



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 26, 2024

Rebecka Goodrow
From The Heart Adult Foster Care, LLC
2880 South 2 Mile Road
Bay City, MI 48706

RE: License #:	AS090409450
Investigation #:	2024A0123041
	From The Heart - 2 Mile

Dear Rebecka Goodrow:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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,

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 E. Genesee Ave.
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS090409450
Investigation #:	2024A0123041
Complaint Receipt Date:	06/04/2024
Investigation Initiation Date:	06/05/2024
Report Due Date:	08/03/2024
Licensee Name:	From The Heart Adult Foster Care, LLC
Licensee Address:	2880 South 2 Mile Road Bay City, MI 48706
Licensee Telephone #:	(989) 316-1487
Administrator:	Rebecka Goodrow
Licensee Designee:	Rebecka Goodrow
Name of Facility:	From The Heart - 2 Mile
Facility Address:	5861 2 Mile Rd Bay City, MI 48706
Facility Telephone #:	(989) 295-4168
Original Issuance Date:	03/23/2023
License Status:	REGULAR
Effective Date:	09/23/2023
Expiration Date:	09/22/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED AGED TRAUMATICALLY BRAIN INJURED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Licensee designee Rebecka Goodrow stole Norco (Hydrocodone/Acetaminophen) from Resident A between January 2024 and May 2024. Approximately 101 Norco pills from Resident A is unaccounted for. The back stock of Resident A's Norco prescription was completely empty by 05/28/2024.	Yes

III. METHODOLOGY

06/04/2024	Special Investigation Intake 2024A0123041
06/05/2024	Special Investigation Initiated - Telephone I spoke with Complainant 1 via phone.
06/06/2024	APS Referral An APS referral was completed.
06/06/2024	Contact - Telephone call made I made a call to the Bay County Sheriff's Office.
06/06/2024	Contact - Telephone call received I spoke with adult protective services investigator Chris Shores.
06/07/2024	Contact - Telephone call received I received a voicemail from Detective Sergeant Woody.
06/07/2024	Contact - Telephone call made I spoke with Detective Sergeant Woody.
06/12/2024	Contact- Telephone call received I received a voicemail from Detective Sergeant Woody.
06/12/2024	Inspection Completed On-site I conducted an unannounced on-site at the facility.
06/12/2024	Contact- Face to Face I conducted a face to face at the Bay County Sheriff's Office with Detective Sergeant Patrick Woody and Investigator Derik Kieliszewski.
06/12/2024	Contact- Document Received Emailed documentation received from Investigator Derik Kieliszewski.

07/24/2024	Inspection Completed On-site I conducted a follow-up on-site at the facility and obtained additional documentation.
07/24/2024	Contact- Telephone call received I received a voicemail from licensee designee Rebecka Goodrow.
07/24/2024	Contact- Telephone call made I spoke with Rebecka Goodrow via phone.
07/24/2024	Contact- Telephone call received I spoke with Rebecka Goodrow via phone.
07/25/2024	Contact- Telephone call made I interviewed staff Autumn Weiler via phone.
07/25/2024	Contact- Telephone call made I left a voicemail for staff Teresa Vasquez requesting a return call.
07/25/2024	Contact- Telephone call made I interviewed staff Lisa Nusz.
07/25/2024	Contact- Telephone call made I interviewed staff Teresa Vasquez.
07/25/2024	Contact- Telephone call made I interviewed staff Tina Watley.
07/25/2024	Exit Conference I spoke with licensee designee Rebecka Goodrow.

ALLEGATION: Licensee designee Rebecka Goodrow stole Norco (Hydrocodone/Acetaminophen) from Resident A between January 2024 and May 2024. Approximately 101 Norco pills from Resident A is unaccounted for. The back stock of Resident A's Norco prescription was completely empty by 05/28/2024.

INVESTIGATION: On 06/05/2024, I spoke with Complainant 1 via phone. Complainant 1 reported the following:

Resident A received a large quantity of Norco from the pharmacy. On 12/18/2023, there were 152 Norco pills placed in the medication cart. 153 Norco pills were put in the manager's office in backstock on 01/08/2024. Licensee Designee Rebecka Goodrow did not mention any inventory tracking. On 05/12/2024, there were 82 Norco's that were unaccounted for. On 05/14/2024, the Norco count was down to 17 pills, and by after Memorial Day weekend, the medication was completely gone.

On 05/25/2024, two Norco pills were signed out by Rebecka Goodrow. Documentation shows that Rebecka Goodrow edited the electronic MAR (QuickMar; medication administration record) on 05/25/2024 and 05/26/2024. Rebecka Goodrow changed the time of the medication passes. There is concern that the QuickMAR documentation was falsified. Complainant 1 stated that licensee designee Rebecka Goodrow was observed on the medication cart security camera popping two Norco pills, but Resident A's order is for one Norco pill every four hours.

On 06/05/2024, I received emailed documentation from Complainant 1, including a multi-page letter detailing how Resident A's Norco med count dwindled over the course of about five months. It is noted that there was a total of 101 Norco that were unaccounted for in the facility's backstock supply that was locked in the manager's office in a file cabinet. Documentation to back up the unaccounted-for medications were included with the letter, including a *Med Disposition Log* printed 05/12/2024 from the facility's QuickMar (medication administration record) system. The documentation shows that on 01/08/2024, 153 Hydrocodone/Acetaminophen pills were recorded by the facility from KLTC Pharmacy (Kalamazoo Long Term Care Pharmacy). The care giver name noted in this entry is licensee designee Rebecka Goodrow, and the witness's name listed is staff Autumn Weiler. Additional documentation was received from Complainant 1 highlighting where the medication administration records appeared to be falsified. A QuickMar *Delivery Manifest* log from 12/1/2023 to 05/12/2024 shows also that 152 Tabs of Hydrocodone/Acetaminophen was checked into the facility on 12/18/2023. A copy of the facility's *Controlled Substance Accountability* form for Resident A notes that on 05/25/2024 at 8:00 pm one Norco was administered, and again on 05/25/2024 at 8:00 pm, for a total of two entries at the same time, and the initials for both entries is "RG" (for Rebecka Goodrow). The *Admin History* for [Resident A]-Hydrocodone/Acetaminophen (generated from QuickMar) document shows that four Norco medication passes were noted on 05/25/2024 at 8:00 am and 2:44 pm, and on 05/26/2024 at 8:00 am, and 2:54 pm. These four med passes are documented under staff Lisa Nusz's name, however only two of those medication passes are documented on the *Controlled Substance Accountability Form* (medication count sheet) and are initialed by licensee designee Rebecka Goodrow for 05/25/2024. The next entry on the *Controlled Substance Accountability Form* is dated for 05/28/2024. There are no medication passes documented on 05/26/2024 on the accountability form.

On 06/06/2024, I made a call to the Bay County Sheriff's office and made a law enforcement referral regarding the allegations. An Adult Protective Services referral was also forwarded to MDHHS Centralized Intake.

On 06/06/2024, I spoke with adult protective services investigator Chris Shores via phone. Chris Shores stated that he conducted an on-site at the facility and interviewed staff Autumn Weiler. Chris Shores stated that Staff Weiler told him that Rebecka Goodrow is away dealing with personal issues. Staff Weiler informed Chris Shores that the medication counts are done two times per day, at the beginning and

end of each shift. Staff Weiler showed Chris Shores that what is in the medication cart is an accurate count, and Staff Weiler stated that she has no idea what is stored in the office. Chris Shores stated that Resident A was not aware of any missing medication.

On 06/07/2024, I spoke with Detective Sergeant Patrick Woody of the Bay City Sheriff's Office. Detective Sergeant Woody stated that he received a good statement from Complainant 1 and will be getting search warrants together to gather documents at the facility.

On 06/12/2024, I conducted an unannounced on-site at the facility and met with Detective Sergeant Patrick Woody and Bay County Sheriff's investigator Derik Kieliszewski who were already present. They reported that they had confiscated the hard drive connected to the facility's cameras and had spoken with staff Courtney Cygan. During this on-site, the Bay County Sheriff's Office also obtained Resident A's file/records.

On 06/12/2024, during this on-site at the facility, I conducted the following staff interviews:

Staff Aimee Trader stated that she started working as a housekeeper in the facility back in February 2024, and is currently training to be a direct care worker. Staff Trader denied having any knowledge of the investigation but stated that Rebecca Goodrow gave staff a heads up regarding some missing medications. Staff Trader stated that when she was trained on medications, she was informed that sometimes pills get accidentally popped from the bubble pack and fall into the medication cart.

Staff Courtney Cygan stated that staff were told via text from licensee designee Rebecca Goodrow that there was some narcotic medication missing. Staff Cygan showed me the text message and it states, *"Hi staff. I wanted to send a quick message to inform each of you there has been some question in regards to missing medications reported to the state. It's is protocol for the state to follow up, please expect them in the facility over the next week or so. It is ok for you to speak with them if they have questions. I am available to each of you if anyone needs me. I am being admitted to U of M tomorrow but will be back in the office Monday."* Staff Cygan stated that she is a medication passer and had not noticed the medication count being off. Staff Cygan denied having any knowledge of there being a back stock supply of medication in the facility. Staff Cygan stated that she has since been informed that there was some medication stored in the office, but stated she only dealt with medication that was in the medication cart.

Staff Alena Gibson stated that she has been working in the facility for about seven or eight months and is currently a shower aide. Staff Gibson stated that she does not generally pass medications but is trained to do so. Staff Gibson stated that at shift change, staff does a medication count at the med cart. Staff Gibson stated that the outgoing staff counts the medication in front of the incoming staff, then the incoming

staff counts the medication a second time. Staff Gibson stated that the counts are entered into the computer by both staff persons doing the counts. Staff Gibson stated that medications are only stored in the medication cart and denied having any knowledge of medications being stored in the office. Staff Gibson stated that staff does not have access to the office, only management does.

On 06/12/2024, during the on-site, I also made contact with Resident A. Resident A is their own person. I interviewed Resident A in their bedroom. Resident A shook their head yes when asked if staff passes medications to Resident A. Resident A shrugged their shoulders and shook their head to indicate "no" when asked if they knew what medications they take. Resident A shook their head to indicate saying "no", then said "*I don't know*" when asked if there had been any issues with their medication.

On 06/12/2024, I obtained a copy of Resident A's *Assessment Plan for AFC Residents* dated 06/01/2024. The assessment plan indicates under *Communicates Needs* "*struggles w/ communication due to stroke- expressive aphasia will point at items or pictures to express needs. Unable to speak in full sentences. Will also use hand gestures. Sometimes gets words mixed up such as 'yes' and 'no'.*" For *Taking Medications*, it states "*staff administer all pills in one-two bites of applesauce. Staff pull inhaler back.*"

On 06/12/2024, during this on-site, I observed other residents in the home. All residents observed appeared clean and appropriately dressed. No issues were noted.

While on-site on 06/12/2024, I observed the medication cart in the facility. There were two medication bubble packs in Resident A's name for Hydrocodone/Acetaminophen 325 MG/7.5 MG PO Tab from Princing's Pharmacy. The instructions note to take one tablet by mouth every four hours as needed. There were 30 pills in one bubble pack, and nine remaining in the second bubble pack. A copy of the facility's *Controlled Substance Accountability Form* shows the current medication count at 39. This was noted on 06/07/2024 at 9:45 am, with staff Courtney Cygan's initials. The count on the sheet started on 05/28/2024 and was at 44 Norco pills.

On 06/12/2024, I was asked by Detective Sergeant Woody to meet with him and Investigator Kieliszewski at the Bay County Sheriff's Office. At the Bay County Sheriff's Office, I was informed that they obtained recorded phone conversations of licensee designee Rebecka Goodrow, where Rebecka Goodrow disclosed taking the Norco and also having a history of drug use. I was informed that Rebecka Goodrow was possibly signing her name on a controlled substance form but was documenting changes in the electronic MAR system in another staff person's name. I obtained copies of Resident A's file during this on-site at the Bay County Sheriff's Office.

On 06/12/2024, during this on-site at the Bay County Sheriff's Office, I obtained copies of Resident A's medication administration records (QuickMAR) for January 2024, February 2024, March 2024, and May 2024. On 07/24/2024, during a follow-up on-site at the facility, I obtained a copy of Resident A's May 2024 QuickMAR. The medication administration records note the number of Norco (*Hydrocodone/Acetaminophen; take one tablet by mouth every 4 hours as needed for pain*) pills that were passed for each month and they are as follows:

January 2024- 20 total
February 2024- 13 total
March 2024- 11 total
April 2024- 12 total
May 2024- 10 total

It should be noted that in total, the number of Norco (Hydrocodone/Acetaminophen tablets that were documented as passed PRN (as needed) in QuickMar to Resident A by staff between January 2024 and May 2024 totals to about 66. There were 153 Norco pills that were recorded by the facility on 01/08/2024 by licensee designee Rebecka Goodrow and witnessed by staff Autumn Weiler. Between the *Proof of Use Form* for Resident A, and the *Controlled Substance Accountability Forms* that staff use to document narcotic counts between 01/11/2024 and 06/07/2024, there were about 57 total tallies in the "*Quantity Administered*" (1 pill noted to be administered each time) columns, entries that were documented by staff. The count sheets also note when medications were added to the count. On 01/24/2024, 31 were added. On 04/09/2024, 21 were added, and on 05/24/2024, 30 pills were added to the count. When cross referencing the QuickMar monthly records for Resident A, and the narcotic count sheets, there is one entry on the QuickMar dated 01/16/2024 at 8:06 pm by licensee Rebecka Goodrow, that is not reflected on the count sheet. In March 2024, there is one entry by licensee designee Rebecka Goodrow for 03/21/2024 at 6:22 am that is not on the narcotic count sheet. On 03/29/2024 there is one entry at 12:28 am (by licensee designee Rebecka Goodrow), and one at 6:10 pm (by staff Teresa Vasquez), but only the one at 12:28 am med pass is noted on the narcotic count log by Rebecka Goodrow. On the narcotic count sheet there are two medication passes documented for 05/25/2024, both at 8:00 pm initialed by Rebecka Goodrow. However, on the QuickMar for Resident A for May 2024, there are two entries logged for 05/25/2024 (8:00 am and 2:44 pm) and two for 05/26/2024 (8:00 am and 2:54 pm). The two medication passes for 05/26/2024 are not noted on the narcotic count sheet, and there is a significant discrepancy in the times administered on the narcotic count sheet entries compared to the QuickMar monthly records. The entries in QuickMar for all four medication passes between 05/25/2024 and 05/26/2024 are under staff Lisa Nusz initials.

On 06/12/2024, I received emails from Investigator Kieliszewski. The emails contained recorded phone calls of licensee designee Rebecka Goodrow verbally admitting to taking the Norco from Resident A's bubble packs and the medication

cart. Video footage of Licensee Designee Rebecka Goodrow allegedly popping two Norco out of Resident A's medication bubble pack was obtained as well.

On 07/24/2024, I made a follow-up call to Complainant 1. Complainant 1 stated that they are not sure if staff Autumn Weiler knows everything, but that Staff Weiler was present when licensee designee Rebecka Goodrow popped two Norco tablets from the medication cart.

On 07/24/2024, I interviewed licensee designee (LD) Rebecka Goodrow. I asked her if she knew what the investigation was about. LD Goodrow stated that she did. I asked Rebecka Goodrow to provide a statement. LD Goodrow initially stated that she would call back after touching base with her attorney first. LD Rebecka Goodrow then called me back saying that she could provide a statement. LD Goodrow stated that she ran an internal investigation on several levels and made corrective measures. LD Goodrow stated that she had been leaving the manager's office unlocked for a staff/mother (staff Teresa Vasquez) who was breastfeeding, so others did have access to the office (where the backstock of Resident A's Norco pills were stored.) LD Goodrow stated that she and her former manager staff Layla Arnold were the only two individuals who had keys to the office, and the overflow of medications were kept locked in the office. LD Goodrow stated that she cannot account for the pills going missing. LD Goodrow stated that the corrective measures are that everything stays in the medication cart, and any overflow is not locked in a pantry. LD Goodrow stated that the medications were stored in a file cabinet, and the key to the medication cabinet was inside of a drawer in the office. When asked directly if she was saying that she was storing medications unsecured, she confirmed saying yes. Rebecka Goodrow also stated that a pharmacy had delivered Resident A's medications and there were loose pills in the bag the bubble packs were dropped off at the facility in. LD Goodrow also stated that there were issues with the medication administration logs that she had to edit due to staff errors. When asked if the 153 count for Norco that was accounted for on 01/08/2024 was accurate as reflected on the *Medication Disposition* log from QuickMar, she stated that she does not have the documentation in front of her but would say it was accurate. During this call, licensee designee Rebecka Goodrow stated that she has a video and screen shot of a text conversation that proves there were issues with the pharmacy delivery, that had loose pills and bubble packs that were not sealed properly. LD Goodrow stated that someone from the pharmacy had to come out and fix the bubble packs.

On 07/24/2024, Licensee Designee Rebecka Goodrow provided via text message a video of multiple bubble packs of pills in a green bag. There were two loose pills observed at the bottom of the bag. One bubble pack appeared to be not properly sealed. The voice on the recording which sounds like licensee designee Rebecka Goodrow stated that two bubble pack pills were open, and that she did not know how many pills were supposed to be in there. It should be noted that the date stamp of the video says Friday February 2, 2024, at 1:25 pm. A copy of the screenshot texts in summary describes that there were issues with the sealing on the

medication packs as the glue isn't holding, and that there was tape on the sides which indicated that the pharmacy was aware of the issue. The bubble packs were from Princings pharmacy.

On 07/25/2024, I interviewed staff Autumn Weiler via phone. Staff Weiler stated that staff all received a text message from licensee designee Rebecka Goodrow notifying staff that there was an investigation regarding missing medications. Staff Weiler stated that she knows that it was Resident A's Norco pills because adult protective services came to the home to investigate. Staff Weiler stated that she is a medication passer, and that all staff are trained to administer medication. Staff Weiler stated that she is aware that Resident A received the large quantity of Norco back in December 2023, but she was not the staff person who received the medication. Staff Weiler stated that it was an oversupply. Staff Weiler stated that she did sign off on moving the 153 Norco pills to the back stock. Staff Weiler stated that a staff person (staff Teresa Vasquez) returned to work from maternity leave, and they had to keep the office unlocked to provide a space for breastfeeding. Staff Weiler stated that Resident A's backstock of Norco would have been in the filing cabinet in the office. Staff Weiler stated that she is not sure of the time frame for when the cabinet was locked but stated that it was the manager's office. Staff Weiler stated that the day adult protective services visited the facility, the key to the cabinet was hanging out of the file cabinet's lock. Staff Weiler denied going into the file cabinet and stated that she does not know who would pull the extra Norco from the backstock to restock the medication cart. Staff Weiler stated that only licensee designee Rebecka Goodrow, and the former home manager staff Layla Arnold had access to the file cabinet. Staff Weiler stated that she did not think the key was stored in the facility, and that she thought they were probably kept on personal keychains. Staff Weiler stated that she does not know why it was a large quantity of Norco that was received. She stated that they had switched pharmacies and there has been a constant issue with Kalamazoo LTC Pharmacy. Staff Weiler stated that they have received an undersupply and oversupply of medications from the pharmacy. Staff Weiler stated that the facility receives medications from Kalamazoo LTC Pharmacy as well as Princings Pharmacy and that both pharmacies communicate with one another. Staff Weiler stated that she has only ever seen staff pass medications according to Resident A's script and denied seeing anyone popping more than one Norco at a time. Staff Weiler stated that when they receive medication into the facility, they count the medication, add it to the computer in the QuickMar *Medication Disposition* log, and its then added to the count. Staff Weiler stated that staff also document on a proof of use form, so they are double documenting the narcotic count. Staff Weiler stated that narcotic counts are done at every shift change at 7:00 am and 7:00 pm, and that the counts are done only for the medication in the med cart. Staff Weiler stated that she does not know why the medication in the backstock was not counted, but that there was not enough room in the medication cart to store the backstock. Staff Weiler stated that she has not witnessed any discrepancies and any errors that have happened have been corrected. Staff Weiler stated to her knowledge that no medications had been missing. Staff Weiler denied having knowledge of over 100 Norco pills being

missing/unaccounted for but knew that some were missing because adult protective services told her. She stated that the only thing she can think of is that the file cabinet was unlocked. She stated that she questioned whether it had been unlocked the whole time.

On 07/25/2024, I interviewed staff Lisa Nusz via phone. Staff Nusz stated that she started working in the facility late April 2024, beginning of May 2024. Staff Nusz stated that she is a medication passer. Staff Nusz stated that medications are stored in the locked medication cart, and narcotics are stored in a lock box within the medication cart. Staff Nusz denied having any knowledge of narcotic medication being stored anywhere else in the facility. Staff Nusz stated that at shift change, the incoming staff person does the medication counts and the count is documented in the computer. If there are any discrepancies, the computer will not let you finish the shift change. Staff Nusz denied witnessing any discrepancies. Staff Nusz stated that she had experience passing medication prior to being hired, and only needed a refresher course. Staff Nusz stated that she started passing medications about a week after being hired and while on the floor training. Staff Nusz stated that she did pass some Norco in the beginning of working at the facility but cannot recall the timeframe. Staff Nusz denied having any knowledge of any narcotics being stored in the office. Staff Nusz stated that other medications they have locked in the office before, but it was their monthly medications during the time staff change over medication for the month, and that the main door to the office would be locked during those times.

On 07/25/2024, I interviewed staff Teresa Vasquez via phone. Staff Vasquez stated that she has been working on and off at the facility for about two years. Staff Vasquez stated that she is aware of an investigation for the facility but does not know why. Staff Vasquez stated that she went on maternity leave at the end of December 2023, and came back in the middle of February 2024. When asked if the facility made any accommodations for her upon her return, she stated that she used the office in the facility up until last Saturday night, after it was announced that it would be locked from now on. Staff Vasquez stated that she will be using a back foyer area, which was also available at the time she returned from leave, but she had been offered use of the office initially. Staff Vasquez stated that in the office, there is a desk with two computers and a filing cabinet. Staff Vasquez stated that she did not have access to the filing cabinet, and believes the cabinet was locked, but is not sure. Staff Vasquez stated that she is a medication passer and medications are stored in the medication cart only. Staff Vasquez stated that if there is no room in the medication cart, medications are locked in the pantry, but this only happens rarely and those medications would be what they call the "daily cycle" meds. Staff Vasquez denied having any knowledge of narcotics being stored anywhere else in the facility. Staff Vasquez stated that prior to her maternity leave, the office was always locked, and was management access only. Staff Vasquez denied ever having any concerns about missing medications or documentation errors and is not aware of Resident A having an oversupply of medications.

On 07/25/2024, I interviewed staff Tina Watley via phone. Staff Watley stated that she has been working in the facility since April 2024, and works third shift. Staff Watley stated that she is a trained medication passer. Staff Watley stated that medications are stored in the medication cart. Staff Watley stated that sometimes medications have been delivered on third shift in a box from the pharmacy, and that she has locked the medications in the pantry. Staff Watley stated that she was not sure if she had access to the office, that she thought it was always locked, and she never tried to access the office. Staff Watley stated that she has heard that medications have been stored in the office before but does not know who stored them in the office, when, or why. Staff Watley stated that there was one time since she's been at the facility that there was an issue where medication counts were off for Gabapentin. Staff Watley stated that narcotics are stored in a locked box in the medication cart, and that medication counts are done every shift. Staff Watley stated that to her knowledge, medication counts have not been off since this one time. Staff Watley stated that she has not had any concerns about medications being missing.

On 07/25/2024, I conducted an exit conference with licensee designee Rebecka Goodrow via phone. I informed her of the findings and conclusions. She stated that she does not have any additional information to add at this time.

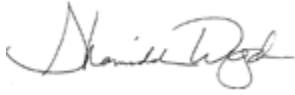
APPLICABLE RULE	
R 400.14312	Resident medications.
	(6) A licensee shall take reasonable precautions to insure that prescription medication is not used by a person other than the resident for whom the medication was prescribed.
ANALYSIS:	<p>On 06/05/2024, I spoke with Complainant 1 via phone who stated that there was no inventory tracking for any medications that were placed in the facility's backstock, and that by 05/12/2024 there were 82 Norco pills prescribed to Resident A that were unaccounted for. Complainant 1 expressed concerns that the electronic QuickMar documentation had been falsified by licensee Rebecka Goodrow.</p> <p>On 06/12/2024, documentation was received from Complainant 1 detailing that there were about 101 Norco pills missing/unaccounted for.</p> <p>On 06/12/2024, I conducted an unannounced on-site at the facility with the Bay County Sheriff's Office. During this on-site staff were interviewed. Staff Courtney Cygan denied having any knowledge of medications being missing. Staff Gibson reported that the only medications the facility has is stored in the medication cart and denied knowledge of any medications</p>

	<p>being stored in the office.</p> <p>Resident A was interviewed. Resident A stated they did not know if there were any issues with their medication.</p> <p>On 06/12/2024, I was informed by the Bay County Sheriff's Office that they had obtained recorded phone conversations where licensee designee Rebecka Goodrow admitted to taking Resident A's Norco pills for personal use. I obtained and listened to the audio recordings during the course of this investigation.</p> <p>On 07/24/2024, I interviewed licensee designee Rebecka Goodrow. LD Goodrow stated that the office where the backstock of Resident A's Norco pills were stored were open and anyone could have obtained access to the supply of medication. Rebecka Goodrow stated that she did an internal investigation and put in corrective measures. LD Goodrow stated that she could not account for the missing medication, and also noted having issues with the pharmacy that was supplying the medication to the facility. LD Goodrow stated that there were staff errors in the documentation of the medication that had to be edited.</p> <p>On 07/25/2024, I interviewed staff Autumn Weiler. Staff Weiler confirmed the facility received the 152 Norco pills for Resident A back in December 2023, and that she witnessed that it was placed into backstock. Staff Weiler denied knowing that a large number of the pills were unaccounted for. Staff Weiler stated that the office the extra medication was stored in was not locked. Staff Weiler denied witnessing anyone signing out more Norco than what Resident A was prescribed.</p> <p>On 07/25/2024, I interviewed staff Lisa Nusz, staff Teresa Vasquez, and staff Tina Watley. They did not express any knowledge of the allegations.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to licensee designee Rebecka Goodrow not taking reasonable precautions to ensure Resident A's medications were not used by a person other than Resident A.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14201	Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.
	(9) A licensee and the administrator shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, social, and intellectual needs of each resident.
ANALYSIS:	<p>On 06/05/2024, I spoke with Complainant 1 via phone who stated that there was no inventory tracking for any medications that were placed in the facility's backstock, and that by 05/12/2024 there were 82 Norco pills prescribed to Resident A that were unaccounted for. Complainant 1 expressed concerns that the electronic QuickMar documentation had been falsified by licensee Rebecka Goodrow.</p> <p>On 06/12/2024, documentation was received from Complainant 1 detailing that there were about 101 Norco pills missing/unaccounted for.</p> <p>On 06/12/2024, I was informed by the Bay County Sheriff's Office that they had obtained recorded phone conversations where licensee designee Rebecka Goodrow admitted to taking Resident A's Norco pills for personal use. I obtained and listened to the audio recordings during the course of this investigation.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to the suitability of licensee designee Rebecka Goodrow.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend revocation of the license.



07/26/2024

Shamidah Wyden
Licensing Consultant

Date

Approved By:



07/26/2024

Mary E Holton
Area Manager

Date