

# Percentage of complaints acknowledged to the individual who made a complaint within 2 business days (Retired)

## Alternate Name\*

Percentage of complaints acknowledged within 2 business days

## INDICATOR DESCRIPTION

---

### Description\*

This indicator measures the percentage of complaints received by LHIN home and community care that were acknowledged to the individual who made a complaint. This indicator is calculated on the number of complaints received within the reporting period.

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

---

### Unit of Measurement\*

Percentage

### Calculation Methods\*

The percentage is calculated as: numerator divided denominator times 100.

To ensure a standardized approach to measurement, hospitals will now be asked to provide their numerator and denominator in the QIP workplan; QIP Navigator will calculate the rate.

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

Number of complaints that received a formal acknowledgement within two business days.

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

All complaints received by the LHIN home and community care services within the reporting period.

---

Percentage of complaints acknowledged to the individual who made a complaint within 2 business days (Retired)

<http://indicatorlibrary.hqontario.ca/Indicator/Summary/Percentage-complaints-acknowledged-2-days/EN>

**Adjustment (risk, age/sex standardization)- generalized**

None

**Data Source**

Local data collection

**Data provided to HQO by**

Local data collection

---

**OTHER RELEVANT INFORMATION**

**Comments Summary**

\*\* This indicator is retired for 2020/21 \*\* This is a priority QIP indicator for 2019/20. Current performance reporting period: most recent 12 month period.

---

**TAGS**

**TAGS\***

Home Care  
Outcome  
Patient Relations  
Patient-centred  
Local data collection

---

**PUBLISH**

**PUBLISH DATETIME\***

20/12/2019 15:30:00