



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 22, 2021

Corinthia Calhoun
Healing Rivers LLC
6310 Timberview Dr
East Lansing, MI 48823

RE: License #: AS330399006
Investigation #: 2022A0466001
Healing Rivers LLC

Dear Ms. Calhoun:

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 "Julie Elkins".

Julie Elkins, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS330399006
Investigation #:	2022A0466001
Complaint Receipt Date:	10/04/2021
Investigation Initiation Date:	10/05/2021
Report Due Date:	12/03/2021
Licensee Name:	Healing Rivers LLC
Licensee Address:	6310 Timberview Dr East Lansing, MI 48823
Licensee Telephone #:	(517) 214-0646
Administrator:	Corinthia Calhoun
Licensee Designee:	Corinthia Calhoun
Name of Facility:	Healing Rivers LLC
Facility Address:	1210 Stonegate Lane East Lansing, MI 48823
Facility Telephone #:	(517) 721-1418
Original Issuance Date:	01/14/2020
License Status:	REGULAR
Effective Date:	07/14/2020
Expiration Date:	07/13/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATIONS:

	Violation Established?
On 10/03/2021, direct care worker (DCW) Juanita Ball had a physical altercation with Resident A which resulted in DCW Ball screaming at Resident A and a swollen eye for Resident A.	No
Additional Findings	Yes

III. METHODOLOGY

10/04/2021	Special Investigation Intake -2022A0466001.
10/05/2021	Special Investigation Initiated – Telephone to Talania Cummings, assigned APS worker.
10/06/2021	Contact - Telephone call received from APS Talania Cummings.
10/08/2021	Inspection Completed On-site.
10/08/2021	Contact - Telephone call made to APS Talania Cummings.
10/28/2021	Contact - Telephone call received from APS Talania Cummings.
11/12/2021	Contact - Telephone call received from licensee designee/admin Corinthia Calhoun.
11/22/2021	Exit Conference with licensee designee Corinthia Calhoun, message left.

ALLEGATION: On 10/03/2021, direct care worker (DCW) Juanita Ball had a physical altercation with Resident A which resulted DCW Ball screaming at Resident A and a swollen eye for Resident A.

INVESTIGATION:

On 10/04/2021, Complainant reported Resident A is believed to have a mental illness. Complainant reported Resident A resides in a group home and direct care workers (DCW)s are forcing her to do things that she may not be capable of doing such as moving backwards or forwards while walking. Complainant reported that on 10/03/21 a DCW named Juanita Ball bashed Resident A into a wall because she would not sit down on the toilet. Complainant reported that Resident A’s left eye is swollen. Complainant reported DCW Ball also screams and hollers at Resident A to

do things. Complainant reported Resident B witnessed the injury and Resident D and Resident E may also have additional information.

On 10/06/2021, I received a telephone call from assigned Adult Protective Services (APS) worker Talaina Cummins who reported that she was at the facility on 10/05/2021. APS Cummins reported Resident A did have swelling under her eye and that she kept asking to be taken to the bathroom continually even immediately after she had just been taken to the bathroom. APS Cummings reported DCW Ball denied harming Resident A and reported that she did not know how Resident A obtained the swelling and bruising around her eye. APS Cummings reported DCW Ball stated Resident A does have behaviors and reported that the only time she had her hands on Resident A was when she was trying to catch Resident A while Resident A was standing against the bathroom wall in front of the toilet trying to throw herself on the ground on 10/03/2021. APS Cummings reported DCW Ball stated that Resident A asks to go to the bathroom constantly and then after she is in the bathroom, she gets off the toilet quickly. APS Cummings reported that while she was at the facility, she witnessed Resident A constantly asking to go to the bathroom continually even the moment after she has just been brought back from the bathroom.

APS Cummings reported that on 10/03/2021, DCW Ball was working by herself and Resident A went into the bathroom even though DCW Ball believed Resident A was napping in her room. APS Cummings reported DCW Ball reported Resident A had asked to lay down in her bed, so DCW Ball returned her to bed. APS Cummings reported DCW Ball heard a noise, went to check on Resident A and that is when she found Resident A in the bathroom. APS Cummings reported that DCW Ball reported that Resident A would not follow any verbal direction and she thought that Resident A might fall as she was standing with an unsteady gate in the bathroom and trying to throw herself on the ground in front of the toilet. APS Cummings reported DCW Ball reported that she was trying to help Resident A out of the bathroom so that she would not fall but DCW Ball reported that it seemed like Resident A did not want to leave the bathroom and Resident A continued to try to throw herself on the ground. APS Cummings reported DCW Ball stood behind Resident A in front of the toilet so that she could catch Resident A if she did fall/throw herself on the ground. APS Cummings reported DCW Ball thought this interaction went on for several minutes, so she called over Resident B as a witness. APS Cummings reported DCW Ball reported Resident A never fell, so she was able to get her out of the bathroom and back into her wheelchair unharmed. APS Cummings reported DCW Ball wondered if Resident A ran into either her bedroom door or a wall on her way to the bathroom. APS Cummings reported that after being in the facility for a while, interviewing other residents, she did not have any evidence to support that DCW Ball had a physical altercation with Resident A which resulted in a swollen eye for Resident A. APS Cummings reported that she did report these allegations to the Lansing Police for investigation.

On 10/08/2021, I conducted an unannounced investigation and I interviewed DCW Jasmine Sims who was on shift when I arrived. DCW Sims stated the facility has one DCW on duty per shift. DCW Sims reported that although she has never worked with DCW Ball, she does come in after her some days and they relay information back and forth. DCW Sims reported she has never heard DCW Ball yell at Resident A or any other residents. DCW Sims reported that she is not aware of how Resident A's eye became swollen. DCW Sims reported that she did not work any shifts on 10/03/2021. DCW Sims reported Resident A did not report to her that DCW Ball was yelling at her nor did Resident A report how she obtained the swollen eye. DCW Sims reported none of the other residents told her DCW Ball yells at Resident A or any other resident nor did anyone tell her that DCW Ball had a physical altercation with Resident A which resulted in her obtaining a black eye. DCW Sims reported she did not observe DCW Ball bash Resident A into a wall nor was that reported to her by Resident A or any other resident.

On 10/08/2021, I interviewed Resident A who reported that her eye hurt. Resident A was difficult to understand as her speech was not clear, so I relied on DCW Sims to assist with what Resident A was saying. Resident A could not tell me what happened to her eye. Resident A reported DCW Ball did not hurt her and DCW Ball does not yell at her. Resident A reported she likes DCW Ball and DCW Ball and the other DCWs at the facility take good care of her.

On 10/08/2021, I interviewed Resident B who reported she observed Resident A and DCW Ball in the bathroom when Resident A was standing against the wall. Resident B reported there was not a physical altercation and DCW Ball was not yelling at Resident A. Resident B does not know how Resident A's eye became swollen. Resident B reported that she did not witness DCW Ball bashed Resident A into a wall.

On 10/08/2021, I interviewed Resident D and Resident E who both reported they did not observe any physical altercation between Resident A and DCW Ball. Resident D and Resident E reported they have never witnessed DCW Ball yelling at Resident A or any other resident at the facility. Resident D and Resident E reported they are not aware how Resident A's eye became swollen. Resident D and Resident E reported they did not see DCW Ball bash Resident A into a wall.

On 10/08/2021, I interviewed DCW Ball who reported she had already been interviewed by APS Cummings and a Lansing Police Officer. DCW Ball reported Resident A is very active and does not like to sit still, however she has an unsteady gait. DCW Ball reported that on 10/03/2021, she was working alone when she noticed a bump on Resident A's face by her eye. DCW Ball reported Resident A had just asked to lay down, so she put her in bed and went to the kitchen to start dinner. DCW Ball stated that when she got to the kitchen, she heard a noise, so she went to check on Resident A and Resident A was standing in the doorway of her bedroom with her head on the door. DCW Ball reported that she noticed a bump on Resident A's face and put a cold washcloth on it. DCW Ball reported she contacted

her hospice nurse about the bump. DCW Ball reported earlier that same day, Resident A was trying to throw herself down on the floor in the bathroom. DCW Ball reported Resident A was not successful in doing that since she stood behind her and put her arms under Resident A's arm pit area to ensure that she did not fall until she calmed down. DCW Ball denied she has ever forced Resident A to do things that she may not be capable of doing such as moving backwards or forwards while walking. DCW Ball denied that she bashed Resident A into a wall.

On 10/08/2021, I reviewed an *Incident/Accident Report* that was in Resident A's resident record. *Incident/Accident Report* was dated 10/03/2021 at 4:30 pm and written by DCW Ball, it stated in the "Explain what happened section of the report" stated "I put [Resident A] in her bed after taking her to the bathroom to lay down, after I went to go to the kitchen – as I got to the kitchen doorway, I heard a noise. I went back toward the hallway when I see [sic] [Resident A] bent against her bedroom door." In the "Action taken by staff" section of the report it stated "I put my hand on her shoulders and said let me help you. She said ok. I walked her to her bed and asked her what happened -as I seen a bump – I put a cold washcloth on it." In the "Corrective measures taken" section of the report it stated "I brought her to the living room and sat her in her brodi chair and she kept getting up. I tried her wheelchair and sat with her until she calmed for me to make dinner."

On 10/08/2021, I reviewed Resident A's *Health Care Appraisal* dated 07/20/2020 which documented under the "diagnosis" section of the report, "schizoaffective disorder bipolar type, Diabetes Mellitus type two (DM2), Casein Kinase 2(CK2), Hypertension (HTN), Recurrent UTI, Diaminobenzidine (DAB), vitamin D deficiency and lower back pain. In the "Mental Status" section of the report it stated, "needs assistance/redirection." In the "mobility" section of the report it stated "ambulatory." In the "explanation of abnormalities" section of the report it stated, "anxiety stable-currently."

On 10/08/2021, I reviewed Resident A's *Assessment Plan for Adult Foster Care (AFC) Residents* which was completed on 07/23/2020 and documented that Resident A requires assistance with eating, toileting, bathing, grooming, dressing and personal hygiene. In the "walking/mobility" section of the report it stated that "At times she leans forward and loses balance."

On 10/08/2021, I reviewed employee records for DCW Ball which contained a Michigan Workforce Background Clearance that was dated 10/13/2020 and documented that DCW Ball is eligible to work at an AFC facility.

On 10/28/2021, I received a telephone call from APS Cummings who reported that she had not heard anything back from the Lansing Police Department and that she was not substantiating on DCW Ball. APS Cummings reported that she was closing her case.

On 11/19/2021, I called APS Cummings who reported that she still had not heard anything back from the Lansing Police Department and that she did not substantiate adult abuse/neglect against DCW Ball.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	Although Complainant reported DCW Ball had a physical altercation with Resident A which resulted in a DCW Ball yelling at Resident A and a swollen eye for Resident A, Resident A denied these allegations as did DCW Ball, Resident B, Resident D and Resident E. Resident B, Resident D and Resident E reported that they have never witnessed DCW Ball yelling at Resident A or any other resident at the facility. Consequently, there is not enough evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 10/08/2021, I reviewed Resident A's record which contained a written *Assessment Plan for AFC Residents* which was dated 07/23/2020. There was no other updated written *Assessment Plan for AFC Residents* for Resident A available in Resident A's resident record.

R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(4) At the time of admission, and at least annually, a written assessment plan shall be completed with the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee. A licensee shall maintain a copy of the resident's written assessment plan on file in the home.

ANALYSIS:	Resident A's <i>Assessment Plan for AFC Residents</i> , which was completed on 07/23/2020 upon admission to the facility, has not been updated annually as required. Therefore, a violation has been established.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

On 10/08/2021, I reviewed Resident A's record which contained a *Health Care Appraisal* dated 07/20/2020. There was no other updated *Health Care Appraisal* for Resident A available in Resident A's resident record.

R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(10) At the time of the resident's admission to the home, a licensee shall require that the resident or the resident's designated representative provide a written health care appraisal that is completed within the 90-day period before the resident's admission to the home. A written health care appraisal shall be completed at least annually. If a written health care appraisal is not available at the time of an emergency admission, a licensee shall require that the appraisal be obtained not later than 30 days after admission. A department health care appraisal form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.
ANALYSIS:	Resident A's <i>Health Care Appraisal</i> was completed on 07/23/2020 upon admission to the facility however at the time of the unannounced investigation there was not a <i>Health Care Appraisal</i> available for review that had been updated annually as required therefore a violation has been established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Julie Elkins

11/22/2021

Julie Elkins
Licensing Consultant

Date

Approved By:

Dawn Timm

11/22/2021

Dawn N. Timm
Area Manager

Date