



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 7, 2022

Ali Madha
Insight Healing Center
Ste 1875
4800 S. Saginaw St.
Flint, MI 48507

RE: License #: AS250407929
Investigation #: 2023A0580011
Insight Healing Center II

Dear Mr. Madha:

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The signature is written in black ink and is positioned below the word "Sincerely,".

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250407929
Investigation #:	2023A0580011
Complaint Receipt Date:	11/22/2022
Investigation Initiation Date:	11/22/2022
Report Due Date:	01/21/2023
Licensee Name:	Insight Healing Center
Licensee Address:	Ste 1875 4800 S. Saginaw St. Flint, MI 48507
Licensee Telephone #:	(810) 275-9151
Administrator:	Nancy Petzhold
Licensee Designee:	Ali Madha
Name of Facility:	Insight Healing Center II
Facility Address:	700 S Adelaide Fenton, MI 48430
Facility Telephone #:	(810) 732-8336
Original Issuance Date:	07/29/2021
License Status:	REGULAR
Effective Date:	01/29/2022
Expiration Date:	01/28/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

	AGED TRAUMATICALLY BRAIN INJURED
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II. ALLEGATION(S)

	Violation Established?
Facility is letting her go home but refuse to help her find a home health provider. They override her Dr orders. She is concerned to go home without any assistance, and no one will help her get it arranged.	Yes

III. METHODOLOGY

11/22/2022	Special Investigation Intake 2023A0580011
11/22/2022	Special Investigation Initiated - Telephone A call was made to the complainant.
11/23/2022	APS Referral A referral was made to APS sharing the allegations.
11/29/2022	Inspection Completed On-site An onsite inspection was conducted.
12/07/2022	Contact - Telephone call made A call was made to Ms. Nancy Petzhold, license administrator.
12/07/2022	Contact - Telephone call made A call was made to Resident A.
12/07/2022	Exit Conference An exit conference was held with Ms. Nancy Petzhold, license administrator.

ALLEGATION:

Facility is letting her go home but refuse to help her find a home health provider. They override her Dr orders. She is concerned to go home without any assistance, and no one will help her get it arranged.

INVESTIGATION:

On 11/22/2022, I received a complaint via BCAL Online Complaints.

On 11/22/2022, I placed a call to the complainant at the phone number provided. A voice mail message was left requesting a return call.

On 11/23/2022, I made a referral to APS sharing the allegations alleged in this complaint.

On 11/29/2022, I conducted an unannounced onsite inspection at Insight Healing II. Contact was made with staff, Ms. Kaitlyne Keway. She stated that Resident A was the most recent resident discharged on 11/22/2022. She stated that Resident A completed her physical therapy and was actually doing better than her baseline when she first came to the facility, admitted on 9/13/2022. She adds that Resident A was set up with the bed and the equipment she needs while back in her own home. They also attempted to assist Resident A with case management services. Resident A was prepared for discharge on 11/03/2022. No written discharge notification was provided to Resident A. Resident A is her own guardian.

While onsite 3 other residents were observed. One female resident was in her room watching TV, a male resident was heading outdoors to smoke, while a third was observed decorating resident doors with gift wrap paper. All residents were neat and clean in appearance. They appeared to be receiving proper care.

On 12/07/2022, I placed a call to Resident A. A voice mail message was left requesting a return call.

On 12/07/2022, I spoke with Ms. Nancy Petzhold, license administrator. She indicated that Resident A was provided with prior notification of the expected discharge in October 2022. However, she was not given a written discharge. She adds that she is in the process of creating a formal written discharge notice to address the issue in the future.

APPLICABLE RULE	
R 400.14302	Resident admission and discharge policy; house rules; emergency discharge; change of residency; restricting resident's ability to make living arrangements prohibited; provision of resident records at time of discharge.
	(3) A licensee shall provide a resident and his or her designated representative with a 30-day written notice before discharge from the home. The written notice shall state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency. The provisions of this subrule do not preclude a licensee from providing other legal notice as required by law.
ANALYSIS:	Staff, Ms. Keway stated that Resident A was discharged on 11/22/2022 without a written discharge notice. License administrator, Ms. Petzhold admitted that Resident A was not provided with a written discharge notice 30-days prior to her discharge. Based on the interviews conducted with Ms. Keway and Ms. Petzhold, there is sufficient evidence to support the rule violation that Resident A was not provided with a 30-day written notice before discharge from the home.
CONCLUSION:	VIOLATION ESTABLISHED

On 12/07/2022, I conducted an exit conference with the license administrator, Ms. Nancy Petzhold. Ms. Petzhold was informed of the findings of this investigation.

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no change to the status of the license is recommended.



December 7, 2022

Sabrina McGowan
Licensing Consultant

Date

Approved By:



December 7, 2022

Mary E. Holton
Area Manager

Date