

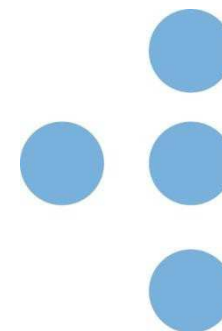


PASIENTREISER

Helseforetakenes senter for pasientreiser ANS

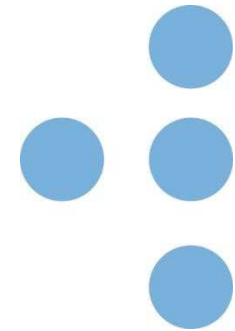
NASJONAL BRUKER- UNDERSØKELSE 2014

Reiser med rekvisisjon
Helse Nord

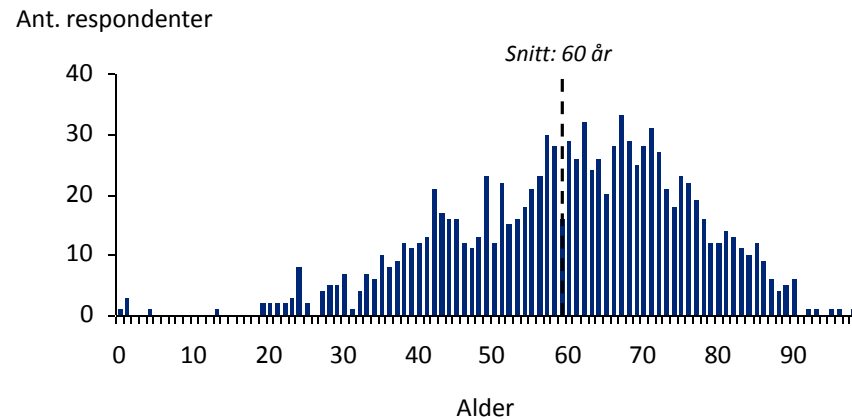


Informasjon om det nasjonale utvalget

Totalt svarte 1236 respondenter på undersøkelsen. 1067 av disse var innenfor målgruppen. Snittalderen på respondentene var 60 år



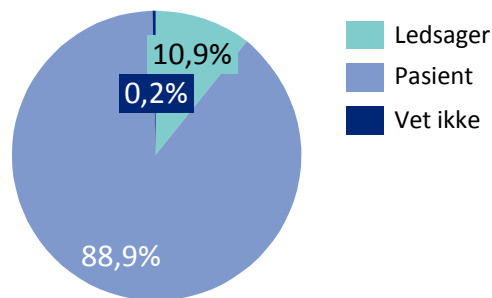
Aldersfordeling (N=1067)



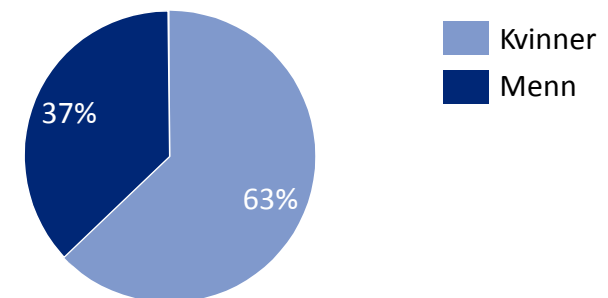
Kommentarer

- Det ble registrert 1236 svar på undersøkelsen enten via nett eller ved telefonoppringning
- Gjennomsnittsalderen til de som deltok i undersøkelsen var 60 år
- 89 % av respondentene oppgir at de er pasienter, mens 11 % oppgir at de var ledsagere
- 63 % av respondentene er kvinner, mot 37 % menn

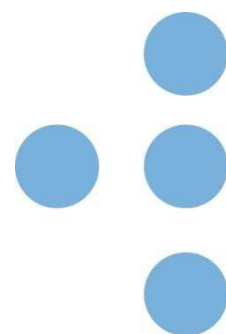
Andel ledsagere vs. pasienter (N=1067)



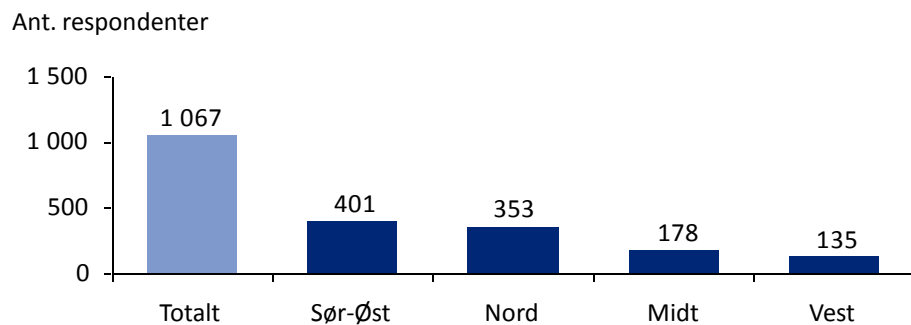
Kjønnfordeling (N=1067)



Det var 13 deltakende pasientreisekontorer med på undersøkelsen. Svarprosenten på telefon var ca. 50 %



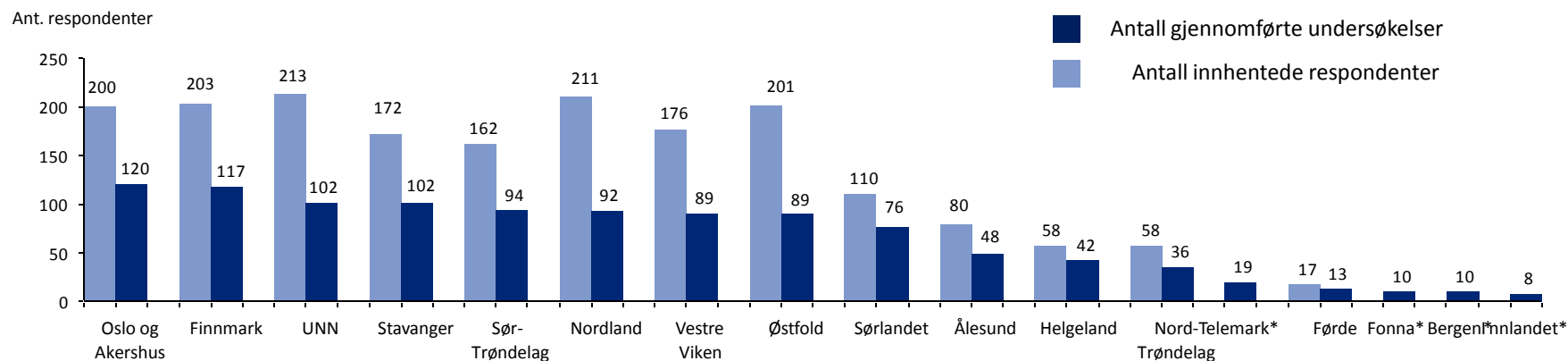
Antall respondenter per region (N=1067)



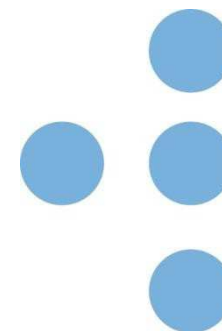
Kommentarer

- Pasientreisekontorene ble forespurt om å innhente 200 respondenter per kontor. Det var ikke alle som hadde kapasitet til dette, og antall besvarelser per deltakende PRK varierer derfor fra 13 til 120
- Den endelige svarprosenten nasjonalt på telefon ble ca. 50 % etter to uker

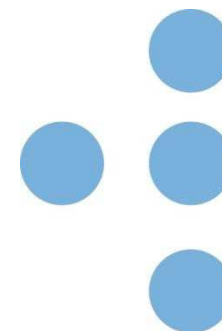
Deltakende pasientreisekontorer (N = 1067)



* Fonna, Bergen, Telemark og Innlandet deltok ikke i undersøkelsen. Svarene som er registrert her kommer derfor fra undersøkelsen som lå ute på nett

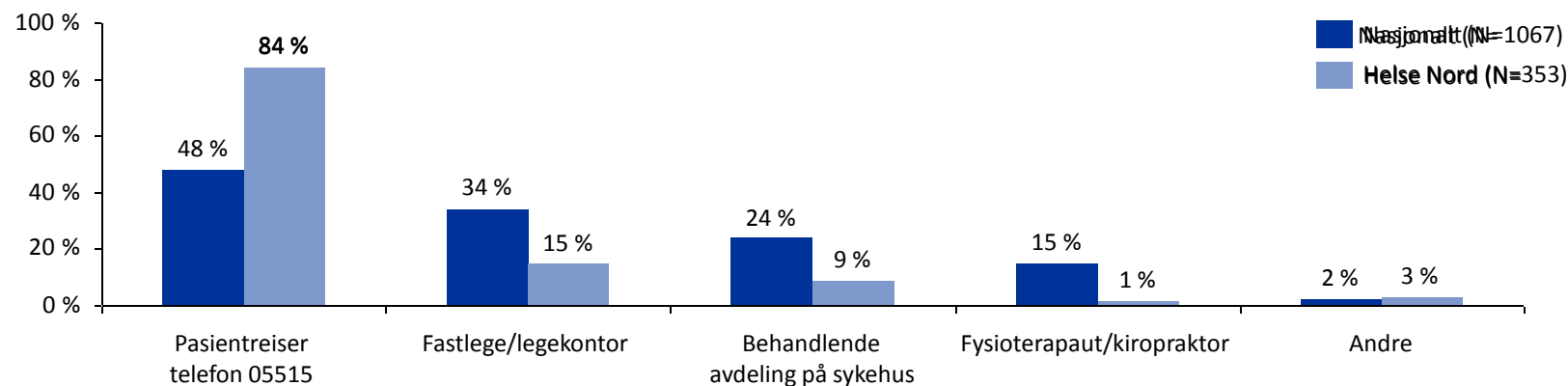
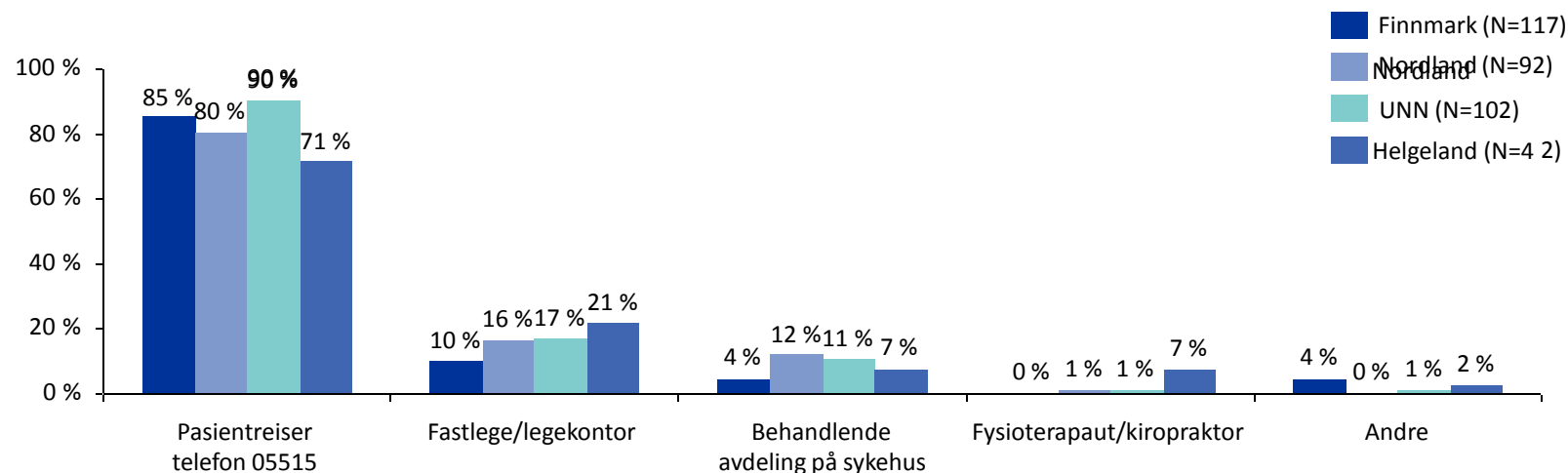
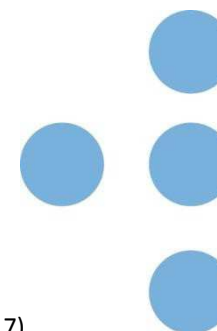


Resultater: Helse Nord sammenlignet med nasjonale tall

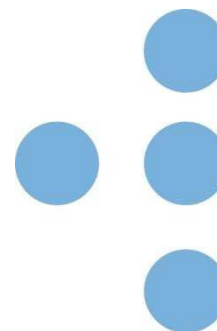


Informasjon

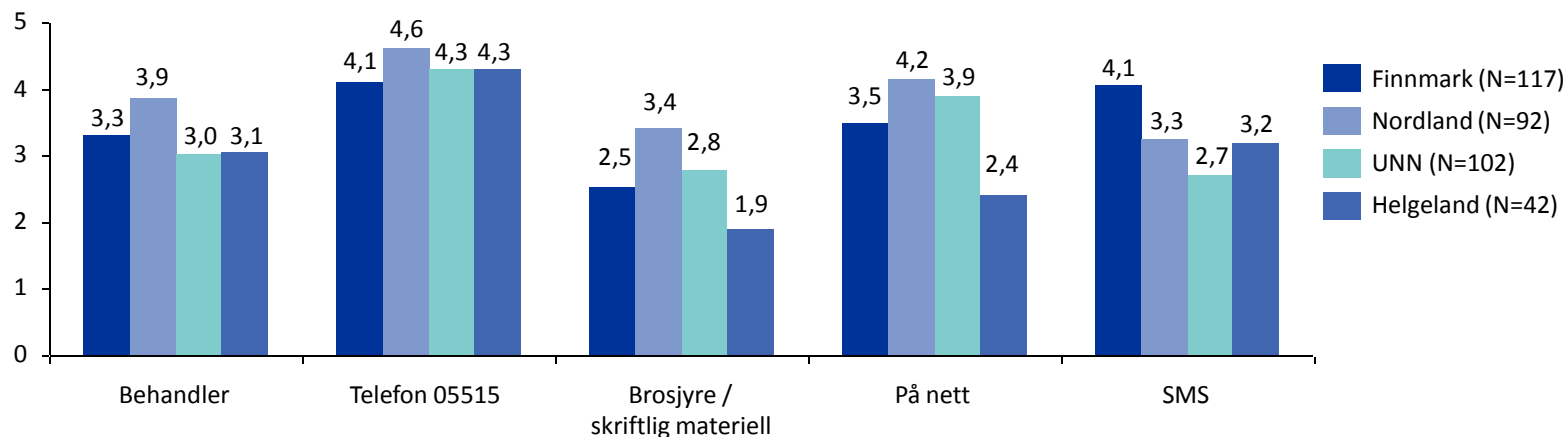
Hvem tar du normalt kontakt med for å få vurdert transportbehovet ditt? (Flervalg)



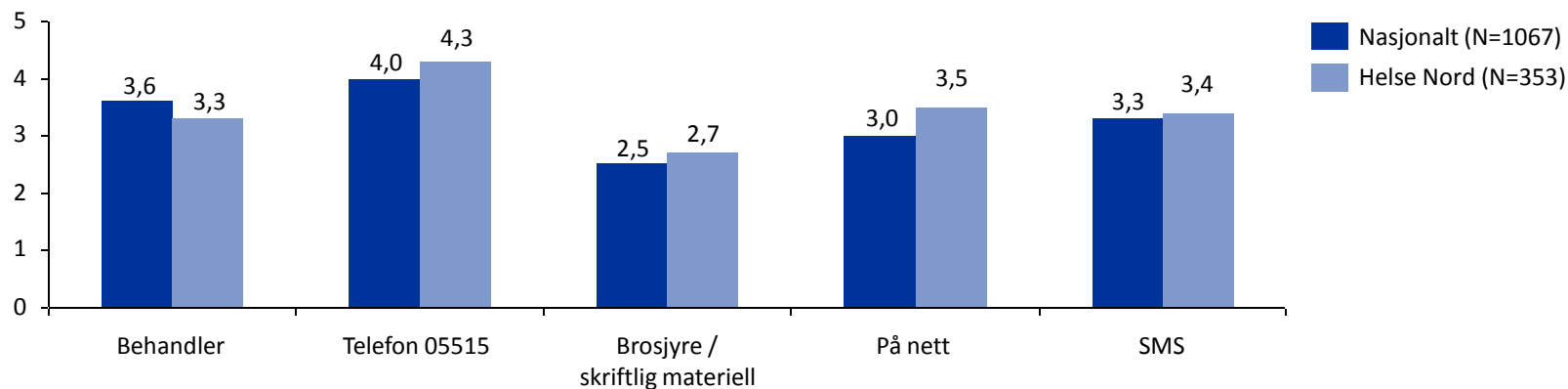
I hvilken grad opplever du å få nødvendig informasjon om pasientreiser fra følgende informasjonskanaler?



Skalavurdering (snitt)

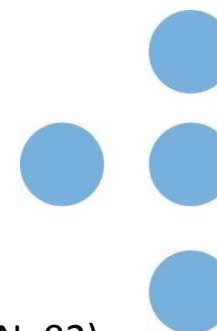


Skalavurdering (snitt)

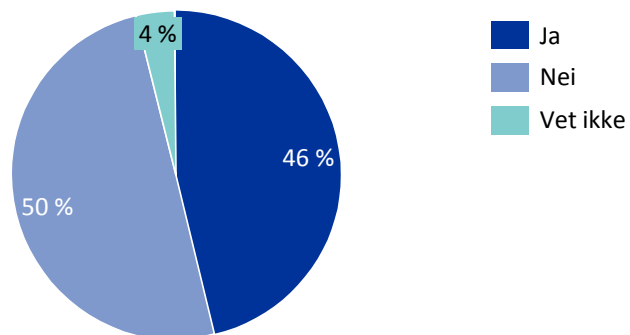


Vurdering på skala fra 1 til 5, 1 = i svært liten grad og 5 = i svært stor grad

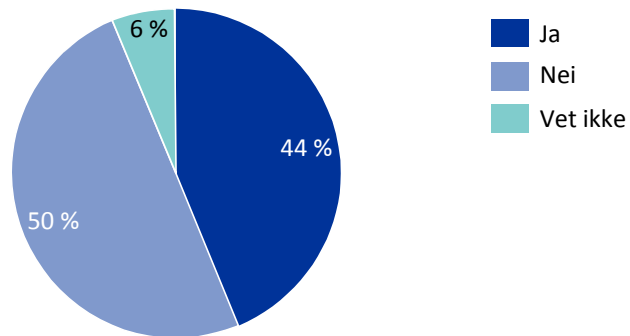
Ville du foretrukket å bestille reisen selv, dersom det fantes en enkel elektronisk løsning for dette?



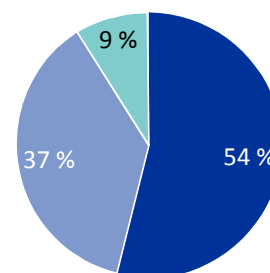
Nasjonalt (N=1067)



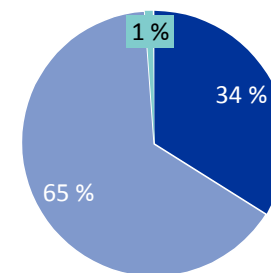
Helse Nord (N=353)



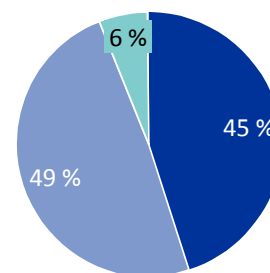
Finnmark (N=117)



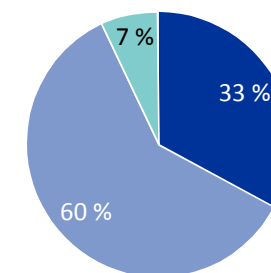
Nordland (N=92)

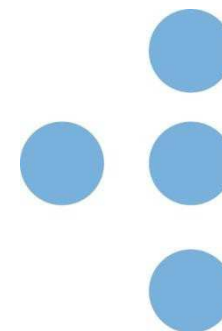


UNN (N=102)



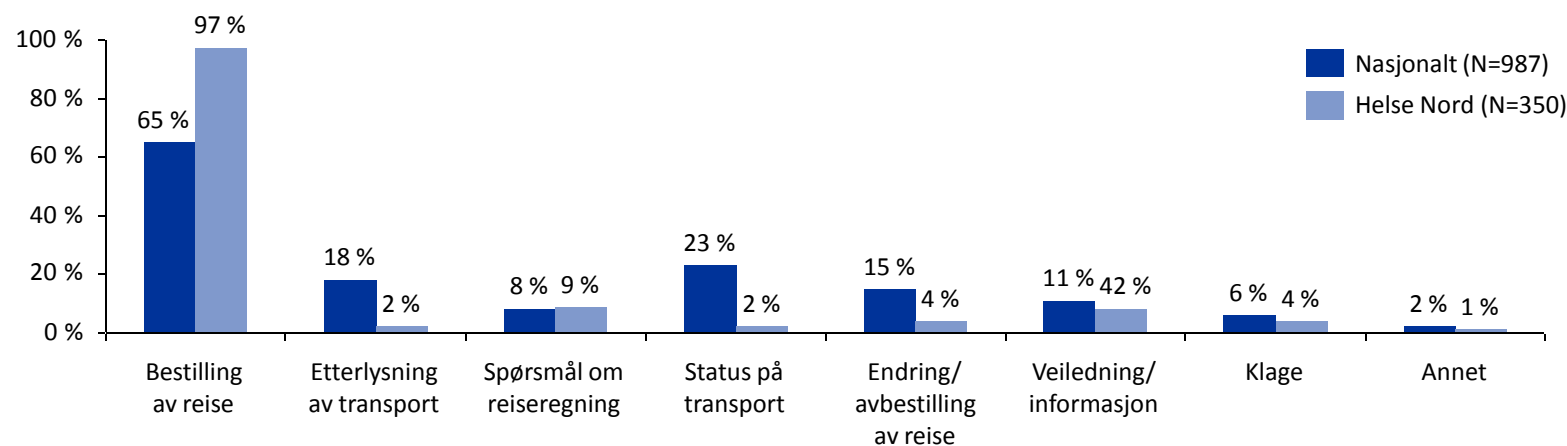
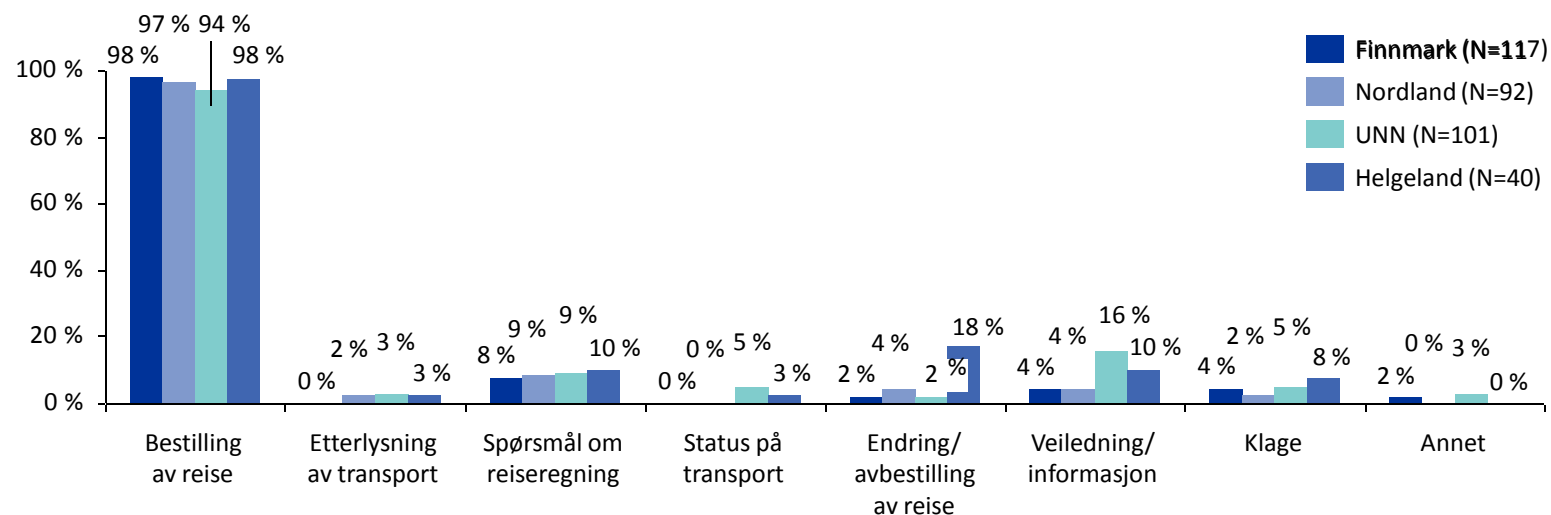
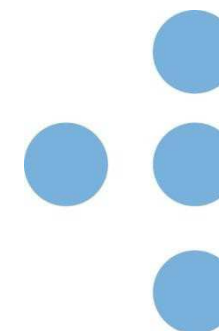
Helgeland (N=42)





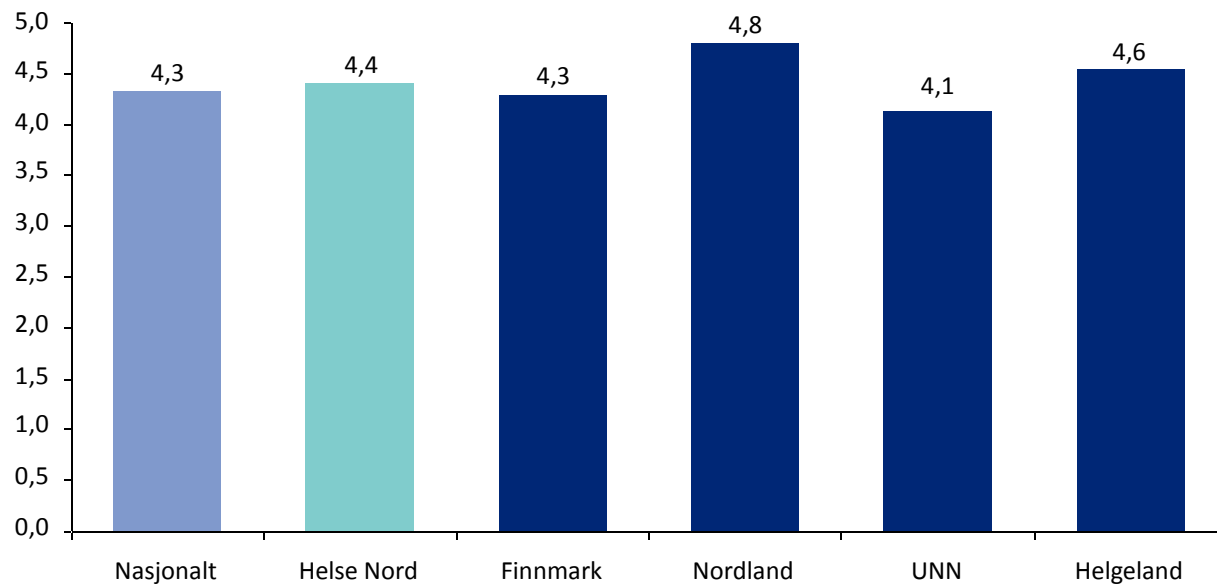
Funn telefon 05515

Hva er den vanligste årsaken til at du tar kontakt på telefon 05515? (Flervalg)



I hvilken grad opplever du å få god service på telefon 05515?

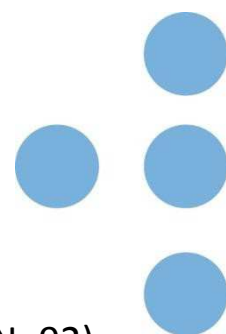
Skalavurdering (snitt)



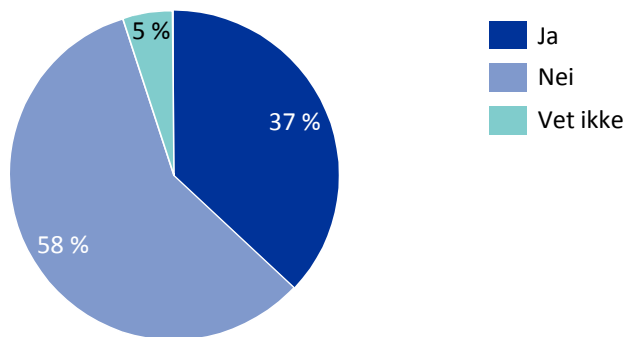
Nasjonalt, N:	972
Helse Nord, N:	348
Finnmark, N:	117
Nordland, N:	91
UNN, N:	100
Helgeland, N:	40

Vurdering på skala fra 1 til 5,
1 = i svært liten grad og 5 = i svært stor grad

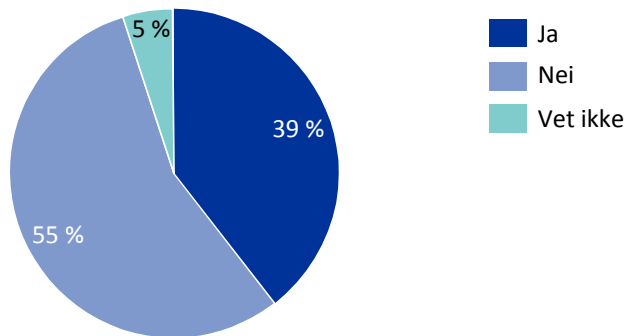
Opplever du at ventetiden på telefon 05515 er for lang?



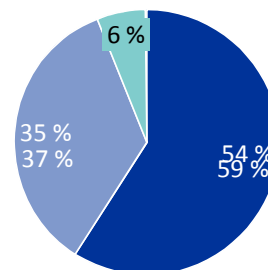
Nasjonalt (N=987)



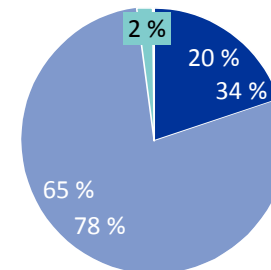
Helse Nord (N=350)



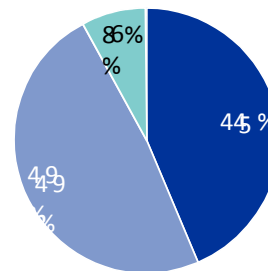
Finnmark (N=117)



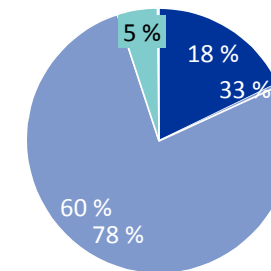
Nordland (N=92)



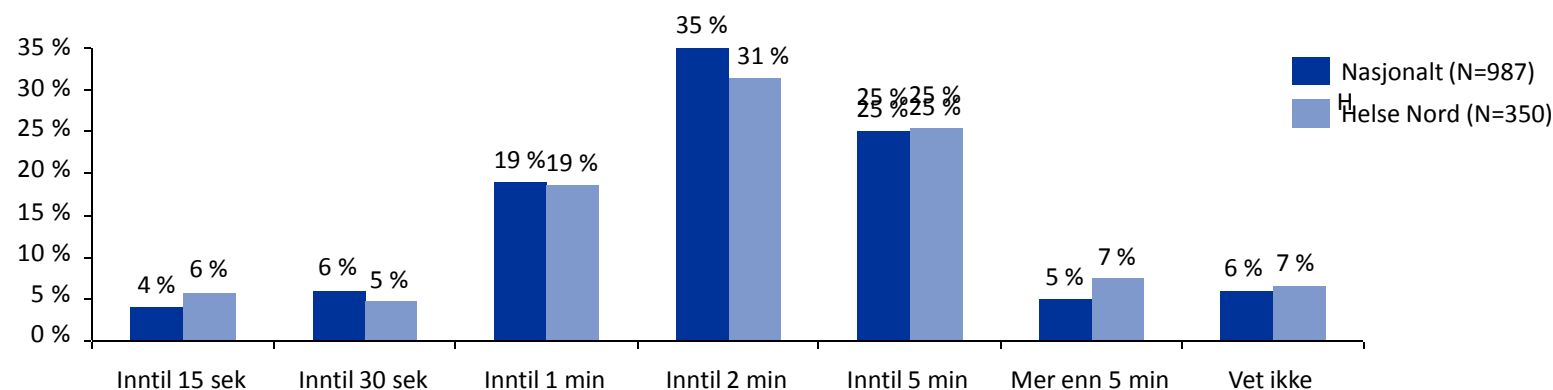
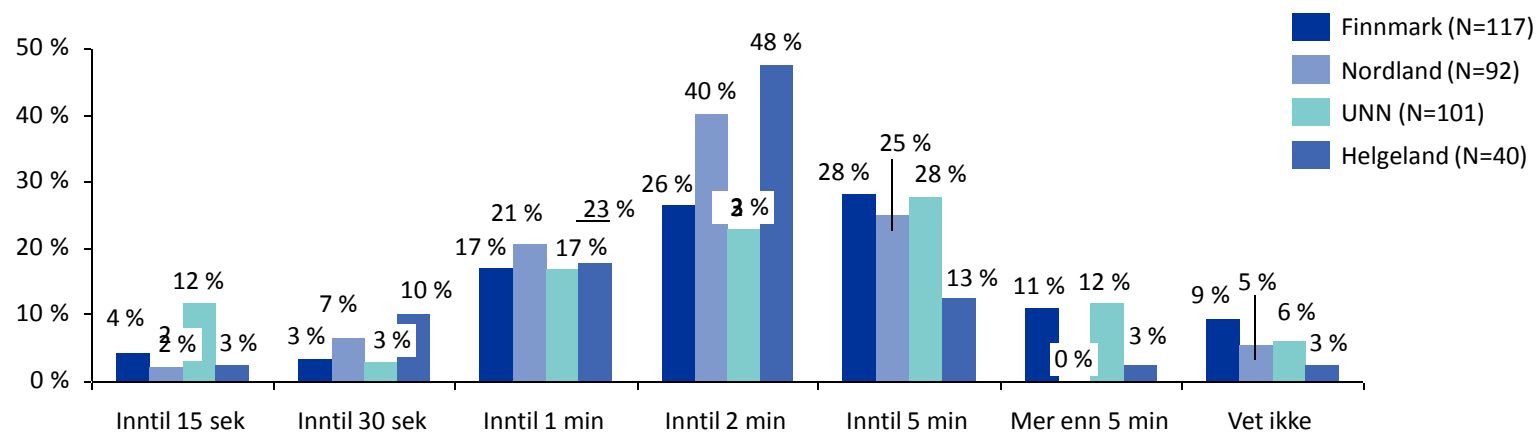
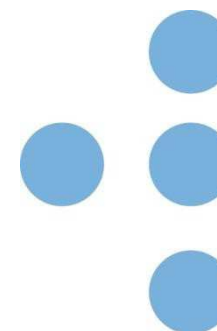
UNN (N=101)

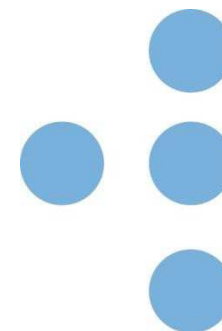


Helgeland (N=40)



Hva synes du er akseptabel ventetid på telefon 05515?



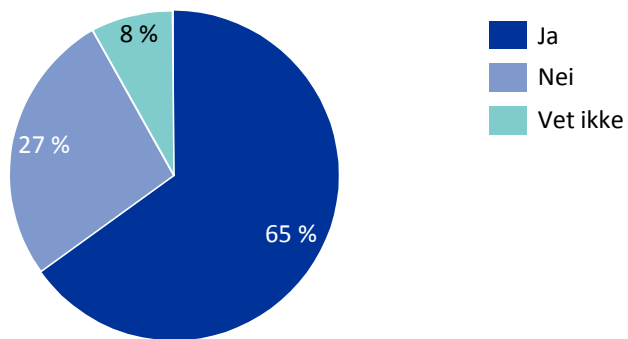


Taxi og maxitaxi

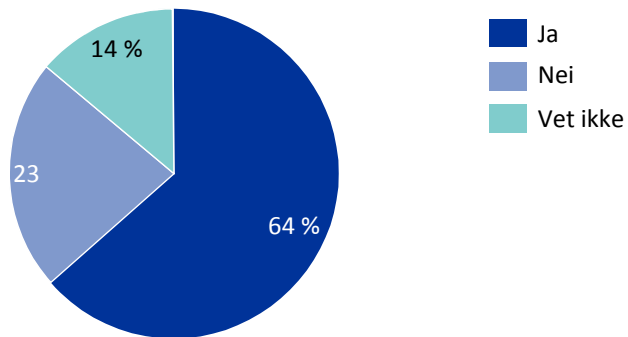
Dersom det hadde vært mulig, hadde du ønsket å få tilsendt bekreftelse på SMS på når drosjen skal ankomme pr SMS?



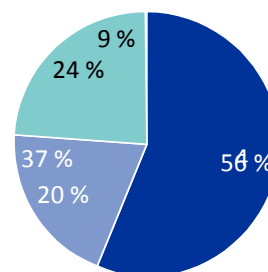
Nasjonalt (N=472)



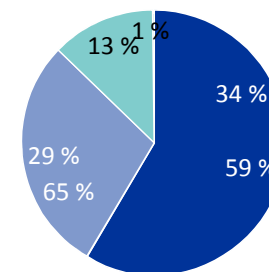
Helse Nord (N=140)



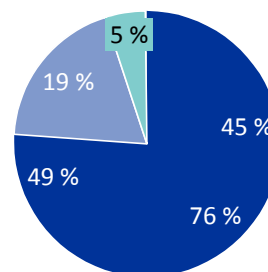
Finnmark (N=45)



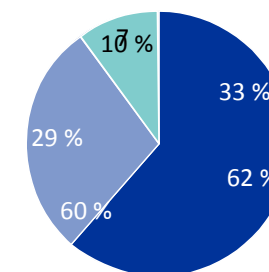
Nordland (N=32)



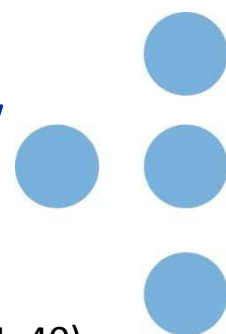
UNN (N=42)



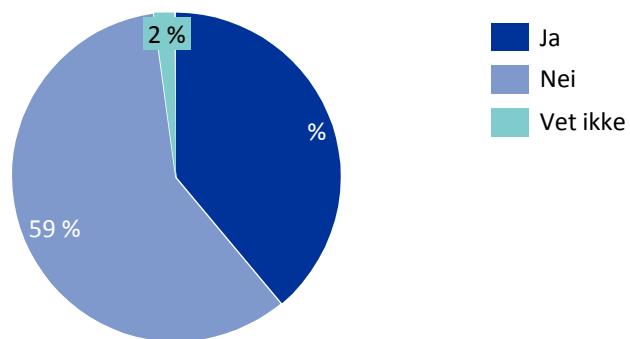
Helgeland (N=21)



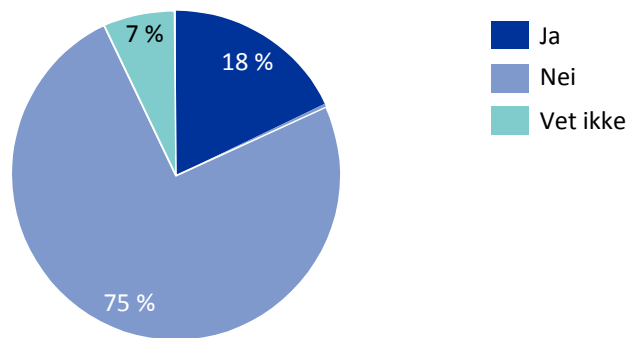
I løpet av det siste året, har du opplevd å ikke bli hentet av taxi/maxitaxi til avtalt tid? (Før og etter behandling.)



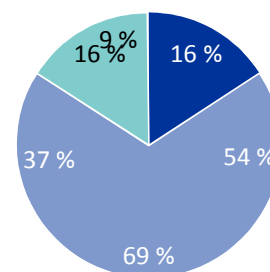
Nasjonalt (N=800)



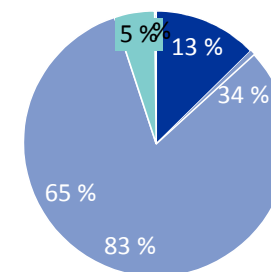
Helse Nord (N=185)



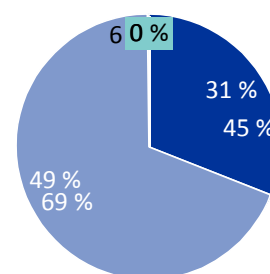
Finnmark (N=64)



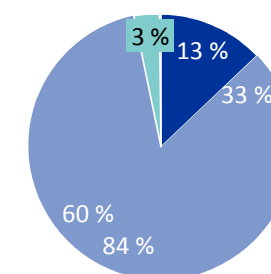
Nordland (N=40)



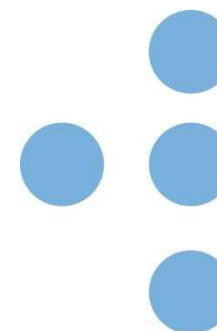
UNN (N=49)



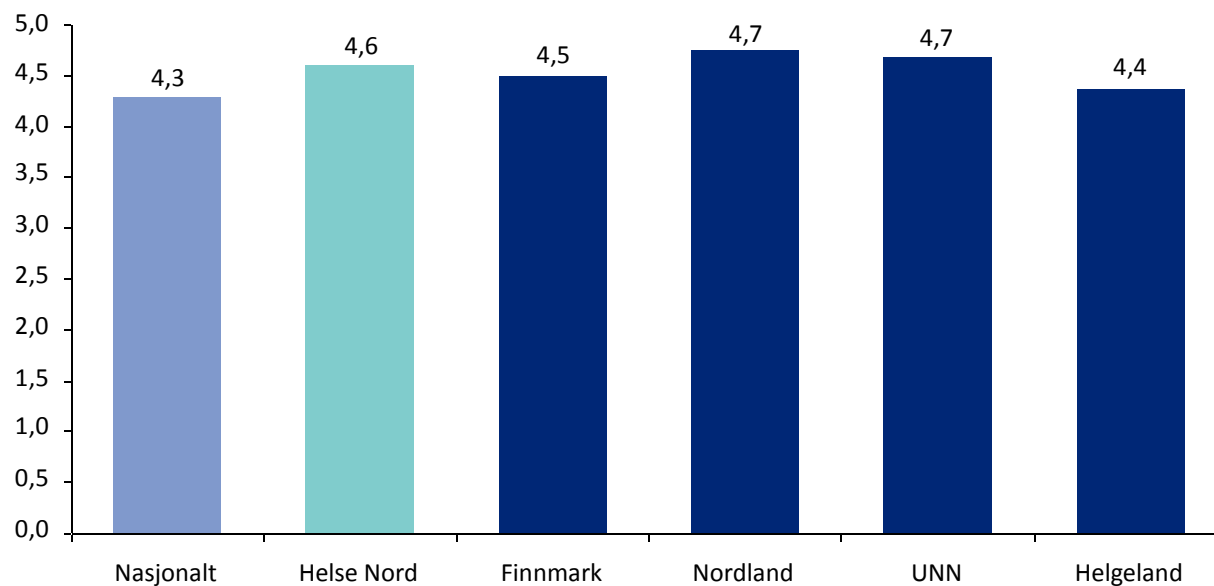
Helgeland (N=32)



I hvilken grad opplever du drosjesjåføren(e) som imøtekommende og behjelpelige?

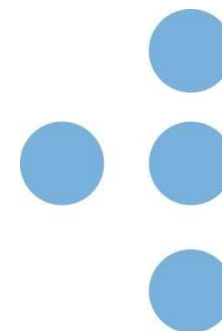


Skalavurdering (snitt)



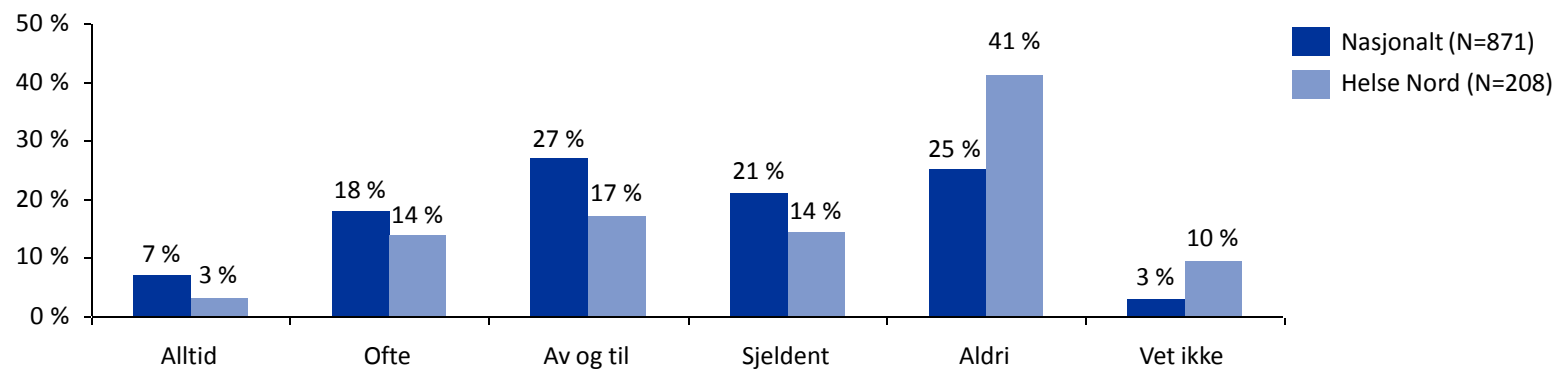
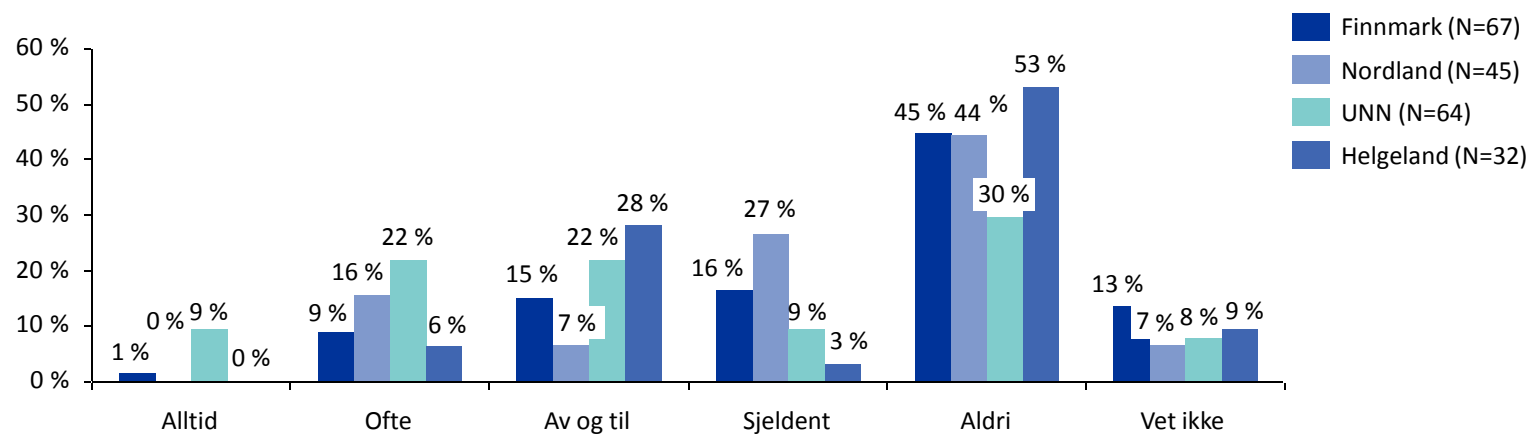
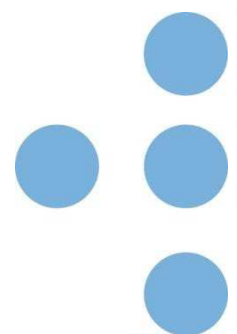
Nasjonalt, N:	790
Helse Nord, N:	181
Finnmark, N:	62
Nordland, N:	39
UNN, N:	48
Helgeland, N:	32

Vurdering på skala fra 1 til 5,
1 = i svært liten grad og 5 = i svært stor grad



Samkjøring

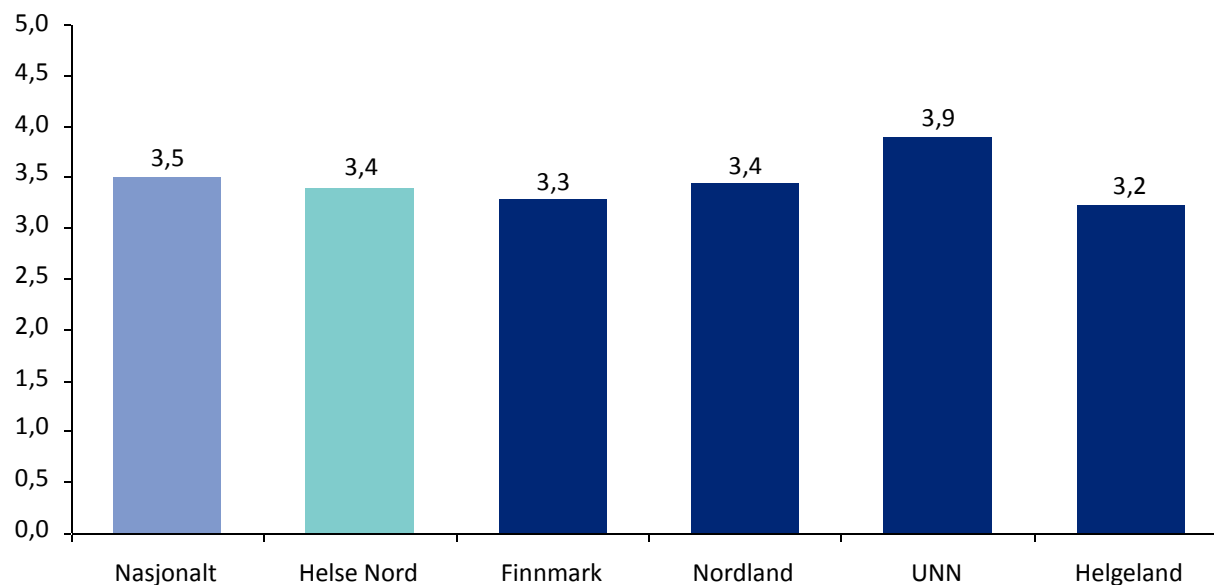
Hvor ofte reiser du sammen med andre pasienter?



I hvilken grad opplever du det som positivt å reise sammen med andre pasienter? (Samkjøring)

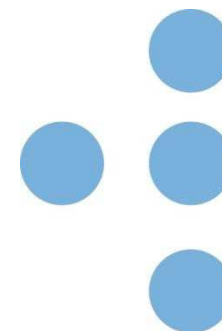


Skalavurdering (snitt)



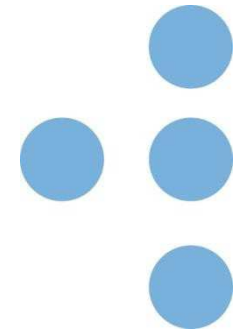
Nasjonalt, N:	864
Helse Nord, N:	228
Finnmark, N:	95
Nordland, N:	54
UNN, N:	47
Helgeland, N:	32

Vurdering på skala fra 1 til 5,
1 = i svært liten grad og 5 = i svært stor grad

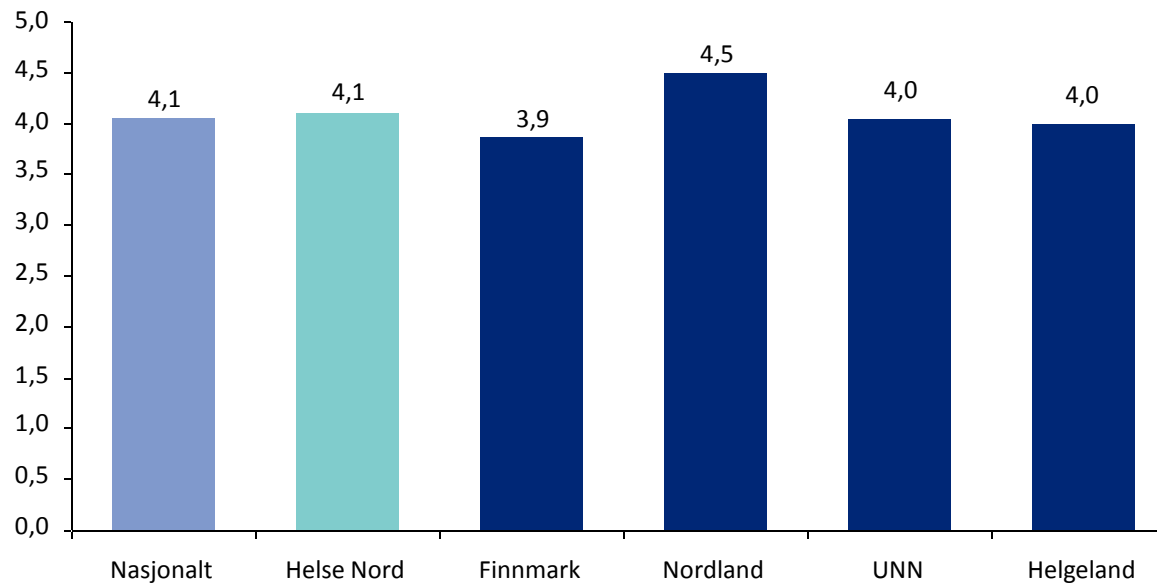


Overordnede tilbakemeldinger

I hvilken grad er du fornøyd med dagens pasientreisetilbud?



Skalavurdering (snitt)



Nasjonalt, N:	1060
Helse Nord, N:	351
Finnmark, N:	117
Nordland, N:	92
UNN, N:	100
Helgeland, N:	42

Vurdering på skala fra 1 til 5,
1 = i svært liten grad og 5 = i svært stor grad