



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

March 5, 2024

Kent Vanderloon
McBride Quality Care Services, Inc.
3070 Jen's Way
Mt. Pleasant, MI 48858

RE: License #: AS590379167
Investigation #: 2024A0622010
McBride Ferris AFC

Dear Mr. Vanderloon:

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 (517) 284-9727.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Amanda Blasius', written in a cursive style.

Amanda Blasius, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS590379167
Investigation #:	2024A0622010
Complaint Receipt Date:	02/15/2024
Investigation Initiation Date:	02/15/2024
Report Due Date:	04/15/2024
Licensee Name:	McBride Quality Care Services, Inc.
Licensee Address:	3070 Jen's Way Mt. Pleasant, MI 48858
Licensee Telephone #:	(989) 772-1261
Administrator:	Kent Vanderloon
Licensee Designee:	Kent Vanderloon
Name of Facility:	McBride Ferris AFC
Facility Address:	5075 S. Ferris Road Sheridan, MI 48884
Facility Telephone #:	(616) 255-8916
Original Issuance Date:	03/28/2016
License Status:	REGULAR
Effective Date:	09/28/2022
Expiration Date:	09/27/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff provided Resident A with Melatonin which was not prescribed to Resident A.	Yes

III. METHODOLOGY

02/15/2024	Special Investigation Intake 2024A0622010
02/15/2024	Special Investigation Initiated. Phone call with Recipient Rights Officer, Angela Loiselle
02/16/2024	Inspection Completed-BCAL Sub. Compliance. Onsite inspection interviewed DCW Jenna Hayslip and obtained documentation.
02/16/2024	Phone call with DCW Melissa Curtis, DCW Marissa Memmes, DCW Katie Goodrich and manager Michelle Turner.
03/05/2024	Exit Conference with administrator, Cathie Griffis and home manager, Michelle Turner.

ALLEGATION: Staff provided Resident A with Melatonin which was not prescribed to Resident A.

INVESTIGATION:

On 02/15/2024, I received this complaint through the Bureau of Community and Health Systems online complaint system. According to the complaint, direct care worker (DCW) Katie Goodrich brought in Melatonin (dosage unknown/amount unknown) to McBride Ferris AFC and hid it in a white acetaminophen bottle along with a pill crusher. DCW Katie Goodrich shared this with DCW Marissa Memmes. According to the complaint, both DCWs would crush up 1-2 Melatonin and provide it Resident A unknowingly to prevent suspected behaviors.

On 02/15/2024, I interviewed Recipient Rights Officer, Angela Loiselle via phone. Ms. Loiselle reported that she received the information on 2/14/24 and visited the facility. She stated that she called the police, but they will not be investigating. Ms. Loiselle stated that she found a brown makeup bag in the staff room in DCW Marissa Memmes box. Ms. Loiselle stated within the brown makeup bag was a white acetaminophen bottle along with a pill crusher and within the acetaminophen bottle were small pink pills. Ms. Loiselle stated she interviewed DCW Goodrich on 2/14/24 and at first, she denied giving the Melatonin to Resident A, but then admitted to bringing in the Melatonin, crushing the pills, and giving it to Resident A. Ms. Loiselle

stated that DCW Goodrich showed no emotion during the interview. Ms. Loiselle also interviewed DCW Marissa Memmes on 2/14/24. DCW Memmes stated that she had an empty acetaminophen bottle and brought it in to keep the Melatonin pills in. Ms. Loiselle stated DCW Memmes reported that she only crushed up the Melatonin pills and not her bedtime medications. Ms. Loiselle explained DCW Memmes showed remorse and was crying during the interview. Ms. Loiselle stated that the compliant came in at 3am when another DCW Melissa Curits who was a new worker asked DCW Jenna Hayslip if she crushed up Resident A's bedtime medications and gave her Melatonin. Ms. Loiselle stated that DCW Hayslip asked DCW Curtis what she was talking about and then reported the information to Recipient Rights Officer, Angela Loiselle. Ms. Loiselle stated that DCW Melissa Curtis was aware that other staff were giving her Melatonin and crushing all her pills for three weeks. Ms. Loiselle requested that DCW Katie Goodrich and DCW Marissa Memmes be removed from the work schedule until the investigation is completed. Ms. Loiselle emailed pictures of the Melatonin and pill crusher that she removed from McBride Ferris AFC.

On 02/16/2024, I completed an unannounced onsite investigation to McBride Ferris AFC. During the onsite investigation, I interviewed DCW Jenna Hayslip. DCW Hayslip reported that on 02/13/2024, during second shift, another worker, DCW Melissa Curtis asked her if she crushed Resident A's medication and gave her Melatonin. DCW Hayslip stated that she asked DCW Curtis what she meant. DCW Curtis reported to DCW Hayslip that DCW Memmes and DCW Goodrich wanted her to give Resident A Melatonin that was in the staff lounge, but she didn't feel comfortable doing this. DCW Hayslip reported that DCW Curtis stated that it was "their little trick," but she has never seen them give it to her. DCW Hayslip stated that she told DCW Curtis that she needed to report this ASAP. DCW Hayslip reported that she called her assistant manager and recipient rights officer, Angela Loiselle. DCW Hayslip reported that Resident A can start to stare during the evenings, can show aggression, will run into the walls, and run back and forth throughout the facility. DCW Hayslip also stated Resident A head butts the walls and, in the past, has cracked her head open. DCW Hayslip reported that they have been trained to use pillows and prevent self-harm if she starts to show these behaviors. DCW Hayslip stated that Resident A always has two person staff, and four staff members work during second shift. DCW Hayslip stated that she has found that if you allow Resident A to run back and forth for about 20 minutes, she will become tired and then go to her room for bed. DCW Hayslip reported that there are no orders to crush Resident A's medication. It has been recommended from her doctor to put her medication in applesauce because she chews her medication.

On 02/16/2024, I collected documentation from McBride Ferris AFC. Resident A's medication chart was reviewed, along with her ancillary female order and her ancillary medication administration record. According to Resident A's ancillary female order, which is signed by her doctor, Melatonin, 3mg over the counter is prescribed for difficulty sleeping. The prescribed as needed, Melatonin, 3mg was observed during the onsite investigation in the locked medication room. According to

Resident A's ancillary medication administration record, which dates back to December 6th, 2023, Resident A has not been administered the approved Melatonin. During a review of Resident A's file, a doctor's script was not available for crushing any of her prescribed or over the counter medications. Documentation of DCW Memmes and DCW Goodrich's medication training certificate and *Michigan Workforce Background Check* were also obtained.

On 02/16/2024, I interviewed DCW Marissa Memmes via phone. She reported that she has worked at McBride Ferris AFC for about a year and works mainly second shift. She stated that she is medication trained and administers medication to residents. DCW Memmes stated that a few months ago, DCW Katie Goodrich brought the idea up to give Resident A Melatonin to help her calm down and reduce self-harming behaviors. She explained that she agreed with DCW Goodrich, and she never thought to approve it by a doctor. DCW Memmes reported that DCW Goodrich had the Melatonin for her child, but her child no longer took it. DCW Memmes explained that the Melatonin was over the counter and dissolvable. She described the Melatonin to be pink and small round pills. DCW Memmes explained that they would often put it in her hot chocolate at 6pm or add it to her apple sauce with her bedtime medication. DCW Memmes also admitted to buying a pill grinder and bring it into McBride Ferris AFC to crush up Resident A's bedtime medication. DCW Memmes stated that the pill grinder was red. DCW Memmes reported that she had an extra white acetaminophen bottle, which is where they kept the Melatonin pills. DCW Memmes reported that the acetaminophen bottle and pill crusher were kept in a brown makeup bag in her staff cubby, in the staff lounge. DCW Memmes reported that she thought it would be okay to crush her medications, because Resident A tends to chew them, instead of swallowing.

On 02/16/2024, I interviewed DCW Katie Goodrich via phone. DCW Goodrich stated that she has worked at McBride Ferris AFC for four years and is medication trained. She reported that she brought in Melatonin for herself, so she could take it when she was leaving the facility and fall asleep easily at home. DCW Goodrich reported that she kept the Melatonin in the staff room, and it was kept in Marissa Memmes' tote in an empty Tylenol bottle. DCW Goodrich explained that it was bought at Walmart or Meijer, is 5mg and does not say its for kids or adults. She described the Melatonin as round and pink. DCW Goodrich denied giving Resident A Melatonin and denied witnessing another staff member give Resident A Melatonin. DCW Goodrich reported that she did crush Resident A's medication because she would often have hard time swallowing and needed to be coached to swallow her medication. DCW Goodrich stated that during a doctor's appointment, her doctor asked if staff crushed her medication to which she denied. Therefore, she thought it would be okay to crush her medications without an order. DCW Goodrich reported that she used the back of spoon, until DCW Memmes brought in a pill crusher. DCW Goodrich stated that she only used the pill crusher once. DCW Goodrich stated that if assessments or orders changed, they are left in the staff lounge for all staff to read over and review. DCW Goodrich reported that she never read or received an order that Resident A could have her medication crushed.

On 02/16/2024, I interviewed DCW Melissa Curtis via phone. She reported that she started working at McBride Ferris AFC on 11/15/2023, works second shift and works with DCW Goodrich and DCW Memmes. DCW Curtis reported that DCW Goodrich and DCW Memmes told her they give Resident A Melatonin and showed her where it was kept in DCW Memmes' tote in the staff lounge. DCW Curtis described the Melatonin to be kept in a white pill bottle and reported that DCW Goodrich brought in the Melatonin. DCW Curtis reported that she never gave Resident A Melatonin, nor crushed her medication, but she was aware of the information for three weeks before telling another staff member. DCW Curits reported that she knows she was in the wrong and she have reported it sooner. DCW Curtis reported that in the future she will report any concerns or violations ASAP.

On 02/16/2024, I interviewed manager Michelle Turner via phone. Ms. Turner reported that she learned about the violations during the evening of 02/13/24. She reported that she was told that DCW Memmes and DCW Goodrich were crushing Resident A's medication with Melatonin. Ms. Turner stated that she informed the administrator and recipient rights. She also confirmed the location of the Melatonin and pill crusher in the staff lounge.

APPLICABLE RULES	
R 400.14312	Resident medications.
	<p>(2) Medication shall be given, taken, or applied pursuant to label instructions.</p> <p>(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:</p> <p>(e) Not adjust or modify a resident's prescription medication without instructions from a physician or a pharmacist who has knowledge of the medical needs of the resident. A licensee shall record, in writing, any instructions regarding a resident's prescription medication.</p>
ANALYSIS:	<p>Based on interviews with DCW staff and Recipient Rights Officer, Angela Loiselle it was determined that DCW Goodrich and DCW Memmes were giving Resident A an unknown medication that was not prescribed by her doctor, along with adjusting the administration of Resident A's prescribed medications without instructions from a physician. During the onsite inspection, a doctor's prescription or written instructions were not available for crushing medication with a pill grinder. There was also no documentation of Resident A being given her prescribed Melatonin which is kept in the locked medication room.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remains unchanged.



03/04/2024

Amanda Blasius
Licensing Consultant

Date

Approved By:



03/05/2024

Dawn N. Timm
Area Manager

Date