

STATE LICENSING COMPLIANCE REPORT

Report #: HL367328914C

Date Concluded: January 23, 2024

Name, Address, and County of Facility

Investigated:

Amran Home Health Care
3228 Columbus Avenue South
Minneapolis, MN 55407
Hennepin County

Facility Type: Assisted Living Facility (ALF)

Evaluator's Name: Tim Hanna, JW
Engineering Specialist
Rhylee Gilb, RN
Special Investigator

The Minnesota Department of Health conducted a complaint investigation to determine compliance with state laws and rules governing the provision of care under Minnesota Statutes, Chapter 144G. The purpose of this complaint investigation was to review if facility policies and practices comply with applicable laws and rules. No maltreatment under Minnesota Statutes, Chapter 626 was alleged.

To view a copy of the correction orders, if any, please visit:

<https://www.health.state.mn.us/facilities/regulation/directory/provcompselect.html>, or call 651-201-4201 to be provided a copy via mail or email. If you are viewing this report on the MDH website, please see the attached state form.

Minnesota Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 36732	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/23/2024
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NAME OF PROVIDER OR SUPPLIER AMRAN HOME HEALTH CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 3228 COLUMBUS AVENUE SOUTH MINNEAPOLIS, MN 55407
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0 000	<p>Initial Comments</p> <p>*****ATTENTION*****</p> <p>ASSISTED LIVING PROVIDER CORRECTION ORDER</p> <p>In accordance with Minnesota Statutes, section 144G.08 to 144G.95, these correction orders are issued pursuant to a complaint investigation.</p> <p>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.</p> <p>INITIAL COMMENTS:</p> <p>HL367328914C</p> <p>On January 23, 2024, 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 1 (one) resident receiving services under the provider's Assisted Living license. The following immediate correction orders are issued.</p> <p>The following immediate correction orders are issued for HL367328914C, tag identification 0800 and 2310.</p>	0 000		
0 800 SS=1	<p>144G.45 Subd. 2 (a) (4) Fire protection and physical environment</p> <p>(4) keep the physical environment, including walls, floors, ceiling, all furnishings, grounds, systems, and equipment in a continuous state of</p>	0 800		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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0 800	<p>Continued From page 1</p> <p>good repair and operation with regard to the health, safety, comfort, and well-being of the residents in accordance with a maintenance and repair program.</p> <p>This MN Requirement is not met as evidenced by: Based on observation, interview and record review, the licensee failed to maintain appliances for safe and operable use when the facility's water heater failed to vent out carbon monoxide and the water heater was tagged "do not use" by the gas company. The licensee failed to replace the water heater for a month, causing no hot water to be available to clean dishes and provide warm showers. This affected all staff and residents.</p> <p>This practice resulted in a level three violation (a violation that harmed a resident's health or safety, not including serious injury, impairment, or death, or a violation that has the potential to lead to 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 potential to affect a large portion or all of the residents).</p> <p>The findings include:</p> <p>The World Health Organization recommends that the indoor air level for carbon monoxide (CO) be below an average of nine parts per million (ppm) for any eight-hour period, and below 25 ppm for any one-hour period. One ppm means one part of CO per million parts of air.</p> <p>During an onsite visit on January 23, 2024, at 2:45 p.m., the surveyor spoke to unlicensed</p>	0 800		

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0 800	<p>Continued From page 2</p> <p>personnel (ULP)-B about no hot water issues. ULP-B reported the water heater was in the basement and he did not have keys to open the locked door. The surveyor tested the kitchen sink faucet. When the faucet was turned to "hot", no water came out indicating the water heater was not working or turned off.</p> <p>During an interview on January 23, 2024, at 3:03 p.m., ULP-B stated he had been working for the facility for two or three weeks and the owner was on the way the facility. ULP-B stated R1 was the only resident. ULP-B stated there was no hot water at the facility and when asked what challenges he had being without hot water, ULP-B stated the dishes were not easy to clean with no hot water and were currently piled in the sink.</p> <p>During an interview on January 23, 2024, at 3:08 p.m., R1 stated he showered upstairs in his bathroom. R1 stated the water was cold.</p> <p>On January 23, 2024, at 3:20 p.m., owner (OW)-A arrived onsite and stated the water heater was tagged as "do not use" and dangerous by the gas company when they came out to service the water heater for a defective power vent that would not exhaust the carbon monoxide.</p> <p>During observation on January 23, 2024, at 3:25 p.m., the surveyor observed the water heater was tagged as "do not use" dated December 24, 2023 by the gas company.</p> <p>The gas company tag document dated December 24, 2023, indicated the facility CO levels were 4,200 parts per million.</p>	0 800		

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0 800	<p>Continued From page 3</p> <p>During interview on January 23, 2024 at 3:30 p.m., OW-A stated she had a quote for a repair on January 16, 2024 that the water heater could be fixed the next day. When asked what provisions had been made for showering or bathing over the last 30 days for hot water, OW-A stated R1 had used hot water provisions stored in the tank, but when the surveyor indicated the tank size could not maintain temperature for 30 days, OW-A stated R1 preferred cold showers. During the interview, OW-A called the gas company for a quote with the surveyor present. The gas company was going to send OW-A a new quote and was not able to confirm a date of install. The operator indicated if the quote was accepted a new water heater could be installed the next day (if another gas water heater). OW-A stated she wanted an electric water heater, in which the surveyor observed the utility connections would need to be change and require more work, which would further delay install.</p> <p>At 3:50 p.m., OW-A was informed of the immediate order.</p> <p>TIME PERIOD OF CORRECTION: IMMEDIATELY</p>	0 800		
02310 SS=G	<p>144G.91 Subd. 4 (a) Appropriate care and services</p> <p>(a) Residents have the right to care and assisted living services that are appropriate based on the resident's needs and according to an up-to-date service plan subject to accepted health care standards.</p> <p>This MN Requirement is not met as evidenced by:</p>	02310		

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02310	<p>Continued From page 4</p> <p>Based on observation, interview and record review, the licensee failed to provide shower and bathing assistance with acceptable water temperature for reasonable comfort for 1 of 1 residents (R1) when the licensee did not replace the hot water heater for a month. R1 was required to take cold showers.</p> <p>This practice resulted in a level three violation (a violation that harmed a resident's health or safety, not including serious injury, impairment, or death, or a violation that has the potential to lead to 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).</p> <p>The findings include:</p> <p>The American Burn Association document titled, "Scald Statistics and Data Resources," dated August 13, 2018, indicated, hot water will burn skin at temperatures much lower than boiling point (212 degrees Fahrenheit (F)). It takes three seconds of exposure to 140 degree F water temperature to cause a serious burn. Water heaters should be set at 120 degrees F and safe bathing temperature is 100 degrees F.</p> <p>During an onsite visit on January 23, 2024, at 2:45 p.m., the surveyor spoke to unlicensed personnel (ULP)-B about no hot water issues. ULP-B reported the water heater was in the basement and he did not have keys to open the locked door. The surveyor tested the kitchen sink faucet. When the faucet was turned to "hot", no water came out indicating the water heater was not working or turned off.</p>	02310		

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02310	<p>Continued From page 5</p> <p>During an interview on January 23, 2024, at 3:03 p.m., ULP-B stated he had been working for the facility for two or three weeks and the owner was on the way the facility. ULP-B stated R1 was the only resident. ULP-B stated there was no hot water at the facility and when asked what challenges he had being without hot water, ULP-B stated the dishes were not easy to clean with no hot water and were currently piled in the sink. ULP-B stated he did not work evening so was unsure how R1 showered.</p> <p>During an interview on January 23, 2024, at 3:08 p.m., R1 stated he showered upstairs in his bathroom. R1 stated the water was cold.</p> <p>On January 23, 2024, at 3:20 p.m., owner (OW)-A arrived onsite and stated the water heater was tagged as "do not use" and dangerous by the gas company when they came out to service the water heater for a defective power vent that would not exhaust the carbon monoxide.</p> <p>During observation on January 23, 2024, at 3:25 p.m., the surveyor observed the water heater was tagged as "do not use" dated December 24, 2023 by the gas company.</p> <p>During interview on January 23, 2024 at 3:30 p.m., OW-A stated she had a quote for a repair on January 16, 2024 that the water heater could be fixed the next day. When asked what provisions had been made for showering or bathing over the last 30 days for hot water, OW-A stated R1 had used hot water provisions stored in the tank, but when the surveyor indicated the tank size could not maintain temperature for 30 days, OW-A stated R1 preferred cold showers. OW-A stated she also had staff offer to heat water and</p>	02310		

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02310	<p>Continued From page 6</p> <p>put it in a jar for showering. OW-A stated she also offered R1 to shower elsewhere. During the interview, OW-A called the gas company for a quote with the surveyor present. The gas company was going to send OW-A a new quote and was not able to confirm a date of install. The operator indicated if the quote was accepted a new water heater could be installed the next day (if another gas water heater). OW-A stated she wanted an electric water heater, in which the surveyor observed the utility connections would need to be change and require more work, which would further delay install.</p> <p>At 3:50 p.m., OW-A was informed of the immediate order.</p> <p>TIME PERIOD OF CORRECTION: IMMEDIATELY</p>	02310		
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