



Complaint Data Report – 1st Quarter

October 1, 2020 – December 31, 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 October 1, 2020 – December 31, 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
Personal property	38	28	10	26
Medications	32	15	17	17
Response to requests for assistance	25	14	11	14
Symptoms unattended	24	9	15	10
Dignity and respect	22	7	15	12

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal property	19	11	8	11
Billing and charges	18	8	10	10
Staffing	17	3	14	7
Medications	17	9	8	10
Food services	16	5	11	6
Visitors	16	9	7	9

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

Statewide Statistics	
Number of Beds	199,082
Number of Certified Ombudsmen	193
Number of Volunteers in Training	18
Facility Assessments	11
Facility Visitations	3
Complaint Investigations *	946