

## VS HOSPITAL

### EFFECTOR PATIENT COMPLAINTS REPORT

SHOWING DATA FROM - 10/10/2023 TO 08/01/2024

TICKETS/ COMPLAINTS REPORT	
TOTAL COMPLAINTS	17
OPEN COMPLAINTS	5
ADDRESSED COMPLAINTS	0
CLOSED COMPLAINTS	12
COMPLAINT RESOLUTION RATE	71%

TICKETS/ COMPLAINTS RECEIVED BY DEPARTMENT		
DEPARTMENT	PERCENTAGE	BY NO. OF COMPLAINTS
	65%	11
Billing	12%	2
Pharmacy	6%	1
Discharge	6%	1
Radiology	6%	1
Nursing	6%	1

TICKETS/ COMPLAINTS ANALYSIS		
HIGHEST COMPLAINTS RECEIVED		65%
LEAST COMPLAINTS RECEIVED	Nursing	6%