

## SERVICIO CLÍNICO DE TUBERCULOSIS

### Datos sociodemográficos de las personas entrevistadas

Total de Encuestas aplicadas en 2009

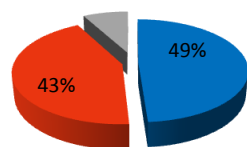
**116**

| Género    |     |
|-----------|-----|
| Respuesta | %   |
| Femenino  | 37% |
| Masculino | 63% |

| Edad promedio  |
|----------------|
| <b>50 años</b> |

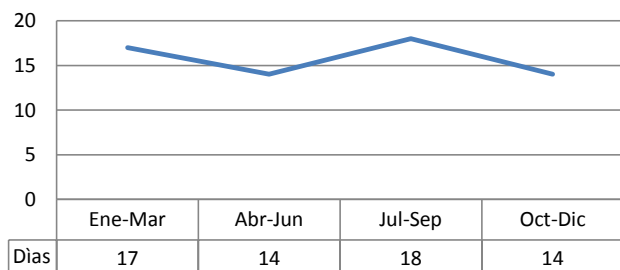
| Escolaridad     |     |
|-----------------|-----|
| Respuesta       | %   |
| Primaria        | 39% |
| Secundaria      | 20% |
| Bachillerato    | 12% |
| Carrera Técnica | 3%  |
| Licenciatura    | 9%  |
| Maestría        | 1%  |
| Sin estudios    | 17% |

### 8% Lugar de origen



■ Área Metropolitana  
■ Estado de México  
■ Otros estados

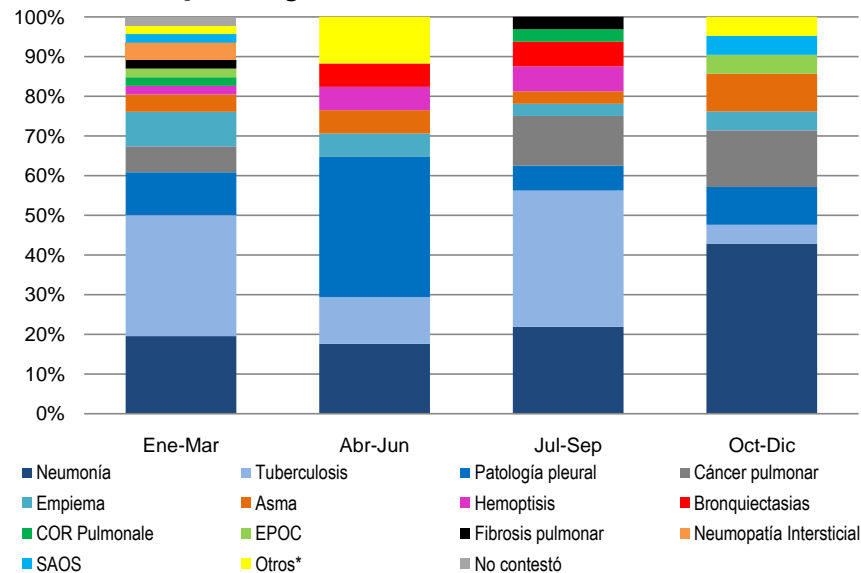
### Promedio de Días de estancia



### ¿Que diagnóstico le dio el médico?

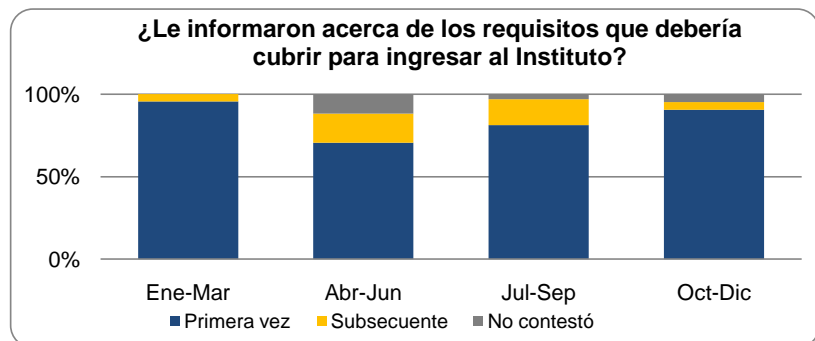
| Respuesta               | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
|-------------------------|-----------|-----------|-----------|-----------|------------|
| Neumonía                | 9         | 3         | 7         | 9         | 28         |
| Tuberculosis            | 14        | 2         | 11        | 1         | 28         |
| Patología pleural       | 5         | 6         | 2         | 2         | 15         |
| Cáncer pulmonar         | 3         | 0         | 4         | 3         | 10         |
| Empiema                 | 4         | 1         | 1         | 1         | 7          |
| Asma                    | 2         | 1         | 1         | 2         | 6          |
| Hemoptisis              | 1         | 1         | 2         | 0         | 4          |
| Bronquiectasias         | 0         | 1         | 2         | 0         | 3          |
| COR Pulmonale           | 1         | 0         | 1         | 0         | 2          |
| EPOC                    | 1         | 0         | 0         | 1         | 2          |
| Fibrosis pulmonar       | 1         | 0         | 1         | 0         | 2          |
| Neumopatía Intersticial | 2         | 0         | 0         | 0         | 2          |
| SAOS                    | 1         | 0         | 0         | 1         | 2          |
| Otros*                  | 1         | 2         | 0         | 1         | 4          |
| No contestó             | 1         | 0         | 0         | 0         | 1          |
| <b>Total</b>            | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |

### ¿Qué diagnóstico le dio el médico?

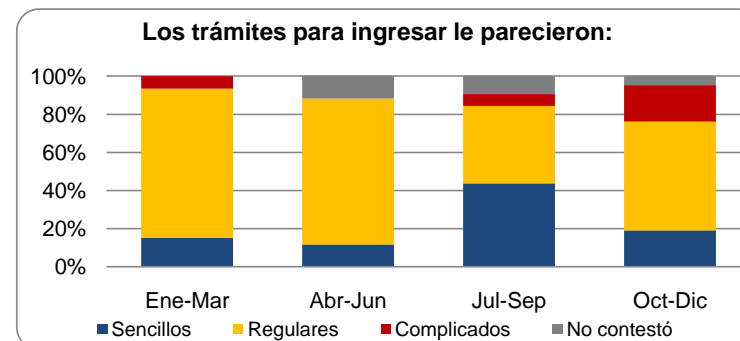


\* Absceso pulmonar, Cirugía de pulmón, Granulomatosis pulmonar, Hernia diafragmática.

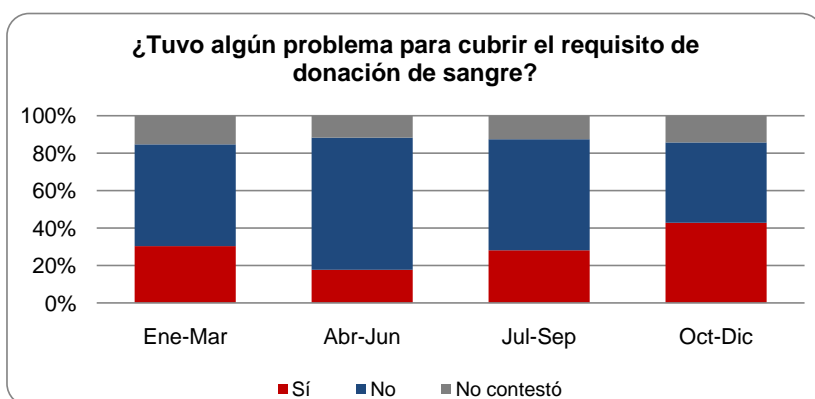
| ¿Le informaron acerca de los requisitos que debería cubrir para ingresar al Instituto? |           |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|
| Respuesta  | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Primera vez  | 44        | 12        | 26        | 19        | 101        |
| Subsecuente  | 2         | 3         | 5         | 1         | 11         |
| No contestó  | 0         | 2         | 1         | 1         | 4          |
| <b>Total</b>   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



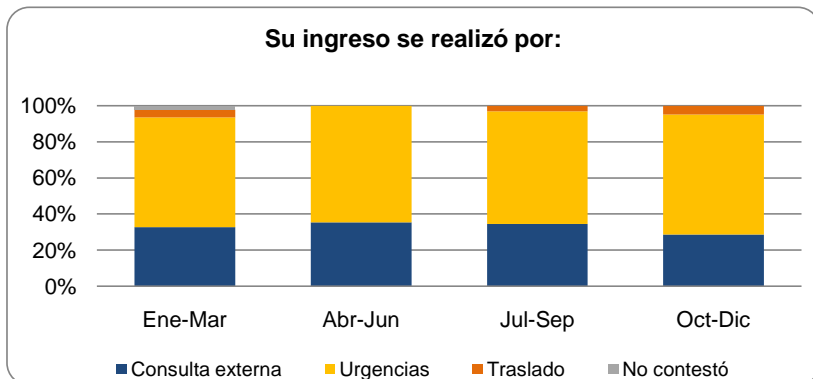
| Los trámites para ingresar le parecieron: |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
| Respuesta                                 | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Sencillos                                 | 7         | 2         | 14        | 4         | 27         |
| Regulares                                 | 36        | 13        | 13        | 12        | 74         |
| Complicados                               | 3         | 0         | 2         | 4         | 9          |
| No contestó                               | 0         | 2         | 3         | 1         | 6          |
| <b>Total</b>                              | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



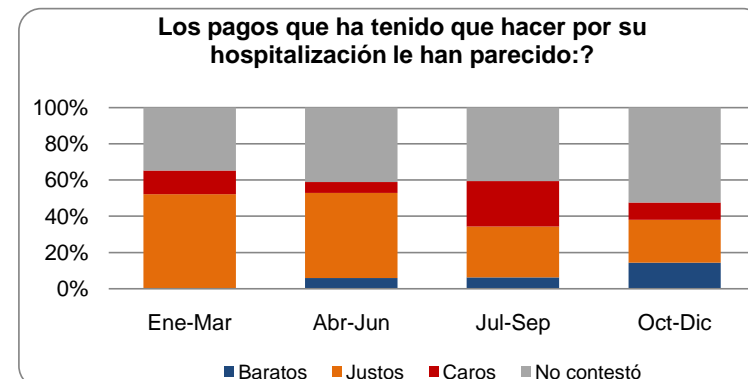
| ¿Tuvo algún problema para cubrir el requisito de donación de sangre? |           |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|
| Respuesta  | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Sí   | 14        | 3         | 9         | 9         | 35         |
| No   | 25        | 12        | 19        | 9         | 65         |
| No contestó  | 7         | 2         | 4         | 3         | 16         |
| <b>Total</b>   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



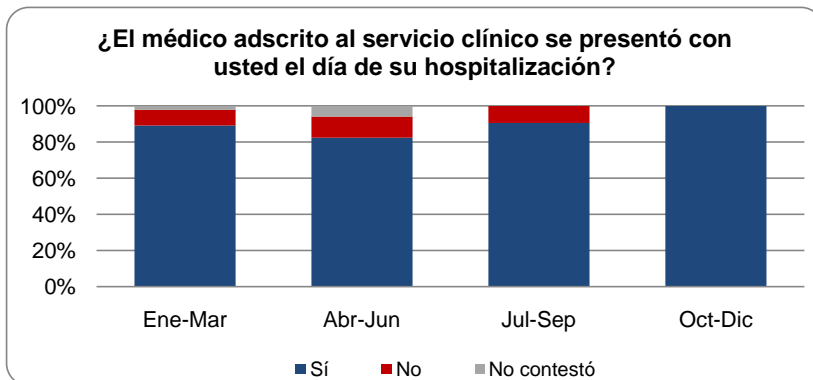
| Su ingreso se realizó por: |           |           |           |           |            |
|----------------------------|-----------|-----------|-----------|-----------|------------|
| Respuesta                  | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Consulta externa           | 15        | 6         | 11        | 6         | <b>38</b>  |
| Urgencias                  | 28        | 11        | 20        | 14        | <b>73</b>  |
| Traslado                   | 2         | 0         | 1         | 1         | <b>4</b>   |
| No contestó                | 1         | 0         | 0         | 0         | <b>1</b>   |
| <b>Total</b>               | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



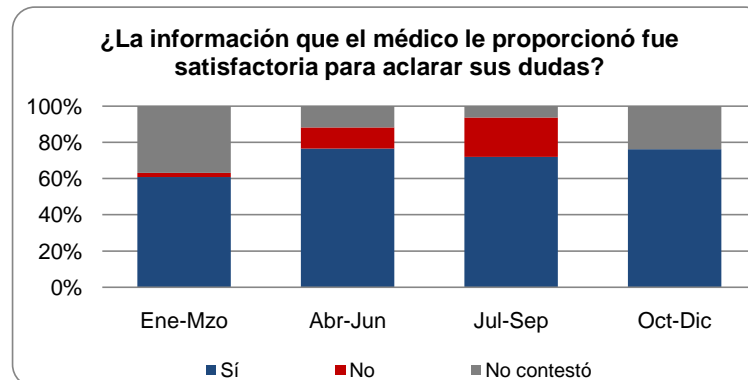
| Los pagos que ha tenido que hacer por su hospitalización le han parecido: |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
| Respuesta   | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Baratos   | 0         | 1         | 2         | 3         | <b>6</b>   |
| Justos  | 24        | 8         | 9         | 5         | <b>46</b>  |
| Caros   | 6         | 1         | 8         | 2         | <b>17</b>  |
| No contestó   | 16        | 7         | 13        | 11        | <b>47</b>  |
| <b>Total</b>  | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



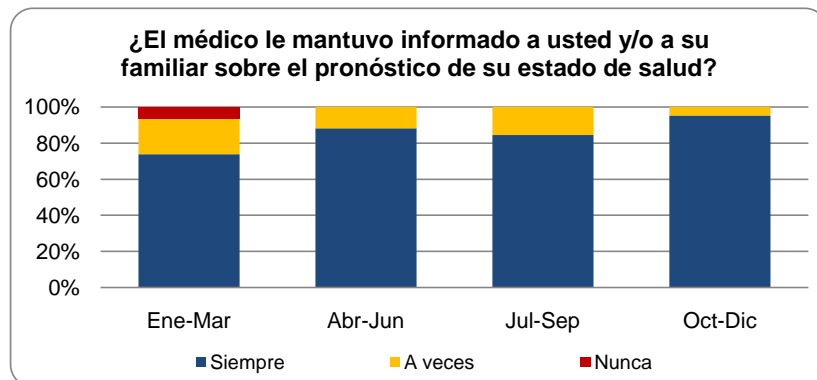
| ¿El médico adscrito al servicio clínico se presentó con usted el día de su hospitalización? |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
| Respuesta   | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Sí  | 41        | 14        | 29        | 21        | <b>105</b> |
| No  | 4         | 2         | 3         | 0         | <b>9</b>   |
| No contestó   | 1         | 1         | 0         | 0         | <b>2</b>   |
| <b>Total</b>  | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



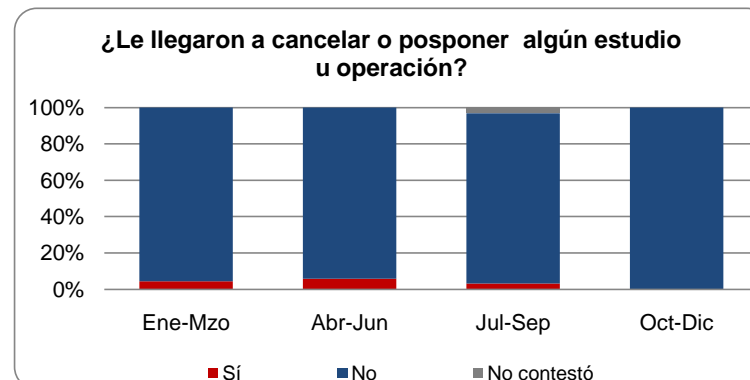
| ¿La información que el médico le proporcionó fue satisfactoria para aclarar sus dudas? |           |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|
| Respuesta  | Ene-Mzo   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Sí   | 28        | 13        | 23        | 16        | <b>80</b>  |
| No   | 1         | 2         | 7         | 0         | <b>10</b>  |
| No contestó  | 17        | 2         | 2         | 5         | <b>26</b>  |
| <b>Total</b>   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



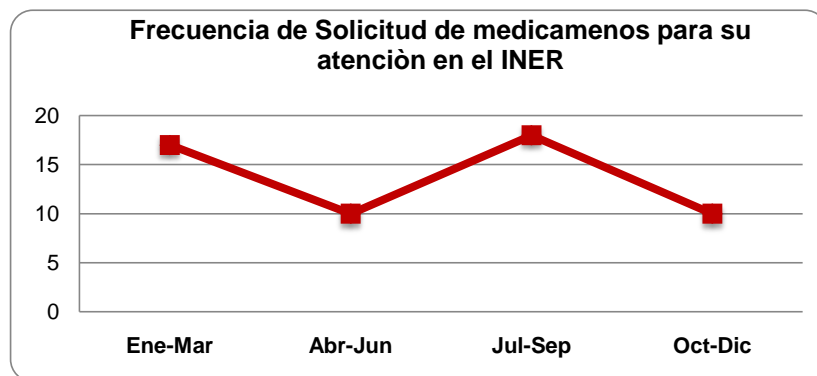
| ¿El médico le mantuvo informado a usted y/o a su familiar sobre el pronóstico de su estado de salud? |         |         |         |         |           |
|--|---------|---------|---------|---------|-----------|
| Respuesta  | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio  |
| Siempre  | 34      | 15      | 27      | 20      | <b>24</b> |
| A veces  | 9       | 2       | 5       | 1       | <b>4</b>  |
| Nunca  | 3       | 0       | 0       | 0       | <b>1</b>  |
| Total  | 17      | 46      | 32      | 21      | <b>29</b> |



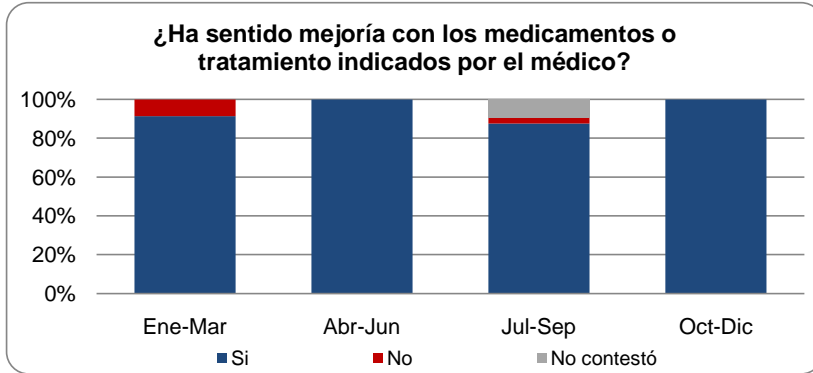
| ¿Le llegaron a cancelar o posponer algún estudio u operación? |         |         |         |         |           |
|---|---------|---------|---------|---------|-----------|
| Respuesta   | Ene-Mzo | Abr-Jun | Jul-Sep | Oct-Dic | Promedio  |
| Sí  | 2       | 1       | 1       | 0       | <b>1</b>  |
| No  | 44      | 16      | 30      | 21      | <b>28</b> |
| No contestó   | 0       | 0       | 1       | 0       | <b>0</b>  |
| Total   | 46      | 17      | 32      | 21      | <b>29</b> |



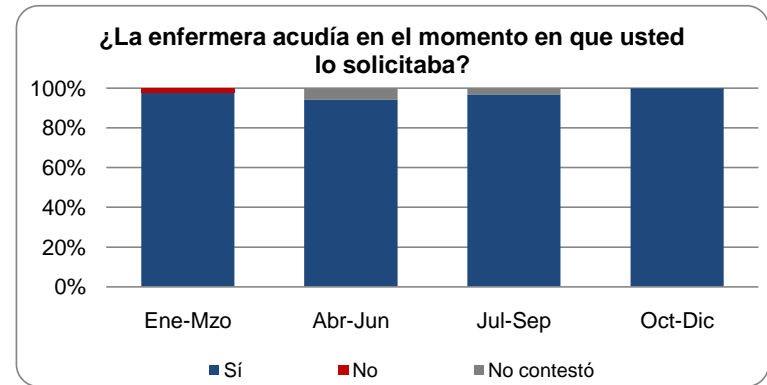
| ¿Le solicitaron a su familiar que comprara medicamentos por no haberlos en la farmacia del INER? |         |         |         |         |           |
|--|---------|---------|---------|---------|-----------|
| Respuesta  | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio  |
| Si   | 17      | 10      | 18      | 10      | <b>14</b> |
| No   | 28      | 6       | 13      | 11      | <b>15</b> |
| No contestó  | 1       | 1       | 1       | 0       | <b>1</b>  |
| Total  | 46      | 17      | 32      | 21      | <b>29</b> |



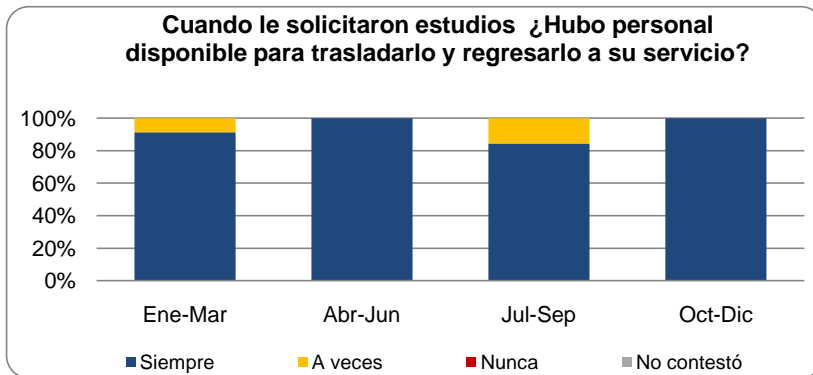
| ¿Ha sentido mejoría con los medicamentos o tratamiento indicados por el médico? |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
| Respuesta   | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Si  | 42        | 17        | 28        | 21        | <b>108</b> |
| No  | 4         | 0         | 1         | 0         | <b>5</b>   |
| No contestó   | 0         | 0         | 3         | 0         | <b>3</b>   |
| <b>Total</b>  | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



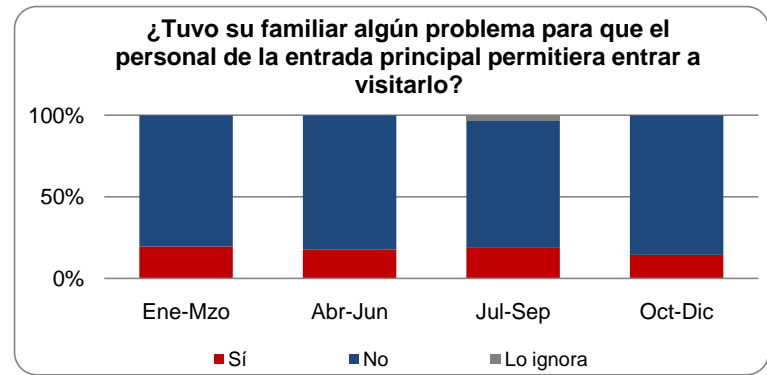
| ¿La enfermera acudía en el momento en que usted lo solicitaba? |           |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|
| Respuesta  | Ene-Mzo   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Si   | 45        | 16        | 31        | 21        | <b>113</b> |
| No   | 1         | 0         | 0         | 0         | <b>1</b>   |
| No contestó  | 0         | 1         | 1         | 0         | <b>2</b>   |
| <b>Total</b>   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



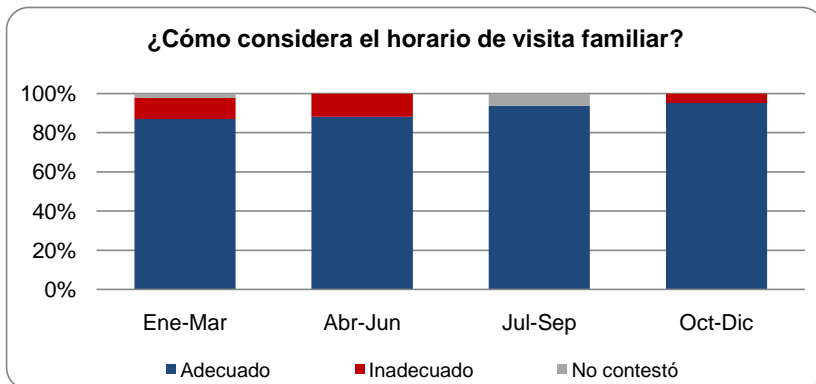
| Cuando le solicitaron estudios ¿Hubo personal disponible para trasladarlo y regresarlo a su servicio? |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
| Respuesta   | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Siempre   | 42        | 17        | 27        | 21        | <b>107</b> |
| A veces   | 4         | 0         | 5         | 0         | <b>9</b>   |
| Nunca   | 0         | 0         | 0         | 0         | <b>0</b>   |
| No contestó   | 0         | 0         | 0         | 0         | <b>0</b>   |
| <b>Total</b>  | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



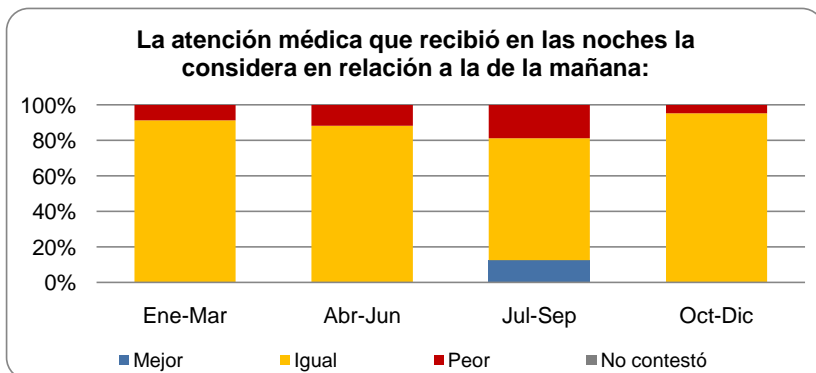
| ¿Tuvo su familiar algún problema para que el personal de la entrada principal permitiera entrar a visitarlo? |           |           |           |           |           |
|--|-----------|-----------|-----------|-----------|-----------|
| Respuesta  | Ene-Mzo   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total     |
| Si   | 9         | 3         | 6         | 3         | <b>21</b> |
| No   | 37        | 14        | 25        | 18        | <b>24</b> |
| Lo ignora  | 0         | 0         | 1         | 0         | <b>0</b>  |
| <b>Total</b>   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>29</b> |



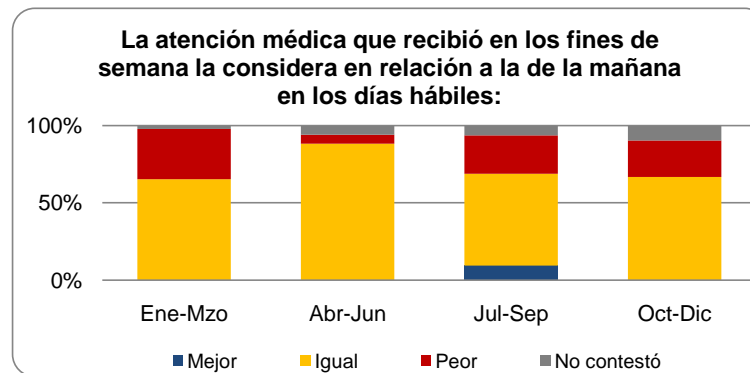
| ¿Cómo considera el horario de visita familiar? |           |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|
| Respuesta                                      | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Adecuado                                       | 40        | 15        | 30        | 20        | <b>105</b> |
| Inadecuado                                     | 5         | 2         | 0         | 1         | <b>8</b>   |
| No contestó                                    | 1         | 0         | 2         | 0         | <b>3</b>   |
| <b>Total</b>                                   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



| La atención médica que recibió en las noches la considera en relación a la de la mañana: |           |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|
| Respuesta  | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Mejor  | 0         | 0         | 4         | 0         | <b>4</b>   |
| Igual  | 42        | 15        | 22        | 20        | <b>99</b>  |
| Peor   | 4         | 2         | 6         | 1         | <b>13</b>  |
| No contestó  | 0         | 0         | 0         | 0         | <b>0</b>   |
| <b>Total</b>   | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |



| La atención médica que recibió en los fines de semana la considera en relación a la de la mañana en los días hábiles: |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
| Respuesta   | Ene-Mzo   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
| Mejor   | 0         | 0         | 3         | 0         | <b>3</b>   |
| Igual   | 30        | 15        | 19        | 14        | <b>78</b>  |
| Peor  | 15        | 1         | 8         | 5         | <b>29</b>  |
| No contestó   | 1         | 1         | 2         | 2         | <b>6</b>   |
| <b>Total</b>  | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |

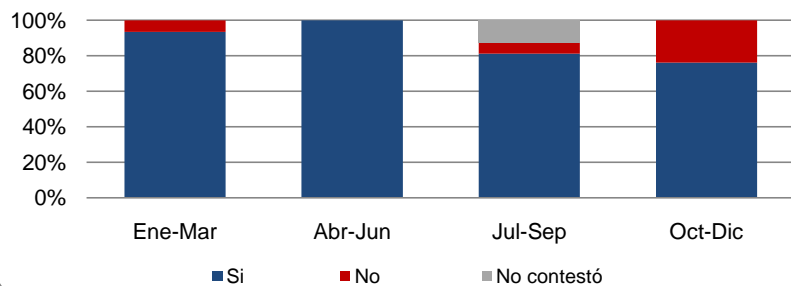


## ALIMENTACIÓN

¿Lo visitó la dietista durante su hospitalización para hablar del tipo de alimentos que recibiría?

| Respuesta    | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
|--------------|-----------|-----------|-----------|-----------|------------|
| Si           | 43        | 17        | 26        | 16        | 102        |
| No           | 3         | 0         | 2         | 5         | 10         |
| No contestó  | 0         | 0         | 4         | 0         | 4          |
| <b>Total</b> | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |

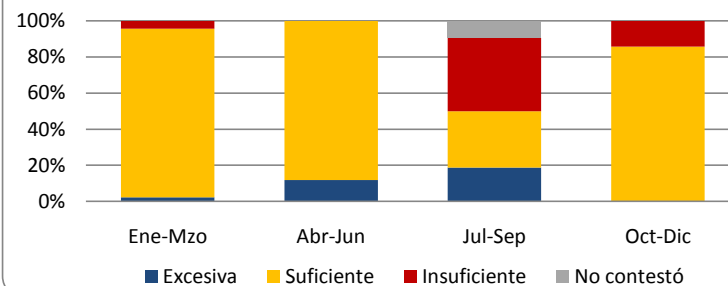
¿Lo visitó la dietista durante su hospitalización para hablar del tipo de alimentos que recibiría?



La cantidad que le ofrecen de comida la considera:

| Respuesta    | Ene-Mzo   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
|--------------|-----------|-----------|-----------|-----------|------------|
| Excesiva     | 1         | 2         | 6         | 0         | 9          |
| Suficiente   | 43        | 15        | 10        | 18        | 86         |
| Insuficiente | 2         | 0         | 13        | 3         | 18         |
| No contestó  | 0         | 0         | 3         | 0         | 3          |
| <b>Total</b> | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |

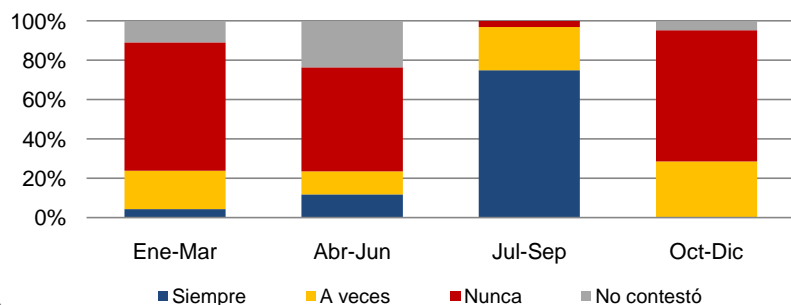
La cantidad que le ofrecen de comida la considera:



La comida llegó a su cama caliente:

| Respuesta    | Ene-Mar   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
|--------------|-----------|-----------|-----------|-----------|------------|
| Siempre      | 2         | 2         | 24        | 0         | 28         |
| A veces      | 9         | 2         | 7         | 6         | 24         |
| Nunca        | 30        | 9         | 1         | 14        | 54         |
| No contestó  | 5         | 4         | 0         | 1         | 10         |
| <b>Total</b> | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |

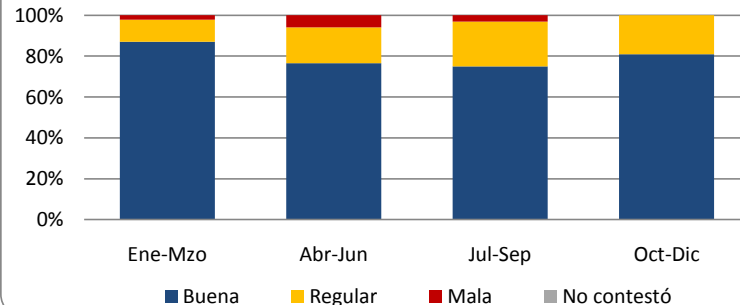
La comida llegó a su cama caliente:



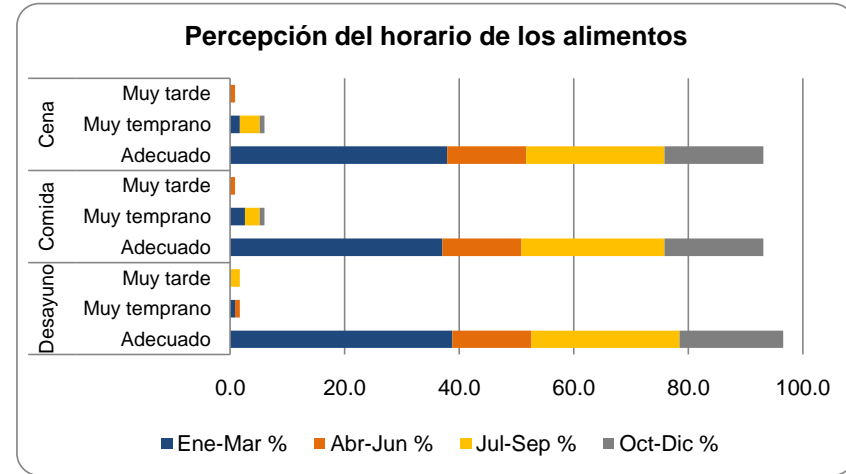
¿La presentación de sus alimentos fue considerada?

| Respuesta    | Ene-Mzo   | Abr-Jun   | Jul-Sep   | Oct-Dic   | Total      |
|--------------|-----------|-----------|-----------|-----------|------------|
| Buena        | 40        | 13        | 24        | 17        | 94         |
| Regular      | 5         | 3         | 7         | 4         | 19         |
| Mala         | 1         | 1         | 1         | 0         | 3          |
| No contestó  | 0         | 0         | 0         | 0         | 0          |
| <b>Total</b> | <b>46</b> | <b>17</b> | <b>32</b> | <b>21</b> | <b>116</b> |

¿La presentación de sus alimentos fue considerada?

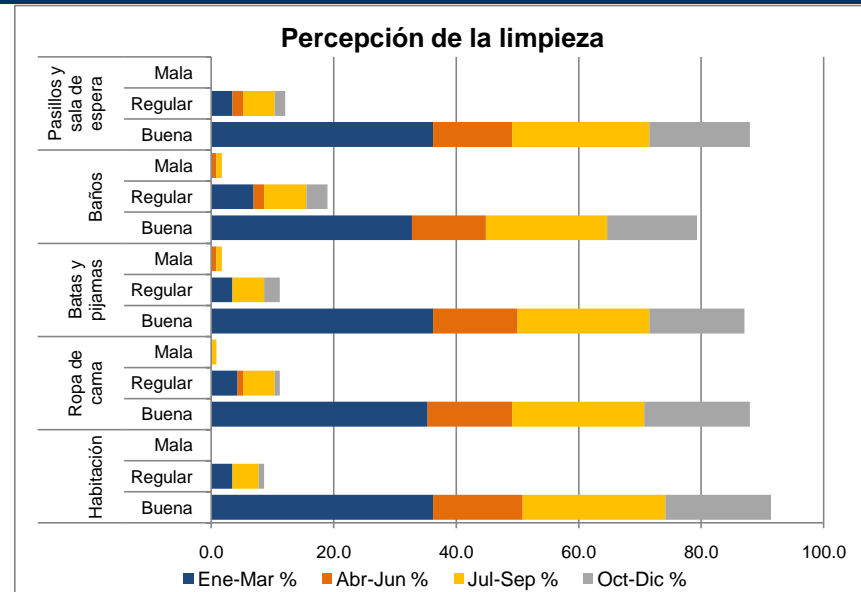


| ¿El horario de los alimentos le parece? |              |           |           |           |           |           |           |           |           |            |            |
|---|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|
| Alimento                                | Respuesta    | Ene-Mar   |           | Abr-Jun   |           | Jul-Sep   |           | Oct-Dic   |           | Total      |            |
|   |              | No.       | %         | No.       | %         | No.       | %         | No.       | %         | No.        | %          |
| Desayuno                                | Adecuado     | 45        | 38.8      | 16        | 13.8      | 30        | 25.9      | 21        | 18.1      | 112.0      | 96.6       |
|   | Muy temprano | 1         | 0.9       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 2.0        | 1.7        |
|   | Muy tarde    | 0         | 0.0       | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 2.0        | 1.7        |
| Comida                                  | Adecuado     | 43        | 37.1      | 16        | 13.8      | 29        | 25.0      | 20        | 17.2      | 108.0      | 93.1       |
|   | Muy temprano | 3         | 2.6       | 0         | 0.0       | 3         | 2.6       | 1         | 0.9       | 7.0        | 6.0        |
|   | Muy tarde    | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 1.0        | 0.9        |
| Cena                                    | Adecuado     | 44        | 37.9      | 16        | 13.8      | 28        | 24.1      | 20        | 17.2      | 108.0      | 93.1       |
|   | Muy temprano | 2         | 1.7       | 0         | 0.0       | 4         | 3.4       | 1         | 0.9       | 7.0        | 6.0        |
|   | Muy tarde    | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 1.0        | 0.9        |
| <b>Total de Encuestas</b>               |              | <b>46</b> | <b>40</b> | <b>17</b> | <b>15</b> | <b>32</b> | <b>28</b> | <b>21</b> | <b>18</b> | <b>116</b> | <b>100</b> |



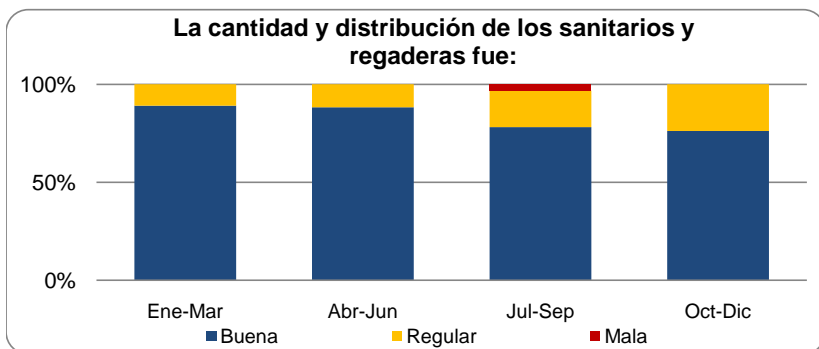
## LIMPIEZA

| Percepción de la limpieza |           |           |           |           |           |           |           |           |           |            |            |
|---------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|
|                           | Respuesta | Ene-Mar   |           | Abr-Jun   |           | Jul-Sep   |           | Oct-Dic   |           | Total      |            |
|                           |           | No.       | %         | No.       | %         | No.       | %         | No.       | %         | No.        | %          |
| Habitación                | Buena     | 42        | 36.2      | 17        | 14.7      | 27        | 23.3      | 20        | 17.2      | 106        | 91.4       |
|                           | Regular   | 4         | 3.4       | 0         | 0.0       | 5         | 4.3       | 1         | 0.9       | 10         | 8.6        |
|                           | Mala      | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
| Ropa de cama              | Buena     | 41        | 35.3      | 16        | 13.8      | 25        | 21.6      | 20        | 17.2      | 102        | 87.9       |
|                           | Regular   | 5         | 4.3       | 1         | 0.9       | 6         | 5.2       | 1         | 0.9       | 13         | 11.2       |
|                           | Mala      | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
| Batas y pijamas           | Buena     | 42        | 36.2      | 16        | 13.8      | 25        | 21.6      | 18        | 15.5      | 101        | 87.1       |
|                           | Regular   | 4         | 3.4       | 0         | 0.0       | 6         | 5.2       | 3         | 2.6       | 13         | 11.2       |
|                           | Mala      | 0         | 0.0       | 1         | 0.9       | 1         | 0.9       | 0         | 0.0       | 2          | 1.7        |
| Baños                     | Buena     | 38        | 32.8      | 14        | 12.1      | 23        | 19.8      | 17        | 14.7      | 92         | 79.3       |
|                           | Regular   | 8         | 6.9       | 2         | 1.7       | 8         | 6.9       | 4         | 3.4       | 22         | 19.0       |
|                           | Mala      | 0         | 0.0       | 1         | 0.9       | 1         | 0.9       | 0         | 0.0       | 2          | 1.7        |
| Pasillos y sala de espera | Buena     | 42        | 36.2      | 15        | 12.9      | 26        | 22.4      | 19        | 16.4      | 102        | 87.9       |
|                           | Regular   | 4         | 3.4       | 2         | 1.7       | 6         | 5.2       | 2         | 1.7       | 14         | 12.1       |
|                           | Mala      | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
| <b>Total de Encuestas</b> |           | <b>46</b> | <b>40</b> | <b>17</b> | <b>15</b> | <b>32</b> | <b>28</b> | <b>21</b> | <b>18</b> | <b>116</b> | <b>100</b> |



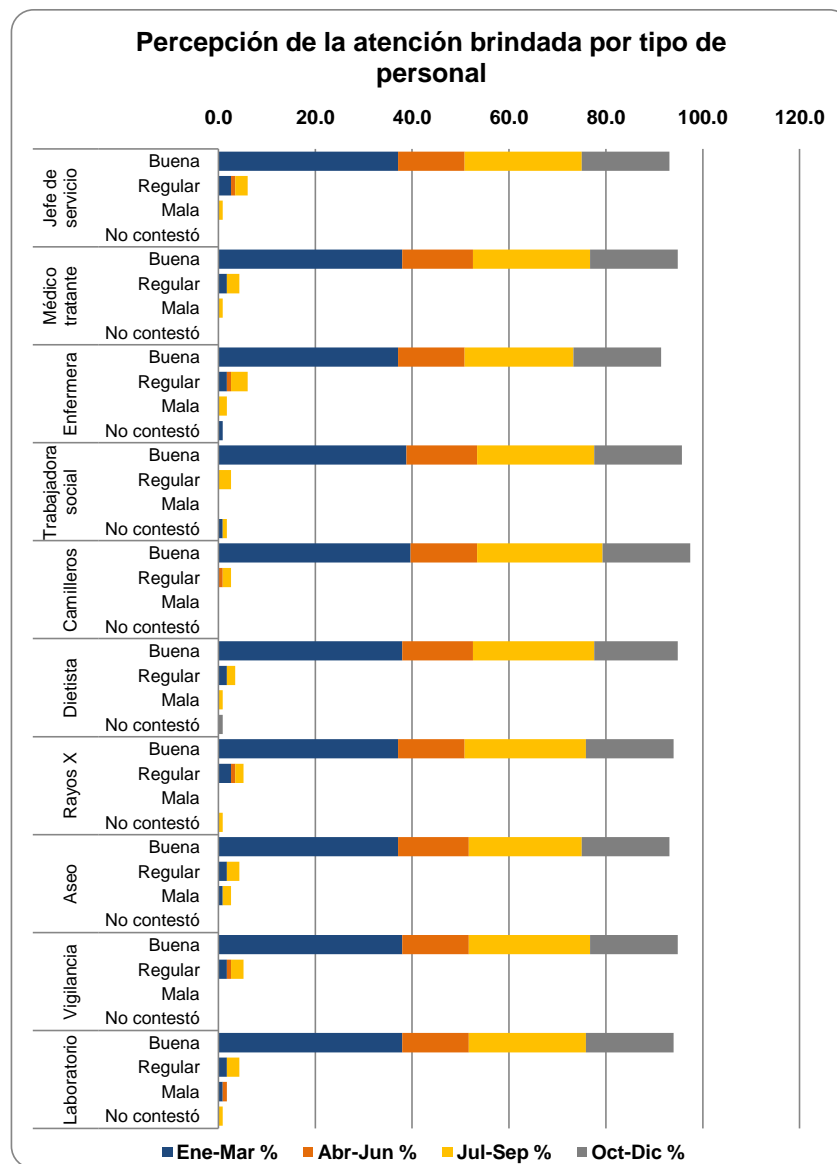


| La cantidad y distribución de los sanitarios y regaderas fue: |         |         |         |         |           |
|---|---------|---------|---------|---------|-----------|
| Respuesta   | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio  |
| Buena   | 41      | 15      | 25      | 16      | <b>24</b> |
| Regular   | 5       | 2       | 6       | 5       | <b>5</b>  |
| Mala  | 0       | 0       | 1       | 0       | <b>0</b>  |
| Total   | 46      | 17      | 32      | 21      | <b>29</b> |



## CALIDAD Y EFICIENCIA

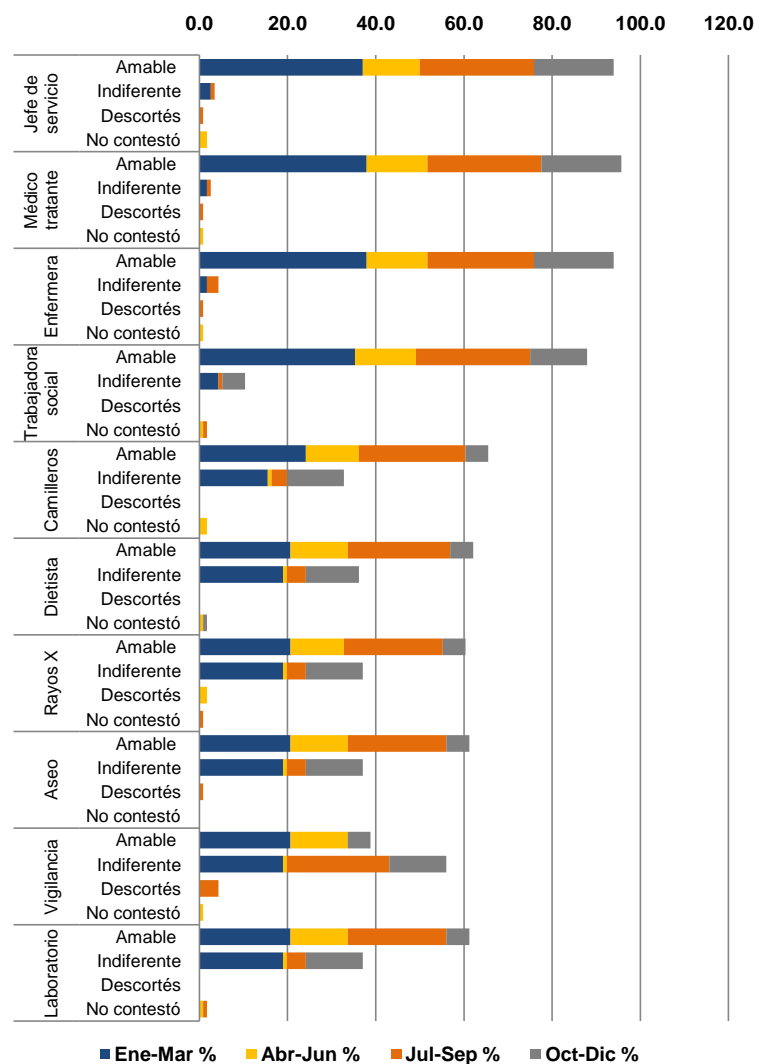
| Percepción de la atención brindada por tipo de personal |             |           |           |           |           |           |           |           |           |            |            |
|---|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|
| Profesional   | Respuesta   | Ene-Mar   |           | Abr-Jun   |           | Jul-Sep   |           | Oct-Dic   |           | Total      |            |
|   |             | No.       | %         | No.       | %         | No.       | %         | No.       | %         | No.        | %          |
| Jefe de servicio  | Buena       | 43        | 37.1      | 16        | 13.8      | 28        | 24.1      | 21        | 18.1      | 108        | 93.1       |
|   | Regular     | 3         | 2.6       | 1         | 0.9       | 3         | 2.6       | 0         | 0.0       | 7          | 6.0        |
|   | Mala        | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|   | No contestó | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
| Médico tratante   | Buena       | 44        | 37.9      | 17        | 14.7      | 28        | 24.1      | 21        | 18.1      | 110        | 94.8       |
|   | Regular     | 2         | 1.7       | 0         | 0.0       | 3         | 2.6       | 0         | 0.0       | 5          | 4.3        |
|   | Mala        | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|   | No contestó | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
| Enfermera   | Buena       | 43        | 37.1      | 16        | 13.8      | 26        | 22.4      | 21        | 18.1      | 106        | 91.4       |
|   | Regular     | 2         | 1.7       | 1         | 0.9       | 4         | 3.4       | 0         | 0.0       | 7          | 6.0        |
|   | Mala        | 0         | 0.0       | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 2          | 1.7        |
|   | No contestó | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 1          | 0.9        |
| Trabajadora social                                      | Buena       | 45        | 38.8      | 17        | 14.7      | 28        | 24.1      | 21        | 18.1      | 111        | 95.7       |
|   | Regular     | 0         | 0.0       | 0         | 0.0       | 3         | 2.6       | 0         | 0.0       | 3          | 2.6        |
|   | Mala        | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
|   | No contestó | 1         | 0.9       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 2          | 1.7        |
| Camilleros  | Buena       | 46        | 39.7      | 16        | 13.8      | 30        | 25.9      | 21        | 18.1      | 113        | 97.4       |
|   | Regular     | 0         | 0.0       | 1         | 0.9       | 2         | 1.7       | 0         | 0.0       | 3          | 2.6        |
|   | Mala        | 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        |
| Dietista  | Buena       | 44        | 37.9      | 17        | 14.7      | 29        | 25.0      | 20        | 17.2      | 110        | 94.8       |
|   | Regular     | 2         | 1.7       | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 4          | 3.4        |
|   | Mala        | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|   | No contestó | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 1          | 0.9        |
| Rayos X   | Buena       | 43        | 37.1      | 16        | 13.8      | 29        | 25.0      | 21        | 18.1      | 109        | 94.0       |
|   | Regular     | 3         | 2.6       | 1         | 0.9       | 2         | 1.7       | 0         | 0.0       | 6          | 5.2        |
|   | Mala        | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
|   | No contestó | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
| Aseo  | Buena       | 43        | 37.1      | 17        | 14.7      | 27        | 23.3      | 21        | 18.1      | 108        | 93.1       |
|   | Regular     | 2         | 1.7       | 0         | 0.0       | 3         | 2.6       | 0         | 0.0       | 5          | 4.3        |
|   | Mala        | 1         | 0.9       | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 3          | 2.6        |
|   | No contestó | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
| Vigilancia  | Buena       | 44        | 37.9      | 16        | 13.8      | 29        | 25.0      | 21        | 18.1      | 110        | 94.8       |
|   | Regular     | 2         | 1.7       | 1         | 0.9       | 3         | 2.6       | 0         | 0.0       | 6          | 5.2        |
|   | Mala        | 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        |
| Laboratorio   | Buena       | 44        | 37.9      | 16        | 13.8      | 28        | 24.1      | 21        | 18.1      | 109        | 94.0       |
|   | Regular     | 2         | 1.7       | 0         | 0.0       | 3         | 2.6       | 0         | 0.0       | 5          | 4.3        |
|   | Mala        | 1         | 0.9       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 2          | 1.7        |
|   | No contestó | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
| <b>Total de Encuestas</b>                               |             | <b>46</b> | <b>40</b> | <b>17</b> | <b>15</b> | <b>32</b> | <b>28</b> | <b>21</b> | <b>18</b> | <b>116</b> | <b>100</b> |



## TRATO

| Percepción del trato brindado por tipo de personal |             |           |           |           |           |           |           |           |           |            |            |
|--|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|
| Profesional  | Respuesta   | Ene-Mar   |           | Abr-Jun   |           | Jul-Sep   |           | Oct-Dic   |           | Total      |            |
|  |             | No.       | %         | No.       | %         | No.       | %         | No.       | %         | No.        | %          |
| Jefe de servicio                                   | Amable      | 43        | 37.1      | 15        | 12.9      | 30        | 25.9      | 21        | 18.1      | 109        | 94.0       |
|  | Indiferente | 3         | 2.6       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 4          | 3.4        |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|  | No contestó | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 0         | 0.0       | 2          | 1.7        |
| Médico tratante                                    | Amable      | 44        | 37.9      | 16        | 13.8      | 30        | 25.9      | 21        | 18.1      | 111        | 95.7       |
|  | Indiferente | 2         | 1.7       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 3          | 2.6        |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|  | No contestó | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 1          | 0.9        |
| Enfermera  | Amable      | 44        | 37.9      | 16        | 13.8      | 28        | 24.1      | 21        | 18.1      | 109        | 94.0       |
|  | Indiferente | 2         | 1.7       | 0         | 0.0       | 3         | 2.6       | 0         | 0.0       | 5          | 4.3        |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|  | No contestó | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 1          | 0.9        |
| Trabajadora social                                 | Amable      | 41        | 35.3      | 16        | 13.8      | 30        | 25.9      | 15        | 12.9      | 102        | 87.9       |
|  | Indiferente | 5         | 4.3       | 0         | 0.0       | 1         | 0.9       | 6         | 5.2       | 12         | 10.3       |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
|  | No contestó | 0         | 0.0       | 1         | 0.9       | 1         | 0.9       | 0         | 0.0       | 2          | 1.7        |
| Camilleros   | Amable      | 28        | 24.1      | 14        | 12.1      | 28        | 24.1      | 6         | 5.2       | 76         | 65.5       |
|  | Indiferente | 18        | 15.5      | 1         | 0.9       | 4         | 3.4       | 15        | 12.9      | 38         | 32.8       |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
|  | No contestó | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 0         | 0.0       | 2          | 1.7        |
| Dietista   | Amable      | 24        | 20.7      | 15        | 12.9      | 27        | 23.3      | 6         | 5.2       | 72         | 62.1       |
|  | Indiferente | 22        | 19.0      | 1         | 0.9       | 5         | 4.3       | 14        | 12.1      | 42         | 36.2       |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
|  | No contestó | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1         | 0.9       | 2          | 1.7        |
| Rayos X  | Amable      | 24        | 20.7      | 14        | 12.1      | 26        | 22.4      | 6         | 5.2       | 70         | 60.3       |
|  | Indiferente | 22        | 19.0      | 1         | 0.9       | 5         | 4.3       | 15        | 12.9      | 43         | 37.1       |
|  | Descortés   | 0         | 0.0       | 2         | 1.7       | 0         | 0.0       | 0         | 0.0       | 2          | 1.7        |
|  | No contestó | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
| Aseo   | Amable      | 24        | 20.7      | 15        | 12.9      | 26        | 22.4      | 6         | 5.2       | 71         | 61.2       |
|  | Indiferente | 22        | 19.0      | 1         | 0.9       | 5         | 4.3       | 15        | 12.9      | 43         | 37.1       |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 1          | 0.9        |
|  | No contestó | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
| Vigilancia   | Amable      | 24        | 20.7      | 15        | 12.9      | 0         | 0.0       | 6         | 5.2       | 45         | 38.8       |
|  | Indiferente | 22        | 19.0      | 1         | 0.9       | 27        | 23.3      | 15        | 12.9      | 65         | 56.0       |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 5         | 4.3       | 0         | 0.0       | 5          | 4.3        |
|  | No contestó | 0         | 0.0       | 1         | 0.9       | 0         | 0.0       | 0         | 0.0       | 1          | 0.9        |
| Laboratorio  | Amable      | 24        | 20.7      | 15        | 12.9      | 26        | 22.4      | 6         | 5.2       | 71         | 61.2       |
|  | Indiferente | 22        | 19.0      | 1         | 0.9       | 5         | 4.3       | 15        | 12.9      | 43         | 37.1       |
|  | Descortés   | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0         | 0.0       | 0          | 0.0        |
|  | No contestó | 0         | 0.0       | 1         | 0.9       | 1         | 0.9       | 0         | 0.0       | 2          | 1.7        |
| <b>Total de Encuestas</b>                          |             | <b>46</b> | <b>40</b> | <b>17</b> | <b>15</b> | <b>32</b> | <b>28</b> | <b>21</b> | <b>18</b> | <b>116</b> | <b>100</b> |

Percepción del trato brindado por tipo de personal



### EVALUACIÓN GENERAL

| ¿Recomendaría al INER con familiares y amigos? |         |         |         |         |           |
|--|---------|---------|---------|---------|-----------|
| Respuesta                                      | Ene-Mar | Abr-Jun | Jul-Sep | Oct-Dic | Promedio  |
| Si   | 46      | 16      | 27      | 21      | <b>28</b> |
| No   | 0       | 0       | 0       | 0       | <b>0</b>  |
| No contestó                                    | 0       | 1       | 5       | 0       | <b>2</b>  |
| Total  | 46      | 17      | 32      | 21      | <b>29</b> |

| ¿Con cuánto calificaría al INER por su área de hospitalización? |         |         |         |         |          |
|---|---------|---------|---------|---------|----------|
| Respuesta   | Ene-Mzo | Abr-Jun | Jul-Sep | Oct-Dic | Promedio |
| Calificación  | 8.8     | 9.4     | 8.8     | 9.1     | 9.0      |

