



January 23, 2024

Terri Senkow, Authorized Agent
Metro Treatment of Minnesota LP
2500 Maitland Center Pkwy Ste 250
Maitland, FL 32751

License Number: 1036502
Licensing Investigation Number: 202201751

CORRECTION ORDER

Dear Terri Senkow,

A licensing investigation of Rochester Metro Treatment Center, located at 2360 N Broadway, Rochester, MN, 55901, was conducted to determine compliance with state and federal laws and rules governing the provision of substance use disorder treatment services licensed under Minnesota Statutes 245G. As a result of this licensing investigation a Correction Order is being issued.

A. Reason for Correction Order

Pursuant to Minnesota Statutes, section 245A.06, if the Commissioner of the Department of Human Services (DHS) finds that an applicant or license holder has failed to comply with an applicable law or rule and this failure does not imminently endanger the health, safety, or rights of the persons served by the program, the Commissioner may issue a Correction Order to the applicant or license holder.

The following violation(s) of state or federal laws and rules were determined as a result of the licensing review. Corrective action for each violation is required by Minnesota Statutes, section 245A.06 and is hereby ordered by the Commissioner of Human Services.

Practices

1. **Citation:** Minnesota Statutes, sections 245A.04, subdivision 14, paragraph (b) and 245G.12.

Violation: The license holder did not monitor the implementation of their medication administration policy. A staff member did not properly follow the client identification process before administering the client their prescribed methadone and giving the client a take home dose. The client was administered 110mg methadone rather than the prescribed 35mg.

Upon the medication error being reported by the client, the staff member attempted to delete documentation and re-create false documentation to conceal the error. The documentation was recovered by the license holder's electronic health record system.

The staff member was not immediately retrained prior to being allowed to administer medications again.

Corrective Action Ordered: Immediately and on an ongoing basis, the license holder must monitor the implementation of their policies.

2. Citation: Minnesota Statutes, section 245G.22, subdivision 3.

Violation: The license holder failed to notify the commissioner of a medication error that endangered a client's health. A client was dosed at 110mg methadone when prescribed 35 mg, the client was later seen in the emergency department due to side effects from the increased dose. Through interviews with staff, it was determined the error was not reported to the medical director, but that the error would have been considered to endanger the client's health and should have been reported to the commissioner.

Additionally, the license holder's policy does not identify who is responsible to report medication errors to the medical director and who is responsible to report an error that endangers a client's health as determined by the medical director to the commissioner. Through staff interviews, it is clear staff are unaware of who is responsible to report an error to the medical director.

Corrective Action Ordered: Immediately and on an ongoing basis, the license holder must ensure the practice of notifying the commissioner meets all applicable requirements. Within 30 days of receipt of this order, submit a medication error policy that details who is responsible to report medication errors to the medical director and who is responsible to report errors that endangers a client as determined by the medical director to the commissioner.

If you fail to correct the violations specified in the Correction Order within the prescribed timelines the Commissioner may issue an Order of Conditional License or may impose a fine and order other licensing sanctions pursuant to Minnesota Statutes, sections 245A.06 and 245A.07.

Submissions required as part of a corrective action ordered must be sent to your Licensor at:

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

B. Recommendation

C. Right to Request Reconsideration

If you believe any of the citations are in error, you have the right to request that the Commissioner of Human Services reconsider the parts of the Correction Order that you believe to be in error. The request for reconsideration must be in writing and received by the Commissioner within 20 calendar days after receipt of this report. Your request for reconsideration must be sent to:

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

Please note that a request for reconsideration does not stay any provisions or requirements of the Correction Order. The Commissioner's disposition of a request for reconsideration is final and not subject to appeal under Minnesota Statutes, chapter 14.

If you have any questions regarding this Correction Order, please contact Ginny Benson, Human Services Licensor at 651-431-6957, as soon as possible.

Ginny Benson, Senior Licensor
Licensing Division
Office of Inspector General