



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, 2015 (Cumulative through Quarter 4, SFY 2014-15)

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	Open Complaints Remaining by Reporting Period Received
Current State Fiscal Year				
2014-2015, Cumulative through Quarter 4	7,605	6,597	1,008	3,059
Previous State Fiscal Years				
2013-2014	6,510	6,682	-172	1,077
2012-2013	6,414	6,738	-324	504
2011-2012	6,161	5,986	175	303
Totals	26,690	26,003	687	5,048*

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 are 105 open complaints received prior to Fiscal Year 2011-2012, for a total of 5,048 (105 + 4,943) open complaints as of July 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 During Reporting Period			
			(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									
Current State Fiscal Year														
2014-2015, Cumulative through Quarter 4	7,605	6,597	529	97%	6,757	97%	4,677	792	559	569	71%	12%	8%	9%
Previous State Fiscal Years														
2013-2014	6,510	6,682	347	96%	5,799	97%	4,015	849	692	1,126	60%	13%	10%	17%
2012-2013	6,414	6,738	226	99%	5,671	98%	4,031	1,022	790	895	60%	15%	12%	13%
2011-2012	6,161	5,986	237	97%	5,479	97%	3,399	1,030	647	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 (this includes all complaints prioritized as levels B-E by federal requirements upon intake) 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.
- 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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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
Current State Fiscal Year								
2014-2015, Cumulative through Quarter 4	7,605	6,597	3,587	2,637	40%	3,488	1.32	409
Previous State Fiscal Years								
2013-2014	6,510	6,682	3,442	2,787	42%	3,373	1.21	267
2012-2013	6,414	6,738	3,219	2,977	44%	3,183	1.07	188
2011-2012	6,161	5,986	2,951	2,583	43%	3,042	1.18	136
Totals	26,690	26,003	13,199	10,984	42%	13,086	1.19	1,000

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:

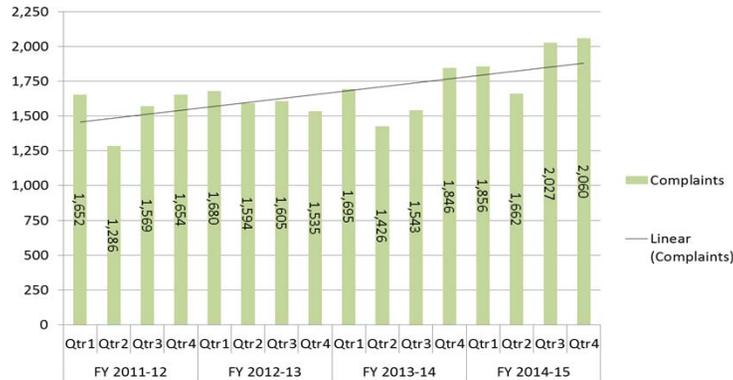
- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the complaint.
- 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.



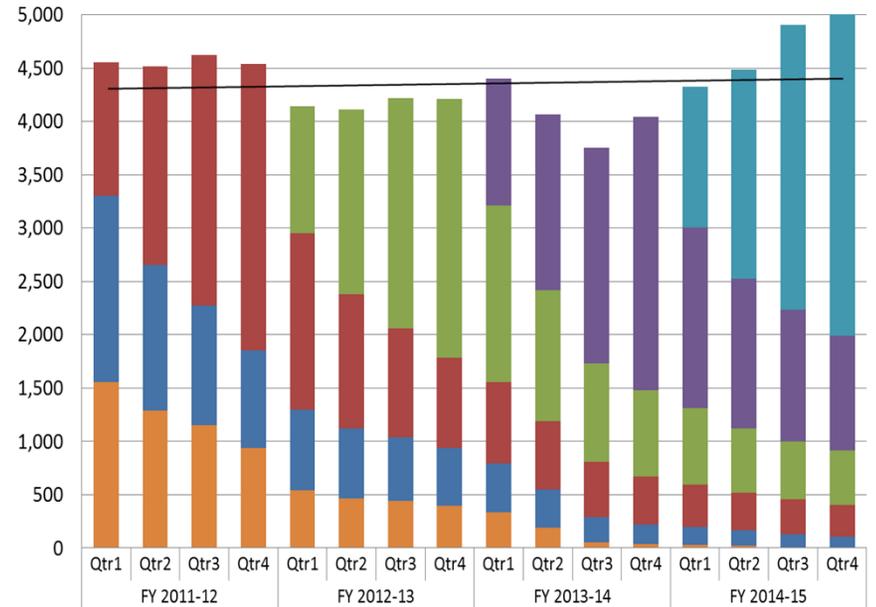
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Complaints Received



Open Complaints



TOTAL	4,555	4,513	4,621	4,536	4,146	4,113	4,221	4,212	4,400	4,065	3,750	4,040	4,324	4,488	4,909	5,048
SFY 14/15													1,318	1,964	2,675	3,059
SFY 13/14									1,189	1,643	2,016	2,559	1,695	1,403	1,234	1,077
SFY 12/13					1,191	1,733	2,159	2,428	1,657	1,231	923	810	715	606	546	504
SFY 11/12	1,252	1,857	2,347	2,683	1,657	1,256	1,028	849	761	642	518	449	401	348	322	303
SFY 10/11	1,745	1,368	1,124	916	755	656	589	542	459	358	236	187	164	142	121	103
Prior to SFY 10/11	1,558	1,288	1,150	937	543	468	445	393	334	191	57	35	31	25	11	2

Complaints Completed



Summary: Recent trends show an increase in the number of complaints that CHCQ has received, and an increase in the number of complaint investigations completed. Although the number of open complaints has steadily grown in the past four quarters, the increase in Quarter 4 of FY 2014-15 completion volume has slowed the rate of growth. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

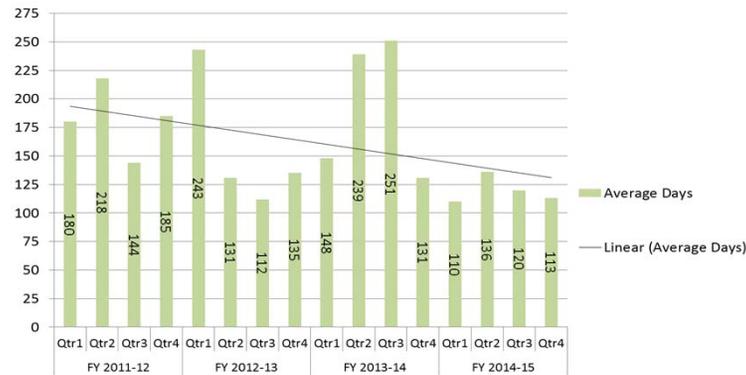


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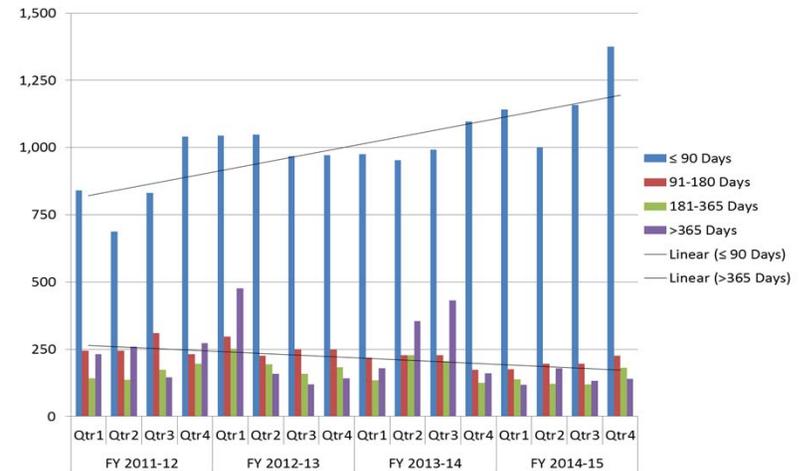
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Average Days from Complaint Receipt to Completion



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.



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Field Operations
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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	Open Complaints
California	7,605	6,597	1,008	5,048
Bakersfield	328	325	3	52
Chico	296	242	54	164
East Bay	530	521	9	90
Fresno	404	345	59	136
Los Angeles County	1,774	1,001	773	2,966
Orange County	244	242	2	38
Riverside	442	503	-61	140
Sacramento	619	605	14	115
San Bernardino	475	484	-9	103
San Diego North	413	408	5	145
San Diego South	458	354	104	245
San Francisco	286	342	-56	184
San Jose	349	322	27	61
Santa Rosa/Redwood Coast	348	360	-12	288
State Facilities Section	383	300	83	266
Ventura	256	243	13	55



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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 During				Avg Days to Complete Complaints During Reporting Period	Average Age of Open Complaints
			(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										
California	7,605	6,597	529	97%	6,757	97%	4,677	792	559	569	71%	12%	8%	9%	119	268
Bakersfield	328	325	33	100%	286	99%	303	17	4	1	93%	5%	1%	0%	46	22
Chico	296	242	38	97%	248	100%	105	87	46	4	43%	36%	19%	2%	118	136
East Bay	530	521	4	100%	489	98%	487	31	3	0	93%	6%	1%	0%	39	35
Fresno	404	345	72	90%	301	91%	290	46	8	1	84%	13%	2%	0%	51	64
Los Angeles County	1,774	1,001	200	99%	1,537	95%	416	177	175	233	42%	18%	17%	23%	246	378
Orange County	244	242	0	0%	224	99%	235	7	0	0	97%	3%	0%	0%	37	22
Riverside	442	503	18	100%	412	99%	350	52	70	31	70%	10%	14%	6%	112	108
Sacramento	619	605	70	100%	541	98%	587	16	1	1	97%	3%	0%	0%	41	32
San Bernardino	475	484	46	98%	427	96%	424	29	2	29	88%	6%	0%	6%	87	40
San Diego North	413	408	11	91%	393	97%	298	90	19	1	73%	22%	5%	0%	70	132
San Diego South	458	354	2	100%	423	100%	189	100	64	1	53%	28%	18%	0%	105	116
San Francisco	286	342	0	0%	274	98%	175	45	39	83	51%	13%	11%	24%	279	272
San Jose	349	322	2	100%	340	99%	319	0	0	3	99%	0%	0%	1%	37	29
Santa Rosa/Redwood Coast	348	360	25	96%	311	97%	135	48	86	91	38%	13%	24%	25%	227	204
State Facilities Section	383	300	3	100%	307	96%	134	38	40	88	45%	13%	13%	29%	200	172
Ventura	256	243	5	80%	244	96%	230	9	2	2	95%	4%	1%	1%	52	40



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California	7,605	6,597	3,587	2,637	40%	3,488	1.32	409
Bakersfield	328	325	148	167	51%	137	0.82	9
Chico	296	242	87	144	60%	338	2.35	47
East Bay	530	521	242	239	46%	264	1.10	4
Fresno	404	345	191	111	32%	138	1.24	8
Los Angeles County	1,774	1,001	589	362	36%	756	2.09	81
Orange County	244	242	80	142	59%	246	1.73	7
Riverside	442	503	360	125	25%	202	1.62	14
Sacramento	619	605	291	297	49%	290	0.98	49
San Bernardino	475	484	273	203	42%	86	0.42	8
San Diego North	413	408	293	107	26%	93	0.87	2
San Diego South	458	354	181	141	40%	113	0.80	3
San Francisco	286	342	208	115	34%	43	0.37	10
San Jose	349	322	168	145	45%	213	1.47	3
Santa Rosa/Redwood Coast	348	360	162	185	51%	309	1.67	7
State Facilities Section	383	300	173	60	20%	14	0.23	0
Ventura	256	243	141	94	39%	246	2.62	157