

**Table 2: Medi-Cal Home Health  
Quality of Care**

**HHA RN Complaints by Year  
Calendar Years 2001-2005**

Year	# of Complaints
2005	15
2004	16
2003	13
2002	15
2001	16

\*Includes RN complaints from all payors.

### HHA RN Complaints

Received Date: Year	County Code	Source
2005	37	045
	37	045
	36	043
	33	045
	19	045
	56	045
	19	045
	30	045
	19	045
	19	043
	19	045
	34	043
	48	045
	56	045
	19	045
<b>Total 15</b>		
2004	33	045
	19	043
	33	045
	42	045
	19	045
	50	043
	98	045
	19	045
	1	045
	19	043
	40	045
	42	045
	19	045
	34	045
	36	045
13	043	
<b>Total 16</b>		
2003	0	045
	56	045
	48	045
	1	045
	44	045
	19	044
	23	045
	19	043
	0	045
	34	045
19	044	

### HHA RN Complaints

Received Date: Year	County Code	Source
	1	043
	0	045
<b>Total 13</b>		
2002	98	045
	49	044
	49	044
	98	043
	50	043
	38	043
	41	043
	43	045
	43	045
	19	045
	43	045
	15	045
	36	043
	0	045
30	043	
<b>Total 15</b>		
2001	45	045
	9	045
	30	045
	19	045
	30	045
	19	045
	56	045
	36	045
	34	044
	49	045
	19	045
	49	044
	49	044
	7	044
	30	045
19	045	
<b>Total 16</b>		

**Source Key:**

043 - Patient

044 - Patient Advocate

045 - Patient Family Member

046 - Patient Friend or Acquaintance

By California Board of Registered Nursing, Complaint Intake Analyst, Kristie Powell