



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 31, 2023

Marlene Burgess
Alternative Community Living, Inc.
P. O. Box 190179
Burton, MI 48519

RE: License #: AS630012726
Investigation #: 2023A0602024
Rivers Edge

Dear Ms. Burgess:

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 (248) 975-5053.

Sincerely,

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

Cindy Berry, Licensing Consultant
Bureau of Community and Health Systems
3026 West Grand Blvd
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 860-4475

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630012726
Investigation #:	2023A0602024
Complaint Receipt Date:	05/08/2023
Investigation Initiation Date:	05/09/2023
Report Due Date:	07/07/2023
Licensee Name:	Alternative Community Living, Inc.
Licensee Address:	P. O. Box 190179 Burton, MI 48519
Licensee Telephone #:	Unknown
Administrator:	Rikel Grinnell
Licensee Designee:	Marlene Burgess
Name of Facility:	Rivers Edge
Facility Address:	5345 Rivers Edge Commerce, MI 48382
Facility Telephone #:	(248) 505-1987
Original Issuance Date:	01/31/1992
License Status:	REGULAR
Effective Date:	10/01/2022
Expiration Date:	09/30/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
While at New Gateways, staff noticed Resident A was sitting more than usual over the last week. On 5/04/2023, Resident A took his shoes and socks off revealing deep heel cracks and overgrown toenails that wrapped around the ends of his toes.	Yes

III. METHODOLOGY

05/08/2023	Special Investigation Intake 2023A0602024
05/09/2023	Special Investigation Initiated - Telephone Message left for office of recipient rights worker, Dawn Krull.
05/12/2023	Contact – Telephone call made Message left for the assigned adult protective services worker (APS), Gene Evans.
05/23/2023	Contact – Telephone call made Spoke with Betty Weaver, the program supervisor at New Gateways.
05/23/2023	Contact – document received Received pics of Resident A’s feet.
06/01/2023	Contact – Telephone call made Message left for Patricia Hoffman, Resident A’s services coordinator at New Gateways.
06/08/2023	Inspection completed On-site Observed Resident A’s feet and interviewed the home manager, Rochelle Novak.
07/06/2023	Contact – Telephone call made Call made to staff member, Gary Walker – no answer.
07/06/2023	Contact – Telephone call made Message left for staff member, Melissa Long.

08/03/2023	Contact – Telephone call made Interviewed staff member, Gary Walker.
08/03/2023	Contact – Telephone call made Message left for staff member, Melissa Long.
08/03/2023	Exit Conference Message left for the licensee designee, Marlene Burgess.
08/30/2023	Contact – Telephone call made Message left for licensee designee, Marlene Burgess.
08/31/2023	Contact – Telephone call received Spoke with the licensee designee, Marlene Burgess.

ALLEGATION:

While at New Gateways, staff noticed Resident A was sitting more than usual over the last week. On 5/04/2023 Resident A took his shoes and socks off revealing deep heel cracks and overgrown toenails that wrapped around the ends of his toes.

INVESTIGATION:

On 5/08/2023, a complaint was received and assigned for investigation alleging that while at New Gateways, staff noticed Resident A was sitting more than usual over the last week. On 5/04/2023 Resident A took his shoes and socks off revealing deep heel cracks and overgrown toenails that wrapped around the ends of his toes.

On 5/23/2023, I spoke with Betty Weaver who is the program supervisor at New Gateways. Ms. Weaver stated on 5/04/2023 when Resident A arrived at the center, he sat down and removed his shoes and socks. Staff are not required to do body checks on any of the consumers but when Resident A removed his shoes and socks, she observed that the last three toenails on his right foot were brown and curling under into his skin and his right heel contained very thick, callused, and cracked skin. Ms. Weaver stated that about three days prior to this, she noticed that Resident A was sitting more than usual while at the center, and this was unusual behavior for him.

On 5/23/2023, I received and reviewed photos of Resident A's right foot. The foot appeared to be very dry, the heel was cracked with calloused skin, three of the nails were long, brown in color, and curling under into his skin.

On 6/01/2023, I spoke with Patricia Hoffman who is Resident A's services coordinator at New Gateways. Ms. Hoffman stated on 5/04/2023 Resident A removed his shoes and socks and she observed that his right foot contained dry, thick callused skin with

overgrown toenails and a cracked heel. Contact was made with the group home staff and she was informed that they were not aware of the condition of Resident A's feet.

On 6/08/2023, I conducted an unannounced on-site investigation at which time I interviewed the home manager, Rochelle Novak, observed Resident A, and reviewed Resident A's medical documents. Ms. Novak stated she was not working the day the incident occurred as she was on vacation from 4/29/2023 through 5/08/2023. Ms. Novak stated she was informed that on the day of the incident, staff member, Gary Walker spoke with someone from New Gateways regarding Resident A's feet. Mr. Walker said he did not notice that Resident A's toenails were overgrown. Ms. Novak said Resident A has always had dry cracked feet and is under the care of a podiatrist. He has prescribed medicated cream for his feet, and she takes him to the nail salon for pedicures. According to Ms. Novak, Resident A was prescribed Urea 20% in 12/2022 on an as needed basis (PRN) due to his cracked heels.

On 6/08/2023, I observed Resident A's feet. I did not observe any dry, thick, or cracked skin and his toenails were clean and neatly trimmed.

On 6/08/2023, I received and reviewed Resident A's medication administration record (MAR) for the months of March 2023, April 2023, and May 2023, a prescription dated 12/19/2022 for Urea 20% topical cream 60 grams – 90-day supply, two nail salon receipts dated 9/16 (year not visible), and 5/06/2023 for pedicures, and two physician reports dated 12/19/2022 and 05/10/2023. According to the MAR's, Resident A was prescribed Urea 20% cream as a PRN. During the month of March 2023, the cream was administered on 3/7, 3/13, 3/15, 3/18, 3/20, and 3/28 with a reason for administering documented as dry skin. During the month of April 2023, the cream was applied on 4/4, 4/8, 4/15, 4/18, 4/22, 4/25, and 4/29 with a reason for administering documented as dry skin. During the month of May 2023, the cream was applied on 5/2 with a reason for administering documented as dry skin. The nail salon receipt dated 9/16 had a cost listed as \$36 with Resident A's initials handwritten at the top of the receipt along with the initials RN. The nail salon receipt dated 5/06/2023 had a cost listed as \$38 with Resident A's initials handwritten at the top of the receipt along with the initials HW. The physician report dated 12/19/2022 documents that Resident A was seen by Dr. Gary Wasiak, Community Foot Centers PC in Highland, MI with the chief complaint of dry, cracked skin, bilateral occasionally causing pain and discomfort. According to the report, Resident A was treated for Tinea unguium (nail fungus), right toe pain, left toe pain and Xerosis cutis (dry skin). Urea 20% ointment was prescribed for daily use due to chronic eczema bilateral. According to the physician report dated 5/10/2023, Resident A was seen by Dr. Gary Wasiak with the same chief complaint of dry, cracked skin, bilateral occasionally causing pain and discomfort. It was noted that Resident A was using Urea 20% ointment with good success and was requesting a refill. It was ordered that Urea 20% ointment be applied daily for chronic eczema.

On 8/03/2023, I interviewed staff member Gary Walker by telephone. Mr. Walker stated Resident A has always had an issue with his feet. A podiatrist visits the home and Ms. Novak takes him to the salon to get pedicures. Mr. Walker went on to say, "It's so ridiculous that such a big deal is being made about Resident A's feet. I have dry cracked heels too. Who can I complain to?"

On 8/31/2023, I conducted an exit conference with the licensee designee, Marlene Burgess by telephone. I informed Ms. Burgess of the investigative findings and recommendation documented in this report. Ms. Burgess stated she will address the discrepancy between how the prescription is written (PRN) and the physician notes (use daily) with the prescribing physician. She stated that Resident A showers himself, but staff are now required to check his feet daily and document if there is an issue. Ms. Burgess agreed to submit a corrective action plan upon receipt of this report.

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 the information obtained during the investigation, there is sufficient information to determine that Resident A's personal needs were not attended to.</p> <p>Although Resident A's prescription for Urea 20% is listed on the MAR as a PRN and staff were applying it as prescribed, both physician reports document that it should be applied daily for chronic eczema. on 5/04/2023 his right foot still contained dry, thick, cracked skin and three of his toenails were overgrown.</p> <p>Staff member, Gary Walker stated, "It's so ridiculous that such a big deal is being made about Resident A's feet. I have dry cracked heels too. Who can I complain to?" Resident A has always had issues with his feet.</p> <p>According to the MAR dated May 2023, the Urea 20% ointment was applied once, on 5/2/2023.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

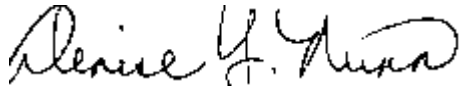


8/31/2023

Cindy Berry
Licensing Consultant

Date

Approved By:



08/31/2023

Denise Y. Nunn
Area Manager

Date