



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 2, 2020

Nicholas Burnett
Flatrock Manor, Inc.
2360 Stonebridge Drive
Flint, MI 48532

RE: License #: AM250388519
Investigation #: 2020A0501027
Flatrock Manor of Flint Township

Dear Mr. Burnett:

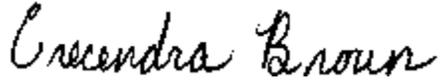
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 (810) 787-7031.

Sincerely,

A handwritten signature in black ink that reads "Crecendra Brown". The script is cursive and fluid.

Crecendra Brown, Licensing Consultant
Bureau of Community and Health Systems
4809 Clio Road
Flint, MI 48504
(810) 931-0965

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM250388519
Investigation #:	2020A0501027
Complaint Receipt Date:	04/01/2020
Investigation Initiation Date:	04/01/2020
Report Due Date:	05/31/2020
Licensee Name:	Flatrock Manor, Inc.
Licensee Address:	7012 River Road Flushing, MI 48433
Licensee Telephone #:	(810) 964-1430
Administrator:	Carrie Aldrich
Licensee Designee:	Nicholas Burnett
Name of Facility:	Flatrock Manor of Flint Township
Facility Address:	2360 Stonebridge Drive Flint, MI 48532
Facility Telephone #:	(810) 875-9444
Original Issuance Date:	11/16/2017
License Status:	REGULAR
Effective Date:	12/22/2018
Expiration Date:	12/21/2020
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was discharged from the hospital on March 21, 2020 with new medication orders. Staff did not administer the new medication and continued to administer Resident A's old medication order.	Yes

III. METHODOLOGY

04/01/2020	Special Investigation Intake 2020A0501027
04/01/2020	Special Investigation Initiated - Letter
04/01/2020	APS Referral APS Referral denied for investigation.
04/01/2020	Contact - Document Received Genesee Health System Recipient Rights Kim Nguyen-Forbes.
04/01/2020	Contact - Document Sent Licensee Designee Nick Burnett and Administrator Carrie Aldrich.
04/24/2020	Contact - Telephone call made Genesee Health Systems Case Manager Penny Tohm.
04/24/2020	Contact - Telephone call made Medication Coordinator Jordan Smith.
04/24/2020	Contact - Telephone call made Staff Mariah Kimball.
04/24/2020	Contact - Telephone call made Staff Bryon Boston.
04/24/2020	Contact - Telephone call made Staff Nicole Johns.
04/24/2020	Contact - Telephone call made Guardian A.
04/24/2020	Exit Conference Licensee Designee Nick Burnett.

ALLEGATION:

Resident A was discharged from the hospital on March 21, 2020 with new medication orders. Staff did not administer the new medication and continued to administer Resident A's old medication order.

INVESTIGATION:

On April 1, 2020, I received an email from Genesee Health System Recipient Rights Kim Nguyen-Forbes. Ms. Forbes reported that the facility did not administer medications as ordered from Resident A's hospital discharge on March 21, 2020 and went back to administering pre-hospitalization medications.

On April 1, 2020, I requested paperwork for the investigation from Licensee Designee Nicholas Burnett and Administrator Carrie Aldrich.

I reviewed an Incident report which was dated March 16, 2020. Resident A was sent to the hospital. Resident A's McLaren Hospital Medical Record reports that she was admitted on March 16, 2020 and discharged on March 21, 2020. Resident A's discharge diagnosis was acute metabolic encephalopathy, sinus tachycardia, leukocytosis, hypertensive, seizure disorder, and history of autism. Discharge instructions were low-salt diet, follow-up with primary care provider and psychiatry service.

Discharge medication instructions started on March 21, 2020. Resident A's prescriptions were as follows: Carbamazepine tablet 200mg oral 3 times a day, Calcium carbonate 625mg by mouth 2 times per day as needed, Ativan 1mg by mouth every 6 hours as needed, Propranolol 10mg by mouth 3 times per day, Quetiapine 400mg by mouth every day at bedtime, Quetiapine 200mg tablet oral every morning, Depakote 750mg by mouth every 12 hours, and Levothyroxine 50 microgram by mouth daily.

I reviewed Resident A's medication log. On March 22nd, March 23rd, March 24th and March 25th, the following medications were administered to Resident A: Carbamazepine 100mg 3 times a day, Clonazepam 0.5mg tablets 2 times a day, Clonidine HCL 0.1mg tablets 2 times a day, and Gabapentin 300mg capsules 3 times a day.

On April 24, 2020, I conducted a phone interview with Genesee Health Systems Case Manager Penny Tohm. Ms. Tohm stated that the allegation was true. Ms. Tohm stated that she and the Genesee Health Systems Nurse Practitioner discovered that the facility was not following the hospital discharge medication orders. Ms. Tohm stated that Medication Coordinator Jordan Smith told her that the facility had not been following the hospital discharge medication orders for Resident A. Ms. Tohm stated that Resident A is back in the hospital again. Ms. Tohm stated that Recipient Rights investigated the facility and discovered that the licensee had

their own policy to ignore hospital discharge instructions on medication changes for residents. Ms. Tohm stated that because Flatrock Manor of Flint Township ignored the hospital discharge instructions on the medication changes, Resident A went through three medication changes within a two-week period.

On April 24, 2020, I conducted a phone interview with Medication Coordinator Jordan Smith. Ms. Smith stated that there was a policy at Flatrock to not change the medications from the discharge instructions and to keep using the previous prescriptions. Ms. Smith stated that currently they have changed the policy so that when the person is discharged staff talk to someone at the hospital about the medication changes. Ms. Smith stated that now she makes sure the residents get the prescriptions from the hospital approved and are fillable before they are discharged.

On April 24, 2020, I conducted a phone interview with Staff Mariah Kimball. Ms. Kimball stated that she is not sure about the allegation. Ms. Kimball stated that she is a medication passer for the facility and there are at least three medication passers on each shift. Ms. Kimball stated that Ms. Smith handles all of the medication changes and notifies the staff.

On April 24, 2020, I attempted to conduct a phone interview with Staff Bryon Boston. The phone rang a few times and went to voicemail. The voicemail box was full and would not allow me to leave a message. Several texts messages were sent to my phone from Mr. Boston's phone number asking me who I was. I identified myself several times and to date, I have not received a return phone call from Mr. Boston.

On April 24, 2020, I conducted a phone interview with Staff Nicole Johns. Ms. Johns stated that she did not know anything about the allegation. Ms. Johns stated that she was a medication passer for the facility. Ms. Johns stated that Ms. Smith handles all of the medication changes.

On April 24, 2020, I conducted a phone interview with Guardian A. Guardian A stated that she was aware of the investigation. Guardian A stated that Resident A went back to the hospital on April 14, 2020. Guardian A stated that Resident A is stable and doing well, but she is being treated for a wound on her leg. Guardian A stated that Flatrock Manor "messed (Resident A) up" by not following the hospital discharge instructions on the medication changes. Guardian A stated the facility has a new manager that seems will be better than the last one.

On April 24, 2020, I conducted a phone exit conference with Licensee Designee Nick Burnett. I informed Mr. Burnett that a corrective action plan would be requested for the violation. Mr. Burnett initially stated that he did not agree with having to submit a corrective action plan but called me back later that same day stating that he would be completing the corrective action plan.

APPLICABLE RULE	
R 400.14312	Resident medications.
	<p>(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 {333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.</p> <p>(2) Medication shall be given, taken, or applied pursuant to label instructions.</p> <p>(7) Prescription medication that is no longer required by a resident shall be properly disposed of after consultation with a physician or a pharmacist.</p>
ANALYSIS:	<p>Guardian A, Genesee Health Systems Case Manager Penny Tohm and Flatrock Manor Medication Coordinator Jordan Smith each stated that Resident A's discharge instructions on medication changes were not followed when she was discharged from the hospital on March 21, 2020.</p> <p>I reviewed Resident A's medication log. On March 22nd, March 23rd, March 24th and March 25th, Flatrock Manor of Flint Township staff did not follow the medication discharge instructions for Resident A.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable and approved corrective action plan, no change to the license status is recommended.

Crecendra Brown

June 2, 2020

Crecendra Brown
Licensing Consultant

Date

Approved By:

Jerry Hendrick

June 2, 2020

Jerry Hendrick
Area Manager

Date