



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

January 1, 2018 – March 31, 2018

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, 2018 – March 31, 2018.

## 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
Failure to respond to requests for assistance	46	19	27	20
Dignity, respect - staff attitudes	37	17	20	16
Personal hygiene (includes oral hygiene)	30	11	19	12
Medications - administration, organization	30	9	21	15
Discharge/eviction	29	14	15	19

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	47	18	29	20
Menu	43	22	21	24
Dignity, respect - staff attitudes	38	17	21	17
Cleanliness, pests, general housekeeping	37	18	19	20
Equipment/Buildings	27	15	12	13

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

Statewide Statistics	
Number of Beds	186,185
Number of Certified Ombudsmen	291
Number of Volunteers in Training	51
Facility Assessments	745
Facility Visitations	1,198
Complaint Investigations	2,007