Report for the Board of Trustees
Medical Center Compliance - June 9, 2011

The Compliance Program at the Medical Center has been evolving and there have been several important accomplishments this year:

1. We have expanded our audit capacity and experience by recruiting a certified auditor from the Department of University Audits. This has permitted us to provide better consulting services to the Department of Hospital Finance and to Departments within the College of Medicine to fortify their monitoring systems. As a result, Psychiatry has developed a semi-automated process that reconciles documentation and billing and reduces the need for manual input. Compliance within the Departments for such reconciliation overall has moved to the 95% level, which is within the federal standards.

2. We have identified three specific 'content' areas for special emphasis: Clinical regulatory issues, Financial and business issues, and Information security. Each of these crosses traditional silos within the complex medical community and is working to identify issues and close gaps peculiar to those areas.

   a. Clinical: We underwent a successful accreditation visit from the Joint Commission. This was facilitated through aggressive methodologies such as 'patient tracers' to identify gaps in care; then closing those gaps with multidisciplinary teams that could fix systems and remedy the problems.

   b. Financial and Business: New federal regulations covering identity theft prevention and rapid overpayment policies have gone into effect and been addressed within the Medical Center. It is of interest to note that there are now 45 federal agencies writing rules and regulations for the various parts of health care organizations. Keeping track of these changes and identifying them to the organization has become an important role for the compliance programs. A major effort will be mounted to assure compliance with the change to a new coding system (ICD-10) by October of 2013. This requires retooling of IT systems and education of care givers to new documentation requirements.

   c. Information: A team with membership from each of the Colleges and the Medical Center created uniform policies across the organization to establish necessary security standards which the Health Science Deans approved at one of their monthly meetings. We continue to struggle with an overall IT infrastructure which has matured within the Colleges rather than across the Colleges.