State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

G. Mennen Williams Building
P.O. Box 30004
Lansing, Michigan 48909-7504
517-373-1820

March 1, 2002

The Honorable Marc Shulman, Chairman
House Consumer and Industry Services Subcommittee
Michigan House of Representatives
P.O. Box 30014
Lansing, Michigan 48909

Dear Representative Schulman:

Pursuant to Section 319 of P.A. 119 of 2001, enclosed is a report on the initial and follow-up surveys conducted on all nursing homes in the state as prepared by the Department of Consumer and Industry Services, Bureau of Health Systems.

This notification may also be viewed on our web site at the following address: http://www.cis.state.mi.us/fast/leg_rep.htm. If you have any questions regarding this information, please feel free to contact me at 373-3892.

Sincerely,

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rct

cc: House Consumer & Industry Services Subcommittee
Kathleen M. Wilbur
Ron Basso
Bob Schneider
Don Reichle
Walt Wheeler

State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

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P.O. Box 30004
Lansing, Michigan 48909-7504
517-373-1820

March 1, 2002

The Honorable Loren Bennett
Senate Regulatory Subcommittee
Michigan State Senate
P.O. Box 30036
Lansing, Michigan 48909

Dear Senator Bennett:

Pursuant to Section 319 of P.A. 119 of 2001, enclosed is a report on the initial and follow-up surveys conducted on all nursing homes in the state as prepared by the Department of Consumer and Industry Services, Bureau of Health Systems.

This notification may also be viewed on our web site at the following address: http://www.cis.state.mi.us/fast/leg_rep.htm. If you have any questions regarding this information, please feel free to contact me at 373-3892.

Sincerely,

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rct

cc: Senate Regulatory Subcommittee
Kathleen M. Wilbur
Ron Basso
Maria Tyszkiewicz
Don Reichle
Walt Wheeler

NURSING HOME SURVEY REPORT

(Pursuant to Section 319 of Public Act 119 of 2001, and
Section 20155(14) of Public Act 368 of 1978, as amended)

March 2002

Bureau of Health Systems
Michigan Department of Consumer & Industry Services

Serving Michigan...Serving You

DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
BUREAU OF HEALTH SYSTEMS
NURSING HOME SURVEY REPORT
MARCH 1, 2002

Introduction

Section 319 of Public Act 119 of 2001, requires that the Department report to the appropriations subcommittees and fiscal agencies information on the following: surveys conducted, surveys requiring follow-up, the number of referrals to the Michigan Public Health Institute for remediation, the number of citations per home, night and weekend complaints filed, night and weekend responses to complaints, and the average length of time for the department to respond to a complaint.

Section 20155(14) of Public Act 368 of 1978, as amended, requires that the department also report this information to the standing committees having jurisdiction over issues involving senior citizens and fiscal agencies.

The information provided is based on data for the period October 1, 2001 to February 28, 2002.

a.	The number of standard surveys conducted	166
	The number of complaint surveys conducted	667
b.	The number of standard surveys requiring follow-up (First, second, third revisit)	146
	The number of complaint surveys requiring follow-up (First, second, third revisit)	250
c.	The number (of facilities) referred to the Michigan Public Health Institute for remediation	22
	The number of Michigan Public Health Institute remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	28
d.	The number of citations per home (standard surveys) (This is based on 1,327 citations for 166 homes)	7.99
	The number of citations per home (complaint surveys) (This is based on 233 citations for 190 homes)	1.22

e. The number of night and weekend complaints filed (The number of complaints received after business hours or on weekends.) 33

f. The number of night and weekend responses (initial on-site investigation contact after business hours or on weekends) to complaints conducted by the Department 31

Note: The nature of a complaint determines whether an off-hours investigation is required. All complaints received off hours do not require a weekend or evening response. A complaint alleging lack of activities for residents can be investigated through review of records and interview of residents during normal business hours.

The number of off-hours (night and weekend) standard surveys 25

Note: The percentage of off-hours standard surveys (15.1%) exceeds the Health Care Financing Administration's requirement of 10% off-hours surveys.

g. The average length of time (in days) for the department to respond to a complaint filed against a nursing home

1. Acknowledgment of receipt of complaint 1.0 days
2. Investigation conducted 11.5 days

h. The number and percentage of citations appealed 156/10%

i. The number and percentage of those citations appealed which were overturned, modified, or both.

Supported	95/68.3%
Amended	13/9.4%
Deleted	31/22.3%
	139

The number of citations either deleted or amended in this period, represent 3% of the 1,560 citations issued. Approximately 97% of the citations issued in this period were either not appealed or supported in full.

Note: The number of citations supported, amended and deleted does not equal the number of citations appealed because some are still pending review at the end of this reporting period.