

Ouvidoria

Relatório Mensal de Atividades

JUNHO
2015

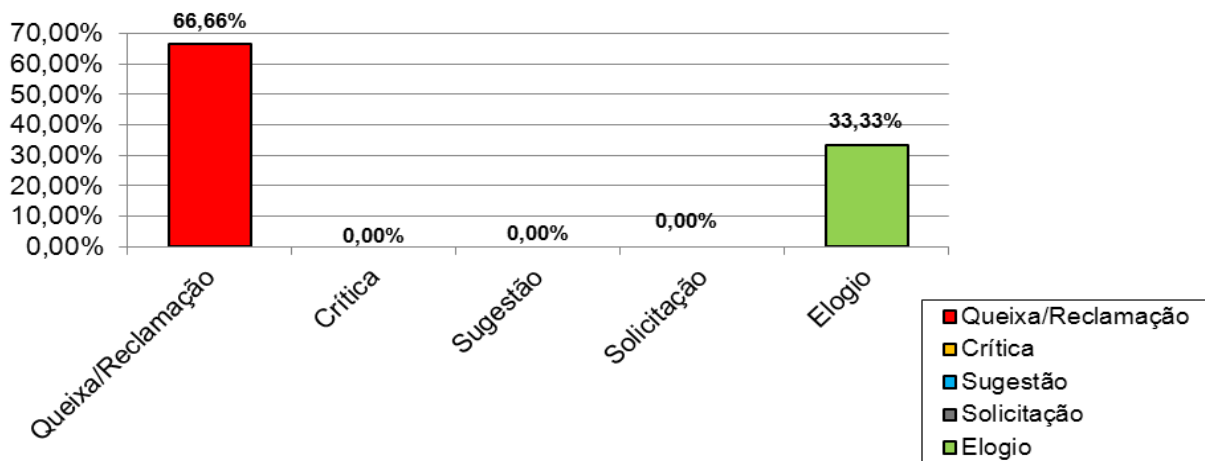
APRESENTAÇÃO DOS DADOS GERAIS

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

- Quantidade de demandas: 15

A - TIPO DE DEMANDAS:

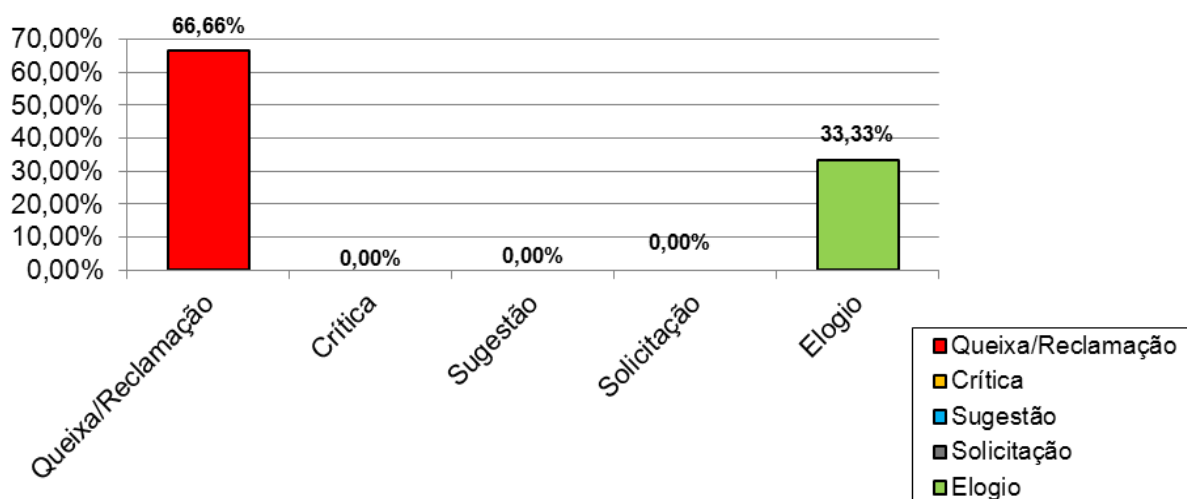
| TIPO DE DEMANDA | QUANTIDADE | PERCENTUAL |
|-------------------|------------|------------|
| Queixa/Reclamação | 10 | 66,66% |
| Crítica | 0 | 0,00% |
| Sugestão | 0 | 0,00% |
| Solicitação | 0 | 0% |
| Elogio | 5 | 33,33% |
| TOTAL | 15 | 100 |



B – Busca Ativa e Espontânea:

| Origem das Demandas | |
|---------------------|-------------|
| Pessoalmente | 66,66% |
| Telefone | 0,00% |
| E-mail | 0,00% |
| Ofício | 0,00% |
| Site | 0,00% |
| PSCE | 33,33% |
| TOTAL | 100% |

Demandas por:



Origens das demandas

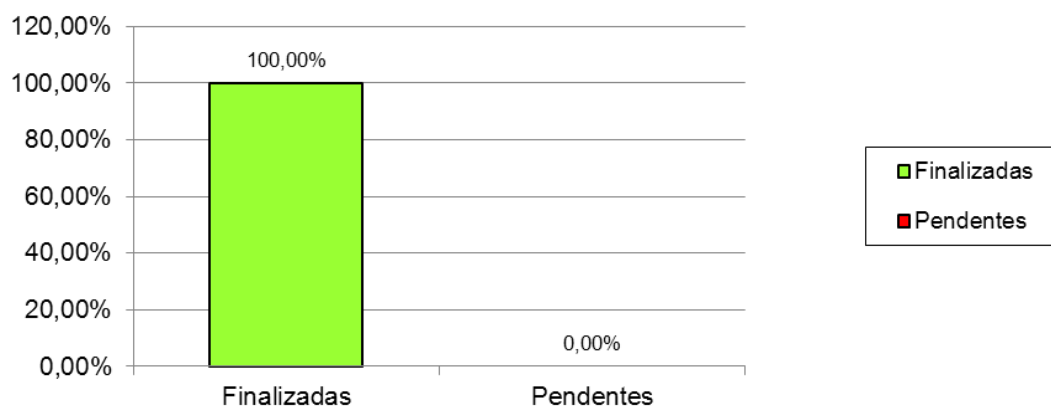
| | <u>Queixa/ Reclamação</u> | <u>Crítica</u> | <u>Sugestão</u> | <u>Solicitação</u> | <u>Elogio</u> | <u>Total</u> |
|-----------------------------------|-------------------------------|----------------|-----------------|--------------------|---------------|--------------|
| Clinica Médica | 3 | . | . | . | . | 3 |
| Cirurgia Geral | . | . | . | . | 1 | 1 |
| Convênio/ Particulares | 3 | . | . | . | 1 | 4 |
| Pediatria | . | . | . | . | . | . |
| Maternidade | . | . | . | . | . | . |
| UTI- Adulto | 1 | . | . | . | . | 1 |
| UTI-Neonatal | . | . | . | . | . | . |
| Hemodiálise | . | . | . | . | . | . |
| UANA | 2 | . | . | . | 1 | 3 |
| Outros | 1 | . | . | . | 2 | 3 |
| Total | 10 | . | . | . | 5 | 15 |

- OUTROS = Cozinha, limpeza, rouparia, recepção.

C - STATUS DAS DEMANDAS

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

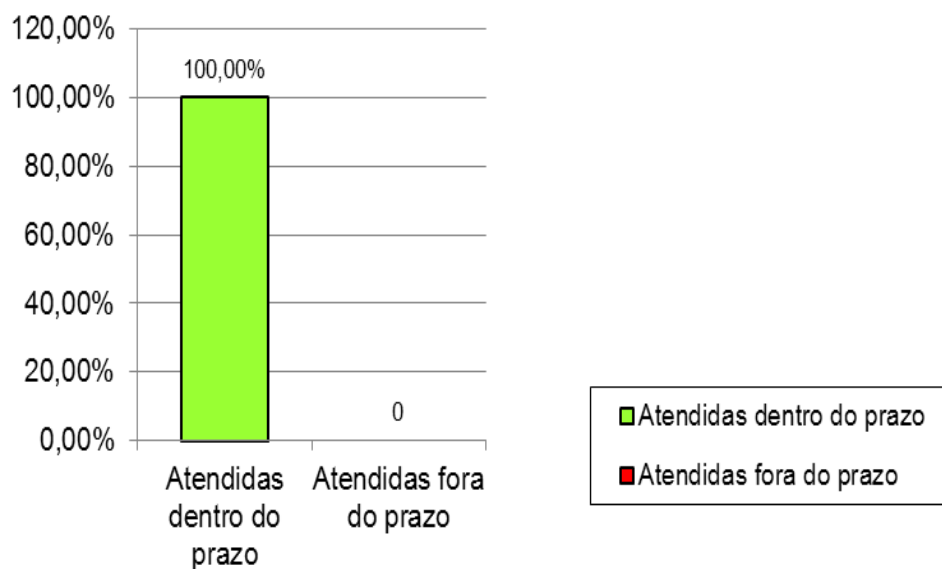
Status das Demandas



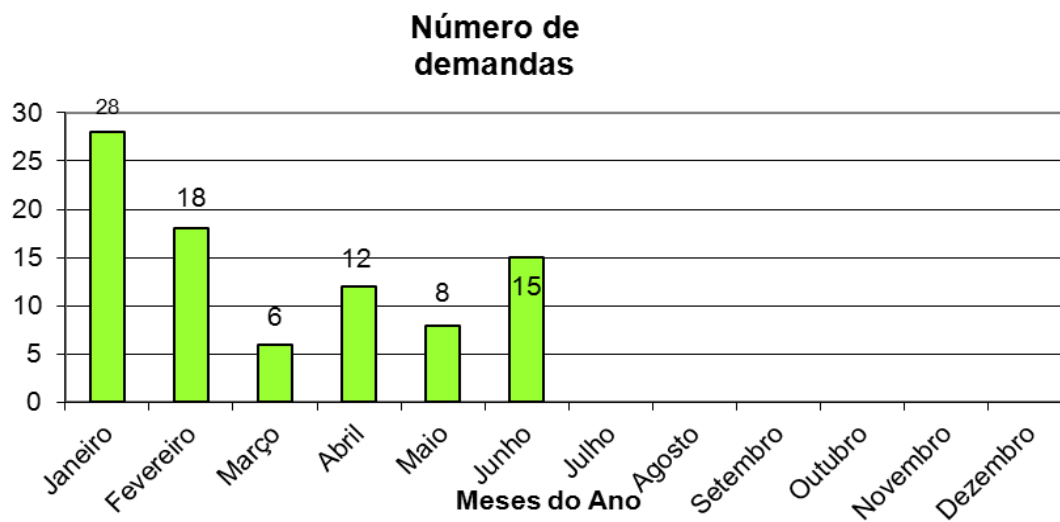
D - ATENDIMENTO DAS DEMANDAS NO PRAZO

| 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

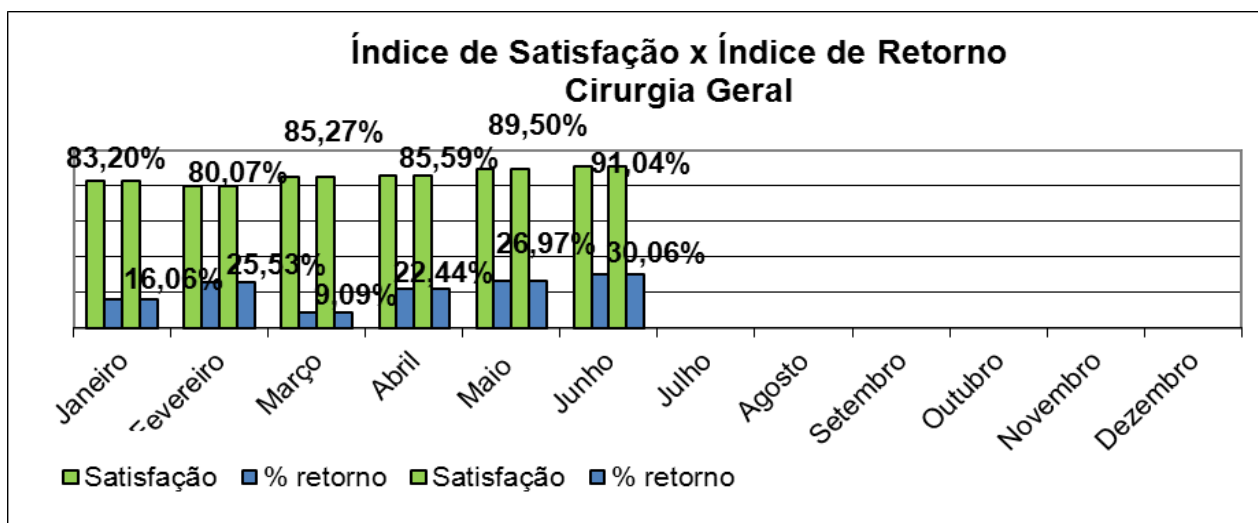
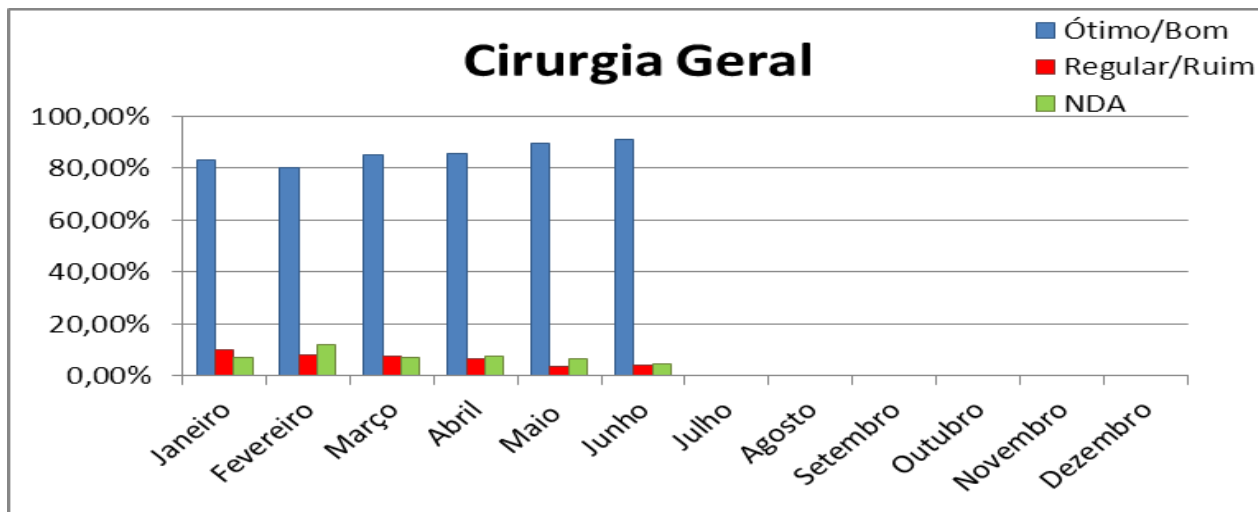
A – UNIDADES DE INTERNAÇÃO

PSCE aplicadas.....172

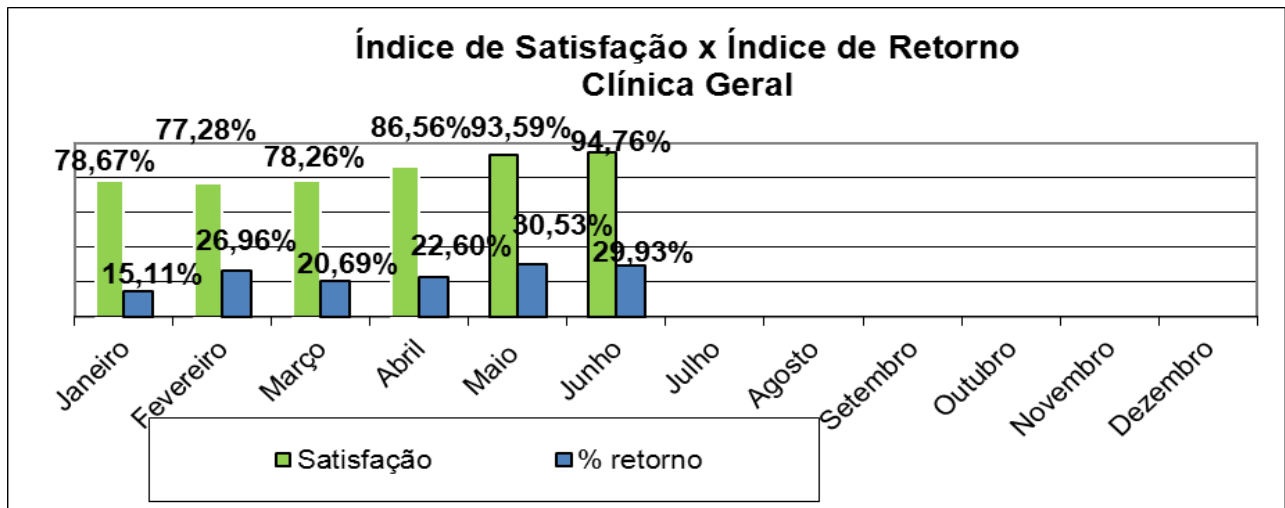
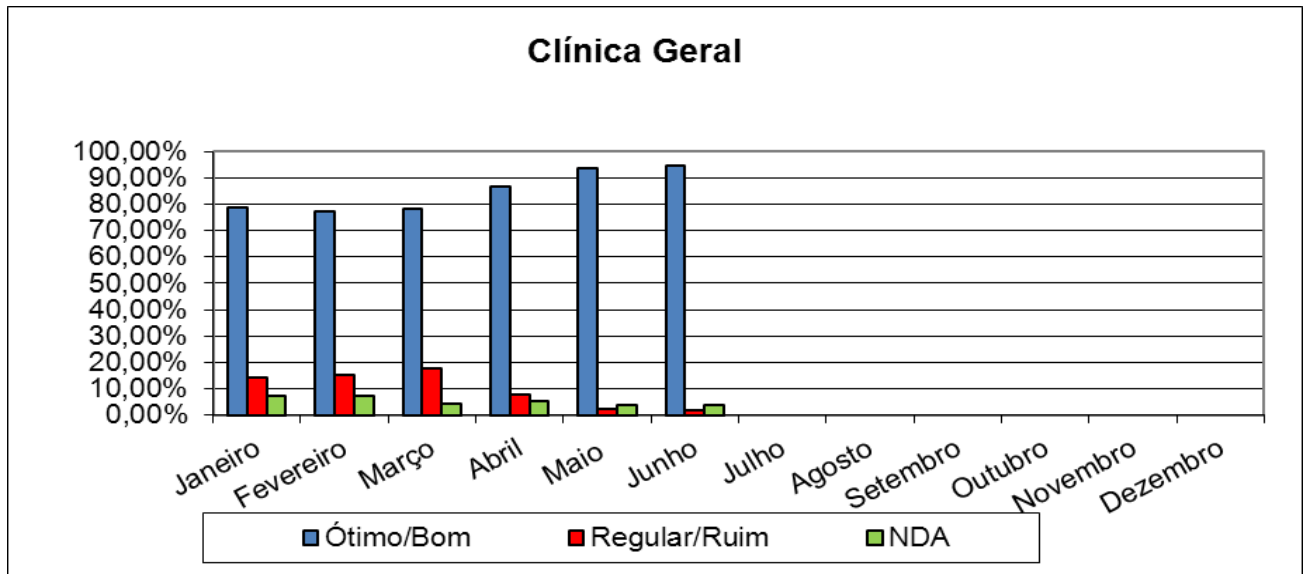
Tabela de % de Retorno e % de satisfação por Unidade de Internação

| Clínica | Índice de Retorno | Índice de Satisfação |
|-------------------|-------------------|----------------------|
| Clínica Médica 44 | 29,93% | 94,76% |
| Cirurgia Geral 49 | 30,06% | 91,04% |
| Convênios 24 | 26,97% | 85,14% |
| Pediatria 25 | 36,76% | 97,91% |
| Maternidade 29 | 29,59% | 94,00% |
| Uti- Adulto | 23,08% | 65,22% |
| Uti-Neonatal 1 | 33,33 | 69,57% |
| Hemodiálise | 98,28% | 90,00% |
| AUNA 689 | 5,61% | 79,74% |

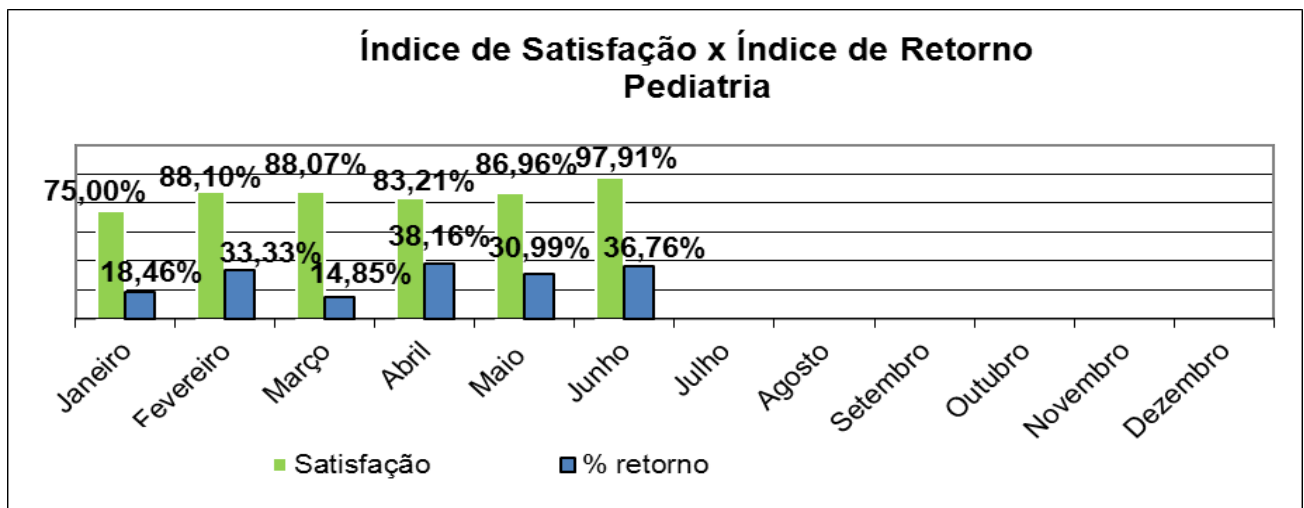
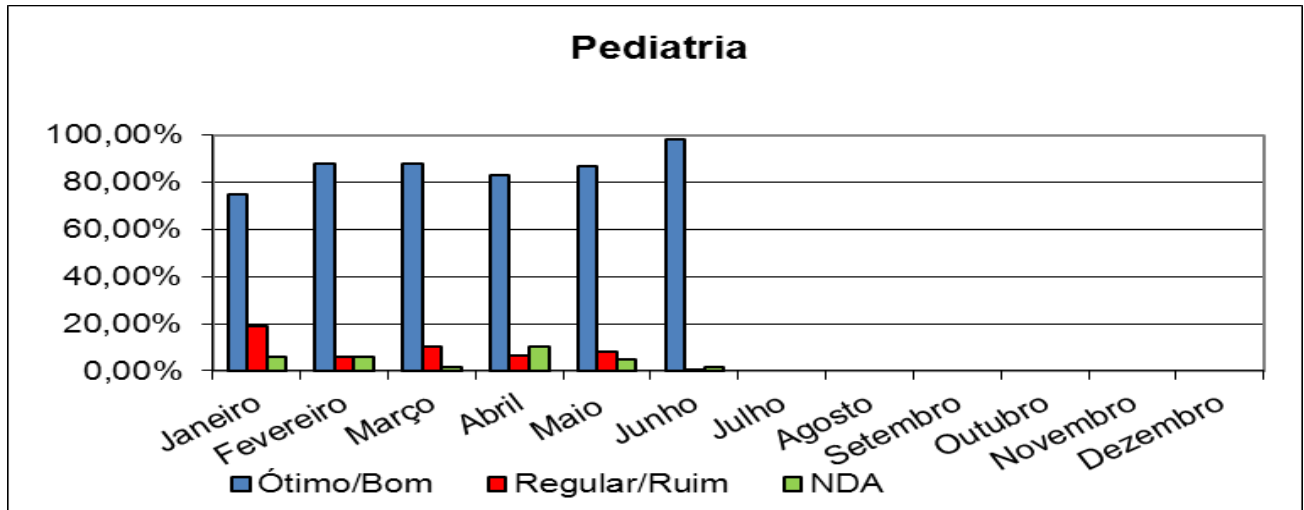
a.1. Unidade de Clínica Cirurgia



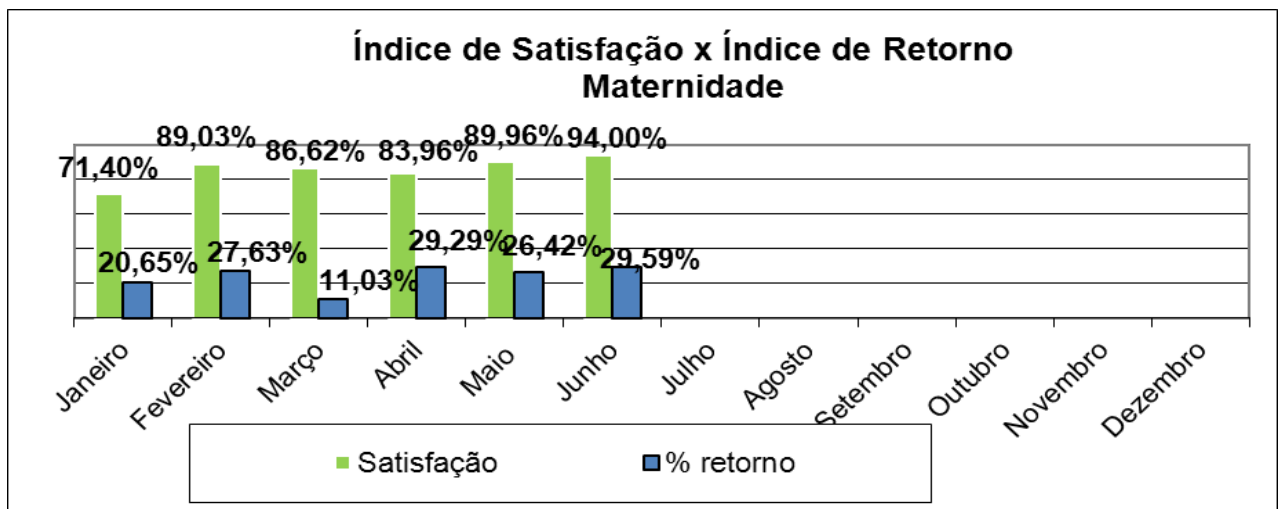
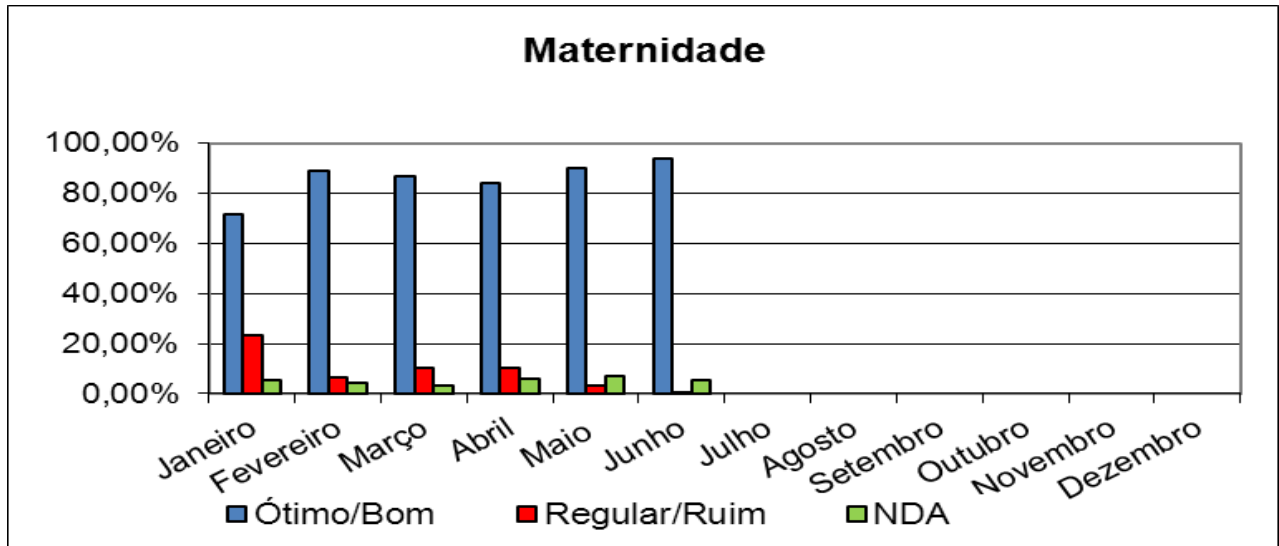
a.2. Unidade de Clínica Médica:



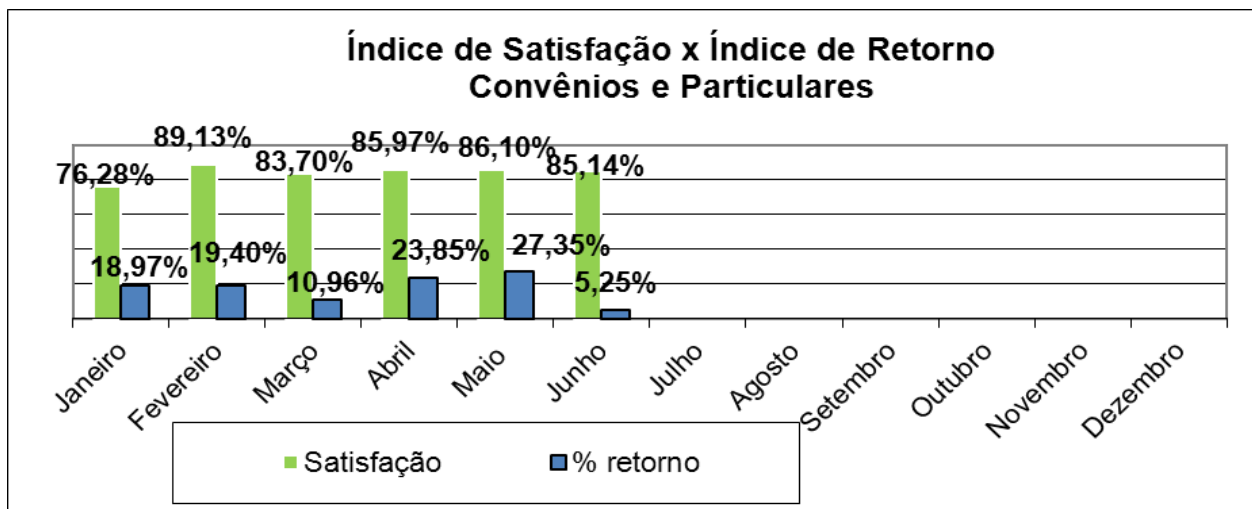
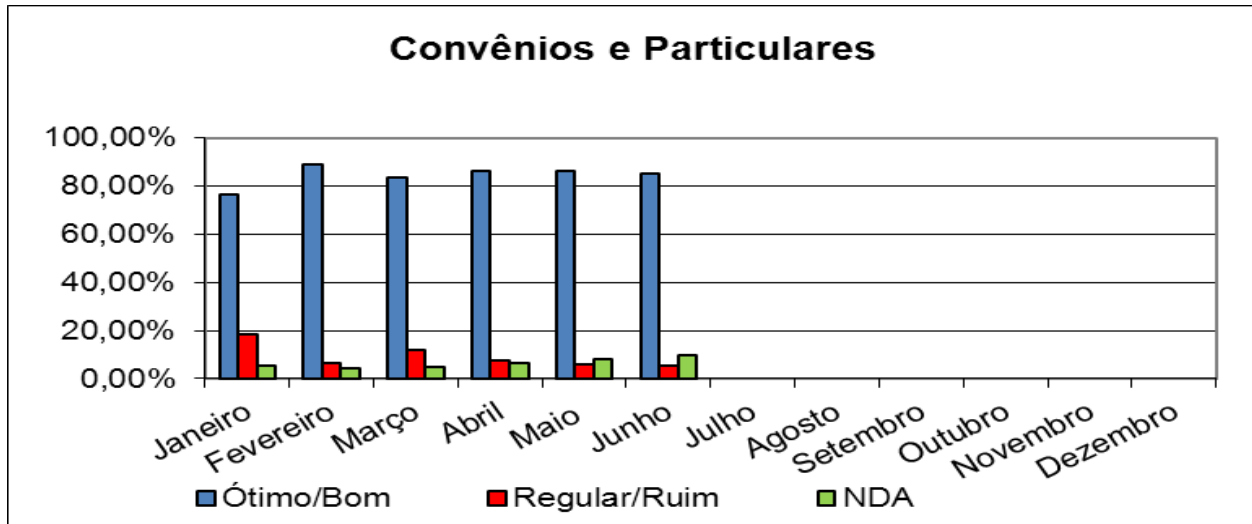
a.3. Unidade de Pediatria:



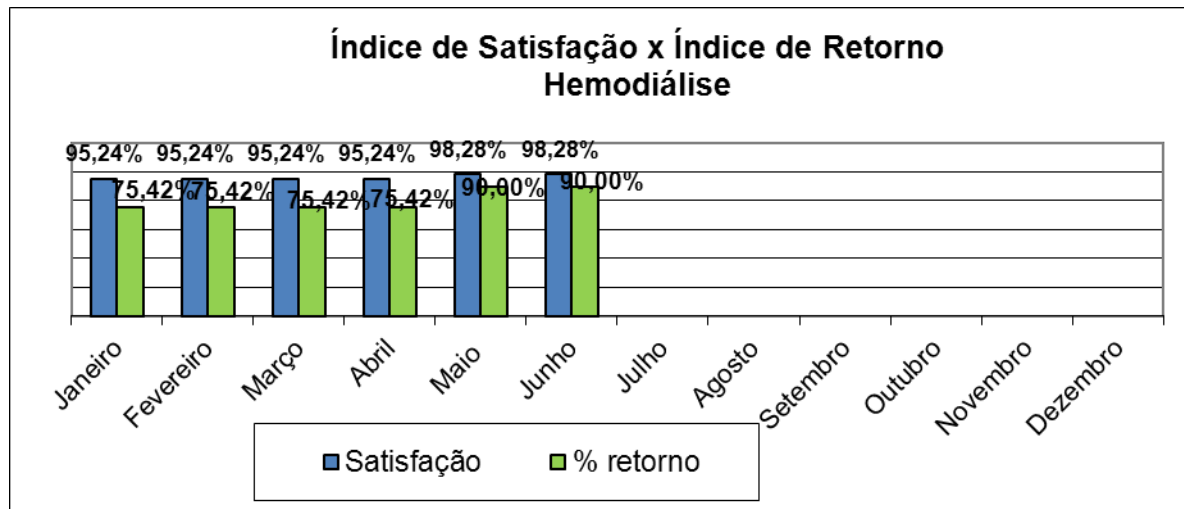
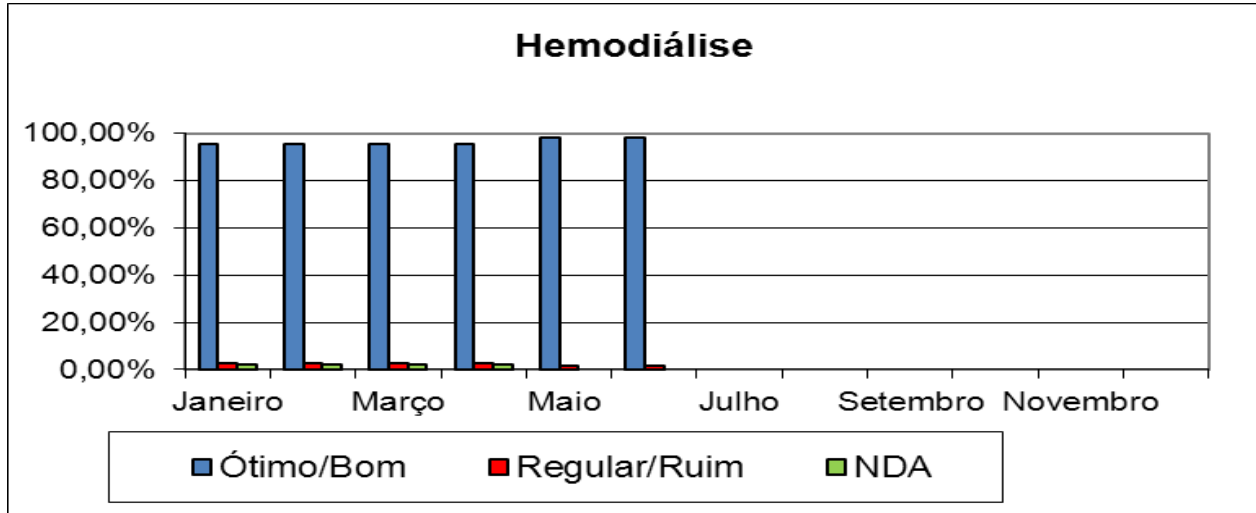
a.4. Unidade de Maternidade:



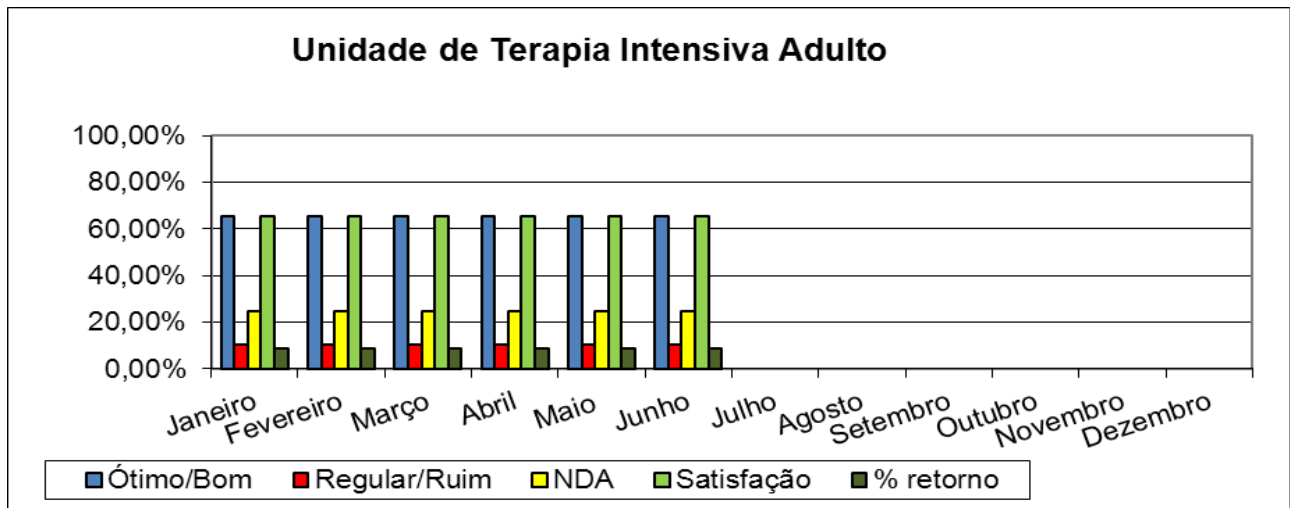
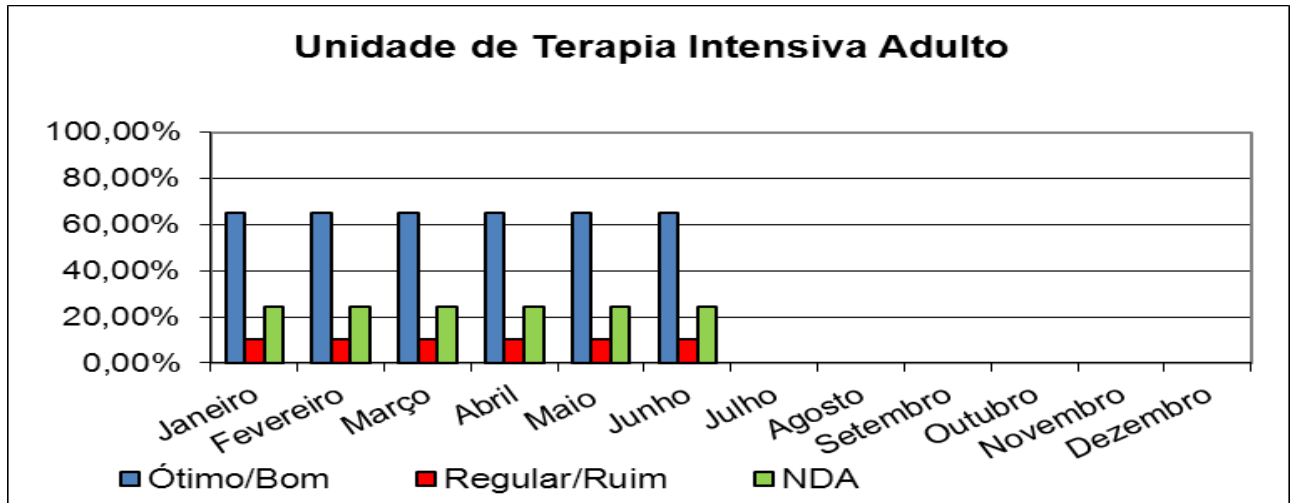
a.5. Unidade de Internação Privada:



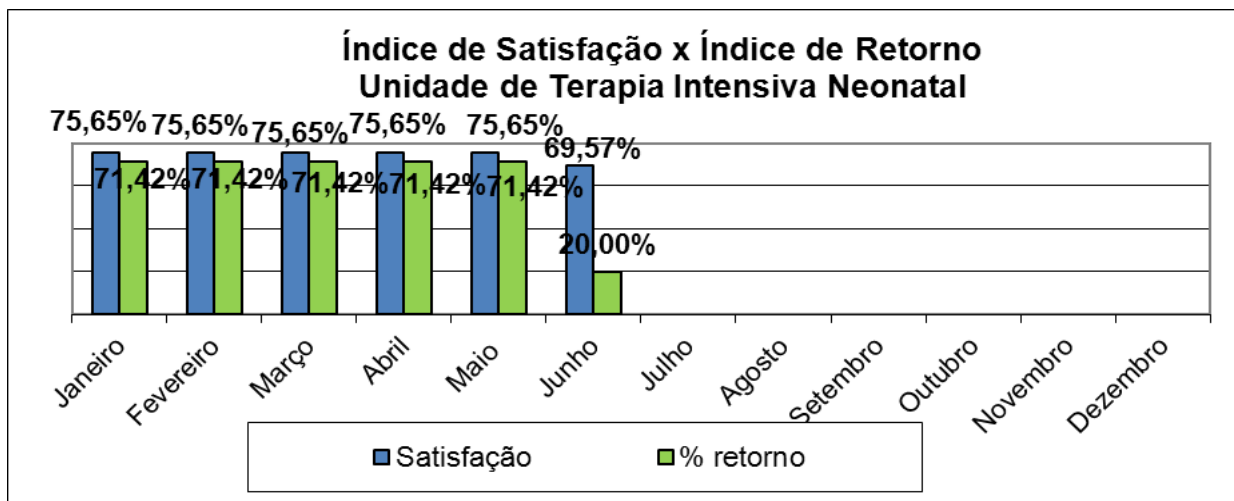
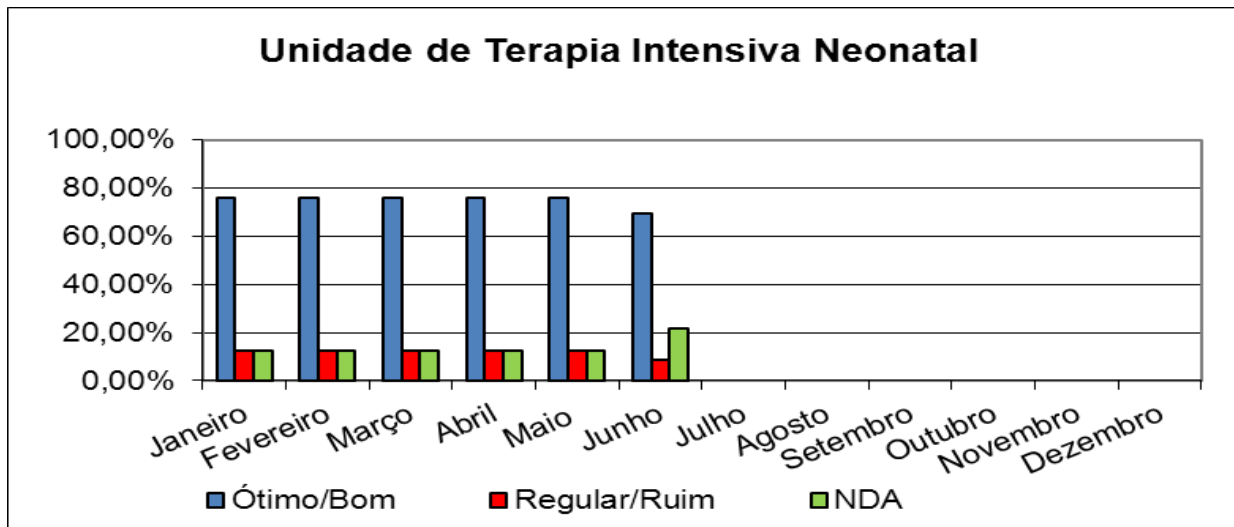
a.6. Unidade de Hemodiálise



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.....689

