**Complaints and Incidents Performance Indicator**

**Section:** Quality Management

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 21, 17, 21, 35

**ACHC Standard:** DRX2-4A

**Policy ID:** 8.3

**Approved by:**

**[PHARM Core 21 (g, h)] [PHARM Core 17] [PHARM Core 21 (b-I, ii, iii)] [PHARM Core 35 a-c]**

**Indicator:**

Turn Around Time of Complaints and Incidents

95% of all reported complaints and incident reports are resolved within 5 business days. This measure is to be known as Turnaround Time (TAT).

Data is aggregated and trended to ensure:

* Timely response to client problems, concerns, complaints
* Impact of adverse events on clients

**Instructions:**

Issues will be categorized by subject matter, for example:

* Dispensing errors
* Accidents
* Injury to patient/staff member
* Lack of timeliness
* Patient instruction issues
* Billing concerns

Accidents, incidents or complaints that reveal, predict or otherwise point to patient or employee harm are to be reported to the <insert practice name> immediately and acted upon by her in a way to help mitigate, treat or otherwise responds to in a way to address or relieve patient or employee pain and suffering. Completion of Incident Form or Complaint Form should include taking any steps (if applicable) to prevent future similar occurrences.

* Once categories are established, data is collected on each of the categories;
* On a quarterly basis, data is depicted in a control chart to determine trends;
* All staff are informed on the improvement activities to minimize adverse events

**Sample Size:**

100% of all reported complaints and incidents

Summary analysis of all complaints and incidents is forwarded to Quality Management Committee for review and development of corrective action plans when indicated.

This performance Indicator is in reference to the URAC Mandatory Measure for Complaint Response Timeliness which is reported out to URAC on an annual basis which is outline below.

# URAC Measure Name: Complaint Response Timeliness

**URAC Measure Number:** SP-2

**Measure Descriptions:** This measure has two parts:

* Part A assesses the percentage of patient complaints to which the organization responded within the timeframe that it has established for complaint response (this timeframe may be standardized in the future by URAC);
* Part B assesses the average time, in business days, for complaint response. This measure is to be reported separately for each of the Specialty Pharmacy’s books of business that is included in its URAC accreditation (i.e., commercial, Medicare, and Medicaid).

**Numerator:**

* Part A: The number of complaints that the organization responded to within the timeframe the organization has established for complaint response.
* Part B: n1 = the number of business days to respond to complaint 1, n2 = the number of business days to respond to complaint 2 . . . nx = the number of business days to respond to complaint x.

**Denominator:**

All patient complaints the organization received during the measurement period.

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