

Rate of complaints received by a facility/Community Care Access Centre per 1000 patients/residents

Alternate Name*

Rate of complaints received

INDICATOR DESCRIPTION

Description*

This indicator measures the number of complaints received by a hospital, long-term care home or Community Care Access Centre (CCAC) as a rate over 1000 patients/residents. The indicator calculates the rate of complaints received within a fiscal year.

HQO Reporting tool/product

Public reporting

Dimension*

Patient-centred

Safe

Type*

Outcome

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Rate per 1,000 patients

Calculation Methods*

This indicator will be calculated as follows:

Rate per 1000 patients = Total number of complaints received by an organization divided by the total number of patients/residents times 100

Numerator (short description i.e. not inclusions/exclusions)*

All complaints received by the facility within a fiscal year

Denominator (short description i.e. not inclusions/exclusions)*

Per 1000 patients/residents served by the hospital, long-term care home Community Care Access Centre in the fiscal year

Adjustment (risk, age/sex standardization)- generalized

None

Data Source

Local data collection

Data provided to HQO by

Local data collection

Reported Levels of comparability /stratifications (defined)

Health care setting

OTHER RELEVANT INFORMATION

Caveats and Limitations

The recommendations emerging from the pilot phase resulted in the separation of 'timing' and 'access' as complaint categories to differentiate between not having access to care, versus delayed care or treatment. Operational / Administration / Finance / Cost were combined into 'administration' as a broader category as the numbers for these were not significant enough to warrant separate categories. In long-term care and home care, complaints can be submitted to the facility or the Ministry-supported action-line. For long-term care, this indicator will only include complaints submitted directly to the home. Health Quality Ontario will produce facility level online reports beginning 2018

TAGS

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Acute Care/Hospital
Home Care
Long Term Care
Outcome
Patient Relations
Patient-centred
Safe
Local data collection

PUBLISH

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received by a
facility/Community Care
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<http://indicatorlibrary.hqontario.ca/Indicator/Summary/rate-complaints-received-patient-relations/EN>

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