



## **Chestionar de Satisfacție a Pacienților**

**Raport lunar  
Mai 2021**

## Patient Satisfaction Sample ( 1082 )

Affidea Arad	21	Hiperdia Bistrita (policlinica)	30
Affidea Cluj Ciresilor	41	Brasov Sp Psi-Neuro	26
Affidea Cluj Motilor	0	Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	49
Affidea Constanta	19	Hiperdia Brasov Cal Bucuresti	33
Affidea Deva	21	Hiperdia Brasov N. Titulescu	50
Affidea Buc Floreasca	24	Hiperdia Buc Sudului	32
Affidea Buc Fundeni	44	Hiperdia Buc Elias (Spital)	25
Affidea Focsani	29	Hiperdia Buc Colentina (Spital)	23
Affidea Iasi	17	Hiperdia Buc Ritmului	24
Affidea Mangalia	13	Hiperdia Buc Bagdasar (spital)	0
Affidea Medias (Phoenix)	14	Hiperdia Carei (spital)	11
Affidea Petrosani	14	Hiperdia Cluj Republicii	35
Affidea Piatra Neamt (Phoenix)	14	Hiperdia Galatii	130
Affidea Rm. Valcea (clinica)	28	Hiperdia Miercurea Ciuc	53
Affidea Rm. Valcea (imagistica)	26	Hiperdia Oradea	23
Affidea Slatina	70	Hiperdia Ploiesti Cina	21
Affidea Timisoara	23	Hiperdia Ploiesti Vest	23
Affidea CT Clinic Cluj	20	Hiperdia Satu Mare	30
		Hiperdia Timisoara	26

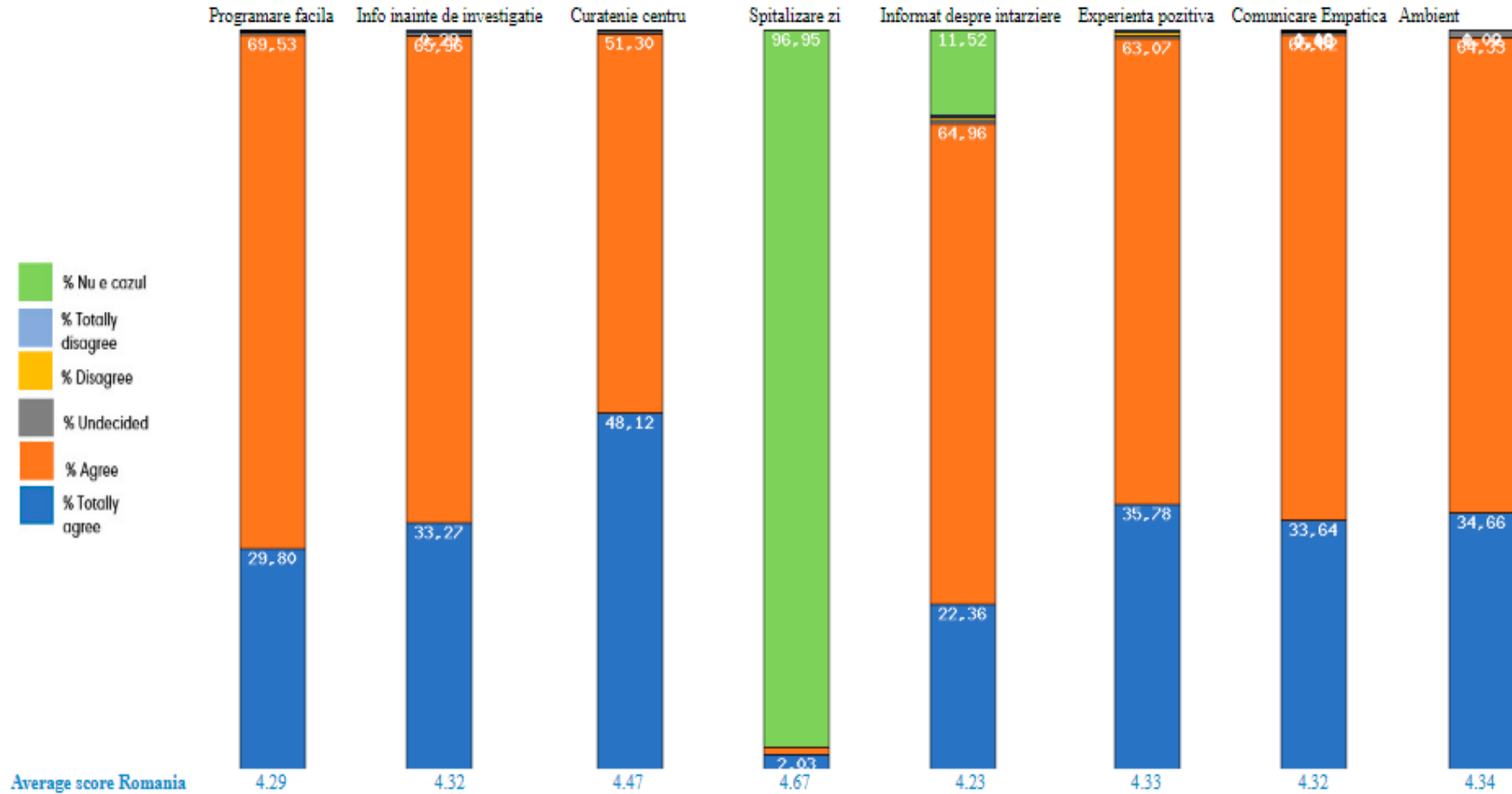
## Main findings by centre

### Actions that drive score above average

Centre	Overall Score	What drives score	What can be improved
Hiperdia Miercurea Ciuc	4.77		
Hiperdia Galati	4.68		
Affidea Slatina	4.68	cleanliness in center. Pleasant atmosphere.	easy booking. info about delays.
Affidea Focsani	4.56		
Affidea Arad	4.55		info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Cluj Republicii	4.43	cleanliness in center.	info about delays.
Affidea Cluj Ciresilor	4.33	cleanliness in center. Pleasant atmosphere.	info about delays.
Affidea Fundeni	4.31		easy booking. info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Bistrita	4.29	cleanliness in center.	
Hiperdia Brasov N. Titulescu	4.27	cleanliness in center.	info about delays.
Hiperdia Buc Colentina (spital)	4.26		
Affidea Deva	4.24	cleanliness in center.	easy booking. info about delays.
Hiperdia Satu Mare	4.22	cleanliness in center.	info about delays.
Afidea Rm Valcea (clinica)	4.21	cleanliness in center.	Empathic communication.
Hiperdia Oradea	4.21	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Ritmului	4.21		info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	4.20	cleanliness in center.	info about delays.
Affidea Petrosani	4.19	cleanliness in center.	info about delays. overall experience.

Affidea iasi	4.19	cleanliness in center.	info about delays.
Affidea Piatra Neamt	4.16	cleanliness in center.	
Affidea CT Clinic Cluj	4.16	cleanliness in center.	
Hiperdia Brasov Sp Psi-neuro	4.14	cleanliness in center.	info about delays.
Hiperdia Brasov Cal. Bucuresti	4.14	cleanliness in center.	
Hiperdia Buc Elias (spital)	4.14	cleanliness in center.	Pleasant atmosphere.
Hiperdia Carei (spital)	4.13	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Hiperdia Ploiesti Cina	4.12		
Hiperdia Buc Sudului	4.11	cleanliness in center.	
Affidea Floreasca	4.11	cleanliness in center. Pleasant atmosphere.	easy booking. info about delays.
Affidea Mangalia	4.09	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Affidea Timisoara	4.09	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Affidea Constanta	4.08		easy booking. info about delays. Empathic communication.
Affidea Rm Valcea (imagistica)	4.08	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Affidea Medias	4.07	cleanliness in center.	Empathic communication.
Hiperdia Timisoara	4.07	cleanliness in center.	overall experience.
Hiperdia Ploiesti Vest	4.06	cleanliness in center.	

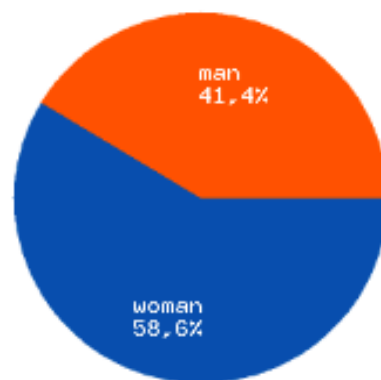
## OVERALL RESULTS ROMANIA



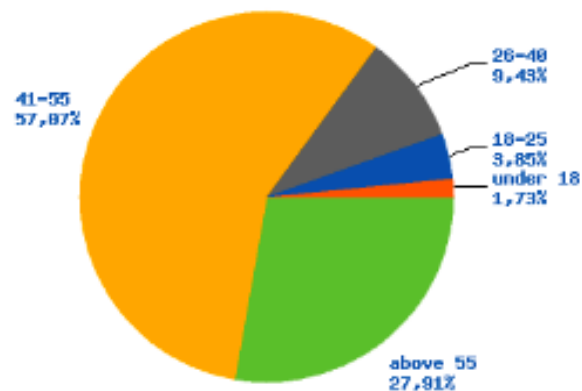
Average score was calculated by assigning a value to each answer and then calculating the average, excluding non-answers Totally agree =5, Agree = 4, Undecided = 3, Disagree = 2, Totally disagree = 1, N/A =0

# OVERALL RESULTS ROMANIA

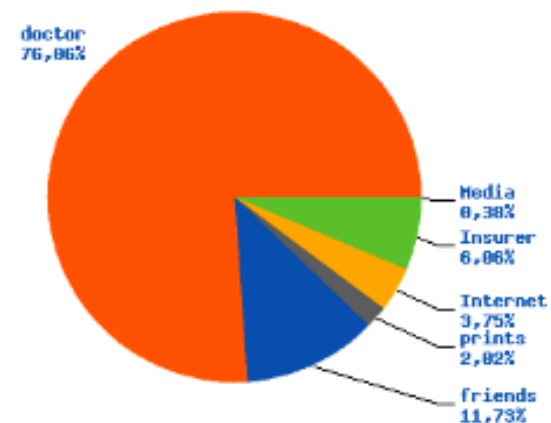
Gender



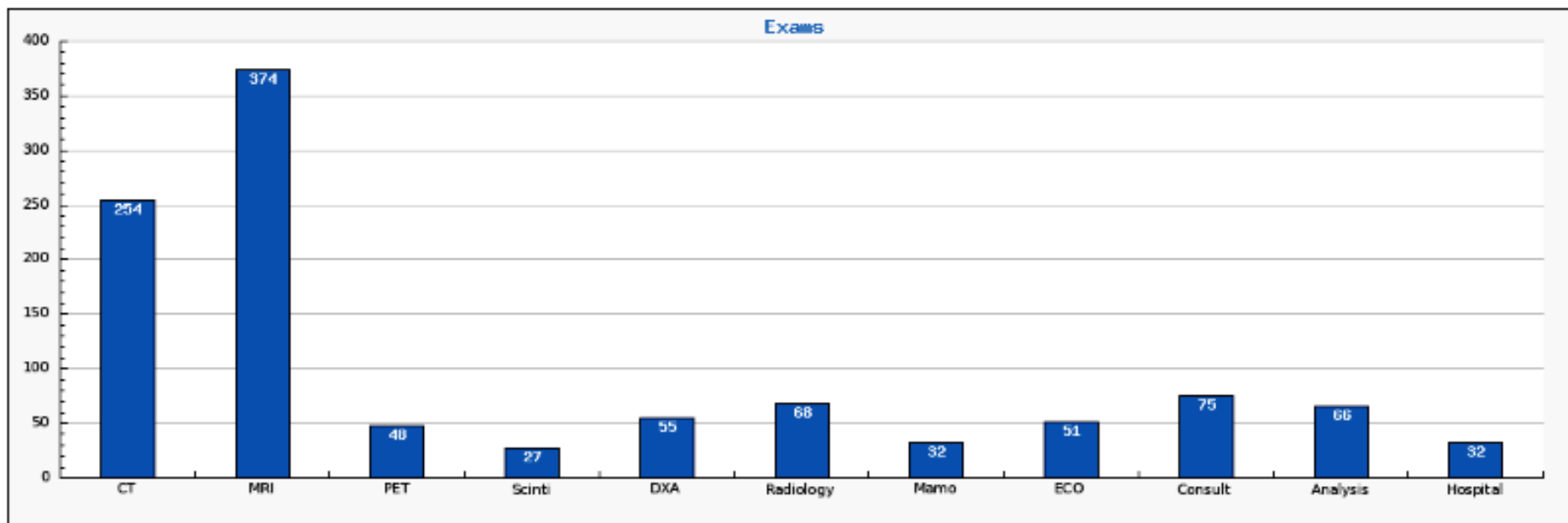
Age



Referrals



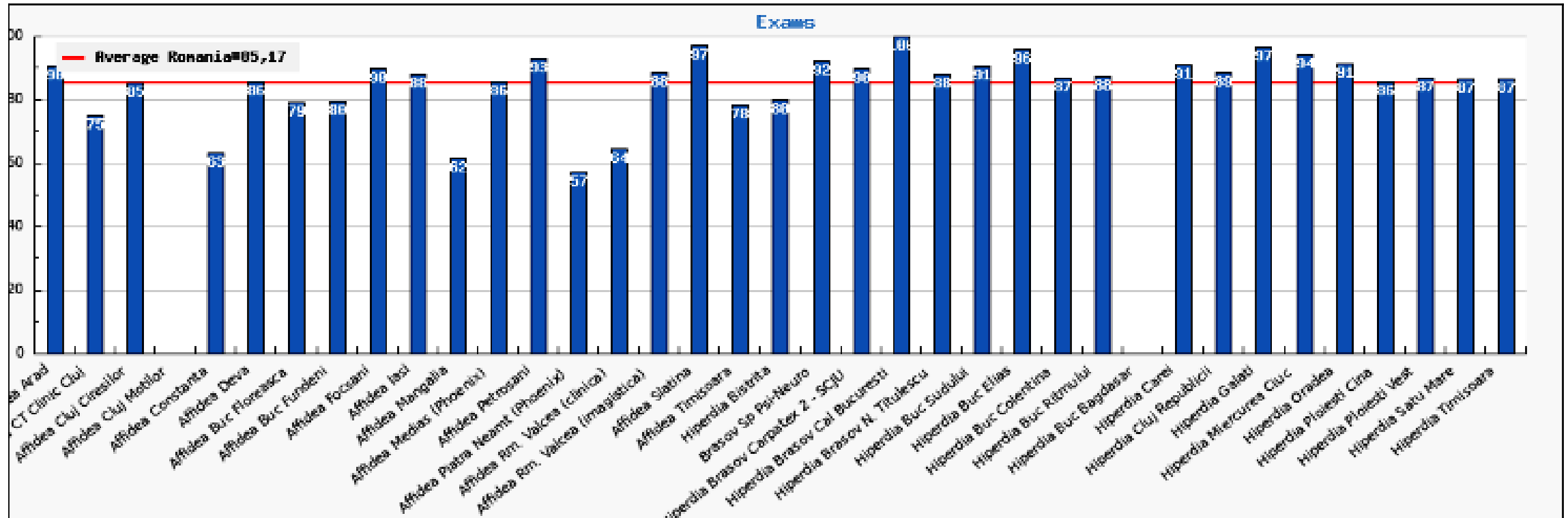
Exams



CT	MRI	PET	Scinti	DXA	Radiology	Mamo	ECO	Consult	Analysis	Hospital
254	374	48	27	55	68	32	51	75	66	32

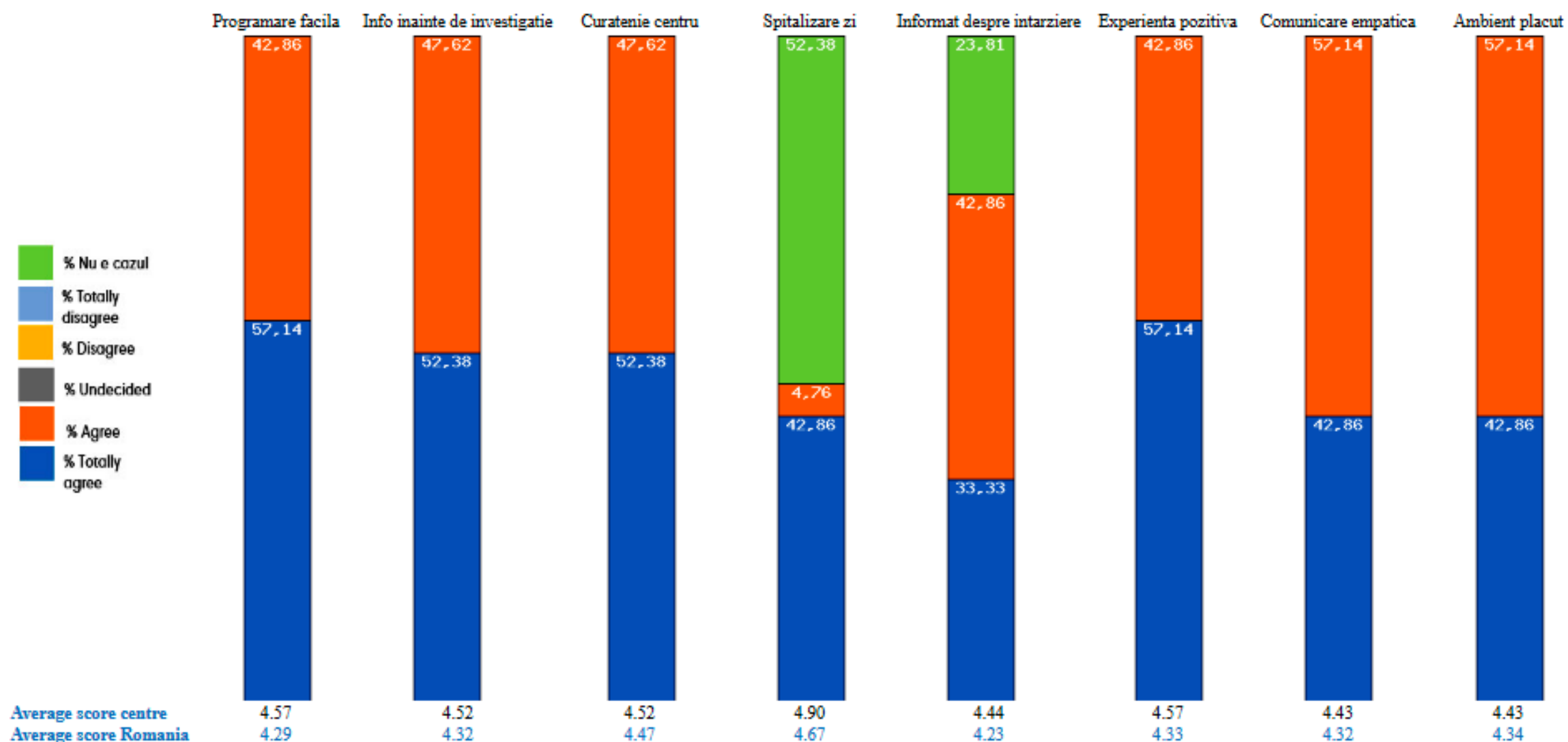
# NPS ROMANIA

NPS Global Romania: 87,25



## Affidea ARAD ( 21 respondents)

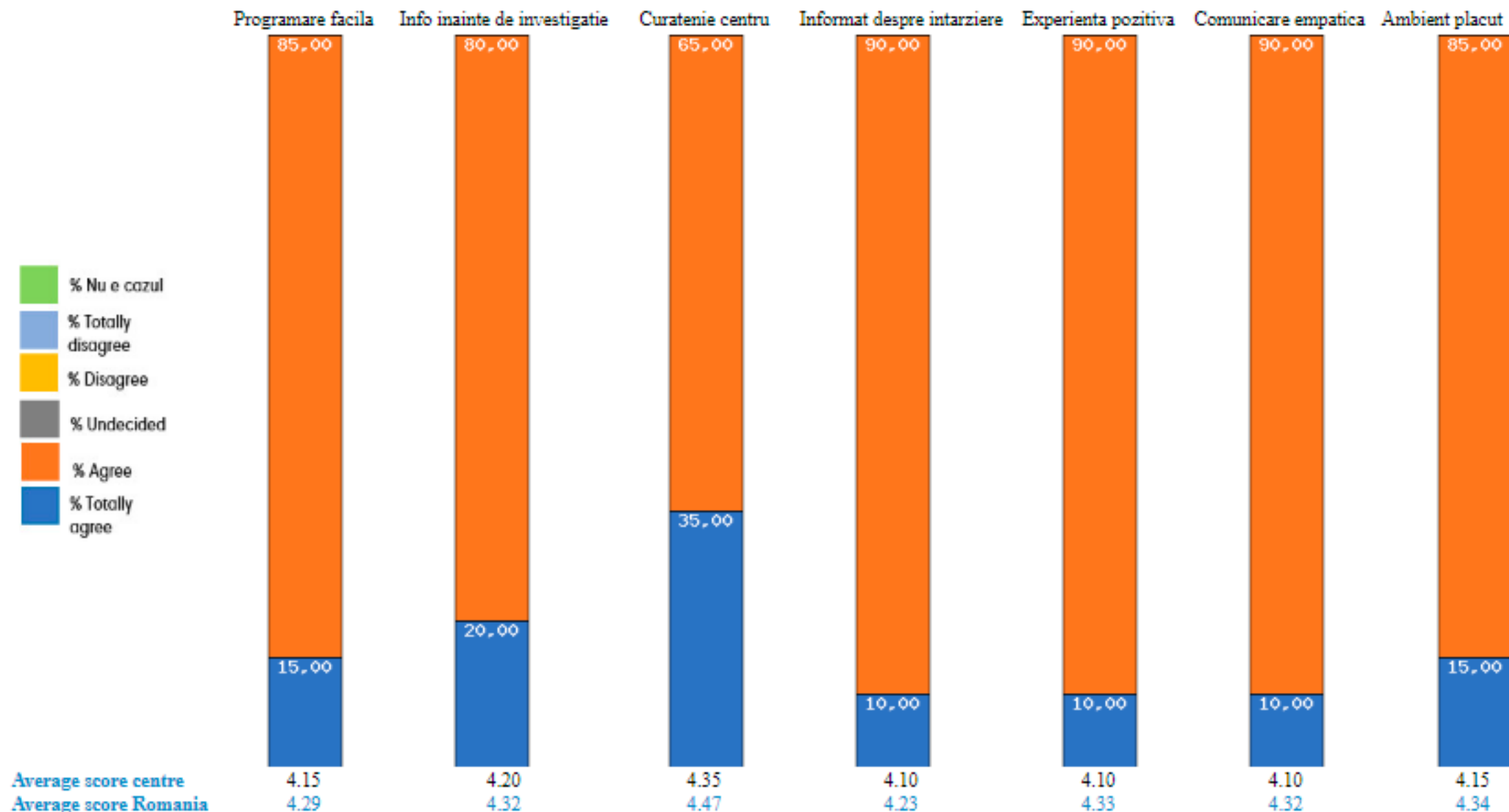
Overall score:4.55





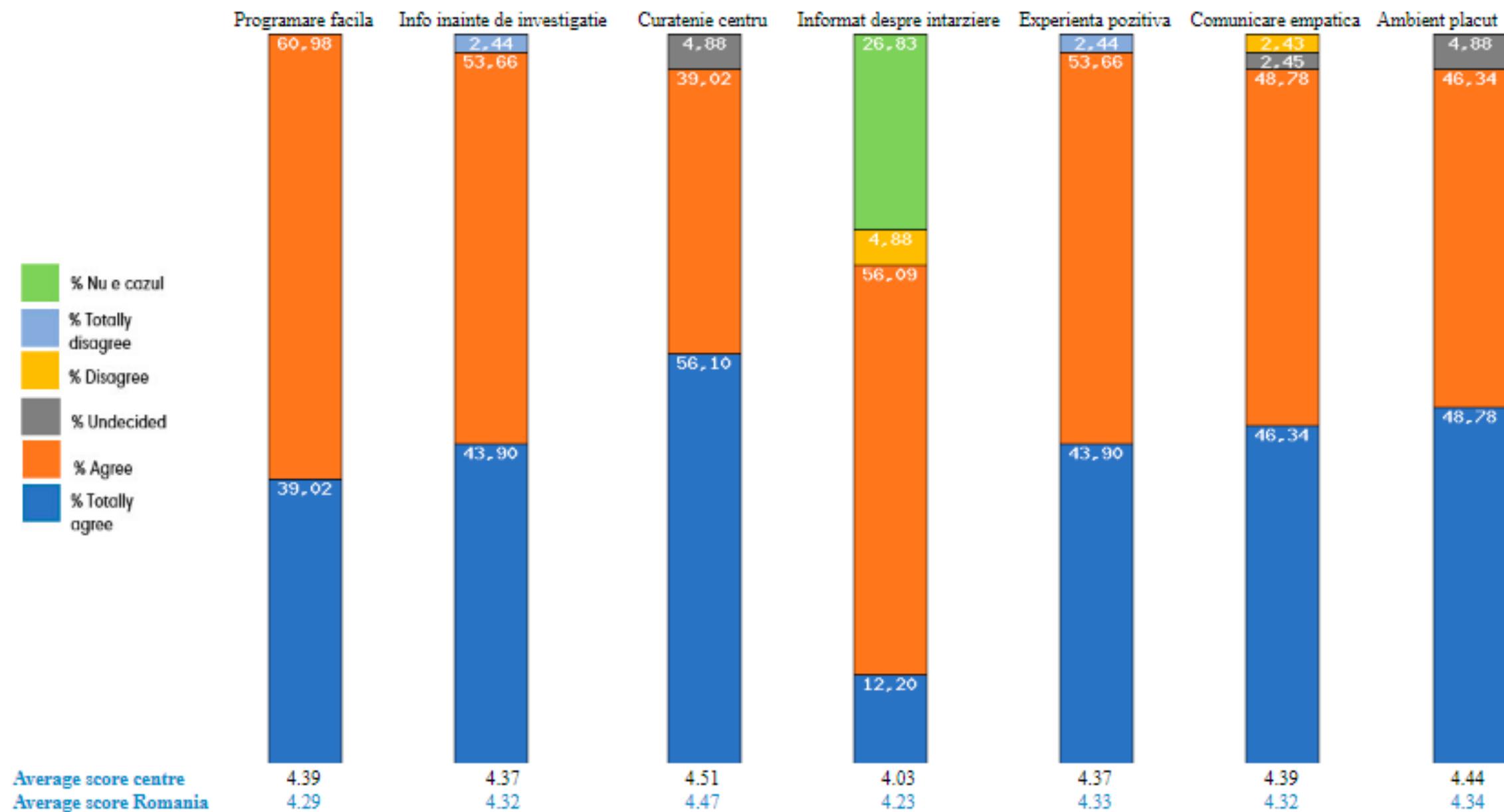
## Affidea CT Clinic Cluj( 20 respondents)

Overall score:4.16



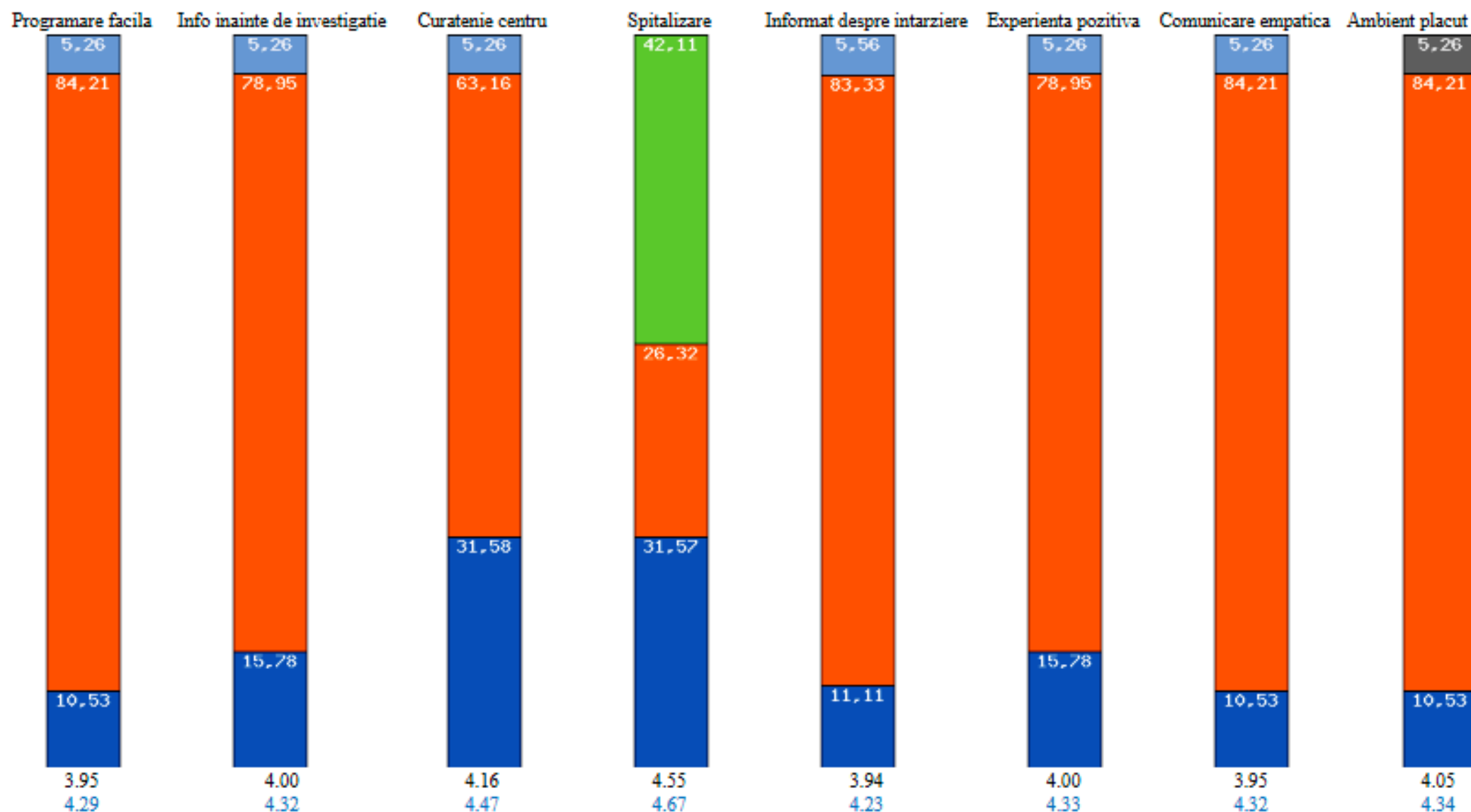
# Affidea CLUJ CIRESILOR ( 41 respondents)

Overall score:4.36



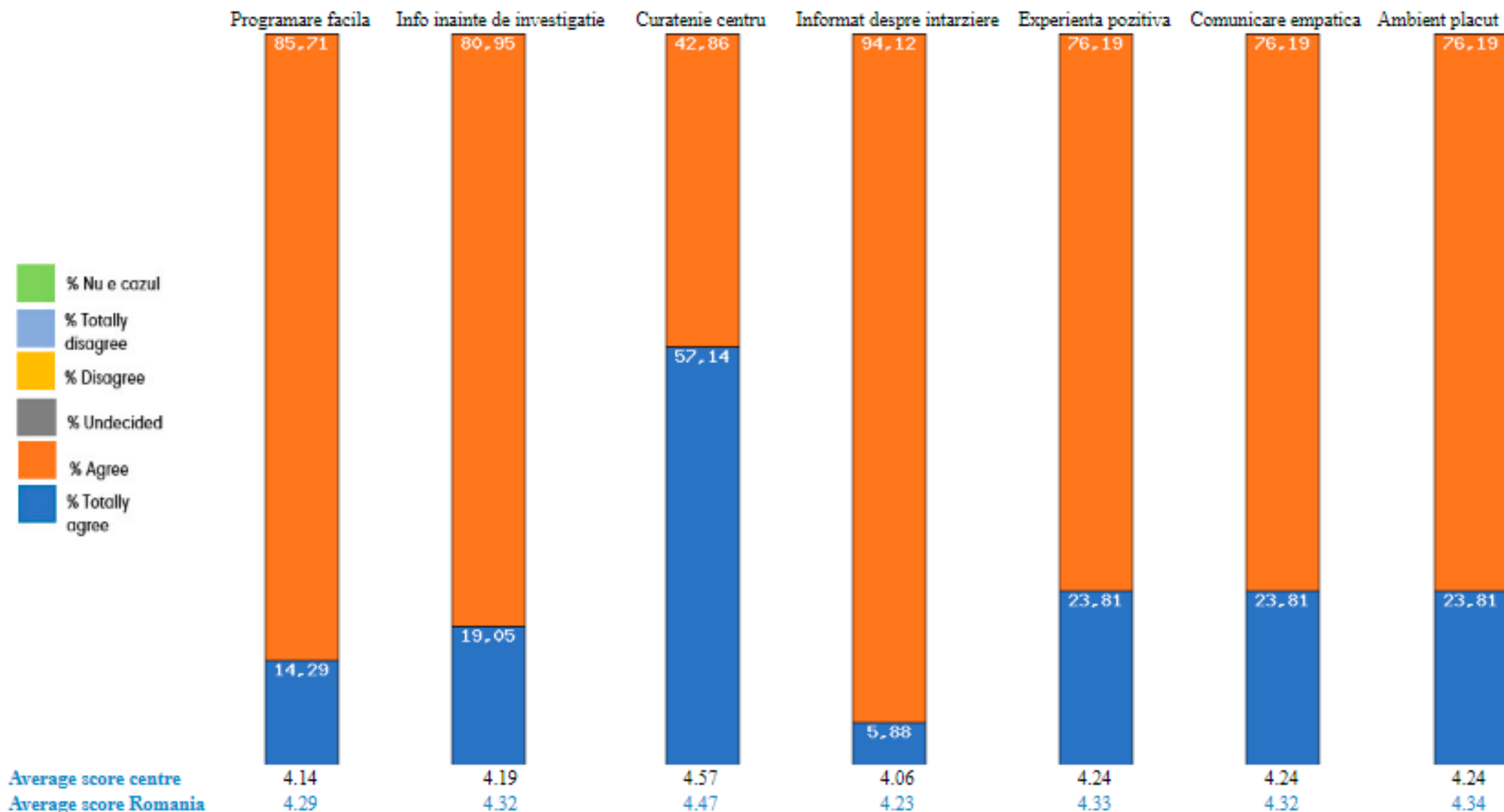
# Affidea CONSTANTA ( 19 respondents)

Overall score:4.08



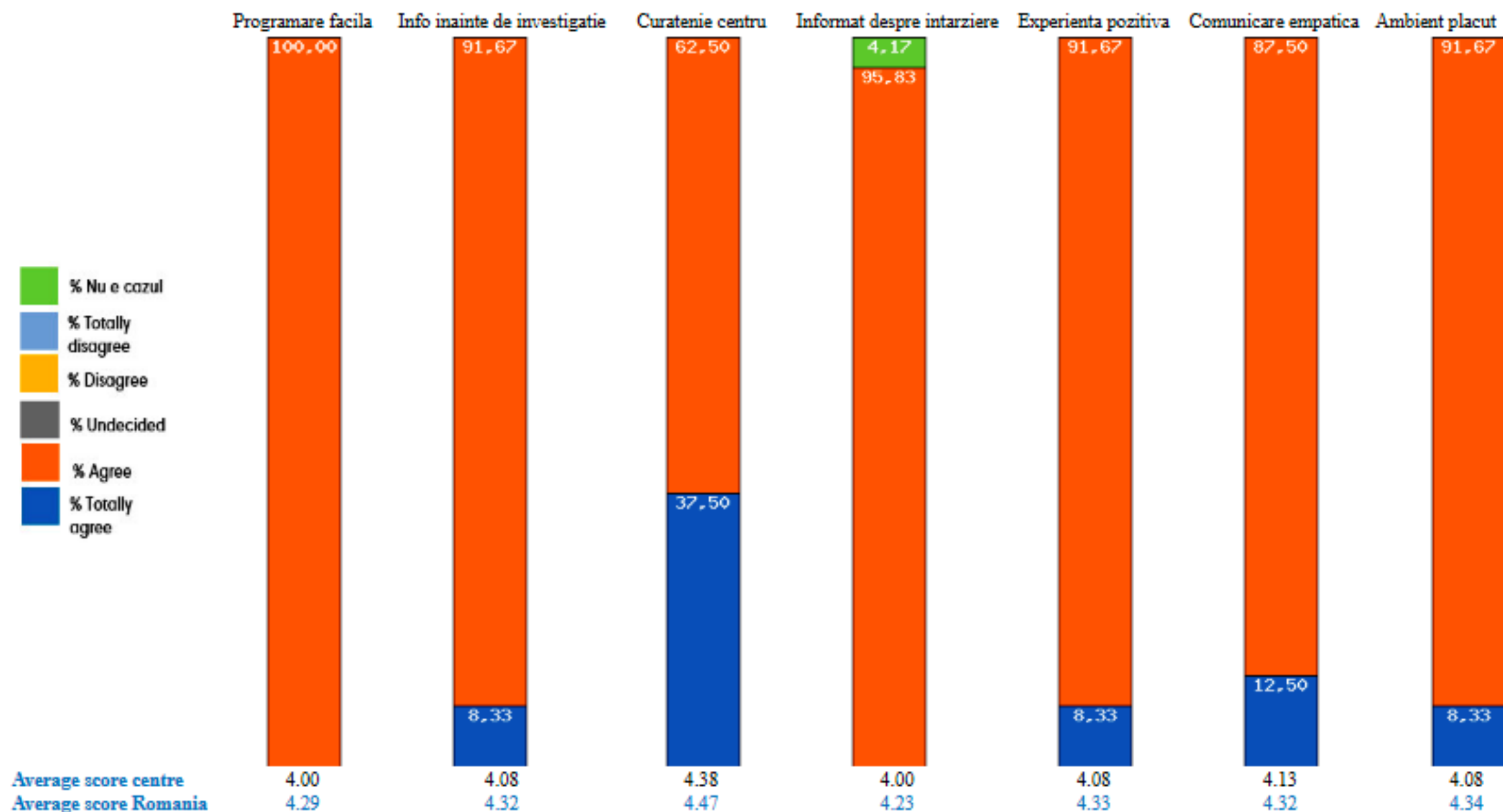
## Affidea DEVA ( 21 respondents)

Overall score:4.24



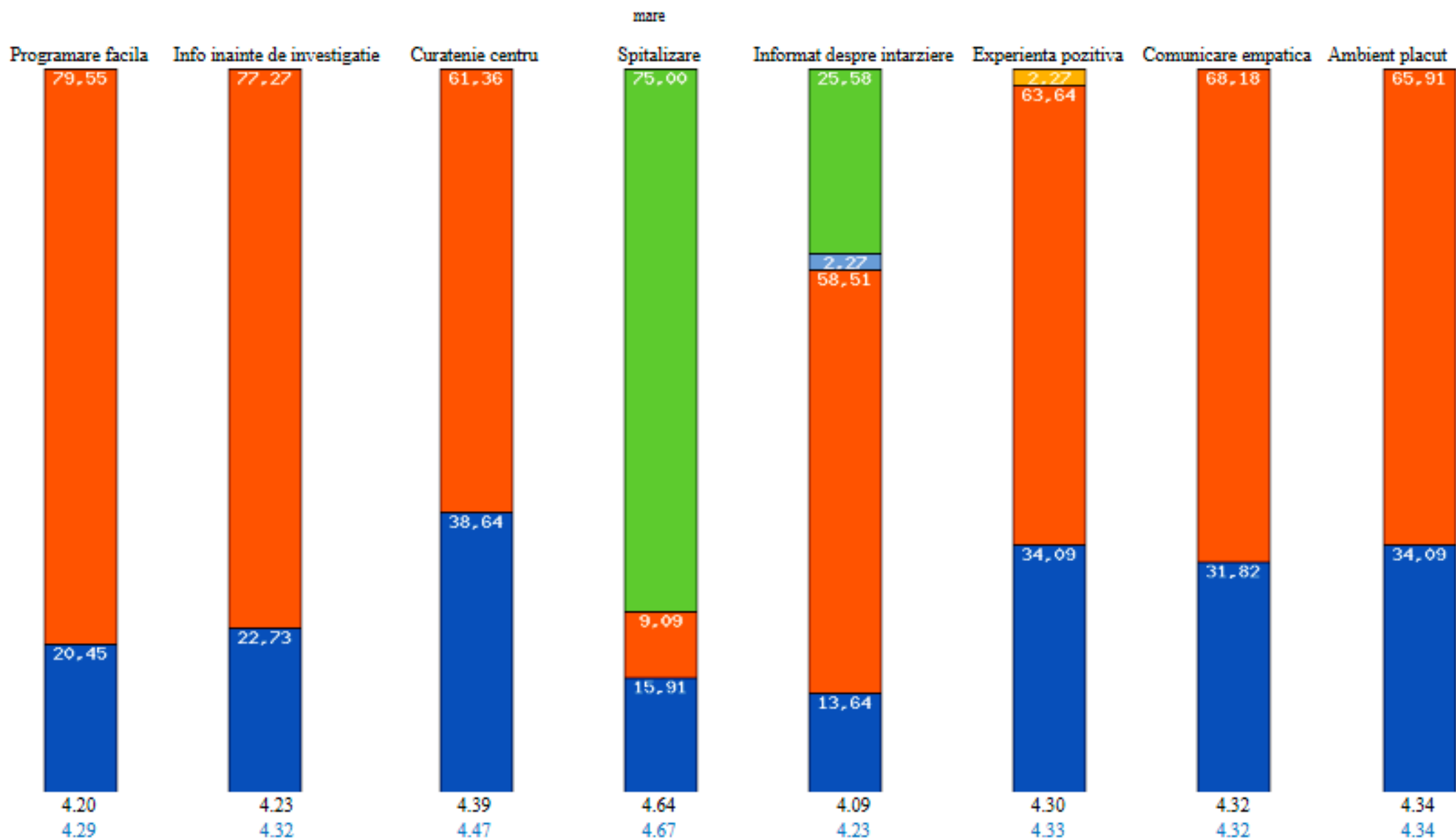
# Affidea BUC FLOREASCA ( 24 respondents)

Overall score:4.11



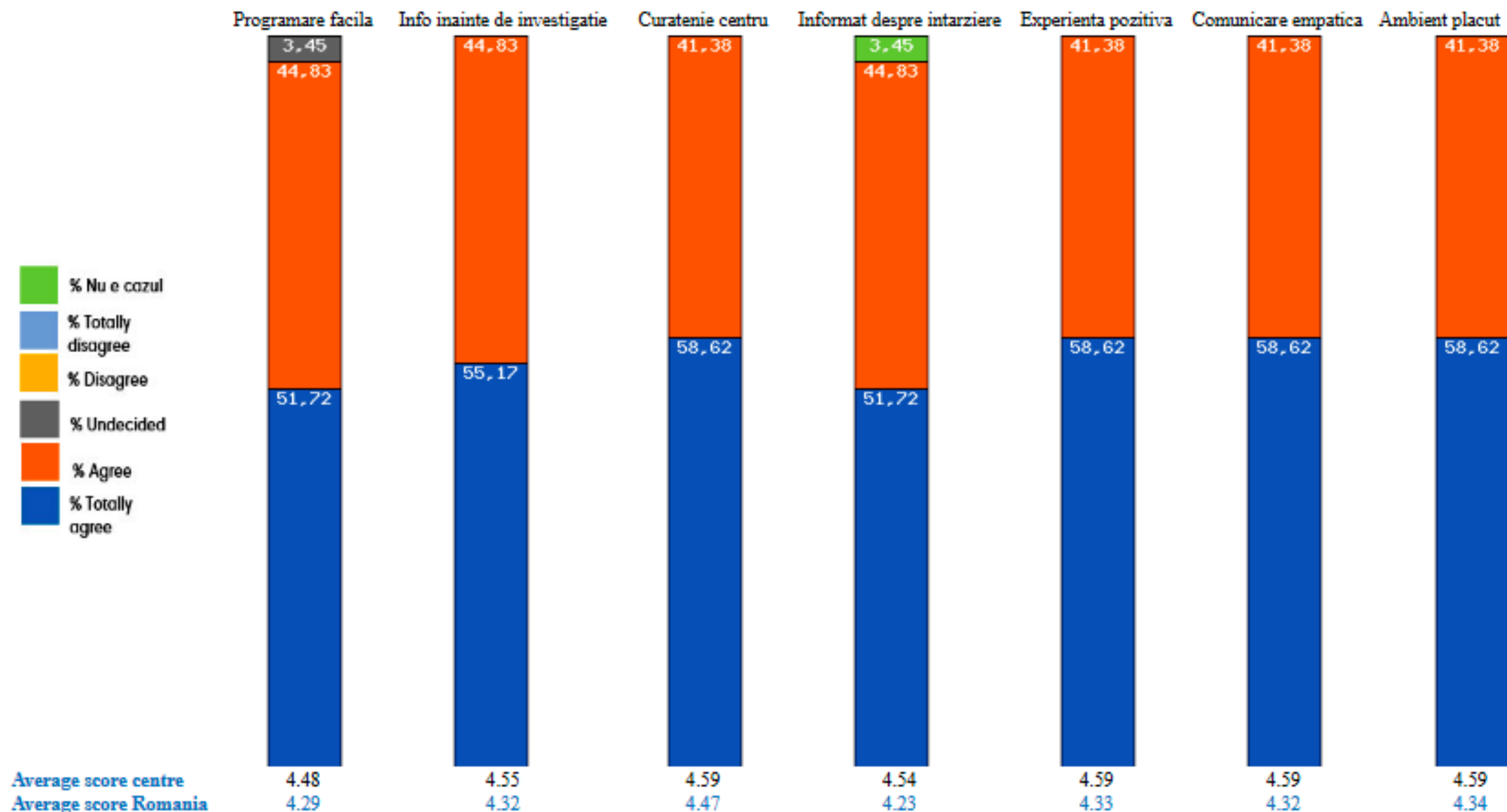
# Affidea BUC FUNDENI ( 44 respondents)

Overall score:4.31



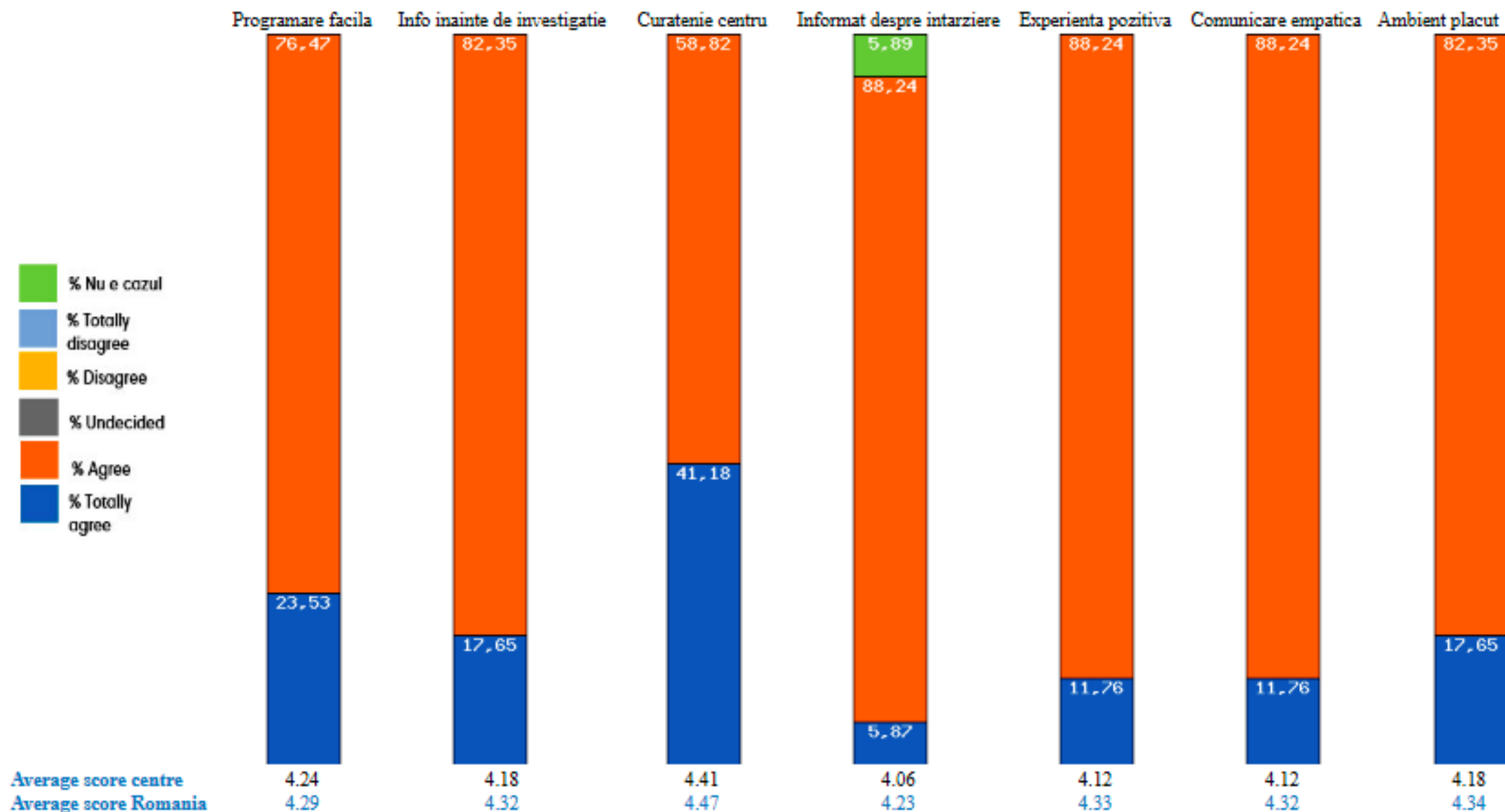
# Affidea FOCSANI ( 29 respondents)

Overall score:4.56



## Affidea IASI ( 17 respondents)

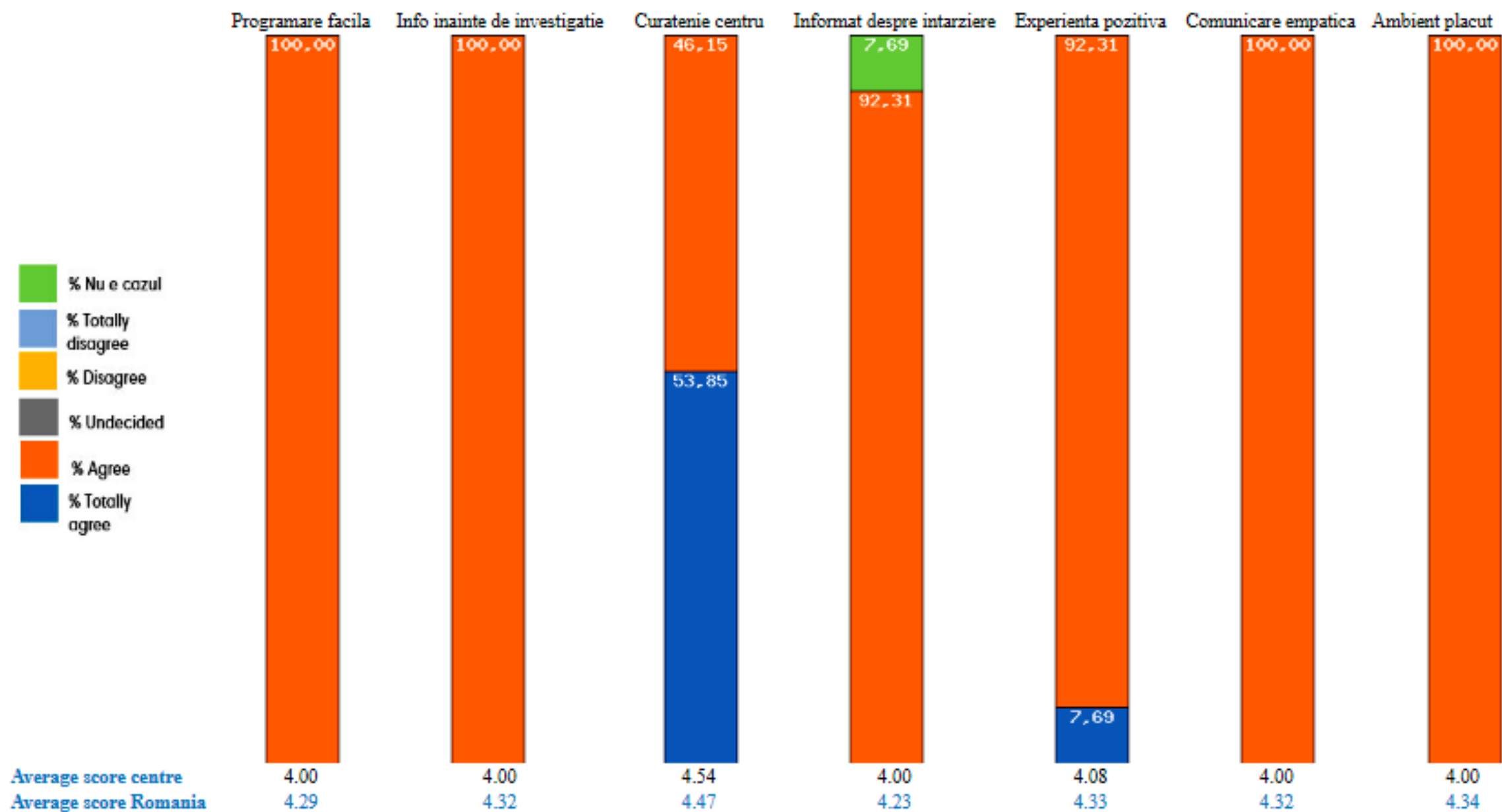
Overall score:4.19





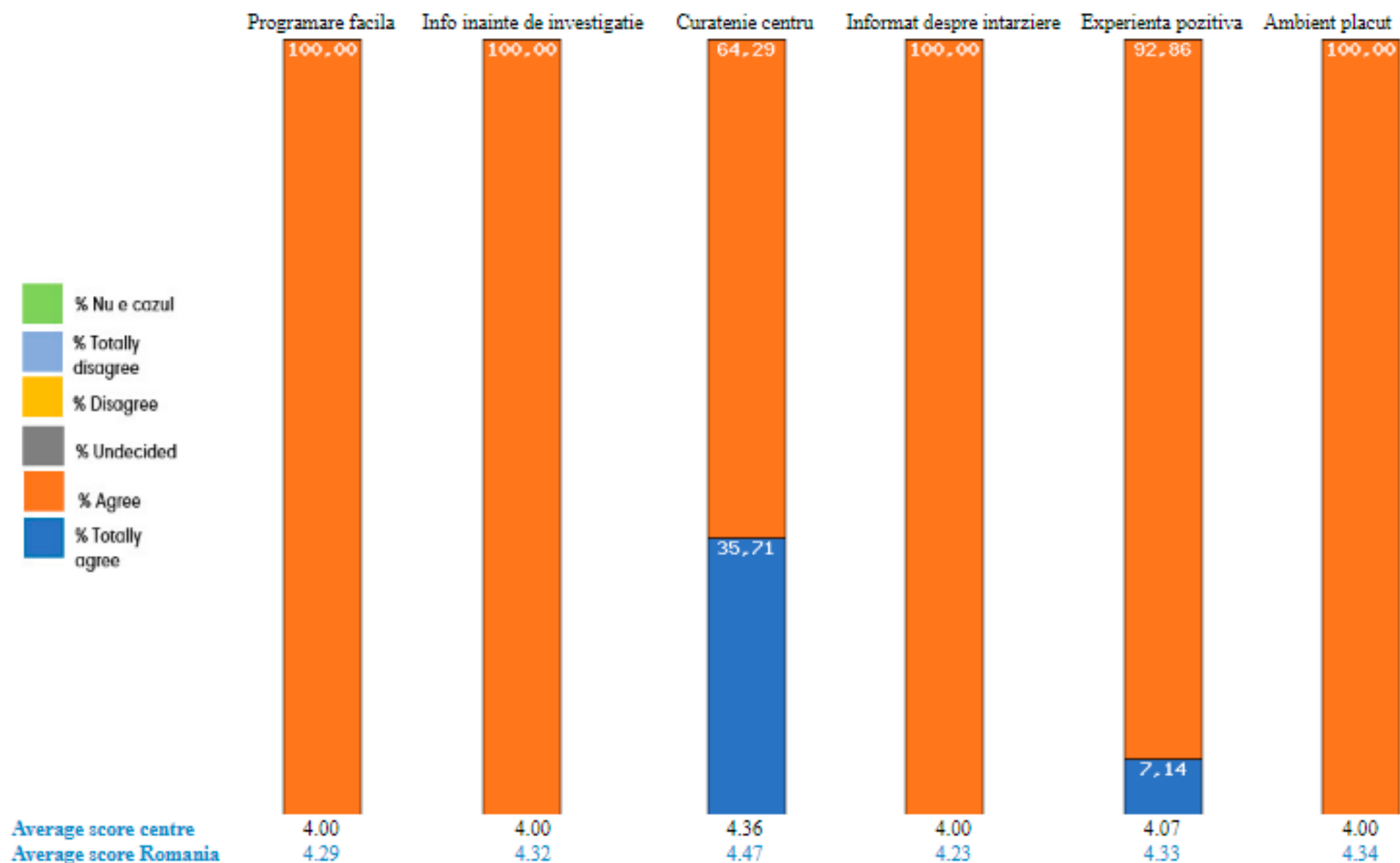
# Affidea MANGALIA ( 13 respondents)

Overall score:4.09



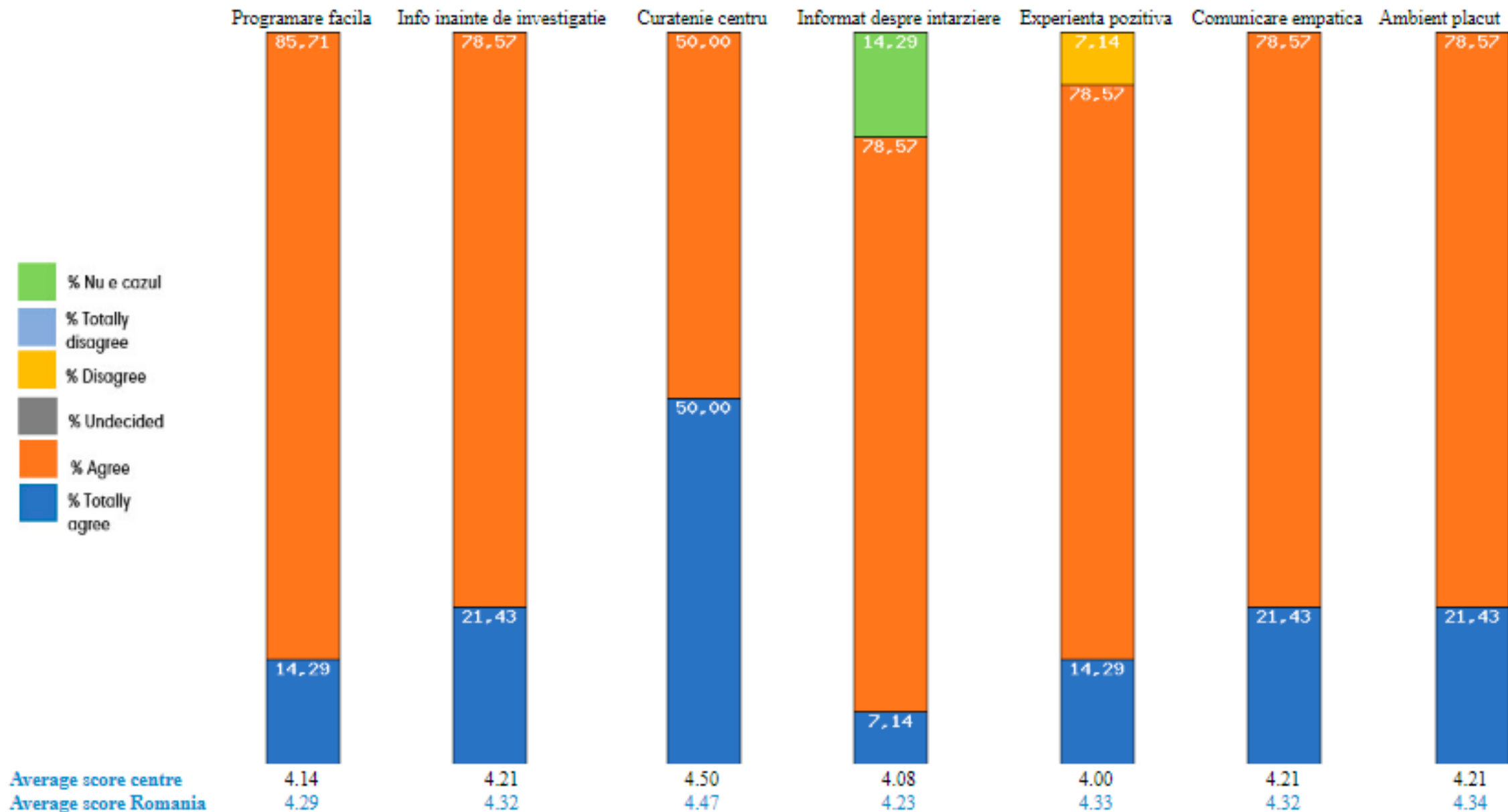
# Affidea MEDIAS ( 14 respondents)

Overall score:4.07



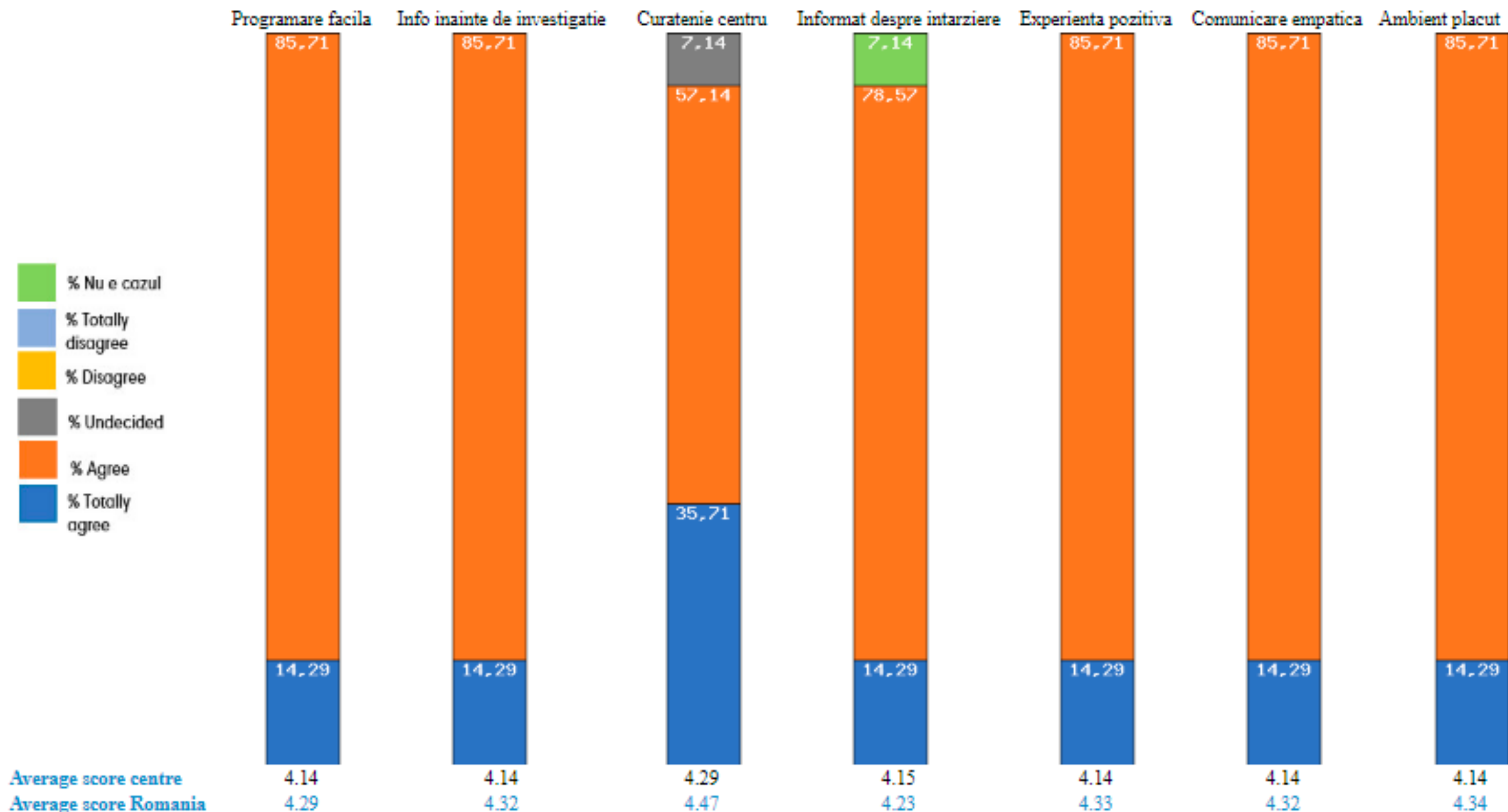
# Affidea PETROSANI ( 14 respondents)

Overall score:4.19



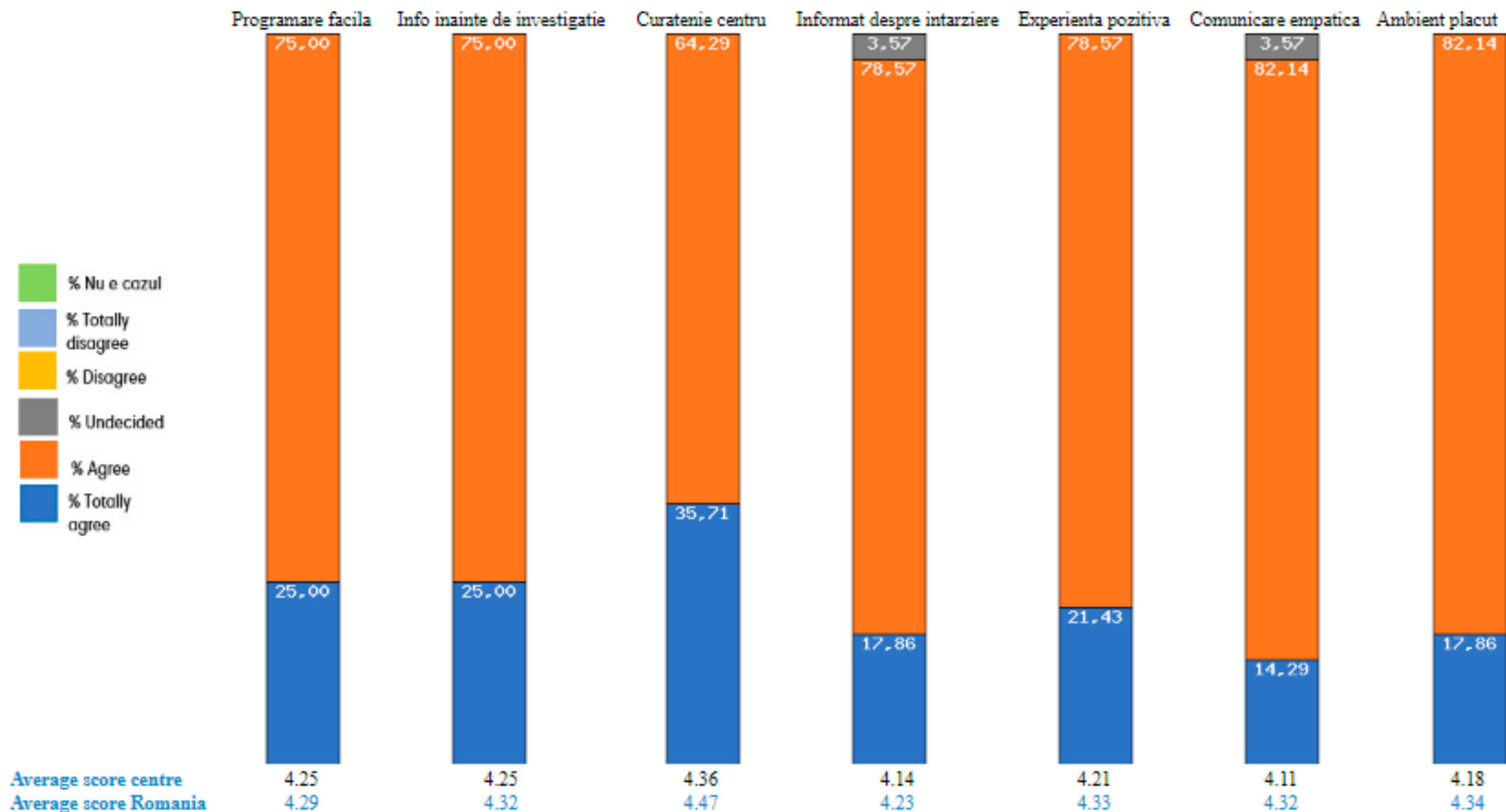
# Affidea PIATRA NEAMT ( 14 respondents)

Overall score:4.16



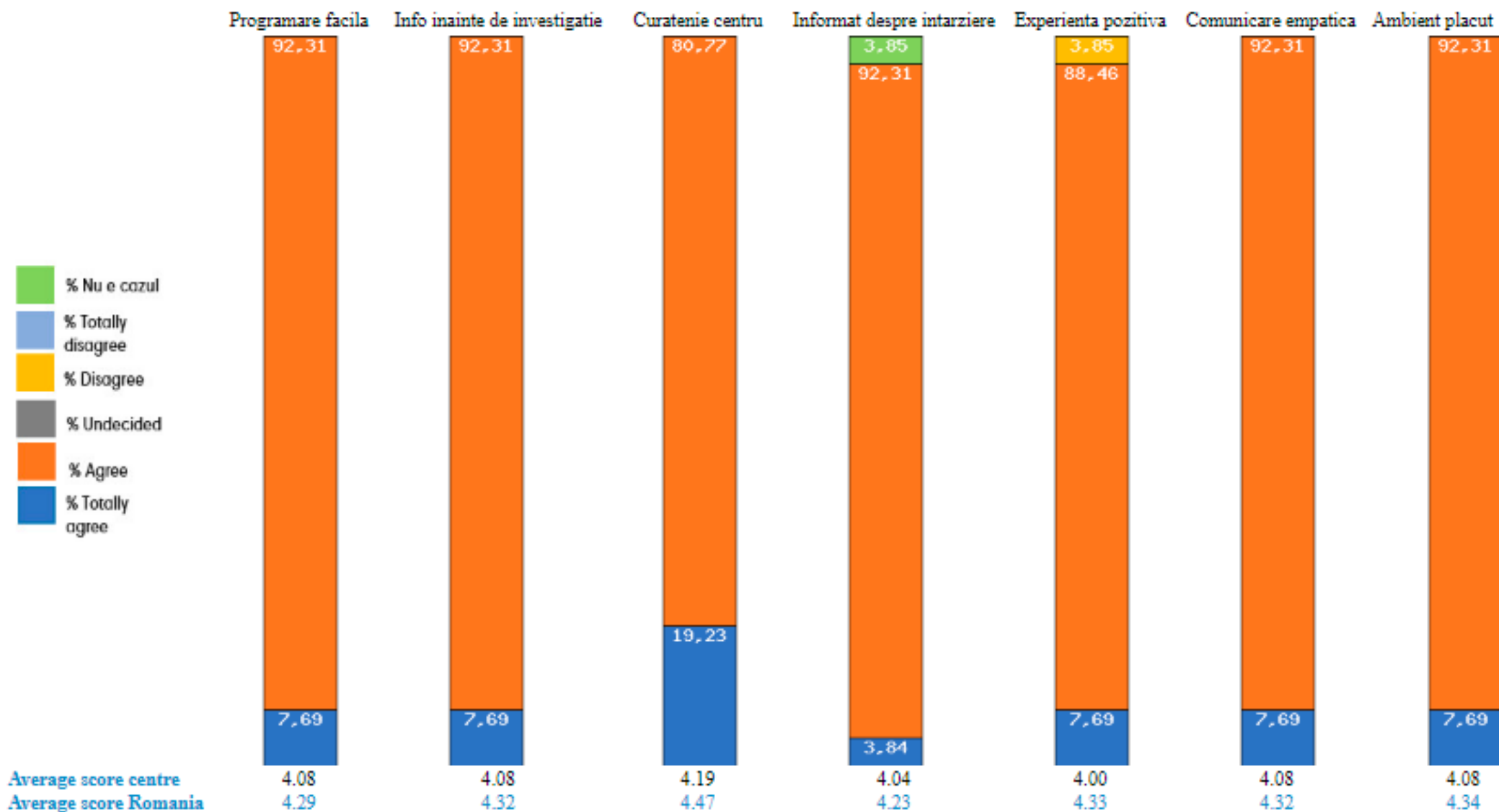
# Affidea RM VALCEA clinica ( 28 respondents)

Overall score:4.21



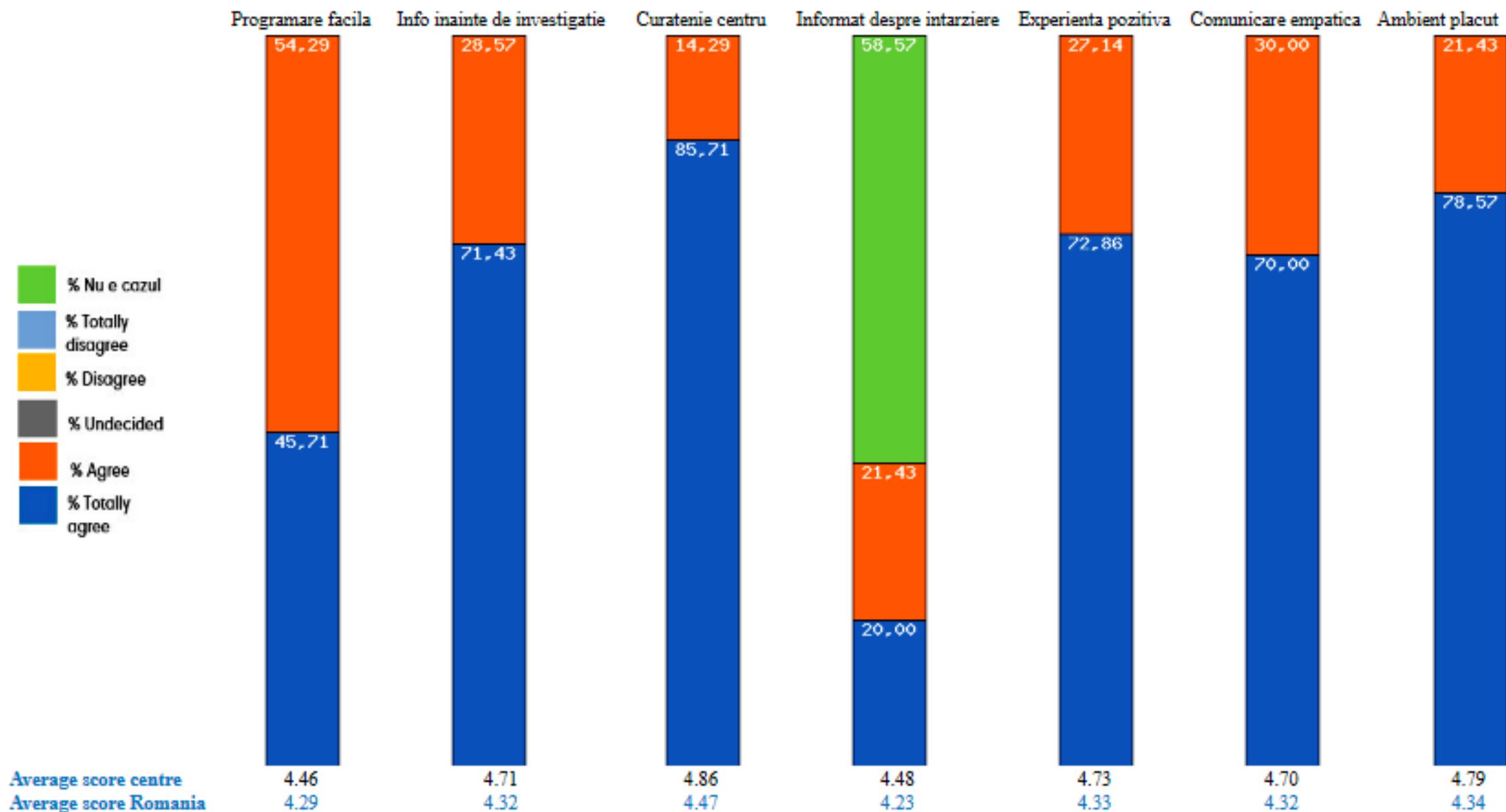
# AFFIDEA RM Valcea Imagistica ( 26 respondents)

Overall score:4.08



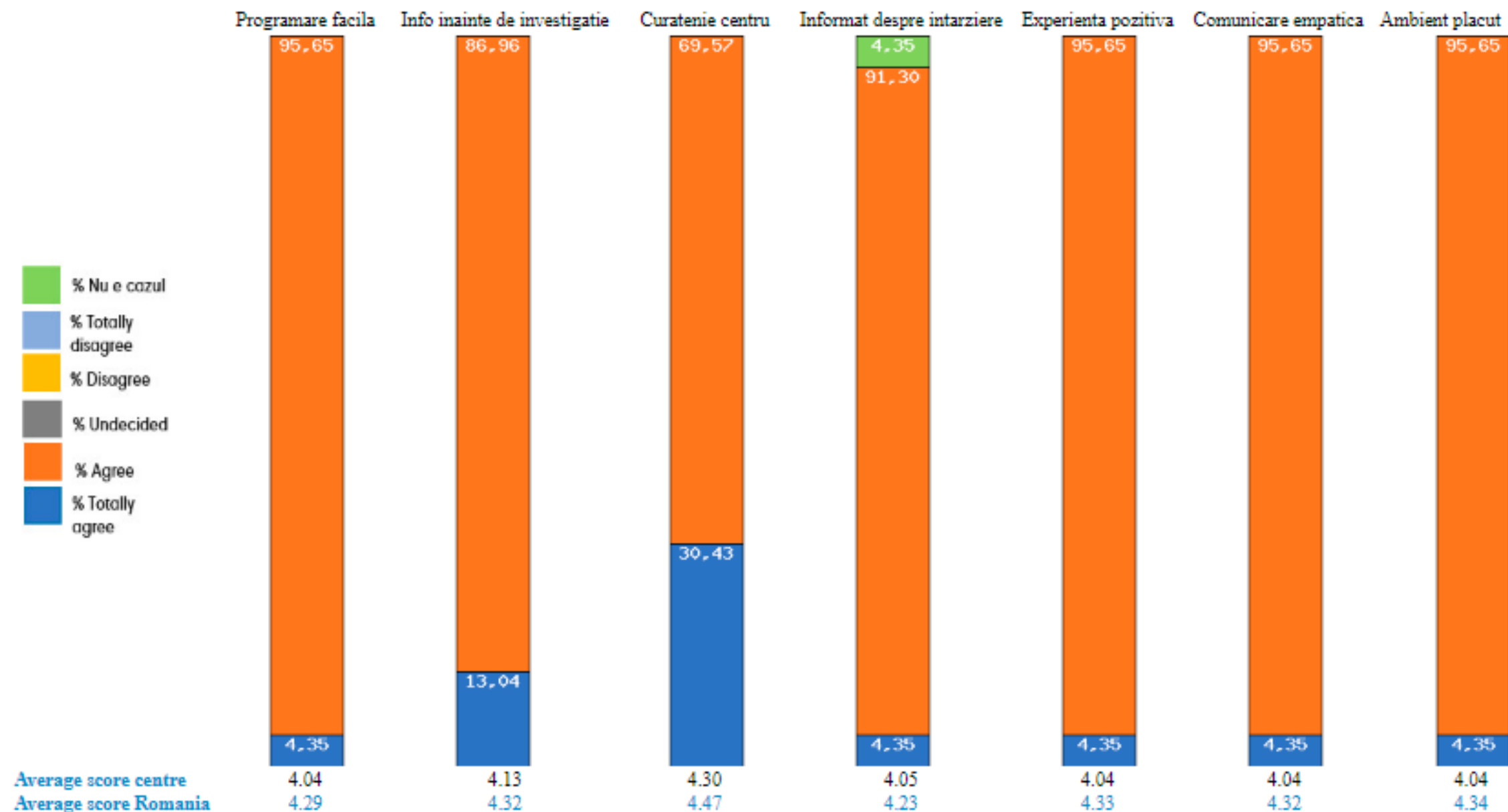
# Affidea SLATINA ( 70 respondents)

Overall score:4.68



# AFFIDEA TIMISOARA ( 23 respondents)

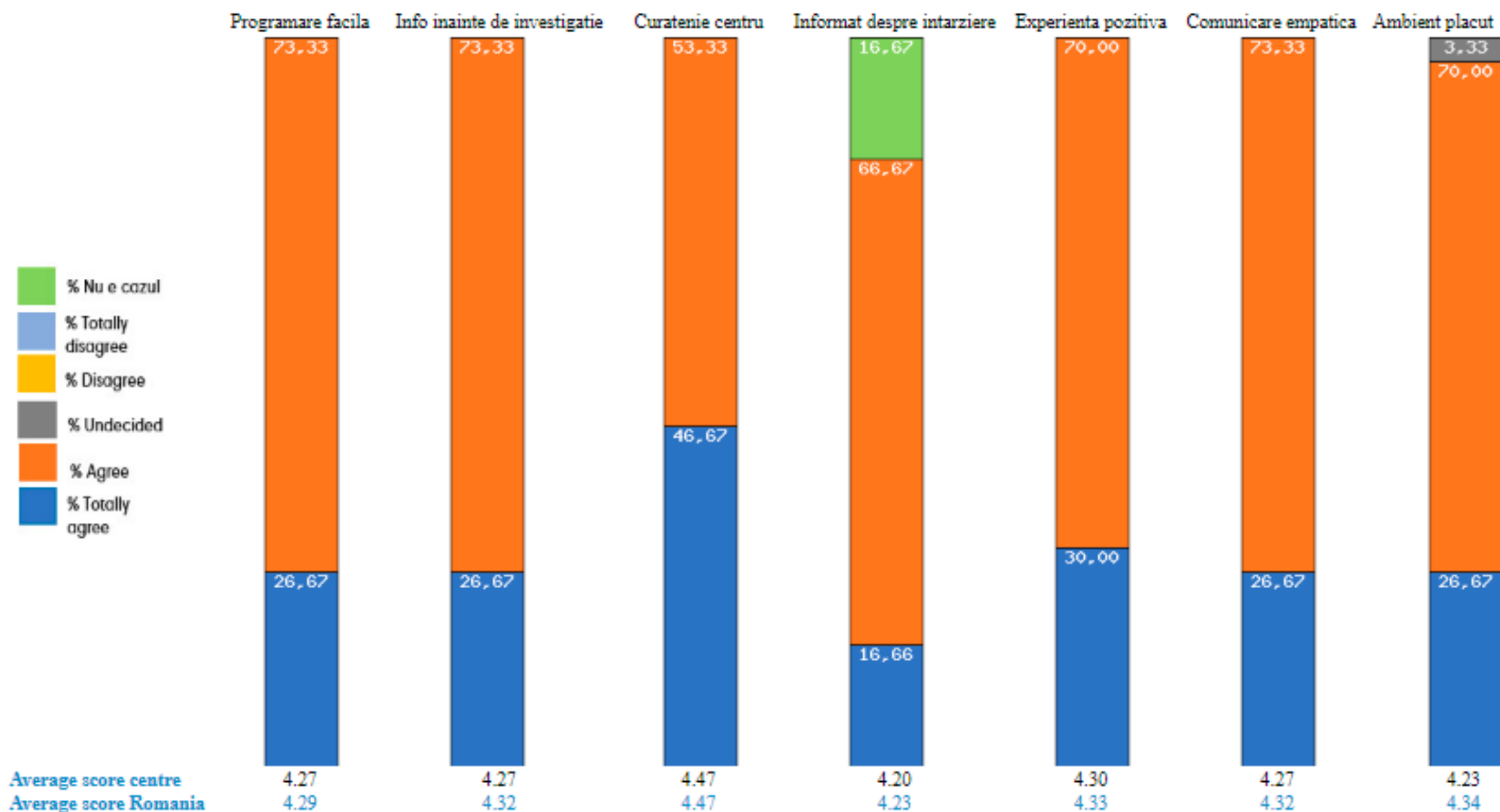
Overall score:4.09





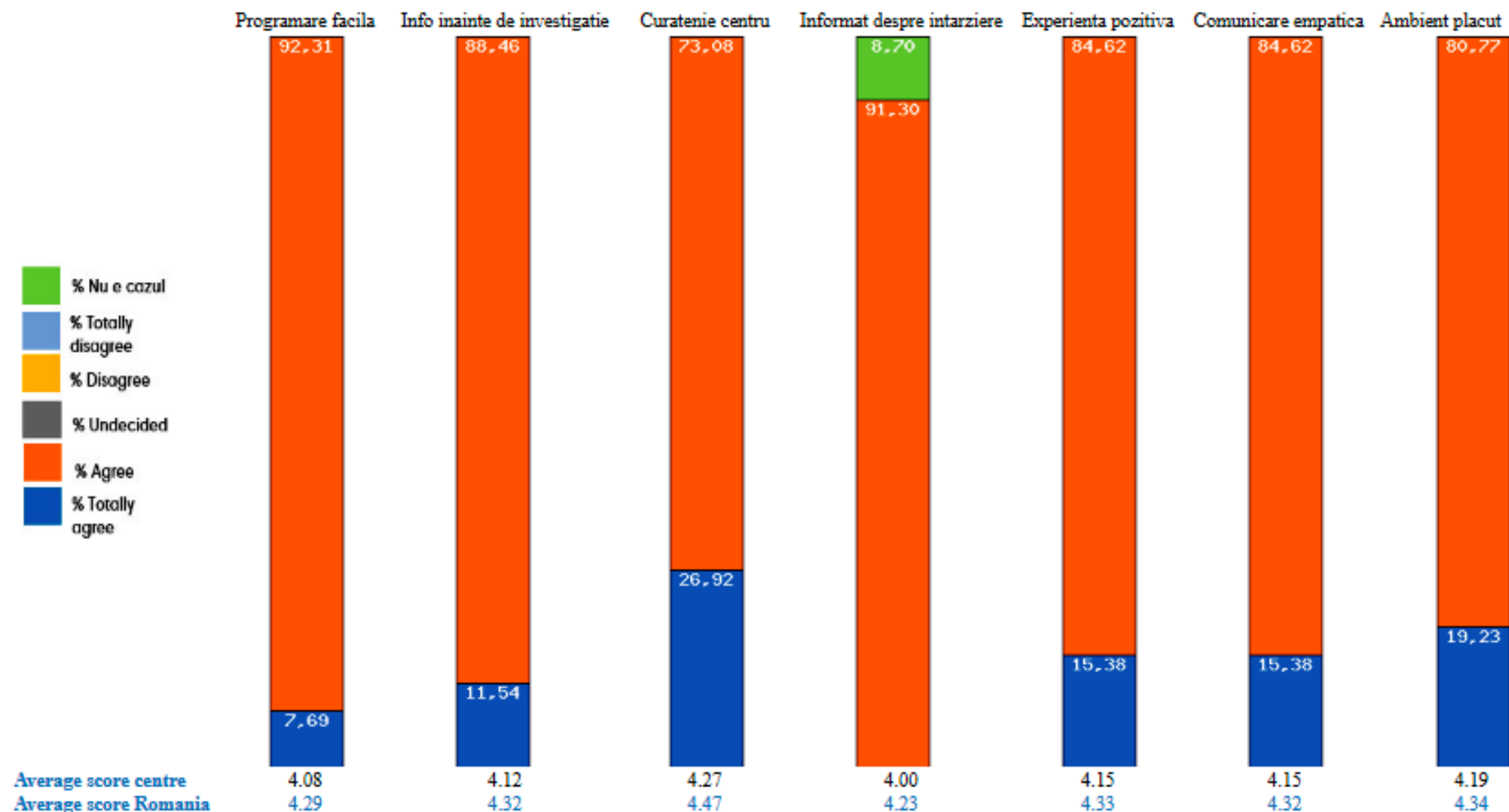
# Hiperdia BISTRITA ( 30 respondents)

Overall score:4.29



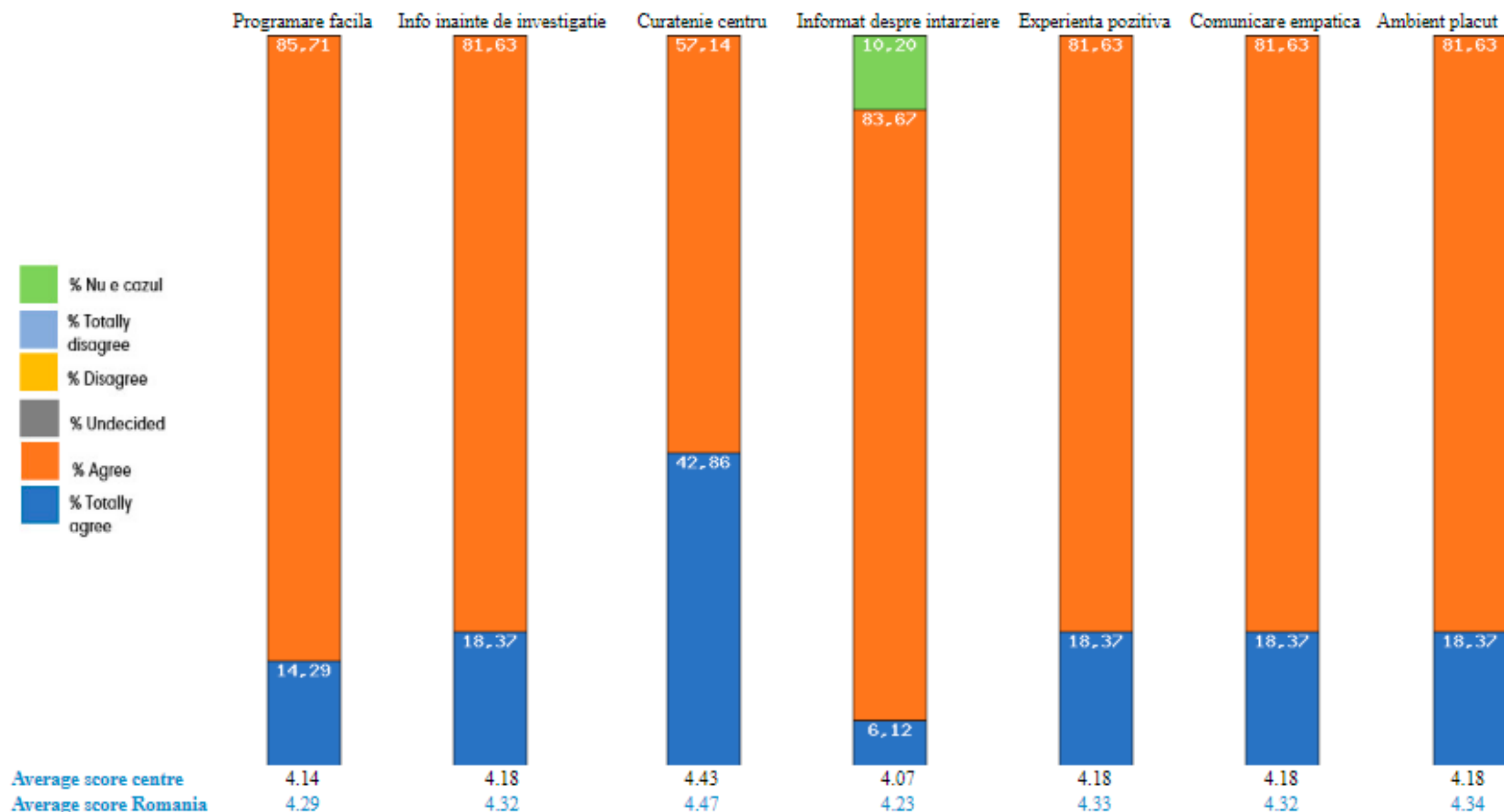
# HIPERDIA BRASOV SP PSI NEURO ( 26 respondents)

Overall score:4.14



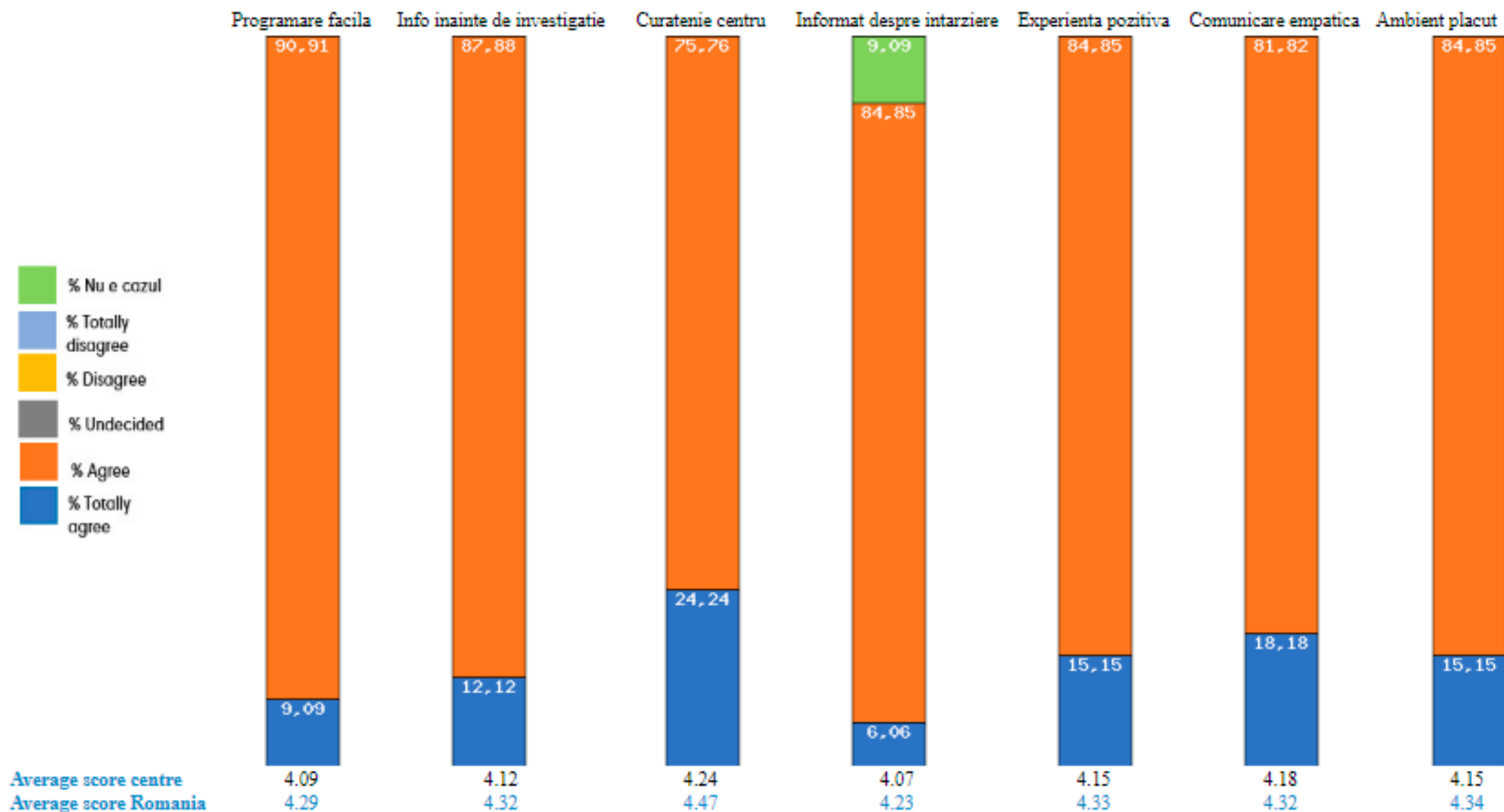
# HIPERDIA BRASOV - Carpatex 2 - former SCJU - Judetean ( 49 respondents)

Overall score:4.20



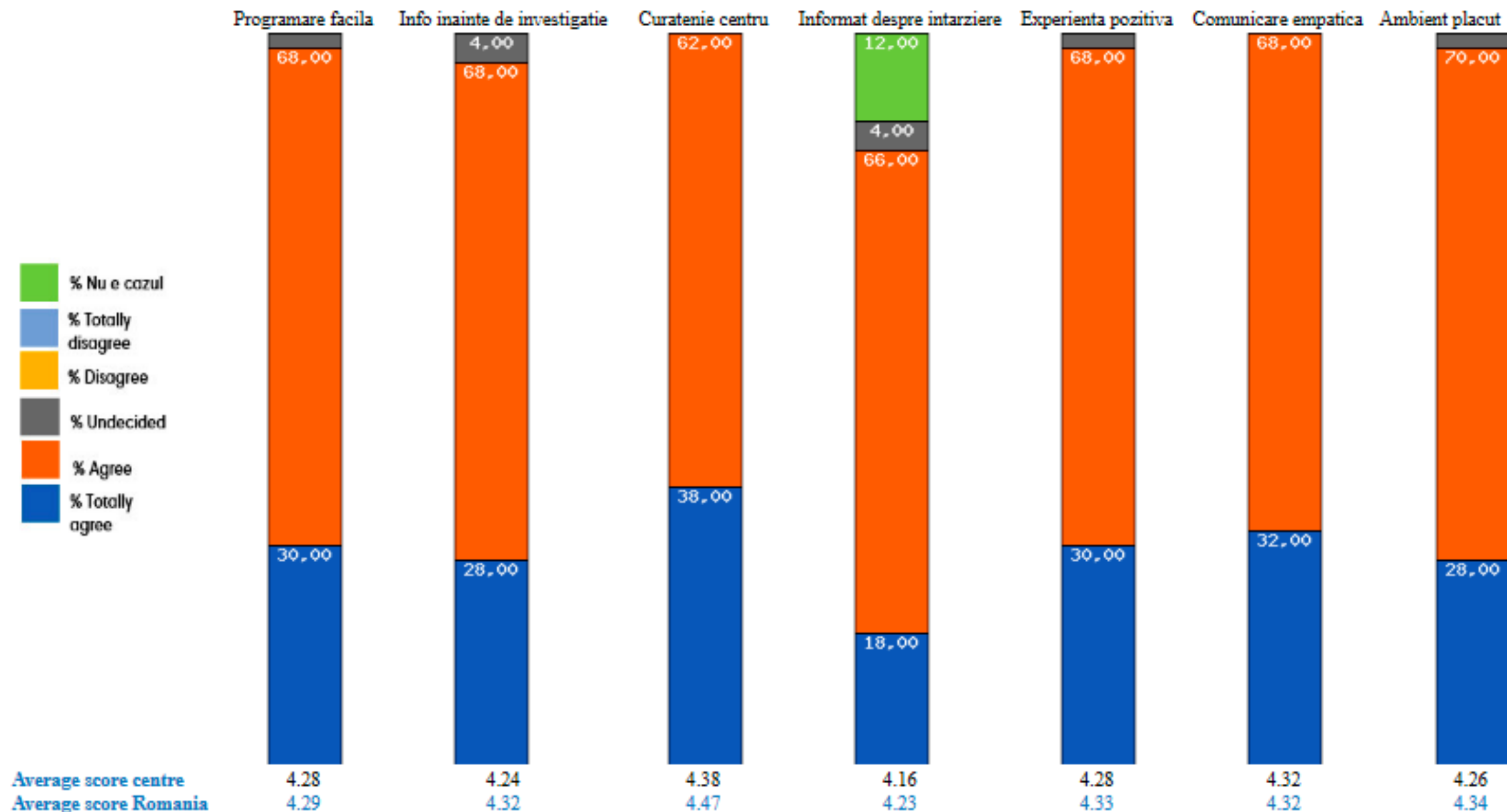
# HIPERDIA BRASOV CALEA BUCURESTI ( 33 respondents)

Overall score:4.14



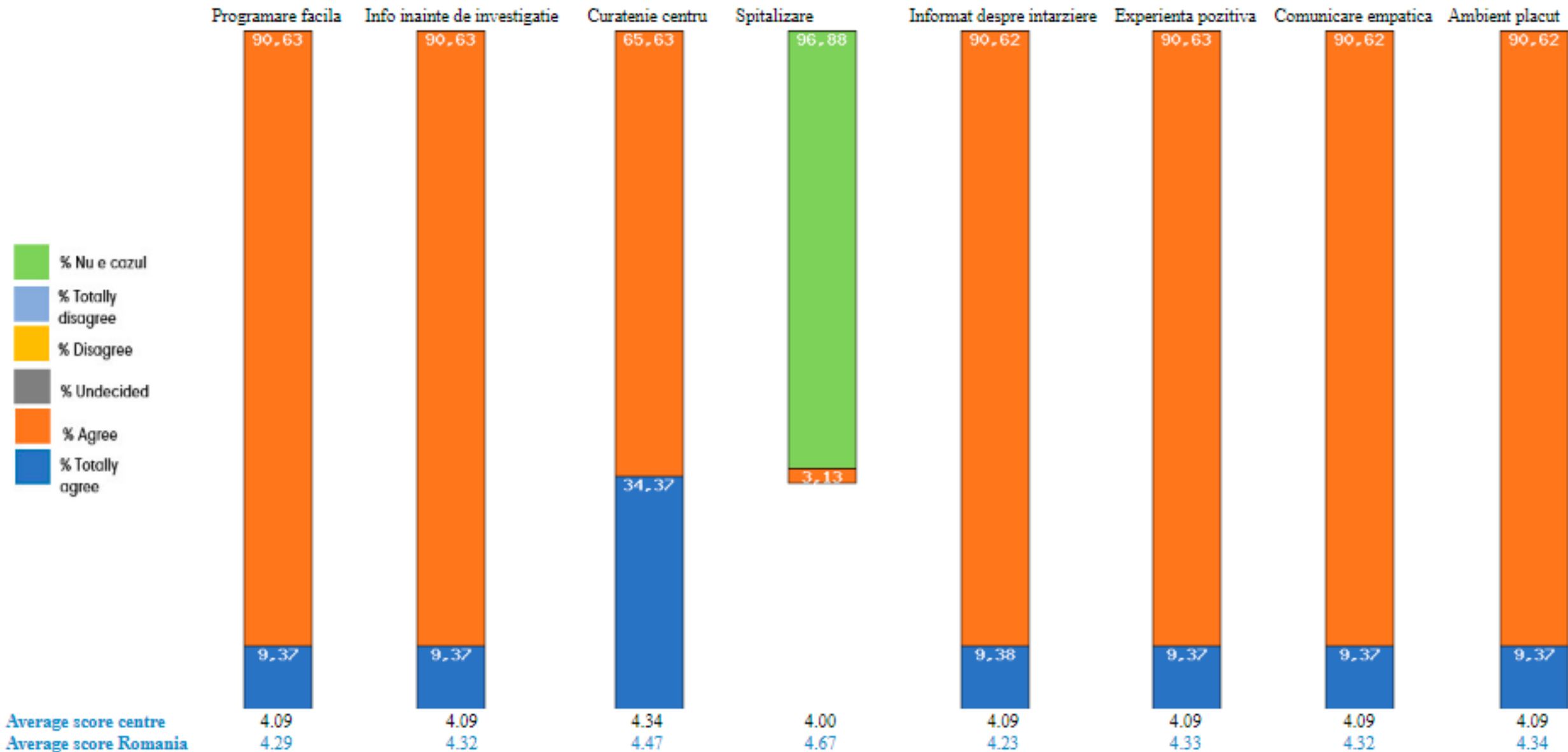
# HIPERDIA BRASOV N TITULESCU ( 50 respondents)

Overall score:4.27



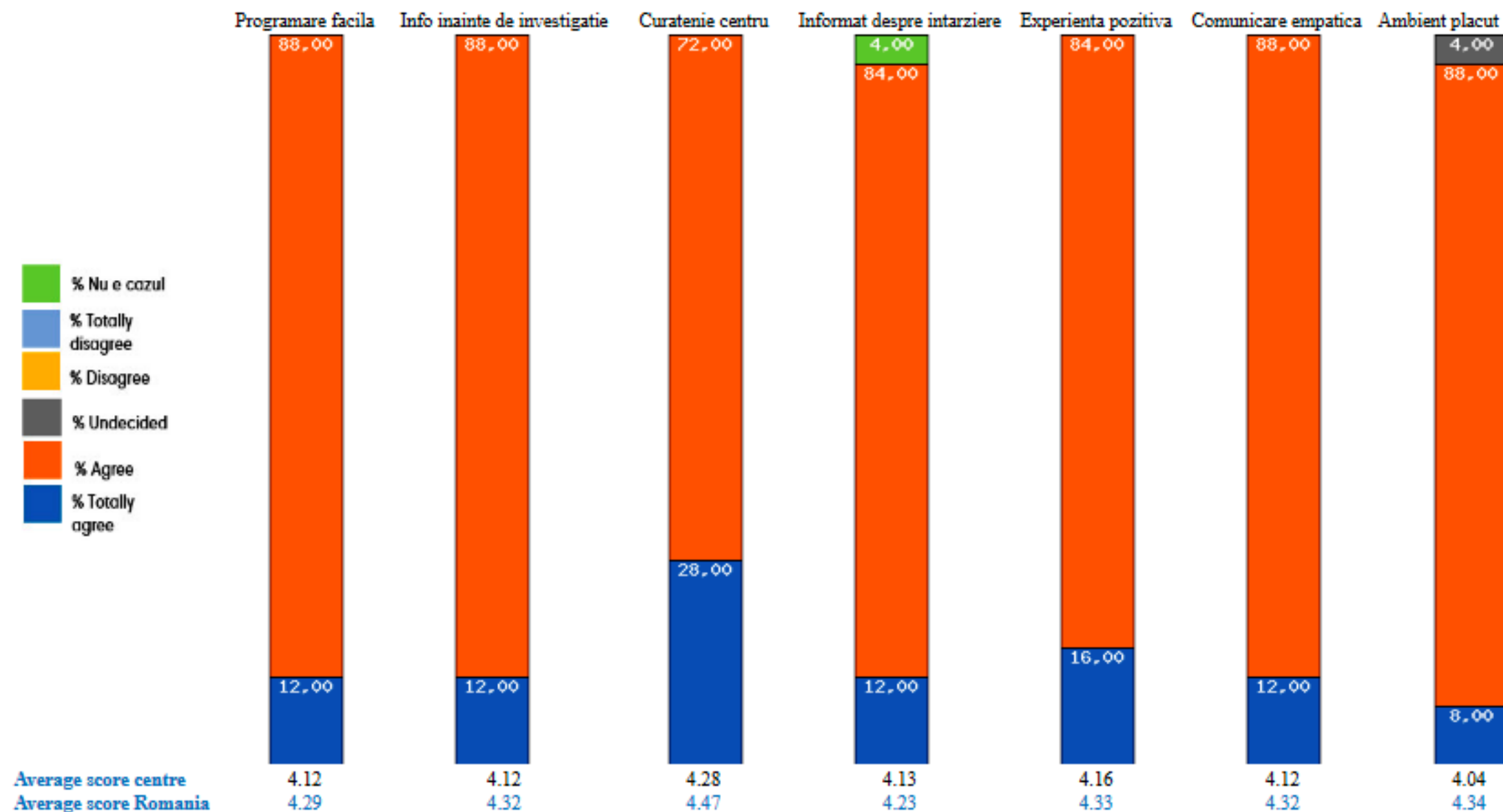
# HIPERDIA BUC SUDULUI ( 32 respondents)

Overall score:4.11



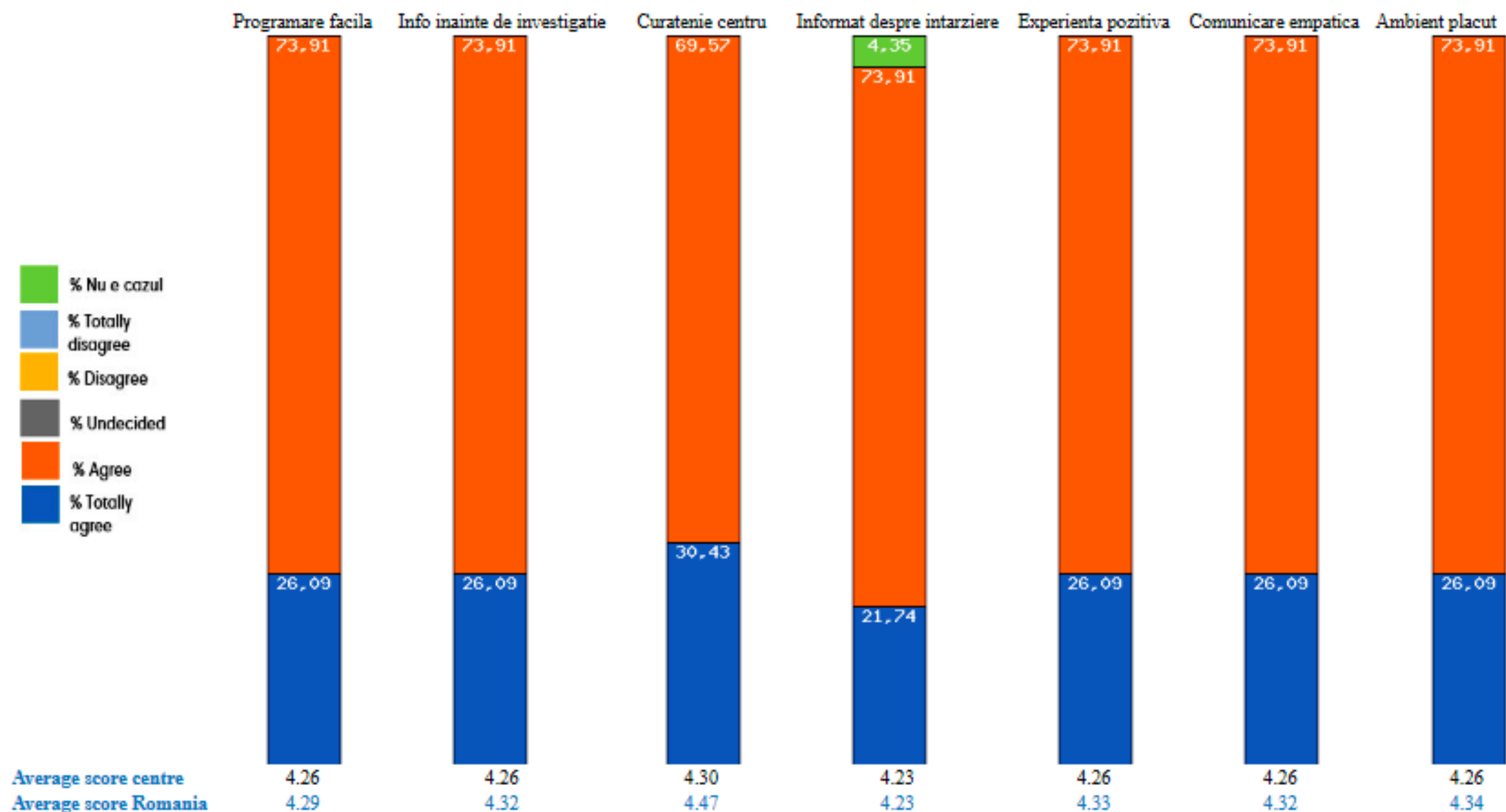
# HIPERDIA BUC ELIAS - Spital ( 25 respondents)

Overall score:4.14



# HIPERDIA BUC COLENTINA - Spital ( 23 respondents)

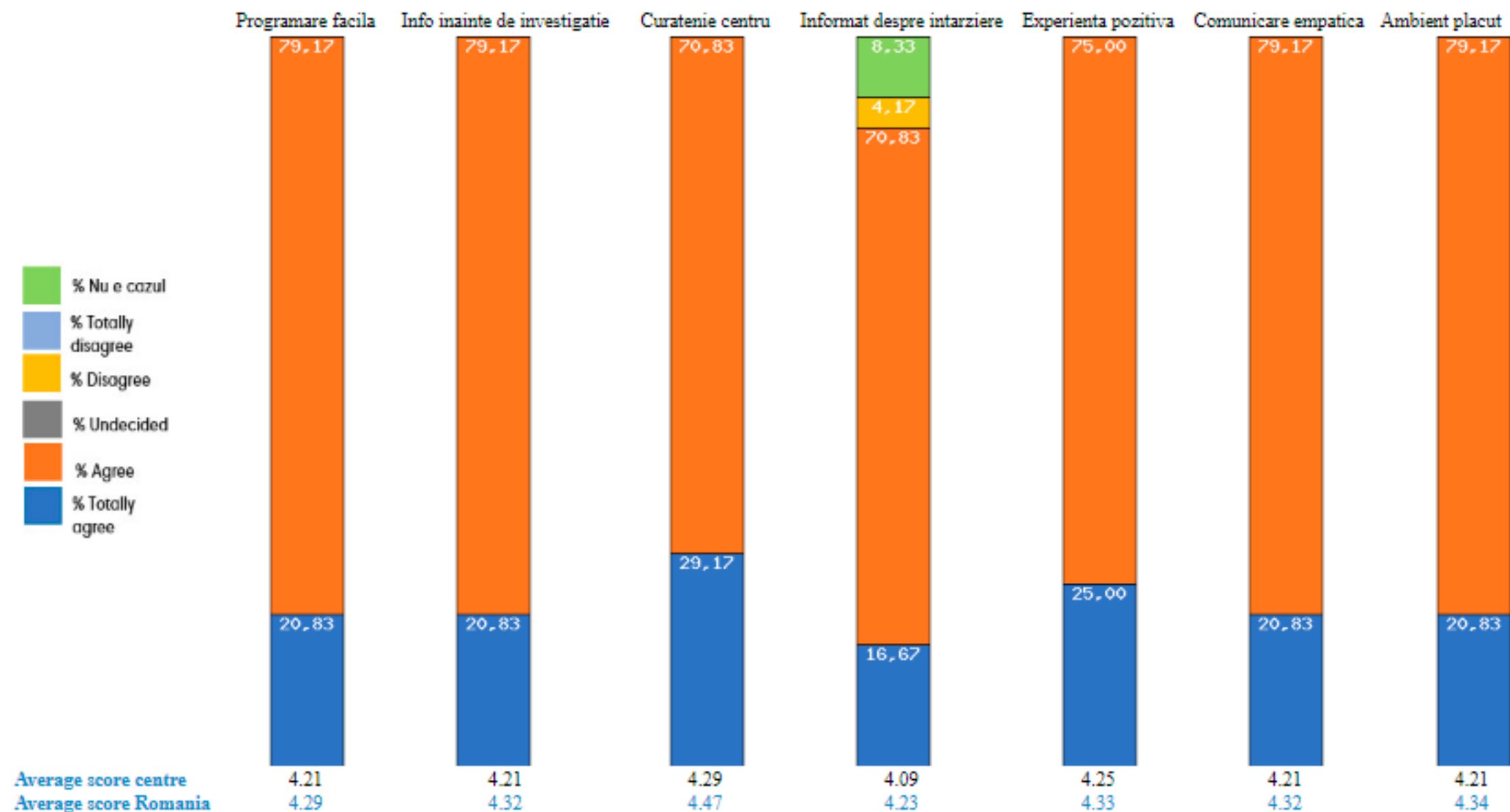
Overall score:4.26





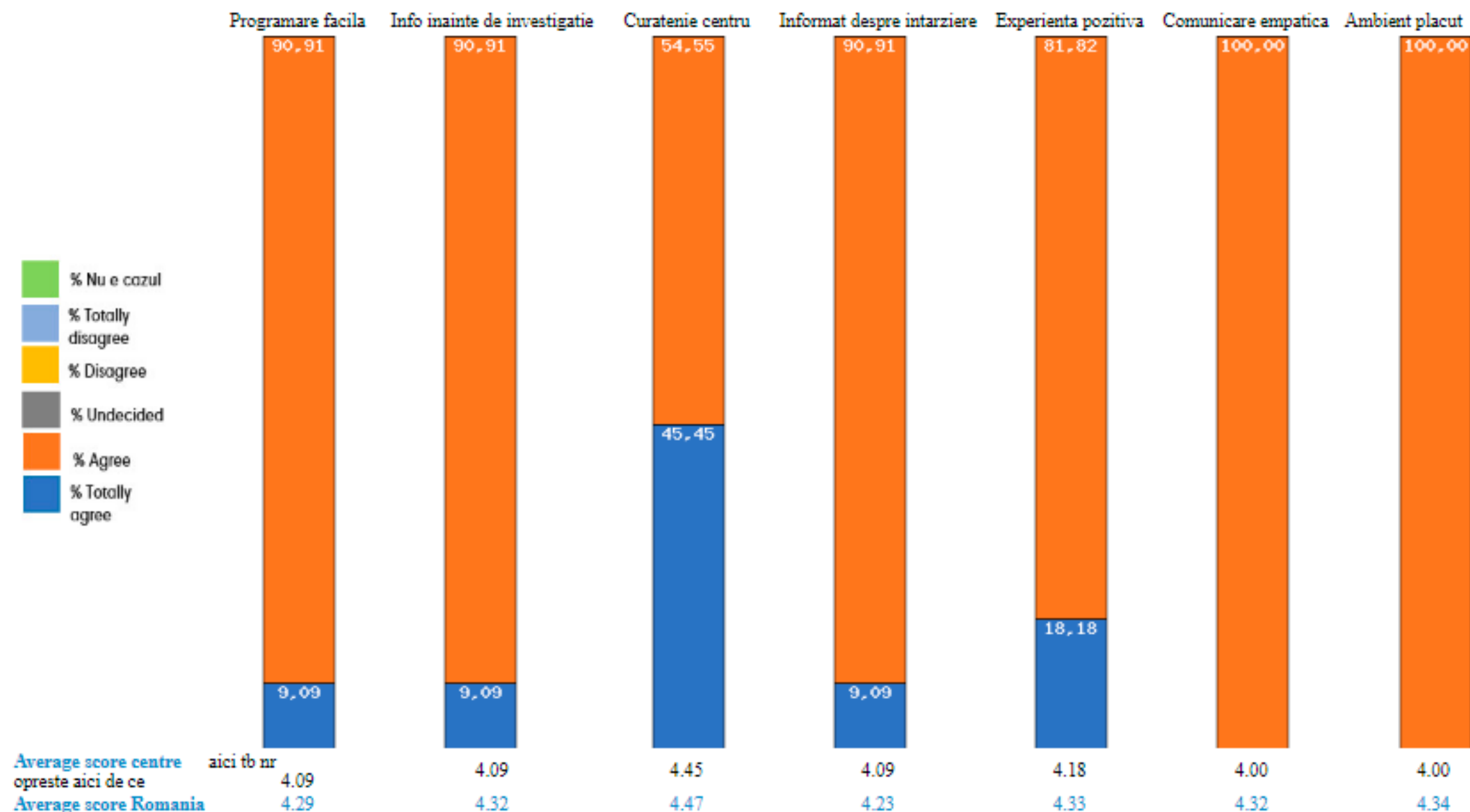
# HIPERDIA RITMULUI ( 24 respondents)

Overall score:4.21



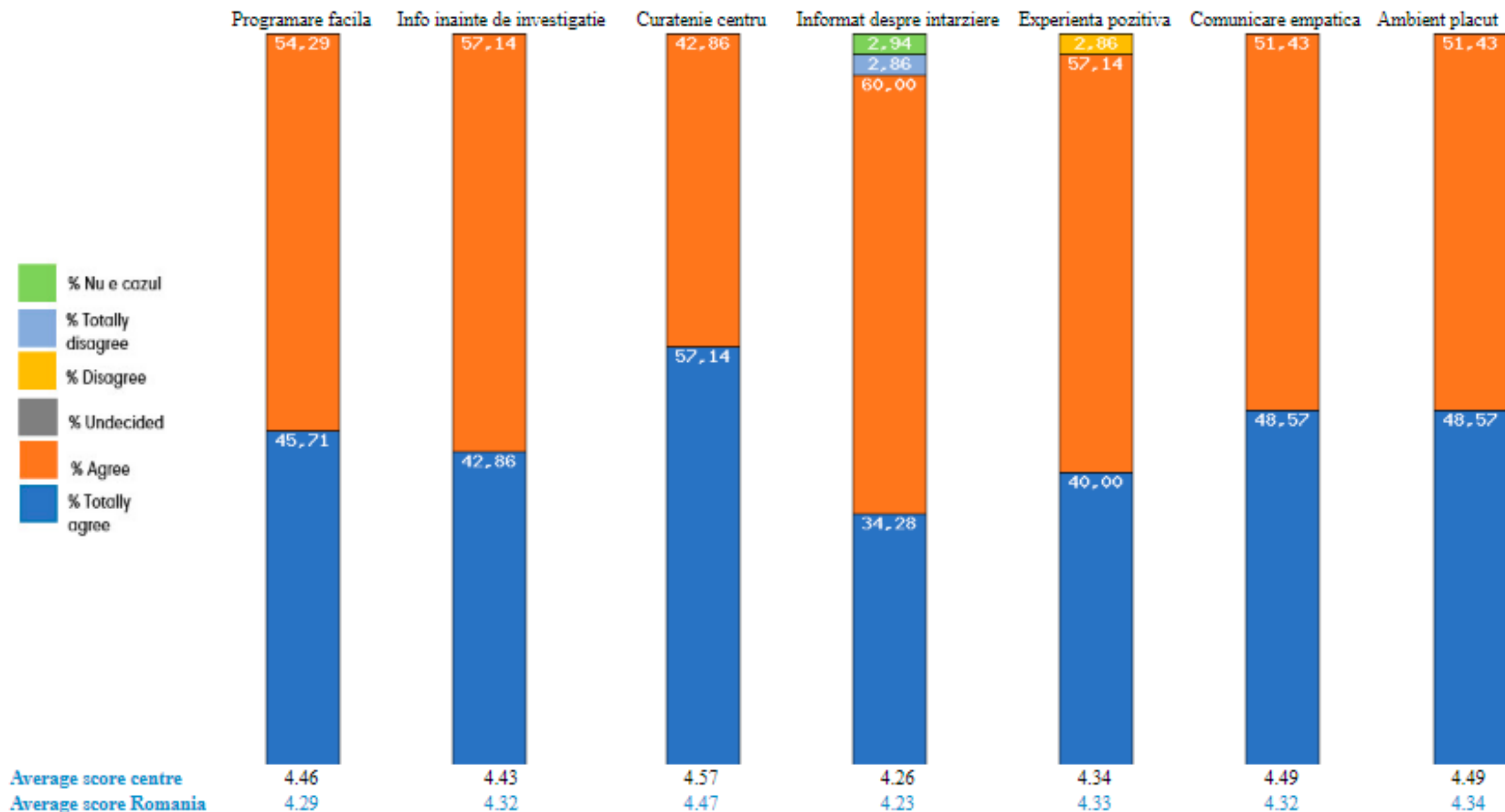
# HIPERDIA CAREI - Spital ( 11respondents)

Overall score:4.13



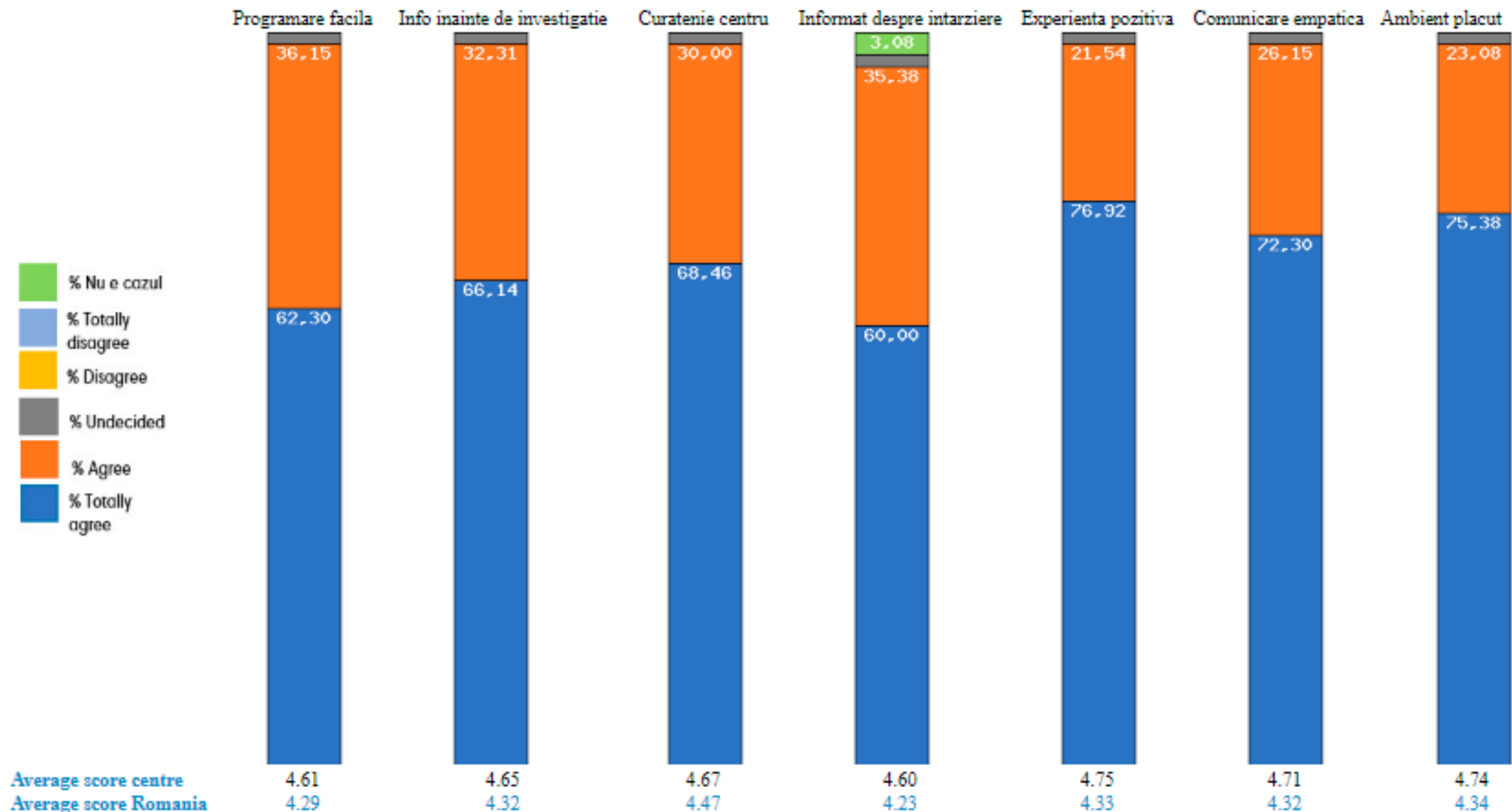
# HIPERDIA CLUJ REPUBLICII ( 35 respondents)

Overall score:4.43



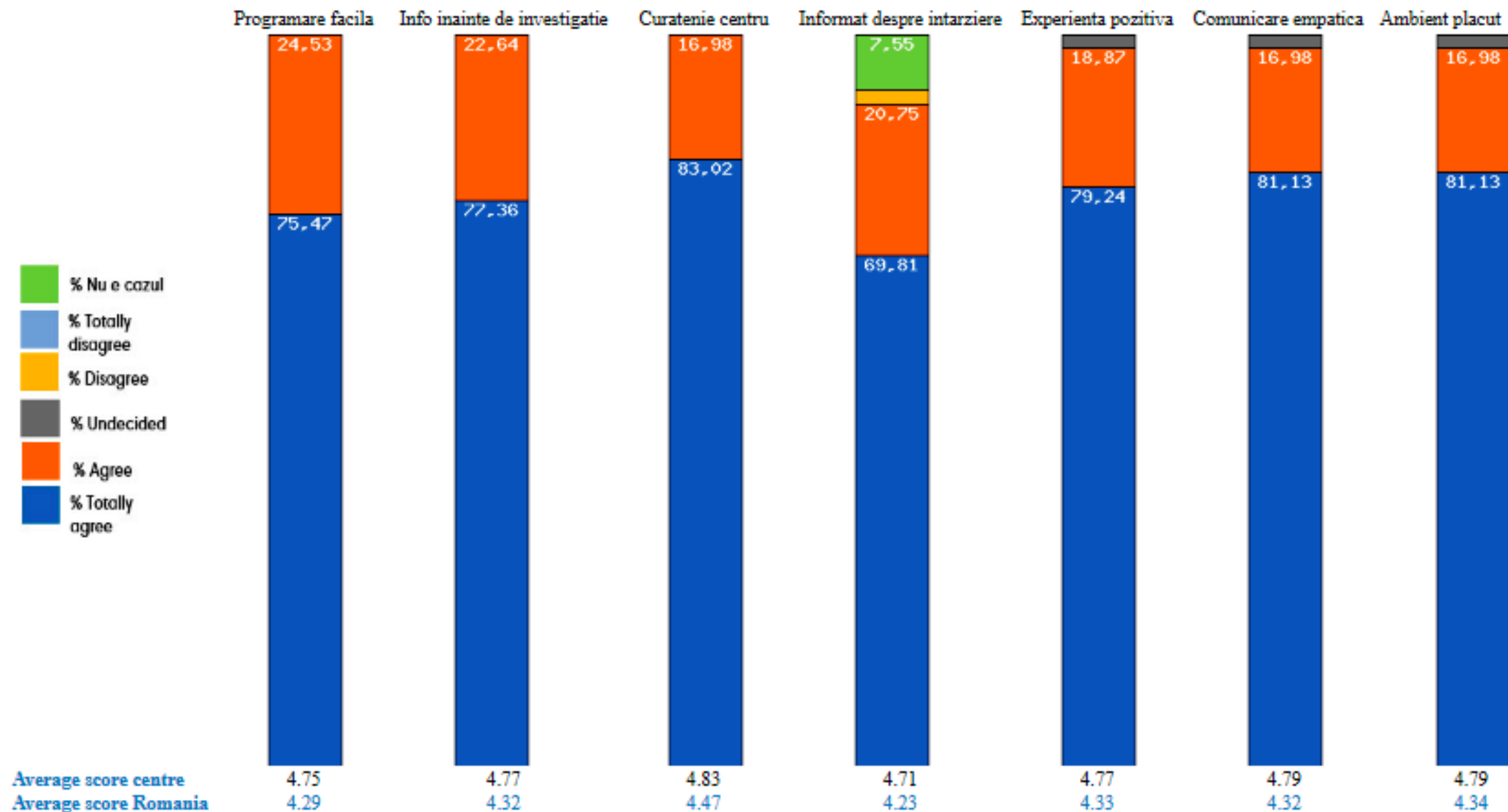
# HIPERDIA GALATI ( 130 respondents)

Overall score:4.68



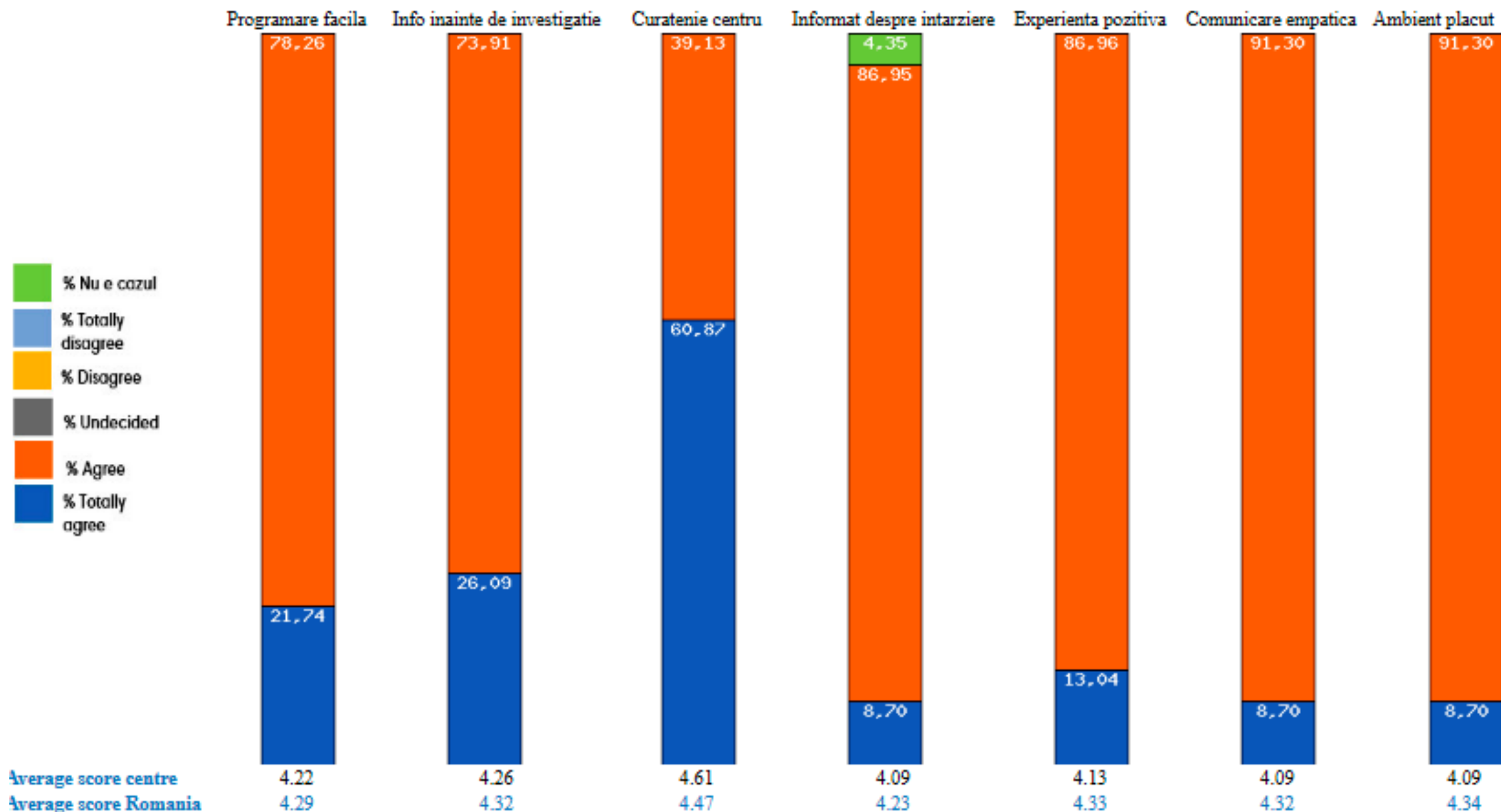
# HIPERDIA MIERCUREA CIUC ( 53 respondents)

Overall score:4.77



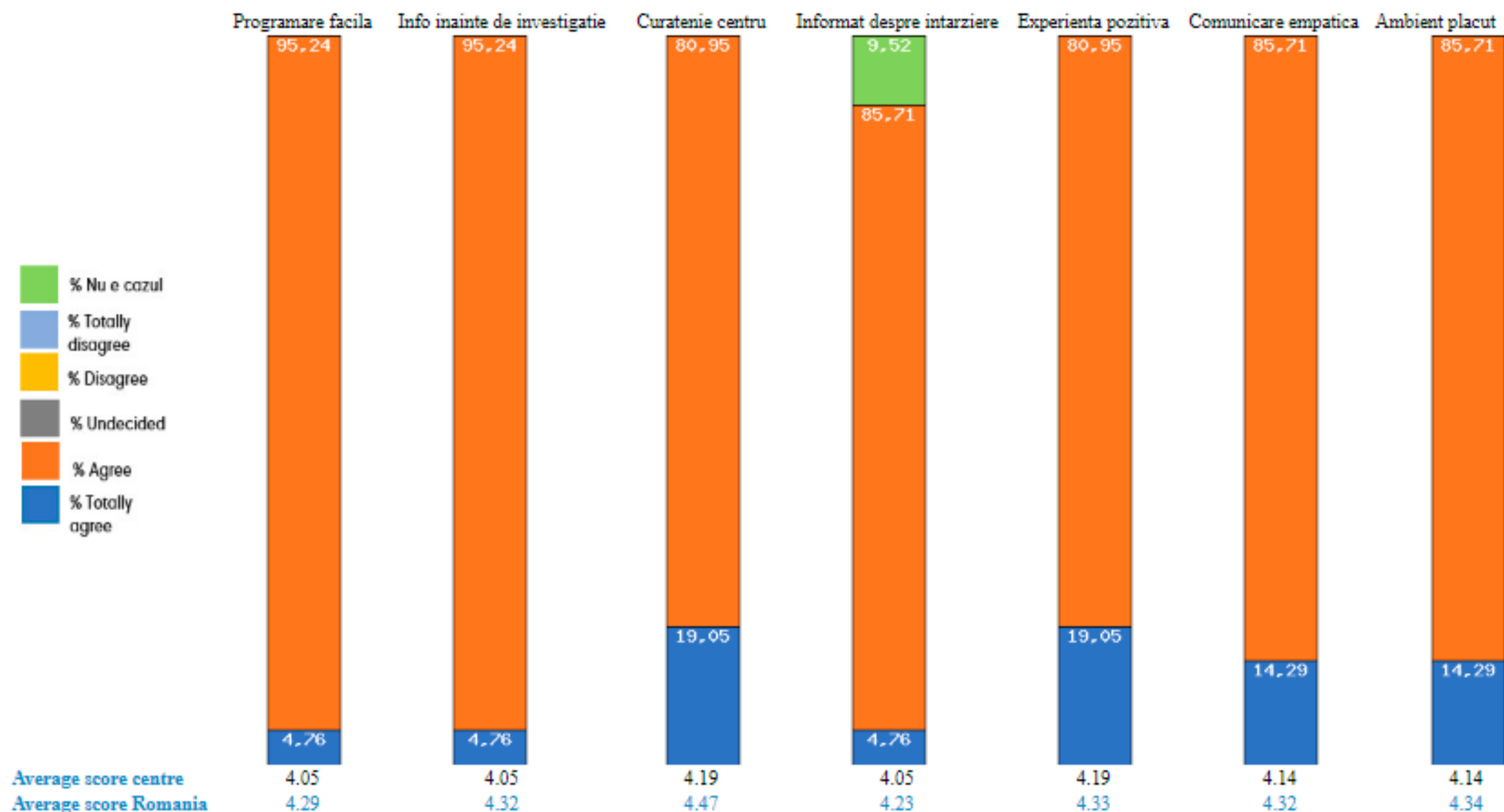
# HIPERDIA ORADEA ( 23 respondents)

Overall score:4.21



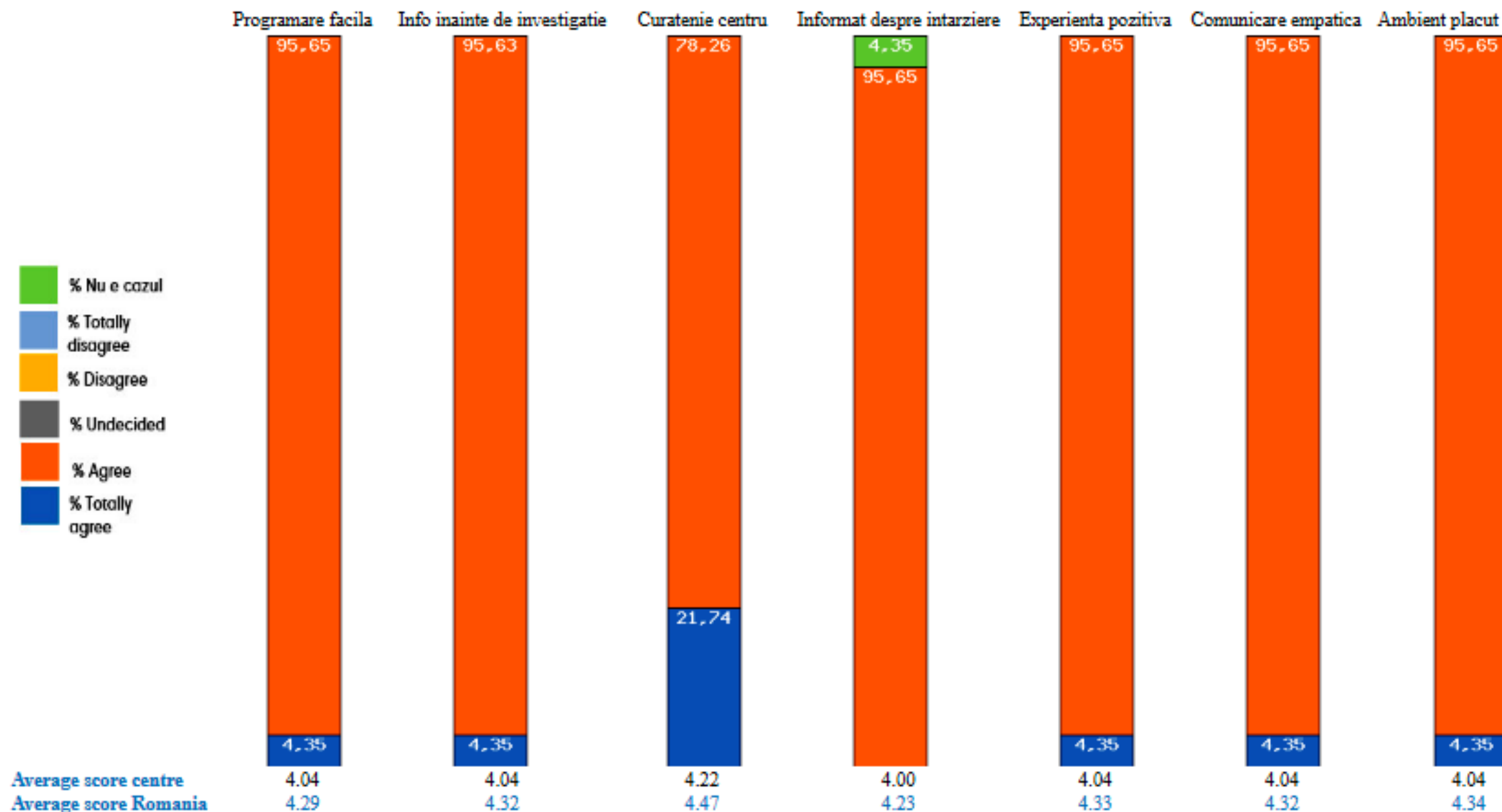
# HIPERDIA PLOIESTI CINA ( 21 respondents)

Overall score:4.12



# HIPERDIA PLOIESTI VEST ( 23 respondents)

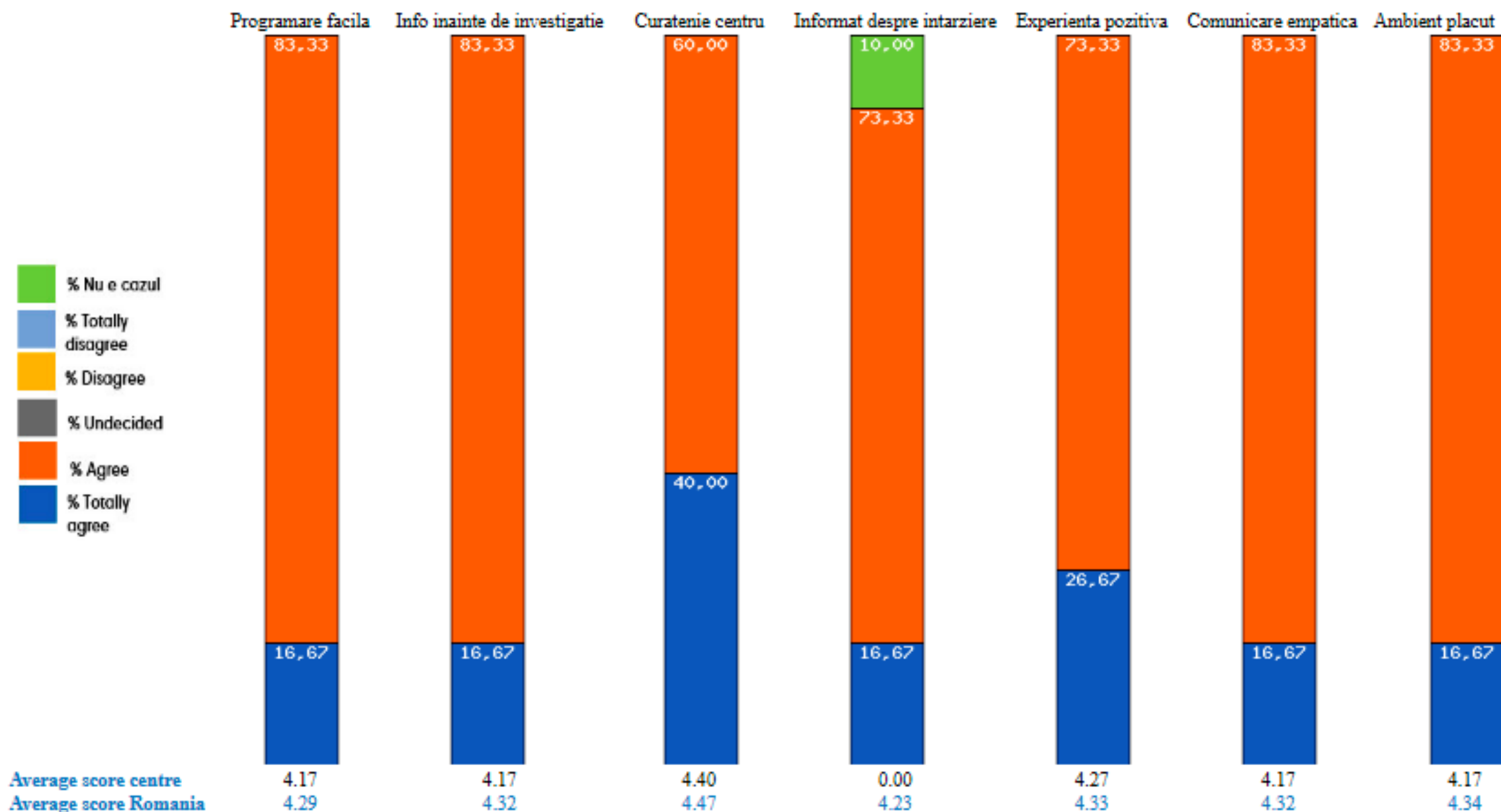
Overall score:4.06





# HIPERDIA SATU MARE ( 30 respondents)

Overall score:4.22



# HIPERDIA TIMISOARA ( 26 respondents)

Overall score:4.07

