



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 13, 2025

Shequita Brown
1961 Reynolds
Muskegon, MI 49440

RE: License #:	AF610417971
Investigation #:	2025A0356015
	Organic Care

Dear Ms. Brown:

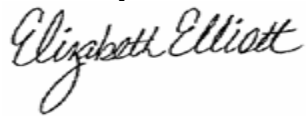
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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. If 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 "Elizabeth Elliott". The signature is written in black ink and is positioned below the word "Sincerely,".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF610417971
Investigation #:	2025A0356015
Complaint Receipt Date:	12/16/2024
Investigation Initiation Date:	12/17/2024
Report Due Date:	02/14/2025
Licensee Name:	Shequita Brown
Licensee Address:	1961 Reynolds Muskegon, MI 49440
Licensee Telephone #:	(870) 635-3599
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Organic Care
Facility Address:	1961 Reynolds St. Muskegon, MI 49442
Facility Telephone #:	(870) 635-3599
Original Issuance Date:	11/21/2023
License Status:	REGULAR
Effective Date:	05/21/2024
Expiration Date:	05/20/2026
Capacity:	4
Program Type:	PHYSICALLY HANDICAPPED, AGED DEVELOPMENTALLY DISABLED, MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A's medication Biktarvy was not administered as prescribed or properly documented.	Yes

III. METHODOLOGY

12/16/2024	Special Investigation Intake 2025A0356015
12/17/2024	Special Investigation Initiated - Telephone Briana Fowler, ORR, Ottawa Co. CMH
01/06/2025	Inspection Completed On-site
01/06/2025	Contact - Face to Face Shequita Brown, Licensee, Meagan Frost, staff.
01/06/2025	Contact-Document Sent Email to Lynn Schuiteman, HW supports coordinator. Requested information re: complaint.
01/08/2025	Contact - Telephone call received Lynn Schuiteman, HW supports coordinator.
01/29/2025	Contact-Document Sent L. Schuiteman, HW.
01/30/2025	Contact - Telephone call made Brittani Williams, admissions for Cornerstone AFC. Requesting more information re: complaint.
01/30/2025	Contact - Telephone call made Sarah Cunningham, nurse, Health West, Lori Marston, Health West supervisor, Jessica Grenell, HW nurse.
01/30/2025	Contact - Telephone call received Karmen Ball, Licensee Designee for Cornerstone AFC.
01/30/2025	Contact - Telephone call made Lynn Schuiteman, HW supports coordinator.
01/30/2025	Contact - Telephone call made Shequita Brown, Licensee.

01/30/2025	Contact - Document Sent MAR
02/03/2025	Contact - Telephone call made Meagan Frost, staff.
02/04/2025	Contact - Telephone call made Debra Geary, home manager, Hernandez home, Cornerstone.
02/05/2025	Contact - Telephone call made Deandra Robinson, staff, Debra Geary, Cornerstone AFC home manager.
02/06/2025	Contact-Telephone call made Return call to Deandra Robinson.
02/06/2025	Contact-Telephone call made. Trinity Health Hackley Pharmacy-Lisa Smith, Pharmacist. McClees Clinic, Vicki Ferrier, RN case manager.
02/12/2025	Exit Conference-Shequita Brown, Licensee.

ALLEGATION: Resident A's medication Biktarvy was not administered as prescribed or properly documented.

INVESTIGATION: On 12/16/2025, I received a LARA-BCHS (Licensing and Regulatory Affairs, Bureau of Community Health Systems) complaint. The complainant reported that Resident A moved out of this home on 10/01/2024 and into a new home with two bottles of medications that were full. The complainant reported the bottle of medications from September 2024 had 30 pills in it and it appeared that no medications were given for that month. Another bottle from August 2024 only had three pills missing from a 30-day prescription. The complainant reported upon requesting a MAR (medication administration record) from Shequita Brown, Licensee, she notified the nurse she did not have a medication record for Resident A and could send one however, the nurse never received a MAR as requested for Resident A.

On 01/06/2025, I conducted an inspection at the facility and interviewed Shequita Brown, Licensee and Meagan Frost, Direct Care Worker (DCW). Ms. Brown stated Resident A moved into the facility in February 2024 and out of the facility and into a new home on 10/01/2024. Ms. Brown stated the only medications that were in bottles was Biktarvy. Ms. Brown stated that medication was administered to Resident A once daily in the morning and all medications were sent to the new facility with Resident A. Ms. Brown stated they kept a handwritten MAR for the Biktarvy medication because that one medication was not included on the electronic

MAR system. Ms. Brown stated the September paper MAR for Biktarvy went in the bag with the Biktarvy bottles to the new facility with Resident A. Ms. Brown stated she does not have a MAR for the month of September 2024 for Biktarvy medication. Ms. Brown stated all other medications are on the electronic MAR system.

On 01/06/2025, I reviewed Resident A's electronic MARs while at the facility, and as Ms. Brown indicated, the Biktarvy medication was not on the electronic MAR system. All other medications appear to be administered as prescribed and documented on the electronic MAR system. Ms. Brown stated she did not recall Ms. Schuiteman requesting the paper MAR for Resident A or she could have clarified that all medications except for the Biktarvy were on the electronic system and the Biktarvy was on a handwritten paper MAR.

On 01/06/2025, Resident A is no longer a resident at this facility and is not available for an interview.

On 01/30/2025, I reviewed the paper MARs (Medication Administration Records) for Resident A's Biktarvy medication for the months of July and August 2025. The July 2025 MAR documented the administration of the Biktarvy medication every morning the entire month and the handwritten MAR was documented with staff initials. The August 2025 handwritten MAR documented Biktarvy medication was administered each day for the month of August except for 08/17/2024, 08/25/2024, 08/26/2024, and 08/27/2024 which were blank. Ms. Brown reported the dates that are blank on the MAR are dates Resident A was not in the facility and was in jail. The rest of the MAR is documented with an X in the boxes, rather than staff initials. The X's indicate the medication was administered at 8:00a.m. but the X's do not reveal which staff administered the medication.

On 01/30/2025, I interviewed Karmen Ball, Licensee Designee at the current home that Resident A resides in. Ms. Ball confirmed Resident A was admitted on 10/01/2024 and stated 2 bottles of Biktarvy medication was received on 10/01/2024 when Resident A moved into the facility. Ms. Ball stated one of the bottles was for August 2024 and there were 27 pills out of 30 remaining in the bottle and for September, there was 30 out of 30 pills in the bottle. Ms. Ball stated they did not receive a September 2024 paper MAR in the bag with the bottles when they were brought to the facility.

On 01/30/2025, I interviewed Lynn Schuiteman, Health West, supports coordinator. Ms. Schuiteman stated she spoke to Jessica Grenell, the team nurse. Ms. Grenell reviewed the Epic system and verified that AFC staff (Organic Care) Sierra took (Resident A) to McClees Clinic on 05/01/2024. Ms. Schuiteman reported it was at that time Resident A was prescribed Biktarvy and Resident A's next appointment was on 11/06/2024 at McClees Clinic which Debra Geary, home manager at the AFC home Resident A currently resides at, attended. Ms. Schuiteman stated the Epic note documented that Resident A had not been taking her Biktarvy for at least one month, that they were aware of (October 2024 as directed). Ms. Schuiteman

stated the Health West nurse, Ms. Grenell was not at the home prior to Resident A moving and she never counted the medications prior to them being sent to Resident A's new home. Ms. Schuiteman stated Ms. Grenell emailed and called Ms. Brown requesting the MAR for Resident A for review but never received one. Ms. Schuiteman stated Ms. Geary called her about Resident A's medications and that she had counted 23 Biktarvy medications in the bottle for August and 30 in the bottle for September 2024. Ms. Schuiteman stated the new facility did not give Resident A any Biktarvy medication for the month of October because the McClee's clinic instructed them not to give her any until she was seen in November because there was question as to whether she had been taking the Biktarvy medication as prescribed prior to her move to the new AFC facility.

On 02/03/2025, I interviewed Ms. Frost via telephone. Ms. Frost stated she started day shift in June or July of 2024 and "we definitely gave the medication Biktarvy" to Resident A. Ms. Frost stated Biktarvy was not included on the electronic MAR system they use in the facility, so they kept track of the administration of the medication on a paper MAR. Ms. Frost stated she does not know why the bottles received at Resident A's current AFC were full because staff administered the medication Biktarvy to Resident A.

On 02/04/2025, I interviewed Ms. Geary, DCW at Resident A's current AFC home via telephone. Ms. Geary stated Resident A moved into this facility on 10/01/2024 and with her medications came a medication list and the Biktarvy was not on the medication list but there were 2 bottles dated August 2024 and September 2024 of Biktarvy. Ms. Geary stated she counted the pills from the bottles and for August 2024, there were 27 out of 30 pills left in the bottle and for September 2024, there were 30 out of 30 pills in the bottle. Ms. Geary stated Resident A is supposed to take one tablet of Biktarvy one time daily but there was no handwritten MAR in the bag with the bottles of pills, Ms. Geary stated all other medications were fine. Ms. Geary stated she contacted the McClees Clinic, and they advised her not to give Resident A any of the Biktarvy medication for October because she had to have lab work done before her next appointment on 11/06/2024. Ms. Geary stated the lab work came back showing Resident A was "detectable" for the disease the Biktarvy keeps at bay, showing she had not taken Biktarvy at least the month of October as had been instructed but possibly because she had not taken for months prior to the blood draw. Ms. Geary stated there was concern for her immune system by staff at the McClees Clinic and at the next appointment on 11/06/2024, they wrote a new prescription, and she has taken the Biktarvy each day since. Ms. Geary stated she did not question Resident A about whether the Biktarvy medication was administered in August and September 2024 because she stated "it would cause serious behaviors" on Resident A's part.

On 02/05/2025, I interviewed DCW Deandra Robinson, Organic Care staff. Ms. Robinson stated they were giving Resident A the medication Biktarvy as prescribed. Ms. Robinson stated there were a couple of times that Resident A went to jail, and they could not pass the medication but Resident A was getting the medication

because (Mr. Robinson stated) she is the morning medication staff, and she always gave her the Biktarvy medication. Ms. Robinson stated Trinity Health Pharmacy sent the refills of the medication prior to the following month so it is possible that the full bottle of medication was for October 2024, the month Resident A moved to the new facility. Ms. Robinson stated she does not know why there was a bottle with 27 out of 30 pills in it and again stated, "I know I administered the Biktarvy medication" along with all Resident A's morning medications. Ms. Robinson stated the September 2024 paper MAR was folded up, "into a small square" and placed in the bag with the bottles of the Biktarvy medication when Resident A moved, and they do not have the September 2024 MAR to show the medication had been administered.

On 02/06/2025, I interviewed Lisa Smith, Trinity Health Pharmacy pharmacist. Ms. Smith stated the date on the medication would be the date "we" (the pharmacy) filled it, it does not mean that is the month the medication is for. Ms. Smith stated Resident A's Biktarvy was filled on May 1st (for May 2024) and May 31st 2024 (for June 2024), June 24, 2024 (for July 2024), July 24, 2024 (for August 2024), August 24, 2024 (for September 2024), and September 24, 2024 (for October 2024), and then the medication was not refilled again until December 2024 so there was a gap from September 2024-December 2024 in the refills of this medication. Ms. Smith stated each delivery of the Biktarvy medication had a sealed bottle of 30 pills, one tablet by mouth daily, written by Dr. Claudia Jarrin-Tejeda.

On 02/12/2025, I conducted an exit conference with Licensee, Shequita Brown. Ms. Brown acknowledged that she did not have a copy of the September 2024 MAR for the medication Biktarvy and is committed to making sure all medications are documented properly, administered as prescribed and the documentation is preserved for review according to the applicable rule. Ms. Brown stated she will submit an acceptable corrective action plan.

APPLICABLE RULE	
R 400.1418	Resident medications.
	Resident medications. (1) Prescription medication, including tranquilizers, sedatives, dietary supplements, or individual special medical procedures, shall be given or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy container which shall be labeled for the specific 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.
ANALYSIS:	The complainant reported Resident A moved into a new adult foster care home on 10/01/2024 and had two bottles of medications that were full and not administered to Resident A.

	<p>Ms. Geary and Ms. Ball reported receiving two bottles of Biktarvy dated August 2024 and September 2024, one bottle with 27 out of 30 pills in it and the other with 30 out of 30 pills.</p> <p>Ms. Brown, Ms. Frost and Ms. Robinson reported they administered Resident A's Biktarvy medication one time daily every day from May-September.</p> <p>Ms. Smith stated the dates on the bottles of Biktarvy are when the medication was filled, not specifically for the month the medication was supposed to be administered.</p> <p>Trinity Health pharmacy delivered 6 bottles to the facility for the last 5 months Resident A was in the facility. This could explain the one full bottle dated September 2024 that had 30 out of 30 pills remaining in it. This could have been for October 2024, but Resident A moved out and did not take any of those pills. However, there is no explanation for the bottle that had 27 out of 30 pills in it dated August 2024 and therefore, a violation of this applicable rule is established.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.1418	Resident medications.
	<p>Resident medications.</p> <p>(4) When a licensee or responsible person supervises the taking of medication by a resident, the licensee or responsible person shall comply with the following provisions:</p> <p>(a) Maintain a record as to the time and amount of any prescription medication given or applied. Records of prescription medication shall be maintained on file in the home for a period of not less than 2 years.</p>
ANALYSIS:	<p>Ms. Brown and Ms. Robinson stated the September 2024 MAR was sent in a bag with Resident A's medication Biktarvy to the new adult foster care home she moved into on 10/01/2024.</p> <p>Ms. Ball and Ms. Geary stated there was no September 2024 MAR in the bag with the Biktarvy medication.</p> <p>Ms. Schuiteman reported the Health West nurse, Jessica Grenell requested the paper MARs from Ms. Brown and never</p>

	<p>received them.</p> <p>ere is no September 2024 MAR for the medication Biktarvy for Department review and therefore, a violation of this applicable rule is established.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



02/13/2025

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



02/13/2025

Jerry Hendrick
Area Manager

Date