



COMPLAINTS CONCERNING HEALTH OR RESIDENTIAL CARE IN WISCONSIN

Wisconsin Department of Health Services / Division of Quality Assurance

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In the State of Wisconsin, the Department of Health Services (DHS), Division of Quality Assurance (DQA) is responsible for assuring the health, safety, and welfare of Wisconsin citizens and for regulating certain types of healthcare providers. If you believe that a caregiver, agency, or DQA regulated facility has violated State or Federal laws pertaining to regulated entities, that individual has the right to file a complaint with DQA.

WHAT TYPES OF PROVIDERS ARE REGULATED BY DQA?

- **Long Term Care Facilities:** Nursing Homes, Facilities Serving People with Developmental Disabilities/Intermediate Care Facilities for Individuals with Intellectual Disabilities
- **Assisted Living Facilities:** Adult Day Care, Adult Family Homes, Community-based Residential Facilities, Residential Care Apartment Complexes
- **Other Health Care Agencies / Facilities:** Alcohol and Other Drug Abuse (AODA) Treatment Programs, Ambulatory Surgical Centers, Clinical Laboratories, End Stage Renal Dialysis Units, Home Health Agencies, Hospices, Hospitals, Mental Health Treatment Programs, Outpatient Rehabilitation, Rural Health Clinics, Personal Care Agencies, Pain Clinics

WHAT TYPES OF COMPLAINTS CAN I SUBMIT TO DQA?

Any issues and concerns involving *quality of care* or *quality of life*, including, but not limited to abuse, neglect lack of staffing, unsafe conditions, poor care, mistreatment, transfers, discharges, and caregiver misconduct.

WHAT IS A CAREGIVER MISCONDUCT COMPLAINT?

A caregiver misconduct complaint involves a specific incident between a caregiver and a resident or patient. Such incidents include, but are not limited to:

- Abuse (*verbal, mental, sexual, physical*)
- Neglect (*intentional withholding of care, failure to carry out a plan of care, disregard of policy*)
- Misappropriation (*theft of money, jewelry, credit cards, and identity; 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 staff (*nurse aides, home health aides, personal care workers, etc.*)
- Credentialed staff (*nurses, physicians, dentists, counselors, etc.*)

HOW DO I SUBMIT A COMPLAINT TO DQA?

All DQA complaint information is available on the DQA website at: <https://www.dhs.wisconsin.gov/guide/complaints.htm>

You can submit a complaint to DQA in either of the following ways:

- **Toll-Free Complaint Line: 800-642-6552**

Leave a voicemail message on the toll-free complaint line and your call will be returned by the next working day.

- **DQA Regional Office**

Contact the appropriate regional office by telephone or by postal mail. Regional office maps and contact information are accessible at the link above.

WHAT IS THE OMBUDSMAN PROGRAM?

The Ombudsman Program provides advocates for long-term care consumers aged 60 and over who reside in nursing homes or assisted living facilities or who are participating in the Community Options Program. An ombudsman is an advocate who can provide assistance in areas such as residents' rights. You can contact the Ombudsman Program at **800-815-0015**. Additional information is available online

at: http://longtermcare.wi.gov/section_detail.asp?linkcatid=1953&linkid=1014&locid=123&sname