



Chestionar de Satisfacție a Pacienților

**Raport lunar
Martie 2021**

Patient Satisfaction Sample (842)

Affidea Arad	23	Hiperdia Bistrita (policlinica)	22
Affidea Cluj Ciresilor	20	Brasov Sp Psi-Neuro	14
Affidea Cluj Motilor	0	Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	30
Affidea Constanta	24	Hiperdia Brasov Cal Bucuresti	20
Affidea Deva	19	Hiperdia Brasov N. Titulescu	21
Affidea Buc Floreasca	20	Hiperdia Buc Sudului	17
Affidea Buc Fundeni	24	Hiperdia Buc Elias (Spital)	27
Affidea Focsani	16	Hiperdia Buc Colentina (Spital)	27
Affidea Iasi	13	Hiperdia Buc Ritmului	26
Affidea Mangalia	12	Hiperdia Buc Bagdasar (spital)	19
Affidea Medias (Phoenix)	26	Hiperdia Carei (spital)	16
Affidea Petrosani	15	Hiperdia Cluj Republicii	24
Affidea Piatra Neamt (Phoenix)	22	Hiperdia Galatii	37
Affidea Rm. Valcea (clinica)	14	Hiperdia Miercurea Ciuc	39
Affidea Rm. Valcea (imagistica)	12	Hiperdia Oradea	32
Affidea Slatina	15	Hiperdia Ploiesti Cina	43
Affidea Timisoara	23	Hiperdia Ploiesti Vest	48
Affidea CT Clinic Cluj	17	Hiperdia Satu Mare	35
		Hiperdia Timisoara	30

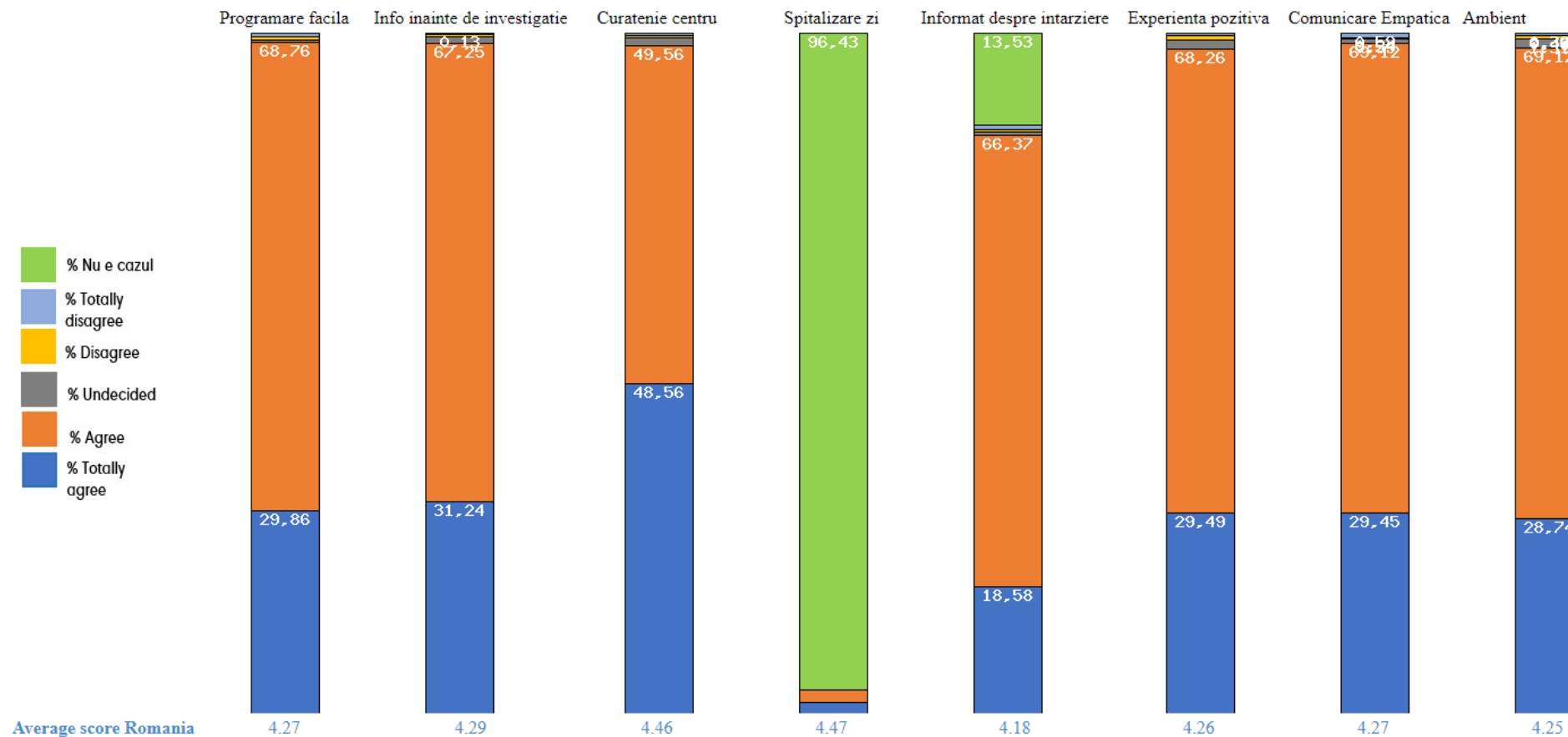
Main findings by centre

Actions that drive score above average

Centre	Overall Score	What drives score	What can be improved
Hiperdia Bistrita	4.82		
Hiperdia Miercurea Ciuc	4.82		
Hiperdia Ploiesti Cina	4.79		easy booking.
Hiperdia Ploiesti Vest	4.63	cleanliness in center.	info about delays.
Hiperdia Cluj Republicii	4.50	info before exam.	cleanliness in cente. Pleasant atmosphere.
Affidea Mangalia	4.30	info before exam. cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Brasov Carpatex 2 - former SCJU (Judetean)	4.29	cleanliness in center.	info about delays.
Hiperdia Brasov N. Titulescu	4.28	cleanliness in center.	
Affidea CT Clinic Cluj	4.25	cleanliness in center. overall experience.	info about delays.
Affidea Constanta	4.23	cleanliness in center.	info about delays. overall experience. Empathic communication. Pleasant atmosphere.
Affidea Piatra Neamt	4.23	cleanliness in center.	easy booking. info before exam. info about delays. Empathic communication. Pleasant atmosphere.
Hiperdia Carei (spital)	4.23	cleanliness in center.	info about delays.
Affidea Timisoara	4.23	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Deva	4.22	cleanliness in center. overall experience.	info before exam. info about delays.
Affidea Cluj Ciresilor	4.22	cleanliness in center.	info about delays.
Hiperdia Brasov Cal. Bucuresti	4.22	cleanliness in center.	info before exam.

Hiperdia Oradea	4.21	cleanliness in center.	
Affidea Medias	4.21	cleanliness in center. Empathic communication.	info about delays. Pleasant atmosphere.
Affidea Petrosani	4.20	cleanliness in center.	info about delays.
Affidea Arad	4.19	cleanliness in center.	easy booking. info about delays. overall experience.
Affidea Focsani	4.18	cleanliness in center.	Empathic communication.
Affidea Iasi	4.16	cleanliness in center.	info about delays.
Hiperdia Galati	4.15	Empathic communication. Pleasant atmosphere.	info about delays.
Hiperdia Timisoara	4.12	cleanliness in center.	
Hiperdia Buc Elias (spital)	4.12	cleanliness in center.	info about delays.
Hiperdia Buc Colentina (spital)	4.12	cleanliness in center.	info about delays.
Hiperdia Ritmului	4.12	cleanliness in center.	info about delays. Empathic communication. Pleasant atmosphere.
Affidea Floreasca	4.11	cleanliness in center.	info about delays. overall experience. Pleasant atmosphere.
Afidea Rm Valcea (clinica)	4.11	cleanliness in center.	
Hiperdia Brasov Sp Psi-neuro	4.10	cleanliness in center.	info about delays.
Hiperdia Satu Mare	4.09		info about delays.
Affidea Slatina	4.04	cleanliness in center.	
Hiperdia Buc Bagdasar (Spital)	4.04	cleanliness in center.	info about delays.
Affidea Fundeni	4.02		info about delays. Empathic communication. Pleasant atmosphere.
Affidea Rm Valcea (imagistica)	4.02	cleanliness in center.	Empathic communication. Pleasant atmosphere.
Hiperdia Buc Sudului	3.70	easy booking. info before exam. cleanliness in center. info about delays. overall experience. Empathic communication. Pleasant atmosphere.	

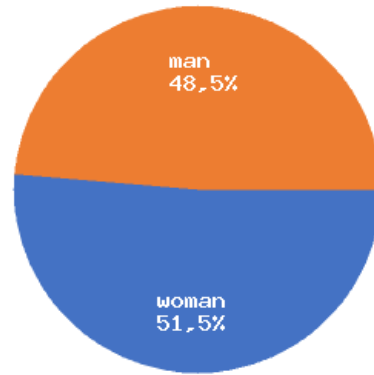
OVERALL RESULTS ROMANIA



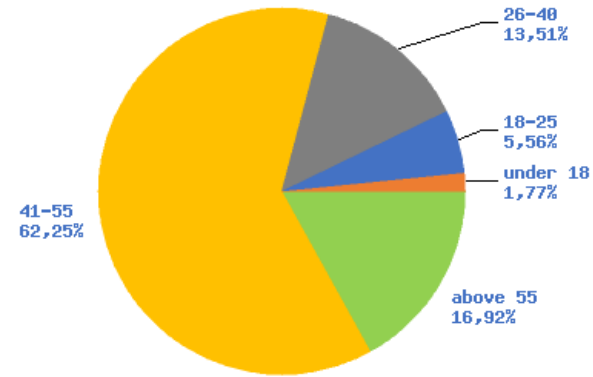
Average score was calculated by assigning a value to each answer and then calculating the average, excluding non-answers Totally agree =5, Agree = 4, Undecided = 3, Disagree = 2, Totally disagree = 1, N/A =0

OVERALL RESULTS ROMANIA

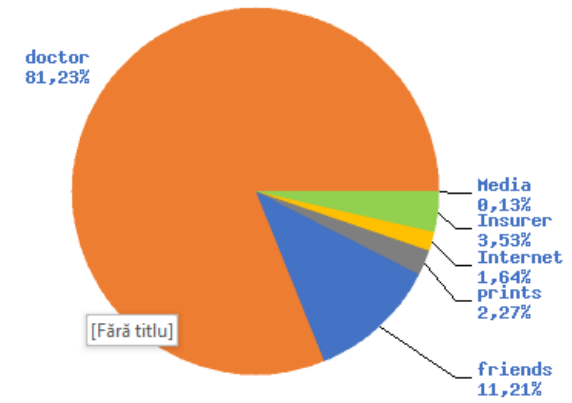
Gender



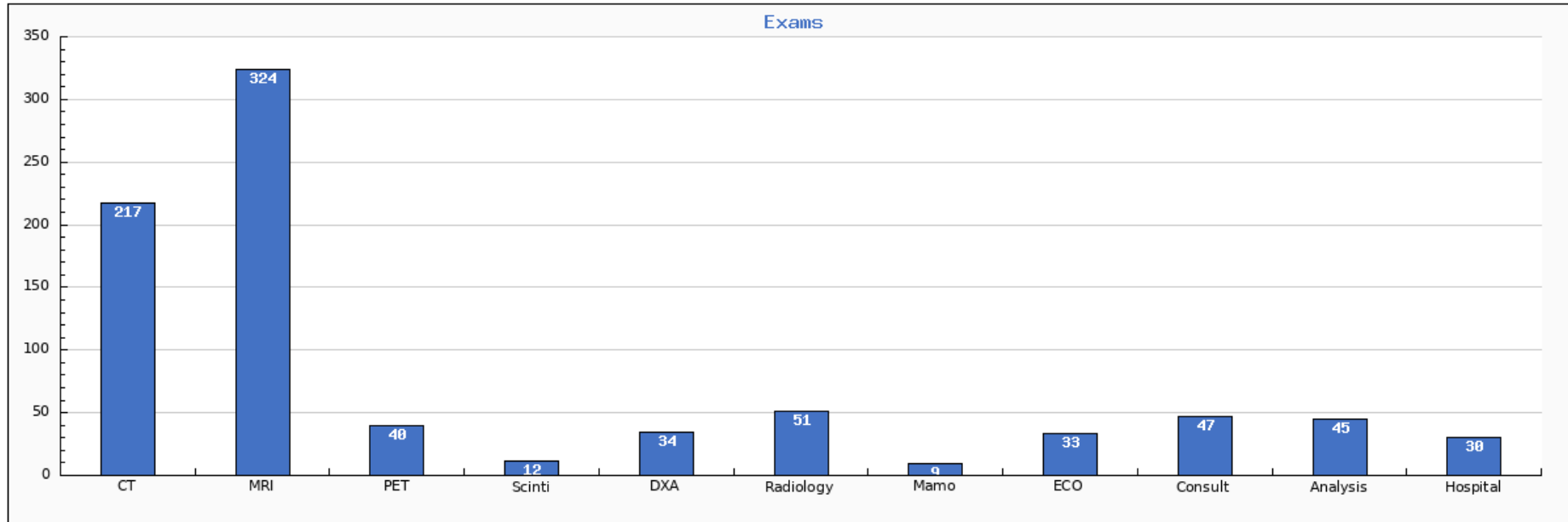
Age



Referrals



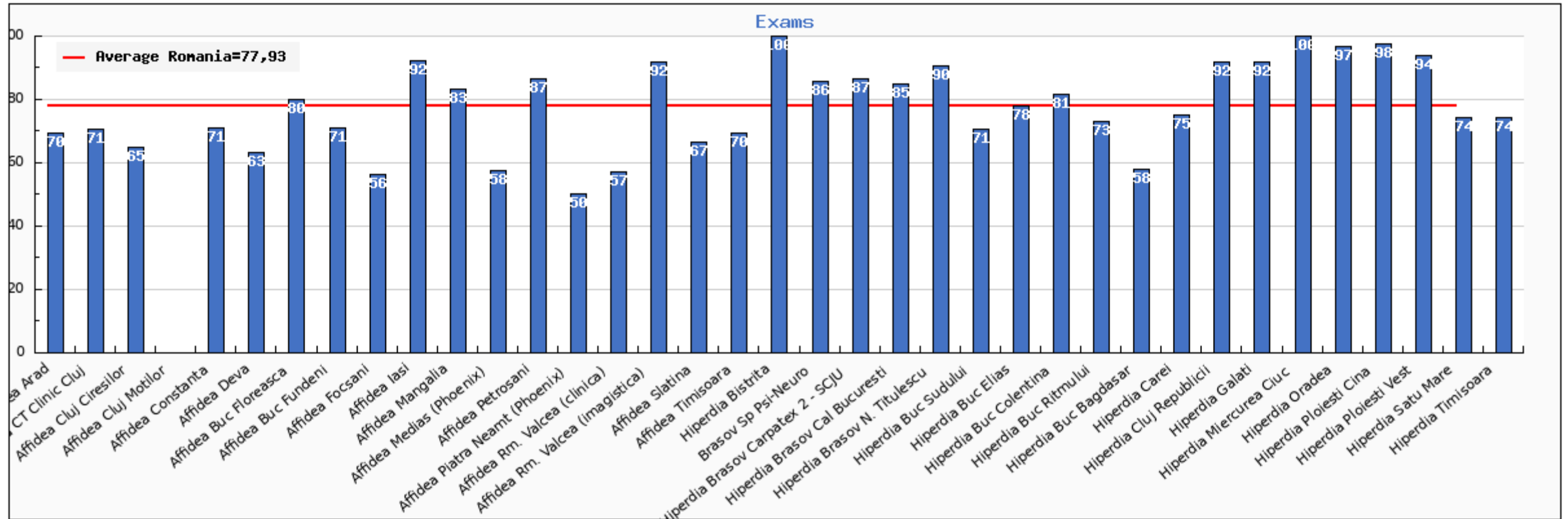
Exams



CT	MRI	PET	Scinti	DXA	Radiology	Mamo	ECO	Consult	Analysis	Hospital
217	324	40	12	34	51	9	33	47	45	30

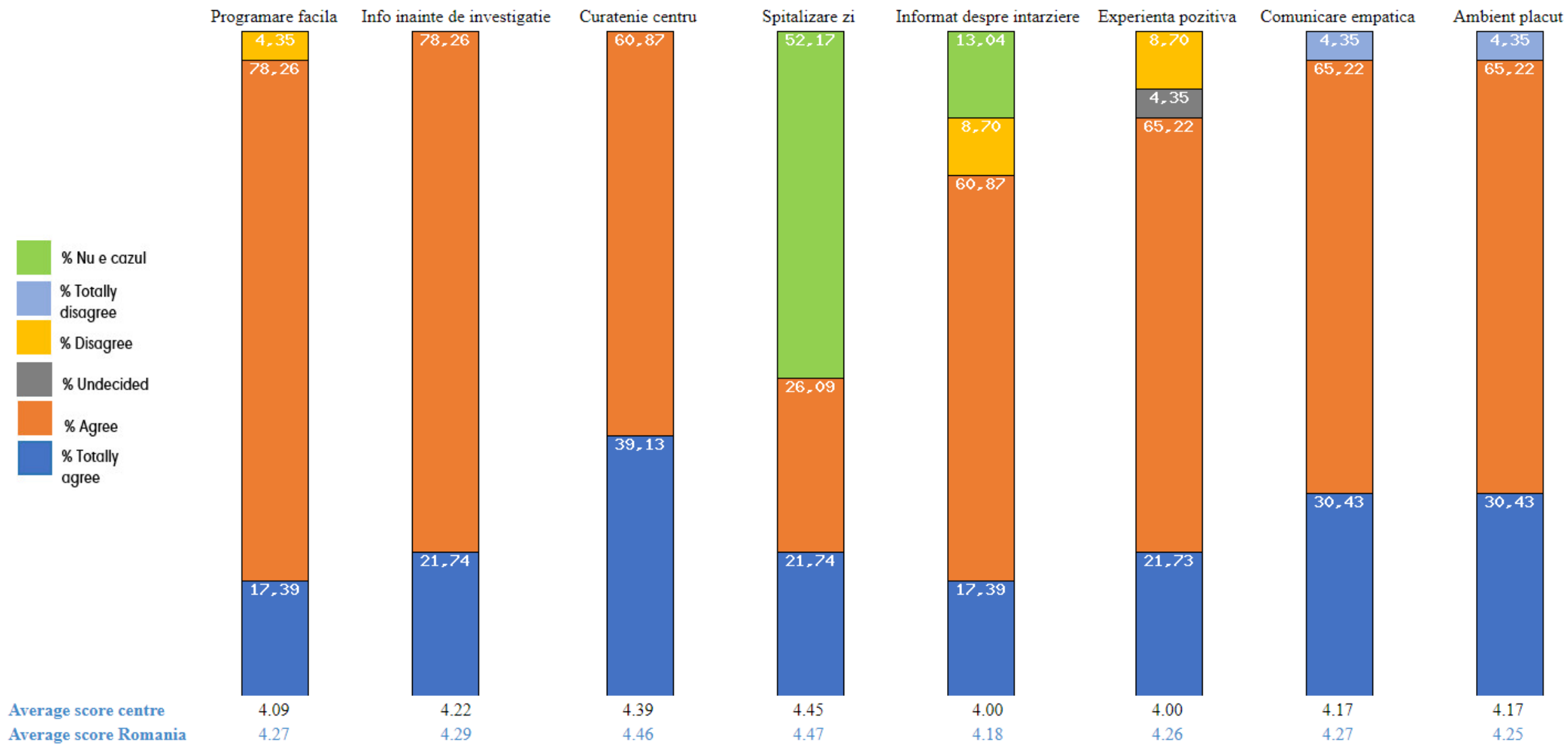
NPS ROMANIA

NPS Global Romania: 79,93



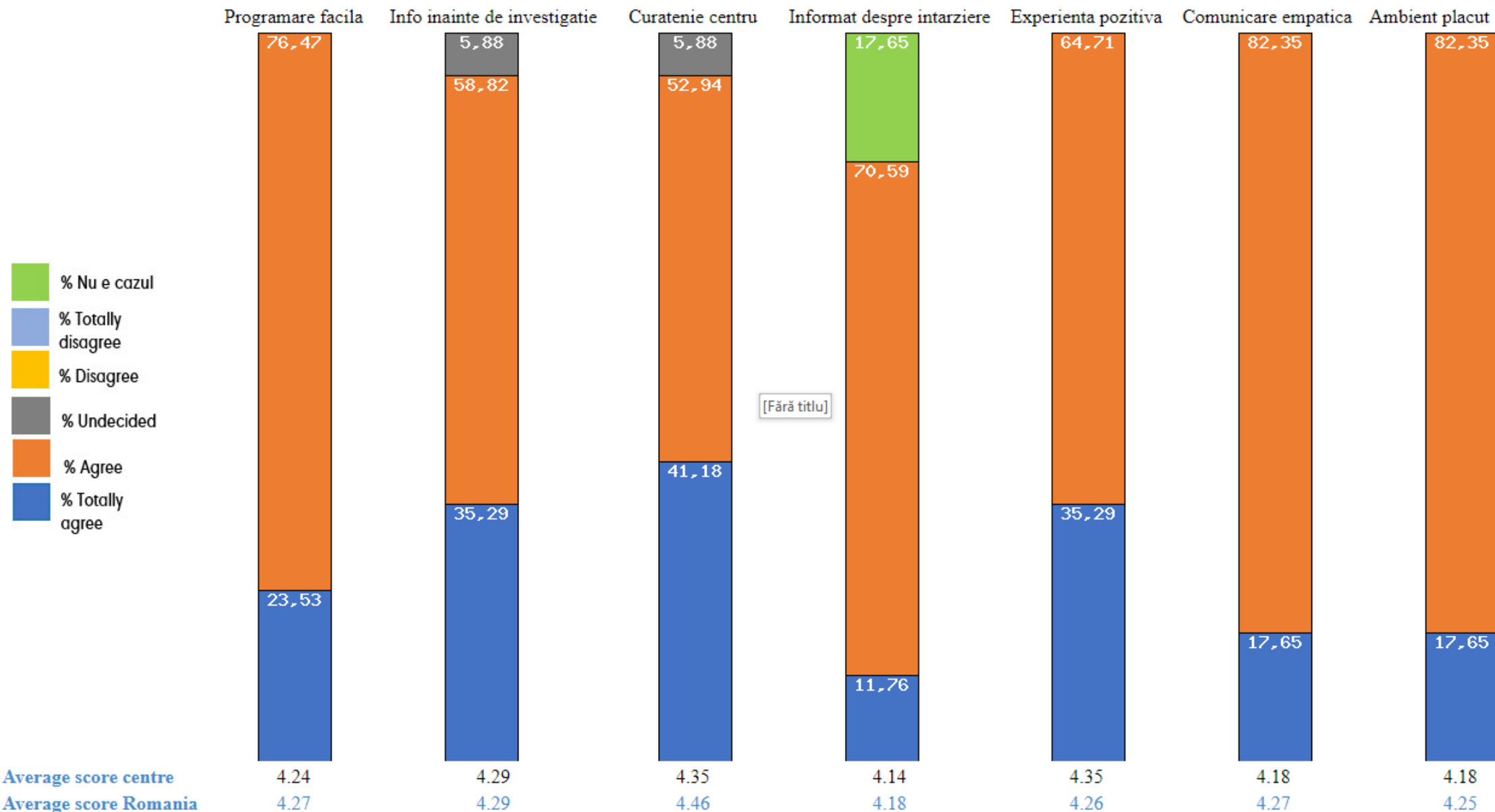
Affidea ARAD (23 respondents)

Overall score:4.19



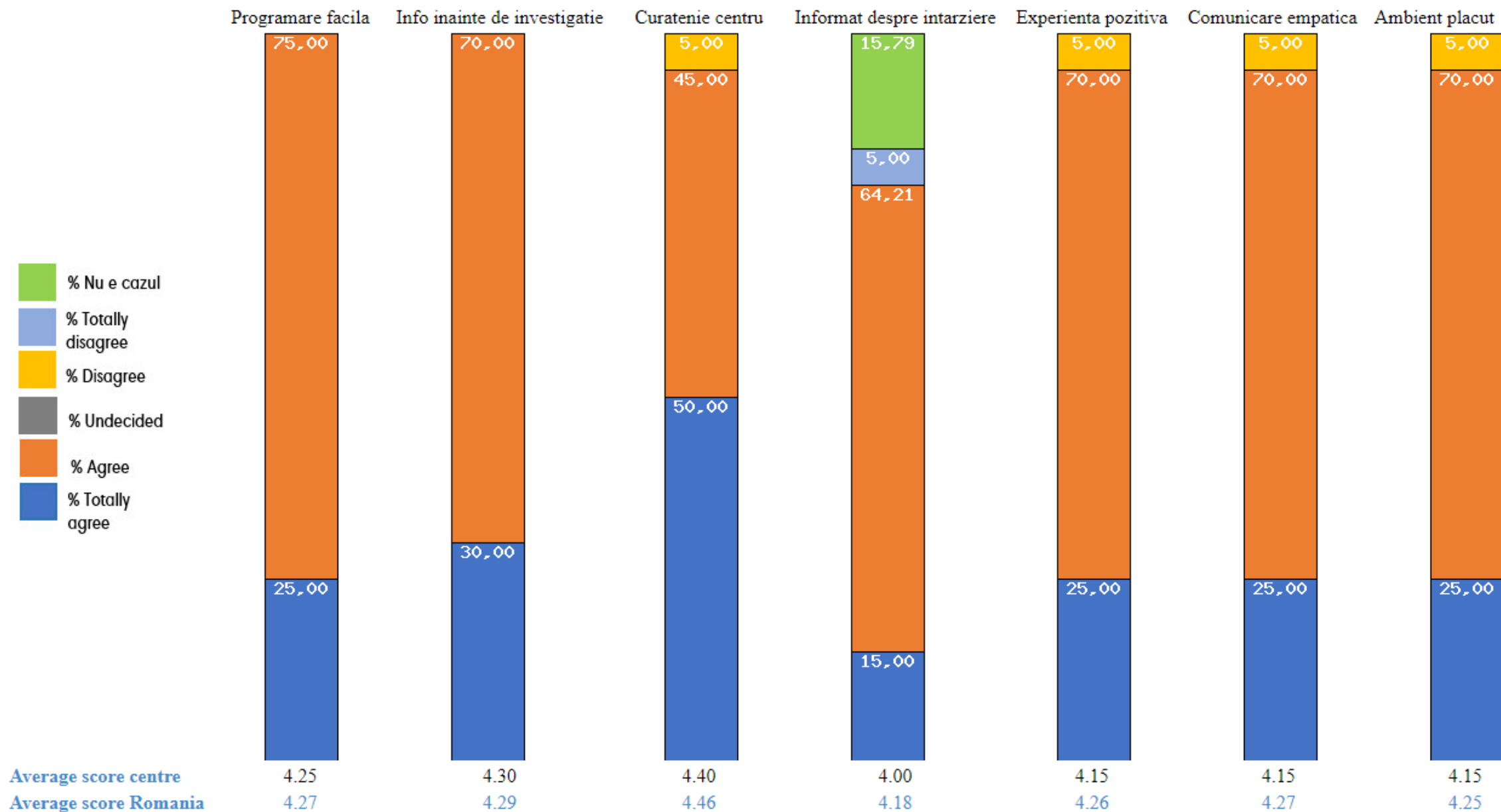
Affidea CT Clinic Cluj(17 respondents)

Overall score:4.25

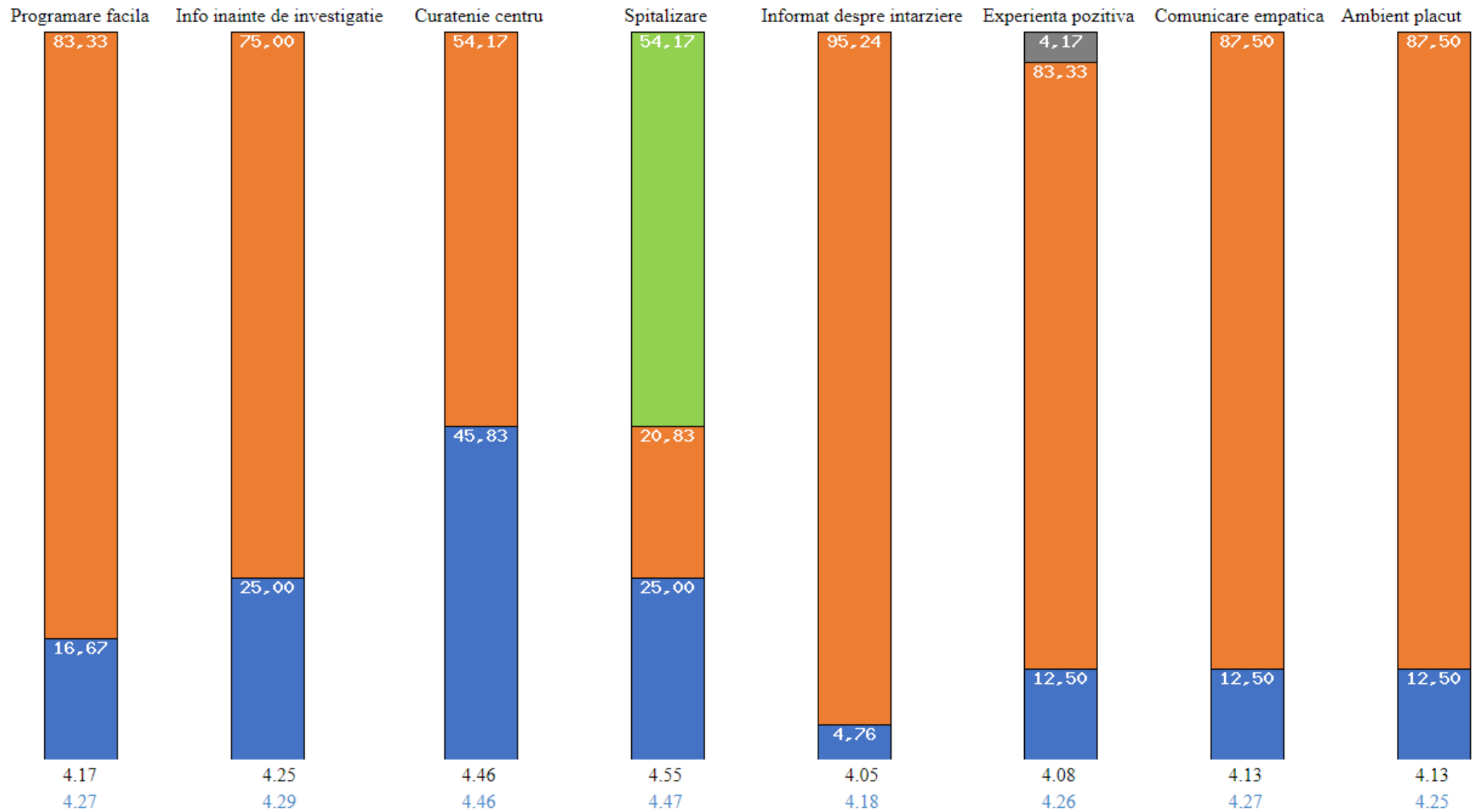


Affidea CLUJ CIRESILOR (20 respondents)

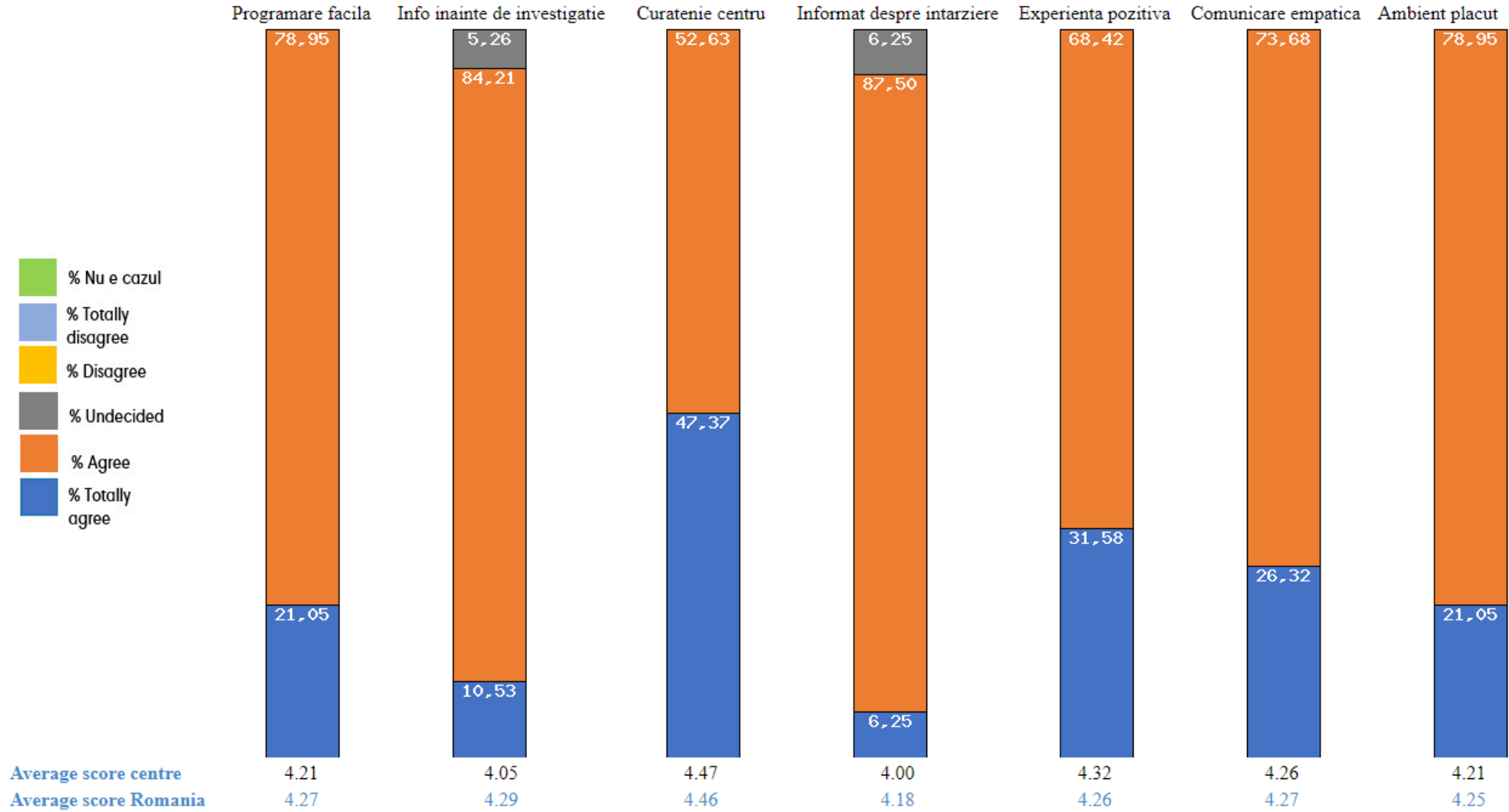
Overall score:4.20



Affidea CONSTANTA (24 respondents) Overall score:4.23

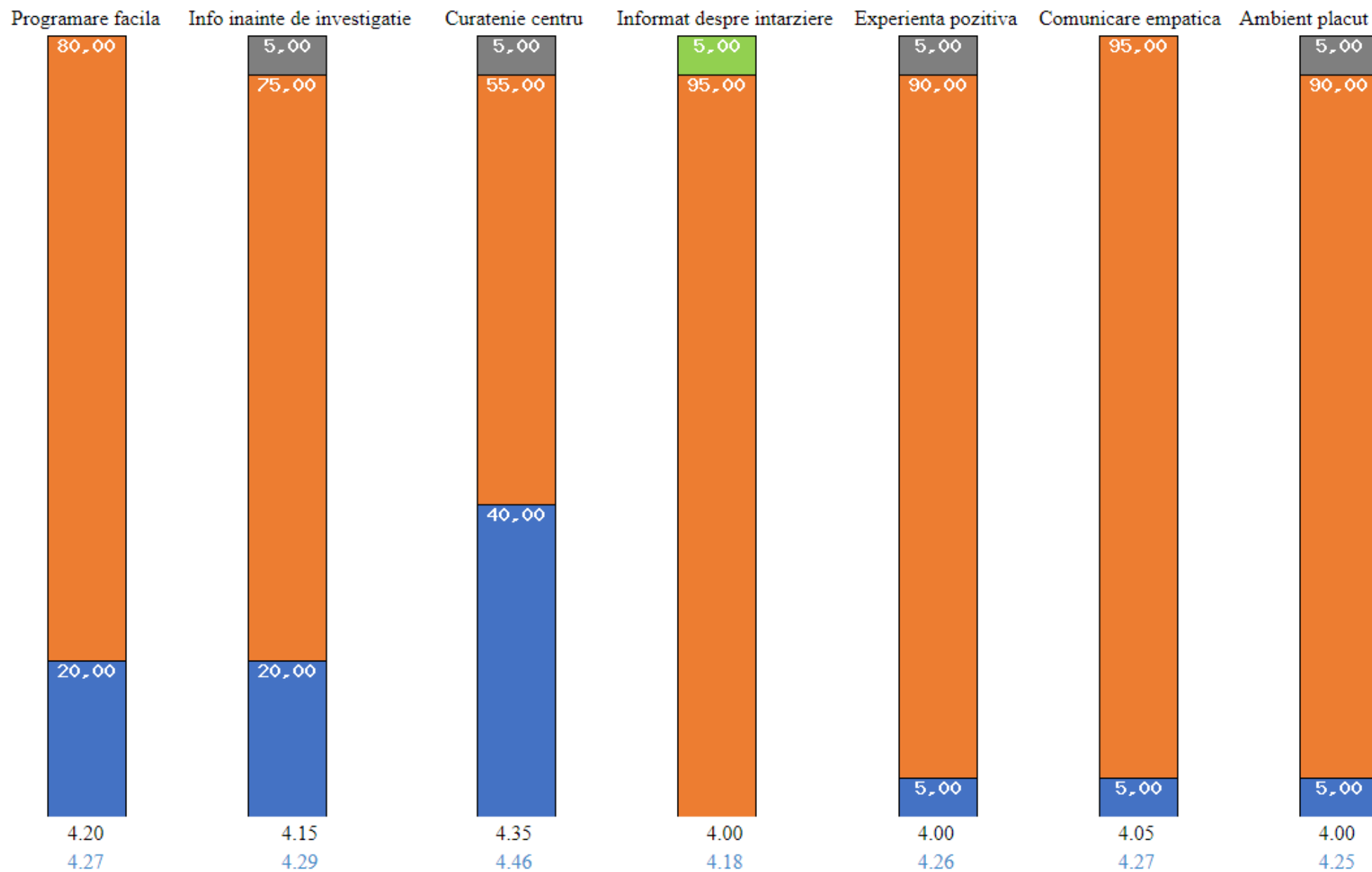


Affidea DEVA (19 respondents) Overall score:4.22



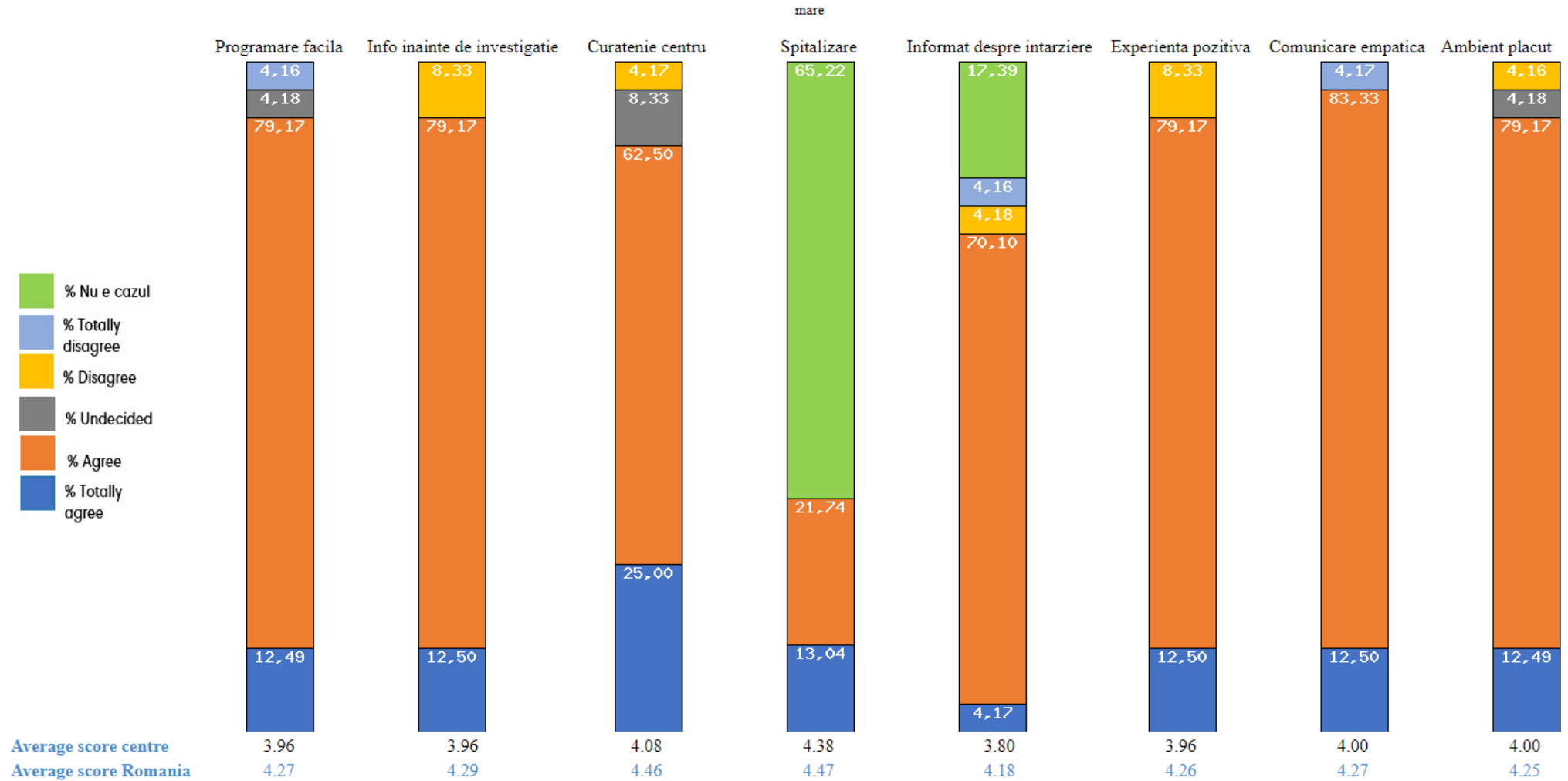
Affidea BUC FLOREASCA (20 respondents)

Overall score:4.11



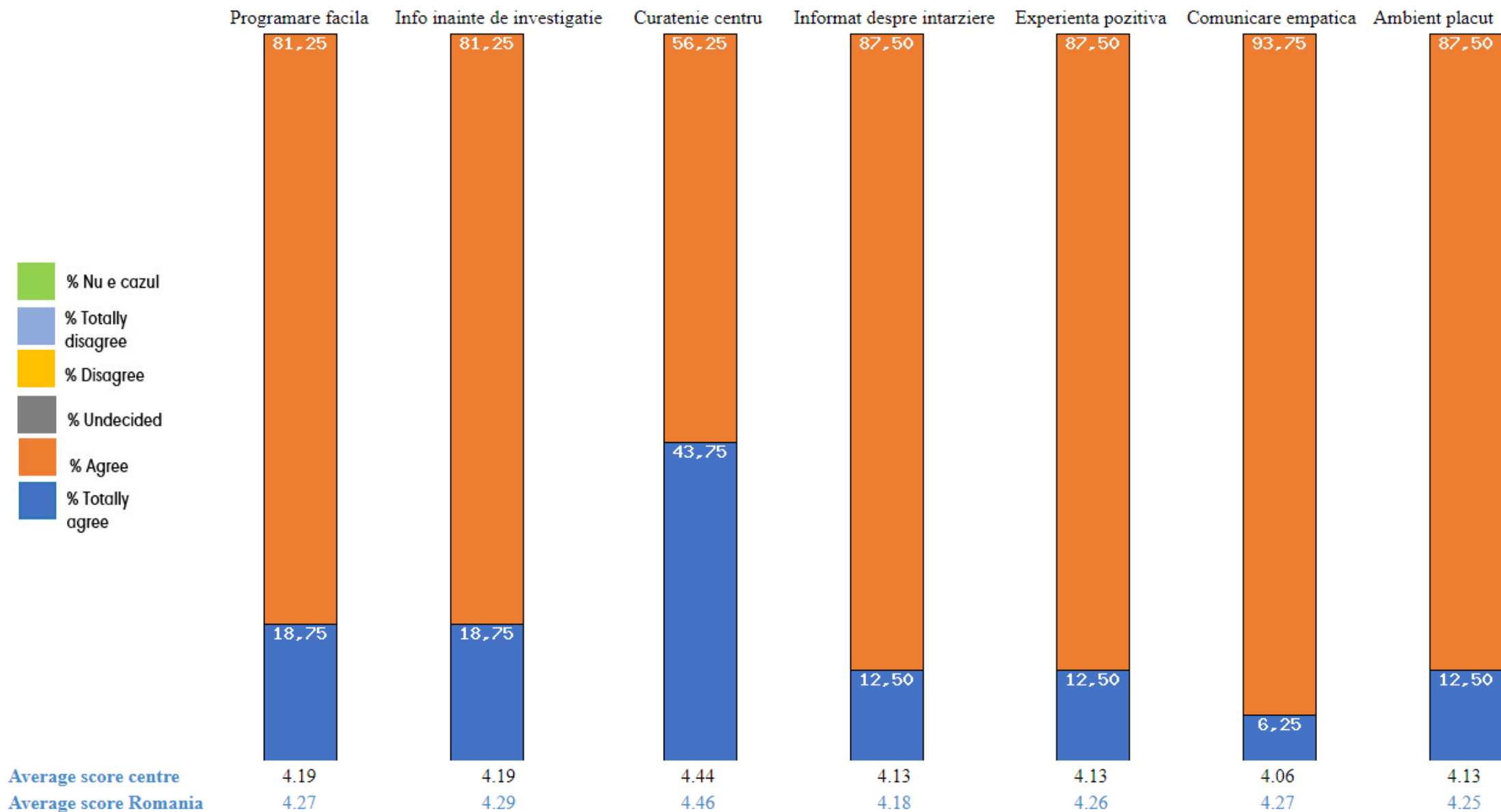
Affidea BUC FUNDENI (24 respondents)

Overall score:4.02



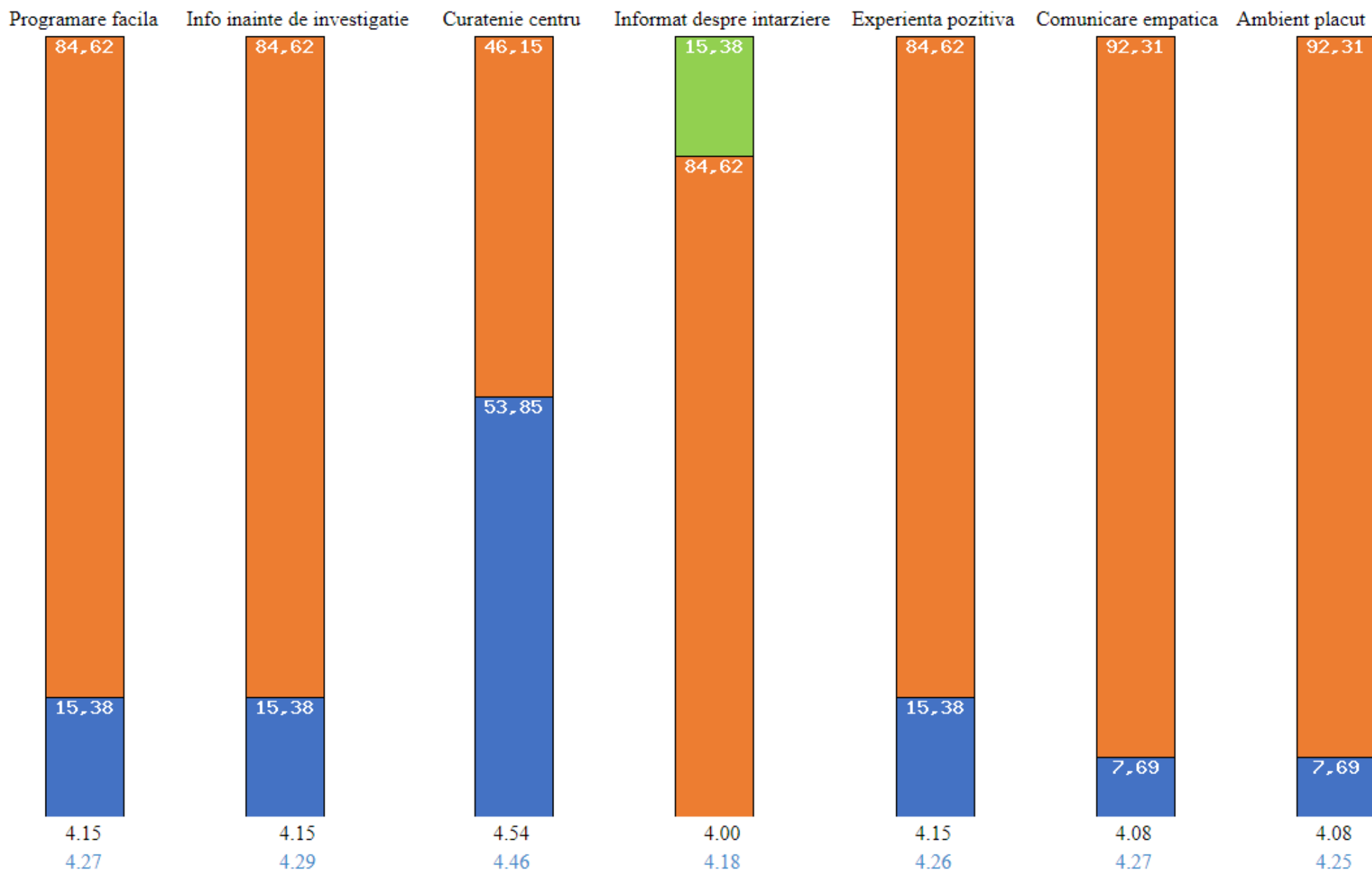
Affidea FOCSANI (16 respondents)

Overall score:4.18



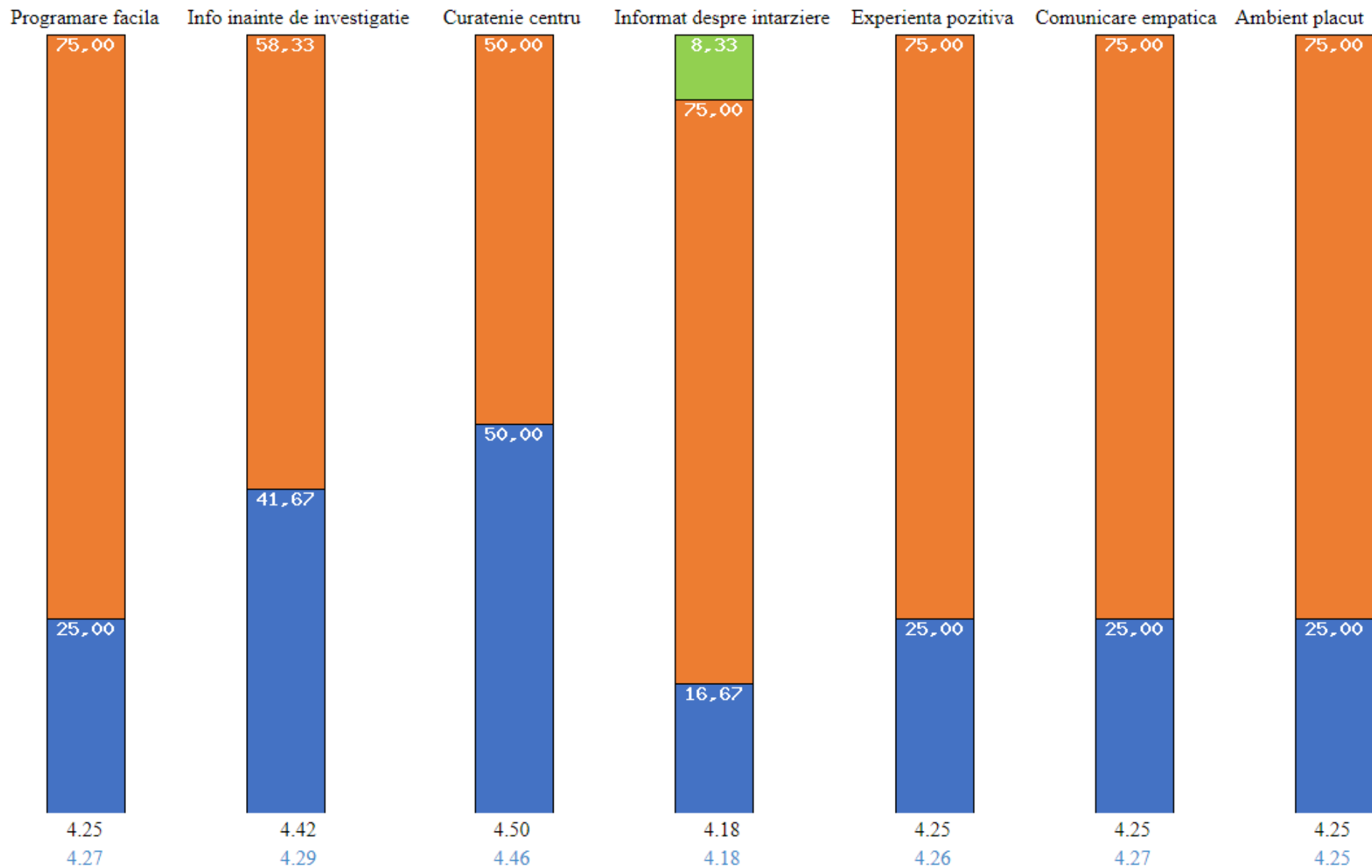
Affidea IASI (13 respondents)

Overall score:4.16



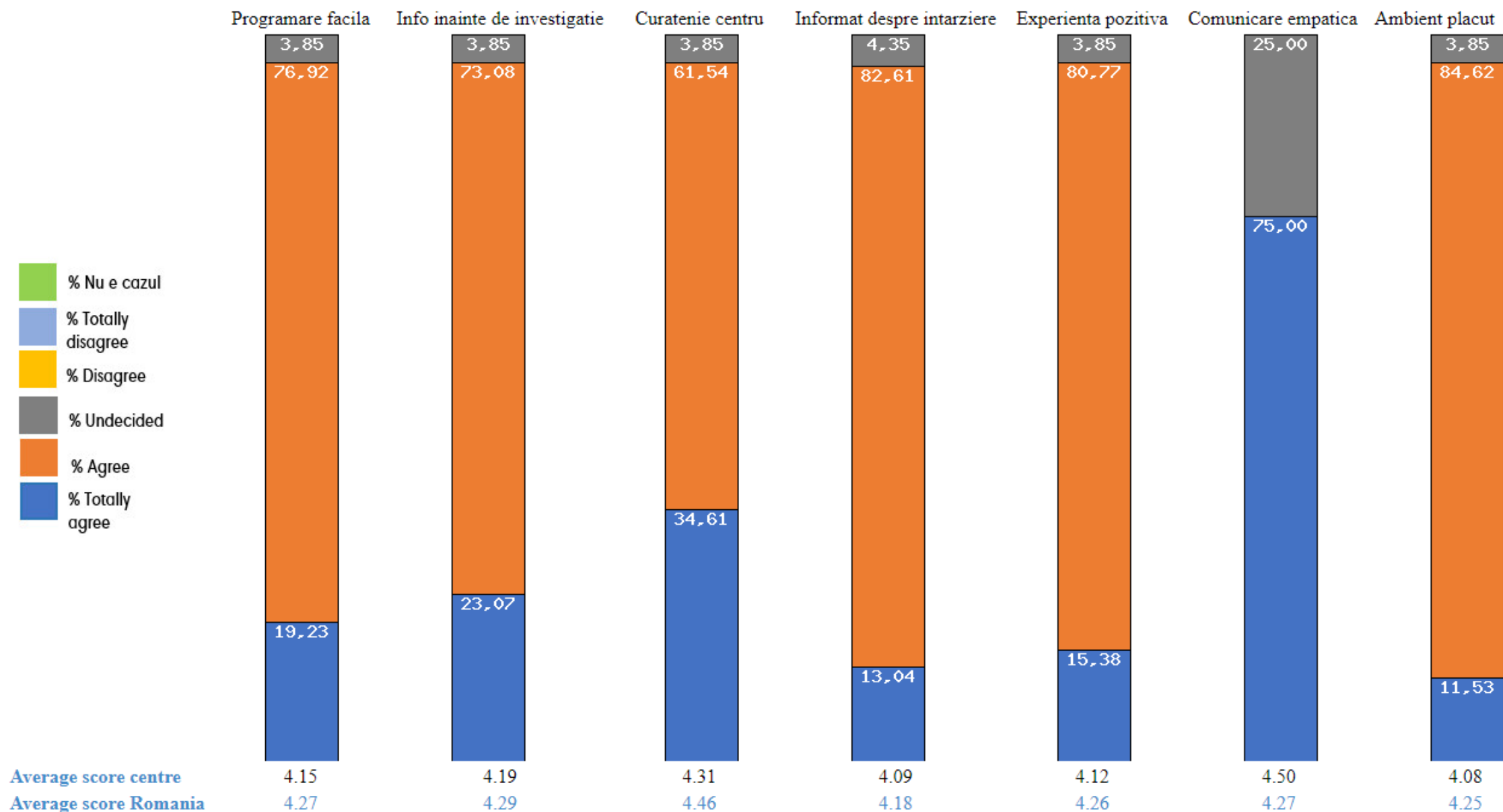
Affidea MANGALIA (12 respondents)

Overall score:4.30



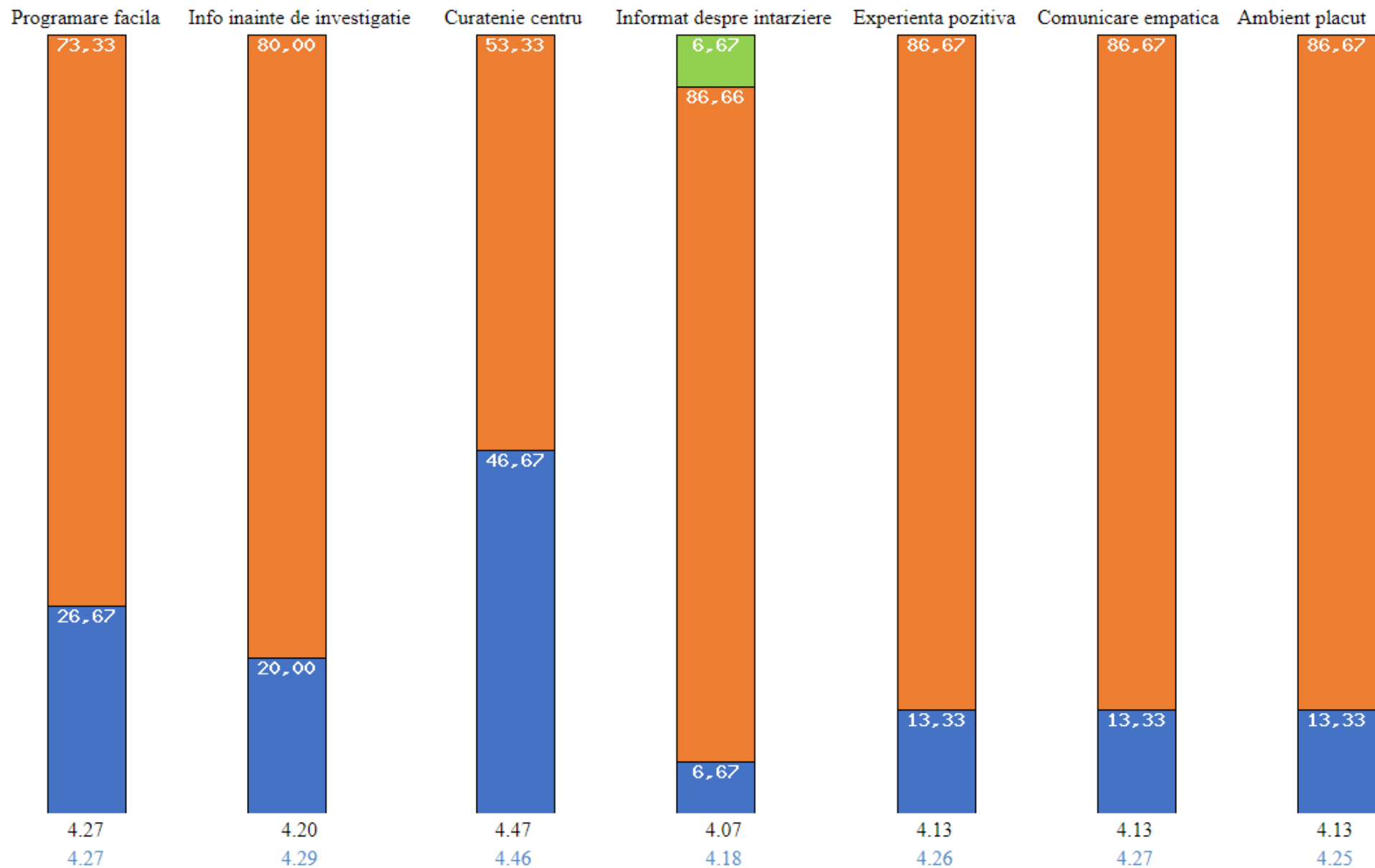
Affidea MEDIAS (26 respondents)

Overall score:4.21



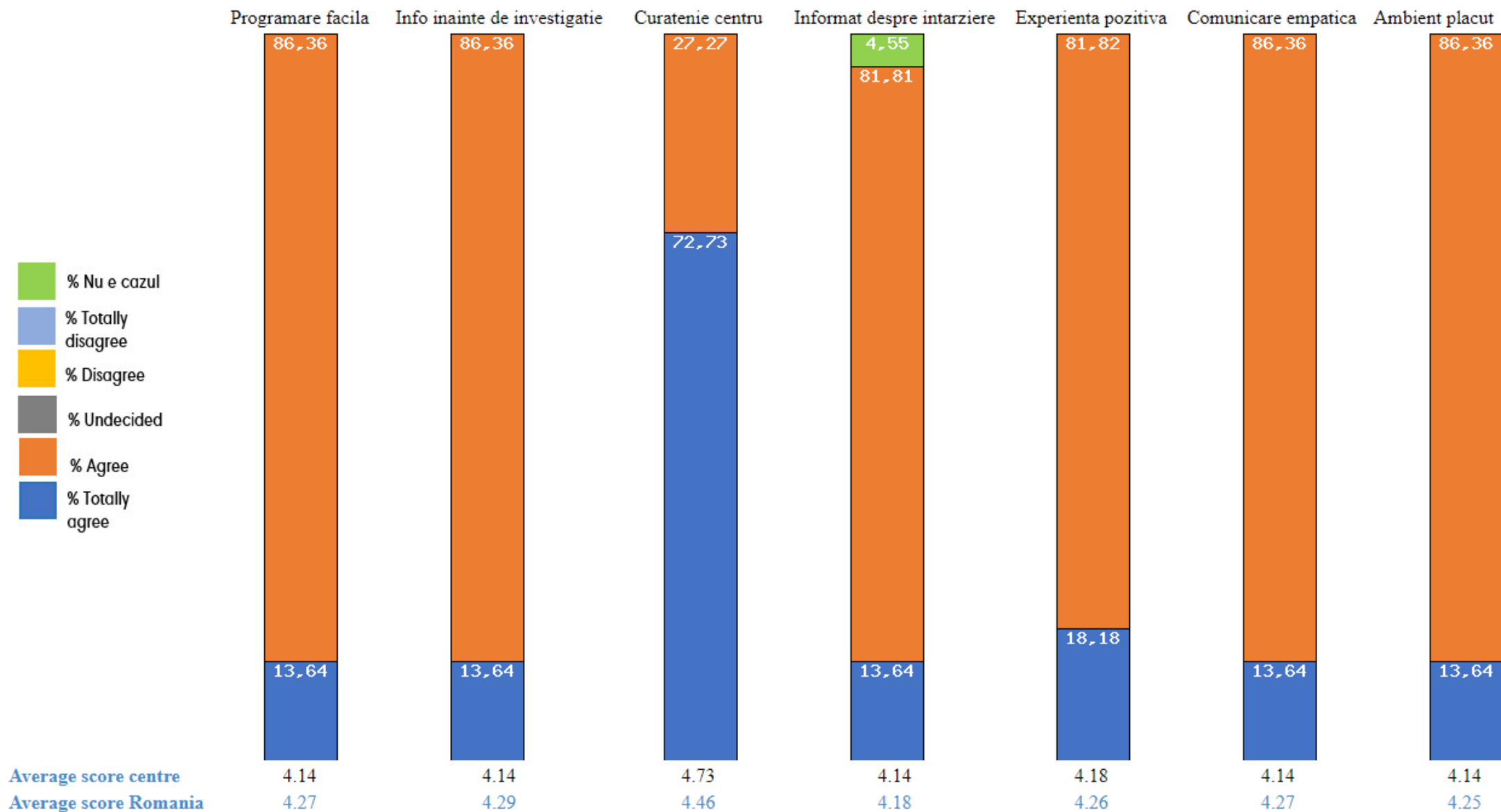
Affidea PETROSANI (15 respondents)

Overall score:4.20



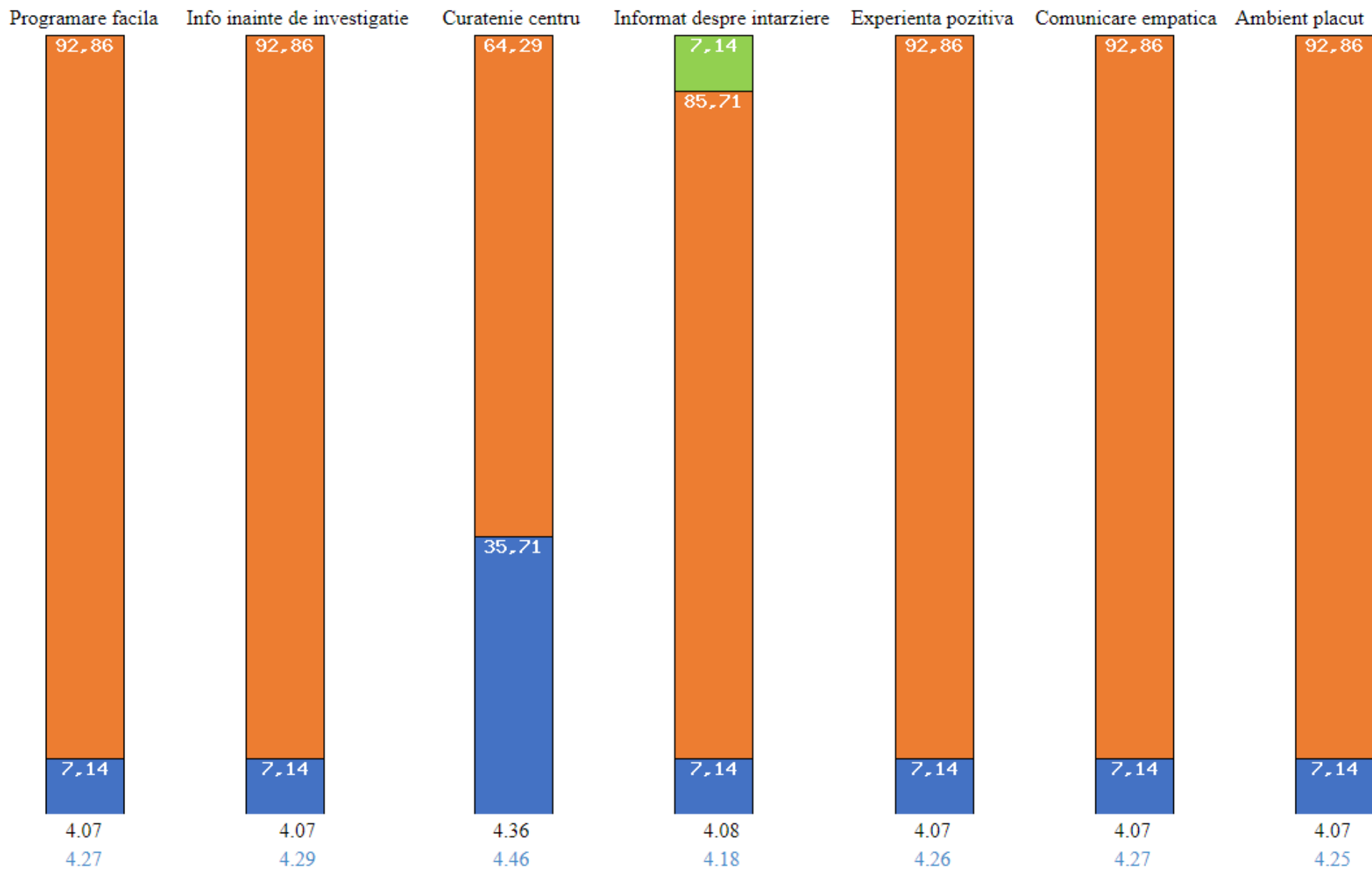
Affidea PIATRA NEAMT (22 respondents)

Overall score:4.23



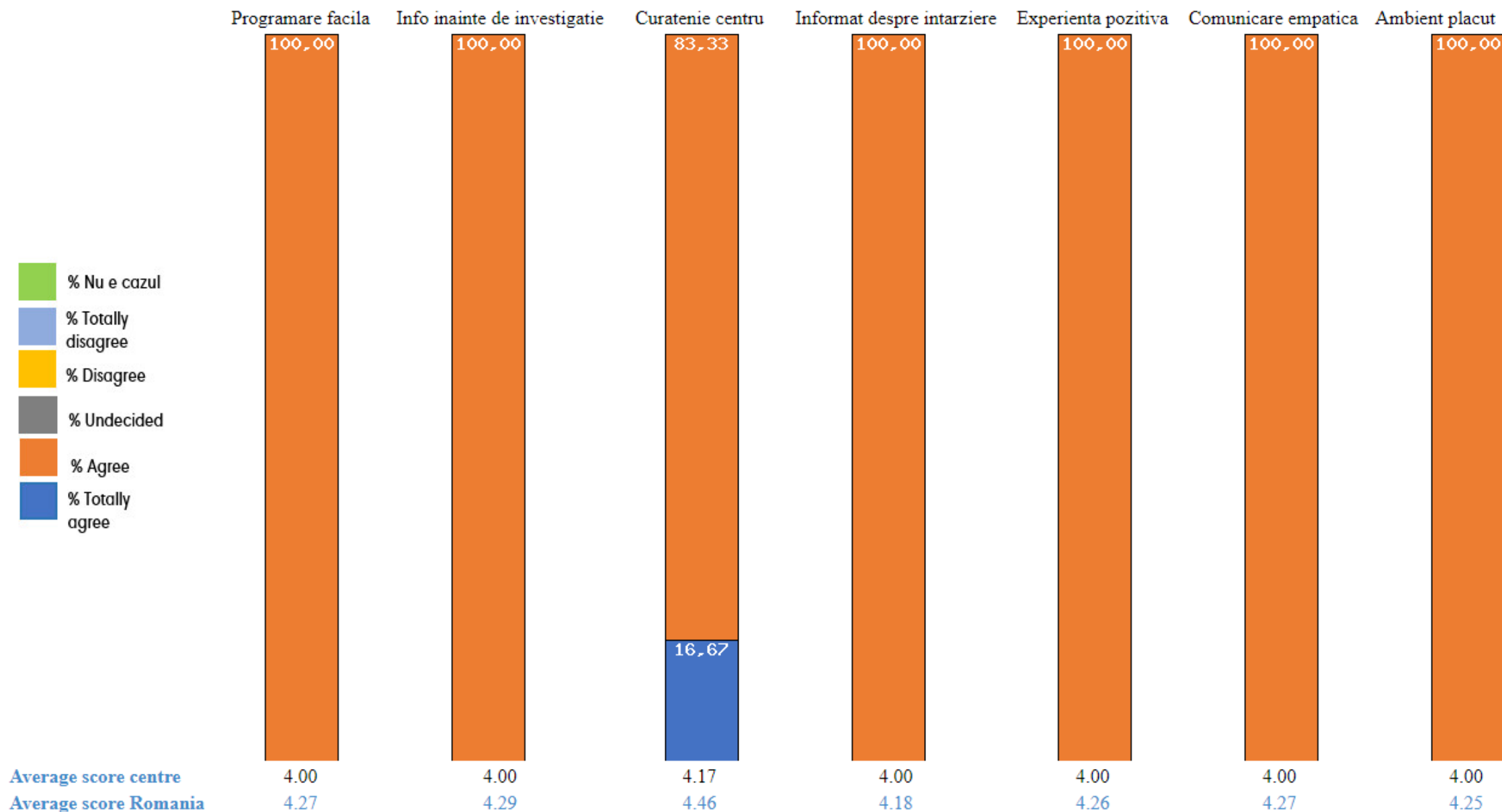
Affidea RM VALCEA clinica (14 respondents)

Overall score:4.11



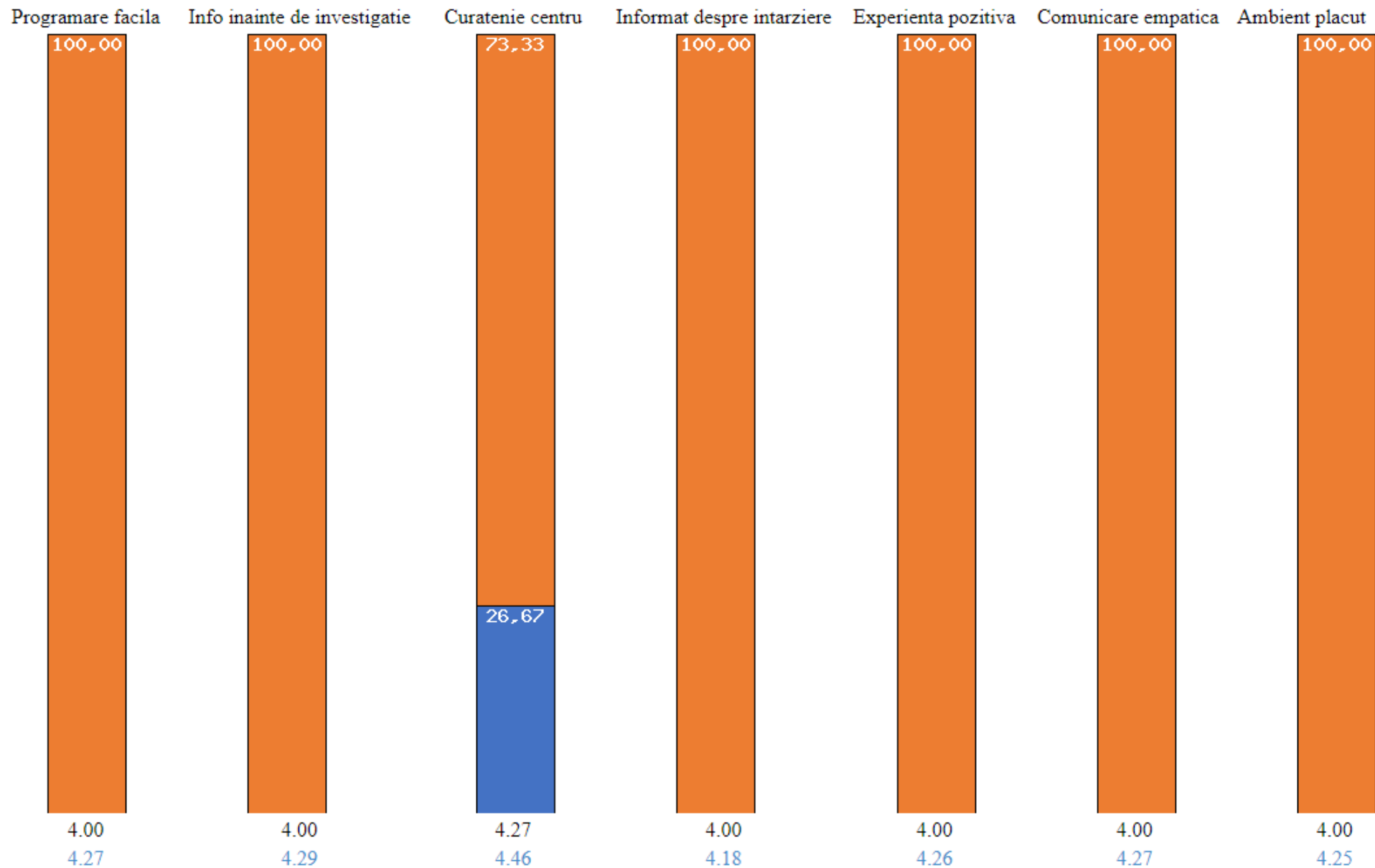
AFFIDEA RM Valcea Imagistica (12 respondents)

Overall score:4.02



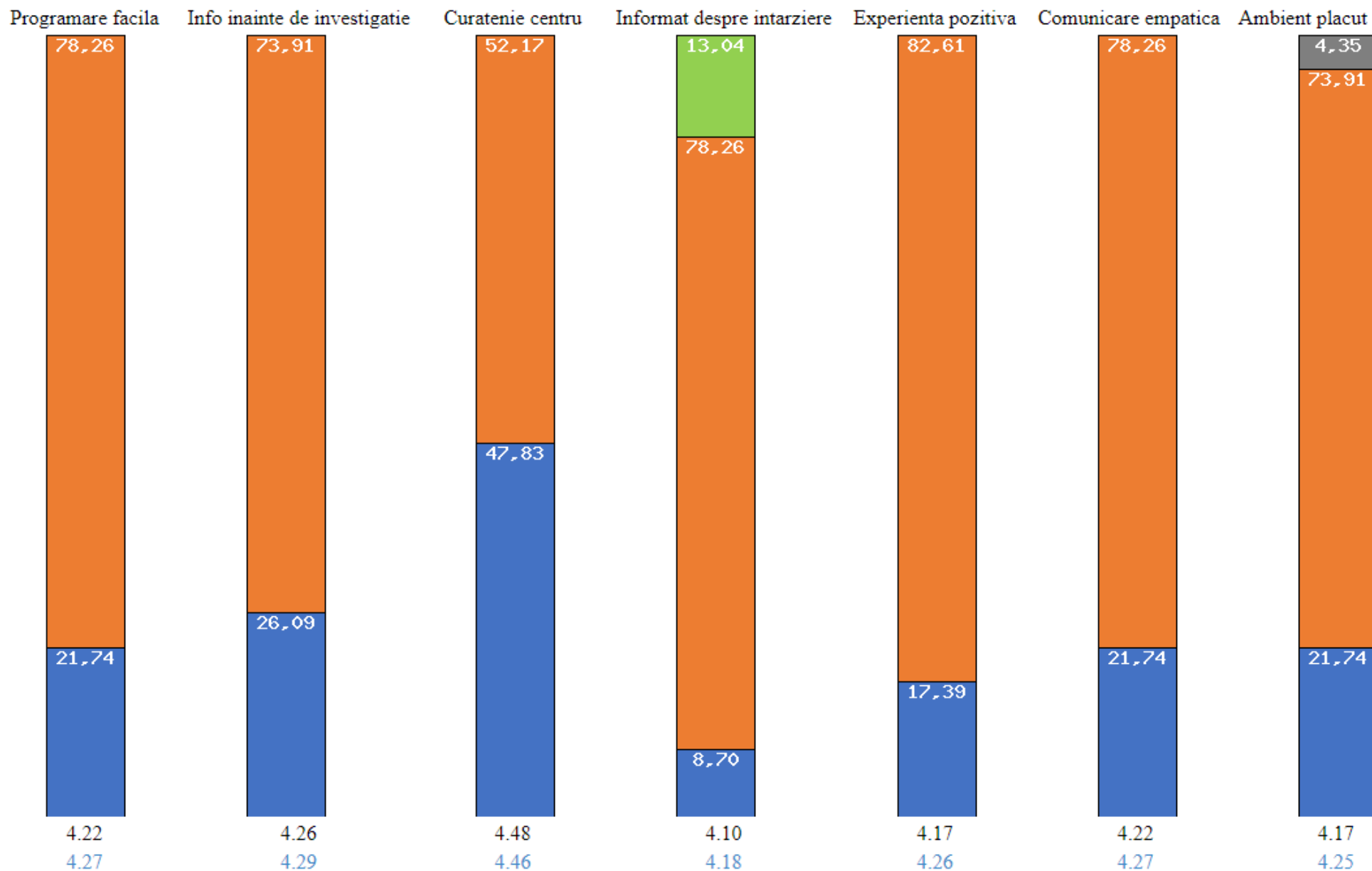
Affidea SLATINA (15 respondents)

Overall score:4.04



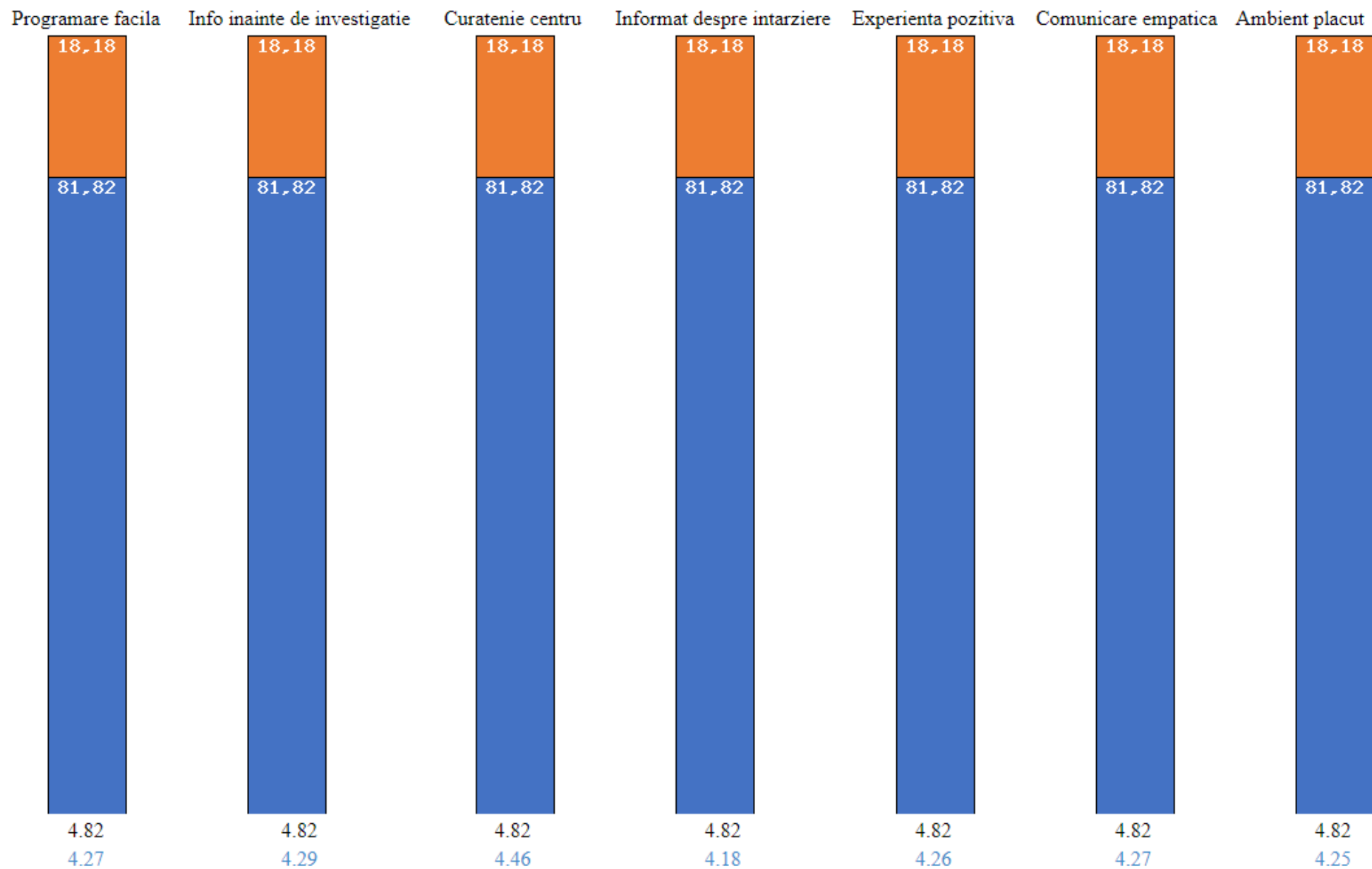
AFFIDEA TIMISOARA (23 respondents)

Overall score:4.23



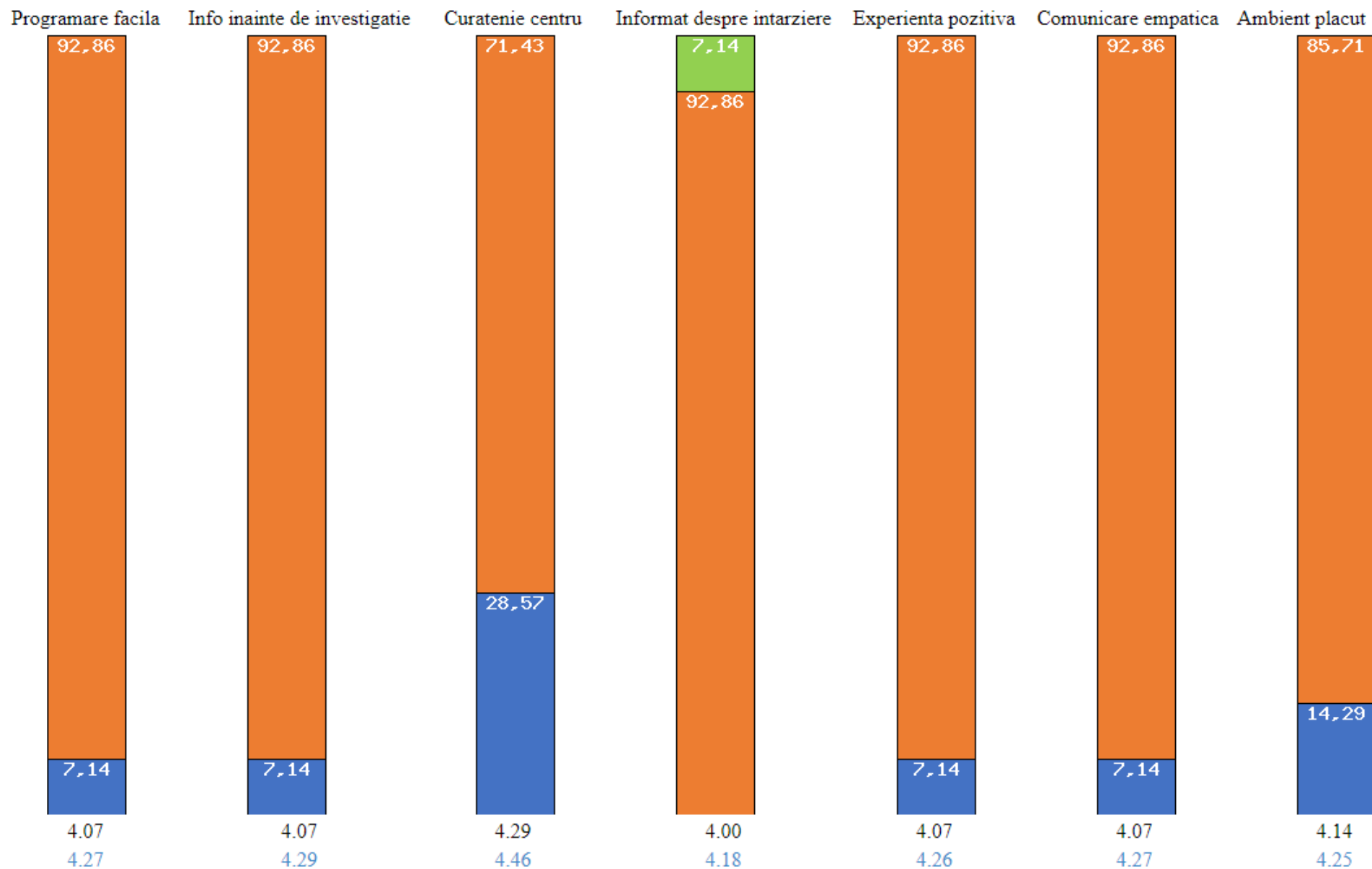
Hiperdia BISTRITA (22 respondents)

Overall score:4.82



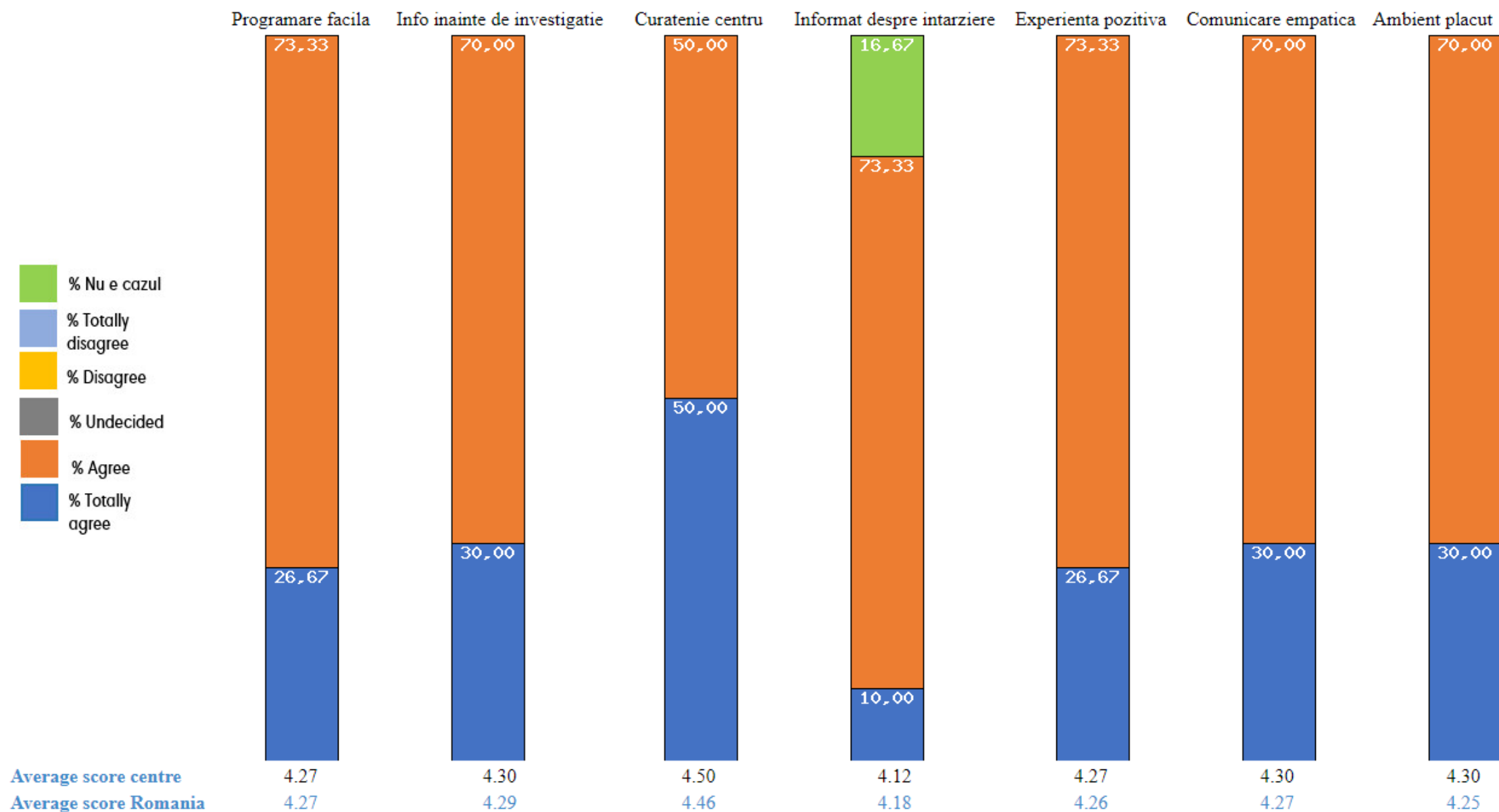
HIPERDIA BRASOV SP PSI NEURO (14 respondents)

Overall score:4.10



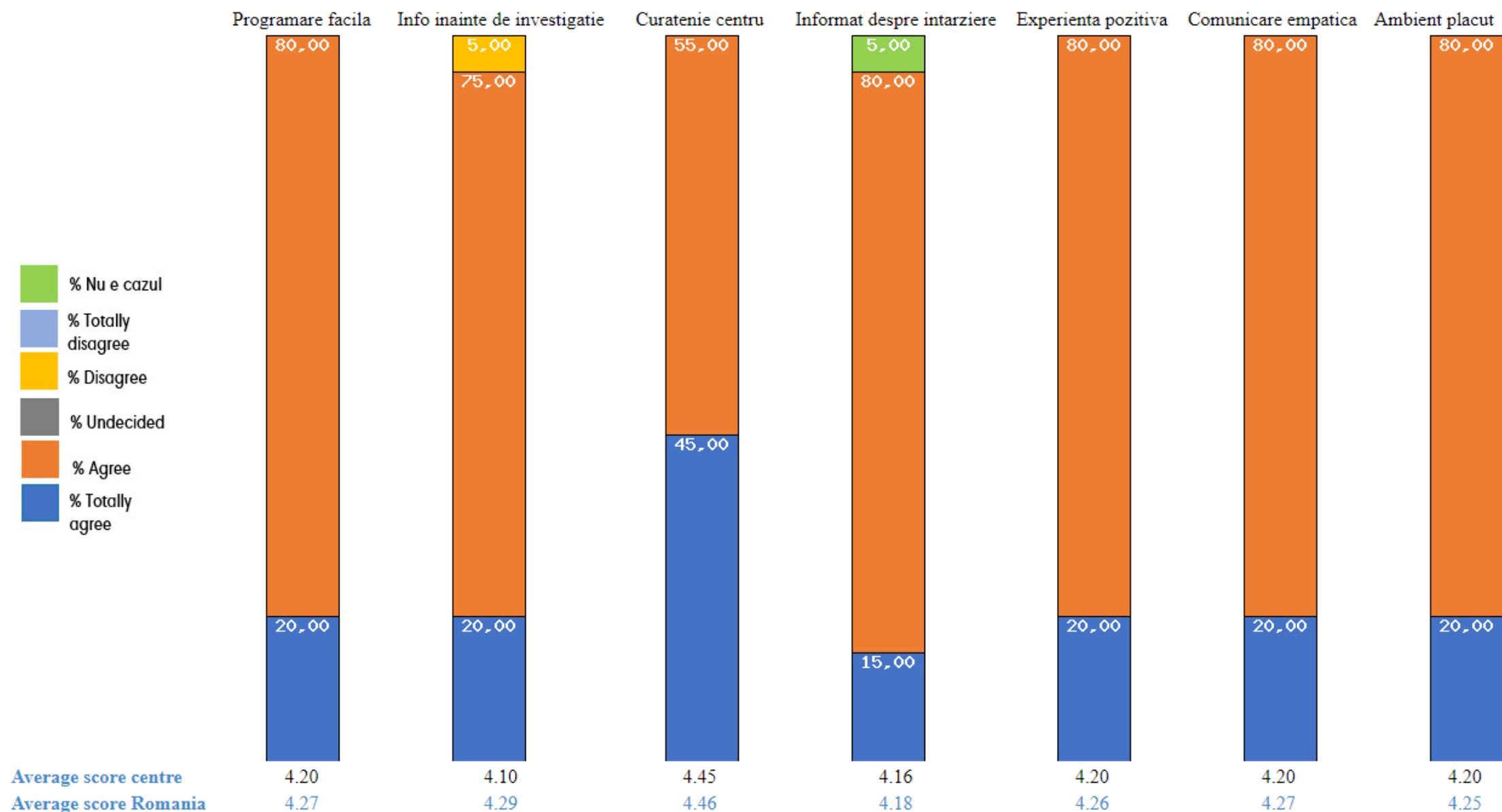
HIPERDIA BRASOV - Carpatex 2 - former SCJU - Judetean (30 respondents)

Overall score:4.29



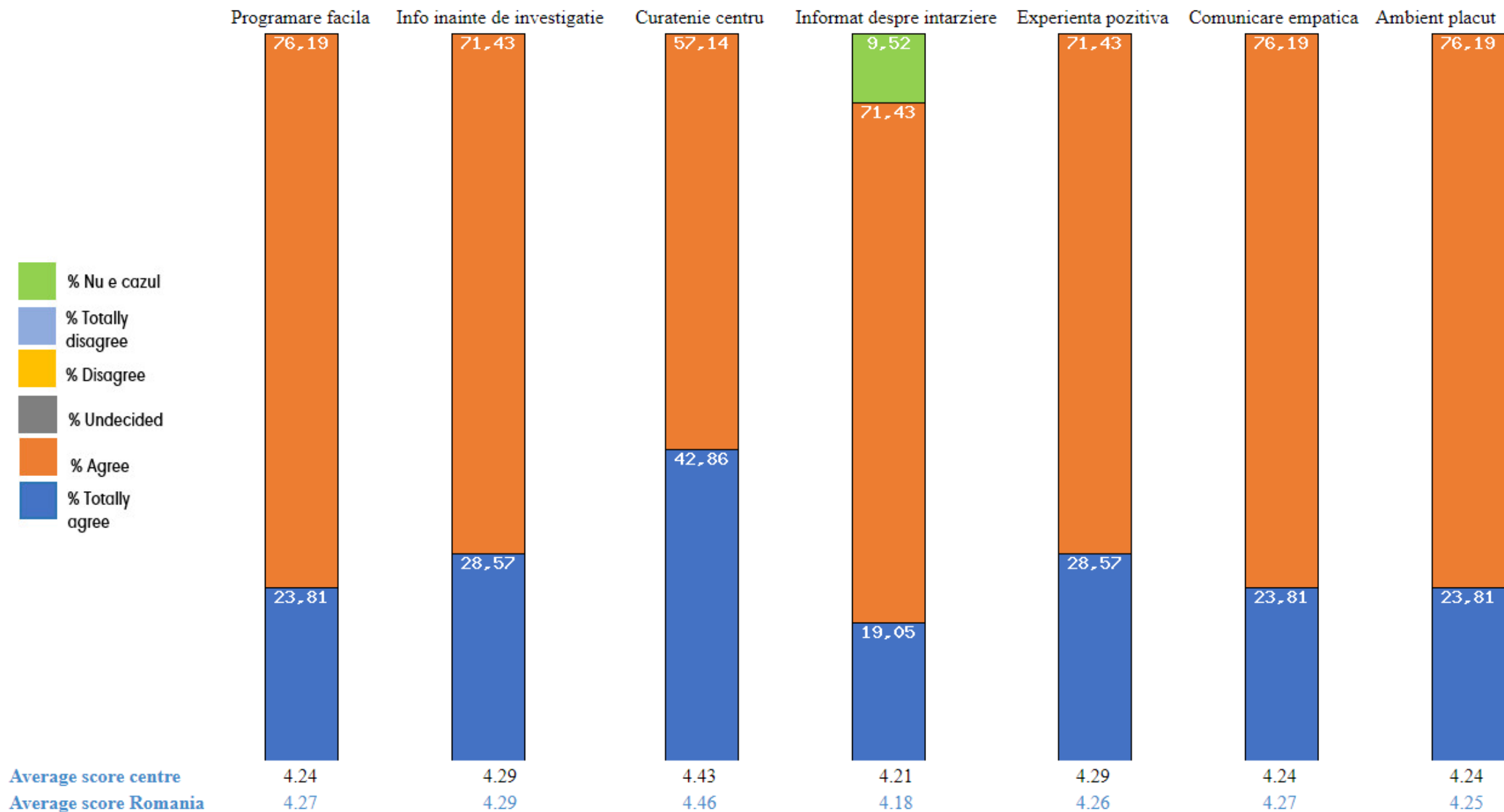
HIPERDIA BRASOV CALEA BUCURESTI (20 respondents)

Overall score:4.22



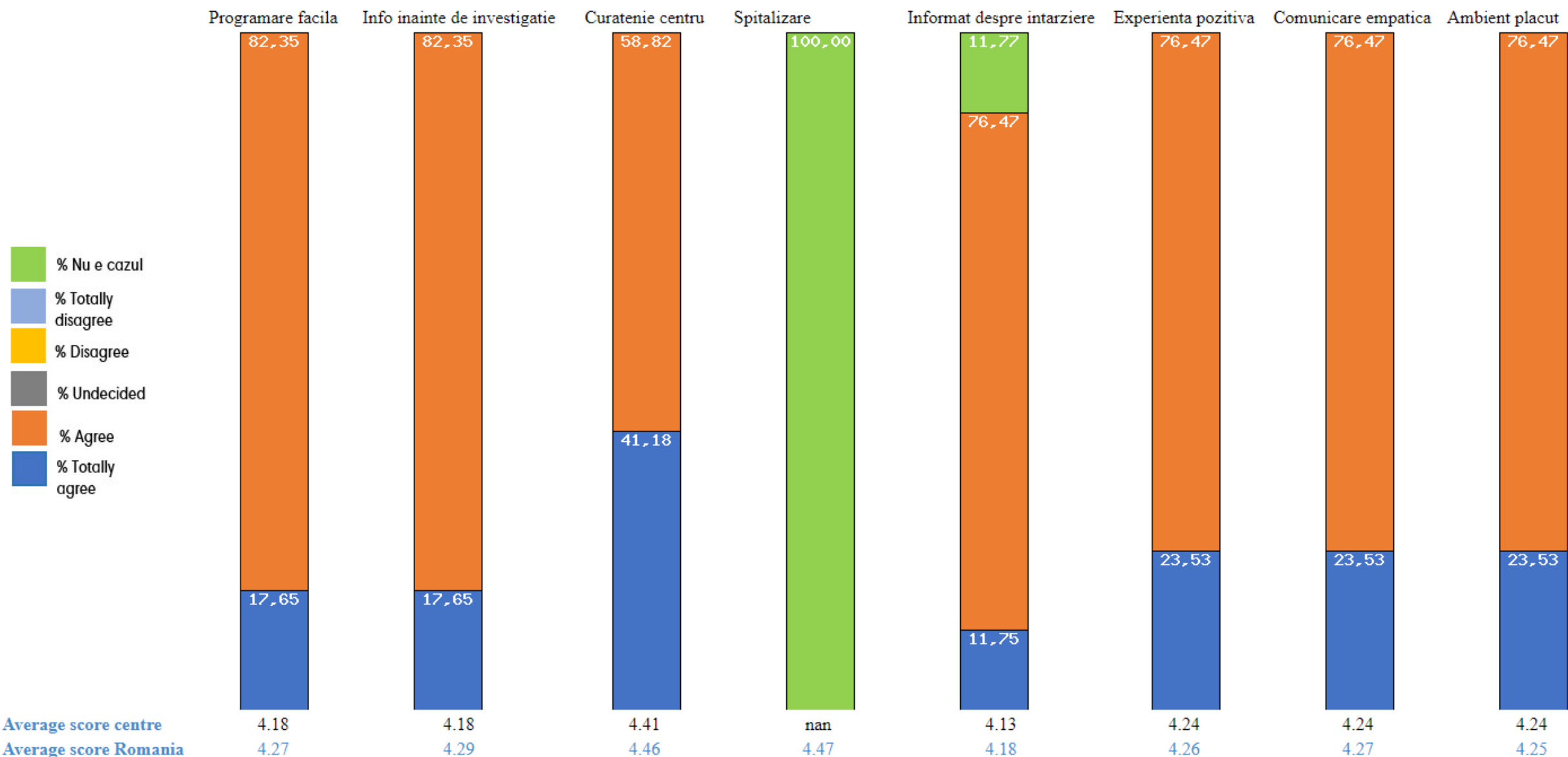
HIPERDIA BRASOV N TITULESCU (21 respondents)

Overall score:4.28



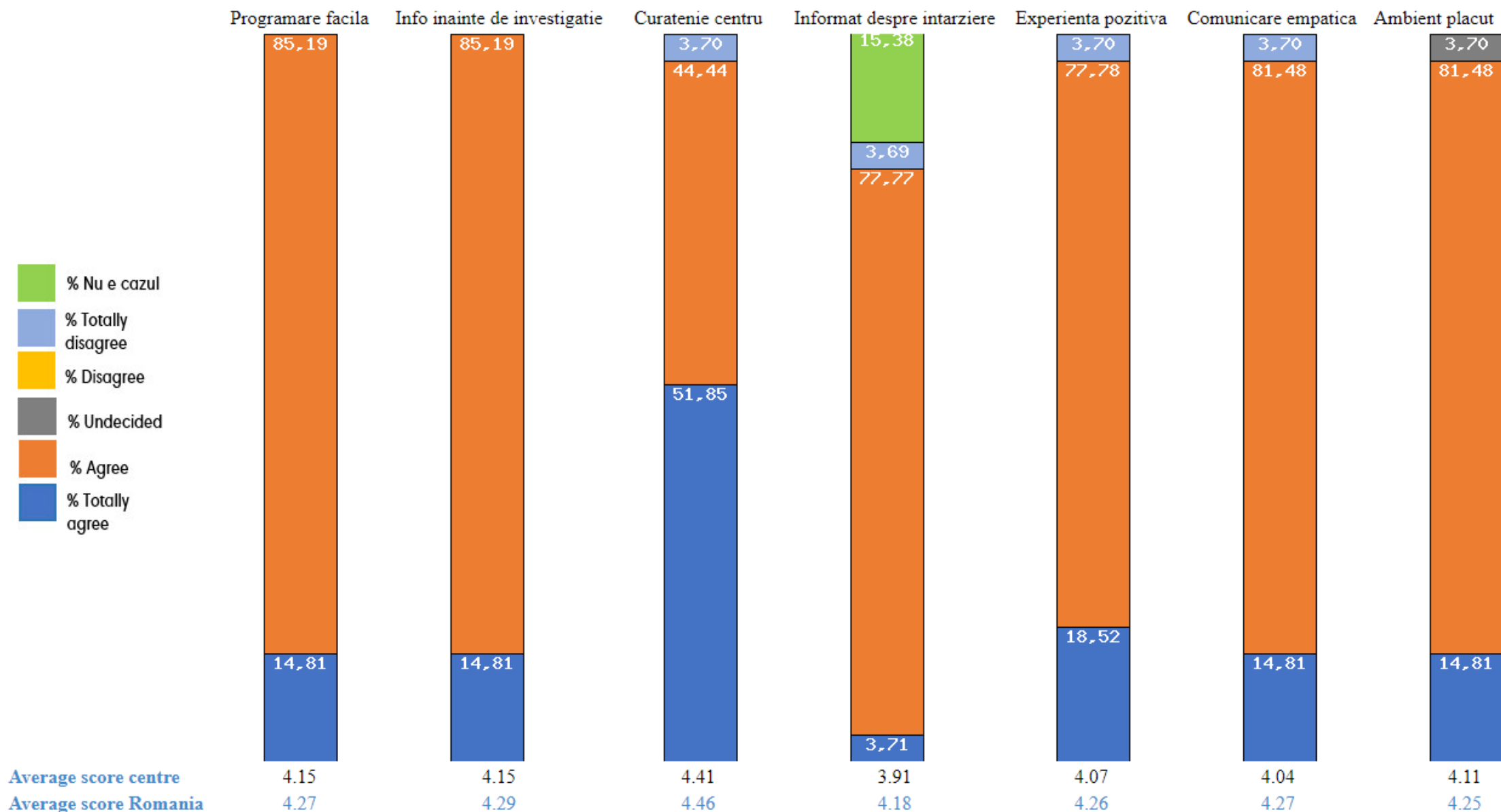
HIPERDIA BUC SUDULUI (17 respondents)

Overall score:3.70



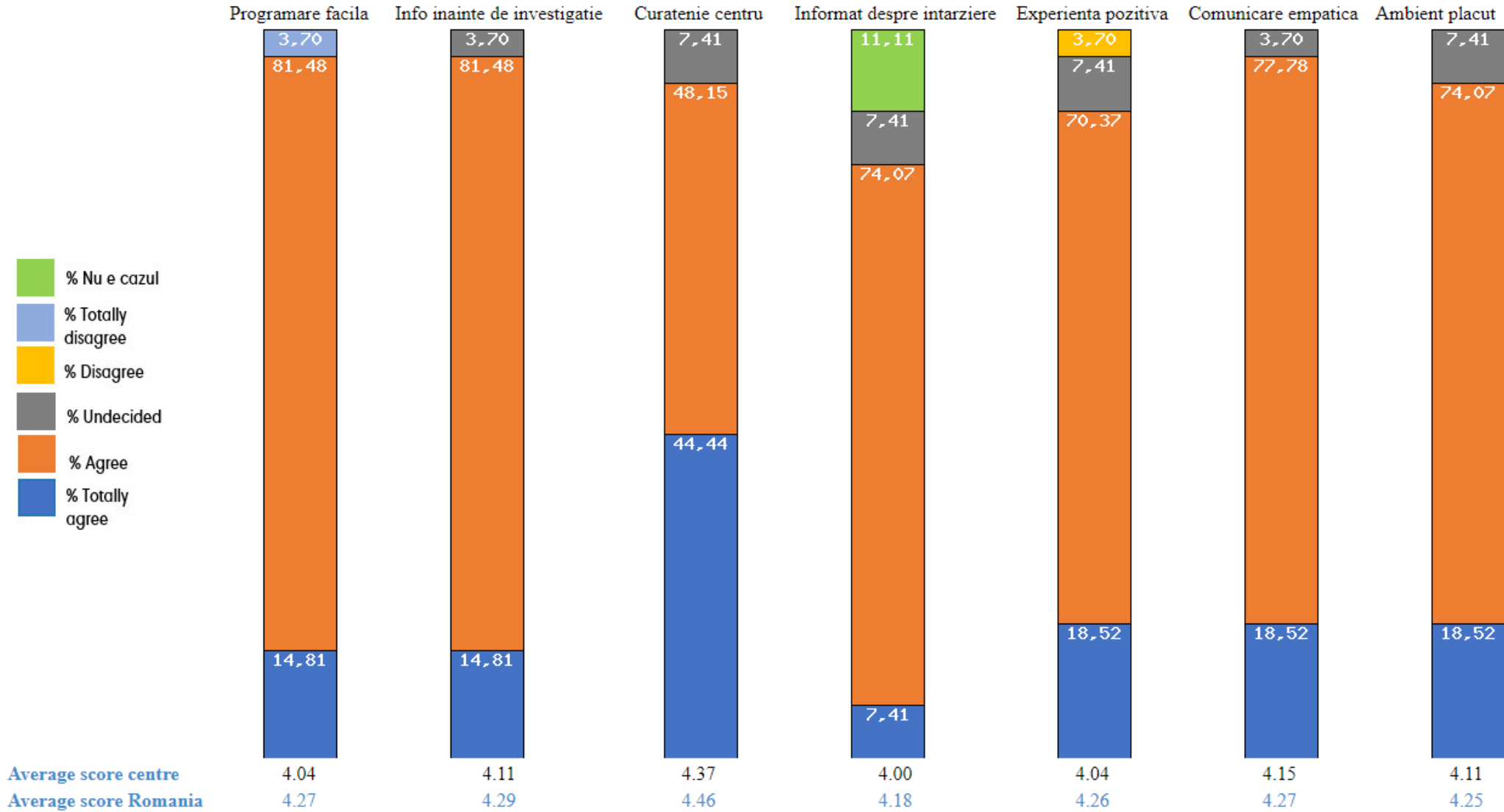
HIPERDIA BUC ELIAS - Spital (27 respondents)

Overall score:4.12



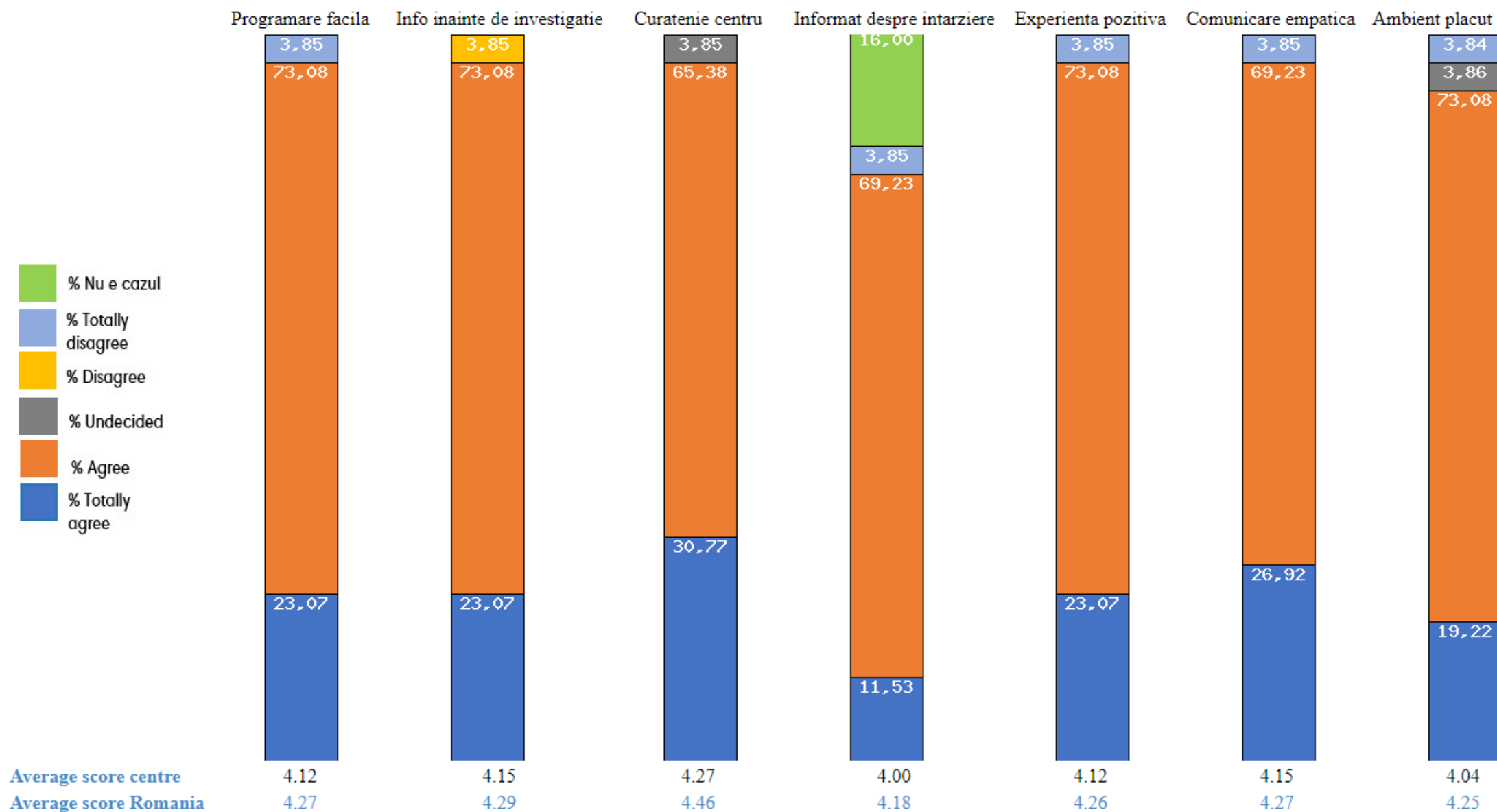
HIPERDIA BUC COLENTINA - Spital (27 respondents)

Overall score:4.12



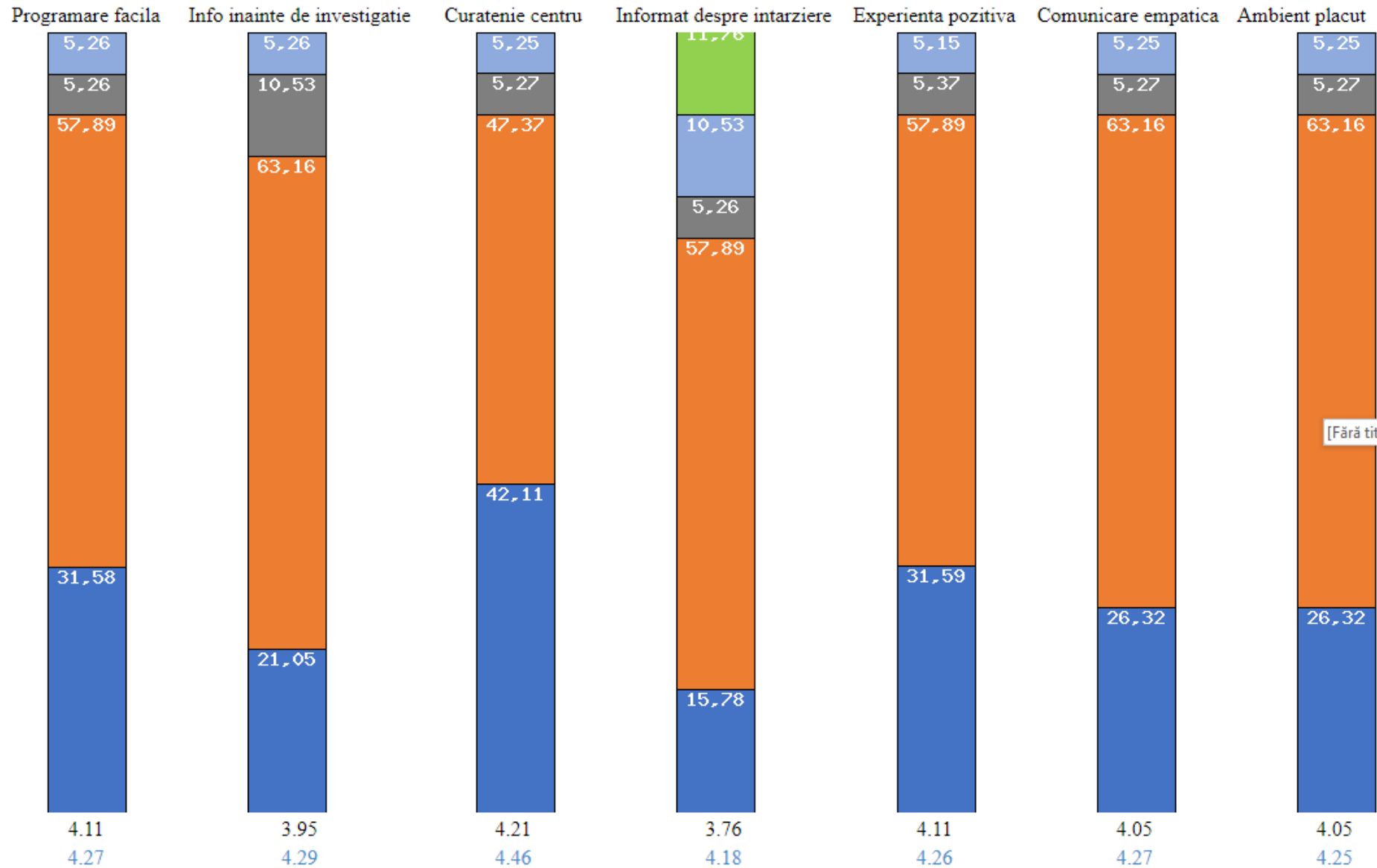
HIPERDIA RITMULUI (26 respondents)

Overall score:4.12



HIPERDIA BUC BAGDASAR - Spital (19 respondents)

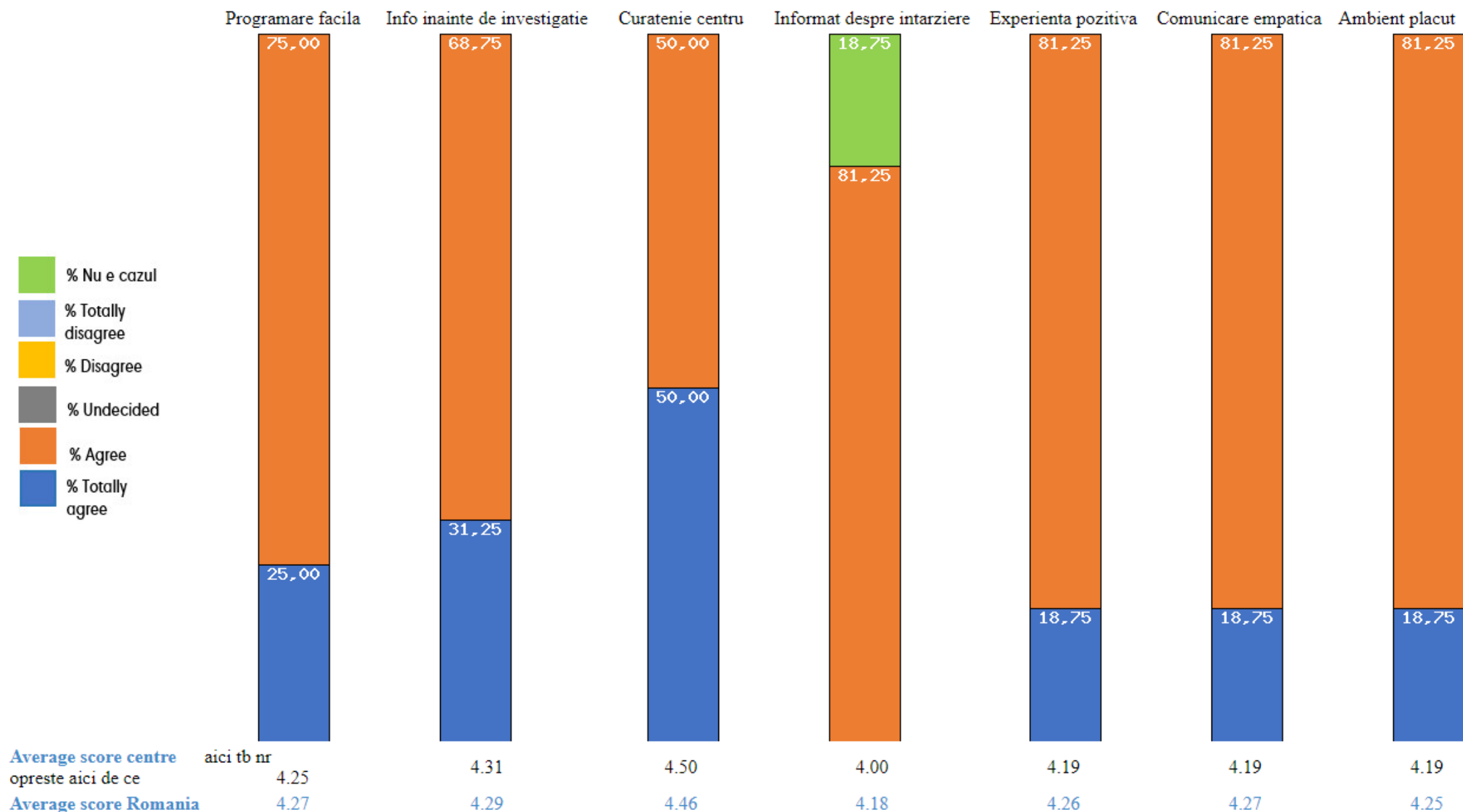
Overall score:4.04



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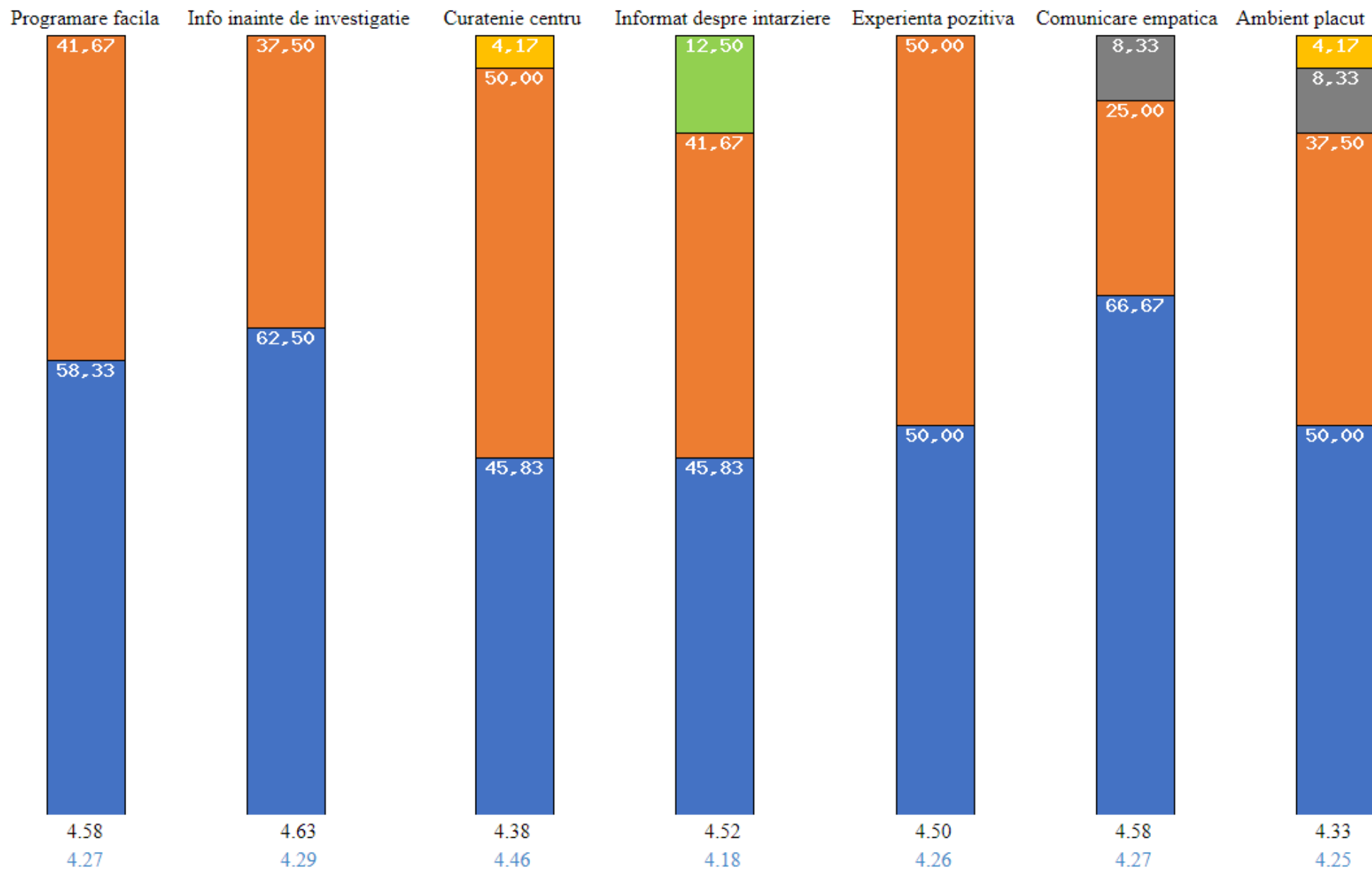
HIPERDIA CAREI - Spital (16 respondents)

Overall score:4.23



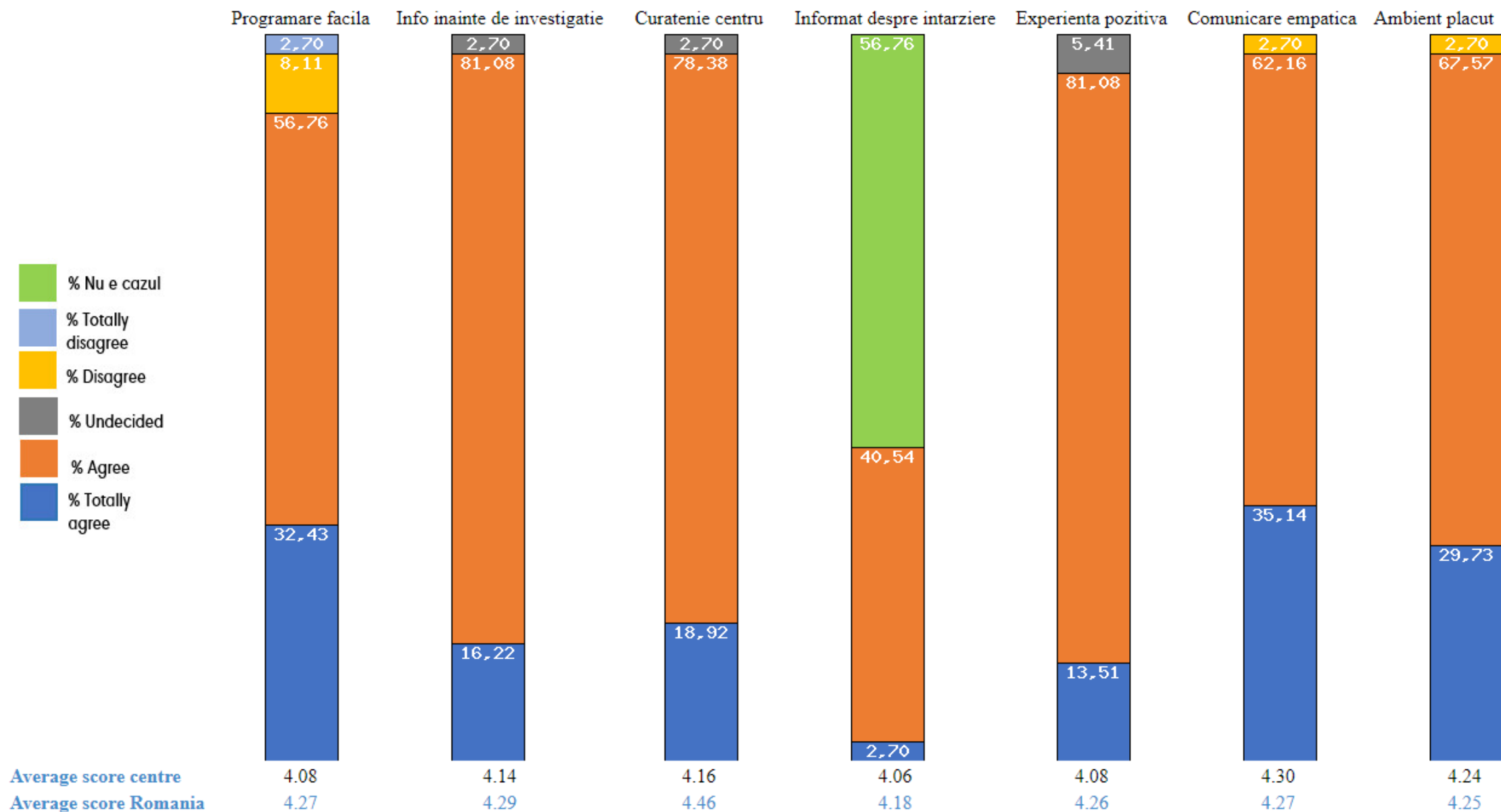
HIPERDIA CLUJ REPUBLICII (24 respondents)

Overall score:4.50



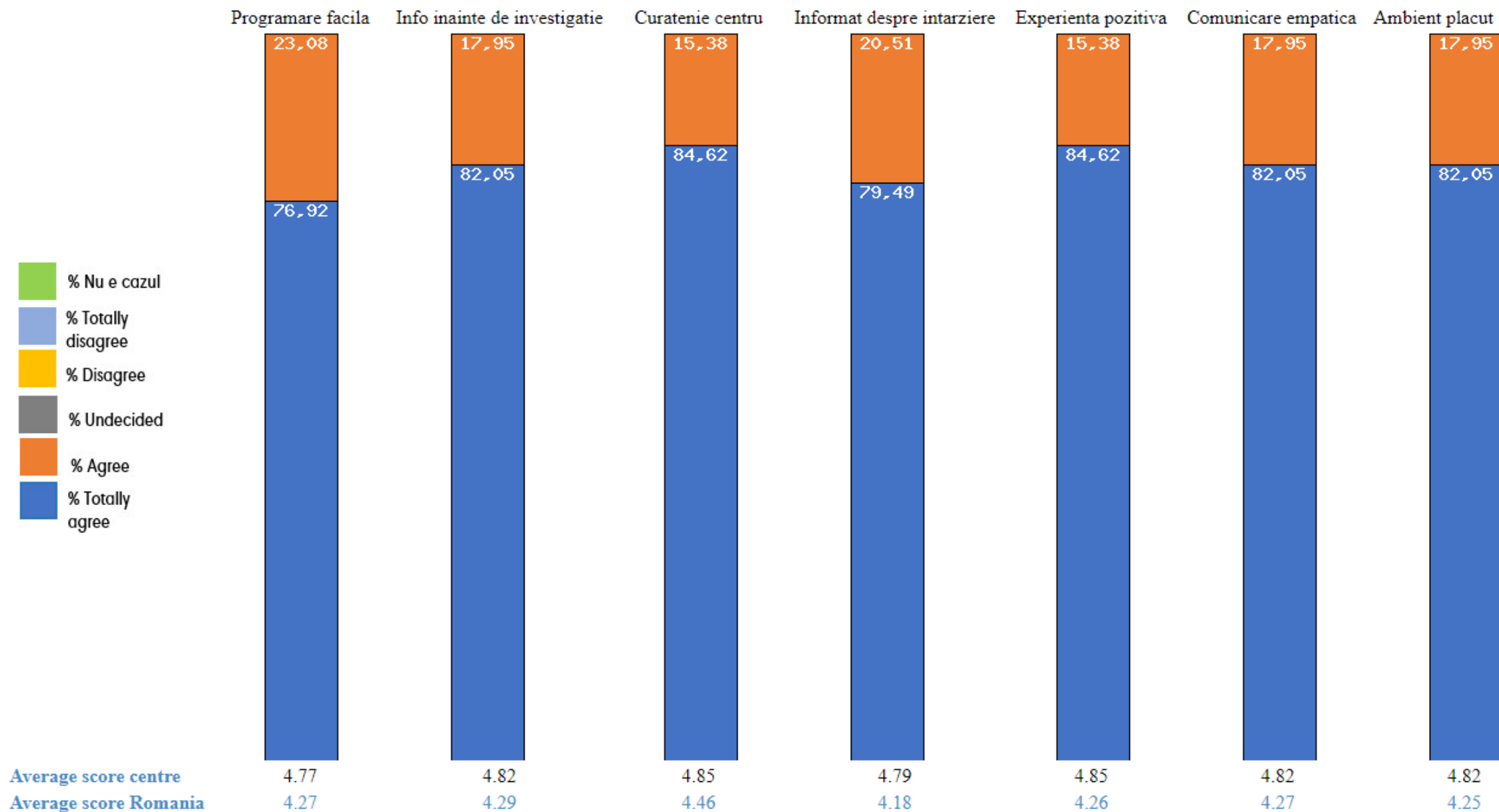
HIPERDIA GALATI (37 respondents)

Overall score:4.15



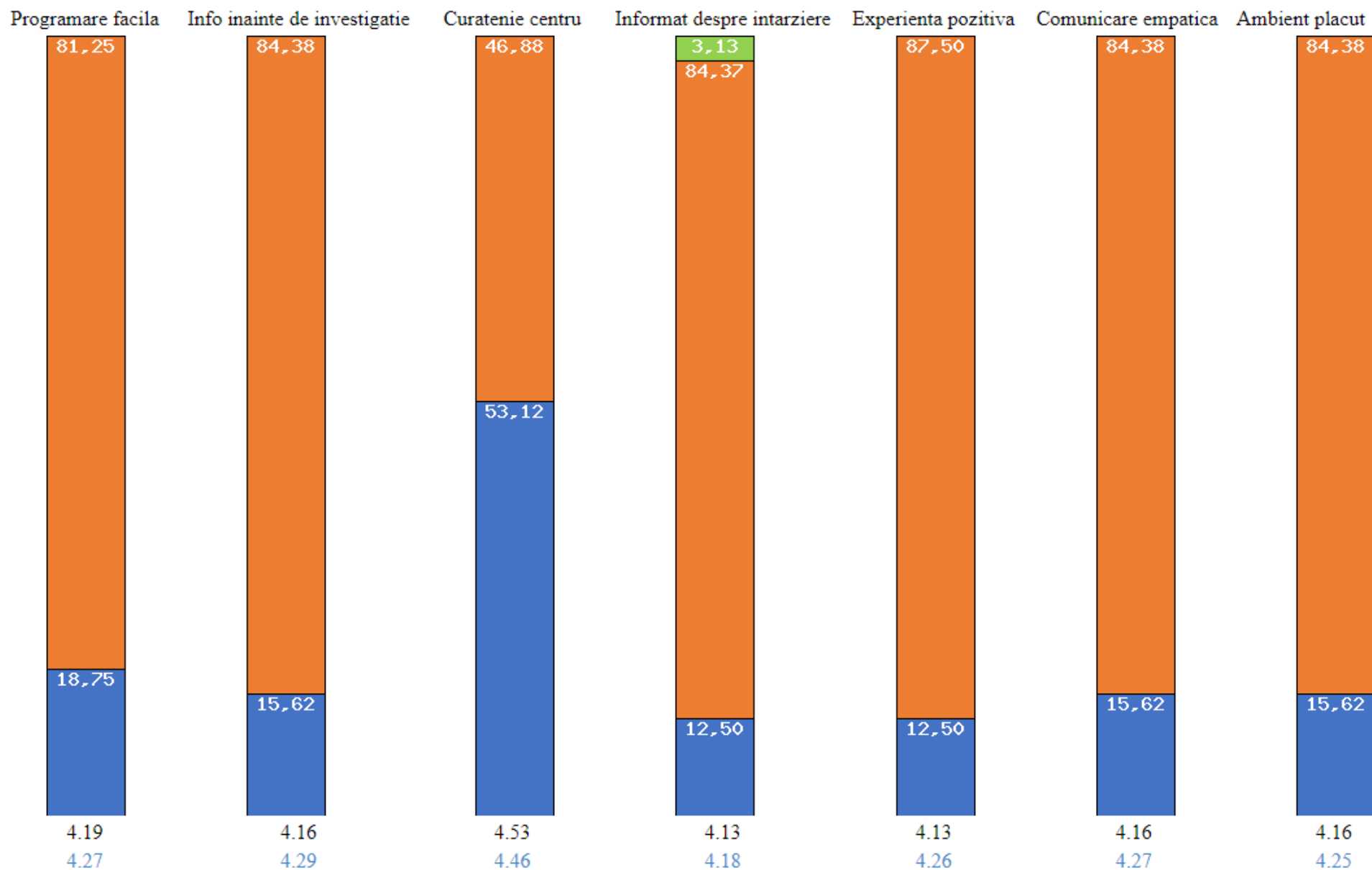
HIPERDIA MIERCUREA CIUC (39 respondents)

Overall score:4.82



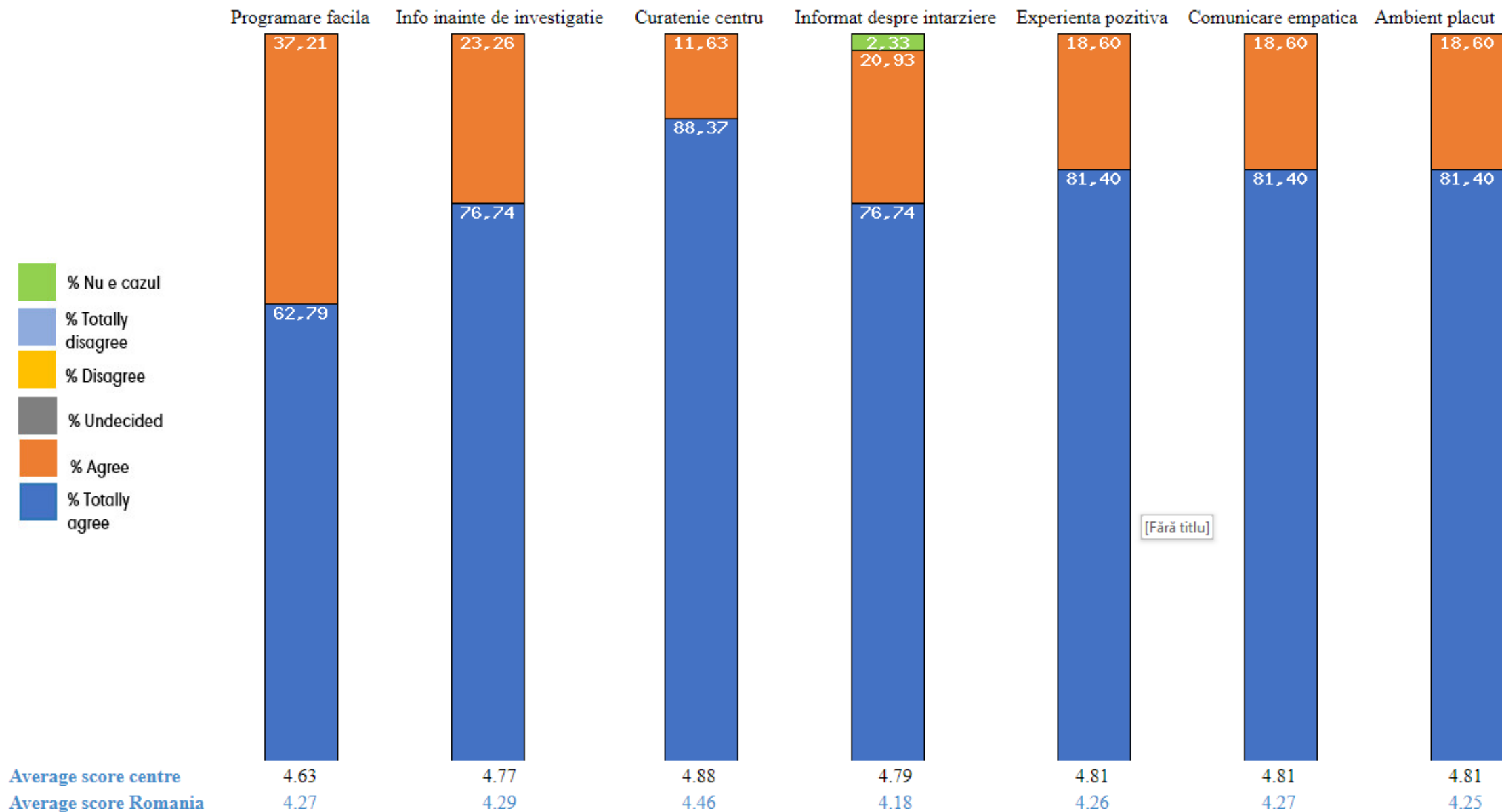
HIPERDIA ORADEA (32 respondents)

Overall score:4.21



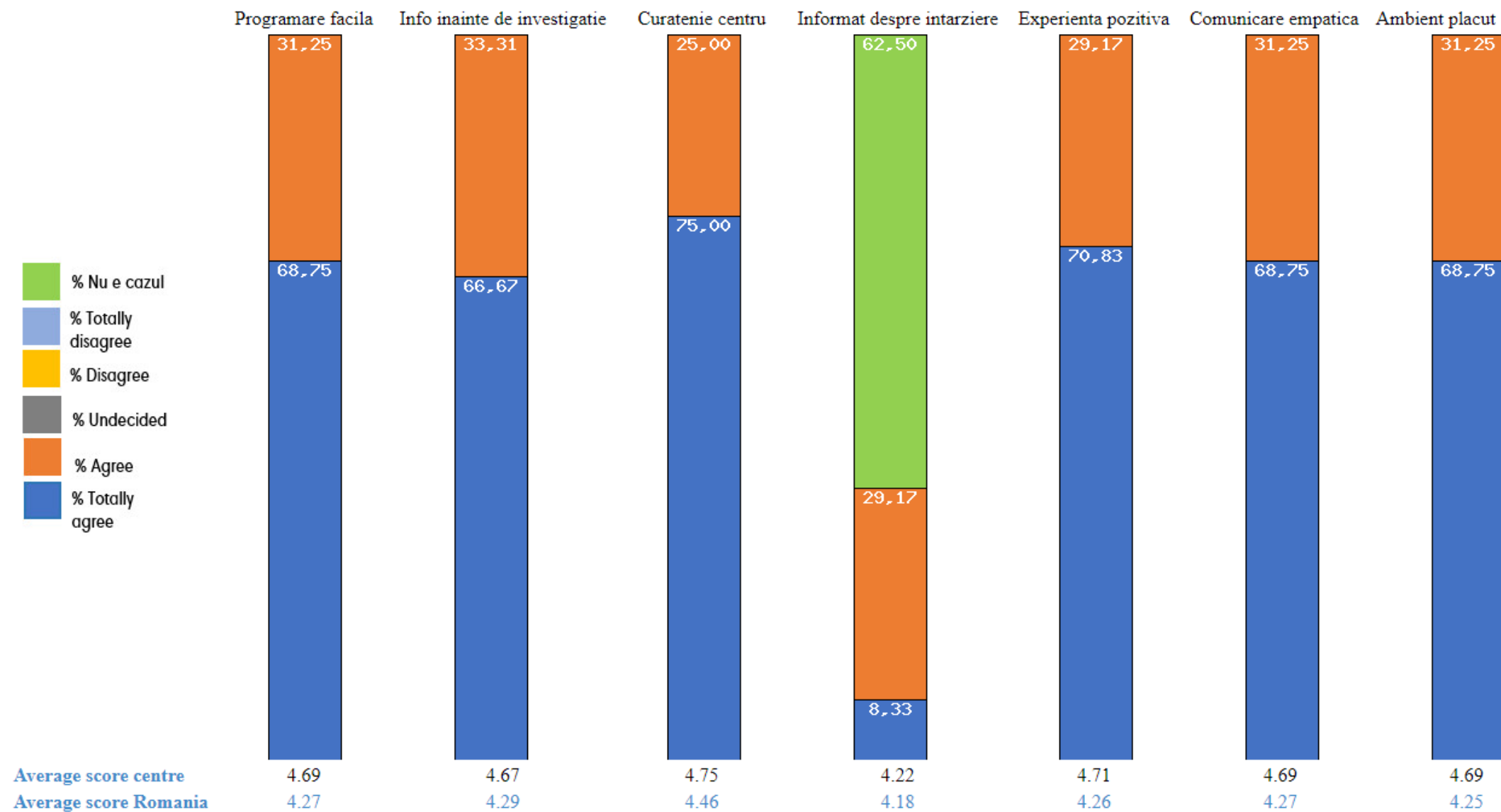
HIPERDIA PLOIESTI CINA (43 respondents)

Overall score:4.79



HIPERDIA PLOIESTI VEST (48 respondents)

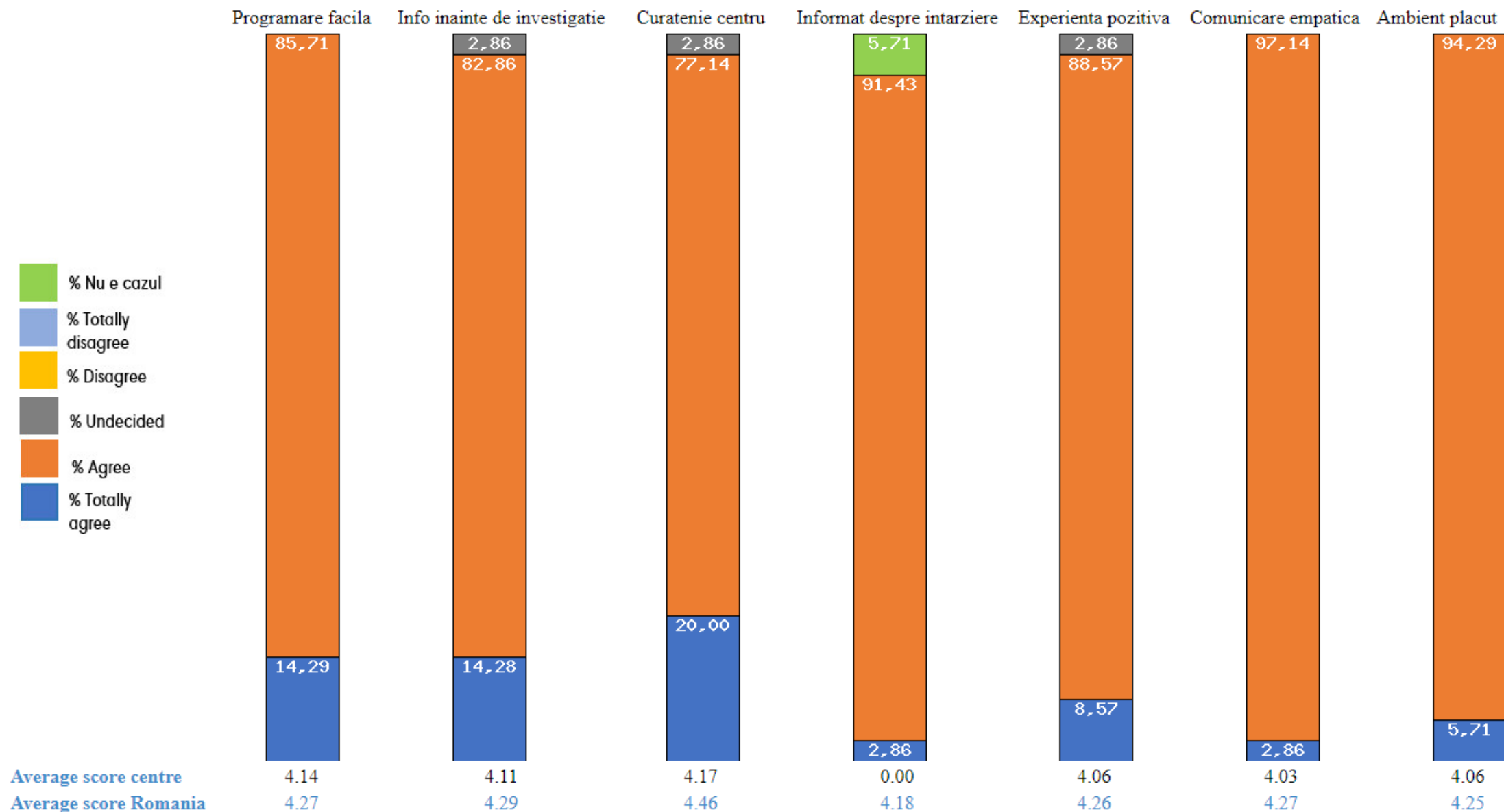
Overall score:4.63



Respondents statistics

HIPERDIA SATU MARE (35 respondents)

Overall score:4.09



HIPERDIA TIMISOARA (30 respondents)

Overall score:4.12

