



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

Field Operations
Long-Term Care Health Facility Complaints
Data as of **March 31, 2015 (Cumulative through Quarter 3, 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 3	5,534	4,676	858	2,663
Previous State Fiscal Years				
2013-2014	6,507	6,675	-168	1,237
2012-2013	6,412	6,737	-325	546
2011-2012	6,161	5,986	175	324
Totals	24,614	24,074	540	4903*

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 133 open complaints received prior to Fiscal Year 2011-2012, for a total of 4903 (133 + 4770) open complaints as of April 1, 2015.



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

Field Operations
Long-Term Care Health Facility Complaints
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

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 3	5,534	4,676	401	97%	4,923	94%	3,300	571	377	428	71%	12%	8%	9%
Previous State Fiscal Years														
2013-2014	6,507	6,675	347	96%	5,796	97%	4,015	844	690	1,126	60%	13%	10%	17%
2012-2013	6,412	6,737	226	99%	5,671	98%	4,029	1,023	790	895	60%	15%	12%	13%
2011-2012	6,161	5,986	237	97%	5,480	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.



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

Field Operations
Long-Term Care Health Facility Complaints
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

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 3	5,534	4,676	2,543	1,891	40%	2,471	1.31	299
Previous State Fiscal Years								
2013-2014	6,507	6,675	3,435	2,788	42%	3,373	1.21	242
2012-2013	6,412	6,737	3,220	2,976	44%	3,183	1.07	188
2011-2012	6,161	5,986	2,951	2,583	43%	3,042	1.18	136
Totals	24,614	24,074	12,149	10,238	43%	12,069	1.18	865

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 complaints completed in a given reporting period. This is a preliminary count, final numbers will be published Q4.
- 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.

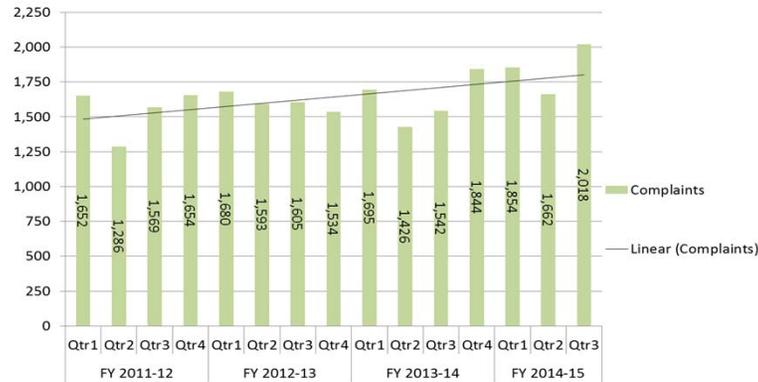


California Department of Public Health
 Center for Health Care Quality
 Licensing and Certification Program

Field Operations
Long-Term Care Health Facility Complaints

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

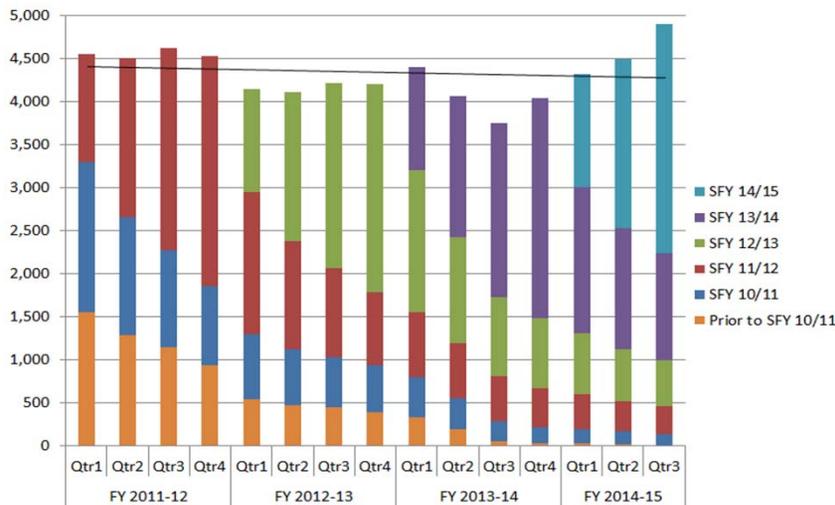
Complaints Received



Complaints Completed



Open Complaints



Summary: Recent trends show an increase in the number of complaints that Field Operations has received, and a slight increasing trend in the number of complaints that are being completed. Though the 15 quarter trend indicates the number of open complaints at the end of each quarter is decreasing, CHCQ notes that the number of open complaints has grown in each of the past 4 quarters. This is in large part attributable to the increase in the number of complaints received compared to the relatively stable number of complaints completed. CHCQ continues to identify areas of improvement to reduce the number of open complaints.

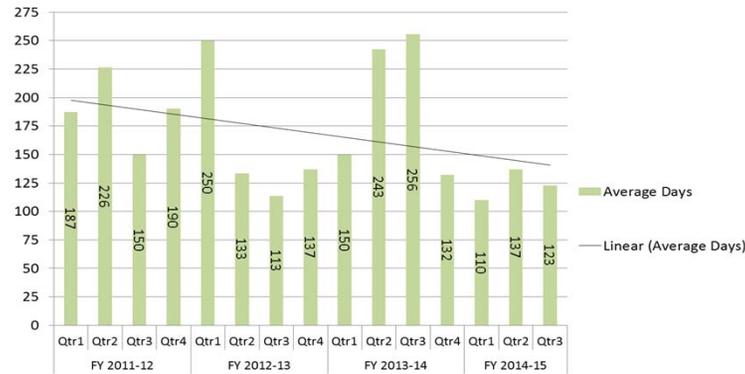


California Department of Public Health
 Center for Health Care Quality
 Licensing and Certification Program

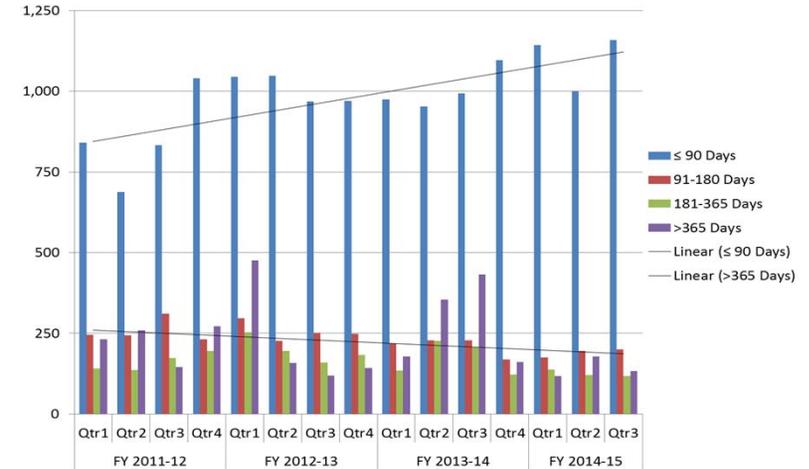
Field Operations
Long-Term Care Health Facility Complaints

Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

Average Days from Complaint Receipt to Completion



Complaints Completed by Intervals



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

The “Complaints Completed by Intervals” chart shows the number of cases completed by interval (<90 days, 91-180 days, 181-365 days, >365 days.) There is an increasing trend in the number of cases completed in less than 90 days, and a decreasing trend in the number of cases completed in more than 365 days. Quarters that have the greatest number of complaints completed in the >365 day interval also have the highest average days from receipt to completion of the complaint.



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

Field Operations
Long-Term Care Health Facility Complaints by District Office
 Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

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	5,534	4,676	858	4,903
Bakersfield	228	211	17	66
Chico	210	123	87	196
East Bay	386	376	10	91
Fresno	299	279	20	96
Los Angeles County	1,300	759	541	2,731
Orange County	168	165	3	39
Riverside	332	405	-73	129
Sacramento	433	438	-5	95
San Bernardino	344	365	-21	91
San Diego North	316	314	2	142
San Diego South	342	214	128	269
San Francisco	214	256	-42	200
San Jose	241	204	37	71
Santa Rosa/Redwood Coast	260	262	-2	298
State Facilities Section	275	135	140	331
Ventura	186	170	16	58



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

Field Operations
Long-Term Care Health Facility Complaints by District Office
 Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

TIMELINESS

District Office / Statewide	A	B	C		D		E				F				G	H	I	J	K				L	M	N	O	P
	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	5,534	4,676	401	97%	4,923	94%	3,300	571	377	428	71%	12%	8%	9%	122	255											
Bakersfield	228	211	22	100%	199	95%	193	13	4	1	91%	6%	2%	0%	49	29											
Chico	210	123	31	94%	173	98%	64	43	14	2	52%	35%	11%	2%	102	118											
East Bay	386	376	3	100%	357	94%	353	22	1	0	94%	6%	0%	0%	38	35											
Fresno	299	279	53	89%	223	91%	235	36	7	1	84%	13%	3%	0%	50	48											
Los Angeles County	1,300	759	164	99%	1,103	89%	290	148	137	184	38%	19%	18%	24%	250	352											
Orange County	168	165	0	0%	160	98%	160	5	0	0	97%	3%	0%	0%	38	25											
Riverside	332	405	16	100%	307	97%	271	40	64	30	67%	10%	16%	7%	123	105											
Sacramento	433	438	48	100%	383	96%	426	12	0	0	97%	3%	0%	0%	39	57											
San Bernardino	344	365	26	100%	316	92%	310	24	2	29	85%	7%	1%	8%	101	36											
San Diego North	316	314	9	89%	301	96%	224	75	14	1	71%	24%	4%	0%	71	113											
San Diego South	342	214	0	0%	324	99%	127	57	29	1	59%	27%	14%	0%	96	101											
San Francisco	214	256	0	0%	208	96%	132	40	31	53	52%	16%	12%	21%	260	342											
San Jose	241	204	2	100%	232	98%	201	0	0	3	99%	0%	0%	1%	39	23											
Santa Rosa/Redwood Coast	260	262	20	95%	230	96%	96	33	61	72	37%	13%	23%	27%	234	203											
State Facilities Section	275	135	3	67%	230	96%	61	13	12	49	45%	10%	9%	36%	224	178											
Ventura	186	170	4	75%	177	97%	157	10	1	2	92%	6%	1%	1%	52	27											



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

Field Operations
Long-Term Care Health Facility Complaints by District Office
Data as of **March 31, 2015 (Cumulative through Quarter 3, SFY 2014-15)**

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	5,534	4,676	2,543	1,891	40%	2,471	1.31	299
Bakersfield	228	211	96	107	51%	74	0.69	7
Chico	210	123	34	82	67%	234	2.85	32
East Bay	386	376	156	191	51%	198	1.04	2
Fresno	299	279	159	93	33%	103	1.11	7
Los Angeles County	1,300	759	458	265	35%	565	2.13	61
Orange County	168	165	55	101	61%	188	1.86	5
Riverside	332	405	284	107	26%	177	1.65	12
Sacramento	433	438	202	227	52%	217	0.96	34
San Bernardino	344	365	209	148	41%	47	0.32	6
San Diego North	316	314	227	82	26%	70	0.85	2
San Diego South	342	214	106	90	42%	72	0.80	3
San Francisco	214	256	152	91	36%	33	0.36	9
San Jose	241	204	104	92	45%	133	1.45	1
Santa Rosa/Redwood Coast	260	262	123	128	49%	188	1.47	6
State Facilities Section	275	135	79	23	17%	11	0.48	0
Ventura	186	170	99	64	38%	161	2.52	112