



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 27th, 2021

Marie Wieland
Lansing Care Group, LLC
5101 NE 82nd Ave,
Vancouver, WA 98662

RE: License #:	AH330386131
Investigation #:	2021A1021028
	Robinwood Landing Alzheimer

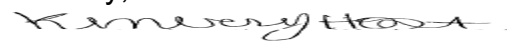
Dear Ms. Wieland:

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) 284-9730.

Sincerely,


Kimberly Horst, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH330386131
Investigation #:	2021A1021028
Complaint Receipt Date:	04/14/2021
Investigation Initiation Date:	04/14/2021
Report Due Date:	06/14/2021
Licensee Name:	Lansing Care Group, LLC
Licensee Address:	Ste 200 5101 NE 82nd Ave, Vancouver, WA 98662
Licensee Telephone #:	(517) 203-3044
Administrator/ Authorized Representative:	Marie Wieland
Name of Facility:	Robinwood Landing Alzheim
Facility Address:	1634 Lake Lansing Road Lansing, MI 48912
Facility Telephone #:	(517) 203-3044
Original Issuance Date:	11/30/2018
License Status:	REGULAR
Effective Date:	05/31/2020
Expiration Date:	05/30/2021
Capacity:	66
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Residents are treated disrespectfully.	Yes
Medication technicians are not trained.	No
Additional Findings	Yes

III. METHODOLOGY

04/14/2021	Special Investigation Intake 2021A1021028
04/14/2021	Special Investigation Initiated - Telephone interviewed complainant by telephone
04/16/2021	APS Referral APS referral sent by email to centralized intake
04/19/2021	Inspection Completed On-site
04/20/2021	Contact-Telephone call made Interviewed caregiver Tracy Hampton
04/20/2021	Contact-Telephone call made Interviewed nurse Michelle Roper
04/20/2021	Contact-Telephone call made Interviewed medication technician Kristen Guttridge
04/21/2021	Contact-Telephone call made Interviewed April McMann-Fisher
04/21/2021	Contact-Telephone call made Interviewed Tammy Bennett
04/27/2021	Exit Conference Exit conference with authorized representative Marie Wieland

The complainant identified some concerns that were not related to home for the aged licensing rules and statutes. Therefore, only specific items pertaining to homes for the aged provisions of care were considered for investigation. The following items were those that could be considered under the scope of licensing.

ALLEGATION:

Residents are treated disrespectfully.

INVESTIGATION:

On 4/14/21, the licensing department received a complaint with allegations residents are called verbally abused at the facility.

On 4/14/21, I interviewed the complainant by telephone. The complainant reported employees use walkie-talkies to communicate to each other. The complainant alleged employees have “nicknamed” residents, such as Tarzan and crab legs. The complainant alleged these nicknames are not respectful. The complainant alleged residents can hear employees call residents these names. The complainant alleged this occurs on second shift.

On 4/16/21, the allegations in this report were sent to centralized intake at Adult Protective Services (APS).

On 4/19/21, I interviewed administrator Marie Wieland at the facility. Ms. Wieland reported no knowledge of residents called disrespectful nicknames at the facility. Ms. Wieland reported residents are treated with respect at the facility.

On 4/19/21, I interviewed Katie Gentry at the facility. Ms. Gentry reported hearing residents being called names, such as Crab Legs and Tarzan, over the walkie-talkies. Ms. Gentry reported this has occurred on second shift. Ms. Katie Gentry reported caregiver Tracy Hampton has said these names.

On 4/20/21, I interviewed Michelle Roper at the facility. Ms. Roper reported she has heard Ms. Hampton call residents’ nicknames over the walkie-talkies. Ms. Roper reported the memory care residents can not recall this occurring, but it does happen. Ms. Roper reported the nicknames are Tarzan and Crab Legs.

On 4/20/21, I interviewed caregiver Tracy Hampton by telephone. Ms. Hampton denied calling residents nicknames. Ms. Hampton reported she works hard to ensure resident needs are met.

On 4/21/21, I interviewed caregiver April McMann-Fisher by telephone. Ms. McMann-Fisher reported she has heard Ms. Hampton call residents’ nicknames but not in front of the residents. Ms. McMann-Fisher reported when this has occurred in front of her, she has educated Ms. Hampton on treating residents with respect.

On 4/21/21, I interviewed caregiver Tammy Bennett by telephone. Ms. Bennett reported she has heard Ms. Hampton call resident nicknames, such as Tarzan and Crab Legs, over the walkie-talkies.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(2) A home shall treat a resident with dignity and his or her personal needs, including protection and safety, shall be attended to consistent with the resident's service plan.
ANALYSIS:	Interviews with multiple caregivers revealed caregiver Tracy Hampton has called residents disrespectful nicknames over the walkie-talkies. By doing so, residents are not treated with respect and dignity.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Medication technicians are not trained.

INVESTIGATION:

The complainant alleged the facility policy is that medication technicians are not to administer narcotics, count narcotic medications, and administer insulin. The complainant alleged medication technicians are not trained in administering insulin.

Ms. Wieland reported when the facility opened in 2018, the policy was that only nurses could count narcotic medications. Ms. Wieland reported this policy was different than their corporate, JEA Corporation, policy. Ms. Wieland reported in early 2019 the policy changed to reflect that medication technicians could count and administer narcotics as well administer insulin. Ms. Wieland reported the facility has a nurse role and a medication technician role. Ms. Wieland reported both nurses and medication technicians can administer insulin, count narcotics, and administer narcotics medications. Ms. Wieland reported all their current medication technicians have taken the Michigan Center for Assisted Living (MCAL) medication administration course. Ms. Wieland reported following the course the facility provides competency checklist and an orientation with the facility nurse. Ms. Wieland reported the orientation with the facility nurse can last four to six shifts, depending on the medication technician. Ms. Wieland reported for new medication technicians, the facility nurse will provide the education course as the MCAL course is not being offered for several months. Ms. Wieland reported every medication technician completes training prior to passing medication independently.

On 4/19/21, I interviewed medication technician Katie Gentry at the facility. Ms. Gentry reported she was trained in medication administration at the facility. Ms.

Gentry reported the health services director trained her in medication administration. Ms. Gentry reported she then completed competency checkoff and orientation on the floor with the nurse.

On 4/19/21, I interviewed medication technician Rochele Johnnyjohn at the facility. Ms. Johnnyjohn reported she was trained in medication administration including administering narcotics and insulin.

On 4/20/21, I interviewed nurse Michelle Roper by telephone. Ms. Roper reported when the facility opened only nurses were to administer insulin and narcotics, but the policy has changed to reflect medication technicians can administer these medications. Ms. Roper reported medication technicians are trained how to administer these medications.

On 4/20/21, I interviewed medication technician Kristen Guttridge by telephone. Ms. Guttridge reported the original policy was for nurses to administer insulin and narcotics, but the policy has changed so that medication technicians can administer these medications. Ms. Guttridge reported medication technicians complete a six-hour course and then are observed administering medications by the facility nurse. Ms. Guttridge reported she was trained to administer insulin and narcotics.

I reviewed the facility *Medication Administration Training*. The policy read, *“Managing resident medications represents tan area of great responsibility. To ensure the safe delivery of medications to residents, staff will be trained on appropriate standards of practice regarding medication assistance/administration.”*

I reviewed medication administration training documents for Katie Gentry, Jalene Gonzalez, and Kristen Guttridge. Their review of training documents revealed they completed the *Assisted Living Medication Training Program* and passed the *Assisted Living Medication Training* final exam.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(6) The home shall establish and implement a staff training program based on the home's program statement, the residents service plans, and the needs of employees, such as any of the following: (g) Medication administration, if applicable.
ANALYSIS:	Interviews with management and medication technicians revealed the facility changed their policy to reflect that medication technicians can administer narcotic medications and insulin. Review of medication technician files revealed

	medication technicians complete the <i>Assisted Living Medication Training Program</i> and pass the <i>Assisted Living Medication Training</i> final exam prior to passing medications.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

The facility *Medication Administration Training* policy read,

“Before passing medications to residents staff will:

- 1. Read and discuss the entire learner workbook and complete any accompanying exercises;*
- 2. Review pharmacy-specific documentation and pharmacy policies and procedures;*
- 3. Review JEA Medication Management Policies and Procedures.*
- 4. Complete JEA-required on the job training;*
- 5. Complete EMAR training webinars, if applicable;*
- 6. Complete QA competency verifications;*
- 7. Complete the written final exam with a passing score of 80% or better and review any missed items on the exam with supervisor;*
- 8. All above documentation will be placed in the employee’s file.*

Quality Assurance Audits.

- 1. QA competency verifications will occur at least quarterly utilizing the Medication Set-up Review and the Medication Pass Review for all employees who deliver medications to residents.*
- 2. Competency verifications will be conducted by the Health Services Director.*
- 3. When completed Quarterly competency verifications will be placed in the employee’s file.*

Ms. Wieland reported the policy is a corporate policy that is implemented throughout the country where requirements are different. Ms. Wieland reported the facility does not complete any webinars.


APPLICABLE RULE	
R 325.1921	Governing bodies, administrators, and supervisors.
	(2) An administrator shall meet all of the following requirements: (c) Be capable of assuring program planning, development, and implementation of services to residents consistent with

	the home's program statement and in accordance with the residents' service plan and agreements.
ANALYSIS:	Interviews with medication technicians and management revealed the facility is not following their policy on Medication Administration Training.
CONCLUSION:	VIOLATION ESTABLISHED

On 4/27/21, I conducted an exit conference with authorized representative Marie Wieland by telephone. Ms. Wieland reported the facility has completed re-education with all caregivers on treating residents with respect.

IV. RECOMMENDATION

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

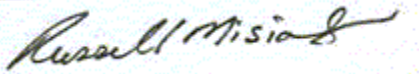


4/21/21

Kimberly Horst
Licensing Staff

Date

Approved By:



4/22/21

Russell B. Misiak
Area Manager

Date