

Fiscal Analysis

NURSING HOME COMPLAINT FORM AND FILING SYSTEM



Bill/Sponsor **HOUSE BILL 4079 SUBSTITUTE (H-2), Rep. Gary Woronchak**

House Committee **Senior Health, Security and Retirement**

Analysis **Summary**

The bill could result in new state costs related to the development and implementation of an electronic filing system allowing individuals to file nursing home complaints on the Internet.

Fiscal Impact

The bill amends sections of the Public Health Code regarding information to be provided to the public on the process of filing complaints against nursing homes. First, it amends current law provisions which require the Department of Consumer and Industry Services to distribute a pamphlet outlining the procedure for filing a complaint by specifying that the pamphlet be printed in large type and utilize easily-understood, non-technical language. Second, the bill adds a new requirement that the department develop and distribute a model standardized complaint form containing certain information along with the pamphlet. Finally, the bill requires the department to take affirmative action towards the development and implementation of an electronic filing system to allow individuals to file nursing home complaints on-line.

The Department of Consumer and Industry Services already distributes an informational pamphlet and model complaint form largely consistent with the bill's provisions. Thus, these provisions should have little or no fiscal impact on the department. However, the department has not yet developed an on-line system for complaint filing. While the bill makes no specific mandate on the development of such a system, it does require the department to "take affirmative action" towards the development of a system. This could result in new state costs to the department.

Analyst(s)

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