



FLORIDA

OMBUDSMAN

VOL. 16

FEDERAL FISCAL YEAR QUARTERLY REPORT 2013

OUTLOOK



QUARTERLY OMBUDSMAN PROGRAM DATA FY 2012-2013

	Oct-Dec	Jan-Mar	April-June	July-Sept
Number of Beds	169,950	168,406	168,975	169,712
Number of Volunteer Ombudsman	356	346	363	366
Facility Visitations	482	829	924	767
Facility Assessments	748	991	994	1,359
Complaint Investigations	2,864	2,442	2,370	2,570

A Long-Term Care Ombudsman is a volunteer who helps to improve the lives of Floridians who live in long-term care settings including nursing homes, assisted living facilities and adult family-care homes. Currently there are over 4,000 long-term care facilities and 170,000 long-term care residents in the state of Florida.

The Long-Term Care Ombudsman Program is supported by more than 350 volunteer ombudsmen who are passionate about improving the quality of life for residents. It takes a special kind of person to commit to such a mission. This is a unique program whose success depends on the energy, compassion and skills of trained volunteers. These special individuals dedicate thousands of unpaid hours each year to ensuring that the voices of Florida's long-term care facility residents are heard.

NUMBER OF CASES ACCEPTED PER QUARTER

	Nursing Home	Non Nursing Home	Grand Total
Q1 - OCT 1 TO DEC 31	926	1019	1945
Q2 - JAN 1 TO MAR 31	732	774	1506
Q3 - APR 1 TO JUN 31	752	746	1498
Q4 - JUL 1 TO SEP 31	823	733	1556
Grand Total	3233	3272	6505

Call Us TOLL-FREE
1(888) 831-0404

Visit our Website:
ombudsman.myflorida.com

Florida Long-Term Care
Ombudsman Program
4040 Esplanade Way
Tallahassee, FL 32399-7000



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Top 5 Complaints Per Quarter By Facility Type

NURSING HOMES	
COMPLAINT DESCRIPTION	COUNT
Q1 - OCT 1 TO DEC 31	
Dignity, respect - staff attitudes (0403)	69
Discharge/eviction (0304)	60
Personal hygiene (includes oral hygiene) (0606)	52
Failure to respond to requests for assistance (0602)	50
Medications - administration, organization (0605)	46
Q1 - OCT 1 TO DEC 31 Total	277
Q2 - JAN 1 TO MAR 31	
Personal hygiene (includes oral hygiene) (0606)	46
Symptoms unattended (0609)	45
Failure to respond to requests for assistance (0602)	42
Medications - administration, organization (0605)	39
Personal property (0503)	39
Q2 - JAN 1 TO MAR 31 Total	211
Q3 - APR 1 TO JUN 31	
Dignity, respect - staff attitudes (0403)	45
Symptoms unattended (0609)	42
Discharge/eviction (0304)	41
Failure to respond to requests for assistance (0602)	40
Personal hygiene (includes oral hygiene) (0606)	38
Q3 - APR 1 TO JUN 31 Total	206
Q4 - JUL 1 TO SEP 31	
Personal hygiene (includes oral hygiene) (0606)	51
Dignity, respect - staff attitudes (0403)	47
Medications - administration, organization (0605)	45
Failure to respond to requests for assistance (0602)	40
Symptoms unattended (0609)	34
Q4 - JUL 1 TO SEP 31 Total	217
Grand Total	911

NON-NURSING HOMES	
COMPLAINT DESCRIPTION	COUNT
Q1 - OCT 1 TO DEC 31	
Menu (1003)	77
Medications - administration, organization (0605)	66
Dignity, respect - staff attitudes (0403)	58
Billing/charges (0501)	46
Cleanliness, pests, general housekeeping (1102)	46
Q1 - OCT 1 TO DEC 31 Total	293
Q2 - JAN 1 TO MAR 31	
Menu (1003)	50
Medications - administration, organization (0605)	49
Dignity, respect - staff attitudes (0403)	41
Privacy-telephone, visitors, couples, mail (0408)	31
Cleanliness, pests, general housekeeping (1102)	31
Q2 - JAN 1 TO MAR 31 Total	202
Q3 - APR 1 TO JUN 31	
Dignity, respect - staff attitudes (0403)	49
Menu (1003)	48
Medications - administration, organization (0605)	42
Shortage of staff (1302)	36
Cleanliness, pests, general housekeeping (1102)	35
Q3 - APR 1 TO JUN 31 Total	210
Q4 - JUL 1 TO SEP 31	
Menu (1003)	54
Cleanliness, pests, general housekeeping (1102)	47
Medications - administration, organization (0605)	41
Dignity, respect - staff attitudes (0403)	35
Equipment/Buildings (1103)	29
Q4 - JUL 1 TO SEP 31 Total	206
Grand Total	911