



## KEY FINDINGS

**There were a total of 103,674 complaints in 12,441 of the 15,339 NHs in the study.**

- 41.1% of NHs that had complaints had at least one ZDC, while 22.2% of NHs that had substantiated complaints had at least one ZDSC
- Atlanta, Chicago, and Dallas regions had the highest ZDCs and ZDSCs

**High-dementia NHs had more ZDCs and ZDSCs than lower-dementia NHs**

- High-dementia NHs had 0.19 more ZDCs