



STATE OF ILLINOIS
DEPARTMENT OF VETERANS' AFFAIRS

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JB PRITZKER
GOVERNOR

Linda Chapa LaVia
DIRECTOR

December 31, 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 July 1, 2020 through December 31, 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 (yes/no)	COMMENTS
7/2/20	Resident complaint wellness checks not being done when call light system is out of service.	YES	During the 6-17-20 Resident Council meeting a resident voiced concern that he was not receiving wellness visits and d/t no call light having to yell out for help and was being greeted by staff in a condescending manner. Social Service will conduct 1:1 visit weekly for one month to assure resident's needs are being met. Resident satisfied of outcome.
7/21/20	Hearing Aid Missing	YES	With resident's consent, Freedom Hall Staff conducted a thorough search of resident's room. Item was not found. Resident is eligible for VA audiology services. Marion Veterans' Administration Medical Center was able to order replacement hearing aid. Resident/POAHC satisfied of outcome.
7/23/20	Resident Council member questioned why call light system is out of service.	YES	New call light system has been purchased. State of Illinois needs to move to next phase prior to outside contractors being able to enter building during COVID 19 pandemic
7/23/20	Resident Council member requested improvement in communication of notifications to residents and their family/ responsible party during social distancing restrictions	YES	Facility will work on communication effort to better inform residents and their family / responsible party.
7/23/20	Resident Council member referenced staff work attire should be representative of the job duties they perform.	YES	Facility dress code will be reissued.
7/23/20	Resident Council member questioned if TV program upgrades are available.	YES	TV programming is free to residents, paid for by donations. DVD players and DVDs available for residents as well as Netflix.
8/9/20	Missing cell phone	YES	With resident's consent, Lincoln Hall Staff conducted a thorough search of resident's dressers, closet, and wheelchair 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.
8/28/20	Missing hearing aid	YES	With resident's consent, Freedom Hall Staff conducted a thorough search of resident's room. Item was not found. Resident is eligible for VA audiology services. Marion Veterans' Administration Medical Center was able to order replacement hearing aid. Resident satisfied of outcome.
9/22/20	Missing cell phone	YES	With resident's consent, Lincoln Hall Staff conducted a thorough search of resident's dressers, closet, and wheelchair 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.
11/10/20	Resident Council member's requests of VNAC staff.	YES	Request that VNAC's demeanor is pleasant, and they should to come to their bedside when they ring bell for assistance, not ask what is needed from doorway.
12/9/20	Resident voiced missing food item	YES	With resident's consent, Freedom Hall staff conducted a thorough search of resident's dresser, closet and storage. POHC verified the quantity supplied to resident matched the quantity found during search.

*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 (yes/no)	COMMENTS
11/24/20	no grievances occurred July - Oct Resident W. Reynolds could not find his cell phone. His room was searched and notified Laundry.		per Angela Mehlbrech according to her social workers (email Dec 1,2020 @2:20p) The cell phone was found in Laundry. Resident said it was buried under a pile of books.
12/1/20	VNAC was helping W. Reynolds with night care and he noticed that his wallet was missing. His room was searched immediately and Laundry and the Kitchen was notified.	Yes	Resident's wallet was found in Laundry and it was returned to him. No valuables were present as they had been given to POA previously.
12/1/20	Nurse found a gold ring in the top drawer of the medication care for Denali Drive with no identifying information on/with it.	No	Gold ring given to Social Worker Al Blomquist for safe keeping; staff educated.
12/2/20	Nurse was informed that the cell phone for M. Mata gone through the Laundry and had stopped working. Phone was put into rice and family/POA was notified.	Yes	Staff educated about personal belongings and checking Laundry ad meal trays. Family brought new phone in for resident.
12/9/20	VNAC saw resident F. Pelton looking at an antiseptic gel bottle and as she approached, the resident took two swallows of it. Water given and PCP and POA notified.	Yes	Hand sanitizer kept away from the resident, and resident was observed for any negative reaction.
12/10/20	VNAC noticed during night care that resident J. Curatolo did not have upper denture. Room searched as was garbage, laundry, floor, and clothing.	Yes	Upper denture found in Laundry. Was returned to resident. Staff educated on importance of checking linens, clothing and trays before emptying into trash.

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Resident Grievance Log - Illinois Veterans Home - Manteno *

DATE	ISSUE	RESOLVED (yes/no)	COMMENTS
8/12/20	Package was delivered to member already opened.	yes	Member received a package already opened; Incident Report was completed and the DON instructed the Unit PSA to have R1E staff review the policy regarding Member's mail, and for all R1E staff to sign off that they had read the policy and are educated on the policy/procedure.
8/27/20	Staff do not respond to call light in a timely manner (via Town Hall Meeting Survey).	yes	The Nurse Manager made rounds and spoke to the member.
8/27/20	Would like to have something different in regards to food (via Town Hall Meeting Survey).	yes	All members are offered an alternate entrée, starch and vegetable; prior to Covid, Dietician would go and talk to the member about his likes/dislikes.
9/24/20	Call light isn't even answered; need more employees here (via Town Hall Meeting Survey).	yes	The Nurse Manager made rounds and spoke to the member.
9/24/20	Sometimes the food doesn't taste good (via Town Hall Meeting Survey).	yes	Dietary is unable to use a lot of seasonings due to each member's individual diet.
9/24/20	Wants an electric chair so that he can go to the library (via Town Hall Meeting Survey).	yes	Ongoing discussions with member regarding this; staff have encouraged him to communicate with his Social Worker or doctor to get his own chair.
9/30/20	Food has no taste (via Town Hall Meeting Survey).	yes	Dietary is unable to use a lot of seasonings due to each member's individual diet.
10/21/20	Wants to go off grounds on a trip	yes	Since the start of the pandemic, trips for leisure activity have been cancelled.
11/4/20	Notified staff that he was missing \$1,500. He went to the on-campus bank with the Social Worker, withdrew \$1,500 and placed it in his right pocket. He didn't notice it was missing until it wasn't there anymore.	no	Security searched member's room, living unit and courtyard, and no money was found. Illinois State Police was contacted and completed a report. Member realizes that he should have a pouch of some sort when withdrawing a large sum of money.
11/19/20	Mail is not delivered daily (via Town Hall Meeting Survey).	yes	Every attempt is made to ensure residents receive their mail daily. Administration was notified by the Manteno Post Office that, due to staff off sick, staff taking vacation time, and the high volume of mail/packages being delivered this year, mail delivery to the facility may arrive later than usual. If mail is delivered to the facility late, then the chances of the mail being delivered to the Unit in a timely manner on that day decreases.

*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 (Yes/no)	COMMENTS
6/1/20	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.
6/5/20	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.
6/6/20	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.
6/12/20	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.
7/29/20	Resident reported ongoing disrespectful treatment from RN, sick call nurse.	Yes	RN apologized to resident during interdisciplinary meeting in the presence of administrator and other staff members.
8/24/20	Resident complaint regarding delayed care by nurse. Reported same nurse gave him a powder substance in his drink that the doctor did not order.	Yes	Further investigation showed he is prescribed Prevalite powder but he refuses to take. Dr. D/C medication at resident request. Staff encouraged to check on resident more frequently.

*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.

Attachment #2 – Report to the General Assembly

Illinois Department of Veterans Affairs Veterans Homes Antibiotic Usage Summary for

July - December 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	Jul	Aug	Sept	Oct	Nov	Dec (to date)
Anna	Pneumonia	0	0	0	1	1	0
	Bloodstream	0	0	0	1	0	0
	Skin	1	2	0	5	2	2
	Gastrointestinal	0	0	0	0	0	0
	Respiratory	0	0	0	0	0	0
	Ear/Nose/Throat	0	0	1	1	0	0
	Fungal	0	0	0	1	0	0
	MRSA/VRSA/ESBL	1	1	1	1	2	1
	Bone	0	0	0	0	0	0
	Coronavirus Disease (COVID-19)	0	0	1	0	1	0
LaSalle	Pneumonia	2	0	2	1	0	3
	Bloodstream	0	0	0	0	0	0
	Skin	0	0	0	0	0	0
	Gastrointestinal	0	0	0	0	0	0
	Respiratory	4	4	4	2	17	2
	Ear/Nose/Throat	0	0	0	0	0	0
	Fungal	0	0	0	0	0	0
	MRSA/VRSA/ESBL	2	0	0	0	0	0
	Bone	1	1	0	0	0	0
	Coronavirus Disease (COVID-19)	0	0	0	1	106	0
	COVID+ related Pneumonia	0	0	0	0	9	0
Manteno	Pneumonia	1	3	1	2	0	1
	Bloodstream	0	2	0	0	0	0
	Skin	12	12	3	8	5	6
	Gastrointestinal	0	1	1	0	0	0
	Respiratory	2	2	0	3	0	1
	Ear/Nose/Throat	0	1	0	2	0	0
	Fungal	0	0	0	0	3	0
	MRSA/VRSA/ESBL	0	2	0	0	0	0
	Bone	0	0	0	0	1	1
	Coronavirus Disease (COVID-19)	0	6	7	1	1	6
Quincy	Pneumonia	3	1	7	5	1	7
	Bloodstream	0	0	0	0	0	0
	Skin	3	2	4	4	5	2
	Gastrointestinal	0	0	0	0	0	0
	Respiratory	0	0	1	0	0	1
	Ear/Nose/Throat	0	0	0	0	0	0
	Fungal	4	1	0	1	3	2
	MRSA/VRE/ESBL	3	1	3	1	0	1
	Bone	0	0	0	0	0	0
	Coronavirus Disease (COVID-19)	11	3	1	0	14	54
	COVID r/t Pneumonia	5	0	0	0	2	7

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.