



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 16, 2022

Stephanie Leone
Hope Network Behavioral Health Services
PO Box 890
3075 Orchard Vista Drive
Grand Rapids, MI 49518-0890

RE: License #: AS410067880
Investigation #: 2023A0467009
Breton Valley

Dear Mrs. Leone:

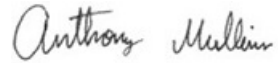
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**
This report contains quoted profanity

I. IDENTIFYING INFORMATION

License #:	AS410067880
Investigation #:	2023A0467009
Complaint Receipt Date:	11/07/2022
Investigation Initiation Date:	11/07/2022
Report Due Date:	01/06/2023
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(616) 430-7952
Administrator:	Julie Pedraza
Licensee Designee:	Stephanie Leone
Name of Facility:	Breton Valley
Facility Address:	2451 Breton Road, SE Grand Rapids, MI 49546-5627
Facility Telephone #:	(616) 949-3813
Original Issuance Date:	09/28/1995
License Status:	REGULAR
Effective Date:	03/28/2022
Expiration Date:	03/27/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff member Gwenda Joiner did not give Resident A his medication on the morning of 11/5/22.	No
Ms. Joiner is rude and disrespectful to Resident A.	Yes

III. METHODOLOGY

11/07/2022	Special Investigation Intake 2023A0467009
11/07/2022	Special Investigation Initiated - Telephone Rebecca Roede - Case Management Staff
11/09/2022	Inspection Completed On-site
11/09/2022	Spoke to Ms. Joiner via phone
11/16/2022	APS referral sent
11/16/2022	Exit conference completed with licensee designee, Stephanie Leone.

ALLEGATION: Staff member Gwenda Joiner did not give Resident A his morning medication on 11/5/22.

INVESTIGATION: On 11/7/22, I received an email from Rebecca Roede, case management staff at Hope Network. In the email, Ms. Roede stated that she received a voicemail from Resident A on 11/5/22 at 9:00 am stating the following: *'Hey Rebecca, this is (Resident A), I'm a little bit upset right now. It's morning med time, and I went to the med room early at 7:45 am. She (Ms. Joiner) tells me I refused my meds. I would not do something that stupid.'*

On 11/7/22, I spoke to Ms. Roede via phone. Ms. Roede confirmed the allegation and stated that Resident A wears headphones and listens to music loudly. Due to this, there have been times that Resident A has misinterpreted others. Ms. Roede stated that someone may prompt Resident A to take his medications and he may not hear them due to having the headphones on. I asked Ms. Roede if she is aware of Ms. Joiner going directly to Resident A so that he could acknowledge her and offer his medications. Ms. Roede stated that she believes that Ms. Joiner talks to Resident A from a distance. Ms. Roede also stated that she filed an incident report a week ago after Resident A left her a voicemail message accusing Ms. Joiner of not giving him his rescue inhaler. Ms. Roede was thanked for her time.

On 11/9/22, I made an announced onsite investigation to the facility. Upon arrival, I spoke to staff member Del Shawn Davidson about a reported incident between

Resident A and Ms. Joiner from 11/5/22. Mr. Davidson confirmed that Resident A did not refuse his medication. However, Resident A took his time to get to the med station after Ms. Joiner kept calling his name to take his medications. Out of frustration, Mr. Davidson stated that Ms. Joiner told Resident A, "I'm going to report that you're refusing your meds." Mr. Davidson heard Resident A tell Ms. Joiner, "if you aren't going to give me my meds, I'm going to my room." Ms. Davidson stated that Ms. Joiner said something along the lines of she doesn't care about him going back to his room. Resident A went to his room and returned approximately 30 to 45 minutes later, at which point Ms. Joiner gave him his medication. Mr. Davidson stated Ms. Joiner has told Resident A, "you need to wait to get your meds since you copped an attitude with me." Mr. Davidson stated that Ms. Joiner delaying giving Resident A his medication was not necessary.

After speaking to Mr. Davidson, I spoke to Resident A. Resident A was asked to tell me what occurred on 11/5/22 between Ms. Joiner and him. Resident A stated, "it happens all the time" where Ms. Joiner states that he refuses his medications, which he stated is not true. After initially refusing to give him his medication on 11/5/22, Resident A stated that he went to his room. He eventually came out of his room and stated that Ms. Joiner gave him his medication. Resident A stated that Ms. Joiner refuses to give him his PRN rescue inhaler or makes him wait 21 minutes every time he asks for it. Resident A stated that he wrote a grievance about Ms. Joiner in the past.

Prior to leaving the facility, Ms. Jackson provided me with a copy of Resident A's MAR. I observed the MAR and there was no documentation to indicate that Resident A refused his medication.

On 11/9/22, I spoke to Ms. Joiner via phone regarding the incident that reportedly occurred on 11/5/22 with Resident A. Ms. Joiner stated that Resident A does what he normally does, which is being late for his medications. Ms. Joiner stated that she gave Resident A his medications just before 9:00 am. Ms. Joiner stated that the first time Resident A came to get his medications, she was busy with another resident. Ms. Joiner stated that Resident A tends to try to get his medications before other residents although they are awake and waiting to receive their medications before him. Ms. Joiner stated that Resident A gets aggressive in the morning, and this is reportedly documented in his chart.

Ms. Joiner stated that she told Resident A if he is not down to get his medications, it would be considered a "med refusal". Ms. Joiner stated that she prompted Resident A to take his medications twice while he was in his room, once while in the living room and once when he was at the med room door. Ms. Joiner denied Resident A stating that he will go to his room if she doesn't give him his medication. Ms. Joiner denied stating that she doesn't care about him going to his room. Ms. Joiner stated that Resident A tends to seek additional medication prior to allowing his regular medication to take effect. Ms. Joiner stated that she waits to give Resident A his

PRN rescue inhaler until 15 minutes after taking his scheduled medications if he isn't feeling better.

On 11/16/2022, I conducted an exit conference with licensee designee, Stephanie Leone. She was informed of the investigative findings and denied having any questions.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	<p>Resident A denied refusing his medication. Mr. Davidson also denied Resident A refusing his medication.</p> <p>Ms. Joiner stated that she prompted Resident A several times to take his medication and the only reason he had to wait to receive his medication is due to helping others. Ms. Joiner also stated that she makes Resident A wait 15 minutes to use his PRN rescue inhaler after receiving his scheduled medications.</p> <p>Resident A, Mr. Davidson, and Ms. Joiner all confirmed that Resident A received his morning medication on 11/5/22. Therefore, there is not a preponderance of evidence to support the allegation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Ms. Joiner is rude and disrespectful to Resident A.

INVESTIGATION: On 11/7/22, I received an email from Rebecca Roede, case management staff at Hope Network. In the email, Ms. Roede stated that she received a voicemail from Resident A on 11/5/22 at 9:00 am stating the following: *'Both (Ms. Joiner) and (Mr. Davidson) are very rude to me. I can't put up with this shit any longer about (Ms. Joiner). She has a foul mouth and cusses at me, she is not doing her job. She can't blame my head set I was in the day room. Don't blow this off the table, do something about it would you.'*

On 11/7/22, I spoke to Ms. Roede via phone. Ms. Roede confirmed the allegation. Ms. Roede stated that Resident A was focused on Ms. Joiner in his voicemail and believes that maybe he was trying to get Mr. Davidson to assist him but he didn't respond. Ms. Roede was thanked for her time.

On 11/9/22, I made an announced onsite investigation to the facility. Upon arrival, I

spoke to staff member Del Shawn Davidson. about a reported incident between Resident A and Ms. Joiner from 11/5/22. Mr. Joiner stated that he doesn't recall Ms. Joiner cussing at Resident A on 11/5/22 but acknowledged that she is rude to him. Mr. Davidson stated that he has heard Ms. Joiner tell Resident A "fuck you" in the past. Mr. Davidson denied that he has ever been rude to Resident A. Mr. Davidson was thanked for his time.

After speaking to Mr. Davidson, I spoke to Resident A. Resident A stated that Ms. Joiner is constantly rude to him. I asked Resident A to tell me how Ms. Joiner is rude and he stated, "I can't explain it exactly." Resident A continued as he stated that Ms. Joiner doesn't answer his questions. Resident A spoke highly of all of the staff in the facility except for Ms. Joiner. He denied any concerns or issues with Mr. Davidson. Resident A was thanked for his time.

On 11/9/22, I spoke to Ms. Joiner via phone. Ms. Joiner was adamant that she has never said or done anything rude to Resident A as she does not have a reason to be rude to him. I asked Ms. Joiner if it is true that she hasn't responded to Resident A at times when talking to her. Ms. Joiner stated, "it is and it isn't. If someone asks the same question five times within an hour and I've answered it already, I tend to tune out." Ms. Joiner denied saying "fuck you" to Resident A in the past. Ms. Joiner stated, "if this happened in the past, why wasn't it brought up when it happened?" Ms. Joiner denied being rude and disrespectful to Resident A.

On 11/16/2022, I conducted an exit conference with licensee designee, Stephanie Leone. She was informed of the investigative findings and I explained that this type of behavior towards residents is inappropriate. Mrs. Leone agreed to complete a corrective action plan and denied having any questions.

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>Resident A stated that Ms. Joiner is rude to him and doesn't answer his questions while talking to her.</p> <p>Mr. Davidson confirmed that Ms. Joiner is rude to Resident A and that he has heard Ms. Joiner say "fuck you" to Resident A in the past.</p> <p>Ms. Joiner denied the allegations against her and stated that she doesn't have a reason to be rude to Resident A.</p>

	Based on a disclosure from Resident A and Mr. Davidson that Ms. Joiner is rude to him, there is a preponderance of evidence to support the allegation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

Anthony Mullins

11/16/2022

 Anthony Mullins
 Licensing Consultant

 Date

Approved By:

Jerry Hendrick

11/16/2022

 Jerry Hendrick
 Area Manager

 Date