



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERANS AFFAIRS AGENCY
LANSING

JAMES ROBERT REDFORD
DIRECTOR

December 18, 2018

Governor Rick Snyder
State of Michigan
Romney Building
Lansing, MI 48909

Dear Governor,

SUBJECT: PA 314 of 2016 – FY '18 Fourth 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 36.10.

If you have any questions regarding this report, please contact Laurie McCullough-Benner at 517.284.5226.

Sincerely,

A handwritten signature in black ink, appearing to read "James Robert Redford".

James Robert Redford
Director, MVAA

Attachment

cc: Arlan Meekhof, Senate Majority Leader
Tom Leonard, Speaker of the House
Margaret O'Brien, Senate MVA Committee Chair
Mike Nofs, Senate MVA Appropriations Subcommittee Chair
Jason Wentworth, House MVA Committee Chair
Dr. John Bizon, House MVA Appropriations Subcommittee Chair
Dick Posthumus, Chief of Staff
MG Greg Vadnais, DMVA Director

Pursuant to Public Act 314 of 2016, MCL 36.10 Sec. 9. (1)

No later than January 1, April 1, July 1, and October 1 of each year, the Michigan veterans affairs agency, 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:

DJJHV – 3.46

GRHV - 4.26

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

DJJHV: (3) Concern (complaint) forms submitted. Concerns responded to within seventy-two hours.

Concern: 7/24/2018 Member's daughter expressed concern that the phone is not always promptly answered on weekends. It was explained to daughter that the phone rings to the 2 East nursing station on weekends, and if a nurse is out assisting members, a caller would need to leave a message which would then be returned, as the priority of the staff is meeting member care needs and the Home does not staff a phone receptionist on a twenty-four hours per day, seven days per week basis. Daughter also advised to not attempt to utilize dialing an extension, but to let the phone ring so it transfers to the 1 West Supervisor's mobile phone.

Concern: 8/24/2018 Member expressed concern that he was ready to be transported to a routine doctor's appointment, and then was informed that the Home needed to work with the member to reschedule that appointment due to another member needing transportation at that time for an emergent need. A discussion was held with the member and staff members to understand the operational error causing the confusion, with prevention of reoccurrence plans established to address potential future conflicts.

Concern: 8/27/2018 Member's spouse expressed concern and requested a different room, as her spouse's current room was cluttered and dirty. Housekeeping and social work were involved to address both cleanliness concerns, as well as facilitating the appropriate sharing of space in the small two-person rooms, which can make for a challenging living environment and transition to a long-term care facility. Member has since moved to a different room.

GRHV – 25 Concern (complaint) forms submitted - all concerns were responded to within five days per policy.

Concern: 7/3/2018 Another member's room smelled foul. Room was inspected by staff and room cleaned.

Concern: 7/10/2018 Unable to access WI FI. Explanation provided; strong WI-FI signal found to members unit.

Concern: 7/10/2018 Requesting special food prep from kitchen. Kitchen staff will make smoothies and wash blender.

Concern: 7/10/2018 Foot Pain not addressed. Dr evaluated; Orders written for Meds and compression stockings adjusted.

Concern: 7/18/2018 Member told he was not safe to use Sara lift. PT indicated member couldn't safely use the Sara lift- this was discussed with member.

Concern: 7/19/2018 Concern re requirement for 2 caregivers member's behavior continues to require 2 caregivers as a safety measure for the member and staff.

Concern: 7/23/2018 Foul smell in room continues. Member completed a contract to address foul smell.

Concern: 7/23/2018 Mail not being delivered. New staff person reeducated, resolved.

Concern: 7/26/2018 Member reported Bus in disrepair. Windshield replaced on bus, over heating problem corrected.

Concern: 7/26/2018 Members do not like the Clothing Protectors changed to cloth napkins. Clothing protector provided to member as requested.

Concern: 8/9/2018 Staff occupying members space for meetings. Meeting location changed.

Concern: 8/22/2018 Member desires to keep a small refrigerator in his room. Director Redford spoke to member and informed him of facility policy of no heat producing appliances in member's rooms. Facility staff will look for alternative place in facility for the refrigerators that are already in rooms (3 members affected) if possible. Completed and refrigerators in each member's dining room.

Concern: 8/27/2018 Member's mail left on nursing desk. Staff met and formed a Performance Improvement Plan on the mail delivery service facility wide to address the concern for all members.

Concern: 8/30/2018 Member complained of disturbing noise from another members guitar playing. Member was shown alternative locations to watch TV in which he would not be subjected to the member's music. Member was pleased with this information and plans on taking advantage of the new locations.

Concern: 9/4/2018 Staff ignored member while caring for him talking among themselves. All of the contract staff have been re-educated in cell phone use and talking while providing care.

Concern: 9/4/2018 Member requesting a refrigerator in his room. Refrigerators in rooms per facility policy – this was explained to member and policy provided

Concern: 9/10/2018 Member stated staff came in and out of the room without saying a word when call light was on. Meeting was held with caregiver and supervisor and all caregivers were re-educated.

Concern: 9/11/2018 DOM member complained that other members from nursing units entering the pantry on DOM. Members were educated to use their own pantries on their own units.

Concern: 9/13/2018 Member complained that he did not get adequate medical care and PT for his weak arm. OT/PT completed assessment and recommend consult with neurologist. Member waiting for appointment. Recommendations reviewed with member.

Concern: 9/20/2018 Members from another floor going in pantry. Members were educated to use their own pantries on their own units.

Concern: 9/24/2018 Staff went in the member pantry for coffee. Nursing staff will only access pantries for work related reasons.

Concern: 9/26/2018 Delivery drivers no longer allowed to bring food to the unit. Delivery drivers allowed to go to the units after they sign in at security desk.

Concern: 9/27/2018 Meds not sent during furlough. Staff followed protocol, explanation provided.

Concern: 9/28/2018 Member requesting a refrigerator in his room. Policy explained; member accepted explanation.

Concern: 9/28/2018 Member does not want DOM members riding the bus when nursing care members are on facility rips. Administrator addressed the issue in writing; she will not ban DOM members from trips/activities.

(c) Timeliness of distribution of pharmaceutical drugs.

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

GRHV - Pharmaceutical drugs are delivered daily to the nursing units. Non-controlled medications are delivered to the card key access only medication rooms. Controlled substance medications are signed for by nursing staff at the time of delivery. Medications are filled after a refill request is made through the NTT Electronic Medical Record system. Nurse's request refills 3 to 5 days in advance of need. Per policy, medications required to be filled more than 5 days early require authorization from a nursing supervisor.

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

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. 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 afterhours. The front entry is only accessible via key card access when the pharmacy is closed. They PYXIS medication station is accessed via fingerprint or individual sign on with password. The pharmacy entryway has a security camera.

On the units, the medication rooms are locked, as are medication carts and narcotics are double locked. Medication carts are locked with key access only.

Returned medications to pharmacy are handled via nursing generated and signed form. The returned medications are restocked when appropriate or destroyed. The returned medications are logged into the QS1 pharmacy system.

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

John Carlson, RPh
Jordain Kraai, PharmD
Fred Ammerman, RPh
Mary Butlevics, PharmD

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

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 Office Manager

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

DJJHV – 20 facility resident deaths

GRHV – 10 facility resident 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