



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

October 11, 2023

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '23 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,

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 23 Q4:**

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 10.54 PPD

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.35 PPD

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.99 PPD

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

**FY 23 Q4:**

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

**MVHDJJ** - (6) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 7/17/23, a member stated that his watch was missing.

**Facility Response:** The member's room was searched, wheelchair searched, and shower room searched. The Supervisor, Social Worker, Director of Nursing, and Administrator were notified of the missing watch. The member's watch was found and returned to the member.

2. **Concern:** On 8/3/23, a member stated that his dentures were missing.

**Facility Response:** The member's room was searched; the Supervisor and Housekeeping Staff were notified of the missing items. The member's dentures were not found. The matter was discussed with the Durable Power of Attorney (DPOA) and a replacement was not pursued. A safe diet is in place for the member who is comfortable.

3. **Concern:** On 8/9/23, a member stated that he was missing a pair of gripper gloves.

**Facility Response:** The Supervisor, Housekeeping Staff, and Laundry Staff were notified of the missing gloves. The member's room was searched, and the gloves were not found. Replacement gloves ordered for the member who is pleased with the replacement.

4. **Concern:** On 8/16/23, a member stated that he was missing a black baseball hat.

**Facility Response:** The Supervisor, Housekeeping Staff, and Laundry Staff were notified of the missing hat. The member's room was searched but the hat was not found. After further discussion, the member stated he never had this particular hat but he would like it. A replacement hat was ordered for the member who was pleased with the outcome.

5. **Concern:** On 8/26/23, a member stated that he was missing a shirt.

**Facility Response:** The Supervisor, Housekeeping Staff, and Laundry Staff were notified of the missing shirt; the member's room was searched, and the shirt was not found. Later, the member's shirt was returned from the Laundry.

6. **Concern:** On 8/27/23, a member stated that he was missing clothing, glasses, and a hearing aide.

**Facility Response:** The Supervisor, Housekeeping Staff, and Laundry Staff were notified of the missing items; the member's room was searched but the items were not found. Later, the member's clothing was returned from Laundry, and the other items were either found or replaced.

**MVHGR - (34) Complaint forms submitted – all complaints resolved within policy required time allotment.**

1. **Concern:** A member reported feeling rushed by a caregiver during morning cares. He was also frustrated with the CNAs not providing the assistance he had asked for due to his advancing disease process.

**Facility Response:** Education was provided to the CNA from the Staffing Agency Supervisor and facility Assistant Director of Nursing on how to properly provide member-centered care. The member is happy with the CNA and satisfied with the resolution.

2. **Concern:** A member's daughter raised concerns about the cleanliness of the toilet, floor, and bathroom fixtures in the member's room.

**Facility Response:** The Housekeeping Supervisor and Housekeeper worked specifically on the member's room and the stain in the toilet bowl; the entire room received a deep clean. The member's family was satisfied with the resolution.

3. **Concern:** A member reported that he was missing a Visa gift card he had received in mid-January of 2023.

**Facility Response:** The member's responsible party was notified, and it was recommended that the member not be provided with valuables such as gift cards due to his history of lost items. Staff also offered to hold gifts card for safekeeping; the offer was refused.

4. **Concern:** A member's spouse visited and noticed the member had food in his mouth; there were two pieces of sausage in his mouth.

**Facility Response:** Kardex was reminded to be more specific, and staff were educated on the importance of swabbing a member's mouth for safety and hygiene.

5. **Concern:** A member's sister expressed concerns regarding the saturation of the member's shoes and pants with urine due to a leg bag leakage. The member also needed his ears cleaned due to a wax buildup.

**Facility Response:** A Social Worker added the member to sick call for wax buildup in his ears. A catheter care plan and Kardex were updated, and new instructional signs were placed in the member's room.

6. **Concern:** A member reported missing \$30.00 in cash from his pants pocket that went to laundry.

**Facility Response:** The Laundry Supervisor was notified of the missing cash. The House Supervisor offered to reimburse the member up to the amount he had in his trust account at the time. The member refused the offer, and the missing money was never found nor returned from laundry.

7. **Concern:** A member believed that another member gets to go on every trip while he does not.

**Facility Response:** The Activities Manager explained that trips for member in wheelchairs may have to be limited at times because there is only so much space on the large bus. The member understood and was satisfied with the response.

8. **Concern:** A member was having difficulty getting the attention of Kitchen Staff after knocking on a door several times; he had not received his second juice. The member requested a doorbell to be installed at the kitchen door.

**Facility Response:** The member's concern was addressed with the Home Administrator; staff were educated, and a doorbell was installed. The staffing agency also provided education to their staff to make sure a member always receives two juices.

9. **Concern:** A member, who was new to the facility, expressed concern of not being able to use his portable concentrator, stating this limited him and he feels trapped in his own room.

**Facility Response:** The Assistant Director of Nursing met with the Administrator and Director of Clinical Compliance and Life Safety. Staff researched the care and maintenance of the concentrator; the member was informed that the entire process could take up to 30 days. A portable concentrator was given to the member with a care plan and new procedures for him to clean and maintain the concentrator on his own.

10. **Concern:** A member was concerned that he does not consistently get lettuce and tomato with his hamburgers. He states that he was told by staff these items can only be served if they are available.

**Facility Response:** The member's meal preference was updated to reflect lettuce and tomato to be provided with hamburger meals.

11. **Concern:** A member reported that he was missing a new pair of shoes and a gold ring with blue stones which is worth about \$250.00.

**Facility Response:** All items were found in the member's room.

12. **Concern:** A member reported that he was missing his wallet which contained \$200.00, his ID, and driver's license.

**Facility Response:** The wallet and missing cash were found in his room.

13. **Concern:** While a member was on leave of absence, some of his items were thrown away when staff were cleaning his room.

**Facility Response:** Kardex was updated with member preference to not touch his things while he is away.

14. **Concern:** A member reported that four cans of his soda were missing.

**Facility Response:** The member wished to retract his formal complaint. The member's care plan was updated to address staff not signing in and out his cans of soda.

15. **Concern:** A member reported that his \$30.00 steak was thrown away from the members' refrigerator.

**Facility Response:** An investigation determined that the steak was thrown away because it was not labeled. The Nutrition Manager replaced the member's steak.

16. **Concern:** A member reported that five packages of lunch meat were thrown away from the member's refrigerator.

**Facility Response:** Staff interviews revealed that two packages were thrown away as they were past the expiration date and starting to smell.

17. **Concern:** A member reported that his phone charger cord was missing.

**Facility Response:** The member's phone charger was replaced by the facility.

18. **Concern:** A member reported that his electric razor cord was missing.

**Facility Response:** The member's charger cord was found in his room.

19. **Concern:** A member reported that medications were being passed during the breakfast meal. He was also upset that speech therapists were doing assessments in the dining room which is a violation of member privacy.

**Facility Response:** The issue of passing medication during mealtimes was addressed; these medications should be given with food. Physical Therapists and Speech and Language Pathologist assessments will now be conducted in the privacy of the members' rooms.

20. **Concern:** A member reported that his key fob for his car was missing.

**Facility Response:** Video surveillance was reviewed, and security personnel could not determine if anyone came into or out of the member's room at that time. The member did not want to file a police report.

21. **Concern:** A member reported that his cell phone was missing. It was later determined that the cell phone had gone through the laundry and was damaged beyond repair.

**Facility Response:** The member's phone was replaced by the family and there is a pending claim against the state for the cost of the phone.

22. **Concern:** A member reported a lost leather belt and t-shirt.

**Facility Response:** The member's items were replaced from the donated clothing store.

23. **Concern:** A member reported that his upper denture was missing; he believed it went out to the laundry.

**Facility Response:** The Dental Department was able to get the member's impression and the member's dentures were replaced.

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

**Facility Response:** The member's wallet was later found.

25. **Concern:** A member reported two missing watches.

**Facility Response:** The member's watches were later found.

26. **Concern:** A member reported a missing lanyard with keys and badges, missing glasses, and two missing walking sticks.

**Facility Response:** The items were found in the member's room.

27. **Missing Item:** A member reported a missing cell phone charger and a ring.

**Facility Response:** The items were found in the member's room.

28. **Concern:** A member reported that two gift cards were missing.

**Facility Response:** The member's gift cards were found in his room.

29. **Concern:** A member reported that he was missing his upper dentures.

**Facility Response:** An investigation determined that the member's dentures were at the member's home with his spouse.

30. **Concern:** A member reported \$15.00 missing and believed it went to the laundry in his jeans.

**Facility Response:** The member's \$15.00 was not found; however, \$1.00 did come back from the laundry.

31. **Concern:** A member reported that he was missing \$125.00 from a shoulder bag located in his room.

**Facility Response:** The member's room was searched three times but to no avail; a police report was filed. The surveillance video was reviewed, but did not identify a suspect. The Home Administrator offered the member reimbursement; the member refused. A new lock box was installed into the member's drawer, and re-education was provided regarding locking up money and valuables.

32. **Concern:** A member reported his meals were being served cold. He alleges that staff are talking rather than passing out the meals in a timely manner.

**Facility Response:** Video surveillance was reviewed and did not indicate a delay in meal delivery. The member is hoping that meal service on the individual neighborhoods will improve.

33. **Concern:** A member expressed concern that speech therapy is giving tests in the dining room during meals. In addition, this testing also includes taking members out of the dining room to give them their medications. The member does not believe this practice is acceptable nor "fair".

**Facility Response:** An investigation is pending.

34. **Concern:** A member reported that his wallet was missing; no cash was missing, only a state ID card. The member is not concerned about the missing ID because it expired today.

**Facility Response:** The member's guardian was notified, the member's room was searched, but the wallet was not located.

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

**FY 23 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 23 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 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

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

**FY 23 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:

Sara Brys, 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 23 Q4:**

**MVHCT** – (7) facility deaths

**MVHDJJ** – (4) 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](http://www.michigan.gov/mvh)