

In conclusion, the CUSTOMER SATISFACTION programs are constructed so as to

Gather as much information from the customer

Interpret and analyze;

Activate the improvement actions;

In our hospital, in addition, all phases shall be placed within a broader corporate vision based on:

The orientation of the patient;

A labour organization aimed to the needs of the sick;

A policy of personnel management that favours and rewards service orientation.



**POINT INFORMATION AND LISTENING  
PUBLIC RELATIONS OFFICE**

**HOSPITAL "VILLA SOFIA"**

It is located next to the Emergency Department.  
Tel. 091-7808139; 091-7803216.

**PLEXUS DETACHED VIALE DEL FANTE**

It is located at the Presidio  
In the waiting room  
Tel.091-7804072

**HOSPITAL "VINCENZO CERVELLO"**

It is located at the entrance of Building A.  
Tel 091-6802750; 091-6802471.

**HOURS**

The Points Information of the Presidio Cervello and the Presidio Villa Sofia perform the following hours  
From Monday to Friday: 8:00-14:00  
Tuesday and Thursday 14:30-17:30.

The Point Information of the Plexus detached of Viale del Fante instead performs the following hours:  
From Monday to Friday : 8:00-14:00

AT THE OFFICE CAN BE PRESENTED CLAIMS,  
SIGNALS AND COMMENDATIONS

CURATED BY



Quality-Communication-Public Relations Office  
Tel 091-6802750  
[urp@ospedaliriunitipalermo.it](mailto:urp@ospedaliriunitipalermo.it)



**CUSTOMER SATISFACTION**

**HOSPITALS RIUNITI  
"VILLA SOFIA- CERVELLO"**

*Gentle friend,*

*This year we want to warmly thank you for the valuable contribution you have given to improve the quality of our services and we invite you once again to express your satisfaction through questionnaires for **Customer Satisfaction**.*

*To this end, he will find below a brief guide on **Customer Satisfaction** and the importance that it plays in the service that we offer every day.*

*In thanking you for your cooperation, we wish you a peaceful stay and a speedy recovery*

*the Management*



## WHAT IS?

Customer satisfaction: under this name are collected all the activities supported by companies to provide product-services to meet the needs expressed by customers and make the hospital more and more on a human scale.

To achieve this objective it is necessary, first, to understand the needs of patients and their families who use our services.

And it's in fact important for senior management that governs the organization, to know whether citizens are satisfied with the comfort of the environment, hygiene and cleaning of hotel services, the quality of food and so on, to make our services increasingly qualitatively high.

**TOGETHER TO IMPROVE THE HOSPITAL!**

## HOW TO DO IT?

The degree of patient satisfaction is detected through the administration and collection of a special questionnaire which aims to record, anonymously, assessments of patients in relation to various aspects of life in the hospital and the organization of services.

The questionnaire has multiple choice and its simplicity and clarity allow a quick compilation.

The questionnaire is distributed to the patients of each operating unit in full respect of privacy, ensuring the anonymity of the questionnaire.

You can also complete the questionnaire online by connecting to the website of the Health Department [www.qualitasiciliassr.it](http://www.qualitasiciliassr.it)

The data collected in the questionnaires are then processed statistically and constitute an important source of information to help management company in the choices of quality improvement in the hospital.



**REGIONAL SYSTEM OF QUALITY 'PERCEIVED'**