



*The Heart of a
Healthy Community*

Joint Conference Committee

Compliance Report (Current Year 2024)

Katrina S. Shelby, JD, MBA
Administrator, Quality & Accreditation
and Chief Compliance Officer



Compliance Program/Activity

- **Compliance Program/Activity:**
 - 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).
- Oversee the annual Form 700 filing for Physicians, Staff, and Contracted Employees. Due April 1, 2024.
- 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. 2nd. floor nursing tower and outpatient clinics completed. 3rd. floor nursing tower completed. Internal Medicine and Oncology completed at MOB. 4th floor at nursing tower being prepared.
- Kiosk Patient Rooms Conversion project in progress. All patient rooms at ARMC and outside PCs are being converted to Epic Kiosk units after thin client replacement with full blown thick clients.
- 10Zig and WYSE thin clients 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 400 have been replaced.

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

- Bitwarden, an Enterprise Password Manager deployment is completed. ARMC's homegrown Enterprise Password Manager has now been retired.
- Imprivata PAM (Privileged Access Management) servers' implementation and configuration is now completed. Environment configuration, Active Directory integration, and documentation are completed. Rollout strategies is currently in progress.
- Multi Factor Authentication (MFA) and Self-Service Password Reset (SSPR) ITD solution has been implemented and deployed to all ARMC users.
- Phishing Campaign Quarter 1 completed.

HIPAA Reportable Breaches

- December 18, 2023 – An ARMC Pediatric Clinic employee inappropriately disclosed verbal PHI over the phone. The breach was reported to California Department of Public Health and the U.S. Department of Health and Human Services - Office for Civil Rights.
- January 31, 2024 - An employee inappropriately accessed and viewed the electronic medical record of a patient. The breach was reported to California Department of Public Health and the U.S. Department of Health and Human Services - Office for Civil Rights.



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Joint Conference Committee Regulatory Compliance Report

(Summary 2023
Current Year 2024)

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Regulatory Update – 2023 Summary

- California Department of Public Health (CDPH) Licensing Branch
 - 28 unannounced visits
 - 43 facility self-reports
 - 1 annual pharmacy inspection

- CDPH Centralized Applications Branch
 - 5 Licensing Applications submitted for new/expansion of services

- CDPH Programs
 - 1 COVID Visit
 - 1 Vaccination Survey
 - 3 Program Flexibility Applications/Approvals

- San Bernardino County Department of Public Health (SBCDPH)
 - Medical Waste Inspection

- San Bernardino County Department of Department of Behavior Health (DPH)
 - Patient Rights Re-Designation Inspection

Regulatory Update – 2023 Summary

- The Joint Commission (The Joint Commission)
 - 1 Triennial Survey
 - 1 Life Safety Survey visit
 - 1 Quality/Patient Safety Incident
 - Ongoing Ligature Risk Assessment in the Behavior Health Unit
 - 1 Reportable Event

- Joint Commission Resources
 - 3 Nurse Consultant Visits
 - 3 Infection Control Consultant Visits

- Accreditation Commission on Healthcare (ACHC)
 - Stroke Survey

- American College of Surgeons
 - Cancer Accreditation Visit

- Accreditation Council of Graduate Medical Education (ACGME)
 - Initial visits for 2 new residency programs

- Managed Care Visits
 - Multiple IEHP Clinic Visits



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Regulatory Update – 2024 CY

- ARMC underwent four (4) CDPH visits investigating a total of seventeen (13) complaint / follow-up cases resulting from patients, families, self-reports, and/or from employees or other anonymous sources that were investigated.
- ARMC has not received one CDPH deficiency requiring a corrective action plan for current year 2024.
- Licensing Surveys
 - Licensing Survey: New Women's Health Service at Fontana Clinic (3/12/24)
 - Licensing Survey: New Mobile Clinic (3/20/24)
- TJC Surveys
 - February 8, 2024
 - Follow Up - March 21, 2024
 - 1 Reportable Event



Questions?

