



CASA DI CURA  
PRIVATA

VILLA GARDA

## USER SATISFACTION REPORT

As part of our longstanding commitment to quality and customer satisfaction, we regularly monitor user satisfaction by means of feedback questionnaires that we make available to our clients. We set targets for the number of questionnaires we collect and satisfaction scores, which are analysed by the management and published on an annual basis. Here are the results of the survey conducted in 2019

- **Quality policy:** Indicator “Customer satisfaction questionnaire collection: clinics & laboratory” (NB: this indicator is measured over one sample month per year, usually June).

Target: at least 10%.

Results:

<i>Medical specialties</i>	<i>% feedback 2019</i>	<i>n.questionnaires</i>	<i>n. pazienti</i>	<i>% feedback 2020</i>
Laboratory	24,77	122	784	15,56
Diagnostic Imaging	21,95	61	192	31,77
Cardiology	28,18	87	350	24,85
Nutrition	21,01	39	221	17,64
Psychology	20,68	13	29	44,82
Dermatology	61,22	13	57	22,80
Gynecology	0	0	0	0
Psychiatry	0	1	1	100,00
Ophthalmology	0	0	0	0
Pulmonology	40,00	0	0	0
Physiotherapy	89,19	31	84	36,90
Physiatry	66,66	24	38	63,15
<b>Total</b>	<b>30,57</b>	<b>391</b>	<b>1756</b>	<b>22,26</b>

Comments: the data collection was carried out in month of June; the results have been achieved and exceeded. Few or none medical visits have been performed. Currently a gynecologist is not available.

Outcome: **[positive]**[negative]

**Recommendations:** Maintain actual results.

Quality Committee decision: Mantain actual target.

- **Quality policy:** Indicator “Customer satisfaction scores: clinic & laboratory users”

Laboratory target 2020: 95%.

Laboratory results: 100%.

Diagnostic Imaging target 2020: 80%.

Diagnostic Imaging results: 100%.

Physiotherapy target: 80%.

Physiotherapy results: 100%.

Outcome: **[positive]**[negative]

**Recommendations:** None

Quality Committee decision: Maintain actual target.