CONSILIUL JUDEŢEAN
BISTRIŢA-NĂSĂUD

SPITALUL CLINIC JUDEŢEAN DE URGENŢĂ BISTRIŢA

Spitalul Clinic Județean de Urgență Bistrița

420094 Municipiul Bistrița, Bulevardul General Grigore Bălan, nr. 43, Tel/Fax: 0263.231.404
E-mail: contact@sjub.ro

Nr. 13404/1 din 24.08.2026

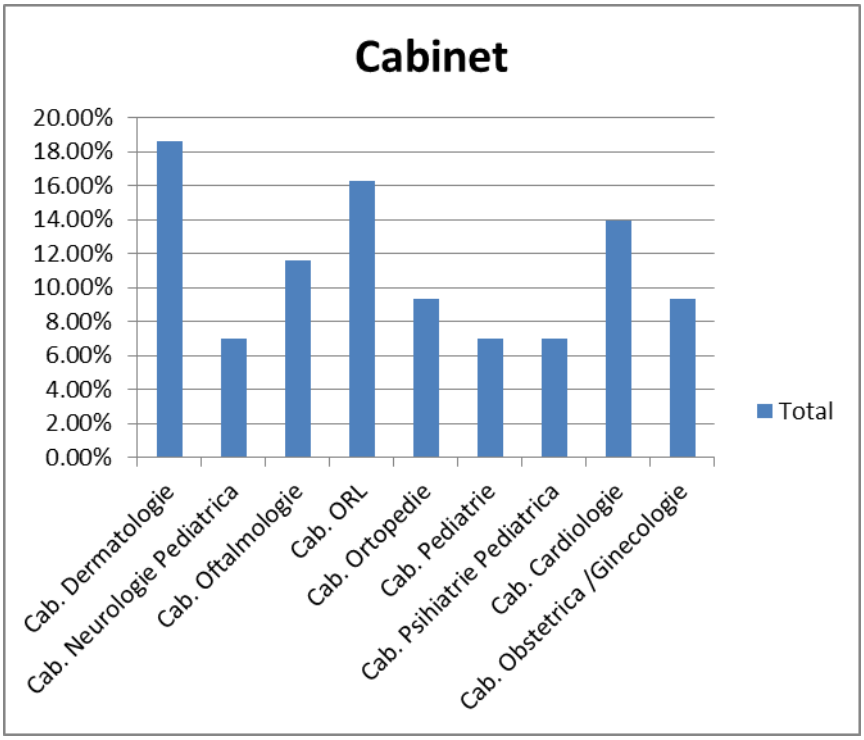
Aprobat,
Manager
Ec. Szekely Paul Gabriel

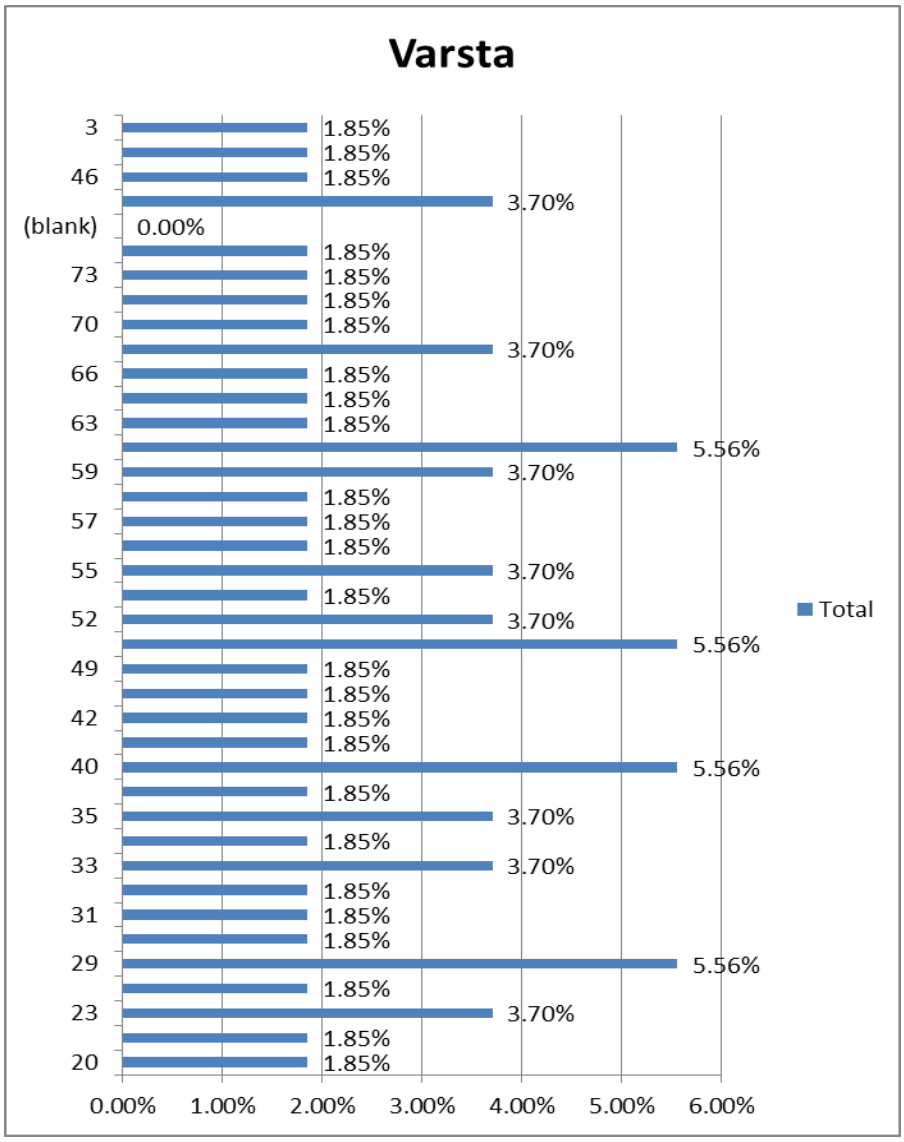
Chestionar privind satisfacţia pacientului
IULIE 2026
AMBULATORIUL INTEGRAT AL SPITALULUI CLINIC JUDEȚEAN DE URGENȚĂ BISTRIȚA

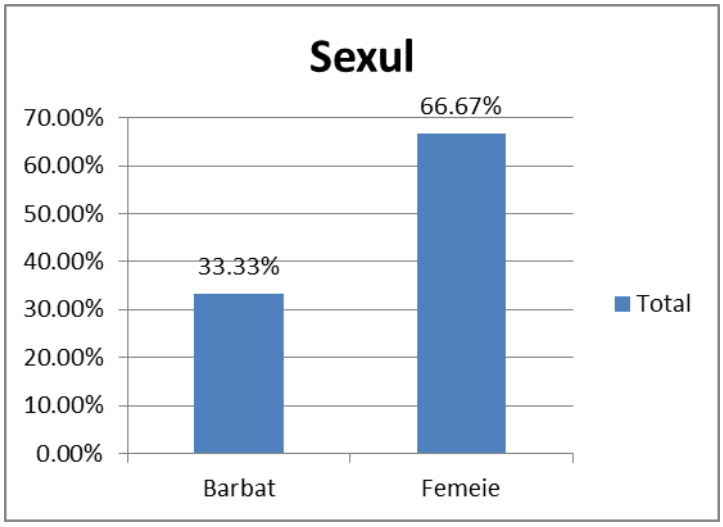
Prezentul raport este concentrat asupra unui scop principal și anume, evaluarea așteptărilor pacienților din cadrul Ambulatoriului Integrat al Spitalului Clinic Județean de Urgență Bistrița, privind calitatea serviciilor medicale, gradul de satisfacție cu privire la furnizarea serviciilor medicale și accesul la serviciile medicale.

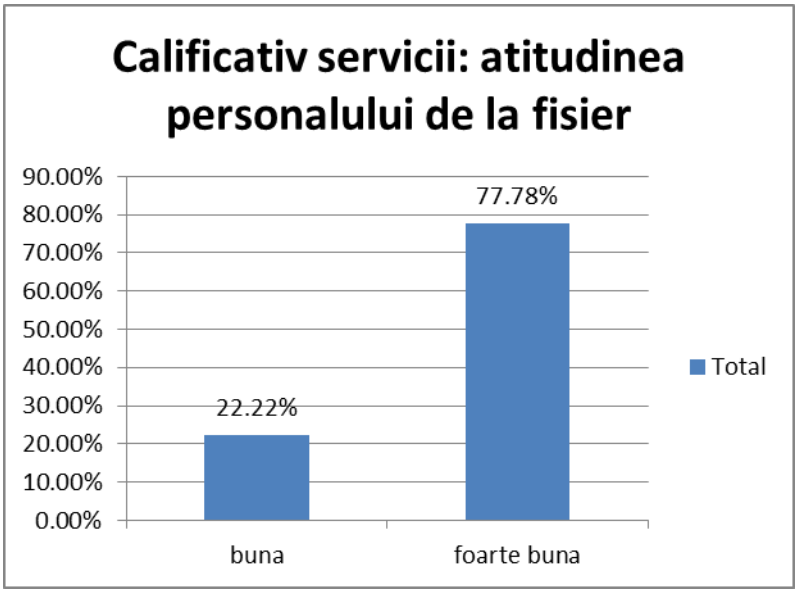
Prezentul raport cuprinde prelucrarea datelor obținute din chestionarele de satisfacție ale pacienților.

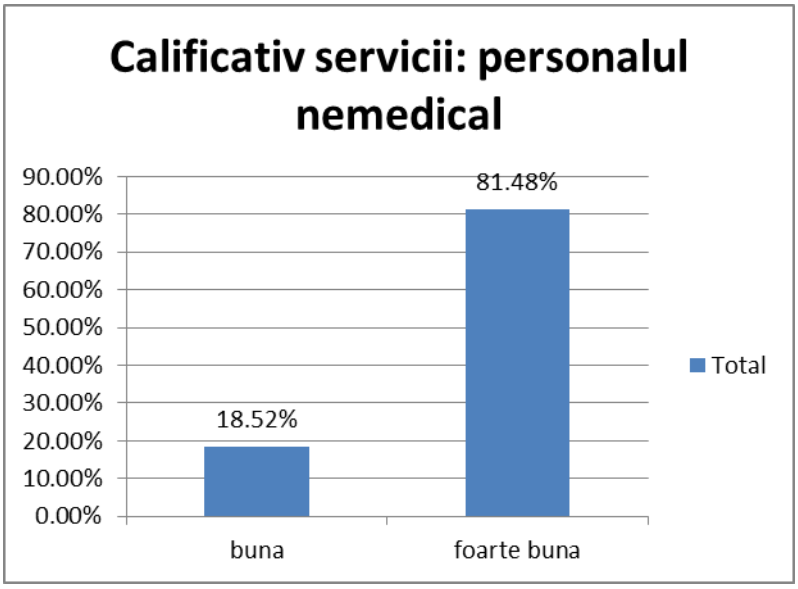
În luna **iulie** 2026, în cadrul Ambulatoriului Integrat al Spitalului Clinic Județean de Urgență Bistrița au fost înregistrați **9456** pacienți, 405 chestionare de satistacţie distribuite, din care **54** chestionare respondente privind satisfacția pacientului.

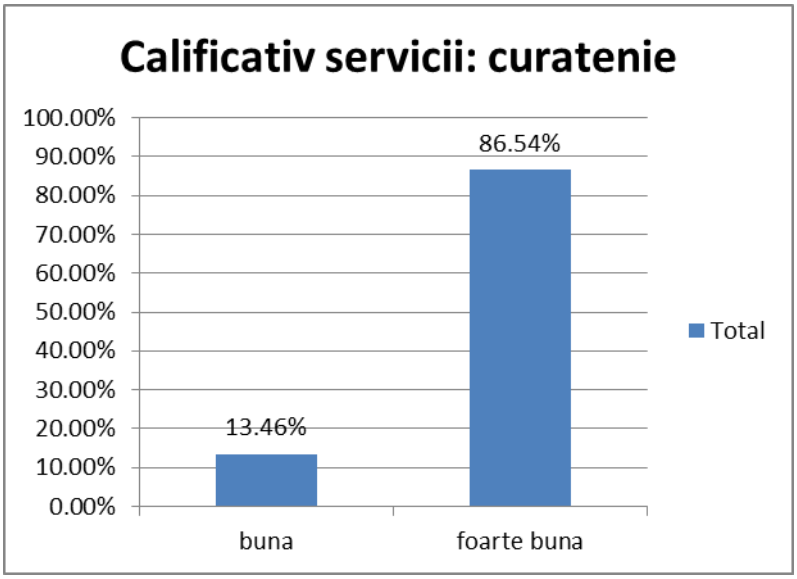

Cabinet
20.00%
18.00%
16.00%
14.00%
12.00%
10.00%
8.00%
6.00%
4.00%
2.00%
0.00%
Cab. Dermatologie
Cab. Neurologie Pediatrica
Cab. Oftalmologie
Cab. ORL
Cab. Ortopedie
Cab. Pediatrie
Cab. Psihiatrie Pediatrica
Cab. Cardiologie
Cab. Obstetrica /Ginecologie
Total

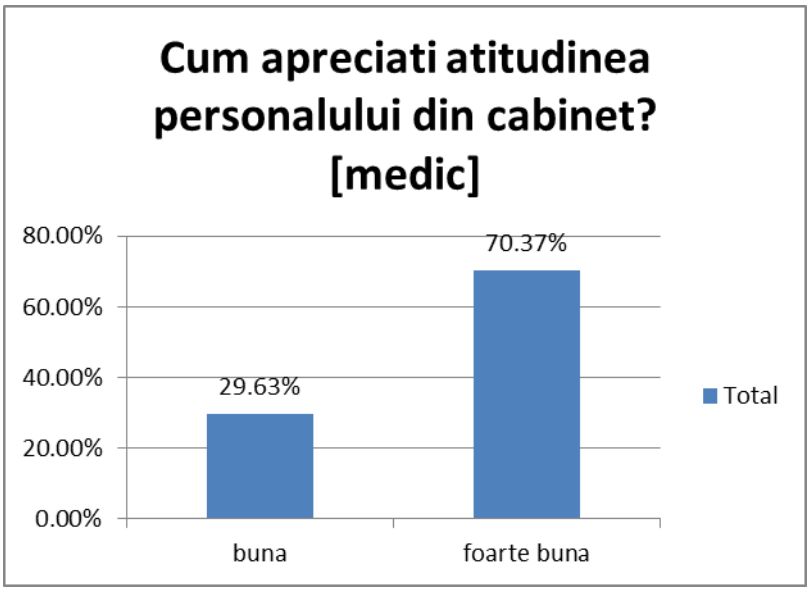

Varsta
3
46
(blank)
73
70
66
63
59
57
55
52
49
42
40
35
33
31
29
23
20
1.85%
3.70%
0.00%
5.56%
0.00%
1.00%
2.00%
3.00%
4.00%
5.00%
6.00%
Total

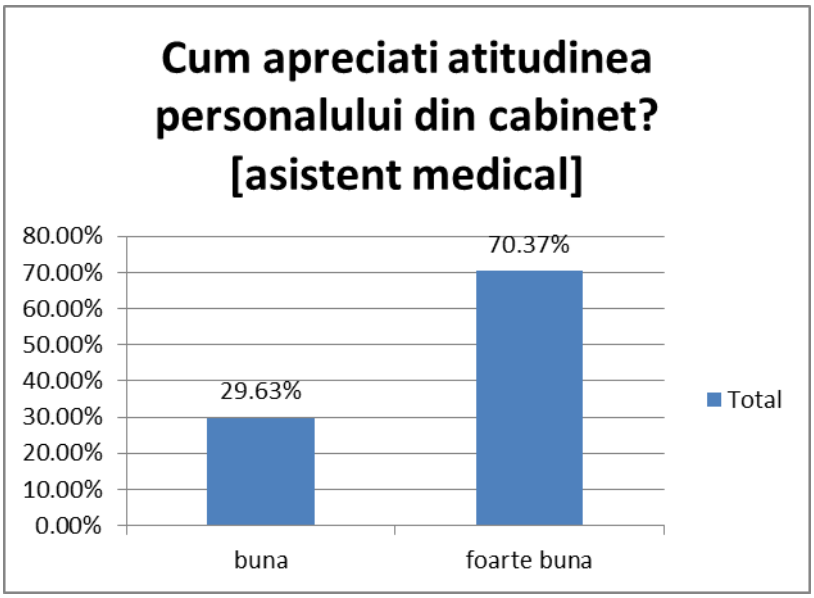

Sexul
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
66.67%
33.33%
Barbat
Femeie
Total

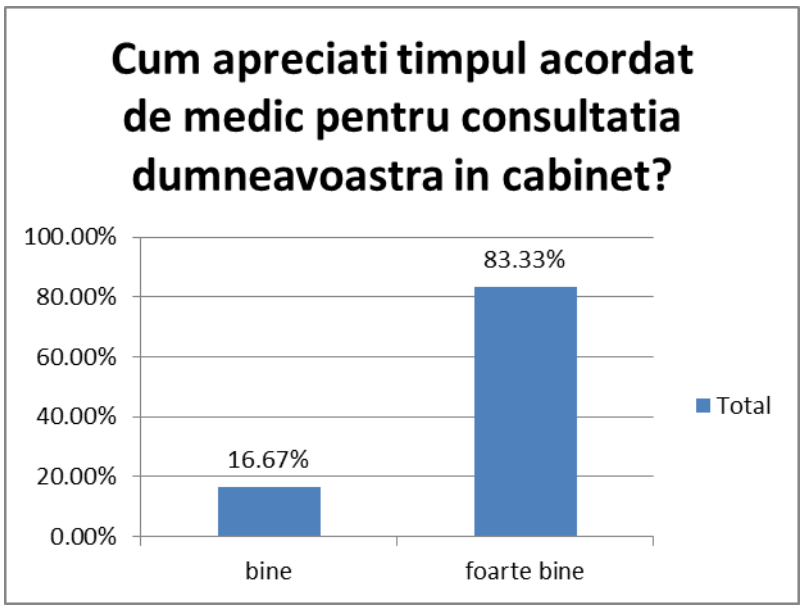

Calificativ servicii: atitudinea personalului de la fisier
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
77.78%
22.22%
buna
foarte buna
Total


Calificativ servicii: personalul nemedical
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
81.48%
18.52%
buna
foarte buna
Total

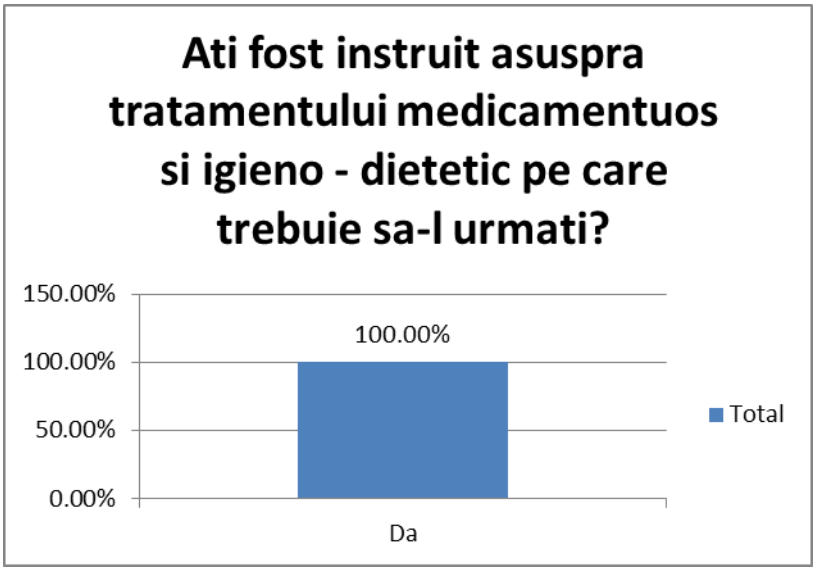

Calificativ servicii: curatenie
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
86.54%
13.46%
buna
foarte buna
Total

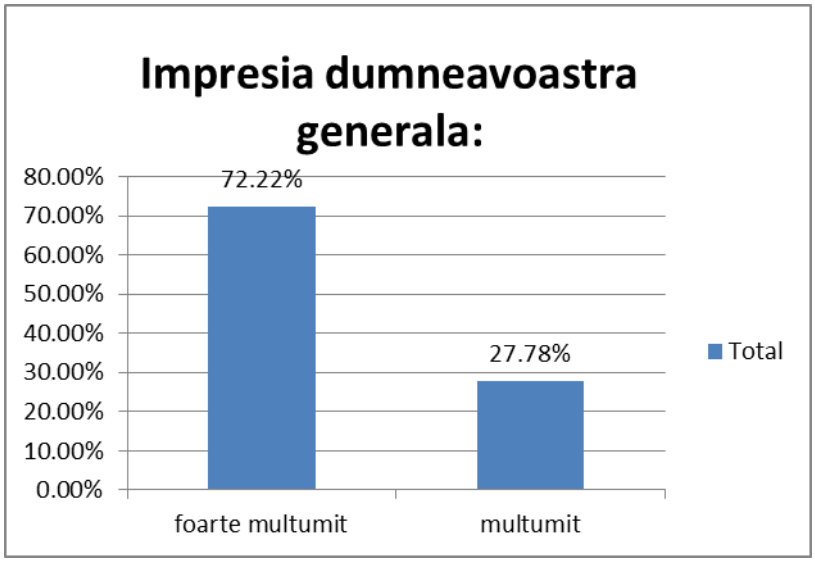

Cum apreciati atitudinea personalului din cabinet? [medic]
80.00%
60.00%
40.00%
20.00%
0.00%
70.37%
29.63%
buna
foarte buna
Total

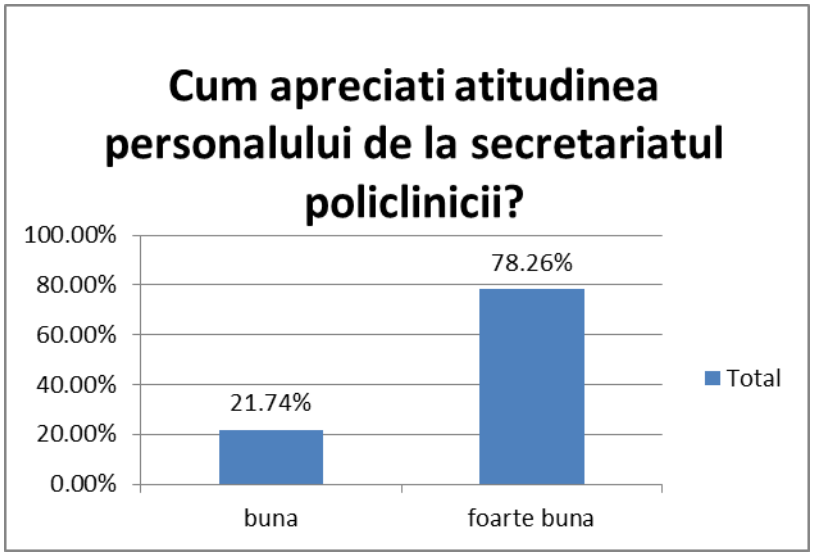

Cum apreciati atitudinea personalului din cabinet? [asistent medical]
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
70.37%
29.63%
buna
foarte buna
Total

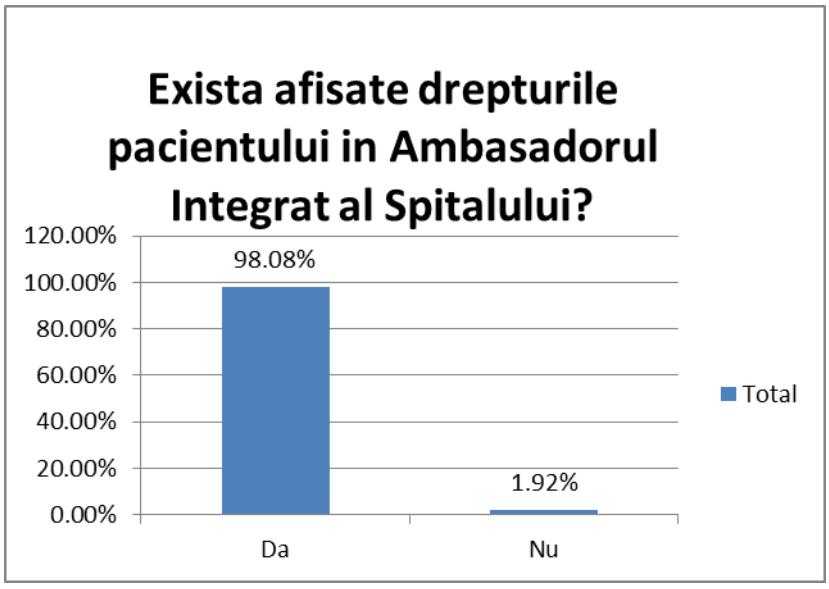

Cum apreciati timpul acordat de medic pentru consultatia dumneavoastra in cabinet?
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
83.33%
16.67%
bine
foarte bine
Total

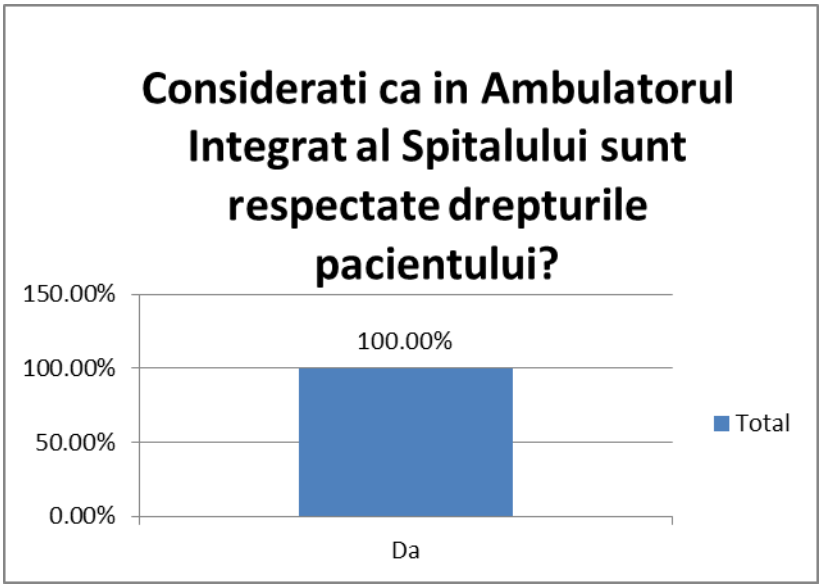

Ati fost multumiti de consultatia acordata?
120.00%
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
100.00%
Da
Total


Ati fost instruit asuspra tratamentului medicamentuos si igieno - dietetic pe care trebuie sa-l urmati?
150.00%
100.00%
50.00%
0.00%
100.00%
Da
Total


Impresia dumneavoastra generala:
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
72.22%
27.78%
foarte multumit
multumit
Total


Cum apreciati atitudinea personalului de la secretariatul policliniciii?
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
21.74%
78.26%
buna
foarte buna
Total


Exista afisate drepturile pacientului in Ambasadorul Integrat al Spitalului?
120.00%
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
98.08%
1.92%
Da
Nu
Total



Director MCSS

Cons. Moruțan Mihaela

Întocmit

Cons. Rus Cristina