



# Complaint Data Report – 4<sup>th</sup> Quarter

July 1, 2019 – September 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 July 1, 2019 – September 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
Failure to respond to requests for assistance	36	17	19	16
Personal hygiene (includes oral hygiene)	36	12	24	14
Medications - administration, organization	33	9	24	12
Dignity, respect - staff attitudes	32	10	22	15
Discharge/eviction	30	21	9	22

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	40	13	27	19
Menu	34	13	21	16
Dignity, respect - staff attitudes	33	14	19	16
Personal property	24	20	4	20
Equipment/Buildings	22	18	4	16

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

Statewide Statistics	
Number of Beds	193,608
Number of Certified Ombudsmen	265
Number of Volunteers in Training	33
Facility Assessments	550
Facility Visitations	1,446
Complaint Investigations *	1,790