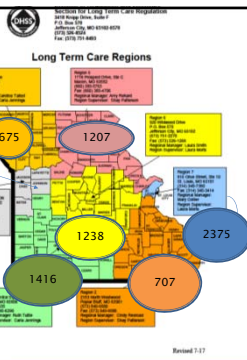


Complaints by the Numbers

10,300

Complaints by the Numbers

- ▶ The number of complaints projected for FY18



Complaints by the Numbers

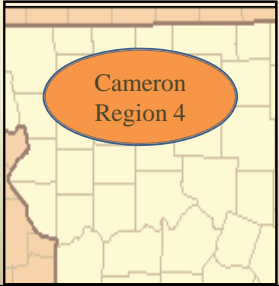
- ▶ Total Facility Self-Reports in FY17- 3,328
- ▶ Total required to be reported to the SA 1,095
Alleged- A/N/E/M/I/C
 - Quality of Life/Dignity FSR in FY17- **474**
 - Quality of Care FSR in FY 851

Complaints by the Numbers

Complaint Stats
-LTC facilities (all levels) 122
-Total FY17 complaints 675
- FSR 145

Priority
-High (24 hr. onsite) 43
-Non IJ high (10 working day onsite) 395
-Medium/Low (30 days/next onsite) 188
-No further action necessary 49

Has 4 surveyors and 2 inspectors assigned to the complaint team




Complaints by the Numbers

Complaint Stats
-LTC facilities (all levels) 147
-Total FY17 complaints 1,207
- FSR 322

Priority
-High (24 hr. onsite) -54
-Non IJ high (10 working day onsite) 687
-Medium/Low (30 days/next onsite) 333
-No further action necessary 111

Has 4 surveyors and 2 inspectors assigned to the complaint team




Complaints by the Numbers

Complaint Stats
-LTC facilities (all levels) 151 (all levels)
-Total FY17 complaints 1,971
-FSR 710

Priority
-High (24 hr. onsite) 140
-Non IJ high (10 working day onsite) 1,130
-Medium/Low (30 days/next onsite) 582
-No further action necessary 118

Has 5 surveyors and 2 inspectors assigned to the complaint team

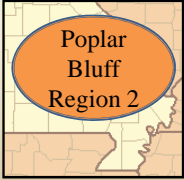


Complaints by the Numbers

Complaint Stats
-LTC facilities (all levels) 212
-Total FY17 complaints 707
-FSR 200

Priority
-High (24 hr. onsite) 36
-Non IJ high (10 working day onsite) 424
-Medium/Low (30 days/next onsite) 45
-No further action necessary 202

Has 4 surveyors and 1 inspector assigned to complaints

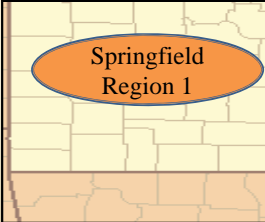


Complaints by the Numbers

Complaint Stats
-LTC facilities (all levels) 213
-Total FY17 complaints 1,416
-FSR 570

Priority
-High (24 hr. onsite) 102
-Non IJ high (10 working day onsite) 448
-Medium/Low (30 days/next onsite) 412
-No further action necessary 454

Has 5 surveyors and 3 inspectors assigned to the complaint team




Complaints by the Numbers

Complaint Stats
 -LTC facilities (all levels) 267
 -Total FY17 complaints 2,375
 -FSR 802

Priority
 -High (24 hr. onsite) 58
 -Non IJ high (10 working day onsite) 900
 -Medium/Low (30 days/next onsite) 1,170
 -No further action necessary 245

Has 9 surveyors and 4 inspectors assigned to complaints




Complaints by the Numbers

Complaint Stats
 -LTC facilities (all levels) 204
 -Total FY17 complaints 1, 238
 -FSR 489

Priority
 -High (24 hr. onsite) 83
 -Non IJ high (10 working day onsite) 902
 -Medium/Low (30 days/next onsite) 162
 -No further action necessary 91

Has 6 surveyors and 3 inspectors assigned to complaints



Complaints by the Numbers

- Facility Self Reporting Requirements F609 (formerly F225)
 - 483.12 (c) In response to allegations of abuse, neglect, exploitation, or mistreatment, ***including injuries of unknown source*** and misappropriation of resident property the facility must:
 - (1) report immediately- but not later than two hours if the events that caused the allegation involve abuse or result in serious bodily injury
 - (2) report no later than 24 hours if the event does not involve abuse

Complaints by the Numbers

- ▶ **"Injuries of unknown source"** - An injury should be classified as an "injury of unknown source" when **both** of the following criteria are met:
- ▶ The source of the injury was not observed by any person or the source of the injury could not be explained by the resident; **and**
- ▶ The injury is suspicious because of the extent of the injury or the location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma) or the number of injuries observed at one particular point in time or the incidence of injuries over time.

Complaints by the Numbers

- ▶ Injury of Unknown Source
- ▶ A resident is found by staff on the floor. An X-ray reveals the resident sustained a hip fracture. There are not any witnesses and the resident is not interviewable.
- ▶ Should you call the state?
- ▶ Are you required to self report?

Complaints by the Numbers

- ▶ A resident is transferred to the hospital and the residents family members are extremely upset.
- ▶ Should you call the state?
- ▶ Are you required to self report?

Complaints by the Numbers

- ▶ A resident is assessed with bruising on the lower back (small of the back). There are not any witnesses and the resident is not interviewable. The bruise is saucer size/shape and dark purple.
- ▶ Should you report this to the SA?
- ▶ Are you required to report to the SA?

Complaints by the Numbers (Reasonable Suspicion of a Crime)

Reporting requirements at 483.12 (b) (5) F 608

- ▶ What- Any reasonable suspicion of a crime against a resident
- ▶ To Whom- SA and one or more local law enforcement
- ▶ When- If serious bodily injury has occurred, immediately but no later than 2 hours after forming the suspicion.
 - If serious bodily injury has not occurred, not later than 24 hours.

Complaints by the Numbers (Reasonable Suspicion of a Crime)

- ▶ ***“Serious bodily injury”*** means an injury involving extreme physical pain; involving substantial risk of death; involving protracted loss or impairment of the function of a bodily member, organ, or mental faculty; requiring medical intervention such as surgery, hospitalization, or physical rehabilitation; or an injury resulting from criminal sexual abuse

Complaints by the Numbers

- Where can I send FSR?
 - (417) 895-6290
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

- Where can I send FSR?
 - (573) 840-9586
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

- Where can I send FSR?
 - (816) 889-2888
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

- Where can I send FSR?
 - (816) 632-1810
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

- Where can I send FSR?
 - (660) 385-4706
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

- Where can I send FSR?
 - (573) 526-1269
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

- Where can I send FSR?
 - (314) 340-3414
 - During normal business hours Monday through Friday
 - Do I have to actually speak with someone to "officially self report"?
- What happens when I send a fax or email to the region during business hours?
- What can I do to avoid waiting on hold with CRU during busy times?
 - CRU is least busy from 5:00 P.M. to 8:00 P.M. Mon.-Fri.
- Can I still call the region?
 - Of course, but you may have to leave a message and wait for a call back from a designee.

Complaints by the Numbers

UNANSWERED QUESTIONS?
