

# Joint Conference Committee

Compliance Reports  
**March-May 2024**

Regulatory Activity  
**Current Year 2024**



Presented, June 20, 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 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 quarter.

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

- Epic Hyperdrive Local install rollout strategies currently in progress hospital-wide. Nursing tower is 95% complete, with the exception of Cardiology and L&D, both at the 3<sup>rd</sup> floor. The MOB and BH are currently in progress.
- Kiosk Patient Rooms Conversion project in progress. All patient rooms at ARMC nursing tower are 100% complete. Outpatient clinics patient rooms are 100% complete. 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 800 have been replaced. There are only 100 thin clients left to replace, mainly at Behavior Health.

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

- Tenable, a new Cybersecurity vulnerability management platform has been licensed. Tenable is currently being implemented.
- An independent Risk Assessment, Internal and External Vulnerability Assessment, and HIPAA Gap Assessment are being currently conducted.
- Cisco Duo VPN implementation for remote desktop access is currently in progress. This will replace Remote Access Gateway (RDG) as it is being retired by ITD.
- Phishing Campaign Quarter 2 completed.

# HIPAA Reportable Breaches

- There were no reportable breaches for the report period.

# Regulatory Activity Update – January – May 2024

- ARMC underwent four (8) CDPH visits investigating a total of seventeen (17) follow-up cases resulting from self-reports, and/or from employees or other anonymous sources that were investigated.
- ARMC has received five (5) CDPH deficiencies requiring a corrective action plan
- Licensing Surveys
  - New Women’s Health Service at Fontana Clinic approved on 3/12/24
  - New Mobile Clinic approved on 3/20/24
  - Mobile Medical Clinic & Breath Mobile #2 – Pending Survey 6/27/2024
- The Joint Commission (TJC)
  - Site Visit on 2/8/2024 (Falls related):
    - Plan of Correction approved on May 31, 2024
  - Sentinel Events
    - January 3, 2024
    - March 20, 2024





# Questions?

