

**Cuadro 21. Quejas concluidas por tipo de institución médica implicada. Comisión Nacional de Arbitraje Médico, 2014.**

| Concepto                                   | Total        | ENTIDAD <sup>a/</sup> |                 |                     |          |           |           |          |          |                  |          |                  |            |          |           |           |           |          |          |            |          |          |           |              |                 |          |          |           |            |          |           |           |           |                 |   |
|--|--------------|-----------------------|-----------------|---------------------|----------|-----------|-----------|----------|----------|------------------|----------|------------------|------------|----------|-----------|-----------|-----------|----------|----------|------------|----------|----------|-----------|--------------|-----------------|----------|----------|-----------|------------|----------|-----------|-----------|-----------|-----------------|---|
|  |              | Aguascalientes        | Baja California | Baja California Sur | Campeche | Chiapas   | Chihuahua | Coahuila | Colima   | Distrito Federal | Durango  | Estado de México | Guanajuato | Guerrero | Hidalgo   | Jalisco   | Michoacán | Morelos  | Nayarit  | Nuevo León | Oaxaca   | Puebla   | Querétaro | Quintana Roo | San Luis Potosí | Sinaloa  | Sonora   | Tabasco   | Tamaulipas | Tlaxcala | Veracruz  | Yucatán   | Zacatecas | No especificado |   |
| <b>Quejas concluidas</b>                   | <b>1,654</b> | <b>7</b>              | <b>10</b>       | <b>14</b>           | <b>3</b> | <b>14</b> | <b>30</b> | <b>9</b> | <b>5</b> | <b>1,065</b>     | <b>8</b> | <b>225</b>       | <b>27</b>  | <b>9</b> | <b>14</b> | <b>12</b> | <b>4</b>  | <b>8</b> | <b>1</b> | <b>13</b>  | <b>4</b> | <b>5</b> | <b>5</b>  | <b>17</b>    | <b>49</b>       | <b>4</b> | <b>8</b> | <b>10</b> | <b>14</b>  | <b>2</b> | <b>20</b> | <b>30</b> | <b>8</b>  | <b>0</b>        |   |
| <b>Seguridad social</b>                    | <b>1,047</b> | <b>4</b>              | <b>10</b>       | <b>7</b>            | <b>3</b> | <b>14</b> | <b>17</b> | <b>9</b> | <b>5</b> | <b>523</b>       | <b>5</b> | <b>224</b>       | <b>17</b>  | <b>9</b> | <b>14</b> | <b>12</b> | <b>3</b>  | <b>7</b> | <b>1</b> | <b>13</b>  | <b>3</b> | <b>4</b> | <b>4</b>  | <b>11</b>    | <b>42</b>       | <b>4</b> | <b>7</b> | <b>10</b> | <b>13</b>  | <b>2</b> | <b>19</b> | <b>28</b> | <b>3</b>  | <b>0</b>        |   |
| [IMSS]                                     | 906          | 2                     | 10              | 5                   | 2        | 12        | 14        | 7        | 5        | 446              | 2        | 218              | 15         | 7        | 8         | 10        | 2         | 5        | 1        | 9          | 2        | 3        | 4         | 11           | 42              | 3        | 7        | 7         | 11         | 0        | 9         | 25        | 2         | 0               |   |
| [ISSSTE]                                   | 112          | 2                     | 0               | 1                   | 0        | 2         | 3         | 2        | 0        | 67               | 3        | 6                | 1          | 1        | 5         | 1         | 1         | 2        | 0        | 3          | 1        | 1        | 0         | 0            | 0               | 1        | 0        | 0         | 0          | 2        | 4         | 3         | 0         | 0               |   |
| [PEMEX]                                    | 21           | 0                     | 0               | 0                   | 1        | 0         | 0         | 0        | 0        | 7                | 0        | 0                | 1          | 0        | 1         | 1         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 3         | 2          | 0        | 5         | 0         | 0         | 0               |   |
| [Secretaría de la Defensa Nacional]        | 5            | 0                     | 0               | 1                   | 0        | 0         | 0         | 0        | 0        | 2                | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 1          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 1         | 0               |   |
| [Secretaría de Marina]                     | 3            | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 1                | 0        | 0                | 0          | 1        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 1         | 0         | 0         | 0               |   |
| [Otras]                                    | 0            | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 0                | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 0               |   |
| <b>Asistencia social</b>                   | <b>147</b>   | <b>1</b>              | <b>0</b>        | <b>2</b>            | <b>0</b> | <b>0</b>  | <b>3</b>  | <b>0</b> | <b>0</b> | <b>134</b>       | <b>2</b> | <b>0</b>         | <b>2</b>   | <b>0</b> | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0</b>   | <b>0</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>0</b> | <b>0</b>  | <b>1</b>  | <b>1</b>  | <b>0</b>        |   |
| [Hospitales federales de la SSA]           | 61           | 0                     | 0               | 0                   | 0        | 0         | 1         | 0        | 0        | 56               | 1        | 0                | 2          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 1         | 0         | 0               |   |
| [Servicio estatal de salud] [b/]           | 71           | 1                     | 0               | 2                   | 0        | 0         | 2         | 0        | 0        | 63               | 1        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 1         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 1         | 0               | 0 |
| Otras                                      | 15           | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 15               | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 0               | 0 |
| <b>Servicios privados</b>                  | <b>460</b>   | <b>2</b>              | <b>0</b>        | <b>5</b>            | <b>0</b> | <b>0</b>  | <b>10</b> | <b>0</b> | <b>0</b> | <b>408</b>       | <b>1</b> | <b>1</b>         | <b>8</b>   | <b>0</b> | <b>0</b>  | <b>0</b>  | <b>1</b>  | <b>1</b> | <b>0</b> | <b>0</b>   | <b>1</b> | <b>1</b> | <b>1</b>  | <b>5</b>     | <b>7</b>        | <b>0</b> | <b>1</b> | <b>0</b>  | <b>1</b>   | <b>0</b> | <b>1</b>  | <b>1</b>  | <b>4</b>  | <b>0</b>        |   |
| [Asistencia privada]                       | 21           | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 21               | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 0               | 0 |
| [Clínicas sin servicio de hospitalización] | 0            | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 0                | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 0               | 0 |
| [Consultorios]                             | 283          | 0                     | 0               | 5                   | 0        | 0         | 5         | 0        | 0        | 253              | 1        | 1                | 3          | 0        | 0         | 0         | 1         | 0        | 0        | 0          | 0        | 1        | 1         | 5            | 3               | 0        | 0        | 0         | 1          | 0        | 0         | 1         | 2         | 0               |   |
| [Cruz Roja]                                | 2            | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 2                | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 0               | 0 |
| [Hospitales]                               | 30           | 0                     | 0               | 0                   | 0        | 0         | 3         | 0        | 0        | 23               | 0        | 0                | 1          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 1            | 0               | 0        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 2               | 0 |
| [Laboratorios y gabinetes]                 | 7            | 0                     | 0               | 0                   | 0        | 0         | 0         | 0        | 0        | 6                | 0        | 0                | 0          | 0        | 0         | 0         | 0         | 0        | 0        | 0          | 0        | 0        | 0         | 0            | 0               | 0        | 0        | 0         | 1          | 0        | 0         | 0         | 0         | 0               |   |
| [Otras]                                    | 117          | 2                     | 0               | 0                   | 0        | 0         | 2         | 0        | 0        | 103              | 0        | 0                | 4          | 0        | 0         | 0         | 1         | 0        | 0        | 0          | 1        | 0        | 0         | 3            | 0               | 1        | 0        | 0         | 0          | 0        | 0         | 0         | 0         | 0               |   |

Notas:

<sup>a/</sup> La entidad federativa reportada en las Gestiones Inmediatas y Quejas se refiere a la de la ubicación geográfica de la unidad médica involucrada en el asunto

<sup>b/</sup> Incluye los servicios médicos del Gobierno del Distrito Federal.

Fuente: Sistema de Atención de Quejas Médicas y Dictámenes (SAQMED).