



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 13, 2022

Michael Maurice
Sugarbush Living, Inc.
15125 Northline Rd.
Southgate, MI 48195

RE: License #:	AS250316843
Investigation #:	2022A0872011
	Sugarbush Living-Woodkrest House

Dear Mr. Maurice:

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 (906) 226-4171.

Sincerely,

A handwritten signature in black ink that reads "Susan Hutchinson". The signature is written in a cursive style with a large initial 'S'.

Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250316843
Investigation #:	2022A0872011
Complaint Receipt Date:	12/03/2021
Investigation Initiation Date:	12/03/2021
Report Due Date:	02/01/2022
Licensee Name:	Sugarbush Living, Inc.
Licensee Address:	15125 Northline Rd. Southgate, MI 48195
Licensee Telephone #:	(810) 496-0002
Administrator:	Michael Maurice
Licensee Designee:	Michael Maurice
Name of Facility:	Sugarbush Living-Woodkrest House
Facility Address:	1152 WoodKrest Flint, MI 48532
Facility Telephone #:	(810) 496-0002
Original Issuance Date:	02/29/2012
License Status:	REGULAR
Effective Date:	08/14/2020
Expiration Date:	08/13/2022
Capacity:	6
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Licensee discovered that the home manager was mismanaging residents' controlled substances and falsifying medication logs.	Yes

III. METHODOLOGY

12/03/2021	Special Investigation Intake 2022A0872011
12/03/2021	Special Investigation Initiated - Letter I emailed the licensee requesting information about this complaint
12/15/2021	Inspection Completed On-site
01/03/2022	APS Referral I made an APS complaint
01/11/2022	Contact - Telephone call made I interviewed staff Lakasia Jackson
01/11/2022	Contact - Telephone call made I interviewed staff Andrea Cain
01/11/2022	Contact - Telephone call made I interviewed staff Lisa Robbins
01/12/2022	Contact - Telephone call made I interviewed Detective Tanner Beckwith
01/12/2022	Exit Conference I conducted an exit conference with the licensee designee, Michael Maurice, via telephone

ALLEGATION: Licensee discovered that the home manager was mismanaging residents' controlled substances and falsifying medication logs.

INVESTIGATION: On 12/02/21, I received an email from the licensee designee, Michael Maurice. Mr. Maurice said that it has come to his attention that the home manager for Sugarbush Living-Woodkrest House, Lisa Robbins, has been mismanaging resident narcotics and falsifying medication logs. Mr. Maurice said that he terminated Ms. Robbins employment and filed a police complaint.

On 12/15/21, I conducted an onsite inspection of Sugarbush Living-Woodkrest House Adult Foster Care facility. I interviewed the licensee designee, Michael Maurice, observed several residents, and examined AFC paperwork.

Mr. Maurice said that on 12/01/21, he was approached by staff Janay Fields who said she was concerned about the medications at this facility. She said that the home manager, Lisa Robbins told her and other staff not to talk to him about their concerns. Ms. Fields has worked at this facility for approximately 3-4 months. She told Mr. Maurice that sometimes, she would want to pass a narcotic to one of the residents who was complaining of pain, but Ms. Robbins would tell her the medication had been discontinued. When Ms. Fields would look in their automated QuickMar medication system, it would show that the medication was discontinued but the whole situation did not seem right to Ms. Fields.

Mr. Maurice said that on 12/02/21, Ms. Robbins was working so he went to the facility to assist with a new resident move-in. He asked Ms. Robbins about the allegations, and she told him that for approximately one month, some of the narcotics have been missing from the facility. Mr. Maurice said that Ms. Robbins told him that because of this, she decided to keep the residents' narcotics in her car. She then went out to her car and handed Mr. Maurice an adult brief bag which she said had narcotics in it. She then left the facility. Mr. Maurice said that after she left, he looked inside the bag and saw a total of four medication cards of narcotics. One card of hydrocodone was prescribed to Resident A, one card of hydrocodone was prescribed to Resident B, and two cards of hydrocodone were prescribed to Resident C. Mr. Maurice said that he texted Ms. Robbins that night to tell her that her employment is terminated. She did not respond, and he has not heard from her since that time. Mr. Maurice said that he also filed a police report on 12/02/21 with the Flint Township Police Department. The police report number is 21-39907765.

According to Mr. Maurice, he conducted an internal investigation and discovered that Ms. Robbins has been mismanaging the resident's medications since June or July 2021. He said that he discovered that Ms. Robbins was filling the narcotics orders through the pharmacy as the doctor ordered but a few days later, she would suspend the medication order in the QuickMar medication system. Staff would then think the medication had been suspended per doctor's orders and the medication would not be passed. He also discovered that Ms. Robbins was altering the doctor's orders in the QuickMar system. If the doctor ordered that the narcotic be passed 4x's per day, Ms.

Robbins would alter the order to read 2x's per day instead. Mr. Maurice said that he has no idea how much medication Ms. Robbins stole from the residents, but he suspects it was a lot.

Mr. Maurice pulled up the QuickMar medication system to show me examples of how the medication orders are loaded and how Ms. Robbins was able to manipulate them. Mr. Maurice said that until this incident, he allowed each of his facility's home managers access to the system but has since restricted all their access. Mr. Maurice showed me the two medication cabinets at this facility and explained that one locked cabinet is where all the narcotics are kept. Mr. Maurice said that narcotics counts are conducted on every shift, but the counts were never off since Ms. Robbins was manipulating the actual orders in the computer.

Mr. Maurice told me that Lisa Robbins was the home manager of this facility for approximately two years. Prior to that time, she was the home manager for the previous owner of Sugarbush Inc. for several years. He said that he trusted her and did not see any red flags that she would do anything like this. He also said that to his knowledge, Ms. Robbins does not have a history of substance abuse. Mr. Maurice told me that he will continue working with the police and follow any of their recommendations.

On 01/11/22, I interviewed staff Lakasia Jackson via telephone. Ms. Jackson said that she has worked at this facility for approximately four months and said that she worked with Lisa Robbins when Ms. Robbins was employed. According to Ms. Jackson, Ms. Robbins trained her on medications and although Ms. Jackson was trained on how to pass narcotics, Ms. Robbins would never let her count the narcotics.

I asked Ms. Jackson if she ever noticed anything unusual with Ms. Robbins and the residents' narcotics. Ms. Jackson also said that on approximately 3-4 occasions, when she went to pass a resident's narcotic, either the pill was already popped out for the day/time or there were no pills available and no extras. Ms. Jackson said that whenever this happened and she brought it to Mr. Robbins' attention, Ms. Robbins would tell her that the narcotic was scheduled to be delivered the next day and told her to write "medication not available" in the computer system.

On 01/11/22, I interviewed staff Andrea Cain via telephone. Ms. Cain said that she worked with Lisa Robbins for approximately 1.5 years. She said that at one point, she became concerned about how the medications were being handled at Sugarbush Living-Woodkrest House. According to Ms. Cain, for a while there were two residents who had pill bottles rather than medication bubble packs. Ms. Cain said that she noticed that when she went to pass their narcotics, the pills in the bottles did not appear to be the narcotics they were supposed to be. At one point, she looked up the markings on the medication that was supposed to be a narcotic but the internet website she went to said, the medication was actually Tylenol. She said that she brought her concerns to Ms. Robbins' attention and Ms. Robbins said that she would handle it.

Ms. Cain said that she also found it strange because Ms. Robbins would always tell staff to call her when medications came in. Ms. Cain said that all staff are able to count and check in medications, but Ms. Robbins insisted on doing in herself.

According to Ms. Cain, she also had some concerns about how other narcotics were handled. She said that she worked a shift and noted that a resident had four med cards of narcotics. The next time she worked, which was only a couple of days later, there were only two med cards left. Ms. Cain asked Ms. Robbins about it and Ms. Robbins said that the pharmacy sent too many, so she sent them back.

On 01/11/22, I interviewed staff Lisa Robbins via telephone. I told Ms. Robbins that I am investigating a complaint regarding mismanagement of medications at Sugarbush Living-Woodkrest House. Ms. Robbins said that she no longer works for this facility and said that she was fired due to allegations of mismanagement of medications. She said that she has contacted an attorney and he advised her not to talk to anyone about these allegations. She said that she cannot answer any of my questions about these allegations.

On 01/12/22, I spoke to Flint Township Police Detective Tanner Beckwith via telephone. Det. Beckwith confirmed that he received a complaint from Mr. Maurice regarding mismanagement of narcotics. Det. Beckwith said that he completed his investigation and submitted his report to the Genesee County Prosecutor's Office for their review. Det. Beckwith told me that Mr. Maurice and other staff were very cooperative during this investigation.

On 01/12/22, I conducted an exit conference with Mr. Maurice via telephone. I told him that I have concluded my investigation and told him which rule violation I am substantiating. Mr. Maurice agreed to complete and submit a corrective action plan upon the receipt of my investigation report.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(6) A licensee shall take reasonable precautions to insure that prescription medication is not used by a person other than the resident for whom the medication was prescribed.
ANALYSIS	The licensee designee, Michael Maurice, discovered that the home manager of this facility, Lisa Robbins, was mismanaging residents' controlled substances and falsifying the medication logs. I reviewed the facility's QuickMar computer medication administration system and looked at different examples of how Ms. Robbins manipulated the medications and the logs.

	<p>Staff Lakasia Jackson told me that on 3-4 occasions, when she went to pass a resident's narcotic, the medication was either already popped out of the bubble pack or the medication was not available.</p> <p>Staff Andrea Cain said that on one occasion, she noticed that the pills in two of the residents' medication bottles which were supposed to be narcotics, were actually Tylenol tablets. According to Ms. Cain, on another occasion, she worked a shift and noted that a resident had four med cards of narcotics. The next time she worked, which was only a couple of days later, there were only two med cards left.</p> <p>Staff Lisa Robbins refused to answer my questions pertaining to this investigation.</p> <p>Detective Beckwith from the Flint Township Police Department said that he has completed his investigation and has submitted his report to the Genesee County Prosecuting Attorney's office for their review.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation at this time.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Susan Hutchinson

January 13, 2022

Susan Hutchinson Licensing Consultant	Date
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Approved By:

Mary Holton

January 13, 2022

Mary E Holton Area Manager	Date
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