



ENCUESTAS DE SATISFACCION II TRIMESTRE 2025

USUARIOS ENCUESTADOS : 305

USUARIOS SATISFECHOS: 254

NO SATISFECHOS: 51

% DE SATISFACCION : 83

		C.M	URG	PYM	ODON	LAB	FARM	HOSP	FACT	VAC	II TRIMESTRE		I TRIMESTRE	
											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	78%	61%	72%	79%	87%	72%	89%	72%	92%	234	77%	245	80%
	Regular	13%	42%	28%	21%	13%	28%	11%	28%	8%	67	22%	61	20%
	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%
el trato que usted percibio del personal que lo atendio?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	91%	81%	89%	84%	89%	85%	89%	85%	92%	265	87%	267	87%
	Regular	9%	22%	11%	16%	11%	15%	11%	15%	4%	44	14%	39	13%
	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%	81%	89%	89%	89%	85%	89%	82%	96%	267	88%	266	87%
	Regular	7%	22%	11%	11%	11%	15%	11%	21%	4%	41	13%	43	14%
	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%	67%	89%	74%	89%	90%	84%	77%	92%	259	85%	267	87%
	Regular	7%	36%	11%	26%	11%	10%	16%	21%	12%	45	15%	41	13%
	malo	0%	0%	0%	0%	0%	3%	0%	0%	0%	1	0%	0	0%
	muy malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%

La discrecion y confidencialidad del personal?	Bueno	93%	81%	100%	84%	93%	92%	89%	92%	92%	278	91%	285	93%
	Regular	7%	19%	0%	16%	7%	8%	11%	10%	8%	27	9%	22	7%
	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%	0	0%
	Bueno	87%	72%	92%	79%	93%	87%	89%	85%	92%	263	86%	266	87%
	Regular	13%	28%	8%	21%	7%	13%	11%	18%	8%	42	14%	32	10%
	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 limpieza le parecio adecuada?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	100%	78%	94%	79%	100%	90%	89%	90%	96%	279	91%	280	91%
	Regular	0%	22%	6%	21%	0%	10%	11%	13%	4%	26	9%	27	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%
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	87%	61%	89%	84%	89%	85%	84%	82%	88%	254	83%	262	85%
	Regular	13%	39%	11%	16%	11%	15%	16%	21%	12%	51	17%	45	15%
	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	53%	39%	31%	74%	22%	54%	68%	41%	73%	148	49%	135	44%
	probablemente Si	40%	58%	69%	26%	78%	46%	32%	62%	27%	153	50%	165	54%
	definitivamente No	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	3	1%
	Probablemente No	7%	3%	0%	0%	0%	0%	0%	0%	0%	4	1%	4	1%
el profesional que lo atendio hoy, lo examino?	si	87%	86%	64%	100%	0%	0%	84%	0%	31%	136	45%	134	44%
	No	13%	14%	0%	0%	0%	0%	16%	0%	4%	19	6%	16	5%
	N/A	0%	0%	36%	0%	100%	100%	0%	103%	65%	154	50%	157	51%
le hablaron claramente sobre su condicion de salud?	Si	93%	89%	36%	84%	0%	0%	84%	0%	23%	126	41%	121	39%
	NO	7%	11%	0%	16%	0%	0%	16%	0%	4%	15	5%	16	5%
	N/A	0%	0%	64%	0%	100%	100%	0%	103%	65%	164	54%	167	54%
si le ordenaron o le relizaron exámenes le fueron	Si	67%	25%	8%	68%	80%	0%	63%	0%	0%	103	34%	106	35%
	NO	7%	0%	0%	0%	20%	0%	0%	0%	0%	13	4%	9	3%

explicados?	N/A	27%	75%	92%	32%	0%	100%	37%	103%	92%	189	62%	188	61%
le dieron informacion acerca de los medicamentos que le aplicaron o le recetaron?	Si	67%	78%	8%	68%	49%	51%	84%	103%	92%	200	66%	186	61%
	NO	7%	11%	0%	0%	18%	18%	16%	0%	4%	29	10%	30	10%
	N/A	27%	11%	92%	32%	33%	31%	0%	0%	0%	76	25%	92	30%
el personal que lo atendio durante su instancia hospitalaria, se presento al momento de atenderlo?	si	0%	0%	0%	0%	0%	0%	79%	0%	0%	15	5%	36	12%
	No	0%	0%	0%	0%	0%	0%	21%	0%	0%	4	1%	10	3%
	N/A	100%	100%	100%	100%	100%	100%	0%	103%	92%	286	94%	261	85%
le dieron informacion sobre los cuidados que debe tener en casa?	Si	0%	0%	0%	0%	0%	0%	68%	0%	0%	13	4%	71	23%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	100%	100%	100%	100%	100%	32%	103%	92%	292	96%	236	77%
considera que la cantidad de alimentacion suministrada es suficiente?	Si	0%	0%	0%	0%	0%	0%	89%	0%	0%	17	6%	41	13%
	no	0%	0%	0%	0%	0%	0%	11%	0%	96%	2	1%	5	2%
	n/a	100%	100%	100%	100%	100%	100%	0%	103%	65%	286	94%	261	85%
considera que el horario de alimentacion es adecuado?	SI	0%	0%	0%	0%	0%	0%	79%	0%	27%	15	5%	41	13%
	NO	0%	0%	0%	0%	0%	0%	16%	0%	0%	3	1%	4	1%
	N/A	100%	100%	100%	100%	100%	100%	0%	100%	65%	286	94%	261	85%
la alimentacion fue de su agrado?	SI	0%	0%	0%	0%	0%	0%	89%	0%	23%	17	6%	38	12%
	NO	0%	0%	0%	0%	0%	0%	11%	0%	4%	2	1%	3	1%
	N/A	100%	100%	100%	100%	100%	100%	0%	69%	65%	286	94%	249	81%
quedo satisfecho con el trato recibido por parte del personal de aliementacion?	Si	0%	0%	0%	0%	0%	0%	100%	0%	27%	18	6%	41	13%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	1	0%	0	0%
	N/A	100%	100%	100%	100%	100%	100%	0%	103%	65%	286	94%	261	85%
la limpieza de la habitacion le parecio adecuada?	Si	0%	0%	0%	0%	0%	0%	95%	0%	23%	17	6%	41	13%
	NO	0%	0%	0%	0%	0%	0%	5%	0%	4%	2	1%	3	1%
	N/A	100%	100%	100%	100%	100%	100%	0%	69%	62%	286	94%	259	84%
Quedo satisfecho con el trato recibido por parte del personal de servicios generales?	Si	0%	0%	0%	0%	0%	0%	100%	0%	27%	19	6%	46	15%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	100%	100%	100%	100%	97%	0%	103%	65%	286	94%	261	85%
conoce usted cuales son sus derechos y cuales son sus deberes como paciente?	Si	93%	81%	86%	89%	93%	79%	79%	85%	81%	264	87%	267	87%
	No	7%	19%	14%	11%	7%	21%	16%	18%	12%	41	13%	38	12%
cree usted que el hospital le cumple con el deber de tener un servicio cortes y rapido?	Si	80%	69%	67%	63%	69%	62%	74%	64%	62%	207	68%	209	68%
	No	20%	33%	33%	37%	31%	38%	26%	38%	31%	98	32%	100	33%
	Masculino	36%	33%	17%	58%	38%	31%	47%	49%	54%	116	38%	119	39%

SEXO	Femenino	64%	67%	83%	42%	62%	69%	47%	54%	38%	189	62%	190	62%
AREA	Rural	40%	28%	33%	42%	29%	49%	26%	33%	35%	107	35%	110	36%
	Urbana	60%	75%	67%	58%	71%	51%	68%	69%	58%	197	65%	196	64%
EPS	SAVIA SALUD	20%	14%	22%	21%	16%	15%	11%	15%	4%	48	16%	48	16%
	COOSALUD	36%	25%	61%	42%	27%	33%	42%	31%	27%	107	35%	101	33%
	FOMAG	11%	8%	0%	0%	11%	15%	0%	49%	8%	41	13%	38	12%
	NUEVA EPS	22%	31%	11%	16%	27%	26%	21%	8%	35%	66	22%	72	23%
	OTRAS	11%	22%	6%	21%	20%	10%	16%	8%	19%	43	14%	48	16%
rangos de edad	18 a 25 años	20%	19%	22%	21%	13%	18%	11%	38%	8%	60	20%	55	18%
	26 a 30 años	22%	22%	19%	32%	22%	31%	26%	18%	12%	68	22%	71	23%
	31 a 45 años	24%	28%	17%	16%	27%	23%	21%	23%	42%	75	25%	85	28%
	>45 años	33%	33%	42%	32%	38%	28%	37%	23%	35%	102	33%	96	31%