

## TABLEAU DE BORD TAUX DE SATISFACTION PATIENT Services HOSPITALISATION / AMBULATOIRE

	<i>2011</i>		<i>2012</i>		<i>2013</i>		<i>2014</i>		<i>2015</i>	
	Hospit	Ambu	Hospit	Ambu	Hospit	Ambu	Hospit	Ambu	Hospit	Ambu
<i>1<sup>er</sup> trimestre</i>	98%	100%	98%	100%	100%	100%	100%	100%	98%	99%
<i>2<sup>ème</sup> trimestre</i>	98%	100%	97%	99%	99%	99%	97%	100%		
<i>3<sup>ème</sup> trimestre</i>	100%	100%	100%	100%	100%	99%	96%	100%		
<i>4<sup>ème</sup> trimestre</i>	100%	100%	99%	99%	98%	99%	100%	100%		