

**ENCUESTAS DE SATISFACCION I TRIMESTRE 2025
CONSOLIDADO ANUAL 2025**

USUARIOS ENCUESTADOS : 307

USUARIOS SATISFECHOS: 262

NO SATISFECHOS: 15

% DE SATISFACCION : 85%

		CM	URG	PYM	ODON	LAB	FARM	HOSP	FACT	VAC	I TRIMESTRE 2025		V TRIMESTRE 2024	
											cant	%	cant	%
El tiempo que tuvo que esperar para ser atendido?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	80%	67%	82%	73%	90%	79%	89%	72%	89%	245	80%	225	77%
	Regular	20%	33%	18%	23%	10%	21%	11%	28%	11%	61	20%	67	23%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	1	0%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
el trato que usted percibio del personal que lo atendio?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	2	1%
	Bueno	89%	79%	88%	86%	93%	83%	89%	85%	93%	267	87%	257	88%
	Regular	11%	21%	12%	14%	7%	17%	11%	13%	7%	39	13%	32	11%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
La comprension de la informacion brindada por parte del personal que lo atendio?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	93%	79%	88%	86%	90%	86%	84%	79%	93%	266	87%	259	88%
	Regular	7%	21%	18%	14%	10%	14%	16%	21%	7%	43	14%	35	12%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
Las condiciones de privacidad para su atencion?	Excelent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	93%	70%	97%	68%	93%	93%	84%	82%	93%	267	87%	248	85%
	Regular	7%	30%	3%	32%	7%	7%	16%	18%	11%	41	13%	41	14%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	4	1%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
La discrecion y confidencialidad del personal?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	93%	82%	100%	86%	95%	98%	89%	92%	89%	285	93%	267	91%
	Regular	7%	18%	0%	14%	5%	2%	11%	8%	11%	22	7%	26	9%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%

	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
La comodidad de las instalaciones?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	3	1%
	Bueno	89%	70%	94%	82%	95%	90%	84%	82%	89%	266	87%	256	87%
	Regular	11%	30%	3%	18%	5%	10%	16%	18%	11%	32	10%	32	11%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	2	1%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
la limpieza le parecio adecuada?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	98%	82%	91%	82%	100%	93%	89%	92%	89%	280	91%	270	92%
	Regular	2%	21%	6%	18%	0%	7%	11%	8%	11%	27	9%	22	8%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
como calificaria su satisfaccion global, con respecto a los servicios recibidos a traves del hospital ?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	86%	73%	88%	86%	90%	83%	89%	85%	89%	262	85%	244	83%
	Regular	14%	30%	9%	14%	10%	17%	11%	13%	11%	45	15%	49	17%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
recomendaria a sus familiares y amigos el hospital?	definitivamente Si	45%	42%	30%	73%	17%	45%	58%	36%	74%	135	44%	154	53%
	probablemente Si	48%	58%	70%	27%	79%	55%	42%	64%	26%	165	54%	134	46%
	definitivamente No	0%	3%	0%	0%	5%	0%	0%	0%	0%	3	1%	1	0%
	Probablemente No	7%	3%	0%	0%	0%	0%	0%	0%	0%	4	1%	4	1%
el profesional que lo atendio hoy, lo examino?	si	91%	97%	48%	77%	0%	0%	84%	0%	30%	134	44%	122	42%
	No	7%	9%	0%	14%	0%	0%	16%	0%	4%	16	5%	17	6%
	N/A	0%	0%	52%	0%	98%	100%	0%	100%	67%	157	51%	155	53%
le hablaron claramente sobre su condicion de salud?	Si	93%	91%	18%	77%	0%	0%	84%	0%	22%	121	39%	123	42%
	NO	7%	15%	0%	14%	0%	0%	16%	0%	4%	16	5%	13	4%
	N/A	0%	0%	82%	0%	98%	100%	0%	100%	67%	167	54%	154	53%
si le ordenaron o le relizaron examenes le fueron explicados?	Si	68%	24%	18%	55%	86%	0%	63%	0%	0%	106	35%	100	34%
	NO	5%	3%	0%	0%	14%	0%	0%	0%	0%	9	3%	2	1%
	N/A	27%	79%	82%	36%	0%	100%	32%	100%	93%	188	61%	189	65%
le dieron informacion acerca de los medicamentos que le aplicaron o le recetaron?	Si	45%	85%	18%	73%	26%	48%	84%	100%	93%	186	61%	133	45%
	NO	5%	21%	0%	9%	10%	24%	16%	0%	4%	30	10%	29	10%
	N/A	50%	0%	82%	18%	64%	29%	0%	0%	0%	92	30%	128	44%

el personal que lo atendio durante su instancia hospitalaria, se presento al momento de atenderlo?	Si	0%	0%	0%	55%	0%	0%	79%	0%	22%	36	12%	25	9%
	No	0%	0%	0%	9%	0%	0%	21%	0%	4%	10	3%	5	2%
	N/A	100%	106%	100%	36%	100%	100%	0%	100%	67%	261	85%	261	89%
le dieron informacion sobre los cuidados que debe tener en casa?	Si	0%	0%	0%	45%	0%	0%	68%	100%	19%	71	23%	24	8%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	106%	100%	55%	100%	100%	32%	0%	74%	236	77%	269	92%
considera que la cantidad de alimentacion suministrada es suficiente?	Si	0%	0%	0%	55%	0%	0%	95%	0%	26%	41	13%	27	9%
	no	0%	0%	0%	0%	0%	0%	5%	0%	0%	5	2%	3	1%
	n/a	100%	106%	100%	36%	100%	100%	0%	100%	67%	261	85%	261	89%
considera que el horario de alimentacion es adecuado?	SI	0%	0%	0%	55%	0%	0%	89%	0%	26%	41	13%	28	10%
	NO	0%	0%	0%	9%	0%	0%	11%	0%	0%	4	1%	4	1%
	N/A	100%	106%	100%	36%	100%	100%	0%	100%	67%	261	85%	262	89%
la alimentacion fue de su agrado?	SI	0%	0%	0%	55%	0%	0%	95%	0%	22%	38	12%	26	9%
	NO	0%	0%	0%	9%	0%	0%	5%	0%	4%	3	1%	4	1%
	N/A	100%	106%	100%	36%	100%	100%	0%	69%	67%	249	81%	261	89%
quedo satisfecho con el trato recibido por parte del personal de aliementacion?	Si	0%	0%	0%	55%	0%	0%	95%	0%	26%	41	13%	30	10%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	106%	100%	36%	100%	100%	0%	100%	67%	261	85%	261	89%
la limpieza de la habitacion le parecio adecuada?	Si	0%	0%	0%	45%	0%	0%	95%	0%	22%	41	13%	23	8%
	NO	0%	0%	0%	9%	0%	0%	5%	0%	4%	3	1%	1	0%
	N/A	100%	106%	100%	36%	100%	100%	0%	100%	59%	259	84%	261	89%
Quedo satisfecho con el trato recibido por parte del personal de servicios generales?	Si	0%	0%	0%	64%	0%	0%	100%	0%	26%	46	15%	32	11%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	106%	100%	36%	100%	100%	0%	100%	67%	261	85%	261	89%
conoce usted cuales son sus derechos y cuales son sus deberes como paciente?	Si	91%	88%	88%	86%	93%	90%	79%	85%	81%	267	87%	256	87%
	No	9%	18%	12%	14%	10%	10%	16%	15%	11%	38	12%	37	13%
cree usted que el hospital le cumple con el deber de tener un servicio cortes y rapido?	Si	73%	67%	64%	64%	69%	71%	74%	62%	63%	209	68%	192	66%
	No	27%	42%	36%	36%	33%	29%	26%	38%	30%	100	33%	101	34%
SEXO	Masculino	43%	30%	18%	59%	33%	36%	42%	44%	52%	119	39%	93	32%
	Femenino	57%	76%	82%	41%	71%	64%	58%	56%	41%	190	62%	198	68%
AREA	Rural	45%	30%	36%	45%	33%	40%	32%	31%	33%	110	36%	105	36%
	Urbana	55%	79%	64%	55%	67%	60%	63%	72%	59%	196	64%	188	64%

EPS	SAVIA SALUD	27%	12%	15%	23%	19%	12%	11%	18%	4%	48	16%	58	20%
	COOSALUD	36%	30%	48%	41%	29%	21%	47%	28%	26%	101	33%	98	33%
	FOMAG	7%	9%	0%	0%	10%	19%	0%	46%	7%	38	12%	16	5%
	NUEVA EPS	16%	27%	24%	14%	26%	33%	21%	8%	37%	72	23%	75	26%
	OTRAS	14%	27%	12%	18%	17%	14%	16%	8%	19%	48	16%	45	15%
rangos de edad	18 a 25 años	18%	15%	21%	18%	19%	14%	5%	38%	7%	55	18%	60	20%
	26 a 30 años	16%	24%	24%	36%	24%	29%	21%	15%	11%	71	23%	63	22%
	31 a 45 años	34%	33%	18%	14%	24%	26%	32%	23%	41%	85	28%	68	23%
	>45 años	32%	36%	36%	27%	33%	26%	37%	23%	33%	96	31%	101	34%

