

Patsientide rahulolu uuring

2011

Rapla Maakonnahaigla

Aili, Krista (andmete kogumine ja
järelused)

Raul (andmetöötlus ja analüüs)

Uuringust

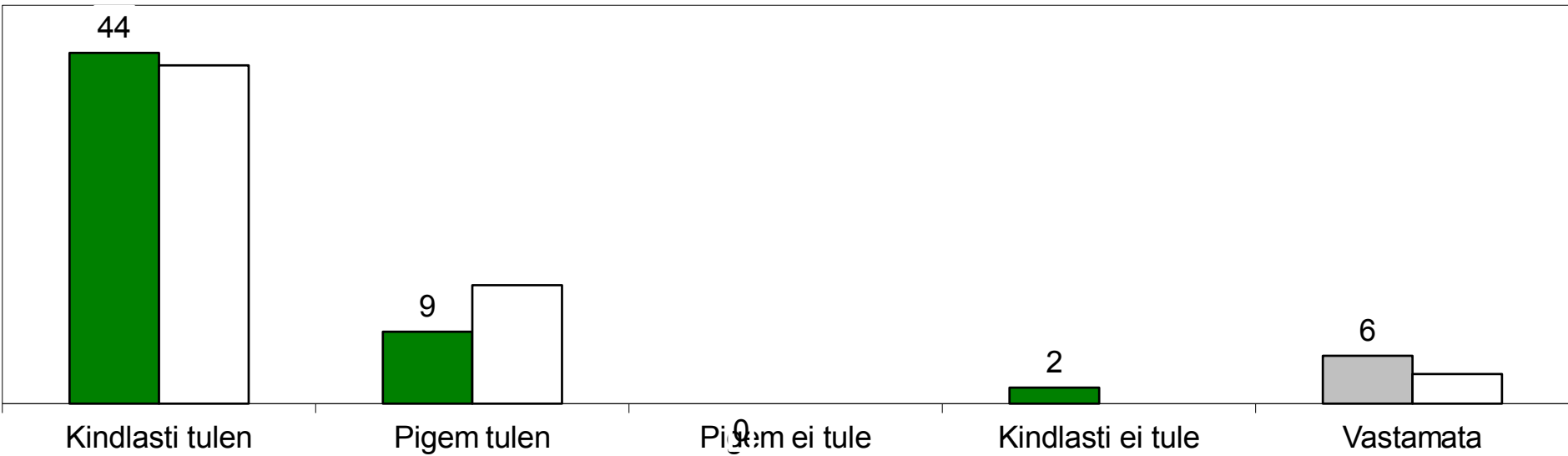
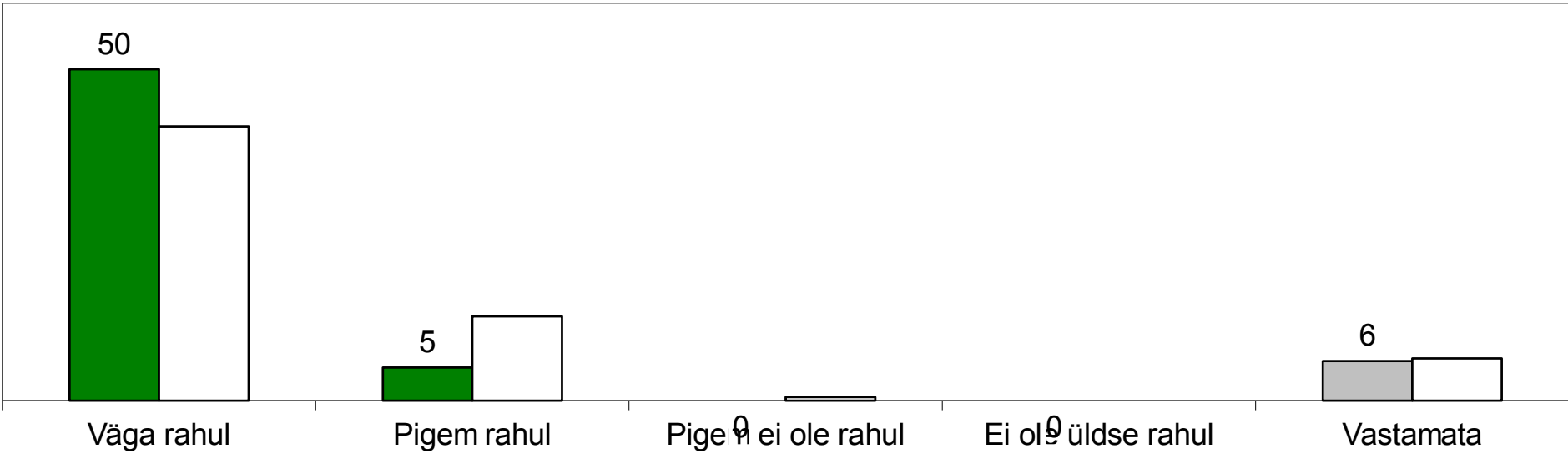
- Eelmine patsientide rahulolu uuring oli 2009.aasta oktoobris.
- Nagu 2007.a. ja 2009.a., oli ka 2011.a. vastamine vabatahtlik ja anonüümne (kuigi vajadusel võis kasutada haiglatöötaja abi)

Uuringust

- Oktoobris 2011 lahkus haiglast kokku 266 patsienti (neist 238 koju ja 21 suunati teise raviasutusse)
- Küsitlusankeete laekus tagasi 61, mis on vaid ca 23%, kojuläinud pt-de osas on see ca 26%, mis ei ole piisav arvestatavateks järeldusteks (vt ka rahulolu uuringud 2007 ja 2009)

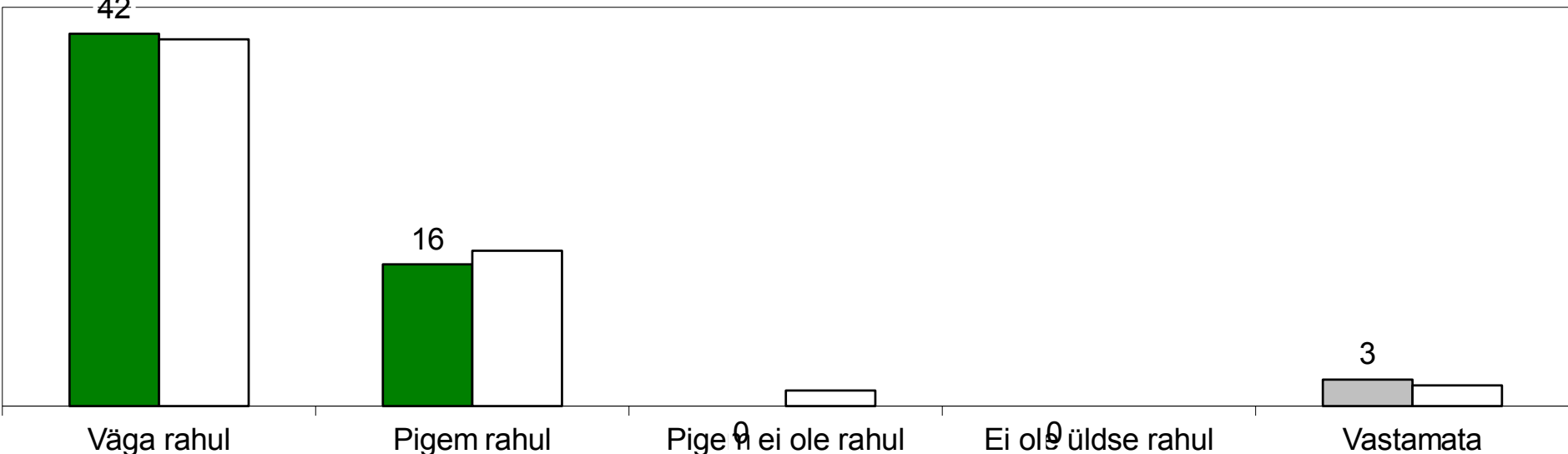
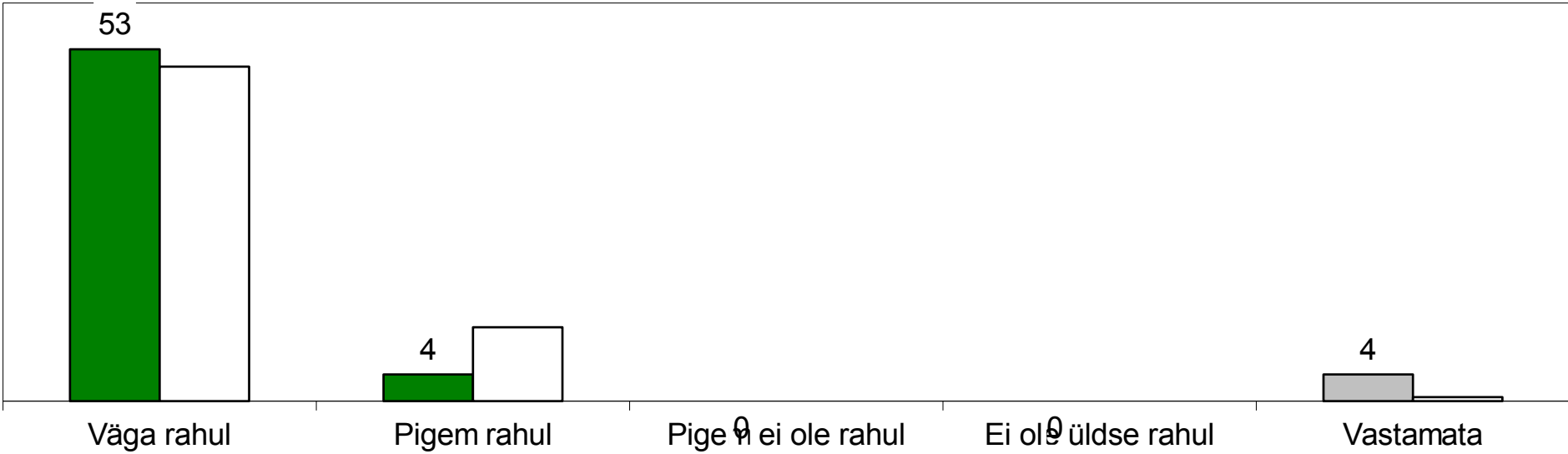
Uuringust

- Tulemused on esitatud haigla kohta tervikuna, seega ei selgu vastused osakondade kaupa.
- Rohelised tulbad on positiivsed vastused
- Punased – negatiivsed
- Hallid – vastamata
- Iga tulba kõrval on valge tulp, mis näitab suhtelist muutust eelmise uuringuga. Kuna 2009.a.uuringus oli vastajaid rohkem, siis selle kohta absoluutarve märgitud pole. Näeme vaid muutust põhimõttel “rohkem-vähem”.
- Seega värviliste tulpade juures tuleb kogu aeg meeles pidada 2011.a vastanute arvu (61).



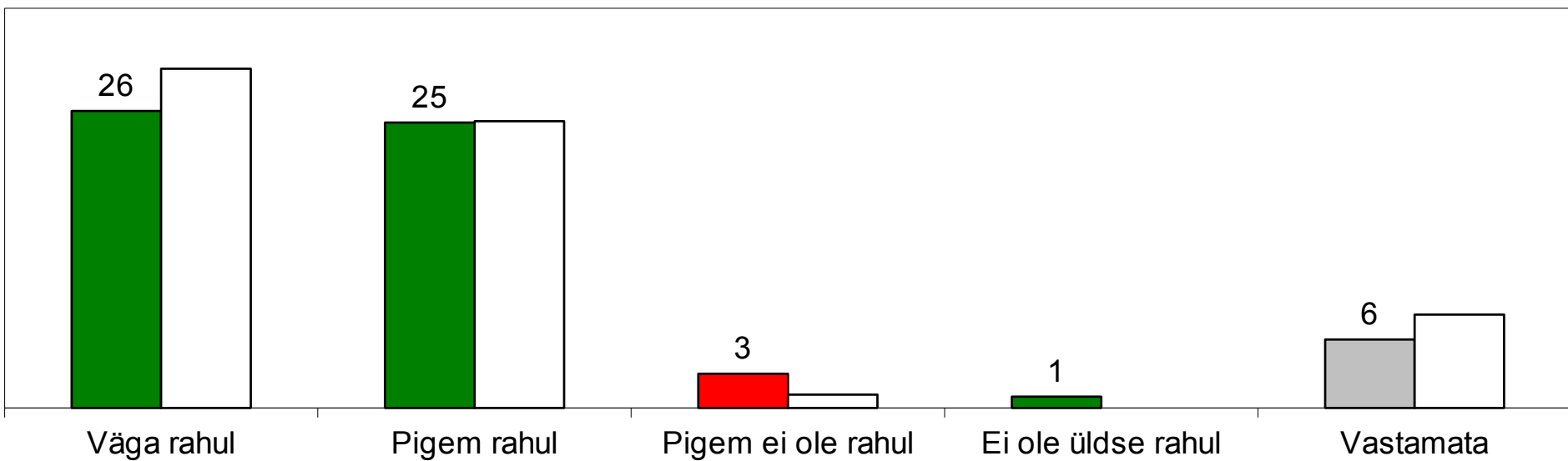
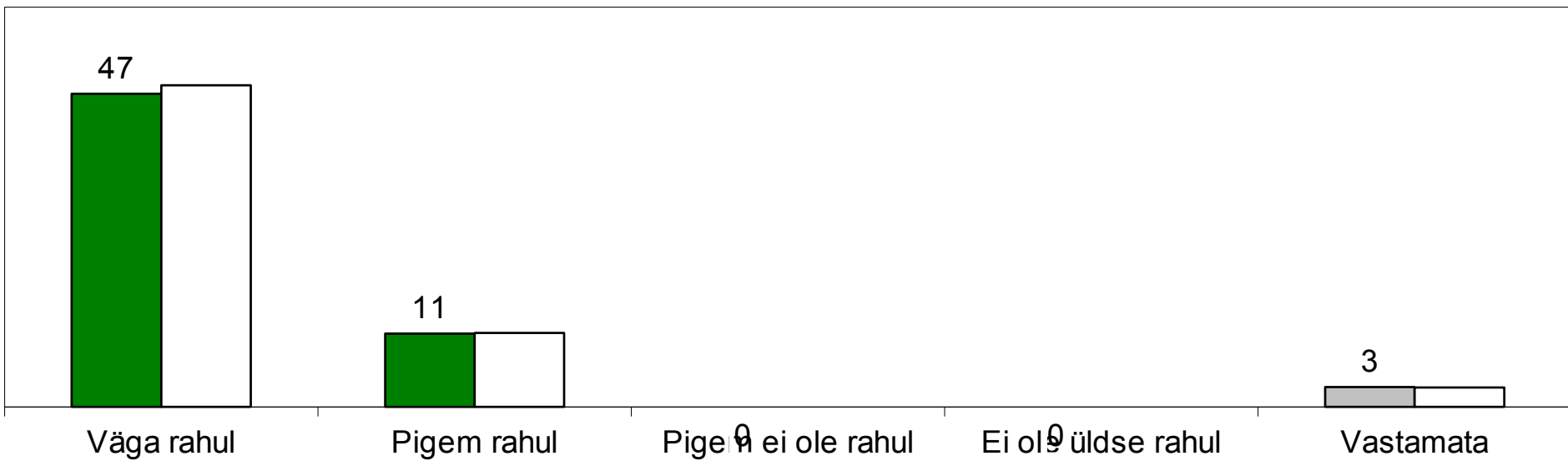
Üldine rahulolu raviteenusega ja valmisolek taas ravile tulla

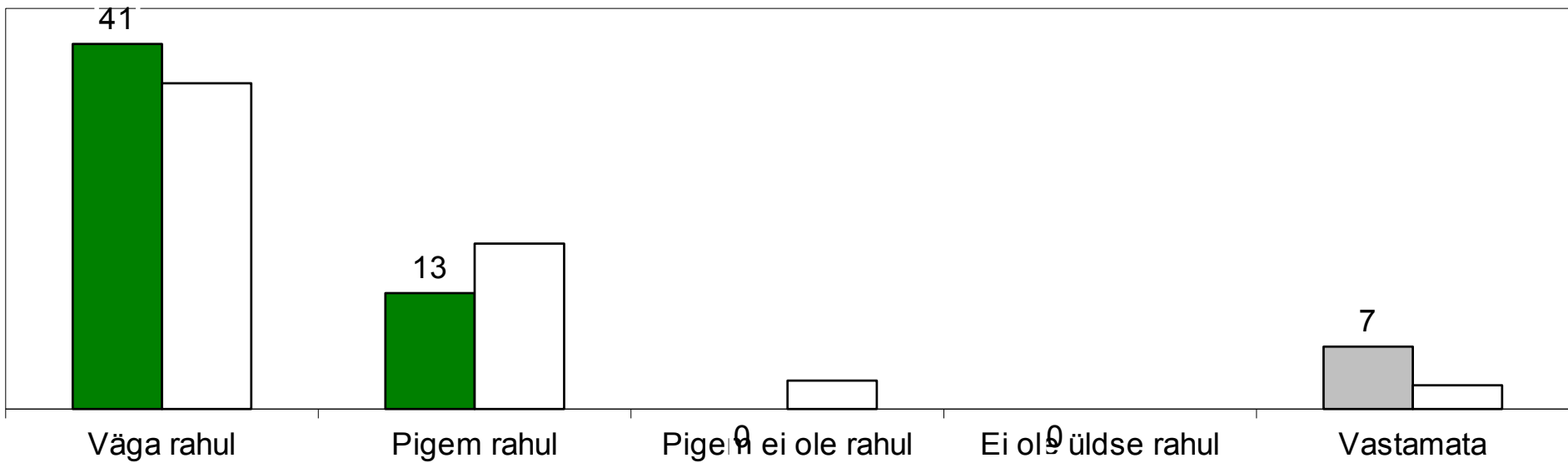
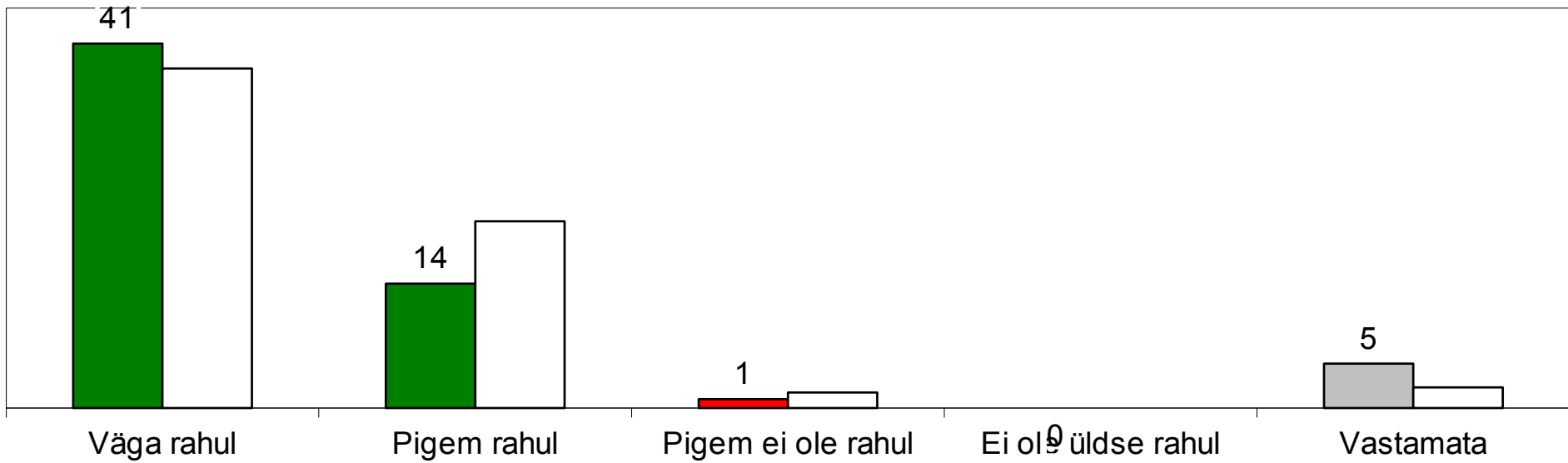
- Mõlemad on olulised küsimused / samuti vastused/ haigla ravikvaliteedi mõttes tervikuna

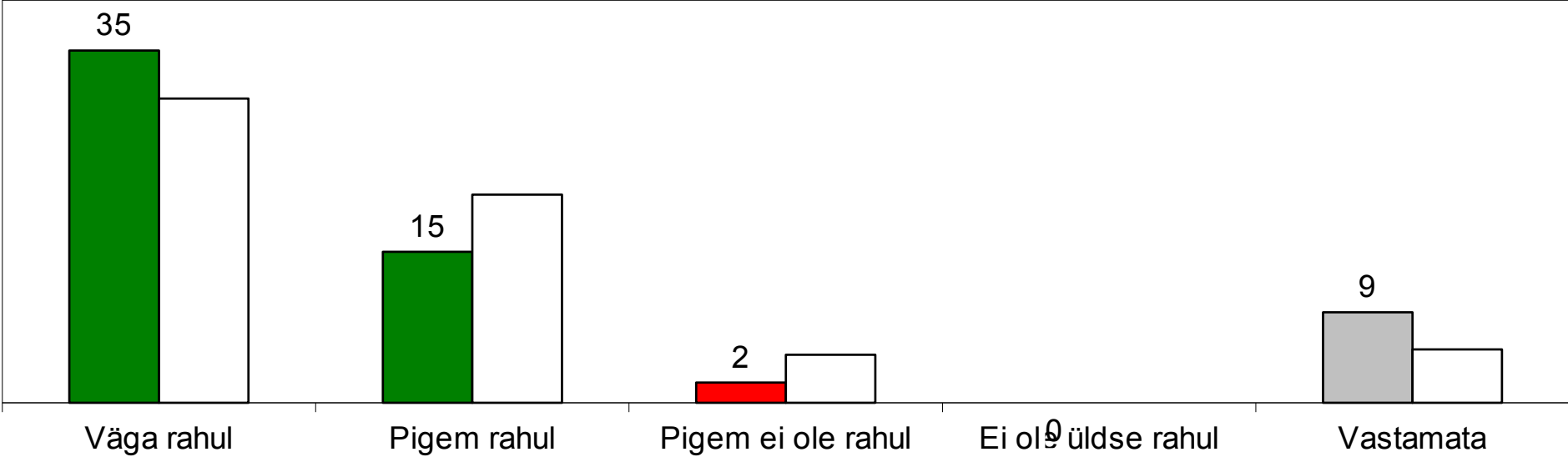
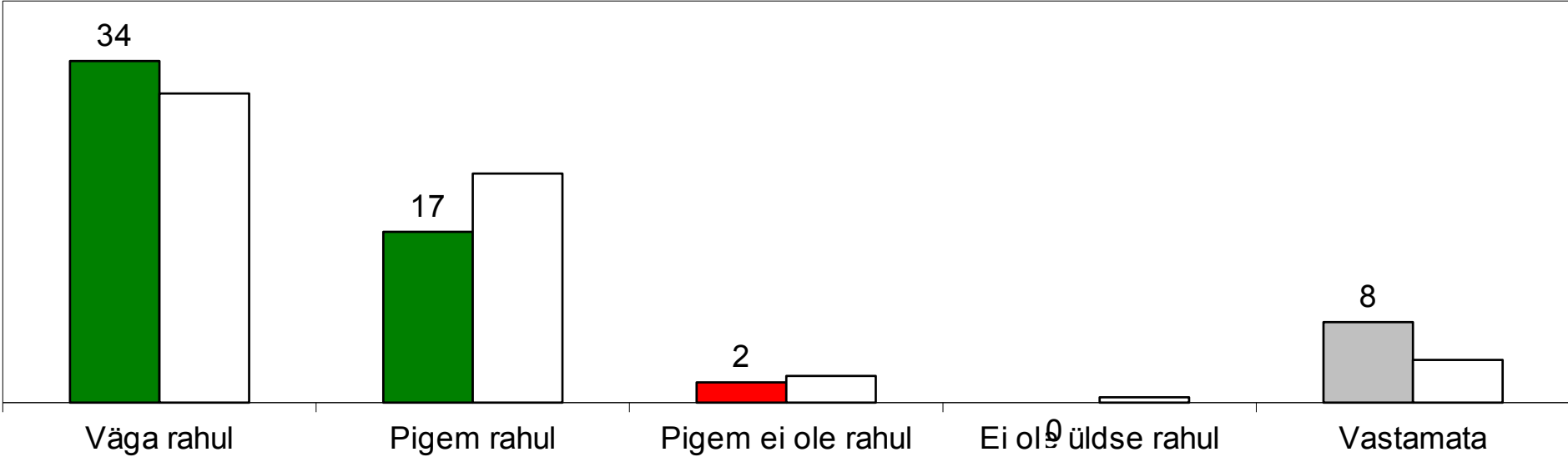


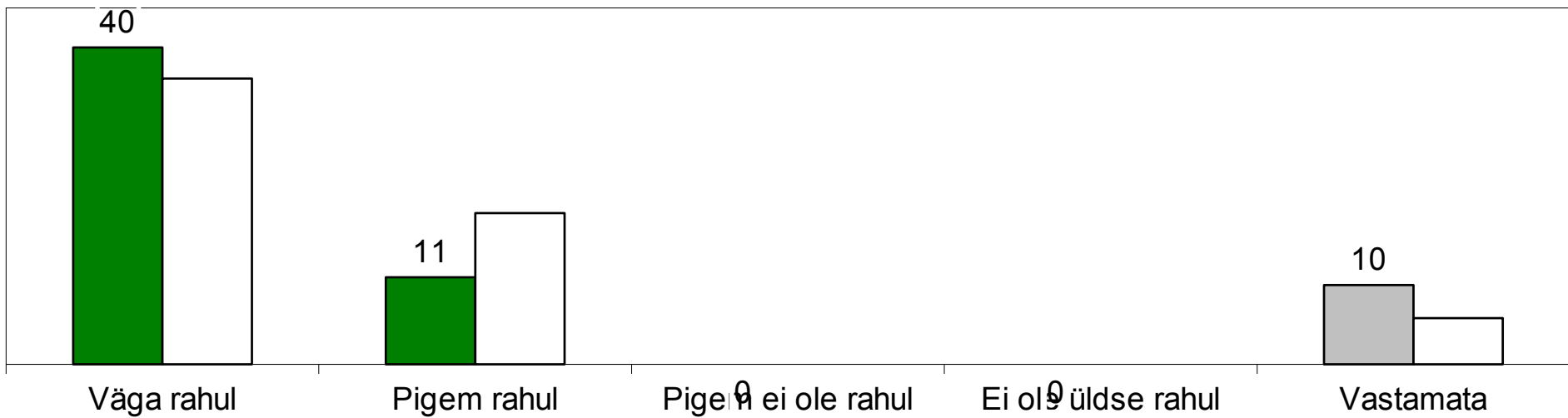
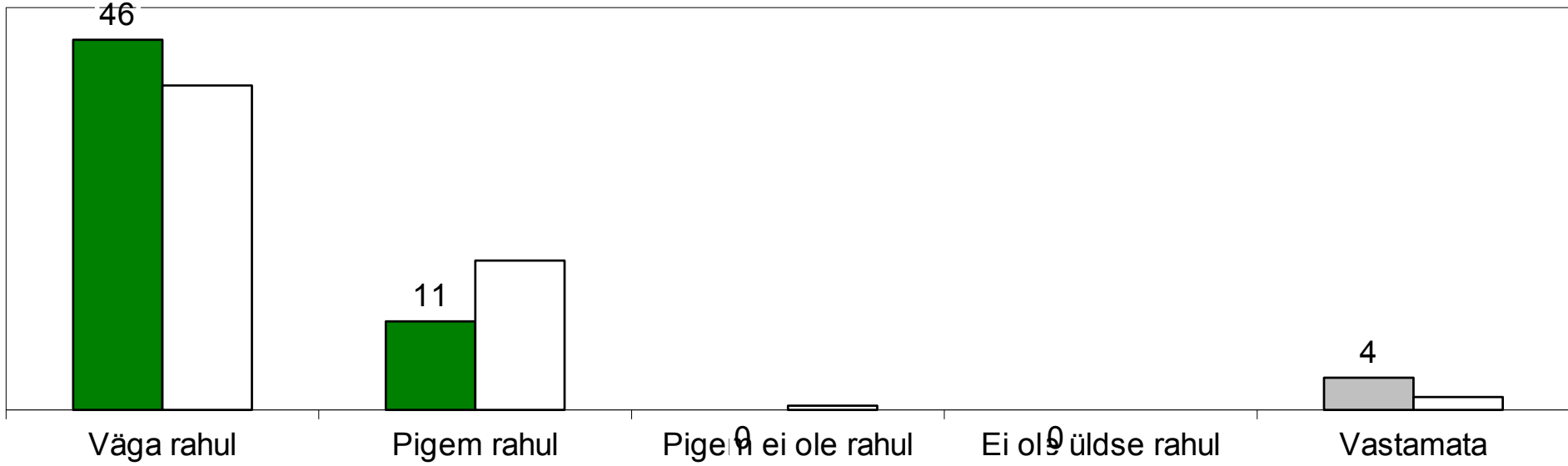
Haiglasse vastuvõtt

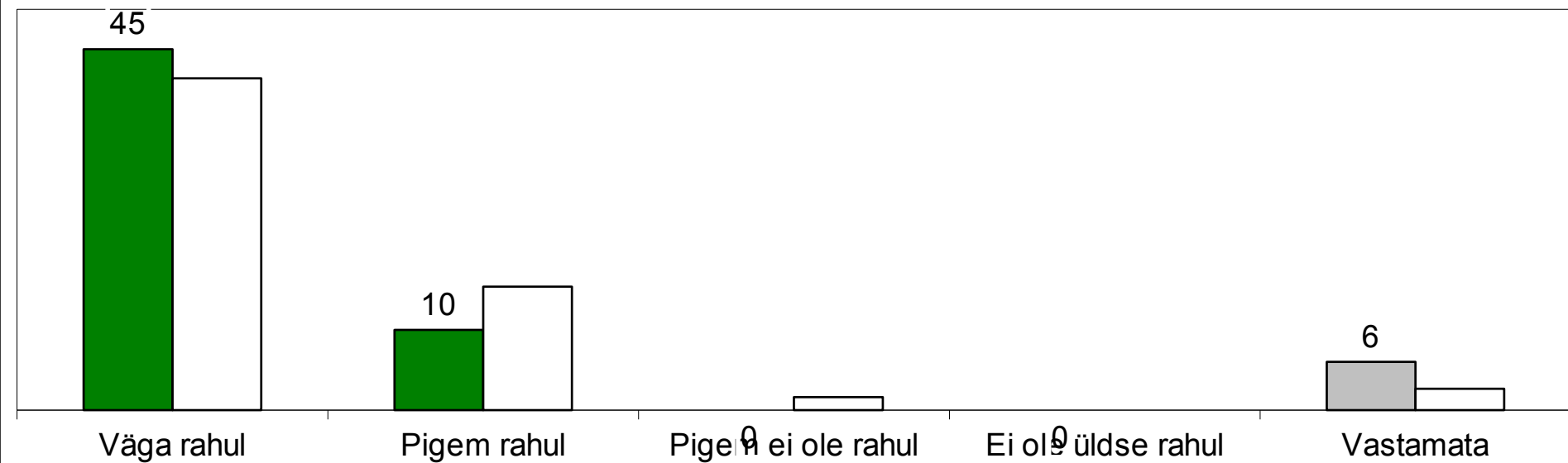
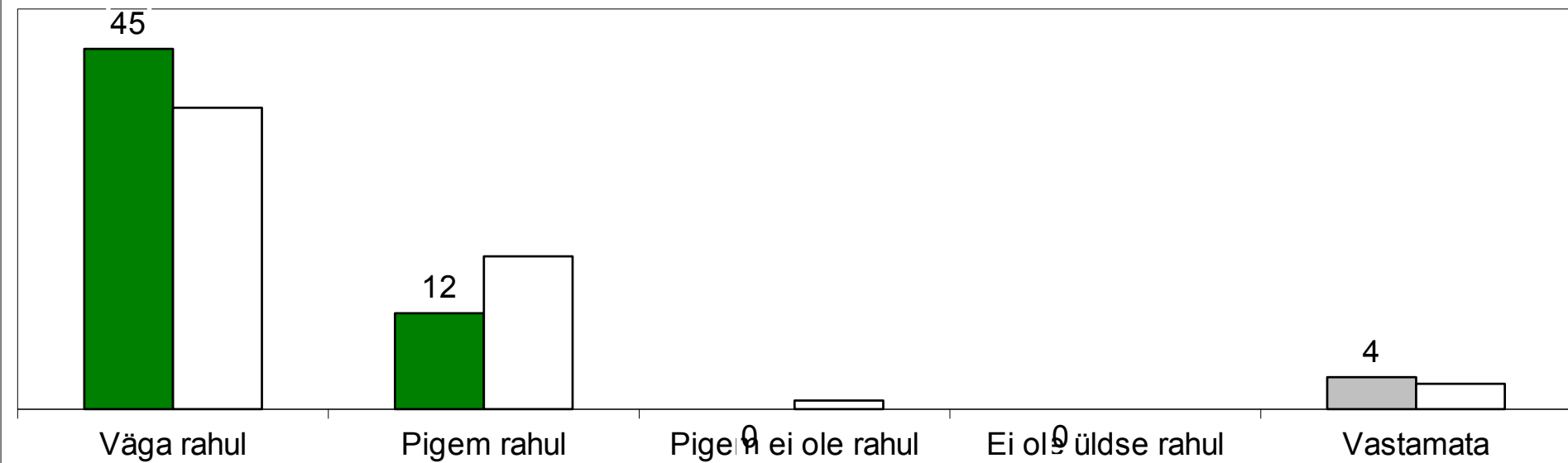
- Kaks eelmist küsimust peegeldavad rahulolu erakorralise meditsiini osakonna tööga





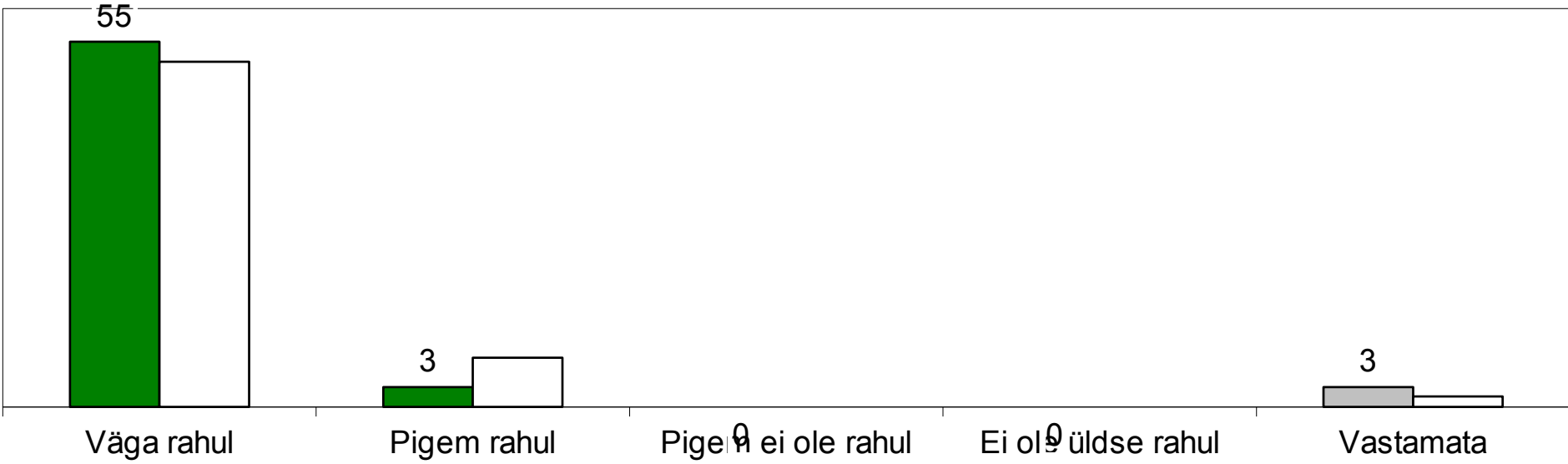
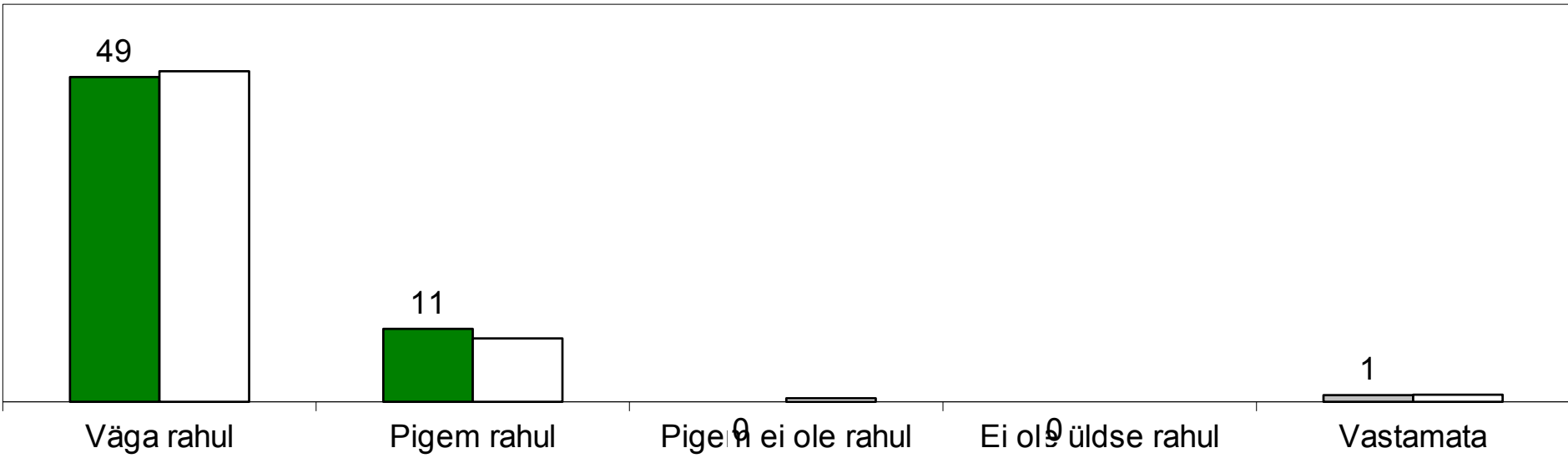


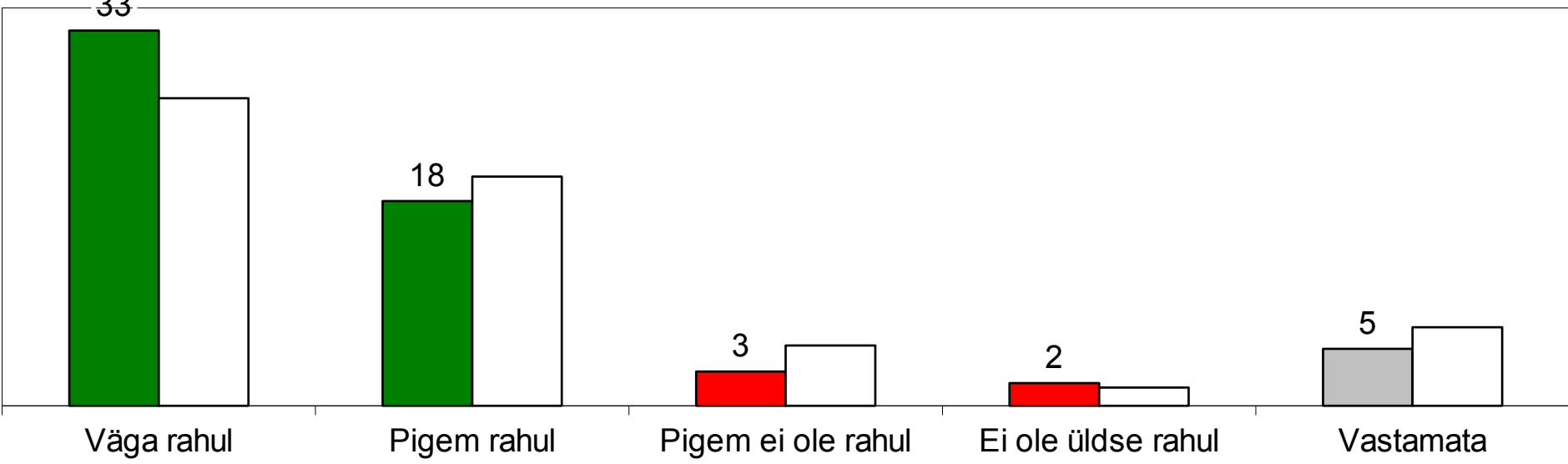
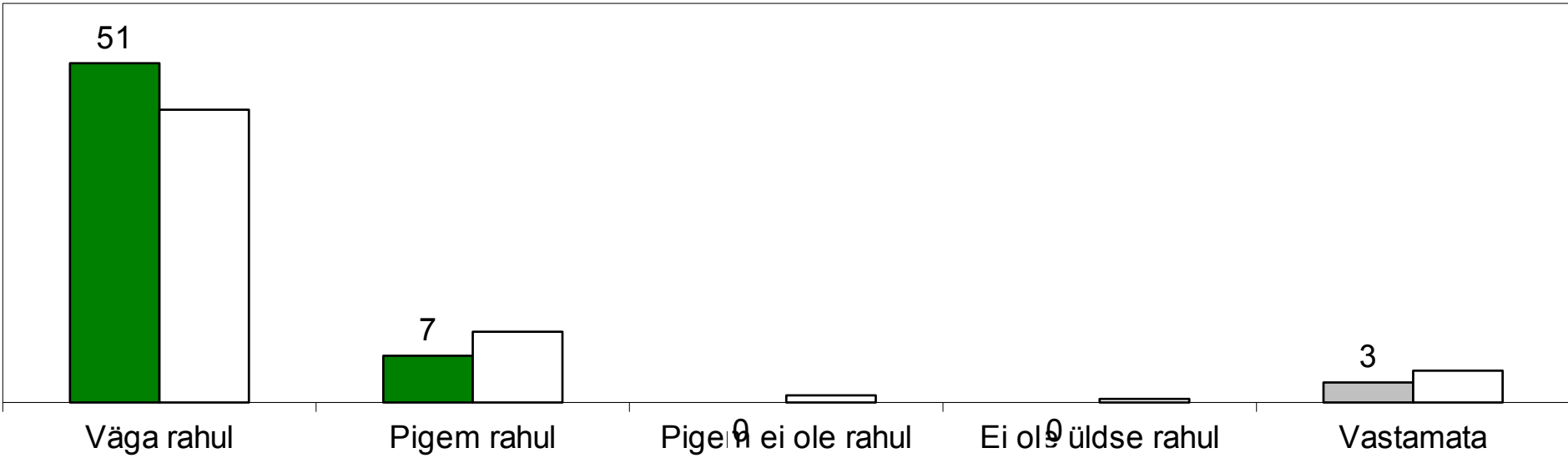


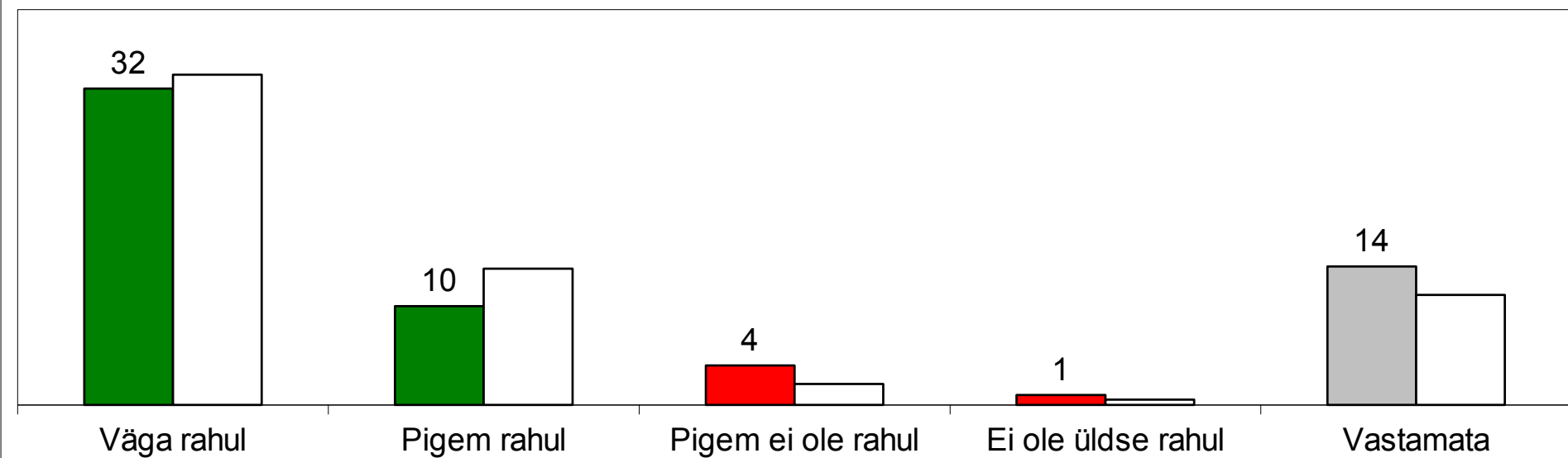
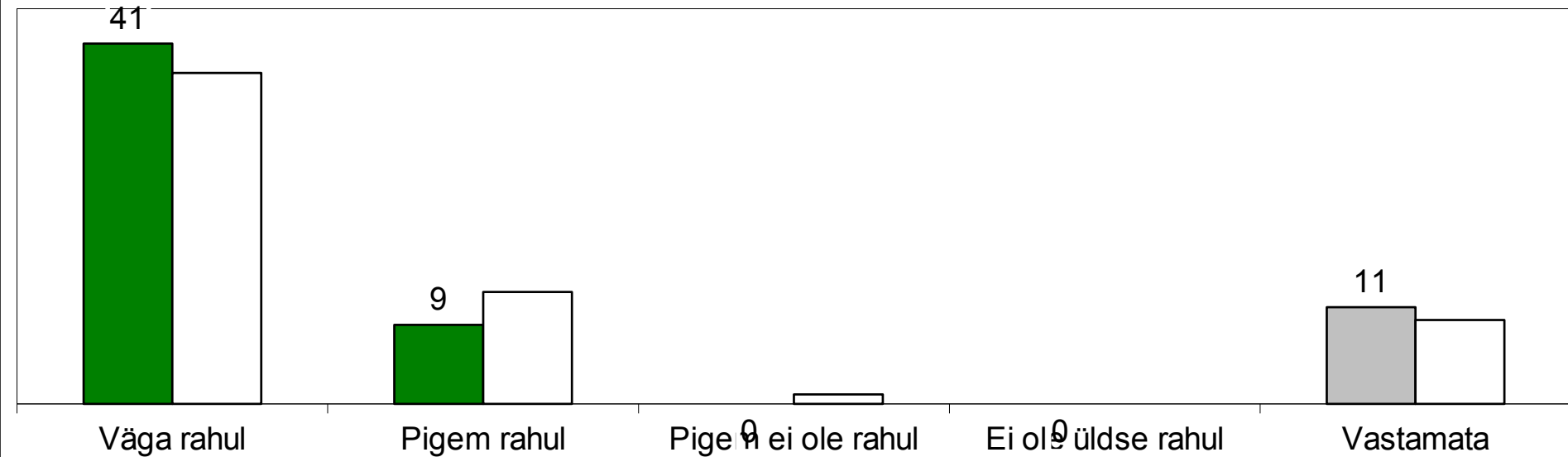


Rahulolu antud teabega

- Rahulolu (erineva) teabega vrd 2009 aastaga on samal tasemel või mõnevõrra paranenud

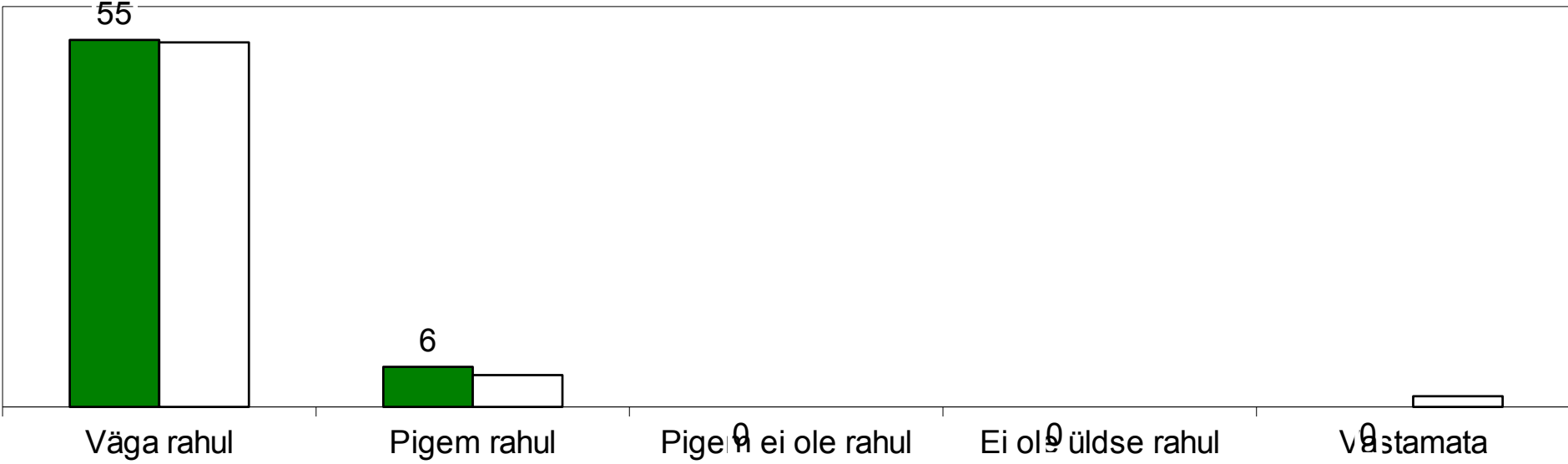
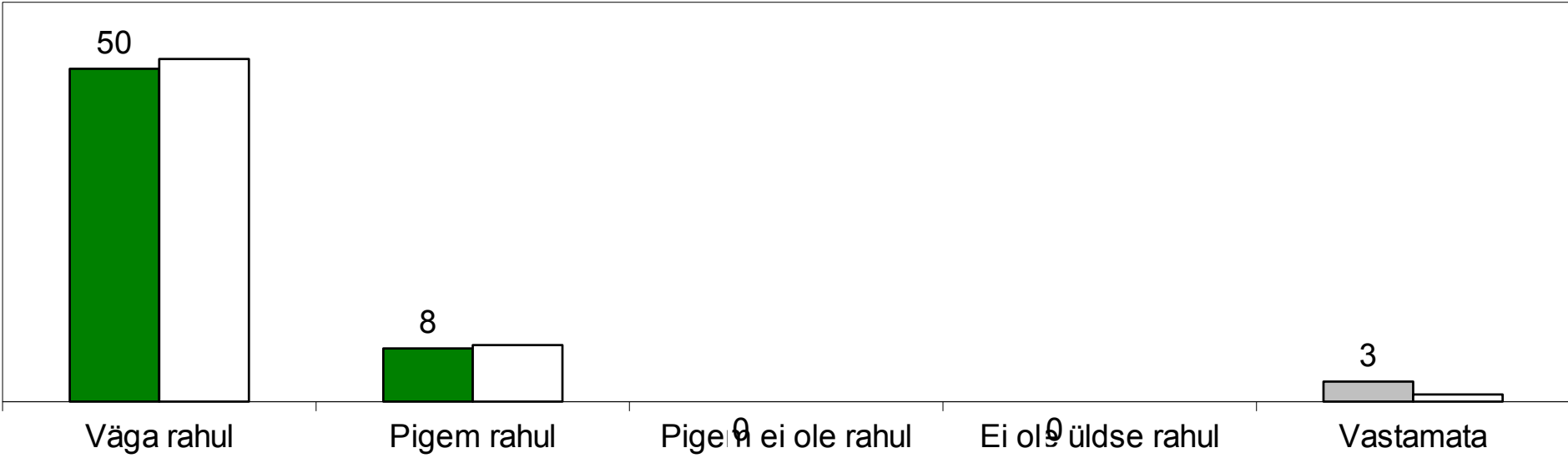


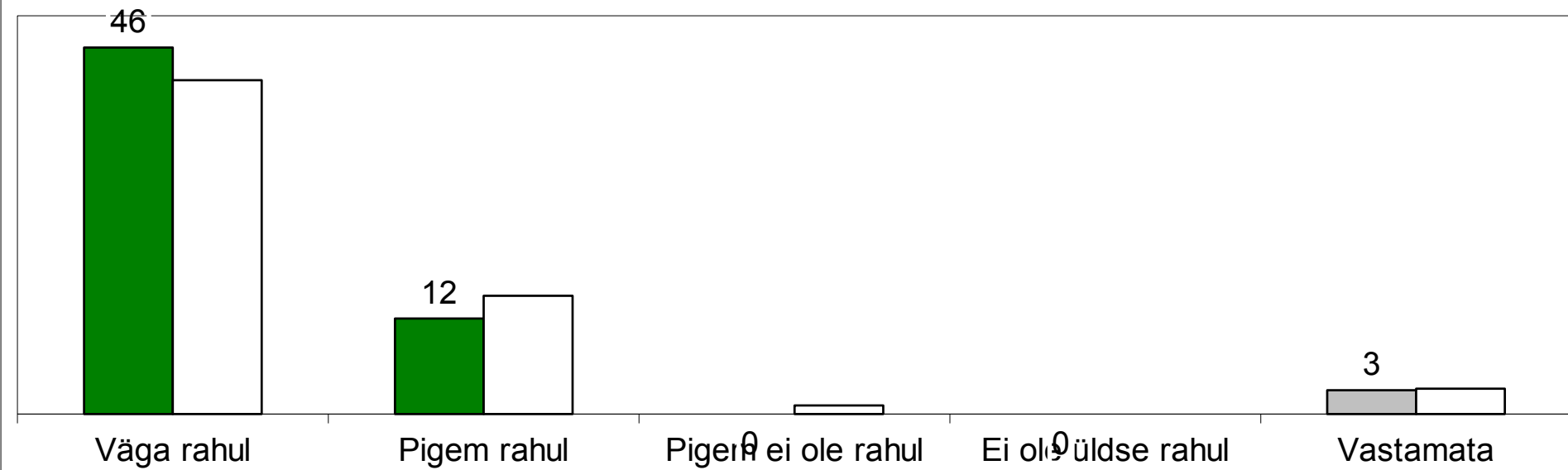
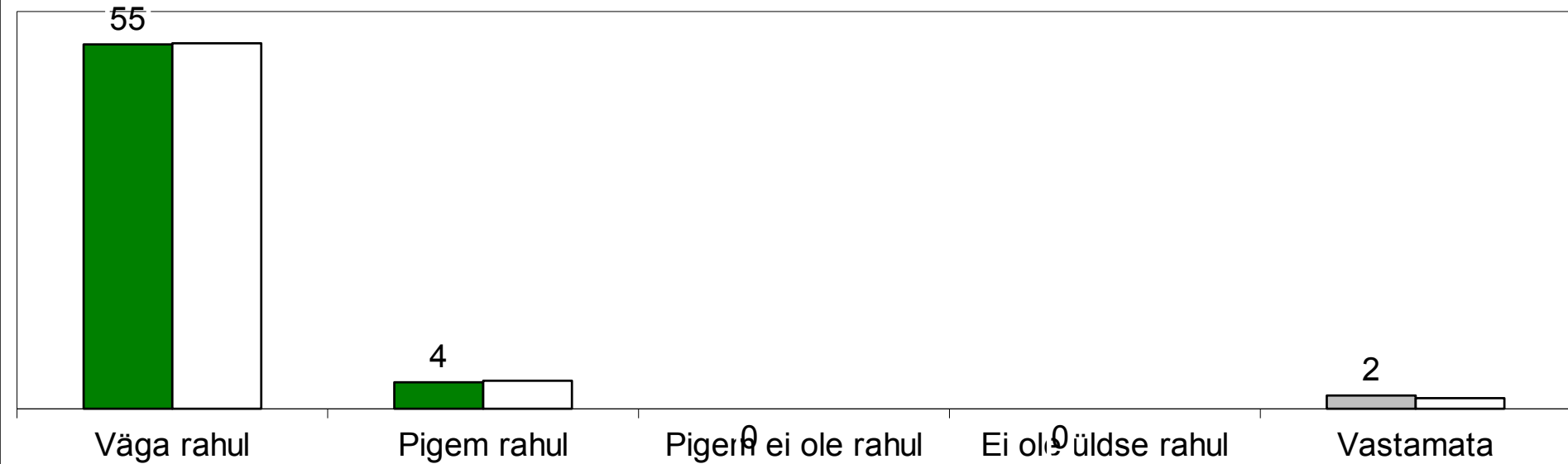


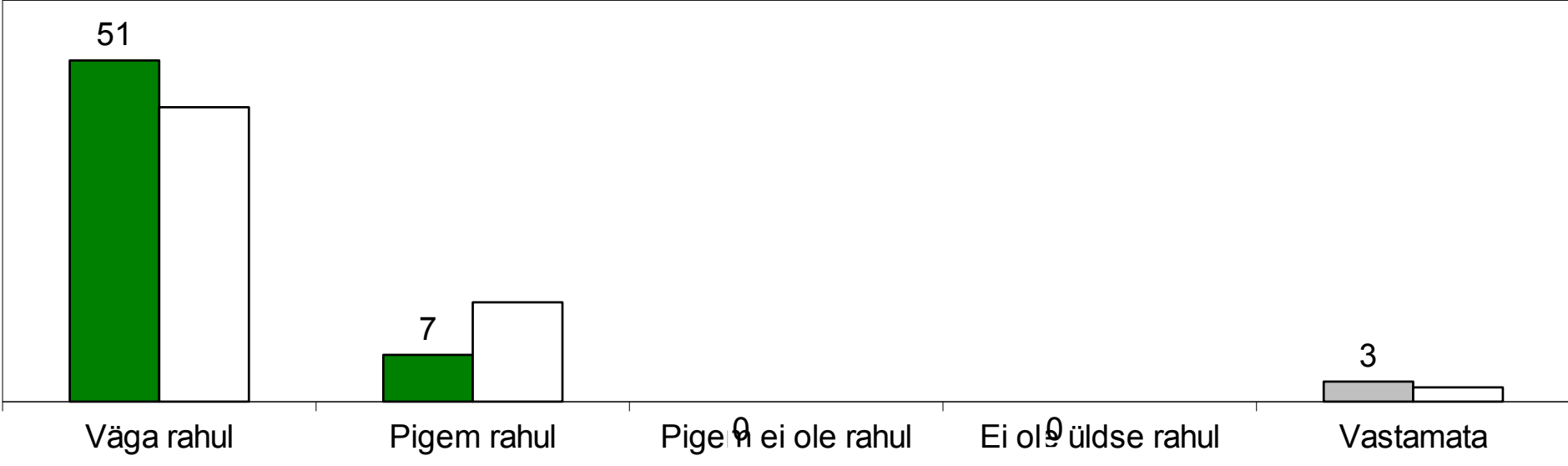
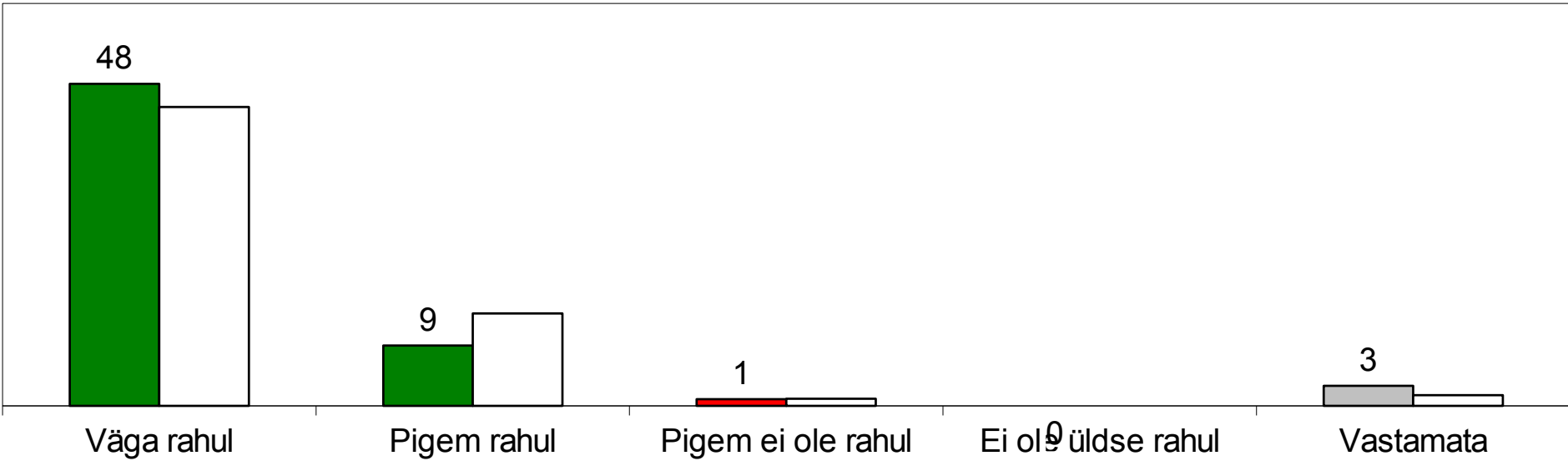


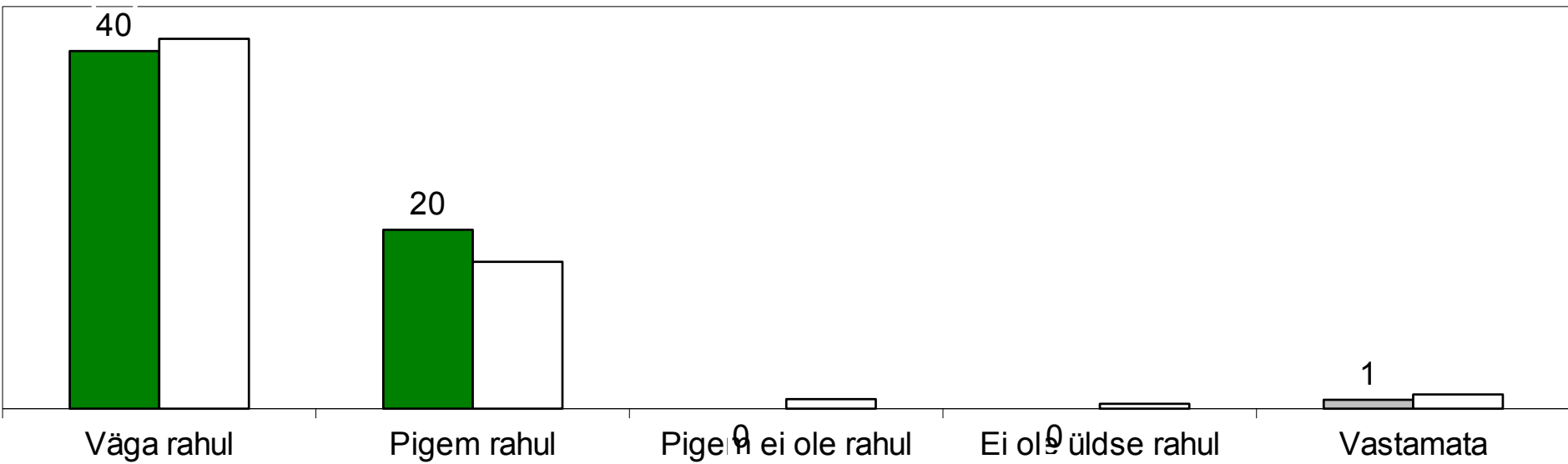
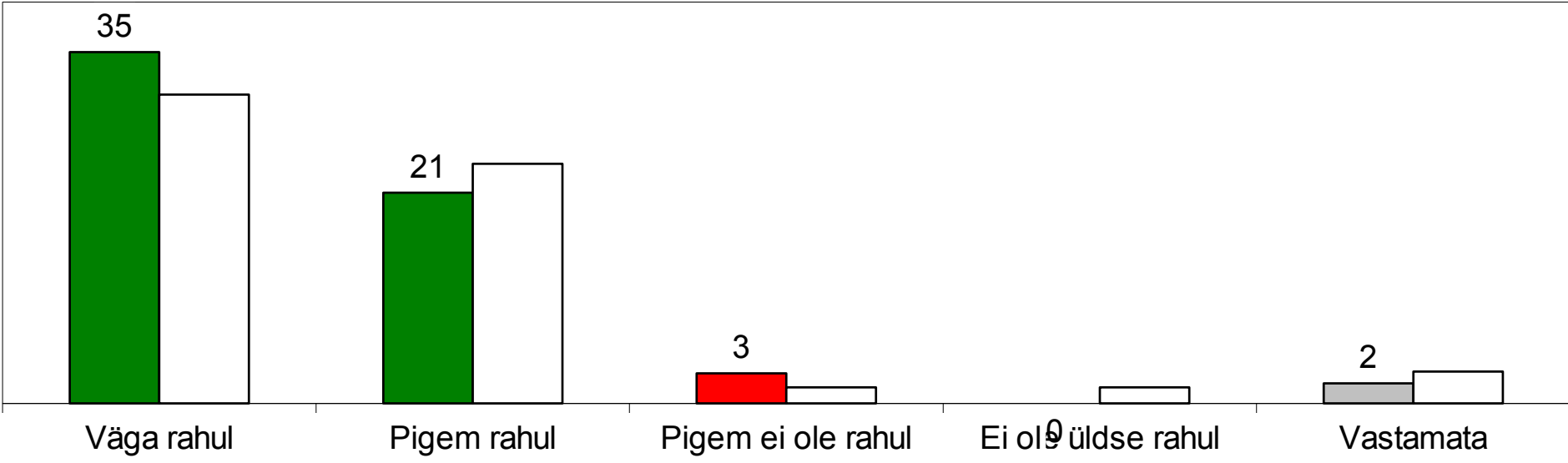
Probleem

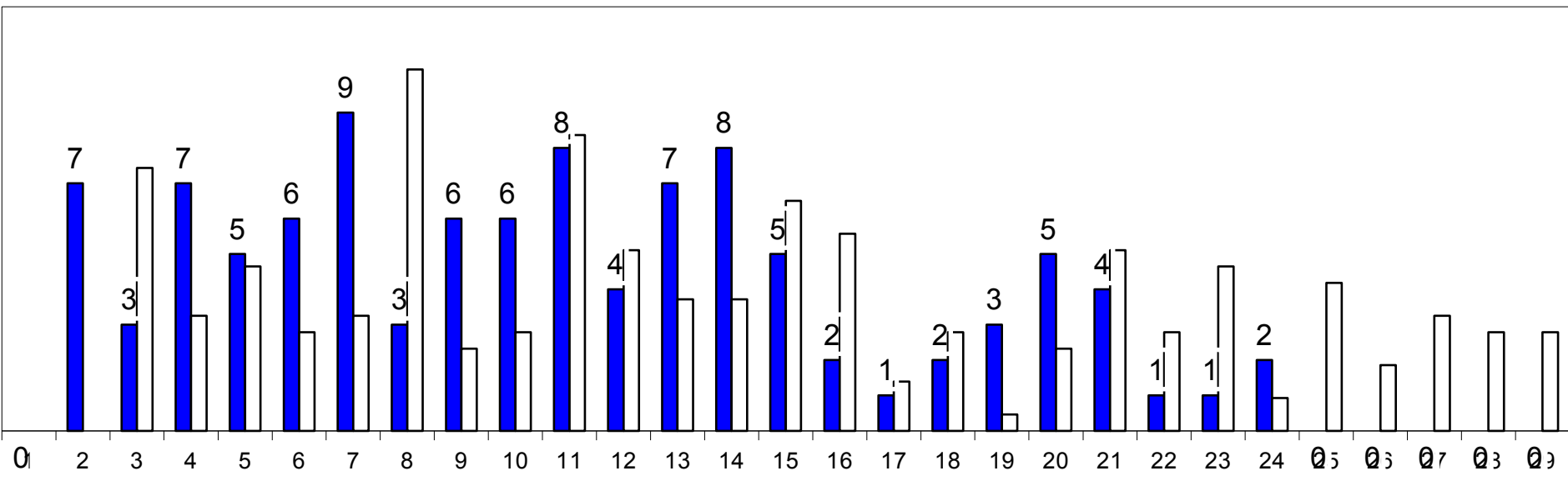
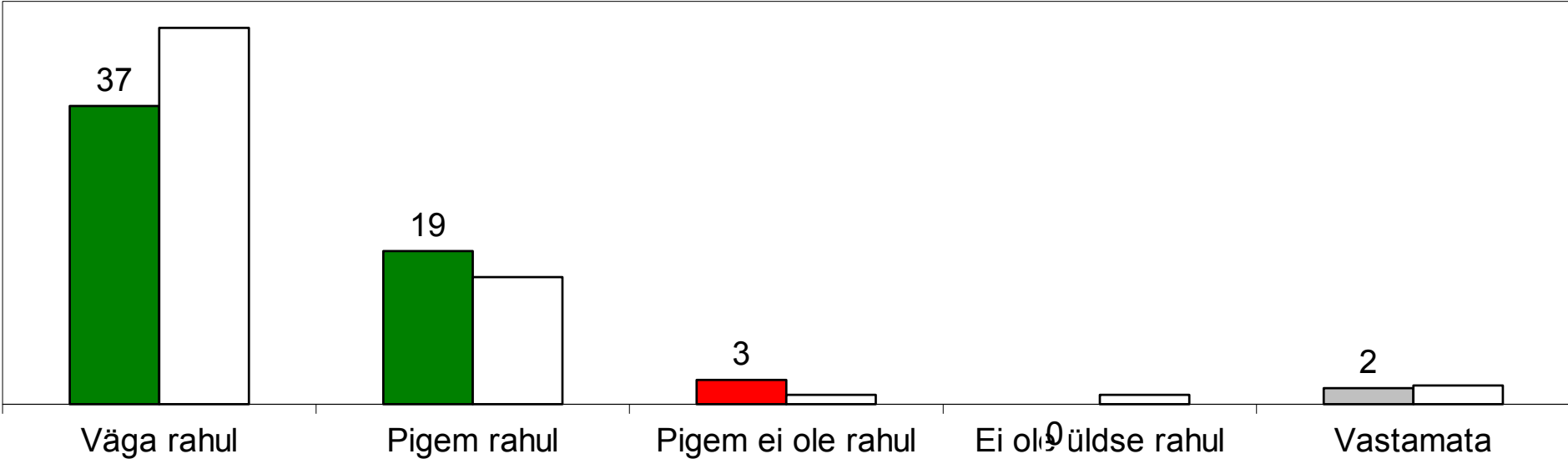
- Nii nagu 2009.aastal, oli ka 2011.aasta küsitluses probleemiks õdede väljakutsesüsteem (osalt selle puudumine) ja patsientidele võimalus soovi korral olla eraldi palatis
- Neile probleemidele leiame lahendused kirurgia ja hooldusravi osakonna renoveerimise käigus





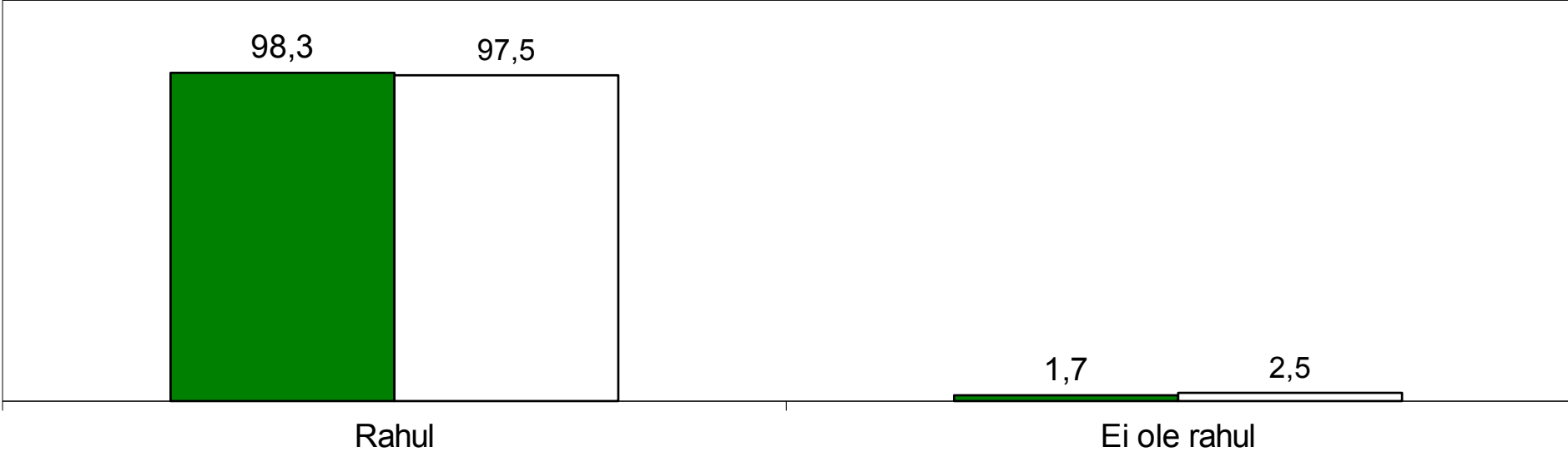
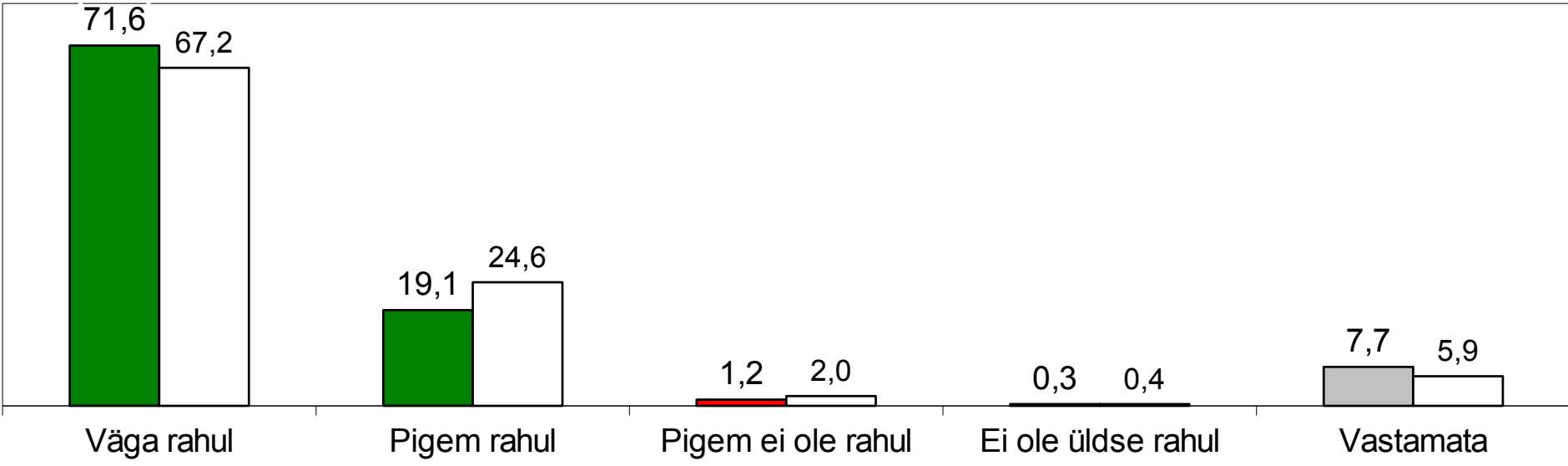


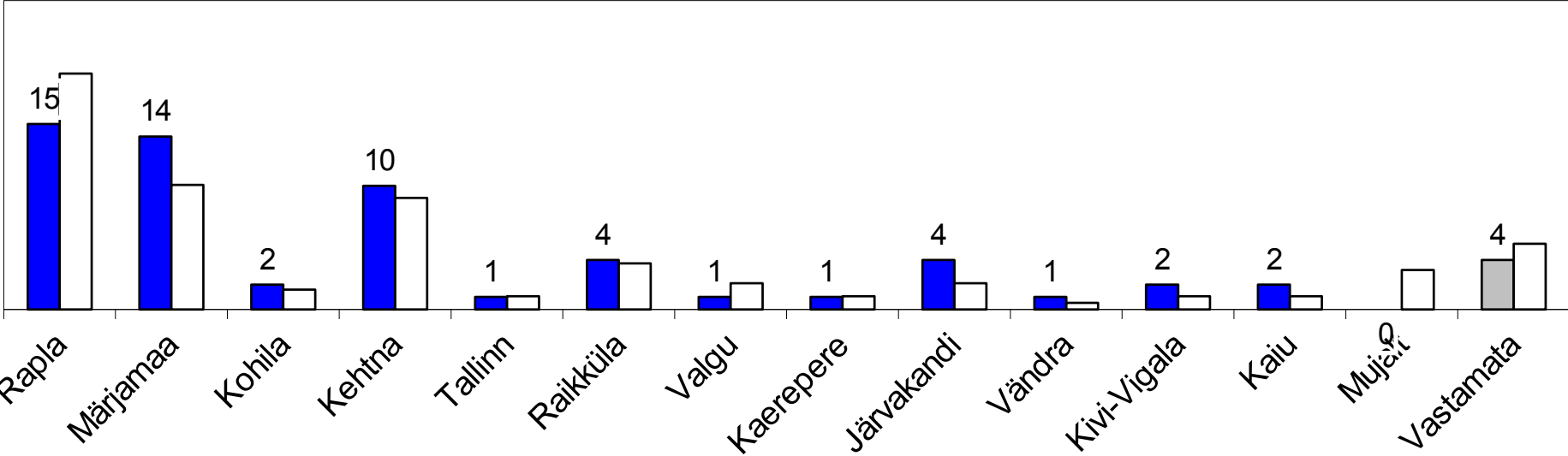
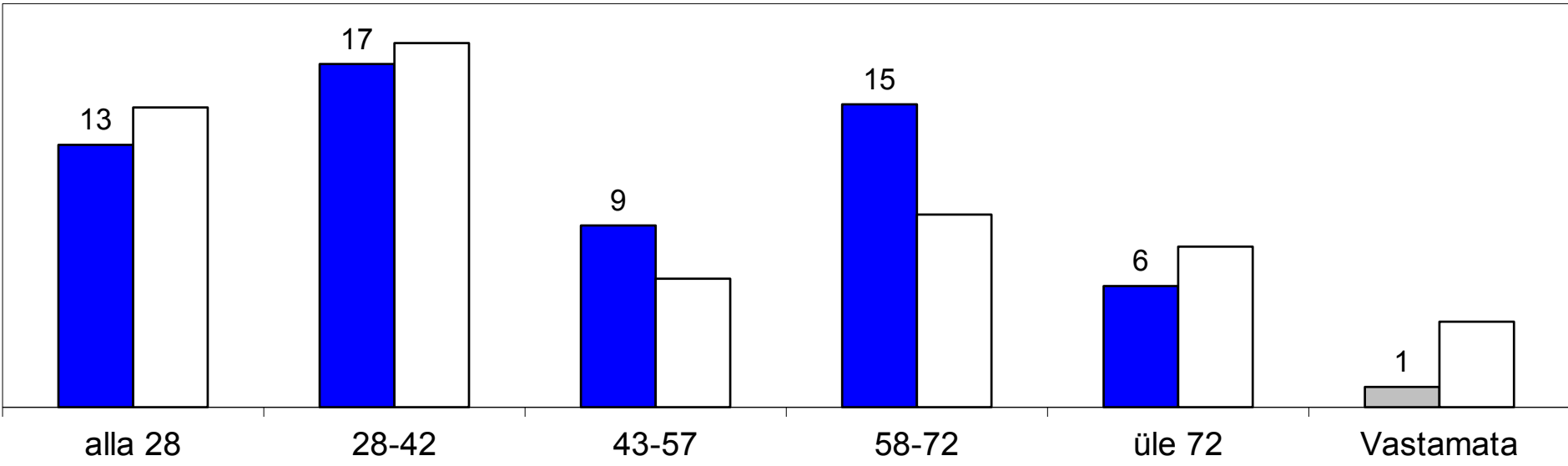


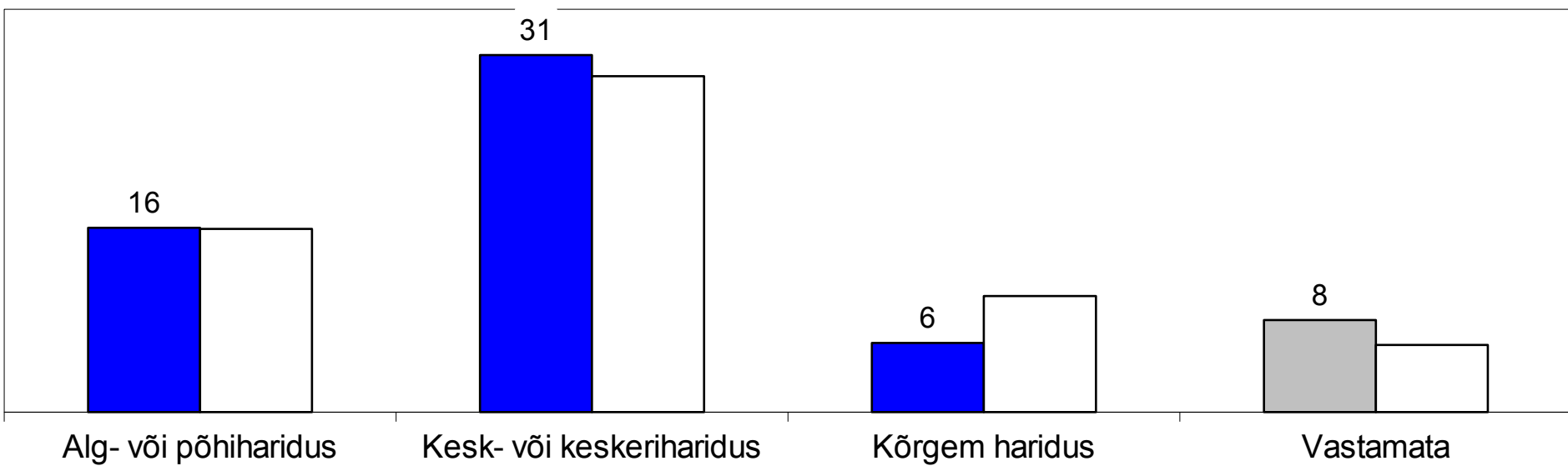
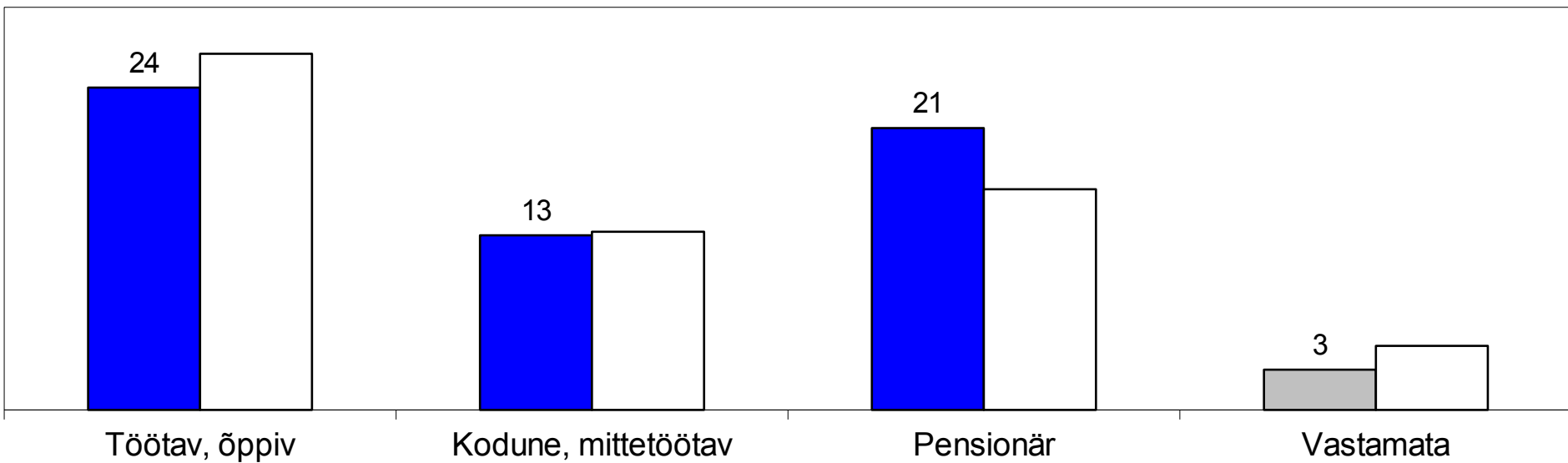


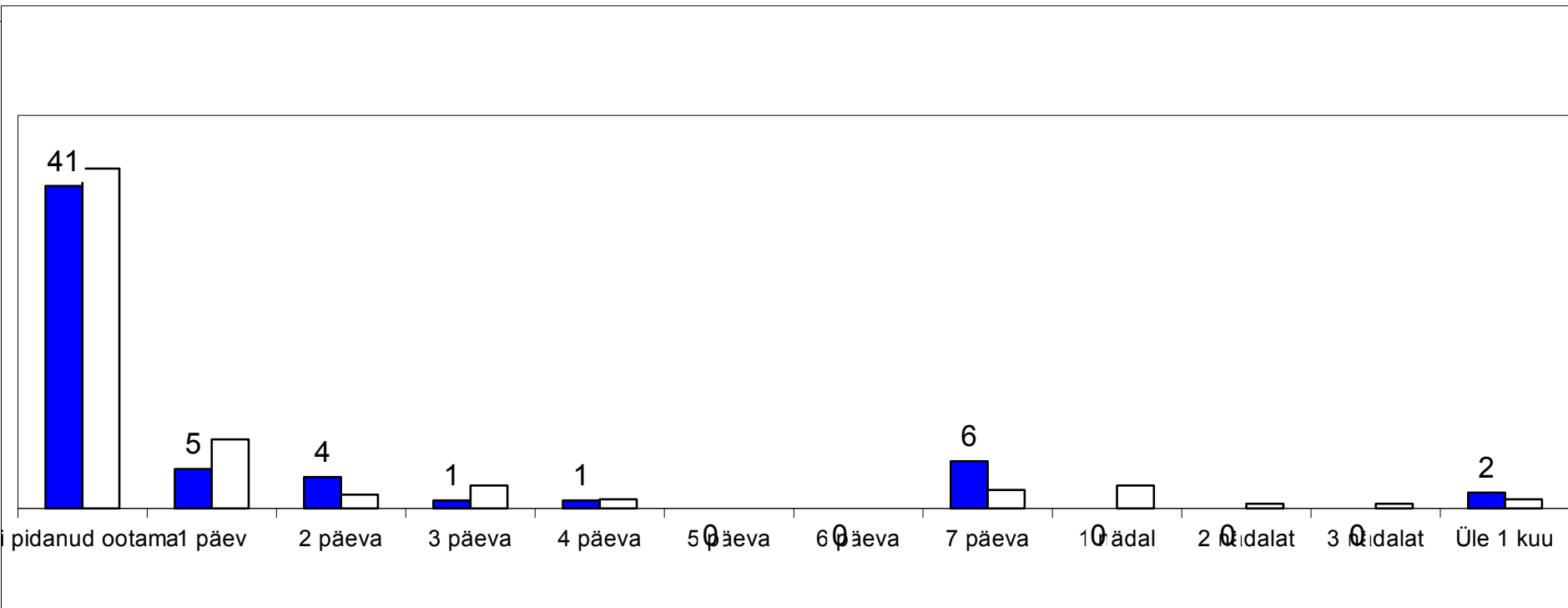
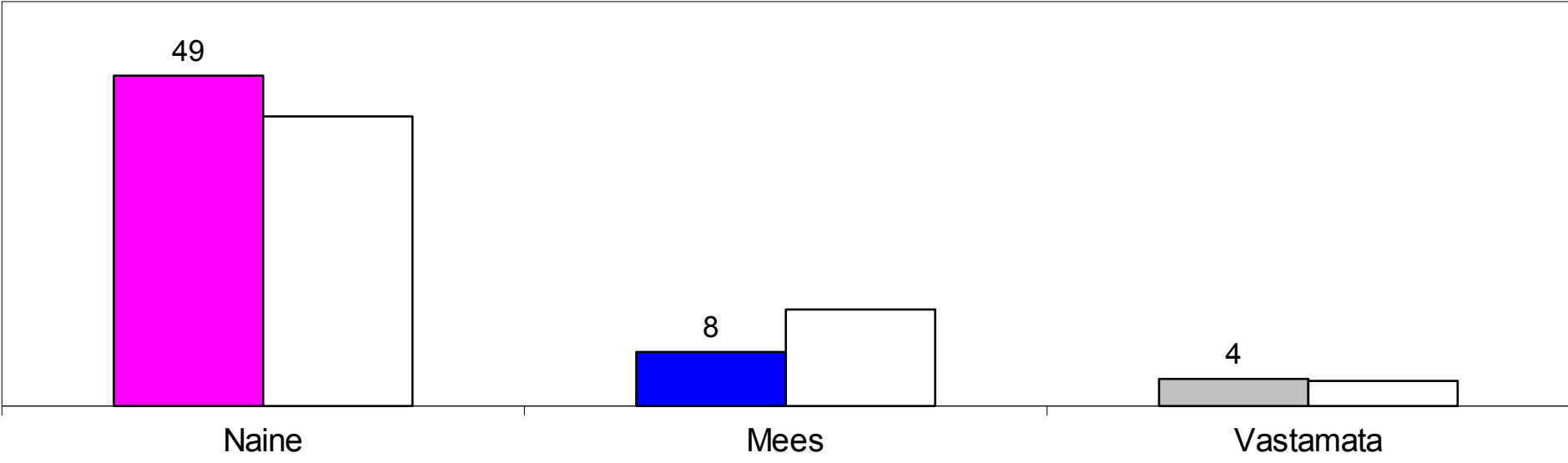
Olulisemad küsimused patsientide jaoks olid seotud...

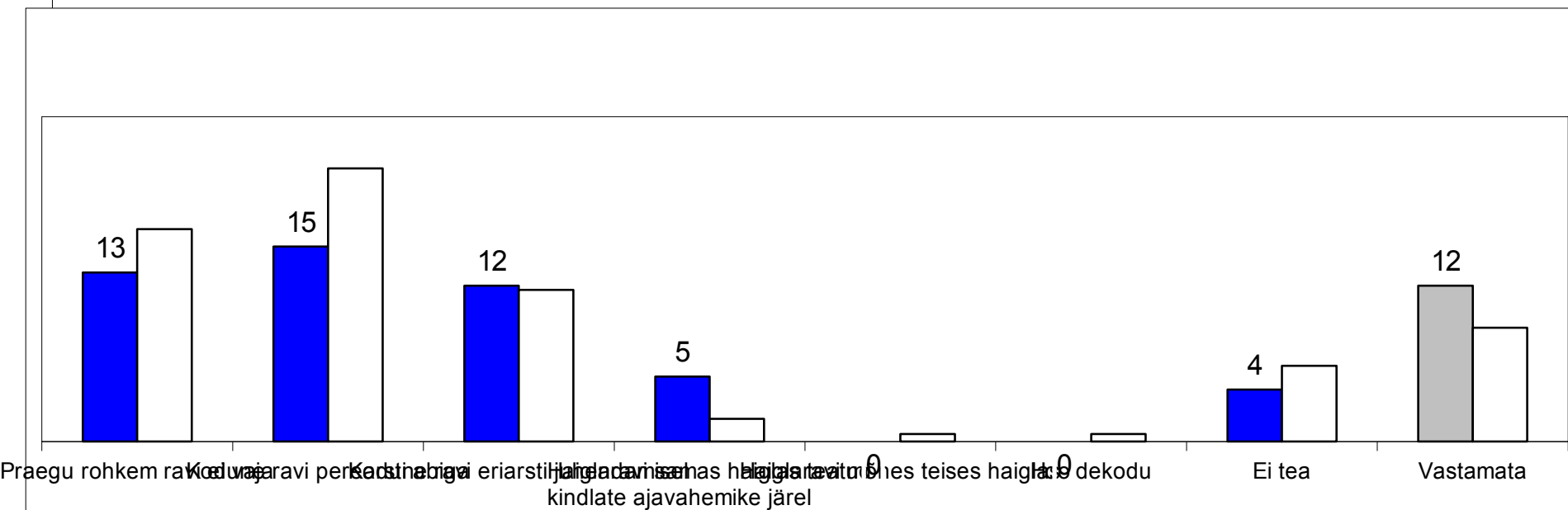
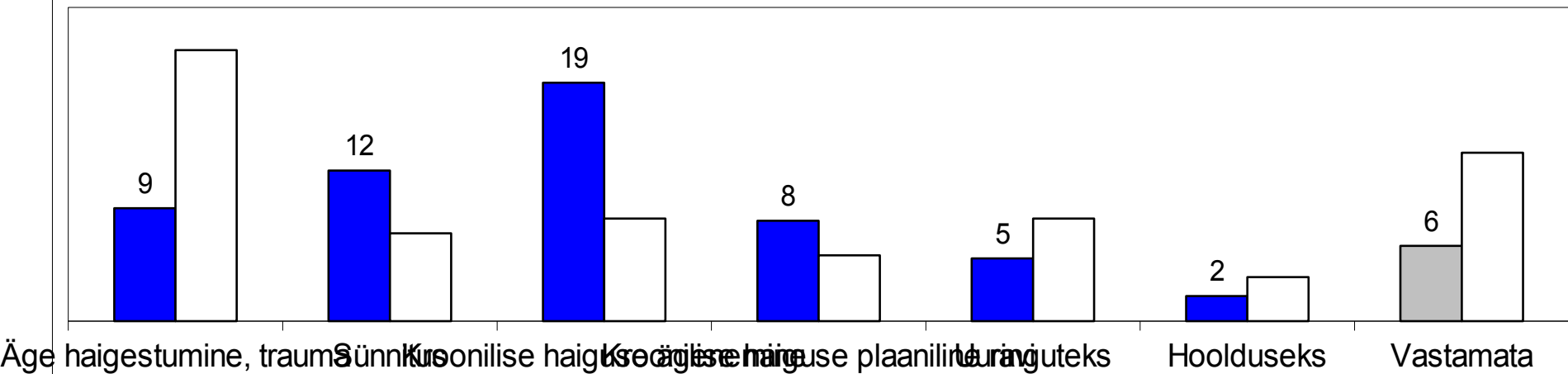
- ...teabega haiguse ning sellega seotud ohtude kohta
- ...teabega, kuidas tulla toime oma terviseprobleemidega ja koduse hooldusega peale haiglaravi
- ... arstide usaldusväärse ja oskustega





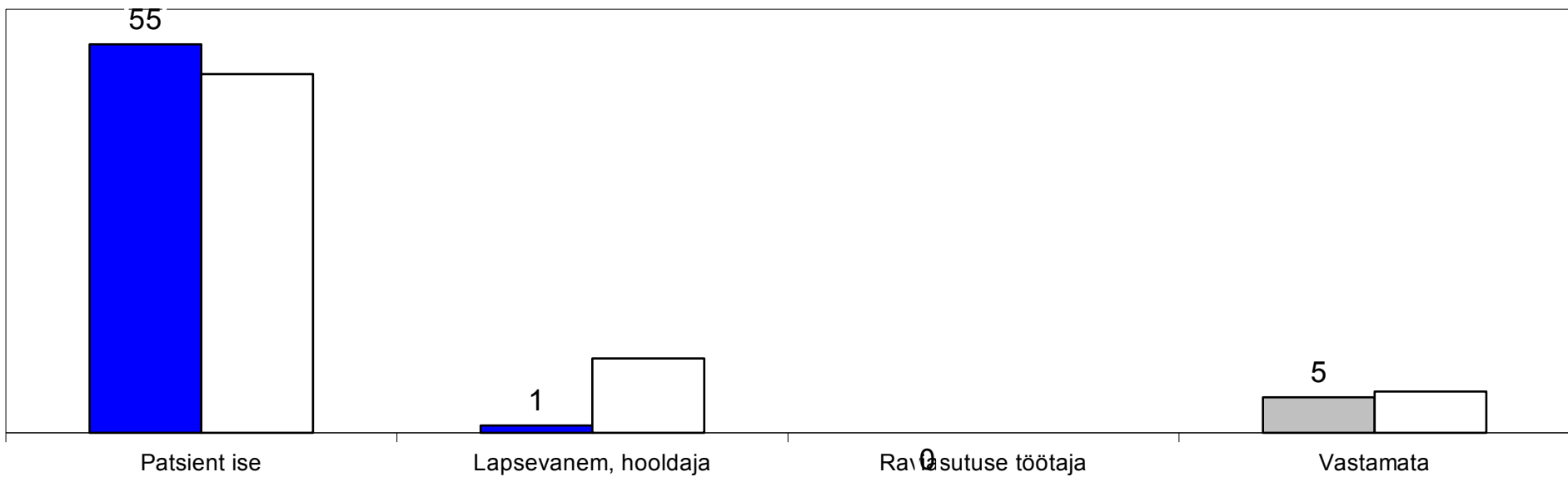
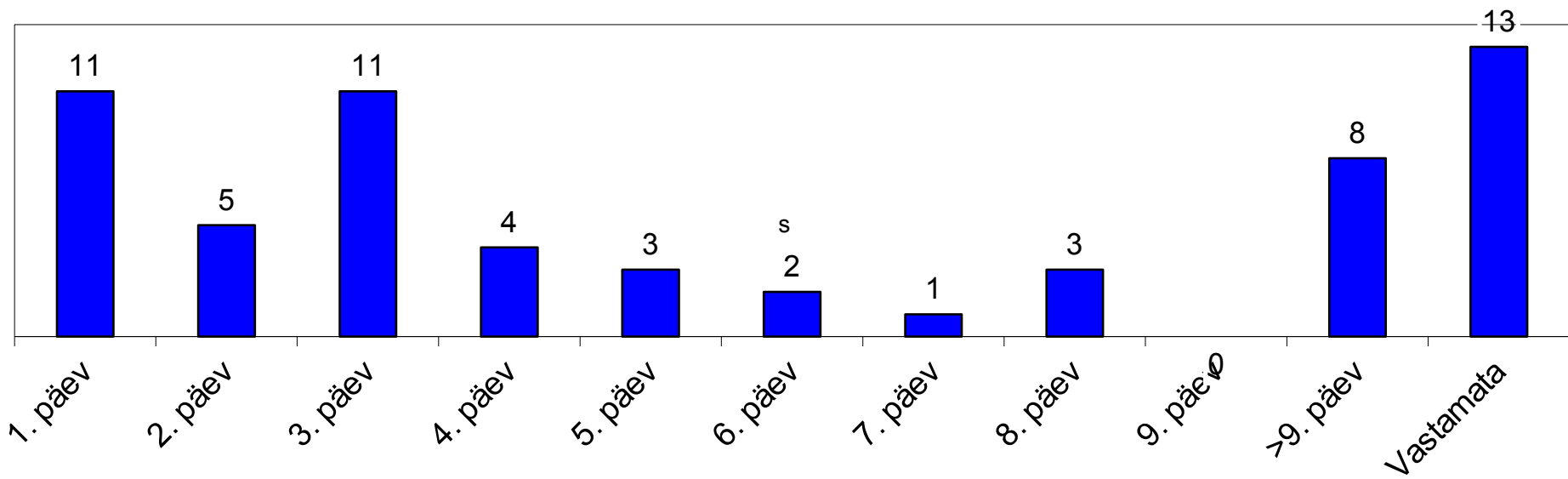






Haiglaravil viibimise põhjus

- Kõige sagedasem haiglas viibimise põhjus oli kroonilise haiguse ägenemine
- Haiglaravijärgselt jätkus ambulatoorne ravi perearsti jälgimisel



Mõned kvalitatiivsed arvamused

- Meeldiv suhelda kõigiga ja kõiges!
- Suur tänu kõikidele arstidele, õdedele, hooldajatele, toitjatele ja abikabinettidele erilise soojuse ja pühendumise eest oma töösse patsientidega.
- Leian, et kõik esitatud küsimused olid olulised.

Haigla poolt TÄNU vastajatele!