



**California Department of Public Health**  
 Center for Health Care Quality  
 Licensing and Certification Program

**Field Operations**  
Long-Term Care Health Facility Complaints

**Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)**

**VOLUME**

	A	B	C	D
Reporting Period	Complaints Received During Reporting Period	Complaints Completed During Reporting Period (Regardless of Receipt Date)	Growth/Reduction in Open Complaints by Reporting Period	Complaints Open on September 30, 2015, by Reporting Period Received
<b>Current State Fiscal Year</b>				
2015-2016, Cumulative through Quarter 1	2,062	1,888	174	1,437
<b>Previous State Fiscal Years</b>				
2014-2015	7,607	6,600	1,007	2,022
2013-2014	6,511	6,683	-172	979
2012-2013	6,412	6,737	-325	455
2011-2012	6,161	5,985	176	251
<b>Totals</b>	<b>28,753</b>	<b>27,893</b>	<b>860</b>	<b>5,218*</b>

This table identifies the number and growth or reduction in open complaints cases related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations considers a case completed when it has fully completed the investigation and documented the case as completed in its database.

**Table Notes:**

- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which the complaint was received.
- Column C shows the difference between complaints received and completed during the respective reporting period (C=A-B). When the value of Column C is positive, the number of open complaints increased during that reporting period. When the value of Column C is negative, the number of open complaints decreased.
- Column D shows the number of complaints received in a given reporting period that Field Operations has not completed as of the current reporting period. This does include some cases where the investigation has been fully completed, however the case may not have been completed in the database.

\*There were 74 open complaints received prior to Fiscal Year 2011-2012, for a total of 5,218 (74 + 5144) open complaints as of October 1, 2015.



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**TIMELINESS**

Reporting Period	A	B	C		D		E				F			
	Complaints Received During Reporting Period	Complaints Completed During Reporting Period (Regardless of Receipt Date)	Immediate Jeopardy (IJ)		Non-Immediate Jeopardy		Number of Complaints Completed During Reporting Period by Working Days from Receipt to Completion				Complaints Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed			
			(24 hours)*		(10 working days)*		≤90	91-180	181-365	>365	≤90	91-180	181-365	>365
			Number Received	Percent Initiated Timely	Number Received	Percent Initiated Timely								
<b>Current State Fiscal Year</b>														
2015-2016, Cumulative through Quarter 1	2,062	1,888	141	96%	1,835	97%	1,343	230	144	171	71%	12%	8%	9%
<b>Previous State Fiscal Years</b>														
2014-2015	7,607	6,600	529	97%	6,754	97%	4,675	793	561	571	71%	12%	9%	9%
2013-2014	6,511	6,683	347	96%	5,800	97%	4,017	848	692	1,126	60%	13%	10%	17%
2012-2013	6,412	6,737	226	99%	5,670	98%	4,030	1,022	790	895	60%	15%	12%	13%
2011-2012	6,161	5,985	237	97%	5,478	97%	3,399	1,030	646	910	57%	17%	11%	15%

This table identifies how long it takes Licensing and Certification Program's Field Operations to initiate and complete complaint cases related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations considers a case complete when it has fully completed the investigation and documented the case as completed.

**Table Notes:**

- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which the complaint was received.
- Columns C and D show the number of Immediate Jeopardy (IJ) complaints received, and the percentage of those received that Field Operations initiated within 24 hours during the respective reporting period. This includes all complaints prioritized as level A by federal requirements upon intake.
- Columns E and F show the number of Non-IJ complaints received that require an investigation, and the percentage of those received that Field Operations initiated within 10 working days during the respective reporting period. This includes all complaints prioritized as levels B-E by federal requirements upon intake.
- Columns G through J show the range of days Field Operations took to complete open complaints during the reporting period (G+H+I+J=B).
- Columns K through N show the percentage of open complaints that Field Operations completed within specific ranges of days during the reporting period (K=G/B, L=H/B, M=I/B, N=J/B). Numbers may not add to 100 due to rounding.

\*Health and Safety Code section 1420(a)(1) requires the onsite investigation of a complaint that involves imminent danger of death or serious bodily harm to be initiated within 24 hours of receipt; and requires investigation of a complaint that does not involve a threat of immediate danger of death or serious bodily harm to be initiated within 10 working days.



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Long-Term Care Health Facility Complaints

**Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)**

**DISPOSITION**

	A	B	C	D	E	F	G	H
Reporting Period	Complaints Received During Reporting Period	Complaints Completed During Reporting Period (Regardless of Receipt Date)	Unsubstantiated Complaints	Substantiated Complaints	Substantiated Complaints as a Percentage of Total Complaints Completed	Total Deficiencies for All Substantiated Complaints	Average Deficiencies per Substantiated Complaint	Number of Complaints Referred to Other Entities
<b>Current State Fiscal Year</b>								
2015-2016, Cumulative through Quarter 1	2,062	1,888	984	791	42%	989	1.25	104
<b>Previous State Fiscal Years</b>								
2014-2015	7,607	6,600	3,589	2,637	40%	3,488	1.32	409
2013-2014	6,511	6,683	3,444	2,786	42%	3,373	1.21	267
2012-2013	6,412	6,737	3,218	2,977	44%	3,183	1.07	176
2011-2012	6,161	5,985	2,951	2,583	43%	3,042	1.18	133
<b>Totals</b>	<b>28,753</b>	<b>27,893</b>	<b>14,186</b>	<b>11,774</b>	<b>42%</b>	<b>14,075</b>	<b>1.20</b>	<b>1,089</b>

This table identifies the disposition of completed complaint investigations related to Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. Licensing and Certification Program's Field Operations may identify one or more deficiencies (violations of statutory or regulatory requirements) for a "substantiated" complaint.

**Table Notes:**

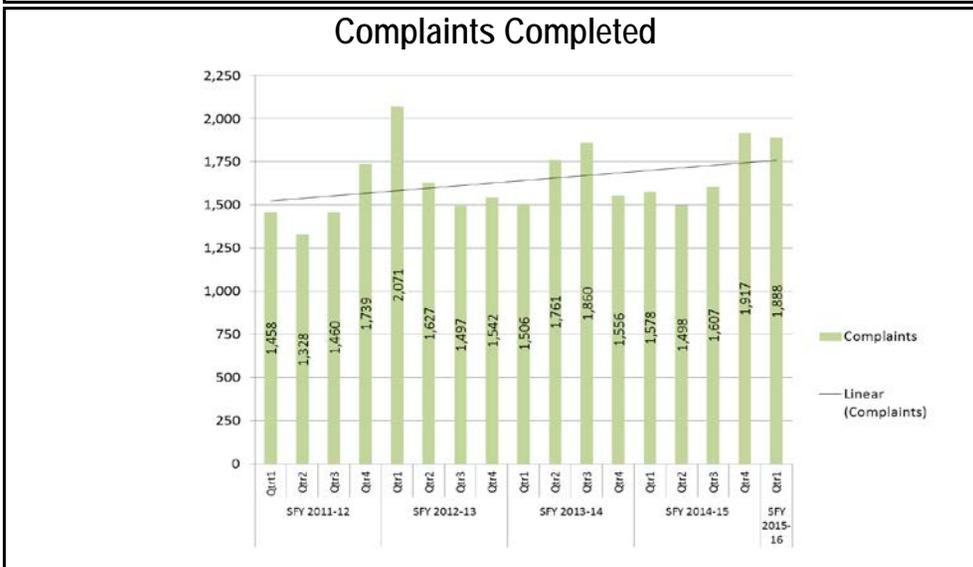
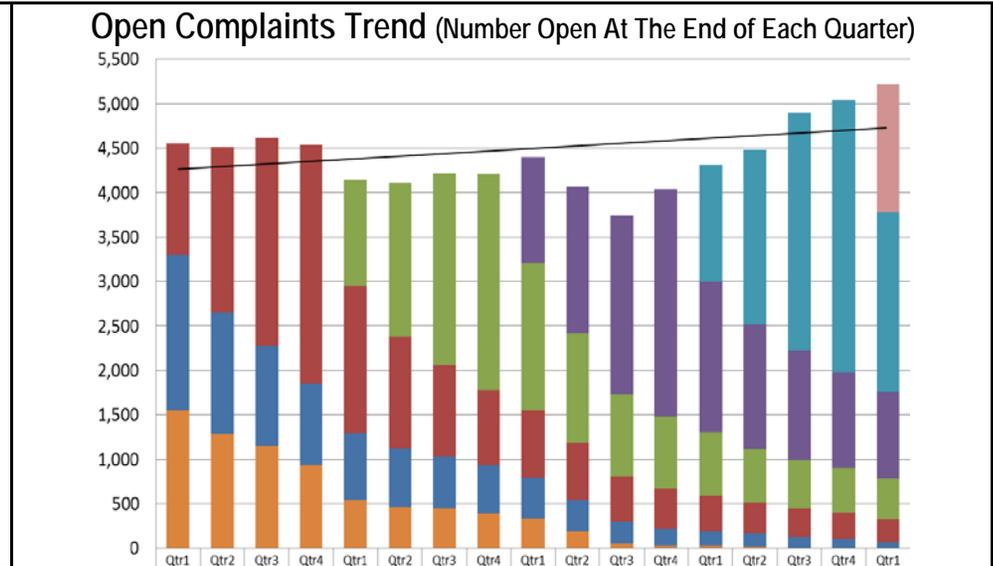
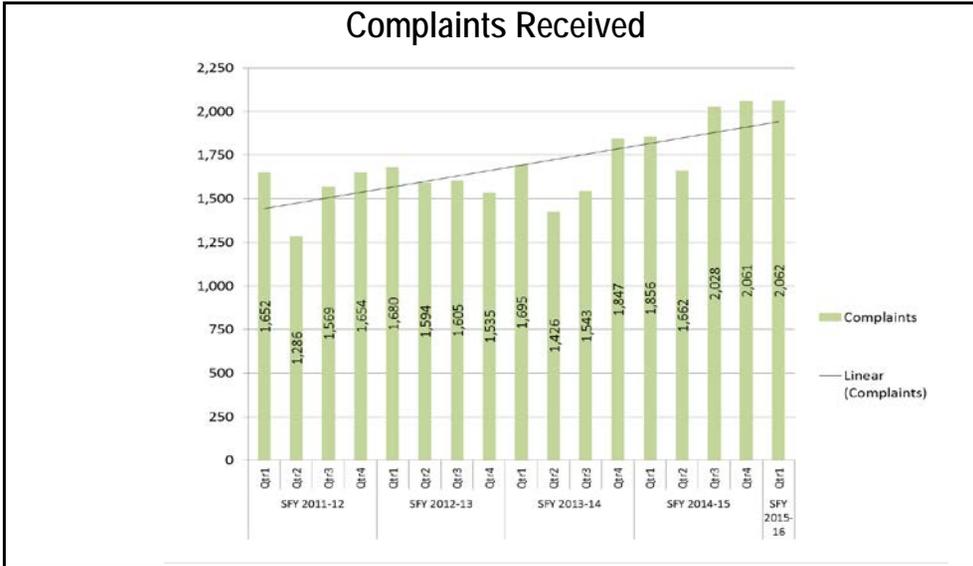
- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the complaint.
- Columns C and D show the number of unsubstantiated and substantiated complaints completed in a given reporting period.
- Column E shows the number of substantiated complaints completed as percentage of all complaints completed in a given reporting period (E=D/B.)
- Column F shows the number of deficiencies Field Operations issued for all complaint-related investigations completed in a given reporting period.
- Column G shows the average number of deficiencies for each substantiated complaint in a given reporting period (G=F/D.)
- Column H shows the number of complaints received in the given reporting period for which the system shows Field Operations referred the complaint to an outside entity. These figures are likely understated as a result of inconsistent data entry.



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**Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)**



TOTAL	4,552	4,510	4,619	4,534	4,143	4,110	4,216	4,209	4,398	4,063	3,746	4,037	4,315	4,479	4,900	5,044	5,218	
SFY 15/16																		1,437
SFY 14/15													1,318	1,964	2,675	3,063	2,022	
SFY 13/14									1,189	1,643	2,014	2,558	1,691	1,399	1,232	1,076	979	
SFY 12/13					1,191	1,733	2,157	2,428	1,658	1,232	924	811	713	604	544	502	455	
SFY 11/12	1,252	1,857	2,347	2,683	1,656	1,255	1,027	848	760	641	517	448	400	347	320	301	251	
SFY 10/11	1,743	1,366	1,123	915	754	655	588	541	458	357	235	186	163	141	119	101	74	
Prior to SFY 10/11	1,557	1,287	1,149	936	542	467	444	392	333	190	56	34	30	24	10	1		

Summary: The last three quarters show an increase in the number of complaints that CHCQ has received. The trend for complaints completed over the past 17 quarters shows that the number of complaints completed is increasing. Although the number of open complaints has grown in the past year, the rate of growth is decreasing. All investigations prior to SFY 10/11 have been completed. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

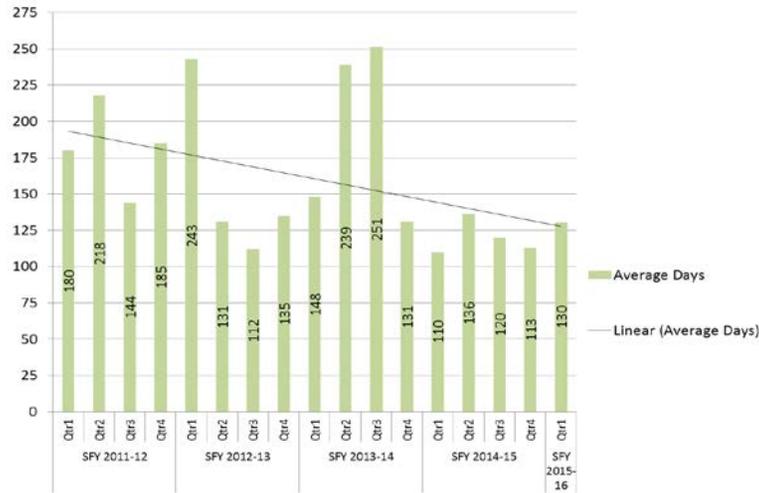


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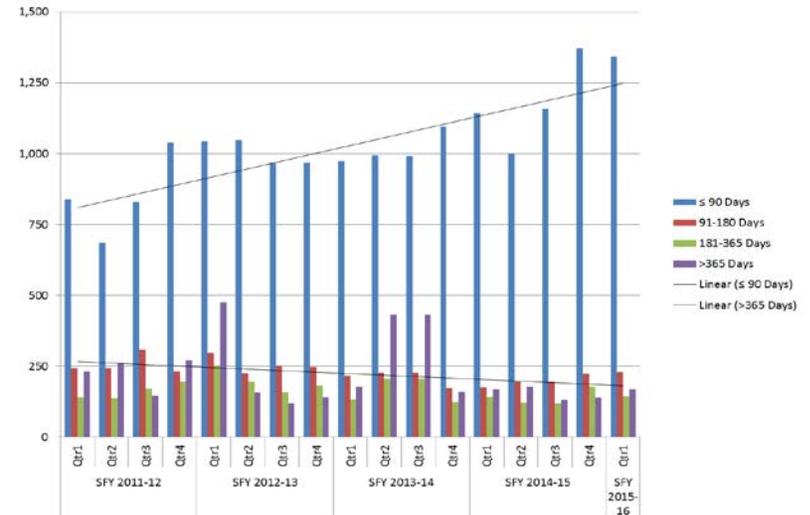
**Field Operations**  
Long-Term Care Health Facility Complaints

**Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)**

**Average Days from Complaint Receipt to Completion**



**Complaints Completed by Intervals**



**Summary:** The “Average Days from Complaint Receipt to Completion” chart shows a steadily declining trend in the average number of business days it takes to complete a complaint.

The “Complaints Completed by Intervals” chart shows the number of cases completed by interval (<90 days, 91-180 days, 181-365 days, >365 days). There is an increasing trend in the number of cases completed in less than 90 days, and a decreasing trend in the number of cases completed in more than 365 days.

Quarters that have the greatest number of complaints completed in the >365 day interval also have the highest average days from receipt to completion of the complaint.



**California Department of Public Health**  
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**Field Operations**  
Long-Term Care Health Facility Complaints by District Office  
**Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)**

**VOLUME**

	A	B	C	D
District Office / Statewide	Complaints Received During Reporting Period	Complaints Completed During Reporting Period (Regardless of Receipt Date)	Growth/Reduction in Open Complaints by Reporting Period	Complaints Open on September 30, 2015 (Regardless of Receipt Date)
<b>California</b>	<b>2,062</b>	<b>1,888</b>	<b>174</b>	<b>5,218</b>
Bakersfield	90	117	-27	25
Chico	62	62	0	166
East Bay	142	122	20	113
Fresno	106	115	-9	127
Los Angeles County	537	388	149	3,112
Orange County	68	66	2	39
Riverside	116	148	-32	104
Sacramento	175	149	26	139
San Bernardino	154	84	70	175
San Diego North	99	104	-5	140
San Diego South	119	88	31	276
San Francisco	64	86	-22	161
San Jose	100	107	-7	55
Santa Rosa/Redwood Coast	87	88	-1	288
State Facilities Section	68	106	-38	228
Ventura	75	58	17	70



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**TIMELINESS**

District Office / Statewide	Complaints Received During Reporting Period	Complaints Completed During Reporting Period (Regardless of Receipt Date)	Immediate Jeopardy (IJ)		Non-Immediate Jeopardy		Number of Complaints Completed During Reporting Period by Working Days from Receipt to Completion				Complaints Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed				Avg Days to Complete Complaints During Reporting Period	Average Age of Complaints Open on September 30, 2015
			(24 hours)		(10 working days)		≤90	91-180	181-365	>365	≤90	91-180	181-365	>365		
			Number Received	Percent Initiated Timely	Number Received	Percent Initiated Timely										
<b>California</b>	<b>2,062</b>	<b>1,888</b>	<b>141</b>	<b>96%</b>	<b>1,835</b>	<b>97%</b>	<b>1,343</b>	<b>230</b>	<b>144</b>	<b>171</b>	<b>71%</b>	<b>12%</b>	<b>8%</b>	<b>9%</b>	<b>130</b>	<b>273</b>
Bakersfield	90	117	8	100%	77	99%	116	1	0	0	99%	1%	0%	0%	26	13
Chico	62	62	1	100%	61	100%	34	14	12	2	55%	23%	19%	3%	169	140
East Bay	142	122	5	80%	125	98%	106	16	0	0	87%	13%	0%	0%	45	42
Fresno	106	115	15	100%	89	84%	91	20	4	0	79%	17%	3%	0%	65	77
Los Angeles County	537	388	56	100%	469	97%	207	40	29	112	53%	10%	7%	29%	285	376
Orange County	68	66	1	100%	60	98%	66	0	0	0	100%	0%	0%	0%	34	25
Riverside	116	148	3	100%	110	97%	111	23	7	7	75%	16%	5%	5%	83	94
Sacramento	175	149	16	88%	148	96%	135	14	0	0	91%	9%	0%	0%	50	33
San Bernardino	154	84	20	95%	134	97%	74	10	0	0	88%	12%	0%	0%	58	43
San Diego North	99	104	2	100%	93	98%	71	21	7	5	68%	20%	7%	5%	94	134
San Diego South	119	88	6	100%	105	99%	48	27	13	0	55%	31%	15%	0%	97	130
San Francisco	64	86	0	0%	63	100%	36	12	10	28	42%	14%	12%	33%	311	197
San Jose	100	107	1	100%	95	100%	105	1	1	0	98%	1%	1%	0%	30	33
Santa Rosa/Redwood Coast	87	88	7	86%	76	96%	37	11	26	14	42%	13%	30%	16%	192	210
State Facilities Section	68	106	0	0%	58	91%	51	17	35	3	48%	16%	33%	3%	140	196
Ventura	75	58	0	0%	72	94%	55	3	0	0	95%	5%	0%	0%	44	44



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**DISPOSITION**

	A	B	C	D	E	F	G	H
District Office / Statewide	Complaints Received During Reporting Period	Complaints Completed During Reporting Period	Unsubstantiated Complaints	Substantiated Complaints	Substantiated Complaints as a Percentage of Total Complaints Completed	Total Deficiencies for All Substantiated Complaints	Average Deficiencies per Substantiated Complaint	Number of Complaints Referred to Other Entities
<b>California</b>	<b>2,062</b>	<b>1,888</b>	<b>984</b>	<b>791</b>	<b>42%</b>	<b>989</b>	<b>1.25</b>	<b>104</b>
Bakersfield	90	117	70	43	37%	33	0.77	3
Chico	62	62	23	38	61%	109	2.87	10
East Bay	142	122	55	53	43%	59	1.11	3
Fresno	106	115	71	33	29%	43	1.30	1
Los Angeles County	537	388	222	150	39%	200	1.33	17
Orange County	68	66	27	31	47%	35	1.13	3
Riverside	116	148	91	53	36%	88	1.66	7
Sacramento	175	149	68	72	48%	62	0.86	7
San Bernardino	154	84	38	44	52%	30	0.68	1
San Diego North	99	104	67	33	32%	43	1.30	3
San Diego South	119	88	39	40	45%	61	1.53	2
San Francisco	64	86	40	45	52%	17	0.38	.
San Jose	100	107	53	50	47%	57	1.14	.
Santa Rosa/Redwood Coast	87	88	40	43	49%	90	2.09	.
State Facilities Section	68	106	45	42	40%	4	0.10	.
Ventura	75	58	35	21	36%	58	2.76	47

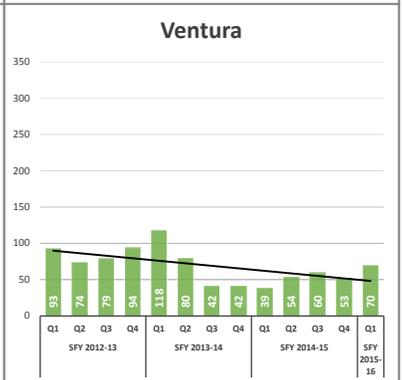
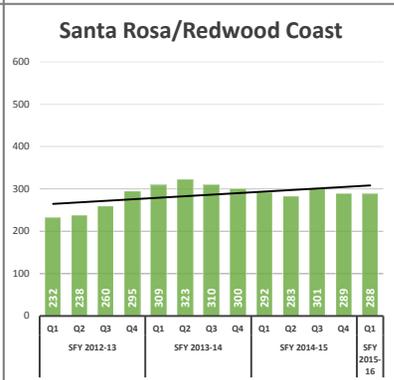
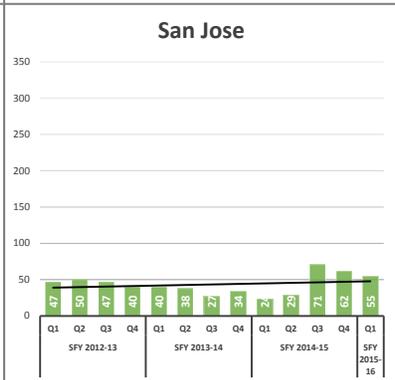
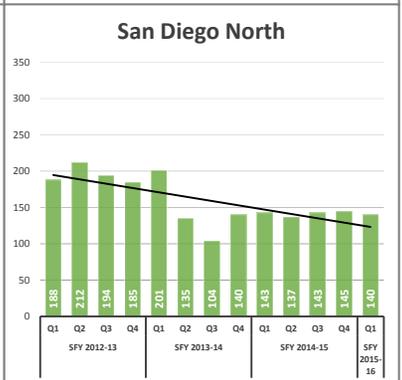
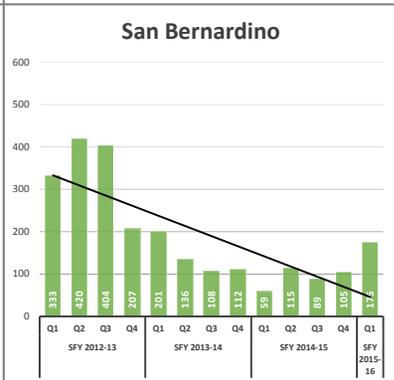
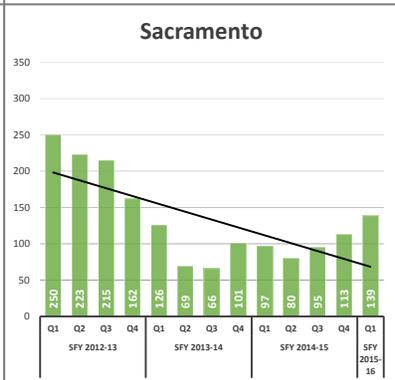
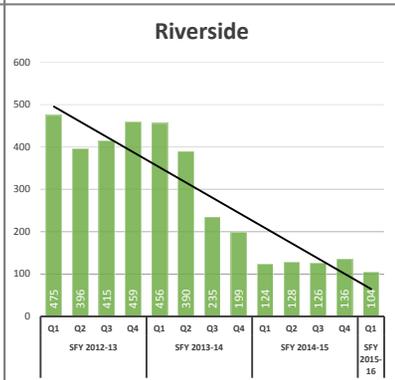
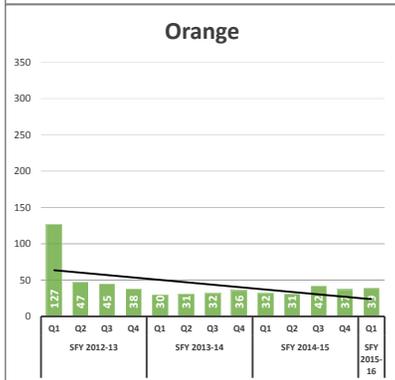
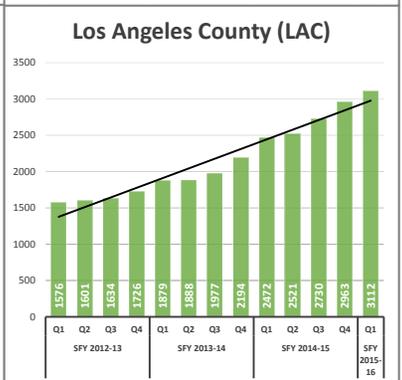
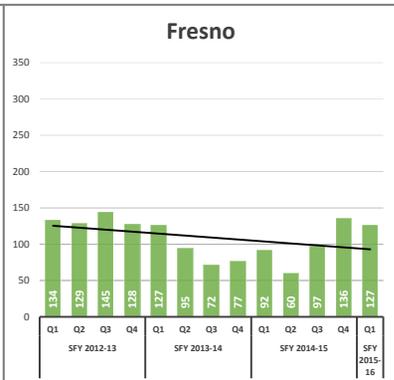
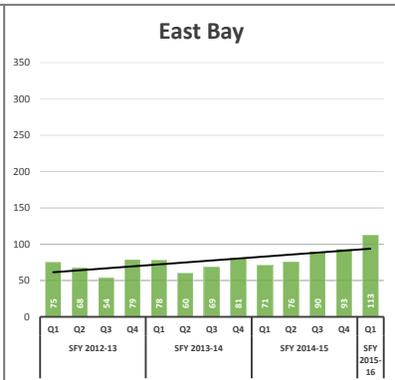
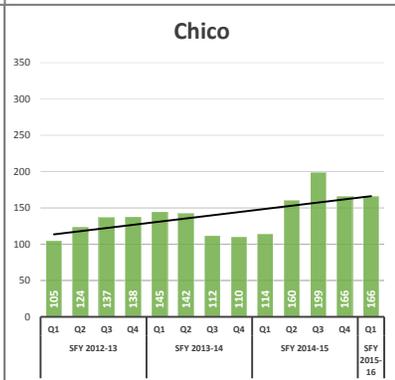
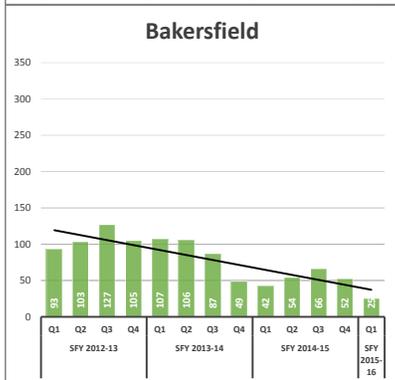
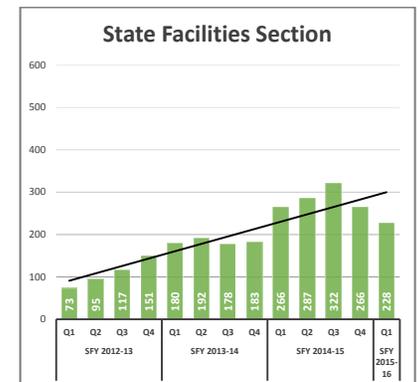
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Field Operations – District Office Metrics  
Long-Term Care Health Facility Complaints

# Open Complaints

(Number Open at the End of Each Quarter)

Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)  
Data Publication Date: December 07, 2015  
Data Extract Date: October 15, 2015



## Average Days from Complaint Receipt to Completion (Average Business Days)

Data as of September 30, 2015 (Cumulative through Quarter 1, SFY 2015-16)  
Data Publication Date: December 07, 2015  
Data Extract Date: October 15, 2015

