

NURSING HOME SURVEY REPORT

(Pursuant to Section 20155(14) of Public Act 368 of 1978, as amended)

October 2010

Bureau of Health Systems

*Michigan Department
of Community Health*



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

Introduction

Section 20155(14) of Public Act 368 of 1978, as amended, requires that the Department report to the standing committees having jurisdiction over issues involving senior citizens and fiscal agencies on the following: surveys conducted, surveys requiring follow-up, the number of referrals to the Michigan Public Health Institute¹ 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.

The information provided is based on data² for the period October 1, 2009 through September 30, 2010.

a. The number of standard surveys conducted	440
b. The number of off-hour standard surveys (outside of business hours, weekends)	48
c. The number of standard surveys requiring follow-up (First, second, third revisit)	535
d. The number of complaint surveys conducted	1,412
e. The number of off-hour complaint surveys (outside of business hours, weekends) 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.	49
f. The number of night and weekend complaints filed (The number of complaints related to after business hours or weekends)	0
g. The number of complaint surveys requiring follow-up (First, second, third revisit)	555
h. The number (of facilities) referred to the Michigan Peer Review Organization for remediation	8
i. The number of Michigan Peer Review Organization remediations; e.g., pressure sore or resident rights in-services, clinical advisors, temporary managers	10
h. The number and percentage of citations appealed	276/7%
j. The number of standard survey citations per home (This is based on 3,197 citations for 440 standard surveys.)	7.3
k. The number of complaint survey citations per home (This is based on 767 citations for 1,412 complaint surveys.)	.5

1. Michigan Peer Review Organization provides remediation services.

2. Survey and citation data is from the Centers for Medicare & Medicaid Services' database.

1. The number and percentage of those citations appealed that were overturned, modified, or both.

Supported	184/67%
Amended	30/11%
Deleted	62/22%
	<u>276</u>

The number of citations either deleted or amended in this period (92), represent 2.3% of the 3,964 citations issued. Approximately 97.7 % of the citations issued in this period were either not appealed or were supported in full after administrative review.

- m. The average length of time (includes weekends and holidays) for the department to enter a facility in response to a complaint filed against a nursing home

1. Acknowledgment of receipt of complaint	1 day
2. Complaint Investigations (only) conducted	
Average time by priority:	
Immediate Jeopardy (IJ)*	2.15
Non-IJ High**	23.40
Non-IJ Medium*** and Non-IJ Low****	22.52
All Non-IJ Complaints	23.38
3. Facility Reported Incidents (FRI) Investigations conducted	
Average time by priority:	
Immediate Jeopardy (IJ)	2.76
Non-IJ High	22.01
Non-IJ Medium and Non-IJ Low	22.89
All Non-IJ FRIs	22.04

*IJ Complaints (within 2 working days); Serious injury, impairment, or death

**Non-IJ High (within 10 working days); Harm other than serious injury or death

***Non-IJ Medium (within 15 working days); Potential for harm

****Non-IJ Low (within 30 calendar days); Minimal harm