

State Rapid Response Investigative Public Report

Office of Health Facility Complaints

Maltreatment Report #: HL371023803M
Compliance #: HL371024255C

Date Concluded: September 18, 2024

Name, Address, and County of Licensee

Investigated:

NuVision Homecare Services LLC
4568 Zenith Avenue North
Robbinsdale, MN 55422
Hennepin County

Facility Type: Assisted Living Facility (ALF)

Evaluator's Name: James P. Larson, RN
Special Investigator

Finding: Not Substantiated

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 medication as ordered.

Investigative Findings and Conclusion:

The Minnesota Department of Health determined neglect was not substantiated. The facility administered medication as directed and followed facility policies and procedure. There was not a preponderance of evidence to support that the actions of the facility staff met the definition of neglect.

The investigator conducted interviews with facility staff members, including nursing staff. The investigation included review of the resident record, hospital records, and pharmacy records. The investigation included review of the facility internal investigation, personnel files, employee training files, and facility policies and procedures. The investigator also toured the facility, observed medication administration techniques and staff interactions with residents.

The resident resided in an assisted living facility. The resident's diagnoses included bipolar disorder, schizoaffective disorder, and anxiety. The resident's service plan included assistance with activities of daily living, housekeeping, and medication administration. The resident's assessment indicated he required verbal cues with bathing, personal hygiene, and dressing. The resident's assessment also indicated that instructions were provided to the resident and the resident's legal representative on interventions to manage the resident's medications and prevent diversion of medications during leaves of absence from the facility.

The resident was transported by ambulance to a local hospital with complaints of chest pain and a racing heartbeat. Upon arrival at the emergency department, the resident informed hospital staff that they had self-medicated with multiple tablets of a prescription drug.

The resident reported to hospital staff that he occasionally held medication in his cheek unbeknownst to staff, following medication administration and saved the pill to take later at a time of his choosing.

During an interview, a nurse at the facility stated staff were aware the resident had episodes of anxiety and manic behavior but had not displayed signs of suicidal ideation.

During an interview, unlicensed staff stated that the resident had a known history of attempts to hide medication. Unlicensed staff were aware of this behavior and took steps to ensure proper administration procedures were followed.

During an interview, the resident stated that the day of the incident he felt his heart racing and requested a single dose of a prescribed as-needed medication. The resident stated that staff administered the medication as requested and followed proper procedures. After staff left his room, the resident retrieved his personal bottle of the same medication that he had stored in his personal belongings. The resident stated he took five additional pills and then reported his actions to facility staff. Staff contacted emergency medical services and he was transported to a local hospital for care and observation.

During an interview, a family member stated that they had no concern with medication administration services provided by the facility.

In conclusion, the Minnesota Department of Health determined neglect was not substantiated.

“Not Substantiated” means:

An investigatory conclusion indicating the preponderance of evidence shows that an act meeting the definition of maltreatment 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.

Vulnerable Adult interviewed: Yes

Family/Responsible Party interviewed: Yes

Alleged Perpetrator interviewed: Yes

Action taken by facility:

Following the incident, nursing staff conducted additional training with staff and reviewed proper medication administration procedures.

Action taken by the Minnesota Department of Health:

No further action taken at this time.

cc:

The Office of Ombudsman for Long Term Care

The Office of Ombudsman for Mental Health and Developmental Disabilities

Minnesota Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 37102	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/12/2024
NAME OF PROVIDER OR SUPPLIER NUVISION HOMECARE SERVICES LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 4568 ZENITH AVENUE NORTH CRYSTAL, 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 On August 12, 2024, the Minnesota Department of Health initiated an investigation of complaint #HL371024255C/#HL371023803M. No correction orders are issued.	0 000			

Minnesota Department of Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE