

Long-Term Care Survey Alert

Survey Trends: Find Out Who Makes Most of the Complaints to the State About Nursing Facilities

Recent GAO report provides the stats for 2009.

Family members and residents provided over half (57 percent) of the complaints against nursing facilities in 2009, according to an April 2011 Government Accountability Office report, " More Reliable Data and Consistent Guidance Would Improve CMS Oversight of State Complaint Investigations."

"Complaints were typically submitted by family members (47 percent)," with 10 percent coming from residents, according to the GAO report. Nineteen percent of complaints were anonymous.

"Complaints were also submitted by current nursing home staff or other sources," the report notes. The "other sources" included "other state agencies, ombudsmen, former staff, friends, physicians, and other health providers," according to a footnote in the report.

"CMS data show that state survey agencies received three-quarters of complaints in 2009 by phone," states the report. "Complaints also were submitted through other means, such as in writing, through e-mail, or in person."

Editor's note: To read more about the GAO report, see Long-Term Care Survey & Compliance Alert, Vol. 18, No. 8, in the Online Subscription System. If you haven't signed up for this free benefit, call 1-800-874-9180.