



STATE OF ILLINOIS
DEPARTMENT OF VETERANS' AFFAIRS

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BRUCE RAUNER
GOVERNOR

STEPHEN CURDA
DIRECTOR

December 31, 2018

Personnel Concerned:

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 July 1, 2018 through December 31, 2018.

- Attachments #1-4 are tables showing the major complaints raised by residents.
- Attachments #5-8 provide a breakdown of "communicable" diseases identified, and the action taken to provide the "spread" of said "communicable disease".

The attached "Residents Grievance Logs" contains residence complaints received on official grievance forms or major complaints which could not be immediately addressed at the resident advisory council and requires follow up by management staff at the Veterans' Home.

The attached "Antibiotic Usage Summary" 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)

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 cursive script, appearing to read "Stephen Curda".

Stephen Curda, Ph.D.

Attach: 1-4 – Grievance Logs
5-8 – Antibiotic Usage Summaries

Cc: IDVA

27-Dec-18

Resident Grievance Log / Illinois Veterans Home - Anna*

DATE	ISSUE	RESOLVED	COMMENTS
11/1/18	Resident complaint about the number of meals served which included sandwiches	yes	Dietary manager addressed resident's menu choices. Menus are made monthly and upcoming menus were modified. Issue resolved.

**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
6/19/18	Lobby TV no longer displays resident directory	No	Program crashed and unable to display directory
7/17/18	Dirty briefs left in garbage	Yes	Issues were addressed with nursing. Nursing staff inserviced on proper disposal methods
7/17/18	Food being cold and late in Harbor Bay	Yes	Issues were addressed with dietary
7/17/18	Coffee cups too heavy and hot to hand onto	Yes	Issues were addressed with dietary
8/21/18	Complaints about meals and types of soups offered	Yes	Issues were addressed with dietary and dietician to modify menu
10/16/18	Vending Machines not full	Yes	Vending company contacted to ensure machines are filled timely
10/16/18	New magazine requests	Yes	Library grant funds will be used to obtain new subscriptions and titles.
11/20/18	Not all staff knock on doors prior to entry	Yes	Inserviced Nurses and VNACs at monthly meeting

**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
6/12/18	resident woken multiple times during night to be changed	yes	Residents concerns addressed with resident. Agrees to trial Texas catheter at night to prevent interruption to sleep.
6/19/18	room is cold and bed not made correctly	yes	Work order completed to have room temp checked. Informed staff that resident prefers to have his sheets tucked.
6/19/18	urinal not emptied at night	yes	Spoke with charge nurse on 11-7 shift will monitor and assist with emptying as needed.
6/19/18	when will Family Lounge furniture arrive	yes	Explained that according to state purchasing requirements there are many steps to be completed. The vendor has the contract, once signed and returned the order can be placed. It is reasonable to assume that the order will be placed by 7/21/18. Will update council on this item at next meeting.
6/19/18	why is tree stump still in front of R1	yes	The tree stump is scheduled to be carved into an eagle. Completed 6/30/18
6/19/18	channel 31 constantly goes out	yes	Educated residents that we have cable television and this is a known problem with cable TV, acknowledged that this is frustrating but the facility is unable to control this issue.
6/19/18	wastebasket not emptied and no paper towels in the bathroom for 4 days	yes	Room inspected at the time of inspection garbage emptied, paper towels available. Followed up with housekeeping coordinator completed. Asked resident to inform Unit PSA if issues or concerns and cleanliness.
6/19/18	residents are falling out of their chairs; don't know how to use call light	yes	Assured resident his roommate has recently been re-educated on the use of the call light and that staff is educated on fall prevention techniques.
6/25/18	POA concerns on status of resident	yes	POA concerned regarding change in residents condition and residents concern over interactions with other resident. POA concerns with residents allegation that other resident hit him investigated. No evidence found to substantiate allegation. POA notified of outcome. POA refused to have CPT meeting, stated "too busy to come here". Questions answered, emotion support and follow up with resident.
8/8/18	resident missing items	yes	Staff report that his crucifix has been hung many times but he takes it off wall and that he takes his belongings and carries them throughout the facility and sometimes he throws things away in garbage. Behaviors discussed with POA
8/21/18	units not consistently receiving evening snacks	yes	Dietary reminded about requirement for snacks to be delivered.
8/23/18	resident felt spoken to inappropriately	yes	Staff met with resident and apologized for making him feel uncomfortable; apology accepted and felt they could work together again. Staff educated on customer service.
9/12/18	no call to POA concerning hearing aid	yes	Family stated that were not notified that hearing aid battery was being taped to stay in. Staff educated on appropriate hearing aid care. Hearing aid shipped for repair and POA notified.
9/18/18	resident feels discriminated against	yes	Team meeting with resident and family held on 9/20/18. PSA will make daily rounds and monitor his bed being made. Resident was agreeable to this.

Resident Grievance Log / Illinois Veterans Home - Manteno*

DATE	ISSUE	RESOLVED	COMMENTS
9/20/18	resident has issues with cold air draft, watch battery, and salve applied to buttocks	yes	Work order to engineering to fix weather stripping on door. resident informed to see social services regarding watch battery. Nursing notified that resident requesting more cream to buttocks.
9/20/18	resident awaiting return of dentures	yes	Dentures broken on 9/16/18 when fell asleep and dentures fell out of his mouth to floor. Son took dentures for repair 9/16/18. Son returned denture on 9/23/18.
9/20/18	concerns re: personal care	yes	resident educated on shower schedule. Explained to resident that he may shower as often as he wishes.
9/21/18	issues re: clothing being marked and missing items	yes	Marking room checked for resident clothing and no unmarked clothing found. Staff states that all clothing is marked and returned within 24 hours. SSW coordinator notified to check marking room on staff regular day off to ensure clothing returned promptly.
10/25/18	resident stated bed does not always get made	yes	Discussed with resident that beds are being left unmade so that students can make them when they arrive. If he prefers staff will make his bed before students arrive. He stated "No, the students can do it as part of their learning."
10/25/18	concerns: water not always passed and employees are mean spirited	yes	Water passed when PSA monitors dining room. Staff state sometimes resident put water on window sill and forgets that its there. Staff will offer frequent reminders. Resident explained "mean spirited" staff don't always ask him if he wants help. Resident states "sometimes he wants help" instructed him to ask for assistance when needed.
11/13/18	water passed; 20 minutes to receive meal tray	yes	Quality standards state 32 trays must be passed within 30 minutes. 20 minutes tray delivery time meets that standard.
11/13/18	water passed halfway through meal	yes	Follow up resident who states sometimes trays are passed then water. Trays as passed as soon as they arrive so food remains correct temperature. Resident states water is passed regularly.
11/13/18	resident's room is cold	yes	Engineering work order sent and seal on windows checked. Resident provided addition blankets.
11/13/18	water not passed in dining room; resident's blankets are missing	yes	PSA monitors dining room 2x week. Waters passed when observed. Resident had 4 blankets on bed. Two additional blankets provided
11/13/18	resident's dentures and tv remote are missing	yes	Resident referring to dentures previously lost. Received new dentures 11/15/18. These dentures are kept at the nursing station when not wearing. TV remote found and marked with name. Family notified.

**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 - Quincy*

DATE	ISSUE	RESOLVED	COMMENTS
8/3/18	Complaints from residents and staff about the amount of goose poop on entrance sidewalk into Markward building.	Yes	Administrator discussed issue with Maintenance supervisor and they created a mobile 50 gal power washer that maintenance will use to remove goose poop weekly or more if necessary.
11/12/18	Resident reported that she was having difficulty with second shift nursing on getting timely personal care.	Yes	Director of Social Services met with Fifer nursing supervisor to discuss reported issues. Supervisor met with caregiver staff in group and discussed cell phone policy and work expectations. Follow up was conducted with resident at close of week 1 and 3 post meeting. Resident had no further reports at these times. Social Services will follow up with resident as appropriate per tracking periods or otherwise as indicated.
11/18/18	Resident continues to become verbally and physically aggressive when trying to get onto elevator with other resident's walker.	Yes	Director of Social Services and Nursing Supervisor met to discuss actions to alleviate altercations. Staff discussed options to limit need for elevator usage by resident by potential room changes. Resident is well aware of his behaviors and voices lack of concern. Staff will monitor for follow up action if no change observed after notification.

**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.*

**Illinois Veterans Home – Anna (IVHA)
Antibiotic Usage Summary
June – December 2018**

EPIDEMICS:

During this six-month span, the IVHA has had no illness epidemics that required reporting to local health departments or the Illinois Department of Public Health.

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)

July:

2 Pneumonia's / 2 ESBL's (urine) / 4 URI

August:

2 Skin Infections (Cellulitis) / 2 MRSA's (both wounds)

September:

None

October:

4 Pneumonia's / 2 Skin Infections (Cellulitis)

November:

None

December:

2 Conjunctivitis / 2 Lower Respiratory Infections

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.

**Illinois Veterans Home – LaSalle (IVHL)
Antibiotic Usage Summary
June – December 2018**

EPIDEMICS:

During this six-month span, the IVHL has had no illness epidemics that required reporting to local health departments or Illinois Department of Public Health.

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)

July:

4 – pneumonia / 1 – Bone / 2 – Conjunctivitis / 1 – Eye / 2 – Skin / 1 – Mouth / 1 – Upper Respiratory Infection (URI)

August:

3 – pneumonia / 1 – Bone / 3 – Conjunctivitis / 1 – Gastrointestinal / 4 – Skin / 7 – URI

September:

4 – pneumonia / 1 – Sepsis / 1 – Bone / 4 – Conjunctivitis / 1 – Eye / 1 – Ear / 4 – Skin / 5 – URI

October:

2 – pneumonia / 5 – Conjunctivitis / 2 – Skin / 4 – URI

November:

5 – pneumonia / 6 – Skin / 13 – URI / 1 – Lower Respiratory Infection (LRI)

December:

2 – pneumonia / 3 – Skin / 7 – URI / 2 – LRI

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.

**Illinois Veterans Home-Manteno (IVHM)
Antibiotic Usage Summary
(June-December 2018)**

EPIDEMICS:

During this time frame, IVHM has had no illness epidemics that required reporting to the local health department or Illinois Department of Public Health.

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)

JULY:

6- Pneumonia / 2-Bloodstream / 12- Skin (includes cell, soft, and wound) / 5-Respiratory (Upper/Lower tract)

AUG:

9-Pneumonia / 9-Skin (includes cell, soft, and wound) / 10-Respiratory (includes upper/lower tract) / 2-Eye / 2-Bone

SEPT:

2-Bone / 13-Skin (includes cell, soft, and wound) / 2- Bloodstream / 11-Respiratory (includes upper/lower tract) / 6-Pneumonia

OCT:

7-Skin (includes cell, soft, and wound) / 7-Pneumonia / 1-Bone / 8-Respiratory (including lower/upper) / 1-Gastrointestinal

NOV:

1-Bloodstream / 1-Bone / 7-Respiratory (including lower/upper) / 2-Eye / 6-Skin / 6-Pneumonia

DEC:

1-Bone / 7-Skin / 9-UTI / 4-Pneumonia / URI-9 (including lower/upper)

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.

**Illinois Veterans Home – Quincy (IVHQ)
Antibiotic Usage Summary
June – December 2018**

EPIDEMICS:

During this six-month span, the IVHQ has had no illness epidemics that required reporting to local health departments or the Illinois Department of Public Health.

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)

July:

2 Upper Respiratory Infections (URI) / 4 Conjunctivitis / 2 Gastroenteritis / 4 Pneumonia's / 7 Soft Tissue Infections / 3 Wound Infections

August:

2 Skin Infections (Cellulitis) / 3 Conjunctivitis / 3 Pneumonia's / 2 Soft Tissue Infections

September:

5 Skin Infections (Cellulitis) / 2 Gastroenteritis / 9 Pneumonia's / 2 Soft Tissue Infections

October:

2 bloodstream infections / 3 Skin Infections (Cellulitis) / 4 URI / 3 Fungal Infections / 1 Gastroenteritis / 1 Mouth Infection / 7 Pneumonia's / 7 Soft Tissue Infections

November:

3 Skin Infections (Cellulitis) / 1 URI / 4 Fungal Infections / 1 Mouth Infections / 5 Pneumonia's / 2 Soft Tissue Infections / 2 Wound Infections

December:

2 Skin Infections (Cellulitis) / 1 URI / 1 Conjunctivitis / 2 Pneumonia's / 2 Soft Tissue Infections / 2 Wound Infections / 1 MRSA - urethral fluid

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.