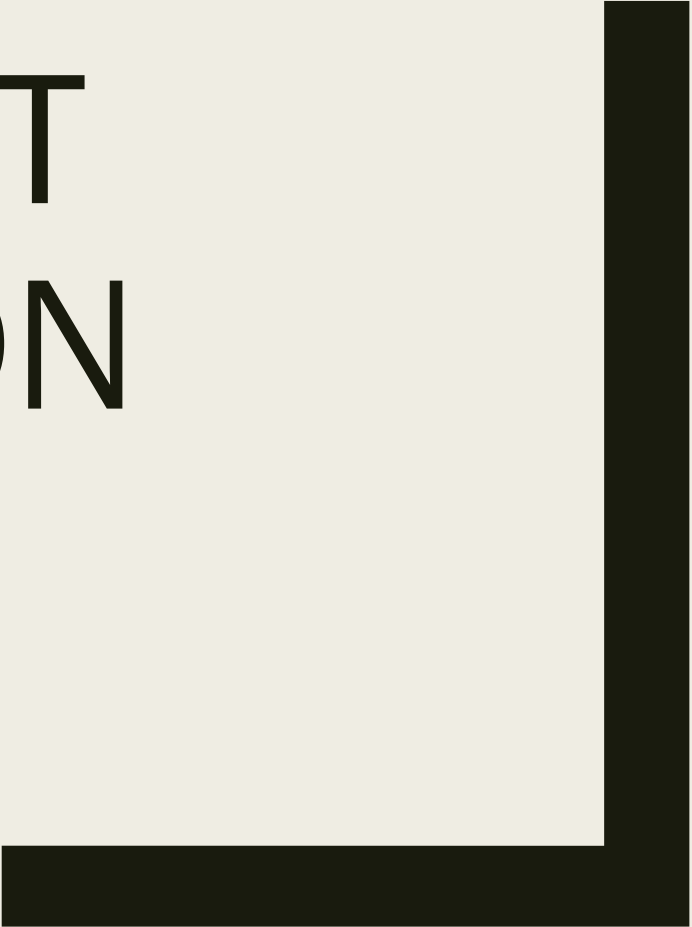




# AAH PATIENT SATISFACTION

Call Up Survey 2019



ENKUESTA DI PATIENTNAN KU TABATA ADMITI DEN ADVENT HOSPITAL  
Y A WORDU YAMA DI JANUARI T/K SEPTEMBER 2018

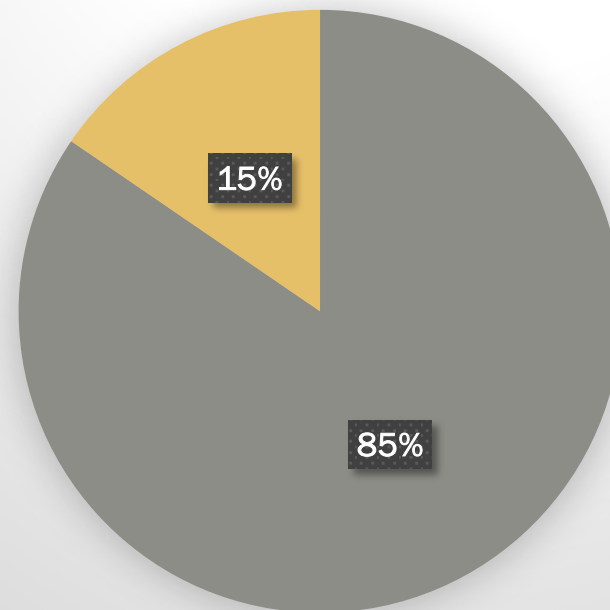
PASHENTNAN KU A WORDU YAMA	
Pashentnan ku a kontesta	Pashentnan ku no a kontesta
2691 patient	492 patient

**Totaal 3183 persona yama**



# DI JANUARI T/K OKTOBER 2019

Call up Response Rate 85%



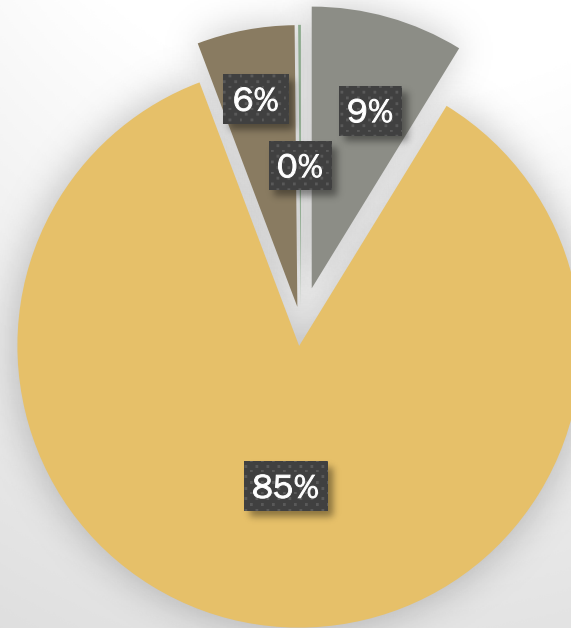
■ kontesta ■ No kontesta

# DI JANUARI T/K OKTOBER 2019

Servicio	Hopi Bon	Bon	Neutral	Malu
JAN T/M MEI	0	1008	0	0
JUN	0	328	5	0
JUL	24	209	10	0
AUG	86	423	4	4
SEP	64	101	49	0
OKT	50	115	75	0
TOTAAL	224	2184	143	4

# DI JANUARI T/K OKTOBER 2019

94% Satisfaction rate (9% Very Good, 85% Good)



- Hopi
- Bon
- Neutral
- Malu