



**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 June 30, 2016 (Cumulative through Quarter 4, 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 June 30, 2016 by Reporting Period Received
<b>Current State Fiscal Year</b>				
2015-2016, Cumulative through Quarter 4	8,286	8,323	-37	2,522
<b>Previous State Fiscal Years</b>				
2014-2015	7,609	6,601	1,008	1,242
2013-2014	6,511	6,689	-178	810
2012-2013	6,412	6,737	-325	354
2011-2012	6,161	5,986	175	72
<b>Totals</b>	<b>34,979</b>	<b>34,336</b>	<b>643</b>	<b>5,001*</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.

\*One open complaint was received prior to SFY 2011-2012 (for a total of 5,001 [5,000 + 1] open complaints as of June 30, 2016. That complaint was completed on August 17, 2016.



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**Data as of June 30, 2016 (Cumulative through Quarter 4, SFY 2015-16)**

**TIMELINESS**

Reporting Period	A	B	C		D		E		F		G				H				I				J				K				L				M				N			
	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 4	8,286	8,323	701	97%	7,289	97%	5,787	1,139	640	757	70%	14%	8%	9%																												
<b>Previous State Fiscal Years</b>																																										
2014-2015	7,609	6,601	527	96%	6,757	96%	4,670	795	561	575	71%	12%	8%	9%																												
2013-2014	6,511	6,689	347	95%	5,800	97%	4,019	848	696	1,126	61%	13%	11%	17%																												
2012-2013	6,412	6,737	226	99%	5,670	98%	4,030	1,023	789	895	61%	15%	12%	14%																												
2011-2012	6,161	5,986	236	97%	5,478	97%	3,400	1,030	646	910	52%	16%	10%	14%																												

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 June 30, 2016 (Cumulative through Quarter 4, 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 4	8,286	8,323	4,518	3,427	41%	4,024	1.17	590
<b>Previous State Fiscal Years</b>								
2014-2015	7,609	6,601	3,594	2,635	40%	3,548	1.35	411
2013-2014	6,511	6,689	3,445	2,786	42%	3,385	1.22	268
2012-2013	6,412	6,737	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	134
<b>Totals</b>	<b>34,979</b>	<b>34,336</b>	<b>17,727</b>	<b>14,408</b>	<b>42%</b>	<b>17,208</b>	<b>1.19</b>	<b>1,579</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.

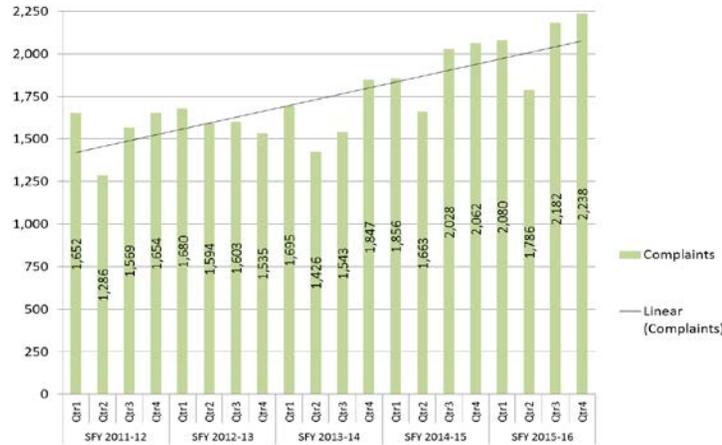


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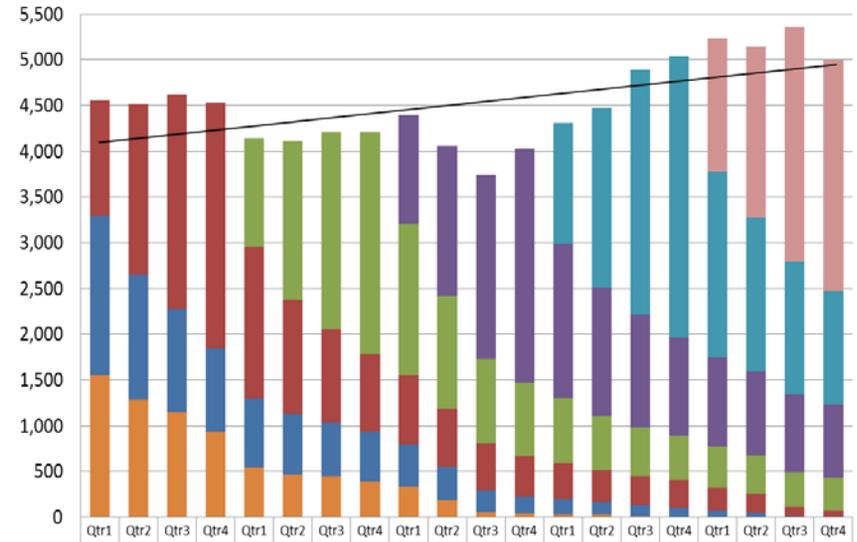
**Field Operations**  
Long-Term Care Health Facility Complaints

**Data as of June 30, 2016 (Cumulative through Quarter 4, SFY 2015-16)**

**Complaints Received**

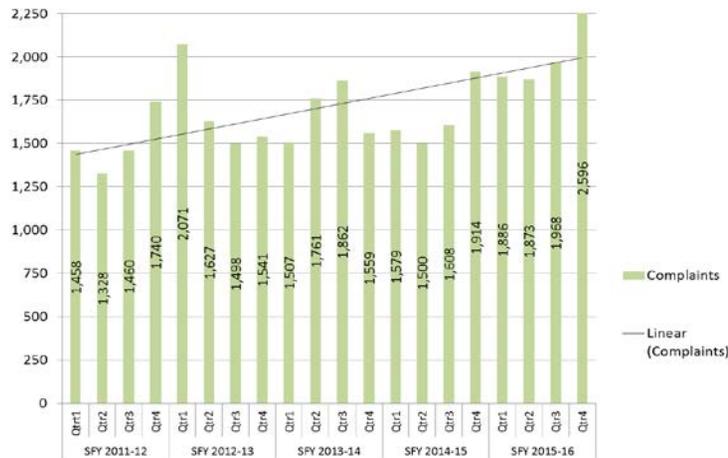


**Open Complaints Trend (Number Open At The End of Each Quarter)**



TOTAL	4,552	4,510	4,619	4,533	4,142	4,109	4,214	4,208	4,396	4,061	3,742	4,030	4,308	4,470	4,890	5,038	5,232	5,145	5,359	5,001	
SFY 15/16																		1,454	1,870	2,566	2,522
SFY 14/15													1,318	1,965	2,678	3,070	2,032	1,682	1,445	1,242	
SFY 13/14																		976	920	860	810
SFY 12/13					1,191	1,733	2,156	2,427	1,657	1,231	921	806	708	596	535	493	446	421	380	354	
SFY 11/12	1,252	1,857	2,347	2,682	1,655	1,254	1,026	848	759	640	516	447	399	346	319	300	250	211	100	72	
SFY 10/11	1,743	1,366	1,123	915	754	655	588	541	458	358	236	187	164	142	119	101	74	41	8	1	
Prior to SFY 10/11	1,557	1,287	1,149	936	542	467	444	392	333	190	56	34	30	24	10	1	0	0	0	0	

**Complaints Completed**



**Summary:** The number of complaints that CHCQ received, and the number of complaints that CHCQ completed, in the last quarter, has increased. The overall trend for both complaints received and complaints completed over the past five years is increasing. The number of open complaints decreased last quarter. The one investigation that had been open prior to SFY 2011-12 was completed on August 17, 2016. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

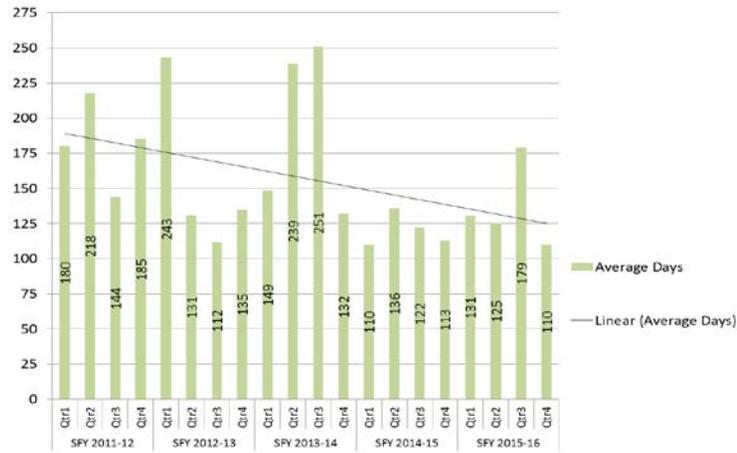


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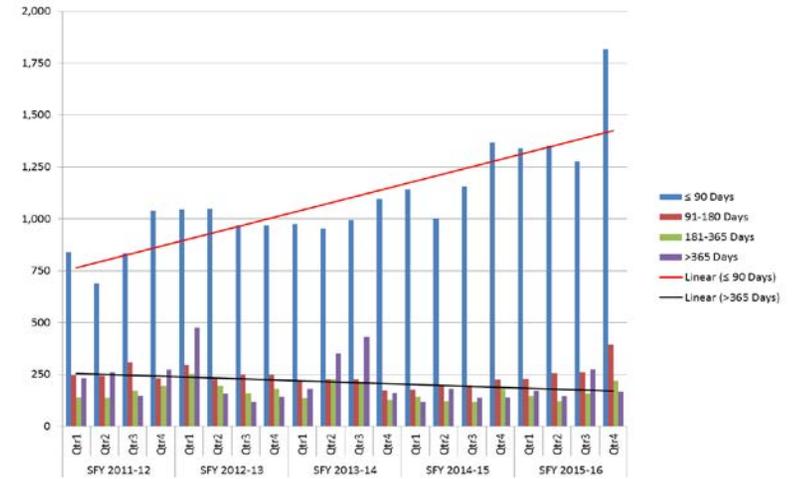
**Field Operations**  
Long-Term Care Health Facility Complaints

**Data as of June 30, 2016 (Cumulative through Quarter 4, 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 that the overall trend for the average number of business days taken to complete a complaint continues to decrease.

The “Complaints Completed by Intervals” chart shows the number of cases completed by interval (≤90 days, 91-180 days, 181-365 days, >365 days). The number of complaints completed in ≤ 90 days increased in the current quarter. The overall trend in the number of complaints completed in > 365 days continues to decrease.

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.



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**Field Operations**  
Long-Term Care Health Facility Complaints by District Office

**Data as of June 30, 2016 (Cumulative through Quarter 4, 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 June 30, 2016 (Regardless of Receipt Date)
<b>California</b>	<b>8,286</b>	<b>8,323</b>	<b>-37</b>	<b>5,001</b>
Bakersfield	408	424	-16	36
Chico	210	234	-24	142
East Bay	596	513	83	177
Fresno	451	409	42	178
Los Angeles County	2,161	2,497	-336	2,622
Orange County	264	263	1	38
Riverside	481	532	-51	85
Sacramento	690	635	55	169
San Bernardino	624	543	81	187
San Diego North	399	344	55	200
San Diego South	471	232	239	484
San Francisco	286	325	-39	143
San Jose	405	414	-9	52
Santa Rosa/Redwood Coast	317	353	-36	253
State Facilities Section	258	332	-74	188
Ventura	265	273	-8	47



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**Field Operations**  
Long-Term Care Health Facility Complaints by District Office

**Data as of June 30, 2016 (Cumulative through Quarter 4, SFY 2015-16)**

**TIMELINESS**

District Office / Statewide	A	B	C		D		E				F				O	P
	Complaints Received During Reporting Period	Complaints Completed During Reporting Period (Regardless of Receipt Date)	Immediate Jeopardy (I)		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	≤90	91-180	181-365	>365	≤90	91-180	181-365	>365	Average Days to Complete Complaints During Reporting Period	Average Age of Complaints Open on June 30, 2016			
California	8,286	8,323	701	97%	7,289	97%	5,787	1,139	640	757	70%	14%	8%	9%	134	305
Bakersfield	408	424	85	96%	299	99%	423	1	0	0	100%	0%	0%	0%	20	11
Chico	210	234	10	100%	198	99%	92	59	68	15	39%	25%	29%	6%	165	155
East Bay	596	513	18	94%	542	99%	451	60	1	1	88%	12%	0%	0%	46	44
Fresno	451	409	69	93%	358	89%	266	107	36	0	65%	26%	9%	0%	81	96
Los Angeles County	2,161	2,497	231	100%	1,883	97%	1,307	401	247	542	52%	16%	10%	22%	255	460
Orange County	264	263	6	83%	247	100%	261	2	0	0	99%	1%	0%	0%	34	20
Riverside	481	532	11	100%	457	97%	459	43	19	11	86%	8%	4%	2%	57	114
Sacramento	690	635	113	96%	555	97%	570	63	1	1	90%	10%	0%	0%	52	41
San Bernardino	624	543	94	96%	529	97%	454	86	2	1	84%	16%	0%	0%	64	50
San Diego North	399	344	16	100%	366	95%	252	62	17	13	73%	18%	5%	4%	84	143
San Diego South	471	232	16	100%	441	99%	130	51	37	14	56%	22%	16%	6%	120	181
San Francisco	286	325	0	n/a	272	98%	163	69	37	56	50%	21%	11%	17%	186	194
San Jose	405	414	8	100%	390	99%	411	2	1	0	99%	0%	0%	0%	31	40
Santa Rosa/Redwood Coast	317	353	20	95%	290	93%	153	61	72	67	43%	17%	20%	19%	202	221
State Facilities Section	258	332	2	100%	211	91%	148	54	94	36	45%	16%	28%	11%	164	219
Ventura	265	273	2	100%	251	96%	247	18	8	0	90%	7%	3%	0%	49	92



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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>8,286</b>	<b>8,323</b>	<b>4,518</b>	<b>3,427</b>	<b>41%</b>	<b>4,024</b>	<b>1.17</b>	<b>590</b>
Bakersfield	408	424	229	172	41%	138	0.80	13
Chico	210	234	75	156	67%	271	1.74	43
East Bay	596	513	241	232	45%	274	1.18	14
Fresno	451	409	240	121	30%	175	1.45	16
Los Angeles County	2,161	2,497	1,430	1,008	40%	1,204	1.19	158
Orange County	264	263	111	139	53%	126	0.91	11
Riverside	481	532	316	196	37%	306	1.56	21
Sacramento	690	635	307	296	47%	247	0.83	63
San Bernardino	624	543	318	214	39%	100	0.47	14
San Diego North	399	344	233	93	27%	96	1.03	10
San Diego South	471	232	107	106	46%	154	1.45	28
San Francisco	286	325	188	124	38%	59	0.48	25
San Jose	405	414	203	204	49%	310	1.52	6
Santa Rosa/Redwood Coast	317	353	152	191	54%	392	2.05	3
State Facilities Section	258	332	179	100	30%	16	0.16	0
Ventura	265	273	189	75	27%	156	2.08	165

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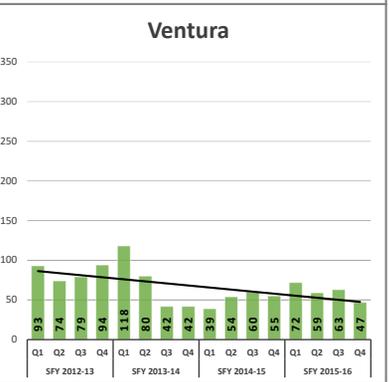
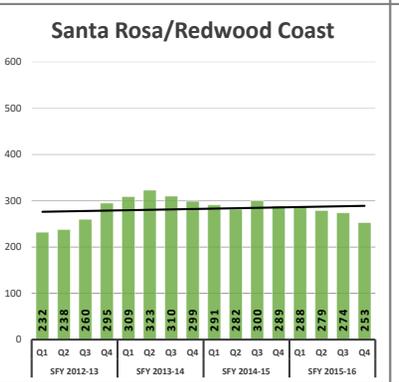
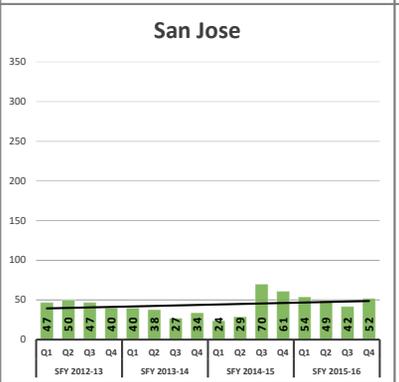
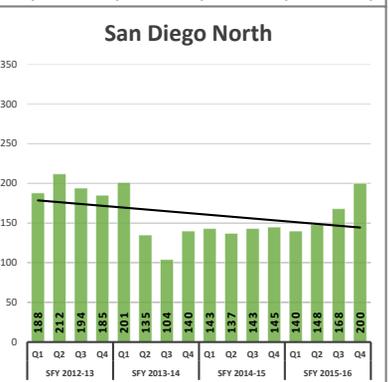
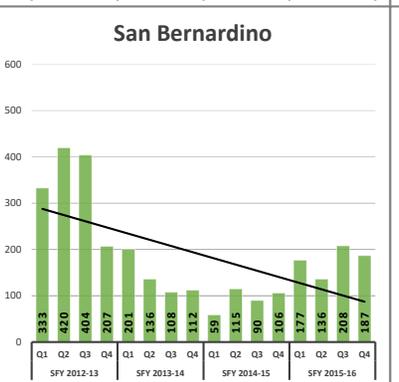
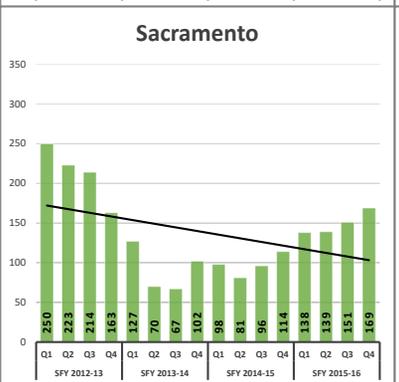
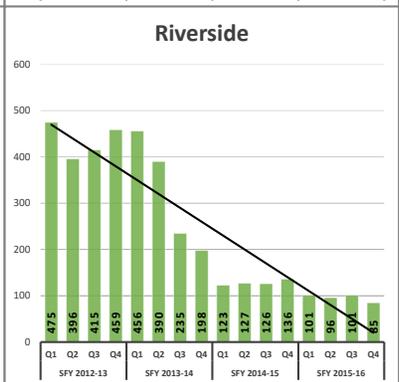
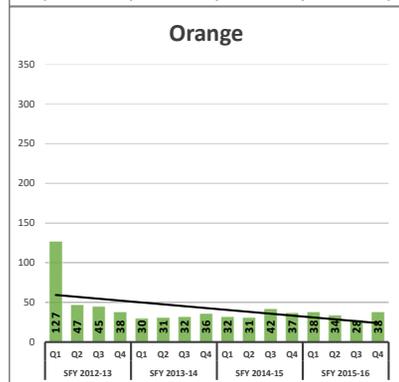
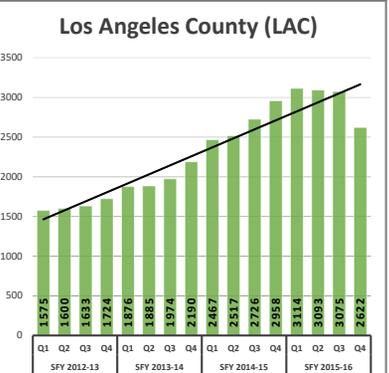
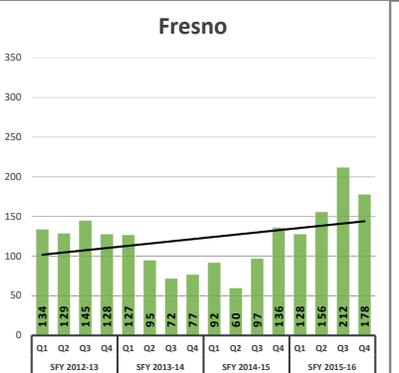
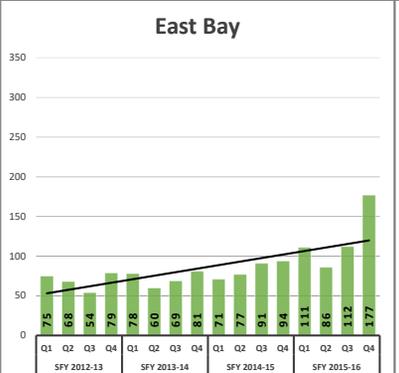
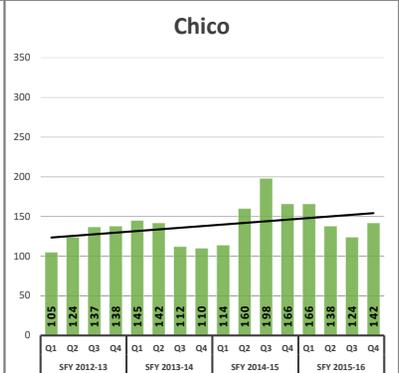
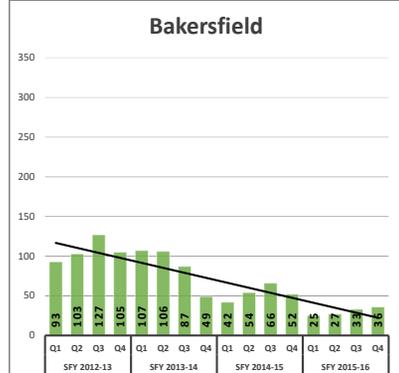
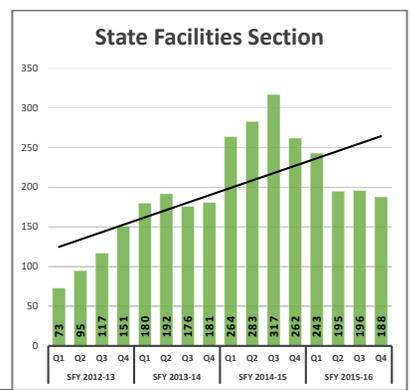
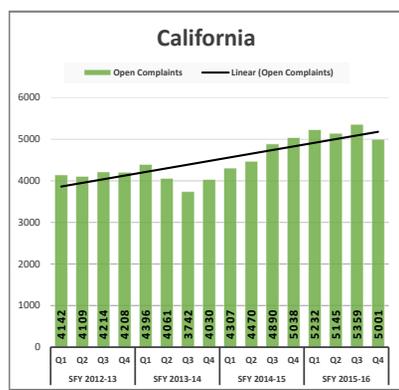
Field Operations – District Office Metrics  
Long-Term Care Health Facility Complaints

# Open Complaints

(Number Open at the End of Each Quarter)

\* Scales on bar charts vary

Data as of June 30, 2016 (Cumulative through Quarter 4, SFY 2015-16)  
Data Publication Date: November 3, 2016  
Data Extract Date: July 18, 2016



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Long-Term Care Health Facility Complaints

# Average Days from Complaint Receipt to Completion

(Average Business Days)

\* Scales on bar charts vary

Data as of June 30, 2016 (Cumulative through Quarter 4, SFY 2015-16)  
Data Publication Date: November 3, 2016  
Data Extract Date: July 18, 2016

