



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 17, 2024

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS250304220
Investigation #: 2024A0576047
Weston Road

Dear Jennifer Bhaskaran:

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.
- Be signed and dated.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250304220
Investigation #:	2024A0576047
Complaint Receipt Date:	08/16/2024
Investigation Initiation Date:	08/16/2024
Report Due Date:	10/15/2024
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd., Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Candy Hamilton
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Weston Road
Facility Address:	4181 Weston Drive, Burton, MI 48509
Facility Telephone #:	(810) 736-2011
Original Issuance Date:	08/26/2009
License Status:	REGULAR
Effective Date:	05/21/2024
Expiration Date:	05/20/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A believes that unnamed staff have taken and sold his Tylenol 3.	No
Additional Findings	Yes

III. METHODOLOGY

08/16/2024	Special Investigation Intake 2024A0576047
08/16/2024	Special Investigation Initiated - Letter Sent email to Matt Potts, Genesee County Office of Recipient Rights (ORR)
08/19/2024	Contact - Document Received Received email from Matt Potts
09/06/2024	Inspection Completed On-site Interviewed Home Manager Quante Johnson, Staff, Derrice Samuels, Resident A, and Resident B
09/09/2024	Contact - Document Sent Sent email to Matt Potts
09/09/2024	Contact - Document Received Email received from Matt Potts
09/16/2024	APS Referral
09/16/2024	Exit Conference

ALLEGATION:

Resident A believes that unnamed staff have taken and sold his Tylenol 3.

INVESTIGATION:

On August 16, 2024, I sent an email to Matt Potts, Genesee County Office of Recipient Rights (ORR) Officer regarding this investigation. On August 19, 2024, Officer Potts confirmed he is investigating this matter and is awaiting documents from the facility.

The home manager reported the prescription in question was an as needed medication and he believes the resident received all the medication. Officer Potts advised that Resident A is paranoid, and the allegation may be the result of Resident A's "paranoid thought pattern." On September 9, 2024, I sent an email to Officer Potts inquiring as to the status of his investigation and he reported he will not be able to substantiate any theft of the medication, as alleged by the resident. However, he is substantiating under "personal property" as the facility cannot account for five of the administrations.

On September 6, 2024, I completed an unannounced on-site inspection and interviewed the Home Manager, Quante Johnson. Manager Johnson has worked at the facility for 3 years. Regarding the allegation, Resident A had some dental work done and was prescribed 6 Acetaminophen/Codeine 300/30mg tablets as needed for pain. Resident A received all 6 tablets of the medication however staff did not document all the times Resident A was administered the medication. Manager Johnson administered the medication once on August 12, 2024, and that was the only time that the medication was signed that it was given to Resident A. According to Manager Johnson, staff did not steal Resident A's medication. Manager Johnson reported he believes staff administered all the pills to Resident A however they failed to document that it was given. Manager Johnson reported that they did not do a count of the medication.

While at the facility, I reviewed resident medication and medication records. Resident A's medication administration records were viewed and according to the record, Resident A was administered Acetaminophen/Codeine 300/30mg once on August 12, 2024. I viewed a prescription written for Resident A. The prescription was dated for April 2, 2024, and the medication was Codeine-Acetaminophen 30mg-300mg tablet. Resident A was to take one pill every four to six hours as needed for pain. The prescription was for 6 tablets with no refills.

On September 6, 2024, I interviewed Staff, Derrice Samuels who has been employed at the facility for almost one year. Staff Samuels denied any knowledge of the allegations. Staff Samuels denied Resident A asked him for his PRN medication. Staff Samuels administers medications often and he denied any concerns with resident medications. Staff Samuels stated that sometimes staff forget to record that they passed a medication. Staff Samuels denied concerns that staff or anyone may have stolen Resident A's medication. Staff Samuels explained that medications are very secure as they are locked in medication room in a locked medication cabinet and narcotics are further secured in a locked box.

On September 6, 2024, I interviewed Resident A regarding the allegation. Resident A stated he never took his Acetaminophen medication that was prescribed to him. Resident A stated someone stole the medication from him. Resident A could not provide any reason for why he believed the medication was stolen.

On September 6, 2024, I interviewed Resident B who reported he is prescribed medications however he is not sure the names or doses of the medications. Resident B

reported staff administer his medications and he believes he receives all his medications as ordered. Resident B denied any concerns with his medication.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.
ANALYSIS:	<p>It was alleged that Resident A's medication was stolen. Upon conclusion of an unannounced on-site inspection, a review of documentation, and investigative interviews there is not a preponderance of evidence to conclude a rule violation.</p> <p>Resident A was prescribed 6 Acetaminophen/Codeine 300/30mg tablets after dental work. Resident A was interviewed and stated he did not receive the medication and he believed they were stolen. Resident A's medication administration sheets were viewed and revealed he received one tablet on August 12, 2024. The Home Manager, Quante Johnson denied staff stole Resident A's medication. Manager Johnson reported Resident A received all his medication, but staff did not record the medication was administered 5 times. Resident B was interviewed and stated he receives all his medication as ordered. Staff Derrice Samuels reported no concerns with staff stealing medication and advised sometimes staff forget to document that medication was administered.</p> <p>There is not a preponderance of evidence to conclude Resident A's medication was stolen as alleged.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On September 6, 2024, I completed an unannounced on-site inspection and interviewed the Home Manager, Quante Johnson. Manager Johnson reported Resident A had some dental work done and was prescribed 6 Acetaminophen/Codeine 300/30mg tablets as needed for pain. Resident A was administered all 6 tablets however staff did not document all the times Resident A was administered the medication. Manager Johnson administered the medication once on August 12, 2024, and that was the only time that the medication was signed that it was given to Resident A.

While at the facility, I viewed Resident A's medication administration records and, according to the record, Resident A was administered Acetaminophen/Codeine 300/30mg once on August 12, 2024.

On September 6, 2024, I interviewed Staff, Derrice Samuels who has been employed at the facility for almost one year. Staff Samuels stated that sometimes staff forget to record that they passed a medication.

On September 9, 2024, I sent an email to Officer Potts inquiring as to the status of his investigation and he reported he will not be able to substantiate any theft of the medication, as alleged by the resident. However, he is substantiating under "personal property" as the facility cannot account for five of the administrations.

On September 16, 2024, I conducted an Exit Conference with Licensee Designee, Jennifer Bhaskaran regarding this rule violation. Licensee Designee Bhaskaran advised that the facility utilizes an electronic medical recording system and this rule violation maybe a training issue.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(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: (b) Complete an individual medication log that contains all of the following information: (v) The initials of the person who administers the medication, which shall be entered at the time the medication is given.

ANALYSIS:	Resident A was prescribed 6 tablets of Acetaminophen/Codeine 300/30mg tablets. According to Home Manager, Quante Johnson, Resident A was administered all 6 tablets however it was only signed for once on August 12, 2024.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

On September 6, 2024, I completed an unannounced on-site inspection and interviewed the Home Manager, Quante Johnson. Manager Johnson reported Resident A had some dental work done and was prescribed 6 Acetaminophen/Codeine 300/30mg tablets as needed for pain. I viewed a prescription written for Resident A. The prescription was dated for April 2, 2024, and the medication was Codeine-Acetaminophen 30mg-300mg tablet. Resident A was to take one pill every four to six hours as needed for pain. I reviewed Resident A's medication administration records and according to the record, Resident A was administered Acetaminophen/Codeine 300/30mg once on August 12, 2024. There was no record of the reason for the administration of the as needed medication.

On September 16, 2024, I conducted an Exit Conference with Licensee Designee, Jennifer Bhaskaran regarding this rule violation. Licensee Designee Bhaskaran advised that the facility utilizes an electronic medical recording system and this rule violation maybe a training issue.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(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: (c) Record the reason for each administration of medication that is prescribed on an as needed basis.
ANALYSIS:	On September 6, 2024, I completed an unannounced on-site inspection and interviewed the Home Manager, Quante Johnson. Manager Johnson reported Resident A had some dental work done and was prescribed 6 Acetaminophen/Codeine 300/30mg tablets as needed for pain.

	I viewed a prescription written for Resident A. The prescription was dated for April 2, 2024, and the medication was Codeine-Acetaminophen 30mg-300mg tablet. Resident A was to take one pill every four to six hours as needed for pain. I reviewed Resident A's medication administration records and according to the record, Resident A was administered Acetaminophen/Codeine 300/30mg once on August 12, 2024. There was no record of the reason for the administration of the as needed medication.
CONCLUSION:	VIOLATION ESTABLISHED

On September 16, 2024, I conducted an exit Conference with Licensee Designee, Jennifer Bhaskaran regarding this investigation. I advised Licensee Designee Bhaskaran I would be requesting a corrective action plan for the cited rule violations.

IV. RECOMMENDATION

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

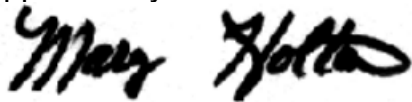


9/16/2024

Christina Garza
Licensing Consultant

Date

Approved By:



9/17/2024

Mary E. Holton
Area Manager

Date