



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

July 6, 2018

Heartland HCC Canton (824519)
Renee Hamilton, Administrator
7025 Lilley
Canton, Michigan 48187

Subject: Nursing Home Licensure Survey Findings for Heartland HCC Canton

Dear Renee Hamilton,

A state nursing home licensure survey was completed on June 21, 2018 at Heartland HCC Canton, 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 and procedure for Residents' Rights.

At the time of the survey, the facility submitted an acceptable plan to develop and adopt a Residents' Rights policy and procedure. 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 grievance policy and procedure that outlined 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 develop and adopt a grievance policy and procedure with the required elements. Actual compliance will be verified at the time of the next onsite licensure survey.

In summary, Heartland HCC Canton is in compliance with the Michigan Public Health Code, Act 368 of 1978, Article 17 Facilities and Agencies, Part 201 General Provisions (MCL 333.20101 through 333.20211); Part 17 Nursing Homes (MCL 333.21701 through 333.21799e); and/or the Michigan Administrative Rules for Nursing Homes and Nursing Care Facilities (R 325.20101 through R 325.22004), as applicable

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

A handwritten signature in black ink, appearing to read "Barbara Zabitz". The signature is fluid and cursive, with the first name "Barbara" written in a larger, more prominent script than the last name "Zabitz".

Barbara Zabitz, RDN, Health Care Surveyor
Nursing Home Licensure Process
Health Facilities Division
Bureau of Community and Health Systems
Department of Licensing and Regulatory Affairs
zabitzb@michigan.gov
Cell: 313-296-5731
Fax: 517-241-3354