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

August 30, 2001

The Honorable Marc Shulman, Chairman
House Consumer & 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:rct
c: House Consumer & Industry Services Subcommittee
Kathleen Wilbur
Donald Gilmer
Ron Basso
Walt Wheeler
Bob Schneider
Don Reichle

State of Michigan
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Lansing, Michigan 48909-7504
517-373-1820

August 30, 2001

The Honorable Loren Bennett, Chairman
Senate Consumer & Industry Services 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:rct
c: Senate Consumer & Industry Services Subcommittee
Kathleen Wilbur
Donald Gilmer
Ron Basso
Walt Wheeler
Maria Tyszkiewicz
Don Reichle

NURSING HOME SURVEY REPORT

(Pursuant to Section 321 of Public Act 293 of 2000, and
Section 20155(14) of Public Act 171 of 2000)

September 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 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 August 31, 2001.

(a.)	The number of standard surveys conducted:	
	Standard surveys	476
	Complaint surveys	1,163
(b.)	The number requiring follow-up surveys:	
	Standard Surveys (First, second, third revisit)	419
	Complaint surveys (First, second, third revisit)	460
(c.)	The number (of facilities) referred to the Michigan Public Health Institute for remediation.	52
	The number of Michigan Public Health Institute remediations, e.g., pressure sore or resident rights in-services, clinical advisors, temporary managers.	74
(d.)	The number of citations per home:	
	Standard Surveys (based on 4,316 citations for 476 homes)	9.0
	Complaint surveys (based on 1,607 citations for 1,166 homes)	1.4
(e.)	The number of night and weekend complaints filed.	99
(f.)	The number of night and weekend responses to complaints conducted by the Department (initial on-site investigation contact after business hours or on weekends).	11

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. For example, 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. 53

Note: **The percentage of off-hours standard surveys (11%) meets the Centers for Medicare & Medicaid Services' 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. 15.1

Note: **This represents average time from acceptance of a complaint to an on-site investigation for March 1, 2001 to August 31, 2001. Comparable data for September 1, 2000 to February 8, 2001 is not available due to conversion of the database.**

(h.) The number and percentage of citations appealed. 486/5,923 = 8.2%

(i.) The number and percentage of citations overturned and/or modified (or both):

Supported	357/75%
Amended	54/11%
Deleted	68/14%

The number of citations either deleted or amended in this period represent 2% of the 5,923 citations issued. Approximately 98% 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.**