

09/18/2024

Eleanor Skelton, Authorized Agent
Touchstone Mental Health Portland Place
2312 Snelling Ave
Minneapolis, MN 55404

License Number: 1078462 (IRTS/RCS)
Program Location: 8941 PORTLAND AVE S, Bloomington, MN 55420-2918
Report Number: 202405423

CORRECTION ORDER

Dear Eleanor Skelton:

The Department of Human Services (DHS) conducted a maltreatment investigation at Touchstone Mental Health Portland Place. Site visits took place on 06/25/2024 and 07/03/2024. DHS requires you to take the corrective action described below. Details of our findings, next steps, and your options are explained below.

Standards reviewed

The maltreatment investigation determined compliance with the provisions governing intensive residential treatment services and residential crisis stabilization services under Minnesota Statutes, chapter 245I.

Licensing violations

DHS determined that your program failed to follow the standard(s) described below.

Program Practices

1. Violation: The license holder failed to monitor implementation of their policies and procedures. On June 23, 2024, staff persons documented that they completed "eyes on" checks of a client (C1) at 4 and 8 a.m.; however, camera footage showed and interviews stated otherwise. The facility's policies and procedures stated, "At a minimum, staff conducted an 'eyes-on' check of each client every four hours."

Citation: Minnesota Statutes, section 245A.04, subdivision 14, paragraph (b)

Corrective Action Required Correct immediately and maintain compliance.

Within 30 days of receipt of this order, submit documentation demonstrating all staff have received training on completing "eyes-on" checks.

2. Violation: The license holder did not report the death of an individual to the Commissioner within 24 hours of

receiving knowledge of the death. On June 23, 2024, at approximately 10:51 a.m., the facility became aware of a client's (C1's) death and by June 25, 2024, at approximately 11 a.m., the facility had yet to notify the commissioner of C1's death.

Citation: Minnesota Statutes, section 245A.04, subdivision 16

Corrective Action Required Correct immediately and maintain compliance.

How to respond

If you fail to correct the violation(s) within the time limits identified above, DHS may impose a fine or take an action on your license. If requested above, Send your written response and any supporting documentation to your licensor at:

Commissioner, Department of Human Services
ATTN: Michael Cihla
Licensing Division
PO Box 64242
St. Paul, MN 55164-0242

Your right to request reconsideration

You have the right to request reconsideration of this order and the cited violations. Your request must:

- Be in writing
- List each violation you are challenging
- Identify what is inaccurate or incomplete about the information in this order
- Supply information that is accurate or more complete
- Be made before the deadlines provided below

If you are mailing your request, it must be received by DHS within 20 calendar days from when you received this order. If you do not meet this deadline, you lose your right to request reconsideration. The timeline to appeal began when you received this order. Please send it to:

Office of Inspector General
Legal Counsel's Office
Attention: Licensing Legal Unit
P.O. Box 64953
Saint Paul, MN 55164-0953

If your request is being personally delivered, it must be received by DHS within 20 calendar days from when you received this order. If you do not meet this deadline, you lose your right to request reconsideration. The timeline to appeal began when you received this order. Please bring it to:

Commissioner, Department of Human Services

Office of Inspector General, Legal Counsel's Office - Licensing
444 Lafayette Road North
St. Paul, MN 55155

Legal authority

This action is taken under Minnesota Statutes, section 245A.06, subdivision 1. The timeline to request reconsideration of the order is provided in Minnesota Statutes, section 245A.06, subdivision 2.

Questions

If you have any further questions regarding the maltreatment investigation, please contact me immediately at 651-431-6572 or at beth.virden@state.mn.us. If you have questions regarding the correction order, please contact Michael Cihla at 651-431-5909 or at Michael.S.Cihla@state.mn.us.

Sincerely,

Beth Virden, Senior Investigator
Office of Inspector General
Licensing Division