



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 **September 30, 2014 (Quarter 1, 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 1	1,832	1,569	+263	1,294
Previous State Fiscal Years				
2013-2014	6,510	6,680	-170	1698
2012-2013	6,412	6,741	-329	716
2011-2012	6,161	5,983	+178	405
Totals	20,915	20,973	-58	4320*

This table identifies the number and growth or reduction in open cases related to Skilled Nursing Facilities, Intermediate Care Facilities (including those serving the 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 complaints 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 207 open complaints received prior to Fiscal Year 2011-2012, for a total of 4320 (4113+207) open complaints as of October 1, 2014.



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TIMELINESS

	A	B	C		D		E	F	G	H	I	J	K	L	M	N
Reporting Period	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 1	1,832	1,569	170	96%	1,605	96%	1,137	180	135	117	72%	11%	9%	7%		
Previous State Fiscal Years																
2013-2014	6,510	6,680	347	96%	5,812	98%	4,019	846	686	1,129	60%	13%	10%	17%		
2012-2013	6,412	6,741	226	99%	5,670	94%	4,029	1,021	780	911	60%	15%	12%	14%		
2011-2012	6,161	5,983	237	97%	5,480	93%	3,362	1,030	656	935	56%	17%	11%	16%		

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 those serving the 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 complaint 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).

*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 1	1,832	1,569	867	635	40%	834	1.31	86
Previous State Fiscal Years								
2013-2014	6,510	6,680	3,436	2,791	42%	3,374	1.21	242
2012-2013	6,412	6,741	3,222	2,978	44%	3,185	1.07	187
2011-2012	6,161	5,983	2,950	2,581	43%	3,042	1.18	136
Totals	20,915	20,973	10,475	8,985	43%	10,435	1.16	651

This table identifies the disposition of completed complaint investigations related to Skilled Nursing Facilities, Intermediate Care Facilities (including those serving the 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:

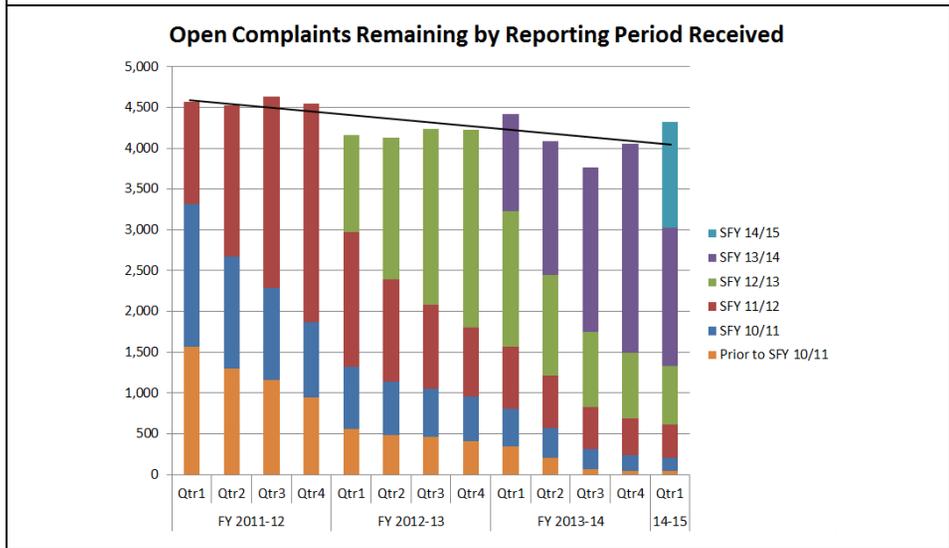
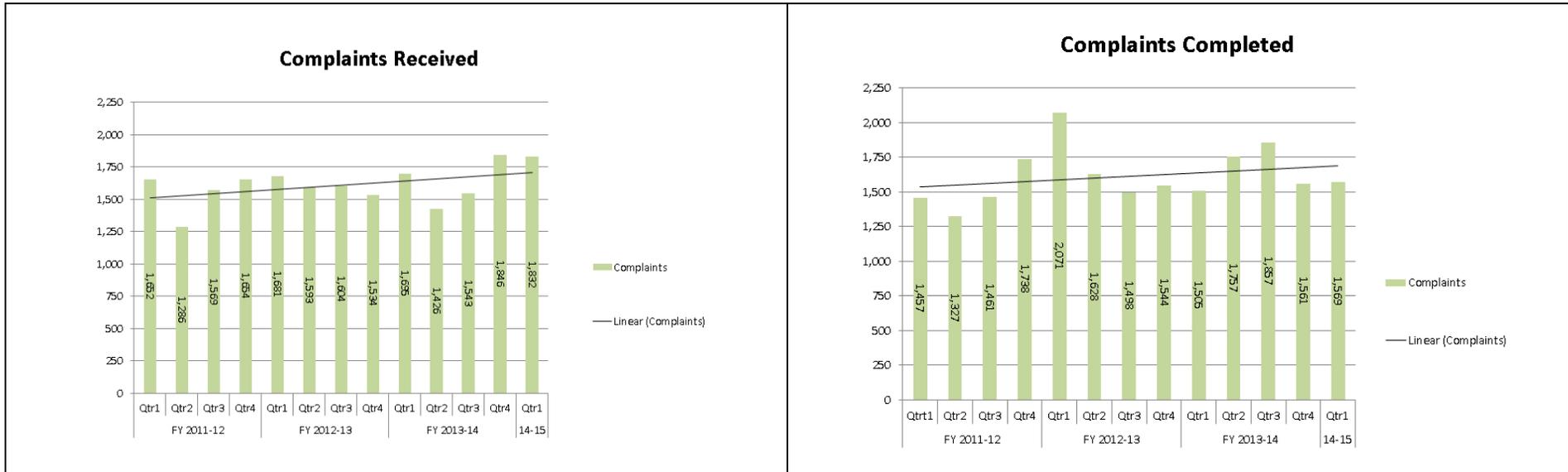
- Column A shows the number of new complaints Field Operations received during the respective reporting period.
- Column B shows the number of complaints Field Operations completed during the respective reporting period, regardless of the reporting period in which field operations received the complaint.
- 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.
- 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 electronic data file shows Field Operations referred the complaint to an outside entity. These figures are likely understated as a result of inconsistent data entry.



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Summary: The trends in the number of complaints received and the number of complaints completed are increasing. While the most recent quarters show that the number of complaint investigations completed has decreased, Field Operations continues to show a declining trend in the number of pending complaints.

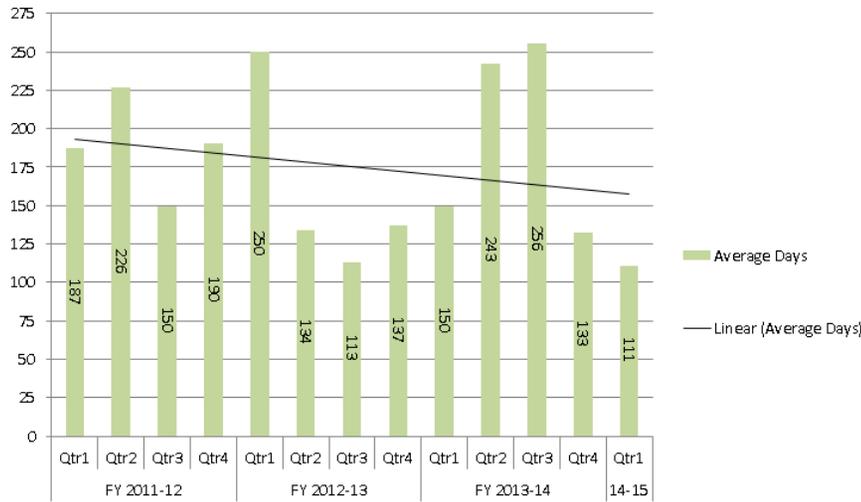


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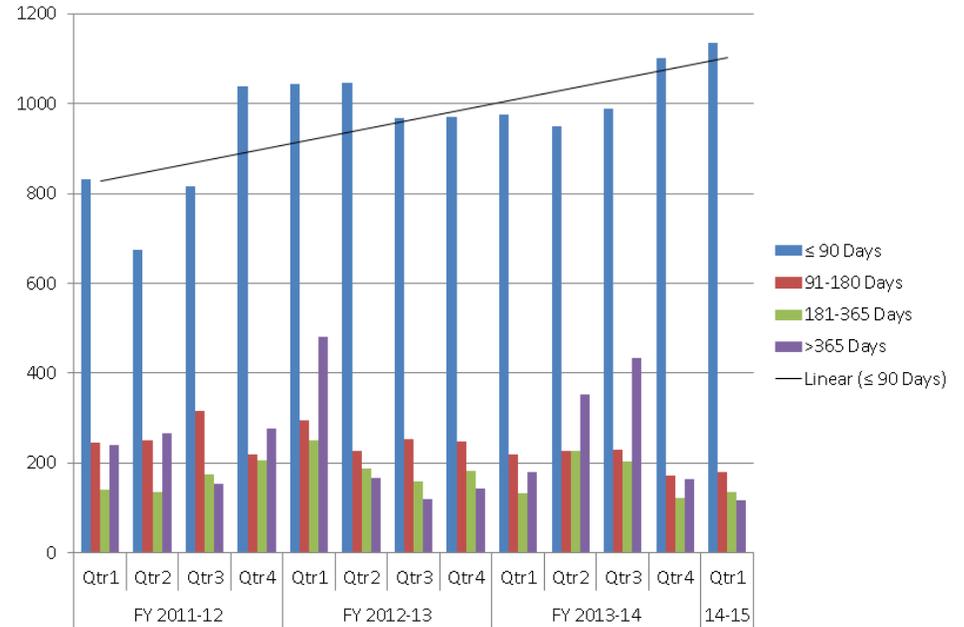
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Average Days from Complaint Receipt to Completion



Complaints Completed by Interval (Days)



Summary: The “Average Days from Complaint Receipt to Completion” chart shows that the average number of days it takes to complete a complaint has decreased.

The “Complaints Completed by Interval (Days)” chart shows the number of cases completed by interval (≤90 days, 91-180 days, 181-365 days, >365 days). While the number of cases completed in less than 90 days is increasing, 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.