



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

January 12, 2022

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '22 First Quarter Reporting

Attached please find the quarterly report from the Michigan Veteran Homes at Chesterfield Township, the Michigan Veteran Homes D.J. Jacobetti, and the Michigan Veteran Homes at Grand Rapids, pursuant to Public Act 351 of 2020, MCL 36.112a.

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
Tommy Brann, House Appropriations Subcommittee on Military and Veterans Affairs Chair
MG Paul Rogers, DMVA Director

Pursuant to Public Act 560 of 2016 (as amended by PA 351 of 2020), MCL 36.112a)

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 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 22 Q1:

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 9.291

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.87

Michigan Veteran Homes at Grand Rapids (MVHGR) – 4.00

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

FY 22 Q1:

MVHCT - (0) Complaint forms submitted.

MVHDJJ - (12) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 10/1/2021, a member stated that his glasses were missing.

Facility Response: The housekeeping staff and supervisor were notified accordingly. The member's room was searched, and the member's glasses were not found. New glasses were ordered for the member to replace the missing item.

2. **Concern:** On 10/3/2021, a member stated that two sweatshirts were missing.

Facility Response: The housekeeping staff and supervisor were notified of the missing items. The member's room was searched, and the sweatshirts were not found; the member filed a claim. The claim was approved, and the clothing will be replaced.

3. **Concern:** On 11/3/2021, a member stated that health care staff accidentally ripped a seam on the member's jacket.

Facility Response: The member's jacket was taken to a local repair shop and the seam was repaired.

4. **Concern:** On 11/7/2021, a member stated that his wallet was missing.

Facility Response: The member's wife, director of nursing, and supervisor were notified of the missing wallet. The member's room was searched, and the wallet was not found. The member's wallet was later found in the laundry and returned to the member.

5. **Concern:** On 11/9/2021, a member stated that he was missing his hearing aids.

Facility Response: The housekeeping staff and supervisor were notified of the missing hearing aids. The member's room was searched, and the hearing aids were not found. The member's hearing aids were later found in the linen room.

6. **Concern:** On 11/13/2021, a member stated that his wallet was missing along with \$200.00 in his wallet.

Facility Response: The director of nursing, supervisor, and housekeeping staff were notified of the missing wallet. The member's room was searched, and the member's wallet was not found. The wallet and money were later found in the laundry and returned to member.

7. **Concern:** On 11/14/2021, a member stated he left \$16.00 in his sweatpants which were sent to the laundry.

Facility Response: The director of nursing, supervisor, and the housekeeping staff were notified; the money was found in the laundry and returned to member.

8. **Concern:** On 11/18/2021, a member stated that he was missing a nylon jacket.

Facility Response: The housekeeping staff and supervisor were notified of the missing jacket, and the member's room was searched. The member's jacket was not found, and the member stated that his jacket was with him when he went to the hospital. The member's jacket was replaced, and the member expressed satisfaction.

9. **Concern:** On 11/19/2021, a member stated that he was missing a watch.

Facility Response: The housekeeping staff and supervisor were notified of the missing watch, and the member's room was searched. The member's watch was not found, and the member's family stated that they would replace the member's watch.

10. **Concern:** On 11/20/2021, a member stated that he was missing a hairbrush.

Facility Response: The member's hairbrush was replaced.

11. **Concern:** On 11/28/2021, a member stated that he was missing several clothing items.

Facility Response: The housekeeping staff, laundry staff, and supervisor were notified of the missing items. The member's room was searched, and the items were found in the laundry and returned to the member.

12. **Concern:** On 12/13/2021, a member stated that he was missing a pair of shoes.

Facility Response: The member's family was contacted, and they decided against replacement of the missing shoes.

MVHGR – (14) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 10/8/2021, a member stated that he had misplaced \$60.00.

Facility Response: The social services staff and nurse manager were notified of the missing cash. The member's room was searched, but the money was not found. The member was set up with a debit card for food ordering to prevent future cash from being lost.

2. **Concern:** On 10/9/2021, a member stated that he was missing his eyeglass case and \$20.00.

Facility Response: The social services staff were notified of the missing cash. The member's room was searched, and items were not found. The member was set up with a debit card for future purchases to prevent cash from being misplaced.

3. **Concern:** On 10/14/2021, a member stated that his wedding band was missing.

Facility Response: The social services staff and the housekeeping supervisor were notified. The member's room was searched, and the member's daughter was notified. The member's daughter stated that she had the member's original wedding band at her home.

4. **Concern:** On 10/22/2021, a member stated that he lost his watch when he showered.

Facility Response: The social services staff and housekeeping supervisor were notified of the missing watch. The member's room was searched, and it was determined that the watch was accidentally sent to the outside laundry with the member's shower linen and clothing. A missing item form was completed, and the member's watch was not located or returned from the vendor.

5. **Concern:** On 11/10/2021, a member stated that he was missing his sweatshirt.

Facility Response: The housekeeping staff and supervisor were notified of the missing sweatshirt. The member's room was searched, and the member's sweatshirt was found in a box.

6. **Concern:** On 11/12/2021, a member slid out of a Hoyer sling and onto the bed; no injury occurred to the member.

Facility Response: The director of nursing and assistant director of nursing were notified of the fall. The nursing staff were educated on overhead lift procedures, with a return demonstration prior to working in the new building.

7. **Concern:** On 11/12/2021, a member stated that \$150.00 and a key to his locked drawer were stolen.

Facility Response: The security supervisor, police, administrator, assistant director of nursing, and State of Michigan were notified of the incident. The investigation was completed, and the key and \$130.00 were found. The assistant director of nursing recalled that the member spent \$20 of his money on cigarettes. The member's trust account statements were reviewed, and only \$100.00 was taken out of the member's account during the last six months. The allegation of misappropriation was not substantiated.

8. **Concern:** On 11/19/2021, a member stated that he was missing a pinky ring with an eagle on it. The member last remembers seeing the ring was in the shower.

Facility Response: The social services supervisor and housekeeping staff were notified of the missing ring. The shower room was searched, but the member's ring was not found. The member stated that the ring was just fake (costume jewelry); he has several additional rings that were similar, so he did not want it replaced.

9. **Concern:** On 11/24/2021, a domiciliary member stated that a security guard asked questions about a member's leave of absence and does not believe this information is pertinent.

Facility Response: The security supervisor was notified, and the security guards were educated on a member's right to privacy/dignity.

10. **Concern:** On 12/3/2021, a member stated that his glasses were misplaced.

Facility Response: The social services supervisor was notified, and the member's room was searched; the member's glasses were not found. Replacement glasses were ordered for member.

11. **Concern:** On 12/6/2021, a member stated that he was missing a check that he had received from his nephew.

Facility Response: The social services supervisor was notified, and the member's room was searched. The supervisor requested a statement from the member's trust account, and also spoke to member's nephew who verified that he did not send the member a check.

12. **Concern:** On 12/8/2021, a member stated that he was missing his diabetic shoes that were supposedly delivered.

Facility Response: The social services supervisor was notified of the missing shoes. The receiving/dock area was searched, and the member's shoes were not located. The staff has re-ordered and paid for a new pair of shoes for the member.

13. **Concern:** On 12/20/2021, a member stated that a caregiver pushed him on his sore shoulder while providing care.

Facility Response: The director of nursing and nurse manager were notified of the allegation. Education was provided to the nursing staff, with a care plan and Kardex updated with interventions.

14. **Concern:** On 12/27/2021, a member stated that one of his cigarette mail orders was not received.

Facility Response: The business office manager and social services supervisor were notified of the missing order. An application for a claim was completed to replace one of the cartons at a price of approximately \$89.00.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 22 Q1:

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

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

MVHGR – 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 22 Q1:

MVHCT - Pharmaceutical drugs are locked in the C2 safe within the pharmacy, to which only the licensed pharmacist listed below has sole access. The pharmacy requires a two-means of authentication in efforts to enter the pharmacy. 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 household.

A PYXIS Medication Station, located within the wellness center storage room for after-hours and weekend usage, only. The Wellness Center after-hours required key-card access, which is controlled, and a pre-determined group of Nurse Managers have specific key-card access to enter said storage room where the PYXIS is located.

The PYXIS station is accessed via individual sign on with password. There is also a security camera located in the Wellness Center in additional to the storage room.

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 individual provide the security and oversight of pharmaceutical drugs:

Kristie Schemansky, PharmD.

MVHDJJ - 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

MVHGR- 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:

Louis Ciaramello, 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 22 Q1:

MVHCT - 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:

Renonda Mullen, Business Office Manager

MVHDJJ - 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

MVHGR - 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 22 Q1:

MVHCT – (2) facility deaths

MVHDJJ – (14) facility deaths

MVHGR – (5) 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