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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

May 9, 2018

Heartland HCC Grand Rapids (414290)
Lisa Ricker, Administrator
2320 East Beltline SE
Grand Rapids, Michigan 49546

Subject: Nursing Home Licensure Survey Findings for Heartland HCC Grand Rapids

Dear Lisa Ricker,

A state nursing home licensure survey was completed on April 25, 2018 at Heartland HCC Grand Rapids, 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.

At the time of the survey, the facility submitted an acceptable plan to adopt a Residents Rights' policy. 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 to individuals who lodged grievances, complaints or concerns to the facility.

At the time of the survey, the facility submitted an acceptable plan to respond to grievance in a written form. 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 325.20604 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.

R 325. 20707 Inventory of clothing and personal possessions

The facility was not keeping an inventory of clothing of personal possessions for all residents.

At the time of the survey, the facility submitted an acceptable plan to ensure that an inventory was completed for their residents. Actual compliance will be verified at the time of the next onsite licensure survey.

Heartland HCC Grand Rapids 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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