



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

July 6, 2020

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

Dear Governor,

SUBJECT: PA 314 of 2016 – FY '20 Third 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 Q3:

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 Q3:

DJJHV - (18) Complaint forms submitted - all complaints resolved within policy required time allotment.

1. **Concern:** On 4/3/20, a member stated that his clothing items were missing.

Facility Response: The member's clothing items were not found, and the member was reimbursed for the lost items.

2. **Concern:** On 4/4/20, a member reported that his glasses were missing.

Facility Response: Staff searched the member's room and found his glasses.

3. **Concern:** On 4/7/20, a member complained that he is not receiving enough Physical Therapy to meet his goals.

Facility Response: The member met with Physical Therapy staff to discuss his goals and his plan to achieve them. The member's safety was assessed, and his goals were deemed not safe due to his various medical conditions. Physical Therapy staff communicated the safety issues to the member and will continue to monitor and reassess the member's health changes.

4. **Concern:** On 4/7/20, a member's spouse expressed concern with precautions taken for members who test positive for COVID-19.

Facility Response: The administrator discussed this issue with the member's spouse. The RN supervisor also contacted the member's spouse related to COVID-19 precautions and interventions; no further concerns were expressed.

5. **Concern:** On 4/21/20, a member stated that he was missing clothing items.

Facility Response: The member's room was searched by staff for the missing items. Laundry staff, the volunteer coordinator, and the RN supervisor were informed. The items were ultimately replaced, and the member was satisfied with the replacements.

6. **Concern:** On 4/27/20, a member's daughter stated that the member was missing a hearing aid.

Facility Response: The RN supervisor, laundry staff, and facility staff were informed of the missing item during a morning meeting. The member has a history of removing his hearing aids. If the hearing aid is not found, the member's daughter would like a replacement. Due to COVID restrictions, an appointment may not be made at this time to replace hearing aid.

7. **Concern:** On 4/27/20, a member stated that he was missing his wallet.

Facility Response: Housekeeping and laundry staff were informed of the member's missing item. The member's room was searched, and the member's wallet was returned by laundry staff on 4/29/20.

8. **Concern:** On 5/4/20, a member reported that he was missing his cell phone.

Facility Response: A member believed that he lost his cell phone at an outside appointment. The facility van was searched by staff and cell phone was not found. Staff called the member's medical office and staff reported that the cell phone was not there. Staff also searched the member's room but to no avail. The durable power of attorney offered assistance for the reimbursement procedure; however, the cell phone was returned from laundry on 5/19/20.

9. **Concern:** On 5/7/20, a member reported that his oximeter was missing.

Facility Response: Staff searched the member's room and housekeeping was notified. The member's oximeter was not found, and a replacement oximeter was obtained and given to the member.

10. **Concern:** On 5/8/20, a member's commemorative glass bell was found broken on a floor.

Facility Response: The member was interviewed, and he was unaware of the previous condition of item. The member's family was informed and will retrieve the item.

11. **Concern:** On 5/23/20, a member stated that his wallet was missing and believed it to be in the laundry.

Facility Response: The nursing department and laundry were notified of the member's missing wallet. The room was searched, and the wallet was not found; the wallet was replaced 6/1/20.

12. **Concern:** On 5/31/20, a member's cell phone was found broken.

Facility Response: The member's spouse stated that the member last used the cell phone on 5/29/20. The member's family is aware of the breakage and will replace the cell phone, if needed.

13. **Concern:** On 6/2/20, a member's daughter stated that her father was missing pictures and a clock.

Facility Response: The pictures were found in the member's room; the member's family does not want the clock replaced. During the search of the pictures and clock, the member's glasses were found broken; the glasses were repaired. The member's remote control was also missing; the remote control was replaced.

14. **Concern:** On 6/3/20, a member reported that his cell phone was missing.

Facility Response: The member recalled seeing the cell phone the previous night. Housekeeping staff, laundry staff, and RN supervisors were informed of the missing cell phone. The member's room was searched, and the cell phone was found during a laundry search.

15. **Concern:** On 6/8/20, a member's spouse stated that her husband was missing a watch.

Facility Response: Facility staff were questioned and stated that the member does not wear a watch. The member's inventory sheet was checked, and a watch was not listed.

16. **Concern:** On 6/10/20, staff noticed that a member's glasses were missing.

Facility Response: Due to COVID restrictions, the member was unable to visit the eye doctor to obtain a replacement prescription at this time.

17. **Concern:** On 6/16/20, a member reported missing a fleece blanket; he believed it went to the laundry.

Facility Response: Housekeeping and laundry staff were notified, and the blanket was found on 6/17/20.

18. **Concern:** On 6/22/20, a member stated that he was missing his glasses, case, and rosary.

Facility Response: The member's glasses and case were found in the laundry; the member was provided a new rosary.

GRHV – (40) Complaint forms submitted - all complaints resolved within policy required time allotment (average 5 days).

1. **Concern:** On 4/14/20, a metal object was found in a member's food.

Facility Response: It was determined that a spring broke off from the food dishwasher and staff were unaware that the piece had come off. Staff were educated to inspect the dishwasher prior to use to determine if any pieces were broken in order to ensure food safety.

2. **Concern:** On 4/14/20, a caregiver broke an iPad case while moving it.

Facility Response: The iPad case was replaced by the facility.

3. **Concern:** On 4/15/20, a family expressed concern about the status of a member's clothing and inquired about window visits.

Facility Response: The member's family was contacted by staff who answered the family's concerns; the family was satisfied.

4. **Concern:** On 4/16/20, a family was concerned that a member could not use his cell phone.

Facility Response: Staff verified that the member could indeed use his cell phone or write letters; the member does not prefer to write letters.

5. **Concern:** On 4/15/20, a member's family expressed great concern about the facility's infection with COVID and wondered if staff were doing all that is needed to prevent the spread of COVID.

Facility Response: Facility staff called the member's family and explained that the facility is taking all preventive measures.

6. **Concern:** On 4/16/20, a member's family requested a list of all the member's visits with a physician.

Facility Response: A list of physician visits was emailed to the member's family along with contact information; the family was satisfied.

7. **Concern:** On 4/16/20, a member's sister expressed concern that she cannot enter the facility and wonders if the member's clothes still fit or if he needs new clothing.

Facility Response: The member's clothes were checked for proper fitting and the member's sister was contacted with the member's needs.

8. **Concern:** On 4/16/20, a housekeeper, not assigned to the domiciliary, was in the domiciliary pantry.

Facility Response: The housekeeper was identified and educated to be in only assigned areas and not in the domiciliary pantry.

9. **Concern:** On 4/17/20, a member's family was concerned that a member will no longer be able to use the pantry fridge; thus, this would prevent him from ordering pizza.

Facility Response: The member and family were informed by staff that the refrigerator can still be used by the member, and the member can continue to order pizza.

10. **Concern:** On 4/17/20, a member's family expressed concern about the delay of a member's lab results, the reasons for isolation, why the member cannot go outside, and were unsure if the member had received his mail. The family requested a call from the nursing department to give an update.

Facility Response: The family was contacted by staff who answered their questions; the member's family was satisfied.

11. **Concern:** On 4/22/20, a member's family requested that the facility staff play a hymn and wondered if the member was watching his VCR.

Facility Response: The activities staff was informed of the member's preferences.

12. **Concern:** On 4/22/20, a member reported missing plain white t-shirts

Facility Response: The member's t-shirts were sent to the laundry and returned a few days later.

13. **Concern:** On 4/23/20, a member's family was concerned about the member's laundry, requesting to not use prison services for the laundry.

Facility Response: A social worker connected with the member's family to address concerns regarding the member's laundry.

14. **Concern:** On 4/23/20, a member's family requested a health update on the member's infection.

Facility Response: Clinical staff followed up with the member's family regarding the member's health status.

15. **Concern:** On 4/23/20, a member requested to have his eyebrows trimmed.

Facility Response: The member's guardian granted permission for caregivers to trim the member's eyebrows.

16. **Concern:** On 4/24/20, a member's family posed questions regarding end-of-life planning.

Facility Response: A social worker and chaplain called family to discuss various options regarding end-of-life planning.

17. **Concern:** On 4/25/20, a member requested to update his media release form.

Facility Response: Staff facilitated the updating of the member's media release form.

18. **Concern:** On 4/28/20, the ice machine was producing a product that looked and tasted odd.

Facility Response: The ice machine had a faulty filtration system and a new system was installed.

19. **Concern:** On 4/29/20, a member had written a letter to be mailed, but the letter was not received.

Facility Response: The mail pickup was delayed due to a faulty outgoing mail setup; a new outgoing mail organizer has been ordered.

20. **Concern:** On 4/29/20, a member's family expressed concern with the member's health condition.

Facility Response: Facility staff followed-up with the member's family to explain the member's disease process and answer questions.

21. **Concern:** On 5/3/20, a member's family showed concern regarding the disaster planning at the facility.

Facility Response: Facility leadership followed-up with the member's family to review the disaster plans; the family was satisfied with the plan.

22. **Concern:** On 5/1/20, a member's family was concerned that the member was given too much information about COVID-19.

Facility Response: A social worker explained to the member's family that the member may decide the extent of information he would like to receive regarding COVID-19.

23. **Concern:** On 5/4/20, a member's family inquired if the member had begun smoking again

Facility Response: Staff informed the member's family that the member has not started smoking again.

24. **Concern:** On 5/4/20, a member's family was concerned about the psycho-social wellbeing of the member; the member had expressed to his family that the facility is worse than prison.

Facility Response: A social worker met with the member, who expressed loneliness, and new interventions were put in place.

25. **Concern:** On 5/7/20, a member's family requested an update on the wellbeing of the member.

Facility Response: The Director of Nursing followed up with the member's family to answer specific questions posed by the family.

26. **Concern:** On 5/8/20, a member's family requested a phone call with the member.

Facility Response: Staff facilitated a phone call between the member and his family.

27. **Concern:** On 5/13/20, a member's family expressed concern about COVID testing of members.

Facility Response: Staff worked with the member to encourage his testing; the member was tested, and the member's family was notified.

28. **Concern:** On 5/13/20, a member's family requested a phone call with the member.

Facility Response: A virtual visit was scheduled between the member and his brother.

29. **Concern:** On 5/13/20, a member's family posted questions about the member's COVID testing and wait time for results.

Facility Response: Staff followed-up with the member's family to explain the testing process and estimated wait times for testing results.

30. **Concern:** On 5/13/20, a member's family requested information about Vitamin D and COVID, as related to the member.

Facility Response: A provider called the member's family to answer questions regarding Vitamin D and COVID.

31. **Concern:** On 5/28/20, a member expressed that he does not like his mattress pad and would like a new one; he would also like his room rearranged.

Facility Response: The nursing staff addressed the member's mattress concerns and rearranged the member's room; the member was satisfied.

32. **Concern:** On 6/3/20, a member's spouse requested staff to call her with anything that the member needed; the member's spouse did not receive a returned call.

Facility Response: Activity staff asked the member if he needed anything and will continue to check with the member regarding his needs. If a need arises, staff will call the member's spouse; the spouse was satisfied with the information.

33. **Concern:** On 6/4/20, a member was disgruntled regarding his breakfast options.

Facility Response: A dietitian met with the member to review his preferences.

34. **Concern:** On 6/4/20, a member requested additional time to eat, he believes he is not making progress in PT/OT, and he would like a different mattress.

Facility Response: The member met with his dietitian, therapists, and nursing staff to address all of the member's concerns; the member was satisfied.

35. Concern: On 6/6/20, a member's brother expressed concern about the member's wellbeing after a hospital stay; he did not receive an update call on the member's condition.

Facility Response: The Director of Nursing called the member's brother, with the member's permission. She explained that the member is his own person; therefore, an update call is not required. The member's brother was satisfied and pleased with the information.

36. Concern: On 6/16/20, a member's wife sent the member powder; this powder was subsequently removed from the member's possession. The member's wife inquired as to why the powder was removed.

Facility Response: The powder sent to the member was medicated powder which is not permitted at the member's bedside. Since the member is also a fall risk, spilled powder could increase the risk of a fall. Staff called the member's wife and explained the situation and she was satisfied with the explanation.

37. Concern: On 6/17/20, a member tested positive for COVID and was moved to the COVID unit. The member's room was cleaned, and some items were thrown away (pop cans, condiment packets, and dental flosser).

Facility Response: The member's room was cleaned due to the member contracting the COVID-19 virus; infection control prevents any further spread of the virus. All disposed items were replaced except for the member's pop cans.

38. Concern: On 6/24/20, a member was moved to an isolation room due the potential exposure to COVID. The member was no longer able to connect to the Wi-Fi; thus, the member could no longer Face Time with his spouse.

Facility Response: A RN assisted the member in using a State of Michigan phone to communicate with his spouse until a solution was determined. The member's spouse agreed to purchase an iPad with a data plan to ensure member can Face Time her. The iPad was delivered and given to member; the member's spouse was satisfied.

39. Concern: On 6/25/20, a former member's spouse called the facility stating that a flower arrangement on her husband's grave marker had been removed. The family also requested an upright headstone; the member currently has a flat stone. The family states that they were promised an upright headstone in 2002.

Facility Response: The former member's flowers were found and replaced. In 2002, the VA provided flat stones as permanent markers; therefore, the flat stone is unable to be replaced with an upright headstone. Family member were provided with the cemetery policy, along with the Michigan Veteran Homes CEO's contact information for further appeal.

40. Concern: On 6/27/20, members were upset and reported to the MVH ombudsman that they were limited in the frequency of smoking, with no timetable available to them as when things will return to normal.

Facility Response: Smoking restrictions are due to COVID-19 concerns and to reduce the risk of COVID spreading. A safe plan to reopen the facility is in the planning stage and will be released after the governor's executive order changes or expires.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 20 Q3:

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 Q3:

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 Q3:

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 Q3:

DJJHV - (12) facility deaths

GRHV - (9) 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