



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

April 1, 2023 – June 30, 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 April 1, 2023 – June 30, 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 the 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
Food services	22	11	11	13
Medications	21	9	12	15
Response to requests for assistance	20	10	10	12
Personal hygiene	19	6	13	12
Symptoms unattended	15	6	9	12

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Discharge or eviction	16	9	7	11
Food services	13	10	3	7
Medications	10	3	7	5
Billing and charges	10	8	2	6
Dignity and respect	9	3	6	4

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

Statewide Statistics	
Number of Beds	202942
Number of Certified Ombudsmen	198
Number of Volunteers in Training	48
Facility Assessments	605
Facility Visitations	563
Complaint Investigations *	701