



Gobierno de
México

Salud
Secretaría de Salud

Secretaría de Salud

Dirección General de Calidad y Educación en Salud

Dirección de Mejora de Procesos

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

Informe Anual 2024



2025
Año de
La Mujer
Indígena

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 Avaluadores 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 aplican el mismo sistema



Objetivos



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- **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**



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Análisis de resultados SESTAD



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- La Media de Establecimientos de Salud que reportaron al SESTAD en 2024 fue:
 - **Monitoreo Institucional: 9,670**
 - **Monitoreo Ciudadano: 8,912**
- **Monitoreo Institucional (MI)**
 - A nivel nacional, la media de satisfacción de los usuarios en los servicios de Consulta Externa, Hospitalización y Urgencias fue del **90.90%**
 - Las Entidades Federativas que obtuvieron una media $\geq 90\%$ fueron: **Aguascalientes, Baja California Sur, Campeche, Coahuila, Colima, Durango, Guanajuato, Hidalgo, Jalisco, Michoacán, Morelos, Nuevo León, Puebla, Quintana Roo, San Luis Potosí, Sinaloa, 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 **90.30%**
 - Las Entidades Federativas que reportaron un porcentaje $\geq 90\%$ fueron: **Coahuila, Durango, Guanajuato, Jalisco, Michoacán, Puebla, Querétaro, Quintana Roo, Sinaloa, Tabasco, Tamaulipas y Veracruz**



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Salud
Secretaría de Salud

Resultados del SESTAD 2024

Monitoreo Institucional



2025
Año de
La Mujer
Indígena



Tabla 1. Satisfacción, Trato Adecuado y Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		92.66%	92.67%	92.54%	92.62%	100.00%
1	AGUASCALIENTES	91.54%	89.70%	91.01%	90.75%	100.00%
2	BAJA CALIFORNIA	91.67%	90.98%	91.28%	91.31%	100.00%
3	BAJA CALIFORNIA SUR	93.68%	95.53%	93.11%	94.10%	100.00%
4	CAMPECHE	93.03%	93.11%	91.62%	92.58%	100.00%
5	CHIAPAS	91.87%	92.26%	93.14%	92.42%	100.00%
6	CHIHUAHUA	92.03%	91.55%	91.64%	91.74%	100.00%
7	CIUDAD DE MEXICO	90.27%	90.66%	90.39%	90.44%	100.00%
8	COAHUILA DE ZARAGOZA	93.52%	92.26%	93.64%	93.14%	100.00%
9	COLIMA	93.65%	93.45%	92.70%	93.27%	100.00%
10	DURANGO	93.24%	93.39%	93.41%	93.35%	100.00%
11	GUANAJUATO	97.24%	96.83%	96.81%	96.96%	100.00%
12	GUERRERO	89.63%	89.41%	89.52%	89.52%	100.00%
13	HIDALGO	93.18%	91.35%	90.93%	91.82%	100.00%
14	JALISCO	89.65%	91.86%	91.08%	90.87%	100.00%
15	MEXICO	92.36%	92.15%	92.32%	92.28%	100.00%
16	MICHOACAN DE OCAMPO	94.42%	94.04%	93.82%	94.10%	100.00%
17	MORELOS	93.63%	93.76%	93.26%	93.55%	100.00%
18	NAYARIT	93.01%	92.03%	91.95%	92.33%	100.00%
19	NUEVO LEON	95.15%	95.88%	95.45%	95.49%	100.00%
20	OAXACA	91.43%	91.40%	91.11%	91.31%	100.00%
21	PUEBLA	92.59%	92.78%	92.20%	92.52%	100.00%
22	QUERETARO	90.02%	90.76%	90.04%	90.27%	100.00%
23	QUINTANA ROO	94.55%	93.58%	94.97%	94.37%	100.00%
24	SAN LUIS POTOSI	90.89%	90.49%	90.22%	90.53%	100.00%
25	SINALOA	93.85%	93.33%	93.62%	93.60%	100.00%
26	SONORA	91.60%	92.32%	91.00%	91.64%	100.00%
27	TABASCO	93.00%	94.23%	92.62%	93.28%	100.00%
28	TAMAULIPAS	93.69%	92.89%	93.73%	93.44%	100.00%
29	TLAXCALA	91.50%	91.85%	92.13%	91.83%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.36%	92.86%	93.22%	92.81%	100.00%
31	YUCATAN	93.12%	91.71%	91.57%	92.13%	100.00%
32	ZACATECAS	92.19%	93.12%	92.34%	92.55%	100.00%

Tabla 2. Trato Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		98.86%	98.79%	98.85%	98.83%	100.00%
1	AGUASCALIENTES	98.98%	98.98%	98.47%	98.81%	100%
2	BAJA CALIFORNIA	99.07%	98.64%	98.64%	98.78%	100%
3	BAJA CALIFORNIA SUR	98.09%	98.50%	98.56%	98.38%	100%
4	CAMPECHE	98.99%	99.37%	98.74%	99.03%	100%
5	CHIAPAS	99.24%	98.36%	99.10%	98.90%	100%
6	CHIHUAHUA	98.72%	99.29%	99.08%	99.03%	100%
7	CIUDAD DE MEXICO	96.43%	96.14%	95.99%	96.19%	100%
8	COAHUILA DE ZARAGOZA	99.78%	99.17%	99.66%	99.54%	100%
9	COLIMA	99.37%	99.00%	99.52%	99.30%	100%
10	DURANGO	99.40%	99.10%	99.78%	99.43%	100%
11	GUANAJUATO	99.66%	99.34%	99.63%	99.54%	100%
12	GUERRERO	98.38%	99.03%	98.37%	98.59%	100%
13	HIDALGO	98.60%	98.53%	98.90%	98.67%	100%
14	JALISCO	98.56%	98.45%	98.45%	98.49%	100%
15	MEXICO	98.90%	98.76%	98.64%	98.76%	100%
16	MICHOACAN DE OCAMPO	98.87%	99.04%	99.02%	98.98%	100%
17	MORELOS	99.14%	99.27%	99.05%	99.15%	100%
18	NAYARIT	98.52%	99.08%	99.24%	98.95%	100%
19	NUEVO LEON	99.57%	99.71%	99.69%	99.66%	100%
20	OAXACA	98.48%	98.28%	98.45%	98.41%	100%
21	PUEBLA	99.00%	98.79%	98.78%	98.86%	100%
22	QUERETARO	98.67%	98.18%	99.17%	98.67%	100%
23	QUINTANA ROO	99.77%	99.75%	99.68%	99.73%	100%
24	SAN LUIS POTOSI	98.75%	98.66%	97.89%	98.43%	100%
25	SINALOA	98.52%	99.12%	99.38%	99.01%	100%
26	SONORA	98.45%	98.38%	99.03%	98.62%	100%
27	TABASCO	98.41%	98.60%	98.75%	98.59%	100%
28	TAMAULIPAS	99.24%	99.12%	98.72%	99.02%	100%
29	TLAXCALA	98.44%	99.10%	98.69%	98.74%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.95%	98.70%	99.26%	98.97%	100%
31	YUCATAN	99.46%	98.86%	98.75%	99.02%	100%
32	ZACATECAS	98.31%	98.35%	99.00%	98.55%	100%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Tabla 3. Oportunidad

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		79.82%	80.19%	80.39%	80.14%	100%
1	AGUASCALIENTES	82.07%	69.04%	74.53%	75.21%	100%
2	BAJA CALIFORNIA	72.47%	71.09%	71.58%	71.71%	100%
3	BAJA CALIFORNIA SUR	83.30%	92.46%	84.69%	86.81%	100%
4	CAMPECHE	74.67%	74.29%	73.06%	74.01%	100%
5	CHIAPAS	66.42%	74.10%	80.96%	73.83%	100%
6	CHIHUAHUA	80.03%	75.32%	76.15%	77.17%	100%
7	CIUDAD DE MEXICO	75.18%	78.07%	77.69%	76.98%	100%
8	COAHUILA DE ZARAGOZA	86.93%	79.61%	78.32%	81.62%	100%
9	COLIMA	76.71%	80.41%	75.71%	77.61%	100%
10	DURANGO	77.36%	79.67%	78.38%	78.47%	100%
11	GUANAJUATO	91.66%	88.86%	88.67%	89.73%	100%
12	GUERRERO	70.35%	70.20%	72.77%	71.11%	100%
13	HIDALGO	88.45%	78.32%	79.96%	82.24%	100%
14	JALISCO	71.62%	78.19%	75.47%	75.09%	100%
15	MEXICO	80.06%	81.28%	79.54%	80.29%	100%
16	MICHOACAN DE OCAMPO	89.11%	86.08%	86.54%	87.24%	100%
17	MORELOS	81.35%	82.09%	79.32%	80.92%	100%
18	NAYARIT	75.15%	73.59%	77.55%	75.43%	100%
19	NUEVO LEON	89.53%	90.82%	87.56%	89.30%	100%
20	OAXACA	78.06%	77.33%	80.16%	78.52%	100%
21	PUEBLA	81.19%	83.29%	80.70%	81.73%	100%
22	QUERETARO	61.81%	63.50%	58.02%	61.11%	100%
23	QUINTANA ROO	84.93%	83.01%	90.78%	86.24%	100%
24	SAN LUIS POTOSI	78.58%	80.88%	85.38%	81.61%	100%
25	SINALOA	88.58%	82.58%	86.99%	86.05%	100%
26	SONORA	77.56%	81.68%	82.42%	80.55%	100%
27	TABASCO	77.36%	79.69%	74.83%	77.29%	100%
28	TAMAULIPAS	81.66%	78.86%	81.77%	80.76%	100%
29	TLAXCALA	78.77%	77.96%	81.95%	79.56%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	78.50%	83.12%	83.85%	81.82%	100%
31	YUCATAN	74.33%	68.84%	69.42%	70.86%	100%
32	ZACATECAS	81.66%	83.03%	82.53%	82.41%	100%

Tabla 4. Comunicación

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		98.33%	98.25%	98.21%	98.26%	100.00%
1	AGUASCALIENTES	97.50%	96.25%	96.60%	96.78%	100.00%
2	BAJA CALIFORNIA	99.07%	98.56%	99.27%	98.97%	100.00%
3	BAJA CALIFORNIA SUR	99.21%	98.72%	99.14%	99.02%	100.00%
4	CAMPECHE	97.06%	96.75%	96.70%	96.84%	100.00%
5	CHIAPAS	98.71%	98.82%	98.89%	98.81%	100.00%
6	CHIHUAHUA	97.37%	97.63%	96.37%	97.12%	100.00%
7	CIUDAD DE MEXICO	95.01%	94.95%	95.01%	94.99%	100.00%
8	COAHUILA DE ZARAGOZA	98.72%	98.07%	98.10%	98.29%	100.00%
9	COLIMA	98.67%	99.32%	99.01%	99.00%	100.00%
10	DURANGO	97.76%	97.95%	97.81%	97.84%	100.00%
11	GUANAJUATO	99.55%	99.38%	99.54%	99.49%	100.00%
12	GUERRERO	98.39%	98.58%	98.51%	98.49%	100.00%
13	HIDALGO	98.94%	98.38%	98.33%	98.55%	100.00%
14	JALISCO	98.36%	98.17%	98.38%	98.30%	100.00%
15	MEXICO	98.04%	97.96%	97.80%	97.93%	100.00%
16	MICHOACAN DE OCAMPO	98.64%	98.78%	98.55%	98.66%	100.00%
17	MORELOS	97.70%	97.86%	97.25%	97.60%	100.00%
18	NAYARIT	98.66%	98.21%	98.70%	98.52%	100.00%
19	NUEVO LEON	97.39%	97.69%	97.57%	97.55%	100.00%
20	OAXACA	98.38%	98.21%	98.33%	98.31%	100.00%
21	PUEBLA	99.15%	98.90%	99.17%	99.07%	100.00%
22	QUERETARO	98.45%	98.79%	98.46%	98.57%	100.00%
23	QUINTANA ROO	98.81%	98.70%	98.58%	98.70%	100.00%
24	SAN LUIS POTOSI	97.95%	98.35%	96.97%	97.76%	100.00%
25	SINALOA	97.86%	98.03%	97.65%	97.85%	100.00%
26	SONORA	97.35%	97.32%	97.12%	97.27%	100.00%
27	TABASCO	98.72%	98.84%	98.98%	98.84%	100.00%
28	TAMAULIPAS	97.46%	96.88%	97.53%	97.29%	100.00%
29	TLAXCALA	98.61%	99.31%	98.99%	98.97%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.53%	98.36%	98.67%	98.52%	100.00%
31	YUCATAN	99.03%	98.61%	98.67%	98.77%	100.00%
32	ZACATECAS	98.84%	98.79%	98.93%	98.85%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$) $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 5. Autonomía

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		99.30%	99.19%	99.17%	99.22%	100%
1	AGUASCALIENTES	99.14%	96.99%	99.42%	98.52%	100%
2	BAJA CALIFORNIA	99.72%	99.40%	99.50%	99.54%	100%
3	BAJA CALIFORNIA SUR	99.64%	99.48%	97.23%	98.78%	100%
4	CAMPECHE	99.73%	99.31%	97.67%	98.91%	100%
5	CHIAPAS	99.54%	99.67%	99.29%	99.50%	100%
6	CHIHUAHUA	99.20%	99.35%	99.20%	99.25%	100%
7	CIUDAD DE MEXICO	97.48%	97.16%	97.01%	97.22%	100%
8	COAHUILA DE ZARAGOZA	99.73%	98.62%	99.89%	99.41%	100%
9	COLIMA	99.42%	99.56%	99.57%	99.52%	100%
10	DURANGO	99.68%	98.96%	99.02%	99.22%	100%
11	GUANAJUATO	99.81%	99.66%	99.84%	99.77%	100%
12	GUERRERO	99.48%	99.32%	98.97%	99.26%	100%
13	HIDALGO	99.07%	98.53%	98.81%	98.80%	100%
14	JALISCO	98.91%	98.51%	98.72%	98.71%	100%
15	MEXICO	99.29%	99.11%	99.11%	99.17%	100%
16	MICHOACAN DE OCAMPO	99.27%	99.37%	99.51%	99.38%	100%
17	MORELOS	99.72%	99.44%	98.99%	99.38%	100%
18	NAYARIT	99.18%	99.01%	99.53%	99.24%	100%
19	NUEVO LEON	99.74%	99.14%	99.11%	99.33%	100%
20	OAXACA	99.01%	99.00%	99.32%	99.11%	100%
21	PUEBLA	99.46%	99.50%	99.69%	99.55%	100%
22	QUERETARO	99.55%	99.59%	99.79%	99.64%	100%
23	QUINTANA ROO	99.67%	99.49%	99.82%	99.66%	100%
24	SAN LUIS POTOSI	99.47%	99.35%	99.25%	99.36%	100%
25	SINALOA	99.65%	99.68%	99.22%	99.52%	100%
26	SONORA	99.38%	99.22%	98.87%	99.16%	100%
27	TABASCO	99.05%	99.69%	99.29%	99.34%	100%
28	TAMAULIPAS	99.00%	98.62%	98.51%	98.71%	100%
29	TLAXCALA	98.92%	99.72%	99.06%	99.23%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.35%	99.58%	99.55%	99.49%	100%
31	YUCATAN	99.31%	99.65%	99.84%	99.60%	100%
32	ZACATECAS	97.81%	99.60%	97.50%	98.30%	100%

Tabla 6. Financiamiento

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		89.71%	89.77%	89.09%	89.52%	100.00%
1	AGUASCALIENTES	82.62%	85.92%	86.11%	84.88%	100.00%
2	BAJA CALIFORNIA	88.59%	87.79%	88.80%	88.40%	100.00%
3	BAJA CALIFORNIA SUR	91.38%	89.38%	88.72%	89.83%	100.00%
4	CAMPECHE	94.86%	95.65%	91.51%	94.01%	100.00%
5	CHIAPAS	93.72%	91.84%	90.75%	92.11%	100.00%
6	CHIHUAHUA	88.05%	88.46%	88.65%	88.38%	100.00%
7	CIUDAD DE MEXICO	89.36%	89.32%	89.39%	89.35%	100.00%
8	COAHUILA DE ZARAGOZA	83.64%	85.95%	90.92%	86.84%	100.00%
9	COLIMA	92.51%	88.61%	87.60%	89.57%	100.00%
10	DURANGO	92.82%	93.06%	93.02%	92.97%	100.00%
11	GUANAJUATO	96.93%	97.46%	97.10%	97.16%	100.00%
12	GUERRERO	83.88%	84.31%	84.42%	84.20%	100.00%
13	HIDALGO	86.83%	86.99%	83.64%	85.82%	100.00%
14	JALISCO	84.16%	87.70%	86.27%	86.04%	100.00%
15	MEXICO	90.05%	88.91%	90.57%	89.84%	100.00%
16	MICHOACAN DE OCAMPO	90.71%	90.84%	88.80%	90.12%	100.00%
17	MORELOS	92.04%	92.14%	93.09%	92.43%	100.00%
18	NAYARIT	92.17%	89.69%	84.85%	88.90%	100.00%
19	NUEVO LEON	90.78%	93.22%	93.11%	92.37%	100.00%
20	OAXACA	85.29%	87.16%	84.00%	85.48%	100.00%
21	PUEBLA	89.44%	89.61%	88.86%	89.30%	100.00%
22	QUERETARO	91.07%	92.59%	92.19%	91.95%	100.00%
23	QUINTANA ROO	90.56%	89.98%	88.62%	89.72%	100.00%
24	SAN LUIS POTOSI	86.63%	83.73%	80.75%	83.70%	100.00%
25	SINALOA	87.61%	87.92%	88.31%	87.95%	100.00%
26	SONORA	85.64%	86.13%	80.51%	84.09%	100.00%
27	TABASCO	91.66%	93.77%	90.96%	92.13%	100.00%
28	TAMAULIPAS	91.72%	91.82%	93.26%	92.26%	100.00%
29	TLAXCALA	88.21%	90.03%	87.86%	88.70%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	90.82%	88.92%	89.26%	89.67%	100.00%
31	YUCATAN	93.60%	92.93%	91.57%	92.70%	100.00%
32	ZACATECAS	87.54%	87.95%	87.58%	87.69%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 7. Calidad Percibida

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		89.98%	89.81%	89.54%	89.78%	100%
1	AGUASCALIENTES	88.95%	90.99%	90.92%	90.29%	100%
2	BAJA CALIFORNIA	91.13%	90.41%	89.89%	90.48%	100%
3	BAJA CALIFORNIA SUR	90.43%	94.65%	90.29%	91.79%	100%
4	CAMPECHE	92.84%	93.29%	92.01%	92.71%	100%
5	CHIAPAS	93.59%	90.73%	89.84%	91.39%	100%
6	CHIHUAHUA	88.83%	89.25%	90.42%	89.50%	100%
7	CIUDAD DE MEXICO	88.18%	88.34%	87.28%	87.93%	100%
8	COAHUILA DE ZARAGOZA	92.35%	92.13%	94.94%	93.14%	100%
9	COLIMA	95.19%	93.82%	94.82%	94.61%	100%
10	DURANGO	92.46%	91.61%	92.45%	92.17%	100%
11	GUANAJUATO	95.81%	96.31%	96.07%	96.06%	100%
12	GUERRERO	87.28%	85.06%	84.10%	85.48%	100%
13	HIDALGO	87.19%	87.37%	85.91%	86.82%	100%
14	JALISCO	86.32%	90.15%	89.18%	88.55%	100%
15	MEXICO	87.82%	86.87%	88.27%	87.66%	100%
16	MICHOACAN DE OCAMPO	89.92%	90.15%	90.53%	90.20%	100%
17	MORELOS	91.85%	91.79%	91.87%	91.84%	100%
18	NAYARIT	94.38%	92.58%	91.84%	92.93%	100%
19	NUEVO LEON	93.89%	94.67%	95.65%	94.74%	100%
20	OAXACA	89.35%	88.43%	86.40%	88.06%	100%
21	PUEBLA	87.27%	86.62%	85.98%	86.62%	100%
22	QUERETARO	90.55%	91.92%	92.64%	91.70%	100%
23	QUINTANA ROO	93.54%	90.53%	92.37%	92.15%	100%
24	SAN LUIS POTOSI	83.95%	81.96%	81.07%	82.33%	100%
25	SINALOA	90.85%	92.66%	90.16%	91.22%	100%
26	SONORA	91.19%	91.17%	88.09%	90.15%	100%
27	TABASCO	92.79%	94.78%	92.92%	93.50%	100%
28	TAMAULIPAS	93.07%	92.05%	92.60%	92.58%	100%
29	TLAXCALA	86.04%	84.96%	86.22%	85.74%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	88.01%	88.48%	88.74%	88.41%	100%
31	YUCATAN	92.97%	91.37%	91.19%	91.84%	100%
32	ZACATECAS	89.01%	91.01%	88.49%	89.50%	100%



2025
Año de
**La Mujer
Indígena**

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 8. Satisfacción, Trato adecuado y digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		91.01%	90.60%	90.51%	90.71%	100.00%
1	AGUASCALIENTES	95.91%	94.06%	86.22%	92.06%	100.00%
2	BAJA CALIFORNIA	92.90%	93.46%	93.04%	93.13%	100.00%
3	BAJA CALIFORNIA SUR	94.67%	89.06%	91.67%	91.80%	100.00%
4	CAMPECHE	92.15%	83.99%	89.60%	88.58%	100.00%
5	CHIAPAS	86.58%	88.28%	85.61%	86.82%	100.00%
6	CHIHUAHUA	91.04%	90.06%	88.80%	89.97%	100.00%
7	CIUDAD DE MEXICO	93.38%	92.93%	92.25%	92.86%	100.00%
8	COAHUILA DE ZARAGOZA	88.38%	92.74%	93.75%	91.62%	100.00%
9	COLIMA	92.44%	92.97%	88.67%	91.36%	100.00%
10	DURANGO	88.93%	95.81%	94.42%	93.05%	100.00%
11	GUANAJUATO	96.77%	96.40%	97.70%	96.96%	100.00%
12	GUERRERO	88.78%	84.59%	87.93%	87.10%	100.00%
13	HIDALGO	88.95%	91.00%	92.54%	90.83%	100.00%
14	JALISCO	89.86%	90.63%	91.17%	90.56%	100.00%
15	MEXICO	88.36%	89.50%	89.61%	89.16%	100.00%
16	MICHOACAN DE OCAMPO	89.85%	89.64%	87.19%	88.89%	100.00%
17	MORELOS	93.18%	90.85%	90.29%	91.44%	100.00%
18	NAYARIT	92.52%	90.15%	84.29%	88.99%	100.00%
19	NUEVO LEON	95.25%	92.36%	92.74%	93.45%	100.00%
20	OAXACA	85.13%	78.73%	77.68%	80.51%	100.00%
21	PUEBLA	92.68%	90.35%	89.63%	90.89%	100.00%
22	QUERETARO	92.41%	75.63%	94.99%	87.68%	100.00%
23	QUINTANA ROO	96.71%	95.16%	95.00%	95.62%	100.00%
24	SAN LUIS POTOSI	88.23%	91.35%	89.35%	89.64%	100.00%
25	SINALOA	89.38%	90.93%	91.04%	90.45%	100.00%
26	SONORA	90.03%	88.58%	89.64%	89.42%	100.00%
27	TABASCO	91.02%	91.38%	91.28%	91.23%	100.00%
28	TAMAULIPAS	87.27%	89.08%	87.15%	87.83%	100.00%
29	TLAXCALA	82.63%	83.54%	80.91%	82.36%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.13%	93.46%	94.01%	93.20%	100.00%
31	YUCATAN	93.90%	90.11%	92.75%	92.25%	100.00%
32	ZACATECAS	92.73%	92.47%	87.42%	90.87%	100.00%

Tabla 9. Trato digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		95.31%	95.53%	95.32%	95.38%	100.00%
1	AGUASCALIENTES	98.33%	98.60%	94.15%	97.03%	100.00%
2	BAJA CALIFORNIA	98.96%	98.60%	98.75%	98.77%	100.00%
3	BAJA CALIFORNIA SUR	96.99%	93.04%	97.91%	95.98%	100.00%
4	CAMPECHE	98.11%	84.87%	86.87%	89.95%	100.00%
5	CHIAPAS	93.75%	96.69%	95.72%	95.39%	100.00%
6	CHIHUAHUA	93.54%	94.83%	92.84%	93.74%	100.00%
7	CIUDAD DE MEXICO	94.45%	95.03%	94.76%	94.75%	100.00%
8	COAHUILA DE ZARAGOZA	98.30%	97.80%	97.83%	97.98%	100.00%
9	COLIMA	96.67%	99.46%	95.51%	97.21%	100.00%
10	DURANGO	96.77%	99.81%	98.91%	98.49%	100.00%
11	GUANAJUATO	97.94%	96.61%	98.63%	97.73%	100.00%
12	GUERRERO	95.99%	97.36%	96.06%	96.47%	100.00%
13	HIDALGO	95.93%	97.43%	97.69%	97.02%	100.00%
14	JALISCO	90.81%	93.71%	93.39%	92.64%	100.00%
15	MEXICO	95.11%	94.46%	95.41%	95.00%	100.00%
16	MICHOACAN DE OCAMPO	94.47%	95.39%	90.84%	93.57%	100.00%
17	MORELOS	96.70%	91.38%	95.73%	94.60%	100.00%
18	NAYARIT	98.03%	95.63%	96.20%	96.62%	100.00%
19	NUEVO LEON	96.86%	94.24%	95.52%	95.54%	100.00%
20	OAXACA	97.07%	95.98%	96.09%	96.38%	100.00%
21	PUEBLA	97.07%	95.19%	95.25%	95.83%	100.00%
22	QUERETARO	96.37%	92.94%	96.36%	95.22%	100.00%
23	QUINTANA ROO	98.25%	96.51%	99.16%	97.97%	100.00%
24	SAN LUIS POTOSI	92.01%	95.58%	95.22%	94.27%	100.00%
25	SINALOA	92.57%	96.69%	95.59%	94.95%	100.00%
26	SONORA	95.55%	92.87%	96.73%	95.05%	100.00%
27	TABASCO	95.47%	97.07%	96.12%	96.22%	100.00%
28	TAMAULIPAS	89.19%	95.35%	91.93%	92.16%	100.00%
29	TLAXCALA	84.08%	90.13%	85.73%	86.65%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.46%	97.71%	97.57%	97.58%	100.00%
31	YUCATAN	96.24%	95.76%	96.93%	96.31%	100.00%
32	ZACATECAS	96.46%	93.39%	94.14%	94.67%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 10. Oportunidad

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		86.41%	85.22%	85.30%	85.64%	100.00%
1	AGUASCALIENTES	95.95%	88.64%	77.87%	87.49%	100.00%
2	BAJA CALIFORNIA	70.07%	69.87%	69.38%	69.77%	100.00%
3	BAJA CALIFORNIA SUR	94.01%	94.06%	80.67%	89.58%	100.00%
4	CAMPECHE	82.98%	75.04%	81.57%	79.86%	100.00%
5	CHIAPAS	77.48%	84.22%	77.25%	79.65%	100.00%
6	CHIHUAHUA	88.39%	78.87%	79.36%	82.21%	100.00%
7	CIUDAD DE MEXICO	90.06%	86.14%	88.42%	88.21%	100.00%
8	COAHUILA DE ZARAGOZA	92.35%	94.46%	96.57%	94.46%	100.00%
9	COLIMA	83.35%	78.85%	63.16%	75.12%	100.00%
10	DURANGO	83.98%	88.36%	88.23%	86.86%	100.00%
11	GUANAJUATO	95.09%	92.19%	95.15%	94.14%	100.00%
12	GUERRERO	89.53%	75.69%	86.31%	83.84%	100.00%
13	HIDALGO	77.26%	82.97%	88.66%	82.96%	100.00%
14	JALISCO	84.51%	83.68%	83.75%	83.98%	100.00%
15	MEXICO	86.34%	87.47%	85.75%	86.52%	100.00%
16	MICHOACAN DE OCAMPO	87.88%	89.91%	86.37%	88.06%	100.00%
17	MORELOS	80.48%	84.59%	82.91%	82.66%	100.00%
18	NAYARIT	86.95%	86.91%	75.14%	83.00%	100.00%
19	NUEVO LEON	89.90%	91.28%	83.70%	88.29%	100.00%
20	OAXACA	85.56%	82.81%	82.52%	83.63%	100.00%
21	PUEBLA	89.57%	86.24%	85.24%	87.02%	100.00%
22	QUERETARO	89.27%	74.28%	94.60%	86.05%	100.00%
23	QUINTANA ROO	96.39%	91.63%	88.47%	92.16%	100.00%
24	SAN LUIS POTOSI	88.38%	80.03%	82.87%	83.76%	100.00%
25	SINALOA	86.56%	88.05%	82.39%	85.67%	100.00%
26	SONORA	88.43%	84.72%	87.83%	86.99%	100.00%
27	TABASCO	85.04%	84.89%	84.30%	84.75%	100.00%
28	TAMAULIPAS	88.84%	86.81%	88.20%	87.95%	100.00%
29	TLAXCALA	78.61%	82.35%	75.89%	78.95%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	86.12%	91.34%	93.04%	90.16%	100.00%
31	YUCATAN	83.72%	88.46%	90.01%	87.40%	100.00%
32	ZACATECAS	80.46%	88.97%	87.50%	85.64%	100.00%

Tabla 11. Comunicación

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		96.78%	97.27%	97.24%	97.10%	100%
1	AGUASCALIENTES	99.93%	98.95%	97.60%	98.83%	100%
2	BAJA CALIFORNIA	97.87%	97.97%	98.01%	97.95%	100%
3	BAJA CALIFORNIA SUR	97.07%	94.08%	98.80%	96.65%	100%
4	CAMPECHE	99.35%	91.44%	97.68%	96.15%	100%
5	CHIAPAS	95.51%	97.47%	96.49%	96.49%	100%
6	CHIHUAHUA	95.76%	95.88%	94.92%	95.52%	100%
7	CIUDAD DE MEXICO	97.24%	96.75%	97.55%	97.18%	100%
8	COAHUILA DE ZARAGOZA	99.77%	99.28%	99.32%	99.45%	100%
9	COLIMA	95.24%	98.12%	98.45%	97.27%	100%
10	DURANGO	98.46%	99.56%	99.80%	99.27%	100%
11	GUANAJUATO	98.69%	98.53%	99.28%	98.83%	100%
12	GUERRERO	97.20%	97.81%	96.23%	97.08%	100%
13	HIDALGO	96.44%	98.07%	98.73%	97.75%	100%
14	JALISCO	96.69%	96.97%	96.23%	96.63%	100%
15	MEXICO	93.39%	95.98%	96.50%	95.29%	100%
16	MICHOACAN DE OCAMPO	97.13%	97.48%	95.42%	96.68%	100%
17	MORELOS	98.00%	97.04%	98.51%	97.85%	100%
18	NAYARIT	98.49%	95.28%	100.00%	97.92%	100%
19	NUEVO LEON	97.42%	97.65%	98.03%	97.70%	100%
20	OAXACA	98.59%	96.11%	97.88%	97.53%	100%
21	PUEBLA	98.41%	97.28%	97.04%	97.58%	100%
22	QUERETARO	98.27%	96.73%	99.61%	98.20%	100%
23	QUINTANA ROO	99.05%	99.24%	96.01%	98.10%	100%
24	SAN LUIS POTOSI	91.99%	97.89%	96.49%	95.46%	100%
25	SINALOA	98.67%	99.27%	99.40%	99.11%	100%
26	SONORA	96.13%	95.91%	97.04%	96.36%	100%
27	TABASCO	96.73%	98.03%	97.09%	97.28%	100%
28	TAMAULIPAS	90.83%	95.85%	93.91%	93.53%	100%
29	TLAXCALA	89.19%	95.07%	96.13%	93.46%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.24%	98.82%	98.68%	98.25%	100%
31	YUCATAN	98.01%	98.08%	97.86%	97.98%	100%
32	ZACATECAS	97.79%	98.35%	94.93%	97.02%	100%

Tabla 12. Autonomía

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		96.29%	96.38%	96.92%	96.53%	100%
1	AGUASCALIENTES	100.00%	98.32%	95.85%	98.06%	100%
2	BAJA CALIFORNIA	98.53%	98.83%	99.12%	98.83%	100%
3	BAJA CALIFORNIA SUR	97.26%	92.72%	94.99%	94.99%	100%
4	CAMPECHE	99.06%	84.79%	98.90%	94.25%	100%
5	CHIAPAS	95.55%	97.91%	96.67%	96.71%	100%
6	CHIHUAHUA	94.74%	96.70%	95.22%	95.55%	100%
7	CIUDAD DE MEXICO	98.47%	96.06%	95.79%	96.77%	100%
8	COAHUILA DE ZARAGOZA	98.77%	99.51%	99.31%	99.19%	100%
9	COLIMA	97.14%	96.77%	95.50%	96.47%	100%
10	DURANGO	73.43%	99.81%	99.60%	90.95%	100%
11	GUANAJUATO	98.20%	99.44%	99.40%	99.01%	100%
12	GUERRERO	94.43%	90.00%	95.77%	93.40%	100%
13	HIDALGO	97.01%	98.41%	98.57%	98.00%	100%
14	JALISCO	98.02%	96.95%	97.62%	97.53%	100%
15	MEXICO	96.42%	96.56%	97.14%	96.70%	100%
16	MICHOACAN DE OCAMPO	96.73%	96.32%	95.09%	96.05%	100%
17	MORELOS	99.01%	97.20%	97.78%	98.00%	100%
18	NAYARIT	97.94%	95.17%	99.01%	97.37%	100%
19	NUEVO LEON	96.98%	95.79%	98.97%	97.25%	100%
20	OAXACA	79.14%	89.64%	80.29%	83.02%	100%
21	PUEBLA	98.76%	97.30%	97.01%	97.69%	100%
22	QUERETARO	98.35%	91.08%	99.48%	96.30%	100%
23	QUINTANA ROO	98.54%	100.00%	95.80%	98.11%	100%
24	SAN LUIS POTOSI	91.01%	95.75%	95.38%	94.04%	100%
25	SINALOA	94.71%	94.79%	95.69%	95.06%	100%
26	SONORA	91.98%	92.35%	96.22%	93.52%	100%
27	TABASCO	98.19%	97.89%	98.78%	98.29%	100%
28	TAMAULIPAS	96.76%	95.68%	94.32%	95.59%	100%
29	TLAXCALA	88.42%	95.00%	97.35%	93.59%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.70%	99.00%	98.75%	98.48%	100%
31	YUCATAN	97.65%	97.03%	99.12%	97.94%	100%
32	ZACATECAS	96.97%	96.26%	89.84%	94.36%	100%

Tabla 13. Financiamiento

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		86.33%	85.78%	85.44%	85.85%	100%
1	AGUASCALIENTES	90.70%	87.65%	95.85%	84.03%	100%
2	BAJA CALIFORNIA	97.33%	98.13%	99.12%	97.70%	100%
3	BAJA CALIFORNIA SUR	89.26%	71.83%	94.99%	82.50%	100%
4	CAMPECHE	91.36%	93.56%	98.90%	92.09%	100%
5	CHIAPAS	84.57%	80.23%	96.67%	81.51%	100%
6	CHIHUAHUA	89.40%	85.96%	95.22%	87.63%	100%
7	CIUDAD DE MEXICO	92.31%	93.90%	95.79%	93.10%	100%
8	COAHUILA DE ZARAGOZA	69.82%	78.12%	99.31%	79.30%	100%
9	COLIMA	93.68%	88.89%	95.50%	90.68%	100%
10	DURANGO	91.61%	94.34%	99.60%	92.87%	100%
11	GUANAJUATO	96.97%	97.37%	99.40%	97.29%	100%
12	GUERRERO	74.38%	73.74%	95.77%	74.01%	100%
13	HIDALGO	78.80%	80.73%	98.57%	79.94%	100%
14	JALISCO	85.48%	89.68%	97.62%	88.33%	100%
15	MEXICO	81.95%	83.77%	97.14%	82.57%	100%
16	MICHOACAN DE OCAMPO	81.76%	77.67%	95.09%	79.82%	100%
17	MORELOS	96.46%	96.63%	97.78%	94.83%	100%
18	NAYARIT	86.65%	82.15%	99.01%	80.50%	100%
19	NUEVO LEON	95.13%	90.52%	98.97%	91.51%	100%
20	OAXACA	65.18%	49.82%	80.29%	59.89%	100%
21	PUEBLA	82.27%	84.42%	97.01%	83.07%	100%
22	QUERETARO	90.70%	67.91%	99.48%	85.21%	100%
23	QUINTANA ROO	94.44%	95.81%	95.80%	95.29%	100%
24	SAN LUIS POTOSI	81.82%	91.42%	95.38%	86.88%	100%
25	SINALOA	89.13%	80.49%	95.69%	85.47%	100%
26	SONORA	85.26%	85.39%	96.22%	84.03%	100%
27	TABASCO	89.80%	89.38%	98.78%	89.76%	100%
28	TAMAULIPAS	87.27%	80.14%	94.32%	80.50%	100%
29	TLAXCALA	83.88%	79.50%	97.35%	76.97%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	85.04%	85.92%	98.75%	85.07%	100%
31	YUCATAN	96.23%	90.99%	99.12%	92.30%	100%
32	ZACATECAS	92.75%	87.65%	89.84%	85.76%	100%

Tabla 14. Calidad Percibida

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		84.96%	83.40%	82.85%	83.74%	100%
1	AGUASCALIENTES	90.56%	92.18%	78.11%	86.95%	100%
2	BAJA CALIFORNIA	94.66%	97.36%	95.30%	95.77%	100%
3	BAJA CALIFORNIA SUR	93.42%	88.61%	91.23%	91.09%	100%
4	CAMPECHE	82.08%	74.27%	81.24%	79.19%	100%
5	CHIAPAS	72.62%	73.15%	67.78%	71.18%	100%
6	CHIHUAHUA	84.43%	88.11%	82.93%	85.16%	100%
7	CIUDAD DE MEXICO	87.78%	89.72%	83.90%	87.13%	100%
8	COAHUILA DE ZARAGOZA	71.30%	87.29%	79.51%	79.37%	100%
9	COLIMA	88.57%	95.70%	89.89%	91.39%	100%
10	DURANGO	89.33%	92.98%	87.30%	89.87%	100%
11	GUANAJUATO	93.73%	94.24%	96.24%	94.74%	100%
12	GUERRERO	81.16%	72.94%	79.30%	77.80%	100%
13	HIDALGO	88.28%	88.40%	91.27%	89.31%	100%
14	JALISCO	83.66%	82.80%	86.24%	84.23%	100%
15	MEXICO	76.98%	78.77%	80.87%	78.87%	100%
16	MICHOACAN DE OCAMPO	81.11%	81.06%	75.35%	79.17%	100%
17	MORELOS	88.45%	78.24%	75.43%	80.70%	100%
18	NAYARIT	87.08%	85.75%	62.71%	78.51%	100%
19	NUEVO LEON	95.23%	84.70%	91.38%	90.44%	100%
20	OAXACA	85.24%	58.03%	44.64%	62.64%	100%
21	PUEBLA	90.00%	81.68%	80.73%	84.14%	100%
22	QUERETARO	81.52%	30.85%	82.86%	65.08%	100%
23	QUINTANA ROO	93.57%	87.77%	94.96%	92.10%	100%
24	SAN LUIS POTOSI	84.16%	87.46%	78.74%	83.45%	100%
25	SINALOA	74.66%	86.32%	86.35%	82.44%	100%
26	SONORA	82.83%	80.22%	78.58%	80.55%	100%
27	TABASCO	80.89%	81.03%	81.31%	81.08%	100%
28	TAMAULIPAS	70.73%	80.62%	80.48%	77.27%	100%
29	TLAXCALA	71.58%	59.21%	62.83%	64.54%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	89.19%	87.97%	91.81%	89.66%	100%
31	YUCATAN	91.55%	70.34%	82.89%	81.59%	100%
32	ZACATECAS	91.92%	90.23%	81.25%	87.80%	100%



2025
Año de
La Mujer
Indígena

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 15. Satisfacción, Trato Adecuado y Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		89.30%	89.64%	89.20%	89.38%	100.00%
1	AGUASCALIENTES	90.04%	87.71%	86.51%	88.09%	100.00%
2	BAJA CALIFORNIA	85.31%	84.49%	80.95%	83.58%	100.00%
3	BAJA CALIFORNIA SUR	87.48%	91.05%	89.27%	89.27%	100.00%
4	CAMPECHE	92.69%	88.43%	87.29%	89.47%	100.00%
5	CHIAPAS	90.11%	88.30%	89.79%	89.40%	100.00%
6	CHIHUAHUA	86.99%	86.18%	86.36%	86.51%	100.00%
7	CIUDAD DE MEXICO	86.23%	87.26%	85.91%	86.47%	100.00%
8	COAHUILA DE ZARAGOZA	88.33%	91.73%	93.32%	91.12%	100.00%
9	COLIMA	88.53%	88.00%	87.15%	87.89%	100.00%
10	DURANGO	92.14%	94.72%	93.36%	93.40%	100.00%
11	GUANAJUATO	94.65%	94.33%	95.36%	94.78%	100.00%
12	GUERRERO	86.42%	91.14%	89.59%	89.05%	100.00%
13	HIDALGO	88.62%	90.19%	90.61%	89.81%	100.00%
14	JALISCO	89.74%	89.66%	87.96%	89.12%	100.00%
15	MEXICO	86.06%	87.27%	88.62%	87.31%	100.00%
16	MICHOACAN DE OCAMPO	88.17%	90.15%	88.91%	89.08%	100.00%
17	MORELOS	87.59%	88.12%	86.54%	87.42%	100.00%
18	NAYARIT	87.94%	92.15%	83.05%	87.71%	100.00%
19	NUEVO LEON	90.78%	91.26%	90.30%	90.78%	100.00%
20	OAXACA	79.14%	81.12%	76.53%	78.93%	100.00%
21	PUEBLA	93.07%	92.41%	90.90%	92.12%	100.00%
22	QUERETARO	83.03%	76.85%	86.52%	82.13%	100.00%
23	QUINTANA ROO	92.06%	93.99%	92.81%	92.95%	100.00%
24	SAN LUIS POTOSI	90.26%	91.14%	90.48%	90.62%	100.00%
25	SINALOA	93.02%	93.41%	91.50%	92.64%	100.00%
26	SONORA	85.00%	86.55%	86.56%	86.04%	100.00%
27	TABASCO	87.85%	86.23%	90.54%	88.20%	100.00%
28	TAMAULIPAS	87.17%	87.99%	88.22%	87.79%	100.00%
29	TLAXCALA	85.19%	79.40%	83.43%	82.67%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	91.13%	92.09%	91.38%	91.53%	100.00%
31	YUCATAN	92.55%	89.82%	87.68%	90.01%	100.00%
32	ZACATECAS	89.51%	89.02%	88.01%	88.85%	100.00%

Tabla 16. Trato Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		96.00%	95.79%	96.00%	95.93%	100%
1	AGUASCALIENTES	97.38%	93.19%	94.96%	95.17%	100%
2	BAJA CALIFORNIA	94.15%	89.70%	87.98%	90.61%	100%
3	BAJA CALIFORNIA SUR	97.24%	97.40%	95.55%	96.73%	100%
4	CAMPECHE	98.34%	91.18%	94.64%	94.72%	100%
5	CHIAPAS	96.90%	94.98%	97.37%	96.41%	100%
6	CHIHUAHUA	94.74%	94.23%	94.00%	94.32%	100%
7	CIUDAD DE MEXICO	93.44%	94.36%	94.31%	94.04%	100%
8	COAHUILA DE ZARAGOZA	98.73%	99.16%	99.08%	98.99%	100%
9	COLIMA	96.07%	87.67%	93.22%	92.32%	100%
10	DURANGO	97.11%	98.98%	98.23%	98.11%	100%
11	GUANAJUATO	97.53%	97.72%	98.81%	98.02%	100%
12	GUERRERO	95.15%	96.85%	95.46%	95.82%	100%
13	HIDALGO	97.19%	96.37%	98.30%	97.28%	100%
14	JALISCO	97.08%	96.68%	95.45%	96.40%	100%
15	MEXICO	93.82%	93.96%	95.26%	94.35%	100%
16	MICHOACAN DE OCAMPO	94.74%	96.42%	93.88%	95.02%	100%
17	MORELOS	92.58%	93.79%	92.89%	93.09%	100%
18	NAYARIT	97.01%	99.02%	96.12%	97.39%	100%
19	NUEVO LEON	97.25%	96.74%	97.25%	97.08%	100%
20	OAXACA	90.31%	88.91%	89.78%	89.66%	100%
21	PUEBLA	98.76%	97.46%	97.19%	97.80%	100%
22	QUERETARO	92.31%	92.52%	94.73%	93.19%	100%
23	QUINTANA ROO	98.54%	97.56%	98.31%	98.14%	100%
24	SAN LUIS POTOSI	95.92%	96.71%	98.11%	96.92%	100%
25	SINALOA	96.26%	96.10%	95.59%	95.98%	100%
26	SONORA	95.35%	94.07%	95.43%	94.95%	100%
27	TABASCO	95.87%	96.25%	97.80%	96.64%	100%
28	TAMAULIPAS	91.79%	95.04%	95.59%	94.14%	100%
29	TLAXCALA	91.09%	90.62%	91.65%	91.12%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.32%	98.10%	97.62%	97.68%	100%
31	YUCATAN	98.75%	94.78%	93.91%	95.81%	100%
32	ZACATECAS	96.82%	96.69%	96.91%	96.81%	100%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Tabla 17. Oportunidad

		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
	TOTAL NACIONAL	74.70%	74.50%	73.34%	74.18%	100%
1	AGUASCALIENTES	73.54%	67.02%	64.61%	68.39%	100%
2	BAJA CALIFORNIA	60.59%	65.13%	67.56%	64.43%	100%
3	BAJA CALIFORNIA SUR	54.06%	71.38%	62.51%	62.65%	100%
4	CAMPECHE	78.75%	76.48%	75.97%	77.07%	100%
5	CHIAPAS	80.06%	74.37%	74.93%	76.45%	100%
6	CHIHUAHUA	67.23%	68.84%	67.03%	67.70%	100%
7	CIUDAD DE MEXICO	65.52%	66.50%	62.73%	64.92%	100%
8	COAHUILA DE ZARAGOZA	69.74%	83.50%	77.85%	77.03%	100%
9	COLIMA	68.85%	71.30%	65.08%	68.41%	100%
10	DURANGO	81.51%	85.92%	83.92%	83.79%	100%
11	GUANAJUATO	82.84%	81.47%	82.64%	82.32%	100%
12	GUERRERO	72.08%	81.97%	82.90%	78.98%	100%
13	HIDALGO	70.12%	72.25%	65.43%	69.27%	100%
14	JALISCO	69.37%	67.40%	63.30%	66.69%	100%
15	MEXICO	73.03%	71.82%	73.30%	72.72%	100%
16	MICHOACAN DE OCAMPO	76.74%	78.32%	80.14%	78.40%	100%
17	MORELOS	69.14%	68.62%	66.89%	68.22%	100%
18	NAYARIT	72.37%	78.57%	71.02%	73.99%	100%
19	NUEVO LEON	73.15%	74.69%	73.10%	73.65%	100%
20	OAXACA	69.03%	70.45%	72.73%	70.74%	100%
21	PUEBLA	85.82%	82.15%	80.83%	82.93%	100%
22	QUERETARO	68.50%	44.46%	66.75%	59.90%	100%
23	QUINTANA ROO	84.63%	82.93%	79.99%	82.52%	100%
24	SAN LUIS POTOSI	79.17%	74.10%	70.45%	74.57%	100%
25	SINALOA	84.58%	87.39%	84.78%	85.59%	100%
26	SONORA	71.83%	71.97%	71.85%	71.88%	100%
27	TABASCO	72.13%	69.41%	75.17%	72.24%	100%
28	TAMAULIPAS	71.76%	73.09%	70.02%	71.62%	100%
29	TLAXCALA	66.33%	63.88%	63.91%	64.71%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	74.96%	75.05%	76.51%	75.51%	100%
31	YUCATAN	76.47%	73.69%	73.51%	74.56%	100%
32	ZACATECAS	75.56%	74.88%	70.23%	73.56%	100%

Tabla 18. Comunicación

		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
	TOTAL NACIONAL	96.70%	96.93%	97.00%	96.88%	100%
1	AGUASCALIENTES	98.59%	97.01%	99.65%	98.42%	100%
2	BAJA CALIFORNIA	95.45%	91.43%	87.82%	91.57%	100%
3	BAJA CALIFORNIA SUR	95.35%	98.41%	96.64%	96.80%	100%
4	CAMPECHE	99.10%	96.36%	98.02%	97.83%	100%
5	CHIAPAS	96.81%	96.48%	97.07%	96.79%	100%
6	CHIHUAHUA	94.82%	93.01%	93.29%	93.70%	100%
7	CIUDAD DE MEXICO	93.44%	96.76%	96.41%	95.54%	100%
8	COAHUILA DE ZARAGOZA	99.07%	99.32%	99.09%	99.16%	100%
9	COLIMA	96.84%	95.37%	95.17%	95.79%	100%
10	DURANGO	99.44%	99.38%	98.28%	99.03%	100%
11	GUANAJUATO	98.55%	98.39%	98.97%	98.64%	100%
12	GUERRERO	95.17%	96.66%	97.18%	96.34%	100%
13	HIDALGO	95.52%	96.73%	97.44%	96.56%	100%
14	JALISCO	96.32%	97.06%	97.32%	96.90%	100%
15	MEXICO	96.35%	95.87%	96.82%	96.35%	100%
16	MICHOACAN DE OCAMPO	95.79%	97.77%	95.45%	96.33%	100%
17	MORELOS	98.85%	96.53%	96.44%	97.27%	100%
18	NAYARIT	98.58%	98.79%	96.79%	98.05%	100%
19	NUEVO LEON	98.27%	95.46%	96.50%	96.74%	100%
20	OAXACA	88.27%	89.83%	95.36%	91.15%	100%
21	PUEBLA	98.14%	97.87%	96.74%	97.59%	100%
22	QUERETARO	94.00%	94.65%	97.65%	95.43%	100%
23	QUINTANA ROO	98.99%	99.22%	99.31%	99.17%	100%
24	SAN LUIS POTOSI	97.00%	98.24%	97.77%	97.67%	100%
25	SINALOA	98.18%	98.96%	98.52%	98.55%	100%
26	SONORA	91.50%	95.53%	94.84%	93.96%	100%
27	TABASCO	96.28%	97.53%	98.41%	97.40%	100%
28	TAMAULIPAS	96.98%	95.98%	95.21%	96.05%	100%
29	TLAXCALA	96.46%	94.04%	98.04%	96.18%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.90%	97.85%	98.47%	98.07%	100%
31	YUCATAN	98.52%	99.41%	98.06%	98.66%	100%
32	ZACATECAS	98.07%	97.63%	97.12%	97.61%	100%

Tabla 19. Autonomía

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		95.39%	96.58%	96.42%	96.13%	100%
1	AGUASCALIENTES	93.85%	93.71%	96.57%	94.71%	100%
2	BAJA CALIFORNIA	93.68%	90.84%	91.24%	91.92%	100%
3	BAJA CALIFORNIA SUR	98.80%	97.54%	98.59%	98.31%	100%
4	CAMPECHE	99.20%	92.57%	98.11%	96.63%	100%
5	CHIAPAS	95.17%	96.10%	97.59%	96.29%	100%
6	CHIHUAHUA	95.73%	94.76%	92.92%	94.47%	100%
7	CIUDAD DE MEXICO	92.58%	94.69%	94.20%	93.82%	100%
8	COAHUILA DE ZARAGOZA	99.01%	98.71%	99.24%	98.99%	100%
9	COLIMA	97.97%	88.54%	92.77%	93.09%	100%
10	DURANGO	98.07%	99.28%	97.94%	98.43%	100%
11	GUANAJUATO	98.57%	99.09%	98.85%	98.84%	100%
12	GUERRERO	93.67%	97.48%	96.53%	95.89%	100%
13	HIDALGO	95.78%	96.52%	97.00%	96.43%	100%
14	JALISCO	98.03%	97.59%	97.86%	97.83%	100%
15	MEXICO	93.56%	94.87%	97.00%	95.14%	100%
16	MICHOACAN DE OCAMPO	93.46%	95.25%	93.54%	94.08%	100%
17	MORELOS	97.08%	96.36%	95.80%	96.41%	100%
18	NAYARIT	97.56%	100.00%	91.18%	96.25%	100%
19	NUEVO LEON	97.46%	95.90%	97.00%	96.79%	100%
20	OAXACA	69.95%	97.08%	80.57%	82.53%	100%
21	PUEBLA	94.05%	97.68%	97.65%	96.46%	100%
22	QUERETARO	91.76%	95.80%	97.85%	95.14%	100%
23	QUINTANA ROO	97.44%	98.89%	99.19%	98.51%	100%
24	SAN LUIS POTOSI	96.70%	97.57%	98.62%	97.63%	100%
25	SINALOA	96.53%	96.16%	95.52%	96.07%	100%
26	SONORA	92.74%	95.71%	95.15%	94.54%	100%
27	TABASCO	95.74%	96.02%	98.65%	96.80%	100%
28	TAMAULIPAS	95.65%	95.20%	94.02%	94.95%	100%
29	TLAXCALA	97.32%	94.90%	97.89%	96.70%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.06%	98.85%	96.75%	97.55%	100%
31	YUCATAN	99.47%	98.82%	97.10%	98.46%	100%
32	ZACATECAS	96.20%	97.45%	98.14%	97.26%	100%

Tabla 20. Financiamiento

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		91.79%	92.09%	91.84%	91.91%	100%
1	AGUASCALIENTES	95.70%	94.23%	86.48%	92.14%	100%
2	BAJA CALIFORNIA	90.36%	88.92%	84.35%	87.88%	100%
3	BAJA CALIFORNIA SUR	92.41%	98.56%	99.68%	96.89%	100%
4	CAMPECHE	94.85%	91.83%	82.33%	89.67%	100%
5	CHIAPAS	90.73%	88.94%	93.46%	91.04%	100%
6	CHIHUAHUA	89.57%	86.71%	92.09%	89.46%	100%
7	CIUDAD DE MEXICO	92.81%	91.65%	91.96%	92.14%	100%
8	COAHUILA DE ZARAGOZA	82.27%	85.40%	95.56%	87.74%	100%
9	COLIMA	97.92%	97.63%	95.62%	97.06%	100%
10	DURANGO	94.62%	98.64%	98.68%	97.31%	100%
11	GUANAJUATO	98.68%	97.92%	97.53%	98.05%	100%
12	GUERRERO	90.62%	91.93%	87.21%	89.92%	100%
13	HIDALGO	88.35%	93.34%	97.54%	93.08%	100%
14	JALISCO	94.76%	96.30%	95.36%	95.47%	100%
15	MEXICO	88.47%	92.50%	92.35%	91.11%	100%
16	MICHOACAN DE OCAMPO	89.53%	91.42%	90.32%	90.42%	100%
17	MORELOS	87.72%	95.06%	96.88%	93.22%	100%
18	NAYARIT	89.51%	86.67%	77.57%	84.58%	100%
19	NUEVO LEON	89.67%	95.84%	87.56%	91.02%	100%
20	OAXACA	83.48%	71.64%	76.14%	77.09%	100%
21	PUEBLA	96.04%	93.60%	95.68%	95.11%	100%
22	QUERETARO	84.59%	95.07%	93.35%	91.00%	100%
23	QUINTANA ROO	84.91%	98.20%	87.20%	90.10%	100%
24	SAN LUIS POTOSI	87.52%	93.58%	95.87%	92.32%	100%
25	SINALOA	94.32%	92.31%	86.92%	91.18%	100%
26	SONORA	83.66%	85.12%	80.59%	83.12%	100%
27	TABASCO	96.12%	86.66%	95.50%	92.76%	100%
28	TAMAULIPAS	89.46%	86.54%	92.60%	89.53%	100%
29	TLAXCALA	93.25%	73.76%	86.83%	84.61%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.36%	95.41%	90.53%	92.77%	100%
31	YUCATAN	98.64%	95.23%	85.76%	93.21%	100%
32	ZACATECAS	87.36%	85.25%	84.55%	85.72%	100%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 21. Calidad Percibida

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		81.25%	81.96%	80.58%	81.26%	100%
1	AGUASCALIENTES	81.19%	81.13%	86.48%	79.71%	100%
2	BAJA CALIFORNIA	77.66%	80.92%	84.35%	75.11%	100%
3	BAJA CALIFORNIA SUR	87.02%	83.01%	99.68%	84.22%	100%
4	CAMPECHE	85.90%	82.16%	82.33%	80.90%	100%
5	CHIAPAS	81.01%	78.92%	93.46%	79.42%	100%
6	CHIHUAHUA	79.87%	79.51%	92.09%	79.40%	100%
7	CIUDAD DE MEXICO	79.61%	79.61%	91.96%	78.35%	100%
8	COAHUILA DE ZARAGOZA	81.16%	84.28%	95.56%	84.84%	100%
9	COLIMA	73.55%	87.50%	95.62%	80.69%	100%
10	DURANGO	82.07%	86.09%	98.68%	83.75%	100%
11	GUANAJUATO	91.72%	91.41%	97.53%	92.83%	100%
12	GUERRERO	71.83%	81.94%	87.21%	77.34%	100%
13	HIDALGO	84.79%	85.95%	97.54%	86.22%	100%
14	JALISCO	82.91%	82.94%	95.36%	81.44%	100%
15	MEXICO	71.12%	74.58%	92.35%	74.22%	100%
16	MICHOACAN DE OCAMPO	78.78%	81.76%	90.32%	80.23%	100%
17	MORELOS	80.14%	78.37%	96.88%	76.29%	100%
18	NAYARIT	72.59%	89.84%	77.57%	76.01%	100%
19	NUEVO LEON	88.85%	88.96%	87.56%	89.40%	100%
20	OAXACA	73.83%	68.79%	76.14%	62.40%	100%
21	PUEBLA	85.60%	85.69%	95.68%	82.86%	100%
22	QUERETARO	67.04%	38.58%	93.35%	58.15%	100%
23	QUINTANA ROO	87.83%	87.15%	87.20%	89.28%	100%
24	SAN LUIS POTOSI	85.26%	86.61%	95.87%	84.63%	100%
25	SINALOA	88.25%	89.55%	86.92%	88.49%	100%
26	SONORA	74.95%	76.87%	80.59%	77.77%	100%
27	TABASCO	70.95%	71.49%	95.50%	73.38%	100%
28	TAMAULIPAS	77.38%	82.07%	92.60%	80.44%	100%
29	TLAXCALA	66.67%	59.20%	86.83%	62.70%	100%
30	VERACRUZ DE IGNACIO DE LA LLAVE	87.19%	87.30%	90.53%	87.63%	100%
31	YUCATAN	83.42%	76.97%	85.76%	79.38%	100%
32	ZACATECAS	83.02%	82.24%	84.55%	82.13%	100%



2025
Año de
**La Mujer
Indígena**

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024



Gobierno de
México

Salud
Secretaría de Salud

Analisis de Resultados del SESTAD 2024

Monitoreo Institucional



2025
Año de
La Mujer
Indígena

Satisfacción, Trato adecuado y Digno (1)

- **Consulta Externa, Hospitalización y Urgencias**

- La Satisfacción, Trato Adecuado y Digno en el **Área de Consulta Externa** tuvo una media anual del **92.62%** en 2024. En este mismo periodo, todas las Entidades Federativas obtuvieron una métricas **≥90% (Tabla 1)**
- En la evaluación para el **Área de Hospitalización** la media anual fue del **90.71%**. Las Entidades Federativas con métricas **≥90%** correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Ciudad de México, Coahuila, Colima, Durango, Guanajuato, Hidalgo, Jalisco, Morelos, Nuevo León, Puebla, Quintana Roo, Sinaloa, Tabasco, Veracruz, Yucatán y Zacatecas (Tabla 8)**
- En lo que se refiere al **Área de Urgencias** la media anual fue del **89.38%** y las Entidades Federativas con métricas **≥90%** correspondieron a: **Coahuila, Durango, Guanajuato, Nuevo León, Puebla, Quintana Roo, San Luis Potosí, Sinaloa, Veracruz y Yucatán (Tabla 15)**



2025
Año de
La Mujer
Indígena

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

- **Componentes en Consulta Externa**

- **Trato Digno (Tabla 2)**

- ❖ La media anual de este componente fue del **98.83%**
- ❖ Para este componente, todas las Entidades Federativas reportaron métricas **≥90%**

- **Oportunidad (Tabla 3)**

- ❖ La media anual de este componente fue del **80.14%**
- ❖ En este componente ninguna Entidad Federativa reportó métricas **≥90%**

- **Comunicación (Tabla 4)**

- ❖ La media anual de este componente fue del **98.26%**
- ❖ Para este componente, todas las Entidades Federativas reportaron métricas **≥90%**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

- **Componentes en Consulta Externa**

- **Autonomía (Tabla 5)**

- ❖ La media anual de este componente fue del **99.22%**
 - ❖ Para este componente, todas las Entidades Federativas reportaron métricas **≥90%**

- **Financiamiento(Tabla 6)**

- ❖ La media anual de este componente fue del **89.52%**
 - ❖ En este componente las Entidades Federativas con métricas **≥90%** correspondieron a: **Campeche, Chiapas, Durango, Guanajuato, Michoacán, Morelos, Nuevo León, Querétaro, Tabasco, Tamaulipas y Yucatán**

- **Calidad Percibida (Tabla 7)**

- ❖ La media anual de este componente fue del **89.78%**
 - ❖ Para este componente, todas las Entidades Federativas que reportaron métricas **≥90%** correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Coahuila, Colima, Durango, Guanajuato, Michoacán, Morelos, Nayarit, Nuevo León, Querétaro, Quintana Roo, Sinaloa, Sonora, Tabasco Tamaulipas y Yucatán**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Institucional (4)



Gobierno de
México

Salud
Secretaría de Salud

- Componentes en Hospitalización

- Trato digno (Tabla 9)

- ❖ La media anual de este componente fue del **95.38%**
 - ❖ Para este componente, todas las Entidades Federativas que reportaron métricas **≥90%** correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Chiapas, Chihuahua, Ciudad de México, Coahuila, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Oaxaca, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Sonora, Tabasco Tamaulipas, Veracruz, Yucatán y Zacatecas**

- Oportunidad (Tabla 10)

- ❖ La media anual de este componente fue del **85.64%**
 - ❖ En este componente ninguna Entidad Federativa reportó métricas **≥90%**

- Comunicación (Tabla 11)

- ❖ La media anual de este componente fue del **97.10%**
 - ❖ Para este componente, todas las Entidades Federativas reportaron métricas **≥90%**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Institucional (5)



Gobierno de
México

Salud
Secretaría de Salud

- Componentes en Hospitalización

- Autonomía (Tabla 12)

- ❖ La media anual de este componente fue del **96.53%**
 - ❖ Para este componente, las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, 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**

- Financiamiento (Tabla 13)

- ❖ La media anual de este componente fue del **85.85%**
 - ❖ Para este componente, las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Baja California, Campeche, Ciudad de México, Colima, Durango, Guanajuato, Morelos, Nuevo León, Quintana Roo y Yucatán**

- Calidad Percibida (Tabla 14)

- ❖ La media anual de este componente fue del **83.74%**
 - ❖ Para este componente, las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Baja California, Baja California Sur, Colima, Guanajuato, Nuevo León y Quintana Roo**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Institucional (6)



Gobierno de
México

Salud
Secretaría de Salud

- Componentes en Urgencias

- Trato Digno (Tabla 16)

- ❖ La media anual de este componente fue del **95.93%**
 - ❖ Para este componente, las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, 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 (Tabla 17)

- ❖ La media anual de este componente fue del **74.18%**
 - ❖ En este componente ninguna Entidad Federativa reportó métricas $\geq 90\%$

- Comunicación (Tabla 18)

- ❖ La media anual de este componente fue del **96.88%**
 - ❖ Para este componente, todas las Entidades Federativas reportaron métricas $\geq 90\%$



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

- Componentes en Urgencias

- Autonomía (Tabla 19)

- ❖ La media anual de este componente fue del **96.13%**
 - ❖ Para este componente, las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, 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**

- Financiamiento (Tabla 20)

- ❖ La media anual de este componente fue del **91.91%**
 - ❖ Para este componente, las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Aguascalientes, Baja California Sur, Chiapas, Ciudad de México, Colima, Durango, Guanajuato, Hidalgo, Jalisco, México, Michoacán, Morelos, Nuevo León, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Veracruz y Yucatán**

- Calidad Percibida (Tabla 21)

- ❖ La media anual de este componente fue del **81.26%**
 - ❖ Para este componente, la Entidad Federativa que reporto métrica $\geq 90\%$ corresponde a: **Guanajuato**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%



Gobierno de
México

Salud
Secretaría de Salud

Resultados de los Modelos del SESTAD 2024

Monitoreo Ciudadano



2025
Año de
La Mujer
Indígena

Tabla 22. Satisfacción, Trato Adecuado y Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		92.39%	92.26%	92.13%	92.26%	100.00%
1	AGUASCALIENTES	88.56%	88.78%	92.45%	89.93%	100.00%
2	BAJA CALIFORNIA	94.32%	92.70%	93.42%	93.48%	100.00%
3	BAJA CALIFORNIA SUR	94.49%	94.34%	90.92%	93.25%	100.00%
4	CAMPECHE	95.14%	92.38%	91.53%	93.02%	100.00%
5	CHIAPAS	91.82%	91.31%	91.85%	91.66%	100.00%
6	CHIHUAHUA	90.97%	91.21%	92.09%	91.42%	100.00%
7	CIUDAD DE MEXICO	90.74%	91.03%	89.38%	90.39%	100.00%
8	COAHUILA DE ZARAGOZA	92.20%	93.00%	94.76%	93.32%	100.00%
9	COLIMA	93.54%	93.01%	92.44%	93.00%	100.00%
10	DURANGO	91.58%	91.42%	93.14%	92.05%	100.00%
11	GUANAJUATO	96.04%	96.30%	95.50%	95.95%	100.00%
12	GUERRERO	89.77%	89.21%	89.55%	89.51%	100.00%
13	HIDALGO	92.04%	90.61%	89.86%	90.84%	100.00%
14	JALISCO	91.01%	93.01%	91.83%	91.95%	100.00%
15	MEXICO	91.36%	91.32%	92.02%	91.57%	100.00%
16	MICHOACAN DE OCAMPO	93.48%	94.42%	92.96%	93.62%	100.00%
17	MORELOS	92.10%	92.33%	91.81%	92.08%	100.00%
18	NAYARIT	91.97%	91.64%	88.23%	90.61%	100.00%
19	NUEVO LEON	93.10%	95.06%	94.85%	94.34%	100.00%
20	OAXACA	90.20%	90.54%	90.80%	90.52%	100.00%
21	PUEBLA	92.75%	93.13%	93.10%	92.99%	100.00%
22	QUERETARO	92.89%	90.84%	88.92%	90.88%	100.00%
23	QUINTANA ROO	95.30%	95.06%	94.56%	94.97%	100.00%
24	SAN LUIS POTOSI	90.15%	86.87%	90.65%	89.22%	100.00%
25	SINALOA	93.42%	92.80%	92.69%	92.97%	100.00%
26	SONORA	93.55%	92.89%	91.63%	92.69%	100.00%
27	TABASCO	91.77%	92.17%	91.40%	91.78%	100.00%
28	TAMAULIPAS	93.31%	92.68%	93.24%	93.08%	100.00%
29	TLAXCALA	89.68%	90.89%	89.53%	90.03%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	92.33%	91.77%	91.92%	92.01%	100.00%
31	YUCATAN	92.29%	90.78%	91.92%	91.66%	100.00%
32	ZACATECAS	93.73%	90.91%	91.51%	92.05%	100.00%

Tabla 23. Trato Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		98.62%	98.61%	98.61%	98.61%	100.00%
1	AGUASCALIENTES	98.64%	98.65%	98.94%	98.75%	100.00%
2	BAJA CALIFORNIA	97.91%	98.82%	99.25%	98.66%	100.00%
3	BAJA CALIFORNIA SUR	98.93%	99.15%	97.90%	98.66%	100.00%
4	CAMPECHE	99.12%	98.66%	99.51%	99.10%	100.00%
5	CHIAPAS	98.27%	98.51%	98.47%	98.42%	100.00%
6	CHIHUAHUA	98.38%	99.06%	99.22%	98.88%	100.00%
7	CIUDAD DE MEXICO	96.17%	96.11%	96.63%	96.30%	100.00%
8	COAHUILA DE ZARAGOZA	99.48%	99.27%	99.50%	99.42%	100.00%
9	COLIMA	99.18%	98.27%	98.73%	98.73%	100.00%
10	DURANGO	98.94%	98.61%	99.56%	99.04%	100.00%
11	GUANAJUATO	99.27%	99.52%	99.09%	99.29%	100.00%
12	GUERRERO	97.28%	98.66%	97.69%	97.88%	100.00%
13	HIDALGO	98.63%	98.96%	98.62%	98.74%	100.00%
14	JALISCO	98.35%	98.57%	98.65%	98.52%	100.00%
15	MEXICO	98.74%	98.78%	98.54%	98.69%	100.00%
16	MICHOACAN DE OCAMPO	98.52%	98.66%	99.01%	98.73%	100.00%
17	MORELOS	98.98%	99.09%	98.49%	98.86%	100.00%
18	NAYARIT	98.25%	98.53%	97.96%	98.25%	100.00%
19	NUEVO LEON	99.06%	99.74%	99.16%	99.32%	100.00%
20	OAXACA	97.58%	97.23%	97.39%	97.40%	100.00%
21	PUEBLA	99.22%	98.60%	98.86%	98.89%	100.00%
22	QUERETARO	98.84%	98.26%	98.85%	98.65%	100.00%
23	QUINTANA ROO	98.68%	99.27%	99.09%	99.01%	100.00%
24	SAN LUIS POTOSI	98.67%	97.48%	97.55%	97.90%	100.00%
25	SINALOA	98.90%	99.35%	98.87%	99.04%	100.00%
26	SONORA	98.75%	98.45%	98.44%	98.55%	100.00%
27	TABASCO	98.96%	99.13%	99.01%	99.03%	100.00%
28	TAMAULIPAS	99.17%	98.79%	99.20%	99.05%	100.00%
29	TLAXCALA	98.17%	97.94%	97.82%	97.98%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.57%	98.65%	98.84%	98.69%	100.00%
31	YUCATAN	98.95%	98.46%	98.55%	98.65%	100.00%
32	ZACATECAS	98.04%	95.89%	98.34%	97.42%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 24. Oportunidad

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		80.87%	80.10%	79.75%	80.24%	100.00%
1	AGUASCALIENTES	64.19%	62.14%	81.47%	69.26%	100.00%
2	BAJA CALIFORNIA	87.93%	81.23%	84.26%	84.47%	100.00%
3	BAJA CALIFORNIA SUR	91.73%	86.85%	64.72%	81.10%	100.00%
4	CAMPECHE	91.44%	73.44%	76.66%	80.52%	100.00%
5	CHIAPAS	74.86%	73.51%	76.75%	75.04%	100.00%
6	CHIHUAHUA	79.97%	73.70%	80.48%	78.05%	100.00%
7	CIUDAD DE MEXICO	78.24%	78.63%	71.45%	76.11%	100.00%
8	COAHUILA DE ZARAGOZA	87.02%	85.64%	88.60%	87.09%	100.00%
9	COLIMA	81.04%	83.21%	83.75%	82.66%	100.00%
10	DURANGO	72.21%	71.72%	73.75%	72.56%	100.00%
11	GUANAJUATO	87.40%	87.94%	85.27%	86.87%	100.00%
12	GUERRERO	79.66%	75.31%	75.22%	76.73%	100.00%
13	HIDALGO	84.49%	74.57%	76.79%	78.61%	100.00%
14	JALISCO	79.89%	85.60%	79.77%	81.75%	100.00%
15	MEXICO	79.18%	80.48%	81.23%	80.30%	100.00%
16	MICHOACAN DE OCAMPO	86.04%	89.46%	83.68%	86.39%	100.00%
17	MORELOS	80.39%	79.33%	74.41%	78.04%	100.00%
18	NAYARIT	79.89%	83.85%	67.25%	76.99%	100.00%
19	NUEVO LEON	79.39%	84.74%	84.41%	82.85%	100.00%
20	OAXACA	77.58%	80.07%	80.55%	79.40%	100.00%
21	PUEBLA	79.17%	84.09%	83.88%	82.38%	100.00%
22	QUERETARO	80.74%	65.30%	57.80%	67.95%	100.00%
23	QUINTANA ROO	92.52%	95.18%	91.82%	93.17%	100.00%
24	SAN LUIS POTOSI	76.24%	72.88%	87.99%	79.04%	100.00%
25	SINALOA	88.83%	83.97%	81.04%	84.61%	100.00%
26	SONORA	88.76%	86.09%	86.25%	87.03%	100.00%
27	TABASCO	71.13%	73.67%	72.30%	72.37%	100.00%
28	TAMAULIPAS	80.91%	76.73%	78.82%	78.82%	100.00%
29	TLAXCALA	69.56%	75.79%	72.35%	72.57%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	79.86%	76.18%	80.37%	78.80%	100.00%
31	YUCATAN	69.41%	66.11%	74.51%	70.01%	100.00%
32	ZACATECAS	86.77%	78.60%	80.59%	81.99%	100.00%

Tabla 25. Comunicación

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		97.99%	97.96%	97.96%	97.97%	100.00%
1	AGUASCALIENTES	97.18%	95.44%	95.69%	96.10%	100.00%
2	BAJA CALIFORNIA	98.68%	97.63%	97.84%	98.05%	100.00%
3	BAJA CALIFORNIA SUR	98.60%	98.90%	98.42%	98.64%	100.00%
4	CAMPECHE	97.50%	94.97%	95.96%	96.14%	100.00%
5	CHIAPAS	98.65%	98.53%	99.01%	98.73%	100.00%
6	CHIHUAHUA	96.00%	95.89%	94.61%	95.50%	100.00%
7	CIUDAD DE MEXICO	95.25%	95.86%	95.82%	95.64%	100.00%
8	COAHUILA DE ZARAGOZA	98.48%	97.53%	97.91%	97.97%	100.00%
9	COLIMA	97.86%	98.60%	97.84%	98.10%	100.00%
10	DURANGO	97.07%	97.15%	98.24%	97.49%	100.00%
11	GUANAJUATO	99.31%	99.08%	99.17%	99.19%	100.00%
12	GUERRERO	98.07%	98.39%	98.12%	98.20%	100.00%
13	HIDALGO	98.47%	98.28%	98.32%	98.36%	100.00%
14	JALISCO	98.51%	98.40%	98.60%	98.50%	100.00%
15	MEXICO	97.56%	97.59%	97.60%	97.58%	100.00%
16	MICHOACAN DE OCAMPO	98.39%	97.93%	98.29%	98.20%	100.00%
17	MORELOS	96.01%	96.40%	95.84%	96.09%	100.00%
18	NAYARIT	98.15%	97.79%	98.03%	97.99%	100.00%
19	NUEVO LEON	97.66%	98.33%	97.96%	97.98%	100.00%
20	OAXACA	97.03%	97.49%	97.22%	97.25%	100.00%
21	PUEBLA	99.16%	99.05%	99.09%	99.10%	100.00%
22	QUERETARO	97.96%	98.68%	98.58%	98.40%	100.00%
23	QUINTANA ROO	99.04%	98.79%	98.75%	98.86%	100.00%
24	SAN LUIS POTOSI	97.03%	97.20%	96.24%	96.82%	100.00%
25	SINALOA	96.93%	97.55%	97.61%	97.36%	100.00%
26	SONORA	97.14%	97.36%	97.32%	97.28%	100.00%
27	TABASCO	98.34%	97.57%	98.62%	98.18%	100.00%
28	TAMAULIPAS	97.11%	97.06%	97.21%	97.13%	100.00%
29	TLAXCALA	98.70%	99.43%	98.93%	99.02%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.15%	98.43%	97.87%	98.15%	100.00%
31	YUCATAN	98.59%	98.34%	97.96%	98.30%	100.00%
32	ZACATECAS	98.99%	98.06%	98.52%	98.52%	100.00%

Tabla 26. Autonomía

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		99.13%	98.95%	99.04%	99.04%	100.00%
1	AGUASCALIENTES	99.05%	99.30%	99.66%	99.34%	100.00%
2	BAJA CALIFORNIA	99.71%	99.17%	99.64%	99.51%	100.00%
3	BAJA CALIFORNIA SUR	98.94%	98.64%	99.15%	98.91%	100.00%
4	CAMPECHE	99.49%	99.37%	98.66%	99.17%	100.00%
5	CHIAPAS	98.61%	99.21%	99.53%	99.11%	100.00%
6	CHIHUAHUA	99.13%	99.24%	99.33%	99.24%	100.00%
7	CIUDAD DE MEXICO	97.75%	97.17%	96.76%	97.23%	100.00%
8	COAHUILA DE ZARAGOZA	99.57%	99.20%	99.61%	99.46%	100.00%
9	COLIMA	98.98%	99.08%	98.83%	98.96%	100.00%
10	DURANGO	99.53%	99.53%	99.61%	99.56%	100.00%
11	GUANAJUATO	99.65%	99.68%	99.56%	99.63%	100.00%
12	GUERRERO	99.22%	99.23%	99.23%	99.22%	100.00%
13	HIDALGO	98.79%	98.99%	98.77%	98.85%	100.00%
14	JALISCO	99.00%	98.95%	99.14%	99.03%	100.00%
15	MEXICO	99.01%	98.79%	98.83%	98.88%	100.00%
16	MICHOACAN DE OCAMPO	98.98%	99.33%	99.34%	99.22%	100.00%
17	MORELOS	99.33%	99.33%	99.16%	99.27%	100.00%
18	NAYARIT	98.57%	99.26%	98.43%	98.75%	100.00%
19	NUEVO LEON	99.59%	99.20%	99.25%	99.35%	100.00%
20	OAXACA	98.40%	98.49%	97.71%	98.20%	100.00%
21	PUEBLA	99.67%	98.97%	99.68%	99.44%	100.00%
22	QUERETARO	99.46%	98.78%	99.27%	99.17%	100.00%
23	QUINTANA ROO	99.70%	99.30%	99.08%	99.36%	100.00%
24	SAN LUIS POTOSI	99.32%	96.63%	98.16%	98.03%	100.00%
25	SINALOA	98.10%	98.59%	99.58%	98.76%	100.00%
26	SONORA	99.22%	99.13%	99.15%	99.17%	100.00%
27	TABASCO	98.91%	99.06%	99.38%	99.12%	100.00%
28	TAMAULIPAS	98.66%	98.85%	99.26%	98.92%	100.00%
29	TLAXCALA	99.33%	99.41%	99.14%	99.29%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.35%	99.39%	98.90%	99.21%	100.00%
31	YUCATAN	99.69%	99.60%	99.39%	99.56%	100.00%
32	ZACATECAS	98.98%	96.38%	97.70%	97.69%	100.00%

Tabla 27. Financiamiento

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		89.32%	89.44%	88.85%	89.20%	100.00%
1	AGUASCALIENTES	82.73%	87.64%	88.78%	86.38%	100.00%
2	BAJA CALIFORNIA	89.78%	89.09%	88.23%	89.03%	100.00%
3	BAJA CALIFORNIA SUR	92.95%	89.93%	94.59%	92.49%	100.00%
4	CAMPECHE	93.52%	95.19%	90.28%	93.00%	100.00%
5	CHIAPAS	91.36%	89.87%	90.98%	90.74%	100.00%
6	CHIHUAHUA	87.70%	89.51%	89.92%	89.04%	100.00%
7	CIUDAD DE MEXICO	90.37%	90.92%	89.83%	90.37%	100.00%
8	COAHUILA DE ZARAGOZA	78.89%	84.75%	90.36%	84.67%	100.00%
9	COLIMA	90.51%	87.80%	86.20%	88.17%	100.00%
10	DURANGO	92.01%	93.04%	95.08%	93.38%	100.00%
11	GUANAJUATO	96.69%	96.52%	95.42%	96.21%	100.00%
12	GUERRERO	82.31%	82.52%	82.84%	82.56%	100.00%
13	HIDALGO	86.06%	85.98%	81.76%	84.60%	100.00%
14	JALISCO	84.11%	87.48%	85.44%	85.68%	100.00%
15	MEXICO	88.63%	87.85%	89.14%	88.54%	100.00%
16	MICHOACAN DE OCAMPO	89.97%	90.72%	88.57%	89.75%	100.00%
17	MORELOS	90.28%	90.40%	91.96%	90.88%	100.00%
18	NAYARIT	89.11%	85.81%	83.42%	86.12%	100.00%
19	NUEVO LEON	91.13%	94.02%	93.57%	92.91%	100.00%
20	OAXACA	85.26%	86.05%	84.64%	85.32%	100.00%
21	PUEBLA	90.46%	89.56%	89.09%	89.70%	100.00%
22	QUERETARO	90.31%	92.78%	90.21%	91.10%	100.00%
23	QUINTANA ROO	89.30%	88.91%	87.57%	88.59%	100.00%
24	SAN LUIS POTOSI	83.81%	79.39%	80.51%	81.24%	100.00%
25	SINALOA	86.25%	87.18%	87.53%	86.99%	100.00%
26	SONORA	85.38%	85.57%	81.36%	84.10%	100.00%
27	TABASCO	90.75%	91.02%	88.93%	90.23%	100.00%
28	TAMAULIPAS	92.40%	92.59%	92.85%	92.62%	100.00%
29	TLAXCALA	89.70%	89.19%	86.59%	88.49%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	90.47%	90.61%	89.44%	90.17%	100.00%
31	YUCATAN	94.43%	91.89%	91.10%	92.47%	100.00%
32	ZACATECAS	89.47%	86.60%	86.75%	87.61%	100.00%

Tabla 28. Calidad Percibida

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		88.42%	88.48%	88.59%	88.50%	100.00%
1	AGUASCALIENTES	89.55%	89.48%	90.14%	89.73%	100.00%
2	BAJA CALIFORNIA	91.92%	90.28%	91.29%	91.16%	100.00%
3	BAJA CALIFORNIA SUR	85.80%	92.57%	90.75%	89.70%	100.00%
4	CAMPECHE	89.78%	92.63%	88.12%	90.18%	100.00%
5	CHIAPAS	89.20%	88.25%	86.37%	87.94%	100.00%
6	CHIHUAHUA	84.62%	89.85%	89.00%	87.82%	100.00%
7	CIUDAD DE MEXICO	86.68%	87.50%	85.80%	86.66%	100.00%
8	COAHUILA DE ZARAGOZA	89.76%	91.62%	92.58%	91.32%	100.00%
9	COLIMA	93.65%	91.13%	89.32%	91.37%	100.00%
10	DURANGO	89.76%	88.46%	92.60%	90.28%	100.00%
11	GUANAJUATO	93.91%	95.09%	94.50%	94.50%	100.00%
12	GUERRERO	82.10%	81.17%	84.17%	82.48%	100.00%
13	HIDALGO	85.83%	86.87%	84.90%	85.86%	100.00%
14	JALISCO	86.22%	89.08%	89.36%	88.22%	100.00%
15	MEXICO	85.04%	84.43%	86.80%	85.42%	100.00%
16	MICHOACAN DE OCAMPO	89.00%	90.44%	88.89%	89.44%	100.00%
17	MORELOS	87.63%	89.43%	91.01%	89.36%	100.00%
18	NAYARIT	87.86%	84.60%	84.27%	85.58%	100.00%
19	NUEVO LEON	91.78%	94.31%	94.77%	93.62%	100.00%
20	OAXACA	85.36%	83.91%	87.30%	85.52%	100.00%
21	PUEBLA	88.83%	88.51%	87.99%	88.44%	100.00%
22	QUERETARO	90.02%	91.22%	88.82%	90.02%	100.00%
23	QUINTANA ROO	92.56%	88.88%	91.05%	90.83%	100.00%
24	SAN LUIS POTOSI	85.85%	77.65%	83.43%	82.31%	100.00%
25	SINALOA	91.50%	90.15%	91.49%	91.05%	100.00%
26	SONORA	92.02%	90.76%	87.26%	90.01%	100.00%
27	TABASCO	92.53%	92.58%	90.20%	91.77%	100.00%
28	TAMAULIPAS	91.64%	92.06%	92.08%	91.93%	100.00%
29	TLAXCALA	82.63%	83.55%	82.33%	82.84%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	87.58%	87.36%	86.12%	87.02%	100.00%
31	YUCATAN	92.65%	90.26%	90.01%	90.97%	100.00%
32	ZACATECAS	90.14%	89.92%	87.18%	89.08%	100.00%



2025
Año de
La Mujer Indígena

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 29. Satisfacción Trato, Adecuado y Digno

		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
	TOTAL NACIONAL	90.49%	89.81%	89.49%	89.93%	100.00%
1	AGUASCALIENTES	91.51%	86.84%	81.33%	86.56%	100.00%
2	BAJA CALIFORNIA	93.11%	91.46%	89.29%	91.29%	100.00%
3	BAJA CALIFORNIA SUR	86.74%	96.18%	95.22%	92.71%	100.00%
4	CAMPECHE	82.26%	90.13%	85.79%	86.06%	100.00%
5	CHIAPAS	86.93%	87.48%	87.37%	87.26%	100.00%
6	CHIHUAHUA	88.77%	88.54%	87.73%	88.35%	100.00%
7	CIUDAD DE MEXICO	90.87%	89.67%	83.17%	87.90%	100.00%
8	COAHUILA DE ZARAGOZA	94.42%	94.44%	96.08%	94.98%	100.00%
9	COLIMA	87.69%	90.23%	88.47%	88.80%	100.00%
10	DURANGO	89.81%	91.76%	94.67%	92.08%	100.00%
11	GUANAJUATO	96.84%	97.05%	96.69%	96.86%	100.00%
12	GUERRERO	88.75%	85.23%	86.34%	86.77%	100.00%
13	HIDALGO	86.48%	88.55%	90.93%	88.65%	100.00%
14	JALISCO	92.09%	92.16%	93.02%	92.42%	100.00%
15	MEXICO	87.80%	88.52%	88.42%	88.25%	100.00%
16	MICHOACAN DE OCAMPO	89.35%	89.09%	89.55%	89.33%	100.00%
17	MORELOS	89.90%	91.74%	89.30%	90.31%	100.00%
18	NAYARIT	91.16%	88.47%	88.69%	89.44%	100.00%
19	NUEVO LEON	90.86%	89.69%	84.17%	88.24%	100.00%
20	OAXACA	81.27%	80.11%	81.68%	81.02%	100.00%
21	PUEBLA	92.27%	90.78%	89.90%	90.99%	100.00%
22	QUERETARO	97.32%	93.59%	92.48%	94.47%	100.00%
23	QUINTANA ROO	96.99%	95.31%	97.28%	96.53%	100.00%
24	SAN LUIS POTOSI	85.70%	85.83%	84.41%	85.31%	100.00%
25	SINALOA	90.23%	87.53%	90.33%	89.37%	100.00%
26	SONORA	95.95%	91.31%	86.02%	91.10%	100.00%
27	TABASCO	94.78%	87.12%	92.04%	91.32%	100.00%
28	TAMAULIPAS	91.06%	89.80%	89.22%	90.02%	100.00%
29	TLAXCALA	84.23%	88.80%	80.87%	84.63%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	94.62%	93.70%	96.34%	94.89%	100.00%
31	YUCATAN	94.45%	84.32%	85.42%	88.06%	100.00%
32	ZACATECAS	93.25%	90.47%	85.27%	89.66%	100.00%

Tabla 30. Trato Digno

		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
	TOTAL NACIONAL	95.01%	94.71%	94.80%	94.84%	100.00%
1	AGUASCALIENTES	96.74%	98.08%	96.00%	96.94%	100.00%
2	BAJA CALIFORNIA	98.50%	93.07%	88.61%	93.39%	100.00%
3	BAJA CALIFORNIA SUR	96.53%	100.00%	98.99%	98.51%	100.00%
4	CAMPECHE	97.53%	90.91%	86.03%	91.49%	100.00%
5	CHIAPAS	95.71%	96.73%	92.38%	94.94%	100.00%
6	CHIHUAHUA	91.48%	90.51%	89.57%	90.52%	100.00%
7	CIUDAD DE MEXICO	93.93%	92.67%	90.45%	92.35%	100.00%
8	COAHUILA DE ZARAGOZA	96.95%	99.25%	99.66%	98.62%	100.00%
9	COLIMA	87.57%	95.16%	91.75%	91.49%	100.00%
10	DURANGO	94.51%	97.84%	98.67%	97.01%	100.00%
11	GUANAJUATO	98.36%	98.18%	97.51%	98.02%	100.00%
12	GUERRERO	97.80%	96.25%	94.77%	96.27%	100.00%
13	HIDALGO	91.99%	95.36%	96.44%	94.60%	100.00%
14	JALISCO	97.66%	97.18%	98.18%	97.67%	100.00%
15	MEXICO	94.74%	93.81%	94.02%	94.19%	100.00%
16	MICHOACAN DE OCAMPO	95.62%	92.00%	95.93%	94.52%	100.00%
17	MORELOS	89.54%	91.91%	90.05%	90.50%	100.00%
18	NAYARIT	97.17%	93.50%	97.26%	95.97%	100.00%
19	NUEVO LEON	97.11%	95.15%	91.21%	94.49%	100.00%
20	OAXACA	81.57%	89.16%	94.24%	88.32%	100.00%
21	PUEBLA	95.22%	96.67%	97.00%	96.30%	100.00%
22	QUERETARO	96.37%	93.59%	96.39%	95.45%	100.00%
23	QUINTANA ROO	98.22%	99.04%	98.04%	98.43%	100.00%
24	SAN LUIS POTOSI	83.31%	89.51%	90.00%	87.61%	100.00%
25	SINALOA	96.49%	97.52%	98.01%	97.34%	100.00%
26	SONORA	97.67%	95.51%	90.73%	94.64%	100.00%
27	TABASCO	97.47%	94.83%	98.57%	96.96%	100.00%
28	TAMAULIPAS	94.20%	87.38%	94.99%	92.19%	100.00%
29	TLAXCALA	89.74%	95.42%	91.61%	92.25%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.06%	97.80%	97.93%	98.26%	100.00%
31	YUCATAN	98.11%	86.68%	90.77%	91.85%	100.00%
32	ZACATECAS	98.54%	94.17%	93.31%	95.34%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 31. Oportunidad

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		86.66%	85.84%	86.61%	86.37%	100.00%
1	AGUASCALIENTES	84.20%	77.69%	78.67%	80.19%	100.00%
2	BAJA CALIFORNIA	82.19%	82.02%	75.14%	79.78%	100.00%
3	BAJA CALIFORNIA SUR	80.02%	88.98%	99.23%	89.41%	100.00%
4	CAMPECHE	92.78%	81.26%	83.65%	85.90%	100.00%
5	CHIAPAS	80.67%	80.20%	80.16%	80.35%	100.00%
6	CHIHUAHUA	85.70%	86.84%	87.10%	86.55%	100.00%
7	CIUDAD DE MEXICO	90.05%	86.61%	80.21%	85.62%	100.00%
8	COAHUILA DE ZARAGOZA	93.55%	86.83%	95.14%	91.84%	100.00%
9	COLIMA	80.96%	90.83%	82.91%	84.90%	100.00%
10	DURANGO	76.90%	79.01%	84.35%	80.09%	100.00%
11	GUANAJUATO	93.81%	96.64%	93.06%	94.50%	100.00%
12	GUERRERO	90.02%	83.71%	85.26%	86.33%	100.00%
13	HIDALGO	83.02%	83.36%	86.82%	84.40%	100.00%
14	JALISCO	85.26%	87.65%	86.79%	86.56%	100.00%
15	MEXICO	83.27%	84.43%	88.65%	85.45%	100.00%
16	MICHOACAN DE OCAMPO	87.65%	90.10%	86.91%	88.22%	100.00%
17	MORELOS	85.66%	86.51%	83.08%	85.09%	100.00%
18	NAYARIT	86.49%	83.20%	75.51%	81.73%	100.00%
19	NUEVO LEON	85.27%	87.94%	82.55%	85.26%	100.00%
20	OAXACA	84.71%	81.42%	84.63%	83.58%	100.00%
21	PUEBLA	90.59%	87.41%	88.88%	88.96%	100.00%
22	QUERETARO	95.16%	91.45%	84.68%	90.43%	100.00%
23	QUINTANA ROO	92.89%	97.28%	97.39%	95.85%	100.00%
24	SAN LUIS POTOSI	82.56%	72.70%	86.23%	80.50%	100.00%
25	SINALOA	87.78%	74.67%	80.46%	80.97%	100.00%
26	SONORA	98.08%	81.35%	85.12%	88.18%	100.00%
27	TABASCO	86.47%	87.16%	87.09%	86.91%	100.00%
28	TAMAULIPAS	87.70%	91.75%	90.16%	89.87%	100.00%
29	TLAXCALA	83.52%	86.50%	80.71%	83.58%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	87.23%	87.78%	93.35%	89.45%	100.00%
31	YUCATAN	77.18%	83.82%	87.82%	82.94%	100.00%
32	ZACATECAS	91.47%	85.43%	81.99%	86.30%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Tabla 32. Hospitalización Comunicación

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		96.68%	96.56%	96.60%	96.61%	100.00%
1	AGUASCALIENTES	100.00%	97.12%	76.00%	91.04%	100.00%
2	BAJA CALIFORNIA	98.05%	96.33%	92.25%	95.54%	100.00%
3	BAJA CALIFORNIA SUR	99.74%	100.00%	99.78%	99.84%	100.00%
4	CAMPECHE	98.48%	93.21%	97.18%	96.29%	100.00%
5	CHIAPAS	95.01%	96.96%	97.62%	96.53%	100.00%
6	CHIHUAHUA	93.51%	94.19%	90.05%	92.58%	100.00%
7	CIUDAD DE MEXICO	96.35%	95.57%	91.14%	94.35%	100.00%
8	COAHUILA DE ZARAGOZA	98.64%	99.34%	99.33%	99.10%	100.00%
9	COLIMA	89.06%	98.39%	89.43%	92.29%	100.00%
10	DURANGO	95.86%	97.74%	99.10%	97.57%	100.00%
11	GUANAJUATO	98.99%	98.35%	99.07%	98.80%	100.00%
12	GUERRERO	97.28%	97.61%	96.70%	97.20%	100.00%
13	HIDALGO	94.41%	96.20%	98.30%	96.30%	100.00%
14	JALISCO	96.65%	96.99%	97.79%	97.15%	100.00%
15	MEXICO	94.18%	94.17%	94.95%	94.43%	100.00%
16	MICHOACAN DE OCAMPO	95.72%	96.01%	97.70%	96.48%	100.00%
17	MORELOS	95.55%	98.04%	95.63%	96.41%	100.00%
18	NAYARIT	98.56%	99.80%	95.88%	98.08%	100.00%
19	NUEVO LEON	99.14%	98.17%	95.45%	97.59%	100.00%
20	OAXACA	98.48%	98.63%	96.89%	98.00%	100.00%
21	PUEBLA	98.84%	97.02%	99.25%	98.37%	100.00%
22	QUERETARO	100.00%	95.46%	99.03%	98.16%	100.00%
23	QUINTANA ROO	99.89%	100.00%	98.54%	99.48%	100.00%
24	SAN LUIS POTOSI	92.09%	92.26%	92.94%	92.43%	100.00%
25	SINALOA	96.84%	99.18%	99.34%	98.45%	100.00%
26	SONORA	98.88%	99.72%	96.92%	98.51%	100.00%
27	TABASCO	98.57%	97.68%	99.39%	98.55%	100.00%
28	TAMAULIPAS	95.41%	96.43%	94.60%	95.48%	100.00%
29	TLAXCALA	96.95%	95.67%	98.62%	97.08%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.04%	98.30%	98.83%	98.39%	100.00%
31	YUCATAN	98.58%	89.97%	86.60%	91.72%	100.00%
32	ZACATECAS	98.85%	95.61%	91.16%	95.21%	100.00%

Tabla 33. Autonomía

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		96.75%	95.68%	95.49%	95.97%	100.00%
1	AGUASCALIENTES	100.00%	100.00%	96.00%	98.67%	100.00%
2	BAJA CALIFORNIA	98.33%	94.89%	93.89%	95.70%	100.00%
3	BAJA CALIFORNIA SUR	98.74%	100.00%	100.00%	99.58%	100.00%
4	CAMPECHE	98.10%	93.36%	93.01%	94.82%	100.00%
5	CHIAPAS	96.79%	97.27%	97.01%	97.03%	100.00%
6	CHIHUAHUA	93.26%	89.81%	95.73%	92.93%	100.00%
7	CIUDAD DE MEXICO	94.68%	93.12%	78.26%	88.69%	100.00%
8	COAHUILA DE ZARAGOZA	98.12%	98.87%	100.00%	99.00%	100.00%
9	COLIMA	91.33%	91.40%	96.12%	92.95%	100.00%
10	DURANGO	94.11%	96.14%	98.75%	96.33%	100.00%
11	GUANAJUATO	99.00%	97.86%	99.30%	98.72%	100.00%
12	GUERRERO	98.46%	97.13%	96.04%	97.21%	100.00%
13	HIDALGO	94.32%	95.93%	95.88%	95.38%	100.00%
14	JALISCO	98.50%	97.23%	98.03%	97.92%	100.00%
15	MEXICO	95.56%	96.22%	95.86%	95.88%	100.00%
16	MICHOACAN DE OCAMPO	98.46%	95.24%	97.96%	97.22%	100.00%
17	MORELOS	95.40%	94.52%	93.82%	94.58%	100.00%
18	NAYARIT	95.10%	95.93%	98.78%	96.60%	100.00%
19	NUEVO LEON	99.70%	98.73%	96.79%	98.41%	100.00%
20	OAXACA	75.50%	84.62%	91.52%	83.88%	100.00%
21	PUEBLA	98.81%	97.49%	98.67%	98.32%	100.00%
22	QUERETARO	100.00%	97.44%	98.89%	98.77%	100.00%
23	QUINTANA ROO	100.00%	92.79%	99.44%	97.41%	100.00%
24	SAN LUIS POTOSI	93.54%	89.38%	86.96%	89.96%	100.00%
25	SINALOA	96.25%	98.96%	98.01%	97.74%	100.00%
26	SONORA	98.67%	99.36%	96.34%	98.12%	100.00%
27	TABASCO	99.66%	94.94%	99.43%	98.01%	100.00%
28	TAMAULIPAS	95.40%	94.36%	93.26%	94.34%	100.00%
29	TLAXCALA	97.95%	95.81%	98.97%	97.58%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	99.51%	98.04%	98.92%	98.82%	100.00%
31	YUCATAN	99.68%	91.88%	84.87%	92.14%	100.00%
32	ZACATECAS	99.13%	95.92%	95.07%	96.71%	100.00%

Tabla 34. Financiamiento

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		86.03%	84.50%	84.39%	84.98%	100.00%
1	AGUASCALIENTES	81.16%	63.54%	53.33%	66.01%	100.00%
2	BAJA CALIFORNIA	87.62%	89.04%	91.99%	89.55%	100.00%
3	BAJA CALIFORNIA SUR	84.54%	97.78%	78.76%	87.03%	100.00%
4	CAMPECHE	51.14%	90.40%	83.20%	74.91%	100.00%
5	CHIAPAS	85.13%	77.18%	86.30%	82.87%	100.00%
6	CHIHUAHUA	85.31%	84.33%	85.90%	85.18%	100.00%
7	CIUDAD DE MEXICO	91.04%	90.78%	87.23%	89.68%	100.00%
8	COAHUILA DE ZARAGOZA	85.86%	86.12%	89.48%	87.15%	100.00%
9	COLIMA	91.07%	83.87%	90.03%	88.32%	100.00%
10	DURANGO	90.94%	94.39%	89.80%	91.71%	100.00%
11	GUANAJUATO	96.95%	97.38%	97.56%	97.30%	100.00%
12	GUERRERO	74.14%	69.94%	70.93%	71.67%	100.00%
13	HIDALGO	81.76%	78.64%	77.76%	79.39%	100.00%
14	JALISCO	83.95%	87.15%	86.96%	86.02%	100.00%
15	MEXICO	83.29%	82.28%	77.31%	80.96%	100.00%
16	MICHOACAN DE OCAMPO	76.51%	79.69%	81.66%	79.29%	100.00%
17	MORELOS	92.51%	97.20%	95.83%	95.18%	100.00%
18	NAYARIT	86.26%	80.36%	83.64%	83.42%	100.00%
19	NUEVO LEON	95.41%	86.59%	90.53%	90.84%	100.00%
20	OAXACA	59.75%	63.71%	71.73%	65.07%	100.00%
21	PUEBLA	87.85%	84.77%	81.38%	84.67%	100.00%
22	QUERETARO	97.06%	93.86%	97.59%	96.17%	100.00%
23	QUINTANA ROO	97.60%	96.22%	95.29%	96.37%	100.00%
24	SAN LUIS POTOSI	84.58%	87.30%	84.67%	85.52%	100.00%
25	SINALOA	83.94%	80.20%	85.33%	83.16%	100.00%
26	SONORA	94.11%	93.41%	79.16%	88.89%	100.00%
27	TABASCO	92.59%	75.93%	86.20%	84.91%	100.00%
28	TAMAULIPAS	86.95%	81.40%	77.86%	82.07%	100.00%
29	TLAXCALA	84.71%	82.95%	66.36%	78.00%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	89.61%	90.57%	94.26%	91.48%	100.00%
31	YUCATAN	97.26%	77.92%	87.53%	87.57%	100.00%
32	ZACATECAS	89.29%	85.08%	80.39%	84.92%	100.00%

Tabla 35. Calidad Percibida

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		81.81%	81.61%	79.04%	80.82%	100.00%
1	AGUASCALIENTES	86.96%	84.61%	88.00%	86.52%	100.00%
2	BAJA CALIFORNIA	94.00%	93.43%	93.89%	93.77%	100.00%
3	BAJA CALIFORNIA SUR	60.88%	90.32%	94.54%	81.92%	100.00%
4	CAMPECHE	55.51%	91.61%	71.69%	72.94%	100.00%
5	CHIAPAS	68.28%	76.53%	70.75%	71.85%	100.00%
6	CHIHUAHUA	83.33%	85.59%	78.00%	82.31%	100.00%
7	CIUDAD DE MEXICO	79.17%	79.30%	71.71%	76.72%	100.00%
8	COAHUILA DE ZARAGOZA	93.43%	96.23%	92.88%	94.18%	100.00%
9	COLIMA	86.13%	81.72%	80.58%	82.81%	100.00%
10	DURANGO	86.53%	85.45%	97.35%	89.78%	100.00%
11	GUANAJUATO	93.92%	93.90%	93.68%	93.83%	100.00%
12	GUERRERO	74.77%	66.73%	74.36%	71.95%	100.00%
13	HIDALGO	73.35%	81.82%	90.36%	81.84%	100.00%
14	JALISCO	90.53%	86.76%	90.34%	89.21%	100.00%
15	MEXICO	75.77%	80.23%	79.75%	78.58%	100.00%
16	MICHOACAN DE OCAMPO	82.16%	81.53%	77.16%	80.28%	100.00%
17	MORELOS	80.75%	82.24%	77.42%	80.14%	100.00%
18	NAYARIT	83.40%	78.05%	81.10%	80.85%	100.00%
19	NUEVO LEON	68.54%	71.59%	48.47%	62.87%	100.00%
20	OAXACA	87.63%	63.11%	51.09%	67.27%	100.00%
21	PUEBLA	82.34%	81.31%	74.24%	79.29%	100.00%
22	QUERETARO	95.34%	89.74%	78.33%	87.80%	100.00%
23	QUINTANA ROO	93.33%	86.54%	94.97%	91.61%	100.00%
24	SAN LUIS POTOSI	78.11%	83.83%	65.65%	75.86%	100.00%
25	SINALOA	80.09%	74.67%	80.85%	78.54%	100.00%
26	SONORA	88.33%	78.53%	67.88%	78.25%	100.00%
27	TABASCO	93.94%	72.18%	81.57%	82.57%	100.00%
28	TAMAULIPAS	86.70%	87.46%	84.43%	86.20%	100.00%
29	TLAXCALA	52.49%	76.44%	48.97%	59.30%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	94.27%	89.71%	94.78%	92.92%	100.00%
31	YUCATAN	95.90%	75.64%	74.91%	82.15%	100.00%
32	ZACATECAS	82.22%	86.59%	69.72%	79.51%	100.00%



2025
Año de
La Mujer
Indígena

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 36. Satisfacción, Trato Adecuado y Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		88.99%	88.80%	88.29%	88.70%	100.00%
1	AGUASCALIENTES	84.73%	81.95%	88.27%	84.98%	100.00%
2	BAJA CALIFORNIA	89.90%	88.73%	85.44%	88.02%	100.00%
3	BAJA CALIFORNIA SUR	78.31%	89.81%	79.09%	82.40%	100.00%
4	CAMPECHE	88.43%	88.06%	83.61%	86.70%	100.00%
5	CHIAPAS	90.37%	89.91%	87.33%	89.21%	100.00%
6	CHIHUAHUA	86.35%	86.48%	87.15%	86.66%	100.00%
7	CIUDAD DE MEXICO	84.83%	86.51%	82.32%	84.55%	100.00%
8	COAHUILA DE ZARAGOZA	90.51%	92.08%	93.10%	91.90%	100.00%
9	COLIMA	85.86%	77.98%	80.41%	81.42%	100.00%
10	DURANGO	88.79%	91.42%	91.24%	90.48%	100.00%
11	GUANAJUATO	93.06%	92.40%	94.49%	93.32%	100.00%
12	GUERRERO	88.51%	86.43%	87.19%	87.38%	100.00%
13	HIDALGO	85.73%	87.87%	88.88%	87.49%	100.00%
14	JALISCO	89.52%	89.41%	88.08%	89.00%	100.00%
15	MEXICO	85.81%	86.69%	87.69%	86.73%	100.00%
16	MICHOACAN DE OCAMPO	91.02%	90.61%	90.06%	90.57%	100.00%
17	MORELOS	85.08%	85.23%	81.38%	83.90%	100.00%
18	NAYARIT	89.84%	88.14%	89.92%	89.30%	100.00%
19	NUEVO LEON	84.64%	88.67%	87.18%	86.83%	100.00%
20	OAXACA	78.53%	80.58%	75.56%	78.23%	100.00%
21	PUEBLA	94.46%	92.48%	91.26%	92.74%	100.00%
22	QUERETARO	96.95%	78.91%	90.36%	88.74%	100.00%
23	QUINTANA ROO	94.78%	95.04%	89.85%	93.22%	100.00%
24	SAN LUIS POTOSI	85.89%	83.31%	85.91%	85.04%	100.00%
25	SINALOA	89.84%	92.19%	90.93%	90.99%	100.00%
26	SONORA	91.53%	89.45%	83.15%	88.04%	100.00%
27	TABASCO	88.82%	88.16%	90.19%	89.06%	100.00%
28	TAMAULIPAS	87.90%	90.52%	89.71%	89.38%	100.00%
29	TLAXCALA	83.35%	82.92%	79.83%	82.03%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	91.38%	91.04%	92.37%	91.60%	100.00%
31	YUCATAN	92.86%	88.10%	87.30%	89.42%	100.00%
32	ZACATECAS	87.12%	88.32%	87.53%	87.66%	100.00%

Tabla 37. Trato Digno

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		95.22%	94.90%	94.64%	94.92%	100.00%
1	AGUASCALIENTES	91.18%	94.06%	97.13%	94.12%	100.00%
2	BAJA CALIFORNIA	95.81%	91.74%	93.72%	93.76%	100.00%
3	BAJA CALIFORNIA SUR	98.91%	98.47%	99.17%	98.85%	100.00%
4	CAMPECHE	97.23%	96.25%	85.24%	92.91%	100.00%
5	CHIAPAS	96.82%	97.86%	96.64%	97.11%	100.00%
6	CHIHUAHUA	93.39%	92.60%	92.64%	92.88%	100.00%
7	CIUDAD DE MEXICO	92.07%	91.97%	89.71%	91.25%	100.00%
8	COAHUILA DE ZARAGOZA	96.63%	97.81%	99.64%	98.02%	100.00%
9	COLIMA	90.54%	78.48%	90.08%	86.37%	100.00%
10	DURANGO	93.60%	96.91%	97.68%	96.06%	100.00%
11	GUANAJUATO	96.27%	95.15%	97.51%	96.31%	100.00%
12	GUERRERO	96.01%	94.03%	93.51%	94.52%	100.00%
13	HIDALGO	93.72%	94.70%	96.45%	94.96%	100.00%
14	JALISCO	96.49%	96.68%	96.83%	96.67%	100.00%
15	MEXICO	94.99%	92.74%	94.20%	93.98%	100.00%
16	MICHOACAN DE OCAMPO	96.57%	96.06%	95.74%	96.13%	100.00%
17	MORELOS	89.93%	87.59%	85.78%	87.77%	100.00%
18	NAYARIT	91.73%	95.49%	96.08%	94.43%	100.00%
19	NUEVO LEON	93.18%	96.89%	90.04%	93.37%	100.00%
20	OAXACA	84.22%	93.39%	83.36%	86.99%	100.00%
21	PUEBLA	98.22%	97.51%	96.03%	97.25%	100.00%
22	QUERETARO	99.72%	91.80%	95.24%	95.59%	100.00%
23	QUINTANA ROO	98.50%	99.48%	94.27%	97.42%	100.00%
24	SAN LUIS POTOSI	90.21%	88.18%	92.28%	90.22%	100.00%
25	SINALOA	95.25%	97.47%	96.49%	96.40%	100.00%
26	SONORA	96.12%	93.84%	92.19%	94.05%	100.00%
27	TABASCO	95.24%	98.20%	97.76%	97.07%	100.00%
28	TAMAULIPAS	91.27%	97.01%	95.91%	94.73%	100.00%
29	TLAXCALA	93.89%	87.91%	88.82%	90.20%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.75%	97.94%	97.06%	97.58%	100.00%
31	YUCATAN	98.86%	96.73%	91.49%	95.69%	100.00%
32	ZACATECAS	95.32%	96.60%	97.92%	96.62%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 38. Oportunidad

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		74.09%	73.80%	73.88%	73.92%	100.00%
1	AGUASCALIENTES	64.86%	69.23%	78.42%	70.84%	100.00%
2	BAJA CALIFORNIA	62.08%	64.55%	68.98%	65.20%	100.00%
3	BAJA CALIFORNIA SUR	49.90%	65.65%	44.44%	53.33%	100.00%
4	CAMPECHE	66.20%	73.60%	68.09%	69.30%	100.00%
5	CHIAPAS	79.03%	77.55%	75.00%	77.19%	100.00%
6	CHIHUAHUA	69.28%	67.76%	67.69%	68.24%	100.00%
7	CIUDAD DE MEXICO	64.10%	66.07%	61.27%	63.81%	100.00%
8	COAHUILA DE ZARAGOZA	80.52%	84.42%	73.80%	79.58%	100.00%
9	COLIMA	69.72%	59.79%	57.50%	62.34%	100.00%
10	DURANGO	77.39%	79.07%	82.26%	79.57%	100.00%
11	GUANAJUATO	77.92%	79.46%	82.19%	79.86%	100.00%
12	GUERRERO	77.59%	72.73%	77.81%	76.04%	100.00%
13	HIDALGO	69.83%	72.52%	67.27%	69.87%	100.00%
14	JALISCO	70.38%	69.76%	69.49%	69.88%	100.00%
15	MEXICO	71.44%	70.36%	72.09%	71.30%	100.00%
16	MICHOACAN DE OCAMPO	79.42%	78.65%	80.95%	79.67%	100.00%
17	MORELOS	66.39%	64.13%	64.57%	65.03%	100.00%
18	NAYARIT	76.59%	68.53%	80.10%	75.08%	100.00%
19	NUEVO LEON	60.30%	73.47%	71.80%	68.52%	100.00%
20	OAXACA	64.88%	72.30%	74.91%	70.69%	100.00%
21	PUEBLA	87.77%	86.68%	83.45%	85.96%	100.00%
22	QUERETARO	86.92%	43.57%	76.37%	68.96%	100.00%
23	QUINTANA ROO	88.84%	86.72%	82.85%	86.14%	100.00%
24	SAN LUIS POTOSI	71.27%	68.00%	73.57%	70.95%	100.00%
25	SINALOA	73.14%	78.63%	74.86%	75.54%	100.00%
26	SONORA	78.04%	73.18%	67.78%	73.00%	100.00%
27	TABASCO	73.66%	69.73%	75.80%	73.06%	100.00%
28	TAMAULIPAS	75.58%	71.72%	72.97%	73.42%	100.00%
29	TLAXCALA	73.76%	69.27%	64.83%	69.28%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	69.18%	70.60%	75.22%	71.67%	100.00%
31	YUCATAN	73.28%	65.65%	73.66%	70.86%	100.00%
32	ZACATECAS	74.60%	72.52%	71.02%	72.71%	100.00%

Tabla 39. Comunicación

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		96.44%	96.24%	95.96%	96.21%	100.00%
1	AGUASCALIENTES	98.16%	96.33%	98.68%	97.72%	100.00%
2	BAJA CALIFORNIA	96.75%	96.52%	92.67%	95.32%	100.00%
3	BAJA CALIFORNIA SUR	99.21%	99.23%	99.44%	99.30%	100.00%
4	CAMPECHE	96.82%	97.12%	97.18%	97.04%	100.00%
5	CHIAPAS	95.97%	97.20%	96.93%	96.70%	100.00%
6	CHIHUAHUA	92.87%	91.69%	93.57%	92.71%	100.00%
7	CIUDAD DE MEXICO	94.45%	94.42%	92.69%	93.85%	100.00%
8	COAHUILA DE ZARAGOZA	97.68%	97.10%	99.50%	98.09%	100.00%
9	COLIMA	95.80%	89.65%	90.72%	92.05%	100.00%
10	DURANGO	95.51%	98.45%	98.13%	97.36%	100.00%
11	GUANAJUATO	97.09%	97.26%	97.38%	97.24%	100.00%
12	GUERRERO	97.19%	96.59%	95.46%	96.41%	100.00%
13	HIDALGO	93.00%	92.93%	96.56%	94.16%	100.00%
14	JALISCO	94.76%	97.04%	96.72%	96.17%	100.00%
15	MEXICO	96.08%	95.36%	94.76%	95.40%	100.00%
16	MICHOACAN DE OCAMPO	97.92%	96.50%	95.75%	96.73%	100.00%
17	MORELOS	94.69%	96.54%	89.72%	93.65%	100.00%
18	NAYARIT	96.46%	98.38%	97.42%	97.42%	100.00%
19	NUEVO LEON	95.28%	96.05%	94.84%	95.39%	100.00%
20	OAXACA	97.19%	96.30%	88.37%	93.95%	100.00%
21	PUEBLA	98.19%	97.18%	98.46%	97.94%	100.00%
22	QUERETARO	100.00%	86.52%	97.93%	94.82%	100.00%
23	QUINTANA ROO	98.01%	99.65%	95.50%	97.72%	100.00%
24	SAN LUIS POTOSI	96.51%	91.57%	94.61%	94.23%	100.00%
25	SINALOA	97.87%	98.61%	98.07%	98.18%	100.00%
26	SONORA	98.52%	98.87%	94.24%	97.21%	100.00%
27	TABASCO	97.00%	97.21%	98.58%	97.60%	100.00%
28	TAMAULIPAS	97.59%	98.30%	94.55%	96.81%	100.00%
29	TLAXCALA	93.98%	95.85%	99.29%	96.37%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.76%	97.75%	97.39%	97.64%	100.00%
31	YUCATAN	97.15%	93.58%	95.41%	95.38%	100.00%
32	ZACATECAS	95.82%	97.62%	96.77%	96.74%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

Tabla 40. Autonomía

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		95.93%	95.63%	95.38%	95.65%	100.00%
1	AGUASCALIENTES	97.79%	95.10%	96.18%	96.36%	100.00%
2	BAJA CALIFORNIA	98.60%	96.96%	92.31%	95.96%	100.00%
3	BAJA CALIFORNIA SUR	96.56%	98.98%	100.00%	98.51%	100.00%
4	CAMPECHE	96.71%	93.40%	94.76%	94.96%	100.00%
5	CHIAPAS	97.51%	98.65%	96.64%	97.60%	100.00%
6	CHIHUAHUA	94.23%	93.98%	94.64%	94.28%	100.00%
7	CIUDAD DE MEXICO	93.94%	92.88%	89.11%	91.98%	100.00%
8	COAHUILA DE ZARAGOZA	93.43%	98.25%	98.54%	96.74%	100.00%
9	COLIMA	91.40%	86.08%	90.08%	89.19%	100.00%
10	DURANGO	96.31%	97.48%	96.94%	96.91%	100.00%
11	GUANAJUATO	98.27%	96.87%	98.86%	98.00%	100.00%
12	GUERRERO	95.59%	95.33%	94.63%	95.18%	100.00%
13	HIDALGO	90.77%	92.36%	94.36%	92.50%	100.00%
14	JALISCO	93.49%	97.24%	95.10%	95.28%	100.00%
15	MEXICO	94.73%	94.98%	95.79%	95.17%	100.00%
16	MICHOACAN DE OCAMPO	98.34%	97.97%	95.82%	97.38%	100.00%
17	MORELOS	94.96%	94.18%	86.81%	91.99%	100.00%
18	NAYARIT	94.36%	97.91%	97.70%	96.66%	100.00%
19	NUEVO LEON	96.01%	96.13%	95.61%	95.91%	100.00%
20	OAXACA	72.98%	79.26%	70.92%	74.39%	100.00%
21	PUEBLA	98.70%	97.34%	98.05%	98.03%	100.00%
22	QUERETARO	100.00%	85.25%	95.97%	93.74%	100.00%
23	QUINTANA ROO	99.55%	99.56%	97.06%	98.72%	100.00%
24	SAN LUIS POTOSI	96.84%	91.64%	94.52%	94.33%	100.00%
25	SINALOA	95.31%	97.68%	98.01%	97.00%	100.00%
26	SONORA	99.37%	98.06%	94.47%	97.30%	100.00%
27	TABASCO	96.71%	97.92%	97.81%	97.48%	100.00%
28	TAMAULIPAS	96.92%	97.10%	96.10%	96.71%	100.00%
29	TLAXCALA	94.91%	95.43%	96.99%	95.78%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	98.19%	97.85%	97.57%	97.87%	100.00%
31	YUCATAN	99.70%	93.11%	95.60%	96.14%	100.00%
32	ZACATECAS	92.88%	95.35%	98.31%	95.51%	100.00%

Tabla 41. Financiamiento

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		93.13%	92.35%	91.30%	92.26%	100.00%
1	AGUASCALIENTES	85.06%	66.36%	87.86%	79.76%	100.00%
2	BAJA CALIFORNIA	98.44%	92.59%	88.86%	93.30%	100.00%
3	BAJA CALIFORNIA SUR	84.98%	100.00%	43.40%	76.13%	100.00%
4	CAMPECHE	89.59%	88.22%	83.20%	87.00%	100.00%
5	CHIAPAS	92.63%	92.78%	84.76%	90.06%	100.00%
6	CHIHUAHUA	91.29%	92.36%	93.99%	92.55%	100.00%
7	CIUDAD DE MEXICO	92.28%	94.15%	90.59%	92.34%	100.00%
8	COAHUILA DE ZARAGOZA	89.84%	85.08%	96.57%	90.50%	100.00%
9	COLIMA	92.53%	90.35%	79.83%	87.57%	100.00%
10	DURANGO	92.72%	91.41%	88.97%	91.03%	100.00%
11	GUANAJUATO	97.97%	96.52%	98.41%	97.63%	100.00%
12	GUERRERO	88.64%	86.50%	90.19%	88.44%	100.00%
13	HIDALGO	88.84%	90.84%	91.74%	90.47%	100.00%
14	JALISCO	94.69%	93.67%	90.37%	92.91%	100.00%
15	MEXICO	88.29%	91.19%	92.55%	90.68%	100.00%
16	MICHOACAN DE OCAMPO	96.36%	92.48%	94.33%	94.39%	100.00%
17	MORELOS	96.29%	97.70%	97.80%	97.26%	100.00%
18	NAYARIT	99.08%	97.00%	89.64%	95.24%	100.00%
19	NUEVO LEON	96.67%	96.74%	93.47%	95.63%	100.00%
20	OAXACA	89.41%	77.80%	83.21%	83.47%	100.00%
21	PUEBLA	98.21%	94.65%	93.52%	95.46%	100.00%
22	QUERETARO	99.45%	90.89%	99.42%	96.59%	100.00%
23	QUINTANA ROO	99.04%	97.56%	87.82%	94.81%	100.00%
24	SAN LUIS POTOSI	89.16%	79.60%	78.58%	82.45%	100.00%
25	SINALOA	96.64%	96.59%	96.19%	96.47%	100.00%
26	SONORA	93.92%	94.11%	83.78%	90.61%	100.00%
27	TABASCO	88.47%	90.06%	90.75%	89.76%	100.00%
28	TAMAULIPAS	87.54%	94.43%	94.20%	92.05%	100.00%
29	TLAXCALA	83.49%	78.01%	75.28%	78.93%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	97.33%	98.10%	97.21%	97.55%	100.00%
31	YUCATAN	98.32%	96.39%	95.92%	96.88%	100.00%
32	ZACATECAS	86.55%	91.10%	86.55%	88.07%	100.00%

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)

$\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Tabla 42. Calidad Percibida

TOTAL NACIONAL		202401	202402	202403	* MEDIA ANUAL	Cumplimiento de Reporte Anual
		79.12%	79.90%	78.59%	79.21%	100.00%
1	AGUASCALIENTES	71.33%	70.63%	71.34%	71.10%	100.00%
2	BAJA CALIFORNIA	87.71%	90.00%	76.11%	84.61%	100.00%
3	BAJA CALIFORNIA SUR	40.31%	76.53%	88.06%	68.30%	100.00%
4	CAMPECHE	84.05%	79.76%	73.20%	79.01%	100.00%
5	CHIAPAS	80.29%	75.43%	74.02%	76.58%	100.00%
6	CHIHUAHUA	77.01%	80.51%	80.39%	79.30%	100.00%
7	CIUDAD DE MEXICO	72.13%	79.60%	70.55%	74.09%	100.00%
8	COAHUILA DE ZARAGOZA	84.95%	89.84%	90.54%	88.44%	100.00%
9	COLIMA	75.19%	63.54%	74.27%	71.00%	100.00%
10	DURANGO	77.21%	85.22%	83.43%	81.95%	100.00%
11	GUANAJUATO	90.81%	89.15%	92.59%	90.85%	100.00%
12	GUERRERO	76.06%	73.37%	71.56%	73.66%	100.00%
13	HIDALGO	78.20%	83.85%	86.90%	82.98%	100.00%
14	JALISCO	87.28%	82.08%	79.95%	83.11%	100.00%
15	MEXICO	69.35%	75.55%	76.71%	73.87%	100.00%
16	MICHOACAN DE OCAMPO	77.52%	82.01%	77.77%	79.10%	100.00%
17	MORELOS	68.20%	71.26%	63.60%	67.69%	100.00%
18	NAYARIT	80.83%	71.53%	78.57%	76.98%	100.00%
19	NUEVO LEON	66.39%	72.73%	77.32%	72.15%	100.00%
20	OAXACA	62.52%	64.44%	52.60%	59.86%	100.00%
21	PUEBLA	85.68%	81.54%	78.08%	81.77%	100.00%
22	QUERETARO	95.58%	75.41%	77.23%	82.74%	100.00%
23	QUINTANA ROO	84.75%	87.26%	81.58%	84.53%	100.00%
24	SAN LUIS POTOSI	71.36%	80.89%	81.89%	78.05%	100.00%
25	SINALOA	80.86%	84.15%	81.99%	82.33%	100.00%
26	SONORA	83.23%	78.62%	66.40%	76.08%	100.00%
27	TABASCO	81.83%	75.85%	80.44%	79.37%	100.00%
28	TAMAULIPAS	78.47%	84.60%	84.52%	82.53%	100.00%
29	TLAXCALA	60.08%	71.05%	53.76%	61.63%	100.00%
30	VERACRUZ DE IGNACIO DE LA LLAVE	88.07%	84.02%	89.75%	87.28%	100.00%
31	YUCATAN	89.85%	83.13%	71.70%	81.56%	100.00%
32	ZACATECAS	77.58%	76.74%	74.61%	76.31%	100.00%



2025
Año de
La Mujer Indígena

Estándar se calcula a partir de la Media Nacional ($\bar{x}$)
 $\geq \bar{x}$ = verde, $\bar{x} - 1\sigma$ = amarillo, $\bar{x} - 2\sigma$ = rojo

Fuente: SESTAD, Cierre 2024

- **Consulta Externa, Hospitalización y Urgencias**

- La Satisfacción, Trato Adecuado y Digno en el **Área de Consulta Externa** tuvo una media anual del **92.26%** en 2024. En este mismo periodo, las Entidades Federativas con métricas **≥90%** fueron: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, Coahuila, Colima, Durango, Guanajuato, 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 (Tabla 22)**
- En la evaluación para el **Área de Hospitalización** la media anual fue del **89.93%** y las métricas **≥90%** corresponden a: **Baja California, Baja California Sur, Coahuila, Durango, Guanajuato, Jalisco, Morelos, Puebla, Querétaro, Quintana Roo, Sonora, Tabasco, Tamaulipas y Veracruz (Tabla 29)**
- En lo que se refiere al **Área de Urgencias** la media anual fue del **88.70%** y las Entidades Federativas con métricas **≥90%** corresponden a: **Coahuila, Durango, Guanajuato, Michoacán, Puebla, Quintana Roo, Sinaloa y Veracruz (Tabla 36)**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Ciudadano



Gobierno de
México

Salud
Secretaría de Salud

- Componentes en Consulta Externa

- Trato Digno (Tabla 23)

- ❖ La media anual de este componente fue del **98.61%**
 - ❖ Las métricas $\geq 90\%$ para este componente correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, Coahuila, 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 (Tabla 24)

- ❖ La media anual de este componente fue del **80.24%**
 - ❖ En este componente la Entidad Federativa con métricas $\geq 90\%$ correspondió a: **Quintana Roo**



2025
Año de
La Mujer
Indígena

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

- **Componentes en Consulta Externa**

- **Comunicación (Tabla 25)**

- ❖ La media anual de este componente fue del **97.97%**
 - ❖ Para este componente, todas la Entidades Federativas reportaron métricas **≥90%**

- **Autonomía (Tabla 26)**

- ❖ La media anual de este componente fue del **99.04%**
 - ❖ Para este componente, todas las Entidades Federativas reportaron métricas **≥90%**



2025
Año de
**La Mujer
Indígena**

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Ciudadano (3)



Gobierno de
México

Salud
Secretaría de Salud

- **Componentes en Consulta Externa**

- **Financiamiento (Tabla 27)**

- ❖ La media anual de este componente fue del **89.20%**
 - ❖ Las métricas $\geq 90\%$ para este componente correspondieron a: **Baja California Sur, Campeche, Chiapas, Ciudad de México, Durango, Guanajuato, Morelos, Nuevo León, Querétaro, Tabasco, Tamaulipas, Veracruz y Yucatán**

- **Calidad Percibida (Tabla 28)**

- ❖ La media anual de este componente fue del **88.50%**
 - ❖ Las métricas $\geq 90\%$ para este componente correspondieron a: **Baja California, Campeche, Coahuila, Colima, Durango, Guanajuato, Nuevo León, Querétaro, Quintana Roo, Sinaloa, Sonora, Tabasco, Tamaulipas y Yucatán**



2025
Año de
**La Mujer
Indígena**

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Ciudadano (3)



Gobierno de
México

Salud
Secretaría de Salud

- Componentes en Hospitalización

- Trato Digno (Tabla 30)

- ❖ La media anual de este componente fue del **94.84%**
 - ❖ Las Entidades Federativas con métricas $\geq 90\%$ fueron: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, Coahuila, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas**

- Oportunidad (Tabla 31)

- ❖ La media anual de este componente fue del **86.37%**
 - ❖ Las Entidades Federativas con métricas $\geq 90\%$ fueron: **Coahuila, Guanajuato, Querétaro y Quintana Roo**



* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

- **Componentes en Hospitalización**

- **Comunicación (Tabla 32)**

- ❖ La media anual de este componente fue del **96.61%**
 - ❖ Para este componente, todas las Entidades Federativas reportaron métricas **≥90%**

- **Autonomía (Tabla 33)**

- ❖ La media anual de este componente fue del **95.97%**
 - ❖ Las Entidades Federativas que reportaron métricas **≥90%** correspondieron a:
Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Coahuila, Colima, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas



2025
Año de
**La Mujer
Indígena**

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Ciudadano (5)



Gobierno de
México

Salud
Secretaría de Salud

- **Componentes en Hospitalización**

- **Financiamiento (Tabla 34)**

- ❖ La media anual de este componente fue del **84.98%**
 - ❖ Las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Durango, Guanajuato, Morelos, Nuevo León, Querétaro, Quintana Roo y Veracruz**

- **Calidad Percibida (Tabla 35)**

- ❖ La media anual de este componente fue del **80.82%**
 - ❖ Las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Baja California, Coahuila, Guanajuato, Quintana Roo y Veracruz**



2025
Año de
**La Mujer
Indígena**

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Ciudadano (6)



Gobierno de
México

Salud
Secretaría de Salud

- **Componentes en Urgencias**

- **Trato Digno (Tabla 37)**

- ❖ La media anual de este componente fue del **94.92%**
 - ❖ Las Entidades Federativas que reportaron métricas $\geq 90\%$ correspondieron a: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, Coahuila, Durango, Guanajuato, Guerrero, Hidalgo, Jalisco, México, Michoacán, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Sonora, Tabasco, Tamaulipas, Tlaxcala, Veracruz, Yucatán y Zacatecas**

- **Oportunidad (Tabla 38)**

- ❖ La media anual de este componente fue del **73.92%**
 - ❖ En este componente ninguna Entidad Federativa reportó métricas $\geq 90\%$

- **Comunicación (Tabla 39)**

- ❖ La media anual de este componente fue del **96.21%**
 - ❖ Para este componente, todas las Entidades Federativas reportaron métricas $\geq 90\%$



2025
Año de
**La Mujer
Indígena**

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

Análisis de resultados SESTAD Monitoreo Ciudadano (7)



Gobierno de
México

Salud
Secretaría de Salud

- **Componentes en Urgencias**

- **Autonomía (Tabla 40)**

- ❖ La media anual de este componente fue del **95.65%**
 - ❖ Las Entidades Federativas con métricas **≥90%** fueron: **Aguascalientes, Baja California, Baja California Sur, Campeche, Chiapas, Chihuahua, Ciudad de México, 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 (Tabla 41)**

- ❖ La media anual de este componente fue del **92.26%**
 - ❖ Las Entidades Federativas con métricas **≥90%** corresponden a: **Baja California, Chiapas, Chihuahua, Ciudad de México, Coahuila, Durango, Guanajuato, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, Sinaloa, Sonora, Tamaulipas, Veracruz y Yucatán**

- **Calidad Percibida (Tabla 42)**

- ❖ La media anual de este componente fue del **79.21%**
 - ❖ La Entidad Federativa con métricas **≥90%** corresponde a: **Guanajuato**



2025
Año de
**La Mujer
Indígena**

* Para las tres áreas evaluadas, en todas las Entidades Federativas el cumplimiento del reporte anual fue del 100%

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2025
Año de
**La Mujer
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