



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

June 25, 2015

The Honorable Edward J. Kasemeyer
Chairman
Senate Budget and Taxation Committee
3 West Miller Senate Office Bldg.
Annapolis, MD 21401-1991

The Honorable Maggie McIntosh
Chairman
House Appropriations Committee
121 House Office Bldg.
Annapolis, MD 21401-1991

Re: 2014 Joint Chairmen's Report (p. 75), M00B01.03 –Report on Mandated Inspection Levels

Dear Chairmen Kasemeyer and McIntosh:

Pursuant to the 2014 Joint Chairmen's Report (p. 75), the Department of Health and Mental Hygiene (the Department) is required to report, on a quarterly basis, the Office of Health Care Quality's (OHCQ) inspection levels for entities under the Department's purview.

The budget committees requested, that for each type of health care facility including forensic laboratories licensed by OHCQ, the Department should provide: (1) the number of licensees; (2) the number of initial and renewal surveys completed by OHCQ; (3) the number of complaints received by the agency; and (4) the number of complaints investigated. The Department is completing its fiscal year 2013 Annual Report and Staffing Analysis. Therefore, we report on our progress in meeting performance measures that are discussed in OHCQ's Annual Report and Staffing Analysis in a subsequent report. Lastly, the report discusses programmatic changes made within OHCQ to improve inspection levels.

This report includes the inspection levels for the first three quarters of FY 15. I hope this information is helpful. If you have any questions or need additional information on this subject, please do not hesitate to contact Ms. Allison Taylor, Director of Governmental Affairs, at (410) 767-6480.

Sincerely,

Van T. Mitchell
Secretary

Enclosure

cc: Patricia Tomsko Nay, M.D.
Shawn Cain
Allison Taylor, M.P.P., J.D.



**Department of Health and Mental Hygiene
Office Of Health Care Quality
Joint Chairmen's Report (p. 75, 2014) State Fiscal Year 2015 – April Report**

Introduction

The Office of Health Care Quality (OHCQ) is the agency within the Department of Health and Mental Hygiene (Department) charged with monitoring the quality of care in Maryland's 15,043 health care facilities and community-based programs. OHCQ licenses and certifies health care facilities; conducts surveys to determine compliance with State and federal regulations; and educates providers, consumers, and other stakeholders through written materials, websites, and presentations. OHCQ's mission is to protect the health and safety of Maryland's citizens and to ensure there is public confidence in the health care and community service delivery systems. OHCQ's vision is 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.

In an effort to address the agency's inability to fulfill its regulatory requirements as mandated by the Maryland General Assembly, in January 2013 OHCQ implemented a strategic planning process that included a goal of regulatory efficiency, i.e. how to best use limited resources to fulfill OHCQ's mission. This risk-based approach balances our limited resources while protecting the health and safety of the individuals receiving services. Interventions for regulatory efficiency throughout the agency have included reviewing regulatory and statutory requirements; revising survey processes, where appropriate; revising initial and on-going employee training; streamlining the provider application process; sustaining an internal quality improvement process; interacting proactively with stakeholders and providers; and maximizing information management. OHCQ continually strives to protect the health and safety of vulnerable populations while efficiently and effectively utilizing limited resources.

Information Management

For many years OHCQ utilized software developed by a CMS contractor to manage survey activities for all federal programs and select State-regulated programs. When OHCQ needs data on a particular provider type or individual provider in that software, the information can be obtained by running a standard report or querying the system. For those State programs that are not in the system, duplicative databases, spreadsheets, or paper records are maintained and statistics are manually calculated. OHCQ has added all of the remaining providers into the federally-developed software system and continue to train staff to fully utilize the software. While benefits are already apparent from this transition, it will take another year to fully realize the improved accessibility, management, forecasting, and quality improvement advantages.

Program-Specific Initiatives in Developmental Disabilities

The oversight of providers that serve individuals with developmental disabilities is one of the most complex systems at OHCQ. It requires coordination with other agencies and stakeholders, including the Developmental Disabilities Administration, Department of Human Resources, Governor's Office for Children, and Maryland Disability Law Center (MDLC).

Currently the DD unit has separate licensure and complaint investigations teams. In the coming months, the unit will be reorganized into regions to more closely align with DDA. Each regional

team will be responsible for both licensure activities and investigations in all providers in that region. There will be a separate team that focuses on providers serving children and mortality reviews. Also, new administrative and surveyor positions will be filled to increase our ability to complete mandated survey activities.

Survey and Licensure Data by Unit

The charts below provide data for FY 2015 for the various types of health care facilities and community based providers that OHCQ licenses or certifies. It is important to note that the numbers of complaints reflected below are for those received in a given quarter. The number of complaints investigated will differ as some complaints may continue into the subsequent quarter. In the data for this report, self-reported incidents and complaints are collectively referred to as complaints. All events, whether a complaint or self-reported as an incident, are triaged and investigated, as appropriate.

Long-Term Care Unit

The long-term care unit ensures that legally-established State licensure and Medicare and Medicaid standards are maintained for nursing homes through unannounced on-site surveys, follow-up visits, and investigations of complaints and self-reported incidents. Additionally, the unit ensures that the intermediate care facilities for individuals with intellectual disabilities and the forensic residential centers comply with all applicable State and local laws and regulations through unannounced on-site surveys, follow-up visits, and investigations of complaints and self-reported incidents.

Nursing Homes (231 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	1	1	0		
Renewal Surveys	52	48	50		
Complaints Received	939	739	767		
Complaints Investigated	837	774	481		
Comments: Federal surveys are required annually; currently, State surveys are required twice a year. Beginning October 1, 2015, State surveys will be required once a year, pursuant to Chapter 41 of the Acts of 2015 (SB 596).					

Intermediate Care Facilities for Individuals with Intellectual Disabilities (2 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	1	0	1		
Complaints Received	23	0	60		
Complaints Investigated	22	0	48		
Comments: Federal surveys are required every year and State surveys are required every year.					

Forensic Residential Centers (2 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: No federal survey requirements; State surveys are required every year, COMAR 10.07.13.04 and 10.22.02.04(c).					

Assisted Living Unit

The assisted living unit is responsible for the licensure and regulation of all assisted living facilities in Maryland. In accordance with interagency agreements, the assisted living unit has delegated certain aspects of its monitoring and inspections to the Maryland Department of Aging, the Department of Veterans Affairs, and local health departments. This unit provides regulatory oversight via unannounced on-site surveys, follow-up visits, and investigations of complaints and self-reported incidents.

Assisted Living (1482 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	54	31	38		
Renewal Surveys	282	202	259		
Complaints Received	356	347	293		
Complaints Investigated	328	270	293		
Comments: No federal survey requirements; State surveys are required every year, COMAR 10.07.14.12(d).					

Adult Medical Day Care Unit

The adult medical day care (AMDC) unit ensures that legally established State licensure standards are maintained for adult medical day care centers for elderly and medically handicapped adults. This unit provides regulatory oversight via unannounced on-site surveys, follow-up visits, and investigations of complaints and self-reported incidents.

Adult Medical Day Care (116 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	1	4	4		
Renewal Surveys	25	15	17		
Complaints and Self-Reports Received	53	43	129		
Complaints Investigated	9	4	10		
Comments: No federal survey requirements; State surveys are required every two years, COMAR 10.12.04.07(a).					

Developmental Disabilities Unit

The developmental disabilities unit is the licensing and monitoring agent for the Developmental Disabilities Administration (DDA). Through periodic surveys, the unit ensures regulatory compliance by community-based providers operated for the benefit of individuals with developmental disabilities receiving services in the State. The unit receives and triages self-reported incidents from the providers and complaints from a range of sources. The unit conducts administrative reviews and unannounced on-site investigations, as appropriate.

The children's unit coordinates with the Department of Human Resources, Governor's Office for Children, and DDA to provide oversight to providers that offer services to children. The mortality unit investigates all reported deaths of individuals funded by DDA for community-based services to ensure adequacy of care prior to death.

Developmental Disabilities (224 providers with 3,148 sites)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	2	0	19		
Renewal Surveys	17	19	13		
Complaints Received *	1224	1226	1157		
Complaints Investigated On-site	96	62	58		
Comments: No federal survey requirements; State surveys of all sites are required every year, HG §7-909(b); * some complaints are investigated by other agencies and some complaints do not require an on-site investigation.					

Hospital Unit

This unit provides oversight for the regulation of acute care and specialty (i.e., psychiatric, chronic, and special rehabilitation) hospitals, residential treatment centers, health maintenance organizations (HMOs), and hospitals within correctional facilities. Activities include investigation of complaints, annual and revisit surveys of HMOs and hospitals within correctional facilities, federally-mandated validation surveys, and investigation of complaints in hospitals and residential treatment centers. All deaths and self-reported incidents that occur in State-operated residential treatment centers and psychiatric hospitals are investigated. For HMOs, this unit is responsible for the investigation of complaints and all associated activity required for licensure including on-site inspection and review of documentation from the providers, other governmental agencies, and external accreditation organizations.

As of May 2014, the Centers for Medicare and Medicaid Services (CMS) assumed all oversight and regulatory activities over transplant programs throughout the country. OHCQ no longer surveys transplant programs.

Hospitals (64 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	1	1	0		
Renewal Surveys	0	0	0		
Complaints Received	106	82	85		
Complaints Completed	59	78	77		
Comments: Accredited hospitals are deemed for licensure and are not subject to renewal surveys by the State; State surveys are required periodically, HG §19-308(b)(1)(ii).					

Freestanding Medical Facilities (3 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	1	1	1		
Complaints Investigated	1	1	2		
Comments: No federal survey requirements; State surveys are required every year, COMAR 10.07.08.06 A.					

Health Maintenance Organizations (9 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	1		
Complaints Received	2	0	0		
Complaints Investigated	2	1	0		
Comments: No federal survey requirements; State surveys are required periodically, COMAR 10.07.11.12 B (1) and COMAR 10.07.11.04 B (1). Beginning October 1, 2015, State surveys will not be required if a facility is accredited by an approved accreditation organization, pursuant to Chapter 41 of the Acts of 2015 (SB 596).					

Correctional Health Facilities (10 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: No federal survey requirements; State surveys are required every year, COMAR 10.07.12.06 B.					

Residential Treatment Centers (10 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	4	17	10		
Complaints Investigated	3	20	8		
Comments: Accredited RTCs are deemed for licensure through accreditation and are not subject to State renewal surveys; State surveys are required periodically, HG §19-308(b)(1)(ii).					

Clinical Laboratory Licensing and Certification Unit

The clinical laboratory licensing and certification unit is responsible for State licensure of all laboratories that perform tests on specimens obtained from Marylanders. This unit also serves as the agent of CMS for federal certification of all laboratories located in Maryland that are required to comply with the Clinical Laboratory Improvement Amendments of 1988 (CLIA). The State licensing and federal certification laboratory types include hospitals, independent reference, and physician office and point-of-care laboratories. Those laboratory types requiring only State licensure are, tissue banks, blood banks, cytologists, public cholesterol (health awareness) screening, employment related toxicology testing for controlled dangerous substances, and public health testing programs that offer rapid HIV-1 antibody tests to the public. This unit conducts both State and federal surveys to ensure compliance with applicable regulations.

A reconciliation of licensee directories was completed at the start of FY 2015, thus accounting for the variation in the number of certain provider types.

Physician Office Laboratories (2275 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	3	1	2		
Renewal Surveys	60	52	45		
Complaints Received	0	1	2		
Complaints Investigated	0	1	2		
Comments: > 85% have a Certificate of Waiver for CLIA and a Letter of Permit Exception under COMAR 10.10.03.02 and are not subject to routine survey by the State; if no Certificate of Waiver, CLIA and State surveys are required every two years, COMAR 10.10.02.03 C(2).					

Point-of-Care Laboratories (703 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	2	0		
Renewal Surveys	0	2	0		
Complaints Received	1	2	0		
Complaints Investigated	1	2	0		
Comments: > 85% have a Certificate of Waiver for CLIA and a Letter of Permit Exception under COMAR 10.10.03.02 and are not subject to routine survey by the State; if no Certificate of Waiver, CLIA and State surveys are required every two years, COMAR 10.10.02.03 C(2).					

Federal Waived Laboratories (2661 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	12	3	11		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are required for 2% of the total number of waived laboratories (54 labs in FFY 13); no State survey requirements.					

Independent Reference Laboratories (111 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	1		
Renewal Surveys	9	2	3		
Complaints Received	1	0	3		
Complaints Investigated	1	0	3		
Comments: > 85% are accredited and surveyed by the accrediting organization for State licensure and CLIA; State surveys are required periodically for non-accredited labs, COMAR 10.10.02.03 C(2).					

Hospital Laboratories (98 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	5	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Currently all laboratories are accredited; if not accredited, CLIA and State surveys are required every two years, COMAR 10.10.02.03 C(2).					

Cholesterol Testing Sites (2 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	2		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: State surveys are required at testing sites when testing events take place; only one event has been scheduled since 7/1/2012, COMAR 10.10.02.03 E.					

Tissue Banks (321 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	12	3	4		
Complaints Received	1	0	0		
Complaints Investigated	1	0	0		
Comments: 90% are accredited; State surveys are required annually for non-accredited providers, COMAR 10.50.01.09 B(2).					

Cytology Proficiency (31 examinees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	22	9	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Each individual must be tested annually and retested when a failure occurs, COMAR 10.10.05.04 B.					

Public Health Testing (36 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: State surveys are required periodically, COMAR 10.10.12.04 F; currently the Prevention and Health Promotion Administration conducts these surveys for OHCQ.					

Forensic Laboratory Unit

The forensic laboratories unit provides licensure and oversight for the regulation of accredited and non-accredited laboratories that perform forensic analyses. It performs on-site inspection and reviews documentation from the forensic labs and external accreditation organizations. This unit conducts annual surveys and revisit surveys of non-accredited forensic laboratories. Also, the unit reviews all self-reported incidents at both accredited and non-accredited forensic laboratories.

This unit is also responsible for registration, oversight, and surveillance of facilities that conduct preliminary job-related alcohol and controlled dangerous substance testing for pre-employment and employment purposes.

Forensic Laboratories (42 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	1	12	1		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: State surveys are required of the non-accredited labs every three years, COMAR 10.51.02.03 B (2) and (3).					

Employer Drug Testing (130 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	29	5	26		
Renewal Surveys	0	1	0		
Complaints Received	0	0	1		
Complaints Investigated	0	0	0		
Comments: State surveys are required every year, COMAR 10.10.10.04 B(2)(a).					

Ambulatory Care Program Unit

The ambulatory care unit is responsible for the State licensure and/or federal (Medicare) certification of all non-long term care facilities. This unit has oversight over home health agencies, residential service agencies, hospice care providers, hospice houses, free standing ambulatory care facilities (ambulatory surgery, endoscopy, kidney dialysis, and birthing centers and facilities that use major medical equipment), out-patient physical therapy providers, comprehensive outpatient rehabilitation facilities, portable X-ray providers, and surgical abortion facilities. This unit receives complaints against all ambulatory care providers and maintains a federal (Medicare) twenty-four hour complaint hotline for home health agencies.

Birthing Centers (2 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: No federal or State renewal surveys are currently required. Annual state surveys will be required beginning October 1, 2015, pursuant to Chapter 41 of the Acts of 2015 (SB 596).					

Comprehensive Outpatient Rehabilitation Facilities (CORF) (1 licensee)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	2		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are required once every six years; CMS requires 5% are done annually or one facility annually if the total number of facilities is less than 10; State surveys are not required.					

Freestanding Ambulatory Surgical Centers (329 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	3	1		
Renewal Surveys	108	53	25		
Complaints Received	1	6	14		
Complaints Investigated	2	12	15		
Comments: Federal surveys are required every six years with at least 25 percent of ASCs required to be surveyed each year; State surveys are not required.					

Freestanding Renal Dialysis Centers (131 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	2	1	7		
Renewal Surveys	20	16	5		
Complaints Received	8	6	7		
Complaints Investigated	10	11	7		
Comments: Federal surveys are required once every three years; State renewal surveys are not required.					

Home Health Agencies (56 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	5	2	4		
Complaints Received	4	0	3		
Complaints Investigated	7	5	5		
Comments: Federal surveys are required at least once every three years; State surveys are currently required every year, COMAR 10.07.10.04 E(3). The State survey requirement will change to once every 3 years beginning October 1, 2015, pursuant to Chapter 41 of the Acts of 2015 (SB 596).					

Hospice (27 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	1		
Renewal Surveys	2	2	1		
Complaints Received	1	6	0		
Complaints Investigated	1	5	1		
Comments: Federal surveys are required at least once every six years; State renewal surveys are not required.					

Hospice Houses (11 licenses)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	1		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: State renewal surveys are not required.					

Major Medical Equipment (246 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	2	0		
Complaints Investigated	0	2	0		
Comments: No federal or State renewal surveys are required.					

Outpatient Physical Therapy (63 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	1	0		
Renewal Surveys	1	2	2		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are required once every six years; CMS requires 5% annually or one facility annually if total number of facilities is less than 10; State surveys for renewal are not required.					

Portable X-Ray (8 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	1		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are required every six years; CMS requires 5% are surveyed annually or one facility annually if total number of facilities is less than 10; State surveys are not required.					

Residential Service Agencies (1111 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	11	24	23		
Renewal Surveys	10	7	0		
Complaints Received	13	11	14		
Complaints Investigated	16	16	19		
Comments: State renewal surveys are not required.					

Surgical Abortion Facilities (12 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	1	0	0		
Complaints investigated	1	0	0		
Comments: State renewal surveys are not required.					

Behavioral and Allied Health Unit

The behavioral and allied health unit is the agent of the Behavioral Health Administration (BHA) responsible for conducting surveys and complaint investigations of mental health and substance use disorder providers to ensure compliance with State and federal regulations. Depending on

the program, the types and duration of the licenses vary. Surveys may include on site review of personnel and client records, observations, and interviews. The unit investigates complaints that are received from patients, providers, and members of the community. The unit interacts with other State and federal agencies involved with drug control issues. Because this unit is the agent of the BHA, all license and sanction recommendations must be approved by the BHA.

A reconciliation of licensee directories was completed at the start of FY 2015, thus accounting for the variation in the number of certain provider types.

The responsibilities of this unit also include reviewing and approving licensure and relicensure applications and conducting complaint investigations of staffing agencies that provide nurse or allied health professional staff on a contract basis to facilities and private homes.

Group Homes for Adults with Mental Illness (154 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	6	12	0		
Complaints Investigated	6	0	0		
Comments: Federal renewal surveys are not required; State renewal surveys are required every two years, COMAR 10.21.16.					

Mental Health Vocational Programs (56 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	2	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years or within 6 months of initial approval, COMAR 10.21.16.					

Mobile Treatment Services (25 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	1	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	1		
Complaints Investigated	0	0	1		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years or within 6 months of initial approval, COMAR 10.21.16.					

Outpatient Mental Health Centers (210 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	6	2	1		
Renewal Surveys	3	2	9		
Complaints Received	0	1	0		
Complaints Investigated	0	1	0		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years or within 6 months of initial approval, COMAR 10.21.16.					

Psychiatric Rehabilitation Programs for Adults (186 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	7	5	2		
Renewal Surveys	4	2	15		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years or within 6 months of initial approval, COMAR 10.21.16.					

Psychiatric Rehabilitation Services for Minors (139 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	6	5	2		
Renewal Surveys	6	2	12		
Complaints Received	1	0	0		
Complaints Investigated	1	0	0		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years or within 6 months of initial approval, COMAR 10.21.16.					

Psychiatric Day Treatment Services, Partial Hospitalization Programs (9 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	1		
Renewal Surveys	2	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years, COMAR 10.21.16.					

Residential Rehabilitation Programs (737 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	1		
Renewal Surveys	0	0	0		
Complaints Received	0	0	1		
Complaints Investigated	0	0	1		
Comments: Federal renewal surveys are not required; State renewal surveys are required every three years or within 6 months of initial approval, COMAR 10.21.16 and 10.21.17.					

Residential Crisis Services (17 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	1	0	0		
Complaints Received	1	0	1		
Complaints Investigated	0	0	1		
Comments: Federal renewal surveys are not required; Out-of-Home Residential Rehabilitation Programs and Treatment Foster Care setting, COMAR 10.21.16 and 10.21.17: <ul style="list-style-type: none"> • Out-of-Home Group Homes (Adult): State surveys every two years. • Out-of-Home Group Homes (Children or Adult): State surveys required every year. 					

Respite Care Services (17 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	1	0	0		
Complaints Investigated	1	0	0		
Comments: Federal renewal surveys are not required; State surveys are required once every three years.					

Therapeutic Group Homes (14 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	1	0		
Renewal Surveys	0	0	4		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal renewal surveys are not required; State surveys are required once every three years.					

Therapeutic Nursery Programs (1 licensee)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are not required; State surveys are required once every three years or within 6 months of initial approval, 10.21.16.08 A(2).					

Opioid Maintenance Therapy Programs (74 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	2	13	3		
Renewal Surveys	6	12	10		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Outpatient Treatment Programs (459 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	4	17	26		
Renewal Surveys	24	39	68		
Complaints Received	0	1	3		
Complaints Investigated	0	1	3		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Residential Programs (108 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	2	3		
Renewal Surveys	12	10	11		
Complaints Received	0	1	0		
Complaints Investigated	0	1	0		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Education Programs (269 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	1	10		
Renewal Surveys	5	0	12		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Residential Detoxification Treatment Programs (18 licensees)	1 st Qtr FY 15	2 nd Qtr FY 15	3 rd Qtr FY 15	4 th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	3		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Correctional Substance Abuse Programs (42 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	1	1		
Renewal Surveys	1	4	3		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Ambulatory Detoxification Programs (65 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	0	0	0		
Renewal Surveys	0	0	1		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: Federal surveys are not required; State surveys are required every two years, HG §8-401(a)(3)(iii).					

Nurse Referral Agencies (132 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	2	6	0		
Renewal Surveys	0	0	0		
Complaints Received	1	0	1		
Complaints Investigated	1	0	1		
Comments: State renewal surveys are not required.					

Health Care Staff Agencies (509 licensees)	1st Qtr FY 15	2nd Qtr FY 15	3rd Qtr FY 15	4th Qtr FY 15	Total FY 15
Initial Surveys	16	17	0		
Renewal Surveys	0	0	0		
Complaints Received	0	0	0		
Complaints Investigated	0	0	0		
Comments: State renewal surveys are not required.					

Summary

OHCQ's mission is to protect the health and safety of Marylanders throughout the health care system. While progress has been made in fulfilling our mandates, there is a need for on-going strategic planning and quality improvement processes that continually examine the agency's regulatory efficiency. OHCQ will continue to look for evidence-based efficient and cost-effective methods to meet mandated goals, while working to ensure there is public confidence in the health care and community service delivery systems in the State. OHCQ will continue to update the legislature on the progress implementing these initiatives.