

TOP 10 COMPLAINTS BY TOPIC AND TYPE OF FACILITY

State Fiscal Year 2018

July 1, 2017 - June 30, 2018

| <u>Top 10 Complaint Codes and Complaint Descriptions</u> | Total Complaints Lodged | <u>Distribution by Type of Facility</u> | | | |
|--|-------------------------------|---|-----------------------------|----------------------------|-------------------------|
| | | <u>Nursing</u> | <u>Residential Care</u> | <u>Assisted Living</u> | <u>Adult Foster</u> |
| 19 DISCHARGE/EVICTION - PLANNING, NOTICE, PROCEDURE, IMPLEMENTATIC | 399 | 151 | 97 | 124 | 26 |
| 44 MEDICATIONS - ADMINISTRATION, ORGANIZATION | 272 | 102 | 61 | 106 | 3 |
| 42 CARE PLAN/RESIDENT ASSESSMENT - INADEQUATE, FAILURE TO FOLLOW F | 262 | 80 | 71 | 104 | 7 |
| 71 MENU - QUANTITY, QUALITY, VARIATION, CHOICE, CONDIMENTS, UTENSILS | 250 | 89 | 61 | 90 | 10 |
| 26 DIGNITY, RESPECT - STAFF ATTITUDES | 175 | 67 | 37 | 61 | 9 |
| 38 PERSONAL PROPERTY - LOST, STOLEN USED BY OTHERS, DESTROYED | 163 | 59 | 50 | 45 | 9 |
| 36 BILLING/CHARGES - NOTICE, APPROVAL, QUESTIONABLE, ACCOUNTING WI | 153 | 26 | 52 | 66 | 8 |
| 41 FAILURE TO RESPOND TO REQUESTS FOR ASSISTANCE | 149 | 89 | 21 | 37 | 2 |
| 66 RESIDENT CONFLICT, INCLUDING ROOMATES | 143 | 40 | 49 | 49 | 4 |
| 97 SHORTAGE OF STAFF | 141 | 34 | 42 | 62 | 3 |
| Total of top 10 complaints | 2107 | 737 | 541 | 744 | 81 |
| Total of ALL complaints | 4,822 | 1,682 | 1,376 | 1,533 | 219 |