



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 26, 2018

Heartland HCC Allen Park (824020)
Shannon Snyder, Administrator
9150 Allen Road
Allen Park, Michigan 48101

Subject: Nursing Home Licensure Survey Findings for Heartland HCC Allen Park

Dear Shannon Snyder,

A state nursing home licensure survey was completed on April 12, 2018 at Heartland HCC Allen Park, 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:

333.20201 Patient Bill of Rights

The facility did not have a policy for Residents' Rights. The patients' bill of rights as enumerated in section 333.20201 of the Michigan Public Health Code was not publicly posted in the building.

At the time of the survey, the facility submitted an acceptable plan to adopt a Residents Rights' policy and to ensure that a copy of rights was publicly posted in the building.

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 provision in their grievance procedure for responding in writing (within 30 days) 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 procedure. Actual compliance will be verified at the time of the next onsite licensure survey.

Heartland HCC Allen Park 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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