

# **NURSING HOME SURVEY REPORT**

(Pursuant to Section 701 of Public Act 349 of 2004, and  
Section 20155(14) of Public Act 368 of 1978, as amended)

**April 30, 2005**

*Bureau of Health Systems*

*Michigan Department  
of Community Health*



**Jennifer M. Granholm, Governor  
Janet Olszewski, Director**

**DEPARTMENT OF COMMUNITY HEALTH  
BUREAU OF HEALTH SYSTEMS  
NURSING HOME SURVEY REPORT  
April 30, 2005**

**Introduction**

Section 701 of Public Act 349 of 2004, requires that the Department report to the appropriations subcommittees and fiscal agencies information on the following: surveys conducted, surveys requiring follow-up, the number of referrals to the Michigan Public Health Institute<sup>1</sup> for remediation, the number of citations per home, night and weekend complaints filed, night and weekend responses to complaints, and the average length of time for the department to respond to a complaint.

Section 20155(14) of Public Act 368 of 1978, as amended, requires that the department also report this information to the standing committees having jurisdiction over issues involving senior citizens and fiscal agencies.

The information provided is based on data<sup>2</sup> for the period October 1, 2004 through March 31, 2005.

a.	The number of standard surveys conducted	193
	The number of complaint surveys conducted	348
b.	The number of standard surveys requiring follow-up (First, second, third revisit)	182
	The number of complaint surveys requiring follow-up (First, second, third revisit)	73
c.	The number (of facilities) referred to the Michigan Peer Review Organization for remediation	14
	The number of Michigan Peer Review Organization remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	18
d.	The number of citations per home (standard surveys) (This is based on 1,301 citations for 193 standard surveys.)	6.7
	The number of citations per home (complaint surveys) (This is based on 216 citations for 348 complaint surveys.)	.6

---

1. Michigan Peer Review Organization now provides remediation services.

2. Survey and citation data is from the Centers for Medicare & Medicaid Services database.

- e. The number of night and weekend complaints filed (The number of complaints received after business hours or on weekends.) 19
- f. The number of night and weekend responses (initial on-site investigation contact after business hours or on weekends) to complaints conducted by the Department. 19

**Note: The nature of a complaint determines whether an off-hours investigation is required. All complaints received off hours do not require a weekend or evening response. A complaint alleging lack of activities for residents can be investigated through review of records and interview of residents during normal business hours.**

The number of off-hours (night and weekend) standard surveys 23

**Note: The percentage of off-hours standard surveys (11.9%) meets the Centers for Medicare & Medicaid Services' requirement of 10% off-hours surveys in a fiscal year.**

- g. The average length of time (in days) for the department to respond to a complaint filed against a nursing home
  - 1. Acknowledgment of receipt of complaint 1.0 days
  - 2. Investigation conducted 33.2 days
- h. The number and percentage of citations appealed 99/6.5%
- i. The number and percentage of those citations appealed which were overturned, modified, or both.
 

Supported	76/77%
Amended	6/6%
Deleted	<u>17/17%</u>
	99

The number of citations either deleted or amended in this period (23), represent 1.5% of the 1,517 citations issued. Approximately 98.5% of the citations issued in this period were either not appealed or were supported in full.