

Joint Conference Committee

Regulatory & Compliance Reports

September 1, 2024 –
November 30, 2024



Presented on December 19, 2024

*The Heart of a Healthy
Community™*



■ Interpreter Services:

- ARMC now uses Hanna Interpreter Services for American Sign Language
- ARMC continues to utilize CyraCom for its interpretation services
 - CyraCom provides interpreters in over 200 languages via video, phone, and in-person interactions
- ARMC continues to conduct monthly audits to ensure patients were provided aid or in interpreter in a timely manner for patients who are deaf and/or hard of hearing

Compliance Program/Activity

- **Opportunities for Improvement for Interpreter Services:**
 - Offering Medically Qualified Interpreter (MQI) testing opportunities to ARMC staff
 - Accepting external MQI certifications
 - Reporting to vendor (Cyracom) and IT all instances in which there are integrity and quality issues with the communication
 - Documenting instances of concern with interpreters (noise, distractions, interpretation quality)
 - Ensuring that areas are properly equipped with phones, video remote interpretation, etc
 - Collaboration with Nursing Leadership to incorporate Interpretive Services into Nursing Orientation/Onboarding training
 - Provide refresher training to staff who are unable to recall how to request interpretive services or locate equipment

- **Opportunities for Improvement for Interpreter Services:**
 - Clarifying conversational interpretation versus medically qualified interpretation
 - Ensuring proper pay codes are used for bilingual and MQI staff
 - Increase the utilization of Ipads
 - Utilizing Hanna Interpretive Services for ASL instead of Cyracom

- **Compliance Program Review:**
 - Continue the monthly review of the Office of Inspector General (OIG) exclusion list to ensure vendors and staff are not excluded from Federally funded health care programs (Ongoing).
 - There were no incidents of Fraud, Waste or Abuse reported for this reporting period.

Health Insurance Portability and Accountability Act (HIPAA) Privacy & Security Report Highlights

- ARMC is reviewing Privacy Rule Changes effective December 23, 2024
 - New restrictions on the disclosure of reproductive health information sought for the purposes of:
 - Healthcare Oversight
 - Judicial and Administrative Proceedings
 - Law Enforcement
 - Certain Coroner and Medical Examiners Purposes
 - Attestation required for these purposes when the information contains “potential” information related to reproductive health care
 - Requestor must attest that the information will not be used to investigate or impose liability on the individual for merely seeking/providing lawful reproductive healthcare

Health Insurance Portability and Accountability Act (HIPAA) Privacy & Security Report Highlights

- Epic Hyperdrive Local install rollout strategies are currently in progress hospital-wide, with approximately 60% completion. We expect to complete them in the first quarter of 2025.
- Kiosk Patient Rooms Conversion project in progress. All patient rooms at the ARMC nursing tower and Outpatient clinics patient rooms have been completed. Offsite PCCs are completed.
- 10Zig and WYSE thin client replacement project has been completed. All thin client devices have been replaced with full-blown thick client desktop computers. This will allow for Epic Hyperdrive local installation and speed up login procedures and workflows as well. Approximately 1100 systems were replaced.

Health Insurance Portability and Accountability Act (HIPAA) Privacy & Security Report Highlights

- The technical implementation and configuration of an emergency mass communication and situational awareness platform (Everbridge) has been completed at ARMC. Deployment is being conducted and coordinated with the Hospital's Administration Department and other departments such as Nursing Administration, Security, Emergency, and Marketing.
- An independent Risk Assessment, Internal and External Vulnerability Assessment, and HIPAA Gap Assessment have been completed. Reports were completed and reviewed; a Corrective Action Plan is being generated.
- A Ransomware Readiness Assessment has been completed. This will evaluate the efficacy of ARMC's and ITD's security tools and their response in the event of a Ransomware attack. Reports were completed and reviewed; a Corrective Action Plan is being generated.
- On-premise Exchange folders that include shared calendars have been completely migrated to Microsoft 365 (cloud instance) to improve security and efficiencies.

HIPAA Reportable Breaches

- There were no reportable breaches for the report period.

Regulatory Activity Update September 2024 – November 2024

- ARMC underwent thirteen (13) CDPH visit investigations a total of (21) cases resulting from self-reports, and/or from employees or other anonymous sources that were investigated and one (1) CDPH Mammography Inspection
- ARMC did received one (1) CDPH deficiency requiring a corrective action plan
- Licensing Surveys
 - Pending Breath Mobile #1 application approval
- The Joint Commission (TJC)
 - Sentinel Events
 - No reported sentinel events for the reporting period
- IEHP
 - Facility Site Review / Chart Review Survey:
 - Redlands
 - ARMC Pediatric Clinic
 - ARMC FHC Westside
 - ARMC FHC McKee



Questions?