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| 医療安全相談統計　Ｈ２５年度４月～９月 | | | | |  |  |  |  |
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| １．月別相談者数 | |  |  |  |  |  |  |  |
|  | ４月 | ５月 | ６月 | ７月 | ８月 | ９月 | 計 |  |
| 実数 | 57 | 44 | 46 | 49 | 56 | 60 | 312 |  |
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| ２．相談方法 |  |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 電話 | 274 |  |  |  |  |  |  |  |
| 来所 | 35 |  |  |  |  |  |  |  |
| 手紙 | 2 |  |  |  |  |  |  |  |
| メール | 1 |  |  |  |  |  |  |  |
| 専用電話 | 0 |  |  |  |  |  |  |  |
| FAX | 0 |  |  |  |  |  |  |  |
| その他 | 0 |  |  |  |  |  |  |  |
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| ３．相談者の内訳 | |  |  |  |  |  |  |  |
| ①患者との関係 | |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 本人 | 165 |  |  |  |  |  |  |  |
| 家族 | 104 |  |  |  |  |  |  |  |
| 親戚 | 1 |  |  |  |  |  |  |  |
| 友人知人 | 3 |  |  |  |  |  |  |  |
| 縁故者 | 1 |  |  |  |  |  |  |  |
| 医療・介護関係従事者 | 11 |  |  |  |  |  |  |  |
| 市町村関係者 | 13 |  |  |  |  |  |  |  |
| 不明 | 3 |  |  |  |  |  |  |  |
| その他 | 7 |  |  |  |  |  |  |  |
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| ②相談者の性別 | |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 男 | 128 |  |  |  |  |  |  |  |
| 女 | 182 |  |  |  |  |  |  |  |
| 不明 | 2 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
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| ③相談者の年代 | | |  | | --- | |  | |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 10代 | 0 |  |  |  |  |  |  |  |
| 20代 | 0 |  |  |  |  |  |  |  |
| 30代 | 8 |  |  |  |  |  |  |  |
| 40代 | 12 |  |  |  |  |  |  |  |
| 50代 | 11 |  |  |  |  |  |  |  |
| 60代 | 20 |  |  |  |  |  |  |  |
| 70代 | 22 |  |  |  |  |  |  |  |
| 80代 | 5 |  |  |  |  |  |  |  |
| 90代 | 0 |  |  |  |  |  |  |  |
| 不明・その他 | 234 |  |  |  |  |  |  |  |
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| ４．　施設分類 |  |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 大学病院 | 11 |  |  |  |  |  |  |  |
| 公的病院 | 13 |  |  |  |  |  |  |  |
| 民間病院 | 65 |  |  |  |  |  |  |  |
| 診療所 | 64 |  |  |  |  |  |  |  |
| 歯科診療所 | 27 |  |  |  |  |  |  |  |
| 助産所 | 0 |  |  |  |  |  |  |  |
| 薬局・薬店 | 2 |  |  |  |  |  |  |  |
| 施術所 | 6 |  |  |  |  |  |  |  |
| 不明 | 7 |  |  |  |  |  |  |  |
| その他 | 112 |  |  |  |  |  |  |  |
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| ５．　相談内容の分類 | |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 苦情：医療行為・医療内容 | 50 |  |  |  |  |  |  |  |
| 苦情：医療過誤・医療事故 | 15 |  |  |  |  |  |  |  |
| 苦情：従事者の接遇 | 15 |  |  |  |  |  |  |  |
| 苦情：医療機関の施設 | 4 |  |  |  |  |  |  |  |
| 苦情：カルテ開示 | 1 |  |  |  |  |  |  |  |
| 苦情：医療費 | 13 |  |  |  |  |  |  |  |
| 苦情：セカンドオピニオン | 0 |  |  |  |  |  |  |  |
| 苦情：個人情報保護法 | 1 |  |  |  |  |  |  |  |
| 苦情：説明不足 | 6 |  |  |  |  |  |  |  |
| 苦情：診療拒否 | 3 |  |  |  |  |  |  |  |
| 苦情：院内感染 | 1 |  |  |  |  |  |  |  |
| 苦情：看護行為 | 1 |  |  |  |  |  |  |  |
| 苦情：医療等関連法規 | 7 |  |  |  |  |  |  |  |
| 苦情：その他 | 23 |  |  |  |  |  |  |  |
| 相談：健康や病気 | 71 |  |  |  |  |  |  |  |
| 相談：医療機関紹介・案内 | 41 | |  | | --- | |  | |  |  |  |  |  |  |
| 相談：薬（品） | 4 |  |  |  |  |  |  |  |
| 相談：医療費 | 5 |  |  |  |  |  |  |  |
| 相談：治療内容 | 12 |  |  |  |  |  |  |  |
| 相談：医療・薬局機能情報 | 2 |  |  |  |  |  |  |  |
| 相談：転院 | 5 |  |  |  |  |  |  |  |
| 相談：その他 | 32 |  |  |  |  |  |  |  |
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| ６．　相談者の要望 | |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 病気や治療に関する知識の提供 | 33 |  |  |  |  |  |  |  |
| 医療費に関する知識の提供 | 10 |  |  |  |  |  |  |  |
| 医療機関の案内 | 60 |  |  |  |  |  |  |  |
| 関係機関の案内 | 5 |  |  |  |  |  |  |  |
| 話を聞いてもらいたい | 35 |  |  |  |  |  |  |  |
| コミュニケーションのとり方 | 2 |  |  |  |  |  |  |  |
| 対処方法を教えてほしい | 75 |  |  |  |  |  |  |  |
| 医療事故の判断 | 2 |  |  |  |  |  |  |  |
| 医療機関等へ伝えてほしい | 15 |  |  |  |  |  |  |  |
| 医療機関への指導 | 26 |  |  |  |  |  |  |  |
| 医療機関との交渉 | 16 |  |  |  |  |  |  |  |
| 不明 | 3 |  |  |  |  |  |  |  |
| その他 | 24 |  |  |  |  |  |  |  |
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| ７．　診療科目 |  |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| その他 | 121 |  |  |  |  |  |  |  |
| 整形外科 | 27 |  |  |  |  |  |  |  |
| 歯科 | 27 |  |  |  |  |  |  |  |
| 内科 | 25 | |  | | --- | |  | |  |  |  |  |  |  |
| 精神科 | 25 |  |  |  |  |  |  |  |
| 泌尿器科 | 10 |  |  |  |  |  |  |  |
| 耳鼻いんこう科 | 9 |  |  |  |  |  |  |  |
| 皮膚科 | 8 |  |  |  |  |  |  |  |
| 眼科 | 8 |  |  |  |  |  |  |  |
| 産科 | 6 |  |  |  |  |  |  |  |
| 呼吸器科 | 5 |  |  |  |  |  |  |  |
| 消化器科 | 5 |  |  |  |  |  |  |  |
| 神経内科 | 4 |  |  |  |  |  |  |  |
| 脳神経外科 | 4 |  |  |  |  |  |  |  |
| 心療内科 | 3 |  |  |  |  |  |  |  |
| 循環器科 | 3 |  |  |  |  |  |  |  |
| 外科 | 3 |  |  |  |  |  |  |  |
| 美容外科 | 3 |  |  |  |  |  |  |  |
| 婦人科 | 3 |  |  |  |  |  |  |  |
| 産婦人科 | 2 |  |  |  |  |  |  |  |
| 神経科 | 1 |  | ＊０件は省略 | |  |  |  |  |
| 胃腸科 | 1 |  |  |  |  |  |  |  |
| 小児科 | 1 |  |  |  |  |  |  |  |
| アレルギー科 | 0 |  |  |  |  |  |  |  |
| リウマチ科 | 0 |  |  |  |  |  |  |  |
| 形成外科 | 0 |  |  |  |  |  |  |  |
| 呼吸器外科 | 0 |  |  |  |  |  |  |  |
| 心臓血管外科 | 0 |  |  |  |  |  |  |  |
| 小児外科 | 0 |  |  |  |  |  |  |  |
| 皮膚泌尿器科 | 0 |  |  |  |  |  |  |  |
| 性病科 | 0 |  |  |  |  |  |  |  |
| こう門科 | 0 |  |  |  |  |  |  |  |
| 気管食道科 | 0 |  |  |  |  |  |  |  |
| リハビリテーション科 | 0 |  |  |  |  |  |  |  |
| 放射線科 | 0 |  |  |  |  |  |  |  |
| 矯正歯科 | 0 |  |  |  |  |  |  |  |
| 小児歯科 | 0 |  |  |  |  |  |  |  |
| 歯科口腔外科 | 0 |  |  |  |  |  |  |  |
| 麻酔科 | 0 | |  | | --- | |  | |  |  |  |  |  |  |
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| ８．対応状況 |  |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 助言・紹介等 | 223 |  |  |  |  |  |  |  |
| 医療機関への情報提供・対応依頼 | 21 |  |  |  |  |  |  |  |
| 対応先案内・転送・依頼 | 9 |  |  |  |  |  |  |  |
| 事実確認等 | 11 |  |  |  |  |  |  |  |
| 指導等 | 6 |  |  |  |  |  |  |  |
| 継続して相談 | 2 |  |  |  |  |  |  |  |
| 医療機関に報告依頼 | 0 |  |  |  |  |  |  |  |
| 立入検査 | 1 |  |  |  |  |  |  |  |
| 患者（相談者）宅訪問 | 0 |  |  |  |  |  |  |  |
| 立入検査および、患者（相談者）宅訪問 | 0 |  |  |  |  |  |  |  |
| 傾聴（のみ） | 23 |  |  |  |  |  |  |  |
| その他 | 15 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  | |  | | --- | |  | |  |  |  |  |  |  |
| ９．納得度 |  |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| 納得した | 74 |  |  |  |  |  |  |  |
| おおむね納得した | 152 |  |  |  |  |  |  |  |
| あまり納得していない | 17 |  |  |  |  |  |  |  |
| まったく納得していない | 8 |  |  |  |  |  |  |  |
| 不明 | 59 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 10．相談者の課題 | |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| なし | 278 |  |  |  |  |  |  |  |
| コミュニケーションの不足 | 4 |  |  |  |  |  |  |  |
| 病気や治療法に関する情報不足 | 8 |  |  |  |  |  |  |  |
| 対処療法に関する情報不足 | 0 | |  | | --- | |  | |  |  |  |  |  |  |
| 医療契約に関する知識不足 | 0 |  |  |  |  |  |  |  |
| 医療不信の先入観 | 4 |  |  |  |  |  |  |  |
| 医療機関に関する情報不足 | 0 |  |  |  |  |  |  |  |
| 相談内容未整理 | 5 |  |  |  |  |  |  |  |
| 医療機関の役割に関する理解不足 | 1 |  |  |  |  |  |  |  |
| その他 | 12 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| １１．　紹介先 |  |  |  |  |  |  |  |  |
|  | 計 |  |  |  |  |  |  |  |
| その他 | 22 |  |  |  |  |  |  |  |
| 市関係 | 8 |  |  |  |  |  |  |  |
| 県歯科医師会 | 6 |  |  |  |  |  |  |  |
| 市保健所 | 3 |  |  |  |  |  |  |  |
| 市歯科医師会 | 2 |  |  |  |  |  |  |  |
| 県保険指導課 | 2 |  |  |  |  |  |  |  |
| 県歯保険医協会 | 2 |  |  |  |  |  |  |  |
| 県関係 | 2 |  |  |  |  |  |  |  |
| 関東信越厚生局千葉事務所 | 2 |  |  |  |  |  |  |  |
| 薬事アドバイザー | 0 | |  | | --- | |  | |  |  |  |  |  |  |
| 市薬剤師会 | 0 |  |  |  |  |  |  |  |
| 市法律相談 | 0 |  |  |  |  |  |  |  |
| 市消費生活センター | 0 |  |  |  |  |  |  |  |
| 市医療安全相談センター | 0 |  |  |  |  |  |  |  |
| 市医師会 | 0 |  |  |  |  |  |  |  |
| 国関係 | 0 |  |  |  |  |  |  |  |
| 厚生労働省 | 0 |  |  |  |  |  |  |  |
| 県薬務課 | 0 |  |  |  |  |  |  |  |
| 県法律相談 | 0 |  |  |  |  |  |  |  |
| 県保険医協会 | 0 |  |  |  |  |  |  |  |
| 県保健所 | 0 |  |  |  |  |  |  |  |
| 県弁護士無料相談 | 0 |  |  |  |  |  |  |  |
| 県医療安全相談センター | 0 |  |  |  |  |  |  |  |
| 県医師会 | 0 |  |  |  |  |  |  |  |
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|  |  |  | ＊０件は省略 | |  |  |  |  |
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