

Joint Conference Committee

Regulatory & Compliance Reports

March 1, 2025 –
May 31, 2025



Presented on June 5, 2025

*The Heart of a Healthy
Community™*



Regulatory Activity Update March 2025 – May 2025

- ARMC underwent the following regulatory visits from March 1st through May 31, 2025:
 - California Department of Public Health
 - Eleven (11) CDPH visits:
 - Sixteen (16) cases resulting from self-reports, and/or from employees or other anonymous sources that were investigated
 - Department of Public Health Inspections –
 - 3/10/2025 - Medical Waste Management
 - 3/11/2025 – Kitchen Food Recovery Inspection
 - 4/3/2025 – Kitchen letter Grade Inspection
- CDPH deficiencies requiring a corrective action plan:
 - Four (4) – Self Reported Hospital Acquired Pressure Injuries three (3) (Repositioning Documentation and one (1) Late CDPH reporting)
- Licensing Surveys
 - Pending Breath Mobile #1 - application approval
 - Pending Cardiac Clinic move to Fontana Clinic Location – application approval
- The Joint Commission (TJC)
 - Preparation for our triennial visit is underway
 - Sentinel Events
 - No reported sentinel events for the reporting period

■ Interpreter Services:

- 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
 - Call times and language wait times are monitored
 - Zero fallouts
- Data for Interpreter Services Audits (In-Patient units)
 - 34 patients were audited during March and April
 - 4 patients declined Spanish translation services
 - 2 Spanish language preferred patients had no documentation of language services provided.

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

Compliance Program/Activity

- **Opportunities for Improvement for Interpreter Services Cont.:**
 - 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
- **Successful Improvements for Interpreter Services**
 - **Hospital Compliance identified specialized translation services for a patient requiring a CDI .**
 - Certified Deaf Interpreter (CDI) Typically employed in a situation requiring a high degree of accuracy and cultural understanding such as medical consultations and mental health sessions. A person who is deaf or hard of hearing is fluent in ASL and has specialized training in interpretation. CDI's often work in tandem with hearing interpreters to bridge communication gaps, particularly in complex or sensitive situations that might be missed by hearing interpreters.
- **Form 700 Implementation**
 - Annual Form 700 filing for Physicians, Staff and Contracted Employees – 100% completion

- **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 completed the review of Privacy Rule Changes effective December 23, 2024
 - Policies and Procedures are being updated to reflect the 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
 - Additional updates to Policies and Procedures include:
 - 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 80% completion. We expect to complete them in the first quarter of 2025.
- The migration to a cloud-based environment of ARMC's enterprise data security platform (Varonis) has been completed. Varonis's cloud environment provides better data classification, automations, and includes access to the Managed Data Detection and Response (MDDR) team.
- The technical implementation of SAFEQ, a new cloud-based printing solution is currently in progress. SAFEQ will consolidate all HP network printing, as well as all 160 Konica Minolta Multi Function Printers (MFP's) into one platform. SAFEQ will provide "Secure Printing" that will include HIPAA filters to prevent data loss.

HIPAA Reportable Breaches

- There were 3 reportable breaches for the report period.
 - Corrective Actions Issued



Questions?

