



# Complaint Data Report – 3<sup>rd</sup> Quarter

April 1, 2022 – June 30, 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 April 1, 2022 – June 30, 2022.

## Complaint Data Terms:

- Verified:** It is determined after investigation 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	39	19	20	22
Response to requests for assistance	31	12	19	20
Food services	25	13	12	12
Personal hygiene	24	8	16	9
Symptoms unattended	23	9	14	10

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	24	8	16	9
Dignity and respect	17	5	12	10
Food services	17	8	9	8
Response to requests for assistance	15	7	8	8
Discharge or eviction	14	9	5	9
Staffing	14	9	5	3

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

Statewide Statistics	
Number of Beds	202,095
Number of Certified Ombudsmen	199
Number of Volunteers in Training	44
Facility Assessments	648
Facility Visitations	539
Complaint Investigations *	1,191