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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

February 9, 2018

Covenant Village of the Great Lakes (414382)
Jason Bucher, Director of Healthcare Services
2520 Lake Michigan Drive NW
Grand Rapids, Michigan 49504

Subject: Nursing Home Licensure Survey Findings for Covenant Village of the Great Lakes

Dear Jason Bucher,

A state nursing home licensure survey was completed on January 25, 2018 at Covenant Village of the Great Lakes, pursuant to the Michigan Public Health Code, Act 368 of 1978, Part 201, Section 333.20155, which obligates the department to make at least 1 visit to each licensed health facility or agency every 3 years for survey and evaluation for the purpose of licensure.

The survey identified non-compliance with the following requirements:

333.21734 Bed Rails

The facility did not offer the use of bed rails to newly admitted residents.

At the time of the survey, the facility submitted an acceptable plan to address the non-compliance by adopting a procedure to offer the use of bed rails to newly admitted residents. Actual compliance will be verified at the time of the next onsite licensure survey.

333.21766 Written Contact

The facility's admission contract did not contain a paragraph advising applicants of the availability or non-availability of hospice care with a signature line for the prospective resident or responsible party to sign.

At the time of the survey, the facility submitted an acceptable plan to include this information in the admissions contract. Actual compliance will be verified at the time of the next onsite licensure survey.

R 325.20113 Grievance procedures

The facility did not have a timeframe (15 days or less) for responding in writing to individuals who lodged grievances, complaints or concerns to the facility.

At the time of the survey, the facility submitted an acceptable plan to include a timeframe for responding in written format in their grievance policy. Actual compliance will be verified at the time of the next onsite licensure survey.

R 325.20115 Trust Fund

The facility did not provide a summary of procedures for handling, accounting for, and giving access to, monies held in trust for patients at the time of admission.

At the time of the survey, the facility submitted an acceptable plan to include this information in their admissions package. Actual compliance will be verified at the time of the next onsite licensure survey.

R 325.20603 Frequency of Physician visits

The facility did not insure that patients were examined by their licensed physician at least once every 60 days unless justified otherwise.

At the time of the survey, the facility submitted an acceptable plan to ensure that residents would be seen in a timely manner. Actual compliance will be verified at the time of the next onsite licensure survey.

Covenant Village of the Great Lakes is in substantial compliance with the Michigan Public Health Code (excerpt) Act 368 of 1978, Article 17 Nursing Homes; Michigan Public Health Code Act 368 (Sections 20201 through 20203); Public Act 28 of 2006 (Criminal Background Checks) and the Michigan Administrative Rules for Nursing Homes and Nursing Care Facilities.

Please feel free to contact me if you have questions or concerns.



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