

ANNUAL NURSING HOME COMPLAINT INVESTIGATION REPORT

(FY2010 Appropriation Bill - Public Act 131 of 2009)

October 30, 2010

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*



Rick Snyder, Governor
Olga Dazzo, Director

NURSING HOME COMPLAINT REPORT

(Pursuant to Section 714 of Public Act 131 of 2009)

October 2010

Bureau of Health Systems

*Michigan Department
of Community Health*



Jennifer M. Granholm, Governor
Janet Olszewski, Director

Introduction

Public Act 131 of 2009, 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, 2009 through September 30, 2010.

1.	The number of nursing facility complaint intakes filed		1,295
	Number of Allegations	4,748	
	Substantiated Allegations	1,218	
	Unsubstantiated Allegations	3,368	
	Resolved Without Investigation	78	
	Pending Investigation	84	
2.	The number of nursing facility reported incidents filed		4,443
	Number of Allegations	4,645	
	Substantiated Allegations	1,082	
	Unsubstantiated Allegations	259	
	Resolved Without Investigation	3,157	
	Pending Investigation	147	
3.	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		
	a. Acknowledgment of receipt of complaint		1 day
	b. 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	
	c. 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 (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

Source: Aspen Complaints/Incidents Tracking System (ACTS)