



STATE OF MICHIGAN
DEPARTMENT OF MILITARY & VETERANS AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

MG PAUL D. ROGERS
THE ADJUTANT GENERAL AND DIRECTOR

April 23, 2019

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

Dear Governor,

SUBJECT: PA 314 of 2016 – FY 19 First Quarter Reporting (October-December 2018)
PA 314 of 2016 – FY 19 Second Quarter Reporting (January-March 2019)

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 152 of 1885 (as amended by PA 314 of 2016), MCL 36.9.

If you have any questions regarding this report, please contact Fred Schaible at (517) 284-5239.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Loney".

Tim Loney
Deputy Director, MVAA

Attachment

cc: Mike Shirkey, Senate Majority Leader
Lee Chatfield, Speaker of the House
Dr. John Bizon, Senate MVA Committee Chair
Tom Barrett, Senate MVA Appropriations Subcommittee Chair
Beau LaFave, House MVA Committee Chair
Larry Inman, House MVA Appropriations Subcommittee 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 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:

FY 19 Q1:

DJJHV - 3.60

GRHV - 4.36

FY 19 Q2:

DJJHV - 3.76

GRHV - 4.54

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

FY 19 Q1:

DJJHV - (4) Complaint forms submitted - the complaints were responded to within seventy-two hours.

Member feels some staff do not take adequate time to listen to him. Care plan updated and inservice held with staff.

Member's spouse was concerned that his leg braces were stretched. Appropriate fit was checked and verified to not be outside normal limits.

Member felt he wasn't seeing Home physicians enough. Member had been on sick call but opted to go to Red Lobster instead.

Member concerned that hallways are often congested with members and staff. Concern responded to, with acknowledgement that physical structure is a challenge for the Home.

GRHV - (6) Complaint forms submitted - all complaints were resolved within policy required time allotment.

Complaint regarding testing member for marijuana per policy- Ombudsman involved in attempting to resolve complaint. Determined facility did follow policy.

Member complaint against volunteer- refusing to provide batteries. Batteries provided- issue resolved.

Complaint that nurse spilled water during med pass- Nurse had acknowledged and apologized.

Member complaint that neighbor's light not answered in a timely manner. Video reviewed and it was responded to within a reasonable, timely manner. Member provided information about response times.

Member complaint about not receiving all Bingo winnings. Video reviewed, complaint validated- received funds due.

Complaint regarding co-member hygiene. Resolved with behavior plan.

FY 19 Q2:

DJJHV - (0) Complaint forms submitted

GRHV – (4) Complaint forms submitted - all complaints resolved within policy required time allotment.

Complaints regarding another member hygiene – addressed via behavioral contract.

Complaint of shopping trip wait. February trips were cancelled due to weather conditions. Member explained this and to be scheduled during the next available trip.

Complaint belongings moved without permission- Dietitian moved table, acknowledged and apologized. Issue resolved.

Member complained all possessions disappeared, insisted form be completed- Member's possessions were present. He was calm and assured.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 19 Q1:

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. Nurses 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.

FY 19 Q2:

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 daily to the nursing units. Non-controlled medications are delivered to the card key access only medication rooms. Controlled substances are hand delivered to the nurse and are signed for at the time of delivery. Medications are filled after a refill request is made through the Electronic Medical Record system. Nurses 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.

FY 19 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. 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:

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

FY 19 Q2:

DJHV - 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).

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

1. Jordain Kraai, PharmD
2. Fred Ammerman, RPh
3. Mary Butlevics, Pharm D

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

FY 19 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

FY 19 Q2:

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 19 Q1:

DJJHV - (24) facility deaths

GRHV - (8) facility deaths

FY 19 Q2:

DJJHV - (22) facility deaths

GRHV - (19) 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