



Complaint Data Report – 2nd Quarter

January 1, 2019 – March 31, 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 January 1, 2019 – March 31, 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
Medications - administration, organization	44	20	24	22
Personal hygiene (includes oral hygiene)	43	12	31	16
Dignity, respect - staff attitudes	37	14	23	15
Failure to respond to requests for assistance	36	11	25	17
Discharge/eviction	29	18	11	14

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	46	17	29	22
Menu	40	24	16	22
Cleanliness, pests, general housekeeping	34	19	15	20
Equipment/Buildings	26	16	10	16
Shortage of staff	24	10	14	11

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

Statewide Statistics	
Number of Beds	192,141
Number of Certified Ombudsmen	274
Number of Volunteers in Training	39
Facility Assessments	905
Facility Visitations	1,054
Complaint Investigations *	1,805