

Fastest Rising Complaints by Category for Board and Care Facilities FFY 1996-2001*

		1996			1997			1998			1999			2000			2001		
Complaint Categories		Total	%	Rank															
Group	See Table B-1 for Codes	31,660			30,783			34,696			37,953			41,397			50,152		
C.	17 Appeal process-absent, not followed	17	0.05%	122	14	0.05%	121	17	0.05%	117	28	0.07%	115	42	0.10%	110	52	0.10%	104
D.	33 Response to complaints	144	0.45%	68	145	0.47%	63	193	0.56%	59	222	0.58%	51	309	0.75%	40	362	0.72%	44
F.	41 Call lights, requests for assistance	255	0.81%	41	275	0.89%	37	331	0.95%	36	384	1.01%	34	548	1.32%	29	767	1.53%	25
F.	43 Contracture	65	0.21%	90	22	0.07%	114	14	0.04%	121	47	0.12%	104	99	0.24%	88	52	0.10%	104
G.	53 Assistive devices or equipment	116	0.37%	78	140	0.45%	66	139	0.40%	73	171	0.45%	64	279	0.67%	48	296	0.59%	52
G.	56 Mental health psychosocial services	150	0.47%	62	138	0.45%	67	130	0.37%	76	189	0.50%	59	263	0.64%	50	257	0.51%	60
G.	59 Vision and hearing	37	0.12%	105	61	0.20%	89	65	0.19%	86	68	0.18%	94	108	0.26%	85	124	0.25%	86
J.	70 Fluid availability /hydration	135	0.43%	74	142	0.46%	64	124	0.36%	78	170	0.45%	65	214	0.52%	60	299	0.60%	51
J.	73 Temperature of food	139	0.44%	72	108	0.35%	76	169	0.49%	61	166	0.44%	67	233	0.56%	56	272	0.54%	56
K.	81 Infection control	92	0.29%	85	111	0.36%	74	165	0.48%	64	192	0.51%	58	189	0.46%	68	222	0.44%	67
L.	87 Abuse Investigation/reporting	43	0.14%	102	58	0.19%	90	71	0.20%	85	106	0.28%	82	123	0.30%	81	146	0.29%	82
L.	89 Grievance procedure	45	0.14%	99	42	0.14%	101	36	0.10%	104	54	0.14%	100	65	0.16%	95	118	0.24%	88
L.	90 Inadequate record-keeping	99	0.31%	82	201	0.65%	49	260	0.75%	45	382	1.01%	35	431	1.04%	37	536	1.07%	35

*Categories were selected for this table if their average change in rank as determined by least squares method was in the top 10 from 1997 to 2001 or from 1996 to 2001.