



STATE OF ILLINOIS
DEPARTMENT OF VETERANS' AFFAIRS

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JB PRITZKER
GOVERNOR

June 27, 2019

Linda Chapa LaVia
ACTING DIRECTOR

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, 2019.

- Attachments #1-4 are tables showing the major complaints raised by residents.
- Attachment #5 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

Attach: #1-#4 – Grievance Logs
#5 – Antibiotic Usage Summaries

Cc: IDVA

Resident Grievance Log / Illinois Veterans Home - Anna*

DATE	ISSUE	RESOLVED	COMMENTS
1/9/19	Residents-complaints about water temperature	Yes	Maintenance dept was made aware and initiated corrective actions. New mixing valve installed.
2/6/19	Residents-complaints about noise level during midnight shift	Yes	ADON advised 11-7 shift of concern, offering suggestions to reduce noise levels
3/1/19	None	N/A	N/A
4/1/19	None	N/A	N/A
5/1/19	Residents-complaint of call light cords not long enough	Yes	Nursing staff protocol specifies call light cord is within reach
	Residents-complaint of peers wandering into rooms uninvited	Yes	ADON provided education, corrective actions to direct care staff
6/6/19	Residents complaint-arrangement of dining room furniture	Yes	Furniture will be arrange to reduce congested areas
	Residents complaint-Call light cords are too short	Yes	There is now an approved CDB project approved to renovate call light system staff will continue to follow protocol to ensure cord is within reach
	Residents complaint-Lower connection of POW Flag detached from rope	Yes	Maintenance staff made aware and corrective action will be taken
	Residents questioned-When new sensory garden awnings will be installed	Yes	New awnings were installed on 6/12/19
	Residents complaints-beds not being made	Yes	Beds are made as soon as possible following the completion of the resident's direct care needs
	Residents complaints-Other residents continuing to wander into rooms uninvited.	Yes	Direct Care staff advised that wanderers are to be monitored; resident's room doors are to be kept closed if appropriate; stop sign banners used when appropriate
	Residents complaints-noise level during midnight shift	Yes	ADON retrained 11-7 shift on tactics to reduce noise levels

**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
1/6/2019	Wife wanted staff to care for husband JC differently than they were	Yes	Staff accommodated wife's wishes as best they could. Resident was cared for to wife's satisfaction.
1/10/2019	Left hearing aid reported missing for MW.	Yes	Search was conducted. Hearing aid was found on 1/11 by housekeeping in the West Wing TV Room.
1/10/2019	Resident told VNAC he was missing \$25.	Yes	Investigation made into missing money. Daughter/POA concluded that he father was confused and did not have the money to begin with.
1/10/2019	Nurse placed 2 hearing aids in resident's ears at 7:30pm. At 8:30am right hearing aid was missing.	Yes	Search was conducted without hearing aid being found.
1/14/2019	Left hearing aid missing	Yes	Search conducted. Hearing aid found on 1/26/2019.
1/15/2019	Complaint about how some residents treat staff.	Yes	Shared information with Administration.
1/15/2019	Tator tots are cold.	Yes	Shared with dietary manager.
1/15/2019	Dirty diapers left in garbage can and on the floor of congregate bathroom	Yes	Brought up at the nurse's meeting. Ongoing issue which will continue to be stressed to staff.
1/17/2019	Resident complained that his hearing aid was missing. He insisted his roommate stole it.	Yes	Resident found hearing aid himself. He frequently misplaces them and refuses to give them to nursing to care for.
1/17/2019	Missing hearing aid	Yes	Search conducted. Hearing aid was not found after search and questioning by staff.
1/30/2019	Resident playing TV loudly and disrupting others.	Yes	Resident re-educated on TV rules. Resident keeps volume down as to not disturb others.
1/31/2019	Wanting to consume Jim Beam for his cold.	Yes	Talked with resident about getting a Doctor's order for him to have alcohol. Dr's order obtained.
2/1/2019	Yelling about the volume of roommate's radio at 4:30am	Yes	Offered a room change to West wing but declined. Education was given to both residents regarding TV/radio rules. No problems since.
2/6/2019	Resident placed his glasses in his shirt pocket and they were found with the frame broken.	Yes	Family agreed to have the glasses fixed. Staff requested to monitor use of grasses. Resident has repaired glasses.
2/6/2019	Resident missing \$35	Yes	Unable to locate money. Resident declined a police investigation. Resident agreed to only withdraw \$25 at a time to order out for dinner.
2/19/2019	Complaint about the towels and wash cloths being rough.	Yes	Shared with laundry. These items are washed through Dept of Corrections.
2/24/2019	Left hearing aid found broken. It has been broken once before.	Yes	Family agreed to have the left hearing aid repaired. Staff directed to communicate with resident through writing. Hearing aid has been fixed.
2/27/2019	Resident missing \$20	Yes	Search conducted. Money was found in laundry.
4/12/2019	Left hearing aid broke in two pieces.	Yes	Family was contacted. Hearing aid sent out for repair. Hearing aid repaired successfully.
4/14/2019	Resident was yelling at roommate over occupying the bathroom.	Yes	Talked with resident about moving to a Northwest single room. Resident accepted the room change and there have been no problems since.
4/16/2019	Meat is too tough	Yes	Issue reported to dietary department. Issue was shared with the cooks with directive to taste all food before it is served.
4/23/2019	Resident found with no lower denture. Resident known to remove them frequently.	Yes	The lower denture was found in his room. Family decided to take them home. Resident's dentures are at home.

4/24/2019	Nurse noted resident's hearing aid broken- a piece was missing.	Yes	The family was notified and they agreed to get it fixed. The fix was successful.
4/24/2019	Family relayed that top denture was missing a tooth	Yes	Family agreed to have the denture fixed so they were sent out. Denture was repaired.
4/27/2019	Daughter discovered that the resident's wallet was missing.	Yes	Staff searched everywhere for the wallet. Wallet was found locked in narcotic drawer of med cart. Wallet returned to resident.
4/28/2019	Resident missing checkbook.	Yes	Search conducted. Checkbook found in locked drawer by supervisor.
5/4/2019	(2) residents had confusion over who would attend a picnic activity	Yes	Staff explained whose turn it was to be on that day's picnic list. Both were educated on the rotating schedule used and both stated they understood.
5/10/2019	Crown and part of a tooth found broken in the upper denture plate	Yes	Daughter/POA was contacted and refused dental services ("leave it alone"). Resident displayed no signs and/or symptoms of pain or discomfort.
5/11/2019	Resident said he lost his wallet with \$40, expired driver's license, and active Mastercard in it.	Yes	Everyone was notified. Wallet found in laundry. Family took the wallet home on 5/13/2019.
5/21/2019	Soiled briefs being left in the garbage cans in the congregate bath on the West Wing	Yes	Staff were reminded to throw away soiled briefs in closed containers to prevent odors. Ongoing issue.
5/21/2019	Residents were told they could only have 3 drinks at meals	Yes	Residents usually only given 3 drinks prior to meal being served. After they have their meal, they can request more drinks. This is to prevent residents from filling up on fluids and not eating their food.
6/4/2019	Family reported that the remote that came with the TV was missing and the remote that was in the resident's room was not programmed.	Yes	Discussed with maintenance staff who stated box was thrown away. Original remote may have been inside. Will get programmed remote to resident. Resident has working remote for his TV.
6/9/2019	Wife displeased with response time for toileting service and expressed her displeasure with inappropriate language and behaviors	Yes	Social worker spoke with the wife. Wife admitted that her emotions had gotten the best of her and that there would be no repeat of the behavior displayed. Wife reported the good aspects of the care being given to her husband.

**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 Concern Log / Illinois Veterans Home - Manteno*

DATE	ISSUE	RESOLVED	COMMENTS
1/2/19	Resident said his room is too cold, wants coffee pot in dining room and missed Hines appointment.	Yes	Work order submitted 1/2/19. Engineer reported temperature was 73 degrees, requirement is between 70-80 degrees. resident was offered additional blankets. Coffee is always available in the family lounge and staff can assist with Keurig. Hines appointment was rescheduled for 1/20/19
1/2/19	Resident said the coffee is terrible, sees doctor briefly, nurse cursed at him, unhappy here and wants to leave.	Yes	Offered resident the available coffee from Keurig. Resident has been upset with placement since admission. Contacted Ombudsman on his behalf. When resident sees doctor, he curses at the doctor which causes a brief visit. Social Services has attempted to contact family and develop a discharge plan for him. Family states they believe the resident will adjust.
1/2/19	Resident concerned that coffee is not on tray, salt and pepper need to be refilled more often.	Yes	Informed resident to let staff know if he does not receive coffee. Staff can call the kitchen and get issue addressed. Also explained the shakers are disposable and not refillable.
1/2/19	Resident stated his room is too warm and he is not supposed to be in a wheelchair.	Yes	Work order submitted. Engineer reported temperature was 75 degrees, requirement is between 70-80 degrees. Educated resident that rooms do not have individual thermostats to regulate the temperature but that we will work to make him comfortable. Orders are ambulate with assist and rolling walker, a wheelchair for long distances. In wheelchair due to Hines trip. OT/PT evaluation order written to reassess resident.
1/4/19	Resident's daughter reported that her dad said he was told to shut up by staff.	Yes	Interviewed resident in daughter's presence. Resident stated he was banging his metal cup against the wall because he couldn't sleep and wanted to get out of bed. Stated staff asked him to stop because he was waking other residents. Resident educated on use of call light. Spoke with staff and they deny saying "shut up" did attempt to redirect resident. Daughter present and satisfied with resolution.
1/18/19	Resident's POA wanted dental and eye appointments scheduled.	Yes	New order written for Hines dental and eyes, template filled out for Medical Records to process.
1/23/19	Resident's daughter concerned about wounds on resident. She said the POA reported this to her but the POA is not available between 7am and 5pm.	Yes	Resident was assessed. There was only 1 area of concern, resident was noted to have an intact callus (pre-existing). There are discolorations to resident's hands and arms along with thin dry skin. The resident is on coumadin which causes him to bruise easily.
1/26/19	Resident said he is made to get out of bed when he doesn't want to. Daughter also complained of urine smell.	Yes	Unit Director spoke in length with daughter and resident. Resident wants a Texas catheter but only at night. Discussed this with the day shift nurse, will be communicated to the other shifts. If resident chooses to get up at night, place in w/c for safety. Educated daughter that Texas catheter will help to keep resident dry at night and decrease need to resident to be up to bathroom multiple times, increasing periods of rest and will help to eliminate odor.
1/30/19	Resident stated room is too warm and receives other residents clothes from laundry.	Yes	Engineering work order submitted to check room temperature. Explained to Resident that we are not able to control individual room temperature, but we would remove the extra blankets to help him be more comfortable. PM staff instructed to check clothing labels and distribute appropriately.
1/30/19	Resident stated that water is not always passed at meals.	Yes	Staff was reminded to pass waters.

Resident Concern Log / Illinois Veterans Home - Manteno*

DATE	ISSUE	RESOLVED	COMMENTS
2/6/19	Daughter said her father did not have clothes in his closet; Christmas shirts were missing	Yes	Unit Director spoke with daughter, explained laundry is sent out, not done on site. Obtained several outfits from volunteers for resident. Found Christmas shirts, explained new clothes should be marked by laundry before being used by the resident
2/26/19	Unsatisfied with time it took to get a Hines appt. Wants coffee not in dining room.	Yes	Previously addressed. Unit Director explained we cannot control when Hines schedules appts. Dining room is only supervised during meals, cannot have coffee not there due to safety issues
2/22/19	Resident stated room is too warm.	Yes	Engineering work order sent, completed last month also. Room temperature checked by Engineering and is functioning appropriately. Resident wears leather jacket over sweatshirt, educated Resident that room temperature cannot be controlled individually. Encouraged resident to dress lightly while his room
2/22/19	Discussed waters being passed in dining room and at meals.	Yes	Unit Director monitors meals and regularly witnesses water being passed during meals and on the unit.
2/22/19	Resident stated it takes 20 minutes to pass trays to residents.	Yes	Discussed with resident that trays are being passed and set up to 32 residents; not all residents can set up their own tray.
2/26/19	Wife stated VNAC was agitated when assisting resident to the toilet, and told her to tell the day shift to toilet him before leaving	Yes	Pre-D conducted on 3/7/19 for employee. Unit Director recommended disciplinary action to include that the employee complete customer service re-education packet.
3/5/19	Stated he did not receive a dinner ticket and thought maybe the new staff didn't know to hand them out	Yes	Advised resident that if this happens again to notify the unit nurse.
3/29/19	Resident stated knees are sore due to being flipped/turned by staff.	Yes	Unit Director discussed with resident, resident states that he is turned/flipped while changing or dressing him but does not feel that the staff are being mean or rough with him. Encouraged Resident to let staff know if he needs them to provide care at a different pace or be more gently with him. Unit Director also spoke with staff about how this resident prefers his care to be delivered.
4/4/19	Resident complained his showers are too cold. Stated he did not tell staff & figured they would know	Yes	RN discussed concerns with resident and encouraged him to let staff know if the water is cold. It has also been brought to staff attention, water temperature will be adjusted to his liking.
4/13/19	Resident stated VNAC is rude and rough when providing care. He also suspects VNAC of taking his money.	Yes	VNAC was assigned to another unit during investigation. resident was interviewed, staff will submit witness reports of what he stated to them, security notified of missing money complaint. Resident declined to have ISP called. Security investigated missing money complaint. Resident unable to state amount of money missing or when it went missing.
5/2/19	Resident voiced concern about other residents licking the salt and pepper shakers.	Yes	Informed staff to add salt and pepper to confused residents meals, if needed, and place the shakers out of their reach.
5/2/19	Asked why Hines appointments get cancelled. He said he was told it was due to being too cold, but he does not feel that it is too cold.	Yes	Resident is referring to trips cancelled due to below zero temperatures. They were rescheduled for the safety of residents.

Resident Concern Log / Illinois Veterans Home - Manteno*

DATE	ISSUE	RESOLVED	COMMENTS
5/2/19	Asked why it takes so long to get an appointment at Hines.	Yes	Explained to resident that IVHM cannot control when Hines appointments are available.

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Attachment #4 – Report to the General Assembly
June 24, 2019

DATE	ISSUE	RESOLVED	COMMENTS
3/17/2019	Residents collective complaint regarding church services not being broadcast on Ch 2.	Yes	Adjutant forwarded to Technology and Media Services personnel. No further complaints regarding this matter.
4/12/2019	Resident lost his power wheelchair privileges due to running into his wife's w/c during a tornado drill. He admitted he had intentionally "rammed" into his wife to "get her moving" during the drill.	Yes	Social Services met with resident regarding his intentional actions which resulted in his loss of privileges. Because this was not the first incident, he received a 30 day observance period prior to having his privileges fully restored. No further incidents have occurred and no further complaints.
5/2/2019	Resident moved to MK from Elmore and c/o having difficulty acclimating to new environment, in particular navigation of the dining room. Resident is legally blind. He c/o the tables were always moved and that he could not keep track of the steps he needed to get to his seat. (This occurred primarily as a result of the many groups taking place in the dining room prior to meal times resulting in tables being moved around).	Yes	Social Services and Nursing collaborated to establish a viable remedy by moving resident to the first table inside the dining room doors and marking the floor with tape where the table legs should go each time an activity occurred. All staff were educated on the importance of ensuring replacement of the table after groups or any activity which resulted in the tables being moved. No further issues reported.
5/4/2019	Resident was scheduled to move to Hammond Hall. He is an alert and oriented resident who is isolative and does not socialize often nor leave his room. He was resistive to move from his familiar environment.	Yes	Social Services Advocate met with Nursing Supervisor to discuss and provide education regarding resident's diagnosis of Adjustment Disorder. Supportive contact was given to resident; and he was removed from the transfer.
5/22/2019	Resident and wife voiced complaint about another resident "purposely" using their 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.	Yes	Social Services and Nursing collaborated for remedy to situation. Social Services placed a sign on resident's 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. Supportive contact was given to the complainant's. No further incidents or complaints regarding this matter.

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**Illinois Department of Veterans Affairs Veterans Homes Antibiotic Usage Summary
January - June 2019**

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)	Epidemics
Anna	Pneumonia	3	6	3	3	1	1	0
	Bloodstream	0	0	2	0	1	0	0
	Skin	3	2	5	4	3	2	0
	Gastrointestinal	0	0	0	0	0	0	0
	Respiratory	5	7	1	0	1	0	0
	Ear/Nose/Throat	0	0	0	1	0	0	0
	Fungal	0	0	0	1	4	0	0
	MRSA/VRSA/ESBL	1	1	1	1	1	1	0
	Bone	0	0	0	0	0	0	0
LaSalle	Pneumonia	15	4	1	6	5	2	0
	Bloodstream	1	1	2	2	1	0	0
	Skin	3	3	7	4	7	1	0
	Gastrointestinal	0	0	0	0	0	0	0
	Respiratory	8	9	2	5	3	0	0
	Ear/Nose/Throat	0	2	4	0	1	0	0
	Fungal	0	0	0	0	0	0	0
	MRSA/VRSA/ESBL	1	1	1	1	0	0	0
	Bone	0	0	0	0	0	0	0
Manteno	Pneumonia	5	4	7	8	12	10	0
	Bloodstream	0	0	0	0	0	0	0
	Skin	9	11	5	11	17	3	0
	Gastrointestinal	0	0	2	0	2	0	0
	Respiratory	11	8	11	4	10	7	0
	Ear/Nose/Throat	0	4	6	2	3	3	0
	Fungal	0	0	0	0	0	0	0
	MRSA/VRSA/ESBL	0	0	0	0	0	0	0
	Bone	1	0	0	0	0	0	0
Quincy	Pneumonia	10	12	6	3	8	2	0
	Bloodstream	0	0	0	0	0	0	0
	Skin	7	9	6	7	5	5	0
	Gastrointestinal	0	2	1	0	0	0	0
	Respiratory	3	0	1	0	1	0	0
	Ear/Nose/Throat	1	3	5	1	1	0	0
	Fungal	3	0	3	1	1	1	0
	MRSA/VRSA/ESBL	1	0	0	1	1	0	0
	Bone	0	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.