DEPARTMENT OF HEALTH

Protecting, Maintaining and Improving the Health of All Minnesotans

State Rapid Response Investigative Public Report

Office of Health Facility Complaints

Maltreatment Report #: HL242647362M
Compliance #: HL242642403C

Date Concluded: April 18, 2025

Name, Address, and County of Licensee Investigated:
Golden Valley Residence
1940 Major Drive
Golden Valley, MN 55422
Hennepin County

Facility Type: Assisted Living Facility (ALF)

Evaluator's Name: Holly German, RN
Special Investigator
Rhylee Gilb, RN
Special Investigator

Finding: Inconclusive

Nature of Investigation:
The Minnesota Department of Health investigated an allegation of maltreatment, in accordance with the Minnesota Reporting of Maltreatment of Vulnerable Adults Act, Minn. Stat. 626.557, and to evaluate compliance with applicable licensing standards for the provider type.

Initial Investigation Allegation(s):
The facility neglected the resident when they failed to administer medications as ordered. Additionally, the facility failed to provide a nurse on site.

Investigative Findings and Conclusion:
The Minnesota Department of Health determined neglect was inconclusive. The resident's service plan indicated he received medication administration services during the day, but not overnight upon admission. The medication administration record (MAR) indicated the resident did not receive his Parkinson's medication for approximately two weeks after admission, although staff stated the resident was taking his medication by self-administration and did not miss any doses. After two weeks, staff began administering medications to the resident because he was not self-administering his thyroid medication correctly. Additionally, the resident missed

occasional doses of his blood pressure medication, and the blood pressure medication was transcribed to receive half the dose that was ordered, however there was lack of evidence the resident experienced harm and the order was later changed to the half dose by his physician.

The investigator conducted interviews with facility staff members, including nursing staff and unlicensed staff. The investigator contacted a family member. The investigation included review of the resident records, pharmacy records, personnel files, staff schedules, and related facility policy and procedures. A facility incident report was requested but not provided. Also, the investigator observed staff and resident interactions while on staff.

The resident resided in an assisted living facility. The resident's diagnoses included Parkinson's disease and failure to thrive. The resident's service plan included assistance with medication administration during the day. The resident's assessment indicated the resident was oriented to person, place and time. The assessment indicated the resident walked independently and initially self-administered Parkinson's medication, and thyroid medication. The assessment indicated staff were to complete a blood pressure check prior to giving blood pressure medication.

The resident's admission physician orders included orders for Parkinson's medication every four hours, midodrine 10 milligrams (mg) three times per day for low blood pressure and thyroid medication daily.

The resident's MAR lacked staff signatures or documentation for the resident's Parkinson's medication for two weeks after the resident admitted to the facility. The thyroid medication administration had directive as self-administration. The midodrine was transcribed incorrectly as 5 mg three times day, not 10 mg as ordered. The resident missed two doses of midodrine during the two-week period due to not "set up."

The resident's medication management plan indicated the resident had provider orders to self-administer his nasal spray, thyroid medication, and his Parkinson's medication for the 2:00 a.m. and 4:00 a.m. doses. The plan indicated staff noted the resident was improperly dosing his medications. The plan lacked documentation of an assessment by the nurse to ensure the resident was capable to complete his own medication administration.

The resident's service plan was changed after one week to add a verbal medication reminder on the overnight shift to take his medication. One week later, the service plan was changed again to include overnight medication administration.

The resident's progress note indicated he was talking his thyroid medication incorrectly and taking four tablets, not one as prescribed. The resident was evaluated in the emergency room and returned to the facility. The note indicated the facility updated the resident's care plan to reflect staff medication administration going forward. The note was written the same day as the service plan change to include overnight medication administration. However, the resident's

MAR lacked documentation of medication administration for 11 days after the change in service for the thyroid medication.

The resident's MAR over the next three months indicated multiple missed doses of medications due to being "out" or "not available." The documentation did not include actions taken for the missing medication.

Pharmacy delivery records indicted the resident's midodrine medication refill was noted missing in the medication shipment and shipped five days later.

The resident's care plan changed four months after admission to include daily blood pressure monitoring, pulse monitoring and directive for staff to find the midodrine in a bottle (not the medication card). The same date as the care plan update, the resident's physician ordered midodrine 5 mg three times per day.

During an interview, a nurse stated the resident admitted to the facility with an order to self-administer his thyroid medication and Parkinson's medication, which the resident kept in his room. The nurse stated the resident took the medications himself, and that was why there was no staff documentation of administration on the MAR. The nurse stated staff would monitor if he was taking it by looking at the medication packs in his room. The nurse stated staff noted the resident was taking too much Thyroid medication, so staff took over administering his medications. The nurse stated there was a time when the resident missed his midodrine medication due to pharmacy not delivering it per schedule, but they had a bottle of the resident's medication in the medication cabinet and used it until the pharmacy packs were delivered. The nurse stated she monitored resident medications by viewing the medication record online to ensure they are getting what they should be, and when on site, she physically checked the medication pouches to see if anything was missing or if anything was not given that should have been.

During an interview, an unlicensed personnel (ULP) stated she was directed in the online charting system on what medications to give residents. The ULP stated if any medications were low or missing, she called the nurse to report it. The ULP stated the medication could be delivered as fast as the same day from the pharmacy. The ULP stated staff had concerns about the medications the resident kept in his room, and a family member would bring the resident different medications to his room often. The ULP stated staff reported the medications in the room to the nurse, who directed them to remove the medications from his room and place them in the locked medication cabinet.

During an interview, a family member stated she was told prior to the resident admitting to the facility that a nurse would be present at the facility for 12 hours every day, and that never happened. The family member stated the resident's medications should be fulfilled by a licensed medical person who knows how it is dispensed and how it works. The family member stated the resident had strong cognitive ability and was able to properly handle and take his

medications. The family member stated the facility deprived the resident of his blood pressure medication for two months. The family member stated she did not believe the facility delivered on their promise to care for the resident.

Minnesota statute 144G. 62, regarding registered nurse availability directs a registered nurse needs to be available for consultation by ULP performing delegated nursing tasks. The registered nurse needs to be readily available either in person, by phone or other means.

There was no evidence the facility's nurse was not available to staff.

The resident was unable to be reached for interview.

In conclusion, the Minnesota Department of Health determined neglect was inconclusive.

Inconclusive: Minnesota Statutes, section 626.5572, Subdivision 11.
"Inconclusive" means there is less than a preponderance of evidence to show that maltreatment did or did not occur.

Neglect: Minnesota Statutes, section 626.5572, subdivision 17
"Neglect" means neglect by a caregiver or self-neglect.
(a) "Caregiver neglect" means the failure or omission by a caregiver to supply a vulnerable adult with care or services, including but not limited to, food, clothing, shelter, health care, or supervision which is:
(1) reasonable and necessary to obtain or maintain the vulnerable adult's physical or mental health or safety, considering the physical and mental capacity or dysfunction of the vulnerable adult; and
(2) which is not the result of an accident or therapeutic conduct.
(d) For purposes of this section, a vulnerable adult is not neglected for the sole reason that:
(1) the vulnerable adult or a person with authority to make health care decisions for the vulnerable adult under sections 144.651, 144A.44, chapter 145B, 145C, or 252A, or sections 253B.03 or 524.5-101 to 524.5-502, refuses consent or withdraws consent, consistent with that authority and within the boundary of reasonable medical practice, to any therapeutic conduct, including any care, service, or procedure to diagnose, maintain, or treat the physical or mental condition of the vulnerable adult, or, where permitted under law, to provide nutrition and hydration parenterally or through intubation; this paragraph does not enlarge or diminish rights otherwise held under law by:
(i) a vulnerable adult or a person acting on behalf of a vulnerable adult, including an involved family member, to consent to or refuse consent for therapeutic conduct; or
(ii) a caregiver to offer or provide or refuse to offer or provide therapeutic conduct; or
(4) an individual makes an error in the provision of therapeutic conduct to a vulnerable adult which does not result in injury or harm which reasonably requires medical or mental health care; or

Vulnerable Adult interviewed: No, did not return request for interview.
Family/Responsible Party interviewed: Yes.
Alleged Perpetrator interviewed: Not Applicable.

Action taken by facility:
The facility removed medications from the resident's room and provided medication administrations services to the resident.

Action taken by the Minnesota Department of Health:
The facility was found to be in noncompliance. To view a copy of the Statement of Deficiencies and/or correction orders, please visit:

https://www.health.state.mn.us/facilities/regulation/directory/provcompselect.html

If you are viewing this report on the MDH website, please see the attached Statement of Deficiencies.

You may also call 651-201-4200 to receive a copy via mail or email

cc:
The Office of Ombudsman for Long Term Care
The Office of Ombudsman for Mental Health and Developmental Disabilities

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	24264	A. BUILDING: ______ B. WING ______	C 03/26/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GOLDEN VALLEY RESIDENCE	**1940 MAJOR DRIVE GOLDEN VALLEY, MN 55422**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
0 000	Initial Comments ******ATTENTION****** ASSISTED LIVING PROVIDER CORRECTION ORDER In accordance with Minnesota Statutes, section 144G.08 to 144G.95, these correction orders are issued pursuant to a complaint investigation. Determination of whether a violation is corrected requires compliance with all requirements provided at the statute number indicated below. When a Minnesota Statute contains several items, failure to comply with any of the items will be considered lack of compliance. INITIAL COMMENTS: HL242646259C HL242647362M/HL242642403C On March 26, 2025, the Minnesota Department of Health conducted a complaint investigation at the above provider, and the following correction orders are issued. At the time of the complaint investigation, there were five residents receiving services under the provider's Assisted Living license. The following correction order is issued for HL242646259C, tag identification 590. The follow correction order is issued for HL242647362M/HL242642403C, tag identification 1760.	0 000	Minnesota Department of Health is documenting the State Correction Orders using federal software. Tag numbers have been assigned to Minnesota State Statutes for Assisted Living Facilities. The assigned tag number appears in the far-left column entitled "ID Prefix Tag." The state Statute number and the corresponding text of the state Statute out of compliance is listed in the "Summary Statement of Deficiencies" column. This column also includes the findings which are in violation of the state requirement after the statement, "This Minnesota requirement is not met as evidenced by." Following the evaluators ' findings is the Time Period for Correction. PLEASE DISREGARD THE HEADING OF THE FOURTH COLUMN WHICH STATES,"PROVIDER'S PLAN OF CORRECTION." THIS APPLIES TO FEDERAL DEFICIENCIES ONLY. THIS WILL APPEAR ON EACH PAGE. THERE IS NO REQUIREMENT TO SUBMIT A PLAN OF CORRECTION FOR VIOLATIONS OF MINNESOTA STATE STATUTES. THE LETTER IN THE LEFT COLUMN IS USED FOR TRACKING PURPOSES AND REFLECTS THE SCOPE AND LEVEL ISSUED PURSUANT TO 144G.31 SUBDIVISION 1-3.	
0 590 SS=D	144G.42 Subd. 3 Facility restrictions (a) This subdivision does not apply to licensees	0 590		

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0 590	Continued From page 1 that are Minnesota counties or other units of government. (b) A facility or staff person may not: (1) accept a power-of-attorney from residents for any purpose, and may not accept appointments as guardians or conservators of residents; or (2) borrow a resident's funds or personal or real property, nor in any way convert a resident's property to the possession of the facility or staff person. (c) A facility may not serve as a resident's legal, designated, or other representative. (d) Nothing in this subdivision precludes a facility or staff person from accepting gifts of minimal value or precludes acceptance of donations or bequests made to a facility that are exempt from section 501(c)(3) of the Internal Revenue Code. This MN Requirement is not met as evidenced by: Based on interview and document review the licensee failed to refrain from acting as representative payee of the resident, as required for 1 of 1 residents (R1) reviewed. This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety, but was not likely to cause serious injury, impairment, or death) and was issued at an isolated scope (when one or a limited number of residents are affected or one or a limited number of staff are involved, or the situation has occurred only occasionally). The findings include: R1's diagnosis includes chronic kidney disease and heart failure. R1's plan of care dated April 1, 2025, indicated R1 received assistance with	0 590	Assisted Living Provider 144G. Minnesota Department of Health is documenting the State Correction Orders using federal software. Tag numbers have been assigned to Minnesota State Statutes for Assisted Living Facilities. The assigned tag number appears in the far-left column entitled "ID Prefix Tag." The state Statute number and the corresponding text of the state Statute out of compliance is listed in the "Summary Statement of Deficiencies" column. This column also includes the findings which are in violation of the state requirement after the statement, "This Minnesota requirement is not met as evidenced by." Following the evaluators' findings is the Time Period for Correction.	

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0 590	Continued From page 2 transfers, toileting, medication administration, behavior management, dressing, and safety checks every two hours. A document, untitled, provided by the licensee, dated August 23, 2023, indicated the licensee requested to be the payee of R1's social security benefit checks. R1's individual abuse prevention plan (IAPP) dated November 1, 2024, indicated R1 required shopping assist from staff. R1's service delivery records dated December 2024, January 2025, February 2025 and March 2025, did not indicate R1 received assistance with financial needs. R1's social security checks dated February 12, 2025, for $1,673.00 and March 12, 2025, for $1,673.00 were written to pay to the order of the licensee. A licensee bank statement dated February 28. 2025, indicated a deposit of $1,673.00, same amount of R1's social security checks. R1's plan of care dated April 1, 2025, did not indicated R1 required assistance with finances. During an interview on March 26, 2025, at 9:15 a.m., R1 stated her bills go directly to the office and if she needs money, she goes to the office to ask for it. R1 stated she does not see her money and does not receive any statements. During an interview on April 3, 2025, at 1:05 p.m., owner (OW)-A stated R1 admitted to them from another facility who was acting as R1's representative payee, and told OW-A R1 did not	0 590	PLEASE DISREGARD THE HEADING OF THE FOURTH COLUMN WHICH STATES,"PROVIDER'S PLAN OF CORRECTION." THIS APPLIES TO FEDERAL DEFICIENCIES ONLY. THIS WILL APPEAR ON EACH PAGE. THERE IS NO REQUIREMENT TO SUBMIT A PLAN OF CORRECTION FOR VIOLATIONS OF MINNESOTA STATE STATUTES. THE LETTER IN THE LEFT COLUMN IS USED FOR TRACKING PURPOSES AND REFLECTS THE SCOPE AND LEVEL ISSUED PURSUANT TO 144G.31 SUBDIVISION 1-3.	

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0 590	Continued From page 3 have her own bank account. OW-a stated he was not happy to have to manage R1's finances. OW-A stated the facility was the representative payee for R1. OW-A stated R1's social security checks came directly to the facility and were deposited into the facility business account. OW-A stated the facility paid R1's bills for her. OW-A stated the facility did not make any attempts to obtain a guardian or power of attorney for R1. OW-A stated he was not aware a facility could not act as a representative payee for a resident, and since R1's previous facility was acting as R1's representative payee, he did not think twice about it. The licensee policy titled "Handling of Resident's Finances" dated July 29, 2021, indicated no staff can assist with household budgeting, including paying bills, or otherwise manage a resident's property. TIME PERIOD FOR CORRECTION: Twenty-One (21) days	0 590		
01760 SS=F	144G.71 Subd. 8 Documentation of administration of medication Each medication administered by the assisted living facility staff must be documented in the resident's record. The documentation must include the signature and title of the person who administered the medication. The documentation must include the medication name, dosage, date and time administered, and method and route of administration. The staff must document the reason why medication administration was not completed as prescribed and document any follow-up procedures that were provided to meet the resident's needs when medication was not	01760		

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administered as prescribed and in compliance with the resident's medication management plan.

This MN Requirement is not met as evidenced by:
Based on interview and document review, the licensee failed to document medication administration and follow up procedures when a medication was not administered as ordered, as required for 1 of 1 residents (R1) reviewed. This deficient practice affected all staff and had the potential to affect all residents.

This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety, but was not likely to cause serious injury, impairment, or death) and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected or has the potential to affect a large portion or all of the residents).

The findings include:

R1 admitted to the facility August 15, 2024. R1's diagnosis includes Parkinson's disease and failure to thrive. R1's plan of care printed December 9, 2024, indicated R1 received medication administration service, effective August 14, 2024, during the morning and evening shift. Effective August 23, 2024, medication reminder service was added for a verbal reminder on the overnight shift to R1 to take his overnight medication as scheduled. Effective August 30, 2024, medication administration service was added for the overnight shift.

R1's admission physician orders, signed August 13, 2024, included orders for carbidopa-levodopa

Assisted Living Provider 144G.
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THERE IS NO REQUIREMENT TO SUBMIT A PLAN OF CORRECTION FOR VIOLATIONS OF MINNESOTA STATE STATUTES.

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25-250 milligrams (mg) every four hours for Parkinson's disease, midorine 10 mg three times per day for low blood pressure and Synthroid 75 micrograms daily for hypothyroidism.

R1's medication administration record (MAR) dated August 2024, indicated R1 had carbidopa-levodopa scheduled at 12:00 a.m., 4:00 a.m., 8:00 a.m., 12:00 p.m., 4:00 p.m. and 8:00 p.m. starting on August 16, 2024. The incorrect dose of midorine was transcribed to the MAR of 5 mg and not 10 mg as ordered. Midorine was scheduled at 8:00 a.m., 12:00 p.m., and 4:00 p.m. Synthroid was scheduled at 8:00 a.m., but with directive as self administration.
The following omission medication errors:

carbidopa-levodopa:
August 16, 2024, through August 30, 2024, R1's MAR lacked documentation for administration of 72 doses of R1's carbidopa-levodopa medication, no documentation of administration occurred until the 8:00 a.m. dose on August 30, 2024.

midodrine:
August 17, 2024, 12:00 p.m. dose, reason documented "took out."
August 23, 2024, 8:00 a.m. dose, reason documented did not have medication set up.

Additionally, no medications were documented as administered on August 25, 2024, and R1's record lacked indication he was not in the facility.

R1's nurse notes dated August 30, 2024, at 1:24 p.m. indicated staff noted R1 to be incorrectly taking his Synthroid medication. The note indicated facility staff will complete R1's medication administration going forward.

SUBDIVISION 1-3.

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R1's MAR notes dated September 2024, indicated following omission medication errors:
carbidopa-levodopa:
September 18, 2024, 12:00 p.m. dose, reason "out."
September 23, 2024, 8:00 a.m. dose, no documentation.

Synthroid:
R1 did not receive any Synthroid September 1, 2024 through September 11, 2024 and the first dose administered on September 12, 2024.
September 23, 2024, 8:00 a.m. dose, no documentation.

midodrine:
September 18, 2024, 12:00 p.m. dose, reason "out."

R1's MAR notes dated October 2024, indicated following omission medication errors:
carbidopa-levodopa:
October 2, 2024, 12:00 a.m. and 4:00 a.m. dose, reason not available, although it was administered the day prior and all doses afterwards.

R1's MAR notes dated November 2024, indicated following omission medication errors:
midodrine:
November 7, 2024, 8:00 a.m., 12:00 p.m. and 4:00 p.m. dose, reason "none" and not available.
November 9, 2024, 8:00 a.m. dose, reason "none."
November 10, 2024, 4:00 p.m. dose, reason not available.
November 11, 2024, 12:00 p.m. dose, reason "none."
November 12, 2024, 12:00 p.m. and 4:00 p.m. dose, reason "none" and not available

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November 13, 2024, 8:00 a.m. dose, reason "none."

R1's record lacked follow up or monitoring of R1 missing his Parkinson's medication, blood pressure medication, and Synthroid.

R1's plan of care indicated effective November 10, 2024, blood pressure monitoring service daily was added with directive to notify the nurse if the upper number is less than 100 or higher than 160 or lower number is less than 90 or higher than 95. Pulse monitoring service daily was also added with directive to notify the nurse if the pulse is less than 60 or higher than 100. Effective November 13, 2024, directive for staff to give midodrine at 8:00 a.m., 12:00 p.m. and 4:00 p.m. The medication is in a bottle and needed to be given daily as prescribed.

R1's medication management plan dated December 9, 2024, indicated R1 had provider orders to self-administer his nasal spray, Synthroid medication, and carbidopa-levodopa medication doses at 2:00 a.m. and 4:00 a.m. The plan indicated staff noted R1 to be incorrectly dosing his Synthroid medication. The plan lacked documentation of the assessment from a nurse that indicated R1 was appropriate to self-administer medications.

During an interview on March 26, 2025, at 10:15 a.m., unlicensed personnel (ULP)-A stated the nurse comes to the facility three to four times a week to do resident medications. ULP-A stated she calls or texts the nurse if she has any issues.

During an interview on April 7, 2025, at 2:00 p.m., registered nurse (RN)-B stated the staff did not sign R1's MAR for the administration of

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GOLDEN VALLEY RESIDENCE	1940 MAJOR DRIVE GOLDEN VALLEY, MN 55422

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
01760	Continued From page 8	01760		

carbidopa-levodopa because R1 took it himself. RN-B stated she checks on what the ULP are charting and noted they charted they did not have midodrine medication for R1, and upon further inspection, noted it had not been delivered from the pharmacy. RN-B stated R1 missed three doses of midodrine in November, and did not miss any in October. RN-B stated she never received any complaints or concerns about how R1 took his carbidopa-levodopa medication, only concerns with the Synthroid medication.

During an interview on April 8, 2025, at 10:38 a.m., ULP-C stated the nurse has medications for every resident set up. ULP-C stated there was one time she could not find the resident's blood pressure medication, so she called a coworker who told her it was next to the cassette, and that's where she found it.

The licensee policy titled "Administration of Medication, Treatment and Therapy by Unlicensed Personnel" dated August 1, 2021, indicated resident medications must be administered according to the six rights of medication administration. The sixth right indicated the resident has the right to the right charting record to document that the medication was taken.

The licensee policy titled "Documentation of Medication, Treatment and Therapy Management Services" dated August 1, 20221 indicated staff will document each task immediately after that task has been performed. The policy indicated the RN will document actions to request and obtain needed refills for resident's, including communications with the prescriber, pharmacy, resident and or the resident's representative or family.

Minnesota Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	24264	A. BUILDING: ____ B. WING ____	C 03/26/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GOLDEN VALLEY RESIDENCE	**1940 MAJOR DRIVE GOLDEN VALLEY, MN 55422**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
01760	Continued From page 9 TIME PERIOD FOR CORRECTION: Seven (7) days	01760		