

# Fiscal Analysis

## NURSING HOME COMPLAINT INTAKE PROCESS



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**Bill/Sponsor**                    **HOUSE BILL 4062 SUBSTITUTE (H-1), Rep. Lisa Wojno**

**House Committee**            Senior Health, Security and Retirement

### **Analysis**

#### **Summary**

The bill amends provisions in the Public Health Code regarding the process used by the Department of Consumer and Industry Services (CIS) in handling complaints against nursing homes. The bill would increase state costs by a very modest amount – probably less than \$5,000 in a given year.

#### **Fiscal Impact**

The bill amends provisions in the Public Health Code regarding the process used by the Department of Consumer and Industry Services (CIS) in handling complaints against nursing homes. The bill requires the department to establish a toll-free consumer complaint and inquiry line which is to be accessible 24 hours per day and staffed to at a level which ensures a response to a “priority complaint” (as defined in the bill) within 24 hours of its receipt. The bill also requires the department to develop a standard complaint intake form for processing complaints and sets a deadline of one business day for forwarding a completed intake form on a priority complaint to an investigator and to the complainant.

CIS has already established a 24 hour complaint hotline and a complaint intake process which complies with most of the provisions added by the bill. However, the provision requiring a response to each priority telephone complaint or inquiry within 24 hours of its receipt would require staffing of the line on weekends which is not the current practice. This provision would increase costs to CIS by a very modest amount – probably less than \$5,000 in a given year.

#### **Analyst(s)**

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**FLOOR ANALYSIS - 2/28/03**

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