



**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 March 31, 2016 (Cumulative through Quarter 3, 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 March 31, 2016 by Reporting Period Received
<b>Current State Fiscal Year</b>				
2015-2016, Cumulative through Quarter 3	6,048	5,726	322	2,568
<b>Previous State Fiscal Years</b>				
2014-2015	7,609	6,601	1,008	1,444
2013-2014	6,510	6,686	-176	861
2012-2013	6,412	6,738	-326	380
2011-2012	6,161	5,986	175	100
<b>Totals</b>	<b>32,740</b>	<b>31,737</b>	<b>1,003</b>	<b>5,361*</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 8 open complaints received prior to fiscal year 2011-2012, for a total of 5,361 (5,353 + 8) open complaints as of March 31, 2016.



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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 (Non-IJ)		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 3	6,048	5,726	475	97%	5,352	97%	3,968	746	422	590	69%	13%	7%	10%
<b>Previous State Fiscal Years</b>														
2014-2015	7,609	6,601	527	96%	6,758	96%	4,670	795	561	575	71%	12%	8%	9%
2013-2014	6,510	6,686	347	95%	5,799	97%	4,017	848	696	1,125	60%	13%	10%	17%
2012-2013	6,412	6,738	226	99%	5,670	98%	4,030	1,023	790	895	60%	15%	12%	13%
2011-2012	6,161	5,986	236	97%	5,478	97%	3,400	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 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.
- 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 - J show the range of days Field Operations took to complete open complaints during the reporting period (G+H+I+J=B).
- Columns K - N show the percentage of open complaints completed within specific intervals 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 LTC complaint that involves imminent danger of death or serious bodily harm ("IJ – Immediate Jeopardy) to be initiated within 24 hours of receipt; and requires investigation of a LTC complaint that does not involve a threat of immediate danger of death or serious bodily harm (non-IJ) to be initiated within 10 working days.



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Long-Term Care Health Facility Complaints

**Data as of March 31, 2016 (Cumulative through Quarter 3, 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 3	6,048	5,726	3,060	2,379	42%	2,779	1.17	386
<b>Previous State Fiscal Years</b>								
2014-2015	7,609	6,601	3,594	2,635	40%	3,548	1.35	410
2013-2014	6,510	6,686	3,445	2,786	42%	3,385	1.22	268
2012-2013	6,412	6,738	3,218	2,977	44%	3,200	1.07	176
2011-2012	6,161	5,986	2,952	2,583	43%	3,051	1.18	133
<b>Totals</b>	<b>32,740</b>	<b>31,737</b>	<b>16,269</b>	<b>13,360</b>	<b>42%</b>	<b>15,963</b>	<b>1.19</b>	<b>1,373</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:**

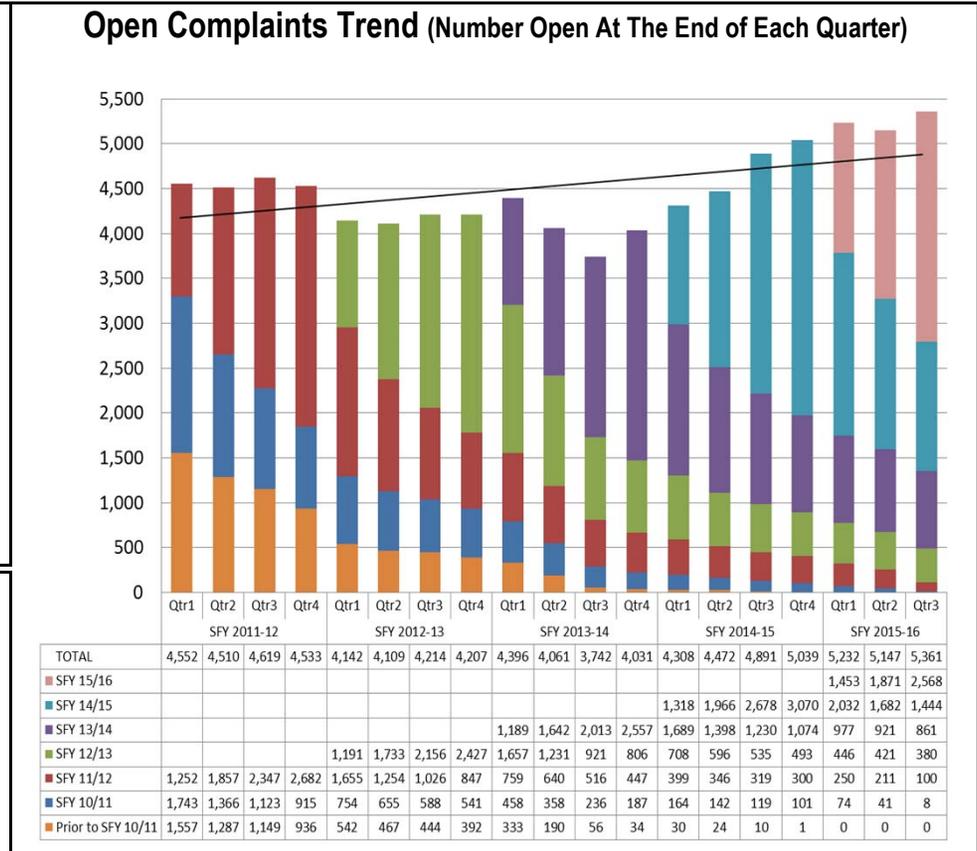
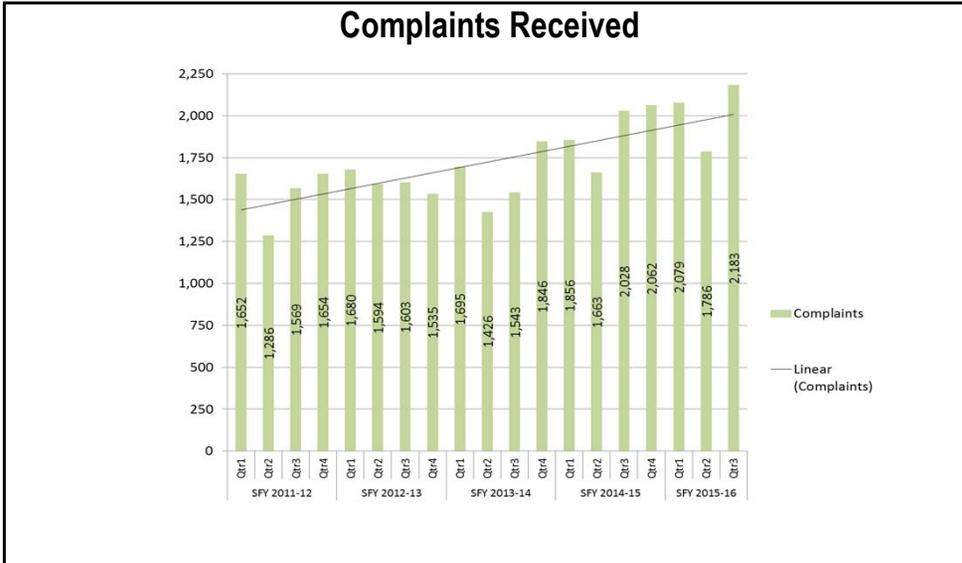
- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the complaint.
- 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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**Summary:** There was a 22% increase in the number of complaints CHCQ received this quarter. The overall trend for both complaints received and complaints completed over the past 19 quarters is increasing. The number of open complaints is relatively stable; all investigations prior to SFY 10/11 have been completed. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

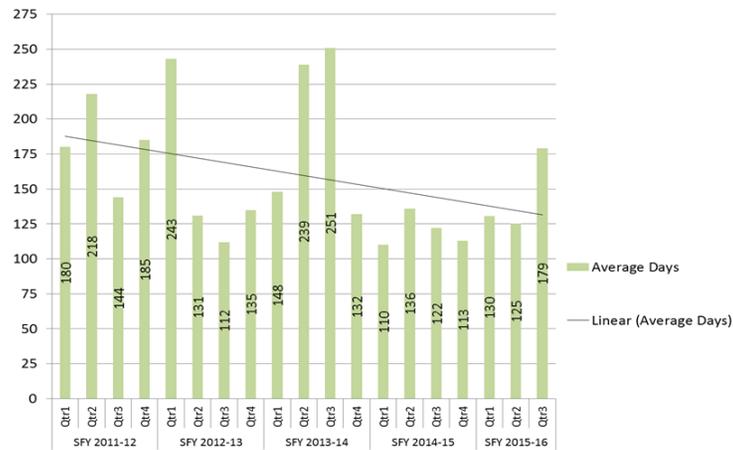


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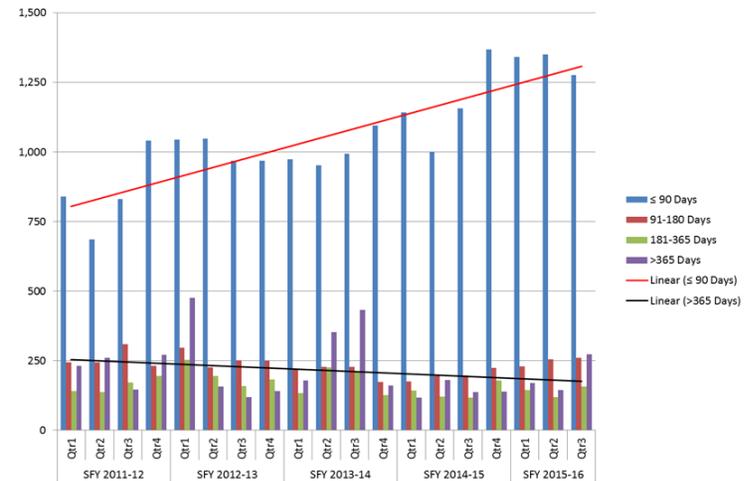
Field Operations  
Long-Term Care Health Facility Complaints

Data as of March 31, 2016 (Cumulative through Quarter 3, 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, in the most recent quarter, the average number of business days taken to complete a complaint has increased, yet the overall trend is still decreasing.

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 was a decrease in the number of cases completed in ≤ 90 days this quarter, yet the overall trend shows that more complaints are completed in ≤ 90 days and the trend in the number of complaints completed in > 365 days is still decreasing.

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 March 31, 2016 (Cumulative through Quarter 3, 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 March 31, 2016 (Regardless of Receipt Date)
<b>California</b>	<b>6,048</b>	<b>5,726</b>	<b>322</b>	<b>5,361</b>
Bakersfield	299	318	-19	33
Chico	153	195	-42	123
East Bay	412	392	20	114
Fresno	348	271	77	213
Los Angeles County	1,576	1,461	115	3,073
Orange County	196	205	-9	28
Riverside	351	386	-35	102
Sacramento	509	470	39	153
San Bernardino	452	351	101	206
San Diego North	293	270	23	168
San Diego South	353	189	164	409
San Francisco	204	224	-20	163
San Jose	289	307	-18	43
Santa Rosa/Redwood Coast	226	241	-15	274
State Facilities Section	195	262	-67	196
Ventura	192	184	8	63



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**Data as of March 31, 2016 (Cumulative through Quarter 3, SFY 2015-16)**

**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				Average Days to Complete Complaints During Reporting Period	Average Age of Complaints Open on March 31, 2016
			(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>6,048</b>	<b>5,726</b>	<b>475</b>	<b>97%</b>	<b>5,352</b>	<b>97%</b>	<b>3,968</b>	<b>746</b>	<b>422</b>	<b>590</b>	<b>69%</b>	<b>13%</b>	<b>7%</b>	<b>10%</b>	<b>145</b>	<b>275</b>
Bakersfield	299	318	64	97%	224	99%	317	1	0	0	100%	0%	0%	0%	20	15
Chico	153	195	6	100%	146	100%	75	48	58	14	38%	25%	30%	7%	170	147
East Bay	412	392	7	86%	374	99%	346	44	1	1	88%	11%	0%	0%	45	46
Fresno	348	271	47	89%	286	90%	180	67	24	0	66%	25%	9%	0%	82	71
Los Angeles County	1,576	1,461	166	100%	1,380	96%	709	195	131	426	49%	13%	9%	29%	324	385
Orange County	196	205	2	100%	185	100%	203	2	0	0	99%	1%	0%	0%	35	17
Riverside	351	386	3	100%	338	98%	322	42	11	11	83%	11%	3%	3%	63	100
Sacramento	509	470	73	95%	419	97%	421	48	1	0	90%	10%	0%	0%	52	40
San Bernardino	452	351	63	95%	388	97%	298	52	1	0	85%	15%	0%	0%	61	43
San Diego North	293	270	10	100%	272	94%	193	57	13	7	71%	21%	5%	3%	82	140
San Diego South	353	189	11	100%	328	99%	111	44	28	6	59%	23%	15%	3%	104	165
San Francisco	204	224	0	n/a	199	97%	100	48	27	49	45%	21%	12%	22%	218	180
San Jose	289	307	7	100%	275	99%	304	2	1	0	99%	1%	0%	0%	31	47
Santa Rosa/Redwood Coast	226	241	14	93%	205	93%	87	44	55	55	36%	18%	23%	23%	228	203
State Facilities Section	195	262	1	100%	149	91%	130	44	67	21	50%	17%	26%	8%	146	230
Ventura	192	184	1	100%	184	96%	172	8	4	0	93%	4%	2%	0%	47	86



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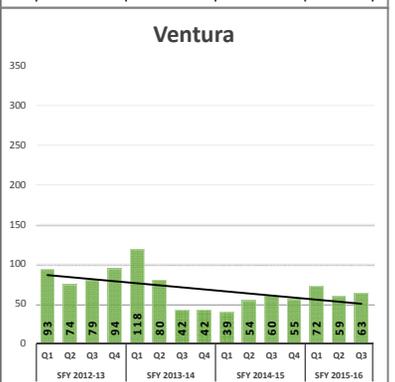
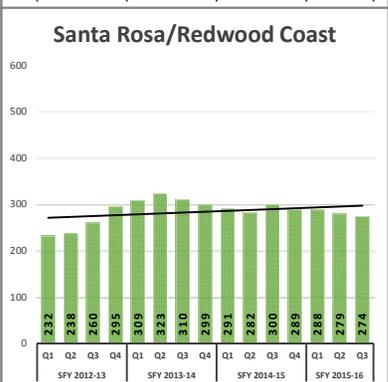
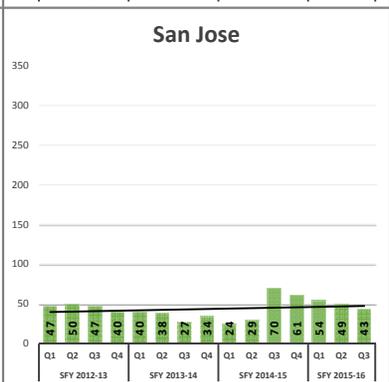
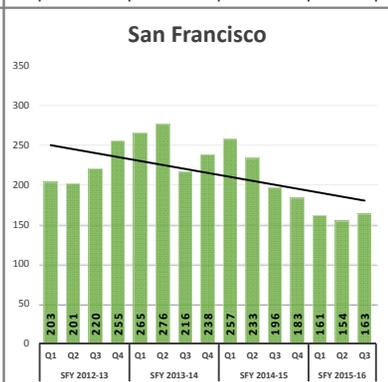
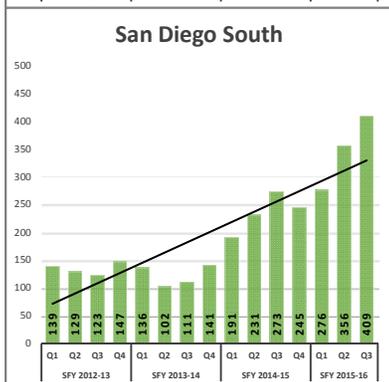
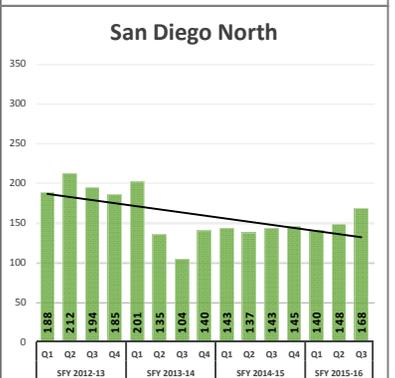
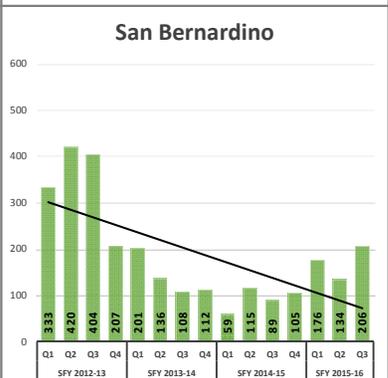
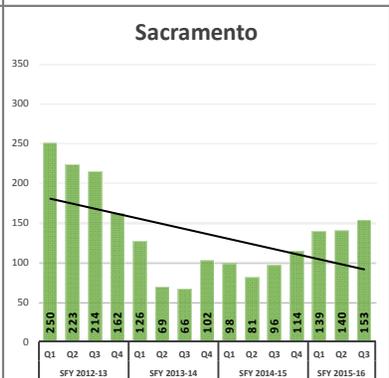
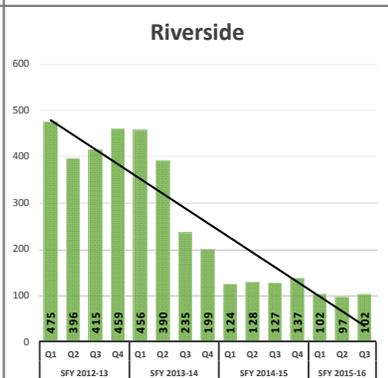
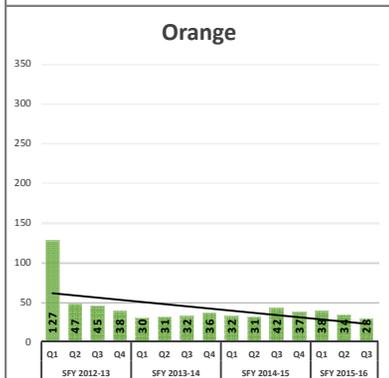
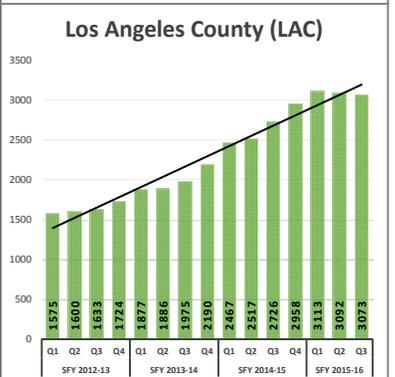
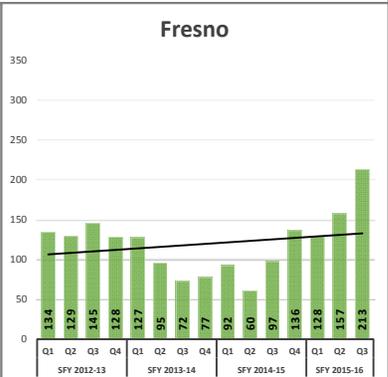
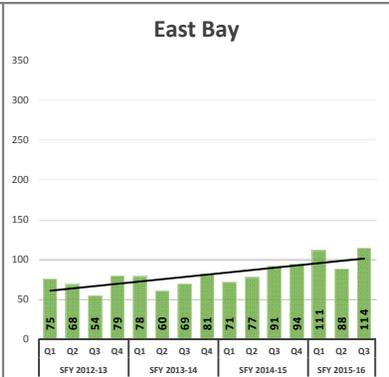
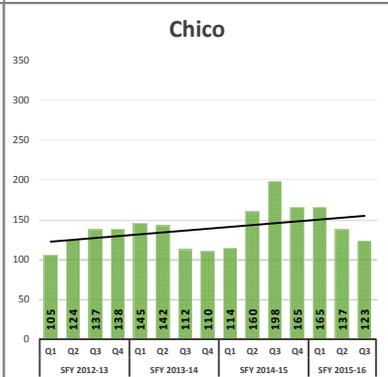
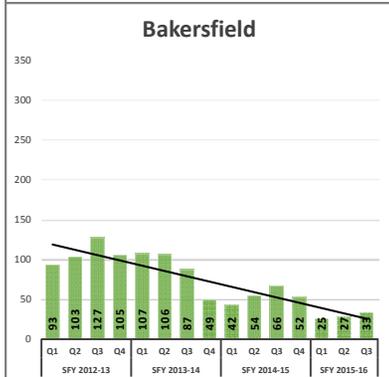
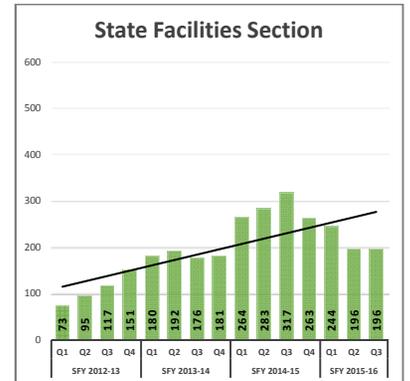
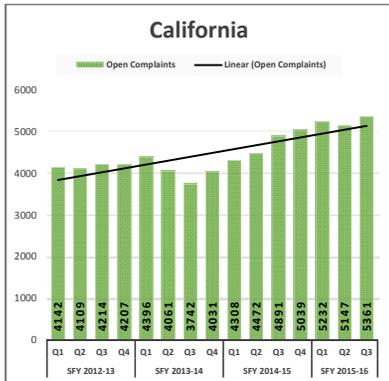
**Data as of March 31, 2016 (Cumulative through Quarter 3, SFY 2015-16)**

**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>6,048</b>	<b>5,726</b>	<b>3,060</b>	<b>2,379</b>	<b>42%</b>	<b>2,779</b>	<b>1.17</b>	<b>386</b>
Bakersfield	299	318	184	123	39%	97	0.79	12
Chico	153	195	67	126	65%	210	1.67	30
East Bay	412	392	177	182	46%	217	1.19	8
Fresno	348	271	156	79	29%	110	1.39	3
Los Angeles County	1,576	1,461	847	576	39%	725	1.26	106
Orange County	196	205	85	109	53%	103	0.94	8
Riverside	351	386	230	142	37%	227	1.60	11
Sacramento	509	470	218	227	48%	197	0.87	40
San Bernardino	452	351	201	140	40%	74	0.53	7
San Diego North	293	270	183	74	27%	81	1.09	8
San Diego South	353	189	86	84	44%	135	1.61	14
San Francisco	204	224	125	95	42%	34	0.36	13
San Jose	289	307	151	149	49%	196	1.32	5
Santa Rosa/Redwood Coast	226	241	105	128	53%	231	1.80	0
State Facilities Section	195	262	124	86	33%	11	0.13	2
Ventura	192	184	121	59	32%	131	2.22	119

## Open Complaints (Number Open at the End of Each Quarter)

Data as of March 31, 2015 (Cumulative through Quarter 3, SFY 2015-16)  
Data Publication Date: June 14, 2016  
Data Extract Date: April 15, 2016



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

Data as of March 31, 2015 (Cumulative through Quarter 3, SFY 2015-16)  
Data Publication Date: June 14, 2016  
Data Extract Date: April 15, 2016

