



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

September 7, 2022

Megan Fry  
MCAP Holt Opco, LLC  
Suite 115  
21800 Haggerty Road  
Northville, MI 48167

RE: License #: AL330404596  
Investigation #: 2022A1029052  
Prestige Way #1 (Cedar Cottage)

Dear Ms. Fry:

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 feel free to contact me. In any event, the corrective action plan is due within 15 days.

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning". The script is cursive and fluid, with the first letter of each word being capitalized and larger than the others.

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
Browningj1@michigan.gov - (989) 444-9614

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL330404596
<b>Investigation #:</b>	2022A1029052
<b>Complaint Receipt Date:</b>	07/14/2022
<b>Investigation Initiation Date:</b>	07/15/2022
<b>Report Due Date:</b>	09/12/2022
<b>Licensee Name:</b>	MCAP Holt Opco, LLC
<b>Licensee Address:</b>	21800 Haggerty Road, Suite 115, Northville, MI 48167
<b>Licensee Telephone #:</b>	(517) 694-2020
<b>Administrator:</b>	Megan Fry
<b>Licensee Designee:</b>	Megan Fry
<b>Name of Facility:</b>	Prestige Way #1 (Cedar Cottage)
<b>Facility Address:</b>	4300 Keller Road, Holt, MI 48842
<b>Facility Telephone #:</b>	(517) 694-2020
<b>Original Issuance Date:</b>	11/02/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/02/2021
<b>Expiration Date:</b>	05/01/2023
<b>Capacity:</b>	20
<b>Program Type:</b>	AGED ALZHEIMERS

ALLEGATION(S)

	<b>Violation Established?</b>
Resident A's hospital bed rails were removed even though she has a physician's order stating they are required.	Yes

**II. METHODOLOGY**

07/14/2022	Special Investigation Intake 2022A1029052
07/15/2022	Special Investigation Initiated – Email from Bridget Vermeesch.
07/22/2022	Inspection Completed- BCAL Sub. Compliance - Face to Face with Resident A, Amanda Dunlap, RN Julia Jones at Prestige Way #1 (Cedar Cottage)
08/23/2022	Contact - Document Sent – email to Amanda Dunlap
08/23/2022	Contact - Telephone call made to Avalon Physician Services and spoke with Clara Rimatzki
08/23/2022	Contact - Telephone call made Prestige Way #1 (Cedar Cottage)- administrator, Amanda Dunlap
08/23/2022	Contact - Document Received - Email chain regarding bed rails between Julia Jones and Kathy McMonagle, RN
08/24/2022	Contact - Document Received - Email was sent from RN Julia Jones with the updated order for walker, hospital bed, and wheelchair from Avalon.
08/26/2022	Contact - Document Sent - Email was sent to Kathy McMonagle, RN
08/28/2022	Contact - Document Received - Email was sent from Kathy McMonagle, RN
08/30/2022	Contact - Document Received Email from Amanda Dunlap
09/02/2022	Exit conference with Licensee designee Megan Fry, unable to leave a message. Sent an Email.

## **ALLEGATION:**

**Resident A's hospital bed rails were removed even though she has a physician's order stating they are required.**

## **INVESTIGATION:**

On July 14, 2022, an intake was received via the Bureau of Community and Health Systems online complaints system alleging Resident A requested a hospital bed when she moved into Prestige Way-Cedar Cottage and the hospital bed railings have been removed from the bed and she would like them back.

On July 22, 2022, an unannounced onsite investigation was completed at Prestige Way #1 (Cedar Cottage). I interviewed Resident A who stated her back, tailbone, and buttocks hurt all day long. Resident A stated administration at Prestige Way #1 (Cedar Cottage) made the decision to remove her hospital bed railings so she can no longer use the railing to assist her with transferring herself from her bed. Resident A stated last week the maintenance man went through and the bed rails were removed from all the resident hospital beds. Resident A stated she can still get out of her bed without the rails and get into her wheelchair but stated it was easier with the bed rails. Resident A stated she has been staying in her bed lately because she does not want to be around people due to her heightened anxiety. Resident A stated she sees Nurse Practitioner, Andrew Johnson for her medication refills. Resident A stated she requires the use of a wheelchair and a walker on a regular basis to assist in her mobility. Resident A stated now when she needs to pull herself up off the bed without the rails, she uses her arms to pull herself up from the headboard but this tends to make her shoulder hurt.

On July 22, 2022, I interviewed administrator, Amanda Dunlap at Prestige Way #1- (Cedar Cottage). She stated Resident A has a hospital bed and confirmed the bed railings were removed from Resident A's bed. She stated Resident A had a trapeze bar to assist her to get out of bed but she does not use this. Ms. Dunlap stated a message was sent from their regional director, Kathy McMonagle, RN earlier this month stating none of the residents could have railings on the hospital beds. After this email was sent, maintenance personnel came in and removed the bed railings from the hospital beds, including Resident A's bed.

During the onsite investigation, I reviewed Resident A's resident record. According to Resident A's *Health Care Appraisal* she utilizes a walker as an assistive device to assist her with mobility. According to her *Assessment Plan for AFC Residents*, signed on March 24, 2022, she utilizes a walker and wheelchair as an assistive device to assist with her mobility. There were no physician's orders for her wheelchair or her hospital bed with bed rails located in her resident record at the time of the onsite inspection.

According to her *Resident Information and Identification Record*, Resident A has a diagnoses of chronic kidney disease stage 5, type two DM with diabetic neuropathy,

lymphedema, PVD, morbid obesity, major depressive disorder, heart failure, hypothyroidism, and Sjogren syndrome.

On August 23, 2022, I contacted Avalon Physician Services and spoke with Clara Rimatzki. Ms. Rimatzki confirmed Resident A was a patient of NP Andrew Johnson. Ms. Rimatzki was able to verify there was a physician order for Resident A to have a hospital bed while residing at Prestige Way #1 (Cedar Cottage). NP Johnson ordered a hospital bed for Resident A in April 2022. Ms. Rimatzki clarified the order requires the bed to have full rails for frequent changes, medical conditions, and the head needs to elevate due to Resident A's diagnosis of congestive heart failure. Prestige Way #1 (Cedar Cottage) administrator, Ms. Dunlap sent me another physician's order from Avalon Physician Services dated August 23, 2022 "patient to use the hospital bed, walker, and wheelchair as needed."

On August 23, 2022, an email chain was forwarded to my attention regarding bed rails between Julia Jones and Regional Clinical Director for Homestead Management Group, RN McMonagle. RN McMonagle sent an email stating, "Just a reminder that we are not allowed to have bed rails on the beds. This includes full rails, half rails, or any assist rail." Ms. Jones responded to the email chain to inquire if they were allowed to have them if there was an order for them and RN McMonagle stated that "even if there was an order, they could not have a bed rail on their bed."

On August 26, 2022, I sent an email RN McMonagle asking for further clarification regarding how many residents had their bed railing removed and where this information was received that the bed railings were no longer allowed in the facility. RN McMonagle emailed me back stating she was advised by a home for the aged licensing consultant that bed rails were not permitted in the facility and she wanted to remain consistent in all the buildings. RN McMonagle also was concerned regarding the dangers of side rails based on her research and nursing experience.

<b>APPLICABLE RULE</b>	
<b>R 400.15306</b>	<b>Use of assistive devices.</b>
	<b>(2) An assistive device shall be specified in a resident's written assessment plan and agreed upon by the resident or the resident's designated representative and the licensee.</b>
<b>ANALYSIS:</b>	I reviewed Resident A's <i>Assessment Plan for AFC Residents</i> dated March 24, 2022 and the use of a hospital bed with rails was not identified in this document as an assistive device as required even though Resident A had been using a hospital bed with rails.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15306</b>	<b>Use of assistive devices.</b>
	<b>(3) Therapeutic supports shall be authorized, in writing, by a licensed physician. The authorization shall state the reason for the therapeutic support and the term of the authorization.</b>
<b>ANALYSIS:</b>	<p>There were no physician's orders for Resident A's wheelchair or her hospital bed located in her resident record at the time of the onsite inspection on July 22, 2022. On August 23, 2022, I spoke with Ms. Rimatzki from Avalon Physician Services who confirmed Resident A did have an order completed by NP Johnson for a hospital bed with full rails for frequent changes, medical conditions, and the head needs to elevate due to Resident A's diagnosis of congestive heart failure.</p> <p>Although this order was in place, RN McMonagle provided direction to Prestige Way #1 administration on July 12, 2022 to remove all hospital bed rails at Prestige Way #1 – (Cedar Cottage) which included Resident A's bedrails therefore Prestige Way #1 – (Cedar Cottage) was not following the physician's order.</p> <p>On August 24, 2022, Ms. Dunlap was able to obtain an order from Avalon Physician Services for Resident A to use the hospital bed, walker, and wheelchair as needed.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**III. RECOMMENDATION**

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

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

9/2/2022

Date

Approved By:

*Dawn Timm*

09/07/2022

Dawn N. Timm  
Area Manager

Date