

ENCUESTAS DE SATISFACCION II TRIMESTRE 2024

USUARIOS ENCUESTADOS : 292

USUARIOS SATISFECHOS: 244

NO SATISFECHOS: 48

% DE SATISFACCION : 84%

		CM	URG	PYM	ODONT	LABORA	FARM	HOSP	FACT	VACUN	II TRIM		I TRIM	
											CANT	%	CANT	%
El tiempo que tuvo que esperar para ser atendido?	muy bueno	0%	0%	0%	0%	10%	0%	0%	0%	0%	3	1%	0	0%
	Bueno	62%	55%	88%	81%	81%	73%	85%	78%	97%	225	77%	245	77%
	Regular	38%	45%	12%	22%	6%	28%	15%	23%	9%	66	23%	74	23%
	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	5%	0%	0%	0%	6%	0%	0%	0%	0%	4	1%	0	0%
	Bueno	81%	79%	85%	85%	87%	85%	92%	85%	88%	247	85%	282	88%
	Regular	14%	21%	15%	15%	6%	15%	8%	15%	12%	40	14%	38	12%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	3%	1	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%	4%	0%	0%	0%	0%	0%	1	0%	0	0%
	Bueno	86%	79%	94%	89%	90%	85%	92%	93%	100%	259	89%	279	87%
	Regular	14%	21%	6%	11%	10%	15%	8%	8%	0%	32	11%	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	84%	76%	91%	48%	90%	93%	92%	88%	92%	244	84%	275	86%
	Regular	16%	24%	9%	41%	10%	8%	8%	13%	12%	45	15%	44	14%
	malo	0%	0%	0%	11%	0%	0%	0%	0%	0%	3	1%	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%	85%	94%	85%	90%	95%	92%	95%	94%	267	91%	298	93%
	Regular	8%	15%	6%	15%	10%	5%	8%	5%	6%	25	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	8%	0%	0%	0%	0%	0%	0%	0%	0%	3	1%	0	0%
	Bueno	76%	79%	88%	63%	100%	88%	88%	98%	94%	252	86%	280	88%
	Regular	16%	21%	12%	30%	0%	13%	12%	3%	12%	37	13%	39	12%
	malo	0%	0%	0%	7%	0%	0%	0%	0%	0%	2	1%	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	92%	82%	97%	78%	97%	95%	92%	98%	94%	268	92%	289	90%
	Regular	8%	18%	3%	22%	3%	5%	8%	3%	6%	24	8%	29	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	84%	70%	91%	85%	90%	85%	88%	80%	88%	246	84%	272	85%
	Regular	16%	30%	9%	15%	10%	15%	12%	20%	12%	46	16%	49	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	35%	36%	36%	33%	42%	55%	50%	63%	64%	137	47%	137	43%
	probablemente Si	54%	55%	64%	67%	55%	45%	50%	38%	30%	145	50%	174	54%
	definitivamente No	0%	6%	0%	0%	0%	0%	0%	0%	0%	2	1%	2	1%
	Probablemente No	11%	3%	0%	0%	3%	0%	0%	0%	6%	8	3%	7	2%
el profesional que lo atendio hoy, lo examino?	si	86%	82%	85%	100%	0%	0%	92%	0%	0%	130	45%	131	41%
	No	14%	18%	0%	0%	0%	0%	8%	0%	0%	13	4%	15	5%
	N/A	0%	0%	15%	0%	100%	100%	0%	100%	94%	147	50%	171	53%
le hablaron claramente sobre su condicion de salud?	Si	86%	85%	85%	100%	0%	0%	92%	0%	0%	133	46%	125	39%
	NO	14%	15%	0%	0%	0%	0%	8%	0%	0%	12	4%	12	4%
	N/A	0%	0%	15%	0%	100%	100%	0%	100%	100%	147	50%	181	57%
si le ordenaron o le relizaron exámenes le fueron explicados?	Si	32%	36%	36%	22%	100%	0%	81%	0%	0%	88	30%	102	32%
	NO	8%	3%	3%	0%	0%	0%	0%	0%	0%	5	2%	10	3%
	N/A	59%	61%	61%	78%	0%	100%	19%	100%	100%	199	68%	208	65%
le dieron informacion acerca de los medicamentos que le aplicaron o le recetaron?	Si	78%	67%	30%	52%	0%	70%	88%	0%	58%	138	47%	182	57%
	NO	22%	15%	3%	7%	0%	30%	12%	0%	3%	31	11%	25	8%
	N/A	0%	18%	67%	41%	100%	0%	0%	100%	39%	123	42%	113	35%
el personal que lo atendio durante su estancia hospitalaria, se presento al momento de atenderlo?	si	0%	0%	0%	0%	0%	0%	88%	0%	0%	16	5%	30	9%
	No	0%	0%	0%	0%	0%	0%	12%	0%	0%	2	1%	5	2%
	N/A	100%	100%	100%	100%	100%	100%	0%	100%	100%	274	94%	285	89%
le dieron informacion sobre los cuidados que debe tener en casa?	Si	0%	0%	0%	0%	0%	0%	77%	0%	0%	14	5%	51	16%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	100%	100%	100%	100%	100%	23%	100%	100%	279	96%	269	84%
considera que la cantidad de alimentacion suminstrada es suficiente?	Si	0%	0%	0%	0%	0%	0%	85%	0%	0%	15	5%	32	10%
	no	0%	0%	0%	0%	0%	0%	15%	0%	0%	2	1%	1	0%
	n/a	100%	100%	100%	100%	100%	100%	0%	100%	100%	274	94%	285	89%
considera que el horario de alimentacion es adecuado?	SI	0%	0%	0%	0%	0%	0%	85%	0%	0%	15	5%	32	10%
	NO	0%	0%	0%	0%	0%	0%	12%	0%	0%	2	1%	3	1%
	N/A	100%	100%	100%	100%	100%	100%	0%	100%	100%	275	94%	285	89%

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