



Complaint Data Report – 3rd Quarter

April 1, 2019 – June 30, 2019

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, 2019 – June 30, 2019.

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	44	18	26	19
Failure to respond to requests for assistance	40	16	24	23
Medications - administration, organization	36	13	23	19
Personal hygiene (includes oral hygiene)	36	14	22	17
Discharge/eviction	31	20	11	16

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	39	16	23	16
Dignity, respect - staff attitudes	35	14	21	12
Menu	33	16	17	15
Cleanliness, pests, general housekeeping	32	13	19	16
Shortage of staff	27	7	20	8

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

Statewide Statistics	
Number of Beds	192,583
Number of Certified Ombudsmen	273
Number of Volunteers in Training	34
Facility Assessments	628
Facility Visitations	1,384
Complaint Investigations *	1,761