

Overview of the Office of Health Care Quality

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What is the breadth of OHCQ's oversight?

Scope of Oversight

- The Office of Health Care Quality (OHCQ) is the agency with the Maryland Department of Health (MDH) that oversees the quality of services in 16,678 providers across 42 industries.
- OHCQ is the designated state survey agency in Maryland and is an agent of the Centers for Medicare and Medicaid Services (CMS).

How many providers does OHCQ oversee?

Number of Licensees from FY 16 to FY 18

Number of Licensees July 1, 2016	Number of Licensees July 1, 2017	Number of Licensees July 1, 2018
15,236	15,390	16,678

How does OHCQ achieve its mission?

OHCQ's Mission and Functions

- OHCQ's mission is to protect the health and safety of Marylanders and to ensure there is public confidence in the health care and community service delivery systems. The mission is achieved through four primary functions:
 1. Issue licenses, authorizing the operation of a business in Maryland,
 2. Recommend certifications to CMS, authorizing participation in the Medicare and Medicaid programs,
 3. Conduct surveys to determine compliance with State and federal regulations, and
 4. Educate providers, consumers, and other stakeholders.

How does OHCQ plan for the future?

Strategic Planning Process

- 1. Regulatory Efficiency and Effectiveness:** Efficient and effective use of limited resources to fulfill our mandates.
- 2. Core Business Operations:** Focus on core business functions and maintaining accountability.
- 3. Customer Service:** Consistent, timely, and transparent interactions with all stakeholders.
- 4. Quality Improvement:** Sustain an internal quality improvement process.

What is OHCQ's plan for adequate staffing to meet its mandates?

Seven-Year Staffing Plan

- In FY 18, the Department developed and implemented a seven-year plan to increase staffing at OHCQ.
- The plan considered historical data as well as anticipated changes in oversight and industry trends.
- The FY 18 and 19 plans were implemented, and the Department is on target for FY 20.
- This controlled growth in workforce is progressively improving compliance with mandates.

How has OHCQ become more efficient and effective?

Agile Technology Modernization

- Manage policies and procedures through Acadia, a cloud-based system that is accessible from any device connected to the Internet. Data is easily exported into Microsoft Excel and Power BI.
- Manage processes for licensure, change of ownership, and other administrative processes in Smartsheet with automated reminders and updates.
- Use dashboards within Microsoft Power BI to easily collect, manage, and analyze large amounts of data.

What is a practical application of the new technology?

Protecting Older and Vulnerable Adults

The screenshot shows the website for the Office of Health Care Quality (OHCO) in Maryland, specifically the section for 'Protecting Older and Vulnerable Adults'. The page header includes the OHCO logo, the title 'Office of Health Care Quality Protecting Older and Vulnerable Adults', and the tagline 'Protecting the health and safety of Marylanders across the health care continuum'. The page is organized into several columns and sections:

- Know the signs of abuse:** Features a photo of an elderly man and the question 'Do you know the signs of Elder Abuse?'. Below this is a section for 'Fraud and Abuse' with a link to the 'Maryland Office of the Attorney General' and a photo of Brian E. Frosh.
- Protecting Older and Vulnerable Adults in Maryland:** A central section with a photo of a group of diverse elderly people. It includes a definition of 'What is elder abuse and neglect?' and lists types of abuse: Physical Abuse, Financial Abuse or Exploitation, Psychological Abuse, Sexual Abuse, Neglect, and Self-Neglect.
- Reporting Abuse and Neglect:** A section with a yellow header that provides instructions on how to report abuse in different settings: 'In the Community', 'In Nursing Homes and Assisted Living', and 'In Other Health Care Facilities and Community-Based Providers'. It includes contact information for the 'Maryland Long-Term Care Ombudsman Program'.
- Maryland Resources for Elder Abuse and Neglect:** A section on the right with a map of Maryland showing county seats and a list of professional disciplines such as Acupuncture, Audiology and Speech-Language Pathology, Chiropractic, Dental, Dietetic Practice, Environmental Health Specialists, Massage Therapy, Physicians and Funeral Directors, Nursing, Nursing Home Administrators, Occupational Therapy, Optometry, Pharmacy, Physical Therapy, Physicians, Psychologists, Podiatry, Professional Counselors and Therapists, and Social Work.
- Maryland Boards:** A section with a dropdown menu for reporting a concern to various boards.
- Centers for Medicare and Medicaid Services (CMS):** A section with links to 'How to Report Fraud or Suspected Fraud', 'Fraud and Abuse Products', and 'Medicare Fraud and Abuse'.
- Resources on Elder Abuse and Neglect:** A section with links to various national and state resources like the Maryland Long-Term Care Ombudsman, Maryland Office of Health Care Quality, National Center on Elder Abuse, Center of Excellence on Abuse and Neglect, American Psychological Association, National Council on Aging, and National Consumer Voice.

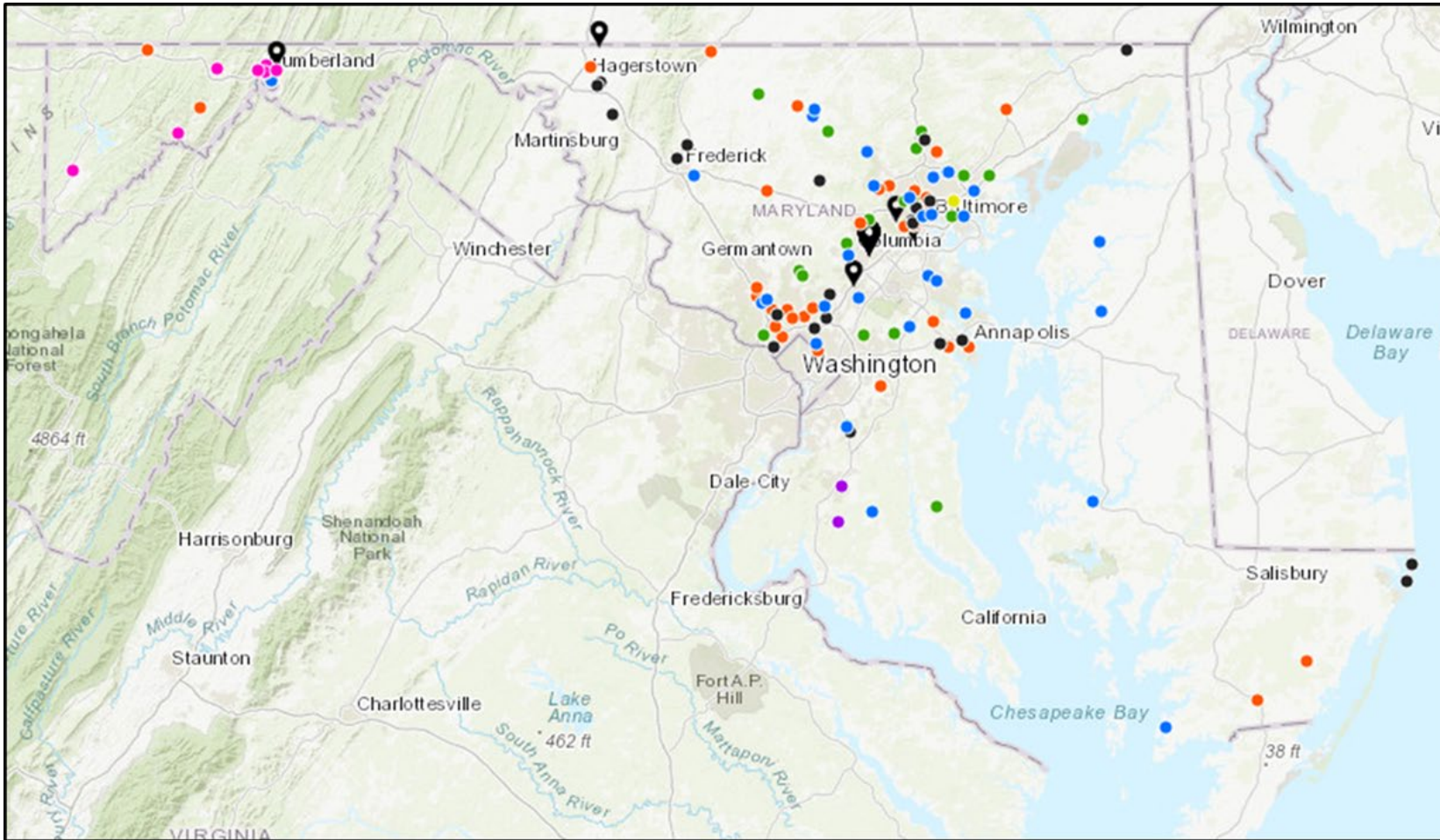
What type of grants are awarded by OHCQ?

Health Care Quality Account Grants

- Funds collected from civil money penalties imposed by CMS or OHCQ to nursing homes and by OHCQ to assisted living programs are deposited into three non-lapsing special funds:
 - Federal nursing home account
 - State nursing home account
 - State assisted living account
- Applications are accepted throughout the year.
- Grants are awarded on a rolling basis, contingent on funding.
- CMS determines the use of federal funds.

Where do the attendees of grant programs work?

Geographic Distribution of Attendees of HCQA Grant Programs



**The Maryland Department of Health's Responses to the DLS FY 2020
Office of Health Care Quality Budget Analysis
February 14, 2019 (Senate) and February 18, 2019 (House)**

Policy Questions

The department should comment on the current vacancy rate with officewide and nurse surveyors positions, specifically efforts being made to retain current employees, as well as recruitment efforts to fill existing vacancies and new positions. (pg. 17)

On May 27, 2018, there was flooding in Ellicott City as well as Catonsville. OHCQ's building on the Spring Grove Campus underwent remediation, but it was then determined that an emergency relocation of the agency was required. The Department of General Services and the Department of Health's Capital Planning Office worked closely with OHCQ to secure a new location. On January 7, 2019, OHCQ relocated to Columbia.

The steps that OHCQ implemented in FY 2017 and FY 2018 that led to one of the lowest vacancy rates in the Department will now be re-implemented in our new location in Columbia. This includes enhancements in the areas of candidate selection, organizational culture, on-boarding, training and education, individual and career development, administrative processes, and employee feedback and evaluation.

Budget Questions

The Department of Legislative Services (DLS) concurs with the Governor's allowance (pgs. 2, 18)

The Department concurs and appreciates the General Assembly's support.