



# Complaint Data Report – 4<sup>th</sup> Quarter

## July 1, 2020 – September 30, 2020

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, 2020 – September 30, 2020.

### 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
Response to requests for assistance	23	14	9	13
Personal property	21	18	3	11
Personal hygiene	20	9	11	8
Symptoms unattended	18	6	12	7
Discharge or eviction	17	15	2	3

### ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Billing and charges	22	13	9	12
Food services	20	11	9	16
Housekeeping, laundry, and pest abatement	19	7	12	11
Medications	18	5	13	6
Staffing	15	4	11	12

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

Statewide Statistics	
Number of Beds	198,424
Number of Certified Ombudsmen	221
Number of Volunteers in Training	25
Facility Assessments	0
Facility Visitations	1
Complaint Investigations *	1,037