



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY & HEALTH SYSTEMS

Shelly Edgerton
DIRECTOR

October 26, 2017

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

COMPLAINT INVESTIGATION

Participants

Facility:

Derry Hallmark, Executive Director

State Agency:

James Hoyt, Regulation Officer, LARA, State Licensing Section
Kelly Moore, Regulation Officer, LARA, State Licensing Section

GENERAL INFORMATION

The Complaint Investigation was conducted at Serenity Point Recovery on August 29, 2017.

On or about August 23, 2017 the department received the initial complaint via email.

Complaint Allegations

It was alleged by the complainant/patient that:

1. The complainant alleged that a patient was dropped off at the bus station by Serenity Point without any money, no ID and no debit card. Patient was from out of state and has nowhere to go in Grand Rapids where she was dropped off and since she is from out state, had no idea where to go, and no means to contact anyone.
2. The complaint alleged that this is the fourth person just in the month of August alone that the Grand Rapids Ambassadors has found patients that had been dropped off by Serenity Point Recovery in the city of Grand Rapids with nowhere to go.

Bureau Investigation Findings

During an unannounced inspection of the facility on August 29, 2017 the Regulation Officers met with Derry Hallmark, Executive Director, to review of the complainant's

concerns and the following was noted that:

1. The program provided documentation of the patient handbook that is given to patients upon entering the Serenity Point Recovery Program in which advises the patient of potential drop-off at a homeless shelter.
2. On August 30, 2017 the programs legal counsel responded to the site inspection and advised that if a patient enters Serenity, they sign an enrollment agreement that provides that if they are discharged for misconduct or if they decide to leave against medical advice, then one of the four things will happen:
 - 1) The patient's family will be contacted to arrange for travel back home
 - 2) The patient will be transported to the nearest transportation hub to arrange his or her own travel home
 - 3) The patient will be transported to a hotel or
 - 4) The patient will be transported to a homeless shelter.
3. The program's legal counsel continued by advising that patients will select one of the above listed options in advance, and these options do not apply when the patients complete the program. When a patient does leave against medical advice, Serenity Point Recovery tries to make other arrangements before transporting patients to homeless shelters or transportation hubs, which is always a last resort. In certain cases, however, patients lack the funds necessary to transport themselves home and have family members who refuse to communicate with them or forward funds on their behalf when they learn that the patient is leaving the program against medical advice.

Although the Regulations Officer requested at the time of unannounced site inspection for the program to provide documentation and patients files of individuals who had left against medical advice or voluntarily left in the last 30 days, the program did not provide these files. The Regulations Officer were unable to determine if the patient in the alleged complaint had selected one of the four options at the time of admission or was provided the paperwork to select such options. In addition, Regulation Officers were also unable to substantiate that any other method was attempted prior to dropping patient off at the bus station without any identification or money. The inability to substantiate the claim is partly due to the fact that Serenity Point Recovery has failed to provide documents for investigation and inspection in a timely manner or has failed to provide documents at all. MCL 333.6241 permits LARA and its representatives to enter a program for inspection and compliance purposes which includes an inspection of related files.

Per R 325.14207, the department can deny, suspend, or revoke a license when conduct or practices found by the administrator to be harmful to the welfare of a recipient in the program. The program was provided an opportunity to review their discharge policies and procedures to ensure that a patients discharge either against medical advice or voluntarily will not be harmful to the welfare of a recipient in the Serenity Program.

COMPLAINT SUMMARY

The complaint allegation of a patient being dropped off at a bus station, in a city and state in which the patient is not from, with no identification or money could not be substantiated at this time as Serenity Point Recovery did not provide Regulation Officers with the requested patient files. Although the complaint was not substantiated in this specific issue, the State Licensing Section will continue to monitor complaints in the future and determine if a lack of access to documents during an inspection hinders the complaint investigation.


Kelly Moore, Regulation Officer
Licensing and Regulatory Affairs
State Licensing Section
moorek20@michigan.gov
(P): 517-281-2756