

Ouvidoria

Relatório Mensal de Atividades

JULHO
2016

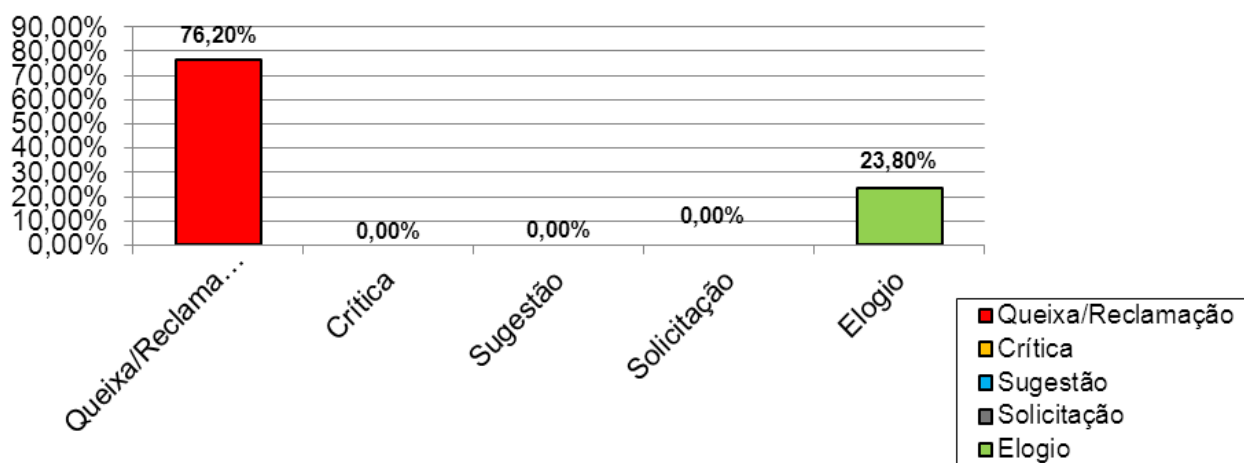
APRESENTAÇÃO DOS DADOS GERAIS

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

- Quantidade de demandas: 21

A - TIPO DE DEMANDAS:

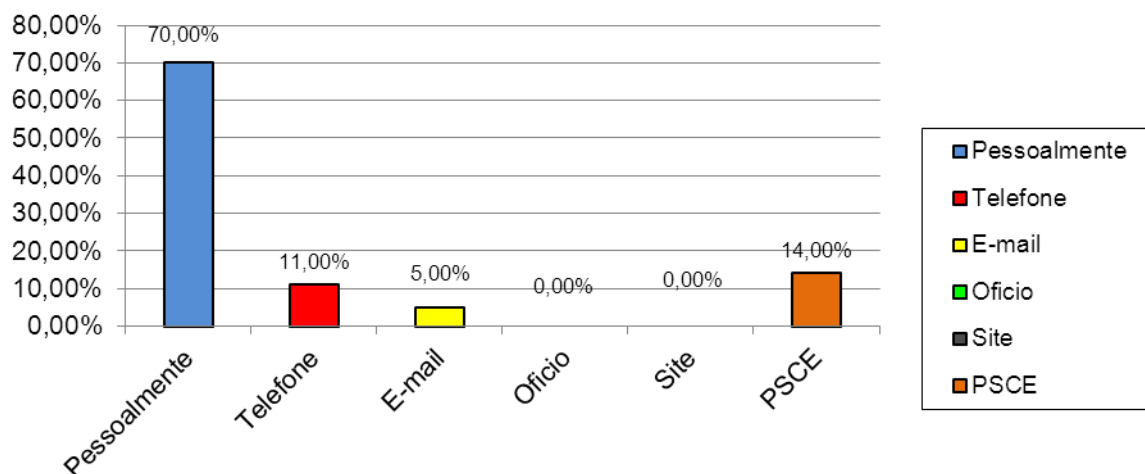
TIPO DE DEMANDA	QUANTIDADE	PERCENTUAL
Queixa/Reclamação	15	76,20%
Crítica		0,00%
Sugestão		0,00%
Solicitação		0,00%
Elogio	5	23,80%
TOTAL	21	100%



B – Busca Ativa e Espontânea:

Origem das Demandas	%
Pessoalmente	70,00%
Telefone	11,00%
E-mail	5,00%
Ofício	0,00%
Site	0,00%
PSCE	14,00%
TOTAL	100%

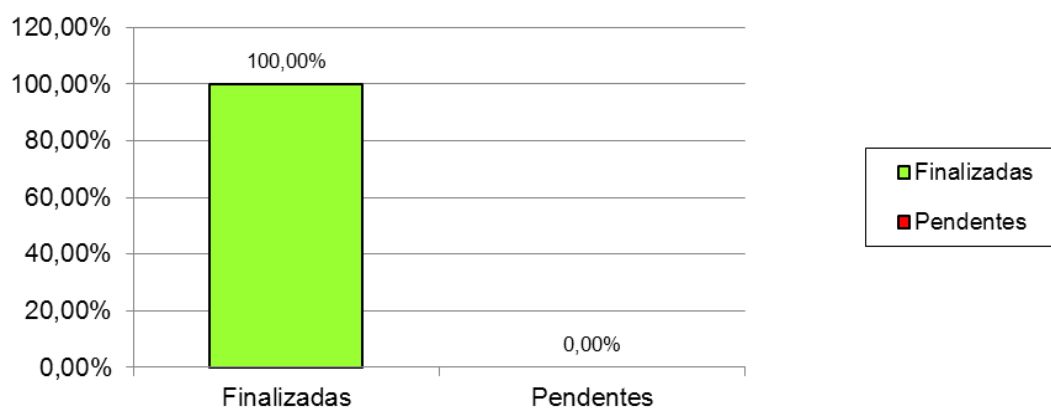
Demandas por:



C - STATUS DAS DEMANDAS

Status das Demandas	PERCENTUAL
Finalizadas	100,00%
Pendentes	0,00%
TOTAL	100%

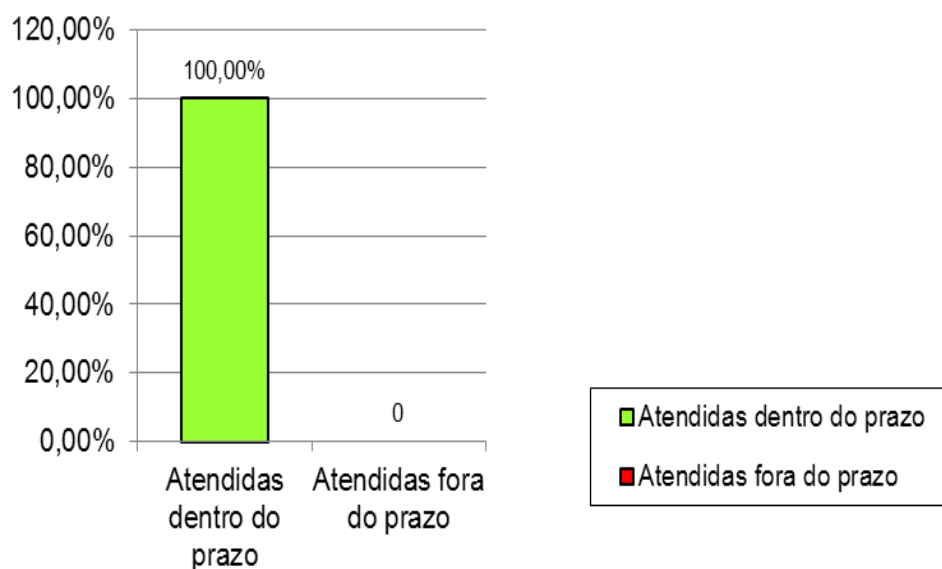
Status das Demandas



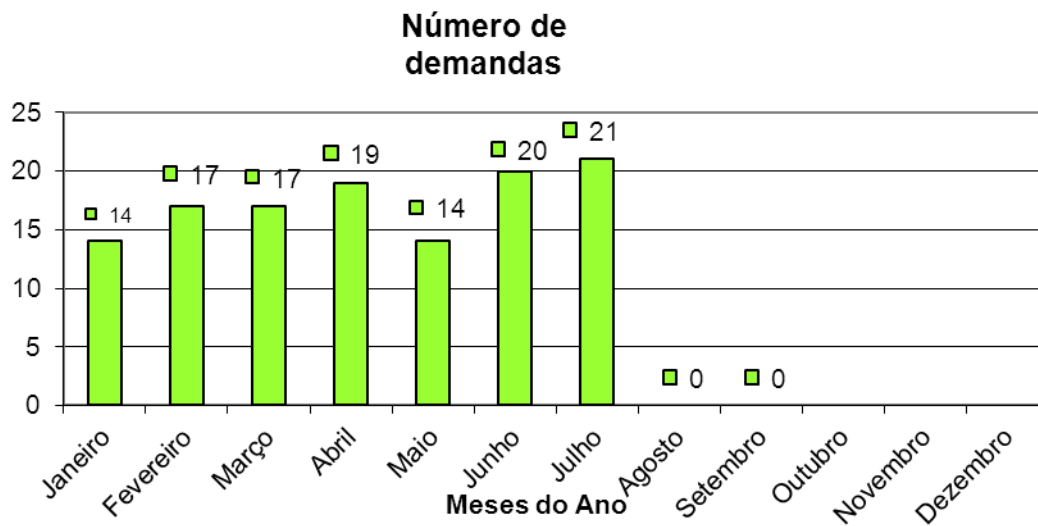
D - ATENDIMENTO DAS DEMANDAS NO PRAZO

Demandas Atendidas	PERCENTUAL
Atendidas dentro do prazo	100,00%
Atendidas fora do prazo	0,00%
TOTAL	100%

Demandas atendidas



F - EVOLUÇÃO DOS CHAMADOS



2 – PESQUISA DE SATISFAÇÃO DO CLIENTE EXTERNO - PSCE

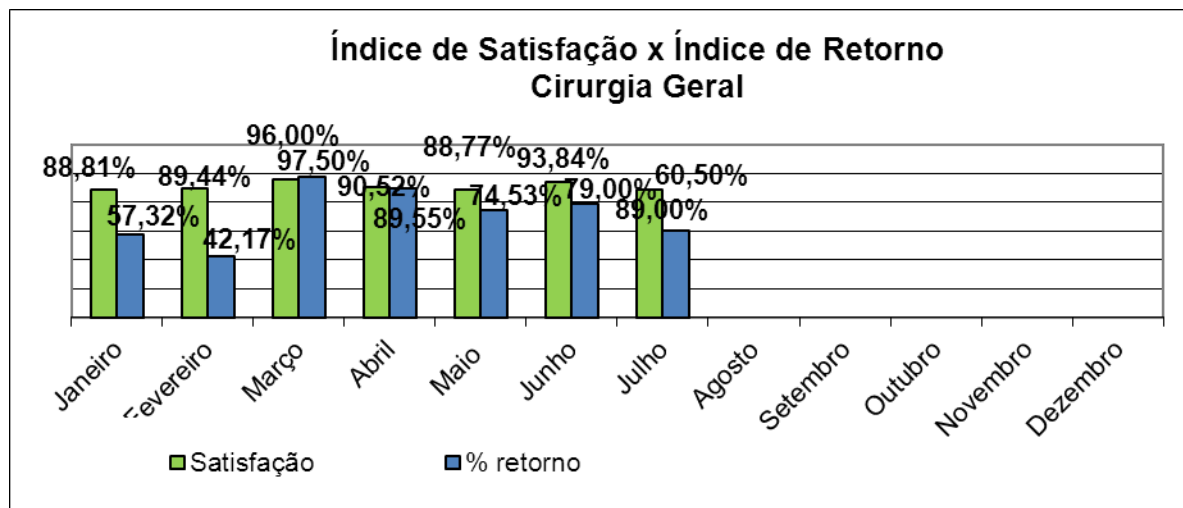
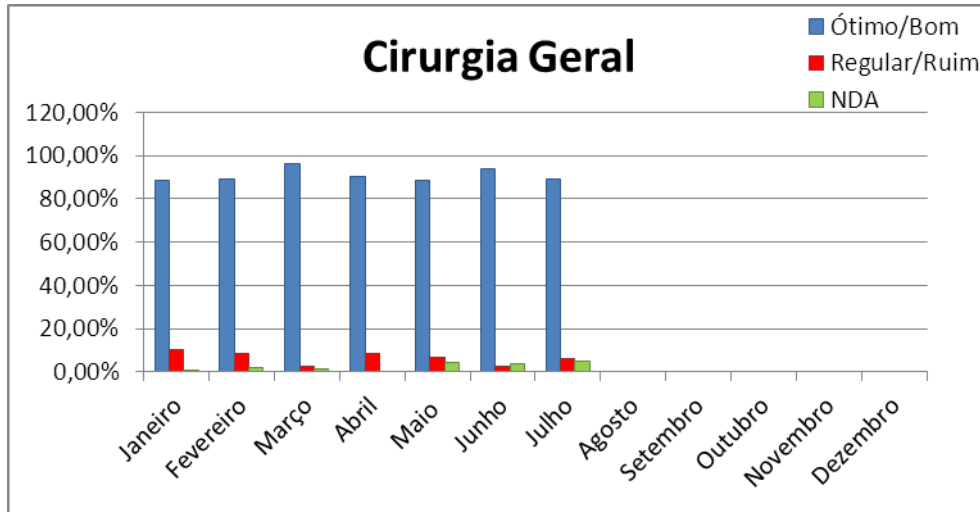
A – UNIDADES DE INTERNAÇÃO

PSCE aplicadas.....370

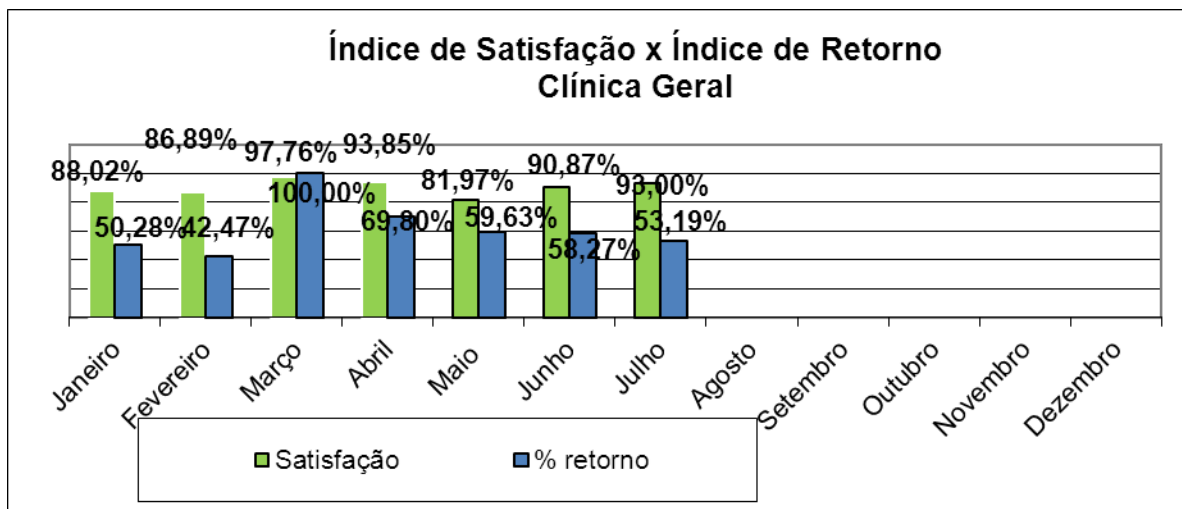
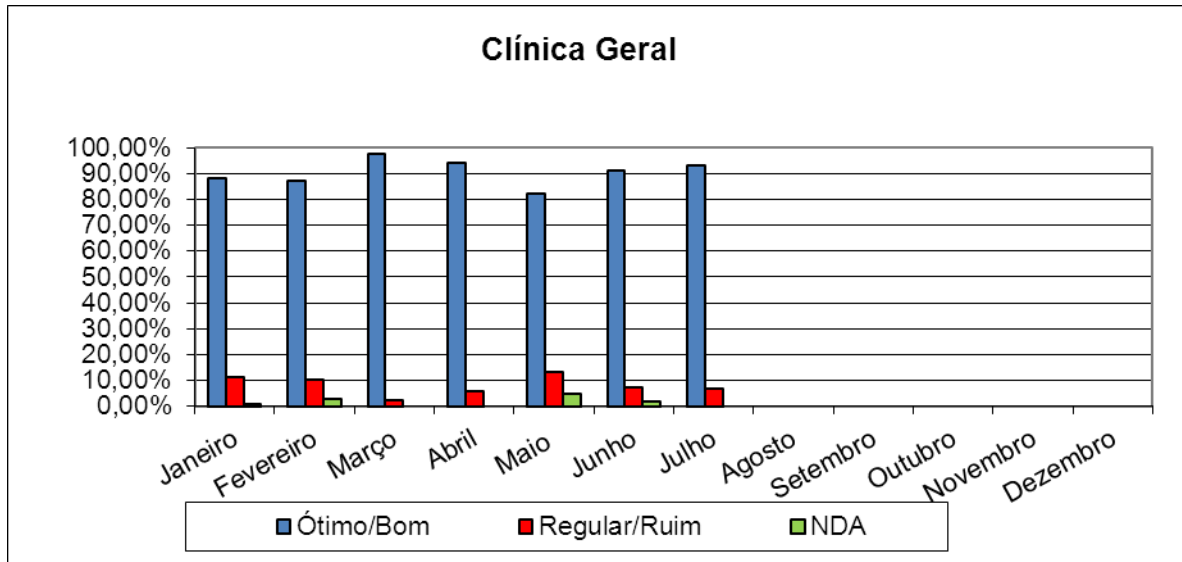
Tabela de % de Retorno e % de satisfação por Unidade de Internação

Clínica	Índice de Retorno	Índice de Satisfação
Clínica Médica	53,19%	93,00%
Cirurgia Geral	60,50%	89,00%
Convênios	70,51%	93,00%
Pediatria	74,07%	90,00%
Maternidade	75,20%	89,00%
Uti- Adulto	30,00%	100,00%
Uti-Neonatal	75,00%	100,00%
Hemodiálise	100,00%	100,00%
UANA	7,00%	68,00%

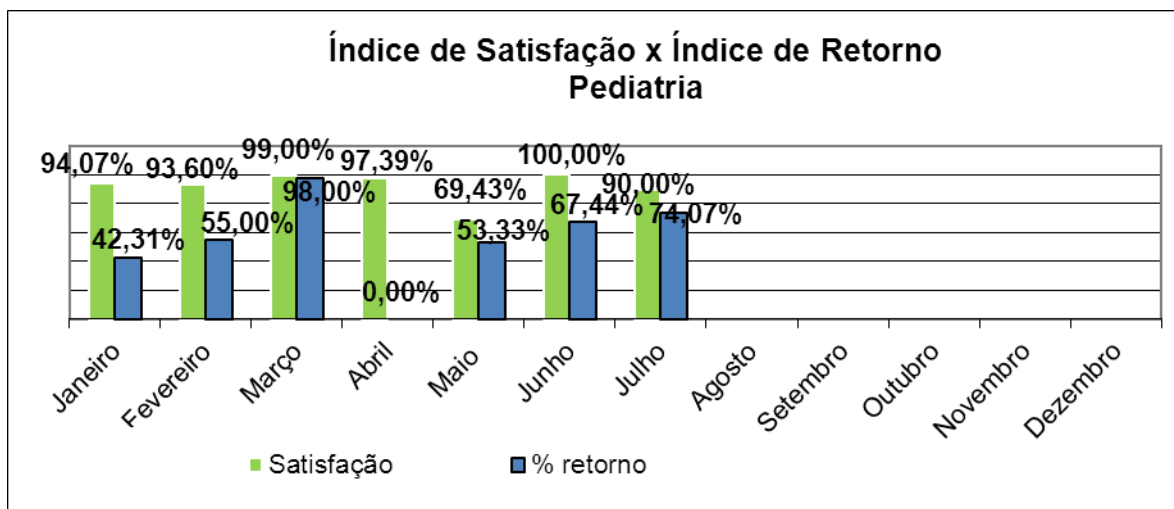
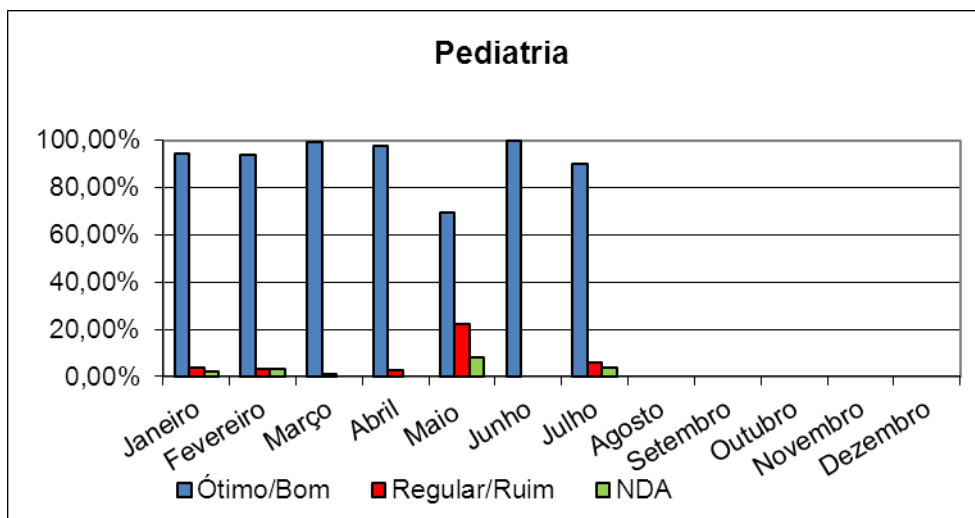
a.1. Unidade de Clínica Cirurgia



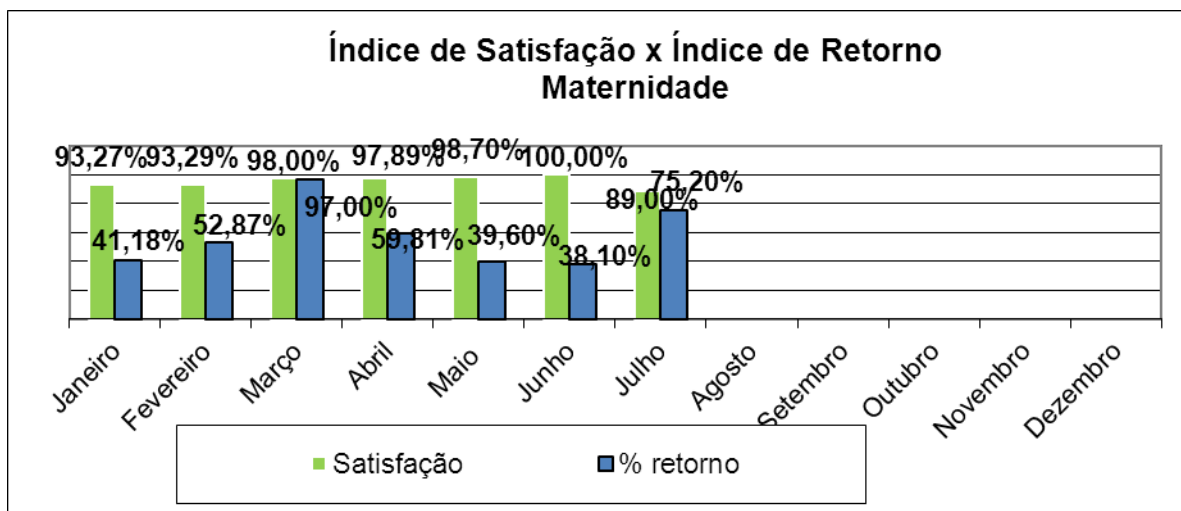
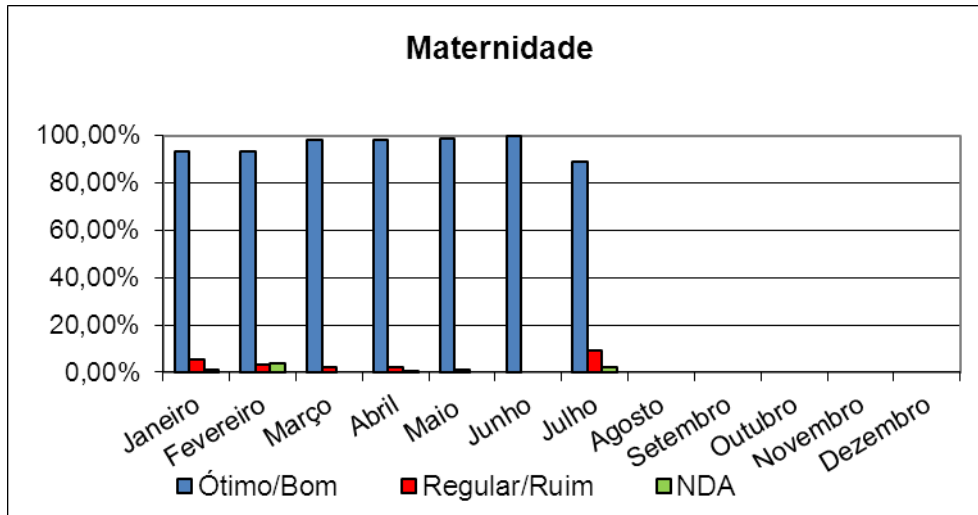
a.2. Unidade de Clínica Médica:



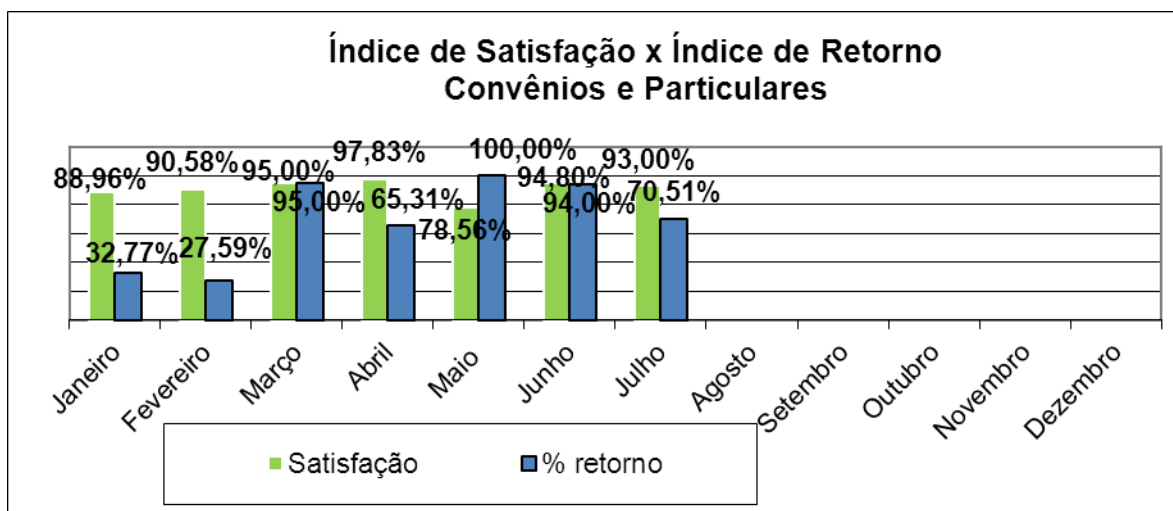
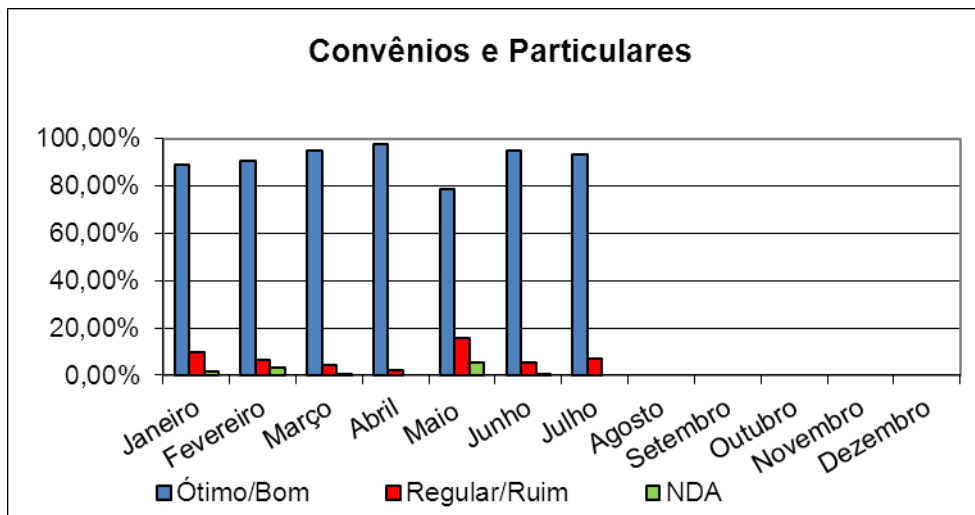
a.3. Unidade de Pediatria:



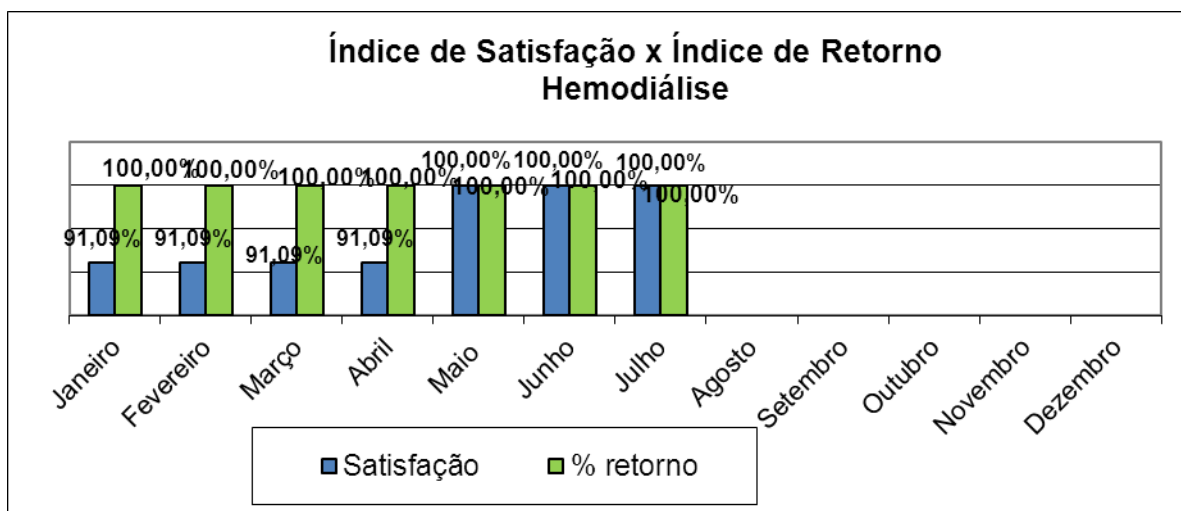
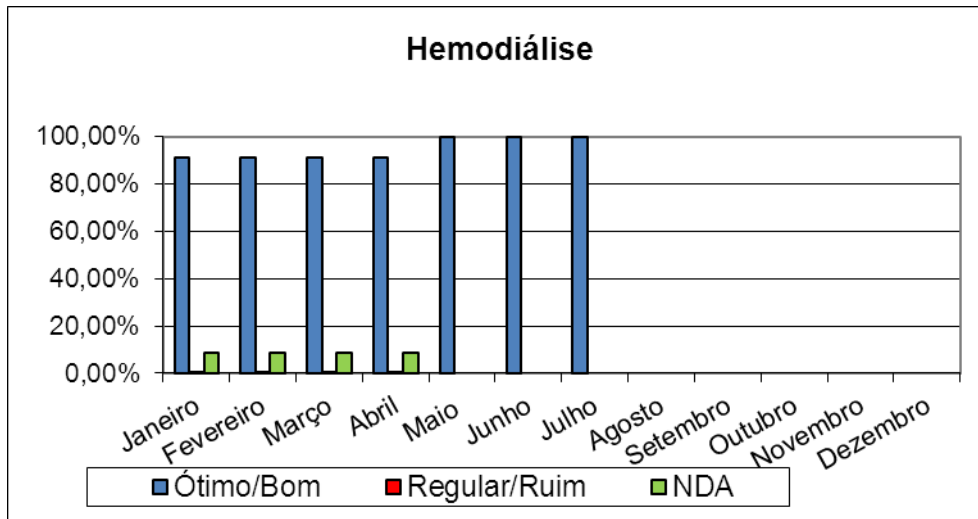
a.4. Unidade de Maternidade:



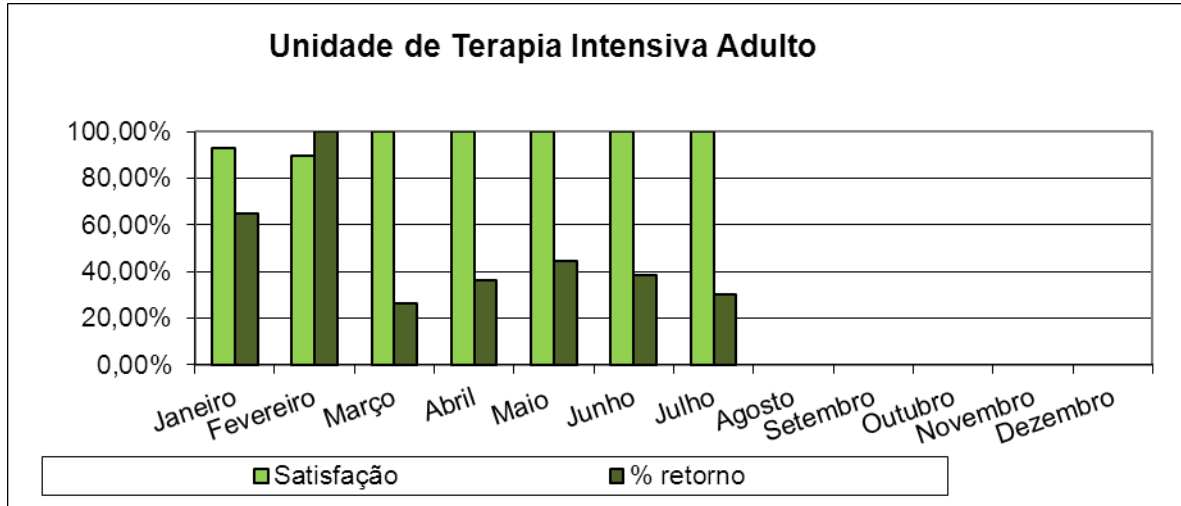
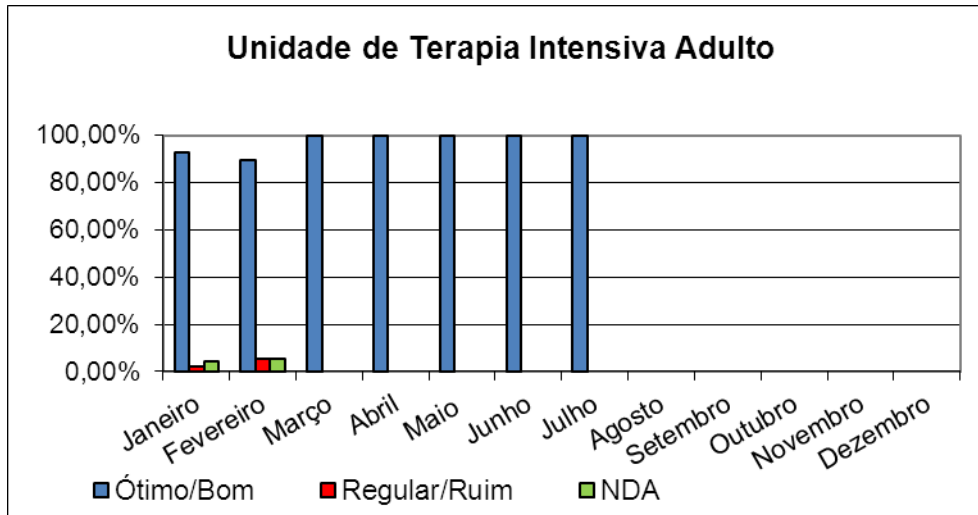
a.5. Unidade de Internação Privada:



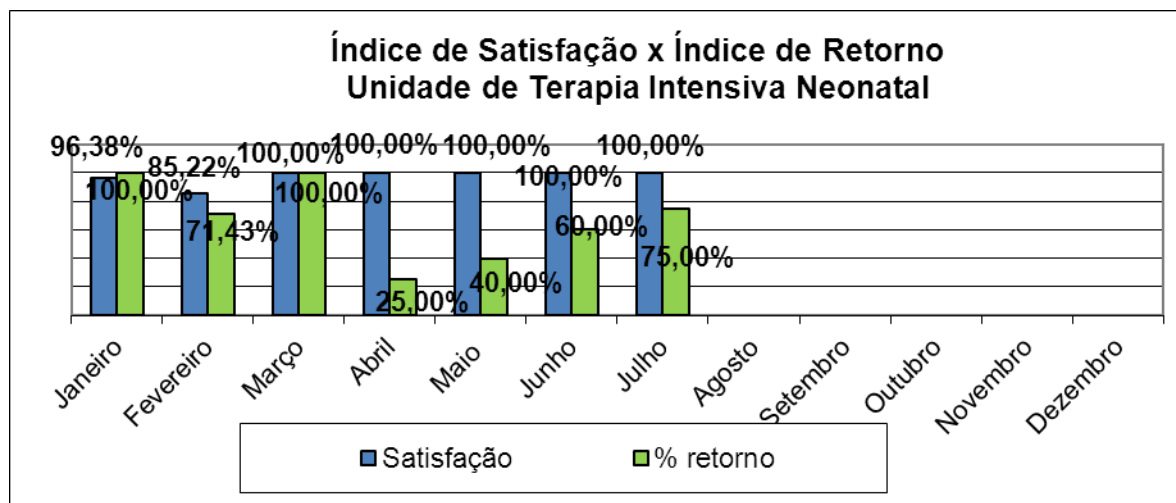
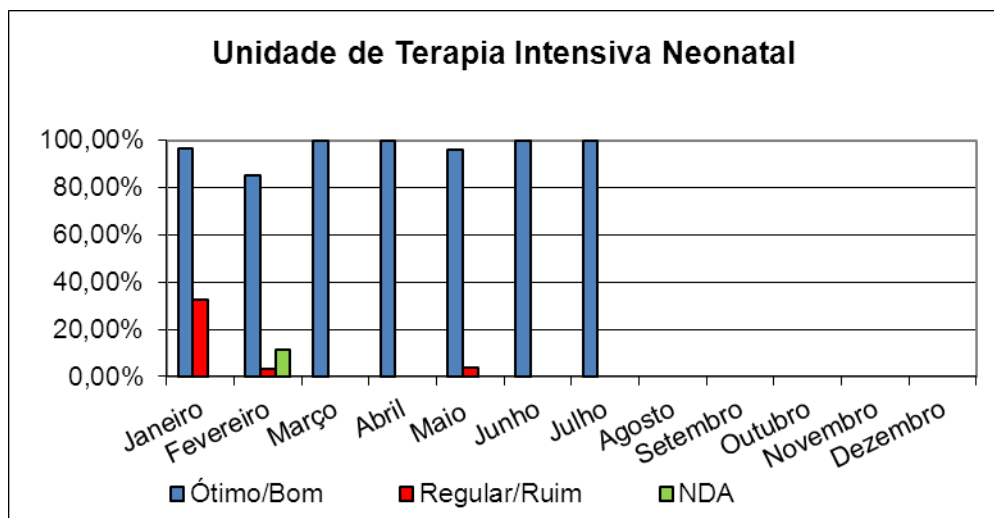
a.6. Unidade de Hemodiálise



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.....388

