

Joint Conference Committee

*The Heart of a Healthy
Community™*

Compliance Reports

June 1, 2024 - August 31, 2024

Regulatory Activity

June 1, 2024 - August 31, 2024



Presented, September 25, 2024



■ 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

- **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

- **Opportunities for Improvement for Interpreter Services:**
 - Scheduling interpreters to assist (Women's Health uses a dedicated interpreter, in person)
 - 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 currently in progress hospital-wide. Nursing tower has been completed. The MOB and BH are currently in progress.
- Kiosk Patient Rooms Conversion project in progress. All patient rooms at ARMC nursing tower and Outpatient clinics patient rooms have been completed. The MOB, BH and other areas are currently in progress. Offsite PCCs are still pending.
- 10Zig and WYSE thin client replacement project in progress: All thin client devices will be replaced with full blown thick client desktop computers. This will allow for Epic Hyperdrive local install and to speed up login procedures and workflows as well. Approximately 900 have been replaced. There are only a few thin clients left to replace, mainly at BH.
- Epic Public Access (PAG) Gateway has been configured, tested and implemented. Epic PAG will give access to Epic during a major event caused by a security incident.

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

- Tenable, a new Cybersecurity vulnerability management platform has been implemented and configured. Tenable has also been integrated with Medigate to successfully evaluate vulnerabilities on medical devices and report after remediation.
- An independent Risk Assessment, Internal and External Vulnerability Assessment, and HIPAA Gap Assessment has been completed. Reports are being generated.
- A Ransomware Readiness Assessment is currently being conducted. This will evaluate the efficacy of ARMC's and ITD's security tools and their response in the event of a Ransomware attack.
- Cisco Duo VPN implementation for remote desktop access has been completed. Remote Access Gateway (RDG) has been retired.
- On-premise Exchange folders that includes shared calendars are currently being 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 June 2024 – August 2024

- ARMC underwent four (4) CDPH visits investigating a total of nine (9) cases resulting from self-reports, and/or from employees or other anonymous sources that were investigated.
- ARMC has received one (1) CDPH deficiency requiring a corrective action plan
- Licensing Surveys
 - Mobile Medical Clinic & Breath Mobile #2 – approved on 6/28/2024
- The Joint Commission (TJC)
 - Site Visit on 8/1/2024 (BH Ligature Risk Survey related):
 - No deficiencies
 - Sentinel Events
 - No reported sentinel events for the reporting period



Questions?

