

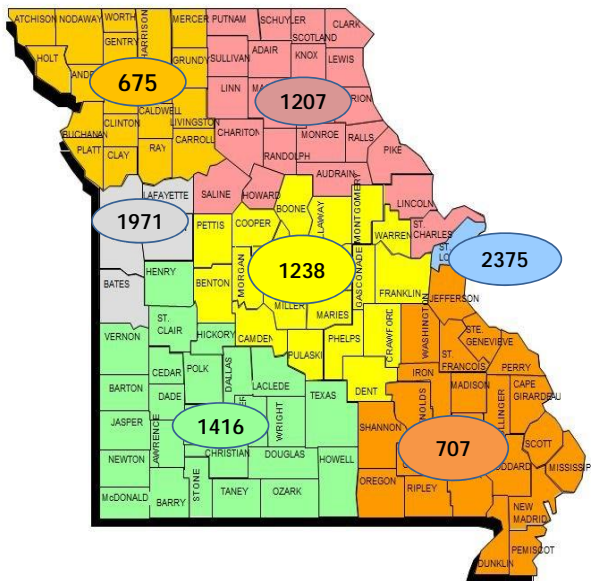
Complaints by the Numbers 2.0

Fall Provider Meeting 2018

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

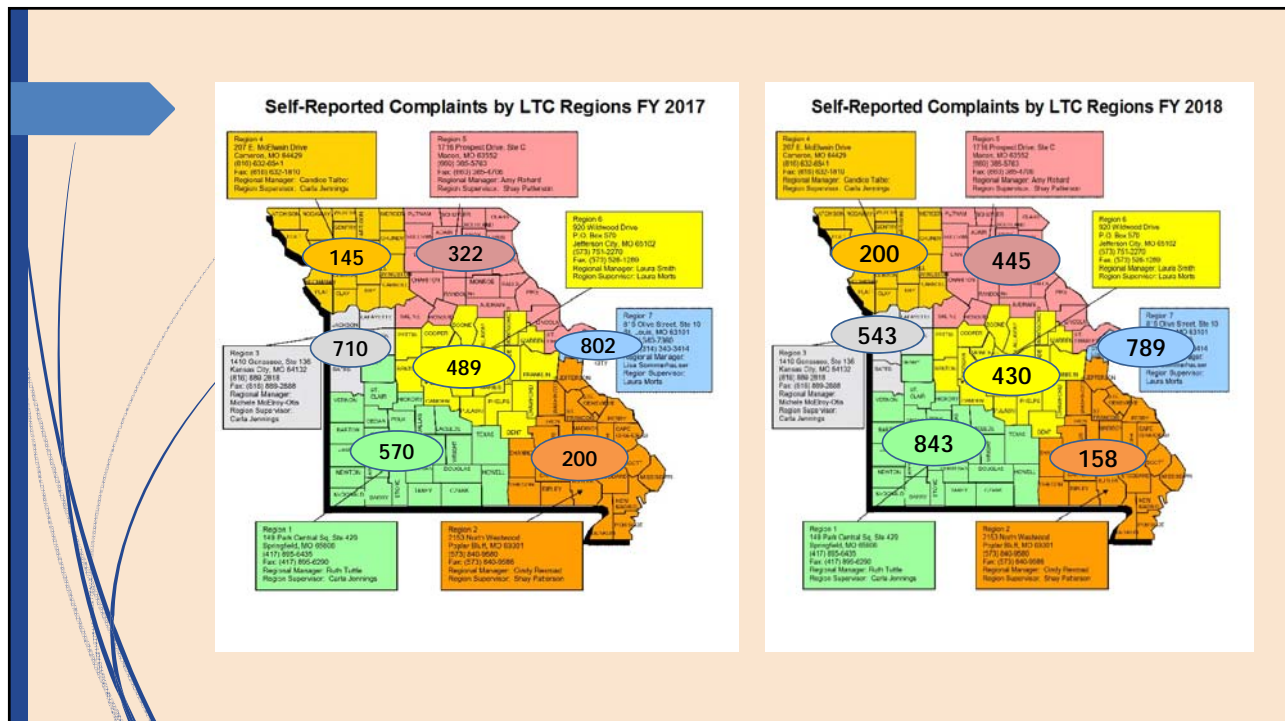
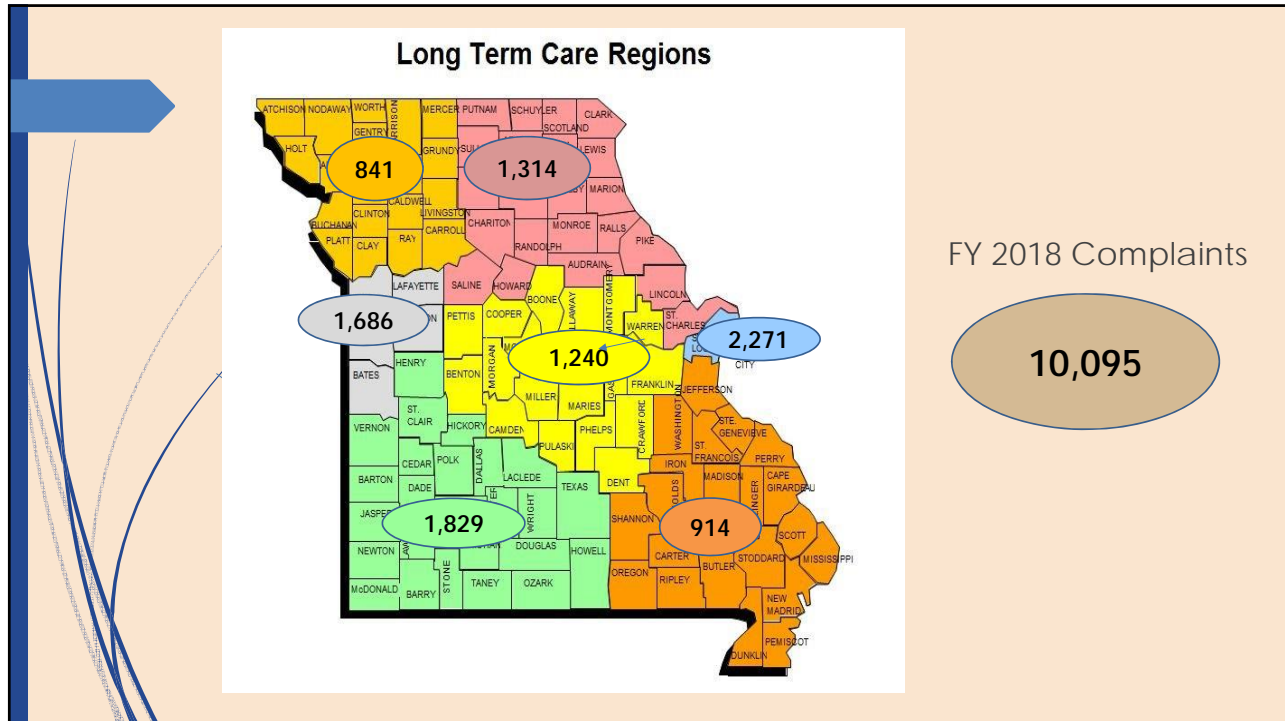
Tracy Niekamp, Deputy Section Administrator

Long Term Care Regions



FY 2017 Complaints

9600



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 FY 18- **691**
- ▶ Nursing Services- **231**

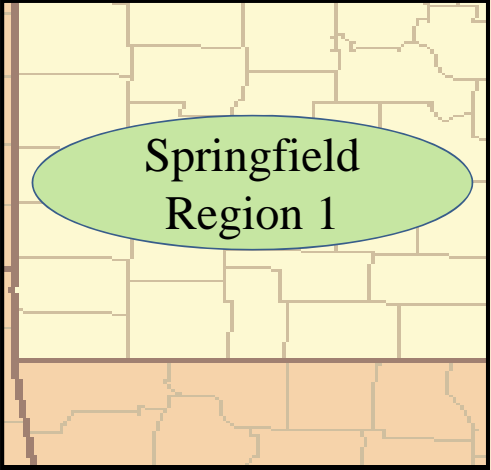
Complaints by the Numbers

Complaint Stats

- LTC facilities (all levels) 213
- Total FY18 complaints 1,829
- FSR 843

Priority

- High (24 hr. onsite) 200
- Non IJ 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

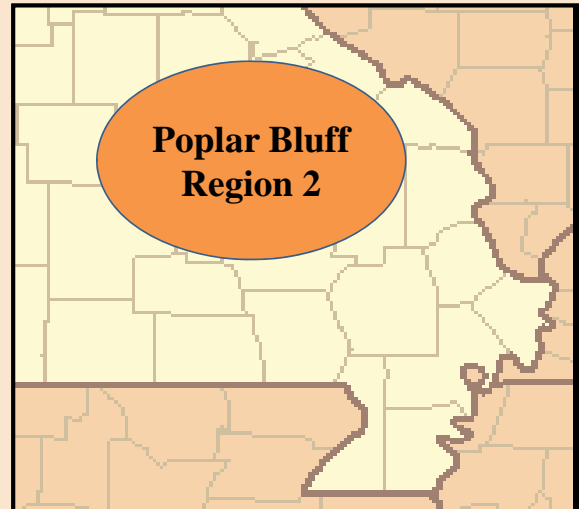
Complaint Stats

- 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



Complaints by the Numbers

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

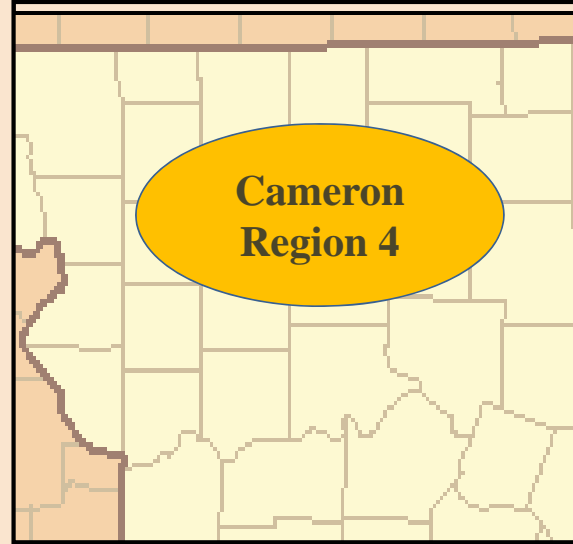
Complaint Stats

- 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



Complaints by the Numbers

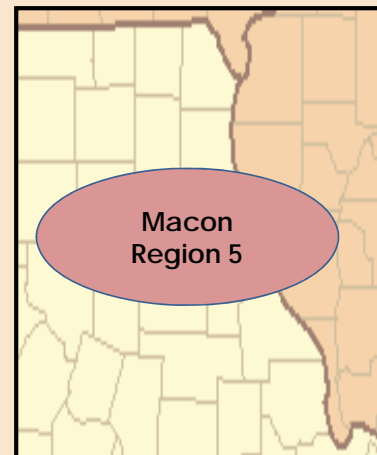
Complaint Stats

- 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

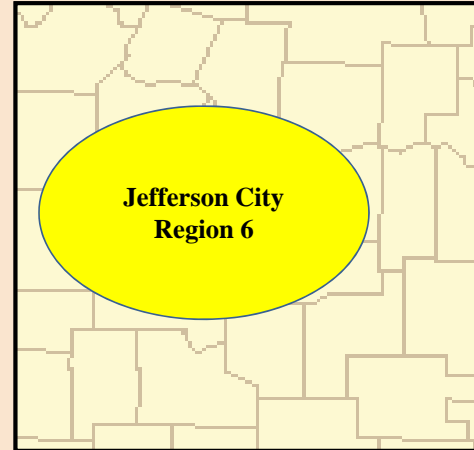
Complaint Stats

- ▶ -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



Complaints by the Numbers

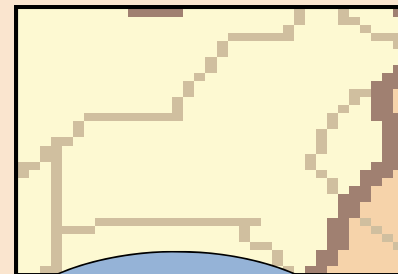
Complaint Stats

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

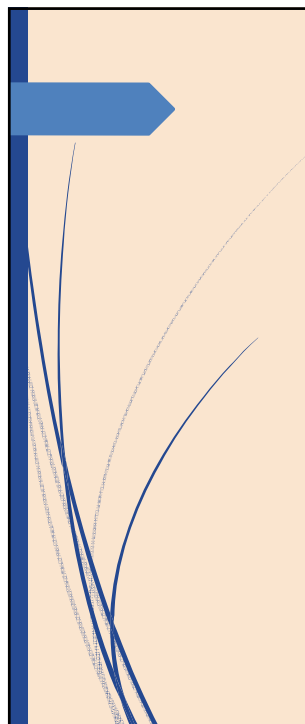
Priority

- 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



St. Louis
Region 7



Complaints by the Numbers

Questions, Comments,
Concerns?