



# Complaint Data Report – 1<sup>st</sup> Quarter

October 1, 2023 – December 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 October 1, 2023 – December 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 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
Medications	29	11	18	19
Personal hygiene	20	9	11	9
Symptoms unattended	19	10	9	12
Dignity and respect	19	10	9	13
Response to requests for assistance	17	11	6	8

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Food services	22	12	10	13
Housekeeping, laundry and pest abatement	15	7	8	5
Billing and charges	14	9	5	10
Personal Property	11	9	2	7
Medications	11	4	7	6

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

Statewide Statistics	
Number of Beds	203240
Number of Certified Ombudsmen	194
Number of Volunteers in Training	92
Facility Assessments	26
Facility Visitations	1354
Complaint Investigations *	875