



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

Cavel Young
Comfort Living Home L.L.C.#3
2111 North Drake
Kalamazoo, MI 49006

June 27, 2024

RE: License #: AM140409800
Investigation #: 2024A1030034
Comfort Living Home L.L.C. #3

Dear Ms. Young:

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.

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.

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,

Nile Khabeiry, LMSW

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM140409800
Investigation #:	2024A1030034
Complaint Receipt Date:	05/23/2024
Investigation Initiation Date:	05/23/2024
Report Due Date:	07/22/2024
Licensee Name:	Comfort Living Home L.L.C.#3
Licensee Address:	2111 North Drake Kalamazoo, MI 49006
Licensee Telephone #:	(269) 760-1182
Administrator:	Cavel Young
Licensee Designee:	Cavel Young
Name of Facility:	Comfort Living Home L.L.C. #3
Facility Address:	50253 M-51 N Dowagiac, MI 49047
Facility Telephone #:	(269) 760-1182
Original Issuance Date:	02/02/2022
License Status:	REGULAR
Effective Date:	08/02/2022
Expiration Date:	08/01/2024
Capacity:	10
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILLALZHEIMERS AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A was not transported to his scheduled medical appointments.	Yes
Resident B was not transported to her scheduled medical appointment.	No
Additional Findings	No

III. METHODOLOGY

05/23/2024	Special Investigation Intake 2024A1030034
05/23/2024	APS Referral Reviewed APS complaint
05/23/2024	Special Investigation Initiated - Telephone Interview APS staff member
05/28/2024	Contact - Face to Face Interview with Resident A
05/28/2024	Contact - Face to Face Interview with Kimone Roper
05/28/2024	Contact - Face to Face Interview with Sandra McFarin
05/28/2024	Contact - Telephone call made Interview with Cavel Young
05/29/2024	Contact - Telephone call made Interview with Cassie Tiller
06/06/2024	Contact - Telephone call made Interview with Cassie Young
06/18/2024	Contact - Face to Face Interview with Resident B
06/18/2024	Contact - Face to Face Interview with Kimone Roper

06/18/2024	Contact - Telephone call made Interview with Cavel Young
06/19/2024	Contact - Face to Face Interview with Resident B
06/20/2024	Contact - Telephone call made Interview with Ann Simpson
06/26/2024	Exit Conference Exit conference by phone

ALLEGATION:

Resident A and Resident B were not transported to their scheduled medical appointments.

INVESTIGATION:

On 5/23/24, I interviewed Cassie Tiller, Nurse Navigator for Crowell Health by phone. Ms. Tiller reported having concerns about the care Resident A is receiving at the home. Ms. Tiller reported Resident A is being treated for cancer through radiation and chemotherapy treatments and there seems to be a barrier in him receiving these treatments due to transportation. Ms. Tiller reported the homeowner, Cavel Young always seems to be too busy to get him to the scheduled appointments. Ms. Tiller reported the best practice for radiation treatment is for the patient to attend treatment Monday through Friday and Resident A missed the following appointments 3/22, 4/2, 4/4, 4/9, 4/10, 4/16, 4/19, 5/9, 5/10, 5/14 and 5/17. Ms. Tiller reported the homeowner called on 4/4 and indicated she was not feeling well and would not be bringing Resident A. Ms. Tiller reported that all of the missed treatments were made up and he is now done with radiation treatment but there was a delay in completing the treatment due solely to transportation.

Ms. Tiller reported the transportation issues have also impacted Resident A's chemotherapy as a chemotherapy bag is placed in the patient with a needle and Resident A had one placed in him on 4/15/24 and should have been removed on 4/19/24 however because he did not attend that appointment it had to stay in him a day longer which increased the chance he would have gotten an infection. Ms. Tiller reported Ms. Young contacted them and reported she would be out of the country and could not transport Resident A to his chemo-therapy appointment on 5/22 and 5/24 and she scheduled a transportation service to take him to the appointments and drive him back home. Ms. Tiller reported she called Ms. Young to inform her about the

transportation on 5/17 and Ms. Young indicated she did not go out of the country and did not need her assistance transporting Resident A to and from his chemotherapy appointments however Ms. Young did not take him to the appointment on 5/22 and called to say she “could not find her car keys.” Ms. Tiller reported that because Resident A did not attend the 5/22 appointment, he did not get the chemotherapy bag placed in him so the appointment on 5/24 was also cancelled. Ms. Tiller reported there is again a delay in Resident A’s cancer treatment due to transportation and now his next appointment is not scheduled until 6/5.

On 5/28/24, I interviewed Resident A at the home. Resident A confirmed he is receiving treatment for cancer and has completed radiation treatment and is still receiving chemotherapy. Resident A reported the homeowner, Cavel Young transports him to all the appointments and is in charge of his appointment schedule. Resident A reported he knows that he missed some appointments but was unsure of the exact dates. Resident A was informed of the dates he missed and indicated that the initial radiation appointment on 3/22/24 was missed because Ms. Young had other appointments. Resident A reported all of the appointments missed were due to him not being transported to the appointments not because he did not want to go.

On 5/28/24, I interviewed direct care staff members (DCSM) Kimone Roper and Sandra McFarin at the home. Both DCSM reported having been hired in April 2024 and live on-site. Both DCSM reported they do not possess a driver’s license or a vehicle and do not transport the residents as Ms. Young does all the transportation.

On 5/28/24, I interviewed Cavel Young by phone. Ms. Young denied missing very many appointments regarding Resident A’s radiation and chemotherapy treatments. Ms. Young was provided the last of dates missed according to medical records as well as the excuses given on 4/4/24 and 5/22/24. Ms. Young denied ever saying that she was not feeling well on 4/4/24 and that it was Resident A that was not feeling well. Ms. Young then indicated any appointment missed with the exception of the appointment on 5/22/24 was because Resident A was not feeling well and did not want to go. Ms. Young acknowledged that she could not find her car keys on 5/22/24. Ms. Young denied contacting Resident A’s medical team when he refused to go and did not document his refusal but adamantly denied Resident A ever missing any appointments because of her not providing transportation.

On 5/29/24, I interviewed Ms. Tiller by phone. Ms. Tiller reported Ms. Young called yesterday and indicated the missed appointments were because Resident A refused to go. Ms. Tiller reported she is not directly involved with the clinic and that her main duty is to help with barriers to patients receiving treatment. Ms. Tiller reported she spoke with the three schedulers at the clinic who have been directly involved with Resident A and Ms. Young and they all reported that every time Ms. Young called to cancel an appointment, she never indicated it was because Resident A refused to go. Ms. Tiller also confirmed that Ms. Young only called a few times and that most of the time Resident A was a no call, no show.

On 6/6/24, I received a voicemail indicating that Resident A did attend his chemotherapy appointment yesterday.

On 6/17/24, I received another referral that will be added to this investigation. It was alleged that Ms. Young forget to take Resident B to scheduled medical appointments in the past.

On 6/18/24, I interviewed Resident B at the home. Resident B reported she has been in the home for eight weeks. Resident B reported she had a doctor's appointment yesterday with her PCP and called Ms. Young to remind her however she forgot and did not take her. Resident B reported the appointment is rescheduled for later today. During the interview, I noted the home was very warm and checked the thermostat which read 85 degrees. Resident B reported Ms. Young had someone look at the air conditioning yesterday, but it did not get fixed.

On 6/18/24, I interviewed DCSM Kimone Roper. Ms. Roper reported Ms. Young indicated she would purchase window air conditioning units for the home but has not brought them to the home yet.

On 6/18/24, I called Ms. Young while at the home, however her phone would not accept any phone calls. I then texted Ms. Young with my concerns about the temperature of the home and informed her that she needed to either fix the AC unit or install window units today.

On 6/18/24, I interviewed Ms. Young by phone, and she indicated she purchased window units and took them to the home. Ms. Young followed up with a picture if a receipt from Menards of a purchase of six air conditioning units. I instructed Ms. Young to ensure they were installed properly so the home can be cooled down. Ms. Young agreed to have them installed today. Ms. Young reported she had a company come to service the central air conditioning, but they were unable to fix it, however it will be fixed in two weeks.

I interviewed Ms. Young about Resident B not being taken to her medical appointment. Ms. Young reported she was unaware of the appointment as Resident B made the appointment herself and only told her about it yesterday. Ms. Young reported she will be taking her to rescheduled appointment today.

On 6/20/24, I conducted an on-site inspection and confirmed there were window air conditioning units in the Resident bedrooms and there was a ceiling fan in the living room to help distribute to cool air throughout the home. I noted the home was much cooler than it was on 6/18/24 however the thermostat indicated the temperature was 80 degrees in the home. I called Ms. Young and informed her the inside temperature was better but still needs to come down. Ms. Young reported she was buying more units for the other windows and will install them today. Resident B confirmed that she was taken to the rescheduled medical appointment.

On 6/20/24, I received a text message with a picture of a receipt from Ms. Young for a purchase of four additional window air conditioning units.

On 6/20/24, I interviewed Recipient Rights Officer, Ann Simpson by phone regarding Resident B. Ms. Simpson reported she knows Resident B very well and indicated she thinks Ms. Young has bent over backwards to try and help Resident B. Ms. Simpson reported Resident B can be very difficult when she is spiraling with her mental health which she has been doing over the last couple of weeks. Ms. Simpson reported she speaks with Resident B every day and she will often make allegations that are not based in reality.

APPLICABLE RULE	
R 400.14310	Resident health care.
	<p>(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:</p> <p style="text-align: center;">(a) Medications.</p>
ANALYSIS:	<p>It was alleged that Resident A and Resident B were not transported to their medical appointments. Based on interviews with the residents, staff and appropriate medical and mental health professionals this violation will be established with respect to Resident A. This violation will not be established regarding Resident B.</p> <p>According to Corwell Health Resident A missed a total of eleven radiation treatment appointments and two chemotherapy appointments. The treatments were made up therefore he received all treatments however radiation treatments are most effective when they occur five days in a row and are always scheduled Monday through Friday. Based on interviews with Resident A, Ms. Young and the medical staff the appointments were missed due lack of transportation which is the responsibility of Ms. Young.</p> <p>Resident B scheduled her own medical appointment on 6/17/24 and did not inform Ms. Young until the day of the appointment. Ms. Young rescheduled the appointment for the following day and transported Resident B to the appointment.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 6/26/24, I shared the findings of my investigation with Ms. Young. Ms. Young acknowledged the findings and agreed to submit a corrective action plan.

IV. RECOMMENDATION

Based on the submission of an acceptable corrective action plan, I recommend no change in the current license status.

Nile Khabeiry, LMSW

6/28/24

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

6/28/24

Russell B. Misiak
Area Manager

Date