



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 3, 2023

Karen Conquest
11437 Runnells Dr.
Clio, MI 48420

RE: License #: AM730009474
Investigation #: 2023A0572022
Conquests AFC Home

Dear Ms. Conquest:

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) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end.

Anthony Humphrey, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(810) 280-7718

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM730009474
Investigation #:	2023A0572022
Complaint Receipt Date:	02/08/2023
Investigation Initiation Date:	02/10/2023
Report Due Date:	04/09/2023
Licensee Name:	Karen Conquest
Licensee Address:	11437 Runnells Dr. Clio, MI 48420
Licensee Telephone #:	(810) 397-3458
Administrator:	Karen Conquest
Licensee Designee:	N/A
Name of Facility:	Conquests AFC Home
Facility Address:	1914 N Bond Saginaw, MI 48602
Facility Telephone #:	(989) 752-5811
Original Issuance Date:	12/01/1997
License Status:	REGULAR
Effective Date:	07/19/2021
Expiration Date:	07/18/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none">Resident A informed the med tech, Patty LaFlamme gave her the wrong medication.	No
<ul style="list-style-type: none">Patty LaFlamme yelled at her to shut her mouth and listen to her.	Yes

III. METHODOLOGY

02/08/2023	Special Investigation Intake 2023A0572022
02/10/2023	Special Investigation Initiated - Telephone Complainant.
02/22/2023	Inspection Completed On-site Staff, Lydia Bulgrien and Resident A.
03/29/2023	Contact - Telephone call made Licensee, Karen Conquest and Resident A.
03/29/2023	Contact - Telephone call received Staff, Patty LaFlamme.
03/29/2023	Exit Conference Licensee, Karen Conquest.

ALLEGATION:

- Resident A informed the med tech, Patty LaFlamme gave her the wrong medication.
- Patty LaFlamme yelled at her to shut her mouth and listen to her.

INVESTIGATION:

On 02/08/2023, the local licensing office received a complaint for investigation. Adult Protective Services (APS) made the referral.

On 02/22/2023, an unannounced onsite was conducted at Conquests AFC Home, located in Saginaw County Michigan. Interviewed were Staff, Lydia Bulgrien and Resident A.

On 02/22/2023, I interviewed Resident A regarding the allegations. She informed that the medication mix up was regarding her birth control pills. She took the medication, but told Staff, Patty LaFlamme that the med was the incorrect med as it was given on the wrong date. This was messed up for only one day. Ms. LaFlamme was very frustrated and told her to shut up and listen to her. That was the first time that she has said that to her. She has never said that to any other residents before. She felt bad and later apologized. Resident A is not afraid of Ms. LaFlamme.

On 02/22/2023, I interviewed Staff, Lydia Bulgrien regarding the allegations. She noticed that the pill that Resident A did not want to take was missing. She found that this med was passed to Resident A. Resident A had spoken with her doctor and did not want to take the green pregnancy pills, which for the start and ending of her cycle. She only wanted to take the blue pregnancy pills, which is a 3-week supply. Resident A told her that she didn't want to take the green pills. She does not know if that was told to staff, Ms. LaFlamme. Ms. Bulgrien is not sure if Ms. LaFlamme told Resident A to shut up and listen. Ms. LaFlamme normally gets along with the residents very well.

On 03/29/2023, I called Licensee, Karen Conquest regarding the allegations. She informed that Resident A had spoken with her physician regarding her pregnancy medication. Resident A was informed that she did not have to take the green pills, which are the vitamin pills. Resident A was upset that she had taken them because she believed that they were making her gain weight. Ms. Conquest does not believe that Resident A didn't tell her that she did not want to take the vitamin pill, so Ms. LaFlamme administered it to her as prescribed. Resident A called Ms. LaFlamme at her home to tell her that she gave her the wrong medication and Ms. LaFlamme was trying to explain to Resident A that she gave her the correct medication because she was going in order, but Resident A was over talking her, so that's when Ms. LaFlamme told her to shut her mouth and listen. Ms. LaFlamme felt bad and told her what she had said to Resident A. She knew she wasn't supposed to say that, but Resident A called her from home and wouldn't allow her to explain herself and she became frustrated. Resident A is no longer on any pregnancy medications.

On 03/29/2023, I spoke with Resident A to follow-up with her regarding the allegations. She informed that she is doing good and is no longer on birth control. The medication was making her constantly, which caused her to gain weight. She informed that she had informed staff that she did not want to take the green pills, but Ms. LaFlamme must have forgotten. Ms. LaFlamme is very nice to her and is not mean. When Ms. LaFlamme told her to shut up and listen, she was not mean about it. She was using her normal tone of voice.

On 03/29/2023, I spoke with Ms. Patty LaFlamme regarding the allegations. She informed that Resident A was on birth control. Three weeks of pills are the actual birth control, and the 4th week is either a placebo or an iron pill, depending on the brand. She is not sure if Resident A's was a placebo or an iron pill. Just before her shift, Resident A had spoken with her doctor regarding the birth control and told her that she did not have to take the 4th week pills if she did not want to. Because she wasn't aware of this prior to passing her meds, she administered Resident A's medication as prescribed. It wasn't on the med sheet that she did not have to take them or labeled an As Needed script. Resident A thought that she was administered the wrong medication, but it wasn't the wrong medication. She didn't realize that the meds she was given was still her birth control meds, but just a different color. Ms. LaFlamme was unaware that Resident A did not want to take the 4th week medications. Resident A was texting Ms. LaFlamme from home and Ms. LaFlamme was very busy, so she told Resident A to just call her. When Resident A called her, she kept telling her that she gave her the wrong medications, but she was trying to explain to her that she had given her the correct meds. Resident A would not let her get a word in and kept over talking her, so out of frustration she told her to shut up and listen. Ms. LaFlamme stated, "I was upset with myself, because I don't talk like that. I told Ms. Conquest what I had done because I was embarrassed and felt bad."

On 03/31/2023, I reviewed the Med Sheet for Resident A and the birth control meds were taken as prescribed.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being {333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.

ANALYSIS:	Based on the interviews conducted with the staff, Resident A and my observation of Resident A's Med Sheet, I determined that there was not a rule violation established. The birth control pills were administered as prescribed.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	Based on the interviews conducted with staff and Resident A, I concluded that there was enough evidence to establish a rule violation. Resident A, the Licensee and Ms. LaFlamme all indicated that Ms. LaFlamme had told Resident A to "shut up and listen."
CONCLUSION:	VIOLATION ESTABLISHED

On 03/29/2023, an Exit Conference was held with Licensee, Karen Conquest regarding the special investigation. She was informed that there would be a citation issued and that she would need to send a corrective action plan within 15 days of receipt of this special investigation report.

IV. RECOMMENDATION

Contingent upon receipt of an appropriate corrective action plan, I recommend no changes to the licensing status of this medium sized adult foster care group home (Capacity 1-12).

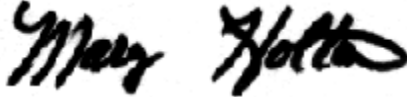


04/03/2023

Anthony Humphrey
Licensing Consultant

Date

Approved By:



04/03/2023

Mary E. Holton
Area Manager

Date