

MEMORIA DE RECLAMACIONES 2012

SUBDIRECCIÓN DE INFORMACIÓN Y
ATENCIÓN AL PACIENTE

Junio 2013



Dirección General de Atención al Paciente
CONSEJERÍA DE SANIDAD

Comunidad de Madrid

El presente informe recoge las reclamaciones recibidas en los distintos centros adscritos al Servicio Madrileño de Salud durante el año 2012.

PROCEDIMIENTO DE RECLAMACIÓN

Las reclamaciones presentadas por la atención recibida en los CS públicos de la Comunidad de Madrid.

ANÁLISIS POR ACTIVIDAD

Atención Primaria:

- ✓ Consultas de Medicina de Familia
- ✓ Consultas de Pediatría
- ✓ Consultas de Enfermería

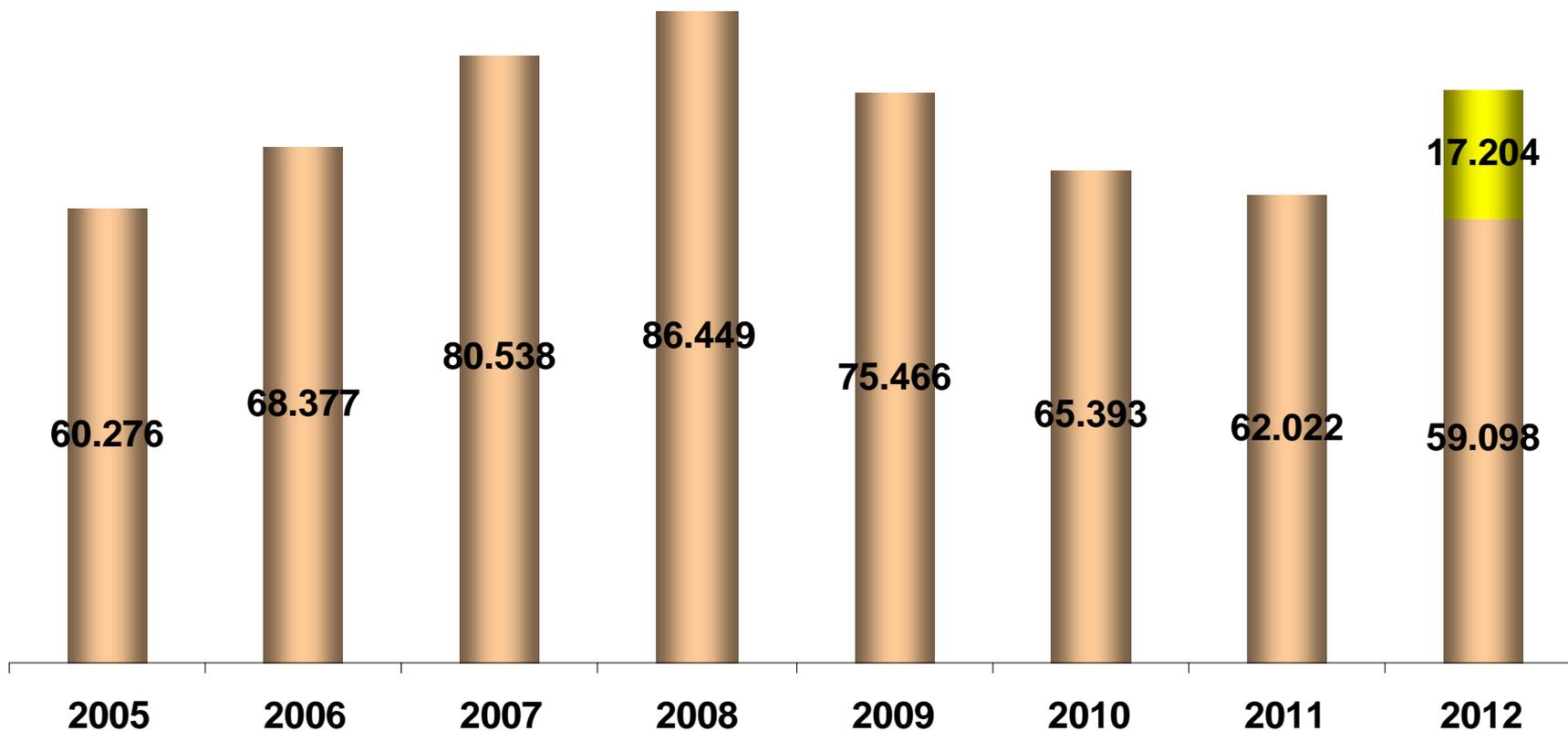
Atención Especializada:

- ✓ Consultas totales
- ✓ Ingresos totales
- ✓ Urgencias no ingresadas
- ✓ Cirugía sin ingreso

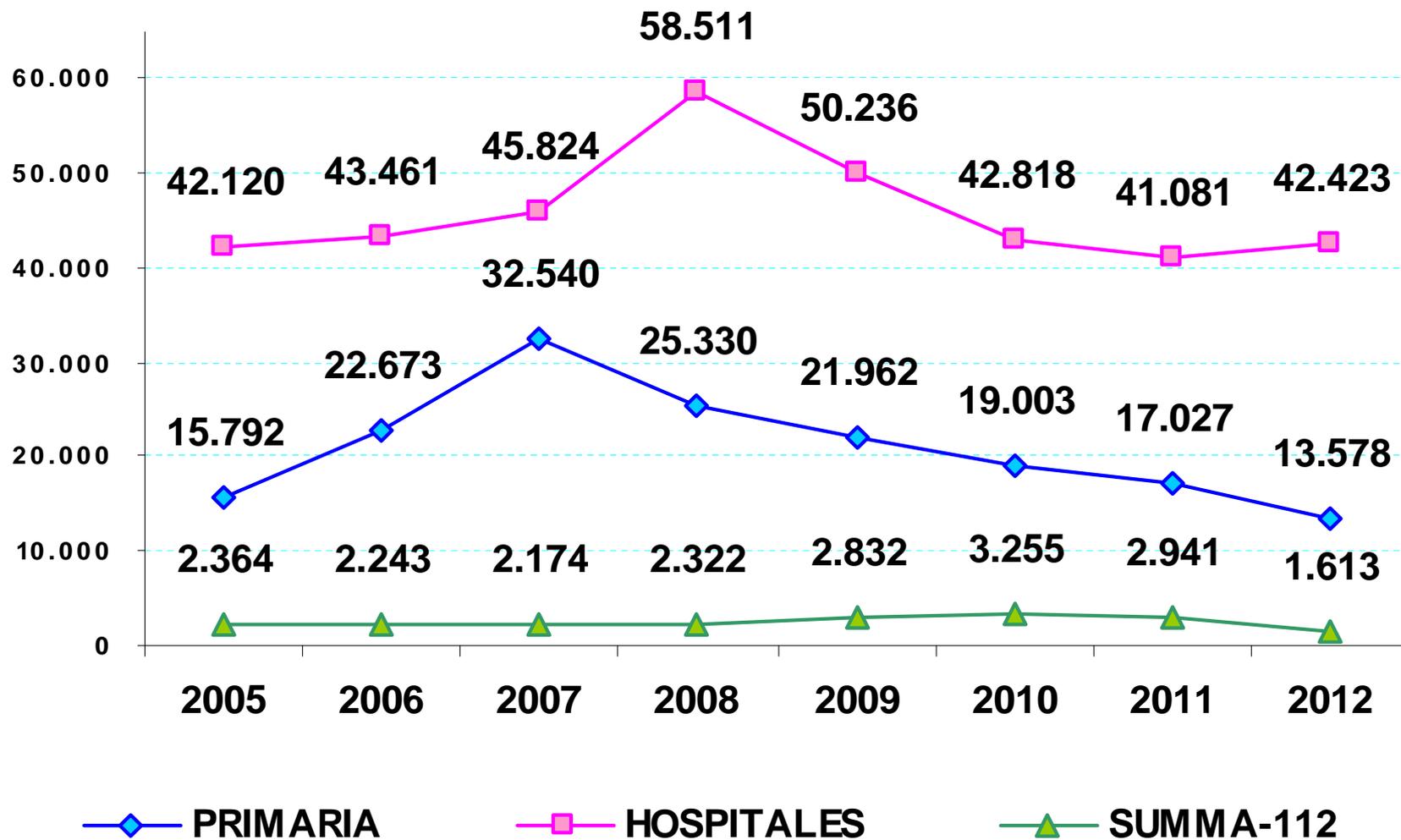
Herramienta utilizada

Aplicación informática **CESTRACK**

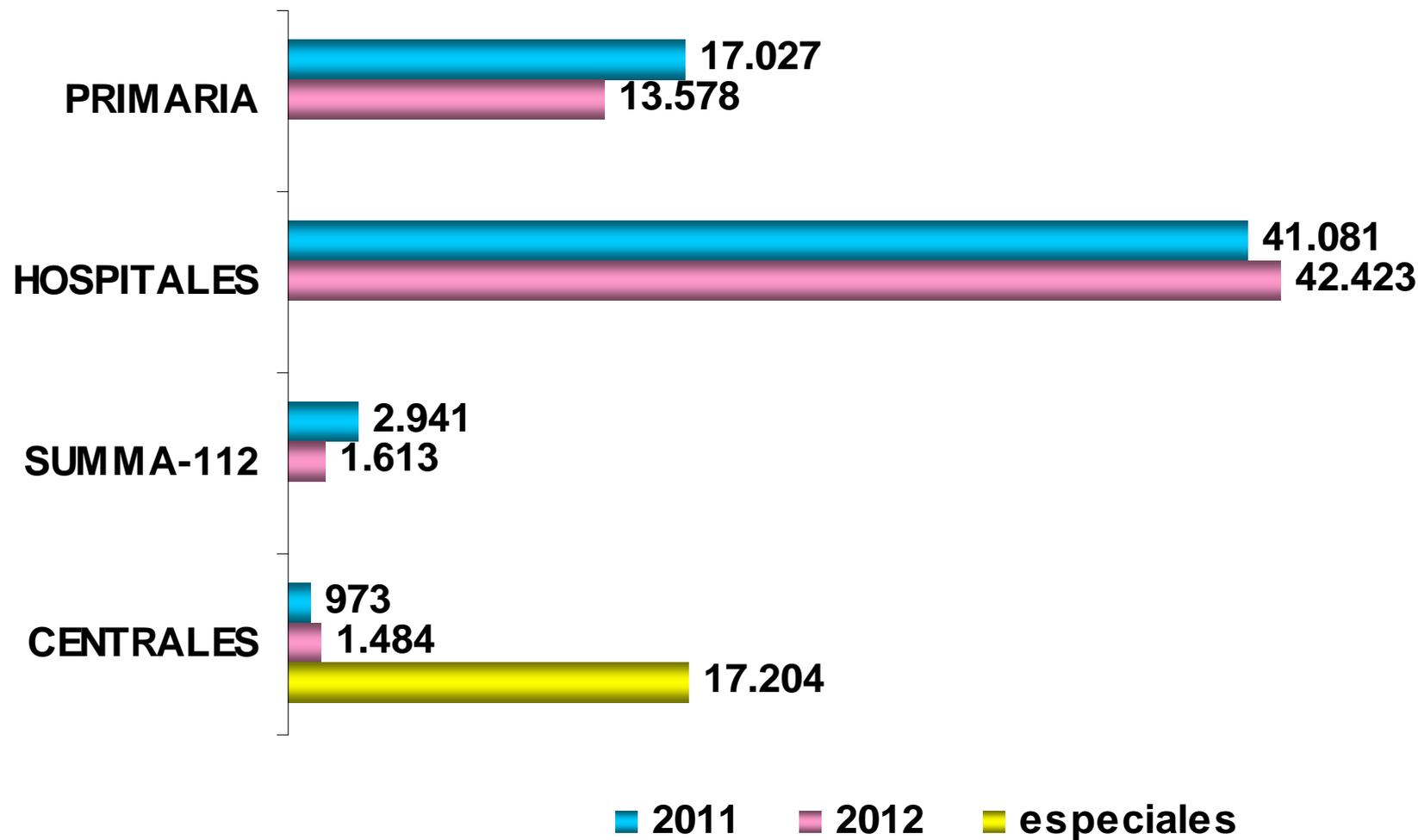
Reclamaciones: Evolución 2005-2012



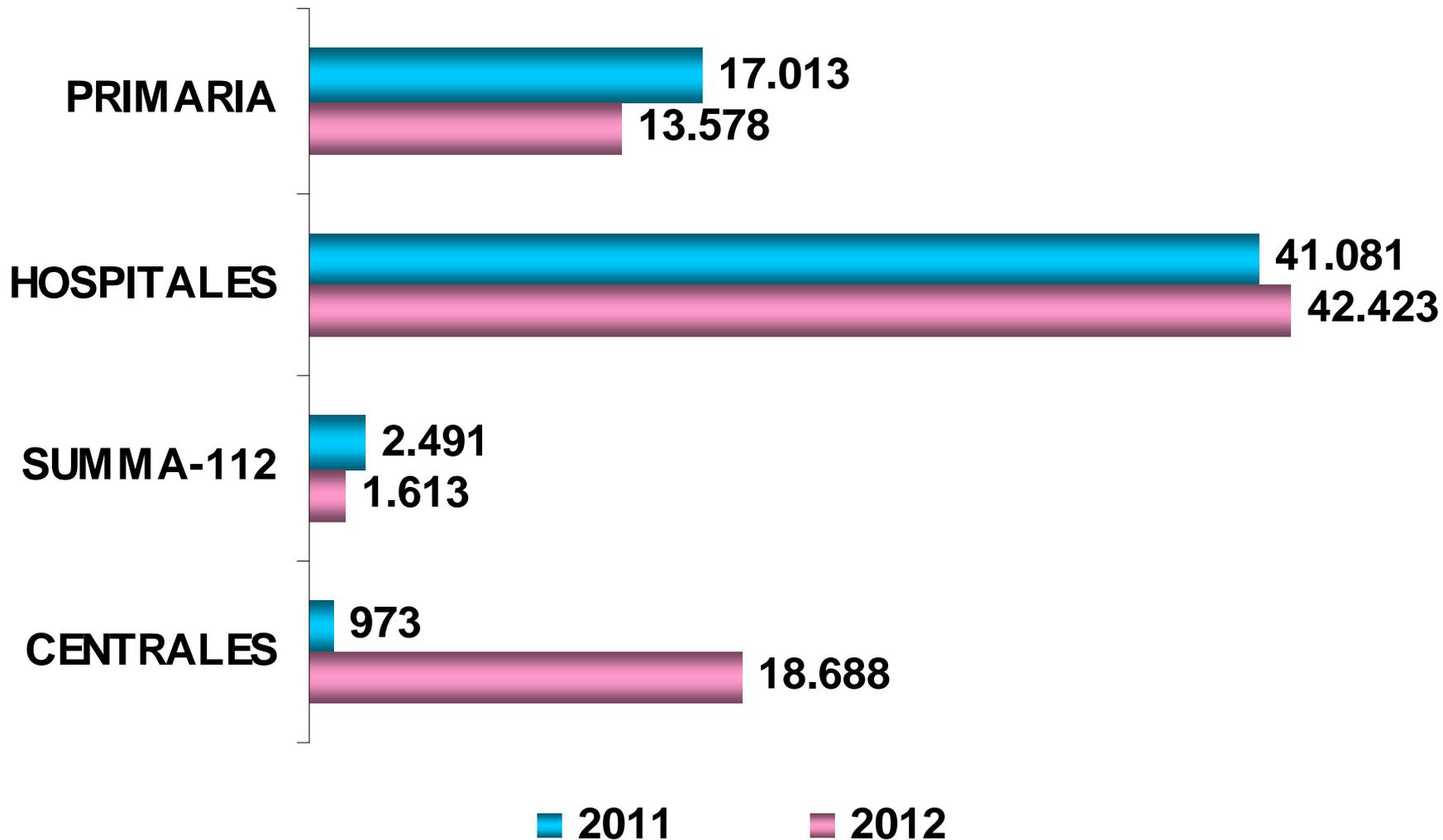
Reclamaciones: Evolución 2005-2012



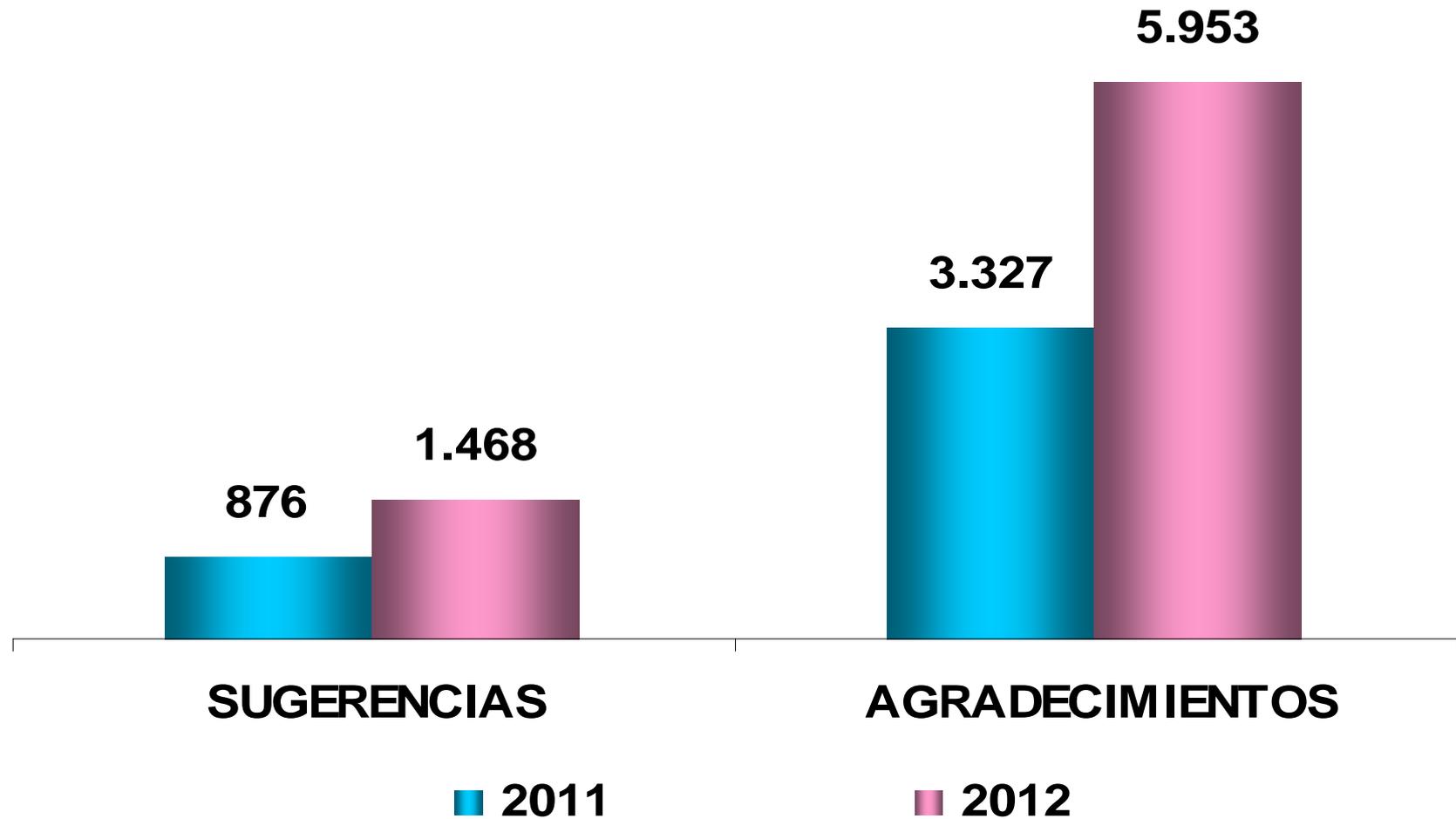
Reclamaciones: Evolución 2011-2012



Reclamaciones: Evolución 2011-2012



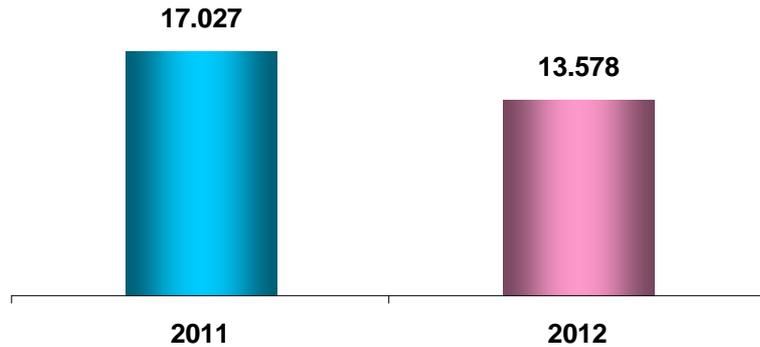
Sugerencias y agradecimientos 2011-2012



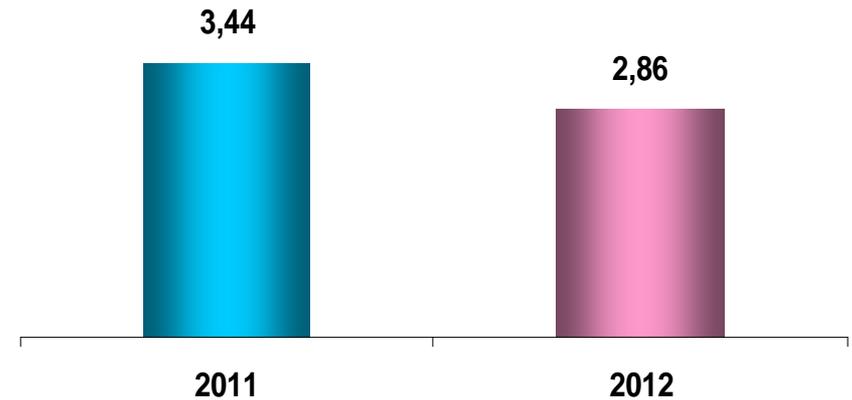
ATENCIÓN PRIMARIA

Reclamaciones vs Actividad 2011- 2012

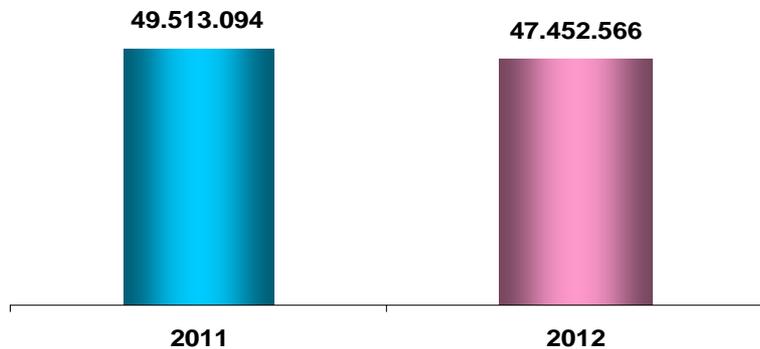
RECLAMACIONES



RECLAMACIONES / 10.000 ACTOS

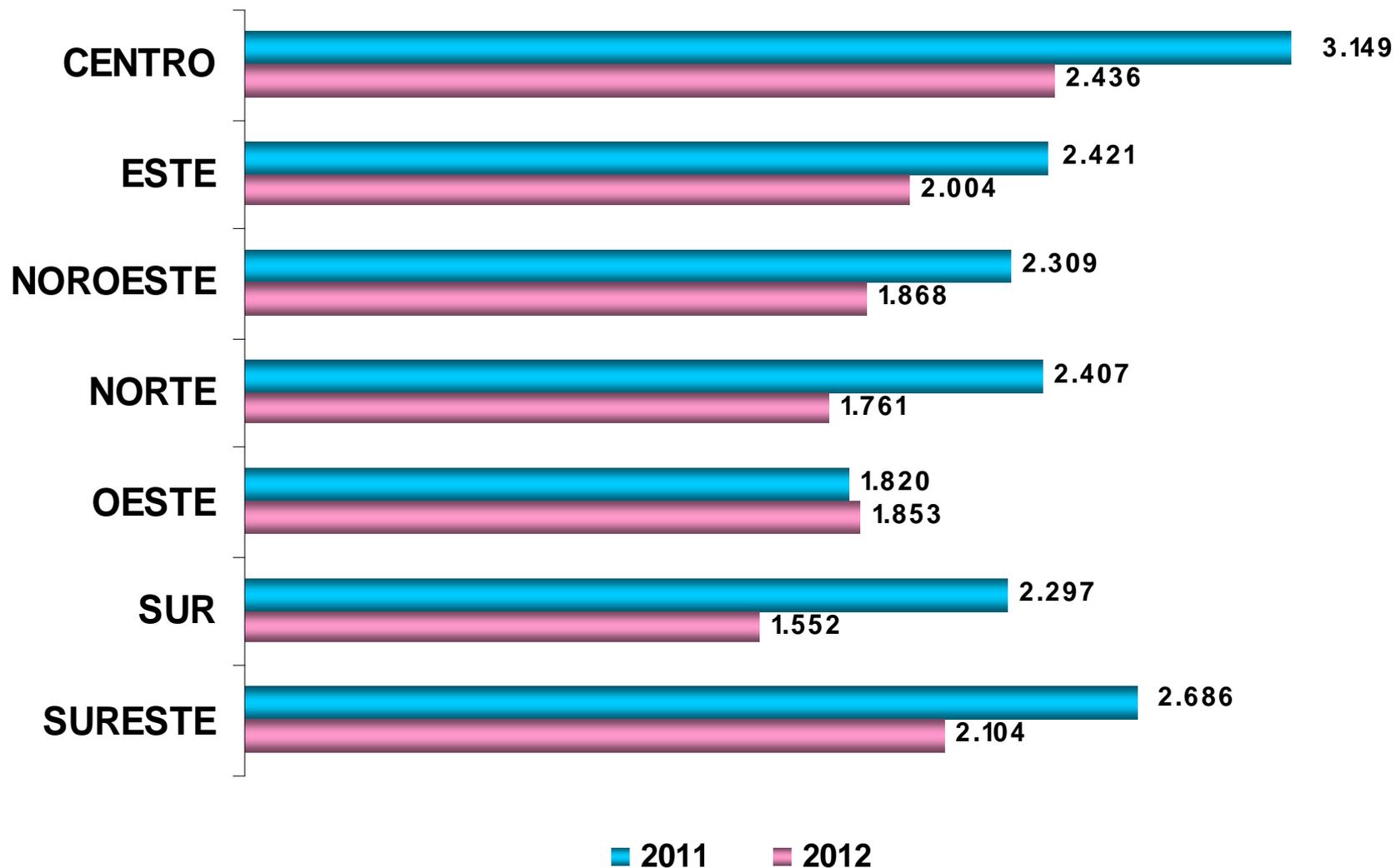


ACTIVIDAD

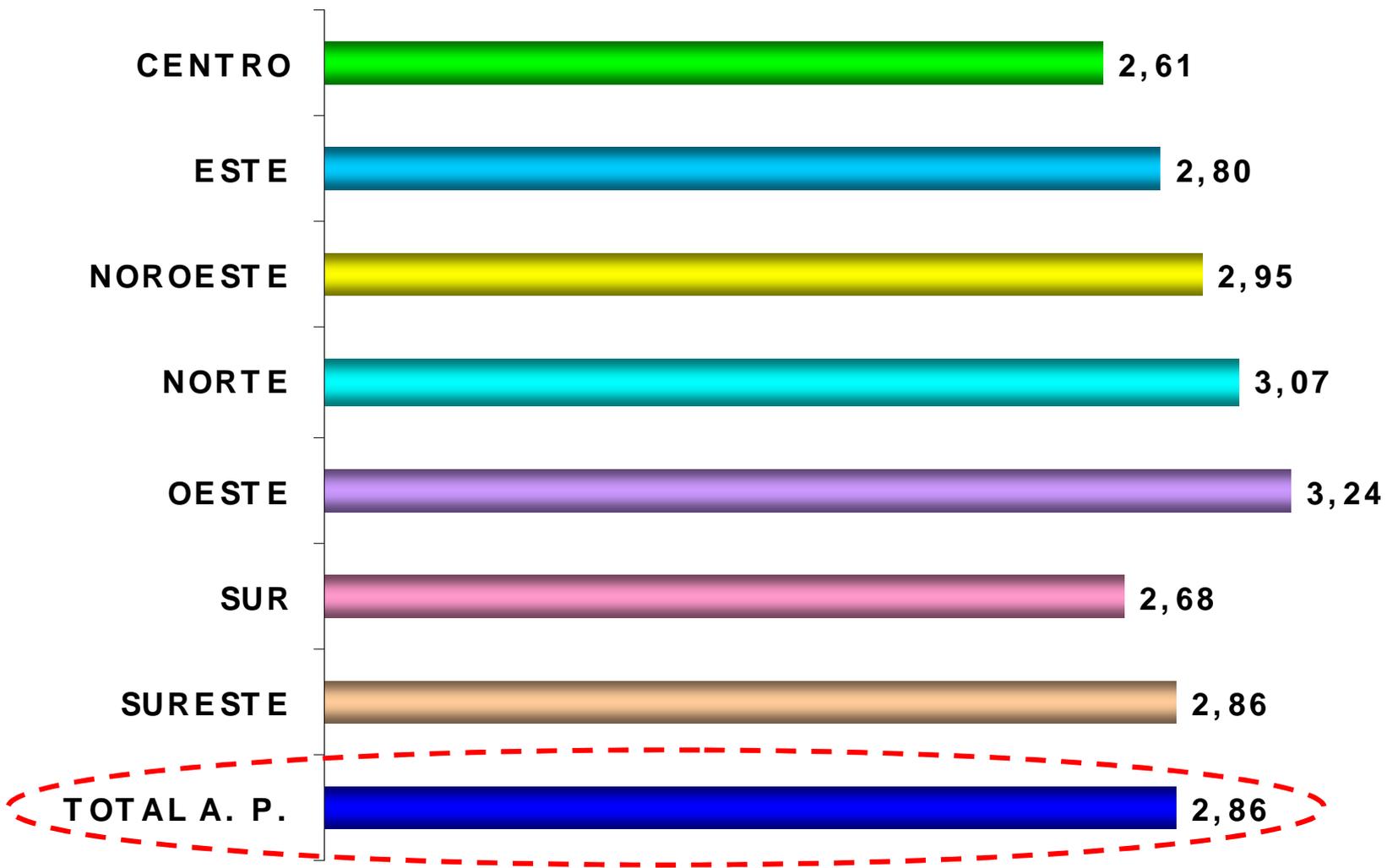




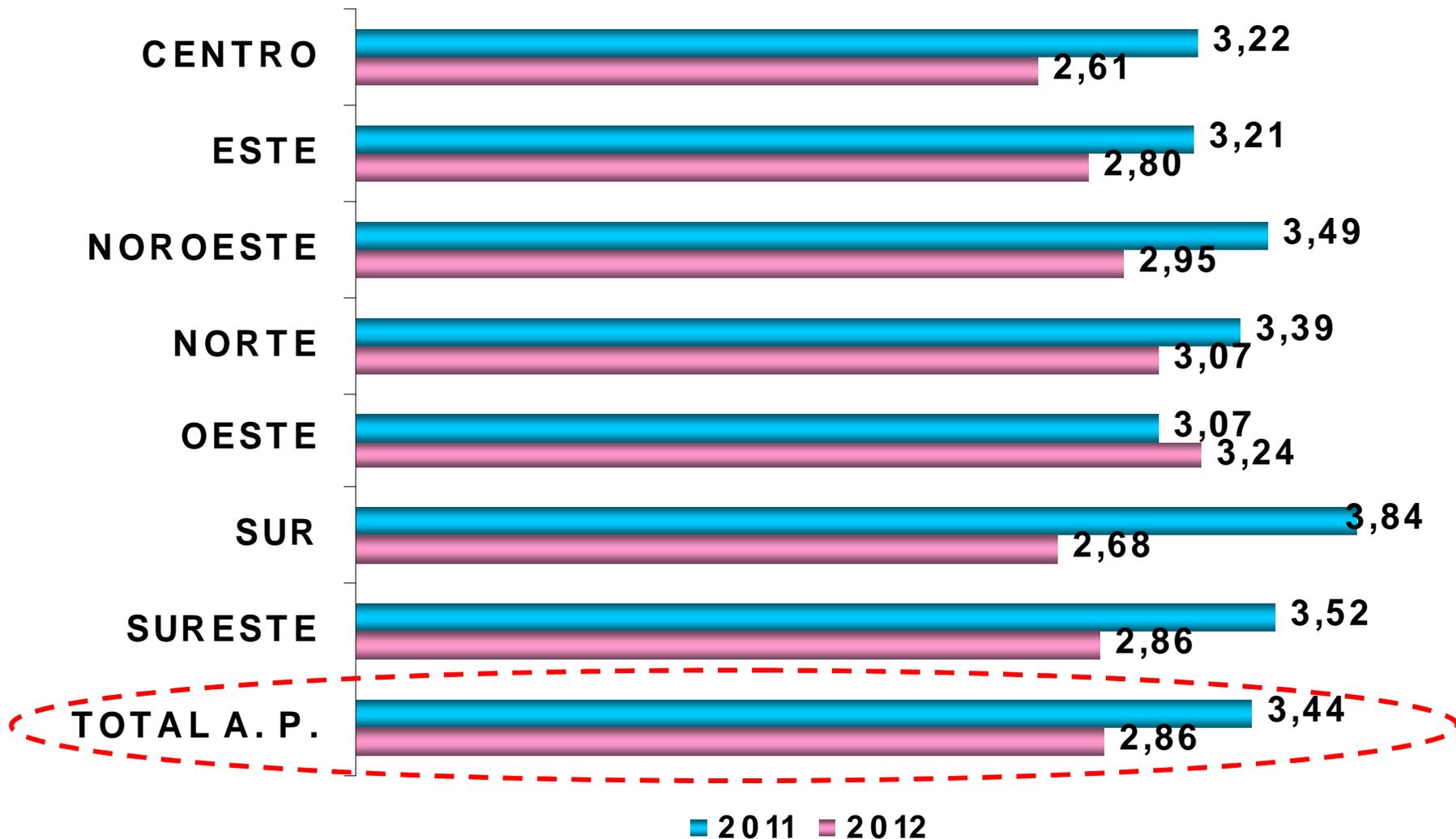
Nº total de reclamaciones 2011 vs 2012

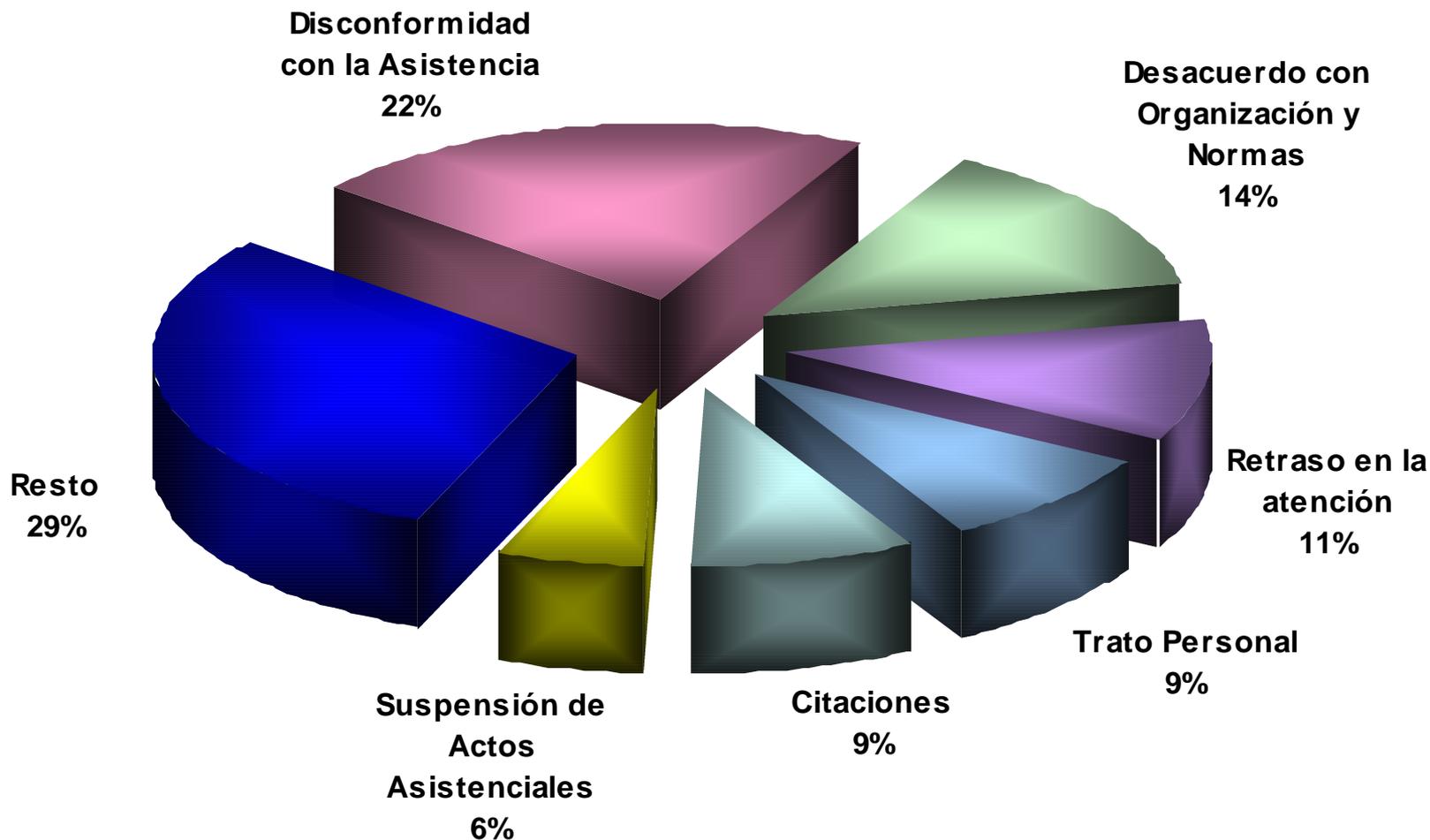


Reclamaciones / 10.000 consultas

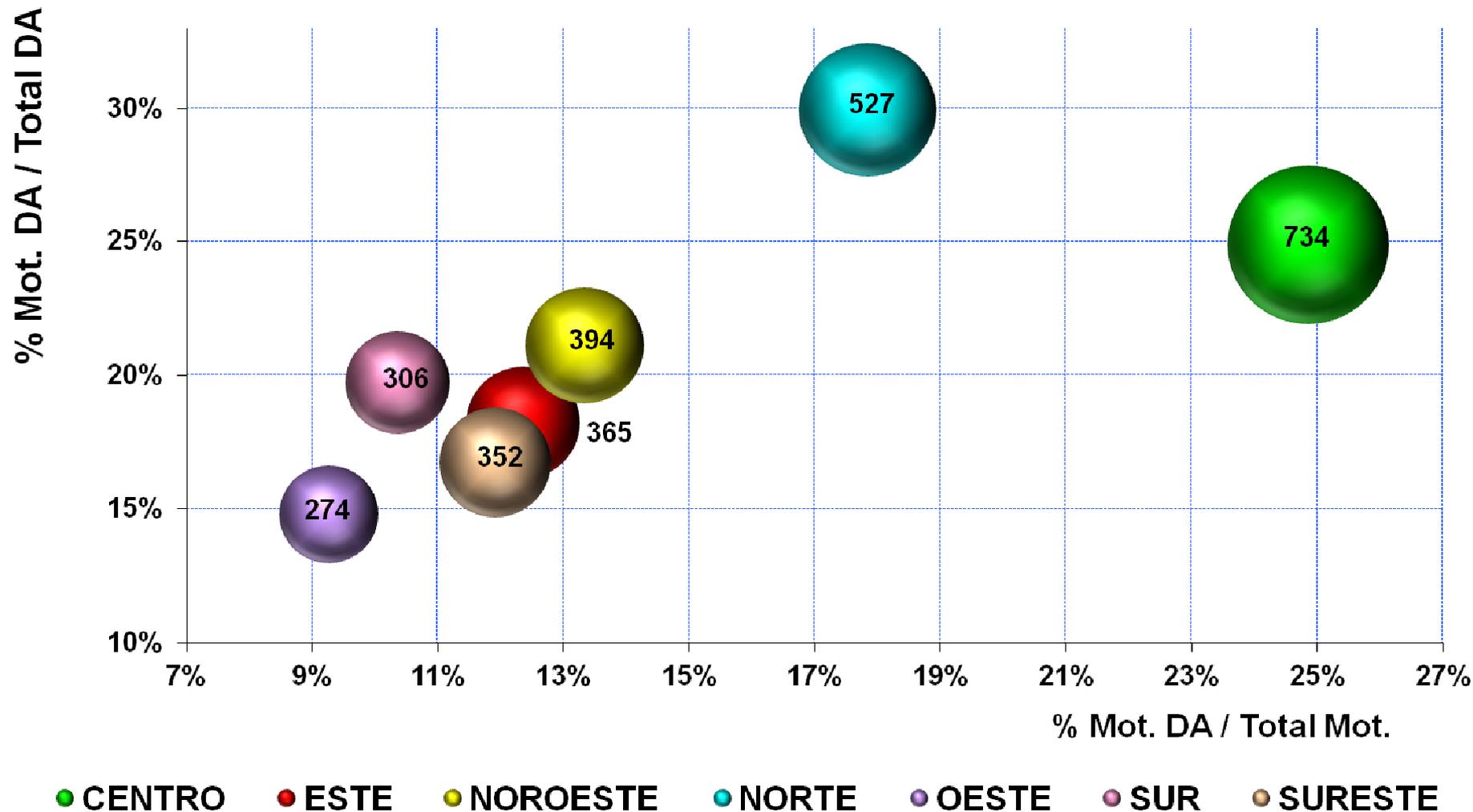


Reclamaciones / 10.000 consultas: 2011-2012

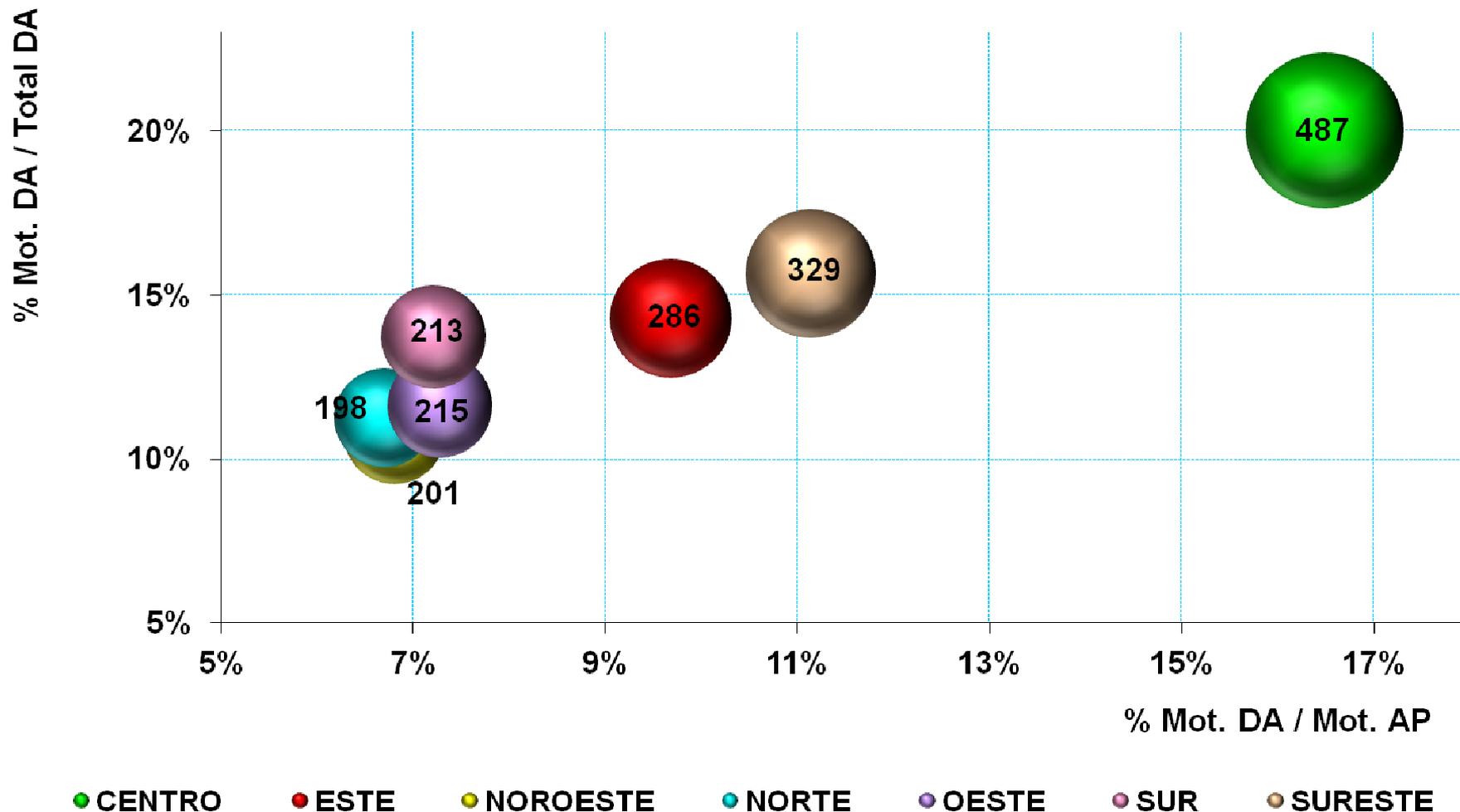




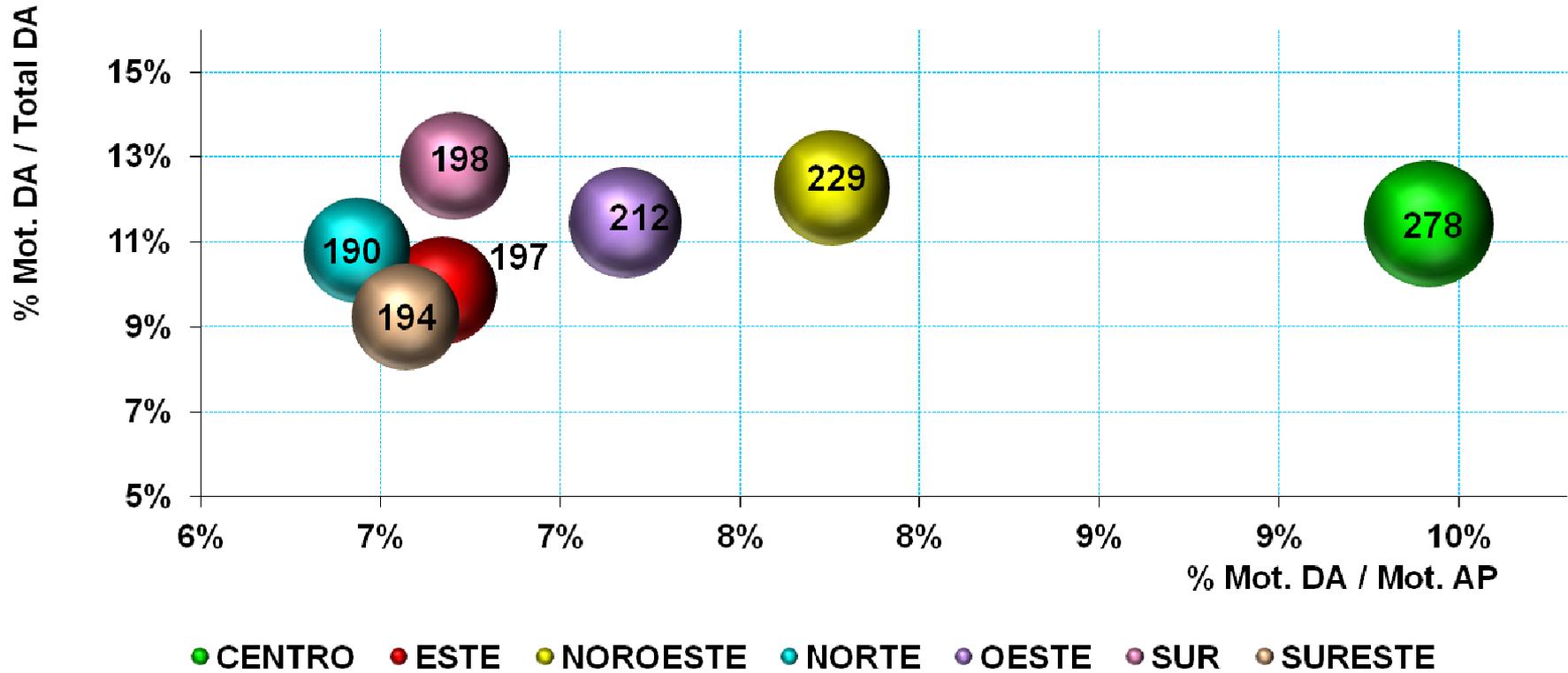
Disconformidad con la asistencia

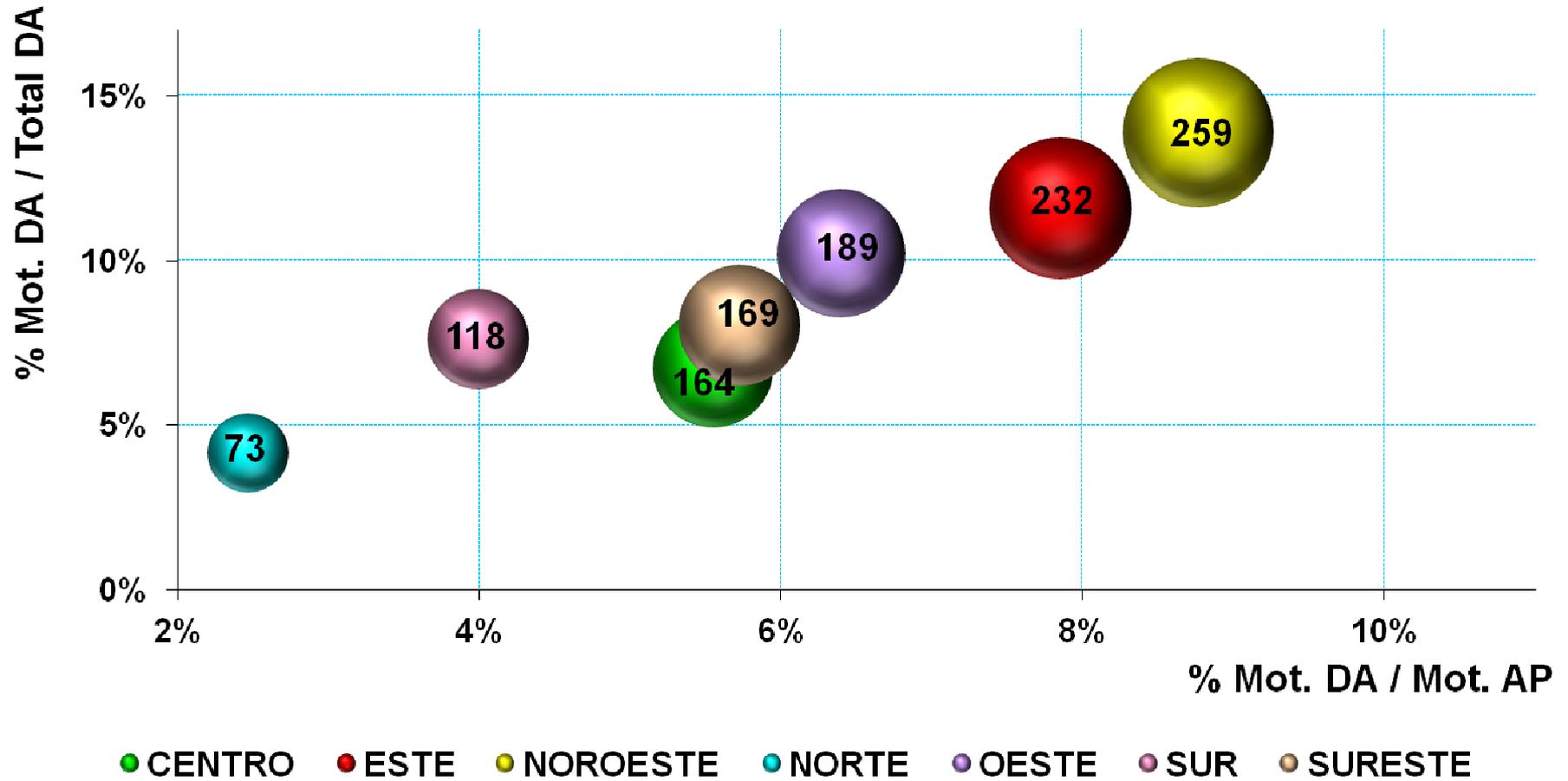


Desacuerdo con Organización y Normas



Retraso en la atención

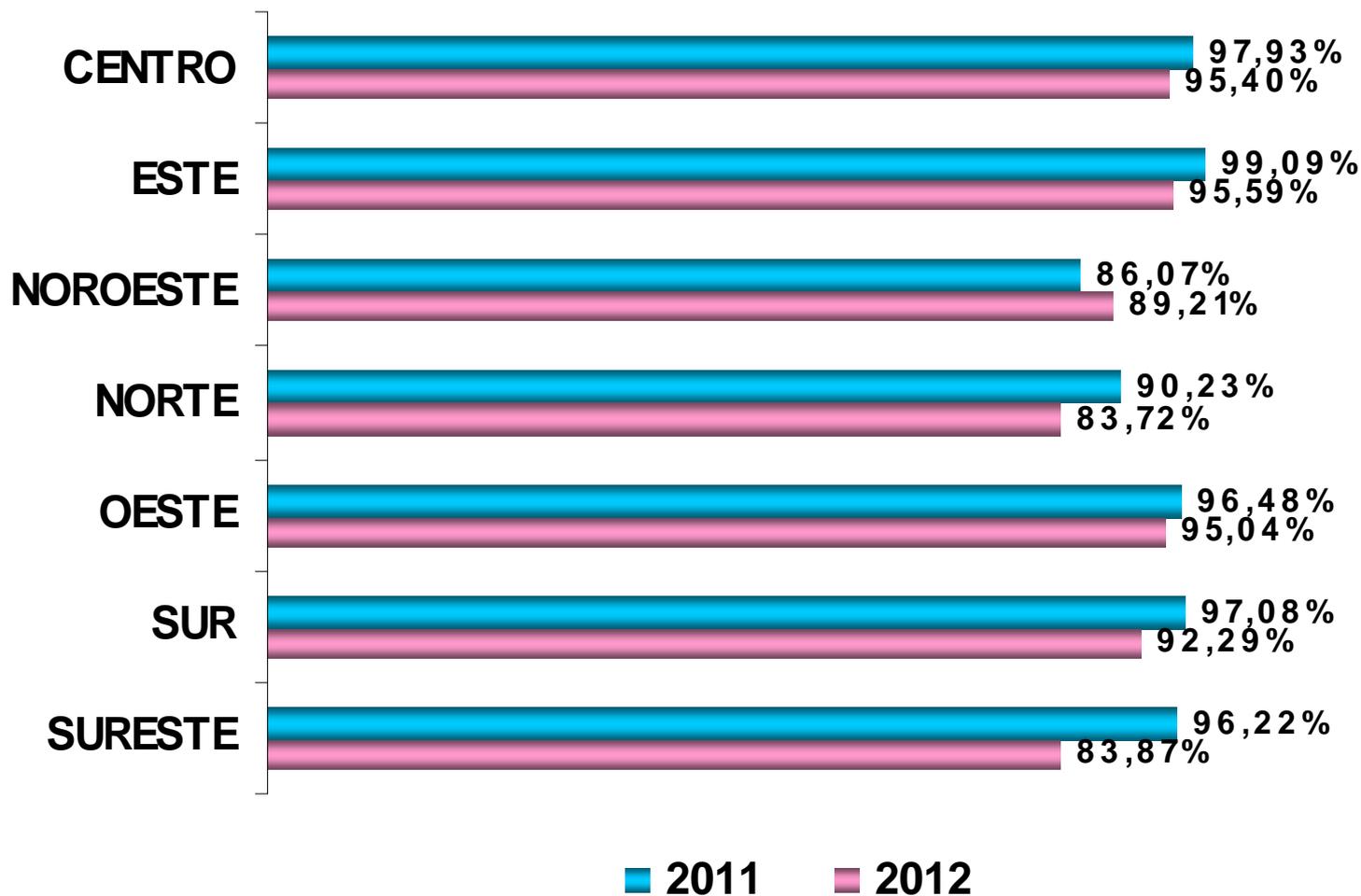


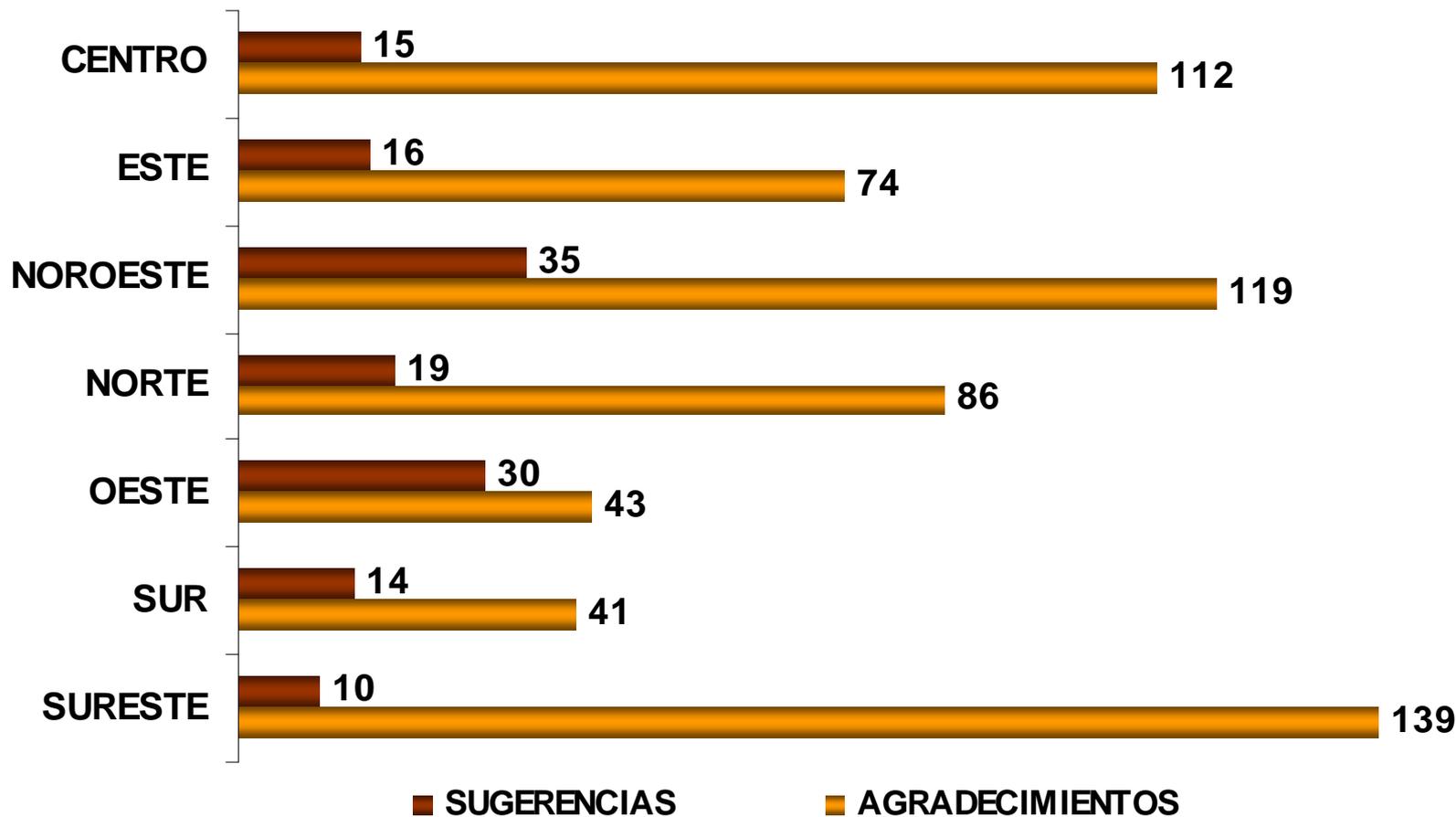


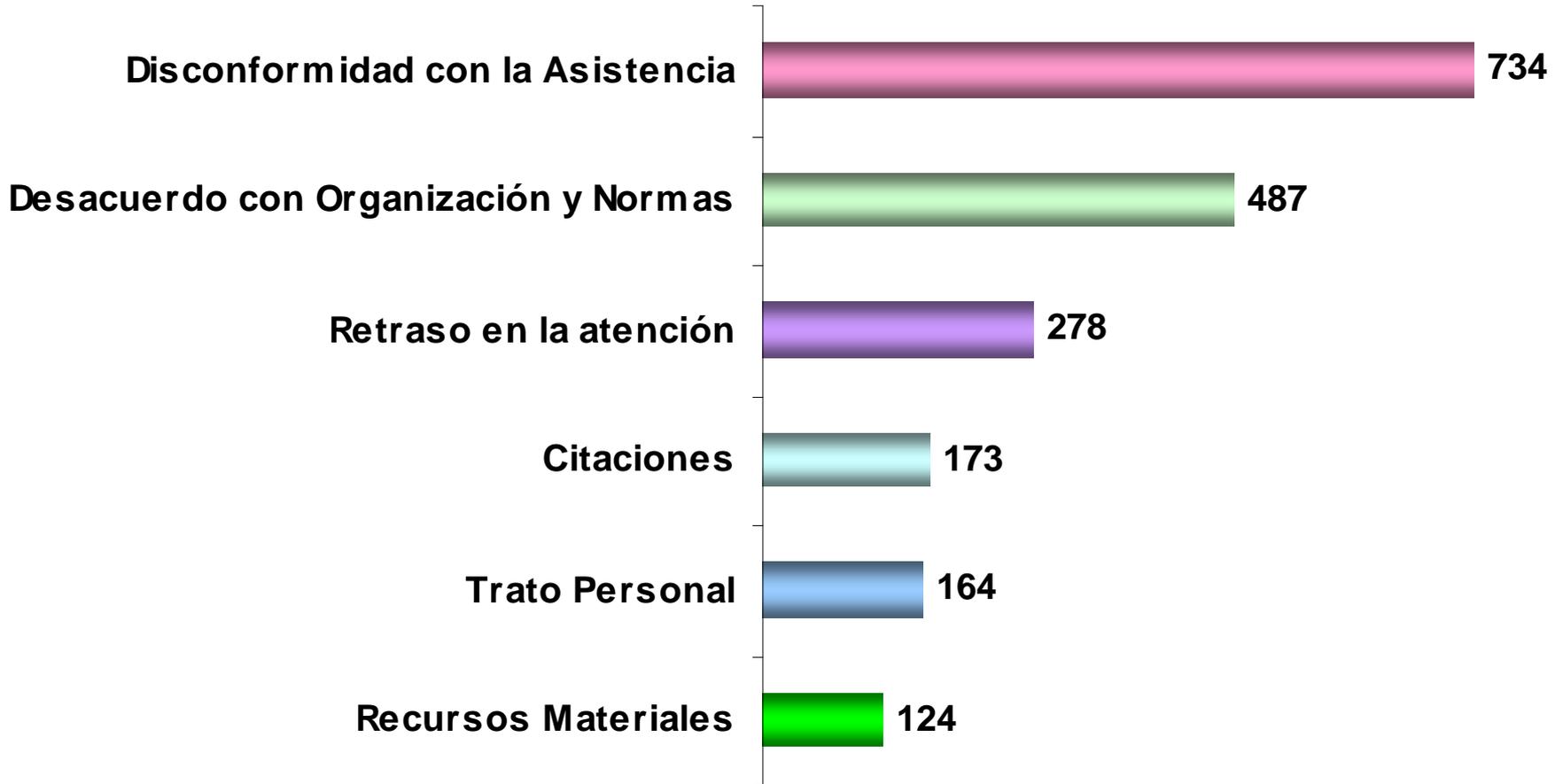
% Reclamaciones cerradas en plazo

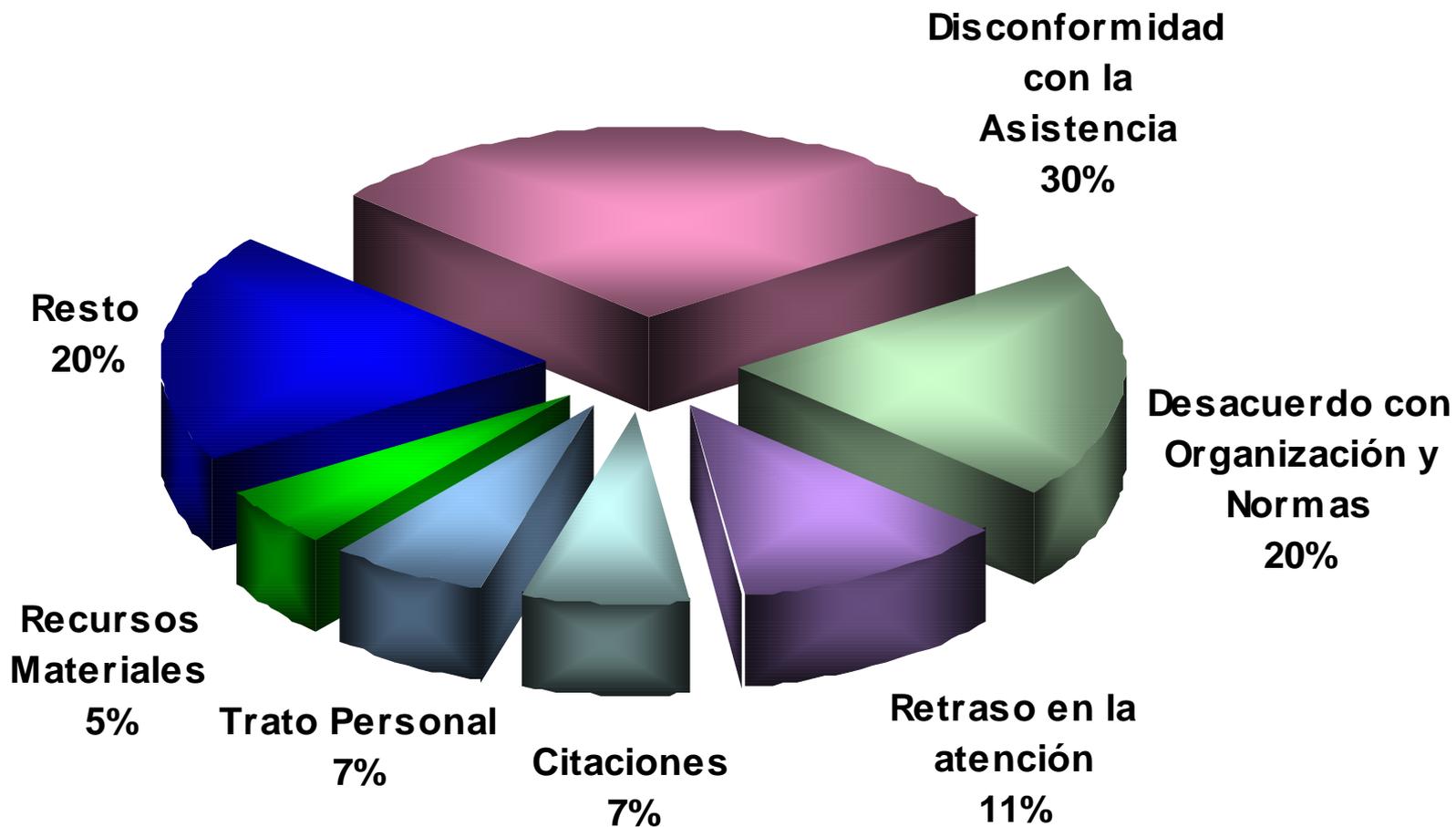


Reclamaciones cerradas en plazo: 2011-2012

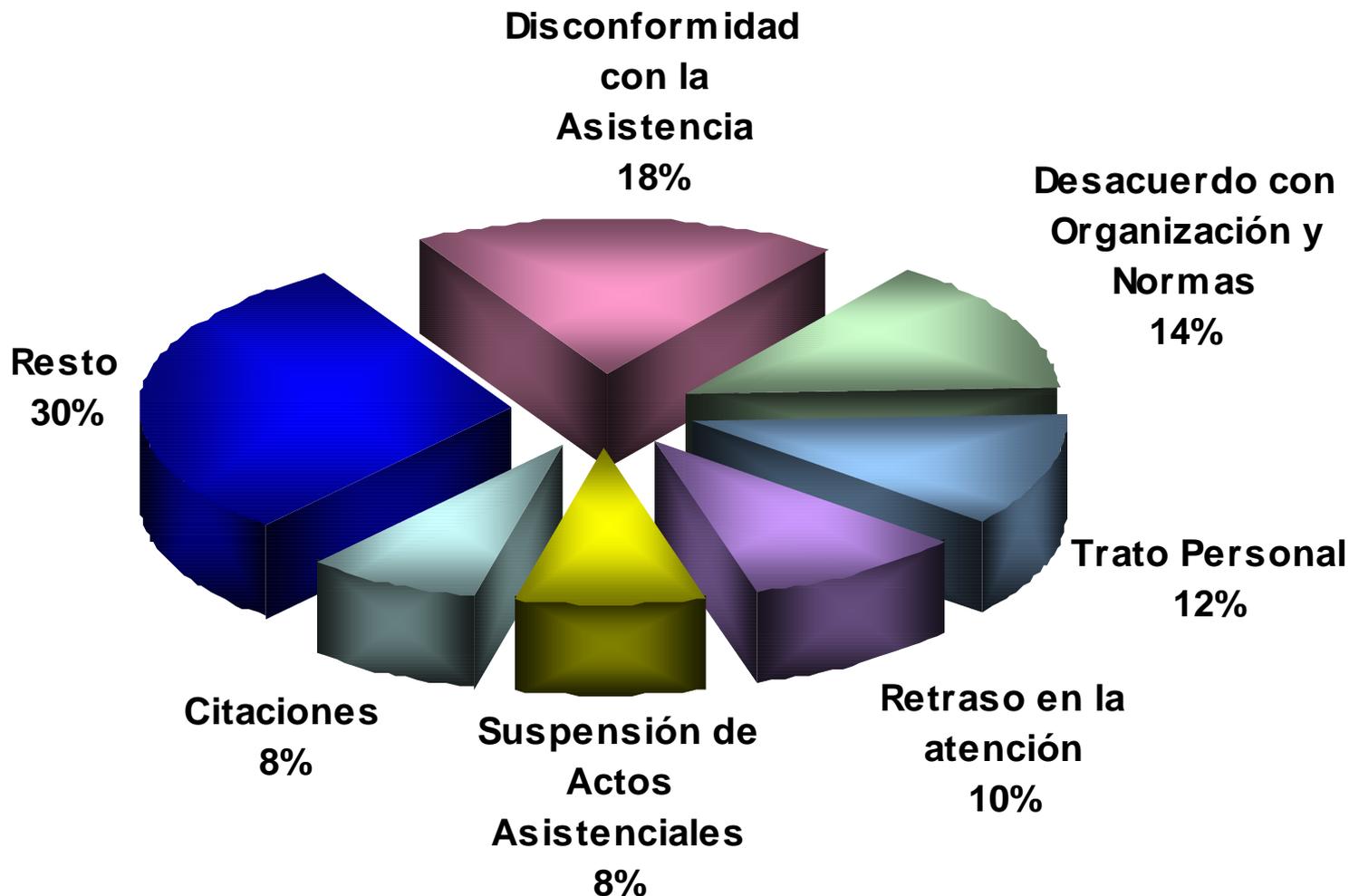




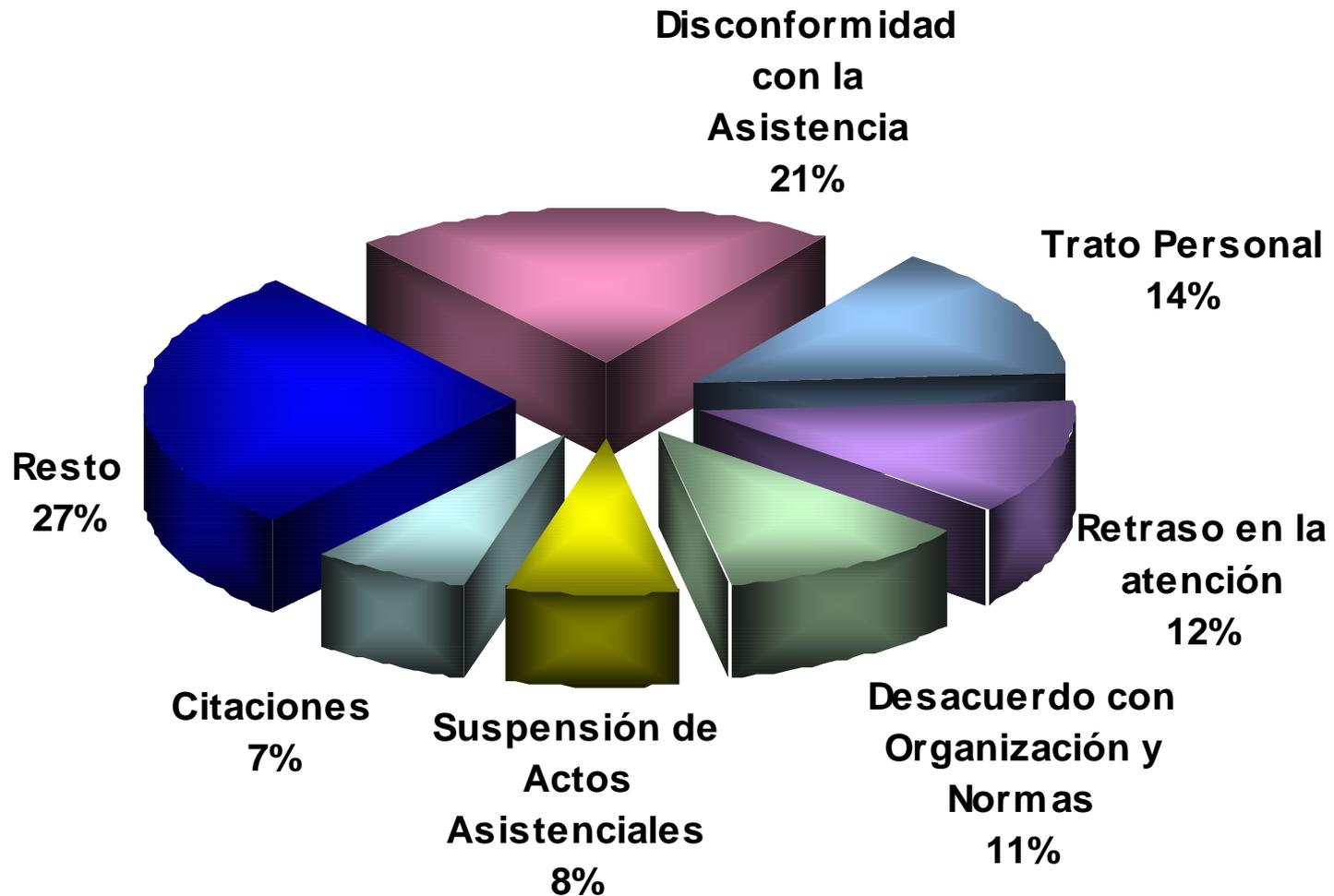




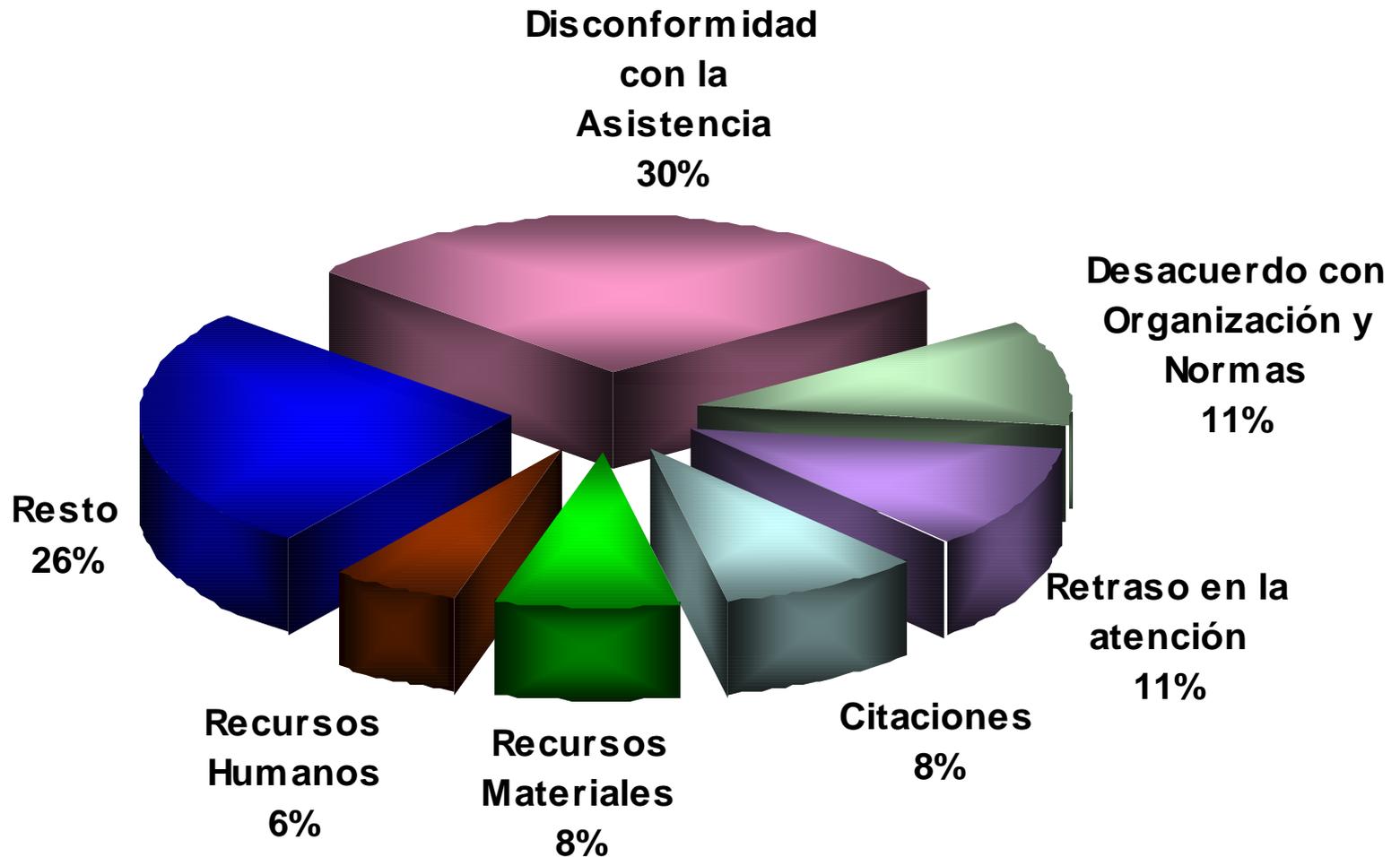


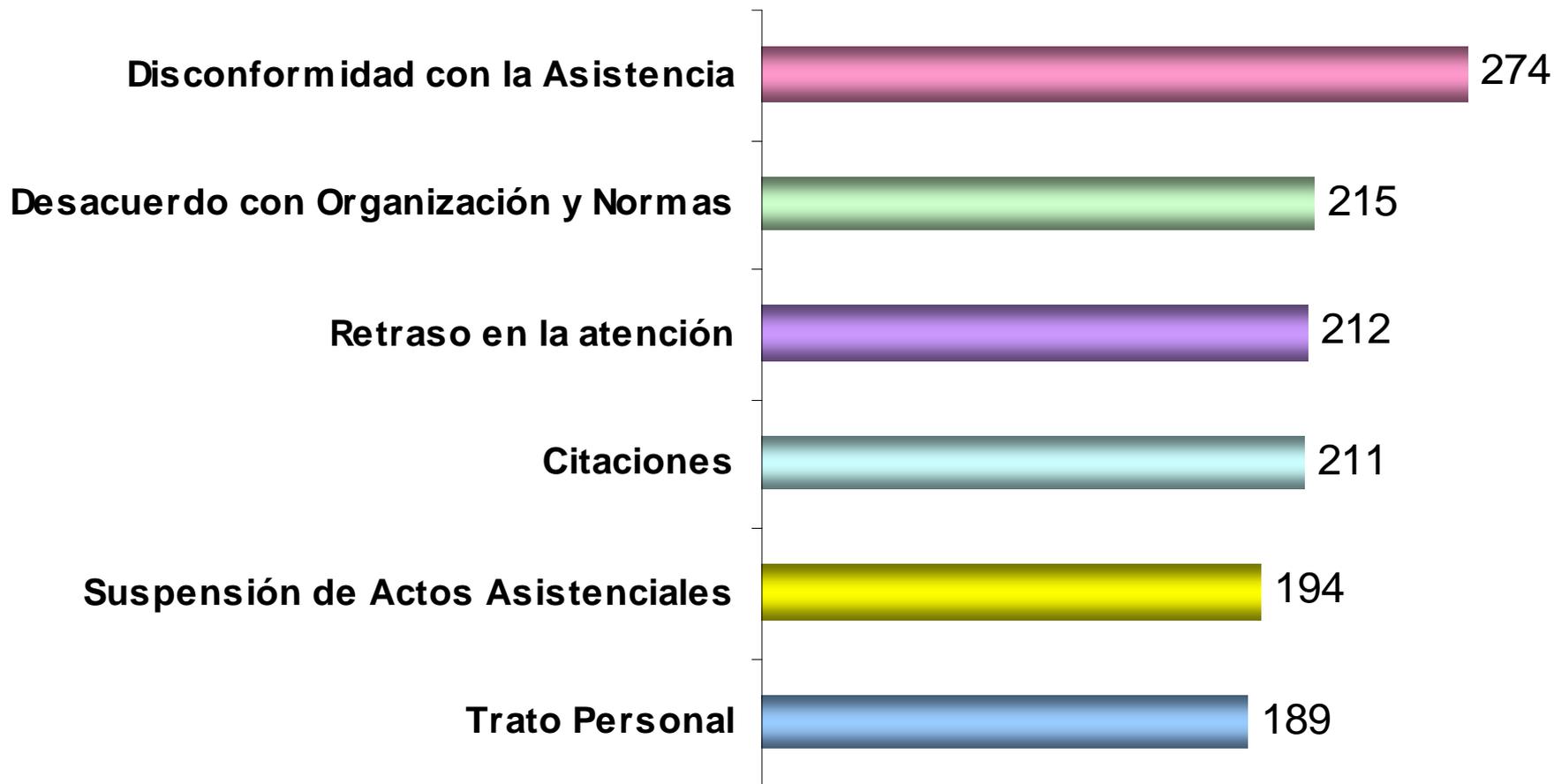


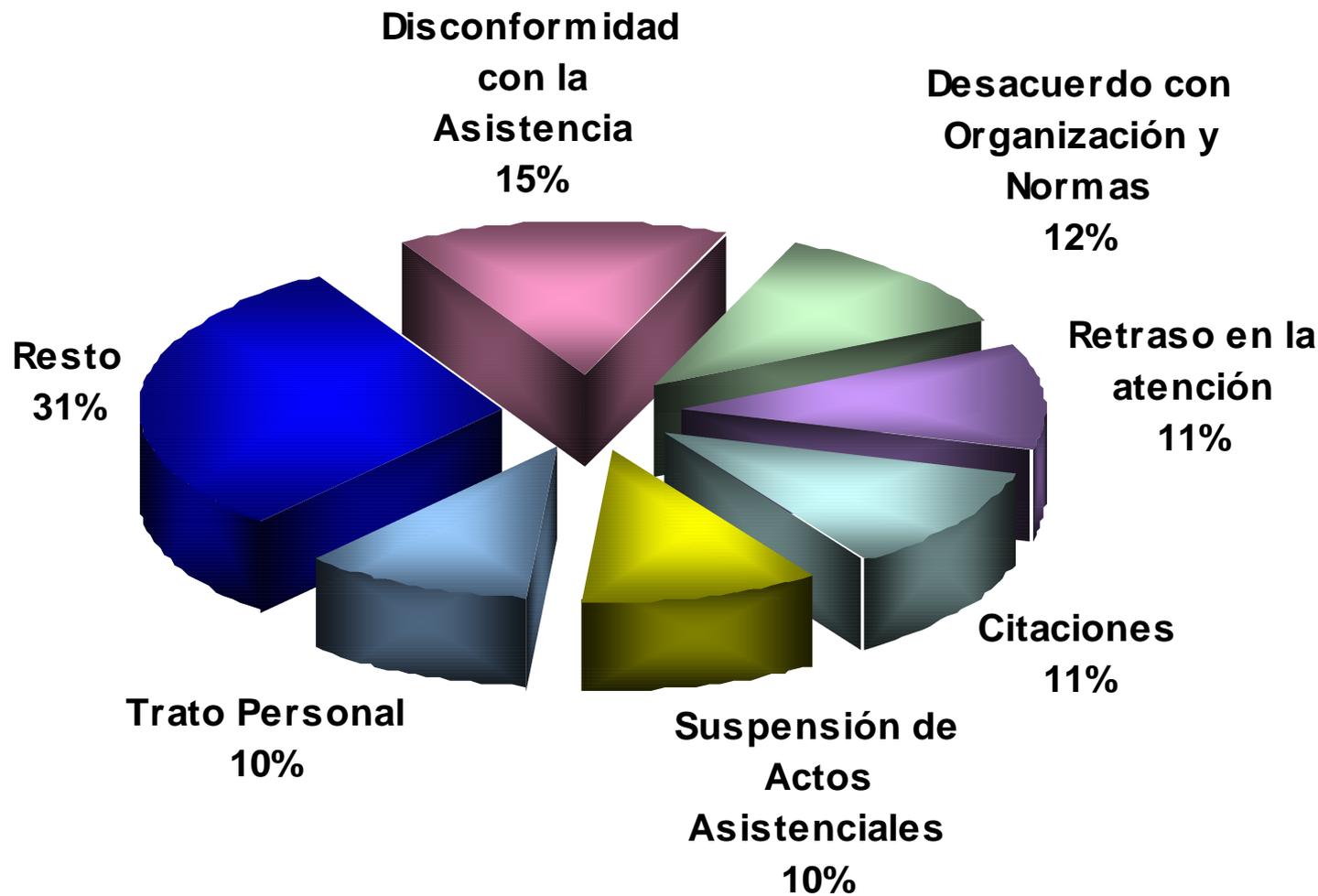




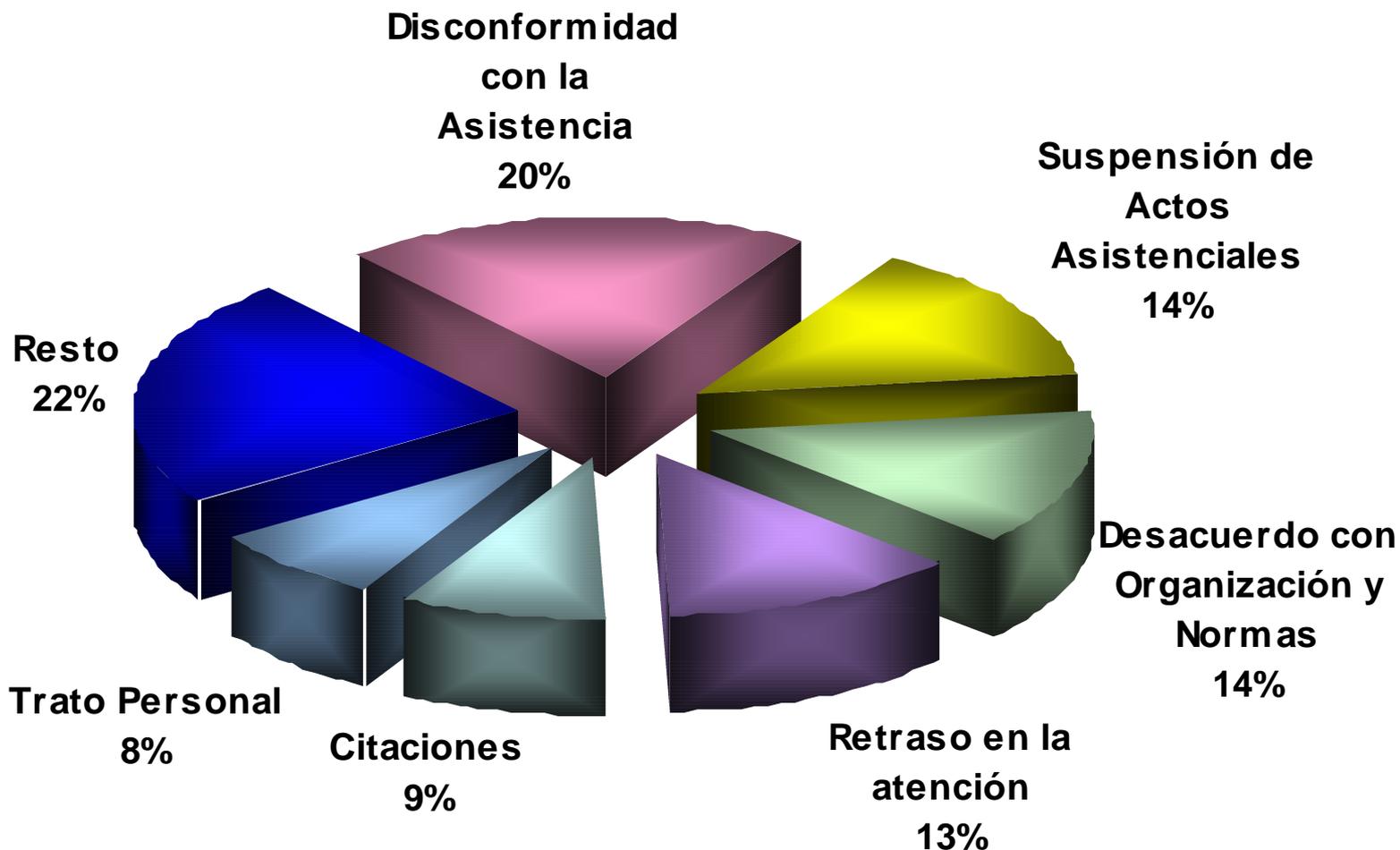




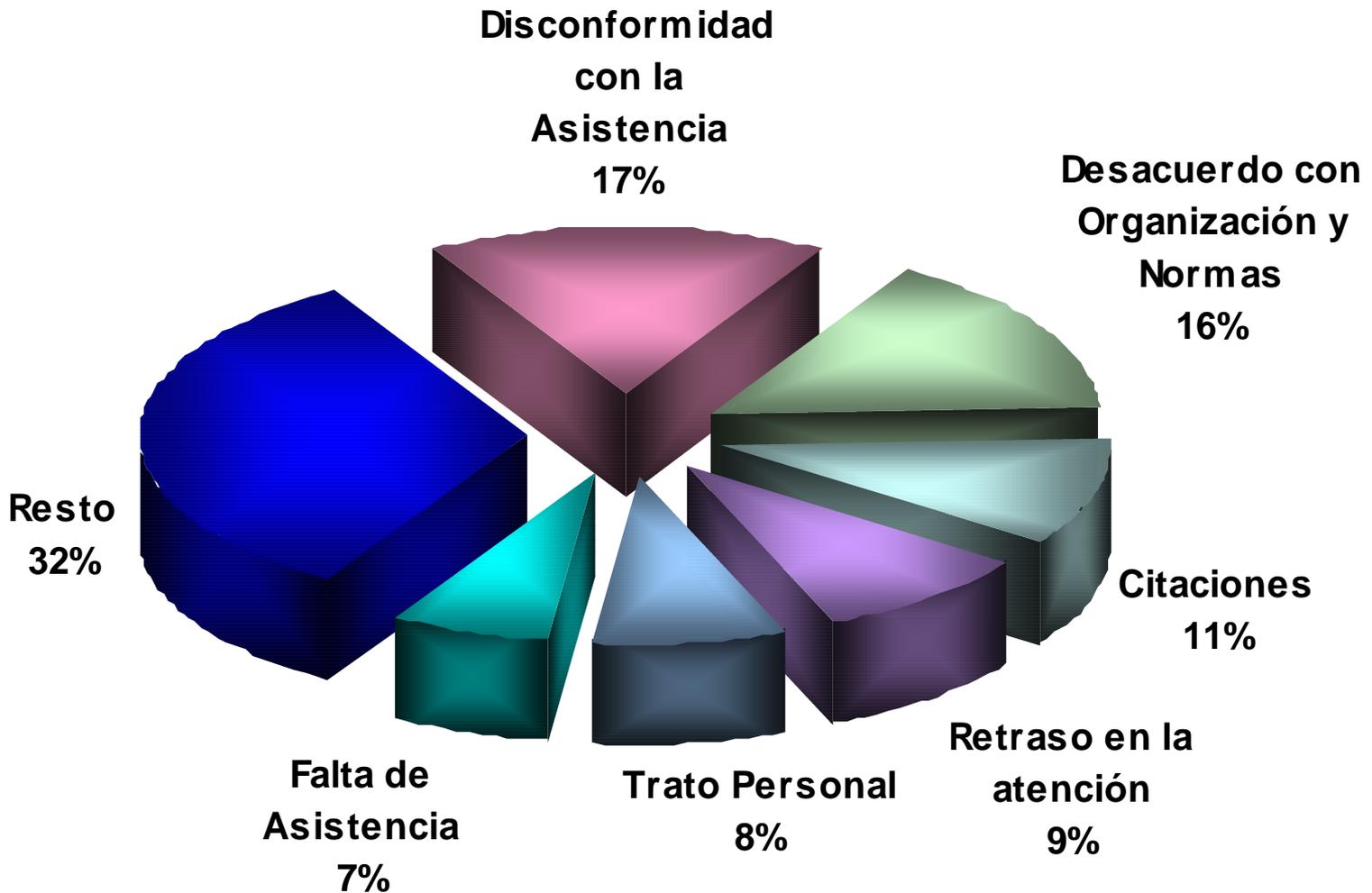








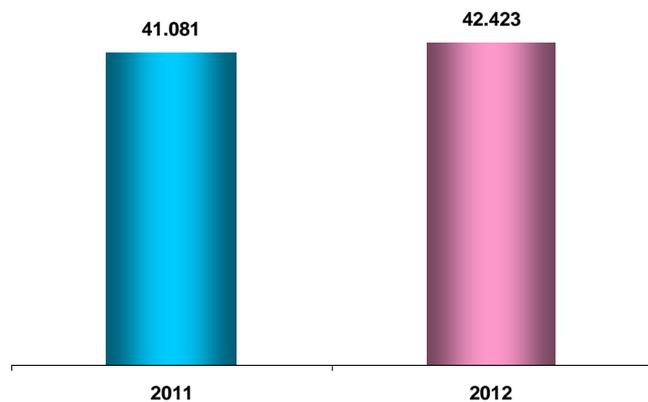




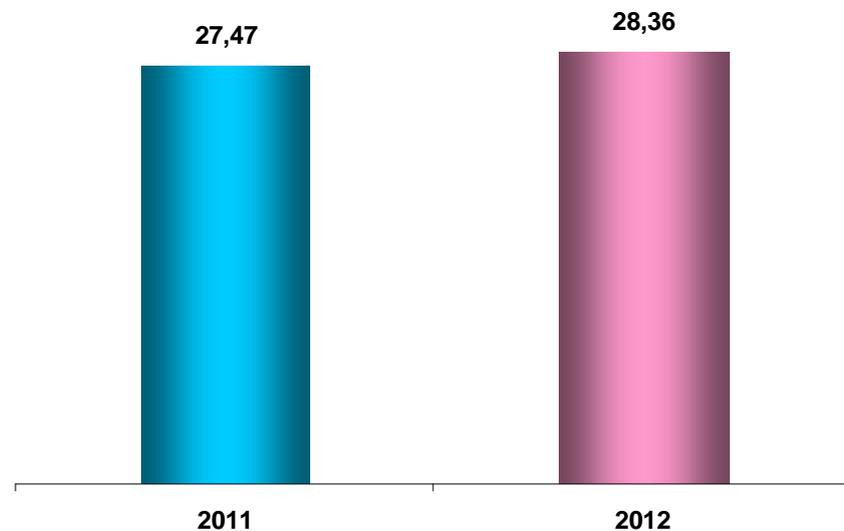
HOSPITALES

Reclamaciones vs Actividad 2011 - 2012

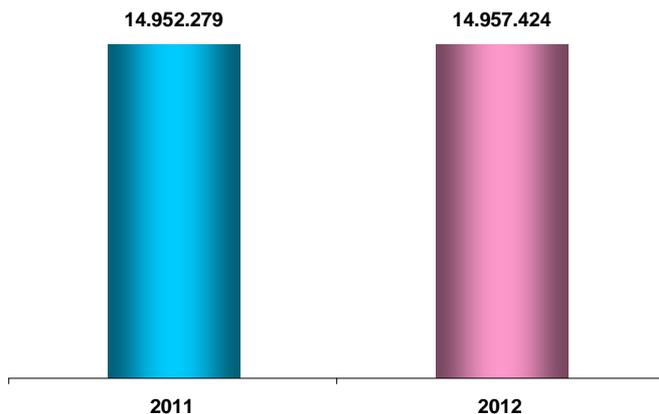
RECLAMACIONES

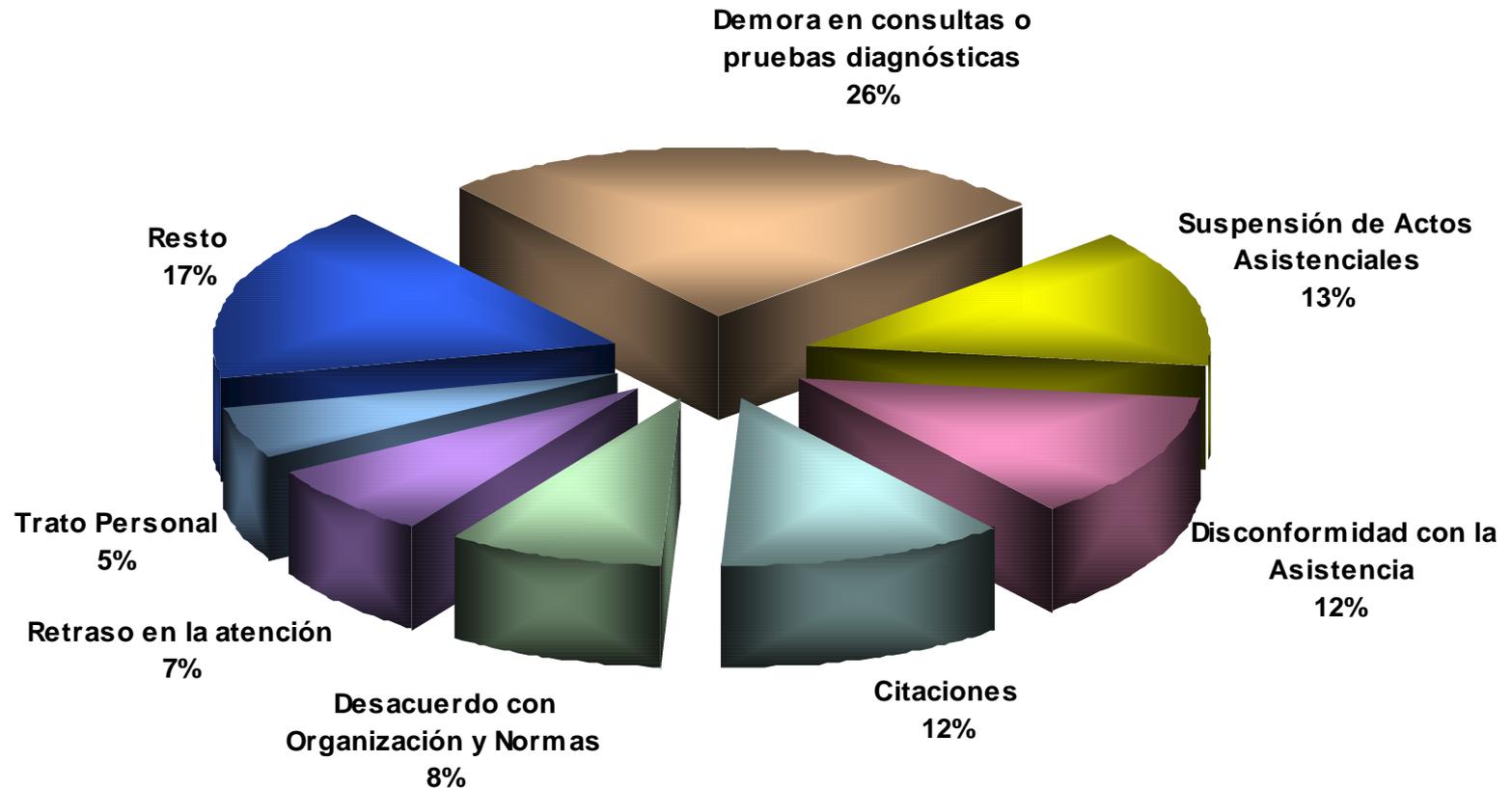


RECLAMACIONES / 10.000 ACTOS



ACTIVIDAD





- **Grupo I**

H. Infanta Elena
H. Infanta Cristina
H. del Tajo
H. El Escorial
H. del Sureste
H. del Henares

- **Grupo IV**

H. Niño Jesús
H. Santa Cristina
H. Central Cruz Roja
H. Carlos III

- **Grupo II**

H. Infanta Leonor
H. Infanta Sofía
H. Severo Ochoa
H. De Móstoles
H. De Fuenlabrada
H. Gómez Ulla
H. Ppe. De Asturias
H. De Torrejón
H. De Getafe
H. F. Alcorcón
H. Rey Juan Carlos

- **Grupo III**

H. Gregorio Marañón
H. De la Princesa
H. Ramón y Cajal
H. La Paz
H. Puerta de Hierro
H. Clínico S. Carlos
H. Doce de Octubre
F. Jiménez Díaz

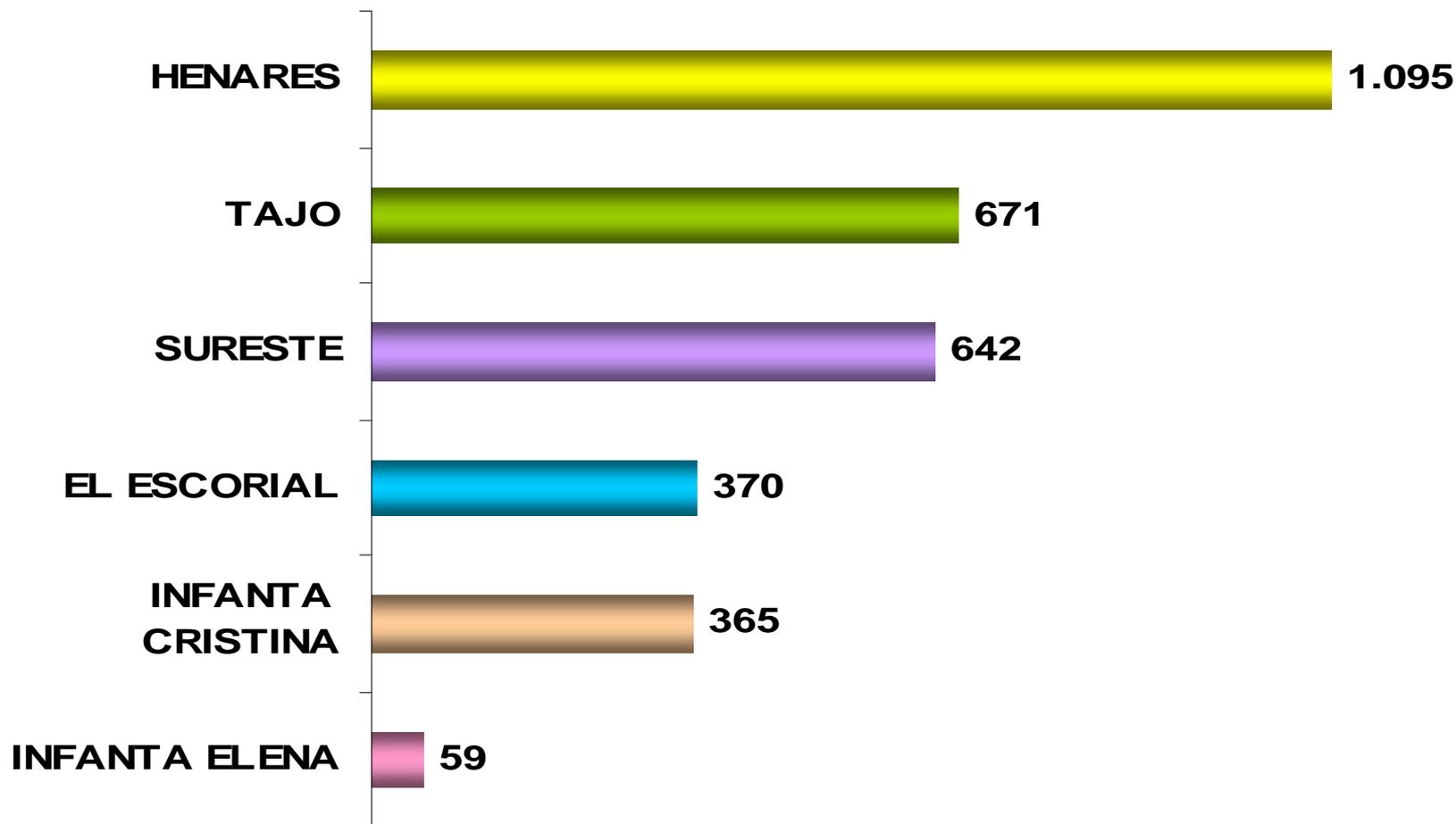
- **Otros Hospitales**

H. Fuenfría
H. De Guadarrama
H. Virgen de la Poveda
H. Dr. R. Lafora
H. José Germain

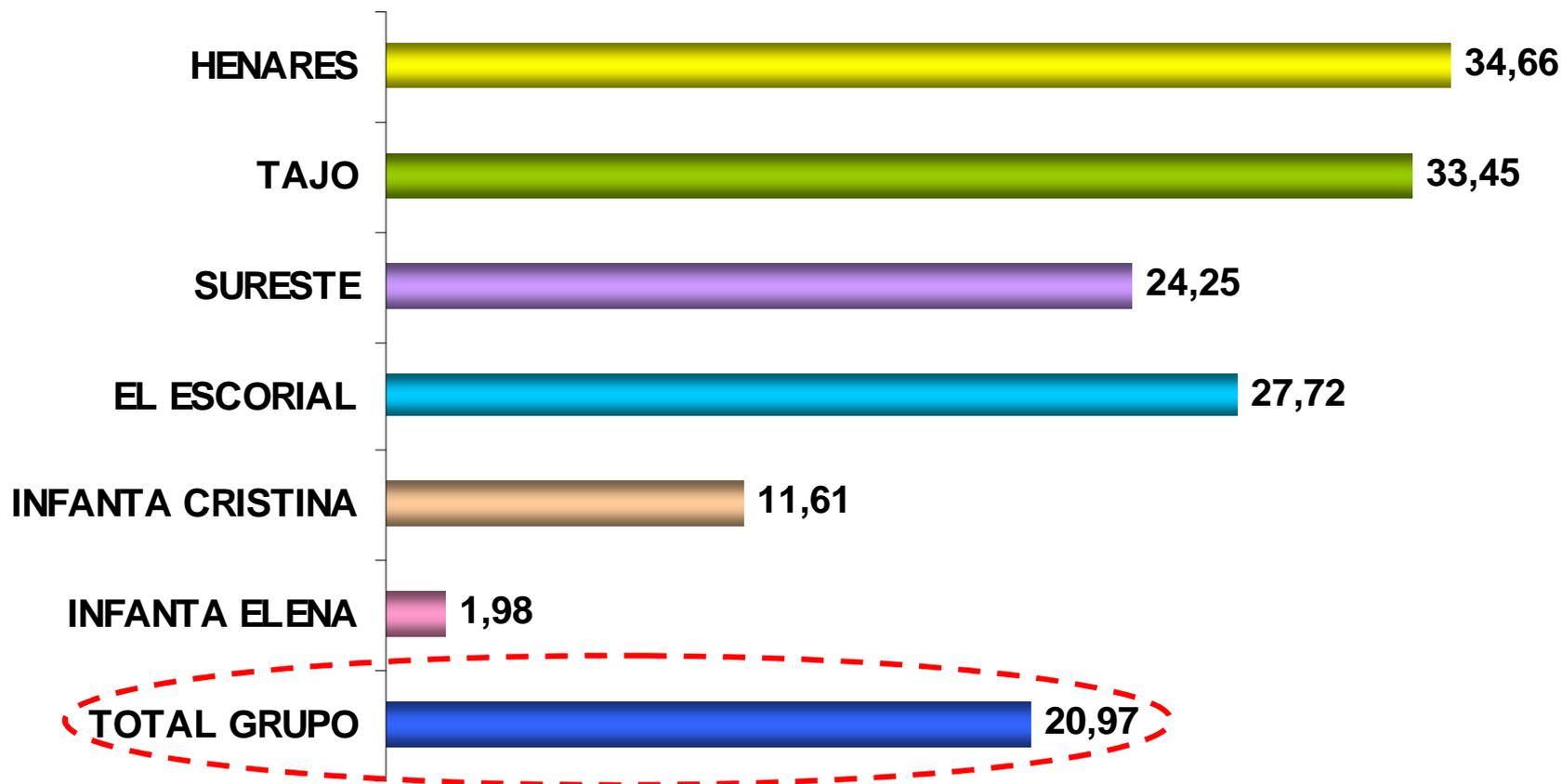
HOSPITALES

GRUPO I

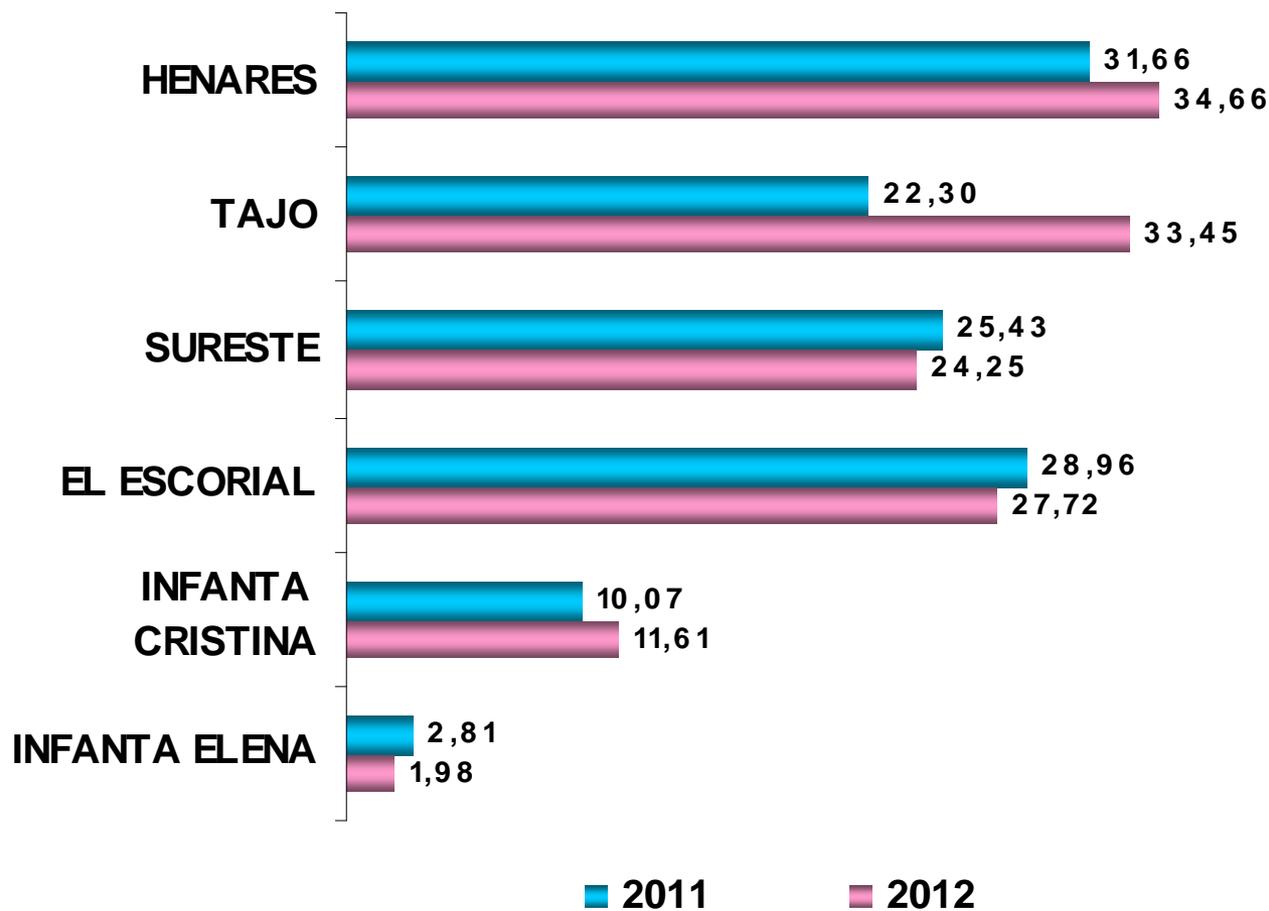
Grupo I: Nº total de reclamaciones

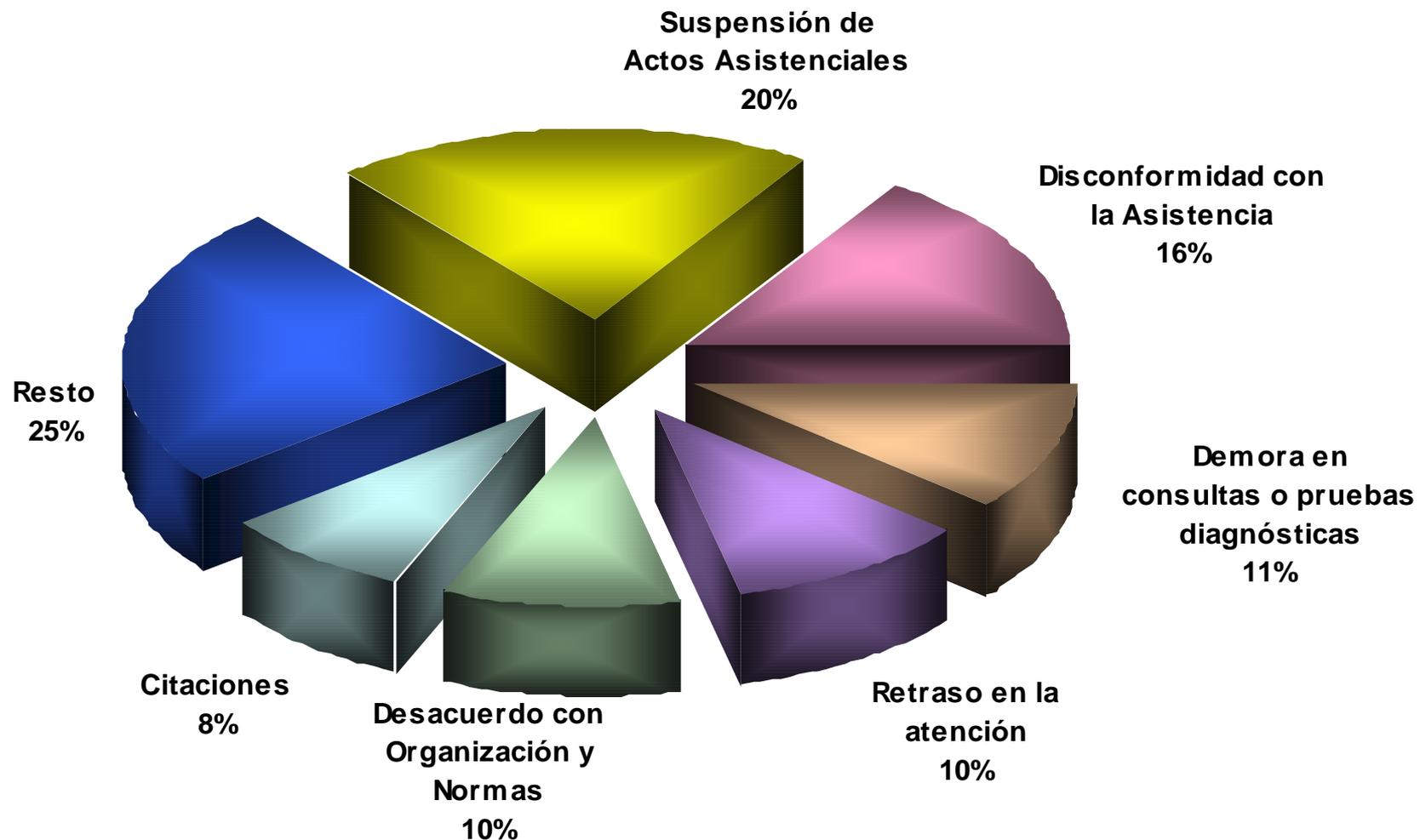


Grupo I: Reclamaciones / 10.000 actos

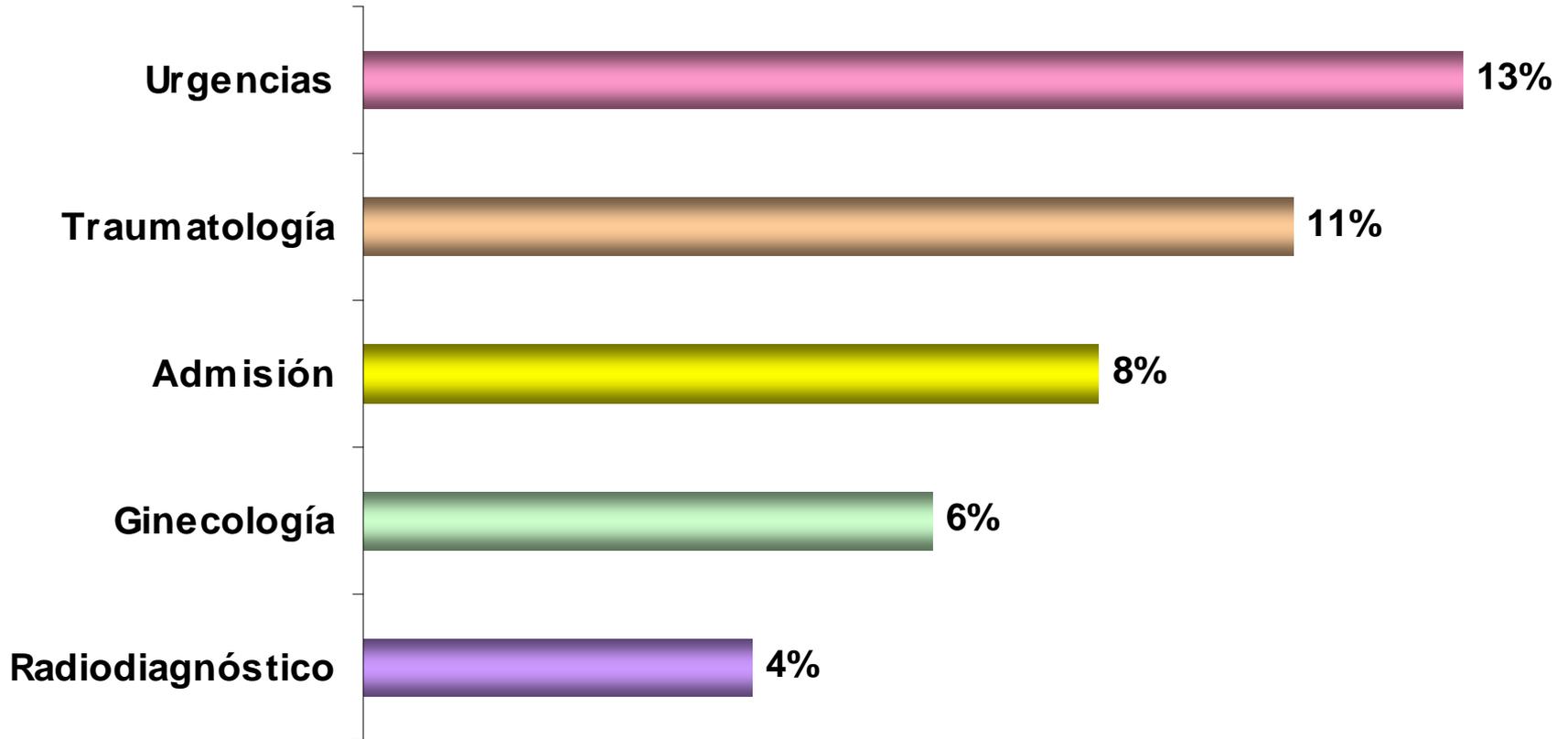


Reclamaciones / 10.000 actos: 2011-2012

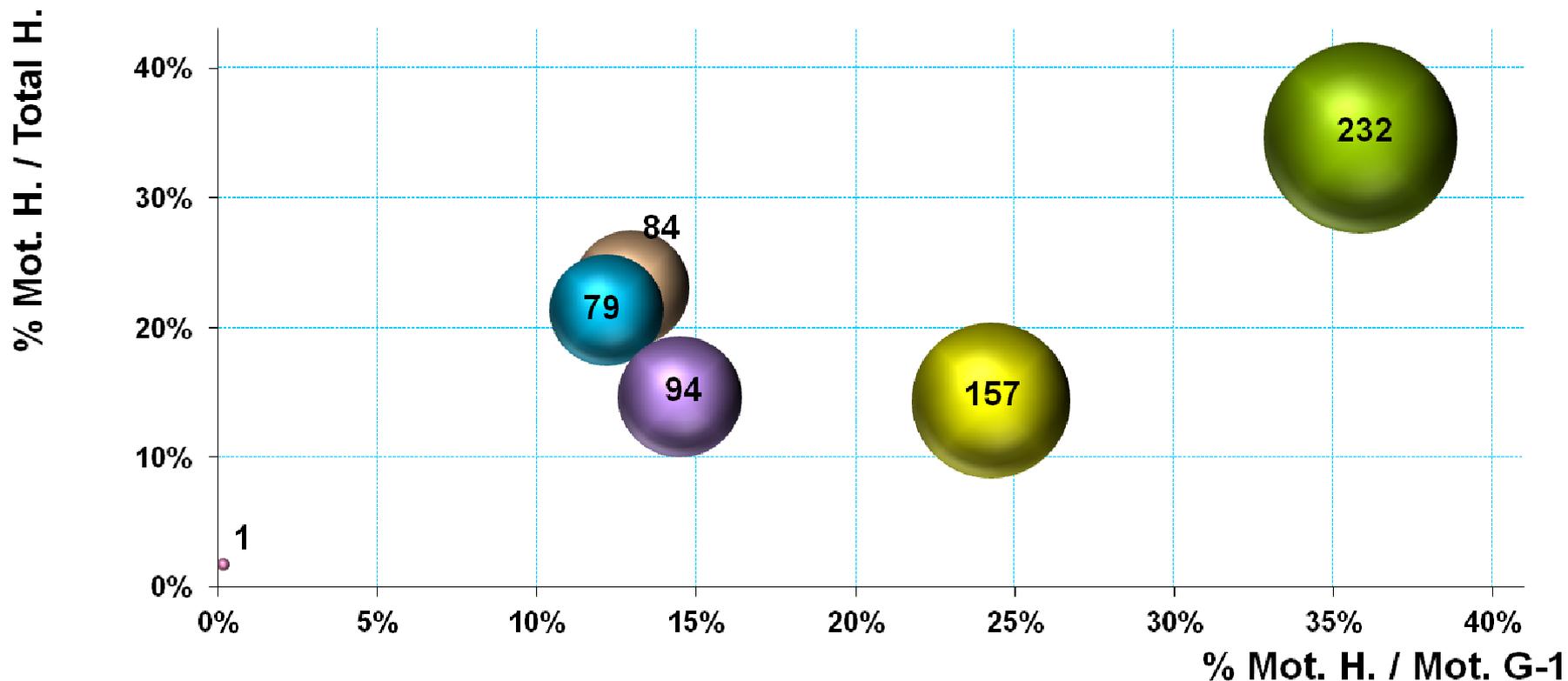




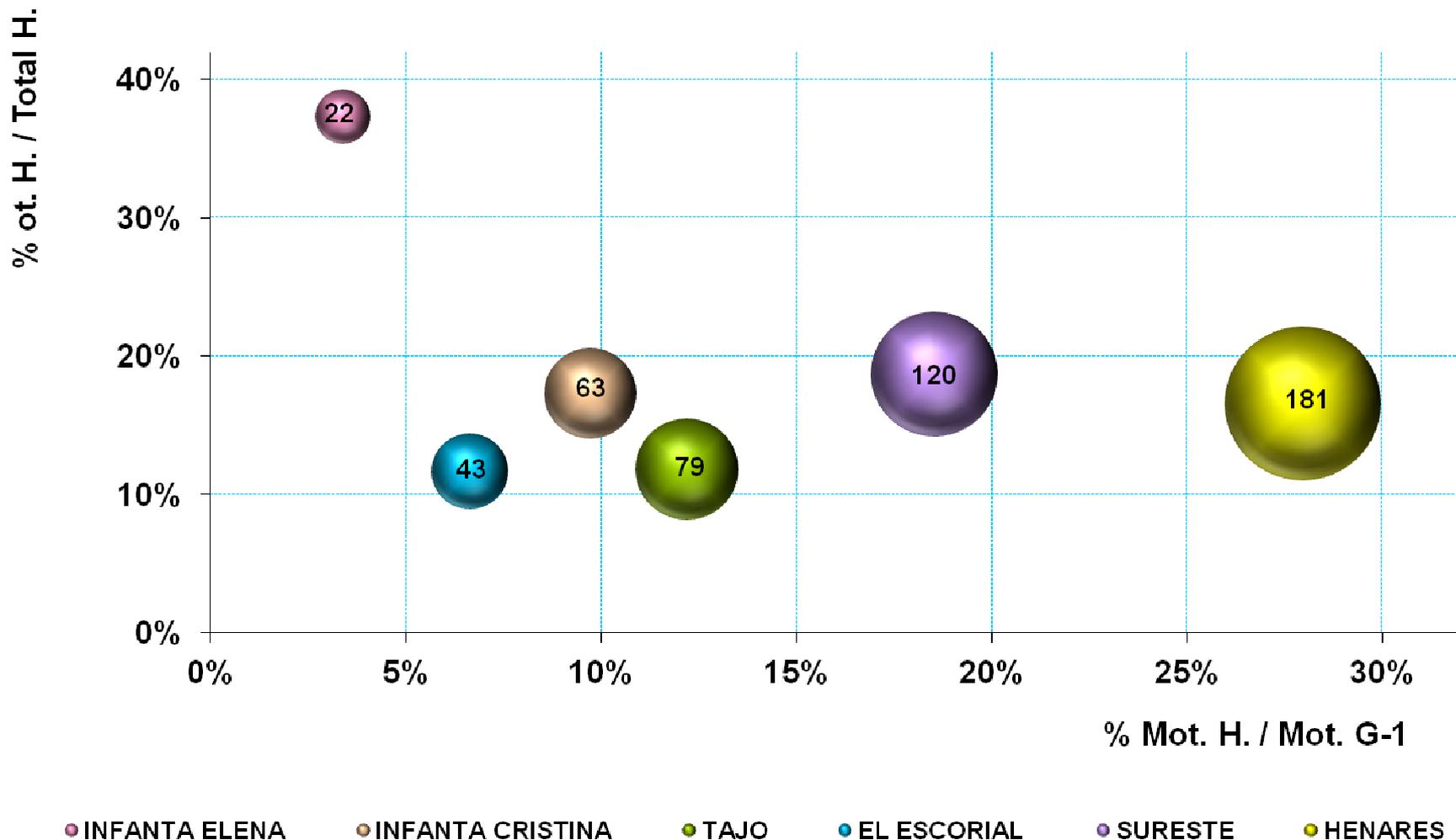
Grupo I: Servicios más reclamados



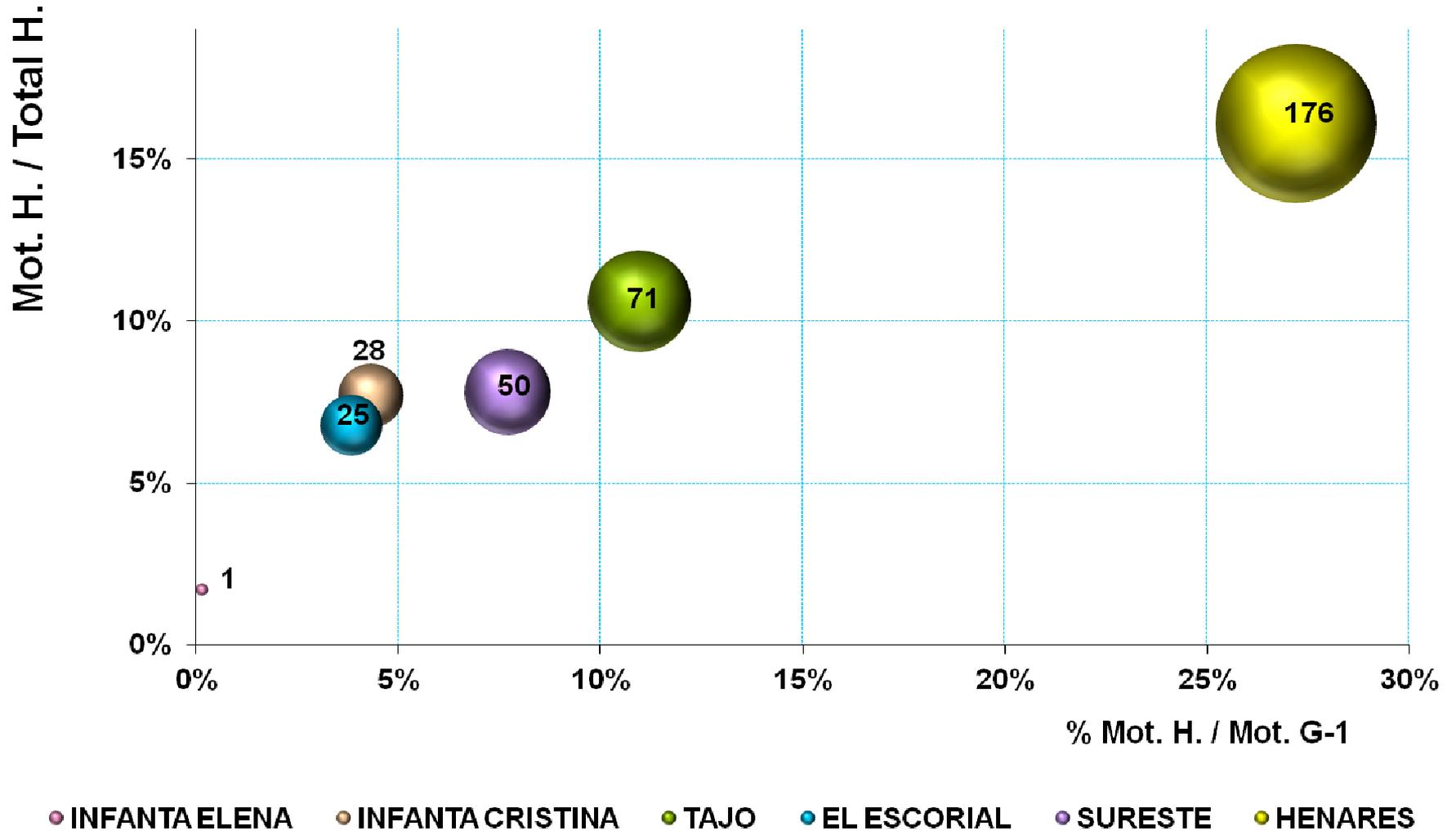
Suspensión del acto asistencial

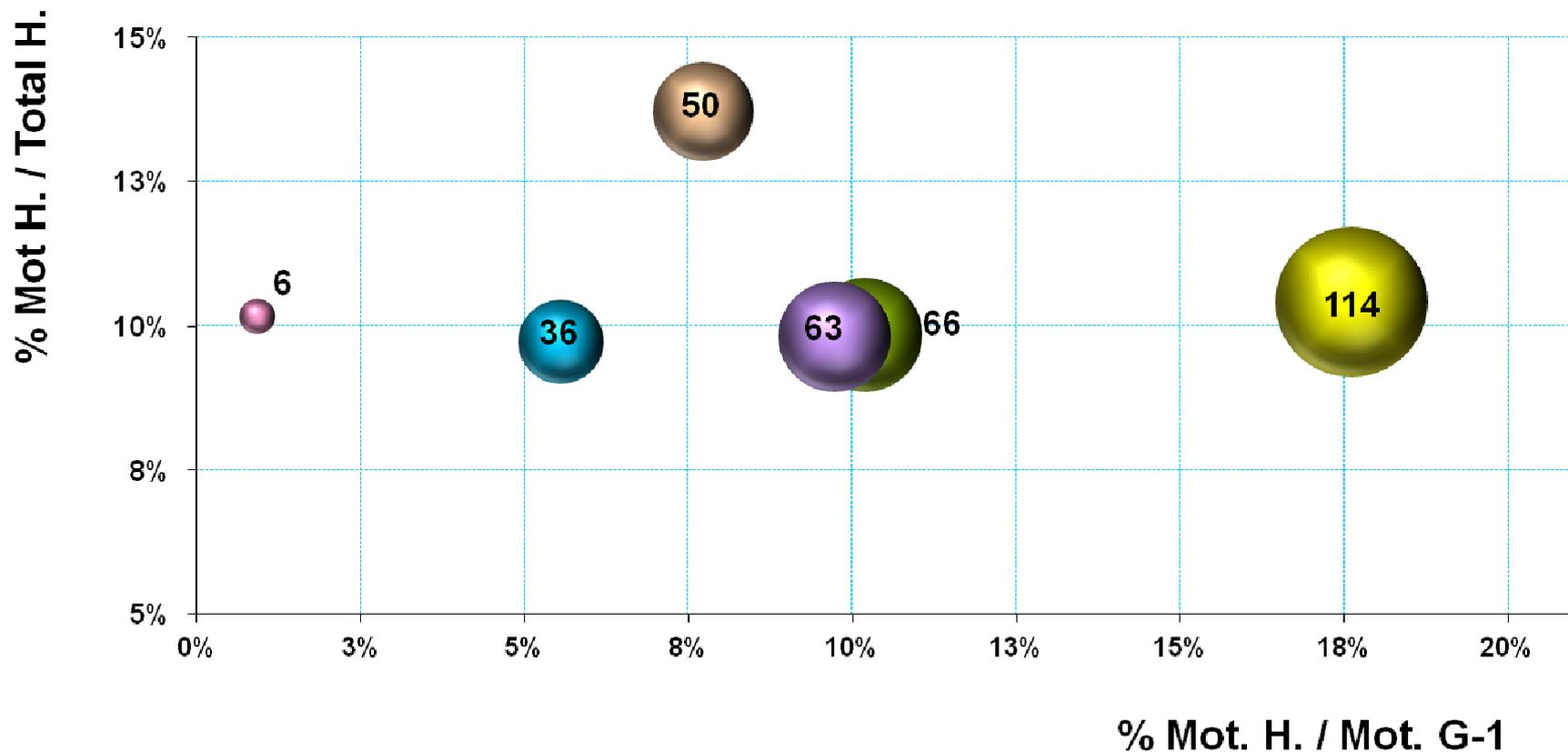


● INFANTA ELENA ● INFANTA CRISTINA ● TAJO ● EL ESCORIAL ● SURESTE ● HENARES

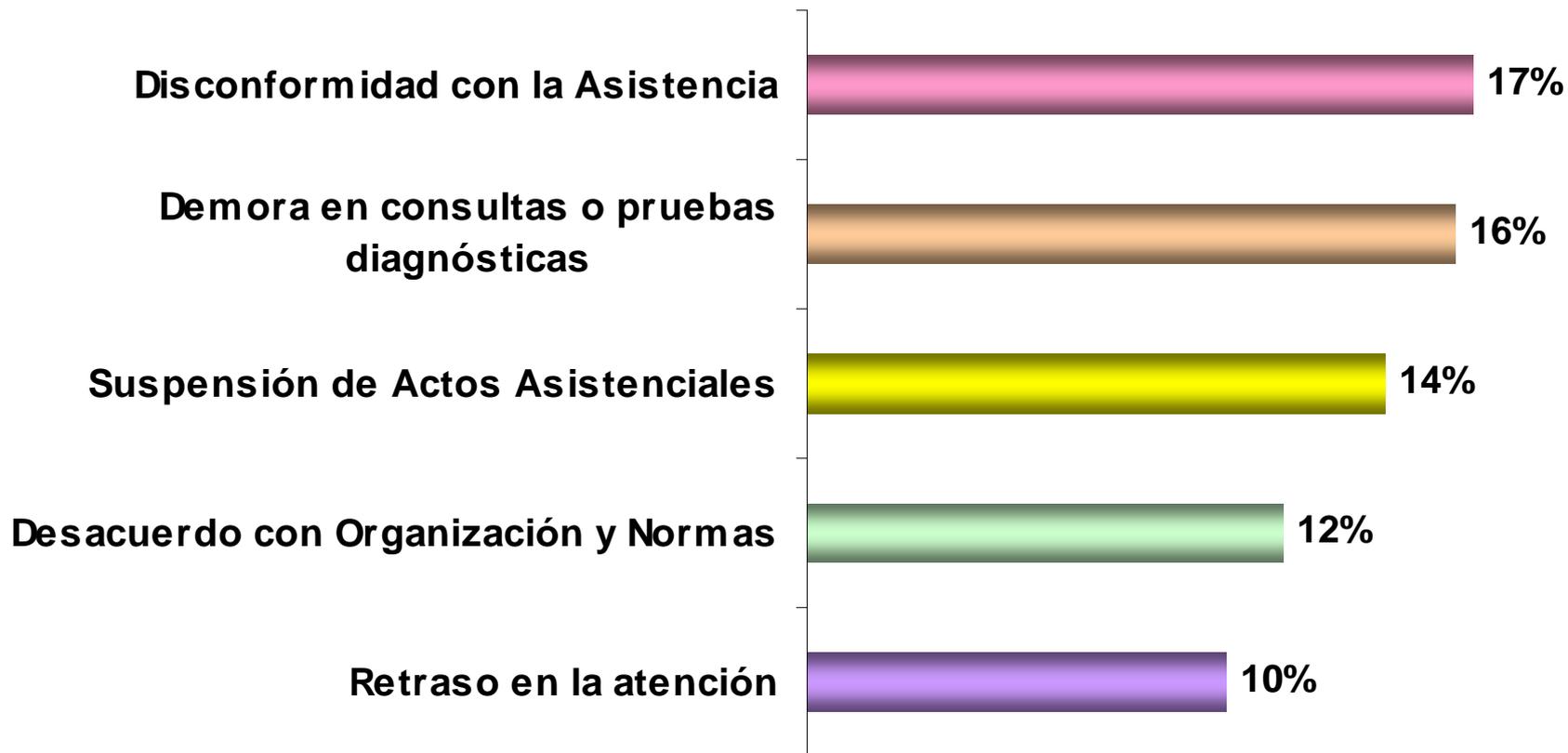


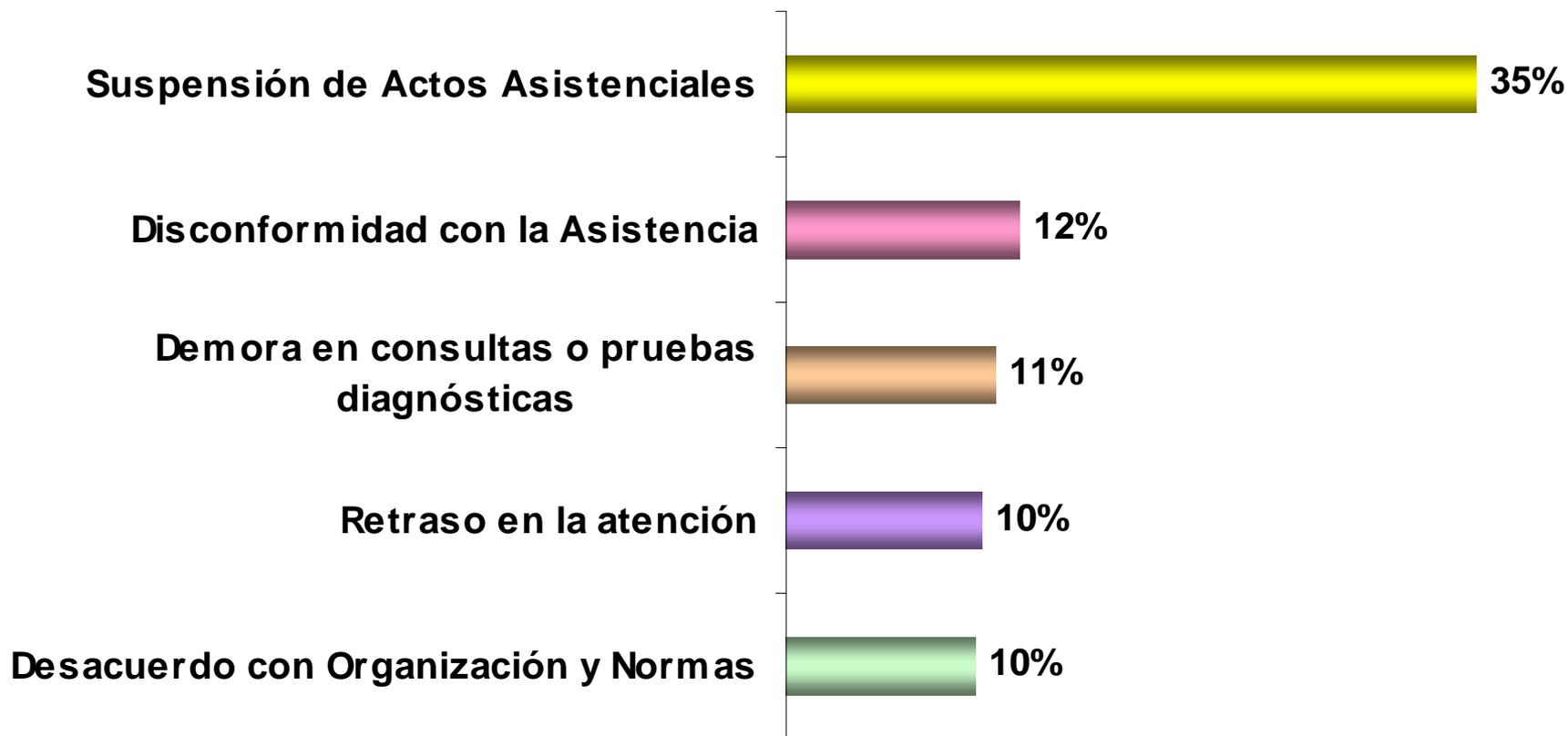
Demora en consultas o pruebas



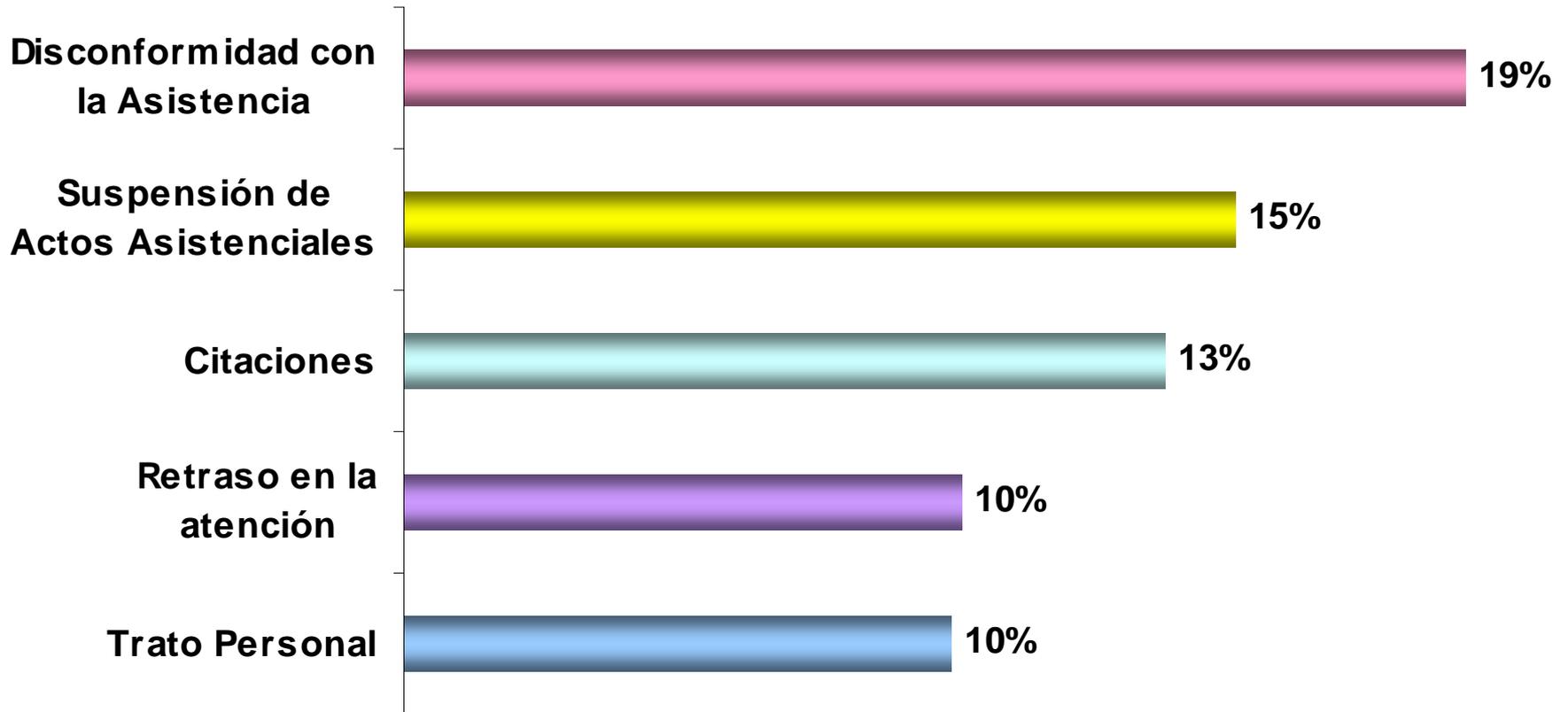


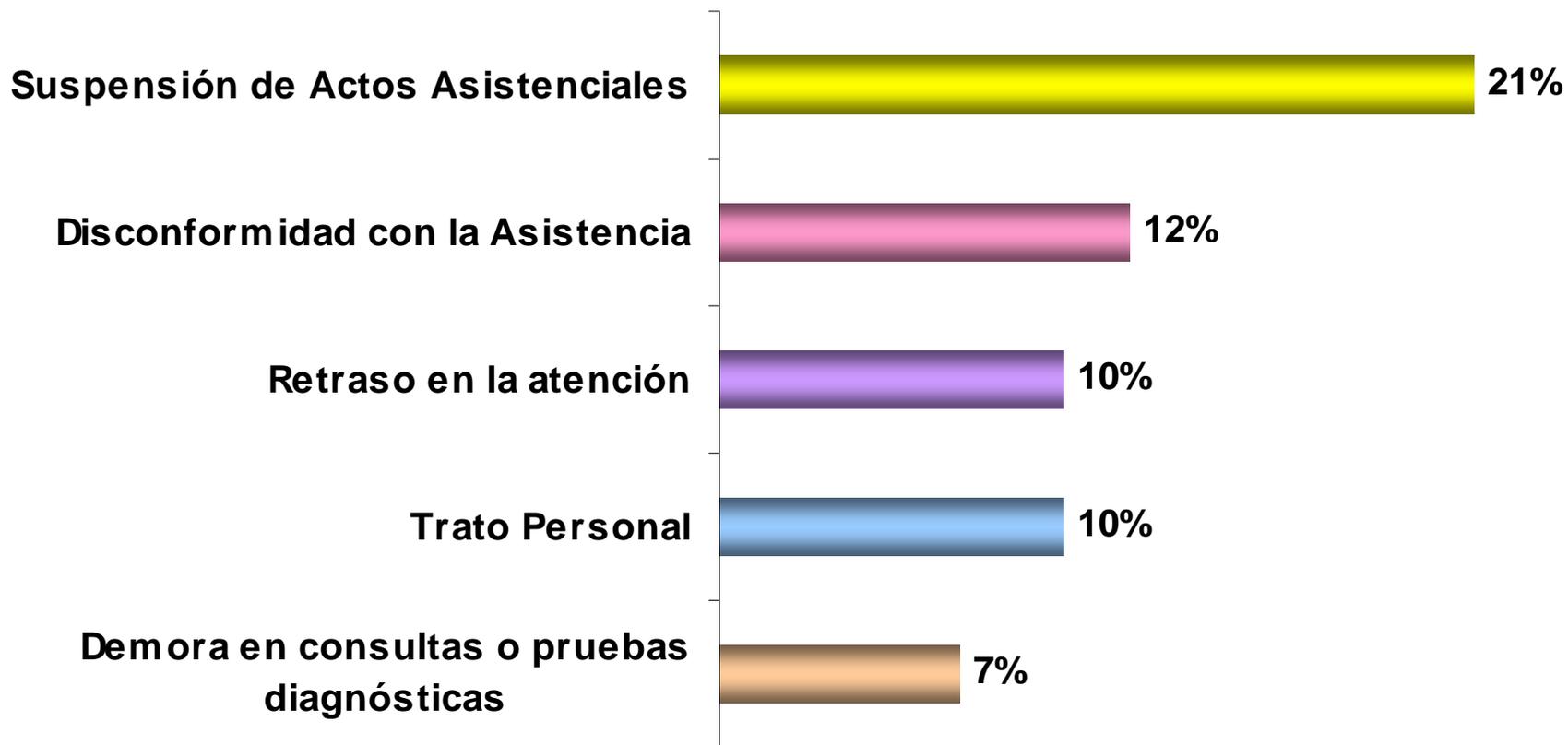
● INFANTA ELENA ● INFANTA CRISTINA ● TAJO ● EL ESCORIAL ● SURESTE ● HENARES

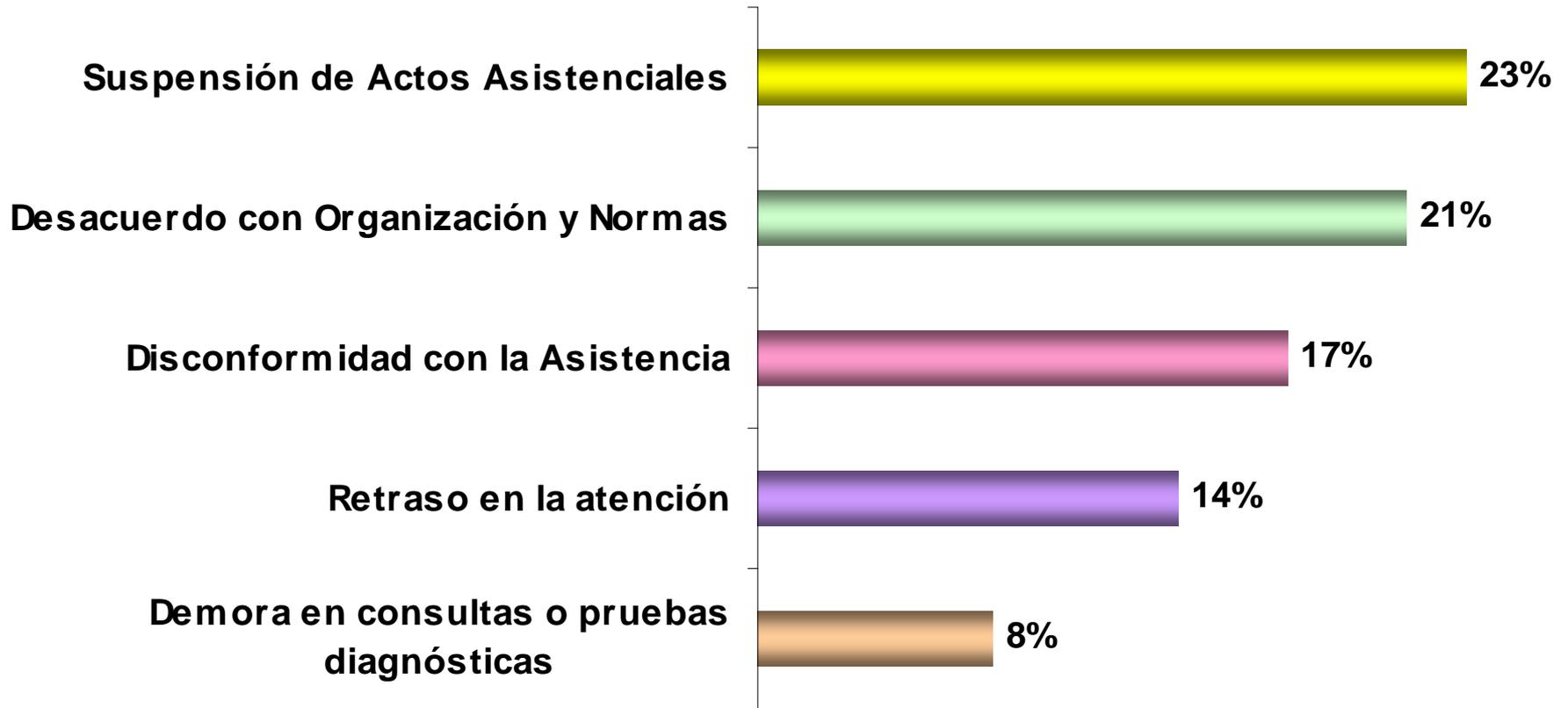


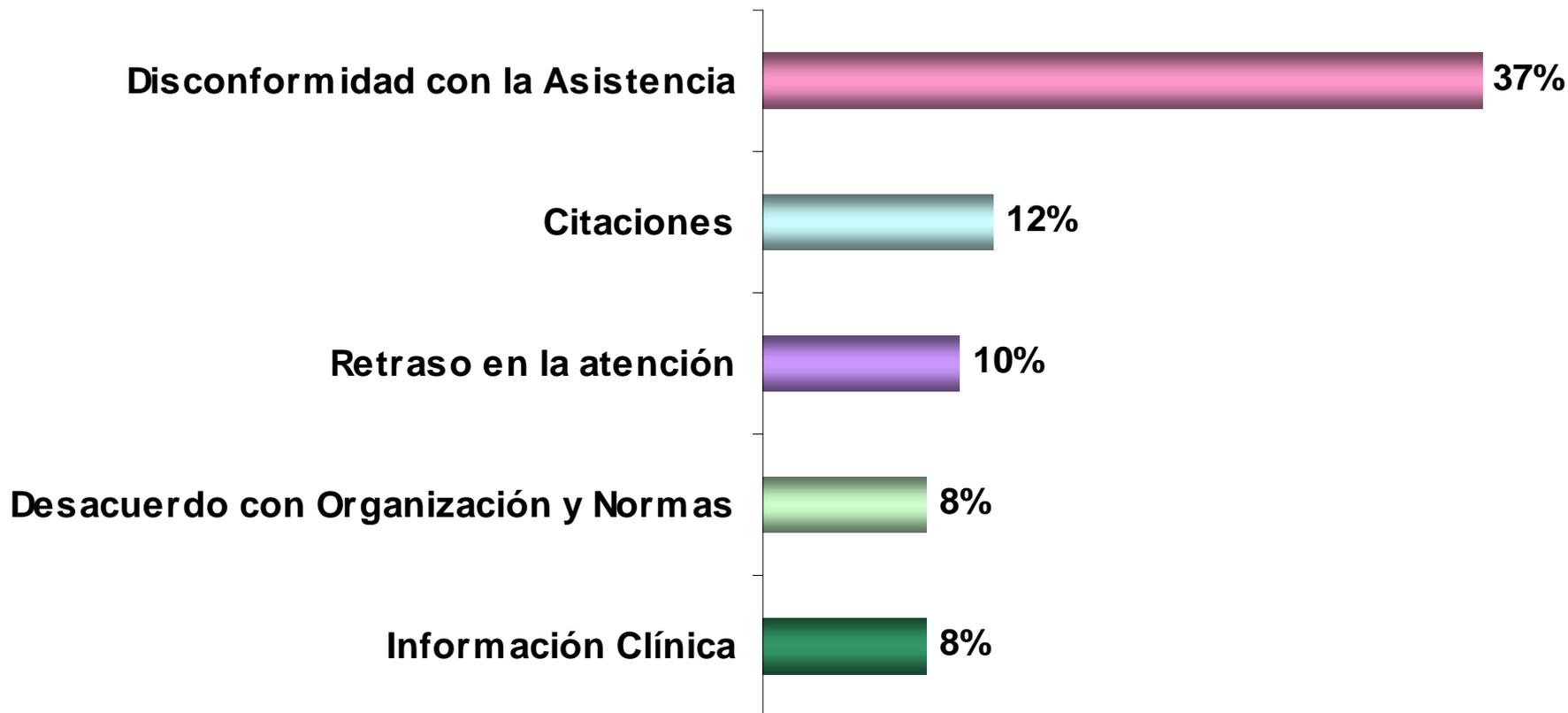


H. Sureste: Motivos más frecuentes

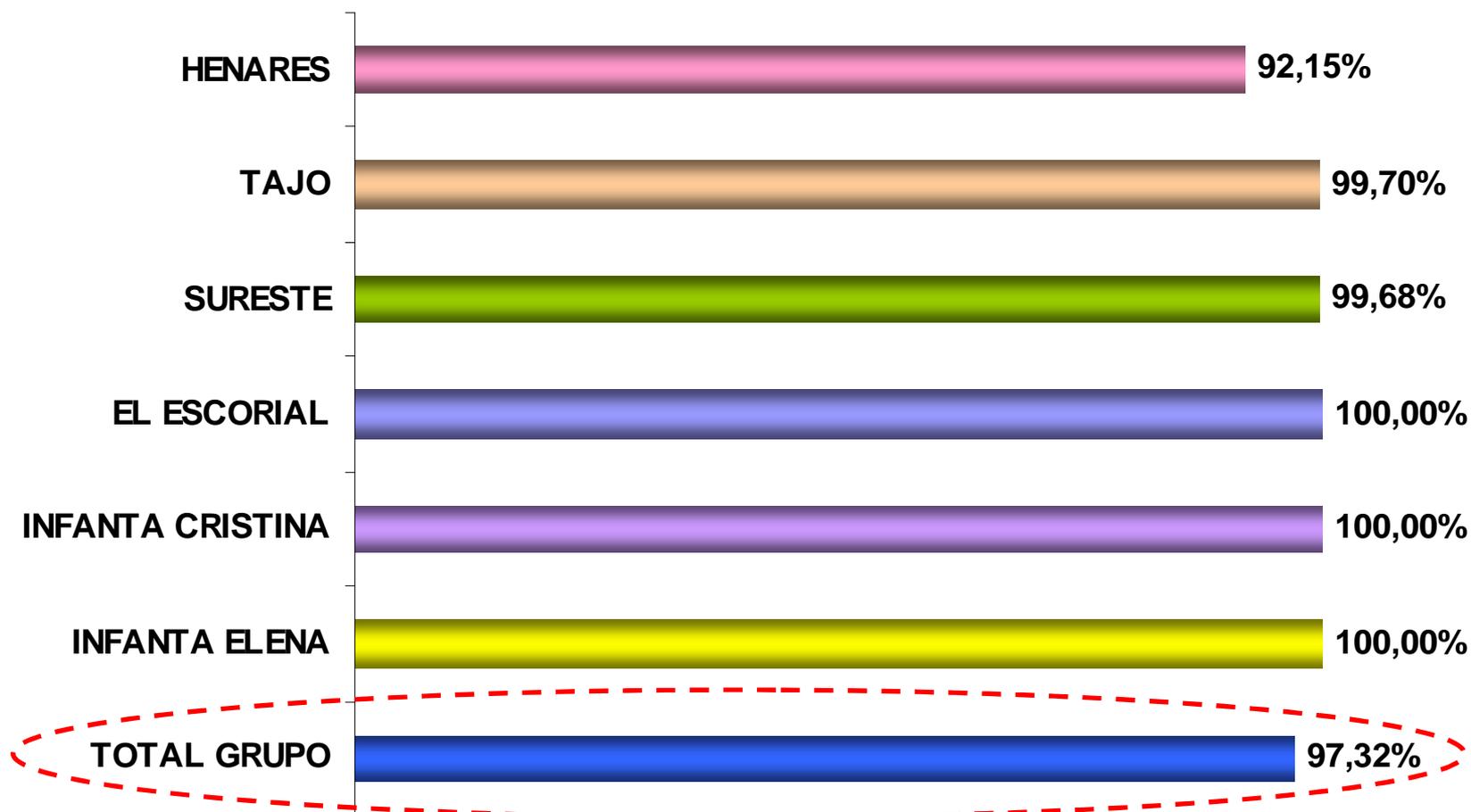


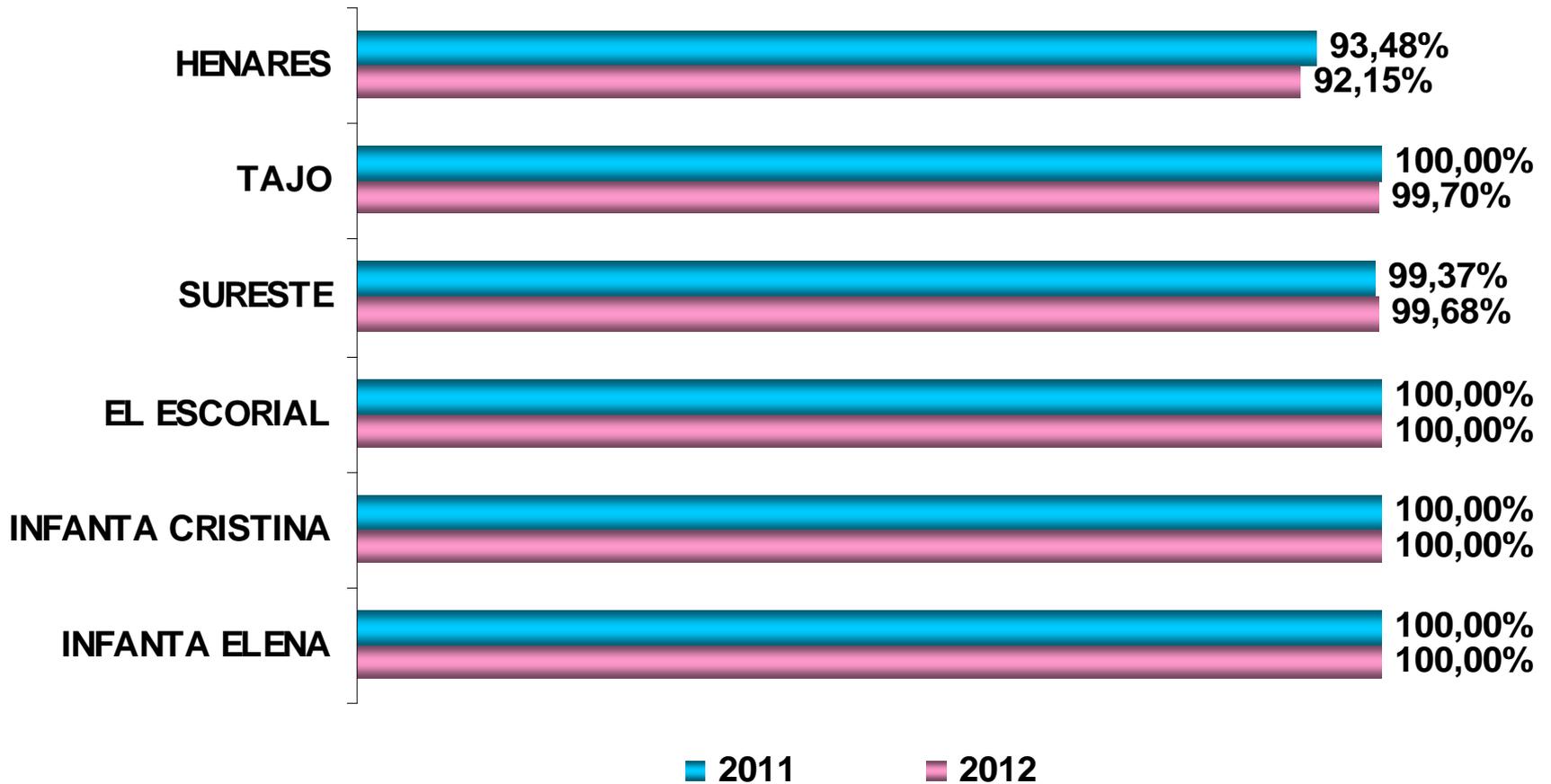


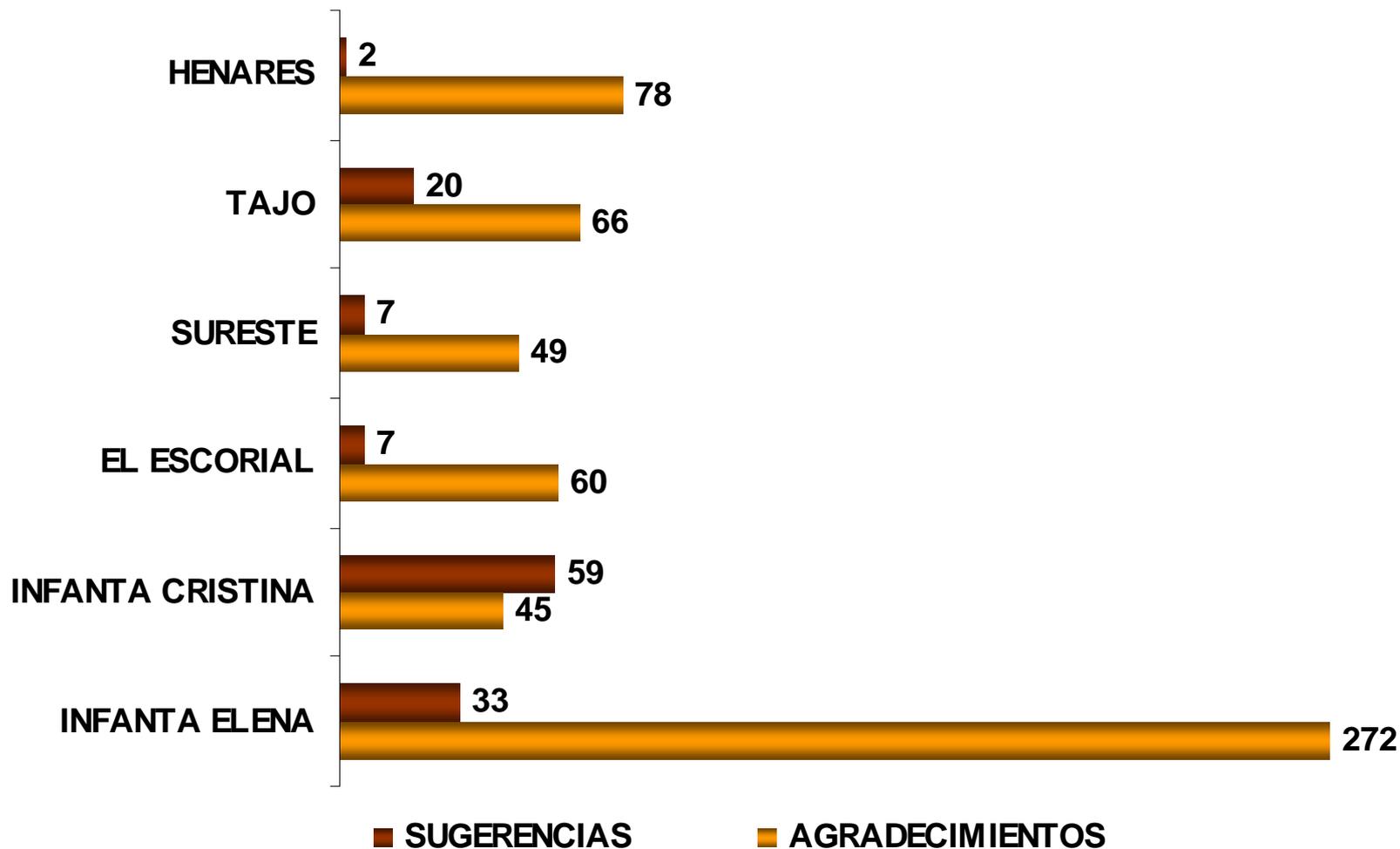




% Reclamaciones cerradas en plazo



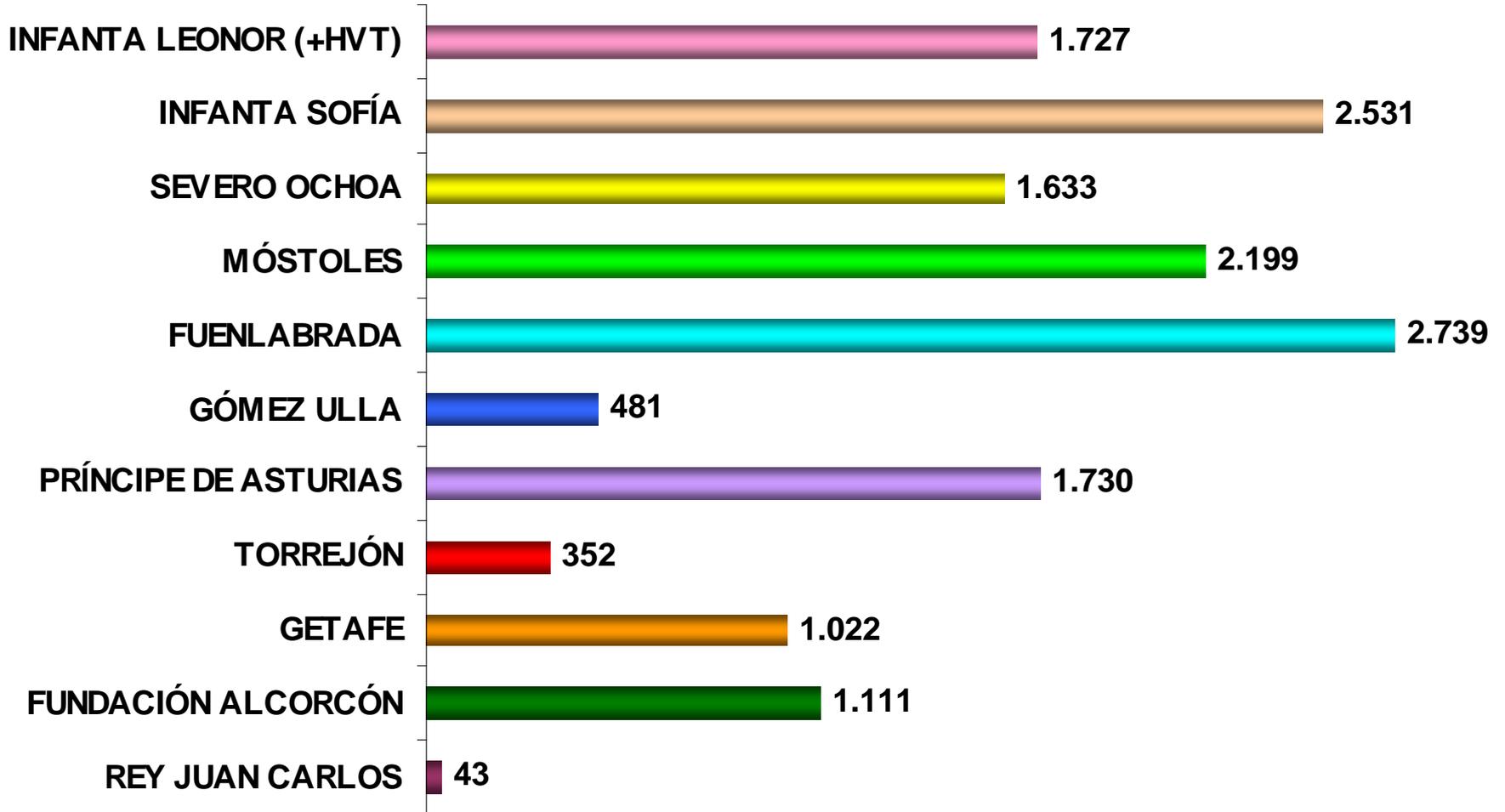




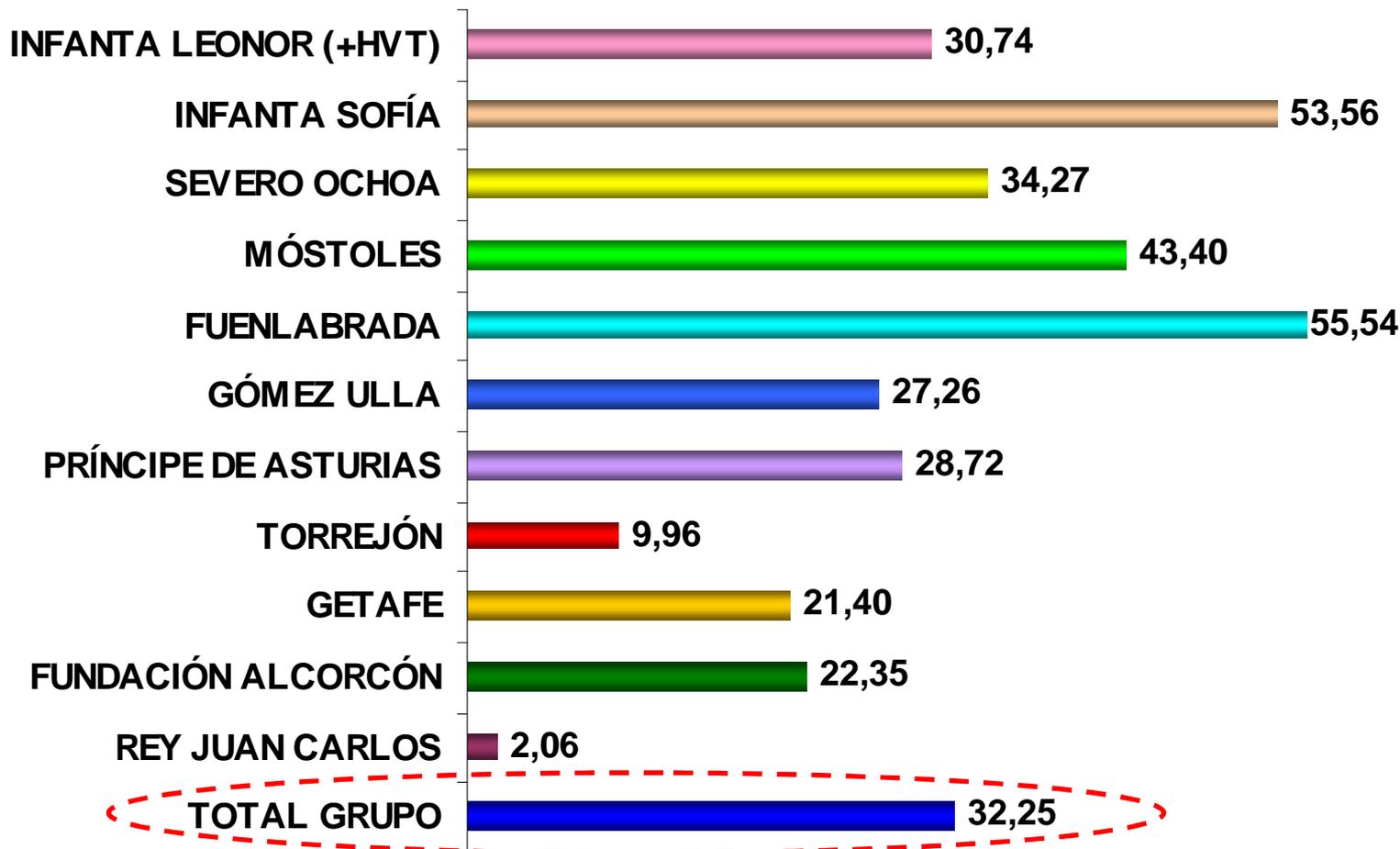
HOSPITALES

GRUPO II

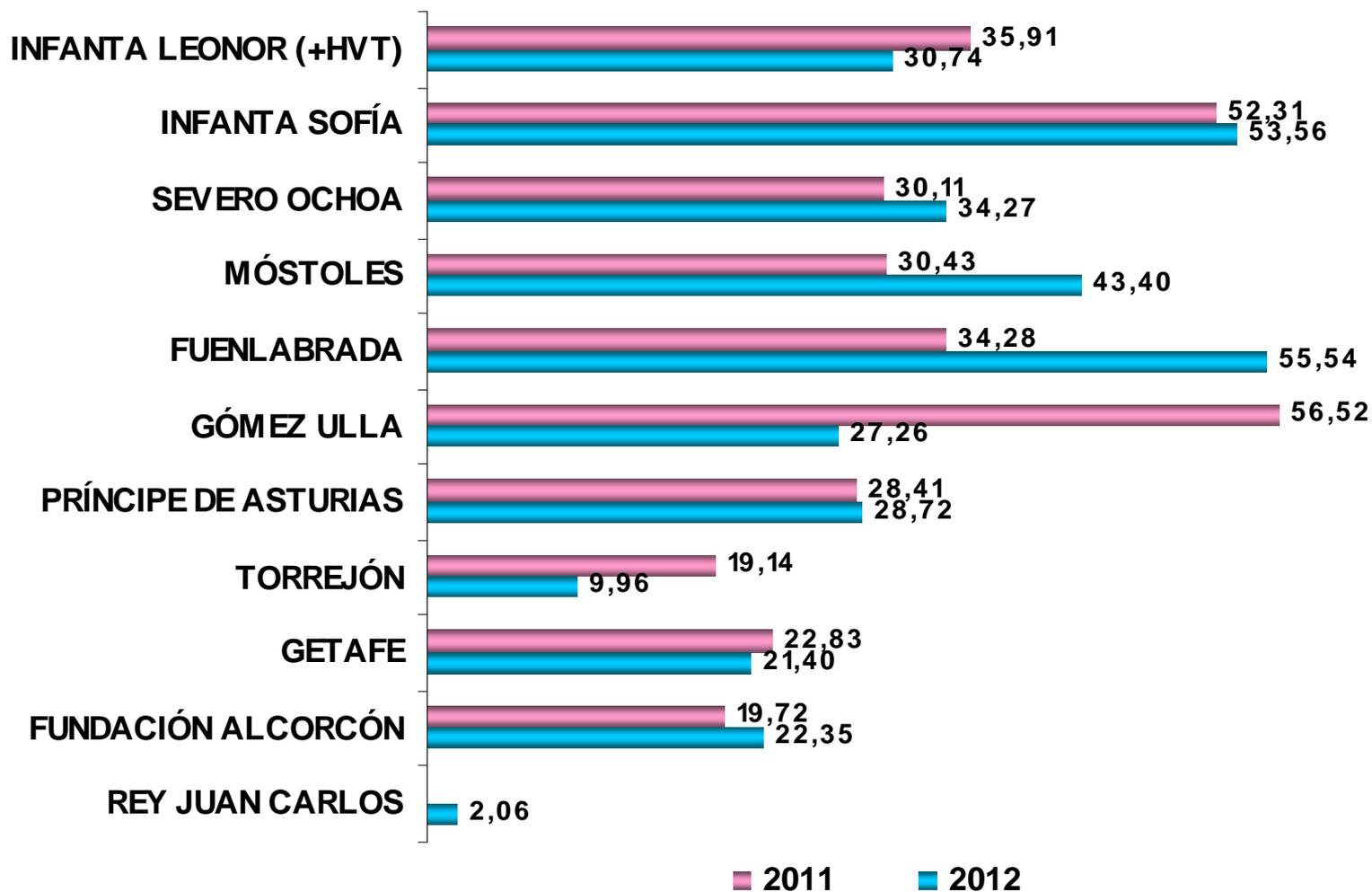
Grupo II: Reclamaciones en 2012

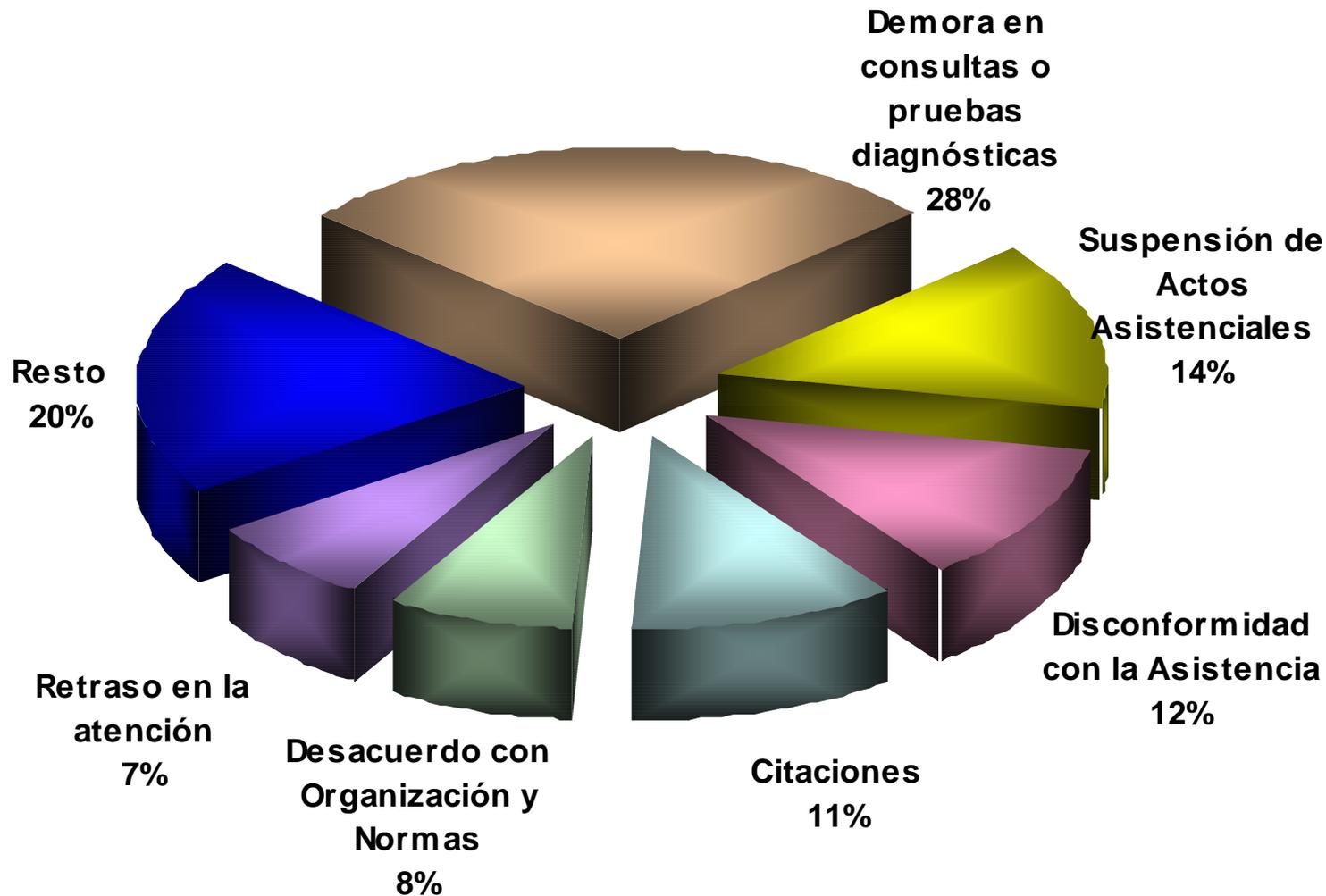


Reclamaciones / 10.000 actos asistenciales

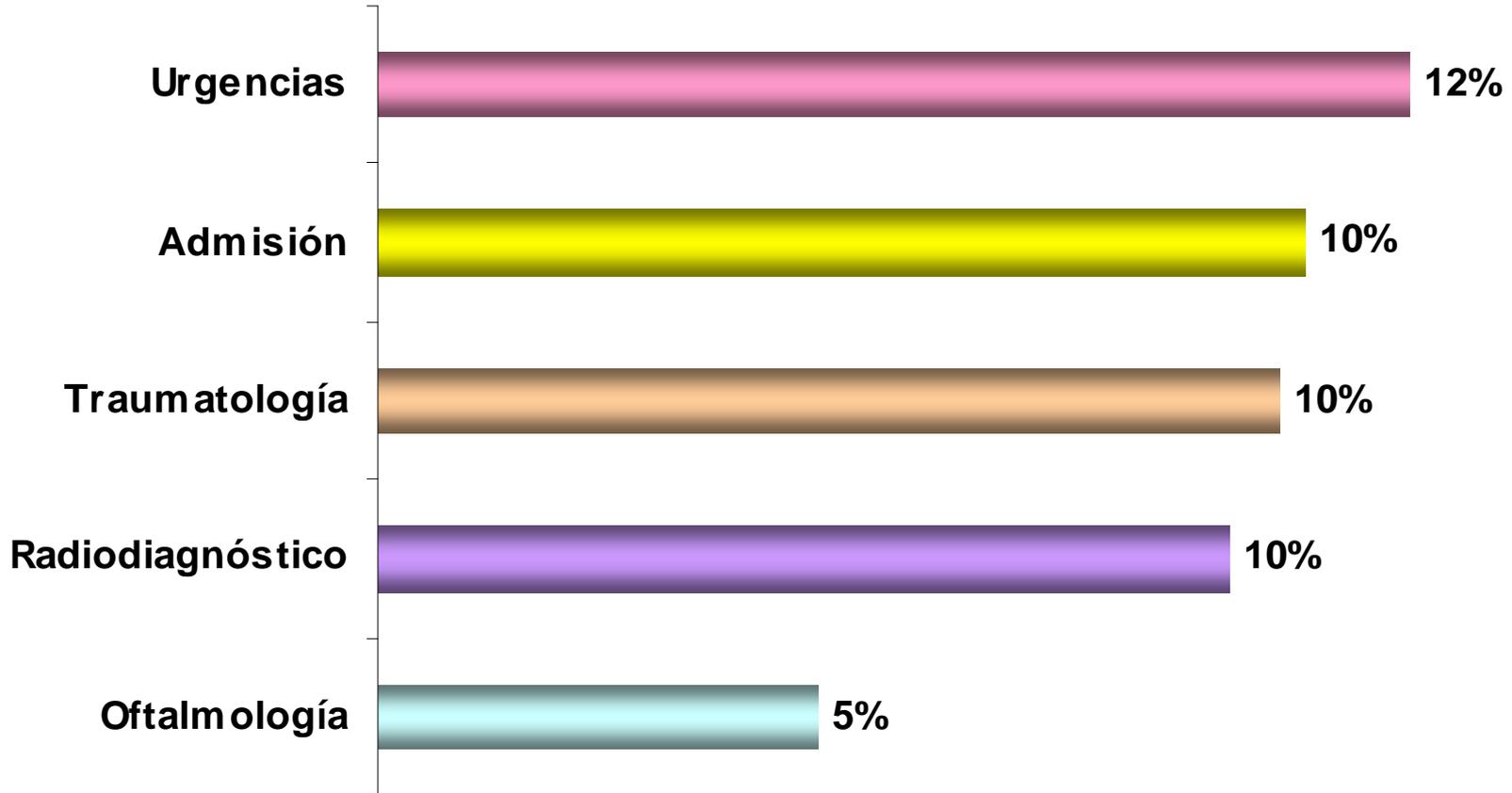


Reclamaciones / 10.000 actos: 2011-2012

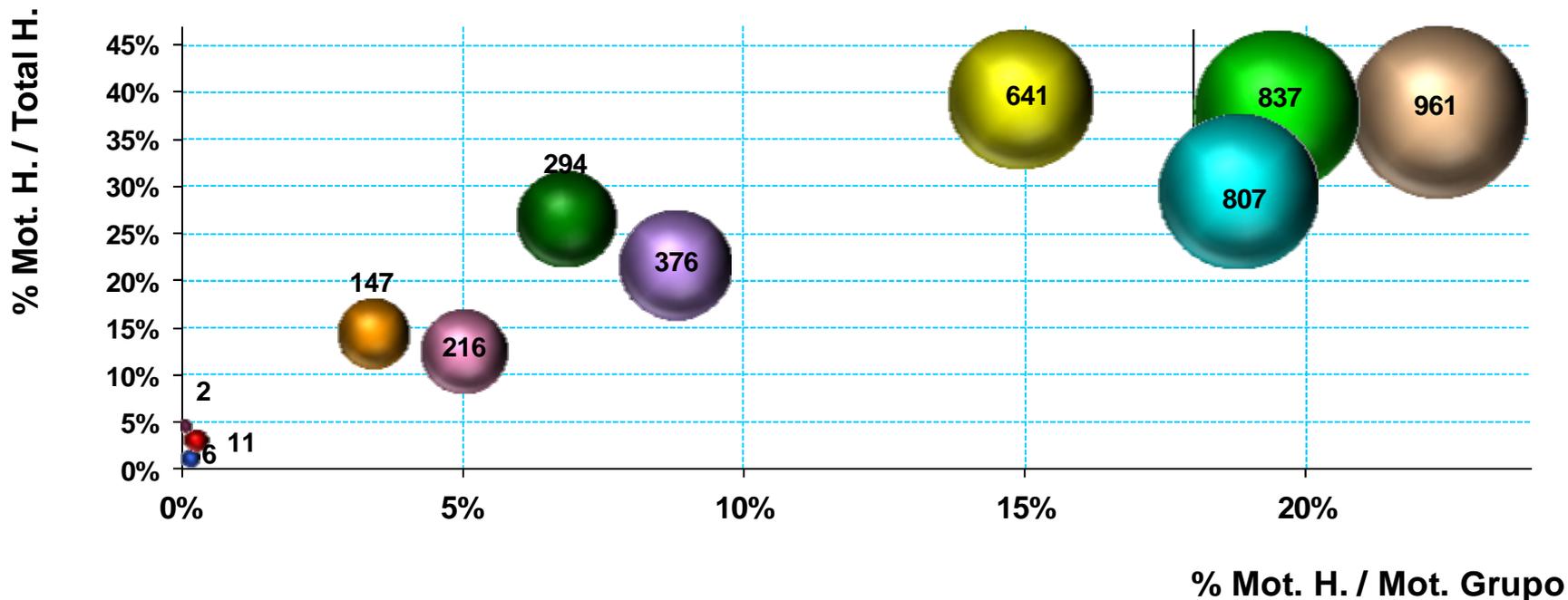




Grupo II: Servicios más reclamados



Demora en consultas y pruebas



INFANTA LEONOR (+HVT)

INFANTA SOFÍA

SEVERO OCHOA

MÓSTOLES

FUENLABRADA

GÓMEZ ULLA

PRÍNCIPE DE ASTURIAS

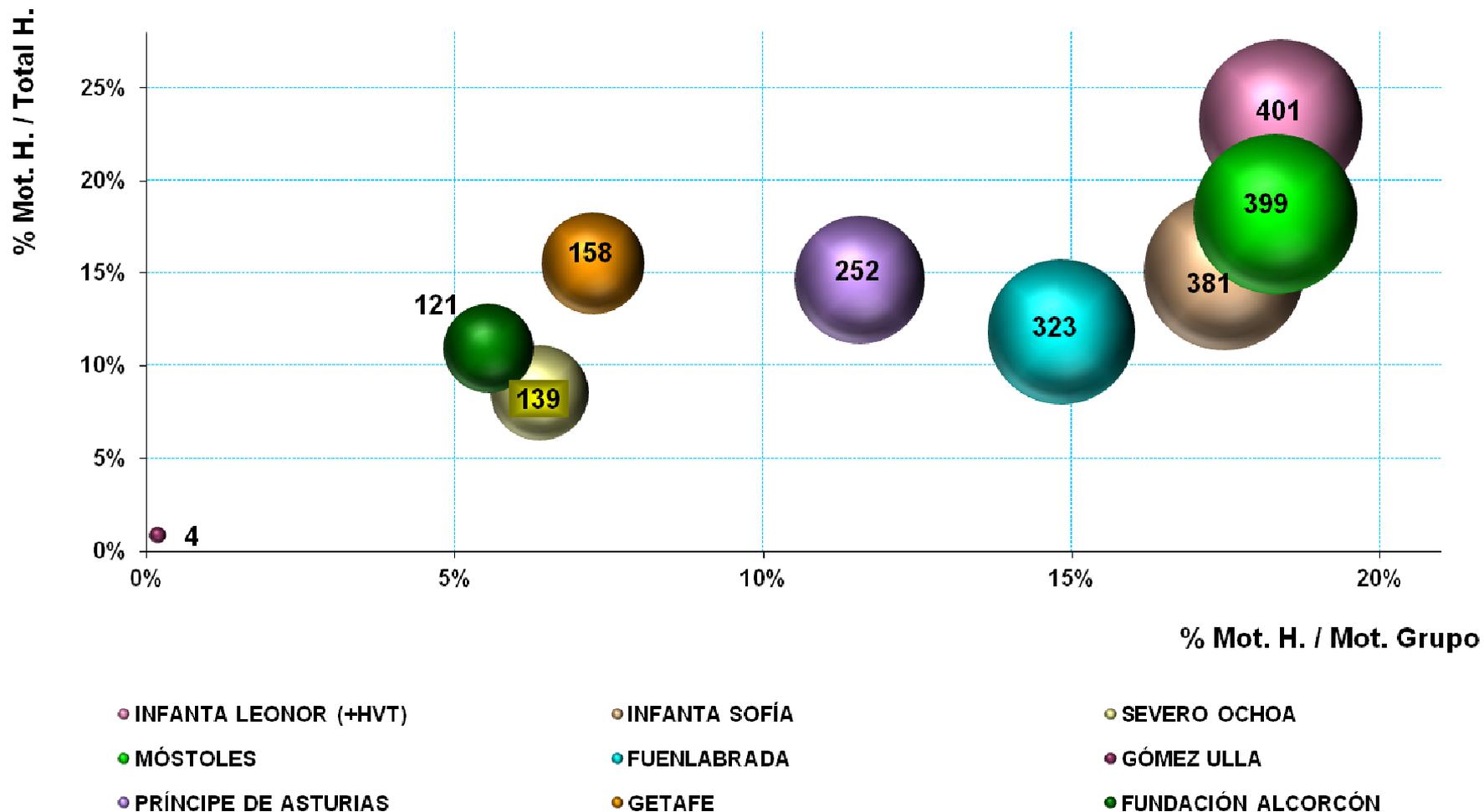
TORREJÓN

GETAFE

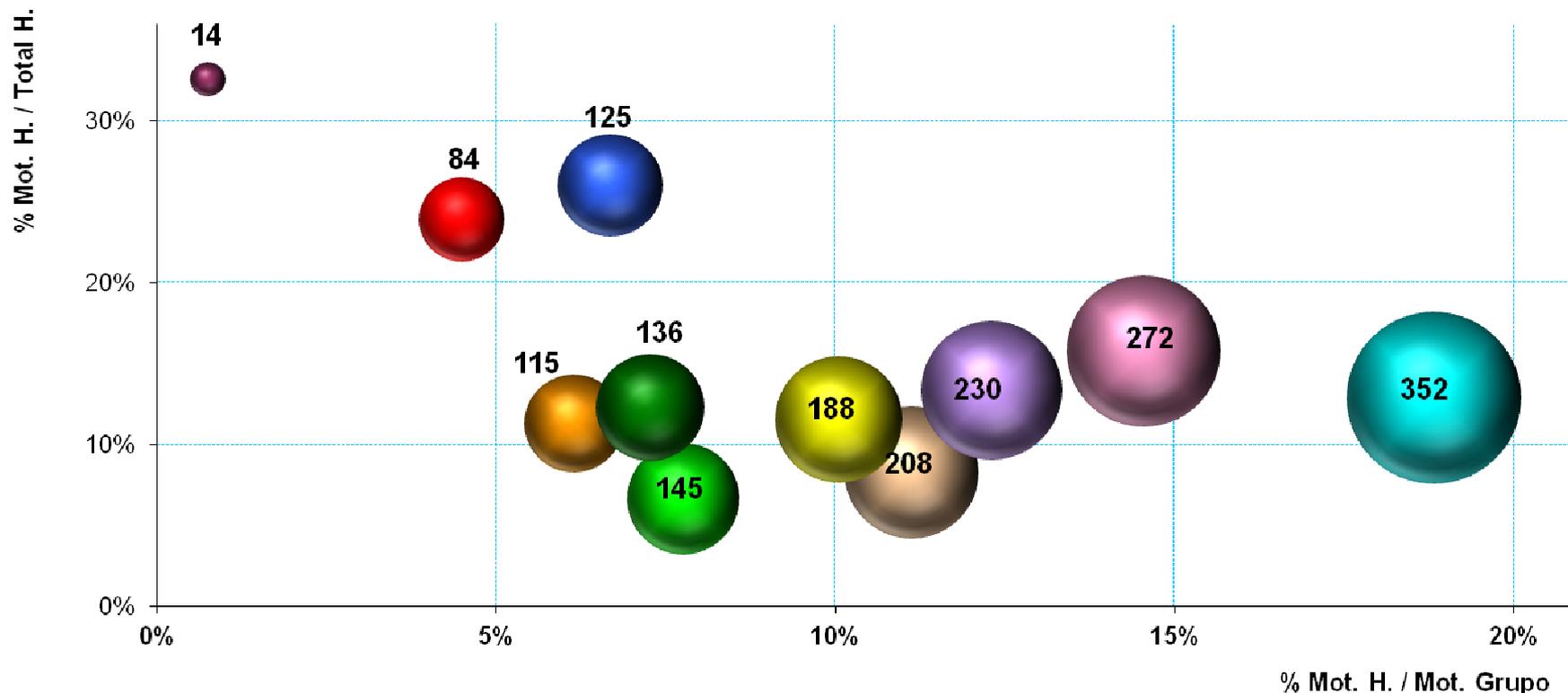
FUNDACIÓN ALCORCÓN

REY JUAN CARLOS

Suspensión del acto asistencial



Disconformidad con la asistencia



● INFANTA LEONOR (+HVT)

● INFANTA SOFÍA

● SEVERO OCHOA

● MÓSTOLES

● FUENLABRADA

● GÓMEZ ULLA

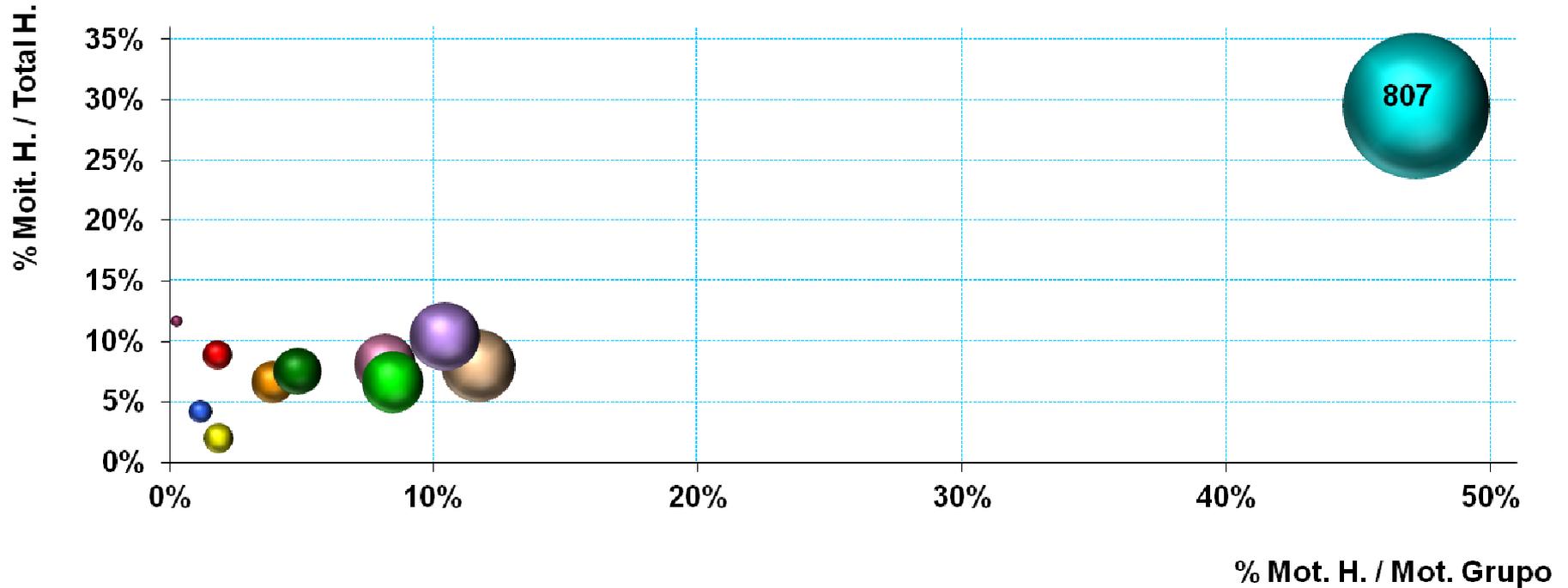
● PRÍNCIPE DE ASTURIAS

● TORREJÓN

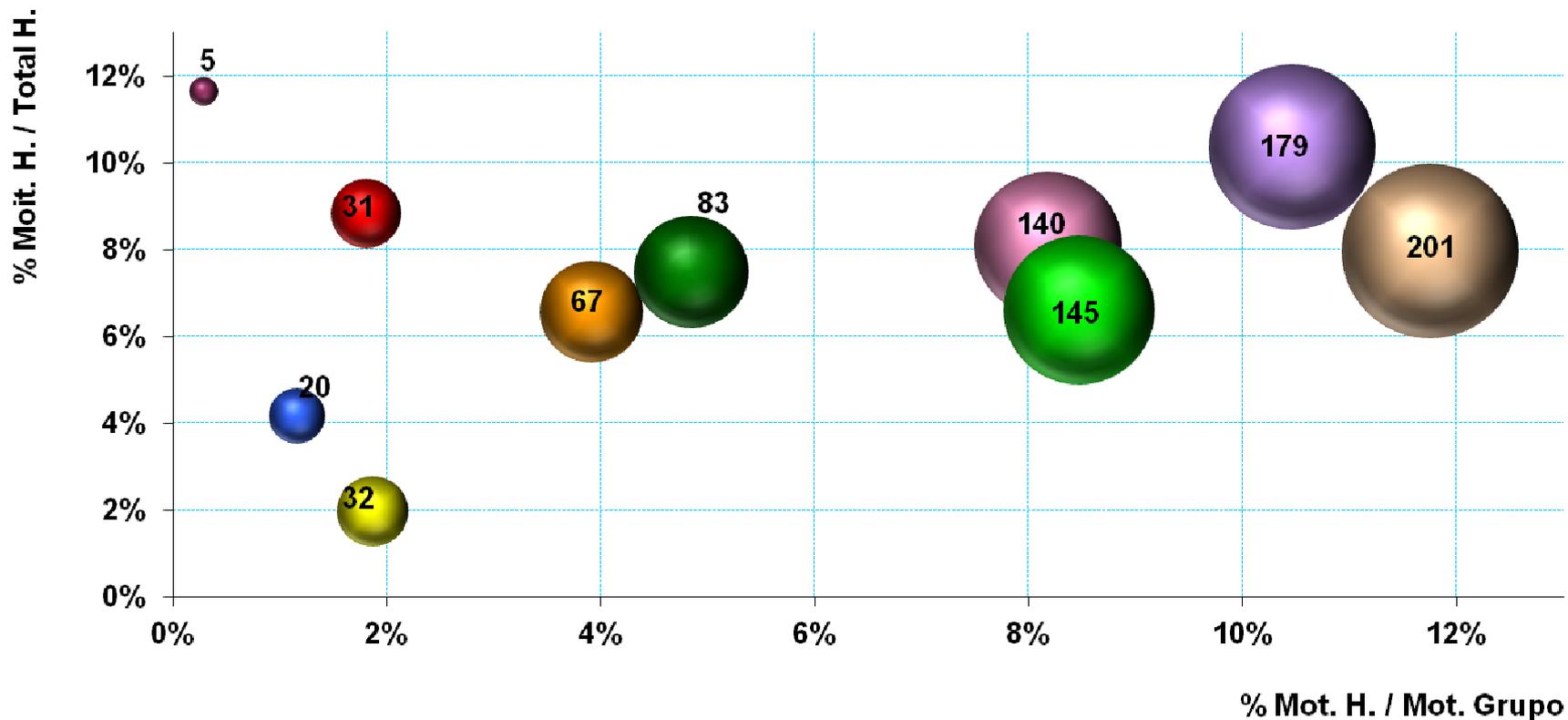
● GETAFE

● FUNDACIÓN ALCORCÓN

● REY JUAN CARLOS



- INFANTA LEONOR (+HVT)
- INFANTA SOFÍA
- SEVERO OCHOA
- MÓSTOLES
- FUENLABRADA
- GÓMEZ ULLA
- PRÍNCIPE DE ASTURIAS
- TORREJÓN
- GETAFE
- FUNDACIÓN ALCORCÓN
- REY JUAN CARLOS



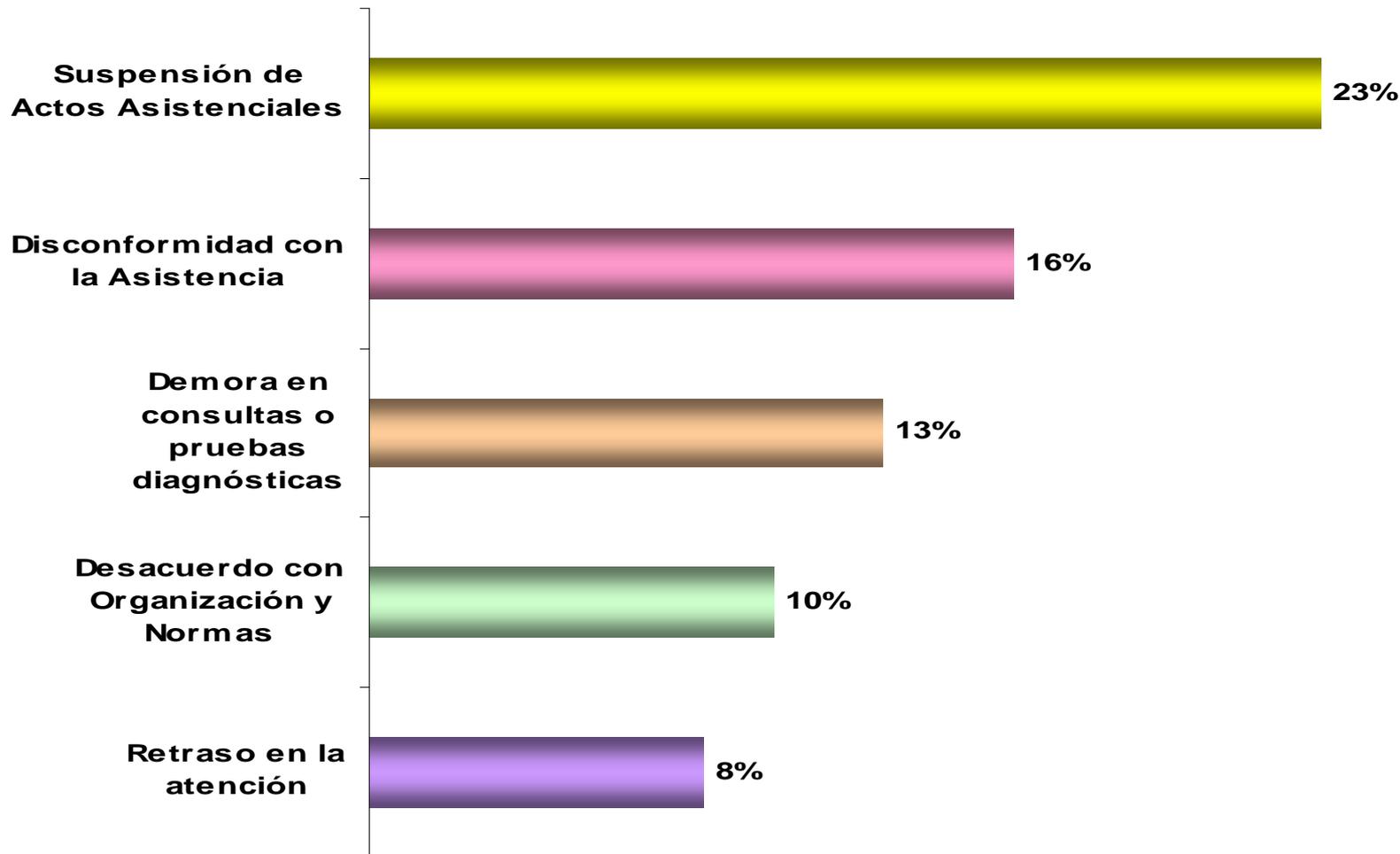
- INFANTA LEONOR (+HVT)
- GÓMEZ ULLA
- FUNDACIÓN ALCORCÓN

- INFANTA SOFÍA
- PRÍNCIPE DE ASTURIAS
- REY JUAN CARLOS

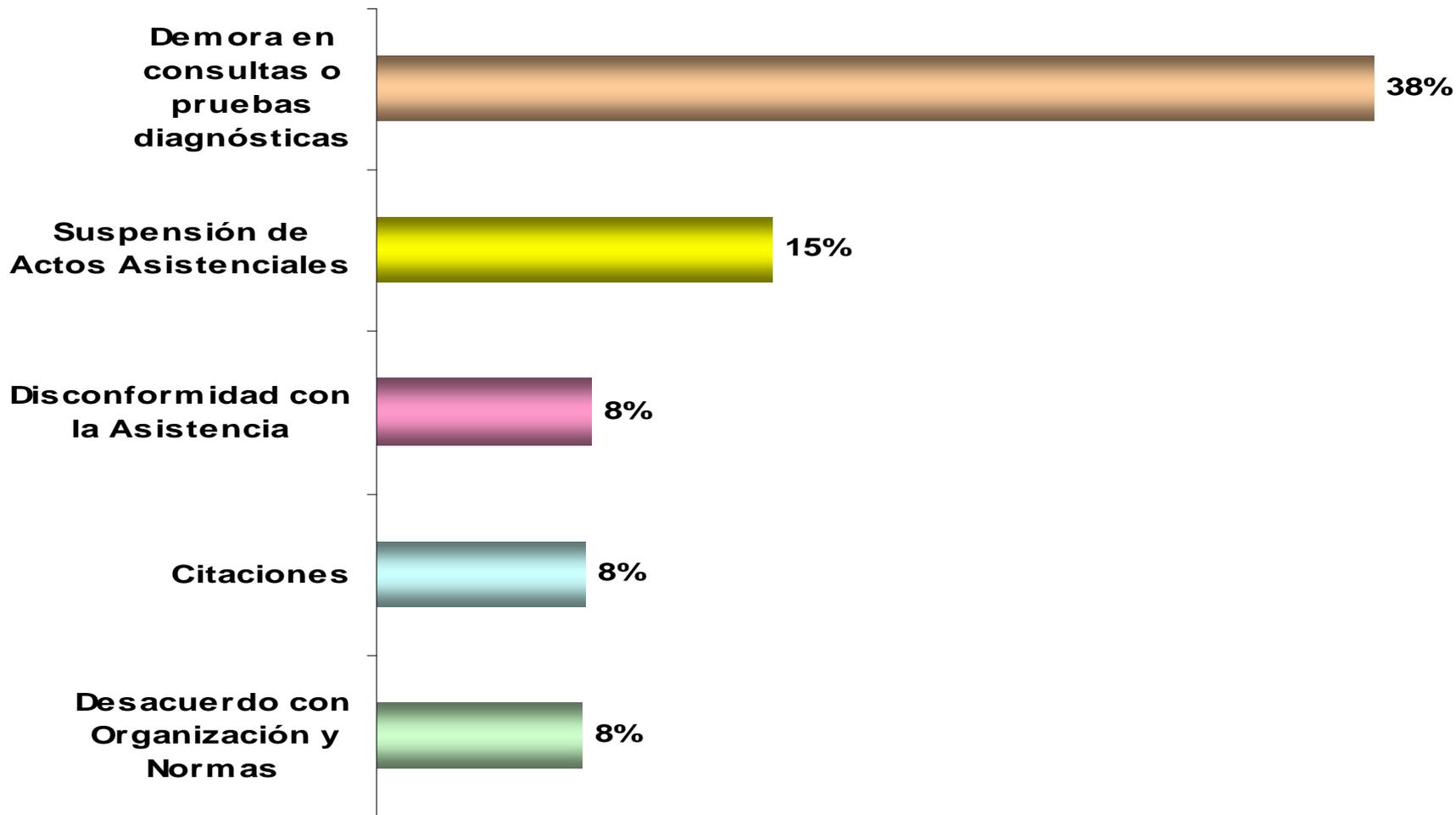
- SEVERO OCHOA
- TORREJÓN

- MÓSTOLES
- GETAFE

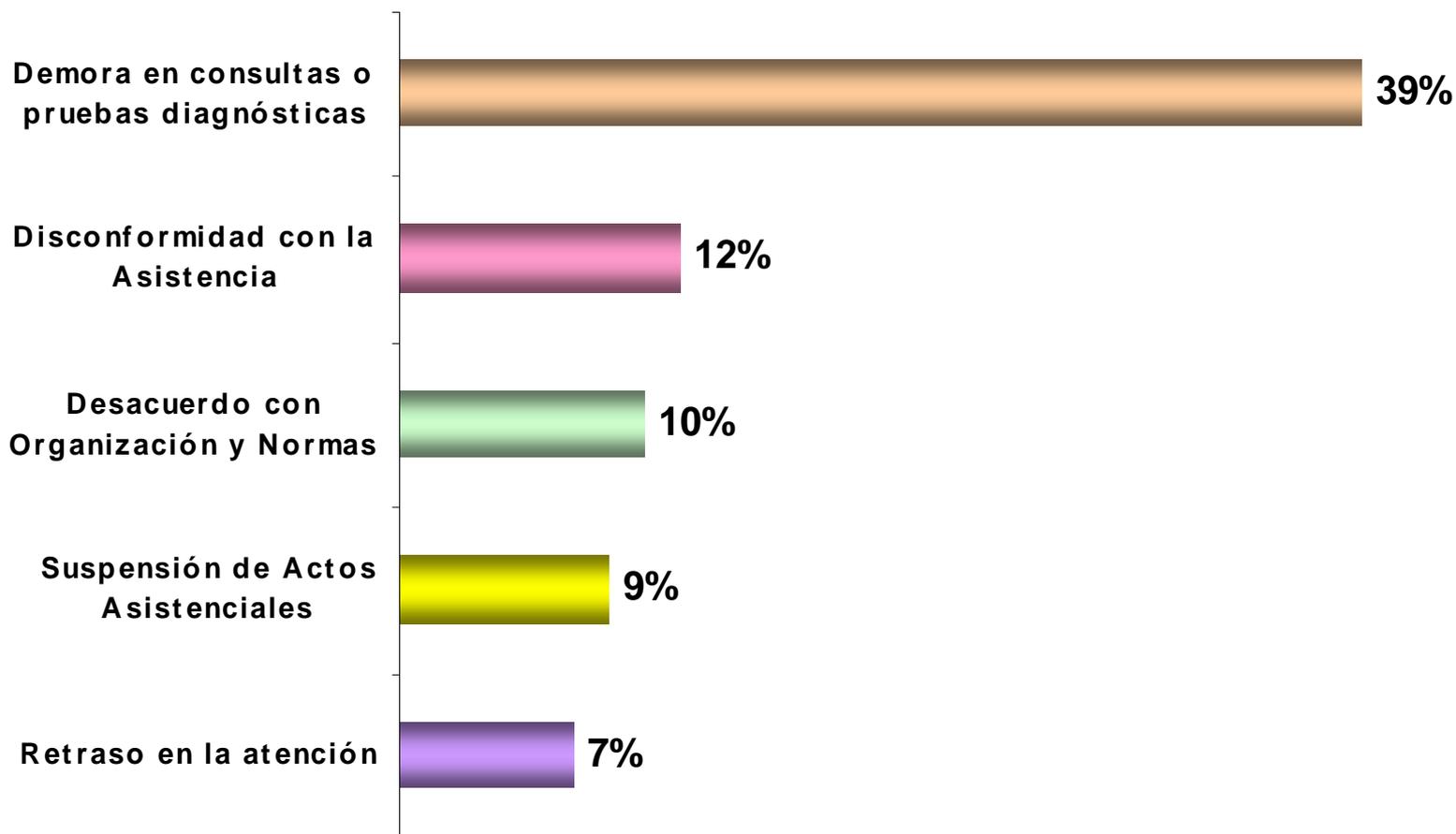
H. Infanta Leonor: Motivos más frecuentes

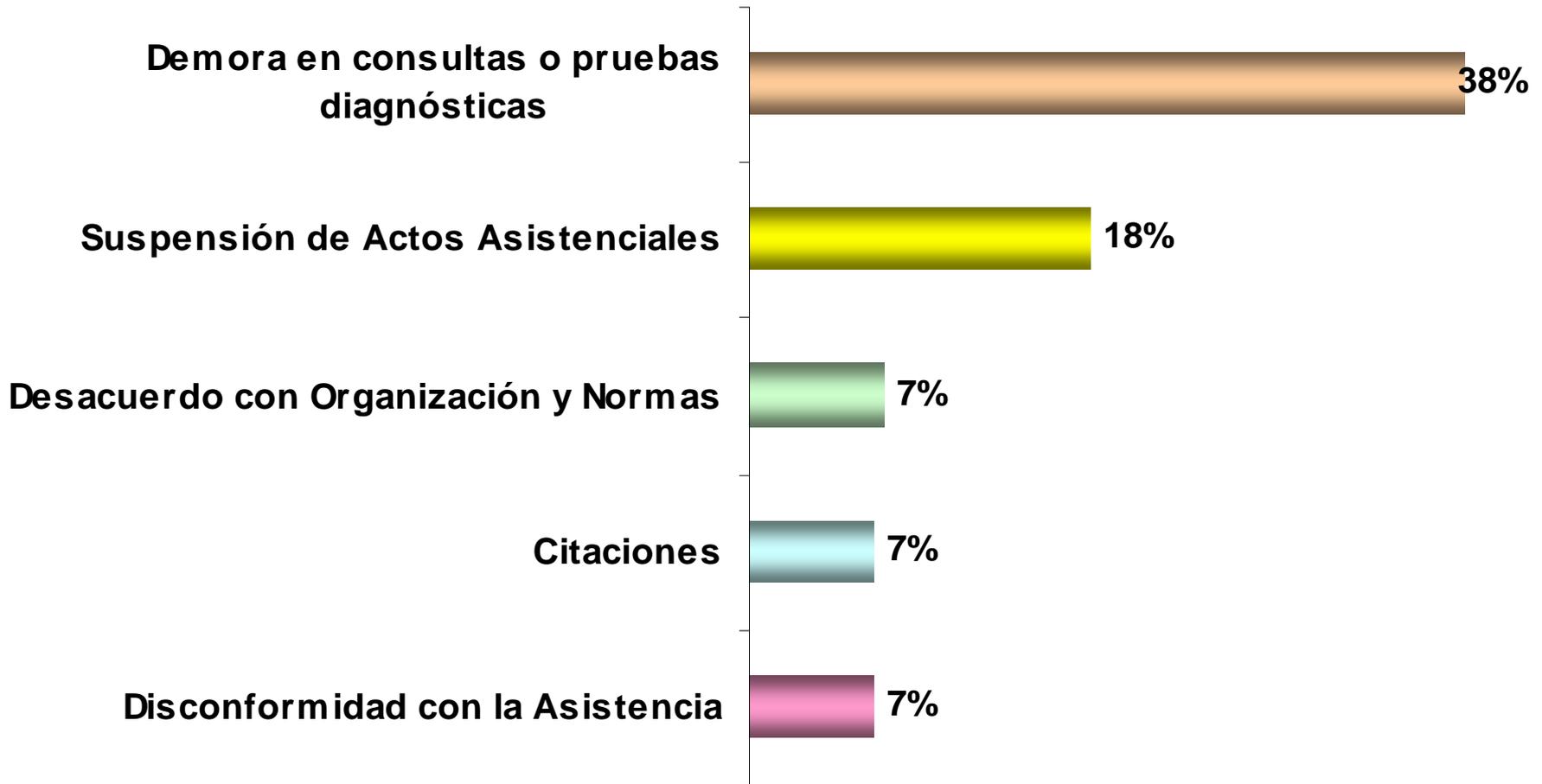


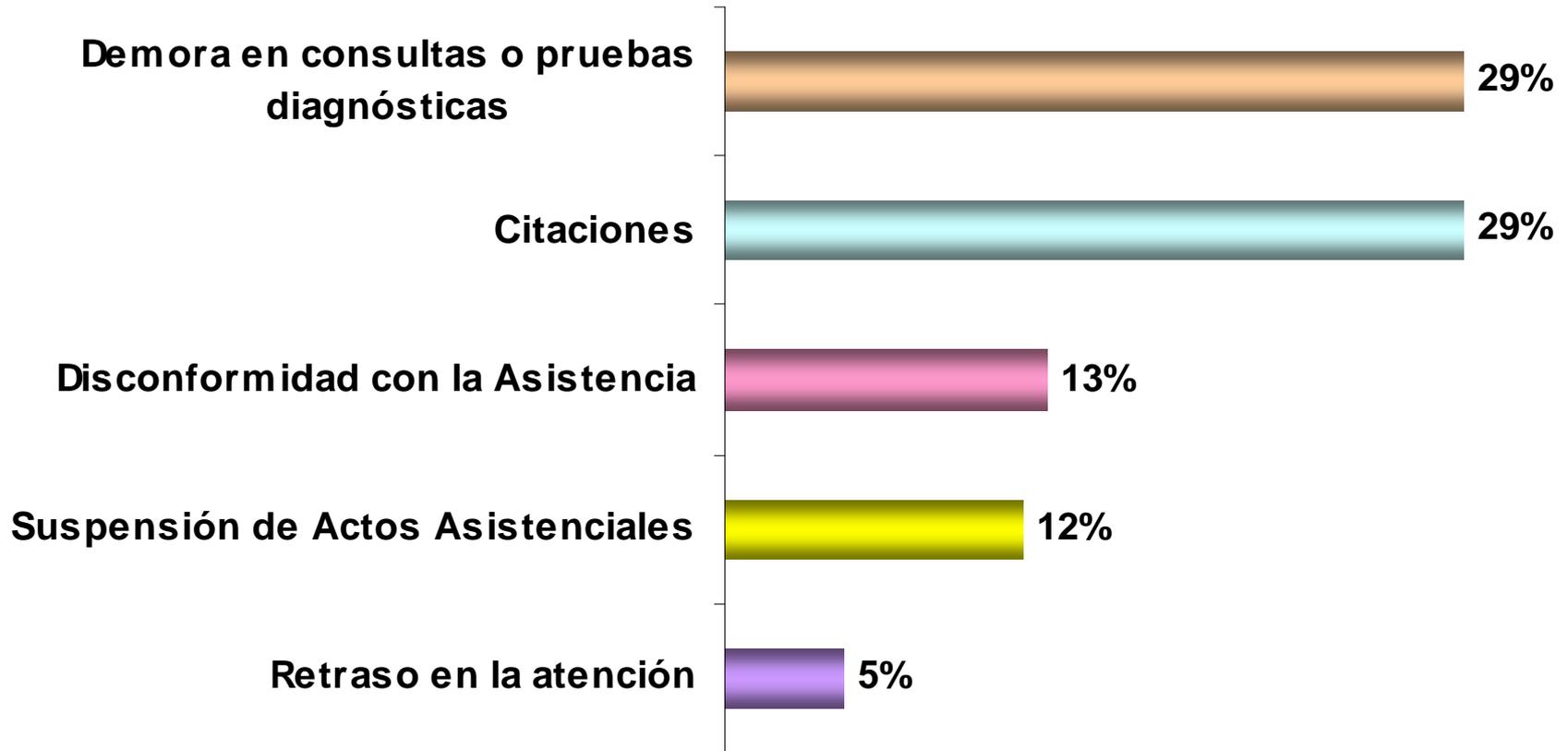
H. Infanta Sofía: Motivos más frecuentes

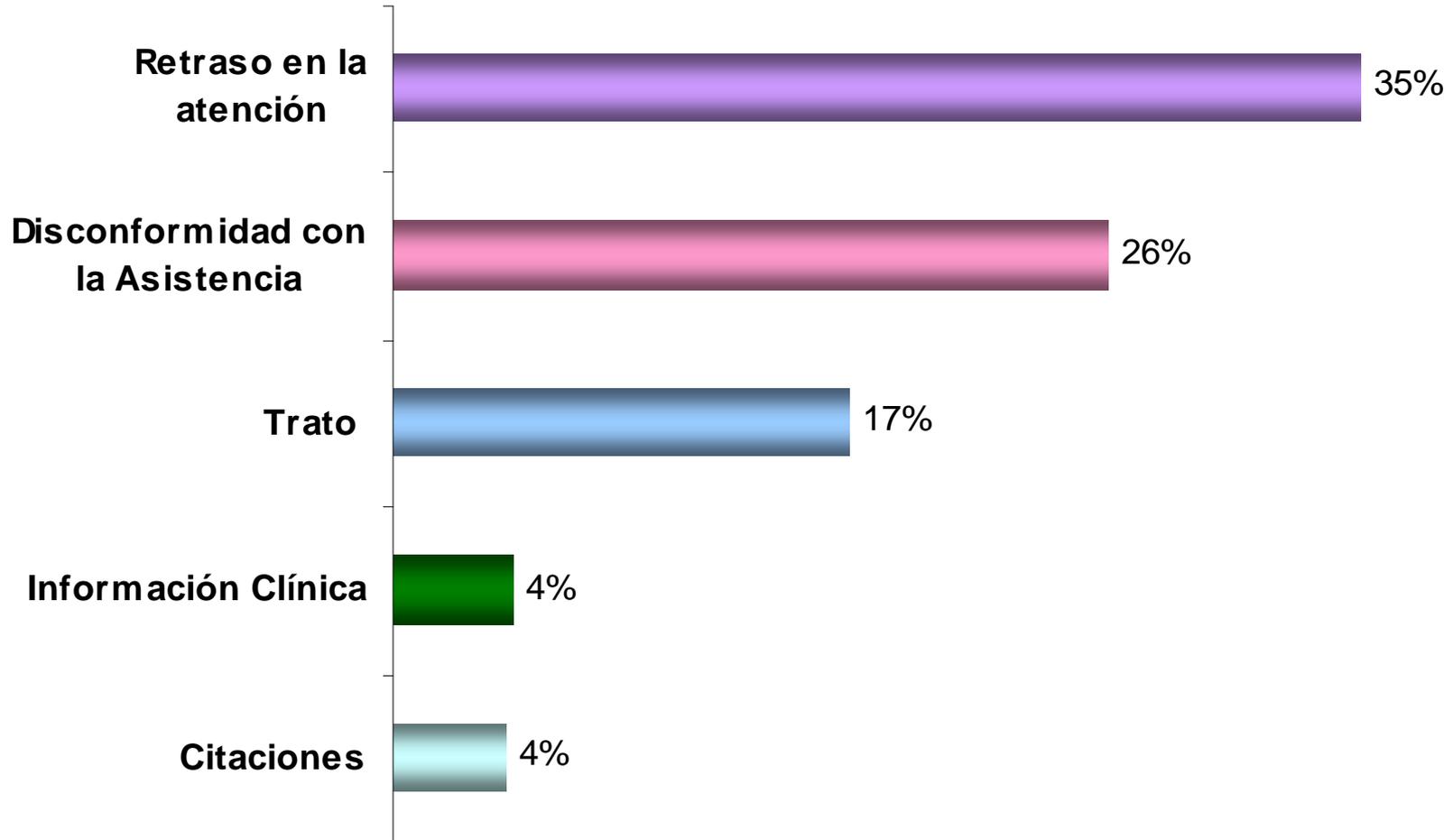


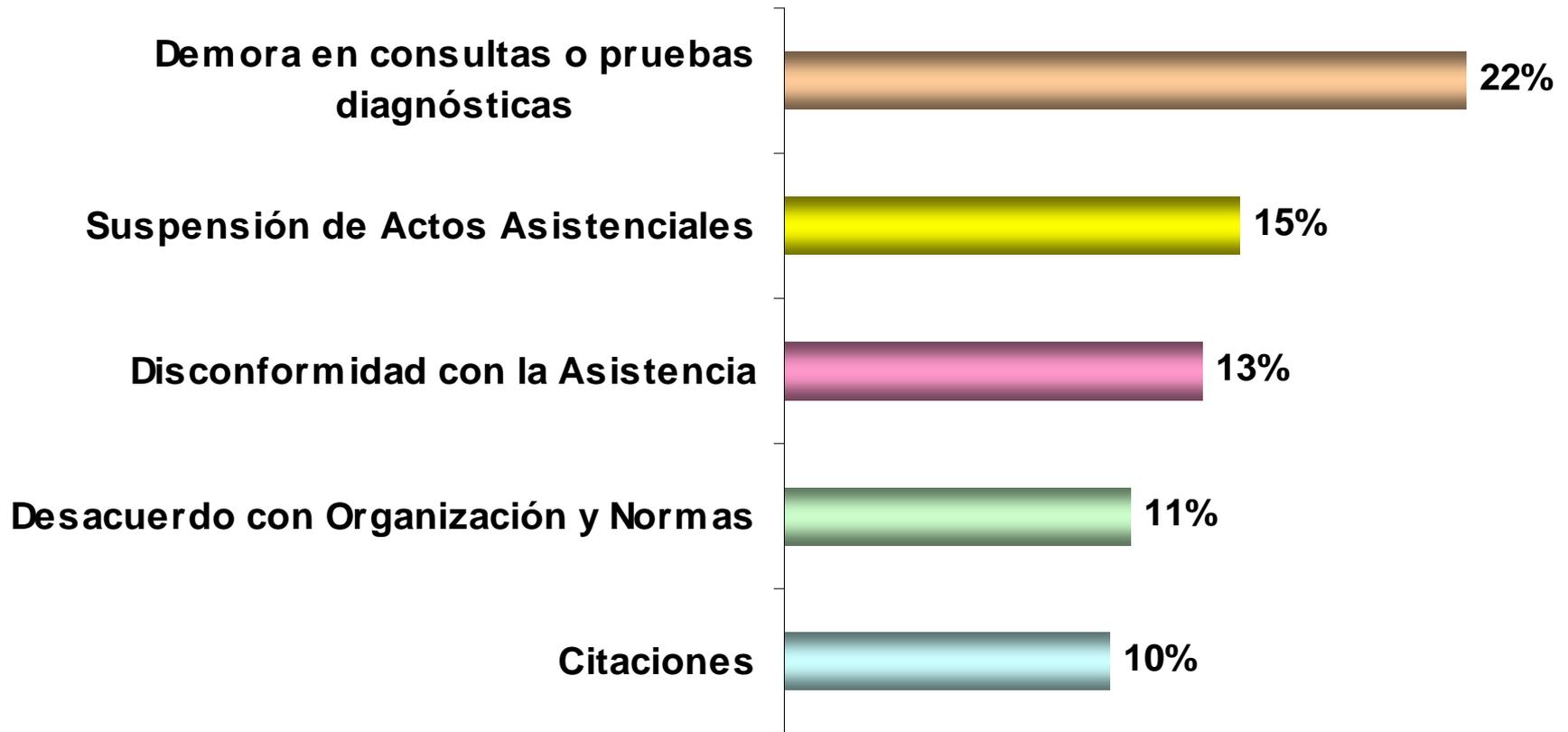
H. Severo Ochoa: Motivos más frecuentes

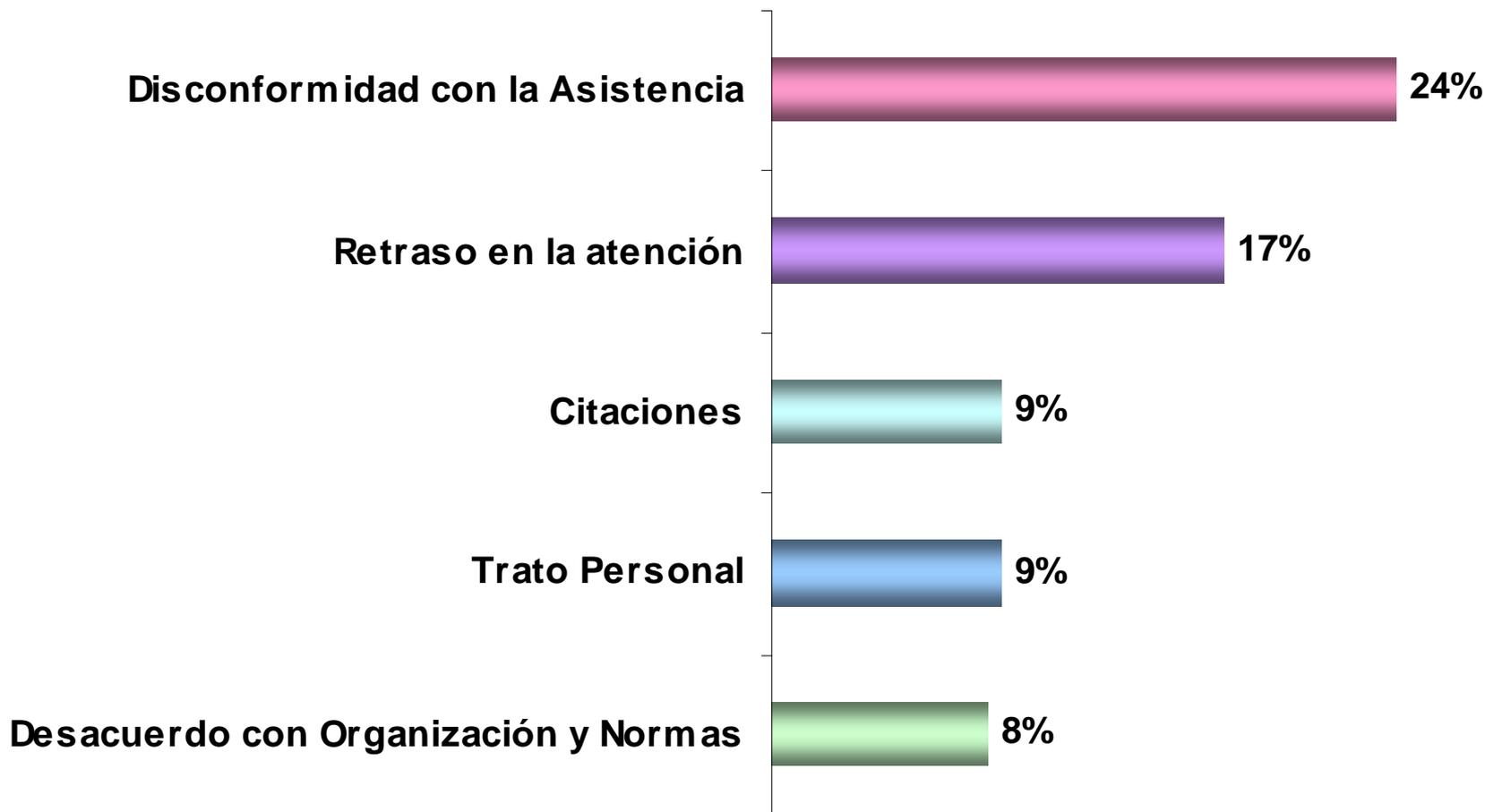


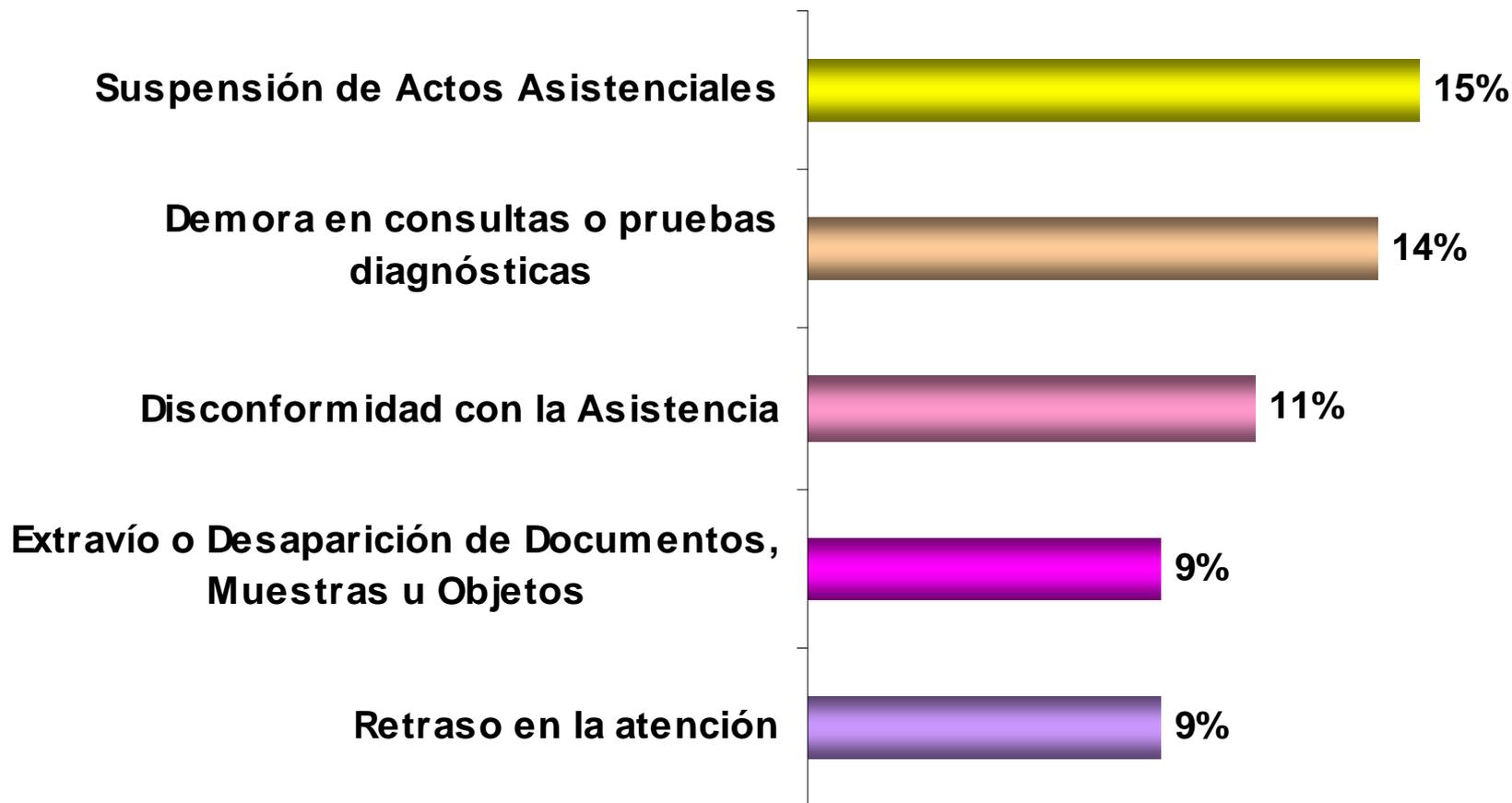


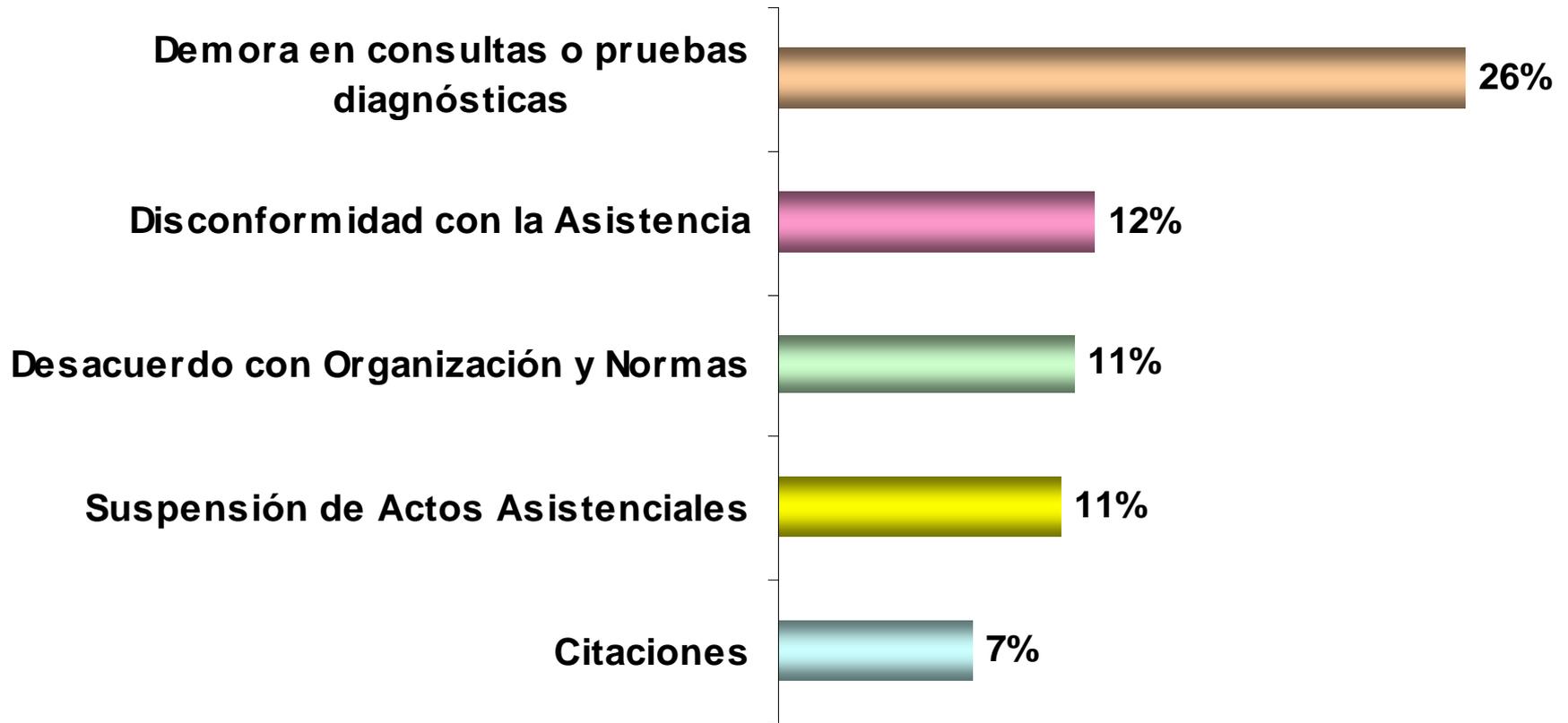


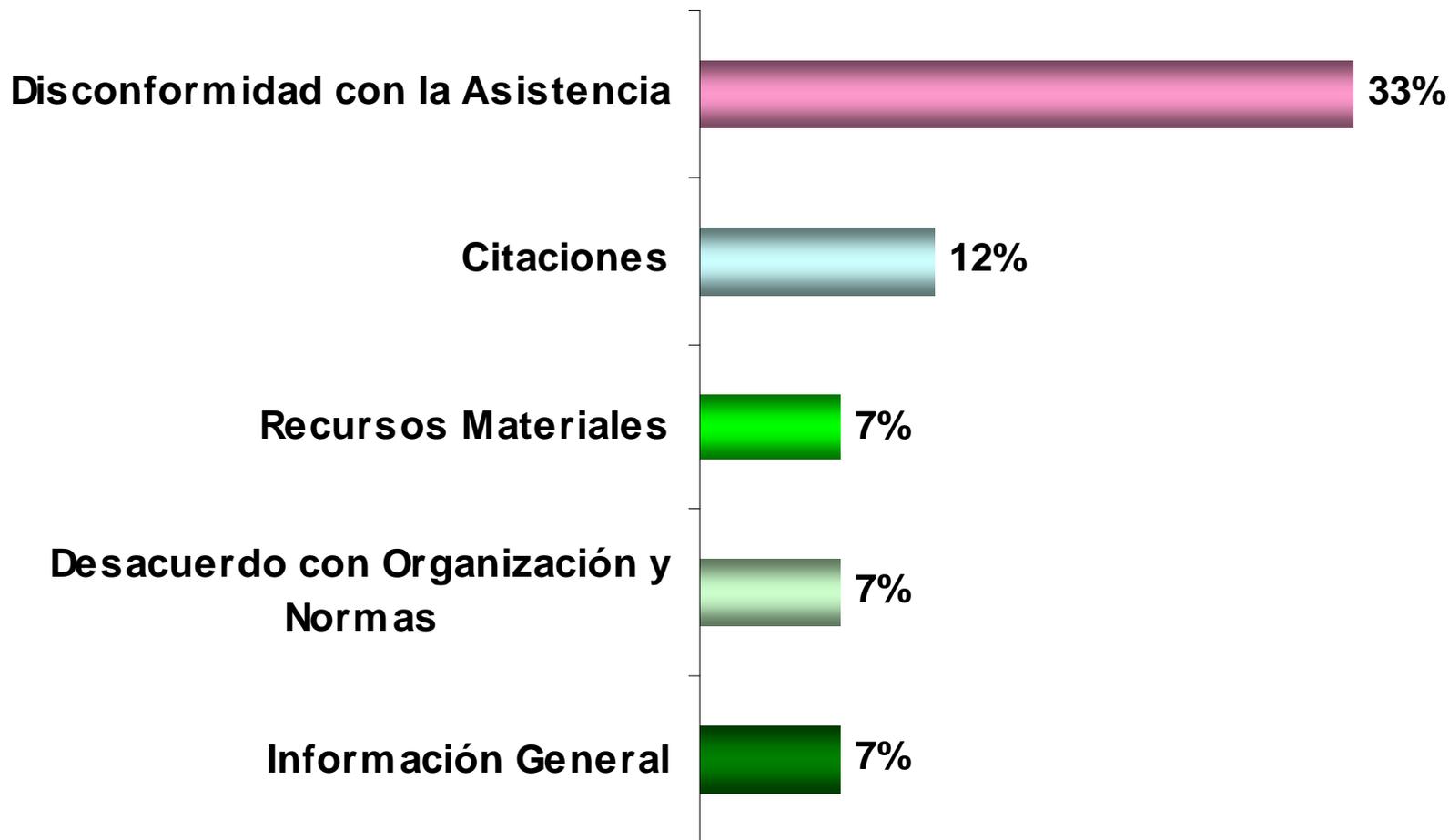




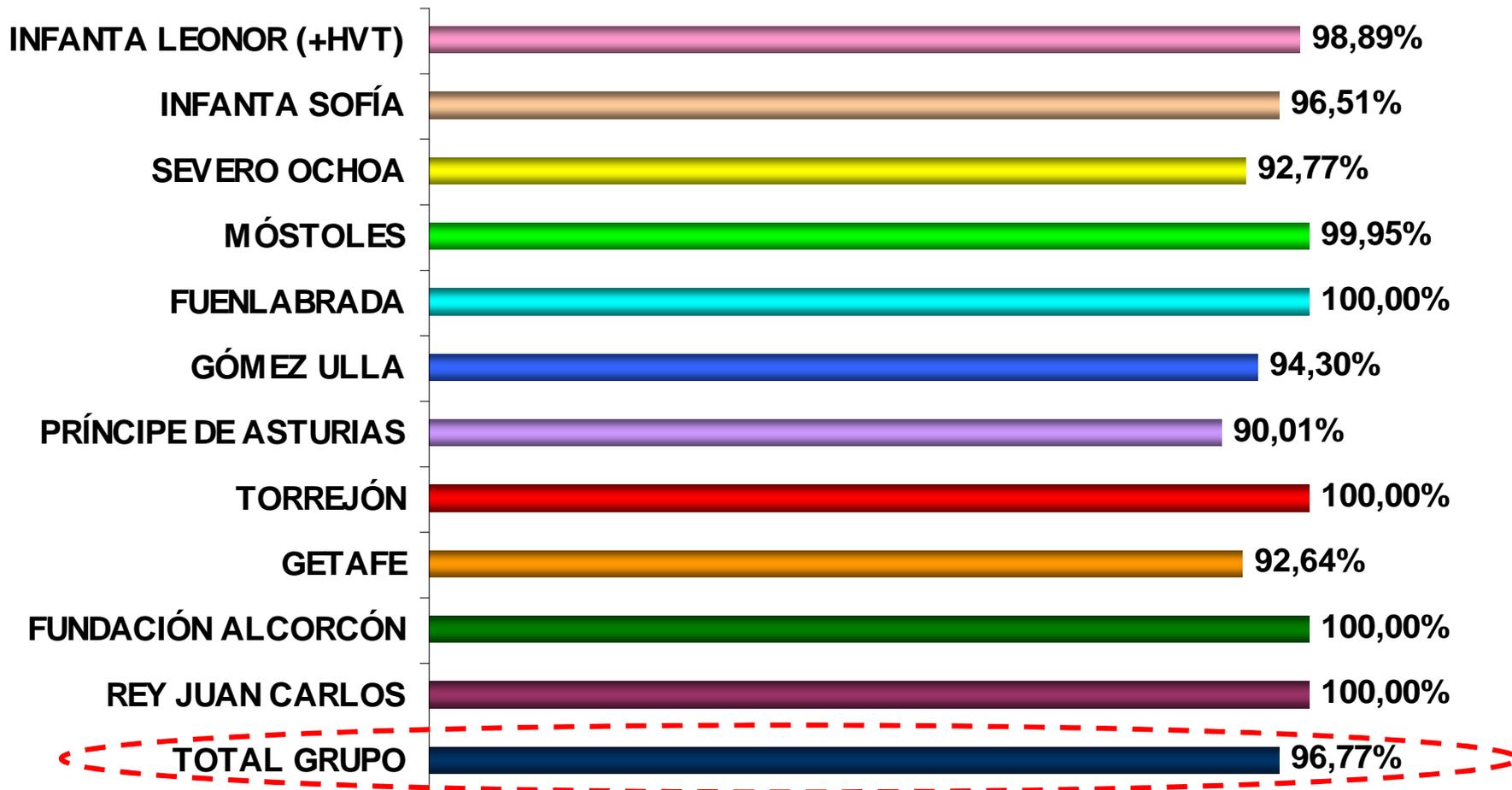




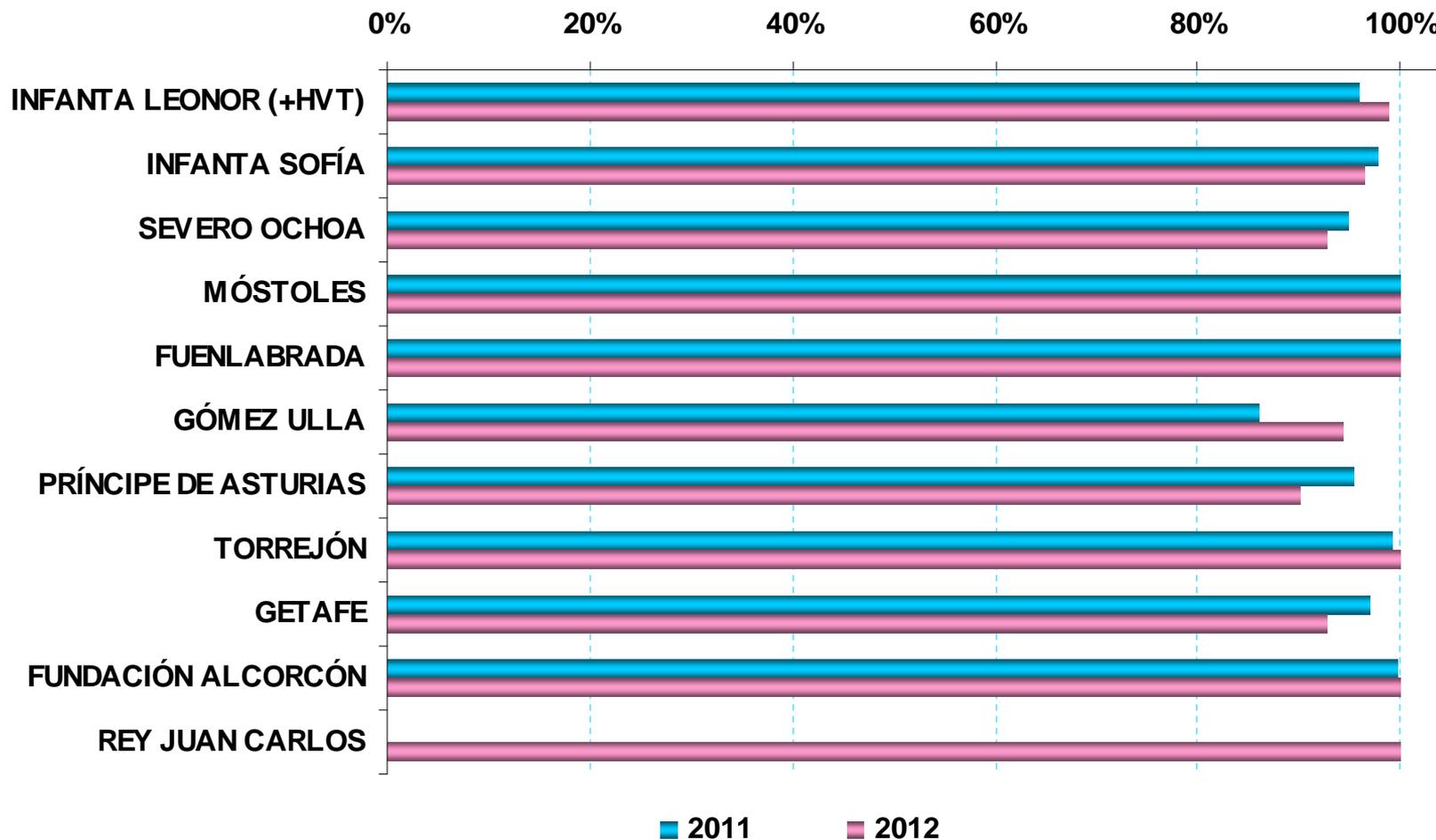




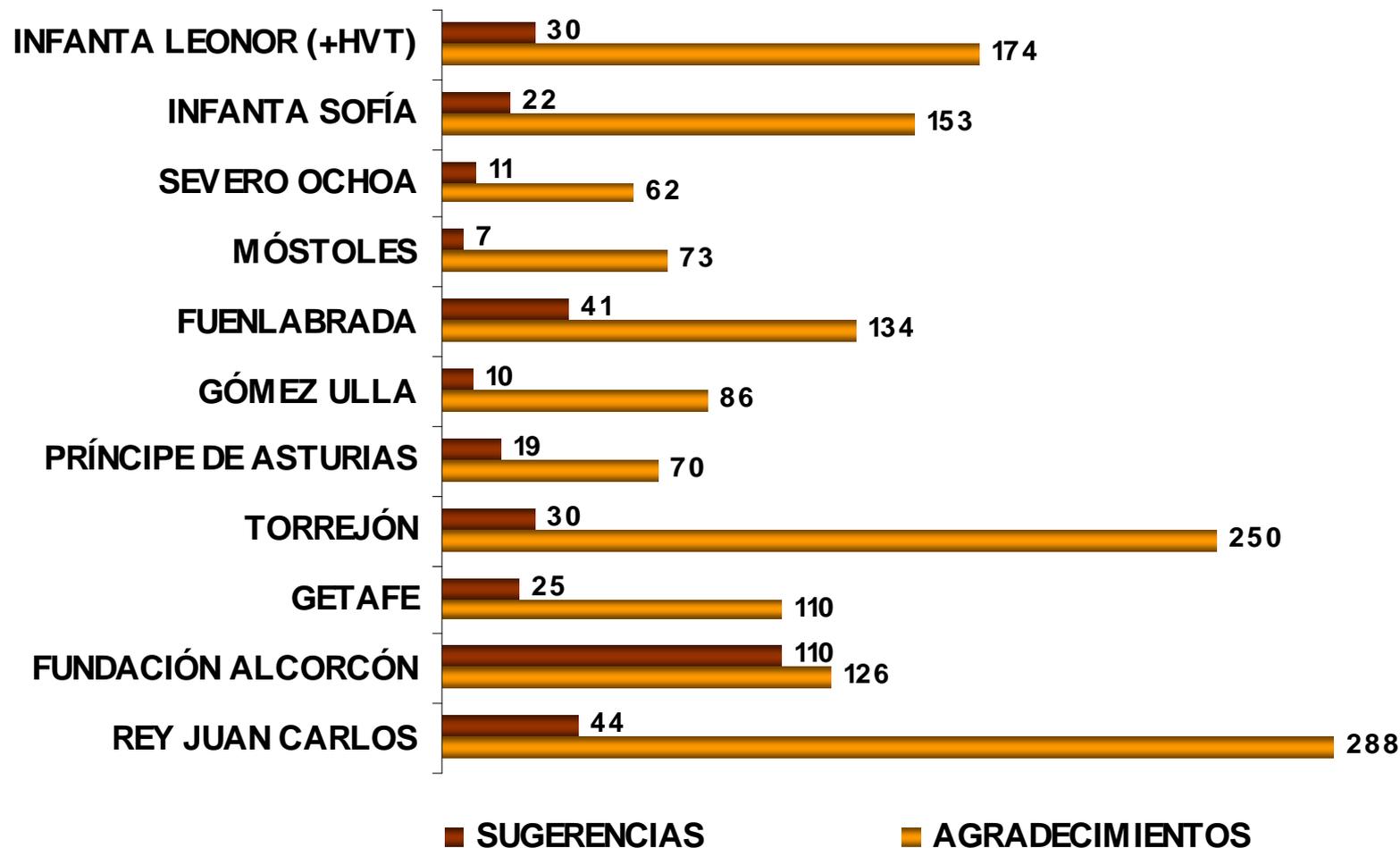
% Reclamaciones cerradas en plazo



Reclamaciones cerradas en plazo:2011-2012



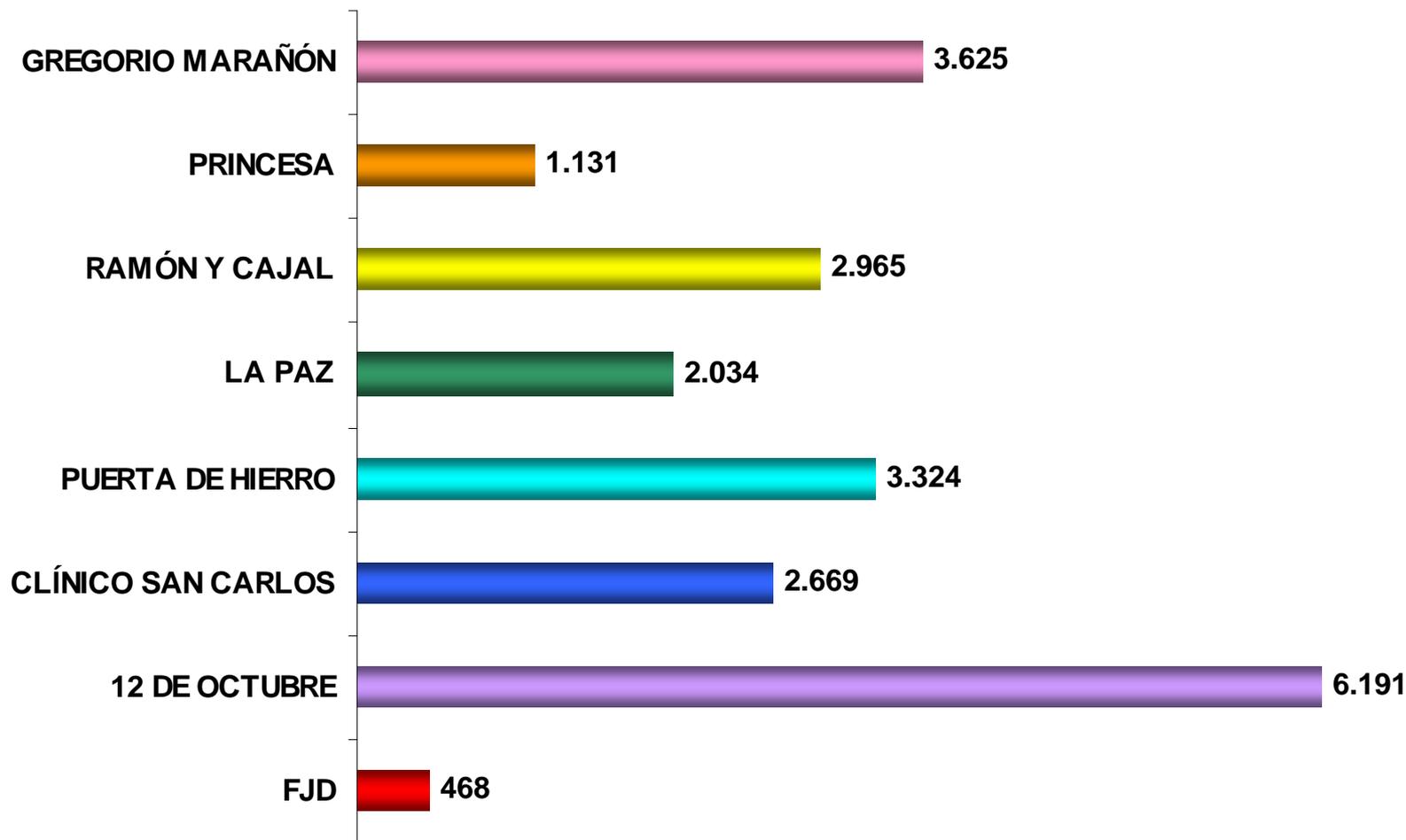
Sugerencias y Agradecimientos



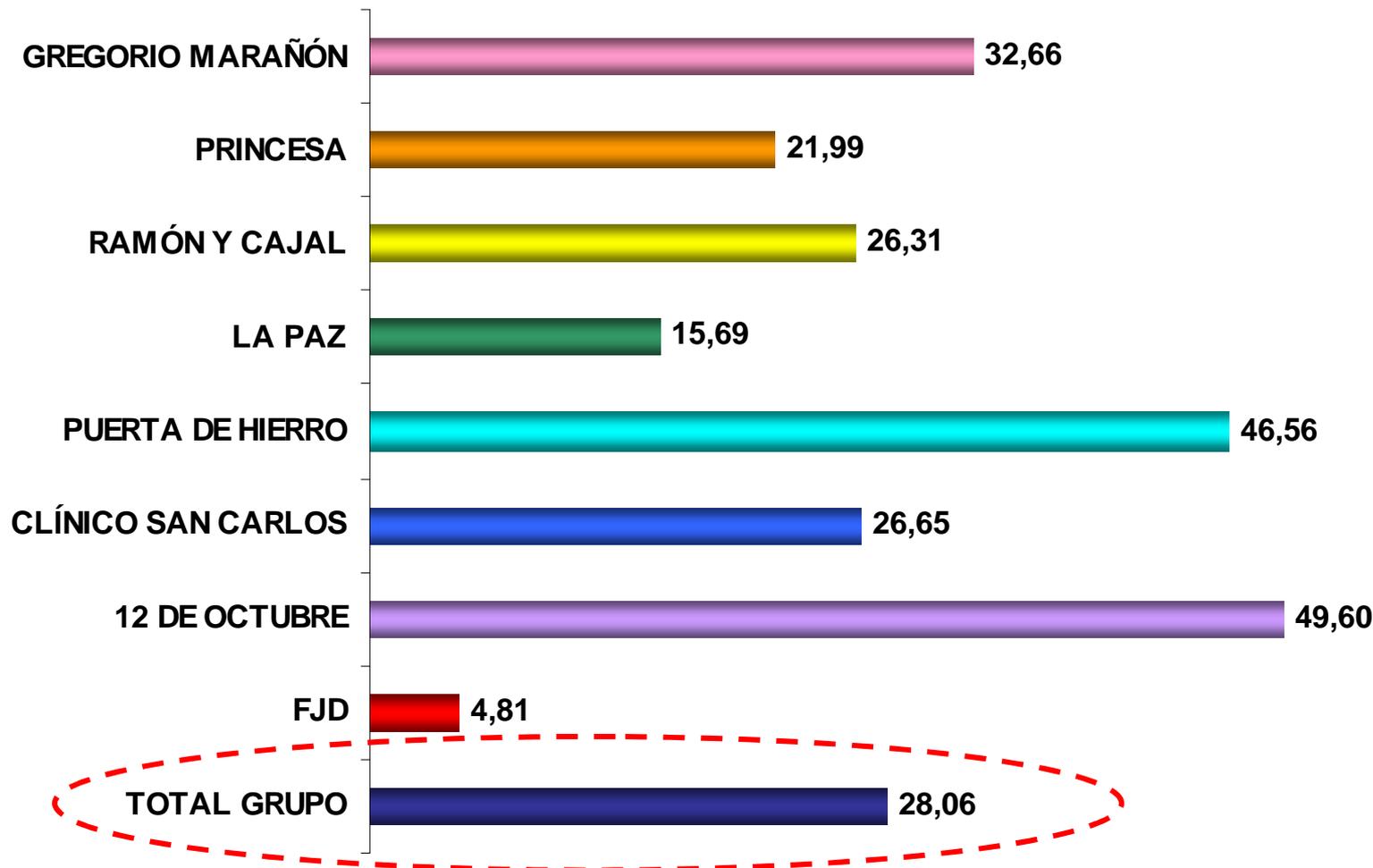
HOSPITALES

GRUPO III

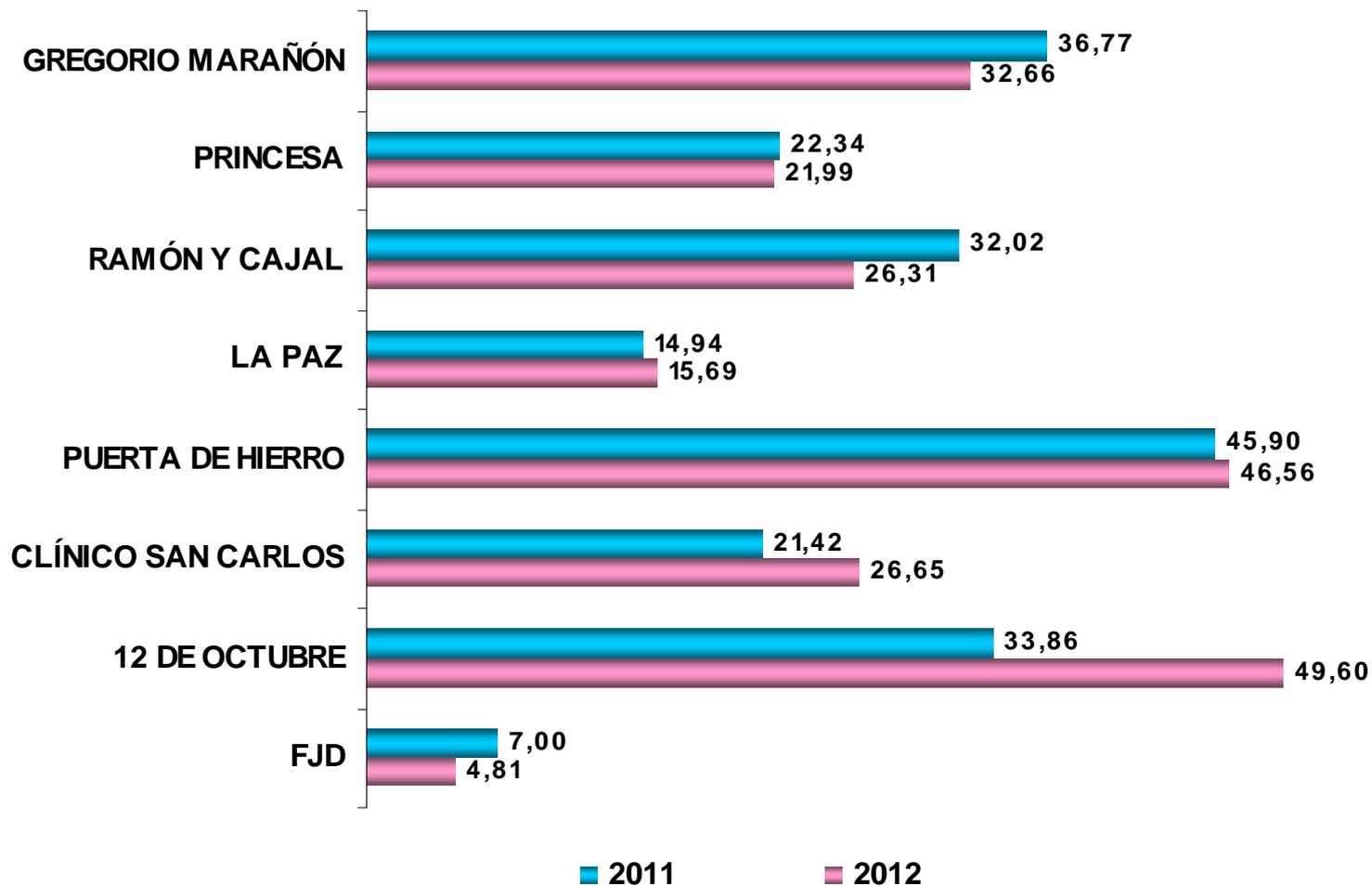
Grupo III: Nº total de reclamaciones

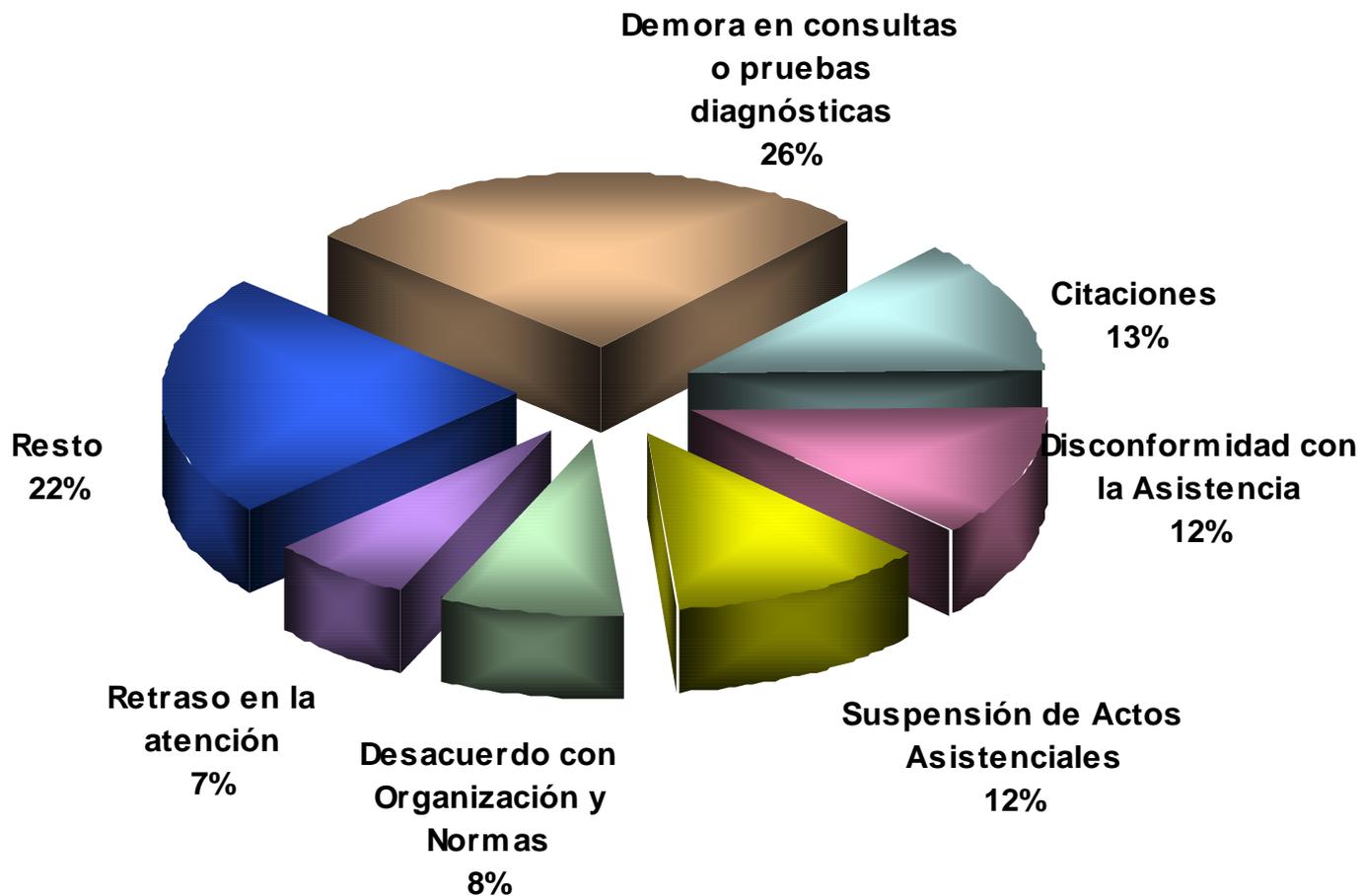


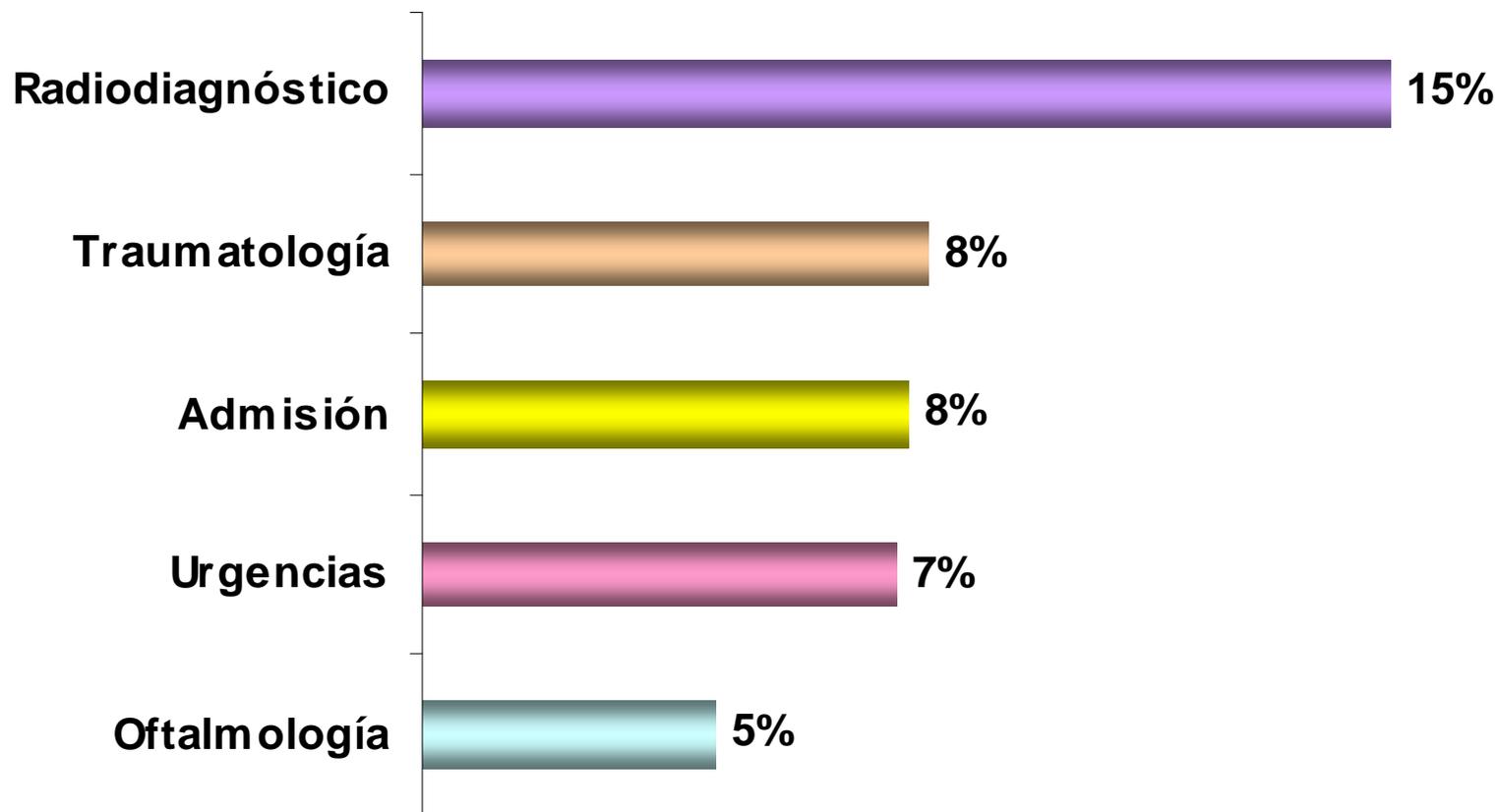
Reclamaciones / 10.000 actos asistenciales



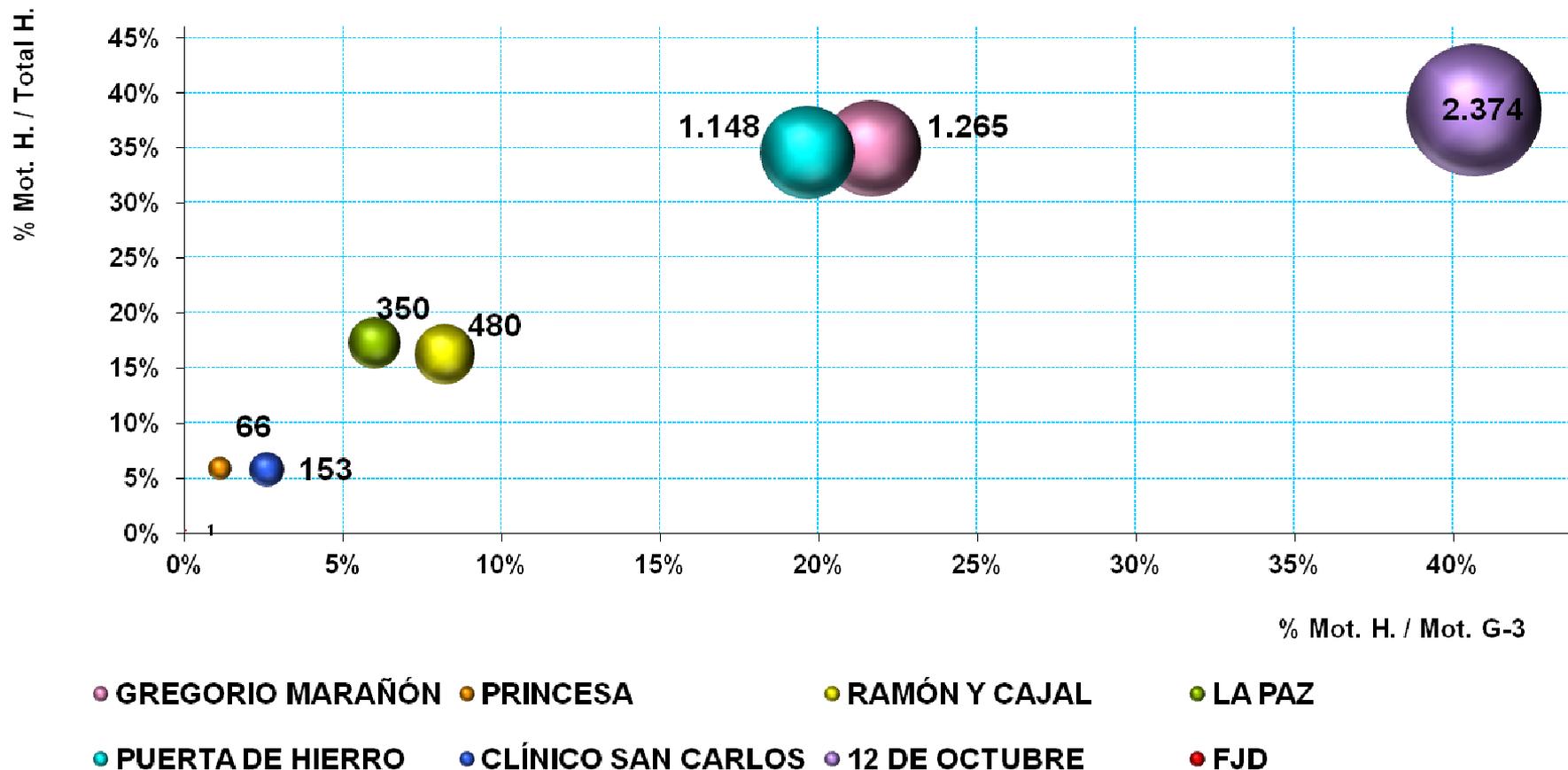
Reclamaciones / 10.000 actos: 2011-2012

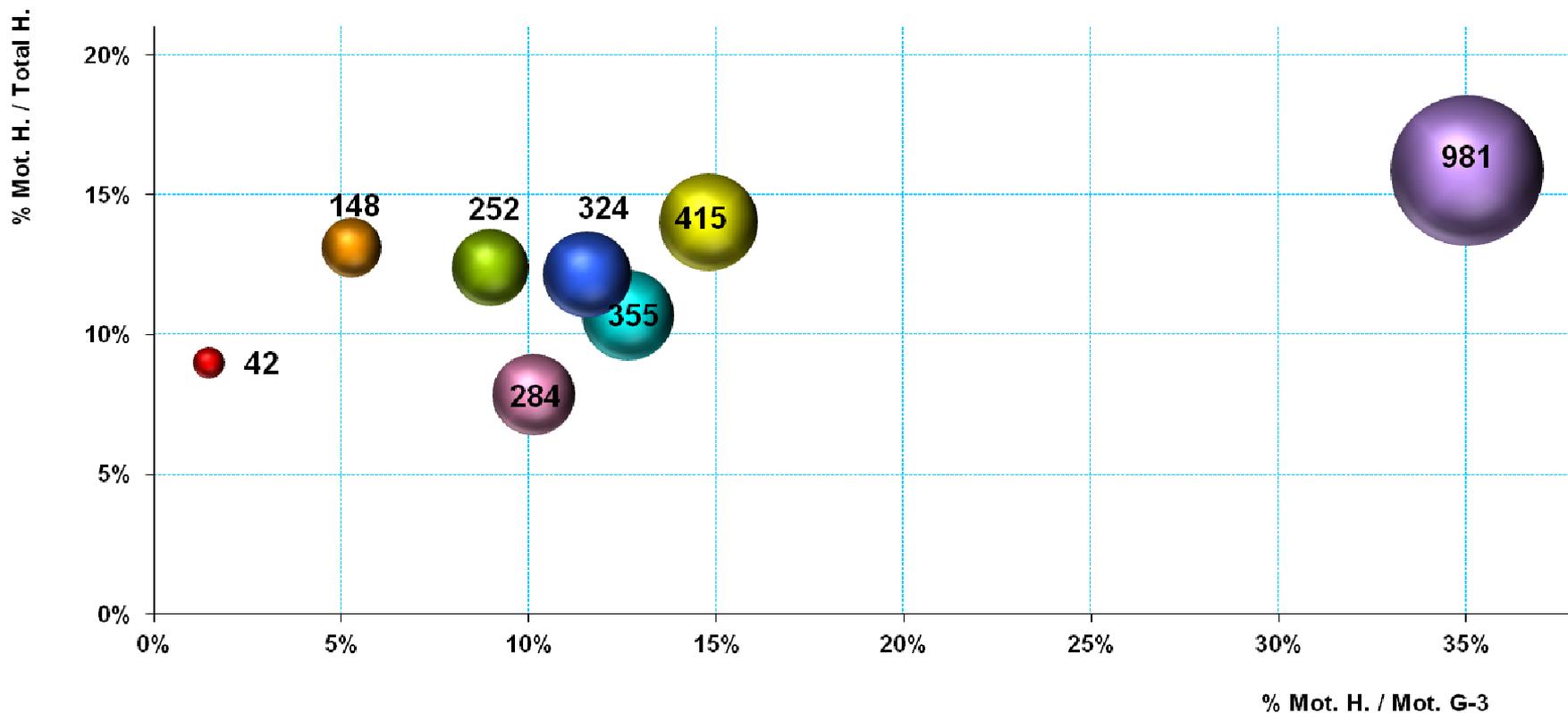






Demora en consultas o pruebas





● GREGORIO MARAÑÓN

● PRINCESA

● RAMÓN Y CAJAL

● LA PAZ

● PUERTA DE HIERRO

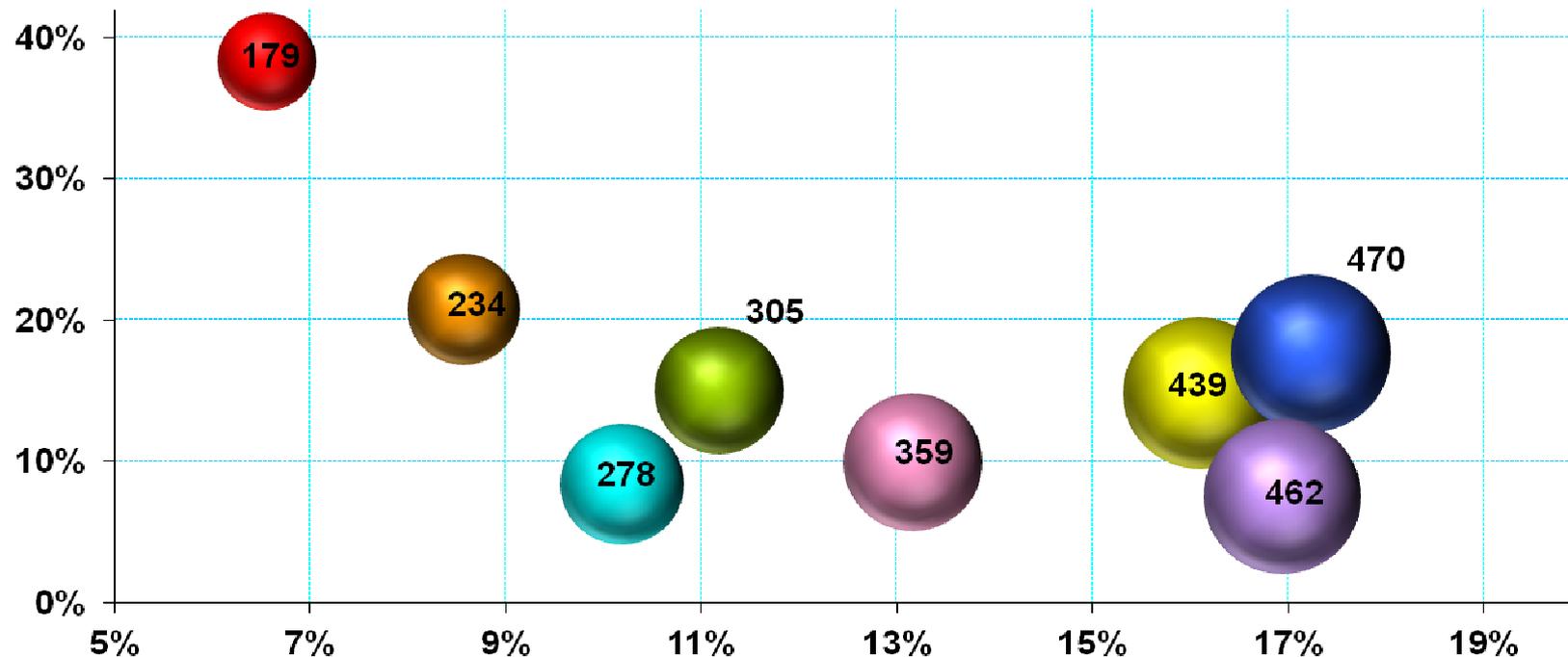
● CLÍNICO SAN CARLOS

● 12 DE OCTUBRE

● FJD

Disconformidad con la asistencia

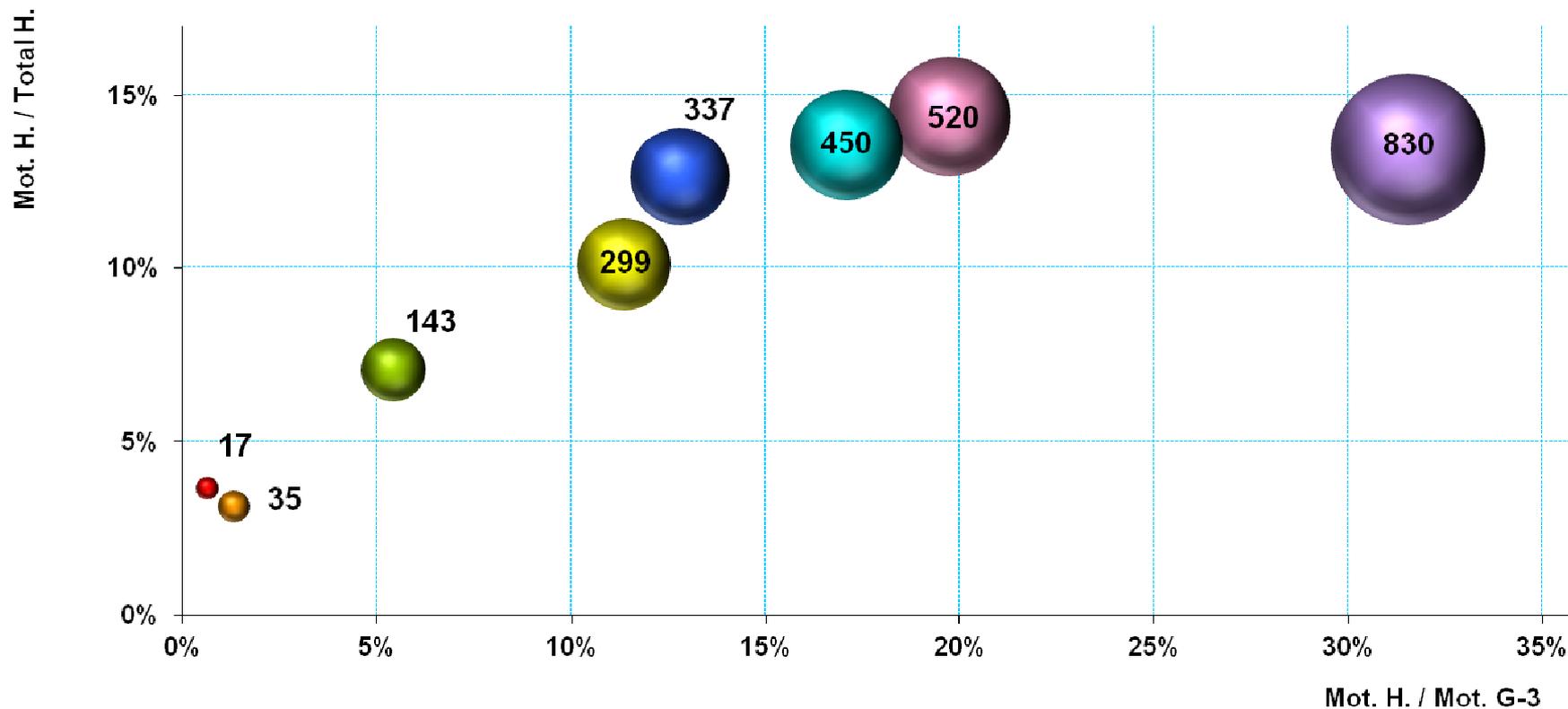
% Mot. H. / Total H.



% Mor. H. / Mot. G-3

- GREGORIO MARAÑÓN
- PRINCESA
- RAMÓN Y CAJAL
- LA PAZ
- PUERTA DE HIERRO
- CLÍNICO SAN CARLOS
- 12 DE OCTUBRE
- FJD

Suspensión de actos asistenciales



● GREGORIO MARAÑÓN

● PRINCESA

● RAMÓN Y CAJAL

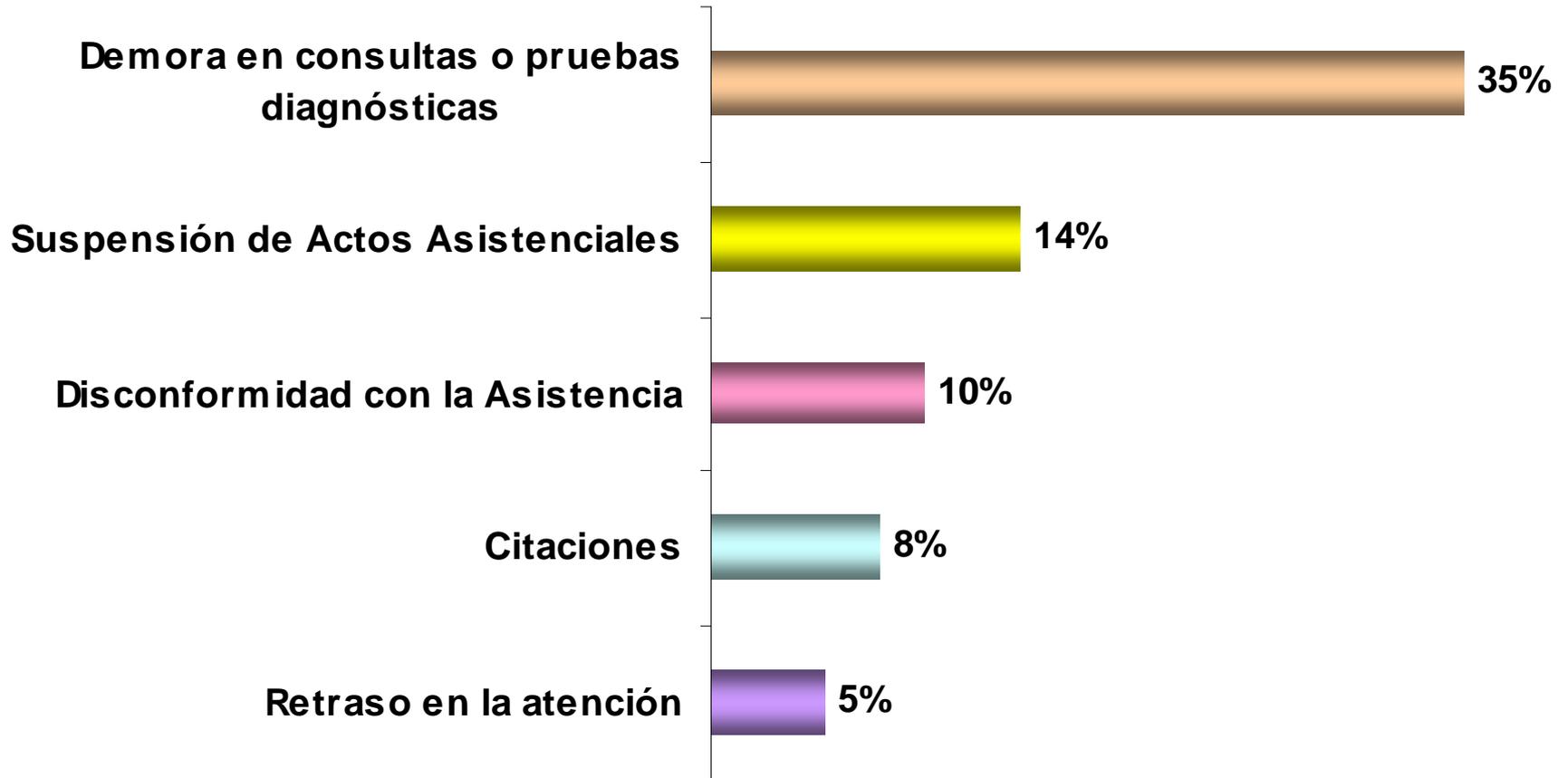
● LA PAZ

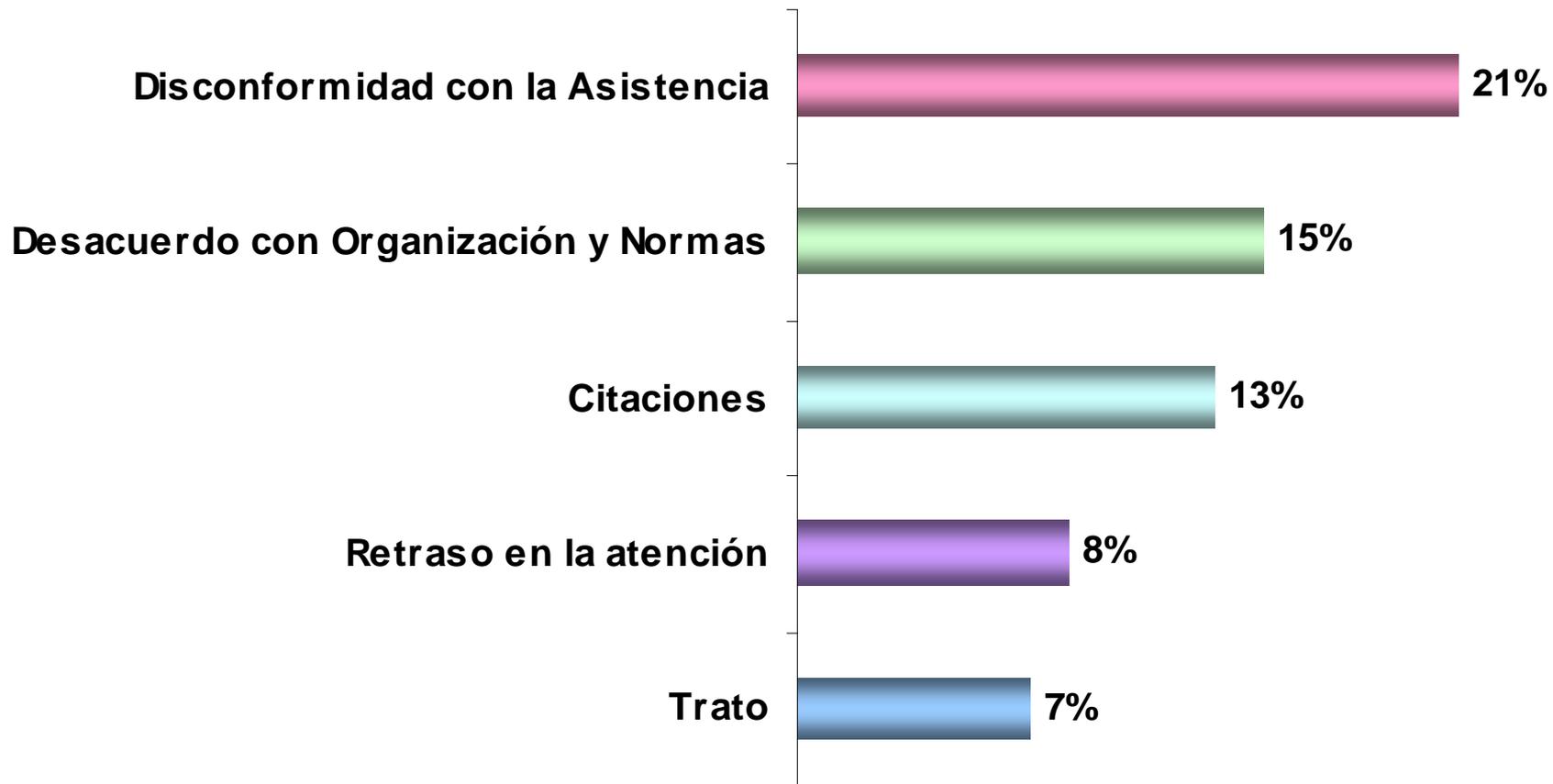
● PUERTA DE HIERRO

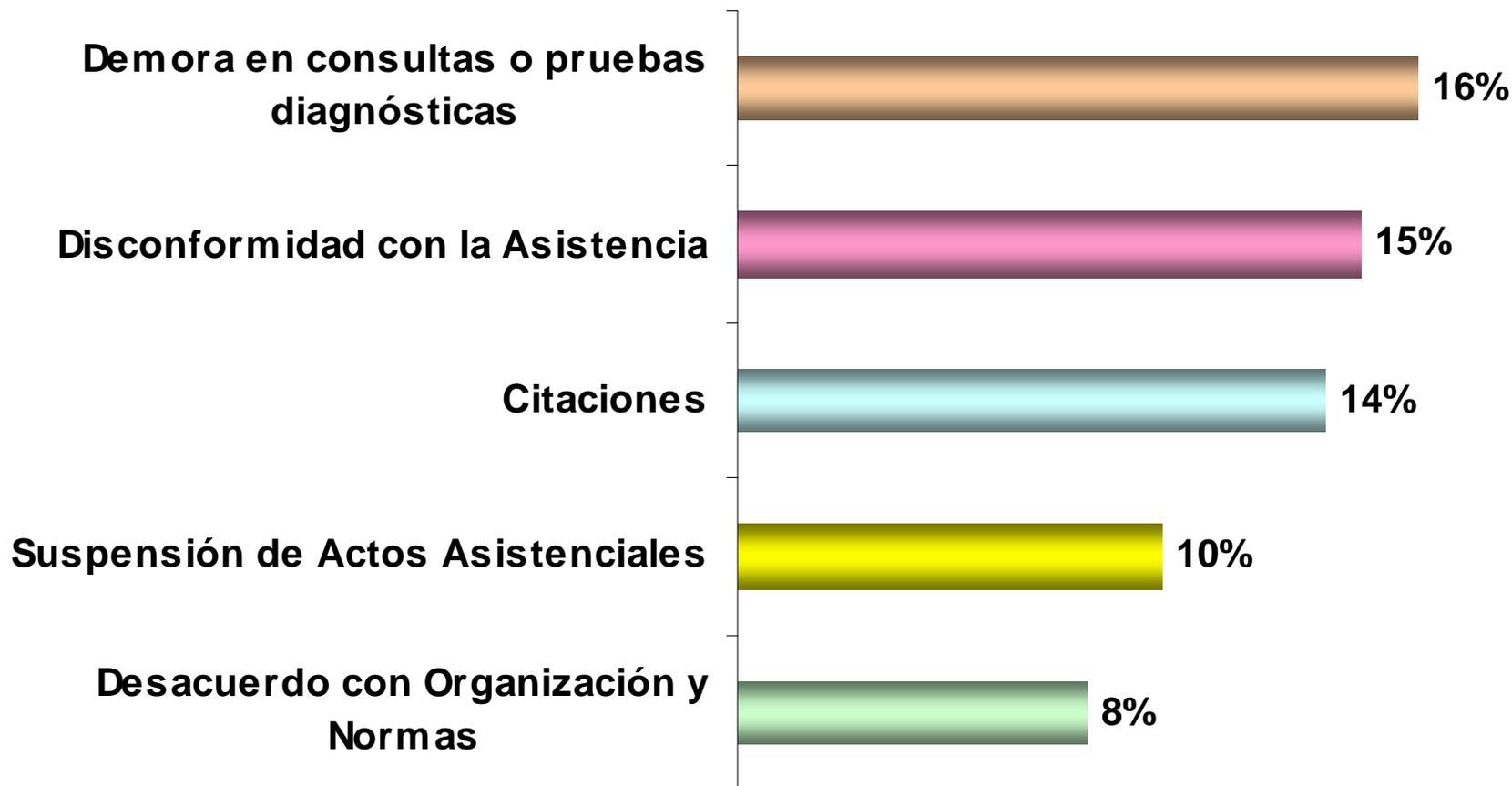
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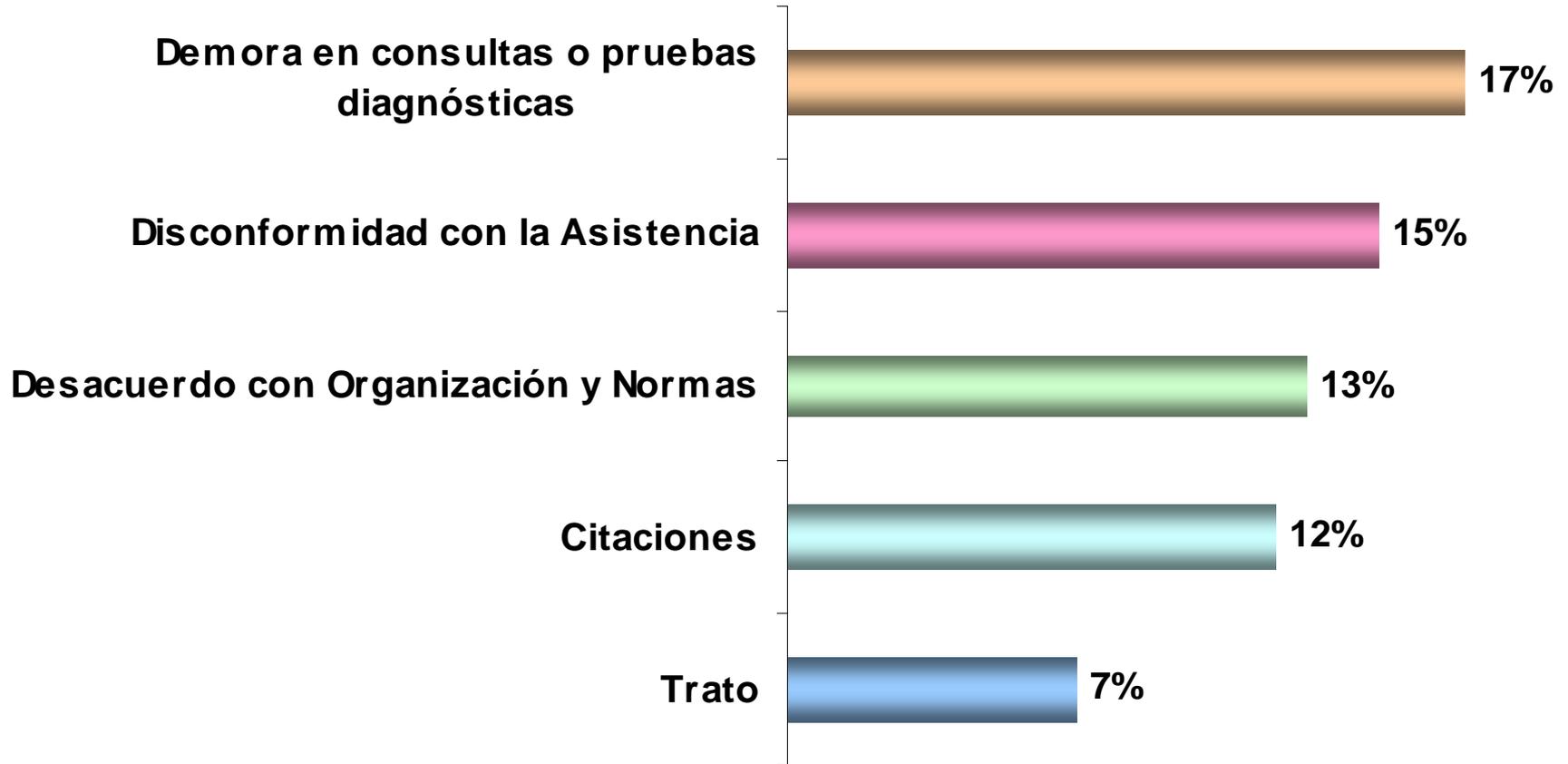
● 12 DE OCTUBRE

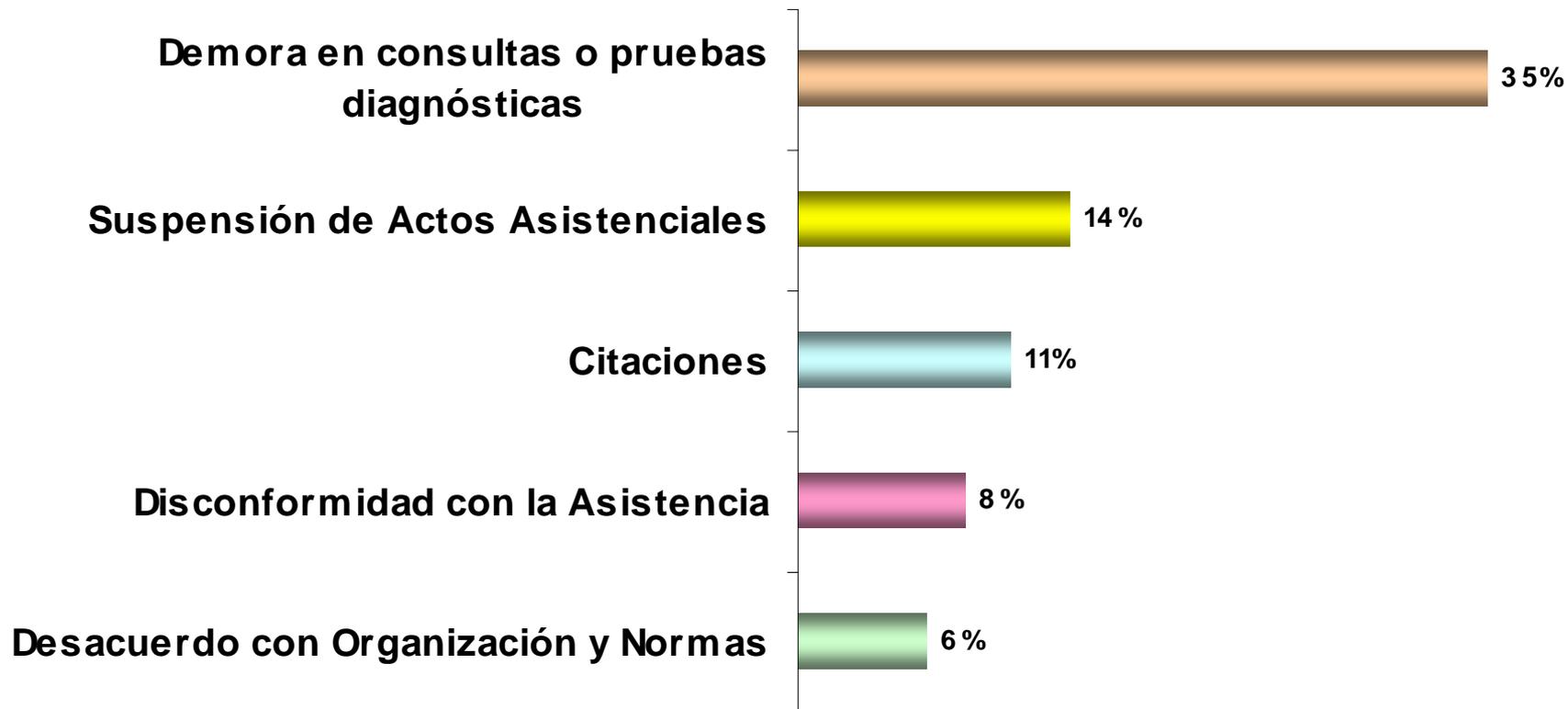
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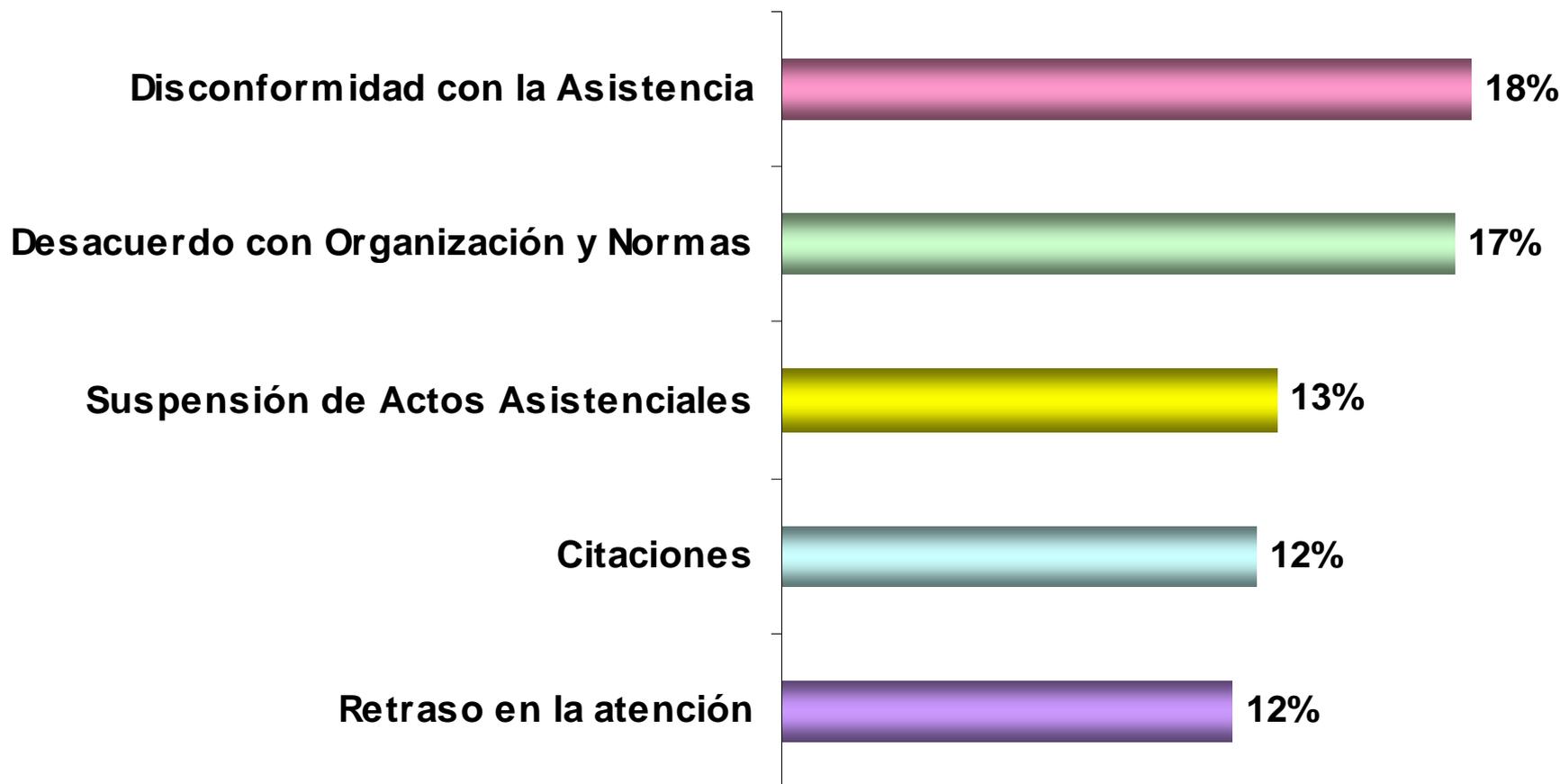


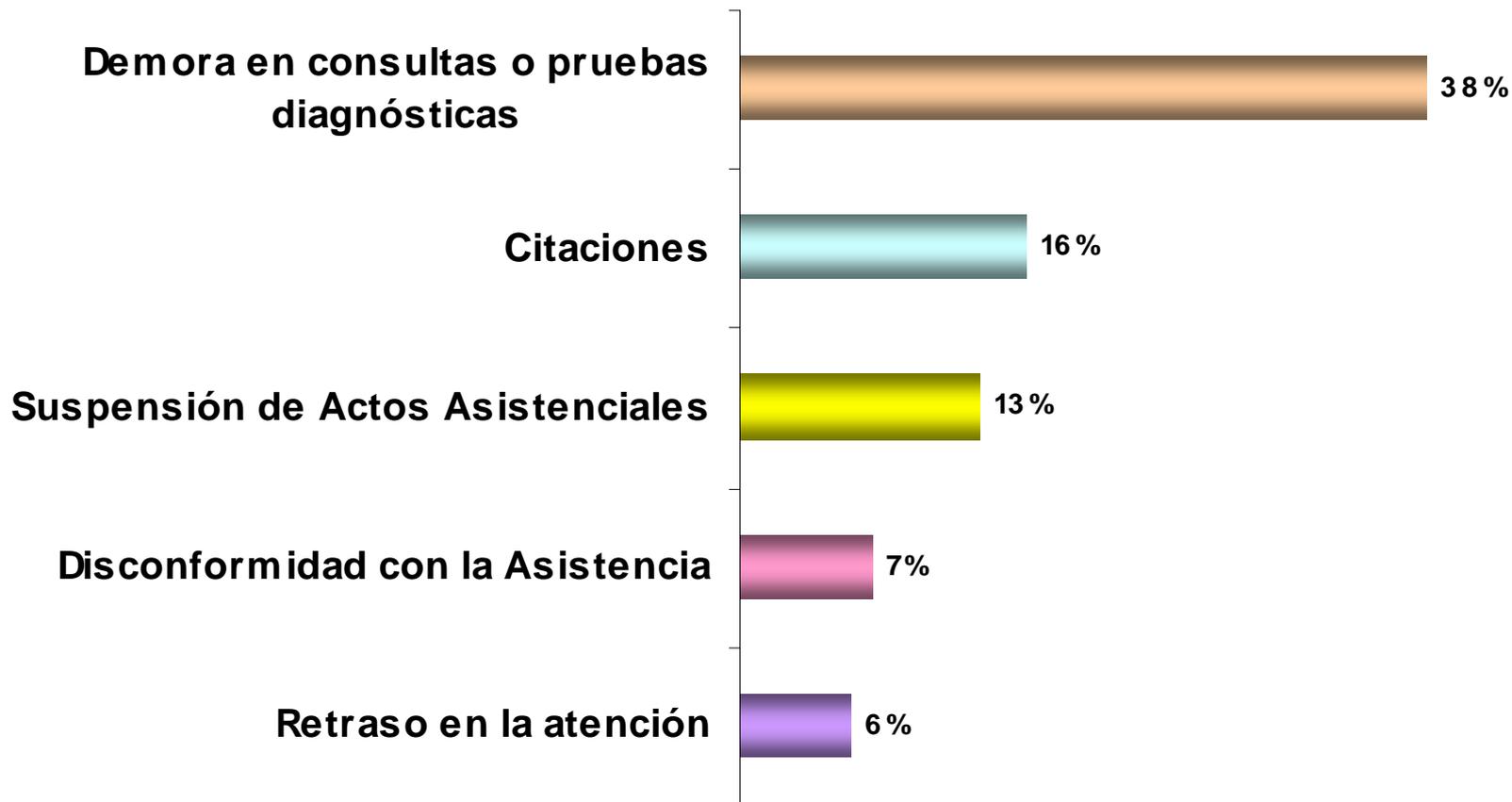


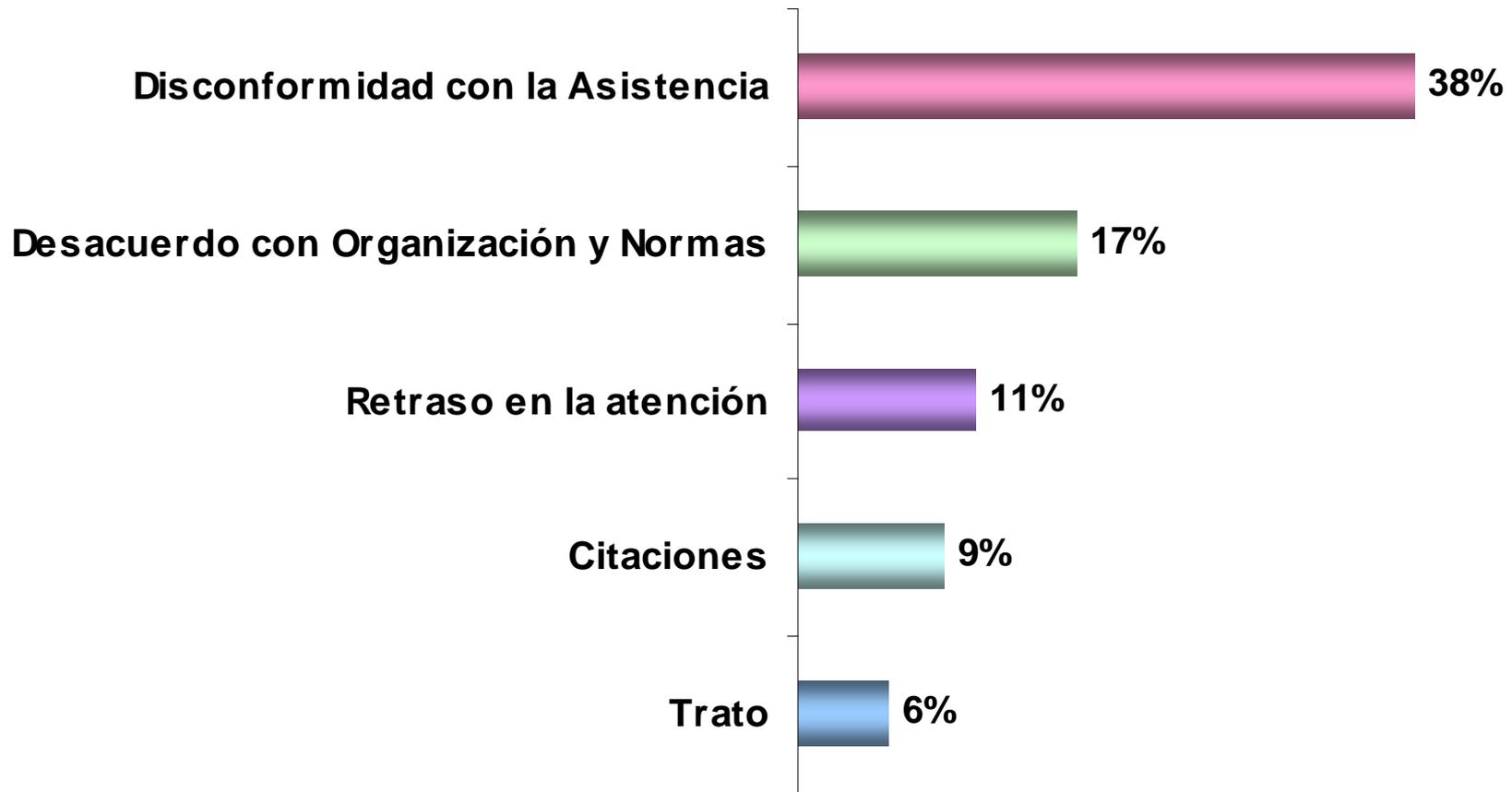




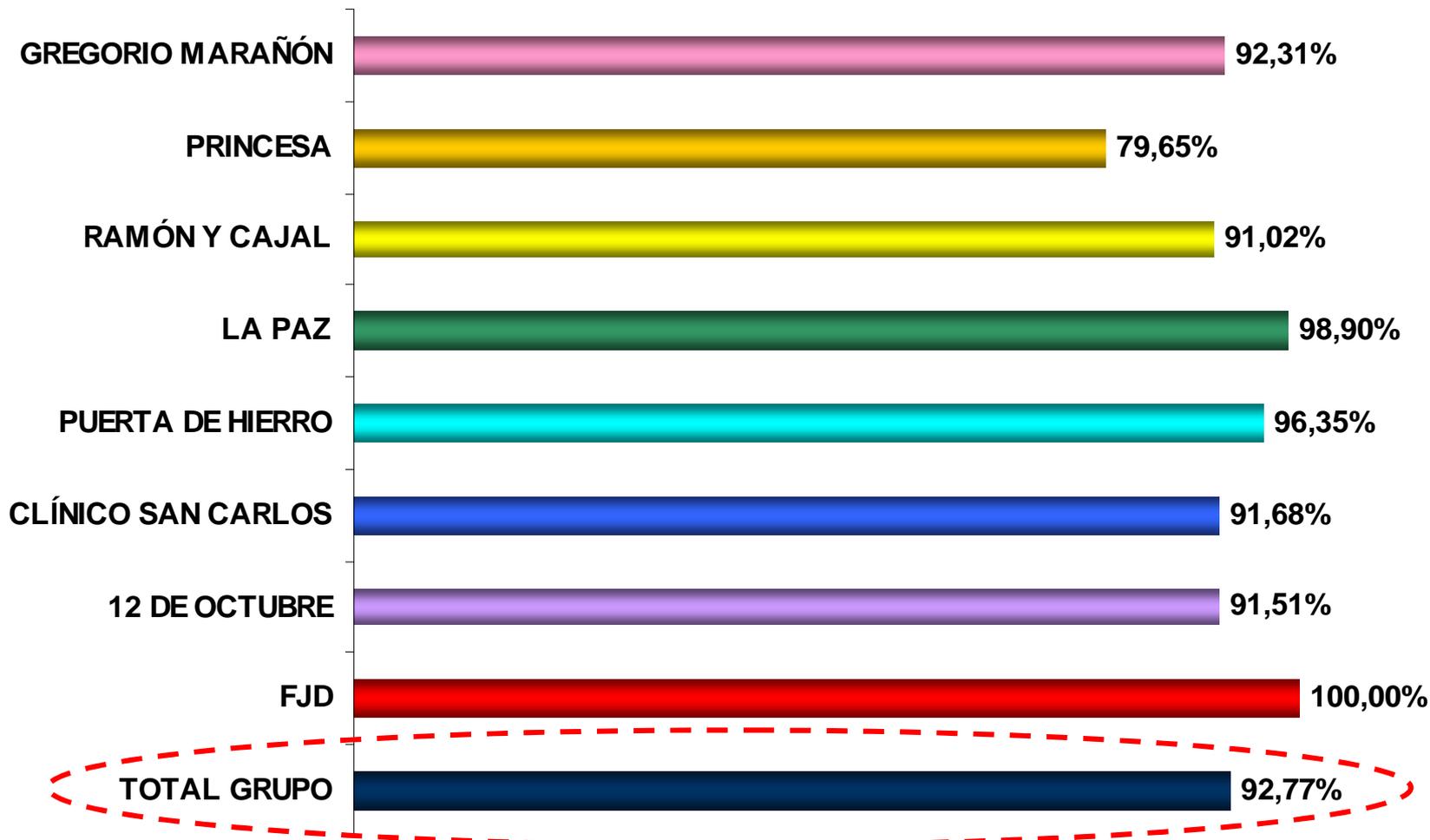




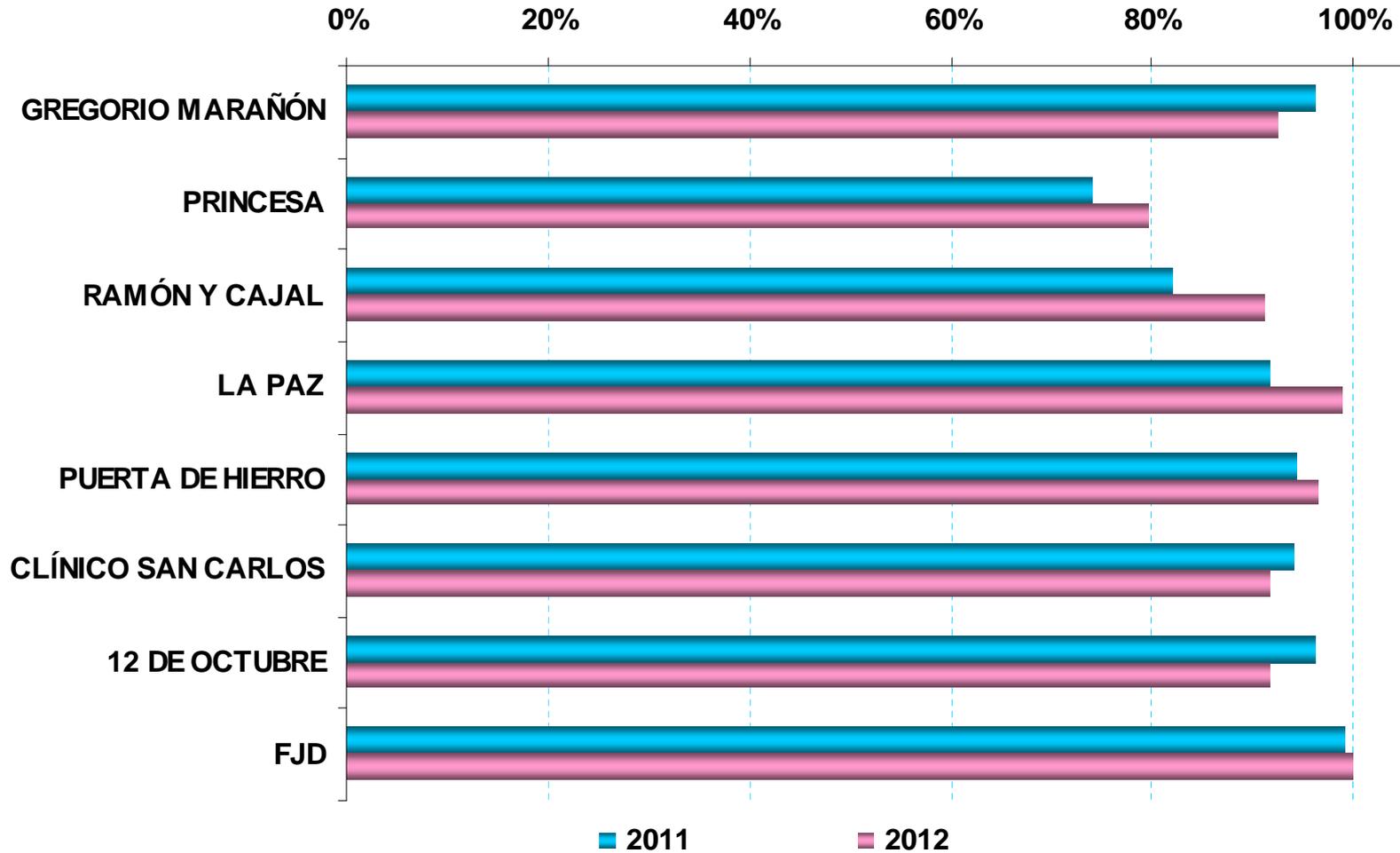


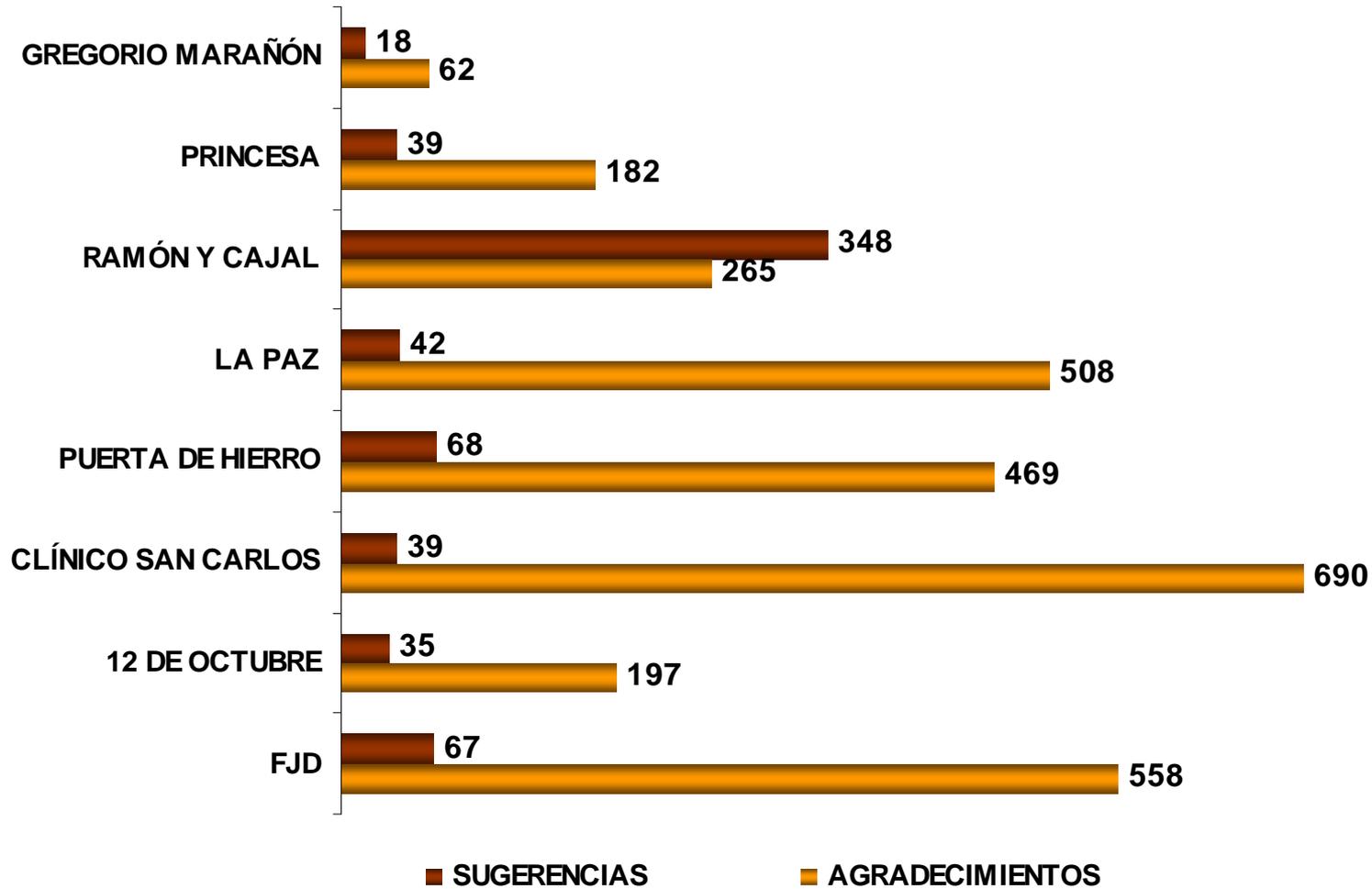


% Reclamaciones cerradas en plazo



Reclamaciones cerradas en plazo: 2011-2012

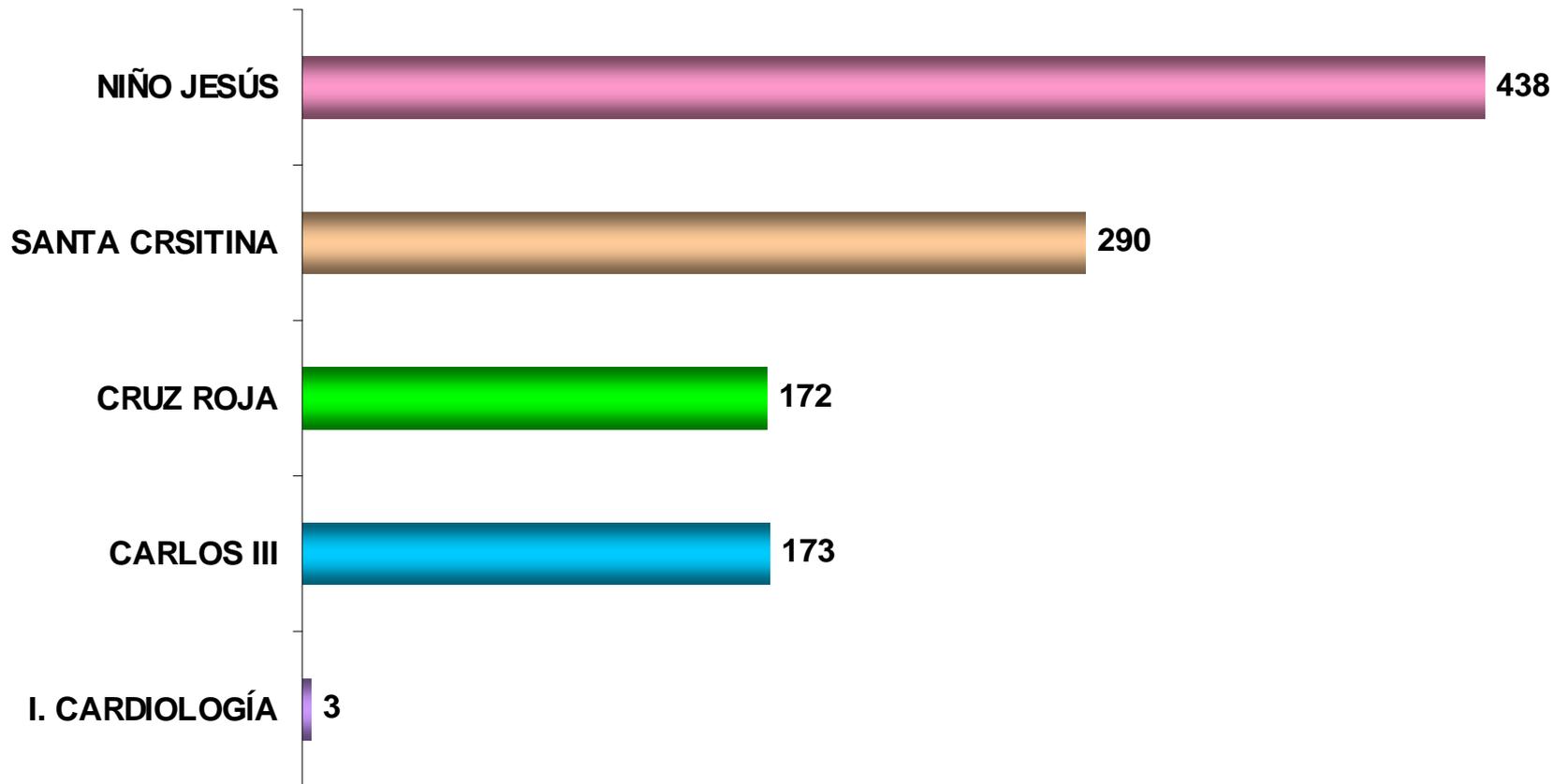




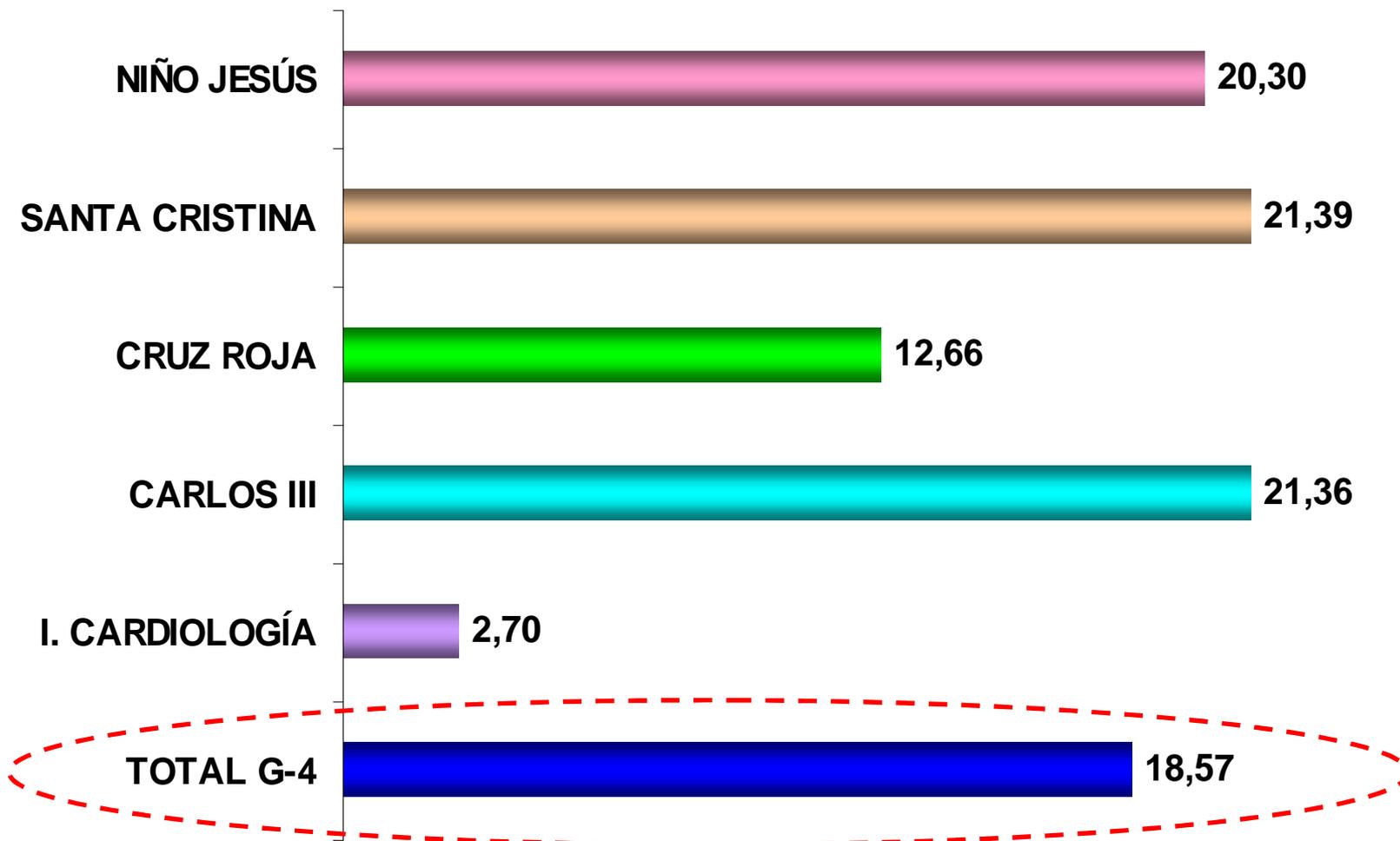
HOSPITALES

GRUPO IV

Grupo IV: N° total de reclamaciones

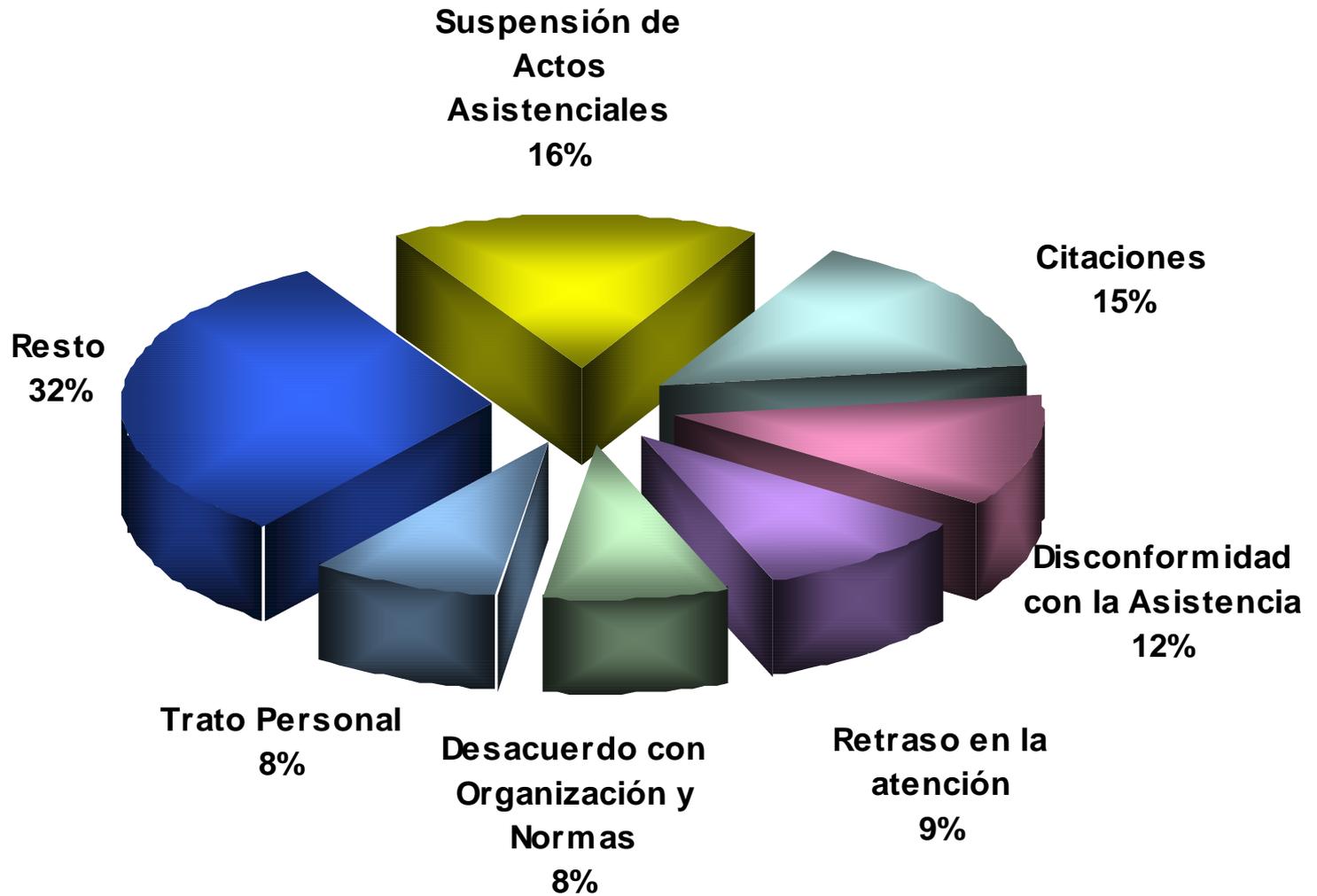


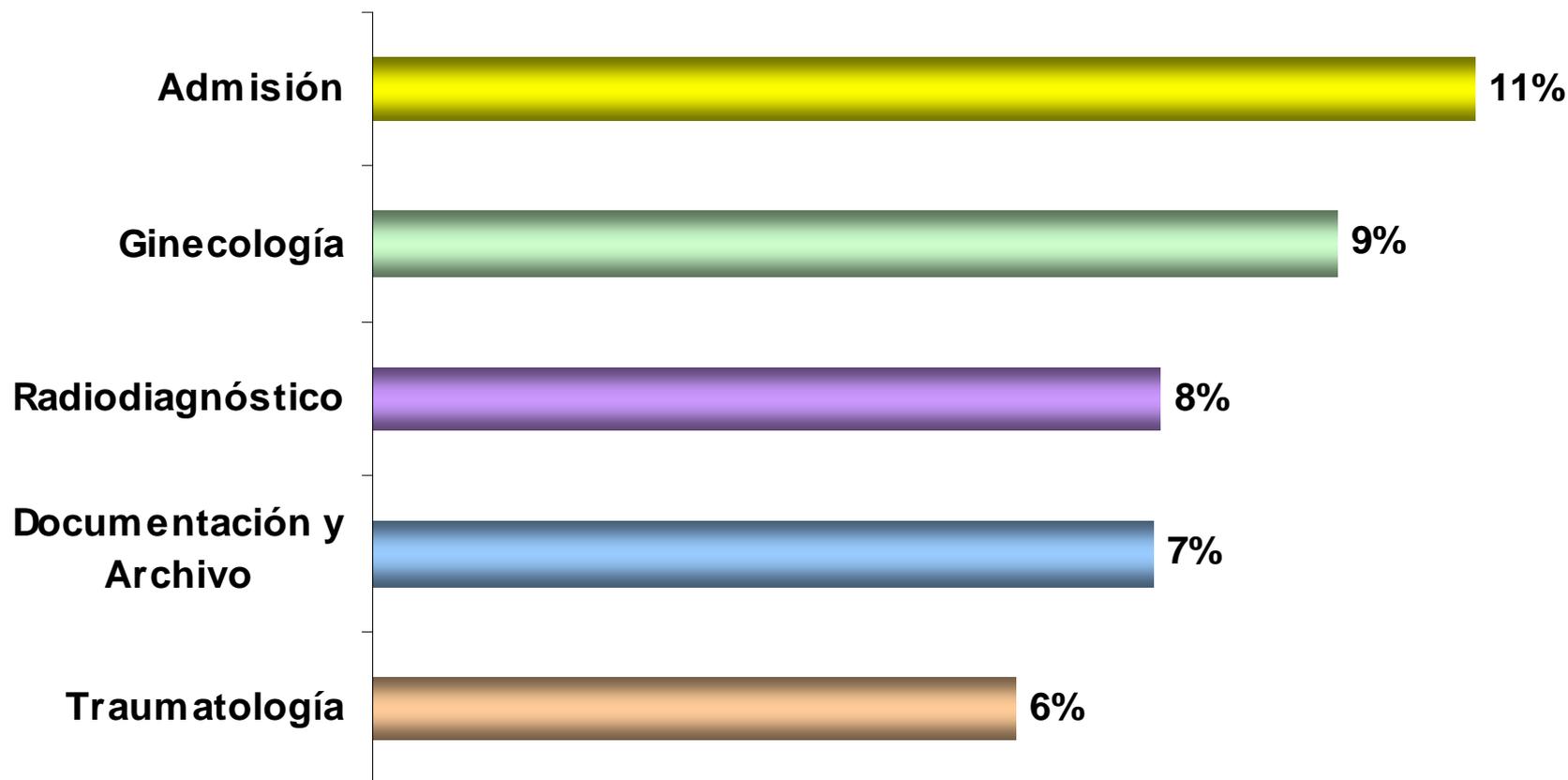
Grupo IV: Reclamaciones / 10.000 actos

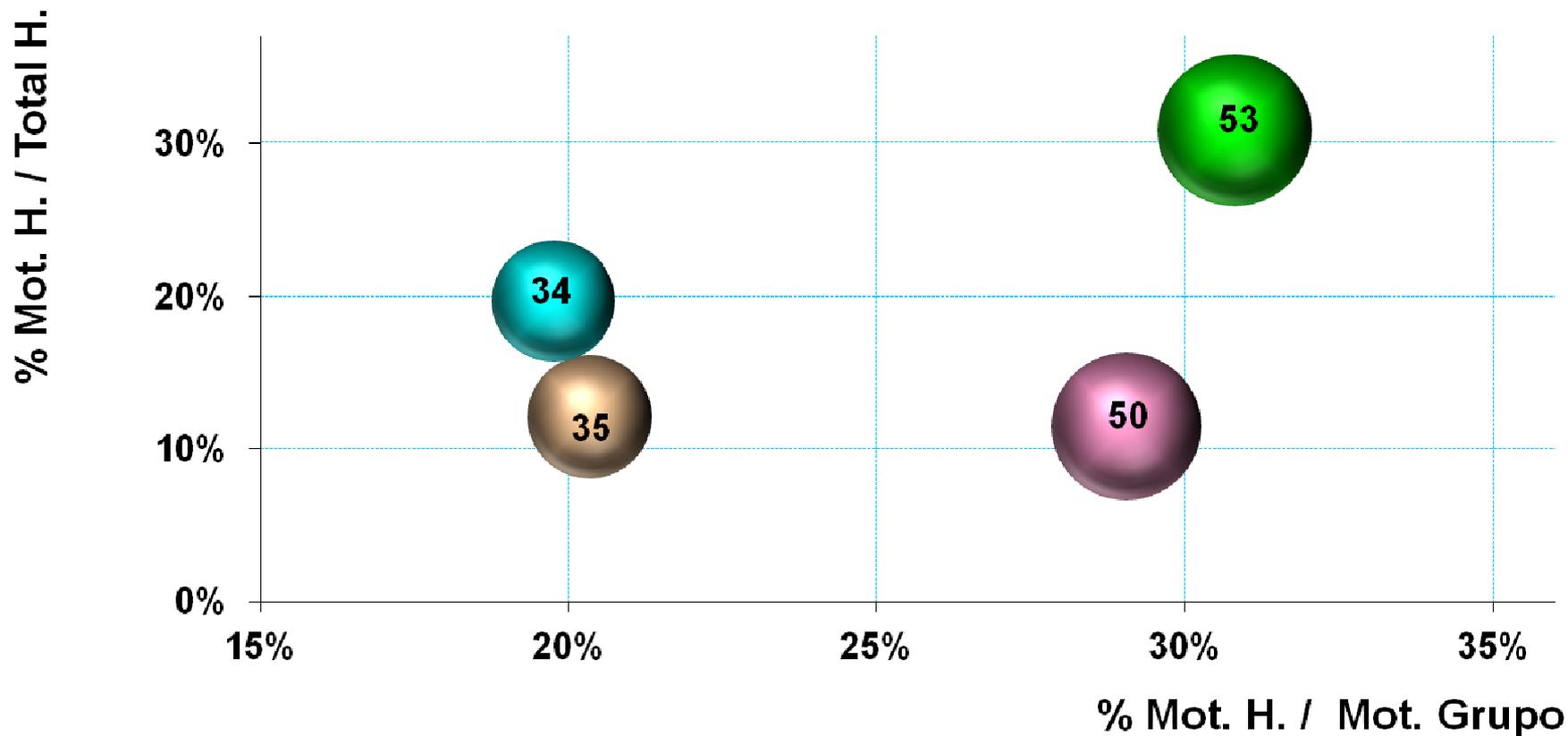


Reclamaciones / 10.000 actos: 2011-2012







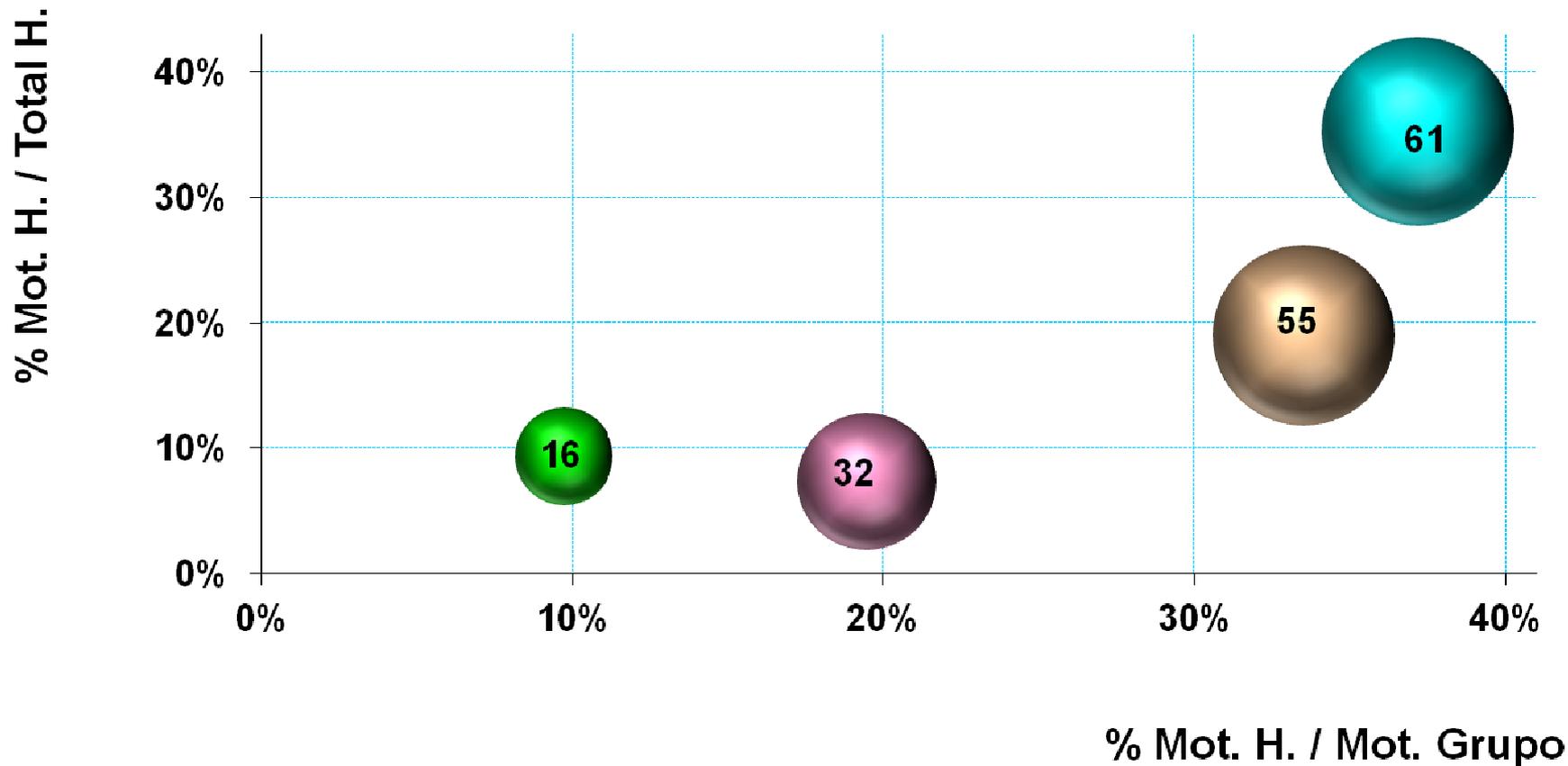


● NIÑO JESÚS

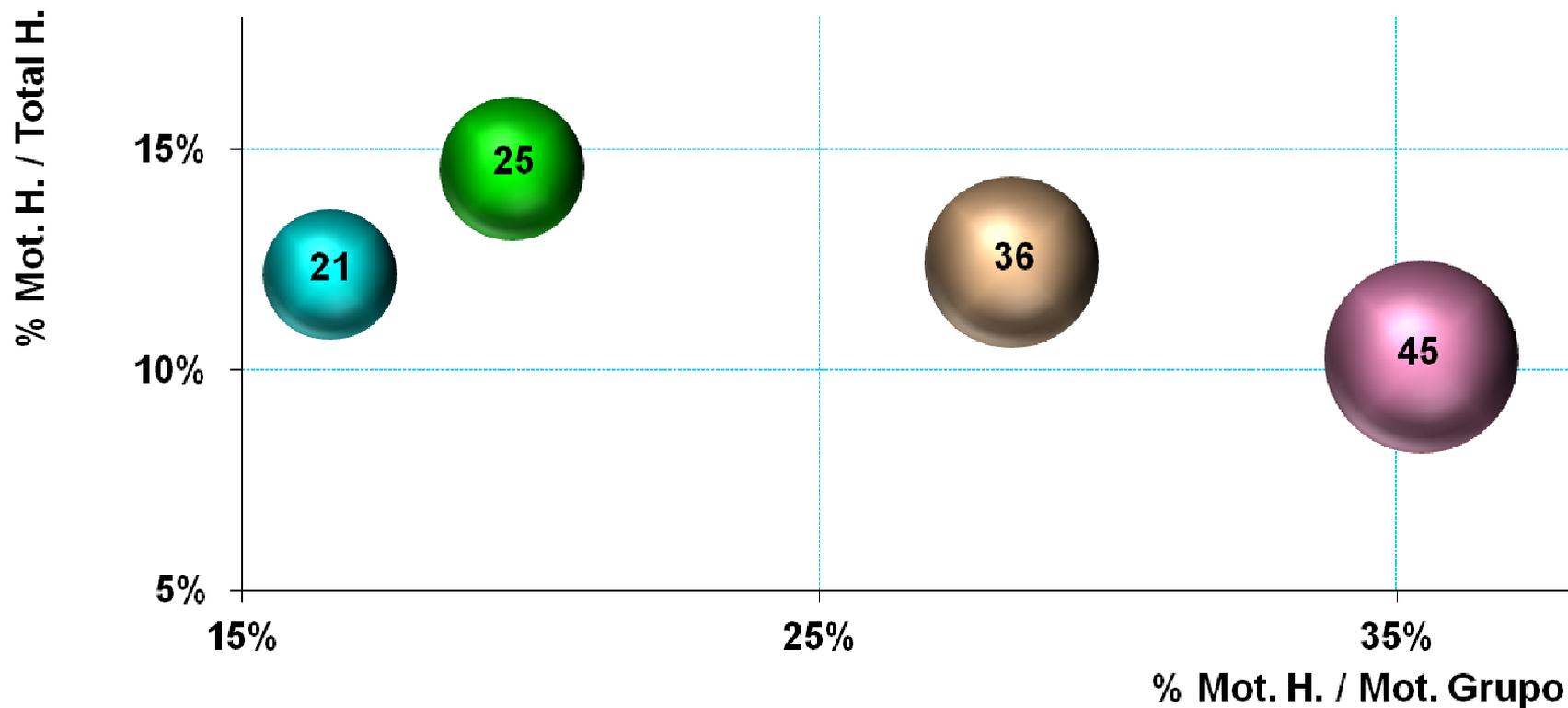
● SANTA CRISTINA

● CRUZ ROJA

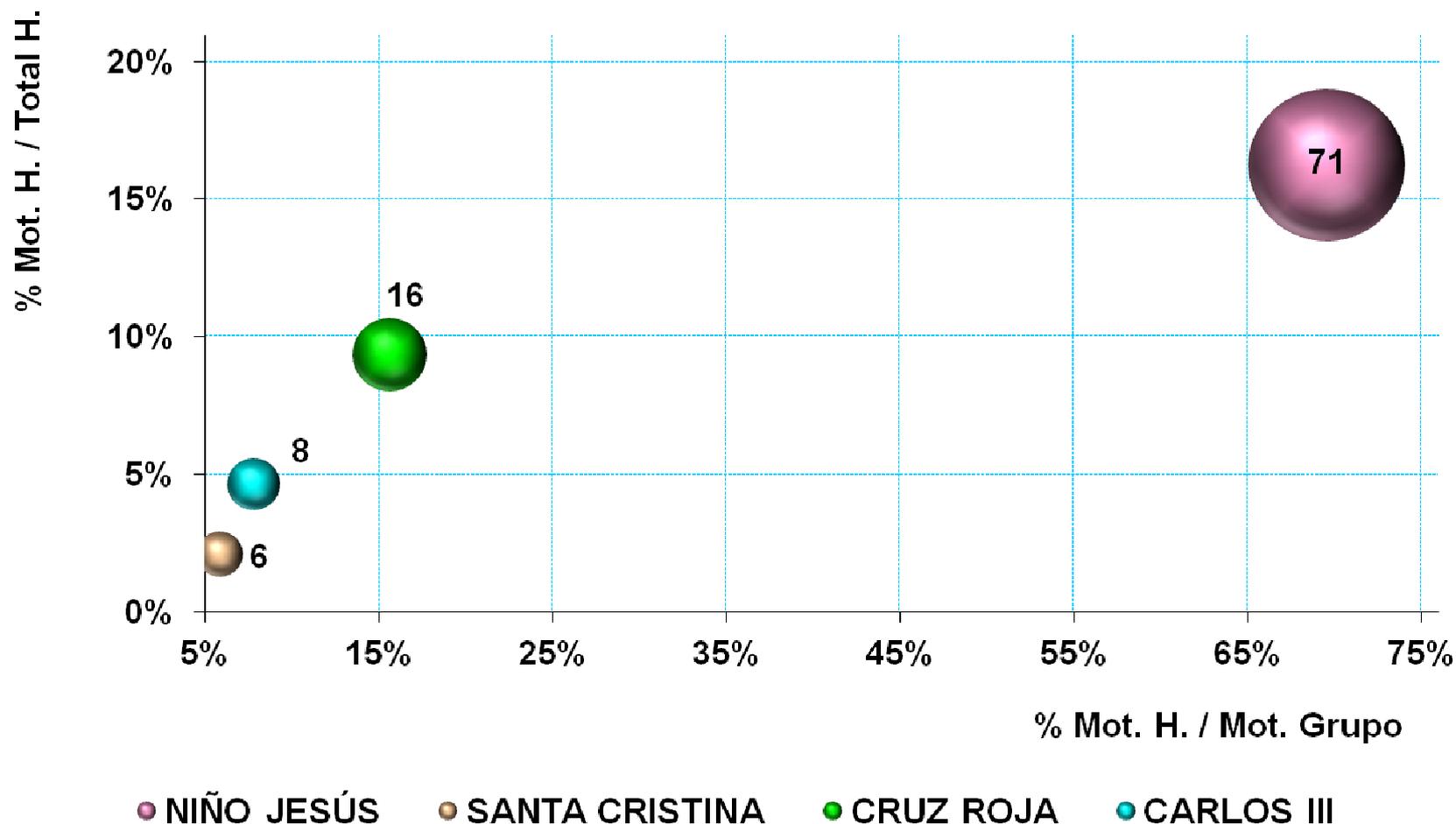
● CARLOS III

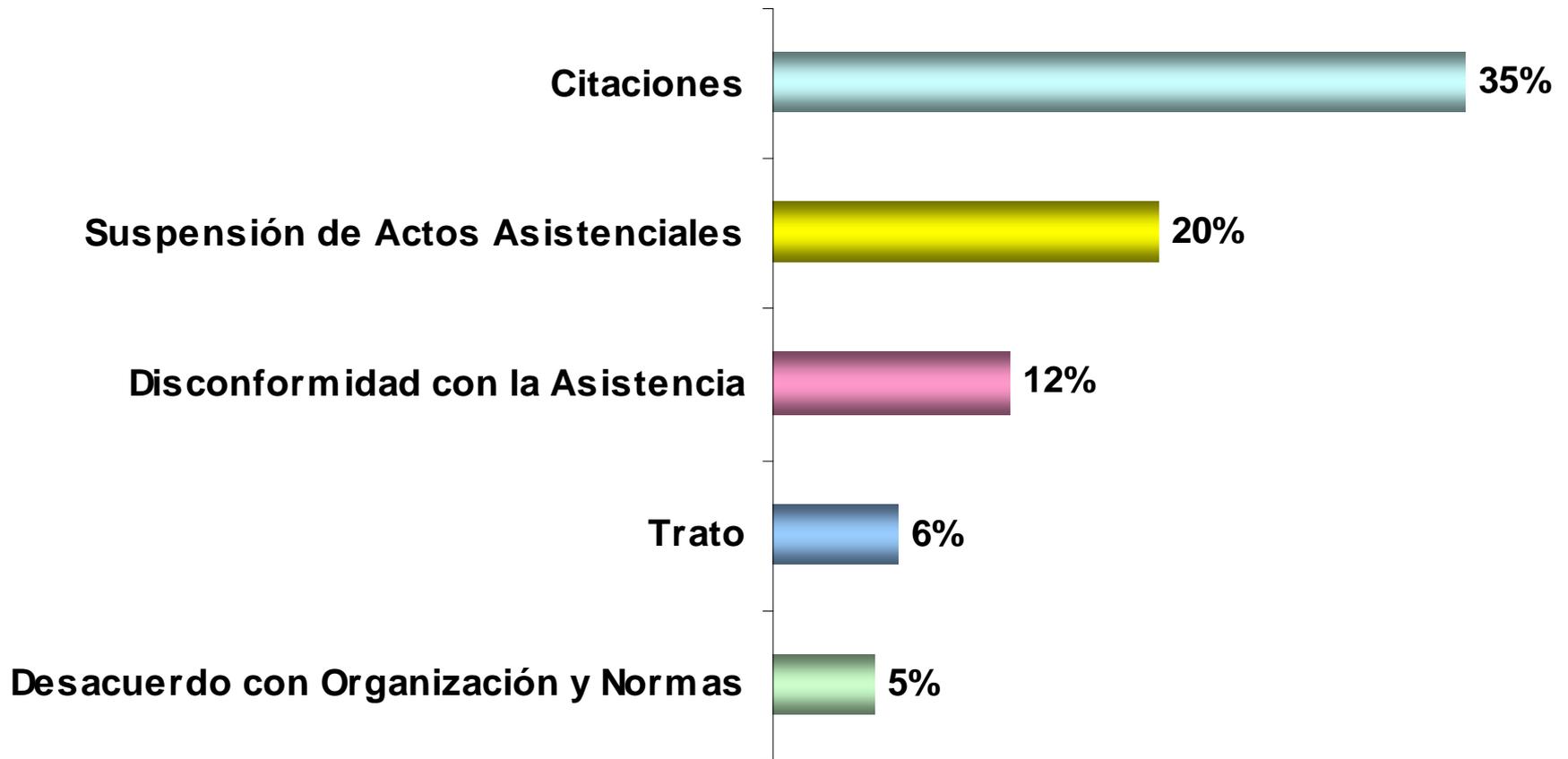


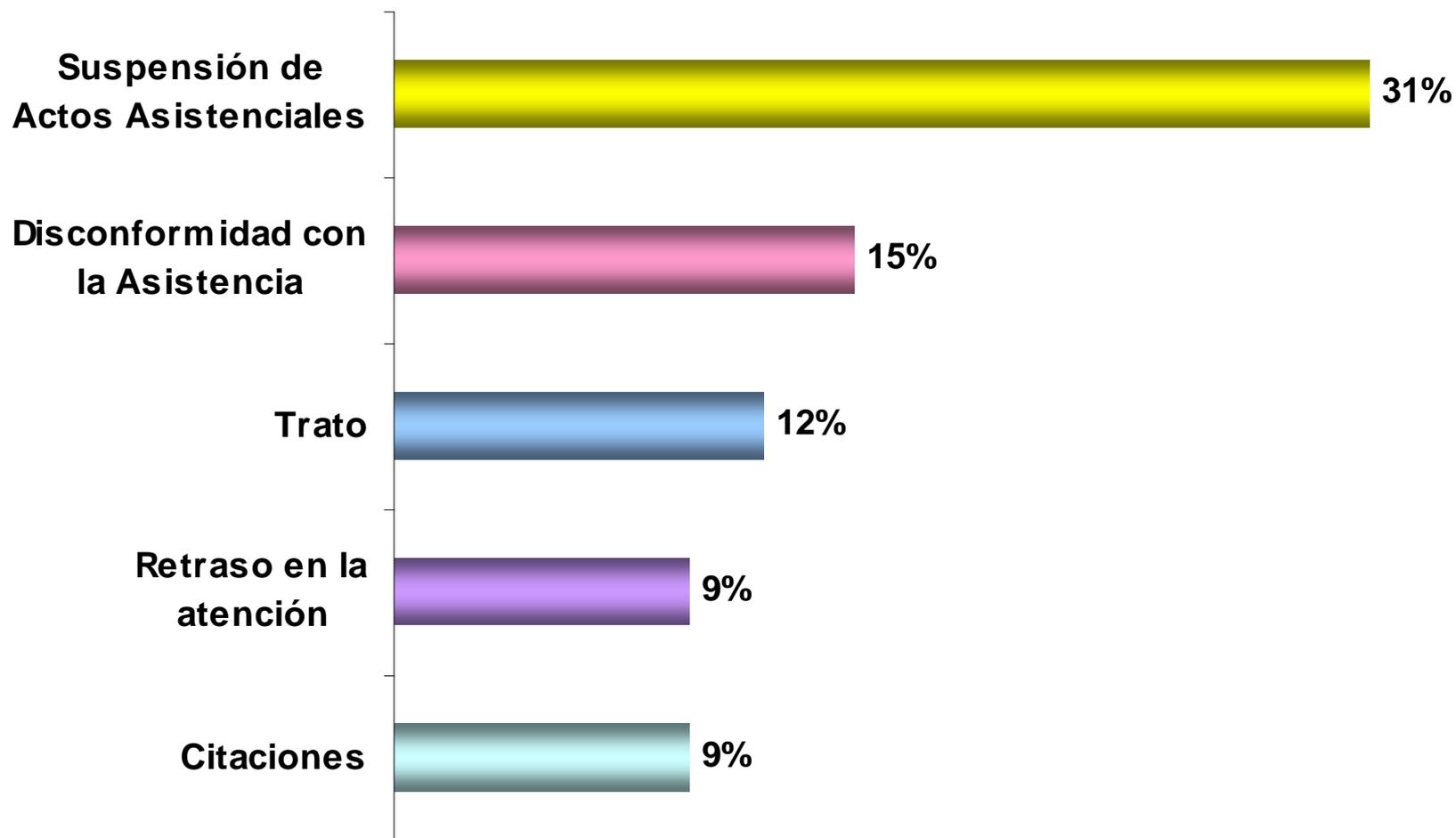
● NIÑO JESÚS ● SANTA CRISTINA ● CRUZ ROJA ● CARLOS III

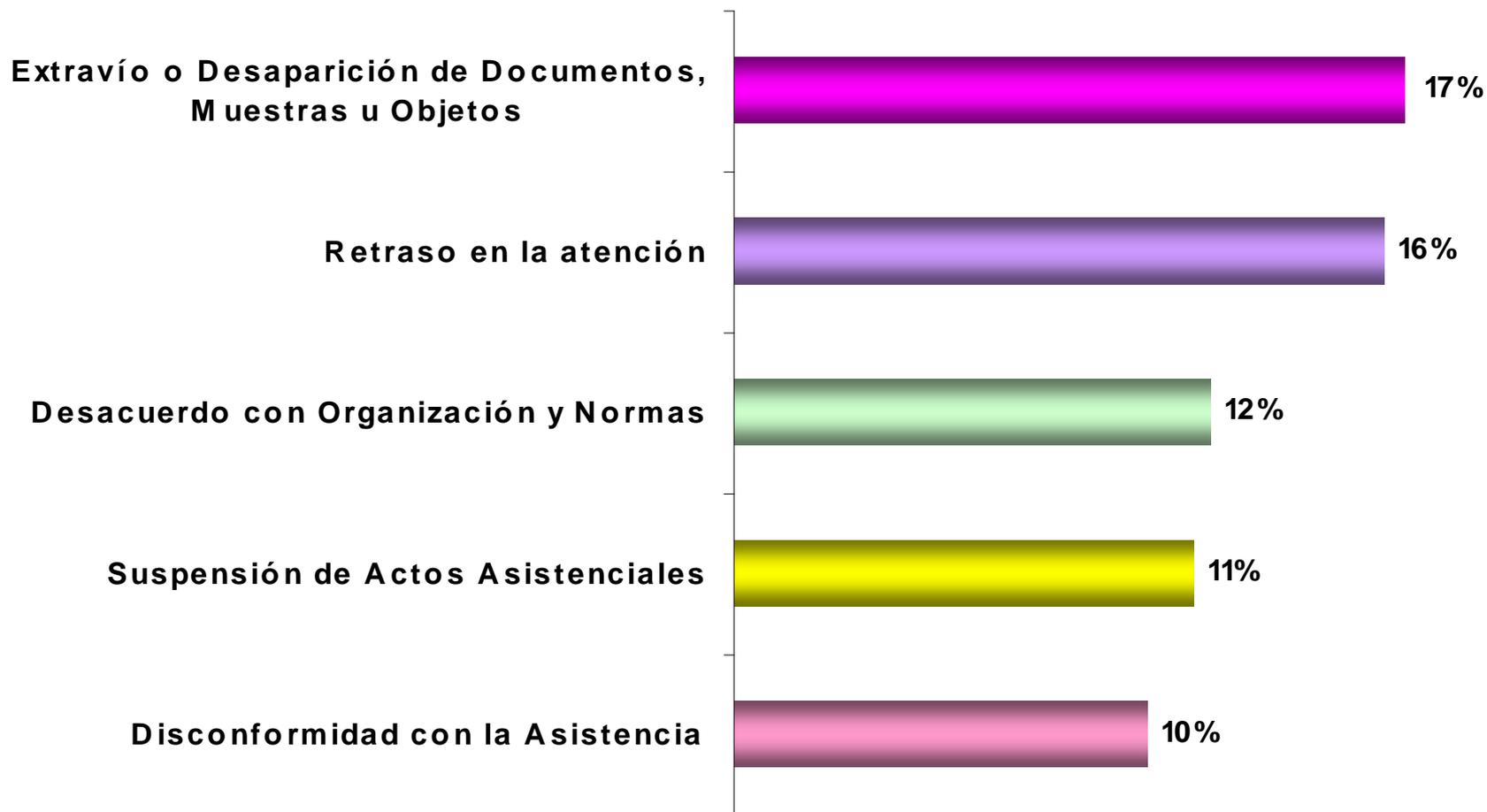


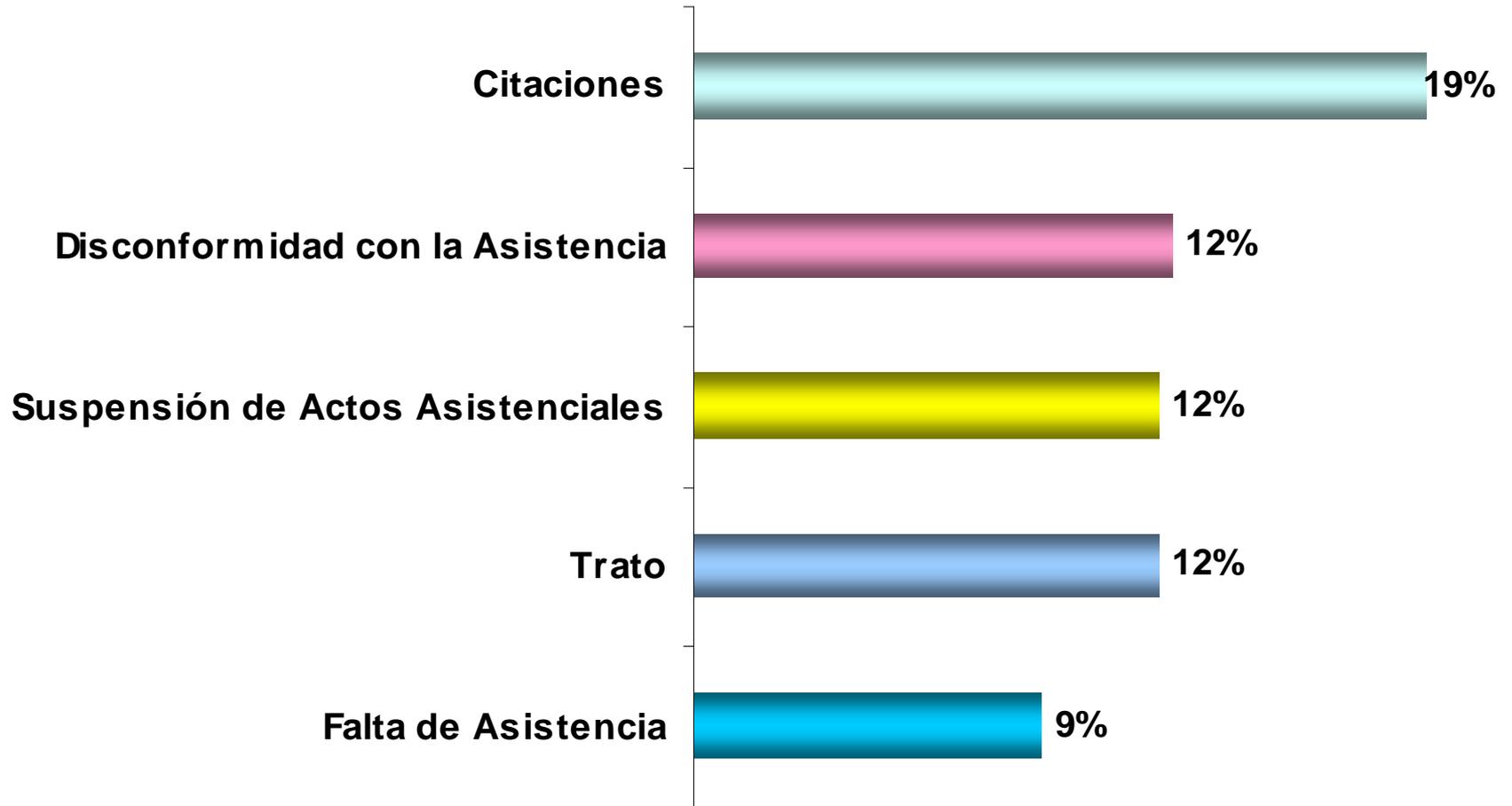
● NIÑO JESÚS ● SANTA CRISTINA ● CRUZ ROJA ● CARLOS III

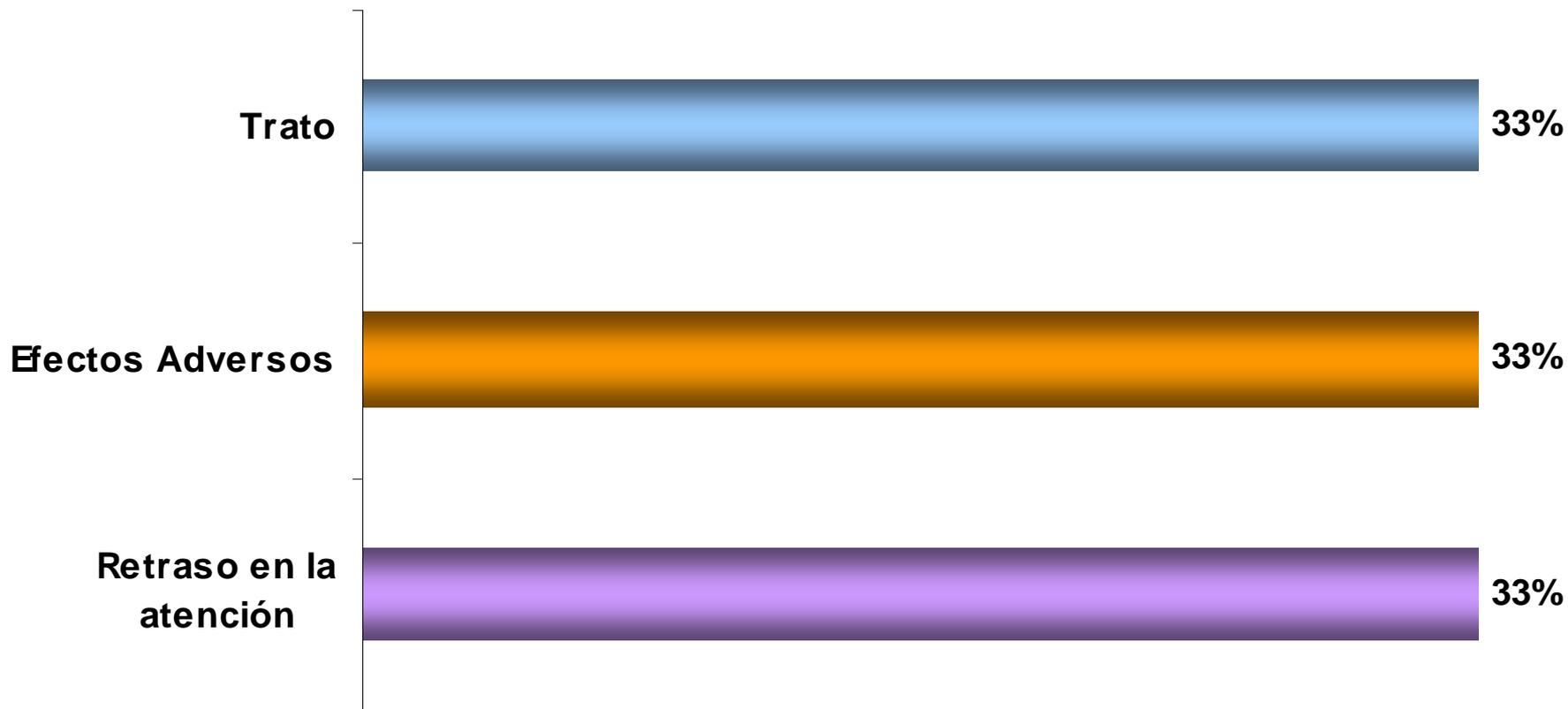




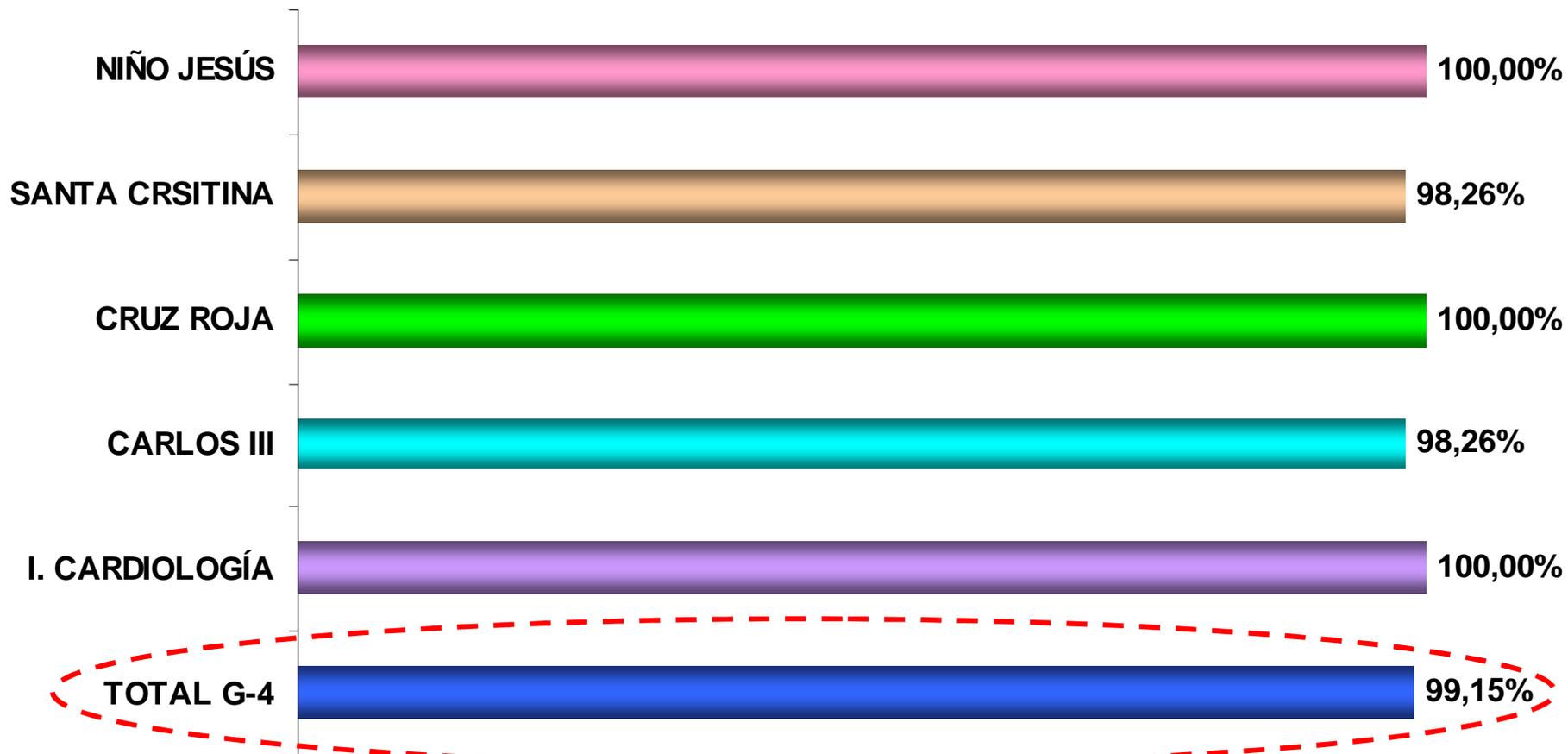


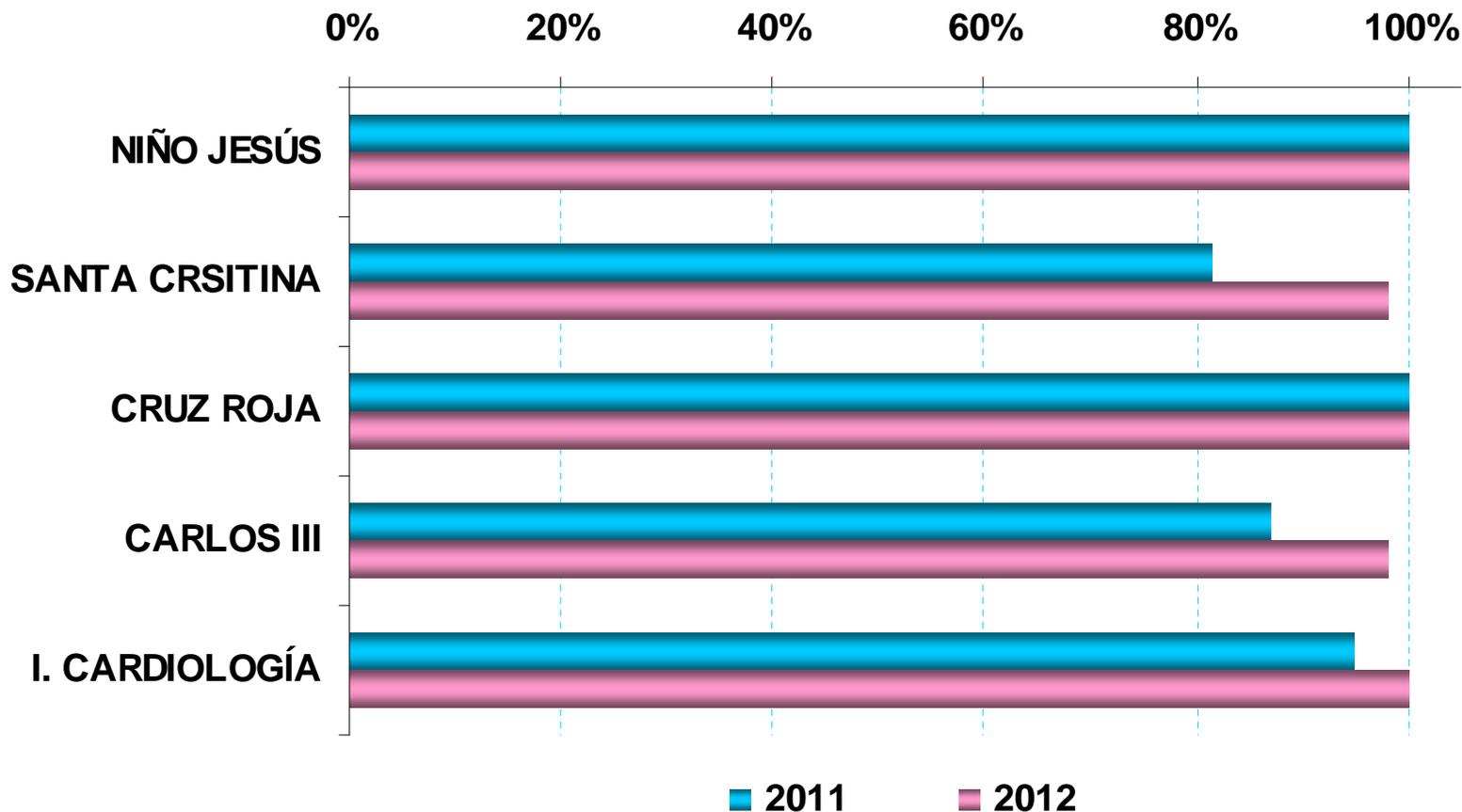


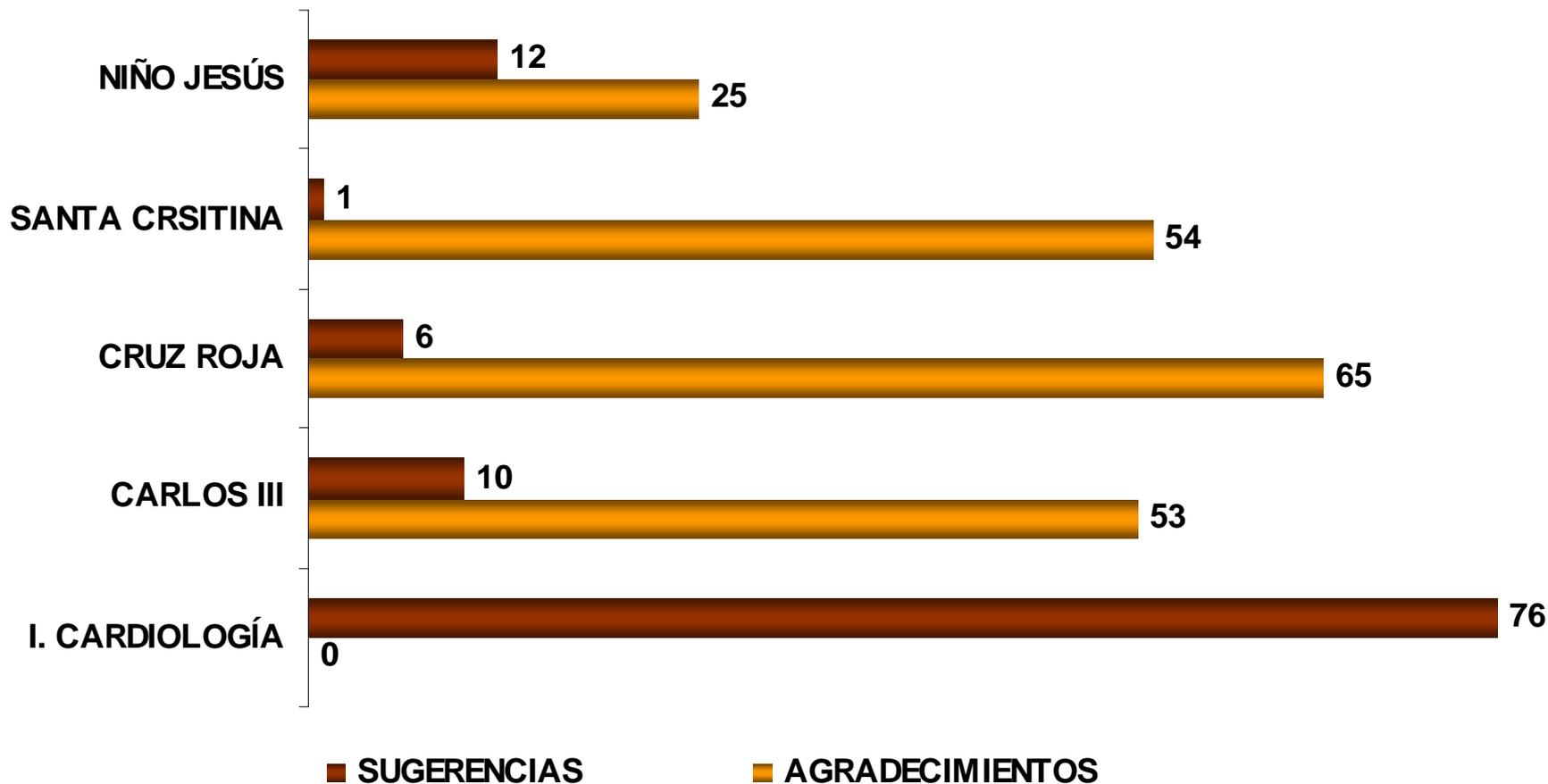




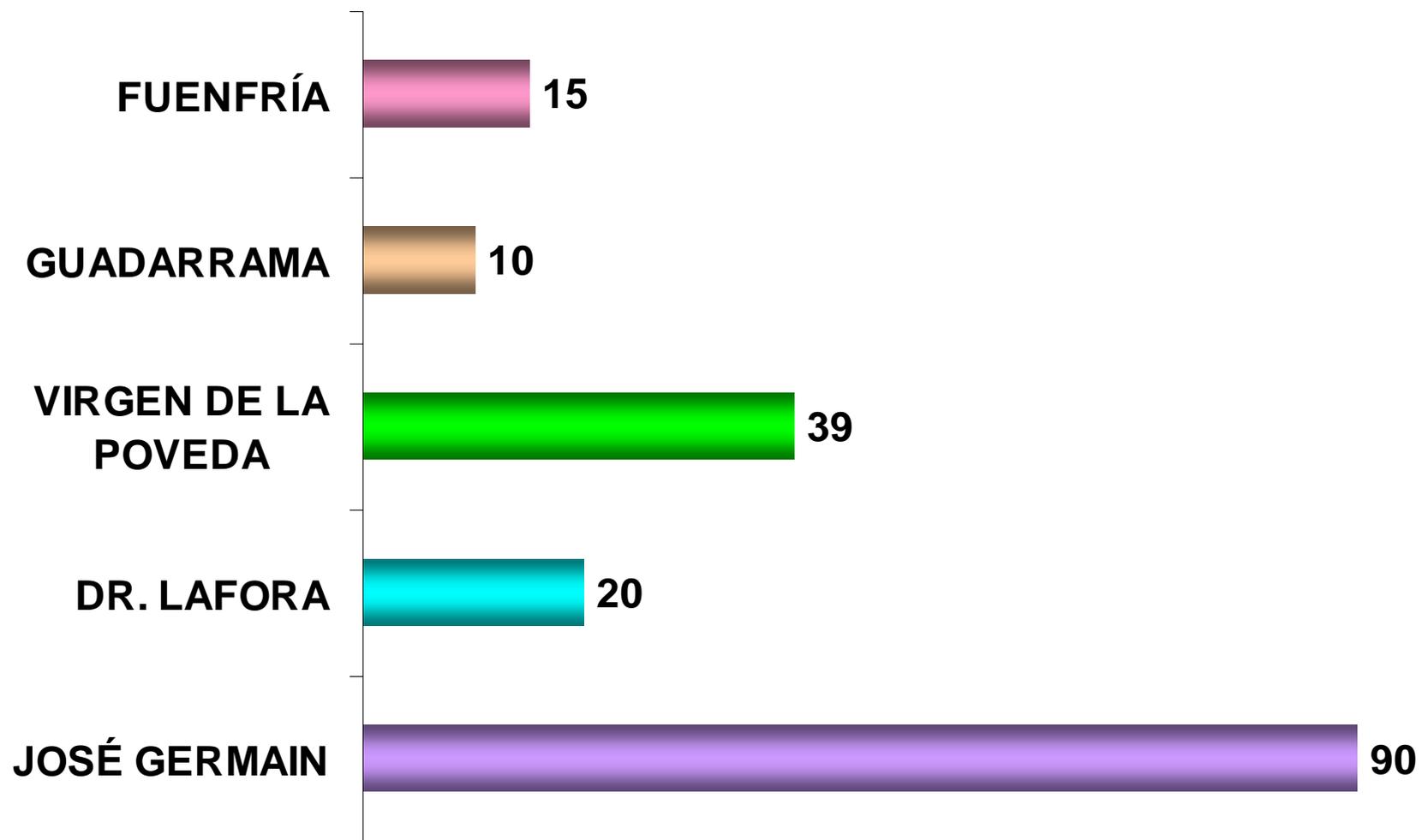
% Reclamaciones cerradas en plazo

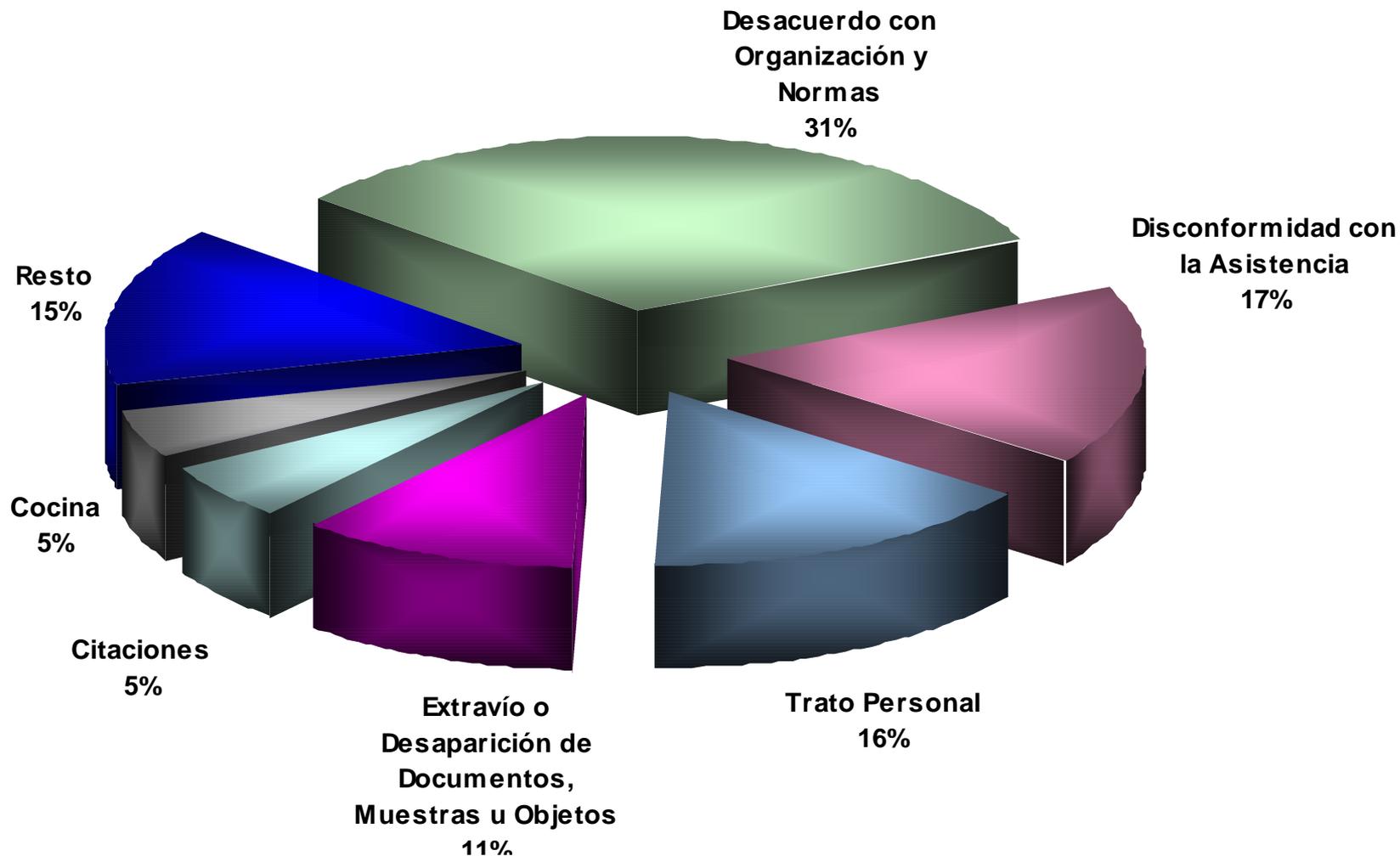


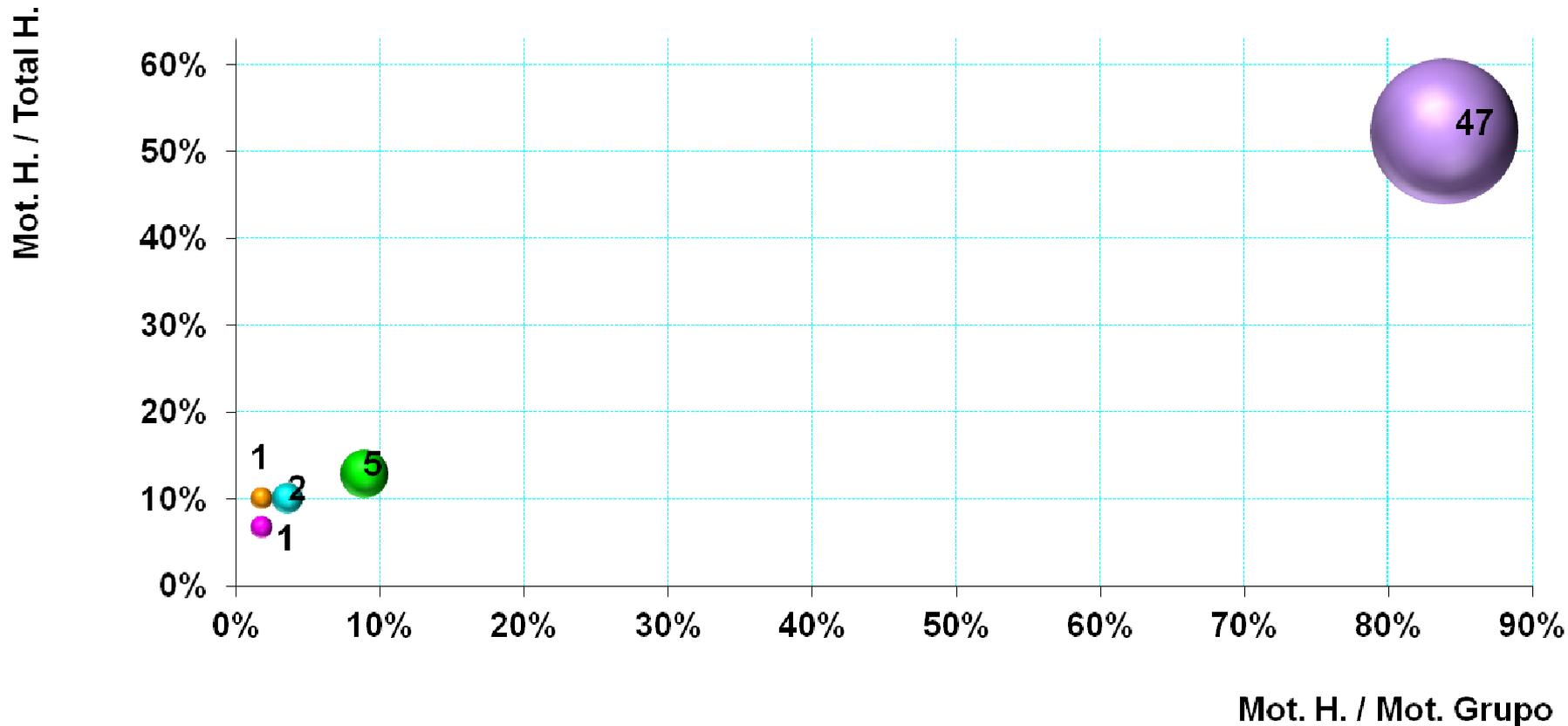




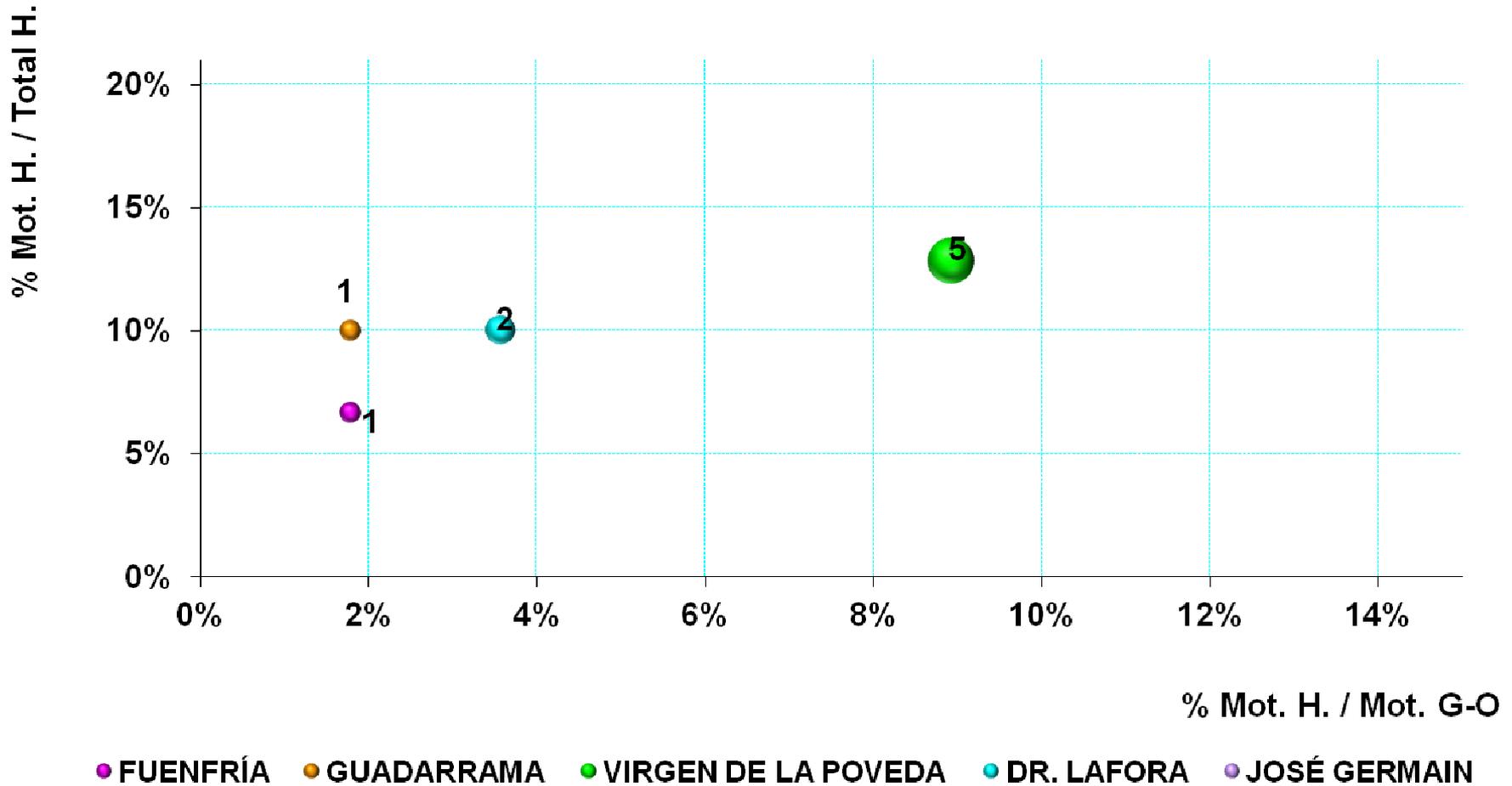
OTROS HOSPITALES

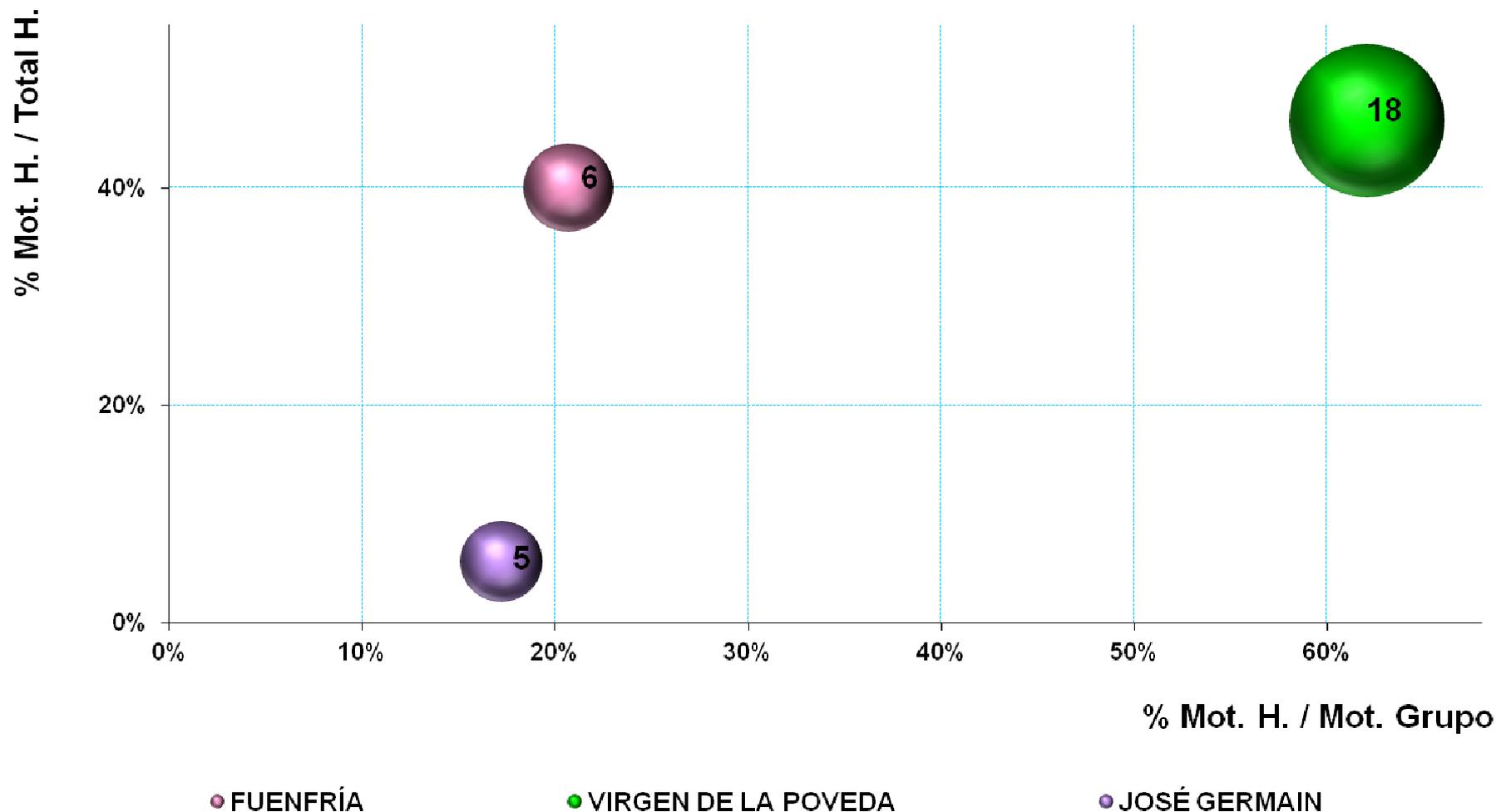


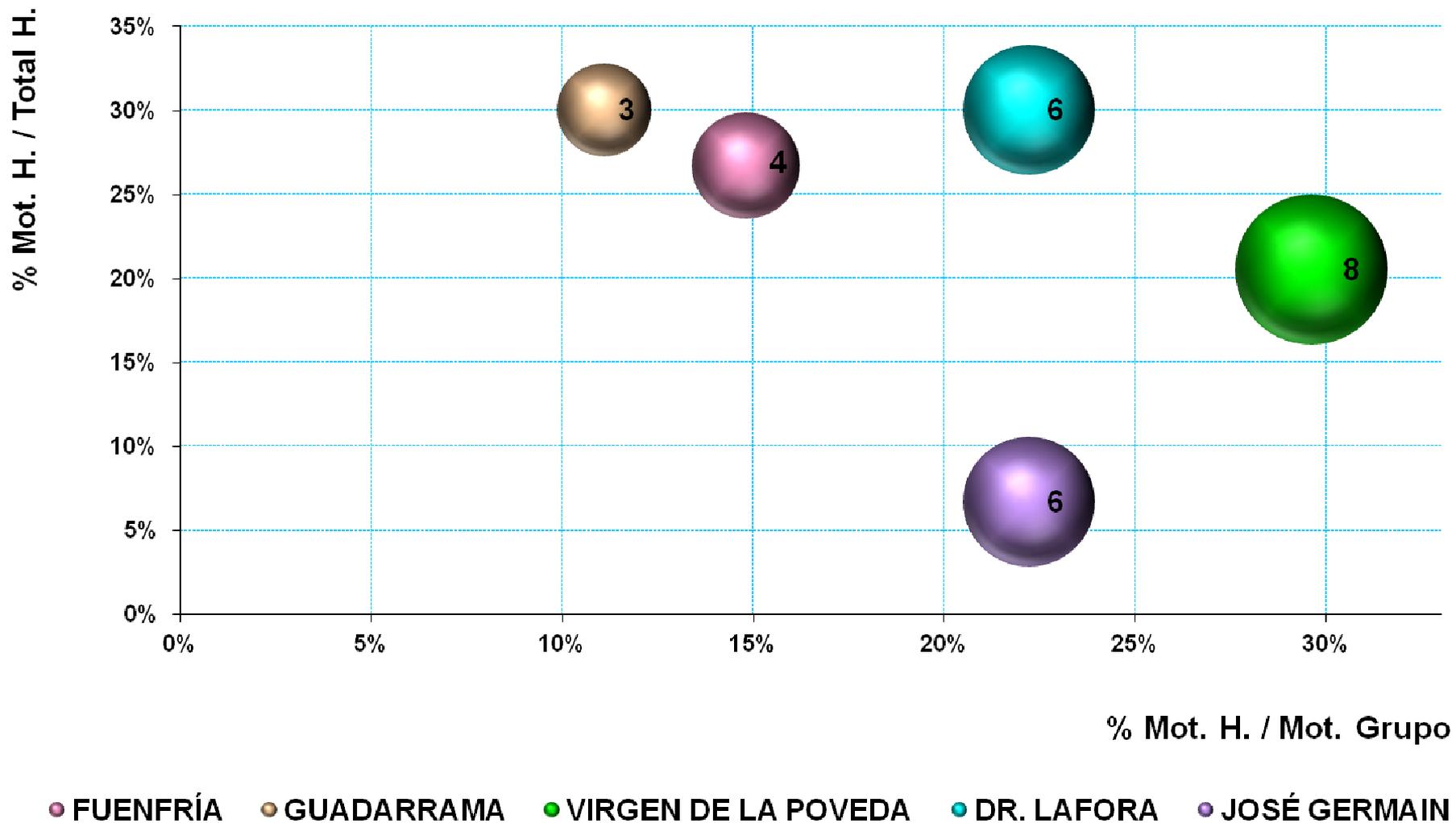




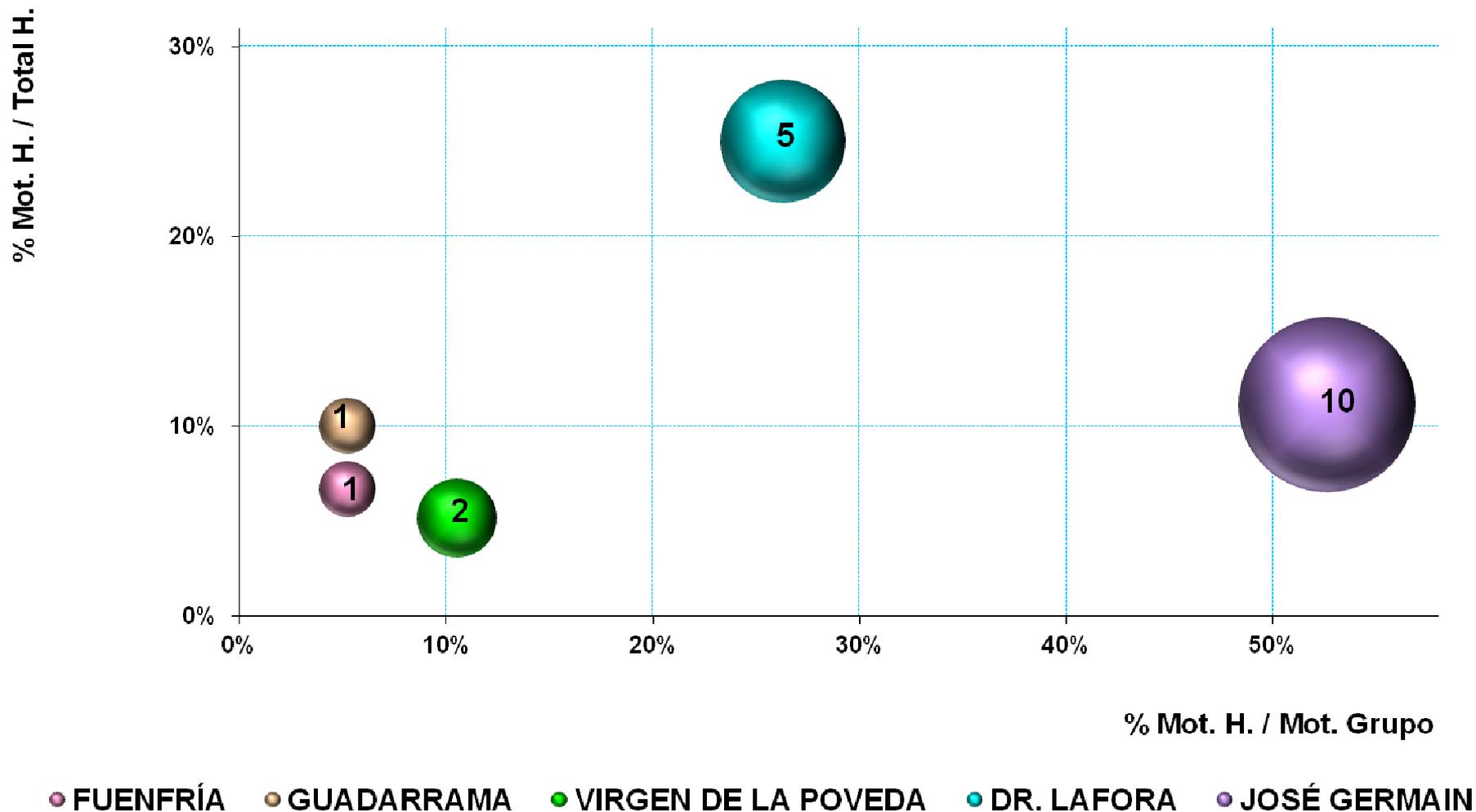
● FUENFRÍA ● GUADARRAMA ● VIRGEN DE LA POVEDA ● DR. LAFORA ● JOSÉ GERMAIN





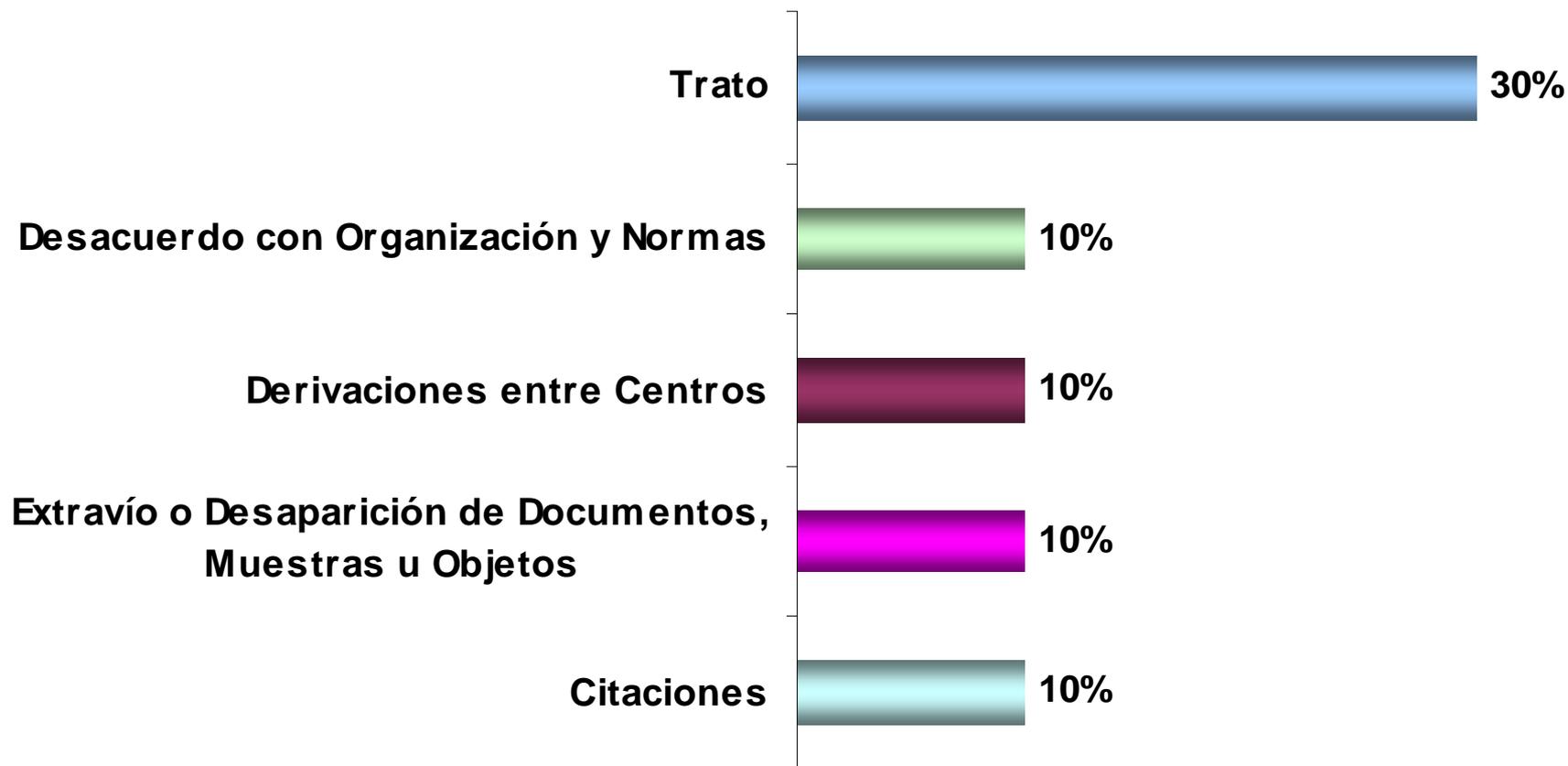


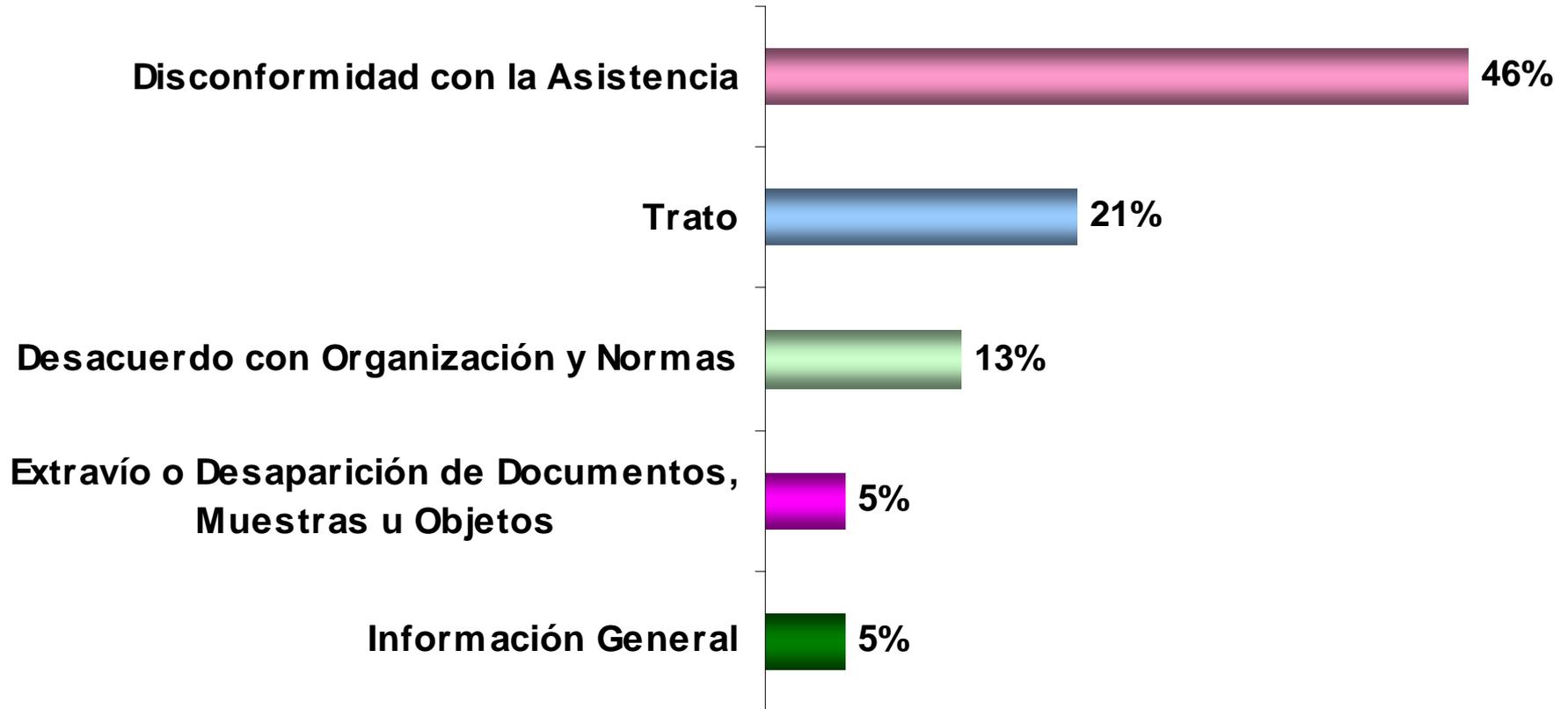
Extravío de muestras u objetos

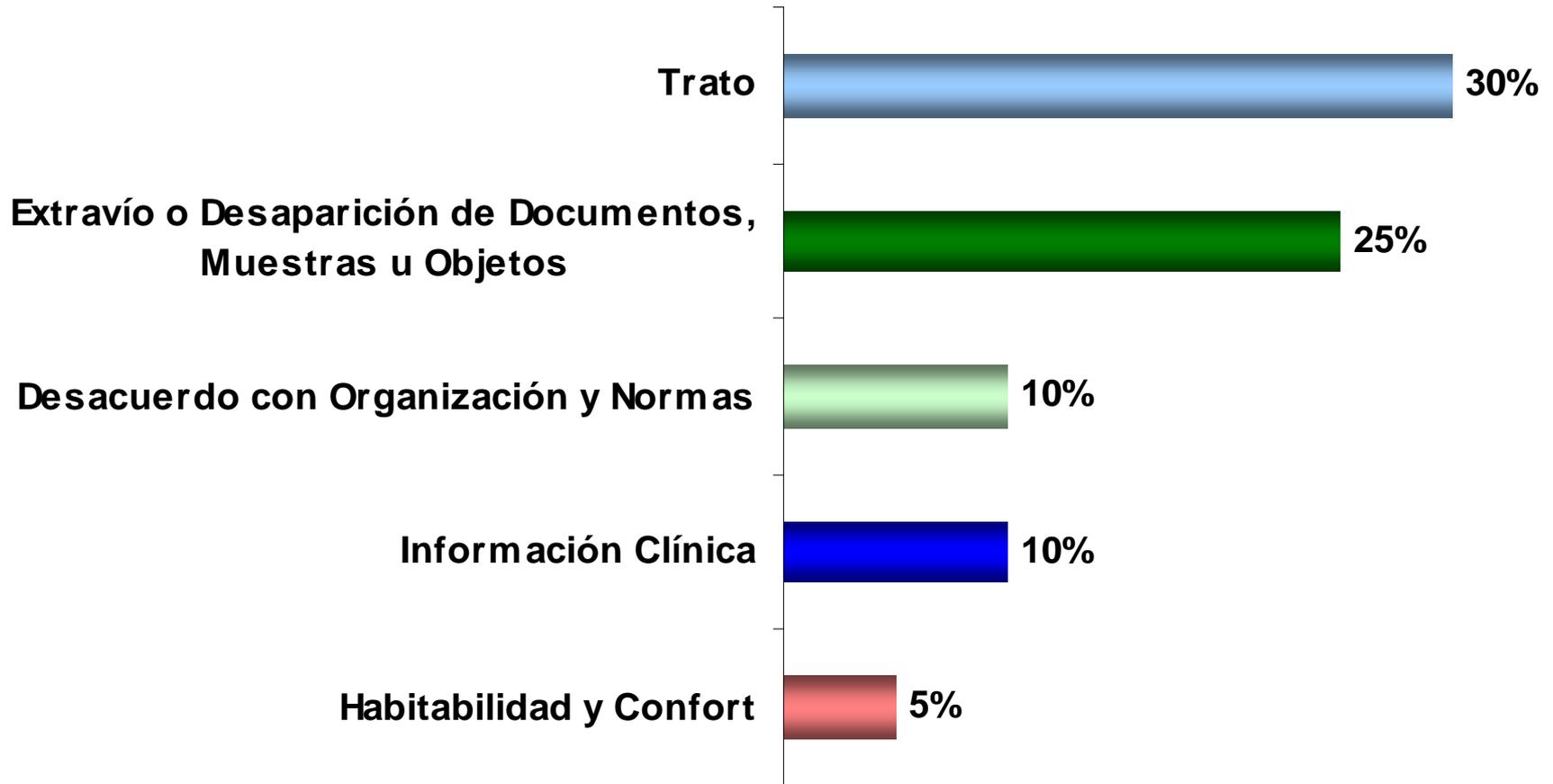


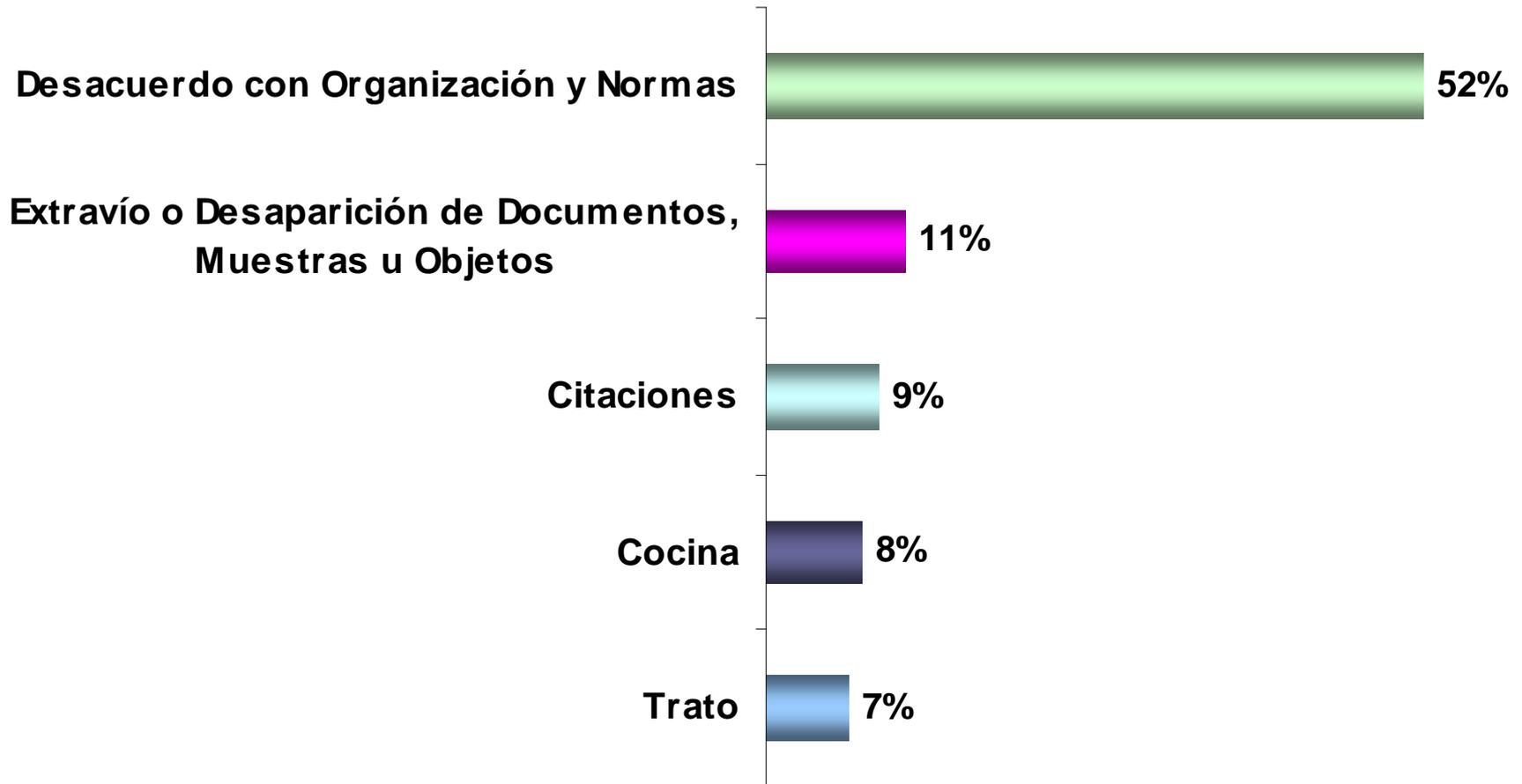
H. Fuenfría: Motivos más frecuentes







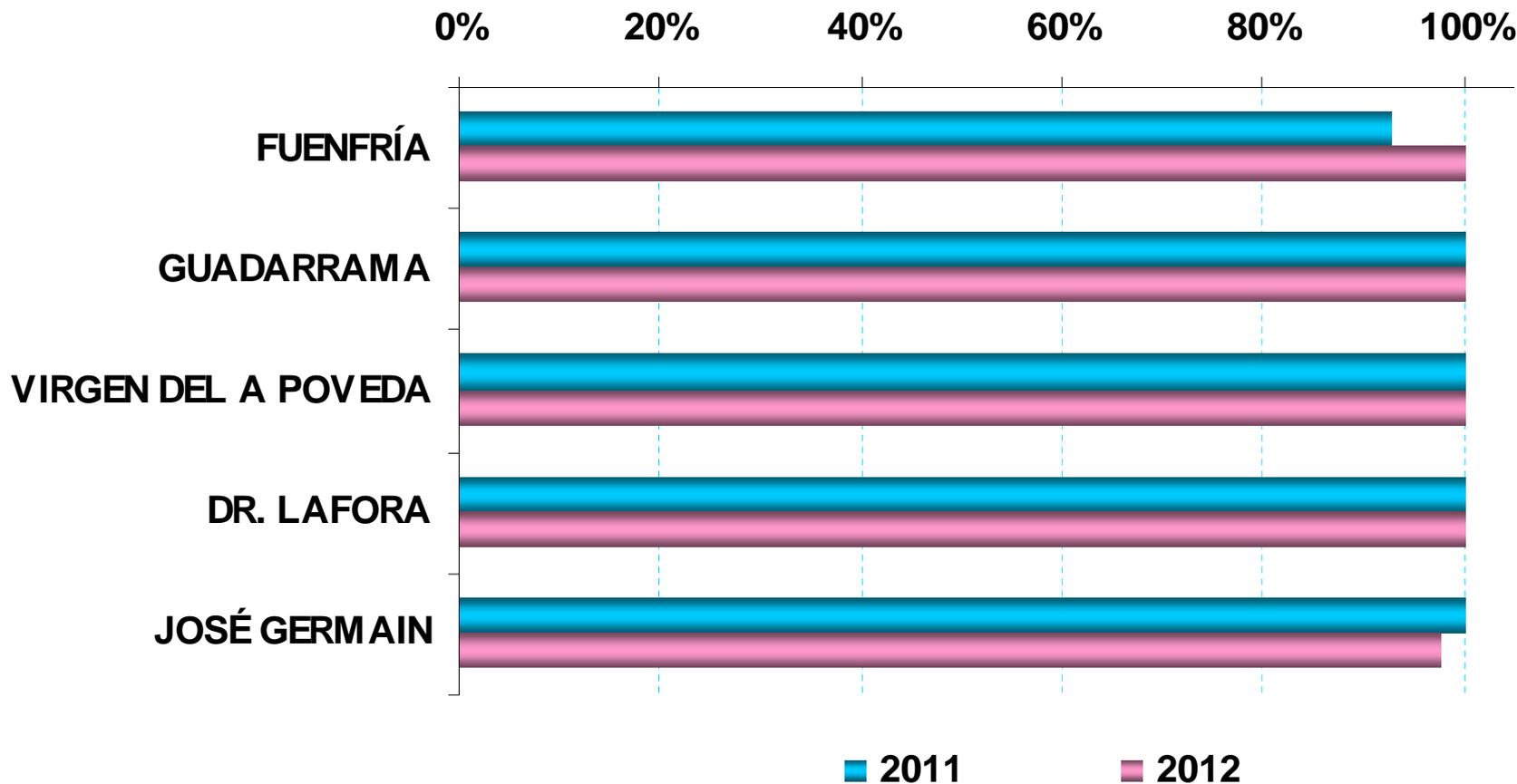




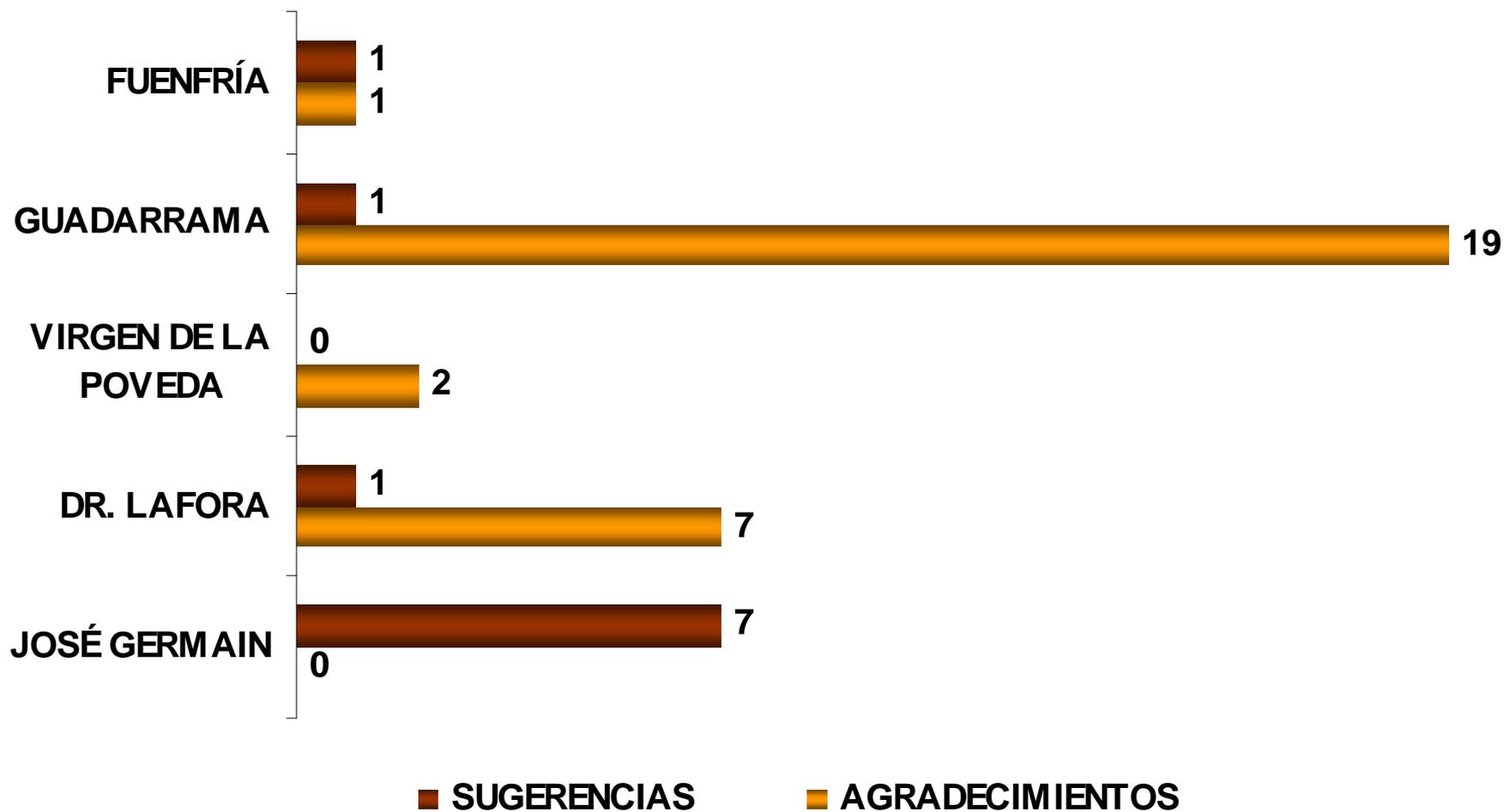
% Reclamaciones cerradas en plazo



Reclamaciones cerradas en plazo: 2011-2012

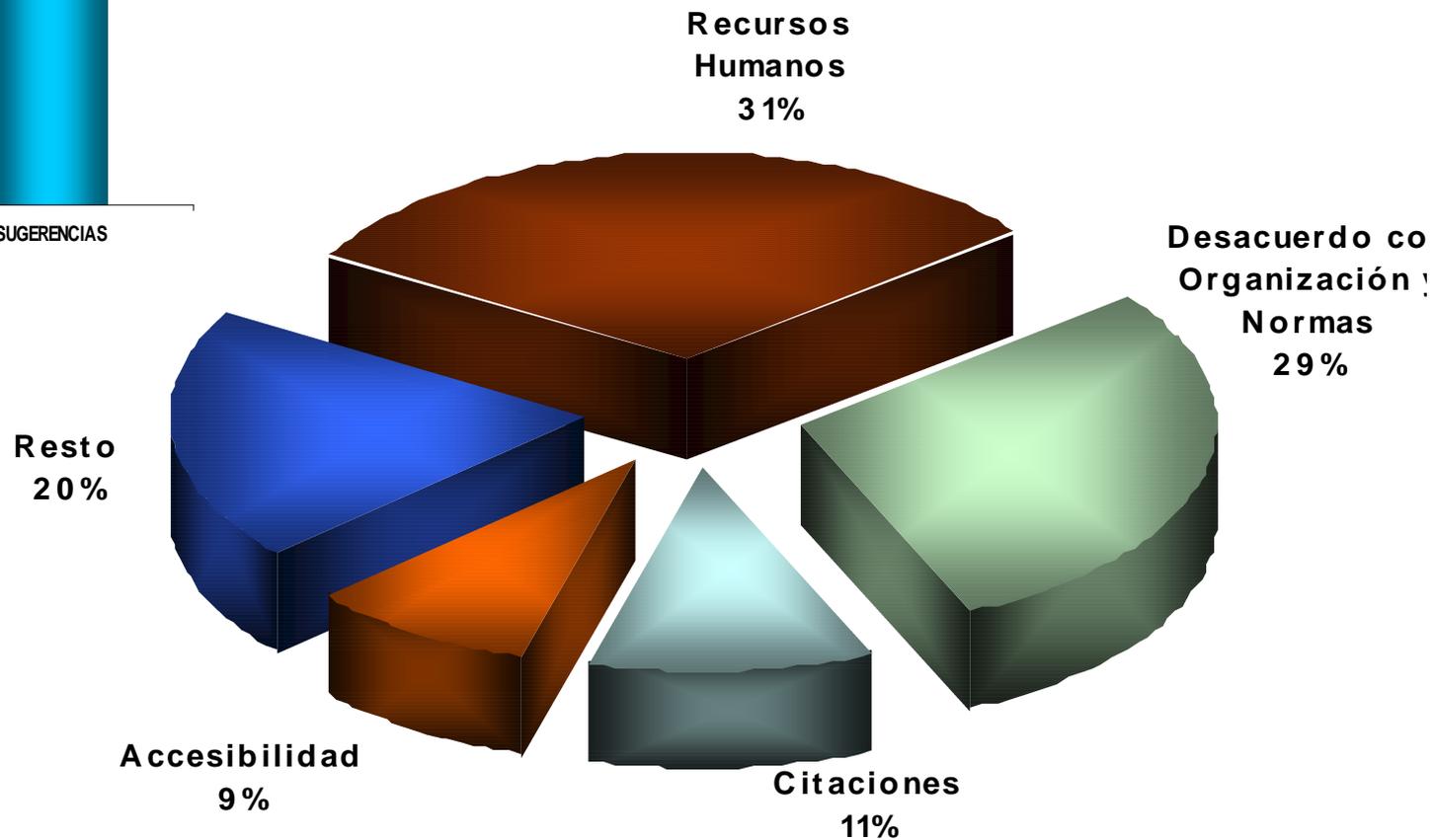
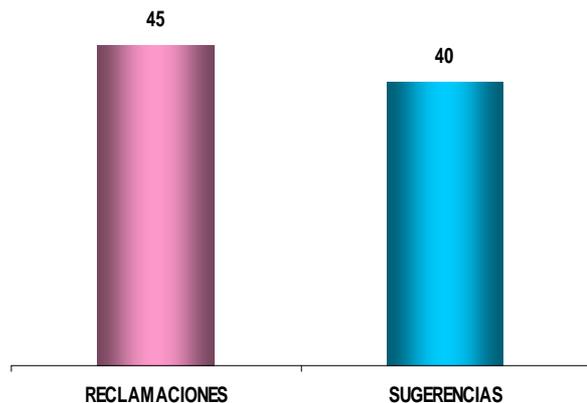


Sugerencias y Agradecimientos

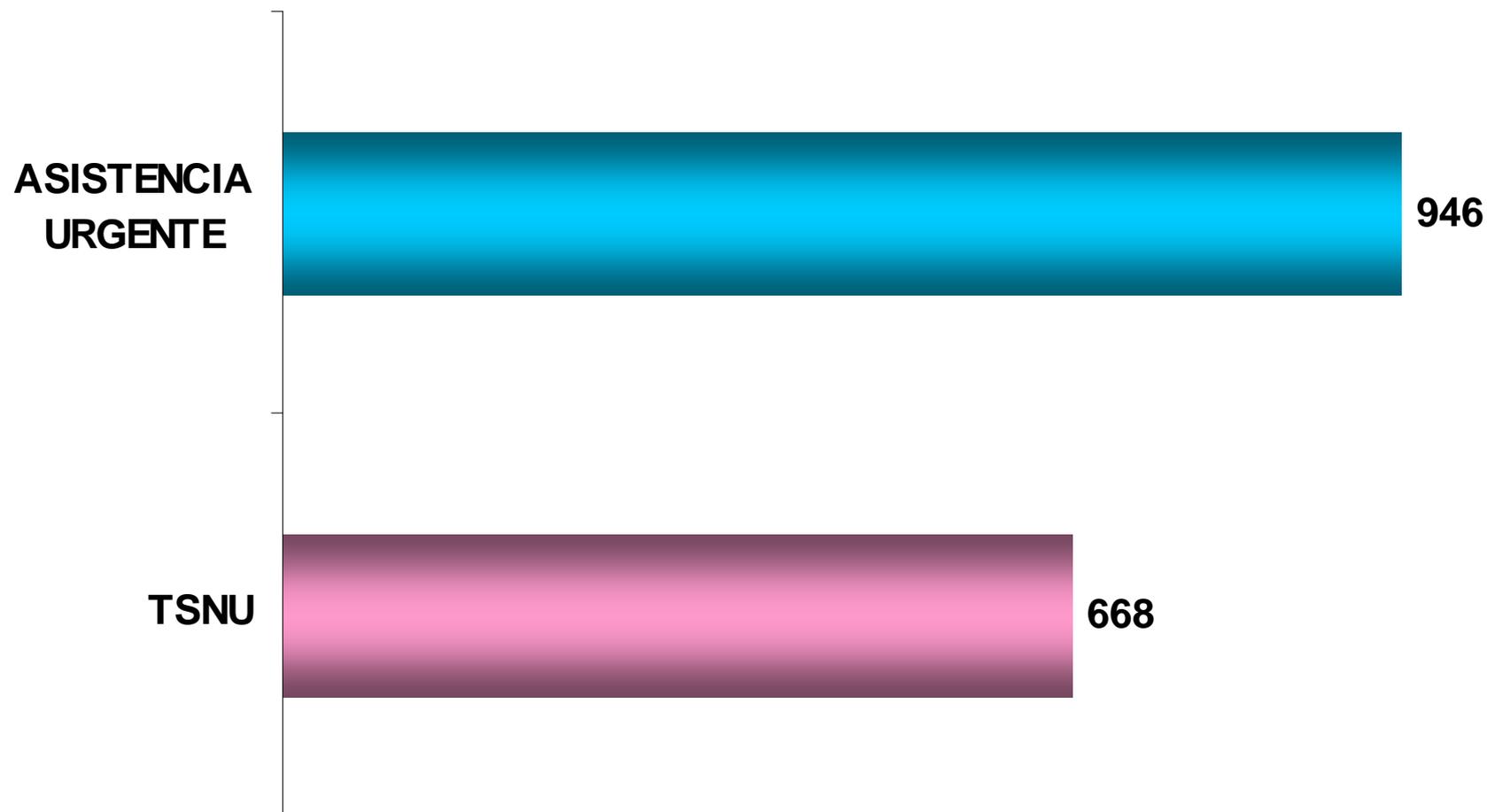


CENTRO DE TRANSFUSIONES

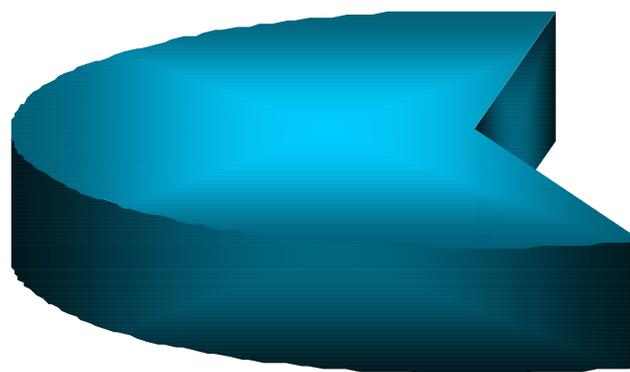
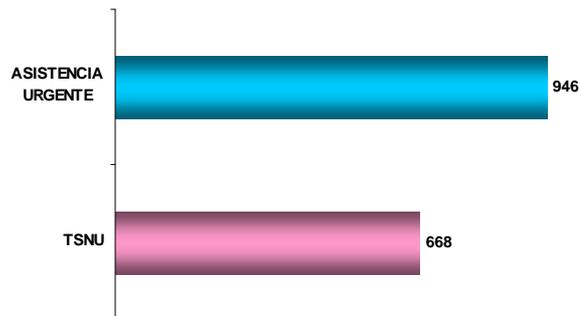
Motivos de reclamación



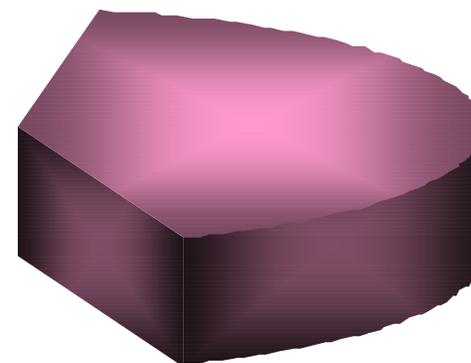
SUMMA - 112



SUMMA – 112: reclamaciones por servicio



**ASISTENCIA
URGENTE
59%**



**TSNU
41%**

