

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, 2017 – December 31, 2017.

Complaint Data Terms:

- Verified:** It is determined after work 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
Dignity, respect - staff attitudes	48	22	26	31
Medications - administration, organization	45	14	31	23
Personal hygiene	43	15	28	20
Failure to respond to requests for assistance	37	15	22	18
Care plan/resident assessment	35	11	24	14

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	44	18	26	20
Dignity, respect - staff attitudes	42	15	27	17
Cleanliness, pests, general housekeeping	33	24	9	22
Menu	30	14	16	11
Failure to respond to requests for assistance	28	14	14	16

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

Statewide Statistics	
Number of Beds	186,012
Number of Certified Ombudsmen	292
Number of Volunteers in Training	58
Facility Assessments	1,551
Facility Visitations	288
Complaint Investigations	1,192