

# **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   |              | <b>1,295</b> |
|    | Number of Allegations  | <b>4,748</b> |              |
|    | Substantiated Allegations  | <b>1,218</b> |              |
|    | Unsubstantiated Allegations  | <b>3,368</b> |              |
|    | Resolved Without Investigation   | <b>78</b>    |              |
|    | Pending Investigation  | <b>84</b>    |              |
| 2. | The number of nursing facility reported incidents filed  |              | <b>4,443</b> |
|    | Number of Allegations  | <b>4,645</b> |              |
|    | Substantiated Allegations  | <b>1,082</b> |              |
|    | Unsubstantiated Allegations  | <b>259</b>   |              |
|    | Resolved Without Investigation   | <b>3,157</b> |              |
|    | Pending Investigation  | <b>147</b>   |              |
| 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  |              | <b>1 day</b> |
|    | b. Complaint Investigations (only) conducted   |              |              |
|    | Average time by priority:  |              |              |
|    | Immediate Jeopardy (IJ)*   | <b>2.15</b>  |              |
|    | Non-IJ High**  | <b>23.40</b> |              |
|    | Non-IJ Medium*** and Non-IJ Low****  | <b>22.52</b> |              |
|    | All Non-IJ Complaints  | <b>23.38</b> |              |
|    | c. Facility Reported Incidents (FRI) Investigations conducted  |              |              |
|    | Average time by priority:  |              |              |
|    | Immediate Jeopardy (IJ)  | <b>2.76</b>  |              |
|    | Non-IJ High  | <b>22.01</b> |              |
|    | Non-IJ Medium and Non-IJ Low   | <b>22.89</b> |              |
|    | All Non-IJ FRIs  | <b>22.04</b> |              |

\*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)