



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

April 7, 2022

Governor Gretchen Whitmer  
State of Michigan  
Romney Building  
Lansing, MI 48909

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '22 Second Quarter Reporting

Attached please find the quarterly report from the Michigan Veteran Homes at Chesterfield Township, the Michigan Veteran Homes D.J. Jacobetti, and the Michigan Veteran Homes at Grand Rapids, pursuant to Public Act 351 of 2020, MCL 36.112a.

If you have any questions regarding this report, please contact Fred Schaible at 517.243.2147.

Sincerely,

A handwritten signature in cursive script that reads "Anne Zerbe".

Anne Zerbe  
Executive Director, MVH

Attachment

cc: Tom Barrett, Senate Appropriations Subcommittee on DMVA Chair  
Dr. John Bizon, Senate Families, Seniors and Veterans Committee Chair  
Beau LaFave, House Military, Veterans and Homeland Security Committee Chair  
Tommy Brann, House Appropriations Subcommittee on Military and Veterans Affairs Chair  
MG Paul Rogers, DMVA Director

**Pursuant to Public Act 560 of 2016 (as amended by PA 351 of 2020), MCL 36.112a)**

Sec. 9 (1) No later than January 1, April 1, July 1, and October 1 of each year, the Michigan Veteran Homes, its successor agency, or the department of military and veterans' affairs shall report in writing all the following information concerning any state veterans' facility to the governor, the senate and house committees on veterans' affairs, and the senate and house appropriations subcommittees for the department of military and veterans' affairs:

**(a) Staffing levels and the extent to which staffing levels do or do not meet industry standards.**

38 CFR Part 51.130(d) requires a minimum of 2.5 hours per-patient delivered (PPD). Actual total direct care PPD:

**FY 22 Q2:**

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 12.002

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 5.05

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.63

**(b) Number of patient complaints, average time to review a complaint and respond, and response to each complaint.**

**FY 22 Q2:**

**MVHCT** - (0) Complaint forms submitted.

**MVHDJJ** - (8) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 1/3/2022, a member stated that he was missing his cell phone.

**Facility Response:** The director of nursing and supervisor were notified of the missing item. The member's room was searched, and cell phone was not found. The claim process was explained to the member, and the member's family will discuss the situation with the member.

2. **Concern:** On 1/7/2022, a member stated that he was missing a sweatshirt.

**Facility Response:** The housekeeping staff and supervisor were notified of the missing item, and the member's room was searched. The member's sweatshirt was not found, and a claim was filed. The original clothing item was later found and returned to the member.

3. **Concern:** On 1/12/2022, a member stated that his hand-carved spoons were missing.

**Facility Response:** The director of nursing, administrator, supervisor, and housekeeping staff were notified of the missing items. The member's hand-carved spoons were later found in the therapy department.

4. **Concern:** On 1/14/2022, a member stated that his hearing aid was missing.

**Facility Response:** The member's room and the shower room were searched; the member's hearing aid was not found. A new hearing aid was ordered for the member to replace the missing one.

5. **Concern:** On 2/1/2022, a member stated that he was missing a pair of jeans.

**Facility Response:** The housekeeping staff, director of nursing, and supervisor were notified of the missing item. The member's room was searched but to no avail. The laundry was searched; the member's jeans were found and returned to the member.

6. **Concern:** On 3/9/2022, a member stated that he was missing a cell phone.

**Facility Response:** The housekeeping staff and supervisor were notified of the missing item. The member's room and wheelchair were searched; the cell phone was not found. A replacement cell phone was ordered for the member.

7. **Concern:** On 3/13/2022, a member stated that he was missing \$22 from his pants pocket.

**Facility Response:** The director of nursing, supervisor, and housekeeping staff were notified of the missing money. The member's room was searched, and the money was not found. The member's pants were returned from the laundry and the missing money was not in the pants pocket. The replacement of money was offered to the member; the member declined the offer.

8. **Concern:** On 3/17/2022, a member stated that he was missing a pair of pants.

**Facility Response:** The director of nursing, supervisor, and housekeeping staff were notified of the missing item. The member's pants were found in laundry and returned to the member.

**MVHGR - (8) Complaint forms submitted – all complaints resolved within policy required time allotment.**

1. **Concern:** On 3/2/2022, a member reported that he was missing \$75.00 which he had just withdrawn from the bank less than three hours earlier.

**Facility Response:** Staff conducted a search of the member's room, including a bedding check, dresser drawers, and lock box. Security staff performed a video check, and the cash could not be located.

2. **Concern:** On 3/10/2022, during member council, a member reported that a shopping trip did not go as planned. The vehicle driver had to be removed in the middle of a parking lot after the bus was fully loaded. The member became agitated and departed the bus on his own.

**Facility Response:** The activity staff tried to keep the member on the bus until a certified driver arrived and was able to use the lift to get wheelchair-bound members off the bus. A grievance officer spoke to the maintenance manager so this type of incident would not occur again.

3. **Concern:** A member stated that he had a grievance to file because he did not receive assistance from the activity staff to take his items to his room following a shopping trip.

**Facility Response:** A grievance officer spoke with the member and explained the rationale for the changes in the level of assistance provided by the activity staff. The member's care plan was updated, stating that the member prefers to be assisted with transporting items to his room whenever possible.

4. **Concern:** A member reported to staff that the first shift staff took his personal blankets and sent them to another facility laundry. The member requested that the staff do not take his personal blankets in the future.

**Facility Response:** The house supervisor and staff searched the other facility laundry bin and were able to locate the blankets in question. Staff washed the blankets and returned them to the member. The member's care plan and cardex were updated; staff are now aware to not send blankets to the other facility laundry and they will be washed at this facility.

5. **Concern:** A member reported that his supply of cigarettes was not moved to the smoke shack at the new facility from the smoke hut at the old facility; the cigarettes were missing.

**Facility Response:** One pack of the member's cigarettes was found in the new smoking shack supply box. The smoking attendants are to put only one pack of cigarettes in a plastic bag at a time.

6. **Concern:** A member complained to the house supervisor about noises in the hallway during the third shift, indicating that staff was making a lot of noise and clicking noises. The member added that staff were coming into his room several times during third shift.

**Facility Response:** A grievance officer met with the member to review these issues and discuss a resolution. The member stated that he is satisfied with the resolution, and it has been much quieter during the third shift than earlier in the week.

7. **Concern:** A member stated that his member requisition form for cigarettes was filled incorrectly again.

**Facility Response:** The member's requisition form was reviewed to verify the correct cigarettes were ordered; a smoke shop employee was also interviewed for verification. A claim will be submitted based on the information gathered.

8. **Concern:** A member reported that two units are sharing the same lift. She added that she must wait to go to the bathroom every day which results in toileting accidents.

**Facility Response:** Staff verified with the assistant director of nursing that Grand River and Skyline are no longer using the same lift; each neighborhood now has its own lift. The member is satisfied with this resolution and states that wait times are improving. The member also received a medical rule out regarding the need for frequent toileting.

**(c) Timeliness of distribution of pharmaceutical drugs.**

**FY 22 Q2:**

**MVHCT** - Pharmaceutical drugs are delivered to medication rooms and medication carts at the Home every two weeks for distribution for the following two-week period.

**MVHDJJ** - Pharmaceutical drugs are delivered to medication rooms and medication carts at the Home every two weeks for distribution for the following two-week period.

**MVHGR** – Pharmaceutical drugs are delivered the nursing units and medication carts at the Home every two weeks for distribution for the following two-week period.

**(d) Security provided for pharmaceutical drugs in the facility, including the title of the individuals providing the security.**

**FY 22 Q2:**

**MVHCT** - Pharmaceutical drugs are locked in the C2 safe within the pharmacy, to which only the licensed pharmacist listed below has sole access. The pharmacy requires a two-means of authentication in efforts to enter the pharmacy. Narcotics are double locked within the pharmacy. On the units, the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the household.

A PYXIS Medication Station, located within the wellness center storage room for after-hours and weekend usage, only. The Wellness Center after-hours required key-card access, which is controlled, and a pre-determined group of Nurse Managers have specific key-card access to enter said storage room where the PYXIS is located.

The PYXIS station is accessed via individual sign on with password. There is also a security camera located in the Wellness Center in addition to the storage room.

Returned medications to the pharmacy are handled via nursing and documented on a form. Returned medications are restocked or destroyed as appropriate. Returned medications are logged into the QS1 pharmacy system.

The following individual provide the security and oversight of pharmaceutical drugs:

Kristie Schemansky, PharmD.

**MVHDJJ** - Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm. Narcotics are double locked within the pharmacy. On the unit(s), the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the unit(s).

The following individuals provide the security and oversight of pharmaceutical drugs:

Brad Harvala, Pharmacy Director  
Lori Krueger, Pharmacist  
Barb Salmela, Pharmacist

**MVHGR**- Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm. Narcotics are double locked within the pharmacy. On the units, the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the units(s).

A PYXIS Medication Station, located in the pharmacy entry way is available after hours. The front entry is only accessible via key card access when the pharmacy is closed. The PYXIS station is accessed via fingerprint or individual sign on with password. There is also a security camera located in the entry way.

The unit medication rooms are locked. Medication carts are locked with key access only and narcotics are double locked.

Returned medications to the pharmacy are handled via nursing and documented on a form. Returned medications are restocked or destroyed as appropriate. Returned medications are logged into the QS1 pharmacy system.

The following individuals provide the security and oversight of pharmaceutical drugs:

Louis Ciaramello, RPh  
Fred Ammerman, RPh

**(e) How patient money is accounted for, including the name and title of the individual who supervises patient spending accounts.**

**FY 22 Q2:**

**MVHCT** - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances quarterly.

The following individual supervises patient spending accounts:

Renonda Mullen, Business Office Manager

**MVHDJJ** - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances quarterly.

The following individual supervises patient spending accounts:

Sean Depuydt, Business Manager

**MVHGR** - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances quarterly.

The following individual supervises patient spending accounts:

Erica Bobrowski, Business Manager

**(f) Number of facility resident deaths that occurred since the most recent report.**

**FY 22 Q2:**

**MVHCT – (2) facility deaths**

**MVHDJJ – (11) facility deaths**

**MVHGR – (1) facility deaths**

**(2) The department of military and veterans' affairs shall place the reports required under subsection (1) on its public website in a prominent and conspicuous manner.**

This report has been published at [www.michigan.gov/mvh](http://www.michigan.gov/mvh)