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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 15, 2020

Marcia Curtiss
Homestead Management
Suite 115
21800 Haggerty Rd.
Northville, MI 48167

RE: License #:	AL410007144
Investigation #:	2020A0356038
	Addington Place at East Paris #6

Dear Mrs. Curtiss:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Elliott". The signature is written in a cursive style with a large, looping initial "E".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410007144
Investigation #:	2020A0356038
Complaint Receipt Date:	05/18/2020
Investigation Initiation Date:	05/19/2020
Report Due Date:	07/17/2020
Licensee Name:	Homestead Management
Licensee Address:	Suite 115, 21800 Haggerty Rd. Northville, MI 48167
Licensee Telephone #:	(616) 949-9500
Administrator:	Kat Hartley
Licensee Designee:	Marcia Curtiss
Name of Facility:	Addington Place at East Paris #6
Facility Address:	3962 Whispering Way Grand Rapids, MI 49546-5804
Facility Telephone #:	(616) 949-9500
Original Issuance Date:	07/07/1988
License Status:	REGULAR
Effective Date:	01/30/2020
Expiration Date:	01/29/2022
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident A's discharge from the hospital was delayed because staff at the hospital were unable to reach anyone at the facility by phone to ensure Resident A's safe return to the facility.	Yes

III. METHODOLOGY

05/18/2020	Special Investigation Intake 2020A0356038
05/19/2020	Special Investigation Initiated - Telephone Jessica Givens, social worker.
05/20/2020	Contact - Document Received Jessica Givens-works 7P-7A at ED.
05/20/2020	Contact - Telephone call made 616-949-9500-No answer 2x.
05/22/2020	Contact - Telephone call made 616-949-9500/No answer.
05/22/2020	Contact - Telephone call made Spoke to Linda Edmonds, office manager re: answering phone calls to the facility.
05/22/2020	Contact - Telephone call made Metro ED-re: complaint, spoke to Keana, social worker.
05/22/2020	Contact - Telephone call made LD, Marcia Curtiss (no message left, voicemail full).
05/22/2020	Contact - Document Sent Email to Kat Hartley, Administrator, Audra Rein, facility nurse and Marcia Curtiss, LD. Request for GRPD report sent/There was no report written for the well-being check conducted on 05/15/2020.
05/22/2020	Contact - Telephone call made I called 616-949-9500 on 04/13/2020, 04/14/2020 & 04/15/2020 due to concerns about reaching someone at the facility then and could not get thru at that time. I emailed M. Curtiss on 04/15/2020 and informed her there is no response to telephone calls to the facility, she responded acknowledging she received the info.

06/15/2020	Exit Conference-Licensee Designee, Marcia Curtiss via telephone.
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ALLEGATION: Resident A's discharge from the hospital was delayed because staff at the hospital were unable to reach anyone at the facility by phone to ensure Resident A's safe return to the facility.

INVESTIGATION: On 05/18/2020, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported that Resident A was seen at the Metro Emergency Department on 05/15/2020 for complaints of shortness of breath and paranoia. Once Resident A was ready for discharge, nursing staff attempted to call the facility to report that Resident A was ready to be discharged and per protocol, the nursing staff needed confirmation that someone was at the facility and ready to receive Resident A for patient safety purposes. Nursing staff tried calling the facility several times but nobody answered the telephone calls. The complainant reported eventually, Metro Social Work staff became involved and tried calling the facility three times without answer. The social worker then waited and called again, and someone at the facility picked up the phone and then hung up. This occurred three times, Metro Social Work then called the Grand Rapids Police Department for a well-being check due to staff not answering the telephone at the facility. The social worker did reach out to Relative #1 who reported that since Resident A has lived at this facility, she has not been able to get in contact with any staff at the facility. She stated she had to purchase Resident A a personal cell phone in order to get ahold of Resident A.

On 05/20/2020, I conducted a search on the Statewide Search for Adult Foster Care/Homes for the Aged facilities at <https://adultfostercare.apps.lara.state.mi.us> the Addington Place at East Paris main website at <https://www.addingtonplaceep.com> and the Bureau Information Tracking System (BITS) used by LARA to obtain the documented contact number for the facility and the Licensee Designee, Marcia Curtiss. The number listed on all three sites is 616-949-9500.

On 05/20/2020 and 05/22/2020, I called the facility two times at 616-949-9500. On 05/20/2020, I received no answer to both my calls and there was no way to leave a message. On my first attempt on 05/22/2020, I again received no answer and no way to leave a message. On my second call on 05/22/2020, the phone was answered, and I spoke to Linda Edmonds. Ms. Edmonds is the office manager at the facility, she stated my number came up on their phones as "anonymous" and suggested that might be the reason no one is answering the telephone when I call. I explained to Ms. Edmonds that should not matter as this is the number advertised on their website and the main telephone number on every contact licensing has for this facility.

On 05/22/2020, I interviewed Jessica Givens, Metro Hospital Emergency Department Social Worker via telephone. Ms. Givens stated Resident A's discharge was delayed by hours due to staff at the hospital not being able to reach anyone at the facility to facilitate Resident A's return. Ms. Givens stated nursing staff began

calling the facility at 6:58PM on 05/15/2020 to #616-949-9500 and called consistently for the next 35 minutes and were unable to reach anyone at the facility. Ms. Givens stated she became involved at 7:27PM and began calling the facility getting no answer. Ms. Given stated she called a sister facility and spoke to "Jeanine" at that facility asking if there was an alternative number to the 616-949-9500 number that they had been calling and were told, there is not an alternative number. Ms. Givens stated she continued to call and at one time, the phone was picked up and hung up. Ms. Givens stated she contacted the Grand Rapids Police Department (GRPD) requesting that a well-being check be conducted at the facility. Ms. Givens stated she knew this was a 24-hour staffed facility and became concerned about the well-being of staff due to the number of times hospital personnel attempted telephone calls with no answer and the telephone hang up. Ms. Givens stated approximately 30 minutes after her call to GRPD, she received a telephone call from dispatch stating the police were sent out and one of the officers called dispatch stating they contacted staff at the facility. Finally, at 9:14PM a Metro nurse was able to reach the facility nurse, Audra Rein and discharge for Resident A was facilitated to take place at 9:30PM, which was two hours after Ms. Givens became involved in an already ongoing quest to reach someone at the facility.

On 06/03/2020, I interviewed Licensee Designee, Marcia Curtiss, Administrator, Kat Hartley and Facility Nurse, Audra Rein via telephone. Ms. Curtiss stated during the day, there are 3 people in the office from 8am-5pm. Linda (Edmonds) Business Office Manager, Kat (Hartley) Administrator/Executive Director and Alex (Snoeynik) Marketer that are responsible to ensure the phones are answered. After hours the phones ring to all phones in the buildings, including cordless phones carried by the shift supervisor(s). Ms. Curtiss stated the system changed from a traditional phone system to a VOIP system just under a year ago, meaning it's an internet-based phone system. Ms. Curtiss acknowledged there were issues with it in the beginning and every once in a while if the internet is down the phones are also down. Ms. Curtiss stated they have emergency phones on site that allow outgoing calls only during those times and also company cell phones on site if that happens, but she (Ms. Curtiss) is just hearing now from Ms. Hartley and Ms. Rein that some of those cell phones may be missing. Ms. Curtiss stated their IT person states the phone system at the facility is fine so, possibly there are issues with incoming calls because Ms. Rein was at work on 05/15/2020 answering telephone calls. Ms. Hartley stated she received a telephone call from Jeanine Hayes, facility nurse at another one of their facilities who reported that she had received a telephone call from the social worker at Metro Hospital because they could not get an answer to their telephone calls. Ms. Hartley stated she found that odd because she knew Ms. Rein was working at the facility on the evening of 05/15/2020. Ms. Rein confirmed that she was at the facility on the evening of 05/15/2020 and answering the phones. Ms. Rein stated she spoke to a nurse and social worker from Metro on 05/15/2020 because she asked that they do a urine test on Resident A before they send her back to the facility and they had not done one. Ms. Rein stated at that time, discharge was not discussed, and she only received that one call from anyone from Metro Hospital regarding Resident A. Ms. Rein stated Metro Hospital did call the police but GRPD

never came to the facility, they called and spoke to Ms. Hayes at the other facility. Ms. Curtiss stated she is going to have the facility IT department inspect the phone lines to the facility to make sure there is not a problem and she will also look into if this issue could be staff related such as staff not answering the telephone lines even though they are ringing into the facility.

On 06/15/2020, I conducted an Exit Conference with Licensee Designee, Marcia Curtiss via telephone. Ms. Curtiss stated she will submit an acceptable corrective action plan.

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(5) A licensee or administrator shall designate, in writing, a person who shall be on-site or immediately available and who shall have the authority to carry out the licensee's or administrator's responsibilities in the absence of the licensee or administrator and shall ensure that the identity of the designated person is made known to all staff.
ANALYSIS:	Based on investigative findings, that include interviews and actual attempts made by myself to contact staff at the facility via telephone, there is a preponderance of evidence to show that the main facility number is not being answered by staff who are onsite and who are in charge of answering the telephones for the general public. Because no one is answering the phones, the discharge of Resident A from Metro Hospital Emergency Department on the evening of 05/15/2020 was delayed by hours due to hospital personnel's inability to reach anyone at the facility by telephone.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.

Elizabeth Elliott

06/15/2020

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



06/15/2020

Jerry Hendrick
Area Manager

Date