

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 Member states he may have misremembered how much was withdrawn.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