



ENCUESTAS DE SATISFACCION III TRIMESTRE 2025

CONSOLIDADO ANUAL 2025

USUARIOS ENCUESTADOS : 298

USUARIOS SATISFECHOS: 251

NO SATISFECHOS: 47

% DE SATISFACCION : 84%

		CM	URG	PYM	ODONT	LABO	FARM	HOSP	FACT	VAC	III TRIMESTRE		II TRIMESTRE	
											TOTAL	%	TOTAL	%
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	74%	64%	72%	81%	88%	72%	90%	72%	89%	230	77%	234	77%
	Regular	26%	36%	28%	19%	12%	28%	10%	28%	11%	68	23%	67	22%
	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	87%	81%	89%	86%	93%	86%	95%	87%	93%	263	88%	265	87%
	Regular	13%	19%	11%	14%	7%	14%	5%	13%	7%	35	12%	44	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%
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	87%	81%	89%	90%	91%	83%	95%	82%	96%	261	88%	267	88%
	Regular	13%	19%	11%	10%	9%	17%	5%	18%	4%	37	12%	41	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%
Las condiciones de privacidad para su atencion?	Excelent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	87%	67%	94%	90%	91%	86%	90%	77%	100%	257	86%	259	85%
	Regular	13%	33%	6%	10%	7%	14%	10%	23%	4%	41	14%	45	15%
	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%

La discrecion y confidencialidad del personal?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	92%	81%	94%	90%	93%	89%	90%	92%	96%	271	91%	278	91%
	Regular	8%	19%	6%	10%	7%	11%	10%	8%	4%	27	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%
La comodidad de las instalaciones?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	82%	72%	92%	90%	93%	83%	86%	90%	93%	258	87%	263	86%
	Regular	18%	28%	8%	10%	7%	17%	14%	10%	7%	40	13%	42	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%
la limpieza le parecio adecuada?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	95%	78%	94%	95%	98%	92%	95%	95%	93%	276	93%	279	91%
	Regular	5%	22%	6%	5%	2%	8%	5%	5%	7%	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%
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	85%	61%	89%	86%	91%	83%	90%	87%	89%	251	84%	254	83%
	Regular	10%	39%	11%	14%	9%	17%	10%	13%	11%	45	15%	51	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	41%	39%	31%	76%	16%	67%	57%	41%	67%	134	45%	148	49%
	probablemente Si	54%	58%	69%	24%	79%	33%	43%	59%	30%	158	53%	153	50%
	definitivamente No	3%	0%	0%	0%	5%	0%	0%	0%	0%	3	1%	0	0%
	Probablemente No	3%	3%	0%	0%	0%	0%	0%	0%	4%	3	1%	4	1%
el profesional que lo atendio hoy, lo examino?	si	87%	86%	64%	86%	0%	0%	90%	0%	0%	125	42%	136	45%
	No	15%	14%	0%	5%	0%	0%	10%	0%	0%	14	5%	19	6%
	N/A	0%	0%	36%	0%	100%	100%	0%	100%	100%	158	53%	154	50%
le hablaron claramente sobre su condicion de salud?	Si	90%	89%	36%	76%	0%	0%	90%	0%	0%	125	42%	126	41%
	NO	15%	11%	0%	14%	0%	0%	10%	0%	0%	15	5%	15	5%
	N/A	0%	0%	64%	0%	100%	100%	0%	100%	100%	158	53%	164	54%
si le ordenaron o le relizaron exámenes le fueron explicados?	Si	51%	25%	8%	29%	84%	0%	81%	0%	0%	91	31%	103	34%
	NO	10%	0%	0%	0%	16%	0%	0%	0%	0%	11	4%	13	4%
	N/A	44%	75%	92%	71%	0%	100%	19%	100%	100%	198	66%	189	62%

le dieron informacion acerca de los medicamentos que le aplicaron o le recetaron?	Si	74%	78%	8%	33%	0%	56%	86%	0%	0%	105	35%	200	66%
	NO	15%	11%	0%	5%	0%	11%	14%	0%	0%	18	6%	29	10%
	N/A	15%	11%	92%	62%	100%	33%	0%	100%	100%	177	59%	76	25%
el personal que lo atendio durante su estancia hospitalaria, se presento al momento de atenderlo?	si	0%	0%	0%	33%	0%	0%	86%	0%	37%	35	12%	15	5%
	No	0%	0%	0%	5%	0%	0%	14%	0%	0%	4	1%	4	1%
	N/A	105%	100%	100%	62%	100%	100%	0%	100%	100%	271	91%	286	94%
le dieron informacion sobre los cuidados que debe tener en casa?	Si	0%	0%	0%	29%	0%	0%	71%	67%	0%	47	16%	13	4%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	105%	100%	100%	71%	100%	100%	29%	33%	100%	253	85%	292	96%
considera que la cantidad de alimentacion suministrada es suficiente?	Si	0%	0%	0%	29%	0%	0%	95%	0%	0%	26	9%	17	6%
	no	0%	0%	0%	0%	0%	0%	5%	0%	33%	10	3%	2	1%
	n/a	105%	100%	100%	62%	100%	100%	0%	103%	100%	272	91%	286	94%
considera que el horario de alimentacion es adecuado?	SI	0%	0%	0%	33%	0%	0%	90%	0%	0%	26	9%	15	5%
	NO	0%	0%	0%	5%	0%	0%	10%	0%	0%	3	1%	3	1%
	N/A	105%	100%	100%	62%	100%	100%	0%	100%	100%	271	91%	286	94%
la alimentacion fue de su agrado?	SI	0%	0%	0%	33%	0%	0%	81%	0%	0%	24	8%	17	6%
	NO	0%	0%	0%	5%	0%	0%	19%	0%	0%	5	2%	2	1%
	N/A	105%	100%	100%	62%	100%	100%	0%	69%	100%	259	87%	286	94%
quedo satisfecho con el trato recibido por parte del personal de alimentacion?	Si	0%	0%	0%	86%	0%	0%	100%	0%	0%	39	13%	18	6%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	1	0%
	N/A	105%	100%	100%	0%	100%	100%	0%	100%	100%	258	87%	286	94%
la limpieza de la habitacion le parecio adecuada?	Si	0%	0%	0%	24%	0%	0%	95%	0%	0%	25	8%	17	6%
	NO	0%	0%	0%	5%	0%	0%	5%	0%	0%	2	1%	2	1%
	N/A	105%	100%	100%	62%	100%	100%	0%	69%	96%	258	87%	286	94%
Quedo satisfecho con el trato recibido por parte del personal de servicios generales?	Si	0%	0%	0%	38%	0%	0%	100%	0%	0%	29	10%	19	6%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	105%	100%	100%	62%	100%	94%	0%	110%	100%	273	92%	286	94%
conoce usted cuales son sus derechos y cuales son sus deberes como paciente?	Si	95%	86%	86%	86%	91%	67%	86%	87%	85%	255	86%	264	87%
	No	10%	14%	14%	14%	9%	33%	14%	13%	15%	45	15%	41	13%
cree usted que el hospital le cumple con el deber de tener un servicio cortés y rapido?	Si	67%	67%	67%	57%	67%	50%	71%	64%	67%	191	64%	207	68%
	No	38%	33%	33%	43%	33%	50%	29%	38%	33%	110	37%	98	32%
SEXO	Masculino	33%	39%	17%	62%	33%	25%	43%	49%	44%	109	37%	116	38%
	Femenino	72%	64%	83%	38%	70%	75%	52%	54%	56%	193	65%	189	62%

AREA	Rural	36%	28%	33%	48%	33%	58%	29%	33%	41%	111	37%	107	35%
	Urbana	69%	72%	67%	52%	67%	42%	71%	69%	59%	190	64%	197	65%
EPS	SAVIA SALUD	18%	14%	22%	24%	19%	19%	10%	15%	11%	51	17%	48	16%
	COOSALUD	31%	25%	61%	38%	30%	47%	43%	31%	33%	111	37%	107	35%
	FOMAG	13%	8%	0%	0%	9%	11%	0%	49%	7%	37	12%	41	13%
	NUEVA EPS	28%	31%	11%	14%	26%	17%	19%	8%	30%	61	20%	66	22%
	OTRAS	15%	22%	6%	24%	16%	6%	24%	8%	19%	43	14%	43	14%
rangos de edad	18 a 25 años	15%	19%	22%	24%	19%	22%	24%	38%	15%	66	22%	60	20%
	26 a 30 años	23%	19%	19%	33%	23%	33%	19%	15%	22%	68	23%	68	22%
	31 a 45 años	28%	28%	17%	14%	26%	19%	19%	23%	37%	71	24%	75	25%
	>45 años	38%	33%	42%	29%	33%	25%	38%	23%	26%	95	32%	102	33%