



Summary of Top Complaints

Under State law, the Long-Term Care Ombudsman Program is responsible for publishing its complaint data each quarter. The following data reflects verified complaints from cases closed between April 1, 2016 - June 30, 2016. The data also shows the number of these complaints resolved.

Complaint Data Terms:

Verified: It is determined after work (interviews, record inspection, observation, etc.) that the circumstances described in the complaint are generally accurate.

Not Verified: It is determined after work (interviews, record inspection, observation, etc.) that the circumstances described in the complaint are

not generally accurate. Verification is determined by the ombudsman.

Resolved: The complaint was addressed to the satisfaction of the resident. Resolved is one of several disposition codes used by the program. Resolution is determined by the resident.

To find out more about the Long-Term Care Ombudsman Program's complaint or facility assessment data, call toll-free 1-888-831-0404, and ask to be transferred to a representative in your area. All services are free and confidential.

Quarter 3

(April 1, 2016 to June 30, 2016)

Top 5 complaints accepted in Nursing Homes

	#Complaints	#Verified	#Not Verified	#Resolved
Dignity, respect - staff attitudes (0403)	50	14	20	14
Discharge/eviction (0304)	49	18	18	18
Personal hygiene (includes oral hygiene) (0606)	43	8	21	8
Failure to respond to requests for assistance (0602)	42	11	16	10
Medications - administration, organization (0605)	37	4	14	6

Top 5 complaints accepted in ALF and AFCH

	#Complaints	#Verified	#Not Verified	#Resolved
Dignity, respect - staff attitudes (0403)	48	11	21	8
Medications - administration, organization (0605)	47	10	17	9
Menu (1003)	46	13	18	9
Equipment/Buildings (1103)	41	22	11	14
Cleanliness, pests, general housekeeping (1102)	39	15	14	5

*Reflects both initiation and closure dates that may overlap quarterly reporting periods

STATEWIDE STATISTICS April 1, 2016 - June 30, 2016	
Number of Beds	176,292
Number of Volunteer Ombudsman	300
Facility Assessments	1,020
Facility Visitations	877
Complaint Investigations	1,687