FLORIDA OMBUDSMAN PROGRAM
ADVOCATING FOR QUALITY LONG-TERM CARE

Complaint Data Report – 2nd Quarter

January 1, 2017 – March 31, 2017

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 January 1, 2017 – March 31, 2017.

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
Medications - administration, organization (0605)	51	17	34	23
Failure to respond to requests for assistan (0602)	49	24	25	29
Discharge/eviction (0304)	39	26	13	25
Personal hygiene (includes oral hygiene) (0606)	39	14	25	20
Dignity, respect - staff attitudes (0403)	32	10	22	23

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization (0605)	43	18	25	11
Cleanliness, pests, general housekeeping (1102)	36	20	16	21
Dignity, respect - staff attitudes (0403)	36	7	29	10
Menu (1003)	31	15	16	16
Shortage of staff (1302)	29	11	18	9

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

Statewide Statistics	
Number of Beds	182,571
Number of Certified Ombudsmen	276
Number of Volunteers in Training	58
Facility Assessments	830
Facility Visitations	1,172
Complaint Investigations	1,952