



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 4, 2022

Rhonda Hendrickson
Provision Living at Forest Hills
730 Forest Hill Avenue
Grand Rapids, MI 49546

RE: License #:	AH410381380
Investigation #:	2022A1021027
	Provision Living at Forest Hills

Dear Ms. Hendrickson:

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 authorized representative 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 (517) 284-9730.

Sincerely,

Kimberly Horst, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH410381380
Investigation #:	2022A1021027
Complaint Receipt Date:	02/04/2022
Investigation Initiation Date:	02/04/2022
Report Due Date:	04/06/2022
Licensee Name:	PVL at Grand Rapids, LLC
Licensee Address:	Suite 310 1630 Des Peres Road St. Louis, MO 63131
Licensee Telephone #:	(314) 909-9797
Administrator:	Lauren Bosserman
Authorized Representative:	Rhonda Hendrickson
Name of Facility:	Provision Living at Forest Hills
Facility Address:	730 Forest Hill Avenue Grand Rapids, MI 49546
Facility Telephone #:	(314) 909-9797
Original Issuance Date:	06/04/2019
License Status:	REGULAR
Effective Date:	06/04/2021
Expiration Date:	06/03/2022
Capacity:	116
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Facility has bed rails.	Yes
Medications are not administered on time.	Yes
Facility does not have resident medications.	Yes
Additional Findings	No

III. METHODOLOGY

02/04/2022	Special Investigation Intake 2022A1021027
02/04/2022	Special Investigation Initiated - Letter Referral sent to centralized intake at APS
02/10/2022	Inspection Completed On-site
02/15/2022	Contact-Documents Received Received Residents Medication Administration Records
	Exit Conference

ALLEGATION:

Facility has bed rails.

INVESTIGATION:

On 2/4/22, the licensing department received a complaint with allegations the facility allows bed rails. The complaint was anonymous and therefore I was unable to contact the complaint to gather additional information.

On 2/4/22, the allegations in this report were sent to centralized intake at Adult Protective Services (APS).

On 2/10/22, I interviewed administrator Lauren Bosserman at the facility. Ms. Bosserman reported if a resident has a physician order, then the facility will allow bed rails. Ms. Bosserman reported the facility does not allow family members to

bring in their own bedrails. Ms. Bosserman reported the facility does not have a bed rail policy. Ms. Bosserman reported staff are trained on bed rails during their orientation. Ms. Bosserman reported there is only one resident that uses bedrails. Ms. Bosserman reported there are other residents that have a hospital bed with bedrails, but the rails are in the downward position because they are not used. Ms. Bosserman reported maintenance checks bedrails that are in use by the residents.

I observed Resident C's room. Resident C had a hospital bed with the bedrails in the upward position. The bedrails were firmly attached and appeared to be installed correctly to the bed. The distance between the slats (horizontal or vertical supports between the perimeter of the bed rails) was not large enough for a hand/foot to fit through and cause possible entangle/entrapment.

I observed Resident D and Resident E's room. The residents had a hospital bed with bedrails in the downward position. The bedrails were firmly attached and appeared to be installed correctly to the bed. The distance between the slats (horizontal or vertical supports between the perimeter of the bed rails) was not large enough for a hand/foot to fit through and cause possible entangle/entrapment.

I reviewed Resident C, D, and E's records. The records revealed the facility did have a physician order for the bedrails. However, the order did not include the purpose and authorization for use. The use of the bedrails was not addressed in the residents' service plan.

APPLICABLE RULE	
R 325.1921	Governing bodies, administrators, and supervisors.
	(1) The owner, operator, and governing body of a home shall do all of the following: (b) Assure that the home maintains an organized program to provide room and board, protection, supervision, assistance, and supervised personal care for its residents.
For Reference: R 325.1901	Definitions.
	(16) "Protection" means the continual responsibility of the home to take reasonable action to ensure the health, safety, and well-being of a resident as indicated in the resident's service plan, including protection from physical harm, humiliation, intimidation, and social, moral, financial, and personal exploitation while on the premises, while under the supervision of the home or an agent or employee of the home, or when the resident's service plan states that the resident needs continuous

	supervision.
ANALYSIS:	The owner, operator, governing body did not assure that the home maintains an organized program of protection to its residents. The facility lacked physician's orders for the devices directing their purpose and authorization for use, the devices were not addressed in any of the resident service plans, there were no manufacturer's guidelines for proper installation, and the facility lacked a policy on such devices. The lack of a reasonably organized program of protection related to these devices place staff at a disadvantage when attempting to meet the safety needs of residents.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Facility does not have resident medications.

INVESTIGATION:

The complainant alleged that medications are not administered to residents, such as eye drops, insulin, and blood pressure medications, because the facility does not have the medications. The complainant did not provide a resident name.

On 2/10/22, I interviewed director of nursing Justina Muratbegovic at the facility. Ms. Muratbegovic reported the facility has transitioned to a new pharmacy, Guardian Pharmacy, which has helped in ensuring the facility has resident medications. Ms. Muratbegovic reported the facility receives a monthly shipment of medications. Ms. Muratbegovic reported if a resident medication is not in the medication cart, the medication technician is responsible for contacting the pharmacy to receive a refill on the medication. Ms. Muratbegovic reported the facility works closely with the pharmacy and has good communication with the pharmacy. Ms. Muratbegovic reported the facility receives a monthly report from the corporate director of nursing that includes if a medication was not passed. Ms. Muratbegovic reported she has not heard any concerns of medications not available to the residents.

On 2/10/22, I interviewed medication technician Cory Slvoniski at the facility. Mr. Slvoniski reported if a resident does not have a medication, he contacts the pharmacy for a refill. Mr. Slvoniski reported the pharmacy can usually deliver the medication later that day. Mr. Slvoniski reported he has had no issues with resident medications not being available.

Due to the complainant not providing a resident name or date, I took a random sample of residents. I reviewed Resident F, G, H, I and J medication administration

records (MAR's). The MAR's revealed the following medications were not administered as ordered with reasoning the drug item was not available:

Resident F:

Azekastine Nasal Spray: 1/4
 Alprazolam 0.5mg tablet: 1/26/22
 Dextropropriphen 10mg tablet: 1/3-1/9
 Duloxetine 60mg tablet: 1/4, 2/2-2/7, 2/9-2/12,
 Famotidine 20mg tablet: 1/4, 1/10-1/11, 1/31, 2/1-2/2
 Fluticasone propionate nasal spray: 1/4
 Loratadine 10mg tablet: 1/4, 2/1-2/3
 Lubricant Eye drops: 1/4
 Meclizine 25mg tablet: 1/6-1/9
 Memantine 10mg tablet: 1/4, 1/15-1/16,
 Multivitamin: 1/4, 1/23, 1/31, 2/1-2/5, 2/7-2/10
 Potassium Chloride: 1/4

Resident G:

Gabapentin 400mg tablet: 1/20-1/21
 Humalog Insulin Pen: 2/1
 Melatonin 3mg: 2/10
 Nystain Cream: 2/11

Resident H:

Freestyle Libre: 1/11, 1/25
 Nebivolol 10mg tablet: 1/19-1/21
 Trazodone 50mg tablet: 1/19

Resident I:

Carvedilol 6.25mg tablet: 1/2, 1/3-1/4, 1/11
 Isosorbide dinitrate tablet; 10 mg: 1/16
 Quetiapine tablet 25 mg tablet: 1/13-1/16

Resident J:

Alendronate 70 mg tablet: 2/7
 Latanoprost drops: 2/5-2/7

APPLICABLE RULE	
R 325.1932	Resident medications.
	(1) Medication shall be given, taken, or applied pursuant to labeling instructions or orders by the prescribing licensed health care professional.

ANALYSIS:	Review of five residents MAR's for January and February 2022 revealed residents did not receive prescriptions as prescribed due to the drug item not being available.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Medications are not administered on time.

INVESTIGATION:

The complainant alleged medications that are to be administered at 8:00pm are not administered until 10:00pm. The complainant did not provide resident names.

On 2/10/22, I interviewed director of nursing Justina Muratbegovic at the facility. Ms. Muratbegovic reported medication technicians have a one-hour timeframe prior to and after the assigned time. Ms. Muratbegovic reported the corporate director of nursing provides a monthly report of medication issues. Ms. Muratbegovic reported she has not observed a trend in late medication administration. Ms. Muratbegovic reported no concerns have been brought to her attention about medication administered late.

Due to the complainant not providing a resident name or date, I reviewed a random sample of resident MAR's for January and February 2022. The following medications were administered late:

Resident F:

Azekastine Nasal Spray: 1/1-1/3, 1/5-1/9, 1/10-1/20, 1/23-1/28, 1/29-1/31, 2/2-2/8, 2/10-2/14

Donepezil 10mg tablet: 1/14-1/18

Duloxetine 60mg tablet: 1/1-1/3, 1/5-1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 1/31, 2/8, 2/13-2/14

Famotidine 20mg tablet: 1/1-1/3, 1/5-1/9, 1/11-1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 2/4-2/8, 2/10-2/14

Fluticasone Propionate Spray: 1/1-1/3, 1/5-1/9, 1/11-1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 1/31, 2/2-2/8, 2/10-2/14

Loratadine 10mg tablet: 1/1-1/3, 1/6-1/9, 1/11-1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 1/31, 2/4-2/8, 2/10-2/12, 2/14

Lubricant Eye Drops: 1/1-1/3, 1/5-1/8, 1/9, 1/11-1/15, 1/17-1/20, 1/23, 1/25, 1/27-1/29, 1/31, 2/2-2/8, 2/10-2/14

Meclizine 25mg tablet: 1/11-1/15, 1/17-1/20, 1/22-1/25, 1/27-1-29, 1/31, 2/2-2/8, 2/10-2/14

Memantine 10mg tablet: 1/1-1/3, 1/6-1/9, 1/11-1/14, 1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 1/31, 2/2-2/8, 2/10-2/14

Multivitamin: 1/1-1/3, 1/6-1/9, 1/12-1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 2/6, 2/11-2/12, 2/14

Potassium Chloride: 1/1, 1/3, 1/6-1/9, 1/1-1/15, 1/17-1/18, 1/20, 1/23, 1/25, 1/27-1/29, 1/31, 2/2-2/8, 2/10-2/12, 2/14

Resident G:

Allopurinol 300mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Amlodipine 10mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Amoxicillin 125mg tablet: 1/28-1/30, 2/1-2/2

Atorvastatin 40mg tablet: 1/3-1/5, 1/8, 1/10, 1/13, 1/17-1/18, 1/20, 2/5, 2/11, 2/14

Bupropion HCL 300mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2

Furosemide 40mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Gabapentin 400mg tablet: 1/20, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/12-2/14

Glipizide 5mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/12-2/14

Humalog Insulin: 1/1-1/3, 1/5, 1/8-1/14, 1/18-1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/12-2/13

Lantus Insulin: 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Melatonin 3mg tablet: 1/31-1/5, 1/10, 1/13, 1/17-1/18, 1/20, 2/5, 2/11, 2/13

Nystatin Cream: 1/1-1/5, 1/8, 1/11-1/14, 1/17, 1/19-1/20, 1/22, 1/24, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Omeprazole 20mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Polyethylene glycol: 1/4, 1/13, 1/18, 1/20, 2/1-2/2, 2/5-2/6, 2/13-2/14

Senna 8.6mg tablet: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Glucose Test Strip: 1/18-1/19, 1/21, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Vitamin D3: 1/1-1/3, 1/14, 1/22, 1/28-1/30, 2/1-2/2, 2/5-2/6, 2/13-2/14

Resident H:

Amlodipine 10mg tablet: 2/5, 2/8, 2/14

Albuterol Sulfate: 1/11-1/12, 1/18, 1/21, 1/26

Aspirin 81mg: 1/11-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14

Atorvastatin 40mg: 1/11-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14

Needle Pen: 1/2, 1/9, 1/18, 1/21, 1/25-1/26, 1/29, 1/31, 2/3-2/5, 2/7-2/8, 2/10-2/14

Vitamin D3: 1/11-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14

Donepezil 10mg tablet: 1/9, 1/21, 1/23, 1/31, 2/3-2/7, 2/9, 2/11-2/12

Safety Lancets: 1/26, 1/29, 1/31, 2/3-2/9, 2/11-2/12, 2/14

Escitalopram Oxalate 20mg tablet: 1/9, 1/21, 1/23, 1/31, 2/4-2/7, 2/9, 2/11-2/12

Fish Oil: 1/10-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14

Furosemide 20mg tablet: 1/11-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14

Lantus Insulin: 1/21, 1/23, 1/27, 1/31, 2/1, 2/3-2/9, 2/11-2/12, 2/14

Latanoprost eye drops: 2/5

Memantine 5mg tablet: 1/9, 1/11-1/12, 1/18, 1/21, 1/23, 1/26, 1/31, 2/3-2/9, 2/11-2/12, 2/14

Mometasone Cream: 1/1-1/2, 1/5, 1/8-1/9, 1/11-1/13, 1/18-1/19, 1/21, 1/26, 1/28, 2/3-2/6, 2/8, 2/11-2/14, 2/14
Myrbetriq 50mg tablet: 1/11-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14
Nebivolol 10mg tablet: 1/21, 1/23, 1/26, 1/31, 2/4-2/8, 2/11-2/12, 2/14
Novolog Flex Pen: 1/22, 1/26, 2/8, 2/11-2/12
Omeprazole 20mg tablet: 1/26, 2/5, 2/8, 2/14
Multivitamin: 1/10-1/12, 1/18, 1/21, 1/26, 2/5, 2/8, 2/14
Quetiapine 25mg tablet: 1/26, 1/31, 2/4-2/9, 2/11-2/12, 2/14
Trazodone 50mg tablet: 1/20-1/21, 1/23, 1/31, 2/4-2/7, 2/11-2/12
Trelegy Ellipta: ½, 1/1-1/12, 1/18, 1/21, 1/26, 1/31, 2/5, 2/8, 2/14
Trulicity: 1/17

Resident I:

Aspirin 81mg tablet: 1/2-1/9, 1/11, 1/13-1/14, 1/17-1/18, 1/20, 1/23-1/26, 1/29
Carvedilol 12.5mg tablet: 1/2-1/7, 1/9-1/11, 1/12-1/14, 1/17-1/18, 1/20, 1/23-1/26, 1/29, 2/12, 2/15
Carvedilol 6.25mg tablet: 1/2-1/3, 1/5-1/7, 1/9-1/10, 1/12-1/14, 1/17-1/18, 1/20, 1/23-1/26, 1/29, 2/12, 2/15
Escitalopram oxalate table 20mg tablet: 1/2-1/7, 1/9, 1/11, 1/13-1/14, 1/17-1/18, 1/20, 1/23-1/26, 1/29, 2/15
Isosorbide dinitrate tablet 10mg tablet: ½-1/7, 1/9, 1/10-1/11, 1/12-1/14, 1/17-1/18, 1/20, 1/23-1/26, 1/29, 2/12, 2/15
Lantus Insulin: 1/23, 1/26, 2/12
Melatonin 3mg tablet: 1/10, 1/12, 1/23, 1/26, 2/12
Metformin 1000mg tablet: ½-1/7, 1/9-1/11, 1/13-1/14, 1/17-1/20, 1/23-1/27, 1/29, 2/12, 2/15
Nystain Powder: 1/3, 1/5-1/7, 1/17-1/18, 1/23-1/26, 1/28, 2/3, 2/6, 2/10, 2/12
One Touch Ultra Blood Test Strips: 1/26, 1/28-1/29, 1/31, 2/1, 2/3, 2/6, 2/8, 2/10-2/12
Potassium chloride: 1/2-1/7, 1/9, 1/11, 1/13-1/14, 1/17-1/18, 1/20, 1/23-1/26, 1/29, 2/15
Quetiapine 25mg tablet: 1/12, 1/23, 2/12
Stimulant Laxative Plus: 1/12-1/14, 1/17-1/18, 1/20, 1/23-1/26, 2/12, 2/15
Tamsulosin 0.4mg capsule: 1/10, 1/12, 1/23, 2/12
Torsemide 20mg tablet: ½-1/7, 1/9, 1/11, 1/13-1/14, 1/17-1/18, 1/20, 1/22-1/26, 1/29, 2/15

Resident K:

Vitamin D3: 1/1-1/2, 1/5-1/6, 1/9, 1/12, 1/17-1/19, 1/30, 2/11, 2/13-2/15
Gabapentin 100mg tablet: 1/1-1/2, 1/5-1/6, 1/9, 1/11-1/12, 1/17-1/19, 1/30, 2/5, 2/11, 2/13-2/15
Januvia 25mg tablet: 1/1-1/2, 1/5-1/6, 1/9, 1/12, 1/17-1/19, 1/30, 2/11, 2/14-2/15
Metformin 500mg tablet: 1/1-1/2, 1/5-1/6, 1/8, 1/11-1/12, 1/17-1/19, 1/30, 2/5, 2/11, 2/13-2/15
PreserVision AREDS Vitamins: 1/1-1/2, 1/5-1/6, 1/9, 1/11-1/12, 1/17-1/19, 1/30, 2/5, 2/11, 2/13-2/15

Quetiapine 25mg tablet: 1/1-1/6, 1/9, 1/11-1/13, 1/17-1/19, 1/27, 1/29, 1/30, 2/2, 2/5, 2/11-2/15

Ramipril 5mg capsule: 1/1-1/2, 1/5-1/6, 1/9, 1/12, 1/17-1/19, 1/30, 2/11, 2/14-2/15

Risperidone 0.5mg tablet: 1/1-1/2, 1/5-1/6, 1/9, 1/12, 1/17-1/19, 1/30, 2/11, 2/14-2/15

Simvastatin 20mg tablet: 1/11, 1/18, 2/5, 2/13

Test Strips: 1/30, 2/11, 2/15

TRUEplus Lancets:1/1-1/2,1/5-1/6, 1/9, 1/18-1/19, 1/30, 2/11, 2/14-2/15

Resident J:

Donepezil 10mg tablet: 1/1, 2/11

Latanoprost Eye Drops: 1/1, 2/11

Losartan 25mg tablet: 1/4, 1/8, 1/27-1/28, 1/30, 2/2-2/3, 2/5, 2/7-2/10, 2/15

Metoprolol succinate 25mg tablet: 1/4,1/8, 1/22, 1/27-1/28, 1/30, 2/2-2/3, 2/5, 2/7-2/10, 2/15

Sertraline 25mg tablet:1/1, 2/11

Vitamin D3: 1/4, 1/8, 1/27-1/28, 1/30, 2/2-2/3, 2/5, 2/7-2/10, 2/15

APPLICABLE RULE	
R 325.1932	Resident medications.
	(3) If a home or the home's administrator or direct care staff member supervises the taking of medication by a resident, then the home shall comply with all of the following provisions: (a) Be trained in the proper handling and administration of medication. (b) Complete an individual medication log that contains all of the following information: (i) The medication. (ii) The dosage. (iii) Label instructions for use. (iv) Time to be administered. (v) The initials of the person who administered the medication, which shall be entered at the time the medication is given. (vi) A resident's refusal to accept prescribed medication or procedures.
ANALYSIS:	Review of five residents MAR's for January and February 2022 revealed multiple dates and times that the residents did not receive their medication on time.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Kimberly Horst

3/1/2022

Kimberly Horst
Licensing Staff

Date

Approved By:

Andrea L. Moore

03/03/2022

Andrea L. Moore, Manager
Long-Term-Care State Licensing Section

Date