

ENCUESTAS DE SATISFACCION IV TRIMESTRE 2024

CONSOLIDADO ANUAL 2024

USUARIOS ENCUESTADOS :293

USUARIOS SATISFECHOS: 244

NO SATISFECHOS:49

% DE SATISFACCION : 83%



		CM	URG	PYM	ODON	LABO	FARM	HOSP	FACT	VAC	IV TRIM		CONS 2024	
											TOTAL	%	TOTAL	%
El tiempo que tuvo que esperar para ser atendido?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	3	0%
	Bueno	73%	56%	83%	84%	88%	69%	79%	76%	93%	225	77%	954	77%
	Regular	25%	44%	17%	16%	12%	31%	21%	24%	7%	67	23%	282	23%
	malo	3%	0%	0%	0%	0%	0%	0%	0%	0%	1	0%	4	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%	0%	0%	0%	0%	0%	2	1%	16	1%
	Bueno	85%	79%	90%	92%	91%	86%	96%	84%	93%	259	88%	1080	87%
	Regular	10%	21%	10%	8%	9%	14%	4%	16%	7%	32	11%	144	12%
	malo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	3	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%	2	0%
	Bueno	88%	79%	87%	88%	88%	86%	96%	89%	100%	259	88%	1088	88%
	Regular	13%	21%	13%	12%	12%	14%	4%	11%	0%	34	12%	153	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	88%	76%	90%	56%	88%	88%	96%	84%	93%	248	85%	1058	85%
	Regular	13%	24%	10%	32%	12%	10%	4%	16%	7%	41	14%	172	14%
	malo	0%	0%	0%	12%	0%	2%	0%	0%	0%	4	1%	13	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%	85%	97%	84%	88%	90%	96%	89%	100%	267	91%	1145	92%
	Regular	8%	15%	3%	16%	12%	10%	4%	11%	0%	26	9%	98	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%
La comodidad de las instalaciones?	muy bueno	8%	0%	0%	0%	0%	0%	0%	0%	0%	3	1%	16	1%
	Bueno	80%	82%	100%	64%	100%	83%	88%	92%	96%	256	87%	1082	87%
	Regular	13%	18%	0%	28%	0%	17%	13%	8%	4%	32	11%	140	11%
	malo	0%	0%	0%	8%	0%	0%	0%	0%	0%	2	1%	5	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	93%	82%	93%	76%	100%	90%	96%	100%	96%	270	92%	1135	91%
	Regular	8%	18%	7%	24%	0%	10%	4%	0%	4%	23	8%	106	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%	3	0%
	Bueno	80%	68%	87%	88%	88%	88%	88%	81%	89%	244	83%	1041	84%
	Regular	20%	32%	13%	12%	12%	12%	13%	19%	11%	49	17%	199	16%
	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	43%	35%	30%	60%	48%	57%	42%	76%	93%	154	53%	590	47%
	probablemente Si	50%	59%	70%	40%	52%	43%	58%	24%	7%	134	46%	618	50%
	definitivamente No	0%	3%	0%	0%	0%	0%	0%	0%	0%	1	0%	7	1%
	Probablemente No	8%	3%	0%	0%	0%	0%	0%	0%	0%	4	1%	28	2%
el profesional que lo atendio hoy, lo examino?	si	83%	76%	53%	96%	0%	0%	96%	0%	0%	122	42%	519	42%
	No	18%	24%	0%	4%	0%	0%	4%	0%	0%	17	6%	72	6%
	N/A	0%	0%	47%	0%	100%	100%	0%	100%	100%	154	53%	647	52%
le hablaron claramente sobre su condicion de salud?	Si	80%	88%	53%	88%	0%	0%	96%	0%	0%	123	42%	520	42%
	NO	18%	12%	0%	4%	0%	0%	4%	0%	0%	13	4%	69	6%
	N/A	0%	0%	47%	0%	100%	100%	0%	100%	100%	157	53%	650	52%
si le ordenaron o le relizaron exámenes le fueron explicados?	Si	28%	38%	40%	48%	100%	0%	88%	0%	0%	100	34%	393	32%
	NO	5%	0%	0%	0%	0%	0%	0%	0%	0%	2	1%	29	2%
	N/A	68%	62%	60%	52%	0%	100%	13%	100%	100%	191	65%	819	66%
le dieron informacion acerca	Si	68%	65%	33%	72%	0%	71%	88%	0%	29%	133	45%	626	50%

de los medicamentos que le aplicaron o le recetaron?	NO	23%	6%	0%	12%	0%	29%	13%	0%	0%	29	10%	116	9%
	N/A	10%	29%	67%	16%	100%	0%	0%	100%	71%	131	44%	501	40%
el personal que lo atendió durante su estancia hospitalaria, se presentó al momento de atenderlo?	Si	0%	0%	0%	28%	0%	0%	88%	0%	0%	25	9%	96	8%
	No	0%	0%	0%	4%	0%	0%	13%	0%	0%	5	2%	28	2%
	N/A	100%	100%	100%	68%	100%	100%	0%	100%	100%	263	89%	1119	90%
le dieron información sobre los cuidados que debe tener en casa?	Si	0%	0%	0%	24%	0%	0%	75%	0%	0%	24	8%	149	12%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	12	1%
	N/A	100%	100%	100%	76%	100%	100%	25%	100%	100%	269	92%	1082	87%
considera que la cantidad de alimentación suministrada es suficiente?	Si	0%	0%	0%	24%	0%	0%	88%	0%	0%	21	9%	106	9%
	no	0%	0%	0%	0%	0%	0%	13%	0%	0%	3	1%	18	1%
	n/a	100%	100%	100%	68%	100%	100%	0%	100%	100%	269	90%	1119	90%
considera que el horario de alimentación es adecuado?	Si	0%	0%	0%	28%	0%	0%	88%	0%	0%	21	10%	106	9%
	NO	0%	0%	0%	4%	0%	0%	13%	0%	0%	3	1%	18	1%
	N/A	100%	100%	100%	68%	100%	100%	0%	100%	100%	269	89%	1119	90%
la alimentación fue de su agrado?	Si	0%	0%	0%	28%	0%	0%	88%	0%	0%	21	9%	106	9%
	NO	0%	0%	0%	4%	0%	0%	13%	0%	0%	3	1%	18	1%
	N/A	100%	100%	100%	68%	100%	100%	0%	100%	100%	269	90%	1119	90%
quedo satisfecho con el trato recibido por parte del personal de alimentación?	Si	0%	0%	0%	0%	0%	0%	100%	0%	0%	24	10%	116	9%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	8	1%
	N/A	100%	100%	100%	100%	100%	100%	0%	100%	100%	269	90%	1119	90%
la limpieza de la habitación le pareció adecuada?	Si	0%	0%	0%	0%	0%	0%	96%	0%	0%	23	8%	101	8%
	NO	0%	0%	0%	0%	0%	0%	4%	0%	0%	1	2%	23	2%
	N/A	100%	100%	100%	100%	100%	100%	0%	100%	100%	269	90%	1120	90%
Quedo satisfecho con el trato recibido por parte del personal de servicios generales?	Si	0%	0%	0%	32%	0%	0%	100%	0%	0%	24	10%	124	10%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	4	0%
	N/A	100%	100%	100%	68%	100%	98%	0%	100%	100%	269	90%	1115	90%
conoce usted cuáles son sus derechos y cuáles son sus deberes como paciente?	Si	83%	82%	90%	88%	88%	83%	79%	95%	96%	256	87%	1080	87%
	No	18%	18%	10%	12%	9%	17%	21%	5%	4%	37	13%	163	13%
cree usted que el hospital le cumple con el deber de tener un servicio cortés y rápido?	Si	68%	65%	60%	52%	73%	64%	75%	70%	61%	192	66%	823	66%
	No	33%	35%	40%	44%	27%	36%	25%	30%	39%	101	34%	419	34%
SEXO	Masculino	35%	24%	13%	40%	21%	36%	38%	41%	36%	95	32%	400	32%
	Femenino	65%	76%	87%	48%	79%	64%	63%	59%	64%	198	68%	843	68%
	Rural	35%	29%	37%	40%	42%	40%	33%	38%	25%	105	36%	433	35%

AREA	Urbana	63%	71%	63%	60%	58%	60%	67%	62%	75%		188	64%		810	65%
EPS	SAVIA SALUD	23%	15%	10%	44%	27%	17%	4%	19%	21%		58	20%		250	20%
	COOSALUD	48%	29%	30%	24%	42%	31%	38%	22%	36%		98	33%		428	34%
	SUMIMEDICAL	5%	9%	3%	12%	0%	10%	0%	5%	4%		16	5%		95	8%
	NUEVA EPS	23%	32%	43%	4%	18%	33%	25%	24%	25%		75	26%		306	25%
	OTRAS	3%	15%	13%	16%	12%	10%	33%	30%	14%		46	15%		164	13%
rangos de edad	18 a 25 años	13%	21%	20%	16%	36%	17%	25%	22%	18%		60	20%		250	20%
	26 a 30 años	15%	26%	33%	28%	12%	29%	8%	27%	18%		63	22%		269	22%
	31 a 45 años	33%	24%	17%	32%	0%	24%	29%	24%	29%		68	23%		321	26%
	>45 años	40%	29%	30%	24%	52%	31%	38%	27%	39%		102	34%		403	32%

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