

Complaint Data Report – 1st Quarter October 1, 2020 – December 31, 2020

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, 2020 – December 31, 2020.

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.

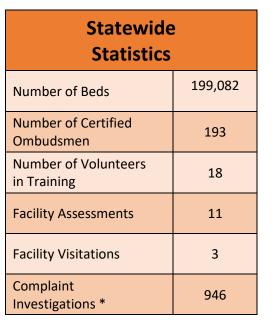
Resolved: The complaint was addressed to the satisfaction of the resident.

NURSING HOME COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal property	38	28	10	26
Medications	32	15	17	17
Response to requests for assistance	25	14	11	14
Symptoms unattended	24	9	15	10
Dignity and respect	22	7	15	12

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal property	19	11	8	11
Billing and charges	18	8	10	10
Staffing	17	3	14	7
Medications	17	9	8	10
Food services	16	5	11	6
Visitors	16	9	7	9



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