

NURSING HOME SURVEY REPORT

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

October 2009

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, 2008 through September 30, 2009.

a. The number of standard surveys conducted	454
b. The number of off-hour standard surveys (outside of business hours, weekends)	49
c. The number of standard surveys requiring follow-up (First, second, third revisit)	532
d. The number of complaint surveys conducted	672
e. The number of off-hour complaint surveys (outside of business hours, weekends) 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.	18
f. The number of night and weekend complaints filed (The number of complaints related to after business hours or weekends)	3
g. The number of complaint surveys requiring follow-up (First, second, third revisit)	386
h. The number (of facilities) referred to the Michigan Peer Review Organization for remediation	13
i. The number of Michigan Peer Review Organization remediations; e.g., pressure sore or resident rights in-services, clinical advisors, temporary managers	16
h. The number and percentage of citations appealed	293/7%
j. The number of standard survey citations per home (This is based on 3,847 citations for 454 standard surveys.)	8.5
k. The number of complaint survey citations per home (This is based on 572 citations for 672 complaint surveys.)	.9

1. Michigan Peer Review Organization provides remediation services.

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

- l. The number and percentage of those citations appealed that were overturned, modified, or both.

Supported	195/67%
Amended	40/14%
Deleted	58/20%
	293

The number of citations either deleted or amended in this period (98), represent 2.2% of the 4,419 citations issued. Approximately 97.8 % of the citations issued in this period were either not appealed or were supported in full after administrative review.

- m. 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

1. Acknowledgment of receipt of complaint	1 day
2. 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
3. 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 Complaints (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