



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 12, 2024

Laura Hatfield-Smith
ResCare Premier, Inc.
Suite 1A
6185 Tittabawassee
Saginaw, MI 48603

RE: License #:	AM440284750
Investigation #:	2025A0872007
	Rescare Premier Reamer Meadows

Dear Laura Hatfield-Smith:

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Susan Hutchinson".

Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM440284750
Investigation #:	2025A0872007
Complaint Receipt Date:	10/28/2024
Investigation Initiation Date:	10/28/2024
Report Due Date:	12/27/2024
Licensee Name:	ResCare Premier, Inc.
Licensee Address:	9901 Linn Station Road Louisville, KY 40223
Licensee Telephone #:	(989) 791-7174
Administrator:	Laura Hatfield-Smith
Licensee Designee:	Laura Hatfield-Smith
Name of Facility:	Rescare Premier Reamer Meadows
Facility Address:	3082 Reamer Lapeer, MI 48446
Facility Telephone #:	(810) 664-1371
Original Issuance Date:	01/23/2008
License Status:	REGULAR
Effective Date:	07/28/2024
Expiration Date:	07/27/2026
Capacity:	10
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Staff accidentally locked the keys inside the medication room and Resident A was asked to crawl through a window to unlock the door. Resident A received a back injury because of this.	Yes

III. METHODOLOGY

10/28/2024	Special Investigation Intake 2025A0872007
10/28/2024	APS Referral I made an APS complaint via email
10/28/2024	Special Investigation Initiated - Letter
11/07/2024	Inspection Completed On-site Unannounced
11/07/2024	Contact - Telephone call made I interviewed Guardian A1
11/12/2024	Contact - Document Sent I emailed the managers requesting information related to this complaint
11/13/2024	Contact - Document Received AFC documentation received
12/09/2024	Contact - Telephone call made I interviewed staff Kaylee Ingles
12/09/2024	Contact - Document Sent I emailed the program director, Holly Pavlov requesting additional information related to this complaint
12/11/2024	Contact - Telephone call made I interviewed Resident A
12/11/2024	Contact - Document Received I received additional documentation related to this complaint

12/11/2024	Exit Conference I conducted an exit conference with the licensee designee, Laura Hatfield-Smith
12/11/2024	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: Staff accidentally locked the keys inside the medication room and Resident A was asked to crawl through a window to unlock the door. Resident A received a back injury because of this.

INVESTIGATION: On 11/07/2024, I conducted an unannounced onsite inspection of ResCare Premier Reamer Meadows Adult Foster Care facility. I interviewed the home manager (HM), Lisa Louk. HM Louk said that Resident A was moved from this facility on 10/30/24 and she will not be returning. Therefore, I was not able to interview her.

I reviewed the allegations with HM Louk, and she confirmed that one day during the week of 10/14/2024, staff Kaylee Ingles locked her keys in the medication room and Resident A crawled through the window to unlock the door. According to HM Louk, Staff Ingles said that Resident A “offered” to crawl through the window, but she still received a written warning for allowing Resident A to do so.

HM Louk said that she was not aware of the incident until the next day, when Resident A complained of back pain. HM Louk asked staff if anything happened, and Staff Ingles told her about the window incident. According to HM Louk, as soon as Staff Ingles told her about the incident, she contacted Resident A’s physician who came out the same day and examined her. Resident A’s physician then ordered a home x-ray which was completed and showed no findings. HM Louk said that prior to this incident, Resident A complained about pain in her back off and on and her physician was aware.

On 11/07/2024, I interviewed Guardian A1 via telephone. Guardian A1 confirmed that sometime during the week of 10/14/2024, Resident A crawled through the medication room window to unlock the door because staff had locked her keys in the room. Guardian A1 said that according to Resident A, shortly after the incident she told staff that her back hurt but staff told Resident A she was fine. Resident A told another staff later that day and that staff gave her ibuprofen for the pain and put in an order for Resident A’s physician to come to the facility to examine Resident A.

According to Guardian A1, Resident A has cerebral palsy, and she suffers from chronic back pain and tightness. Guardian A1 said that when Resident A crawled through the window at the AFC home, she injured her back. Resident A’s physician did examine Resident A and did order an x-ray which showed no findings. Guardian A1 said that even though Resident A did not suffer an injury from this incident, staff should have never allowed her to crawl through the window whether she offered or not. Guardian A1

said that she chose to move Resident A to another AFC facility, and she was discharged from ResCare Premier Reamer Meadows on 10/30/2024.

On 11/13/2024, I reviewed AFC paperwork related to this complaint. Resident A was admitted to this facility on 06/10/2024 and she was discharged on 10/30/2024. According to Resident A's Health Care Appraisal dated 05/14/2024, she is diagnosed with a developmental delay, cerebral palsy, and other health issues. Resident A is fully ambulatory.

I reviewed a staff corrective action form dated 10/29/2024 regarding staff Kaylee Ingles. According to this document, Staff Ingles received a written warning per the company's employee handbook addressing violations of standards of conduct. The reason for the corrective action is listed as, "You asked, supervised, and helped an individual we serve, crawl through the medication room window because you locked the keys in the med room. You placed this individual at risk of physical harm as the act of crawling in was not safe and the fact that she crawled into a room full of medications." The expected employee performance/action is, "Follow safety procedures (do not put clients at risk of harm); DO NOT allow clients access to medication room, call supervisor and get instruction if/when there is an issue regarding keys and locked areas." This form was signed by HM Louk on 10/29/24 and Staff Ingles on 10/30/2024.

On 12/09/2024, I interviewed staff Kaylee Ingles via telephone. Staff Ingles said that she began working for ResCare Premier Reamer Meadows in October 2024 and she primarily worked 2nd shift. According to Staff Ingles, one day during the week of October 14, 2024, she accidentally locked her keys in the medication room. Staff Ingles said that she went outside and tried to crawl through the window to the medication room, but she could not fit. Staff Ingles said that Resident A came outside and when she saw what was happening, she offered to crawl through the window since she is smaller than Staff Ingles. Staff Ingles said that she watched Resident A crawl through the window, step on the chair by the window, step down to the floor and immediately open the door. Staff Ingles told me that Resident A did not slip or fall, and she was not injured during this incident. Staff Ingles stated that she worked the rest of the shift and Resident A never complained about any pain.

According to Staff Ingles, the next day HM Louk said that Resident A was complaining about back pain. HM Louk asked staff if anything happened, and Staff Ingles told HM Louk about Resident A crawling through the window. Staff Ingles said that HM Louk called Resident A's physician who came out the same day and examined Resident A. Staff Ingles said that Resident A's doctor also ordered an x-ray which was completed that day or soon thereafter and there were no findings. Staff Ingles told me that she received a written warning due to this incident.

On 12/11/2024, I interviewed Resident A via telephone. Resident A confirmed that she lived at ResCare Premier Reamer Meadows for approximately three months. Resident A said that one day in October 2024, Staff Kaylee (Ingles) locked her keys in the medication room. Staff Ingles asked Resident A to crawl through the window and unlock

the door. Resident A said that she felt like she “didn’t have a choice” so she crawled through the window and unlocked the door. Resident A told me that when she crawled through the window, she landed on the floor, not on the chair, and her “whole body vibrated.” According to Resident A, she told Staff Ingles that her back hurt but Staff Ingles told her she was fine. Resident A said that later that night, she asked one of the other staff for some pain medication and since she had a standing order for ibuprofen, staff gave Resident A ibuprofen before bed.

Resident A stated that the next day or the day after that, when the home manager (HM), Lisa Louk got to work Resident A told her that her back hurt. HM Louk contacted Nurse Practitioner (NP) Lisa Lindsay who came out to the facility and examined Resident A. NP Lindsay also ordered a home x-ray and an x-ray was also completed the same day with no findings. Resident A said that even though she was examined by NP Lindsay, and she had an x-ray, her back still hurts sometimes.

On 12/11/2024, I received an email and AFC documentation from ResCare Premier’s program director (PD), Holly Pavlov. According to PD Pavlov, staff did not complete an Incident/Accident Report for the incident involving Resident A because Resident A told staff that she was not hurt. PD Pavlov also said that the facility did not receive a copy of the home x-ray because there were no findings.

I reviewed a physician consultation form dated 10/21/2024 regarding Resident A. According to this document, NP Lisa Lindsay examined Resident A on 10/21/2024 regarding “complaint of back pain.” An in-home x-ray was also ordered. No further treatment or recommendations were ordered.

On 12/11/2024, I conducted an exit conference with the licensee designee, Laura Hatfield-Smith. I told her that I have concluded my investigation and explained which rule violation I am substantiating. LD Hatfield-Smith agreed to complete and submit a corrective action plan upon the receipt of my investigation report.

APPLICABLE RULE	
R 400.14305	Resident protection.
ANALYSIS:	(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.
	<p>Resident A told me that sometime during the week of 10/14/2024, staff Kaylee Ingles asked her to crawl through the medication room window to unlock the door. Resident A said that she injured her back due to this incident.</p> <p>Staff Kaylee Ingles confirmed that one day during the week of 10/14/2024, Resident A crawled through the medication room window to unlock the door because Staff Ingles locked the keys</p>

	<p>in the room. Staff Ingles said that Resident A offered to crawl through the window and said that Resident A told her that she was not injured as a result of this incident.</p> <p>According to the home manager (HM), Lisa Louk, Guardian A1, Resident A, and documentation received from the facility, Nurse Practitioner Lisa Lindsay examined Resident A the next day and did not find any injuries. Resident A also received an in-home x-ray which showed no findings.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.

Susan Hutchinson

December 12, 2024

Susan Hutchinson Licensing Consultant	Date
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Approved By:

Mary Holton

December 12, 2024

Mary E. Holton Area Manager	Date
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