



*Protecting, Maintaining and Improving the Health of Minnesotans*

Certified Mail # 7005 0390 0006 1222 0890

October 11, 2006

Diane Smith, Administrator  
Interim Healthcare  
227 West First Street Suite 400  
Duluth, MN 55802

Re: Licensing Follow Up visit

Dear Ms. Smith:

This is to inform you of the results of a facility visit conducted by staff of the Minnesota Department of Health, Case Mix Review Program, on September 22, 2006.

The documents checked below are enclosed.

- Informational Memorandum  
Items noted and discussed at the facility visit including status of outstanding licensing correction orders.
- MDH Correction Order and Licensed Survey Form  
Correction order(s) issued pursuant to visit of your facility.
- Notices Of Assessment For Noncompliance With Correction Orders For Home Care Providers

Please note, it is your responsibility to share the information contained in this letter and the results of this visit with the President of your facility's Governing Body.

Feel free to call our office if you have any questions at (651) 201-4301.

Sincerely,

A handwritten signature in black ink that reads "Jean M. Johnston". The signature is written in a cursive, flowing style.

Jean Johnston, Program Manager  
Case Mix Review Program

Enclosure(s)

cc: St. Louis County Social Services  
Ron Drude, Minnesota Department of Human Services  
Sherilyn Moe, Office of the Ombudsman

06/06 FPC1000CMR

**Minnesota Department Of Health  
Division Of Compliance Monitoring  
Case Mix Review Section**

INFORMATIONAL MEMORANDUM

**PROVIDER:** INTERIM HEALTHCARE

**DATE OF SURVEY:** September 22, 2006

**BEDS LICENSED:**

HOSP: \_\_\_\_\_ NH: \_\_\_\_\_ BCH: \_\_\_\_\_ SLFA: \_\_\_\_\_ SLFB: \_\_\_\_\_

**CENSUS:**

HOSP: \_\_\_\_\_ NH: \_\_\_\_\_ BCH: \_\_\_\_\_ SLF: \_\_\_\_\_

**BEDS CERTIFIED:**

SNF/18: \_\_\_\_\_ SNF 18/19: \_\_\_\_\_ NFI: \_\_\_\_\_ NFII: \_\_\_\_\_ ICF/MR: \_\_\_\_\_ OTHER:  
ALHCP

**NAME (S) AND TITLE (S) OF PERSONS INTERVIEWED:**

Tammy Grosler RN, Director of Health Care Services

**SUBJECT:** Licensing Survey \_\_\_\_\_ Licensing Order Follow Up: # 1

**ITEMS NOTED AND DISCUSSED:**

- 1) An unannounced visit was made to followup on the status of state licensing orders issued as a result of a visit made on December 1, 2, 6, and 7, 2005. The results of the survey were delineated during the exit conference. Refer to Exit Conference Attendance Sheet for the names of individuals attending the exit conference.

- |                                     |                  |
|-------------------------------------|------------------|
| <b>1. MN Rule 4668.0030 Subp. 5</b> | <b>Corrected</b> |
| <b>2. MN Rule 4668.0815 Subp. 4</b> | <b>Corrected</b> |
| <b>3. MN Rule 4668.0855 Subp. 2</b> | <b>Corrected</b> |
| <b>4. MN Rule 4668.0865 Subp. 2</b> | <b>Corrected</b> |



*Protecting, Maintaining and Improving the Health of Minnesotans*

Certified Mail # 7004 1160 0004 8711 9441

March 24, 2006

Diane Smith, Administrator  
Interim Healthcare  
227 W First Street Ste 400  
Duluth, MN 55802

Re: Results of State Licensing Survey

Dear Ms. Smith:

The above agency was surveyed on December 1, 2, 6 and 7, 2005, for the purpose of assessing compliance with state licensing regulations. State licensing deficiencies, if found, are delineated on the attached Minnesota Department of Health (MDH) correction order form. The correction order form should be signed and returned to this office when all orders are corrected. We urge you to review these orders carefully, item by item, and if you find that any of the orders are not in accordance with your understanding at the time of the exit conference following the survey, you should immediately contact me, or the RN Program Coordinator. If further clarification is necessary, I can arrange for an informal conference at which time your questions relating to the order(s) can be discussed.

A final version of the Licensing Survey Form is enclosed. This document will be posted on the MDH website.

Also attached is an optional Provider questionnaire, which is a self-mailer, which affords the provider with an opportunity to give feedback on the survey experience.

Please feel free to call our office with any questions at (651) 215-8703.

Sincerely,

Jean Johnston, Program Manager  
Case Mix Review Program

Enclosures

cc: Gary Halgren, President Governing Body  
St. Louis County Social Services  
Ron Drude, Minnesota Department of Human Services  
Sherilyn Moe, Office of the Ombudsman  
CMR File

CMR 3199 6/04



Assisted Living Home Care Provider  
**LICENSING SURVEY FORM**

Registered nurses from the Minnesota Department of Health (MDH) use the Licensing Survey Form during an on-site visit to evaluate the care provided by Assisted Living home care providers (ALHCP). The ALHCP licensee may also use the form to monitor the quality of services provided to clients at any time. Licensees may use their completed Licensing Survey Form to help communicate to MDH nurses during an on-site regulatory visit.

During an on-site visit, MDH nurses will interview ALHCP staff, make observations, and review some of the agency's documentation. The nurses may also talk to clients and/or their representatives. This is an opportunity for the licensee to explain to the MDH nurse what systems are in place to provide Assisted Living services. Completing the Licensing Survey Form in advance may expedite the survey process.

Licensing requirements listed below are reviewed during a survey. A determination is made whether the requirements are met or not met for each Indicator of Compliance box. This form must be used in conjunction with a copy of the ALHCP home care regulations. Any violations of ALHCP licensing requirements are noted at the end of the survey form.

Name of ALHCP: INTERIM HEALTHCARE

HFID # (MDH internal use): 20828

Date(s) of Survey: December 1, 2, 6, and 7, 2005

Project # (MDH internal use): QL20828002

Indicators of Compliance	Outcomes Observed	Comments
1. The agency only accepts and retains clients for whom it can meet the needs as agreed to in the service plan. (MN Rules 4668.0050, 4668.0800 Subpart 3, 4668.0815, 4668.0825, 4668.0845, 4668.0865)	Each client has an assessment and service plan developed by a registered nurse within 2 weeks and prior to initiation of delegated nursing services, reviewed at least annually, and as needed. The service plan accurately describes the client's needs. Care is provided as stated in the service plan. The client and/or representative understands what care will be provided and what it costs.	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Correction Order(s) issued <input checked="" type="checkbox"/> Education provided

Indicators of Compliance	Outcomes Observed	Comments
<p>2. Agency staff promote the clients' rights as stated in the Minnesota Home Care Bill of Rights. (MN Statute 144A.44; MN Rule 4668.0030)</p>	<p>No violations of the MN Home Care Bill of Rights (BOR) are noted during observations, interviews, or review of the agency's documentation. Clients and/or their representatives receive a copy of the BOR when (or before) services are initiated. There is written acknowledgement in the client's clinical record to show that the BOR was received (or why acknowledgement could not be obtained).</p>	<p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Correction Order(s) issued <input checked="" type="checkbox"/> Education provided</p>
<p>3. The health, safety, and well being of clients are protected and promoted. (MN Statutes 144A.44; 144A.46 Subd. 5(b), 144D.07, 626.557; MN Rules 4668.0065, 4668.0805)</p>	<p>Clients are free from abuse or neglect. Clients are free from restraints imposed for purposes of discipline or convenience. Agency staff observe infection control requirements. There is a system for reporting and investigating any incidents of maltreatment. There is adequate training and supervision for all staff. Criminal background checks are performed as required.</p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided</p>
<p>4. The agency has a system to receive, investigate, and resolve complaints from its clients and/or their representatives. (MN Rule 4668.0040)</p>	<p>There is a formal system for complaints. Clients and/or their representatives are aware of the complaint system. Complaints are investigated and resolved by agency staff.</p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided</p>
<p>5. The clients' confidentiality is maintained. (MN Statute 144A.44; MN Rule 4668.0810)</p>	<p><b>Client personal information and records are secure.</b> <b>Any information about clients is released only to appropriate parties.</b> Permission to release information is obtained, as required, from clients and/or their representatives.</p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided</p>
<p>6. Changes in a client's condition are recognized and acted upon. (MN Rules 4668.0815, 4668.0820, 4668.0825)</p>	<p>A registered nurse is contacted when there is a change in a client's condition that requires a nursing assessment or reevaluation, a change in the services and/or there is a problem with providing services as stated in the service plan. Emergency and medical services are contacted, as needed. The client and/or representative is informed when changes occur.</p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided</p>

Indicators of Compliance	Outcomes Observed	Comments
7. The agency employs (or contracts with) qualified staff. (MN Statutes 144D.065; 144A.45, Subd. 5; MN Rules 4668.0070, 4668.0820, 4668.0825, 4668.0030, 4668.0835, 4668.0840)	Staff have received training and/or competency evaluations as required, including training in dementia care, if applicable. Nurse licenses are current. The registered nurse(s) delegates nursing tasks only to staff who are competent to perform the procedures that have been delegated. The process of delegation and supervision is clear to all staff and reflected in their job descriptions.	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided
8. Medications are stored and administered safely. (MN Rules 4668.0800 Subpart 3, 4668.0855, 4668.0860)	The agency has a system for the control of medications. Staff are trained by a registered nurse prior to administering medications. Medications and treatments administered are ordered by a prescriber. Medications are properly labeled. Medications and treatments are administered as prescribed. Medications and treatments administered are documented.	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Correction Order(s) issued <input checked="" type="checkbox"/> Education provided <input type="checkbox"/> N/A
9. Continuity of care is promoted for clients who are discharged from the agency. (MN Statute 144A.44, 144D.04; MN Rules 4668.0050, 4668.0170, 4668.0800, 4668.0870)	Clients are given information about other home care services available, if needed. Agency staff follow any Health Care Declarations of the client. Clients are given advance notice when services are terminated by the ALHCP. Medications are returned to the client or properly disposed of at discharge from a HWS.	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided <input type="checkbox"/> N/A
10. The agency has a current license. (MN Statutes 144D.02, 144D.04, 144D.05, 144A.46; MN Rule 4668.0012 Subp.17)  <u>Note:</u> MDH will make referrals to the Attorney General's office for violations of MN Statutes 144D or 325F.72; and make other referrals, as needed.	The ALHCP license (and other licenses or registrations as required) are posted in a place that communicates to the public what services may be provided. The agency operates within its license(s).	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Correction Order(s) issued <input type="checkbox"/> Education provided

***Please note: Although the focus of the licensing survey is the regulations listed in the Indicators of Compliance boxes above, other violations may be cited depending on what systems a provider has or fails to have in place and/or the severity of a violation. Also, the results of the focused licensing survey may result in an expanded survey where additional interviews, observations, and documentation reviews are conducted.***

Survey Results:

\_\_\_\_\_ All Indicators of Compliance listed above were met.

For Indicators of Compliance not met and/or education provided, list the number, regulation number, and example(s) of deficient practice noted:

Indicator of Compliance	Regulation	Correction Order Issued	Education provided	Statement(s) of Deficient Practice/Education:
2	MN Rule 4668.0030 Subp. 5 Documentation of Receiving	X	X	<p>Based on record review and interview, the licensee failed to have the client or client's responsible person acknowledge receipt of the Minnesota Home Care Bill of Rights for twelve of twelve clients' (A1, A2, A3, B1, B2, B3, F1, F2, F3, H1, H2, and H3) records reviewed. The findings include:</p> <p>Clients A1, A2, A3, B1, B2, B3, F1, F2, F3, H1, H2, and H3's records did not include written acknowledgment that clients A1, A2, A3, B1, B2, B3, F1, F2, F3, H1, H2, and H3 had received the Minnesota Home Care Bill of Rights. When interviewed, December 1, 2005, the registered nurse indicated the clients receive the Minnesota Home Care Bill of Rights at the time of admission but verified there was no written acknowledgment of the clients receiving the bill of rights.</p> <p><b><u>EDUCATION:</u></b> Provided</p>
1	MN Rule 4668.0815 Subp. 4 Content of Service Plan	X	X	<p>Based on record review and interview, the licensee failed to assure a contingency plan was completed for one of two clients' (B1) records reviewed in housing with services B, and one of two clients' (F2) records reviewed in housing with services F. The finding include:</p> <p>Client B1's contingency plan for essential services in the service plan dated August 2005, was not filled in. When interviewed, December 1, 2005, the registered nurse confirmed the</p>

Indicator of Compliance	Regulation	Correction Order Issued	Education provided	Statement(s) of Deficient Practice/Education:
				<p>contingency plan for essential services was not filled in.</p> <p>Client F2's contingency plan for essential and non-essential services in the February 2005 service plan was not filled in. When interviewed, December 1, 2005, the registered nurse confirmed the contingency plan was not filled in.</p> <p><b><u>EDUCATION:</u></b> Provided</p>
8	MN Rule 4668.0855 Subp. 2 RN Assessment for Medication Administration	X	X	<p>Based on record review and interview, the licensee failed to ensure that the registered nurse (RN) conducted a nursing assessment of each client's functional status and need for assistance with self-administration of medication for one of two clients' (A2) records reviewed in housing with services site A, two of two clients' (B1 and B2) records reviewed in housing with services site B, two of two clients' (F1 and F2) records reviewed in housing with services site F, and two of two clients' (H1 and H2) records reviewed in housing with services site H who were receiving assistance with self-administration of medications. The findings include:</p> <p>Clients A2, B1, B2, F1, F2, H1, and H2 had service plans dated October 2005, August 2005, February 2004, March 2005, February 2005, July 2005, and May 2005, respectively. Clients A2, B1, B2, F1, F2, H1, and H2's service plans all indicated the RN set up the client's medications and the home health aide provided medication reminders. There was no assessment by the RN of the client's functional status and need for assistance with medication administration in these clients records. When interviewed, December 1, 2005, the RN confirmed the assessments had not been done.</p> <p><b><u>EDUCATION:</u></b> Provided</p>



Indicator of Compliance	Regulation	Correction Order Issued	Education provided	Statement(s) of Deficient Practice/Education:
1	MN Rule 4668.0865 Subp. 2 Nursing assessment for Central Storage of Medication	X	X	<p>Based on observation, record review and interview, the licensee failed to ensure a registered nurse (RN) conducted a nursing assessment of the client's functional status and need for central medication storage and complete service plans for one of two clients' (A2) records reviewed in housing with services site A, two of two clients' (B1 and B2) records reviewed in housing with services site B, two of two clients' (F1 and F2) records reviewed in housing with services site F, and two of two clients' (H1 and H2) records reviewed in housing with services site H. The findings include:</p> <p>Observations of the medication storage cupboard on December 2 and 6, 2005, and documentation in clients' A2, B1, B2, F1, F2, H1, and H2's records indicated that the clients were receiving central storage of medications. The service plans for A2, B1, B2, F1, F2, H1, and H2 dated October 2005, August 2005, February 2004, March 25, 2005, February 2, 2005, July 2005, and May 2005, respectively did not include central storage of medications. Clients A2, B1, B2, F1, F2, H1, and H2's record also lacked evidence the RN had completed an assessment of the clients need for central storage of medications. When interviewed, December 6, 2005, the RN confirmed the preceding information.</p> <p><b><u>EDUCATION:</u></b> Provided</p>

A draft copy of this completed form was left with Tammy Gronski and John Wakefield at an exit conference on December 7, 2005. Any correction orders issued as a result of the on-site visit and the final Licensing Survey Form will arrive by certified mail to the licensee within 3 weeks of this exit conference (see Correction Order form HE-01239-03). If you have any questions about the Licensing Survey Form or the survey results, please contact the Minnesota Department of Health, (651) 215-8703. After supervisory review, this form will be posted on the MDH website. General information about ALHCP is also available on the website:

<http://www.health.state.mn.us/divs/fpc/profinfo/cms/alhcp/alhcpsurvey.htm>

Regulations can be viewed on the Internet: <http://www.revisor.leg.state.mn.us/stats> (for MN statutes) <http://www.revisor.leg.state.mn.us/arule/> (for MN Rules).

(Form Revision 7/04)