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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

April 26, 2018

Spectrum Health R&N Centers (414090)  
Kathleen Hessel, Administrator  
4118 Kalamazoo Ave SE  
Grand Rapids, Michigan 49508

Subject: Nursing Home Licensure Survey Findings for Spectrum Health R&N Centers

Dear Kathleen Hessel,

A state nursing home licensure survey was completed on April 5, 2018 at Spectrum Health R&N Centers, 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.

At the time of the survey, the following non-compliance was found:

**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.

**R 325.20117 Evacuation Routes**

The facility did not have evacuation routes posted throughout the facility.

The facility agreed to correct the non-compliance and on 4/26/2018 evidence of evacuation routes posted. Actual compliance will be verified at the time of the next onsite licensure survey.

**R 325.20403 Physician's order for admission**

The facility was not obtaining physicians' orders for admission.

At the time of the survey, the facility submitted an acceptable plan to obtain an order for admission. Actual compliance will be verified at the time of the next onsite licensure survey.

**R 325.20801 Supervisor of Food Service, qualifications**

The supervisor of food services did not possess any of the required credentials to serve in that position.

At the time of the survey, the facility submitted an acceptable plan ensure that the supervisor would obtain the appropriate credential. Actual compliance will be verified at the time of the next onsite licensure survey.

Spectrum Health R&N Centers 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.

A handwritten signature in black ink, appearing to read 'Barbara Zabitz', with a stylized, cursive script.

Barbara Zabitz, RDN, Health Care Surveyor  
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