

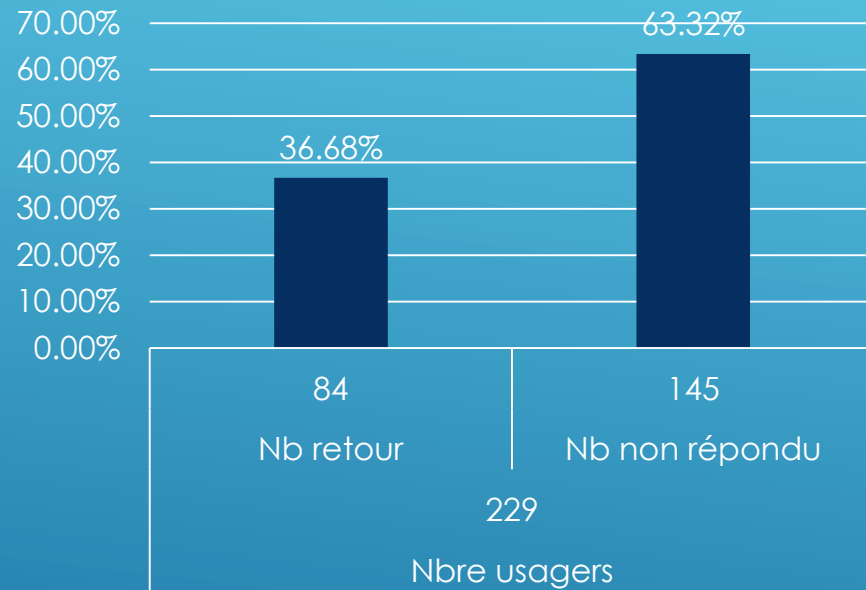
# ENQUÊTE SATISFACTION 2019

AMADPA

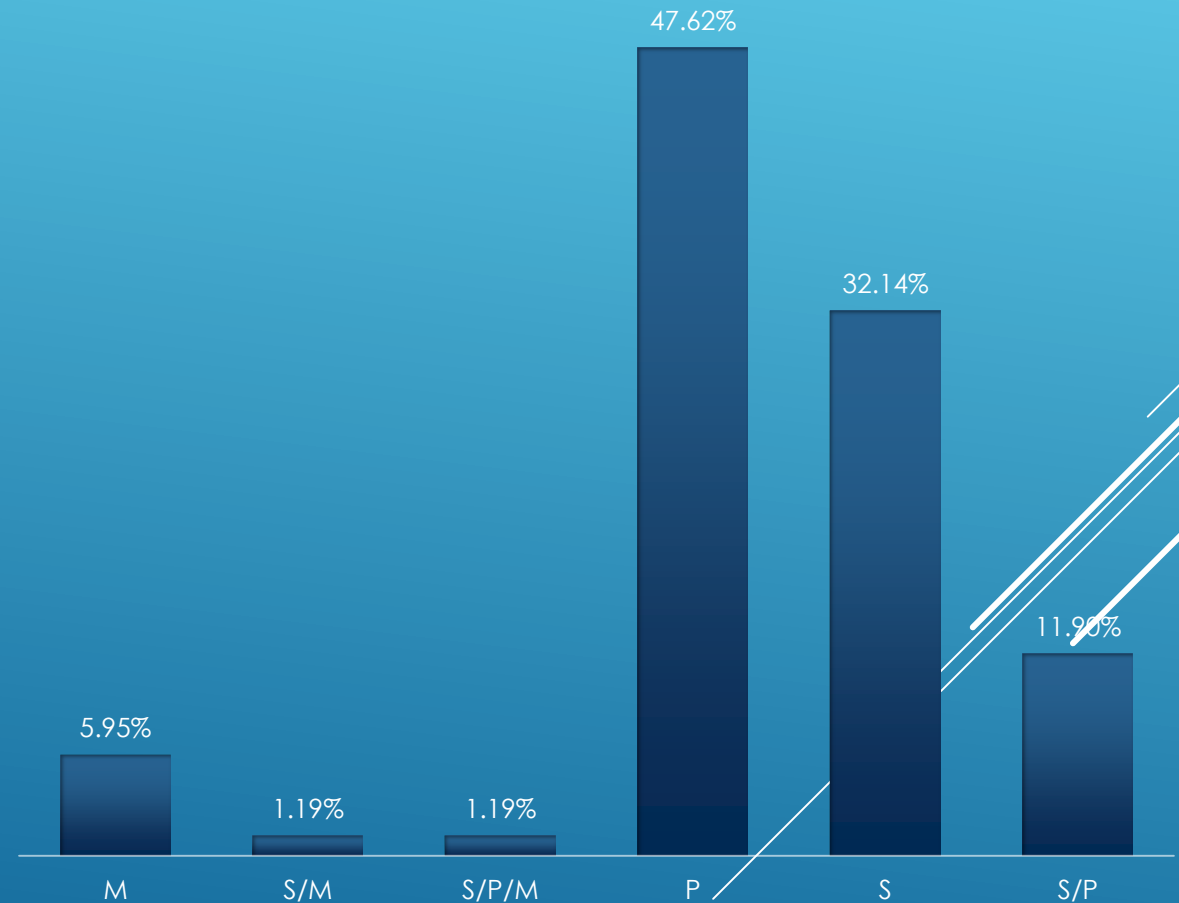
**BON SUIVI IMPECCABLE AU TOP**  
**EFFICACE; COMPETENCES**  
**INDAIGNABLES;**  
**BIENVEILLANT EXCELLENT**  
**TOUJOURS LE SOURIRE**  
**SERVICE DE QUALITE A L'ECOUTE**  
**RAVIE TRES SATISFAISANT**

## ENQUETE SATISFACTION 2019

## TAUX DE REPONSES PARTICIPATION

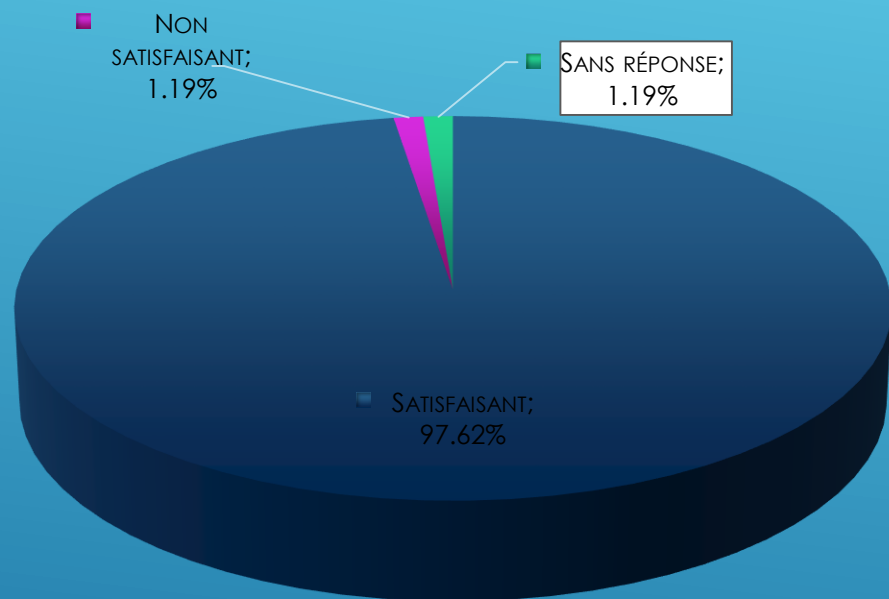


## TAUX DE REPONSES PAR SERVICE

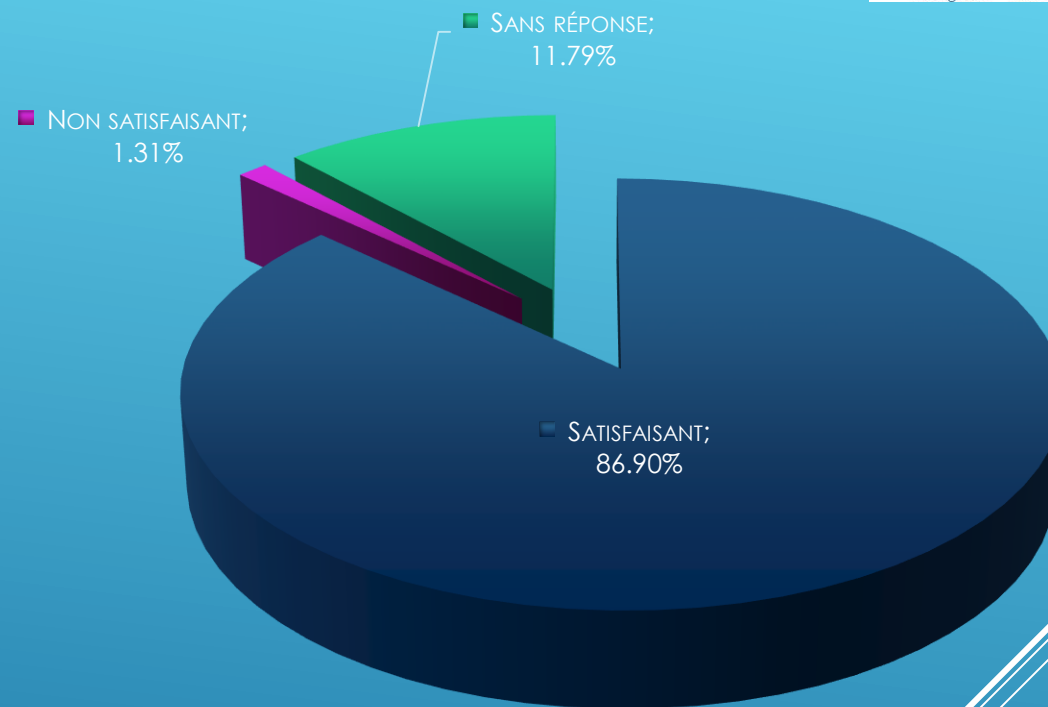


# SATISFACTION 2019

## Accueil téléphonique



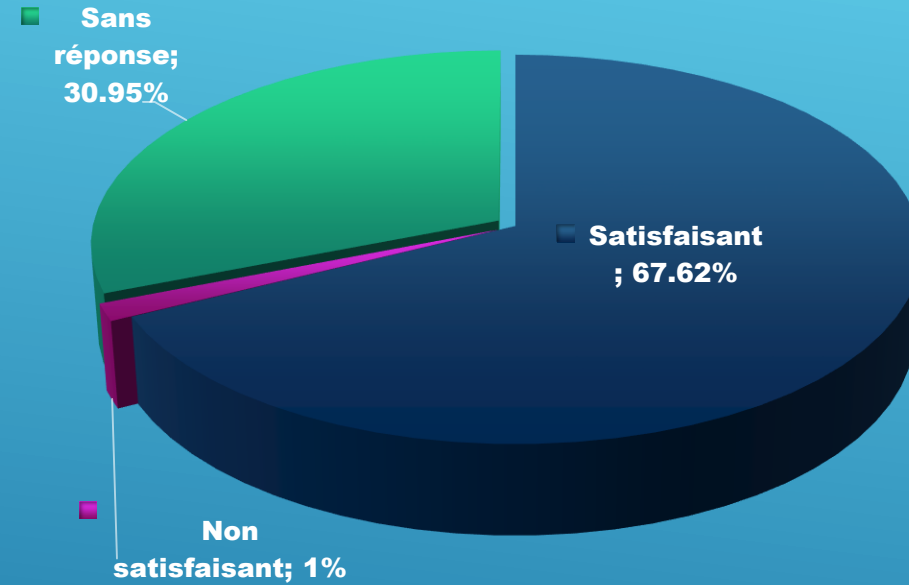
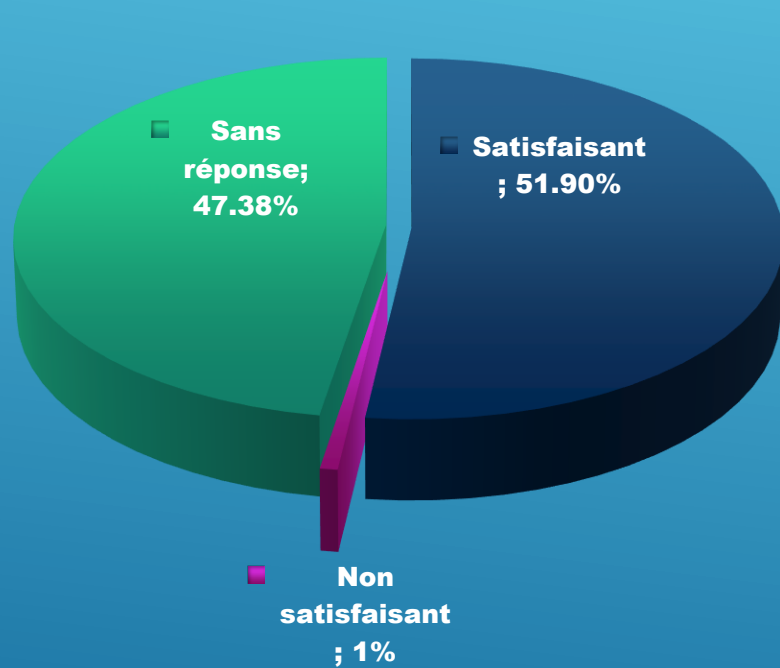
## ACCUEIL DANS LE SERVICE



# ACCUEIL

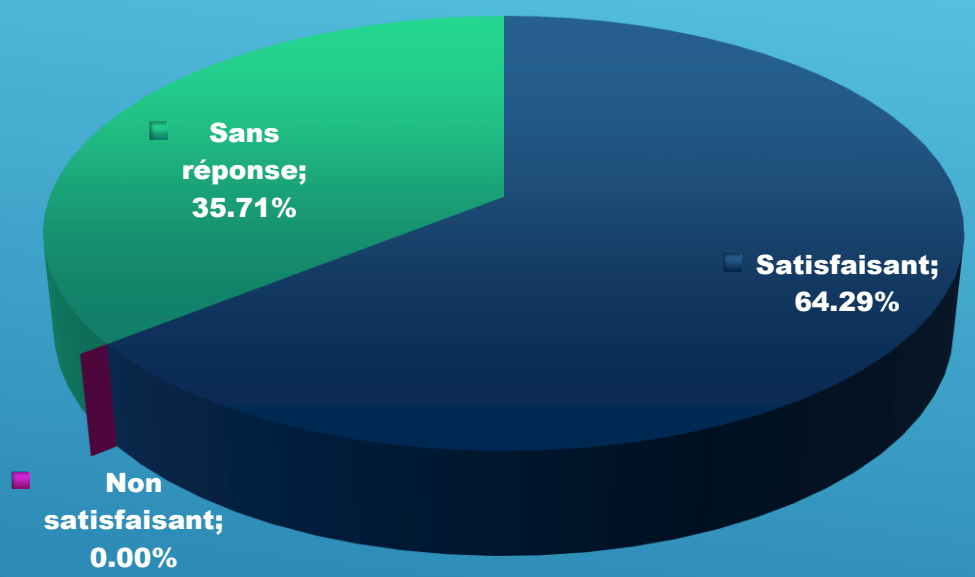
## Service de soins

## Service d'aide

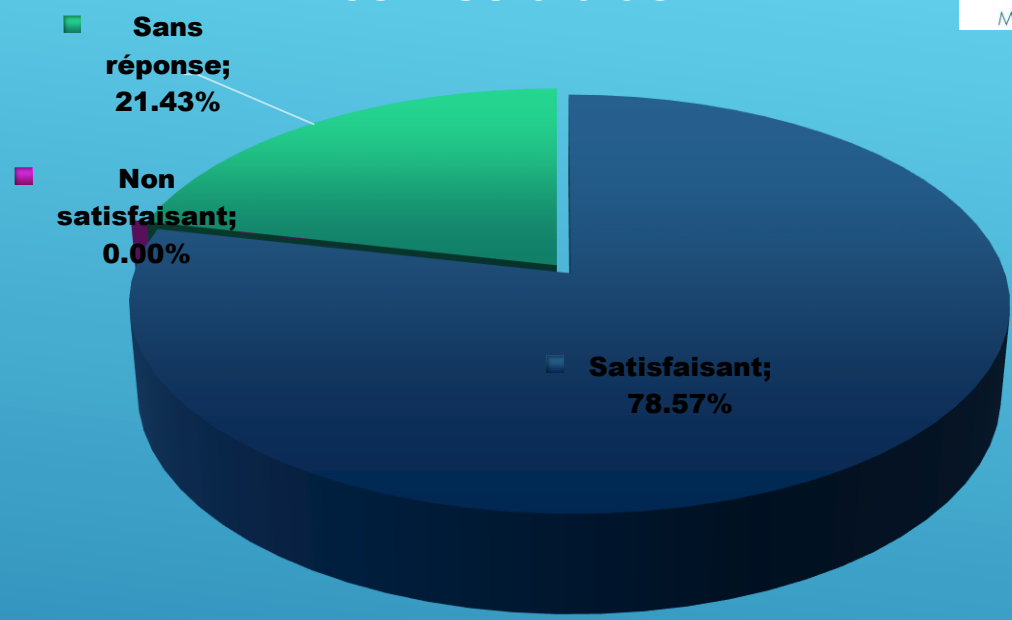


# QUALITÉ DES INTERVENTIONS

## Service de soins

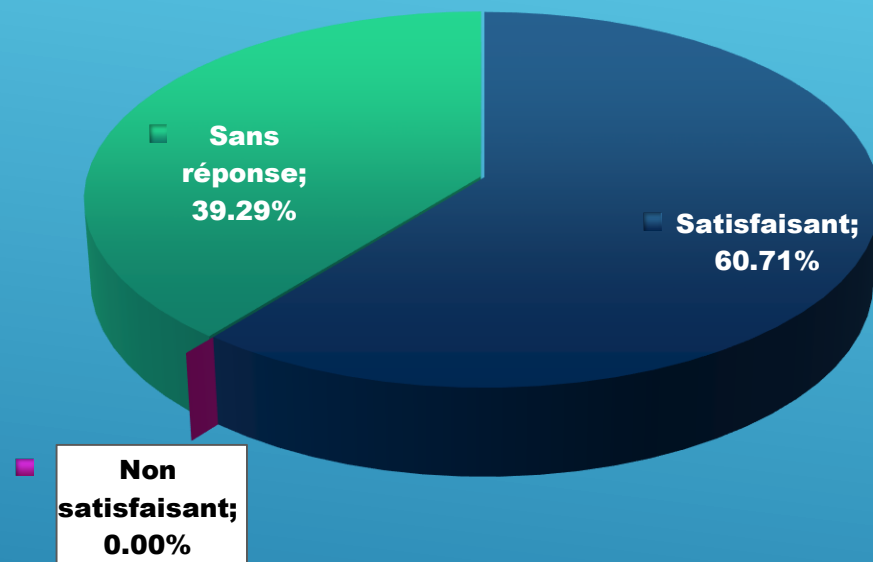


## Service d'aide

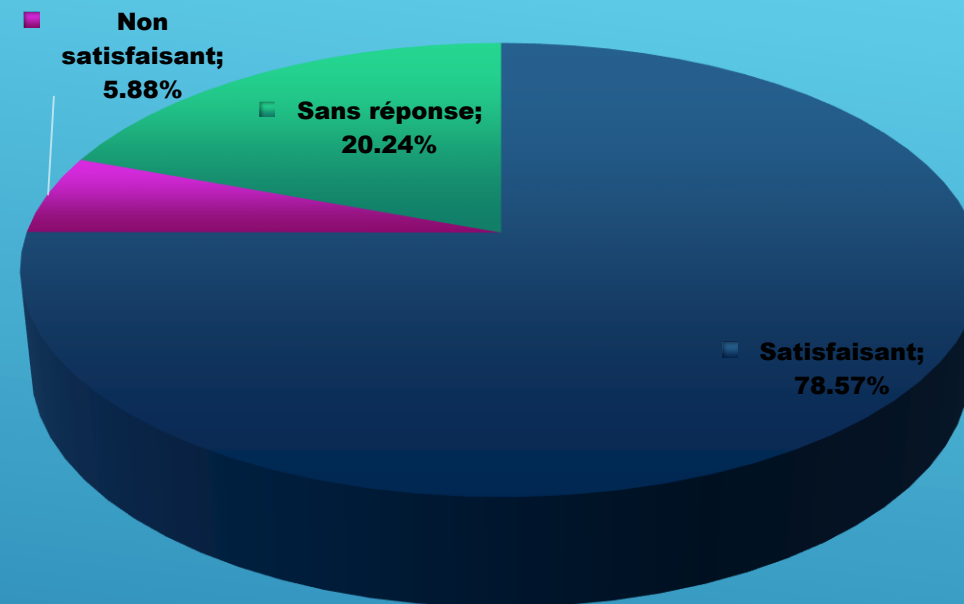


# ECOUTE

## SERVICE DE SOINS

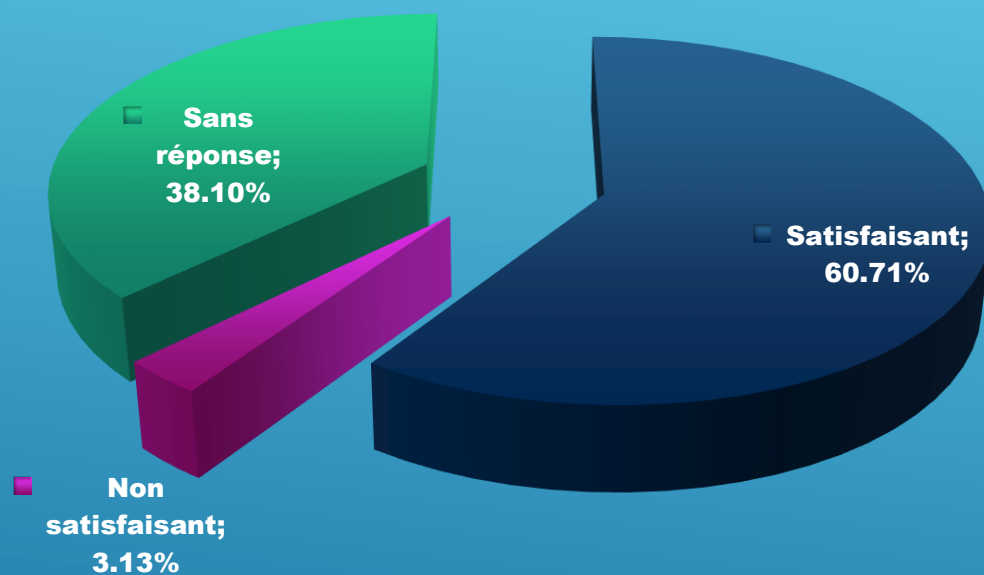


## SERVICE D'AIDE

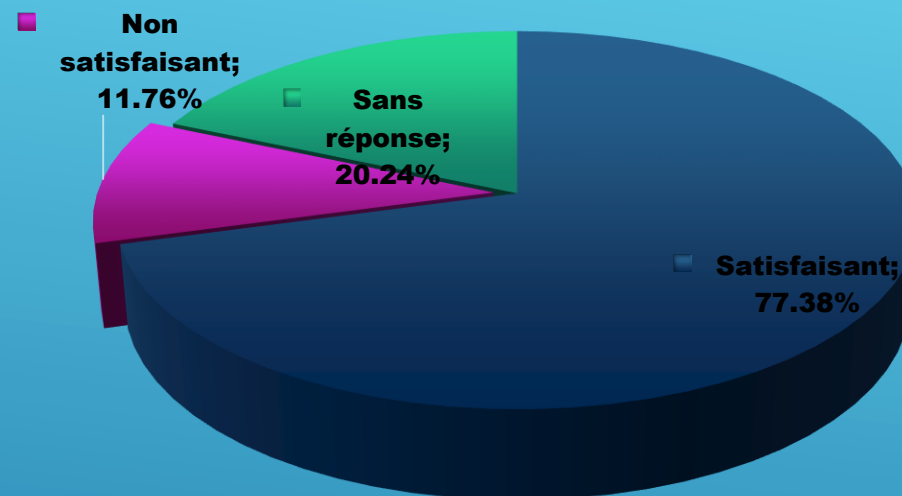


# RESPECT INTIMITÉ

## SERVICE DE SOINS

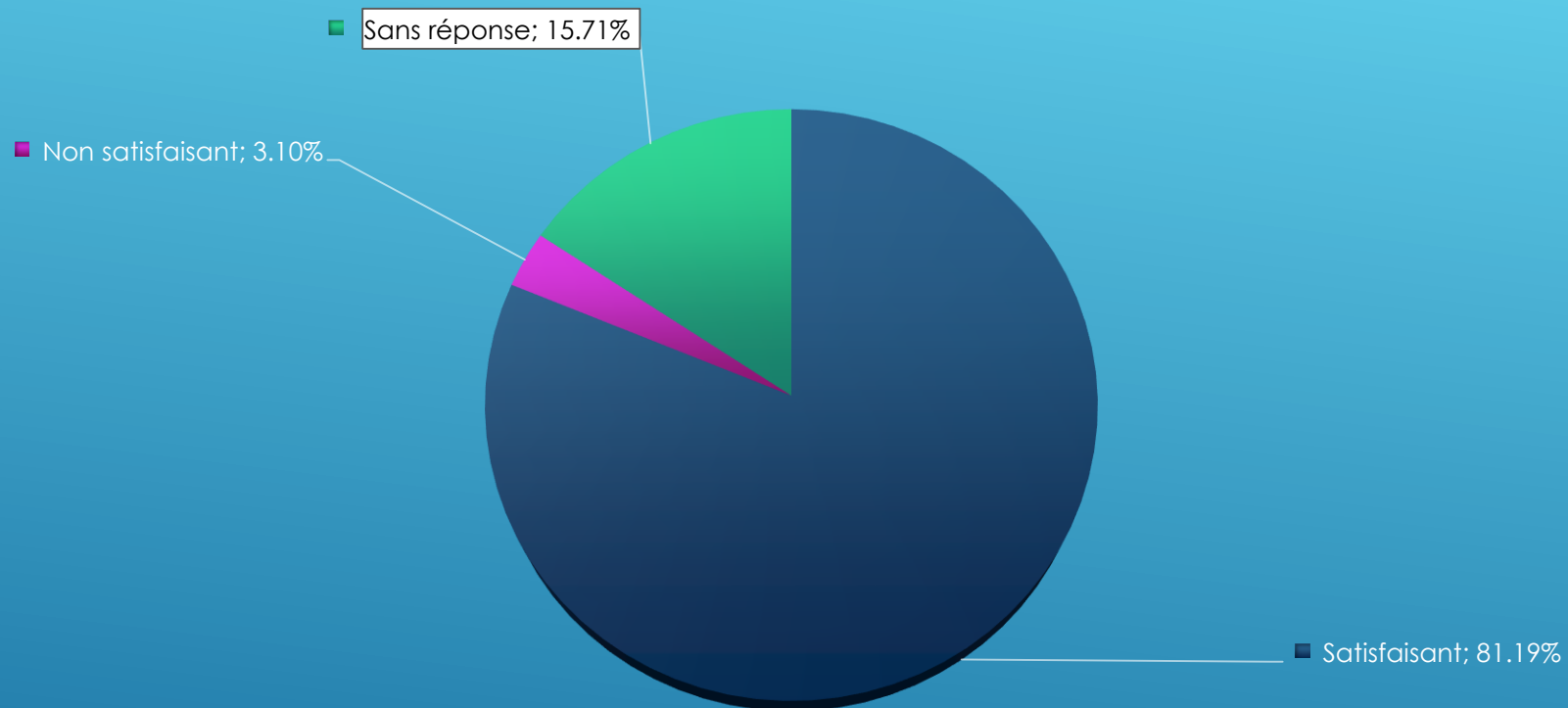


## SERVICE D'AIDE



# EFFICACITÉ DES SERVICES





# SATISFACTION GÉNÉRALE