



House Appropriations Subcommittee on LARA

Representative Jeff Yaroch, Chair
Representative Matt Maddock, Majority Vice-Chair
Representative Ronnie Peterson, Minority Vice-Chair

Bureau of Community & Health Systems
Department of Licensing and Regulatory Affairs

Larry Horvath, Bureau Director

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Bureau of Community and Health Systems (BCHS) TEAM

4 Divisions:

- Federal Programs & Survey Certification
- State Health Facility Licensing
- Adult Foster Care, Homes for the Aged, Camps
- Child Care Licensing

BCHS Regulatory Authority

- BCHS oversees state licensing of health care providers and serves as the state survey agency for the Centers for Medicare and Medicaid Services (CMS) to certify and regulate covered providers participating in the Medicare and Medicaid programs.
- BCHS has approximately 140 inspectors that inspect and investigate state licensed and federally certified providers.
- State law requires providers to be inspected at least once every three years.
- Federal regulation has a varying inspection schedule depending on the provider type, with the most frequent being nursing homes at every 12 to 15 months.
- In addition to routine inspections, BCHS also conducts complaint investigations.

Infection Control Inspections

- BCHS continues to conduct focused infection control inspections.
- Since March 2020, BCHS has conducted 1,148 infection control focused inspections at nursing homes alone.
- All 446 nursing homes have had at least one infection control inspection.
- Inspection observations included:
 - Improper donning and doffing of PPE.
 - Not properly wearing a face mask.
 - Lack of good hand hygiene.
 - Improper use of cleaning agents.
- Most providers are implementing good infection prevention and control methods and protocols, and their staff are working around the clock to help prevent the spread of this virus while continuing to care for patients and residents.

Other Efforts & Activities

In addition to conducting infection control inspections, LARA continues to collaborate with other state and federal agencies related to this pandemic. Specifically BCHS has been work with DHHS on the following:

- Care and Recovery Center (CRC) applications,
- COVID Relief Facility (CRF) applications,
- Effort to test patients, residents, and employees, and
- Coordinating education and training efforts on infection control.

File a Complaint with LARA/BCHS

- BCCHS encourages anyone wishing to file a nursing home complaint to do so directly with the Bureau.
- Online Complaint Form:
 - https://www.michigan.gov/lara/0,4601,7-154-89334_63294_63384_70218-339092--,00.html
- Complaint Form (pdf format):
 - https://www.michigan.gov/documents/lara/BCCHS_Facility_Complaint_Form-361_517391_7.pdf
- Complaints may be filed by email or by fax:
 - BCCHS-Complaints@michigan.gov
 - 517-335-7167
- Individuals may choose to call the toll-free Complaint Hotline (**800-882-6006**) and leave a message for our investigation team.
- For more information about this process:
 - www.Michigan.gov/bchs
 - Click on “File a Complaint”
 - Click on “Health Agencies & Facilities”

Thank You & Questions

As the Director of the Bureau of Community and Health Systems (BCHS) responsible for regulating health care providers, I appreciate this opportunity to discuss our efforts during this unprecedented time.

In addition, BCHS employees have done a tremendous job during throughout the pandemic. Specifically, our field inspectors that have continued to go onsite to help ensure the safety of our most vulnerable patients and residents. To our staff, I say “thank you” for their dedicated service and commitment.

To the members of this Committee and all our legislative leaders, thank you for your leadership and continued partnership.