



MICHIGAN VETERAN HEALTH SYSTEM POLICY & PROCEDURES

Subject: Missing Items and Concern Policy

Policy: In order to provide a positive and consistent home environment in Michigan State Veteran Homes all members and members' family concerns will be addressed within 72 hours of submission.

Definition(s): A concern is any complaint received verbally or in writing regarding the violation of any member's rights. **This does not include unexplained injuries of members or abuse (see abuse policy).**

Information: Member /Family Care Concerns include, but are not limited to:

- Member hygiene
- Nursing care
- Quality of staff interaction/communications with member and family
- Housekeeping services
- Personal laundry services
- Social service support
- Quality of activity programs
- Billing issues
- Other member care/service concerns
- Meal/dinning issues
- Missing items

Procedure: Any concern may be made in person, orally, in writing, by telephone, or by mail and may be reported anonymously. **Concerns / Missing Items Forms are available in the following areas:**

- **Dining Room (by drink station)**
- **Therapy Room**
- **Kozy Korners**
- **All Nurses Stations**
- **Main Lobby Desk**

After the concern has been submitted the appropriate department will complete an investigation of the complaint and SS will notify the member or family with the resolution within 72 hours. Appropriate care plan will be completed and placed in members chart if it applies.

- Each staff member will be trained and expected to fill out the concern/missing item form once notified of concern/missing item and place in correct log book (7 days a week, all shifts, all disciplines).
- Each floor will have a concern/missing log book (DOM/SNF) located at the nurses' station. SS will check log books on a daily basis (M-F) in the am and bring any concerns to the morning stand-up meeting. SS will ensure all members are made aware of member advocate groups (see attached).
- Saturday and Sunday am it will be the nurses' job on unit to check the log books for possible investigation until SS resumes Monday morning @ 8:00am. The Security Office will also take concern forms on weekends and look to see if they need to call COO on the weekend.

***Once the concern/missing item has been resolved, SS will place the completed forms in a binder to be kept in the Administrators office.**

Grand Rapids Home for Veterans
Concern (s) Form

Name of Member

Concern (s):

Date member/family/or GRHV staff recall concern (s):

Investigation findings:

Investigation recommendation:

GRHV Investigator Signature

Date:

COO/COO Designee(s) Signature of Approval

Date:

Grand Rapids Home for Veterans
Missing Item(s) Form

Name of Member

Missing Item (s):

Date member/family/or GRHV staff recall seeing missing item(s):

Investigation findings:

Investigation recommendation:

GRHV Investigator Signature

Date:

COO/COO Designee(s) Signature of Approval

Date: