



*Protecting, Maintaining and Improving the Health of Minnesotans*

Certified Mail # 7005 0390 0006 1222 0692

September 12, 2006

Helen Obah-Osonowo, Administrator  
Amazing Love LLC  
10643 Welcome Bay North  
Brooklyn Park, MN 55443

Re: Results of State Licensing Survey

Dear Ms. Obah-Osonowo:

The above agency was surveyed on August 15, 16, and 17, 2006, 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 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.

Please feel free to call our office with 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 style with a large, looped "J" and "N".

Jean Johnston, Program Manager  
Case Mix Review Program

Enclosures

cc: Hennepin County Social Services  
Ron Drude, Minnesota Department of Human Services  
Sherilyn Moe, Office of the Ombudsm

CMR 3199 6/06



Assisted Living Home Care Provider

LICENSING SURVEY FORM

Registered nurses from the Minnesota Department of Health (MDH) use this Licensing Survey Form during on-site visits to evaluate the care provided by Assisted Living home care providers (ALHCP). ALHCP licensees may also use this 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 staff, talk with clients and/or their representatives, make observations and review documentation. The survey is an opportunity for the licensee to explain to the MDH nurse what systems are in place to provide Assisted Living Home Care services. Completing this Licensing Survey Form in advance may facilitate 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: AMAZING LOVE LLC

HFID #: 24012

Date(s) of Survey: August 15, 16 and 17, 2006

Project #: QL24012002

Indicators of Compliance	Outcomes Observed	Comments
<p>1. The provider only accepts and retains clients for whom it can meet the needs as agreed to in the service plan.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0050</li> <li>• MN Rule 4668.0800 Subp. 3</li> <li>• MN Rule 4668.0815</li> <li>• MN Rule 4668.0825 Subp. 2</li> <li>• MN Rule 4668.0845</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The service plan accurately describes the client's needs.</li> <li>• Care is provided as stated in the service plan.</li> <li>• The client and/or representative understands what care will be provided and what it costs.</li> </ul>	<p>Annual Licensing Survey            ___ Met  <input checked="" type="checkbox"/> Correction Order(s) issued  <input checked="" type="checkbox"/> Education Provided</p> <p>Follow-up Survey # ___            ___ New Correction Order issued            ___ Education Provided</p>
<p>2. The provider promotes the clients' rights.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0030</li> <li>• MN Rule 4668.0040</li> <li>• MN Rule 4668.0170</li> <li>• MN Rule 4668.0870</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are aware of and have their rights honored.</li> <li>• Clients are informed of and afforded the right to file a complaint.</li> <li>• Continuity of Care is promoted for clients who are discharged from</li> </ul>	<p>Annual Licensing Survey  <input checked="" type="checkbox"/> Met            ___ Correction Order(s) issued            ___ Education Provided</p>

Indicators of Compliance	Outcomes Observed	Comments
<ul style="list-style-type: none"> <li>• MN Statute §144A.44</li> <li>• MN Statute §144D.04</li> </ul>	<p>the provider.</p>	<p>Follow-up Survey # _____</p> <p>_____New Correction Order issued</p> <p>_____Education Provided</p>
<p>3. The health, safety, and well being of clients are protected and promoted.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0035</li> <li>• MN Rule 4668.0805</li> <li>• MN Statute §144A.46</li> <li>• MN Statute §144D.07</li> <li>• MN Statute §626.557</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are free from abuse or neglect.</li> <li>• Clients are free from restraints imposed for purposes of discipline or convenience. Provider personnel observe infection control requirements.</li> <li>• There is a system for reporting and investigating any incidents of maltreatment.</li> <li>• There is adequate training and supervision for all staff.</li> <li>• Criminal background checks are performed as required.</li> </ul>	<p>Annual Licensing Survey</p> <p><u> X </u> Met</p> <p>_____Correction Order(s) issued</p> <p>_____Education Provided</p> <p>Follow-up Survey # _____</p> <p>_____New Correction Order issued</p> <p>_____Education Provided</p>
<p>4. The clients' confidentiality is maintained.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0810</li> </ul>	<ul style="list-style-type: none"> <li>• Client personal information and records are secure.</li> <li>• Any information about clients is released only to appropriate parties.</li> <li>• Client records are maintained, are complete and are secure.</li> </ul>	<p>Annual Licensing Survey</p> <p>_____Met</p> <p><u> X </u> Correction Order(s) issued</p> <p><u> X </u> Education Provided</p> <p>Follow-up Survey # _____</p> <p>_____New Correction Order issued</p> <p>_____Education Provided</p>
<p>5. The provider employs (or contracts with) qualified staff.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0820</li> <li>• MN Rule 4668.0825</li> <li>• MN Rule 4668.0830</li> <li>• MN Rule 4668.0835</li> <li>• MN Rule 4668.0840</li> <li>• MN Rule 4668.0065</li> <li>• MN Rule 4668.0070</li> <li>• MN Statute §144D.065</li> <li>• MN Statute §144A.45</li> <li>• MN Statute §144A.461</li> </ul>	<ul style="list-style-type: none"> <li>• Staff have received training and/or competency evaluations as required, including training in dementia care, if applicable.</li> <li>• Nurse licenses are current.</li> <li>• The registered nurse(s) delegates nursing tasks only to staff that are competent to perform the procedures that have been delegated.</li> <li>• The process of delegation and supervision is clear to all staff and reflected in their job descriptions.</li> <li>• Personnel records are maintained and retained.</li> <li>• Staff meet infection control guidelines.</li> </ul>	<p>Annual Licensing Survey</p> <p>_____Met</p> <p><u> X </u> Correction Order(s) issued</p> <p><u> X </u> Education Provided</p> <p>Follow-up Survey # _____</p> <p>_____New Correction Order issued</p> <p>_____Education Provided</p>

Indicators of Compliance	Outcomes Observed	Comments
<p>6. Changes in a client's condition are recognized and acted upon. Medications are stored and administered safely.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0800</li> <li>• MN Rule 4668.0815</li> <li>• MN Rule 4668.0820</li> <li>• MN Rule 4668.0855</li> <li>• MN Rule 4668.0860</li> <li>• MN Rule 4668.0865</li> <li>• MN Rule 4668.0870</li> </ul>	<ul style="list-style-type: none"> <li>• A registered nurse is contacted when there is a change in a client's condition that requires a nursing assessment.</li> <li>• Emergency and medical services are contacted, as needed.</li> <li>• The client and/or representative is informed when changes occur.</li> <li>• The provider has a system for the control of medications.</li> <li>• A registered nurse trains unlicensed personnel prior to them administering medications.</li> <li>• Medications and treatments are ordered by a prescriber and are administered and documented as prescribed.</li> </ul>	<p>Annual Licensing Survey  <input checked="" type="checkbox"/> Met            ___ Correction Order(s) issued  <input checked="" type="checkbox"/> Education Provided</p> <p>Follow-up Survey # ___            ___ New Correction Order issued            ___ Education Provided</p>
<p>7. The provider has a current license.</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0008</li> <li>• MN Rule 4668.0012</li> <li>• MN Rule 4668.0016</li> <li>• MN Rule 4668.0019</li> <li>• MN Rule 4668.0220</li> <li>• MN Statute §144A.47</li> <li>• MN Statute §144D.02</li> <li>• MN Statute §144D.04</li> <li>• MN Statute §144D.05</li> </ul> <p><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.</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The agency operates within its license(s) and applicable waivers and variances.</li> <li>• Advertisement accurately reflects the services provided by the agency.</li> </ul>	<p>Annual Licensing Survey  <input checked="" type="checkbox"/> Met            ___ Correction Order(s) issued            ___ Education Provided</p> <p>Follow-up Survey # ___            ___ New Correction Order issued            ___ Education Provided</p>
<p>8. The is in compliance with MDH waivers and variances</p> <ul style="list-style-type: none"> <li>• MN Rule 4668.0016</li> </ul>	<ul style="list-style-type: none"> <li>• Licensee provides services within the scope of applicable MDH waivers and variances</li> </ul>	<p>Annual Licensing Survey  <input checked="" type="checkbox"/> Met            ___ Correction Order(s) issued            ___ Education Provided</p> <p>Follow-up Survey # ___            ___ New Correction Order issued            ___ Education Provided</p>

***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, list the rule or statute number and the findings of deficient practice noted.

**1. MN Rule 4668.0810 Subp. 6**

**AREA OF COMPLIANCE: # 4**

Based on record review and interview, the licensee failed to maintain a complete record for two of two Based on record review and interview, the licensee failed to maintain a complete record for two of two clients' (#1 and #2) records reviewed. The findings include:

Clients #1 and #2 began receiving services July 13, 2006 and July 18, 2006, respectively. Clients #1 and #2 received assistance with activities of daily living such as bathing, dressing and grooming. Client #1 and #2's records did not include daily records or a weekly summary of the home care services provided. When interviewed August 15, 2006, the registered nurse confirmed that the services provided to each client was not documented.

**2. MN Rule 4668.0815 Subp. 4**

**AREA OF COMPLIANCE: # 1**

Based on record review and interview, the licensee failed to provide a complete service plan for two of two clients' (#1 and #2) records reviewed. The findings include:

Clients #1 and #2's initial evaluations and service plans were, dated July 13, 2006 and July 18, 2006, respectively. These evaluations indicated a need for assistance with activities of daily living and assistance with self-administration of medication for client #1. Clients #1 and #2's service plans lacked documentation of the description of the assisted living home care service or services to be provided, the frequency of each service, the identification of the persons who are to provide the services and the fees for each service. When interviewed August 15, 2006, the registered nurse confirmed the service plans were incomplete.

**3. MN Rule 4668.0840 Subp. 4**

**AREA OF COMPLIANCE: # 5**

Based on record review and interview, the licensee failed to ensure unlicensed persons performing delegated nursing services had completed the training and passed a competency evaluation for two of two unlicensed employees' (B and C) records reviewed. The findings include:

Employees B and C were hired as an unlicensed direct care staff, August 4, 2006 and July 28, 2006, respectively. Their records lacked documentation that they had been trained and passed a competency evaluation. When interviewed August 16, 2006, the registered nurse (RN) confirmed that she had not performed the training or completed a competency evaluation. The RN stated that she provided video training for unlicensed staff. Employee B and C's records lacked the name and content of the video.

A draft copy of this completed form was left with Helen Osonowo, Director of Nursing/Owner, at an exit conference on August 17, 2006. 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. If you have any questions about the Licensing Survey Form or the survey results, please contact the Minnesota Department of Health, (651) 201-4301. After supervisory review, this form will be posted on the MDH website. General information about ALHCP is also available on the MDH 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).