



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 July 1, 2016 - September 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.

Quarter 4

(July 1, 2016 to Sept. 30, 2016)

Top 5 complaints accepted in Nursing Homes

	#Complaints	#Verified	#Not Verified	#Resolved/Partially Resolved
Dignity, respect - staff attitudes (0403)	46	14	32	15
Failure to respond to requests for assistance (0602)	42	12	30	11
Discharge/eviction (0304)	39	22	17	20
Medications - administration, organization (0605)	37	4	33	7
Personal hygiene (includes oral hygiene) (0606)	36	11	25	14

Top 5 complaints accepted in ALF and AFCH

	#Complaints	#Verified	#Not Verified	#Resolved/Partially Resolved
Medications - administration, organization (0605)	53	17	36	22
Menu (1003)	53	25	28	23
Dignity, respect - staff attitudes (0403)	38	11	27	10
Cleanliness, pests, general housekeeping (1102)	36	17	19	16
Equipment/Buildings (1103)	35	20	15	19

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

STATEWIDE STATISTICS	
<i>Quarter 4 July 1, 2016-Sept. 30, 2016</i>	
Number of Beds	180,205
Number of Certified Ombudsmen	292
Number of Volunteers in Training	59
Facility Assessments	1,022
Facility Visitations	958
Complaint Investigations	2,500