



Complaint Data Report – 4th Quarter

July 1, 2022 – September 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 July 1, 2022 – September 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	28	7	21	14
Response to requests for assistance	26	11	15	10
Personal hygiene	25	10	15	12
Symptoms unattended	23	8	15	14
Discharge or eviction	18	11	7	11

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	25	14	11	14
Housekeeping, laundry and pest abatement	24	12	12	13
Food services	23	11	12	14
Dignity and respect	18	7	11	5
Discharge or eviction	16	13	3	7

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

Statewide Statistics	
Number of Beds	201,900
Number of Certified Ombudsmen	201
Number of Volunteers in Training	41
Facility Assessments	1,009
Facility Visitations	538
Complaint Investigations *	1,068