

Asuntos Recibidos 2007

| Orientaciones |         |           |       |               |                 |           |           | Asesorias |           |       |               |                 |                 |           |           | Gestiones |           |       |         |           |           | Quejas  |           |       |                 |               |           | Dictámenes |         |           |       |               |       |           |           |
|---------------|---------|-----------|-------|---------------|-----------------|-----------|-----------|-----------|-----------|-------|---------------|-----------------|-----------------|-----------|-----------|-----------|-----------|-------|---------|-----------|-----------|---------|-----------|-------|-----------------|---------------|-----------|------------|---------|-----------|-------|---------------|-------|-----------|-----------|
| M E S         | I M S S | I S S T E | S S A | P R I V A D O | C R U Z R O J A | O T R O S | T O T A L | I M S S   | I S S T E | S S A | P R I V A D O | C R U Z R O J A | A S I S T S O C | O T R O S | T O T A L | I M S S   | I S S T E | S S A | P R I V | O T R O S | T O T A L | I M S S | I S S T E | S S A | C R U Z R O J A | P R I V A D O | O T R O S | T O T A L  | I M S S | I S S T E | S S A | P R I V A D O | P G J | T O T A L | T O T A L |
| Enero         |         |           |       |               |                 |           | 0         | 9         | 5         |       | 3             |                 |                 |           | 17        | 4         |           |       |         |           | 4         |         |           |       |                 |               |           | 0          | 1       |           |       |               |       | 1         | 22        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Febrero       | 2       | 3         |       |               |                 | 1         | 6         | 4         | 6         | 1     | 1             |                 | 1               | 1         | 14        | 2         | 3         | 1     |         |           | 6         | 1       |           |       |                 |               |           | 1          | 1       |           |       | 1             | 1     | 3         | 30        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Marzo         | 1       | 1         |       | 1             |                 |           | 3         | 7         | 2         | 2     | 1             |                 |                 |           | 12        | 4         | 3         |       |         |           | 7         |         |           |       |                 |               |           | 0          |         |           |       | 1             |       | 1         | 23        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Abril         |         |           | 2     | 2             | 1               | 1         | 6         | 5         | 4         | 2     | 7             | 3               |                 |           | 21        | 1         |           | 1     |         |           | 2         |         |           |       | 1               | 1             |           | 2          |         |           |       |               | 0     |           | 31        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Mayo          | 3       |           |       | 2             |                 | 1         | 6         | 11        | 1         | 3     | 4             | 1               |                 |           | 20        | 6         |           |       |         |           | 6         | 1       |           |       |                 |               |           | 1          |         |           | 2     |               | 3     | 36        |           |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Junio         |         |           |       |               |                 |           | 0         | 11        | 3         |       | 8             |                 |                 |           | 22        | 3         | 1         |       |         |           | 4         | 1       |           |       |                 | 1             |           | 2          |         |           |       |               | 0     |           | 28        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Julio         | 1       |           |       | 1             |                 |           | 2         | 3         | 1         |       | 5             |                 |                 |           | 9         | 3         |           |       |         |           | 3         |         |           |       |                 | 1             |           | 1          |         |           | 2     | 1             | 1     | 4         | 19        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Agosto        | 1       |           |       |               |                 |           | 1         | 1         | 3         | 1     | 2             |                 |                 |           | 7         | 1         |           | 1     |         |           | 2         |         |           | 2     |                 |               |           | 2          |         |           |       |               | 0     |           | 12        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Septiembre    | 2       |           |       | 1             |                 |           | 3         | 4         |           | 1     |               |                 |                 |           | 5         | 3         |           |       |         |           | 3         | 1       |           |       |                 |               |           | 1          |         |           | 1     | 1             |       | 2         | 14        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Octubre       | 4       | 2         |       | 3             |                 |           | 9         | 10        | 1         | 5     | 6             |                 |                 |           | 22        | 3         |           |       | 1       |           | 4         | 1       |           | 1     |                 | 2             |           | 4          |         |           |       |               | 0     |           | 39        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Noviembre     | 6       |           | 1     | 1             |                 | 4         | 12        | 5         | 2         | 1     |               |                 |                 |           | 8         | 1         |           | 1     |         |           | 2         |         |           |       |                 |               |           | 0          |         |           |       |               | 0     |           | 22        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| Diciembre     | 2       |           |       | 2             |                 | 8         | 12        |           | 1         | 1     |               |                 |                 |           | 2         | 3         |           |       | 1       |           | 4         |         | 1         |       |                 |               |           | 1          |         | 2         |       |               |       | 2         | 21        |
|               |         |           |       |               |                 |           |           |           |           |       |               |                 |                 |           |           |           |           |       |         |           |           |         |           |       |                 |               |           |            |         |           |       |               |       |           |           |
| TOTAL         | 22      | 6         | 3     | 13            | 1               | 15        | 60        | 70        | 29        | 17    | 37            | 4               | 1               | 1         | 159       | 34        | 7         | 4     | 2       |           | 47        | 5       | 3         | 1     | 1               | 5             | 0         | 15         | 3       | 4         | 2     | 6             | 1     | 16        | 297       |

*Motivo de las Inconformidades Recibidas 2007*

| Motivo                      | Enero |   | Febrero |   | Marzo |   | Abril |   | Mayo |   | Junio |   | Julio |   | Agosto |   | Septiembr |   | Octubre |   | Noviembre |   | Diciembre |   | Total |    |
|-----------------------------|-------|---|---------|---|-------|---|-------|---|------|---|-------|---|-------|---|--------|---|-----------|---|---------|---|-----------|---|-----------|---|-------|----|
|                             | G     | Q | G       | Q | G     | Q | G     | Q | G    | Q | G     | Q | G     | Q | G      | Q | G         | Q | G       | Q | G         | Q | G         | Q | G     | Q  |
| Atención Inicial            |       |   |         |   |       |   |       | 1 |      |   |       |   |       |   |        |   |           |   |         |   |           |   | 1         |   | 2     |    |
| Diagnóstico                 | 2     |   | 1       | 1 |       |   |       |   |      |   |       |   |       |   |        | 2 |           |   |         | 1 |           |   |           |   | 3     | 4  |
| Tratamiento Médico          | 2     |   | 1       |   | 3     |   | 1     |   | 3    |   | 2     |   | 1     |   |        |   | 1         |   | 2       |   | 1         |   | 1         |   | 18    |    |
| Tratamiento Quirúrgico      |       |   | 4       |   | 4     |   | 1     | 1 | 3    |   | 1     | 2 | 2     |   | 1      |   | 1         | 1 | 1       | 2 | 1         |   | 1         |   | 20    | 6  |
| Aux. de Dx. y Tx.           |       |   |         |   |       |   |       |   |      |   |       |   |       | 1 |        |   |           |   |         |   |           |   |           |   |       | 1  |
| Relación Médico-Paciente    |       |   |         |   |       |   |       |   |      |   |       |   |       |   |        |   |           |   |         |   |           |   |           |   |       |    |
| Atención de Parto-Puerperio |       |   |         |   |       |   |       |   |      | 1 | 1     |   |       |   | 1      |   |           |   |         |   |           |   |           |   | 2     | 1  |
| Otros                       |       |   |         |   |       |   |       |   |      |   |       |   |       |   |        |   | 1         |   | 1       | 1 |           |   | 2         |   | 4     | 1  |
| Total                       | 4     | 0 | 6       | 1 | 7     | 0 | 2     | 2 | 6    | 1 | 4     | 2 | 3     | 1 | 2      | 2 | 3         | 1 | 4       | 4 | 2         |   | 4         | 1 | 47    | 15 |

|                               |
|-------------------------------|
| * Odontología                 |
| ° Peritaje PGJ No Asunto Méd. |

< material curacion

\*pension

G= GESTIONES

Q=QUEJA

*Inconformidades Recibidas Por Institución Médica 2007*

| <i>Institución</i>         | <i>Enero</i> |          | <i>Febrero</i> |          | <i>Marzo</i> |          | <i>Abril</i> |          | <i>Mayo</i> |          | <i>Junio</i> |          | <i>Julio</i> |          | <i>Agosto</i> |          | <i>Septiembr</i> |          | <i>Octubre</i> |          | <i>Noviembr</i> |          | <i>Diciembre</i> |          | <i>Total</i> |           |
|----------------------------|--------------|----------|----------------|----------|--------------|----------|--------------|----------|-------------|----------|--------------|----------|--------------|----------|---------------|----------|------------------|----------|----------------|----------|-----------------|----------|------------------|----------|--------------|-----------|
|                            | <i>G</i>     | <i>Q</i> | <i>G</i>       | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>    | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>      | <i>Q</i> | <i>G</i>         | <i>Q</i> | <i>G</i>       | <i>Q</i> | <i>G</i>        | <i>Q</i> | <i>G</i>         | <i>Q</i> | <i>G</i>     | <i>Q</i>  |
| <b>Sin Seg. Soc.</b>       |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| SSA                        |              |          | 1              |          |              |          | 1            |          |             |          |              |          |              |          | 1             |          |                  |          | 1              | 1        |                 |          |                  |          | 4            | 1         |
| HOSP. CIVIL GDL            |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| <b>De Asist. Soc.</b>      |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| DIF                        |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| PGJ                        |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| CREE                       |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| <b>De Seg. Soc.</b>        |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| IMSS                       | 4            |          | 2              | 1        | 4            |          | 1            |          | 6           | 1        | 3            | 1        | 3            |          | 1             |          | 3                | 1        | 3              | 1        | 1               |          | 3                |          | 34           | 5         |
| ISSSTE                     |              |          | 3              |          | 3            |          |              |          |             |          | 1            |          |              |          |               | 2        |                  |          |                |          |                 |          | 1                |          | 7            | 3         |
|                            |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
|                            |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| <b>De Asist. Priv.</b>     |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| Cruz Roja                  |              |          |                |          |              |          |              | 1        |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              | 1         |
| Asist. Privada             |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| <b>Serv. Privados</b>      |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          |                |          |                 |          |                  |          |              |           |
| Hospital                   |              |          |                |          |              |          |              | 1        |             |          |              | 1        |              |          |               |          |                  |          | 1              |          |                 |          |                  |          |              | 3         |
| Consultorio (Gral. o Esp.) |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          | 1              |          |                 |          |                  |          | 1            |           |
| Laboratorio y Gabinete     |              |          |                |          |              |          |              |          |             |          |              |          |              | 1        |               |          |                  |          |                |          |                 |          |                  |          |              | 1         |
| Clinica sin Hospital       |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                  |          | 1              |          |                 |          | 1                |          | 1            | 1         |
| <b>Total</b>               | <b>4</b>     | <b>0</b> | <b>6</b>       | <b>1</b> | <b>7</b>     | <b>0</b> | <b>2</b>     | <b>2</b> | <b>0</b>    | <b>6</b> | <b>4</b>     | <b>2</b> | <b>3</b>     | <b>1</b> | <b>2</b>      | <b>2</b> | <b>3</b>         | <b>1</b> | <b>4</b>       | <b>4</b> | <b>2</b>        | <b>0</b> | <b>4</b>         | <b>1</b> | <b>47</b>    | <b>15</b> |

G= GESTIONES  
Q= QUEJAS

## Especialidad de Inconformidades Recibidas 2007

| Especialidad               | Enero    |          | Febrero  |          | Marzo    |          | Abril    |          | Mayo     |          | Junio    |          | Julio    |          | Agosto   |          | Septiembr |          | Octubre  |          | Noviembr |          | Diciembre |          | Total     |           |
|----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|-----------|----------|-----------|-----------|
|                            | G        | Q        | G        | Q        | G        | Q        | G        | Q        | G        | Q        | G        | Q        | G        | Q        | G        | Q        | G         | Q        | G        | Q        | G        | Q        | G         | Q        | G         | Q         |
| Ginecologia                |          |          |          |          |          |          | 1        |          |          |          |          |          |          |          |          |          |           |          | 1        |          |          |          |           |          | 2         |           |
| Neurocirugía               | 1        |          |          | 1        |          |          |          |          |          |          | 1        |          | 1        |          |          |          |           |          |          |          |          |          |           |          | 3         | 1         |
| Oftalmología               |          |          | 1        |          | 1        |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          | 1         |          | 3         |           |
| Neumología                 |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Traumatología              |          |          | 1        |          | 3        |          |          |          | 2        |          |          |          |          |          | 1        |          |           | 1        |          | 1        |          |          | 2         |          | 9         | 2         |
| Odontología                |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          | 1        |          |          |          |           |          |           | 1         |
| Auxiliares de Diagnóstico  |          |          |          |          |          |          |          |          |          |          |          |          |          | 1        |          |          |           |          |          |          |          |          |           |          |           | 1         |
| Cirugía General            |          |          |          |          | 1        |          |          |          | 1        |          |          |          |          |          |          |          | 1         |          | 1        |          | 1        |          |           |          | 5         |           |
| Angiología                 |          |          | 1        |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Otorrino                   |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Medicina Interna           | 1        |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Cardiología                |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Endocrinología             |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Neurología                 |          |          |          |          |          |          |          |          | 1        |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Urología                   |          |          | 1        |          |          |          | 1        |          | 1        |          |          |          | 1        |          |          |          |           |          | 1        |          |          |          |           |          | 3         | 2         |
| Dermatología               |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          | 1         |          | 1         |           |
| Cirugia Plastica y Reconst |          |          | 1        |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Urgencias                  | 1        |          |          |          |          |          | 1        |          |          |          | 1        | 1        |          |          |          | 2        |           |          |          |          |          |          | 1         |          | 2         | 5         |
| Anestesiologia             |          |          |          |          |          |          |          |          |          |          |          |          | 1        |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Medicina Familiar          |          |          |          |          | 1        |          |          |          |          |          | 1        | 1        |          |          |          |          |           |          | 1        |          |          |          |           |          | 2         | 2         |
| Clinica del Dolor          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Obstetricia                |          |          |          |          |          |          |          |          |          | 1        | 1        |          |          |          | 1        |          |           |          |          |          |          |          |           |          | 2         | 1         |
| Oncología Qca              |          |          |          |          | 1        |          |          |          | 1        |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 2         |           |
| Oncología medica           |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          | 1        |          |           |          | 1         |           |
| Med fis y Rehab            |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Planificacion Fam          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          |           |           |
| Pediatrica                 | 1        |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          | 1        |          |          |          |           |          | 2         |           |
| Medicina Gral              |          |          | 1        |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Neonatología               |          |          |          |          |          |          | 1        |          |          |          |          |          |          |          |          |          |           |          |          |          |          |          |           |          | 1         |           |
| Medicina del Trabajo       |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          | 2         |          |          |          |          |          |           |          | 2         |           |
| Serv. Administrativos      |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |           |          | 1        |          |          |          |           |          | 1         |           |
| <b>Total</b>               | <b>4</b> | <b>0</b> | <b>6</b> | <b>1</b> | <b>7</b> | <b>0</b> | <b>2</b> | <b>2</b> | <b>6</b> | <b>1</b> | <b>4</b> | <b>2</b> | <b>3</b> | <b>1</b> | <b>2</b> | <b>2</b> | <b>3</b>  | <b>1</b> | <b>4</b> | <b>4</b> | <b>2</b> | <b>0</b> | <b>4</b>  | <b>1</b> | <b>47</b> | <b>15</b> |

G= GESTIONES

Q= QUEJAS

Asuntos Atendidos 2007 (CONCLUIDOS)

| M E S      | Orientaciones |             |       |               |                           |                 |           | Asesorias |             |       |               |                 |           |       | Gestiones |         |             |       |               |                 |           | Quejas    |         |             |       |               |       |           | Dictámenes |             |       |               |       |           |     | T O T A L |
|------------|---------------|-------------|-------|---------------|---------------------------|-----------------|-----------|-----------|-------------|-------|---------------|-----------------|-----------|-------|-----------|---------|-------------|-------|---------------|-----------------|-----------|-----------|---------|-------------|-------|---------------|-------|-----------|------------|-------------|-------|---------------|-------|-----------|-----|-----------|
|            | I M S S       | I S S S T E | S S A | P R I V A D O | S / E S P E C I F I C A R | C R U Z R O J A | T O T A L | I M S S   | I S S S T E | S S A | P R I V A D O | C R U Z R O J A | O T R O S | P G J | T O T A L | I M S S | I S S S T E | S S A | P R I V A D O | C R U Z R O J A | O T R O S | T O T A L | I M S S | I S S S T E | S S A | P R I V A D O | P G J | T O T A L | I M S S    | I S S S T E | S S A | P R I V A D O | P G J | T O T A L |     |           |
| Enero      |               |             |       |               |                           |                 | 0         | 9         | 5           |       | 3             |                 |           |       | 17        | 4       |             |       |               |                 |           | 4         |         |             |       |               |       |           | 0          | 1           |       |               |       |           | 1   | 22        |
| Febrero    | 2             | 3           |       |               | 1                         |                 | 6         | 4         | 6           | 1     | 1             |                 | 1         | 1     | 14        | 2       | 3           | 1     |               |                 |           | 6         | 1       |             |       |               |       |           | 1          | 1           |       |               |       |           | 1   | 28        |
| Marzo      | 1             | 1           |       | 1             |                           |                 | 3         | 7         | 2           | 2     | 1             |                 |           |       | 12        | 4       | 3           |       |               |                 |           | 7         |         |             |       |               |       |           | 0          |             |       |               | 1     | 1         | 23  |           |
| Abril      |               |             | 2     | 2             | 1                         | 1               | 6         | 5         | 4           | 2     | 7             | 3               |           |       | 21        | 1       |             | 1     |               |                 |           | 2         |         |             |       |               |       |           | 0          |             |       | 1             |       | 1         | 30  |           |
| Mayo       | 3             |             |       | 2             | 1                         |                 | 6         | 11        | 1           | 3     | 4             | 1               |           |       | 20        | 6       |             |       |               |                 |           | 6         | 1       |             |       |               |       |           | 1          | 1           |       |               |       | 1         | 34  |           |
| Junio      |               |             |       |               |                           |                 | 0         | 11        | 3           |       | 8             |                 |           |       | 22        | 3       | 1           |       |               |                 |           | 4         | 1       |             |       | 1             | 1     | 3         |            |             |       | 1             |       | 1         | 30  |           |
| Julio      | 1             |             |       | 1             |                           |                 | 2         | 3         | 1           |       | 5             |                 |           |       | 9         | 3       |             |       |               |                 |           | 3         |         |             |       |               |       |           | 1          |             |       | 1             |       | 1         | 16  |           |
| Agosto     | 1             |             |       |               |                           |                 | 1         | 1         | 3           | 1     | 2             |                 |           |       | 7         | 1       |             | 1     |               |                 |           | 2         |         | 1           |       |               |       |           | 1          | 1           |       |               |       | 1         | 12  |           |
| Septiembre | 2             |             |       | 1             |                           |                 | 3         | 4         |             | 1     |               |                 |           |       | 5         | 3       |             |       |               |                 |           | 3         | 1       | 1           |       | 1             |       |           | 3          | 1           |       |               |       | 1         | 15  |           |
| Octubre    | 4             | 2           |       | 3             |                           |                 | 9         | 10        | 1           | 5     | 6             |                 |           |       | 22        | 3       |             |       | 1             |                 |           | 4         | 1       |             |       | 1             |       |           | 2          |             |       | 2             |       | 2         | 39  |           |
| Noviembre  | 6             |             | 1     | 1             | 4                         |                 | 12        | 5         | 2           |       | 1             |                 |           |       | 8         | 1       |             | 1     |               |                 |           | 2         |         |             | 1     | 1             |       |           | 2          |             |       | 1             |       | 1         | 25  |           |
| Diciembre  | 2             |             |       | 2             | 8                         |                 | 12        |           | 1           | 1     |               |                 |           |       | 2         | 3       |             |       | 1             |                 |           | 4         |         | 1           |       |               |       |           | 1          |             |       |               |       | 0         | 19  |           |
| TOTAL      | 22            | 6           | 3     | 13            | 15                        | 1               | 60        | 70        | 29          | 16    | 38            | 4               | 1         | 1     | 159       | 34      | 7           | 4     | 2             | 0               | 0         | 47        | 5       | 3           | 1     | 5             | 1     | 15        | 5          |             | 2     | 4             | 1     | 12        | 293 |           |

*Inconformidades Concluidas Por Institución Médica 2007*

| <i>Institución</i>         | <i>Enero</i> |          | <i>Febrero</i> |          | <i>Marzo</i> |          | <i>Abril</i> |          | <i>Mayo</i> |          | <i>Junio</i> |          | <i>Julio</i> |          | <i>Agosto</i> |          | <i>Septiembre</i> |          | <i>Octubre</i> |          | <i>Noviembre</i> |          | <i>Diciembre</i> |          | <i>Total</i> |           |
|----------------------------|--------------|----------|----------------|----------|--------------|----------|--------------|----------|-------------|----------|--------------|----------|--------------|----------|---------------|----------|-------------------|----------|----------------|----------|------------------|----------|------------------|----------|--------------|-----------|
|                            | <i>G</i>     | <i>Q</i> | <i>G</i>       | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>    | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>     | <i>Q</i> | <i>G</i>      | <i>Q</i> | <i>G</i>          | <i>Q</i> | <i>G</i>       | <i>Q</i> | <i>G</i>         | <i>Q</i> | <i>G</i>         | <i>Q</i> | <i>G</i>     | <i>Q</i>  |
| <b>Sin Seg. Soc.</b>       |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| SSA                        |              |          | 1              |          |              |          | 1            |          |             |          |              |          |              |          | 1             |          |                   |          |                |          | 1                | 1        |                  |          | 4            | 1         |
|                            |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| <b>De Asist. Soc.</b>      |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| DIF                        |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| PGJ                        |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| CREE                       |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| <b>De Seg. Soc.</b>        |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| IMSS                       | 4            |          | 2              | 1        | 4            |          | 1            |          | 6           | 1        | 3            | 1        | 3            |          | 1             |          | 3                 | 1        | 3              | 1        | 1                |          | 3                |          | 34           | 5         |
| ISSSTE                     |              |          | 3              |          | 3            |          |              |          |             |          | 1            |          |              |          |               | 1        |                   | 1        |                |          |                  |          | 1                |          | 7            | 3         |
|                            |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
|                            |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| <b>De Asist. Priv.</b>     |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| Cruz Roja                  |              |          |                |          |              |          |              |          |             |          |              | 1        |              |          |               |          |                   |          |                |          |                  |          |                  |          |              | 1         |
| Asist. Privada             |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| <b>Serv. Privados</b>      |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                |          |                  |          |                  |          |              |           |
| Hospital                   |              |          |                |          |              |          |              |          |             |          |              | 1        |              | 1        |               |          |                   |          |                |          |                  | 1        |                  |          |              | 3         |
| Consultorio (Gral. o Esp.) |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          | 1              |          |                  |          |                  |          | 1            |           |
| Laboratorio y Gabinete     |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   | 1        |                |          |                  |          |                  |          |              | 1         |
| Clinica sin Hospital       |              |          |                |          |              |          |              |          |             |          |              |          |              |          |               |          |                   |          |                | 1        |                  |          | 1                |          | 1            | 1         |
| <b>Total</b>               | <b>4</b>     |          | <b>6</b>       | <b>1</b> | <b>7</b>     | <b>0</b> | <b>2</b>     | <b>0</b> | <b>6</b>    | <b>1</b> | <b>4</b>     | <b>3</b> | <b>3</b>     | <b>1</b> | <b>2</b>      | <b>1</b> | <b>3</b>          | <b>3</b> | <b>4</b>       | <b>2</b> | <b>2</b>         | <b>2</b> | <b>4</b>         | <b>1</b> | <b>47</b>    | <b>15</b> |

*Evidencia de Mala Práctica en los Asuntos Concluidos 2007*

| <i>Modalidad</i>            | <i>Enero</i> | <i>Febrero</i> | <i>Marzo</i> | <i>Abril</i> | <i>Mayo</i> | <i>Junio</i> | <i>Julio</i> | <i>Agosto</i> | <i>Septiembre</i> | <i>Octubre</i> | <i>Noviembre</i> | <i>Diciembre</i> | <i>Total</i> |
|-----------------------------|--------------|----------------|--------------|--------------|-------------|--------------|--------------|---------------|-------------------|----------------|------------------|------------------|--------------|
| <b>Casos Conciliados</b>    | 0            | 0              | 0            | 0            | 0           | 2            | 1            | 0             | 1                 | 0              | 0                | 0                | 4            |
| Sin Evidencia               |              |                |              |              |             |              |              |               | 1                 |                |                  |                  |              |
| Con Evidencia               |              |                |              |              |             | 1            | 1            |               |                   |                |                  |                  |              |
| Sin Elementos               |              |                |              |              |             | 1            |              |               |                   |                |                  |                  |              |
| <b>Casos No Conciliados</b> | 0            |                |              |              |             |              |              |               |                   |                |                  | 0                | 1            |
| Sin Evidencia               |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| Con Evidencia               |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| Sin Elementos               |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| <b>Laudos</b>               | 0            |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| Sin Evidencia               |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| Con Evidencia               |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| <b>Dictámenes Médicos</b>   | 1            | 1              | 1            | 1            | 1           | 1            | 1            | 1             | 1                 | 2              | 1                | 0                | 12           |
| Sin Evidencia               |              | 1              | 1            |              | 1           | 1            | 1            |               |                   | 2              | 1                |                  |              |
| Con Evidencia               | 1            |                |              | 1            |             |              |              | 1             | 1                 |                |                  |                  |              |
| Sin Elementos               |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| <b>Total</b>                | 1            | 1              | 1            | 1            | 1           | 3            | 2            | 1             | 2                 | 2              | 1                | 0                | 17           |

*Evidencia de Mala Práctica en Relación con la Especialidad del Caso en Quejas Concluidas 2007*

[illegible]

S/E sin evidencia

C/E con evidencia

s/e sin elementos

*Evidencia de Mala Práctica en Relación con la Especialidad del Caso en Dictámenes Concluidos 2007*

| <i>Especialidad</i> | <i>Enero</i> |            | <i>Febrero</i> |            | <i>Marzo</i> |            | <i>Abril</i> |            | <i>Mayo</i> |            | <i>Junio</i> |            | <i>Julio</i> |            | <i>Agosto</i> |            | <i>Septiembre</i> |            | <i>Octubre</i> |            | <i>Noviembre</i> |            | <i>Diciembre</i> |            | <i>Total</i> |            |
|---------------------|--------------|------------|----------------|------------|--------------|------------|--------------|------------|-------------|------------|--------------|------------|--------------|------------|---------------|------------|-------------------|------------|----------------|------------|------------------|------------|------------------|------------|--------------|------------|
|                     | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>     | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>  | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>    | <i>C/E</i> | <i>S/E</i>        | <i>C/E</i> | <i>S/E</i>     | <i>C/E</i> | <i>S/E</i>       | <i>C/E</i> | <i>S/E</i>       | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> |
| Ginecología         |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Neurocirugía        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Oftalmología        |              |            |                |            |              |            |              |            |             |            |              |            |              |            | 1             |            |                   |            |                |            |                  |            |                  |            |              | 1          |
| Neumología          |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Traumatología       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Odontología         |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Laboratorio         |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Cirugía General     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            | 1                 | 1          |                |            |                  |            |                  |            | 1            | 1          |
| Angiología          |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Otorrino            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Medicina Interna    |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Cardiología         |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Endocrinología      |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Neurocirugía        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Urología            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            | 1              |            |                  |            |                  |            | 1            |            |
| Psiquiatría         |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Gastroenterología   |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Cirugía plástica    |              |            |                |            |              |            |              | 1          |             |            |              |            |              |            |               |            |                   |            |                |            | 1                |            |                  |            | 1            | 1          |
| Oncología Qca       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Obstetricia         |              |            | 1              |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            | 1            |            |
| Anestesiología      |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Medicina Familiar   |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Neonatología        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Medicina Interna    |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Urgencias           |              | 1          |                |            |              |            |              |            | 1           |            | 1            |            | 1            |            |               |            |                   |            |                |            |                  |            |                  |            | 3            | 1          |
| Medicina Legal      |              |            |                |            | 1            |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            | 1            |            |
|                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>Total</b>        | <b>0</b>     | <b>1</b>   | <b>1</b>       | <b>0</b>   | <b>1</b>     | <b>0</b>   | <b>0</b>     | <b>1</b>   | <b>1</b>    | <b>0</b>   | <b>1</b>     | <b>0</b>   | <b>1</b>     | <b>0</b>   | <b>0</b>      | <b>1</b>   | <b>0</b>          | <b>1</b>   | <b>2</b>       | <b>0</b>   | <b>1</b>         | <b>0</b>   | <b>0</b>         | <b>0</b>   | <b>8</b>     | <b>4</b>   |

S/E sin evidencia  
C/E con evidencia

*Evidencia de Mala Práctica en las Quejas Concluidas por Institución Médica Implicada 2007*

| <i>Institución</i>         | <i>Enero</i> |            | <i>Febrero</i> |            | <i>Marzo</i> |            | <i>Abril</i> |            | <i>Mayo</i> |            | <i>Junio</i> |            | <i>Julio</i> |            | <i>Agosto</i> |            | <i>Septiembre</i> |            | <i>Octubre</i> |            | <i>Noviembre</i> |            | <i>Diciembre</i> |            | <i>Total</i> |            |
|----------------------------|--------------|------------|----------------|------------|--------------|------------|--------------|------------|-------------|------------|--------------|------------|--------------|------------|---------------|------------|-------------------|------------|----------------|------------|------------------|------------|------------------|------------|--------------|------------|
|                            | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>     | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>  | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>    | <i>C/E</i> | <i>S/E</i>        | <i>C/E</i> | <i>S/E</i>     | <i>C/E</i> | <i>S/E</i>       | <i>C/E</i> | <i>S/E</i>       | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> |
| <b>Sin Seg. Soc.</b>       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| SSA                        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            | 1                |            |                  |            | 1            |            |
| <b>De Asist. Soc.</b>      |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| DIF                        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| CREE                       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>De Seg. Soc.</b>        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| IMSS                       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| ISSSTE                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>De Asist. Priv.</b>     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Cruz Roja                  |              |            |                |            |              |            |              |            |             |            | 1            |            |              |            |               |            |                   |            |                |            |                  |            |                  |            | 1            |            |
| Asist. Privada             |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>Serv. Privados</b>      |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Hospital                   |              |            |                |            |              |            |              |            |             |            | 1            |            | 1            |            |               |            |                   |            |                |            | 1                |            |                  |            | 2            | 1          |
| Consultorio (Gral. o Esp.) |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Laboratorio y Gabinete     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            | 1                 |            |                |            |                  |            |                  |            | 1            |            |
| Clinica sin Hospital       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            | 1              |            |                  |            |                  |            | 1            |            |
| <b>Total</b>               | <b>0</b>     | <b>0</b>   | <b>1</b>       | <b>0</b>   | <b>0</b>     | <b>0</b>   | <b>0</b>     | <b>0</b>   | <b>1</b>    | <b>0</b>   | <b>2</b>     | <b>1</b>   | <b>1</b>     | <b>1</b>   | <b>1</b>      | <b>3</b>   | <b>0</b>          | <b>2</b>   | <b>2</b>       | <b>2</b>   | <b>1</b>         | <b>0</b>   | <b>5</b>         | <b>2</b>   |              |            |

*Evidencia de Mala Práctica en los Dictámenes Concluidos por Institución Médica Implicada 2007*

| <i>Institución</i>         | <i>Enero</i> |            | <i>Febrero</i> |            | <i>Marzo</i> |            | <i>Abril</i> |            | <i>Mayo</i> |            | <i>Junio</i> |            | <i>Julio</i> |            | <i>Agosto</i> |            | <i>Septiembre</i> |            | <i>Octubre</i> |            | <i>Noviembre</i> |            | <i>Diciembre</i> |            | <i>Total</i> |            |
|----------------------------|--------------|------------|----------------|------------|--------------|------------|--------------|------------|-------------|------------|--------------|------------|--------------|------------|---------------|------------|-------------------|------------|----------------|------------|------------------|------------|------------------|------------|--------------|------------|
|                            | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>     | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>  | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> | <i>S/E</i>    | <i>C/E</i> | <i>S/E</i>        | <i>C/E</i> | <i>S/E</i>     | <i>C/E</i> | <i>S/E</i>       | <i>C/E</i> | <i>S/E</i>       | <i>C/E</i> | <i>S/E</i>   | <i>C/E</i> |
| <b>Sin Seg. Soc.</b>       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| SSA                        |              |            |                |            |              |            |              |            |             |            | 1            |            | 1            |            |               |            |                   |            |                |            |                  |            |                  |            | 2            |            |
| <b>De Asist. Soc.</b>      |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| DIF                        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| PGJ                        |              |            |                |            | 1            |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            | 1            |            |
|                            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>De Seg. Soc.</b>        |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| IMSS                       |              | 1          | 1              |            |              |            |              |            | 1           |            |              |            |              |            | 1             |            | 1                 |            |                |            |                  |            |                  |            | 2            | 3          |
| ISSSTE                     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
|                            |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>De Asist. Priv.</b>     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Cruz Roja                  |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Asist. Privada             |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>Serv. Privados</b>      |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Hospital                   |              |            |                |            |              |            |              | 1          |             |            |              |            |              |            |               |            |                   |            | 2              |            | 1                |            |                  |            | 3            | 1          |
| Consultorio (Gral. o Esp.) |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Laboratorio y Gabinete     |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| Clinica sin Hospital       |              |            |                |            |              |            |              |            |             |            |              |            |              |            |               |            |                   |            |                |            |                  |            |                  |            |              |            |
| <b>Total</b>               | <b>0</b>     | <b>1</b>   | <b>1</b>       | <b>0</b>   | <b>1</b>     | <b>0</b>   | <b>0</b>     | <b>1</b>   | <b>1</b>    | <b>0</b>   | <b>1</b>     | <b>0</b>   | <b>1</b>     | <b>0</b>   | <b>0</b>      | <b>1</b>   | <b>0</b>          | <b>1</b>   | <b>2</b>       | <b>0</b>   | <b>1</b>         | <b>0</b>   | <b>0</b>         | <b>0</b>   | <b>8</b>     | <b>4</b>   |

S/E sin evidencia  
C/E con evidencia  
\* sin expediente clinico

*Quejas con Evidencia de Mala Práctica y Responsabilidad Objetiva Institucional 2007*

| Institución                | Enero |     | Febrero |     | Marzo |     | Abril |     | Mayo |     | Junio |     | Julio |     | Agosto |     | Septiembre |     | Octubre |     | Noviembre |     | Diciembre |     | Total |     |
|----------------------------|-------|-----|---------|-----|-------|-----|-------|-----|------|-----|-------|-----|-------|-----|--------|-----|------------|-----|---------|-----|-----------|-----|-----------|-----|-------|-----|
|                            | M/P   | R/I | M/P     | R/I | M/P   | R/I | M/P   | R/I | M/P  | R/I | M/P   | R/I | M/P   | R/I | M/P    | R/I | M/P        | R/I | M/P     | R/I | M/P       | R/I | M/P       | R/I | M/P   | R/I |
| Sin Seg. Soc.              |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| SSA                        |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| De Asist. Soc.             |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| DIF                        |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| De Seg. Soc.               |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| IMSS                       |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| ISSSTE                     |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| De Asist. Priv.            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Cruz Roja                  |       |     |         |     |       |     |       |     |      |     |       | 1   |       |     |        |     |            |     |         |     |           |     |           |     | 1     |     |
| Asist. Privada             |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Serv. Privados             |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Hospital                   |       |     |         |     |       |     |       |     |      |     |       |     | 1     |     |        |     |            |     |         |     |           |     |           |     | 1     |     |
| Consultorio (Gral. o Esp.) |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Laboratorio y Gabinete     |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Clinica sin Hospital       |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Total                      | 0     | 0   | 0       | 0   | 0     | 0   | 0     | 0   | 0    | 0   | 1     | 0   | 1     | 0   | 0      | 0   | 0          | 0   | 0       | 0   | 0         | 0   | 0         | 0   | 2     | 0   |

M/P mala práctica  
R/I responsabilidad institucional

*Dictámenes con Evidencia de Mala Práctica y Responsabilidad Objetiva Institucional 2007*

| Institución                | Enero |     | Febrero |     | Marzo |     | Abril |     | Mayo |     | Junio |     | Julio |     | Agosto |     | Septiembre |     | Octubre |     | Noviembre |     | Diciembre |     | Total |     |
|----------------------------|-------|-----|---------|-----|-------|-----|-------|-----|------|-----|-------|-----|-------|-----|--------|-----|------------|-----|---------|-----|-----------|-----|-----------|-----|-------|-----|
|                            | M/P   | R/I | M/P     | R/I | M/P   | R/I | M/P   | R/I | M/P  | R/I | M/P   | R/I | M/P   | R/I | M/P    | R/I | M/P        | R/I | M/P     | R/I | M/P       | R/I | M/P       | R/I | M/P   | R/I |
| Sin Seg. Soc.              |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| SSA                        |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| De Asist. Soc.             |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| DIF                        |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| PGJ                        |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| De Seg. Soc.               |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| IMSS                       | 1     |     |         |     |       |     |       |     |      |     |       |     |       |     | 1      |     | 1          |     |         |     |           |     |           |     | 3     |     |
| ISSSTE                     |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
|                            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| De Asist. Priv.            |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Cruz Roja                  |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Asist. Privada             |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Serv. Privados             |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Hospital                   |       |     |         |     |       |     | 1     | 1   |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           | 1   | 1     |     |
| Consultorio (Gral. o Esp.) |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Laboratorio y Gabinete     |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Clinica sin Hospital       |       |     |         |     |       |     |       |     |      |     |       |     |       |     |        |     |            |     |         |     |           |     |           |     |       |     |
| Total                      | 1     | 0   | 0       | 0   | 0     | 0   | 1     | 1   | 0    | 0   | 0     | 0   | 0     | 0   | 1      |     | 1          | 0   | 0       | 0   | 0         | 0   | 0         | 0   | 4     | 1   |

M/P mala práctica  
R/I responsabilidad institucional

*Modalidad de Conclusión de las Inconformidades 2007*

| <i>Modalidad</i>                 | <i>Enero</i> | <i>Febrero</i> | <i>Marzo</i> | <i>Abril</i> | <i>Mayo</i> | <i>Junio</i> | <i>Julio</i> | <i>Agosto</i> | <i>Septiembre</i> | <i>Octubre</i> | <i>Noviembre</i> | <i>Diciembre</i> | <i>Total</i> |
|----------------------------------|--------------|----------------|--------------|--------------|-------------|--------------|--------------|---------------|-------------------|----------------|------------------|------------------|--------------|
| <b>Gestiones</b>                 | 4            | 6              | 7            | 2            | 6           | 4            | 3            | 2             | 3                 | 4              | 2                | 4                | 47           |
| <b>Conciliación</b>              | 0            | 0              | 0            | 0            | 0           | 2            | 1            | 0             | 1                 |                |                  | 0                | 4            |
| Convenio                         |              |                |              |              |             | 2            | 1            |               | 1                 |                |                  |                  | 4            |
| Convenio Pronun. Inst.           |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| <b>Laudos</b>                    |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| <b>Casos no Conciliados</b>      |              |                |              |              |             |              |              |               |                   |                |                  |                  |              |
| <b>Falta de Interés Procesal</b> |              |                |              |              |             |              |              |               |                   | 1              | 1                |                  | 2            |
| <b>Otras Modalidades</b>         |              |                |              |              |             |              |              |               |                   |                | 1                |                  | 1            |
| <b>Envío a Conamed</b>           |              | 1              |              |              | 1           | 1            |              | 1             | 2                 | 1              |                  | 1                | 8            |
| <b>Total</b>                     | 4            | 7              | 7            | 2            | 7           | 7            | 4            | 3             | 6                 | 6              | 4                | 5                | 62           |

# ASUNTOS RECIBIDOS 2007

| ASUNTOS       | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | TOTAL |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| ORIENTACIONES | 0   | 6   | 3   | 6   | 6   | 0   | 2   | 1   | 3   | 9   | 12  | 12  | 60    |
| ASESORIAS     | 17  | 14  | 12  | 21  | 20  | 22  | 9   | 7   | 5   | 22  | 8   | 2   | 159   |
| GESTIONES     | 4   | 6   | 7   | 2   | 6   | 4   | 3   | 2   | 3   | 4   | 2   | 4   | 47    |
| QUEJAS        | 0   | 1   | 0   | 2   | 1   | 2   | 1   | 2   | 1   | 4   | 0   | 1   | 15    |
| DICTAMENES    | 1   | 3   | 1   | 0   | 3   | 0   | 4   | 0   | 2   | 0   | 0   | 2   | 16    |
| TOTAL         | 22  | 30  | 23  | 31  | 36  | 28  | 19  | 12  | 14  | 39  | 22  | 21  | 297   |

|                |   |   |   |   |   |   |   |   |   |   |   |  |   |
|----------------|---|---|---|---|---|---|---|---|---|---|---|--|---|
| CONCILIACIONES | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 |  | 4 |
|----------------|---|---|---|---|---|---|---|---|---|---|---|--|---|

# ASUNTOS CONCLUIDOS 2007

| ASUNTOS       | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | TOTAL |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| ORIENTACIONES | 0   | 6   | 3   | 6   | 6   | 0   | 2   | 1   | 3   | 9   | 12  | 12  | 60    |
| ASESORIAS     | 17  | 14  | 12  | 21  | 20  | 22  | 9   | 7   | 5   | 22  | 8   | 2   | 159   |
| GESTIONES     | 4   | 6   | 7   | 2   | 6   | 4   | 3   | 2   | 3   | 4   | 2   | 4   | 47    |
| QUEJAS        | 0   | 1   | 0   | 0   | 1   | 3   | 1   | 1   | 3   | 2   | 2   | 1   | 15    |
| DICTAMENES    | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 2   | 1   | 0   | 12    |
| TOTAL         | 22  | 28  | 23  | 30  | 34  | 30  | 16  | 12  | 15  | 39  | 25  | 19  | 293   |