

Annual Review Template - Beneficiary Complaints

Iowa Foundation for Medical Care

Case Complete Dates from 01/01/2005 through 10/31/2005

Report ID: 10090300

Report Run Date: 11/03/2005

State: IA

Beneficiary Complaint Cases: Number and Review Results

Number and Rate	Review Results
Total cases reviewed by the QIO: 12	Cases with confirmed quality concern: 4
	Cases without confirmed quality concern: 8
	Cases in process (without completion date): 2

Complaint Cases by Setting or Provider

Care Setting or Care Provider	Total Number of Concerns	Number and Percent of Confirmed Concerns for the State	
		Number	Percent
Hospital	40	18	45.00%
Skilled Nursing Facility(SNF) (includes SNF, swing, and swing critical access)	1	1	100.00%
Home Health Agency	0	0	0.00%
Medicare + Choice (M+C)	0	0	0.00%
Physician	4	0	0.00%
Other Provider	1	0	0.00%

Complaint Cases by Type of Problem

The numbers below represent only complaints by beneficiaries or their representatives. They do not include any other QIO reviews of medical services.

Type of Problem	Total Number of Concerns	Number and Percent of Confirmed Concerns for the State	
		Number of Confirmed Concerns	Percent (%) of Total Confirmed Concerns
Inappropriate or unnecessary services	0	0	0.00%
Inappropriate setting	1	0	0.00%
Cases with a potential quality concern	45	19	42.22%