



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 19, 2021

Katherine Frazier  
Hope Network Behavioral Health Services  
PO Box 890  
3075 Orchard Vista Drive  
Grand Rapids, MI 49518-0890

RE: License #: AM490392115  
Investigation #: 2021A0360033  
Bay Haven Integrated Care

Dear Ms. Frazier:

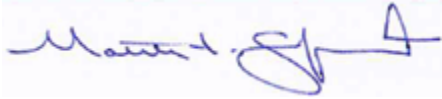
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (989) 732-8062.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist", is placed over a light blue rectangular background.

Matthew Soderquist, Licensing Consultant  
Bureau of Community and Health Systems  
Ste 3  
931 S Otsego Ave  
Gaylord, MI 49735  
(989) 370-8320

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM490392115
<b>Investigation #:</b>	2021A0360033
<b>Complaint Receipt Date:</b>	08/24/2021
<b>Investigation Initiation Date:</b>	08/25/2021
<b>Report Due Date:</b>	10/23/2021
<b>Licensee Name:</b>	Hope Network Behavioral Health Services
<b>Licensee Address:</b>	PO Box 890 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
<b>Licensee Telephone #:</b>	(616) 726-1998
<b>Licensee Designee/Administrator:</b>	Katherine Frazier
<b>Name of Facility:</b>	Bay Haven Integrated Care
<b>Facility Address:</b>	799 Hombach Street St. Ignace, MI 49781
<b>Facility Telephone #:</b>	(906) 298-8000
<b>Original Issuance Date:</b>	10/08/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/08/2020
<b>Expiration Date:</b>	04/07/2022
<b>Capacity:</b>	10
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Direct care staff Austin Chamberlain is rude and mean to Resident A.	Yes
Resident A requested PRN Castor Oil and direct care staff Austin Chamberlain refused to administer the medication.	Yes

**III. METHODOLOGY**

08/24/2021	Special Investigation Intake 2021A0360033
08/24/2021	APS Referral
08/25/2021	Special Investigation Initiated - On Site licensee designee Kathy Frazier, Resident A
09/21/2021	Contact - Document Received APS worker David Jones
10/12/2021	Contact - Telephone call made DCS Austin Chamberlain
10/12/2021	Contact - Telephone call made licensee designee Katherine Frazier
10/13/2021	Contact - Telephone call made DCS Kim Grumbowski
10/13/2021	Contact - Document Received Licensee Designee Katherine Frazier
10/18/2021	Contact - Document Received APS David Jones
10/19/2021	Exit Conference With licensee designee Katherine Frazier

**ALLEGATION:** Direct care staff Austin Chamberlain is rude and mean to Resident A.

**INVESTIGATION:** On 8/24/2021 I was assigned a complaint from the LARA online complaint system.

On 8/25/2021 I conducted an unannounced onsite inspection at the facility. I interviewed Resident A. Resident A stated direct care staff Austin Chamberlain talks very stern to him. He stated Mr. Chamberlain yelled and did a lot of screaming at him the other night. He stated Mr. Chamberlain is usually nice but was very disrespectful the other night. Resident A did not know which night specifically but thinks it was this past weekend.

While at the facility on 8/25/2021 I interviewed the licensee designee Katherine Frazier. Ms. Frazier stated the tone of voice that direct care staff Austin Chamberlain is reported to have taken with Resident A is inappropriate and she will be recommending additional training for Mr. Chamberlain.

On 9/21/2021 I was contacted by adult protective services (APS) worker David Jones. Mr. Jones stated Resident A reported to him the same information about being yelled at.

On 10/12/2021 I contacted direct care staff Austin Chamberlain. Mr. Chamberlain denied yelling or treating Resident A with any disrespect. He stated that since the incident was reported he has had to complete additional rights trainings recommended by the facility.

On 10/12/2021 I contacted the licensee designee Katherine Frazier. Ms. Frazier stated Mr. Chamberlain has completed additional staff training regarding appropriate interaction with residents.

On 10/13/2021 I contacted direct care staff Kim Grumbowski. Ms. Grumbowski stated she was working with direct care staff Austin Chamberlain on 8/21/2021. She stated she was sitting in the common area of the facility and Resident A asked for some PRN medication. She stated Mr. Chamberlain stated to Resident A that he did not need it and Resident A became very upset and they began arguing. She stated that Resident A demanded to know Mr. Chamberlain's last name and that Mr. Chamberlain told Resident A that he was not telling him because Resident A has threatened him and his family in the past. She stated Resident A can be moody and demanding. She stated she has not witnessed Mr. Chamberlain yell at other residents. She stated Mr. Chamberlain is normally polite and patient.

<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>	The complaint alleged direct care staff Austin Chamberlain is rude and mean to Resident A.

	<p>Resident A reported on or about 8/21/2021 direct care staff Austin Chamberlain yelled and screamed at him.</p> <p>The licensee designee Katherine Frazier stated Mr. Chamberlain's response to Resident A was inappropriate and recommended additional training which was provided.</p> <p>Mr. Chamberlain denied yelling or treating Resident A with disrespect.</p> <p>Direct care staff Kim Grumbowski stated there was an argument between Resident A and Mr. Chamberlain.</p> <p>There is a preponderance of evidence that Resident A was not treated with dignity.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Resident A requested PRN Castor Oil and direct care staff Austin Chamberlain refused to administer the medication.**

**INVESTIGATION:** On 8/25/2021 I conducted an unannounced onsite inspection at the facility. I interviewed Resident A. Resident A stated direct care staff Austin Chamberlain refused to give him his PRN medication of Castor Oil. Resident A stated he regularly requests it and knows when he needs it. He stated Mr. Chamberlain refused to give it to him and said that he didn't need it. Resident A stated he thinks it was this past weekend but could not remember the date.

While at the facility on 8/25/2021 I interviewed the licensee designee Katherine Frazier. Ms. Frazier stated Resident A is prescribed Castor Oil as a PRN and that Resident A will request it when needed. She stated he knows when he needs it and there is no reason to deny Resident A the PRN if he requested it.

On 9/21/2021 I was contacted by APS worker David Jones. Mr. Jones stated Resident A reported to him the same information about being denied PRN medication for Castor Oil.

On 10/12/2021 I contacted direct care staff Austin Chamberlain. Mr. Chamberlain stated Resident A requests Castor Oil all the time and he did not remember refusing to administer the PRN medication.

On 10/12/2021 I contacted the licensee designee Katherine Frazier. Ms. Frazier stated Mr. Chamberlain has completed additional staff training regarding administration of PRN medication. She stated it was inappropriate for him to deny Resident A his medication. She stated the staff may provide residents education if

they request a PRN medication that may not be needed but Resident A is aware when he needs Castor Oil and there was no reason to deny him the medication when he requested it.

On 10/13/2021 I contacted direct care staff Kim Grumbowski. Ms. Grumbowski stated she was working with direct care staff Austin Chamberlain on 8/21/2021. She stated she was sitting in the common area of the facility and Resident A asked for some PRN medication for Castor Oil. She stated Mr. Chamberlain stated to Resident A that he did not need it and Resident A became very upset and they began arguing. She stated it was 7 p.m. when Resident A requested the Castor Oil. She stated Mr. Chamberlain did not administer the Castor Oil until about 8:30 p.m.

On 10/13/2021 I received and reviewed Resident A's medication administration record for August 2021 from licensee designee Katherine Frazier. The MAR documented Resident A is prescribed Castor Oil as a PRN with directions to take 60 ml by mouth daily as needed for constipation and that dose may be decreased if loose stools or consumer prefers to take less. The MAR documented that direct care staff Austin Chamberlain did administer the Castor Oil at 8:35 p.m. on 8/21/2021.

On 10/18/2021 I contacted APS worker David Jones. Mr. Jones stated the APS complaint was substantiated due to Resident A not receiving his PRN Castor Oil when requested.

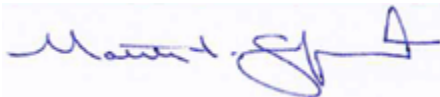
<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(2) Medication shall be given, taken, or applied pursuant to label instructions.</b>
<b>ANALYSIS:</b>	<p>The complaint alleged Resident A requested PRN Castor Oil and direct care staff Austin Chamberlain refused to administer the medication.</p> <p>Resident A stated he requested his PRN Castor Oil on or about 8/21/2021. He stated direct care staff Austin Chamberlain stated he did not need it and did not administer it.</p> <p>Direct care staff Austin Chamberlain stated Resident A requests Castor Oil all the time and he did not remember refusing to administer the medication.</p> <p>Direct care staff Kim Grumbowski stated on 8/21/2021 Resident A requested Castor Oil at about 7 p.m. and Mr. Chamberlain refused to administer it stating Resident A did not need it. She stated he ended up administering the medication at about 8:30 p.m.</p>

	<p>Licensee Designee Katherine Frazier stated Resident A is aware when he needs his PRN Castor Oil and there is no reason to deny when requested. She stated Mr. Chamberlain has now received additional training regarding administration of PRN medications.</p> <p>APS worker David Jones stated he was substantiating his APS complaint due to Resident A being denied the PRN medication for Castor Oil.</p> <p>There is a preponderance of evidence that Resident A was denied his PRN medication for Castor Oil when requested and that his medication was not given, taken or applied pursuant to the label instructions.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 10/19/2021 I conducted an exit conference with the licensee designee Katherine Frazier. Ms. Frazier concurred with the findings of the investigation.

#### IV. RECOMMENDATION

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



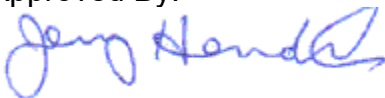
10/19/2021

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Matthew Soderquist  
Licensing Consultant

Date

Approved By:



10/19/2021

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Jerry Hendrick  
Area Manager

Date