



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 20, 2023

Charity Miller
Passionate Home LLC
465 W Pleasant Street
HUBBARDSTON, MI 48845

RE: License #: AS340408187
Investigation #: 2023A1029019
Passionate Home LLC

Dear Ms. Miller:

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. 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 (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 prominent.

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

License #:	AS340408187
Investigation #:	2023A1029019
Complaint Receipt Date:	01/27/2023
Investigation Initiation Date:	01/30/2023
Report Due Date:	03/28/2023
Licensee Name:	Passionate Home LLC
Licensee Address:	465 W Pleasant Street HUBBARDSTON, MI 48845
Licensee Telephone #:	(989) 436-3424
Administrator:	Charity Miller
Licensee Designee:	Charity Miller
Name of Facility:	Passionate Home LLC
Facility Address:	465 W Pleasant Street Hubbardston, MI 48845
Facility Telephone #:	(989) 981-6375
Original Issuance Date:	07/21/2021
License Status:	REGULAR
Effective Date:	01/21/2022
Expiration Date:	01/20/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
On January 24, 2023, Resident A was admitted to the hospital with many bruises on his body, sternum, and feet, scratches on his toe, and a rib fracture and the licensee designee Charity Miller does not have an explanation for the injuries.	No
Additional Findings	Yes

III. METHODOLOGY

01/27/2023	Special Investigation Intake 2023A1029019
01/30/2023	Special Investigation Initiated – Telephone to Mid-Michigan Guardianship Services Liberty Quijas-Klebba
01/30/2023	APS Referral - Referral was received from assigned APS. Vicki Pohl is assigned.
01/31/2023	Inspection Completed On-site - Contact - Face to Face with Robin Miller, Resident A, and APS Vicki Pohl
03/06/2023	Referral - Recipient Rights - Emailed referral to Jennie Morgan, Right Door
03/07/2023	Contact - Telephone call received from Lyndsee Laprise ORR, emails to Lyndsee Laprise and Sgt. Michael Veenstra Ionia County Sheriff's Office
03/08/2023	Contact - Document Received - Documents sent from Charity Miller
03/10/2023	Contact - Document Sent - Email to Michael Veenstra
03/10/2023	Contact - Telephone call made to Charity Miller, Guardian A1, Right Door CMH worker, Carley Bennett (mailbox full), Sparrow Ionia social worker, Country Buskirk
03/13/2023	Contact – Email received from Lyndsee Laprise, Email to Charity Miller, Vicki Pohl, APS
03/15/2023	Contact – Telephone calls to Courtney Buskirk (Left message), Sparrow Ionia, Dr. Gendich (Left message), direct care staff member Alayna Stoneburner.

03/16/2023	Contact – Telephone call to Courtney Buskirk (Sparrow Hospital), Jill Schneider from Dr. Gendich's office, email attempts for records with Ms. Buskirk, Vicki Pohl (APS), Right Door caseworker, Carly Bennett
03/16/2023	Exit conference with licensee designee Charity Miller

ALLEGATION:

On January 24, 2023, Resident A was admitted to the hospital with many bruises on his body, sternum, and feet, scratches on his toe, and a rib fracture and the licensee designee Charity Miller does not have an explanation for the injuries.

INVESTIGATION:

On January 27, 2023, a complaint was received from an assigned adult protective services referral alleging Resident A went to the hospital with bruising on his sternum and on his left arm, a rib fracture, and scratches on his toes and a one inch cut on his left ankle. Ionia County Adult Protective Services (APS) specialist, Vicki Pohl, was assigned to investigate the concerns.

On January 30, 2023, I interviewed Liberty Quijas-Klebba from Mid-Michigan Guardianship Services. Ms. Quijas-Klebba stated she is the current guardian for five of the residents residing at Passionate Home. Ms. Quijas-Klebba stated she has never noticed any bruising on any of the residents and all the residents appear to be clean and in good moods. Ms. Quijas-Klebba stated she has never had concerns of abuse or neglect at Passionate Home.

On January 31, 2023, I completed an unannounced on-site investigation at Passionate Home with Ionia County APS specialist, Vicki Pohl and we interviewed direct care staff member Ms. R. Miller. Ms. R. Miller stated Resident A moved in on October 30, 2022 and normally he is able to get himself up when he falls. Ms. R. Miller stated she believes the falls are partly behavioral, but he had a urinary tract infection at the time of the falls. Ms. R. Miller stated Resident A was taken to Ionia Sparrow Hospital and the staff there confirmed he had a urinary tract infection. Ms. R. Miller stated he did not have falls before this infection. Ms. R. Miller stated she has Resident A walk in front of her and he did fine today when he took a shower. Ms. R. Miller stated Resident A's bruising was from the falls and at this time there was no fall alarm on his bed. Ms. R. Miller stated most of the time when he fell, he was getting up from his bed. Ms. R. Miller stated she noticed on January 23, 2023, he was acting differently so on January 24, 2023, he was taken to Carson City Hospital. Ms. R. Miller did not know Resident A had a rib fracture or have any details how this occurred.

Ms. R. Miller stated Resident A needs assistance with showering, administering medications, eating, and toileting. Ms. R. Miller stated she noticed bruising after he returned from the hospital because he had a bruise on his arm. Ms. R. Miller stated she is not aware of any blood thinners Resident A takes that would increase his risk for bruising. Ms. R. Miller stated she and Ms. C. Miller are the only people who have worked with Resident A because they are currently in the process of hiring and training another direct care staff member. Ms. R. Miller stated she has never observed Ms. C. Miller being aggressive with Resident A or him in an altercation with another resident. Ms. R. Miller stated she has never moved Resident A in an aggressive manner. Ms. R. Miller stated when he falls, she does not pick him up but instead Resident A is able to get up on his own with some assistance. Ms. R. Miller stated she will take his hand and assist him up because he is too heavy for her to lift independently. Ms. R. Miller stated Resident A fell against the arm of the couch and landed on it, but she does not recall what day this occurred. Ms. R. Miller stated Ionia County Sheriff Department also responded to the home to talk to her about this incident.

On January 31, 2023, I interviewed Resident A at Passionate Home. Resident A was observed to shuffle his feet from room to room slowly but when Ms. R. Miller asked if he wanted a snack, he jumped up quickly to his feet slightly losing his balance. Resident A stated he did not remember having any bruising on him and then said he “probably does.” Resident A stated he remembers falling but does not remember when it occurred or details about the fall. Resident A stated he did fall into a living room chair while at Passionate Home. Resident A stated he likes living at Passionate Home and he was “happy about the sandwiches.” During this investigation, Resident A did not have any bruising on his arms or face and was clean and free of odors. Resident A stated he feels safe living at Passionate Home because it was not safe “out there because of crime and guns” and said they “take very good care of him at Passionate Home.”

On 03/07/2022, licensee designee Charity Miller sent documentation of Resident A’s discharge summary from Sparrow Ionia Hospital. Included in this documentation, there was verification from January 18, 2023, indicating Resident A had a urinary tract infection. According to the after-visit summary, Resident A was admitted on January 25, 2023 and discharged on January 29, 2023 and received care in the SIH Special Care Unit. According to the discharge summary, Resident A had a follow-up appointment on March 7, 2023, with SMG Urology Lansing to see Roy Miller, DO.

According to Resident A’s *Assessment Plan for AFC Residents*, under the section entitled *G: Walking / Mobility and C: Physical Limitations*: Resident A is “unsteady.” There was documentation in the file stating on January 19, 2023, Resident A fell against the small couch in the living room and he was assisted to a seated position by Ms. R. Miller and then proceeded to move to sit in the chair before going to his room to lie down. According to the documentation, the fall did not result in injuries to Resident A.

On March 10, 2023, I interviewed licensee designee Charity Miller. Ms. C. Miller stated Resident A was in the hospital in Carson Sparrow on January 18, 2023, during which

Resident A was given intravenous antibiotics for the urinary tract infection and then sent him home with a prescription. Ms. C. Miller stated on the January 25, 2023, Resident A's condition worsened, he went to Sparrow Medical Ionia but was discharged on January 29, 2023, which is when she was notified Resident A also had a bacterial infection as well as an urinary tract infection. Ms. C. Miller stated the bruising came from his bedframe or the wheelchair. Ms. C. Miller stated Resident A had a behavior which included Resident A sliding onto the floor from his wheelchair or his bed and then "flail around on the floor." Ms. C. Miller stated she was able to lower the bed, so he did not get harmed on the metal bed frame. Ms. C. Miller stated Resident A has an appointment on the March 23, 2023, to see Dr. Sheila Gendich. Ms. C. Miller stated since the urinary tract infection has been cleared up, there have been no more falls. Ms. C. Miller stated the APS worker Vicki Pohl told her Resident A's rib fracture was an old injury which came from the previous home. Ms. C. Miller stated there was nothing in the medical discharge records from Sparrow Ionia regarding a rib fracture.

On March 10, 2023, I interviewed Guardian A1. Guardian A1 stated he visits quite often on Sundays and Resident A is doing quite well there since he no longer has the UTI. Guardian A1 stated Resident A had some issues with the UTI because he kept trying to get him out of the bed despite not being capable, but Ms. C. Miller put the mattress down lower so that he would not fall. Guardian A1 stated he does not have any concerns regarding the care provided by direct care staff member R. Miller or licensee designee Charity Miller. Guardian A1 stated Resident A had a fractured rib because he was in an altercation with a previous roommate when he resided at a previous facility because Resident A has only been at Passionate Home since October 2022. Guardian A1 stated "this is the best home Resident A has lived in since he has been residing in adult foster care homes." Guardian A1 stated he was at the hospital when they took pictures of the bruising, but he stated because of the urinary tract infection and his thinness, the bruising looks worse. Guardian A1 did not have any concerns that Ms. C. Miller was not following through with Resident A's medical needs. Guardian A1 stated he thought the bruising was from the falls and him trying to get out of bed when he did not have the strength to do so.

On March 13, 2023, I received a copy of the police report from Ionia County Office of the Sheriff Department written on January 30, 2023, by Sergeant Michael Veenstra. Sergeant Veenstra responded to the hospital to take photographs and met with three staff members from Sparrow Ionia who had concerns regarding the bruising and injuries on Resident A's body. Sergeant Veenstra also spoke with Guardian A1 who did not express concerns. According to the police report, Sergeant Veenstra interviewed Ms. R. Miller who was able to confirm a dresser was moved out of his bedroom because Resident A had fallen and hurt himself on it and a chair with a damaged arm rest from Resident A falling down on it. Sergeant Veenstra also made contact with three other residents all who appeared in good health and had no apparent injuries on them. Sergeant Veenstra did not have concerns regarding Passionate Home.

On March 16, 2023, I interviewed Sparrow Ionia Hospital social worker, Courtney Buskirk. Ms. Buskirk stated Ms. Miller and Guardian A1 said Resident A falls a lot and

rolled out of bed. Ms. Buskirk stated there was bruising on both legs, scratches on feet and toes, bruising on both arms, and his back. Ms. Buskirk stated there were fractured ribs that were in various stages of healing. Ms. Buskirk stated law enforcement did come out and take pictures, but they have not heard from them since. Ms. Buskirk stated when they were doing his care, he grabbed one of the nurses and “he promised he would be good.” Ms. Buskirk stated he would not disclose anything after, but that comment along with the bruising raised her concerns.

On March 15, 2023, I interviewed former direct care staff member Alyssa Stoneburner. Ms. Stoneburner stated she was familiar with Resident A because he was “her favorite” and she enjoyed working with him. Ms. Stoneburner stated when she first started working at Passionate Home, Resident A was in the hospital because he was constipated and had an infection. Ms. Stoneburner stated Resident A did have bruising on him and she did not know where this came from, but he was falling often around that time. Ms. Stoneburner stated Ms. R. Miller told her Resident A’s falls were behavioral, but she did not agree because when she was there for one of his falls in the bedroom, he did not seem he could stop himself from falling against his bed. Ms. Stoneburner stated she was able to catch him on the way down and get him back into his bed. Ms. Stoneburner stated she never had concerns about physical abuse when she worked at Passionate Home. Ms. Stoneburner stated she has not had concerns regarding Ms. R. Miller or Ms. C. Miller handling the residents in a rough manner or doing anything that would cause bruising or scratching on them.

On March 16, 2023, I contacted Right Door caseworker, Carly Bennett. Ms. Bennett stated she went to Passionate Home on March 15, 2023. Ms. Bennett stated she did not observe any injuries on Resident A while she was at the home and he was moving around well. Ms. Bennett stated Passionate Home is one of “the best homes she has” and she has never had a concern in the past. Ms. Bennett stated Resident A has a history of UTIs, so she was not surprised he was diagnosed with one. Ms. Bennett stated he was at a previous adult foster care home and while there, he had physical altercations with his roommate and there were multiple instances where Resident A was harmed. Resident A had heightened behaviors when he first moved in by stalking licensee designee Charity Miller and even threw her to the ground. Ms. Bennett stated he has been doing a lot better since he first arrived in the home and there were medication changes. Ms. Bennett stated he has always been a fall risk as he tries to move faster than he is able and he has a current order for a walker. Ms. Bennett stated she has talked with Ms. C. Miller and she has reported several falls to them with small bruises or scratches. Ms. Bennett stated she has never been concerned regarding physical abuse in the past. Ms. Bennett stated she went to the home February 8, 2023 and March 15, 2023, for Resident A’s Person Centered Planning (PCP) meeting after he returned from the hospital and he did have some bruising toward his eye but that was the only bruise she noticed since Resident A had on long sleeves and pants. Ms. Bennett was informed about the statement at the hospital regarding “I promise I will be good” and she stated that was typical baseline behaviors for him. Ms. Bennett stated sometimes he will make inappropriate comments to her and then when she will tell him he cannot say those comments, he will tell her “Okay, I will be good.”

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Based on this investigation, Ms. Charity Miller provided supervision and personal care according to Resident A's <i>Assessment Plan for AFC Residents</i> . According to his <i>Assessment Plan for AFC Residents</i> under <i>G: Walking / Mobility</i> and <i>C: Physical Limitations</i> : Resident A is "unsteady", but no other directions were listed. Ms. C. Miller lowered Resident A's bed to avoid future falls from his bed and had him evaluated as needed based on Resident A acting out side of his usual behavior. According to Ms. C. Miller and Right Door caseworker Ms. Bennett, Resident A has a history of falls that could lead to bruising and scratches. Ms. Bennett stated he has a tendency to walk faster than he is capable which causes him to fall often. Ms. Bennett confirmed the rib fracture was a result of a physical altercation with a previous roommate at a different licensed adult foster care home.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On March 10, 2023, I interviewed licensee designee Charity Miller. Ms. C. Miller stated there was a wheelchair that was in the home used prior to her purchasing the facility. Ms. C. Miller stated she moved the wheelchair into his room to help keep him safe however Resident A did fall and he was found sitting on the floor next to the wheelchair. Ms. C. Miller stated the length of the handle on the wheelchair was the same length as the bruise on his chest. Ms. C. Miller confirmed there was no physician's order for the wheelchair and there is nothing in the *Assessment Plan for AFC Residents* regarding Resident A's need for a wheelchair as an assistive Device. Ms. C. Miller stated she was going to get a physician's order for a gait belt and a walker in order to assist if this occurs again.

APPLICABLE RULE	
R 400.14306	Use of assistive devices.
	(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.
ANALYSIS:	Licensee designee Charity Miller used a wheelchair for Resident A to assist with mobility but there was no documentation in the <i>Assessment Plan for AFC Residents, Health Care Appraisal</i> , or physicians' instructions /orders that Resident A requires a wheelchair for mobility assistance.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

I reviewed *AFC Incident / Accident Report* for Passionate Home and there was one from December 11, 2022, regarding a fall for Resident A when Resident A fell out of bed and had a laceration on the back of his skull. According to the report, Resident A was taken to Sparrow Carson Emergency room after this incident. There was another *AFC Incident / Accident Report* on November 23, 2022, also regarding sexualized behaviors toward direct care staff member Ms. R. Miller.

On January 31, 2023, I completed an unannounced on-site investigation at Passionate Home and interviewed direct care staff member Ms. R Miller who stated she did not know if Charity Miller submitted an *AFC Incident / Accident Report* when residents went to the hospital. Ms. R. Miller stated she did not complete an *AFC Incident / Accident Report* for the falls Resident A had because this is something Ms. C. Miller would typically handle.

On March 10, 2023, I interviewed licensee designee Charity Miller. Ms. Miller stated she did not fill out an *AFC Incident / Accident Report* regarding the incident regarding Resident A going to the hospital. Ms. Miller stated she also spoke with The Right Door regarding this and they are doing to do a training with Jennie Morgan regarding when to submit *AFC Incident / Accident Reports*.

On March 16, 2023, I contacted Right Door Community Mental Health caseworker, Carly Bennett. Ms. Bennett stated she did not receive any *AFC Incident / Accident Report* when he went to Carson City Hospital or Sparrow Ionia Hospital. Resident A had a person-centered plan meeting in February and when she contacted Guardian A1 to inform him of this, Guardian A1 notified her that he had been in the hospital. Ms. Bennett stated Ms. Morgan and Ms. Laprise both went out to Passionate Home and Ms. C. Miller was retrained on when to submit *AFC Incident / Accident Reports*.

APPLICABLE RULE	
R 400.14311	Investigation and reporting of incidents, accidents, illnesses, absences, and death.
	(1) A licensee shall make a reasonable attempt to contact the resident's designated representative and responsible agency by telephone and shall follow the attempt with a written report to the resident's designated representative, responsible agency, and the adult foster care licensing division within 48 hours of any of the following: (b) Any accident or illness that requires hospitalization.
ANALYSIS:	Licensee designee Ms. C Miller did not fill out an <i>AFC Incident / Accident Report</i> regarding the incident regarding Resident A going to the hospital. Ms. C Miller stated she also spoke with The Right Door regarding this missed <i>AFC Incident / Accident Report</i> and they were retrained with Jennie Morgan regarding when to submit <i>AFC Incident / Accident Reports</i> .
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

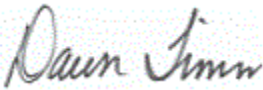


Jennifer Browning
Licensing Consultant

03/16/2023

Date

Approved By:



03/20/2023

Dawn N. Timm
Area Manager

Date