

## Second View of LHH Facility-Reported Incidents (FRI's) Plus Anonymous Complaints (2019 — June 30, 2025)

Year	All FRI's				Staff-to-Resident Abuse			Anonymous Complaints		
	Total FRI's	Sustained Deficiencies	No Deficiencies	Unknown Disposition	Total FRI's	Sustained Deficiencies	No Deficiencies	Total Complaints	Sustained Deficiencies	No Deficiencies
2019	384	20	364	?	74	4	70	6		6
2020	319	10	309	?	59		59	24		24
2021	268	27	241	?	39	4	35	18	1	17
<b>Before Decert. Subtotal:</b>	<b>971</b>	<b>57</b>	<b>914</b>	<b>?</b>	<b>172</b>	<b>8</b>	<b>164</b>	<b>48</b>	<b>1</b>	<b>47</b>
2022	249	30	140	?	30	4	26	33	10	22
2023	221	38	72	?	20	9	11	37	15	28
2024	155	3	143	?	42		42	38	1	35
2025 Jan – Jun	79	2	35	?	6		6	26		22
<b>After Decert. Subtotal:</b>	<b>704</b>	<b>73</b>	<b>390</b>	<b>241</b>	<b>98</b>	<b>13</b>	<b>85</b>	<b>134</b>	<b>26</b>	<b>107</b>
<b>Total:</b>	<b>1,675</b>	<b>130</b>	<b>1,304</b>	<b>241</b>	<b>270</b>	<b>21</b>	<b>249</b>	<b>182</b>	<b>27</b>	<b>154</b>
<b>Anonymous Complaints:</b>	182	27	154							
<b>Adjusted Total:</b>	<b>1,857</b>	<b>157</b>	<b>1,458</b>	<b>241</b>						
<b>Estimated Additional:</b>	729									
<b>Adjusted Total:</b>	<b>2,586</b>	<b>157</b>	<b>1,458</b>	<b>241</b>						

**Note 1:** The "Estimated Additional" FRI's are an estimate based on CMS's July 7, 2025 "Waiver Denial Letter" that asserted LHH had 1,600 FRI's in the "six years prior to LHH's decertification" in April 2022. Subtracting the 971 FRI's LHH reported for calendar years 2019, 2020, and 2021 on the monthly "Regulatory Affairs Reports" from the 1,600 FRI's cited by CMS calculates an estimated 729 additional FRI's that may have occurred at LHH in calendar years 2016, 2017, and 2018. This is an estimate, only.

**Note 2:** The "Regulatory Affairs Report" presented by LHH's Quality Management Department frequently change the data in subsequent reports between LHH-JCC meetings, without explaining the changed data. The annual breakout data summarizing *sustained* vs. *not sustained* deficiencies frequently don't match the total facility-reported incidents on the monthly reports initially submitted. Math errors are due to LHH. The first column, listing total FRI's, is the most accurate data initially reported.

**Source:** LHH Monthly "Regulatory Affairs Reports" presented to LHH-Joint Conference Committee (Governing Body), May 2024, February 2025, and July 2025.