



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 7, 2020

Rebecca Long
Sensations
511 E. Shepherd
Charlotte, MI 48813

RE: License #: AH230303551
Investigation #: 2020A0465029
Sensations

Dear Ms. Long:

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) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Gonzalez".

Stephanie Gonzalez, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

Lansing, MI 48909
(517) 243-6063

enclosure



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

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

I. IDENTIFYING INFORMATION

License #:	AH230303551
Investigation #:	2020A0465029
Complaint Receipt Date:	05/19/2020
Investigation Initiation Date:	05/22/2020
Report Due Date:	06/18/2020
Licensee Name:	AWL Companies LLC
Licensee Address:	511 E. Shepherd Street Charlotte, MI 48813
Licensee Telephone #:	(520) 307-1196
Administrator:	Rebecca Long
Authorized Representative	Rebecca Long
Name of Facility:	Sensations
Facility Address:	511 E. Shepherd Charlotte, MI 48813
Facility Telephone #:	(517) 543-8101
Original Issuance Date:	03/03/2011
License Status:	REGULAR
Effective Date:	04/16/2019
Expiration Date:	04/15/2020



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

Capacity:	39
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The facility has not administered Resident A's medication as prescribed.	Yes
Additional Findings	Yes

III. METHODOLOGY

05/19/2020	Special Investigation Intake 2020A0465029
05/22/2020	Special Investigation Initiated - Telephone Spoke to Complainant
06/19/2020	Contact - Document Sent Email exchange with APS worker Shelly Stratz
06/19/2020	Contact – Telephone call made Contacted facility
06/23/2020	Contact - Document Received Documents received from facility
06/30/2020	Contact - Document Received Documents received from facility
06/30/2020	Contact - Telephone call made Conducted telephone interviews with staff
07/01/2020	Contact - Document Received Documents received from facility
07/07/2020	Contact - Telephone call made Spoke to Guardian A1
07/07/2020	Exit Conference Conducted Exit Conference with Rebecca Long
07/07/2020	Inspection Completed-BCAL Sub. Compliance



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

ALLEGATION:

The facility has not administered Resident A's medication as prescribed.

INVESTIGATION:

On 5/19/20, a complaint was received, alleging that the facility has not administered Resident A's medication as prescribed. The complaint stated that Resident A is diagnosed with Dementia, respiratory failure COPD and Asthma. The complaint stated that Resident A is a retired veteran and receives his prescription medications from the Veteran's Administration (VA). The complaint stated that Resident A has not been given his medication as prescribed. The complaint stated that the facility has an abundance of Exelon patches onsite at the facility.

On 5/22/20, I spoke to Complainant, who confirmed that the information contained in the complaint is accurate.

On 6/19/20, I spoke to Adult Protective Services Worker, Shelly Stratz. Ms. Stratz stated that she completed an investigation of this complaint and determined there was not sufficient information to confirm that Resident A was the victim of abuse or neglect. Ms. Stratz stated that she did not substantiate any violations and her case is now closed.

On 6/19/20, I contacted the facility to initiate this investigation via telephone. Due to the current COVID-19 restrictions in place, an onsite inspection was not completed as part of this investigation.

On 6/19/20, Admissions and Marketing Director, Larissa Krem, provided me with Resident A's facility documents. The *Face Sheet* read that Resident A was admitted to the facility on 9/26/19, has a legal guardian, Guardian A1, and receives all medication via the Veterans Administration (VA). The *Health Care Appraisal* read that Resident A has a medical diagnosis of Dementia, COPD and Hypertension. The *Medication Administration Records (MARS)* for March 2020, April 2020, May 2020 and June 2020. I reviewed the MARS, which read Resident A is prescribed Albuterol for Nebulizer 0.083%, to be dispensed thru nebulizer every 4-6 hours for shortness of breath or wheezing. The MARS for March 2020 and April 2020 documented the six times in which Resident A was not administered his prescribed Albuterol for Nebulizer:

3/15/20:

- 7:50am: Albuterol for Nebulizer was not administered; No Pass Reason: Pharmacy Modification.



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

- 9:58am: Albuterol for Nebulizer was not administered; No Pass Reason: Pharmacy Modification.
- 11:53pm: Albuterol for Nebulizer was not administered; No Pass Reason: Pharmacy Modification.

3/17/20:

- 8:39am: Albuterol for Nebulizer was not administered; No Pass Reason: Pharmacy Modification.
- 11:23am: Albuterol for Nebulizer was not administered; No Pass Reason: Pharmacy Modification.

4/10/20:

- 4:55pm: Albuterol for Nebulizer was not administered; No Pass Reason: No nebulizer supplies.

I reviewed the MARS, which read Resident A is prescribed one Exelon Patch/Rivastigmine 4.6mg patch daily. The *Exelon Patch Inventory Sheet* read that Resident A had 132 patches onsite at the facility as of 6/18/2020. The document read that, upon admission, Guardian A1 provided the facility with approximately 90 Exelon patches in addition to the VA's monthly allocation/delivery of 90 Exelon patches. The *Exelon Patch Inventory Sheet* provided a thorough and detailed inventory of all Exelon patch inventory and usage for the timeframes of 9/26/2019 to 6/18/2020.

On 7/7/20, I interviewed Guardian A1, who reported that she has maintained consistent contact with Resident A and facility staff during the time that Resident A has resided at the facility. Guardian A1 stated, "{Resident A} receives his medications from the VA. The medications are mailed to the facility monthly and there have been occasions when I have picked up medications and dropped them off to the facility also." Guardian A1 stated that the facility did not administer Resident A's Albuterol medication on several occasions during the months of March 2020 and April 2020. Guardian A1 stated, "The facility kept running out of Albuterol. The staff should have been proactive in ensuring that medication was always onsite and available to administer." Guardian A1 stated that the facility has a large quantity of Exelon patches onsite at the facility but acknowledged that, at the time of Resident A's admission to the facility, she gave approximately 90 patches to the facility. Guardian A1 stated, "I oversee all of {Resident A's} medication and the facility does have a high number of Exelon patches but there is a prescription on file for the patches. I don't have any concerns of Exelon patches being misused." Guardian A1 stated "The staff are great, and they provide good care. I am just concerned about medication."



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

On 7/7/20, I interviewed administrator and authorized representative, Rebecca Long. Ms. Long acknowledged that the facility ran out of Resident A’s prescription medication during the months of March 2020 and April 2020. Ms. Long stated, “We did run out of {Resident A’s} medication but we would borrow medication from other residents. I didn’t know that there were times that {Resident A} did not receive his medication. I thought he was never without medication because we would borrow from another resident.” Ms. Long acknowledged that Resident A was not provided his Albuterol medication approximately six times during the months of March 2020 and April 2020 and acknowledged that there was no pharmacy modification during this time. Ms. Long stated that the facility currently has 132 Exelon patches onsite at the facility for Resident A. Ms. Long stated, “{Guardian A1} brought in a large quantity of Exelon patches to the facility when {Resident A} was first admitted. {Resident A} will sometimes pull his patches off throughout the day and so it is good to have additional patches available if needed. We keep the patches secured and only use as needed.”

APPLICABLE RULE	
R 325.1932	Resident medications.
	(1) Medication shall be given, taken, or applied pursuant to labeling instructions or orders by the prescribing licensed health care professional.
ANALYSIS:	<p>Review of Resident A’s <i>Exelon Patch Inventory Sheet</i> combined with interviews of Ms. Long and Guardian A1 revealed no Exelon Patch medication discrepancies or concerns.</p> <p>However, Resident A’s MAR’s for March 2020, April 2020, May 2020 and June 2020. The MARS for March 2020 and April 2020 read that Resident A was not administered his Albuterol Sulfate/Nebulizer treatment approximately six times: 3/15/2020: 7:50am, 9:58am and 11:53pm; 3/17/2020: 8:39am and 11:23am; 4/10/2020: 4:55pm</p> <p>Ms. Long acknowledged that the facility ran out of Resident A’s Albuterol prescription medication during the months of March 2020 and April 2020. Ms. Long reported that Resident A was not provided his Albuterol medication approximately six times during the months of March 2020 and April 2020 and acknowledged that there was no pharmacy modification during this time.</p>



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

	Based on the information above, the facility did not give Resident A his Albuterol medication as prescribed and according to label instructions.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 6/19/20, I reviewed Resident A’s MAR’s March 2020 and April 2020. The MARS read that Resident A was administered medication that was not prescribed to him. The MARS stated, in part, the following:

3/15/20:

- 11:31pm: Albuterol Sulfate for Nebulizer was administered; Borrowed from {Resident B}.

3/16/20:

- 8:59pm: Albuterol Sulfate for Nebulizer was administered; Borrowed two from {Resident B}.

3/17/20:

- 8:37pm: Albuterol Sulfate for Nebulizer was administered; Borrowed two vials for both passes from {Resident B}.

4/18/20:

- 9:30am: Miralax/Polyethylene Glycol was administered; Borrowed medication from Resident C.

4/19/20:

- 10:08am: Miralax/Polyethylene Glycol was administered; Borrowed medication from Resident D.

Ms. Long acknowledged that the facility ran out of Resident A’s Albuterol and Miralax prescription medication during the months of March 2020 and April 2020. Ms. Long stated, “We did run out of {Resident A’s} medication but we borrow medication from other residents. As long as {Resident A’s} medication prescription is the same as another resident, we will borrow another resident’s medication and then replace it when {Resident A’s} medication is delivered. We borrow medication from



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

residents for other residents. I was not aware that we could not do this.” Ms. Long stated, “Now that I know we are not allowed to borrow prescription medications for residents other than the resident the medication is prescribed for, I will ensure we stop doing it immediately.”

APPLICABLE RULE	
R 325.1932	Resident medications.
	(5) A home shall take reasonable precautions to ensure or assure that prescription medication is not used by a person other than the resident for whom the medication is prescribed.
ANALYSIS:	<p>Resident A’s <i>Medication Administration Records (MARS)</i> for March 2020 and April 2020 read that Resident A was administered Resident B, Resident C and Resident D’s prescribed medications as follows: Resident A was administered Resident B’s Albuterol on 3/15/2020, 3/16/2020 and 3/17/2020. Resident A was administered Resident C’s Miralax/Polyethylene Glycol on 4/18/2020. Resident A was administered Resident D’s Miralax/Polyethylene Glycol on 4/19/2020.</p> <p>Ms. Long acknowledged that the facility ran out of Resident A’s Albuterol and Miralax prescription medication during the months of March 2020 and April 2020. Ms. Long admitted that Resident A was administered medication that was prescribed to Resident B, Resident C and Resident D. Ms. Long stated that it is facility practice that prescription medications are borrowed and administered to residents other than for whom the medication is prescribed if it is the same medication and dosage.</p> <p>Based on the information above, the facility is not taking reasonable precautions to ensure that each residents prescription medication is not only available to them but also not used by a person other than whom the medication is prescribed.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 7/7/20, I conducted an Exit Conference with Ms. Long. Ms. Long agreed with the findings of this report.

