



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

July 10, 2023

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '23 Third 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 Beth Simonton-Kramer at 616.498.5357.

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 23 Q3:**

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 11.34 PPD

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.67 PPD

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.72 PPD

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

**FY 23 Q3:**

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

**MVHDJJ** - (3) Complaint forms submitted – all complaints resolved within policy required time allotment.

**1. Concern:** On 6/13/2023, a member stated his wallet was missing.

**Facility Response:** The member's room was searched; Housekeeping, Laundry, Social Work, DPOA, and Administrator were notified. The member's wallet was found on 6/14/23.

**2. Concern:** On 6/5/2023, a member stated he was missing a baseball cap and sweatshirt.

**Facility Response:** The member's room was searched; Housekeeping, Administrator, DON, and Activities were notified. The member's sweatshirt was found and returned, while the baseball cap was replaced.

- 3. Concern:** On 6/16/2023, a member reported his eyeglasses were missing.

**Facility Response:** The member's eye prescription had expired, and the family believed an eye exam would not be tolerated by the member. The member's family does not want the member's eyeglasses replaced.

**MVHGR - (29) Complaint forms submitted – all complaints resolved within policy required time allotment.**

- 1. Concern:** During Member Council, many members on Pere Marquette and Lake Michigan Neighborhoods reported that care staff are not in or near the dining room to assist with tray distribution, making members wait for their meal trays on all shifts.

**Facility Response:** The Maxim and CSU supervisor monitored the dining rooms during mealtimes, provided education to care staff, and completed a mandatory staff training session. Members are reporting significant improvements in the meal tray distribution.

- 2. Concern:** A member reported his cell phone was missing.

**Facility Response:** The member's phone was returned when it came back from Laundry.

- 3. Concern:** A member reported his takeout food was either thrown away or eaten by someone else.

**Facility Response:** A complete investigation with dietary/kitchen staff was conducted and video footage was reviewed. No staff was observed walking out of the kitchen with a takeout box. Caregivers reported that the member ate the food himself but forgot.

- 4. Missing Items:** A member reported two orange puffer vests were missing.

**Facility Response:** One puffer vest was returned to the member from Laundry, and a verified laundry slip indicated only one puffer vest was sent for cleaning.

- 5. Concern:** A member's daughter alleged that upon return from an all-night sleep test at the hospital, the member asked for a shower. A third shift caregiver allegedly told the member, "That is not my job". Since the member did not receive a shower, she was not able to go on the Horses for Hero's trip.

**Facility Response:** The results of the investigation were shared with the member's daughter, and she was not satisfied with the resolution and response to the investigation. The Administrator is not willing to continue discussion with the member's daughter about the concern.

6. **Concern:** A member expressed concern that the staff on second and third shifts are horrible and do not like him.

**Facility Response:** The member could not recall the specifics of an incident, but generally stated his concerns surround requests for scheduled delivery of coffee and water. The member stated he will notify staff of his choice and would like delivery of liquids to his room.

7. **Concern:** A member reported there was a two-plus hour delay in the delivery of his pain pill.

**Facility Response:** The Assistant Director of Nursing stated that medication will be scheduled per the member's request.

8. **Concern:** A member reported missing clothing including his clothing protectors, a green shirt, an orange shirt, and a white shirt with an American flag on it.

**Facility Response:** The member's clothing items were not returned from Laundry. The member and spouse declined pursuing a claim against the state.

9. **Concern:** A member reported his black wallet was missing along with an undetermined amount of cash (\$20.00-30.00).

**Facility Response:** The Laundry Supervisor was notified about the missing wallet; the wallet has not been found nor returned from Laundry.

10. **Concern:** A member reported his hearing aids were missing.

**Facility Response:** The member scheduled an appointment with the VA Hearing Clinic for a replacement.

11. **Concern:** A member reported his right hearing aid was missing.

**Facility Response:** The member's missing hearing aid was returned from Laundry.

12. **Concern:** A member reported missing a parts sheet of his model.

**Facility Response:** The member's parts sheet was found and returned to the member.

13. **Concern:** A member's package was delivered to the old facility. The member requested a sign be posted indicating that deliveries should not be left at the old facility.

**Facility Response:** Staff placed a sign at the former shipping dock, per the member's request.

14. **Concern:** A member alleged that the House Supervisor opened his package without his consent.

**Facility Response:** The House Supervisor stated the packing tape seal was broken with a pen, but the member opened the box. Staff reached out to the member's guardian who verified the member's consent for opening mail and packages. It is the member's responsibility to follow facility policy and make sure new items are included on the member's inventory sheet.

15. **Concern:** A member reported four or five missing DVDs along with a Harry Potter drink cup.

**Facility Response:** The member's DVDs were found and returned to the member. The member's cup was not found; however, the member's guardian did not want to pursue a claim against the state to replace it.

16. **Concern:** A member reported his wallet was missing.

**Facility Response:** The member's wallet was found in the member's vest pocket.

17. **Concern:** A member reported his glasses were broken and a lens was missing.

**Facility Response:** The member's lens was not found, so the member scheduled an appointment with the Optometry Clinic.

18. **Concern:** A member reported the charge cord to his Bluetooth speaker was missing.

**Facility Response:** A new Bluetooth speaker charge cord was ordered for the member.

19. **Concern:** A member reported his left hearing aid was missing.

**Facility Response:** The member's daughter reported the missing hearing aid is part of a newer set; the old set is being repaired. The member's daughter brought the member the repaired hearing aid.

20. **Concern:** A member reported his clothing that was sent out to Laundry was not returned.

**Facility Response:** The member's clothing was replaced with new donated items; the member's clothing was also returned from Laundry.

21. **Concern:** A member reported a missing watch and \$62.00 in cash; the member believed the items may have gone out with the Laundry.

**Facility Response:** The Laundry Supervisor was notified of the missing item; however, items were never returned. The member received a replacement watch from donated items, but the cash was not replaced.

22. **Concern:** A member reported his wallet was missing which contained \$4,500.00.

**Facility Response:** The wallet and cash were found in the member's vest pocket.

23. **Concern:** A member reported four single serving milk cartons were missing from the member's refrigerator.

**Facility Response:** The dining staff accidentally threw the member's milk away. Staff offered to replace the member's milk, but the member refused the offer.

24. **Concern:** A member reported missing two baseball caps.

**Facility Response:** Both baseball caps owned by the member were found in other residents' rooms. The member had wandered into the other rooms and left the caps there.

25. **Concern:** A member alleged a caregiver said, "if you don't like it, go live somewhere else"; the member and caregiver had a disagreement regarding food preparation.

**Facility Response:** The member's concern was investigated by the Maxim Supervisor and video surveillance was reviewed. The caregiver was observed being very appropriate and supportive to the member, with no evidence of a verbal altercation between the member and caregiver.

26. **Concern:** A member reported his wallet went to Laundry in his sweatpants.

**Facility Response:** The member's wallet, including a bank card, was returned to the member from Laundry.

27. **Concern:** A member reported her blanket went to Laundry and has not returned. The member does not recall if the blanket had a name tag on it.

**Facility Response:** The Laundry Staff was notified of the missing blanket and the member's room was searched; the blanket was not returned from Laundry.

28. **Concern:** A member reported his lower denture was missing; staff believe it may have been sent to Laundry in the member's bedding.

**Facility Response:** The Laundry Supervisor was notified of the missing item, and the denture was returned to the member.

29. **Concern:** A member reported he believed he was getting a new pair of glasses. The member also reported that some of his personal sheets were missing. Lastly, he reported his wheelchair was not being cleaned on third shift like it used to be.

**Facility Response:** The member was scheduled for an appointment with the Optical Clinic. Reading glasses were offered to the member while he waits for the delivery of new glasses; the member refused. The member's inventory form did not indicate any personal sheets upon admission to facility; the member was satisfied. Education was provided to CSU care staff about the responsibilities of routine wheelchair cleaning on the third shift.

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

**FY 23 Q3:**

**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 23 Q3:**

**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 additional 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



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

**FY 23 Q3:**

**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:

Sara Brys, 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:

Ashley Rawlings, Business Manager

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

**FY 23 Q3:**

**MVHCT** – 14 facility deaths

**MVHDJJ** – 10 facility deaths

**MVHGR** – 6 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)