



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

ANNE ZERBE  
EXECUTIVE DIRECTOR

April 15, 2025

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

Dear Governor Whitmer,

SUBJECT: PA 351 of 2020 – FY25 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,

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 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 2:

Michigan Veteran Homes at Chesterfield Township (MVHCT)	7.06 PPD
Michigan Veteran Homes D.J. Jacobetti (MVHDJJ)	4.66 PPD
Michigan Veteran Homes at Grand Rapids (MVHGR)	6.99 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	21	4.2 days
MVHDJJ	22	3.27 days
MVHGR	54	4.28 days

**MVHCT Responses:**

1. Guardian located the gift cards at home.
2. Wallet was found at home.
3. Robe was found. Family replaced belts.
4. Money found by laundry; deposited back in member's account.
5. Guardian not concerned.
6. Dentures were found.
7. Member's clothes were found and returned.
8. Dentures were found in garbage.
9. Guardian gave consent via email to resolve grievance.

10. Home replaced missing shirts.
11. Member will receive an eye exam and order new glasses.
12. Active DPOA will purchase new pair and provide receipt for reimbursement.
13. Member will submit receipt for new remote for fan.
14. Active DPOA reports there are no missing items.
15. Hearing aids were found.
16. Guardian to replace reading glasses.
17. Cap was found.
18. Cell phone was found.
19. Member found his wallet in his pocket.
20. VA will replace hearing aids.
21. Home will submit reimburse for missing silver bullet.

MVHDJJ Responses:

1. Dentures replaced
2. Candy located
3. Care plan and interventions reviewed, provided support, assist with hospice referral
4. New building design discussed
5. Maintenance will follow up on elevators
6. Spaghetti sauce will be doubled
7. Staff educated on privacy/dignity
8. Afternoon staff alerted on member preferences.
9. Member encouraged to write letter to the board about personal allowance
10. Additional chicken meals added to menu
11. Kitchen staff educated on always available menu
12. Otis performed maintenance on elevators
13. New appliances will be used in the new building
14. New beds will be used in the new building
15. New bathrooms and showers were discussed
16. Call lights for new home discussed
17. Dining rooms for new home discussed
18. Physical therapy area for new home discussed
19. Relief cook being trained
20. Seven outings planned for March
21. Staffing and call light response time were reviewed and deemed appropriate
22. Cable TV system explained

MVHGR Responses:

1. Phone was returned from laundry.
2. Phone found and returned. Charger not missing.
3. Dentures returned from laundry.
4. Dental appointment scheduled.
5. Internet provider restored services.
6. Education completed with caregiver.
7. Education completed with caregivers.

8. Education completed with housekeeping staff.
9. Care Plan updated.
10. Wallet and cash returned from laundry.
11. Wallet returned from laundry.
12. Neighbor moved rooms.
13. Education completed with caregiver.
14. Education completed with staff.
15. Hearing aids were never missing.
16. Member bought replacement shirt, denied wanting to file a claim for reimbursement.
17. Education with staff. Kardex/Care Plan updated.
18. Heat was increased in room.
19. Claim for reimbursement completed.
20. Majority of items returned, denied wanting to file a claim for reimbursement.
21. Education completed with caregiver.
22. Responsible Party didn't want to investigate further.
23. Items returned from laundry.
24. Claim for reimbursement was completed.
25. Statement was provided to member.
26. Explanation provided regarding interaction with staff.
27. Neighbor provided with headphones.
28. Care was provided by staff in a reasonable timeframe.
29. Stone for ring was located.
30. Clothing items returned from laundry.
31. Jacket returned from laundry.
32. Member no longer receiving monthly statements.
33. Fan remote was located.
34. No further concerns after findings were reviewed.
35. Blanket was returned.
36. Wallet returned from laundry. Responsible Party didn't want further investigation into potential missing funds.
37. No further concerns after findings were reviewed.
38. Hearing aids to be replaced.
39. Pending resolution.
40. Phone was located.
41. Verbalized understanding of explanation provided by Business Office Manager.
42. Claim for reimbursement to be completed.
43. Shirt not located/returned, denied filing a claim for reimbursement.
44. Pending resolution.
45. Replacement wallet provided.
46. Pending resolution.
47. Pending resolution.
48. Pending resolution.
49. Pending resolution.
50. Pending resolution.
51. Pending resolution.

- 52. Reviewed action that was taken by providers and updated Care Plan.
- 53. Pending resolution.
- 54. Member equipment control was found.

**(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	10 facility deaths
MVHDJJ	13 facility deaths
MVHGR	12 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)