



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

May 15, 2024

The Honorable Gretchen Whitmer
Governor of Michigan
P.O. Box 30013
Lansing Michigan

Dear Governor Whitmer,

SUBJECT: PA 351 of 2020 – FY24 First 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 black ink that reads "Anne Zerbe".

Anne Zerbe
Executive Director, MVH

Attachment

cc: Senate Committee on Veterans and Emergency Services
Senate Appropriations Subcommittee on Military, Veterans, State Police
House Committee on Military, Veterans and Homeland Security
House Appropriations Subcommittee on Military and Veterans and State Police
Major General Paul D. Rogers, DMVA Director

Pursuant to Public Act 314 of 2016 (as amended by Public Act 561 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 24 Q1:

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 8.83

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.66

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.9

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

FY 24 Q1:

MVHCT - 0 Complaint forms submitted.

MVHDJJ - 5 Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 10/13/23 member stated that his razors and money were missing
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Wallet was located in lock box with some of the money. Member requested his neighbor hold his razors for him. Remainder of money returned from Laundry.
2. **Concern:** On 11/1/23 member stated that his jackets were missing
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Jackets were replaced.
3. **Concern:** On 11/23/23 member stated that his cup was missing
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Cup was replaced.

4. **Concern:** On 11/30/23 member stated that his glasses were missing
Facility Response: Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Room searched and glasses were found.
5. **Concern:** On 12/4/23 member stated that his dentures were missing
Facility Response: Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Room searched. Dentures in the process of being replaced.

MVHGR - 36 Complaint forms submitted – complaints resolved within policy required time allotment.

1. **Missing Item:** Member reports missing a green, red, purple, and black camisole.
Facility Response: All items came back from laundry.
2. **Concern:** Member is reporting a caregiver picked up his C-PAP machine and turned it upside down. **Facility Response:** Maxim supervisor identified staff involved and provided education on proper C-pap procedures, including who should and should not be touching them.
3. **Concern:** Member along with 3 others are reporting excessive wait times to be picked up. **Facility Response:** Maintenance supervisor checked with caregiver and driver to see what happened. New driver did the drop off plan backwards causing excessive wait times.
4. **Concern:** Member reports housekeeping staff are turning off their TVs while they are out of the room. **Facility Response:** Investigation could not determine if Cena's or housekeeping staff were doing this, so education provided to both departments. Issue resolved.
5. **Concern:** Member states care staff are too lazy to get him more syrup for his pancakes. **Facility Response:** Issues assigned to Maxim supervisor who watched video. Review indicated that Wayne went to the dining room to get his own syrup and spoke to no one.
6. **Missing Item:** RN observed that member's upper dentures were missing at dinner meal. **Facility Response:** returned from laundry.
7. **Concern:** Breakfast food was delivered cold **Facility Response:** Procedures for onsite kitchen service reviewed and corrected so food is being served at correct temperature.
8. **Concern:** Burnt grilled cheese sandwiches being delivered along with warm milk
Facility Response: Nutrition director reviewed recipes and competencies with cooks and brought sample sandwiches to member who was pleased with results. Milk is no longer served unless cold.
9. **Concern:** Family came in for mealtime and saw member without his dentures and glasses and wearing no bib, so soup was all over his shirt. **Facility Response:** Tasks added to CP for glasses, dentures, and clothing protectors. Education provided for family re: significant decline. POA enacted and hospice admission facilitated.
10. **Concern:** Member is not in agreement with facility policy that staff, not member will manipulate scooter joysticks when loading and unloading from bus and vans. **Facility Response:** Facility policies reviewed with member. Member does not agree with facility policy and says he will not go on trips.

11. **Concern:** Member upset that CENAs came into his bathroom without his consent, and he no longer wishes to work with these CSU staff **Facility Response:** All contract staff re-educated on privacy and following the care plan.
12. **Concern:** Member reports he is embarrassed that his windows are so dirty. **Facility Response:** Housekeeping supervisor followed with member and his windows were cleaned.
13. **Missing Item:** Member reports his watch is missing following a shower on 2nd shift. **Facility Response: Room and dirty laundry searched unsuccessfully.** Watch returned from laundry.
14. **Concern** Staff are not getting requested food items for member and adhering to member's choice; food cold **Facility Response:** Staff were educated on member preferences, choices, and temperature audits.
15. **Concern:** Bus driver Mel brakes to hard **Facility Response:** Driver assessment completed, and member offered choice of different driver.
16. **Concern:** Missing Rosary **Facility Response:** Rosary found on the floor in member's room.
17. **Concern:** Housekeeper in hallway did not give member right away almost knocking him over **Facility Response:** Housekeeping staff did bump and knock member off balance. Staff member was re-educated and apologized.
18. **Concern:** Member unhappy about the staffing changes occurring on 11/13/23 **Facility Response:** Caregiver transition was an administrative decision to improve overall continuity and supervision of CENA's by agency staff as well as offer administrative benefits.
19. **Concern:** member's wife unhappy about the staffing changes occurring on 11/13/23 **Facility Response:** Caregiver transition was an administrative decision to improve overall continuity and supervision of CENA's by agency staff as well as offer administrative benefits.
20. **Concern:** Member states mail is not being delivered timely **Facility Response:** Unit secretary will be assigned to deliver the mail daily as it arrives to the household.
21. **Missing Item:** Netflix remote missing **Facility Response:** Staff searched for remote unable to find it a new one was ordered.
22. **Missing Item:** white metal stool missing **Facility Response:** Stool was removed from member's room due to safety concerns. Daughter notified and will be taking the stool home. Situation explained to member.
23. **Concern:** staff are using the living room as a workspace and members are unable to use it as a living room **Facility Response:**
24. **Missing Item:** 5 blue sheets missing **Facility Response:** Blue sheets returned from laundry. Sheet now to be wash in house to prevent the delay in returning them.
25. **Missing Item:** Lower denture missing **Facility Response:** Dental appointment made and 4 teeth needed to be pulled to make new partial family decided against it as member is not in any discomfort and eating well.
26. **Missing Item:** Long sleeve MVH shirts **Facility Response:** Shirts not found in laundry and member seen wearing the shirts he reported missing. Guardian does not want concern forms completed and member's care plan updated for frequent missing items due to member's behaviors related to dementia.
27. **Missing Item:** cell phone **Facility Response:** Facility searched and item not located -phone replaced by family.

December:

28. **Concern:** CPAP not cared for properly, electric chair not being plugged in; no order for a needed medication **Facility Response:** staff educated, CP updated to include a task for plugging in the wheelchair; order was put in minutes after nurse looked for it.
29. **Concern:** Laundry not given back to him timely and then it was lost. Bed not made until late in the day. **Facility Response:** Laundry found in another member's room. Staff educated on member's preferences and tasks; Caregiver removed from household.
30. **Missing Item:** Blue Fleece Blanket. **Facility Response:** Blanket was found in clean linen room. Was sent to laundry without a label on it. Member refusing to label it. Potential for loss CP.
31. **Concern:** Caregiver did not give him a shower but rather a bed bath. Staff does not communicate with him. **Facility Response:** Staff re-education, Care plan revised.
32. **Missing Item:** Missing wallet Had it on the shopping trip **Facility Response:** New wallet provided from facility donations.
33. **Missing Item:** Missing lanyard with keys - thinks it went to laundry. **Facility Response:** Resolution Pending
34. **Missing Item:** Missing prepaid debit card. **Facility Response:** Debit card was deactivated, and fiduciary already ordered a new one.
35. **Missing Item:** Unable to reach staff re: upcoming appt. **Facility Response:** Resolution pending.
36. **Missing Item:** Money left in his pant pockets and sent to laundry. **Facility Response:** Money (\$51) was returned from laundry and brought to member.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 24 Q1:

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 24 Q1:

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 24 Q1:

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 24 Q1:

MVHCT – 7 facility deaths

MVHDJJ – 10 facility deaths

MVHGR – 3 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