

Breakdown of Complaints 2014 – 2017

This is a summary of all complaints that come through the QAAL unit, since we started tracking them in April 2014.

Please note, that in 2014 and 2015, we did not track whether the complaints were substantiated or not.

In we revised our tracking tool to reflect the data requests the unit was receiving and thus we have been able to easily track which complaints have been substantiated and not substantiated.

- April – December 2014 = 122 Complaints
- January- December 2015 = 238 Complaints
- January- December 2016 = 307 Complaints
 - o Substantiated: 55
 - o Unsubstantiated: 213
 - o N/A (ex. Entity not a BSAS licensed program OR Complaint Open): 28
- January- August 25, 2017 = 172 Complaints
 - o Substantiated: 26
 - o Unsubstantiated: 126
 - o N/A (ex. Entity not a BSAS licensed program OR Complaint Open): 20

Deaths in licensed programs:

The unit started tracking deaths in licensed programs in 2017. There have been 9 deaths. Details in the table below:

Date of Death	Program Name	Level of Care
1/6/2017	Addiction Campuses of Massachusetts (0415)	ATS
2/8/2017	Franklin Recovery Center (0146)	ATS
2/2/2017	High Point CSS in Jamaica Plain (0155)	CSS
2/26/2017	Carlson Recovery Center (0109)	ATS
2/22/2017	New England Center of Addiction Medicine (0937)	CSS
3/26/2017	Opportunity House (0230)	RR
4/9/2017	Cole's Place (0270)	RR
5/21/2017	Hope House (0231)	RR
8/18/2017	New England Center of Addiction Medicine (0396)	ATS