



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 4, 2021

Ryan Boutell
Fessenden Adult Foster Care, LLC
4904 Onsikamme St.
Montague, MI 49437

RE: License #: AM640361441
Investigation #: 2021A0340025
Fessenden Adult Foster Care

Dear Mr. Boutell:

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. 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,



Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM640361441
Investigation #:	2021A0340025
Complaint Receipt Date:	08/17/2021
Investigation Initiation Date:	08/17/2021
Report Due Date:	10/16/2021
Licensee Name:	Fessenden Adult Foster Care, LLC
Licensee Address:	4904 Onsikamme St. Montague, MI 49437
Licensee Telephone #:	(123) 167-0947
Administrator:	Ryan Boutell
Licensee Designee:	Ryan Boutell
Name of Facility:	Fessenden Adult Foster Care
Facility Address:	412 Hart Street Hart, MI 49420
Facility Telephone #:	(231) 670-9475
Original Issuance Date:	08/01/2014
License Status:	REGULAR
Effective Date:	02/01/2021
Expiration Date:	01/31/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
There have been multiple missed doctor appointments for residents at the Fessenden AFC Home.	Yes

III. METHODOLOGY

08/17/2021	Special Investigation Intake 2021A0340025
08/17/2021	APS Referral
08/17/2021	Special Investigation Initiated - Telephone Dr. office
08/23/2021	Inspection Completed On-site
09/17/2021	Contact - Telephone call made Ryan Boutell
09/17/2021	Exit Conference Ryan Boutell
09/29/2021	Inspection Completed-BCAL Sub. Compliance
09/29/2021	Corrective Action Plan Requested and Due on 10/13/2021

ALLEGATION: There have been multiple missed doctor appointments for the residents at the Fessenden AFC Home.

INVESTIGATION: On August 17, 2021, I received a complaint from the BCAL Online Complaints that there have been multiple doctor appointments missed at the Mercy Health Office in Hart.

These patients (residents) have missed one or more of their scheduled appointments or canceled at the last minute. Follow-up calls to reschedule are made and letters are mailed out with the appointment policy outlined. There are at least 13 documented missed appointments, and this happens on a regular basis, sometimes back-to-back. Appointment reasons vary, for medication refills, results, hospital follow-ups, infections, etc. Office staff have spoken to the Fessenden staff and appointments were rescheduled and then missed again. Reasons for missed appointments were no one knew, it wasn't written on the calendar, no transportation,

high staff turnover, among many others. At this point they have not been able to resolve the issue.

August 17, 2021, I contacted the Mercy Health Office in Hart and spoke with Maryan McLouth. I explained the reason for my call. She stated that there is concern for the individuals residing at the Fessenden home who are seen at this office. She stated that there is a very poor follow through with the residents and when someone from the office tries to call the home, the staff is “very rude and dismissive”, seeming to “take no interest or responsibility in the wellbeing of the residents for whom they are supposed to provide care”. I asked Ms. McLouth if anyone at the office had attempted to contact Licensee Ryan Boutell. She stated that she has talked to him once. She did not know if anyone else has contacted him. I suggested that in the future since she did not feel staff were receptive to the needs of the office, that she and her co-workers contact Mr. Boutell. That way he will be cognizant of what is going on.

I asked Ms. McLouth for a record of the missed appointments by the residents at Fessenden. She provided me with the following information:

- Resident A missed appointments on 8/10/20, 2/1/21, and 8/5/21, cancelled on 2/5/21, 8/11/21, and 8/13/21. She finally attended the appointment on 8/17/21.
- Resident B missed an appointment on 4/28/20 and cancelled on 4/29/21. He finally completed the appointment on 8/13/21.
- Resident C missed appointments on 6/20/20, 6/22/20, finally showed on 7/15/20. Missed appointment on 8/14/20, completed the appointment on 8/20/20. Missed appointment on 3/16/21, 3/25/21 and 3/31/21.
- Resident D missed appointments on 5/13/20, 5/14/20, 5/15/20, 11/6/20, 11/11/20 and 11/23/20.
- Resident E missed an appointment on 3/29/21 and was finally seen on 4/28/21.

On August 23, 2021, I requested from Licensee Ryan Boutell the assessment plans and health care appraisals for Residents A, B, C, D and E.

On August 31, 2021, I reviewed the assessment plans and health care appraisals for Residents A through E. Resident C’s assessment plan signed by Ryan Boutell on 7/7/21, states he is not able to be in the community on his own. For all the other residents, it does say in their assessment plans that they can move in the community independently. There is no documentation on any assessments which stated that the residents are able or responsible for making their own appointments or following through on their own.

On September 17, 2021, I called Mr. Boutell. We discussed the missed appointments. He stated that the residents make their own appointments and arrange their own rides or just walk there on their own. I stated that with the

documented missed or cancelled appointments, it is a concern that they are not able to handle on their own. Especially if a resident is not able to be in the community independently. I also brought to his attention that the staff are reportedly rude when the Mercy staff call regarding the appointments.

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:	<p>The allegation was made that multiple residents are not attending scheduled doctor appointments at the Mercy office in Hart.</p> <p>Ms. McLouth from the Mercy office provided 21 documented missed or cancelled appointments by 5 residents from the Fessenden home. When people from the office attempted to follow up regarding the appointments the Fessenden staff were reportedly rude and dismissive to the Mercy staff.</p> <p>I reviewed the assessment plans for Residents A through E and Resident C is documented to not be independent in the community.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On September 17, 2021 I conducted an exit conference with Mr. Boutell. I informed him that the system in place as he has it is not adequate to meet the needs of the residents. He agreed to send a corrective action plan to address the issues of the missed/cancelled appointments.

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

 October 4, 2021

Rebecca Piccard Date
 Licensing Consultant

Approved By:



October 4, 2021

Jerry Hendrick
Area Manager

Date