



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

July 14, 2022

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '22 Third 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 Beth Simonton-Kramer at 616.498.5357.

Sincerely,

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 Q3:**

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 13.24 PPD

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 5.23 PPD

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.73 PPD

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

**FY 22 Q3:**

**MVHCT** - (0) Complaint forms submitted.

**MVHDJJ** - (13) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 4/8/2022, a member stated that his rosary was missing.

**Facility Response:** The member's room was searched, and the Housekeeping Supervisor was notified. Nursing staff notified the member's spouse of the missing rosary. The member was updated on the status of the missing rosary and requested that no further action be taken.

2. **Concern:** On 4/21/2022, a member stated that his wallet was missing, and he had not seen it for two months.

**Facility Response:** The Housekeeping Supervisor was notified of the missing wallet and the member's room was searched. The member's wallet was not found, and the wallet was replaced.

3. **Concern:** On 5/8/2022, a member stated that he was missing a pair of pants.

**Facility Response:** The Housekeeping Supervisor was notified of the missing clothing items. The member's room was searched, and the member's pants were not found. The Laundry Contractor was notified, and the member's pants were located and returned to the member.

4. **Concern:** On 5/11/2022, a member stated that his wedding ring was missing.

**Facility Response:** The Director of Nursing, Supervisor, and Housekeeping Supervisor were notified of the member's missing wedding ring. The member's room was searched, and the member's ring was not found. The member's family was notified of the missing ring and stated that no further intervention was needed.

5. **Concern:** On 5/12/2022, a member stated that his hearing aid was missing.

**Facility Response:** The Housekeeping Supervisor was notified of the missing hearing aid. The member's room was searched, and the hearing aid was not found; a replacement hearing aid was obtained for the member.

6. **Concern:** On 5/12/2022, a member stated that he was missing a t-shirt.

**Facility Response:** The House Supervisor and Housekeeping Supervisor were notified of the missing t-shirt. The member's room was searched and t-shirt was not found. Later, the t-shirt was found in the donation room and subsequently returned to the member.

7. **Concern:** On 5/29/2022, a member stated that his wallet was missing.

**Facility Response:** The Director of Nursing, Supervisor, and Housekeeping Supervisor were notified of the member's missing wallet. The member's wallet was returned with the member's laundry.

8. **Concern:** On 6/1/2022, a member's spouse stated that the member was missing four pairs of jeans.

**Facility Response:** The Housekeeping Supervisor was notified of the missing jeans. The member's room and laundry were searched, and the member's jeans were not found. Staff offered to replace the jeans, but the member's spouse declined replacement; the member's spouse stated that she would replace the member's jeans.

9. **Concern:** On 6/8/2022, a member stated that he was missing a ring.

**Facility Response:** The Housekeeping Supervisor and House Supervisor were notified of the member's missing ring. The member's room was searched, and the ring was not found. The member's family was contacted and clarified that the member's ring was lost prior to admission. The member had previously stated that his ring was missing as well.

10. **Concern:** On 6/11/2022, a member stated that he was missing a multitude of clothing items.

**Facility Response:** The Housekeeping Supervisor and Laundry Supervisor were notified of the missing clothing items. The member's room was searched, and the items were found in the laundry and returned to the member.

11. **Concern:** On 6/13/2022, a member stated that he was missing a watch.

**Facility Response:** The Housekeeping Supervisor was notified of the member's missing watch. The member's room was searched, and the watch was not found; a replacement watch was obtained, and the member was satisfied.

12. **Concern:** On 6/18/2022, a member stated that he was missing a multitude of clothing items.

**Facility Response:** The Housekeeping Supervisor and Laundry Supervisor were notified of the missing clothing items. The member's room was searched, and the items were found in the laundry and returned to member.

13. **Concern:** On 6/26/2022, a member stated that he was missing his cell phone.

**Facility Response:** The Housekeeping Supervisor was notified of the member's missing cell phone. The laundry was searched, and the member's cell phone was found and returned.

**MVHGR - (16) Complaint forms submitted – all complaints resolved within policy required time allotment.**

1. **Concern:** A member reported missing cash and a missing coin purse.

**Facility Response:** The member's room was searched twice, and the Laundry Supervisor was notified. The member's coin purse was returned from laundry with the missing cash inside of it.

2. **Concern:** A member reported missing clothing.

**Facility Response:** The member's room was searched, and the missing items were reported to the Laundry Supervisor. The missing items were later found in the member's clean clothes drawer.

3. **Concern:** A member reported a wait time of 15 minutes on the call light.

**Facility Response:** The member was interviewed and reported that there was not an excessive wait time for call light answering. A review of video surveillance and a call light audit were completed; the longest wait time registered for response to a call light was six minutes. The findings from the audit were shared with the member, and she was satisfied with the results of the report and resolution.

4. **Concern:** A member reported that his cheese was missing from the member refrigerator on 2 North.

**Facility Response:** The member's cheese was replaced, and member was educated on buying smaller amounts of cheese in the future.

5. **Concern:** A member's family completed a "Concern Form" following an abuse investigation that occurred in April 2022. The family alleged that a caregiver punched the member in the face.

**Facility Response:** Staff reached out to the member's guardian regarding the allegation. The member's guardian confirmed that she does not want any follow up to the "Concern Form".

6. **Concern:** A member reported a missing right hearing aid.

**Facility Response:** The staff determined that the hearing aid was not missing; rather, it was broken and in its case. Medical scheduling personnel are working to get the hearing aid repaired/replaced through the VA.

7. **Concern:** A member reported that his upper dentures were missing.

**Facility Response:** The member's room was searched, and the missing items were reported to the Laundry Supervisor. The member's denture was later found in his room inside a baseball cap.

8. **Concern:** A member reported missing items: three scratch off lottery tickets worth \$100.00 and a white note pad.

**Facility Response:** The member's room was searched, and the missing items were reported to the Laundry Supervisor. The member's missing items were later located.

9. **Concern:** A domiciliary member alleged that a phone from Amazon was delivered to the facility on June 2, 2022; however, the member did not receive the phone.

**Facility Response:** The phone was received via Amazon delivery on June 7, 2022.

10. **Concern:** A member reported that he was missing one universal remote, one pair of black pants, and one red shirt.

**Facility Response:** The member's wife verified that the universal remote was at home with her. The member's pair of black pants and red shirt were later returned from laundry.

11. **Concern:** A member reported a missing hearing aid.

**Facility Response:** The member's room was searched, and the missing hearing aid was reported to the Laundry Supervisor. The member's hearing aid was never found, and the member is scheduled to visit the VA Hearing Clinic for a replacement.

12. **Concern:** A member requested the same second shift caregiver who had cared for him prior to the move to the new building.

**Facility Response:** The member's request was forwarded to the caregiver's staffing company, and the caregiver was reassigned to member's unit.

13. **Concern:** A member reported that his wallet was missing, along with several bank cards and \$45.00 in cash.

**Facility Response:** The member's room was extensively searched, and the Laundry Supervisor was notified. All the missing items were returned seven days later to the member from laundry.

14. **Concern:** A member reported that \$34.92 was missing from the pocket of his pants.

**Facility Response:** The member's room was extensively searched, and the Laundry Supervisor was notified of the missing money. The member's missing cash was not found.

15. **Concern:** A member reported that \$30.00 was missing from his sweater pocket. The member believed that the money may have fallen out of his pocket when he was getting his booster shot in the Chapel.

**Facility Response:** The member's room was extensively searched, and the laundry supervisor was notified. Video surveillance was requested by the Safety Department which did not reveal the whereabouts of the missing money.

16. **Concern:** A member's daughter alleged that three pairs of new sweatpants were missing from the member's room.

**Facility Response:** The member's room was searched. The three pairs of sweatpants were found; the items had been sent to the laundry.

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

**FY 22 Q3:**

**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 Q3:**

**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 addition 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 Q3:**

**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 Q3:**

**MVHCT** – (3) facility deaths  
**MVHDJJ** – (11) 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.michigan.gov/mvh](http://www.michigan.gov/mvh)