

# 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

---

### TAGS\*

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

## PUBLISH

---

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

<http://indicatorlibrary.hqontario.ca/Indicator/Summary/rate-complaints-received-patient-relations/EN>

**PUBLISH DATETIME\***

26/07/2017 16:44:00