



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

January 11, 2021

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

Dear Governor,

SUBJECT: PA 314 of 2016 – FY '21 First Quarter Reporting

Attached please find the quarterly report from the D.J. Jacobetti Home for Veterans and the Grand Rapids Home for Veterans, pursuant to Public Act 314 of 2016, MCL 36.9.

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  
Annette Glenn, House Appropriations Subcommittee on Military and Veterans Affairs Chair  
MG Paul Rogers, DMVA Director

**Pursuant to Public Act 152 of 1885 (as amended by PA 314 of 2016), MCL 36.9:**

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 of 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 21 Q1:**

**DJJH - 4.91**

**GRHV - 4.70**

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

**FY 21 Q1:**

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

1. **Concern:** On 10/1/20, a member stated that his hearing aides were missing.

**Facility Response:** The staff searched his room, and his hearing aides were found.

2. **Concern:** On 10/1/20, a member reported that his dentures and shaver were missing.

**Facility Response:** The member's room was searched, and his shaver was found; his dentures were found in the RN's office.

3. **Concern:** On 10/8/20, a member stated that his clothing was damaged by the laundry service.

**Facility Response:** The reimbursement process was explained to the member and the member decided to utilize reimbursement process.

4. **Concern:** On 10/18/20, a member reported a missing clock.

**Facility Response:** The RN Supervisor informed staff of the missing clock during the morning meeting. The member's room was searched, and clock was not found. The reimbursement process was explained to the member and the member decided to utilize reimbursement process.

5. **Concern:** On 10/21/20, a member stated that his clothing items were damaged by the laundry service.

**Facility Response:** The reimbursement process was explained to the member and the member decided to utilize reimbursement process.

6. **Concern:** On 10/22/20, a member stated that she was missing a bus card.

**Facility Response:** The member's room was searched, laundry staff was informed, and the RN Supervisor was informed; the card was not found. The reimbursement process was explained to the member and the member decided to utilize reimbursement process to replace the card.

7. **Concern:** On 11/22/20, a member reported that an I-pad screen was cracked.

**Facility Response:** The reimbursement process was explained to the member and the member decided to utilize reimbursement process.

8. **Concern:** On 11/30/20, a member stated that he had money in a clothing pocket and believes it went to the laundry.

**Facility Response:** The RN Supervisor was notified, housekeeping and laundry staff were notified, and a room search was conducted. The member had not taken money out of his account since 4/10/20 and the member's spouse stated that she never sends cash, only checks. Staff was unable to verify if the member had money in his clothing pocket and there was no response from the laundry staff.

**GRHV – (26) Complaint forms submitted - all complaints resolved within policy required time allotment (average 5 days).**

1. **Concern:** On 10/18/20, a member stated that the housekeeper who cleans his room was using too much bleach and ammonia. In addition, the member stated that the floor buffer at night bangs his door repeatedly and keeps him awake.

**Facility Response:** The Housekeeping Supervisor spoke with the member and informed him of the chemicals used while cleaning his room. The supervisor also agreed that when buffing the floors, the staff would close his door so as not to disturb.

2. **Concern:** On 10/19/20, a member's wife was upset because she did not have the member's PIN to give to her sister-in-law. The sister-in-law could not get any information on the member when she called.

**Facility Response:** The member's spouse could not remember the PIN number to give to her sister-in-law; the pin was provided, and the issue was resolved.

3. **Concern:** On 10/19/20, a member's spouse believed the member was being over medicated.

**Facility Response:** The Physician's Assistant contacted the member's wife and reviewed the member's chart, explaining the plan to work with another doctor. The member's spouse was satisfied with the review and plan.

4. **Concern:** On 10/22/20, a member's breakfast arrived late and cold.

**Facility Response:** The Dietitian met with the member and reviewed the situation, explaining that it was a bad day, and not a typical day. A customized plan was developed for the member and the kitchen staff was notified; the member was satisfied.

5. **Concern:** On 10/23/20, a member stated that a housekeeper was outside his room without a mask on.

**Facility Response:** Staff reviewed the video, and the housekeeper had her mask on the entire shift.

6. **Concern:** On 10/24/20, a member's spouse requested information on the member's last cardiology appointment.

**Facility Response:** The RN contacted the member's spouse and provided her with information.

7. **Concern:** On 10/25/20, a member's son wanted to know if the website would identify the location in the building of members testing positive for COVID.

**Facility Response:** Staff answered the son's questions; the location of positive COVID cases would not be identified on the website. The son was satisfied with the response.

8. **Concern:** On 10/30/20, a member's sister called stating that the portable phone goes dead whenever she is talking to the member.

**Facility Response:** IDT was made aware of the issue and posted a sign to remind staff to place the phone on the charger after each use.

9. **Concern:** On 11/4/20, a member was upset because he was not able to vote.

**Facility Response:** The member was offered an opportunity to register to vote; he was informed of the process on multiple occasions and refused to do so. The member was registered and added to the absentee ballot for all future elections.

10. **Concern:** On 11/6/20, a member was upset that he was not getting notice of his negative COVID results.

**Facility Response:** Staff will now provide members with the paper form of individual COVID test results.

11. **Concern:** On 11/6/20, a member stated that he did not get any breakfast that morning.

**Facility Response:** Staff was interviewed, and a video was watched; the member did receive his breakfast and ate 100% of it. The member is forgetful and confused at times.

12. **Concern:** On 11/9/20, a new employee voiced concerns regarding her trainer, stating that the trainer made comments related to politics and his own infection control practices.

**Facility Response:** The trainer will no longer conduct training and competency training will be conducted on both employees; CSU will continue to follow new employee closely.

13. **Concern:** On 11/13/20, a member's sister expressed concern regarding the security of a member's belongings (wallet) while he was at the hospital.

**Facility Response:** Staff explained that wallets and other valuables are locked up in the Social Work office and returned to the member once he returns; the member's sister was satisfied.

14. **Concern:** On 11/13/20, a member had recently moved from 3 North to 3 Red. The internet was not working correctly, and he was unable to video chat with his sister; this communication helps the member cope during the quarantine.

**Facility Response:** An internet hotspot was obtained for the warm unit on 3 Red and placed outside member's door which provided him with great internet reception; the member was very happy.

15. **Concern:** On 11/20/20, a member's brother expressed concern about the member's dental care during the quarantine; he wondered if dental appointments were still occurring.

**Facility Response:** The member had a dental appointment in March 2019 and has not been seen since. The Dentist recently cleared the VA testing process, and the member was scheduled and received a dental exam 11/25/20.

16. **Concern:** On 11/27/20, a member's daughter was upset that the scheduled virtual visit with the member did not occur.

**Facility Response:** Staff reported that the visit did not occur due to miscommunication with the regular staff who were on leave for holidays. A new process for communicating schedule changes will be implemented to prevent future concerns with all member virtual visits.

17. **Concern:** On 12/11/20, a member's guardian needed virtual visits set up with her wards.

**Facility Response:** Staff scheduled the visits; the guardian was satisfied.

18. **Concern:** On 12/15/20, a member reported that he did not receive care on third shift.

**Facility Response:** Staff was interviewed, and video monitoring was observed; the member did indeed receive care.

19. **Concern:** On 12/21/20, a member's guardian was concerned with a member's wellbeing and believes that the member would do better with a roommate.

**Facility Response:** The Interdisciplinary Team assessed an appropriate roommate for member. Another female member who has previously roomed with the member is currently in isolation. Once she returns from isolation, the team will assess the room situation. Update: 1/04/20 the Interdisciplinary Team assessed possible members to room with the member; at this time, there is not a member who would be a good fit as a roommate. The team will continue to review and assess as the member's condition/ behaviors change.

20. **Concern:** On 12/21/20, a member's sister visited from out of state, dropped off Christmas gifts for the member, and wanted to be able to wave at him through his window.

**Facility Response:** The Activity Team coordinated a time for the member and his sister to meet through a window and marked the member's window so the member's sister could easily find it.

21. **Concern:** On 12/21/20, a member's daughter was concerned that a member's cognition was declining due to isolation as a result of the quarantine.

**Facility Response:** The Interdisciplinary Team has not seen a decline in member's cognition recently and believes the member is at his baseline. The member will be evaluated by the Speech and Language Pathologist and Occupational Therapist for cognitive strengthening.

22. **Concern:** On 12/21/20, a member's guardian has been unable to connect with the Home's Business Office staff.

**Facility Response:** Staff from the Business Office reached out and contacted the member's guardian.

23. **Concern:** On 12/21/20, a member's brother demanded a window visit because he does not have a smart device to do a virtual visit with member; it was the member's birthday.

**Facility Response:** The Activity Director met the member's brother in the parking lot and brought him an iPad in order to have a Facetime visit with member.

24. **Concern:** On 12/22/20, a member's sister asked if Physical Therapy staff could work with the member; this practice previous occurred and the sister believed it helped with the member's mental health concerns.

**Facility Response:** The Physical Therapist was notified of the request and will resume working with member.

25. **Concern:** On 12/22/20, a member's sister was concerned about the upcoming guardianship meeting and inquired if any conversations occurred between staff and the Guardian ad litem.

**Facility Response:** Staff reported that no concerns have been expressed to Guardian ad litem regarding the member's sister becoming a full guardian; a hearing is set for next week. Social Work staff will continue to follow up with sister.

26. **Concern:** On 12/22/20, a member's brother would like to knock on the member's window to say hello.

**Facility Response:** The member's room is on the ground level which would allow the member to remain in his own room for window visit. The request for a window visit was approved for the member's brother.

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

**FY 21 Q1:**

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

**GRHV** – 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 21 Q1:**

**DJJHV** - 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

**GRHV**- Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm and cameras. 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:

Christin Othmer, 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 21 Q1:**

**DJJHV** - 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

**GRHV** - 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 21 Q1:**

**DJJHV** - (9) facility deaths  
**GRHV** - (29) 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.michiganveterans.com](http://www.michiganveterans.com)