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STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF HEALTH SYSTEMS  
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Date: September 9, 2011  
To: Long Term Care Facility Administrators  
From: Mike Pemble, Director  
Bureau of Health Systems  
Subject: Emergency Reporting

This is a reminder that allegations of abuse, neglect, mistreatment, injuries of unknown source and misappropriation of resident property must be reported to the Complaint Investigation Unit of the Bureau of Health Systems *as soon as possible, not to exceed 24 hours after discovery of the incident*. Allegations may be reported:

- on-line by completing from BHS OPS 362, or  
On-Line Form website address: [http://www.michigan.gov/lara/0,1607,7-154-27417\\_27657\\_27962-130441--,00.html](http://www.michigan.gov/lara/0,1607,7-154-27417_27657_27962-130441--,00.html)
- by faxing a typed or legible handwritten report form BHS OPS 362 to the Complaint Investigation Unit  
Fax Number: 517-241-0093, or (Website address for the form to be completed:)  
[http://www.michigan.gov/documents/mdch/bhs\\_ops-362\\_Facility\\_Incident\\_Report-24\\_Hours-Word\\_214282\\_7.doc](http://www.michigan.gov/documents/mdch/bhs_ops-362_Facility_Incident_Report-24_Hours-Word_214282_7.doc)
- by mailing a typed or legible handwritten BHS OPS 362 report by overnight mail, or  
Mailing address: LARA, BHS, Division of Operations, 1<sup>st</sup> Floor Ottawa Bldg, 611 W. Ottawa, Lansing, MI 48933
- by calling the Complaint Investigation Unit hotline at 1-800-882-6006. A report by telephone must be followed by a written report received within 24 hours of the Incident

Also report emergency situations. Emergency situations to report include:

Serious facility service problems such as fire or a natural disaster that requires evacuation of residents; loss of heat, power, water or food service for more than 4 hours; a critical lack of staff from such things as severe weather, labor disputes, widespread illness that has a critical impact on resident care.

Staff should immediately implement their emergency protocols.

**Effective Friday, September 2, 2011 the Emergency Reporting Procedure has been changed to the following:**

During State of Michigan Business hours, **emergency situations** should be reported to the **Division of Nursing Home Monitoring** Licensing Officer or Survey Monitor responsible for your facility.

During State of Michigan non-business hours, **emergency situations** should be reported to the **Complaint Investigation Unit** hotline at 1-800-882-6006.