

**EFFECTIVE**

March 1, 2016.

**Subject(s)**

The Administrative Policy Manual for Facilities and Hospitals (APF) 301, Complaint Investigation, Reports and Remediation, has been updated and converted to Michigan Department of Health and Human Services policy manuals.

The primary revision was to update the process for directors of hospitals and centers to request reviews of substantiated ORR reports with violations that require disciplinary action. This revision is reflected on pages 3 and 4 under Level I Review. Essentially, the preliminary report of investigative findings (PRIF) has been eliminated, while the review process is kept in place.

There were also some clean-up and tweaking revisions:

- Changed department references from DCH to MDHHS.
- Changed “investigated” to “resolved” under D. 1 on page 1 to more accurately reflect that matters may also be resolved as an intervention when the complaint does not warrant an investigation.
- Changed “shall” to “may” under D. 9 on page 1.
- Removed reference to Department of Human Services as an example of an external agency.
- Removed from D. 9 “Assuring that law enforcement agencies/authorities were notified, if applicable” as this is the responsibility of the facility in DHHS Policy 132 (previously 10.3.2).

*Reason:* Merger of former Michigan Department of Community Health and Michigan Department of Human Services.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Added Items ...**

[APF 131](#)