



Complaint Data Report – 1st Quarter

October 1, 2019 – December 31, 2019

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, 2019 – December 31, 2019.

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
Symptoms unattended	34	14	20	13
Discharge or eviction	34	18	16	18
Medications	33	10	23	11
Food services	30	13	17	11
Personal property	29	18	11	15

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	27	10	17	13
Dignity and respect	22	13	9	14
Food services	21	7	14	5
Staffing	20	8	12	5
Discharge or eviction	19	17	2	13

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

Statewide Statistics	
Number of Beds	194,572
Number of Certified Ombudsmen	270
Number of Volunteers in Training	39
Facility Assessments	1,601
Facility Visitations	318
Complaint Investigations *	1,548