



STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

GRETCHEN WHITMER
GOVERNOR

ANNE ZERBE
EXECUTIVE DIRECTOR

April 12, 2021

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

Dear Governor,

SUBJECT: PA 351 of 2020 – FY '21 Second Quarter Reporting

Attached please find the quarterly report from 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 Fred Schaible at 517.243.2147.

Sincerely,

A handwritten signature in cursive script that reads "Anne Zerbe".

Anne Zerbe
Executive Director, MVH

Attachment

cc: Tom Barrett, Senate Appropriations Subcommittee on DMVA Chair
Dr. John Bizon, Senate Families, Seniors and Veterans Committee Chair
Beau LaFave, House Military, Veterans and Homeland Security Committee Chair
Tommy Brann, House Appropriations Subcommittee on Military and Veterans Affairs Chair
MG Paul Rogers, DMVA Director

Pursuant to Public Act 560 of 2016 (as amended by PA 351 of 2020), MCL 36.112a:

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 of 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:

FY 21 Q2:

DJJH – 5.34

GRHV – 5.53

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

FY 21 Q2:

DJJHV - (2) Complaint forms submitted - all complaints resolved within policy required time allotment (average 5 days).

1. **Concern:** On 1/30/2021, a member stated that he was missing a silver pocketknife.

Facility Response: The member's room and nursing office were searched, and the pocketknife was found.

2. **Concern:** On 2/26/2021, a member stated that after a hospital visit, his dentures were missing.

Facility Response: Staff searched the member's room, and the dentures were not found. Hospital staff were notified of the missing dentures and the hospital was searched; the dentures were not found. The replacement process for the member's dentures has begun.

GRHV – (6) Complaint forms submitted - all complaints resolved within policy required time allotment (average 5 days).

1. **Concern:** On 1/7/2021, a member became upset because he believed that members did not receive a vaccine card similar to what the staff had received.

Facility Response: All domiciliary members were given a vaccine card; the member was satisfied.

2. **Concern:** On 2/4/2021, a member expressed concern that he did not receive a breadstick with a meal that normally includes with a breadstick.

Facility Response: The dietary manager spoke to the member and explained that the breadstick only comes with the dinner pizza and not the lunch pizza; the member was satisfied.

3. **Concern:** On 2/13/2021, a member passed away. The member's wife was given a suitcase of member's belongings; however, when she opened the suitcase, it contained another member's belongings.

Facility Response: Member's belongings were located, and the member's wife was called by staff. The member's belongings were delivered to the member's wife, and the previous belongings were returned to the appropriate member.

4. **Concern:** On 2/17/2021, a member was upset because he believed that he had a therapy appointment, and the physical therapist did not show.

Facility Response: The therapy manager spoke to the member and explained the situation. Communication attempts had previously been made, but the member had forgotten the appointment had been scheduled for a later time.

5. **Concern:** On 3/5/2021, a member stated that Member Council meetings felt like church due to the inclusion of prayers and pledge of allegiance.

Facility Response: The member's concern was brought to the Member Council president and vice president who agreed that a survey needed to be conducted as to whether the membership wanted to continue including the prayer and pledge. The survey will be conducted with results reported out at next council meeting 4/1/21.

6. **Concern:** On 3/18/2021, a family member expressed concern that the member did not receive quality care because she was transferred to the hospital wearing soiled clothing and no coat and hat.

Facility Response: The staff explained to the family that the member was not wearing a hat because she was in a spine collar. The member's care plan was also adjusted to increase staff assistance as the member was confused and changing her clothing three to four times; thus, she was wearing soiled clothing.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 21 Q2:

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

GRHV – 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.

FY 21 Q2:

DJJHV - 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

GRHV- Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm and cameras. 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:

Christin Othmer, RPh
Fred Ammerman, RPh

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

FY 21 Q2:

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

The following individual supervises patient spending accounts:

Sean Depuydt, Business Manager

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

The following individual supervises patient spending accounts:

Erica Bobrowski, Business Manager

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

FY 21 Q2:

DJJHV - (7) facility deaths

GRHV – (13) 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.

This report has been published at www.michigan.gov/mvh.