



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

June 24, 2020

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

Dear Governor,

SUBJECT: PA 314 of 2016 – FY '20 Second 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 36.9.

If you have any questions regarding this report, please contact Fred Schaible at 517.243.2147.

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
Aaron Miller, House Appropriations Subcommittee on Military and Veterans Affairs 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 Veteran Homes, 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 20 Q2:

DJJH - 4.30

GRHV - 4.70

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

FY 20 Q2:

DJJHV - (20) Complaint forms submitted - all complaints resolved within policy required time allotment.

1. **Concern:** On 1/1/20, a member stated that he was missing his boombox.

Facility Response: Housekeeping staff was informed that the boombox was missing. The member's room was searched, and a nearby member's room was searched as well; the boombox was found on 1/2/20.

2. **Concern:** On 1/8/20, a member stated that he was missing a black baseball cap.

Facility Response: Family and staff searched the member's room and did not find cap. On 1/10/20, the member's cap was found and returned.

3. **Concern:** On 1/15/20, a member stated that his shoes were missing.

Facility Response: The member's room was searched for the missing shoes. The shoes were not found in the room, so alternate shoes were located and used by the member. On 1/16/20, the member's shoes were found in the laundry and returned.

4. **Concern:** On 1/22/20, a member complained that clothing items were missing.

Facility Response: Two lost items were found, and two items were replaced. The situation was resolved 1/29/20.

5. **Concern:** On 1/23/20, a member complained that clothing items were missing.

Facility Response: Staff searched the member's room and found one item; the two other items were replaced.

6. **Concern:** On 1/27/20, a member's daughter complained that a member across the hall was yelling, swearing, and upsetting her mother.

Facility Response: An Ombudsman referral was made to talk to the male member across from the female member's room. An interdisciplinary team met to discuss various options for the female member. The female member was offered a room change but has declined the offer. No further complaints have been made; this appears to be isolated incident.

7. **Concern:** On 1/28/20, a member stated that he is misplaced his hearing aids.

Facility Response: The member's daughter was contacted, and she stated that the member has two sets of hearing aids; one set was sent for repair and other set was in the member's ear. This information was relayed to member.

8. **Concern:** On 2/7/20, a member stated that his wallet was missing, and it had a chain on it.

Facility Response: Housekeeping staff was informed of the missing item and the member's room was searched. The wallet was found in the member's jacket pocket in the closet on 2/9/20.

9. **Concern:** On 2/11/20, a member's sister was concerned that the member has not been showering enough, and she is worried about the breakdown of the member's skin.

Facility Response: The nursing department was notified, and the member's preference was updated. The member's skin is to be swept weekly to address any skin issues; a BCS social worker was notified. The member's care plan was updated to include a shower/bath before appointments.

10. **Concern:** On 2/12/20, a member stated that his glasses were missing.

Facility Response: The member's wife states that the member often takes his glasses off and puts them on the bed or other places. The member's room was searched, and the glasses were not found. The member's glasses were found in the shower room on 2/13/20.

11. **Concern:** On 2/14/20, a member's daughter stated that her mother was missing some clothing.

Facility Response: The member does not recall any items missing. Housekeeping staff, laundry staff, and RN supervisors were informed of the missing items. The member's room was searched, along with the laundry; the missing items were not found. The member's daughter was reimbursed for the missing items on 3/2/20.

12. **Concern:** On 2/17/20, a member reported that his cell phone was missing.

Facility Response: The member recalls seeing the phone the previous night at bedtime. Housekeeping staff, laundry staff, and RN supervisors were informed of missing items. The member's room and laundry were searched, and the phone was found.

13. **Concern:** On 2/18/20, a member was upset that some of his raspberries were thrown away.

Facility Response: The raspberries were replaced, and the member will be notified by staff when his food is expired and needs to be disposed.

14. **Concern:** On 2/20/20, a member's glass angel (with husband's name on it) fell to the floor and was broken beyond repair.

Facility Response: The DPOA was contacted and the reimbursement process was explained. The DPOA does not wish to be reimbursed.

15. **Concern:** On 2/25/20, a member expressed that a particular staff bathroom should be locked. This staff bathroom did not have grab bars, and the member thought the lack of grab bars may contribute to a confused member's falls; the confused member used this staff bathroom on occasion.

Facility Response: Grab bars were installed in this staff bathroom. The confused member has since changed rooms and uses her own bathroom now.

16. **Concern:** On 3/4/20, a member reported a missing quilt.

Facility Response: Housekeeping staff returned the missing quilt that same day.

17. **Concern:** On 3/6/20, a member reported a missing hearing aid.

Facility Response: Staff searched the member's clothing, bedding, and room without success. The hearing aid was later found on 3/9/20.

18. **Concern:** On 3/9/20, a member reported missing clothing.

Facility Response: Staff searched the member's room and housekeeping staff was notified as well. On 3/12/20, some of the clothing was found; on 3/25/20, all of the clothing was found and returned to member.

19. **Concern:** On 3/16/20, a member reported a missing quilt.

Facility Response: Staff searched the member's room; the member had changed rooms on 3/12/20. On 3/17/20, the quilt was found in member's previous room.

20. **Concern:** On 3/16/20, a member reported that his glasses were missing.

Facility Response: The member's family informed staff that the member has an extra pair of glasses in the facility and an extra pair of glasses that the family will bring, if needed. The family is not concerned about replacing glasses at this time.

GRHV – (42) Complaint forms submitted - all complaints resolved within policy required time allotment (average 5 days).

1. **Concern:** On 1/9/20, a member was not allowed to enter Kozy Korners to get a donut and coffee.

Facility Response: The member did not wear a badge; thus, the volunteer did not know his designated diet. Once the member's diet was determined, the member was given a donut and coffee.

2. **Concern:** On 1/12/20, A member's ceramic Christmas tree was knocked off nightstand.

Facility Response: A replacement ceramic tree was provided to the member.

3. **Concern:** On 1/15/20, a member was placed on a toilet and left there; the member had to go into the hallway for help.

Facility Response: The member was told by staff to use the call light; the member forgot and walked into the hallway. Resolution: the caregiver will stay with the member while using the bathroom.

4. **Concern:** On 1/21/20, a caregiver was reported by a member as having a bad attitude.

Facility Response: The caregiver was re-educated regarding customer service.

5. **Concern:** On 2/11/20, a social worker purchased items for a member without the guardian's consent.

Facility Response: The social worker was re-educated regarding purchasing items for members without consent.

6. **Concern:** On 2/21/20, a member was using the new dish machine and it was not working correctly; there was too much bleach on the dishes.

Facility Response: The member was re-educated on the machine's functionality, reason for purchase, and different chemicals to be used.

7. **Concern:** On 2/24/20, a member complained that there was a staff shortage due to difficulty in hiring.

Facility Response: The member was educated on the recruitment PIP and facility efforts.

8. **Concern:** On 3/2/20, a member reported not feeling secure with cigarettes in the new boxes.

Facility Response: The administrator met with the member to paint a line on the sidewalk, giving the attendant enough space to retrieve personal items from the box.

9. **Concern:** On 3/9/20, a member dropped a cigarette and stated that the smoking attendant was rude.

Facility Response: The smoking attendant was re-education regarding customer service.

10. **Concern:** On 3/11/20, a member stated that the Coronavirus was here and asked when nonessential people will stop coming to the facility.

Facility Response: Staff explained to the member that the facility rolled out the initial Coronavirus Response Plan which limits nonessential visitors

11. **Concern:** On 3/14/20, a member reported that a caregiver demonstrated a rude attitude, saying that she did not want to get germs.

Facility Response: The caregiver was re-educated on customer service and infection control procedures.

12. **Concern:** On 3/19/20, a member's wife expressed concern for the member's mental health.

Facility Response: The Director of Nursing called the member's wife and discussed efforts to keep member safe, both physically and psychosocially.

13. **Concern:** On 3/19/20, a member's brother expressed concern about COVID-19 and the member's care conference impact.

Facility Response: The Director of Nursing called the member's brother to discuss new processes as related to COVID-19.

14. **Concern:** On 3/19/20, a family expressed concern about COVID-19 and the member's personal hygiene.

Facility Response: The Director of Nursing called the member's family regarding their concerns.

15. **Concern:** On 3/19/20, a member's family showed concern that a member was experiencing stiffness and they had not received a response from PT/OT.

Facility Response: The PT manager called the family and discussed the services that the member is receiving.

16. **Concern:** On 3/19/20, a member's daughter requested that a certain television channel be provided for her mother.

Facility Response: The staff was notified of this request.

17. **Concern:** On 3/19/20, A member's daughter expressed concern regarding the member's wellbeing.

Facility Response: Nursing staff called the daughter with update on the member.

18. **Concern:** On 3/19/20, a member's daughter displayed concern about a member's wellbeing related to diabetes and new medications.

Facility Response: Nursing staff called the member's daughter with an update and progress.

19. **Concern:** On 3/19/20, a member's daughter showed concern about a member's eating habits and his preferred food items.

Facility Response: The dietitian called the member's daughter with a status update.

20. **Concern:** On 3/19/20, a member's mother was concerned about the member's rescheduling of a medical appointment on April 9, 2020

Facility Response: Staff called the member's mother to explain about nonessential appointments being rescheduled due to COVID-19.

21. **Concern:** On 3/19/2020, a member's son was concerned about a member wanting a window visit.

Facility Response: Staff planned for a window visit for the member and son.

22. **Concern:** On 3/19/20, a member's family showed concerned about a member's infection on his legs.

Facility Response: An update was provided to the member's family by nursing staff.

23. **Concern:** On 3/19/20, a member's family expressed concern that the member was not getting enough fluids during the 2nd and 3rd shifts.

Facility Response: The Director of Nursing followed up with a plan for the member's fluids and informed the family.

24. **Concern:** On 3/19/20, a member's guardian stated that he/she did not a receive letter regarding visitor restrictions at the Home due to COVID-19.

Facility Response: A letter was resent electronically by staff to the guardian.

25. **Concern:** On 3/20/20, a member's son expressed concern regarding the member's isolation upon returning to the Home from the hospital.

Facility Response: Staff called the member's son and explained the steps in place to monitor the member's wellbeing and the one-on-one activities provided.

26. **Concern:** On 3/20/20, a member's family inquired about the whereabouts of a member's phone.

Facility Response: The member stated that he lost his phone and wanted a new one. The member's family decided to not purchase a new phone for the member and will remain in contact with the GRHV communication options.

27. **Concern:** On 3/20/20, a member's family expressed concern regarding the use of a certain medication.

Facility Response: Staff provided a review of medication to the member's family, including information for use and associated side-effects.

28. **Concern:** On 3/20/20, a member's family was concerned that the member coughed while on a telephone.

Facility Response: The member was evaluated by medical staff and the results were provided to the member's daughter; no medical concerns were noted by staff.

29. **Concern:** On 3/22/20, a member requested that the pop and candy machines be moved and filled by vendor.

Facility Response: Staff explained to the member that machines could not currently be filled due to the COVID-19 isolation and explained that snacks and beverages were available upon request.

30. **Concern:** On 3/22/20, a member showed concern that he was not allowed to shower.

Facility Response: The interdisciplinary team was notified of the member's concerns and the team developed a plan to provide showers amid the COVID restrictions.

31. **Concern:** On 3/22/20, a member's family expressed concern that the member was not getting a shower.

Facility Response: Staff called the member's family and explained the shower process during COVID restrictions.

32. **Concern:** On 3/22/20, a member's family lost the member's PIN and were concerned that they could not get information about the member's status.

Facility Response: A social worker worked with the family to set new PIN and to scheduled Face Time visits.

33. **Concern:** On 3/23/20, a member's family inquired if window visits with the member would continue during the governor's executive Stay Home order.

Facility Response: Staff informed the family that window visits are still permitted.

34. **Concern:** On 3/24/20, a member's family expressed concern regarding a member's declining mental health status due to isolation.

Facility Response: Staff completed a medical workup on the member and the member's family was updated regularly.

35. **Concern:** On 3/24/20, a member's brother showed concern about the member's happiness.

Facility Response: A social worker reached out to the member's family and is monitoring the member's wellbeing.

36. **Concern:** On 3/25/20, a member saw another member on the television and wondered why all members cannot be broadcast on the television.

Facility Response: Staff explained to the member that the participants in the talent show were broadcasted on the facility's network channel.

37. **Concern:** On 3/29/20, a member's family showed concern that members cannot go outside of their rooms and requested the member to go outside 2-3 times per day.

Facility Response: Staff called the family to educate on COVID restrictions and safety protocols in the Home, as well as a facility plan for one-on-one activities and walks outside.

38. **Concern:** On 3/29/20, a member was concerned that while staff are doing a great job, some staff are relaxing the practice of wearing gloves and masks.

Facility Response: Staff were re-educated in the area of infection control procedures.

39. **Concern:** On 3/30/20, a member's family showed concern about PCC change-over and member funds.

Facility Response: Business office personnel called the member's family and explained the processes.

40. **Concern:** On 3/30/20, a member's family expressed concern about the member's wellbeing.

Facility Response: Nursing staff provided updates to the member's family.

41. **Concern:** On 3/30/20, a member's family talked to the member on phone, and remarked that he was not acting like himself and were concerned for his wellbeing.

Facility Response: Nursing staff provided a status update to the member's family.

42. **Concern:** On 3/30/20, a member, who is hard of hearing, wondered if an app exists to help him hear during calls and requested to have his ears examined.

Facility Response: An app was uploaded, and the member's family was updated accordingly.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 20 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 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 20 Q2:

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; 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:

Christin Othmer, RPh
Fred Ammerman, RPh

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

FY 20 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 20 Q2:

DJJHV - (20) facility deaths

GRHV – (7) 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