

Joint Conference Committee

Compliance Activity Report

September 1, 2025 –
November 30, 2025



Presented on December 18, 2025

*The Heart of a Healthy
Community™*



Compliance Program/Activity – Regulatory & Accreditation

- **ARMC underwent the following regulatory visits during this reporting period:**
 - Center for Medicare & Medicaid Services
 - 11/17 to 11/20 - Complaint Validation Survey
 - Department of Behavioral Health
 - 10/6 – Quality Management / Pt Rights Adolescent Unit
 - 9/16 - LPS Redesignation Survey
 - Department of Public Health
 - 9/29 - Medical Waste Management
 - California Department of Public Health (CDPH)
 - Three (3) CDPH visits:
 - Two (2) cases resulting from self-reports
 - 9/16 - ABG Validation Inspection
 - CDPH deficiency(ies) requiring a corrective action plan:
 - CMS Validation Survey – Standard Level Deficiencies

Compliance Program/Activity – Regulatory & Accreditation

- **Hospital Licensing Surveys**
 - Behavior Health Adolescent Unit – Approved 11/19
 - Cardiac Clinic move to Fontana Clinic Location – Pending Licensing Survey
 - Sterile Process Dept Trailer – Pending Licensing Survey
- **The Joint Commission (TJC) Triennial Accreditation Visit**
 - Preparation for our triennial visit is underway
 - Sentinel Events – 1 (one) reported sentinel event for the reporting period

Compliance Program/Activity – Interpreter Services

- **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 with zero fallouts
 - Interpreter Services Audits were conducted (In-Patient and Out-Patient Units)
- **Opportunities for Improvement for Interpreter Services**
 - Full migration of Propio took place November 5, 2025
 - Propio applications will launch on January 20, 2026, for desktops and VRI's.
 - Propio will allow access to a national pool of Interpreters, over 350 languages and faster connection times, option of male or female interpreters, and strict standards to ensure ethic and HIPAA requirements are followed.

Compliance Program/Activity – Interpreter Services

- **Opportunities for Improvement for Interpreter Services:**
 - Offering Medically Qualified Interpreter (MQI) testing opportunities to ARMC staff
 - Accepting external MQI certifications
 - Reporting to vendor 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

■ Opportunities for Improvement for Interpreter Services Cont.:

- Provide refresher training to staff who are unable to recall how to request interpretive services or locate equipment
- Clarify conversational interpretation versus medically qualified interpretation
- Ensure proper pay codes are used for bilingual and MQI staff
- Increase the utilization of Ipad
- Utilizing Hanna Interpretive Services for ASL

Compliance Program/Activity – Waste/Fraud/Abuse

- **CMS Price Transparency Warning Notice**
 - Compliance review to ensure that ARMC provides price information publicly pursuant to 45 § C.F.R. 180.20
 - Final response was submitted to CMS on November 5, 2025
 - Closure letter received from CMS on November 13, 2025
 - Matter is considered closed/resolved.

Compliance Program/Activity – Waste/Fraud/Abuse

- **Ongoing Compliance Program Review**
 - Policy review and/or improvements to ensure Immigration and Law Enforcement Compliance
 - **Administrative Policy and Procedure (ADM) 1000.44 – Compliance Program – Immigration Enforcement** was developed and pending board approval
 - 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 zero incidents of Fraud, Waste or Abuse reported for this reporting period.

Compliance Program/Activity – HIPAA Privacy

- Updates finalized for ARMC Privacy Notice
 - Final Versions of the Privacy Notice Completed
 - In process of printing and updating posters in all service areas – Required by February 2026.

- Business Associate Agreement CAP
 - CAP in progress to obtain required BAA's – Project approx. 60% completed

- There was 1 reportable breach for the report period.
 - 9/29 – Inappropriate access to EMR by Call Center employee. Reported to patient, CDPH and OCR timely.

Compliance Program/Activity – HIPAA Security

- ARMC is taking several measures to address HIPAA concerns with the use of AI. The organization is aligning its cybersecurity practices with the National Institute of Standards and Technology (NIST) Cybersecurity Framework to ensure HIPAA compliance. This includes identity management, authentication management, and privilege access management. Additionally, ARMC is collaborating with the Office of the CISO and County Counsel to develop AI policies that address HIPAA-related concerns. This collaboration will ensure that all future AI implementations at ARMC are compliant with HIPAA regulations and protect sensitive patient data. This is ongoing.
- The PRIVACYPRO implementation has been completed. Activation is scheduled for the first week of December. This solution integrates with Epic EHR to enhance patient data privacy and compliance monitoring. This integration will enable ARMC to proactively detect and address potential privacy violations and insider threats. Next steps are users onboarding, training and triaging first cases with the support of the vendor.

Compliance Program/Activity – HIPAA Security

- A new signature pads (Topaz) pilot test is currently being conducted on the second-floor patient registration outpatient clinics . This is being tested to replace the existing Wacom solution. Additional areas are being scheduled for replacement in the next few weeks. This upgrade will allow to run Epic Hyperdrive locally which will create workflows efficiency.
- The Windows 11 upgrade at ARMC is in progress. 2800 endpoints have been upgraded. The remaining 700 endpoints are running a Windows 10 release version that includes current updates. These remaining endpoints will be upgraded within the next few months.
- A new Remote Desktop support assistance software has been implemented. Tanium's Screen Meet has replaced Easy Vista, and it's being rolled out to all support staff in the IM and CI Departments. Screen Meet is fully HIPAA compliant and will help increase our security processes when remoting to end users for support. This component of our Endpoint Management platform, Tanium, has enabled us to continue consolidating software applications at the enterprise level allowing us to create security efficiencies.



Questions?

