



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 29, 2024

Jessica Kross
Pine Rest Christian Mental Health Services
300 68th Street SE
Grand Rapids, MI 49548

RE: License #: AM410008685
Investigation #: 2025A0340004
Sequoia

Dear Mrs. Kross:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On October 28, 2024, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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,

A handwritten signature in blue ink that reads "Rebecca Piccard".

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM410008685
Investigation #:	2025A0340004
Complaint Receipt Date:	10/14/2024
Investigation Initiation Date:	10/14/2024
Report Due Date:	12/13/2024
Licensee Name:	Pine Rest Christian Mental Health Services
Licensee Address:	300 68th Street SE Grand Rapids, MI 49548
Licensee Telephone #:	(616) 455-5000
Administrator:	Jessica Kross
Licensee Designee:	Jessica Kross
Name of Facility:	Sequoia
Facility Address:	7051 Madison Avenue, SE Grand Rapids, MI 49548-7707
Facility Telephone #:	(616) 455-5000
Original Issuance Date:	05/26/1982
License Status:	REGULAR
Effective Date:	03/17/2024
Expiration Date:	03/16/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Resident A was not given her medication to take with her while on an outing with her mother.	Yes

III. METHODOLOGY

10/14/2024	Special Investigation Intake 2025A0340004
10/14/2024	APS Referral Rec'd from
10/14/2024	Special Investigation Initiated - Telephone Candy McKenney
10/21/2024	Inspection Completed On-site
10/21/2024	Exit Conference Candy McKenney
10/28/2024	Contact – Telephone call made Resident A's mother/guardian

ALLEGATION: Resident A was not given her medication to take with her while on an outing with her mother.

INVESTIGATION: On October 14, 2024, a complaint was received with the BCHS Online Complaints from Adult Protective Services (APS). It stated that during a camping trip, Resident A's guardian/mother was not given her birth control pills or her nasal spray to take on her leave.

On October 14, 2024, I contacted Administrator Candy McKenney and informed her of the allegation. She stated that when a resident goes on leave, the medications that are sent are put on a list. The guardian in this case, Resident A's mother, then signs off that all medications are present. Staff sign the ledger as well. This was done for Resident A's camping trip dated 10/2/2024-10/7/2024 by Resident A's mother/guardian and staff Emma Dawsen, who both signed the ledger.

Ms. McKenney provided a copy of the medication ledger that I was able to compare with the Medication Administration Record (MAR) for Resident A. The signatures were observed on the ledger dated 10/2/2024 that Resident A's guardian/mom had verified she had all the medication needed and it was being sent with Resident A on

the camping trip. I compared that to the MAR. I did find the birth control (Yazmin) on both the MAR and the medication ledger, however Resident A's Flonase which is prescribed daily, was not on the medication ledger sent with Resident A's guardian/mother. Ms. McKenney assumed everything needed was sent, but stated she was going to look into this further as to why the Flonase was not on the ledger.

On October 21, 2024, I conducted an unannounced home inspection. I met with Resident A privately to discuss the allegation. She informed me that she was moving back home with her mother and wondered if I was there to speak with her about that. I explained the allegation and asked her to tell me about going camping with her mother. She stated that staff did not give her all her medications when they went camping. I asked her how she knew this and she stated she "got my period early so I must not have gotten my birth control". I asked if there was anything else she was missing and she said she did not get her Flonase. I told Resident A about the medication ledger and she was aware of it. She stated her mom went over the list with staff Emma Dawsen. I asked Resident A if her mom questioned anything being missing from the list and Resident A stated she did not.

On 10/28/2024 I conducted a telephone interview with Resident A's mother/guardian. She stated that while she did sign the ledger, she did not verify what medications were being given to her. She stated she did not believe that the birth control nor the Flonase were provided when she took her daughter camping. I explained the ledger indicating that the birth control was there and that she signed the ledger verifying that but since the Flonase was not on the ledger, it was evident that the Flonase was missing. She understood. She did add that her daughter will be moving back home with her this week so she will no longer be concerned about her daughter's medications.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	<p>The allegation was made that staff did not give Resident A's guardian her medication of birth control and nasal spray while she was gone on leave.</p> <p>Ms. McKenney stated that medications are documented in a ledger and signed-off by staff and the guardian. I reviewed this ledger and it was signed by Resident A's guardian and staff. The ledger included Resident A's birth control, but it did not include the nasal spray, Flonase.</p> <p>I reviewed Resident A's MAR which included birth control (Yazmin) and Flonase.</p>

	<p>Resident A stated she did not think she received her birth control because her period came early. She denied receiving her Flonase.</p> <p>Resident A's mother/guardian stated that while she did sign the ledger she did not verify what medications were provided to them to take camping.</p> <p>There is a preponderance of evidence to support a rule violation that Resident A did not have her Flonase while on leave.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On October 28, 2024, I conducted an exit interview with Administrator Candy McKenney. We discussed the Flonase. She stated that staff report that they did send it, but it is not on the ledger so there is no way to prove it. I requested a CAP which Ms. McKenney agreed to send and had no further questions.

IV. RECOMMENDATION

Upon receipt of an approved CAP, I recommend no change to the current license status.

 October 29, 2024

Rebecca Piccard Date
Licensing Consultant

Approved By:

 October 29, 2024

Jerry Hendrick Date
Area Manager