## 令和6年度総合相談窓口(ブランチ)事業評価指標に基づく評価結果一覧 【評価期間:令和6年4月1日~令和7年3月31日】

|       | ブランチ                      |                     | 指標該业        | 指標該当 | 北区         |     | 都島区 |      | 福島区      | 此花区  | ;    | 巷<br>区 | 大正区  | 天王寺区 |       | 浪速区          |      | 西淀川区 | 淀川区  |      | 東汉川区 | È<br>∐     | J          | 東    |            | 生野区  |      | 旭区    | 城東区   | 鶴見区      | 阿倍野区    |         | 住之江区 |      | 住吉区  |       |    | 東住吉区 |      |      | 平野区        |    |       |     | 西成区 |       |    |
|-------|---------------------------|---------------------|-------------|------|------------|-----|-----|------|----------|------|------|--------|------|------|-------|--------------|------|------|------|------|------|------------|------------|------|------------|------|------|-------|-------|----------|---------|---------|------|------|------|-------|----|------|------|------|------------|----|-------|-----|-----|-------|----|
|       |                           |                     | 当<br>ブ<br>ラ | 当率   | 1 :        | 2 3 | 4   | 5 6  | 7        | 8 9  | 10 1 | 11 12  | 13 1 | 4 15 | 16 17 | 18           | 19 2 | 0 21 | 22 2 | 3 24 | 25 2 | 27         | 28 29      | 30 3 | 1 32       | 33 3 | 4 35 | 36 37 | 38 39 | 40 4     | 1 42    | 13 44   | 45 4 | 6 47 | 48 4 | 19 50 | 51 | 52 5 | 3 54 | 55 5 | 6 57       | 58 | 59 60 | 61  | 62  | 63 64 | 65 |
|       | 評価担保                      |                     | ノンチ数        | %    | 梅田東        | 豊 中 | 高倉  | 定川店島 | 野田       | 春花日井 | 港南   | 市岡東    | 大正西  | タ陽丘  | 高浪津速  | 日本橋          | 難波   | 田淀   | 新高国  | 大桐   | 瑞光路  | 炎柴島        | っっっついます。   | 東陽   | 大池         | 田島   | 新業   | 但今市   | 蒲鯰生江  | 茨田       | · 安田 大宮 | .   11: | 加賀屋  | 住吉   | 我孫子  | 長呂を   | 白鷺 | 矢田東  | 平野   | 長吉西  | 長古弋豆瓜破西    | 喜連 | 喜連東   | 成南  | 南津守 | 梅南・橘  | 山王 |
|       | 1 職                       | 員の適正配置              | 64          | 98   | 0          | 0   | 0   | 0 0  | 0        | 00   | 0    | 0 0    | 0    | 0    | 0 0   | 0            | 0    | 0    | 0    | 0    | 0    | 0 0        | <b>*</b> O | 0    | 0          | 0 0  | 00   | 0 0   | 00    | 0        | 000     | 0       | 0    | 0    | 0    | 0 0   | 0  | 0 0  | 0    | 0 (  | 0          | 0  | 0 C   | 0   | 0   | 00    | 0  |
| 運営体制  |                           | 2 計画的な研修実施          | 65          | 100  | 0 0        | 0 0 | 0   | 0 0  | 0        | 0 0  | 0    | 0 0    | 0    | 0    | 0 0   | 0            | 0    | 0    | 0 0  | 0    | 0 0  | 00         | 0 0        | 0 0  | 0          | 0 0  | 0    | 00    | 0 0   | 0        | 00      | 0 0     | 0    | 0 0  | 0 (  | 0 0   | 0  | 0 0  | 0    | 0 0  | 0 0        | 0  | 0 C   | , 0 | 0   | 0 0   | 0  |
|       | 専門性<br>の確保                | 3 市主催研修への参加         | 64          | 98   | 0 0        | 0 0 | 0 0 | 00   | 0        | 0 0  | 0    | 00     | 0 0  | 0    | 0 0   | 0            | 0 0  | 0    | 0 0  | 0    | 0 0  | 0 0        | 0 0        | 0 0  |            | 0 0  |      | 00    | 0 0   | 0 0      | 000     | 0 0     | 0    | 0 0  | 0 0  | 0 0   | 0  | 0 0  | 0    | 0 =  | ŧ 0        | 0  | 0 C   | 0   | 0   | 00    | 0  |
|       |                           | 項目総合                | 64          | 98   | 00         |     | 0   | 00   | 0        | 00   | 0    | 00     | 00   |      | 0 0   |              | 0 0  | 00   | 00   |      | 00   | 00         | 00         | 00   |            | 00   |      | 00    | 00    | 0        |         | 00      | 00   | 0 0  | 0    | 0 0   | 0  | 00   |      | 0 4  | 40         | 0  | 00    |     | 0   | 00    | 0  |
|       | 4 緊急時の体制整備 5 苦情解決体制の整備    |                     | 64          | 98   |            |     |     |      |          |      |      |        |      |      |       |              |      |      |      |      |      |            |            |      |            |      |      |       |       |          |         |         |      |      |      |       |    |      |      |      |            |    |       |     |     |       |    |
|       |                           |                     | 65          |      |            |     |     |      |          |      |      | +      |      |      |       |              | -    |      | -    |      |      |            |            |      |            | +    | ++   |       |       |          |         |         |      |      | +    |       |    |      |      |      |            |    |       | +   |     |       |    |
|       | 6 個人情報の保護                 |                     |             |      |            |     |     |      |          |      | H    | +      |      |      |       |              | +    |      | +    |      | +    |            |            |      | +          | +    | ++   | +     |       |          |         |         | ++   |      | +    |       |    |      |      |      |            |    | -     | +   | +   |       |    |
| 業務別取組 | 高齢者支援 のためのネット<br>ワークの構築   | 7 地域ケア会議の開催         | 65          | 97   |            |     | 0 0 |      |          |      |      |        |      |      |       |              |      |      |      |      |      | 0 0        |            |      |            |      |      |       |       |          |         |         |      |      |      |       |    |      |      |      |            |    |       |     |     | 0 0   |    |
|       |                           |                     |             |      | $\vdash$   |     |     | -    | $\vdash$ |      | H    |        |      |      |       | $\mathbf{H}$ | +    | +    | +    | +    | +    | +          | +          |      |            | -    | +    | +     |       | $\vdash$ | ++      |         | ++   |      | +    |       | Н  |      |      |      |            |    |       | +   | +   | +     | H  |
|       |                           | 8 ブランチ連絡会への参加       | 65          |      |            | +   |     | +    |          |      |      |        |      |      | -     |              | -    |      | +    |      | -    | 0 0        |            |      | +          | -    | ++   | +     |       |          |         | -       |      |      | +    |       | Н  |      |      | 0 0  | +          |    |       | +   | +   | 0 0   |    |
|       |                           | 9 地域関係者との連携         | 62          | 95   |            | -   |     | +    |          | -    |      |        |      |      | -     | H            | +    |      | +    | +    | +    | 0 0        |            |      |            | -    | ++   | +     | 0 0   | 0 0      | 00      | -       |      |      | +    |       | Н  |      |      |      | -          |    | -     | +   | +   | +     |    |
|       |                           | 10 包括との協働・課題のまとめ    | 64          | 98   | 0 0        | 0   | 0 0 | 0    | 0        | 0 0  | 0    | 0      | 0 0  | 0    | 0 0   | 0            | 0 0  | 0    | 0 0  | 0    | 0 0  | 0          | * O        | 0 0  | 0          | 0 0  | 0    | 0 0   | 0 0   | 0        |         | 0       | 0    | 0    | 0 (  | 0     | 0  | 0 0  | 0    | 0 0  | 0          | 0  | 0 0   | 0   | 0   | 0 0   | 0  |
|       |                           | 項目総合                | 62          | 95   | 0          | 0   | 0   | 0 0  | 0        | 0 0  | 0    | Δ      | 0    | 0    | 0 0   | 0            | 0 0  | 0    | 0    | 0    | 0    | 00         | ΔΟ         | 0 0  | 0          | 0 0  |      | 0 0   | 00    | 0        |         | 0       | 0    | 0    | 0    | 0 0   | 0  | 0 0  | 0    | Δ    | 0          | 0  | 00    | 0   | 0   | 0 0   | 0  |
|       | 総合相談                      | 11 相談対応・記録          | 65          | 100  | 0 0        | 0   | 0   | 0    | 0        | 0 0  | 0    | 0      | 0 0  | 0    | 0 0   | 0            | 0    | 0    | 0    | 0    | 0    | 0 0        | 0 0        | 0 0  | 0          | 0 0  | 0    | 0 0   | 0 0   | 0        | 0 0     | 0       | 0    | 0    | 0    | 0 0   | 0  | 0 0  | 0    | 0 0  | 0          | 0  | 00    | 0   | 0   | 0 0   | 0  |
|       |                           | 12 介護予防対応           | 65          | 100  | 0 0        | 0   | 0   | 0    | 0        | 0 0  | 0    | 0      | 0    | 0    | 0 0   | 0            | 0 0  | 0    | 0    | 0    | 0    | 0 0        | 0 0        | 0 0  | 0          | 0 0  | 0    | 0 0   | 0 0   | 0        | 00      | 0       | 0    | 0    | 0    | 0 0   | 0  | 0 0  | 0    | 0 (  | 0          | 0  | 00    | 0   | 0   | 0 0   | 0  |
|       |                           | 13 事例フォロー           | 65          | 100  | 0          | 0   | 0   | 0    | 0        | 0 0  | 0    | 0      | 0 0  | 0    | 0 0   | 0            | 0    | 0    | 0    | 0    | 0    | 0          | 0 0        | 0 0  | 0          | 0 0  | 0    | 0 0   | 0 0   | 0        | 0 0     | 0       | 0    | 0    | 0    | 0     | 0  | 0 0  | 0    | 0 (  | 0          | 0  | 00    | 0   | 0   | 0 0   | 0  |
| み     |                           | 項目総合                | 65          | 100  | 0          | 0   | 0   | 0    | 0        | 00   | 0    | 0      | 0    | 0    | 0 0   | 0            | 0    | 0    | 0    | 0    | 0    |            | 0          | 0    | 0          | 0    |      | 0     | 0     | 0        |         | 0       | 0    | 0    | 0    | 0     | 0  | 0    | 0    | 0    | 0          | 0  | 0 0   | 0   | 0   | 0 0   | 0  |
|       | 14 認知症高齢者等支援 15 ブランチの周知活動 |                     | 64          | 98   | 0          | 0   | 0   | 0    | 0        | 0 0  | 0    | 0      | 0    | 0    | 0 0   |              | 0    | 0    | 0    | 0    | 0 3  | ŧ 0        | 0          | 0    | 0          | 0    |      | 0     | 00    | 0        |         | 0       | 0    | 0    | 0    | 0     | 0  | 0    | 0    | 0 (  | 0          | 0  | 0 0   | 0   | 0   | 0 0   | 0  |
|       |                           |                     | 65          | 100  | 0          | 0   | 0   | 0    | 0        | 0 0  | 0    | 0      | 0    | 0    | 0 0   | 0            | 0    | 0    | 0    | 0    | 0    | 0          | 00         | 0 0  | 0          | 0 0  | 0    | 0     | 00    | 0        | 000     | 0       | 0    | 0    | 0    | 0     | 0  | 0 0  | 0    | 0 (  | 0          | 0  | 0 0   | 0   | 0   | 0 0   | 0  |
|       |                           | 16 高齢者虐待等の対応・連<br>携 | 60          | 92   | 0 0        | 0   | 0   | 0 0  | 0        | 0 0  | 0    | o –    | _ =  | 0    | 0 0   | 0            | 0    | 0    | 0 0  | 0    | 0 0  | 0 0        | - 0        | 0 0  | ) <u> </u> | 0 0  | 0    | 00    | 0 0   | 0        | 00      | 0       | 0    | 0 0  | 0    | 0 0   | 0  | 0 0  | 0    | 0 (  | 0          | 0  | 0 0   | 0   | 0   | 0 0   | 0  |
|       | 虐待防止•<br>権利擁護             | 17 権利擁護等の相談対応       | 59          | 91   | 0          | 0   | 0   | 0    | 0        | 0 0  | 0 -  | - 0    | 0    | 0    | 0 0   | 0            | 0 0  | 0    | 0    | ) –  | 0    | 0 0        | 0 0        | 0 0  |            | 0 -  | - 0  | 00    | 0 0   | 0        | 00      | 0 0     | 0    | 0 0  | 0    | 0 0   | 未  | 0 0  | 0    | 0 -  | - 0        | 0  | 0 C   | , 0 | 0   | 0 0   | 0  |
|       |                           | 項目総合                | 63          | 97   | 0          | 0   | 0   | 00   | 0        | 00   | 0    | 00     | 0 4  | 0 2  | 0 0   | 0            | 0    | 0    | 0    | 0    | 0    | 00         | 00         | 00   | 0          | 00   | 00   | 00    | 00    | 0        | 000     | 0       | 0    | 0 0  | 0    | 00    | Δ  | 00   | 0    | 0 (  | 0          | 0  | 00    | , 0 | 0   | 00    | 0  |
|       | 総合結果                      |                     | 57          | 88   | © <i>5</i> | k 0 | 0   | 9 0  | 0        | 0 0  | 0    | ③ 未    | © 5  |      | 0 0   | 0 0          | 0 0  | 0    | 0    |      | © 5  | <b>₹</b> ◎ | * 0        | 0 0  | 0          | 0 0  | 00   | 9 0   | 0 0   | 0        |         | 0 0     | 0 0  | 9 0  | 0    | 0 0   | 未  | 0 0  | 0    | 未    | <b>★</b> ◎ | 0  | 0 0   | 0   | 0   | 0 0   | 0  |