



# Complaint Data Report – 2<sup>nd</sup> 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

Statewide Statistics	
Number of Beds	202,546
Number of Certified Ombudsmen	191
Number of Volunteers in Training	40
Facility Assessments	840
Facility Visitations	285
Complaint Investigations *	1,279