

CCTH 2019 SATISFACTION CLIENTS AND STAFF SURVEY



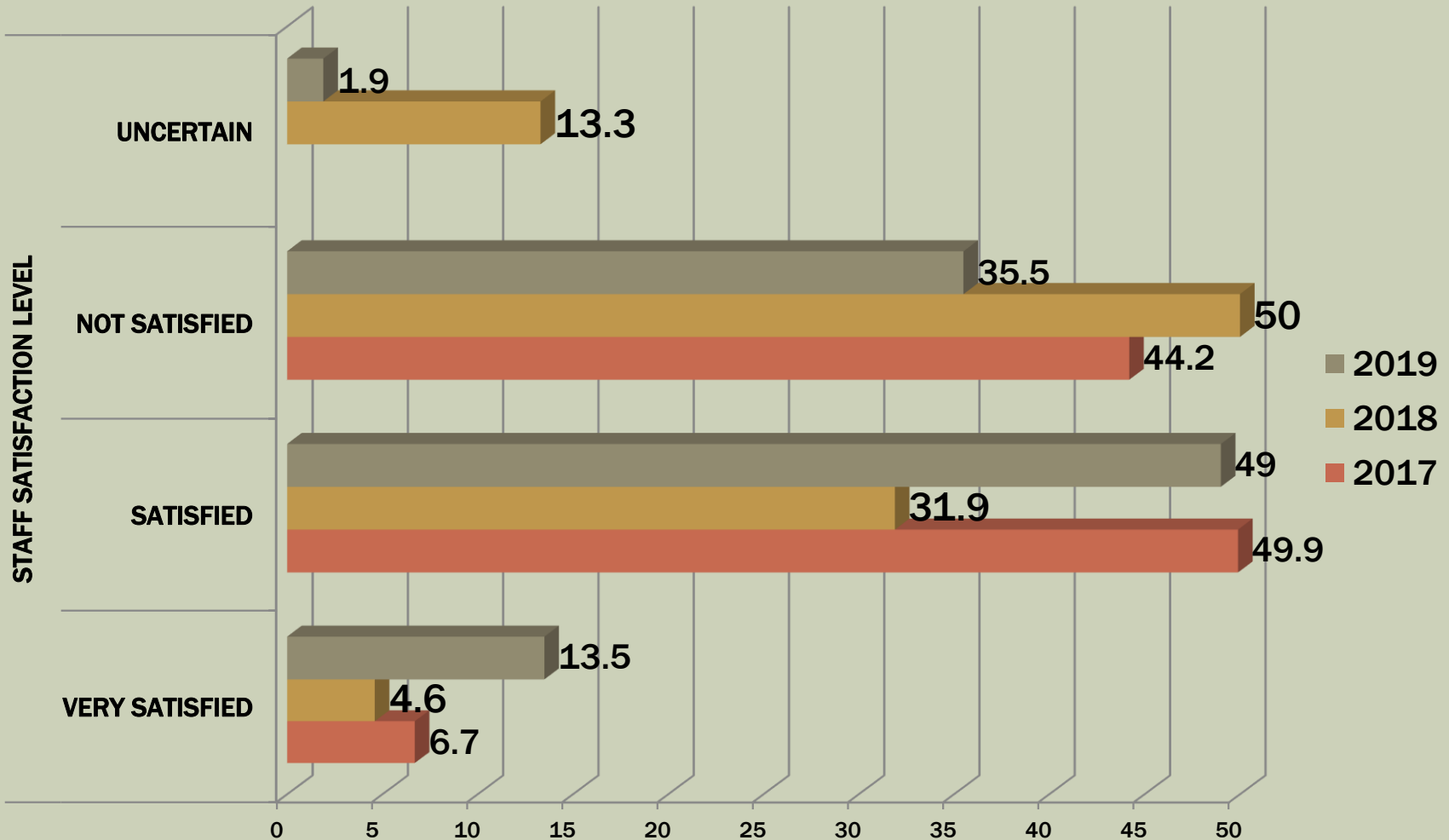
2017-19 SAMPLING SIZE COVERAGE

GROUP	2017 TARGETED POPULATION	2018 TARGETED POPULATION	2019	2017 SAMPLE SIZE	2018 SAMPLE SIZE	2019	2017 SAMPLE INTERVIEWED	2018 SAMPLE INTERVIEWED	2019	2017 % COVERAGE	2018 % COVERAGE	% 2019
OUTPATIENT CLIENTS	117,584	158,000	170,000	850	383	384	812	348	196	95.5	90.9	51.0
IN-PATIENT CLIENTS	11,444	10,865	10,950	300	371	385 (A&E + WARD)	179	158	234	60	42.6	60.7
STAFF	606	1,200	1,400	150	297	302	123	212	104	82	71.4	34.4
COMMUNITY ^{3-May-20} (Relative	-	-	-			169			67			39.6

STAFF SATISFACTION –(2017-2019)

YEAR	VERY SATISFIED	SATISFIED	NOT SATISFIED	UNCERTAIN
2017	6.7	49.9	44.2	
2018	4.6	31.9	50	13.3
2019	13.5	49	35.5	1.9

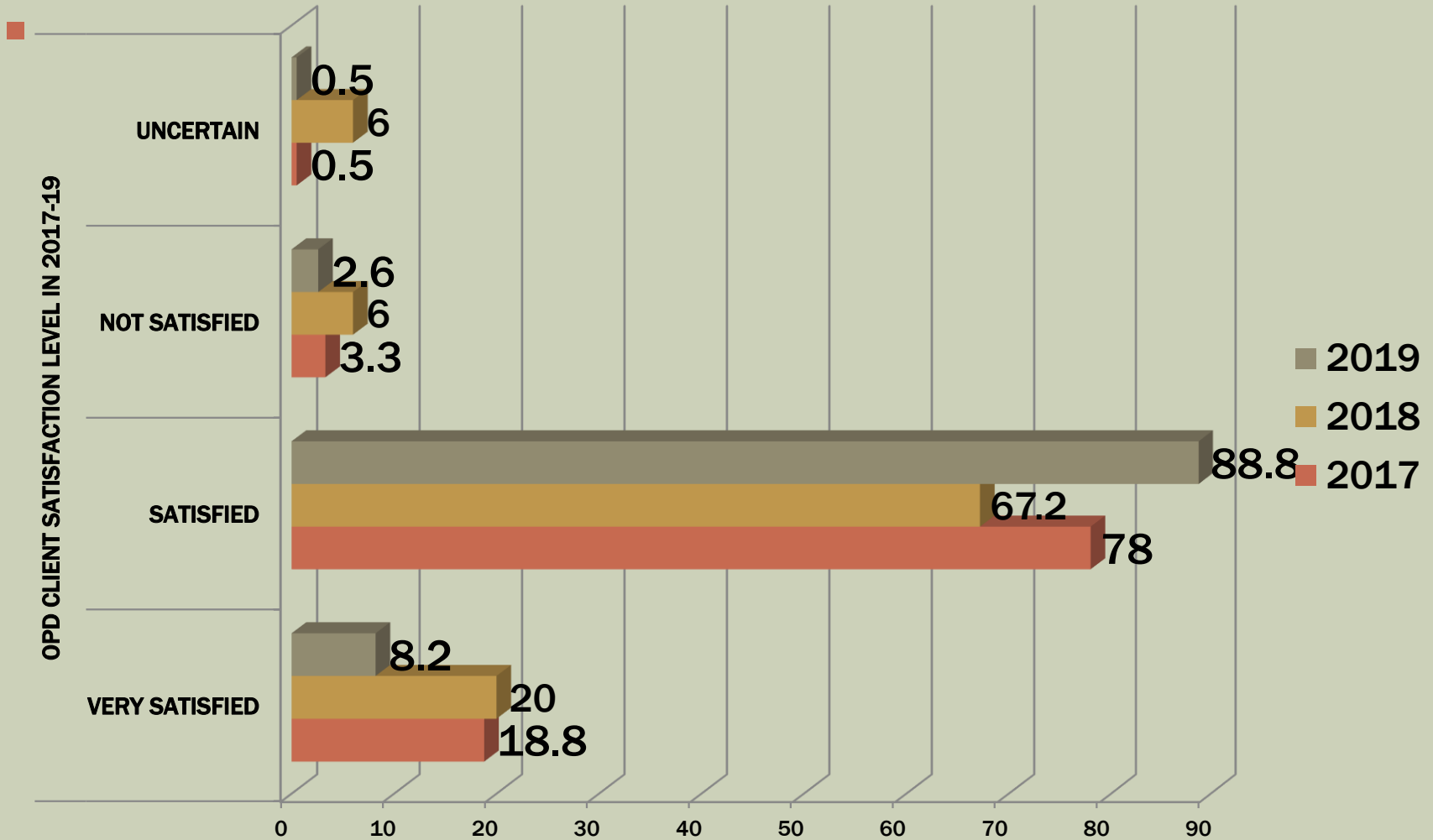
STAFF LEVEL OF SATISFACTION 2017-2019



OPD CLIENT SATISFACTION LEVEL 2017-2019

YEAR	VERY SATISFIED	SATISFIED	NOT SATISFIED	UNCERTAIN
2017	18.8	78	3.3	0.5
2018	20	67.2	6	6
2019	8.2	88.8	2.6	0.5

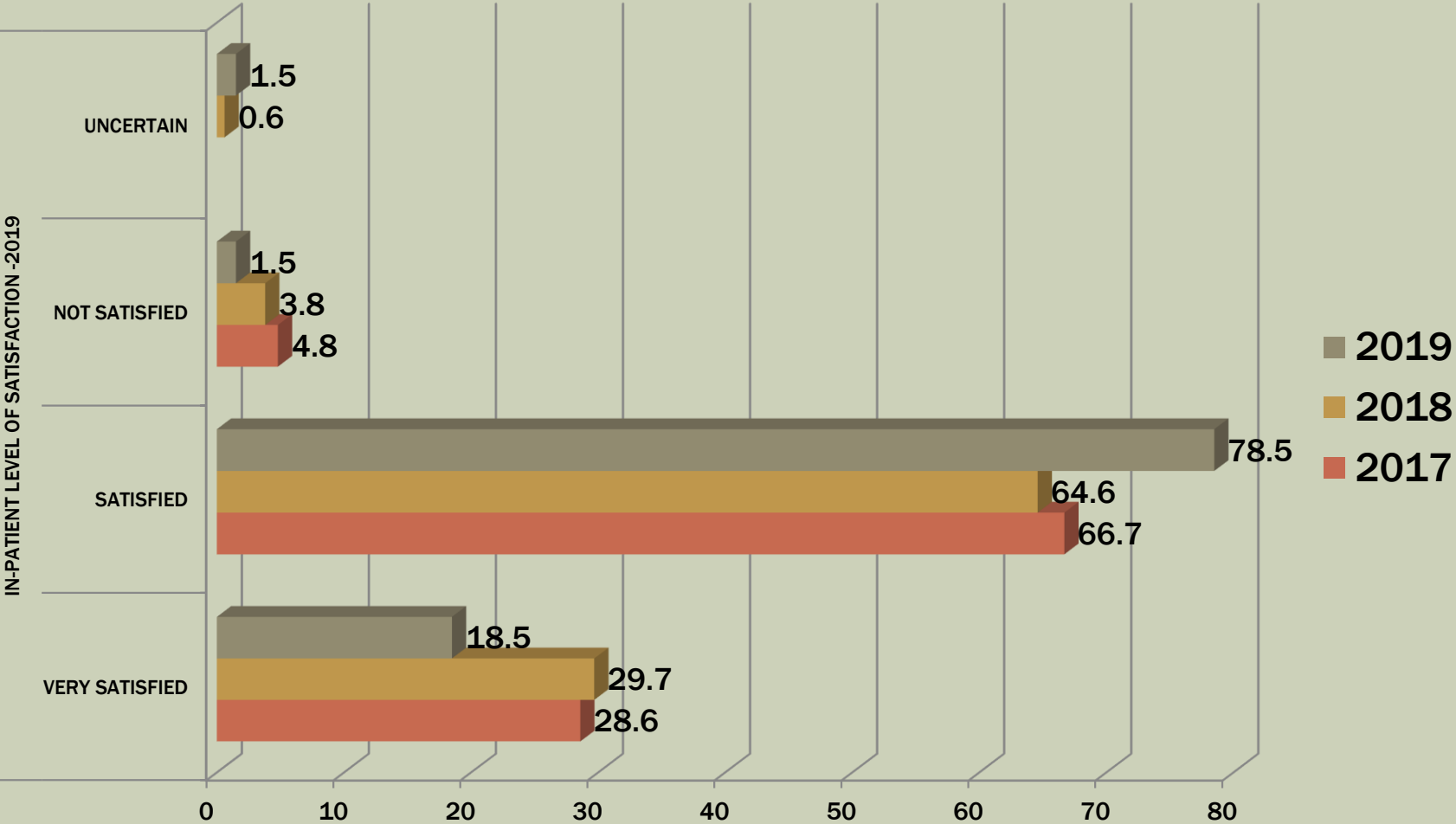
OPD CLIENT SATISFACTION SURVEY 2017-19



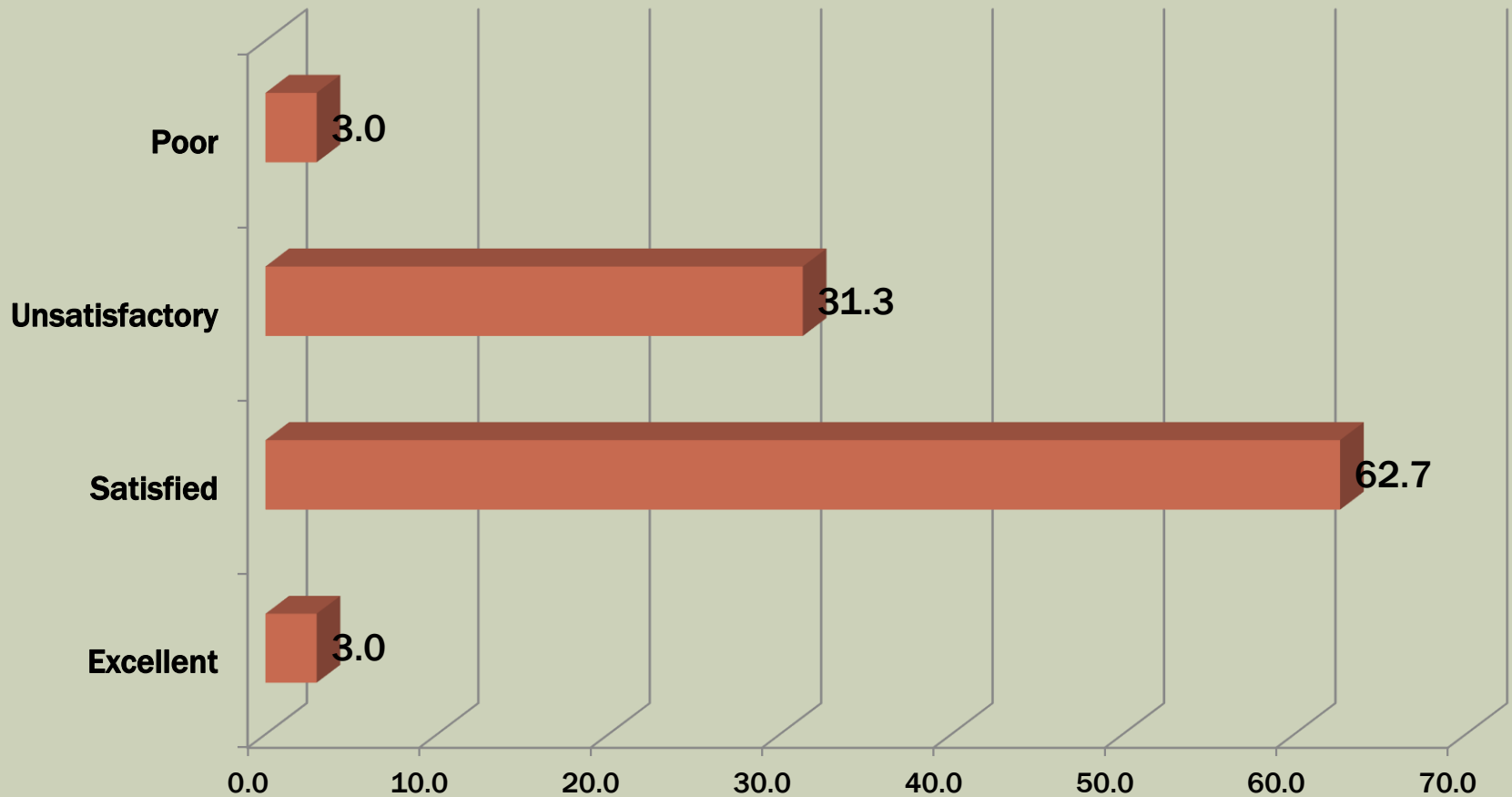
IN-PATIENT SATISFACTION 2017-19

YEAR	VERY SATISFIED	SATISFIED	NOT SATISFIED	UNCERTAIN
2017	28.6	66.7	4.8	
2018	29.7	64.6	3.8	0.6
2019	18.5	78.5	1.5	1.5

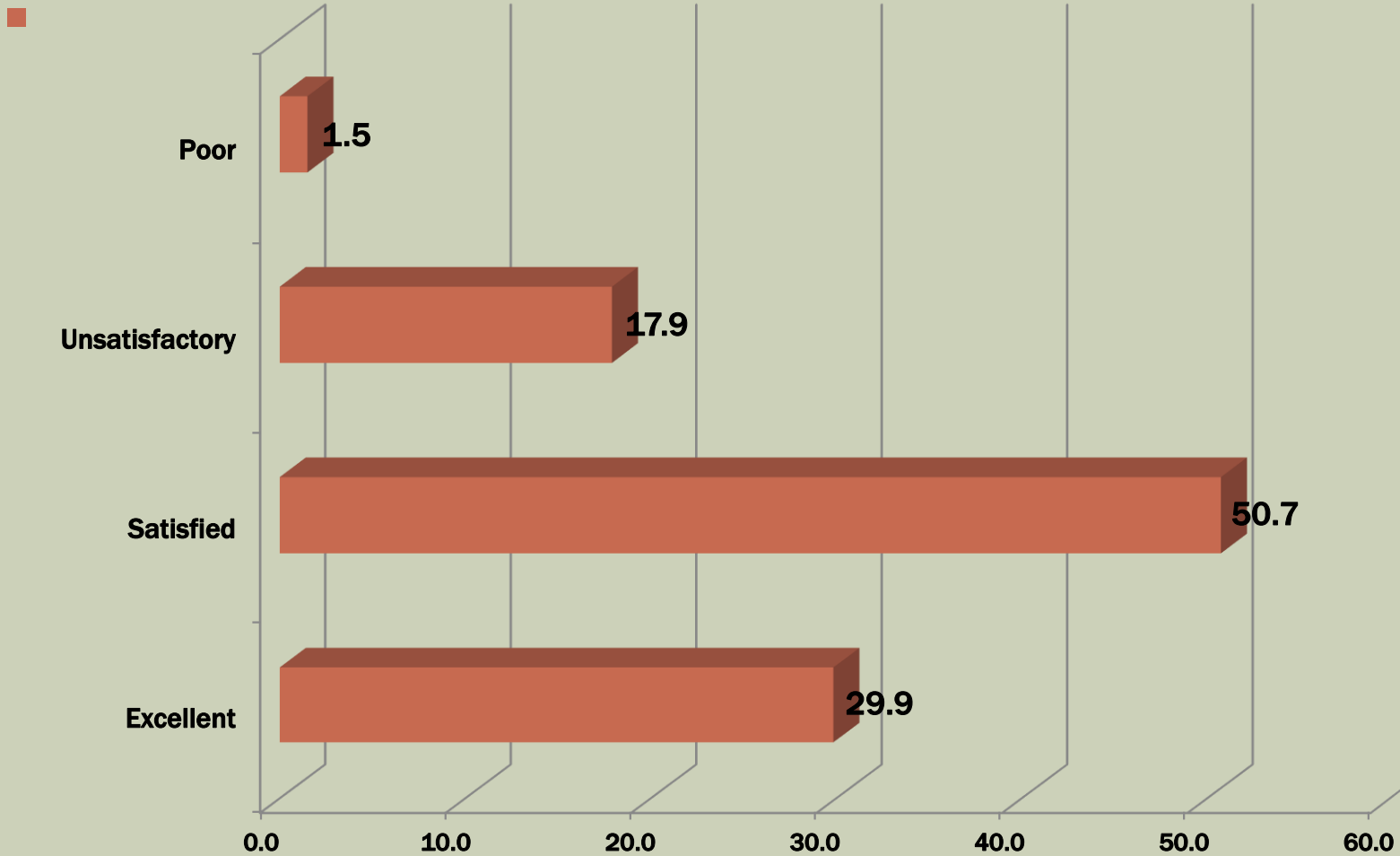
IN-PATIENT SATISFACTION 2017-19



COMMUNITY'S LEVEL OF SATISFACTION ON SERVICES OFFERED IN GENERAL IN 2019



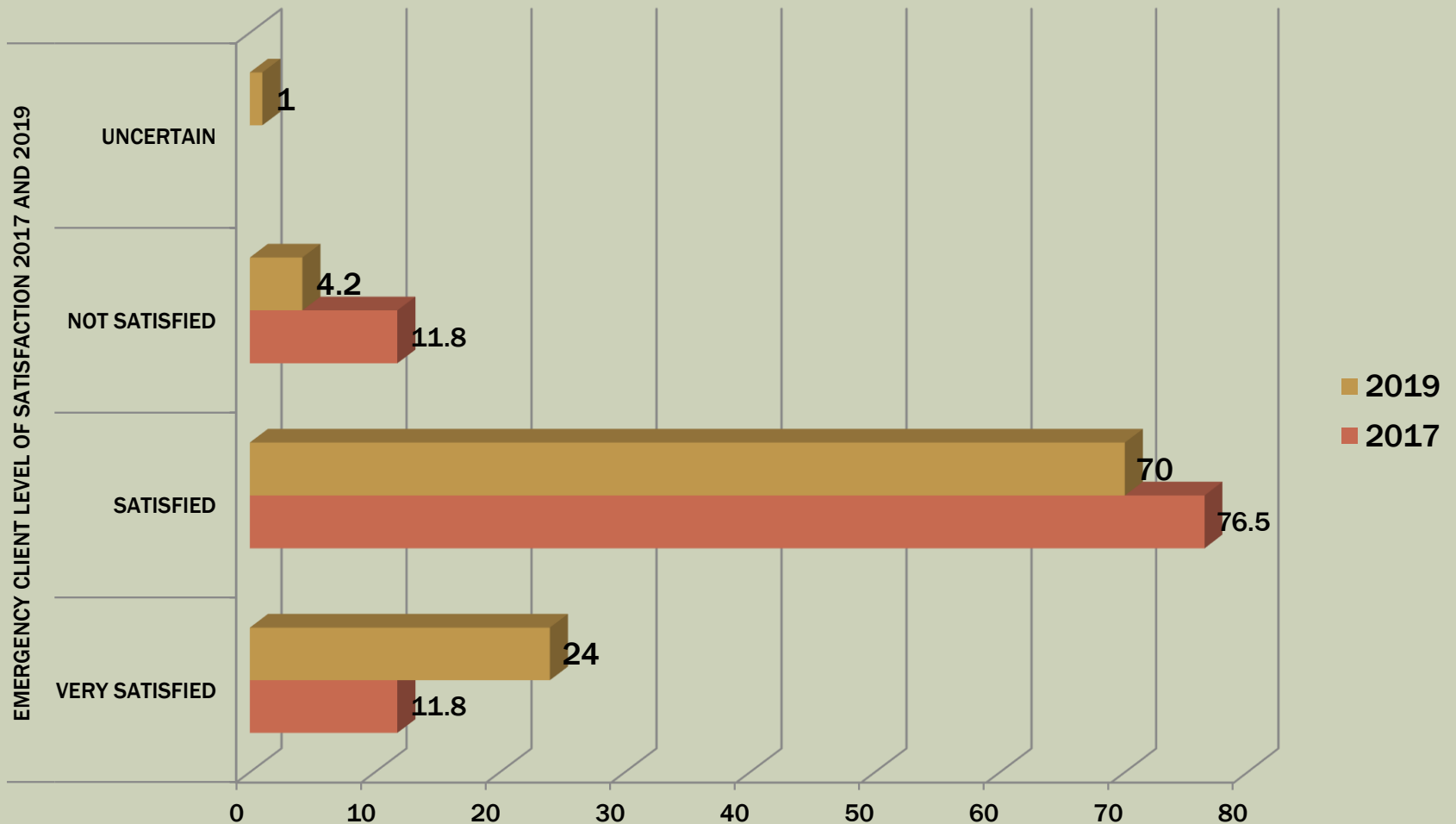
COMMUNITY'S LEVEL OF SATISFACTION ON MEDICAL CARE OFFERED TO PATIENT -2019



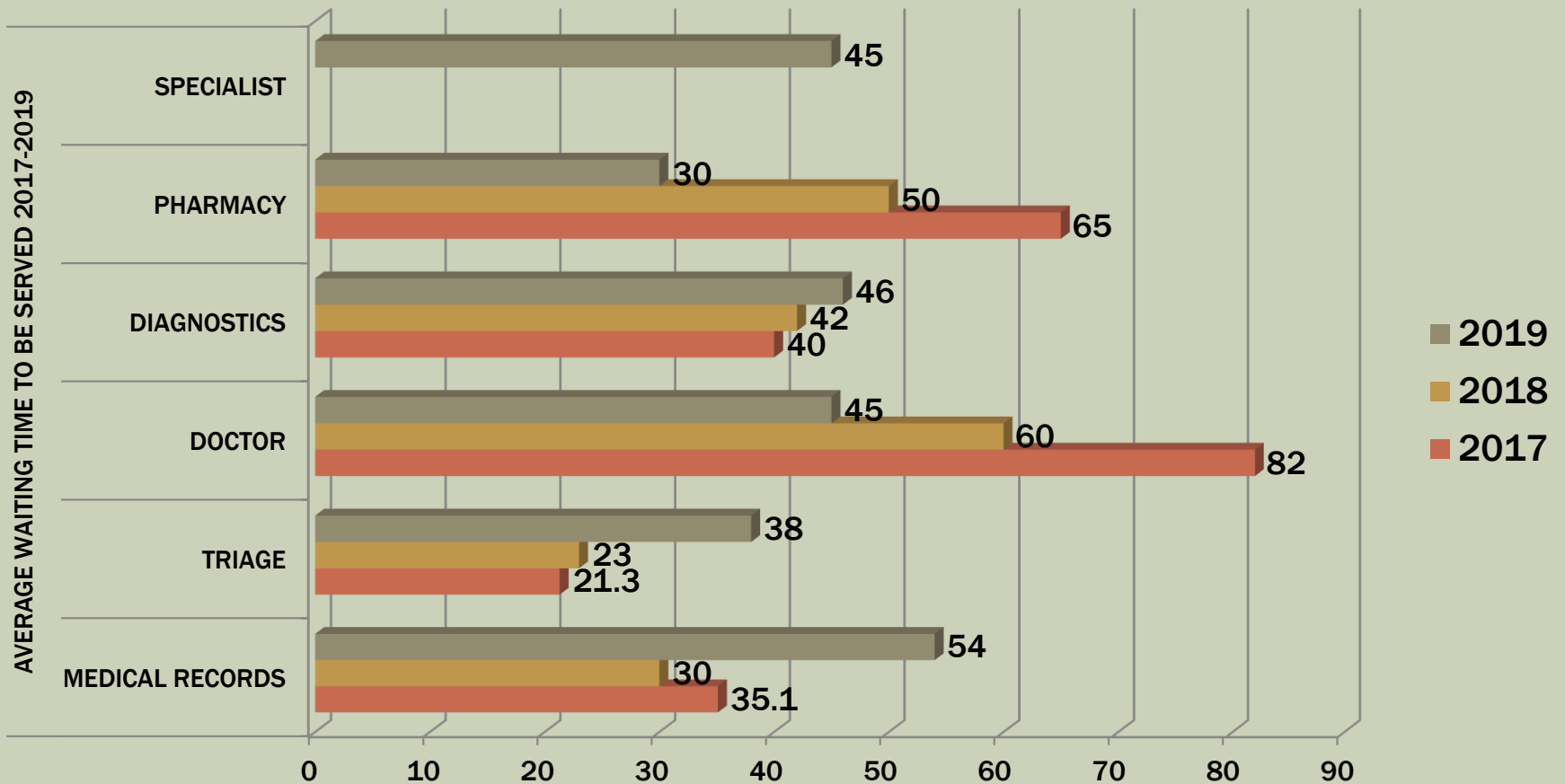
EMERGENCY CLIENT SATISFACTION 2017 AND 2019

YEAR	VERY SATISFIED	SATISFIED	NOT SATISFIED	UNCERTAIN
2017	11.8	76.5	11.8	
2019	24	70	4.2	1

EMERGENCY CLIENT SATISFACTION 2017 AND 2019



AVERAGE WAITING TIME PER SERVICE



WORLD STANDARD AVERAGE WAITING TIME OF STAR TEACHING HOSPITAL

NUMBER OF STAR(S)	AVERAGE WAITING TIME (MINUTES)
*	34
**	29
***	22
****	21
*****	13
AVERAGE WAITING TIME IN GENERAL	23.8

AVERAGE WAITING TIME FROM ENTRY TO FINISHING 2017-2019

