



Complaint Data Report – 1st Quarter

October 1, 2021 – December 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 October 1, 2021 – December 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
Response to requests for assistance	33	11	22	17
Medications	32	15	17	17
Personal hygiene	27	11	16	16
Personal property	25	11	14	13
Discharge or eviction	19	16	3	11

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Housekeeping, laundry and pest abatement	27	19	8	19
Personal property	24	9	15	8
Food services	20	8	12	12
Medications	16	4	12	6
Billing and charges	16	9	7	7

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

Statewide Statistics	
Number of Beds	202,440
Number of Certified Ombudsmen	189
Number of Volunteers in Training	46
Facility Assessments	484
Facility Visitations	417
Complaint Investigations *	1,141