



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

December 14, 2018

Marcia Curtiss  
Homestead Management  
Suite 115  
21800 Haggerty Rd.  
Northville, MI 48167

RE: License #:	AL410007144
Investigation #:	2019A0356008
	Alzheimer's Center

Dear Mrs. Curtiss:

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 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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Elliott".

Elizabeth Elliott, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 901-0585

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL410007144
<b>Investigation #:</b>	2019A0356008
<b>Complaint Receipt Date:</b>	10/18/2018
<b>Investigation Initiation Date:</b>	10/18/2018
<b>Report Due Date:</b>	12/17/2018
<b>Licensee Name:</b>	Homestead Management
<b>Licensee Address:</b>	Suite 115, 21800 Haggerty Rd., Northville, MI 48167
<b>Licensee Telephone #:</b>	(616) 949-9500
<b>Administrator:</b>	Marcia Curtiss
<b>Licensee Designee:</b>	Marcia Curtiss
<b>Name of Facility:</b>	Alzheimer's Center
<b>Facility Address:</b>	3962 Whispering Way, Grand Rapids, MI 49546
<b>Facility Telephone #:</b>	(616) 949-9500
<b>Original Issuance Date:</b>	07/07/1988
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/30/2018
<b>Expiration Date:</b>	01/29/2020
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED, ALZHEIMERS

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A's special medical procedure was not administered as prescribed.	Yes
Staff at the facility do not assist Resident A with using her CPAP machine at night.	No

**III. METHODOLOGY**

10/18/2018	Special Investigation Intake 2019A0356008
10/18/2018	APS referral
10/18/2018	Special Investigation Initiated - Telephone Call to complainant.
10/22/2018	Contact - Telephone call received Complainant
11/07/2018	Inspection Completed On-site Interviewed Direct Care Workers Resident A not available for interview
11/14/2018	Contact - Document Sent Facility documents re: Resident A.
11/15/2018	Contact - Document Received Documents from facility for Resident A.
11/19/2018	Contact - Face to Face Interview-Audra Rein, LPN, facility nurse and Resident A.
12/13/2018	Exit Conference Marcia Curtiss, Licensee Designee

**ALLEGATION: Resident A's special medical procedure was not administered as prescribed.**

**INVESTIGATION:** On 10/18/2018, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported Resident A was scheduled to complete an overnight oximetry test per Resident A's physician assistant Shanna

Henderson of Mercy Health. The test was never administered nor was Resident A even aware the testing equipment had ever been delivered.

On 10/22/2018, I interviewed Xavier Marchena from Airway Oxygen via telephone. Mr. Marchena stated the device to complete the oximetry test was dropped off to staff at the facility on 10/16/2018 and an unknown staff accepted the device and was instructed to assist Resident A with the device over the weekend. Mr. Marchena stated Airway Oxygen staff went to the facility to pick the device up the following week and no one had administered the oximetry test to Resident A and it was discovered sitting in the office unused, no one had administered the overnight test over the weekend. Mr. Marchena stated he did not seek out a supervisor at the facility and is not able to differentiate a supervisor from a Direct Care Worker (DCW) and reported he figured giving the device to an employee would be sufficient.

On 11/07/2018, I conducted an unannounced inspection at the facility and interviewed DCWs Porsha Day, Shakyra Warrens, Arreion Fizer and Jessie McCarrick, shift supervisor. The DCW's are 1<sup>st</sup> and 2<sup>nd</sup> shift workers, the DCW's stated they do not have any knowledge about an oximetry test being delivered to the facility by Airway Oxygen and placed in the office. Ms. Day, Ms. Warrens, Ms. Fizer and Ms. McCarrick stated unless the oximetry test is ordered by Resident A's physician and on the MAR (medication administration record), it is not administered to the resident. Ms. Day, Ms. Warrens, Ms. Fizer and Ms. McCarrick stated they do not recall seeing an oximetry test on Resident A's MAR for administration over the weekend of 10/19/18-10/20/18.

On 11/15/2018, I received and reviewed the Physician's Orders beginning in September and through October 2018 for Resident A. The document shows Dr. Jennifer White as Resident A's physician and orders written for medications by Dr. Sooya Sharma and Dr. Amelia Fajardo. The document shows Resident A's current medication orders, routine medications, PRN medications (as needed) and current treatments. There are no current treatments documented on this form as being ordered and no documentation showing an order for an oximetry test.

On 11/19/2018, I interviewed Audra Rein, nurse, at the facility. Ms. Rein stated she has no knowledge about the oximetry test that was reported to have been dropped off for administration on the weekend of 10/19/2018. Ms. Rein stated when the facility does not have a doctor's order for treatment, even if the device was delivered to the facility, staff cannot administer the treatment. Ms. Rein reported Dr. White stated she did not order the oximetry test for Resident A. Ms. Rein stated Resident A recently was in the hospital for seizures and possibly the hospital ordered the test. Ms. Rein stated Resident A already has a CPAP (continuous positive airway pressure) machine that assists her with oxygen flow while sleeping and wonders why an oximetry test was ordered. Ms. Rein stated she wonders why Airway Oxygen did not seek out management to hand a treatment to but (Ms. Rein) acknowledged if staff accepted a treatment or device from Airway Oxygen, she (Ms. Rein) should

have been notified by staff so she could follow up with the doctor's office for an order so the treatment could be administered as prescribed.

On 11/19/2018, I interviewed Resident A in her room at the facility with Ms. Rein. Resident A acknowledged that the origin of the oximetry test came from her recent hospital stay. Resident A stated she never took the oximetry test, nor did she know it was delivered to the facility.

On 12/13/2018, I spoke to Ms. Rein via telephone. Ms. Rein stated she has developed new training and part of the training pertains to taking responsibility when dealing with vendors among all other aspects of resident care. Ms. Rein will conduct the training on 12/19/2018 and on a regular, ongoing basis from this time forward so all staff are aware of their responsibilities and duties as a DCW.

On 12/13/2018, I conducted an Exit Conference with Licensee Designee, Marcia Curtiss via telephone. Ms. Curtiss understands the information, analysis and conclusion of this applicable rule and will submit an acceptable corrective action plan.

<b>APPLICABLE RULE</b>	
<b>R 400.15312</b>	<b>Resident medications.</b>
	(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.
<b>ANALYSIS:</b>	<p>Mr. Marchena reported an oximetry test was delivered to the facility on 10/16/18 by Airway Oxygen for Resident A but the test was never administered to Resident A and sat in the office.</p> <p>DCW's, Ms. Day, Ms. Warrens, Ms. Fizer and Ms. McCarrick reported they were not aware of a oximetry test being delivered to the facility.</p> <p>Ms. Rein did not know about the test and stated without a physician's order, the test could not have been administered.</p>

	<p>A review of Resident A's recent doctor's orders shows no documentation of an order received by the facility for the oximetry test for Resident A.</p> <p>Even though the facility did not receive doctor's orders to administer the oximetry test to Resident A, the test was ordered stemming from a recent hospitalization for Resident A. The test was delivered to the facility and sat in the facility office never followed up on or administered to Resident A. Therefore; a violation of this applicable rule is established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Staff at the facility do not assist Resident A with using her CPAP machine at night.**

**INVESTIGATION:** On 10/18/2018, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported Resident A has not been using her CPAP machine because staff at the facility do not know how to place the mask on her or know how to work the CPAP machine.

On 10/22/2018, I interviewed Xavier Marchena from Airway Oxygen via telephone. Mr. Marchena stated while talking to Resident A about the oximetry test, Resident A reported she was not using her CPAP machine because staff at the facility do not know how to position the mask on her face properly and she is unable to do it herself because she only has use of one of her hands. Mr. Marchena stated he set Resident A up with a sub-optimal mask, so she can put it on herself. Mr. Marchena stated Resident A knows how to use the CPAP machine.

On 11/07/2018, I interviewed DCW's Ms. Day, Ms. Warrens, Ms. Fizer and Ms. McCarrick stated they are trained and know how to operate Resident A's CPAP machine and the proper placement of the CPAP mask on Resident A's face. However; Resident A is able to operate the machine herself and put the mask on her face. Ms. McCarrick stated the DCW's while doing rounds and checking on residents will make sure Resident A has the CPAP machine and mask on. Ms. Day, Ms. Warrens, Ms. Fizer and Ms. McCarrick stated if Resident A needs assistance with the CPAP machine, she asks for it and they will assist her.

On 11/15/2018, I received and reviewed the Assessment Plan for AFC Residents dated 01/19/2018 and signed by former administrator, Lucijana Tomic and former facility nurse, GB Walker. I also received and reviewed, Resident A's Homestead Management Living Care Plan and ADL (activities of daily living) logs for the months of September and October 2018. There is nothing on the documents that shows Resident A requires assistance to operate the CPAP machine or that she requires assistance placing the mask properly and securely on her face.

On 11/19/2018, I interviewed Audra Rein, nurse, at the facility. Ms. Rein stated Resident A has never mentioned that staff do not know how to put the CPAP mask on her. Ms. Rein stated Resident A knows she needs to have her CPAP on while sleeping, knows how to operate the machine and put her mask on. Ms. Rein stated Resident A knows she can ask staff for assistance if she needs it and Resident A is not afraid to ask for help when she needs it.

On 11/19/2018, I interviewed Resident A in her room at the facility. Resident A stated she uses her CPAP and wears the mask “faithfully” and does not know why the complainant would report she does not use the machine. Resident A stated she is able to operate the machine, needs some assistance with keeping water in it and is able to place the CPAP mask on her face herself. Resident A stated the DCW’s assist her with keeping water in the machine and assist her with the placement of the mask when she needs it.

On 12/13/2018, I conducted an Exit Conference with Licensee Designee, Marcia Curtiss via telephone. Ms. Curtiss agrees with the information, analysis and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.15303</b>	<b>Resident care; licensee responsibilities.</b>
	(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.
<b>ANALYSIS:</b>	<p>The complaint report documented Resident A does not use her CPAP machine because staff at the facility do not know how to place the mask on her or know how to work the CPAP machine.</p> <p>Mr. Marchena stated Resident A reported she was not using her CPAP machine because staff at the facility do not know how to position the mask on her face properly and she is unable to do it herself because she only has use of one of her hands.</p> <p>Ms. Day, Ms. Warrens, Ms. Fizer and Ms. McCarrick and the DCW’s stated they know how to operate Resident A’s CPAP machine and placement of the mask on Resident A’s face but Resident A is able to operate the machine herself and put the mask on her face.</p> <p>Resident A’s assessment plan, care plan and ADL log do not document that Resident A requires assistance to operate the</p>

	<p>CPAP machine or that she requires assistance placing the mask properly and securely on her face.</p> <p>Ms. Rein stated Resident A knows she needs to have her CPAP on while sleeping and knows how to operate the machine and put her mask on.</p> <p>Resident A stated she is able to operate the CPAP machine and mask herself, if she needs assistance from staff, she asks them, and they assist her.</p> <p>Resident A is provided care per her assessed needs as documented on the resident assessment plan, facility care plan and the ADL log. Therefore, a violation of this rule is not established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend the current status of the license remain unchanged.
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*Elizabeth Elliott*

12/14/2018

Elizabeth Elliott  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

12/14/2018

Jerry Hendrick  
Area Manager

Date