

# Percentage of complaints acknowledged to the individual who made a complaint within 3 to 5 business days (Retired)

## Alternate Name\*

Percentage of complaints acknowledged within 3 to 5 business days

## INDICATOR DESCRIPTION

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### Description\*

This indicator measures the percentage of complaints received by hospitals that were acknowledged to the individual who made a complaint. This indicator is calculated on the number of complaints received in the reporting period.

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

The percentage is calculated as: numerator divided by 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 three to five business days

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

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

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### Comments Summary

This is an additional QIP indicator for 2018/19. Current performance reporting period: Most recent 12 month period.  
This indicator was retired in the 2019/20 QIP.

## TAGS

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### TAGS\*

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

## PUBLISH

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### PUBLISH DATETIME\*

05/03/2019 17:45:00