



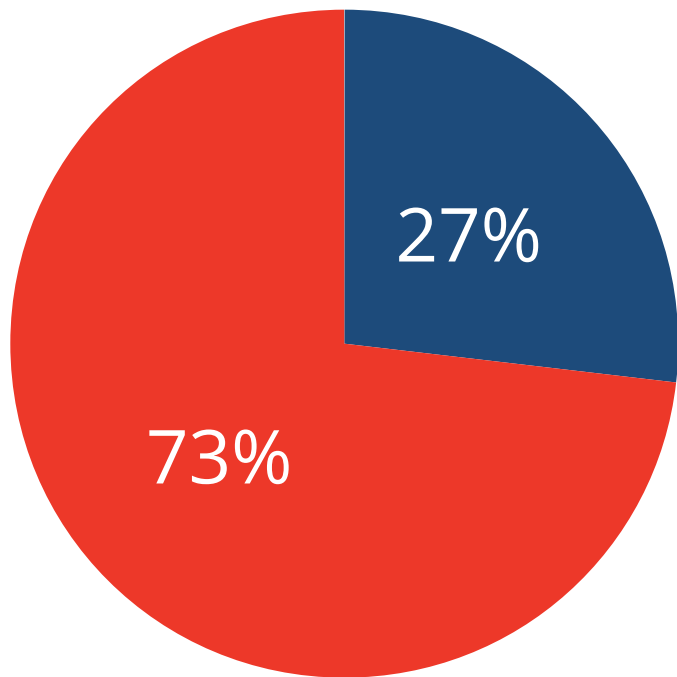
Division of Health Licensure and Regulation Office of Health Care Facilities

2017 - 2019 Customer Service Related Complaint Data

COMPLAINTS: 10/1/2016 – 9/30/2017

Complaints (n=1,571)

- Substantiated
- Unsubstantiated

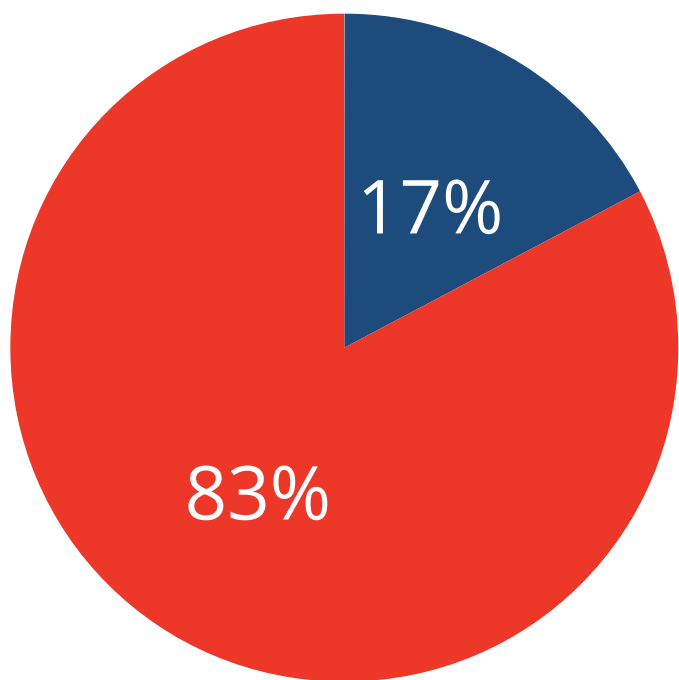


F-Tag Category	Total Received	Total Substantiated
Residents Rights	176	38
Misappropriation of Property	36	9
Resident / Patient Abuse	167	34
Resident / Patient Neglect	387	76
Quality of Life	30	5
Quality of Care	572	214
Nursing Services	16	4
Dietary	78	12
Physical Env.	109	30
TOTAL	1,571	422

COMPLAINTS: 10/1/2017 – 9/30/2018

Complaints (n=2,248)

- Substantiated
- Unsubstantiated

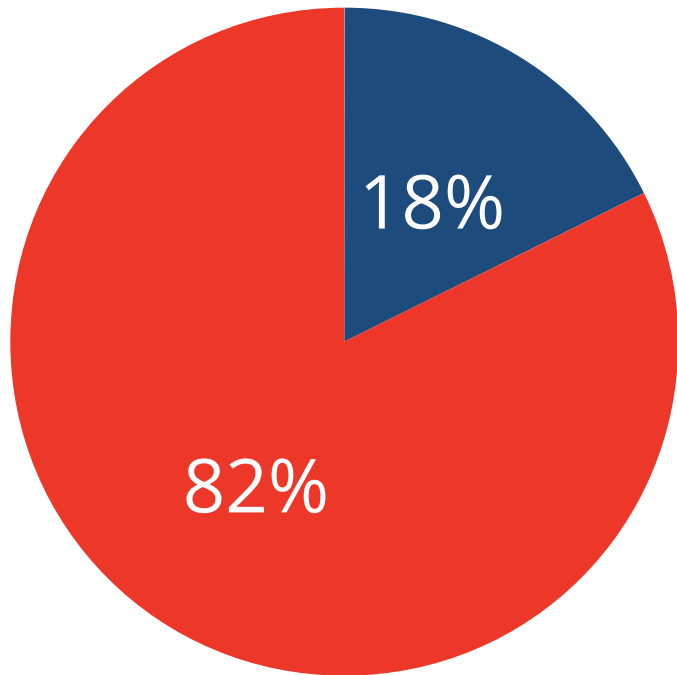


F-Tag Category	Total Received	Total Substantiated
Residents Rights	265	51
Misappropriation of Property	48	3
Resident / Patient Abuse	191	34
Resident / Patient Neglect	466	81
Quality of Life	137	25
Quality of Care	773	129
Nursing Services	74	17
Dietary	116	18
Physical Env.	178	30
TOTAL	2,248	388

COMPLAINTS: 10/1/2018 – 6/25/2019

Complaints (n=2,248)

- Substantiated
- Unsubstantiated



F-Tag Category	Total Received	Total Substantiated
Residents Rights	245	41
Misappropriation of Property	46	8
Resident / Patient Abuse	109	21
Resident / Patient Neglect	377	85
Quality of Life	160	24
Quality of Care	689	118
Nursing Services	201	38
Dietary	74	8
Physical Env.	170	23
TOTAL	2,071	366

Customer Service Related Complaints

Areas with Customer Service Related Concerns/ Deficiencies	Allegations:
Resident's Rights:	<ul style="list-style-type: none"> - residents told staff doesn't have time to do something for them because they are too busy. - resident was not taken to an activity. The resident had visitors during the same time as the activity and the facility does not interrupt family visits to invite residents to activities. - Administration not providing financial statements.
Misappropriation of Property:	<ul style="list-style-type: none"> - related to poor handling of missing items. - Staff eating residents personal food/snacks. - Laundry staff losing residents' clothes, blankets, etc.
Resident/Patient/Client Abuse:	<ul style="list-style-type: none"> - Staff yelled at resident and told her not to use the call light again. - Staff using a harsh tone of voice/"rude" when speaking to the residents. - Staff being "rough" during care.
Resident/Patient/Client Neglect:	<ul style="list-style-type: none"> - Staff told resident didn't have time right now to get a glass of water - Staff not turning residents every 2 hours, or as ordered; - Resident was not aware of his NPO status pending testing. - Nurses not providing pain medications in a timely manner.

Areas with Customer Service Related Concerns/ Deficiencies	Allegations:
Quality of Life:	<ul style="list-style-type: none"> - Resident sent to the doctor's office for an appointment, staff didn't make sure the resident had lunch with them. - Maintenance not repairing TVs in a timely manner. - Staff leaving residents in the hallway too long and not taking them to bed when requested.
Quality of Care:	<ul style="list-style-type: none"> - Resident asked to be placed on a bedside commode and the staff refused but did not explain to the resident she could not lift her without the assistance of another staff member and the lift. - Staff not telling the residents what they are going to do before they do it, i.e. not telling them before they turn them, etc.
Nursing Services:	<ul style="list-style-type: none"> - Poor staffing or poor staff interactions with residents. - Staff not wearing a name badge. - Staff not telling residents' their name or title.
Food and Nutrition: Dietary services	<ul style="list-style-type: none"> - Residents having to wait for their food. Food and coffee is always cold (dietary department had no complaints related to food). - Diabetic resident served plate consisting of carbohydrates to stabilize blood sugars, the resident thought he was receiving the wrong diet.
Physical Environment	<ul style="list-style-type: none"> - Rooms not cleaned and trash not emptied. - Bad smells in the facility. - Staff adjusting the room temperature to their preference, not the residents' preference.

Staffing – Customer Service Connect

- Resident/Family Survey administered by NRC
 - QoC, QoL, QoSrvcs
 - Most responses to Qs were high
 - around or above national aggregate
 - Few areas of NRC survey where TN scored below Nat avg.
 - adequate staffing

Question:

- 9 F -Tag categories - lack of staff related?
- Can it be sufficiently addressed by customer service training?