



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

June 13, 2017

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

COMPLAINT INVESTIGATION

Participants

Facility:

Derry Hallmark, Executive Director
Jag Singh, Corporate Compliance Officer

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 May 10, 2017.

On or about May 9, 2017 the department received the initial complaint via email.

Complaint Allegations

It was alleged by the complainant/patient that:

1. The complainant alleged that patients are being dropped off at Mel Trotter Ministries without any communications to Mel Trotter Ministries.
2. A letter was previously sent to Serenity Point Recovery requesting that that Mel Trotter Ministries be contacted prior to a patient being dropped off at Mel Trotter Ministries. In addition, the letter requested that a staff member of Serenity Point Recovery accompany the patient into the Mel Trotter Ministries facility. The complainant alleged that patients continued to be dropped off without any prior contact/communications being made to Mel Trotter Ministries.

Bureau Investigation Findings

During an unannounced inspection of the facility on May 10, 2017 the Regulation Officers met with Derry Hallmark, Executive Director and Jag Sing, Corporate Compliance Officer, 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 June 1, 2017, the program submitted a written correction plan that indicates that the Executive Director met with management team at Mel Trotter Ministries and that Executive Director obtained information on how Mel Trotter Ministries organization functions and purpose of their organization. Correction plan indicates that they are working on a better policy for drop-offs and working towards better communication with Mel Trotter Ministries.
3. The program provided documentation that once the client was prescribed the Tramadol from the ER doctor this medication was added to the complainant's medication list and was given as prescribed.

COMPLAINT SUMMARY

The complaint allegation of a patient being dropped of at a homeless shelter without the prior knowledge of the patient or of Mel Trotter Ministries is found to be validated. It appears that the program is taken appropriate action to ensure better communication with Mel Trotter Ministries about drop off of patients. The program is taking the proper steps to also ensure that the patients are informed that this is a potential option when discharged from their program.



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