Introduction

Section 323 of Senate Bill 361 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, the average length of time for the department to respond to a complaint.

The information provided is based on data for the period October 1, 1999 to February 29, 2000.

The number of standard surveys conducted	212
The number of complaint investigations conducted	519
The number of standard surveys requiring follow-up (First, second, third revisit)	241
The number of complaint surveys requiring follow-up (First, second, third revisit)	175
The number referred to the Michigan Public Health Institute for remediation (by facility)	36
The number of Michigan Public Health Institute remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	84
The number of citations per home (This is based on 1886 citations for 215 surveys)	8.7
The number of night and weekend complaints filed	38
The number of night and weekend complaints responses to complaints conducted by the department	11
The number of off-hours (night and weekend) standard surveys	39
The average length of time (in days) for the department to respond to a complaint filed against a nursing home	16.2

Commentary

The nature of a complaint determines whether an off-hours investigation is required. For example, a complaint alleging shortage of staff on evening or weekend shifts requires on-site contact off-hours to observe staff levels and practices. A complaint alleging lack of activities for residents can be investigated through review of records and interview of residents during normal business hours. The percentage of off-hours standard surveys (18%) exceeds the Health Care Financing Administration's requirement of 10% off-hours surveys.