

What are we measuring?

Patients satisfaction about nursing care is measured with the "Outpatient and Inpatient Satisfaction Survey".

Why is this important?

This performance indicator is measured for providing continuous improvement of quality and safety of nursing care and for reaching the highest level of patient satisfaction.

What does our performance tell us?

The 3 month average of AHG's for 2009 has been calculated 91,33% from the data, which was previously manually measured and has been retrieved from "Guest Relation Management" system. The chart below shows that the average of AHG is higher than our targeted score.

