



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

January 17, 2025

Kent Vanderloon
McBride Quality Care Services, Inc.
P.O. Box 387
Mt. Pleasant, MI 48804-0387

RE: License #: AS370068192
Investigation #: 2025A0577013
McBride Rosebush AFC

Dear Mr. Vanderloon:

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.

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) 284-9727.

Sincerely,

Bridget Vermeesch

Bridget Vermeesch, 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

License #:	AS370068192
Investigation #:	2025A0577013
Complaint Receipt Date:	12/19/2024
Investigation Initiation Date:	12/20/2024
Report Due Date:	02/17/2025
Licensee Name:	McBride Quality Care Services, Inc.
Licensee Address:	3070 Jen's Way Mt. Pleasant, MI 48858
Licensee Telephone #:	(989) 772-1261
Administrator:	Sarah Nestle
Licensee Designee:	Kent Vanderloon
Name of Facility:	McBride Rosebush AFC
Facility Address:	4419 N Mission Rosebush, MI 48878
Facility Telephone #:	(989) 433-5667
Original Issuance Date:	10/01/1995
License Status:	REGULAR
Effective Date:	01/28/2023
Expiration Date:	01/27/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was left on the toilet unsupervised for an hour.	Yes

III. METHODOLOGY

12/19/2024	Special Investigation Intake 2025A0577013
12/20/2024	Special Investigation Initiated – Telephone call made. Interview with Complainant.
12/20/2024	Referral - Recipient Rights- CMHCM-ORR.
12/20/2024	APS Referral
01/09/2025	Contact - Face to Face- DCS Interviews at McBride Office.
01/09/2025	Inspection Completed On-site
01/13/2025	Exit Conference with licensee designee Kent VanderLoon.
01/13/2025	Contact - Telephone call received from Alison Witucki, Isabella Co APS.
01/14/2025	Exit Conference with licensee designee Kent VanderLoon. Change in report, rule violation established.

ALLEGATION: Resident A was left on the toilet unsupervised for an hour.

INVESTIGATION:

On December 19, 2024, a complaint was received alleging that on December 13, 2024, Resident A was left on the toilet for over an hour by direct care staff members. Direct care staff members working during that time were JaNessa Keener, Jenny Sehl, and Ari Worden.

On December 20, 2024, I made a referral to Office of Recipient Rights with Community Mental Health Central Michigan (ORR-CMHCM) and spoke with Keegan Sarkar, who reported she has an open investigation from an anonymous complainant also. Ms. Sarkar reported the information she received stated that on December 13, 2024, Resident A was taken to the bathroom by direct care staff (DCS) JaNessa Keener and

Jenny Sehl and left in the bathroom for about an hour and a half due to direct care staff forgetting Resident A was on the toilet. Ms. Sarkar reported during the time Resident A was on the toilet, DCS Jenny Sehl had left the facility due to her shift ending and DCS Ari Worden was passing medications and completing shift documentation, while DCS JaNessa Keener was in the living area waiting for Resident A to finish in the bathroom. Ms. Sarkar stated DCS Keener and DCS Warden heard Resident A pounding and then remembered Resident A was on the toilet.

On January 09, 2025, Keegan Sarkar, ORR-CMHCM and I interviewed DCS Ari Worden, Jenny Sehl, and JaNessa Keener. DCS Ari Worden reported she worked on December 13, 2024, with DCS Jenny Sehl and JaNessa Keener. Ms. Worden reported she was preparing to pass Resident A's medications around 8:00pm-8:30pm when it was determined Resident A needed a suppository. Ms. Keener reported she asked DCS Sehl or DCS Keener to assist Resident A to the bathroom while Ms. Worden went to get the suppository. Ms. Worden reported while she was preparing the suppository DCS Keener yelled, "she is going, no suppository needed." Ms. Worden reported after the suppository was not needed, she stepped outside for a minute and DCS Keener joined her and stated, "I cannot wipe [Resident A's] buttock, it makes me sick to my stomach" and then DCS Keener returned inside. Ms. Worden reported upon going back into facility, she started her shift notes in the living room area. Ms. Worden stated DCS Sehl was getting ready to leave due to her shift ending and DCS Keener was in the bathroom with Resident A. Ms. Worden stated at some point, DCS Keener left the bathroom and came in the living area to sit with Ms. Worden. Ms. Worden reported around 9:40pm they heard a knocking and Ms. Warden asked DCS Keener what that sound was and DCS Keener stated, "oh no, it is [Resident A] still on the toilet." Ms. Worden reported she went into the bathroom and got Resident A off the toilet and dressed in her pajamas for bed. Ms. Worden reported Resident A sat on the toilet for about an hour and a half. Ms. Worden reported she did not realize Resident A remained in the bathroom when DCS Keener joined her in the living area. Ms. Worden stated, "I thought JaNessa has put [Resident A] to bed."

Direct care staff member Jenny Sehl reported she worked until 9:00pm on December 13, 2024, with DCS Ari Worden and DCS JaNessa Keener. Ms. Sehl reported DCS Worden was passing resident medications when it was discovered Resident A's feeding tube has residual food remaining in the tube from Resident A's last feeding. Ms. Sehl stated they discussed if Resident A's medications should be administered because of this concern. Ms. Sehl reported assistant manager Melanie Smith was contacted and advised to hold the administration of Resident A's medication until 9:00pm so the residual food in the feeding tube can dissipate. Ms. Sehl reported they also discussed that Resident A had not had a bowel movement in two days and per her bowel movement protocol, Resident A needed a suppository. Ms. Sehl reported DCS Worden retrieved Resident A's suppository supplies while Ms. Sehl and DCS Keener assisted Resident A to the bathroom to urinate. Ms. Sehl reported after Resident A urinated, she started to have a bowel movement. Ms. Sehl reported at this time she was in Resident A's bedroom getting Resident A pajamas, DCS Keener was in the bathroom with Resident A, and DCS Worden was at the medication cart. Ms. Sehl stated, "Ari and I

high fived due to [Resident A] not needing a suppository, it was the end of my shift, so I left, and it was after 9:00pm.” Ms. Sehl reported when she left, Resident A remained toileting with DCS Worden assisting. On January 09, 2025, I interviewed Jenny Sehl, DCS via telephone and she reported herself and DCS Worden took Resident A to the bathroom between 8:50pm-9:00pm.

Direct care staff member Janessa Keener confirmed she worked on December 13, 2024, with DCS Jenny Sehl and DCS Ari Worden. Ms. Keener reported around 8:45pm Resident A woke up and was taken to the bathroom around 9:00pm. Ms. Keener reported DCS Worden was prepping a suppository for Resident A, but after about 5 minutes of Resident A sitting on the toilet, Resident A had a bowel movement. Ms. Keener reported it takes Resident A 30-40 minutes to complete a bowel movement due to her constipation issues. Ms. Keener reported she remained in the bathroom with Resident A for about 5 minutes and then left to give Resident A time to finish without the pressure of a direct care staff member in the bathroom. Ms. Keener reported about 20 minutes later herself and DCS Worden heard a knocking and realized it was Resident A still in the bathroom. Ms. Keener reported she did forget Resident A was still in the bathroom, but it was not more than 20 minutes from the time she left Resident A in the bathroom. Ms. Keener reported Resident A was in the bathroom between 30-40 minutes total. Ms. Keener denied Resident A was left in the bathroom for over 1.5 hours. Ms. Keener reported her shift ended at 10:00pm that night and Resident A had been in bed prior to Ms. Keener’s shift ending.

On January 09, 2025, I completed an unannounced onsite investigation and observed Resident A sitting at the dining room table mimicking painting her fingernails. Resident A is non-verbal and was not able to be interviewed. I interviewed Assistant Manager Melanie Smith who reported Resident A needs assistance from direct care staff with mobility due to being unsteady on her feet and needs assistance with ensuring Resident A is sitting the toilet safely and properly. Ms. Smith reported Resident A can be left alone in the bathroom while toileting. Ms. Smith reported Resident A does not require supervision while toileting and stated, “but I remain in the bathroom with [Resident A] because [Resident A] does attempt to stand up on her own when done toileting.” Ms. Smith reported if Resident A is just urinating, it usually takes about 10 minutes for Resident A to void her bladder, but if Resident A is having a bowel movement it can take Resident A approximately 30 minutes. Ms. Smith reported Resident A has issues with constipation and when Resident A is on the toilet having a bowel movement, those movements are usually large in size and quantity so additional time is needed.

During the onsite investigation I reviewed Resident A’s *Assessment Plan for AFC Residents*, dated May 16, 2024, which documented in the section titled, “*Toileting-unstable on feet, needs assistance to toilet, post toileting care, and brief changes.*” I also reviewed Resident A’s *Bowel Movement* Log which documented on December 13, 2024, Resident A had an XL movement equivalent to two normal bowel movements.

On January 13, 2025, I spoke with Alison Witucki, Isabella County Adult Protective Service Specialist who reported she has not completed her investigation at this time but does have an open investigation.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(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.
ANALYSIS:	<p>Resident A's <i>Assessment Plan for AFC Residents</i> documented Resident A requires assistance with toileting including transferring to and from the toilet due to an unsteady gait, assistance with changing briefs, and assistance with after toileting care.</p> <p>Due to direct care staff leaving Resident A unsupervised for an unknown amount of time and forgetting about Resident A who requires assistance with transferring to and from the toilet and has a history of getting up from the toilet independently, it has been determined Resident A was not providing the care and supervision she needs to complete toileting tasks according to her written assessment plan.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, it is recommended that the current status of the license remains unchanged.

Bridget Vermeesch

01/14/2025

Bridget Vermeesch
Licensing Consultant

Date

Approved By:

Dawn Timm

01/17/2025

Dawn N. Timm
Area Manager

Date