

Compliance Monitoring Division

The Compliance Monitoring Division (CM) supports the MDH mission through monitoring compliance with laws and rules designed to protect the health and safety of Minnesota's nursing home residents, home care clients, hospital patients, health maintenance organization enrollees, clients of certain allied health professional groups and those involved in the disposition of the deceased.

The quality of these services for consumers is regulated through the credentialing of health occupations, on-site surveys and audits of facilities and organizations, complaint investigations, employee background checks, level of care assessments, physical plant plan reviews, and consultation and education.

The division's activities are primarily regulatory in nature and are based on licensure laws contained in Minnesota Statutes and, for some programs, federal laws. With respect to federal laws, CM is designated as the "state survey agency" under the federal Social Security Act. As such, CM is responsible for performing federal oversight activities to assure health care facilities meet required standards before they may be certified to participate in the Medicaid and Medicare programs. CM performs its Medicare functions under a contract with the federal Centers for Medicare and Medicaid Services (CMS) and Medicaid-related activities under a contract with the state Department of Human Services. Under the contractual relationships, CM is required to enforce the regulations of the federal government as well as to conform to the federal program requirements.

Division Director's Office

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Activities

Office of Health Facility Complaints

- Investigates reports of maltreatment, in accordance with the Vulnerable Adults Act and other complaints of abuse, neglect, or maltreatment in licensed health care facilities.
- Investigates complaints in federally certified facilities, including nursing homes and hospitals.
- Conducts reviews of requests for set asides of criminal/maltreatment incidences for individuals who request to work in licensed health care facilities.

Stella French, Manager
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Licensing and Certification

- Licenses and oversees health care facilities, including nursing homes, boarding care homes, supervised living facilities, hospitals, ambulatory surgical centers, clinical labs, federally certified home care agencies, hospice providers and other providers.
- Surveys providers and enforces compliance with federal and state regulations and guidelines.
- Maintains the Nursing Assistant Registry and oversees the quality of the nursing assistant training programs.

Mary Absolon, Manager
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Engineering Services

- Reviews and approves all architectural and engineering plans relating to new construction and/or modifications to existing health care facilities to ensure that facilities meet state and federal building and fire codes.
- Conducts on-site construction inspections to assure that projects are built in accordance with approved construction documents.

James Loveland, Manager
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Case Mix Review

- Audits for accuracy the assessment done of nursing home residents by the facilities. The assessments are used for care planning and for determining individual payment rates.
- Conducts inspections or surveys of “state licensed only” (no federal certification) home care agencies and assisted living home care providers for compliance with state laws and rules.
- Reviews registered Housing with Services establishments to determine compliance with the Assisted Living title protection legislation.

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Managed Care Systems

- Licenses and regulates 9 health maintenance organizations (HMOs) and 3 county based purchasing entities; regulates essential community providers, accountable provider networks, health care cooperatives and health care purchasing alliances.
- Audits HMOs for compliance with statutes and rules governing quality of care, utilization review, availability and accessibility of services, and complaint/ appeal procedures and practices.
- Under contract with the Department of Human Services, audits for compliance with federal law and requirements for Medical Assistance and MinnesotaCare plans.
- Contracts with the Department of Commerce to conduct financial audits and review annual financial reports.
- Investigates complaints filed by or on behalf of HMO enrollees and facilitates the external review program for enrollees.

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Health Occupations Program

- Assures the competency and quality of services of the following allied health practitioners: audiologists, hearing instrument dispensers, occupational therapists and assistants, and speech-language pathologists.
- Sets training and practice standards, investigates complaints, disciplines practitioners and educates consumers about their rights and options when utilizing these practitioners and services.
- Regulates unlicensed alternative and complementary health care practitioners using statutory and investigative authority.
- Maintains a roster of doulas certified by national organizations.
- Maintains a roster of Spoken Language Health Interpreters.
- Conducts occupational analysis studies of allied health practitioners.

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Mortuary Science Program

- Assures compliance with Minnesota’s laws concerning the licensure of morticians and funeral directors and certification of funeral establishments and crematories.
- Regulates and enforces business practices and pre-need activity for cemeteries and all who sell funeral and burial site goods and services.
- Provides educational sessions for those involved in the disposition of the dead.
- Conducts consumer complaint review and resolution.

Tim Koch, Mortician Investigator
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Operations and Budget

- Oversees budget, information technology and operation activities for the division.

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