



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 14, 2023

Roxanne Goldammer
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

RE: License #: AM590387878
Investigation #: 2023A0783014
Beacon Home At The Lodge

Dear Ms. Goldammer:

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,

A handwritten signature in cursive script that reads "Leslie Herrguth".

Leslie Herrguth, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 256-2181

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM590387878
Investigation #:	2023A0783014
Complaint Receipt Date:	06/01/2023
Investigation Initiation Date:	06/05/2023
Report Due Date:	07/31/2023
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Roxanne Goldammer
Licensee Designee:	Roxanne Goldammer
Name of Facility:	Beacon Home At The Lodge
Facility Address:	1550 E. Colby Road Stanton, MI 48888
Facility Telephone #:	(989) 831-0626
Original Issuance Date:	04/17/2018
License Status:	REGULAR
Effective Date:	10/17/2022
Expiration Date:	10/16/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A is not being fed his special diet.	No
Additional Findings	Yes

III. METHODOLOGY

06/01/2023	Special Investigation Intake - 2023A0783014
06/05/2023	Contact - Telephone call made to Complainant, unsuccessful, left message
06/05/2023	Special Investigation Initiated – Telephone call received from Complainant
06/05/2023	APS Referral not needed as complaint received from APS
06/13/2023	Contact - Document Received - Resident A's resident record
06/13/2023	Inspection Completed On-site
06/13/2023	Contact - Face to Face interviews with direct care staff members Gennifer Flanagan, Mandy Betancourt, and Brenda Jensen
06/13/2023	Contact - Face to Face interview with Resident A
07/12/2023	Exit Conference with Roxanne Goldammer
07/12/2023	Contact - Document Received - Resident A's <i>Assessment Plan for AFC Residents</i> and weight records

ALLEGATION:

Resident A is not being fed his special diet.

INVESTIGATION:

On June 1, 2023, I received a complaint via centralized intake that stated Resident A had Covid-19 and Influenza A in February 2023. The written complaint stated the sickness caused Resident A to have stomach issues and therefore he can only eat

baby food and ensure. The written complaint stated the facility staff members have not been providing Resident A the food that he needs. The written complaint stated facility staff members are giving Resident A foods like peanut butter and jelly that he cannot eat. The written complaint stated Resident A did not eat this morning and it is unknown if he ate yesterday.

On June 5, 2023, I spoke to Complainant who said she is a food assistance support worker for the Department of Health and Human Services. Complainant reported Resident A told her he can only eat baby food and ensure due to stomach concerns over having COVID-19 and influenza A in February 2023. Complainant did not know if this diet was prescribed by a physician or just preferred by Resident A. Complainant said Resident A told her that facility staff members do not give him baby food and ensure but rather, they give him peanut butter and jelly sandwiches. Complainant said Resident A told her he has lost weight.

On June 13, 2023, I received a written *Diet Order* for Resident A signed by a physician and dated May 1, 2023. The written order stated Resident A is on a regular diet with no restrictions and that he should add one to two ensure daily.

On June 13, 2023, I received a written *Health Care Appraisal* for Resident A dated May 1, 2023 and signed by a physician. The written *Health Care Appraisal* stated Resident A should be on “softer solids.”

On July 12, 2023, I received a written *Assessment Plan for AFC Residents* for Resident A dated January 27, 2023 which stated Resident A is on a regular diet.

On July 12, 2023, I received written weight records for Resident A for January – June 2023 and Resident A’s weight had not decreased significantly; only by nine pounds.

On June 13, 2023 I interviewed direct care staff member and assistant home manager Gennifer Flanagan who said Resident A is on a regular diet. Ms. Flanagan said Resident A was ill with COVID-19 and influenza A in February 2023 and at that time he was drinking a lot of Gatorade and eating a lot of soup but after approximately two weeks he recovered and returned to a regular diet. Ms. Flanagan said there were never any physician’s orders related to Resident A’s diet. Ms. Flanagan said Resident A has not had teeth in years because Resident A has thrown away multiple pairs of dentures. Ms. Flanagan said despite not having teeth Resident A has always been able to eat a regular diet and that he only states he cannot eat the food if he does not like what is on the menu. Ms. Flanagan said if Resident A requests something soft he is offered something like ramen noodles, soup, or a peanut butter and jelly sandwich even though he will order pizza and eat it with no problems. Ms. Flanagan said Resident A’s physician wrote a prescription for ensure but his insurance would not cover the prescription, so the licensee purchased two cases in addition to the case given to Resident A by his physician and he did not

drink the ensure. Ms. Flanagan said Resident A did request baby food, but it was not purchased as his physician did not order a soft diet.

On June 13, 2023 I spoke to direct care staff member and home manager Mandy Betancourt who said Resident A is on a regular diet. Ms. Betancourt said Resident A was ill with COVID-19 and influenza A in February 2023 which drastically affected not only his physical state but his mental wellbeing as well. Ms. Betancourt said while Resident A was ill staff members were providing him with Gatorade, soup, and other soft foods to accommodate Resident A even though there was no physician's order requiring such. Ms. Betancourt said after Resident A recuperated, he returned to a regular diet per his physician. Ms. Betancourt explained that Resident A has no teeth and that he has thrown away two pairs of dentures so that can make eating difficult but Resident A seems to be able to eat anything on the menu or anything he orders in with no problem. Ms. Betancourt said if Resident A requests something different than what is on the menu such as ramen noodles, soup, or peanut butter and jelly he is accommodated. Ms. Betancourt said Resident A had ensure for meal supplements when needed but his insurance did not cover the cost.

On June 13, 2023 I interviewed direct care staff member Brenda Jensen who said Resident A is on a regular diet. Ms. Jensen said Resident A has false teeth and will sometimes say he cannot eat with the false teeth. Ms. Jensen said if that is the case staff members give Resident A something soft such as applesauce, oatmeal, or a peanut butter and jelly sandwich to eat. Ms. Jensen said sometimes Resident A will just ask for a dish of peanut butter which staff members give to him. Ms. Jensen said every staff member feeds Resident A, "but sometimes he will eat like crazy and then say he hasn't eaten." Ms. Jensen said she has seen Resident A "chow down" the food on the menu but other times Resident A will say he cannot eat the food on the menu, and he will not.

On June 13, 2023 I interviewed Resident A who said he is unable to chew the food that direct care staff members prepare because he does not have any teeth. Resident A does have a pair of dentures that he showed to me, but he stated he still cannot eat with them in his mouth. Resident A said he needs a soft food diet. Resident A said if he cannot eat the food on the menu staff members typically offer him oatmeal, apple sauce, ramen noodles, soup, or peanut butter and jelly and he cannot live off those things alone. Resident A denied that he was hungry at the time of the interview. Resident A stated it is not the facility staff members' fault that he cannot get his ensure but rather an insurance issue. I noted that Resident A had ensure in his room at the time of the interview. Resident A stated he had been giving away his ensure to other residents.

APPLICABLE RULE	
R 400.14310	Resident health care.
	(1) A licensee, with a resident's cooperation, shall follow the instructions and recommendations of a resident's physician or other health care professional with regard to such items as any of the following: (b) Special diets.
ANALYSIS:	Based on written documentation in Resident A's resident record as well as interviews with Ms. Flanagan, Ms. Betancourt, and Ms. Jensen I determined that there is no physician's order requiring a soft food diet such as baby food for Resident A. The physician's order did recommend ensure for Resident A daily and he had the supplement in his bedroom. Further, the investigation revealed that if Resident A requests something softer that is not on the menu direct care staff members accommodate that request.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On June 13, 2023 I interviewed Gennifer Flannigan, Mandy Betancourt, and Brenda Jensen, and Resident A who all mentioned that Resident A had ensure prescribed by his physician in his bedroom.

On June 13, 2023 I observed ensure in Resident A's bedroom and Resident A told me the physician gave the ensure to him so he had been keeping it in his bedroom and that he had given some away to other residents.

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 interviews with three direct care staff members, Resident A, and my own observations Resident A's prescribed ensure was not kept in a locked drawer or cabinet and Resident A ended up giving the prescribed supplement away.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Leslie Herrguth

07/12/2023

Leslie Herrguth
Licensing Consultant

Date

Approved By:

Dawn Timm

07/14/2023

Dawn N. Timm
Area Manager

Date