Questions?

Hospital Quality and Transparency
Statistics for Fiscal Year 2015

- DHI licensed 53 hospitals
  - 40 Acute Care (35 nationally accredited)
  - 4 Psychiatric (all nationally accredited)
  - 9 Critical Access (4 nationally accredited)

- DHI completed 41 hospital surveys
  - 4 Recertification
  - 1 Accreditation Validation
  - 36 Complaints (out of 546 received)
  - 3 Emergency Medical Treatment and Labor Act (EMTALA)

Hospital Quality and Transparency
DHI Survey Process

- Centers for Medicare and Medicaid Services (CMS) Directed
- Includes Health/Program and Life Safety Code/Building
- Areas of Non-compliance Identified
  - Record Reviews – patient charts, administrative, personnel, policies and procedures
  - Direct Observations
  - Interviews - administration, care providers, patients
- Report of Findings (CMS form 2567) Issued
- Plans of Correction Required for serious infractions, DHI approves plans then monitors to verify compliance
- Sanctions Recommended by DHI to CMS, Action Taken by CMS

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Hospital Quality and Transparency
Top 5 Areas of Non Compliance Cited

- Patient Rights (18 times)
- Nursing Services (15 times)
- Infection Control Program (10 times)
- Pharmaceutical Services (9 times)
- Quality Assurance Program Improvement (QAPI) (8 times)

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Hospital Quality and Transparency
Other Actions to Improve Quality

- CMS Pilot – Patient Safety Indicator Survey (Infection Control, Quality Assurance (QA) and Performance Improvement (PI), Discharge Planning)

- Improved and Frequent Communication with the NM Hospital Association (HA)

- Presentation at Hospital Conferences – Emergency Preparedness

- Training on Complaint Process through HA October and November 2015

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Health Information Systems Act (SB 323)

Hospital Quality and Transparency Measures

A Presentation to the Legislative Health and Human Services Committee by the New Mexico Department of Health

October 20, 2015

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