

Supplementary File 1: Annual Satisfaction Questionnaires (2019-2023)

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2019 Annual Satisfaction Survey of Clinical Departments towards Medical-Technical and Clinical Platform Departments

Please evaluate the following medical-technical platform department groups for the year 2019 and provide your valuable comments and suggestions..

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Radiology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the appointment scheduling for examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of radiology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding radiology reports, satisfaction with the communication and handling between the Radiology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pathology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of pathology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding pathology reports, satisfaction with the communication and handling between the Pathology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the quality of intraoperative frozen section biopsy reports.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the quality of the Pathology Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the range of tests offered by the Pathology Department in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

		5 points	4 point s	3 point s	2 points
Ultrasound Department	1. Satisfaction with the appointment scheduling for ultrasound examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of ultrasound report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding ultrasound reports, satisfaction with the communication and handling between the Ultrasound Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Laboratory Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the timeliness of laboratory report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding laboratory results, satisfaction with the communication and handling between the Laboratory Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the accuracy and timeliness of critical value reporting by the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the range of laboratory tests offered in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
Nuclear Medicine Department	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the appointment scheduling for nuclear medicine examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of nuclear medicine report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding nuclear medicine reports, satisfaction with the communication and handling between the Nuclear Medicine Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
Pharmacy	5. Satisfaction with the service attitude of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)	5 points	4	3	2

Department			point s	point s	points
	1. Satisfaction with the pharmaceutical information and services provided by the Pharmacy Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of the Pharmacy Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with drug supply availability.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the delivery of clinical medications.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the services of the emergency pharmacy.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Surgery Center		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the operating room scheduling based on emergency priority, surgeons' operating days and comprehensive resource considerations	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with nurse cooperation during pre-operative and intra-operative periods	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the three-party verification led by the Surgery Center after surgery	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the coordination between consecutive surgeries and nurse work efficiency	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the strict adherence to aseptic principles by scrub and circulating nurses during surgery	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Anesthesiology Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with pre-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the pre-operative three-party verification led by the Anesthesiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with intraoperative anesthesia management.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with patient management in the Post-Anesthesia Care Unit (PACU).	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with post-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

2020 Annual Satisfaction Survey of Clinical Departments towards Medical-Technical and Clinical Platform Departments

Please evaluate the following medical-technical platform department groups for the year 2020 and provide your valuable comments and suggestions..

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Radiology Department		5 points	4 points	3 points	2 points
	3. Satisfaction with the appointment scheduling for examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the timeliness of radiology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding radiology reports, satisfaction with the communication and handling between the Radiology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pathology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of pathology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding pathology reports, satisfaction with the communication and handling between the Pathology Department and clinical	Very Satisfied	Satisfied	Average	Dissatisfied

	departments.				
	3. Satisfaction with the quality of intraoperative frozen section biopsy reports.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the quality of the Pathology Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the range of tests offered by the Pathology Department in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Ultrasound Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the appointment scheduling for ultrasound examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of ultrasound report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding ultrasound reports, satisfaction with the communication and handling between the Ultrasound Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Laboratory Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of laboratory report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding laboratory results, satisfaction with the communication and handling between the Laboratory Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the accuracy and timeliness of critical value reporting by the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the range of laboratory tests offered	Very	Satis	Average	Dissat

	in meeting clinical needs.	Satisfied	Satisfied		Satisfied
	5. Satisfaction with emergency services of the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Nuclear Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the appointment scheduling for nuclear medicine examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of nuclear medicine report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding nuclear medicine reports, satisfaction with the communication and handling between the Nuclear Medicine Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pharmacy Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the pharmaceutical information and services provided by the Pharmacy Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of the Pharmacy Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with drug supply availability.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the delivery of clinical medications.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the services of the emergency pharmacy.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

improvement)						
Surgery Center		5 points	4 points	3 points	2 points	
	1. Satisfaction with the operating room scheduling based on emergency priority, surgeons' operating days and comprehensive resource considerations	Very Satisfied	Satisfied	Average	Dissatisfied	
	2. Satisfaction with nurse cooperation during pre-operative and intra-operative periods	Very Satisfied	Satisfied	Average	Dissatisfied	
	3. Satisfaction with the three-party verification led by the Surgery Center after surgery	Very Satisfied	Satisfied	Average	Dissatisfied	
	4. Satisfaction with the coordination between consecutive surgeries and nurse work efficiency	Very Satisfied	Satisfied	Average	Dissatisfied	
	5. Satisfaction with the strict adherence to aseptic principles by scrub and circulating nurses during surgery	Very Satisfied	Satisfied	Average	Dissatisfied	
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)					
Anesthesiology Department		5 points	4 points	3 points	2 points	
	1. Satisfaction with pre-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied	
	2. Satisfaction with the pre-operative three-party verification led by the Anesthesiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied	
	3. Satisfaction with intraoperative anesthesia management.	Very Satisfied	Satisfied	Average	Dissatisfied	
	4. Satisfaction with patient management in the Post-Anesthesia Care Unit (PACU).	Very Satisfied	Satisfied	Average	Dissatisfied	
	5. Satisfaction with post-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied	
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)					
Day Surgery Department		5 points	4 points	3 points	2 points	
	1. Satisfaction with the workflow of the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied	

	2. Satisfaction with patient management in the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the three-party verification led by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the follow-up of discharged patients by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Day Surgery Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Blood Transfusion Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of blood test report issuance by the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of blood issuance when blood supply is sufficient.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding blood test results, satisfaction with the communication and handling between the Blood Transfusion Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Please rate the following platform departments for their performance in 2020 and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Central Sterile Supply Department	1. Overall satisfaction with the Central Sterile Supply Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

	improvement)				
Blood Purification Center	1. Overall satisfaction with the Blood Purification Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Outpatient Comprehensive Treatment Room	1. Overall satisfaction with the Outpatient Comprehensive Treatment Room	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Endoscopy Center	1. Overall satisfaction with the Endoscopy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Emergency Operating Room (including hybrid operating room)	1. Overall satisfaction with the Emergency Operating Room (including hybrid operating room)	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Intravenous Drug Dispensing Center	1. Overall satisfaction with the Intravenous Drug Dispensing Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

2021 Annual Satisfaction Survey of Clinical Departments towards Medical-Technical and Clinical Platform Departments

Please evaluate the following medical-technical platform department groups for the year 2021 and provide your valuable comments and suggestions..

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Radiology Department		5 points	4 points	3 points	2 points
	5. Satisfaction with the appointment scheduling for examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Satisfaction with the timeliness of radiology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding radiology reports, satisfaction with the communication and handling between the Radiology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pathology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of pathology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding pathology reports, satisfaction with the communication and handling between the Pathology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the quality of intraoperative frozen section biopsy reports.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the quality of the Pathology Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the range of tests offered by the Pathology Department in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Ultrasound		5 points	4	3	2

Department			point s	point s	points
	1. Satisfaction with the appointment scheduling for ultrasound examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of ultrasound report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding ultrasound reports, satisfaction with the communication and handling between the Ultrasound Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Laboratory Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the timeliness of laboratory report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding laboratory results, satisfaction with the communication and handling between the Laboratory Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the accuracy and timeliness of critical value reporting by the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the range of laboratory tests offered in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Nuclear Medicine Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the appointment scheduling for nuclear medicine examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of nuclear medicine report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding nuclear medicine reports, satisfaction with the communication and handling between the Nuclear Medicine Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pharmacy Department		5 points	4 point s	3 point s	2 points

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1. Satisfaction with the pharmaceutical information and services provided by the Pharmacy Department.	Very Satisfied	Satisfied	Average	Dissatisfied	
2. Satisfaction with the quality of the Pharmacy Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied	
3. Satisfaction with drug supply availability.	Very Satisfied	Satisfied	Average	Dissatisfied	
4. Satisfaction with the delivery of clinical medications.	Very Satisfied	Satisfied	Average	Dissatisfied	
5. Satisfaction with the services of the emergency pharmacy.	Very Satisfied	Satisfied	Average	Dissatisfied	
6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)					
Blood Transfusion Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of blood test report issuance by the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of blood issuance when blood supply is sufficient.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding blood test results, satisfaction with the communication and handling between the Blood Transfusion Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Anesthesiology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with pre-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the pre-operative three-party verification led by the Anesthesiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with intraoperative anesthesia management.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with patient management in the Post-Anesthesia Care Unit (PACU).	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with post-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Please rate the following platform departments for their performance in 2021

and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Emergency Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the emergency process	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the necessity and rationality of emergency consultations	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment of emergency patients	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the admission, transfer and handover process for emergency patients	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Emergency Department	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Intensive Care Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the transfer and handover process of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied

6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)						
Surgery Center		5 points	4 points	3 points	2 points	
	1. Satisfaction with the operating room scheduling based on emergency priority, surgeons' operating days and comprehensive resource considerations	Very Satisfied	Satisfied	Average	Dissatisfied	
	2. Satisfaction with nurse cooperation during pre-operative and intra-operative periods	Very Satisfied	Satisfied	Average	Dissatisfied	
	3. Satisfaction with the three-party verification led by the Surgery Center after surgery	Very Satisfied	Satisfied	Average	Dissatisfied	
	4. Satisfaction with the coordination between consecutive surgeries and nurse work efficiency	Very Satisfied	Satisfied	Average	Dissatisfied	
	5. Satisfaction with the strict adherence to aseptic principles by scrub and circulating nurses during surgery	Very Satisfied	Satisfied	Average	Dissatisfied	
6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)						
Health Management Center		5 points	4 points	3 points	2 points	
	1. Satisfaction with the workflow of the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied	
	2. Satisfaction with the diagnosis and treatment at the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied	
	3. Satisfaction with the handling of critical values in physical examinations by the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied	
	4. Satisfaction with the health follow-up by the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied	
	5. Satisfaction with the coordination between the Health Management Center and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied	
6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)						
Day Surgery Department		5 points	4 points	3 points	2 points	
	1. Satisfaction with the workflow of the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied	
	2. Satisfaction with patient management in the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied	

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	3. Satisfaction with the three-party verification led by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the follow-up of discharged patients by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Day Surgery Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Nutrition Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Nutrition Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Nutrition Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Rehabilitation Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Rehabilitation Medicine Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Rehabilitation Medicine Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied

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6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)					
Clinical Psychology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Clinical Psychology Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Clinical Psychology Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Please rate the following platform departments for their performance in 2021

and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Central Sterile Supply Department	1. Overall satisfaction with the Central Sterile Supply Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Blood Purification Center	1. Overall satisfaction with the Blood Purification Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Outpatient Comprehensive Treatment Room	1. Overall satisfaction with the Outpatient Comprehensive Treatment Room	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Endoscopy Center	1. Overall satisfaction with the Endoscopy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Emergency Operating Room (including	1. Overall satisfaction with the Emergency Operating Room (including hybrid operating room)	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

hybrid operating room)					
Intravenous Drug Dispensing Center	1. Overall satisfaction with the Intravenous Drug Dispensing Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
120 Emergency Center	1. Overall satisfaction with the 120 Emergency Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Fever Clinic	1. Overall satisfaction with the Fever Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Medical Laboratory Center	1. Overall satisfaction with the Medical Laboratory Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Radiotherapy Center	1. Overall satisfaction with the Radiotherapy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、 Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

2022 Annual Satisfaction Survey of Clinical Departments towards Medical-Technical and Clinical Platform Departments

Please evaluate the following medical-technical platform department groups for the year 2022 and provide your valuable comments and suggestions..

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Radiology Department		5 points	4 points	3 points	2 points
	7. Satisfaction with the appointment scheduling for examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	8. Satisfaction with the timeliness of radiology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding radiology reports, satisfaction with the communication and handling between the Radiology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pathology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of pathology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding pathology reports, satisfaction with the communication and handling between the Pathology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the quality of intraoperative frozen section biopsy reports.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the quality of the Pathology Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the range of tests offered by the Pathology Department in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

		5 points	4 point s	3 point s	2 points
Ultrasound Department	1. Satisfaction with the appointment scheduling for ultrasound examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of ultrasound report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding ultrasound reports, satisfaction with the communication and handling between the Ultrasound Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Laboratory Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the timeliness of laboratory report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding laboratory results, satisfaction with the communication and handling between the Laboratory Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the accuracy and timeliness of critical value reporting by the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the range of laboratory tests offered in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
Nuclear Medicine Department	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the appointment scheduling for nuclear medicine examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of nuclear medicine report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding nuclear medicine reports, satisfaction with the communication and handling between the Nuclear Medicine Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
Pharmacy	5. Satisfaction with the service attitude of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pharmacy		5 points	4	3	2

Department			point s	point s	points
	1. Satisfaction with the pharmaceutical information and services provided by the Pharmacy Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of the Pharmacy Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with drug supply availability.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the delivery of clinical medications.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the services of the emergency pharmacy.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Blood Transfusion Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the timeliness of blood test report issuance by the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of blood issuance when blood supply is sufficient.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding blood test results, satisfaction with the communication and handling between the Blood Transfusion Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Anesthesiology Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with pre-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the pre-operative three-party verification led by the Anesthesiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with intraoperative anesthesia management.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with patient management in the Post-Anesthesia Care Unit (PACU).	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with post-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Please rate the performance of the clinical-platform departments listed below for the year 2022 and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Emergency Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the emergency process	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the necessity and rationality of emergency consultations	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment of emergency patients	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the admission, transfer and handover process for emergency patients	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Emergency Department	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Intensive Care Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the transfer and handover process of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Surgery Center		5 points	4 points	3 points	2 points

	1. Satisfaction with the operating room scheduling based on emergency priority, surgeons' operating days and comprehensive resource considerations	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with nurse cooperation during pre-operative and intra-operative periods	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the three-party verification led by the Surgery Center after surgery	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the coordination between consecutive surgeries and nurse work efficiency	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the strict adherence to aseptic principles by scrub and circulating nurses during surgery	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Health Management Center		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the diagnosis and treatment at the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the handling of critical values in physical examinations by the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the health follow-up by the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Health Management Center and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Day Surgery Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with patient management in the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the three-party verification led by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied

	4. Satisfaction with the follow-up of discharged patients by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Day Surgery Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Nutrition Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Nutrition Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Nutrition Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Rehabilitation Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Rehabilitation Medicine Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Rehabilitation Medicine Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Clinical Psychology		5 points	4 point	3 points	2 point

Department			s		s
1. Satisfaction with the workflow of the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied	
2. Satisfaction with the quality of consultations by the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied	
3. Satisfaction with the diagnosis and treatment by the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied	
4. Satisfaction with the subsequent visits of department patients to the Clinical Psychology Clinic	Very Satisfied	Satisfied	Average	Dissatisfied	
5. Satisfaction with the coordination between the Clinical Psychology Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied	
6、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)					

Please rate the following platform departments for their performance in 2022

and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Central Sterile Supply Department	1. Overall satisfaction with the Central Sterile Supply Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Blood Purification Center	1. Overall satisfaction with the Blood Purification Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Outpatient Comprehensive Treatment Room	1. Overall satisfaction with the Outpatient Comprehensive Treatment Room	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Endoscopy Center	1. Overall satisfaction with the Endoscopy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Emergency Operating Room (including hybrid operating room)	1. Overall satisfaction with the Emergency Operating Room (including hybrid operating room)	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Intravenous Drug	1. Overall satisfaction with the Intravenous Drug Dispensing Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Dispensing Center					
120 Emergency Center	1. Overall satisfaction with the 120 Emergency Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Fever Clinic	1. Overall satisfaction with the Fever Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Medical Laboratory Center	1. Overall satisfaction with the Medical Laboratory Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Radiotherapy Center	1. Overall satisfaction with the Radiotherapy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

2023 Annual Satisfaction Survey of Clinical Departments towards Medical-Technical and Clinical Platform Departments

Please evaluate the following medical-technical platform department groups for the year 2023 and provide your valuable comments and suggestions..

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Radiology Department		5 points	4 points	3 points	2 points
	9. Satisfaction with the appointment scheduling for examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	10. Satisfaction with the timeliness of radiology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding radiology reports, satisfaction with the communication and handling between the Radiology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Radiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pathology Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the timeliness of pathology report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding pathology reports, satisfaction with the communication and handling between the Pathology Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the quality of intraoperative frozen section biopsy reports.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the quality of the Pathology Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the range of tests offered by the Pathology Department in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

		5 points	4 point s	3 point s	2 points
Ultrasound Department	1. Satisfaction with the appointment scheduling for ultrasound examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of ultrasound report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding ultrasound reports, satisfaction with the communication and handling between the Ultrasound Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the accuracy and timeliness of critical value reporting by the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Ultrasound Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Laboratory Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the timeliness of laboratory report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. When there are queries regarding laboratory results, satisfaction with the communication and handling between the Laboratory Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the accuracy and timeliness of critical value reporting by the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the range of laboratory tests offered in meeting clinical needs.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Laboratory Department.	Very Satisfied	Satisfied	Average	Dissatisfied
Nuclear Medicine Department	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the appointment scheduling for nuclear medicine examinations.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of nuclear medicine report issuance.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding nuclear medicine reports, satisfaction with the communication and handling between the Nuclear Medicine Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
Pharmacy	5. Satisfaction with the service attitude of the Nuclear Medicine Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Pharmacy		5 points	4	3	2

Department			point s	point s	points
	1. Satisfaction with the pharmaceutical information and services provided by the Pharmacy Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of the Pharmacy Department's participation in clinical consultations.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with drug supply availability.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the delivery of clinical medications.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the services of the emergency pharmacy.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Blood Transfusion Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with the timeliness of blood test report issuance by the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the timeliness of blood issuance when blood supply is sufficient.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. When there are queries regarding blood test results, satisfaction with the communication and handling between the Blood Transfusion Department and clinical departments.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the workflow of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with emergency services of the Blood Transfusion Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Anesthesiology Department		5 points	4 point s	3 point s	2 points
	1. Satisfaction with pre-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the pre-operative three-party verification led by the Anesthesiology Department.	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with intraoperative anesthesia management.	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with patient management in the Post-Anesthesia Care Unit (PACU).	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with post-operative anesthesia visits.	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Please rate the performance of the clinical-platform departments listed below for the year 2023 and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Emergency Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the emergency process	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the necessity and rationality of emergency consultations	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment of emergency patients	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the admission, transfer and handover process for emergency patients	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Emergency Department	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Intensive Care Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the transfer and handover process of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the service attitude of the Intensive Care Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Surgery Center		5 points	4 points	3 points	2 points

	1. Satisfaction with the operating room scheduling based on emergency priority, surgeons' operating days and comprehensive resource considerations	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with nurse cooperation during pre-operative and intra-operative periods	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the three-party verification led by the Surgery Center after surgery	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the coordination between consecutive surgeries and nurse work efficiency	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the strict adherence to aseptic principles by scrub and circulating nurses during surgery	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Health Management Center		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the diagnosis and treatment at the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the handling of critical values in physical examinations by the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the health follow-up by the Health Management Center	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Health Management Center and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Day Surgery Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with patient management in the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the three-party verification led by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied

	4. Satisfaction with the follow-up of discharged patients by the Day Surgery Department	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Day Surgery Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Nutrition Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Nutrition Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Nutrition Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Nutrition Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Rehabilitation Medicine Department		5 points	4 points	3 points	2 points
	1. Satisfaction with the workflow of the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2. Satisfaction with the quality of consultations by the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	3. Satisfaction with the diagnosis and treatment by the Rehabilitation Medicine Department	Very Satisfied	Satisfied	Average	Dissatisfied
	4. Satisfaction with the subsequent visits of department patients to the Rehabilitation Medicine Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	5. Satisfaction with the coordination between the Rehabilitation Medicine Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied
	6. Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Clinical Psychology		5 points	4 point	3 points	2 point

Department			s		s
1. Satisfaction with the workflow of the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied	
2. Satisfaction with the quality of consultations by the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied	
3. Satisfaction with the diagnosis and treatment by the Clinical Psychology Department	Very Satisfied	Satisfied	Average	Dissatisfied	
4. Satisfaction with the subsequent visits of department patients to the Clinical Psychology Clinic	Very Satisfied	Satisfied	Average	Dissatisfied	
5. Satisfaction with the coordination between the Clinical Psychology Department and clinical departments	Very Satisfied	Satisfied	Average	Dissatisfied	
6、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)					

Please rate the following platform departments for their performance in 2023

and share any comments or suggestions you may have.

Department	Evaluation Item	Very Satisfied (5 points)	Satisfied (4 points)	Average (3 points)	Dissatisfied (2 points)
Central Sterile Supply Department	1. Overall satisfaction with the Central Sterile Supply Department	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Blood Purification Center	1. Overall satisfaction with the Blood Purification Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Outpatient Comprehensive Treatment Room	1. Overall satisfaction with the Outpatient Comprehensive Treatment Room	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Endoscopy Center	1. Overall satisfaction with the Endoscopy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Emergency Operating Room (including hybrid operating room)	1. Overall satisfaction with the Emergency Operating Room (including hybrid operating room)	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Intravenous Drug	1. Overall satisfaction with the Intravenous Drug Dispensing Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				

Dispensing Center					
120 Emergency Center	1. Overall satisfaction with the 120 Emergency Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Fever Clinic	1. Overall satisfaction with the Fever Clinic	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Medical Laboratory Center	1. Overall satisfaction with the Medical Laboratory Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Radiotherapy Center	1. Overall satisfaction with the Radiotherapy Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				
Reproductive Medicine Center	1. Overall satisfaction with the Reproductive Medicine Center	Very Satisfied	Satisfied	Average	Dissatisfied
	2、Your comments and suggestions (Please specify any dissatisfaction to facilitate improvement)				