



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 27, 2024

Theresa Chang
Citizens For Quality Care Co.
2348 Estates Courts
Ann Arbor, MI 48103

RE: License #: AL460070146
Investigation #: 2024A1032025
Citizens for Quality Care Morenc

Dear Ms. Chang:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If 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 black ink, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL460070146
Investigation #:	2024A1032025
Complaint Receipt Date:	01/24/2024
Investigation Initiation Date:	01/24/2024
Report Due Date:	03/24/2024
Licensee Name:	Citizens For Quality Care Co.
Licensee Address:	2348 Estates Courts, Ann Arbor, MI 48103
Licensee Telephone #:	(734) 327-0818
Administrator:	Theresa Chang
Licensee Designee:	Theresa Chang
Name of Facility:	Citizens for Quality Care Morenc
Facility Address:	233 Baker Street, Morenci, MI 49256
Facility Telephone #:	(517) 458-2344
Original Issuance Date:	06/21/1996
License Status:	REGULAR
Effective Date:	04/21/2022
Expiration Date:	04/20/2024
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL AGED, ALZHEIMERS

ALLEGATION(S)

	Violation Established?
The home is short staffed.	No
The stove is in a state of disrepair.	No
Provisions for laundry and toiletries are inadequate.	No
Additional Findings	No

II. METHODOLOGY

01/24/2024	Special Investigation Intake 2024A1032025
01/24/2024	Special Investigation Initiated - On Site
02/08/2024	Contact - Face to Face
03/27/2024	Exit Conference

ALLEGATION:

The home is short staffed.

INVESTIGATION:

On 1/24/24, I interviewed employee Chindarat Runteranoont in the home. Ms. Runteranoont that the home is short staffed. She advised that there are 12 residents in the home but that one of them was currently on a leave of absence due to the need for rehabilitation services. Ms. Runteranoont stated that there is a resident who requires intermittent assistance with toileting. She offered that residents are given prompts for showing but that there are no residents who require two person assists. She reported that the resident who needs intermittent assistance with toileting has a walker but ambulates freely quite often.

During my onsite inspection, I reviewed Resident A's *Resident Assessment Plan*. The plan reflected use of an assistive device as well as intermittent need for assistance with toileting.

I reviewed the home's staffing schedule, which detailed one employee per shift.

On 2/8/24, I interviewed licensee designee Theresa Chang at the home. Ms. Chang denied that there is a staff shortage at this time but was aware that she would need to increase staffing should the needs of residents exceed the established staffing level of large homes, of one employee to fifteen residents. Ms. Chang stated that she does work the floor from time to time when the need arises, such as visits or filling in for employee absences.

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
ANALYSIS:	I reviewed the home's schedule as well as Resident Assessment Plans. There does not appear to be an imbalance between the staff ratio and the levels of care needed in the assessment plans to that would warrant an increase in staffing.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The stove is in a state of disrepair.

INVESTIGATION:

On 1/24/24, I observed the stove to be in working order, as Ms. Runteranoont was preparing a meal.

On 2/8/24, while in the home conducting an interview with licensee designee Theresa Chang, I did not detect any odor from the stove suggestive of a gas leak.

APPLICABLE RULE	
R 400.15402	Food service.
	(5) A home shall be properly equipped as required by the health authority, to prepare and serve adequate meals.
ANALYSIS:	The stove did not emit a gassy odor indicative of a leak. The food observed appeared to be of good consistency.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Provisions for laundry and toiletries are inadequate.

INVESTIGATION:

On 1/24/24, I interviewed Resident A in the home. Resident A denied that her bedding or clothing is not laundered in a timely fashion. Resident A permitted me to view her bedroom, and the room was tidy, with the bedding made. Resident A's clothing appeared to be clean.

On 1/24/24, I interviewed Resident B in the home. Resident B stated that the home has sufficient toiletries and that she has access to the bathroom to take showers.

On 1/24/24 and 2/8/24, I inspected the home and there appeared to ample cleaning supplies and toiletries.

APPLICABLE RULE	
R 400.15404	Laundry.
	A home shall make adequate provision for the laundering of a resident's personal laundry.
ANALYSIS:	The residents interviewed denied that their clothing or bedding was not laundered. The home appeared to have an ample supply of detergent and cleaners.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 3/27/24, I conducted an exit conference with licensee designee Theresa Chang. I shared my findings and Ms. Chang agreed with the conclusions reached.

III. RECOMMENDATION

I recommend no change to the status of this license.

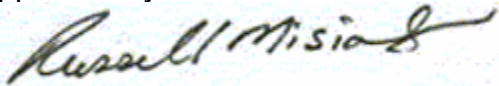


3/27/24

Dwight Forde
Licensing Consultant

Date

Approved By:



3/29/24

Russell B. Misiak
Area Manager

Date