MINNESOTA MDH DEPARTMENT OF HEALTH

Protecting, Maintaining and Improving the Health of Minnesotans

October 2, 20085

Hibo Daar, Administrator
New American Home Healthcare LLC 141A
912 East 24th Street
Minneapolis, MN 55404

Re: Telephone Interview

Dear Ms. Daar:

The information discussed during a telephone interview conducted by staff of the Minnesota Department of Health, Case Mix Review Program, on (date) is summarized in the enclosed documents listed below:

Telephone Interview and Education Assessment form
A summary of the items discussed during the phone interview and a listing of the education provided during the interview

Resource Sheet for Home Care Providers
A listing of web-sites and documents useful to home care providers in assuring compliance with home care regulations

Please note, it is your responsibility to share the information contained in this letter and the information from this interview with your direct care staff and the President of your facility's Governing Body.

If you have any questions, please feel free to call our office at (651) 201-4301.

Sincerely,

Jean M. Johnston

Jean Johnston, Program Manager
Case Mix Review Program

Enclosure(s)

CMR TELEPHONE 03/08

Class A and Class F Home Care

Telephone Interview and Education Assessment

Registered nurses from the Minnesota Department of Health (MDH) use this form to document telephone interviews and education of newly licensed Class F and Class A (licensed only) Home Care Providers as well as other providers who have not been surveyed by Case Mix Review staff.

Licensing requirements listed below were reviewed during a telephone interview. Information from this interview along with other data will be considered when making decisions regarding the timing of an on site survey. The noted topics were discussed during the telephone interview and education was provided in the checked areas.

Name of Home Care Licensee: New American Home Healthcare LLC

HFID #: 25421 Type of License: Class A Home Care

Date of Interview: September 11, 2008

Interview Topic	Item Discussed	Education Provided
Access to information	☒ Home Care Rules and Statutes	☐ Web address for Home Care Rules and Statutes was sent (MN Statute §144A and MN Rule 4668) ☐ Web address for Vulnerable Adult Act was sent (MN Statute §626.557) ☐ Web address for Maltreatment of Minors Act was sent (MN Statute §626.556) ☐ Board of Nursing web address was sent Sent via: E-mail ☒ Basic Education Provided
Client Needs	☒ Care needs of clients	☐ Home Care licensee is required to have staff sufficient in qualifications and numbers to meet client needs (MN Rule 4668.0050) ☒ Basic Education Provided

Interview Topic	Item Discussed	Education Provided
Home Care Bill of Rights	☒ Bill of Rights given to clients	☐ Current and appropriate version of home care bill of rights required Minnesota Dept. of Health web-site ☒ Basic Education Provided
Advertising	☒ Advertising should reflect services provided	☐ Includes all forms of advertising MN Rule 4668.0019 ☒ Basic Education Provided
Unlicensed personnel (ULP) who provide direct care	☒ Training needed for ULP to be qualified to provide direct care ☒ Ongoing education needed for unlicensed personnel	☒ Initial training needed MN Rule 4668.0100 Subp. 5 (Class A) ☒ Competency testing required MN Rule 4668.0130 Subp.3 (Class A) ☒ Inservice training MN Rule 4668.0100 Subp. 6 (Class A) ☒ Ongoing infection control training needed MN Rule 4668.0065 Subp. 3 ☒ Basic Education Provided
Unlicensed personnel (ULP) and medication administration	☒ Training required ☐ Insulin administration by unlicensed personnel	☒ Difference between medication administration and assistance with medication administration. MN Rule 4668.0003 Subp. 2a and Subp. 21a ☒ Medication reminders – a visual or verbal cue only. MN Rule 4668.0003 Subp. 21b ☐ ULP limitations with insulin administration MN Rule 4668.0100 Subp. 3 (Class A) ☒ Prescriber orders required MN Rule 4668.0150 Subp. 3 (Class A) ☒ Basic Education Provided

Interview Topic	Item Discussed	Education Provided
Role of registered nurse (RN) and licensed practical nurse (LPN)	☒ Need to verify licenses of nurses ☒ RN does assessments ☐ LPN does monitoring	☐ Difference between RN and LPN role MN Rule 4668.0180 Subp. 5 (Class A) and Minnesota Nurse Practice Act ☐ Points at which RN assessment is needed - Class F requirements ☒ RN assessment and change in condition MN Rule 4668.0100 Subp. 9 (Class A) ☒ Basic Education Provided
Supervision of unlicensed personnel (ULP)	☒ Requirements for supervision and monitoring of unlicensed personnel	☒ RN supervision and LPN monitoring of unlicensed personnel ☒ Timing of supervision and monitoring MN Rule 4668.0100 Subp. 9 (Class A) ☒ Basic Education Provided
Service plan or agreement	☒ Contents of Service Plan or Agreement ☒ Person who prepares service plan	☒ Differentiate between licensee service plan and county service plan ☒ Required components of service plan ☒ Need to review service plan ☒ Basic Education Provided MN Rule 4668.0140 (Class A)
Protection of health, safety and well being of clients	☒ Background studies for all staff ☒ Assessment of vulnerability for all clients	☒ Background studies not transferable ☒ Only DHS background study accepted MN Statute §144A.46 Subd. 5 ☒ Plan to address identified vulnerabilities required MN Statute §626.557 Subd. 14b ☒ Basic Education Provided

Interview Topic	Item Discussed	Education Provided
Infection control	☒ Tuberculosis screening prior to direct client contact	☒ System for follow up on TB status after hire MN Rule 4668.0065 Subps. 1 & 2 ☒ Yearly infection control inservice required for all staff including nurses MN Rule 4668.0065 Subp. 3 ☒ Basic Education Provided
Assisted Living	☐ Arranged providers for assisted living required to follow 144G	☐ Uniform Consumer Information Guide must be given to all prospective clients MN Statute 144G.03 Subd. 2b9 ☐ Basic Education Provided

The data used to complete this form was reviewed with Mohamed Abdilahi Administrator during a telephone interview on September 11, 2008. A copy of this Telephone Interview and Education Assessment form will be sent to the licensee. Any questions about this Telephone Interview and Education Assessment form should be directed to the Minnesota Department of Health, (651) 201-4301. This form will be posted on the MDH web-site. Home care provider general information is available by going to the following web address and clicking on the appropriate home care provider link:

http://www.health.state.mn.us/divs/fpc/profinfo/cms/casemix.html

Statutes and rules can be viewed on the internet:
http://www.revisor.leg.state.mn.us/stats - for Minnesota Statutes

http://www.revisor.leg.state.mn.us/arule/ - for Minnesota Rules