



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 28, 2022

Ryan Boutell
Fessenden Adult Foster Care, LLC
4904 Onsikamme St.
Montague, MI 49437

RE: License #: AM640361441
Investigation #: 2022A0340040
Fessenden Adult Foster Care

Dear Mr. Boutell:

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.

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 (616) 356-0183.

Sincerely,

A handwritten signature in blue ink that reads "Rebecca Piccard".

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM640361441
Investigation #:	2022A0340040
Complaint Receipt Date:	07/11/2022
Investigation Initiation Date:	07/11/2022
Report Due Date:	09/09/2022
Licensee Name:	Fessenden Adult Foster Care, LLC
Licensee Address:	4904 Onsikamme St. Montague, MI 49437
Licensee Telephone #:	(123) 167-0947
Administrator:	Ryan Boutell
Licensee Designee:	Ryan Boutell
Name of Facility:	Fessenden Adult Foster Care
Facility Address:	412 Hart Street Hart, MI 49420
Facility Telephone #:	(231) 670-9475
Original Issuance Date:	08/01/2014
License Status:	REGULAR
Effective Date:	02/01/2021
Expiration Date:	01/31/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Residents are not getting prescribed medication and narcotics are unaccounted for.	Yes
The home has bed bugs and cockroaches.	No
The home is dirty.	Yes
Additional Findings	Yes

III. METHODOLOGY

07/11/2022	Special Investigation Intake 2022A0340040
07/11/2022	APS Referral
07/11/2022	Special Investigation Initiated - Telephone PACE
07/13/2022	Inspection Completed On-site
07/13/2022	Contact - Telephone call made Kassandra Counterman
07/14/2022	Inspection Completed-BCAL Sub. Compliance
07/21/2022	Exit Conference Licensee Ryan Boutell

ALLEGATION: Residents are not getting prescribed medication and narcotics are unaccounted for.

INVESTIGATION: On July 11, 2022, I received a complaint from the BCAL Online Complaints stating narcotics had gone missing and now Residents are not getting their medications as prescribed. It was reported that a staff person was accused of stealing the medication, so she quit her job at the home.

On July 11, 2022, I contacted Kara Catalano who is a social worker at PACE. Ms. Catalano stated she has no knowledge of any narcotics missing for the PACE residents.

On July 13, 2022, I conducted an unannounced home inspection. Staff Mia Counterman was home at the time. I asked to see the residents' Medication Administration Record (MAR) as well as the narcotics in the medication cabinet. Ms. Counterman stated that only one resident has a narcotics prescription, which she

pulled out and showed to me. Resident A (who is a PACE contracted resident) has a prescription for Hydrocodone "Norco". The directions state: "Take one tablet by mouth 2 times a day as needed for pain".

Resident A's MAR indicated the Hydrocodone (Noroc) was given as directed, from the blister packs. However, there was one less pill remaining in the blister pack than what should have been. I asked Ms. Counterman about the missing pill. She said she did not know anything about it. I asked her about a former staff person who was alleged to have stolen the Norco. She said she had never met that person and did not know anything about it.

On July 13, 2022, I contacted home manager Kasandra Counterman. She knew the circumstances regarding the missing Norco pill. She stated that Resident A asks for Norco many times per day and that former staff person Alecha Bradley admitted to giving Resident A an extra pill one day. The incident was addressed with Ms. Bradley, and she quit soon after. According to Ms. Counterman, this all happened around the weekend of July 4th.

On July 21, 2022, I contacted Licensee Ryan Boutell and told him about the allegations. He recounted the incident with the same details as Ms. Counterman and confirmed that Ms. Bradley quit right after the medication error was addressed with her.

On July 25, 2022, I spoke with Kara Catalano from Pace since Resident A has a PACE contract. Ms. Catalano stated she had not been informed that there was a medication error, but since PACE handles medications, Ms. Catalano will address this and make sure the pharmacy maintains the correct amount of pills Resident A requires.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	An allegation was made that narcotics were missing and residents were not getting their medications as prescribed. What I found was one resident was given an extra dose of Norco that was not in line with the prescription directions. No other residents had narcotics. The staff who gave the extra dose, Alecha Bradley, quit her job at the home after the medication error was addressed with her. Ms. Catalano will follow up with the pharmacy to ensure Resident A's medications are in order.

CONCLUSION:	VIOLATION ESTABLISHED
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ALLEGATION: The home has bed bugs and cockroaches.

INVESTIGATION: On June 11, 2022, I received a complaint from the BCAL Online Complaints. It stated that the home has bed bugs and cockroaches.

On June 11, 2022, I contacted Kara Caralano from PACE. I asked if she had heard of any concerns regarding bed bugs and she had not.

On June 13, 2022, I conducted an unannounced home inspection. I went into all the resident bedrooms and inspected all their bedding and spoke with Residents A, B, C, D, E, F, G and H. None of the residents interviewed reported seeing any bedbugs or cockroaches.

While I onsite I inspected the home, including the kitchen area and resident bedrooms and did not see any signs of bedbugs or cockroaches. I asked staff Mia Counterman and she stated she has not seen any bugs in the home.

On June 13, 2022, I contacted home manager Kasandra Counterman. I informed her of the allegations. She stated she was not aware of any bed bugs or cockroaches at the Fessenden home.

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.
ANALYSIS:	The allegation was made that the home has bedbugs and cockroaches. After an inspection of the home I did not find any sign of bugs. None of the residents nor staff said there were bug sightings.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The home is dirty.

INVESTIGATION: On July 11, 2022, I received a complaint from the BCAL Online Complaints. It states that the Fessenden Home is dirty.

On July 11, 2022, I contacted Kara Catalano from PACE. I asked her about the allegation and she said she has heard concerns in the past, but had not been informed of anything current.

On July 13, 2022, I conducted an unannounced home inspection. I made my way through the home, going through every room. While it is an aging home, I did not see anything in the majority of the home that would rise to the level of a concern, until I opened the door to the resident bedroom directly off the living room. This female resident's room (Resident A) had an extremely foul odor. As I attempted to speak with her, I noticed a large pile of dirty briefs in the middle of her bedroom floor and another pile near the back wall of the room. It was obvious that she had defecated in her briefs. It was impossible to tell how many briefs were left piled up. I asked Resident A about her briefs laying open in a pile on her floor and she became very agitated with me. Resident A stated she does not feel there is anything wrong with this. Ms. Counterman stated that it has been a struggle to keep her room clean. I attempted to outline the health concerns and Resident A was not willing to discuss the issue and stated it was her room and she does not want people coming in to clean it.

On July 13, 2022, I called Kasandra Counterman, home manager and informed her of what I found. Ms. Counterman stated she is aware that Resident A had this ongoing issue in her room. Ms. Counterman has attempted to clean the room repeatedly, however, Resident A refuses and Ms. Counterman was reportedly told by someone but she did not remember who, that it would be a "violation of her rights" if they forced the issue. I explained to Ms. Counterman that this situation puts Resident A at risk of harm and does not absolve staff from providing a clean and safe environment for her.

On July 20, 2022, I spoke with Licensee Ryan Boutell. I informed him what I had found. He stated this has been an ongoing issue with Resident A. I explained to him that regardless of being told going in Resident A's room without her permission would be a violation of her rights, it is a health hazard and staff need to dispose of the dirty briefs and clean the room. Mr. Boutell stated that he will be issuing a 30 day discharge notice for Resident A.

On July 25, 2022, I spoke with Ms. Catalano from PACE and informed her what I had found in Resident A's room. Ms. Catalano told me that Resident A had been evicted from her apartment due to the same issue so this information did not surprise her. I also shared with Ms. Catalano that a 30-day discharge notice may be coming from Mr. Boutell. She stated that this too does not come as a surprise. I discussed with Ms. Catalano that staff were concerned about violating Resident A's rights by entering her room if she does not give permission. Ms. Catalano agreed with me that something needs to be done to address the issue and it is not a violation of her rights. Ms. Catalano suggested that while Resident A is out in the common area for a meal, staff can enter her room without a fight from Resident A.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	The allegation was made that the home was dirty. Resident A's room was found to have two very large piles of feces filled adult briefs laying open on her bedroom floor. The room had a stench that was so foul I was not able to breathe.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: During the investigation of the above allegations, I reviewed the Medication Administration Records (MAR) for every resident. I observed that every medication pass for the entire day was initialed (indicating all of the medications had been administered) even though this was at 10:50 in the morning. I asked Mia Counterman why every box had been initialed already. She responded by asking me, "Is that not okay?" I asked her if this is how she normally documents medication administration and she said it was. I went over the proper way to pass and document medications with Mia Counterman. She said she was not aware that this is how it was supposed to be done and agreed that she would only pass and document medications the way that I had shown her.

On July 13, 2022, I spoke with home manager Kasandra Counterman. I informed her of the incorrect documentation of medication passes that Mia Counterman had done. I told her I showed Mia Counterman the correct way to pass and document medications. Kasandra Counterman stated she will keep an eye on the MAR and go over med passes with Mia to ensure they are being done correctly.

On July 20, 2022, I spoke with Licensee Ryan Boutell. I informed him of the medication error that I had found. I reminded him that in May I had cited him for a resident not having a MAR at all and that I have now discovered that the MAR's are there, but they are not being completed as required. Mr. Boutell told me that all of the staff have been trained to pass and properly document the medication and that "Mia is lying" if she said she had not been trained.

APPLICABLE RULE	
R 400.14312	Resident medications.

	<p>(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:</p> <p>(b) Complete an individual medication log that contains all of the following information:</p> <ul style="list-style-type: none"> (i) The medication. (ii) The dosage. (iii) Label instructions for use. (iv) Time to be administered. (v) The initials of the person who administers the medication, which shall be entered at the time the medication is given. (vi) A resident's refusal to accept prescribed medication or procedures.
ANALYSIS:	Staff Mia Counterman had entered her initials for every resident's medication, all day, even though it was only 10:50 AM. She stated she did not know this was wrong, so I showed her the correct way to pass a medication and document the med pass.
CONCLUSION:	VIOLATION ESTABLISHED Repeat violation from SIR # 2022A0340027 on May 26, 2022

On July 21, 2022, I conducted an exit conference with Licensee Ryan Boutell. I discussed the rule violations and requested a corrective action plan for the citations. He understood and had no further questions.

IV. RECOMMENDATION

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

July 28, 2022

Rebecca Picard	Date
Licensing Consultant	

Approved By:

July 28, 2022

Jerry Hendrick	Date
Area Manager	

