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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 2, 2022

Paul Wyman
Retirement Living Management of Greenville
1845 Birmingham SE
Lowell, MI 49331

RE: License #: AL590279843
Investigation #: 2022A0790012
Green Acres of Greenville

Dear Mr. Wyman:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 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 "Rodney Gill".

Rodney Gill, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL590279843
Investigation #:	2022A0790012
Complaint Receipt Date:	04/13/2022
Investigation Initiation Date:	04/13/2022
Report Due Date:	06/12/2022
Licensee Name:	Retirement Living Management of Greenville
Licensee Address:	1845 Birmingham SE Lowell, MI 49331
Licensee Telephone #:	(616) 897-8000
Administrator:	Paul Wyman
Licensee Designee:	Paul Wyman
Name of Facility:	Green Acres of Greenville
Facility Address:	1601 Winter Creek Court Greenville, MI 48838
Facility Telephone #:	(616) 754-8850
Original Issuance Date:	05/17/2007
License Status:	REGULAR
Effective Date:	04/09/2022
Expiration Date:	04/08/2024
Capacity:	20

Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS
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II. ALLEGATION(S)

	Violation Established?
Resident A returned from the emergency room at approximately 9:00 p.m. on 04-12-2022. When she returned direct care staff members refused to give her prescribed medication.	Yes

III. METHODOLOGY

04/13/2022	Special Investigation Intake 2022A0790012
04/13/2022	Special Investigation Initiated - Telephone
04/13/2022	Inspection Completed On-site
04/15/2022	Contact - Telephone call made
04/20/2022	Inspection Completed-BCAL Sub. Compliance
05/02/2022	Exit Conference with regional administrator Kelly Nelson.

ALLEGATION:

Resident A returned from the emergency room at approximately 9:00 p.m. on 04-12-2022. When she returned direct care staff members refused to give her prescribed medication.

INVESTIGATION:

Relative A1 was contacted by this consultant on 04-13-2022. He indicated that direct care staff member and resident care coordinator at Green Acres of Greenville Chrysi Stauhl refused to give Resident A her p.m. medication on 04-12-2022 because she indicated that it was "past their window" for handing out evening medications when Resident A returned to the facility after an emergency room visit. Resident A was

discharged from the emergency room at 8:30 p.m. on 04-12-2022 and arrived back at Green Acres of Greenville at approximately 9:00 p.m. Relative A1 indicated that Resident A takes many evening medications. He was concerned that Resident A did not receive any of her medication but especially the medication for her heart.

This consultant conducted an unannounced on-site investigation at Green Acres of Greenville Adult Foster Care home on 04-14-2022. Home manager Tracy Durdle and resident care coordinator Chrysi Stauhl were interviewed. Ms. Durdle indicated that Resident A went to the hospital on 04-12-2022 at approximately 6:00 p.m. She explained that when residents are transported to the hospital that their medications no longer “show up” to be given in their electronic medication administration record until the resident returns from the hospital. Ms. Durdle stated that the resident’s medications will not reappear in their electronic medication administration record until the next active passing time after they have returned from the hospital. She explained that this is because they are unaware what medications the resident may have been given while at the hospital.

Ms. Durdle said that it is part of their policy at Green Acres of Greenville that medication can only be dispensed to residents up to an hour before and an hour after the regular time that they are to receive it. In this case, Resident A was scheduled to take her medication at 8:00 p.m. She returned to Green Acres of Greenville after the allotted timeframe in which residents are allowed to get their medication. Ms. Durdle stated that Resident A could have asked for Tylenol or Oxycodone if she was experiencing pain, as she is prescribed both medications as needed or PRN.

Resident A’s electronic medication administration record was reviewed by this consultant, and it showed that she did not receive her p.m. medications on 04-12-2022 including the medication Losartan that she takes for her heart condition and to help moderate her blood pressure. The 8:00 p.m. slots on Resident A’s electronic medication administration record were marked ‘HOS’, which indicated that the medications were not administered because Resident A was at the hospital at the time direct care staff members trained to pass medications were allowed to administer medication at Green Acres of Greenville. Upon my review of the medication instructions, there were no instructions indicating that Resident A must take her p.m. medications between 7:00 p.m. and 9:00 p.m. per doctor’s orders. Each of Resident A’s medications did not list a specific time when each must be taken rather the medications listed three times per day for example leaving the times open not designated.

Ms. Durdle provided me with a copy of the policy and procedures for Green Acres of Greenville stating the following: “All meds will be dispensed as ordered by the health care professional. It is acceptable for a medication to be administered within one hour of the scheduled time (either before or after) except for medications that are required 30 minutes before or after a meal, or a narcotic or the physician has written specific orders.”

Resident A was interviewed while at Green Acres of Greenville. She said that she is recovering today. Resident A stated that her blood pressure went sky high on 04-12-2022. She said that her blood pressure was taken and was at 220/129 before her son came and took her to the hospital. Resident A stated that by the time she arrived at the hospital and was hooked up to their monitors that her blood pressure had come down a little but remained extremely high.

Resident A stated that she remained in the emergency room for approximately three hours. She said that while at the emergency room they continuously monitored her blood pressure, tested her blood, took a urine sample, and administered an EKG to ensure that she was not having a heart attack.

Resident A explained that before supper on 04-12-2022 she was feeling funny. She stated that she had just returned from the activities room and the only way she can describe how she felt is “funny.” Resident A stated that is when they took her blood pressure and found that it was dangerously high. Resident A said that she suffers from congestive heart failure and has had heart problems since birth. She said that heart issues run in her family. Resident A stated that she was concerned she was having a heart attack when her blood pressure spiked to such high levels.

Resident A stated that when she was leaving the hospital that she was told by the medical professionals to get back to Green Acres at Greenville, take her medication, and rest. She said that they specifically told her to take Tylenol, which she is prescribed for any pain she might be experiencing. Resident A stated that she experiences pain in her shoulder and back. Resident A said that she has had three back surgeries and is always in pain.

Resident A said that she and her son returned to Green Acres of Greenville around 9:00 p.m. and she immediately asked to take her evening medication. She said that direct care staff members told her they could not give her medication because it was not in the timeframe in which they are allowed to administer evening medications.

Resident A stated that she is “paying for it today.” She said that when she misses even one dose of her prescribed medication, that she feels like her heart is skipping beats and she becomes extremely tired and lethargic. Resident A stated that she has not been able to do anything since returning from the hospital on 04-12-2022. She said that she has felt like her heart is skipping beats since returning from the hospital as well. Resident A said it was not a “good move” on the direct care staff members part to refuse to administer her medication because at least two of the medications she takes are for her heart condition. Resident A stated that they are Indreal and Losartan. Resident A stated that if she misses one dose, she experiences an immediate and lasting physical low. She said that it usually takes at least three days before she can do anything that requires mental or physical strength.

Resident A stated that she was experiencing pain when she returned from the hospital. She said that after she was told that she could not have her evening medication, she did

not even think to ask for her PRN medication for pain. Resident A stated that they finally gave her Oxycodone for pain at around 1:30 a.m.

Relative A1 was contacted by phone on 04-15-2022. He provided me with a copy of Resident A's *After Visit Summary* form Spectrum Health dated 04-12-2022. The summary states the following: "Follow up with your primary care provider. Continue taking medications as directed. Return with worsening or uncontrolled headache. Tylenol for pain control."

An exit conference was conducted with regional administrator Kelly Nelson on 05-02-2022. Ms. Nelson stated that she agrees that direct care staff members at Green Acres of Greenville should have given Resident A her p.m. medications upon her return from the emergency department on 04-12-2022. She said that she would create and implement a Corrective Action Plan ensuring that Resident A will be given her medications as prescribed by her primary care physician going forward. Ms. Nelson stated that she will forward the Corrective Action Plan to the Licensing Department as soon as administratively possible.

APPLICABLE RULE	
R 400.15312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	Based on the evidence gathered during this investigation through review of Resident A's electronic Medication Administration Record, <i>After Visit Summary</i> from Spectrum Health United Hospital, and interviews with home manager Tracy Durdle, resident care coordinator Chrysi Stull, Resident A, and Relative A1, it was found that Resident A requested her p.m. medications on 04-12-2022 after returning from Spectrum Health United Hospital as instructed by medical professionals in the emergency room. Direct care staff members refused to give Resident A her p.m. medications on 04-12-2022 despite orders from emergency room medical professions and even though none of Resident A's p.m. medications listed specific times when the medications must be administered. Consequently, Resident A was not given her p.m. medications as prescribed on 04-12-2022. After failing to receive her p.m. medications, Resident A stated that she felt like her heart was skipping beats and she became extremely lethargic to the point that she was unable to do anything for several days.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, it is recommended that the current status of the license remains unchanged.



04-21-2022

Rodney Gill
Licensing Consultant

Date

Approved By:



05/02/2022

Dawn N. Timm
Area Manager

Date