

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 April 1, 2017 – June 30, 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
Failure to respond to requests for assistance (0602)	46	19	27	17
Dignity, respect - staff attitudes (0403)	45	19	26	20
Discharge/eviction (0304)	42	23	19	22
Personal hygiene (includes oral hygiene) (0606)	41	15	26	18
Medications - administration, organization (0605)	37	11	26	16

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization (0605)	61	16	45	19
Menu (1003)	48	15	33	20
Dignity, respect - staff attitudes (0403)	44	11	33	13
Cleanliness, pests, general housekeeping (1102)	42	18	24	19
Discharge/eviction (0304)	37	20	17	17

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

Statewide Statistics

Number of Beds	185,488
Number of Certified Ombudsmen	281
Number of Volunteers in Training	59
Facility Assessments	574
Facility Visitations	1,286
Complaint Investigations	2,026