

Protecting, Maintaining and Improving the Health of Minnesotans

Certified Mail # 7005 0390 0006 1222 1880

August 18, 2006

Daniel Swenson, Administrator Appleton Hospital Home Health Care 30 South Behl Street Appleton, MN 56208

Re: Licensing Follow Up visit

Dear Mr. Swenson:

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 July 28, 2006.

The documents checked below are enclosed.

X_	<u>Informational Memorandum</u> 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,

Jean Johnston, Program Manager

Case Mix Review Program

Enclosure(s)

cc: Swift County Social Services

Ron Drude, Minnesota Department of Human Services

Sherilyn Moe, Office of the Ombudsman

Minnesota Department Of Health Health Policy, Information and Compliance Monitoring Division Case Mix Review Section

INFORMATIONAL MEMORANDUM

PROV	OVIDER: APPLETON HOSP HOME HLTH CARE	
DATI	TE OF SURVEY: July 28, 2006	
BEDS	OS LICENSED:	
HOSP	SP: NH: BCH: SLFA: SLFB:	
CENS HOSP	NSUS: SP: NH: BCH: SLF:	
SNF/1	OS CERTIFIED: /18: SNF 18/19: NFI: NFII: ICF/MR: OTHER ICP	₹:
	ME (S) AND TITLE (S) OF PERSONS INTERVIEWED: ly Maras, RN	
SUBJ	SJECT: Licensing Survey Licensing Order Follow Up# 2	=
ITEM	MS NOTED AND DISCUSSED:	
1)	An unannounced visit was made to follow up on the status of state licensing orders as a result of a visit made on February 27, 2006. The results of the survey were delineated during the exit conference. Refer to Exit Conference Attendance Sheet f names of individuals attending the exit conference. The status of the Correction orders follows:	or the
	1. MN Rule 4668.0810 Subp. 5 Corrected	



Protecting, Maintaining and Improving the Health of Minnesotans

Certified Mail # 70045 0390 0006 1222 1354

March 24, 2006

Mark Paulson, Administrator Appleton Hospital Home Health Care 30 South Behl Street Appleton, MN 56208

Re: Licensing Follow Up Revisit

Dear Mr. Paulson:

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 February 27, 2006.

The documents checked below are enclosed.

X	Informational Memorandum
	Items noted and discussed at the facility visit including status of outstanding licensing correction orders.
X	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

Feel free to call our office if you have any questions at (651) 215-8703.

Sincerely,

Jean Johnston, Program Manager Case Mix Review Program

Enclosure(s)

cc: Dan Swenson, President Governing Body Swift County Social Services

Ron Drude, Minnesota Department of Human Services

Sherilyn Moe, Office of the Ombudsman

CMR File

Minnesota Department Of Health Health Policy, Information and Compliance Monitoring Division Case Mix Review Section

INFORMATIONAL MEMORANDUM

PROVIDER: APPLETON HOSP HOME HLTH CARE			
DATE OF SURVEY: February 27, 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 AND TITLE OF PERSON INTERVIEWED:			
Cindy Maras, RN			
SUBJECT: Licensing Survey Licensing Order Follow Up X			
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 July 6, 7 and 8, 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. The status of the Correction orders is as follows:			
1. MN Rule 4668.0065 Subp. 1 Corrected			
2. MN Rule 4668.0810 Subp. 6 Corrected			
3. MN Rule 4668.0815 Subp. 2 Corrected			
2) Although a State licensing survey was not due at this time, a correction order was issued.			



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.

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HFID # (MDH internal use): 22013
Date of Survey: February 27, 2006
Project # (MDH internal use): QL22013003

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.	Met Correction Order(s) issued Education provided

Indicators of Compliance	Outcomes Observed	Comments
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)	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).	Met Correction Order(s) issued Education provided
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)	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.	Met Correction Order(s) issued Education provided
4. The agency has a system to receive, investigate, and resolve complaints from its clients and/or their representatives. (MN Rule 4668.0040)	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.	MetCorrectionOrder(s) issuedEducationprovided
5. The clients' confidentiality is maintained. (MN Statute 144A.44; MN Rule 4668.0810)	Client personal information and records are secure. Any information about clients is released only to appropriate parties. Permission to release information is obtained, as required, from clients and/or their representatives.	Met _X Correction Order(s) issued _X Education provided
6. Changes in a client's condition are recognized and acted upon. (MN Rules 4668.0815, 4668.0820, 4668.0825)	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.	Met Correction Order(s) issued Education provided

Indicators of Compliance	Outcomes Observed	Comments
Indicators of Compliance	Outcomes Observed Staff have received training and/or	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)	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.	Met Correction Order(s) issued 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.	Met Correction Order(s) issued Education provided 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.	Met Correction Order(s) issued Education provided 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) Note: 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).	Met Correction Order(s) issued Education provided

<u>Please note</u>: 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:

		α .		
T 12		Correction	T1	
Indicator of	7	Order	Education	
Compliance	Regulation	Issued	provided	Statement(s) of Deficient Practice/Education:
5	MN Rule 4668.0810	X	X	Based on record review and interview
	Subp.5			the licensee failed to ensure that entries
	Form of entries			in the client record were permanently
				documented in ink and signed by the
				staff person providing the service for
				three of three clients' (#2, #4 and #5)
				* '
				records reviewed. The findings include:
				Clients #2, #4 and #5's medication
				management flow sheets for October,
				November and December 2005 were
				partly written in pencil. The date, the
				count and setup for each medication
				were written in pencil. The year and
				the title of the nurse that initiated the
				form were not on the form. It had the
				initial of the nurse.
				When interviewed, February 27, 2006,
				the registered nurse confirmed that
				some entries on the medication
				management flow sheet were written in
				pencil. She stated she would talk to the
				licensed practical nurse that filled out
				the form.
				Education: Provided.

A draft copy of this completed form was left with <u>Cindy Maras, RN</u> at an exit conference on <u>February 27, 2006</u>. 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).



Protecting, Maintaining and Improving the Health of Minnesotans

Certified Mail # 7004 1160 0004 8711 7751

September 29, 2005

Mark Paulson, Administrator Appleton Hospital Home Health Care 30 South Behl Street Appleton, MN 56208

Re: Results of State Licensing Survey

Dear Mr. Paulson:

The above agency was surveyed on July 6, 7, and 8, 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: Dan Swenson, President Governing Body
Kelly Crawford, Minnesota Department of Human Services
Swift County Social Services
Sherilyn Moe, Office of the Ombudsman
CMR File



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: APPLETON HOSP HOME HLTH CARE

HFID # (MDH internal use): 22013
Date(s) of Survey: July 6, 7, and 8, 2005
Project # (MDH internal use): QL22013003

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.	Met _X Correction Order(s) issued _X Education provided

Indicators of Compliance	Outcomes Observed	Comments
2. Agency staff promote the clients' rights as stated in the Minnesota Home Care Bill of Rights. (MN Statute 144A.44; MN	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	X Met Correction Order(s) issued Education
Rule 4668.0030)	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).	provided
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)	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.	Met _X Correction Order(s) issued _X Education provided
4. The agency has a system to receive, investigate, and resolve complaints from its clients and/or their representatives. (MN Rule 4668.0040)	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.	X Met Correction Order(s) issued Education provided
5. The clients' confidentiality is maintained. (MN Statute 144A.44; MN Rule 4668.0810)	Client personal information and records are secure. Any information about clients is released only to appropriate parties. Permission to release information is obtained, as required, from clients and/or their representatives.	X Met Correction Order(s) issued Education provided
6. Changes in a client's condition are recognized and acted upon. (MN Rules 4668.0815, 4668.0820, 4668.0825)	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.	X Met Correction Order(s) issued Education provided

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.	X Met Correction Order(s) issued 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 and administered are documented.	Met _X Correction Order(s) issued _X Education provided 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.	X Met Correction Order(s) issued Education provided 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) Note: 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).	X Met Correction Order(s) issued Education provided

<u>Please note</u>: 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	Education	
	Regulation	Order	Education	
Compliance	Regulation			
		Issued	provided	Statement(s) of Deficient Practice/Education:
1	MN Rule	X	X	Based on record review and interview,
	4668.0815 Subp. 2			the licensee failed to ensure that a
	Reevaluation			registered nurse (RN) reviewed and/or
				revised the client's service plan at least
				annually for two of three clients' (# 1
				and # 2) records reviewed. The
				findings include:
				imanigo merade.
				Client #1's service plan was deted
				Client #1's service plan was dated
				October of 2002. There was no
				indication that the RN had reviewed
				and/or revised the client #1's service
				plan after October 2002. Client #2's
				service plan was signed January of
				2002 and last updated June of 2004.
				There was no indication that the RN
				had reviewed and/or revised the client
				#2s' service plan after January 2002.
				mas service primi arrer canions y access
				When interviewed July 6, 2005, the RN
				indicated that she was not aware that
				the service plan had to be reviewed
				<u> </u>
				annually. She indicated she thought the
				service plans needed to be updated only
				if there was a change in service.
				Education: Provided
3	MN Rule	X	X	Based on record review and interview,
	4668.0065 Subp. 1			the licensee failed to ensure that
	Tuberculosis Screening			tuberculosis screening was completed
	-			for one of three employees (# 2)
				reviewed. The findings include:
				Employee #2' began employment for
				the licensee, with direct client in July of
				1997. Her record indicated she had an
				allergic reaction from a previous
				Mantoux test and contained a copy of a
				chest x-ray report, dated June of 1998,
				which was negative for tuberculosis.
				There was no other chest x-ray report
				which was negative for tuberculosis.

		Correction		
Indicator of		Order	Education	
Compliance	Regulation	Issued	provided	Statement(s) of Deficient Practice/Education:
•			•	in the record. When interviewed July 7,
				2005, employee # 2 stated her last
				Mantoux test was in 1998; she had a
				negative chest x-ray in 1998 and has
				not had another chest x-ray since that
				time.
				Education: Provided
-	NOVE 1	***	**	
8	MN Rule	X	X	Based on record review and interview,
	4668.0810 Subp.6			the licensee failed to maintain a
	Content of client record			complete record for one of two clients'
				(# 2) records reviewed. The findings
				include:
				Client #2's service plan, updated June
				of 2004, indicated the client received
				medication management by the
				registered nurse or licensed practical
				nurse (LPN). A visit report form by the
				LPN, dated June 29, 2005, indicated the
				client's medication was set-up and put
				in pill packs weekly. There was no
				documentation in client #2s' record
				regarding the name, date, time and
				quantity of dosage of each medication
				that was set-up for the client.
				that was set up for the elient.
				When interviewed July 6, 2005, the
				LPN indicated she set-up the client's
				medication weekly by checking the
				label on the pill bottle and putting the
				number of pills in the pill box as
				indicated by the label. She indicated
				she did not document what medications
				she had set-up for the client.
				Education: Provided
				Education. 1 Toylucu
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A draft copy of this completed form was left with <u>Dan Swenson</u> at an exit conference on <u>July 8, 2005</u>. 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).