



Complaint Data Report – 4th Quarter

July 1, 2018 – September 30, 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 July 1, 2018 – September 30, 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
Personal hygiene (includes oral hygiene)	40	12	28	16
Medications - administration, organization	38	14	24	18
Failure to respond to requests for assistance	35	13	22	14
Dignity, respect - staff attitudes	35	15	20	16
Discharge/eviction	33	18	15	22

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Dignity, respect - staff attitudes	48	17	31	18
Menu	47	20	27	18
Cleanliness, pests, general housekeeping	46	19	27	22
Medications - administration, organization	41	13	28	13
Equipment/Buildings	34	24	10	26

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

Statewide Statistics	
Number of Beds	189,274
Number of Certified Ombudsmen	301
Number of Volunteers in Training	33
Facility Assessments	569
Facility Visitations	1,478
Complaint Investigations *	1,916