



Complaint Data Report – 4rd Quarter

July 1, 2017 – September 30, 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 July 1, 2017 – September 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
Medications - administration, organization	39	13	26	17
Dignity, respect - staff attitudes	32	13	19	17
Failure to respond to requests for assistance	31	16	15	18
Discharge/eviction	31	23	8	20
Personal hygiene (includes oral hygiene)	27	17	10	21

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	44	10	34	11
Menu	42	15	27	18
Dignity, respect - staff attitudes	37	9	28	10
Cleanliness, pests, general housekeeping	31	14	17	12
Shortage of staff	28	6	22	10

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

Statewide Statistics	
Number of Beds	184,984
Number of Certified Ombudsmen	299
Number of Volunteers in Training	52
Facility Assessments	674
Facility Visitations	1,272
Complaint Investigations	1,765