MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
235002	OCEANA CO MD CARE FACILITY	701 E MAIN ST
235002	OCEANA CO MD CARE FACILITY	701 E MAIN ST
235002	OCEANA CO MD CARE FACILITY	701 E MAIN ST
235002	OCEANA CO MD CARE FACILITY	701 E MAIN ST
235002	OCEANA CO MD CARE FACILITY	701 E MAIN ST
235002	OCEANA CO MD CARE FACILITY	701 E MAIN ST
235003	MANISTEE COUNTY MEDICAL CARE FACILITY	1505 E PARKDALE AVENUE
235003	MANISTEE COUNTY MEDICAL CARE FACILITY	1505 E PARKDALE AVENUE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
HART	MI	49420	(231) 873-6600
HART	MI	49420	(231) 873-6600
HART	MI	49420	(231) 873-6600
HART	MI	49420	(231) 873-6600
HART	MI	49420	(231) 873-6600
HART	MI	49420	(231) 873-6600
MANISTEE	MI	49660	(231) 723-2543
MANISTEE	MI	49660	(231) 723-2543

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
06/10/2008	07/08/2008
06/10/2008	07/08/2008
06/10/2008	07/08/2008
06/10/2008	07/08/2008
05/19/2009	07/01/2009
07/15/2010	08/06/2010
02/25/2008	03/07/2008
06/06/2008	07/14/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235003	MANISTEE COUNTY MEDICAL CARE FACILITY	1505 E PARKDALE AVENUE
235003	MANISTEE COUNTY MEDICAL CARE FACILITY	1505 E PARKDALE AVENUE
235003	MANISTEE COUNTY MEDICAL CARE FACILITY	1505 E PARKDALE AVENUE
235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235004	HEARTLAND HEALTH CARE CENTER-	1061 W HACKLEY

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MANISTEE	MI	49660	(231) 723-2543
MANISTEE	MI	49660	(231) 723-2543
MANISTEE	MI	49660	(231) 723-2543
MUSKEGON	MI	49441	(231) 755-2255
MUSKEGON	MI	49441	(231) 755-2255
MUSKEGON	MI	49441	(231) 755-2255
MUSKEGON	MI	49441	(231) 755-2255
MUSKEGON	MI	49441	(231) 755-2255

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/06/2008	07/14/2008
08/06/2008	09/19/2008
10/20/2010	11/19/2010
08/03/2009	09/16/2009
04/06/2010	05/12/2010
08/06/2010	08/20/2010
10/01/2010	11/03/2010
10/01/2010	11/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235004	HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	1061 W HACKLEY
235009	THORNAPPLE MANOR	2700 NASHVILLE RD
235009	THORNAPPLE MANOR	2700 NASHVILLE RD
235009	THORNAPPLE MANOR	2700 NASHVILLE RD
235009	THORNAPPLE MANOR	2700 NASHVILLE RD
235011	IOSCO CO MEDICAL CARE FACILITY	1201 HARRIS AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49441	(231) 755-2255
MUSKEGON	MI	49441	(231) 755-2255
MUSKEGON	MI	49441	(231) 755-2255
HASTINGS	MI	49058	(269) 945-2407
HASTINGS	MI	49058	(269) 945-2407
HASTINGS	MI	49058	(269) 945-2407
HASTINGS	MI	49058	(269) 945-2407
TAWAS CITY	MI	48763	(989) 362-4424

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/01/2010	11/03/2010
10/01/2010	11/03/2010
01/11/2010	04/07/2010
01/11/2010	04/07/2010
01/11/2010	03/23/2010
05/13/2010	06/09/2010
06/05/2008	07/08/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235011	IOSCO CO MEDICAL CARE FACILITY	1201 HARRIS AVE
235011	IOSCO CO MEDICAL CARE FACILITY	1201 HARRIS AVE
235011	IOSCO CO MEDICAL CARE FACILITY	1201 HARRIS AVE
235011	IOSCO CO MEDICAL CARE FACILITY	1201 HARRIS AVE
235011	IOSCO CO MEDICAL CARE FACILITY	1201 HARRIS AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAWAS CITY	MI	48763	(989) 362-4424
TAWAS CITY	MI	48763	(989) 362-4424
TAWAS CITY	MI	48763	(989) 362-4424
TAWAS CITY	MI	48763	(989) 362-4424
TAWAS CITY	MI	48763	(989) 362-4424

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/15/2009	05/08/2009
04/15/2009	05/08/2009
05/19/2010	06/25/2010
02/24/2011	04/01/2011
02/24/2011	04/01/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

accidents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235013	FAIRVIEW LIVING CENTRE	441 E MAIN ST
235013	FAIRVIEW LIVING CENTRE	441 E MAIN ST
235013	FAIRVIEW LIVING CENTRE	441 E MAIN ST
235013	FAIRVIEW LIVING CENTRE	441 E MAIN ST
235014	THE VILLAGE OF REDFORD, A SENIOR LIVING COMMUNITY	25330 WEST SIX MILE ROAD
235015	INGHAM COUNTY MEDICAL CARE FAC	3860 DOBIE RD
235015	INGHAM COUNTY MEDICAL CARE FAC	3860 DOBIE RD
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CENTREVILLE	MI	49032	(269) 467-9575
CENTREVILLE	MI	49032	(269) 467-9575
CENTREVILLE	MI	49032	(269) 467-9575
CENTREVILLE	MI	49032	(269) 467-9575
REDFORD	MI	48240	(313) 531-6874
OKEMOS	MI	48864	(517) 381-6100
OKEMOS	MI	48864	(517) 381-6100
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/09/2008	06/09/2008
11/18/2008	12/11/2008
11/18/2008	12/11/2008
11/18/2008	12/11/2008
06/20/2008	08/15/2008
02/02/2011	02/28/2011
02/02/2011	02/28/2011
02/12/2008	03/10/2008
02/12/2008	03/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Potential for minimal harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Get doctor orders for the resident's immediate care when admitted.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-	434 W NORTH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/12/2008	03/10/2008
02/12/2008	03/10/2008
02/12/2008	03/10/2008
02/12/2008	03/10/2008
02/12/2008	03/10/2008
02/12/2008	03/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Keep all essential equipment	Isolated	Actual harm

	JACKSON	
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/12/2008	03/10/2008
05/11/2010	06/15/2010
07/21/2010	08/05/2010
08/11/2010	09/08/2010
08/11/2010	09/08/2010
09/08/2010	10/20/2010
09/08/2010	10/20/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

working safely.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235016	HEARTLAND HEALTH CARE CENTER-JACKSON	434 W NORTH ST
235019	JACKSON COUNTY MEDICAL CARE FACILITY	524 LANSING AVE
235019	JACKSON COUNTY MEDICAL CARE FACILITY	524 LANSING AVE
235019	JACKSON COUNTY MEDICAL CARE FACILITY	524 LANSING AVE
235019	JACKSON COUNTY MEDICAL CARE FACILITY	524 LANSING AVE
235019	JACKSON COUNTY MEDICAL CARE FACILITY	524 LANSING AVE
235019	JACKSON COUNTY MEDICAL CARE FACILITY	524 LANSING AVE
235020	MICHIGAN MASONIC HOME	1200 WRIGHT AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49202	(517) 787-3250
JACKSON	MI	49201	(517) 782-8500
JACKSON	MI	49201	(517) 782-8500
JACKSON	MI	49201	(517) 782-8500
JACKSON	MI	49201	(517) 782-8500
JACKSON	MI	49201	(517) 782-8500
ALMA	MI	48801	(989) 463-3141

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/07/2011	02/14/2011
02/08/2011	03/03/2011
04/22/2009	07/17/2009
04/22/2009	07/17/2009
04/22/2009	07/17/2009
06/29/2010	07/10/2010
06/29/2010	07/10/2010
07/21/2010	08/05/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235021	CHELSEA RETIREMENT COMMUNITY	805 W MIDDLE ST
235021	CHELSEA RETIREMENT COMMUNITY	805 W MIDDLE ST
235021	CHELSEA RETIREMENT COMMUNITY	805 W MIDDLE ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CHELSEA	MI	48118	(734) 475-8633
CHELSEA	MI	48118	(734) 475-8633
CHELSEA	MI	48118	(734) 475-8633
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/06/2010	07/31/2010
07/06/2010	07/31/2010
07/06/2010	07/31/2010
03/17/2008	04/16/2008
05/18/2010	06/29/2010
05/18/2010	06/29/2010
05/18/2010	06/29/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

services to get or keep the highest quality of life possible.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235022	TENDERCARE CLARE	600 SE 4TH ST
235023	HEARTLAND HEALTH CARE CENTER-BATTLE CREEK	200 E ROOSEVELT

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
CLARE	MI	48617	(989) 386-7723
BATTLE CREEK	MI	49017	(269) 965-3327

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010	06/29/2010
07/02/2010	07/21/2010
07/02/2010	07/21/2010
07/02/2010	07/21/2010
07/22/2010	07/26/2010
12/06/2010	12/28/2010
02/20/2009	04/10/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235025	MEADOW BROOK MEDICAL CARE FACILITY	4543 SOUTH M-88 HIGHWAY
235025	MEADOW BROOK MEDICAL CARE FACILITY	4543 SOUTH M-88 HIGHWAY
235025	MEADOW BROOK MEDICAL CARE FACILITY	4543 SOUTH M-88 HIGHWAY
235025	MEADOW BROOK MEDICAL CARE FACILITY	4543 SOUTH M-88 HIGHWAY
235025	MEADOW BROOK MEDICAL CARE FACILITY	4543 SOUTH M-88 HIGHWAY
235026	GOGEBIC MEDICAL CARE FACILITY	402 NORTH STREET
235026	GOGEBIC MEDICAL CARE FACILITY	402 NORTH STREET
235026	GOGEBIC MEDICAL CARE FACILITY	402 NORTH STREET
235026	GOGEBIC MEDICAL CARE FACILITY	402 NORTH STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BELLAIRE	MI	49615	(231) 533-8661
BELLAIRE	MI	49615	(231) 533-8661
BELLAIRE	MI	49615	(231) 533-8661
BELLAIRE	MI	49615	(231) 533-8661
BELLAIRE	MI	49615	(231) 533-8661
WAKEFIELD	MI	49968	(906) 224-9811
WAKEFIELD	MI	49968	(906) 224-9811
WAKEFIELD	MI	49968	(906) 224-9811
WAKEFIELD	MI	49968	(906) 224-9811

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/06/2008	12/23/2008
11/06/2008	12/23/2008
04/17/2009	06/06/2009
04/17/2009	06/06/2009
04/17/2009	06/06/2009
02/03/2009	03/20/2009
02/03/2009	03/20/2009
02/03/2009	03/20/2009
05/27/2009	06/30/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other similar products.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235026	GOGEBIC MEDICAL CARE FACILITY	402 NORTH STREET
235026	GOGEBIC MEDICAL CARE FACILITY	402 NORTH STREET
235027	EATON COUNTY MEDICAL CARE FACI	530 W BEECH ST
235027	EATON COUNTY MEDICAL CARE FACI	530 W BEECH ST
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAKEFIELD	MI	49968	(906) 224-9811
WAKEFIELD	MI	49968	(906) 224-9811
CHARLOTTE	MI	48813	(517) 543-2940
CHARLOTTE	MI	48813	(517) 543-2940
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/19/2010	11/30/2010
10/19/2010	11/30/2010
04/16/2008	05/28/2008
04/16/2008	05/28/2008
09/10/2008	11/19/2008
09/10/2008	11/19/2008
09/10/2008	08/22/2008
09/10/2008	11/19/2008
03/09/2010	04/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/09/2010	04/15/2010
03/09/2010	04/15/2010
03/09/2010	04/15/2010
03/09/2010	04/15/2010
03/09/2010	04/15/2010
03/09/2010	04/15/2010
03/09/2010	04/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Widespread	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235028	HURON CO MED CARE FACILITY	1116 S VAN DYKE RD
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
BAD AXE	MI	48413	(989) 269-6425
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/09/2010	04/15/2010
09/22/2010	10/08/2010
09/22/2010	10/08/2010
01/26/2011	02/24/2011
01/17/2008	02/20/2008
07/29/2008	08/22/2008
11/06/2008	12/30/2008
07/16/2009	08/28/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST
235031	HOUGHTON CO MED CARE FACILITY	1100 QUINCY ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050
HANCOCK	MI	49930	(906) 482-5050

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/19/2009	01/08/2010
11/19/2009	01/08/2010
11/19/2009	01/08/2010
11/19/2009	01/08/2010
01/27/2010	03/12/2010
01/27/2010	03/12/2010
01/27/2010	03/12/2010
10/27/2010	12/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235032	HEARTLAND HEALTH CARE CENTER-IONIA	814 E LINCOLN AVE
235033	BAY BLUFFS-EMMET CO MED CARE FAC	750 E MAIN
235033	BAY BLUFFS-EMMET CO MED CARE FAC	750 E MAIN
235033	BAY BLUFFS-EMMET CO MED CARE FAC	750 E MAIN
235033	BAY BLUFFS-EMMET CO MED CARE FAC	750 E MAIN
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

IONIA	MI	48846	(616) 527-0080
HARBOR SPRINGS	MI	49740	(231) 526-2161
HARBOR SPRINGS	MI	49740	(231) 526-2161
HARBOR SPRINGS	MI	49740	(231) 526-2161
HARBOR SPRINGS	MI	49740	(231) 526-2161
GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/23/2010	10/20/2010
08/19/2008	09/29/2008
11/10/2008	12/05/2008
11/10/2008	12/05/2008
11/10/2008	12/05/2008
02/08/2008	03/11/2008
02/08/2008	03/11/2008
02/08/2008	03/11/2008
03/07/2008	03/11/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

or builds each resident's dignity and self respect.		harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235035	SPECTRUM HEALTH REHAB AND NURSING CENTER	4118 KALAMAZOO AVE S E
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300
GRAND RAPIDS	MI	49508	(616) 455-7300
ROCHESTER HILLS	MI	48309	(248) 651-4422

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/12/2009	04/03/2009
02/12/2009	04/03/2009
06/29/2010	08/10/2010
06/29/2010	08/10/2010
06/29/2010	08/10/2010
10/14/2009	12/12/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/14/2009	02/04/2010
10/14/2009	12/12/2009
05/12/2010	06/04/2010
05/12/2010	06/04/2010
05/12/2010	06/04/2010
08/23/2010	09/10/2010
08/23/2010	09/10/2010
10/22/2010	11/24/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235036	MEDILODGE OF ROCHESTER HILLS, INC	1480 WALTON BLVD
235037	ISABELLA CO MEDICAL CARE FACIL	1222 NORTH DR
235038	PILGRIM MANOR	2000 LEONARD N E
235039	BROOKCREST	3400 WILSON AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
ROCHESTER HILLS	MI	48309	(248) 651-4422
MOUNT PLEASANT	MI	48858	(989) 772-2957
GRAND RAPIDS	MI	49505	(616) 458-1133
GRANDVILLE	MI	49418	(616) 534-5487

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011
12/14/2010	01/21/2011
10/14/2008	01/01/1900
08/07/2009	08/24/2009
05/09/2008	06/06/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/09/2008	06/06/2008
09/05/2008	09/19/2008
04/08/2010	04/30/2010
04/08/2010	04/30/2010
04/08/2010	04/30/2010
05/19/2010	05/26/2010
05/19/2010	05/26/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235039	BROOKCREST	3400 WILSON AVE
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
GRANDVILLE	MI	49418	(616) 534-5487
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/30/2010	12/06/2010
12/22/2010	01/11/2011
12/22/2010	01/11/2011
04/30/2008	06/09/2008
10/01/2008	11/10/2008
10/01/2008	11/10/2008
10/01/2008	11/10/2008
10/01/2008	11/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/04/2009	05/13/2009
03/04/2009	05/13/2009
07/27/2010	08/20/2010
11/03/2010	11/19/2010
02/23/2011	03/25/2011
02/23/2011	03/25/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Train all employees on what to do in an emergency.	Isolated	Actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235041	MACKINAC STRAITS LONG TERM CARE UNIT	220 BURDETTE ST
235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD
235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD
235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD
235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD
235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD
235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT IGNACE	MI	49781	(906) 643-8586
SAINT IGNACE	MI	49781	(906) 643-8586
ESSEXVILLE	MI	48732	(989) 892-3591
ESSEXVILLE	MI	48732	(989) 892-3591
ESSEXVILLE	MI	48732	(989) 892-3591
ESSEXVILLE	MI	48732	(989) 892-3591
ESSEXVILLE	MI	48732	(989) 892-3591
ESSEXVILLE	MI	48732	(989) 892-3591

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/23/2011	03/25/2011
02/23/2011	03/25/2011
01/25/2008	04/10/2008
01/25/2008	04/10/2008
09/17/2008	10/29/2008
02/17/2010	03/31/2010
03/24/2010	05/07/2010
07/23/2010	09/09/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235044	BAY COUNTY MEDICAL CARE FACILITY	564 W HAMPTON ROAD
235050	HAROLD AND GRACE UPJOHN COMMUN	2400 PORTAGE ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ESSEXVILLE	MI	48732	(989) 892-3591
KALAMAZOO	MI	49001	(269) 381-4290
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/09/2010	01/28/2011
08/14/2009	10/03/2009
04/02/2008	05/01/2008
04/17/2009	05/08/2009
08/12/2009	09/01/2009
03/10/2010	04/19/2010
03/10/2010	04/19/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Pattern	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/10/2010	04/19/2010
03/10/2010	04/19/2010
03/10/2010	04/19/2010
05/18/2010	06/07/2010
05/18/2010	06/07/2010
05/18/2010	06/07/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

themselves does not lessen, unless a change cannot be avoided.		
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235052	ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	5500 FORT ST
235054	EVERGREEN MANOR SENIOR CARE CE	111 EVERGREEN
235054	EVERGREEN MANOR SENIOR CARE CE	111 EVERGREEN
235056	HOYT NURSING & REHAB CENTRE	1202 WEISS ST
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
TRENTON	MI	48183	(734) 671-3500
BATTLE CREEK	MI	49015	(269) 969-6110
BATTLE CREEK	MI	49015	(269) 969-6110
SAGINAW	MI	48602	(989) 754-1419
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/18/2010	06/07/2010
06/21/2010	07/07/2010
06/21/2010	07/07/2010
02/01/2010	02/19/2010
06/30/2010	07/23/2010
12/16/2009	01/15/2010
12/11/2008	01/14/2009
12/11/2008	01/14/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/02/2009	11/03/2009
09/02/2009	11/03/2009
09/02/2009	11/03/2009
09/02/2009	11/03/2009
09/02/2009	11/03/2009
09/02/2009	11/03/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

assessment, and plan of care.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/02/2009	11/03/2009
03/23/2010	04/28/2010
03/23/2010	04/28/2010
03/23/2010	04/28/2010
08/23/2010	09/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.		
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235057	HEARTLAND HEALTH CARE CENTER-UNIVERSITY	28550 FIVE MILE RD
235058	LAPEER COUNTY MEDICAL CARE FAC	1455 SUNCREST DR
235062	GRANDVUE MEDICAL CARE FACILITY	1728 S PENINSULA ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LIVONIA	MI	48154	(734) 427-8270
LAPEER	MI	48446	(810) 664-8571
EAST JORDAN	MI	49727	(231) 536-2286

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/08/2010	12/10/2010
12/09/2010	01/26/2011
12/09/2010	01/26/2011
12/09/2010	01/26/2011
12/09/2010	01/26/2011
12/09/2010	01/26/2011
01/26/2011	01/28/2011
08/31/2009	10/30/2009
01/28/2009	02/26/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

groups that can help.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Let each resident choose a personal doctor.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235067	SHIAWASSEE COUNTY MED CARE FAC	729 S NORTON
235067	SHIAWASSEE COUNTY MED CARE FAC	729 S NORTON
235067	SHIAWASSEE COUNTY MED CARE FAC	729 S NORTON
235067	SHIAWASSEE COUNTY MED CARE FAC	729 S NORTON
235069	PINECREST MEDICAL CARE FACILITY	N15995 MAIN STREET
235069	PINECREST MEDICAL CARE FACILITY	N15995 MAIN STREET
235072	OAKVIEW MEDICAL CARE FACILITY	1000 DIANA ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CORUNNA	MI	48817	(989) 743-3491
CORUNNA	MI	48817	(989) 743-3491
CORUNNA	MI	48817	(989) 743-3491
CORUNNA	MI	48817	(989) 743-3491
POWERS	MI	49874	(906) 497-5244
POWERS	MI	49874	(906) 497-5244
LUDINGTON	MI	49431	(231) 845-5185

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/01/2010	06/02/2010
06/01/2010	06/02/2010
06/01/2010	06/02/2010
11/09/2010	11/17/2010
08/05/2009	08/10/2009
08/05/2009	08/10/2009
03/18/2008	05/20/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235072	OAKVIEW MEDICAL CARE FACILITY	1000 DIANA ST
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235075	SPECTRUM HEALTH REHAB & NURSING	750 FULLER AVE NE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LUDINGTON	MI	49431	(231) 845-5185
GRAND RAPIDS	MI	49503	(616) 486-2411
GRAND RAPIDS	MI	49503	(616) 486-2411
GRAND RAPIDS	MI	49503	(616) 486-2411
GRAND RAPIDS	MI	49503	(616) 486-2411
GRAND RAPIDS	MI	49503	(616) 486-2411

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/18/2008	05/20/2008
03/08/2010	03/22/2010
03/08/2010	03/22/2010
05/11/2010	06/02/2010
01/18/2011	02/16/2011
01/18/2011	02/16/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection	Widespread	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

	CENTER-FULLER AVE	MC 160
235075	SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	750 FULLER AVE NE MC 160
235077	HEARTLAND OF HOLLAND	493 W 32ND ST
235077	HEARTLAND OF HOLLAND	493 W 32ND ST
235077	HEARTLAND OF HOLLAND	493 W 32ND ST
235077	HEARTLAND OF HOLLAND	493 W 32ND ST
235087	LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	6418 DEANS HILL RD
235087	LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	6418 DEANS HILL RD
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49503	(616) 486-2411
HOLLAND	MI	49423	(616) 396-1438
HOLLAND	MI	49423	(616) 396-1438
HOLLAND	MI	49423	(616) 396-1438
HOLLAND	MI	49423	(616) 396-1438
BERRIEN CENTER	MI	49102	(269) 471-7761
BERRIEN CENTER	MI	49102	(269) 471-7761
TRAVERSE CITY	MI	49684	(231) 932-3163

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/18/2011	02/16/2011
03/27/2009	05/05/2009
03/27/2009	05/05/2009
03/03/2010	04/07/2010
03/03/2010	04/07/2010
12/29/2008	02/15/2009
03/08/2010	04/19/2010
07/10/2008	08/01/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

from spreading.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/10/2008	08/01/2008
07/10/2008	08/01/2008
07/31/2008	08/13/2008
08/13/2008	08/25/2008
08/13/2008	08/25/2008
10/02/2008	10/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235088	GRAND TRAVERSE PAVILIONS	1000 PAVILIONS CIRCLE
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
TRAVERSE CITY	MI	49684	(231) 932-3163
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/08/2009	04/29/2009
03/03/2011	03/18/2011
03/03/2011	03/18/2011
03/03/2011	03/18/2011
03/11/2011	03/18/2011
03/07/2008	04/09/2008
10/14/2009	11/10/2009
11/24/2009	01/08/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/24/2009	01/08/2010
11/24/2009	01/08/2010
11/24/2009	01/08/2010
11/24/2009	01/08/2010
11/24/2009	01/08/2010
11/24/2009	01/08/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

area is free of dangers that cause accidents.		
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235089	TUSCOLA COUNTY MEDICAL CARE FACILITY	1285 CLEAVER RD
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CARO	MI	48723	(989) 673-4117
CADILLAC	MI	49601	(231) 775-0101
CADILLAC	MI	49601	(231) 775-0101
CADILLAC	MI	49601	(231) 775-0101
CADILLAC	MI	49601	(231) 775-0101

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/24/2009	01/08/2010
04/08/2010	04/30/2010
08/02/2010	09/30/2010
12/14/2010	01/24/2011
11/05/2008	12/04/2008
01/20/2009	03/03/2009
01/20/2009	03/03/2009
01/20/2009	03/03/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

drugs that restrain them, unless needed for medical treatment.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235094	LAKEVIEW LUTHERAN MANOR	460 PEARL ST
235102	AMBASSADOR NURSING AND REHABILITATION CENTER	8045 E JEFFERSON AVE
235102	AMBASSADOR NURSING AND REHABILITATION CENTER	8045 E JEFFERSON AVE
235102	AMBASSADOR NURSING AND	8045 E JEFFERSON

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CADILLAC	MI	49601	(231) 775-0101
CADILLAC	MI	49601	(231) 775-0101
CADILLAC	MI	49601	(231) 775-0101
CADILLAC	MI	49601	(231) 775-0101
DETROIT	MI	48214	(313) 821-3525
DETROIT	MI	48214	(313) 821-3525
DETROIT	MI	48214	(313) 821-3525

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/24/2009	09/12/2009
08/24/2009	09/12/2009
08/24/2009	09/12/2009
11/25/2009	12/14/2009
03/10/2008	04/05/2008
03/10/2008	04/05/2008
04/02/2009	04/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

products available, which are needed every day and in emergencies, and give them out properly.		harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no	Isolated	Minimal harm or potential for actual

	REHABILITATION CENTER	AVE
235102	AMBASSADOR NURSING AND REHABILITATION CENTER	8045 E JEFFERSON AVE
235102	AMBASSADOR NURSING AND REHABILITATION CENTER	8045 E JEFFERSON AVE
235102	AMBASSADOR NURSING AND REHABILITATION CENTER	8045 E JEFFERSON AVE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND	2320 E BELTLINE SE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48214	(313) 821-3525
DETROIT	MI	48214	(313) 821-3525
DETROIT	MI	48214	(313) 821-3525
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/23/2010	03/22/2010
02/23/2010	03/22/2010
09/07/2010	09/08/2010
06/30/2009	08/13/2009
06/30/2009	08/13/2009
06/30/2009	08/13/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

	RAPIDS	
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009	08/13/2009
06/30/2009	08/13/2009
06/30/2009	08/13/2009
06/30/2009	08/13/2009
06/01/2010	06/22/2010
12/20/2010	02/05/2011
12/20/2010	02/05/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies

and maintenance.		harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235103	HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	2320 E BELTLINE SE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE

GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GRAND RAPIDS	MI	49546	(616) 949-3000
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/20/2010	02/05/2011
12/20/2010	02/05/2011
12/20/2010	02/05/2011
02/15/2011	03/15/2011
02/15/2011	03/15/2011
08/13/2008	09/16/2008
10/14/2009	11/18/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-	21401 MACK AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE	MI	48236	(586) 778-0800

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/04/2010	03/16/2010
02/04/2010	03/16/2010
02/04/2010	03/16/2010
02/04/2010	03/16/2010
02/04/2010	03/16/2010
05/17/2010	06/29/2010
05/17/2010	06/29/2010
07/09/2010	08/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Give or get emergency care by a doctor 24 hours a day.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

	GEORGIAN EAST	
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235109	HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	21401 MACK AVE
235113	SAGINAW SENIOR CARE AND REHAB CENTER, L L C	4322 MACKINAW ROAD
235113	SAGINAW SENIOR CARE AND REHAB CENTER, L L C	4322 MACKINAW ROAD
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE

WOODS			
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
GROSSE POINTE WOODS	MI	48236	(586) 778-0800
SAGINAW	MI	48603	(989) 792-8729
SAGINAW	MI	48603	(989) 792-8729
KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/20/2010	09/10/2010
09/22/2010	11/03/2010
09/22/2010	11/03/2010
06/01/2009	06/24/2009
05/05/2010	05/21/2010
02/15/2008	03/28/2008
09/09/2008	10/14/2008
07/15/2009	09/16/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

or builds each resident's dignity and self respect.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235114	HEARTLAND HEALTH CARE CENTER-KALAMAZOO	3625 W MICHIGAN AVE
235120	MARYCREST MANOR	15475 MIDDLEBELT RD
235120	MARYCREST MANOR	15475 MIDDLEBELT RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550
KALAMAZOO	MI	49006	(269) 375-4550
LIVONIA	MI	48154	(734) 427-9175
LIVONIA	MI	48154	(734) 427-9175

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/15/2009	09/16/2009
07/15/2009	09/16/2009
07/15/2009	09/16/2009
07/15/2009	09/16/2009
07/15/2009	09/16/2009
07/15/2009	09/16/2009
01/19/2010	02/05/2010
03/06/2008	03/26/2008
05/04/2010	05/24/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

accidents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Keep medical records for the length of time that is required.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

		RD
235123	DURAND SENIOR CARE AND REHAB CENTER, L L C	8750 E MONROE RD
235123	DURAND SENIOR CARE AND REHAB CENTER, L L C	8750 E MONROE RD
235123	DURAND SENIOR CARE AND REHAB CENTER, L L C	8750 E MONROE RD
235123	DURAND SENIOR CARE AND REHAB CENTER, L L C	8750 E MONROE RD
235123	DURAND SENIOR CARE AND REHAB CENTER, L L C	8750 E MONROE RD
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-	540 SUNNYSIDE DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DURAND	MI	48429	(989) 288-3166
DURAND	MI	48429	(989) 288-3166
DURAND	MI	48429	(989) 288-3166
DURAND	MI	48429	(989) 288-3166
DURAND	MI	48429	(989) 288-3166
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009	12/20/2009
11/04/2009	12/20/2009
01/28/2010	02/17/2010
01/28/2010	02/17/2010
05/20/2010	05/26/2010
06/02/2009	07/07/2009
06/02/2009	07/07/2009
06/02/2009	07/07/2009
06/02/2009	07/07/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Administration Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies

area is free of dangers that cause accidents.		harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/01/2010	03/03/2010
02/01/2010	03/03/2010
03/26/2010	05/04/2010
04/23/2010	05/25/2010
04/23/2010	05/25/2010
07/20/2010	08/18/2010
01/07/2011	02/22/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235132	HEARTLAND HEALTH CARE CENTER-FOSTRIAN	540 SUNNYSIDE DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
FLUSHING	MI	48433	(810) 659-5695
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/07/2011	02/22/2011
02/15/2011	03/30/2011
02/15/2011	03/30/2011
02/15/2011	03/30/2011
06/15/2009	08/03/2009
06/15/2009	08/03/2009
10/21/2009	12/01/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

theft of personal property.		
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/21/2009	12/01/2009
10/21/2009	12/01/2009
02/24/2010	04/06/2010
02/24/2010	04/06/2010
02/24/2010	04/06/2010
02/24/2010	04/06/2010
04/06/2010	05/11/2010
04/06/2010	05/11/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235139	HEARTLAND HEALTH CARE CENTER-SAGINAW	2901 GALAXY DR
235143	SPECTRUM HEALTH REHAB & NSG CTRS-UNITED HOSPITAL	615 S BOWER ST
235144	BAYSIDE VILLAGE	832 SICOTTE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
SAGINAW	MI	48601	(989) 777-5110
GREENVILLE	MI	48838	(616) 754-4691
L' ANSE	MI	49946	(906) 524-6531

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/16/2010	05/13/2010
04/16/2010	05/13/2010
08/24/2010	09/10/2010
11/22/2010	01/05/2011
01/14/2008	02/01/2008
02/27/2008	04/03/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235144	BAYSIDE VILLAGE	832 SICOTTE ST
235144	BAYSIDE VILLAGE	832 SICOTTE ST
235144	BAYSIDE VILLAGE	832 SICOTTE ST
235144	BAYSIDE VILLAGE	832 SICOTTE ST
235144	BAYSIDE VILLAGE	832 SICOTTE ST
235147	SCHOOLCRAFT MEDICAL CARE FACILITY	520 MAIN ST
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

L' ANSE	MI	49946	(906) 524-6531
L' ANSE	MI	49946	(906) 524-6531
L' ANSE	MI	49946	(906) 524-6531
L' ANSE	MI	49946	(906) 524-6531
L' ANSE	MI	49946	(906) 524-6531
MANISTIQUE	MI	49854	(906) 341-6921
SAGINAW	MI	48608	(989) 790-7700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/17/2008	01/20/2009
12/17/2008	01/20/2009
06/17/2009	07/20/2009
12/23/2009	01/22/2010
03/15/2011	03/29/2011
06/09/2010	07/23/2010
09/12/2008	10/21/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/12/2008	10/21/2008
09/12/2008	10/21/2008
06/10/2009	06/29/2009
12/09/2009	01/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235150	HEALTHSOURCE SAGINAW, INC	3340 HOSPITAL RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD

SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
SAGINAW	MI	48608	(989) 790-7700
MOUNT CLEMENS	MI	48043	(586) 469-5265

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/09/2009	01/18/2010
12/09/2009	01/18/2010
12/09/2009	01/18/2010
07/25/2010	08/31/2010
07/25/2010	08/31/2010
11/12/2010	12/13/2010
05/29/2008	07/11/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Keep all essential equipment working safely.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/29/2008	07/11/2008
05/29/2008	07/11/2008
10/09/2008	11/15/2008
03/02/2009	03/11/2009
05/29/2009	06/12/2009
11/20/2009	12/23/2009
11/20/2009	12/23/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235155	MARTHA T BERRY MEDICAL CARE FACILITY	43533 ELIZABETH RD
235157	SANILAC MEDICAL CARE FACILITY	137 N ELK ST
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MOUNT CLEMENS	MI	48043	(586) 469-5265
MOUNT CLEMENS	MI	48043	(586) 469-5265
SANDUSKY	MI	48471	(810) 648-3017
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/18/2010	03/17/2010
07/28/2010	08/27/2010
11/24/2009	12/12/2009
03/04/2009	04/23/2009
03/04/2009	04/23/2009
03/04/2009	04/23/2009
07/21/2009	08/28/2009
08/04/2009	09/04/2009
08/04/2009	09/04/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235161	ASPIRUS ONTONAGON HOSPITAL, INC	601 SEVENTH STREET
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
ONTONAGON	MI	49953	(906) 884-8000
SAINT JOSEPH	MI	49085	(269) 983-6501

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009	09/04/2009
08/04/2009	09/04/2009
08/04/2009	09/04/2009
08/04/2009	09/04/2009
09/08/2008	09/26/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST	3425 LAKE SHORE DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501

12/29/2008	03/12/2009
07/14/2009	08/07/2009
07/14/2009	08/07/2009
07/14/2009	08/07/2009
10/16/2009	11/13/2009
10/16/2009	11/13/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

being separated from others.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Provide care for each resident in	Isolated	Minimal harm or potential for actual

	JOSEPH	
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235164	LAKELAND CONTINUING CARE CTR-ST JOSEPH	3425 LAKE SHORE DR
235171	GENESYS CONVALESCENT CTR-GRAND	8481 HOLLY RD
235171	GENESYS CONVALESCENT CTR-GRAND	8481 HOLLY RD
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501
SAINT JOSEPH	MI	49085	(269) 983-6501
GRAND BLANC	MI	48439	(810) 694-1711
GRAND BLANC	MI	48439	(810) 694-1711
FRANKENMUTH	MI	48734	(989) 652-6101
FRANKENMUTH	MI	48734	(989) 652-6101
FRANKENMUTH	MI	48734	(989) 652-6101
FRANKENMUTH	MI	48734	(989) 652-6101

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/16/2009	11/13/2009
10/16/2009	11/13/2009
10/16/2009	11/13/2009
04/09/2009	05/20/2009
04/09/2009	05/20/2009
09/23/2008	10/27/2008
01/19/2010	03/09/2010
01/19/2010	03/09/2010
01/19/2010	03/09/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

a way that keeps or builds the resident's quality of life.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Let the resident or the resident's representative look at all records.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235175	TENDERCARE HC OF FRANKENMUTH	500 W GENESEE
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FRANKENMUTH	MI	48734	(989) 652-6101
FRANKENMUTH	MI	48734	(989) 652-6101
FRANKENMUTH	MI	48734	(989) 652-6101
FRANKENMUTH	MI	48734	(989) 652-6101
DETROIT	MI	48235	(313) 836-1700
DETROIT	MI	48235	(313) 836-1700
DETROIT	MI	48235	(313) 836-1700
DETROIT	MI	48235	(313) 836-1700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/19/2010	03/09/2010
08/31/2010	10/20/2010
01/03/2011	02/16/2011
01/03/2011	02/16/2011
07/28/2008	08/29/2008
03/04/2009	03/10/2009
08/10/2009	09/25/2009
08/25/2010	10/04/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

needs of each resident.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each	Isolated	Minimal harm or potential for actual harm

	CENTER	
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR
235177	HARTFORD NURSING & REHABILITATION CENTER	6700 W OUTER DR
235179	CHRISTIAN PARK VILLAGE	2525 7TH AVENUE SOUTH
235181	CHEBOYGAN MEM HOSPITAL LTCU	748 S MAIN ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48235	(313) 836-1700
DETROIT	MI	48235	(313) 836-1700
DETROIT	MI	48235	(313) 836-1700
ESCANABA	MI	49829	(906) 786-0408
CHEBOYGAN	MI	49721	(231) 627-5601

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010	10/04/2010
08/25/2010	10/04/2010
08/25/2010	10/04/2010
12/21/2010	01/18/2011
03/25/2008	04/30/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

medical problems to help each resident achieve the highest possible quality of life.		harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235181	CHEBOYGAN MEM HOSPITAL LTCU	748 S MAIN ST
235181	CHEBOYGAN MEM HOSPITAL LTCU	748 S MAIN ST
235181	CHEBOYGAN MEM HOSPITAL LTCU	748 S MAIN ST
235182	LYNWOOD MANOR HEALTHCARE CENTER	730 KIMOLE LN
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CHEBOYGAN	MI	49721	(231) 627-5601
CHEBOYGAN	MI	49721	(231) 627-5601
CHEBOYGAN	MI	49721	(231) 627-5601
ADRIAN	MI	49221	(517) 263-6771
FLINT	MI	48506	(810) 736-0600
FLINT	MI	48506	(810) 736-0600
FLINT	MI	48506	(810) 736-0600
FLINT	MI	48506	(810) 736-0600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/28/2009	12/01/2009
12/09/2010	01/24/2011
12/09/2010	01/24/2011
03/31/2008	04/01/2008
12/04/2009	12/21/2009
09/28/2010	11/09/2010
09/28/2010	11/09/2010
10/25/2010	12/07/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Have a detailed, written plan for disasters and emergencies.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235184	HEARTLAND HEALTH CARE CENTER-BRIARWOOD	3011 N CENTER RD
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FLINT	MI	48506	(810) 736-0600
FLINT	MI	48506	(810) 736-0600
FLINT	MI	48506	(810) 736-0600
FLINT	MI	48506	(810) 736-0600
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/10/2010	01/25/2011
12/10/2010	01/25/2011
12/10/2010	01/25/2011
12/29/2010	01/26/2011
06/05/2009	06/26/2009
06/18/2009	07/29/2009
06/18/2009	07/29/2009
06/18/2009	07/29/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

highest quality of life possible.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235187	CAMBRIDGE EAST HEALTHCARE CENT	31155 DEQUINDRE
235201	MERCY HOSPITAL- GRAYLING LTCU	1100 MICHIGAN AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
MADISON HEIGHTS	MI	48071	(248) 585-7010
GRAYLING	MI	49738	(989) 348-5461

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/18/2009	07/29/2009
06/18/2009	07/29/2009
12/04/2009	01/26/2010
04/12/2010	05/19/2010
07/28/2010	08/12/2010
10/27/2010	11/29/2010
11/06/2008	12/04/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

theft of personal property.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235201	MERCY HOSPITAL- GRAYLING LTCU	1100 MICHIGAN AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAYLING	MI	49738	(989) 348-5461
MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/11/2008	01/09/2009
04/28/2009	06/17/2009
04/28/2009	06/17/2009
04/28/2009	06/17/2009
04/28/2009	06/17/2009
12/03/2009	01/21/2010
01/11/2010	01/29/2010
01/11/2010	01/29/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235204	BROOKHAVEN MEDICAL CARE FACILI	1890 APPLE AVE
235205	SPECTRUM HEALTH - REED CITY CA	7665 PATTERSON RD
235206	HEARTLAND HEALTH CARE CENTER-WHITEHALL	916 E LEWIS ST
235206	HEARTLAND HEALTH CARE CENTER-WHITEHALL	916 E LEWIS ST
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49442	(231) 724-3500
MUSKEGON	MI	49442	(231) 724-3500
REED CITY	MI	49677	(231) 832-3271
WHITEHALL	MI	49461	(231) 894-4056
WHITEHALL	MI	49461	(231) 894-4056
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/11/2010	01/29/2010
06/28/2010	08/03/2010
11/02/2009	12/04/2009
05/06/2010	06/08/2010
05/06/2010	06/08/2010
03/25/2008	03/26/2008
01/13/2009	02/20/2009
11/04/2009	12/11/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD
235207	OAKPOINTE SENIOR CARE AND REHAB CENTER	18901 MEYERS RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481
DETROIT	MI	48235	(313) 864-8481

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009	12/11/2009
03/19/2010	04/30/2010
07/07/2010	08/20/2010
10/19/2010	11/26/2010
01/07/2011	02/27/2011
01/07/2011	02/27/2011
01/07/2011	02/27/2011
02/04/2011	03/11/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

sores or heal existing bed sores.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235209	TENDERCARE HEALTH CENTER OF LEELANAU	124 W 4TH STREET
235209	TENDERCARE HEALTH CENTER OF LEELANAU	124 W 4TH STREET
235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN
235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN
235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN
235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN
235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN
235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SUTTONS BAY	MI	49682	(231) 271-1200
SUTTONS BAY	MI	49682	(231) 271-1200
CLAWSON	MI	48017	(248) 435-5200
CLAWSON	MI	48017	(248) 435-5200
CLAWSON	MI	48017	(248) 435-5200
CLAWSON	MI	48017	(248) 435-5200
CLAWSON	MI	48017	(248) 435-5200
CLAWSON	MI	48017	(248) 435-5200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/28/2008	11/21/2008
02/04/2010	01/29/2010
07/02/2008	08/18/2008
07/02/2008	08/18/2008
07/02/2008	08/18/2008
07/02/2008	08/18/2008
02/05/2009	03/02/2009
02/05/2009	03/02/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235214	CAMBRIDGE NORTH HEALTHCARE CEN	535 N MAIN
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CLAWSON	MI	48017	(248) 435-5200
BLOOMFIELD HILLS	MI	48304	(248) 645-2900
BLOOMFIELD HILLS	MI	48304	(248) 645-2900
BLOOMFIELD HILLS	MI	48304	(248) 645-2900
BLOOMFIELD HILLS	MI	48304	(248) 645-2900
BLOOMFIELD HILLS	MI	48304	(248) 645-2900
BLOOMFIELD HILLS	MI	48304	(248) 645-2900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/05/2009	03/02/2009
04/02/2009	05/12/2009
10/20/2009	11/10/2009
10/20/2009	11/10/2009
10/20/2009	11/10/2009
04/02/2010	05/18/2010
04/02/2010	05/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

home.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235217	HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	2975 N ADAMS ROAD
235223	CARE AND REHABILITATION CENTER AT GLACIER HILLS (T	1200 EARHART RD
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BLOOMFIELD HILLS	MI	48304	(248) 645-2900
BLOOMFIELD HILLS	MI	48304	(248) 645-2900
ANN ARBOR	MI	48105	(734) 769-0177
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/02/2010	05/18/2010
04/02/2010	05/18/2010
01/07/2010	02/26/2010
05/28/2008	07/28/2008
05/28/2008	07/28/2008
05/28/2008	07/28/2008
02/11/2009	03/09/2009
02/11/2009	03/09/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give or get x-rays and other tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of x-rays and other tests.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235225	FOUNTAIN VIEW OF MONROE	1971 N MONROE STREET
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING	11941 BELSAY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
MONROE	MI	48162	(734) 243-8800
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/11/2009	03/09/2009
07/21/2009	09/09/2009
07/21/2009	09/09/2009
07/21/2009	09/09/2009
12/14/2009	01/19/2010
12/14/2009	01/19/2010
02/28/2008	04/04/2008
08/07/2008	08/28/2008
08/07/2008	08/28/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/18/2009	01/25/2010
12/18/2009	01/25/2010
04/01/2010	04/30/2010
04/01/2010	04/30/2010
04/26/2010	05/05/2010
06/04/2010	06/07/2010
01/27/2011	03/05/2011
01/27/2011	03/05/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

	CENTER	
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235226	GRAND BLANC REHABILITATION & NURSING CENTER	11941 BELSAY RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND BLANC	MI	48439	(810) 694-1970
GRAND BLANC	MI	48439	(810) 694-1970
WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/27/2011	03/05/2011
01/27/2011	03/05/2011
11/14/2008	01/14/2009
04/01/2009	04/14/2009
04/01/2009	04/14/2009
12/21/2009	01/14/2010
07/16/2010	07/23/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

services to get or keep the highest quality of life possible.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235228	HOPE HEALTHCARE CENTER	38410 CHERRY HILL RD
235232	MAGNUMCARE OF MONROE	1215 N TELEGRAPH RD
235234	NEW LIGHT NURSING HOME	9500 GRAND RIVER AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200
WESTLAND	MI	48185	(734) 326-1200
MONROE	MI	48162	(734) 242-4848
DETROIT	MI	48204	(313) 491-7920

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/30/2010	10/15/2010
08/30/2010	10/15/2010
12/06/2010	01/25/2011
12/06/2010	01/25/2011
02/25/2009	04/01/2009
10/07/2009	10/30/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235234	NEW LIGHT NURSING HOME	9500 GRAND RIVER AVE
235236	BURCHAM HILLS RETIREMENT CTR	2700 BURCHAM DRIVE
235236	BURCHAM HILLS RETIREMENT CTR	2700 BURCHAM DRIVE
235236	BURCHAM HILLS RETIREMENT CTR	2700 BURCHAM DRIVE
235237	CALHOUN COUNTY MEDICAL CARE FACILITY	1150 E MICHIGAN AVE
235237	CALHOUN COUNTY MEDICAL CARE FACILITY	1150 E MICHIGAN AVE
235237	CALHOUN COUNTY MEDICAL CARE FACILITY	1150 E MICHIGAN AVE
235237	CALHOUN COUNTY MEDICAL CARE FACILITY	1150 E MICHIGAN AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48204	(313) 491-7920
EAST LANSING	MI	48823	(517) 351-8377
EAST LANSING	MI	48823	(517) 351-8377
EAST LANSING	MI	48823	(517) 351-8377
BATTLE CREEK	MI	49014	(269) 962-5458
BATTLE CREEK	MI	49014	(269) 962-5458
BATTLE CREEK	MI	49014	(269) 962-5458
BATTLE CREEK	MI	49014	(269) 962-5458

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/07/2009	10/30/2009
03/03/2008	03/31/2008
01/28/2010	02/26/2010
01/28/2010	02/26/2010
01/30/2008	03/20/2008
01/30/2008	01/30/2008
01/30/2008	12/19/2007
01/30/2008	03/20/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

be transferred or discharged.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Review the work of each nurse aide every year; or 2) give regular	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235237	CALHOUN COUNTY MEDICAL CARE FACILITY	1150 E MICHIGAN AVE
235237	CALHOUN COUNTY MEDICAL CARE FACILITY	1150 E MICHIGAN AVE
235238	EVANGELICAL HOME - SALINE	440 W RUSSELL
235242	BOULEVARD MANOR, LLC	464 E GRAND BLVD
235242	BOULEVARD MANOR, LLC	464 E GRAND BLVD
235243	TENDERCARE HEALTH CENTER-BIRCHWOOD	2950 LAFRANIER RD
235243	TENDERCARE HEALTH CENTER-BIRCHWOOD	2950 LAFRANIER RD
235243	TENDERCARE HEALTH CENTER-BIRCHWOOD	2950 LAFRANIER RD
235243	TENDERCARE HEALTH CENTER-BIRCHWOOD	2950 LAFRANIER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BATTLE CREEK	MI	49014	(269) 962-5458
BATTLE CREEK	MI	49014	(269) 962-5458
SALINE	MI	48176	(734) 429-9401
DETROIT	MI	48207	(313) 579-2255
DETROIT	MI	48207	(313) 579-2255
TRAVERSE CITY	MI	49686	(231) 947-0506
TRAVERSE CITY	MI	49686	(231) 947-0506
TRAVERSE CITY	MI	49686	(231) 947-0506
TRAVERSE CITY	MI	49686	(231) 947-0506

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/30/2008	03/20/2008
01/15/2009	02/05/2009
02/17/2011	03/10/2011
02/11/2010	02/16/2010
09/29/2010	10/15/2010
03/07/2008	03/20/2008
04/30/2009	05/26/2009
03/29/2011	04/26/2011
03/29/2011	04/26/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

aide every year; or 2) give regular training for the nurse aides.		harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235243	TENDERCARE HEALTH CENTER-BIRCHWOOD	2950 LAFRANIER RD
235244	CHRISTIAN PARK HEALTH CARE CENTER	2415 5TH AVE SOUTH
235244	CHRISTIAN PARK HEALTH CARE CENTER	2415 5TH AVE SOUTH
235245	BRITTANY MANOR	3615 E ASHMAN ST
235245	BRITTANY MANOR	3615 E ASHMAN ST
235245	BRITTANY MANOR	3615 E ASHMAN ST
235245	BRITTANY MANOR	3615 E ASHMAN ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRAVERSE CITY	MI	49686	(231) 947-0506
ESCANABA	MI	49829	(906) 786-6907
ESCANABA	MI	49829	(906) 786-6907
MIDLAND	MI	48640	(989) 631-0460
MIDLAND	MI	48640	(989) 631-0460
MIDLAND	MI	48640	(989) 631-0460
MIDLAND	MI	48640	(989) 631-0460

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/29/2011	04/26/2011
05/12/2009	06/03/2009
05/12/2009	06/03/2009
09/17/2008	10/14/2008
07/20/2010	08/20/2010
09/24/2010	10/26/2010
10/28/2010	11/29/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235245	BRITTANY MANOR	3615 E ASHMAN ST
235245	BRITTANY MANOR	3615 E ASHMAN ST
235245	BRITTANY MANOR	3615 E ASHMAN ST
235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MIDLAND	MI	48640	(989) 631-0460
MIDLAND	MI	48640	(989) 631-0460
MIDLAND	MI	48640	(989) 631-0460
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/28/2010	11/29/2010
10/28/2010	11/29/2010
10/28/2010	11/29/2010
01/03/2008	02/29/2008
01/03/2008	02/29/2008
01/03/2008	02/29/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD
235249	ST FRANCIS HOME	915 N RIVER RD
235250	LUTHER MANOR NURSING HOME	3161 DAVENPORT

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48603	(989) 781-3150
SAGINAW	MI	48602	(989) 799-1902

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/03/2008	02/29/2008
07/21/2008	09/09/2008
07/21/2008	09/09/2008
01/05/2009	01/22/2009
07/23/2009	09/19/2009
07/23/2009	09/19/2009
07/15/2010	08/09/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/01/2008	06/12/2008
04/01/2008	06/12/2008
04/01/2008	06/12/2008
04/01/2008	06/12/2008
04/01/2008	06/12/2008
07/29/2010	08/07/2010
07/29/2010	08/07/2010
09/13/2010	09/24/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

abuse, neglect or mistreatment of residents.		
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235251	CAMBRIDGE SOUTH HEALTHCARE CTR	18200 W 13-MILE ROAD
235252	LOURDES NURSING HOME	2300 WATKINS LAKE RD
235252	LOURDES NURSING HOME	2300 WATKINS LAKE RD
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
BEVERLY HILLS	MI	48025	(248) 647-6500
WATERFORD	MI	48328	(248) 674-2241
WATERFORD	MI	48328	(248) 674-2241
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/27/2011	03/07/2011
01/27/2011	03/07/2011
12/15/2009	12/31/2009
12/15/2009	12/31/2009
01/03/2008	02/18/2008
01/03/2008	02/18/2008
01/03/2008	02/18/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Immediate jeopardy to resident health or safety
Provide care in a way that keeps	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235253	LAURELS OF KENT (THE)	350 N CENTER ST
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
LOWELL	MI	49331	(616) 897-8473
JACKSON	MI	49202	(517) 787-0222

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/03/2008	02/18/2008
01/03/2008	02/18/2008
01/03/2008	02/18/2008
01/03/2008	02/18/2008
01/03/2008	02/18/2008
01/27/2011	03/01/2011
01/27/2011	03/01/2011
05/11/2009	06/19/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

or builds each resident's dignity and self respect.		harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49202	(517) 787-0222
JACKSON	MI	49202	(517) 787-0222
JACKSON	MI	49202	(517) 787-0222
JACKSON	MI	49202	(517) 787-0222
JACKSON	MI	49202	(517) 787-0222
JACKSON	MI	49202	(517) 787-0222

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/11/2009	06/19/2009
05/11/2009	06/19/2009
01/07/2010	02/05/2010
09/07/2010	09/07/2010
09/07/2010	09/07/2010
11/17/2010	02/11/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235254	VISTA GRANDE VILLA	2251 SPRINGPORT RD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49202	(517) 787-0222
JACKSON	MI	49202	(517) 787-0222
DIMONDALE	MI	48821	(517) 646-6258
DIMONDALE	MI	48821	(517) 646-6258
DIMONDALE	MI	48821	(517) 646-6258

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/17/2010	12/17/2010
11/17/2010	02/11/2011
09/23/2008	10/13/2008
09/23/2008	10/08/2008
09/23/2008	10/13/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Widespread	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235256	DIMONDALE NURSING CARE CENTER	4000 N MICHIGAN ROAD
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DIMONDALE	MI	48821	(517) 646-6258
DIMONDALE	MI	48821	(517) 646-6258
DIMONDALE	MI	48821	(517) 646-6258
DIMONDALE	MI	48821	(517) 646-6258
DIMONDALE	MI	48821	(517) 646-6258
CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/23/2008	10/13/2008
09/23/2008	10/13/2008
09/23/2008	10/13/2008
08/25/2009	09/10/2009
11/05/2009	11/23/2009
01/29/2008	02/22/2008
08/18/2009	09/11/2009
05/25/2010	07/08/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235257	IRON CO MEDICAL CARE FACILITY	1523 U S HIGHWAY 2
235259	WARREN WOODS HEALTH AND	11525 E TEN MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671
CRYSTAL FALLS	MI	49920	(906) 875-6671
WARREN	MI	48089	(586) 759-0700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/25/2010	07/08/2010
06/14/2010	07/08/2010
06/14/2010	07/08/2010
06/14/2010	07/08/2010
10/13/2010	11/05/2010
01/26/2011	04/26/2011
04/11/2008	04/12/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

area is free of dangers that cause accidents.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Immediate jeopardy to resident health or

	REHABILITATION CENTER	
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/11/2008	04/12/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008
08/20/2008	10/30/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

area is free of dangers that cause accidents.		safety
Use a registered nurse at least 8 hours a day, 7 days a week.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235259	WARREN WOODS HEALTH AND REHABILITATION CENTER	11525 E TEN MILE RD
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
WARREN	MI	48089	(586) 759-0700
PONTIAC	MI	48341	(248) 858-1415

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/20/2008	10/30/2008
09/23/2009	10/07/2009
09/23/2009	10/07/2009
09/23/2009	10/07/2009
03/01/2010	04/05/2010
07/29/2010	08/26/2010
11/23/2010	12/15/2010
05/19/2008	07/02/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

resident.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

		RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/19/2008	07/02/2008
02/19/2009	04/14/2009
02/19/2009	04/14/2009
04/13/2009	04/23/2009
05/19/2009	06/12/2009
10/08/2009	10/22/2009
01/21/2010	02/16/2010
04/12/2010	05/07/2010
04/12/2010	05/07/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

or builds each resident's dignity and self respect.		harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

		RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235260	GOLDEN OAKS MEDICAL CARE FACILITY	1200 N TELEGRAPH RD, BLDG 32 EAST
235262	WEST HICKORY HAVEN	3310 W COMMERCE RD
235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PONTIAC	MI	48341	(248) 858-1415
PONTIAC	MI	48341	(248) 858-1415
MILFORD	MI	48380	(248) 685-1400
STERLING HEIGHTS	MI	48312	(586) 939-0200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/17/2010	09/09/2010
08/17/2010	09/09/2010
02/14/2008	03/10/2008
01/23/2009	02/13/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD
235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD
235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD
235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD
235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD
235263	MEDILODGE OF STERLING HEIGHTS	14151 E 15 MILE RD
235264	ELY MANOR	1200 ELY ST
235264	ELY MANOR	1200 ELY ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

STERLING HEIGHTS	MI	48312	(586) 939-0200
STERLING HEIGHTS	MI	48312	(586) 939-0200
STERLING HEIGHTS	MI	48312	(586) 939-0200
STERLING HEIGHTS	MI	48312	(586) 939-0200
STERLING HEIGHTS	MI	48312	(586) 939-0200
STERLING HEIGHTS	MI	48312	(586) 939-0200
ALLEGAN	MI	49010	(269) 673-1500
ALLEGAN	MI	49010	(269) 673-1500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/23/2009	02/13/2009
01/23/2009	02/13/2009
12/18/2009	01/28/2010
12/18/2009	01/28/2010
12/18/2009	01/28/2010
03/29/2010	03/30/2010
01/09/2008	02/29/2008
01/09/2008	02/29/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

be transferred or discharged.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235264	ELY MANOR	1200 ELY ST
235264	ELY MANOR	1200 ELY ST
235264	ELY MANOR	1200 ELY ST
235264	ELY MANOR	1200 ELY ST
235264	ELY MANOR	1200 ELY ST
235264	ELY MANOR	1200 ELY ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALLEGAN	MI	49010	(269) 673-1500
ALLEGAN	MI	49010	(269) 673-1500
ALLEGAN	MI	49010	(269) 673-1500
ALLEGAN	MI	49010	(269) 673-1500
ALLEGAN	MI	49010	(269) 673-1500
ALLEGAN	MI	49010	(269) 673-1500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/09/2008	02/29/2008
09/02/2008	10/24/2008
09/02/2008	10/24/2008
09/02/2008	10/24/2008
09/02/2008	01/01/1900
09/14/2009	09/28/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Keep all essential equipment	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235264	ELY MANOR	1200 ELY ST
235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD
235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD
235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD
235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD
235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD
235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALLEGAN	MI	49010	(269) 673-1500
SOUTHGATE	MI	48195	(734) 284-4620
SOUTHGATE	MI	48195	(734) 284-4620
SOUTHGATE	MI	48195	(734) 284-4620
SOUTHGATE	MI	48195	(734) 284-4620
SOUTHGATE	MI	48195	(734) 284-4620
SOUTHGATE	MI	48195	(734) 284-4620

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/11/2011	02/07/2011
02/21/2008	03/17/2008
04/27/2010	05/13/2010
08/17/2010	09/03/2010
08/17/2010	09/03/2010
08/17/2010	09/03/2010
11/12/2010	12/07/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies

working safely.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235266	MANOR OF SOUTHGATE SKILLED NURSING & REHAB	15400 TRENTON ROAD
235267	MANORCARE NURSING AND REHABILITATION CENTER	1225 WOODWARD AVENUE
235267	MANORCARE NURSING AND REHABILITATION CENTER	1225 WOODWARD AVENUE
235267	MANORCARE NURSING AND REHABILITATION CENTER	1225 WOODWARD AVENUE
235269	LUTHERAN HOME	725 W GENESEE
235269	LUTHERAN HOME	725 W GENESEE
235270	SOUTH HAVEN NURSING AND REHABILITATION COMMUNITY	850 PHILLIPS

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTHGATE	MI	48195	(734) 284-4620
KINGSFORD	MI	49801	(906) 774-4805
KINGSFORD	MI	49801	(906) 774-4805
KINGSFORD	MI	49801	(906) 774-4805
FRANKENMUTH	MI	48734	(989) 652-9951
FRANKENMUTH	MI	48734	(989) 652-9951
SOUTH HAVEN	MI	49090	(269) 637-5147

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/04/2011	01/10/2011
11/18/2009	02/22/2010
11/18/2009	02/22/2010
11/18/2009	02/22/2010
07/08/2009	07/28/2009
05/07/2010	05/28/2010
06/09/2010	06/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235279	HOLT SENIOR CARE AND REHAB CENTER, L L C	5091 WILLOUGHBY ROAD
235279	HOLT SENIOR CARE AND REHAB CENTER, L L C	5091 WILLOUGHBY ROAD
235279	HOLT SENIOR CARE AND REHAB CENTER, L L C	5091 WILLOUGHBY ROAD
235279	HOLT SENIOR CARE AND REHAB CENTER, L L C	5091 WILLOUGHBY ROAD
235279	HOLT SENIOR CARE AND REHAB CENTER, L L C	5091 WILLOUGHBY ROAD
235280	TENDERCARE ALPENA	301 LONG RAPIDS RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLT	MI	48842	(517) 694-2144
HOLT	MI	48842	(517) 694-2144
HOLT	MI	48842	(517) 694-2144
HOLT	MI	48842	(517) 694-2144
HOLT	MI	48842	(517) 694-2144
ALPENA	MI	49707	(989) 356-2194

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/18/2008	10/13/2008
08/12/2010	09/06/2010
08/12/2010	09/06/2010
08/12/2010	09/06/2010
02/18/2011	03/16/2011
01/07/2009	01/08/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Pattern	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235280	TENDERCARE ALPENA	301 LONG RAPIDS RD
235280	TENDERCARE ALPENA	301 LONG RAPIDS RD
235280	TENDERCARE ALPENA	301 LONG RAPIDS RD
235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST
235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALPENA	MI	49707	(989) 356-2194
ALPENA	MI	49707	(989) 356-2194
ALPENA	MI	49707	(989) 356-2194
HASTINGS	MI	49058	(269) 945-9564
HASTINGS	MI	49058	(269) 945-9564

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/07/2009	01/08/2009
12/02/2009	12/18/2009
02/15/2011	03/11/2011
06/14/2010	07/30/2010
06/14/2010	07/30/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST
235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST
235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST
235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST
235281	MAGNUMCARE OF HASTINGS, LLC	240 E NORTH ST
235282	TENDERCARE KALAMAZOO	1701 S 11TH ST
235282	TENDERCARE KALAMAZOO	1701 S 11TH ST
235282	TENDERCARE KALAMAZOO	1701 S 11TH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HASTINGS	MI	49058	(269) 945-9564
HASTINGS	MI	49058	(269) 945-9564
HASTINGS	MI	49058	(269) 945-9564
HASTINGS	MI	49058	(269) 945-9564
HASTINGS	MI	49058	(269) 945-9564
KALAMAZOO	MI	49009	(269) 375-2020
KALAMAZOO	MI	49009	(269) 375-2020
KALAMAZOO	MI	49009	(269) 375-2020

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/30/2010	07/30/2010
06/30/2010	07/30/2010
01/11/2011	02/14/2011
01/11/2011	02/14/2011
01/11/2011	02/14/2011
07/28/2009	09/11/2009
10/06/2010	11/05/2010
10/06/2010	11/05/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235282	TENDERCARE KALAMAZOO	1701 S 11TH ST
235283	WHITEHILLS HEALTH CARE CENTER	1843 N HAGADORN RD
235283	WHITEHILLS HEALTH CARE CENTER	1843 N HAGADORN RD
235283	WHITEHILLS HEALTH CARE CENTER	1843 N HAGADORN RD
235284	TENDERCARE MIDLAND	4900 HEDGEWOOD DR
235284	TENDERCARE MIDLAND	4900 HEDGEWOOD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KALAMAZOO	MI	49009	(269) 375-2020
EAST LANSING	MI	48823	(517) 332-5061
EAST LANSING	MI	48823	(517) 332-5061
EAST LANSING	MI	48823	(517) 332-5061
MIDLAND	MI	48640	(989) 631-9670
MIDLAND	MI	48640	(989) 631-9670

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/06/2010	11/05/2010
01/11/2010	01/13/2010
01/11/2010	01/13/2010
10/21/2010	12/01/2010
10/17/2009	11/30/2009
10/17/2009	11/30/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Give professional services that	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		DR
235284	TENDERCARE MIDLAND	4900 HEDGEWOOD DR
235284	TENDERCARE MIDLAND	4900 HEDGEWOOD DR
235284	TENDERCARE MIDLAND	4900 HEDGEWOOD DR
235285	TENDERCARE WEST	731 STARKWEATHER DR
235285	TENDERCARE WEST	731 STARKWEATHER DR
235285	TENDERCARE WEST	731 STARKWEATHER DR
235286	TENDERCARE CASS CITY	4782 HOSPITAL DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MIDLAND	MI	48640	(989) 631-9670
MIDLAND	MI	48640	(989) 631-9670
MIDLAND	MI	48640	(989) 631-9670
LANSING	MI	48917	(517) 323-9133
LANSING	MI	48917	(517) 323-9133
LANSING	MI	48917	(517) 323-9133
CASS CITY	MI	48726	(989) 872-2174

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/17/2009	11/30/2009
07/28/2010	09/06/2010
11/29/2010	12/24/2010
12/07/2009	01/12/2010
12/07/2009	01/12/2010
03/18/2010	04/20/2010
05/19/2010	06/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235286	TENDERCARE CASS CITY	4782 HOSPITAL DR
235286	TENDERCARE CASS CITY	4782 HOSPITAL DR
235286	TENDERCARE CASS CITY	4782 HOSPITAL DR
235286	TENDERCARE CASS CITY	4782 HOSPITAL DR
235287	PROVINCIAL HOUSE OF ADRIAN	700 LAKESHIRE TR
235287	PROVINCIAL HOUSE OF ADRIAN	700 LAKESHIRE TR
235287	PROVINCIAL HOUSE OF ADRIAN	700 LAKESHIRE TR
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CASS CITY	MI	48726	(989) 872-2174
CASS CITY	MI	48726	(989) 872-2174
CASS CITY	MI	48726	(989) 872-2174
CASS CITY	MI	48726	(989) 872-2174
ADRIAN	MI	49221	(517) 263-0781
ADRIAN	MI	49221	(517) 263-0781
ADRIAN	MI	49221	(517) 263-0781
WEST BLOOMFIELD	MI	48322	(248) 788-5300

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/19/2010	06/28/2010
05/19/2010	06/28/2010
02/08/2011	03/04/2011
02/28/2011	04/01/2011
10/31/2008	11/27/2008
12/02/2009	01/04/2010
02/05/2010	03/08/2010
08/13/2008	09/15/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies

significantly, or the resident must be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/13/2008	09/15/2008
01/20/2010	03/02/2010
01/20/2010	01/20/2010
01/20/2010	03/02/2010
01/20/2010	03/02/2010
04/01/2010	05/04/2010
04/01/2010	05/04/2010
04/01/2010	05/04/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235288	MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	6800 WEST MAPLE
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
WEST BLOOMFIELD	MI	48322	(248) 788-5300
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/01/2010	05/04/2010
04/01/2010	05/04/2010
11/03/2010	12/08/2010
02/24/2009	03/20/2009
02/24/2009	03/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

needs, with timetables and actions that can be measured.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/04/2010	01/29/2010
03/16/2010	04/09/2010
03/16/2010	04/09/2010
03/16/2010	04/09/2010
08/27/2010	11/04/2010
08/27/2010	11/04/2010
08/27/2010	11/04/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235289	BORGESS GARDENS	3057 GULL ROAD
235290	METRON OF GREENVILLE	828 E WASHINGTON AVE
235290	METRON OF GREENVILLE	828 E WASHINGTON AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
KALAMAZOO	MI	49048	(269) 382-2392
GREENVILLE	MI	48838	(616) 754-7186
GREENVILLE	MI	48838	(616) 754-7186

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/27/2010	11/04/2010
08/27/2010	11/04/2010
08/27/2010	11/04/2010
08/27/2010	11/04/2010
01/16/2008	02/29/2008
06/09/2009	06/26/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

care, and prostheses.		
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235290	METRON OF GREENVILLE	828 E WASHINGTON AVE
235290	METRON OF GREENVILLE	828 E WASHINGTON AVE
235290	METRON OF GREENVILLE	828 E WASHINGTON AVE
235290	METRON OF GREENVILLE	828 E WASHINGTON AVE
235290	METRON OF GREENVILLE	828 E WASHINGTON AVE
235292	TENDERCARE SAULT STE MARIE	1011 MERIDIAN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GREENVILLE	MI	48838	(616) 754-7186
GREENVILLE	MI	48838	(616) 754-7186
GREENVILLE	MI	48838	(616) 754-7186
GREENVILLE	MI	48838	(616) 754-7186
GREENVILLE	MI	48838	(616) 754-7186
SAULT SAINTE MARIE	MI	49783	(906) 635-1518

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/14/2009	08/05/2009
07/14/2009	08/05/2009
04/01/2010	04/30/2010
07/23/2010	07/23/2010
07/23/2010	07/23/2010
07/29/2008	08/29/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

residents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm

235292	TENDERCARE SAULT STE MARIE	1011 MERIDIAN RD
235292	TENDERCARE SAULT STE MARIE	1011 MERIDIAN RD
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAULT SAINTE MARIE	MI	49783	(906) 635-1518
SAULT SAINTE MARIE	MI	49783	(906) 635-1518
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/12/2008	08/29/2008
08/18/2010	09/07/2010
01/21/2008	02/22/2008
08/12/2008	09/10/2008
08/12/2008	09/10/2008
08/12/2008	09/10/2008
03/18/2009	04/30/2009
01/07/2010	02/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate	Isolated	Minimal harm or potential for actual

		AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE
235293	FARMINGTON HEALTH CARE CENTER	34225 GRAND RIVER AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373
FARMINGTON	MI	48335	(248) 477-7373

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/07/2010	02/03/2010
01/07/2010	02/03/2010
01/07/2010	02/03/2010
09/10/2010	10/27/2010
09/10/2010	10/27/2010
11/01/2010	11/24/2010
01/13/2011	01/31/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

medical records.		harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235294	METRON OF CEDAR SPRINGS	400 JEFFREY
235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST
235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST
235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST
235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST
235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST
235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CEDAR SPRINGS	MI	49319	(616) 696-0170
HARBOR BEACH	MI	48441	(989) 479-3201
HARBOR BEACH	MI	48441	(989) 479-3201
HARBOR BEACH	MI	48441	(989) 479-3201
HARBOR BEACH	MI	48441	(989) 479-3201
HARBOR BEACH	MI	48441	(989) 479-3201

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/27/2010	11/11/2010
05/07/2009	07/24/2009
05/07/2009	07/07/2009
06/15/2010	07/15/2010
06/15/2010	07/15/2010
06/15/2010	07/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235295	LAKEVIEW EXTENDED CARE AND REHAB	210 S 1ST ST
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235296	MEDILODGE OF SOUTHFIELD, INC	26715 GREENFIELD RD
235297	RIVERGATE HEALTH CARE CENTER	14041 PENNSYLVANIA RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HARBOR BEACH	MI	48441	(989) 479-3201
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
SOUTHFIELD	MI	48076	(248) 557-0050
RIVERVIEW	MI	48193	(734) 284-7200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010	09/22/2010
11/07/2008	12/08/2008
11/07/2008	12/08/2008
05/13/2009	06/17/2009
05/20/2010	06/18/2010
11/24/2010	11/25/2010
01/31/2011	02/01/2011
01/31/2011	02/01/2011
08/27/2008	10/03/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		RD
235297	RIVERGATE HEALTH CARE CENTER	14041 PENNSYLVANIA RD
235297	RIVERGATE HEALTH CARE CENTER	14041 PENNSYLVANIA RD
235297	RIVERGATE HEALTH CARE CENTER	14041 PENNSYLVANIA RD
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW	MI	48193	(734) 284-7200
RIVERVIEW	MI	48193	(734) 284-7200
RIVERVIEW	MI	48193	(734) 284-7200
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/27/2008	10/03/2008
02/19/2010	03/08/2010
06/17/2010	07/01/2010
02/05/2008	03/17/2008
02/05/2008	05/12/2008
02/05/2008	05/12/2008
02/05/2008	03/17/2008
02/05/2008	03/17/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

services to get or keep the highest quality of life possible.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/05/2008	03/17/2008
12/15/2008	02/19/2009
12/15/2008	02/19/2009
09/16/2009	11/02/2009
09/16/2009	11/02/2009
09/16/2009	11/02/2009
09/16/2009	11/02/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235298	FATHER MURRAY NURSING CENTER	8444 ENGLEMAN
235299	LAURELS OF BEDFORD (THE)	270 N BEDFORD RD
235299	LAURELS OF BEDFORD (THE)	270 N BEDFORD RD
235299	LAURELS OF BEDFORD (THE)	270 N BEDFORD RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
CENTER LINE	MI	48015	(586) 755-2400
BATTLE CREEK	MI	49017	(269) 968-2296
BATTLE CREEK	MI	49017	(269) 968-2296
BATTLE CREEK	MI	49017	(269) 968-2296

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/16/2009	11/02/2009
06/28/2010	08/14/2010
10/20/2010	11/30/2010
10/20/2010	11/30/2010
11/29/2010	01/05/2011
11/29/2010	01/05/2011
11/29/2010	01/05/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Immediate jeopardy to resident health or

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235300	MEDILODGE OF TAYLOR, INC	23600 NORTHLINE RD
235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD
235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD
235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD
235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD
235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD
235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	MI	48180	(734) 287-8580
MUSKEGON	MI	49444	(231) 672-2578
MUSKEGON	MI	49444	(231) 672-2578
MUSKEGON	MI	49444	(231) 672-2578
MUSKEGON	MI	49444	(231) 672-2578
MUSKEGON	MI	49444	(231) 672-2578
MUSKEGON	MI	49444	(231) 672-2578

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/23/2009	03/31/2009
06/29/2009	08/18/2009
08/18/2010	09/15/2010
08/18/2010	09/15/2010
08/18/2010	09/15/2010
08/18/2010	09/15/2010
08/18/2010	09/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

area is free of dangers that cause accidents.		safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235301	SANCTUARY AT MCAULEY	1380 E SHERMAN BLVD
235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE
235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE
235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE
235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE
235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE
235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49444	(231) 672-2578
COLDWATER	MI	49036	(517) 279-9808
COLDWATER	MI	49036	(517) 279-9808
COLDWATER	MI	49036	(517) 279-9808
COLDWATER	MI	49036	(517) 279-9808
COLDWATER	MI	49036	(517) 279-9808
COLDWATER	MI	49036	(517) 279-9808
COLDWATER	MI	49036	(517) 279-9808

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/18/2010	09/15/2010
01/03/2008	01/28/2008
01/03/2008	01/28/2008
05/08/2009	06/08/2009
05/21/2010	06/22/2010
08/09/2010	09/21/2010
10/28/2010	11/16/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235302	LAURELS OF COLDWATER,THE	90 N MICHIGAN AVE
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

COLDWATER	MI	49036	(517) 279-9808
GRAND RAPIDS	MI	49506	(616) 949-4971
GRAND RAPIDS	MI	49506	(616) 949-4971
GRAND RAPIDS	MI	49506	(616) 949-4971
GRAND RAPIDS	MI	49506	(616) 949-4971

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/28/2010	11/16/2010
03/13/2008	04/20/2008
03/13/2008	04/20/2008
03/13/2008	04/20/2008
11/03/2009	11/24/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235310	PORTER HILLS HEALTH CENTER	3600 FULTON E
235311	ALAMO NURSING HOME INC	8290 W C AVE
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49506	(616) 949-4971
GRAND RAPIDS	MI	49506	(616) 949-4971
KALAMAZOO	MI	49009	(269) 343-2587
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/24/2010	03/17/2010
02/24/2010	03/17/2010
02/08/2010	02/19/2010
09/22/2009	10/22/2009
01/12/2010	03/23/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/12/2010	03/23/2010
01/12/2010	03/23/2010
01/12/2010	03/23/2010
02/16/2010	02/17/2010
02/16/2010	02/17/2010
08/19/2010	10/06/2010
11/19/2010	12/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

services to get or keep the highest quality of life possible.		harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235312	METRON OF BIG RAPIDS	725 W FULLER
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
BIG RAPIDS	MI	49307	(231) 796-2631
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/28/2011	03/25/2011
02/28/2011	03/25/2011
02/28/2011	01/01/1900
09/17/2009	10/26/2009
11/12/2009	12/14/2009
06/24/2010	08/02/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/24/2010	08/02/2010
06/24/2010	08/02/2010
08/19/2010	08/30/2010
10/05/2010	11/23/2010
10/05/2010	11/23/2010
10/05/2010	11/23/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

accidents.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Give each resident care and services to get or keep the	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235313	LAURELS OF SANDY CREEK (THE)	425 E ELM ST
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
WAYLAND	MI	49348	(269) 792-2249
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/05/2010	11/23/2010
10/05/2010	11/23/2010
10/05/2010	11/23/2010
10/05/2010	11/23/2010
10/05/2010	11/23/2010
07/29/2008	08/21/2008
09/04/2008	09/05/2008
04/10/2009	04/30/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR	MI	48080	(586) 772-4300

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/10/2009	04/30/2009
12/04/2009	12/22/2009
03/16/2010	04/08/2010
03/16/2010	04/08/2010
03/16/2010	04/08/2010
05/10/2010	06/09/2010
08/05/2010	08/24/2010
08/05/2010	08/24/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that residents with	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235319	ST MARY'S NURSING & REHAB CENTER	22601 E NINE MILE RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD

SHORES			
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SAINT CLAIR SHORES	MI	48080	(586) 772-4300
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/10/2010	08/27/2010
08/10/2010	08/27/2010
10/07/2010	10/29/2010
01/10/2008	02/11/2008
01/10/2008	02/11/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

reduced range of motion get proper treatment and services to increase range of motion.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/10/2008	02/11/2008
01/10/2008	02/11/2008
03/30/2009	04/30/2009
07/17/2009	08/17/2009
07/17/2009	08/17/2009
07/17/2009	08/17/2009
07/17/2009	08/17/2009
11/19/2009	12/07/2009
11/19/2009	12/07/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give or get x-rays and other tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235320	LAHSER HILLS CARE CENTRE	25300 LAHSER RD
235321	MARQUETTE COUNTY MEDICAL CARE FACILITY	200 W SAGINAW ST
235321	MARQUETTE COUNTY MEDICAL CARE FACILITY	200 W SAGINAW ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
SOUTHFIELD	MI	48034	(248) 354-3222
ISHPEMING	MI	49849	(906) 485-1061
ISHPEMING	MI	49849	(906) 485-1061

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/16/2010	03/02/2010
04/27/2010	05/17/2010
06/20/2010	07/01/2010
06/24/2010	06/30/2010
06/24/2010	06/30/2010
09/17/2009	10/01/2009
09/22/2010	10/07/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

and maintenance.		harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235321	MARQUETTE COUNTY MEDICAL CARE FACILITY	200 W SAGINAW ST
235321	MARQUETTE COUNTY MEDICAL CARE FACILITY	200 W SAGINAW ST
235322	HILTON CONVALESCENT HOME	3161 HILTON RD
235322	HILTON CONVALESCENT HOME	3161 HILTON RD
235322	HILTON CONVALESCENT HOME	3161 HILTON RD
235322	HILTON CONVALESCENT HOME	3161 HILTON RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ISHPEMING	MI	49849	(906) 485-1061
ISHPEMING	MI	49849	(906) 485-1061
FERNDALE	MI	48220	(248) 547-6227
FERNDALE	MI	48220	(248) 547-6227
FERNDALE	MI	48220	(248) 547-6227
FERNDALE	MI	48220	(248) 547-6227

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010	10/07/2010
09/22/2010	10/07/2010
01/30/2008	01/30/2008
03/28/2008	04/21/2008
03/28/2008	04/21/2008
03/24/2009	04/15/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

being separated from others.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235322	HILTON CONVALESCENT HOME	3161 HILTON RD
235322	HILTON CONVALESCENT HOME	3161 HILTON RD
235324	PINE RIVER HEALTHCARE CENTER	1149 WEST MONROE RD
235324	PINE RIVER HEALTHCARE CENTER	1149 WEST MONROE RD
235324	PINE RIVER HEALTHCARE CENTER	1149 WEST MONROE RD
235324	PINE RIVER HEALTHCARE CENTER	1149 WEST MONROE RD
235325	BORTZ HEALTH CARE OF WARREN	11700 E TEN MILE RD
235325	BORTZ HEALTH CARE OF WARREN	11700 E TEN MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FERNDALE	MI	48220	(248) 547-6227
FERNDALE	MI	48220	(248) 547-6227
SAINT LOUIS	MI	48880	(989) 681-3852
SAINT LOUIS	MI	48880	(989) 681-3852
SAINT LOUIS	MI	48880	(989) 681-3852
SAINT LOUIS	MI	48880	(989) 681-3852
WARREN	MI	48089	(586) 759-5960
WARREN	MI	48089	(586) 759-5960

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/05/2010	02/01/2010
01/05/2010	02/01/2010
01/05/2010	01/20/2010
01/05/2010	01/20/2010
12/27/2010	01/31/2011
12/27/2010	01/31/2011
08/13/2008	10/29/2008
08/13/2008	10/02/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235325	BORTZ HEALTH CARE OF WARREN	11700 E TEN MILE RD
235325	BORTZ HEALTH CARE OF WARREN	11700 E TEN MILE RD
235325	BORTZ HEALTH CARE OF WARREN	11700 E TEN MILE RD
235325	BORTZ HEALTH CARE OF WARREN	11700 E TEN MILE RD
235327	LAURELS OF HUDSONVILLE (THE)	3650 VAN BUREN
235327	LAURELS OF HUDSONVILLE (THE)	3650 VAN BUREN
235327	LAURELS OF HUDSONVILLE (THE)	3650 VAN BUREN
235329	TENDERCARE SAGINAW	2160 N CENTER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WARREN	MI	48089	(586) 759-5960
WARREN	MI	48089	(586) 759-5960
WARREN	MI	48089	(586) 759-5960
WARREN	MI	48089	(586) 759-5960
HUDSONVILLE	MI	49426	(616) 669-1520
HUDSONVILLE	MI	49426	(616) 669-1520
HUDSONVILLE	MI	49426	(616) 669-1520
SAGINAW	MI	48603	(989) 799-2996

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/04/2010	07/27/2010
07/23/2010	08/21/2010
10/19/2010	11/12/2010
12/01/2010	12/30/2010
08/27/2009	10/12/2009
08/27/2009	10/12/2009
11/30/2009	01/21/2010
02/19/2008	04/09/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/11/2008	05/23/2008
04/11/2008	05/23/2008
04/11/2008	05/23/2008
05/05/2008	06/25/2008
05/05/2008	06/25/2008
05/05/2008	06/25/2008
05/05/2008	06/25/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the attending doctor orders special diets.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/05/2008	06/25/2008
05/05/2008	06/25/2008
01/22/2009	03/11/2009
01/22/2009	03/11/2009
01/22/2009	03/11/2009
01/22/2009	03/11/2009
05/19/2010	06/09/2010
07/28/2010	09/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

completing them.		
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235329	TENDERCARE SAGINAW	2160 N CENTER RD
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
SAGINAW	MI	48603	(989) 799-2996
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/28/2010	09/17/2010
10/19/2010	11/19/2010
11/15/2010	11/23/2010
01/07/2010	03/04/2010
01/07/2010	03/04/2010
01/07/2010	03/04/2010
01/19/2010	02/12/2010
01/19/2010	02/12/2010
01/19/2010	02/12/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235330	HOWELL CARE CENTER	3003 W GRAND RIVER
235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER
235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER
235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 546-4210
HOWELL	MI	48843	(517) 548-1900
HOWELL	MI	48843	(517) 548-1900
HOWELL	MI	48843	(517) 548-1900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/23/2010	08/04/2010
06/23/2010	08/04/2010
06/23/2010	08/04/2010
08/25/2010	09/28/2010
07/23/2009	09/09/2009
07/23/2009	09/09/2009
07/23/2009	09/09/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies

meet a professional standard of quality.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
Make sure that doctors visit residents regularly, as required.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER
235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER
235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER
235331	MEDILODGE OF HOWELL	1333 W GRAND RIVER
235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN
235332	WESTLAND CONVALESCENT & REHAB	36137 W WARREN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOWELL	MI	48843	(517) 548-1900
HOWELL	MI	48843	(517) 548-1900
HOWELL	MI	48843	(517) 548-1900
HOWELL	MI	48843	(517) 548-1900
WESTLAND	MI	48185	(734) 728-6100
WESTLAND	MI	48185	(734) 728-6100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/23/2009	09/09/2009
07/23/2009	09/09/2009
11/09/2009	11/10/2009
12/09/2010	12/30/2010
12/11/2008	01/16/2009
09/03/2009	10/08/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

abuse, neglect or mistreatment of residents.		
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Provide social services for related	Isolated	Minimal harm or potential for actual

	CENTER	
235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN
235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN
235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN
235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WESTLAND	MI	48185	(734) 728-6100
WESTLAND	MI	48185	(734) 728-6100
WESTLAND	MI	48185	(734) 728-6100
WESTLAND	MI	48185	(734) 728-6100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/03/2009	10/08/2009
09/03/2009	10/08/2009
01/26/2010	02/15/2010
11/22/2010	12/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

medical problems to help each resident achieve the highest possible quality of life.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN
235332	WESTLAND CONVALESCENT & REHAB CENTER	36137 W WARREN
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WESTLAND	MI	48185	(734) 728-6100
WESTLAND	MI	48185	(734) 728-6100
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/24/2011	04/08/2011
03/24/2011	04/08/2011
05/27/2009	07/01/2009
05/27/2009	07/01/2009
05/27/2009	07/01/2009
12/08/2009	01/12/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

United States.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Protect each resident from all	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/10/2010	03/01/2010
02/10/2010	03/01/2010
08/04/2010	09/01/2010
08/04/2010	09/01/2010
08/04/2010	09/01/2010
08/04/2010	09/01/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

abuse, physical punishment, and being separated from others.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Hire enough skilled workers to carry out dietary service.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/09/2010	09/09/2010
09/09/2010	09/09/2010
12/13/2010	01/21/2011
12/13/2010	01/21/2011
12/13/2010	01/21/2011
12/13/2010	01/21/2011
12/13/2010	01/21/2011
12/13/2010	01/21/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

resident.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Provide enough emergency electricity.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235333	REGENCY HEALTHCARE CENTRE	12575 SO TELEGRAPH RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TAYLOR	MI	48180	(734) 287-4710
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/13/2010	01/21/2011
12/13/2010	01/21/2011
12/13/2010	01/21/2011
01/25/2011	02/17/2011
02/18/2009	03/31/2009
02/18/2009	03/31/2009
02/18/2009	03/31/2009
02/18/2009	03/31/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies

tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/10/2009	07/01/2009
06/10/2009	07/01/2009
07/14/2009	08/18/2009
07/14/2009	08/18/2009
07/14/2009	08/18/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

medical records.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235336	TENDERCARE TRAVERSE CITY	2585 S LAFRANIER RD
235339	CHRISTIAN REST HOME ASSOC	1000 EDISON AVE NW
235339	CHRISTIAN REST HOME ASSOC	1000 EDISON AVE NW

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
TRAVERSE CITY	MI	49684	(231) 947-9511
GRAND RAPIDS	MI	49504	(616) 453-2475
GRAND RAPIDS	MI	49504	(616) 453-2475

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/14/2009	08/18/2009
07/14/2009	08/18/2009
07/14/2009	08/18/2009
09/29/2009	11/13/2009
11/05/2010	12/22/2010
05/02/2008	06/13/2008
05/02/2008	06/13/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Give each resident care and	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235339	CHRISTIAN REST HOME ASSOC	1000 EDISON AVE NW
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49504	(616) 453-2475
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/02/2008	06/13/2008
04/16/2008	05/30/2008
04/16/2008	05/30/2008
02/02/2009	02/12/2009
02/10/2009	03/13/2009
02/10/2009	03/13/2009
05/01/2009	07/08/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

services to get or keep the highest quality of life possible.		harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

		HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235343	KITH HAVEN	G 1069 BALLENGER HWY
235347	PROVIDENCE CHRISTIAN HEALTHCARE & REHAB CTR	285 N STATE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
FLINT	MI	48504	(810) 235-6676
ZEELAND	MI	49464	(616) 772-4641

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/01/2009	07/08/2009
05/01/2009	07/08/2009
11/20/2009	12/18/2009
11/20/2009	12/18/2009
11/20/2009	12/18/2009
02/14/2011	03/11/2011
02/14/2011	03/11/2011
07/22/2008	10/03/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

or builds each resident's dignity and self respect.		harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235347	PROVIDENCE CHRISTIAN HEALTHCARE & REHAB CTR	285 N STATE ST
235348	CRESTMONT NURSING CARE CENTER	111 TREALOUT DR
235348	CRESTMONT NURSING CARE CENTER	111 TREALOUT DR
235348	CRESTMONT NURSING CARE CENTER	111 TREALOUT DR
235348	CRESTMONT NURSING CARE CENTER	111 TREALOUT DR
235348	CRESTMONT NURSING CARE CENTER	111 TREALOUT DR
235348	CRESTMONT NURSING CARE CENTER	111 TREALOUT DR
235349	MATHER NURSING CENTER	435 STONEVILLE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ZEELAND	MI	49464	(616) 772-4641
FENTON	MI	48430	(810) 629-4105
FENTON	MI	48430	(810) 629-4105
FENTON	MI	48430	(810) 629-4105
FENTON	MI	48430	(810) 629-4105
FENTON	MI	48430	(810) 629-4105
FENTON	MI	48430	(810) 629-4105
ISHPEMING	MI	49849	(906) 485-1073

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/16/2009	08/17/2009
08/20/2008	09/26/2008
08/20/2008	09/26/2008
02/18/2010	03/20/2010
08/11/2010	08/31/2010
08/11/2010	08/31/2010
02/16/2011	03/10/2011
05/07/2008	07/30/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/07/2008	06/17/2008
08/26/2008	09/29/2008
08/26/2008	09/29/2008
06/10/2009	07/20/2009
07/21/2009	08/14/2009
07/21/2009	09/02/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Use a registered nurse at least 8 hours a day, 7 days a week.	Widespread	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Protect current or future residents from giving up their	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/09/2010	12/08/2010
09/09/2010	12/08/2010
09/09/2010	02/09/2011
09/09/2010	09/30/2010
09/17/2010	10/21/2010
09/17/2010	02/09/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies

Medicaid or Medicare benefits; or 2) follow federal rules for admissions.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep all essential equipment working safely.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235349	MATHER NURSING CENTER	435 STONEVILLE RD
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE

ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
ISHPEMING	MI	49849	(906) 485-1073
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/17/2010	12/08/2010
09/17/2010	10/21/2010
09/17/2010	10/21/2010
01/05/2011	02/09/2011
01/05/2011	02/09/2011
03/01/2011	03/15/2011
01/15/2008	02/08/2008
01/15/2008	02/08/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/15/2008	02/08/2008
01/31/2008	02/08/2008
09/18/2008	10/03/2008
06/05/2009	07/16/2009
06/05/2009	07/16/2009
06/17/2009	07/16/2009
06/17/2009	07/16/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies

from serious medication errors.		
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/17/2009	07/16/2009
06/24/2009	07/16/2009
06/24/2009	07/16/2009
06/25/2009	07/16/2009
06/25/2009	07/16/2009
12/15/2009	12/30/2009
04/01/2010	04/19/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

area is free of dangers that cause accidents.		harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
post nurse staffing information.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE
235350	TENDERCARE GAYLORD	508 RANDOM LANE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508
GAYLORD	MI	49735	(989) 732-3508

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/03/2010	12/23/2010
11/17/2010	12/23/2010
02/07/2011	03/08/2011
02/07/2011	03/08/2011
02/07/2011	03/08/2011
02/07/2011	03/08/2011
02/07/2011	03/08/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

suctioning, respiratory care, foot care, and prostheses.		
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/22/2008	08/11/2008
08/20/2008	09/24/2008
08/20/2008	09/24/2008
08/20/2008	09/24/2008
08/20/2008	09/24/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235351	HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	105 HAGGERTY RD
235352	CASS COUNTY MEDICAL CARE FACIL	23770 HOSPITAL ST
235352	CASS COUNTY MEDICAL CARE FACIL	23770 HOSPITAL ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
PLYMOUTH	MI	48170	(734) 455-0510
CASSOPOLIS	MI	49031	(269) 445-3801
CASSOPOLIS	MI	49031	(269) 445-3801

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/20/2008	09/24/2008
09/08/2009	10/20/2009
01/05/2010	02/12/2010
04/13/2010	05/05/2010
06/04/2010	06/07/2010
06/09/2010	07/07/2010
03/06/2008	08/27/2008
03/06/2008	05/08/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235352	CASS COUNTY MEDICAL CARE FACIL	23770 HOSPITAL ST
235352	CASS COUNTY MEDICAL CARE FACIL	23770 HOSPITAL ST
235352	CASS COUNTY MEDICAL CARE FACIL	23770 HOSPITAL ST
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CASSOPOLIS	MI	49031	(269) 445-3801
CASSOPOLIS	MI	49031	(269) 445-3801
CASSOPOLIS	MI	49031	(269) 445-3801
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/06/2008	05/08/2008
03/06/2008	05/08/2008
11/13/2008	12/22/2008
02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235354	RIVERVIEW MANOR	55378 WILBUR RD
235355	METRON OF LAMONT	13030 COMMERCIAL ST
235355	METRON OF LAMONT	13030 COMMERCIAL ST
235355	METRON OF LAMONT	13030 COMMERCIAL ST
235355	METRON OF LAMONT	13030 COMMERCIAL

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
THREE RIVERS	MI	49093	(269) 279-7441
LAMONT	MI	49430	(616) 677-1243
LAMONT	MI	49430	(616) 677-1243
LAMONT	MI	49430	(616) 677-1243
LAMONT	MI	49430	(616) 677-1243

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/11/2009	02/20/2009
02/11/2009	02/20/2009
02/11/2009	02/20/2009
10/29/2009	12/04/2009
10/29/2009	12/04/2009
07/28/2010	08/17/2010
07/28/2010	08/17/2010
09/27/2010	11/24/2010
01/11/2011	02/15/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Immediate jeopardy to resident health or

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235355	METRON OF LAMONT	13030 COMMERCIAL ST
235356	SANCTUARY AT THE SHORE	900 S BEACON BLVD
235356	SANCTUARY AT THE SHORE	900 S BEACON BLVD
235356	SANCTUARY AT THE SHORE	900 S BEACON BLVD
235356	SANCTUARY AT THE SHORE	900 S BEACON BLVD
235357	METRON OF BELDING	414 E STATE ST
235357	METRON OF BELDING	414 E STATE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LAMONT	MI	49430	(616) 677-1243
GRAND HAVEN	MI	49417	(616) 846-1850
GRAND HAVEN	MI	49417	(616) 846-1850
GRAND HAVEN	MI	49417	(616) 846-1850
GRAND HAVEN	MI	49417	(616) 846-1850
BELDING	MI	48809	(616) 794-0460
BELDING	MI	48809	(616) 794-0460

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/09/2010	07/12/2010
06/09/2010	07/12/2010
06/09/2010	07/12/2010
06/09/2010	07/12/2010
02/20/2008	02/26/2008
04/03/2008	04/22/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235358	TENDERCARE OF LUDINGTON	1000 E TINKHAM AVE
235358	TENDERCARE OF LUDINGTON	1000 E TINKHAM AVE
235358	TENDERCARE OF LUDINGTON	1000 E TINKHAM AVE
235358	TENDERCARE OF LUDINGTON	1000 E TINKHAM AVE
235358	TENDERCARE OF LUDINGTON	1000 E TINKHAM AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LUDINGTON	MI	49431	(231) 845-6291
LUDINGTON	MI	49431	(231) 845-6291
LUDINGTON	MI	49431	(231) 845-6291
LUDINGTON	MI	49431	(231) 845-6291
LUDINGTON	MI	49431	(231) 845-6291

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/19/2009	11/26/2009
03/25/2010	05/13/2010
03/25/2010	05/13/2010
03/25/2010	05/13/2010
03/25/2010	05/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

area is free of dangers that cause accidents.		harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/30/2009	03/06/2009
01/30/2009	03/06/2009
01/30/2009	03/06/2009
10/14/2009	11/16/2009
10/14/2009	11/16/2009
10/14/2009	11/16/2009
10/14/2009	11/16/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Pattern	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235359	FAITH HAVEN SENIOR CARE CENTRE	6531 W MICHIGAN AVENUE
235360	ARBOR MANOR CARE CENTER	151 2ND ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
JACKSON	MI	49201	(517) 750-3822
SPRING ARBOR	MI	49283	(517) 750-1900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/20/2010	12/10/2010
10/20/2010	12/10/2010
10/20/2010	12/10/2010
10/20/2010	12/10/2010
01/26/2011	01/28/2011
01/26/2011	01/28/2011
10/31/2008	12/23/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

resident.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/31/2008	12/23/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/31/2008	12/23/2008
10/02/2009	10/23/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies

residents.		
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235360	ARBOR MANOR CARE CENTER	151 2ND ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
SPRING ARBOR	MI	49283	(517) 750-1900
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/10/2010	04/10/2010
03/10/2010	04/10/2010
04/28/2010	05/25/2010
08/25/2010	08/30/2010
08/25/2010	08/30/2010
10/25/2010	11/29/2010
04/25/2008	05/30/2008
09/11/2008	09/23/2008
11/05/2009	12/22/2009
11/05/2009	12/22/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to	Widespread	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/05/2009	12/22/2009
11/05/2009	12/22/2009
11/05/2009	12/22/2009
11/05/2009	12/22/2009
11/05/2009	12/22/2009
11/05/2009	12/22/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies

they have the skills to be able to care for residents.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/05/2009	12/22/2009
11/05/2009	12/22/2009
11/05/2009	12/22/2009
02/02/2010	02/09/2010
02/02/2010	02/09/2010
04/27/2010	05/18/2010
04/27/2010	05/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235361	SILVERBROOK MANOR	911 S 3RD ST
235361	SILVERBROOK MANOR	911 S 3RD ST
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

NILES	MI	49120	(269) 684-4320
NILES	MI	49120	(269) 684-4320
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/27/2010	05/18/2010
04/27/2010	05/18/2010
07/28/2008	08/18/2008
04/13/2009	05/08/2009
04/13/2009	05/08/2009
03/19/2010	04/12/2010
03/19/2010	04/12/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

needs, with timetables and actions that can be measured.		
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/29/2010	06/07/2010
04/29/2010	06/07/2010
04/29/2010	06/07/2010
04/29/2010	06/07/2010
04/29/2010	06/07/2010
06/24/2010	07/21/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235363	HERITAGE MANOR HEALTHCARE CENT	G 3201 BEECHER RD
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
FLINT	MI	48532	(810) 732-9200
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/02/2010	08/30/2010
12/02/2010	12/31/2010
12/02/2010	12/31/2010
02/25/2008	04/01/2008
01/20/2009	02/17/2009
01/20/2009	02/17/2009
03/03/2010	03/09/2010
04/02/2010	05/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Protect residents from	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235365	HEARTLAND HEALTH CARE CENTER-DORVIN	29270 MORLOCK
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
LIVONIA	MI	48152	(248) 476-0555
GRAND RAPIDS	MI	49506	(616) 949-7220

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/02/2010	05/18/2010
04/02/2010	05/18/2010
04/02/2010	05/18/2010
06/10/2010	07/01/2010
06/10/2010	07/01/2010
06/10/2010	07/01/2010
09/04/2008	10/03/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies

mistreatment, neglect, and/or theft of personal property.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/04/2008	10/03/2008
09/24/2009	11/11/2009
09/24/2009	11/11/2009
09/24/2009	11/11/2009
01/27/2010	02/05/2010
04/14/2010	04/20/2010
04/14/2010	04/20/2010
04/14/2010	04/20/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235366	METRON OF FOREST HILLS	1095 MEDICAL PARK DR
235367	NORLITE NURSING CENTER	701 HOMESTEAD ST
235367	NORLITE NURSING CENTER	701 HOMESTEAD ST
235367	NORLITE NURSING CENTER	701 HOMESTEAD ST
235367	NORLITE NURSING CENTER	701 HOMESTEAD ST
235367	NORLITE NURSING CENTER	701 HOMESTEAD ST
235367	NORLITE NURSING CENTER	701 HOMESTEAD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49506	(616) 949-7220
GRAND RAPIDS	MI	49506	(616) 949-7220
MARQUETTE	MI	49855	(906) 228-9252
MARQUETTE	MI	49855	(906) 228-9252
MARQUETTE	MI	49855	(906) 228-9252
MARQUETTE	MI	49855	(906) 228-9252
MARQUETTE	MI	49855	(906) 228-9252
MARQUETTE	MI	49855	(906) 228-9252

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/29/2010	10/25/2010
09/29/2010	10/25/2010
01/20/2009	03/11/2009
07/27/2010	09/14/2010
07/27/2010	09/14/2010
07/27/2010	09/14/2010
08/17/2010	09/15/2010
08/17/2010	09/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235369	MARWOOD MANOR NURSING HOME	1300 BEARD ST
235369	MARWOOD MANOR NURSING HOME	1300 BEARD ST
235369	MARWOOD MANOR NURSING HOME	1300 BEARD ST
235369	MARWOOD MANOR NURSING HOME	1300 BEARD ST
235369	MARWOOD MANOR NURSING HOME	1300 BEARD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PORT HURON	MI	48060	(810) 982-9500
PORT HURON	MI	48060	(810) 982-9500
PORT HURON	MI	48060	(810) 982-9500
PORT HURON	MI	48060	(810) 982-9500
PORT HURON	MI	48060	(810) 982-9500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/17/2008	01/12/2009
12/17/2008	01/12/2009
04/23/2010	05/28/2010
08/13/2010	09/10/2010
08/13/2010	09/10/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235369	MARWOOD MANOR NURSING HOME	1300 BEARD ST
235370	MEDILODGE OF ST CLAIR INC	4220 S HOSPITAL DR
235370	MEDILODGE OF ST CLAIR INC	4220 S HOSPITAL DR
235370	MEDILODGE OF ST CLAIR INC	4220 S HOSPITAL DR
235370	MEDILODGE OF ST CLAIR INC	4220 S HOSPITAL DR
235370	MEDILODGE OF ST CLAIR INC	4220 S HOSPITAL DR
235371	MEDILODGE OF YALE, INC	90 JEAN ST
235371	MEDILODGE OF YALE, INC	90 JEAN ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PORT HURON	MI	48060	(810) 982-9500
SAINT CLAIR	MI	48079	(810) 329-4736
SAINT CLAIR	MI	48079	(810) 329-4736
SAINT CLAIR	MI	48079	(810) 329-4736
SAINT CLAIR	MI	48079	(810) 329-4736
SAINT CLAIR	MI	48079	(810) 329-4736
YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/13/2010	09/10/2010
08/20/2008	09/12/2008
01/13/2010	02/09/2010
06/11/2010	12/08/2010
12/15/2010	01/18/2011
12/15/2010	01/18/2011
12/22/2008	01/22/2009
09/03/2009	10/15/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies

be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

235371	MEDILODGE OF YALE, INC	90 JEAN ST
235371	MEDILODGE OF YALE, INC	90 JEAN ST
235371	MEDILODGE OF YALE, INC	90 JEAN ST
235371	MEDILODGE OF YALE, INC	90 JEAN ST
235371	MEDILODGE OF YALE, INC	90 JEAN ST
235371	MEDILODGE OF YALE, INC	90 JEAN ST
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226
YALE	MI	48097	(810) 387-3226
DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/07/2010	05/17/2010
07/16/2010	08/27/2010
01/18/2011	02/23/2011
03/01/2011	04/01/2011
03/01/2011	04/01/2011
03/01/2011	04/01/2011
03/28/2008	05/02/2008
01/27/2009	02/27/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

		RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/27/2009	02/27/2009
12/09/2009	01/27/2010
12/09/2009	01/27/2010
12/09/2009	01/27/2010
04/01/2010	04/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

meet a professional standard of quality.		harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235372	CRANBROOK GERIATRIC VILLAGE	5000 E SEVEN MILE RD
235373	NORTH OTTAWA CARE CENTER	18525 WOODLAND RIDGE DRIVE
235373	NORTH OTTAWA CARE CENTER	18525 WOODLAND RIDGE DRIVE
235373	NORTH OTTAWA CARE CENTER	18525 WOODLAND RIDGE DRIVE
235373	NORTH OTTAWA CARE CENTER	18525 WOODLAND RIDGE DRIVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48234	(313) 366-2900
DETROIT	MI	48234	(313) 366-2900
SPRING LAKE	MI	49456	(616) 842-0770
SPRING LAKE	MI	49456	(616) 842-0770
SPRING LAKE	MI	49456	(616) 842-0770
SPRING LAKE	MI	49456	(616) 842-0770

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/01/2010	04/28/2010
11/09/2010	12/23/2010
04/27/2010	05/25/2010
04/27/2010	05/25/2010
04/27/2010	05/25/2010
06/09/2010	07/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

highest quality of life possible.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that follow each resident's written care	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235373	NORTH OTTAWA CARE CENTER	18525 WOODLAND RIDGE DRIVE
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SPRING LAKE	MI	49456	(616) 842-0770
DETROIT	MI	48219	(313) 255-6450
DETROIT	MI	48219	(313) 255-6450
DETROIT	MI	48219	(313) 255-6450
DETROIT	MI	48219	(313) 255-6450
DETROIT	MI	48219	(313) 255-6450
DETROIT	MI	48219	(313) 255-6450
DETROIT	MI	48219	(313) 255-6450

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/09/2010	07/15/2010
04/18/2008	05/13/2008
04/18/2008	05/13/2008
07/01/2009	07/31/2009
09/09/2009	10/02/2009
10/11/2010	10/18/2010
10/11/2010	10/18/2010
10/11/2010	10/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Nutrition and Dietary Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

plan.		
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235374	WEST OAKS SENIOR CARE & REHAB CENTER	22355 W EIGHT MILE RD
235375	APPLEWOOD NURSING CENTER INC	18500 VAN HORN RD
235376	BELLE FOUNTAIN NURSING & REHABILITATION CENTER	18591 QUARRY RD
235376	BELLE FOUNTAIN NURSING & REHABILITATION CENTER	18591 QUARRY RD
235376	BELLE FOUNTAIN NURSING & REHABILITATION CENTER	18591 QUARRY RD
235376	BELLE FOUNTAIN NURSING & REHABILITATION CENTER	18591 QUARRY RD
235376	BELLE FOUNTAIN NURSING & REHABILITATION CENTER	18591 QUARRY RD
235376	BELLE FOUNTAIN NURSING & REHABILITATION CENTER	18591 QUARRY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48219	(313) 255-6450
WOODHAVEN	MI	48183	(734) 676-7575
RIVERVIEW	MI	48192	(734) 282-2100
RIVERVIEW	MI	48192	(734) 282-2100
RIVERVIEW	MI	48192	(734) 282-2100
RIVERVIEW	MI	48192	(734) 282-2100
RIVERVIEW	MI	48192	(734) 282-2100
RIVERVIEW	MI	48192	(734) 282-2100
RIVERVIEW	MI	48192	(734) 282-2100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/11/2010	10/18/2010
03/22/2010	04/09/2010
04/30/2008	06/02/2008
04/30/2008	06/02/2008
06/29/2009	08/07/2009
06/29/2009	08/07/2009
09/21/2010	10/01/2010
01/28/2011	02/21/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

and self respect.		
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep sound levels comfortable.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235377	SANCTUARY AT ST MARY'S	1050 FOUR MILE NW
235378	RESTHAVEN CARE CENTER AT FOUNT	280 W 40TH ST
235378	RESTHAVEN CARE CENTER AT FOUNT	280 W 40TH ST
235378	RESTHAVEN CARE CENTER AT FOUNT	280 W 40TH ST
235378	RESTHAVEN CARE CENTER AT FOUNT	280 W 40TH ST
235379	TENDERCARE TAWAS CITY	400 W NORTH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49504	(616) 784-0646
HOLLAND	MI	49423	(616) 796-3600
HOLLAND	MI	49423	(616) 796-3600
HOLLAND	MI	49423	(616) 796-3600
HOLLAND	MI	49423	(616) 796-3600
TAWAS CITY	MI	48763	(989) 362-8645

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/19/2010	04/14/2010
09/29/2009	10/28/2009
02/08/2011	03/04/2011
02/08/2011	03/04/2011
02/08/2011	03/04/2011
10/15/2009	11/14/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235379	TENDERCARE TAWAS CITY	400 W NORTH ST
235380	BORTZ HEALTH CARE OF ROSE CITY	517 W PAGE ST
235381	CHIPPEWA COUNTY WAR MEM HOSP LTCU	500 OSBORN BLVD
235381	CHIPPEWA COUNTY WAR MEM HOSP LTCU	500 OSBORN BLVD
235382	HAMILTON NURSING HOME	590 E GRAND BLVD
235382	HAMILTON NURSING HOME	590 E GRAND BLVD
235382	HAMILTON NURSING HOME	590 E GRAND BLVD
235382	HAMILTON NURSING HOME	590 E GRAND BLVD
235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAWAS CITY	MI	48763	(989) 362-8645
ROSE CITY	MI	48654	(989) 685-2442
SAULT SAINTE MARIE	MI	49783	(906) 635-4460
SAULT SAINTE MARIE	MI	49783	(906) 635-4460
DETROIT	MI	48207	(313) 921-1580
DETROIT	MI	48207	(313) 921-1580
DETROIT	MI	48207	(313) 921-1580
DETROIT	MI	48207	(313) 921-1580
HAMTRAMCK	MI	48212	(313) 874-4500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/10/2009	12/01/2009
04/15/2009	04/28/2009
03/02/2009	03/22/2009
06/15/2009	07/03/2009
08/14/2008	10/14/2008
08/14/2008	10/14/2008
08/14/2008	10/14/2008
08/25/2010	09/17/2010
02/14/2008	01/01/1900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep temperature levels comfortable and safe.	Pattern	Potential for minimal harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET
235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET
235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET
235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET
235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET
235383	ST JOSEPH'S HEALTHCARE CENTER	9400 CONANT STREET
235384	SCHNEPP HEALTH CARE CENTER	427 E WASHINGTON
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HAMTRAMCK	MI	48212	(313) 874-4500
HAMTRAMCK	MI	48212	(313) 874-4500
HAMTRAMCK	MI	48212	(313) 874-4500
HAMTRAMCK	MI	48212	(313) 874-4500
HAMTRAMCK	MI	48212	(313) 874-4500
HAMTRAMCK	MI	48212	(313) 874-4500
HAMTRAMCK	MI	48212	(313) 874-4500
SAINT LOUIS	MI	48880	(989) 681-5721
MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/27/2009	04/17/2009
01/21/2010	02/16/2010
01/21/2010	02/16/2010
01/21/2010	02/16/2010
01/21/2010	02/16/2010
01/21/2010	02/16/2010
01/21/2010	02/16/2010
07/22/2010	07/25/2010
03/05/2009	04/11/2009
01/19/2010	02/22/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PLEASANT			
MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/19/2010	02/22/2010
03/31/2010	05/10/2010
03/31/2010	05/10/2010
03/31/2010	05/10/2010
06/21/2010	08/02/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

meet a professional standard of quality.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235385	LAURELS OF MT. PLEASANT (THE)	400 SOUTH CRAPO ST
235388	BAY SHORES NURSING CARE CENTER	3254 E MIDLAND RD
235388	BAY SHORES NURSING CARE CENTER	3254 E MIDLAND RD
235388	BAY SHORES NURSING CARE CENTER	3254 E MIDLAND RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918
MOUNT PLEASANT	MI	48858	(989) 773-5918
BAY CITY	MI	48706	(989) 686-3770
BAY CITY	MI	48706	(989) 686-3770
BAY CITY	MI	48706	(989) 686-3770

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/21/2010	10/07/2010
07/27/2010	09/07/2010
07/27/2010	09/07/2010
08/18/2009	08/19/2009
08/18/2009	08/19/2009
04/19/2010	04/29/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies

home.		
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235394	MAGNUMCARE OF ALBION, LLC	1000 W ERIE ST
235394	MAGNUMCARE OF ALBION, LLC	1000 W ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE	517 S ERIE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALBION	MI	49224	(517) 629-5501
ALBION	MI	49224	(517) 629-5501
THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/29/2008	06/05/2008
04/29/2008	06/05/2008
01/14/2011	03/02/2011
01/14/2011	03/02/2011
01/14/2011	03/02/2011
01/14/2011	03/02/2011
01/14/2011	03/02/2011
01/14/2011	03/02/2011
01/14/2011	03/02/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that	Widespread	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235395	HEARTLAND HEALTH CARE CENTER-THREE RIVERS	517 S ERIE ST
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

THREE RIVERS	MI	49093	(269) 273-8661
THREE RIVERS	MI	49093	(269) 273-8661
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/14/2011	03/02/2011
12/11/2008	01/30/2009
12/11/2008	01/30/2009
12/11/2008	01/30/2009
09/08/2009	09/30/2009
02/03/2010	04/01/2010
06/29/2010	07/20/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/29/2010	07/20/2010
06/29/2010	07/20/2010
06/29/2010	07/20/2010
06/29/2010	07/20/2010
06/29/2010	07/20/2010
11/30/2010	02/08/2011
12/28/2010	02/08/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Widespread	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/28/2010	02/08/2011
03/22/2011	04/11/2011
03/22/2011	04/11/2011
03/22/2011	04/11/2011
03/22/2011	04/11/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235399	TENDERCARE PORTAGE	7855 CURRIER DR
235399	TENDERCARE PORTAGE	7855 CURRIER DR
235400	AUSABLE VALLEY COMMUNITY	1390 MAPLE DRIVE, BOX 9
235400	AUSABLE VALLEY COMMUNITY	1390 MAPLE DRIVE, BOX 9
235400	AUSABLE VALLEY COMMUNITY	1390 MAPLE DRIVE, BOX 9
235400	AUSABLE VALLEY COMMUNITY	1390 MAPLE DRIVE, BOX 9

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PORTAGE	MI	49002	(269) 323-7748
PORTAGE	MI	49002	(269) 323-7748
FAIRVIEW	MI	48621	(989) 848-2241
FAIRVIEW	MI	48621	(989) 848-2241
FAIRVIEW	MI	48621	(989) 848-2241
FAIRVIEW	MI	48621	(989) 848-2241

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/22/2011	04/11/2011
03/22/2011	04/11/2011
09/03/2008	10/01/2008
12/01/2008	01/13/2009
12/01/2008	01/13/2009
05/20/2009	06/18/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Allow residents to easily see the results of the nursing home's most recent survey.	Widespread	Minimal harm or potential for actual harm
Let residents talk to and get information from agencies acting on their behalf.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235400	AUSABLE VALLEY COMMUNITY	1390 MAPLE DRIVE, BOX 9
235401	CLARK RETIREMENT COMMUNITY	1551 FRANKLIN STREET, SE
235401	CLARK RETIREMENT COMMUNITY	1551 FRANKLIN STREET, SE
235401	CLARK RETIREMENT COMMUNITY	1551 FRANKLIN STREET, SE
235402	REDFORD GERIATRIC VILLAGE	22811 W SEVEN MILE RD
235402	REDFORD GERIATRIC VILLAGE	22811 W SEVEN MILE RD
235402	REDFORD GERIATRIC VILLAGE	22811 W SEVEN MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FAIRVIEW	MI	48621	(989) 848-2241
GRAND RAPIDS	MI	49506	(616) 452-1568
GRAND RAPIDS	MI	49506	(616) 452-1568
GRAND RAPIDS	MI	49506	(616) 452-1568
DETROIT	MI	48219	(313) 534-1440
DETROIT	MI	48219	(313) 534-1440
DETROIT	MI	48219	(313) 534-1440

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/20/2009	06/18/2009
06/19/2008	08/06/2008
06/19/2008	08/06/2008
06/19/2008	08/06/2008
06/06/2008	08/04/2008
06/06/2008	08/04/2008
01/23/2009	02/27/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

quality.		
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235402	REDFORD GERIATRIC VILLAGE	22811 W SEVEN MILE RD
235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD
235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD
235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD
235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD
235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD
235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48219	(313) 534-1440
CLINTON TOWNSHIP	MI	48038	(586) 286-7100
CLINTON TOWNSHIP	MI	48038	(586) 286-7100
CLINTON TOWNSHIP	MI	48038	(586) 286-7100
CLINTON TOWNSHIP	MI	48038	(586) 286-7100
CLINTON TOWNSHIP	MI	48038	(586) 286-7100
CLINTON TOWNSHIP	MI	48038	(586) 286-7100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/12/2010	07/30/2010
04/15/2009	05/08/2009
04/15/2009	05/08/2009
03/26/2010	04/23/2010
03/26/2010	04/23/2010
06/09/2010	07/02/2010
10/19/2010	10/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect a resident's right to refuse some types of non-requested transfers within the nursing home.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235405	CLINTON-AIRE HEALTHCARE CENTER	17001 17 MILE RD
235407	KALKASKA MEMORIAL HEALTH CENTER	419 S CORAL ST
235407	KALKASKA MEMORIAL HEALTH CENTER	419 S CORAL ST
235407	KALKASKA MEMORIAL HEALTH CENTER	419 S CORAL ST
235408	ST ANTHONY NURSING HEALTHCARE	31830 RYAN RD
235408	ST ANTHONY NURSING HEALTHCARE	31830 RYAN RD
235408	ST ANTHONY NURSING HEALTHCARE	31830 RYAN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CLINTON TOWNSHIP	MI	48038	(586) 286-7100
KALKASKA	MI	49646	(231) 258-7500
KALKASKA	MI	49646	(231) 258-7500
KALKASKA	MI	49646	(231) 258-7500
WARREN	MI	48092	(586) 977-6700
WARREN	MI	48092	(586) 977-6700
WARREN	MI	48092	(586) 977-6700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/01/2010	12/17/2010
09/01/2009	10/15/2009
09/01/2009	10/15/2009
10/13/2010	10/25/2010
01/16/2008	02/21/2008
03/11/2009	04/10/2009
03/11/2009	04/10/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235408	ST ANTHONY NURSING HEALTHCARE	31830 RYAN RD
235408	ST ANTHONY NURSING HEALTHCARE	31830 RYAN RD
235408	ST ANTHONY NURSING HEALTHCARE	31830 RYAN RD
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WARREN	MI	48092	(586) 977-6700
WARREN	MI	48092	(586) 977-6700
WARREN	MI	48092	(586) 977-6700
MUNISING	MI	49862	(906) 387-2273
MUNISING	MI	49862	(906) 387-2273

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/11/2009	04/10/2009
09/03/2009	09/21/2009
05/17/2010	06/03/2010
01/08/2008	01/25/2008
11/18/2008	12/19/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR
235410	TENDERCARE HEALTH CENTER-MUNISING	300 W CITY PARK DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUNISING	MI	49862	(906) 387-2273
MUNISING	MI	49862	(906) 387-2273
MUNISING	MI	49862	(906) 387-2273
MUNISING	MI	49862	(906) 387-2273
MUNISING	MI	49862	(906) 387-2273
MUNISING	MI	49862	(906) 387-2273

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/18/2008	12/19/2008
08/04/2009	09/11/2009
11/10/2009	12/18/2009
08/13/2010	09/03/2010
08/13/2010	09/03/2010
08/13/2010	09/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

representative; or 3) check and update the care plan.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235412	BORTZ HEALTH CARE OF TRAVERSE CITY	2828 CONCORD ST
235412	BORTZ HEALTH CARE OF TRAVERSE CITY	2828 CONCORD ST
235414	BORTZ HEALTH CARE OF WEST BRANCH	445 S VALLEY ST
235414	BORTZ HEALTH CARE OF WEST BRANCH	445 S VALLEY ST
235414	BORTZ HEALTH CARE OF WEST BRANCH	445 S VALLEY ST
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TRAVERSE CITY	MI	49684	(231) 941-1200
TRAVERSE CITY	MI	49684	(231) 941-1200
WEST BRANCH	MI	48661	(989) 345-3600
WEST BRANCH	MI	48661	(989) 345-3600
WEST BRANCH	MI	48661	(989) 345-3600
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/26/2010	06/18/2010
05/26/2010	06/18/2010
06/11/2008	06/30/2008
09/04/2008	09/19/2008
01/28/2011	02/24/2011
06/09/2008	08/21/2008
06/09/2008	08/21/2008
06/09/2008	08/21/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD
235415	ST ANNES CONVALESCENT CENTER	6232 CADIEUX ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500
DETROIT	MI	48224	(313) 886-2500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/09/2008	08/21/2008
06/12/2008	08/21/2008
06/12/2008	08/21/2008
06/12/2008	08/21/2008
06/12/2008	08/21/2008
06/12/2008	08/21/2008
10/08/2009	10/14/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Have licensed, certified, or registered staff to give needed services.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235416	MEDILODGE OF STERLING, L L C	500 SCHOOL RD
235416	MEDILODGE OF STERLING, L L C	500 SCHOOL RD
235416	MEDILODGE OF STERLING, L L C	500 SCHOOL RD
235416	MEDILODGE OF STERLING, L L C	500 SCHOOL RD
235416	MEDILODGE OF STERLING, L L C	500 SCHOOL RD
235421	MEDILODGE OF PORT HURON	5635 LAKESHORE
235421	MEDILODGE OF PORT HURON	5635 LAKESHORE
235421	MEDILODGE OF PORT HURON	5635 LAKESHORE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

STERLING	MI	48659	(989) 654-2496
STERLING	MI	48659	(989) 654-2496
STERLING	MI	48659	(989) 654-2496
STERLING	MI	48659	(989) 654-2496
STERLING	MI	48659	(989) 654-2496
FORT GRATIOT	MI	48059	(810) 385-7447
FORT GRATIOT	MI	48059	(810) 385-7447
FORT GRATIOT	MI	48059	(810) 385-7447

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/04/2008	05/06/2008
04/04/2008	05/06/2008
03/19/2010	04/30/2010
05/13/2010	06/23/2010
05/13/2010	06/23/2010
05/19/2009	06/26/2009
12/06/2010	12/20/2010
12/06/2010	12/20/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235421	MEDILODGE OF PORT HURON	5635 LAKESHORE
235421	MEDILODGE OF PORT HURON	5635 LAKESHORE
235422	EASTWOOD CONVALESCENT CENTER	626 E GRAND BLVD
235422	EASTWOOD CONVALESCENT CENTER	626 E GRAND BLVD
235422	EASTWOOD CONVALESCENT CENTER	626 E GRAND BLVD
235423	MEDILODGE OF HILLMAN	631 CARING ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FORT GRATIOT	MI	48059	(810) 385-7447
FORT GRATIOT	MI	48059	(810) 385-7447
DETROIT	MI	48207	(313) 923-5816
DETROIT	MI	48207	(313) 923-5816
DETROIT	MI	48207	(313) 923-5816
HILLMAN	MI	49746	(989) 742-4581

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/06/2010	12/20/2010
12/06/2010	12/20/2010
12/19/2008	02/05/2009
07/14/2009	08/31/2009
07/14/2009	08/31/2009
09/17/2008	10/17/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

mistreatment, neglect, and/or theft of personal property.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235423	MEDILODGE OF HILLMAN	631 CARING ST
235423	MEDILODGE OF HILLMAN	631 CARING ST
235423	MEDILODGE OF HILLMAN	631 CARING ST
235423	MEDILODGE OF HILLMAN	631 CARING ST
235423	MEDILODGE OF HILLMAN	631 CARING ST
235423	MEDILODGE OF HILLMAN	631 CARING ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HILLMAN	MI	49746	(989) 742-4581
HILLMAN	MI	49746	(989) 742-4581
HILLMAN	MI	49746	(989) 742-4581
HILLMAN	MI	49746	(989) 742-4581
HILLMAN	MI	49746	(989) 742-4581
HILLMAN	MI	49746	(989) 742-4581

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/17/2008	10/17/2008
04/06/2010	05/21/2010
04/06/2010	05/21/2010
09/07/2010	10/01/2010
11/23/2010	01/11/2011
11/23/2010	01/11/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235423	MEDILODGE OF HILLMAN	631 CARING ST
235427	AUTUMN WOODS RESIDENTIAL HLTH	29800 HOOVER RD
235427	AUTUMN WOODS RESIDENTIAL HLTH	29800 HOOVER RD
235427	AUTUMN WOODS RESIDENTIAL HLTH	29800 HOOVER RD
235427	AUTUMN WOODS RESIDENTIAL HLTH	29800 HOOVER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HILLMAN	MI	49746	(989) 742-4581
WARREN	MI	48093	(586) 574-3444
WARREN	MI	48093	(586) 574-3444
WARREN	MI	48093	(586) 574-3444
WARREN	MI	48093	(586) 574-3444

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/23/2010	01/11/2011
03/28/2008	04/24/2008
08/12/2009	09/01/2009
08/12/2009	09/01/2009
01/19/2011	01/29/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235427	AUTUMN WOODS RESIDENTIAL HLTH	29800 HOOVER RD
235427	AUTUMN WOODS RESIDENTIAL HLTH	29800 HOOVER RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WARREN	MI	48093	(586) 574-3444
WARREN	MI	48093	(586) 574-3444
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/09/2011	02/16/2011
02/09/2011	02/16/2011
02/15/2008	03/14/2008
10/31/2008	12/17/2008
10/31/2008	12/17/2008
10/31/2008	12/17/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/11/2008	01/20/2009
09/14/2009	10/14/2009
10/23/2009	12/09/2009
03/16/2010	04/28/2010
03/16/2010	04/28/2010
04/14/2010	05/19/2010
04/29/2010	05/26/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

be transferred or discharged.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235428	HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	26001 FORD RD
235429	BORTZ HEALTH CARE OF PETOSKEY	1500 SPRING ST
235429	BORTZ HEALTH CARE OF PETOSKEY	1500 SPRING ST
235429	BORTZ HEALTH CARE OF PETOSKEY	1500 SPRING ST
235429	BORTZ HEALTH CARE OF PETOSKEY	1500 SPRING ST
235430	SANCTUARY AT ALEXANDER	718 W FOURTH ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
DEARBORN HEIGHTS	MI	48127	(313) 274-4600
PETOSKEY	MI	49770	(231) 347-5500
PETOSKEY	MI	49770	(231) 347-5500
PETOSKEY	MI	49770	(231) 347-5500
PETOSKEY	MI	49770	(231) 347-5500
ROYAL OAK	MI	48067	(248) 545-0571

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/27/2010	08/27/2010
11/23/2010	12/16/2010
11/23/2010	12/16/2010
06/02/2010	07/16/2010
06/02/2010	07/16/2010
06/02/2010	07/16/2010
06/02/2010	07/16/2010
04/17/2008	06/13/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235430	SANCTUARY AT ALEXANDER	718 W FOURTH ST
235430	SANCTUARY AT ALEXANDER	718 W FOURTH ST
235430	SANCTUARY AT ALEXANDER	718 W FOURTH ST
235430	SANCTUARY AT ALEXANDER	718 W FOURTH ST
235430	SANCTUARY AT ALEXANDER	718 W FOURTH ST
235431	SANCTUARY AT THE PARK	570 S HARVEY STREET
235431	SANCTUARY AT THE PARK	570 S HARVEY STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROYAL OAK	MI	48067	(248) 545-0571
ROYAL OAK	MI	48067	(248) 545-0571
ROYAL OAK	MI	48067	(248) 545-0571
ROYAL OAK	MI	48067	(248) 545-0571
ROYAL OAK	MI	48067	(248) 545-0571
MUSKEGON	MI	49442	(231) 672-2202
MUSKEGON	MI	49442	(231) 672-2202

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/17/2008	06/13/2008
04/17/2008	06/13/2008
04/17/2008	06/13/2008
04/17/2008	06/13/2008
02/11/2010	03/16/2010
06/02/2009	06/03/2009
06/02/2009	06/04/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give or get lab tests to meet the needs of residents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235431	SANCTUARY AT THE PARK	570 S HARVEY STREET
235432	GRAYLING NURSING & REHAB COMMUNITY	331 MEADOWS DRIVE
235432	GRAYLING NURSING & REHAB COMMUNITY	331 MEADOWS DRIVE
235432	GRAYLING NURSING & REHAB COMMUNITY	331 MEADOWS DRIVE
235432	GRAYLING NURSING & REHAB COMMUNITY	331 MEADOWS DRIVE
235432	GRAYLING NURSING & REHAB COMMUNITY	331 MEADOWS DRIVE
235432	GRAYLING NURSING & REHAB COMMUNITY	331 MEADOWS DRIVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49442	(231) 672-2202
GRAYLING	MI	49738	(989) 348-2801
GRAYLING	MI	49738	(989) 348-2801
GRAYLING	MI	49738	(989) 348-2801
GRAYLING	MI	49738	(989) 348-2801
GRAYLING	MI	49738	(989) 348-2801
GRAYLING	MI	49738	(989) 348-2801
ROYAL OAK	MI	48073	(248) 288-6610

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/02/2009	06/03/2009
05/20/2008	06/16/2008
05/20/2008	06/16/2008
05/20/2008	06/16/2008
07/30/2008	08/19/2008
07/01/2009	07/10/2009
02/25/2010	02/26/2010
05/21/2008	07/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Screen residents when they are first admitted to send them to an area with special care for people with developmental disabilities or mental illness, if needed.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure)	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/12/2009	06/30/2009
05/12/2009	06/30/2009
05/12/2009	06/30/2009
05/12/2009	06/30/2009
05/12/2009	06/30/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

to prevent new bed (pressure) sores or heal existing bed sores.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/12/2009	06/30/2009
05/12/2009	06/30/2009
05/12/2009	06/30/2009
07/09/2010	08/28/2010
07/23/2010	09/11/2010
10/11/2010	10/15/2010
11/16/2010	12/20/2010
11/16/2010	12/20/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

care, and prostheses.		
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse	Isolated	Minimal harm or potential for actual harm

		AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235433	GREENFIELD REHAB AND NURSING CENTER	3030 GREENFIELD AVE
235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST
235435	HOLLAND HOME - FULTON MANOR	1450 E FULTON ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
ROYAL OAK	MI	48073	(248) 288-6610
GRAND RAPIDS	MI	49503	(616) 643-2600
GRAND RAPIDS	MI	49503	(616) 643-2600
GRAND RAPIDS	MI	49503	(616) 643-2600
GRAND RAPIDS	MI	49503	(616) 643-2600
GRAND RAPIDS	MI	49503	(616) 643-2600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/16/2010	12/20/2010
01/18/2011	03/07/2011
01/18/2011	03/07/2011
05/27/2008	08/07/2008
04/13/2009	06/02/2009
04/13/2009	06/02/2009
12/22/2009	02/01/2010
06/01/2010	07/09/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/18/2008	03/15/2008
01/18/2008	03/15/2008
11/17/2008	12/31/2008
11/17/2008	12/31/2008
08/13/2009	09/23/2009
08/13/2009	09/23/2009
12/14/2009	02/02/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

accidents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235439	HEARTLAND HEALTH CARE CENTER-ALLEN PARK	9150 ALLEN RD
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
ALLEN PARK	MI	48101	(313) 386-2150
GRAND RAPIDS	MI	49546	(616) 235-5702

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/07/2010	06/16/2010
07/13/2010	08/17/2010
10/15/2010	10/25/2010
10/15/2010	10/25/2010
10/28/2010	11/22/2010
09/05/2008	10/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235440	HOLLAND HOME - RAYBROOK MANOR	2121 RAYBROOK SE
235441	HEARTLAND HEALTH CARE CENTER-CRESTVIEW	625 36TH ST SW
235441	HEARTLAND HEALTH CARE CENTER-CRESTVIEW	625 36TH ST SW
235441	HEARTLAND HEALTH CARE CENTER-CRESTVIEW	625 36TH ST SW
235441	HEARTLAND HEALTH CARE CENTER-CRESTVIEW	625 36TH ST SW

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49546	(616) 235-5702
GRAND RAPIDS	MI	49546	(616) 235-5702
GRAND RAPIDS	MI	49546	(616) 235-5702
GRAND RAPIDS	MI	49546	(616) 235-5702
WYOMING	MI	49509	(616) 531-0200
WYOMING	MI	49509	(616) 531-0200
WYOMING	MI	49509	(616) 531-0200
WYOMING	MI	49509	(616) 531-0200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/05/2008	10/10/2008
08/27/2009	10/12/2009
08/27/2009	10/12/2009
08/27/2009	10/12/2009
09/11/2008	12/15/2008
10/07/2009	11/17/2009
06/08/2010	06/29/2010
09/29/2010	11/04/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep all essential equipment working safely.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

	CRESTVIEW	
235441	HEARTLAND HEALTH CARE CENTER-CRESTVIEW	625 36TH ST SW
235442	SAGINAW GERIATRICS HOME	1413 GRATIOT
235442	SAGINAW GERIATRICS HOME	1413 GRATIOT
235442	SAGINAW GERIATRICS HOME	1413 GRATIOT
235442	SAGINAW GERIATRICS HOME	1413 GRATIOT
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WYOMING	MI	49509	(616) 531-0200
SAGINAW	MI	48602	(989) 793-3471
SAGINAW	MI	48602	(989) 793-3471
SAGINAW	MI	48602	(989) 793-3471
SAGINAW	MI	48602	(989) 793-3471
SAINT CLAIR SHORES	MI	48081	(586) 779-7000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/29/2010	11/04/2010
10/09/2009	11/04/2009
03/01/2010	04/29/2010
07/01/2010	07/16/2010
07/15/2010	08/11/2010
05/15/2008	06/28/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

medical problems to help each resident achieve the highest possible quality of life.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/15/2008	06/28/2008
05/15/2008	06/28/2008
09/29/2009	11/06/2009
09/29/2009	11/06/2009
03/15/2010	04/02/2010
03/15/2010	04/02/2010
03/15/2010	04/02/2010
03/15/2010	04/02/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235443	SHOREPOINTE NURSING CENTER	26001 EAST JEFFERSON AVENUE
235444	WESTWOOD NURSING CENTER	16588 SCHAEFER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
SAINT CLAIR SHORES	MI	48081	(586) 779-7000
DETROIT	MI	48235	(313) 345-5000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/20/2010	10/29/2010
09/20/2010	10/29/2010
09/20/2010	10/29/2010
09/20/2010	10/29/2010
11/18/2010	01/20/2011
11/18/2010	01/20/2011
11/18/2010	01/20/2011
07/29/2008	08/14/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Mistreatment Deficiencies

suctioning, respiratory care, foot care, and prostheses.		
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235444	WESTWOOD NURSING CENTER	16588 SCHAEFER
235444	WESTWOOD NURSING CENTER	16588 SCHAEFER
235444	WESTWOOD NURSING CENTER	16588 SCHAEFER
235444	WESTWOOD NURSING CENTER	16588 SCHAEFER
235444	WESTWOOD NURSING CENTER	16588 SCHAEFER
235444	WESTWOOD NURSING CENTER	16588 SCHAEFER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48235	(313) 345-5000
DETROIT	MI	48235	(313) 345-5000
DETROIT	MI	48235	(313) 345-5000
DETROIT	MI	48235	(313) 345-5000
DETROIT	MI	48235	(313) 345-5000
DETROIT	MI	48235	(313) 345-5000
DETROIT	MI	48235	(313) 345-5000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/02/2009	10/19/2009
07/09/2010	08/15/2010
09/24/2010	12/22/2010
09/24/2010	12/22/2010
11/03/2010	12/22/2010
01/21/2011	03/07/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235445	FAIRLANE SENIOR CARE AND REHAB CENTER	15750 JOY
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48228	(313) 273-6850
DETROIT	MI	48228	(313) 273-6850
DETROIT	MI	48228	(313) 273-6850
DETROIT	MI	48228	(313) 273-6850
DETROIT	MI	48228	(313) 273-6850
DETROIT	MI	48228	(313) 273-6850
DETROIT	MI	48228	(313) 273-6850
DOUGLAS	MI	49406	(269) 857-2141

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/09/2009	01/28/2009
11/04/2009	12/04/2009
11/04/2009	12/04/2009
11/04/2009	12/04/2009
11/04/2009	12/04/2009
04/07/2010	04/23/2010
12/07/2010	12/27/2010
10/15/2008	10/16/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies

accidents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give enough notice to the resident before changing the resident's room or roommate.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217
235447	GRACE OF DOUGLAS	243 WILEY ROAD, PO BOX 217

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DOUGLAS	MI	49406	(269) 857-2141
DOUGLAS	MI	49406	(269) 857-2141
DOUGLAS	MI	49406	(269) 857-2141
DOUGLAS	MI	49406	(269) 857-2141
DOUGLAS	MI	49406	(269) 857-2141
DOUGLAS	MI	49406	(269) 857-2141
DOUGLAS	MI	49406	(269) 857-2141

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/15/2008	10/16/2008
10/16/2009	12/30/2009
10/16/2009	12/30/2009
10/16/2009	10/26/2009
10/16/2009	10/26/2009
08/05/2010	08/13/2010
08/05/2010	08/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

resident achieve the highest possible quality of life.		
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235451	THE OAKS AT NORTHPOINTE WOODS	706 NORTH AVENUE
235451	THE OAKS AT NORTHPOINTE WOODS	706 NORTH AVENUE
235451	THE OAKS AT NORTHPOINTE WOODS	706 NORTH AVENUE
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN MILE ROAD
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN MILE ROAD
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN MILE ROAD
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BATTLE CREEK	MI	49017	(269) 964-4655
BATTLE CREEK	MI	49017	(269) 964-4655
BATTLE CREEK	MI	49017	(269) 964-4655
DETROIT	MI	48219	(313) 533-5002
DETROIT	MI	48219	(313) 533-5002
DETROIT	MI	48219	(313) 533-5002
DETROIT	MI	48219	(313) 533-5002

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/09/2008	01/01/1900
12/11/2009	01/13/2010
12/11/2009	01/13/2010
03/13/2008	04/15/2008
03/13/2008	04/15/2008
03/13/2008	04/15/2008
04/18/2008	05/13/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide needed housekeeping and maintenance.	Pattern	Potential for minimal harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid	Isolated	Minimal harm or potential for actual

MI Complaint
Based on Nursing Home Compare - Complaint Deficiency

		MILE ROAD
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN MILE ROAD
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN MILE ROAD
235452	REGENCY HEIGHTS-DETROIT	19100 WEST SEVEN MILE ROAD
235453	SANCTUARY AT FRASER VILLA	33300 UTICA RD
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48219	(313) 533-5002
DETROIT	MI	48219	(313) 533-5002
DETROIT	MI	48219	(313) 533-5002
FRASER	MI	48026	(586) 293-3300
DETROIT	MI	48234	(313) 893-9745

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/04/2009	02/13/2009
02/01/2011	03/08/2011
02/01/2011	03/08/2011
03/09/2010	03/19/2010
11/13/2008	01/21/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235455	AMERICARE CONVALESCENT CTR	19211 ANGLIN
235456	COURTNEY MANOR	1167 E HOPSON

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48234	(313) 893-9745
DETROIT	MI	48234	(313) 893-9745
DETROIT	MI	48234	(313) 893-9745
DETROIT	MI	48234	(313) 893-9745
DETROIT	MI	48234	(313) 893-9745
DETROIT	MI	48234	(313) 893-9745
BAD AXE	MI	48413	(989) 269-9983

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/13/2008	01/21/2009
11/13/2008	01/21/2009
11/13/2008	01/21/2009
12/09/2009	01/12/2010
12/09/2009	01/12/2010
05/03/2010	05/18/2010
05/09/2008	06/10/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		STREET
235456	COURTNEY MANOR	1167 E HOPSON STREET
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BAD AXE	MI	48413	(989) 269-9983
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/09/2008	06/10/2008
04/09/2008	05/09/2008
04/09/2008	05/09/2008
02/11/2010	02/12/2010
02/11/2010	02/12/2010
09/16/2010	10/08/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E
235458	THE LODGE AT MAPLECREEK	1950 32ND ST S E

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600
GRAND RAPIDS	MI	49508	(616) 245-1600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/16/2010	10/08/2010
09/16/2010	10/08/2010
10/27/2010	12/03/2010
10/27/2010	12/03/2010
10/27/2010	12/03/2010
10/27/2010	12/03/2010
11/15/2010	12/03/2010
11/17/2010	12/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235459	ALTERCARE OF BIG RAPIDS	805 WEST AVE
235459	ALTERCARE OF BIG RAPIDS	805 WEST AVE
235459	ALTERCARE OF BIG RAPIDS	805 WEST AVE
235459	ALTERCARE OF BIG RAPIDS	805 WEST AVE
235460	PAUL OLIVER MEMORIAL HOSPITAL LTCU	224 PARK AVE
235460	PAUL OLIVER MEMORIAL HOSPITAL LTCU	224 PARK AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BIG RAPIDS	MI	49307	(231) 796-3185
BIG RAPIDS	MI	49307	(231) 796-3185
BIG RAPIDS	MI	49307	(231) 796-3185
BIG RAPIDS	MI	49307	(231) 796-3185
FRANKFORT	MI	49635	(231) 352-2200
FRANKFORT	MI	49635	(231) 352-2200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/30/2008	12/08/2008
02/27/2009	04/15/2009
02/27/2009	04/15/2009
02/27/2009	04/15/2009
11/05/2008	12/08/2008
11/10/2009	11/25/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235460	PAUL OLIVER MEMORIAL HOSPITAL LTCU	224 PARK AVE
235460	PAUL OLIVER MEMORIAL HOSPITAL LTCU	224 PARK AVE
235460	PAUL OLIVER MEMORIAL HOSPITAL LTCU	224 PARK AVE
235460	PAUL OLIVER MEMORIAL HOSPITAL LTCU	224 PARK AVE
235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD
235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD
235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FRANKFORT	MI	49635	(231) 352-2200
FRANKFORT	MI	49635	(231) 352-2200
FRANKFORT	MI	49635	(231) 352-2200
FRANKFORT	MI	49635	(231) 352-2200
CLARKSTON	MI	48346	(248) 674-0903
CLARKSTON	MI	48346	(248) 674-0903
CLARKSTON	MI	48346	(248) 674-0903

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/05/2010	01/22/2010
04/07/2010	04/30/2010
04/07/2010	04/30/2010
04/07/2010	04/30/2010
08/06/2008	11/26/2008
03/27/2009	04/14/2009
09/30/2009	10/13/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD
235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD
235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD
235461	CLARKSTON SPECIALTY HEALTHCARE CENTER	4800 CLINTONVILLE RD
235462	BOTSFORD CONTINUING HEALTH CENTER	21450 ARCHWOOD CIRCLE
235462	BOTSFORD CONTINUING HEALTH CENTER	21450 ARCHWOOD CIRCLE
235462	BOTSFORD CONTINUING HEALTH CENTER	21450 ARCHWOOD CIRCLE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CLARKSTON	MI	48346	(248) 674-0903
CLARKSTON	MI	48346	(248) 674-0903
CLARKSTON	MI	48346	(248) 674-0903
CLARKSTON	MI	48346	(248) 674-0903
FARMINGTON HILLS	MI	48336	(248) 477-7400
FARMINGTON HILLS	MI	48336	(248) 477-7400
FARMINGTON HILLS	MI	48336	(248) 477-7400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/15/2010	07/21/2010
09/24/2010	10/20/2010
10/07/2010	10/20/2010
10/07/2010	10/20/2010
02/11/2009	03/06/2009
02/11/2009	03/06/2009
04/02/2010	04/27/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235462	BOTSFORD CONTINUING HEALTH CENTER	21450 ARCHWOOD CIRCLE
235462	BOTSFORD CONTINUING HEALTH CENTER	21450 ARCHWOOD CIRCLE
235462	BOTSFORD CONTINUING HEALTH CENTER	21450 ARCHWOOD CIRCLE
235463	PARK GERIATRIC VILLAGE	111 FORD AVE
235463	PARK GERIATRIC VILLAGE	111 FORD AVE
235464	NORTH WOODS NURSING CENTER	2532 CADILLAC DR
235467	FOUR CHAPLAINS NRSG CARE CTR	28349 JOY RD
235467	FOUR CHAPLAINS NRSG CARE CTR	28349 JOY RD

FARMINGTON HILLS	MI	48336	(248) 477-7400
FARMINGTON HILLS	MI	48336	(248) 477-7400
FARMINGTON HILLS	MI	48336	(248) 477-7400
HIGHLAND PARK	MI	48203	(313) 883-3585
HIGHLAND PARK	MI	48203	(313) 883-3585
FARWELL	MI	48622	(989) 588-9928
WESTLAND	MI	48185	(734) 261-9500
WESTLAND	MI	48185	(734) 261-9500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/01/2010	12/01/2010
11/01/2010	12/01/2010
11/01/2010	12/01/2010
06/30/2008	08/20/2008
06/30/2008	08/20/2008
03/11/2011	03/28/2011
11/10/2008	11/26/2008
03/09/2010	03/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235468	LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	9146 WOODWARD AVE
235468	LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	9146 WOODWARD AVE
235468	LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	9146 WOODWARD AVE
235468	LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	9146 WOODWARD AVE
235468	LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	9146 WOODWARD AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48202	(313) 875-1263
DETROIT	MI	48202	(313) 875-1263
DETROIT	MI	48202	(313) 875-1263
DETROIT	MI	48202	(313) 875-1263
DETROIT	MI	48202	(313) 875-1263

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/13/2008	08/27/2008
06/15/2009	07/10/2009
06/15/2009	07/10/2009
08/20/2009	09/25/2009
08/20/2009	09/17/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805
PLAINWELL	MI	49080	(269) 685-9805

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/10/2008	08/09/2008
10/30/2008	12/01/2008
10/30/2008	12/01/2008
06/17/2009	08/25/2009
06/17/2009	08/25/2009
11/04/2009	11/06/2009
11/04/2009	11/06/2009
05/04/2010	05/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services,	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235471	LIFE CARE CENTER OF PLAINWELL	320 BRIGHAM ST
235473	EVANGELICAL HOME STERLING HEIGHTS	14900 SHORE LINE DR
235475	BEACONSHIRE NURSING CENTRE	21630 HESSEL
235475	BEACONSHIRE NURSING CENTRE	21630 HESSEL
235475	BEACONSHIRE NURSING CENTRE	21630 HESSEL
235475	BEACONSHIRE NURSING CENTRE	21630 HESSEL

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PLAINWELL	MI	49080	(269) 685-9805
STERLING HEIGHTS	MI	48313	(586) 247-4700
DETROIT	MI	48219	(313) 534-8400
DETROIT	MI	48219	(313) 534-8400
DETROIT	MI	48219	(313) 534-8400
DETROIT	MI	48219	(313) 534-8400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/04/2010	05/17/2010
10/24/2008	12/01/2008
02/20/2008	04/14/2008
07/07/2010	08/10/2010
07/07/2010	08/10/2010
07/07/2010	08/10/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have a private telephone available for use.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235475	BEACONSHIRE NURSING CENTRE	21630 HESSEL
235475	BEACONSHIRE NURSING CENTRE	21630 HESSEL
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER	18300 E WARREN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48219	(313) 534-8400
DETROIT	MI	48219	(313) 534-8400
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/03/2010	08/24/2010
08/03/2010	08/24/2010
06/10/2008	08/01/2008
06/10/2008	08/01/2008
06/10/2008	08/01/2008
02/13/2009	03/27/2009
02/13/2009	03/27/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

	NORTH	
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN
235476	RIVERVIEW HEALTH AND REHAB CENTER NORTH	18300 E WARREN

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000
DETROIT	MI	48224	(313) 343-8000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/13/2009	03/27/2009
08/06/2009	08/24/2009
12/08/2009	01/11/2010
05/21/2010	07/08/2010
07/23/2010	08/30/2010
07/23/2010	08/31/2010
10/29/2010	11/24/2010
03/07/2011	03/22/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies

area is free of dangers that cause accidents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROCHESTER HILLS	MI	48309	(248) 852-7800
ROCHESTER HILLS	MI	48309	(248) 852-7800
ROCHESTER HILLS	MI	48309	(248) 852-7800
ROCHESTER HILLS	MI	48309	(248) 852-7800
ROCHESTER HILLS	MI	48309	(248) 852-7800
ROCHESTER	MI	48309	(248) 852-7800

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/16/2009	02/25/2009
04/16/2010	05/19/2010
04/16/2010	05/19/2010
04/16/2010	05/19/2010
04/16/2010	05/19/2010
09/10/2010	10/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies

emergencies, and give them out properly.		
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235477	BOULEVARD HEALTH CENTER	3500 WEST SOUTH BLVD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HILLS			
ROCHESTER HILLS	MI	48309	(248) 852-7800
ROCHESTER HILLS	MI	48309	(248) 852-7800
LIVONIA	MI	48154	(734) 425-4200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/10/2010	10/15/2010
10/05/2010	11/15/2010
02/01/2008	03/17/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200
LIVONIA	MI	48154	(734) 425-4200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/01/2008	03/17/2008
10/20/2009	01/01/1900
10/20/2009	11/16/2009
10/20/2009	11/16/2009
10/20/2009	11/16/2009
10/20/2009	11/16/2009
12/07/2009	01/04/2010
03/18/2010	04/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Rights Deficiencies

abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235479	AUTUMNWOOD OF LIVONIA	14900 MIDDLEBELT RD
235482	FENTON HEALTHCARE	512 BEACH ST
235482	FENTON HEALTHCARE	512 BEACH ST
235484	CHERRYWOOD NURSING AND LIVING	2372 FIFTEEN MILE RD
235484	CHERRYWOOD NURSING AND LIVING	2372 FIFTEEN MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48154	(734) 425-4200
FENTON	MI	48430	(810) 629-4117
FENTON	MI	48430	(810) 629-4117
STERLING HEIGHTS	MI	48310	(586) 978-2280
STERLING HEIGHTS	MI	48310	(586) 978-2280

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010	04/13/2010
04/16/2008	05/19/2008
01/21/2011	01/21/2011
01/13/2009	03/01/2009
10/05/2010	11/19/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/16/2008	02/04/2009
12/16/2008	02/04/2009
01/08/2009	02/04/2009
01/08/2009	02/04/2009
01/08/2009	02/04/2009
06/25/2009	08/12/2009
06/25/2009	08/12/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies

properly.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235485	MIDMICHIGAN GLADWIN PINES NH	449 QUARTER STREET
235486	MEDILODGE OF RICHMOND	34901 DIVISION RD
235486	MEDILODGE OF RICHMOND	34901 DIVISION RD
235486	MEDILODGE OF RICHMOND	34901 DIVISION RD
235486	MEDILODGE OF RICHMOND	34901 DIVISION RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
GLADWIN	MI	48624	(989) 426-3430
RICHMOND	MI	48062	(586) 727-7562
RICHMOND	MI	48062	(586) 727-7562
RICHMOND	MI	48062	(586) 727-7562
RICHMOND	MI	48062	(586) 727-7562

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/25/2009	08/12/2009
10/16/2009	12/11/2009
10/16/2009	12/11/2009
10/16/2009	12/11/2009
03/07/2008	04/15/2008
03/07/2008	04/15/2008
03/07/2008	04/15/2008
06/23/2010	07/30/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

needed every day and in emergencies, and give them out properly.		
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/23/2008	07/23/2008
04/23/2008	07/23/2008
04/23/2008	07/23/2008
03/31/2009	04/21/2009
04/13/2010	05/25/2010
04/13/2010	05/25/2010
09/08/2010	11/05/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

accidents.		
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235487	HEARTLAND-WEST BLOOMFIELD	6950 FARMINGTON RD
235488	WEST BLOOMFIELD NURSING & CONV	6445 W MAPLE
235488	WEST BLOOMFIELD NURSING & CONV	6445 W MAPLE
235488	WEST BLOOMFIELD NURSING & CONV	6445 W MAPLE
235488	WEST BLOOMFIELD NURSING & CONV	6445 W MAPLE
235488	WEST BLOOMFIELD NURSING & CONV	6445 W MAPLE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1700
WEST BLOOMFIELD	MI	48322	(248) 661-1600
WEST BLOOMFIELD	MI	48322	(248) 661-1600
WEST BLOOMFIELD	MI	48322	(248) 661-1600
WEST BLOOMFIELD	MI	48322	(248) 661-1600
WEST BLOOMFIELD	MI	48322	(248) 661-1600
WEST BLOOMFIELD	MI	48322	(248) 661-1600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/08/2010	10/28/2010
12/20/2010	01/19/2011
02/10/2011	03/02/2011
05/13/2008	06/27/2008
05/13/2008	06/27/2008
05/13/2008	06/27/2008
05/13/2008	06/27/2008
06/07/2010	07/02/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235488	WEST BLOOMFIELD NURSING & CONV	6445 W MAPLE
235489	BORTZ HEALTH CARE ON GREEN LAKE	6470 ALDEN DR
235491	HENRY FORD CONT CARE CTR-ROSEV	25375 KELLY RD
235491	HENRY FORD CONT CARE CTR-ROSEV	25375 KELLY RD
235491	HENRY FORD CONT CARE CTR-ROSEV	25375 KELLY RD
235492	SHEFFIELD MANOR NURSING & REHAB	15311 SCHAEFER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WEST BLOOMFIELD	MI	48322	(248) 661-1600
ORCHARD LAKE	MI	48324	(248) 363-4121
ROSEVILLE	MI	48066	(586) 773-6022
ROSEVILLE	MI	48066	(586) 773-6022
ROSEVILLE	MI	48066	(586) 773-6022
DETROIT	MI	48227	(313) 835-4775

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/24/2011	02/11/2011
01/07/2011	01/08/2011
01/30/2008	03/19/2008
01/30/2008	03/19/2008
01/30/2008	03/19/2008
11/10/2009	01/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment	Isolated	Minimal harm or potential for actual

	CENTER	
235492	SHEFFIELD MANOR NURSING & REHAB CENTER	15311 SCHAEFER RD
235492	SHEFFIELD MANOR NURSING & REHAB CENTER	15311 SCHAEFER RD
235495	TENDERCARE MARSHALL	879 EAST MICHIGAN AVE
235495	TENDERCARE MARSHALL	879 EAST MICHIGAN AVE
235495	TENDERCARE MARSHALL	879 EAST MICHIGAN AVE
235495	TENDERCARE MARSHALL	879 EAST MICHIGAN AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48227	(313) 835-4775
DETROIT	MI	48227	(313) 835-4775
MARSHALL	MI	49068	(269) 781-4251
MARSHALL	MI	49068	(269) 781-4251
MARSHALL	MI	49068	(269) 781-4251
MARSHALL	MI	49068	(269) 781-4251

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/10/2009	01/13/2010
11/10/2009	01/13/2010
07/29/2008	08/13/2008
07/29/2008	08/28/2008
03/12/2010	04/13/2010
03/12/2010	04/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

to prevent new bed (pressure) sores or heal existing bed sores.		harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/23/2008	08/15/2008
07/23/2008	08/15/2008
07/23/2008	08/15/2008
07/23/2008	08/15/2008
07/23/2008	08/15/2008
07/23/2008	08/15/2008
07/23/2008	08/15/2008
10/19/2009	11/02/2009
11/24/2009	12/22/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

significantly, or the resident must be transferred or discharged.		
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235498	BOULEVARD TEMPLE CARE CENTER, LLC	2567 WEST GRAND BOULEVARD
235499	GRAND OAKS NURSING CENTER	600 DENMARK ST
235499	GRAND OAKS NURSING CENTER	600 DENMARK ST
235499	GRAND OAKS NURSING CENTER	600 DENMARK ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
DETROIT	MI	48208	(313) 895-5340
BALDWIN	MI	49304	(231) 745-4648
BALDWIN	MI	49304	(231) 745-4648
BALDWIN	MI	49304	(231) 745-4648

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010	04/28/2010
05/10/2010	05/21/2010
10/22/2010	10/23/2010
08/19/2009	09/15/2009
08/19/2009	09/15/2009
08/19/2009	09/15/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

area is free of dangers that cause accidents.		
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235499	GRAND OAKS NURSING CENTER	600 DENMARK ST
235499	GRAND OAKS NURSING CENTER	600 DENMARK ST
235499	GRAND OAKS NURSING CENTER	600 DENMARK ST
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BALDWIN	MI	49304	(231) 745-4648
BALDWIN	MI	49304	(231) 745-4648
BALDWIN	MI	49304	(231) 745-4648
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/19/2009	09/15/2009
08/19/2009	09/15/2009
08/19/2009	09/15/2009
07/14/2008	07/22/2008
07/14/2008	07/22/2008
07/14/2008	07/22/2008
07/14/2008	07/22/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

property.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/24/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
06/30/2009	09/16/2009
04/05/2010	05/06/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

quality.		
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235500	OMNI CONTINUING CARE	5201 CONNER
235500	OMNI CONTINUING CARE	5201 CONNER
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48213	(313) 571-5555
DETROIT	MI	48213	(313) 571-5555
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700
DEARBORN	MI	48120	(313) 253-9700

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/05/2010	05/06/2010
04/05/2010	05/06/2010
08/13/2008	09/03/2008
08/13/2008	09/03/2008
06/02/2009	07/07/2009
11/29/2010	01/24/2011
11/29/2010	01/24/2011
11/29/2010	01/24/2011
11/29/2010	01/24/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

residents.		
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Listen to the resident or family groups or act on their complaints or suggestions.	Widespread	Potential for minimal harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235502	OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	16391 ROTUNDA DR
235503	BORTZ HEALTH CARE OF YPSILANTI	28 S PROSPECT ST
235503	BORTZ HEALTH CARE OF YPSILANTI	28 S PROSPECT ST
235504	MAGNUMCARE OF ADRIAN, LLC	130 SAND CREEK HWY
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DEARBORN	MI	48120	(313) 253-9700
YPSILANTI	MI	48198	(734) 483-2220
YPSILANTI	MI	48198	(734) 483-2220
ADRIAN	MI	49221	(517) 265-6554
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/29/2010	01/24/2011
04/23/2010	05/07/2010
04/23/2010	05/07/2010
06/09/2010	06/25/2010
10/30/2009	12/01/2009
10/30/2009	12/01/2009
10/30/2009	12/01/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

accidents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235506	SHELBY NURSING CENTER	46100 SCHOENHERR RD
235507	MEDILODGE OF PLYMOUTH, INC	395 W ANN ARBOR TRAIL
235507	MEDILODGE OF PLYMOUTH, INC	395 W ANN ARBOR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
SHELBY TOWNSHIP	MI	48315	(586) 566-1100
PLYMOUTH	MI	48170	(734) 453-3983
PLYMOUTH	MI	48170	(734) 453-3983

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/17/2010	03/31/2010
02/17/2010	03/31/2010
04/05/2010	04/26/2010
08/23/2010	09/07/2010
09/21/2010	10/15/2010
09/21/2010	10/15/2010
09/21/2010	10/15/2010
06/14/2010	07/31/2010
09/30/2010	10/26/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe	Isolated	Immediate jeopardy to resident health or

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235507	MEDILODGE OF PLYMOUTH, INC	395 W ANN ARBOR TRAIL
235507	MEDILODGE OF PLYMOUTH, INC	395 W ANN ARBOR TRAIL
235507	MEDILODGE OF PLYMOUTH, INC	395 W ANN ARBOR TRAIL
235507	MEDILODGE OF PLYMOUTH, INC	395 W ANN ARBOR TRAIL
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH	MI	48170	(734) 453-3983
PLYMOUTH	MI	48170	(734) 453-3983
PLYMOUTH	MI	48170	(734) 453-3983
PLYMOUTH	MI	48170	(734) 453-3983
FARMINGTON HILLS	MI	48336	(248) 476-8300
FARMINGTON HILLS	MI	48336	(248) 476-8300
FARMINGTON HILLS	MI	48336	(248) 476-8300
FARMINGTON HILLS	MI	48336	(248) 476-8300
FARMINGTON	MI	48336	(248) 476-8300

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010	10/26/2010
09/30/2010	10/26/2010
11/17/2010	12/10/2010
07/16/2008	08/19/2008
12/04/2009	01/19/2010
12/04/2009	01/19/2010
12/04/2009	01/19/2010
12/04/2009	01/19/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235508	THE MANOR OF FARMINGTON HILLS	21017 MIDDLEBELT RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FARMINGTON HILLS	MI	48336	(248) 476-8300
FARMINGTON HILLS	MI	48336	(248) 476-8300
FARMINGTON HILLS	MI	48336	(248) 476-8300
WARREN	MI	48093	(586) 751-6200
WARREN	MI	48093	(586) 751-6200
WARREN	MI	48093	(586) 751-6200
WARREN	MI	48093	(586) 751-6200
WARREN	MI	48093	(586) 751-6200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/04/2009	01/19/2010
04/29/2010	05/14/2010
04/27/2009	06/10/2009
04/27/2009	06/10/2009
09/25/2009	10/16/2009
09/25/2009	10/16/2009
09/25/2009	10/16/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235509	SANCTUARY AT THE ABBEY	12250 E 12 MILE RD
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WARREN	MI	48093	(586) 751-6200
WARREN	MI	48093	(586) 751-6200
WARREN	MI	48093	(586) 751-6200
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/14/2010	05/21/2010
04/14/2010	05/21/2010
08/06/2010	08/23/2010
01/24/2008	04/08/2008
01/24/2008	04/08/2008
02/04/2008	04/08/2008
02/12/2008	03/03/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give special rehabilitation by skilled workers, when ordered by a doctor.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/12/2008	03/03/2008
02/12/2008	03/03/2008
07/17/2008	08/13/2008
07/17/2008	08/13/2008
12/29/2008	01/21/2009
06/03/2009	06/29/2009
06/03/2009	06/29/2009
06/03/2009	06/29/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Let each resident choose a personal doctor.	Pattern	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Use a registered nurse at least 8 hours a day, 7 days a week.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/03/2009	06/29/2009
06/03/2009	06/29/2009
06/03/2009	06/29/2009
06/03/2009	06/29/2009
06/03/2010	07/12/2010
06/03/2010	08/31/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Pharmacy Service Deficiencies

grooming and hygiene.		
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235511	HILLTOP MANOR HEALTH CARE CENTER	1290 E MICHIGAN HWY
235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE
235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE
235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE
235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE
235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ROSCOMMON	MI	48653	(989) 275-8936
ROSCOMMON	MI	48653	(989) 275-8936
DEARBORN HEIGHTS	MI	48125	(313) 291-6200
DEARBORN HEIGHTS	MI	48125	(313) 291-6200
DEARBORN HEIGHTS	MI	48125	(313) 291-6200
DEARBORN HEIGHTS	MI	48125	(313) 291-6200
DEARBORN HEIGHTS	MI	48125	(313) 291-6200

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/07/2010	12/21/2010
12/07/2010	12/21/2010
04/27/2009	05/15/2009
09/28/2009	10/20/2009
06/02/2010	06/03/2010
09/20/2010	10/08/2010
09/20/2010	10/08/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

change drugs that cause unwanted effects.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE
235514	IMPERIAL HEALTHCARE CENTRE	26505 POWERS AVE
235515	LAKEVIEW MANOR HEALTHCARE CENTER	408 N FIFTH AVE
235515	LAKEVIEW MANOR HEALTHCARE CENTER	408 N FIFTH AVE
235515	LAKEVIEW MANOR HEALTHCARE CENTER	408 N FIFTH AVE
235516	RIVERGATE TERRACE	14141 PENNSYLVANIA
235516	RIVERGATE TERRACE	14141 PENNSYLVANIA
235516	RIVERGATE TERRACE	14141 PENNSYLVANIA

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DEARBORN HEIGHTS	MI	48125	(313) 291-6200
DEARBORN HEIGHTS	MI	48125	(313) 291-6200
TAWAS CITY	MI	48763	(989) 362-2211
TAWAS CITY	MI	48763	(989) 362-2211
TAWAS CITY	MI	48763	(989) 362-2211
RIVERVIEW	MI	48193	(734) 284-8000
RIVERVIEW	MI	48193	(734) 284-8000
RIVERVIEW	MI	48193	(734) 284-8000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/20/2010	10/08/2010
09/20/2010	10/08/2010
10/08/2008	10/20/2008
10/08/2008	10/20/2008
02/22/2011	03/11/2011
04/16/2009	05/01/2009
02/23/2010	03/08/2010
02/01/2011	03/01/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

residents.		
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235516	RIVERGATE TERRACE	14141 PENNSYLVANIA
235517	EAST LANSING HEALTH CARE CENTE	2815 NORTHWIND DR
235517	EAST LANSING HEALTH CARE CENTE	2815 NORTHWIND DR
235517	EAST LANSING HEALTH CARE CENTE	2815 NORTHWIND DR
235517	EAST LANSING HEALTH CARE CENTE	2815 NORTHWIND DR
235518	MAPLE WOODS MANOR	13137 NORTH CLIO ROAD
235518	MAPLE WOODS MANOR	13137 NORTH CLIO ROAD
235519	KING NURSING & REHABILITATION COMMUNITY	2280 TOWER HILL RD
235519	KING NURSING & REHABILITATION COMMUNITY	2280 TOWER HILL RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW	MI	48193	(734) 284-8000
EAST LANSING	MI	48823	(517) 332-0817
EAST LANSING	MI	48823	(517) 332-0817
EAST LANSING	MI	48823	(517) 332-0817
EAST LANSING	MI	48823	(517) 332-0817
CLIO	MI	48420	(810) 686-2600
CLIO	MI	48420	(810) 686-2600
HOUGHTON LAKE	MI	48629	(989) 422-5153
HOUGHTON LAKE	MI	48629	(989) 422-5153

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/01/2011	03/01/2011
11/26/2008	01/12/2009
06/15/2010	10/13/2010
06/15/2010	10/13/2010
06/23/2010	07/30/2010
01/10/2008	02/25/2008
01/10/2008	02/25/2008
07/22/2008	08/01/2008
07/22/2008	08/01/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Nutrition and Dietary Deficiencies

the public.		
Follow all laws and professional standards.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
Make sure that the attending doctor orders special diets.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235520	MERCY MEMORIAL NURSING CENTER	700 STEWART RD
235520	MERCY MEMORIAL NURSING CENTER	700 STEWART RD
235520	MERCY MEMORIAL NURSING CENTER	700 STEWART RD
235521	MANOR OF WAYNE CONTINUING CARE CENTER	4427 VENOY RD
235521	MANOR OF WAYNE CONTINUING CARE CENTER	4427 VENOY RD
235521	MANOR OF WAYNE CONTINUING CARE CENTER	4427 VENOY RD
235521	MANOR OF WAYNE CONTINUING CARE CENTER	4427 VENOY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MONROE	MI	48161	(734) 240-1740
MONROE	MI	48161	(734) 240-1740
MONROE	MI	48161	(734) 240-1740
WAYNE	MI	48184	(734) 729-4436
WAYNE	MI	48184	(734) 729-4436
WAYNE	MI	48184	(734) 729-4436
WAYNE	MI	48184	(734) 729-4436

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/02/2010	06/05/2010
06/02/2010	06/05/2010
06/02/2010	06/05/2010
08/25/2008	08/29/2008
08/25/2008	08/29/2008
10/29/2009	11/12/2009
12/14/2010	01/24/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235521	MANOR OF WAYNE CONTINUING CARE CENTER	4427 VENOY RD
235523	OAKLAND NURSING CENTER	22401 FOSTER WINTER DR
235524	THE SPRINGS AT THE FOUNTAINS	1451 BRONSON WAY
235524	THE SPRINGS AT THE FOUNTAINS	1451 BRONSON WAY
235524	THE SPRINGS AT THE FOUNTAINS	1451 BRONSON WAY
235524	THE SPRINGS AT THE FOUNTAINS	1451 BRONSON WAY
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAYNE	MI	48184	(734) 729-4436
SOUTHFIELD	MI	48075	(248) 423-5100
KALAMAZOO	MI	49009	(269) 567-5904
KALAMAZOO	MI	49009	(269) 567-5904
KALAMAZOO	MI	49009	(269) 567-5904
KALAMAZOO	MI	49009	(269) 567-5904
DETROIT	MI	48205	(313) 372-4065

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/14/2010	01/24/2011
11/22/2010	11/23/2010
05/26/2009	08/14/2009
05/26/2009	08/14/2009
10/29/2010	12/17/2010
10/29/2010	12/17/2010
06/11/2008	07/14/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/02/2008	12/26/2008
10/02/2008	12/26/2008
10/02/2008	12/26/2008
05/26/2009	09/22/2009
05/26/2009	09/22/2009
05/26/2009	08/04/2009
05/26/2009	08/31/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009	08/04/2009
05/26/2009	08/04/2009
05/26/2009	08/04/2009
05/26/2009	08/04/2009
07/17/2009	08/31/2009
07/17/2009	08/31/2009
08/18/2009	09/22/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

accidents.		
Properly mark drugs and other similar products.	Pattern	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Immediate jeopardy to resident health or safety
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/18/2009	09/22/2009
08/18/2009	09/22/2009
11/17/2009	12/28/2009
11/17/2009	12/28/2009
06/03/2010	06/17/2010
06/03/2010	06/17/2010
06/03/2010	06/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235527	ST JAMES NURSING CENTER	15063 GRATIOT AVE
235528	THE VILLAGE OF EAST HARBOR	33875 KIELY DR
235530	MARYWOOD NURSING CARE CENTER	36975 W FIVE MILE RD
235530	MARYWOOD NURSING CARE CENTER	36975 W FIVE MILE RD
235531	ALPHA MANOR NURSING HOME	440 E GRAND BLVD
235531	ALPHA MANOR NURSING HOME	440 E GRAND BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
DETROIT	MI	48205	(313) 372-4065
CHESTERFIELD TOWNSHI	MI	48047	(586) 725-6030
LIVONIA	MI	48154	(734) 464-0600
LIVONIA	MI	48154	(734) 464-0600
DETROIT	MI	48207	(313) 579-2900
DETROIT	MI	48207	(313) 579-2900

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/24/2010	06/28/2010
06/24/2010	06/28/2010
08/31/2010	10/28/2010
11/12/2009	12/02/2009
04/01/2008	04/02/2008
07/20/2010	09/03/2010
06/25/2009	07/27/2009
06/25/2009	07/27/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235531	ALPHA MANOR NURSING HOME	440 E GRAND BLVD
235532	ASHLEY CARE CENTER	103 EAST WALLACE STREET
235532	ASHLEY CARE CENTER	103 EAST WALLACE STREET
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48207	(313) 579-2900
ASHLEY	MI	48806	(989) 847-2011
ASHLEY	MI	48806	(989) 847-2011
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/08/2010	10/12/2010
04/28/2009	07/23/2009
09/28/2009	10/22/2009
12/30/2008	01/29/2009
07/31/2009	08/25/2009
02/19/2010	03/29/2010
04/06/2010	04/20/2010
04/28/2010	05/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

highest quality of life possible.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR
235536	MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	675 WAGNER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244
BATTLE CREEK	MI	49017	(269) 969-6244

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010	05/17/2010
05/10/2010	05/17/2010
05/10/2010	05/17/2010
07/16/2010	07/16/2010
07/16/2010	07/16/2010
07/16/2010	07/16/2010
07/16/2010	07/16/2010
07/16/2010	07/16/2010
07/16/2010	07/16/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Get rid of garbage properly.	Isolated	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235538	RIDGECREST HEALTH CAMPUS	703 ROBINSON RD
235539	MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	16181 HUBBELL ST
235539	MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	16181 HUBBELL ST
235539	MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	16181 HUBBELL ST
235539	MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	16181 HUBBELL ST
235539	MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	16181 HUBBELL ST
235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE
235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49203	(517) 787-5140
DETROIT	MI	48235	(313) 273-8764
DETROIT	MI	48235	(313) 273-8764
DETROIT	MI	48235	(313) 273-8764
DETROIT	MI	48235	(313) 273-8764
DETROIT	MI	48235	(313) 273-8764
KENTWOOD	MI	49512	(616) 643-2500
KENTWOOD	MI	49512	(616) 643-2500

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/22/2010	07/15/2010
10/09/2009	11/02/2009
10/09/2009	11/02/2009
04/02/2010	04/05/2010
06/14/2010	08/19/2010
07/13/2010	08/19/2010
03/21/2008	05/02/2008
04/24/2008	05/02/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

abuse, neglect or mistreatment of residents.		
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home	Isolated	Immediate jeopardy to resident health or

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE
235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE
235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE
235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE
235540	HOLLAND HOME - BRETON MANOR	2589 44TH ST SE
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KENTWOOD	MI	49512	(616) 643-2500
KENTWOOD	MI	49512	(616) 643-2500
KENTWOOD	MI	49512	(616) 643-2500
KENTWOOD	MI	49512	(616) 643-2500
KENTWOOD	MI	49512	(616) 643-2500
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/05/2008	06/20/2008
06/05/2008	06/20/2008
06/05/2008	06/20/2008
12/15/2009	01/21/2010
02/12/2008	03/11/2008
02/12/2008	03/11/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD

TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/07/2009	03/20/2009
01/07/2009	03/20/2009
01/07/2009	03/20/2009
01/07/2009	03/20/2009
01/07/2009	03/20/2009
01/07/2009	03/20/2009
01/07/2009	03/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235541	TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	22950 NORTHLINE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
TAYLOR	MI	48180	(734) 287-1230
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/25/2009	07/02/2009
12/22/2009	01/30/2010
03/18/2010	05/03/2010
07/29/2009	09/15/2009
07/29/2009	09/15/2009
07/29/2009	09/15/2009
07/29/2009	09/15/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

abuse, neglect or mistreatment of residents.		
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/29/2009	09/15/2009
07/29/2009	09/15/2009
12/09/2010	03/01/2011
12/09/2010	03/01/2011
12/09/2010	03/01/2011
12/09/2010	03/01/2011
12/09/2010	03/01/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

accidents.		
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235542	TENDERCARE OF WESTWOOD	2575 N DRAKE RD
235543	LINCOLN HAVEN NURSING & REHAB COMMUNITY	950 BARLOW RD, BOX 400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
KALAMAZOO	MI	49007	(269) 342-0206
LINCOLN	MI	48742	(989) 736-8481

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/09/2010	03/01/2011
12/09/2010	03/01/2011
12/09/2010	03/01/2011
12/09/2010	03/01/2011
02/03/2011	03/14/2011
02/03/2011	03/14/2011
02/03/2011	03/14/2011
03/18/2011	04/04/2011
02/06/2008	02/15/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

	COMMUNITY	400
235543	LINCOLN HAVEN NURSING & REHAB COMMUNITY	950 BARLOW RD, BOX 400
235543	LINCOLN HAVEN NURSING & REHAB COMMUNITY	950 BARLOW RD, BOX 400
235543	LINCOLN HAVEN NURSING & REHAB COMMUNITY	950 BARLOW RD, BOX 400
235543	LINCOLN HAVEN NURSING & REHAB COMMUNITY	950 BARLOW RD, BOX 400
235544	ORCHARD GROVE EXTENDED CARE CE	1385 E EMPIRE AVE
235544	ORCHARD GROVE EXTENDED CARE CE	1385 E EMPIRE AVE
235544	ORCHARD GROVE EXTENDED CARE CE	1385 E EMPIRE AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LINCOLN	MI	48742	(989) 736-8481
LINCOLN	MI	48742	(989) 736-8481
LINCOLN	MI	48742	(989) 736-8481
LINCOLN	MI	48742	(989) 736-8481
BENTON HARBOR	MI	49022	(269) 925-0033
BENTON HARBOR	MI	49022	(269) 925-0033
BENTON HARBOR	MI	49022	(269) 925-0033

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/04/2009	02/20/2009
12/28/2010	01/25/2011
12/28/2010	01/25/2011
12/28/2010	01/25/2011
11/03/2010	11/19/2010
11/03/2010	11/19/2010
11/03/2010	11/19/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies

area is free of dangers that cause accidents.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
At least once a month, have a	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/14/2008	08/22/2008
07/14/2008	08/22/2008
08/28/2008	09/24/2008
08/28/2008	09/24/2008
05/27/2009	06/17/2009
11/24/2009	12/11/2009
06/14/2010	08/03/2010
07/28/2010	08/03/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

licensed pharmacist check the drugs that each resident takes.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Provide social services for related medical problems to help each	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235545	NORTHFIELD PLACE	8633 N MAIN ST
235547	LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	37700 HARPER AVENUE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
WHITMORE LAKE	MI	48189	(734) 449-4431
CLINTON TOWNSHIP	MI	48036	(586) 468-0827

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/10/2010	12/14/2010
11/10/2010	12/14/2010
11/10/2010	12/14/2010
11/10/2010	12/14/2010
05/16/2008	06/20/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies

medical problems to help each resident achieve the highest possible quality of life.		harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235547	LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	37700 HARPER AVENUE
235547	LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	37700 HARPER AVENUE
235547	LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	37700 HARPER AVENUE
235547	LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	37700 HARPER AVENUE
235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE
235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CLINTON TOWNSHIP	MI	48036	(586) 468-0827
CLINTON TOWNSHIP	MI	48036	(586) 468-0827
CLINTON TOWNSHIP	MI	48036	(586) 468-0827
CLINTON TOWNSHIP	MI	48036	(586) 468-0827
HOLLAND	MI	49423	(616) 820-7679
HOLLAND	MI	49423	(616) 820-7679

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/16/2008	06/20/2008
04/14/2010	05/17/2010
04/14/2010	05/17/2010
06/18/2010	07/13/2010
07/14/2010	08/13/2010
07/14/2010	08/13/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

properly.		
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE
235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE
235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE
235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE
235548	INN AT FREEDOM VILLAGE, THE	145 COLUMBIA AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND	MI	49423	(616) 820-7679
HOLLAND	MI	49423	(616) 820-7679
HOLLAND	MI	49423	(616) 820-7679
HOLLAND	MI	49423	(616) 820-7679
HOLLAND	MI	49423	(616) 820-7679
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/14/2010	08/13/2010
07/14/2010	08/13/2010
10/07/2010	10/26/2010
10/07/2010	10/26/2010
10/07/2010	10/26/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235549	ROOSEVELT PARK NURSING AND	1300 W BROADWAY

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221
MUSKEGON	MI	49441	(231) 755-2221

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/29/2010	09/17/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010
07/29/2010	09/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for	Pattern	Minimal harm or potential for actual

	REHABILITATION COMMUNIT	AVE
235549	ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	1300 W BROADWAY AVE
235551	OUR LADY OF MERCY HEALTH AND REHAB	52225 B AVENUE
235551	OUR LADY OF MERCY HEALTH AND REHAB	52225 B AVENUE
235551	OUR LADY OF MERCY HEALTH AND REHAB	52225 B AVENUE
235552	CYPRESS MANOR HEALTH AND REHAB	1400 POPLAR ST
235552	CYPRESS MANOR HEALTH AND REHAB	1400 POPLAR ST
235552	CYPRESS MANOR HEALTH AND REHAB	1400 POPLAR ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49441	(231) 755-2221
HUBBELL	MI	49934	(906) 296-3301
HUBBELL	MI	49934	(906) 296-3301
HUBBELL	MI	49934	(906) 296-3301
HANCOCK	MI	49930	(906) 482-6644
HANCOCK	MI	49930	(906) 482-6644
HANCOCK	MI	49930	(906) 482-6644

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/29/2010	09/17/2010
10/13/2008	11/20/2008
01/06/2009	02/18/2009
09/30/2009	11/25/2009
04/07/2009	05/18/2009
01/26/2010	02/26/2010
01/26/2010	02/26/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

every resident in a way that maximizes the resident's well being.		harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Widespread	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235552	CYPRESS MANOR HEALTH AND REHAB	1400 POPLAR ST
235552	CYPRESS MANOR HEALTH AND REHAB	1400 POPLAR ST
235553	TENDERCARE HEALTH CENTER-ROGERS CITY	555 N BRADLEY HWY
235553	TENDERCARE HEALTH CENTER-ROGERS CITY	555 N BRADLEY HWY
235554	EASTWOOD NURSING CENTER	900 MAAS ST
235554	EASTWOOD NURSING CENTER	900 MAAS ST
235554	EASTWOOD NURSING CENTER	900 MAAS ST
235555	CANTERBURY-ON-THE-LAKE	5601 HATCHERY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HANCOCK	MI	49930	(906) 482-6644
HANCOCK	MI	49930	(906) 482-6644
ROGERS CITY	MI	49779	(989) 734-2151
ROGERS CITY	MI	49779	(989) 734-2151
NEGAUNEE	MI	49866	(906) 475-7500
NEGAUNEE	MI	49866	(906) 475-7500
NEGAUNEE	MI	49866	(906) 475-7500
WATERFORD	MI	48329	(248) 674-9292

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/02/2010	09/10/2010
02/09/2011	03/11/2011
06/02/2008	06/13/2008
11/06/2008	12/02/2008
11/18/2008	11/24/2008
03/31/2009	04/23/2009
02/04/2011	03/11/2011
01/21/2009	03/06/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

of residents and theft of residents' property.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235555	CANTERBURY-ON-THE-LAKE	5601 HATCHERY RD
235556	WOODWARD HILLS NURSING CENTER	39312 WOODWARD
235556	WOODWARD HILLS NURSING CENTER	39312 WOODWARD
235556	WOODWARD HILLS NURSING CENTER	39312 WOODWARD
235556	WOODWARD HILLS NURSING CENTER	39312 WOODWARD
235558	MENOMINEE CARE CENTER	501 SECOND ST, BOX 246
235558	MENOMINEE CARE CENTER	501 SECOND ST, BOX 246

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WATERFORD	MI	48329	(248) 674-9292
BLOOMFIELD HILLS	MI	48304	(248) 644-5522
BLOOMFIELD HILLS	MI	48304	(248) 644-5522
BLOOMFIELD HILLS	MI	48304	(248) 644-5522
BLOOMFIELD HILLS	MI	48304	(248) 644-5522
MENOMINEE	MI	49858	(906) 863-9941
MENOMINEE	MI	49858	(906) 863-9941

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/01/2010	11/12/2010
08/21/2008	09/22/2008
11/30/2009	12/22/2009
11/30/2009	12/22/2009
11/30/2009	12/22/2009
01/03/2008	02/04/2008
01/06/2009	02/04/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

his or her health status.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235558	MENOMINEE CARE CENTER	501 SECOND ST, BOX 246
235558	MENOMINEE CARE CENTER	501 SECOND ST, BOX 246
235558	MENOMINEE CARE CENTER	501 SECOND ST, BOX 246
235558	MENOMINEE CARE CENTER	501 SECOND ST, BOX 246
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MENOMINEE	MI	49858	(906) 863-9941
MENOMINEE	MI	49858	(906) 863-9941
MENOMINEE	MI	49858	(906) 863-9941
MENOMINEE	MI	49858	(906) 863-9941
WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/06/2009	02/04/2009
04/23/2009	06/05/2009
11/10/2010	12/03/2010
11/10/2010	12/03/2010
04/18/2008	06/15/2008
04/18/2008	06/15/2008
04/18/2008	09/10/2008
12/04/2009	01/11/2010
03/16/2010	04/02/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Minimal harm or potential for actual harm

	WAYNE	
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235559	TRANSITIONAL HEALTH SERVICES OF WAYNE	34330 VAN BORN RD
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740
WAYNE	MI	48184	(734) 721-0740
LANSING	MI	48911	(517) 393-5680

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/16/2010	04/02/2010
06/03/2010	07/09/2010
06/03/2010	07/09/2010
12/09/2010	12/31/2010
07/03/2008	08/21/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

abuse, physical punishment, and being separated from others.		harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG

LANSING	MI	48911	(517) 393-5680
LANSING	MI	48911	(517) 393-5680
LANSING	MI	48911	(517) 393-5680
LANSING	MI	48911	(517) 393-5680
LANSING	MI	48911	(517) 393-5680
LANSING	MI	48911	(517) 393-5680
LANSING	MI	48911	(517) 393-5680

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/03/2008	09/25/2008
07/03/2008	08/21/2008
07/03/2008	09/25/2008
03/25/2009	05/22/2009
10/20/2009	11/20/2009
10/20/2009	11/20/2009
10/20/2009	11/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Quality Care Deficiencies

be transferred or discharged.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235561	PINES HEALTHCARE CENTER, THE	707 ARMSTRONG
235565	WESTGATE NURSING & REHAB COMMUNITY	1500 NORTH LOWELL STREET
235565	WESTGATE NURSING & REHAB COMMUNITY	1500 NORTH LOWELL STREET
235565	WESTGATE NURSING & REHAB COMMUNITY	1500 NORTH LOWELL STREET
235565	WESTGATE NURSING & REHAB COMMUNITY	1500 NORTH LOWELL STREET
235565	WESTGATE NURSING & REHAB COMMUNITY	1500 NORTH LOWELL STREET

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LANSING	MI	48911	(517) 393-5680
IRONWOOD	MI	49938	(906) 932-3867
IRONWOOD	MI	49938	(906) 932-3867
IRONWOOD	MI	49938	(906) 932-3867
IRONWOOD	MI	49938	(906) 932-3867
IRONWOOD	MI	49938	(906) 932-3867

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/06/2010	04/23/2010
06/25/2008	07/28/2008
06/25/2008	07/28/2008
06/25/2008	07/28/2008
06/25/2008	07/28/2008
03/25/2009	04/20/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235565	WESTGATE NURSING & REHAB COMMUNITY	1500 NORTH LOWELL STREET
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

IRONWOOD	MI	49938	(906) 932-3867
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/24/2010	04/15/2010
03/12/2008	04/07/2008
03/12/2008	04/07/2008
03/10/2009	03/17/2009
04/06/2009	04/13/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/06/2009	04/13/2009
04/06/2009	04/13/2009
08/27/2009	09/21/2009
08/27/2009	09/21/2009
09/17/2009	10/13/2009
09/09/2010	09/29/2010
10/04/2010	10/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235566	TENDERCARE HEALTH CENTER OF CHEBOYGAN	824 S HURON PO BOX 408
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
CHEBOYGAN	MI	49721	(231) 627-4347
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/04/2010	10/28/2010
11/04/2010	12/09/2010
11/04/2010	12/09/2010
09/26/2008	10/10/2008
09/26/2008	10/10/2008
09/26/2008	10/10/2008
05/27/2009	06/26/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21

OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/27/2009	06/26/2009
08/19/2009	01/07/2010
08/19/2009	09/25/2009
03/09/2010	04/05/2010
03/09/2010	04/05/2010
03/09/2010	04/05/2010
03/24/2010	04/05/2010
09/01/2010	10/14/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

accidents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235569	OVID HEALTHCARE CENTER	9480 E M-21
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
OVID	MI	48866	(989) 834-2228
ANN ARBOR	MI	48108	(734) 971-3230

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/01/2010	01/07/2011
09/10/2010	10/14/2010
09/10/2010	10/14/2010
12/17/2010	01/31/2011
12/17/2010	01/31/2011
04/29/2009	07/25/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

being separated from others.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/29/2009	06/02/2009
04/29/2009	06/02/2009
12/08/2009	01/15/2010
12/08/2009	01/15/2010
12/08/2009	01/15/2010
12/08/2009	01/15/2010
01/05/2010	01/29/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

be transferred or discharged.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/05/2010	01/29/2010
01/05/2010	01/29/2010
06/18/2010	07/14/2010
06/18/2010	07/14/2010
06/18/2010	07/14/2010
06/18/2010	09/16/2010
06/18/2010	07/14/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235570	WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	3370 EAST MORGAN RD
235572	WHITEHALL HEALTHCARE CENTER OF NOVI	43455 W TEN MILE RD
235572	WHITEHALL HEALTHCARE CENTER OF NOVI	43455 W TEN MILE RD
235572	WHITEHALL HEALTHCARE CENTER OF NOVI	43455 W TEN MILE RD
235572	WHITEHALL HEALTHCARE CENTER OF NOVI	43455 W TEN MILE RD
235573	COUNTRYSIDE NURSING AND	120 BASELINE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ANN ARBOR	MI	48108	(734) 971-3230
ANN ARBOR	MI	48108	(734) 971-3230
NOVI	MI	48375	(248) 349-2200
NOVI	MI	48375	(248) 349-2200
NOVI	MI	48375	(248) 349-2200
NOVI	MI	48375	(248) 349-2200
SOUTH HAVEN	MI	49090	(269) 637-8411

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/18/2010	07/14/2010
12/01/2010	12/30/2010
08/13/2008	09/12/2008
08/13/2008	09/12/2008
08/13/2008	09/12/2008
01/11/2010	02/15/2010
02/06/2008	02/07/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

	REHABILITATION COMMUNITY	
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND	120 BASELINE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

area is free of dangers that cause accidents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

MI Complaint
Based on Nursing Home Compare - Complaint Deficiency

	REHABILITATION COMMUNITY	
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235573	COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	120 BASELINE RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
SOUTH HAVEN	MI	49090	(269) 637-8411
JACKSON	MI	49203	(517) 787-4150

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009	07/25/2009
05/26/2009	07/25/2009
05/26/2009	07/25/2009
06/15/2009	07/25/2009
05/28/2010	07/05/2010
05/28/2010	07/05/2010
05/06/2009	06/22/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

training for the nurse aides.		
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/06/2009	08/28/2009
05/06/2009	06/22/2009
10/21/2009	01/19/2010
10/21/2009	01/19/2010
10/21/2009	03/03/2010
10/21/2009	01/19/2010
10/21/2009	01/19/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150
JACKSON	MI	49203	(517) 787-4150

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/21/2009	01/19/2010
10/21/2009	03/03/2010
10/21/2009	01/19/2010
12/04/2009	01/19/2010
12/04/2009	03/03/2010
12/04/2009	01/19/2010
05/17/2010	05/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235574	COUNTRYSIDE CARE CENTER	2121 ROBINSON RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

JACKSON	MI	49203	(517) 787-4150
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/21/2010	11/05/2010
05/28/2008	07/18/2008
02/17/2009	02/27/2009
02/17/2009	02/27/2009
08/25/2009	09/18/2009
02/17/2010	03/23/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235578	FOUR SEASONS NURSING CENTER OF WESTLAND	8365 NEWBURGH RD
235580	HEARTLAND HEALTH CARE CENTER-ANN	4701 E. HURON RIVER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
WESTLAND	MI	48185	(734) 416-2000
ANN ARBOR	MI	48105	(734) 975-2600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/17/2010	03/23/2010
02/17/2010	03/23/2010
08/20/2010	09/10/2010
12/29/2010	01/14/2011
12/29/2010	01/14/2011
03/07/2008	04/16/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the	Pattern	Minimal harm or potential for actual

	ARBOR	DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/07/2008	04/16/2008
08/05/2009	09/17/2009
08/05/2009	09/17/2009
02/08/2010	03/17/2010
08/18/2010	09/15/2010
09/10/2010	10/20/2010
10/22/2010	12/15/2010
10/22/2010	12/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

needs and preferences of each resident.		harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235580	HEARTLAND HEALTH CARE CENTER-ANN ARBOR	4701 E. HURON RIVER DR
235582	EVERGREEN HEALTH & LIVING CTR	19933 WEST THIRTEEN MILE ROAD
235582	EVERGREEN HEALTH & LIVING CTR	19933 WEST THIRTEEN MILE ROAD
235582	EVERGREEN HEALTH & LIVING CTR	19933 WEST THIRTEEN MILE ROAD
235582	EVERGREEN HEALTH & LIVING CTR	19933 WEST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ANN ARBOR	MI	48105	(734) 975-2600
ANN ARBOR	MI	48105	(734) 975-2600
SOUTHFIELD	MI	48076	(248) 203-9000
SOUTHFIELD	MI	48076	(248) 203-9000
SOUTHFIELD	MI	48076	(248) 203-9000
SOUTHFIELD	MI	48076	(248) 203-9000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/22/2010	01/14/2011
10/22/2010	12/15/2010
05/18/2009	05/19/2009
05/18/2009	05/19/2009
08/27/2009	09/22/2009
08/27/2009	09/22/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies

and self respect.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other	Pattern	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		THIRTEEN MILE ROAD
235583	TENDERCARE GREEN VIEW	1234 GOLF COURSE RD
235583	TENDERCARE GREEN VIEW	1234 GOLF COURSE RD
235584	ARGENTINE CARE CENTER	9051 SILVER LAKE RD
235584	ARGENTINE CARE CENTER	9051 SILVER LAKE RD
235584	ARGENTINE CARE CENTER	9051 SILVER LAKE RD
235587	LUTHERAN HOME LIVONIA	28910 PLYMOUTH ROAD
235587	LUTHERAN HOME LIVONIA	28910 PLYMOUTH ROAD
235587	LUTHERAN HOME LIVONIA	28910 PLYMOUTH ROAD
235587	LUTHERAN HOME LIVONIA	28910 PLYMOUTH ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ALPENA	MI	49707	(989) 356-1030
ALPENA	MI	49707	(989) 356-1030
LINDEN	MI	48451	(810) 735-9487
LINDEN	MI	48451	(810) 735-9487
LINDEN	MI	48451	(810) 735-9487
LIVONIA	MI	48150	(734) 425-4814
LIVONIA	MI	48150	(734) 425-4814
LIVONIA	MI	48150	(734) 425-4814
LIVONIA	MI	48150	(734) 425-4814

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/23/2009	07/15/2009
08/05/2009	08/27/2009
06/05/2008	07/12/2008
11/16/2009	01/04/2010
08/30/2010	09/27/2010
06/12/2008	08/04/2008
10/27/2008	10/15/2008
01/19/2010	02/26/2010
03/15/2010	03/31/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

similar products.		harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

		ROAD
235587	LUTHERAN HOME LIVONIA	28910 PLYMOUTH ROAD
235588	MAPLE VALLEY NURSING HOME	1086 W. BURDICKVILLE ROAD
235588	MAPLE VALLEY NURSING HOME	1086 W. BURDICKVILLE ROAD
235588	MAPLE VALLEY NURSING HOME	1086 W. BURDICKVILLE ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48150	(734) 425-4814
MAPLE CITY	MI	49664	(231) 228-5895
MAPLE CITY	MI	49664	(231) 228-5895
MAPLE CITY	MI	49664	(231) 228-5895

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/15/2010	03/31/2010
11/22/2010	12/07/2010
11/22/2010	12/07/2010
03/31/2011	05/09/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/21/2009	12/04/2009
10/21/2009	12/04/2009
10/21/2009	12/04/2009
10/21/2009	12/04/2009
10/21/2009	12/04/2009
10/21/2009	12/04/2009
10/21/2009	12/04/2009
08/11/2010	09/10/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies

significantly, or the resident must be transferred or discharged.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Immediate jeopardy to resident health or safety
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235589	LAKELAND CENTER (THE)	26900 FRANKLIN ROAD
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
SOUTHFIELD	MI	48034	(248) 350-8070
LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010	11/10/2010
09/30/2010	11/10/2010
09/30/2010	11/10/2010
09/30/2010	11/10/2010
07/29/2008	01/01/1900
09/22/2008	09/25/2008
09/22/2008	09/25/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND REHABILITATION	33600 LUTHER LANE
235590	LIVONIA WOODS NURSING AND	33600 LUTHER LANE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564
LIVONIA	MI	48154	(734) 421-6564

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/12/2009	12/02/2009
03/02/2010	03/30/2010
03/02/2010	03/30/2010
04/08/2010	05/10/2010
04/08/2010	05/10/2010
04/08/2010	05/10/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

	REHABILITATION	
235591	ROUBAL CARE AND REHAB CENTER	N 306 MAPLE STREET
235591	ROUBAL CARE AND REHAB CENTER	N 306 MAPLE STREET
235591	ROUBAL CARE AND REHAB CENTER	N 306 MAPLE STREET
235591	ROUBAL CARE AND REHAB CENTER	N 306 MAPLE STREET
235591	ROUBAL CARE AND REHAB CENTER	N 306 MAPLE STREET
235592	HURON WOODS NURSING CENTER	1395 S HURON RD
235593	HENRY FORD VILLAGE, INC	15051 FORD RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

STEPHENSON	MI	49887	(906) 753-4981
STEPHENSON	MI	49887	(906) 753-4981
STEPHENSON	MI	49887	(906) 753-4981
STEPHENSON	MI	49887	(906) 753-4981
STEPHENSON	MI	49887	(906) 753-4981
KAWKAWLIN	MI	48631	(989) 684-3210
DEARBORN	MI	48126	(313) 582-2097

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/16/2008	07/15/2008
07/30/2008	09/05/2008
03/08/2011	04/01/2011
03/08/2011	04/01/2011
03/08/2011	04/01/2011
03/24/2009	04/13/2009
01/03/2008	02/02/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

similar products.		harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that a working call system is available in each	Pattern	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235593	HENRY FORD VILLAGE, INC	15051 FORD RD
235593	HENRY FORD VILLAGE, INC	15051 FORD RD
235593	HENRY FORD VILLAGE, INC	15051 FORD RD
235593	HENRY FORD VILLAGE, INC	15051 FORD RD
235594	WEST WOODS OF NILES	1211 STATE LINE RD
235595	ST FRANCIS NURSING CENTER	1533 CADILLAC
235595	ST FRANCIS NURSING CENTER	1533 CADILLAC

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DEARBORN	MI	48126	(313) 582-2097
DEARBORN	MI	48126	(313) 582-2097
DEARBORN	MI	48126	(313) 582-2097
DEARBORN	MI	48126	(313) 582-2097
NILES	MI	49120	(269) 684-2810
DETROIT	MI	48214	(313) 823-0435
DETROIT	MI	48214	(313) 823-0435

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/02/2010	03/10/2010
02/02/2010	03/10/2010
05/14/2010	05/21/2010
05/14/2010	05/21/2010
05/20/2009	07/06/2009
09/24/2008	10/27/2008
11/09/2009	11/23/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

resident's room or bathroom and bathing area.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235595	ST FRANCIS NURSING CENTER	1533 CADILLAC
235595	ST FRANCIS NURSING CENTER	1533 CADILLAC
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48214	(313) 823-0435
DETROIT	MI	48214	(313) 823-0435
YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/09/2009	11/23/2009
02/15/2011	03/09/2011
08/07/2008	08/19/2008
08/07/2008	08/19/2008
08/07/2008	08/19/2008
04/10/2009	05/15/2009
09/24/2009	09/25/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

nutritional needs were met.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235596	SUPERIOR WOODS HEALTHCARE CENTER	8380 GEDDES RD
235598	RIVERIDGE MANOR	1333 WELLS ST
235598	RIVERIDGE MANOR	1333 WELLS ST
235599	THE CARRIAGE HOUSE OF BAY CITY	2394 MIDLAND RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600
YPSILANTI	MI	48198	(734) 547-7600
NILES	MI	49120	(269) 684-1111
NILES	MI	49120	(269) 684-1111
BAY CITY	MI	48706	(989) 684-2303

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/20/2011	02/22/2011
01/20/2011	02/22/2011
01/20/2011	02/22/2011
04/18/2008	06/05/2008
02/04/2011	02/07/2011
02/12/2009	03/24/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235599	THE CARRIAGE HOUSE OF BAY CITY	2394 MIDLAND RD
235599	THE CARRIAGE HOUSE OF BAY CITY	2394 MIDLAND RD
235599	THE CARRIAGE HOUSE OF BAY CITY	2394 MIDLAND RD
235599	THE CARRIAGE HOUSE OF BAY CITY	2394 MIDLAND RD
235600	MEDILODGE OF MONTROSE INC	9317 W VIENNA RD
235600	MEDILODGE OF MONTROSE INC	9317 W VIENNA RD
235601	IRON RIVER CARE CENTER	330 LINCOLN AVE
235605	COVENTRY HOUSE INN	3900 NILES RD
235606	FISHER CONVALESCENT HOME	521 OHMER RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BAY CITY	MI	48706	(989) 684-2303
BAY CITY	MI	48706	(989) 684-2303
BAY CITY	MI	48706	(989) 684-2303
BAY CITY	MI	48706	(989) 684-2303
MONTROSE	MI	48457	(810) 639-6171
MONTROSE	MI	48457	(810) 639-6171
IRON RIVER	MI	49935	(906) 265-5168
ST JOSEPH	MI	49085	(269) 428-1111
MAYVILLE	MI	48744	(989) 843-6185

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/12/2009	03/24/2009
02/12/2009	03/24/2009
12/28/2009	01/15/2010
08/02/2010	11/01/2010
01/08/2010	02/15/2010
01/08/2010	02/15/2010
09/23/2009	10/14/2009
06/28/2010	07/12/2010
01/16/2009	01/25/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

quality.		
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep all essential equipment working safely.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235606	FISHER CONVALESCENT HOME	521 OHMER RD
235609	THE VILLAGE REHABILITATION AND CARE CENTER	22600 ARMADA RIDGE RD
235609	THE VILLAGE REHABILITATION AND CARE CENTER	22600 ARMADA RIDGE RD
235609	THE VILLAGE REHABILITATION AND CARE CENTER	22600 ARMADA RIDGE RD
235611	ORCHARD CREEK SKILLED NURSING	9731 EAST CHERRY BEND ROAD
235611	ORCHARD CREEK SKILLED NURSING	9731 EAST CHERRY BEND ROAD
235611	ORCHARD CREEK SKILLED NURSING	9731 EAST CHERRY

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MAYVILLE	MI	48744	(989) 843-6185
ARMADA	MI	48005	(586) 784-5322
ARMADA	MI	48005	(586) 784-5322
ARMADA	MI	48005	(586) 784-5322
TRAVERSE CITY	MI	49684	(231) 932-9272
TRAVERSE CITY	MI	49684	(231) 932-9272
TRAVERSE CITY	MI	49684	(231) 932-9272

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

08/18/2009	08/20/2009
09/22/2009	10/14/2009
01/29/2010	03/05/2010
11/09/2010	11/10/2010
03/11/2009	04/03/2009
08/04/2009	11/03/2009
08/04/2009	11/03/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies

items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Properly care for residents	Isolated	Minimal harm or potential for actual

		BEND ROAD
235613	MAPLE MANOR REHAB CENTER	3999 VENOY ROAD
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW
235614	COVENANT VILLAGE OF THE GREAT LAKES	2520 LAKE MICHIGAN DRIVE NW

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAYNE	MI	48184	(734) 727-0440
GRAND RAPIDS	MI	49504	(616) 735-6050
GRAND RAPIDS	MI	49504	(616) 735-6050
GRAND RAPIDS	MI	49504	(616) 735-6050
GRAND RAPIDS	MI	49504	(616) 735-6050
GRAND RAPIDS	MI	49504	(616) 735-6050
GRAND RAPIDS	MI	49504	(616) 735-6050

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/24/2008	08/15/2008
10/30/2008	12/01/2008
10/30/2008	12/01/2008
10/30/2008	12/01/2008
10/30/2008	12/01/2008
10/30/2008	12/01/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies

needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Keep all essential equipment working safely.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level	Isolated	Immediate jeopardy to resident health or safety

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

02/28/2008	03/20/2008
02/28/2008	03/20/2008
06/05/2009	07/10/2009
09/24/2009	10/14/2009
01/04/2010	01/28/2010
12/08/2010	12/22/2010
12/08/2010	12/22/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies

of well being for each resident.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are well nourished.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235615	CARETEL INNS OF BRIGHTON	1014 E GRAND RIVER
235616	JOSEPHSON NURSING HOME	634 E AYER ST
235616	JOSEPHSON NURSING HOME	634 E AYER ST
235616	JOSEPHSON NURSING HOME	634 E AYER ST
235617	WIL MAR CONVALESCENT HOME	7700 MCCLELLAN
235618	HEARTLAND HEALTH CARE CENTER-CANTON	7025 LILLEY ROAD
235618	HEARTLAND HEALTH CARE CENTER-CANTON	7025 LILLEY ROAD
235618	HEARTLAND HEALTH CARE CENTER-CANTON	7025 LILLEY ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
BRIGHTON	MI	48116	(810) 220-5222
IRONWOOD	MI	49938	(906) 932-2006
IRONWOOD	MI	49938	(906) 932-2006
IRONWOOD	MI	49938	(906) 932-2006
UTICA	MI	48317	(586) 739-7700
CANTON	MI	48187	(734) 394-3100
CANTON	MI	48187	(734) 394-3100
CANTON	MI	48187	(734) 394-3100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/08/2010	12/22/2010
12/08/2010	12/22/2010
12/08/2010	12/22/2010
10/21/2008	12/02/2008
10/21/2008	12/02/2008
03/02/2009	04/01/2009
02/17/2010	03/02/2010
08/11/2009	09/16/2009
08/11/2009	09/16/2009
03/05/2010	04/14/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

	CANTON	
235618	HEARTLAND HEALTH CARE CENTER-CANTON	7025 LILLEY ROAD
235618	HEARTLAND HEALTH CARE CENTER-CANTON	7025 LILLEY ROAD
235618	HEARTLAND HEALTH CARE CENTER-CANTON	7025 LILLEY ROAD
235619	CHURCH OF CHRIST CARE CENTER	23575 15 MILE RD
235619	CHURCH OF CHRIST CARE CENTER	23575 15 MILE RD
235620	ST JUDE NURSING CENTER	34350 ANN ARBOR TR
235620	ST JUDE NURSING CENTER	34350 ANN ARBOR TR
235620	ST JUDE NURSING CENTER	34350 ANN ARBOR TR

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

CANTON	MI	48187	(734) 394-3100
CANTON	MI	48187	(734) 394-3100
CANTON	MI	48187	(734) 394-3100
CLINTON TOWNSHIP	MI	48035	(586) 791-2470
CLINTON TOWNSHIP	MI	48035	(586) 791-2470
LIVONIA	MI	48150	(734) 261-4800
LIVONIA	MI	48150	(734) 261-4800
LIVONIA	MI	48150	(734) 261-4800

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010	04/14/2010
06/18/2010	07/14/2010
01/24/2011	02/28/2011
01/18/2008	03/07/2008
08/25/2010	09/16/2010
04/07/2009	04/17/2009
04/21/2010	05/28/2010
04/21/2010	05/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235621	REGENCY ON THE LAKE - FORT GRATIOT	5669 LAKESHORE
235621	REGENCY ON THE LAKE - FORT GRATIOT	5669 LAKESHORE
235621	REGENCY ON THE LAKE - FORT GRATIOT	5669 LAKESHORE
235622	QUALICARE NURSING HOME	695 E GRAND BLVD
235622	QUALICARE NURSING HOME	695 E GRAND BLVD
235622	QUALICARE NURSING HOME	695 E GRAND BLVD
235623	ROYALTON MANOR, L L C	288 PEACE BLVD
235623	ROYALTON MANOR, L L C	288 PEACE BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

FORT GRATIOT	MI	48059	(810) 385-7260
FORT GRATIOT	MI	48059	(810) 385-7260
FORT GRATIOT	MI	48059	(810) 385-7260
DETROIT	MI	48207	(313) 925-6655
DETROIT	MI	48207	(313) 925-6655
DETROIT	MI	48207	(313) 925-6655
ST JOSEPH	MI	49085	(269) 556-9050
ST JOSEPH	MI	49085	(269) 556-9050

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/13/2008	06/13/2008
05/13/2008	06/13/2008
01/06/2010	01/21/2010
07/15/2008	08/30/2008
06/15/2009	07/15/2009
06/15/2009	07/15/2009
07/23/2008	08/25/2008
07/23/2008	08/25/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Have licensed, certified, or registered staff to give needed services.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who	Isolated	Minimal harm or potential for actual

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235623	ROYALTON MANOR, L L C	288 PEACE BLVD
235623	ROYALTON MANOR, L L C	288 PEACE BLVD
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

ST JOSEPH	MI	49085	(269) 556-9050
ST JOSEPH	MI	49085	(269) 556-9050
HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/23/2008	08/25/2008
07/23/2008	08/25/2008
04/16/2008	06/05/2008
07/23/2008	09/11/2008
07/23/2008	08/30/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

cannot care for themselves receive help with eating/drinking, grooming and hygiene.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

01/22/2009	02/24/2009
01/22/2009	02/24/2009
01/22/2009	02/24/2009
01/22/2009	02/24/2009
07/08/2009	08/21/2009
07/08/2009	08/21/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235624	PORTAGEPOINTE	500 CAMPUS DRIVE
235625	JORDANS NURSING HOME	9935 RED ARROW HWY
235625	JORDANS NURSING HOME	9935 RED ARROW HWY
235625	JORDANS NURSING HOME	9935 RED ARROW HWY
235626	HEARTLAND HEALTH CARE CENTER-OAKLAND	925 W SOUTH BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HANCOCK	MI	49930	(906) 483-1000
HANCOCK	MI	49930	(906) 483-1000
BRIDGMAN	MI	49106	(269) 465-3017
BRIDGMAN	MI	49106	(269) 465-3017
BRIDGMAN	MI	49106	(269) 465-3017
TROY	MI	48085	(248) 729-4400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

11/22/2010	01/10/2011
02/23/2011	04/01/2011
01/28/2008	04/04/2008
11/20/2009	01/07/2010
11/20/2009	01/07/2010
12/21/2009	02/01/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies

need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235626	HEARTLAND HEALTH CARE CENTER-OAKLAND	925 W SOUTH BLVD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND	4429 VENOY RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

TROY	MI	48085	(248) 729-4400
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/21/2009	02/01/2010
05/07/2008	06/26/2008
05/07/2008	06/26/2008
05/07/2008	06/26/2008
05/07/2008	06/26/2008
05/07/2008	06/26/2008
05/07/2008	06/26/2008
05/07/2008	06/26/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Have drugs and other similar	Isolated	Minimal harm or potential for actual

	REHABILITATION	
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235627	MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	4429 VENOY RD
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
WAYNE	MI	48184	(734) 326-6424
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/07/2008	06/26/2008
05/07/2008	06/26/2008
11/03/2008	12/17/2008
11/03/2008	12/17/2008
05/04/2010	05/28/2010
07/29/2009	09/01/2009
07/29/2009	09/01/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

products available, which are needed every day and in emergencies, and give them out properly.		harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369
235628	JAMIESON NURSING HOME	790 S US HWY 23, BOX 369

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889
HARRISVILLE	MI	48740	(989) 724-6889

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

07/29/2009	09/01/2009
07/20/2010	08/12/2010
07/20/2010	08/12/2010
07/20/2010	08/12/2010
01/26/2011	02/04/2011
01/26/2011	02/04/2011
01/26/2011	02/04/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies

residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235630	TENDERCARE HEALTH & REHAB CENTER OF WYOMING	2786 56 STREET, SW
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

WYOMING	MI	49418	(616) 261-3960
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/15/2008	10/17/2008
01/22/2008	03/07/2008
01/22/2008	03/07/2008
10/09/2008	10/24/2008
10/09/2008	10/24/2008
11/24/2008	12/30/2008
11/24/2008	12/30/2008

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies
Health	Environmental Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235631	EAST GRAND NURSING HOME	130 E GRAND BLVD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48207	(313) 824-8224

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/27/2009	05/28/2009
05/27/2009	05/28/2009
03/22/2010	07/02/2010
03/22/2010	07/02/2010
03/22/2010	07/02/2010
03/22/2010	07/02/2010
04/27/2010	05/21/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235631	EAST GRAND NURSING HOME	130 E GRAND BLVD
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48207	(313) 824-8224
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/27/2010	05/21/2010
01/08/2009	02/06/2009
01/08/2009	02/06/2009
08/06/2009	08/25/2009
08/06/2009	08/25/2009
04/09/2010	06/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000

DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/08/2010	06/18/2010
06/08/2010	06/18/2010
08/12/2010	09/13/2010
08/12/2010	09/13/2010
08/12/2010	09/13/2010
08/12/2010	09/13/2010
09/02/2010	10/18/2010
09/02/2010	10/18/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

sores or heal existing bed sores.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235632	SAMARITAN MANOR	5555 CONNER AVENUE, SUITE 4000
235633	MICHIGAN CHRISTIAN HOME	1845 BOSTON BLVD S E
235635	CARETEL INNS OF TRI-CITIES	6700 WESTSIDE SAGINAW ROAD
235635	CARETEL INNS OF TRI-CITIES	6700 WESTSIDE SAGINAW ROAD
235635	CARETEL INNS OF TRI-CITIES	6700 WESTSIDE SAGINAW ROAD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

DETROIT	MI	48213	(313) 344-4100
DETROIT	MI	48213	(313) 344-4100
GRAND RAPIDS	MI	49506	(616) 245-9179
BAY CITY	MI	48706	(989) 667-9800
BAY CITY	MI	48706	(989) 667-9800
BAY CITY	MI	48706	(989) 667-9800

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/12/2010	10/14/2010
10/12/2010	10/14/2010
03/05/2010	05/15/2010
02/11/2010	02/26/2010
08/05/2010	08/30/2010
10/05/2010	10/21/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies

without a catheter is not given a catheter, unless it is necessary.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235635	CARETEL INNS OF TRI-CITIES	6700 WESTSIDE SAGINAW ROAD
235635	CARETEL INNS OF TRI-CITIES	6700 WESTSIDE SAGINAW ROAD
235636	LAURELS OF CARSON CITY	620 NORTH SECOND STREET
235636	LAURELS OF CARSON CITY	620 NORTH SECOND STREET
235636	LAURELS OF CARSON CITY	620 NORTH SECOND STREET
235636	LAURELS OF CARSON CITY	620 NORTH SECOND STREET
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

BAY CITY	MI	48706	(989) 667-9800
BAY CITY	MI	48706	(989) 667-9800
CARSON CITY	MI	48811	(989) 584-6100
CARSON CITY	MI	48811	(989) 584-6100
CARSON CITY	MI	48811	(989) 584-6100
CARSON CITY	MI	48811	(989) 584-6100
HOLLAND	MI	49423	(616) 396-7095

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010	01/18/2011
12/15/2010	01/18/2011
09/12/2008	10/15/2008
09/03/2009	09/26/2009
09/03/2009	09/26/2009
12/02/2009	12/24/2009
02/10/2009	03/02/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies

grooming and hygiene.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/14/2009	11/05/2009
09/14/2009	11/05/2009
07/09/2010	08/25/2010
07/09/2010	08/25/2010
07/09/2010	08/25/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/18/2010	12/07/2010
10/18/2010	12/07/2010
10/18/2010	12/07/2010
10/18/2010	12/07/2010
10/18/2010	12/07/2010
12/06/2010	01/25/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF	1221 EAST 16TH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

	HOLLAND	
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235638	TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	1221 EAST 16TH
235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
HOLLAND	MI	49423	(616) 396-7095
GRAND RAPIDS	MI	49546	(616) 949-7310
GRAND RAPIDS	MI	49546	(616) 949-7310
GRAND RAPIDS	MI	49546	(616) 949-7310

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011
12/06/2010	01/25/2011
08/05/2010	09/17/2010
08/05/2010	09/17/2010
08/05/2010	09/17/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies

or builds each resident's dignity and self respect.		harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Check and update (if needed) each resident's assessment every 3 months.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
235639	HEATHER HILLS CARE CENTER	1157 MEDICAL PARK DR. S.E.
235640	MEADOW WOODS NURSING AND REHAB CENTER	42235 COUNTY ROAD 390
235641	CHESANING NURSING CARE CENTER	201 S FRONT ST
235641	CHESANING NURSING CARE CENTER	201 S FRONT ST
235641	CHESANING NURSING CARE CENTER	201 S FRONT ST
235642	WEST WINDS HEALTH CENTER	10765 BOGIE LAKE ROAD
235642	WEST WINDS HEALTH CENTER	10765 BOGIE LAKE

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

GRAND RAPIDS	MI	49546	(616) 949-7310
GRAND RAPIDS	MI	49546	(616) 949-7310
BLOOMINGDALE	MI	49026	(269) 521-3383
CHESANING	MI	48616	(989) 845-6602
CHESANING	MI	48616	(989) 845-6602
CHESANING	MI	48616	(989) 845-6602
COMMERCE	MI	48382	(248) 363-9400
COMMERCE	MI	48382	(248) 363-9400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/15/2010	11/15/2010
10/15/2010	11/15/2010
05/05/2009	05/29/2009
03/16/2009	08/06/2009
09/20/2010	10/13/2010
09/20/2010	10/13/2010
10/08/2009	11/27/2009
10/08/2009	11/27/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

		ROAD
235642	WEST WINDS HEALTH CENTER	10765 BOGIE LAKE ROAD
235644	HICKORY RIDGE OF TEMPERANCE	951 HICKORY CREEK BOULEVARD
235644	HICKORY RIDGE OF TEMPERANCE	951 HICKORY CREEK BOULEVARD
235644	HICKORY RIDGE OF TEMPERANCE	951 HICKORY CREEK BOULEVARD
235644	HICKORY RIDGE OF TEMPERANCE	951 HICKORY CREEK BOULEVARD
235644	HICKORY RIDGE OF TEMPERANCE	951 HICKORY CREEK BOULEVARD
235647	OKEMOS HEALTH AND REHABILITATION	5211 MARSH RD

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

COMMERCE	MI	48382	(248) 363-9400
TEMPERANCE	MI	48182	(734) 206-8200
TEMPERANCE	MI	48182	(734) 206-8200
TEMPERANCE	MI	48182	(734) 206-8200
TEMPERANCE	MI	48182	(734) 206-8200
TEMPERANCE	MI	48182	(734) 206-8200
OKEMOS	MI	48864	(517) 319-1400

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/08/2009	11/27/2009
12/14/2009	01/07/2010
12/14/2009	01/07/2010
04/07/2010	04/23/2010
12/17/2010	02/01/2011
12/17/2010	02/01/2011
06/22/2010	07/26/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies

or builds each resident's dignity and self respect.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

	CENTER	
235647	OKEMOS HEALTH AND REHABILITATION CENTER	5211 MARSH RD
235647	OKEMOS HEALTH AND REHABILITATION CENTER	5211 MARSH RD
235647	OKEMOS HEALTH AND REHABILITATION CENTER	5211 MARSH RD
235647	OKEMOS HEALTH AND REHABILITATION CENTER	5211 MARSH RD
235649	VALLEY HEALTH CENTER	1015 E PARIS SE
235651	BISHOP NOA HOME FOR SENIOR CITIZENS	2900 THIRD AVENUE SOUTH
235651	BISHOP NOA HOME FOR SENIOR CITIZENS	2900 THIRD AVENUE SOUTH
235651	BISHOP NOA HOME FOR SENIOR CITIZENS	2900 THIRD AVENUE SOUTH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

OKEMOS	MI	48864	(517) 319-1400
OKEMOS	MI	48864	(517) 319-1400
OKEMOS	MI	48864	(517) 319-1400
OKEMOS	MI	48864	(517) 319-1400
GRAND RAPIDS	MI	49546	(616) 301-6215
ESCANABA	MI	49829	(906) 786-5810
ESCANABA	MI	49829	(906) 786-5810
ESCANABA	MI	49829	(906) 786-5810

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

06/22/2010	07/26/2010
10/20/2010	11/24/2010
10/20/2010	11/24/2010
10/20/2010	11/24/2010
07/12/2010	07/29/2010
09/21/2010	10/28/2010
09/21/2010	10/28/2010
09/21/2010	10/28/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

MI Complaint
Based on Nursing Home Compare - Complaint Deficiency

		SOUTH
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL
2.30E+47	CAMELOT HALL CONVALESCENT CTR	35100 ANN ARBOR TRAIL

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA	MI	48150	(734) 522-1444
LIVONIA	MI	48150	(734) 522-1444
LIVONIA	MI	48150	(734) 522-1444
LIVONIA	MI	48150	(734) 522-1444
LIVONIA	MI	48150	(734) 522-1444
LIVONIA	MI	48150	(734) 522-1444
LIVONIA	MI	48150	(734) 522-1444

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/30/2008	06/01/2008
04/30/2008	06/01/2008
04/30/2008	06/01/2008
01/22/2010	02/27/2010
01/22/2010	04/09/2010
01/22/2010	04/09/2010
01/22/2010	04/09/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that each resident who enters the nursing home	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH STREET
2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH STREET
2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH STREET
2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH STREET
2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH STREET
2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH STREET
2.30E+56	CHRISTIAN CARE NURSING CENTER	1275 KENNETH

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165
MUSKEGON	MI	49442	(231) 722-7165

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

04/21/2008	06/16/2008
10/24/2008	03/06/2009
10/24/2008	03/06/2009
10/24/2008	02/20/2009
03/02/2010	04/09/2010
03/02/2010	04/09/2010
03/02/2010	04/09/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

without a catheter is not given a catheter, unless it is necessary.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

		STREET
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST
2.30E+90	FERGUSON CONVALESCENT HOME	239 S MAIN ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611
LAPEER	MI	48446	(810) 664-6611

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

05/13/2008	06/30/2008
05/13/2008	06/30/2008
05/13/2008	08/28/2008
05/13/2008	06/30/2008
04/09/2010	04/24/2010
09/22/2010	10/27/2010
11/09/2010	12/01/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

area is free of dangers that cause accidents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

2.30E+105	GILBERT RESIDENCE (THE)	203 S HURON ST
2.30E+105	GILBERT RESIDENCE (THE)	203 S HURON ST
2.30E+105	GILBERT RESIDENCE (THE)	203 S HURON ST
2.30E+151	LAW-DEN NURSING HOME	1640 WEBB AVE
2.30E+151	LAW-DEN NURSING HOME	1640 WEBB AVE
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

YPSILANTI	MI	48197	(734) 482-9498
YPSILANTI	MI	48197	(734) 482-9498
YPSILANTI	MI	48197	(734) 482-9498
DETROIT	MI	48206	(313) 867-1719
DETROIT	MI	48206	(313) 867-1719
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

03/03/2010	04/14/2010
11/01/2010	12/14/2010
11/01/2010	12/14/2010
03/17/2009	04/01/2009
02/03/2010	03/12/2010
04/18/2008	06/24/2008
05/06/2009	06/24/2009

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

09/16/2009	10/26/2009
09/16/2009	10/26/2009
09/16/2009	10/26/2009
02/11/2010	03/15/2010
08/09/2010	08/15/2010
08/09/2010	08/15/2010
08/09/2010	08/15/2010

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Mistreatment Deficiencies

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+253	HOLLY CONVALESCENT CENTER	313 SHERWOOD ST
2.30E+285	ROMEO CONTINUING CARE, INC	309 S BAILEY PO BOX 306
23E359	HELEN NEWBERRY JOY HOSP LTCU	502 W HARRIE ST
23E359	HELEN NEWBERRY JOY HOSP LTCU	502 W HARRIE ST
23E359	HELEN NEWBERRY JOY HOSP LTCU	502 W HARRIE ST
23E359	HELEN NEWBERRY JOY HOSP LTCU	502 W HARRIE ST

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

HOLLY	MI	48442	(248) 634-9281
HOLLY	MI	48442	(248) 634-9281
ROMEO	MI	48065	(586) 752-2581
NEWBERRY	MI	49868	(906) 293-9215
NEWBERRY	MI	49868	(906) 293-9215
NEWBERRY	MI	49868	(906) 293-9215
NEWBERRY	MI	49868	(906) 293-9215

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

10/14/2010	10/22/2010
10/14/2010	10/22/2010
10/15/2010	11/08/2010
08/13/2008	08/20/2008
07/26/2010	08/13/2010
02/10/2011	03/21/2011
03/02/2011	03/21/2011

MI Complaint

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm