



## **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:**

- **Ground Floor Dining Room**
- **Physical Therapy Room**
- **Recreation Room**
- **All Nurses Stations**
- **Front Reception Area**

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 unit 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 meetings. 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. On the weekend, the Nursing Supervisor will also take concern forms and determine if they need to contact the COO/Designee at that time.

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

DJ Jacobetti Home for Veterans Concern (s) Form	
Name of Member	
Concern (s):	
Date member/family/or DJJHV staff recall concern (s):	
Investigation findings:	
Investigation recommendation:	
DJJHV Investigator Signature	Date:
COO/COO Designee(s) Signature of Approval Date:	

DJ Jacobetti Home for Veterans Missing Item(s) Form	
Name of Member	
Missing Item (s):	
Date member/family/or DJJHV staff recall seeing missing item(s):	
Investigation findings:	
Investigation recommendation:	
DJJHV Investigator Signature	Date:
COO/COO Designee(s) Signature of Approval Date:	