

„HOSPITAL CR 2007“

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International conference „Efficient hospital 2007“
27. 11. 2007, Ostrava

Contents:

1. **Introduction**
2. Interpretation „Hospital CR 2007“
3. Result - motivation

HealthCare Institute

non-profit association

- Support of enhancement health service projects
- Holding of a special conferences

Projects in health service:

„HOSPITAL IN CZECH REPUBLIC “

- Measurement and comparing of a patients' satisfaction in hospitals
- Measurement and comparing of an employees' satisfaction in hospitals

Holding of a special conferences:

„EFFICIENT HOSPITAL “

- Performance, productivity and **profitability** escalation of hospitals
(disputable platform formation – point of view of: hospital representatives, health insurance companies, ministry and patients)
- Causes of long lasting hospital profitability
(satisfied client and employee)

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„HOSPITAL CR 2007“

national measurement of hospital client's satisfaction in CR

Target

- Scale composition of hospital in CR according to margin of patients' satisfaction with quality of service providing

Hospital

- codes 101 and 102 from ÚZIS

Voting form

- electronical questionnaire
- printed questionnaire in hospital

„HOSPITAL CR 2007“

national measurement of hospital client's satisfaction in CR

Extensive campaign and communication

- media (TV, press, reporting portal, broadcast)
- hospital (communicative stationery and management hospital support)

Implementation

- September to November 2007

„HOSPITAL CR 2007“

national measurement of hospital client's satisfaction in CR

Category

- „101“
- „102“
- „absolute“

Voting number

- over 17 000 inhabitants

WINNER PUBLICATION

„HOSPITAL CR 2007“

HOSPITAL CR 2007

Category: „FACULTY HOSPITAL“

3. position: FN Motol
Prague

HOSPITAL CR 2007

Category: „FACULTY HOSPITAL“

2. position: FN Hradec Králové
Královéhradecký
region

HOSPITAL CR 2007

Category: „FACULTY HOSPITAL“

1. position: VFN
Prague

HOSPITAL CR 2007

Category: „ABSOLUTE“

3. position: Hospital Havlíčkův Brod
Vysočina region

HOSPITAL CR 2007

Category: „ABSOLUTE“

2. position: Hospital Milosrdných sester
sv. K. Boromejského
Prague

HOSPITAL CR 2007

Category: „ABSOLUTE“

1. position: Hospital
Městec Králové
Středočeský region

**Congratulations to this year's
winners!**

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Encouragement to all others
to next year form of
„HOSPITAL CR 2008“

PLACE AN ORDER THE DETAIL REPORT AND
A COMPLETE RESULTS OF YOUR HOSPITAL
MEASUREMENT

- IDENTIFY YOUR REAL POSITION IN COMPARISON
TO THE OTHERS HOSPITALS

HealthCare Institute, www.nejlepsi-nemocnice.cz