



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 9, 2024

Madiha Zeeshan  
BIRCH RUN AFC ,LLC  
8340 W Potter Road  
Flint, MI 48433

RE: License #:	AL730411567
Investigation #:	2024A1039053
	Birch Run Fields Assisted Living

Dear Madiha Zeeshan:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 284-9730.

Sincerely,

Martin Gonzales, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL730411567
<b>Investigation #:</b>	2024A1039053
<b>Complaint Receipt Date:</b>	08/16/2024
<b>Investigation Initiation Date:</b>	08/19/2024
<b>Report Due Date:</b>	10/15/2024
<b>Licensee Name:</b>	BIRCH RUN AFC ,LLC
<b>Licensee Address:</b>	8340 W Potter Road Flint, MI 48433
<b>Licensee Telephone #:</b>	(517) 414-3719
<b>Administrator:</b>	Madiha Zeeshan
<b>Licensee Designee:</b>	Madiha Zeeshan
<b>Name of Facility:</b>	Birch Run Fields Assisted Living
<b>Facility Address:</b>	12160 Ulmer Rd Birch Run, MI 48415
<b>Facility Telephone #:</b>	(517) 414-3719
<b>Original Issuance Date:</b>	08/01/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/01/2023
<b>Expiration Date:</b>	01/31/2025
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
<ul style="list-style-type: none"> <li>• Medications are not given to residents properly.</li> <li>• Staff are yelling at residents, residents are having falls, bruises, and residents sustaining bedsores.</li> <li>• Residents are deprived of food.</li> </ul>	No

**III. METHODOLOGY**

08/16/2024	Special Investigation Intake 2024A1039053
08/19/2024	APS Referral Sent in via email.
08/19/2024	Special Investigation Initiated - Letter APS referral sent via email.
09/09/2024	Inspection Completed On-site Interviewed Home Manager, Direct Care Worker and Residents A, B, and C
10/07/2024	Exit Conference Completed with Licensee Designee.
10/07/2024	Contact - Telephone call made Spoke with Saginaw APS Worker Jessire Ramos. APS did not substantiate.

## **ALLEGATION:**

- **Medications are not given to residents properly.**
- **Staff are yelling at residents, residents are having falls, bruises, and residents sustaining bedsores.**
- **Residents are deprived of food.**

## **INVESTIGATION:**

On 08/16/2024, the Bureau of Community and Health Systems (BCSH) received the above allegation, via the BCHS online complaint system. It is alleged that staff are yelling at residents, residents are having falls, bruises, and residents sustaining bedsores. Medications are not given properly, and residents are deprived of food. On 09/09/2024, I completed a phone interview with Licensee Designee (LD) Madiha Zeeshan. LD Zeeshan does not believe that any of the allegations are true. LD Zeeshan stated that all of the residents are treated with respect and very well cared for. LD Zeeshan stated that the staff go above and beyond to ensure that the residents are comfortable. LD Zeeshan stated that the staff check any resident that is not mobile and that they have residents that receive hospice care and have hospice nurses that come in and check on them also. LD Zeeshan stated that she will have Home Manager Patterson provide me with any documents that are requested.

On 09/09/2024, I completed an unannounced investigation at Birch Run Assisted Living and interviewed the following people: Home Manager Hope Patterson, Direct Care Worker Nicole Butterfield, Resident A, Resident B and Resident C.

On 09/09/2024, I interviewed Home Manager (HM) Hope Patterson. HM Patterson stated that she does not believe that the allegations are true, she was previously the activities director and was personally engaged with the residents before she became the home manager. HM Patterson stated that the staff are trained on giving medication and ensure that the residents receive their medication timely. HM Patterson stated that there is not an increase in resident falls, no resident has any bed sores but that they do have residents on hospice and that they have hospice nurses that come in weekly in addition to their normal staff care. HM Patterson stated that staff do not yell at residents but some residents are extremely hard of hearing so they have to speak louder so that the resident can hear them. HM Patterson stated that residents are not deprived of food and that snacks between meals are always available to residents.

HM Patterson was able to provide the food menu and also took me into the kitchen and showed me the food in the refrigerator, freezer and the pantry. There did not appear to be any shortage of food in the home.

On 09/09/2024, I interviewed Direct Care Worker (DCW) Nicole Butterfield. DCW Butterfield stated that she does not believe that there are any issues with staff yelling at residents. DCW Butterfield stated that she has not witnessed staff yelling at residents, but she has witnessed them speak really loudly to them as they have several really old

residents that are around 100 years old and can't hear very good. DCW Butterfield stated that there are no issues with residents not getting food. DCW Butterfield stated that the food there is one of the best things that they offer the residents. DCW Butterfield stated that the residents have several choices of food and if they don't like what is being served they can get an alternative meal. DCW Butterfield stated that residents can have snacks at any time and most of the residents have a refrigerator in their room with drinks and snack for when they feel like snacking on something. DCW Butterfield stated that she has not noticed any increase in falls or bruising and that she does not believe any resident has bed sores. DCW Butterfield stated that some residents are on hospice and receive additional care from a hospice nurse. DCW Butterfield stated that they do not have any issues with residents not receiving their medication. DCW Butterfield stated that she gives medication to residents daily and that most residents receive their medication in the dining area unless they can't get out of their bed or they specifically request to receive it in their room.

DCW Butterfield provided me the Medical Administration Records (MARs) and medication packets for Resident A, Resident B and Resident C. I reviewed the MARs and the medication packets and saw not discrepancies to report. They appeared accurate and up to date.

On 09/09/2024, I interviewed Resident A. Resident A appeared neat and clean and was able to communicate with no issues. Resident A is 75 years old. Resident A was sitting on his bed at the time of the interview. Resident A stated that he likes it at the home and does not want to go anywhere. Resident A stated that he has no issues with staff and that if he needs them, he has a buzzer around his neck and can push a button and they will come right away. Resident A stated that he is able to get around on his own pretty good still and doesn't need staff assistance with much. Resident A stated that staff help him with the bathroom and shower but that's it. Resident A stated that he receives his medication every day in the dining room and that staff never miss a day. Resident A stated that he eats plenty of food and if he gets hungry, he can ask for a snack or eat something that he has in his room in his refrigerator. Resident A stated that he had some issues with his feet swelling but that staff got him a chair that reclines and his is able to sit and put his feet up and no longer has issues with his feet swelling. Resident A stated that staff have to talk loud to him because he is hard of hearing, but that staff never yell at him. Resident A said almost everyone in the home is old and can hardly hear.

On 09/09/2024, I interviewed Resident B. Resident B appeared neat and clean and was able to communicate with no issues. Resident B is 83 years old. Resident B was sitting in his recliner at the time of the interview. Resident B stated that he can get snacks whenever he wants but he keeps ice cream in his refrigerator if he wants to eat something. Resident B stated that staff are great to him and treat him very good and that he has never seen a staff member yell at anyone there out of anger. Resident B stated that some people are hard of hearing, so staff talk loudly to them. Resident B stated that he always receives his food and medication on time and that he has never

had an issue with either. Resident B stated that he has not witnessed any resident fall and that he does not have any issues falling and he can get around just fine. On 09/09/2024, I interviewed Resident C. Resident C appeared neat and clean and was able to communicate with no issues. Resident C is 91 years old. Resident B was sitting in his recliner at the time of the interview. Resident C stated that the staff treat him really good and if he needs anything he can buzz them and they will come right away and see what he needs. Resident C stated that the home has really good food and he has no complaints. Resident C stated that he does not eat snacks but if he were hungry the staff would get him some food from the kitchen. Resident C stated that he gets his medication in the dining room and has never had any issues with staff not giving him his medication. Resident C stated that staff have never yelled at him. Resident C stated that he has no issues and that he loves it here.

On 10/07/2024, I completed a phone interview with Department of Health and Human Services Adult Protective Services (APS) Worker Jessire Ramos. APS Ramos informed me that she investigated the complaint and did not substantiate any findings.

<b>APPLICABLE RULE</b>	
<b>R 400.15312</b>	<b>Resident medications.</b>
	<b>(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.</b>
<b>ANALYSIS:</b>	<p>It was alleged that medications are not given properly.</p> <p>I interviewed the Licensee Designee, Home Manager, Resident Care Worker, Adult Protective Services Worker, Resident A, Resident B and Resident C. I reviewed the MARs and medication packet for Residents A, B and C.</p> <p>Upon completion of my investigation, it was concluded that there was no preponderance of evidence to conclude that R 400.15312 (1) was violated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.</b>
<b>ANALYSIS:</b>	<p>It was alleged that staff are yelling at residents, residents are having falls, bruises, residents sustaining bedsores.</p> <p>I interviewed the Licensee Designee, Home Manager, Resident Care Worker, Adult Protective Services Worker, Resident A, Resident B and Resident C.</p> <p>Upon completion of my investigation, it was concluded that there was no preponderance of evidence to conclude that R 400.15303 (2) was violated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15313</b>	<b>Resident Nutrition</b>
	<b>(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily, Meals shall be of proper form, consistency and temperature. No more than 14 hours shall elapse between the evening and morning meal.</b>
<b>ANALYSIS:</b>	<p>It was alleged that residents are deprived of food.</p> <p>I interviewed the Licensee Designee, Home Manager, Resident Care Worker, Adult Protective Services Worker, Resident A, Resident B and Resident C. I inspected the Kitchen refrigerator, freezer and pantry. I reviewed the menus for the previous 3 months.</p> <p>Upon completion of my investigation, it was concluded that there was no preponderance of evidence to conclude that R 400.15313 (1) was violated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 10/07/2024, I completed an exit conference with Licensee Designee (LD) Madiha Zeeshan. I informed LD Zeeshan of the results of my investigation. LD Zeeshan had no questions concerning the complaint.

**IV. RECOMMENDATION**

I recommend no change to the licensing status.

*Martin Gonzales*

10/09/2024

Martin Gonzales Licensing Consultant	Date
---	------

Approved By:

*Mary Holton*

10/09/2024

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