

Ouvidoria

Relatório Mensal de Atividades

MAIO
2016

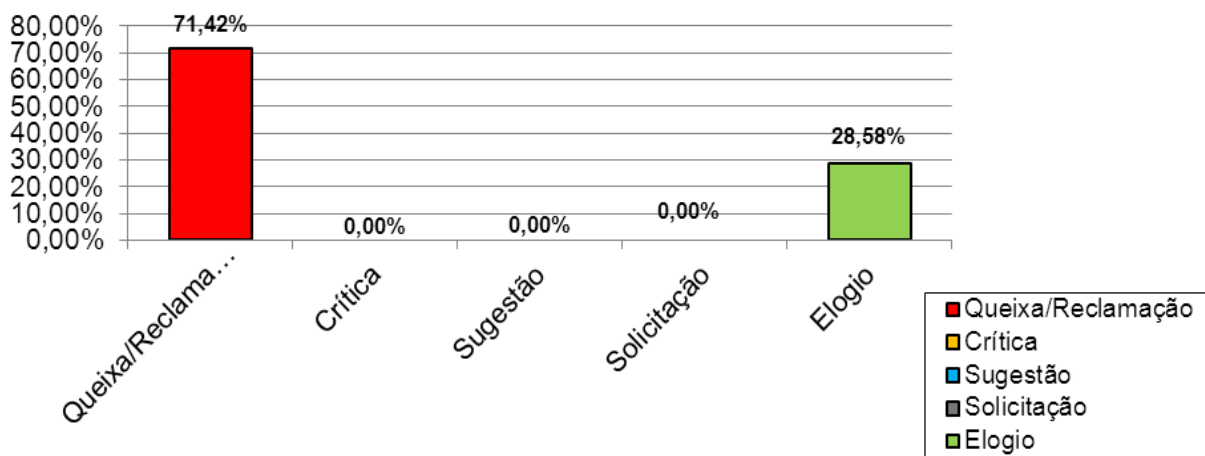
APRESENTAÇÃO DOS DADOS GERAIS

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

- Quantidade de demandas: 14

A - TIPO DE DEMANDAS:

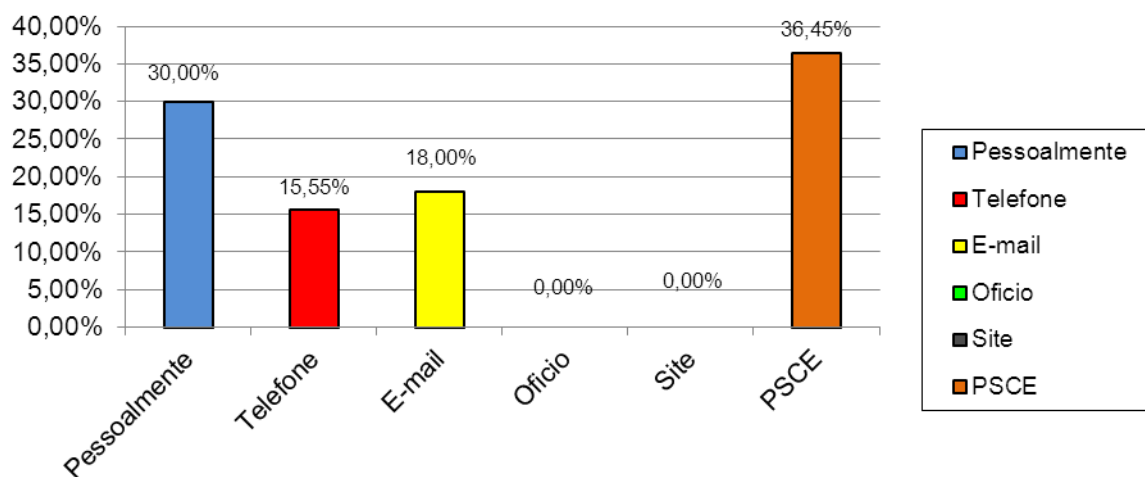
| TIPO DE DEMANDA | QUANTIDADE | PERCENTUAL |
|-------------------|------------|-------------|
| Queixa/Reclamação | 10 | 71,42% |
| Crítica | | 0,00% |
| Sugestão | | 0,00% |
| Solicitação | | 0,00% |
| Elogio | 4 | 28,58% |
| TOTAL | 14 | 100% |



B – Busca Ativa e Espontânea:

| Origem das Demandas | |
|---------------------|-------------|
| Pessoalmente | 30,00% |
| Telefone | 15,55% |
| E-mail | 18,00% |
| Ofício | 0,00% |
| Site | 0,00% |
| PSCE | 36,45% |
| TOTAL | 100% |

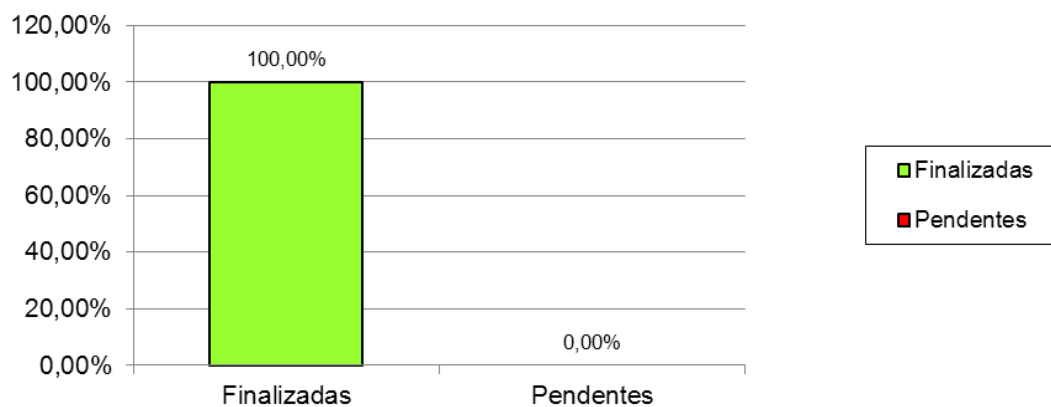
Demandas por:



C - STATUS DAS DEMANDAS

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

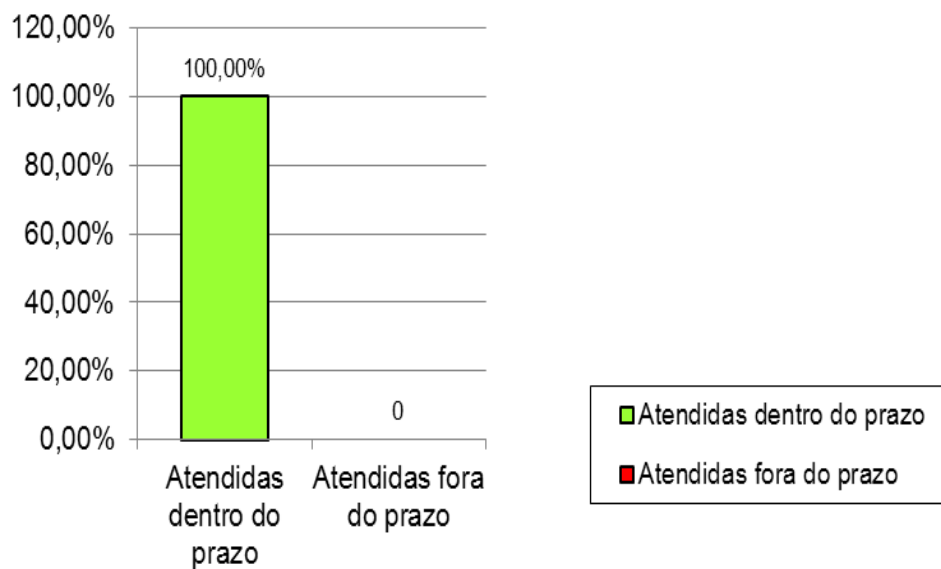
Status das Demandas



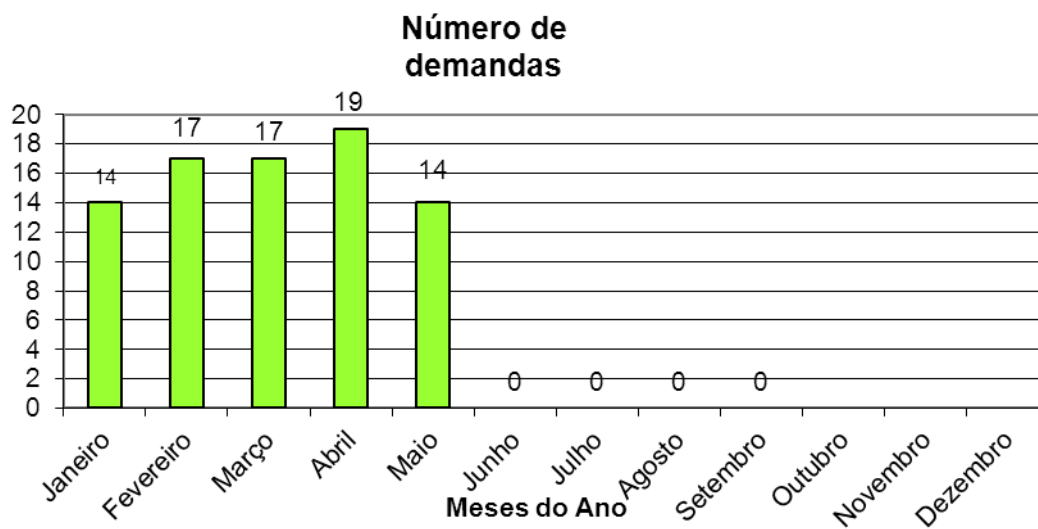
D - ATENDIMENTO DAS DEMANDAS NO PRAZO

| 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

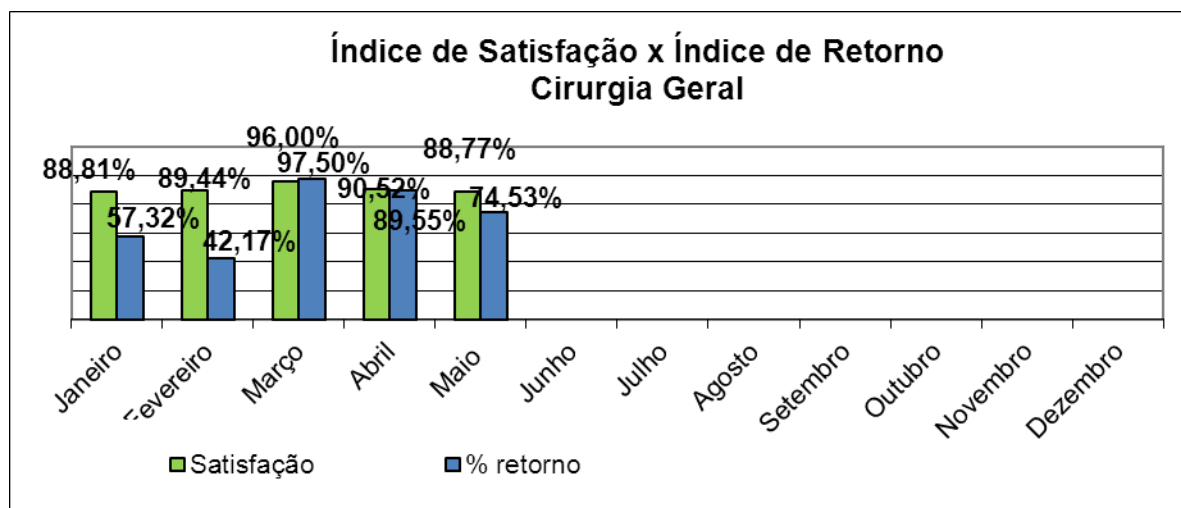
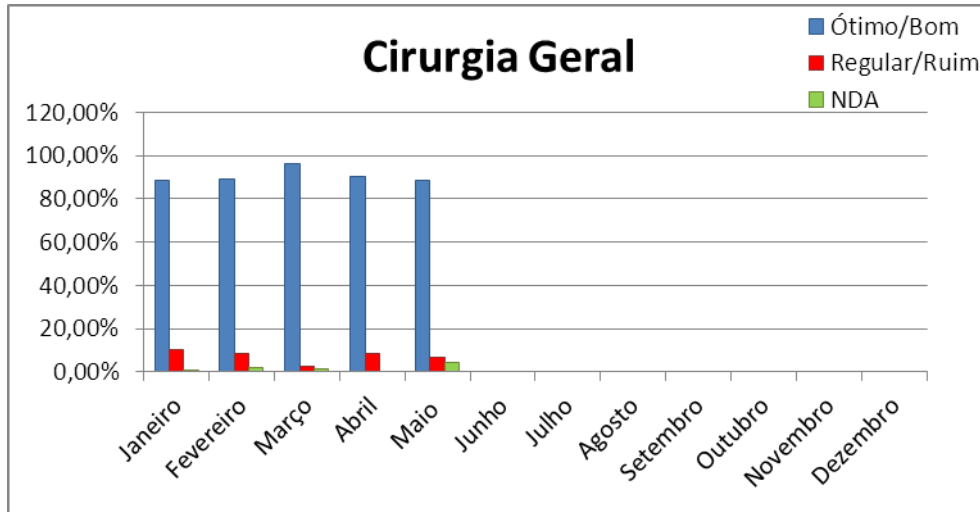
A – UNIDADES DE INTERNAÇÃO

PSCE aplicadas.....557

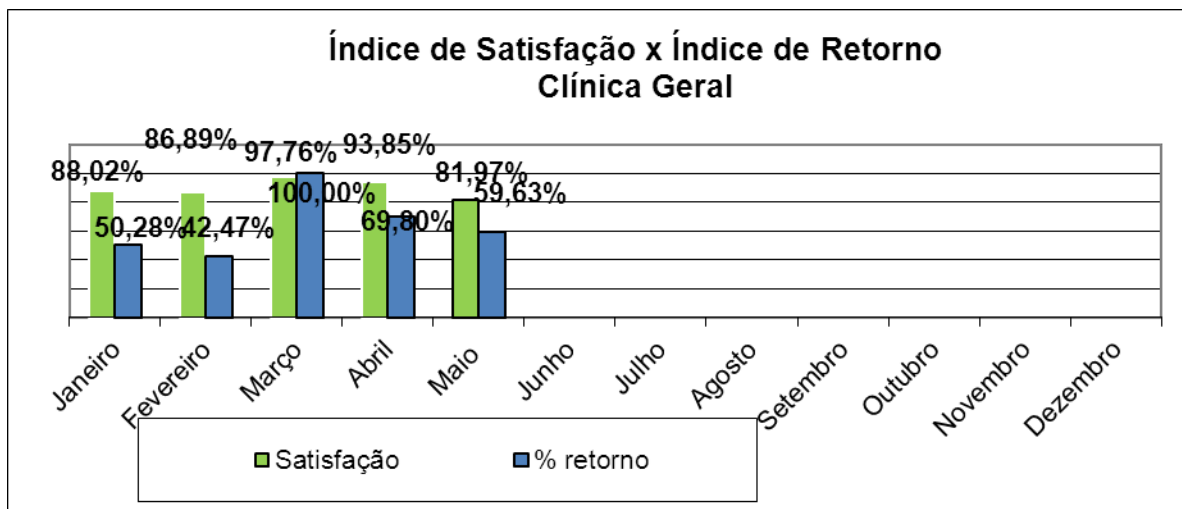
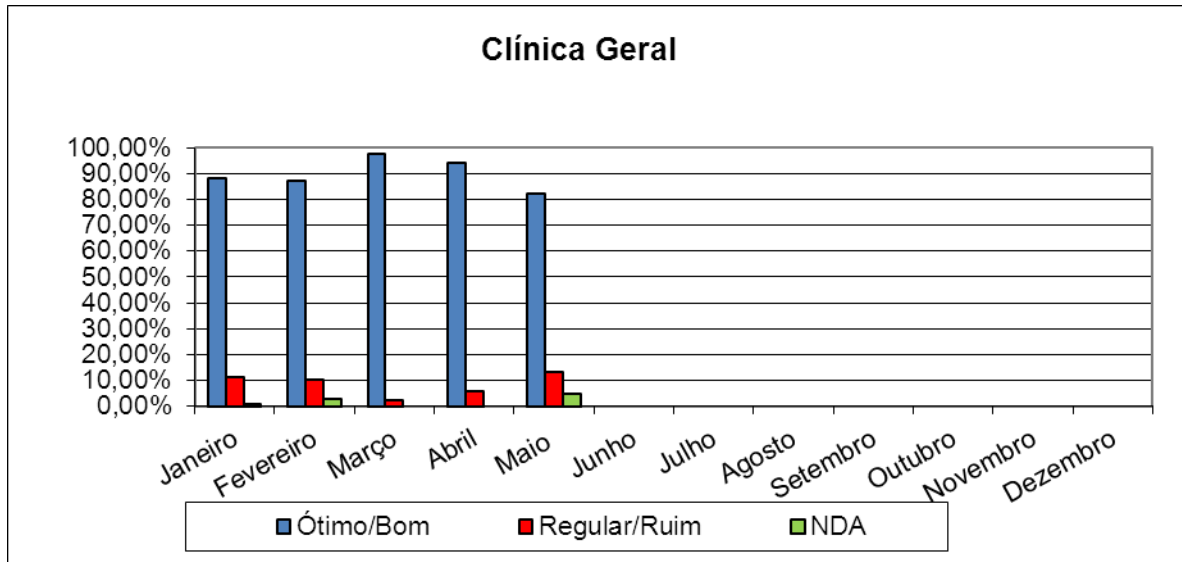
Tabela de % de Retorno e % de satisfação por Unidade de Internação

| Clínica | Índice de Retorno | Índice de Satisfação |
|----------------|-------------------|----------------------|
| Clínica Médica | 59,63% | 81,97% |
| Cirurgia Geral | 74,53% | 88,77% |
| Convênios | 100,00% | 78,56% |
| Pediatria | 53,33% | 69,43% |
| Maternidade | 39,60% | 98,70% |
| Uti- Adulto | 44,44% | 100,00% |
| Uti-Neonatal | 100,00% | 100,00% |
| Hemodiálise | 100,00% | 100,00% |
| UANA | 7,60% | 59,00% |

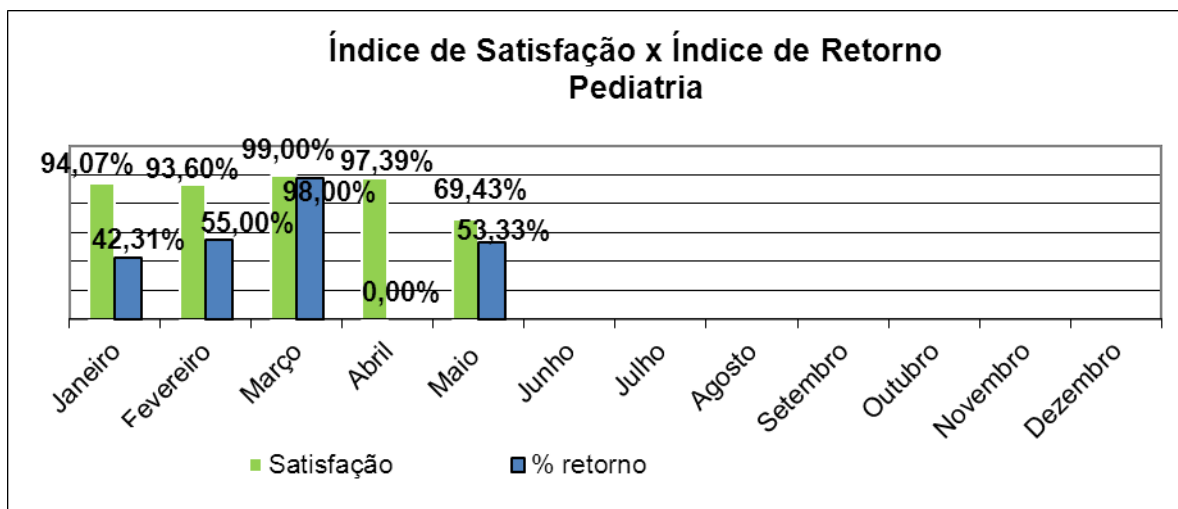
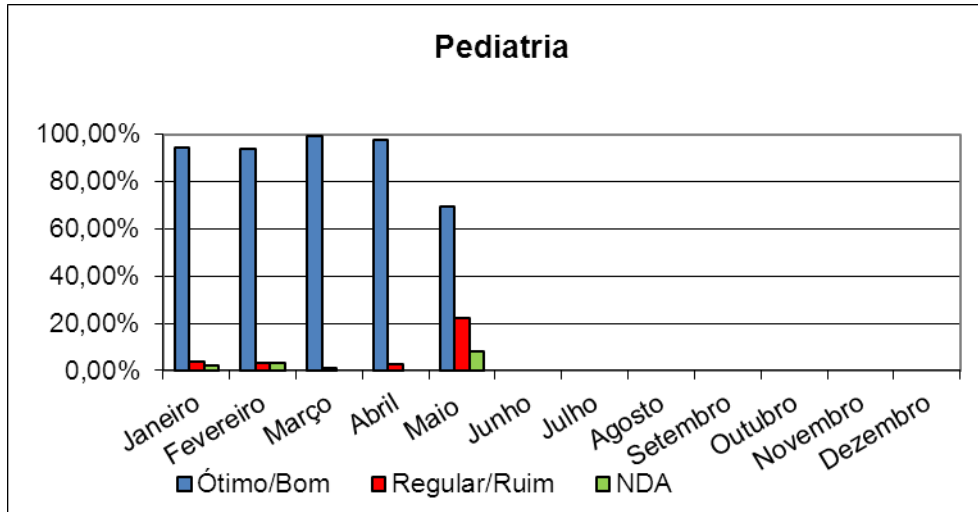
a.1. Unidade de Clínica Cirurgia



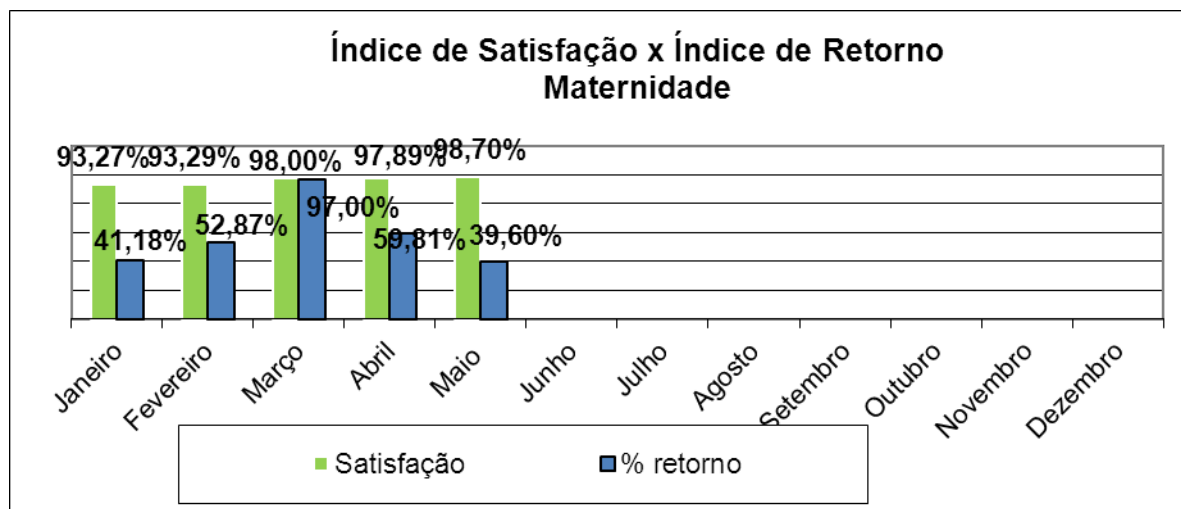
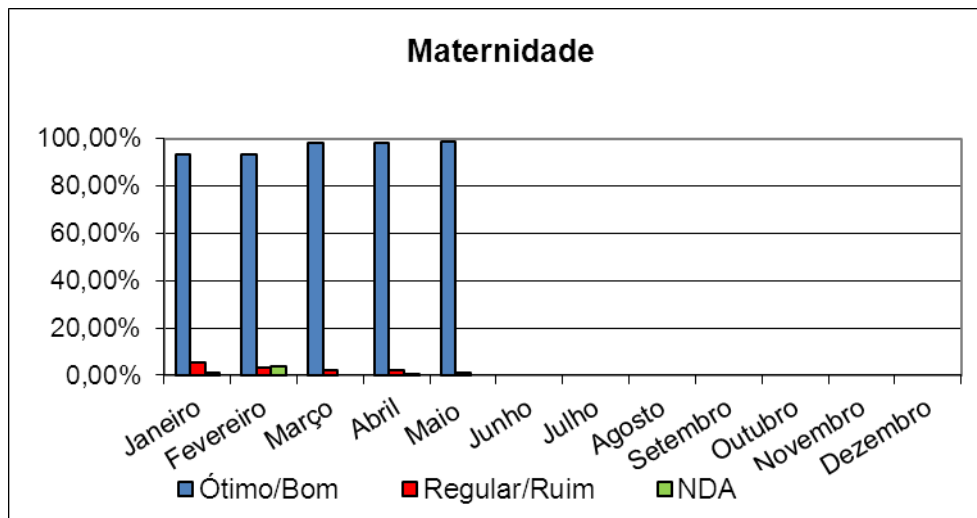
a.2. Unidade de Clínica Médica:



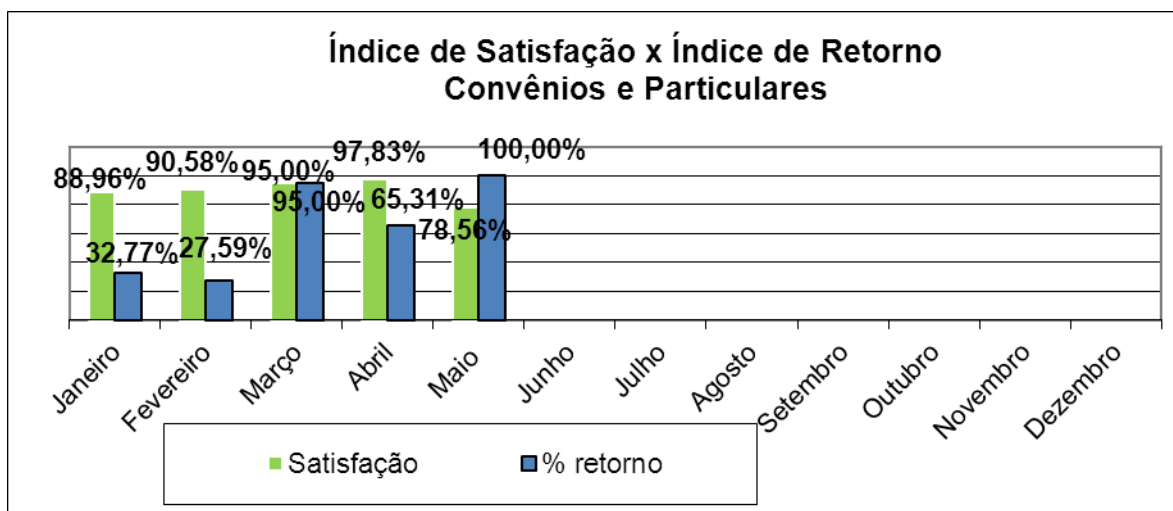
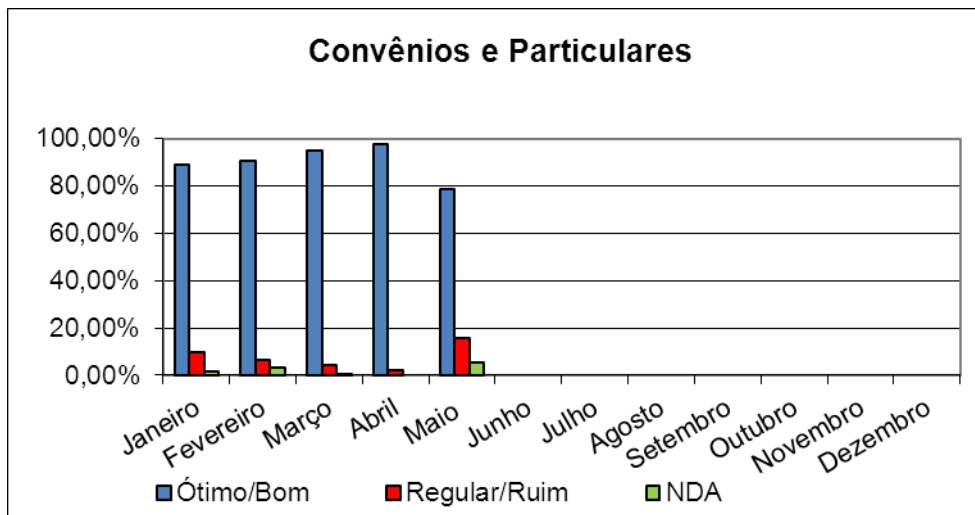
a.3. Unidade de Pediatria:



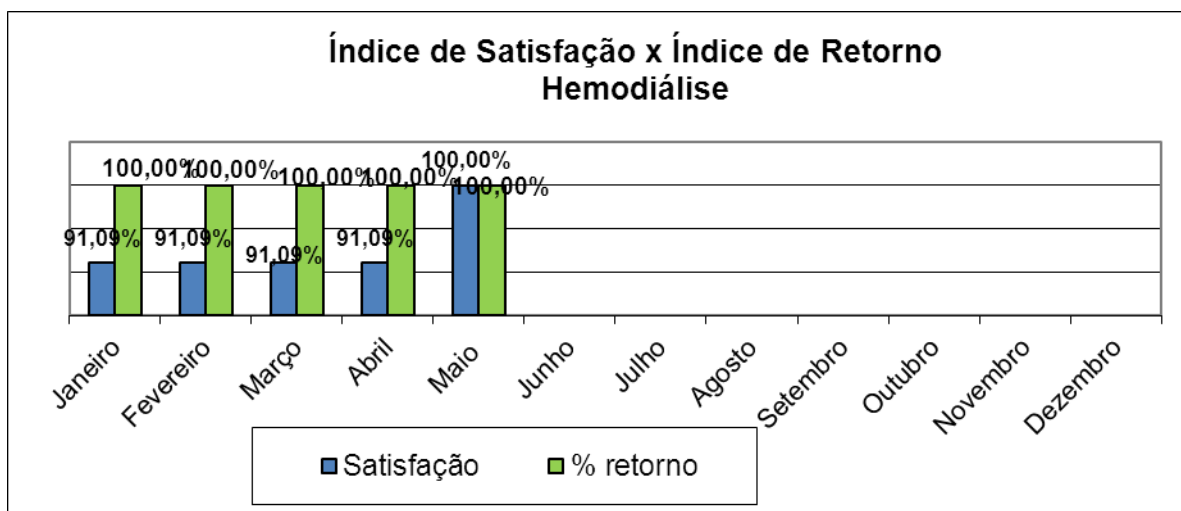
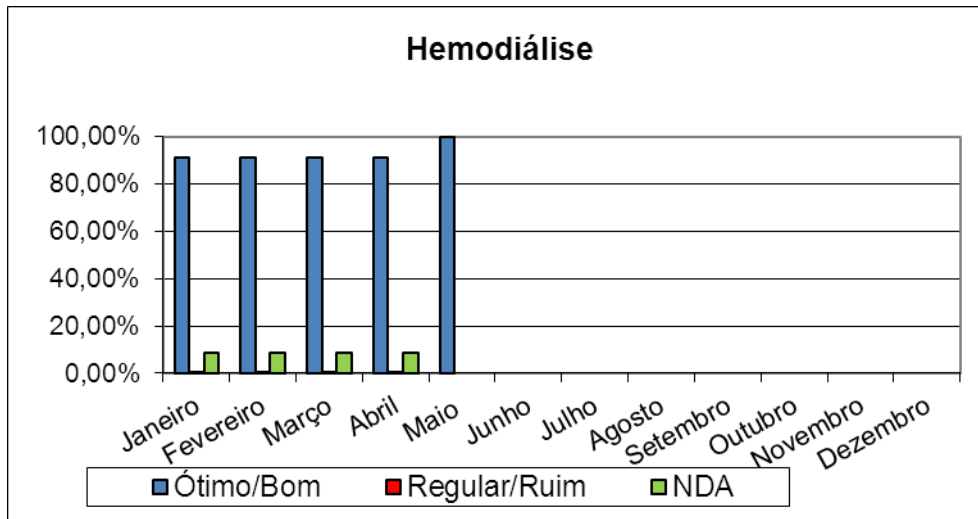
a.4. Unidade de Maternidade:



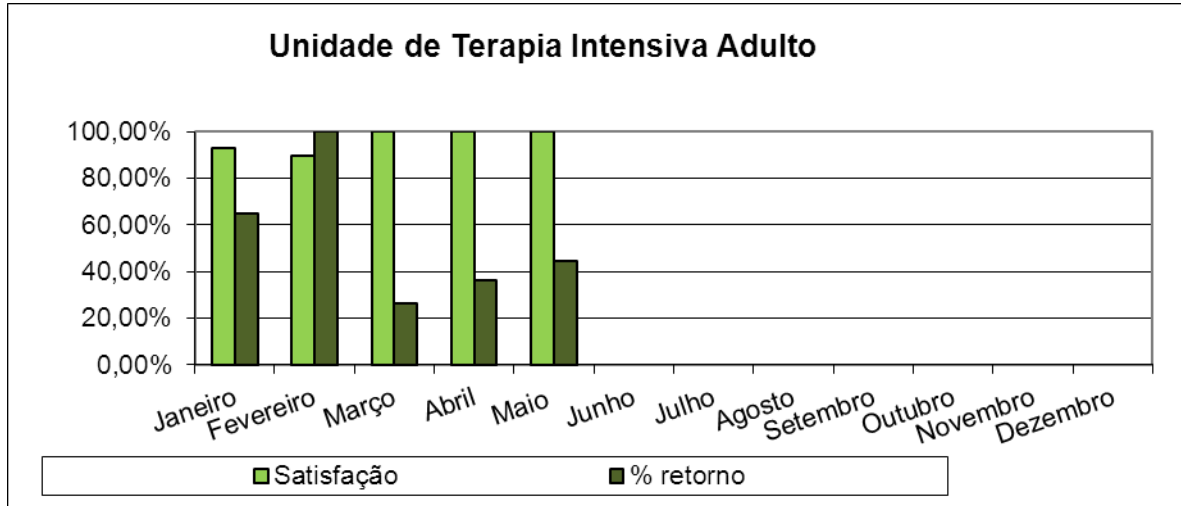
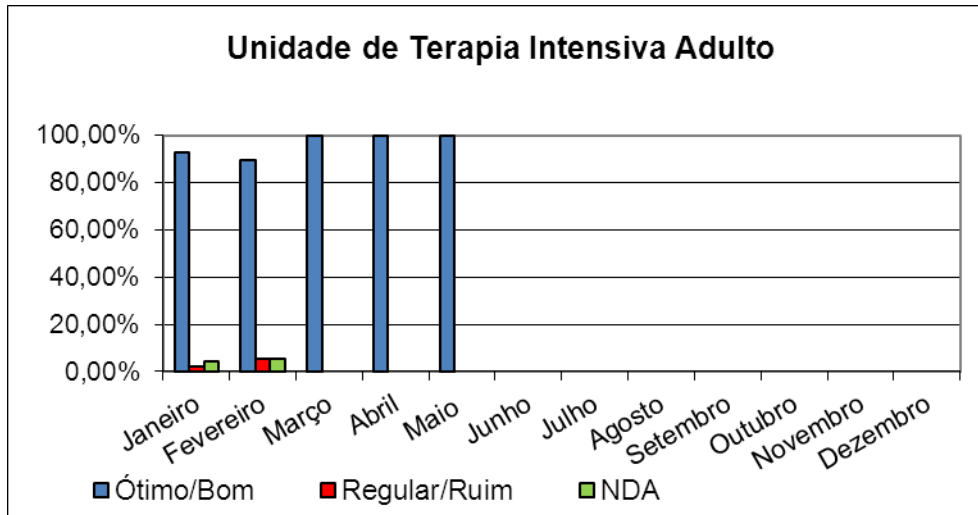
a.5. Unidade de Internação Privada:



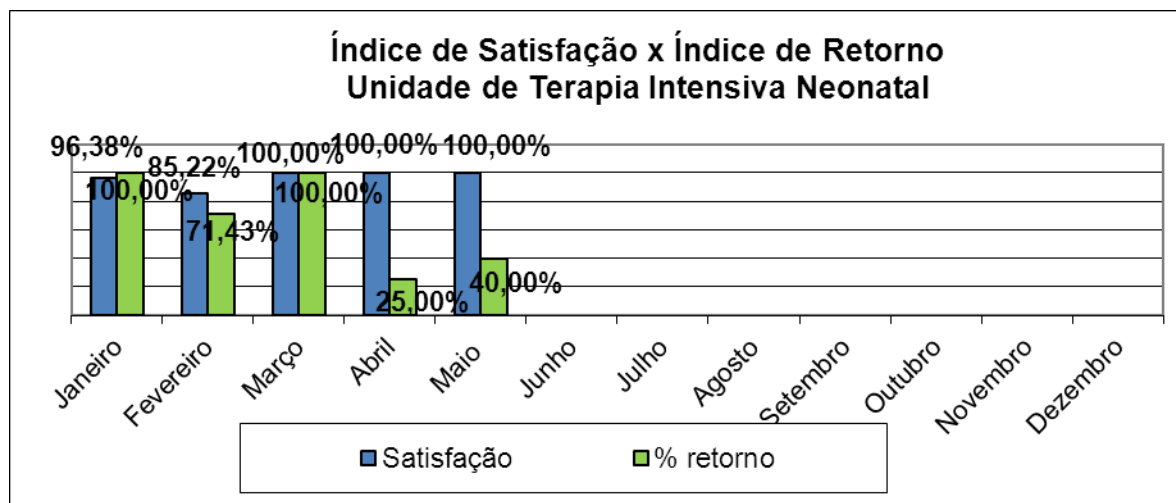
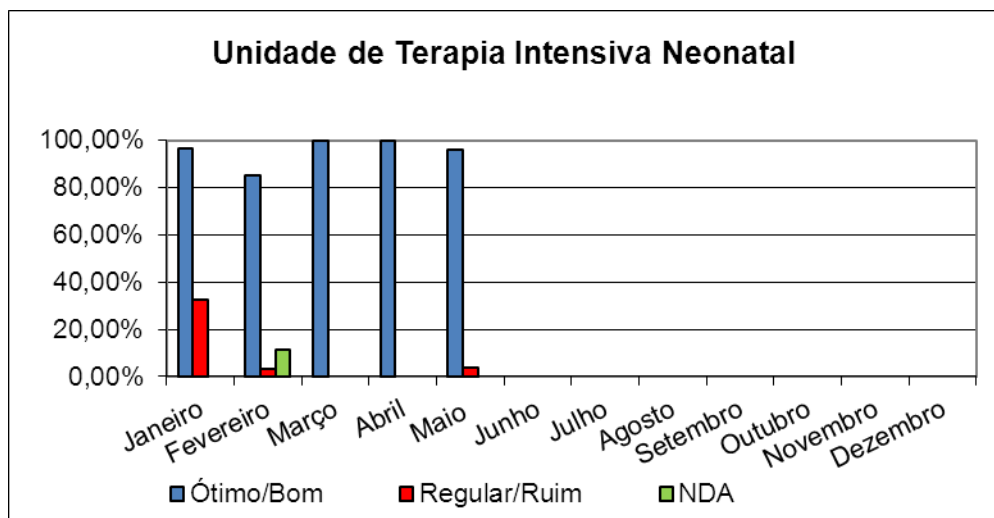
a.6. Unidade de Hemodiálise



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.....475

