



Commonwealth of Massachusetts
Department of Public Health

Helping People Lead Healthy Lives In Healthy Communities

The Bureau of Health Care Safety and Quality

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Director of Policy, Health Planning and Strategic Development

Wednesday January 9, 2013

Boston, MA

DPH Goals

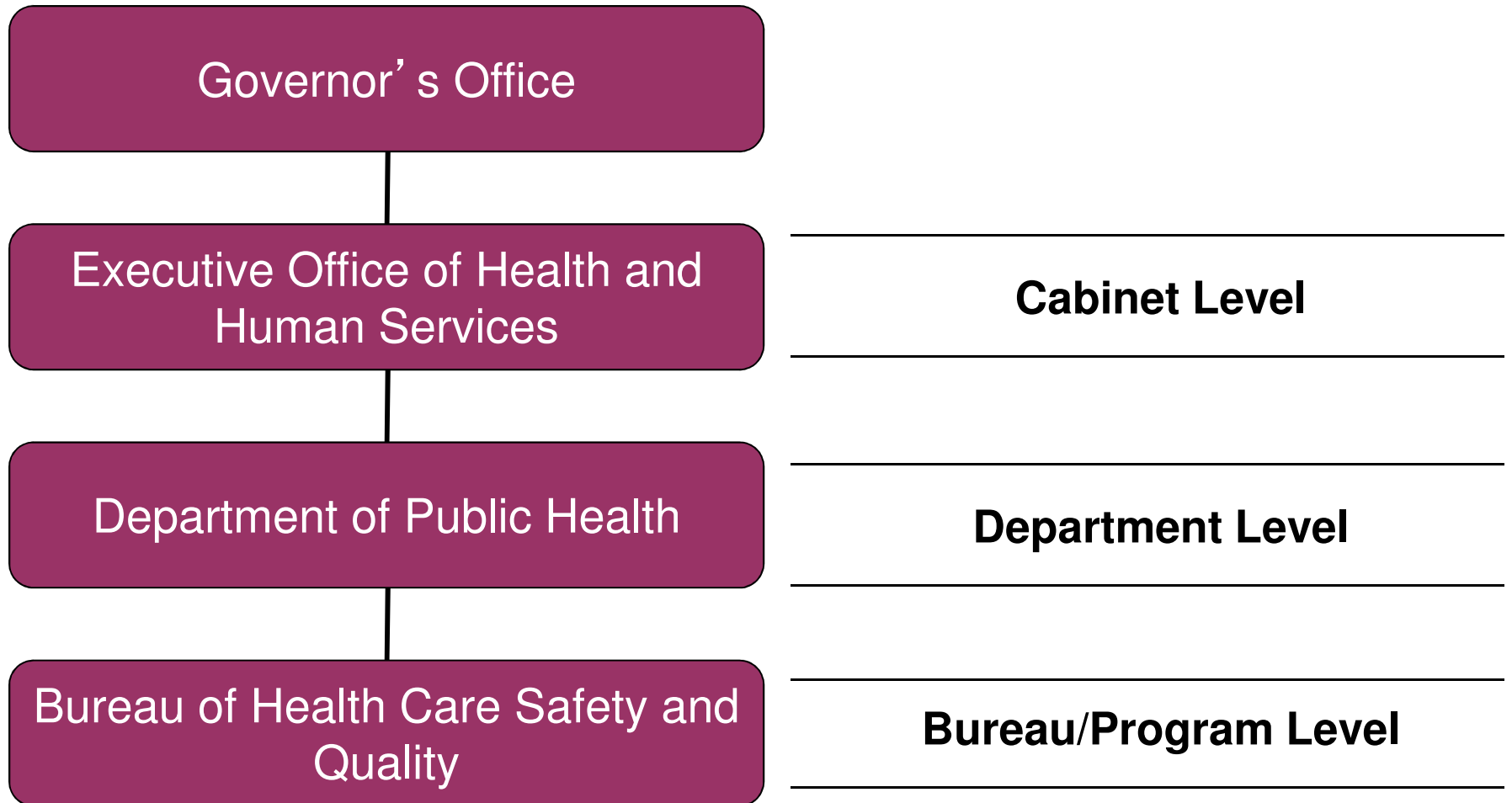
- To catalyze hospital-specific and statewide initiatives to address the most prevalent events through surveillance/reporting and dissemination of best practices
- To validate that the extensive work conducted across the health system often reduces the rate of preventable adverse health events and/or 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?



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.

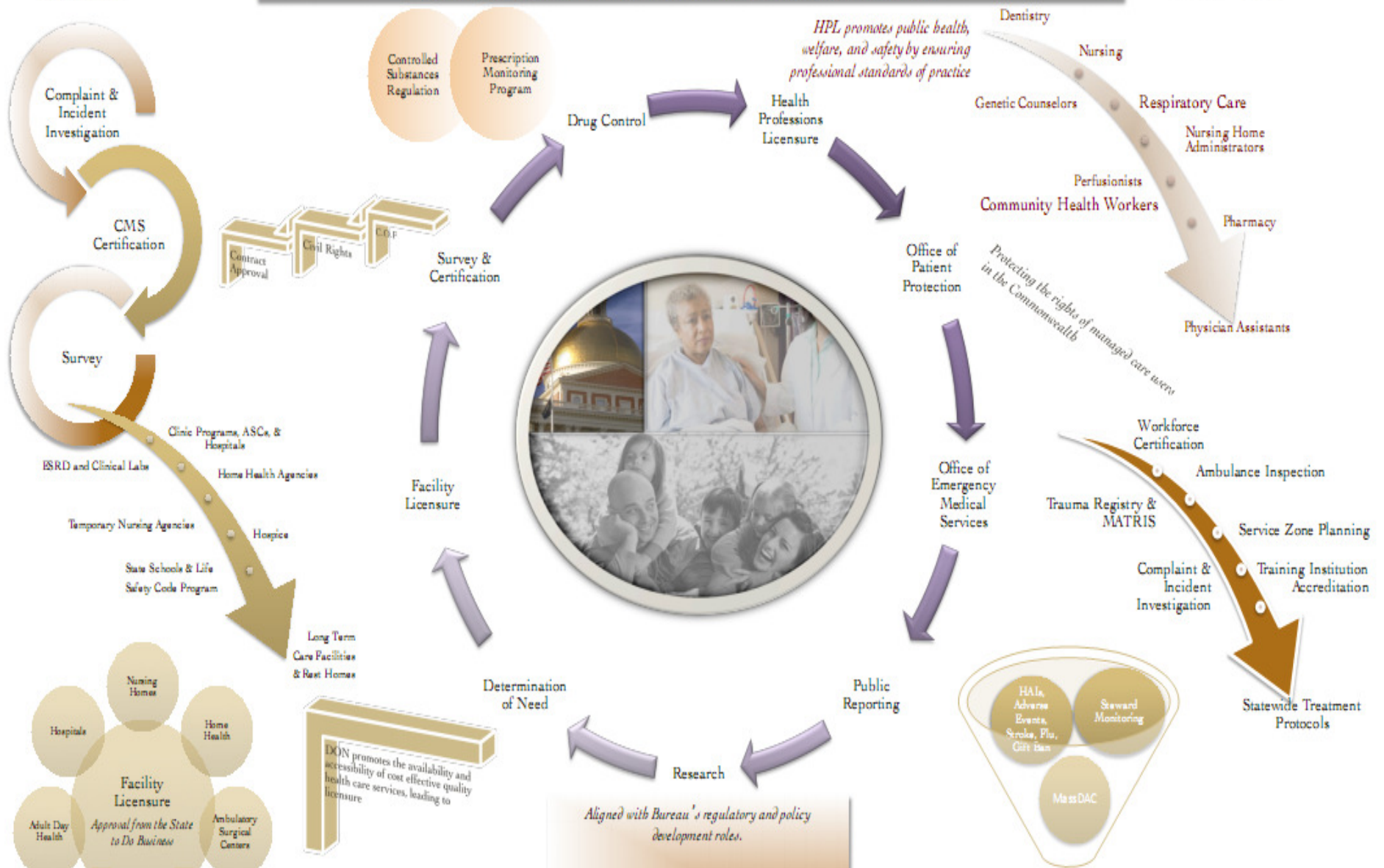


MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH BUREAU OF HEALTH CARE SAFETY AND QUALITY

*Comprehensive, real-time feedback for improved health
of the Commonwealth's residents and the Massachusetts Health System*

John Auerbach, MBA
Commissioner

Madeleine Biondolillo, MD
Bureau Director

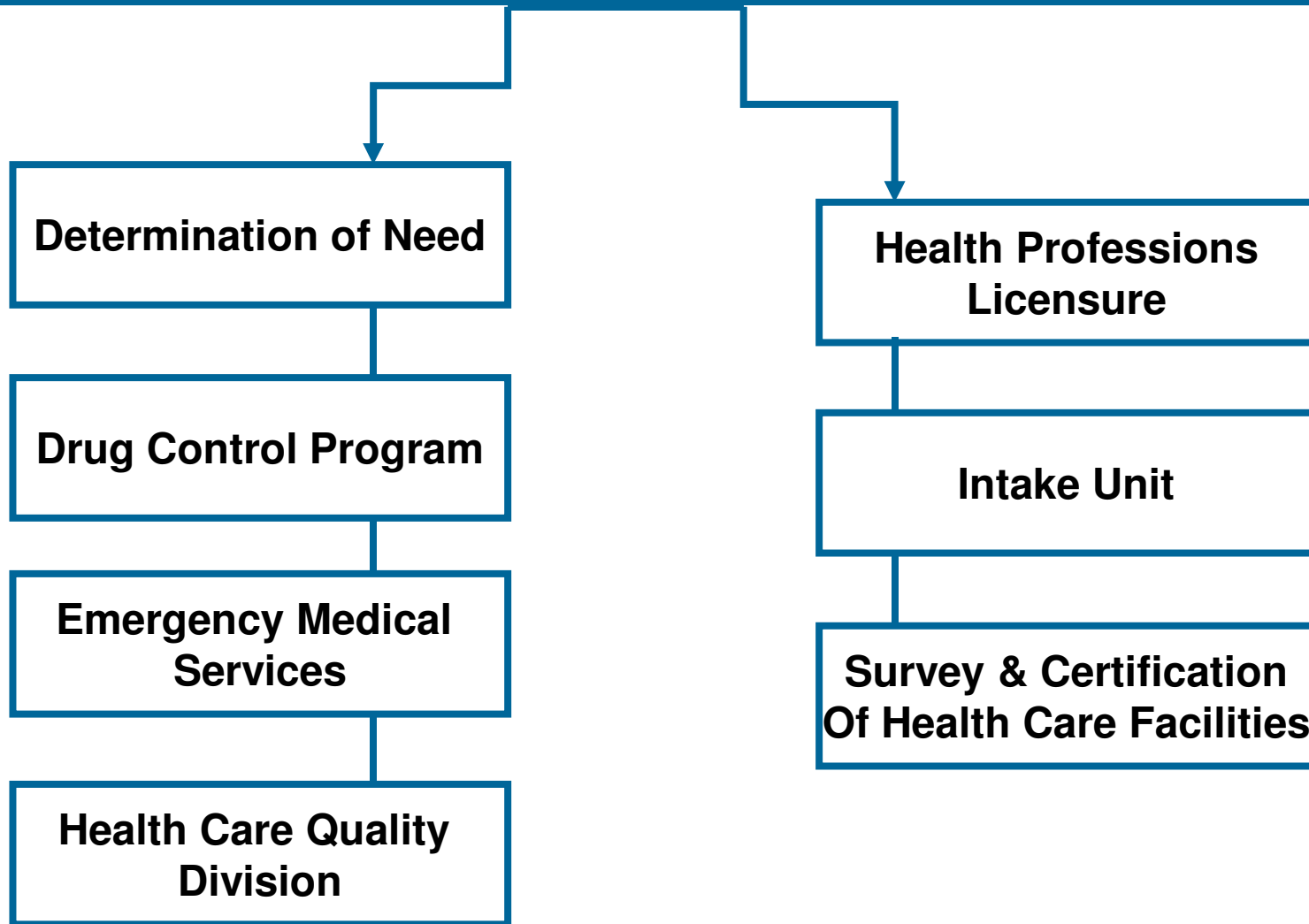




BHCSQ

**Programs that Drive High Quality
Patient Care**

Bureau Programs



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

DEA # G00000000 Lic # MD 0000000

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Address _____ Date _____

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Bureau Programs & Responsibilities

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



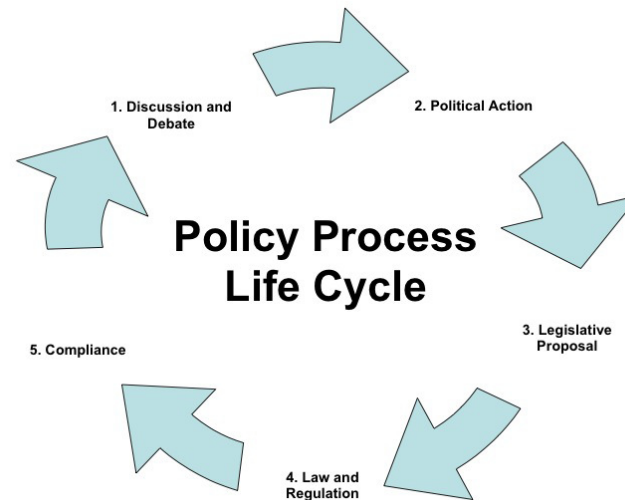
Bureau Programs & Responsibilities

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



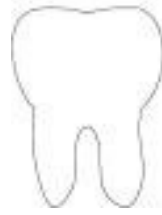
Bureau Programs & Responsibilities

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



Genetic
Counselors



Respiratory
Care



Perfusionists



Physician
Assistants



Nursing home
administrators

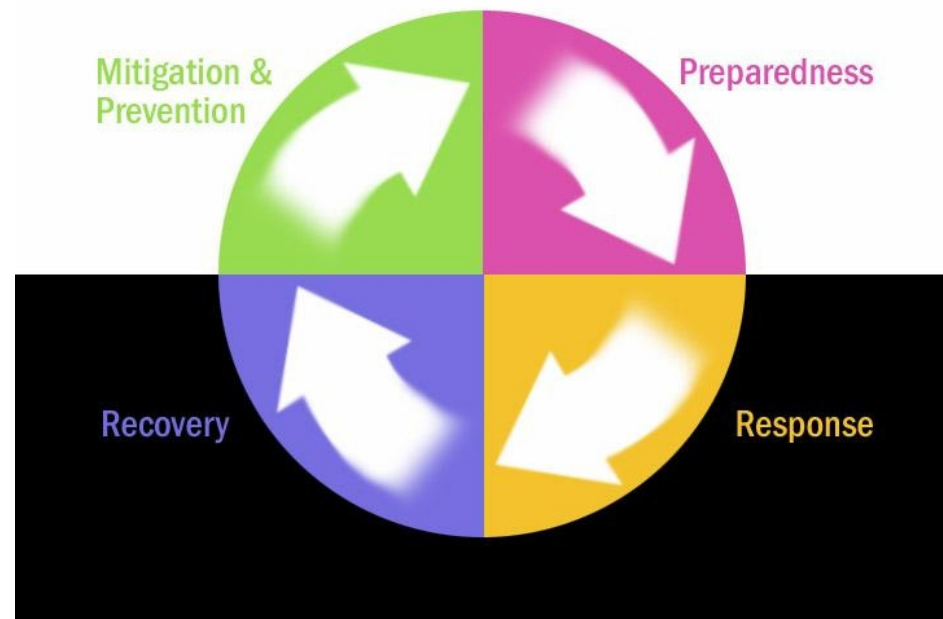
Bureau Programs & Responsibilities

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



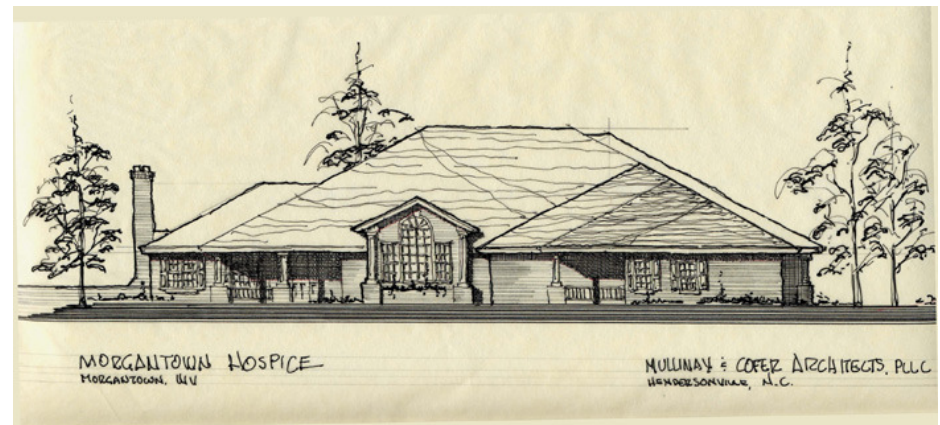
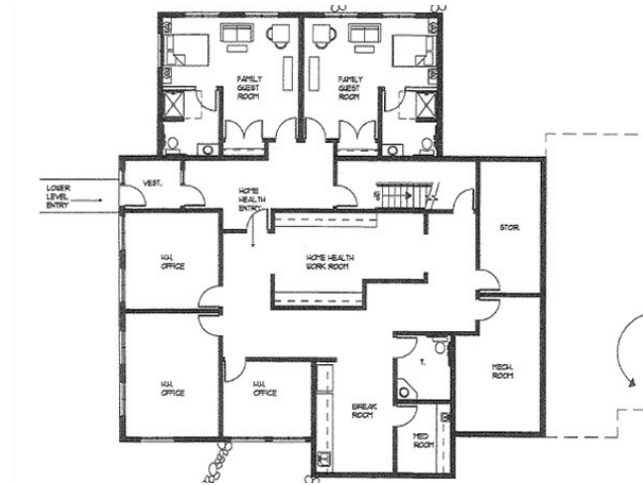
Bureau Programs & Responsibilities

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.

Key lessons to guide us

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.

Key lessons to guide us

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