

ENCUESTAS DE SATISFACCION AL USUARIO I TRIMESTRE 2024



USUARIOS ENCUESTADOS : 321

USUARIOS SATISFECHOS: 272

NO SATISFECHOS: 49

% SATISFACCION: 85%

		C.M	URG	PYM	ODON	LAB	FARM	HOSP	FACT	VAC	I TRIM 2024		IV TRIM 2023	
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	75%	65%	78%	83%	86%	71%	81%	72%	89%	246	77%	289	76%
	Regular	25%	35%	22%	13%	14%	29%	19%	28%	11%	75	23%	90	24%
	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 recibio de parte del personal que lo atendio?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	89%	81%	86%	92%	95%	81%	90%	87%	96%	282	88%	335	88%
	Regular	11%	19%	14%	8%	5%	19%	10%	13%	4%	38	12%	44	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%
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	1%
	Bueno	91%	84%	83%	92%	91%	86%	90%	78%	96%	279	87%	331	87%
	Regular	9%	16%	17%	8%	5%	14%	10%	22%	4%	41	13%	46	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	91%	68%	97%	71%	91%	90%	86%	83%	89%	275	86%	320	84%
	Regular	9%	32%	3%	29%	2%	7%	14%	17%	11%	44	14%	53	14%
	malo	0%	0%	0%	0%	0%	2%	0%	0%	0%	1	0%	6	2%
	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%	84%	100%	92%	93%	95%	90%	93%	96%	298	93%	355	94%
	Regular	7%	16%	0%	8%	2%	5%	10%	7%	4%	22	7%	24	6%
	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	86%	81%	89%	79%	93%	88%	86%	91%	89%	280	88%	323	85%
	Regular	14%	19%	8%	21%	7%	12%	14%	9%	11%	39	12%	52	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 limpieza le parecio adecuada?	muy bueno	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	Bueno	98%	78%	97%	75%	98%	90%	90%	89%	89%	289	90%	348	92%
	Regular	2%	22%	3%	17%	2%	10%	10%	11%	11%	29	9%	31	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	84%	70%	89%	83%	91%	86%	86%	87%	89%	272	85%	316	83%
	Regular	16%	30%	14%	17%	9%	14%	14%	13%	11%	49	15%	63	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%	38%	31%	67%	16%	57%	48%	41%	63%	137	43%	161	42%
	probablemente Si	48%	59%	69%	33%	79%	43%	52%	57%	33%	174	54%	208	55%
	definitivamente No	0%	0%	0%	0%	5%	0%	0%	0%	0%	2	1%	1	0%
	Probablement e No	9%	3%	0%	0%	0%	0%	0%	2%	4%	7	2%	9	2%
el profesional que lo atendio hoy, lo examino?	si	84%	86%	64%	83%	0%	0%	90%	0%	0%	131	41%	164	43%
	No	14%	14%	0%	17%	0%	0%	10%	0%	0%	15	5%	8	2%
	N/A	0%	0%	36%	0%	100%	100%	0%	100%	100%	171	53%	207	55%
le hablaron claramente sobre su condicion de salud?	Si	91%	89%	36%	83%	0%	0%	90%	0%	0%	125	39%	143	38%
	NO	9%	11%	0%	8%	0%	0%	10%	0%	0%	12	4%	9	2%
	N/A	0%	0%	64%	0%	100%	100%	0%	100%	100%	181	57%	227	60%
si le ordenaron o le relizaron examenes le fueron explicados?	Si	59%	24%	8%	42%	86%	0%	81%	0%	0%	102	32%	117	31%
	NO	9%	0%	0%	0%	14%	0%	0%	0%	0%	10	3%	16	4%
	N/A	32%	76%	92%	58%	0%	100%	19%	100%	100%	208	65%	246	65%
le dieron informacion acerca de los medicamentos que le aplicaron o le	Si	68%	78%	8%	79%	0%	71%	86%	57%	100%	182	57%	201	53%
	NO	9%	11%	0%	8%	0%	29%	14%	0%	0%	25	8%	32	8%
	N/A	23%	11%	92%	13%	100%	0%	0%	43%	0%	113	35%	146	39%

el personal que lo atendio durante su estancia hospitalaria, se presento al momento de	si	0%	0%	0%	50%	0%	0%	86%	0%	0%	30	9%	20	5%
	No	0%	0%	0%	8%	0%	0%	14%	0%	0%	5	2%	4	1%
	N/A	100%	100%	100%	42%	100%	100%	0%	100%	100%	285	89%	355	94%
le dieron informacion sobre los cuidados que debe tener en casa?	Si	0%	0%	0%	42%	0%	0%	71%	57%	0%	51	16%	30	8%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	100%	100%	58%	100%	100%	29%	43%	100%	269	84%	349	92%
considera que la cantidad de alimentacion suministrada es	Si	0%	0%	0%	50%	0%	0%	95%	0%	0%	32	10%	22	6%
	no	0%	0%	0%	0%	0%	0%	5%	0%	0%	1	0%	0	0%
	n/a	100%	100%	100%	42%	100%	100%	0%	100%	100%	285	89%	357	94%
considera que el horario de alimentacion es adecuado?	SI	0%	0%	0%	50%	0%	0%	95%	0%	0%	32	10%	23	6%
	NO	0%	0%	0%	8%	0%	0%	5%	0%	0%	3	1%	1	0%
	N/A	100%	100%	100%	42%	100%	100%	0%	100%	100%	285	89%	355	94%
la alimentacion fue de su agrado?	SI	0%	0%	0%	50%	0%	0%	81%	0%	0%	29	9%	20	5%
	NO	0%	0%	0%	8%	0%	0%	19%	0%	0%	6	2%	4	1%
	N/A	100%	100%	100%	42%	100%	100%	0%	83%	100%	277	87%	355	93%
quedo satisfecho con el trato recibido por parte del personal de alimentacion?	Si	0%	0%	0%	50%	0%	0%	100%	0%	0%	33	10%	24	6%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	100%	100%	42%	100%	100%	0%	100%	100%	285	89%	355	94%
la limpieza de la habitacion le parecio adecuada?	Si	0%	0%	0%	42%	0%	0%	90%	0%	0%	29	9%	21	6%
	NO	0%	0%	0%	8%	0%	0%	10%	0%	0%	4	1%	3	1%
	N/A	100%	100%	100%	42%	100%	100%	0%	100%	96%	284	89%	355	94%
quedo satisfecho con el trato recibido por parte del personal de servicios generales?	Si	0%	0%	0%	58%	0%	0%	100%	0%	0%	35	11%	24	6%
	NO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%	0	0%
	N/A	100%	100%	100%	42%	100%	98%	0%	117%	100%	293	92%	355	95%
conoce usted cuales son sus derechos y cuales son sus deberes	Si	93%	81%	86%	83%	91%	83%	81%	85%	85%	275	86%	337	89%
	No	7%	19%	14%	17%	9%	17%	19%	15%	15%	45	14%	42	11%
cree usted que el hospital le cumple con el deber de tener un	Si	73%	68%	67%	58%	67%	64%	71%	61%	67%	212	66%	267	70%
	No	27%	32%	33%	42%	33%	36%	29%	39%	33%	108	34%	112	30%
SEXO	Masculino	32%	32%	17%	42%	33%	36%	38%	26%	44%	103	32%	123	32%
	Femenino	68%	68%	83%	58%	70%	64%	62%	74%	56%	217	68%	256	68%
AREA	Rural	36%	27%	33%	29%	33%	40%	33%	41%	41%	113	35%	138	35%
	Urbana	64%	73%	67%	71%	67%	60%	67%	59%	59%	207	65%	241	64%

EPS	SAVIA SALUD	18%	14%	19%	21%	19%	17%	10%	20%	11%	54	17%	76	21%
	COOSALUD	30%	24%	64%	50%	30%	31%	43%	35%	33%	117	37%	125	34%
	SUMIMEDICAL	14%	8%	0%	0%	9%	10%	0%	28%	7%	32	10%	42	11%
	NUEVA EPS	30%	32%	11%	17%	26%	33%	24%	13%	30%	77	24%	89	23%
	OTRAS	9%	22%	6%	13%	16%	10%	24%	9%	19%	42	13%	47	12%
rangos de edad	18 a 25 años	18%	19%	22%	21%	19%	17%	19%	28%	15%	64	20%	68	18%
	26 a 30 años	23%	22%	19%	33%	23%	29%	14%	24%	22%	75	23%	93	25%
	31 a 45 años	25%	24%	17%	25%	26%	24%	29%	24%	37%	79	25%	95	25%
	>45 años	34%	35%	42%	21%	33%	31%	38%	24%	26%	101	32%	123	32%