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Report Highlights

Louisiana Department of Veterans Affairs *Oversight of Quality of Care in Louisiana's War Veterans Homes*

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Why We Conducted This Audit

The purpose of this audit was to evaluate the Louisiana Department of Veterans Affairs' (LDVA) oversight of quality of care in Louisiana's five War Veterans Homes (Veteran homes). The goal of each Veteran home is to provide high-quality nursing care to eligible Louisiana veterans to meet their health care needs, maximize their quality of life, and return them to the highest possible level of physical and mental function. As of May 2015, there were 723 residents in these homes.

What We Found

While LDVA has maintained applicable state and federal licenses to operate its five Veteran homes, we found that management could strengthen its oversight of the homes by centrally collecting and using data to monitor whether Veteran homes are complying with processes designed to ensure quality of care. We also found the following:

- **Veteran homes did not always examine high-risk areas on quality assurance reviews, as required by policy.** We identified instances when deficiencies cited on United States Department of Veterans Affairs surveys or incidents reports were not reviewed in the quality assurance process. For example, Monroe, Jennings, Reserve, and Bossier City all had incidents related to scalding temperatures, but Bossier City was the only home that reviewed this area as part of the quality assurance process.
- **Veteran homes did not always address deficiencies identified during internal quality assurance reviews.** Of the 1,995 quality assurance reviews, 531 (27%) identified areas of noncompliance. However, 286 (54%) of these did not have an action plan for correcting the problem identified during the internal quality assurance review, as required by policy.

Location of Veteran Homes



Source: Prepared by legislative auditor's staff using information provided by LDVA.

Continued on next page

Louisiana Department of Veterans Affairs

Oversight of the Quality of Care in Louisiana's War Veterans Homes

What We Found (Cont.)

- **Veteran homes did not always resolve grievances in a timely manner.** Of the 231 resolved grievances, 42 (18%) were not resolved within the required five-day time period.

Top Five Grievances, by Veteran Home Calendar Years 2012 to 2014						
Grievance Category*	Bossier City	Jackson	Jennings	Monroe	Reserve	Total
1. Resident Property	17	4	37	30	7	95
2. Resident Care	19	1	10	4	10	44
3. Grievance on Staff	11	16	4	4	1	36
4. Resident Concern	3	17	2	4	1	27
5. Facility		15			1	16

*We created the grievance categories using the grievance forms submitted by each Veteran home.
Source: Prepared by legislative auditor's staff using grievance logs and forms submitted by each Veteran home.

- **Veteran homes did not consistently update care plans when incidents occurred, as required by policy.** In calendar year 2014, there were 3,874 incidents reported, with 2,051 (53%) related to falls. However, not all Veteran homes consistently updated care plans when incidents occurred, as required by policy.

Top Five Incidents, by Veteran Home Calendar Year 2014						
Incident Type	Bossier City	Jackson	Jennings	Monroe	Reserve	Total
1. Fall	478	241	500	439	393	2,051
2. Skin Tear	24	457	301	161	129	1,072
3. Other*	23	1	155	44	79	302
4. Bruise	5	44	39	17	40	145
5. Physical Contact	30	13	17	29	22	111

*The other category is not defined in policy, so we are unsure what types of incidents are included in this category.
Source: Prepared by legislative auditor's staff using information obtained from LDVA Veteran homes.

- **Veteran homes did not monitor whether contract providers provided quality services.** During fiscal years 2012 through 2014, Veteran homes entered into 87 contracts with 26 providers totaling \$7.7 million related to delivery of health services. Most of these contracts required reports, progress notes, or statistical data as evidence of services provided. However, Veteran homes did not request any of these reports from contract providers in order to monitor the contract requirements.