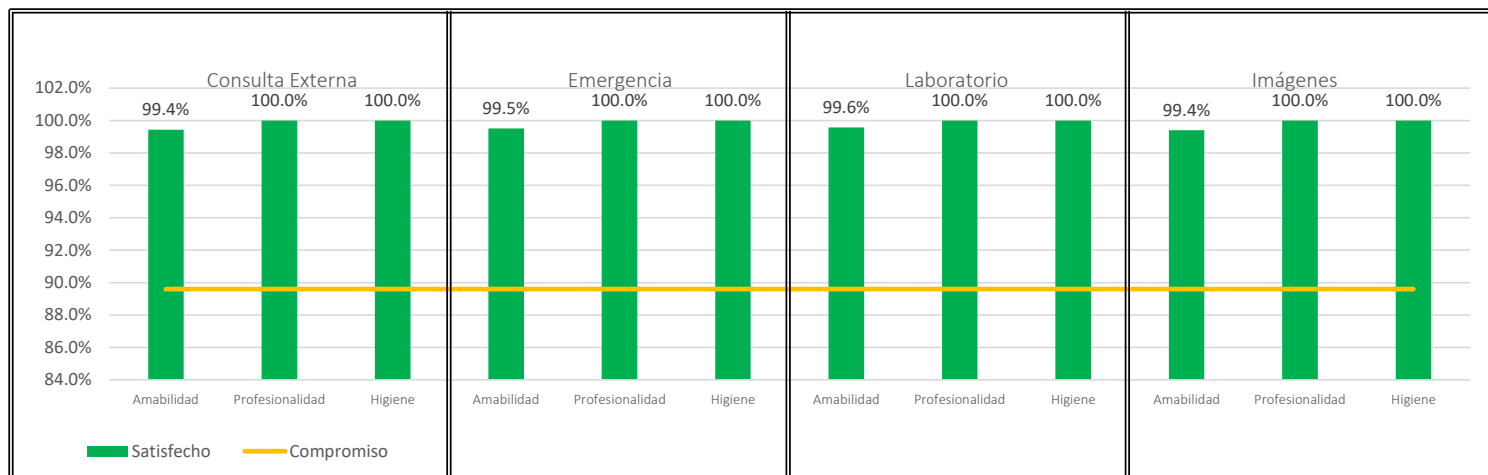




### Trimestre 4 Octubre-Diciembre

| Servicio         | Atributo        | Muy Mala | Mala | Regular | Buena | Muy Buena | Compromiso | Satisfecho |
|------------------|-----------------|----------|------|---------|-------|-----------|------------|------------|
| Consulta Externa | Amabilidad      | 0        | 0    | 1       | 14    | 160       | 90%        | 99.4%      |
|                  | Profesionalidad | 0        | 0    | 0       | 10    | 165       |            | 100.0%     |
|                  | Higiene         | 0        | 0    | 0       | 12    | 163       |            | 100.0%     |
| Emergencia       | Amabilidad      | 0        | 0    | 1       | 34    | 171       | 90%        | 99.5%      |
|                  | Profesionalidad | 0        | 0    | 0       | 24    | 182       |            | 100.0%     |
|                  | Higiene         | 0        | 0    | 0       | 24    | 182       |            | 100.0%     |
| Laboratorio      | Amabilidad      | 0        | 0    | 1       | 42    | 192       | 90%        | 99.6%      |
|                  | Profesionalidad | 0        | 0    | 0       | 45    | 190       |            | 100.0%     |
|                  | Higiene         | 0        | 0    | 0       | 45    | 190       |            | 100.0%     |
| Imágenes         | Amabilidad      | 0        | 0    | 1       | 23    | 141       | 90%        | 99.4%      |
|                  | Profesionalidad | 0        | 0    | 0       | 26    | 139       |            | 100.0%     |
|                  | Higiene         | 0        | 0    | 0       | 21    | 144       |            | 100.0%     |

### CONSOLIDADO MENSUAL 2023

| Mes        | Compromiso | Consulta Externa |       |         | Emergencia |       |         | Laboratorio |       |         | Imágenes |       |         |
|------------|------------|------------------|-------|---------|------------|-------|---------|-------------|-------|---------|----------|-------|---------|
|            |            | Amab.            | Prof. | Higien. | Amab.      | Prof. | Higien. | Amab.       | Prof. | Higien. | Amab.    | Prof. | Higien. |
| Enero      | 90%        | 100%             | 100%  | 100%    | 99%        | 99%   | 100%    | 99%         | 100%  | 100%    | 100%     | 100%  | 100%    |
| Febrero    | 90%        | 100%             | 100%  | 100%    | 100%       | 100%  | 100%    | 98%         | 100%  | 100%    | 100%     | 100%  | 100%    |
| Marzo      | 90%        | 100%             | 100%  | 100%    | 100%       | 100%  | 100%    | 100%        | 100%  | 100%    | 100%     | 100%  | 100%    |
| Abril      | 90%        | 100%             | 100%  | 100%    | 100%       | 100%  | 100%    | 100%        | 97%   | 100%    | 98%      | 100%  | 100%    |
| Mayo       | 90%        | 100%             | 100%  | 100%    | 100%       | 100%  | 100%    | 99%         | 100%  | 99%     | 98%      | 100%  | 100%    |
| Junio      | 90%        | 97%              | 97%   | 100%    | 100%       | 98%   | 100%    | 99%         | 99%   | 100%    | 100%     | 100%  | 100%    |
| Julio      | 90%        | 96%              | 100%  | 100%    | 97%        | 92%   | 97%     | 89%         | 92%   | 100%    | 100%     | 100%  | 100%    |
| Agosto     | 90%        | 100%             | 96%   | 96%     | 91%        | 74%   | 91%     | 100%        | 85%   | 94%     | 100%     | 79%   | 89%     |
| Septiembre | 90%        | 96%              | 96%   | 91%     | 95%        | 87%   | 93%     | 89%         | 89%   | 97%     | 75%      | 83%   | 90%     |
| Octubre    | 90%        | 100%             | 100%  | 100%    | 99%        | 100%  | 100%    | 99%         | 100%  | 100%    | 100%     | 100%  | 100%    |
| Noviembre  | 90%        | 100%             | 100%  | 100%    | 100%       | 100%  | 100%    | 100%        | 100%  | 100%    | 100%     | 100%  | 100%    |
| Diciembre  | 90%        | 99%              | 100%  | 100%    | 100%       | 100%  | 100%    | 100%        | 100%  | 100%    | 98%      | 100%  | 100%    |

|                             |     |     |     |     |     |     |     |     |     |     |     |     |
|-----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Satisfacción General Acum.: | 99% | 99% | 99% | 98% | 96% | 98% | 98% | 97% | 99% | 97% | 97% | 98% |
|-----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

|                     |       |
|---------------------|-------|
| Promedio Acumulado: | 98.0% |
|---------------------|-------|