

NURSING HOME COMPLAINT REPORT

(Pursuant to Section 714 of Public Act 330 of 2006)

October 2007

Bureau of Health Systems

*Michigan Department
of Community Health*



**Jennifer M. Granholm, Governor
Janet Olszewski, Director**

Introduction

Public Act 330 of 2006, Section 714 requires that the department shall report to the legislature on the timeliness of nursing facility complaint investigations and the number of complaints that are substantiated on an annual basis. The report shall consist of the number of complaints filed by consumers and the number of facility-reported incidents. The department shall make every effort to contact every complainant and the subject of a complaint during an investigation.

The information provided is based on data for the period October 1, 2006 through September 30, 2007.

1. The number of nursing facility complaint intakes filed	1,274
Number of Allegations	4,544
Substantiated Allegations	585
Unsubstantiated Allegations	1,832
Resolved Without Investigation	149
Pending Investigation	1,978
2. The number of nursing facility reported incidents filed	3,610
Number of Allegations	3,806
Substantiated Allegations	581
Unsubstantiated Allegations	159
Resolved Without Investigation	2,283
Pending Investigation	783
3. The average length of time (in days) for the department to respond to a complaint filed against a nursing home	
a. Acknowledgment of receipt of complaint	1 day
b. Complaint Investigations (only) conducted	92.38
Average time by priority:	
Immediate Jeopardy* (IJ)	5.63
Non-IJ High**	102.54
Non-IJ Medium*** and Non-IJ Low****	<u>111.46</u>
All Non-IJ Complaints	52.84
c. Facility Reported Incidents (FRI) Investigations conducted	70.96
Average time by priority:	
Immediate Jeopardy* (IJ)	6.46
Non-IJ High	80.71
Non-IJ Medium and Non-IJ Low	<u>47.17</u>
All Non-IJ Complaints	79.79

*IJ Complaints (within 24 hours)

**Non-IJ High (within 10 days)

***Non-IJ Medium (within 15 days); Non-IJ Low (within 30 days)