



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

March 22, 2018

Janis Kelterborn  
Birchwood Meadows LLC  
5573 St Andrew  
Clarkston, MI 48348

RE: License #: AM250086017  
Investigation #: 2018A0871012  
Birchwood Meadows

Dear Ms. Kelterborn:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (989) 732-8062.

Sincerely,



Kathryn A. Huber, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(989) 293-3234

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM250086017
<b>Investigation #:</b>	2018A0871012
<b>Complaint Receipt Date:</b>	01/22/2018
<b>Investigation Initiation Date:</b>	01/23/2018
<b>Report Due Date:</b>	03/23/2018
<b>Licensee Name:</b>	Birchwood Meadows LLC
<b>Licensee Address:</b>	5573 St Andrew Clarkston, MI 48348
<b>Licensee Telephone #:</b>	(248) 620-8890
<b>Administrator:</b>	Janis Kelterborn
<b>Licensee Designee:</b>	Janis Kelterborn
<b>Name of Facility:</b>	Birchwood Meadows
<b>Facility Address:</b>	2304 W. Frances Rd. Mt Morris, MI 48458
<b>Facility Telephone #:</b>	(810) 564-3160
<b>Original Issuance Date:</b>	09/18/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/27/2016
<b>Expiration Date:</b>	08/26/2018
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A was observed to have redness on her back/buttocks. There is concern that it is from being left in a soiled brief for an extended period of time. Resident A is not being changed during the night.	Yes
Additional Findings	Yes

## III. METHODOLOGY

01/22/2018	Special Investigation Intake 2018A0871012
01/22/2018	APS Referral From Genesee County MDHHS
01/23/2018	Special Investigation Initiated - Telephone Telephone contact Complainant 1
01/26/2018	Inspection Completed On-site Interviewed Staff Members Darlene Driver and Jessica Perez, Resident A
03/15/2018	Inspection Completed On-site Was informed that Resident A moved out
03/21/2018	Inspection Completed-BCAL Sub. Compliance
03/21/2018	Exit Conference Phone contact with Licensee Janis Kelterborn

**ALLEGATION:**

Resident A was observed to have redness on her back/buttocks. There is concern that it is from being left in a soiled brief for an extended period of time. Resident A is not being changed during the night.

**INVESTIGATION:**

On January 24, 2018, I telephoned Complainant 1. Complaint 1 said she talked to the manager at Birchwood Meadows and was told that she had educated staff on changing Resident A's briefs. Complaint 1 said Resident A was left in a wet brief all night. Complainant 1 indicated Resident A is on a two hour toileting schedule and is aware of when she A is changed. Complainant 1 said Resident A told staff that she needed to be changed but staff did not change her brief. Complainant 1 said the staff that was supposed to change Resident A's brief had been terminated from employment at Birchwood Meadows.

On January 26, 2018, I conducted an unannounced onsite investigation and interviewed Staff Darlene Driver. When I asked Ms. Driver about Resident A being left in her brief, she indicated "that is not true." Ms. Driver said Resident A gets mad because her brief has to be changed every two hours. Ms. Driver said Resident A "gets mad and lies a lot." Ms. Driver indicated Resident A is always breaking out with something and "will say she is wet and she is not."

I also interviewed Staff Jessica Perez. Ms. Perez said the nurse was here and Resident A told her she "hurt all over." Ms. Perez said the nurse sent her out to the hospital and was sent home with a PRN. She said that an employee did leave a brief on Resident A and "got fired for it." Ms. Perez said Resident A's skin is very sensitive and that the staff has been educated on Resident A's care. Ms. Perez said Resident A had a "rash and swelling on her legs" and that Resident A also went to the hospital around January 2, 201, for the same thing.

On January 26, 2018, I interviewed Resident A. Resident A said she had a "rash in the crack of her butt and the skin broke down." Resident A stated "one night, I was left in my brief all night." Resident A heard a staff named Susan say "she's sleeping, she's fine, she don't need anything." Resident A woke up with the same brief that she went to bed with. Resident A is supposed to be changed every two hours but was not changed that night. Resident A said it was not a bed sore but she went into the emergency room the next day. She could not remember what day it was but that she was "laying in wet pee."

On March 15, 2018, I conducted an unannounced onsite investigation and was informed by Staff Darlene Driver that Resident A moved out. Ms. Driver said the facility could not meet Resident A's needs and needed more care than the facility could provide.

On March 21, 2018, I conducted a telephone exit conference with Licensee Janis Kelterborn.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	Staff Jessica Perez said Resident A was left in a wet brief all night. Resident A said she was left in a wet brief all night and is supposed to be changed every two hours. I confirm violation of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On January 26, 2018 I observed the Birchwood Meadows file in the Flint Office. I did not find an *AFC Licensing Division Incident/Accident report* in the file in regards to the emergency room trip on or around January 2, 2018 or and the emergency trip on January 12, 2018.

<b>APPLICABLE RULE</b>	
<b>R 400.14311</b>	<b>Investigation and reporting of incidents, accidents, illnesses, absences, and death.</b>
	<b>(1) A licensee shall make a reasonable attempt to contact the resident's designated representative and responsible agency by telephone and shall follow the attempt with a written report to the resident's designated representative, responsible agency, and the adult foster care licensing division within 48 hours of any of the following:</b> <b>(b) Any accident or illness that requires hospitalization.</b>

<b>ANALYSIS:</b>	Staff Jessica Perez said Resident A went to the emergency room around January 2, 2018 and again around January 12, 2018. An <i>AFC Licensing Division Incident/Accident Report</i> was not provided to the adult foster care licensing division.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend the status of this adult foster care medium group home remain unchanged (capacity 1-12),

*Kathryn Huber*

03/22/2018

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Kathryn A. Huber  
Licensing Consultant

Date

Approved By:

*Mary Holton*

03/22/2018

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Mary E Holton  
Area Manager

Date