

FILING A FEDERAL STAFFING COMPLAINT

COMPLAINT EXAMPLE:

I visit my mom for supper around 4 times a week and every time I visit I find the following problems:

Her water pitcher is full and hot. Her lips are dry and cracked and appear to never have oral care. She is losing weight because no one is assisting her in her meals. She has to be raised up properly and her silverware has to be opened and all of her condiments opened and her food cut up for her. My mother tells me that they just deliver her tray and walk out. They don't open anything for her and then they come in and take her tray away and she hasn't eaten.

My mother tells me that she can use the bathroom with assistance but when she calls for assistance no one comes until she has peed or pooped in her diaper. Then it stays there for hours before anyone changes her. She has had three UTI's in 4 months because of this lack of care.

My mother already has the start of a bed sore because she isn't being changed or taken to the bathroom. She isn't being turned and repositioned like she is supposed to. Her finger nails are dirty and need to be trimmed and her toenails are horrible. I measured one nail at ¼ inches long.

FEDERAL STAFFING COMPLAINT:

I want these items investigated as a federal complaint. My mother's lack of care is because of not having sufficient nursing staff to take care of her under F-725 and competent nursing staff under F-726. Along with my complaint above, **I want F-725 and F-726 investigated by the federal section of the survey and certification agency and not transferred to the state section.** If these specific F-Tags are not investigated, I will file a complaint with CMS against your agency.

I do want to be notified when the surveyor enters the facility, in case I may have additional problems to report.

I am filing this complaint by email for documentation purposes. I will be waiting on my initial acknowledgement letter and final letter when the complaint is completed, at which time I will request documents under Arkansas and Federal FOIA.

NAME, COMPLETE ADDRESS, PHONE NUMBER