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, 2001

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

Dear Senator Bennett:

Pursuant to Section 321 of P.A. 293 of 2000, 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. The report 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:hab
c: Senate Appropriations Subcommittee
Kathleen Wilbur
Ron Basso
Walt Wheeler
Paul Reinhart
Maria Tyszkiewicz
Don Reichle

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, 2001

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

Dear Representative Shulman:

Pursuant to Section 321 of P.A. 293 of 2000, 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. The report 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:hab
c: House Consumer & Industry Services Subcommittee
Kathleen Wilbur
Ron Basso
Walt Wheeler
Paul Reinhart
Bob Schneider
Don Reichle

NURSING HOME SURVEY REPORT

(Pursuant to Section 321 of Public Act 293 of 2000, and
Section 20155(14) of Public Act 368 of 1978, as amended)

March 2001

Bureau of Health Systems
Michigan Department of Consumer & Industry Services

Serving Michigan...Serving You

Introduction

Section 321 of Public Act 293 of 2000, 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 the fiscal agencies.

The information provided is based on data for the period September 1, 2000 to February 28, 2001.

a.	The number of standard surveys conducted	266
	The number of complaint surveys conducted	499
b.	The number of standard surveys requiring follow-up (First, second, third revisit)	134
	The number of complaint surveys requiring follow-up (First, second, third revisit)	223
c.	The number (of facilities) referred to the Michigan Public Health Institute for remediation	23
	The number of Michigan Public Health Institute remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	30
d.	The number of citations per home (standard surveys) (This is based on 2,298 citations for 266 homes)	8.6
	The number of citations per home (complaint surveys) (This is based on 842 citations for 502 homes)	1.68
e.	The number of night and weekend complaints filed (The number of complaints received after business hours or on weekends.)	52
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	02

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 24

g. The average length of time (in days) for the department to respond to a complaint filed against a nursing home 34

Note: This measures the interval from the date of acceptance of a complaint to the date the final report is mailed to the complainant.

h. The number and percentage of citations appealed 257/2009 = 12.8%

i. The number and percentage of citations overturned or modified, or both

Supported	161/78.15%
Amended	29/14.08%
Deleted	16/7.77%
	206

The number of citations either deleted or amended in this period represent 2.2% of the 2,009 citations issued. Approximately 97.8% 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 at the end of this reporting period.