



Complaint Data Report – 4th Quarter

July 1, 2021 – September 30, 2021

Pursuant to Section 400.0089, Florida Statutes, information pertaining to the number and types of complaints received by the State Long-Term Care Ombudsman Program shall be published quarterly. The following data pertains to complaints closed and conditions in long-term care facilities during the period of July 1, 2021 – September 30, 2021.

Complaint Data Terms:

- Verified:** It is determined after work that circumstances described in the complaint are generally accurate.
- Not Verified:** It is determined after investigation that circumstances described in the complaint are not generally accurate.
- Resolved:** The complaint was addressed to the satisfaction of the resident.

NURSING HOME COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal hygiene	30	6	24	10
Medications	28	9	19	11
Personal property	26	17	9	17
Response to requests for assistance	26	13	13	16
Visitors	22	11	11	11

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Food services	26	9	17	11
Housekeeping, laundry and pest abatement	24	16	8	17
Medications	19	9	10	11
Staffing	17	12	5	12
Personal property	15	6	9	6

*All data reflects both initiation and closure dates that may overlap quarterly reporting

Statewide Statistics	
Number of Beds	202,716
Number of Certified Ombudsmen	200
Number of Volunteers in Training	37
Facility Assessments	678
Facility Visitations	72
Complaint Investigations *	1,105