Complaints by the Numbers 2.0

Fall Provider Meeting 2018

Department of Health and Senior Services
Section for Long Term Care Regulation

Tracy Niekamp, Deputy Section Administrator

Long Term Care Regions

FY 2017 Complaints

9600
FY 2018 Complaints

10,095

SLCR Provider Meeting, Fall 2018
Complaints by the Numbers

- Total Facility Self-Reports in FY18: 3,408
- Total required to be reported to the SA: 1,459
  Alleged: A/N/E/M/I/C
- Quality of Life/Dignity FSR in FY18: 311
- Quality of Care FSR in FY18: 691
- Nursing Services: 231

Complaint Stats
- LTC facilities (all levels): 213
- Total FY18 complaints: 1,829
  - FSR: 843
Priority
- High (24 hr. onsite): 200
- Non I/J high (10 working day onsite): 729
- Medium/Low (30 days/next onsite/offsite review): 353
- No further action necessary: 547

Springfield Region 1

Has 5 surveyors and 3 inspectors assigned to the complaint team
Complaints by the Numbers

Complaint Stats
- LTC facilities (all levels) 216
- Total FY18 complaints 914
- FSR 158

Priority
- High (24 hr. onsite) 34
- Non IJ high (10 working day onsite) 578
- Medium/Low (30 days/next onsite) 98
- No further action necessary 203

Has X surveyors and X inspector assigned to complaints

Complaint Stats
- LTC facilities (all levels) 156 (all levels)
- Total FY18 complaints 1,686
  - FSR 543

Priority
- High (24 hr. onsite) 188
- Non IJ high (10 working day onsite) 1,233
- Medium/Low (30 days/next onsite) 172
- No further action necessary 93

Has 5 surveyors and 2 inspectors assigned to the complaint team
Complaints by the Numbers

**Complaint Stats**
- LTC facilities (all levels) 127
- Total FY18 complaints 841
  - FSR 200

**Priority**
- High (24 hr. onsite) 50
- Non IJ high (10 working day onsite) 532
- Medium/Low (30 days/next onsite) 224
- No further action necessary 33

Has 4 surveyors and 2 inspectors assigned to the complaint team

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Complaints by the Numbers

**Complaint Stats**
- LTC facilities (all levels) 157
- Total FY18 complaints 1,314
  - FSR 445

**Priority**
- High (24 hr. onsite)- 64
- Non IJ high (10 working day onsite)- 729
- Medium/Low (30 days/next onsite)- 213
- No further action necessary- 291

Has 4 surveyors and 2 inspectors assigned to the complaint team
Complaints by the Numbers 2.0

**Complaint Stats**
- LTC facilities (all levels) 210
- Total FY18 complaints 1,240
- FSR 489

**Priority**
- High (24 hr. onsite) 89
- Non IJ high (10 working day onsite) 1,028
- Medium/Low (30 days/next onsite) 76
- No further action necessary 45

Has 6 surveyors and 3 inspectors assigned to complaints

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Complaints by the Numbers

**Complaint Stats**
- LTC facilities (all levels) 280
- Total FY18 complaints 2,271
- FSR 802

**Priority**
- High (24 hr. onsite) 119
- Non IJ high (10 working day onsite) 1,003
- Medium/Low (30 days/next onsite) 909
- No further action necessary 240

Has 9 surveyors and 4 inspectors assigned to complaints
Complaints by the Numbers

Questions, Comments, Concerns?