

DHMH - Regulatory Services - Office of Health Care Quality

MISSION

To protect the health, safety, and welfare of Maryland's citizens and to ensure there is public confidence in the health care and community service delivery systems.

VISION

That all those receiving care in Maryland can trust that their health care facility or program is licensed and has met the regulatory standards for the services that they offer.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To minimize delays in handling serious complaint investigations in nursing home facilities.

Obj. 1.1 By June 30, 2016, complaint investigations alleging actual harm will be initiated on-site within 16 work days.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of complaint investigations completed	1,590	1,324	1,212	1,151	1,285	1,312	1,312
Number of days to initiate investigation	39	37	38	27	34	40	34

Goal 2. To provide timely and comprehensive annual surveys for the continuing protection of individuals with developmental disabilities receiving services from agencies licensed by the Developmental Disabilities Administration.

Obj. 2.1 By June 30, 2016, the Developmental Disabilities Unit will perform 45 percent of required annual surveys.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of licensed providers	204	209	218	221	224	227	230
Percentage of licensed providers with required annual survey	25%	24%	26%	36%	32%	40%	55%

Goal 3. To provide timely and comprehensive annual surveys of Assisted Living sites for the continuing protection of individuals receiving services from community-based assisted living providers.

Obj. 3.1 By June 30, 2016, the Assisted Living Unit will perform 80 percent of required annual surveys.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of licensed sites	1,369	1,364	1,406	1,488	1,482	1,513	1,534
Percentage of licensed providers with required annual survey	N/A	N/A	N/A	N/A	70%	75%	75%