

Percentage of complaints acknowledged to the individual who made a complaint within 5 business days

Alternate Name*

Percentage of complaints acknowledged to the individual who made a complaint within 5 business days

INDICATOR DESCRIPTION

Description*

This indicator measures the percentage of complaints received by hospitals that were acknowledged to the individual who made a complaint.

HQO Reporting tool/product

Quality Improvement Plans (QIPs)

Dimension*

Patient-centred

Type*

Outcome

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

Numerator / denominator x 100%

Percent acknowledged within five business days = Number of complaints acknowledged within five business days divided by the total number of complaints received in the reporting period.

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 percentage.

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

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

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

Percentage of complaints acknowledged to the individual who made a complaint within 5 business days

<http://indicatorlibrary.hqontario.ca/Indicator/Summary/Complaints-acknowledged-within-5-business-days/EN>

All complaints received by the hospital within the reporting period.

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 is a priority indicator for QIP 2019/20. Current performance reporting period: most recent 12-month period.

TAGS

TAGS*

Acute Care/Hospital
Outcome
Patient Relations
Patient-centred
Local data collection

PUBLISH

PUBLISH DATETIME*

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