**Tabla de frecuencia**

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| **A2 A2 Ahora hablemos de los servicios de salud. En los últimos años, usted cree que el servicio de salud pública de Costa Rica ha …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Se ha mantenido | 421 | 38.9 | 39.6 | 39.6 |
| 3 Ha empeorado | 337 | 31.2 | 31.7 | 71.4 |
| 1 Mejorado | 304 | 28.1 | 28.6 | 100.0 |
| Total | 1061 | 98.2 | 100.0 |  |
| Perdidos | 9 NS/NR | 19 | 1.8 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **A3 A3 ¿Ha incurrido en gastos adicionales para acceder a servicios privados de atención médica?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 826 | 76.5 | 76.5 | 76.5 |
| 2 NO | 254 | 23.5 | 23.5 | 100.0 |
| Total | 1080 | 100.0 | 100.0 |  |

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| **A4 A4 Y, ¿ha incurrido en gastos adicionales para acceder a medicamentos que no se brindan en EBAIS, clínicas u hospitales?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 852 | 78.9 | 79.1 | 79.1 |
| 2 NO | 225 | 20.8 | 20.9 | 100.0 |
| Total | 1077 | 99.8 | 100.0 |  |
| Perdidos | 9 NS/NR | 3 | .2 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B1 B1 ¿Usted ha asistido alguna vez a un EBAIS en los últimos años?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 688 | 63.7 | 63.9 | 63.9 |
| 2 NO | 389 | 36.0 | 36.1 | 100.0 |
| Total | 1077 | 99.8 | 100.0 |  |
| Perdidos | 9 NS/NR | 3 | .2 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B2 B2 Con respecto al servicio de su EBAIS. ¿Considera que … conoce los servicios ofrecidos por el EBAIS?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 490 | 45.4 | 72.6 | 72.6 |
| 2 NO | 185 | 17.1 | 27.4 | 100.0 |
| Total | 675 | 62.5 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 13 | 1.2 |  |  |
| Total | 405 | 37.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B3 B3 … el trámite para inscribirse es complicado?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 342 | 31.6 | 53.3 | 53.3 |
| 1 SI | 299 | 27.7 | 46.7 | 100.0 |
| Total | 640 | 59.3 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 48 | 4.4 |  |  |
| Total | 440 | 40.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B4 B4 … posee el personal de salud necesario?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 394 | 36.5 | 58.3 | 58.3 |
| 2 NO | 282 | 26.1 | 41.7 | 100.0 |
| Total | 676 | 62.6 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 12 | 1.1 |  |  |
| Total | 404 | 37.4 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B5 B5 … cuenta con instrumentos básicos para la atención?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 496 | 46.0 | 74.0 | 74.0 |
| 2 NO | 174 | 16.1 | 26.0 | 100.0 |
| Total | 671 | 62.1 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 18 | 1.6 |  |  |
| Total | 409 | 37.9 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B6 B6 … tiene suficientes medicamentos básicos?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 448 | 41.4 | 68.0 | 68.0 |
| 2 NO | 211 | 19.5 | 32.0 | 100.0 |
| Total | 658 | 61.0 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 30 | 2.8 |  |  |
| Total | 422 | 39.0 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B7 B7 … cuenta con infraestructura necesaria para la buena atención?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 472 | 43.7 | 69.1 | 69.1 |
| 2 NO | 211 | 19.6 | 30.9 | 100.0 |
| Total | 683 | 63.2 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 5 | .5 |  |  |
| Total | 397 | 36.8 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B8 B8 … dan suficientes citas por día?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 434 | 40.2 | 68.8 | 68.8 |
| 1 SI | 197 | 18.2 | 31.2 | 100.0 |
| Total | 630 | 58.4 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 58 | 5.4 |  |  |
| Total | 450 | 41.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B9 B9 … los médicos se encuentran comprometidos con la salud de los pacientes?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 446 | 41.3 | 67.3 | 67.3 |
| 2 NO | 217 | 20.1 | 32.7 | 100.0 |
| Total | 664 | 61.5 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 24 | 2.3 |  |  |
| Total | 416 | 38.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B10 B10 … y los administrativos se encuentran comprometidos con la atención a los pacientes?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 448 | 41.5 | 67.0 | 67.0 |
| 2 NO | 221 | 20.4 | 33.0 | 100.0 |
| Total | 669 | 61.9 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 19 | 1.8 |  |  |
| Total | 411 | 38.1 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B11 B11 … recibe un trato amable por parte del personal administrativo?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 479 | 44.4 | 72.0 | 72.0 |
| 2 NO | 187 | 17.3 | 28.0 | 100.0 |
| Total | 666 | 61.7 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 22 | 2.1 |  |  |
| Total | 414 | 38.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B12 B12 … y del personal médico?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 551 | 51.0 | 81.8 | 81.8 |
| 2 NO | 123 | 11.4 | 18.2 | 100.0 |
| Total | 674 | 62.4 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 14 | 1.3 |  |  |
| Total | 406 | 37.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B13 B13 Ante un evento climático extremo como Otto 2016 o Nate 2017, ¿cree que el EBAIS de su comunidad… tendría la capacidad de atender a las personas?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 486 | 45.0 | 76.1 | 76.1 |
| 1 SI | 153 | 14.1 | 23.9 | 100.0 |
| Total | 639 | 59.1 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 50 | 4.6 |  |  |
| Total | 441 | 40.9 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B14 B14 … puede verse afectado en su infraestructura?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 350 | 32.4 | 53.8 | 53.8 |
| 2 NO | 301 | 27.8 | 46.2 | 100.0 |
| Total | 651 | 60.2 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 37 | 3.5 |  |  |
| Total | 429 | 39.8 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B15 B15 Hablemos de los servicios brindados en su EBAIS. ¿Cómo calificaría … el estado de las instalaciones?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 386 | 35.7 | 56.1 | 56.1 |
| 5 Muy bueno | 127 | 11.7 | 18.4 | 74.5 |
| 3 Regular | 94 | 8.7 | 13.7 | 88.2 |
| 2 Malo | 58 | 5.4 | 8.5 | 96.7 |
| 1 Muy malo | 23 | 2.1 | 3.3 | 100.0 |
| Total | 688 | 63.7 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 0 | .0 |  |  |
| Total | 392 | 36.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B16 B16 … la cercanía a su comunidad?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 422 | 39.1 | 61.4 | 61.4 |
| 5 Muy bueno | 173 | 16.0 | 25.1 | 86.6 |
| 3 Regular | 51 | 4.7 | 7.5 | 94.0 |
| 2 Malo | 32 | 3.0 | 4.7 | 98.7 |
| 1 Muy malo | 9 | .8 | 1.3 | 100.0 |
| Total | 688 | 63.7 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 0 | .0 |  |  |
| Total | 392 | 36.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B17 B17 … la calidad de la atención del médico?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 341 | 31.6 | 50.1 | 50.1 |
| 5 Muy bueno | 177 | 16.3 | 25.9 | 76.0 |
| 3 Regular | 107 | 9.9 | 15.6 | 91.6 |
| 2 Malo | 44 | 4.0 | 6.4 | 98.0 |
| 1 Muy malo | 14 | 1.3 | 2.0 | 100.0 |
| Total | 681 | 63.1 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 7 | .6 |  |  |
| Total | 399 | 36.9 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B18 B18 … la efectividad del tratamiento que le mandaron?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 352 | 32.6 | 52.1 | 52.1 |
| 5 Muy bueno | 130 | 12.0 | 19.2 | 71.3 |
| 3 Regular | 119 | 11.0 | 17.6 | 88.9 |
| 2 Malo | 55 | 5.1 | 8.2 | 97.0 |
| 1 Muy malo | 20 | 1.8 | 3.0 | 100.0 |
| Total | 675 | 62.5 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 13 | 1.2 |  |  |
| Total | 405 | 37.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B19 B19 Diría que el tiempo para que le dieran la cita fue …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 Mucho | 278 | 25.7 | 41.5 | 41.5 |
| 2 Razonable | 270 | 25.0 | 40.3 | 81.7 |
| 3 Poco | 122 | 11.3 | 18.3 | 100.0 |
| Total | 670 | 62.0 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 18 | 1.7 |  |  |
| Total | 410 | 38.0 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B20 B20 Y el tiempo de espera el día de la cita con el médico fue …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Razonable | 299 | 27.7 | 44.3 | 44.3 |
| 1 Mucho | 214 | 19.9 | 31.7 | 75.9 |
| 3 Poco | 163 | 15.1 | 24.1 | 100.0 |
| Total | 677 | 62.7 | 100.0 |  |
| Perdidos | 99999 | 392 | 36.3 |  |  |
| 9 NS/NR | 11 | 1.1 |  |  |
| Total | 403 | 37.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **B21 B21 En términos generales, ¿cómo calificaría el servicio del EBAIS?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Bueno | 538 | 49.8 | 52.5 | 52.5 |
| 3 Regular | 206 | 19.1 | 20.1 | 72.6 |
| 1 Muy bueno | 104 | 9.7 | 10.2 | 82.7 |
| 4 Malo | 101 | 9.3 | 9.8 | 92.5 |
| 5 Muy malo | 76 | 7.1 | 7.5 | 100.0 |
| Total | 1025 | 94.9 | 100.0 |  |
| Perdidos | 9 NS/NR | 55 | 5.1 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C1 C1 ¿Usted ha asistido alguna vez a una Clínica de Salud pública en los últimos años?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 618 | 57.2 | 57.5 | 57.5 |
| 1 SI | 457 | 42.3 | 42.5 | 100.0 |
| Total | 1075 | 99.5 | 100.0 |  |
| Perdidos | 9 NS/NR | 5 | .5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C2 C2 Con respecto al servicio de su Clínica. ¿Considera que … conoce usted los servicios ofrecidos por la clínica?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 300 | 27.8 | 66.4 | 66.4 |
| 2 NO | 152 | 14.0 | 33.6 | 100.0 |
| Total | 451 | 41.8 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 6 | .5 |  |  |
| Total | 629 | 58.2 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C3 C3 … posee el personal de salud necesario?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 268 | 24.9 | 61.0 | 61.0 |
| 2 NO | 172 | 15.9 | 39.0 | 100.0 |
| Total | 440 | 40.7 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 17 | 1.6 |  |  |
| Total | 640 | 59.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C4 C4 … cuenta con instrumentos para la atención?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 319 | 29.6 | 72.2 | 72.2 |
| 2 NO | 123 | 11.4 | 27.8 | 100.0 |
| Total | 442 | 40.9 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 15 | 1.4 |  |  |
| Total | 638 | 59.1 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C5 C5 … tiene suficientes medicamentos?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 299 | 27.7 | 68.6 | 68.6 |
| 2 NO | 137 | 12.7 | 31.4 | 100.0 |
| Total | 436 | 40.4 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 21 | 2.0 |  |  |
| Total | 644 | 59.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **C6 C6 … cuenta con infraestructura necesaria para la buena atención?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 349 | 32.3 | 76.8 | 76.8 |
| 2 NO | 105 | 9.8 | 23.2 | 100.0 |
| Total | 455 | 42.1 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 3 | .2 |  |  |
| Total | 625 | 57.9 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **C7 C7 … dan suficientes citas por día?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 223 | 20.7 | 59.0 | 59.0 |
| 1 SI | 155 | 14.4 | 41.0 | 100.0 |
| Total | 378 | 35.0 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 79 | 7.3 |  |  |
| Total | 702 | 65.0 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C8 C8 … los médicos se encuentran comprometidos con la salud de sus pacientes?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 292 | 27.1 | 66.0 | 66.0 |
| 2 NO | 150 | 13.9 | 34.0 | 100.0 |
| Total | 443 | 41.0 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 14 | 1.3 |  |  |
| Total | 637 | 59.0 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C9 C9 … y los administrativos se encuentran comprometidos con la atención a los pacientes?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 265 | 24.5 | 60.6 | 60.6 |
| 2 NO | 172 | 15.9 | 39.4 | 100.0 |
| Total | 437 | 40.4 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 20 | 1.9 |  |  |
| Total | 643 | 59.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C10 C10 … recibe un trato amable por parte del personal administrativo?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 293 | 27.2 | 65.7 | 65.7 |
| 2 NO | 153 | 14.2 | 34.3 | 100.0 |
| Total | 447 | 41.3 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 11 | 1.0 |  |  |
| Total | 633 | 58.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **C11 C11 … y, del personal médico?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 342 | 31.7 | 76.3 | 76.3 |
| 2 NO | 106 | 9.8 | 23.7 | 100.0 |
| Total | 448 | 41.5 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 9 | .8 |  |  |
| Total | 631 | 58.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **C12 C12 Ahora bien, ante un evento climático extremo como Otto 2016 o Nate 2017, ¿cree que su clínica ... tendría la capacidad de atender a las personas?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 235 | 21.8 | 54.0 | 54.0 |
| 1 SI | 200 | 18.5 | 46.0 | 100.0 |
| Total | 436 | 40.3 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 22 | 2.0 |  |  |
| Total | 644 | 59.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C13 C13 … puede verse afectado en su infraestructura?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 225 | 20.8 | 51.9 | 51.9 |
| 1 SI | 209 | 19.3 | 48.1 | 100.0 |
| Total | 434 | 40.2 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 23 | 2.2 |  |  |
| Total | 646 | 59.8 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C14 C14 Hablemos de los servicios brindados en una clínica de salud pública. ¿Cómo calificaría … el estado de las instalaciones?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 281 | 26.0 | 61.5 | 61.5 |
| 5 Muy bueno | 94 | 8.7 | 20.6 | 82.1 |
| 3 Regular | 39 | 3.6 | 8.6 | 90.7 |
| 2 Malo | 32 | 2.9 | 6.9 | 97.6 |
| 1 Muy malo | 11 | 1.0 | 2.4 | 100.0 |
| Total | 457 | 42.3 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 0 | .0 |  |  |
| Total | 623 | 57.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C15 C15 … la calidad de la atención del médico?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 236 | 21.9 | 52.0 | 52.0 |
| 3 Regular | 87 | 8.0 | 19.0 | 71.0 |
| 5 Muy bueno | 78 | 7.2 | 17.1 | 88.1 |
| 2 Malo | 45 | 4.2 | 10.0 | 98.1 |
| 1 Muy malo | 9 | .8 | 1.9 | 100.0 |
| Total | 455 | 42.1 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 3 | .2 |  |  |
| Total | 625 | 57.9 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C16 C16 … la efectividad del tratamiento que le mandaron?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 241 | 22.3 | 54.5 | 54.5 |
| 3 Regular | 81 | 7.5 | 18.2 | 72.8 |
| 5 Muy bueno | 66 | 6.1 | 14.9 | 87.7 |
| 2 Malo | 41 | 3.8 | 9.3 | 97.0 |
| 1 Muy malo | 13 | 1.2 | 3.0 | 100.0 |
| Total | 442 | 40.9 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 16 | 1.4 |  |  |
| Total | 638 | 59.1 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C17 C17 Diría que el tiempo para que le dieran la cita con el especialista fue …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 Mucho | 229 | 21.2 | 52.7 | 52.7 |
| 2 Razonable | 140 | 12.9 | 32.1 | 84.8 |
| 3 Poco | 66 | 6.1 | 15.2 | 100.0 |
| Total | 435 | 40.3 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 22 | 2.0 |  |  |
| Total | 645 | 59.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C18 C18 Y el tiempo de espera el día de la cita fue …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Razonable | 191 | 17.7 | 43.5 | 43.5 |
| 1 Mucho | 182 | 16.8 | 41.4 | 84.9 |
| 3 Poco | 67 | 6.2 | 15.1 | 100.0 |
| Total | 440 | 40.7 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 17 | 1.6 |  |  |
| Total | 640 | 59.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C19 C19 ¿Ha asistido usted o alguno de sus familiares a un servicio de emergencia en una clínica de salud?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 353 | 32.7 | 77.4 | 77.4 |
| 2 NO | 103 | 9.5 | 22.6 | 100.0 |
| Total | 456 | 42.3 | 100.0 |  |
| Perdidos | 99999 | 623 | 57.7 |  |  |
| 9 NS/NR | 1 | .1 |  |  |
| Total | 624 | 57.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C20 C20 ¿Cómo calificaría ese servicio?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Bueno | 166 | 15.3 | 46.8 | 46.8 |
| 4 Malo | 57 | 5.3 | 16.1 | 62.9 |
| 3 Regular | 52 | 4.8 | 14.7 | 77.6 |
| 1 Muy bueno | 46 | 4.2 | 13.0 | 90.5 |
| 5 Muy malo | 34 | 3.1 | 9.5 | 100.0 |
| Total | 353 | 32.7 | 100.0 |  |
| Perdidos | 99999 | 727 | 67.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **C21 C21 En términos generales, ¿cómo calificaría el servicio de las clínicas de salud públicas?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Bueno | 542 | 50.2 | 56.8 | 56.8 |
| 3 Regular | 172 | 16.0 | 18.1 | 74.9 |
| 4 Malo | 110 | 10.2 | 11.6 | 86.5 |
| 1 Muy bueno | 72 | 6.7 | 7.6 | 94.1 |
| 5 Muy malo | 57 | 5.2 | 5.9 | 100.0 |
| Total | 954 | 88.3 | 100.0 |  |
| Perdidos | 9 NS/NR | 126 | 11.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D1 D1 ¿Usted ha asistido alguna vez a un hospital público en Costa Rica en los últimos años?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 670 | 62.0 | 62.0 | 62.0 |
| 2 NO | 410 | 38.0 | 38.0 | 100.0 |
| Total | 1080 | 100.0 | 100.0 |  |

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| **D2 D2 Con respecto a los hospitales públicos ¿Considera que … conoce usted los servicios ofrecidos?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 467 | 43.3 | 70.6 | 70.6 |
| 2 NO | 195 | 18.0 | 29.4 | 100.0 |
| Total | 662 | 61.3 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 8 | .7 |  |  |
| Total | 418 | 38.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D3 D3 … posee el personal de salud necesario?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 433 | 40.0 | 65.7 | 65.7 |
| 2 NO | 226 | 20.9 | 34.3 | 100.0 |
| Total | 658 | 61.0 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 12 | 1.1 |  |  |
| Total | 421 | 39.0 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D4 D4 … cuenta con instrumentos para la atención?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 537 | 49.7 | 82.2 | 82.2 |
| 2 NO | 117 | 10.8 | 17.8 | 100.0 |
| Total | 653 | 60.5 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 17 | 1.6 |  |  |
| Total | 427 | 39.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D5 D5 … tiene suficientes medicamentos?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 494 | 45.7 | 78.1 | 78.1 |
| 2 NO | 138 | 12.8 | 21.9 | 100.0 |
| Total | 632 | 58.5 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 38 | 3.5 |  |  |
| Total | 448 | 41.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D6 D6 … cuenta con infraestructura necesaria para la buena atención?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 469 | 43.4 | 70.8 | 70.8 |
| 2 NO | 194 | 17.9 | 29.2 | 100.0 |
| Total | 662 | 61.3 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 8 | .7 |  |  |
| Total | 418 | 38.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D7 D7 … dan suficientes citas por día?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 290 | 26.8 | 53.3 | 53.3 |
| 1 SI | 254 | 23.5 | 46.7 | 100.0 |
| Total | 543 | 50.3 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 127 | 11.7 |  |  |
| Total | 537 | 49.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D8 D8 ... los médicos se encuentran comprometidos con la salud de los pacientes?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 437 | 40.5 | 67.7 | 67.7 |
| 2 NO | 209 | 19.3 | 32.3 | 100.0 |
| Total | 646 | 59.8 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 24 | 2.2 |  |  |
| Total | 434 | 40.2 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D9 D9 … y los administrativos se encuentran comprometidos con la atención a los pacientes?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 376 | 34.8 | 58.6 | 58.6 |
| 2 NO | 266 | 24.6 | 41.4 | 100.0 |
| Total | 641 | 59.4 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 29 | 2.6 |  |  |
| Total | 439 | 40.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D10 D10 … recibe un trato amable por parte del personal administrativo?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 420 | 38.9 | 65.1 | 65.1 |
| 2 NO | 225 | 20.8 | 34.9 | 100.0 |
| Total | 645 | 59.7 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 25 | 2.3 |  |  |
| Total | 435 | 40.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D11 D11 … y del personal médico?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 486 | 45.0 | 74.3 | 74.3 |
| 2 NO | 168 | 15.6 | 25.7 | 100.0 |
| Total | 654 | 60.6 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 16 | 1.5 |  |  |
| Total | 426 | 39.4 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D12 D12 … es fácil conseguir una cita?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 451 | 41.8 | 73.5 | 73.5 |
| 1 SI | 163 | 15.1 | 26.5 | 100.0 |
| Total | 614 | 56.9 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 56 | 5.2 |  |  |
| Total | 466 | 43.1 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D13 D13 … es fácil conseguir una cama para que lo internen?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 430 | 39.8 | 74.6 | 74.6 |
| 1 SI | 147 | 13.6 | 25.4 | 100.0 |
| Total | 577 | 53.4 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 93 | 8.6 |  |  |
| Total | 503 | 46.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D14 D14 Ahora bien, ante un evento climático extremo como Otto 2016 o Nate 2017 ¿cree que los hospitales … tendrían la capacidad de atender a las personas?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 333 | 30.8 | 51.5 | 51.5 |
| 1 SI | 314 | 29.0 | 48.5 | 100.0 |
| Total | 647 | 59.9 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 23 | 2.2 |  |  |
| Total | 433 | 40.1 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D15 D15 … pueden verse afectados en su infraestructura?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 355 | 32.9 | 55.1 | 55.1 |
| 2 NO | 289 | 26.8 | 44.9 | 100.0 |
| Total | 644 | 59.7 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 26 | 2.4 |  |  |
| Total | 436 | 40.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D16 D16 Hablando de los servicios del hospital, ¿cómo calificaría …el estado de las instalaciones?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 356 | 33.0 | 53.5 | 53.5 |
| 5 Muy bueno | 134 | 12.4 | 20.2 | 73.7 |
| 2 Malo | 81 | 7.5 | 12.2 | 85.9 |
| 3 Regular | 75 | 7.0 | 11.3 | 97.1 |
| 1 Muy malo | 19 | 1.8 | 2.9 | 100.0 |
| Total | 665 | 61.6 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 5 | .4 |  |  |
| Total | 415 | 38.4 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D17 D17 … la calidad de la atención del médico?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 341 | 31.6 | 51.2 | 51.2 |
| 5 Muy bueno | 140 | 13.0 | 21.0 | 72.2 |
| 3 Regular | 105 | 9.7 | 15.7 | 87.9 |
| 2 Malo | 65 | 6.0 | 9.7 | 97.6 |
| 1 Muy malo | 16 | 1.5 | 2.4 | 100.0 |
| Total | 667 | 61.7 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 3 | .3 |  |  |
| Total | 413 | 38.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D18 D18 … la efectividad del tratamiento que le mandaron?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 4 Bueno | 346 | 32.1 | 52.7 | 52.7 |
| 5 Muy bueno | 128 | 11.8 | 19.4 | 72.2 |
| 2 Malo | 90 | 8.3 | 13.7 | 85.8 |
| 3 Regular | 85 | 7.8 | 12.9 | 98.7 |
| 1 Muy malo | 8 | .8 | 1.3 | 100.0 |
| Total | 657 | 60.8 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 13 | 1.2 |  |  |
| Total | 423 | 39.2 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D19 D19 ¿Tuvo que esperar … para que le dieran la cita?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 3 Más de un año | 271 | 25.1 | 47.0 | 47.0 |
| 2 Meses | 211 | 19.6 | 36.7 | 83.8 |
| 1 Semanas | 94 | 8.7 | 16.2 | 100.0 |
| Total | 576 | 53.3 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 94 | 8.7 |  |  |
| Total | 504 | 46.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D20 D20 Y, ¿diría que el tiempo fue …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 Mucho | 391 | 36.2 | 66.6 | 66.6 |
| 2 Razonable | 152 | 14.1 | 25.9 | 92.5 |
| 3 Poco | 44 | 4.1 | 7.5 | 100.0 |
| Total | 587 | 54.3 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 83 | 7.7 |  |  |
| Total | 493 | 45.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D21 D21 El tiempo de espera el día de la cita con el especialista fue …** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 Mucho | 260 | 24.1 | 44.2 | 44.2 |
| 2 Razonable | 243 | 22.5 | 41.2 | 85.4 |
| 3 Poco | 86 | 8.0 | 14.6 | 100.0 |
| Total | 588 | 54.5 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 82 | 7.6 |  |  |
| Total | 492 | 45.5 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D22 D22 ¿Ha asistido usted o alguno de sus familiares a un servicio de emergencia en hospital?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 574 | 53.2 | 86.1 | 86.1 |
| 2 NO | 93 | 8.6 | 13.9 | 100.0 |
| Total | 667 | 61.7 | 100.0 |  |
| Perdidos | 99999 | 410 | 38.0 |  |  |
| 9 NS/NR | 3 | .3 |  |  |
| Total | 413 | 38.3 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D23 D23 ¿Cómo calificaría ese servicio?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Bueno | 225 | 20.8 | 39.2 | 39.2 |
| 1 Muy bueno | 112 | 10.4 | 19.6 | 58.8 |
| 4 Malo | 90 | 8.3 | 15.6 | 74.4 |
| 5 Muy malo | 78 | 7.2 | 13.6 | 88.0 |
| 3 Regular | 69 | 6.4 | 12.0 | 100.0 |
| Total | 573 | 53.1 | 100.0 |  |
| Perdidos | 99999 | 506 | 46.8 |  |  |
| 9 NS/NR | 1 | .1 |  |  |
| Total | 507 | 46.9 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **D24 D24 En términos generales, ¿cómo calificaría el servicio de los Hospitales?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 Bueno | 552 | 51.1 | 52.8 | 52.8 |
| 4 Malo | 164 | 15.2 | 15.7 | 68.5 |
| 3 Regular | 156 | 14.4 | 14.9 | 83.4 |
| 1 Muy bueno | 120 | 11.2 | 11.5 | 95.0 |
| 5 Muy malo | 53 | 4.9 | 5.0 | 100.0 |
| Total | 1046 | 96.8 | 100.0 |  |
| Perdidos | 9 NS/NR | 34 | 3.2 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **E1 E1 ¿Considera que los centros de salud como EBAIS, clínicas u hospitales, informan a la población sobre temas de… alimentación sana y balanceada?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 538 | 49.8 | 52.7 | 52.7 |
| 2 NO | 482 | 44.6 | 47.3 | 100.0 |
| Total | 1020 | 94.4 | 100.0 |  |
| Perdidos | 9 NS/NR | 60 | 5.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **E2 E2 … actividad física?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 566 | 52.4 | 55.7 | 55.7 |
| 2 NO | 451 | 41.7 | 44.3 | 100.0 |
| Total | 1017 | 94.2 | 100.0 |  |
| Perdidos | 9 NS/NR | 63 | 5.8 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **E3 E3 … salud mental (como prevención y manejo del estrés, violencia, depresión, etc)?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 2 NO | 585 | 54.1 | 58.0 | 58.0 |
| 1 SI | 424 | 39.3 | 42.0 | 100.0 |
| Total | 1009 | 93.4 | 100.0 |  |
| Perdidos | 9 NS/NR | 71 | 6.6 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **E4 E4 … campañas de vacunación?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 917 | 84.9 | 87.2 | 87.2 |
| 2 NO | 134 | 12.4 | 12.8 | 100.0 |
| Total | 1051 | 97.3 | 100.0 |  |
| Perdidos | 9 NS/NR | 29 | 2.7 |  |  |
| Total | | 1080 | 100.0 |  |  |

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| **E5 E5 … prevención en caso de epidemias, como dengue, Zika, Chikungunya, y otros?** | | | | | |
|  | | Frecuencia | Porcentaje | Porcentaje válido | Porcentaje acumulado |
| Válido | 1 SI | 899 | 83.3 | 85.3 | 85.3 |
| 2 NO | 155 | 14.4 | 14.7 | 100.0 |
| Total | 1055 | 97.7 | 100.0 |  |
| Perdidos | 9 NS/NR | 25 | 2.3 |  |  |
| Total | | 1080 | 100.0 |  |  |