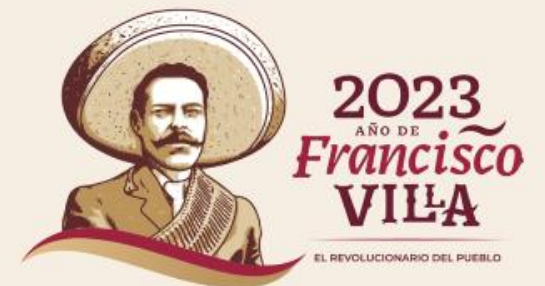


**Secretaría de Salud**  
**Dirección General de Calidad y Educación en Salud**  
**Dirección de Mejora de Procesos**

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**Sistema de la Encuesta de Satisfacción, Trato Adecuado y Digno (SESTAD)**  
**Informe Anual 2022**



# SESTAD

Es un sistema en el que de forma conjunta se captura la información de los “usuarios o sus acompañantes” que asisten a consulta/servicio a los Establecimientos de Salud, que permite conocer su percepción en diversos aspectos relacionados con la Satisfacción, el Trato Adecuado y Digno recopilados por los Avales Ciudadanos (Monitoreo Ciudadano) y el Personal de Salud de las instituciones (Monitoreo Institucional) a través de la *“Encuesta de la Satisfacción, Trato Adecuado y Digno”*, ya que aplicarán el mismo sistema

# Objetivos

- Transparencia y difusión de los resultados del Indicador de Trato Digno y visión comparativa de los monitoreos: Institucional vs Ciudadano
- Evaluar los servicios de salud al contrastar los resultados y las acciones que realizan las instituciones del Sector Salud de forma independiente y responsable
- Presentar la percepción de los usuarios en relación a las instituciones de salud y coadyuvar a mejorar la confianza de la sociedad en lo que se refiere a la calidad de los servicios de salud que reciben
- Acceso público a los resultados de la información procesada y publicada en el SESTAD.

# Análisis de resultados SESTAD

- **La Media** de Establecimientos de Salud que reportaron al SESTAD en 2022:
  - **Monitoreo Institucional: 9,603**
  - **Monitoreo Ciudadano: 8,752**

## Monitoreo Institucional (MI)

- A nivel Nacional, el **la media de satisfacción de los usuarios** en los servicios de Consulta Externa, Hospitalización y Urgencias fue del **90.87%**
  - Las entidades Federativas obtuvieron una media  $\geq 90\%$  fueron: **Aguascalientes, Baja California Sur, Campeche, Chiapas, Coahuila de Zaragoza, Colima, Durango, Guanajuato, Hidalgo, México, Michoacán, Morelos, Nuevo León, Puebla, Quintana Roo, San Luis Potosí, Sinaloa, Tamaulipas, Tabasco, Veracruz, Yucatán y Zacatecas**

## Monitoreo Ciudadano (MC)

- A nivel Nacional, **la media de satisfacción** de los usuarios en los servicios de Consulta Externa, Hospitalización y Urgencias fue del **90.35%**
  - Las Entidades Federativas que reportaron un porcentaje  $\geq 90\%$  fueron: **Baja California Sur, Coahuila, Durango, Guanajuato, Michoacán, Nayarit, Nuevo León, Puebla, Quintana Roo, Tabasco y Veracruz**

# SESTAD

- Monitoreo Institucional

# Consulta Externa

## Satisfacción, trato adecuado y digno

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		202201	202202	202203		
		92.75%	92.86%	93.03%		

1	AGUASCALIENTES	92.10%	88.80%	88.89%	89.93%	100.00%
2	BAJA CALIFORNIA	90.38%	91.45%	92.03%	91.29%	100.00%
3	BAJA CALIFORNIA SUR	91.71%	94.30%	92.83%	92.94%	100.00%
4	CAMPECHE	96.40%	95.49%	93.49%	95.13%	100.00%
5	CHIAPAS	92.54%	91.46%	91.90%	91.97%	100.00%
6	CHIHUAHUA	90.81%	90.69%	91.24%	90.91%	100.00%
7	CIUDAD DE MEXICO	91.11%	91.34%	91.32%	91.26%	100.00%
8	COAHUILA DE ZARAGOZA	94.35%	94.26%	92.37%	93.66%	100.00%
9	COLIMA	92.11%	95.30%	94.25%	93.89%	100.00%
10	DURANGO	92.69%	93.17%	93.28%	93.05%	100.00%
11	GUANAJUATO	97.08%	95.47%	97.27%	96.61%	100.00%
12	GUERRERO	90.55%	92.53%	93.59%	92.22%	100.00%
13	HIDALGO	92.13%	91.86%	92.12%	92.04%	100.00%
14	JALISCO	91.39%	91.33%	91.43%	91.38%	100.00%
15	MÉXICO	92.85%	93.52%	94.02%	93.46%	100.00%
16	MICHOACÁN DE OCAMPO	92.97%	94.03%	94.48%	93.83%	100.00%
17	MORELOS	92.44%	92.81%	93.60%	92.95%	100.00%
18	NAYARIT	92.86%	94.65%	94.72%	94.08%	100.00%
19	NUEVO LEÓN	93.12%	93.04%	93.11%	93.09%	100.00%
20	OAXACA	93.41%	90.61%	92.57%	92.20%	100.00%
21	PUEBLA	93.91%	92.98%	93.65%	93.51%	100.00%
22	QUERÉTARO	87.01%	90.68%	89.08%	88.92%	100.00%
23	QUINTANA ROO	94.29%	93.88%	95.72%	94.63%	100.00%
24	SAN LUIS POTOSÍ	90.70%	90.25%	90.68%	90.54%	100.00%
25	SINALOA	93.36%	93.26%	93.29%	93.31%	100.00%
26	SONORA	90.12%	90.99%	91.56%	90.89%	100.00%
27	TABASCO	92.01%	91.84%	92.43%	92.09%	100.00%
28	TAMAULIPAS	93.40%	93.66%	90.52%	92.53%	100.00%
29	TLAXCALA	94.47%	94.08%	94.00%	94.18%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	93.04%	92.49%	91.87%	92.47%	100.00%
31	YUCATÁN	92.02%	93.54%	94.60%	93.38%	100.00%
32	ZACATECAS	90.81%	90.38%	90.56%	90.59%	100.00%

# Trato digno

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		TRATO DIGNO				
		202201	202202	202203		

1	AGUASCALIENTES	98.99%	98.47%	98.08%	98.51%	100.00%
2	BAJA CALIFORNIA	98.44%	98.18%	98.58%	98.40%	100.00%
3	BAJA CALIFORNIA SUR	97.05%	99.08%	98.97%	98.37%	100.00%
4	CAMPECHE	99.61%	99.12%	99.36%	99.36%	100.00%
5	CHIAPAS	99.02%	98.89%	98.67%	98.86%	100.00%
6	CHIHUAHUA	98.48%	98.57%	99.25%	98.76%	100.00%
7	CIUDAD DE MEXICO	96.95%	96.53%	96.68%	96.72%	100.00%
8	COAHUILA DE ZARAGOZA	99.33%	99.80%	99.48%	99.54%	100.00%
9	COLIMA	98.86%	99.19%	98.76%	98.94%	100.00%
10	DURANGO	99.02%	98.59%	99.28%	98.96%	100.00%
11	GUANAJUATO	99.45%	99.39%	99.49%	99.44%	100.00%
12	GUERRERO	98.13%	98.89%	98.95%	98.66%	100.00%
13	HIDALGO	98.30%	98.71%	98.09%	98.37%	100.00%
14	JALISCO	98.27%	97.79%	98.03%	98.03%	100.00%
15	MÉXICO	98.69%	98.86%	98.86%	98.81%	100.00%
16	MICHOACÁN DE OCAMPO	98.23%	98.44%	98.84%	98.50%	100.00%
17	MORELOS	99.20%	98.33%	98.96%	98.83%	100.00%
18	NAYARIT	99.13%	99.45%	98.72%	99.10%	100.00%
19	NUEVO LEÓN	99.04%	99.48%	99.25%	99.26%	100.00%
20	OAXACA	99.69%	98.96%	98.19%	98.95%	100.00%
21	PUEBLA	99.17%	98.96%	99.15%	99.09%	100.00%
22	QUERÉTARO	98.65%	97.82%	98.29%	98.25%	100.00%
23	QUINTANA ROO	99.56%	99.75%	99.58%	99.63%	100.00%
24	SAN LUIS POTOSÍ	96.79%	96.76%	98.41%	97.32%	100.00%
25	SINALOA	98.53%	99.05%	98.37%	98.65%	100.00%
26	SONORA	99.08%	98.94%	98.73%	98.92%	100.00%
27	TABASCO	98.63%	98.86%	98.82%	98.77%	100.00%
28	TAMAULIPAS	98.82%	99.45%	99.23%	99.17%	100.00%
29	TLAXCALA	98.67%	98.92%	98.80%	98.80%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.92%	99.04%	99.13%	99.03%	100.00%
31	YUCATÁN	99.35%	99.72%	99.48%	99.52%	100.00%
32	ZACATECAS	98.50%	99.22%	99.12%	98.95%	100.00%



## Oportunidad

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		OPORTUNIDAD				
		202201	202202	202203		
TOTAL		82.61%	80.84%	81.48%	81.64%	100.00%

1	AGUASCALIENTES	83.08%	74.72%	79.45%	79.09%	100.00%
2	BAJA CALIFORNIA	80.54%	77.17%	79.26%	78.99%	100.00%
3	BAJA CALIFORNIA SUR	87.25%	90.98%	81.00%	86.41%	100.00%
4	CAMPECHE	91.67%	82.67%	78.57%	84.30%	100.00%
5	CHIAPAS	78.21%	66.39%	68.63%	71.08%	100.00%
6	CHIHUAHUA	79.97%	81.88%	84.45%	82.10%	100.00%
7	CIUDAD DE MEXICO	82.30%	80.22%	80.68%	81.06%	100.00%
8	COAHUILA DE ZARAGOZA	92.17%	86.74%	80.89%	86.60%	100.00%
9	COLIMA	81.10%	92.90%	83.62%	85.87%	100.00%
10	DURANGO	76.81%	77.94%	77.21%	77.32%	100.00%
11	GUANAJUATO	92.39%	83.88%	93.34%	89.87%	100.00%
12	GUERRERO	78.23%	86.04%	87.71%	83.99%	100.00%
13	HIDALGO	89.27%	79.27%	78.95%	82.50%	100.00%
14	JALISCO	81.20%	79.81%	79.02%	80.01%	100.00%
15	MÉXICO	83.66%	83.92%	85.60%	84.39%	100.00%
16	MICHOACÁN DE OCAMPO	85.47%	86.87%	87.19%	86.51%	100.00%
17	MORELOS	74.94%	76.77%	79.61%	77.11%	100.00%
18	NAYARIT	79.88%	80.49%	83.74%	81.37%	100.00%
19	NUEVO LEÓN	80.21%	78.44%	83.38%	80.68%	100.00%
20	OAXACA	86.60%	71.48%	82.92%	80.33%	100.00%
21	PUEBLA	85.30%	79.56%	83.62%	82.83%	100.00%
22	QUERÉTARO	52.32%	68.39%	62.85%	61.18%	100.00%
23	QUINTANA ROO	84.96%	80.88%	92.17%	86.00%	100.00%
24	SAN LUIS POTOSÍ	76.87%	74.52%	75.38%	75.59%	100.00%
25	SINALOA	90.45%	84.33%	85.11%	86.63%	100.00%
26	SONORA	80.26%	81.53%	77.99%	79.93%	100.00%
27	TABASCO	74.84%	73.04%	73.31%	73.73%	100.00%
28	TAMAULIPAS	84.59%	82.47%	73.27%	80.11%	100.00%
29	TLAXCALA	87.10%	86.22%	86.04%	86.46%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	84.90%	82.75%	79.11%	82.25%	100.00%
31	YUCATÁN	66.93%	75.79%	79.77%	74.17%	100.00%
32	ZACATECAS	78.14%	68.46%	68.54%	71.71%	100.00%

## Comunicación

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		COMUNICACIÓN				
		202201	202202	202203		
TOTAL		98.39%	98.35%	98.47%	98.41%	100.00%

1	AGUASCALIENTES	98.72%	97.92%	97.73%	98.12%	100.00%
2	BAJA CALIFORNIA	99.05%	98.98%	99.03%	99.02%	100.00%
3	BAJA CALIFORNIA SUR	98.82%	98.22%	97.09%	98.04%	100.00%
4	CAMPECHE	98.70%	98.02%	97.82%	98.18%	100.00%
5	CHIAPAS	98.51%	98.62%	98.63%	98.58%	100.00%
6	CHIHUAHUA	97.65%	96.32%	96.65%	96.87%	100.00%
7	CIUDAD DE MEXICO	95.93%	95.28%	95.30%	95.50%	100.00%
8	COAHUILA DE ZARAGOZA	98.48%	99.05%	98.07%	98.53%	100.00%
9	COLIMA	98.52%	99.12%	98.54%	98.73%	100.00%
10	DURANGO	97.24%	97.69%	98.05%	97.66%	100.00%
11	GUANAJUATO	99.47%	99.40%	99.45%	99.44%	100.00%
12	GUERRERO	98.89%	98.93%	98.84%	98.89%	100.00%
13	HIDALGO	98.74%	98.89%	98.85%	98.83%	100.00%
14	JALISCO	98.47%	98.60%	98.42%	98.50%	100.00%
15	MÉXICO	98.15%	98.00%	98.18%	98.11%	100.00%
16	MICHOACÁN DE OCAMPO	98.56%	98.68%	98.96%	98.73%	100.00%
17	MORELOS	97.36%	97.57%	97.40%	97.44%	100.00%
18	NAYARIT	99.13%	99.46%	99.55%	99.38%	100.00%
19	NUEVO LEÓN	98.37%	98.18%	98.35%	98.30%	100.00%
20	OAXACA	98.81%	98.12%	98.50%	98.48%	100.00%
21	PUEBLA	99.09%	99.00%	99.18%	99.09%	100.00%
22	QUERÉTARO	98.15%	98.06%	98.29%	98.17%	100.00%
23	QUINTANA ROO	98.93%	99.32%	99.40%	99.21%	100.00%
24	SAN LUIS POTOSÍ	97.21%	98.23%	98.24%	97.89%	100.00%
25	SINALOA	97.55%	97.94%	98.97%	98.15%	100.00%
26	SONORA	96.77%	96.83%	97.56%	97.05%	100.00%
27	TABASCO	98.68%	98.46%	98.76%	98.63%	100.00%
28	TAMAULIPAS	97.30%	97.70%	97.57%	97.52%	100.00%
29	TLAXCALA	99.35%	99.01%	99.42%	99.26%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.74%	98.51%	98.69%	98.65%	100.00%
31	YUCATÁN	98.13%	98.27%	99.23%	98.55%	100.00%
32	ZACATECAS	97.91%	98.65%	98.18%	98.25%	100.00%

## Autonomía

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		AUTONOMIA				
		202201	202202	202203		
	TOTAL	99.17%	99.29%	99.28%	99.25%	100.00%

1	AGUASCALIENTES	99.18%	98.99%	98.88%	99.02%	100.00%
2	BAJA CALIFORNIA	99.64%	99.59%	99.35%	99.52%	100.00%
3	BAJA CALIFORNIA SUR	99.76%	99.70%	98.87%	99.44%	100.00%
4	CAMPECHE	99.83%	99.79%	99.51%	99.71%	100.00%
5	CHIAPAS	98.86%	99.12%	99.64%	99.21%	100.00%
6	CHIHUAHUA	98.63%	98.88%	98.68%	98.73%	100.00%
7	CIUDAD DE MEXICO	97.15%	97.87%	97.17%	97.40%	100.00%
8	COAHUILA DE ZARAGOZA	99.72%	99.77%	99.25%	99.58%	100.00%
9	COLIMA	98.88%	99.30%	99.57%	99.25%	100.00%
10	DURANGO	99.70%	99.59%	98.87%	99.39%	100.00%
11	GUANAJUATO	99.64%	99.71%	99.34%	99.56%	100.00%
12	GUERRERO	99.27%	99.26%	99.42%	99.32%	100.00%
13	HIDALGO	99.65%	99.47%	99.14%	99.42%	100.00%
14	JALISCO	99.09%	98.99%	98.92%	99.00%	100.00%
15	MÉXICO	99.32%	99.24%	99.21%	99.25%	100.00%
16	MICHOACÁN DE OCAMPO	99.17%	99.38%	99.27%	99.27%	100.00%
17	MORELOS	99.43%	99.51%	99.51%	99.48%	100.00%
18	NAYARIT	99.05%	99.82%	99.29%	99.39%	100.00%
19	NUEVO LEÓN	98.61%	99.87%	99.71%	99.40%	100.00%
20	OAXACA	98.91%	98.87%	99.05%	98.94%	100.00%
21	PUEBLA	99.01%	99.33%	99.56%	99.30%	100.00%
22	QUERÉTARO	99.50%	99.48%	99.68%	99.55%	100.00%
23	QUINTANA ROO	99.84%	98.92%	99.90%	99.55%	100.00%
24	SAN LUIS POTOSÍ	99.01%	98.84%	99.15%	99.00%	100.00%
25	SINALOA	99.41%	99.84%	99.79%	99.68%	100.00%
26	SONORA	98.93%	98.75%	99.49%	99.06%	100.00%
27	TABASCO	98.59%	98.57%	99.08%	98.75%	100.00%
28	TAMAULIPAS	99.35%	99.54%	99.67%	99.52%	100.00%
29	TLAXCALA	99.82%	99.81%	99.58%	99.74%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.13%	99.44%	99.29%	99.29%	100.00%
31	YUCATÁN	99.75%	99.15%	99.68%	99.52%	100.00%
32	ZACATECAS	99.05%	99.65%	99.25%	99.31%	100.00%

## Financiamiento

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		FINANCIAMIENTO				
		202201	202202	202203		
	TOTAL	88.66%	89.73%	89.93%	89.44%	100.00%

1	AGUASCALIENTES	84.48%	81.57%	79.63%	81.89%	100.00%
2	BAJA CALIFORNIA	81.13%	86.95%	88.33%	85.47%	100.00%
3	BAJA CALIFORNIA SUR	86.83%	89.87%	89.17%	88.62%	100.00%
4	CAMPECHE	94.43%	95.90%	93.07%	94.47%	100.00%
5	CHIAPAS	89.64%	92.76%	91.74%	91.38%	100.00%
6	CHIHUAHUA	85.92%	83.85%	82.48%	84.08%	100.00%
7	CIUDAD DE MEXICO	88.16%	89.76%	89.95%	89.29%	100.00%
8	COAHUILA DE ZARAGOZA	86.46%	86.19%	87.30%	86.65%	100.00%
9	COLIMA	85.62%	88.20%	89.78%	87.87%	100.00%
10	DURANGO	90.49%	93.60%	93.13%	92.41%	100.00%
11	GUANAJUATO	96.44%	96.16%	96.78%	96.46%	100.00%
12	GUERRERO	82.67%	84.17%	87.32%	84.72%	100.00%
13	HIDALGO	83.03%	86.46%	88.54%	86.01%	100.00%
14	JALISCO	83.67%	84.89%	85.25%	84.60%	100.00%
15	MÉXICO	89.86%	91.79%	92.32%	91.32%	100.00%
16	MICHOACÁN DE OCAMPO	89.24%	90.63%	91.62%	90.50%	100.00%
17	MORELOS	91.67%	92.03%	93.16%	92.28%	100.00%
18	NAYARIT	89.15%	93.05%	92.66%	91.62%	100.00%
19	NUEVO LEÓN	88.89%	89.43%	87.38%	88.57%	100.00%
20	OAXACA	88.45%	87.25%	86.13%	87.27%	100.00%
21	PUEBLA	92.04%	91.83%	91.78%	91.88%	100.00%
22	QUERÉTARO	86.82%	90.72%	88.09%	88.54%	100.00%
23	QUINTANA ROO	89.01%	90.22%	90.06%	89.76%	100.00%
24	SAN LUIS POTOSÍ	87.35%	87.31%	87.99%	87.55%	100.00%
25	SINALOA	84.41%	86.29%	87.97%	86.22%	100.00%
26	SONORA	79.84%	82.65%	85.48%	82.66%	100.00%
27	TABASCO	89.92%	90.75%	91.84%	90.84%	100.00%
28	TAMAULIPAS	89.61%	91.57%	86.94%	89.38%	100.00%
29	TLAXCALA	91.55%	89.57%	90.92%	90.68%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	88.51%	87.56%	87.50%	87.86%	100.00%
31	YUCATÁN	94.16%	93.82%	95.13%	94.37%	100.00%
32	ZACATECAS	85.15%	87.08%	88.47%	86.90%	100.00%



## Calidad percibida

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		CALIDAD PERCIBIDA				
		202201	202202	202203		
		88.95%	90.18%	90.18%	89.77%	100.00%

1	AGUASCALIENTES	88.15%	81.11%	79.56%	82.94%	100.00%
2	BAJA CALIFORNIA	83.48%	87.84%	87.66%	86.33%	100.00%
3	BAJA CALIFORNIA SUR	80.52%	87.93%	91.85%	86.77%	100.00%
4	CAMPECHE	94.16%	97.42%	92.60%	94.73%	100.00%
5	CHIAPAS	90.98%	93.02%	94.10%	92.70%	100.00%
6	CHIHUAHUA	84.17%	84.68%	85.96%	84.94%	100.00%
7	CIUDAD DE MEXICO	86.18%	88.39%	88.13%	87.57%	100.00%
8	COAHUILA DE ZARAGOZA	89.93%	93.99%	89.22%	91.05%	100.00%
9	COLIMA	89.69%	93.05%	95.22%	92.65%	100.00%
10	DURANGO	92.88%	91.63%	93.14%	92.55%	100.00%
11	GUANAJUATO	95.06%	94.26%	95.24%	94.85%	100.00%
12	GUERRERO	86.12%	87.88%	89.31%	87.77%	100.00%
13	HIDALGO	83.78%	88.35%	89.16%	87.10%	100.00%
14	JALISCO	87.64%	87.92%	88.96%	88.17%	100.00%
15	MÉXICO	87.40%	89.33%	89.92%	88.89%	100.00%
16	MICHOACÁN DE OCAMPO	87.13%	90.21%	91.00%	89.44%	100.00%
17	MORELOS	92.05%	92.66%	92.96%	92.56%	100.00%
18	NAYARIT	90.83%	95.62%	94.35%	93.60%	100.00%
19	NUEVO LEÓN	93.57%	92.83%	90.57%	92.32%	100.00%
20	OAXACA	88.04%	88.99%	90.62%	89.21%	100.00%
21	PUEBLA	88.85%	89.22%	88.59%	88.89%	100.00%
22	QUERÉTARO	86.65%	89.60%	87.26%	87.83%	100.00%
23	QUINTANA ROO	93.42%	94.22%	93.20%	93.61%	100.00%
24	SAN LUIS POTOSÍ	86.98%	85.83%	84.94%	85.91%	100.00%
25	SINALOA	89.81%	92.14%	89.54%	90.50%	100.00%
26	SONORA	85.83%	87.21%	90.08%	87.71%	100.00%
27	TABASCO	91.39%	91.34%	92.79%	91.84%	100.00%
28	TAMAULIPAS	90.74%	91.25%	86.44%	89.48%	100.00%
29	TLAXCALA	90.30%	90.92%	89.27%	90.16%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	88.07%	87.66%	87.51%	87.75%	100.00%
31	YUCATÁN	93.80%	94.47%	94.27%	94.18%	100.00%
32	ZACATECAS	86.12%	89.24%	89.81%	88.39%	100.00%

# Hospitalización

## Satisfacción, trato adecuado y digno

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		202201	202202	202203		
	TOTAL	90.62%	90.62%	90.59%	90.61%	100.00%
1	AGUASCALIENTES	93.43%	92.87%	91.99%	92.76%	100.00%
2	BAJA CALIFORNIA	93.24%	88.55%	90.61%	90.80%	100.00%
3	BAJA CALIFORNIA SUR	87.81%	91.42%	92.02%	90.42%	100.00%
4	CAMPECHE	88.08%	90.06%	88.64%	88.93%	100.00%
5	CHIAPAS	90.35%	91.20%	92.09%	91.21%	100.00%
6	CHIHUAHUA	88.17%	86.58%	90.01%	88.25%	100.00%
7	CIUDAD DE MEXICO	91.11%	91.84%	92.75%	91.90%	100.00%
8	COAHUILA DE ZARAGOZA	93.50%	92.48%	83.32%	89.77%	100.00%
9	COLIMA	93.10%	95.23%	95.77%	94.70%	100.00%
10	DURANGO	93.98%	95.03%	96.76%	95.25%	100.00%
11	GUANAJUATO	95.94%	95.97%	95.60%	95.84%	100.00%
12	GUERRERO	85.32%	83.89%	87.77%	85.66%	100.00%
13	HIDALGO	92.29%	90.89%	90.39%	91.19%	100.00%
14	JALISCO	88.61%	89.26%	87.75%	88.54%	100.00%
15	MÉXICO	90.42%	89.92%	90.15%	90.16%	100.00%
16	MICHOACÁN DE OCAMPO	89.61%	89.24%	87.57%	88.80%	100.00%
17	MORELOS	90.89%	92.09%	91.76%	91.58%	100.00%
18	NAYARIT	80.40%	89.95%	94.65%	88.34%	100.00%
19	NUEVO LEÓN	92.14%	89.43%	91.91%	91.16%	100.00%
20	OAXACA	83.90%	84.29%	77.38%	81.86%	100.00%
21	PUEBLA	93.16%	93.37%	91.98%	92.84%	100.00%
22	QUERÉTARO	85.66%	84.46%	82.56%	84.23%	100.00%
23	QUINTANA ROO	90.96%	92.52%	94.42%	92.64%	100.00%
24	SAN LUIS POTOSÍ	91.91%	90.88%	89.48%	90.76%	100.00%
25	SINALOA	91.48%	92.26%	91.14%	91.63%	100.00%
26	SONORA	85.33%	90.54%	88.58%	88.15%	100.00%
27	TABASCO	90.72%	89.38%	91.59%	90.56%	100.00%
28	TAMAULIPAS	91.17%	91.71%	89.99%	90.96%	100.00%
29	TLAXCALA	79.43%	86.66%	91.86%	85.98%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.36%	90.55%	92.06%	91.65%	100.00%
31	YUCATÁN	86.21%	86.32%	95.66%	89.40%	100.00%
32	ZACATECAS	92.37%	91.09%	92.16%	91.87%	100.00%

# Trato digno

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		TRATO DIGNO				
		202201	202202	202203		
	TOTAL	95.42%	95.88%	95.53%	95.61%	100.00%
1	AGUASCALIENTES	97.20%	96.27%	95.23%	96.24%	100.00%
2	BAJA CALIFORNIA	96.79%	93.36%	91.19%	93.78%	100.00%
3	BAJA CALIFORNIA SUR	92.77%	92.34%	94.32%	93.14%	100.00%
4	CAMPECHE	95.47%	98.60%	95.21%	96.43%	100.00%
5	CHIAPAS	96.91%	97.03%	97.08%	97.00%	100.00%
6	CHIHUAHUA	95.61%	92.51%	94.50%	94.21%	100.00%
7	CIUDAD DE MEXICO	93.13%	94.29%	94.50%	93.98%	100.00%
8	COAHUILA DE ZARAGOZA	99.43%	98.64%	88.94%	95.67%	100.00%
9	COLIMA	99.32%	98.63%	99.09%	99.01%	100.00%
10	DURANGO	99.09%	99.11%	99.57%	99.26%	100.00%
11	GUANAJUATO	97.99%	97.66%	97.37%	97.67%	100.00%
12	GUERRERO	96.33%	93.93%	96.42%	95.56%	100.00%
13	HIDALGO	96.20%	97.35%	93.91%	95.82%	100.00%
14	JALISCO	96.02%	93.91%	93.59%	94.51%	100.00%
15	MÉXICO	96.34%	96.35%	93.18%	95.29%	100.00%
16	MICHOACÁN DE OCAMPO	93.18%	95.10%	94.18%	94.15%	100.00%
17	MORELOS	93.56%	94.42%	97.49%	95.16%	100.00%
18	NAYARIT	88.37%	98.29%	100.00%	95.55%	100.00%
19	NUEVO LEÓN	92.13%	96.14%	95.27%	94.51%	100.00%
20	OAXACA	96.20%	91.52%	91.69%	93.14%	100.00%
21	PUEBLA	97.12%	98.19%	97.25%	97.52%	100.00%
22	QUERÉTARO	91.91%	93.48%	92.86%	92.75%	100.00%
23	QUINTANA ROO	95.19%	88.51%	93.81%	92.50%	100.00%
24	SAN LUIS POTOSÍ	95.39%	95.31%	95.87%	95.52%	100.00%
25	SINALOA	97.44%	97.26%	96.97%	97.22%	100.00%
26	SONORA	92.38%	95.00%	95.79%	94.39%	100.00%
27	TABASCO	92.94%	95.76%	96.61%	95.10%	100.00%
28	TAMAULIPAS	96.22%	96.91%	96.99%	96.71%	100.00%
29	TLAXCALA	78.18%	96.42%	96.03%	90.21%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	94.86%	96.80%	97.21%	96.29%	100.00%
31	YUCATÁN	95.58%	95.30%	96.33%	95.74%	100.00%
32	ZACATECAS	96.38%	95.09%	96.97%	96.14%	100.00%



## Oportunidad

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		OPORTUNIDAD				
		202201	202202	202203		
	TOTAL	88.53%	87.63%	87.93%	88.03%	100.00%

1	AGUASCALIENTES	88.81%	92.65%	91.59%	91.02%	100.00%
2	BAJA CALIFORNIA	86.21%	87.52%	89.02%	87.58%	100.00%
3	BAJA CALIFORNIA SUR	93.07%	87.05%	88.79%	89.64%	100.00%
4	CAMPECHE	88.60%	90.51%	82.75%	87.29%	100.00%
5	CHIAPAS	85.62%	83.90%	87.26%	85.59%	100.00%
6	CHIHUAHUA	84.25%	86.96%	90.13%	87.11%	100.00%
7	CIUDAD DE MEXICO	87.15%	85.12%	86.48%	86.25%	100.00%
8	COAHUILA DE ZARAGOZA	98.67%	94.74%	90.14%	94.52%	100.00%
9	COLIMA	78.16%	80.82%	81.82%	80.27%	100.00%
10	DURANGO	91.45%	85.70%	92.34%	89.83%	100.00%
11	GUANAJUATO	94.54%	92.63%	90.54%	92.57%	100.00%
12	GUERRERO	85.38%	87.22%	90.76%	87.79%	100.00%
13	HIDALGO	92.64%	88.61%	87.12%	89.46%	100.00%
14	JALISCO	85.89%	87.85%	83.34%	85.69%	100.00%
15	MÉXICO	89.27%	85.53%	90.07%	88.29%	100.00%
16	MICHOACÁN DE OCAMPO	92.96%	88.35%	90.18%	90.49%	100.00%
17	MORELOS	81.37%	87.62%	90.47%	86.49%	100.00%
18	NAYARIT	88.00%	90.46%	88.80%	89.09%	100.00%
19	NUEVO LEÓN	86.49%	86.13%	84.40%	85.67%	100.00%
20	OAXACA	87.99%	79.52%	85.20%	84.24%	100.00%
21	PUEBLA	93.45%	93.09%	90.05%	92.20%	100.00%
22	QUERÉTARO	72.80%	72.56%	72.42%	72.59%	100.00%
23	QUINTANA ROO	89.58%	95.04%	94.92%	93.18%	100.00%
24	SAN LUIS POTOSÍ	81.96%	86.28%	89.51%	85.92%	100.00%
25	SINALOA	91.80%	91.20%	86.84%	89.95%	100.00%
26	SONORA	86.31%	85.74%	86.36%	86.14%	100.00%
27	TABASCO	85.09%	83.70%	86.33%	85.04%	100.00%
28	TAMAULIPAS	88.03%	89.82%	85.18%	87.68%	100.00%
29	TLAXCALA	77.18%	81.10%	96.21%	84.83%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	90.75%	89.02%	87.76%	89.18%	100.00%
31	YUCATÁN	74.62%	78.14%	94.40%	82.38%	100.00%
32	ZACATECAS	90.46%	82.45%	81.65%	84.85%	100.00%

## Comunicación

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		COMUNICACIÓN				
		202201	202202	202203		
	TOTAL	97.15%	97.09%	97.05%	97.10%	100.00%

1	AGUASCALIENTES	98.80%	97.90%	99.03%	98.58%	100.00%
2	BAJA CALIFORNIA	98.35%	96.06%	94.27%	96.23%	100.00%
3	BAJA CALIFORNIA SUR	98.39%	98.96%	98.85%	98.74%	100.00%
4	CAMPECHE	98.51%	99.55%	97.79%	98.62%	100.00%
5	CHIAPAS	98.23%	98.23%	99.13%	98.53%	100.00%
6	CHIHUAHUA	94.79%	93.19%	96.46%	94.81%	100.00%
7	CIUDAD DE MEXICO	95.28%	96.82%	96.97%	96.35%	100.00%
8	COAHUILA DE ZARAGOZA	98.25%	98.48%	91.53%	96.08%	100.00%
9	COLIMA	99.06%	99.83%	99.77%	99.55%	100.00%
10	DURANGO	99.86%	100.00%	99.67%	99.84%	100.00%
11	GUANAJUATO	98.36%	96.56%	97.42%	97.44%	100.00%
12	GUERRERO	94.66%	95.23%	96.91%	95.60%	100.00%
13	HIDALGO	98.64%	97.83%	98.57%	98.35%	100.00%
14	JALISCO	95.07%	95.89%	96.22%	95.73%	100.00%
15	MÉXICO	97.16%	97.96%	95.02%	96.71%	100.00%
16	MICHOACÁN DE OCAMPO	96.15%	96.37%	94.07%	95.53%	100.00%
17	MORELOS	97.66%	93.78%	96.41%	95.95%	100.00%
18	NAYARIT	92.86%	98.03%	97.16%	96.02%	100.00%
19	NUEVO LEÓN	92.13%	94.30%	95.03%	93.82%	100.00%
20	OAXACA	96.51%	95.25%	94.11%	95.29%	100.00%
21	PUEBLA	97.88%	96.50%	98.99%	97.79%	100.00%
22	QUERÉTARO	98.42%	98.54%	99.68%	98.88%	100.00%
23	QUINTANA ROO	97.96%	99.66%	99.41%	99.01%	100.00%
24	SAN LUIS POTOSÍ	96.72%	97.90%	97.18%	97.27%	100.00%
25	SINALOA	98.54%	99.49%	96.83%	98.29%	100.00%
26	SONORA	94.90%	97.52%	97.29%	96.57%	100.00%
27	TABASCO	97.21%	97.99%	98.33%	97.84%	100.00%
28	TAMAULIPAS	98.12%	96.77%	97.21%	97.37%	100.00%
29	TLAXCALA	97.89%	98.07%	88.81%	94.92%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.69%	98.14%	98.52%	98.45%	100.00%
31	YUCATÁN	97.03%	97.33%	97.21%	97.19%	100.00%
32	ZACATECAS	97.84%	97.08%	98.20%	97.71%	100.00%

## Autonomía

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		AUTONOMIA				
		202201	202202	202203		
	TOTAL	96.77%	96.98%	95.62%	96.46%	100.00%

1	AGUASCALIENTES	98.25%	98.14%	98.94%	98.44%	100.00%
2	BAJA CALIFORNIA	97.14%	97.34%	99.05%	97.84%	100.00%
3	BAJA CALIFORNIA SUR	98.19%	97.40%	98.63%	98.08%	100.00%
4	CAMPECHE	95.88%	92.82%	91.84%	93.51%	100.00%
5	CHIAPAS	99.14%	97.87%	95.88%	97.63%	100.00%
6	CHIHUAHUA	94.32%	91.12%	92.18%	92.54%	100.00%
7	CIUDAD DE MEXICO	95.46%	97.35%	96.39%	96.40%	100.00%
8	COAHUILA DE ZARAGOZA	100.00%	98.64%	86.49%	95.04%	100.00%
9	COLIMA	95.92%	97.80%	100.00%	97.91%	100.00%
10	DURANGO	97.79%	99.82%	100.00%	99.20%	100.00%
11	GUANAJUATO	97.99%	98.22%	98.79%	98.33%	100.00%
12	GUERRERO	92.77%	94.76%	96.94%	94.82%	100.00%
13	HIDALGO	98.55%	98.33%	98.65%	98.51%	100.00%
14	JALISCO	94.33%	95.91%	91.63%	93.96%	100.00%
15	MÉXICO	98.06%	96.70%	96.13%	96.97%	100.00%
16	MICHOACÁN DE OCAMPO	95.47%	97.63%	92.74%	95.28%	100.00%
17	MORELOS	95.51%	97.56%	96.03%	96.37%	100.00%
18	NAYARIT	81.13%	94.86%	99.18%	91.72%	100.00%
19	NUEVO LEÓN	98.30%	94.36%	99.09%	97.25%	100.00%
20	OAXACA	92.40%	95.91%	90.15%	92.82%	100.00%
21	PUEBLA	98.06%	98.11%	97.27%	97.82%	100.00%
22	QUERÉTARO	94.85%	93.88%	93.50%	94.08%	100.00%
23	QUINTANA ROO	94.23%	99.55%	99.05%	97.61%	100.00%
24	SAN LUIS POTOSÍ	95.28%	97.82%	89.84%	94.31%	100.00%
25	SINALOA	97.22%	98.77%	98.32%	98.10%	100.00%
26	SONORA	94.14%	98.05%	95.73%	95.97%	100.00%
27	TABASCO	98.37%	97.58%	96.14%	97.36%	100.00%
28	TAMAULIPAS	98.14%	93.73%	97.11%	96.33%	100.00%
29	TLAXCALA	96.36%	98.21%	97.52%	97.36%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.17%	98.09%	98.03%	98.10%	100.00%
31	YUCATÁN	98.34%	98.34%	91.79%	96.16%	100.00%
32	ZACATECAS	98.28%	99.15%	96.30%	97.91%	100.00%

## Financiamiento

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		FINANCIAMIENTO				
		202201	202202	202203		
	TOTAL	82.65%	82.69%	84.18%	83.17%	100.00%

1	AGUASCALIENTES	90.79%	90.55%	83.43%	88.26%	100.00%
2	BAJA CALIFORNIA	90.92%	85.31%	84.42%	86.88%	100.00%
3	BAJA CALIFORNIA SUR	63.13%	90.98%	90.63%	81.58%	100.00%
4	CAMPECHE	89.14%	82.81%	81.99%	84.65%	100.00%
5	CHIAPAS	80.53%	85.50%	90.77%	85.60%	100.00%
6	CHIHUAHUA	79.30%	80.58%	86.27%	82.05%	100.00%
7	CIUDAD DE MEXICO	92.54%	92.24%	91.40%	92.06%	100.00%
8	COAHUILA DE ZARAGOZA	71.46%	71.20%	66.68%	69.78%	100.00%
9	COLIMA	94.33%	96.52%	97.57%	96.14%	100.00%
10	DURANGO	87.54%	90.66%	95.55%	91.25%	100.00%
11	GUANAJUATO	95.73%	96.57%	97.19%	96.50%	100.00%
12	GUERRERO	74.69%	70.33%	75.89%	73.64%	100.00%
13	HIDALGO	76.66%	78.42%	78.50%	77.86%	100.00%
14	JALISCO	80.65%	79.30%	77.99%	79.31%	100.00%
15	MÉXICO	84.09%	80.55%	86.05%	83.56%	100.00%
16	MICHOACÁN DE OCAMPO	78.70%	76.28%	76.81%	77.27%	100.00%
17	MORELOS	90.42%	90.29%	82.85%	87.85%	100.00%
18	NAYARIT	62.85%	76.95%	85.24%	75.01%	100.00%
19	NUEVO LEÓN	94.00%	89.05%	88.05%	90.37%	100.00%
20	OAXACA	69.11%	57.60%	54.48%	60.40%	100.00%
21	PUEBLA	80.59%	85.38%	83.95%	83.31%	100.00%
22	QUERÉTARO	93.49%	96.45%	91.76%	93.90%	100.00%
23	QUINTANA ROO	79.70%	84.53%	89.37%	84.54%	100.00%
24	SAN LUIS POTOSÍ	91.00%	87.00%	85.10%	87.70%	100.00%
25	SINALOA	76.75%	74.54%	78.80%	76.70%	100.00%
26	SONORA	72.92%	80.47%	76.29%	76.56%	100.00%
27	TABASCO	89.13%	82.34%	90.46%	87.31%	100.00%
28	TAMAULIPAS	81.10%	87.64%	81.24%	83.33%	100.00%
29	TLAXCALA	70.62%	58.68%	88.49%	72.60%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	84.80%	77.84%	84.19%	82.27%	100.00%
31	YUCATÁN	63.59%	62.33%	96.87%	74.26%	100.00%
32	ZACATECAS	88.50%	86.90%	82.87%	86.09%	100.00%

## Calidad percibida

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		CALIDAD PERCIBIDA				
		202201	202202	202203		
	<b>TOTAL</b>	83.19%	83.45%	83.21%	83.29%	100.00%
1	AGUASCALIENTES	86.71%	81.68%	83.74%	84.04%	100.00%
2	BAJA CALIFORNIA	90.00%	71.68%	85.71%	82.47%	100.00%
3	BAJA CALIFORNIA SUR	81.33%	81.82%	80.91%	81.35%	100.00%
4	CAMPECHE	60.91%	76.05%	82.27%	73.07%	100.00%
5	CHIAPAS	81.65%	84.66%	82.46%	82.92%	100.00%
6	CHIHUAHUA	80.77%	75.11%	80.50%	78.80%	100.00%
7	CIUDAD DE MEXICO	83.10%	85.23%	90.75%	86.36%	100.00%
8	COAHUILA DE ZARAGOZA	93.18%	93.18%	76.15%	87.50%	100.00%
9	COLIMA	91.84%	97.80%	96.36%	95.33%	100.00%
10	DURANGO	88.15%	94.86%	93.41%	92.14%	100.00%
11	GUANAJUATO	91.05%	94.20%	92.26%	92.50%	100.00%
12	GUERRERO	68.08%	61.86%	69.69%	66.54%	100.00%
13	HIDALGO	91.08%	84.77%	85.57%	87.14%	100.00%
14	JALISCO	79.68%	82.69%	83.70%	82.03%	100.00%
15	MÉXICO	77.59%	82.44%	80.42%	80.15%	100.00%
16	MICHOACÁN DE OCAMPO	81.19%	81.71%	77.41%	80.10%	100.00%
17	MORELOS	86.83%	88.85%	87.30%	87.66%	100.00%
18	NAYARIT	69.18%	81.14%	97.54%	82.62%	100.00%
19	NUEVO LEÓN	89.79%	76.62%	89.63%	85.35%	100.00%
20	OAXACA	61.20%	85.96%	48.62%	65.26%	100.00%
21	PUEBLA	91.89%	88.93%	84.35%	88.39%	100.00%
22	QUERÉTARO	62.50%	51.86%	45.13%	53.16%	100.00%
23	QUINTANA ROO	89.10%	87.84%	90.00%	88.98%	100.00%
24	SAN LUIS POTOSÍ	91.13%	80.95%	79.39%	83.82%	100.00%
25	SINALOA	87.13%	92.33%	89.06%	89.51%	100.00%
26	SONORA	71.36%	86.44%	80.00%	79.26%	100.00%
27	TABASCO	81.58%	78.94%	81.65%	80.72%	100.00%
28	TAMAULIPAS	85.40%	85.39%	82.20%	84.33%	100.00%
29	TLAXCALA	56.36%	87.45%	84.12%	75.98%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	86.88%	83.41%	86.63%	85.64%	100.00%
31	YUCATÁN	88.12%	86.46%	97.36%	90.65%	100.00%
32	ZACATECAS	82.76%	85.90%	96.97%	88.54%	100.00%

# Urgencias

## Satisfacción, trato adecuado y digno

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		202201	202202	202203		
	<b>TOTAL</b>	<b>88.73%</b>	<b>89.08%</b>	<b>89.52%</b>	<b>89.11%</b>	<b>100.00%</b>
1	AGUASCALIENTES	87.94%	87.13%	86.83%	87.30%	100.00%
2	BAJA CALIFORNIA	82.99%	80.57%	85.24%	82.93%	100.00%
3	BAJA CALIFORNIA SUR	87.63%	87.17%	88.44%	87.75%	100.00%
4	CAMPECHE	95.47%	91.53%	91.28%	92.76%	100.00%
5	CHIAPAS	89.38%	91.44%	92.04%	90.95%	100.00%
6	CHIHUAHUA	86.77%	83.35%	87.12%	85.75%	100.00%
7	CIUDAD DE MEXICO	83.64%	83.99%	86.84%	84.82%	100.00%
8	COAHUILA DE ZARAGOZA	92.46%	95.71%	90.58%	92.91%	100.00%
9	COLIMA	84.13%	85.25%	89.59%	86.32%	100.00%
10	DURANGO	95.59%	96.17%	93.23%	95.00%	100.00%
11	GUANAJUATO	94.74%	94.49%	95.67%	94.97%	100.00%
12	GUERRERO	83.91%	87.84%	88.46%	86.74%	100.00%
13	HIDALGO	88.29%	89.00%	85.78%	87.69%	100.00%
14	JALISCO	85.89%	87.16%	86.51%	86.52%	100.00%
15	MÉXICO	87.50%	87.43%	87.01%	87.31%	100.00%
16	MICHOACÁN DE OCAMPO	90.86%	90.35%	87.16%	89.46%	100.00%
17	MORELOS	85.95%	86.57%	92.87%	88.46%	100.00%
18	NAYARIT	80.21%	89.20%	92.88%	87.43%	100.00%
19	NUEVO LEÓN	91.36%	89.02%	85.23%	88.54%	100.00%
20	OAXACA	85.65%	73.99%	82.55%	80.73%	100.00%
21	PUEBLA	91.24%	91.09%	91.38%	91.24%	100.00%
22	QUERÉTARO	81.82%	80.87%	88.79%	83.83%	100.00%
23	QUINTANA ROO	90.58%	93.46%	92.42%	92.15%	100.00%
24	SAN LUIS POTOSÍ	90.19%	89.43%	88.89%	89.51%	100.00%
25	SINALOA	92.54%	92.38%	94.47%	93.13%	100.00%
26	SONORA	84.60%	87.45%	86.68%	86.24%	100.00%
27	TABASCO	89.59%	88.92%	91.71%	90.07%	100.00%
28	TAMAULIPAS	90.01%	90.19%	90.90%	90.37%	100.00%
29	TLAXCALA	83.77%	89.04%	87.93%	86.91%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	91.85%	91.86%	89.30%	91.00%	100.00%
31	YUCATÁN	87.00%	89.68%	93.77%	90.15%	100.00%
32	ZACATECAS	88.77%	89.91%	92.16%	90.28%	100.00%

# Trato digno

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		TRATO DIGNO				
		202201	202202	202203		
	<b>TOTAL</b>	<b>95.64%</b>	<b>95.81%</b>	<b>96.27%</b>	<b>95.91%</b>	<b>100.00%</b>
1	AGUASCALIENTES	94.54%	96.43%	94.15%	95.04%	100.00%
2	BAJA CALIFORNIA	91.05%	92.43%	95.74%	93.07%	100.00%
3	BAJA CALIFORNIA SUR	90.34%	93.20%	93.52%	92.35%	100.00%
4	CAMPECHE	98.31%	97.28%	98.01%	97.87%	100.00%
5	CHIAPAS	96.51%	97.67%	98.83%	97.67%	100.00%
6	CHIHUAHUA	94.51%	94.84%	96.23%	95.19%	100.00%
7	CIUDAD DE MEXICO	91.59%	91.90%	94.78%	92.76%	100.00%
8	COAHUILA DE ZARAGOZA	99.40%	99.49%	98.66%	99.19%	100.00%
9	COLIMA	94.32%	95.67%	98.47%	96.15%	100.00%
10	DURANGO	98.68%	98.69%	98.94%	98.77%	100.00%
11	GUANAJUATO	97.50%	97.81%	98.14%	97.81%	100.00%
12	GUERRERO	90.29%	93.83%	97.19%	93.77%	100.00%
13	HIDALGO	96.34%	97.28%	95.72%	96.44%	100.00%
14	JALISCO	95.61%	93.67%	93.87%	94.38%	100.00%
15	MÉXICO	96.30%	95.39%	94.19%	95.29%	100.00%
16	MICHOACÁN DE OCAMPO	95.41%	94.81%	94.71%	94.98%	100.00%
17	MORELOS	94.16%	94.28%	97.30%	95.24%	100.00%
18	NAYARIT	91.33%	97.02%	94.35%	94.23%	100.00%
19	NUEVO LEÓN	96.51%	96.30%	94.99%	95.93%	100.00%
20	OAXACA	95.95%	83.19%	90.51%	89.88%	100.00%
21	PUEBLA	96.61%	97.06%	97.59%	97.08%	100.00%
22	QUERÉTARO	94.90%	91.03%	93.61%	93.18%	100.00%
23	QUINTANA ROO	96.75%	98.98%	96.40%	97.38%	100.00%
24	SAN LUIS POTOSÍ	98.51%	97.75%	97.71%	97.99%	100.00%
25	SINALOA	97.97%	96.35%	98.07%	97.46%	100.00%
26	SONORA	93.83%	96.32%	96.94%	95.70%	100.00%
27	TABASCO	95.98%	97.93%	99.15%	97.69%	100.00%
28	TAMAULIPAS	95.27%	97.34%	96.38%	96.33%	100.00%
29	TLAXCALA	91.45%	97.08%	96.51%	95.01%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.20%	97.28%	95.62%	97.03%	100.00%
31	YUCATÁN	95.45%	97.74%	98.35%	97.18%	100.00%
32	ZACATECAS	96.85%	96.86%	98.04%	97.25%	100.00%



## Oportunidad

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		OPORTUNIDAD				
		202201	202202	202203		
	TOTAL	74.99%	74.86%	75.00%	74.95%	100.00%

1	AGUASCALIENTES	64.53%	68.65%	68.50%	67.23%	100.00%
2	BAJA CALIFORNIA	61.07%	57.30%	66.40%	61.59%	100.00%
3	BAJA CALIFORNIA SUR	56.70%	66.11%	55.07%	59.29%	100.00%
4	CAMPECHE	86.33%	75.79%	78.90%	80.34%	100.00%
5	CHIAPAS	78.28%	80.05%	79.52%	79.28%	100.00%
6	CHIHUAHUA	72.23%	66.23%	69.76%	69.41%	100.00%
7	CIUDAD DE MEXICO	64.15%	63.23%	63.49%	63.62%	100.00%
8	COAHUILA DE ZARAGOZA	92.46%	88.22%	76.55%	85.74%	100.00%
9	COLIMA	69.24%	68.27%	66.33%	67.95%	100.00%
10	DURANGO	89.78%	90.69%	80.63%	87.03%	100.00%
11	GUANAJUATO	86.82%	85.73%	87.01%	86.52%	100.00%
12	GUERRERO	76.32%	77.47%	76.97%	76.92%	100.00%
13	HIDALGO	71.32%	72.71%	68.88%	70.97%	100.00%
14	JALISCO	68.64%	73.71%	69.82%	70.72%	100.00%
15	MÉXICO	69.52%	71.25%	70.75%	70.51%	100.00%
16	MICHOACÁN DE OCAMPO	82.18%	83.00%	78.37%	81.18%	100.00%
17	MORELOS	74.41%	72.65%	79.24%	75.44%	100.00%
18	NAYARIT	70.44%	74.43%	82.30%	75.72%	100.00%
19	NUEVO LEÓN	71.92%	68.03%	72.80%	70.92%	100.00%
20	OAXACA	73.68%	57.43%	75.53%	68.88%	100.00%
21	PUEBLA	83.27%	79.81%	79.64%	80.91%	100.00%
22	QUERÉTARO	58.07%	53.49%	67.13%	59.56%	100.00%
23	QUINTANA ROO	76.77%	78.68%	81.77%	79.07%	100.00%
24	SAN LUIS POTOSÍ	70.83%	72.96%	72.79%	72.19%	100.00%
25	SINALOA	80.08%	80.05%	86.31%	82.15%	100.00%
26	SONORA	70.59%	70.62%	76.19%	72.47%	100.00%
27	TABASCO	76.73%	73.27%	74.74%	74.92%	100.00%
28	TAMAULIPAS	78.73%	82.10%	78.70%	79.84%	100.00%
29	TLAXCALA	70.61%	71.67%	69.30%	70.53%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	77.85%	76.12%	73.62%	75.86%	100.00%
31	YUCATÁN	77.35%	81.07%	78.07%	78.83%	100.00%
32	ZACATECAS	71.06%	73.22%	76.21%	73.50%	100.00%

## Comunicación

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		COMUNICACIÓN				
		202201	202202	202203		
	TOTAL	96.90%	96.74%	97.06%	96.90%	100.00%

1	AGUASCALIENTES	97.33%	98.93%	98.09%	98.12%	100.00%
2	BAJA CALIFORNIA	92.99%	90.70%	90.55%	91.41%	100.00%
3	BAJA CALIFORNIA SUR	98.89%	99.29%	99.03%	99.07%	100.00%
4	CAMPECHE	99.44%	97.79%	99.08%	98.77%	100.00%
5	CHIAPAS	97.97%	98.09%	98.69%	98.25%	100.00%
6	CHIHUAHUA	95.86%	95.65%	97.48%	96.33%	100.00%
7	CIUDAD DE MEXICO	93.20%	93.41%	96.39%	94.33%	100.00%
8	COAHUILA DE ZARAGOZA	99.66%	99.17%	99.37%	99.40%	100.00%
9	COLIMA	96.13%	98.17%	97.70%	97.33%	100.00%
10	DURANGO	99.77%	98.84%	99.28%	99.30%	100.00%
11	GUANAJUATO	98.28%	97.07%	98.20%	97.85%	100.00%
12	GUERRERO	91.62%	96.54%	96.93%	95.03%	100.00%
13	HIDALGO	97.91%	97.97%	96.96%	97.61%	100.00%
14	JALISCO	94.83%	96.81%	97.00%	96.21%	100.00%
15	MÉXICO	97.45%	96.64%	95.62%	96.57%	100.00%
16	MICHOACÁN DE OCAMPO	97.63%	95.53%	94.35%	95.84%	100.00%
17	MORELOS	97.30%	91.37%	98.74%	95.80%	100.00%
18	NAYARIT	94.65%	97.63%	96.72%	96.33%	100.00%
19	NUEVO LEÓN	96.54%	96.37%	92.38%	95.10%	100.00%
20	OAXACA	96.00%	81.22%	92.94%	90.05%	100.00%
21	PUEBLA	97.35%	97.53%	97.22%	97.37%	100.00%
22	QUERÉTARO	95.95%	94.31%	98.47%	96.24%	100.00%
23	QUINTANA ROO	97.59%	99.02%	99.49%	98.70%	100.00%
24	SAN LUIS POTOSÍ	97.06%	97.92%	98.15%	97.71%	100.00%
25	SINALOA	98.79%	98.65%	99.29%	98.91%	100.00%
26	SONORA	97.24%	97.20%	95.24%	96.56%	100.00%
27	TABASCO	96.94%	98.90%	98.49%	98.11%	100.00%
28	TAMAULIPAS	97.97%	98.01%	97.68%	97.89%	100.00%
29	TLAXCALA	99.03%	97.93%	97.70%	98.22%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.34%	98.17%	96.06%	97.52%	100.00%
31	YUCATÁN	97.65%	97.83%	98.59%	98.02%	100.00%
32	ZACATECAS	95.87%	97.95%	98.94%	97.58%	100.00%

## Autonomía

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		AUTONOMIA				
		202201	202202	202203		
	TOTAL	95.78%	95.72%	95.84%	95.78%	100.00%

1	AGUASCALIENTES	96.84%	95.83%	93.58%	95.42%	100.00%
2	BAJA CALIFORNIA	94.03%	93.99%	98.01%	95.34%	100.00%
3	BAJA CALIFORNIA SUR	100.00%	99.23%	99.77%	99.67%	100.00%
4	CAMPECHE	99.29%	94.29%	96.52%	96.70%	100.00%
5	CHIAPAS	96.61%	97.61%	98.59%	97.60%	100.00%
6	CHIHUAHUA	95.18%	90.68%	95.27%	93.71%	100.00%
7	CIUDAD DE MEXICO	89.93%	89.68%	92.14%	90.59%	100.00%
8	COAHUILA DE ZARAGOZA	97.62%	98.48%	98.49%	98.20%	100.00%
9	COLIMA	72.27%	74.04%	92.86%	79.72%	100.00%
10	DURANGO	98.88%	98.45%	98.59%	98.64%	100.00%
11	GUANAJUATO	97.56%	98.54%	98.57%	98.23%	100.00%
12	GUERRERO	89.87%	94.18%	97.70%	93.91%	100.00%
13	HIDALGO	97.49%	96.42%	94.35%	96.09%	100.00%
14	JALISCO	93.24%	96.43%	92.82%	94.17%	100.00%
15	MÉXICO	96.63%	96.15%	94.98%	95.92%	100.00%
16	MICHOACÁN DE OCAMPO	95.56%	94.40%	92.86%	94.27%	100.00%
17	MORELOS	94.64%	93.28%	97.67%	95.20%	100.00%
18	NAYARIT	95.12%	95.74%	97.25%	96.04%	100.00%
19	NUEVO LEÓN	93.02%	98.28%	87.89%	93.07%	100.00%
20	OAXACA	94.84%	78.32%	91.65%	88.27%	100.00%
21	PUEBLA	97.40%	97.24%	96.86%	97.17%	100.00%
22	QUERÉTARO	97.45%	95.79%	98.84%	97.36%	100.00%
23	QUINTANA ROO	97.45%	99.66%	99.83%	98.98%	100.00%
24	SAN LUIS POTOSÍ	97.69%	98.76%	97.27%	97.91%	100.00%
25	SINALOA	98.31%	97.70%	99.64%	98.55%	100.00%
26	SONORA	95.04%	93.29%	93.40%	93.91%	100.00%
27	TABASCO	96.78%	98.19%	98.22%	97.73%	100.00%
28	TAMAULIPAS	98.22%	96.79%	97.92%	97.64%	100.00%
29	TLAXCALA	98.80%	97.84%	97.67%	98.10%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.44%	97.74%	94.72%	96.97%	100.00%
31	YUCATÁN	97.52%	96.74%	96.05%	96.77%	100.00%
32	ZACATECAS	95.70%	98.25%	98.86%	97.60%	100.00%

## Financiamiento

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		FINANCIAMIENTO				
		202201	202202	202203		
	TOTAL	89.14%	89.80%	91.31%	90.09%	100.00%

1	AGUASCALIENTES	90.79%	84.58%	92.56%	89.31%	100.00%
2	BAJA CALIFORNIA	85.66%	92.51%	86.56%	88.24%	100.00%
3	BAJA CALIFORNIA SUR	98.58%	81.07%	99.16%	92.94%	100.00%
4	CAMPECHE	96.42%	95.74%	90.79%	94.32%	100.00%
5	CHIAPAS	88.15%	87.28%	93.03%	89.48%	100.00%
6	CHIHUAHUA	85.01%	86.65%	91.67%	87.78%	100.00%
7	CIUDAD DE MEXICO	88.84%	90.09%	93.50%	90.81%	100.00%
8	COAHUILA DE ZARAGOZA	68.57%	94.69%	81.28%	81.51%	100.00%
9	COLIMA	93.30%	96.00%	87.31%	92.20%	100.00%
10	DURANGO	96.68%	97.98%	96.93%	97.19%	100.00%
11	GUANAJUATO	96.69%	94.73%	98.93%	96.78%	100.00%
12	GUERRERO	88.36%	92.75%	83.89%	88.33%	100.00%
13	HIDALGO	81.57%	90.42%	89.14%	87.04%	100.00%
14	JALISCO	89.53%	83.01%	84.28%	85.61%	100.00%
15	MÉXICO	90.34%	88.28%	91.64%	90.09%	100.00%
16	MICHOACÁN DE OCAMPO	93.31%	94.94%	93.00%	93.75%	100.00%
17	MORELOS	76.25%	88.62%	97.90%	87.59%	100.00%
18	NAYARIT	60.61%	82.58%	93.84%	79.01%	100.00%
19	NUEVO LEÓN	99.72%	93.09%	80.50%	91.10%	100.00%
20	OAXACA	84.63%	71.87%	79.56%	78.69%	100.00%
21	PUEBLA	87.32%	89.91%	93.28%	90.17%	100.00%
22	QUERÉTARO	91.67%	84.67%	100.00%	92.12%	100.00%
23	QUINTANA ROO	92.30%	95.79%	94.89%	94.33%	100.00%
24	SAN LUIS POTOSÍ	96.78%	90.50%	84.54%	90.61%	100.00%
25	SINALOA	91.10%	92.92%	90.99%	91.67%	100.00%
26	SONORA	79.72%	81.31%	79.26%	80.10%	100.00%
27	TABASCO	91.78%	88.54%	97.15%	92.49%	100.00%
28	TAMAULIPAS	82.06%	89.96%	95.29%	89.10%	100.00%
29	TLAXCALA	88.52%	95.61%	86.22%	90.12%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.68%	93.10%	89.75%	91.85%	100.00%
31	YUCATÁN	68.26%	73.04%	98.27%	79.85%	100.00%
32	ZACATECAS	93.50%	90.00%	89.93%	91.14%	100.00%



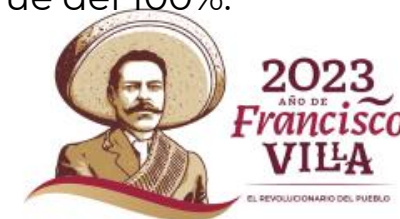
## Calidad percibida

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		CALIDAD PERCIBIDA				
		202201	202202	202203		
TOTAL		79.93%	81.56%	81.65%	81.05%	100.00%
1	AGUASCALIENTES	83.62%	78.37%	74.08%	78.69%	100.00%
2	BAJA CALIFORNIA	73.13%	56.49%	74.15%	67.92%	100.00%
3	BAJA CALIFORNIA SUR	81.29%	84.10%	84.09%	83.16%	100.00%
4	CAMPECHE	93.05%	88.31%	84.36%	88.57%	100.00%
5	CHIAPAS	78.76%	87.96%	83.57%	83.43%	100.00%
6	CHIHUAHUA	77.81%	66.06%	72.31%	72.06%	100.00%
7	CIUDAD DE MEXICO	74.14%	75.60%	80.70%	76.81%	100.00%
8	COAHUILA DE ZARAGOZA	97.02%	94.19%	89.13%	93.45%	100.00%
9	COLIMA	79.54%	79.33%	94.90%	84.59%	100.00%
10	DURANGO	89.75%	92.39%	84.98%	89.04%	100.00%
11	GUANAJUATO	91.61%	93.05%	93.19%	92.62%	100.00%
12	GUERRERO	66.98%	72.28%	78.06%	72.44%	100.00%
13	HIDALGO	85.13%	79.18%	69.61%	77.97%	100.00%
14	JALISCO	73.52%	79.33%	81.28%	78.05%	100.00%
15	MÉXICO	74.76%	76.86%	74.85%	75.49%	100.00%
16	MICHOACÁN DE OCAMPO	81.08%	79.44%	69.66%	76.72%	100.00%
17	MORELOS	78.93%	79.23%	86.36%	81.51%	100.00%
18	NAYARIT	69.10%	87.78%	92.84%	83.24%	100.00%
19	NUEVO LEÓN	90.47%	82.03%	82.81%	85.10%	100.00%
20	OAXACA	68.80%	71.90%	65.08%	68.59%	100.00%
21	PUEBLA	85.49%	85.01%	83.71%	84.74%	100.00%
22	QUERÉTARO	52.86%	65.93%	74.71%	64.50%	100.00%
23	QUINTANA ROO	82.60%	88.63%	82.16%	84.46%	100.00%
24	SAN LUIS POTOSÍ	80.30%	78.71%	82.88%	80.63%	100.00%
25	SINALOA	88.99%	88.60%	92.51%	90.03%	100.00%
26	SONORA	71.19%	85.94%	79.07%	78.73%	100.00%
27	TABASCO	79.34%	76.67%	82.49%	79.50%	100.00%
28	TAMAULIPAS	87.83%	76.95%	79.41%	81.40%	100.00%
29	TLAXCALA	54.22%	74.08%	80.14%	69.48%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	85.60%	88.73%	86.03%	86.79%	100.00%
31	YUCATÁN	85.74%	91.68%	93.25%	90.23%	100.00%
32	ZACATECAS	79.66%	83.21%	91.00%	84.62%	100.00%

# Análisis de resultados Satisfacción, Trato Adecuado y Digno (1)

## Monitoreo Institucional (MI) en Consulta Externa, Hospitalización y Urgencias

- La Satisfacción, Trato Adecuado y Digno en el **Área de Consulta Externa** tuvo una **media anual del 92.88%** en 2022. En este mismo periodo, las Entidades Federativas con métricas  $\geq 90\%$  en la Consulta Externa correspondieron a: **Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de Mexico, Coahuila de Zaragoza, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Oaxaca, Puebla, Quintana Roo, San Luis Potosí, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas.**
- En la evaluación para el **Área de Hospitalización** la **media anual fue de 90.61%**. Las Entidades Federativas con métricas  $\geq 90\%$  correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Chiapas, Ciudad de Mexico, Colima, Durango, Guanajuato, Hidalgo, México, Morelos, Nuevo León, Puebla, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Tamaulipas, Veracruz y Zacatecas.**
- En lo que se refiere al **Área de Urgencias** la **media anual fue de 89.11%** y las Entidades Federativas con métricas  $\geq 90\%$  correspondieron a: **Campeche, Chiapas, Coahuila, Durango, Guanajuato, Puebla, Quintana Roo, Sinaloa, Tabasco, Tamaulipas, Veracruz, Yucatán y Zacatecas.**
- Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.



## Componentes en Consulta Externa del MI

- **Trato Digno**
  - La **media anual** de este componente fue de **98.78%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$
- **Oportunidad**
  - La **media anual** de este componente fue de **81.64%**
  - En este componente ninguna Entidad Federativa logró métricas  $\geq 90\%$
- **Comunicación**
  - La **media anual** de este componente fue de **98.41%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

## Componentes en Consulta Externa del MI

- **Autonomía**
  - La **media anual** de este componente fue de **99.25%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- **Financiamiento**
  - La **media anual** de este componente fue de **89.44%**
  - Las Entidades Federativas con métricas  $\geq 90\%$  en este componente correspondieron a: **Campeche, Chiapas, Durango, Guanajuato, México, Michoacán, Morelos, Nayarit, Puebla, Tabasco, Tlaxcala y Yucatán.**
- **Calidad Percibida**
  - La **media anual** de este componente fue de **89.77%**
  - Las métricas  $\geq 90\%$  correspondieron a: **Campeche, Chiapas, Coahuila, Colima, Durango, Guanajuato, Morelos, Nayarit, Nuevo León, Quintana Roo, Sinaloa, Tabasco, Tlaxcala y Yucatán.**
- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

## Componentes en Hospitalización del MI

- **Trato Digno**
  - La **media anual** de este componente fue de **95.61%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- **Oportunidad**
  - La **media anual** de este componente fue de **88.03%**
  - Las métricas  $\geq 90\%$  correspondieron a: **Aguascalientes, Coahuila, Guanajuato, Michoacán, Puebla y Quintana Roo.**
- **Comunicación**
  - La **media anual** de este componente fue de **97.10%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

## Componentes en Hospitalización del MI

- **Autonomía**
  - La **media anual** de este componente fue de **96.46%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- **Financiamiento**
  - La **media anual** de este componente fue de **83.17%**
  - Las Entidades Federativas que reportaron métricas  $\geq 90\%$  de este componente fueron: **Guanajuato, Colima, Querétaro, Ciudad de Mexico, Durango y Nuevo León.**
- **Calidad Percibida**
  - La **media anual** de este componente fue de **83.29%**
  - Los porcentajes  $\geq 90\%$  reportados en las Entidades Federativas correspondieron a: **Colima, Durango, Guanajuato y Yucatán.**
- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

## Componentes en Urgencias del MI

- **Trato Digno**

- La **media anual** de este componente fue de **95.91%**
- Las Entidades Federativas con métricas  $\geq 90\%$  fueron: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de Mexico, Coahuila, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas.**

- **Oportunidad**

- La **media anual** de este componente fue de **74.95%**
- En este componente ninguna Entidad Federativa reportó métricas  $\geq 90\%$ .

- **Comunicación**

- **La media anual** de este componente fue de **96.90%**
- Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .

- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

## Componentes en Urgencias del MI

- **Autonomía**

- La **media anual** de este componente fue de **95.78%**
- Las Entidades Federativas con métricas  $\geq 90\%$  fueron: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de Mexico, Coahuila, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas.**

- **Financiamiento**

- La **media anual** de este componente fue de **90.09%**
- Las métricas  $\geq 90\%$  correspondieron a: **Baja California Sur, Campeche, Ciudad de Mexico, Colima, Durango, Guanajuato, México, Michoacán, Nuevo León, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Tlaxcala, Veracruz y Zacatecas.**

- **Calidad Percibida**

- La **media anual** de este componente fue de **81.05%**
- Las Entidades Federativas con métricas  $\geq 90\%$  fueron: **Coahuila, Guanajuato, Sinaloa y Yucatán.**

- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.



# SESTAD

- Monitoreo Ciudadano

## Consulta externa Satisfacción, trato adecuado y digno

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		202201	202202	202203		
		92.41%	92.64%	92.50%		

1	AGUASCALIENTES	90.98%	89.42%	88.58%	89.66%	100.00%
2	BAJA CALIFORNIA	92.08%	93.18%	91.40%	92.22%	100.00%
3	BAJA CALIFORNIA SUR	93.13%	95.02%	95.06%	94.40%	100.00%
4	CAMPECHE	94.15%	92.85%	94.57%	93.86%	100.00%
5	CHIAPAS	89.20%	91.96%	91.62%	90.93%	100.00%
6	CHIHUAHUA	91.49%	90.00%	90.22%	90.57%	100.00%
7	CIUDAD DE MEXICO	91.42%	90.97%	90.39%	90.93%	100.00%
8	COAHUILA DE ZARAGOZA	96.18%	93.68%	92.26%	94.04%	100.00%
9	COLIMA	90.30%	92.42%	93.51%	92.08%	100.00%
10	DURANGO	92.54%	92.23%	91.61%	92.12%	100.00%
11	GUANAJUATO	96.32%	95.32%	96.58%	96.07%	100.00%
12	GUERRERO	90.13%	91.18%	90.28%	90.53%	100.00%
13	HIDALGO	90.02%	89.44%	92.20%	90.55%	100.00%
14	JALISCO	90.91%	91.72%	92.26%	91.63%	100.00%
15	MÉXICO	91.94%	92.62%	93.10%	92.55%	100.00%
16	MICHOACÁN DE OCAMPO	94.32%	94.13%	94.75%	94.40%	100.00%
17	MORELOS	91.81%	91.20%	91.26%	91.42%	100.00%
18	NAYARIT	92.23%	94.09%	95.07%	93.79%	100.00%
19	NUEVO LEÓN	94.21%	94.10%	92.30%	93.54%	100.00%
20	OAXACA	91.05%	90.47%	91.67%	91.06%	100.00%
21	PUEBLA	93.82%	93.53%	92.35%	93.24%	100.00%
22	QUERÉTARO	86.71%	94.10%	87.43%	89.41%	100.00%
23	QUINTANA ROO	93.21%	94.26%	94.66%	94.05%	100.00%
24	SAN LUIS POTOSÍ	91.51%	91.34%	89.55%	90.80%	100.00%
25	SINALOA	91.91%	92.53%	92.21%	92.22%	100.00%
26	SONORA	89.26%	90.57%	88.94%	89.59%	100.00%
27	TABASCO	92.96%	92.14%	94.33%	93.14%	100.00%
28	TAMAULIPAS	93.32%	93.71%	92.42%	93.15%	100.00%
29	TLAXCALA	93.90%	94.98%	93.87%	94.25%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.21%	92.58%	90.22%	91.67%	100.00%
31	YUCATÁN	91.91%	92.33%	92.97%	92.40%	100.00%
32	ZACATECAS	92.45%	91.85%	90.82%	91.71%	100.00%

## Trato digno

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		TRATO DIGNO				
		202201	202202	202203		
		98.48%	98.73%	98.64%	98.62%	100.00%

1	AGUASCALIENTES	96.81%	98.63%	98.36%	97.93%	100.00%
2	BAJA CALIFORNIA	98.07%	97.98%	98.31%	98.12%	100.00%
3	BAJA CALIFORNIA SUR	99.55%	99.61%	99.13%	99.43%	100.00%
4	CAMPECHE	99.44%	99.40%	99.33%	99.39%	100.00%
5	CHIAPAS	96.84%	98.72%	98.98%	98.18%	100.00%
6	CHIHUAHUA	99.02%	98.68%	98.55%	98.75%	100.00%
7	CIUDAD DE MEXICO	97.19%	97.02%	96.24%	96.82%	100.00%
8	COAHUILA DE ZARAGOZA	99.57%	99.67%	99.64%	99.63%	100.00%
9	COLIMA	98.12%	99.04%	98.84%	98.67%	100.00%
10	DURANGO	99.46%	99.09%	99.10%	99.22%	100.00%
11	GUANAJUATO	99.08%	99.13%	99.31%	99.17%	100.00%
12	GUERRERO	98.32%	98.52%	98.27%	98.37%	100.00%
13	HIDALGO	96.67%	98.91%	98.63%	98.07%	100.00%
14	JALISCO	97.71%	98.50%	97.88%	98.03%	100.00%
15	MÉXICO	98.62%	98.50%	98.50%	98.54%	100.00%
16	MICHOACÁN DE OCAMPO	98.59%	98.66%	98.53%	98.59%	100.00%
17	MORELOS	99.06%	99.08%	99.24%	99.13%	100.00%
18	NAYARIT	97.88%	99.52%	99.27%	98.89%	100.00%
19	NUEVO LEÓN	99.11%	99.40%	99.05%	99.19%	100.00%
20	OAXACA	97.78%	97.70%	98.79%	98.09%	100.00%
21	PUEBLA	98.81%	99.06%	99.05%	98.97%	100.00%
22	QUERÉTARO	98.15%	97.94%	98.25%	98.11%	100.00%
23	QUINTANA ROO	99.20%	99.43%	99.31%	99.31%	100.00%
24	SAN LUIS POTOSÍ	98.34%	98.28%	98.64%	98.42%	100.00%
25	SINALOA	99.50%	98.07%	98.38%	98.65%	100.00%
26	SONORA	97.58%	99.01%	98.64%	98.41%	100.00%
27	TABASCO	98.86%	97.71%	98.21%	98.26%	100.00%
28	TAMAULIPAS	97.73%	99.49%	99.25%	98.82%	100.00%
29	TLAXCALA	98.38%	98.73%	98.59%	98.57%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.89%	98.87%	98.35%	98.70%	100.00%
31	YUCATÁN	99.47%	99.45%	98.93%	99.28%	100.00%
32	ZACATECAS	98.53%	98.76%	98.53%	98.61%	100.00%



## Oportunidad

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		OPORTUNIDAD				
		202201	202202	202203		
		82.08%	81.00%	80.43%	81.17%	100.00%

1	AGUASCALIENTES	86.19%	79.07%	83.41%	82.89%	100.00%
2	BAJA CALIFORNIA	92.21%	92.80%	76.65%	87.22%	100.00%
3	BAJA CALIFORNIA SUR	89.74%	89.62%	89.60%	89.65%	100.00%
4	CAMPECHE	81.37%	74.72%	84.10%	80.06%	100.00%
5	CHIAPAS	73.16%	73.55%	67.96%	71.55%	100.00%
6	CHIHUAHUA	80.64%	84.27%	84.66%	83.19%	100.00%
7	CIUDAD DE MEXICO	79.64%	76.52%	75.26%	77.14%	100.00%
8	COAHUILA DE ZARAGOZA	95.27%	84.01%	83.54%	87.61%	100.00%
9	COLIMA	80.18%	81.51%	79.06%	80.25%	100.00%
10	DURANGO	75.42%	70.68%	69.67%	71.92%	100.00%
11	GUANAJUATO	90.94%	85.96%	91.34%	89.41%	100.00%
12	GUERRERO	79.20%	79.52%	73.91%	77.54%	100.00%
13	HIDALGO	82.04%	70.35%	81.65%	78.01%	100.00%
14	JALISCO	80.82%	84.79%	87.13%	84.25%	100.00%
15	MÉXICO	81.71%	82.01%	83.60%	82.44%	100.00%
16	MICHOACÁN DE OCAMPO	92.13%	87.20%	91.28%	90.20%	100.00%
17	MORELOS	75.30%	71.38%	67.89%	71.52%	100.00%
18	NAYARIT	86.00%	79.74%	93.02%	86.25%	100.00%
19	NUEVO LEÓN	86.71%	85.74%	78.21%	83.55%	100.00%
20	OAXACA	79.73%	78.32%	79.16%	79.07%	100.00%
21	PUEBLA	84.63%	81.94%	76.51%	81.03%	100.00%
22	QUERÉTARO	51.23%	90.04%	59.65%	66.97%	100.00%
23	QUINTANA ROO	79.49%	84.88%	86.01%	83.46%	100.00%
24	SAN LUIS POTOSÍ	74.29%	73.80%	68.74%	72.27%	100.00%
25	SINALOA	83.25%	79.82%	81.55%	81.54%	100.00%
26	SONORA	79.03%	78.00%	63.90%	73.64%	100.00%
27	TABASCO	81.73%	77.87%	85.83%	81.81%	100.00%
28	TAMAULIPAS	87.34%	83.06%	85.48%	85.29%	100.00%
29	TLAXCALA	87.07%	92.98%	85.65%	88.57%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	82.63%	85.66%	71.74%	80.01%	100.00%
31	YUCATÁN	67.13%	68.47%	73.32%	69.64%	100.00%
32	ZACATECAS	83.86%	79.70%	76.66%	80.07%	100.00%

## Comunicación

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		COMUNICACION				
		202201	202202	202203		
		98.18%	98.17%	98.28%	98.21%	100.00%

1	AGUASCALIENTES	97.92%	97.39%	97.80%	97.70%	100.00%
2	BAJA CALIFORNIA	98.64%	98.13%	98.33%	98.37%	100.00%
3	BAJA CALIFORNIA SUR	99.45%	98.38%	98.72%	98.85%	100.00%
4	CAMPECHE	98.25%	96.47%	96.67%	97.13%	100.00%
5	CHIAPAS	97.08%	98.70%	98.93%	98.24%	100.00%
6	CHIHUAHUA	97.31%	95.26%	95.38%	95.98%	100.00%
7	CIUDAD DE MEXICO	96.38%	95.97%	95.70%	96.02%	100.00%
8	COAHUILA DE ZARAGOZA	98.81%	99.32%	97.62%	98.58%	100.00%
9	COLIMA	97.39%	98.03%	98.43%	97.95%	100.00%
10	DURANGO	97.43%	97.99%	97.92%	97.78%	100.00%
11	GUANAJUATO	98.91%	99.28%	99.25%	99.15%	100.00%
12	GUERRERO	98.63%	98.42%	98.73%	98.59%	100.00%
13	HIDALGO	98.98%	98.77%	98.56%	98.77%	100.00%
14	JALISCO	98.38%	98.16%	98.01%	98.19%	100.00%
15	MÉXICO	97.74%	97.54%	97.87%	97.72%	100.00%
16	MICHOACÁN DE OCAMPO	98.49%	98.82%	98.41%	98.57%	100.00%
17	MORELOS	95.92%	96.35%	96.67%	96.31%	100.00%
18	NAYARIT	98.49%	99.17%	98.82%	98.83%	100.00%
19	NUEVO LEÓN	98.54%	98.45%	98.98%	98.66%	100.00%
20	OAXACA	97.29%	96.64%	97.82%	97.25%	100.00%
21	PUEBLA	99.00%	98.96%	99.05%	99.00%	100.00%
22	QUERÉTARO	98.15%	97.79%	97.83%	97.92%	100.00%
23	QUINTANA ROO	99.13%	99.22%	99.26%	99.20%	100.00%
24	SAN LUIS POTOSÍ	98.04%	97.93%	98.51%	98.16%	100.00%
25	SINALOA	97.66%	98.22%	98.34%	98.07%	100.00%
26	SONORA	96.65%	96.04%	97.36%	96.69%	100.00%
27	TABASCO	98.69%	98.57%	98.61%	98.62%	100.00%
28	TAMAULIPAS	97.16%	98.28%	98.21%	97.88%	100.00%
29	TLAXCALA	99.48%	99.33%	99.19%	99.33%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.29%	98.14%	98.39%	98.27%	100.00%
31	YUCATÁN	98.12%	98.33%	98.96%	98.47%	100.00%
32	ZACATECAS	98.97%	99.07%	98.51%	98.85%	100.00%





## Autonomía

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		AUTONOMIA				
		202201	202202	202203		
		99.06%	99.14%	99.22%	99.14%	100.00%

1	AGUASCALIENTES	98.49%	98.52%	96.40%	97.80%	100.00%
2	BAJA CALIFORNIA	99.27%	99.41%	97.89%	98.86%	100.00%
3	BAJA CALIFORNIA SUR	98.36%	99.76%	99.45%	99.19%	100.00%
4	CAMPECHE	99.73%	99.75%	99.36%	99.61%	100.00%
5	CHIAPAS	96.79%	98.93%	99.43%	98.38%	100.00%
6	CHIHUAHUA	99.20%	97.49%	98.57%	98.42%	100.00%
7	CIUDAD DE MEXICO	97.67%	97.81%	97.44%	97.64%	100.00%
8	COAHUILA DE ZARAGOZA	99.75%	99.70%	99.13%	99.53%	100.00%
9	COLIMA	98.20%	98.81%	99.64%	98.88%	100.00%
10	DURANGO	99.57%	99.86%	99.52%	99.65%	100.00%
11	GUANAJUATO	99.37%	99.50%	99.60%	99.49%	100.00%
12	GUERRERO	98.73%	99.49%	99.03%	99.08%	100.00%
13	HIDALGO	99.33%	99.13%	99.32%	99.26%	100.00%
14	JALISCO	99.15%	99.00%	98.93%	99.03%	100.00%
15	MÉXICO	99.01%	98.86%	99.15%	99.01%	100.00%
16	MICHOACÁN DE OCAMPO	99.47%	99.42%	99.22%	99.37%	100.00%
17	MORELOS	98.95%	99.29%	99.24%	99.16%	100.00%
18	NAYARIT	97.92%	99.81%	99.55%	99.09%	100.00%
19	NUEVO LEÓN	99.35%	98.78%	99.68%	99.27%	100.00%
20	OAXACA	98.82%	98.00%	98.93%	98.58%	100.00%
21	PUEBLA	99.42%	99.26%	99.55%	99.41%	100.00%
22	QUERÉTARO	99.26%	99.04%	99.27%	99.19%	100.00%
23	QUINTANA ROO	99.20%	99.56%	99.73%	99.50%	100.00%
24	SAN LUIS POTOSÍ	98.98%	98.80%	99.63%	99.14%	100.00%
25	SINALOA	99.87%	99.67%	99.10%	99.54%	100.00%
26	SONORA	99.22%	98.69%	99.35%	99.09%	100.00%
27	TABASCO	99.29%	99.26%	99.43%	99.33%	100.00%
28	TAMAULIPAS	99.26%	99.61%	99.67%	99.52%	100.00%
29	TLAXCALA	99.33%	99.43%	99.31%	99.36%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.04%	99.65%	99.28%	99.32%	100.00%
31	YUCATÁN	99.66%	99.78%	99.43%	99.62%	100.00%
32	ZACATECAS	99.32%	99.32%	98.86%	99.17%	100.00%

## Financiamiento

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		FINANCIAMIENTO				
		202201	202202	202203		
		88.36%	89.61%	89.54%	89.17%	100.00%

1	AGUASCALIENTES	80.84%	81.60%	76.64%	79.69%	100.00%
2	BAJA CALIFORNIA	82.98%	83.84%	88.79%	85.20%	100.00%
3	BAJA CALIFORNIA SUR	88.57%	92.51%	92.09%	91.06%	100.00%
4	CAMPECHE	93.52%	95.00%	94.35%	94.29%	100.00%
5	CHIAPAS	86.76%	91.39%	91.84%	90.00%	100.00%
6	CHIHUAHUA	87.54%	81.77%	81.51%	83.61%	100.00%
7	CIUDAD DE MEXICO	88.99%	89.17%	89.59%	89.25%	100.00%
8	COAHUILA DE ZARAGOZA	90.88%	87.47%	86.31%	88.22%	100.00%
9	COLIMA	82.92%	87.06%	90.91%	86.96%	100.00%
10	DURANGO	91.93%	94.16%	92.32%	92.81%	100.00%
11	GUANAJUATO	95.55%	95.46%	95.99%	95.67%	100.00%
12	GUERRERO	81.28%	84.32%	85.54%	83.71%	100.00%
13	HIDALGO	81.22%	83.92%	87.21%	84.12%	100.00%
14	JALISCO	83.31%	84.28%	84.83%	84.14%	100.00%
15	MÉXICO	88.98%	91.06%	91.16%	90.40%	100.00%
16	MICHOACÁN DE OCAMPO	88.60%	90.83%	91.33%	90.25%	100.00%
17	MORELOS	88.82%	90.78%	92.82%	90.80%	100.00%
18	NAYARIT	87.14%	91.45%	90.88%	89.82%	100.00%
19	NUEVO LEÓN	89.02%	90.27%	87.89%	89.06%	100.00%
20	OAXACA	84.84%	86.30%	85.34%	85.49%	100.00%
21	PUEBLA	91.98%	92.53%	91.98%	92.16%	100.00%
22	QUERÉTARO	86.37%	89.54%	87.89%	87.94%	100.00%
23	QUINTANA ROO	88.50%	89.22%	90.15%	89.29%	100.00%
24	SAN LUIS POTOSÍ	90.02%	88.39%	87.79%	88.73%	100.00%
25	SINALOA	83.72%	87.04%	86.77%	85.84%	100.00%
26	SONORA	79.02%	81.90%	83.06%	81.32%	100.00%
27	TABASCO	87.86%	88.15%	91.13%	89.05%	100.00%
28	TAMAULIPAS	88.87%	91.57%	85.20%	88.55%	100.00%
29	TLAXCALA	91.71%	91.15%	91.23%	91.36%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	87.18%	86.90%	87.10%	87.06%	100.00%
31	YUCATÁN	93.37%	94.42%	94.52%	94.10%	100.00%
32	ZACATECAS	86.76%	88.25%	87.06%	87.36%	100.00%



## Calidad percibida

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN CONSULTA EXTERNA			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		CALIDAD PERCIBIDA				
		202201	202202	202203		
	<b>TOTAL</b>	88.31%	89.19%	88.88%	88.79%	100.00%
1	AGUASCALIENTES	85.65%	81.29%	78.89%	81.94%	100.00%
2	BAJA CALIFORNIA	81.33%	86.93%	88.46%	85.57%	100.00%
3	BAJA CALIFORNIA SUR	83.12%	90.24%	91.36%	88.24%	100.00%
4	CAMPECHE	92.59%	91.76%	93.64%	92.66%	100.00%
5	CHIAPAS	84.59%	90.45%	92.57%	89.20%	100.00%
6	CHIHUAHUA	85.26%	82.49%	82.65%	83.47%	100.00%
7	CIUDAD DE MEXICO	88.64%	89.32%	88.13%	88.70%	100.00%
8	COAHUILA DE ZARAGOZA	92.80%	91.91%	87.29%	90.67%	100.00%
9	COLIMA	84.97%	90.09%	94.21%	89.76%	100.00%
10	DURANGO	91.41%	91.58%	91.10%	91.36%	100.00%
11	GUANAJUATO	94.10%	92.59%	94.00%	93.56%	100.00%
12	GUERRERO	84.61%	86.78%	86.22%	85.87%	100.00%
13	HIDALGO	81.90%	85.58%	87.81%	85.10%	100.00%
14	JALISCO	86.09%	85.56%	86.81%	86.15%	100.00%
15	MÉXICO	85.58%	87.73%	88.30%	87.20%	100.00%
16	MICHOACÁN DE OCAMPO	88.67%	89.88%	89.71%	89.42%	100.00%
17	MORELOS	92.81%	90.32%	91.70%	91.61%	100.00%
18	NAYARIT	85.93%	94.84%	88.89%	89.89%	100.00%
19	NUEVO LEÓN	92.50%	91.96%	90.03%	91.50%	100.00%
20	OAXACA	87.86%	85.88%	89.96%	87.90%	100.00%
21	PUEBLA	89.08%	89.45%	87.99%	88.84%	100.00%
22	QUERÉTARO	87.09%	90.25%	81.68%	86.34%	100.00%
23	QUINTANA ROO	93.74%	93.29%	93.52%	93.52%	100.00%
24	SAN LUIS POTOSÍ	89.40%	90.84%	84.03%	88.09%	100.00%
25	SINALOA	87.45%	92.39%	89.16%	89.67%	100.00%
26	SONORA	84.09%	89.82%	91.34%	88.41%	100.00%
27	TABASCO	91.32%	91.29%	92.79%	91.80%	100.00%
28	TAMAULIPAS	89.57%	90.27%	86.70%	88.85%	100.00%
29	TLAXCALA	87.42%	88.23%	89.25%	88.30%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	87.22%	86.28%	86.47%	86.66%	100.00%
31	YUCATÁN	93.69%	93.51%	92.66%	93.29%	100.00%
32	ZACATECAS	87.25%	85.99%	85.30%	86.18%	100.00%



## Hospitalización Satisfacción, trato adecuado y digno

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		202201	202202	202203		
	<b>TOTAL</b>	<b>89.15%</b>	<b>90.54%</b>	<b>90.49%</b>	<b>90.06%</b>	<b>100.00%</b>
1	AGUASCALIENTES	88.24%	88.35%	88.24%	88.27%	100.00%
2	BAJA CALIFORNIA	89.92%	94.06%	90.51%	91.50%	100.00%
3	BAJA CALIFORNIA SUR	91.91%	97.76%	96.21%	95.29%	100.00%
4	CAMPECHE	89.11%	85.27%	88.13%	87.50%	100.00%
5	CHIAPAS	77.69%	90.33%	91.94%	86.65%	100.00%
6	CHIHUAHUA	89.67%	91.37%	86.45%	89.16%	100.00%
7	CIUDAD DE MEXICO	91.40%	91.02%	90.89%	91.11%	100.00%
8	COAHUILA DE ZARAGOZA	94.16%	88.82%	91.54%	91.51%	100.00%
9	COLIMA	87.79%	89.47%	91.24%	89.50%	100.00%
10	DURANGO	96.69%	96.08%	95.73%	96.17%	100.00%
11	GUANAJUATO	94.27%	94.66%	95.08%	94.67%	100.00%
12	GUERRERO	87.10%	85.32%	88.21%	86.88%	100.00%
13	HIDALGO	89.71%	88.62%	90.14%	89.49%	100.00%
14	JALISCO	87.19%	90.86%	88.56%	88.87%	100.00%
15	MÉXICO	88.94%	89.48%	89.65%	89.36%	100.00%
16	MICHOACÁN DE OCAMPO	89.01%	87.79%	88.67%	88.49%	100.00%
17	MORELOS	92.59%	85.99%	91.38%	89.99%	100.00%
18	NAYARIT	86.01%	93.82%	92.26%	90.70%	100.00%
19	NUEVO LEÓN	88.60%	94.51%	88.47%	90.52%	100.00%
20	OAXACA	86.92%	77.64%	86.91%	83.82%	100.00%
21	PUEBLA	90.43%	93.66%	88.36%	90.82%	100.00%
22	QUERÉTARO	85.73%	95.33%	89.61%	90.22%	100.00%
23	QUINTANA ROO	92.53%	93.35%	92.89%	92.92%	100.00%
24	SAN LUIS POTOSÍ	86.79%	89.76%	87.87%	88.14%	100.00%
25	SINALOA	89.31%	85.67%	85.67%	86.88%	100.00%
26	SONORA	87.97%	90.38%	90.62%	89.66%	100.00%
27	TABASCO	92.98%	92.25%	91.11%	92.11%	100.00%
28	TAMAULIPAS	93.19%	91.22%	86.80%	90.40%	100.00%
29	TLAXCALA	79.11%	87.40%	88.21%	84.91%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	91.29%	90.26%	92.85%	91.47%	100.00%
31	YUCATÁN	82.94%	84.25%	96.96%	88.05%	100.00%
32	ZACATECAS	90.96%	88.67%	87.72%	89.12%	100.00%

## Trato digno

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		TRATO DIGNO				
		202201	202202	202203		
	<b>TOTAL</b>	<b>94.41%</b>	<b>95.62%</b>	<b>95.09%</b>	<b>95.04%</b>	<b>100.00%</b>
1	AGUASCALIENTES	85.98%	87.35%	79.17%	84.17%	100.00%
2	BAJA CALIFORNIA	85.44%	92.50%	92.31%	90.08%	100.00%
3	BAJA CALIFORNIA SUR	97.54%	99.84%	98.35%	98.57%	100.00%
4	CAMPECHE	92.29%	90.10%	95.00%	92.46%	100.00%
5	CHIAPAS	84.66%	97.89%	97.81%	93.45%	100.00%
6	CHIHUAHUA	96.12%	95.34%	90.30%	93.92%	100.00%
7	CIUDAD DE MEXICO	94.47%	96.01%	94.05%	94.84%	100.00%
8	COAHUILA DE ZARAGOZA	99.02%	99.23%	100.00%	99.42%	100.00%
9	COLIMA	96.26%	98.91%	95.05%	96.74%	100.00%
10	DURANGO	99.68%	99.84%	99.60%	99.71%	100.00%
11	GUANAJUATO	95.43%	96.28%	96.98%	96.23%	100.00%
12	GUERRERO	96.29%	96.72%	96.89%	96.63%	100.00%
13	HIDALGO	95.74%	94.45%	96.02%	95.40%	100.00%
14	JALISCO	93.64%	94.81%	94.56%	94.34%	100.00%
15	MÉXICO	96.16%	95.74%	94.33%	95.41%	100.00%
16	MICHOACÁN DE OCAMPO	93.43%	92.40%	94.06%	93.30%	100.00%
17	MORELOS	94.85%	91.87%	91.28%	92.67%	100.00%
18	NAYARIT	91.11%	95.87%	85.00%	90.66%	100.00%
19	NUEVO LEÓN	88.00%	98.21%	89.57%	91.93%	100.00%
20	OAXACA	95.13%	85.48%	96.69%	92.44%	100.00%
21	PUEBLA	97.19%	96.57%	94.27%	96.01%	100.00%
22	QUERÉTARO	86.61%	99.14%	94.90%	93.55%	100.00%
23	QUINTANA ROO	97.30%	99.32%	93.30%	96.64%	100.00%
24	SAN LUIS POTOSÍ	89.54%	96.17%	96.05%	93.92%	100.00%
25	SINALOA	95.06%	96.02%	96.09%	95.72%	100.00%
26	SONORA	95.29%	92.94%	91.84%	93.36%	100.00%
27	TABASCO	97.66%	97.48%	98.48%	97.87%	100.00%
28	TAMAULIPAS	96.34%	97.69%	91.51%	95.18%	100.00%
29	TLAXCALA	83.15%	93.95%	94.25%	90.45%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	95.93%	93.36%	97.26%	95.52%	100.00%
31	YUCATÁN	95.41%	96.55%	96.48%	96.15%	100.00%
32	ZACATECAS	95.39%	95.48%	92.05%	94.31%	100.00%

## Oportunidad

	SISTEMA	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		OPORTUNIDAD				
		202201	202202	202203		
TOTAL		85.91%	87.03%	87.81%	86.92%	100.00%

1	AGUASCALIENTES	88.91%	87.69%	92.51%	89.70%	100.00%
2	BAJA CALIFORNIA	98.73%	98.33%	93.69%	96.92%	100.00%
3	BAJA CALIFORNIA SUR	83.23%	90.55%	96.04%	89.94%	100.00%
4	CAMPECHE	93.72%	89.73%	88.31%	90.59%	100.00%
5	CHIAPAS	78.59%	80.47%	83.46%	80.84%	100.00%
6	CHIHUAHUA	80.78%	92.31%	86.09%	86.39%	100.00%
7	CIUDAD DE MEXICO	84.62%	82.84%	88.10%	85.18%	100.00%
8	COAHUILA DE ZARAGOZA	87.39%	85.58%	83.15%	85.38%	100.00%
9	COLIMA	72.18%	67.51%	83.83%	74.51%	100.00%
10	DURANGO	85.82%	82.74%	84.23%	84.26%	100.00%
11	GUANAJUATO	92.60%	92.72%	91.01%	92.11%	100.00%
12	GUERRERO	83.35%	83.47%	90.11%	85.64%	100.00%
13	HIDALGO	91.18%	84.22%	85.50%	86.97%	100.00%
14	JALISCO	82.11%	85.99%	89.01%	85.70%	100.00%
15	MÉXICO	86.52%	87.70%	88.36%	87.53%	100.00%
16	MICHOACÁN DE OCAMPO	88.56%	87.81%	90.39%	88.92%	100.00%
17	MORELOS	86.16%	82.02%	89.68%	85.95%	100.00%
18	NAYARIT	92.53%	99.45%	96.17%	96.05%	100.00%
19	NUEVO LEÓN	77.01%	85.24%	82.81%	81.69%	100.00%
20	OAXACA	87.03%	85.37%	91.79%	88.06%	100.00%
21	PUEBLA	88.47%	94.26%	87.23%	89.99%	100.00%
22	QUERÉTARO	80.43%	84.06%	78.33%	80.94%	100.00%
23	QUINTANA ROO	90.77%	91.92%	91.75%	91.48%	100.00%
24	SAN LUIS POTOSÍ	80.30%	82.39%	79.54%	80.74%	100.00%
25	SINALOA	83.82%	85.52%	84.70%	84.68%	100.00%
26	SONORA	90.44%	83.00%	82.63%	85.36%	100.00%
27	TABASCO	88.93%	90.05%	87.73%	88.90%	100.00%
28	TAMAULIPAS	90.38%	89.99%	83.33%	87.90%	100.00%
29	TLAXCALA	78.04%	89.70%	90.68%	86.14%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	88.85%	87.97%	89.26%	88.69%	100.00%
31	YUCATÁN	72.38%	73.11%	93.47%	79.65%	100.00%
32	ZACATECAS	89.81%	79.33%	76.99%	82.04%	100.00%

## Comunicación

	SISTEMA	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		COMUNICACIÓN				
		202201	202202	202203		
TOTAL		95.70%	96.55%	96.85%	96.37%	100.00%

1	AGUASCALIENTES	92.62%	94.13%	94.46%	93.74%	100.00%
2	BAJA CALIFORNIA	98.09%	95.92%	94.80%	96.27%	100.00%
3	BAJA CALIFORNIA SUR	92.72%	100.00%	99.71%	97.48%	100.00%
4	CAMPECHE	97.88%	92.57%	94.78%	95.08%	100.00%
5	CHIAPAS	84.36%	99.03%	97.53%	93.64%	100.00%
6	CHIHUAHUA	98.20%	98.69%	92.72%	96.54%	100.00%
7	CIUDAD DE MEXICO	96.91%	97.00%	95.91%	96.60%	100.00%
8	COAHUILA DE ZARAGOZA	99.31%	99.37%	92.82%	97.17%	100.00%
9	COLIMA	99.66%	98.64%	92.97%	97.09%	100.00%
10	DURANGO	99.60%	99.38%	99.58%	99.52%	100.00%
11	GUANAJUATO	97.06%	96.57%	97.04%	96.89%	100.00%
12	GUERRERO	98.56%	97.56%	97.34%	97.82%	100.00%
13	HIDALGO	98.27%	96.91%	97.48%	97.55%	100.00%
14	JALISCO	88.43%	94.71%	94.44%	92.53%	100.00%
15	MÉXICO	96.21%	95.68%	95.25%	95.71%	100.00%
16	MICHOACÁN DE OCAMPO	97.20%	96.76%	97.28%	97.08%	100.00%
17	MORELOS	95.88%	90.01%	97.12%	94.34%	100.00%
18	NAYARIT	95.88%	97.62%	98.89%	97.46%	100.00%
19	NUEVO LEÓN	94.80%	97.64%	98.62%	97.02%	100.00%
20	OAXACA	96.56%	77.38%	98.25%	90.73%	100.00%
21	PUEBLA	98.53%	98.52%	97.35%	98.13%	100.00%
22	QUERÉTARO	96.55%	97.97%	97.50%	97.34%	100.00%
23	QUINTANA ROO	99.83%	98.73%	94.92%	97.83%	100.00%
24	SAN LUIS POTOSÍ	94.41%	97.15%	94.67%	95.41%	100.00%
25	SINALOA	98.20%	98.74%	98.38%	98.44%	100.00%
26	SONORA	96.22%	96.74%	96.26%	96.41%	100.00%
27	TABASCO	95.83%	99.37%	99.65%	98.29%	100.00%
28	TAMAULIPAS	98.24%	92.63%	97.40%	96.09%	100.00%
29	TLAXCALA	99.44%	98.19%	95.84%	97.82%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.58%	98.47%	98.10%	98.38%	100.00%
31	YUCATÁN	97.19%	97.61%	98.77%	97.86%	100.00%
32	ZACATECAS	99.58%	98.58%	95.82%	97.99%	100.00%



## Autonomía

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		AUTONOMIA				
		202201	202202	202203		
	TOTAL	95.80%	96.79%	95.68%	96.09%	100.00%

1	AGUASCALIENTES	93.46%	96.38%	94.70%	94.85%	100.00%
2	BAJA CALIFORNIA	94.94%	97.50%	95.27%	95.90%	100.00%
3	BAJA CALIFORNIA SUR	99.79%	100.00%	97.72%	99.17%	100.00%
4	CAMPECHE	99.07%	93.23%	90.00%	94.10%	100.00%
5	CHIAPAS	82.67%	98.28%	98.19%	93.04%	100.00%
6	CHIHUAHUA	91.05%	95.25%	93.08%	93.13%	100.00%
7	CIUDAD DE MEXICO	96.94%	95.21%	95.48%	95.88%	100.00%
8	COAHUILA DE ZARAGOZA	97.39%	96.15%	99.45%	97.66%	100.00%
9	COLIMA	89.79%	89.13%	100.00%	92.98%	100.00%
10	DURANGO	99.61%	99.07%	99.80%	99.49%	100.00%
11	GUANAJUATO	96.04%	96.81%	98.25%	97.03%	100.00%
12	GUERRERO	97.77%	95.71%	97.87%	97.12%	100.00%
13	HIDALGO	96.07%	96.50%	97.51%	96.69%	100.00%
14	JALISCO	95.57%	96.35%	80.72%	90.88%	100.00%
15	MÉXICO	97.27%	95.54%	96.81%	96.54%	100.00%
16	MICHOACÁN DE OCAMPO	98.08%	95.98%	92.57%	95.54%	100.00%
17	MORELOS	96.36%	90.63%	96.26%	94.42%	100.00%
18	NAYARIT	92.59%	99.17%	93.85%	95.20%	100.00%
19	NUEVO LEÓN	94.50%	99.40%	97.99%	97.30%	100.00%
20	OAXACA	95.13%	87.35%	90.33%	90.94%	100.00%
21	PUEBLA	97.70%	99.10%	96.59%	97.80%	100.00%
22	QUERÉTARO	94.65%	100.00%	97.96%	97.54%	100.00%
23	QUINTANA ROO	100.00%	99.10%	99.04%	99.38%	100.00%
24	SAN LUIS POTOSÍ	92.76%	97.83%	95.04%	95.21%	100.00%
25	SINALOA	98.35%	96.59%	93.75%	96.23%	100.00%
26	SONORA	98.91%	96.64%	93.75%	96.43%	100.00%
27	TABASCO	97.66%	98.42%	98.90%	98.33%	100.00%
28	TAMAULIPAS	99.20%	98.13%	98.08%	98.47%	100.00%
29	TLAXCALA	94.38%	95.97%	87.17%	92.51%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.34%	98.46%	99.00%	98.93%	100.00%
31	YUCATÁN	97.45%	97.32%	98.15%	97.64%	100.00%
32	ZACATECAS	95.61%	96.61%	96.21%	96.15%	100.00%

## Financiamiento

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		FINANCIAMIENTO				
		202201	202202	202203		
	TOTAL	82.34%	84.50%	84.91%	83.91%	100.00%

1	AGUASCALIENTES	79.68%	87.43%	91.30%	86.14%	100.00%
2	BAJA CALIFORNIA	90.18%	91.37%	82.35%	87.97%	100.00%
3	BAJA CALIFORNIA SUR	93.60%	98.42%	95.93%	95.98%	100.00%
4	CAMPECHE	75.52%	80.89%	84.89%	80.43%	100.00%
5	CHIAPAS	69.86%	86.41%	83.10%	79.79%	100.00%
6	CHIHUAHUA	88.95%	87.37%	79.51%	85.28%	100.00%
7	CIUDAD DE MEXICO	89.30%	92.22%	93.27%	91.60%	100.00%
8	COAHUILA DE ZARAGOZA	85.77%	66.41%	78.79%	76.99%	100.00%
9	COLIMA	85.19%	93.47%	98.34%	92.33%	100.00%
10	DURANGO	98.18%	98.54%	97.44%	98.05%	100.00%
11	GUANAJUATO	95.15%	95.09%	95.66%	95.30%	100.00%
12	GUERRERO	77.06%	67.93%	70.68%	71.89%	100.00%
13	HIDALGO	70.25%	79.52%	81.55%	77.11%	100.00%
14	JALISCO	80.73%	84.45%	85.06%	83.41%	100.00%
15	MÉXICO	82.28%	80.17%	84.98%	82.48%	100.00%
16	MICHOACÁN DE OCAMPO	79.13%	79.03%	79.93%	79.36%	100.00%
17	MORELOS	91.96%	81.12%	87.98%	87.02%	100.00%
18	NAYARIT	65.43%	83.64%	88.15%	79.07%	100.00%
19	NUEVO LEÓN	91.31%	95.19%	85.92%	90.81%	100.00%
20	OAXACA	71.98%	61.38%	60.93%	64.77%	100.00%
21	PUEBLA	78.45%	87.26%	73.36%	79.69%	100.00%
22	QUERÉTARO	86.48%	92.53%	89.39%	89.47%	100.00%
23	QUINTANA ROO	82.18%	89.47%	91.27%	87.64%	100.00%
24	SAN LUIS POTOSÍ	85.86%	78.88%	87.16%	83.96%	100.00%
25	SINALOA	80.21%	70.83%	74.71%	75.25%	100.00%
26	SONORA	74.84%	83.27%	87.95%	82.02%	100.00%
27	TABASCO	94.15%	85.19%	83.74%	87.69%	100.00%
28	TAMAULIPAS	88.34%	90.13%	81.97%	86.81%	100.00%
29	TLAXCALA	70.20%	79.68%	84.56%	78.15%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	86.01%	87.15%	91.08%	88.08%	100.00%
31	YUCATÁN	38.25%	47.83%	97.12%	61.07%	100.00%
32	ZACATECAS	87.28%	81.24%	81.53%	83.35%	100.00%





## Calidad percibida

	TOTAL	SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN HOSPITALIZACIÓN			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		CALIDAD PERCIBIDA				
		202201	202202	202203		
		80.76%	82.74%	82.59%	82.03%	100.00%

1	AGUASCALIENTES	88.79%	77.11%	77.27%	81.06%	100.00%
2	BAJA CALIFORNIA	72.15%	88.75%	84.62%	81.84%	100.00%
3	BAJA CALIFORNIA SUR	84.58%	97.73%	89.53%	90.61%	100.00%
4	CAMPECHE	76.17%	65.10%	75.79%	72.35%	100.00%
5	CHIAPAS	66.03%	79.89%	91.53%	79.15%	100.00%
6	CHIHUAHUA	82.90%	79.28%	77.01%	79.73%	100.00%
7	CIUDAD DE MEXICO	86.17%	82.86%	78.56%	82.53%	100.00%
8	COAHUILA DE ZARAGOZA	96.08%	86.15%	95.03%	92.42%	100.00%
9	COLIMA	83.67%	89.13%	77.23%	83.34%	100.00%
10	DURANGO	97.28%	96.90%	93.74%	95.97%	100.00%
11	GUANAJUATO	89.33%	90.50%	91.54%	90.46%	100.00%
12	GUERRERO	69.58%	70.51%	76.38%	72.15%	100.00%
13	HIDALGO	86.72%	80.10%	82.78%	83.20%	100.00%
14	JALISCO	82.66%	88.86%	87.59%	86.37%	100.00%
15	MÉXICO	75.22%	82.05%	78.15%	78.48%	100.00%
16	MICHOACÁN DE OCAMPO	77.67%	74.76%	77.79%	76.74%	100.00%
17	MORELOS	90.30%	80.31%	85.98%	85.53%	100.00%
18	NAYARIT	78.52%	87.19%	91.54%	85.75%	100.00%
19	NUEVO LEÓN	86.00%	91.34%	75.88%	84.41%	100.00%
20	OAXACA	75.66%	68.85%	83.46%	75.99%	100.00%
21	PUEBLA	82.26%	86.27%	81.34%	83.29%	100.00%
22	QUERÉTARO	69.65%	98.28%	79.60%	82.51%	100.00%
23	QUINTANA ROO	85.14%	81.53%	87.08%	84.58%	100.00%
24	SAN LUIS POTOSÍ	77.87%	86.13%	74.80%	79.60%	100.00%
25	SINALOA	80.22%	66.29%	66.41%	70.97%	100.00%
26	SONORA	72.10%	89.69%	91.32%	84.37%	100.00%
27	TABASCO	83.63%	82.96%	78.18%	81.59%	100.00%
28	TAMAULIPAS	86.62%	78.74%	68.49%	77.95%	100.00%
29	TLAXCALA	49.44%	66.94%	76.74%	64.37%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	79.01%	76.18%	82.39%	79.19%	100.00%
31	YUCATÁN	96.94%	93.10%	97.78%	95.94%	100.00%
32	ZACATECAS	78.07%	80.79%	83.71%	80.86%	100.00%



## Urgencias

### Satisfacción, trato adecuado y digno

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		202201	202202	202203		
	<b>TOTAL</b>	<b>87.94%</b>	<b>88.24%</b>	<b>89.20%</b>	<b>88.46%</b>	<b>100.00%</b>

1	AGUASCALIENTES	86.80%	86.58%	84.32%	85.90%	100.00%
2	BAJA CALIFORNIA	85.43%	82.32%	90.31%	86.02%	100.00%
3	BAJA CALIFORNIA SUR	86.97%	86.57%	93.78%	89.11%	100.00%
4	CAMPECHE	90.50%	85.65%	88.42%	88.19%	100.00%
5	CHIAPAS	82.43%	89.86%	91.77%	88.02%	100.00%
6	CHIHUAHUA	89.51%	89.19%	86.65%	88.45%	100.00%
7	CIUDAD DE MEXICO	86.33%	85.52%	86.94%	86.26%	100.00%
8	COAHUILA DE ZARAGOZA	88.44%	89.23%	91.29%	89.65%	100.00%
9	COLIMA	79.10%	92.98%	87.22%	86.43%	100.00%
10	DURANGO	95.96%	95.77%	92.40%	94.71%	100.00%
11	GUANAJUATO	92.62%	93.81%	94.52%	93.65%	100.00%
12	GUERRERO	87.73%	84.44%	85.16%	85.78%	100.00%
13	HIDALGO	89.37%	87.84%	86.07%	87.76%	100.00%
14	JALISCO	83.77%	88.44%	88.26%	86.82%	100.00%
15	MÉXICO	87.32%	85.77%	86.24%	86.44%	100.00%
16	MICHOACÁN DE OCAMPO	90.88%	87.87%	86.92%	88.56%	100.00%
17	MORELOS	85.75%	84.73%	87.26%	85.91%	100.00%
18	NAYARIT	87.37%	91.44%	89.82%	89.54%	100.00%
19	NUEVO LEÓN	88.90%	90.57%	87.07%	88.85%	100.00%
20	OAXACA	82.79%	78.88%	89.63%	83.77%	100.00%
21	PUEBLA	89.29%	91.34%	91.48%	90.70%	100.00%
22	QUERÉTARO	85.42%	90.79%	87.30%	87.84%	100.00%
23	QUINTANA ROO	93.05%	91.21%	89.24%	91.16%	100.00%
24	SAN LUIS POTOSÍ	87.82%	89.79%	88.86%	88.82%	100.00%
25	SINALOA	89.90%	85.92%	87.61%	87.81%	100.00%
26	SONORA	81.48%	83.61%	87.11%	84.07%	100.00%
27	TABASCO	90.16%	89.24%	90.01%	89.80%	100.00%
28	TAMAULIPAS	91.10%	88.40%	89.66%	89.72%	100.00%
29	TLAXCALA	79.80%	84.93%	84.66%	83.13%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	88.73%	89.15%	89.15%	89.01%	100.00%
31	YUCATÁN	84.35%	83.87%	92.92%	87.05%	100.00%
32	ZACATECAS	89.77%	86.02%	88.65%	88.14%	100.00%

## Trato digno

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		TRATO DIGNO				
		202201	202202	202203		
	<b>TOTAL</b>	<b>96.06%</b>	<b>95.56%</b>	<b>95.63%</b>	<b>95.75%</b>	<b>100.00%</b>

1	AGUASCALIENTES	96.34%	92.33%	89.25%	92.64%	100.00%
2	BAJA CALIFORNIA	95.10%	89.58%	97.59%	94.09%	100.00%
3	BAJA CALIFORNIA SUR	96.87%	99.19%	98.29%	98.12%	100.00%
4	CAMPECHE	91.25%	94.27%	95.69%	93.74%	100.00%
5	CHIAPAS	96.22%	97.33%	98.46%	97.34%	100.00%
6	CHIHUAHUA	97.85%	95.45%	93.37%	95.56%	100.00%
7	CIUDAD DE MEXICO	93.91%	94.43%	93.88%	94.07%	100.00%
8	COAHUILA DE ZARAGOZA	99.54%	95.11%	99.08%	97.91%	100.00%
9	COLIMA	94.16%	99.08%	93.21%	95.49%	100.00%
10	DURANGO	98.99%	99.38%	97.19%	98.52%	100.00%
11	GUANAJUATO	97.32%	96.92%	97.94%	97.39%	100.00%
12	GUERRERO	95.93%	93.89%	93.66%	94.49%	100.00%
13	HIDALGO	95.74%	95.34%	93.26%	94.78%	100.00%
14	JALISCO	94.83%	95.32%	95.96%	95.37%	100.00%
15	MÉXICO	95.92%	95.18%	92.76%	94.62%	100.00%
16	MICHOACÁN DE OCAMPO	96.15%	94.96%	94.91%	95.34%	100.00%
17	MORELOS	91.94%	93.24%	92.21%	92.46%	100.00%
18	NAYARIT	95.67%	98.11%	98.87%	97.55%	100.00%
19	NUEVO LEÓN	94.59%	97.59%	93.67%	95.28%	100.00%
20	OAXACA	90.74%	85.12%	96.29%	90.71%	100.00%
21	PUEBLA	97.01%	96.75%	98.07%	97.28%	100.00%
22	QUERÉTARO	89.18%	97.13%	96.32%	94.21%	100.00%
23	QUINTANA ROO	98.99%	98.56%	92.01%	96.52%	100.00%
24	SAN LUIS POTOSÍ	96.40%	98.01%	97.92%	97.44%	100.00%
25	SINALOA	95.29%	92.86%	94.00%	94.05%	100.00%
26	SONORA	94.63%	87.01%	94.26%	91.97%	100.00%
27	TABASCO	98.11%	97.77%	95.54%	97.14%	100.00%
28	TAMAULIPAS	95.42%	95.39%	97.14%	95.98%	100.00%
29	TLAXCALA	94.94%	94.34%	92.05%	93.78%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.16%	95.13%	96.26%	96.18%	100.00%
31	YUCATÁN	95.42%	96.14%	98.01%	96.52%	100.00%
32	ZACATECAS	98.12%	96.43%	94.47%	96.34%	100.00%





## Oportunidad

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		OPORTUNIDAD				
		202201	202202	202203		
TOTAL		73.82%	73.99%	75.07%	74.30%	100.00%

1	AGUASCALIENTES	66.12%	64.21%	59.68%	63.34%	100.00%
2	BAJA CALIFORNIA	70.33%	69.89%	69.99%	70.07%	100.00%
3	BAJA CALIFORNIA SUR	76.48%	84.96%	76.76%	79.40%	100.00%
4	CAMPECHE	73.39%	69.49%	71.16%	71.34%	100.00%
5	CHIAPAS	71.32%	78.40%	83.47%	77.73%	100.00%
6	CHIHUAHUA	80.30%	75.80%	77.63%	77.91%	100.00%
7	CIUDAD DE MEXICO	67.60%	62.46%	63.85%	64.64%	100.00%
8	COAHUILA DE ZARAGOZA	80.81%	77.54%	81.99%	80.11%	100.00%
9	COLIMA	60.54%	64.53%	64.76%	63.28%	100.00%
10	DURANGO	89.77%	83.51%	82.18%	85.16%	100.00%
11	GUANAJUATO	83.53%	83.92%	84.48%	83.98%	100.00%
12	GUERRERO	83.58%	75.06%	76.09%	78.24%	100.00%
13	HIDALGO	72.27%	73.13%	66.16%	70.52%	100.00%
14	JALISCO	64.43%	70.99%	75.53%	70.32%	100.00%
15	MÉXICO	71.96%	68.11%	70.97%	70.35%	100.00%
16	MICHOACÁN DE OCAMPO	81.19%	76.84%	75.47%	77.83%	100.00%
17	MORELOS	71.45%	72.26%	70.26%	71.32%	100.00%
18	NAYARIT	68.00%	76.12%	69.31%	71.14%	100.00%
19	NUEVO LEÓN	71.02%	67.77%	65.19%	68.00%	100.00%
20	OAXACA	66.60%	66.64%	75.41%	69.55%	100.00%
21	PUEBLA	81.38%	78.15%	81.23%	80.25%	100.00%
22	QUERÉTARO	63.57%	66.94%	72.29%	67.60%	100.00%
23	QUINTANA ROO	78.45%	80.64%	78.65%	79.25%	100.00%
24	SAN LUIS POTOSÍ	62.22%	73.75%	67.75%	67.91%	100.00%
25	SINALOA	78.02%	63.53%	69.86%	70.47%	100.00%
26	SONORA	58.82%	73.53%	80.68%	71.01%	100.00%
27	TABASCO	74.13%	74.68%	75.62%	74.81%	100.00%
28	TAMAULIPAS	76.92%	82.01%	79.00%	79.31%	100.00%
29	TLAXCALA	64.77%	66.08%	66.35%	65.73%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	66.97%	72.36%	74.26%	71.20%	100.00%
31	YUCATÁN	84.15%	75.81%	75.92%	78.63%	100.00%
32	ZACATECAS	67.60%	62.09%	68.38%	66.02%	100.00%

## Comunicación

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		COMUNICACIÓN				
		202201	202202	202203		
TOTAL		96.73%	96.42%	96.66%	96.60%	100.00%

1	AGUASCALIENTES	94.91%	97.50%	96.36%	96.26%	100.00%
2	BAJA CALIFORNIA	98.53%	96.44%	97.24%	97.40%	100.00%
3	BAJA CALIFORNIA SUR	99.52%	99.61%	99.44%	99.52%	100.00%
4	CAMPECHE	97.79%	95.49%	98.61%	97.30%	100.00%
5	CHIAPAS	95.35%	97.96%	98.51%	97.27%	100.00%
6	CHIHUAHUA	95.95%	97.93%	93.77%	95.88%	100.00%
7	CIUDAD DE MEXICO	95.52%	94.93%	93.65%	94.70%	100.00%
8	COAHUILA DE ZARAGOZA	100.00%	99.53%	99.92%	99.82%	100.00%
9	COLIMA	89.62%	99.76%	98.01%	95.79%	100.00%
10	DURANGO	99.87%	99.93%	97.20%	99.00%	100.00%
11	GUANAJUATO	97.86%	97.11%	98.34%	97.77%	100.00%
12	GUERRERO	94.20%	95.64%	95.91%	95.25%	100.00%
13	HIDALGO	98.46%	96.99%	96.87%	97.44%	100.00%
14	JALISCO	90.80%	96.00%	96.43%	94.41%	100.00%
15	MÉXICO	97.22%	95.54%	95.22%	95.99%	100.00%
16	MICHOACÁN DE OCAMPO	98.52%	98.20%	96.01%	97.58%	100.00%
17	MORELOS	93.84%	90.62%	93.95%	92.80%	100.00%
18	NAYARIT	95.35%	99.00%	97.57%	97.31%	100.00%
19	NUEVO LEÓN	95.62%	98.80%	96.85%	97.09%	100.00%
20	OAXACA	91.63%	82.71%	95.93%	90.09%	100.00%
21	PUEBLA	97.79%	97.47%	97.15%	97.47%	100.00%
22	QUERÉTARO	92.44%	95.40%	95.51%	94.45%	100.00%
23	QUINTANA ROO	99.74%	98.49%	97.10%	98.44%	100.00%
24	SAN LUIS POTOSÍ	94.80%	97.36%	96.47%	96.21%	100.00%
25	SINALOA	97.50%	98.21%	96.24%	97.31%	100.00%
26	SONORA	92.82%	95.53%	94.08%	94.14%	100.00%
27	TABASCO	99.37%	98.42%	97.24%	98.34%	100.00%
28	TAMAULIPAS	97.81%	91.97%	97.88%	95.89%	100.00%
29	TLAXCALA	99.06%	97.77%	95.79%	97.54%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.12%	96.93%	97.37%	97.14%	100.00%
31	YUCATÁN	96.59%	97.98%	97.96%	97.51%	100.00%
32	ZACATECAS	99.48%	97.23%	96.74%	97.82%	100.00%





## Autonomía

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		AUTONOMIA				
		202201	202202	202203		
TOTAL		94.61%	95.56%	95.03%	95.07%	100.00%

1	AGUASCALIENTES	95.12%	95.71%	93.55%	94.79%	100.00%
2	BAJA CALIFORNIA	95.69%	90.28%	95.63%	93.87%	100.00%
3	BAJA CALIFORNIA SUR	99.49%	99.90%	99.76%	99.72%	100.00%
4	CAMPECHE	97.88%	96.55%	96.46%	96.96%	100.00%
5	CHIAPAS	81.79%	96.71%	96.70%	91.73%	100.00%
6	CHIHUAHUA	98.28%	94.60%	94.14%	95.68%	100.00%
7	CIUDAD DE MEXICO	90.88%	91.23%	93.25%	91.79%	100.00%
8	COAHUILA DE ZARAGOZA	100.00%	97.10%	95.41%	97.51%	100.00%
9	COLIMA	77.74%	98.17%	99.29%	91.73%	100.00%
10	DURANGO	97.08%	99.43%	96.60%	97.70%	100.00%
11	GUANAJUATO	96.97%	98.29%	98.29%	97.85%	100.00%
12	GUERRERO	93.74%	91.85%	93.51%	93.03%	100.00%
13	HIDALGO	98.06%	96.57%	97.77%	97.47%	100.00%
14	JALISCO	92.38%	95.40%	85.15%	90.97%	100.00%
15	MÉXICO	95.91%	95.61%	95.02%	95.51%	100.00%
16	MICHOACÁN DE OCAMPO	95.80%	91.04%	86.26%	91.03%	100.00%
17	MORELOS	94.14%	94.91%	93.77%	94.27%	100.00%
18	NAYARIT	94.67%	97.48%	96.83%	96.33%	100.00%
19	NUEVO LEÓN	93.67%	99.38%	91.18%	94.74%	100.00%
20	OAXACA	96.17%	86.35%	96.53%	93.02%	100.00%
21	PUEBLA	98.82%	97.71%	96.75%	97.76%	100.00%
22	QUERÉTARO	90.72%	94.26%	99.57%	94.85%	100.00%
23	QUINTANA ROO	99.24%	98.56%	95.91%	97.91%	100.00%
24	SAN LUIS POTOSÍ	95.96%	93.56%	98.29%	95.93%	100.00%
25	SINALOA	95.65%	97.40%	94.75%	95.94%	100.00%
26	SONORA	80.98%	90.39%	90.63%	87.33%	100.00%
27	TABASCO	98.58%	96.14%	96.89%	97.20%	100.00%
28	TAMAULIPAS	96.68%	95.14%	98.17%	96.66%	100.00%
29	TLAXCALA	98.44%	96.98%	94.64%	96.69%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.16%	97.83%	97.44%	97.48%	100.00%
31	YUCATÁN	97.38%	98.22%	99.07%	98.22%	100.00%
32	ZACATECAS	97.37%	97.80%	96.86%	97.34%	100.00%

## Financiamiento

		SATISFACCIÓN, TRATO ADECUADO Y DIGNO EN URGENCIAS			* MEDIA ANUAL	CUMPLIMIENTO DE REPORTE ANUAL
		FINANCIAMIENTO				
		202201	202202	202203		
TOTAL		88.02%	88.00%	92.28%	89.44%	100.00%

1	AGUASCALIENTES	85.36%	90.57%	96.66%	90.87%	100.00%
2	BAJA CALIFORNIA	85.51%	62.32%	97.03%	81.62%	100.00%
3	BAJA CALIFORNIA SUR	67.62%	37.65%	98.93%	68.07%	100.00%
4	CAMPECHE	93.34%	91.56%	90.30%	91.73%	100.00%
5	CHIAPAS	81.38%	91.77%	88.51%	87.22%	100.00%
6	CHIHUAHUA	83.95%	95.64%	88.44%	89.34%	100.00%
7	CIUDAD DE MEXICO	90.21%	92.32%	92.91%	91.81%	100.00%
8	COAHUILA DE ZARAGOZA	61.22%	86.75%	84.81%	77.59%	100.00%
9	COLIMA	87.59%	100.00%	87.33%	91.64%	100.00%
10	DURANGO	98.01%	96.97%	91.80%	95.59%	100.00%
11	GUANAJUATO	90.84%	95.86%	96.24%	94.31%	100.00%
12	GUERRERO	90.24%	81.89%	81.58%	84.57%	100.00%
13	HIDALGO	90.77%	90.48%	95.34%	92.20%	100.00%
14	JALISCO	84.84%	86.05%	90.98%	87.29%	100.00%
15	MÉXICO	90.00%	86.77%	90.80%	89.19%	100.00%
16	MICHOACÁN DE OCAMPO	93.16%	88.07%	91.01%	90.75%	100.00%
17	MORELOS	94.24%	88.91%	94.05%	92.40%	100.00%
18	NAYARIT	85.18%	97.65%	93.56%	92.13%	100.00%
19	NUEVO LEÓN	94.61%	93.67%	98.44%	95.57%	100.00%
20	OAXACA	79.75%	75.82%	86.98%	80.85%	100.00%
21	PUEBLA	82.15%	91.96%	95.33%	89.81%	100.00%
22	QUERÉTARO	94.16%	100.00%	95.59%	96.58%	100.00%
23	QUINTANA ROO	95.25%	97.30%	95.91%	96.15%	100.00%
24	SAN LUIS POTOSÍ	98.28%	96.32%	95.62%	96.74%	100.00%
25	SINALOA	96.88%	95.97%	94.08%	95.64%	100.00%
26	SONORA	86.53%	76.12%	87.07%	83.24%	100.00%
27	TABASCO	89.77%	93.48%	94.73%	92.66%	100.00%
28	TAMAULIPAS	93.95%	91.45%	94.66%	93.35%	100.00%
29	TLAXCALA	74.09%	85.77%	91.51%	83.79%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	94.65%	91.49%	87.12%	91.09%	100.00%
31	YUCATÁN	38.24%	48.44%	95.68%	60.78%	100.00%
32	ZACATECAS	91.83%	86.00%	87.44%	88.42%	100.00%





## Calidad percibida

	Satisfacción, trato adecuado y digno en urgencias	Calidad percibida			* Media Anual	Cumplimiento de reporte anual
		202201	202202	202203		
		TOTAL				
		78.40%	79.89%	80.51%	79.60%	100.00%

1	AGUASCALIENTES	82.93%	79.14%	70.43%	77.50%	100.00%
2	BAJA CALIFORNIA	67.45%	85.42%	84.37%	79.08%	100.00%
3	BAJA CALIFORNIA SUR	81.84%	98.09%	89.52%	89.82%	100.00%
4	CAMPECHE	89.39%	66.56%	78.31%	78.08%	100.00%
5	CHIAPAS	68.50%	77.00%	84.97%	76.83%	100.00%
6	CHIHUAHUA	80.69%	75.71%	72.53%	76.31%	100.00%
7	CIUDAD DE MEXICO	79.86%	77.75%	84.11%	80.58%	100.00%
8	COAHUILA DE ZARAGOZA	89.09%	79.35%	86.54%	84.99%	100.00%
9	COLIMA	64.96%	96.33%	80.71%	80.67%	100.00%
10	DURANGO	92.05%	95.41%	89.42%	92.29%	100.00%
11	GUANAJUATO	89.22%	90.74%	91.80%	90.59%	100.00%
12	GUERRERO	68.69%	68.34%	70.21%	69.08%	100.00%
13	HIDALGO	80.90%	74.50%	67.01%	74.14%	100.00%
14	JALISCO	75.35%	86.91%	85.50%	82.59%	100.00%
15	MÉXICO	72.93%	73.39%	72.65%	72.99%	100.00%
16	MICHOACÁN DE OCAMPO	80.47%	78.11%	77.85%	78.81%	100.00%
17	MORELOS	68.86%	68.41%	79.32%	72.20%	100.00%
18	NAYARIT	85.33%	80.25%	82.80%	82.80%	100.00%
19	NUEVO LEÓN	83.91%	86.18%	77.10%	82.39%	100.00%
20	OAXACA	71.89%	76.65%	86.63%	78.39%	100.00%
21	PUEBLA	78.59%	85.97%	80.35%	81.64%	100.00%
22	QUERÉTARO	82.47%	90.98%	64.50%	79.32%	100.00%
23	QUINTANA ROO	86.62%	73.72%	75.84%	78.72%	100.00%
24	SAN LUIS POTOSÍ	79.26%	79.74%	77.11%	78.70%	100.00%
25	SINALOA	76.09%	67.53%	76.75%	73.46%	100.00%
26	SONORA	75.12%	79.05%	75.91%	76.70%	100.00%
27	TABASCO	80.98%	74.94%	80.06%	78.66%	100.00%
28	TAMAULIPAS	85.79%	74.43%	71.13%	77.12%	100.00%
29	TLAXCALA	47.47%	68.68%	67.65%	61.27%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	79.33%	81.15%	82.44%	80.97%	100.00%
31	YUCATÁN	94.32%	86.65%	90.89%	90.62%	100.00%
32	ZACATECAS	84.21%	76.56%	87.99%	82.92%	100.00%



# Análisis de resultados Satisfacción, Trato Adecuado y Digno (1)

## Monitoreo Ciudadano en Consulta Externa, Hospitalización y Urgencias (MC)

- La Satisfacción, Trato Adecuado y Digno en el **Área de Consulta Externa** tuvo una **media anual del 92.52%** en 2022. En este mismo periodo, las Entidades Federativas con métricas  $\geq 90\%$  fueron: **Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de Mexico, Coahuila, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Oaxaca, Puebla, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas.**
- En la evaluación para el **Área de Hospitalización** la **media anual fue de 90.06%** y las métricas  $\geq 90\%$  corresponden a: **Baja California, Baja California Sur, Ciudad de Mexico, Coahuila, Durango, Guanajuato, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, Tabasco, Tamaulipas y Veracruz.**
- En lo que se refiere al **Área de Urgencias** la **media anual fue de 88.46%** y las Entidades Federativas con métricas  $\geq 90\%$  corresponden a: **Durango, Guanajuato, Puebla y Quintana Roo.**
- Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

# Análisis de resultados Satisfacción, Trato Adecuado y Digno (2)

## Componentes en Consulta Externa (MC)

- **Trato Digno**

- La **media anual** de este componente fue de: **98.62%**
- Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .

- **Oportunidad**

- La **media anual** de este componente fue de **81.17%**
- En este componente, la única Entidad Federativa que reportó métricas  $\geq 90\%$  correspondió a: Michoacán.

- **Comunicación**

- La **media anual** de este componente fue de **98.21%**
- Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .

- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

# Análisis de resultados Satisfacción, Trato Adecuado y Digno (3)

## Componentes en Consulta Externa (MC)

- **Autonomía**

- La **media anual** de este componente fue de **99.14%**
- Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .

- **Financiamiento**

- La **media anual** de este componente fue de **89.17%**
- Las métricas  $\geq 90\%$  para este componente correspondieron a: **Baja California Sur, Campeche, Chiapas, Durango, Guanajuato, México, Michoacán, Morelos, Puebla, Tlaxcala y Yucatán.**

- **Calidad Percibida**

- La **media anual** de este componente fue de **88.79%**
- Las métricas  $\geq 90\%$  corresponden a: **Campeche, Coahuila de Zaragoza, Durango, Guanajuato, Morelos, Nuevo León, Quintana Roo, Tabasco y Yucatán.**

- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.



# Análisis de resultados Satisfacción, Trato Adecuado y Digno (4)

## Componentes en Hospitalización (MC)

- **Trato Digno**

- La **media anual** de este componente fue de **95.04%**
- Las Entidades Federativas con métricas  $\geq 90\%$  fueron: **Baja California, Baja California Sur, Campeche, Coahuila, Chiapas, Chihuahua, Ciudad de Mexico, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Oaxaca, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas.**

- **Oportunidad**

- La **media anual** de este componente fue de **86.92%**
- Las entidades con métricas  $\geq 90\%$  fueron: **Baja California, Campeche, Guanajuato, Nayarit y Quintana Roo.**

- **Comunicación**

- La **media anual** de este componente fue de **96.37%**
- Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .

- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

# Análisis de resultados Satisfacción, Trato Adecuado y Digno (5)

## Componentes en Hospitalización (MC)

- **Autonomía**
  - La **media anual** de este componente fue de **96.09%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- **Financiamiento**
  - La **media anual** de este componente fue de **83.91%**
  - Las Entidades Federativas que reportaron métricas  $\geq 90\%$  correspondieron a: **Baja California Sur, Ciudad de Mexico, Colima, Durango, Guanajuato y Nuevo León.**
- **Calidad Percibida**
  - La **media anual** de este componente fue de **82.03%**
  - Las Entidades Federativas con métricas  $\geq 90\%$  fueron: **Baja California Sur, Coahuila, Durango, Guanajuato y Yucatán.**
- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

# Análisis de resultados Satisfacción, Trato Adecuado y Digno (6)

## Componentes en Urgencias (MC)

- **Trato Digno**
  - La **media anual** de este componente fue de **95.75%**
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- **Oportunidad**
  - La **media anual** de este componente fue de **74.30%**.
  - En este componente, ninguna de las Entidades Federativas alcanzó métricas  $\geq 90\%$ .
- **Comunicación**
  - La **media anual** de este componente fue de **96.60%**.
  - Para este componente, todas las Entidades Federativas reportaron métricas  $\geq 90\%$ .
- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.

# Análisis de resultados Satisfacción, Trato Adecuado y Digno (7)

## Componentes en Urgencias (MC)

- **Autonomía**

- La **media anual** de este componente fue de **95.07%**
- Las Entidades Federativas con métricas  $\geq 90\%$  corresponden a: Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de Mexico, Coahuila, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Oaxaca, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas.

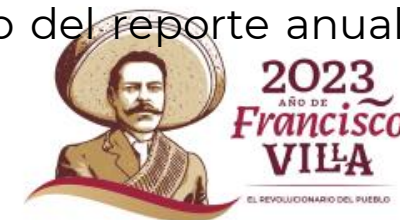
- **Financiamiento**

- La **media anual** de este componente fue de **89.44%**
- Las Entidades Federativas con métricas  $\geq 90\%$  corresponden a: **Aguascalientes, Campeche, Ciudad de Mexico, Colima, Durango, Guanajuato, Hidalgo, Michoacán, Morelos, Nayarit, Nuevo León, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Tamaulipas y Veracruz.**

- **Calidad Percibida**

- La **media anual** de este componente fue de **79.60%**
- Las Entidades Federativas con métricas  $\geq 90\%$  corresponden a: **Durango, Guanajuato y Yucatán.**

- Para los tres componentes evaluados, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%.



# Recomendaciones generales

- Es importante impulsar el fortalecimiento del Monitoreo Ciudadano, con el objetivo de que los Establecimientos de Salud que reportan a la plataforma del SESTAD puedan contar con el aval de transparencia de resultados, al contar con ambos monitoreos.
- Fortalecer las áreas de oportunidad en el Áreas de Urgencias de ambos monitoreos Institucional y Ciudadano, para lograr y mantener métricas  $\geq 90\%$ .
- Identificar las áreas de oportunidad para implementar la ESTAD en los establecimientos de atención médica que aún no la han implementado así como coadyuvar para la implementación de recursos tecnológicos donde sean necesarios.

# Recomendaciones generales

- Seguimiento a los componentes de Trato Digno, Comunicación y Autonomía en ambos monitoreos en las Áreas de Consulta Externa, Hospitalización y Urgencias, para mantener y/o mejorar la métrica de la media anual  $\geq 90\%$  en todas las Entidades Federativas.
- Identificar en los Establecimientos de Salud las áreas de oportunidad para los componentes de Financiamiento y Calidad percibida tanto en el MI como en el MC, para alcanzar una media anual con una métrica  $\geq 90\%$  en las 32 entidades federativas en las Áreas de Consulta Externa, Hospitalización y Urgencias.
- En todas las Entidades Federativas del país, el componente de oportunidad, en ambos monitoreos, no alcanzó una métrica  $\geq 90\%$  por lo que se recomienda dar seguimiento a este componente de forma particular.

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