



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

October 10, 2022

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '22 Fourth 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,

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 Q4:

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 13.25

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 5.12

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.60

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

FY 22 Q4:

MVHCT - (0) Complaint forms submitted.

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

1. **Concern:** On 7/19/2022, a member stated that his sweatshirt was missing.

Facility Response: The member's room was searched twice, and the laundry staff were notified of the missing item. A new sweatshirt was ordered for the member to replace the missing one.

2. **Concern:** On 7/29/2022, a member stated that he was missing six new shirts.

Facility Response: The Housekeeping Supervisor and Laundry Supervisor were notified of the missing items. The member's room was searched, and the shirts were not found. Replacement items were obtained and provided to the member.

3. **Concern:** On 8/3/2022, a member stated that his dentures were missing.

Facility Response: The Housekeeping Supervisor was notified about the missing items. The member's dentures were later found and returned to the member.

4. **Concern:** On 8/3/2022, a member stated that he was missing a shirt.

Facility Response: The Housekeeping Supervisor and Laundry Supervisor were notified of the missing items. The member's room was searched, and the missing shirt was not found. The member's shirt was later returned with the laundry and labeled with the member's name.

5. **Concern:** On 8/10/2022, a member stated that he was missing his driver's license.

Facility Response: The Housekeeping Supervisor and Director of Nursing were notified of the missing item. The member's room was searched, but to no avail. The laundry was searched, and the member's driver's license was found and returned to the member.

6. **Concern:** On 8/15/2022, a member stated that his glasses were missing.

Facility Response: The member's room and the dayroom were searched; the glasses were not found. Replacement glasses were ordered for the member.

7. **Concern:** On 9/9/2022, a member stated that he was missing six pairs of pants.

Facility Response: The Director of Nursing and Housekeeping Supervisor were notified of the missing items. Three pairs of the member's pants were found in the laundry and returned to member; three pairs of pants were replaced for the member.

MVHGR - (15) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** A member reported that the washing machine was unattended with clothes in it; thus, preventing others from using it. The member would also like umbrellas placed in the courtyard of his unit. Lastly, the member wanted assurance that the Home would provide transportation to polling stations on election day.

Facility Response: Signs were placed in the laundry rooms requesting the washing machines to be emptied. A work order has been submitted to have umbrellas installed in the courtyard. The Activities Manager stated that transportation would be arranged on election day for the members who wish to vote in person.

2. **Concern:** A member reported that two sets of high-quality sheets were missing.

Facility Response: The member's room was searched, but to no avail. A week later, the member found the sheets.

3. **Concern:** A member reported that he was offended by a work therapy letter that was sent out on July 26, 2022, stating it was like a "punch in the gut". The member believed that he would have to reapply for the work therapy job that he has had for years.

Facility Response: An apology was offered to the member, along with education that he will not need to reapply for his secured position. Staff assisted the member in completing a Request for Participation Form for work therapy.

4. **Concern:** A member reported that he was missing one of his two rings.

Facility Response: Staff checked the initial inventory sheet and discovered that he was admitted with two rings. During an investigation, the Grievance Officer determined that the member was in possession of two rings; thus, nothing was noted as missing.

5. **Concern:** A member reported that the housekeeper stole his set of facility keys.

Facility Response: The member's room was searched; no keys were found. The member's keys were replaced by the maintenance staff. A few days later, the original keys were returned to the member when his laundry was returned.

6. **Concern:** A member reported that his birth month and day (no year) and name were published in the monthly newsletter without his consent.

Facility Response: Staff verified that his media release consent form indicated that personal information was not to be shared publicly. In the future, Activity staff will verify the status of the media release forms in EMR. If the release indicates the member does not agree to the release of personal information or an image, then the applicable member's birthday will not be published in the monthly newsletter.

7. **Concern:** A member reported that one of her hearing aids was missing.

Facility Response: After an extensive room search and alerts to the Laundry Supervisor of the missing item, the member was promptly scheduled with the VA Hearing Clinic to get the device replaced.

8. **Concern:** A member had concerns about how information regarding the newly revamped Work Therapy program was introduced.

Facility Response: The Activities Director met with the member to explain that his current work therapy position would not be changing, and the member did not have to reapply for his position. A Grievance Officer offered an apology to the member for the wording of the letter; it may have been misconstrued. The Grievance Officer also provided a copy of the newly updated work therapy policy to the member.

9. **Concern:** A member reported that a picture frame, that was hung by staff, fell off the wall and he had to replace it.

Facility Response: The Grievance Officer filed a claim to reimburse the member for the replacement cost of the picture frame. A new frame was installed by maintenance staff to assure it was secured to the wall.

10. **Concern:** A member's spouse/guardian had several concerns about the condition (involving personal hygiene and overall daily care of member) of her husband during a recent weekend visit.

Facility Response: The Assistant Director of Nursing and Grievance Officer conducted a full investigation of the reported grievance to determine what occurred so the member's care plan and Kardex could be updated to specifically address these issues, ensuring this situation does not occur again. The member's spouse/guardian was satisfied with the results of the investigation and plans to prevent these issues from resurfacing.

11. **Concern:** A member reported a missing set of high-quality sheets.

Facility Response: The member's room was searched and the Laundry staff was notified of the missing sheets. After waiting 2.5 weeks, a claim was initiated and submitted on behalf of the member.

12. **Concern:** A member reported that his wallet was missing.

Facility Response: The member's room and dirty laundry bags were searched by staff. The Boat and Canoe Club was searched as well, but the member's wallet was not located. The member's wallet was found two days later.

13. **Concern:** A member reported to the Assistant Director of Nursing that there was a \$500.00 gift card missing from his possession. The member could not remember the last time he saw the gift card. The member's Financial Power of Attorney (FPOA) reported that the card was purchased over a year ago.

Facility Response: The member's gift card was not listed on his inventory sheet upon moving to the new building. The member and FPOA did not want a police report filed since they did not believe the card was stolen. The member and FPOA were aware that the facility cannot replace the card, and they agree with no further investigation/action being taken.

14. **Concern:** A member reported concerns about his food trays being late in delivery and that the food was cold by the time it arrived.

Facility Response: Staff from meal services completed an observation and investigation to address the member's concern. Protocols for meal service were changed to include lids on all plated food. The timing of meal tray delivery was changed to ensure that the member is seated at the table in the dining room. Education was provided to caregivers and meal service personnel.

15. **Missing Items:** A member reported a missing a pair of shorts and one pull-over.

Facility Response: The member's room was searched, and an alert was sent to Laundry staff. A claim will be initiated if the items are still not returned or found.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 22 Q4:

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 Q4:

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

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

FY 22 Q4:

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:

Ashley Rawlings, Business Manager

(f) Number of facility resident deaths that occurred since the most recent report.

FY 22 Q4:

MVHCT – 6 facility deaths

MVHDJJ – 14 facility deaths

MVHGR – 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.michigan.gov/mvh