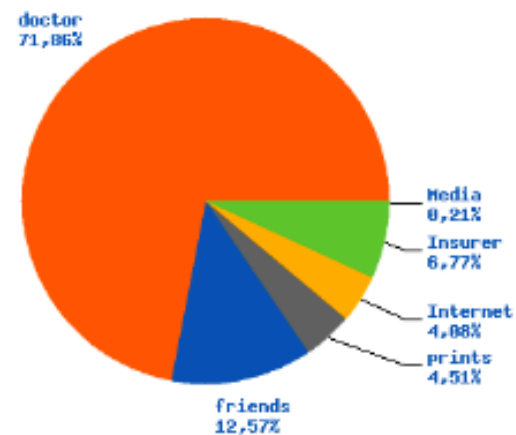
Gender



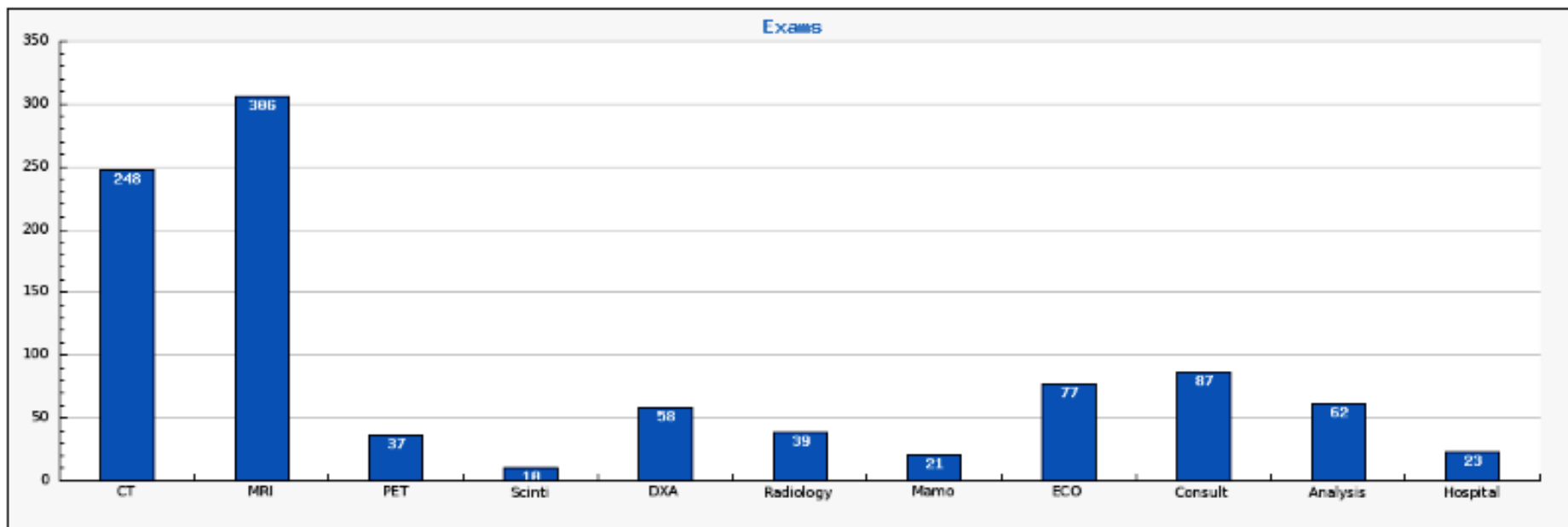
Age



Referrals



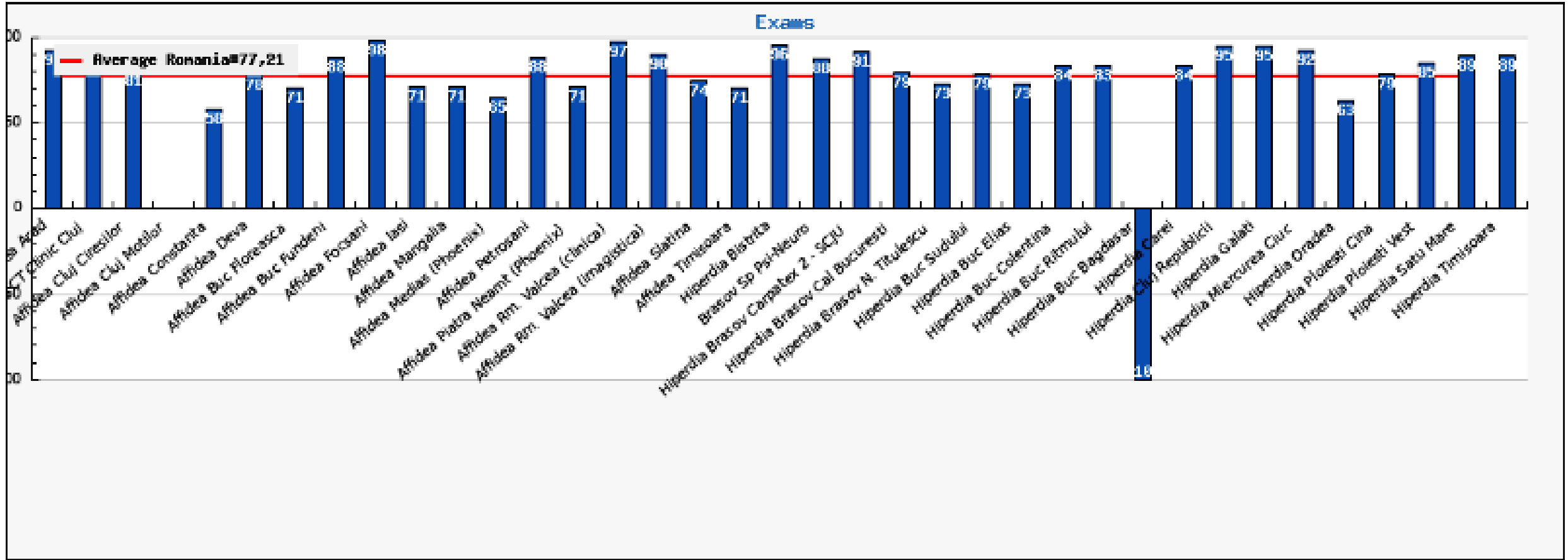
Exams



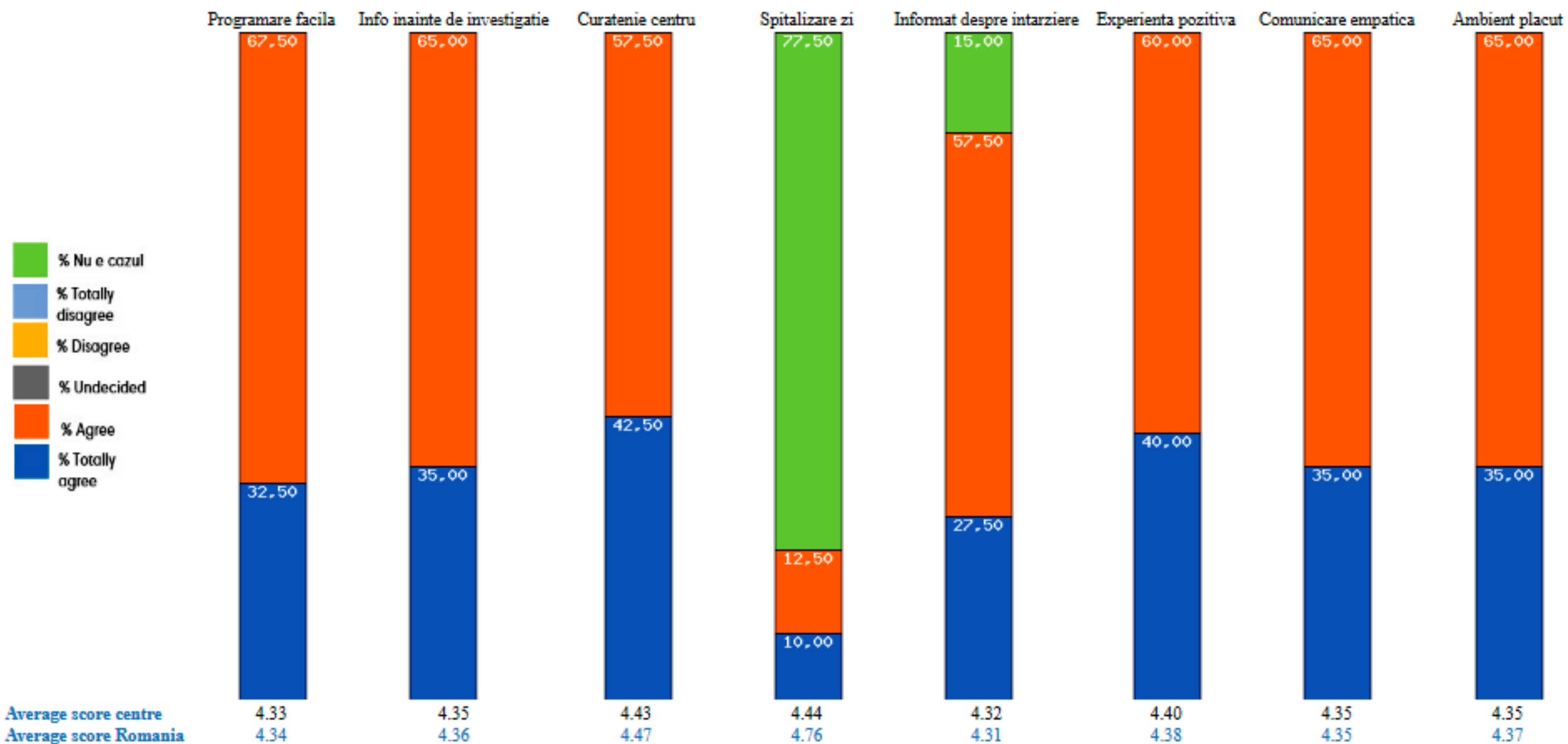
CT	MRI	PET	Scinti	DXA	Radiology	Mamo	ECO	Consult	Analysis	Hospital
248	306	37	10	58	39	21	77	87	62	23

# NPS ROMANIA

NPS Global Romania: 85,32



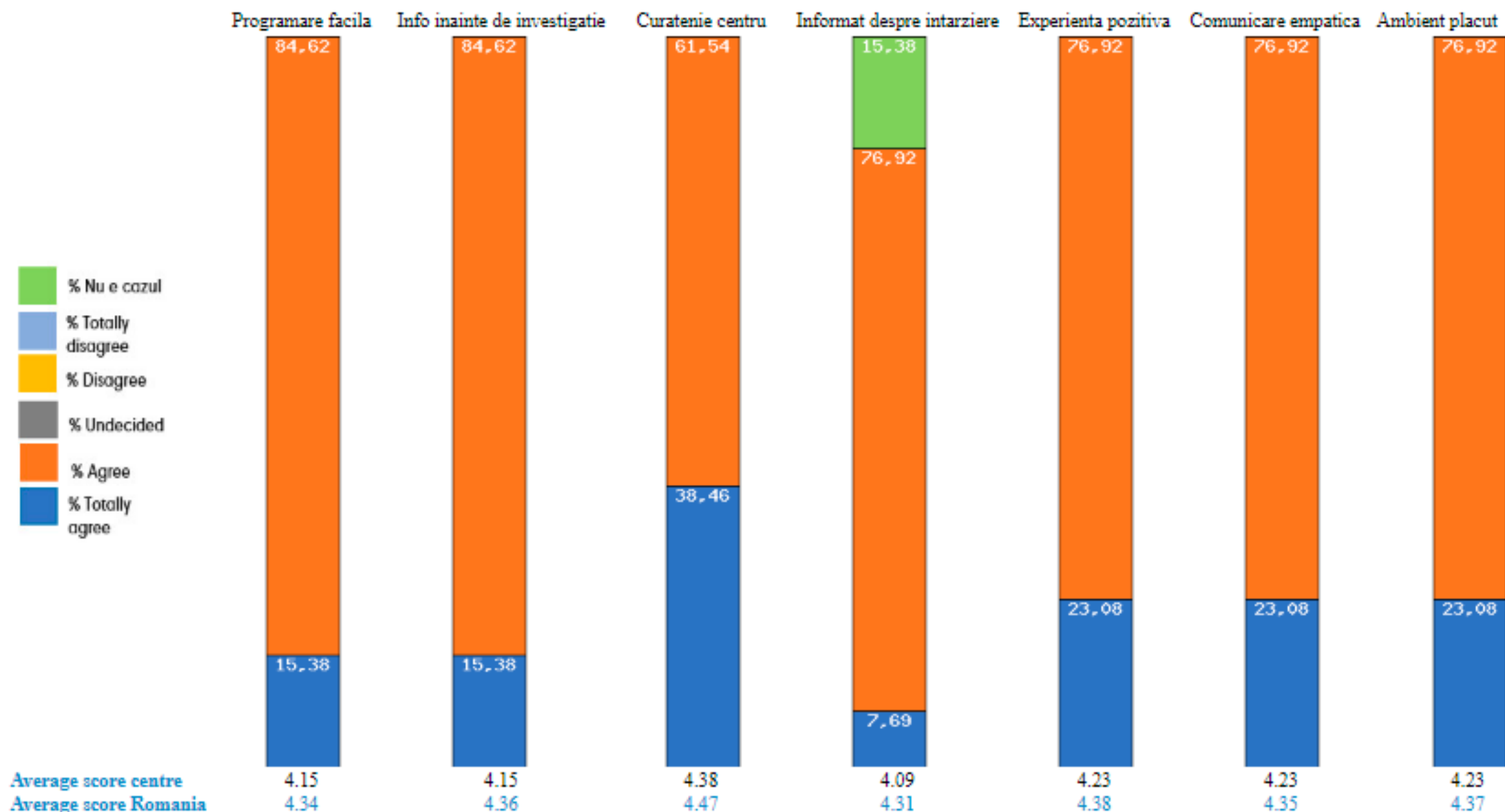
## Affidea ARAD ( 40 respondents) Overall score:4.37





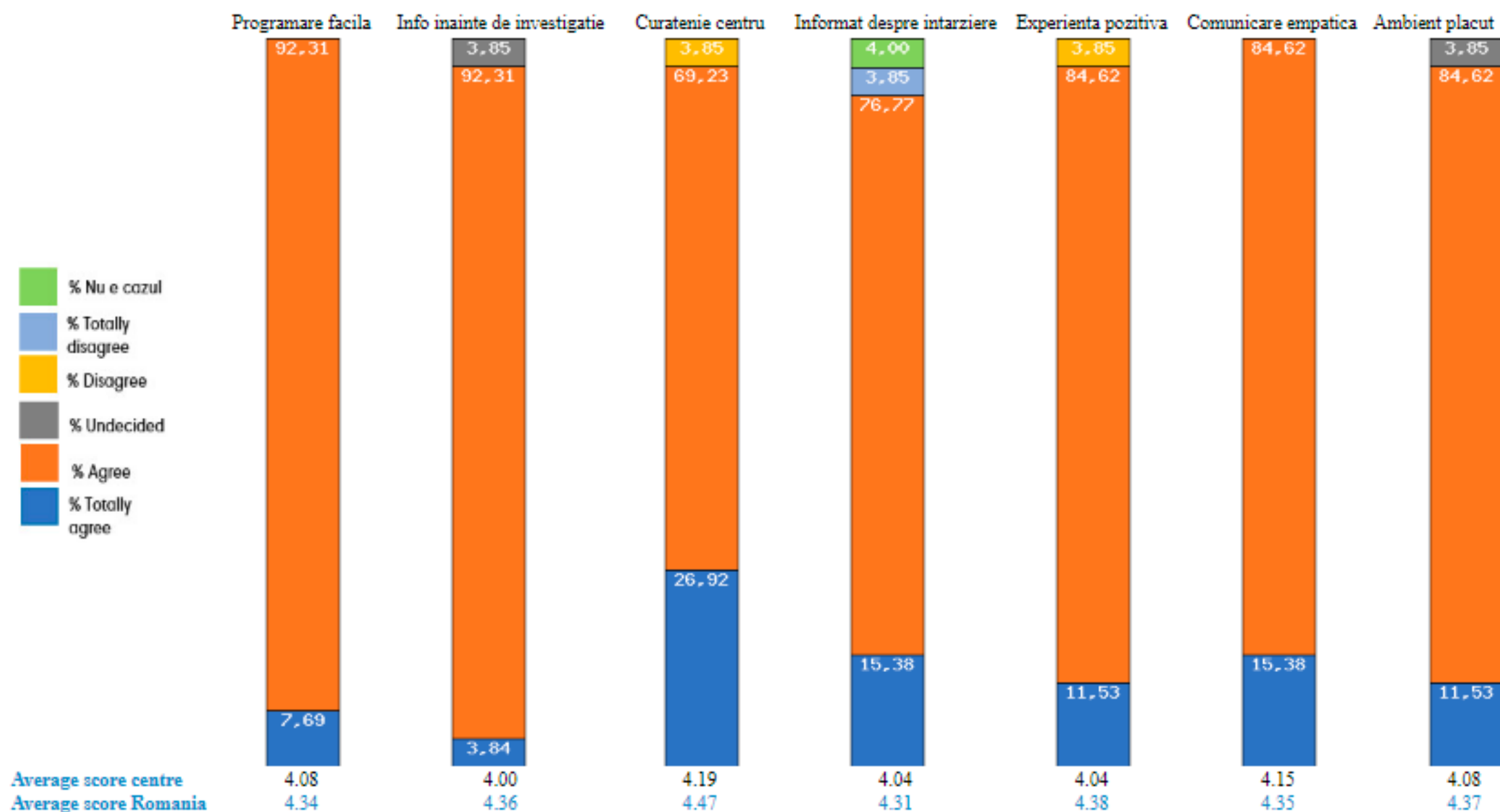
# Affidea CT Clinic Cluj( 13 respondents)

Overall score:4.21



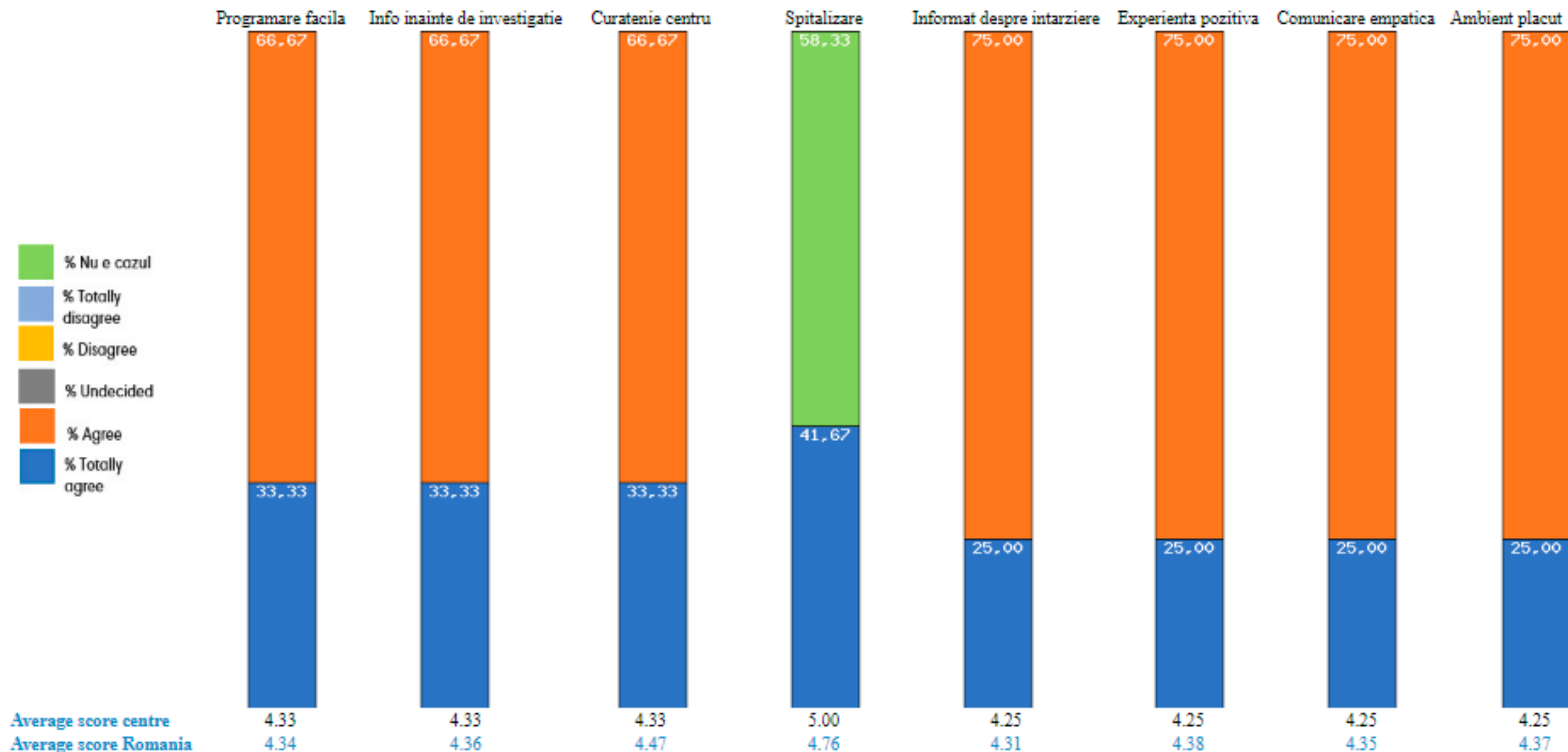
# Affidea CLUJ CIRESILOR ( 26 respondents)

Overall score:4.08



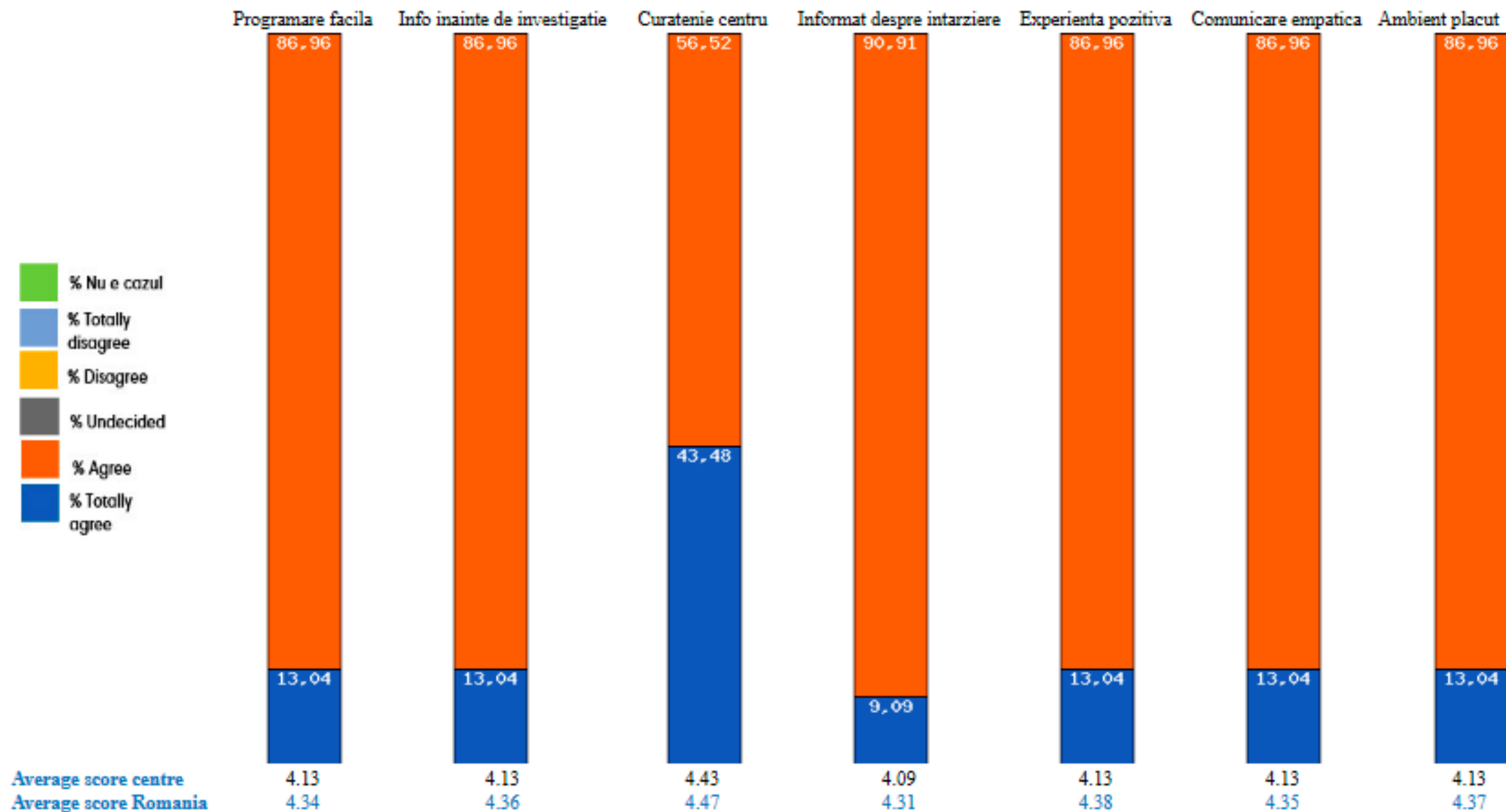
## Affidea CONSTANTA ( 12 respondents)

Overall score:4.37



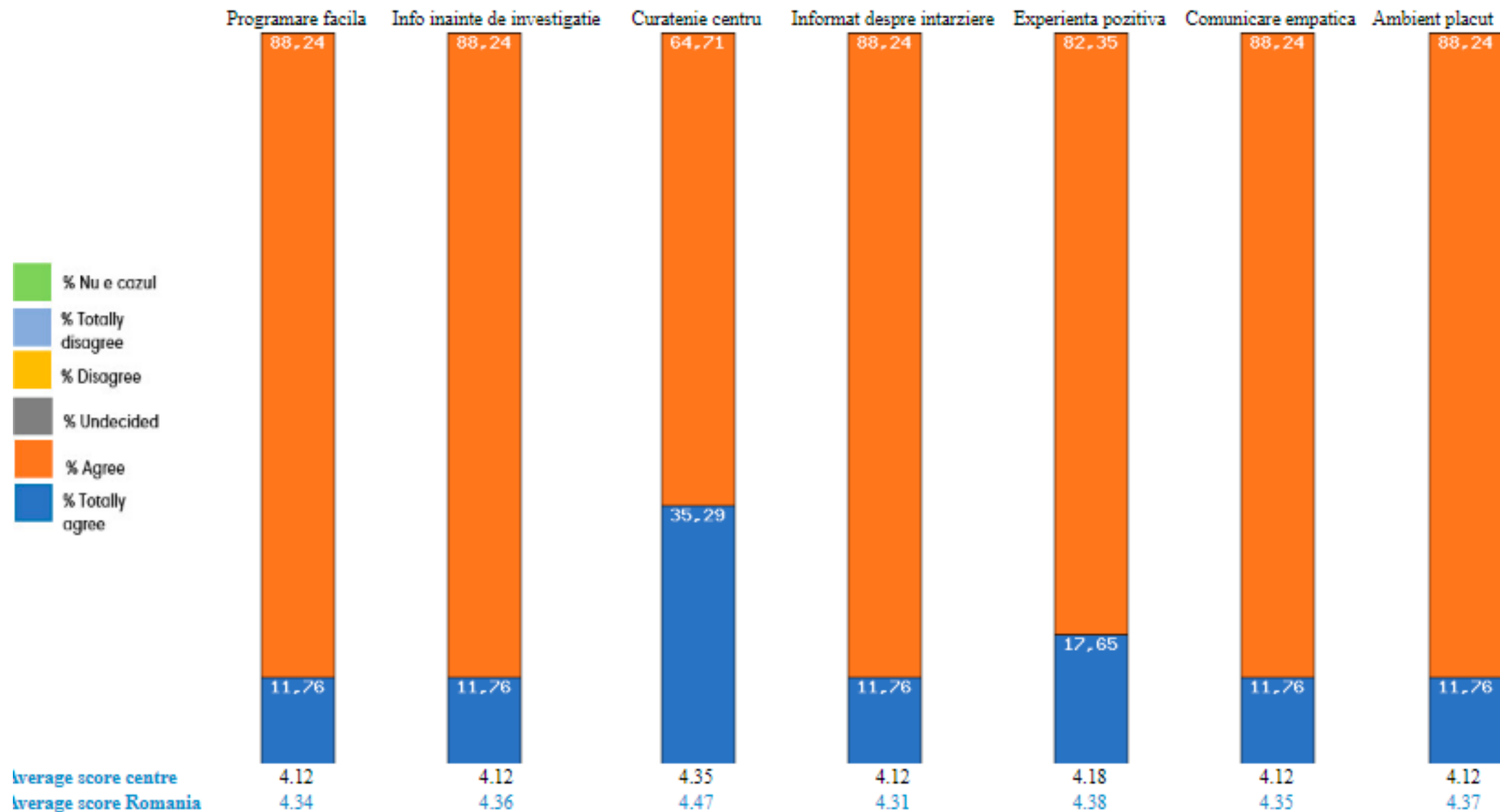
# Affidea DEVA ( 23 respondents)

Overall score:4.17



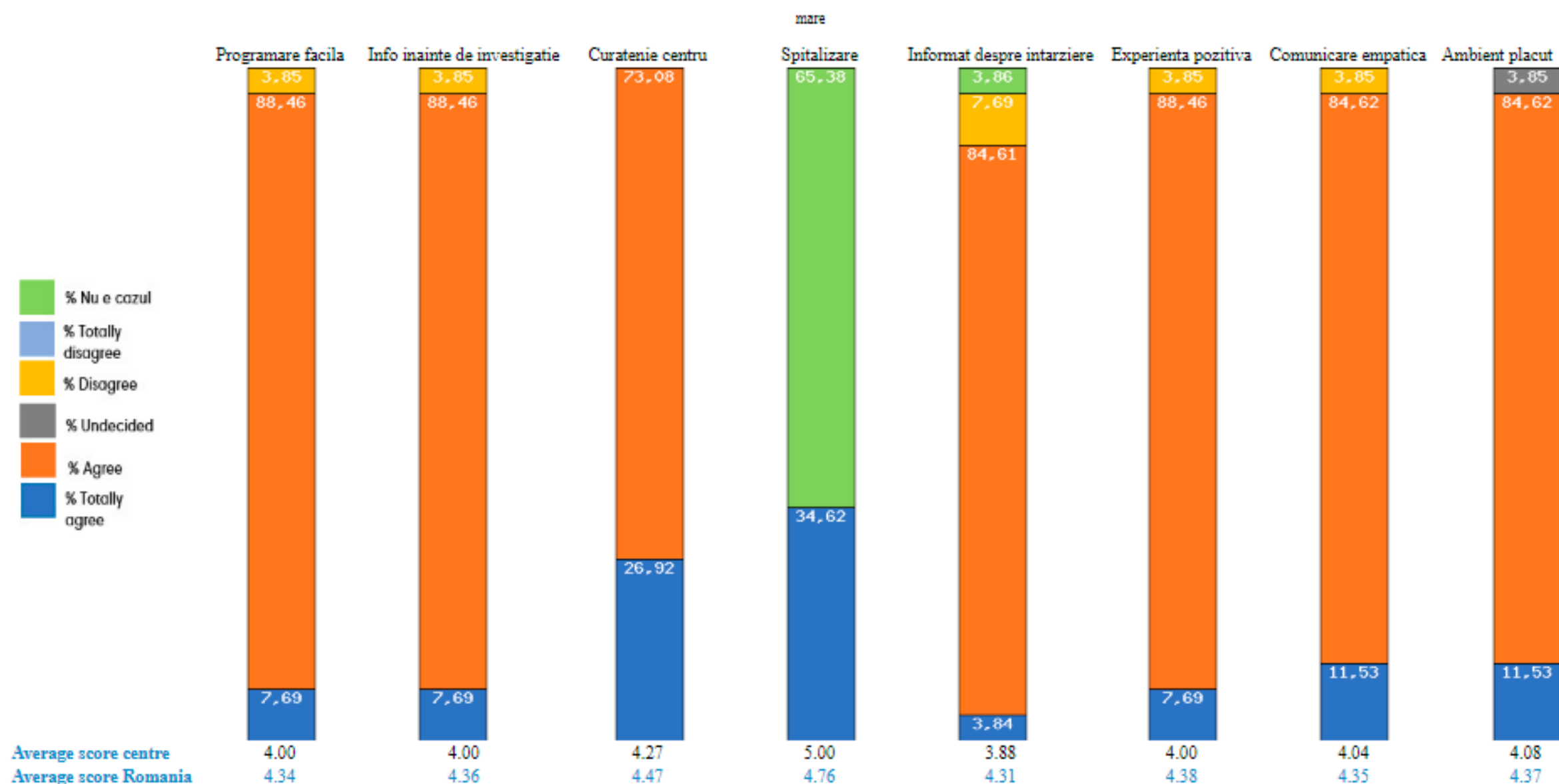
# Affidea BUC FLOREASCA ( 17 respondents)

Overall score:4.16



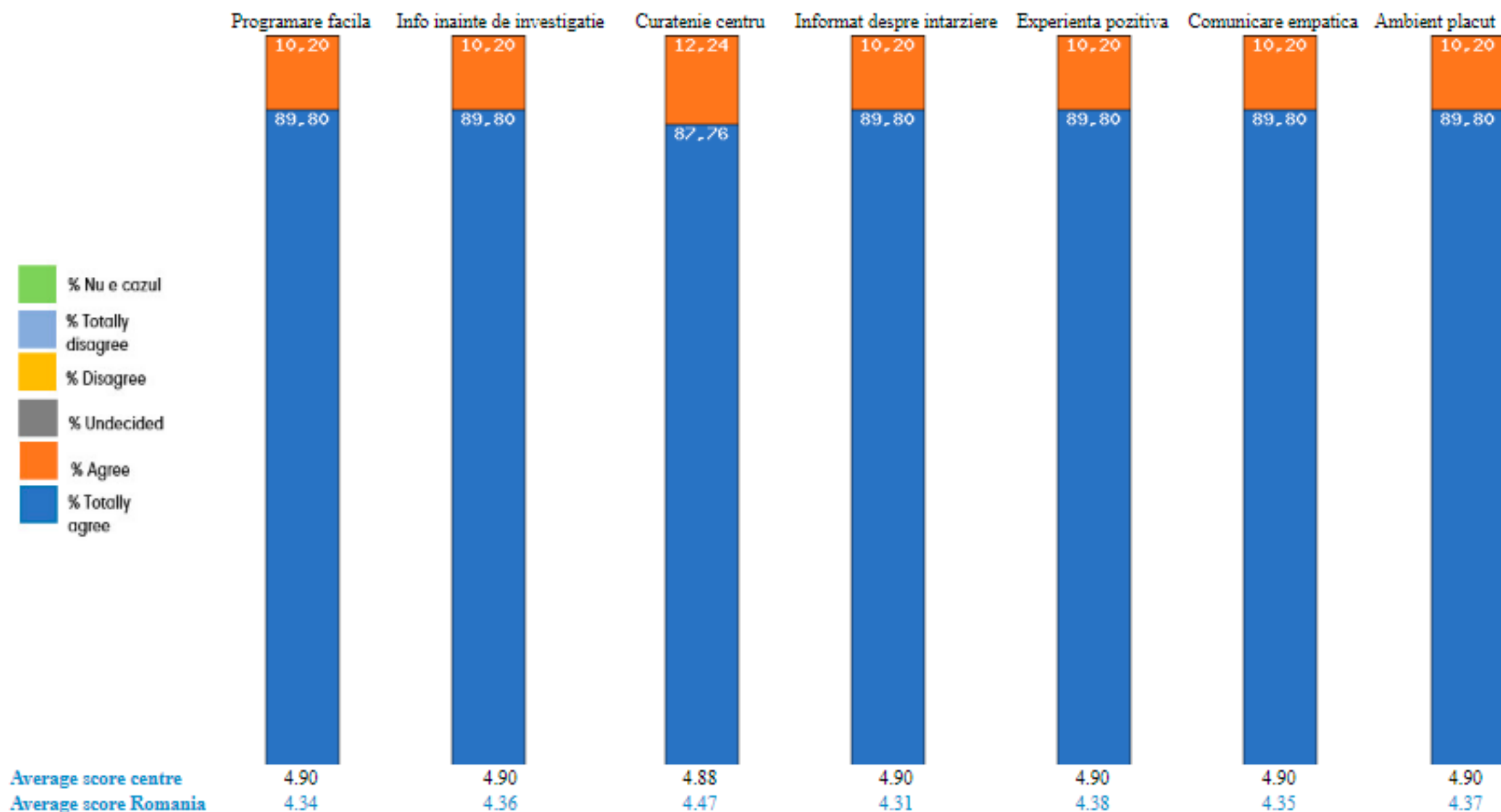
## Affidea BUC FUNDENI ( 26 respondents)

Overall score:4.16



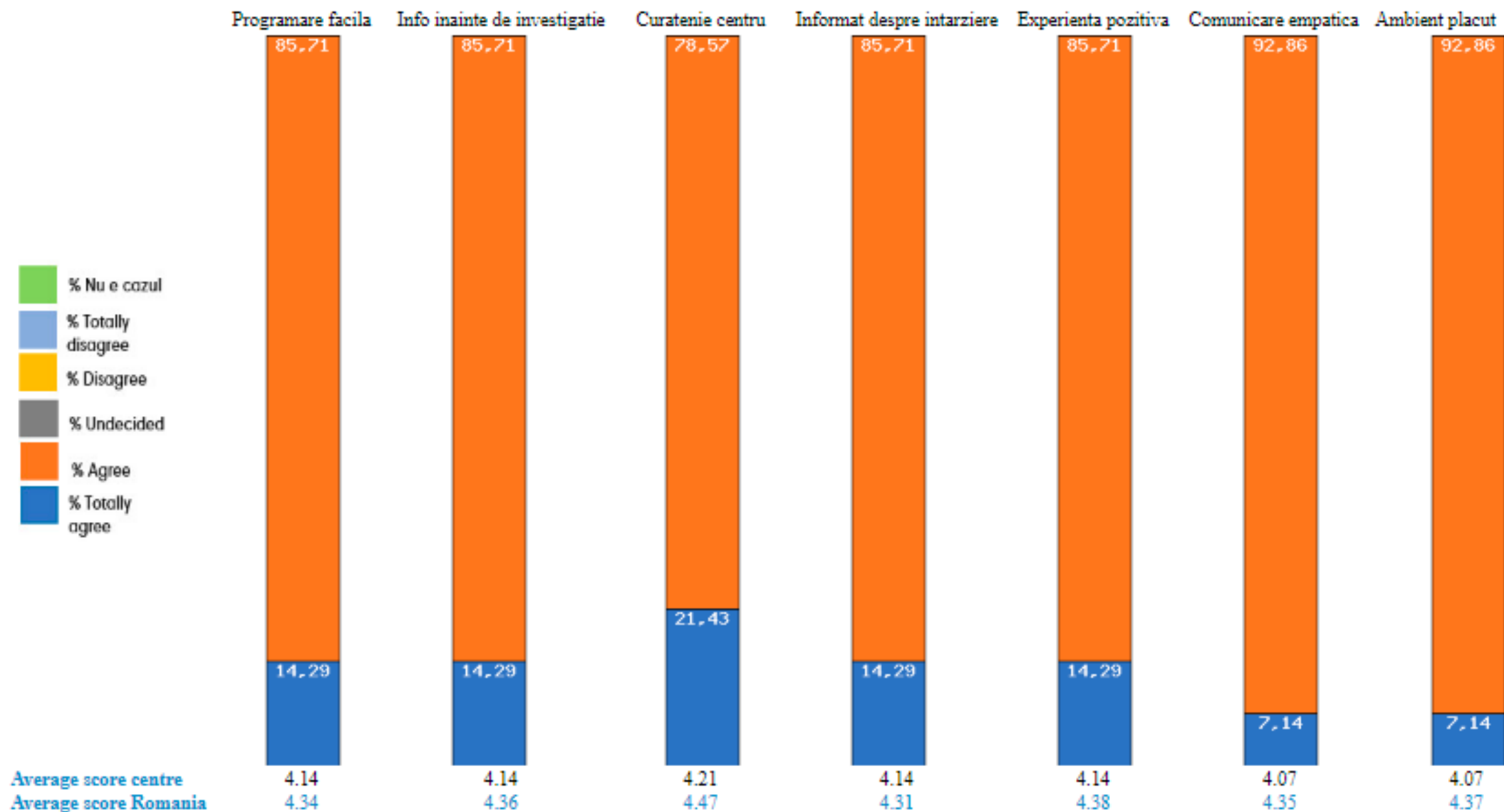
# Affidea FOCSANI ( 49 respondents)

Overall score:4.90



# Affidea IASI ( 14 respondents)

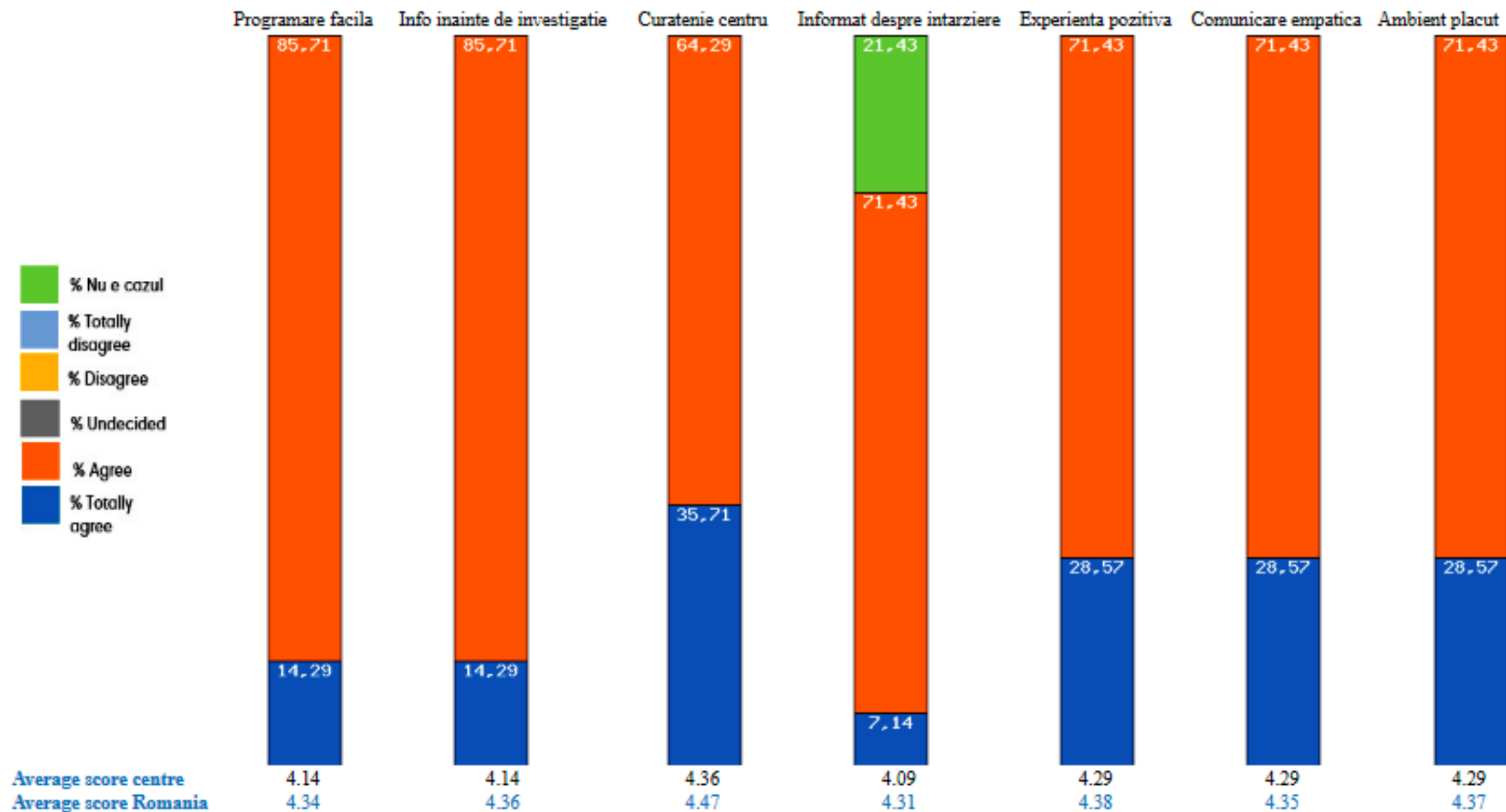
Overall score:4.13





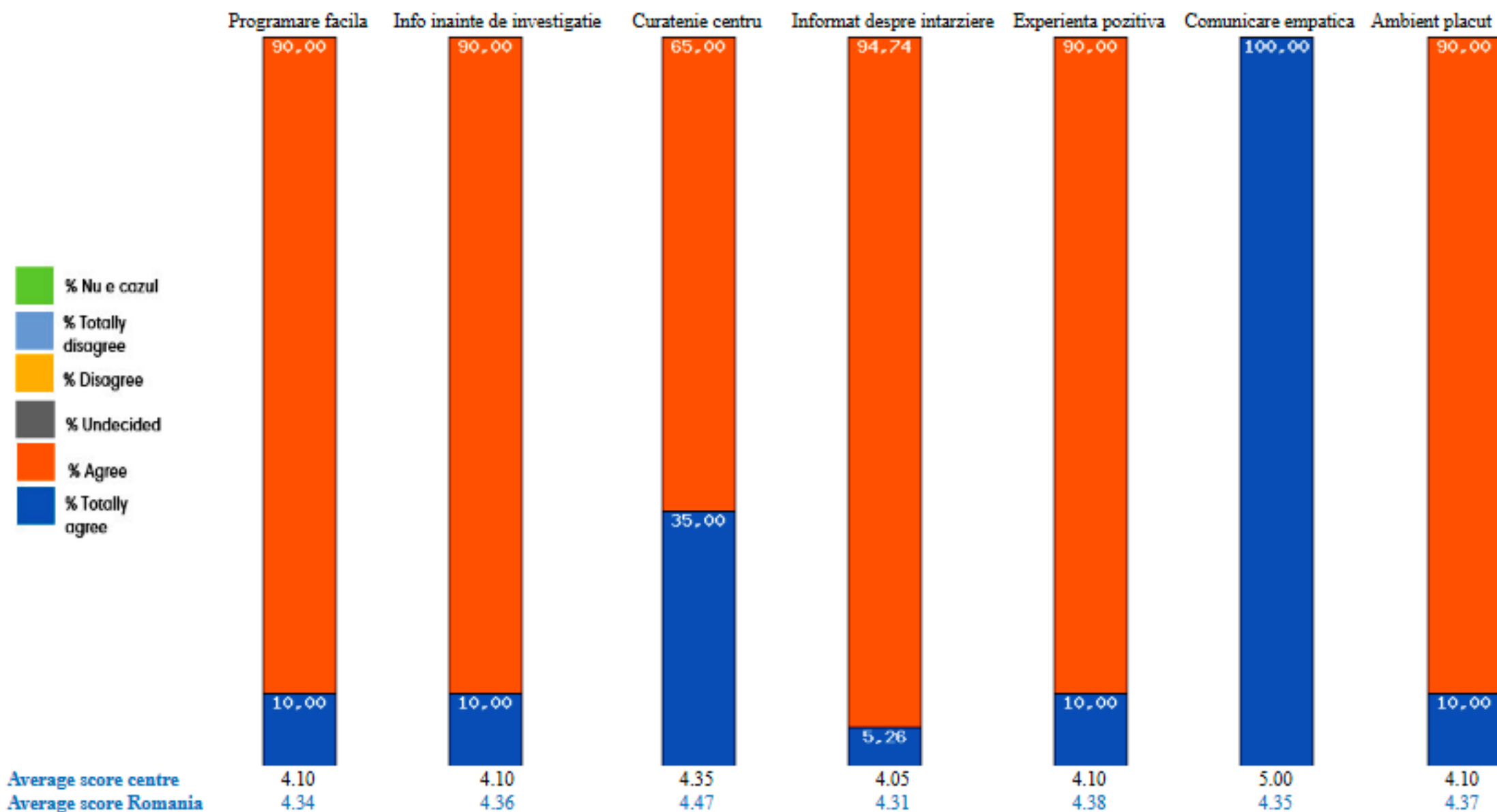
# Affidea MANGALIA ( 14 respondents)

Overall score:4.23



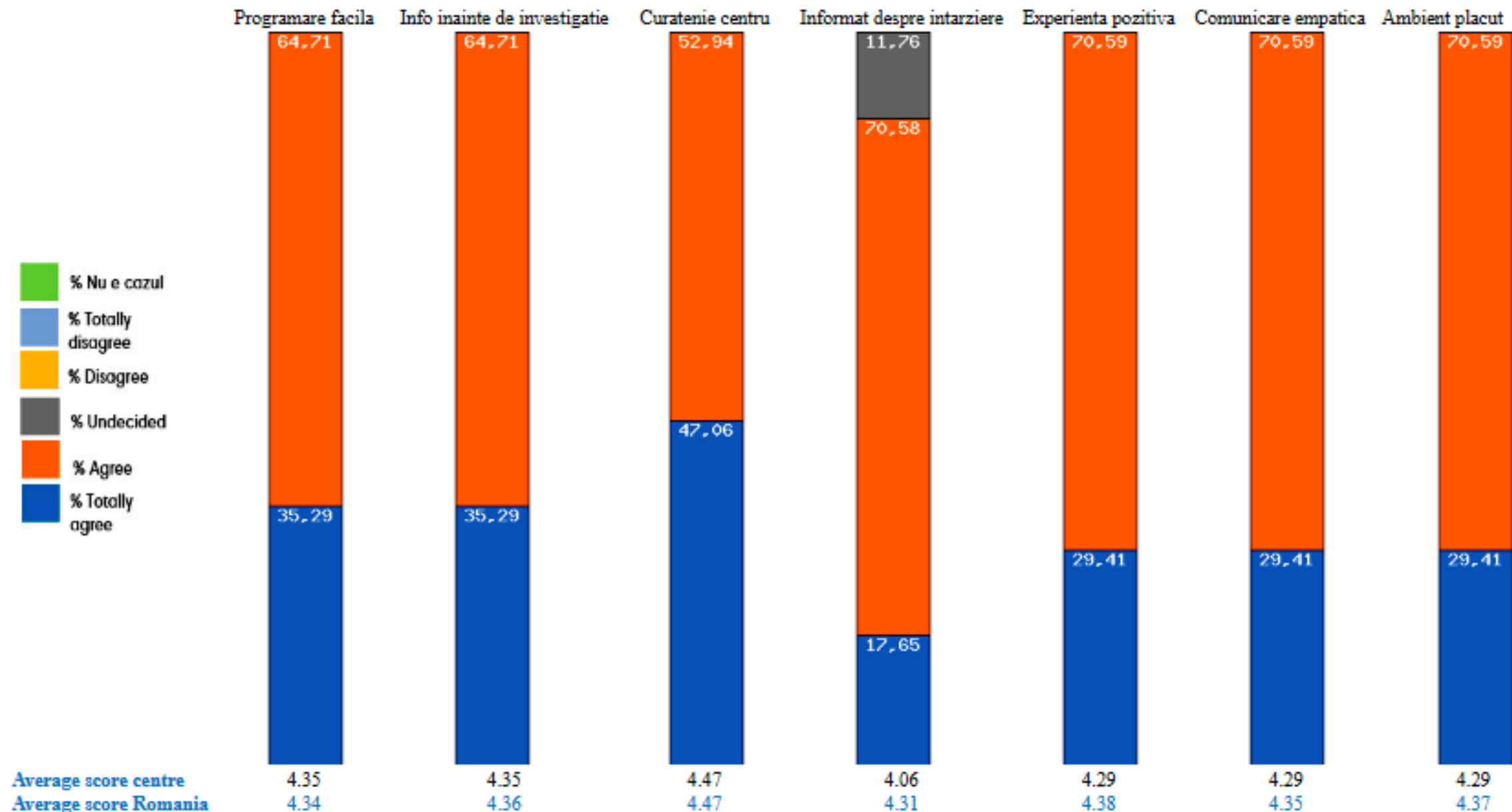
# Affidea MEDIAS ( 20 respondents)

Overall score:4.26



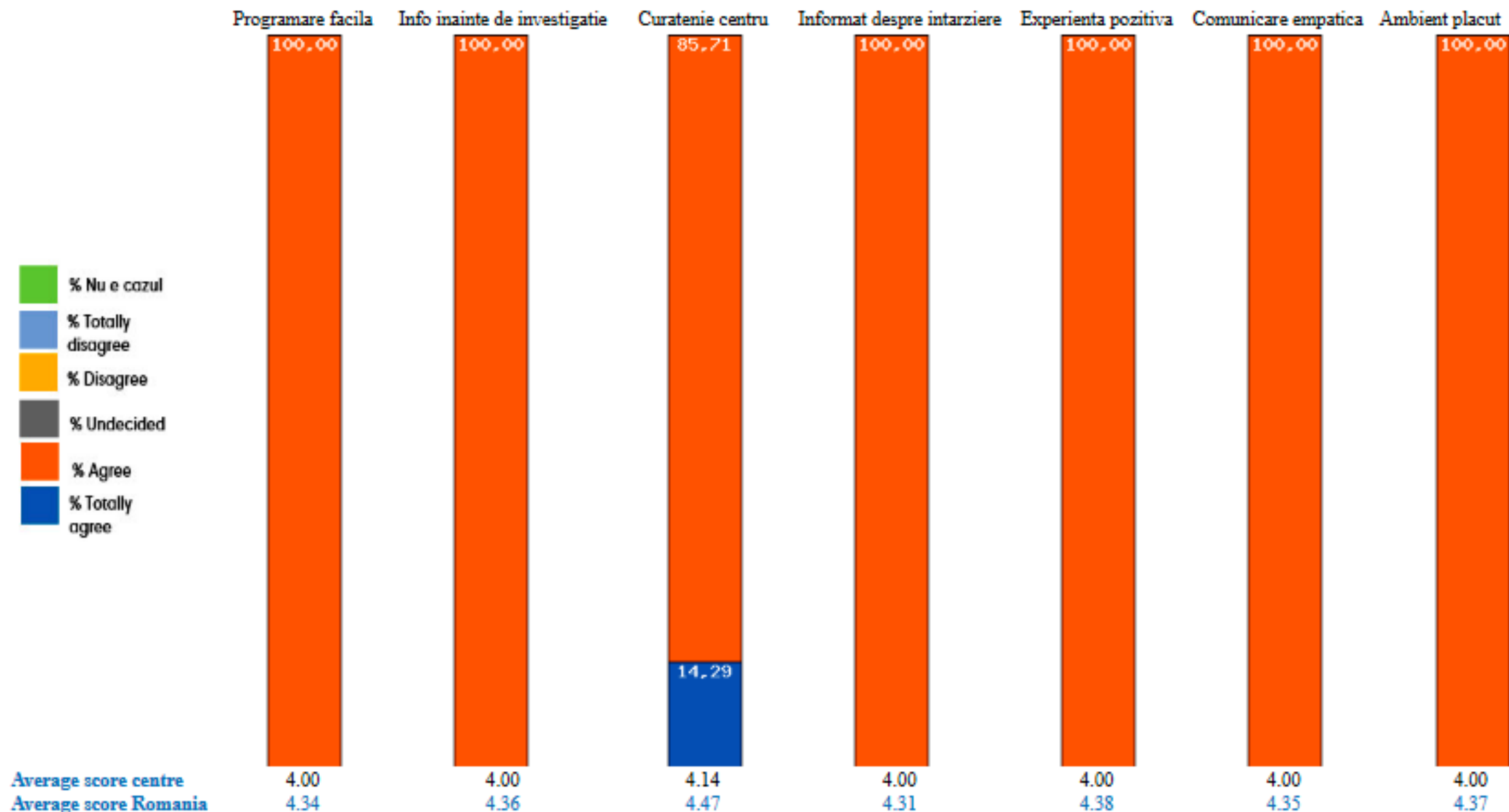
# Affidea PETROSANI ( 17 respondents)

Overall score:4.30



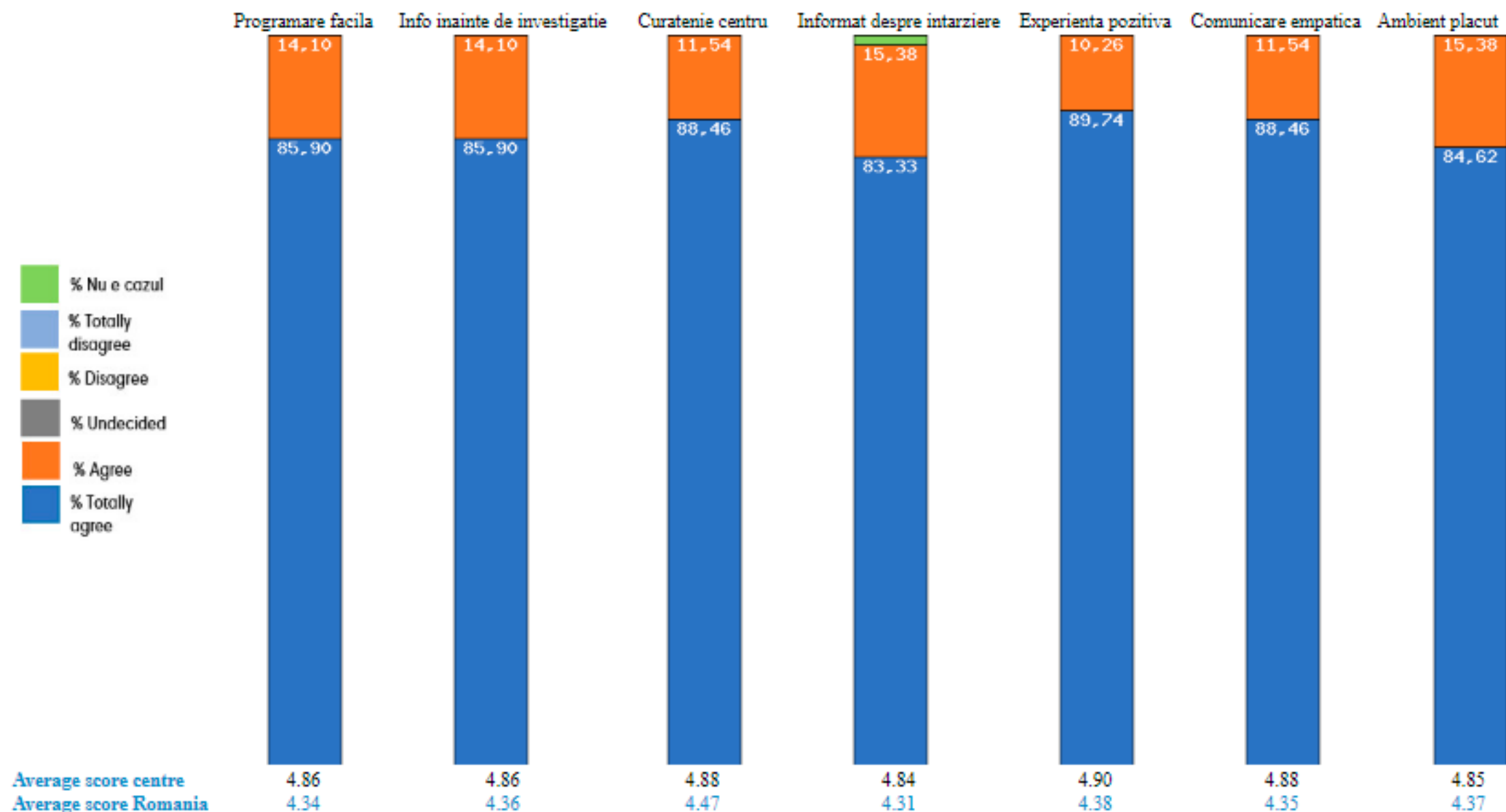
# Affidea PIATRA NEAMT ( 7 respondents)

Overall score:4.02



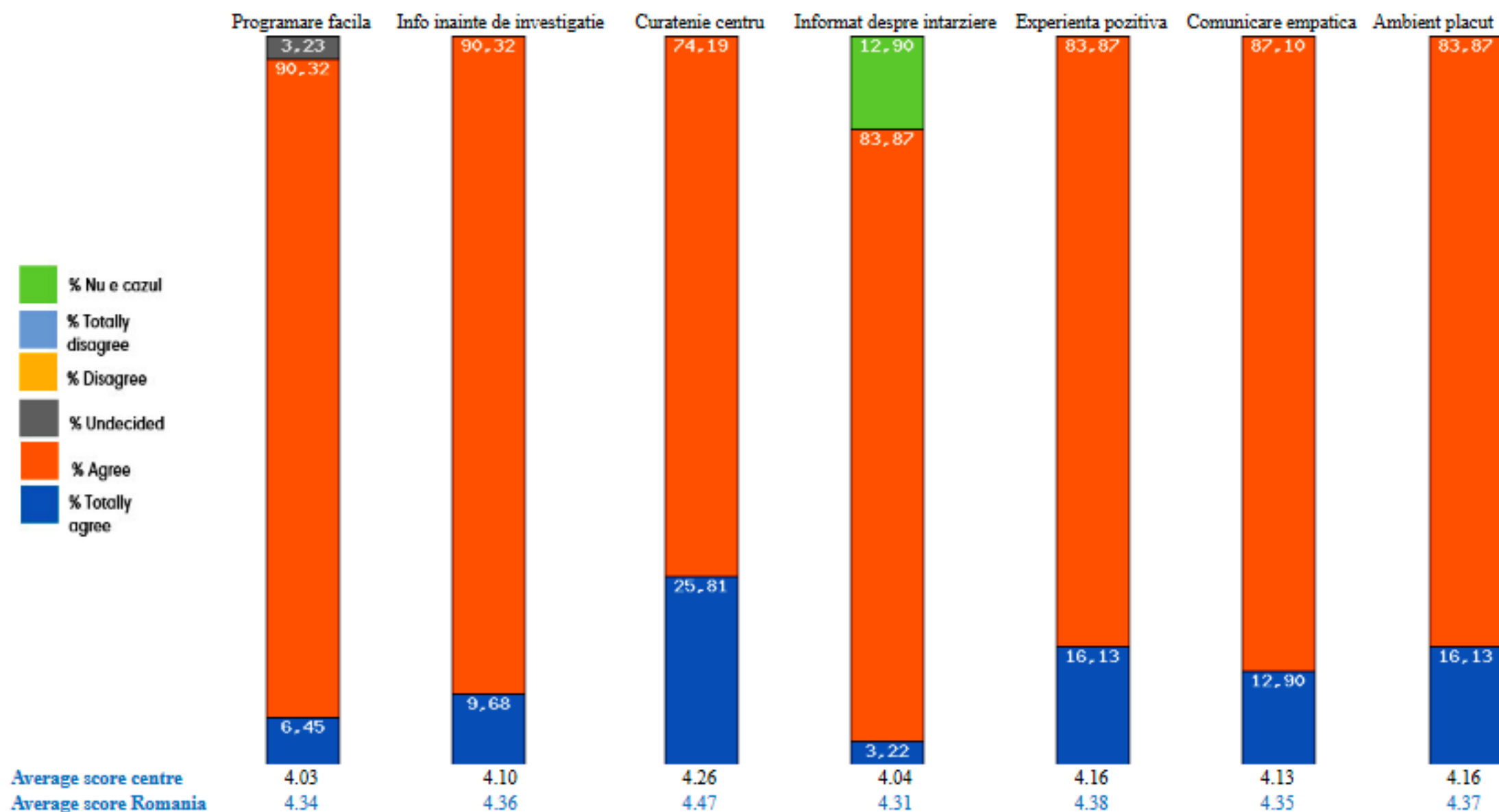
## Affidea RM VALCEA clinica ( 78 respondents)

Overall score:4.87

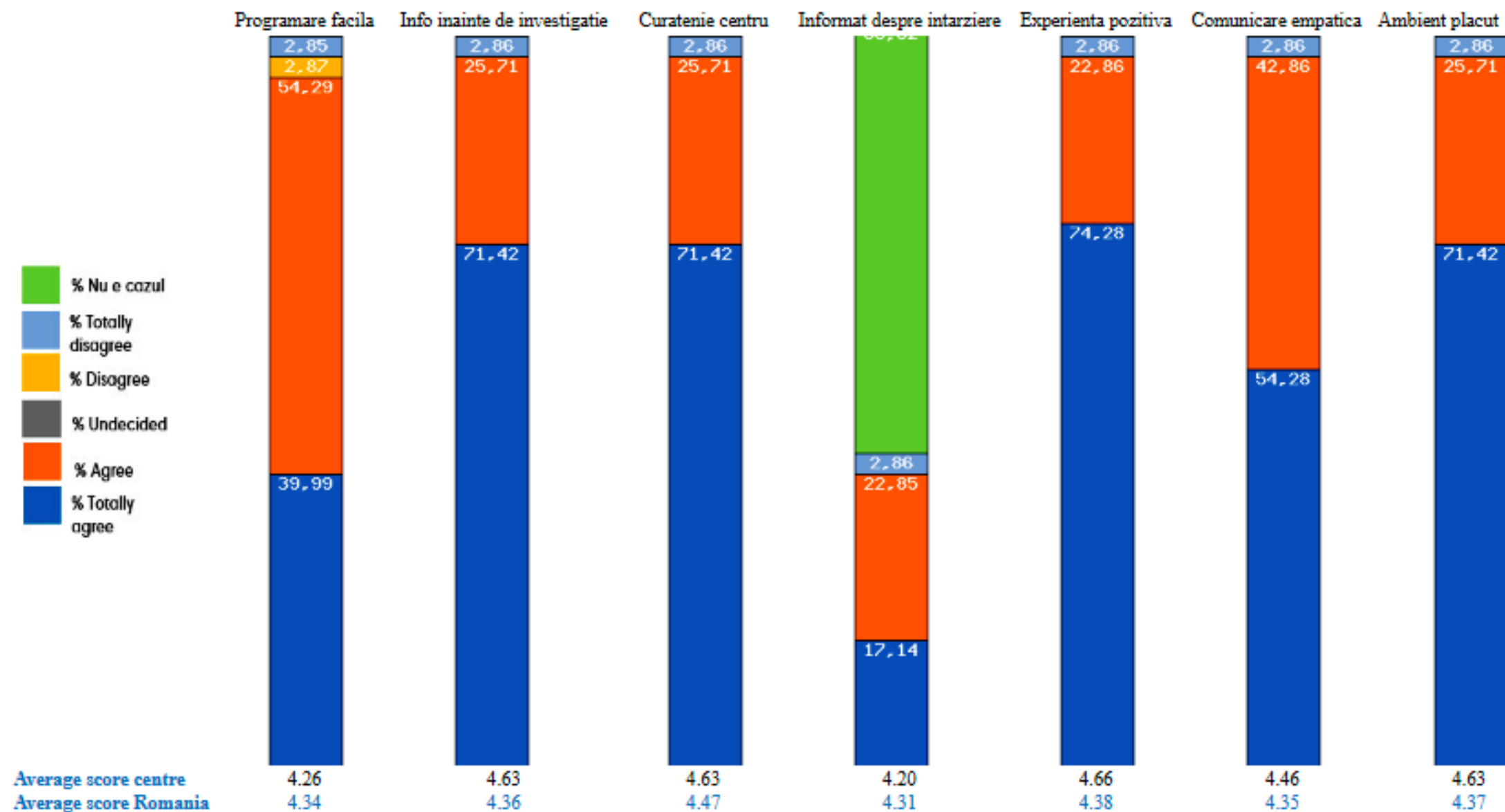


# AFFIDEA RM Valcea Imagistica ( 31 respondents)

Overall score:4.13

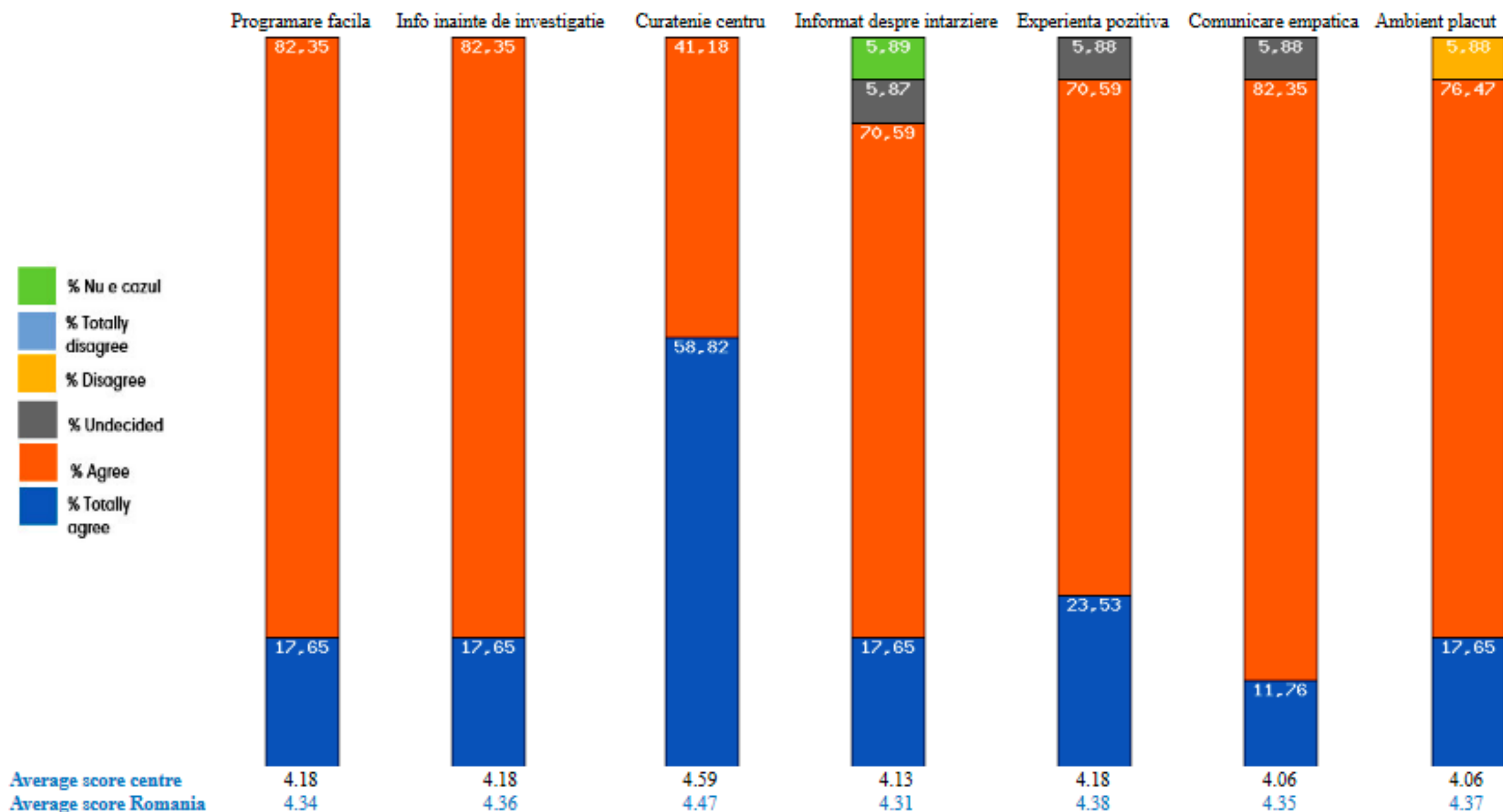


## Affidea SLATINA ( 35 respondents) Overall score:4.50



# AFFIDEA TIMISOARA ( 17 respondents)

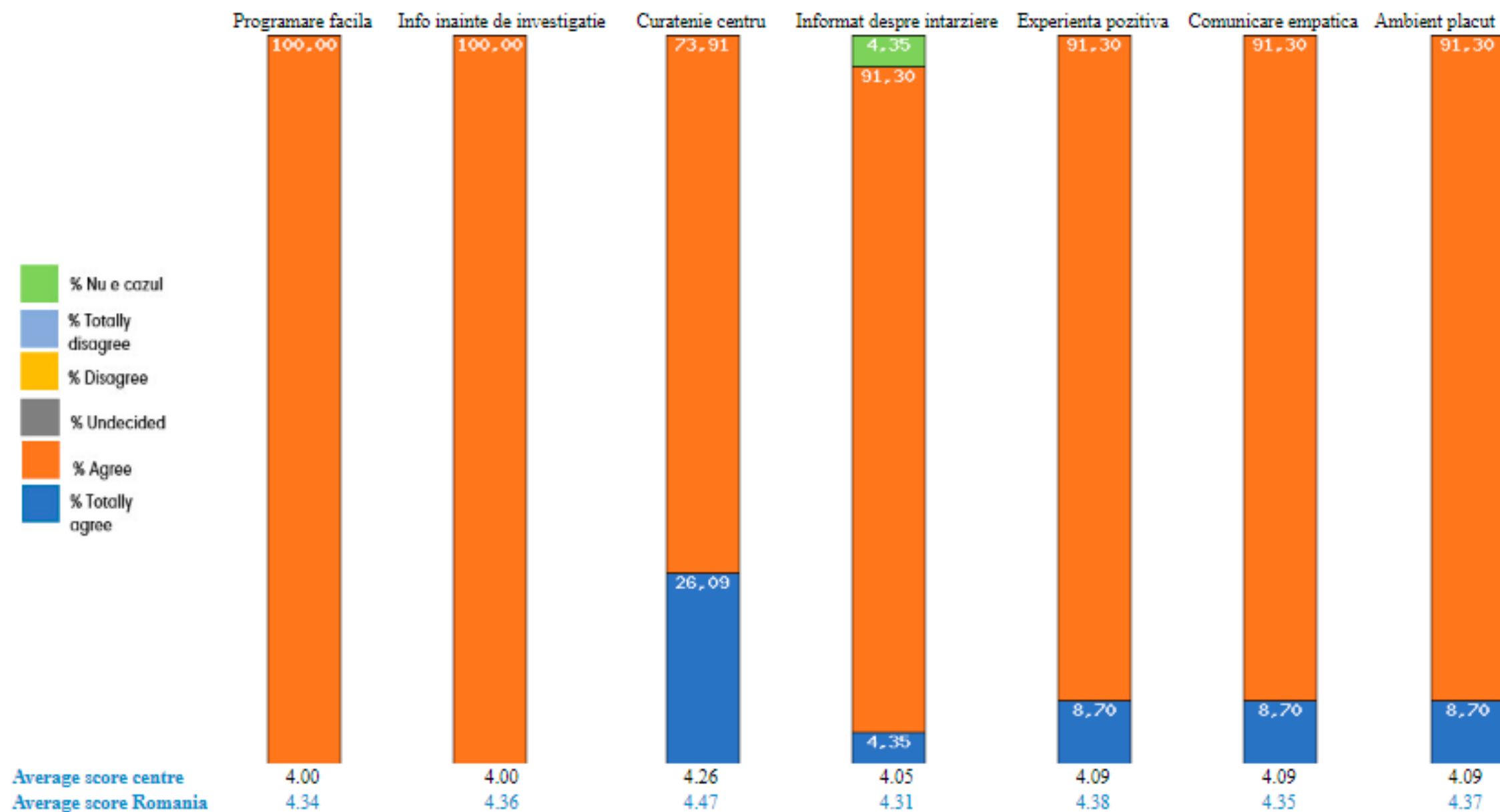
Overall score:4.20





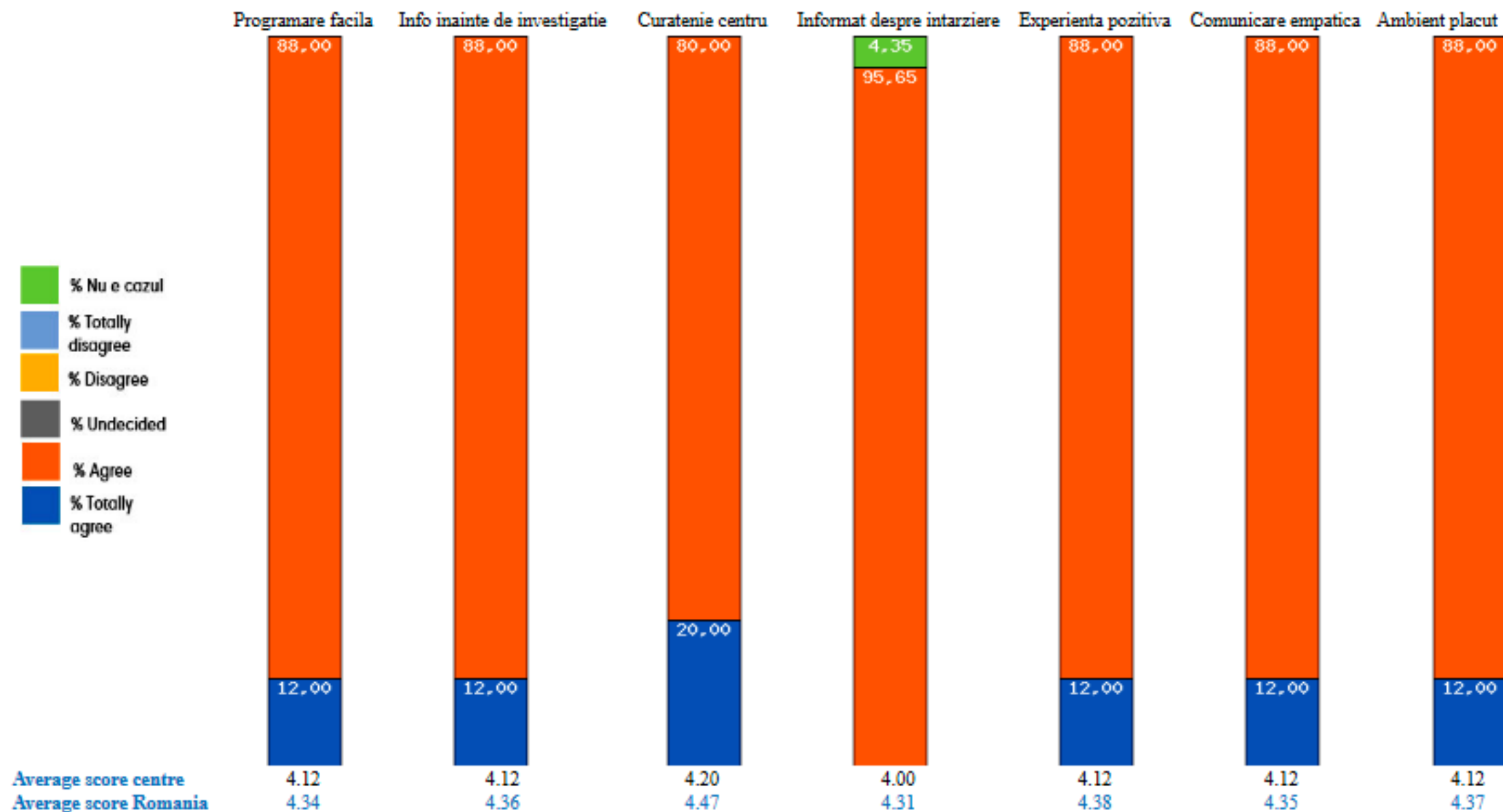
# Hiperdia BISTRITA ( 23 respondents)

Overall score:4.08



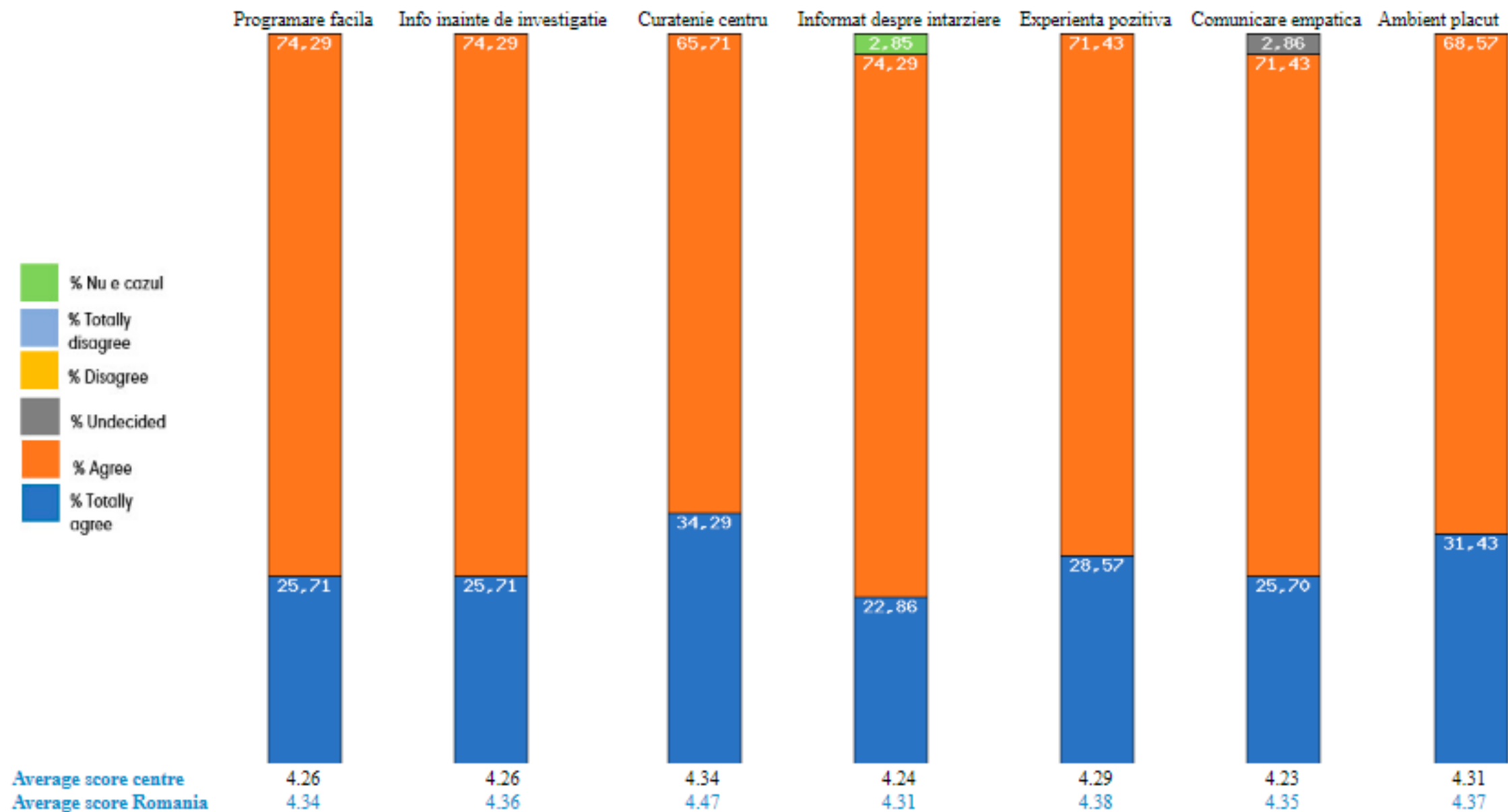
# HIPERDIA BRASOV SP PSI NEURO ( 25 respondents)

Overall score:4.11



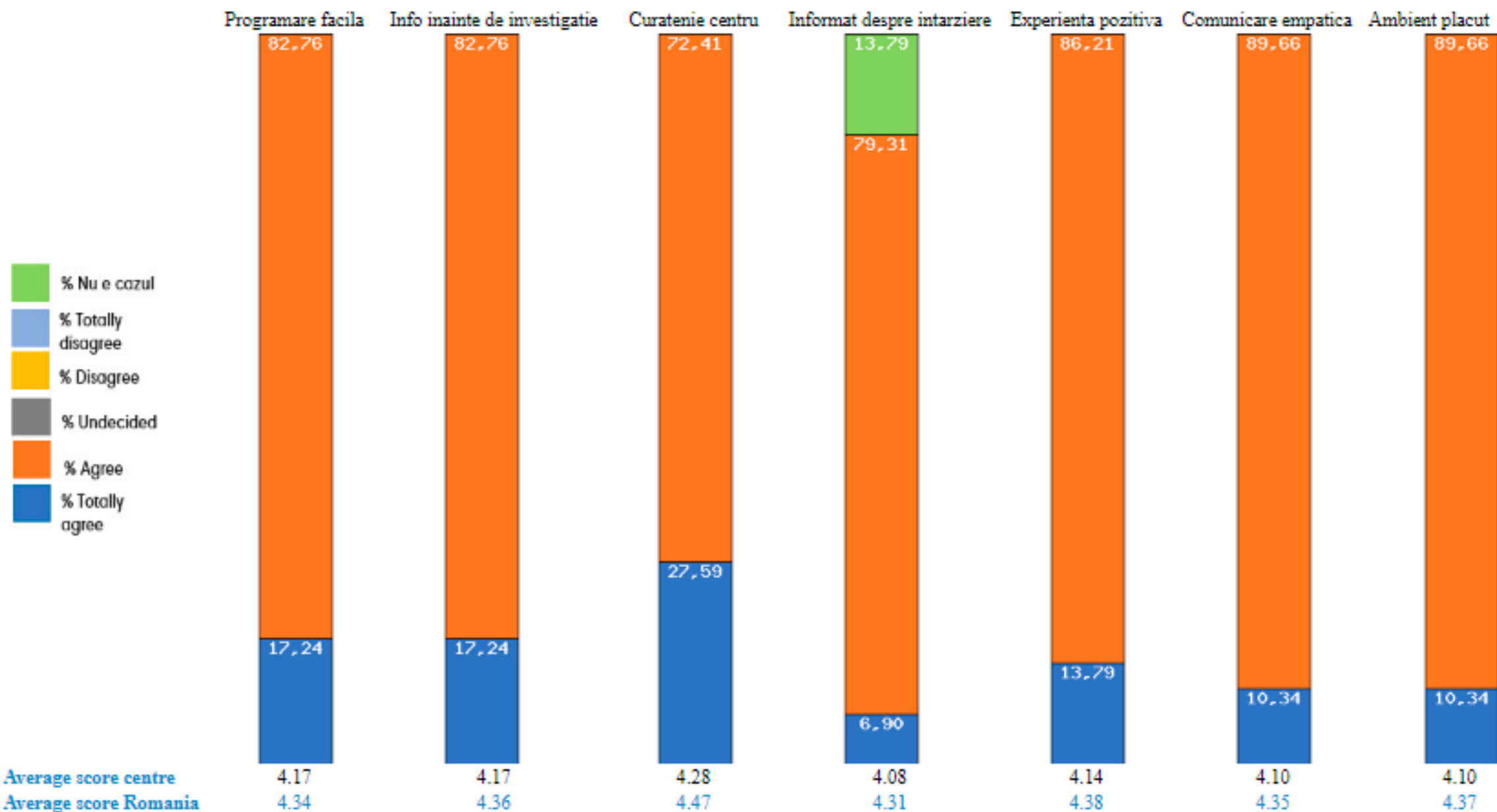
# HIPERDIA BRASOV - Carpatex 2 - former SCJU - Judetean ( 35 respondents)

Overall score:4.28



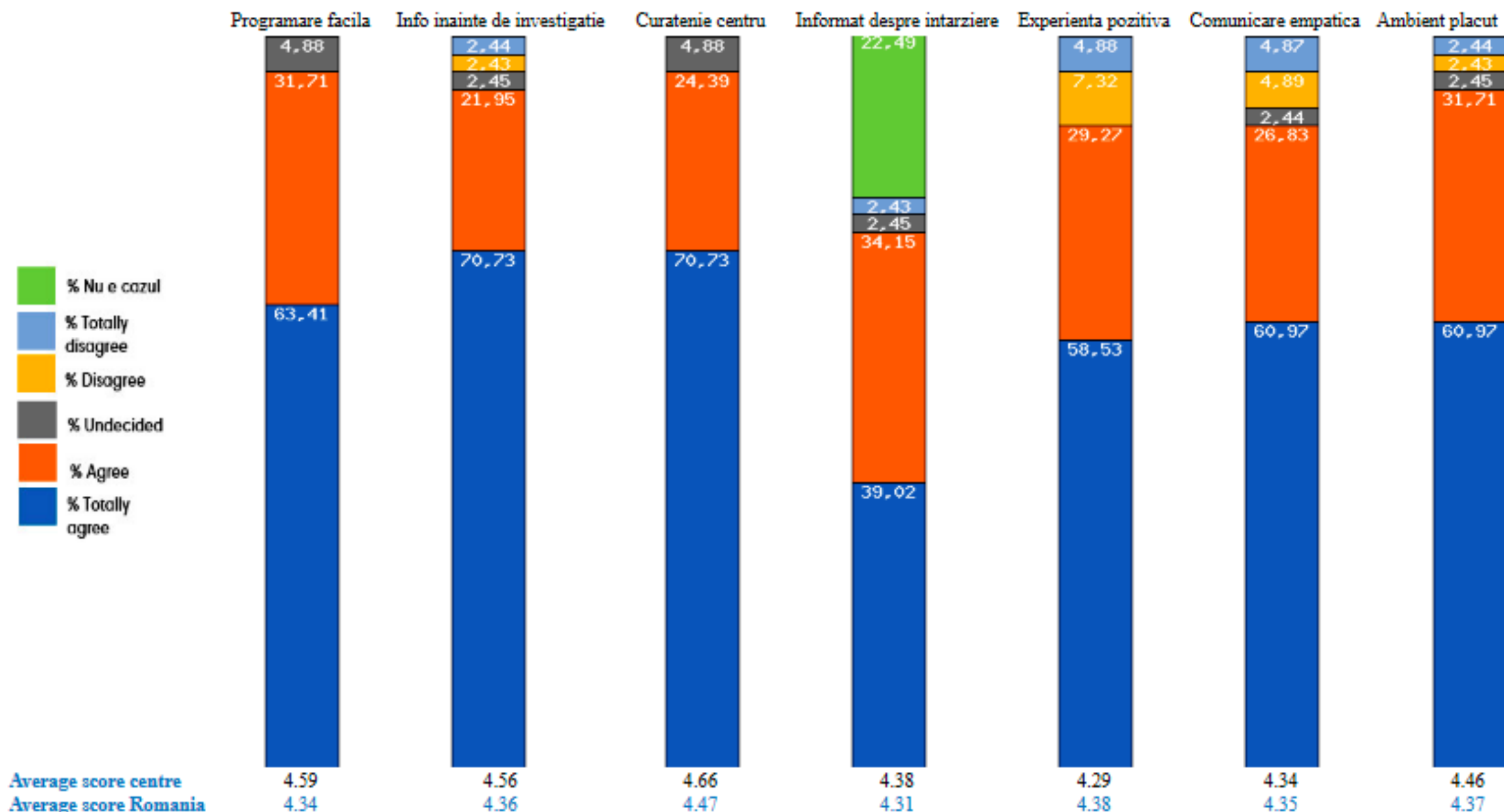
# HIPERDIA BRASOV CALEA BUCURESTI ( 29 respondents)

Overall score:4.15



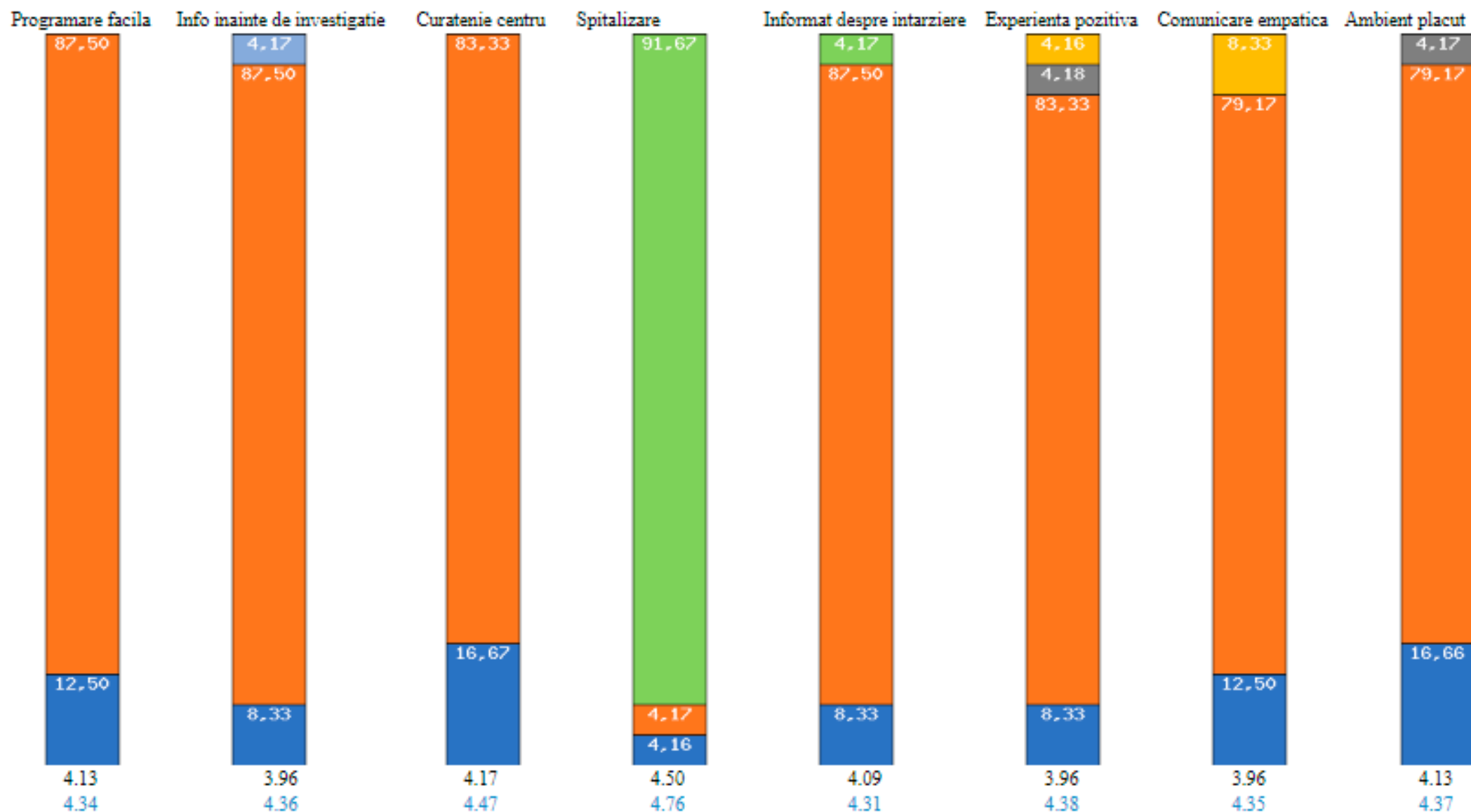
# HIPERDIA BRASOV N TITULESCU ( 41 respondents)

Overall score:4.47



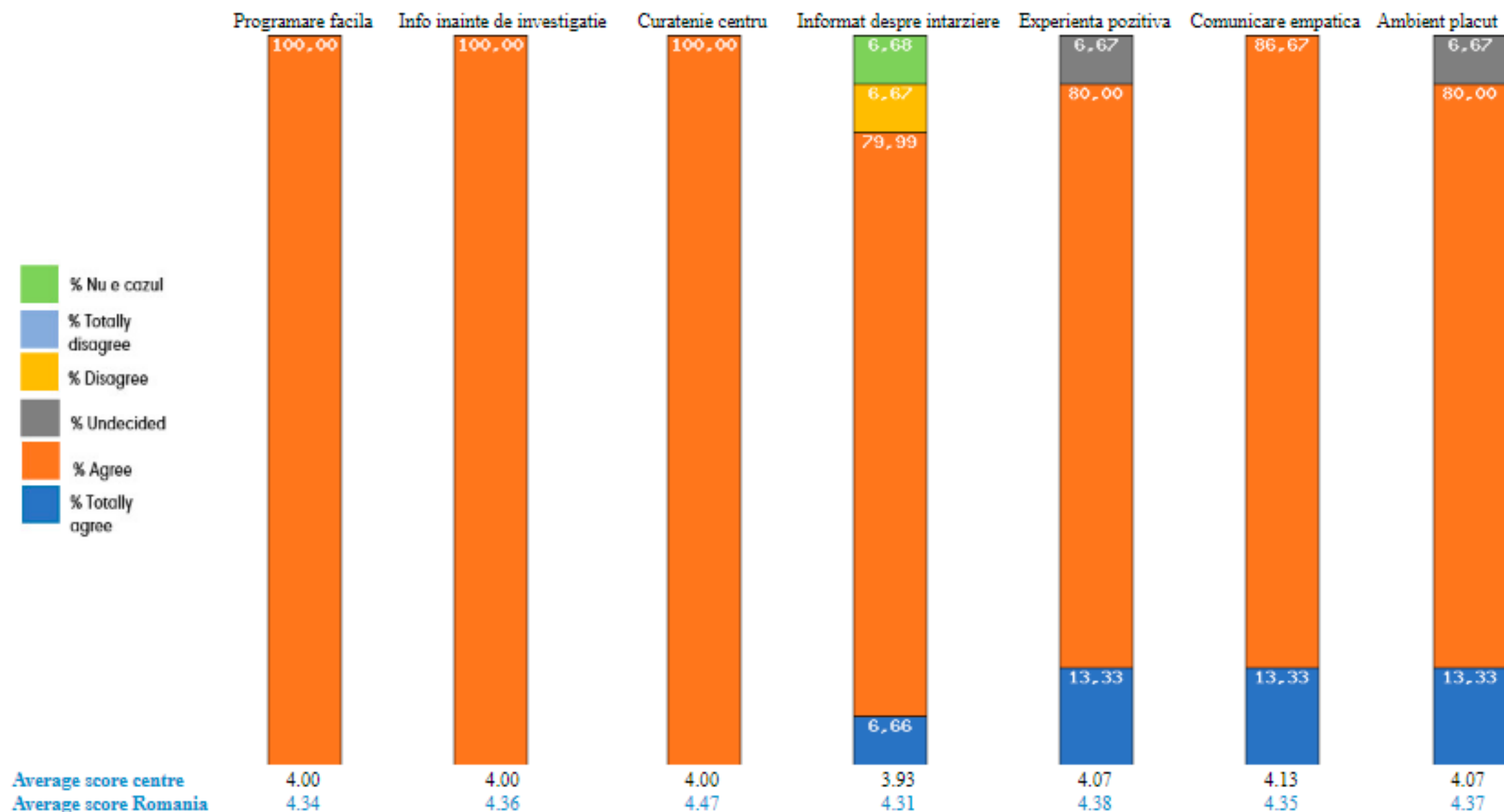
# HIPERDIA BUC SUDULUI ( 24 respondents)

Overall score:4.11



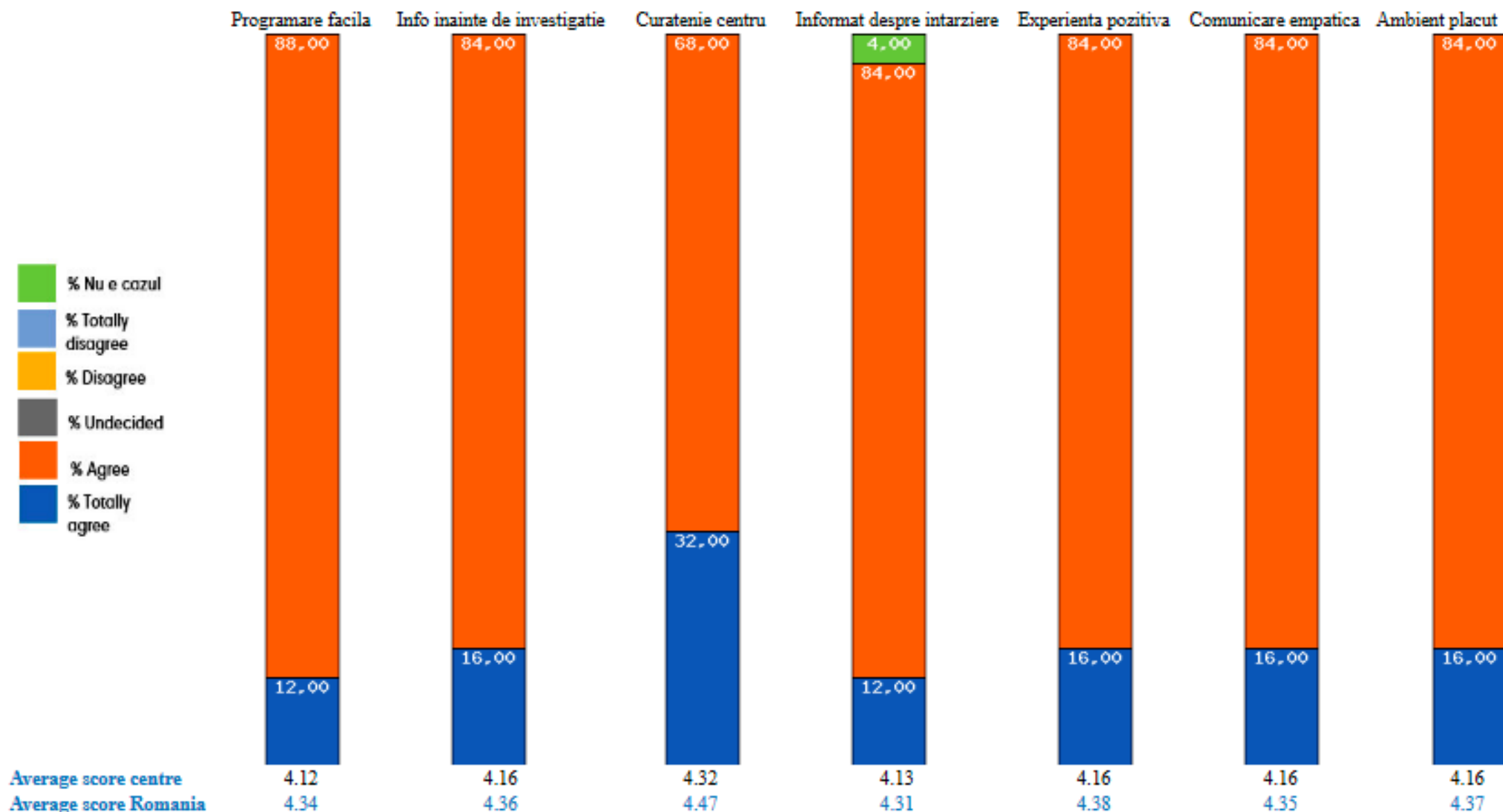
# HIPERDIA BUC ELIAS - Spital ( 15 respondents)

Overall score:4.03



# HIPERDIA BUC COLENTINA - Spital ( 25 respondents)

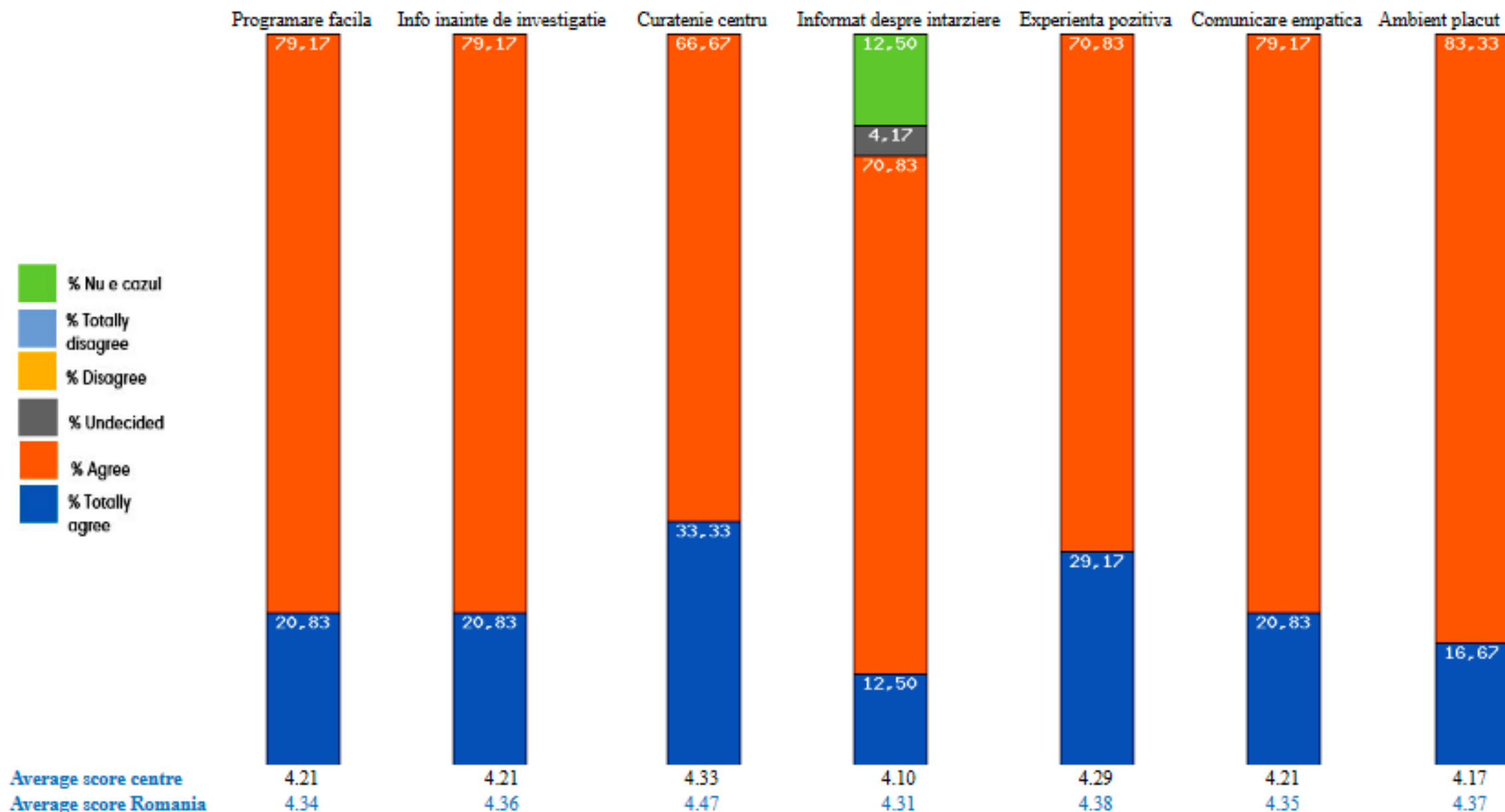
Overall score:4.17





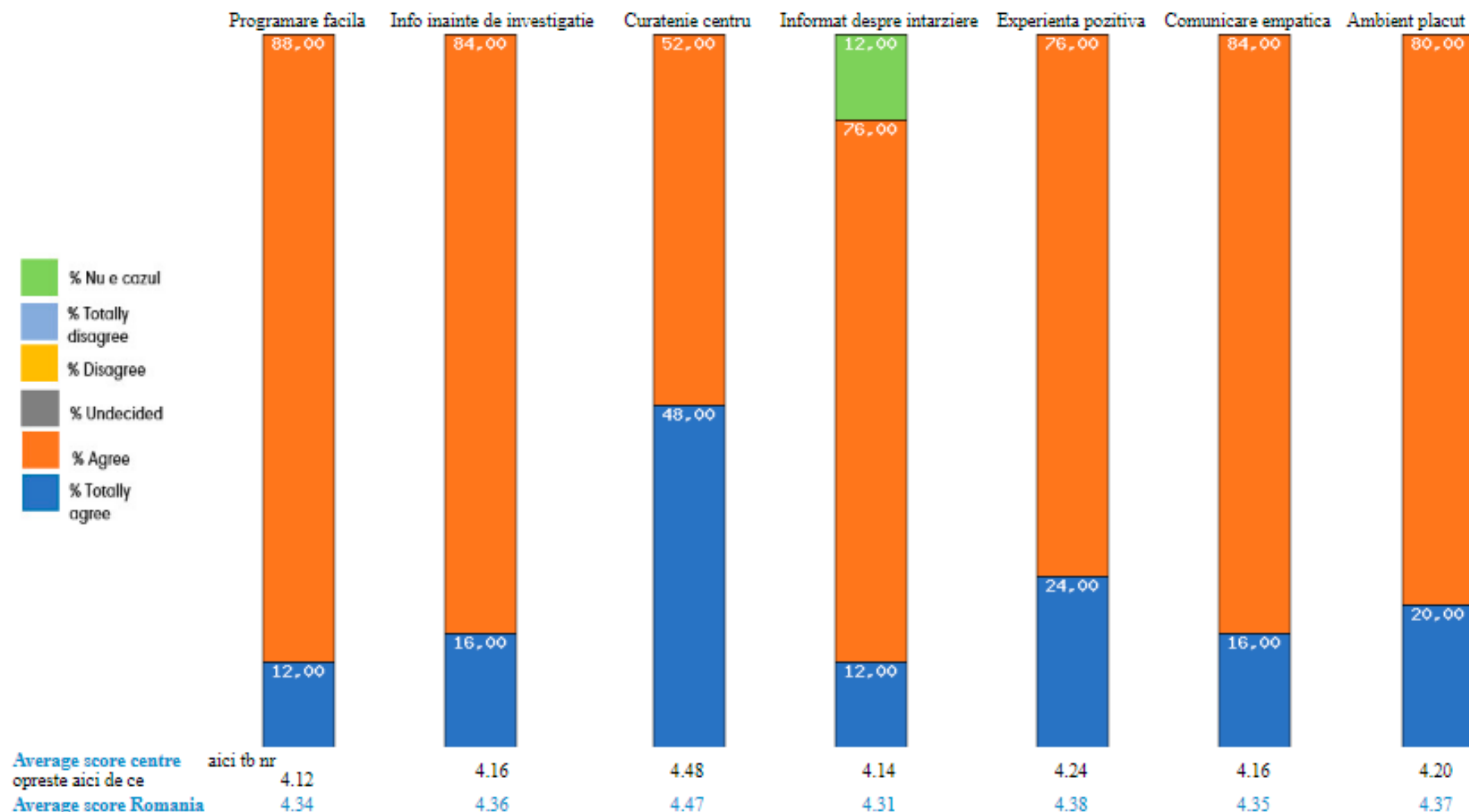
# HIPERDIA RITMULUI ( 24 respondents)

Overall score:4.22



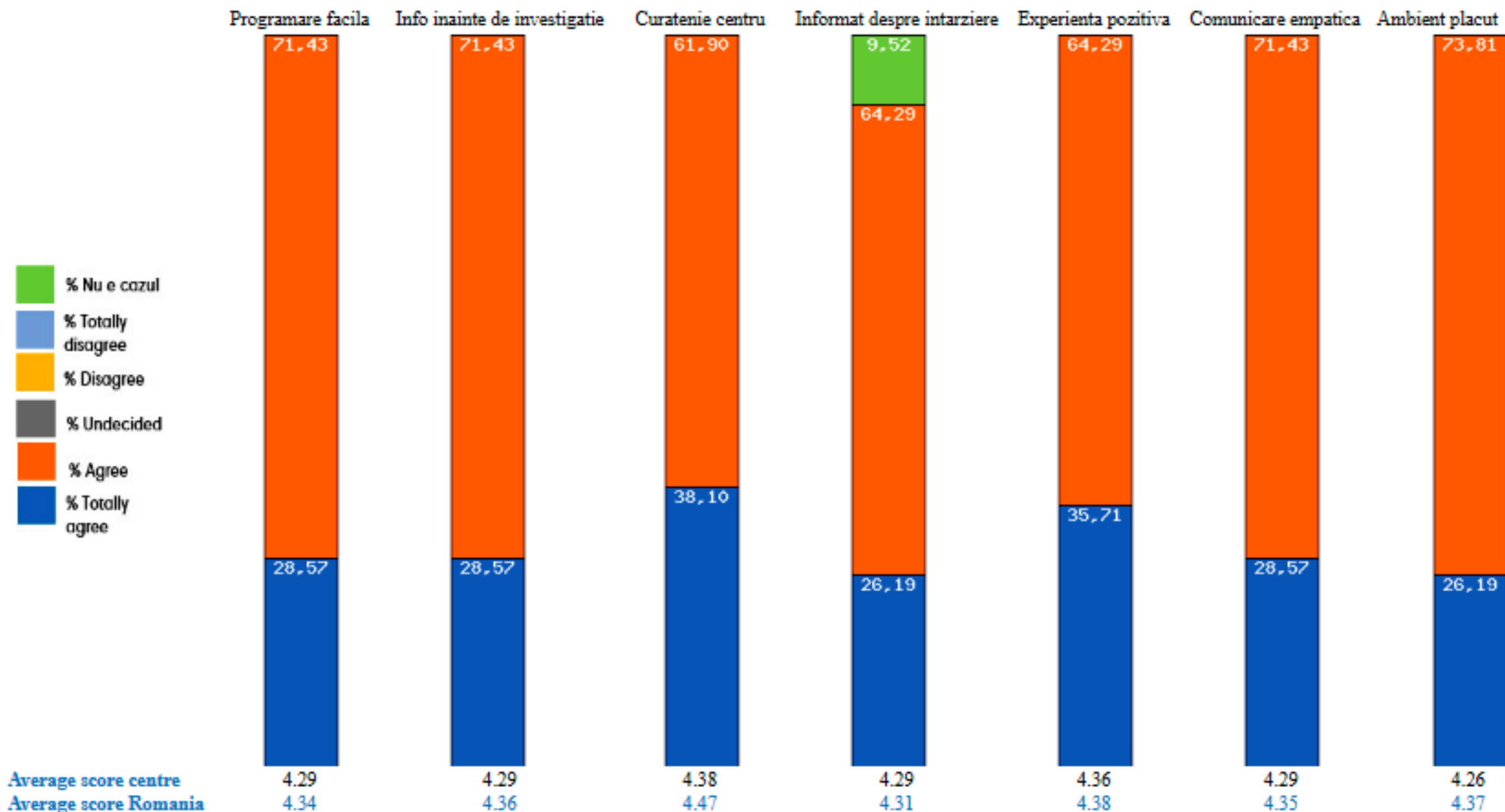
# HIPERDIA CAREI - Spital ( 25 respondents)

Overall score:4.21



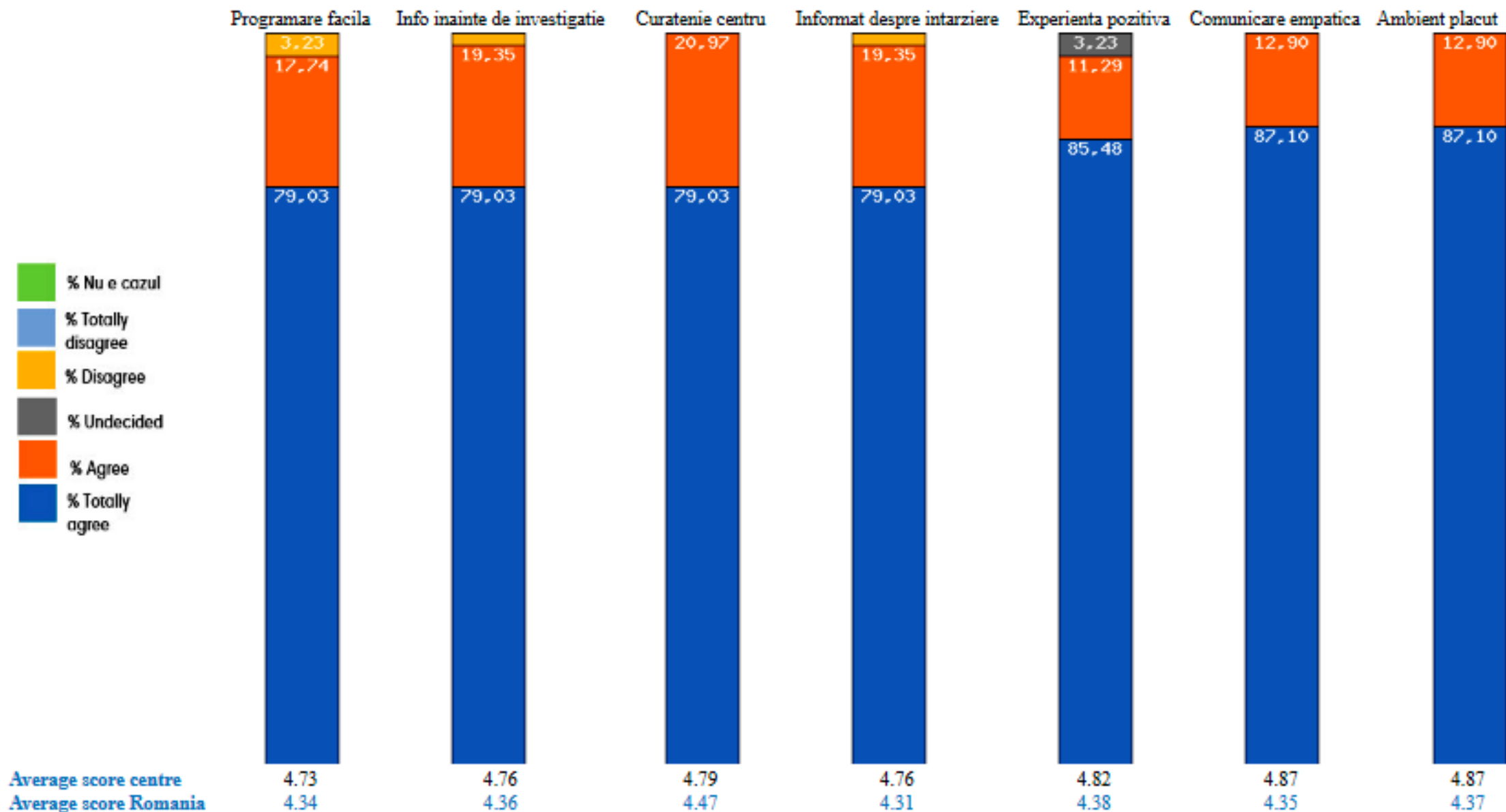
# HIPERDIA CLUJ REPUBLICII ( 42 respondents)

Overall score:4.31



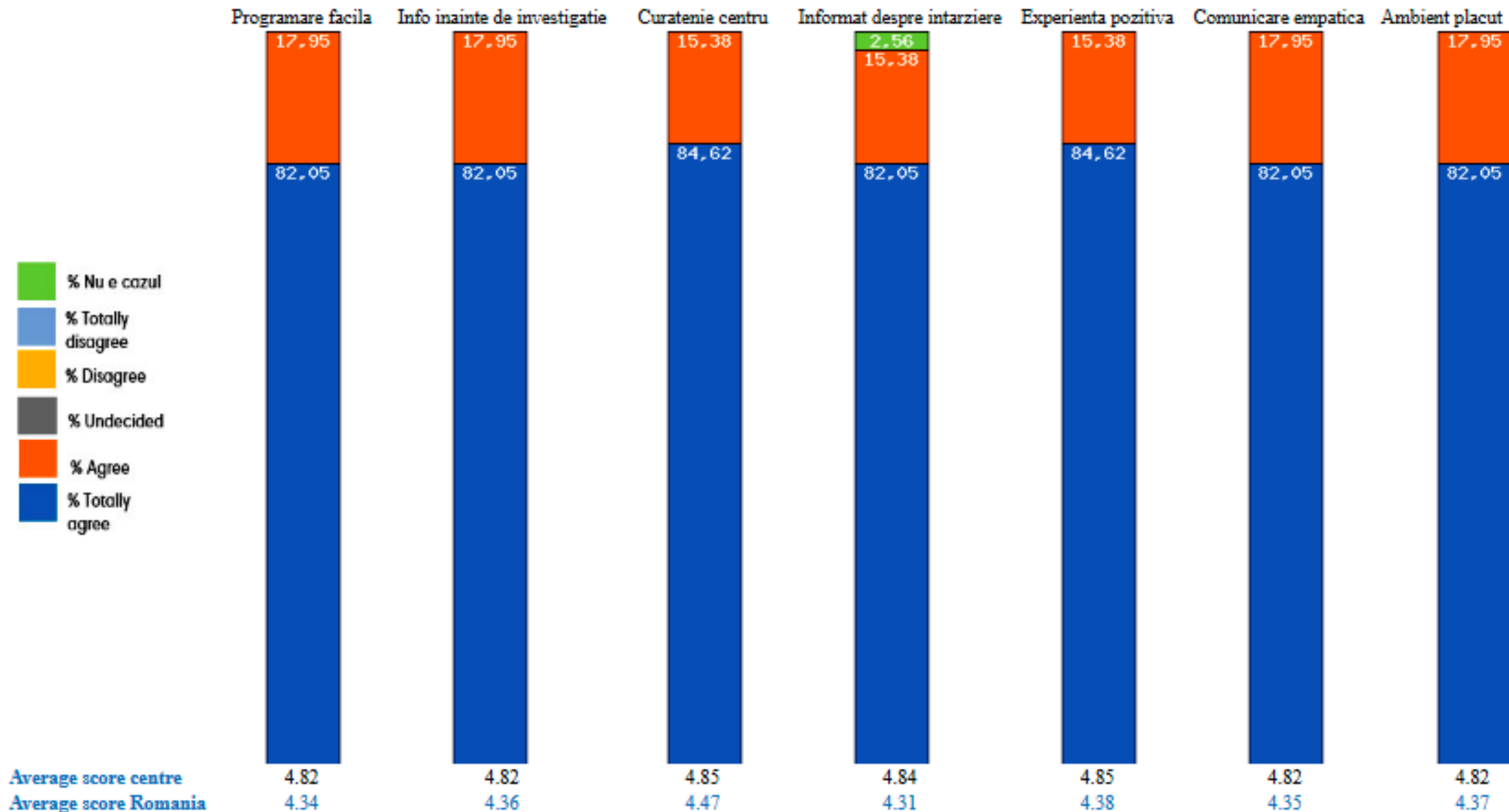
# HIPERDIA GALATI ( 62 respondents)

Overall score:4.80



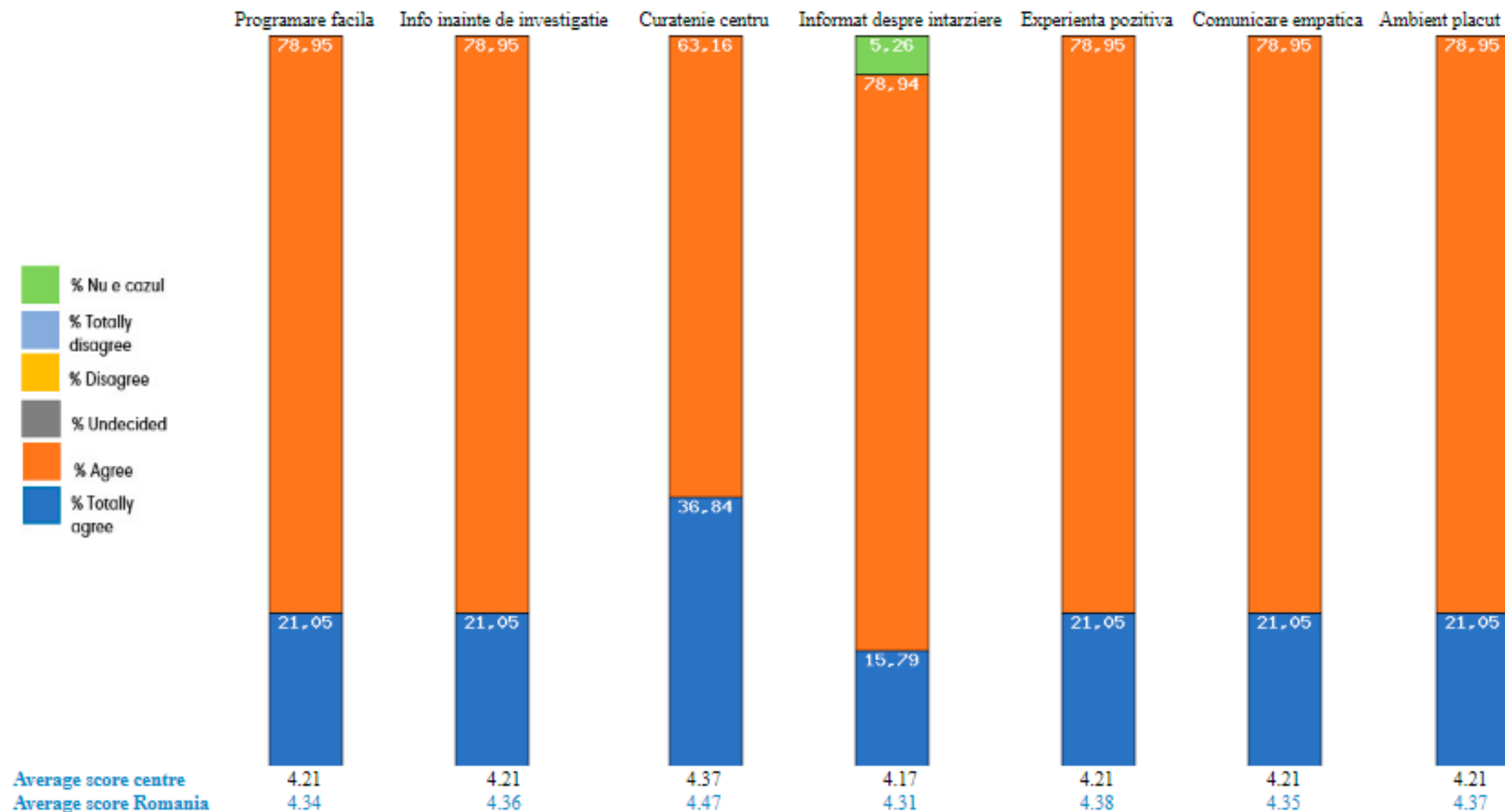
# HIPERDIA MIERCUREA CIUC ( 39 respondents)

Overall score:4.83



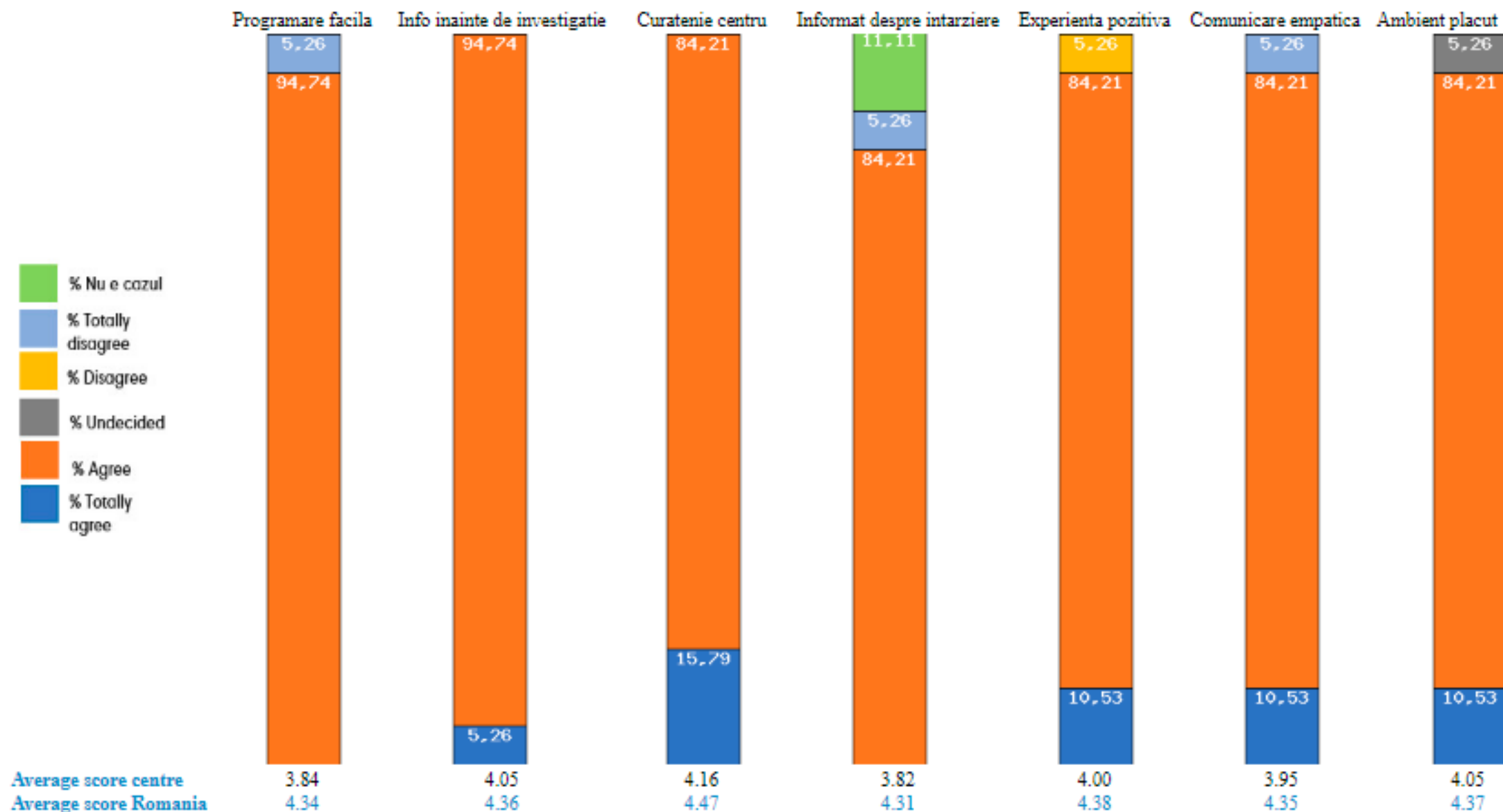
## HIPERDIA ORADEA ( 19 respondents)

Overall score:4.23



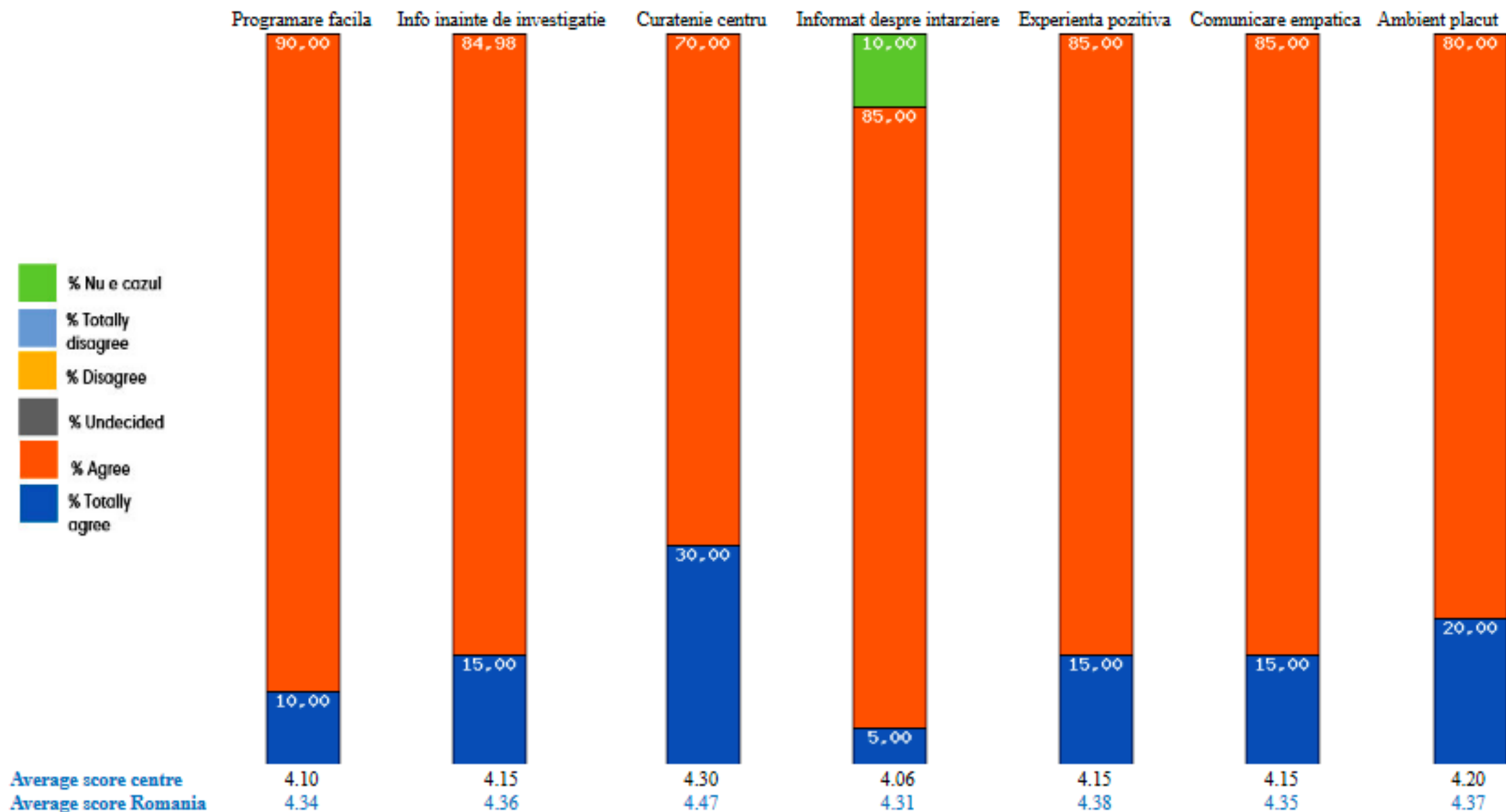
# HIPERDIA PLOIESTI CINA ( 19 respondents)

Overall score:3.98



# HIPERDIA PLOIESTI VEST ( 20 respondents)

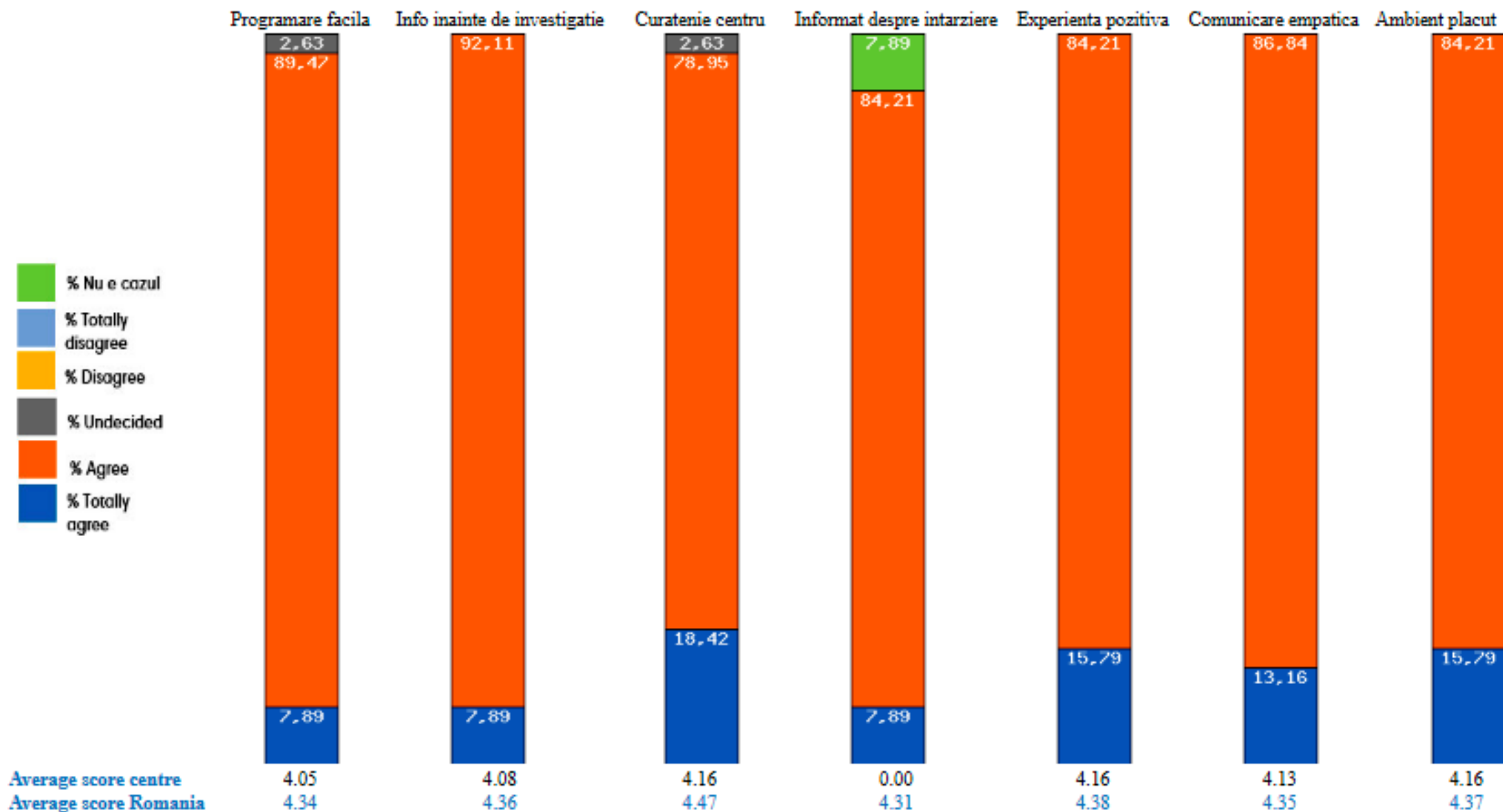
Overall score:4.16





# HIPERDIA SATU MARE ( 38 respondents)

Overall score:4.12



# HIPERDIA TIMISOARA ( 21 respondents)

Overall score:4.28

