

# Ouvidoria

## Relatório Mensal de Atividades

Janeiro  
2017

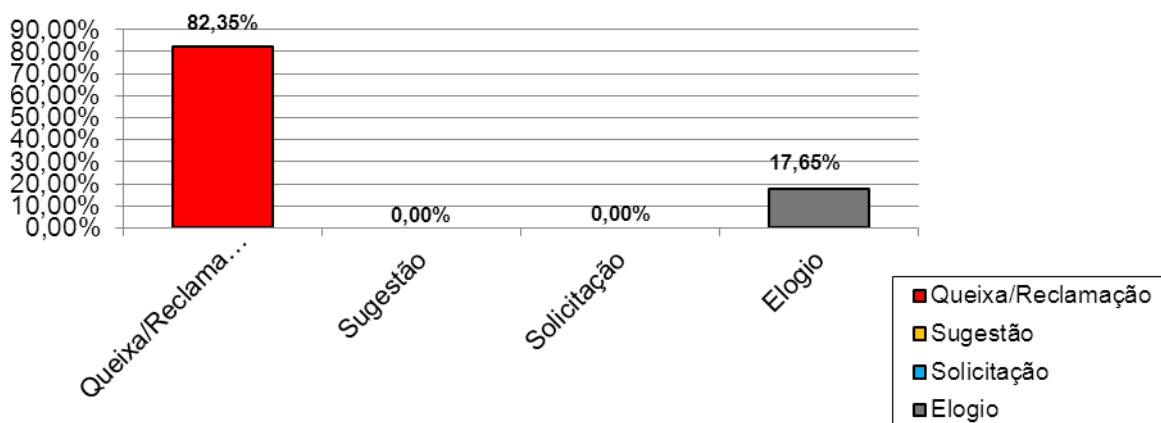
## APRESENTAÇÃO DOS DADOS GERAIS

### 1 – Atendimento direto ao Cliente – Demanda Ativa e Espontânea:

- Quantidade de demandas: 17

#### A - TIPO DE DEMANDAS:

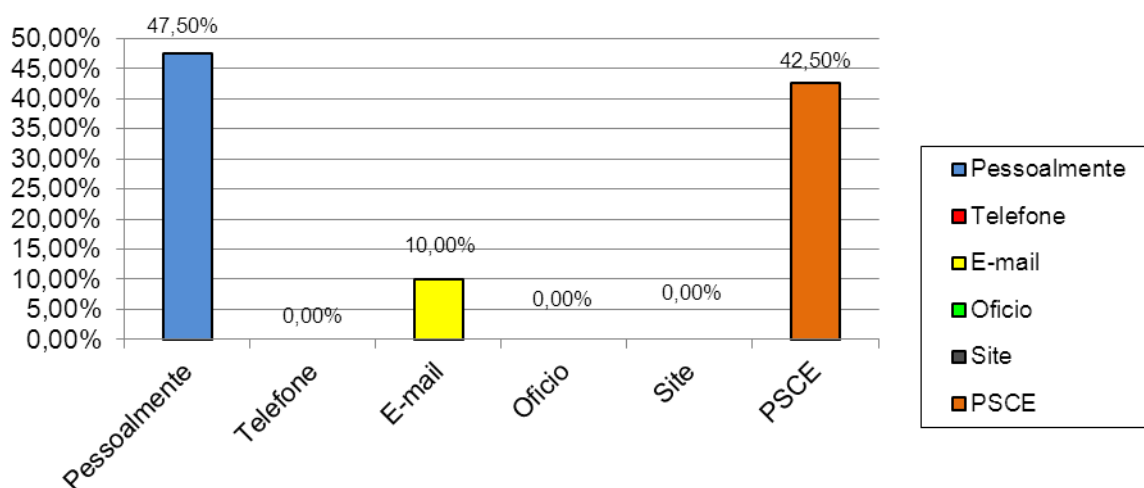
TIPO DE DEMANDA	QUANTIDADE	PERCENTUAL
Queixa/Reclamação	14	82,35%
Sugestão		0,00%
Solicitação		0,00%
Elogio	3	17,65%
<b>TOTAL</b>	<b>17</b>	<b>100%</b>



## B – Busca Ativa e Espontânea:

Origem das Demandas	%
Pessoalmente	47,50%
Telefone	0,00%
E-mail	10,00%
Ofício	0,00%
Site	0,00%
PSCE	42,50%
<b>TOTAL</b>	<b>100%</b>

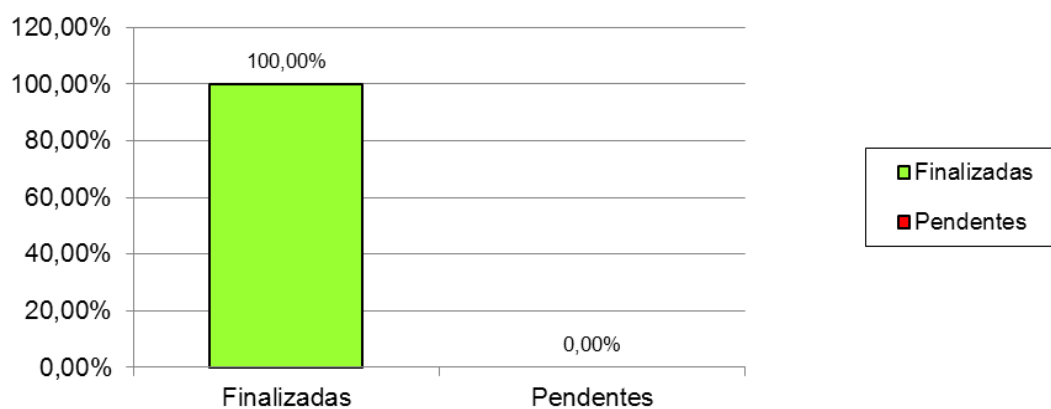
### Demandas por:



### C - STATUS DAS DEMANDAS

Status das Demandas	PERCENTUAL
Finalizadas	100,00%
Pendentes	0,00%
<b>TOTAL</b>	<b>100%</b>

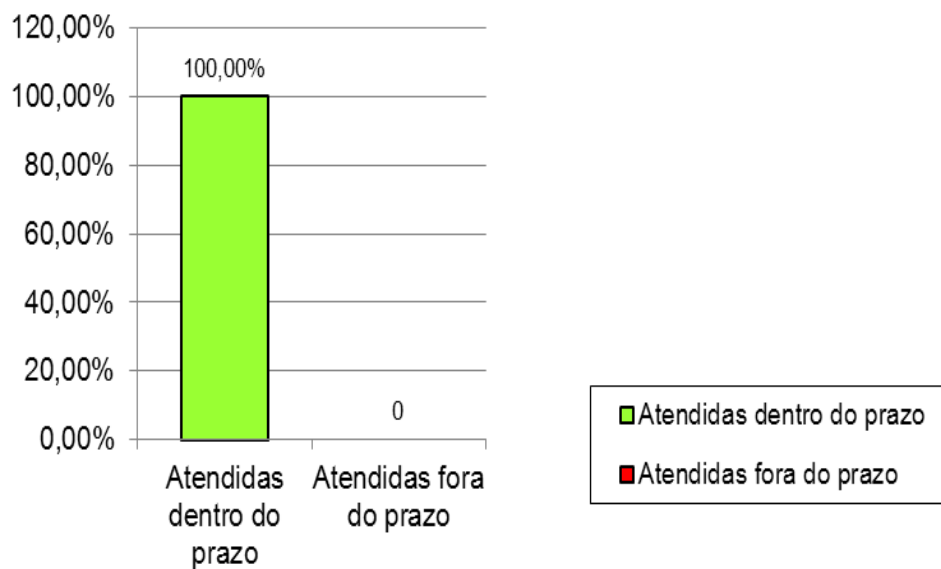
#### Status das Demandas



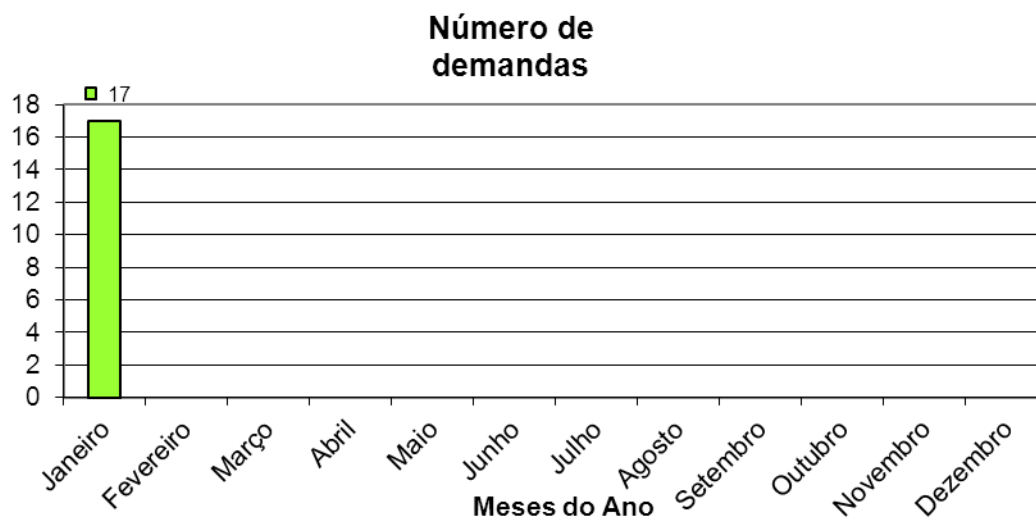
## D - ATENDIMENTO DAS DEMANDAS NO PRAZO

<b>Demandas Atendidas</b>	<b>PERCENTUAL</b>
Atendidas dentro do prazo	100,00%
Atendidas fora do prazo	0,00%
<b>TOTAL</b>	<b>100%</b>

### Demandas atendidas



## F - EVOLUÇÃO DOS CHAMADOS



## 2 – PESQUISA DE SATISFAÇÃO DO CLIENTE EXTERNO - PSCE

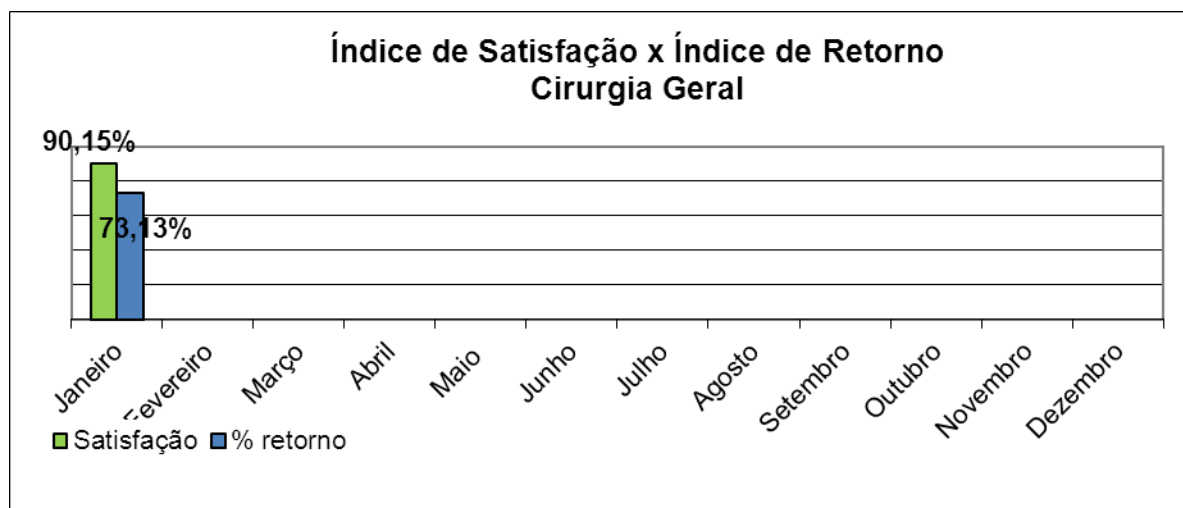
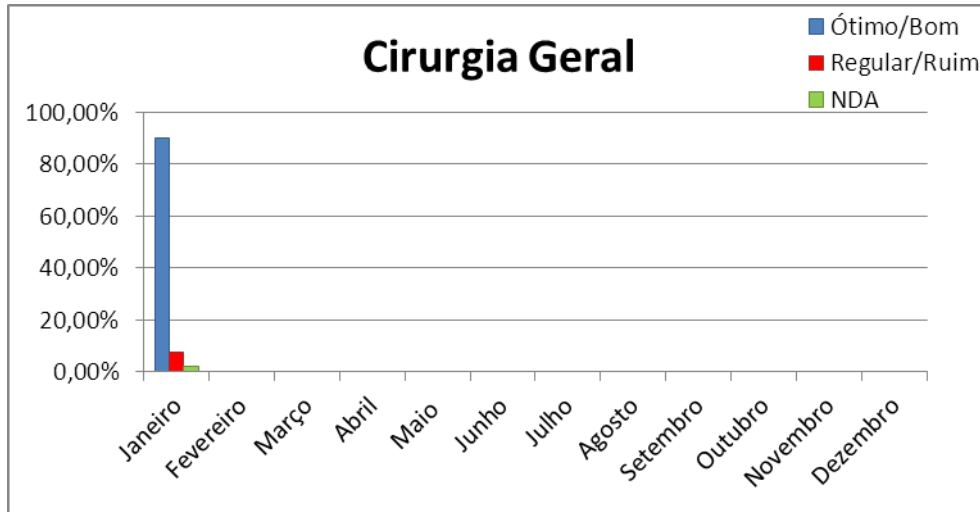
### A – UNIDADES DE INTERNAÇÃO

**PSCE aplicadas.....244**

**Tabela de % de Retorno e % de satisfação por Unidade de Internação**

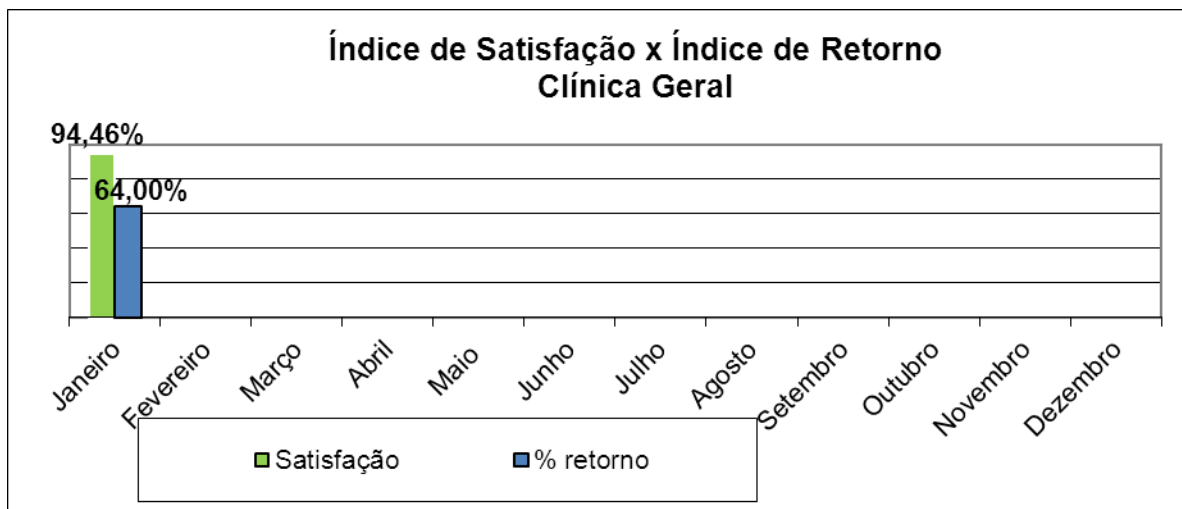
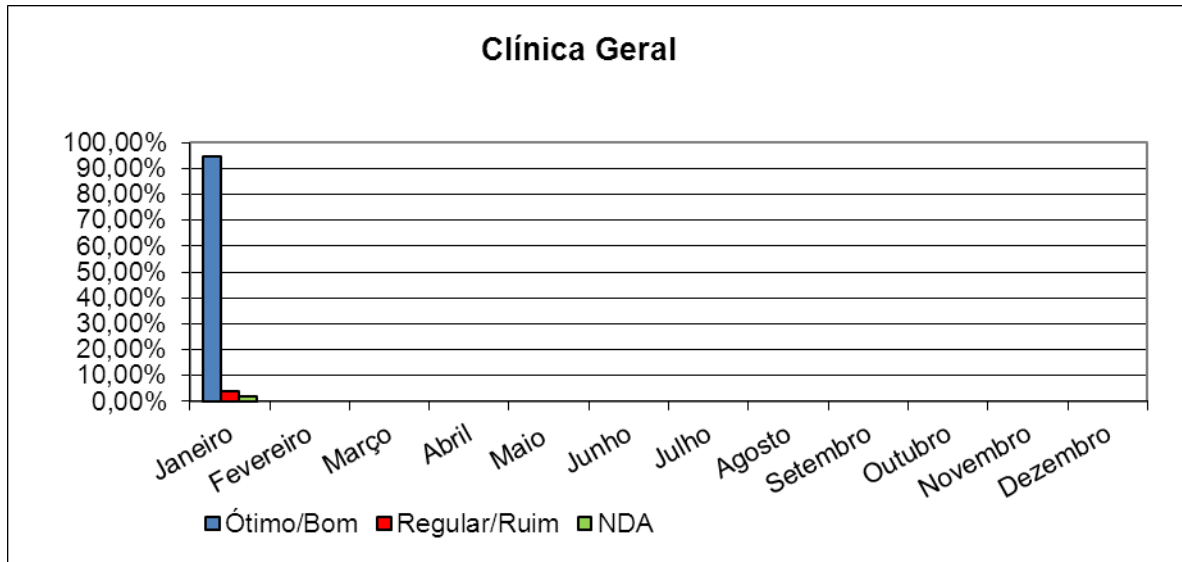
Clínica	Índice de Retorno	Índice de Satisfação
Clínica Médica	64,00%	94,46%
Cirurgia Geral	73,13%	90,15%
Convênios	68,75%	93,12%
Pediatria	80,00%	75,27%
Maternidade	44,30%	92,92%
Uti- Adulto	46,15%	100,00%
Uti-Neonatal	75,00%	100,00%
Hemodiálise	100,00%	93,21%
UANA	5,89%	62,75%

## a.1. Unidade de Clínica Cirurgia

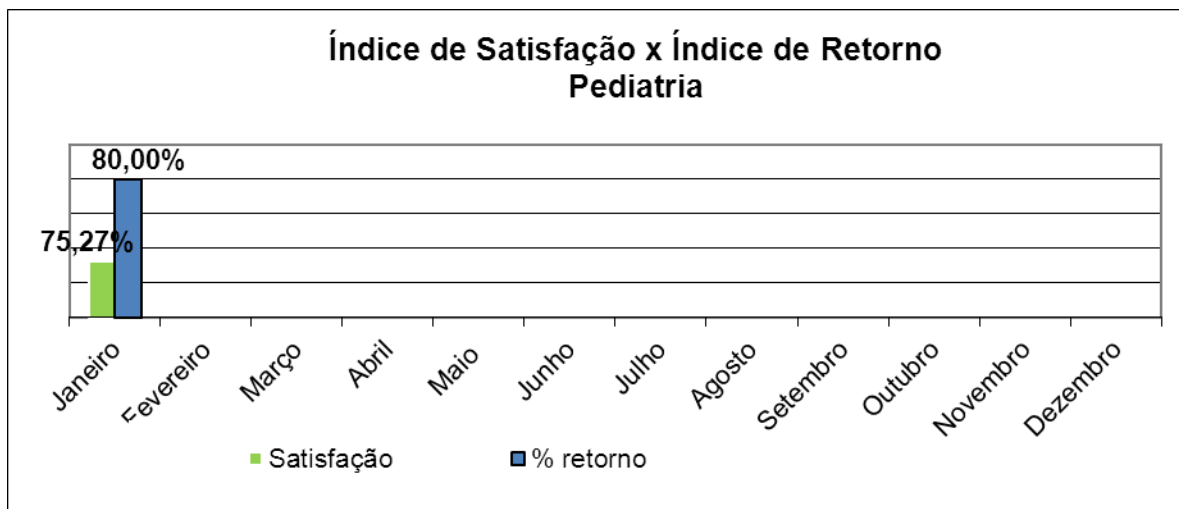
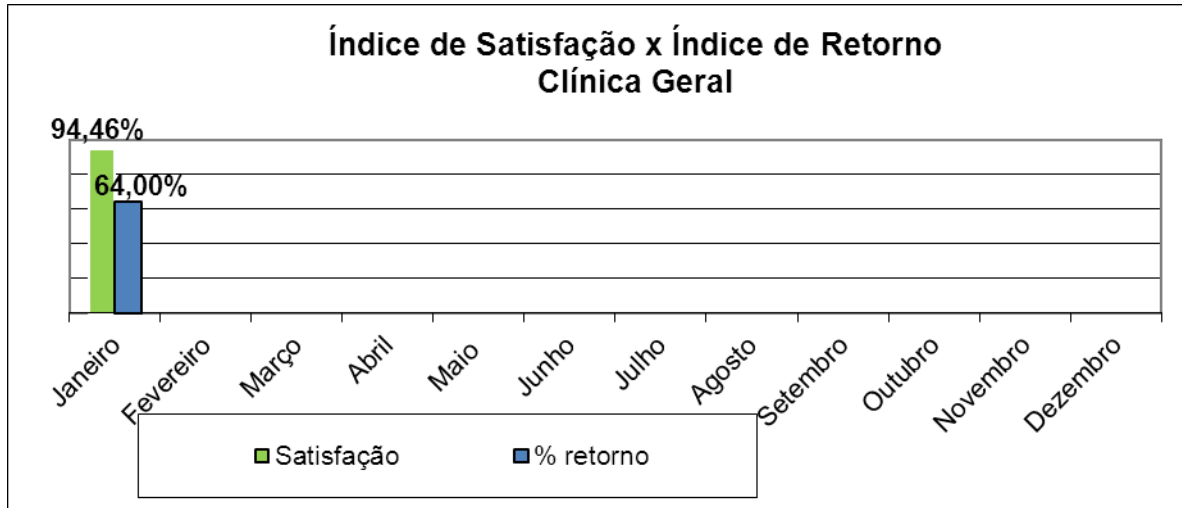




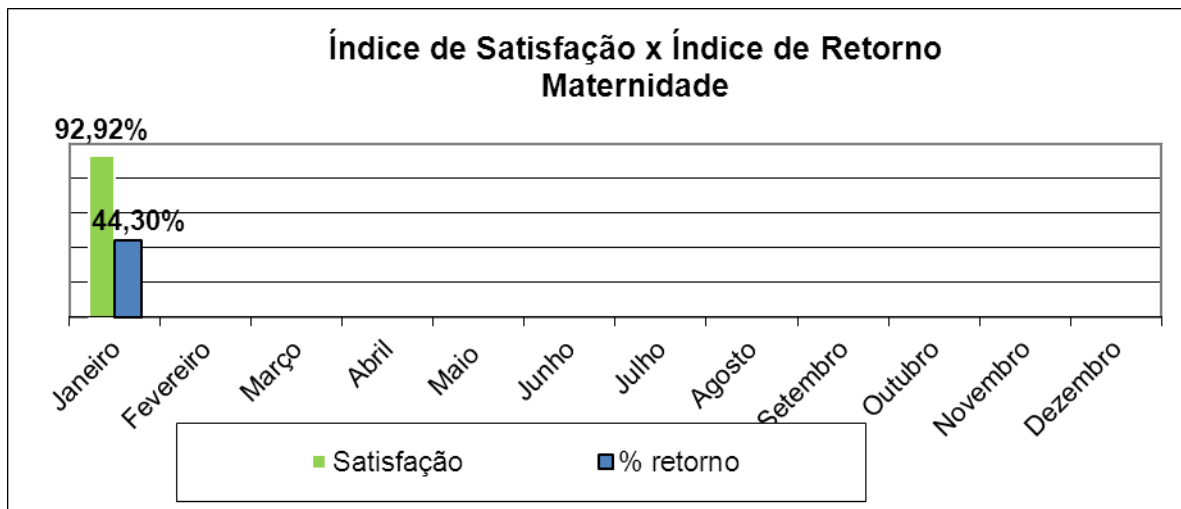
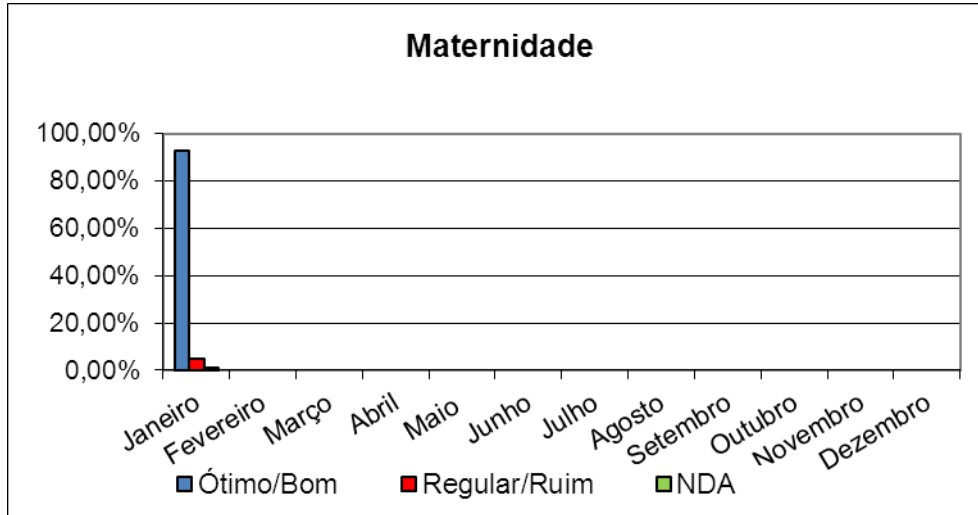
## a.2. Unidade de Clínica Médica:



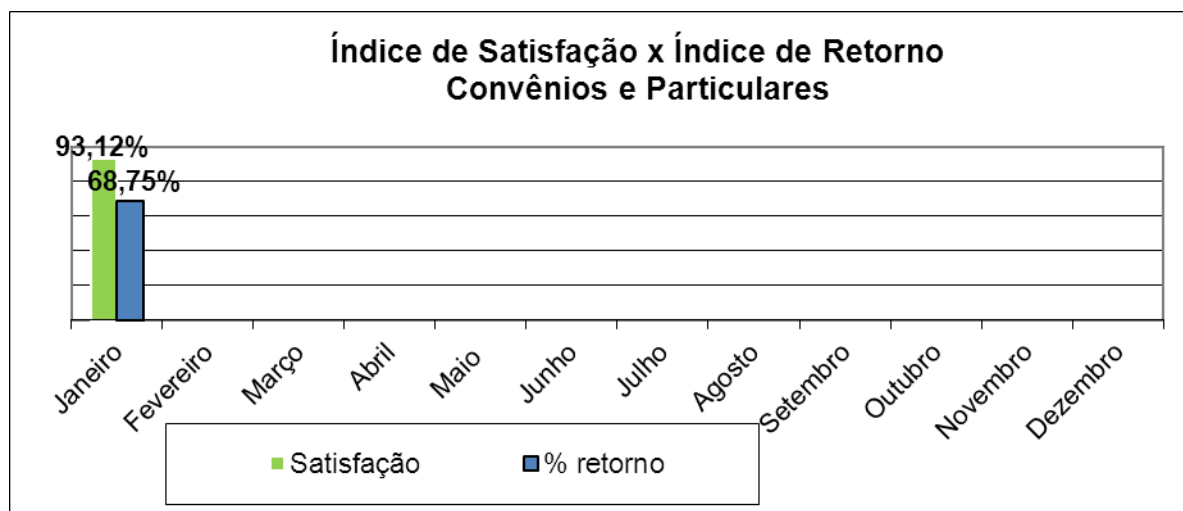
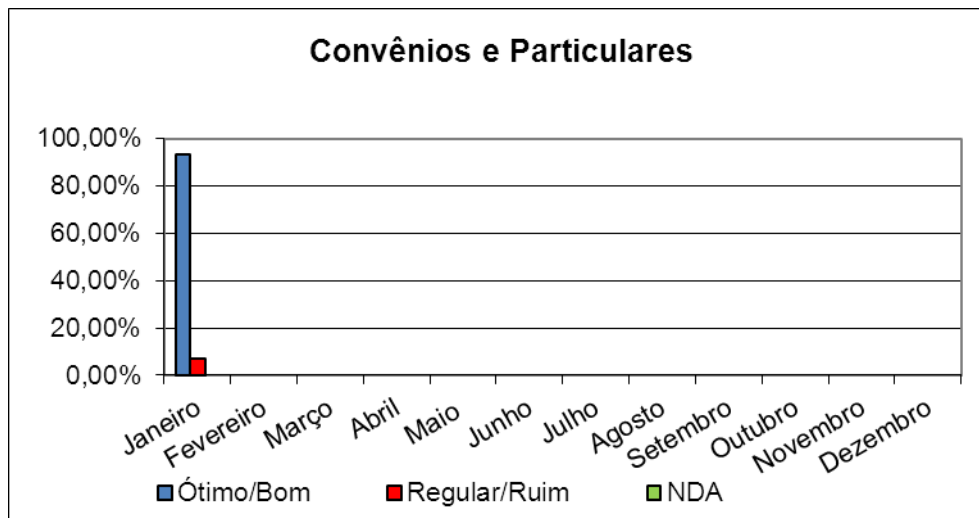
### a.3. Unidade de Pediatria:



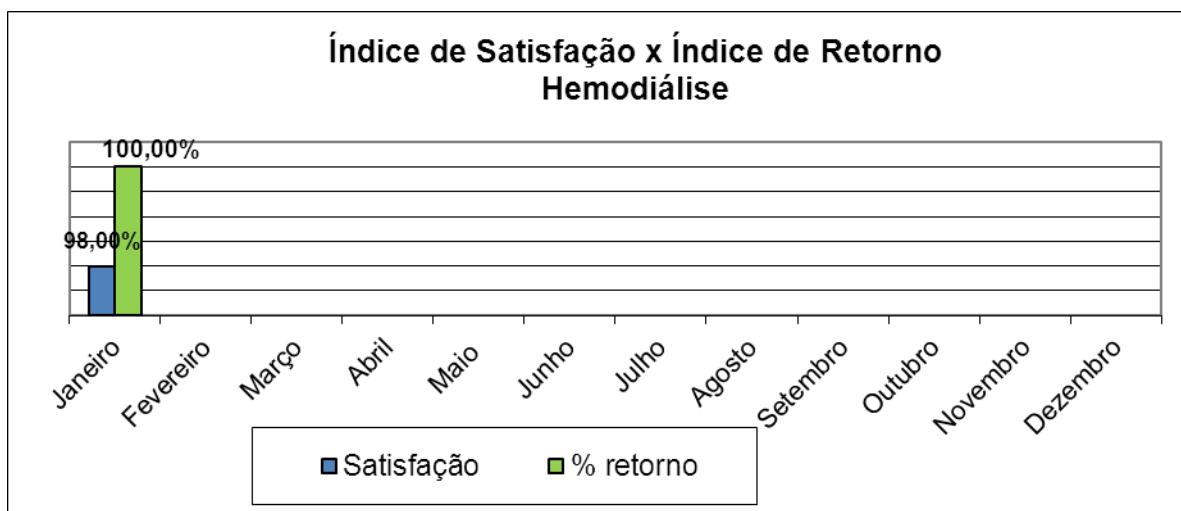
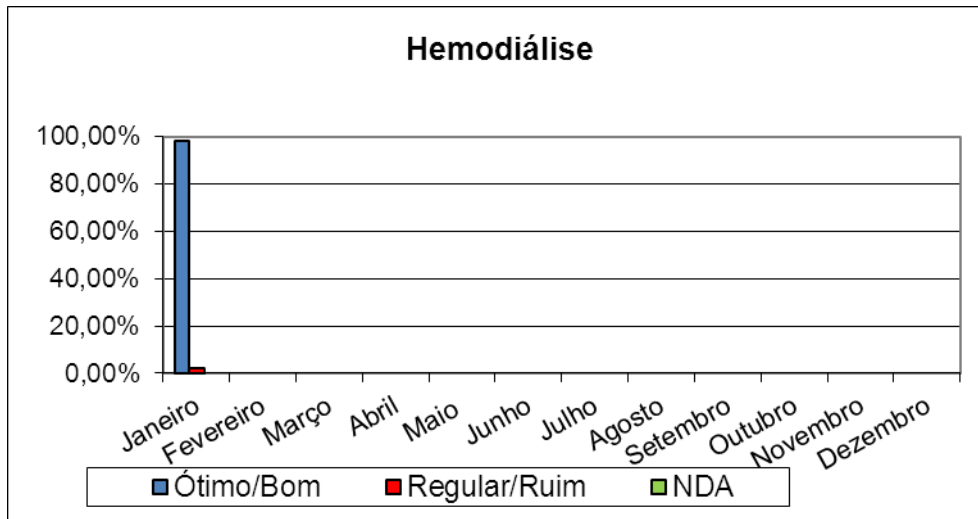
## a.4. Unidade de Maternidade:



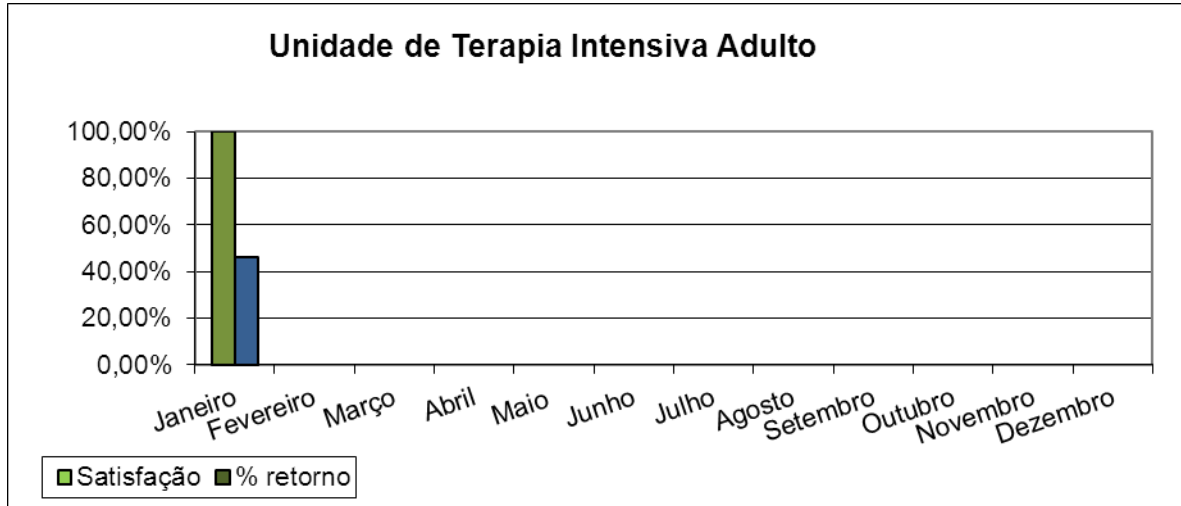
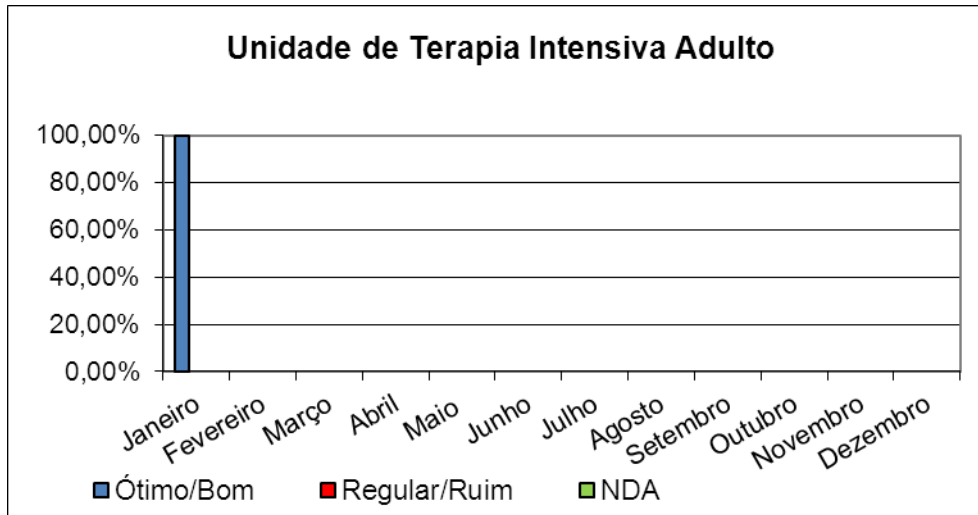
## a.5. Unidade de Internação Privada:



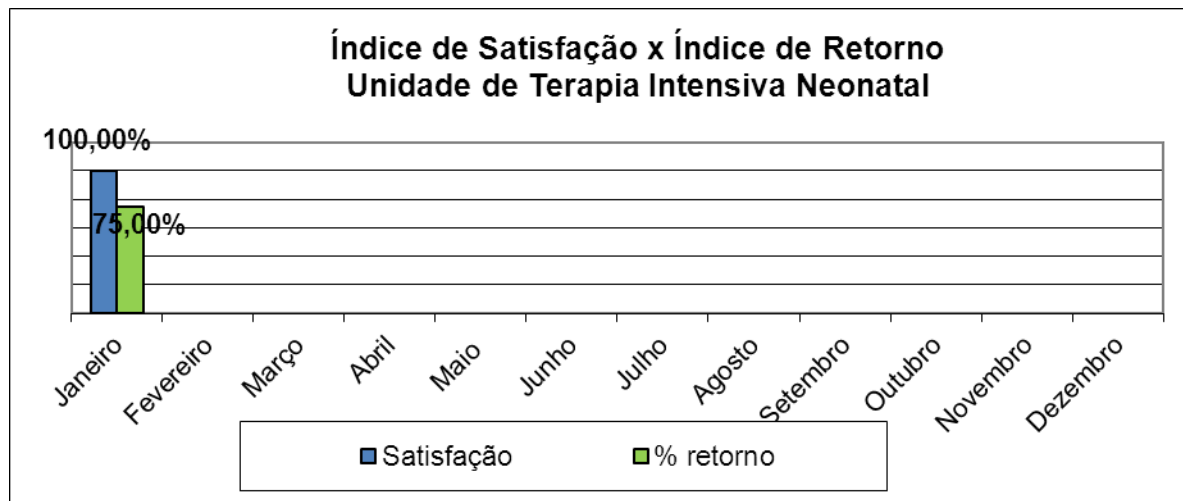
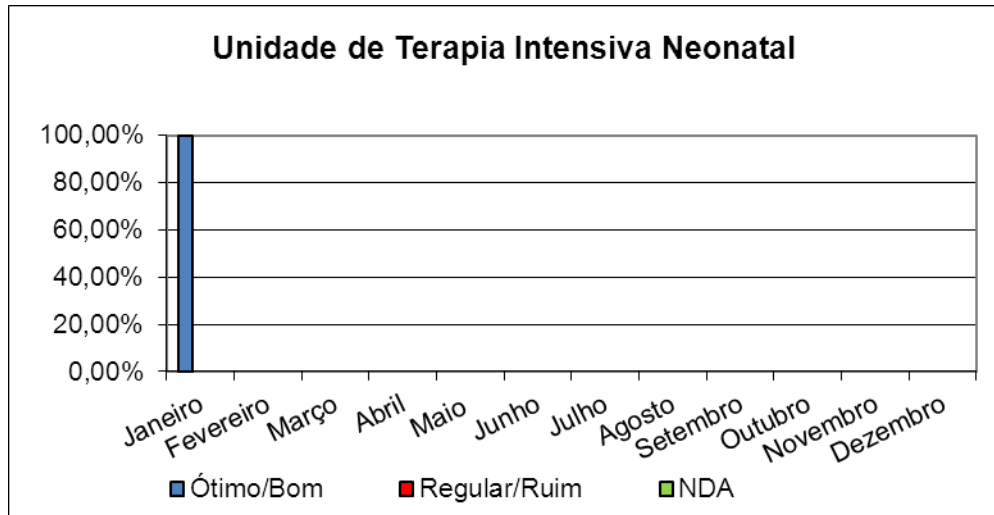
## a.6. Unidade de Hemodiálise



## a.7. Unidade de Terapia Intensiva Adulto



## a.8. Unidade de Terapia Intensiva Neonatal



## A – UNIDADES DE PRONTO ATENDIMENTO

**Número De PSCE aplicadas no Pronto Atendimento.....204**

