The Bureau of Health Care Safety and Quality

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DPH Goals

- To catalyze hospital-specific and statewide initiatives to address the most prevalent events through surveillance/reporting and dissemination of best practices

- To validate that the extensive work conducted across the health system often reduces the rate of preventable adverse health events and/or improves outcomes, and to refocus interventions where such reduction/improvement is not seen

- To further inform consumers, policy-makers, and providers on the frequency and setting of adverse events/insufficient outcomes

- To report the occurrence of events as a means to inform improvement as a core measure of hospital quality and safety; these measures are not intended to be punitive

- *Our goal remains high quality, low cost care for all those touching our health care system. This requires shared goal setting, shared learning, and... sharing*
MA Department of Public Health

The Bureau of Health Care Safety and Quality
Where Does the Bureau Sit?

- Governor’s Office
  - Executive Office of Health and Human Services
    - Department of Public Health
      - Bureau of Health Care Safety and Quality

Cabinet Level
Department Level
Bureau/Program Level
HCSQ Mission and Vision

Our mission is to promote, preserve, and protect the health of everyone in the Commonwealth and to strive to achieve an optimal healthcare delivery system that ensures safe, effective, high-quality care for all.

Our vision is that everyone will receive safe, effective, high quality health care provided by qualified professionals, in the appropriate settings, in a timely manner, throughout the continuum of care.
BHCSQ

Programs that Drive High Quality Patient Care
Bureau Programs & Responsibilities

**Determination of Need**

Reviews and approves hospital mergers, new construction and acquisition of innovative technology

**Drive quality patient care by:**

Ensuring that patient and community interests are protected through effective oversight of these transactions
Bureau Programs & Responsibilities

Drug Control Program

Promote access to safe and effective pharmaceutical care while preventing illegal drug diversion and prescription drug abuse

Drive health care quality by:

Developing regulations that enable the use of innovative technology to track controlled substances
Office of Emergency Services

Reduce premature death and disability from acute illness and injury through the coordination of local and regional EMS resources

Drive quality patient care by:

Implementing a Root Cause Analysis reporting method that enables the discovery of prevention tips on most common incidents
Bureau Programs & Responsibilities

Health Care Quality

Promote, protect and preserve the health and safety of everyone in the Commonwealth across all settings.

Drive health care quality by:

Developing regulations that protect health and safety as well as maintaining public reporting mechanisms for Serious Reportable Events and various additional Health Care Associated issues.
Health Professions Licensure

Comprised of 8 boards of registration charged with evaluating the qualifications of applicants for licensure and granting licenses to those who qualify

Drive quality patient care by:

Establishing rules and regulations to ensure the integrity and competence of licensees.

- Dentistry
- Pharmacy
- Respiratory Care
- Nursing home administrators
- Genetic Counselors
- Perfusionists
- Physician Assistants
**Intake/Complaints**

Responsible for investigating consumer complaints on hospitals and health care facilities to identify and address Federal or State regulatory violations.

**Drive health care quality by:**

Holding hospitals and health care facilities accountable for deficient practices that compromise patient safety and working to ensure that these deficiencies are resolved in a timely manner.
Bureau Programs & Responsibilities

Survey and certification of Health Care Facilities

Ensures that hospitals, long term care facilities, clinics, hospice programs and out of hospital dialysis units comply with licensure regulations

Drive health care quality through:

Focused surveys with feedback loops providing facility administrators with information to improve health care facilities in the Commonwealth
Key lessons to guide us

Breaking apart segments of each process is essential – as is a fresh set of ideas.
Commitment to change among operational partners is central – as is commitment from leadership.
Key lessons to guide us

Acknowledging the past – including failings – is necessary, but getting mired can be malignant.
Building will for change is often easier than expected – creating a culture in which taking necessary risks is embraced and tied to organizational learning, acceptance of recognized best practices, and ensuring continued evolution enables transformation.
Summary

- BHCSQ seeks to ensure that everyone will receive safe, effective, high quality health care provided by qualified professionals, in the appropriate settings, in a timely manner, throughout the continuum of care