



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 30, 2018

Randy and Bonnie Reeves
20544 McAllister Rd
Battle Creek, MI 49016

RE: License #: AM130281778
Investigation #: **2018A0579022**
Reeves Adult Foster Care

Dear Randy and Bonnie Reeves:

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Cassandra Duursma".

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
322 E. Stockbridge Ave
Kalamazoo, MI 49001
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM130281778
Investigation #:	2018A0579022
Complaint Receipt Date:	03/05/2018
Investigation Initiation Date:	03/05/2018
Report Due Date:	05/04/2018
Licensee Name:	Randy and Bonnie Reeves
Licensee Address:	20544 McAllister Rd Battle Creek, MI 49016
Licensee Telephone #:	(269) 962-3628
Administrator:	Bonnie Reeves
Licensee Designee:	Randy and Bonnie Reeves
Name of Facility:	Reeves Adult Foster Care
Facility Address:	20544 McAllister Rd. Battle Creek, MI 49016
Facility Telephone #:	(269) 962-3628
Original Issuance Date:	08/23/2006
License Status:	REGULAR
Effective Date:	08/12/2017
Expiration Date:	08/11/2019
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A reports being in pain and asks for a glove when he goes to the bathroom. His requests are ignored. He is told by Ms. Reeves that "it's all in his head."	No
Resident B is a fall risk, fell a few months ago, and was not taken to the hospital.	No
Resident B moved and in his belongings were approximately two weeks' worth of extra medication. There is concern Resident B was not receiving his medication appropriately.	No
Resident B is being "double diapered" so he won't wet the bed at night. He is not checked or changed during the night.	Yes
Resident B moved from the home. Found in his belongings was a plastic bag of approximately 200 miscellaneous pills.	Yes

III. METHODOLOGY

03/05/2018	Special Investigation Intake 2018A0579022
03/05/2018	Special Investigation Initiated - Letter Reviewed notes from telephone call with licensee designee, Mr. Reeves.
03/09/2018	Contact - Document Sent Emails exchanged with APS worker, Ms. Riley.
03/13/2018	Contact- Documentation Sent Emails exchanged with Ms. Kailie Feldbauer
03/13/2018	Contact - Face to Face Unannounced onsite investigation with licensees Mr. and Mrs. Reeves and Resident A.
03/13/2018	Contact - Face to Face Unannounced onsite interview with Resident B.

03/21/2018	Contact - Face to Face Onsite observation of Resident B's medication.
03/27/2018	Contact- Telephone call made Telephone interview with Mr. Reeves.
04/20/2018	Contact- Documentation sent Emails exchanged with Ms. Feldbauer.
04/30/2018	Exit Conference Exit conference completed via telephone with licensee, Mr. Reeves.

ALLEGATION: Resident A reports being in pain and asks for a glove when he goes to the bathroom. His requests are ignored. He is told by Ms. Reeves that “it’s all in his head.”

INVESTIGATION: On 03/05/2018, I received this complaint through the BCHS on-line complaint system. The complaint alleged Resident A reports he is in pain and asked for help to get a glove when he has to go to the bathroom but is ignored by Ms. Reeves since his bowel surgery. Resident A was told by Ms. Reeves “it is all in his head.” Ms. Reeves does provide stool softeners to Resident A.

On 03/09/2018, I exchanged emails with APS worker, Ms. Riley. Ms. Riley reported the allegations regarding Resident A were determined to be unfounded because he can use the restroom by himself and his bowel surgery was not within the last year.

On 03/13/2018, unannounced on-site interviews were completed with Ms. Reeves, Mr. Reeves, and Resident A at Reeves Adult Foster Care.

I interviewed Ms. Reeves who stated Resident A had surgery on a bowel blockage prior to him moving to Reeve’s Adult Foster Care on 05/17/2013. Ms. Reeve’s stated with Resident A’s advanced dementia when he is “cycling”, he will at times believe he needs a glove on his hand to remove feces from his body. Ms. Reeve’s stated this is a behavior of Resident A’s so staff redirect Resident A and remind him does not need a glove or to remove his feces by hand. Ms. Reeve’s denied Resident A needing assistance in the bathroom and stated Resident A does not regularly ask for a glove. Ms. Reeve’s denied telling Resident A “it is all in his head” and reported she does redirect him when he has these behaviors.

I interviewed Mr. Reeves who stated Resident A had a bowel blockage that he had surgery on prior to moving to Reeve’s Adult Foster Care. Mr. Reeves stated Resident A takes multiple medications to assist Resident A with passing stool so Resident A does not need assistance in the bathroom or a glove to remove his

feces. Mr. Reeves stated Resident A’s bowel health is regularly monitored by physicians at the Department of Veteran’s Affairs.

I attempted an interview with Resident A. Resident A was asked questions but was not able to respond to questioning. While onsite, I observed staff assisting Resident A to the bathroom, giving Resident A privacy, and then returning to assist Resident A out of the bathroom.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	Mr. and Ms. Reeves reported Resident A has bowel health concerns and when “cycling” due to his diagnosis of dementia, Resident A believes he needs to remove his feces from his body by hand. Mr. and Ms. Reeves reported this behavior is redirected and Resident A otherwise does not need assistance in the bathroom. Ms. Reeves denied telling Resident A ‘it is all in [his] head.’ Staff members were observed assisting Resident A to the bathroom, giving him privacy, and then assisting Resident A with leaving the bathroom. Based on this information, Resident A is treated with dignity and his personal needs are adequately met within the home especially regarding his current toileting needs.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident B is a fall risk, fell a few months ago, and was not taken to the hospital.

INVESTIGATION:

On 03/05/2018, I reviewed the complaint received through the BCHS on-line complaint system. It stated Resident B is a fall risk and fell months ago and Ms. Reeves never took him to the hospital

On 03/13/2018, while on-site, Ms. Reeves denied Resident B having any recent falls. Ms. Reeves stated between six to eight months ago Resident B was sitting on his bed, slid down to the floor, and staff had to assist with getting Resident B off the floor. Ms. Reeves stated Resident B did not fall, did not show signs of being hurt nor did he express any pain. Ms. Reeves stated if Resident B had fallen or was injured, she would have sought out medical care immediately.

Mr. Reeves also denied that Resident B had any recent falls. He reported they advocated for Resident B getting a gait belt and for staff assisting Resident B with mobility to help ensure Resident B did not fall while in the home.

On 03/13/2018, I spoke with Resident B where he was residing. Resident B was not able to complete interviewing.

APPLICABLE RULE	
R 400.14310	Resident health care.
	(4) In case of an accident or sudden adverse change in a resident's physical condition or adjustment, a group home shall obtain needed care immediately.
ANALYSIS:	There is insufficient evidence to support allegations that Reeves Adult Foster Care did seek needed care for Resident B after he fell within the home. Resident B was unable to be interviewed and Mr. and Ms. Reeve's denied Resident A having recent falls within the home and agreed appropriate care would have be obtain if there was an adverse change to Resident B's physical condition.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident B moved and in his belongings were approximately two weeks' worth of extra medication. There is concern Resident B was not receiving his medication appropriately.

INVESTIGATION:

On 03/13/2018, I interviewed Ms. Kailie Feldbauer, nursing staff member Centracare's Program of All-Inclusive Care for the Elderly. Ms. Feldbauer reported Resident B moved to a new facility and in his belongings were medication packs from 02/18/2018 and 03/07/2018 so it appeared Resident B was not receiving his medication appropriately.

On 03/13/2018, Ms. Reeves reported Resident B's medications were given as prescribed. Ms. Reeves reported she would take Resident B's a weekly blister pack downstairs for staff to pass each week. Ms. Reeves stated she did not look at the date on the blister pack or what number (e.g.- 1/5) the pack was which may be why the medication had a date from February.

On 03/21/2018, I observed the blister packs of medication for Resident B that was being held at the main office of Resident B's new AFC facility. There was a blister

pack dated for 02/18/2018 and labeled “3/5”, meaning 3 of 5 packs, with two days of medication in it. There was a blister pack dated for 03/07/2018 and labeled “1/5” that had four days of medication in it.

On 03/23/2018, I spoke to Mr. Reeves via telephone. Mr. Reeves reported that Resident B was in the hospital for a few days in February 2018. Mr. Reeves reported he and Ms. Reeves believed that with Resident B being hospitalized and receiving medication from the hospital at that time likely lead to the extra pack of medication from 02/18/2018. Mr. Reeves agreed to provide documentation confirming Resident B’s hospitalization.

On 04/20/2018, emails were exchanged with Kailie Feldbauer who confirmed Resident B was in the hospital from 01/31/2018 to 02/06/2018.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	Two packs of medication labeled “02/18/2018” and “03/07/2018” containing six days of medication were found in Resident B’s belongings. Ms. Reeves stated she did not go by the date listed on the front of the pack when passing medication, rather she just ensured a pack was available each week for staff to pass. Mr. Reeves reported Resident B was hospitalized during February 2018 led to there being extra medication when Resident B moved. Ms. Feldbauer confirmed Resident B was hospitalized for six days from 01/31/2018 to 02/06/2018. Based on there being six days of extra medication and six days that Resident B was hospitalized, Mr. and Ms. Reeves’ explanation appears plausible. Therefore, there is insufficient evidence to support that medication was not given, taken, or applied to Resident B pursuant to label instructions.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident B is being “double diapered” so he won’t wet the bed at night. He is not checked or changed during the night.

INVESTIGATION:

On 03/02/2018, I received a phone from Mr. Reeves which I documented and reviewed on 03/05/2018 when this complaint was received. Mr. Reeves reported Adult Protective Services had come to Reeves Adult Foster Care and investigated allegations of Resident B being put into two adult briefs at night or “double diapered.” Mr. Reeves reported he checks on the residents throughout the night but does not change their briefs. Mr. Reeves stated he did not know “double diapering” was not acceptable.

On 03/09/2018, Ms. Riley confirmed Mr. and Ms. Reeves acknowledges putting two briefs on Resident B at night and not toileting Resident B through the night.

On 03/13/2018, Mr. Reeves reported Resident B was not regularly incontinent but when Resident B was incontinent, he would saturate through a brief. Mr. Reeves stated Reeves Adult Foster Care began putting two briefs on Resident B at night to provide him comfort in the case Resident B happened to be incontinent at night. Mr. Reeves reported he provides bed checks on residents in the middle of the night but does not regularly toilet residents at that time. Mr. Reeves stated Resident B never had skin breakdown or any indication that Resident B needed toileting throughout the night. Mr. Reeves stated residents typically are in bed by 11:00 PM or 12:00 AM, checked at 2:00 AM or 3:00 AM, sometimes checked again between 4:00 AM and 4:30 AM, and then residents awake at 7:00 AM. Mr. Reeves reiterated multiple times that he was not aware Resident B could not be “double diaper” and he did not feel with Resident B’s irregular incontinence that Resident B needed to be woken up to toilet through the night every night. Mr. Reeves reported Resident B was never left “wallowing in urine” and the two briefs were due to Resident B having excessive urine on the occasions he was incontinent. Mr. Reeves stated Resident B would have been toileted if he was observed to have urinated in his brief at night.

Resident B’s *Assessment Plan for AFC Residents* was reviewed. It was marked that Resident B needs assistance with toileting and noted that Resident B “uses Depends.”

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.

ANALYSIS:	Mr. Reeves acknowledged Resident B was at times incontinent of bladder at night and would produce excessive urine. Due to this, Resident B would wear two briefs at nighttime. Mr. Reeves acknowledged that although it was known Resident B was occasionally incontinent at night, Resident B was not regularly toileted from approximately 11:00 PM to 7:00 AM. Resident B's <i>Assessment Plan for AFC Residents</i> notes Resident B needs assistance with toileting and "uses Depends", however it was not documented that Resident B needed to wear two Depends briefs during sleeping hours. Consequently, Resident B was not provided with adequate personal care when placed in two briefs and not toileted for approximately eight hours at night each night.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Resident B moved from the home. Found in his belongings was a plastic bag of approximately 200 miscellaneous pills.

INVESTIGATION:

On 03/13/2018, I interviewed Ms. Kailie Feldbauer, nursing staff member Centracare's Program of All-Inclusive Care for the Elderly. Ms. Feldbauer stated a gallon sized plastic bag of approximately 200 various pills were found in the belongings of Resident B when he moved into the new residence.

On 03/13/2018, Ms. Reeves reported she may have accidentally packed in Resident B's belongings the bag of medication she collected to have destroyed at the local police station. Ms. Reeves stated that is the only explanation she had for the bag of miscellaneous medications.

Mr. Reeves confirmed that medications that are to be destroyed are placed in a plastic bag until there is enough to bring to the local police station. Mr. Reeves reported he believes that bag was accidentally placed in Resident B's belongings and would explain the bag of miscellaneous medication.

On 03/21/2018, I observed a gallon sized plastic bag with approximately 200 miscellaneous medications. The bag of medication was reported to have obtained from Resident B's belongings by the staff members at Centracare's Program of All-Inclusive Care for the Elderly.

On 04/30/2018, I completed an exit conference with licensee Mr. Reeves. He did not dispute my findings or recommendations.

APPLICABLE RULE	
R 400.14312	Resident medications.
	<p>(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being §333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.</p> <p>(7) Prescription medication that is no longer required by a resident shall be properly disposed of after consultation with a physician or a pharmacist.</p>
ANALYSIS:	A gallon sized plastic bag of approximately 200 various medications were found in Resident B's belongings that were packed by Ms. Reeves when Resident B moved. Mr. and Ms. Reeves reported medications that are to be destroyed are taken out of their pharmacy-supplied containers and placed into a plastic bag until they can be taken to the local police station to be destroyed. Due to the medications being kept in the home, outside of their pharmacy approved containers and not properly disposed of at the time, the violation is established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable plan of corrective action, I recommend the status of this license remain the same.

Cassandra Duursma

04/20/2018

Cassandra Duursma
Licensing Consultant

Date

Approved By:



04/30/2018

Dawn N. Timm
Area Manager

Date