

ACTA DE REUNIÓN

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Tema:	APERTURA DE BUZONES DE SUGERENCIAS	Fecha:	08/08/2025
		Hora Inicial:	2 P.M.
Lugar:	CENTRO DE EXCELENCIA SANTA HELENA	Hora Final:	
Participantes: Ver listado de asistencia anexo			

1. ORDEN DEL DÍA

- 1.1. Saludo a los participantes
- 1.2. Verificación de apertura de los buzones de sugerencias durante el mes de AGOSTO del año 2025.

2. DESARROLLO DEL ORDEN DEL DÍA

- 2.1. El día 08 de agosto de 2025, se reunieron las personas del "LISTADO DE ASISTENCIA A REUNIONES" en la sede de la Entidad CENTRO DE EXCELENCIA SANTA HELENA, para dar cumplimiento con la apertura del Buzón de Sugerencias ubicado (os) dentro de las instalaciones.

En la presente acta se detalla el proceso mediante el cual se hace el escrutinio del buzón y el mecanismo para direccionar las PQRS (Petición, queja, reclamo, sugerencia y/o felicitación) recogidas durante la frecuencia de aperturas establecida por la entidad. A continuación se relaciona el número de PQRS encontradas en el buzón durante esta visita:

NUMERO DE BUZONES TOTALES			1
	N° de Buzón	Área	#
Piso 1	Buzón	Consulta Externa	1
TOTAL PQRS			



Alcaldía de Palmira
Nº.: 691.380.007-3

República de Colombia
Departamento del Valle del Cauca
Alcaldía Municipal de Palmira
«Organismo»

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2.2. TRAZABILIDAD DE LAS PQRSFD ENCONTRADAS EN EL MES
INMEDIATAMENTE ANTERIOR (TOMAMOS UNA MUESTRA):

NOMBRE DEL USUARIO QUE RADICÓ LA PETICIÓN	RESUMEN MOTIVO DE LA PETICIÓN	RESPUESTA OPORTUNA PARA EL USUARIO	RESPUESTA A INOPORTUNA PARA EL USUARIO	RESPUESTA A INCOMPLETA	SE TRASLADO POR COMPETENCIA (A LA EPS-OTRO)	NO REQUIERE RESPUESTA
1. JUAN FELIPE CUPIDES CUARAN C.C.1114548348 CONTACTO: 3167057660	QUEJA: me molesta que por tres minutos que ellos mismos en la caja se demoraron en facturar me hayan cancelado la cita sin tan solo tomarse la molestia de llamar...	X				
2. Luis Felipe Zambrano Hurtado Cel 314-702-483 felipezambrano.2014 @hotmail.com Contacto 3217588266 Queja Anexa.	Paciente con movilidad reducida que tuvo que esperar 30 minutos para ser atendido, pise a tener un turno prioritario. Indica que es falta de humanismo con los pacientes. (personal de la ventanilla)					

3. CONCLUSIONES DE LA REUNIÓN

- La entidad tiene un procedimiento para la apertura de los buzones de sugerencias. Se
- La entidad cumple con el procedimiento para la apertura de buzones de sugerencias con personal calificado Se
- La Secretaria de Salud verificó la trazabilidad de la gestión de las PQRS Se
- Se anexa registro fotográfico de la visita y de las PQRS encontradas en los buzones en esta visita. Se

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4. RESUMEN DE COMPROMISOS



Nº	Tema / Actividad	Responsable	Fecha de cumplimiento
1	Envío copia digital del acta de visita apertura de buzón de sugerencias al correo institucional designado por la entidad:	Lesvy Yaneth Zapata Bahamón	30/08/2025

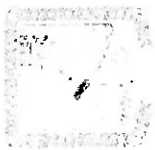
FIRMAS:


Nombre: **MARIA GABRIELA JIMENEZ**
Cargo: Líder de Atención al usuario
Centro de Excelencia Santa Helena


Nombre: **LESVY YANETH ZAPATA**
Cargo: profesional 01
participación.salud@palmira.gov.co
Contacto: 3133920611

ANEXO: Listado de asistencia a reuniones

Proyectó: Lesvy Yaneth Zapata-Profesional Universitario 01 
Revisó: Marly Jicet Silva –Subsecretaria de Planeación y Administración-Secretaria de Salud
Aprobó: Marly Jicet Silva –Subsecretaria de Planeación y Administración-Secretaria de Salud 



Alcaldía de Palmira
NIT: 891 380 007-3

República de Colombia
Departamento del Valle del Cauca
Alcaldía Municipal de Palmira
SUBSECRETARÍA DE PLANEACIÓN Y ADMINISTRACIÓN

LISTA DE ASISTENCIA A REUNIONES

LUGAR DE LA REUNIÓN:	Centro de Exeleneira Santa Helena IPS		FECHA:	08/Agosto/2025
ASUNTO O EVENTO:			HORA:	2

Importante: En el cumplimiento de la ley 1581 de 2012 de protección de Datos y Personal y su decreto reglamentario 1377, el área de formación y capacitación de la Alcaldía Municipal de Palmira, le comunica que sus datos personales los cuales comparte ni son cedidos a ninguna empresa o tercer, forman parte de esta base de datos de contactos para los fines exclusivos de nuestra área, acatando lo dispuesto en la ley con finalidad de contactarle por nuestros diferentes canales de comunicación para mantenerle informado sobre tendencias de nuestros productos y servicios de acuerdo a las preferencias que usted nos ha manifestado previamente, actuara como responsable del tratamiento de estos datos para los mismos propósitos. Salvo que usted informe no estar interesado de estas comunicaciones podrá solicitar la supresión de datos personales de nuestra base de datos. Comuníquese con nuestro Teléfono: 2709505, e informes sus preferencias de comunicación con nosotros. También nos puede escribir al correo: atencionalcaldadanc@palmira.gov.co, o a la dirección Calle 30 No. 29 -39, o a nuestro portal www.palmira.gov.co

No.	NOMBRES	APELLIDOS	No. DE CEDULA	EMPRESA - ENTIDAD - DEPENDENCIA	CARGO	CORREO ELECTRÓNICO	CELULAR	FIRMA	Autorización de uso datos	
									SI	NO
1	losvy	Zapata	55150500	See Salud	POI	losvy.zapata@palmira.gov.co			X	
2										
3										
4										
5										
6										
7										
8										
9										
10										



1. The first part of the paper is devoted to a general discussion of the problem of the existence of solutions of the system of equations (1) under the conditions (2). It is shown that the system (1) has a solution if and only if the conditions (2) are satisfied. The proof of this theorem is given in the next section.

2. In the second part of the paper, the problem of the construction of the solution of the system (1) is solved. It is shown that the solution of the system (1) can be constructed by the method of successive approximations. The first approximation is given by the formula (3). The second approximation is given by the formula (4). The third approximation is given by the formula (5). The fourth approximation is given by the formula (6). The fifth approximation is given by the formula (7). The sixth approximation is given by the formula (8). The seventh approximation is given by the formula (9). The eighth approximation is given by the formula (10). The ninth approximation is given by the formula (11). The tenth approximation is given by the formula (12). The eleventh approximation is given by the formula (13). The twelfth approximation is given by the formula (14). The thirteenth approximation is given by the formula (15). The fourteenth approximation is given by the formula (16). The fifteenth approximation is given by the formula (17). The sixteenth approximation is given by the formula (18). The seventeenth approximation is given by the formula (19). The eighteenth approximation is given by the formula (20). The nineteenth approximation is given by the formula (21). The twentieth approximation is given by the formula (22). The twenty-first approximation is given by the formula (23). The twenty-second approximation is given by the formula (24). The twenty-third approximation is given by the formula (25). The twenty-fourth approximation is given by the formula (26). The twenty-fifth approximation is given by the formula (27). The twenty-sixth approximation is given by the formula (28). The twenty-seventh approximation is given by the formula (29). The twenty-eighth approximation is given by the formula (30). The twenty-ninth approximation is given by the formula (31). The thirtieth approximation is given by the formula (32). The thirty-first approximation is given by the formula (33). The thirty-second approximation is given by the formula (34). The thirty-third approximation is given by the formula (35). The thirty-fourth approximation is given by the formula (36). The thirty-fifth approximation is given by the formula (37). The thirty-sixth approximation is given by the formula (38). The thirty-seventh approximation is given by the formula (39). The thirty-eighth approximation is given by the formula (40). The thirty-ninth approximation is given by the formula (41). The fortieth approximation is given by the formula (42). The forty-first approximation is given by the formula (43). The forty-second approximation is given by the formula (44). The forty-third approximation is given by the formula (45). The forty-fourth approximation is given by the formula (46). The forty-fifth approximation is given by the formula (47). The forty-sixth approximation is given by the formula (48). The forty-seventh approximation is given by the formula (49). The forty-eighth approximation is given by the formula (50). The forty-ninth approximation is given by the formula (51). The fiftieth approximation is given by the formula (52). The fifty-first approximation is given by the formula (53). The fifty-second approximation is given by the formula (54). The fifty-third approximation is given by the formula (55). The fifty-fourth approximation is given by the formula (56). The fifty-fifth approximation is given by the formula (57). The fifty-sixth approximation is given by the formula (58). The fifty-seventh approximation is given by the formula (59). The fifty-eighth approximation is given by the formula (60). The fifty-ninth approximation is given by the formula (61). The sixtieth approximation is given by the formula (62). The sixty-first approximation is given by the formula (63). The sixty-second approximation is given by the formula (64). The sixty-third approximation is given by the formula (65). The sixty-fourth approximation is given by the formula (66). The sixty-fifth approximation is given by the formula (67). The sixty-sixth approximation is given by the formula (68). The sixty-seventh approximation is given by the formula (69). The sixty-eighth approximation is given by the formula (70). The sixty-ninth approximation is given by the formula (71). The seventieth approximation is given by the formula (72). The seventy-first approximation is given by the formula (73). The seventy-second approximation is given by the formula (74). The seventy-third approximation is given by the formula (75). The seventy-fourth approximation is given by the formula (76). The seventy-fifth approximation is given by the formula (77). The seventy-sixth approximation is given by the formula (78). The seventy-seventh approximation is given by the formula (79). The seventy-eighth approximation is given by the formula (80). The seventy-ninth approximation is given by the formula (81). The eightieth approximation is given by the formula (82). The eighty-first approximation is given by the formula (83). The eighty-second approximation is given by the formula (84). The eighty-third approximation is given by the formula (85). The eighty-fourth approximation is given by the formula (86). The eighty-fifth approximation is given by the formula (87). The eighty-sixth approximation is given by the formula (88). The eighty-seventh approximation is given by the formula (89). The eighty-eighth approximation is given by the formula (90). The eighty-ninth approximation is given by the formula (91). The ninetieth approximation is given by the formula (92). The ninety-first approximation is given by the formula (93). The ninety-second approximation is given by the formula (94). The ninety-third approximation is given by the formula (95). The ninety-fourth approximation is given by the formula (96). The ninety-fifth approximation is given by the formula (97). The ninety-sixth approximation is given by the formula (98). The ninety-seventh approximation is given by the formula (99). The ninety-eighth approximation is given by the formula (100). The ninety-ninth approximation is given by the formula (101). The hundredth approximation is given by the formula (102).

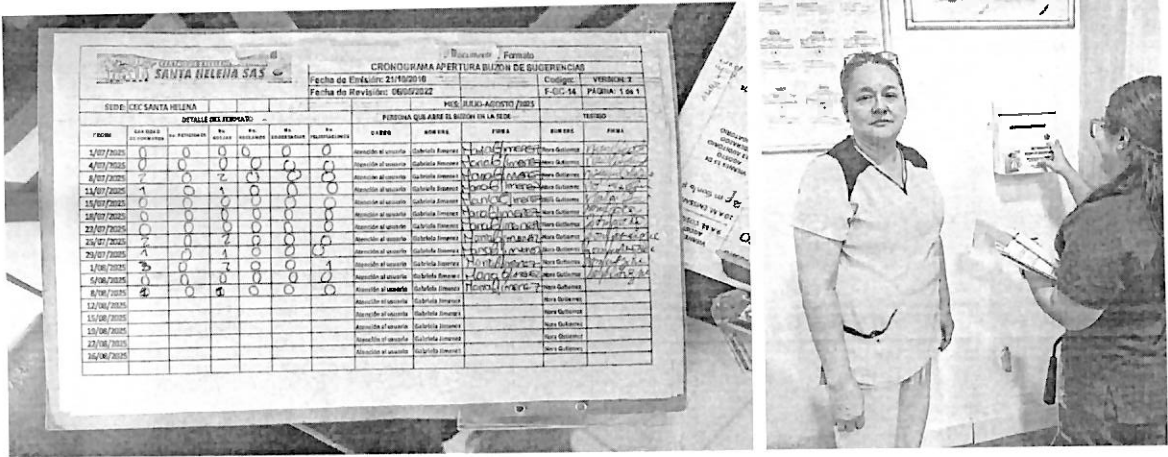


FOTO 1. PLANILLA DE REGISTRO DE PQR CON CORTE AL 8 DE AGOSTO DE 2025 ENCONTRADAS EN EL BUZON

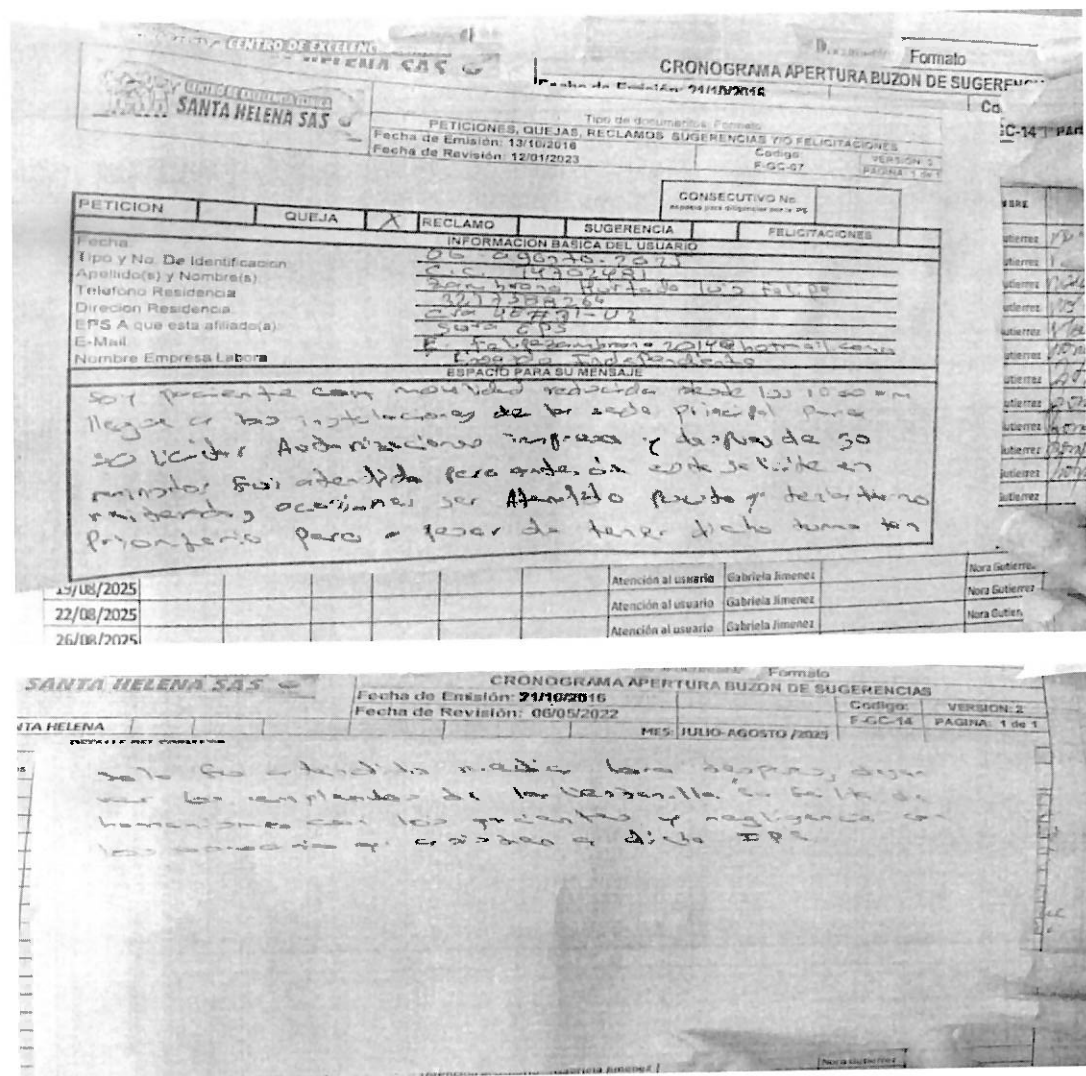


FOTO 2 Y 3. QUEJA ENCONTRADA EN VISITA DEL 8 DE AGOSTO DE 2025

