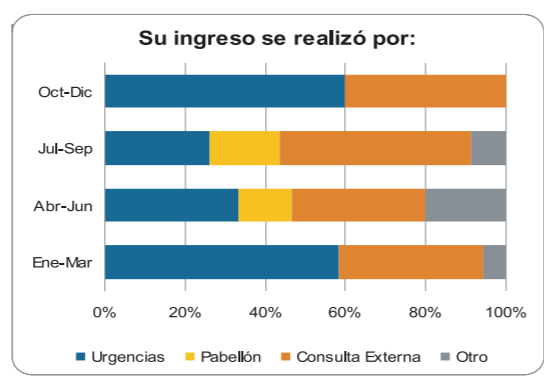


2009

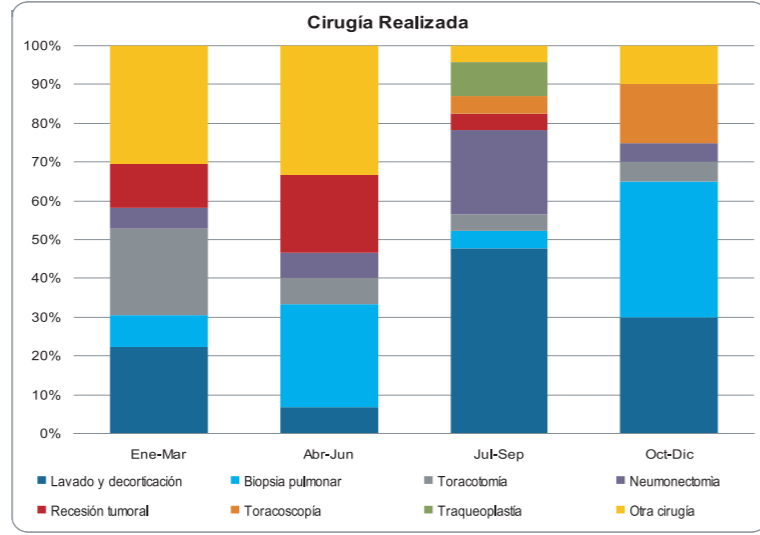
Total de Encuestas aplicadas en 2009: 94

DATOS SOCIODEMOGRÁFICOS DE LOS PACIENTES

| Sexo | | Escolaridad | |
|-------------------------------|-----|-----------------|------|
| Respuesta | % | Respuesta | % |
| Femenino | 44% | Primaria | 22.3 |
| Masculino | 56% | Secundaria | 26.6 |
| Edad promedio: 41 años | | Bachillerato | 12.8 |
| | | Carrera Técnica | 6.4 |
| | | Licenciatura | 12.8 |
| | | Sin estudios | 19.1 |
| | | Total | 100 |

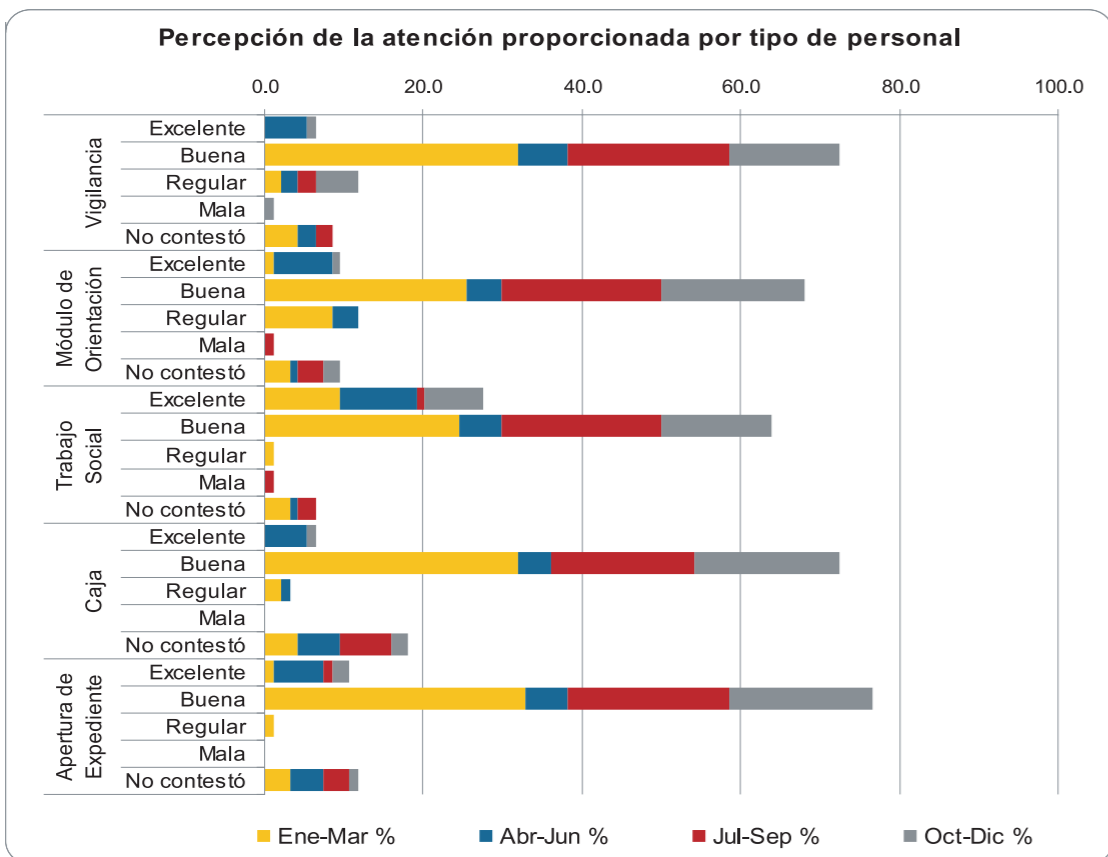


| Cirugía Realizada | | | | | |
|------------------------|-----------|-----------|-----------|-----------|-----------|
| Respuesta | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio |
| Lavado y decorticación | 8 | 1 | 11 | 6 | 26 |
| Biopsia pulmonar | 3 | 4 | 1 | 7 | 15 |
| Toracotomía | 8 | 1 | 1 | 1 | 11 |
| Neumonectomía | 2 | 1 | 5 | 1 | 9 |
| Resección tumoral | 4 | 3 | 1 | 0 | 8 |
| Toracoscopia | 0 | 0 | 1 | 3 | 4 |
| Traqueoplastia | 0 | 0 | 2 | 0 | 2 |
| Otra cirugía | 11 | 5 | 1 | 2 | 19 |
| Total | 36 | 15 | 23 | 20 | 94 |

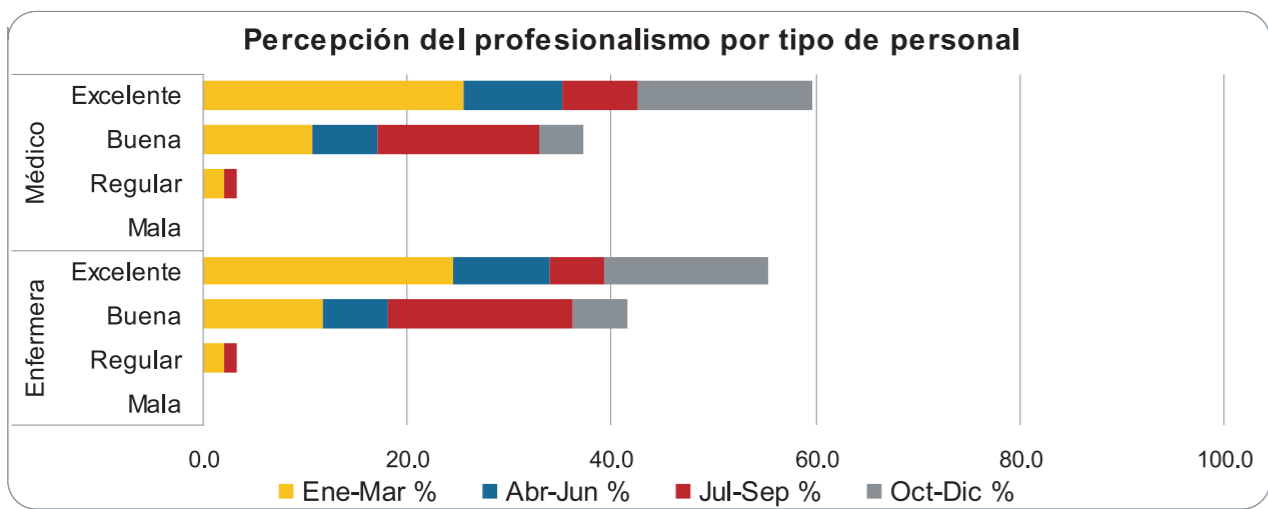


ATENCIÓN

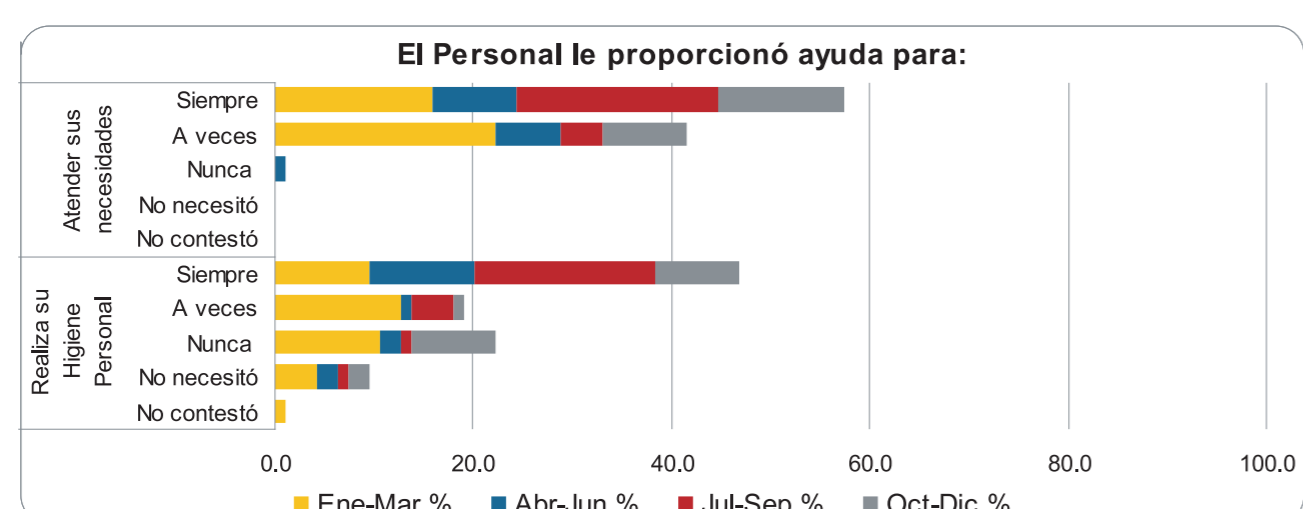
| Profesional | Respuesta | Percepción de la Atención Proporcionada por Tipo de Personal | | | | | | | | | |
|---------------------------|-------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| | | Ene-Mar | | Abr-Jun | | Jul-Sep | | Oct-Dic | | Promedio | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Vigilancia | Excelente | 0 | 0.0 | 5 | 5.3 | 0 | 0.0 | 1 | 1.1 | 6 | 6.4 |
| | Bueno | 30 | 31.9 | 6 | 6.4 | 19 | 20.2 | 13 | 13.8 | 68 | 72.3 |
| | Regular | 2 | 2.1 | 2 | 2.1 | 2 | 2.1 | 5 | 5.3 | 11 | 11.7 |
| | Malo | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 | 1 | 1.1 |
| | No contestó | 4 | 4.3 | 2 | 2.1 | 2 | 2.1 | 0 | 0.0 | 8 | 8.5 |
| Módulo de Orientación | Excelente | 1 | 1.1 | 7 | 7.4 | 0 | 0.0 | 1 | 1.1 | 9 | 9.6 |
| | Bueno | 24 | 25.5 | 4 | 4.3 | 19 | 20.2 | 17 | 18.1 | 64 | 68.1 |
| | Regular | 8 | 8.5 | 3 | 3.2 | 0 | 0.0 | 0 | 0.0 | 11 | 11.7 |
| | Malo | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 1 | 1.1 |
| | No contestó | 3 | 3.2 | 1 | 1.1 | 3 | 3.2 | 2 | 2.1 | 9 | 9.6 |
| Trabajo Social | Excelente | 9 | 9.6 | 9 | 9.6 | 1 | 1.1 | 7 | 7.4 | 26 | 27.7 |
| | Bueno | 23 | 24.5 | 5 | 5.3 | 19 | 20.2 | 13 | 13.8 | 60 | 63.8 |
| | Regular | 1 | 1.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 |
| | Malo | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 1 | 1.1 |
| | No contestó | 3 | 3.2 | 1 | 1.1 | 2 | 2.1 | 0 | 0.0 | 6 | 6.4 |
| Caja | Excelente | 0 | 0.0 | 5 | 5.3 | 0 | 0.0 | 1 | 1.1 | 6 | 6.4 |
| | Bueno | 30 | 31.9 | 4 | 4.3 | 17 | 18.1 | 17 | 18.1 | 68 | 72.3 |
| | Regular | 2 | 2.1 | 1 | 1.1 | 0 | 0.0 | 0 | 0.0 | 3 | 3.2 |
| | Malo | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No contestó | 4 | 4.3 | 5 | 5.3 | 6 | 6.4 | 2 | 2.1 | 17 | 18.1 |
| Apertura de Expediente | Excelente | 1 | 1.1 | 6 | 6.4 | 1 | 1.1 | 2 | 2.1 | 10 | 10.6 |
| | Bueno | 31 | 33.0 | 5 | 5.3 | 19 | 20.2 | 17 | 18.1 | 72 | 76.6 |
| | Regular | 1 | 1.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 |
| | Malo | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No contestó | 3 | 3.2 | 4 | 4.3 | 3 | 3.2 | 1 | 1.1 | 11 | 11.7 |
| Total de encuestas | | 36 | 38 | 15 | 16 | 23 | 24 | 20 | 21 | 94 | 100.0 |



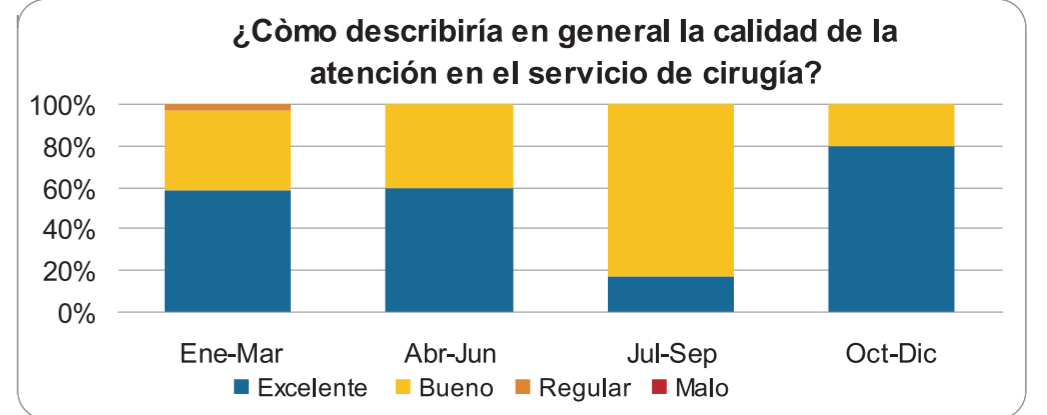
| Profesional | Respuesta | Percepción del trato por tipo de personal | | | | | | | | | |
|---------------------------|-----------|---|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| | | Ene-Mar | | Abr-Jun | | Jul-Sep | | Oct-Dic | | Promedio | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Médico | Excelente | 24 | 25.5 | 9 | 9.6 | 7 | 7.4 | 16 | 17.0 | 56 | 59.6 |
| | Buena | 10 | 10.6 | 6 | 6.4 | 15 | 16.0 | 4 | 4.3 | 35 | 37.2 |
| | Regular | 2 | 2.1 | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 3 | 3.2 |
| | Mala | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Enfermera | Excelente | 23 | 24.5 | 9 | 9.6 | 5 | 5.3 | 15 | 16.0 | 52 | 55.3 |
| | Buena | 11 | 11.7 | 6 | 6.4 | 17 | 18.1 | 5 | 5.3 | 39 | 41.5 |
| | Regular | 2 | 2.1 | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 3 | 3.2 |
| | Mala | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Total de encuestas | | 36 | 25.5 | 15 | 16 | 23 | 24 | 20 | 21 | 94 | 100.0 |



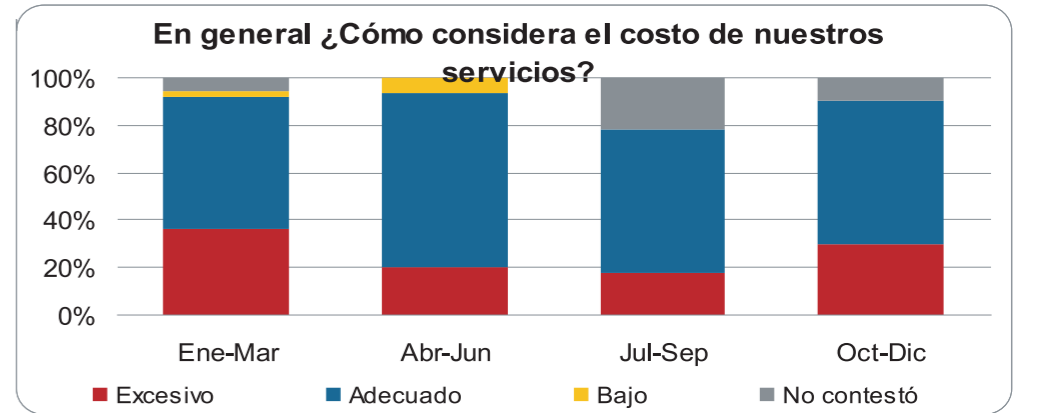
| Profesional | Respuesta | El Personal le proporcionó ayuda para... | | | | | | | | | |
|-----------------------------|-------------|--|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| | | Ene-Mar | | Abr-Jun | | Jul-Sep | | Oct-Dic | | Promedio | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Atender sus necesidades | Siempre | 15 | 16.0 | 8 | 8.5 | 19 | 20.2 | 12 | 12.8 | 54 | 57.4 |
| | A veces | 21 | 22.3 | 6 | 6.4 | 4 | 4.3 | 8 | 8.5 | 39 | 41.5 |
| | Nunca | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 |
| | No necesitó | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No contestó | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Realiza su Higiene Personal | Siempre | 9 | 9.6 | 10 | 10.6 | 17 | 18.1 | 8 | 8.5 | 44 | 46.8 |
| | A veces | 12 | 12.8 | 1 | 1.1 | 4 | 4.3 | 1 | 1.1 | 18 | 19.1 |
| | Nunca | 10 | 10.6 | 2 | 2.1 | 1 | 1.1 | 8 | 8.5 | 21 | 22.3 |
| | No necesitó | 4 | 4.3 | 2 | 2.1 | 1 | 1.1 | 2 | 2.1 | 9 | 9.6 |
| | No contestó | 1 | 1.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 |
| Total de encuestas | | 36 | 25.5 | 15 | 16 | 23 | 24 | 20 | 21 | 94 | 100.0 |



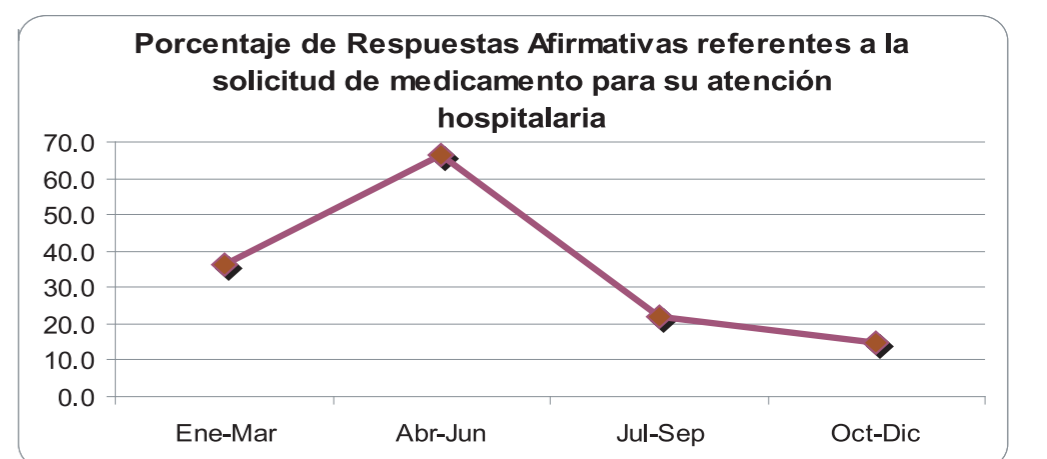
| ¿Cómo describiría en general la calidad de la atención en el servicio de cirugía? | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|
| Respuesta | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio |
| Excelente | 21 | 9 | 4 | 16 | 50 |
| Bueno | 14 | 6 | 19 | 4 | 43 |
| Regular | 1 | 0 | 0 | 0 | 1 |
| Malo | 0 | 0 | 0 | 0 | 0 |
| Total | 36 | 15 | 23 | 20 | 94 |



| En general ¿Cómo considera el costo de nuestros servicios? | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|
| Respuesta | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio |
| Excesivo | 13 | 3 | 4 | 6 | 26 |
| Adecuado | 20 | 11 | 14 | 12 | 57 |
| Bajo | 1 | 1 | 0 | 0 | 2 |
| No contestó | 2 | 0 | 5 | 2 | 9 |
| Total | 36 | 15 | 23 | 20 | 94 |

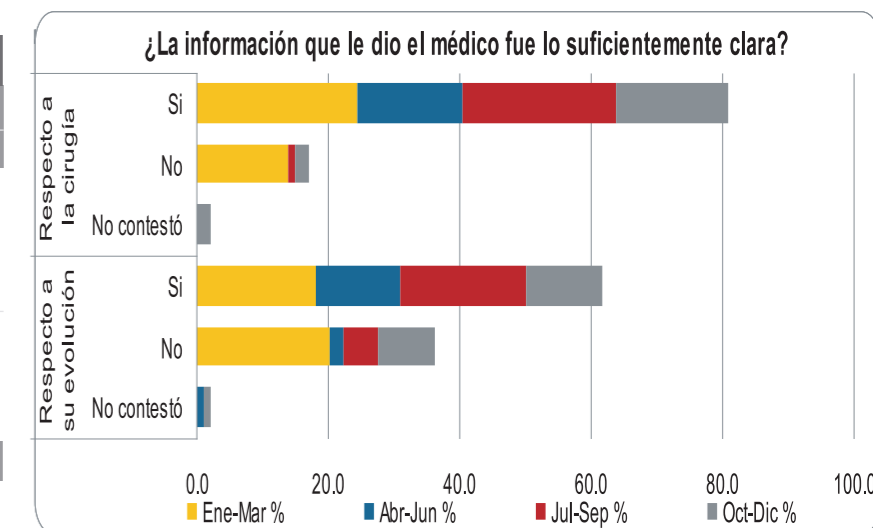


| ¿Le han solicitado que compre algún medicamento? | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|
| Respuesta | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio |
| Sí | 13 | 10 | 5 | 3 | 31 |
| No | 22 | 4 | 18 | 17 | 61 |
| No contestó | 1 | 1 | 0 | 0 | 2 |
| Total | 36 | 15 | 23 | 20 | 94 |

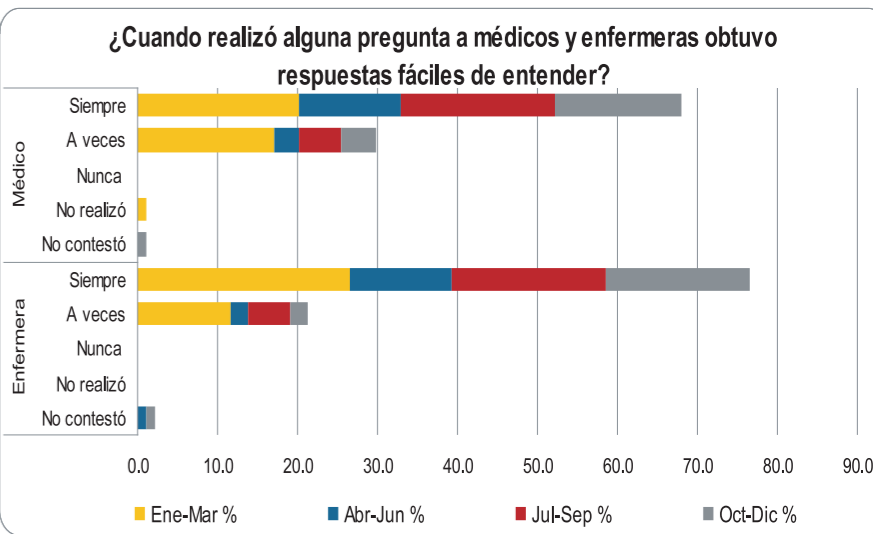


INFORMES

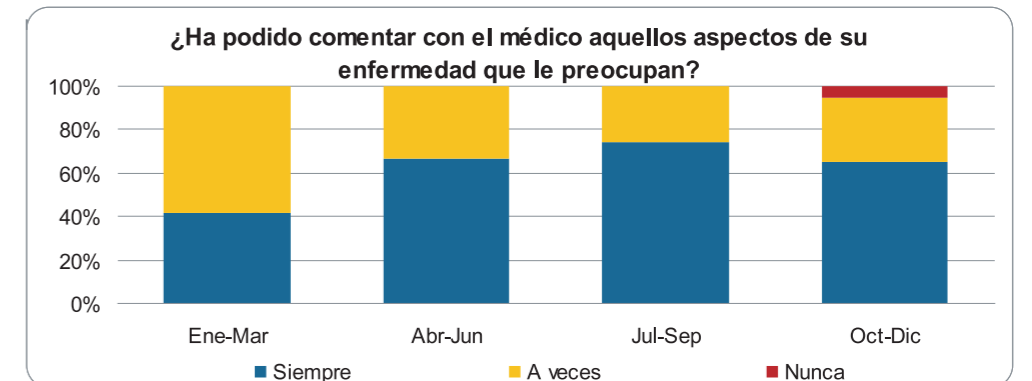
| Profesional | Respuesta | ¿La información que le dio el médico fue lo suficientemente clara? | | | | | | | | | |
|---------------------------|-------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| | | Ene-Mar | | Abr-Jun | | Jul-Sep | | Oct-Dic | | Promedio | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Respecto a la cirugía | Sí | 23 | 24.5 | 15 | 16.0 | 22 | 23.4 | 16 | 17.0 | 76 | 80.9 |
| | No | 13 | 13.8 | 0 | 0.0 | 1 | 1.1 | 2 | 2.1 | 16 | 17.0 |
| | No contestó | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 2 | 2.1 | 2 | 2.1 |
| Respecto a su evolución | Sí | 17 | 18.1 | 12 | 12.8 | 18 | 19.1 | 11 | 11.7 | 58 | 61.7 |
| | No | 19 | 20.2 | 2 | 2.1 | 5 | 5.3 | 8 | 8.5 | 34 | 36.2 |
| | No contestó | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 1 | 1.1 | 2 | 2.1 |
| Total de encuestas | | 36 | 38 | 15 | 16 | 23 | 24 | 20 | 21 | 94 | 100.0 |



| Profesional | Respuesta | ¿Cuándo realizó alguna pregunta a médicos y enfermeras obtuvo respuestas fáciles de entender? | | | | | | | | | |
|---------------------------|-------------|---|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| | | Ene-Mar | | Abr-Jun | | Jul-Sep | | Oct-Dic | | Promedio | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Médico | Siempre | 19 | 20.2 | 12 | 12.8 | 118 | 19.1 | 15 | 16.0 | 64 | 68.1 |
| | A veces | 16 | 17.0 | 3 | 3.2 | 5 | 5.3 | 4 | 4.3 | 28 | 29.8 |
| | Nunca | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No realizó | 1 | 1.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 |
| | No contestó | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.1 | 1 | 1.1 |
| Enfermera | Siempre | 25 | 26.6 | 12 | 12.8 | 18 | 19.1 | 17 | 18.1 | 72 | 76.6 |
| | A veces | 11 | 11.7 | 2 | 2.1 | 5 | 5.3 | 2 | 2.1 | 20 | 21.3 |
| | Nunca | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No realizó | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No contestó | 0 | 0.0 | 1 | 1.1 | 0 | 0.0 | 1 | 1.1 | 2 | 2.1 |
| Total de encuestas | | 36 | 25.5 | 15 | 16 | 23 | 24 | 20 | 21 | 94 | 100.0 |



| ¿Ha podido comentar con el médico aquellos aspectos de su enfermedad que le preocupan? | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|
| Respuesta | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio |
| Siempre | 15 | 10 | 17 | 13 | 55 |
| A veces | 21 | 5 | 6 | 6 | 38 |
| Nunca | 0 | 0 | 0 | 1 | 1 |
| Total | 36 | 15 | 23 | 20 | 94 |



LIMPIEZA

| Profesional | Respuesta | El Personal le proporcionó ayuda para... | | | | | | | | | |
|---------------------------------|------------|--|------|---------|------|---------|------|---------|------|----------|------|
| | | Ene-Mar | | Abr-Jun | | Jul-Sep | | Oct-Dic | | Promedio | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Aseo del área de Recuperación | Siempre | 31 | 33.0 | 13 | 13.8 | 20 | 21.3 | 17 | 18.1 | 81 | 86.2 |
| | A veces | 5 | 5.3 | 1 | 1.1 | 3 | 3.2 | 3 | 3.2 | 12 | 12.8 |
| | Nunca | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | No observó | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Personal trataba de no molestar | Siempre | 30 | 31.9 | 11 | 11.7 | 18 | 19.1 | 18 | 19.1 | 77 | |