



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 29, 2024

Satara McMillian
2115 Francis Ave.
Grand Rapids, MI 49507

RE: License #: AS410389803
Investigation #: 2024A0357036
Home Of Hearts

Dear Ms. McMillian:

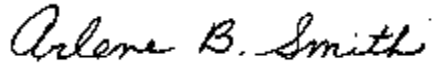
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Arlene B. Smith".

Arlene Smith, MSW, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor,
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-4213

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410389803
Investigation #:	2024A0357036
Complaint Receipt Date:	06/04/2024
Investigation Initiation Date:	06/04/2024
Report Due Date:	08/03/2024
Licensee Name:	Satara McMillian
Licensee Address:	2115 Francis Ave. Grand Rapids, MI 49507
Licensee Telephone #:	(616) 633-3953
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Home Of Hearts
Facility Address:	2115 Francis Grand Rapids, MI 49507
Facility Telephone #:	(616) 633-3953
Original Issuance Date:	11/13/2017
License Status:	REGULAR
Effective Date:	05/13/2024
Expiration Date:	05/12/2026
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
The house telephone has not been operating on a consistent basis for months.	Yes

III. METHODOLOGY

06/04/2024	Special Investigation Intake 2024A0357036
06/04/2024	Special Investigation Initiated - Telephone
06/10/2024	Contact – Telephone call received. From Resident A's Guardian, Torin Kamerling.
06/27/2024	Contact - Telephone call received. From Resident A's Guardian, Torin Kamerling.
06/27/2024	Contact - Telephone call made. To Resident A's Case Manager, Jackie Macker.
07/27/2024	Contact - Telephone call made. To LTC Pharmacy, Olivia Schroeder, Pharmacy Support Staff.
07/09/2024	Inspection Completed On-site
07/09/2024	Contact - Face to Face Interview with Resident A, Resident B and the Home Manager Sharon Carey.
07/29/2024	Telephone exit conference with the Licensee, Satara McMillian.

ALLEGATION: The house telephone has not been operating on a consistent basis for months.

INVESTIGATION: On 06/04/2024, we received a complaint from our office in Lansing, BCAL Online Complaints. The complaint read that the house phone has not been operational on a consistent basis for months.

On 06/10/2024, I received a telephone call from Resident A's guardian, Toren Kamerling. He explained that the house telephone has not been working for several months. He cannot call Resident A and he said the House Manager had confirmed to him that the house phone was not working. He said that when he telephoned the

number for the home, and it would ring, and it would instruct you to leave a message but then there would be no telephone call returned. With this experience he thought the telephone was working when in fact it was not working. He said he understood that the telephone service was connected to the cable company, and they have had trouble with the cable company. He also reported that the telephone would work for a while and then it would go out again. He also expressed that Resident A's pharmacy LTC in Grand Rapids had not been able to contact the home to set up a time to deliver medications.

On 06/10/2024, I telephoned the home's telephone number and it let me leave a message and I requested they call me back. To the date of this report, I have not received a telephone call back.

On 06/27/2024, I called Resident A's Case Manager from Pine Rest, Jackie Macker. I asked if she had first-hand experience of the telephone at the home not working. She said that she had tried to call the home and was not able to get through and she was unable to leave a message. I asked if she had the dates for her telephoning the home. She said she needed to check her case notes and she then reported that on 02/21/2024, 04/18/2024 and on 04/24/2024 she could not get through to the home. She stated further that the homeowner was in Texas, and she found that concerning because she was not here fixing the telephone. I asked her if she knew how long Resident A was in this home and she said she believed that Resident A has been living in the home for the last three years. I asked her since she has been Resident A's Case Manager if Resident A at any time expressed concerns about the telephone not working and she said "No." I asked her if she had any first-hand knowledge of Resident A's LTC pharmacy not being able to reach the home to set up a time to deliver her medications. She said she had no knowledge of this. While we were discussing the situation she said she would email their nurse, Mary Berza, and ask her the same question, Ms. Macker reported that Ms. Berza emailed her back and stated that they had no issues on their end, and she had recently sent the LTC pharmacy, Resident A's medication list. I thanked her for her time and for the information.

On 06/27/2024, I telephoned the LTC pharmacy. I spoke with Olivia Schroeder, Pharmacy Support Staff. I explained why I was calling, and I asked her if she had first-hand knowledge of not being able to reach the AFC home because the telephone was not working. She said she had tried to call the home a couple of times (no dates provided) and she could not get through. She went on to report that she received the Home Manager's telephone number and her email address. She said they worked out a time with Ms. Carey to drop off the medications after 4:30pm or later on in the evening. She said that this arrangement has worked and since that arrangement had been made it has worked fine. I asked her if any of Resident A's medications had not been delivered in the past month and she said no. They have delivered all of her medications with no problems. She stated that in fact Resident A had just been released from a hospital stay and she had a new prescription and they filled it and delivered it with no problems.

On 06/27/2024, I received a telephone call from Mr. Kamerling. He stated that the telephone in the AFC home was working. He said he telephoned Ms. Macker to let her know.

On 07/09/2024, I made an unannounced inspection of the home. I drove by and did not see anyone on the front porch on the one-way-street with no parking available, so I drove around to the back of the home because there was parking. I saw an individual coming from the back of the home, so I got out of my car and introduced myself. She identified herself as Resident B. I asked her if I could ask her a few questions and she agreed. She reported that she takes the bus to Sheldon House every day. She was holding her cell phone in her hand, and it rang, and she said I have to go, and she quickly walked away. I started walking to the back of the home when two women were coming towards me. They asked who I was, and I explained. They introduced themselves, one as Resident A and one as Sharon Carey the Home Manager. I explained that we had a compliant and I needed to talk to them. They both agreed. Resident A had her own cell phone that she was holding. I asked them if the AFC home telephone had not been working back in April 2024 and other times. Ms. Carey acknowledged that they had had some difficulty with the cable company and their phone was connected to the cable. I asked her how the guardians, pharmacy, physicians office, case managers, family members and others reached them without the home telephone. Ms. Carey stated "Everyone has my personal telephone number." I explained that I had telephoned the home in the past and left a message to call me, and no one called me. Ms. Carey immediately apologized and said, "I probably forgot to check the answering machine. I get busy and I just forget to check it. I am sure that is what happened." I asked her if the telephone had not worked, and she said, "We had telephone problems." She explained the telephone was through the cable company. She said they came and hooked up another modem for the telephone because the telephone runs through the internet. She said they got a new cable company and the new company reported that the old company had purposely cut their cord/cable so the new company could not hook them up until they ran a new cord/cable. She said the telephone is working now. I asked her when the telephone was not working and for how long and she said she did not know. She thought it was a while ago, maybe in May. She said since she has her own cellphone that is what she uses. She added that last month she changed her own personal phone number. She said Resident A's doctor has her new personal phone number. She confirmed that she had made arrangements with LTC pharmacy that they will deliver medications to the home after 4:30pm and this has worked out well. She stated that Resident A had not missed any of her medications deliveries and that she always receives her medications. Resident A agreed with these statements.

On 07/29/2024, I conducted an exit conference via phone with Satara McMillian. I explained my findings as noted above. Ms. McMillian acknowledged that the house telephone did not work for periods of time. She said each of the residents have their own cell phone and the manager has her cell phone so that everyone could reach out in an emergency or use their own phones for private communications. Ms.

McMillian stated she understood my findings and indicated she would submit a corrective action plan addressing the established rule violation. She stated that her telephone number is listed with our department and that number is the correct number for the home.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>It was alleged that the house telephone has not been operating on a consistent basis for months.</p> <p>Mr. Kamerling, Resident A's guardian reported the telephone at the AFC home has not worked for months.</p> <p>Resident A's Case Manager, Ms. Macker, confirmed three dates of 02/21/2024, 04/18/2024 and on 04/24/2024, that she could not get through to the AFC home. Ms. Johnson, Pharmacy Support Staff for LTC pharmacy also reported that they could not reach the home several times.</p> <p>I called the home and left a message to call me and I did not receive a call back.</p> <p>During this investigation there was evidence found that the house telephone did not work for periods of times, and this was confirmed by a guardian, case manager and the LTC pharmacy. The residents have a right of reasonable access to a telephone for private communications. The Licensee failed to have the required working telephone.</p>

CONCLUSION:	VIOLATION ESTABLISHED
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IV. RECOMMENDATION

I recommend the Licensee provide an acceptable plan of correction.

Arlene B. Smith

07/29/2024

Arlene B. Smith
Licensing Consultant

Date

Approved By:

Jerry Hendrick

07/29/2024

Jerry Hendrick
Area Manager

Date