



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 7, 2022

Ramchandra Mishra
Kozy Komfort Battle Creek AFC LLC
439 W Columbia Ave
Battle Creek, MI 49015

RE: License #: AS130403443
Investigation #: 2022A1024049
Kozy Komfort Battle Creek AFC LLC

Dear Mr. Mishra:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems
427 East Alcott
Kalamazoo, MI 49001

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS130403443
Investigation #:	2022A1024049
Complaint Receipt Date:	08/16/2022
Investigation Initiation Date:	08/18/2022
Report Due Date:	10/15/2022
Licensee Name:	Kozy Komfort Battle Creek AFC LLC
Licensee Address:	261 Beachfield Dr Battle Creek, MI 49015
Licensee Telephone #:	(269) 359-5606
Administrator:	Ramchandra Mishra
Licensee Designee:	Ramchandra Mishra
Name of Facility:	Kozy Komfort Battle Creek AFC LLC
Facility Address:	261 Beachfield Dr Battle Creek, MI 49015
Facility Telephone #:	(269) 964-4580
Original Issuance Date:	11/17/2020
License Status:	REGULAR
Effective Date:	05/17/2021
Expiration Date:	05/16/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident A is not changed frequently enough.	No

III. METHODOLOGY

08/16/2022	Special Investigation Intake 2022A1024049
08/18/2022	Special Investigation Initiated – Telephone with Adult Protective Service (APS) Specialist Heather Townsend
08/18/2022	Contact - Telephone call made with social worker Brianna Combest from Centrica Care
08/25/2022	Inspection Completed On-site with home manager Tancy Vosburg, direct care staff member Odessa Bender and Resident A
10/05/2022	Contact - Telephone call made with Relative A1
10/05/2022	Exit Conference with licensee designee Ramchandra Mishra

ALLEGATION:

Resident A is not changed frequently enough.

INVESTIGATION:

On 8/16/2022, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged Resident A is not changed frequently enough. This complaint further stated there was an incident where Resident A needed to be changed and staff waited 20 to 30 minutes to change Resident A. This complaint also stated Resident A has hemorrhoids, frequent urinary tract infections and bacterial infections due to not being changed frequently enough.

On 8/18/2022, I conducted an interview with APS Specialist Heather Townsend who stated she also investigated this allegation and found no substantial findings in her investigation.

On 8/18/2022, I conducted an interview with social worker Brianna Combest from Centrica Care Navigators who stated Resident A participates in hospice services and Ms. Combest visits with Resident A once every two weeks. Ms. Combest stated she usually sits with Resident A at her bedside and reads to her. Ms. Combest stated she has not seen any issues with Resident A not getting

changed frequently enough and has not received any complaints from Resident A. Ms. Combest stated Resident A also has a bath aide and nurse who both comes out twice a week on different days along with a music therapist who visits with Resident A once a month. Ms. Combest stated she has observed Resident A receive proper care by staff members and has no concerns.

On 8/25/2022, I conducted an onsite investigation at the facility with home manager Tancy Vosburg. Ms. Vosburg stated Resident A has lived in the home for 8 years and Resident A is changed every two hours or as needed. Ms. Vosburg stated she has never observed Resident A sit for long periods of time without being changed. Ms. Vosburg stated recently she received a complaint from Resident A's daughter regarding Resident A not getting changed. Ms. Vosburg stated on 8/11/2022 Resident A chose to stay in her bedroom to lie down because she had been suffering from hemorrhoids and urinary tract infections. Ms. Vosburg stated she changed Resident A at around noon and about an hour later Resident A had a visit from her daughter who visits regularly. Ms. Vosburg stated at around 2:30pm Resident A's daughter notified her that she believed Resident A had a bowel movement and needed to be changed. Ms. Vosburg stated she immediately went to Resident A's bedroom to check Resident A's brief and noticed that Resident A was in the process of having a bowel movement therefore, she informed Resident A and Resident A's visitor that she was going to have Resident A lie on her side to help Resident A pass her bowels since bowel movements caused pain for Resident A due to Resident A having hemorrhoids. Ms. Vosburg stated she informed them that she would return in 20 minutes and advised Resident A that she could call her sooner if she was finish before then. Ms. Vosburg stated during this time, a hospice worker arrived and Resident A's daughter informed the hospice worker that Ms. Vosburg was not willing to change Resident A in a timely manner. Ms. Vosburg stated she explained to the hospice worker of the situation and the hospice worker found no concerns. Ms. Vosburg stated she has been having issues with Resident A's daughter being very demanding and overly critical with her for quite some time. Ms. Vosburg stated Resident A is good about communicating her needs and will verbalize to staff if she ever needs to be changed sooner than every two hours. Ms. Vosburg stated since Resident A's daughter often visits with Resident A and makes complaints, Ms. Vosburg uses a daily log to record details of Resident A's day.

While at the facility I also interviewed direct care staff member Odessa Bender and Resident A. Ms. Bender stated she usually changes Resident A twice in an eight-hour shift. Ms. Bender stated she checks Resident A about every two hours however Resident A also informs her when she needs to be changed. Ms. Bender stated she believes Resident A is changed in a timely manner and she has not observed any issues with this. Ms. Bender stated Resident A is incontinent and suffers from hemorrhoids which causes her pain. Ms. Bender also stated Resident A has not made any complaints about not getting changed timely. Resident A stated staff members change her when she needs to be change. Resident A stated she has not had any issues with staff, and she likes living in the home. Resident A stated she gets taken care of properly.

While at the facility, I reviewed Resident A's *Assessment Plan for AFC Residents* (plan) dated 8/16/2021. According to this plan, Resident A requires transfer assistance to and from the toilet seat and uses a wheelchair. The plan stated Resident A suffers from urinary tracts infections, is incontinent and requires assistance with wiping.

I also reviewed the facility's daily log notes dated 8/11/2022. According to this note, Resident A did not want to get out of bed. Staff changed Resident A at noon as Resident A had a bowel movement. Resident A had a family visitor at 2pm and was checked for a bowel movement but was dry. The note stated Resident A's visitor reported to staff Resident A smelled as if she had a bowel movement. Staff then checked Resident A's brief and observed Resident A's brief to be dry however, observed Resident A to be in the process of having a bowel movement. Staff showed Resident A's visitor that Resident A's brief was dry and advised her that she was going to have Resident A lie on her side to assist Resident A in being more comfortable while Resident A struggled to have a bowel movement. The note stated she informed the visitor she would return in 20 to 30 minutes and when staff checked at 3pm Resident A still did not have a bowel movement. The note stated at 3:30pm hospice worker arrived at the home and staff explained to the worker that Resident A was working on having a bowel movement.

On 10/05/2022, I conducted an interview with Relative A1 who stated that she talks to Resident A everyday and she believes Resident A is properly cared for. Relative A1 stated she has not had reports from Resident A that staff is not changing her in a timely manner. Relative A1 stated her sibling is very concerned for her Resident A as Resident A is aging, and her skin is very fragile. Relative A1 stated Resident A has hospice workers in the home and she has not heard of any concerns from any of the workers.

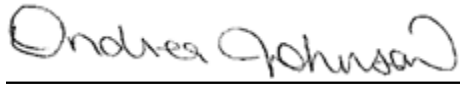
APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.

ANALYSIS:	<p>Based on my investigation which included interviews with APS Specialist Heather Townsend, home manager Tancy Vosburg, direct care staff member Odessa Bender, Resident A, Relative A1, hospice social worker Brianna Combest, review of assessment plan and facility notes there is no evidence Resident A is not changed frequently enough. Ms. Vosburg and Ms. Bender stated they change Resident A every two hours or as needed, and they have not seen any concerns with Resident A not getting changed in a timely manner. Ms. Combest stated she visits regularly and has not seen or heard of any concerns with Resident A not getting changed in a timely manner. Relative A1 also stated she talks to Resident A daily and no reports has been made to her regarding Resident A not getting changed timely. According to a facility note, on 8/11/2022, Ms. Vosburg checked Resident A's brief and noticed that Resident A was in the process of having a bowel movement therefore, she informed Resident A and Resident A's visitor that she would return in 20 minutes and when she returned Resident A still had not passed a bowel movement at which time, she notified the hospice worker who was also present in the home. Ms. Vosburg stated this was the only complaint she received of not changing Resident A timely. Resident A stated she likes living in the home and she is changed as needed. Ms. Townsend also investigated this allegation and found no substantial findings. Resident A's personal care needs are attended to at all times.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 10/05/2022, I conducted an exit conference with licensee designee Ramchandra Mishra. I informed Mr. Mishra of my findings and allowed him an opportunity to ask questions or make comments.

IV. RECOMMENDATION

I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

10/05/2022

Date

Approved By:



10/07/2022

Dawn N. Timm
Area Manager

Date