

# **NURSING HOME SURVEY REPORT**

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

**October 2007**

*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 Institute<sup>1</sup> 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 data<sup>2</sup> for the period October 1, 2006 through September 30, 2007.

a.	The number of standard surveys conducted	<b>401</b>
	The number of complaint surveys conducted	<b>496</b>
b.	The number of standard surveys requiring follow-up (First, second, third revisit)	<b>496</b>
	The number of complaint surveys requiring follow-up (First, second, third revisit)	<b>293</b>
c.	The number (of facilities) referred to the Michigan Peer Review Organization for remediation	<b>46</b>
	The number of Michigan Peer Review Organization remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	<b>67</b>
d.	The number of citations per home (standard surveys) (This is based on 3,420 citations for 401 standard surveys.)	<b>8.5</b>
	The number of citations per home (complaint surveys) (This is based on 480 citations for 496 complaint surveys.)	<b>1.0</b>
e.	The number of night and weekend complaints filed (The number of complaints received after business hours or on weekends.)	<b>25</b>
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.	<b>12</b>

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.**

The number of off-hours (night and weekend) standard surveys **42**

**Note: The percentage of off-hours standard surveys (11%) meets the Centers for Medicare & Medicaid Services' requirement of 10% off-hours surveys in a fiscal year.**

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	<b>1 day</b>
2. Complaint Investigations (only) conducted	<b>92.38</b>
Average time by priority:	
Immediate Jeopardy* (IJ)	<b>5.63</b>
Non-IJ High**	<b>102.54</b>
Non-IJ Medium*** and Non-IJ Low****	<b><u>111.46</u></b>
All Non-IJ Complaints	<b>52.84</b>
3. Facility Reported Incidents (FRI) Investigations conducted	<b>70.96</b>
Average time by priority:	
Immediate Jeopardy* (IJ)	<b>6.46</b>
Non-IJ High	<b>80.71</b>
Non-IJ Medium and Non-IJ Low	<b><u>47.17</u></b>
All Non-IJ Complaints	<b>79.79</b>

\*IJ Complaints (within 24 hours)

\*\*Non-IJ High (within 10 days)

\*\*\*Non-IJ Medium (within 15 days); Non-IJ Low (within 30 days)

h. The number and percentage of citations appealed **249/6.4%**

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

Supported	<b>167/67%</b>
Amended	<b>42/17%</b>
Deleted	<b><u>40/16%</u></b>
	<b>249</b>

The number of citations either deleted or amended in this period (82), represent 2.1% of the 3,900 citations issued. Approximately 97.9% of the citations issued in this period were either not appealed or were supported in full.