



STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ANNE ZERBE  
EXECUTIVE DIRECTOR

January 15, 2025

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '25 First 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,

A handwritten signature in black ink that reads "Anne Zerbe".

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 1, 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 FY24 Quarter 4:

Michigan Veteran Homes at Chesterfield Township (MVHCT)	7.5 PPD
Michigan Veteran Homes D.J. Jacobetti (MVHDJJ)	4.76 PPD
Michigan Veteran Homes at Grand Rapids (MVHGR)	6.88 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	28	3.28 days
MVHDJJ	9	3.25 days
MVHGR	28	4.64 days

**MVHCT Responses:**

1. Headphone were replaced
2. Hearing aid found
3. Hearing aid found
4. Money is not lost
5. Member wanted to speak with agency manager.
6. Member was reimbursed for pajamas
7. Cane was found and returned to member
8. Wallet was found and returned to member
9. Cane was found and returned to member

10. Hearing aid was found and returned to member
11. Member did not want to be reimbursed for two blankets
12. Denture was replaced
13. Ring was found and returned to member
14. Clothing was found and returned
15. Headset and cord were replaced to member
16. Denture was found and returned to member
17. Supplements were approved for member for have.
18. 2 pins on hat remain missing; unable to determine if they are lost. Member currently has two pins on his hat.
19. Clothing items were found and returned to member
20. Hearing aides were replaced by VA
21. Wallet was found and returned to member
22. Honey mustard was replaced
23. Food was discarded after 3 days; education to member about policy/procedure
24. Wallet was found and returned to member
25. Hearing aid was found and returned to member
26. Dentures were found and returned to member
27. Hearing aid was replaced for member
28. Glasses were replaced for member

MVHDJJ Responses:

1. Member's wedding band located
2. Member's CD's located or replaced
3. Member's glasses returned
4. Cost of member's shirt reimbursed
5. Member Wi-Fi repaired
6. Staff will wake member for honor walks
7. Elevator maintenance company called out for repairs
8. Member provided correct smoking time
9. Members met with dietary to discuss spaghetti

MVHGR Responses:

1. Education completed.
2. Education completed.
3. Missing socks were replaced.
4. Wallet was located.
5. Audiology appointment scheduled to replace missing hearing aid.

6. Some of missing shirts replaced and member was not worried about remaining items.
7. Claim for reimbursement was completed.
8. Wallet was returned from laundry.
9. Hearing aid was located.
10. Education completed.
11. Caregiver was removed from MVH-GR contract.
12. Ring was located.
13. Declined wanting to file a claim for reimbursement.
14. Investigation into noise is ongoing.
15. Phone was located.
16. Wallet was returned from laundry. Education completed.
17. Dental appointment scheduled.
18. Declined wanting to file a claim for reimbursement. Some clothing items returned.
19. Education completed.
20. RP stated no money is missing and to close concern form.
21. Dental appointment scheduled.
22. Care plan updated and education completed.
23. Dental appointment scheduled. Replacement shower bed obtained. Alternatives offered.
24. Most clothing items were returned.
25. Pending resolution.
26. RP stated concern form could be closed.
27. Pending resolution.
28. 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 additional 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 provide 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	9 facility deaths
MVHDJJ	9 facility deaths
MVHGR	11 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](http://www.michigan.gov/mvh/about/legislation)