



Complaint Data Report – 3rd Quarter

April 1, 2020 – June 30, 2020

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, 2020 – June 30, 2020.

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
Medications	25	11	14	12
Dignity and respect	21	13	8	11
Personal hygiene	20	13	7	12
Personal property	20	14	6	15
Care planning	19	11	8	13

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	26	11	15	17
Staffing	23	9	14	10
Dignity and respect	21	10	11	12
Discharge or eviction	20	9	11	12
Personal property	19	8	11	8

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

Statewide Statistics	
Number of Beds	197,681
Number of Certified Ombudsmen	253
Number of Volunteers in Training	33
Facility Assessments	0
Facility Visitations	2
Complaint Investigations *	975