

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 October 1, 2016 - December 31, 2016.

**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) | 69          | 33        | 36            | 33                           |
| Dignity, respect - staff attitudes (0403)            | 47          | 15        | 32            | 20                           |
| Medications - administration, organization (0605)    | 34          | 7         | 27            | 14                           |
| Discharge/eviction (0304)                            | 32          | 20        | 12            | 23                           |
| Personal hygiene (includes oral hygiene) (0606)      | 31          | 12        | 19            | 15                           |

**ALF and AFCH COMPLAINTS**

|   | #Complaints | #Verified | #Not Verified | #Resolved/Partially Resolved |
|---|-------------|-----------|---------------|------------------------------|
| Menu (1003)                                       | 61          | 31        | 30            | 36                           |
| Cleanliness, pests, general housekeeping (1102)   | 55          | 30        | 25            | 27                           |
| Medications - administration, organization (0605) | 49          | 19        | 30            | 20                           |
| Dignity, respect - staff attitudes (0403)         | 47          | 19        | 28            | 24                           |
| Equipment/Buildings (1103)                        | 41          | 27        | 14            | 28                           |

| <b>Statewide Statistics</b>      |         |
|----------------------------------|---------|
| Number of Beds                   | 181,234 |
| Number of Certified Ombudsmen    | 282     |
| Number of Volunteers in Training | 54      |
| Facility Assessments             | 1,654   |
| Facility Visitations             | 233     |
| Complaint Investigations         | 2,185   |

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