



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 December 31, 2015 (Cumulative through Quarter 2, 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 December 31, 2015 by Reporting Period Received
Current State Fiscal Year				
2015-2016, Cumulative through Quarter 2	3,864	3,755	109	1,872
Previous State Fiscal Years				
2014-2015	7,609	6,602	1,007	1,680
2013-2014	6,510	6,684	-174	920
2012-2013	6,412	6,737	-325	426
2011-2012	6,161	5,986	175	211
Totals	30,556	29,764	792	5,150*

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 41 open complaints received prior to Fiscal Year 2011-2012, for a total of 5,150 (41 + 5,109) open complaints as of January 1, 2016.



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 December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

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								
Current State Fiscal Year														
2015-2016, Cumulative through Quarter 2	3,864	3,755	304	97%	3,388	97%	2,691	483	265	316	72%	13%	7%	8%
Previous State Fiscal Years														
2014-2015	7,609	6,602	528	96%	6,758	97%	4,672	795	561	574	71%	12%	8%	9%
2013-2014	6,510	6,684	347	96%	5,799	97%	4,018	848	693	1,125	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	5,986	237	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.

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 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.



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 December 31, 2015 (Cumulative through Quarter 2, 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
Current State Fiscal Year								
2015-2016, Cumulative through Quarter 2	3,864	3,755	1,986	1,548	41%	1,859	1.20	220
Previous State Fiscal Years								
2014-2015	7,609	6,602	3,594	2,635	40%	3,548	1.35	409
2013-2014	6,510	6,684	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	133
Totals	30,556	29,764	15,195	12,529	42%	15,043	1.20	1,206

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:

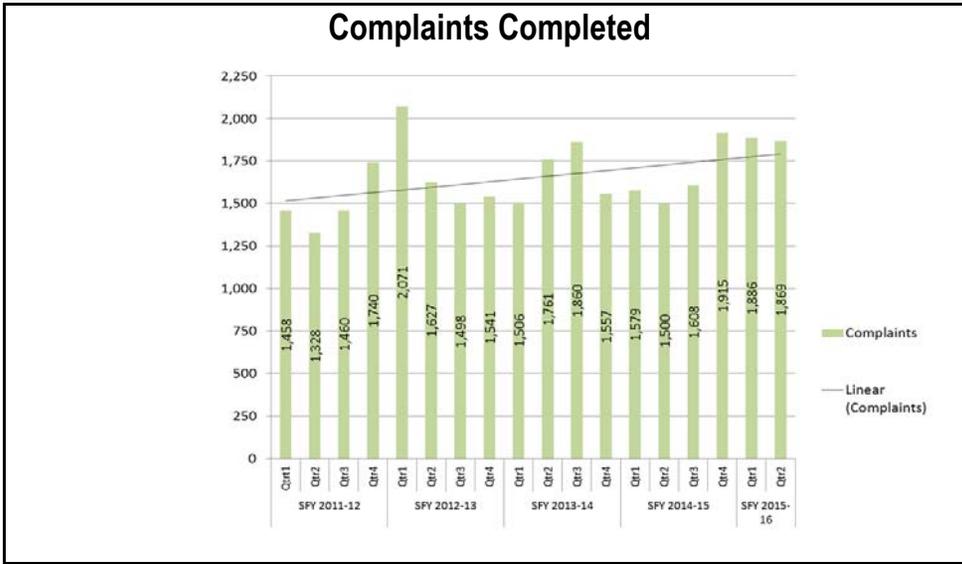
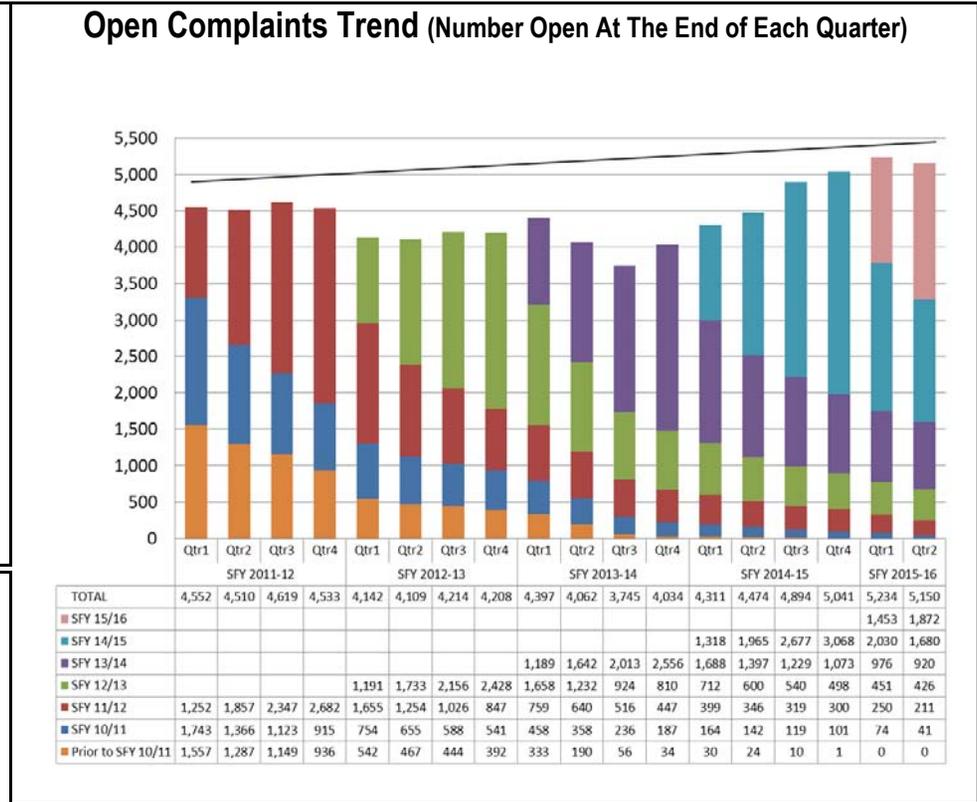
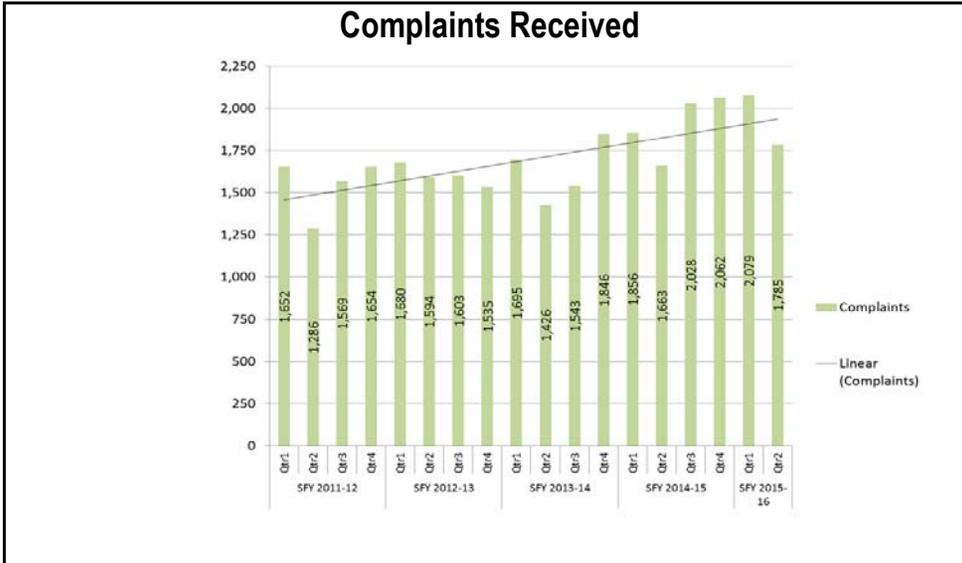
- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the complaint.
- 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
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Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)



Summary: The number of open complaints decreased in the past quarter, despite the increase in the number of complaints CHCQ received. The overall trend over the past 18 quarters for both complaints received and complaints completed is increasing. All investigations prior to SFY 10/11 have been completed. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

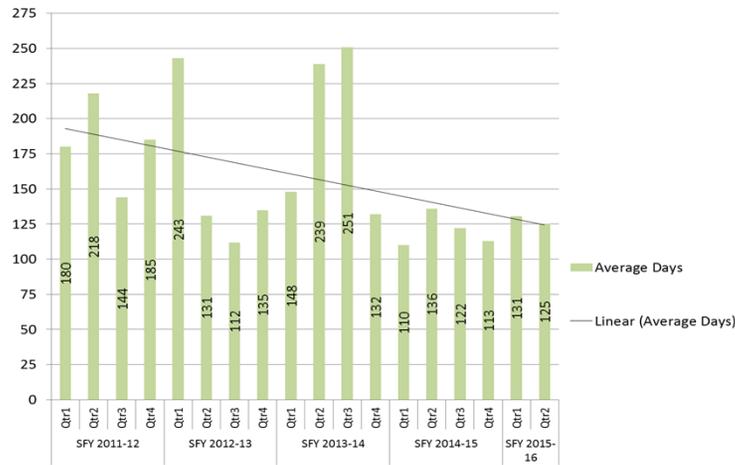


California Department of Public Health
 Center for Health Care Quality
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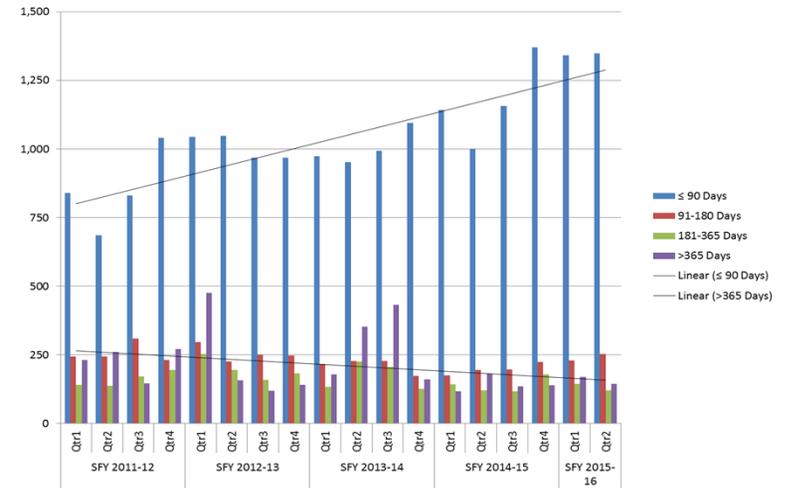
Field Operations
Long-Term Care Health Facility Complaints

Data as of December 31, 2015 (Cumulative through Quarter 2, 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 steady decrease in the average number of business days taken 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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 Licensing and Certification Program

Field Operations
Long-Term Care Health Facility Complaints by District Office
Data as of December 31, 2015 (Cumulative through Quarter 2, 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 December 31, 2015 (Regardless of Receipt Date)
California	3,864	3,755	109	5,150
Bakersfield	189	214	-25	27
Chico	103	131	-28	137
East Bay	267	272	-5	88
Fresno	215	194	21	157
Los Angeles County	984	852	132	3,092
Orange County	131	134	-3	34
Riverside	225	264	-39	98
Sacramento	325	299	26	139
San Bernardino	268	240	28	133
San Diego North	175	172	3	148
San Diego South	233	122	111	356
San Francisco	124	154	-30	153
San Jose	199	209	-10	51
Santa Rosa/Redwood Coast	154	164	-10	279
State Facilities Section	137	205	-68	198
Ventura	135	129	6	60



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Field Operations
Long-Term Care Health Facility Complaints by District Office
Data as of December 31, 2015 (Cumulative through Quarter 2, 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 December 31, 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										
California	3,864	3,755	304	97%	3,388	97%	2,691	483	265	316	72%	13%	7%	8%	128	293
Bakersfield	189	214	36	94%	143	99%	213	1	0	0	100%	0%	0%	0%	21	14
Chico	103	131	3	100%	100	100%	58	29	35	9	44%	22%	27%	7%	170	154
East Bay	267	272	5	80%	237	99%	236	36	0	0	87%	13%	0%	0%	45	42
Fresno	215	194	31	94%	173	87%	141	40	13	0	73%	21%	7%	0%	73	77
Los Angeles County	984	852	110	100%	852	96%	446	111	73	222	52%	13%	9%	26%	216	397
Orange County	131	134	2	100%	121	100%	134	0	0	0	100%	0%	0%	0%	36	20
Riverside	225	264	3	100%	213	98%	211	36	8	9	80%	14%	3%	3%	70	105
Sacramento	325	299	41	95%	273	97%	273	26	0	0	91%	9%	0%	0%	49	43
San Bernardino	268	240	44	95%	224	97%	213	27	0	0	89%	11%	0%	0%	60	49
San Diego North	175	172	4	100%	165	95%	122	35	10	5	71%	20%	6%	3%	84	151
San Diego South	233	122	6	100%	214	99%	78	30	14	0	64%	25%	11%	0%	83	150
San Francisco	124	154	0	n/a	123	98%	64	39	14	37	42%	25%	9%	24%	239	206
San Jose	199	209	7	100%	188	99%	206	2	1	0	99%	1%	0%	0%	32	33
Santa Rosa/Redwood Coast	154	164	10	90%	140	94%	60	31	43	30	37%	19%	26%	18%	208	214
State Facilities Section	137	205	1	100%	94	93%	112	35	54	4	55%	17%	26%	2%	122	240
Ventura	135	129	1	100%	128	96%	124	5	0	0	96%	4%	0%	0%	43	70



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

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

DISPOSITION

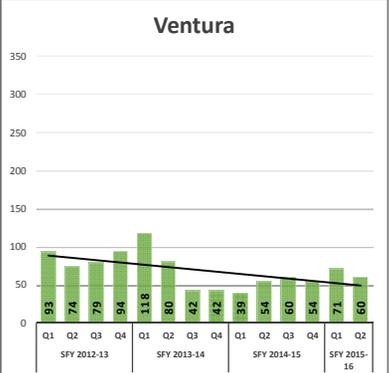
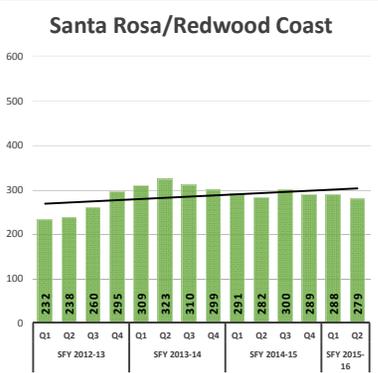
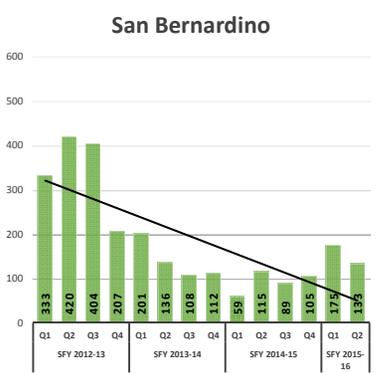
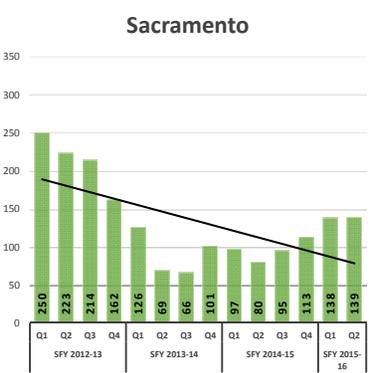
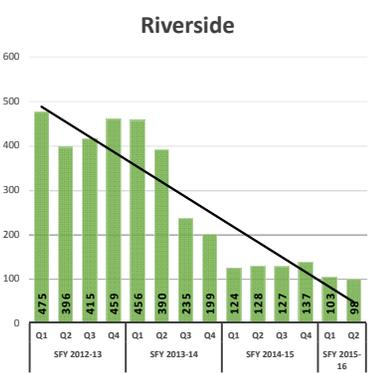
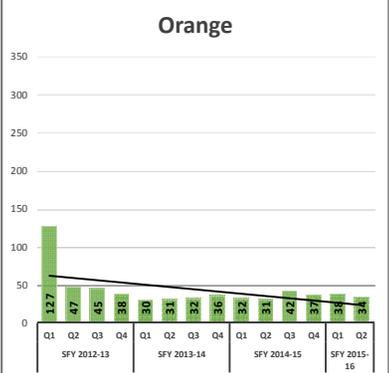
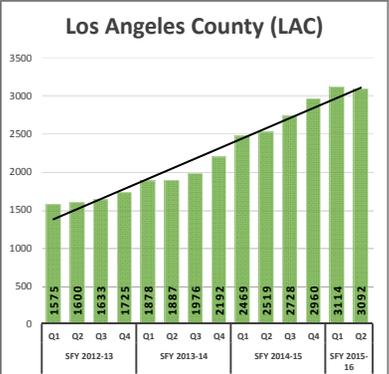
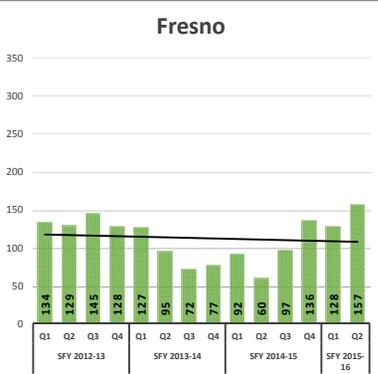
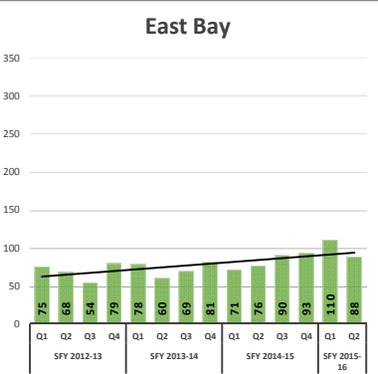
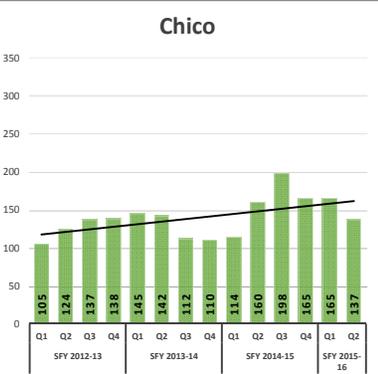
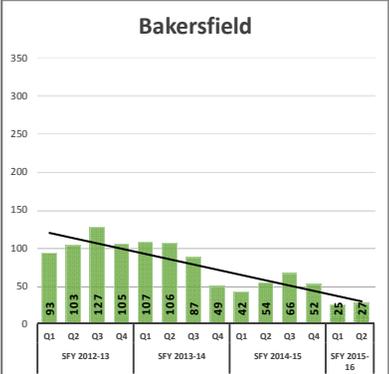
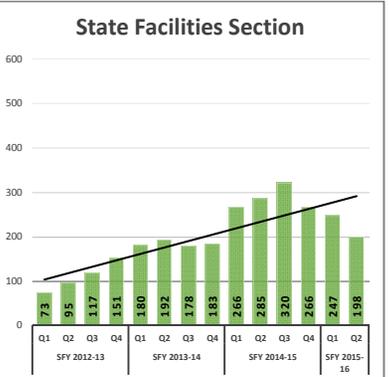
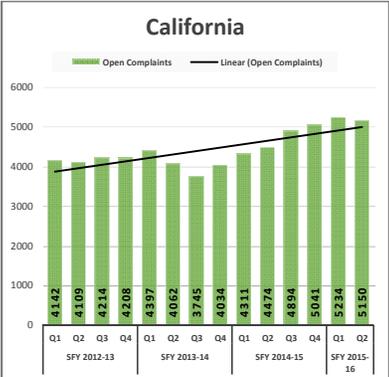
	A	B	C	D	E	F	G	H
District Office / Statewide	Complaints Received During Reporting Period	Complaints Completed During Reporting Period	Unsubstantiated Complaints	Substantiated Complaints	Substantiated Complaints as a Percentage of Total Complaints Completed	Total Deficiencies for All Substantiated Complaints	Average Deficiencies per Substantiated Complaint	Number of Complaints Referred to Other Entities
California	3,864	3,755	1,986	1,548	41%	1,859	1.20	220
Bakersfield	189	214	129	75	35%	56	0.75	9
Chico	103	131	45	85	65%	142	1.67	15
East Bay	267	272	121	124	46%	155	1.25	7
Fresno	215	194	108	59	30%	81	1.37	1
Los Angeles County	984	852	501	326	38%	448	1.37	44
Orange County	131	134	49	75	56%	80	1.07	7
Riverside	225	264	154	99	38%	163	1.65	9
Sacramento	325	299	144	139	46%	119	0.86	23
San Bernardino	268	240	134	99	41%	52	0.53	5
San Diego North	175	172	117	48	28%	59	1.23	4
San Diego South	233	122	51	54	44%	93	1.72	5
San Francisco	124	154	92	61	40%	24	0.39	4
San Jose	199	209	100	105	50%	143	1.36	1
Santa Rosa/Redwood Coast	154	164	70	88	54%	141	1.60	1
State Facilities Section	137	205	91	66	32%	8	0.12	0
Ventura	135	129	80	45	35%	95	2.11	85

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

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

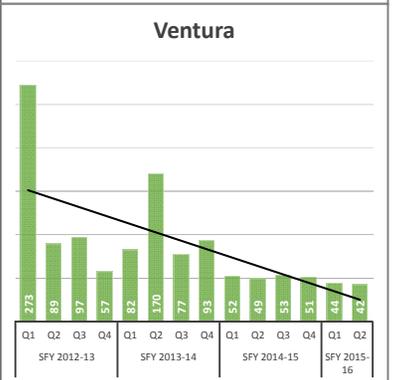
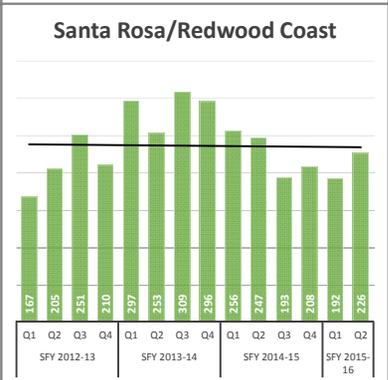
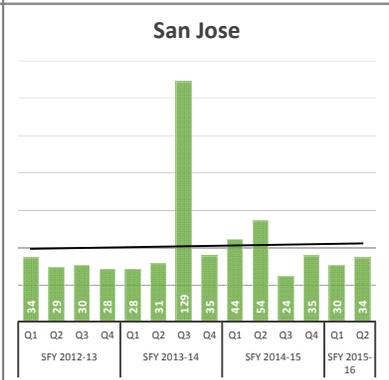
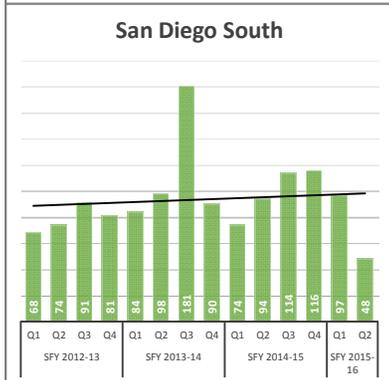
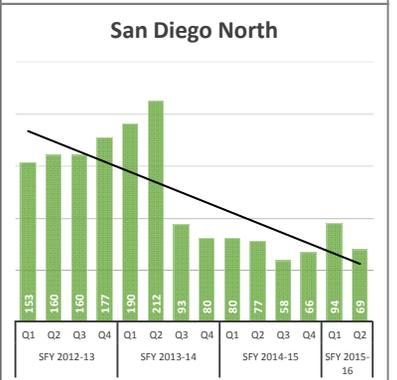
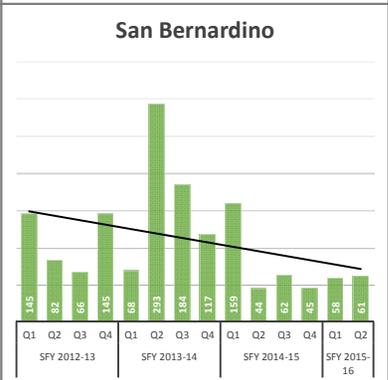
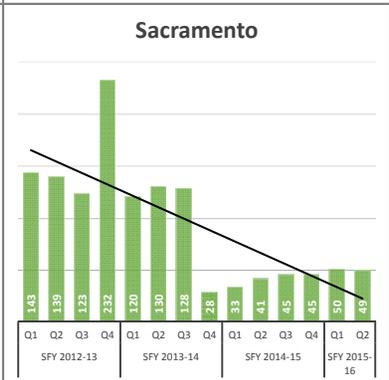
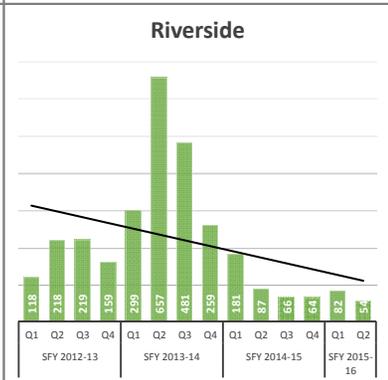
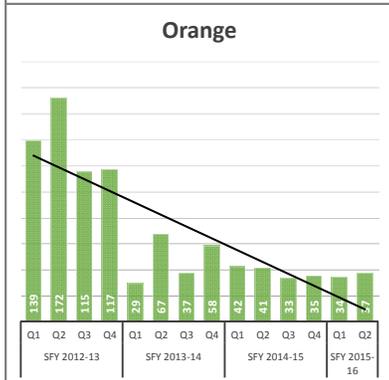
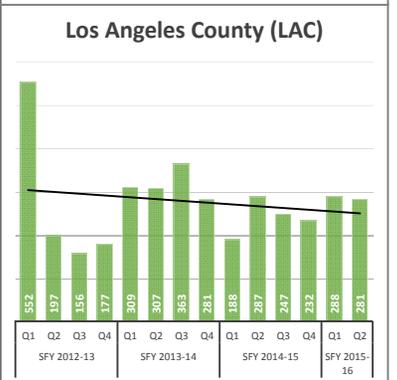
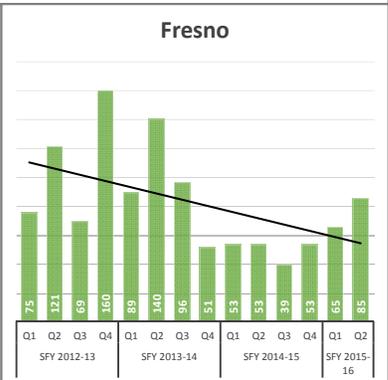
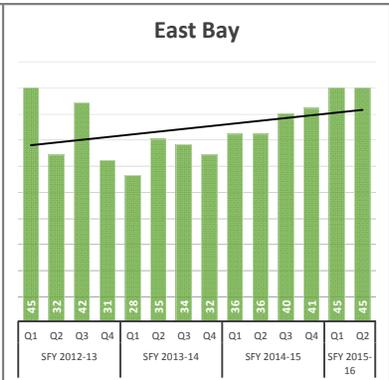
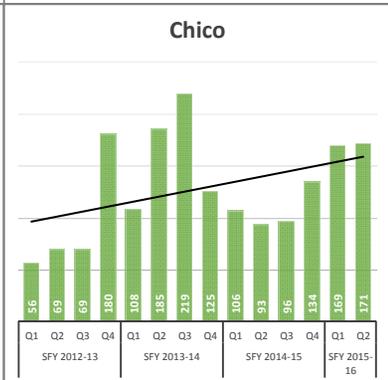
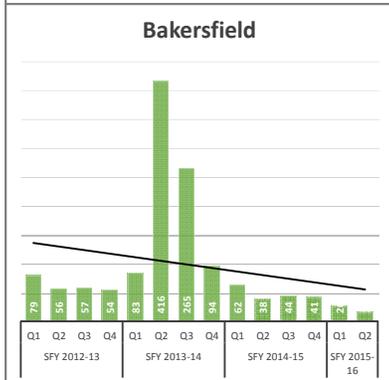
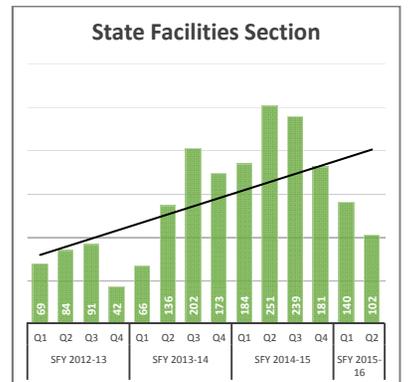
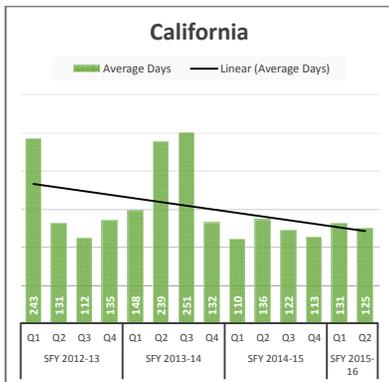
Open Complaints
(Number Open at the End of Each Quarter)

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)
Data Publication Date: March 02, 2016
Data Extract Date: January 20, 2016



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

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)
Data Publication Date: March 02, 2016
Data Extract Date: January 20, 2016





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

Field Operations
Long-Term Care Health Facility Entity Report Incidents (ERIs)

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

VOLUME

	A	B	C	D
Reporting Period	ERIs Received During Reporting Period	ERIs Completed During Reporting Period (Regardless of Receipt Date)	Growth/Reduction in Open ERIs by Reporting Period	ERIs Open on December 31, 2015, by Reporting Period Received
Current State Fiscal Year				
2015-2016, Cumulative through Quarter 2	9,851	9,057	794	4,076
Previous State Fiscal Years				
2014-2015	20,401	19,334	1,067	2,825
2013-2014	19,759	20,899	-1,140	1,285
2012-2013	20,318	21,001	-683	362
2011-2012	20,519	21,781	-1,262	58
Totals	90,848	92,072	-1,224	8,615*

This table identifies the number and growth or reduction in open ERIs reported by 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 ERIs Field Operations received during the respective reporting period.
- Column B shows the number of ERIs Field Operations completed during the respective reporting period, regardless of the reporting period in which the ERIs was received.
- Column C shows the difference between ERIs received and completed during the respective reporting period (C=A-B). When the value of Column C is positive, the number of open ERIs increased during that reporting period. When the value of Column C is negative, the number of open ERIs decreased.
- Column D shows the number of ERIs 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 9 open ERIs received prior to Fiscal Year 2011-2012, for a total of 9,615 (9 + 8,606) open ERIs as of January 1, 2016.



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

Field Operations
Long-Term Care Health Facility Entity Reported Incidents (ERIs)
Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

TIMELINESS

Reporting Period	ERIs Received During Reporting Period	ERIs Completed During Reporting Period (Regardless of Receipt Date)	Immediate Jeopardy (IJ)		Number of ERIs Completed During Reporting Period by Working Days from Receipt to Completion				ERIs Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed			
			(24 hours)*		≤90	91-180	181-365	>365	≤90	91-180	181-365	>365
			Number Received	Percent Initiated Timely								
Current State Fiscal Year												
2015-2016, Cumulative through Quarter 2	9,851	9,057	279	94%	7,249	839	551	418	80%	9%	6%	5%
Previous State Fiscal Years												
2014-2015	20,401	19,334	460	97%	14,711	1,963	1,871	789	76%	10%	10%	4%
2013-2014	19,759	20,899	302	96%	14,266	2,572	2,240	1,821	68%	12%	11%	9%
2012-2013	20,318	21,001	217	95%	14,140	2,930	2,198	1,733	67%	14%	10%	8%
2011-2012	20,519	21,781	240	99%	14,190	2,775	2,337	2,479	65%	13%	11%	11%

This table identifies how long it takes Licensing and Certification Program's Field Operations to initiate and complete ERI 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 ERIs Field Operations received during the respective reporting period.
- Column B shows the number of ERIs Field Operations completed during the respective reporting period, regardless of the reporting period in which the ERI was received.
- Columns C and D show the number of Immediate Jeopardy (IJ) ERIs received, and the percentage of those received that Field Operations initiated within 24 hours during the respective reporting period. This includes all ERIs prioritized as level A by federal requirements upon intake.
- Columns E - H show the range of days Field Operations took to complete open ERIs during the reporting period (E+F+G+H=B).
- Columns I - L show the percentage of open ERI cases completed within specific intervals during the reporting period (I=E/B, J=F/B, K=G/B, L=H/B). Numbers may not add to 100 due to rounding.

*ERIs do not have mandatory timelines for initiation; Licensing and Certification Program's Field Operations makes every effort to initiate investigations all Immediate Jeopardy reports within 24 hours.



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

Field Operations
Long-Term Care Health Facility Entity Reported Incidents (ERIs)

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

DISPOSITION

	A	B	C	D	E	F	G	H
Reporting Period	ERIs Received During Reporting Period	ERIs Completed During Reporting Period (Regardless of Receipt Date)	Unsubstantiated ERIs	Substantiated ERIs	Substantiated ERIs as a Percentage of Total ERIs Completed	Total Deficiencies for All Substantiated ERIs	Average Deficiencies per Substantiated ERIs	Number of ERIs Referred to Other Entities
Current State Fiscal Year								
2015-2016, Cumulative through Quarter 2	9,851	9,057	2,012	3,787	42%	2,012	0.53	1,056
Previous State Fiscal Years								
2014-2015	20,401	19,334	4,185	6,829	35%	4,256	0.62	1,562
2013-2014	19,759	20,899	4,613	6,866	33%	4,095	0.60	1,085
2012-2013	20,318	21,001	3,669	6,071	29%	3,016	0.50	753
2011-2012	20,519	21,781	3,268	5,960	27%	2,595	0.44	668
Totals	90,848	92,072	17,747	29,513	32%	15,974	0.54	5,124

This table identifies the disposition of completed ERI investigations reported by Skilled Nursing Facilities, Intermediate Care Facilities (including all those serving Developmentally Disabled), Congregate Living Health Facilities, and Pediatric Day Health and Respite Care Facilities. An ERI is "substantiated" when, Licensing and Certification's Field Operations finds evidence the alleged event(s) occurred. If the investigation determines a substantiated ERI entails a facility's violation of state or federal regulation, Field Operations issues a deficiency to the facility. A substantiated ERI may result in one or more deficiencies or none at all if there was not a violation of state or federal regulation. "Unsubstantiated" ERIs most commonly involve resident to resident abuse allegations reported by the resident to a staff member and without witness; and/or events a facility reported in an abundance of caution, which surveyors later determine did not require reporting.

Table Notes:

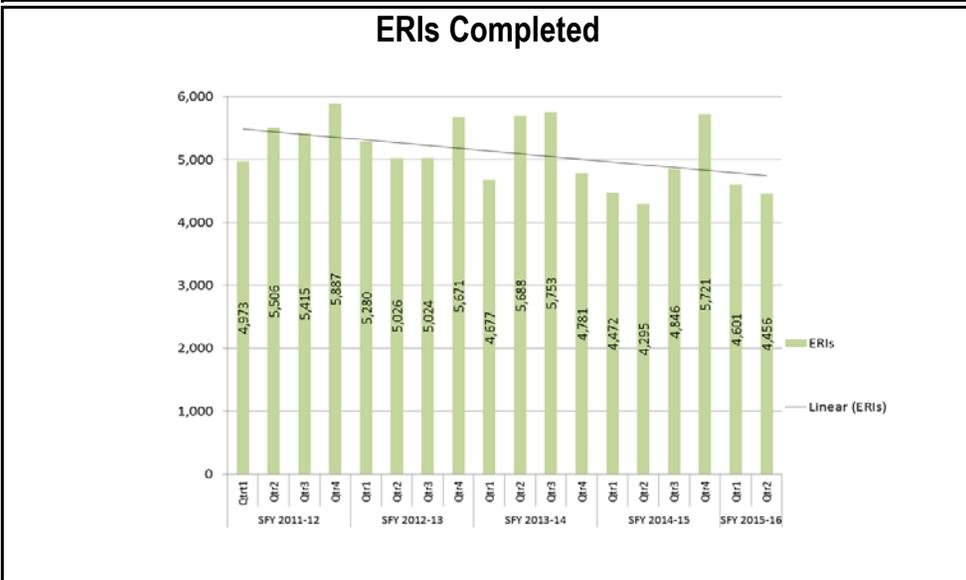
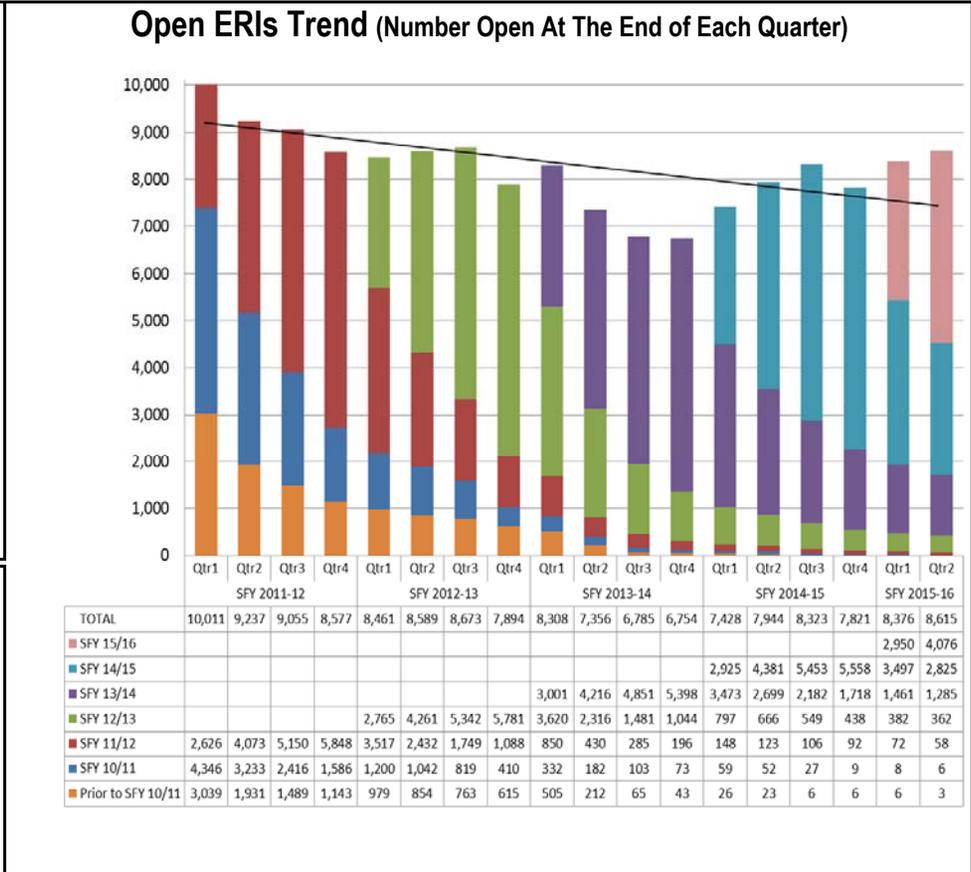
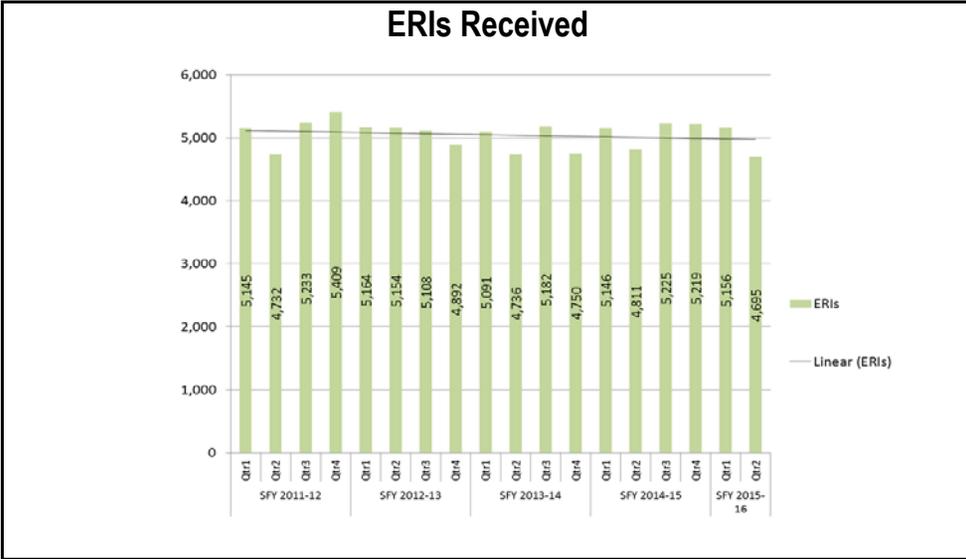
- Column A shows the number of new ERIs Field Operations received during the respective reporting period.
- Column B shows the number of ERIs Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the ERIs.
- Columns C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



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

Field Operations
 Long-Term Care Health Facility Entity Reported Incidents (ERIs)

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)



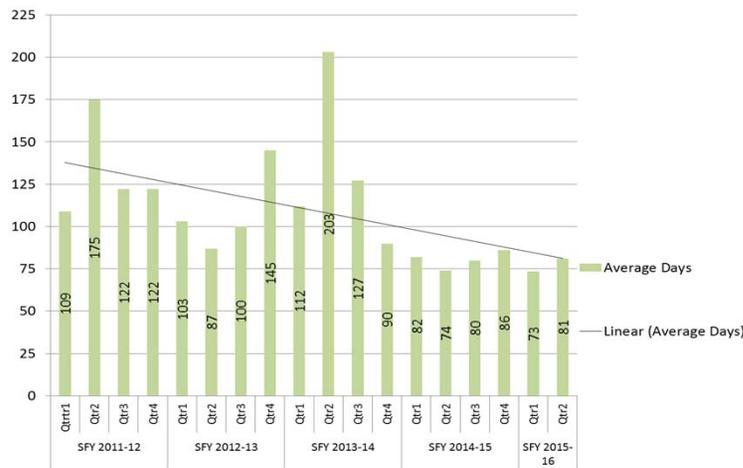
Summary: The trend for ERIs received over the past 18 quarters indicates that the number of ERIs CHCQ receives is stable. The 18-quarter trend for ERIs completed is decreasing, as is the 18-quarter trend for the number of open ERIs. CHCQ continues to identify methods for reducing the number of open ERIs.



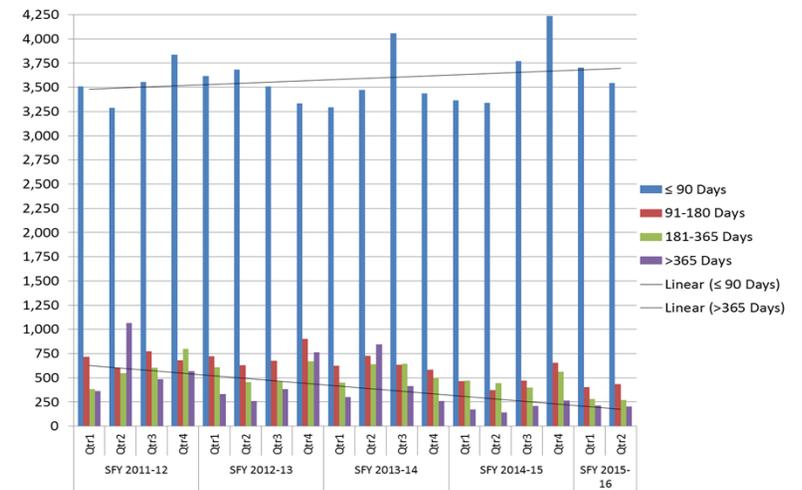
California Department of Public Health
 Center for Health Care Quality
 Licensing and Certification Program

Field Operations
Long-Term Care Health Facility Entity Reported Incidents (ERIs)
Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

Average Days from ERI Receipt to Completion



ERIs Completed by Intervals



Summary: The trend for “Average Days from ERI Receipt to Completion” over the past 18 quarters shows a decreasing trend in the average number of business days it takes to complete an ERI.

The “ERIs 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 cases completed in less than 90 days decreased in Q2, although the overall trend over the past 18 quarters for this interval is increasing. The the number of cases completed in other intervals (91-180 days, 181-365 days, >365 days) continues to decrease.

Quarters that have the greatest number of ERIs closed in the >365 day interval also have the greatest average days from receipt to completion of the ERI investigation.



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

Field Operations
Long-Term Care Health Facility Entity Reported Incidents (ERIs)
by District Office

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

VOLUME

	A	B	C	D
District Office / Statewide	ERIs Received During Reporting Period	ERIs Completed During Reporting Period (Regardless of Receipt Date)	Growth/Reduction in Open ERIs by Reporting Period	ERIs Open on December 31, 2015 (Regardless of Receipt Date)
California	9,851	9,057	794	8,615
Bakersfield	657	661	-4	65
Chico	296	286	10	338
East Bay	531	573	-42	120
Fresno	818	822	-4	239
Los Angeles County	2,034	1,337	697	4,097
Orange County	483	517	-34	87
Riverside	469	392	77	275
Sacramento	851	754	97	349
San Bernardino	488	479	9	210
San Diego North	326	303	23	219
San Diego South	296	159	137	272
San Francisco	352	304	48	466
San Jose	384	420	-36	70
Santa Rosa/Redwood Coast	359	312	47	416
State Facilities Section	1,114	1,359	-245	1,238
Ventura	393	379	14	154



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

Field Operations
Long-Term Care Health Facility Entity Reported Incidents (ERIs)
by District Office

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

TIMELINESS

Reporting Period	A	B	C		D	E				F				I	J	K	L	M	N
	ERIs Received During Reporting Period	ERIs Completed During Reporting Period (Regardless of Receipt Date)	Immediate Jeopardy (IJ)		Percent Initiated Timely	Number of ERIs Completed During Reporting Period by Working Days from Receipt to Completion				ERIs Completed by Working Days from Receipt to Completion, as a Percentage of Total Completed				Average Days to Complete ERIs During Reporting Period	Average Age of ERIs Open on December 31, 2015				
			(24 hours)			≤90	91-180	181-365	>365	≤90	91-180	181-365	>365						
			Number Received																
California	9,851	9,057	279	94%	7,249	839	551	418	80%	9%	6%	5%	77	209					
Bakersfield	657	661	10	100%	655	6	0	0	99%	1%	0%	0%	12	16					
Chico	296	286	0	n/a	127	78	72	9	44%	27%	25%	3%	136	140					
East Bay	531	573	3	33%	523	42	8	0	91%	7%	1%	0%	41	45					
Fresno	818	822	39	79%	737	65	20	0	90%	8%	2%	0%	29	91					
Los Angeles County	2,034	1,337	76	100%	885	144	129	179	66%	11%	10%	13%	109	291					
Orange County	483	517	0	n/a	505	12	0	0	98%	2%	0%	0%	23	17					
Riverside	469	392	1	100%	358	15	9	10	91%	4%	2%	3%	45	113					
Sacramento	851	754	40	100%	692	47	15	0	92%	6%	2%	0%	50	40					
San Bernardino	488	479	45	93%	407	51	15	6	85%	11%	3%	1%	42	152					
San Diego North	326	303	21	95%	248	37	9	9	82%	12%	3%	3%	67	142					
San Diego South	296	159	13	100%	136	13	9	1	86%	8%	6%	1%	39	128					
San Francisco	352	304	0	n/a	161	55	31	57	53%	18%	10%	19%	290	181					
San Jose	384	420	1	100%	417	2	0	1	99%	0%	0%	0%	29	32					
Santa Rosa/Redwood Coast	359	312	24	96%	164	56	50	42	53%	18%	16%	13%	154	148					
State Facilities Section	1,114	1,359	4	100%	875	196	184	104	64%	14%	14%	8%	114	189					
Ventura	393	379	2	50%	359	20	0	0	95%	5%	0%	0%	45	58					



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

Field Operations

Long-Term Care Health Facility Entity Reported Incidents (ERIs)

by District Office

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

DISPOSITION

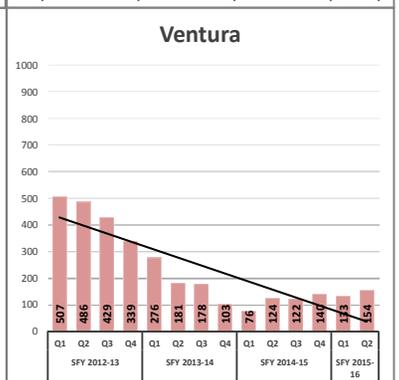
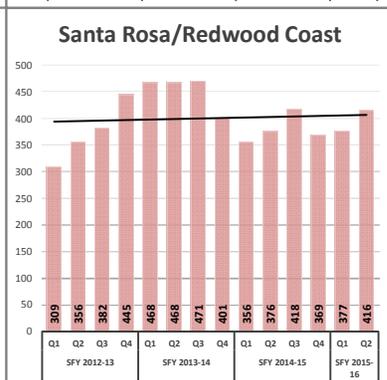
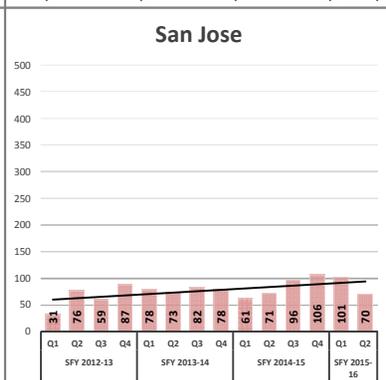
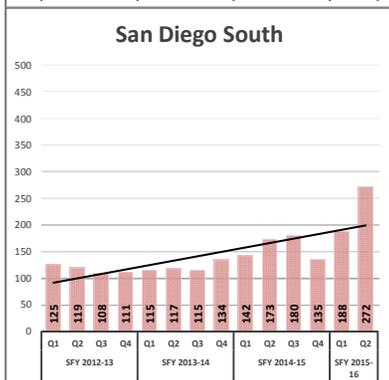
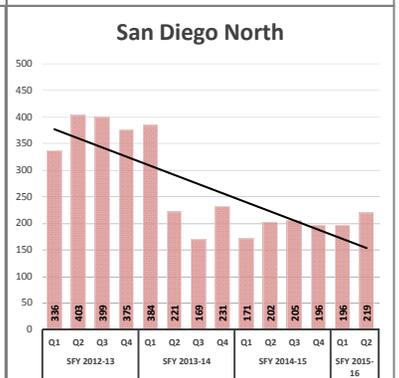
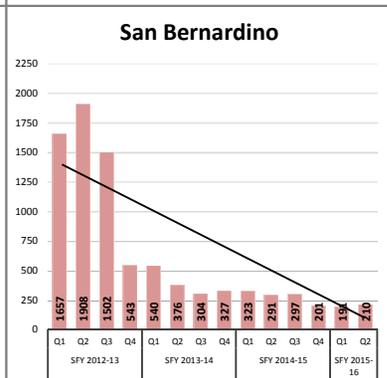
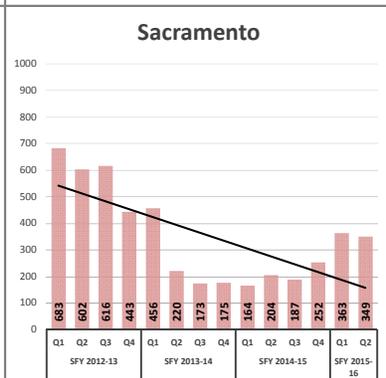
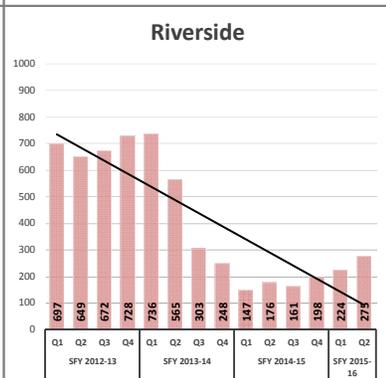
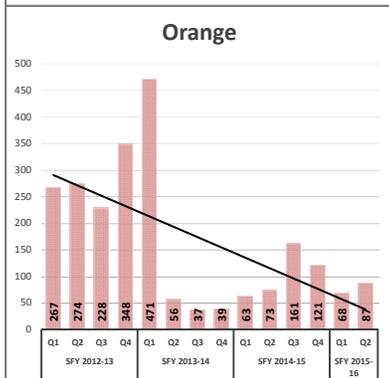
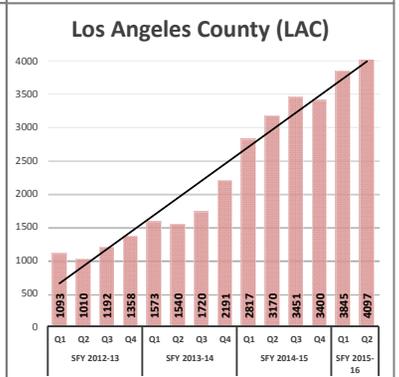
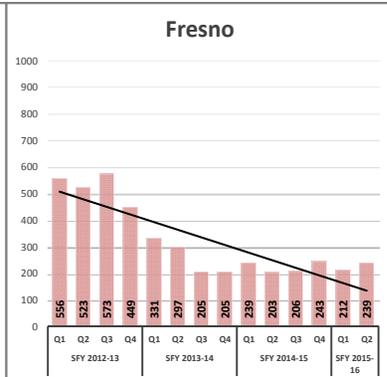
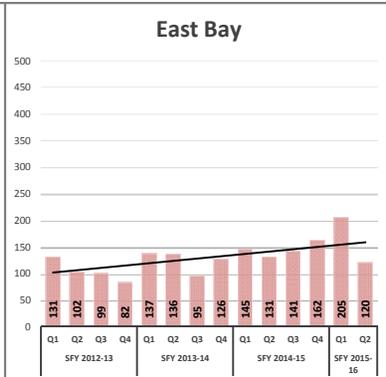
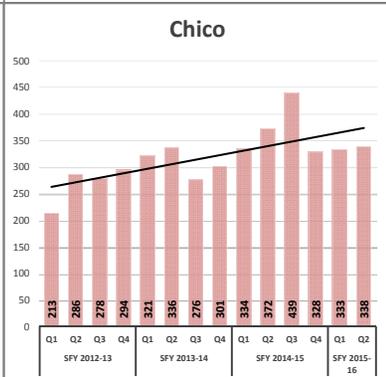
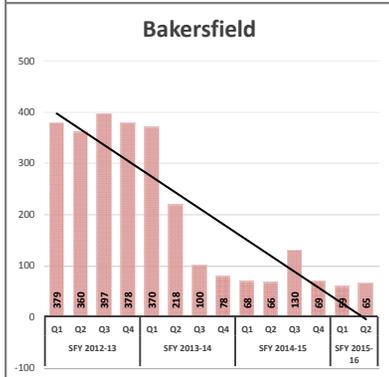
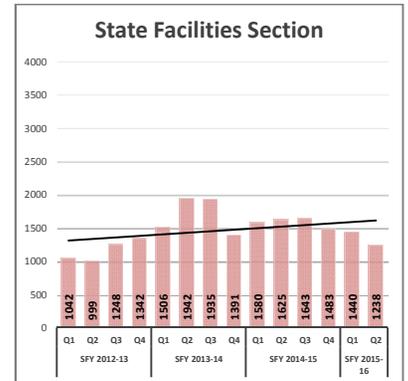
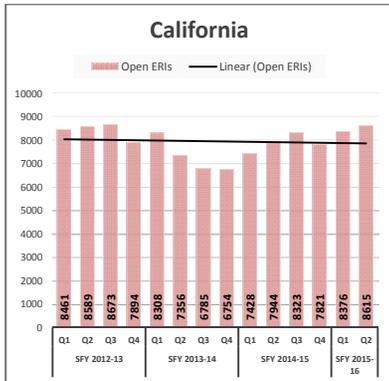
	A	B	C	D	E	F	G	H
District Office / Statewide	ERIs Received During Reporting Period	ERIs Completed During Reporting Period (Regardless of Receipt Date)	Unsubstantiated ERIs	Substantiated ERIs	Substantiated ERIs as a Percentage of Total ERIs Completed	Total Deficiencies for All Substantiated ERIs	Average Deficiencies per Substantiated ERIs	Number of ERIs Referred to Other Entities
California	9,851	9,057	2,012	3,787	42%	2,012	0.53	1,056
Bakersfield	657	661	93	212	32%	126	0.59	43
Chico	296	286	128	158	55%	237	1.50	158
East Bay	531	573	112	231	40%	164	0.71	17
Fresno	818	822	64	149	18%	203	1.36	3
Los Angeles County	2,034	1,337	287	546	41%	331	0.61	378
Orange County	483	517	20	42	8%	27	0.64	33
Riverside	469	392	184	51	13%	85	1.67	18
Sacramento	851	754	147	382	51%	114	0.30	107
San Bernardino	488	479	37	104	22%	24	0.23	8
San Diego North	326	303	173	123	41%	28	0.23	17
San Diego South	296	159	24	51	32%	54	1.06	6
San Francisco	352	304	106	195	64%	31	0.16	68
San Jose	384	420	115	296	70%	179	0.60	14
Santa Rosa/Redwood Coast	359	312	66	190	61%	205	1.08	12
State Facilities Section	1,114	1,359	220	992	73%	75	0.08	2
Ventura	393	379	236	65	17%	129	1.98	172

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

Field Operations – District Office Metrics
Long-Term Care Health Facility Entity Reported Incidents (ERIs)

Open ERIs
(Number Open at the End of Each Quarter)

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)
Data Publication Date: March 02, 2016
Data Extract Date: January 20, 2016

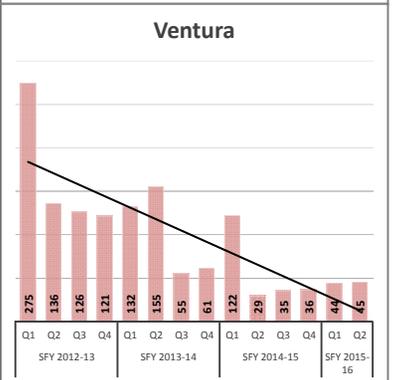
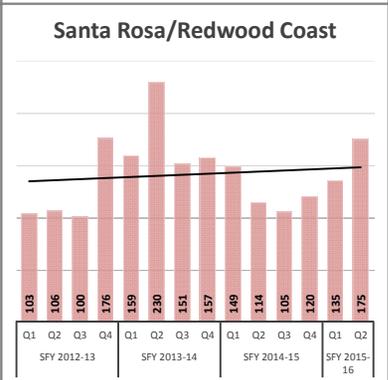
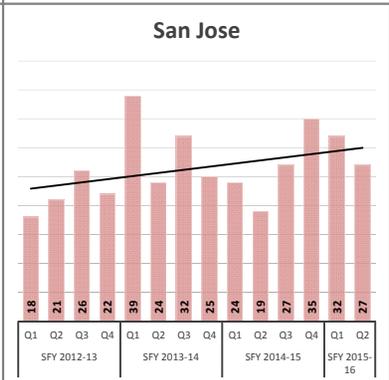
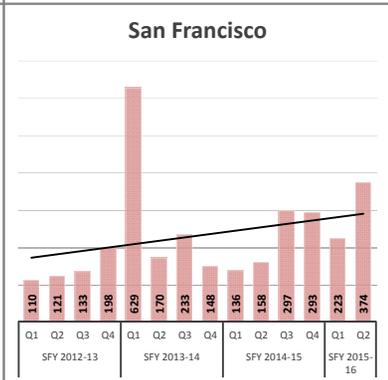
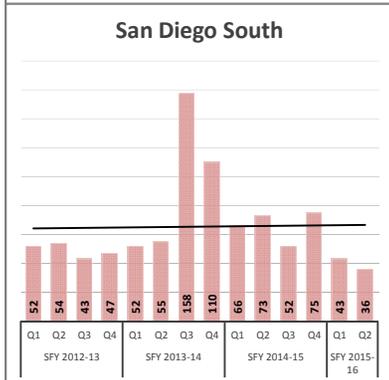
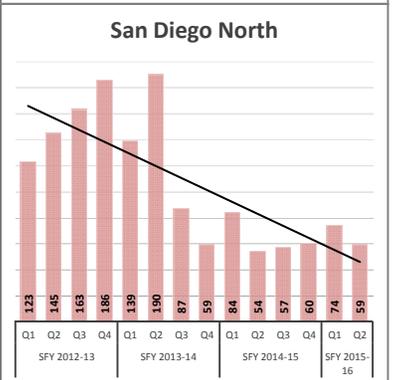
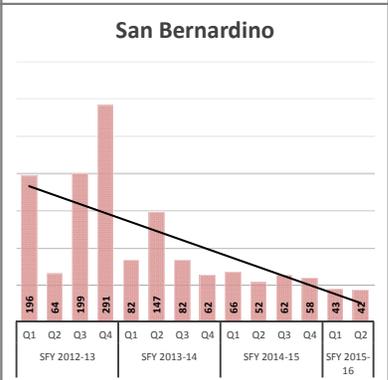
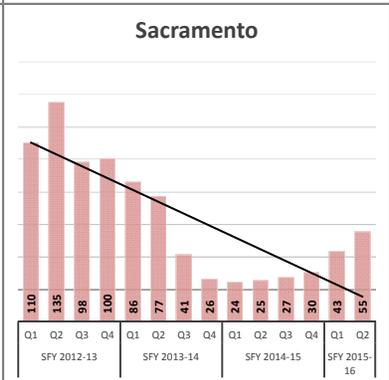
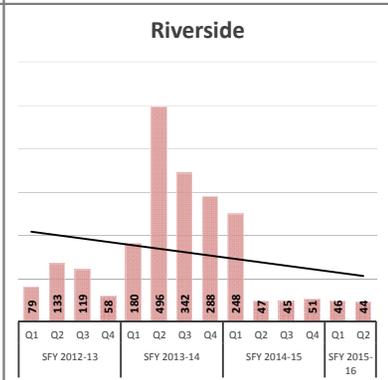
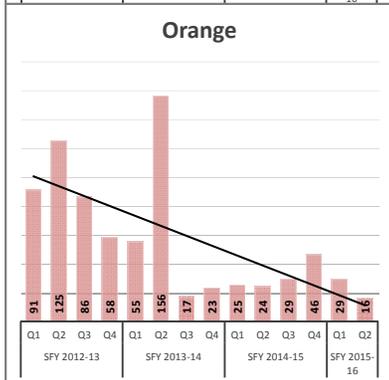
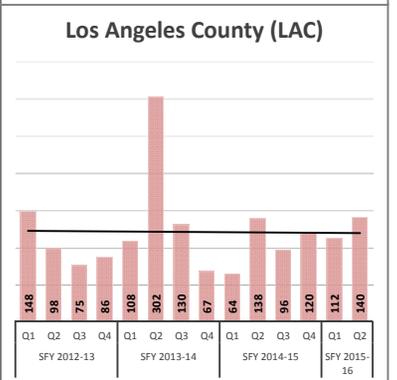
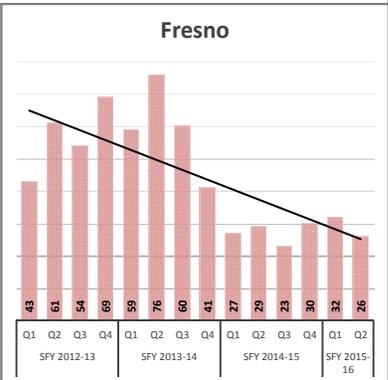
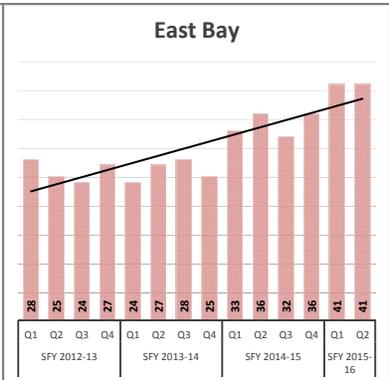
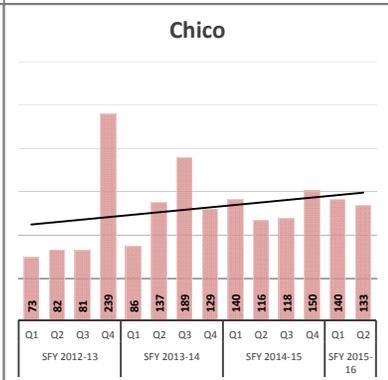
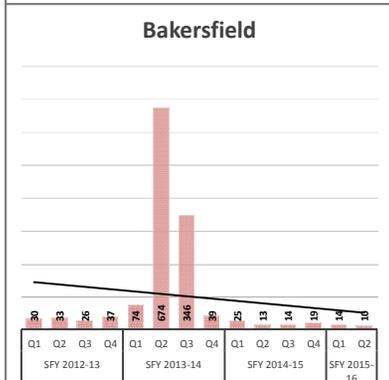
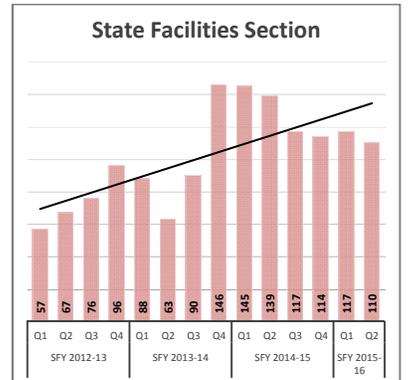
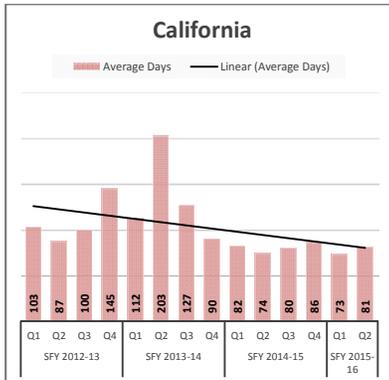


California Department of Public Health
Center for Health Care Quality
Licensing and Certification Program

Field Operations – District Office Metrics
Long-Term Care Health Facility Entity Reported Incidents (ERIs)

Average Days from ERI Receipt to Completion (Average Business Days)

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)
Data Publication Date: March 02, 2016
Data Extract Date: January 20, 2016





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

Field Operations
Long-Term Care Health Facility State Recertification Surveys

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16 [Q1, FFY])

VOLUME, TIMELINESS, DISPOSITION

Reporting Period	LTC Facility Type	A Number of Certified Facilities Subject to Recertification in the FFY	B Number of Facilities Surveyed During Reporting Period	C Percentage Completed During Reporting Period	D Deficiencies Issued from Surveys		E Average per Survey
					Cumulative Number	Average per Survey	
Current Federal Fiscal Year (FFY)							
2015-2016, Cumulative through FFY Quarter 1	Intermediate Care Facility - Individuals with Intellectual Disabilities (ICF-IID)	1,142	547	48%	2,434	4.4	
	Skilled Nursing Facility (SNF)	1,209	534	44%	4,818	9.0	
	All LTC Total	2,351	1,081	46%	7,252	6.7	
Previous Federal Fiscal Years (FFY)							
2014-2015	All LTC Total	2,355	2,056	87%	13,673	6.5	
2013-2014	All LTC Total	2,370	2,288	97%	14,990	6.6	
2012-2013	All LTC Total	2,369	2,368	100%	16,116	6.8	
2011-2012	All LTC Total	2,367	2,367	100%	16,017	6.8	

This table describes the volume, timeliness, and disposition of recertification surveys of long-term care (LTC) facilities. All certified LTC facilities are due for a recertification survey each 15.9 months (42 CFR §488.308.) The ICF-IID category above includes all certified ICF-Developmentally Disabled (ICF-DD), ICF-DD-Habilitative (H), ICF-DD-Nursing (N), and ICF-DD-Continuous Nursing (CN) facilities. "Licensed-only" facility types that are not subject to recertification, including Congregate Living Health Facilities, Pediatric Day Health and Respite Care Facilities, are not included in this report.

Table Notes:

- Column A shows the number of long-term care facilities that are certified by the State of California and subject to recertification, by facility type. This includes distinct part facilities (data source: CASPER Reports 0820S-ICFIID and 0801S-SNF, January 20, 2016).
- Column B shows the cumulative number of facilities surveyed from the beginning of the reporting period through the end of the FFY quarter being reported (data source: CASPER Reports 0820S-ICFIID and 0801S-SNF). The reporting period for federal recertification surveys is from June 1 of one year to September 30 of the following year. For reporting purposes, the FFY Q1 report will include facilities surveyed June 1 thru December 31 (7 months); the FFY Q2 report will count facilities surveyed June 1 - March 31 (10 months); the FFY Q3 report will count facilities surveyed June 1 - June 30 (13 months); and the FFY Q4 report will count facilities surveyed June 1 - September 30 (16 months). This is a preliminary number. Missing surveys may not yet have been uploaded to the federal QIES database.
- Column C shows the percentage of surveys due by close of the FFY that were completed by close of the reporting period.
- Column D shows the total number of deficiencies (violations of statutory or regulatory requirements) issued for surveys (data source: QIES Workbench, January 20, 2016). Licensing & Certification Program's Field Operations may identify one or more deficiencies in the course of a survey. This is a preliminary count.
- Column E shows the average number of deficiencies issued per survey. Some facilities may be surveyed more than once per reporting period.

Data Publication Date: March 02, 2016

Data Extract Date: January 20, 2016



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

Field Operations
Long-Term Care Health Facility State Recertification Surveys
by District Office

Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16 [Q1, FFY])

VOLUME, TIMELINESS, DISPOSITION

District Office / Statewide	A Number of Certified Facilities Subject to Recertification in the FFY	B Number of Facilities Surveyed During Reporting Period	C Percentage Completed During Reporting Period	D Deficiencies Issued from Surveys	
				E Cumulative Number	Average per Survey
California	2,351	1,081	46%	7,252	6.7
Bakersfield	100	49	49%	507	10.3
Chico	75	30	40%	259	8.6
East Bay	167	81	49%	351	4.3
Fresno	137	62	45%	395	6.4
Los Angeles County	642	270	42%	2,177	8.1
Orange County	195	100	51%	800	8.0
Riverside	127	54	43%	427	7.9
Sacramento	155	88	57%	375	4.3
San Bernardino	161	91	57%	296	3.2
San Diego North	47	23	49%	141	6.1
San Diego South	140	70	50%	353	5.0
San Francisco	91	38	42%	249	6.6
San Jose	91	45	49%	344	7.6
Santa Rosa/Redwood Coast	116	43	37%	327	7.6
State Facilities Section	13	4	31%	32	8.0
Ventura	94	33	35%	219	6.6



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Data as of December 31, 2015 (Cumulative through Quarter 2, SFY 2015-16)

VOLUME, TIMELINESS, DISPOSITION

Reporting Period	LTC Facility Type	A	B	C	D		E
		Annualized Number of Licensed Facilities Subject to Relicensure	Number of Facilities Surveyed During Reporting Period	Percentage of Facilities with a Survey Completed During Reporting Period	Deficiencies Issued from Surveys		Average per Survey
					Cumulative Number		
Current State Fiscal Year							
2015-2016, Cumulative through Quarter 2	Congregate Living Health Facility (CLHF)	52	1	2%	0	0.0	
	Intermediate Care Facility (ICF)	8	0	0%	0	0.0	
	Intermediate Care Facility - DD-H/N/CN	592	2	0%	11	5.5	
	Pediatric Care Health and Respite Care Facility	8	0	0%	0	0.0	
	Skilled Nursing Facility (SNF)	622	72	12%	440	6.1	
	All LTC Total	1,281	75	6%	451	6.0	
Previous State Fiscal Years							
2014-2015	All LTC Total	1,281	231	18%	1,391	5.9	
2013-2014	All LTC Total	1,281	209	16%	1,100	4.9	
2012-2013	All LTC Total	1,278	197	15%	977	4.8	
2011-2012	All LTC Total	1,280	228	18%	1,369	5.8	

This table describes the volume, timeliness, and disposition of relicensure surveys of long-term care (LTC) facilities. California Health and Safety Code section 1279 specifies that LTC relicensure surveys should be conducted no less than once every two years and as often as necessary to ensure the quality of care being provided. The Intermediate Care Facility-DD-H/N/CN category above includes ICF-DD-Habilitative (H), ICF-DD-Nursing (N), ICF-DD-Continuous Nursing (CN). (ICF-Individuals with Intellectual Disabilities (ICF-IID) facility classification is a certification category only.)

Table Notes:

- Column A shows the annualized number of licensed LTC facilities that are due for a re-licensure survey during the SFY, by facility type. This includes distinct part facilities. As all LTC facilities should receive a relicensure survey no less than every two years, the "annualized" number represents half of the total number of licensed facilities. The total count may not match the sum by facility types due to rounding.
- Column B shows the cumulative number of facilities surveyed from the beginning of the reporting period (July 1) through the end of the SFY quarter being reported (data source: Automated Survey Processing Environment [ASPEN]).
- Column C shows the percentage of surveys due by close of the SFY that were completed through close of the reporting period.
- Column D shows the total number of deficiencies (violations of statutory or regulatory requirements) issued for surveys. Licensing and Certification Program's Field Operations may identify one or more deficiencies in the course of a survey. This is a preliminary count.
- Column E shows the average number of deficiencies issued per survey. Some facilities may be surveyed more than once per reporting period.



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District Office / Statewide	A	B	C	E	
	Annualized Number of Licensed Facilities Subject to Relicensure	Number of Facilities Surveyed During Reporting Period	Percentage of Facilities with a Survey Completed During Reporting Period	Deficiencies Issued from Surveys	
				Cumulative Number	Average per Survey
California	1,281	75	6%	451	6.0
Bakersfield	52	7	13%	25	3.6
Chico	42	4	10%	43	10.8
East Bay	89	4	5%	19	4.8
Fresno	74	1	1%	0	0.0
Los Angeles County	366	1	0%	0	0.0
Orange County	101	6	6%	25	4.2
Riverside	66	10	15%	34	3.4
Sacramento	84	3	4%	8	2.7
San Bernardino	85	6	7%	18	3.0
San Diego North	30	4	13%	140	35.0
San Diego South	72	0	0%	0	0.0
San Francisco	49	6	12%	15	2.5
San Jose	51	2	4%	1	0.5
Santa Rosa/Redwood Coast	61	15	25%	75	5.0
State Facilities Section	12	2	17%	13	6.5
Ventura	50	4	8%	35	8.8