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|  |  | **Caja Costarricense de Seguro Social** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |
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|  |  |  |  | **Febrero 2014** | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  |  | **Consolidado Estadístico Febrero 2014** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  | **Persona o Institución que interpone la Inconformidad:** | | | | | | | | | | | | | | | | | | | | | |  |  | **Gestiones y Trámites** | | | | | | | |  |
|  |  |  | Total | | | | | | | | | | |  | **166** | | |  |  | **100.00%** | |  |  |  |  |  | 1- Llamadas recibidas | |  | 1880 | |  |  |  |  |
|  |  |  | 1- Usuarios Directos | | | | | | | | | | |  | 158 | | |  |  | 95.18 | |  |  |  |  |  | 2- Llamadas realizadas | |  | 2101 | |  |  |  |  |
|  |  |  | 2- Defensoría de los Hab. | | | | | | | | | | |  | 1 | | |  |  | 0.60 | |  |  |  |  |  | 3- Gestiones y Trámites directos | |  | 10855 | |  |  |  |  |
|  |  |  | 3- Por otras Instancias CCSS | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  | 4- N° de Usuarios atendidos | |  | 2859 | |  |  |  |  |
|  |  |  | 4- Por DPU | | | | | | | | | | |  | 6 | | |  |  | 3.61 | |  |  |  |  |  | Promedio de Gestiones por Usuario | |  | 3.80 | |  |  |  |  |
|  |  |  | 5- Por Auditoria Gral MS | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  | 6- Por Auditoría CCSS | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | **Actividades** | | | | | | | |  |
|  |  |  | 7- Otros | | | | | | | | | | |  | 1 | | |  |  | 0.60 | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  | 1- Funcionarios Capacitados | |  |  | 544 | |  |  |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  | **Inconformidades** | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |
|  |  |  |  | 3- Otras Actividades | |  |  | 156 | |  |  |  |  |
|  |  |  | 1- Inconformidades Recibidas | | | | | | | | | | |  | 166 | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  | 2- Inconformidades Resueltas | | | | | | | | | | |  | 146 | | |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | **Felicitaciones** | | | | | | | |  |
|  |  |  | 3- Inconformidades en Trámite | | | | | | | | | | |  | 20 | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Porcentaje de Resolutividad | | | | | | | | | | |  | 87.95 | | |  |  |  |  |  |  |  |  |  | 1- Felicitaciones Individuales | |  | 30 | |  |  |  |  |
|  |  |  | Inconformidades Desestimadas | | | | | | | | | | |  | 18 | | |  |  |  |  |  |  |  |  |  | 2- Felicitaciones Colectivas | |  | 17 | |  |  |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  | **Consolidado de Gestiones Febrero 2014** | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Información:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | | | | **5431** | | |  | 50.03 % | |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Consultas:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **2063** | | |  | 19.01 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Reprogramación:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **419** | | |  | 3.86 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  |  |  |  |  | | **Coordinación:** | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **2544** | | |  | 23.44 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Documentación:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **398** | | |  | 3.67 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  |  |  |  |  | | **Gestiones Realizadas:** | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | |  | **10855** | | |  | **100.00 %** |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  |  | **Caja Costarricense de Seguro Social** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
|  |  | **Dirección Institucional de Contralorías de Servicios de Salud** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
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|  | **Principales causas de inconformidad** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  | |
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