



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 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 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 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 24 Q2:

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 7.97

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.79

Michigan Veteran Homes at Grand Rapids (MVHGR) – 7.15

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

FY 24 Q2:

MVHCT - (_0_) Complaint forms submitted – all complaints resolved within policy required time allotment.

MVHDJJ - (_5_) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 1/5/24 Family member stated that member's iPad was missing
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. iPad was found in closet.
2. **Concern:** On 1/10/24 member stated that lens was falling out of glasses
Facility Response: Optometry appointment made and glasses replaced
3. **Concern:** On 2/26/24 Family member stated that member was missing clothing
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Clothing was replaced.
4. **Concern:** On 3/16/24 Member's glasses were missing.

Facility Response: Room searched, shower room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Glasses were found and returned to member.

5. **Concern:** On 3/17/24 Family member stated that member was missing a flannel shirt and my Pillow.

Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Housekeeping/Laundry notified. Shirt was found in Haberdashery. My Pillow was not found, claim against the State process explained and was declined. Pillow replaced with facility pillow.

MVHGR - (_21_) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Missing Item:** Glasses. **Resolution:** Glasses were located and returned. Optometry appointment was scheduled.
2. **Missing Money:** Reported missing \$85. **Resolution:** Room searched, and money was found in a pair of pant pockets in a drawer in his room. Actual amount located was \$102.
3. **Concern:** Snow wasn't cleared timely around his vehicle. **Resolution:** Snow was cleared the same day concern was identified by staff.
4. **Concern:** Reported food provided is "processed" and heated frozen food; not many options available. **Resolution:** Bacon was added to the always available menu; items that are considered "homemade" will be labeled on the menu.
5. **Missing Item:** Grey Tinted Glasses. **Resolution:** Glasses were found within his room.
6. **Concern:** Medications were given to a member during mealtime. **Resolution:** Education was provided about why some medications/treatments must be completed during mealtime.
7. **Missing Item:** Black Spring Jacket. **Resolution:** Jacket was not found. Wife didn't want to file a claim against the state. She will purchase him a new spring jacket and bring it to the facility.
8. **Concern:** Would like to have a library available to him. **Resolution:** CTRS scheduling a trip to the library; ACT to provide more books; CTRS looking for a designated spot in the facility to host a library area; member's daughter brought in more of his books from home.
9. **Missing Money:** Missing wallet and \$400. **Resolution:** Wallet and money were returned from laundry. Total amount of money missing was \$89, guardian notified and stated member would not have had \$400 on his person.
10. **Concern:** Cabinets being locked, not being dressed appropriately, hair not being washed/styled. **Resolution:** Concern form was reviewed with DPOA who had no concerns re: care at the facility. Stated concern form could be disregarded at this time.
11. **Missing Item:** Bilateral Hearing Aids. **Resolution:** One hearing aid was located, the other remains missing. Wife/DPOA didn't want hearing aid replaced or to file a claim against the state due to member not wearing them regularly and appearing confused when they are in his ears.
12. **Concern:** Upset that SLP met with another member during mealtime. **Resolution:** Provided education on why some treatment/therapies have to be completed during mealtime and it occurs if no other options are possible.

13. **Missing Item:** Five long-sleeve shirts. **Resolution:** Laundry was searched, clothing not found. Offered to complete clothing request form, declined stated he had enough clothes. Stated he considers this resolved.
14. **Concern:** Mail was opened by staff. **Resolution:** New Mail Authorization form was completed to reflect his preferences.
15. **Missing Item:** Three short-sleeve shirts. **Resolution:** 2 shirts were located, brother was not worried about getting the remaining shirt, wanted concern form resolved.
16. **Concern:** Frequency of pasta being served; spaghetti has water that is left on the place. **Resolution:** Spaghetti recipe reviewed, errors found, was updated, staff to be educated. Menu reviewed and will edit frequency of pasta on week D and week E.
17. **Concern:** CG declined to check him after he put his call light on. **Resolution:** Education was provided to staff on approach and providing explanation for why needs cannot be met immediately as appropriate.
18. **Concern:** Received breakfast late on 3/1 and lunch late on 3/4 due to there being no CGs present to serve food. **Resolution:** Education was provided to caregivers about being present in the dining room during mealtimes.
19. **Concern:** Not notified rationale for COVID testing related to an exposure until several days afterward. Reported getting conflicting information regarding testing schedule. **Resolution:** Education was provided to nursing staff.
20. **Concern:** Radio was playing during mealtime. There was also an activity scheduled at 6pm, however dinner is served from 5-6pm. **Resolution:** Music playing during meals will be based on member preference for majority in the dining room. Member stated he will eat towards the end of mealtime to be able to turn off the music or eat in his room if needed. Activities scheduled in the dining room will start 15 minutes after the end of mealtime. (*Grievance not resolved.*)
21. **Missing Item:** Fleece blanket with a deer head on it. **Resolution:** Blanket was returned from laundry.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 24 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 24 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 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 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 24 Q2:

MVHCT – (_7_) facility deaths

MVHDJJ – (_8_) facility deaths

MVHGR – (_13_) 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