



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

December 13, 2023

Jennifer Hescott
Provision Living at Livonia
33579 8 Mile Road
Livonia, MI 48152

RE: License #: AH820405630
Investigation #: 2024A0784006
Provision Living at Livonia

Dear Jennifer Hescott:

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. If 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 "Aaron L. Clum".

Aaron Clum, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 230-2778

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH820405630
Investigation #:	2024A0784006
Complaint Receipt Date:	10/19/2023
Investigation Initiation Date:	10/19/2023
Report Due Date:	12/18/2023
Licensee Name:	AEG Livonia Opco, LLC
Licensee Address:	1610 Des Peres Road Ste 385 St. Louis, MO 63131
Licensee Telephone #:	(314) 272-4980
Administrator:	Matthew Cortis
Authorized Representative:	Jennifer Hescott
Name of Facility:	Provision Living at Livonia
Facility Address:	33579 8 Mile Road Livonia, MI 48152
Facility Telephone #:	(248) 665-8688
Original Issuance Date:	03/09/2022
License Status:	REGULAR
Effective Date:	09/09/2023
Expiration Date:	09/08/2024
Capacity:	58
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Misadministration of medications.	Yes
The kitchen is not clean and food in the kitchen not stored properly.	No
Resident bathrooms are not cleaned.	No
Additional Findings	No

III. METHODOLOGY

10/19/2023	Special Investigation Intake 2024A0784006
10/19/2023	Special Investigation Initiated - Telephone Attempted contact with number provided for complainant. Sent to voicemail with message stating "mailbox is full"
10/19/2023	APS Referral
10/23/2023	Inspection Completed On-site
10/23/2023	Contact - Telephone call made Attempted contact with complainant. Mailbox full
10/23/2023	Exit Conference Conducted with administrator Matthew Cortis

ALLEGATION:

Misadministration of medications.

INVESTIGATION:

On 10/19/2023, the department received this online complaint.

According to the complaint, assisted living (A.L.) residents complain of getting medications late or not at all. Attempts were made to contact the complainant with no success.

On 10/23/2023, I conducted an unannounced onsite visit to the facility. During the onsite, I reviewed medication Administration Compliance Reports for October 2023, provided by administrator Matthew Cortis. Mr. Cortis explained that these reports provide information about medications which were not administered according to physicians' orders. Review of the report revealed that 36 residents, residents A through JJ, were not administered medications on various dates as they were not available in the medication cart for staff to administer them. When asked about the discrepancies, Mr. Cortis stated resident care director Patricia Clark would be able to provide more information in that regard.

On 10/23/2023, I interviewed resident care director Patricia Clark at the facility. Ms. Clark stated there has been an ongoing issue with the current pharmacy used by the facility for resident medications. Ms. Clark stated there is an apparent issue with communication between the pharmacy and the physician. Ms. Clark stated the physician reports receiving the orders and sending them to the pharmacy and the pharmacy will often report they do not receive the medications. Ms. Clark stated she is working to resolve the issue to ensure medications are being delivered on time.

APPLICABLE RULE	
R 325.1932	Resident medications.
	(2) The giving, taking, or applying of prescription medications shall be supervised by the home in accordance with the resident's service plan.
ANALYSIS:	The complaint alleged medications were not administered according to physicians' orders. The investigation revealed that due to an apparent ongoing issue with communication between the physician and pharmacy, multiple residents were not administered medications on multiple dates. Based on the findings the allegation is substantiated.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The kitchen is not clean and food in the kitchen is not stored properly.

INVESTIGATION:

According to the complaint, the kitchen is not clean and food in the kitchen is not stored properly.

When interviewed, Mr. Cortis stated he has not observed any issues with the kitchen not being cleaned or food being stored improperly. Mr. Cortis stated he is unaware of any complaints or concerns in that regard.

During the onsite, I observed the kitchen area of the facility as well as the dry, freezer, and refrigerator storage in the kitchen. The kitchen was observed to be clean. The food in each storage area was observed to be appropriately stored and labeled.

APPLICABLE RULE	
R 325.1976	Kitchen and dietary.
	<p>(5) The kitchen and dietary area, as well as all food being stored, prepared, served, or transported, shall be protected against potential contamination from dust, flies, insects, vermin, overhead sewer lines, and other sources.</p> <p>(6) Food and drink used in the home shall be clean and wholesome and shall be manufactured, handled, stored, prepared, transported, and served so as to be safe for human consumption.</p> <p>(12) Food service equipment and work surfaces shall be installed in such a manner as to facilitate cleaning and be maintained in a clean and sanitary condition, and in good repair.</p>
ANALYSIS:	The complaint alleged the kitchen was not clean and the food in the kitchen was not stored properly. The investigation revealed insufficient evidence to support the allegations.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident bathrooms are not cleaned.

INVESTIGATION:

According to the complaint, resident bathrooms are not cleaned.

When interviewed, Mr. Cortis stated resident rooms are cleaned regularly. Mr. Cortis stated he is not aware of any complaints from residents or families regarding the condition of resident rooms.

During the onsite, I walked through the entire facility with Mr. Cortis observing multiple residents' rooms and bathrooms. Rooms and bathrooms observed appeared clean and appropriate.

APPLICABLE RULE	
R 325.1979	General maintenance and storage.
	(1) The building, equipment, and furniture shall be kept clean and in good repair.
ANALYSIS:	The complaint alleged resident bathrooms are not cleaned. There is insufficient evidence to support the allegation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, it is recommended that the status of the license remain unchanged.

Aaron L. Clum

12/01/2023

Aaron Clum
Licensing Staff

Date

Approved By:

Andrea L. Moore

12/13/2023

Andrea L. Moore, Manager
Long-Term-Care State Licensing Section

Date