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## 2019-B-3-thru-B-5-NF-Ranked-Complaints (1)



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	A	B	C	D	AY	AZ	BA	BB	BC	BD	
1	<b>Complaint Categories/State (see Table B-1 for Codes)</b>				<b>All States</b>	<b>VA</b>	<b>VT</b>	<b>WA</b>	<b>WI</b>	<b>WV</b>	<b>WY</b>
2	<b>Group</b>	<b>See Table B-1 for Codes</b>		<b>Total 2019</b>	<b>142,051</b>	<b>3,227</b>	<b>375</b>	<b>2,434</b>	<b>2,004</b>	<b>722</b>	<b>108</b>
3				<b>2018</b>	<b>138,723</b>	<b>2,680</b>	<b>325</b>	<b>2,529</b>	<b>2,091</b>	<b>843</b>	<b>119</b>
4				<b>2017</b>	<b>144,003</b>	<b>2,319</b>	<b>308</b>	<b>2,688</b>	<b>2,052</b>	<b>793</b>	<b>150</b>
5				<b>2016</b>	<b>141,203</b>	<b>1,982</b>	<b>350</b>	<b>2,283</b>	<b>1,507</b>	<b>765</b>	<b>378</b>
6				<b>2015</b>	<b>140,145</b>	<b>2,044</b>	<b>321</b>	<b>2,467</b>	<b>1,603</b>	<b>855</b>	<b>593</b>
7				<b>2014</b>	<b>136,795</b>	<b>1,878</b>	<b>314</b>	<b>2,403</b>	<b>1,290</b>	<b>753</b>	<b>689</b>
8	C.	19	Discharge/eviction-planning, notice, procedure, implementation, including abandonment	<b>10,508</b>	249	47	269	119	46	8	
9	F.	41	x	<b>7,717</b>	148	17	115	97	20	10	
10	D.	26	Dignity, respect - staff attitudes	<b>6,786</b>	163	25	116	102	30	7	
11	F.	44	Medications - administration, organization	<b>5,683</b>	169	12	96	84	25	6	
12	F.	40	Accident or injury of unknown origin, falls, improper handling	<b>4,603</b>	83	3	30	48	13	5	
13	F.	45	Personal hygiene (includes nail care and oral hygiene) and adequacy of dressing & grooming	<b>4,591</b>	167	10	79	50	21	4	
14	J.	71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	<b>4,385</b>	107	12	59	55	18	2	
15	F.	42	Care plan/resident assessment - inadequate, failure to follow plan or physician orders	<b>4,355</b>	85	15	72	104	9	14	
16	I.	66	Resident conflict, including roommates	<b>4,317</b>	41	5	41	24	16	0	
17	A.	1	Physical abuse (including corporal punishment)	<b>3,632</b>	27	1	18	16	6	3	
18	E.	38	Personal property lost, stolen, used by others, destroyed, withheld	<b>3,601</b>	66	12	51	31	14	2	
	F.	48	Symptoms unattended, including pain, pain not								