



Complaint Data Report – 1st Quarter

October 1, 2022 – December 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 October 1, 2022 – December 31, 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
Response to requests for assistance	26	10	16	15
Food services	25	10	15	13
Personal hygiene	24	12	12	15
Personal property	23	10	13	13
Medications	20	8	11	9

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Discharge or eviction	24	12	11	8
Medications	23	12	11	12
Food services	16	5	11	5
Response to requests for assistance	14	6	8	8
Billing and charges	13	10	3	8

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

Statewide Statistics	
Number of Beds	201,461
Number of Certified Ombudsmen	190
Number of Volunteers in Training	54
Facility Assessments	1,027
Facility Visitations	433
Complaint Investigations *	952