



Complaint Data Report – 1st Quarter

October 1, 2018 – December 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 October 1, 2018 – December 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
Medications - administration, organization	41	11	30	16
Dignity, respect - staff attitudes	31	8	23	13
Personal hygiene (includes oral hygiene)	31	8	23	9
Failure to respond to requests for assistance	31	9	22	11
Discharge/eviction	22	14	8	10

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Menu	40	18	22	17
Medications - administration, organization	40	17	23	19
Dignity, respect - staff attitudes	37	15	22	14
Equipment/Buildings	37	22	15	22
Cleanliness, pests, general housekeeping	28	11	17	10

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

Statewide Statistics	
Number of Beds	190,938
Number of Certified Ombudsmen	285
Number of Volunteers in Training	35
Facility Assessments	1,291
Facility Visitations	235
Complaint Investigations *	1,768