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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

February 6, 2018

Heartland HCC Bloomfield Hills (634560)  
Sanya Alam, Administrator  
2975 North Adams Rd  
Bloomfield Hills, Michigan 48304

Subject: Nursing Home Licensure Survey Findings for Heartland HCC Bloomfield Hills

Dear Sanya Alam,

A state nursing home licensure survey was completed on January 19, 2018 at Heartland HCC Bloomfield Hills, 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:

**333.21723 Complaints and conducting investigations**

The facility did not post in an area accessible to residents, employees, and visitors the name, title, location, and telephone number of the individual in the nursing home who is responsible for receiving complaints and conducting complaint investigations.

At the time of the survey, the facility submitted an acceptable plan to post the name and contact information for the individual responsible for the investigation of complaints and grievances. Actual compliance will be verified at the time of the next onsite licensure survey.

**333.21281 Posting of license and other information**

The facility did not post a list of all materials required by section 21782 as being available for public inspection.

At the time of the survey, the facility submitted an acceptable plan to post the required information. 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 325.20603 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.

**R 325.20604 Verbal and telephone orders**

The facility did not insure that providers who gave verbal and/or telephone orders countersigned them within 48 hours.

At the time of the survey, the facility submitted an acceptable plan to ensure that verbal and/or telephone orders were countersigned in a timely manner. Actual compliance will be verified at the time of the next onsite licensure survey.

Heartland HCC Bloomfield Hills 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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