



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

April 20, 2026

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '26 Second 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 2, FY 2026

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 FY26 Quarter 1:

Michigan Veteran Homes at Chesterfield Township (MVHCT)	7.1 PPD
Michigan Veteran Homes D.J. Jacobetti (MVHDJJ)	5.11 PPD
Michigan Veteran Homes at Grand Rapids (MVHGR)	6.82 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	7	6 days
MVHDJJ	0	0 days
MVHGR	27	12 days

MVHCT Responses:

1. Member wants to take an additional 10+ supplements per day, on top of the supplements he is currently taking. Providers notified to follow up and provide quarterly meeting with member to review request.
2. Member feels it is his right to drink out of a Styrofoam cup, despite it being against speech therapy recommendation.
3. Another member continues to enter this members room. Member is agreeable to a room change.

4. Member feels his neighborhood is served last and the kitchen runs out of vegetables. Member satisfied with resolution.
5. Member states when his urine bag was changed, some urine got onto his slippers. Member washed his slippers and is satisfied at this time.
6. Member dislikes the food and wanted administration to be aware. Administrator is working with nutritional services
7. Member wants hair salon hours to be posted and a new process put in place to schedule haircuts. Hours have been posted in salon.
8. Member was upset that a package was opened. Education was provided that package was opened for his safety. Member satisfied with response

MVHDJJ Responses:

None to report.

MVHGR Responses:

1. Shirts were relabeled and returned. Continuing to get other member's laundry.
2. Pajama pants were found.
3. Hearing aid was found.
4. Member purchased replacement pants.
5. Blanket was found and returned.
6. Audiology appointment scheduled.
7. Hearing aid was found.
8. Claim Against the State filed for potential reimbursement for missing items.
9. Education completed with staff. Room audits being completed.
10. Documentation in place for bowel patterns. No further concerns.
11. Care plan updated and audits being completed.
12. Shirt was found, bedding was not found, denied claim for potential reimbursement.
13. RP will deposit money directly into member's trust account moving forward and member can withdraw funds as needed.
14. Two staff to be present for delivery of medications.
15. Education completed with staff.
16. Education completed with staff.
17. Claim against the State filed for reimbursement for replacement cell phone.
18. Provided with replacement jeans. Inventory list was updated.
19. Facility has purchased steam wells and hot plates to assist in keeping food warm.
20. Verbal education completed. Kardex updated.
21. Reviewed mealtimes, meal holding times, and always-available menu with the member.
22. Verbal education was completed.
23. Education completed with staff.

24. MI-FRI was submitted misappropriation - not substantiated. Police report submitted.
25. Received replacement glasses.
26. Planter was not found. RP declined claim for potential reimbursement.
27. Pending resolution – in process.

(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 re-stocked 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 individual provides 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	10 facility deaths
MVHDJJ	12 facility deaths
MVHGR	5 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