

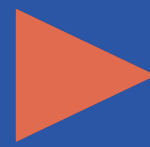
SATISFACTION SURVEY

2024



The satisfaction surveys carried out continuously through the exit questionnaire indicate the following results concerning the overall satisfaction of patients with their stay at the Cardio-Thoracic Center of Monaco.

Overall satisfaction



98.3 %

86.3% very satisfied, 12% satisfied

France: 74.8 % (e-Satis)



99%

Hospitality

France: 74.7 % (e-Satis)



97.7%

Paramedical care

France: 82.3 % (e-Satis)

96.3%



Meals

France: 59.3 % (e-Satis)



98.3%

Accomodation

France: 73.5 % (e-Satis)



98.6%

Medical care

France: 82 % (e-Satis)

98.6%

Discharge's preparation

France: 65.4 % (e-Satis)



e-Satis: National system (France) for measuring patient satisfaction and experience.



© CENTRE CARDIO-THORACIQUE
January 2025. Illustrations: Freepik

Establishment certified in June 2003 according to the ISO 9001 standard, certificate renewed in June 2024 by the VERITAS Certification office.

www.ccm.mc
info@ccm.mc
+377 92 16 80 00