Abstract

Objective. To assess the quality of care provided at medical units that provide services to Medical Insurance for a New Generation (SMNG) enrollees. Materials and methods. The tracer methodology was used in a sample of 82 medical units selected in fifteen states of Mexico and data collected in November 2009. Results. Problems were found to locate the minimal number of the 18 medical charts requested in three of the tracers. The first level of care on the average reports that the quality of the process of care is 6, in a 10 point scale. In the second level improves and the third level of care is better qualified. Conclusions. The tracer methodology has enabled us to assess the quality of care. There is room for improvement in the medical units of the state health services, to that end should be directed the efforts in the health system in Mexico.

Keywords

Tracers, evaluation of quality of medical care, Mexico.