



Complaint Data Report – 2nd Quarter

January 1, 2021 – March 31, 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 January 1, 2021 – March 31, 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 property	25	14	11	16
Response to requests for assistance	25	8	17	9
Visitors	22	15	7	16
Discharge or eviction	21	17	4	13
Symptoms unattended	20	12	8	13

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal property	21	9	12	11
Medications	16	6	10	8
Food services	15	8	7	8
Room issues	11	5	6	5
Housekeeping, laundry, and pest abatement	11	4	7	6

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

Statewide Statistics	
Number of Beds	200,042
Number of Certified Ombudsmen	189
Number of Volunteers in Training	32
Facility Assessments	46
Facility Visitations	27
Complaint Investigations *	918