

| EMPRESA SOCIAL DEL ESTADO               |              |                  |               |                  |               |                 |               |                  |             |               |               |  |
|-----------------------------------------|--------------|------------------|---------------|------------------|---------------|-----------------|---------------|------------------|-------------|---------------|---------------|--|
| INDICE DE SASTIFACCION GLOBAL POR ZONAS |              |                  |               |                  |               |                 |               |                  |             |               |               |  |
| SEPTIEMBRE 2020                         |              |                  |               |                  |               |                 |               |                  |             |               |               |  |
| SERVICIO                                | ZONA SUR     |                  |               | SERVICIO         | TOTAL ORIENTE |                 |               | SERVICIO         | TOTAL NORTE |               |               |  |
|                                         | N° ENCUESTAS | N° INSATISFACCIO | % SATISFACCI  |                  | N° ENCUESTA   | N° INSATISFACCI | % SATISFACCI  |                  | N° ENCUESTA | N° INSATISFAC | % SATISFACCI  |  |
| LABORATORIO CLINICO                     | 175          | 0                | 100.00%       | MEDICINA GENERAL | 152           | 0               | 100.00%       | MEDICINA GENERAL | 153         | 0             | 100.00%       |  |
| URGENCIAS                               | 222          | 1                | 99.55%        | ECOGRAFIAS       | 142           | 0               | 100.00%       | ECOGRAFIAS       | 94          | 1             | 98.94%        |  |
| ECOGRAFIAS                              | 59           | 0                | 100.00%       | FARMACIA         | 154           | 1               | 99.35%        | FARMACIA         | 148         | 0             | 100.00%       |  |
| ODONTOLOGIA                             | 169          | 0                | 100.00%       | LABORATORIOS     | 126           | 0               | 100.00%       | LABORATORIO      | 153         | 0             | 100.00%       |  |
| MEDICINA GENERAL                        | 173          | 2                | 98.84%        | ODONTOLOGIA      | 75            | 0               | 100.00%       | ODONTOLOGIA      | 151         | 0             | 100.00%       |  |
| RAYOS X                                 | 186          | 0                | 100.00%       | RAYOS X          | 23            | 0               | 100.00%       | PARTOS           | 1           | 0             | 100.00%       |  |
| FARMACIA                                | 170          | 0                | 100.00%       | URGENCIAS        | 115           | 0               | 100.00%       | RAYOS X          | 91          | 0             | 100.00%       |  |
| HOSPITALIZACION                         | 271          | 0                | 100.00%       | <b>TOTAL</b>     | <b>787</b>    | <b>1</b>        | <b>99.91%</b> | URGENCIAS        | 100         | 0             | 100.00%       |  |
| <b>TOTAL</b>                            | <b>1425</b>  | <b>3</b>         | <b>99.80%</b> |                  |               |                 |               | <b>TOTAL</b>     | <b>891</b>  | <b>1</b>      | <b>99.87%</b> |  |

| INDICE DE SATISFACCION DE USUARIOS |        |
|------------------------------------|--------|
| Encuestas Aplicadas                | 3104   |
| Usuarios satisfechos               | 3099   |
| Usuarios insatisfechos             | 5      |
| Indice Satisfacción Usuario        | 99.86% |
| Indice de Insatisfacción Usuario   | 0%     |

| ZONAS        | SATISFACCIÓN GLOBAL |
|--------------|---------------------|
| NORTE        | 99.87%              |
| SUR          | 99.80%              |
| ORIENTE      | 99.91%              |
| <b>TOTAL</b> | <b>99.86%</b>       |

|                               |
|-------------------------------|
| LEIDY CATALINA GOMEZ CALDERON |
| LIDER AREA DE SIAU            |
| ESE CEO                       |