

2016 Complaints at-a-glance



How we started in 2016

of complaint files **OPEN** Jan 1, 2016 **311**

of **NEW** complaint files received in 2016 **831**



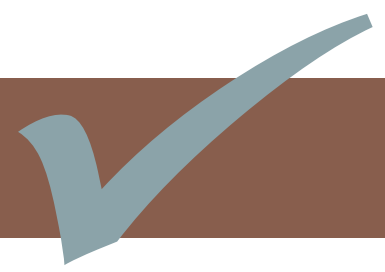
How we finished in 2016

of complaint files **CLOSED** in 2016 **736**

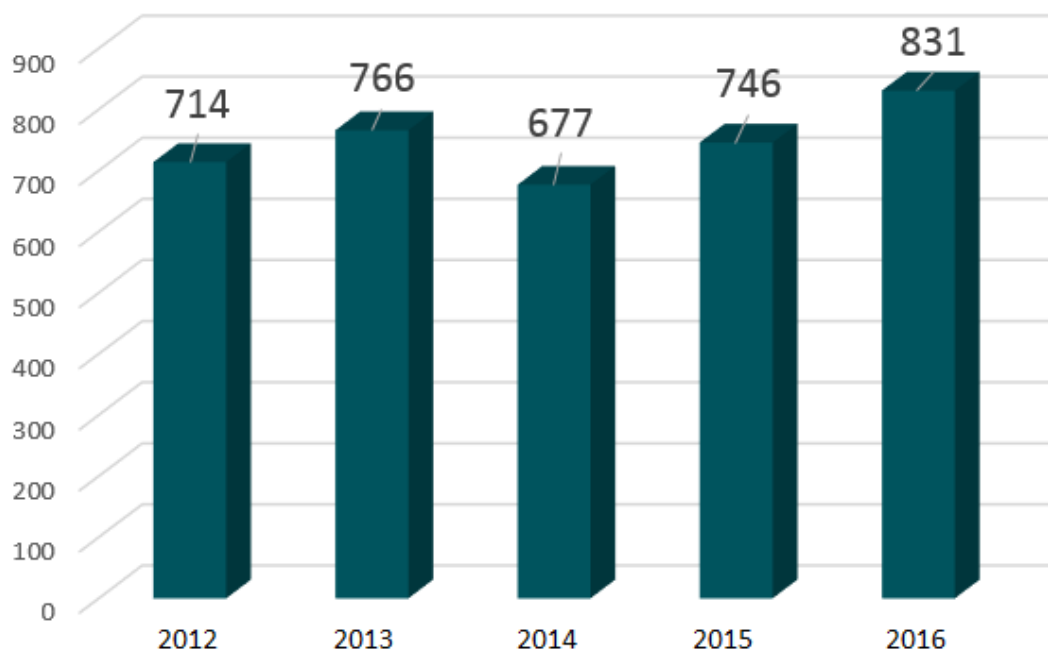
of complaint files **OPEN** Dec 31, 2016 **406**



How do the numbers compare to previous years?



Number of complaints received per year



Fluctuation in the # of new complaints is common

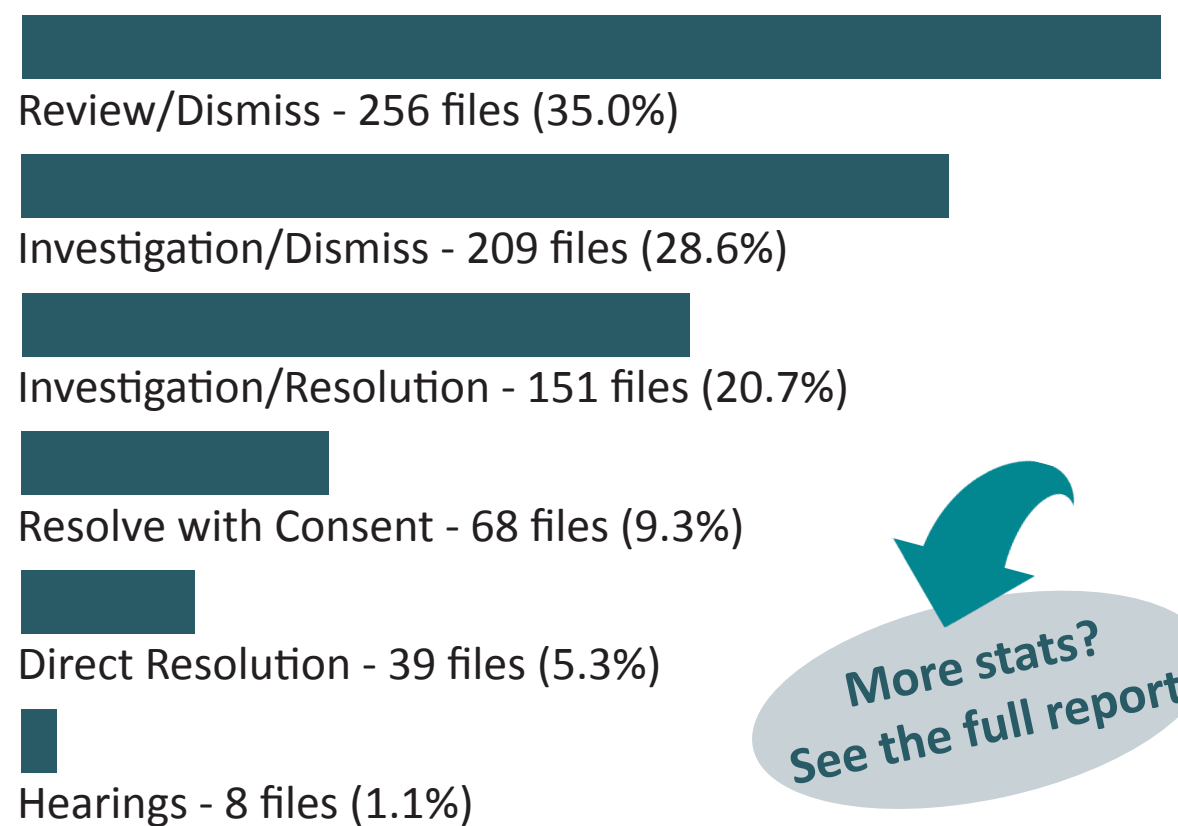


What are Complaints about?

- Quality of Care **42.3%**
- Practice Management **25.4%**
- Ethics **12.3%**
- Medical Reporting **10.6%**
- Unclassified **6.8%**
- Third Party **1.7%**
- Systemic **0.9%**



What resolution process was used?



*These numbers represent HPA files only. No files were closed under the MPA in 2016.