

Measures of central tendency and dispersion of variables, and the reliability index of the questionnaire (VSSS) in the patient satisfaction survey

<i>Scale</i>	<i>Average value</i>	<i>Standard Deviation</i>	<i>Median value</i>	<i>Interquartile range</i>	<i>Cronbach's alpha</i>
Overall Satisfaction	4.38	0.73	4.67	1.00	0.863
Professionals' skills and behavior	4.42	0.56	4.54	0.90	0.951
Information	4.14	0.84	4.33	1.33	0.815
Accessibility	4.34	0.74	4.00	1.00	-
Efficacy	4.23	0.70	4.33	1.13	0.918
Relative's involvement	4.19	0.86	4.20	1.20	0.931
Types of intervention	3.81	0.59	3.90	0.90	0.710
Total score VSSS	4.22	0.58	4.27	0.89	0.961