



STATE OF ILLINOIS
DEPARTMENT OF VETERANS' AFFAIRS

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JB PRITZKER
GOVERNOR

Linda Chapa LaVia
DIRECTOR

June 30, 2020

Mr. John Hollman
Clerk of the House
420 State House
Springfield, IL 62706

Dear Mr. Hollman:

The Department of Veterans' Affairs Act (20 ILCS 2805/2.13), directs the Illinois Department of Veterans' Affairs (IDVA) to report the following information to the General Assembly electronically as provided under Section 3.1 of the General Assembly Organization Act:

- The number and nature of complaints made by residents;
- Information on any epidemic reported at a Veterans Home;
- The number of cases and information on the cases,
- The action taken by the Veterans Home to eradicate the spread of communicable disease.

Enclosed with this document are attachments which provide the requested information for the Illinois State Veterans Homes for the reporting period of January 1, through June 30, 2020.

- Attachment #1 are tables showing the major complaints raised by residents.
- Attachment #2 provides a breakdown of "communicable" diseases identified, and the action taken to provide the "spread" of said "communicable disease".

The Department continues to provide the highest level of service to the maximum number of eligible veterans possible while still working within budgetary constraints.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda Chapa LaVia".

Linda Chapa LaVia

Attachment #1 – Complaints by residents
Attachment #2 – Communicable diseases
Cc: IDVA

Resident Grievance Log - Illinois Veterans Home - Anna*

DATE	ISSUE	RESOLVED	COMMENTS
1/10/2020	Missing St. Louis Cardinals shirt	yes	With POAHC consent, Freedom Hall Staff conducted a thorough search of resident's dressers and closet. Item was not found. Social Services contacted Nursing and Housekeeping supervisors requesting that they make their subordinate staff aware and request that they report any information on missing item. POA satisfied of outcome.
1/14/2020	Missing eyeglasses	yes	With resident's consent, Lincoln Hall Staff conducted a thorough search of resident's dressers, closet, and scooter saddle bags. Item was not found. Social Services contacted Nursing and Housekeeping supervisors requesting that they make their subordinate staff aware and to report any information regarding the item. Resident is eligible for VA Optometry services. Social Services contacted Marion Veterans' Administration Medical Center was able to order replacement eyeglasses with current prescription. Resident satisfied of outcome.
Feburary	None	N/A	N/A
March	None	N/A	N/A
April	None	N/A	N/A
May	None	N/A	N/A

*The above table contains resident complaints received on official grievance forms or major complaints which could not be immediately addressed at the Resident Advisory Council and required follow up by staff at the Veterans Homes.

Resident Grievance Log - Illinois Veterans Home - LaSalle*

DATE	ISSUE	RESOLVED	COMMENTS
1/2/2020	Resident missing wallet and flip phone.	Yes	Wallet and flip phone in resident's underwear drawer; resident satisfied.
1/11/2020	Resident reported \$60 missing from top drawer. A check by nursing revealed that only \$40 were missing.	Yes	Spending habits revealed frequent transactions for change for snacks. Nate agreed that he should monitor treat expenditures/keep drawer locked.
2/6/2020	Resident went to put his \$3 BINGO winnings in his wallet, he discovered that \$27 were missing.	No	No money was found. Lock and key were installed in top drawer of nightstand for future security.
2/11/2020	Wallet containing \$10-\$12 was missing.	Yes	Laundry found wallet with money. Returned to resident.
2/24/2020	Wallet and one dollar missing.	No	Not found. Family and staff will continue to search.
3/31/2020	Missing right hearing aid.	Yes	Both Nursing and family agreed that resident did not want hearing aid in right ear and with her documented throwing behavior possibly threw hearing aide into waste can by her recliner. No further plans were made for replacing HA; resident did not want HA in right ear.
4/3/2020	Left hearing aid went through wash as it was teathered to shirt.	Yes	Hearing aid was sent out for repair. Not repairable. Family notified. Not replacing.
5/29/2020	Resident thought \$30 was missing.	Yes	Resident concluded he had spent the \$30 on: \$19 on pizzas and \$17 on sandwiches since 2/28/20. \$100 account withdrawal.

*The above table contains resident complaints received on official grievance forms or major complaints which could not be immediately addressed at the Resident Advisory Council and required follow up by staff at the Veterans Homes.

Resident Grievance Log - Illinois Veterans Home - Manteno*

DATE	ISSUE	RESOLVED	COMMENTS
1/3/20	CNA offered texas catheter for comfort - when member declined, CNA notified RN that member declined, and member became upset and called daughter. Daughter then called facility upset, demanding that specific CNA no longer care for her father.	yes	CNA completed customer service training, and two staff needed for all of member's care.
1/13/20	Daughter concerned that a med change occurred and family was not notified; and concerned that the nurses are told to not tell her brother anything about his father.	yes	All documentation reviewed by Administrator. PSA followed up with family; family satisfied with response. Family expressed they/Veteran remain dissatisfied with son not being allowed to visit.
1/18/20	Missing cell phone - member inadvertently threw phone into the garbage himself.	yes	Search conducted and it was noted that the trash had been taken out and the outside garbage service had come and gone.
1/28/20	States that he doesn't always get a shower before leaving for early activities and appointments.	yes	After discussing concern with member, member agreed to shower on the Evening shift to avoid conflict with his activities/appointments.
1/28/20	States that door to R4W kitchen is hard for him to open - requesting automatic push plate for door.	yes	Engineering to evaluate if door can be fitted with a push plate. Encouraged member to ask for assistance when need or having difficulty with door.
1/28/20	Wants heater on in shower and better heating system throughout facility.	yes	Staff instructed to turn heater on prior to shower. Engineering Work Order completed to check temp in member's room. Member provided extra blankets.
2/17/20	There is no shower pressure.	yes	Staff informed them that the water pressure has decreased since the placing of filters on the shower heads as instructed by IDPH in an effort to prevent legionella.
3/4/20	Suggests that the librarian make rounds on the units for residents who can't get to the library.	yes	Adjutant asked Librarian to talk to member and find out how she can help member with her library request.
4/24/20	Would like for the barber to return.	yes	Staff explained that, due to the pandemic, barber and beautician services are put on hold for now, per Governor's orders.
4/26/20	Would like to be informed of what's going on with a member once they get put on isolation.	yes	Staff explained that it would be a HIPAA violation to disclose information about another member.

4/26/20	Wants to know why she cannot go to bingo on Building 1.	yes	Staff informed her that the Activities Department is doing bingo building-to-building to practice social distancing, and that we need to remain on our own units at this time.
<p>*The above table contains resident complaints received on official grievance forms or major complaints which could not be immediately addressed at the Resident Advisory Council and required follow up by staff at the Veterans Homes.</p>			

Resident Grievance Log - Illinois Veterans Home - Quincy*

DATE	ISSUE	RESOLVED	COMMENTS
1/2/20	Resident reports staff member dropped and broke his hearing aid. Report details in file.	Yes	Social Worker C. Root and Nursing Supervisor met with resident and reviewed documentation. Hearing device will be sent to Iowa City VA for repair or replacement if it cannot be repaired.
2/12/2020	Residents complaint regarding staff discourtesy. This staff member is one of our temporary traveling nurses.	Yes	Social Worker E. Baker and Nursing Supervisor D. Herring conducted interview/investigation into this complaint. Direct intervention and corrective action with staff member taken. No further complaints received.
3/17/2020	Residents POA filed complaint regarding nurse gave wrong medication to resident and upon discovery of err instructed the resident "not to tell" or else she would get into trouble. Resident was distressed about the incident and disclosed it to the POA, who disclosed to staff.	Yes	Social Worker E. Baker and Nursing Supervisor F. Dittmer met with resident to provide emotional support, education, and reassurance. Corrective action taken with staff member.
4/12/2020	Multiple resident complaints regarding another resident who continuously targets lower functioning residents to shame, embarrass, and criticize. Member also openly criticizes staff while caring for those residents with statements such as "why are you wasting time on him, he is too dumb to know anyway", etc... Member continues to create hostile environment.	yes/no	This matter has been addressed multiple times by all modalities to include Social Services, Nursing, Adjutant, and Administrator. Team continues to staff and problem solve with both direct and indirect intervention strategies with this resident to reduce/eliminate issues which create ancillary harm to other residents.
4/25/2020	Ongoing complaints by residents of various units complaining that COVID 19 restrictions and social distancing directives are not being followed. One member of the DOMS is reportedly leaving grounds and returning back to IVHQ in violation of directives. Another member is reportedly meeting family at the Deer Park. Another is visiting with loved ones through an open window screen versus the glass. Various other complaints include family members meeting residents on the porch or at other locations on the grounds.	Yes/No	Admin, Social Services, and Nursing continue to support residents and families during these unprecedented and emotionally taxing restrictions. Staff continue to provide empathy, validation, and education as to the objectives of these restrictions and directives. All staff have rallied to increase activities and support for the residents and families within the allowed parameters of the restrictions. Many of those who are the subject of these complaints have taken passes or have adhered to the reminders of the stated objectives. Staff continue to address the issues and to modify allowable alternatives to alleviate distress and intolerance of these restrictions.
5/8/2020	Residents complaining regarding member continuing to be verbally aggressive to create intolerable atmosphere for them while trying to eat. Member makes statement about anyone eating pork as he states this "is a sin, they are stupid, and that they are all going to hell, etc." Member continues to call residents derogatory names and to attempt to antagonize others in his vicinity.	Yes/No	Social Services and Activities staff continue to monitor this behavior and to intervene and redirect when possible. This member has been directly addressed about this behavior on multiple occasions.

5/24/2020	Resident screaming at staff to remove a lower functioning resident from the hallway/doorway. Resident stating that it was making him sick to have to look at the other resident who has significant deficits but enjoys sitting in the hallway where activity is somewhat stimulating for him. This resident (screaming) continues to take offense to lower functioning residents and is verbally abusive which distresses many in the vicinity of these interactions.	Yes/No	Nursing and Social Services continue to address and attempt redirection with this resident. Staff are vigilant in their interventions to provide available supports to all affected by this ongoing behavior. Several documented complaints and IR's have been forwarded to Administrative Staff for evaluation and consideration of transfer to Hammond (Asten) with higher functioning.
5/28/2020	Filing on behalf of resident for restriction of his ability to access his belongings. Resident has a dementia dx and has history of established rummaging to alleviate stress intolerance and anxiety. Reasonable accommodations were available to alleviate safety concerns yet to allow member to retain dignity and ability to self soothe by established rummaging. Nursing focused on safety issues so the Grievance went to the Administrator	Yes	Full investigation and implementation of reasonable accommodations have been implemented in support of allowing member access to his locker and his personal belongings to allow him to resume self soothing behaviors and retaining safety protocols.
5/28/2020	Multiple residents filed complaint that certain member continues to feed the racoons after dark in the rear of the building while he sits out there smoking.	Yes	Staff have again met with this resident to remind him of the regulations regarding feeding the racoons. Member is cognitive, and agrees to understanding the objectives of these directives. No further incidents reported this period.
6/1/2020	Resident complaint about another resident "purposely" using restroom and leaving excrement on or in toilet after use. Resident has dementia and was stopping at the first bathroom he saw when returning down hallway to his room from lunch which is adjoining.	Yes	Social Services and Nursing collaborated for remedy to situation. Social Services placed a sign on door with his name to help him identify the correct room and staff began escorting him back to his room after meals as this was identified as the most problematic time. No further incidents or complaints regarding this matter.
6/5/2020	Resident continues to urinate outside at various locations on the grounds. Member will urinate on trees outside of building rather than reenter to use the bathrooms. Multiple members continue to voice complaints about this ongoing behavior.	Yes/No	Social Services and nursing staff continue to address this behavior with this member. While this behavior is offensive, member has not exposed himself or failed to be as "discreet" as possible with his conduct. (This is stated only to illustrate that his behavior is not malicious or otherwise warranting escalated intervention/involuntary discharge). Staff continue to address this behavior and to appeal to his sense of moral decency as well as community living reciprocity with minimal modification of these behaviors.
6/6/2020	Complaint regarding hallways having to share lift to care for residents creating delays and hardship in providing cares for members on different wings.	Yes	Staff were able to order a new lift to accommodate these needs and therefore alleviate the need for sharing of this critical equipment on opposing ends of the building.

6/12/2020	Resident complaints regarding not getting a bath over the weekend .	Yes	Management continues to address episodic issues for call ins and staff shortages. Resident's concerns validated and supported with available remedies implemented per the hierarchy of patient needs.
<p>*The above table contains resident complaints received on official grievance forms or major complaints which could not be immediately addressed at the Resident Advisory Council and required follow up by staff at the Veterans Homes.</p>			

Attachment #2 – Report to the General Assembly

June 30, 2020

Illinois Department of Veterans Affairs Veterans Homes Antibiotic Usage Summary

January - June 2020

COMMUNICABLE DISEASES

The following list contains the numbers of communicable diseases by month that required treatment with an antibiotic. Note that the list does not contain information on the following:

- Common Cold
- Influenza (unless the cases meet the Illinois Department of Public Health reporting requirements)
- Urinary Tract Infections (not considered communicable)
- Shingles (Per CDC guidelines, not considered a communicable disease)

Home	Type	Jan	Feb	Mar	Apr	May	Jun (to date)
Anna	Pneumonia	3	1	4	2	0	0
	Bloodstream	0	0	0	1	0	0
	Skin	4	2	1	0	3	0
	Gastrointestinal	0	0	0	1	0	2
	Respiratory	1	1	4	0	1	0
	Ear/Nose/Throat	1	0	0	0	0	0
	Fungal	0	0	0	0	3	0
	MRSA/VRSA/ESBL	0	1	2	2	0	0
	Bone	0	0	0	0	0	0
	Coronavirus Disease (COVID-19)	0	0	0	0	5	0
LaSalle	Pneumonia	9	1	6	3	1	1
	Bloodstream	0	0	0	0	1	0
	Skin	9	7	6	6	0	3
	Gastrointestinal	0	0	0	0	0	0
	Respiratory	6	4	7	2	2	2
	Ear/Nose/Throat	0	1	2	3	0	0
	Fungal	0	0	0	0	0	0
	MRSA/VRSA/ESBL	2	0	0	0	2	1
	Bone	0	0	0	0	0	0
	Coronavirus Disease (COVID-19)					1	
Manteno	Pneumonia	1	1	3	1	1	2
	Bloodstream	3	0	0	1	0	2
	Skin	11	7	4	12	7	8
	Gastrointestinal	0	0	0	3	0	0
	Respiratory	6	6	3	3	4	5
	Ear/Nose/Throat	0	0	0	0	1	3
	Fungal	2	4	1	2	2	2
	MRSA/VRSA/ESBL	0	1	0	1	0	3
	Bone	0	1	2	0	0	0
	Coronavirus Disease (COVID-19)	0	0	0	0	48	0
Quincy	Pneumonia	14	21	9	4	3	3
	Bloodstream	0	0	0	0	0	0
	Skin	9	4	9	5	5	2
	Gastrointestinal	0	1	0	0	0	0
	Respiratory	0	3 flu	2 flu	0	0	0
	Ear/Nose/Throat	0	0	0	0	0	0
	Fungal	4	3	0	3	2	0
	MRSA/VRE/ESBL	2	2	3	2	1	1
	Bone	0	0	0	0	0	0
	Coronavirus Disease (COVID-19)	0	0	0	0	0	0

RESPONSE

The following steps are taken in IDVA homes for non-epidemic communicable diseases:

- Treat the resident as needed; ensure antibiotic stewardship protocols are followed
- Identify and isolate the case(s) in question
- Map the disease location(s) to determine if the disease is spreading
- If the disease appears to be spreading, determine if it is due to cross-contamination or cohabitation.
- Provide additional staff training on infection control prevention and response, if appropriate.
- Housekeeping department briefed to implement cleaning enhancements, if appropriate.