



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

January 1, 2023 – March 31, 2023

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, 2023 – March 31, 2023.

## 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	29	13	16	16
Response to requests for assistance	28	16	12	15
Personal property	23	12	11	16
Food services	20	5	12	10
Dignity and respect	17	4	13	6

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	21	7	14	10
Personal property	20	11	9	14
Food services	20	7	10	8
Housekeeping, laundry and pest abatement	17	7	10	10
Billing and charges	17	13	4	11

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

Statewide Statistics	
Number of Beds	202632
Number of Certified Ombudsmen	194
Number of Volunteers in Training	58
Facility Assessments	853
Facility Visitations	699
Complaint Investigations *	919