



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 2, 2024

William Paige
Hope Network, S.E.
PO Box 190179
Burton, MI 48519

RE: License #:	AS250404567
Investigation #:	2024A0872025
	New Hope Green Valley

Dear William Paige:

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 "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 #:	AS250404567
Investigation #:	2024A0872025
Complaint Receipt Date:	02/14/2024
Investigation Initiation Date:	02/14/2024
Report Due Date:	04/14/2024
Licensee Name:	Hope Network, S.E.
Licensee Address:	PO Box 190179 Burton, MI 48519
Licensee Telephone #:	(989) 482-7039
Administrator:	Kayonna Ferguson
Licensee Designee:	William Paige
Name of Facility:	New Hope Green Valley
Facility Address:	8179 Green Valley Dr Grand Blanc, MI 48439
Facility Telephone #:	(810) 600-2717
Original Issuance Date:	11/08/2021
License Status:	REGULAR
Effective Date:	05/08/2022
Expiration Date:	05/07/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff Delores Porter has not been medication trained but she is passing medications to the residents.	Yes

III. METHODOLOGY

02/14/2024	Special Investigation Intake 2024A0872025
02/14/2024	Special Investigation Initiated - Telephone
03/07/2024	Inspection Completed On-site Unannounced
03/14/2024	Contact - Telephone call made I spoke to the licensee designee, William Paige, about this complaint
03/21/2024	Contact - Document Sent I emailed LD Paige requesting information related to this complaint
03/25/2024	Contact - Document Received I received AFC documentation related to this complaint
04/01/2024	Contact - Telephone call made I interviewed staff Sharae Carrington
04/01/2024	Contact - Telephone call made I interviewed staff Ariel Salgado
04/01/2024	Contact - Telephone call made I interviewed staff Delores Porter
04/02/2024	Exit Conference I conducted an exit conference with the licensee designee, William Paige
04/02/2024	Inspection Completed-BCAL Sub. Compliance
04/02/2024	APS Referral I made an APS referral via email

ALLEGATION: Staff Delores Porter has not been medication trained but she is passing medications to the residents.

INVESTIGATION: On 03/07/24, I conducted an unannounced onsite inspection of New Hope Green Valley Adult Foster Care facility. I interviewed Residents A-F and staff Rachel McDonald and Robin Marzette.

I asked Resident A if Staff Porter passes medications to her, and she said yes. I asked her if any of the staff are not allowed to pass medications and she said she does not know.

Resident B told me that Staff Porter does pass medications to her and the other residents. According to Resident B, the home manager, Tessa Dudley puts the medications in a small brown envelope before she leaves and when Staff Porter works, she passes the medications from the envelope. I asked her how Staff Porter knows which resident's medications are which, and she said she does not know. I asked her the last time this happened, and she said on Sunday, 03/03/24.

Resident C confirmed that sometimes Staff Porter passes medications from a small brown envelope but said, "lots of people do that."

Resident D stated that he does not know if Staff Porter passes medications, he does not know if medications are passed in brown envelopes, and he does not know if medications are set up ahead of time.

Resident E said that Staff Porter does pass medications from a small brown envelope. He said that each envelope has the resident's name and the time on it. He said he does not know why Staff Porter passes medications in this way.

Resident F told me that he does not know if Staff Porter passes medications to him, and he does not know if staff passes medications from a brown envelope.

Staff Rachel McDonald and staff Robin Marzette said that they have never heard that Staff Porter passes medications because she is not trained to do so. They said that they have never heard that any of the staff set up medications ahead of time for Staff Porter to pass. They told me that the only time staff uses the small brown envelopes are when the residents go on a leave of absence (LOA) from the facility. They both told me that they have never found brown envelopes with medications in them and have never found any of the staff setting up medications ahead of time.

On 03/14/24, I spoke to the licensee designee, William Paige, about this investigation. I discussed my findings thus far and asked him if staff Delores Porter has received medication administration training. LD Paige said that Staff Porter is not currently trained in medication administration. I asked LD Paige about staff setting up medications in brown envelopes and he confirmed that the only time staff should be

using brown envelopes is when a resident leaves the facility and requires medication while they are out. LD Paige did tell me that if one of the staff is not trained to pass medications and that staff is working a shift that requires medications to be passed, he or one of the medication trained staff will go to the facility and pass the medications for that date and time, even if they are not scheduled to be working that day.

On 03/28/24, I interviewed the home manager (HM), Tessa Dudley, via telephone. I reviewed the allegations with HM Dudley, and she said that the allegations are not true. HM Dudley said that Staff Porter is only a fill-in staff at New Hope Green Valley, and she does not work very often. She confirmed that Staff Porter is not fully trained in medication passing and therefore, she does not pass medications. HM Dudley said that there are usually two staff working per shift and they try to ensure that at least one of the staff is fully trained in passing medications. HM Dudley told me that staff who are not fully medication trained are never allowed to pass medications.

I asked HM Dudley why some of the residents said that Staff Porter has passed medications to them, and she said that she does not know. She said that when she works with Staff Porter, she will ask Staff Porter to bring the residents to her, get them a glass of water, and Staff Porter will observe while HM Dudley passes the residents' medications but again said that Staff Porter does not pass the medications, nor does she initial the medication administration record.

HM Dudley also denied putting medications in brown envelopes, allowing Staff Porter to pass the medications, and then initialing the medication administration record later. She said that the only time brown envelopes are used at this facility is when a resident is going on a LOA or when a resident is going on an outing and staff needs to pass the medications while on the outing. HM Dudley said that for a short time, the facility was out of medication cups, so some staff did use the LOA envelopes to pass medications until the medication cups were again available at the facility.

On 03/29/24, I reviewed AFC documentation related to this complaint. I compared the hours worked by Staff Porter to the medication administration records (MAR) and the staff schedule for January, February, and March 2024. I noted that Staff Porter has never initialed the medication logs for any of the residents. According to the staff schedule, Staff Porter worked with another staff on all occasions except for the following:

- 02/06/24 from 3pm-3:30pm
- 02/14/24 from 3pm-4pm
- 02/22/24 from 3pm-4pm
- 03/03/24 from 3pm-11pm

According to the MAR for 03/03/24, Resident A was administered medication at 5pm and 9pm, Resident C was administered medication at 9pm, Resident D was administered medication at 8pm and 9pm, Resident E was administered medication at 3pm and 9pm, and Resident F was administered medication at 4pm, 5pm, and 9pm.

HM Dudley initialed the MAR for that date and those times although according to the staff schedule, she was not scheduled to work.

On 04/01/24, I interviewed staff Sharae Carrington via telephone. Staff Carrington said that she has worked at this facility for approximately one year and she typically works 2nd shift. According to Staff Carrington, she has never worked with staff Delores Porter, but Staff Porter has covered shifts for her. Staff Carrington said that if Staff Porter covers her shift and medications need to be passed, she will go to the facility and pass the medications to the residents since Staff Porter is not medication trained. I asked Staff Carrington if she or any of the other staff sets up medications ahead of time and she said no. I asked her if she has ever found envelopes in the med area with the resident's initials and/or times on them and she said no.

On 04/01/24, I interviewed staff Ariel Salgado via telephone. Staff Salgado said that she has only worked at this facility for approximately one week and she typically works 2nd or 3rd shift. According to Staff Salgado, she has not received all her training and she has not yet been trained in medication administration. I asked Staff Salgado if she has ever seen the medications set up ahead of time or seen them sitting in cups or brown envelopes and she said no.

On 04/01/24, I interviewed staff Delores Porter via telephone. Staff Porter said that she has worked for New Hope Behavioral services for a few months, and she typically works at one of the other locations. Staff Porter confirmed that she does fill in at New Hope Green Valley on occasion and confirmed that she has not been medication trained yet. I asked Staff Porter if she has ever passed medications to any of the residents and she said no. She said that none of the staff sets medications up ahead of time and the only time she has seen medications in the small brown envelopes is if the resident is leaving the facility. I asked Staff Porter what happens if she is working, and the residents need medications, and she said that HM Dudley will come to the facility and pass meds, or she will send one of the other trained staff to pass the medications.

On 04/02/24, I conducted an exit conference with the licensee designee, William Paige. I discussed the results of my investigation and explained which rule violation I am substantiating. LD Paige agreed to complete and submit a corrective action plan upon the receipt of my investigation report.

On 04/02/24, I made an APS referral via email. The allegation was reported.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(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: (a) Be trained in the proper handling and administration of medication.

ANALYSIS:	<p>Residents A, B, C, and E said that staff Delores Porter passes medications to them on occasion when she is working.</p> <p>Residents D and F said that they do not know if Staff Porter passes medications to them.</p> <p>Staff Rachel McDonald, Robin Marzette, Sharae Carrington, Ariel Salgado, Delores Porter, the licensee designee, William Paige, and the home manager Tessa Dudley, said that Staff Porter does not pass medications to the residents because she is not trained to do so.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation.</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

April 2, 2024

Susan Hutchinson Licensing Consultant	Date
--	------

Approved By:

Mary Holton

April 2, 2024

Mary E Holton Area Manager	Date
-------------------------------	------