



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

July 17, 2024

The Honorable Gretchen Whitmer
Governor of Michigan
P.O. Box 30013
Lansing Michigan

Dear Governor Whitmer,

SUBJECT: PA 351 of 2020 – FY24 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,

A handwritten signature in black ink that reads "Anne Zerbe".

Anne Zerbe
Executive Director, MVH

Attachment

cc: Senate Committee on Veterans and Emergency Services
Senate Appropriations Subcommittee on Military, Veterans, State Police
House Committee on Military, Veterans and Homeland Security
House Appropriations Subcommittee on Military and Veterans and State Police
Major General Paul D. 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 24 Q3:

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 7.78

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.75

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.91

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

FY 24 Q3:

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

1. 4/1/24 **Problem:** Member is missing 4 sweatpants that went out in laundry. **Resolution:** Home to reimburse family for new sweatpants.
2. 4/18/24- **Problem:** Member was missing his hearing aids. **Resolution:** New hearing aids were ordered through the audiology clinic and delivered to member.
3. 4/21/24 **Problem:** Member's apple watch went missing following a shower. **Resolution:** Member's apple watch was found by staff and returned to member.
4. 4/25/24 **Problem:** Member reported his fanny pack went missing while out at an appointment. **Resolution:** Grievance was not confirmed. Member later reported he was not worried about finding his fanny pack.
5. 4/25/24 **Problem:** Member's Right hearing aid went missing. **Resolution:** Member received new hearing aids from the VA.
6. 5/17/24 **Problem:** Member returned from hospital and his cell phone is missing. **Resolution:** Phone was found in member's room.
7. 5/17/24 **Problem:** Member is unable to find his cellphone. **Resolution:** Member's cellphone was found in member's room.
8. 5/20/24 **Problem:** Member's was missing hearing aids. **Resolution:** DPOA reports member will not wear hearing aids and does not want them replaced.

9. 5/22/24 **Problem:** Member reports a hearing aid missing and the remaining hearing aid malfunctioning. **Resolution:** New hearing aids were ordered.
10. 5/28/24 **Problem:** Member's phone charger is missing. **Resolution:** DPOA replaced missing charger.
11. 5/30/24 **Problem:** Member reports the soup he ordered from Panera Bread was watered down. **Resolution:** Grievance was not confirmed. Soup was delivered in a sealed Panera bread bag and was not opened upon delivery.
12. 6/8/24 **Problem:** Member's denture is missing. **Resolution:** Denture was found and returned to member.
13. 6/9/24 **Problem:** Member reported his manual razor is missing. **Resolution:** Manual razor was found.
14. 6/14/24 **Problem:** Member's cell phone was missing when he returned from the hospital. **Resolution:** Member's cell phone and other belongings were found at the hospital and returned to member.

MVHDJJ - (2) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 5/12/24 Member states can't find bag that contains his ID, business cards and remote
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Member found in his car trunk.
2. **Concern:** On 5/12/24 Member's spouse states he was missing his wedding ring.
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Ring not found, claim against the State declined

MVHGR – (24) Complaint forms submitted – all complaints resolved within policy required time allotment, with the exception of 5 concern forms, due to member on LOA or investigation/education timeframe took longer than 5 days.

April 2024

Complaint Forms Received:

1. **Missing Money:** Reported wallet was missing and there was \$50 in the wallet.
Resolution: RP doesn't believe that the money was stolen, considers it misplaced, didn't want police involvement – money was not located. Wallet was returned from laundry w/o money in it. Staff education completed on checking pockets prior to sending items to laundry.
2. **Concern:** Concern regarding medications upon admission - had to dispose of his meds and went without meds (including pain meds) for a large portion of 4/12/24. **Resolution:** Pharmacy and Admission staff educated on requesting and reviewing medication list prior to admission. RN provided education on PRN meds vs. scheduled meds. Adjustments made to med schedule.
3. **Concern:** Staff entering without knocking/permission, leaving his blinds open, and leaving his door wide open during care tasks. Stated, "you should add check your dignity at the door to your welcome letter." **Resolution:** Staff were re-educated on privacy

during cares. Reviewed member preference of not being disturbed between 8-9pm and 12am-6am.

4. **Concern:** Used call light to request breathing medication before 6am, didn't receive it until 7:25am. **Resolution:** Member confirmed he received nasal spray at 6am along with other medication. Medication regime was reviewed and updated. Self-medication administration evaluation completed for eye drops, nasal spray, and inhaler.
5. **Missing Money:** Reported he is missing \$1500. Note: \$1500 - reported amount. \$1250 - actual amount missing. **Resolution:** Money was not located in room and was not returned through laundry. Member does not believe the funds were stolen, indicating that he cannot file a police report into the missing funds. Considers the issue addressed at this time but not resolved.
6. **Concern:** Reported Bio Freeze was not available, and he had ongoing pain concerns. **Resolution:** Requested to be able to self-administer Bio Freeze to his ankles. Self-administration assessment was completed, and he was safe with administering Bio Freeze to his ankles.
7. **Missing Money:** Missing \$61, reported it was unlocked in his nightstand. **Resolution:** Money was located in his room.

May 2024

Complaint Forms Received:

1. **Concern:** Following deep clean of his room, his green, hand-woven, weighted blanket was noted with bleach spots. **Resolution:** He did not want the blanket replaced at this time. Wants housekeeping staff to receive education on being careful with member items during routine and deep cleans of the rooms so this does not happen to another member.
2. **Concern:** Wife/RP reported poor interaction with staff when inquiring about the status of a dental appt for her spouse. **Resolution:** Wife/RP was notified of next scheduled dental appointments. Education was given to staff member involved in the poor interaction. **Note:** Staff member was on vacation which is why it was not resolved within the rec. time frame.
3. **Missing – Reported:** Reported he is missing 6 Milky Way candy bars. Stated he didn't eat them, and they were not found in the room. **Resolution:** Milky Way candy bars were replaced.
4. **Missing – Reported:** Reported that he is missing money (\$137) from his drawer. **Resolution:** RP was notified of member's reports of missing money. RP does not believe that member lost any funds and did not want an investigation to be completed.
5. **Missing – Reported:** Missing wallet that had \$27 in it along with ID cards and insurance cards. **Resolution:** Wallet was found during a bed linen change; nothing was unaccounted for.
6. **Concern:** Reported nurse examined his wound and then called maintenance after leaving and reported the condition of his room. **Resolution:** Notified member that the nurse did not contact maintenance about his room and was following the CP. Nurse will have someone else do his dressing changes when she's on the schedule d/t member's preference to not work with that nurse.
7. **Missing – Reported:** Reported missing money (\$71) from his drawer along with several CDs. **Resolution:** Money was in his sock drawer. CDs were not located. There is no CD

library at the facility. **Note:** Money was found. CDs were not located, and RP indicated grievance was not resolved r/t CDs still missing.

June 2024

Complaint Forms Received:

1. **Concern:** Missing 10+ athletic shorts, ~8 undershirts, ~10 plaid flannel button-up shirts, and ~17 pairs of socks. **Resolution:** Some items found; other items remain missing. Rick will search laundry again this week and wife will look through laundry after her vacation. He didn't want a claim against the state filed, neither did his wife. Stated once wife returns from vacation, she will be doing his laundry instead of it being sent out. **Note:** SW discussed process for labeling items and updating inventory sheets with new items during Member Council on 6/13/24.
2. **Concern:** Missing 2 pairs of glasses. **Resolution:** New pair of glasses are being made by Mobile Medical. New pair will be scanned prior to be given to member.
3. **Concern:** Parents concerned about his finger being poked for BS instead of using the Dexcom. Requesting for MVH to revisit the policy. **Resolution:** Care plan updated to reflect member's preferences. Dexcom will be used for glucose readings and finger stick/glucometer will be used to confirmed high/low blood sugars.
4. **Concern:** Missing phone charger. **Resolution:** RP will purchase a new phone charger.
5. **Concern:** Reported that he is missing his wallet. **Resolution:** Wallet returned from laundry on 6/7/24 however was not returned to Tim until 6/10/24 d/t him being out of the facility at an appointment. **Note:** Wallet had a scudent card placed on 6/11/24.
6. **Concern:** Missing sound bar remote. **Resolution:** Remote not found. Facility will not be replacing it. Wife stated she will talk to member and handle the missing remote. Views the concern as resolved d/t member frequently losing items and the item eventually showing up in his room. **Note:** Form dated for 6/2/24, however wasn't in the binder until 6/17/24 for staff to pick up.
7. **Concern:** 1) Lack of involvement between activities staff and members (member involvement during meetings). 2) Lack of trust r/t working on spreadsheets, emails, and access to emails about missing clothing. 3) Current ombudsman isn't doing their job d/t not being at the home regularly. **Resolution:** 1) Reviewed activity planning meetings held monthly. Members can express ideas for activities to CTRS or ATA at any time. 2) Due to not being a state employee, he will not get a state email. Provided with a list of staff emails to contact if needed. Missing item emails will be printed off by laundry supervisor and given to him, so he is part of the process. 3) Ombudsman information was provided. Encouraged him to call with concerns and request to meet with them. Reviewed they only come ~quarterly and if a concern arises.
8. **Concern:** Missing a navy-blue shirt that had an American flag on it with the face of a dog. Shirt was from Tractor Supply. **Resolution:** Room was searched - shirt not found. Not yet returned from laundry. Claim against the state completed for shirt to be replaced.
9. **Concern:** Member reported meat (bologna) was labeled and stored in the fridge but thrown out by dietary staff. **Resolution:** Reported that the bologna was not labeled, warm to touch, and had a strong odor. Bologna will be replaced.
10. **Concern:** Two shirts missing. Brought to the lobby between 6/18 and 6/20 with the intention of being picked up by Sheldon's Cleaners to be dry-cleaned. **Resolution:** Shirts were not picked up by Sheldon's Cleaner - no pickup was scheduled. Video footage was

reviewed, and another member took the shirts and brought them to their room. Reported when SW met with them that they no longer had the shirts. Other member will financially reimburse the member missing the shirts so replacements can be purchased by family.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 24 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 24 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 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 (old building) and the locked administration office (new building) is available after hours. The entry to both areas are 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 24 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:

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 24 Q3:

MVHCT – (6) facility deaths

MVHDJJ – (10) facility deaths

MVHGR – (3) 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