

ANNUAL NURSING HOME COMPLAINT INVESTIGATION REPORT

(FY2009 Appropriation Bill - Public Act 246 of 2008)

October 30, 2009

Section 714: The department shall report to the legislature on the timeliness of nursing facility complaint investigations and the number of allegations that are substantiated on an annual basis. The report shall consist of the number of allegations 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.

*Michigan Department
of Community Health*



Jennifer M. Granholm, Governor
Janet Olszewski, Director

NURSING HOME COMPLAINT REPORT

(Pursuant to Section 714 of Public Act 246 of 2008)

October 2009

Bureau of Health Systems

*Michigan Department
of Community Health*



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Introduction

Public Act 246 of 2008, 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, 2008 through September 30, 2009.

1.	The number of nursing facility complaint intakes filed		1,257
	Number of Allegations	4,962	
	Substantiated Allegations	1,060	
	Unsubstantiated Allegations	2,976	
	Resolved Without Investigation	133	
	Pending Investigation	793	
2.	The number of nursing facility reported incidents filed		5,063
	Number of Allegations	5,228	
	Substantiated Allegations	739	
	Unsubstantiated Allegations	184	
	Resolved Without Investigation	3,994	
	Pending Investigation	311	
3.	The average length of time (includes weekends, holidays and furlough days) for the department to enter a facility in response to a complaint filed against a nursing home		
a.	Acknowledgment of receipt of complaint		1 day
b.	Complaint Investigations (only) conducted		
	Average time by priority:		
	Immediate Jeopardy (IJ)*; total number of IJs investigated = 63	5.97	
	(Actual working day average is 3.92; 22 were ≤ 2 days and 41 were > 2 days. Four of the 41 took longer than 12 days to investigate and skewed the average)		
	Non-IJ High**	84.46	
	Non-IJ Medium*** and Non-IJ Low****	113.23	
	All Non-IJ Complaints	85.92	
c.	Facility Reported Incidents (FRI) Investigations conducted		
	Average time by priority:		
	Immediate Jeopardy (IJ); total number of FRIs investigated = 41	5.10	
	(Actual working day average = 3.3; 24 were ≤ 2 days and 17 were > 2 days. Three priorities were changed to IJ level late due to new circumstances and administrative review.)		
	Non-IJ High	73.96	
	Non-IJ Medium and Non-IJ Low	45.83	
	All Non-IJ FRIs	73.36	

*IJ (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