JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
LANSING

DAVID C. HOLLISTER
DIRECTOR

October 28, 2003

Gary Randall
Clerk of the House
Michigan House of Representatives
State Capitol Building
Lansing, Michigan 48913

Dear Mr. Randall:

Pursuant to Section 316 of P.A. 527 of 2002, 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 notification may also be viewed on our website under "Inside CIS" at the following address: http://www.michigan.gov/cis/. If you have any questions regarding this information, please feel free to contact me at 335-1976.

Sincerely,

Allan R. Pohl

Allan R. Pohl
Acting Director
Finance and Administrative Services

ARP:rct

cc: House Appropriations Committee
Robert Swanson
Walt Wheeler
Paul Reinhart
Steve Stauff
Brian Keisling

Enclosures

JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
LANSING

DAVID C. HOLLISTER
DIRECTOR

October 28, 2003

Carol Morey Viventi
Secretary of the Senate
Michigan State Senate
State Capitol Building
Room S5
Lansing, Michigan 48913

Dear Secretary Viventi:

Pursuant to Section 316 of P.A. 527 of 2002, 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 notification may also be viewed on our website under "Inside CIS" at the following address: http://www.michigan.gov/cis/. If you have any questions regarding this information, please feel free to contact me at 335-1976

Sincerely,

Allan R. Pohl

Allan R. Pohl
Acting Director
Finance and Administrative Services

ARP:rct

cc: Senate Appropriations Committee
Robert Swanson
Walt Wheeler
Paul Reinhart
Maria Tyszkiewicz
Brian Keisling

Enclosures

# NURSING HOME SURVEY REPORT

(Pursuant to Section 316 of Public Act 167 of 2003, and
Section 20155(14) of Public Act 368 of 1978, as amended)

**October 2003**

***Bureau of Health Systems***
***Michigan Department of Consumer & Industry Services***

Serving Michigan...Serving You

**DEPARTMENT OF CONSUMER & INDUSTRY SERVICES**
**BUREAU OF HEALTH SYSTEMS**
**NURSING HOME SURVEY REPORT**
**October 31, 2003**

## Introduction

Section 316 of Public Act 167 of 2003, 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, 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 fiscal agencies.

The information provided is based on data for the period October 1, 2002 through September 30, 2003.

| | | | |
|---|---|---|---|
| a. | The number of standard surveys conducted | 479 | |
| | The number of complaint surveys conducted | 1,221 | |
| b. | The number of standard surveys requiring follow-up (First, second, third revisit) | | 506 |
| | The number of complaint surveys requiring follow-up (First, second, third revisit) | 314 | |
| c. | The number (of facilities) referred to the Michigan Public Health Institute for remediation | 25 | |
| | The number of Michigan Public Health Institute remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers | 37 | |
| d. | The number of citations per home (standard surveys) (This is based on 3,761 citations for 479 standard surveys.) | 7.85 | |
| | The number of citations per home (complaint surveys) (This is based on 483 citations for 286 complaint surveys resulting in citations.) | 1.69 | |

e. The number of night and weekend complaints filed (The number of complaints received after business hours or on weekends.) 39

f. The number of night and weekend responses (initial on-site investigation contact after business hours or on weekends) to complaints conducted by the Department. 61

**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.**

The number of off-hours (night and weekend) standard surveys 57

**Note: The percentage of off-hours standard surveys (12%) exceeds 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

1. Acknowledgment of receipt of complaint 1.0 days
2. Investigation conducted 23.75 days

h. The number and percentage of citations appealed 356/8.3%

i. The number and percentage of those citations appealed which were overturned, modified, or both.

| | |
|---|---|
| Supported | 264/74.2% |
| Amended | 34/9.5% |
| Deleted | 58/16.3% |
| | 356 |

The number of citations either deleted or amended in this period, represent 2.2% of the 4,244 citations issued. Approximately 97.8% of the citations issued in this period were either not appealed or were supported in full.