



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

October 30, 2015

Serenity Point Recovery Inc., SA0700123
Derry Hallmark, Executive Director
15140 16th Avenue
Marne, MI 49435

COMPLAINT INVESTIGATION

Participants

Facility:

Derry Hallmark, Executive Director

State Agency:

James Hoyt, Regulations Officer, Health Facilities Division

GENERAL INFORMATION

The Complaint Investigation was conducted at Serenity Point Recovery Inc. on September 24, 2015.

On or about September 22, 2015 the department received the initial complaint via a letter.

Complaint Allegations

It was alleged by the complainant/patient that:

1. The program does not allow clients to take medications for mental illnesses. The complainant claims her son was not allowed to take his bi-polar medication while in the program.
2. The complainant claims that her son had strep throat with a fever and never saw a doctor while in the program.
3. The complainant claims that the program indicated that they had a basketball court at the program which did not exist.
4. The complainant claims that staff at the program are former addicts and several relapsed during her son's stay in the program.
5. The complainant claims that she made numerous attempts to contact their son in the program and received no assistance from the program. The complainant claimed that she attempted to contact Nick Thiele who works at the program and he stopped returning her calls.

Bureau Investigation Findings

During an unannounced inspection of the facility on September 24, 2015 this surveyor met with Executive Director Derry Hallmark to review of the complainant's concerns and the following was noted that:

1. The program advised this surveyor that they are very clear with all clients during admissions that they are not equipped to handle dual diagnosed clients who may also have a mental Health issues. This surveyor did review the client's chart and the client did advise the programs medical director of his bi-polar disorder and the medications that he was taking. The client was advised by the program that they were not equipped to handle dual diagnosed clients and that if he wanted to stay in the program he would not be allowed to take his bi-polar medication. The client signed a document acknowledging this and he agreed to remain in the program for treatment. This surveyor verified this acknowledgment in the client's chart.
2. The program provided this surveyor with the client's medical chart for the time that he was in the program. The chart indicates that the client was given a medical evaluation at admission and the client did not have strep throat. Additionally, there is no evidence that the client made any mention to medical staff of having a sore throat. The program did indicate and his medical chart confirmed that they gave the client melatonin to help the client sleep.
3. The program does have a Basketball hoop on the facility grounds and this is available to any client that is in the facility.
4. The program did acknowledge that they will employ former addicts that have come through there program but if there were ever a concern about any employee this will never impact the care of clients in there program. The program further stated any concerns about any employee's behavior are clearly stated in the policies and procedures for all personnel.
5. At the time of the survey the program executive director was unaware of the interactions that the complainant had with their employee Nick Thiele but they would work closely to resolve these concerns. Additionally, the executive director wanted it made very clear that any time a client made a request to leave the program or request to call another substance abuse program they would assist that client in any way possible.

COMPLAINT SUMMARY

In reviewing the complainant's concerns it does appear that the program made the client aware of their policy for not treating dual diagnosed individuals. Further the client signed an acknowledgement of this and his desire to remain in the program. The client was given a medical examination upon entering the program which is required under state licensing rules that govern substance abuse programs. In reviewing the client's chart it does not appear that the client ever made mention of having a sore throat that he needed attention for. The only concern that the client raised to medical staff was that he was having difficulty sleeping which he was given melatonin for. The Surveyor did see that the program does have a Basketball hoop on the facility grounds. At the completion of the investigation it does appear that the program could have done a better job of communicating with the complainant about their son in the program. The program executive director advised that they would look at ways of ensuring better communication for family members that have clients in their program. Additionally, there are still concerns about how this program presents treatment modality to potential clients.



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