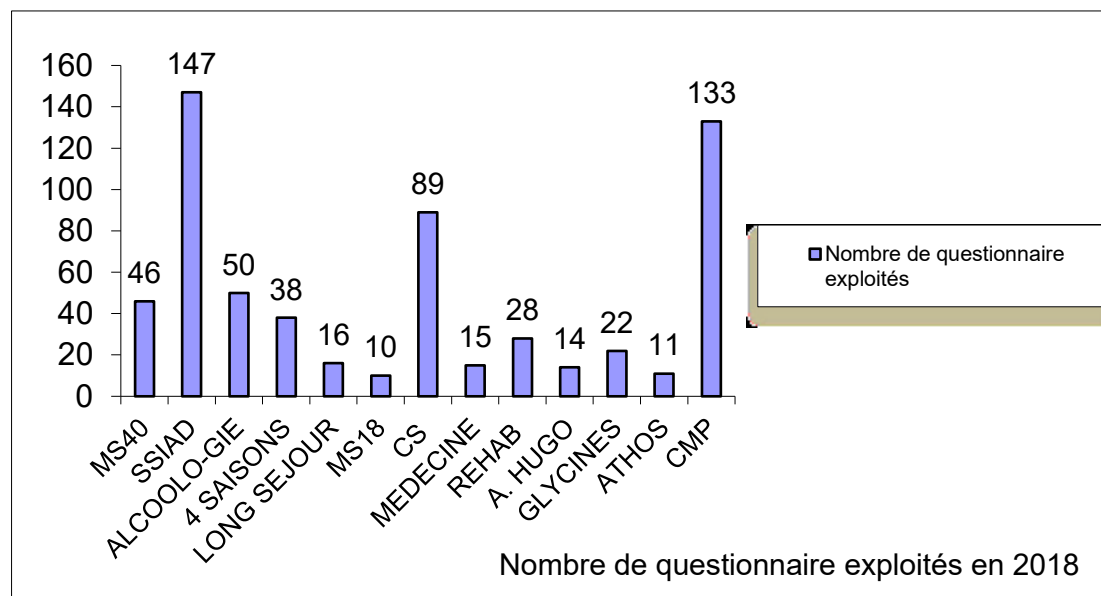


QUESTIONNAIRES DE SATISFACTION 2018

2018

	MS40	SSIAD	ALCOOLO-GIE	4 SAISONS	LONG SEJOUR	MS18	CS	MEDECINE	REHAB	A. HUGO	GLYCINES	ATHOS	CMP	TOTAL
Nombre de questionnaire exploités	46	147	50	38	16	10	89	15	28	14	22	11	133	619
% par rapport au total	7,43%	23,75%	8,08%	6,14%	2,58%	1,62%	14,38%	2,42%	4,52%	2,26%	3,55%	1,78%	21,49%	100,00%

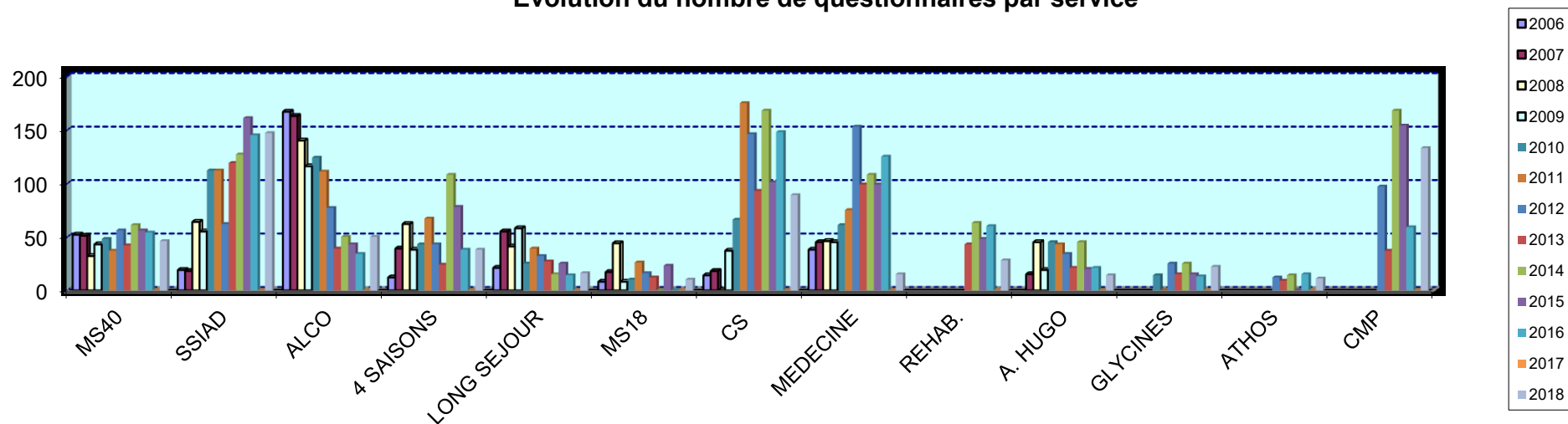


QUESTIONNAIRES DE SATISFACTION 2018

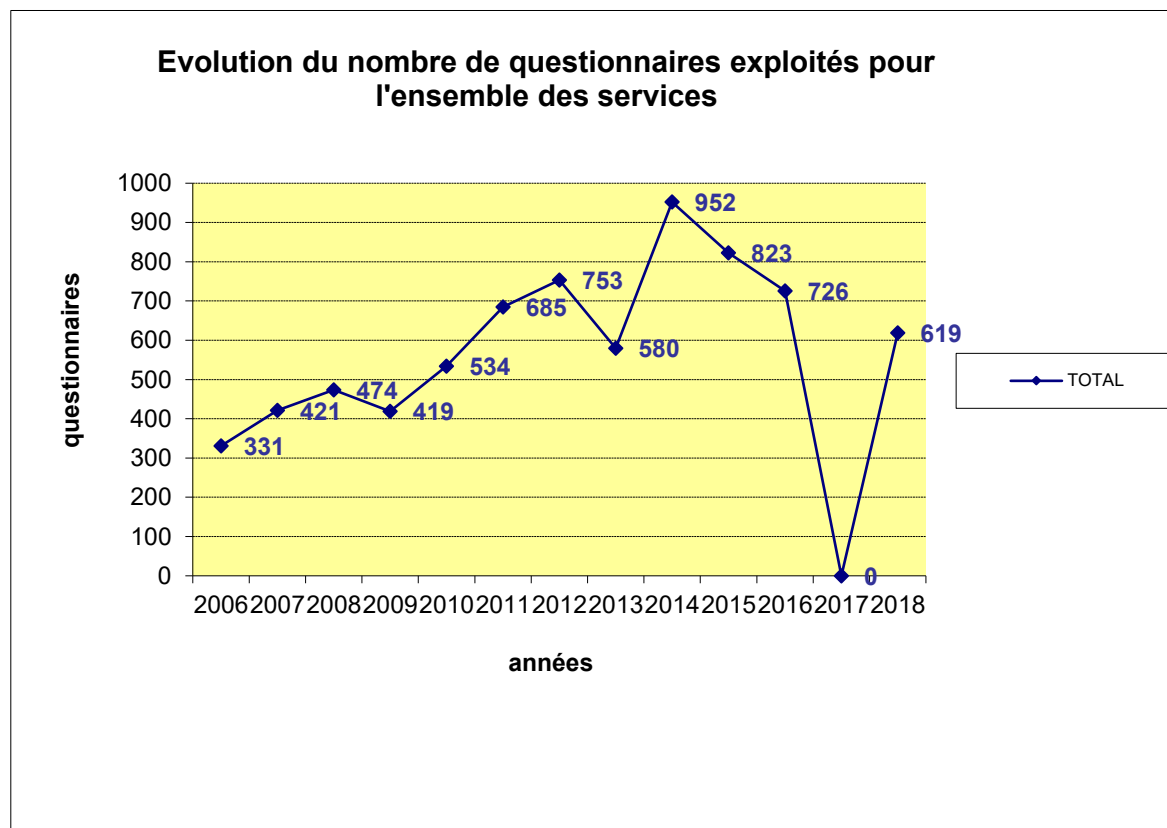
EVOLUTION 2006 - 2018

	MS40	SSIAD	ALCO	4 SAISONS	LONG SEJOUR	MS18	CS	MEDECINE	REHAB.	A. HUGO	GLYCINES	ATHOS	CMP	TOTAL
2006	52	19	167	12	21	8	14	38						331
2007	51	18	163	39	55	17	18	45		15				421
2008	32	64	140	62	41	44	0	46		45				474
2009	43	55	116	38	58	8	37	45		19				419
2010	48	112	124	43	25	10	66	61		45	14			534
2011	37	112	111	67	39	26	175	75		43	0			685
2012	56	62	77	43	32	16	146	153		34	25	12	97	753
2013	42	119	39	24	27	12	93	99	43	21	15	9	37	580
2014	61	127	50	108	15	0	168	108	63	45	25	14	168	952
2015	56	161	43	78	25	23	101	99	48	20	15	0	154	823
2016	54	145	34	38	14	0	148	125	60	21	13	15	59	726
2017	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2018	46	147	50	38	16	10	89	15	28	14	22	11	133	619

Evolution du nombre de questionnaires par service



QUESTIONNAIRES DE SATISFACTION 2018

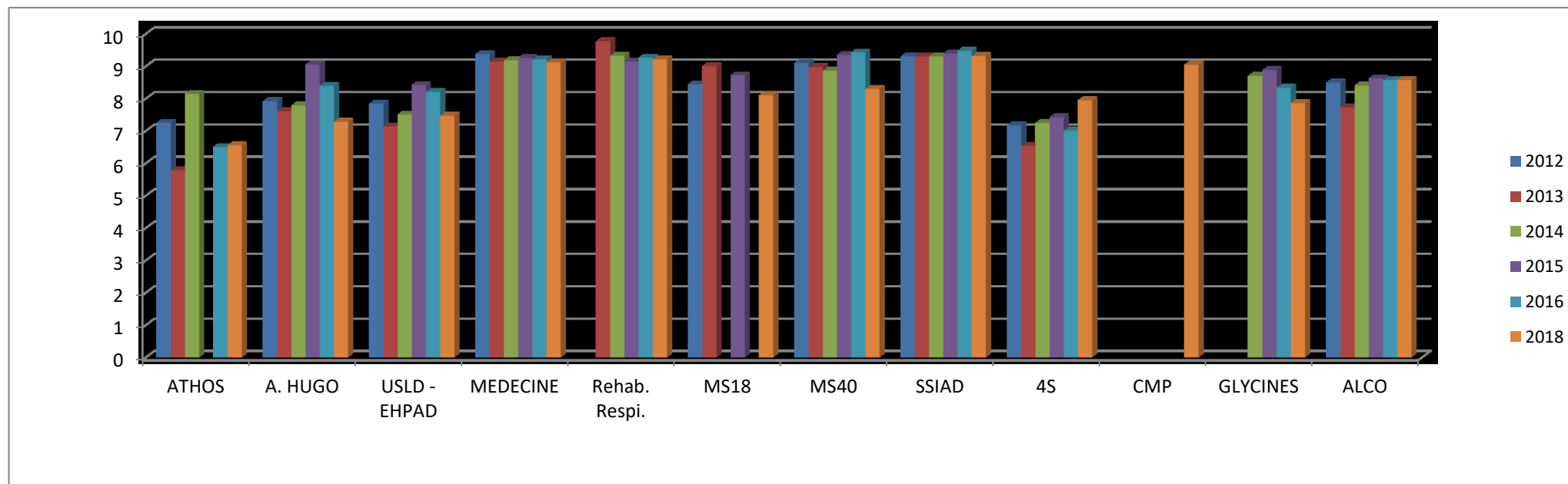


QUESTIONNAIRES DE SATISFACTION 2018

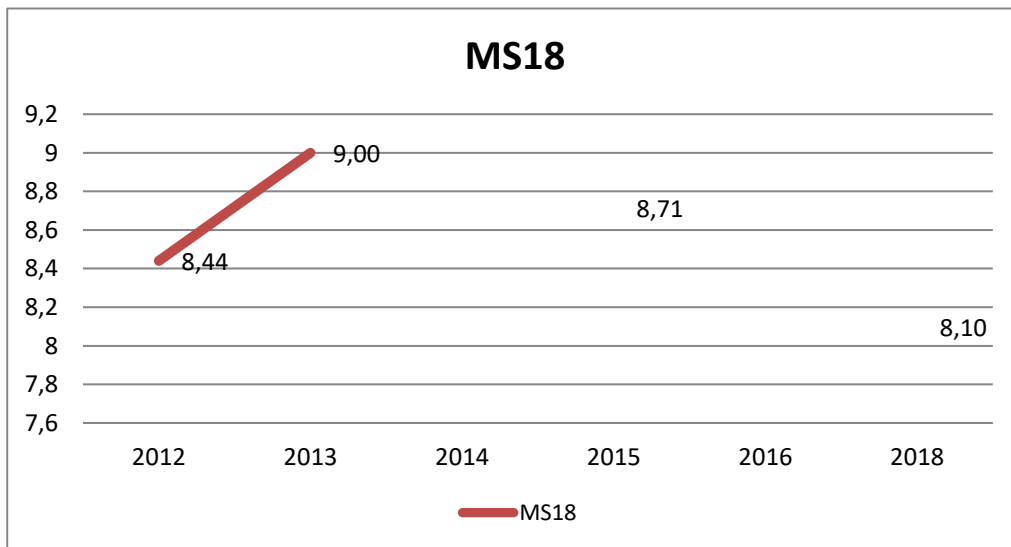
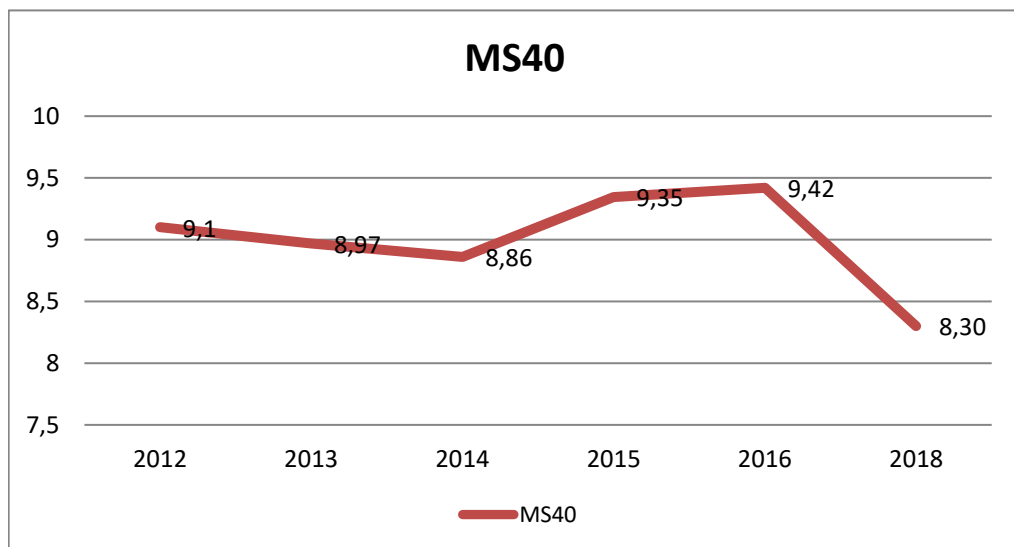
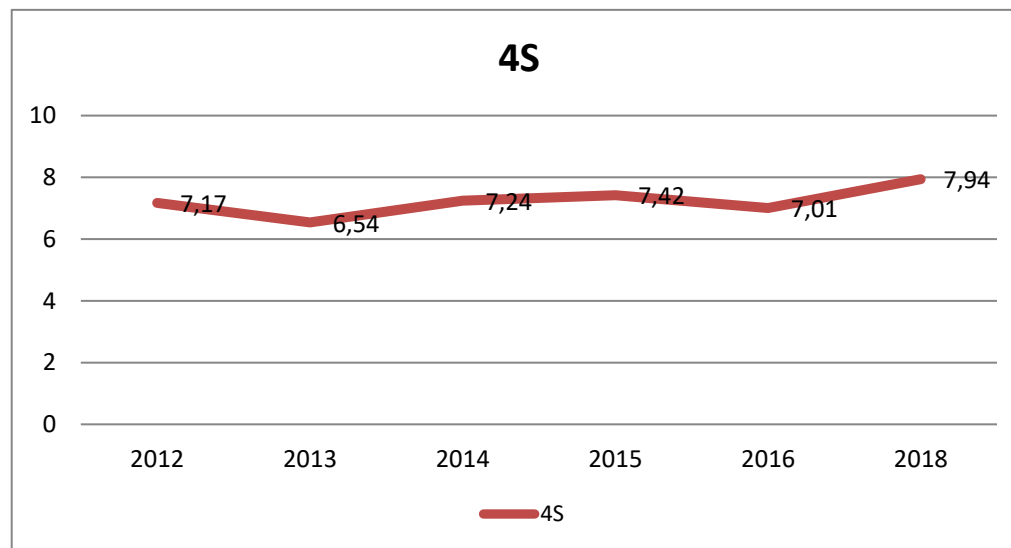
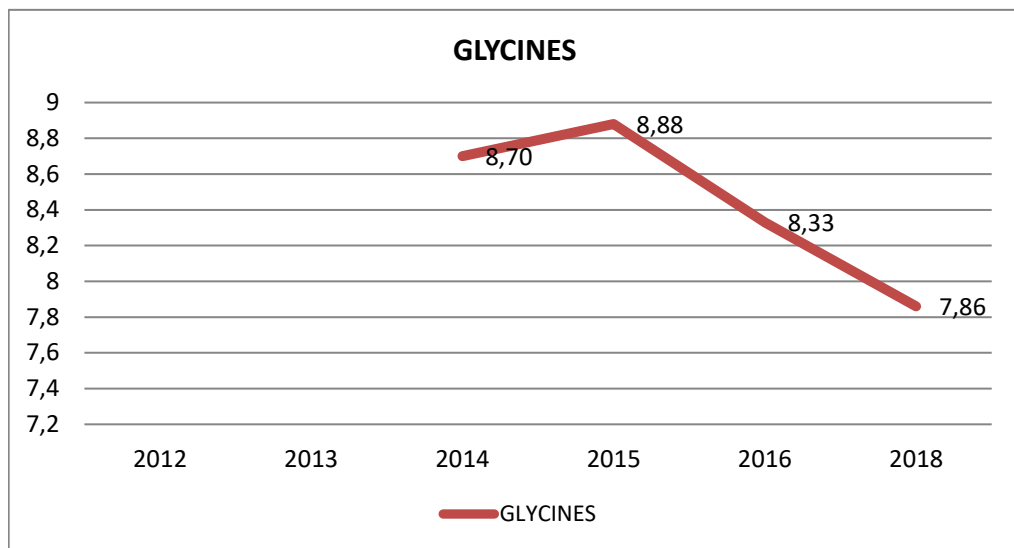
SATISFACTION GLOBALE													
Services	ATHOS	A. HUGO	USLD - EHPAD	MEDECINE	Rehab. Respi.	MS18	MS40	SSIAD	4S	CMP	GLYCINES	ALCO	moyenne
moyenne	6,55	7,28	7,47	9,12	9,21	8,10	8,30	9,31	7,94	9,04	7,86	8,57	8,23
maxi	9	10	10	10	10	10	10	10	10	10	10	10	10
mini	3	0	0	6	7	5	0	0	0	6	0	3	0

SATISFACTION GLOBALE PRORATISEE AU NOMBRE DE QUESTIONNAIRES													
total	72,05	101,92	119,52	136,8	257,88	81	381,8	1368,57	301,72	1202,32	172,92	428,5	7,47

EVOLUTION DE LA SATISFACTION GLOBALE													
	ATHOS	A. HUGO	USLD - EHPAD	MEDECINE	Rehab. Respi.	MS18	MS40	SSIAD	4S	CMP	GLYCINES	ALCO	
2012	7,25	7,92	7,84	9,37		8,44	9,1	9,3	7,17			8,49	
2013	5,78	7,60	7,14	9,14	9,77	9,00	8,97	9,30	6,54			7,72	
2014	8,14	7,78	7,50	9,18	9,32		8,86	9,30	7,24		8,70	8,40	
2015		9,05	8,42	9,25	9,15	8,71	9,35	9,39	7,42		8,88	8,62	
2016	6,50	8,39	8,20	9,21	9,26		9,42	9,47	7,01		8,33	8,57	
2018	6,55	7,28	7,47	9,12	9,21	8,10	8,30	9,31	7,94	9,04	7,86	8,57	

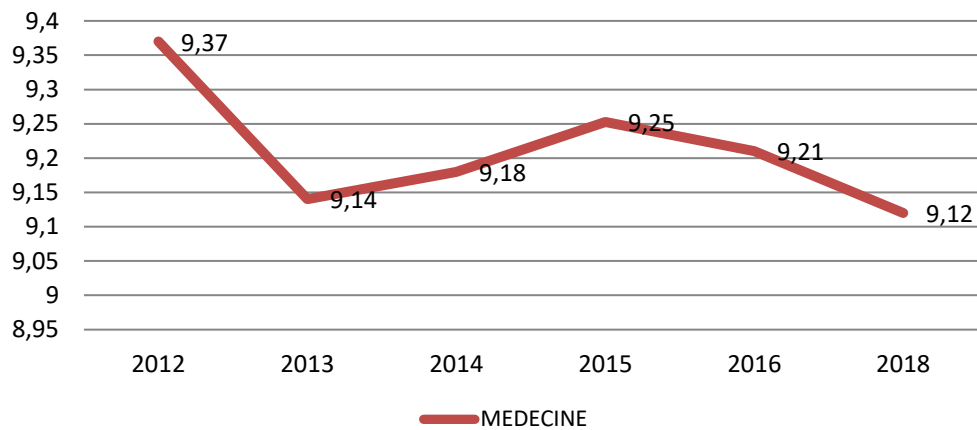


QUESTIONNAIRES DE SATISFACTION 2018

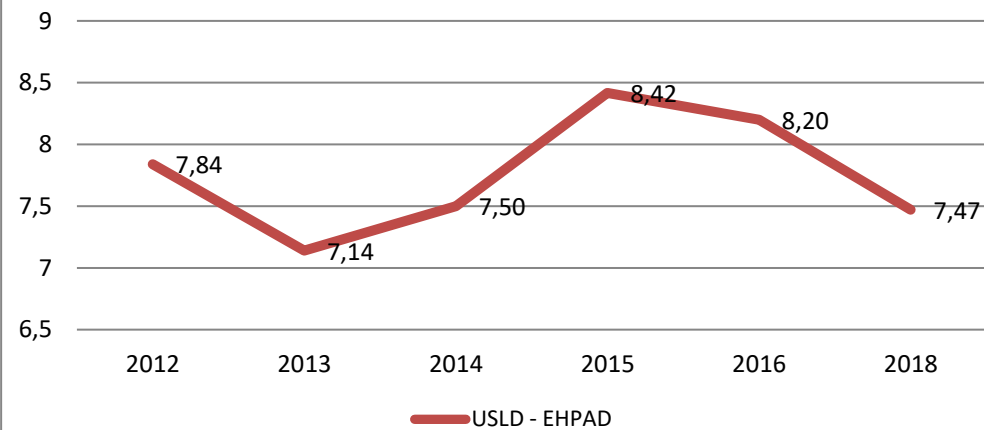


QUESTIONNAIRES DE SATISFACTION 2018

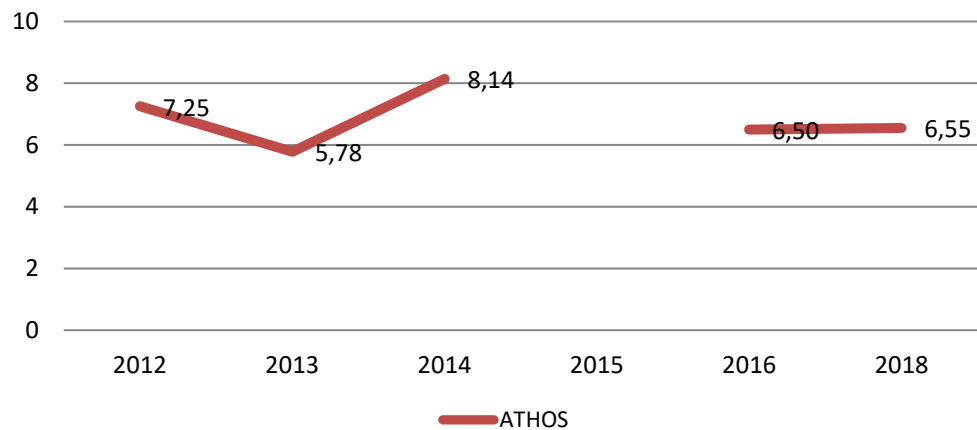
MEDECINE



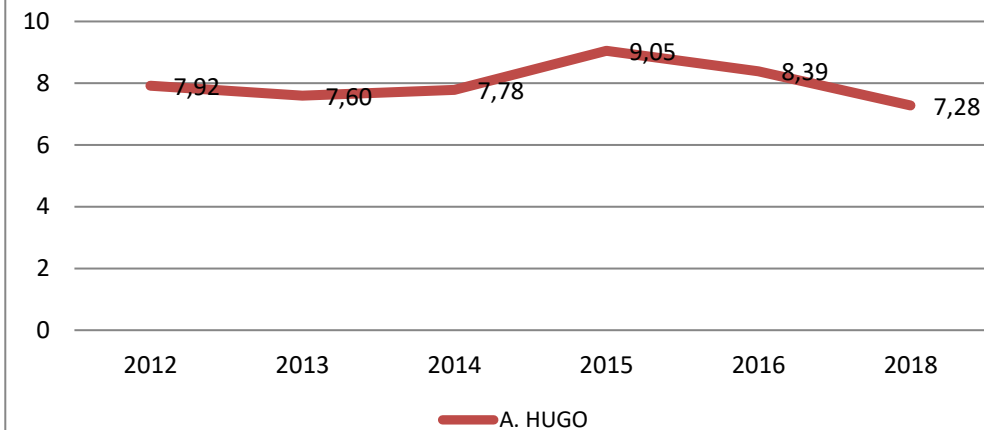
USLD / EHPAD



ATHOS



ADELE HUGO



QUESTIONNAIRES DE SATISFACTION 2018

