



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

October 6, 2020

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

Dear Governor,

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

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  
Annette Glenn, 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 Q4:**

**DJJH - 4.50**

**GRHV - 4.70**

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

**FY 20 Q4:**

**DJJHV - (7)** Complaint forms submitted - all complaints resolved within policy required time allotment.

1. **Concern:** On 7/7/20, a member stated that his coin purse was missing.

**Facility Response:** The coin purse was not found and was replaced with a donated coin purse.

2. **Concern:** On 7/3/20, a member stated that his clothing items were missing.

**Facility Response:** Staff searched the member's room and the items were not found. The reimbursement process was explained to the member, and the member decided to utilize the reimbursement process.

3. **Concern:** On 7/27/20, a member's lifetime membership cards were reported missing.

**Facility Response:** The member's room was searched, and the membership cards were found.

4. **Concern:** On 8/11/20, a member stated that a pair of his hearing aids were missing.

**Facility Response:** The member's room was searched, the shower room was searched, and the RN office was searched; the hearing aids were found.

5. **Concern:** On 8/11/20, a member stated that she was missing a ring.

**Facility Response:** The member's room was searched, laundry staff was informed, the volunteer coordinator was informed, the RN supervisor was informed, the shower room was searched, and ring was not found. The reimbursement process was explained to a family member, and the family member is deciding whether to utilize the reimbursement process.

6. **Concern:** On 8/18/20, a member reported a missing watch.

**Facility Response:** The RN supervisor was informed, laundry staff was informed, and staff was informed during the morning meeting. The member's room was searched, and the watch was not found. The member's family was contacted, and they will replace the watch.

7. **Concern:** On 9/21/20, a member reported missing an ID in a mailing envelope.

**Facility Response:** The member had an ID delivered to his room. The member's room and lockbox were searched, along with the nurse's station. The member's ID was found and placed in his wallet.

**GRHV – (25) Complaint forms submitted - all complaints resolved within policy required time allotment (average 5 days).**

1. **Concern:** On 7/2/20, a member's wife questioned whether a COVID blood test was more accurate than a nasal test.

**Facility Response:** A registered nurse addressed the testing questions posed by the member's wife; she was satisfied with the results.

2. **Concern:** On 7/2/20, a member complained to his family that his room was cold, and the family reported the complaint to the staff.

**Facility Response:** The staff checked on the member and a work order was submitted to correct the temperature; the member was satisfied.

3. **Concern:** On 7/3/20, a member's family requested a visit with the member.

**Facility Response:** The staff explained the visiting options and a window visit was arranged.

4. **Concern:** On 7/8/20, a member was moved for the third time due to COVID concerns. The member's family was concerned that the member's family bible was lost during all three moves.

**Facility Response:** The nursing staff found the member's bible and verified that it was in the member's room; the member's family was notified.

5. **Concern:** On 7/24/20, a member's family was given the wrong cemetery plot number, and a deceased veterans' ashes were spread on the wrong grave.

**Facility Response:** The family was notified by staff and explained the error. The member's ashes were carefully collected, put in an urn, and buried at the correct gravesite.

6. **Concern:** On 7/31/20, a member's family expressed concern that the member was not wearing his CPAP machine at night and would like the psychologist to talk to him about wearing it.

**Facility Response:** The Interdisciplinary Team was made aware of the family's concerns. A psychologist is currently treating the member and will address the CPAP issue during next session.

7. **Concern:** On 7/31/20, a member's family questioned how the member can get his cigarettes during the COVID visitation restrictions.

**Facility Response:** The current shopping request system was explained to the member's family, and staff purchased the member's cigarettes for him. The family was satisfied with the response.

8. **Concern:** On 7/31/20, a member's family inquired if the member must be in isolation after a hospitalization.

**Facility Response:** The staff explained to the member's family that the member is in isolation due to a hospital visit.

9. **Concern:** On 7/31/20, a member's family was unable to reach a social worker.

**Facility Response:** The social worker followed up with the member's family.

10. **Concern:** On 7/31/20, a family expressed concern that a member needed hearing aids and a breathing machine.

**Facility Response:** Medical appointments have been delayed due to the COVID-19 pandemic. The appointments have been requested but not yet scheduled. The staff updated the family of the appointment status.

11. **Concern:** On 7/31/20, a member's family requested a memorial page on the Home's website to list members who have passed; families and volunteers are unable to enter the facility to see the memorial boards.

**Facility Response:** The staff will suggest this feature to the MVH Leadership Team when the new MVH website becomes active.

12. **Concern:** On 8/19/20, a member reported that he is not satisfied with the treatment he is receiving from medical staff.

**Facility Response:** The medical director reviewed member's record and assessed the member. The member and physician were able to come to an agreement; the member is satisfied with the interventions that have been put in place.

13. **Concern:** On 8/20/20, a Domiciliary member complained that staff from different departments and units continue to visit the Domiciliary to use the pantry and read the newspapers.

**Facility Response:** Staff were re-educated about home teams. It was determined that nursing staff were using appropriate areas of the Domiciliary, i.e. the nurse's station and printer. The staff explained to the Domiciliary member that there are areas that need to be accessed by staff.

14. **Concern:** On 8/20/20, a member's guardian posed questions to Chaplin Bruce regarding a body donation and funeral. Questions were also posed to therapy staff regarding recent falls.

**Facility Response:** Chaplin Bruce and therapy staff spoke with the member's guardian to discuss fall interventions; there were no further concerns.

15. **Concern:** On 8/20/20, a member's wife inquired if specialty appointments have been scheduled to include a cardiologist and hearing.

**Facility Response:** Staff informed the member's wife that appointment schedules are in progress, and the wife will be notified as appointments are scheduled.

16. **Concern:** On 8/20/20, a member's grandson had trouble connecting with staff about obtaining his loved one's belongings after the member passed away.

**Facility Response:** Correspondence with the member's grandson and staff was established, and a box of the member's belongings was sent to the member's grandson.

17. **Concern:** On 8/21/20, a member reported that a caregiver entered the room and turned off his call light, stating that she would be back but did not return.

**Facility Response:** The staff observed video of the incident and it was determined that the events did not occur as the member had stated. The member expressed anger over his physical assessment and restricted smoking; the member lashed out.

18. **Concern:** On 8/26/20, a member stated that he wanted a press conference to communicate with government officials and correct the lies.

**Facility Response:** The community relations director visited with member and discussed his request. The member agreed to an interview with the CEO of Michigan Veteran Homes; the community relations director will make the arrangements for the interview.

19. **Concern:** On 8/27/20, a member was expressing that staff do not like him anymore as they do not come to visit him like they previously did.

**Facility Response:** The member was on the isolation unit due to a recent hospital visit. An RN and other staff provided additional support and reassurance; he was satisfied.

20. **Concern:** On 8/27/20, a member could not find clippers and needed assistance with a haircut and a beard trim.

**Facility Response:** The member's hair and beard were trimmed. The member's wife was able to see the member's trim on a virtual visit.

21. **Concern:** On 9/5/20, a member's family expressed concern that caregivers leave the member's room and do not always put his call light or phone within the member's reach.

**Facility Response:** The staff was contacted, and a note was placed at the member's bedside to remind staff to place the phone within the member's reach. Staff education was completed, and the concern was resolved.

22. **Concern:** On 9/9/20, a member reported that the staff pulled him almost out of his chair when the paramedics tended to his roommate.

**Facility Response:** Upon investigation, it was determined that the member wanted to know which ER roommate was receiving medical attention. Due to HIPAA rules, the nurse was unable to disclose this information to him and assisted him back to his bed; the concern was heard and resolved.

23. **Concern:** On 9/16/20, a member expressed concern about the Home owing him \$54.00, as well as having a check opened and cashed without his permission.

**Facility Response:** Business Office staff explained to the member that permission had been given in 2008 to be able to cash checks for the member; he signed a new form and agreed.

24. **Concern:** On 9/19/20, a member's wife expressed concern that her husband's nurse did not wear a mask that morning when entering his room, per a telephone conversation with the member.

**Facility Response:** The member has history of making statements to wife that are not always accurate. Staff reviewed a video of staff entering and exiting the member's room to ensure they are wearing masks. The video showed that there were no staff members without a mask.

25. **Concern:** On 9/30/20, a member requested more activities that involve members.

**Facility Response:** Staff is addressing this issue at Member Council.

**(c) Timeliness of distribution of pharmaceutical drugs.**

**FY 20 Q4:**

**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 Q4:**

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 and cameras. 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:

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 Q4:**

**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 Q4:**

**DJJHV** - (12) facility deaths

**GRHV** - (11) 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](http://www.michiganveterans.com)