



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

January 12, 2024

Susan Dornan  
2821 Courtlandt Ave.  
Kalamazoo, MI 49004

RE: License #: AM390315012  
Investigation #: 2024A1024012  
Sue's Loving Care

Dear Susan Dornan:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On December 1, 2023, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM390315012
<b>Investigation #:</b>	2024A1024012
<b>Complaint Receipt Date:</b>	11/22/2023
<b>Investigation Initiation Date:</b>	11/24/2023
<b>Report Due Date:</b>	01/21/2024
<b>Licensee Name:</b>	Susan Dornan
<b>Licensee Address:</b>	2821 Courtlandt Ave. Kalamazoo, MI 49004
<b>Licensee Telephone #:</b>	(269) 345-3873
<b>Administrator:</b>	Sue Dornan
<b>Licensee Designee:</b>	Sue Dornan
<b>Name of Facility:</b>	Sue's Loving Care
<b>Facility Address:</b>	2827 Courtlandt Ave. Kalamazoo, MI 49004
<b>Facility Telephone #:</b>	(269) 226-9165
<b>Original Issuance Date:</b>	04/10/2013
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/10/2023
<b>Expiration Date:</b>	11/09/2025
<b>Capacity:</b>	8
<b>Program Type:</b>	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A is bedbound and has bed rails on her bed that are not authorized by a physician.	Yes

**III. METHODOLOGY**

11/22/2023	Special Investigation Intake 2024A1024012
11/24/2023	Special Investigation Initiated – Telephone with social worker Jessie Pressley from Senior Care Partner P.A.C.E.
11/27/2023	APS Referral-this intake was denied for APS investigation.
12/01/2023	Inspection Completed On-site with staff member Christopher Dornan, Dave Dornan, and Sue Dornan
12/01/2023	Exit Conference with licensee designee Sue Dornan
12/01/2023	Inspection Completed-BCAL Sub. Compliance
12/01/2023	Corrective Action Plan Requested and Due on 12/15/2023.
12/01/2023	Corrective Action Plan Received
12/01/2023	Corrective Action Plan Approved

**ALLEGATION: Resident A is bedbound and has bed rails on her bed that are not authorized by a physician.**

**INVESTIGATION:**

On 11/22/2023, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged Resident A is bedbound and has bed rails on her bed that are not authorized by a physician.

On 11/24/2023, I conducted an interview with social worker Jessie Pressley who stated Resident A participates in the P.A.C.E. program and has an occupational therapist, nurse, social worker, and dietician that visits with her twice a year. Jessie Pressley stated during a recent nurse visit, it was observed that Resident A’s bed had bed rails which were not approved by Resident A’s physician from P.A.C.E or any other licensed physician. Jessie Pressley stated during the nurse visit, Resident A was observed

sleeping with no other concerns noted. Jessie Pressley further stated the nurse informed licensee designee Susan Dornan that bed rails were not authorized and could not be used on Resident A's bed however the licensee refused to remove the bed rails. Jessie Pressley stated although Resident A is bedbound and cannot move without assistance from staff, P.A.C.E. will not prescribe bed rails for any participant as this method is viewed as a form of restraint which goes against the organization's policy.

On 12/01/2023, I conducted an onsite investigation at the facility with licensee designee Susan Dornan who stated Resident A has very specialized needs and requires a hospital bed with bed rails since she is bedbound and requires total care assistance from staff. Susan Dornan stated Resident A's durable power of attorney agreed to have Resident A use bed rails for added support which is the reason why Susan Dornan installed the bed rails however Susan Dornan has been having difficulty with getting Resident A's physician from P.A.C.E. to prescribe the bed rails. Susan Dornan stated she does not feel comfortable having Resident A reside in her home with her condition without having bed rails as an assistive device for her bed. Susan Dornan further stated she has talked with P.A.C.E. staff members about relocating Resident A to another facility due to her concern.

I also conducted interviews with staff members Dave Dornan and Christopher Dornan who both stated prescribed bed rails have been routinely used for the residents in the facility who are bedbound for increased support however Resident A has utilized bed rails since her admission to the facility without having a written prescription from her physician.

While at the facility, I observed Resident A lying down in her bed equipped with bed rails. No concerns were observed. Resident A was not able to be interviewed due to her cognitive impairment.

<b>APPLICABLE RULE</b>	
<b>R 400.14306</b>	<b>Use of assistive devices.</b>
	<b>(3) Therapeutic supports shall be authorized, in writing, by a licensed physician. The authorization shall state the reason for the therapeutic support and the term of the authorization.</b>

<b>ANALYSIS:</b>	Based on my investigation which included interviews with licensee designee Susan Dornan, staff members Dave Dornan, Christopher Dornan, social worker Jessie Pressley and inspection of Resident A's bedroom, Resident A's bed had bed rails attached that were not authorized by any physician. Jessie Pressley stated that Resident A receives services from the P.A.C.E program and her P.A.C.E. physician will not prescribe bed rails for Resident A's bed due to their company's policy on this assistive device however Resident A continues to have bed rails installed on her bed. Susan Dornan, Christopher Dornan and Dave Dornan also all stated that Resident A has used bed rails for her bed as an assistive device that are not authorized by a licensed physician. In addition, while at the facility I also observed Resident A to have bed rails on her bed and was not provided with any written prescription for the use of these bed rails. Therefore, this assistive device is not authorized for Resident A to use.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 12/1/2023, I conducted an exit conference with license designee Sue Donan. Informed Sue Donan of my findings and allowed her an opportunity to ask questions or make comments. On 12/1/2023, I received and approved an acceptable corrective action plan.

**IV. RECOMMENDATION**

An acceptable corrective action plan was approved; therefore, I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

1/10/2023  
Date

Approved By:



01/12/2024

Dawn N. Timm  
Area Manager

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Date