



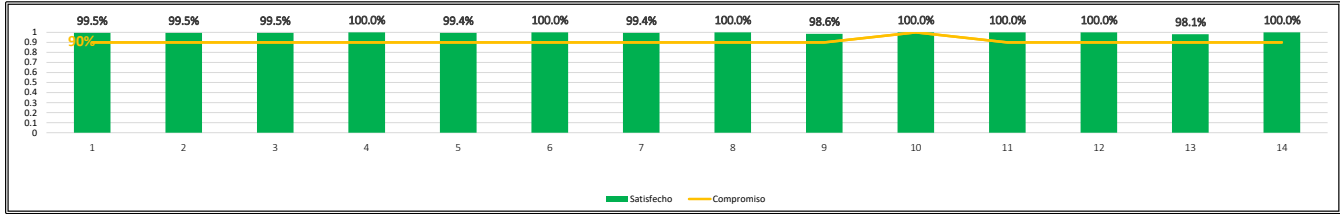
**CUMPLIMIENTO COMPROMISOS CCC
HOSPITAL DE REFERENCIA NACIONAL SAN LORENZO
DE LOS MINA (MATERNO-INFANTIL)**

Satisfacción General:

99.7%

Link directo a la plataforma de Encuestas:

<https://encuesta.sns.gov.do/>



SEPTIEMBRE

| Servicio | Atributo | Muy Mala | Mala | Regular | Buena | Muy Buena | Compromiso | Satisfecho |
|------------------|---------------------|----------|------|---------|-------|-----------|------------|------------|
| Consulta Externa | Amabilidad | 0 | 0 | 5 | 919 | 332 | 90% | 99.6% |
| | | 0.0% | 0.0% | 0.4% | 73.2% | 26.4% | | |
| Consulta Externa | Profesionalidad | 0 | 0 | 7 | 841 | 408 | 90% | 99.4% |
| | | 0% | 0% | 1% | 67% | 32% | | |
| Consulta Externa | Fiabilidad | 0 | 0 | 3 | 728 | 525 | 90% | 99.8% |
| | | 0.0% | 0.0% | 0.2% | 58.0% | 41.8% | | |
| Laboratorio | Amabilidad | 0 | 0 | 1 | 899 | 295 | 90% | 99.9% |
| | | 0.0% | 0.0% | 0.1% | 75.2% | 24.7% | | |
| Laboratorio | Profesionalidad | 0 | 0 | 6 | 859 | 330 | 90% | 99.5% |
| | | 0.0% | 0.0% | 0.5% | 71.9% | 27.6% | | |
| Laboratorio | Fiabilidad | 0 | 0 | 3 | 693 | 499 | 90% | 99.7% |
| | | 0.0% | 0.0% | 0.3% | 58.0% | 41.8% | | |
| Laboratorio | Tiempo de Respuesta | 0 | 0 | 4 | 783 | 408 | 90% | 99.7% |
| | | 0.0% | 0.0% | 0.3% | 65.5% | 34.1% | | |
| Hospitalización | Amabilidad | 0 | 0 | 0 | 360 | 129 | 90% | 100.0% |
| | | 0.0% | 0.0% | 0.0% | 73.6% | 26.4% | | |
| Hospitalización | Profesionalidad | 0 | 0 | 3 | 346 | 140 | 90% | 99.4% |
| | | 0.0% | 0.0% | 0.6% | 70.8% | 28.6% | | |
| Emergencia | Tiempo de Respuesta | 0 | 0 | 1 | 380 | 198 | 100% | 99.8% |
| | | 0.0% | 0.0% | 0.2% | 65.6% | 34.2% | | |
| Emergencia | Accesibilidad | 0 | 0 | 0 | 393 | 186 | 90% | 100.0% |
| | | 0.0% | 0.0% | 0.0% | 67.9% | 32.1% | | |
| Imágenes | Amabilidad | 0 | 0 | 0 | 313 | 131 | 90% | 100.0% |
| | | 0.0% | 0.0% | 0.0% | 70.5% | 29.5% | | |
| Imágenes | Profesionalidad | 0 | 0 | 3 | 287 | 154 | 90% | 99.3% |
| | | 0.0% | 0.0% | 0.7% | 64.6% | 34.7% | | |
| Imágenes | Fiabilidad | 0 | 0 | 0 | 254 | 190 | 90% | 100.0% |
| | | 0.0% | 0.0% | 0.0% | 57.2% | 42.8% | | |

CONSOLIDADO MENSUAL 2023

| Mes | Compromiso | Consulta Externa - Amabilidad | Consulta Externa - Profesionalidad | Consulta Externa - Fiabilidad | Laboratorio - Amabilidad | Laboratorio - Profesionalidad | Laboratorio - Fiabilidad | Laboratorio - Tiempo de Respuesta | Hospitalización - Amabilidad | Hospitalización - Profesionalidad | Emergencia - Tiempo de Respuesta | Emergencia - Accesibilidad | Imágenes - Amabilidad | Imágenes - Profesionalidad | Imágenes - Fiabilidad |
|----------------|------------|-------------------------------|------------------------------------|-------------------------------|--------------------------|-------------------------------|--------------------------|-----------------------------------|------------------------------|-----------------------------------|----------------------------------|----------------------------|-----------------------|----------------------------|-----------------------|
| Enero - Marzo | 90% | 98.9% | 99.6% | 99.3% | 99.8% | 99.5% | 100.0% | 99.5% | 100.0% | 99.1% | 100.0% | 100.0% | 100.0% | 99.5% | 100.0% |
| Abril - Junio | 90% | 100.0% | 99.2% | 100.0% | 100.0% | 99.1% | 99.3% | 99.6% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 98.7% | 100.0% |
| Julio - Sept. | 90% | 100.0% | 99.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.1% | 99.2% | 100.0% | 100.0% | 100.0% | 100.0% |
| Octubre - Dic. | 90% | | | | | | | | | | | | | | |

