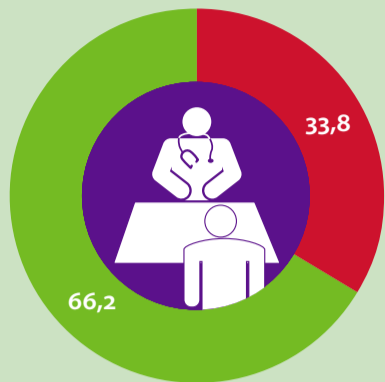


Ziekenhuisopname

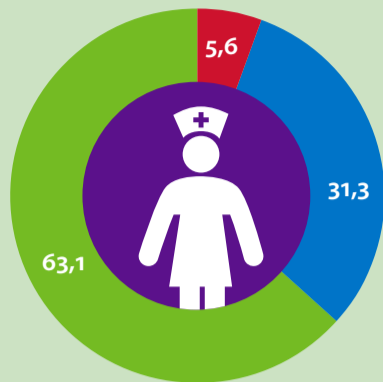
Patiënttevredenheid CQi 2019

Rapportcijfer

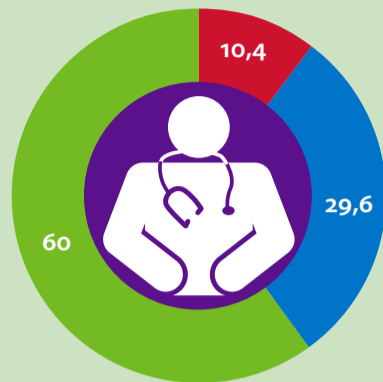
8,6



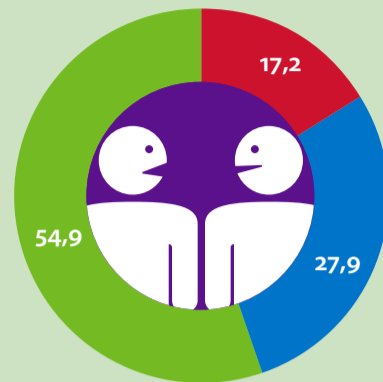
Inhoud opnamegesprek



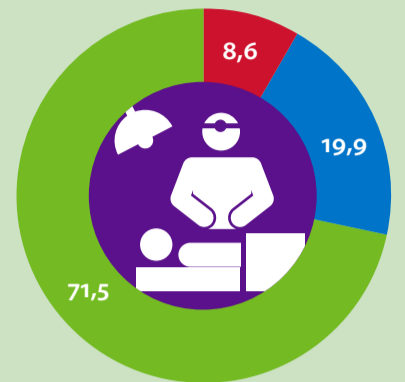
Communicatie met verpleegkundigen



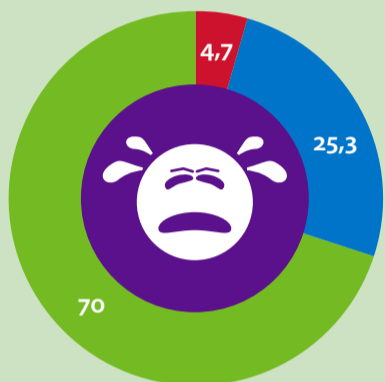
Communicatie met artsen



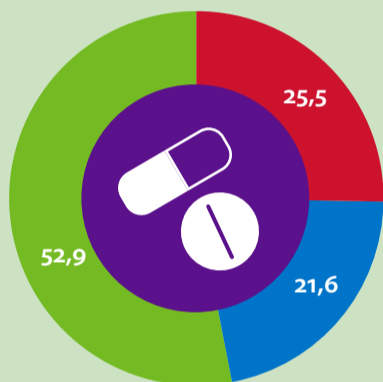
Eigen inbreng



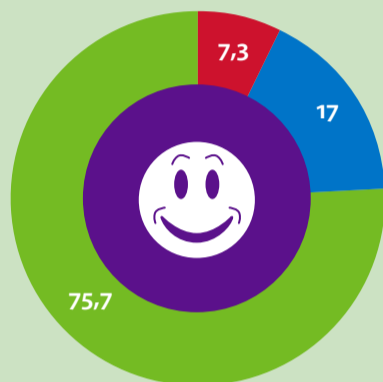
Uitleg bij behandeling



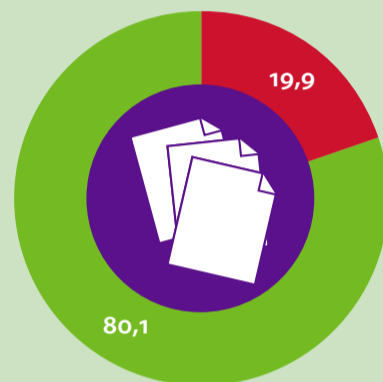
Pijnbeleid



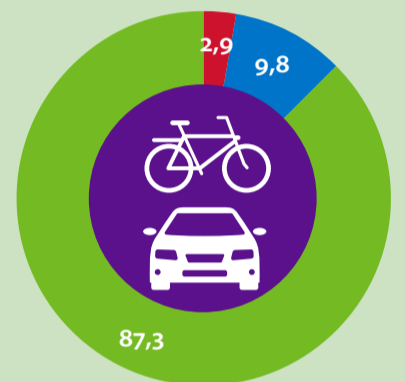
Communicatie rond medicatie



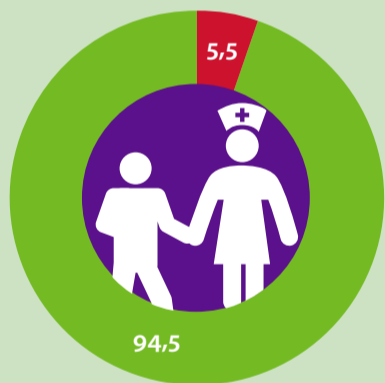
Gevoel van veiligheid



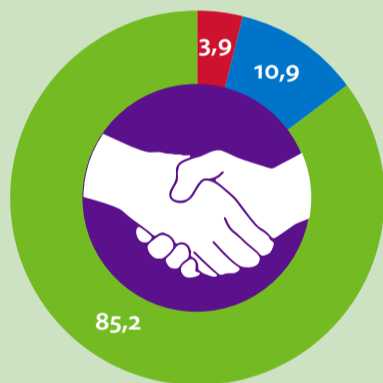
Informatie bij ontslag



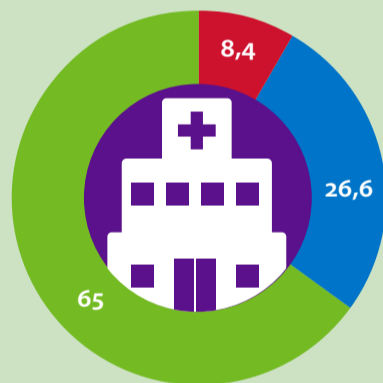
Bereikbaarheid van het ziekenhuis



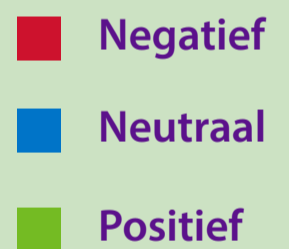
Ontvangst op de afdeling



Samenwerking



Kamer en verblijf



Complimenten vanuit patiënt:



- Ontvangst op de afdeling
- Gevoel van veiligheid

Verbeterpunten vanuit patiënt:



- Inhoud opnamegesprek
- Communicatie rond medicatie
- Informatie bij ontslag

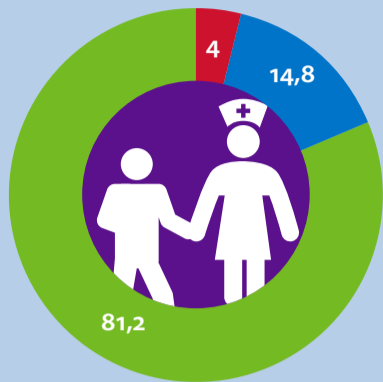
Veilig
 Personeel
Zorgvuldig
Verzorging Aandacht
 Hartelijk **Kundig** Sfeer
 Behulpzaam



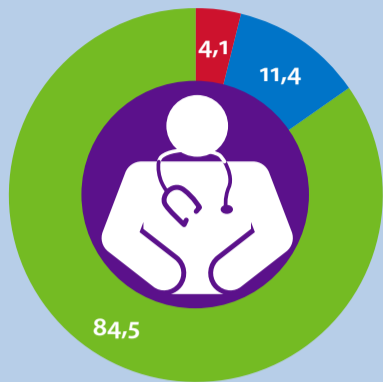
Wachten
 Uitleg bij
 ontslag
 Privacy
Ontslag
 begeleiding
Drukke Parkeren

Poliklinische zorg

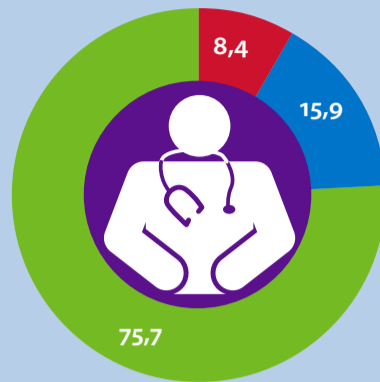
Patiënttevredenheid CQi 2019



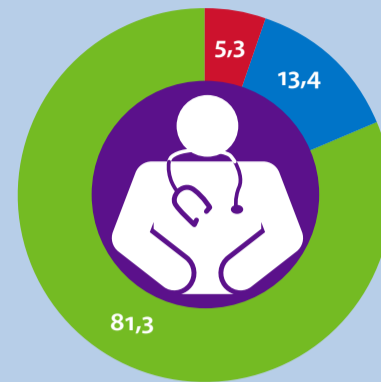
Ontvangst



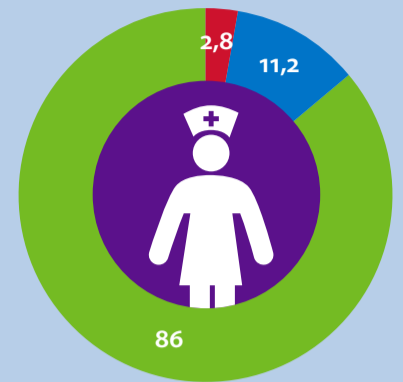
Bejegening door arts



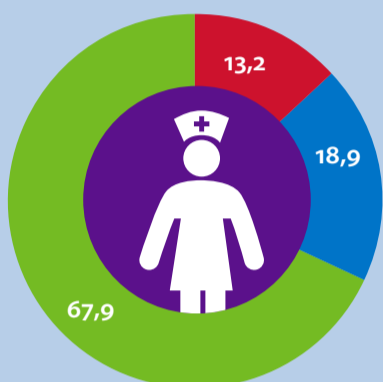
Informatieverstrekking door de arts



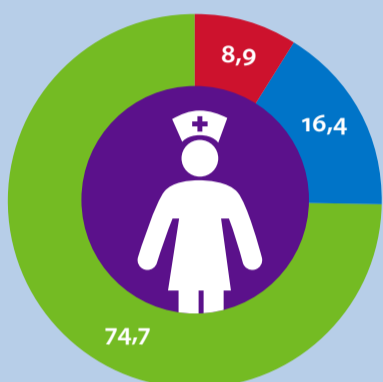
Communicatie door de arts



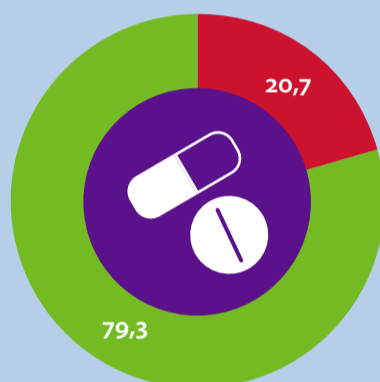
Bejegening door zorgverlener



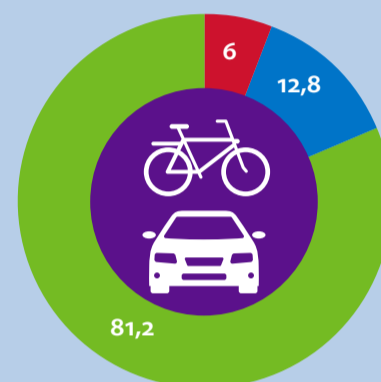
Informatieverstrekking door zorgverlener



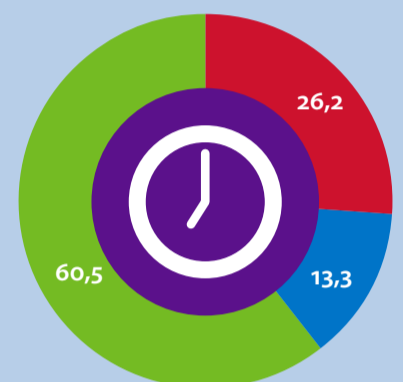
Communicatie door zorgverlener



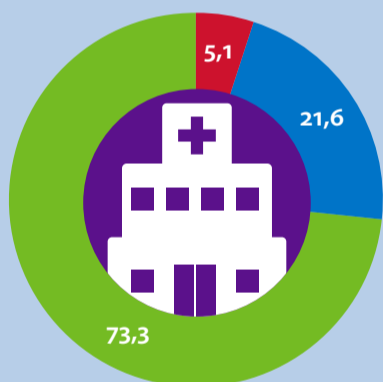
Informatie over medicatie



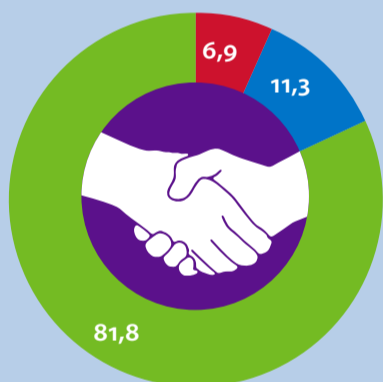
Bereikbaarheid



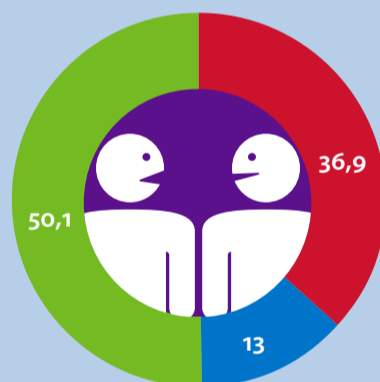
Wachttijd in de polikliniek



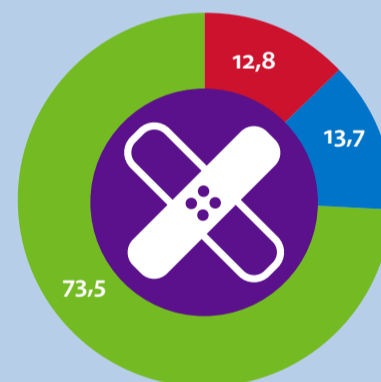
Inrichting van de polikliniek



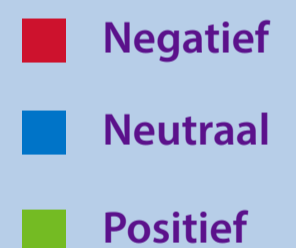
Samenwerking



Inspraak patiënt



Nazorg



Complimenten vanuit patiënt:



- Bejegening (zowel door arts als zorgverlener)
- Communicatie

Verbeterpunten vanuit patiënt:



- Inspraak patiënt
- Wachttijd polikliniek

Persoonlijk Betrokkenheid
Duidelijk Begeleiding
Vriendelijk
Aandacht Deskundig
Contact Netjes Behulpzaam



Wachttijd
Bewegwijzering
Privacy balie
Watertap
Balie
Koffie
Looproute vanaf parkeergarage
Wachten
Drinken in de wachtkamer