

## If You Have Complaints Concerning Health Care or Residential Care in Wisconsin

The Wisconsin Division of Quality Assurance (DQA) is responsible for assuring the health, safety, and welfare of the citizens of Wisconsin. If you believe that a caregiver, DQA regulated agency/facility has violated State or Federal laws pertaining to regulated entities, you have a right to file a complaint with DQA.

### DQA Regulated Healthcare Agencies/Provider Types:

#### Long Term Care

- Nursing homes
- Facilities Serving People with Developmental Disabilities/Intermediate Care Facilities for the Mentally Retarded

#### Assisted Living

- Adult Day Care
- Adult Family Homes
- Community Based Residential Facilities
- Residential Care Apartment Complexes

#### Other Health Care Providers

- Alcohol and Other Drug Abuse Treatment Programs
- Ambulatory Surgical Centers
- Clinical Laboratories
- End Stage Renal Dialysis
- Home Health Agencies
- Hospices
- Hospitals
- Mental Health Treatment Programs
- Outpatient Rehabilitation
- Rural Health Clinics

### With what types of issues or concerns can I file a complaint?

Examples of issues or concerns include, but are not limited to: abuse, neglect, lack of staffing, unsafe conditions, poor care, mistreatment, and transfer, discharge, or any other quality of care or quality of life concerns.

### What if I suspect caregiver misconduct?

Specific incident between a caregiver and a resident or patient, including but not limited to: abuse (hitting, slapping, verbal, mental, sexual), neglect (intentionally withholding care, failure to carry out a plan of care, disregard of policy), and misappropriation (theft of money, identity, credit cards or jewelry, misuse of property, such as using a client's phone without consent). A caregiver misconduct complaint may involve any of the following types of staff:

- non-credentialed caregivers (nurse aides, home health aides, personal care workers, etc.)
- credentialed staff (nurses, doctors, dentists, counselors, etc.)
- professional staff who are certified by the WI Certification Board

### How Do I File a Complaint?

Complete any one of the following three options:

Online Complaint Form	DQA Regional Office	Toll-Free Phone Number
<a href="http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm">http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm</a>	Contact the appropriate regional office via telephone or postal mail.  Regional office contact information can be found at: <a href="http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm">http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm</a>	Leave a message on the toll free complaint line:  1-800-642-6552  Calls are returned by the next working day.

### Ombudsman Program

An Ombudsman is an advocate for long-term care consumers aged 60 and over who reside in nursing homes or assisted living facilities or are participating in the Community Options Program. An Ombudsman can provide assistance in areas such as residents' rights. Contact the Ombudsman program at 1-800-815-0015 or obtain additional information online at: <http://longtermcare.state.wi.us/home/Ombudsman.htm>