



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

March 29, 2022

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS250350169  
Investigation #: 2022A0576023  
Macintosh House

Dear Ms. Bhaskaran:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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,

A handwritten signature in cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 240-2478

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250350169
<b>Investigation #:</b>	2022A0576023
<b>Complaint Receipt Date:</b>	02/15/2022
<b>Investigation Initiation Date:</b>	02/18/2022
<b>Report Due Date:</b>	04/16/2022
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	32625 W Seven Mile Rd., Suite 10 Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Jennifer Bhaskaran
<b>Licensee Designee:</b>	Amber Harris
<b>Name of Facility:</b>	Macintosh House
<b>Facility Address:</b>	3186 Mac Avenue, Flint, MI 48506-2124
<b>Facility Telephone #:</b>	(810) 228-3950
<b>Original Issuance Date:</b>	12/23/2013
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/22/2020
<b>Expiration Date:</b>	06/21/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff did not notify the dietician of a drop in weight for Resident A as required in the IPOS. Weight was discovered to be 70 pounds after weeks of readings near 100. Issue was noted on 2/8/22 and the dietician was notified when she called the home on 2/14/22.	Yes

**III. METHODOLOGY**

02/15/2022	Special Investigation Intake 2022A0576023
02/18/2022	Special Investigation Initiated - Telephone Left message for Complainant
03/21/2022	Inspection Completed On-site Interviewed Staff, Kaliah Wheeler and viewed Resident A
03/21/22	Contact - Telephone call made Left message for McQuetta Miller, Dietician to return call
03/21/2022	Contact - Telephone call made Interviewed Guardian A
03/21/2022	Contact - Telephone call made Interviewed Eric Kahn, Resident A Supports Coordinator
03/21/2022	Contact - Telephone call made Interviewed Home Manager, Dakari Cibwell
03/21/2022	Contact - Document Received Reviewed Resident A's weight record
03/22/2022	Exit Conference Exit Conference conducted with Licensee Designee, Jennifer Bhaskaran
03/25/2022	APS Referral Made referral to Adult Protective Services (APS)

## **ALLEGATION:**

Staff did not notify the dietician of a drop in weight for Resident A as required in the IPOS. Weight was discovered to be 70 pounds after weeks of readings near 100. Issue was noted on 2/8/22 and the dietician was notified when she called the home on 2/14/22.

## **INVESTIGATION:**

On March 21, 2020, I conducted an unannounced on-site inspection at Macintosh home and interviewed Staff, Kaliah Wheeler. Ms. Wheeler reported she has worked at the facility for over 3 years. Regarding the allegations, Ms. Wheeler reported Resident A has a dietician, McQuetta Miller from Genesee Health System (GHS) and Resident A gets weighed weekly. Ms. Wheeler heard about Ms. Miller not being notified of a weight change regarding Resident A, and this requirement is documented in her Individual Plan of Service (IPOS). Ms. Miller reported Resident A has a very good appetite and drinks Boost to help with her weight however Resident A appears to have lost weight over the past several weeks. The home recently obtained a new scale, and it is the responsibility of the home manager to notify the dietician about any weight loss for Resident A.

On March 21, 2022, I viewed Resident A in the living room area at her home. She was sitting down watching television. Resident A appeared happy and was smiling as I spoke to her. Resident A showed me her nails and staff explained she was getting her nails painted later in the day. Resident A was neat and clean in appearance.

On March 21, 2022, I reviewed Resident A's IPOS which revealed Resident A is 72 years old. Resident A is to be weighed weekly and the home manager is to notify the dietician if Resident A's weight decreases by 5 pounds.

On March 21, 2022, I called Genesee Health System Dietician, McQuetta Miller. Ms. Miller was unavailable, and I left a message requesting a return call.

On March 21, 2022, I interviewed Resident A's guardian, Guardian A. Resident A has lived at the home for 12 years and Guardian A is in contact with the home 3 times per week regarding Resident A. Resident A is unable to speak, and Guardian A relies on the home to take proper care of Resident A. Guardian A reported Resident A has a good appetite, but she was unaware of the allegations. Guardian A is concerned with the home not keeping her updated regarding matters involving Resident A.

On March 21, 2022, I interviewed Resident A's Support Coordinator from GHS, Eric Kahn. Mr. Kahn reported Resident A is to have her weight monitored per the IPOS and she also takes a supplement to help with her weight. Mr. Kahn was at the facility today and Resident A appears to be doing well. Resident A was bubbly and joyful, but it is apparent she is low in weight and they are trying to figure out how to address this.

On March 21, 2022, I interviewed Home Manager, Dakari Cibwell regarding the allegations. Mr. Cibwell stated he forgot to call the dietician when Resident A had a decrease in weight that was over 5 pounds. Mr. Cibwell contacted the Nurse Practitioner regarding Resident A's weight loss however he forgot to contact the dietician. According to Mr. Cibwell, Resident A is weighed weekly and today her weight was 67 pounds. Resident A "eats a lot" however there is concern about her weight declining.

On March 21, 2022, I reviewed Resident A's weight record for 2022. Resident A has been weighted weekly and her weight on February 4, 2022, was 99 pounds. On February 11, 2022, her weight was 70 pounds.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<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>
<b>ANALYSIS:</b>	<p>It was alleged that the dietician was not notified when Resident A has a weight decrease as required by her IPOS. Upon conclusion of investigative interviews, there is a preponderance of evidence to conclude a rule violation.</p> <p>According to Resident A's IPOS, the home manager is to notify the dietician when Resident A has a decrease in weight of 5 pounds. Resident A had a weight loss in excess of 5 pounds in February 2022, and the home manager notified the Nurse Practitioner however he failed to notify the dietician as specified in her written plan.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On March 22, 2022, I conducted an Exit Conference with Licensee Designee, Jennifer Bhaskaran. I advised Ms. Bhaskaran I would be requesting a corrective action plan with regards to the cited rule violation.

**IV. RECOMMENDATION**

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




3/25/22

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Christina Garza  
Licensing Consultant

Date

Approved By:



3/29/22

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Mary E Holton  
Area Manager

Date