



Complaint Data Report – 3rd Quarter

April 1, 2021 – June 30, 2020

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 April 1, 2021 – June 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
Medications	27	12	15	18
Personal property	26	13	13	17
Personal hygiene	22	10	12	13
Visitors	21	12	9	14
Access to health related services	19	10	9	12
Rehabilitation services	19	9	10	13

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal property	16	8	8	10
Dignity and respect	13	5	8	6
Billing and charges	13	7	6	6
Housekeeping, laundry, and pest abatement	12	7	5	7
Food services	12	6	6	6

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

Statewide Statistics	
Number of Beds	202,113
Number of Certified Ombudsmen	189
Number of Volunteers in Training	33
Facility Assessments	437
Facility Visitations	64
Complaint Investigations *	1,040