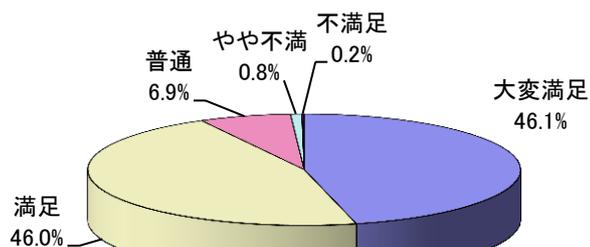


平成29年度 退院時アンケート集計結果

病院全体としての満足度



| | 本人 | 家族 | NA | 合計 |
|-------|-------|-------|-----|-------|
| 1.回答者 | 4,813 | 1,839 | 387 | 7,039 |
| | 68% | 26% | 5% | 100% |

| 内容 | 大変満足 | 満足 | 普通 | やや不満 | 不満 | 無回答 | 利用しなかった | 満足度 |
|-------------------------|-------|-------|---------|------|------|-------|---------|-------|
| 2 病棟内の音環境(器具・話し声・足音など) | 1,733 | 3,084 | 1,691 | 338 | 88 | 105 | | |
| | 24.6% | 43.8% | 24.0% | 4.8% | 1.3% | 1.5% | | 68.4% |
| 3 ベッド周囲や共用部分の整理整頓・清潔感 | 2,537 | 3,471 | 853 | 81 | 17 | 80 | | |
| | 36.0% | 49.3% | 12.1% | 1.2% | 0.2% | 1.1% | | 85.4% |
| 4 ベッドやトイレ、浴室などの安全性 | 2,388 | 3,582 | 867 | 68 | 4 | 127 | | |
| | 33.9% | 50.9% | 12.3% | 1.0% | 0.1% | 1.8% | | 84.8% |
| 5 安全面への配慮(氏名確認等) | 3,460 | 2,903 | 549 | 41 | 18 | 63 | | |
| | 49.2% | 41.3% | 7.8% | 0.6% | 0.3% | 0.9% | | 90.5% |
| 6 看護師の説明(検査や入院生活など) | 3,124 | 3,011 | 742 | 79 | 23 | 55 | | |
| | 44.4% | 42.8% | 10.5% | 1.1% | 0.3% | 0.8% | | 87.2% |
| 7 看護師の対応 | 3,391 | 2,853 | 643 | 76 | 29 | 43 | | |
| | 48.2% | 40.6% | 9.1% | 1.1% | 0.4% | 0.6% | | 88.8% |
| 8 看護師に声をかけた時の対応 | 2,701 | 2,938 | 906 | 106 | 29 | 354 | | |
| | 38.4% | 41.8% | 12.9% | 1.5% | 0.4% | 5.0% | | 80.2% |
| 9 看護師のおこなう看護援助 | 2,770 | 3,127 | 897 | 68 | 26 | 145 | | |
| | 39.4% | 44.5% | 12.8% | 1.0% | 0.4% | 2.1% | | 83.8% |
| 10 医師の説明(病状及び検査など) | 3,178 | 2,821 | 760 | 94 | 29 | 150 | | |
| | 45.2% | 40.1% | 10.8% | 1.3% | 0.4% | 2.1% | | 85.3% |
| 11 医師の対応 | 3,322 | 2,797 | 646 | 53 | 23 | 191 | | |
| | 47.2% | 39.8% | 9.2% | 0.8% | 0.3% | 2.7% | | 87.0% |
| 12 レントゲンの職員の対応 | 1,790 | 2,366 | 728 | 26 | 3 | 1,225 | 893 | |
| | 25.5% | 33.7% | 10.4% | 0.4% | 0.0% | 17.4% | 12.7% | 67.7% |
| 13 薬剤科の職員の対応 | 2,090 | 2,632 | 737 | 26 | 4 | 832 | 709 | |
| | 29.7% | 37.4% | 10.5% | 0.4% | 0.1% | 11.8% | 10.1% | 74.7% |
| 14 リハビリの職員の対応 | 1,002 | 1,059 | 345 | 9 | 4 | 2,369 | 2,242 | |
| | 14.3% | 15.1% | 4.9% | 0.1% | 0.1% | 33.7% | 31.9% | 43.0% |
| 15 検査科の職員の対応 | 1,600 | 2,296 | 769 | 26 | 5 | 1,327 | 1,002 | |
| | 22.8% | 32.7% | 10.9% | 0.4% | 0.1% | 18.9% | 14.3% | 64.7% |
| 16 総合医療相談室の職員の対応 | 928 | 1,084 | 419 | 16 | 9 | 2,268 | 2,300 | |
| | 13.2% | 15.4% | 6.0% | 0.2% | 0.1% | 32.3% | 32.7% | 42.6% |
| 17 受付・会計などの事務職員の対応 | 1,787 | 3,098 | 1,522 | 66 | 44 | 505 | | |
| | 25.4% | 44.1% | 21.7% | 0.9% | 0.6% | 7.2% | | 69.6% |
| 18 清掃・配茶・配膳などの対応 | 2,352 | 3,201 | 1,024 | 44 | 9 | 393 | | |
| | 33.5% | 45.6% | 14.6% | 0.6% | 0.1% | 5.6% | | 79.1% |
| 19 病院全体としての満足度 | 3,182 | 3,172 | 474 | 58 | 12 | 126 | | |
| | 45.3% | 45.2% | 6.7% | 0.8% | 0.2% | 1.8% | | 90.5% |
| 20 ご家族やお知り合いにこの病院を勧めますか | はい | いいえ | どちらでもない | NA | | | | |
| | 6,180 | 175 | 487 | 174 | | | | 88.1% |
| | | 2.5% | 6.9% | 2.5% | | | | |