



# Complaint Data Report – 2<sup>nd</sup> Quarter

## January 1, 2020 – March 31, 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 January 1, 2020 – March 31, 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
Discharge or eviction	36	24	12	24
Staffing	34	13	21	19
Symptoms unattended	31	7	24	12
Medications	31	12	19	11
Dignity and respect	30	6	24	12

### ALF and AFCH Complaints

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	36	14	22	17
Food services	32	11	21	18
Billing and charges	31	23	8	22
Housekeeping, laundry and pest abatement	30	16	14	17
Personal property	29	13	16	14

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

Statewide Statistics	
Number of Beds	196,449
Number of Certified Ombudsmen	269
Number of Volunteers in Training	34
Facility Assessments	1,132
Facility Visitations	1,255
Complaint Investigations *	1,558