



MVFA Board Meeting Agenda

July 15, 2025

47901 Sugarbush Rd, Chesterfield Twp, MI 48047

	Agenda Item	Time	Action	Presenter
1.	Pledge of Allegiance	10:00 am	-	David Henry
2.	Attendance Roll Call	10:00 am	-	David Henry
3.	Adoption of Agenda for July 15, 2025	10:00 am	Action	David Henry
4.	Public Comment (limit to 3 minutes)	10:05 am	-	David Henry
5.	Approval of Proposed Minutes 5.1 March 18, 2025 5.2 May 22, 2025	10:10 am	Action Action	David Henry
6.	Executive Director's Report 6.1 Update on Replacement Facility for MVH D.J. Jacobetti 6.1.1 Construction Update 6.2 Status of Board Appointments (2 Member Vacancy) 6.3 Operational Status of the MVH at Chesterfield Township 6.4 Operational Status of the MVH D.J. Jacobetti 6.5 Operational Status of the MVH at Grand Rapids 6.6 Operational Status of MVH	10:15 am	-	Anne Zerbe Mike Hassan Ryan Engle Jennifer Manning Ron Oja Carly MacDonald Steve Rolston
7.	Committee Updates 7.1 Executive Committee 7.1.1 Election of Officers 7.1.2 Audit update: Release of OAG Financial Audit Report 7.2 Budget and Financial Oversight Committee 7.2.1 Member letter request for allowance increase 7.3 Quality and Compliance Committee 7.3.1 Quality 7.3.2 Compliance 7.4 Strategic Engagement Committee 7.4.1 Letter from Board Supporting H.R. 1970 – the Providing Veterans Essential Medications Act 7.5 Executive Director Performance Review Committee 7.5.1 Committee Member Selection	11:00 am	Action Action	David Henry Brad Slagle M.A. Shannon Barry Walters Brad Slagle
8.	New Business 8.1 NASVH Winter Conference in March 1-4, 2026, for consideration.	12:00 pm	-	David Henry
9.	Public Comments (limit to 3 minutes)	12:15 pm	-	David Henry
10.	Board Comments	12:30 pm	-	David Henry
11.	Closed Session	12:45 pm	-	David Henry
12.	Adjournment	1:00 pm	Action	David Henry



**MICHIGAN VETERANS' FACILITY AUTHORITY
BOARD OF DIRECTORS MEETING**

March 18, 2025
10:00 a.m.

PROPOSED MINUTES

A meeting of the Michigan Veterans Facility Authority (MVFA) Board of Directors was called to order at 10 a.m. by Chair David Henry. The meeting was conducted at The Joint Forces Building located at 3423 N Martin King Jr. Blvd, Building 30, Room 231 Lansing, Michigan 48906.

1. Pledge of Allegiance

2. Attendance Roll Call

Chair Henry requested a roll call of members present. The following MVFA Board of Directors were present: David Henry, Brad Slagle, MaryAnne Shannon, David Rutledge, Nancy Susick.

Michigan Veteran Homes (MVH) staff present: Anne Zerbe, Beth Simonton-Kramer, Ryan Engle, Jason Geissler (AG), Tiffany Carr

Virtual Guests: Kenneth Robbins, Leon Bauer, Steve Rolston, Ron Oja, Carly MacDonald, Jennifer Manning, et.al.

3. Adoption of Agenda

Chairman Henry requested a motion to motioned to accept the meeting agenda dated March 18, 2025. The motion was made by Shannon and seconded by Rutledge. The motion passed.

4. Public Comment

There were no public comments made.

5. Approval of Proposed Minutes

Chairman Henry offered to entertain a motion to adopt the minutes from the February 18, 2025, meeting. The motion was made by Slagle and seconded by Henry, and the motion passed with no discussion.

6. Executive Director's Report

6.1. Update on the Replacement Facility for MVH D.J. Jacobetti – Anne Zerbe, Executive Director

Contractor bids for the Jacobetti replacement project are in and being reviewed with anticipated selection with within the next 1-2 weeks. Final bid documents are being submitted to the VA in that timeframe as well.

We estimate that costs have escalated as much as 15% since the original budgets were developed, due to the Buy America Build America Act and other economic changes. The board decided to change the May meeting to Thursday, May 22, in Marquette, in anticipation of a Friday, May 23, ground-breaking. Staff will organize a dinner and an open house.

All 3 homes currently have a 5-star rating. Of the 421 nursing homes in Michigan, Grand Rapids and Chesterfield are tied for 11th in the state, and Jacobetti ranks 13th.

6.2. Update on the Status of Board Appointments – Ryan Engle, Director of Development and Strategic Engagement

There are currently no vacancies on the Board. However, there are 4 appointments reaching expiration in April 2025. Mr. Bauer will not seek reappointment, and he was thanked for his time and service to the Board. The remaining 3 have committed to continue their positions.

6.3. Update on MVHCT – Jennifer Manning, Administrator

The current census at Chesterfield is 125 of 128, leaving availability for any necessary movement or urgent admissions. There is one admission scheduled for April 1. There was a Covid outbreak affecting 18 members across 3 households. All members have recovered with no negative impact. Paxlovid was given at that time. Chesterfield is currently in their CMS expected survey window and anticipate the visit in late May or early June. The VA survey is expected sometime in July.

6.4. Update on MVHDJJ – Ron Oja, Administrator

The census at D.J. Jacobetti is currently 108 plus one admission scheduled for 3/19/25. There was a brief flu outbreak recently, and they have all since recovered. The DON transition is going well. The home expects their VA survey in April. On a final note, Ron shared that Ann Barsch retired last week after 30 years of service.

6.5. Update on MVHGR – Carly MacDonald, Administrator

The census at Grand Rapids is 117 with one more admission today. The home has gained 5 members over the past 45 days, but they lost 7. For the VA survey, MVHGR submitted POC which was accepted. They were awarded the provisional license certificate and are in full compliance with VA. The home expects the CMS survey in April.

6.6. Update of Operations – Steve Rolston, Chief Operations Officer

Rolston reported that preparations for the move in Marquette include the challenges of trying to staff two buildings at one time. The Board discussed the challenges, such as the lack of nursing schools in the area now, the inability of the state to compete with corporate incentive programs, and the need to be proactive with 2027 budget development and staffing plans.

6.7. Legislative Branch Changes – Anne Zerbe

To date, there have been no direct operational impacts from legislative policy changes, nor has MVH experienced any interruption with the State Home Per Diem program or the construction grant program as that funding was established in 2024. Staff will monitor member services to identify any interruption in their care due to changes. This topic will remain on the agenda going forward. A bill addressing the high cost of medications (House Resolution 1970) is not supported by the VA. The NASVH president recently testified in front of the Subcommittee on Health for the House Veterans Affairs Committee.

7. **Committee Updates**

7.1. Executive Committee - David Henry

7.1.1. The bylaws and board policies were shared last meeting for review. Chair Henry called for a motion to adopt which was made by Shannon and seconded by Slagle. The motion passed with a roll call vote.

Henry:	Yes
Rutledge:	Yes
Shannon:	Yes
Slagle:	Yes
Susick:	Yes

7.1.2. New Policy MVFA-GEN 007 - Code of Conduct, Conflict of Interest, and Confidentiality was introduced. This policy addresses honesty, transparency, and confidentiality and includes an acknowledgment affirming compliance. A motion was made by Slagle to approve the policy and was seconded by Shannon. Chair Henry requested a roll call vote, and the motion passed.

Henry:	Yes
Rutledge:	Yes



**MICHIGAN VETERANS' FACILITY AUTHORITY
BOARD OF DIRECTORS MEETING**

March 18, 2025

10:00 a.m.

Shannon: Yes
Slagle: Yes
Susick: Yes

7.1.3. Henry has tasked Slagle to lead the Executive Director Annual Performance Evaluation Committee with up to 3 more board members (to volunteer or be appointed). Zerbe added that the auditors have also requested a policy providing a broad outline of the board's expectations for the Leadership Team's role in oversight and management.

7.2. Budget and Finance – Ken Robbins

The Financial Oversight Committee meeting was held on March 5. Reports revealed trending in the right directions for FY25, focusing on occupancy and expenditure control/monitoring. The team is waiting for legislation to close FY24. Projections for FY2025 also anticipate approval of the land supplement. If the legislation is not passed, the risk level becomes moderate.

The Charitable Support Fund of \$3.2 million increased about \$59,000 from November, mostly resulting from receipts taken in. Audits for the MVFA and the performance audit are still ongoing with no update. T

7.3. Quality and Compliance Committee – MaryAnne Shannon

The statement for the purpose of this committee was approved by the committee members and shared with the Board. There is no change in the quarterly information at this time, but there will be new quarterly information in April. Staff are currently working on additional reporting to support that goal. Finally, Board Effect is still in the review process, so the status remains unchanged.

7.4. Strategic Engagement Committee – Ryan Engle

The committee plan to meet next month. The purpose of this committee is outreach, advocacy and development. With the warmer weather will come events focused on get the members outside which also creates opportunities to connect the community to the work of MVH: March 29 is National Vietnam War Veterans Day, May 20 is flag placement at the cemetery in Grand Rapids, May 23 is the tentative date for the groundbreaking of the new home in Marquette, June 7 is the annual Walk, Run and Roll event at the veteran home in Chesterfield, which is an event for people of all abilities. Jacobetti is having a pancake breakfast on June 14, to name a few. A monthly e-newsletter is available for subscription delivered to inboxes the first of every month. Articles highlight events such as those listed above as well as career opportunities at each of the homes.

Some of the recent legislative events include a bipartisan bill, HR785, which was introduced in Congress to allow NASVH to have a seat on the Geriatric and Gerontology Advisory Committee. This group advises the Secretary of the VA on matters with respect to aging veterans. HR1970 creates a methodology for high-cost medication reimbursement to stay at veteran homes, which was discussed earlier. Director Zerbe testified to the Senate Appropriations Subcommittee sharing some insight to MVH's work. Immediately following this meeting, Director Zerbe will meet with the House Policy Standing Committee to share MVH's work and provide introduction to the homes.

MVH has been the recipient of ongoing generosity in various forms. Yesterday, the DAV donated \$10,000 to the Charitable Support Fund, with similar gifts shared in Grand Rapids and Marquette.

Finally, last week was Long Term Care Administrator's Week, and Engle stated that MVH is fortunate to have incredible administrators. Also, March is Social Workers month.

The Board discussed ways that it contributes to the mission with funding gifts as well as their donated time. Some also dedicate donations to the memory of loved ones.

8. New Business

Discussion of fiscal year close and performance audits. MVH is waiting on fiscal year close to finish the financial audit. MVH has received preliminary audit findings for the performance audit, consisting of three reportable findings and no material findings.

Chris LaJoie provided an update on his AHCA Future Leaders program.

The board received a letter from a member asking them to consider raising the personal care allowance. This will be addressed in the Financial committee with recommendation reported to the full board.

9. Public Comment – There were no public comments.

10. Board Comments

Shannon commented that she hopes the board chairs consider committee descriptions so when Board Effect is activated, that information will be ready to share.

11. Adjournment

Brad Slagle motioned to adjourn the meeting seconded by Nancy Susick. The motion carried and the meeting was adjourned at 11:03 a.m.

Minutes certified by:

MaryAnne Shannon: _____

MVFA Board Secretary

Date: _____



**MICHIGAN VETERANS' FACILITY AUTHORITY
BOARD OF DIRECTORS MEETING**

May 22, 2025
10:00 a.m.

PROPOSED NOTES

A meeting of the Michigan Veterans Facility Authority (MVFA) Board of Directors was called to order at 10 a.m. by Chair David Henry. The meeting was conducted at Michigan Veteran Homes D.J. Jacobetti, located at 425 Fisher St., Marquette, MI 49855.

1. Pledge of Allegiance

2. Attendance Roll Call

Chair Henry requested a roll call of members present. The following MVFA Board of Directors were present: David Henry, Brad Slagle, MaryAnne Shannon, Nancy Susick. There was not a quorum, so no decisions will be made during this meeting.

Michigan Veteran Homes (MVH) staff present: Anne Zerbe, Steve Rolston, Beth Simonton-Kramer, Mike Hassan, Ryan Engle, Jason Geissler (AG), Don McGehee (AG), Tiffany Carr, Ron Oja, and Ryan Buck, RN.

Virtual Guests: Carly MacDonald, Jennifer Manning, Chris LaJoie, Jodi Visser, Melissa Velie, Niki Wheeler, et.al.

3. Adoption of Agenda

Henry stated we will proceed with the agenda dated May 22, 2025, as presented.

4. Public Comment

Ryan Buck, an RN, addressed the Board regarding the wage increase awarded to long term direct care workers statewide, excluding State of Michigan employees. A copy of the letter was shared.

5. Approval of Proposed Minutes

The minutes from the March 18, 2025, meeting will be presented at the July meeting for approval.

6. Executive Director's Report

6.1. Update on the replacement project for MVH DJ Jacobetti

The Groundbreaking will take place tomorrow, 5/23/25, at 9:30 a.m. Some funds have been released to start sitework over the summer to keep the project on track during the warm temperatures.

- 6.1.1. A large portion of the project is being put out for re-bid in 2 weeks considering recent adjustments that were made with an expected 30-day return. Funding for this project was appropriated in FY24 with no expectation of impact from current economic events. Construction is expected to take 24-30 months with completion and the final move of members expected in Spring of 2028, depending on the outcome of CMS certification. Mike Hassan was introduced and provided a slide handout summarizing the entire construction project. Zerbe explained that although the property has already been purchased, the funds appropriated for the purchase are no longer available. There is a supplemental request for general funds that was presented and has passed through the Senate which will be appropriated for the land purchase.

6.2. Status of Board Appointments

Engle reported that there are currently 2 vacancies on the board, and Turner has not yet been reappointed. Henry has been reappointed by the governor.

6.3. MVHCT

Manning reported that the census is currently at 126. CMS survey began Monday, May 19, and the surveyors exited Wednesday, May 21. No clinical citations are expected.

6.4. MVHDJJ

The census is at 101. MVHDJJ had the VA survey last week with no care citations expected. The fire marshal inspected as well; we are awaiting a final report.

6.5. MVHGR

The census is at 124. Construction on the roof damage was completed and the rooms damaged by the storm have been reopened. MVHGR is admitting at an average rate of 2 members per week. The CMS Survey was conducted last April with 2 infection control concerns about staff not following the new enhanced barrier precautions. There were no life safety code issues. The top line report from AHCA was recently received indicating that MVHGR is ranked 10th in the state continuing a 5-star rating.

6.6. Update of Operations – Steve Rolston, Chief Operations Officer

The team is working on a transition plan with timeline for staffing changes. MVHDJJ was certified yesterday for the RCA training program. Training can now commence as they will be converting nursing positions to CNA positions in preparation for the need in covering 6 households instead of the current 5 units.

6.7. Legislative Branch Changes – Anne Zerbe

To date, there have been no direct operational impacts from legislative policy changes, nor has MVH experienced any interruption with the State Home Per Diem program or the construction grant program as that funding was established in 2024. The only impact experienced has been a delay in receiving information for submitted grant requests or documents that require memorandums of understanding with the VA.

7. **Committee Updates**

7.1. Executive Committee - David Henry

7.1.1. Election of Officers

Officer elections cannot take place at this meeting. Slagle expressed that he is willing to take the Treasury position and is interested in being elected to the post. He also stated there is a need for 1 or 2 more board members to join the Budget & Finance Committee. Shannon expressed interest in remaining in the secretary role. Slagle asked for a couple board members willing to assist with the Executive Director Performance Evaluation Committee. Walter and Turner were suggested by Henry. The location of the July and September meetings was discussed. Hearing no preference, Henry stated the July 15 meeting will be held in Chesterfield, and the September 16 meeting will be in Grand Rapids. The administrators agreed.

7.1.2. The performance audit has been ongoing for approximately 18 months and continues.

Preliminary audit findings have been shared, but the final decision is still open. Based on those preliminary findings, there is not enough information shared to consider responses.

7.2. Budget and Finance – Brad Slagle



**MICHIGAN VETERANS' FACILITY AUTHORITY
BOARD OF DIRECTORS MEETING**

May 22, 2025
10:00 a.m.

When 2024 was closed, there was \$317,766 shortfall carried over to FY25, pending supplemental funds which have not yet been applied. The Charitable Support Fund is at \$3.3M and continues to grow. It was reported that the percentage of service-connected veterans continues to increase in each of the homes.

A letter from a member submitted to board requested individual allowance be increased. The VA and Medicare amount of allowance is exceeded currently, so the recommendation from the Finance Committee is not to increase allowance at this time. The vote will need to be deferred to the next meeting.

7.3. Quality and Compliance Committee – MaryAnne Shannon

A quarterly report was developed looking at trending. A copy was shared with the Board. There was discussion about the content of this report going forward as well as annual member and staff surveys. Engaging staff to respond in numbers that provide meaningful data has been a challenge.

7.4. Strategic Engagement Committee – Ryan Engle

The flag placement ceremony was held in Grand Rapids yesterday (5/21/2025). The Groundbreaking will be held at the new site for MVHDJJ on 5/23/25 at 9:30 a.m. June 7 is the Annual Walk, Run, Roll event at MVHCT. Jacobetti will hold the First Annual Community Pancake Breakfast on June 14.

MVHCT entered into a Memorandum of Understanding with the Chesterfield local government to convert the back of the property into a park for members, their families, and the community alike.

A High-cost medication resolution, The Essential Medication Act, was introduced early this year. NASVH has testified twice before Congress. The bipartisan bill has 14 co-sponsors including 3 Michigan Representatives and 3 Members of Congress.

Rep. Kathy Schmaltz visited MVHGR recently which was her first visit to an MVH home. Rep. Ron Robinson visited Chesterfield recently as well.

Members of the Board and MVH Leadership spoke on NMU Media. The discussion will air over the coming weekend and stream online. YouTube videos are available tools to view as well.

8. New Business

The BoardEffect system has been approved. The kick-off call has taken place, and the timeline will be 60-90 days to begin training board members.

Engle shared a timeline of the events for tomorrow's groundbreaking with 150-175 attendees expected.

9. Public Comment – Members were addressed by Henry. One member responded, "It's been great here."

10. Board Comments

Slagle encouraged the group to thank the legislators in attendance as they have provided support for grants for funding, co-sponsoring the high-cost meds bill, and Steve and Ryan who are active in NASVH whose efforts also assist with securing federal funds for construction, Jim Dunn and Jim Redford whose efforts got MVH to where is now.

Susick stated how impressed she is by all the work done on each of the sites, as well as the leadership team.

Henry commented that MVFA is sensitive to the wage pass through and advocated all the way to the governor's office. MVFA will continue to advocate, but the decision rests in the state budget and executive office.

Adjournment – The meeting was adjourned at 11:09 a.m.

Minutes certified by:

MaryAnne Shannon: _____
MVFA Board Secretary

Date: _____



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

ANNE ZERBE
EXECUTIVE DIRECTOR

July 23, 2025

Congressman/woman _____

Address1

Address2

City, ST Zip

RE: H.R. 1970 Providing Veterans Essential Medications Act

Dear Congressman/woman _____,

On behalf of the Michigan Veterans' Facility Authority Board of Directors, thank you for your ongoing leadership representing Michiganders in Congress. We are writing today to request your support and co-sponsorship of H.R. 1970 – the Providing Veterans Essential Medications Act. This bipartisan legislation, introduced on March 10, 2025, directs the Secretary of Veterans Affairs to reimburse State Veterans Homes (SVHs) for exorbitantly high-cost medications for certain veterans.

At SVHs, veterans who are highly disabled from their service receive nursing home care at no cost to the veteran. The SVH, in turn, receives a higher per diem from the U.S. Dept. of Veterans Affairs (VA) for those veterans: a per diem that is statutorily all-inclusive for nursing home care. This higher per diem, combined with state investment, is generally sufficient in providing for the veteran's nursing home care, services, and medications.

Unfortunately, cases continue to arise where individual highly disabled veterans seeking admission to a SVH require exorbitantly high-cost medications that exceed that higher per diem in its entirety. Admitting these highly disabled veterans with high-cost medications to SVHs often places undue financial burden on the SVH. Thus, across the nation, higher service-connected disabled veterans who require high-cost medications are being denied admission to SVHs, due to the SVHs inability to fund their care. Notably, these same veterans would have these medications provided or paid for in VA Community Living Centers or VA-contracted private nursing homes in the community – just *not* at SVHs.

H.R. 1970, if it became law, would correct this inconsistency that limits the long-term care options for higher service-connected disabled veterans. We feel strongly that these higher service-connected disabled veterans should not be limited in their long-term care options, and request that you consider signing on as a co-sponsor to H.R. 1970 – the Providing Veterans Essential Medications Act.

Thank you for your time and consideration.

Respectfully,

David Henry, Chairman
Michigan Veterans Facility Authority

DH:lw

DRAFT

MICHIGAN VETERANS FACILITY AUTHORITY
STATEMENT OF NET ACTIVITIES^(a)

FY2025 AS OF 5/31/2025^(b)

HOMES/PROGRAMS	EXPENSES	REVENUES						NET (EXPENSE) REVENUE
		GENERAL FUND	MISCELLANEOUS	VETERANS ADMINISTRATION	INCOME & ASSESSMENTS	TITLE XVIII MEDICARE	TITLE XIX MEDICAID	
Michigan Veteran Homes at Chesterfield Township	\$ 33,346,511	\$ 12,144,500	\$ 330,489	\$ 18,260,265	\$ 1,441,693	\$ 202,307	\$ 2,393,116	\$ 1,425,858
Michigan Veteran Homes DJ Jacobetti	29,357,751	8,731,200	22,117	11,285,588	2,761,365	432,546	1,896,239	(4,228,696) ^(c)
Michigan Veteran Homes at Grand Rapids	38,037,446	21,027,200	130,028	13,732,413	1,436,478	380,936	3,037,999	1,707,609
Michigan Veteran Homes Administration	4,622,600	4,622,600	-	-	-	-	-	-
Veterans Cemetery	90,200	90,200	-	-	-	-	-	-
TOTAL	\$ 105,454,508	\$ 46,615,700	\$ 482,634	\$ 43,278,266	\$ 5,639,537	\$ 1,015,789	\$ 7,327,354	\$ (1,095,228)

^(a) This Statement of Net Activities does not include all activity under MVFA.

^(b) The Statement of Net Activities is a projection to the end of the fiscal year.

^(c) Includes costs of \$4,527,227 for the land purchased in Marquette Township for which a general fund request was submitted in fiscal year 2025.

**Michigan Veteran Homes
Charitable Fund Report Summary
May 31, 2025**



	Beginning Balance 10/1/2024	Receipts YTD	Expenditures YTD	Ending Balance 5/31/2025
Michigan Veteran Homes at DJ Jacobetti	\$ 1,664,897.96	\$ 151,809.09	\$ 83,980.04	\$ 1,732,727.01
Michigan Veteran Homes at Grand Rapids	1,366,065.70	178,427.76	75,362.27	1,469,131.19
Michigan Veteran Homes at Chesterfield Township	87,679.34	90,499.15	59,791.04	118,387.45
Michigan Veteran Homes	1,034.48	1,859.81	806.35	2,087.94
Total	\$ 3,119,677.48	\$ 422,595.81	\$ 219,939.70	\$ 3,322,333.59

Regarding AI:

AI is transforming care by streamlining documentation and enhancing member outcomes. Through automated charting, predictive analytics and real-time monitoring, AI may reduce administrative burden on staff allowing more time for direct care. AI may also help to identify early signs of health decline, supports care planning, and ensures more accurate and consistent documentation which improves both compliance and quality of care.

Currently MVH is working with our medical records vendor Point Click Care to transition programs powered by AI. Its first inceptions include wound care upgrades and “Chart Defender”. Chart defender helps to ensure accurate and complete medical records.

The new AI powered functions are currently in testing with a roll out planned mid-late 2025.

Regarding the Interact QI Tool for ER Visits:

MVH has identified an opportunity for quality improvement by attempting to reduce the number of ER transfers initiated by the homes. While ER visits serve to provide acute care that is beyond the practice scope of the home, often ER care is no more skilled or acute than what can be provided for in the home or the home failed to initiate early or proper interventions or anticipate a change in condition.

The Interact QI ER Visit Tool offers significant advantages by promoting a structured review of each ER transfer to identify avoidable causes and improve member outcomes. The process supports a culture of continuous quality improvement by helping teams analyze patterns, pinpoint system-level gaps, and implement targeted interventions. By standardizing the post-event review process, the tool helps to enhance communication, accountability, and care coordination, ultimately reducing unnecessary hospital visits and supporting member-centered care.

This initiative will begin in July 2025 and continue through 2025.

MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP

May 2025 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	124	123	n/a	123
By Care Setting				
Skilled Nursing	124	123	100.0%	123
Domiciliary	n/a	n/a	n/a	n/a
By War Era of Service				
WWII	2	2	1.6%	2
KC	6	8	4.8%	10
VNE	94	91	75.8%	90
Peacetime	13	13	10.5%	12
Gulf War	5	5	4.0%	5
Other	0	0	0.0%	0
Dependent	4	4	3.2%	5
By Age				
Under 60	3	3	2.4%	4
60 - 79	76	77	61.3%	77
80+	45	43	36.3%	42
By Gender				
Male	117	116	94.4%	115
Female	7	7	5.6%	8

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	3	35	3.0
Deaths	1	26	2.4
Forced Discharges (see memo)	0	0	0.0
Other Discharges	1	6	0.5

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	3	114
Admission Applications Processed	3	82
Admission Applications Approved	4	38
Approved Applicants Admitted	3	35
Approved Applicants on Waitlist or Not Yet Ready for Admission	17	214
Admissions Applications Denied	0	1

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	17	124	96.9%	96.1%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a

MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP

May 2025 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%	Average I & A	
70-100% or Adjudicated	87	70.2%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	33	26.6%	(of total SN census)	\$3,133.96
Dependent	4	3.2%	(of total SN census)	\$2,885.00
TOTAL Skilled Nursing Census	124	100.0%	(of TOTAL census)	n/a
Domiciliary Census	Total Census	%	Average I & A	
Veteran	n/a	n/a	(of total Dom census)	n/a
Dependent	n/a	n/a	(of total Dom census)	n/a
Total Domiciliary Census	n/a	n/a	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender			
Census by Age & Gender	Male	Female	Total
Under 60	3	0	3
60-79	73	3	76
80+	41	4	45
TOTAL	117	7	124
% of Census	Male	Female	Total
Under 60	100.0%	0.0%	2.4%
60-79	96.1%	3.9%	61.3%
80+	91.1%	8.9%	36.3%
TOTAL	94.4%	5.6%	n/a

Detailed Census Data - Era of Service & Gender			
Census by EOS & Gender	Male	Female	Total
WWII	2	0	2
KC	5	1	6
VNE	93	1	94
Peacetime	12	1	13
Gulf War Era	5	0	5
Other	0	0	0
Dependent	0	4	4
TOTAL	117	7	124
% of Census	Male	Female	Total
WWII	100.0%	0.0%	1.6%
KC	83.3%	16.7%	4.8%
VNE	98.9%	1.1%	75.8%
Peacetime	92.3%	7.7%	10.5%
Gulf War	100.0%	0.0%	4.0%
Other			0.0%
Dependent	0.0%	100.0%	3.2%
TOTAL	94.4%	5.6%	n/a

Michigan Veteran Homes DJ Jacobetti
June 2025 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census	End of Month
	Current Month	Last Month	Current Month	Average YTD
TOTAL CENSUS	102	100	<i>n/a</i>	105
By Care Setting				
Skilled Nursing	100	98	98.0%	103
Domiciliary	2	2	2.0%	2
By War Era of Service				
WWII	2	3	2.0%	4
KC	7	7	6.9%	9
VNE	76	73	74.5%	73
Peacetime	14	14	13.7%	15
Gulf War	1	1	1.0%	1
Other	0	0	0.0%	0
Dependent	2	2	2.0%	3
By Age				
Under 60	2	2	2.0%	2
60 - 79	51	51	50.0%	51
80+	49	47	48.0%	52
By Gender				
Male	97	95	95.1%	100
Female	5	5	4.9%	5

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	7	53	4.9
Deaths	5	40	3.9
Forced Discharges <i>(see memo)</i>	0	0	0.0
Other Discharges	0	7	0.8

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	9	215
Admission Applications Processed	13	113
Admission Applications Approved	7	74
Approved Applicants Admitted	7	61
Approved Applicants on Waitlist or Not Yet Ready for Admission	81	1048
Admissions Applications Denied	0	9

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	126	81	100	79.4%	77.8%
Domiciliary Care	3	0	2	66.7%	66.7%

Michigan Veteran Homes DJ Jacobetti
June 2025 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%	Average I & A	
70-100% or Adjudicated	47	47.0%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	51	51.0%	(of total SN census)	\$3,702.90
Dependent	2	2.0%	(of total SN census)	\$1,177.61
TOTAL Skilled Nursing Census	100	98.0%	(of TOTAL census)	n/a
Domiciliary Census	Total Census	%	Average I & A	
Veteran	2	100.0%	(of total Dom census)	\$1,531.50
Dependent	0		(of total Dom census)	\$0.00
Total Domiciliary Census	2	2.0%	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender				
Census by Age & Gender	Male	Female	Total	
Under 60	2	0	2	
60-79	47	4	51	
80+	48	1	49	
TOTAL	97	5	102	
% of Census	Male	Female	Total	
Under 60	100.0%	0.0%	2.0%	
60-79	92.2%	7.8%	50.0%	
80+	98.0%	2.0%	48.0%	
TOTAL	95.1%	4.9%	n/a	

Detailed Census Data - Era of Service & Gender				
Census by EOS & Gender	Male	Female	Total	
WWII	2	0	2	
KC	7	0	7	
VNE	75	1	76	
Peacetime	12	2	14	
Gulf War Era	1	0	1	
Other	0	0	0	
Dependent	0	2	2	
TOTAL	97	5	102	
% of Census	Male	Female	Total	
WWII	100.0%	0.0%	2.0%	
KC	100.0%	0.0%	6.9%	
VNE	98.7%	1.3%	74.5%	
Peacetime	85.7%	14.3%	13.7%	
Gulf War	100.0%	0.0%	1.0%	
Other			0.0%	
Dependent	0.0%	100.0%	2.0%	
TOTAL	95.1%	4.9%	n/a	

Michigan Veteran Homes at Grand Rapids
May 2025 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	122	123	n/a	120
By Care Setting				
Skilled Nursing	122	123	100.0%	120
Domiciliary	n/a	n/a	n/a	n/a
By War Era of Service				
WWII	1	1	0.8%	1
KC	7	8	5.7%	9
VNE	82	82	67.2%	78
Peacetime	20	20	16.4%	20
Gulf War	8	8	6.6%	8
Other	0	0	0.0%	0
Dependent	4	4	3.3%	4
By Age				
Under 60	5	4	4.1%	5
60 - 79	82	83	67.2%	79
80+	35	36	28.7%	36
By Gender				
Male	114	116	93.4%	112
Female	8	7	6.6%	8

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	3	41	3.6
Deaths	4	38	3.5
Forced Discharges (see memo)	0	0	0.0
Other Discharges	0	6	0.5

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	14	336
Admission Applications Processed	5	79
Admission Applications Approved	5	79
Approved Applicants Admitted	3	41
Approved Applicants on Waitlist or Not Yet Ready for Admission	177	2096
Admissions Applications Denied	2	14

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	177	122	95.3%	96.1%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a

Michigan Veteran Homes at Grand Rapids
May 2025 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%	Average I & A	
70-100% or Adjudicated	65	53.3%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	53	43.4%	(of total SN census)	\$2,598.39
Dependent	4	3.3%	(of total SN census)	\$1,437.75
TOTAL Skilled Nursing Census	122	100.0%	(of TOTAL census)	n/a
Domiciliary Census	Total Census	%	Average I & A	
Veteran	n/a	n/a	(of total Dom census)	n/a
Dependent	n/a	n/a	(of total Dom census)	n/a
Total Domiciliary Census	n/a	n/a	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender			
Census by Age & Gender	Male	Female	Total
Under 60	4	1	5
60-79	79	3	82
80+	31	4	35
TOTAL	114	8	122
% of Census	Male	Female	Total
Under 60	80.0%	20.0%	4.1%
60-79	96.3%	3.7%	67.2%
80+	88.6%	11.4%	28.7%
TOTAL	93.4%	6.6%	n/a

Detailed Census Data - Era of Service & Gender			
Census by EOS & Gender	Male	Female	Total
WWII	1	0	1
KC	7	0	7
VNE	80	2	82
Peacetime	19	1	20
Gulf War Era	7	1	8
Other	0	0	0
Dependent	0	4	4
TOTAL	114	8	122
% of Census	Male	Female	Total
WWII	100.0%	0.0%	0.8%
KC	100.0%	0.0%	5.7%
VNE	97.6%	2.4%	67.2%
Peacetime	95.0%	5.0%	16.4%
Gulf War	87.5%	12.5%	6.6%
Other			0.0%
Dependent	0.0%	100.0%	3.3%
TOTAL	93.4%	6.6%	n/a



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

ANNE ZERBE
EXECUTIVE DIRECTOR

June 12, 2025

The Honorable Gretchen Whitmer
Governor of Michigan
PO Box 30013
Lansing Michigan

Dear Governor Whitmer,

SUBJECT: PA 121 OF 2024 – FY25 Bi-monthly Abuse & Neglect Allegation Reporting

Attached please find the April and May 2025 report from the Michigan Veteran Homes at Chesterfield Township, the Michigan Veteran Homes D.J. Jacobetti, and the Michigan Veteran Homes at Grand Rapids, pursuant to Public Act 121 of 2024, SEC. 504.(1).

If you have any questions regarding this report, please contact Beth Simonton-Kramer at 616.498.5357.

Sincerely,

Anne Zerbe
Executive Director, MVH

Attachments

cc: Senate Committee on Veterans and Emergency Services
Senate Appropriations Subcommittee on Military, Veterans, State Police
House Committee on Military, Veterans and Homeland Security
House Appropriations Subcommittee on Military and Veterans and State Police
State Budget Office
House Fiscal Agency
Michigan Veterans Facility Authority
Major General Paul D. Rogers, DMVA Director

MVH Legislative Reporting

Abuse & Neglect Report

Month/Year APRIL 2025

PA 121 of 2024, SEC. 504.(1)

Sec. 504. (1) The MVFA shall report and investigate all complaints of abuse or neglect at a veterans’ facility in compliance with USDVA and CMS regulations for state veterans’ homes and skilled nursing facilities. The MVFA shall report on a bimonthly basis the following information: (a) A description of the process by which resident members and others may file complaints of alleged abuse or neglect at a veterans’ facility. (b) Summary statistics on the number and general nature of complaints of abuse or neglect. (c) Summary statistics on the final disposition of complaints of abuse or neglect received. (2) The MVFA shall display in high-traffic areas throughout the veterans’ facility the process by which visitors, resident members, and staff of the veterans’ facility may register complaints.

Statement describing the process by which resident members and others may file complaints of alleged abuse at the Homes

Staff must report any incident or suspicion of abuse, neglect, or misappropriation of property to the Administrator immediately. If the Administrator is unavailable, the report should be made to the Director of Nursing.

Any member, family member, or any other person may file a complaint with the facility’s Administrator or with any other officials in accordance with State law. This includes reporting to the State survey and certification agency concerning any instance or suspicion of member abuse, neglect, involuntary seclusion, or misappropriation of a member’s funds or property by any person.

Type of Report/Investigation

Abuse
Member-to-Member Altercation
Injury - Unknown Origin
Neglect
Elopement
Misappropriation
Mistreatment
Exploitation

MVH at Chesterfield Twp	
Number Reported	Number Substantiated
0	
0	
0	
1	1
0	
0	
0	
0	

MVH DJ Jacobetti	
Number Reported	Number Substantiated
0	
0	
0	
0	
0	
0	
0	
0	

MVH at Grand Rapids	
Number Reported	Number Substantiated
0	
0	
0	
0	
0	
1	0
0	
0	

MVH Legislative Reporting

Abuse & Neglect Report

Month/Year **MAY 2025**

PA 121 of 2024, SEC. 504.(1)

Sec. 504. (1) The MVFA shall report and investigate all complaints of abuse or neglect at a veterans' facility in compliance with USDVA and CMS regulations for state veterans' homes and skilled nursing facilities. The MVFA shall report on a bimonthly basis the following information: (a) A description of the process by which resident members and others may file complaints of alleged abuse or neglect at a veterans' facility. (b) Summary statistics on the number and general nature of complaints of abuse or neglect. (c) Summary statistics on the final disposition of complaints of abuse or neglect received. (2) The MVFA shall display in high-traffic areas throughout the veterans' facility the process by which visitors, resident members, and staff of the veterans' facility may register complaints.

Statement describing the process by which resident members and others may file complaints of alleged abuse at the Homes

Staff must report any incident or suspicion of abuse, neglect, or misappropriation of property to the Administrator immediately. If the Administrator is unavailable, the report should be made to the Director of Nursing.

Any member, family member, or any other person may file a complaint with the facility's Administrator or with any other officials in accordance with State law. This includes reporting to the State survey and certification agency concerning any instance or suspicion of member abuse, neglect, involuntary seclusion, or misappropriation of a member's funds or property by any person.

Type of Report/Investigation	MVH at Chesterfield Twp		MVH DJ Jacobetti		MVH at Grand Rapids	
	Number Reported	Number Substantiated	Number Reported	Number Substantiated	Number Reported	Number Substantiated
Abuse	0		0		0	
Member-to-Member Altercation	0		1	0	0	
Injury - Unknown Origin	0		0		0	
Neglect	1	1	0		0	
Elopement	0		0		0	
Misappropriation	0		0		0	
Mistreatment	0		0		0	
Exploitation	0		0		0	



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

ANNE ZERBE
EXECUTIVE DIRECTOR

July 15, 2025

Governor Gretchen Whitmer
State of Michigan
Romney Building
Lansing, MI 48909

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '25 Third Quarter Reporting

Attached please find the quarterly report from the Michigan Veteran Homes at Chesterfield Township, the Michigan Veteran Homes D.J. Jacobetti, and the Michigan Veteran Homes at Grand Rapids, pursuant to Public Act 351 of 2020, MCL 36.112a.

If you have any questions regarding this report, please contact Beth Simonton-Kramer at 616.498.5357.

Sincerely,

Anne Zerbe
Executive Director, MVH

Attachment

cc: Senate Committee on Veterans and Emergency Services
Senate Appropriations Subcommittee on Military, Veterans, State Police
House Committee on Military, Veterans and Homeland Security
House Appropriations Subcommittee on Military and Veterans and State Police
Major General Paul D. Rogers, DMVA Director

MVH Quarterly Report**Quarter 3, FY 2025****Pursuant to Public Act 560 of 2016 (as amended by PA 351 of 2020), MCL 36.112(a)**

Sec. 9 (1) No later than January 1, April 1, July 1, and October 1 of each year, the Michigan Veteran Homes, its successor agency, or the department of military and veterans' affairs shall report in writing all the following information concerning any state veterans' facility to the governor, the senate and house committees on veterans' affairs, and the senate and house appropriations subcommittees for the department of military and veterans' affairs:

(a) Staffing levels and the extent to which staffing levels do or do not meet industry standards.

38 CFR Part 51.130(d) requires a minimum of 2.5 hours per-patient delivered (PPD).

Actual total direct care PPD for FY25 Quarter 3:

Michigan Veteran Homes at Chesterfield Township (MVHCT)	8.30 PPD
Michigan Veteran Homes D.J. Jacobetti (MVHDJJ)	4.949 PPD
Michigan Veteran Homes at Grand Rapids (MVHGR)	7.01 PPD

(b) Number of patient complaints, average time to review a complaint and respond, and response to each complaint.

<u>Home</u>	<u>Number of Complaints</u>	<u>Average Time to Review and Respond</u>
MVHCT	32	3 days
MVHDJJ	15	3.67 days
MVHGR	45	7.31 days

MVHCT Responses:

1. Member found his clothing in his closet.
2. Facility replaced missing groceries.
3. Watch was found.
4. Belt was found.
5. Member found his money and replaced his credit card.
6. Wife purchased new undershirts for him and they are labeled.
7. Member agreeable to locking up his cash in his top drawer. Key was provided to member.

8. Member found his wallet, said he will lock up his wallet in his top drawer.
9. Member reports he got a new pillow and is satisfied.
10. Member and family are still adjusting to new facility and protocols as it related to the 3 - day prepared food expiration.
11. New clothes were brought in to be labeled.
12. Member states he may have misremembered how much was withdrawn.
13. Mattress topper and sheets were repurchased.
14. Member was provided with XXL blue sweatshirt.
15. Hearing aid was sent to VA and replaced.
16. Shoes were found.
17. Member was provided with supportive listening and conflict resolution.
18. Coin was found in laundry and returned.
19. New cord was provided.
20. Military pin was found in laundry and returned.
21. Phone was returned almost immediately.
22. Replaced missing shirt.
23. I phone charger was found.
24. Blanket was found and returned.
25. Member understood he forgot about a DoorDash delivery he placed for Hot Pockets and items were discard after being left unattended.
26. Member and daughter filed a claim against the state for reimbursement of food that was discard.
27. Dentures were found.
28. Member received new pin for his hat.
29. Phone was found and returned.
30. Watch was found in laundry and replaced due to it being damaged.
31. Ring was found and returned.
32. Room was cleaned and explained to member that he previously gave permission to the Home for his room to be cleaned.

MVHDJJ Responses:

1. The position has not yet been filled.
2. There is no kitchen in the 1N dining room, and no plan to add a kitchen.
3. Work order placed and thermometer replaced.
4. Meals will be provided.
5. Explanation given, no further concerns.
6. New Home update given.
7. Pest control will be contacted to spray again.
8. Staffing reviewed, continuing to hire and onboard staff.
9. 12-hour shifts are voluntary and must be approved by work site. Staffing and hiring process explained.
10. A recommendation has been made, and a response is expected by the next board meeting.

11. New home will be smoke free.
12. There will be an alcohol policy at the new home.
13. Dietary company will change October 1.
14. At this time, we will not get a dog.
15. New staff will be reminded to make sure clothing is labeled.

MVHGR Responses:

1. The shirt was found.
2. Hearing aids returned from laundry.
3. Phone returned from laundry.
4. Two shirts were returned, RP not worried about other missing clothing items.
5. Items were found.
6. The Rehab Director followed up with the member.
7. Clothes were returned from laundry.
8. Hearing aid was found.
9. Responsible Party agreed with proposed care plan changes.
10. An Investigation State Report was completed. Could not substantiate.
11. The watch was returned to the member.
12. Could not guarantee to the member that the nurse will not work on their household in the future.
13. Money was not located – the member didn't want any further follow-up.
14. Hearing aid was found.
15. Education was completed with staff.
16. The member's clothing was relabeled, and education was completed with staff.
17. Lanyard and key returned from laundry.
18. Some clothing items were found and returned. The member was not concerned about their other missing clothes.
19. Family provided more TV remotes.
20. Lanyard and key returned from laundry.
21. One shirt was located and the member received two replacement shorts.
22. Phone returned from laundry.
23. Responsible Party was not worried about missing money.
24. Clothing items were returned.
25. Responsible Party not concerned with response provided from staff regarding call light times.
26. Immediate follow-up was completed by nursing staff.
27. Clothing items were returned.
28. The member will purchase replacement jeans independently.
29. Education completed with staff.
30. Declined filing a Claim for Reimbursement.
31. Could not confirm reported concerns.
32. Caregiver removed from contract.
33. Item was not found. Responsible Party declined Claim for Reimbursement.

34. Discussion held with member and Responsible Party regarding rationale for member's current transfer status.
35. The member was notified there will be an upcoming change in the laundry process. The member was encouraged to notify staff if someone is smoking outside his room for immediate follow-up.
36. Re-education completed with staff and staffing was increased on the household.
37. Education completed with nursing staff.
38. Verbal education completed with activity staff.
39. The member was added to the waitlist to look at rooms as they become available.
40. An audiology appointment was scheduled.
41. Audiology appointment to be scheduled if hearing aid isn't found.
42. Pending Resolution.
43. Pending Resolution.
44. Replacement t-shirts provided.
45. Pending Resolution.

(c) Timeliness of distribution of pharmaceutical drugs.

MVHCT - Pharmaceutical drugs are delivered to medication rooms and medication carts at the Home every two weeks for distribution for the following two-week period.

MVHDJJ - Pharmaceutical drugs are delivered to medication rooms and medication carts at the Home every two weeks for distribution for the following two-week period.

MVHGR – Pharmaceutical drugs are delivered the nursing units and medication carts at the Home every two weeks for distribution for the following two-week period.

(d) Security provided for pharmaceutical drugs in the facility, including the title of the individuals providing the security.

MVHCT - Pharmaceutical drugs are locked in the C2 safe within the pharmacy, to which only the licensed pharmacist listed below has sole access. The pharmacy requires a two-means of authentication in efforts to enter the pharmacy. Narcotics are double locked within the pharmacy. On the units, the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the household.

A PYXIS Medication Station, located within the wellness center storage room for after-hours and weekend usage, only. The Wellness Center after-hours required key-card

access, which is controlled, and a pre-determined group of Nurse Managers have specific key-card access to enter said storage room where the PYXIS is located.

The PYXIS station is accessed via individual sign on with password. There is also a security camera located in the Wellness Center in addition to the storage room.

Returned medications to the pharmacy are handled via nursing and documented on a form. Returned medications are restocked or destroyed as appropriate. Returned medications are logged into the QS1 pharmacy system.

The following individual provides the security and oversight of pharmaceutical drugs:

Kristie Schemansky, PharmD.

MVHDJJ - Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm. Narcotics are double locked within the pharmacy. On the unit(s), the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the unit(s).

The following individuals provide the security and oversight of pharmaceutical drugs:

Brad Harvala, Pharmacy Director

Lori Krueger, Pharmacist

Barb Salmela, Pharmacist

MVHGR- Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm. Narcotics are double locked within the pharmacy. On the units, the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the units(s).

A PYXIS Medication Station, located in the pharmacy entry way is available after hours. The front entry is only accessible via key card access when the pharmacy is closed. The PYXIS station is accessed via fingerprint or individual sign on with password. There is also a security camera located in the entry way.

The unit medication rooms are locked. Medication carts are locked with key access only and narcotics are double locked.

Returned medications to the pharmacy are handled via nursing and documented on a form. Returned medications are restocked or destroyed as appropriate. Returned medications are logged into the QS1 pharmacy system.

The following individuals provide the security and oversight of pharmaceutical drugs:

Louis Ciaramello, RPh

(e) How patient money is accounted for, including the name and title of the individual who supervises patient spending accounts.

MVHCT - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances monthly.

The following individual supervises patient spending accounts:

Sara Brys, Business Office Manager

MVHDJJ - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances monthly.

The following individual supervises patient spending accounts:

Sean Depuydt, Business Manager

MVHGR - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances monthly.

The following individual supervises patient spending accounts:

Ashley Rawlings, Business Manager

(f) Number of facility resident deaths that occurred since the most recent report.

MVHCT 7 facility deaths

MVHDJJ 17 facility deaths

MVHGR 9 facility deaths

(2) The department of military and veterans' affairs shall place the reports required under subsection (1) on its public website in a prominent and conspicuous manner.

These reports are published at www.michigan.gov/mvh/about/legislation



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

ANNE ZERBE
EXECUTIVE DIRECTOR

June 17, 2025

The Honorable Gretchen Whitmer
Governor of Michigan
PO Box 30013
Lansing Michigan

Dear Governor Whitmer,

SUBJECT: MVH Legislative Annual Report for FY 2024

Attached please find Michigan Veteran Homes' Legislative Annual Report for FY 2024, pursuant to Public Act 560 of 2016, MCL 36.112.

The statute requires an annual report with the following components:

- a) The status of development of each veterans facility;
- b) A statement whether a veterans' facility will likely be opening in the next fiscal year;
- c) The census of each veterans' facility;
- d) Accounting of all revenues received and expended;
- e) Statistics on veterans who resided in each veterans' facility;
- f) Salaries and benefits costs of all staff positions within the authority and at all veterans' facilities; and
- g) Any other matters the board considers pertinent.

If you have any questions regarding this report, please contact Beth Simonton-Kramer at 616.498.5357.

Sincerely,

Anne Zerbe
Executive Director, MVH

Attachment

cc: Senate Committee on Veterans and Emergency Services
Senate Appropriations Subcommittee on Military, Veterans, State Police
House Committee on Military, Veterans and Homeland Security
House Appropriations Subcommittee on Military and Veterans and State Police
State Budget Office
House Fiscal Agency
Chair, Michigan Veterans Facility Authority
Major General Paul D. Rogers, DMVA Director

Pursuant to Public Act 560 of 2016, MCL 36.112 Report; supplemental report; audits. Sec.12 (1).

(a) The status of development of any new veterans' facilities.

The State provided funding for a replacement facility in the Upper Peninsula in FY22. The USDVA State Home Construction Grant Program provided matching funds in FY24. All grant requirements have been met to date, and construction will begin in Marquette Township in Spring 2025.

(b) A statement whether a Michigan veterans' facility will likely be opening in the next fiscal year.

MVH expects that the replacement MVH at DJ Jacobetti facility in Marquette Township will open in FY27.

(c) The census of each Michigan veterans' facility.

Census figures as of September 30, 2024:

Michigan Veterans Home D. J. Jacobetti: 103 (101 skilled nursing, 2 domiciliary)

Michigan Veterans Home at Chesterfield Township: 126

Michigan Veterans Home at Grand Rapids: 122

(d) Accounting of all revenues received and expended.

Please see MVFA Annual Comprehensive Financial Report ending September 30, 2024, attached as Appendix A.

(e) Statistics on veterans who resided in each Michigan veterans' facility.

Please see MVFA Annual Comprehensive Financial Report ending September 30, 2024, Statistical Section, attached as Appendix A.

(f) Recommendations for improvements at each veterans' facility.

MVHCT – MVH at Chesterfield Township will continue to improve their Quality Measures through coordination and training from the Veterans Administration, implementing Performance Improvement Projects, and increasing staff training opportunities.

MVHDJJ – MVH DJ Jacobetti is eager to complete construction on the new home. Efforts in the current facility involve maintaining operations at the current, high quality level of care, and creating the transition plan for the staffing and opening of the new home.

MVHGR – Once the new addition for laundry, pharmacy, and business offices is completed

in 2025, MVH at Grand Rapids will begin work on the demolition of the Mann and McLeish buildings. The resulting open areas will be used for green space and additional parking. Staffing levels remain a challenge in Grand Rapids and work continues on improving recruitment and retention.

(g) Salaries and benefits costs of all staff positions within the authority and at all veterans' facilities.

Please see Salaries and Benefits Costs of All MVH Staff Positions, FY24, attached as Appendix B.

Any other matters the board considers pertinent.

MVFA – Board appointments in FY 24:

- Mr. David Rutledge, representing the interests of one or more congressionally chartered veterans' organizations, reappointed for a term commencing October 26, 2023.
- Mr. Leon Bauer, representing the interests of one or more congressionally chartered veterans' organizations, appointed for a term commencing December 21, 2023.
- Mr. Shawn Turner, nominated by the Senate Majority Leader, appointed for a term commencing April 11, 2024.
- Mr. Brad Slagle, representing members with professional knowledge, skill, or experience in long-term care, health care licensure or finance, or medicine who are residents of the Upper Peninsula, reappointed for a term commencing August 1, 2024.

MVH – As of September 30, 2024, all three of the homes had achieved a five-star rating from the Centers for Medicare and Medicaid Services (CMS). This rating considers the home's staffing levels, quality measures, and annual health inspection results, and its purpose is to help consumers make meaningful distinctions between high-performing and lower-performing nursing homes. While these ratings may fluctuate at times, MVH strives to maintain high quality care in all three homes.

Each home has applied for the Bronze National Quality Award from the American Health Care Association. Upon receipt of the Bronze Award, work will begin on the Silver National Quality Award.

(2) If the authority indicates that a veterans' facility will likely be opening in the next fiscal year under subsection (1)(a), then the authority shall file a supplemental report on its activities every 90 days until the veterans' facility is open and operational. The supplemental report shall be filed with the governor, each house of the legislature, and

the chairperson of the appropriations subcommittee of each house of the legislature that has jurisdiction over military and veterans' affairs not later than 60 days following the 90-day period covered in the supplemental report. The supplemental report shall specify all the items described in subsection (1)(a) to (h).

Not applicable.

MICHIGAN VETERANS' FACILITY AUTHORITY

Annual Comprehensive Financial Report for the Fiscal Year Ended September 30, 2024

A Discretely Presented Component Unit of the State of Michigan



Michigan Veteran Homes at Chesterfield Township
47901 Sugarbush Road
Chesterfield Township, MI 48047

Michigan Veteran Homes D.J. Jacobetti
425 Fisher Street
Marquette, MI 49855

Michigan Veteran Homes at Grand Rapids
2950 Monroe Avenue NE
Grand Rapids, MI 49505

This report may be found at: www.Michigan.gov/MVH.
Visit About, Legislation, and scroll down to
[MVFA Annual Comprehensive Financial Report](#)
[Ending September 30 2024](#)

APPENDIX B

Salaries and Benefits Costs of All MVH Staff Positions, FY24

Position/Class	YTD Salary/Long/OT	Benefits	Hours	FTE
ACTIVITIES THERAPY AIDE	\$ 1,441,900.48	\$ 905,399.58	54,813.56	26.35
ACTIVITIES THERAPY MANAGER	\$ 244,867.57	\$ 145,603.32	6,264.00	3.01
CARPENTER	\$ 67,650.55	\$ 45,122.52	2,105.00	1.01
CLINICAL SOCIAL WORK MGR	\$ 167,768.56	\$ 106,363.42	4,459.35	2.14
CLINICAL SOCIAL WORKER	\$ 373,700.04	\$ 232,993.50	10,234.00	4.92
CONSERVATION SERVICES	\$ 9,199.00	\$ 4,157.94	428.50	0.21
COOK	\$ 368,469.93	\$ 219,731.40	14,269.39	6.86
DEPARTMENTAL ANALYST	\$ 505,172.87	\$ 330,656.27	13,214.04	6.35
DEPARTMENTAL MANAGER	\$ 104,453.20	\$ 68,987.50	2,088.00	1.00
DEPARTMENTAL SPECIALIST	\$ 95,487.30	\$ 62,899.18	2,088.00	1.00
DEPARTMENTAL SUPERVISOR	\$ 81,088.48	\$ 56,547.05	2,088.00	1.00
DEPARTMENTAL TECHNICIAN	\$ 249,313.93	\$ 164,240.53	8,369.25	4.02
DIETITIAN NUTRITIONIST	\$ 320,047.05	\$ 215,086.61	9,084.85	4.37
DIETITIAN NUTRITIONIST MGR	\$ 79,647.72	\$ 57,652.32	2,089.25	1.00
DOMESTIC SERVICES AIDE	\$ 1,299,935.44	\$ 827,377.42	51,111.70	24.57
DOMESTIC SERVICES SPV	\$ 131,036.06	\$ 73,632.31	4,611.80	2.22
ELECTRICIAN LICENSED	\$ 77,812.67	\$ 55,100.94	2,166.50	1.04
EXECUTIVE SECRETARY	\$ 64,752.03	\$ 42,714.56	2,008.00	0.97
FOOD SERVICES SUPERVISOR	\$ 58,921.95	\$ 47,324.85	2,208.55	1.06
GENERAL OFFICE ASSISTANT	\$ 525,253.35	\$ 367,448.42	19,931.15	9.58
GROUNDSKEEPER	\$ 6,937.05	\$ 6,401.71	240.00	0.12
GROUNDSKEEPER-E	\$ 53,499.81	\$ 42,331.57	1,853.50	0.89
INSTITUTION CHAPLAIN	\$ 50,352.94	\$ 38,758.52	1,347.25	0.65
LABORER	\$ 117,775.09	\$ 64,270.19	4,829.55	2.32
MAINTENANCE MECHANIC	\$ 615,743.49	\$ 363,244.21	20,061.79	9.65
MAINTENANCE MECHANIC SPV	\$ 81,644.22	\$ 48,743.35	2,088.00	1.00
MEDICAL SERVICES	\$ 13,440.00	\$ 5,806.16	128.00	0.06
MOTOR VEHICLE OPERATOR	\$ 133,453.47	\$ 102,066.44	5,180.20	2.49
NOT ENTERED	\$ 19,949.36	\$ 7,811.70	-	-
NURSING SERVICES	\$ 102,135.15	\$ 46,124.73	1,540.50	0.74
PHARMACIST SPECIALIST	\$ 371,563.39	\$ 208,250.69	6,339.00	3.05
PHARMACY ASSISTANT	\$ 280,843.92	\$ 190,459.77	10,101.95	4.86
PHYSICAL PLANT SUPERVISOR	\$ 251,963.25	\$ 148,265.89	6,264.00	3.01

PHYSICAL THERAPY AIDE	\$ 226,926.48	\$ 177,301.42	8,136.78	3.91
PHYSICIAN MANAGER	\$ 263,089.62	\$ 134,583.89	2,215.10	1.06
PRACTICAL NURSE LICENSED	\$ 6,572,192.34	\$ 4,034,370.77	185,409.41	89.14
PRACTICAL NURSE SUP	\$ 91,881.47	\$ 56,392.36	2,116.70	1.02
RECREATIONAL THERAPIST	\$ 264,610.99	\$ 163,039.59	8,472.80	4.07
REGISTERED NURSE	\$ 2,929,417.10	\$ 1,737,532.35	66,578.02	32.01
REGISTERED NURSE MANAGER	\$ 4,540,230.01	\$ 2,662,171.06	93,623.36	45.01
RESIDENT CARE AIDE	\$ 3,139,575.95	\$ 1,964,957.31	114,476.61	55.04
SECRETARY	\$ 178,754.52	\$ 123,201.10	6,044.90	2.91
SENIOR EXEC MGT ASST	\$ 23,848.52	\$ 12,656.24	678.30	0.33
SENIOR EXECUTIVE ASST DPTY DIR	\$ 125,328.51	\$ 60,612.01	2,088.00	1.00
STATE ADMINISTRATIVE MANAGER	\$ 537,489.40	\$ 313,515.92	8,884.64	4.27
STATE ASSISTANT ADMINISTRATOR	\$ 517,957.67	\$ 277,513.19	8,354.00	4.02
STATE BUREAU ADMINISTRATOR	\$ 164,207.51	\$ 96,314.13	2,088.00	1.00
STATE DIVISION ADMINISTRATOR	\$ 456,362.64	\$ 270,696.95	6,264.00	3.01
STOREKEEPER	\$ 184,945.25	\$ 132,131.50	6,784.10	3.26
TEACHING SERVICES	\$ 14,078.75	\$ 6,082.04	364.25	0.18
WORD PROCESSING ASSISTANT	\$ 107,280.63	\$ 74,270.17	5,324.98	2.56
Totals	\$ 28,703,956.68	\$ 17,598,916.57	801,510.58	385.34



STRATEGIC PLAN

2025-26





ORGANIZATIONAL OVERVIEW

ABOUT THE MICHIGAN VETERAN HOMES

The Michigan Veteran Homes (MVH), housed within the Michigan Department of Military and Veterans Affairs, provides quality long-term care for veterans and their eligible family members through a federal-state partnership with the United States Department of Veterans Affairs (USDVA). High-quality care for this phase of life is central to the “member for life” concept. Currently, the MVH operates three homes in Grand Rapids, Marquette, and Chesterfield Township.

Internally, MVH provides the highest quality care through advanced training of its workforce; technology, equipment, and facilities that reflect industry best practices; and services tailored to meet the unique needs of members.

Externally, MVH pursues opportunities to increase access, capacity, and availability of service options across the long-term continuum of care through the expansion of operations and development of strategic partnerships. Enabling this requires consistent awareness of health care industry shifts that affect funding streams associated with MVH. Proactive adjustments allow for the maintenance of a sustainable revenue model and facilitate fiscal stability. This ensures MVH consistently makes appropriate investments in staff, equipment, and facilities that maintain a high-performing organization.

OUR GOVERNING BOARD

The Michigan Veterans’ Facility Authority (MVFA) was created to provide oversight for our operations. Although the MVH is housed within the DMVA, the MVFA is an independent governing body appointed by the Governor. Nine of the ten members serving on the MVFA must have professional knowledge, skill, or experience in long-term care, health care licensure or finance, or medicine; the tenth member is the Director of the DMVA or his/her designee from within the Department.

MISSION, VISION & VALUES

MISSION

MVH provides nation-leading long-term care and services that enhance the well-being of veterans and their families in the place they call home.

VISION

MVH aspires to be one of the nation's leading providers of long-term care and services for veterans.

VALUES

Respect

The way we treat each other; the way we treat those we serve.

Integrity

Choosing to do what is right, because it is the right thing to do.

Service

Providing care that reflects our gratitude for those who served for us.

Excellence

Striving for the highest quality and continuous improvement.

STRATEGIC GOAL 1:

DELIVER HIGH QUALITY MEMBER-CENTRIC CARE

MVH delivers services that enhance members' wellbeing and independence.

MVH's goal is to provide exceptional, industry-leading skilled nursing care that prioritizes patient safety, dignity, and quality of life. We are committed to a culture of clinical excellence, compassionate service, and continuous improvement, ensuring that every member receives personalized, high-quality care that is tailored to their unique needs.

To this end, market data indicates that, across the country, state veteran homes serve a substantially different population than other long-term care facilities. Veterans and family members seeking care at one of MVH's facilities are looking for a long-term care setting that strives not only to meet any distinct medical needs they may have, but also to accommodate the expectations they may have for living in a unique veteran-centric community.

STRATEGIC OBJECTIVE 1A:

Provide Care Consistent with Industry Best Practice

MVH provides services consistent with industry best practices and establishes facilities as a premier long-term care location for veterans and their family members.

STRATEGIC OBJECTIVE 1B:

Provide a Tailored & Unique Care Environment for Our Members

MVH provides services in a tailored and unique care environment best suited to meet the needs of veterans and their families, allowing our members to thrive both physically and socially.

STRATEGIC OBJECTIVE 1C:

Comply with All State and Federal Long-Term Care Requirements

MVH develops the processes, policies, and procedures to define appropriate conduct, educate staff, monitor compliance, and promote organizational adherence to applicable federal and state law.

STRATEGIC GOAL 2:

ADVANCE FINANCIAL SUSTAINABILITY

MVH builds and relies on an operational model that effectively balances financial sustainability with the delivery of high-quality care.

The ability to make the necessary investments in staff, equipment, and facilities for the MVH to build and maintain an innovative, high-performing organization hinges on our financial solvency and sustainability. To this end, MVH must pursue a financial strategy that maximizes reimbursement from available revenue sources. Additionally, maintaining budgetary processes that support the development of regular and reliable financial projections provide the organization with the ability to adjust operations when needed to support long-term financial sustainability without impacting member quality of care.

STRATEGIC OBJECTIVE 2A:

Maintain Transparency and Accountability in Financial Management and Budgeting

MVH incorporates financial management and budgetary processes that promote financial transparency and accountability.

STRATEGIC OBJECTIVE 2B:

Maximize Revenue for Services Provided

MVH maximizes its reimbursement from available revenue streams to provide a sustainable and stable financial outcome.

STRATEGIC OBJECTIVE 2C:

Utilize Organizational Resources to Maximize Efficiency

MVH effectively manages its operational and financial resources to maximize efficiency while maintaining high quality of care and services.

STRATEGIC GOAL 3:

MAINTAIN AN EFFECTIVE BUSINESS PROCESS FRAMEWORK

MVH has developed a business process framework that facilitates a culture of continuous improvement, ensuring that operations are regularly monitored and improved to achieve better outcomes for the organization and its stakeholders.

MVH strives to maintain a performance-driven organizational culture that continually asks how we can deliver nation-leading care and services for our veterans and their families. This requires that MVH advance business processes that allow it to continue to achieve its objectives and fulfill its mission over the long term. MVH seeks to advance a culture of continuous improvement, in which quality is a focal point for each interaction – whether it involves a member, a regulator, or another stakeholder impacted by MVH’s operations.

STRATEGIC OBJECTIVE 3A:

Effectively Implement Policy and Business Process Solutions

MVH effectively implements policies and business process solutions across the organization to improve customer satisfaction and enhance operational efficiency.

STRATEGIC OBJECTIVE 3B:

Maximize Effective Use of Information Technology

MVH business model utilizes best practices in IT solutions and in the safeguarding of MVH assets, enabling it to maintain efficient, high-quality operations.

STRATEGIC OBJECTIVE 3C:

Promote a Culture of Corporate Compliance

MVH is committed to integrity, transparency, and accountability, and to promoting a culture of ethical and lawful practices.

STRATEGIC GOAL 4:

CULTIVATE A WORKPLACE OF CHOICE

MVH cultivates and maintains a work environment in which those who serve our members feel proud to contribute their talents and feel supported by MVH as they do so.

MVH is an employer of choice by providing a workplace committed to our employees and stakeholders, promoting positive relationships among coworkers, providing opportunities for growth, and freely sharing information. MVH works continuously to enhance the knowledge, skills and capabilities of our staff to deliver the compassionate, high-quality care that our members deserve. This includes developing and implementing robust training and development programs that position our staff to not only succeed in their current positions but also to put them on a fulfilling, financially sustainable long-term career path in our organization.

STRATEGIC OBJECTIVE 4A:

Foster a Positive Workplace Culture & Environment

MVH provides a work environment where staff is engaged, empowered, informed, and valued.

STRATEGIC OBJECTIVE 4B:

Effectively Manage MVH Talent

MVH attracts, develops, and retains a high-performing workforce that provides the foundation to ensure excellent member care.

STRATEGIC GOAL 5:

ENSURE VIABLE INFRASTRUCTURE

MVH constructs and maintains facilities and supporting infrastructure that allow it to provide high-quality veteran-focused long-term care to those who receive our services.

MVH's goal is to maintain and continuously improve its facilities to ensure a safe, functional, and modern environment for all members. This includes proactively identifying safety risks, adherence to regulatory and industry standards, and investing in timely upgrades and preventative maintenance. By prioritizing the provision a safe environment and pursuing opportunities to modernize to stay aligned with current industry standards, MVH aims to support operational efficiency, enhance member well-being, and preserve the long-term value and viability of its physical assets.

Additionally, to meet the long-term care needs of veterans across the state, MVH will continue to explore funding opportunities that would allow it to pursue a multi-facility bed replacement effort for the State of Michigan. The long-term goal of this multi-phase plan would be the gradual replacement and geographic redistribution of Michigan's 964 USDVA-recognized beds in a manner that provides enhanced access to care for veterans throughout the state.

STRATEGIC OBJECTIVE 5A:

Provide a Safe Environment

MVH promotes a safety culture that prioritizes member and staff safety and health as a core value.

STRATEGIC OBJECTIVE 5B:

Maintain Existing Infrastructure

MVH manages the care and maintenance of its capital assets in a manner that optimizes, maintains, enhances, and extends the life of its facilities and critical infrastructure.

STRATEGIC OBJECTIVE 5C:

Expand Service Capacity

MVH positions itself to expand its geographic footprint to ensure that 95% of Michigan's residents have access to high-quality veteran-focused long-term care services within 75 miles of their home.

STRATEGIC GOAL 6:

BUILD COMMUNITY AWARENESS & SUPPORT

MVH ensures that the people of Michigan know about our work and are enthusiastic with the results we are producing.

As a public body, MVH recognizes the importance of conducting our work in a transparent and ethical manner. The people of Michigan – particularly our veterans – expect to know how we are performing and the direction that we are headed. In addition, many want to be involved in providing input and support towards our mission in serving veterans and their families.

Therefore, we have an intentional strategy to engage stakeholders in several ways. First, we regularly report to state elected officials and the public-at-large on our performance via in-person meetings and the publication of periodic performance reports. Second, we create forums through which veteran service organizations, long-term care professionals, volunteers, and other community members can participate in providing recommendations to the MVFA board and MVH staff on critical issues. Finally, we develop and implement a multi-channel communication strategy that raises awareness among Michigan residents about the long-term care needs of veterans and informs them about how the MVH is meeting that challenge.

STRATEGIC OBJECTIVE 6A:

Effectively Manage Public Relations

MVH fosters an open, transparent relationship with its media partners and stakeholders to build community confidence and trust.

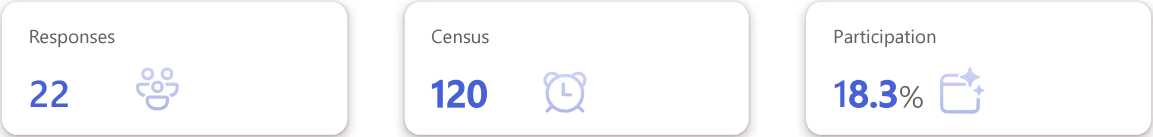
STRATEGIC OBJECTIVE 6B:

Build Relationships Through Community Outreach & Engagement

MVH fosters and maintains meaningful relationships with its community stakeholders to increase its visibility, strengthen community ties, and ensure it is accessible and responsive to the communities it serves.

2024 Member Satisfaction Survey - Chesterfield

Responses Overview



1a. Please rate your satisfaction with the activities offered in which you choose to participate, with five stars being the most satisfied and one star being the least satisfied.



1b. Comments

- alot of fun activities
- go to the bingo hall in Jan-Feb.
- i want a swimming pool be put in
- appreciate one to one care to allow participation
- outstanding

2a. Please rate your satisfaction with your ability to provide staff with feedback regarding your personal preferences and whether staff take your preferences into account when providing care.



2b. Comments

- very satisfied; would like to be trusted to walk more, I know there is a fear of me falling
- go to more lunches
- i would like to play my drums with very good musicians
- preferences always honored

3a. Please rate your satisfaction with communication from the Home keeping you informed of important issues that impact your daily life at the Home.



3b. Comments

- communication is appropriate
- i would stay in touch with my family more
- ok; very well
- effective communication

4a. Please rate your satisfaction with your opportunities to register concerns or provide feedback to management and staff.



4b. Comments

- i feel comfortable
- i dont have any concerns about MVH
- yes

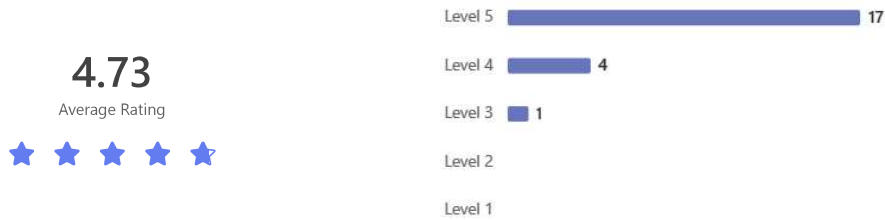
5a. Please rate your satisfaction with the opportunities the Home provides you to participate in your plan of care.



5b. Comments

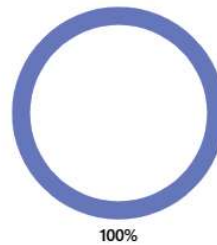
- I feel safe and listened to. I struggle but staff help me.
- thank you for the care I do get
- i think so

6. Please rate your overall satisfaction with the services provided by Michigan Veteran Homes at Chesterfield.



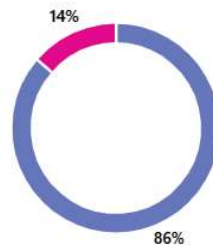
7. Would you recommend MVH at Chesterfield to other veterans requiring nursing care?

- Yes 22
- No 0



8. This survey was completed by: *(Required Question)*

- The Member 19
- Someone Assisting the Member 3



9. Please provide any additional comments you would like to share with the Michigan Veteran Homes at Chesterfield Township.

- I do love all the activities we do at MVH and the trips we go on
- I continue to be impressed with the care and compassion of all staff members
- Simply put this is place for vets. engaging and most of all family. only complaint as you develop friendships with staff and should be allowed to go to lunch, a show or whatever, always with the line between staff and patient.

Michigan Veterans Home at Chesterfield Township – Family Satisfaction Survey 2024

Responses

18



Total Families

120



Participation

15%



1. Please rate your satisfaction with the activities offered in which your member chooses to participate.

4.78

Average Rating



Comments Question 1

- My husband doesn't often participate. But the activity people are wonderful and they don't stop trying. I can't say enough about how wonderful everybody is and the activities are very nice that are provided.
- My dad doesn't participate in many activities, but I read the activities calendar when I'm there and it seems something is always going on.
- Everything is awesome at MVH. Couldn't be happier. Can you get the DNR to put a live cam in the eagles nest to live stream to the residents?
- "There is a vast variety of activities. Our loved-veteran participates in almost every activity that is offered. The physical activities keep him from becoming weak. The social activities keep him mentally stimulated.
- Staff members come right to his room to invite him to participate. They wheel him directly to the MMR, or area where the action is happening! I am very impressed with the outreach, which makes our loved-veteran feel "part of a family."
- In referring to this member, he is now completely blind. So everything about his care, are more involved than a person who is sighted. He mentions that in the beginning of his residency, there were a number of concerts that were arranged and a number of shopping trips, he expresses that he would like to experience even more of those activities--but he also mentions his appreciation for the shopping trips, et al that he does go on.
- Chesterfield has a wide variety of monthly activities that should satisfy the interests of the residents.
- Bingo is a big hit as is live entertainment. It's unfortunate that activities were curtailed because of the rash outbreak on Automotive Way.
- keep up the great work MVH!
- Would be nice to see more unit members attending a main activity in the main lobby
- excellent choices- always busy
- I am a guardian and my client is very happy with what is being offered in the facility
- appreciate any attempt to make to him participate in activity
- he loves to go to bingo
- *Member* needs to be encouraged to be active

2. Please rate your satisfaction with your ability to provide staff with feedback regarding your member's personal preferences and whether staff take those preferences into account when providing care.



Comments Question 2

- The staff at Bluewater are wonderful. They're starting to really feel like a family and they treat my husband as such.
- My dad has NO problem making his preferences known. He bothers *Staff* with many of his ideas. Lol.
- They always listen. Thank you.
- Staff is ALWAYS receptive to our comments. The household nurse has made some excellent, and very helpful suggestions about how to keep our veteran healthy.
- Absolutely I am able to provide feedback regarding my member and staff has always acted upon those conversations. The level of professionalism in their responses and the caring reciprocated, is wonderful. I tend to be concerned that I am over-reaching, but they never make me feel as though I am.
- Being my brother's Power of Attorney, I am always notified when his health evaluation team meets with him. I am included via phone conference because I live out of state. The staff always takes my questions and answer them to my satisfaction. I am also notified by staff if anything out of the ordinary with my brother occurs.
- Staff is always open to communicating with me. They are open to problem solving with us. They are very focused on meeting the needs of the residents and their families.
- staff actively listened to my family member, incorporates likes and dislikes into care, allowing choices, respects privacy and ensuring staff are trained to understand needs and preferences for food, activities, clothing and routine
- the staff are top notch but seems to be new cenaz constantly.
- No complaints with staff. care conferences are the best out of all my other facilities.
- they seem to listen to everything i have to say
- staff is receptive

3. Please rate your satisfaction with communication from the Home keeping you informed of important issues that impact your member's daily life at the Home.



Comments Question 3

- I'm very happy with the communication and being kept up-to-date
- I think the Home does a great job letting us know when his Care Conference is and if there is any issues with his health.
- I have never been surprised by anything. They always call when there is an issue.
- "I deeply appreciate receiving the monthly activities calendar. Kisha sends me the calendar through my email. It helps me communication with my veteran, since it is becoming more difficult for him to talk.
- I also receive phone calls directly when there is a health concern. It is very reassuring to know I will be contacted if he falls, or has any pain."
- The communication between the home and myself I definitely feel is going quite well. I am contacted to me, within the timeframe of whatever has occurred. I receive notifications either by phone or email and believe I have received text messages. I don't feel like an outsider. Staff, be it administrative, social work, nursing reach out to me sharing their concerns or recommendations.
- Refer to my answer above.
- MVH staff is excellent in sharing updates with me about my husband's condition, behavior and treatment outcomes. They are great problem solvers.
- I feel very well informed about any changes or concerns regarding my love ones care. Staff consistent communication updates and provides clear explanations when needed.
- Its getting better. however selfridge still isnt contacting me as POA with in house appointments, questions, etc. This needs more improvement.
- Great communication on keeping family member informed- very happy with the RNs at MVH
- I am always contacted by phone and f/u emails
- I cannot express enough how grateful I am that *Member* is being so well taken care of. It is such a weight off of me and my children's shoulders to know that is safe under the care and competent staff. God bless all of you.
- was not told *Member* was covid positive. Was told by MVH called and left message- i could not find any messages

4. Please rate your satisfaction with your opportunities to register concerns or communicate them to management and staff.



Comments Question 4

- I haven't had any issues that I needed to speak to management .
- My dad registers his own concerns and has no problem doing that. When we first moved him in, my questions were always answered and taken care of.
- "I have several phone numbers on hand, to reach some of the departments in the Home. I have used these numbers on occasion to call activities, the nurses' station, and the Unit Clerk.
- Many times, it is necessary to leave a voice message, but the call is always returned. "
- Whenever I have registered a concern, the response is timely-given and feedback is definitely appropriately addressed.
- I never have an issue when trying to reach *Staff* regarding my brother. If I can't reach them immediately, I either call the front desk and speak with *Staff*, who is very good in tracking them down, or, I leave a phone message and they usually get back to me before days end.
- My feedback and questions are consistently listened to and feedback is provided in a timely manner.
- Yes! MVH addresses all our family concerns easily and timely. Thank you MVH
- good
- I have had the same issues and they acknowledge but do not improve situation.
- anytime my husband has a problem it has been taken care of
- staff seem receptive

5. Please rate your satisfaction with the opportunities the Home provides you to participate in your member's plan of care.



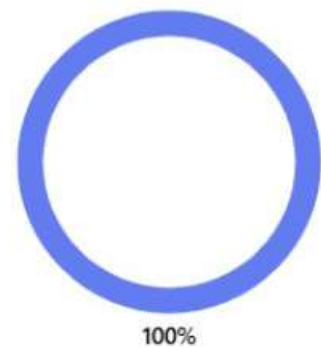
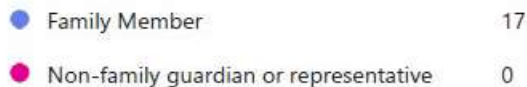
Comments Question 5

- I've always been informed and I appreciate the three month meeting with the care team
- We haven't had any health issues that needed to be addressed in between his Care Conferences and at those meetings I always leave VERY comfortable that he is getting great care.
- We are always included in the care plan meetings and called when changes occur.
- "The quarterly care reports are very important to me. I can always ask questions concerning my veteran's care, or his response to treatment.
- I appreciate the opportunity to meet remotely. "
- I have felt, from day one that my input regarding his care plan process is recognized. The Home definitely keeps me informed regarding changes, especially for medications. And yes, I have given feedback that they've been able to incorporate. I recognize The Home as a team, a positive one, working in tandem. There is no doubt about that, none.
- Refer to #2s answer.
- I feel like I am treated as an integral part of my husband's care team. MVH keeps me updated on adaptations to his care plan.
- My family member is very happy at MVH. They express it to me constantly. We are so proud to apart of it!
- excellent care plan team, always listens and take my suggestions.
- care conferences are great. we voice our concerns and nothing changes

6. Please rate your overall satisfaction with the services provided by Michigan Veteran Homes at Chesterfield Township.



7. My relationship to the member is:

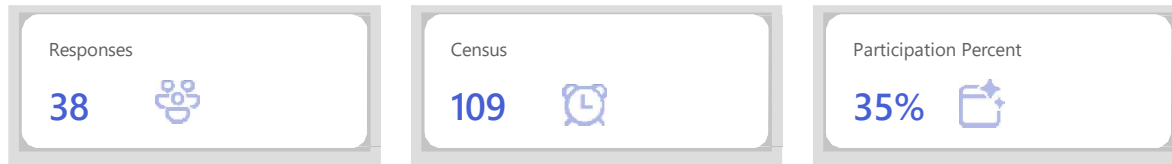


8. Please provide any additional comments you would like to share with the Michigan Veteran Homes at Chesterfield Township.

- I'm so grateful my husband's there I couldn't ask for a better place for him. Thank you
- I would never describe my dad as social, but since being there he rolls around in his wheelchair causing mischief with most of the staff. He now has a job at the Home. He is happy and it seems him and the staff have a lot of fun. It has been the BEST decision for my dad, to place him in the Home. Thank you to ALL the staff, for all you do.
- "So thankful for nurse *Staff*.
Also nurse aid : *Staff*
- All are very good but they have gone the extra mile and we see it. "
- "The entire staff at MVH Chesterfield is amazing; everyone from head administrator to the maintenance team.
- They greet each veteran by name, even if we are simply passing in the hallway.
- The affection and respect for each member is so genuine.
- Our family feels truly blessed to have our loved one living here. "
- As I have just indicated in my previous response, I recognize The Home and its staff as a Team--if I had to compare which team (at this point I could say the Detroit Lions especially after last Sunday's win!) It seems to me that whoever is at the helm realizes in order for things to run fluidly there has to be a calculated and unified understanding among the team. Whenever I am in The Home, I feel that the team has an understanding of one another and even like one another. I'm also not naive, I know that everyone may not like everyone else--but if you can understand one another in order to HELP THE VETERAN, because that's the why-I see much of the unified version and it is thrilling. Our family recognizes because of some of the unique concerns in the member's healthcare, his needs--Chesterfield is on it. Constantly planning it seems and always moving forward with a plan of care that will be beneficial to our member. I am probably loyal to a fault and committed to somehow trying to assist to the degree that I can. Once again, the Team at The Home in Chesterfield--Phenomenal and Thank you for your enlightened service.
- Getting my brother into Chesterfield probably added 10 years to his life. Living in Florida, I can rest easy that he's being well taken care of.
- I feel so blessed that my husband is at MVH where he is treated with superb care, respect and kindness.
- Moving my client to chesterfield was the best thing for him and he echos those same words.
- Very satisfied with the Home and *Member's* care
- this home is a godsend
- maybe to be on *Member* a little more about hygine

MVHDJJ Member Satisfaction Survey 2024

Responses Overview



1. Please rate your satisfaction with the activities offered in which you choose to participate, with five stars being the most satisfied and one star being the least satisfied.



1b. Please provide any feedback about the ease of access to, variety of, or frequency of activities and other desired or programs. What are we doing well? Where could we improve?

- Activities does an excellent job. They are very inclusive with members whether they can actively participate. My only suggestion is either reading to or just talking to members that are non-verbal but can hear.
- All programs all fine
- Communicate better when activities are cancelled or changed.
- Do not like card games, board games. More outings, active games, make sure to vocally notify of activities/times
- Don't know. Good job helping with plants
- Enjoy church
- Everything is hunky dory with me.
- Have a great staff that participate with members
- I get tired easily, a chair in the hallway would be nice
- I like art, cooking, learning different recipes, playing games like cribbage.
- I like bingo
- I like the music, card games
- In my opinion all is done well
- It's all OK
- Like all activities
- Meals are good, conversations are good
- not much
- Not that interested
- Play more bingo
- Satisfied
- Try to get duets, threes, fours or group like sunshine girls
- Very nice, lots of activities, lots of respect
- Would like more outings
- Would like to have activities more often
- You do a good job with the range of members abilities.

MVHDJJ Member Satisfaction Survey 2024

2. Please rate your satisfaction with your ability to provide staff with feedback regarding your personal preferences and whether staff take those preferences into account when providing care.



2b. Please provide feedback about your ability to make choices about your life in the Home that are important to you. Examples might include preferences related to food options, dining times, clothing choices, and preferred sleeping schedule, etc.

- Able to have option to attend activities or decline
- Better foods
- Clothing choices, staff helps me change menu, they help with my shower and braid my hair.
- Could use different food
- Drugs! Oh here take these before it was 500M of 4 time then that changed now I give a little paper which there are 4 doses in it.
- Everything is good.
- Everything nice, everybody polite and caring
- Food very good. Dinner times not consistent.
- Give me a wide range of freedom on my ability to make choices in all the examples listed above.
- I choose my own clothes. I like the food options offered; it's not far from what I's normally eat.
- I have no issues.
- I like bingo scheduled and the dinner's scheduled.
- I make my own schedule
- I'm pretty satisfied
- It's all fine
- Less fat on BBQ Brisket
- Like that there are choices other than main menu
- Like the food and meal times
- More fresh chicken, lake fish, less tomato soup, sugary/carbo snacks, need better raingear than plastic ponchos
- My only problem is me making up my mind about what to ask.
- No concerns
- No problem here
- Satisfied
- Spend more time with us. Slow down.
- They let me do what I want.
- Well satisfied
- Won't give black russians

MVHDJJ Member Satisfaction Survey 2024

3. Please rate your satisfaction with communication from the Home keeping you informed of important issues that impact your daily life at the Home.



3b. Please provide feedback on the Home's communication with you. For example, do you feel the Home is effectively keeping you informed on issues related to your care, specifically? On broader issues that may impact your daily life? Would you prefer other methods of communication?

- 100% no problems with staff.
- Always informed on any changes and willing to listen about concerns
- Could be better
- Could be quicker
- Could inform me better
- Happy
- I rarely attend meetings with Social Workers
- I would like more sugar checks, cholest. checks, info on state of prostate, notification of any cancer possibilities
- It's all fine
- No problem with communication
- Nothing I can think of
- pleased
- Some issues they don't tell you about what is happening to you.
- They don't tell my when they change my meds
- They tell me always, better than not
- Very good at that
- Yes, home doing a excellent method of communication. Have two excellent staff RN, Social worker.
- Yes, they keep informed for medication and other issues concerning my health.

4. Please rate your satisfaction with your opportunities to register concerns or provide feedback to management and staff.



4b. Regarding your concerns, does the Home's process allow you to register concerns easily and timely? Are your concerns/feedback appropriately acknowledged and/or addressed, when possible?

- All concerns are addressed with no issues.
- At this time I have no concerns
- Haven't had any concerns at all.
- I can talk to them when I hear voices and they're very understanding and help
- I have no complaints

MVHDJJ Member Satisfaction Survey 2024

- I think so
- If any concerns staff very eager to help resolve any situation if possible.
- If you have concerns, please go to member council meeting for your concerns.
- It depends on the issue and who you talk to.
- No they do a good job. More staff could help
- Sometimes 75%
- Where is management? Where is staff? Hard to find them
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes (all)
- Yes, pleased
- Yes, satisfied

5. Please rate your satisfaction with the opportunities the Home provides you to participate in your plan of care.



5b. Please provide feedback on your satisfaction with your involvement with the care planning process. For example, is the Home keeping you informed regarding changes in your care plan? Do you feel your feedback related to your care has been incorporated into your personal plan of care?

- Care planning team forthcoming with information. Allows member and family ample time to discuss members care.
- Every time they tell me things they're right on the button.
- Good-stopped one of my blood pressure med, now getting checks regularly in 120-130/70-85 range, nice.
- I am always informed
- I don't participate in anything.
- I feel like I can say anything I want.
- Information regarding my care is good.
- N/A
- Rec'd recent EKG surprise I knew of possible problem but no discussion
- Sometimes, sometimes not
- They seldom tell me what drugs they want me to take now it here take these twice a day.
- Very well open to suggestions
- Whenever possible
- Yes
- Yes
- Yes
- Yes
- Yes to all have no concerns.
- Yes to both
- Yes, 100% Have had no problems
- Yes, happy
- Your diet and medications

MVHDJJ Member Satisfaction Survey 2024

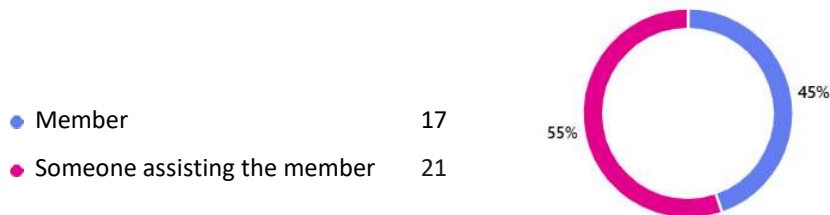
6. Please rate your overall satisfaction with the services provided by Michigan Veteran Homes at D.J. Jacobetti.



7. Would you recommend MVH at D.J. Jacobetti to other veterans requiring nursing care?



8. This survey was completed by: *(Required Question)*



9. Please provide any additional comments you would like to share with the Michigan Veteran Homes at D.J. Jacobetti.

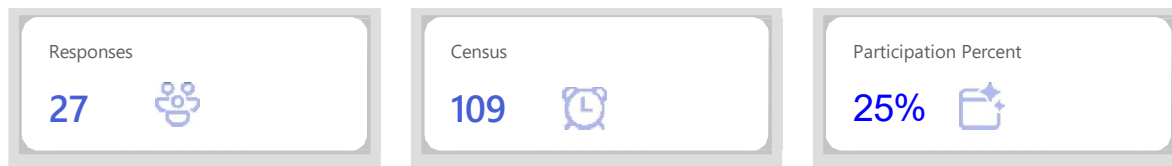
- Arrange finding more money
- Clean bathrooms more often, emphasize hygiene, especially to inactive/less mobile members. Watch light consumption (even if at "flat rate" it costs \$ to produce electricity, if co. can't make sufficient profit, they might just give a higher flat rate) Apricots at least once a week, more blueberries/berries or blueberry/pear sides. South American catfish (tilapia) is awful, but they haven't been serving it to me lately. Most chicken/fish dishes good, except for chicken tenders (dried out) Roasted barbecue chicken/lasagna/cabbage rolls very good! More roast turkey, fresh chicken (probably best meals) more pizza! 3x mo?
- Every person here is respectable to veterans living here.
- except for the cost to live at the home.
- I don't have concerns
- I don't know much about other places to compare to (question 7)
- I enjoy playing bean bag toss
- I would have to think twice about that one (question 7)
- I would rate highly staff friendly & helpful & feel fortunate and grateful. Would request more info on my present condition and possible outlook. Three cheers and more for all staff in physical therapy department and efforts again and again by activities.

MVHDJJ Member Satisfaction Survey 2024

- I'm comfortable here.
- It's all fine
- The way they run things is poor
- They run a tight ship.
- This is better than the other Veteran's Home I was in. Lots more things to do.
- Very happy to have a place like this and I am very comfortable.
- Very pleased with the care my member has received. the nursing staff to include the RCA's are very attentive to members needs and concerns. They are patient and caring. Staff should receive accolades for what they do. Their caring is from the heart. My only concern is for members who aren't able to verbalize or walk. My observation is that they too need some type of program for passive exercises to help muscles and joints from becoming stiff and painful. Haven't seen this type of service here.
- What am I a member of, I thought I was a resident?
- When you finish supper at 5:30 Its 14 hrs till Breakfast. Having a variety would be beneficial.
- You can only get so much done after supper. More evening activities.

MVHDJJ Family Satisfaction Survey 2024

Responses Overview



1. Please rate your satisfaction with the activities offered in which your member chooses to participate.



1b. We would appreciate feedback about the ease of access to, variety or frequency of activities, others desired, or programs. What are we doing well? Where could we improve?

- Activities Director does well keeping members engaged.
- Member enjoyed the activities. People working at Jacobetti are very nice.
- Doing well
- Everyone does a great job. Activities are plentiful. The only that should be offered is a swimming pool.
- Getting my dad to do things he normally wouldn't try.
- Happy with activities and outings.
- He really enjoys the off-site activities and would like to go to more of them.
- I think you're doing very well in activities.
- I wished my husband would partake more. You all try to get him to do it. I appreciate all that you do.
- My dad has only been there for a month and I have not been able to see him a lot so it is hard for me to give an opinion. But he seems happy.
- My husband does not participate. I love everything you offer though.
- The activities are top notch! Love the music.
- Though Member does very little because of his stroke, it's there if he wishes. Something new to do
- Very happy that they have convinced him to participate in activities. May sound silly but getting him to just leave his room has been huge. Thank you!
- Very pleased with activities offered
- We are aware that he doesn't participate very much, but we are happy that he has the opportunity if he chooses.
- You do a great job.
- You guys are awesome. The staff seems to LOVE taking care of our vets, Thank you.

2. Please rate your satisfaction with your ability to provide staff with feedback regarding your member's personal preferences and whether staff take those preferences into account when providing care.



MVHDJJ Family Satisfaction Survey 2024

2b. We would appreciate feedback about your ability to provide staff with feedback regarding your member's personal preferences and whether staff take those preferences into account when providing care.

- *Staff* is always good about listening to any concerns we have.
- Member gets upset very easy. Wakes up during the night. Does not like staying in his room. I believe he is on meds for this.
- Everyone seems so nice & helpful. They really did listen when I told them that my dad was a risk for elopement, they put a tracker on him right away when he was admitted.
- Good
- I think you do a wonderful job in taking care of him.
- I'm thankful they keep me updated and communicate daily.
- Staff is always accommodating to needs - goes out of their way at times to please.
- Staff is great all the time!
- Staff is veryry accommodating and helpful
- The meetings are awesome for relating information in trying to get my husband to participate more.
- The staff always helps me arrange visits for my brother, holding trays when I bring food. I love you guys.
- The staff does a fantastic job!
- They did a wonderful job.
- They try to get him involved. Though he does refuse all more than I wish. The staff does try very hard to get him on board.
- You do a great job.

3. Please rate your satisfaction with communication from the Home keeping you informed of important issues that impact your member's daily life at the Home.



3b. We would appreciate feedback on the Home's communication with you. For example, do you feel the Home is effectively keeping you informed on issues related to your member's care specifically? On broader issues that may impact your member's daily life? Would you prefer other methods of communication?

- *Staff* calls and emails when issues arise. We are able to look on the Connected Care Center to be informed on his day to day care. We are happy with that.
- Best ever. Communication is key.
- Communications are spot on.
- Member had a crack in one of his teeth. It was fixed by a dentist right in Jacobetti. I canceled the dentist appointment in Gwinn. Great that he can get teeth there at Jacobetti. Thank you - it is much easier for me.
- Fantastic
- Fine - no
- I have had several phone calls to update me on what is going on with my dad. I like knowing what is happening in his life.
- I'm impressed with the timeliness of communication.
- No concerns
- No problems.
- The communication has been wonderful. No complaints. Staff is great!

MVHDJJ Family Satisfaction Survey 2024

- They are very good in calling me and letting me know about *Member's* health and medication changes.
- They do an excellent job keeping me informed on any changes no matter how little.
- They do call. And do leave messages when I'm not home. Thank you.
- Yes! Receive phone calls, emails, letters kept informed at all times.
- Yes, they always let me know about any changes or situations.

4. Please rate your satisfaction with your opportunities to register concerns or communicate them to management and staff.



4b. Regarding your concerns, does the Home's process allow you to register concerns easily and timely? Are your concerns/feedback appropriately acknowledged and/or addressed when possible?

- Absolutely.
- Any questions I have had were answered in a timely manner.
- Good job.
- I can talk to anyone about any concerns I have.
- No issues
- No issues
- No problems.
- Staff is prompt and takes concerns right away - always call when there's a mishap or accident - relay details in full no matter how small the incident.
- Staff is very attentive.
- The staff listens when we have concerns during our visits.
- They are very good when I call about something and answering my concerns.
- When I do come in to see *Member* the staff says hi and we talk.
- Yes
- Yes, everything is handled very well.
- Yes, most of the time.

5. Please rate your satisfaction with the opportunities the Home provides you to participate in your member's plan of care.



MVHDJJ Family Satisfaction Survey 2024

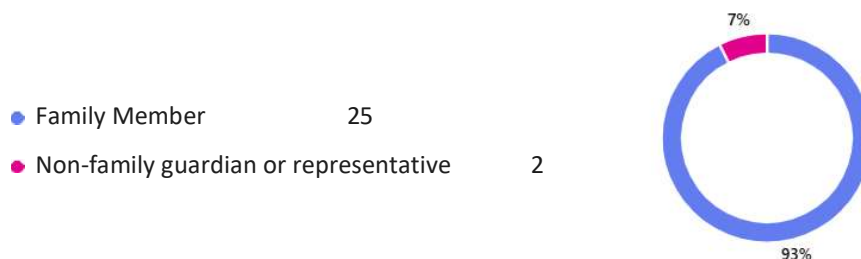
5b. We would appreciate feedback on your rating for your involvement with the care planning process. For example, is the Home keeping you informed regarding changes in your member's care plan? Do you feel your feedback related to their care has been incorporated in their personal plan of care?

- Always receives care conference letters to come or by phone - always listens to my concerns or questions - friendly staff - caring/compassionate
- Always. They call and ask my opinion. I feel sooo involved in all the decision making.
- *Staff* calls whenever there is a change in his care plan.
- Before just moving my dad to memory care, they called me with concerns and asked if it was okay. Then they held a meeting and decided that it was best for him to keep him safe.
- Do a great job
- Even when I am unable to attend a care conference, the staff calls or tells me when I visit about the conference.
- Good job.
- I'm thankful they have updates with my dad in the room and keep us informed.
- Most of the staff are very good at keeping me informed about my uncle.
- No issues
- They always ask my opinion.
- They are very good in informing me about his care plan.
- Updates are great and we discuss any issues and what is being done. Again, amazing staff!
- Yes, they are all wonderful with him and I. They are awesome in letting me know anything that changes or needs to be changed.
- Yes, they phone or ask when they're about *Member*. Keep me up on his situation.
- Your nurses and aides work very hard with the men and women that went to war for their country.

6. Please rate your overall satisfaction with the services provided by Michigan Veteran Homes at D.J. Jacobetti.



7. My relationship to the member is:



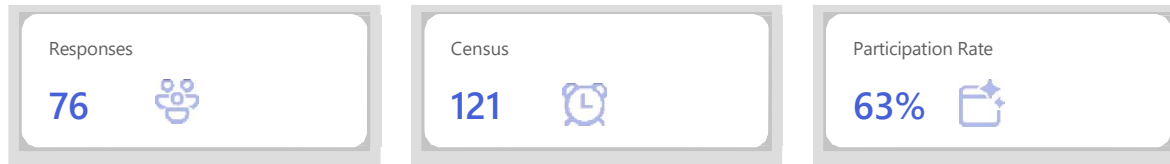
MVHDJJ Family Satisfaction Survey 2024

8. Please provide any additional comments you would like to share with the Michigan Veteran Homes at D.J. Jacobetti.

- A Ok!
- *Member* went into Jacobetti xxxx 2024. He started walking the halls and they were afraid he would get on Fisher Street. He is now on the ground floor for dementia. His mind is all mixed up. He is having a hard time with the noise. It is very different from the second floor.
- Everything is good.
- I am very pleased with everything that is done for him and his care. I don't see anything that needs to be done.
- I feel his being cared for exceptionally well. He is fortunate to have such good care! Thank you all!
- I think it's so wonderful that you take them out on little trips, and *Member* said he loved looking at the Christmas lights the other night and the outings in the summer and fall.
- I wish the state would have carried thru with their promise to build a new facility. The vets and your staff deserve that.
- I'm so grateful for the excellent care *Member* is receiving at the Home. (5*) I apologize for being late in returning the survey.
- None for quality of life but wanted you to know that *Staff* is my favorite aide. He shows 1,000% respect for my husband and it is so appreciated.
- The only issue I have is: *Staff* (from activities) interaction with my uncle.
- The only thing I have is who is in charge of the floor, ALWAYS someone different.
- They do a great job with the men.
- Very happy with care, everyone is friendly, compassionate. Makes family feel at ease having a family member there being taken care of.

MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

Member Responses Overview



1. Please rate your satisfaction with the activities offered in which you choose to participate, with five stars being the most satisfied and one star being the least satisfied.



1b. Please provide any feedback about the ease of access to, variety of, or frequency of activities and other desired or programs. What are we doing well? Where could we improve?

- my activities staff helps me out tremendously
- Doing well on the amount of activities. You guys do alot.
- Doing well!
- Get more bus drivers to take us on activities
- Going to the store more often
- Good activities, more trips or more people that can go on trips
- I don't know how
- I just love the entertainment, music and therapy
- I like church services, art classes, outings offered. I would like more basketball games to attend
- I like what activities does. Need more bus drivers!
- I would like more things to do with animals.
- Misses ceramics
- More bingos
- More Good movies
- More movies
- More Outdoor music
- More theater trips provided would be nice!
- More trips
- No feedback.
- Really Liked the haunted house
- "The Enthusiasm is excellent amount the activities staff."
- the ones i have been to are great
- There is always room for improvement
- they are good
- THeY are ok.
- They do a wonderful job
- Trips are great and working with activities is amazing
- Very easy to access and maneuver and get around
- We could plan a trip to a ice cream parlor!
- what activities- unknown on what he wants to see
- You do a good job

MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

2. Please rate your satisfaction with your ability to provide staff with feedback regarding your personal preferences and whether staff take your preferences into account when providing care.



2b. Please provide feedback about your ability to make choices about your life in the Home that are important to you. Examples might include your preferences related to food options and dining times, clothing choices, and your preferred sleeping schedule, etc.

- No problems with me.
- Food isn't that great!
- Overall good
- Good job and variety of meals
- I don't know
- Don't care for most of the food, need more quality items
- Some people don't take the time to understand me but some staff are great
- I love my food and clothing choices, there out of sight!
- Clothing gets lost too much
- More yogurt
- Overall good
- Had to go to AA meeting and social work went above and beyond
- More fun trips
- Would like to watch tv during meals
- Fine fine
- No
- Good as is
- Satisfied with my ability to make choices about my life in the home
- It's as good as it can be
- Very happy with the ability to make my own choices and have those choices considered
- There's always room for a little improvement!

3. Please rate your satisfaction with communication from the Home keeping you informed of important issues that impact your daily life at the Home.



MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

3b. Please provide feedback on the Home's communication with you. For example, do you feel the Home is effectively keeping you informed on issues related to your care, specifically? On broader issues that may impact your daily life? Would you prefer other methods of communication?

- I don't have suggestions
- Don't make spontaneous changes to the calendar. It can be difficult to readjust.
- I feel informed
- Overall okay
- Good.
- Yes, but I don't know what
- I'm not informed enough.
- No I'm not being informed effectively. I would like to be informed and updated better.
- More time to know for appointments, greenhouse updates, trips, etc
- When certain staff are gone would still like to be informed about various communication
- Yes
- Good as is
- Satisfied with communication from the home
- Communicate with them daily
- Just please make sure they provide me with appointments
- It is somewhat satisfactory
- It has improved!

4. Please rate your satisfaction with your opportunities to register concerns or provide feedback to management and staff.



4b. Regarding your concerns, does the Home's process allow you to register concerns easily and timely? Are your concerns/feedback appropriately acknowledged and/or addressed, when possible?

- They do. Except for food
- Yes
- Good
- Tough questions
- Not at all, I live with my husband here at the home. I want to spend more time with my husband and they won't let me.
- They do very well.
- Not addressed effectively
- Yes they do.
- Overall good
- It's sort of a unspoken thing. The complaint forms are available but aren't encouraged to use them.
- Yes
- Yes
- All good on that question
- One household at a time and have complaints answered
- No they don't
- Not having access to emergency call lights rather than a nurse call button. Timely call light answering not taken seriously

MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

5. Please rate your satisfaction with the opportunities the Home provides you to participate in your plan of care.



5b. Please provide feedback on your satisfaction with your involvement with the care planning process. For example, is the Home keeping you informed regarding changes in your care plan? Do you feel your feedback related to your care has been incorporated into your personal plan of care?

- I think they do the best they can
- Takes to long for upper Mangement to get back with me. Specifically the *Staff*
- Do a great job of this
- Overall good
- I'm not involved, they do what they want.
- No
- Not really
- Yes overall it's good
- My medical needs are being met
- Care conferences are sort of overwhelming
- Yes
- Yes
- I'm now comfortable with being here for 3 years
- My care plan is pretty well set not much I can input
- It's acceptable
- Would like test results from blood work and other medical tests

6. Please rate your overall satisfaction with the services provided by Michigan Veteran Homes at Grand Rapids.



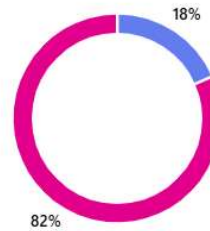
7. Would you recommend MVH at Grand Rapids to other veterans requiring nursing care?



MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

8. This survey was completed by:

• The Member	14
• Someone Assisting the Member	62

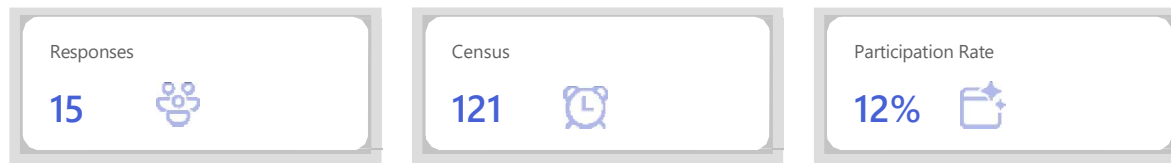


9. Please provide any additional comments you would like to share with the Michigan Veteran Homes at Grand Rapids.

- Love it!
- Greenhouse isn't being handled properly. Would like to have had access by now. Activities staff should be incorporated more. I'm very grateful to be here and overall enjoy MVH GR! My sobriety is better maintained here.
- Not satisfied with food options
- "Member states that he doesn't want to be critical of things. The only thing he would change is the menu on the cereal- instead of writing the name can you just have an option such as
 - A: Corn Flakes
 - B: Cheerios
 - C: Rasin Bran
 - D: Rice Krispies
- Please provide more elevated/ adjustable tables for the members with bigger wheelchairs
- i dont like the 30day policy
- When something is pointed out it isn't always dealt with in a timely manner, but has gotten better over time.
- Not pleased with the processed food provided.
- Spouse completed with staff.

MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

Family Responses Overview



1. Please rate your satisfaction with the activities offered in which your member chooses to participate.



1b. We would appreciate feedback about the ease of access to, variety or frequency of activities, others desired, or programs. What are we doing well? Where could we improve?

- I know there are several available programs for our Vets however my father at 99-1/2 chooses not to take part mostly due to his age.
- So appreciate all the care and attention to providing programs that my brother is interested in and can actually access.
- "I love the variety provided and that someone highly encourages or even makes our Dad go to activities. He would never go without the encouragement.
- Maybe send out the activities like you do the menus so family could try to attend some of them. "
- It appears the members have a lot if options for activities.
- I appreciate all you do for my loved one. There is always something going on. And if I am there I join in and make sure his is there.
- I'm not aware of activities in which my husband participates. He has done fishing and painting in the past, but I don't think he does much these days other than watch TV.
- We have no complaints about anything...my husband is so happy that he gets to choose what he would like to do, and the activities provide so much more interaction with members. Way more than he would ever get at home.
- My brother seems to enjoy all the music and cards and bingo games!
- All good :)
- Great variety of outings and activities.
- *Member* doesn't do a lot but interacts way more than we expected
- I was with my husband for Veteran's day weekend. The weekend was great and the celebrations were TERRIFIC!
- Unknown

2. Please rate your satisfaction with your ability to provide staff with feedback regarding your member's personal preferences and whether staff take those preferences into account when providing care.



MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

2b. We would appreciate feedback about your ability to provide staff with feedback regarding your member's personal preferences and whether staff take those preferences into account when providing care.

- The quarterly conference meetings help with that.
- I have never once made a suggestion or comment that has been ignored or discounted. Everyone is attentive and accommodating and so caring.
- Always have listened and provided as requested
- Brother/member most often doesn't ask for many of his needs, but he will sometimes eventually tell me. When I relay to staff they respond immediately.
- I am pretty vocal with any concerns I have, which are few. The staff listen to me and I appreciate that.
- The staff has always been very cooperative.
- Staff is always available for discussion about anything my husband needs.
- Always prompt.
- My father is very happy and cared for every time we are there.
- I have no problems reaching staff and they communicate well.
- All of staff listens with concerns and do what they can
- I feel comfortable speaking with any staff personally about anything. Everyone is very caring, patient, and especially loving. They are like family to us.
- While member was in hospital The STAFF went through personal belongings and drawers and threw items away with no knowledge to member until he looked in his drawers etc

3. Please rate your satisfaction with communication from the Home keeping you informed of important issues that impact your member's daily life at the Home.



3b. We would appreciate feedback on the Home's communication with you. For example, do you feel the Home is effectively keeping you informed on issues related to your member's care specifically? On broader issues that may impact your member's daily life? Would you prefer other methods of communication?

- I feel they all take special care with my dad and he recognizes this too.
- Open and substantive communication, both via calls, emails and in person, always to the point and helpful.
- Always call or text which is appreciated. They are always open to our suggestions and ideas.
- Home staff is very good at keeping me informed
- I like that I can get in touch with a staff member when I need to. And I appreciate the care conferences we have every 3 months.
- Communication is good for the most part.
- I may get a call when there is an issue but that happens so seldom. They are very good at informing me of everything I need to know.
- Always in top of any medical issues immediate attention.
- The home is really great about that.
- They always talk to me about any concerns
- The care conferences are great even when I can't be there in person, we meet by phone which works wonderfully. Every time my spouse falls, goes to the hospital, etc I'm always notified and I truly appreciate it.
- Ok

MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

4. Please rate your satisfaction with your opportunities to register concerns or communicate them to management and staff.



4b. Regarding your concerns, does the Home's process allow you to register concerns easily and timely? Are your concerns/feedback appropriately acknowledged and/or addressed when possible?

- Yes
- Always addressed and in a positive manner
- Yes but sometimes I feel like team members don't talk or fully share details with all care providers involved
- I visit *Member* often and am able to tell the desk nurse of any needs/issues. Also can easily contact all staff by text, phone or email, and always get a timely and appropriate response
- All is well here. I can talk to whomever I need to about my concern.
- I've always been able to express concerns, and they have always been acknowledged and dealt with in a timely manner.
- Excellent, always addressed as soon as possible.
- always good.
- All concerns are addressed -
- Yes, have always been acknowledged and addressed.
- Good communication
- I feel I can talk to anyone when I need info about my husband. Someone is always available and I thank God for placing my husband at MVHGR.

5. Please rate your satisfaction with the opportunities the Home provides you to participate in your member's plan of care.



5b. We would appreciate feedback on your rating for your involvement with the care planning process. For example, is the Home keeping you informed regarding changes in your member's care plan? Do you feel your feedback related to their care has been incorporated in their personal plan of care?

- They always call me with any issues or health changes with my dad.
- I feel well informed and part of the decision making team
- Yes with calls or texts and conference meetings. Yes.
- I attend all care conferences as possible, and appreciate the staff present, and comments made, and that I am listened to
- The staff always come to me when there are questions, and I feel free to go to them.
- I get calls to sign paperwork when he is being discharged from therapy. It always surprises me because I never knew he was in therapy. I guess that is one area where communication is not so good.
- I am almost always involved as I am the POA for financial and health issues.

MVH at Grand Rapids – Member & Family Satisfaction Survey - 2024

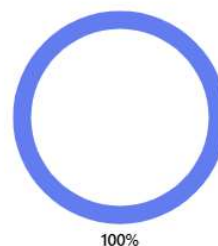
- no need hot feed back.
- We always get updates on our father, *Member* :)
- Yes, I am asked if I want to be in on care conferences.
- Always let me know if there is a med change and ask permission
- When anything is about to change such as medications, I am always contacted.

6. Please rate your overall satisfaction with the services provided by Michigan Veteran Homes at Grand Rapids.



7. My relationship to the member is:

- Family Member 14
- Non-family guardian or representative 0



8. Please provide any additional comments you would like to share with the Michigan Veteran Homes at Grand Rapids.

- My father loves living at the home. Every one treats him like family.
- I struggle to find how to adequately express my gratitude for the Michigan Veteran Homes at GR. I have never seen an institution where care, compassion, and excellence are so embodied in every single thing I personally witness in my role as guardian and that my brother experiences as a patient/resident. Thank you from the bottom of my heart.
- Everyone is absolutely amazing at the MVH!!! We are truly blessed and beyond grateful for the home and all the providers. We always feel our Dad is cared for and truly loved by the staff that take care of him. We were hesitant at first bc the VA had a bad rap for years but we trusted it would be the best fit and it really has been the best thing as we could not continue care for him at home. We would be lost without MVH!!! Thank for for all that you do for our Dad and the other member
- I am at the home often visiting my brother and am able to witness professional interactions by all staff.
- I could not be happier with the care my loved one gets!
- I think my husband is quite content at MVH and the care he gets is among the best there is.
- I have no complaints at all. I am so happy my husband is safe here. I still cry about the fact that he was accepted into the home.
- none.
- My family member has the best possible quality of life there.
- I know it's hard to keep food hot but that is one thing he might mention and through no fault of staff he is always cold and wishes his room could be warmer
- My brother only arrived at MVHGR last summer. I am very impressed by the positive and professional qualities of your staff! I see a well run, safe home for our vets! Thank you!
- I can't think of anything- you're all TERRIFIC! Thank you!
- Member wanted State ID , I got the needed paperwork. I was told by member I needed to make SS and Transportation arrangements. I have no idea his schedule or what offices that would need to be called. Someone at the VA needs to make these arrangements

2024 Employee Engagement Survey - Chesterfield

Responses Overview

Responses

49



Total Staff

319



Percent Participation

15.4%



1. Job Satisfaction

● Strongly Disagree ● Disagree ● Neither Agree nor Disagree ● Agree ● Strongly Agree ●

My work has a positive impact on members' lives.

I feel the care I provide is appreciated by the members and their families.

My supervisor appreciates the work I do for members.

I have the resources and equipment necessary to perform my assignments well.

I would recommend this Home to my veteran family and friends if they had a need for skilled nursing care.

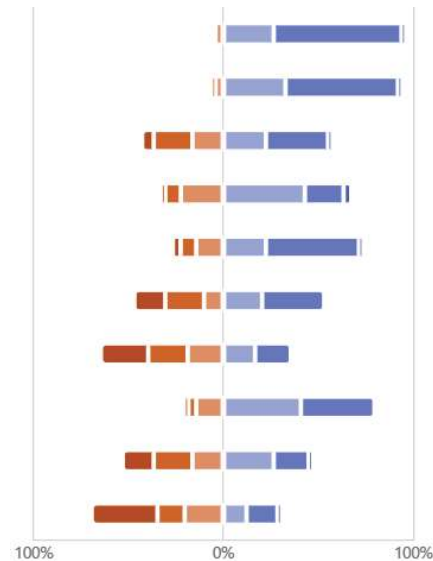
I would recommend working here to my friends.

At this Home, staff receive appropriate recognition.

My workplace is safe and well-maintained.

I feel that my pay is fair for the local community.

I feel supported in my career growth at the Home.



2. Team Building and Communication

● Strongly Disagree ● Disagree ● Neither Agree nor Disagree ● Agree ● Strongly Agree ●

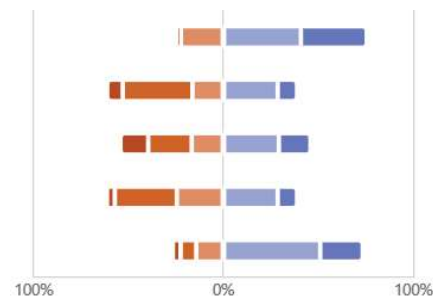
I am proud of my team and the work we do.

My team communicates well.

I am encouraged to participate in decisions that affect my work.

I am provided information in a timely manner.

I am aware of the Home's goals and vision.



3. Scheduling and Staffing

● Strongly Disagree ● Disagree ● Neither Agree nor Disagree ● Agree ● Strongly Agree ●

I usually have a consistent assignment.

I have input into the development of my schedule.

I usually have a reasonable workload.

My supervisor allows adjustments to schedules when needs arise.



4. Training

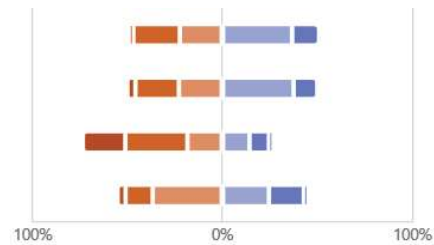
● Strongly Disagree ● Disagree ● Neither Agree nor Disagree ● Agree ● Strongly Agree ●

My supervisor and I talk about my training needs.

I am provided training opportunities to improve and maintain my skills.

I am given opportunities for professional growth.

I find our in-services valuable.



5. Management and Leadership

● Strongly Disagree ● Disagree ● Neither Agree nor Disagree ● Agree ● Strongly Agree ●

The Administrator is available and is open to speaking with me.

The Director of Nursing is available and is open to speaking with me.

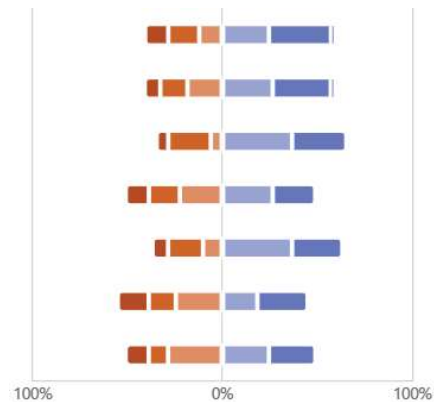
I can talk openly and honestly with my supervisor about work-related issues.

My supervisor values my opinions.

My supervisor respects me and treats me fairly.

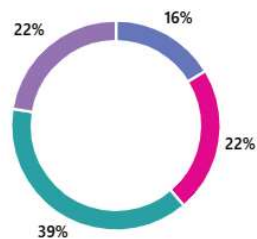
Leadership promotes a positive workplace.

Leadership is committed to diversity and inclusion.



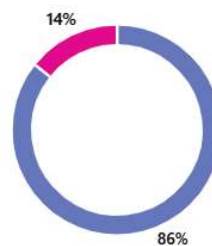
7. How long have you worked at this home?

0-6 months	8
7-18 months	11
19 months - 3 years	19
More than 3 years	11



8. Are you a state employee or are you employed through a contractor?

State of Michigan Employee	42
Contractor	7

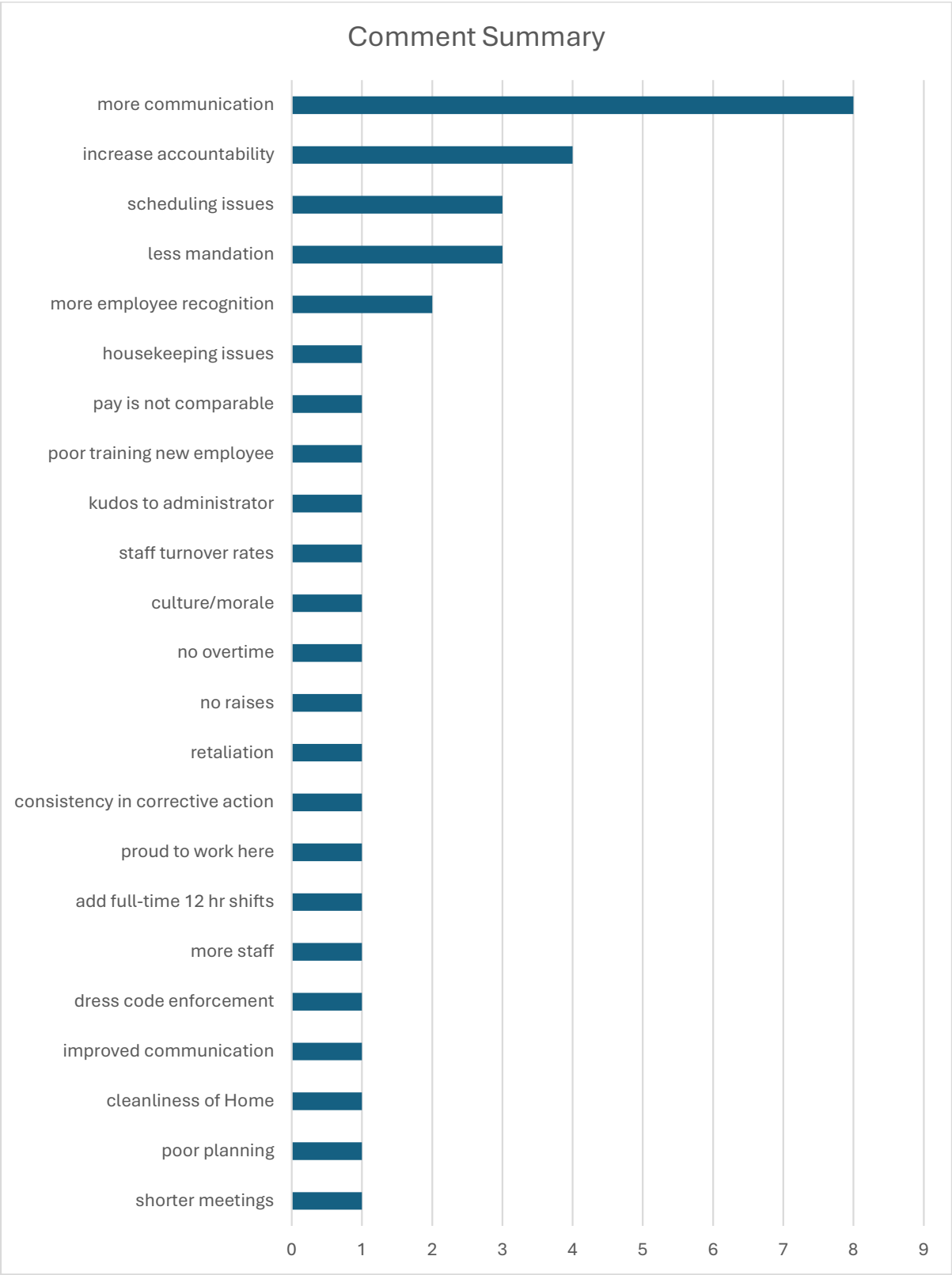


9. What is your primary role?

Direct Care: Nursing & Care Giving	27
Direct Care, Other (Includes Med Providers, SW, Activities, etc.)	7
Indirect Care (Includes Maint, Hskpg, Nutrition, Pharm, Admin, Office Support, etc.)	14



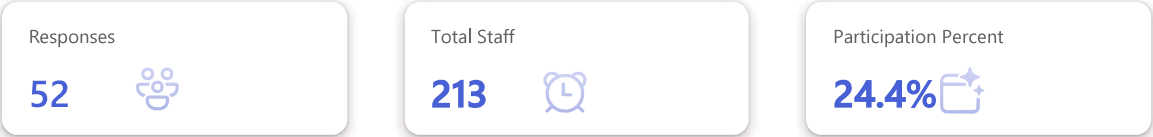
MVHCT 2024 Employee Engagement Survey Comments - SUMMARY



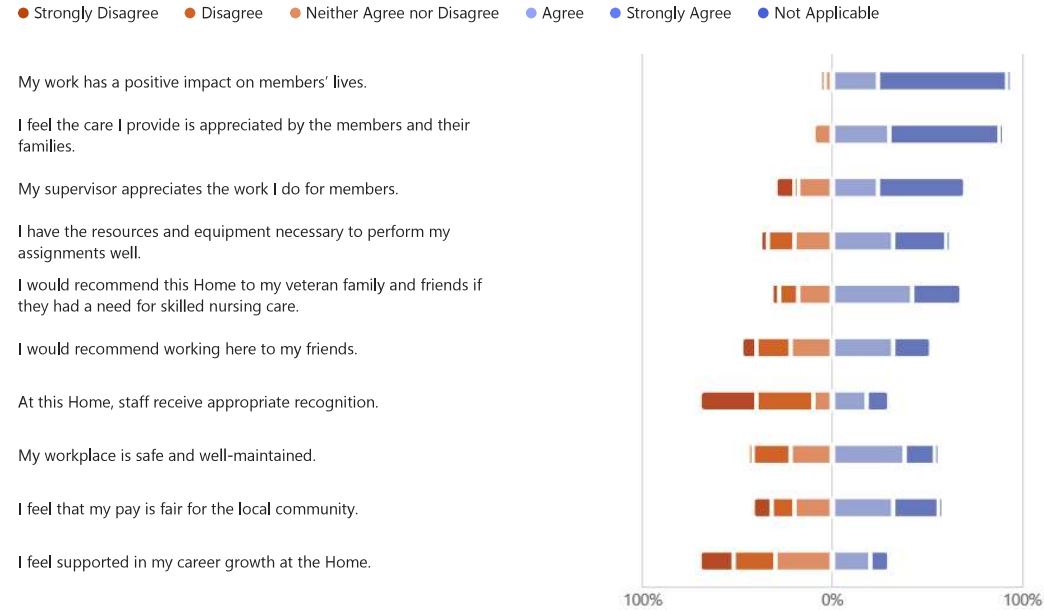
2024 Employee Engagement Survey

DJ Jacobetti

Responses Overview



1. Job Satisfaction



2. Team Building and Communication



3. Scheduling and Staffing

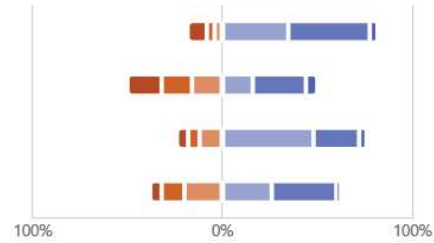
● Strongly Disagree ● Disagree ● Neither Agree nor Disagree ● Agree ● Strongly Agree ● Not Applicable

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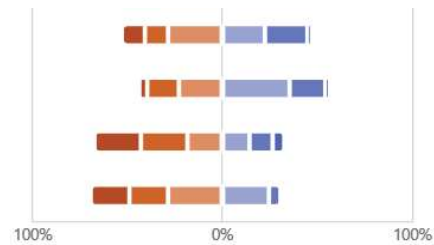
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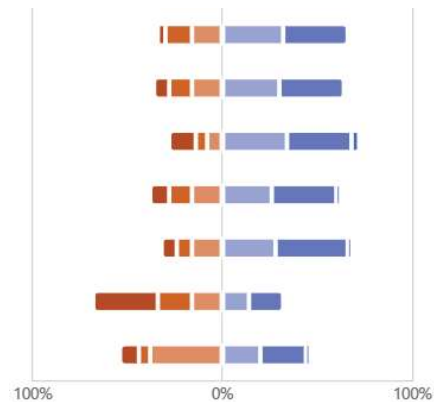
I can talk openly and honestly with my supervisor about work-related issues.

My supervisor values my opinions.

My supervisor respects me and treats me fairly.

Leadership promotes a positive workplace.

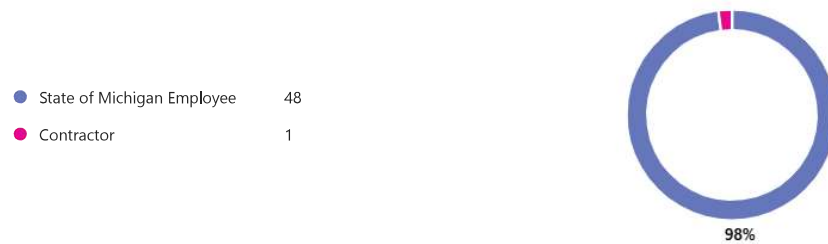
Leadership is committed to diversity and inclusion.



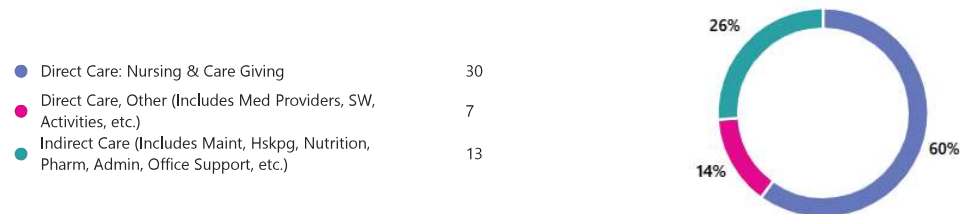
7. How long have you worked at this home?



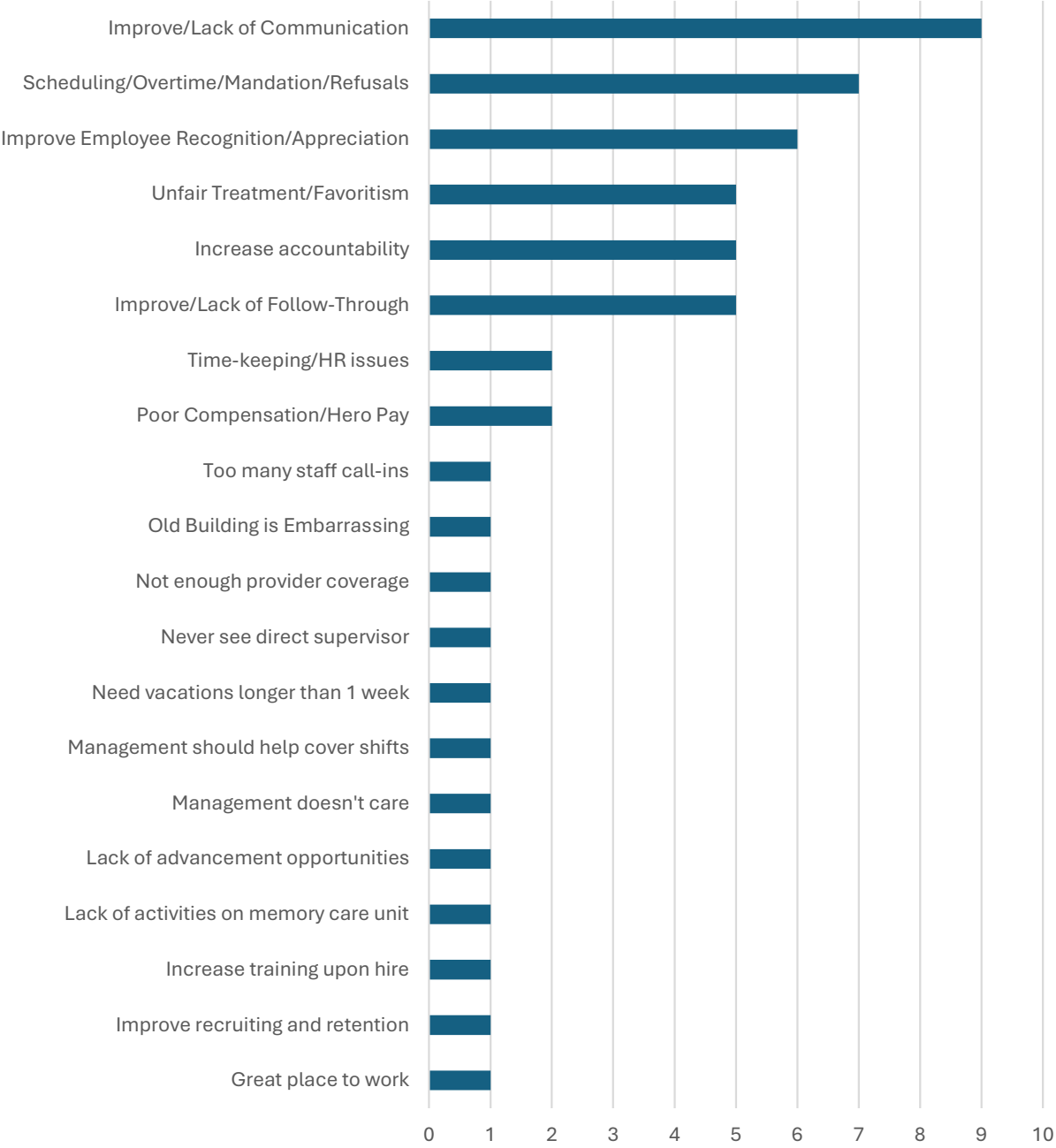
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9. What is your primary role?

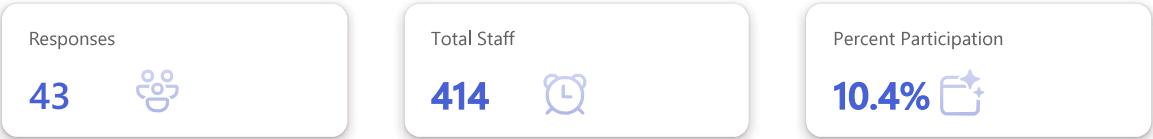


DJJ Comments Summary

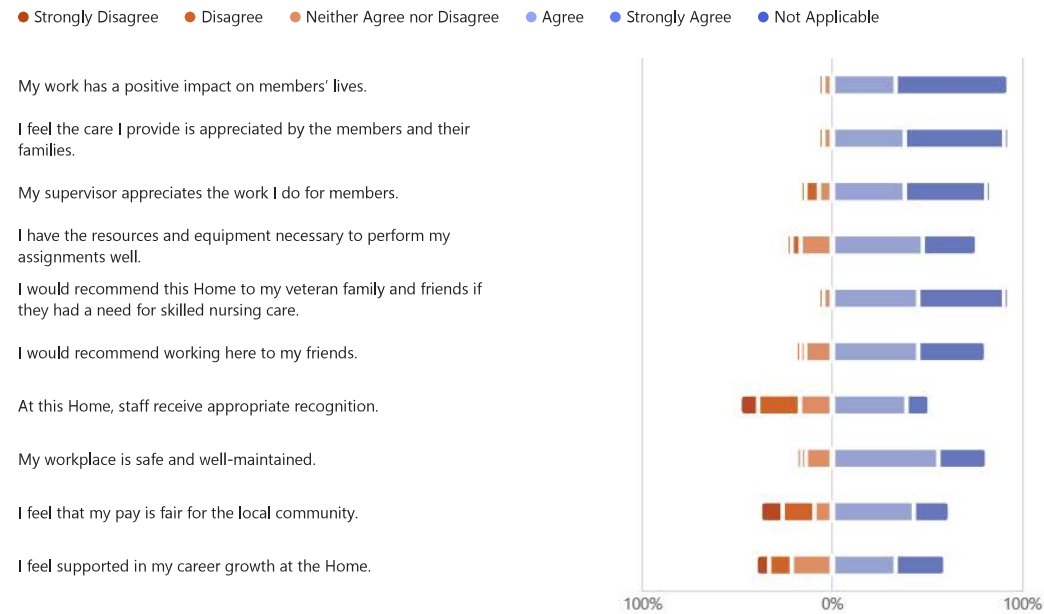


2024 Employee Engagement Survey Grand Rapids

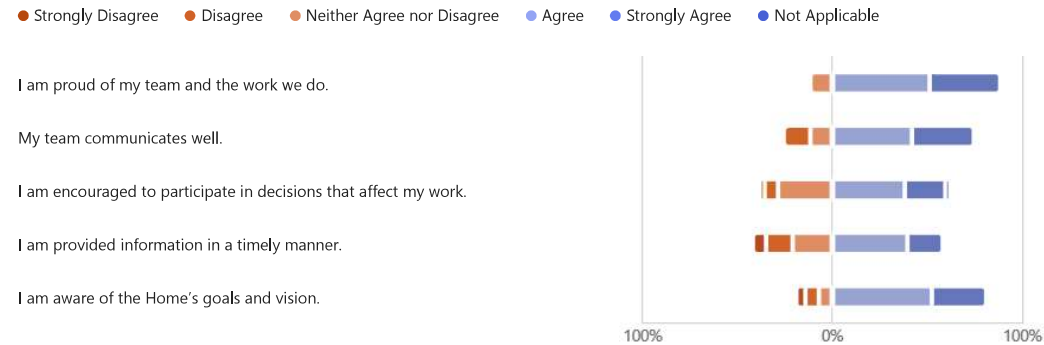
Responses Overview



1. Job Satisfaction



2. Team Building and Communication



3. Scheduling and Staffing

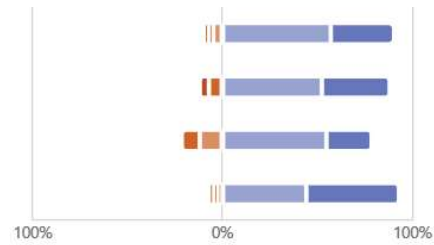
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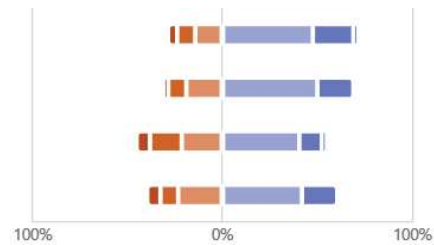
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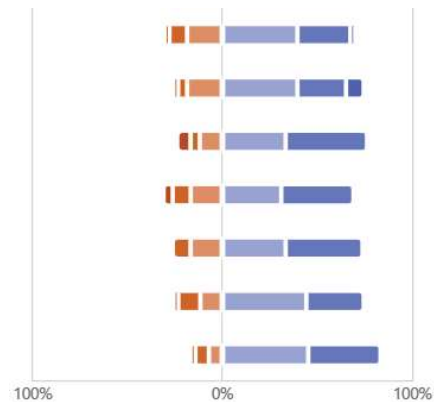
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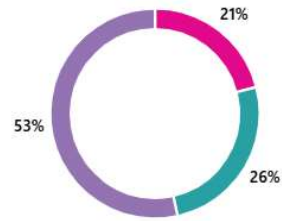
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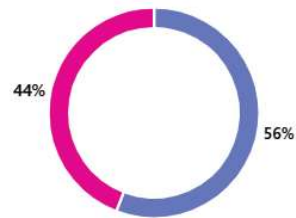
7. How long have you worked at this home?

0-6 months	0
7-18 months	9
19 months - 3 years	11
More than 3 years	23



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State of Michigan Employee	24
Contractor	19

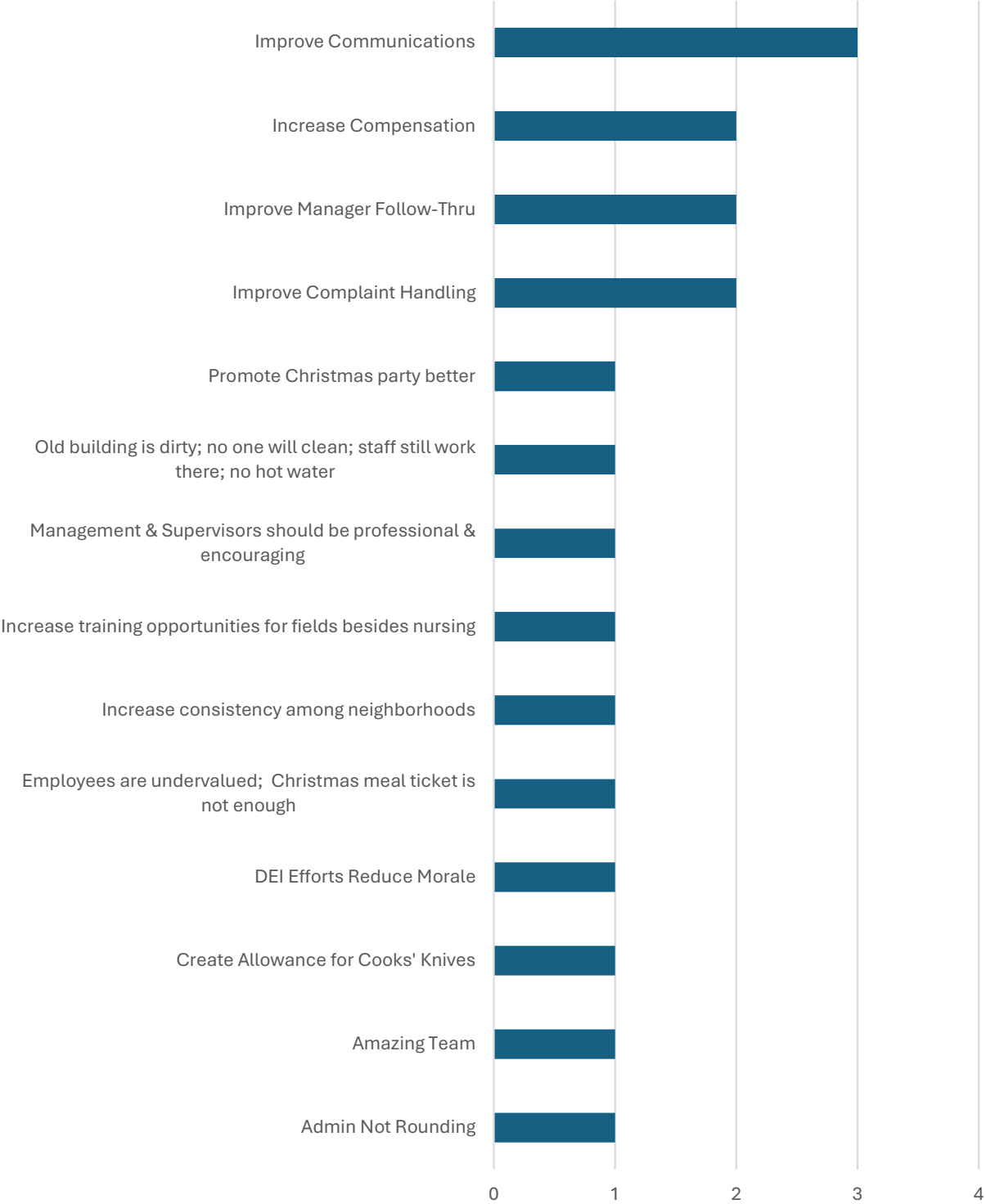


9. What is your primary role?

Direct Care: Nursing & Care Giving	8
Direct Care, Other (Includes Med Providers, SW, Activities, etc.)	3
Indirect Care (Includes Maint, Hskpg, Nutrition, Pharm, Admin, Office Support, etc.)	31



GR 2024 Employee Engagement Comments Summary



SATISFACTION SURVEYS: VETERAN LTC FACILITIES

MVFA Quality and Compliance Committee

July 15, 2025

MICHIGAN VETERAN HOMES (MVH): LONG-TERM-CARE (LTC) FACILITIES



MVH at Chesterfield Township



MVH DJ Jacobetti



MVH at Grand Rapids

I. OVERVIEW

- What do we mean when we say “satisfaction scores” in LTC facilities ?
- What are some factors that influence member LTC satisfaction scores?
- Why is obtaining LTC satisfaction data important?
- What are some common approaches used to obtain LTC satisfaction scores?
- What approaches does MVH use to obtain and analyze satisfaction data for our facilities?
- What is the board member’s role re: MVH satisfaction scores?

II. WHAT DO WE MEAN BY LTC SATISFACTION SCORES?

- LTC member satisfaction scores measure how happy or unhappy Members are with their living situation and the care they receive in their MVH facility.
- Separately (whenever possible), satisfaction scores are obtained from family members of LTC members regarding the care they receive in their MVH.
- These scores are dynamic in nature and reflect perceptions of various aspects of life within the MVH facility.

III. SOME FACTORS INFLUENCING SATISFACTION IN LTC FACILITIES

1. Quality of Care: Competency and skills of healthcare providers, effectiveness of care and treatments and availability/accessibility of care.
2. Communication: Clarity and frequency of communication among staff and members/families and responsiveness to member needs/concerns.
3. Environment: Cleanliness and safety of the physical environment, privacy and dignity of members, comfort, and homelike atmosphere.
4. Staff Interactions: Opportunities for family participation in care planning, regular communication with families, and family involvement.
5. Other: Nutrition issues, social engagement opportunities, and timeliness for services provided.

IV. WHY IS IT IMPORTANT TO OBTAIN “SATISFACTION SCORES”?

Promote Member Well-being

Strive for Quality Improvement

Meet Regulatory Components

V. PROMOTING MEMBER WELL-BEING

Promoting Member well-being aligns with our organizational mission:



- Mission: We provide long-term skilled nursing care and services that enhance the well-being of veterans in the place they call home.

VI. USING SATISFACTION DATA FOR QUALITY IMPROVEMENT

- Analyzing survey results to identify areas of strength and weakness
- Developing and implementing targeted quality improvement initiatives
- Monitoring the impact of changes on satisfaction scores
- Sharing results with staff and Members
- Using data to inform staff training and education
- Ensuring that changes are sustainable and effective

VII. REGULATORY COMPLIANCE

Looking at meeting minimum standards for securing safe and competent care of LTC members in LTC facilities at this time:

- The State of Michigan does not have a clear set of satisfaction expectations
- The VA does have some guidelines
- Federally, CMS uses CAHPS standards when looking at satisfaction of services in LTC Facilities/Nursing Homes

VIII. SOME COMMON METHODS TO GATHER LTC SATISFACTION DATA

- Surveys (standardized surveys like CAHPS or customized surveys)
 - Importance of clear, concise, and unbiased questions
 - Different methods of administering surveys (paper-based, online, in-person)
 - Considerations for vulnerable populations (e.g., members with cognitive impairment)
- Focus groups, virtual focus groups
- Interviews with Members, their family members, and staff
- Suggestion Boxes (both on site and virtual)
- Complaint Logs
- Observations of Member interactions
- Member Councils

IX. THE SATISFACTION SURVEY PROCESS

- Survey data collected by MVH administration annually.
- Satisfaction survey information obtained from veterans at our facilities with additional satisfaction data obtained via surveys from their family members.
- Satisfaction survey data is collated by MVH administration (items are scored on a 0 to 5 point level). Narrative comments are also included in the data satisfaction report. Percentage response rates for each group are also noted in the report
- Lastly, all satisfaction data is entered to a written report and provided to leadership at the Homes. These reports are also provided to the MVFA Board of Directors.

X. HOW DOES MVFA ANALYZE ITS SATISFACTION DATA?

At MVFA, we primarily utilize surveys to obtain satisfaction data from our MVH Members and their family members. MVH administration compares satisfaction scores and trends in those scores in three ways:

1. internally on an individual basis (determining trends within each facility).
2. internally from a systems perspective (comparisons among our 3 facilities).
3. externally, scores are compared with other similar-sized LTC nursing facilities within our state (via Nursing Home Compare).

XI. CONCLUSION: WHAT IS THE ROLE FOR MVFA BOARD MEMBERS ?

- Recognize the importance of regularly collecting MVH satisfaction data for promoting Member well-being, quality improvement and as a part of the regulatory process.
- Take the time to read and understand the full report on member and family satisfaction as obtained annually in a final written report.
- Understand the importance of board member oversight; asking questions about MVH satisfaction data as appropriate.
- Encourage the organization's ongoing commitment to MVH Member satisfaction.



IX. COMMENTS/QUESTIONS