



Florida LTCOP Quarterly Data Summary of Top Complaints

Pursuant to Section 400.0089, Florida Statutes, 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 January 1, 2016 - March 31, 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.

Quarter 2

(January 1, 2016 to March 31, 2016)

Top 5 complaints accepted in Nursing Homes

	#Complaints	#Verified	#Not Verified	#Resolved
Dignity, respect - staff attitudes (0403)	40	12	18	6
Personal hygiene (includes oral hygiene) (0606)	31	5	26	6
Failure to respond to requests for assistance (0602)	31	13	18	10
Medications - administration, organization (0605)	31	12	19	13
Discharge/eviction (0304)	26	15	11	16

Top 5 complaints accepted in ALF and AFCH

	#Complaints	#Verified	#Not Verified	#Resolved
Medications - administration, organization (0605)	47	15	32	15
Menu (1003)	42	18	23	15
Dignity, respect - staff attitudes (0403)	39	18	21	18
Equipment/Buildings (1103)	30	21	9	21
Shortage of Staff (1302)	27	6	21	6

STATEWIDE STATISTICS <i>Jan. 1, 2016 - Mar. 31, 2016</i>	
Number of Beds	175,927
Number of Volunteer Ombudsman	304
Facility Assessments	910
Facility Visitations	735
Complaint Investigations	2,238

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