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|  |  | **Caja Costarricense de Seguro Social** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |
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|  |  |  |  | **Marzo 2014** | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  |  | **Consolidado Estadístico Marzo 2014** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  | **Persona o Institución que interpone la Inconformidad:** | | | | | | | | | | | | | | | | | | | | | |  |  | **Gestiones y Trámites** | | | | | | | |  |
|  |  |  | Total | | | | | | | | | | |  | **153** | | |  |  | **100.00%** | |  |  |  |  |  | 1- Llamadas recibidas | |  | 2158 | |  |  |  |  |
|  |  |  | 1- Usuarios Directos | | | | | | | | | | |  | 151 | | |  |  | 98.69 | |  |  |  |  |  | 2- Llamadas realizadas | |  | 2447 | |  |  |  |  |
|  |  |  | 2- Defensoría de los Hab. | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  | 3- Gestiones y Trámites directos | |  | 12471 | |  |  |  |  |
|  |  |  | 3- Por otras Instancias CCSS | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  | 4- N° de Usuarios atendidos | |  | 3260 | |  |  |  |  |
|  |  |  | 4- Por DPU | | | | | | | | | | |  | 1 | | |  |  | 0.65 | |  |  |  |  |  | Promedio de Gestiones por Usuario | |  | 3.83 | |  |  |  |  |
|  |  |  | 5- Por Auditoria Gral MS | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  | 6- Por Auditoría CCSS | | | | | | | | | | |  | 0 | | |  |  | 0.00 | |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | **Actividades** | | | | | | | |  |
|  |  |  | 7- Otros | | | | | | | | | | |  | 1 | | |  |  | 0.65 | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  | 1- Funcionarios Capacitados | |  |  | 1126 | |  |  |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  | **Inconformidades** | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |
|  |  |  |  | 3- Otras Actividades | |  |  | 113 | |  |  |  |  |
|  |  |  | 1- Inconformidades Recibidas | | | | | | | | | | |  | 153 | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  | 2- Inconformidades Resueltas | | | | | | | | | | |  | 139 | | |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | **Felicitaciones** | | | | | | | |  |
|  |  |  | 3- Inconformidades en Trámite | | | | | | | | | | |  | 14 | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Porcentaje de Resolutividad | | | | | | | | | | |  | 90.85 | | |  |  |  |  |  |  |  |  |  | 1- Felicitaciones Individuales | |  | 27 | |  |  |  |  |
|  |  |  | Inconformidades Desestimadas | | | | | | | | | | |  | 26 | | |  |  |  |  |  |  |  |  |  | 2- Felicitaciones Colectivas | |  | 18 | |  |  |  |  |
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|  | **Consolidado de Gestiones Marzo 2014** | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Información:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | | | | **6511** | | |  | 52.21 % | |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Consultas:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **2517** | | |  | 20.18 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Reprogramación:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **395** | | |  | 3.17 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Coordinación:** | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **2671** | | |  | 21.42 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | **Documentación:** | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | | Total | | | | |  |  | **377** | | |  | 3.02 % |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
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|  |  |  |  |  | | **Gestiones Realizadas:** | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  |  | |  | **12471** | | |  | **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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