State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

G. Mennen Williams Building
P.O. Box 30004
Lansing, Michigan 48909-7504
517-373-1820

November 5, 2001

The Honorable Loren Bennett, Chairman
Senate Consumer & Industry Services Subcommittee
Michigan State Senate
P.O. Box 30036
Lansing, Michigan 48909

Dear Senator Bennett:

Pursuant to Section 321 of P.A. 119 of 2001, enclosed is the annual report on the status of Nursing Home Complaint Investigation Backlog in the state as prepared by the Department of Consumer and Industry Services. The report may also be viewed on our web site at the following address: http://www.cis.state.mi.us/fast/leg_rep.htm.

If you have any questions regarding this information, please feel free to contact me at 373-3892.

Sincerely,

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rct
cc: Senate Consumer & Industry Services Subcommittee
Kathleen Wilbur
Donald Gilmer
Ron Basso
Walt Wheeler
Maria Tyszkiewicz
Don Reichle

State of Michigan
John Engler, Governor

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November 5, 2001

The Honorable Marc Shulman, Chairman
House Consumer & Industry Services Subcommittee
Michigan House of Representatives
P.O. Box 30014
Lansing, Michigan 48909

Dear Representative Shulman:

Pursuant to Section 321 of P.A. 119 of 2001, enclosed is the annual report on the status of Nursing Home Complaint Investigation Backlog in the state as prepared by the Department of Consumer and Industry Services. The report may also be viewed on our web site at the following address: http://www.cis.state.mi.us/fast/leg_rep.htm.

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Sincerely,

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rct
cc: House Consumer & Industry Services Subcommittee
Kathleen Wilbur
Donald Gilmer
Ron Basso
Walt Wheeler
Bob Schneider
Don Reichle

COMPLAINT BACKLOG REPORT

Bureau of Health Systems
Michigan Department of Consumer & Industry Services

Serving Michigan... Serving You

NURSING HOME COMPLAINT INVESTIGATION BACKLOG
As of October 31, 2001

Introduction

Section 321 of PA 119 of 2001, requires the department to report to the state budget office, the legislature, and the fiscal agencies the status of the nursing home complaint investigation backlog.

Background

During Fiscal Year 2001, the Bureau of Health Systems received 1,472 complaints against nursing homes. The complaints consisted of approximately 3,427 allegations. The Bureau of Health Systems', Complaint Investigation Unit, conducted 1,688 on-site investigations which included 559 compliance revisits. The Complaint Team investigated all immediate jeopardy abuse and neglect allegations within 24 hours. Investigations of all other complaints were initiated within our complaint investigation timeframes.

Complaint Investigation Timeframes

Complaints are received, processed and assigned to an investigator within three days. Complaints involving serious injury, death, alleged abuse, or situations of immediate jeopardy are responded to within 24 hours. Complaints alleging non-serious harm are investigated within 10 days of receipt. Investigation of all other non-urgent complaints is initiated within 15 days. These investigation timeframes have been incorporated into performance measures for the Complaint Investigation Unit and are monitored on a monthly basis.

Program Improvements

Changes in the complaint investigation and report-writing procedures were implemented August 1, 2001 to improve the timely issuance of reports. Critical revisits will be conducted by "dedicated" investigation staff.

The Complaint Investigation Manual will be revised in FY '02 to reflect complaint protocol changes.

Complaint Investigation Unit staff development will focus on technical knowledge, report writing skills and investigative skills to further improve timeliness of the investigation process.

A complaint information brochure was developed for distribution to nursing homes and the public.

Staff

A Licensing Officer and Survey Monitor were appointed for the Complaint Investigation Unit to help manage the Investigation Team and review findings. One surveyor has been temporarily assigned to conduct compliance revisits. There are currently 13 surveyors to investigate approximately 1,500 complaints and 550 revisits.

Conclusion

The Complaint Investigation Unit is meeting its requirement to process incoming complaints. Staff surveyors are investigating complaints within 30 days. There is no complaint backlog. The Department is meeting the challenge of timely investigation of complaint reports.