

NURSING HOME SURVEY REPORT

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

October 2008

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, 2007 through September 30, 2008.

a.	The number of standard surveys conducted	416
	The number of complaint surveys conducted	554
b.	The number of standard surveys requiring follow-up (First, second, third revisit)	494
	The number of complaint surveys requiring follow-up (First, second, third revisit)	330
c.	The number (of facilities) referred to the Michigan Peer Review Organization for remediation	26
	The number of Michigan Peer Review Organization remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	33
d.	The number of citations per home (standard surveys) (This is based on 3,338 citations for 416 standard surveys.)	8.0
	The number of citations per home (complaint surveys) (This is based on 554 citations for 523 complaint surveys.)	1.0
e.	The number of night and weekend complaints filed (The number of complaints related to after business hours or weekends)	15
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.	9

1. Michigan Peer Review Organization provides remediation services.

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

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.

- 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 day |
| 2. Complaint Investigations (only) conducted | 99.05 |
| Average time by priority: | |
| Immediate Jeopardy* (IJ) | 3.47 |
| Non-IJ High** | 105.69 |
| Non-IJ Medium*** and Non-IJ Low**** | <u>67.49</u> |
| All Non-IJ Complaints | 104.74 |
| 3. Facility Reported Incidents (FRI) Investigations conducted | 84.87 |
| Average time by priority: | |
| Immediate Jeopardy (IJ) | 3.28 |
| Non-IJ High | 90.57 |
| Non-IJ Medium and Non-IJ Low | <u>40.00</u> |
| All Non-IJ Complaints | 89.79 |
- *IJ Complaints (within 24 hours); Serious injury, impairment, or death
 **Non-IJ High (within 10 days); Harm other than serious injury or death
 ***Non-IJ Medium (within 15 days); Potential for harm
 ****Non-IJ Low (within 30 days); Minimal harm
- h. The number and percentage of citations appealed **284/7%**
- i. The number and percentage of those citations appealed that were overturned, modified, or both.
- | | |
|-----------|----------------------|
| Supported | 200/70% |
| Amended | 40/14% |
| Deleted | <u>44/16%</u> |
| | 284 |

The number of citations either deleted or amended in this period (84), represent 2.2% of the 3,892 citations issued. Approximately 97.8% of the citations issued in this period were either not appealed or were supported in full after administrative review.