

Complaint Data Report – 2nd Quarter January 1, 2022 – March 31, 2022

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, 2022 – March 31, 2022.

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.

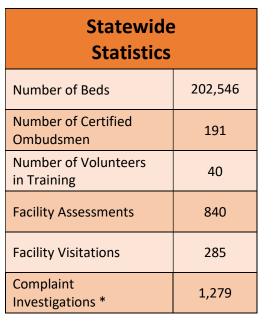
Resolved: The complaint was addressed to the satisfaction of the resident.

NURSING HOME COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal property	32	20	12	21
Personal hygiene	27	7	20	12
Response to requests for assistance	27	9	18	10
Medications	25	9	16	10
Food services	25	15	10	18

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	27	13	14	15
Staffing	22	10	12	10
Food services	22	15	7	12
Personal property	19	8	11	12
Housekeeping, laundry and pest				
abatement	19	5	14	7



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