DEPARTMENT OF VETERANS AFFAIRS

OFFICE OF INSPECTOR GENERAL

Office of Healthcare Inspections

VETERANS HEALTH ADMINISTRATION

Comprehensive Healthcare Inspection Program Review of the Mann-Grandstaff VA Medical Center

Spokane, Washington

CHIP REPORT | REPORT #18-01144-24 | DECEMBER 6, 2018

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Figure 1. *Mann-Grandstaff VA Medical Center, Spokane, Washington (Source: https://vaww.va.gov/directory/guide/, accessed on October 3, 2018)*

Abbreviations

CBOC	community based outpatient clinic
CHIP	Comprehensive Healthcare Inspection Program
CLABSI	central line-associated bloodstream infection
CS	controlled substances
CSC	controlled substances coordinator
CSI	controlled substances inspector
EHR	electronic health record
EOC	environment of care
FPPE	Focused Professional Practice Evaluation
GE	geriatric evaluation
LIP	licensed independent practitioner
MH	mental health
OIG	Office of Inspector General
OPPE	Ongoing Professional Practice Evaluation
PC	primary care
PTSD	posttraumatic stress disorder
QSV	quality, safety, and value
RCA	root cause analysis
SAIL	Strategic Analytics for Improvement and Learning
TJC	The Joint Commission
UM	utilization management
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network

Report Overview

This Comprehensive Healthcare Inspection Program (CHIP) review provides a focused evaluation of the quality of care delivered in the inpatient and outpatient settings of the Mann-Grandstaff VA Medical Center (Facility). The review covers key clinical and administrative processes that are associated with promoting quality care.

CHIP reviews are one element of the overall efforts of the Office of Inspector General (OIG) to ensure that our nation's veterans receive high-quality and timely VA healthcare services. The reviews are performed approximately every three years for each facility. The OIG selects and evaluates specific areas of focus on a rotating basis each year.

The OIG's current areas of focus are

1. Leadership and Organizational Risks;
2. Quality, Safety, and Value;
3. Credentialing and Privileging;
4. Environment of Care;
5. Medication Management;
6. Mental Health;
7. Long-term Care;
8. Women's Health; and
9. High-risk Processes.

This review was conducted during an unannounced visit made during the week of July 16, 2018. The OIG conducted interviews and reviewed clinical and administrative processes related to areas of focus that affect patient care outcomes. Although the OIG reviewed a spectrum of clinical and administrative processes, the sheer complexity of VA medical centers limits the ability to assess all areas of clinical risk. The findings presented in this report are a snapshot of Facility performance within the identified focus areas at the time of the OIG visit. Although it is difficult to quantify the risk of patient harm, the findings in this report may help facilities identify areas of vulnerability or conditions that, if properly addressed, could improve patient safety and healthcare quality.

Results and Review Impact

Leadership and Organizational Risks

At the Facility, the leadership team consists of the Director, Chief of Staff, Associate Director for Patient Care Services (ADPCS), and Associate Director. Organizational communication and

accountability are carried out through a committee reporting structure, with the Executive Leadership Board having oversight for groups such as Quality, Clinical Executive, and Nurse Professional Councils. The leaders are members of the Executive Leadership Board through which they track, trend, and monitor quality of care and patient outcomes.

The executive leadership team have been working together since November 2017, when the Director was appointed. The ADPCS was appointed in January 2017, while the Chief of Staff and Associate Director have been in their positions since July and August 2016, respectively.

In the review of selected employee satisfaction survey results regarding Facility leaders, the OIG noted that employees appeared satisfied with executive leaders and that Facility leaders appeared to provide a safe workplace environment where employees feel comfortable raising concerns. In the review of selected patient experience survey results regarding Facility leaders, the OIG noted that patients were generally satisfied with the leadership and care provided; however, opportunities may exist to improve the patient experience in outpatient specialty care. Facility leaders were actively engaged with employees and patients and had implemented processes and plans to maintain and further improve patient experiences.

The OIG recognizes that the Strategic Analytics for Improvement and Learning (SAIL) model has limitations for identifying all areas of clinical risk but is "a way to understand the similarities and differences between the top and bottom performers" within VHA.[1] Although the leadership team was knowledgeable about selected SAIL metrics, the leaders should continue to take actions to improve performance of the Quality of Care and Efficiency metrics likely contributing to the current "3-Star" rating.

Additionally, the OIG reviewed accreditation agency findings, sentinel events,[2] disclosures of adverse patient events, and Patient Safety Indicator data and noted a seemingly high number of institutional disclosures for a low complexity Facility such as the Mann-Grandstaff VA Medical Center, which could be a potential risk factor if not closely reviewed and monitored.

The OIG noted findings in five of the eight areas of clinical operations reviewed and issued seven recommendations that are attributable to the Director, Chief of Staff, ADPCS, and Associate Director. These are briefly described below.

[1] VHA's Office of Operational Analytics and Reporting developed a model for understanding a facility's performance in relation to nine quality domains and one efficiency domain. The domains within SAIL are made up of multiple composite measures, and the resulting scores permit comparison of facilities within a Veterans Integrated Service Network or across VHA. The SAIL model uses a "star" rating system to designate a facility's performance in individual measures, domains, and overall quality. http://vaww.vssc.med.va.gov/VSSCEnhancedProductManagement/DisplayDocument.aspx?DocumentID=2146. (Website accessed on April 16, 2017.)

[2] A sentinel event is an incident or condition that results in patient death, permanent harm, severe temporary harm, or intervention required to sustain life.

Quality, Safety, and Value

The OIG found general compliance with requirements for protected peer reviews and patient safety. However, the OIG identified a deficiency with utilization management data review.[3]

Credentialing and Privileging

OIG found general compliance with requirements for credentialing, privileging, and Focused Professional Practice Evaluation processes. However, the OIG identified a deficiency in Ongoing Professional Practice Evaluations.

Environment of Care

The OIG found general compliance with general safety and privacy measures and did not note any issues with the availability of medical equipment and supplies. However, the OIG identified deficiencies with infection prevention, panic alarm testing, and emergency management.

Long-term Care

The OIG found general compliance with requirements for provision of clinical care, interdisciplinary assessments, patient education, development of plans of care, and implementation of interventions when indicated. However, the OIG identified a deficiency with program oversight.

High-risk Processes

The OIG found general compliance with requirements for a facility policy, an annual infection prevention risk assessment, routine discussion of CLABSI data, provision of patient and family education materials, and the use of a checklist for central line insertions and maintenance. However, the OIG identified a deficiency with staff education.

Summary

In the review of key care processes, the OIG issued seven recommendations that are attributable to the Director, Chief of Staff, ADPCS, and Associate Director. The number of recommendations should not be used as a gauge for the overall quality provided at this Facility. The intent is for Facility leaders to use these recommendations as a road map to help improve operations and clinical care. The recommendations address systems issues as well as other less-

[3] VHA Directive 1117, *Utilization Management Program*, July 9, 2014 (amended January 18, 2018). Utilization management involves the forward-looking evaluation of the appropriateness, medical need, and efficiency of healthcare services according to evidence-based criteria.

critical findings that, if left unattended, may eventually interfere with the delivery of quality health care.

Comments

The Veterans Integrated Service Network Director and Facility Director agreed with the CHIP review findings and recommendations and provided acceptable improvement plans. (See Appendixes E and F, pages 56–57, and the responses within the body of the report for the full text of the Directors' comments.) The OIG considers recommendation 7 closed. The OIG will follow up on the planned actions for the open recommendations until they are completed.

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Assistant Inspector General
for Healthcare Inspections

Contents

Purpose and Scope

Purpose

This Comprehensive Healthcare Inspection Program (CHIP) review was conducted to provide a focused evaluation of the quality of care delivered in the inpatient and outpatient settings of the Mann-Grandstaff VA Medical Center (Facility) through a broad overview of key clinical and administrative processes that are associated with quality care and positive patient outcomes. The purpose of the review was to provide oversight of healthcare services to veterans and to share findings with Facility leaders so that informed decisions can be made to improve care.

Scope

Good leadership makes a difference in managing organizational risks by establishing goals, strategies, and priorities to improve care; setting the quality agenda; and promoting a quality improvement culture to sustain positive change.[4,5] Investment in a culture of safety and quality improvement with robust communication and leadership is more likely to result in positive patient outcomes in healthcare organizations.[6] Figure 2 shows the direct relationship leadership and organizational risks have with the processes used to deliver health care to veterans.

To examine risks to patients and the organization when these processes are not performed well, the OIG focused on the following nine areas of clinical care and administrative operations that support quality care—Leadership and Organizational Risks; Quality, Safety, and Value (QSV); Credentialing and Privileging; Environment of Care (EOC); Medication Management: Controlled Substances (CS) Inspection Program; Mental Health: Posttraumatic Stress Disorder (PTSD) Care; Long-term Care: Geriatric Evaluations; Women's Health: Mammography Results and Follow-up; and High-risk Processes: Central Line-associated Bloodstream Infections (CLABSI) (see Figure 2).[7]

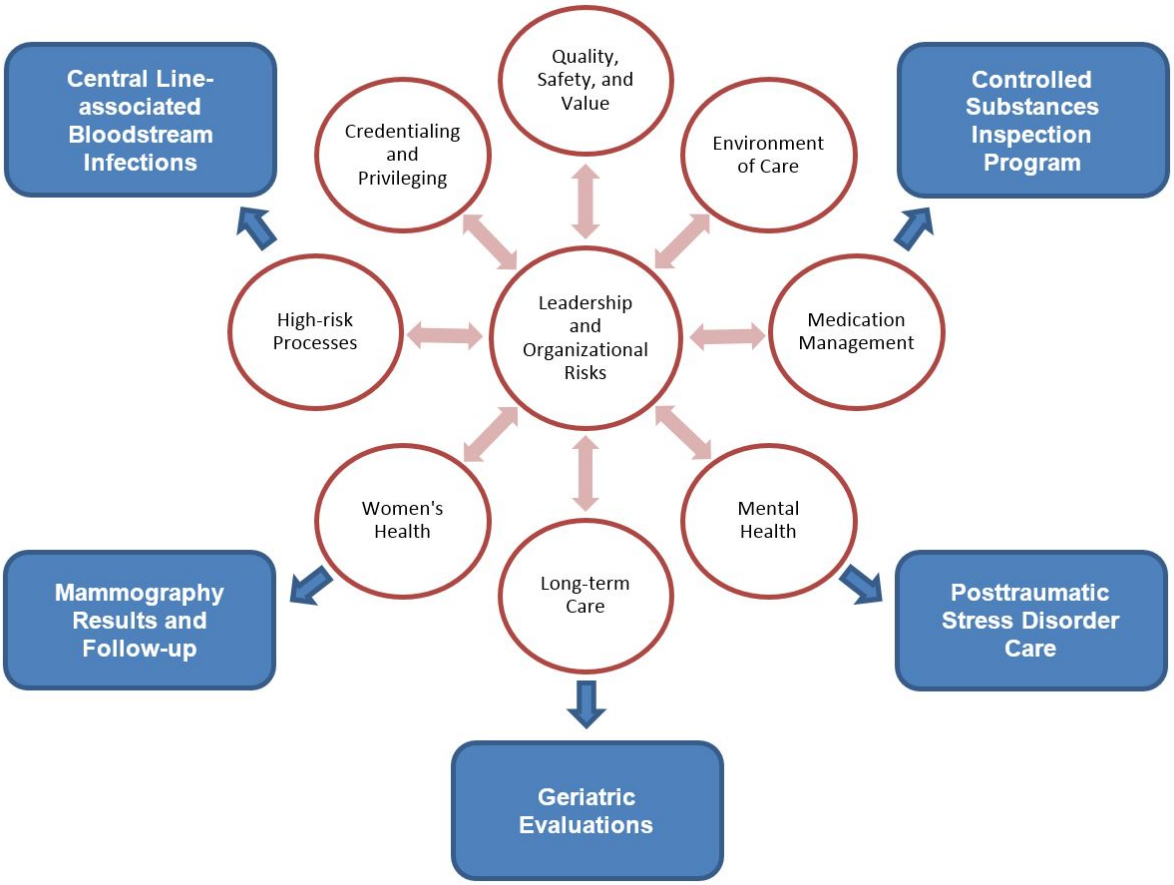
[4] Carol Stephenson, "The role of leadership in managing risk," *Ivey Business Journal*, November/December 2010. https://iveybusinessjournal.com/publication/the-role-of-leadership-in-managing-risk/. (Website accessed on March 1, 2018.)

[5] Anam Parand, Sue Dopson, Anna Renz, and Charles Vincent, "The role of hospital managers in quality and patient safety: a systematic review," *British Medical Journal*, 4, no. 9 (September 5, 2014): e005055. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4158193/. (Website accessed on March 1, 2018.)

[6] Institute for Healthcare Improvement, "How risk management and patient safety intersect: Strategies to help make it happen," March 24, 2015. http://www.npsf.org/blogpost/1158873/211982/How-Risk-Management-and-Patient-Safety-Intersect-Strategies-to-Help-Make-It-Happen. (Website accessed on March 1, 2018.)

[7] CHIP reviews address these processes during fiscal year (FY) 2018 (October 1, 2017, through September 30, 2018).

Figure 2. FY 2018 Comprehensive Healthcare Inspection Program Review of Healthcare Operations and Services



Source: VA OIG

Methodology

To determine compliance with the Veterans Health Administration (VHA) requirements related to patient care quality, clinical functions, and the EOC, the OIG physically inspected selected areas; reviewed clinical records, administrative and performance measure data, and accreditation survey reports;[8] and discussed processes and validated findings with managers and employees. The OIG interviewed applicable managers and members of the executive leadership team.

The review covered operations for May 7, 2015,[9] through July 16, 2018, the date when an unannounced week-long site visit commenced.

This report's recommendations for improvement target problems that can impact the quality of patient care significantly enough to warrant OIG follow-up until the Facility completes corrective actions. The Director's comments submitted in response to the recommendations in this report appear within each topic area.

While on site, the OIG did not receive any complaints beyond the scope of the CHIP review. The OIG conducted the inspection in accordance with OIG standard operating procedures for CHIP reviews and Quality Standards for Inspection and Evaluation published by the Council of the Inspectors General on Integrity and Efficiency.

[8] The OIG did not review VHA's internal survey results but focused on OIG inspections and external surveys that affect Facility accreditation status.

[9] This is the date of the last Combined Assessment Program and/or Community Based Outpatient Clinic and Other Outpatient Clinic reviews.

Results and Recommendations

Leadership and Organizational Risks

Stable and effective leadership is critical to improving care and sustaining meaningful change. Leadership and organizational risks can impact the Facility's ability to provide care in all the selected clinical areas of focus.[10] To assess the Facility's risks, the OIG considered the following organizational elements:

1. Executive leadership stability and engagement,
2. Employee satisfaction and patient experience,
3. Accreditation/for-cause surveys and oversight inspections,
4. Indicators for possible lapses in care, and
5. VHA performance data.

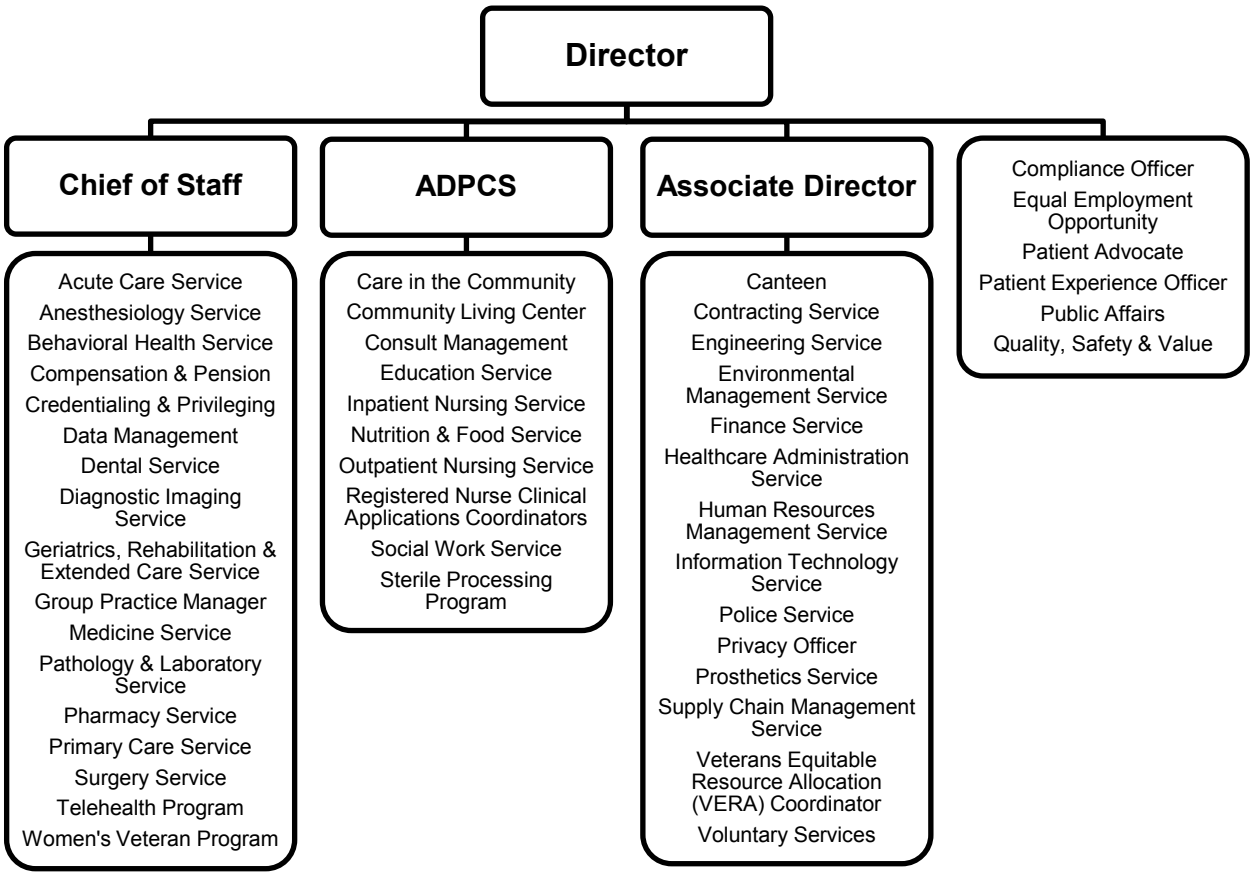
Executive Leadership Stability and Engagement

Because each VA facility organizes its leadership to address the needs and expectations of the local veteran population that it serves, organizational charts may differ among facilities. Figure 3 illustrates the Facility's reported organizational structure. The Facility has a leadership team consisting of the Director, Chief of Staff, Associate Director for Patient Care Services (ADPCS), and Associate Director.

The Director, appointed in November 2017, is the newest member of the leadership team. Prior to this appointment, the Director position had been vacant for five months. The ADPCS was appointed in January 2017, while the Chief of Staff and Associate Director have been in their positions since July and August 2016, respectively.

[10] L. Botwinick, M. Bisognano, and C. Haraden, "Leadership Guide to Patient Safety," *Institute for Healthcare Improvement*, Innovation Series White Paper. 2006. http://www.ihi.org/resources/Pages/IHIWhitePapers/LeadershipGuidetoPatientSafetyWhitePaper.aspx. (Website accessed on February 2, 2017.)

Figure 3. Facility Organizational Chart



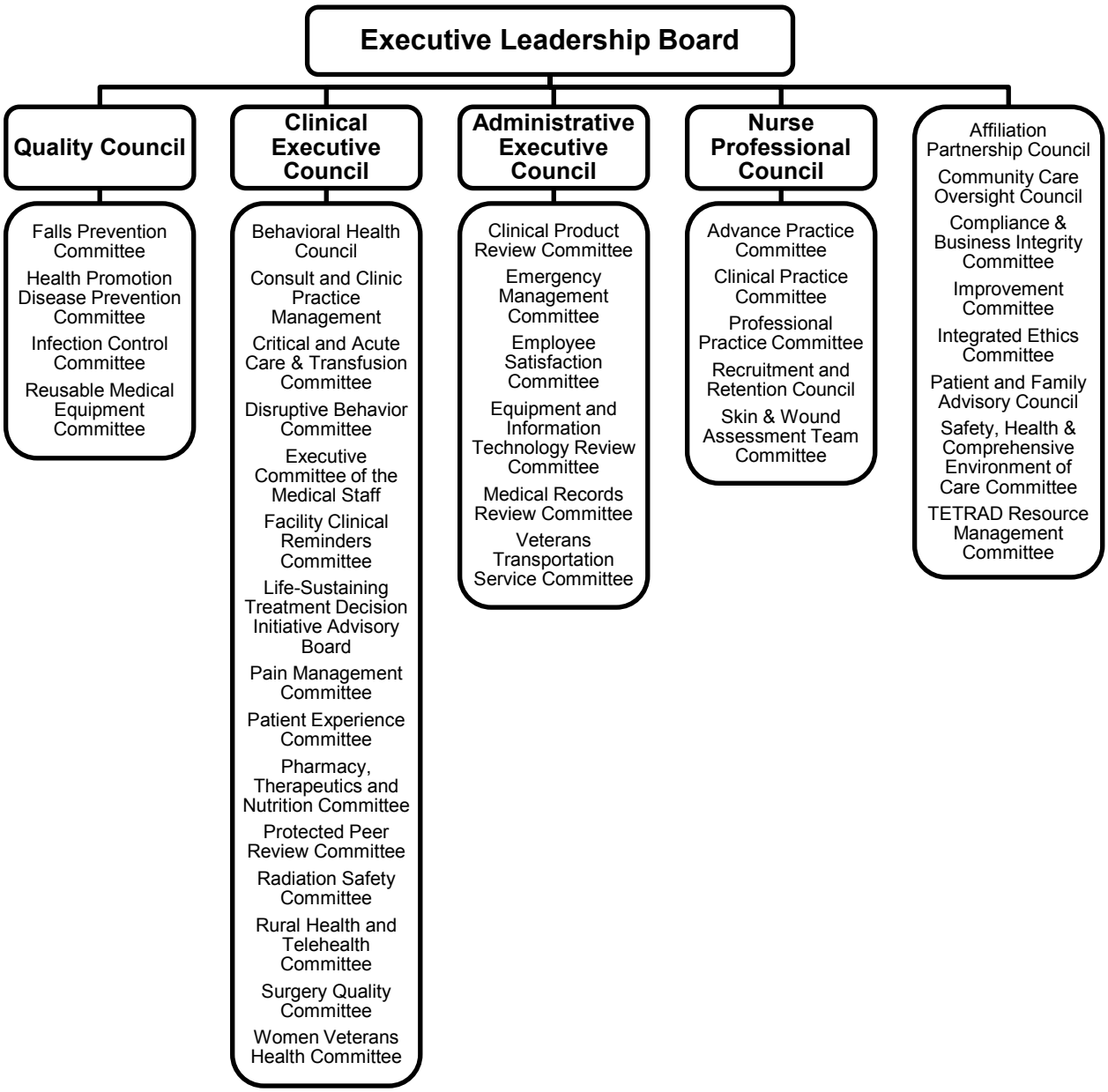
Source: Mann-Grandstaff VA Medical Center (received July 16, 2018)

To help assess engagement of Facility executive leadership, the OIG interviewed the Director, Chief of Staff, ADPCS, and Associate Director regarding their knowledge of various performance metrics and their involvement and support of actions to improve or sustain performance.

In individual interviews, these executive leadership team members generally were able to speak knowledgeably about actions taken during the previous 12 months to maintain or improve performance, employee and patient survey results, and selected Strategic Analytics for Improvement and Learning (SAIL) metrics. These are discussed more fully below.

The leaders are also engaged in monitoring patient safety and care through formal mechanisms. They are members of the Executive Leadership Board, which tracks, trends, and monitors quality of care and patient outcomes. The Director serves as the chairperson with the authority and responsibility to establish policy, maintain quality care standards, and perform organizational management and strategic planning. The Executive Leadership Board also oversees various working groups, such as Quality, Clinical Executive, and Nurse Professional Councils. See Figure 4.

Figure 4. Facility Committee Reporting Structure



Source: Mann-Grandstaff VA Medical Center (received July 16, 2018)

Employee Satisfaction and Patient Experience

The All Employee Survey is an annual, voluntary, census survey of VA workforce experiences. The data are anonymous and confidential. Since 2001, the instrument has been refined at several points in response to VA leadership inquiries on VA culture and organizational health. Although the OIG recognizes that employee satisfaction survey data are subjective, they can be a starting

point for discussions, indicate areas for further inquiry, and be considered along with other information on facility leadership.

To assess employee and patient attitudes toward Facility leaders, the OIG reviewed employee satisfaction and patient experience survey results that relate to the period of October 1, 2016, through September 30, 2017. Tables 1–3 provide relevant survey results for VHA, the Facility, and selected Facility executive leaders.[11]

Table 1 summarizes employee attitudes toward selected Facility leaders as expressed in VHA's All Employee Survey.[12] The Facility average for both selected survey questions was above the VHA average.[13] The same trend was noted for the members of the executive leadership team; however, it is noteworthy that the Chief of Staff's results were markedly higher than the Facility and VHA averages. In all, employees appear satisfied with Facility leaders.

Table 1. Survey Results on Employee Attitudes toward Facility Leadership (October 1, 2016, through September 30, 2017)

Questions/ Survey Items	Scoring	VHA Average	Facility Average	Director Average	Chief of Staff Average	ADPCS Average	Assoc. Director Average
All Employee Survey: *Servant Leader Index Composite*	0–100 where HIGHER scores are more favorable	67.7	71.2	74.7	84.8	72.7	72.2
All Employee Survey Q59. *How satisfied are you with the job being done by the executive leadership where you work?*	1 (Very Dissatisfied)–5 (Very Satisfied)	3.3	3.4	3.5	4.3	3.4	3.5

Source: VA All Employee Survey (accessed June 15, 2018)

Table 2 summarizes employee attitudes toward the workplace as expressed in VHA's All Employee Survey. Likewise, the Facility averages for the selected survey questions, as well as those for all executive leaders, were higher than the VHA average. Executive leaders appear to

[11] Rating is based on responses by employees who report to or are aligned under the Director, Chief of Staff, ADPCS, and Associate Director.

[12] The All Employee Survey is an annual, voluntary, census survey of VA workforce experiences. The data are anonymous and confidential. The instrument has been refined at several points since 2001 in response to operational inquiries by VA leadership on organizational health relationships and VA culture.

[13] The OIG makes no comment on the adequacy of the VHA average for each selected survey element. The VHA average is used for comparison purposes only.

be providing a safe workplace environment where employees feel comfortable with bringing forth issues or ethical concerns, and the leaders verbalized ongoing efforts to improve the culture of the organization.

Table 2. Survey Results on Employee Attitudes toward Workplace (October 1, 2016, through September 30, 2017)

Questions/ Survey Items	Scoring	VHA Average	Facility Average	Director Average	Chief of Staff Average	ADPCS Average	Assoc. Director Average
All Employee Survey Q43. *My supervisor encourages people to speak up when they disagree with a decision.*	1 (Strongly Disagree)–5 (Strongly Agree)	3.8	3.9	4.4	4.3	4.0	4.0
All Employee Survey Q44. *I feel comfortable talking to my supervisor about work-related problems even if I'm partially responsible.*	1 (Strongly Disagree)–5 (Strongly Agree)	3.9	4.1	4.0	4.7	4.2	4.1
All Employee Survey Q75. *I can talk with my direct supervisor about ethical concerns without fear of having my comments held against me.*	1 (Strongly Disagree)–5 (Strongly Agree)	3.9	4.1	4.4	4.7	4.1	4.2

Source: VA All Employee Survey (accessed June 15, 2018)

VHA's Patient Experiences Survey Reports provide results from the Survey of Healthcare Experience of Patients (SHEP) program. VHA utilizes industry standard surveys from the Consumer Assessment of Healthcare Providers and Systems program to evaluate patients' experiences of their health care and to support the goal of benchmarking its performance against the private sector.

VHA collects SHEP survey data from Patient-Centered Medical Home, Specialty Care, and Inpatient Surveys. From these, the OIG selected four survey items that reflect patient attitudes towards facility leaders (see Table 3). For this Facility, three of the four patient survey results reflected higher care ratings than the VHA average. Patients appear generally satisfied with the

leadership and care provided; however, opportunities may exist to improve the patient experience in outpatient specialty care.

Table 3. Survey Results on Patient Attitudes toward Facility Leadership (October 1, 2016, through September 30, 2017)

Questions	Scoring	VHA Average	Facility Average
Survey of Healthcare Experiences of Patients (inpatient): *Would you recommend this hospital to your friends and family?*	The response average is the percent of "Definitely Yes" responses.	66.7	72.9
Survey of Healthcare Experiences of Patients (inpatient): *I felt like a valued customer.*	The response average is the percent of "Agree" and "Strongly Agree" responses.	83.4	88.1
Survey of Healthcare Experiences of Patients (outpatient Patient-Centered Medical Home): *I felt like a valued customer.*	The response average is the percent of "Agree" and "Strongly Agree" responses.	74.9	77.5
Survey of Healthcare Experiences of Patients (outpatient specialty care): *I felt like a valued customer.*	The response average is the percent of "Agree" and "Strongly Agree" responses.	75.2	72.1

Source: VHA Office of Reporting, Analytics, Performance, Improvement and Deployment (accessed December 22, 2017)

Accreditation/For-Cause Surveys[14] and Oversight Inspections

To further assess Leadership and Organizational Risks, the OIG reviewed recommendations from previous inspections by oversight and accrediting agencies to gauge how well leaders respond to identified problems. Table 4 summarizes the relevant Facility inspections most

[14] The Joint Commission (TJC) conducts for-cause unannounced surveys in response to serious incidents relating to the health and/or safety of patients or staff or reported complaints. The outcomes of these types of activities may affect the current accreditation status of an organization.

recently performed by the OIG and The Joint Commission (TJC).[15] Indicative of effective leadership, the Facility has closed all recommendations for improvement as listed in Table 4.[16]

The OIG also noted the Facility's current accreditation status with the Commission on Accreditation of Rehabilitation Facilities[17] and College of American Pathologists,[18] which demonstrates the Facility leaders' commitment to quality care and services. Additionally, the Long Term Care Institute conducted an inspection of the Facility's Community Living Center.[19]

Table 4. Office of Inspector General Inspections/Joint Commission Survey

Accreditation or Inspecting Agency	Date of Visit	Number of Findings	Number of Recommendations Remaining Open
OIG (*Combined Assessment Program Review of the Mann-Grandstaff VA Medical Center, Spokane, Washington July 28, 2015*)	May 2015	20	0
OIG (*Review of Community Based Outpatient Clinics and Other Outpatient Clinics of Mann-Grandstaff VA Medical Center, Spokane, Washington, August 4, 2015*)	June 2015	7	0
OIG (*Healthcare Inspection – Emergency Department, Mental Health Service, and Suicide Prevention Training Concerns, Mann-Grandstaff VA Medical Center, Spokane, Washington, September 14, 2016*)	June 2015	1	0
TJC • Regular ○ Hospital Accreditation ○ Behavioral Health Care Accreditation	November 2016	27	0

[15] TJC is an internationally accepted external validation that an organization has systems and processes in place to provide safe and quality oriented health care. TJC has been accrediting VA medical facilities for over 35 years. Compliance with TJC standards facilitates risk reduction and performance improvement.

[16] A closed status indicates that the Facility has implemented corrective actions and improvements to address findings and recommendations, not by self-certification, but as determined by the accreditation organization or inspecting agency.

[17] The Commission on Accreditation of Rehabilitation Facilities provides an international, independent, peer review system of accreditation that is widely recognized by Federal agencies. VHA's commitment is supported through a system-wide, long-term joint collaboration with the Commission on Accreditation of Rehabilitation Facilities to achieve and maintain national accreditation for all appropriate VHA rehabilitation programs.

[18] For 70 years, the College of American Pathologists has fostered excellence in laboratories and advanced the practice of pathology and laboratory science. In accordance with VHA Handbook 1106.01, VHA laboratories must meet the requirements of the College of American Pathologists.

[19] Since 1999, the Long Term Care Institute has been to over 3,500 healthcare facilities conducting quality reviews and external regulatory surveys. The Long Term Care Institute is a leading organization focused on long-term care quality and performance improvement; compliance program development; and review in long-term care, hospice, and other residential care settings.

Accreditation or Inspecting Agency	Date of Visit	Number of Findings	Number of Recommendations Remaining Open
○ Home Care Accreditation		1	0
• Accreditation Follow Up		0	n/a
	May 2017	1	0

Sources: OIG and TJC (Inspection/survey results verified with the Director on July 18, 2018)
n/a = Not applicable

Indicators for Possible Lapses in Care

Within the healthcare field, the primary organizational risk is the potential for patient harm. Many factors impact the risk for patient harm within a system, including unsafe environmental conditions, sterile processing deficiencies, and infection control practices. Leaders must be able to understand and implement plans to minimize patient risk through consistent and reliable data and reporting mechanisms. Table 5 summarizes key indicators of risk since the OIG's previous May 2015 Combined Assessment Program review inspection through the week of July 16, 2018.[20]

The OIG noted the seemingly high number of institutional disclosures for a low complexity Facility such as the Mann-Grandstaff VA Medical Center, which could be a potential risk factor if not closely reviewed and monitored. The Chief of Staff attributed the high number to the "Leadership's fundamental belief and practice of transparency in all we do… (and a) maturation in the Facility's understanding of the intent and subsequent utilization of institutional disclosure…."

[20] It is difficult to quantify an acceptable number of occurrences because one occurrence is one too many. Efforts should focus on prevention. Sentinel events and those that lead to disclosure can occur in either inpatient or outpatient settings and should be viewed within the context of the complexity of the Facility. (Note that the Mann-Grandstaff VA Medical Center is a low complexity (3) affiliated Facility as described in Appendix B.)

Table 5. Summary of Selected Organizational Risk Factors (May 2015 to July 16, 2018)

Factor	Number of Occurrences
Sentinel Events[21]	1
Institutional Disclosures[22]	18
Large-Scale Disclosures[23]	0

Source: Mann-Grandstaff VA Medical Center's Chief of Quality, Safety and Value (received July 18, 2018)

The OIG also reviewed Patient Safety Indicators developed by the Agency for Healthcare Research and Quality within the U.S. Department of Health and Human Services. These provide information on potential in-hospital complications and adverse events following surgeries and procedures.[24] The rates presented are specifically applicable for this Facility, and lower rates indicate lower risks. Table 6 summarizes Patient Safety Indicator data from April 1, 2016, through March 31, 2018.

Table 6. Patient Safety Indicator Data (April 1, 2016, through March 31, 2018)

Measure	Reported Rate per 1,000 Hospital Discharges		
	VHA	VISN 20	Facility
Death among surgical inpatients with serious treatable conditions	113.92	66.18	0.00
Iatrogenic pneumothorax	0.17	0.22	0.61
Central venous catheter-related bloodstream infection	0.15	0.14	0.00
In-hospital fall with hip fracture	0.08	0.08	0.00
Perioperative hemorrhage or hematoma	2.62	1.75	0.00

[21] A sentinel event is an incident or condition that results in patient death, permanent harm, severe temporary harm, or intervention required to sustain life.

[22] Institutional disclosure of adverse events (sometimes referred to as "administrative disclosure") is a formal process by which facility leaders together with clinicians and others, as appropriate, inform the patient or his or her personal representative that an adverse event has occurred during care that resulted in, or is reasonably expected to result in, death or serious injury, and provide specific information about the patient's rights and recourse.

[23] Large-scale disclosure of adverse events (sometimes referred to as "notification") is a formal process by which VHA officials assist with coordinating the notification to multiple patients (or their personal representatives) that they may have been affected by an adverse event resulting from a systems issue.

[24] Agency for Healthcare Research and Quality. https://www.qualityindicators.ahrq.gov/. (Website accessed on March 8, 2017.)

Measure	Reported Rate per 1,000 Hospital Discharges		
	VHA	VISN 20	Facility
Postoperative acute kidney injury requiring dialysis	0.65	0.21	0.00
Postoperative respiratory failure	5.11	4.07	0.00
Perioperative pulmonary embolism or deep vein thrombosis	3.09	1.25	0.00
Postoperative sepsis	3.72	2.31	0.00
Postoperative wound dehiscence	1.00	1.23	0.00
Unrecognized abdominopelvic accidental puncture/laceration	1.02	1.13	0.00

Source: VHA Support Service Center
Note: The OIG did not assess VA's data for accuracy or completeness.

The Patient Safety Indicator measure for iatrogenic pneumothorax shows a higher observed rate than the VHA and Veterans Integrated Service Network (VISN) 20. One patient developed a pneumothorax following improper placement of a feeding tube. The patient required intubation and was transferred to a higher level of care. The Facility conducted an internal review and implemented corrective actions, such as focused clinical training and standardized post-placement x-ray protocols to ensure proper positioning of feeding tubes and prevent reoccurrences.

Veterans Health Administration Performance Data

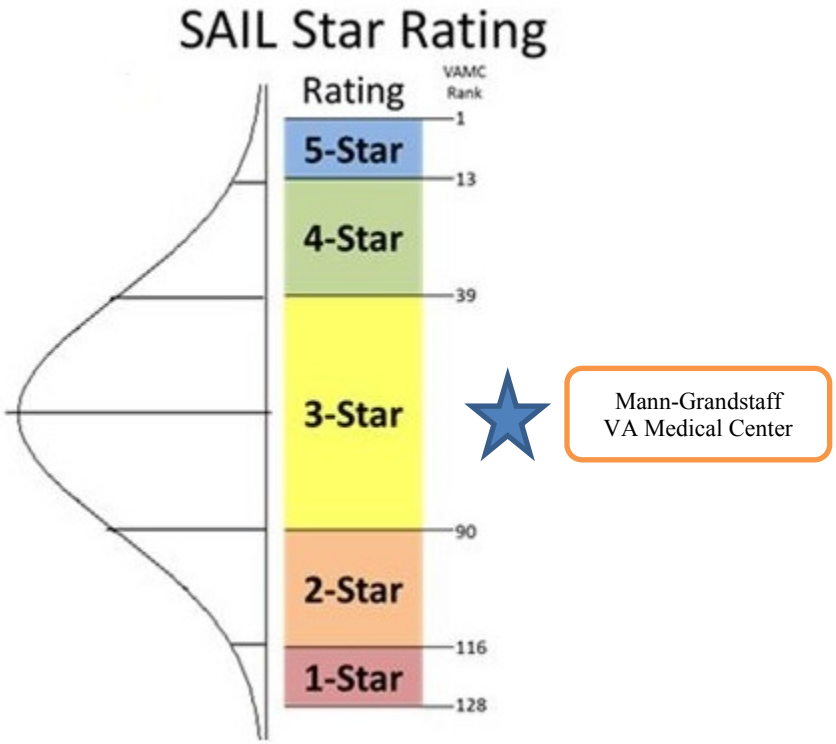
The VA Office of Operational Analytics and Reporting adapted the SAIL Value Model to help define performance expectations within VA. This model includes measures on healthcare quality, employee satisfaction, access to care, and efficiency, but has noted limitations for identifying all areas of clinical risk. The data are presented as one "way to understand the similarities and differences between the top and bottom performers" within VHA.[25]

VA also uses a star-rating system where facilities with a "5-Star" rating are performing within the top 10 percent of facilities and "1-Star" facilities are performing within the bottom 10 percent of facilities. Figure 5 describes the distribution of facilities by star rating.[26] As of June 30, 2017, the Facility was rated at "3-Star" for overall quality. Updated data as of June 30, 2018, indicates that the Facility rating has remained "3-Star" for overall quality.

[25] VHA Support Service Center (VSSC), The Strategic Analytics for Improvement and Learning (SAIL) Value Model, http://vaww.vssc.med.va.gov/VSSCEnhancedProductManagement/DisplayDocument.aspx?DocumentID=2146. (Website accessed on April 16, 2017.)

[26] Based on normal distribution ranking quality domain of 128 VA Medical Centers.

Figure 5. Strategic Analytics for Improvement and Learning Star Rating Distribution (as of June 30, 2017)

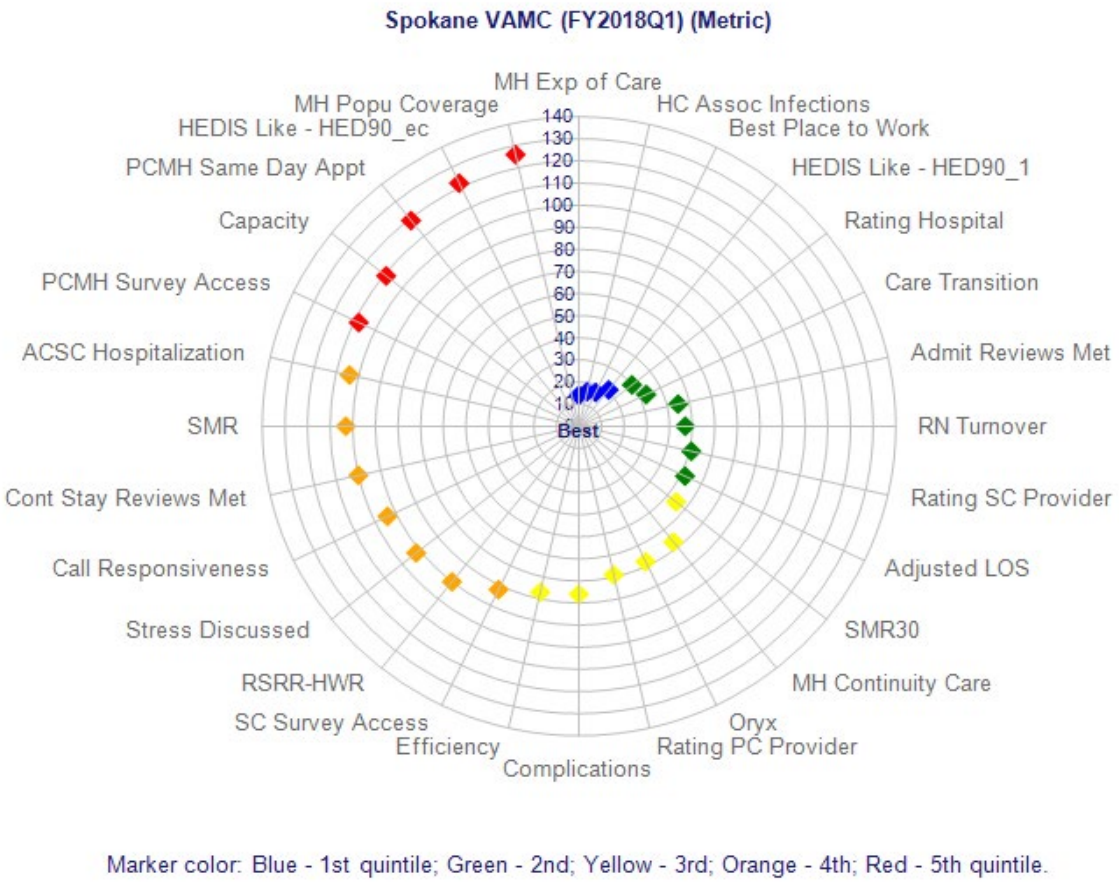


Source: VA Office of Informatics and Analytics Office of Operational Analytics and Reporting (accessed June 15, 2018)

Figure 6 illustrates the Facility's Quality of Care and Efficiency metric rankings and performance compared with other VA facilities as of December 31, 2017. Of note, Figure 6 uses blue and green data points to indicate high performance (for example in the areas of Mental Health (MH) Experience of Care, Healthcare (HC) Associated Infections, Best Place to Work, and Registered Nurse (RN) Turnover).[27] Metrics that need improvement are denoted in orange and red (for example, Specialty Care (SC) Survey Access, Capacity, Patient-Centered Medical Home (PCMH) Same Day Appointment (Appt), and Mental Health (MH) Population Coverage).

[27] For data definitions of acronyms in the SAIL metrics, please see Appendix D.

Figure 6. Facility Quality of Care and Efficiency Metric Rankings (as of December 31, 2017)



Source: VHA Support Service Center
Note: The OIG did not assess VA's data for accuracy or completeness. Also see Appendix C for sample outpatient performance measures that feed into these data points (such as wait times, discharge contacts, and where patient care is received). For data definitions, see Appendix D.

Conclusion

The executive leadership team has been working together since November 2017, when the Director was appointed. Overall, the OIG noted that employees and patients appeared satisfied with the leadership team and the care provided; however, opportunities may exist to improve the patient experience in outpatient specialty care. Facility leaders were actively engaged with employees and patients and had implemented processes and plans to maintain and further improve positive experiences. Organizational leaders appeared to support efforts related to patient safety, quality care, and other positive outcomes. However, the unusually high number of adverse patient events that resulted in institutional disclosures for this low complexity facility is an organizational risk that should be evaluated and closely monitored. Although the leadership

team was knowledgeable about selected SAIL metrics, the leaders should continue to take actions to improve care and performance of selected Quality of Care and Efficiency metrics that are likely contributing to the "3-Star" rating.

Quality, Safety, and Value

VHA's goal is to serve as the nation's leader in delivering high-quality, safe, reliable, and veteran-centered care using a coordinated care continuum. To meet this goal, VHA must foster a culture of integrity and accountability that is vigilant and mindful, proactively risk aware, and predictable, while seeking continuous improvement.[28] VHA also strives to provide healthcare services that compare favorably to the best of the private sector in measured outcomes, value, and efficiency.[29]

VHA requires that its facilities operate a Quality, Safety, and Value (QSV) program to monitor the quality of patient care and performance improvement activities. The purpose of the OIG review was to determine whether the Facility implemented and incorporated selected key functions of VHA's Enterprise Framework for QSV into local activities. To assess this area of focus, the OIG evaluated the following: protected peer reviews of clinical care,[30] utilization management (UM) reviews,[31] and patient safety incident reporting with related root cause analyses (RCAs).[32]

VHA has implemented approaches to improving patient safety, including the reporting of patient safety incidents to its National Center for Patient Safety. Incident reporting helps VHA learn about system vulnerabilities and how to address them. Required RCAs help to more accurately identify and rapidly communicate potential and actual causes of harm to patients throughout the organization.[33]

[28] VHA Directive 1026; *VHA Enterprise Framework for Quality, Safety, and Value*, August 2, 2013.

[29] Department of Veterans Affairs, *Veterans Health Administration Blueprint for Excellence*, September 2014.

[30] According to VHA Directive 2010-025, *Peer Review for Quality Management*, June 3, 2010, this is a peer evaluation of the care provided by individual providers within a selected episode of care. This also involves a determination of the necessity of specific actions, and confidential communication is given to the providers who were peer reviewed regarding the results and any recommended actions to improve performance. The process may also result in identification of systems and process issues that require special consideration, investigation, and possibly administrative action by facility staff. (Due for recertification June 30, 2015, but has not been updated.)

[31] According to VHA Directive 1117, *Utilization Management Program*, July 9, 2014 (amended January 18, 2018), UM reviews evaluate the appropriateness, medical need, and efficiency of healthcare services according to evidence-based criteria.

[32] According to VHA Handbook 1050.01, *VHA National Patient Safety Improvement Handbook*, March 4, 2011, VHA has implemented approaches to improve patient safety, including the reporting of patient safety incidents to the VHA National Center for Patient Safety, in order for VHA to learn about system vulnerabilities and how to address them as well as the requirement to implement-RCA (a widely-used methodology for dealing with safety-related issues) to allow for more accurate and rapid communication throughout an organization of potential and actual causes of harm to patients.

[33] VHA Handbook 1050.01.

The OIG interviewed senior managers and key QSV employees and evaluated meeting minutes, protected peer reviews, RCAs, the annual patient safety report, and other relevant documents. Specifically, OIG inspectors evaluated the following performance indicators:[34]

- Protected peer reviews
  - Examination of important aspects of care (for example, appropriate and timely ordering of diagnostic tests, prompt treatment, and appropriate documentation)
  - Implementation of improvement actions recommended by the Peer Review Committee
- UM
  - Completion of at least 75 percent of all required inpatient reviews
  - Documentation of at least 75 percent of Physician UM Advisors' decisions in National UM Integration database
  - Interdisciplinary review of UM data
- Patient safety
  - Entry of all reported patient incidents into VHA's patient safety reporting system[35]
  - Annual completion of a minimum of eight RCAs[36]
  - Provision of feedback about RCA actions to reporting employees
  - Submission of annual patient safety report

Conclusion

The OIG found general compliance with requirements for protected peer reviews and patient safety. However, the OIG identified a deficiency with UM data review which warranted a recommendation for improvement.

[34] For CHIP reviews, the OIG selects performance indicators based on VHA or regulatory requirements or accreditation standards and evaluates these for compliance.

[35] WebSPOT has been the software application used for reporting and documenting adverse events in the VHA (National Center for Patient Safety) Patient Safety Information System database. However, it is expected that by April 1, 2018, all facilities will have implemented the new Joint Patient Safety Reporting System (JPSR); and it is anticipated that all previous patient safety event reporting systems will be discontinued by July 1, 2018.

[36] According to VHA Handbook 1050.01, the requirement for a total of eight RCAs and aggregated reviews is a minimum number, as the total number of RCAs is driven by the events that occur and the Safety Assessment Code (SAC) score assigned to them. At least four analyses per fiscal year must be individual RCAs with the balance being aggregated reviews or additional individual RCAs.

Utilization Management: Data Review

VHA requires that an interdisciplinary facility group review UM data.[37] This group should include, but not be limited to, representatives from UM, medicine, nursing, social work, case management, MH, and Chief Business Office revenue utilization review. This ensures that a comprehensive approach is taken when reviewing UM data for performance improvement. From July 1, 2017, through June 30, 2018, the OIG noted that the interdisciplinary group that reviewed UM data did not consistently include representation from social work and Chief Business Office revenue utilization review. This resulted in a lack of expertise in the analysis of UM data. Facility managers cited changes in social work leaders that contributed to a lack of attendance, and managers were not aware of the Chief Business Office revenue utilization review membership requirement.

Recommendation 1

The Chief of Staff ensures the interdisciplinary group or committee that reviews utilization management data includes representatives from social work and the Chief Business Office revenue utilization review and monitors compliance.

Facility concurred.

Target date for completion: June 2019

Facility response: The Clinical Executive Council (CEC) is responsible for reviewing Utilization Management (UM) data quarterly. Representatives from social work and the Business Office will be added to the CEC membership. CEC meetings are scheduled for the year and all members are sent Outlook Calendar invites. CEC administrative support will send out reminders to ensure attendance of required members. Quality Management will audit CEC minutes quarterly until there is 100% compliance for two consecutive quarters, then annually. Audit results will be reported in Quality Council.

[37] VHA Directive 1117.

Credentialing and Privileging

VHA has defined procedures for the credentialing and privileging of all healthcare professionals who are permitted by law and the facility to practice independently—without supervision or direction, within the scope of the individual's license, and in accordance with individually granted clinical privileges. These healthcare professionals are also referred to as licensed independent practitioners (LIP).[38]

Credentialing refers to the systematic process of screening and evaluating qualifications. Credentialing involves ensuring an applicant has the required education, training, experience, and mental and physical health. This systematic process also ensures that the applicant has the skill to fulfill the requirements of the position and to support the requested clinical privileges.[39]

Clinical privileging is the process by which an LIP is permitted by law and the facility to provide medical care services within the scope of the individual's license. Clinical privileges need to be specific, based on the individual's clinical competence, recommended by service chiefs and the Medical Staff Executive Committee, and approved by the Director. Clinical privileges are granted for a period not to exceed two years, and LIPs must undergo re-privileging prior to the expiration of the held privileges.[40]

The purpose of the OIG review was to determine whether the Facility complied with selected requirements for credentialing and privileging of selected members of the medical staff. The OIG team interviewed key managers and reviewed the credentialing and privileging folders of 10 LIPs who were hired within 18 months prior to the on-site visit,[41] and 20 LIPs who were re-privileged within 12 months prior to the visit.[42] The OIG evaluated the following performance indicators:

- Credentialing
  - Current licensure
  - Primary source verification
- Privileging
  - Verification of clinical privileges
  - Requested privileges

[38] VHA Handbook 1100.19, *Credentialing and Privileging*, October 15, 2012. (Due for recertification October 31, 2017, but has not been updated.)

[39] VHA Handbook 1100.19.

[40] VHA Handbook 1100.19.

[41] The 18-month period was from January 16, 2017, through July 16, 2018.

[42] The 12-month review period was from July 16, 2017, through July 16, 2018.

        - Facility-specific
        - Service-specific
        - Provider-specific
    - Service chief recommendation of approval for requested privileges
    - Medical Staff Executive Committee decision to recommend requested privileges
    - Approval of privileges for a period of less than, or equal to, two years
- Focused Professional Practice Evaluation (FPPE)
    - Evaluation initiated
        - Timeframe clearly documented
        - Criteria developed
        - Evaluation by another provider with similar training and privileges
        - Medical Staff Executive Committee decision to recommend continuing initially granted privileges
- Ongoing Professional Practice Evaluation (OPPE)
    - Determination to continue privileges
        - Criteria specific to the service or section
        - Evaluation by another provider with similar training and privileges
        - Medical Staff Executive Committee decision to recommend continuing privileges

Conclusion

The OIG found general compliance with requirements for credentialing, privileging, and FPPE processes. However, the OIG identified a deficiency in the OPPE process that warranted a recommendation for improvement.

Ongoing Professional Practice Evaluation by Similarly-Trained Providers

VHA requires the competency of licensed independent providers to be evaluated by another provider with similar training and privileges.[43] This requirement of the OPPE process is essential to confirm the competency of privileged providers. Of the 20 providers evaluated, two were solo-

[43] VHA Handbook 1100.19.

specialty providers. For both providers, the OIG did not find evidence that a similarly trained and privileged provider completed the clinical pertinence evaluation of the respective OPPEs. As a result, providers continued to deliver care without a thorough evaluation of their practice. The Medical Staff Coordinator reported sending requests to the VISN to identify providers at other VHA facilities to complete the evaluation; however, the VISN failed to find suitable providers.

Recommendation 2

The Chief of Staff ensures Ongoing Professional Practice Evaluations utilize assessments by providers with similar training and privileges and monitors compliance.

Facility concurred.

Target date for completion: March 2019

Facility Response: Each request for review of a solo practitioner will be routed from the service to the facility Medical Staff Coordinator. The Medical Staff Coordinator will forward the request, including local OPPE form(s), to VISN 20 for assignment to an appropriate site. Quality Management will audit solo practitioner OPPEs monthly until 100% compliance is met for three consecutive months, then annually. Audits will be reported to Quality Council.

Environment of Care

Any medical center, regardless of its size or location, faces vulnerabilities in the healthcare environment. VHA requires managers to conduct EOC inspection rounds and resolve issues in a timely manner. The goal of the EOC program is to reduce and control environmental hazards and risks; prevent accidents and injuries; and maintain safe conditions for patients, visitors, and staff. The physical environment of a healthcare organization must not only be functional but should also promote healing.[44]

The purpose of the OIG review was to determine whether the Facility maintained a clean and safe healthcare environment in accordance with applicable requirements. The OIG also determined whether the Facility met requirements in selected areas that are often associated with higher risks of harm to patients in the locked MH Unit and with Emergency Management processes.[45]

VHA requires managers to ensure capacity for MH services for veterans with acute and severe emotional and/or behavioral symptoms causing a safety risk to self or others, and/or resulting in severely compromised functional status. This level of care is typically provided in an inpatient setting to ensure safety and to provide the type and intensity of clinical intervention necessary to treat the patient. Such care needs to be well integrated with the full continuum of care to support safety and effective management during periods of such severe difficulty. Inpatient MH settings must also provide a healing, recovery-oriented environment.[46]

VHA requires managers to establish a comprehensive Emergency Management program to ensure continuity of patient care and hospital operations in the event of a disaster or emergency, which includes conducting a Hazard Vulnerability Analysis (HVA) and developing an Emergency Operations Plan (EOP).[47] These requirements allow the identification and minimization of impacts from potential hazards, threats, incidents, and events on health care and other essential services provided by facilities. VHA also requires managers to develop Utility Management Plans to ensure reliability and reduce failures of electrical power distribution systems in accordance with TJC,[48] Occupational Safety and Health Administration,[49] and

[44] VHA Directive 1608, *Comprehensive Environment of Care*, February 1, 2016.

[45] Applicable requirements include various VHA Directives, Joint Commission hospital accreditation standards, Occupational Safety and Health Administration, American National Standards Institute (ANSI)/Association for the Advancement of Medical Instrumentation (AAMI), and National Fire Protection Association (NFPA).

[46] VHA Handbook 1160.06, *Inpatient Mental Health Services*, September 16, 2013.

[47] VHA Directive 0320.01, *Comprehensive Emergency Management Program Procedures*, April 6, 2017.

[48] TJC. Environment of Care standard EC.02.05.07.

[48] Occupational Safety and Health (OSHA) is part of the US Department of Labor. OSHA assures safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education, and assistance.

National Fire Protection Association standards.[50] The provision of sustained electrical power during disasters or emergencies is critical to continued operations of a healthcare facility.

In all, the OIG team inspected nine patient care areas—critical care A530, medical/surgical A500, Community Living Center–Cedar Grove, Post-anesthesia Care 636, and the locked MH units; Urgent Care D100, Urology Specialty Care B600, and Primary Care–Green Clinics; and the Coeur D'Alene Community Based Outpatient Clinic. The OIG reviewed relevant documents and interviewed key employees and managers. The OIG evaluated the following location-specific performance indicators:

- Parent Facility
  - EOC rounds
  - EOC deficiency tracking
  - Infection prevention
  - General safety
  - Environmental cleanliness
  - General privacy
  - Women veterans' exam room privacy
  - Availability of medical equipment and supplies
- Community Based Outpatient Clinic
  - General safety
  - Medication safety and security
  - Infection prevention
  - Environmental cleanliness
  - General privacy
  - Exam room privacy
  - Availability of medical equipment and supplies
- Locked MH Unit
  - Bi-annual MH EOC Rounds
  - Nursing station security

[50] National Fire Protection Association (NFPA) is a global nonprofit organization devoted to eliminating death, injury, and property and economic loss due to fire, electrical, and related hazards.

  - Public area and general unit safety
  - Patient room safety
  - Infection prevention
  - Availability of medical equipment and supplies
- Emergency Management
  - Hazard Vulnerability Analysis (HVA)
  - Emergency Operations Plan (EOP)
  - Emergency power testing and availability

Conclusion

General safety and privacy measures were in place at the Facility, and the OIG did not note any issues with the availability of medical equipment and supplies. However, the OIG noted deficiencies with infection prevention, panic alarm testing documentation and the Facility's Emergency Management program.

Infection Prevention: Storage of Biohazardous Waste

TJC requires hospitals to minimize the risk of infection when storing and disposing of infectious waste.[51] The OIG noted two of seven applicable medical biohazardous waste storage rooms contained unmarked and unsecured biohazardous waste (used, single-use medical equipment).[52] This presents a potential risk to patients and staff for exposure to contaminated materials. Managers stated there was a lack of education regarding proper storage of biohazardous waste and proper disposal of single-use medical equipment.

Recommendation 3

The Associate Director ensures managers clearly mark and securely store medical biohazardous waste and monitors compliance.

[51] TJC. Infection Prevention and Control standard IC.02.01.01, EP 6.

[52] Critical care unit A530 and the Primary Care–Green Clinic.

Facility concurred.

Target date for completion: March 2019

Facility response: The Chief of Sterile Processing Service (SPS) conducted refresher training with appropriate staff in areas with biohazardous waste storage rooms. This refresher training included the proper way to store used medical equipment and the proper disposal of single-use instruments. A review of biohazardous storage rooms will be completed by SPS staff to ensure all biohazard waste (used medical equipment) is stored and marked appropriately. This review will occur monthly until there is 100% compliance for three consecutive months, then annually.

Locked Mental Health Unit Safety: Panic Alarm Testing

VHA requires Police and Security Operations to periodically test and document response time to panic alarms in locked MH units.[53,54] The OIG found no documented evidence of VA Police response times when the Facility's locked MH unit panic alarms were tested. This may result in an unsafe environment for patients, visitors, and staff since timely police responses greatly impact the overall success of police intervention and reduce organizational risks. Facility leaders were unaware of the requirement.

Recommendation 4

The Associate Director ensures the Police and Security Operations document response time to panic alarm testing at the locked mental health unit and monitors compliance.

Facility concurred.

Target date for completion: March 2019

Facility response: The Police Service conducted a panic alarm test on the locked Mental Health Unit. As part of their test, Police response time was documented. Moving forward, the Mental Health Environment of Care Checklist (MHEOCC) team members will activate the panic alarm while conducting their semi-annual review of the inpatient psychiatric unit. As part of this test, the Police Service response time will be documented in the Patient Safety Assessment Tool (PSAT). Quality Management will audit the PSAT after the next semi-annual MHEOCC review to ensure the panic alarm test was completed with documentation of the Police response time.

[53] VA National Center for Patient Safety, *Mental Health Environment of Care Checklist (MHEOCC)*, December 8, 2016.

[54] VHA Directive 2012-026, *Sexual Assaults and Other Defined Public Safety Incidents in Veterans Health Administration (VHA) Facilities*, September 27, 2012.

Emergency Management: Annual Review

VHA requires facilities to develop and annually review an Emergency Operations Plan (EOP). This review is to be documented, evaluated by the Emergency Management Committee, and approved by the executive leadership team.[55] The OIG found no evidence that the Emergency Management Committee reviewed the EOP during the previous 12 months. This resulted in a lack of assurance that the Facility is prepared for contingency operations during emergencies. Facility managers were aware of this requirement and reported a lack of follow through due to insufficient staffing. The EOP was in the process of being revised, and the Emergency Management Manager was waiting to review the new EOP instead of reviewing the existing plan.

Recommendation 5

The Associate Director ensures that the Emergency Management Plan is reviewed annually and monitors compliance.

Facility concurred.

Target date for completion: January 2019

Facility response: The Emergency Operations Plan (EOP) is currently under review by Leadership. Once the EOP is approved by Leadership, documentation of the review will be illustrated in the Emergency Management Advisory Committee (EMAC) minutes. Moving forward, the annual review of the EOP will be added to the EMAC as a standing agenda item annually. Management will audit EMAC minutes annually to ensure the EOP is reviewed as scheduled.

[55] VHA Directive 0320.01.

Medication Management: Controlled Substances Inspection Program

The Controlled Substances (CS) Act divides controlled drugs into five categories based on whether they have a currently accepted medical treatment use in the United States, their relative abuse potential, and likelihood of causing dependence when abused.[56] Diversion by healthcare workers—the transfer of a legally-prescribed CS from the prescribed individual to another person for illicit use—remains a serious problem that can increase serious patient safety issues, causes harm to the diverter, and elevates the liability risk to healthcare organizations.[57]

VHA requires that facility managers implement and maintain a CS inspection program to minimize the risk for loss and diversion and to enhance patient safety. Requirements include the appointment of CS Coordinator(s) (CSC) and CS inspectors (CSI), procedures for inventory control, and the inspection of the pharmacy and clinical areas with CS.[58]

The OIG review of these issues was conducted to determine whether the Facility complied with requirements related to CS security and inspections and to follow up on recommendations from the 2014 report.[59] The OIG interviewed key managers and reviewed CS inspection reports for the prior two completed quarters;[60] monthly summaries of findings, including discrepancies, provided to the Director for the prior 12 months;[61] CS inspection quarterly trend reports for the prior four quarters;[62] and other relevant documents. The OIG evaluated the following performance indicators:

- CSC reports
  - Monthly summary of findings to the Director
  - Quarterly trend report to the Director
  - Actions taken to resolve identified problems
- Pharmacy operations
  - Annual physical security survey of the pharmacy/pharmacies by VA Police
  - CS ordering processes
  - Inventory completion during Chief of Pharmacy transition
  - Staff restrictions for monthly review of balance adjustment

[56] Drug Enforcement Agency Controlled Substance Schedules. https://www.deadiversion.usdoj.gov/schedules/. (Website accessed on August 21, 2017.)

[57] American Society of Health-System Pharmacists, "ASHP Guidelines on Preventing Diversion of Controlled Substances," *American Journal of Health-System Pharmacists* 74, no. 5 (March 1, 2017): 325-348.

[58] VHA Directive 1108.02(1), *Inspection of Controlled Substances*, November 28, 2016 (Amended March 6, 2017).

[59] VA Office of Inspector General, *Combined Assessment Program Summary Report – Evaluation of the Controlled Substances Inspection Program at Veterans Health Administration Facilities*, Report No. 14-01785-184, June 10, 2014.

[60] The review period was January 1, 2018, through June 30, 2018.

[61] The review period was July 1, 2017, through June 30, 2018.

[62] The four quarters were from July 1, 2017, through June 30, 2018.

- Requirements for CSCs
  - Free from conflicts of interest
  - CSC duties included in position description or functional statement
  - Completion of required CSC orientation training course
- Requirements for CSIs
  - Free from conflicts of interest
  - Appointed in writing by the Director for a term not to exceed three years
  - Hiatus of one year between any reappointment
  - Completion of required CSI certification course
  - Completion of required annual updates and/or refresher training
- CS area inspections
  - Monthly inspections
  - Rotations of CSIs
  - Patterns of inspections
  - Completion of inspections on day initiated
  - Reconciliation of dispensing between pharmacy and each dispensing area
  - Verification of CS orders
  - CS inspections performed by CSCs
- Pharmacy inspections
  - Monthly physical counts of the CS in the pharmacy by CSIs
  - Completion of inspections on day initiated
  - Security and documentation of drugs held for destruction[63]
  - Accountability for all prescription pads in pharmacy
  - Verification of hard copy outpatient pharmacy CS prescriptions
  - Verification of 72-hour inventories of the main vault
  - Quarterly inspections of emergency drugs
  - Monthly CSI checks of locks and verification of lock numbers

Conclusion

Generally, the Facility met requirements with the above performance indicators. Pharmacy managers and staff also reported that the national shortage of injectable opioid pain medications did not impact needed treatment and care of their patients based on services typically provided at the Facility. The OIG made no recommendations.

[63] The "Destructions File Holding Report" lists all drugs awaiting local destruction or turn-over to a reverse distributor. CSIs must verify there is a corresponding sealed evidence bag containing drug(s) for each destruction holding number on the report.

Mental Health: Posttraumatic Stress Disorder Care

Posttraumatic Stress Disorder (PTSD) may occur "following exposure to an extreme traumatic stressor involving direct personal experience of an event that involves actual or threatened death or serious injury; other threat to one's physical integrity; witnessing an event that involves death, injury, or threat to the physical integrity of another person; learning about unexpected or violent death, serious harm, threat of death or injury experienced by a family member or other close associate."[64] For veterans, the most common traumatic stressor contributing to a PTSD diagnosis is war-zone related stress. Non-war zone military experiences, such as the crash of a military aircraft, may also contribute to the development of PTSD.[65]

The PTSD screen is performed through a required national clinical reminder and is triggered for completion when the patient has his or her first visit at a VHA medical facility. The reminder typically remains active until it is completed.[66] VHA requires that

1. PTSD screening is performed for every new patient and then is repeated every year for the first five years post-separation and every five years thereafter, unless there is a clinical need to re-screen earlier;
2. If the patient's PTSD screen is positive, an acceptable provider must evaluate treatment needs and assess for suicide risk; and
3. If the provider determines a need for treatment, there is evidence of referral and coordination of care.[67]

To assess whether the Facility complied with the requirements related to PTSD screening, diagnostic evaluation, and referral to specialty care, the OIG reviewed relevant documents and interviewed key employees and managers. Additionally, the OIG reviewed the electronic health records (EHR) of 46 randomly selected outpatients who had a positive PTSD screen from July 1, 2016, through June 30, 2017. The OIG evaluated the following performance indicators:

- Completion of suicide risk assessment by acceptable provider within required timeframe
- Offer to patient of further diagnostic evaluation

[64] VHA Handbook 1160.03, *Programs for Veterans with Post-Traumatic Stress Disorder (PTSD)*, March 12, 2010 (rescinded November 16, 2017).

[65] VHA Handbook 1160.03.

[66] A PTSD screen is not required if the patient received a PTSD diagnosis in outpatient setting in the past year; has a life expectancy of 6 months or less; has severe cognitive impairment, including dementia; is enrolled in a VHA or community-based hospice program; or has a diagnosis of cancer of the liver, pancreas, or esophagus.

[67] Department of Veterans Affairs, Information Bulletin, *Clarification of Posttraumatic Stress Disorder Screening Requirements*, August 6, 2015.

- Referral for diagnostic evaluation
- Completion of diagnostic evaluation within required timeframe

Conclusion

Generally, the Facility met requirements with the above performance indicators. The OIG made no recommendations.

Long-term Care: Geriatric Evaluations

More than nine million veterans of all ages are enrolled with VA, and 46 percent of these veterans are age 65 and over.[68] As a group, veterans experience more chronic disease and disability than their non-veteran peers. VA must plan for the growing health demands by aging veterans and to have mechanisms in place for delivering those services in an appropriate and cost-effective manner.[69] Participants in geriatric evaluation (GE) programs have been shown to be significantly less likely to lose functional ability, experience health-related restrictions in their daily activities, or use home healthcare services.[70]

In 1999, the Veterans Millennium Benefits and Healthcare Act mandated that the veterans' standard benefits package include access to GE.[71] This includes a comprehensive, multidimensional assessment and the development of an interdisciplinary plan of care. The healthcare team would then manage the patient with treatment, rehabilitation, health promotion, and social service interventions necessary for fulfillment of the plan of care by key personnel.[72] Facility leaders must also evaluate the GE program through a review of program objectives, procedures for monitoring care processes and outcomes, and analyses of findings.[73]

In determining whether the Facility provided an effective geriatric evaluation, the OIG reviewed relevant documents and interviewed key employees and managers. Additionally, the OIG reviewed the EHRs of 30 randomly selected patients who received a GE from July 1, 2016, through June 30, 2017. The OIG evaluated the following performance indicators:

- Provision of or access to GE
- Program oversight and evaluation
  - Evidence of GE program evaluation
  - Evidence of performance improvement activities through leadership board
- Provision of clinical care
  - Medical evaluation by GE provider
  - Assessment by GE nurse
  - Comprehensive psychosocial assessment by GE social worker
  - Patient or family education

[68] VHA Directive 1140.04, *Geriatric Evaluation*, November 28, 2017.

[69] VHA Directive 1140.04.

[70] Chad Boult, Lisa B. Boult, Lynne Morishita, Bryan Dowd, Robert L. Kane, and Cristina F. Urdangarin, "A randomized clinical trial of outpatient geriatric evaluation and management," *Journal of the American Geriatrics Society* 49, no. 4 (April 2001): 351–359.

[71] Public Law 106-117.

[72] VHA Directive 1140.11, *Uniform Geriatrics and Extended Care Services in VA Medical Centers and Clinics*, October 11, 2016.

[73] VHA Directive 1140.04.

- Plan of care based on GE
- Geriatric management
  - Implementation of interventions noted in plan of care

Conclusion

Generally, the OIG noted compliance with provision or access to GE, provider and nursing evaluations, patient education, development of plan of care, and implementation of interventions when indicated. However, the OIG identified a deficiency with program oversight that warranted a recommendation for improvement.

Program Oversight and Evaluation

VHA requires that GE performance improvement activities must be coordinated with quality management and reviewed by the Quality Council, the Facility leadership committee responsible for oversight of all performance improvement activities.[74]

The OIG reviewed the Facility's Home Based Primary Care Interdisciplinary Team and Community Living Center-Continuous Quality Improvement Committee meeting minutes and noted evidence of monitoring, analyzing, and reporting performance improvement activities to these committees. However, the OIG did not find evidence of GE program oversight and evaluation by a Facility leadership board. Absence of reporting performance improvement activities to the leadership board may cause delay in addressing GE issues and implementing appropriate action plans. Facility managers believed they met the requirement by reporting GE activities to the Home Based Primary Care Interdisciplinary Team and Community Living Center-Continuous Quality Improvement Committee.

Recommendation 6

The Facility Director ensures that the Quality Council maintains oversight of all geriatric evaluation program performance improvement activities and monitors compliance.

[74] VHA Directive 1140.04.

Facility concurred.

Target date for completion: March 2019

Facility response: Geriatric Evaluation (GE) program improvement activities will be reported to Quality Council in November 2018. Quality Management will audit the Quality Council meeting minutes to ensure GE performance improvement activities are reported to the committee regularly. Audit will continue monthly until 100% compliance is met for three consecutive months, then annually. Results will be reported to Quality Council.

Women's Health: Mammography Results and Follow-up

In 2017, an estimated 252,710 new cases of invasive breast cancer and 40,610 breast cancer deaths were expected to occur among US women.[75] Timely screening, diagnosis, notification, and treatment are essential to early detection and optimal patient outcomes.

The Veteran's Health Care Amendments of 1983 mandated VA provide veterans with preventive care, including breast cancer screening.[76] The Veterans Health Care Act of 1992 also authorized VA to provide gender-specific services including mammography services to eligible women veterans.[77]

VHA has established timeframes for clinicians to notify ordering providers and patients of mammography results. "Incomplete" and "probably benign" results must be communicated to the ordering provider within 30 days of the procedure and to the patient within 14 calendar days from the date the results are available to the ordering provider. "Suspicious" and "highly suggestive of malignancy" results must be communicated to the ordering provider within three business days of the procedure, and the recommended course of action should be communicated to the patient as soon as possible, with seven calendar days representing the outer acceptable limit. Communication with patients must be documented.[78]

The OIG team examined whether the Facility complied with selected VHA requirements for the reporting of mammography results by reviewing relevant documents and interviewing selected employees and managers. The team also reviewed the EHRs of 47 randomly selected women veteran patients who received a mammogram from July 1, 2016, through June 30, 2017. The OIG evaluated the following performance indicators:

- Electronic linking of mammogram results to radiology order
- Scanning of hard copy mammography reports, if outsourced
- Inclusion of required components in mammography reports
- Communication of results and any recommended course of action to ordering provider
- Communication of results and any recommended course of action to patient
- Performance of follow-up mammogram if indicated

[75] U.S. Breast Cancer Statistics. http://www.BreastCancer.org. (Website accessed on May 18, 2017.)

[76] VHA Handbook 1105.03, *Mammography Program Procedures and Standards*, April 28, 2011 (Handbook rescinded and replaced with VHA Directive 1105.03, *Mammography Program Procedures and Standards*, May 21, 2018).

[77] Veterans Health Care Act of 1992, Title I, Publ L. 102-585 (1992).

[78] VHA Directive 1330.01(2), *Health Care Services for Women Veterans*, February 15, 2017 (amended September 8, 2017, and further amended July 24, 2018).

- Performance of follow-up study[79]

Conclusion

Generally, the Facility met requirements with the above performance indicators. The OIG made no recommendations.

[79] This performance indicator did not apply to this Facility.

High-risk Processes: Central Line-associated Bloodstream Infections

TJC requires facilities to establish systematic infection prevention and control programs to reduce the risk of acquiring and transmitting infections.[80] Central lines "refer to a broad category of intravascular (within blood vessels) devices used to administer fluids, medications, blood and blood products, and parenteral nutrition. Unlike the short, temporary catheters inserted into the peripheral vasculature,"[81] central lines are threaded through a vein in the arm, chest, neck, or groin and advanced so that the furthest tip terminates at or close to the heart or in one of the great vessels.[82]

The use of central lines has greatly facilitated the care provided to patients; however, they are not without their risks. The Centers for Disease Control and Prevention defines a central line-associated bloodstream infection (CLABSI) as a "primary bloodstream infection that develops in a patient with a central line in place. This type of infection occurs within the 48 hours of insertion and is not related to infection at another site."[83]

Infections occurring on or after the third calendar day following admission to an inpatient location are considered "healthcare-associated."[84] The patient's age, underlying conditions, and gender are basic risk factors, but external risk factors such as prolonged hospitalization, multi-lumen central lines, and central line duration far outnumber the basic ones. External factors are associated with a 2.27-fold increased risk for mortality and increased healthcare costs.[85]

The OIG's review of these issues examined whether the Facility established and maintained programs to reduce the incidence of healthcare-associated bloodstream infections in intensive care unit patients with indwelling central lines. In addition to conducting manager and staff interviews, the OIG team reviewed committee minutes, the Infection Prevention/Control Risk Assessment, and other relevant documents. The team also reviewed the training records of 12 clinical employees involved in inserting and/or managing central lines. The OIG evaluated the following performance indicators:

- Presence of Facility policy on the use and care of central lines

[80] TJC. Infection Prevention and Control standard IC.01.03.01.

[81] Association for Professionals in Infection Control and Epidemiology, *Guide to Preventing Central Line-Associated Bloodstream Infections*, 2015.

[82] These are vessels that enter and leave the heart—superior and inferior vena cava, pulmonary artery, pulmonary vein, aorta.

[83] The Centers for Disease Control and Prevention, *Guidelines for the Prevention of Intravascular Catheter-Related Infections*, 2011.

[84] The Centers for Disease Control and Prevention National Healthcare Safety Network, *Bloodstream Infection Event: Central Line-Associated Bloodstream Infection and non-central line-associated Bloodstream Infection*, January 2017.

[85] Association for Professionals in Infection Control and Epidemiology, 2015.

- Performance of annual infection prevention risk assessment
- Evidence of routine discussion of CLABSI data and prevention outcome measures in committee minutes
- Provision of infection incidence data on CLABSI
- Education on reducing the risk of CLABSI for staff involved in inserting and/or managing central lines
- Educational materials about CLABSI prevention for patients and families
- Use of a checklist for central line insertion and maintenance

Conclusion

The OIG noted that the Facility met the requirements related to facility policy, performance of an annual infection prevention risk assessment, routine discussion of CLABSI data, provision of education materials to patients and families, and the use of a checklist for central line insertions and maintenance. However, the OIG identified a deficiency with staff education that warranted a recommendation for improvement.

Staff Education

TJC requires that all clinical staff involved in managing the insertion and maintenance of central lines receive CLABSI and infection prevention education upon hire or granting of initial privileges and periodically thereafter.[86] For 2 of 12 registered nurses, the OIG found no evidence of the required training. In addition, verification of compliance with CLABSI education did not occur until the OIG site visit. Failure to educate staff may result in increased incidence of CLABSI. Clinical leaders were aware of the requirement, but a lack of oversight resulted in incomplete CLABSI training for required clinical staff.

Recommendation 7

The Associate Director for Patient Care Services ensures that all registered nurses involved in managing central lines receive the required central line-associated bloodstream infection prevention education and monitors compliance.

[86] TJC. Infection Control and National Patient Safety Goals: IC.01.03.01, EP 4, 5, July 2017.

Facility concurred.

Target date for completion: Completed 9/26/2018

Facility response: Supervisors reviewed 100% of competency folders of all Registered Nurses (RN) that are involved with the management of central lines to ensure documented training for central line-associated bloodstream infection (CLABSI) was evident in their folders. For any RNs that did not have evidence of training, Supervisors ensured CLABSI training was assigned to these staff in the Talent Management System (TMS). TMS reports were monitored weekly until 100% of RN staff involved with management of central lines had completed the TMS training module. As of 9/26/2018, these staff have completed the required training. Staff will be required to complete the TMS module annually. This annual training will be documented and evidence placed in the competency folders. All new staff involved with management of central lines will have the CLABSI training assigned to them by Education Service.

We request closure of this recommendation based on the evidence of training compliance provided to OIG.

Appendix A: Summary Table of Comprehensive Healthcare Inspection Program Review Findings

Healthcare Processes	Performance Indicators	Conclusion
Leadership and Organizational Risks	• Executive leadership stability and engagement • Employee satisfaction and patient experience • Accreditation/for-cause surveys and oversight inspections • Indicators for possible lapses in care • VHA performance data	Seven OIG recommendations, ranging from documentation issues to deficiencies that can lead to patient and staff safety issues or adverse events, are attributable to the Director, Chief of Staff, ADPCS, and Associate Director. See details below.

Healthcare Processes	Performance Indicators	Critical Recommendations for Improvement	Recommendations for Improvement
Quality, Safety, and Value	• Protected peer review of clinical care • UM reviews • Patient safety incident reporting and RCAs	• None	• The interdisciplinary group or committee that reviews UM data includes representatives from social work and the Chief Business Office revenue utilization review.
Credentialing and Privileging	• Medical licenses • Privileges • FPPEs • OPPEs	• OPPEs utilize assessments by providers with similar training and privileges.	• None

Healthcare Processes	Performance Indicators	Critical Recommendations for Improvement	Recommendations for Improvement

Environment of Care	• Parent Facility
	  ○ EOC rounds and deficiency tracking
	  ○ Infection prevention
	  ○ General safety
	  ○ Environmental cleanliness
	  ○ General and exam room privacy
	  ○ Availability of medical equipment and supplies
	• CBOC
	  ○ General safety
	  ○ Medication safety and security
	  ○ Infection prevention
	  ○ Environmental cleanliness
	  ○ General and exam room privacy
	  ○ Availability of medical equipment and supplies
	• Locked MH Unit
	  ○ Bi-annual MH EOC rounds
	  ○ Nursing station security
	  ○ Public area and general unit safety
	  ○ Patient room safety
	  ○ Infection prevention
	  ○ Availability of medical equipment and supplies
	• Emergency Management
	  ○ Hazard Vulnerability Analysis (HVA)
	  ○ Emergency Operations Plan (EOP)
	  ○ Emergency power testing and availability
		• Managers clearly mark and securely store medical biohazardous waste.	• Police and Security Operations document response time to panic alarm testing at the locked mental health unit.
			• The Emergency Management Plan is reviewed annually.

Healthcare Processes	Performance Indicators	Critical Recommendations for Improvement	Recommendations for Improvement
Medication Management	• CSC reports • Pharmacy operations • Annual physical security survey • CS ordering processes • Inventory completion during Chief of Pharmacy transition • Review of balance adjustments • CSC requirements • CSI requirements • CS area inspections • Pharmacy inspections	• None	• None
Mental Health: Posttraumatic Stress Disorder Care	• Suicide risk assessment • Offer of further diagnostic evaluation • Referral for diagnostic evaluation • Completion of diagnostic evaluation	• None	• None
Long-term Care: Geriatric Evaluations	• Provision of or access to geriatric evaluation • Program oversight and evaluation requirements • Geriatric evaluation requirements • Geriatric management requirements	• None	• The Quality Council maintains oversight of all geriatric evaluation program performance improvement activities.
Women's Health: Mammography Results and Follow-up	• Result linking • Report scanning and content • Communication of results and recommended actions • Follow-up mammograms	• None	• None
High-risk Processes: Central Line-associated	• Policy and infection prevention risk assessment • Committee discussion	• None	• Registered nurses involved in managing central lines receive CLABSI prevention education.

Healthcare Processes	Performance Indicators	Critical Recommendations for Improvement	Recommendations for Improvement
Bloodstream Infections	• Infection incidence data • Education and educational materials • Policy, procedure, and checklist for insertion and maintenance of central venous catheters		

Appendix B: Facility Profile and VA Outpatient Clinic Profiles

Facility Profile

The table below provides general background information for this low-complexity (3)[87] affiliated[88] Facility reporting to VISN 20.

Table 7. Facility Profile for Spokane (668)
(October 1, 2014, through September 30, 2017)

Profile Element	Facility Data FY 2015[89]	Facility Data FY 2016[90]	Facility Data FY 2017[91]
Total Medical Care Budget in Millions	$194.8	$201.9	$218.5
Number of:			
• Unique Patients	31,418	32,731	33,249
• Outpatient Visits	332,464	345,932	345,769
• Unique Employees[92]	828	899	893
Type and Number of Operating Beds:			
• Community Living Center	34	34	34
• Medicine	18	18	22
• Mental Health	12	12	12
• Surgery	6	6	2
Average Daily Census:			
• Community Living Center	28	30	32
• Medicine	13	11	9
• Mental Health	6	7	7
• Surgery	1	1	0

Source: VA Office of Academic Affiliations, VHA Support Service Center, and VA Corporate Data Warehouse
Note: The OIG did not assess VA's data for accuracy or completeness.

[87] The VHA medical centers are classified according to a facility complexity model; 3 designation indicates a Facility with low volume, low risk patients, few or no complex clinical programs, and small or no research and teaching programs.

[88] Associated with a medical residency program.

[89] October 1, 2014, through September 30, 2015.

[90] October 1, 2015, through September 30, 2016.

[91] October 1, 2016, through September 30, 2017.

[92] Unique employees involved in direct medical care (cost center 8200).

VA Outpatient Clinic Profiles[93]

The VA outpatient clinics in communities within the catchment area of the Facility provide PC integrated with women's health, MH, and telehealth services. Some also provide specialty care, diagnostic, and ancillary services. Table 8 provides information relative to each of the clinics.

Table 8. VA Outpatient Clinic Workload/Encounters[94] and Specialty Care, Diagnostic, and Ancillary Services Provided (October 1, 2016, through September 30, 2017)

Location	Station No.	PC Workload/ Encounters	MH Workload/ Encounters	Specialty Care Services[95] Provided	Diagnostic Services[96] Provided	Ancillary Services[97] Provided
Wenatchee, WA	668GA	5,083	2,225	Dermatology Infectious Disease Eye	n/a	Nutrition Pharmacy Weight Management
Coeur d'Alene, ID	668GB	8,574	6,158	Dermatology Nephrology Eye	n/a	Nutrition Pharmacy Social Work Weight Management
Libby, MT	668QB	1	n/a	n/a	n/a	n/a

[93] Includes all outpatient clinics in the community that were in operation as of February 15, 2018. The OIG omitted Spokane, WA (668QE), as no workload/encounters or services were reported.

[94] An encounter is a professional contact between a patient and a practitioner vested with responsibility for diagnosing, evaluating, and treating the patient's condition.

[95] Specialty care services refer to non-PC and non-MH services provided by a physician.

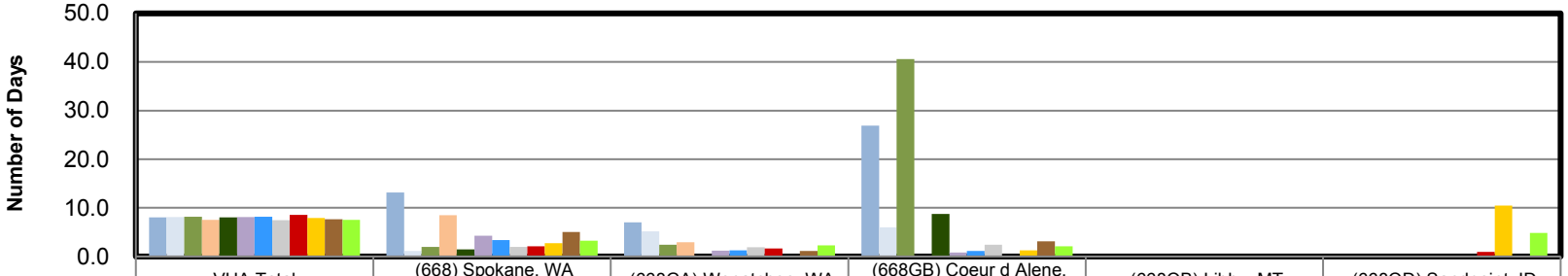
[96] Diagnostic services include EKG, EMG, laboratory, nuclear medicine, radiology, and vascular lab services.

[97] Ancillary services include chiropractic, dental, nutrition, pharmacy, prosthetic, social work, and weight management services.

Location	Station No.	PC Workload/ Encounters	MH Workload/ Encounters	Specialty Care Services[95] Provided	Diagnostic Services[96] Provided	Ancillary Services[97] Provided
Ponderay, ID	668QD	2	n/a	n/a	n/a	n/a

Source: VHA Support Service Center and VA Corporate Data Warehouse
Note: The OIG did not assess VA's data for accuracy or completeness.
n/a = not applicable

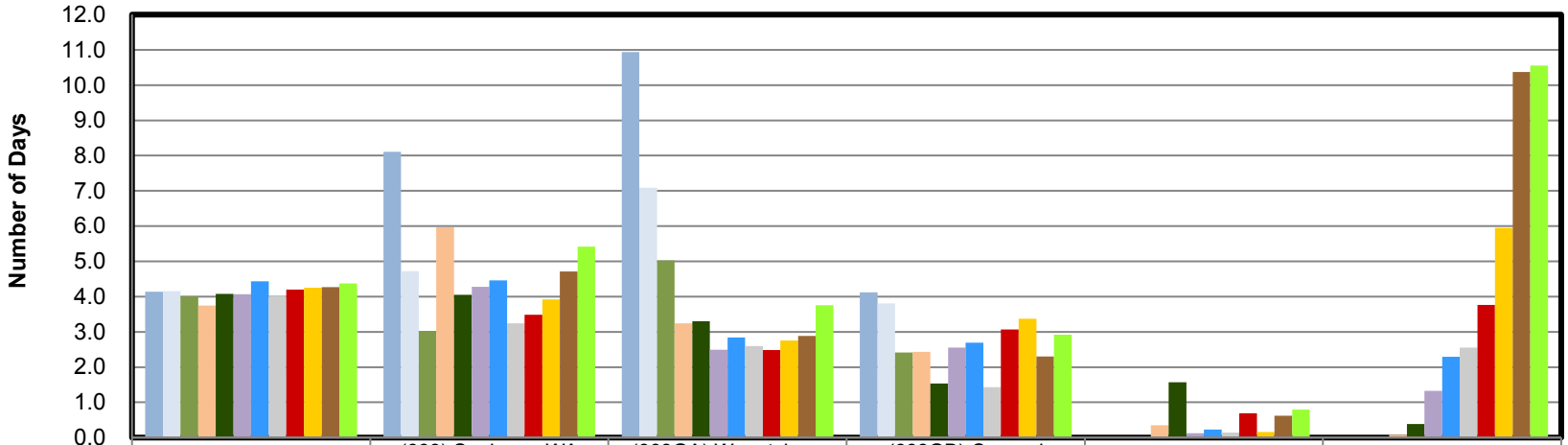
Appendix C: Patient Aligned Care Team Compass Metrics[98]



	VHA Total	(668) Spokane, WA (Mann-Grandstaff)	(668GA) Wenatchee, WA	(668GB) Coeur d Alene, ID	(668QB) Libby, MT	(668QD) Sandpoint, ID
JUL-FY17	8.0	13.1	7.0	26.9	n/a	n/a
AUG-FY17	8.1	1.1	5.2	6.0	n/a	n/a
SEP-FY17	8.2	2.0	2.4	40.6	n/a	n/a
OCT-FY18	7.5	8.5	3.0	0.0	0.0	0.0
NOV-FY18	8.0	1.5	0.0	8.8	0.0	0.0
DEC-FY18	8.1	4.3	1.2	0.8	0.0	0.0
JAN-FY18	8.2	3.4	1.3	1.2	0.0	0.0
FEB-FY18	7.5	2.0	1.9	2.4	0.0	0.0
MAR-FY18	8.6	2.1	1.6	0.1	0.0	0.9
APR-FY18	7.9	2.7	0.0	1.3	0.0	10.5
MAY-FY18	7.7	5.0	1.1	3.2	0.0	0.0
JUN-FY18	7.6	3.3	2.3	2.1	0.0	4.8

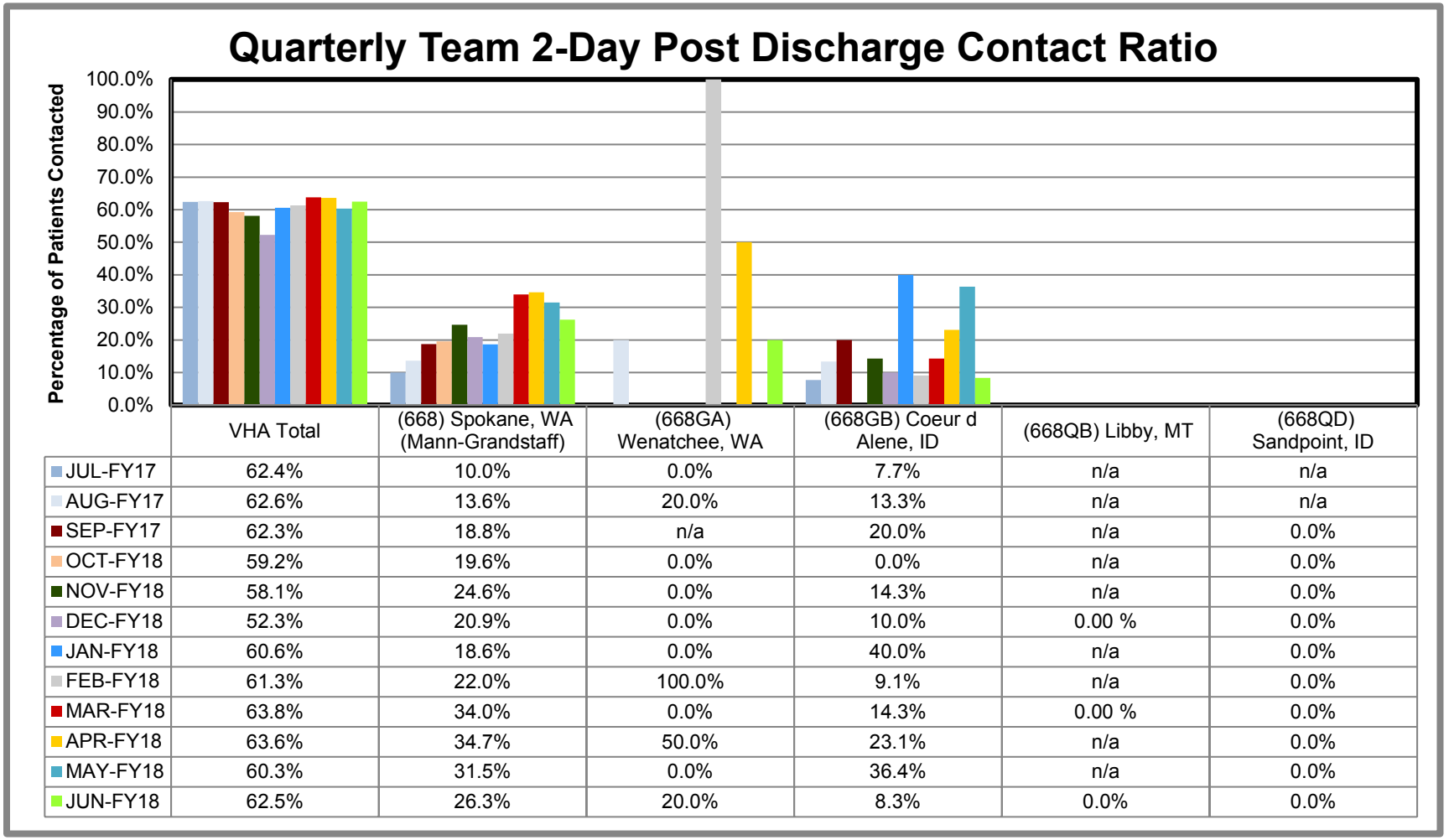
Source: VHA Support Service Center
Note: The OIG did not assess VA's data for accuracy or completeness. The OIG omitted Spokane, WA (668QE), as no data was reported. The OIG has on file the Facility's explanation for the September 2017 data points for the Coeur d'Alene, Idaho, CBOC.
***Data Definition**: The average number of calendar days between a new patient's PC completed appointment (clinic stops 322, 323, and 350, excluding Compensation and Pension appointments) and the earliest of three possible preferred (desired) dates (Electronic Wait List (EWL), Cancelled by Clinic Appointment, Completed Appointment) from the completed appointment date. Note that prior to FY 2015, this metric was calculated using the earliest possible create date. The absence of reported data is indicated by "n/a."*

[98] Department of Veterans Affairs, Patient Aligned Care Teams Compass Data Definitions, accessed September 11, 2017.



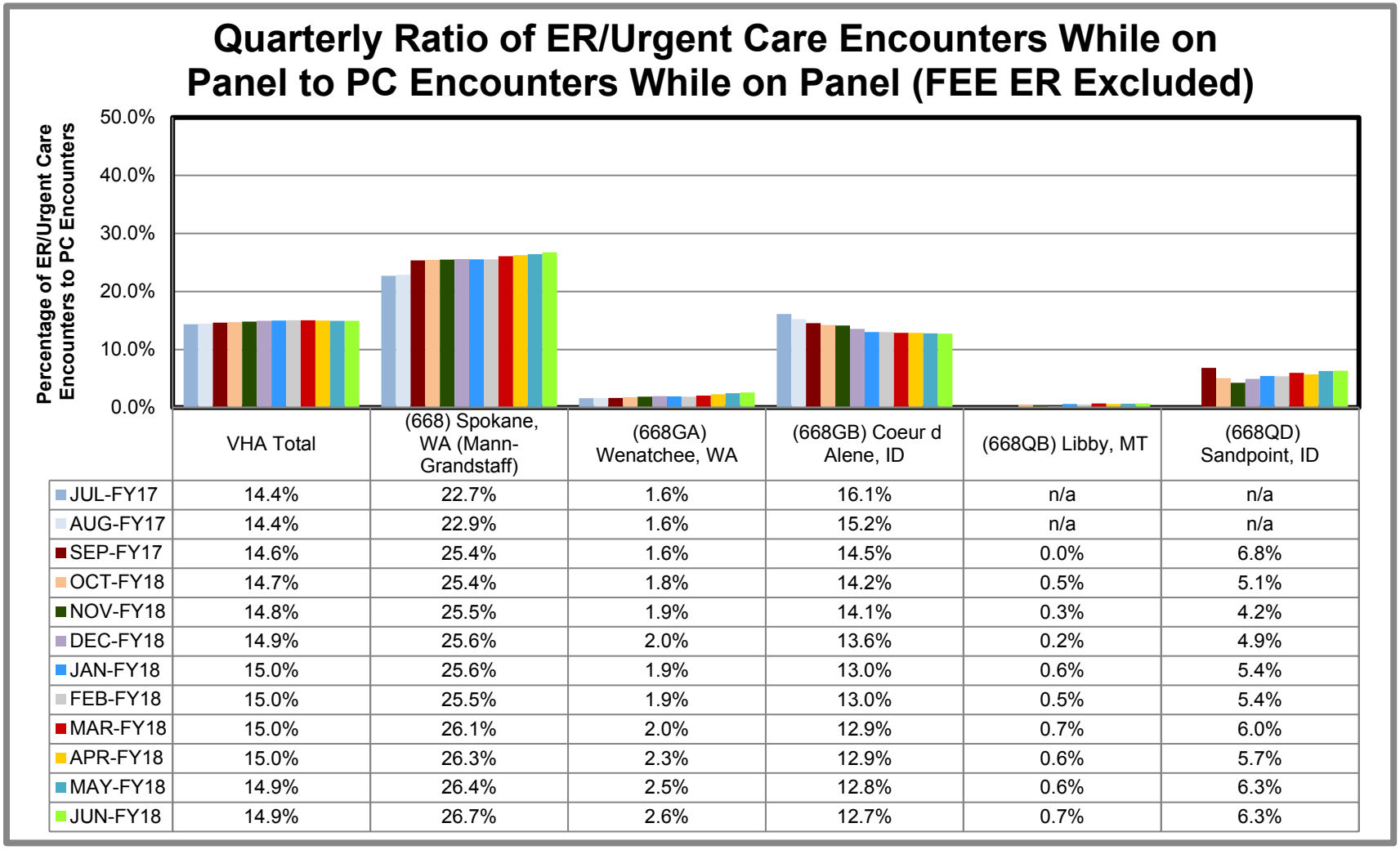
	VHA Total	(668) Spokane, WA (Mann-Grandstaff)	(668GA) Wenatchee, WA	(668GB) Coeur d Alene, ID	(668QB) Libby, MT	(668QD) Sandpoint, ID
JUL-FY17	4.1	8.1	10.9	4.1	n/a	n/a
AUG-FY17	4.2	4.7	7.1	3.8	n/a	n/a
SEP-FY17	4.0	3.0	5.0	2.4	n/a	n/a
OCT-FY18	3.7	6.0	3.2	2.4	0.4	0.1
NOV-FY18	4.1	4.0	3.3	1.5	1.6	0.4
DEC-FY18	4.1	4.3	2.5	2.6	0.1	1.3
JAN-FY18	4.4	4.5	2.8	2.7	0.2	2.3
FEB-FY18	4.0	3.2	2.6	1.4	0.1	2.5
MAR-FY18	4.2	3.5	2.5	3.1	0.7	3.8
APR-FY18	4.3	3.9	2.8	3.4	0.2	6.0
MAY-FY18	4.3	4.7	2.9	2.3	0.6	10.4
JUN-FY18	4.4	5.4	3.8	2.9	0.8	10.6

Source: VHA Support Service Center
Note: The OIG did not assess VA's data for accuracy or completeness. The OIG omitted Spokane, WA (668QE), as no data was reported.
Data Definition: *The average number of calendar days between an established patient's PC completed appointment (clinic stops 322, 323, and 350, excluding Compensation and Pension appointments) and the earliest of three possible preferred (desired) dates (Electronic Wait List (EWL), Cancelled by Clinic Appointment, Completed Appointment) from the completed appointment date. The absence of reported data is indicated by "n/a."*



	VHA Total	(668) Spokane, WA (Mann-Grandstaff)	(668GA) Wenatchee, WA	(668GB) Coeur d Alene, ID	(668QB) Libby, MT	(668QD) Sandpoint, ID
JUL-FY17	62.4%	10.0%	0.0%	7.7%	n/a	n/a
AUG-FY17	62.6%	13.6%	20.0%	13.3%	n/a	n/a
SEP-FY17	62.3%	18.8%	n/a	20.0%	n/a	0.0%
OCT-FY18	59.2%	19.6%	0.0%	0.0%	n/a	0.0%
NOV-FY18	58.1%	24.6%	0.0%	14.3%	n/a	0.0%
DEC-FY18	52.3%	20.9%	0.0%	10.0%	0.00 %	0.0%
JAN-FY18	60.6%	18.6%	0.0%	40.0%	n/a	0.0%
FEB-FY18	61.3%	22.0%	100.0%	9.1%	n/a	0.0%
MAR-FY18	63.8%	34.0%	0.0%	14.3%	0.00 %	0.0%
APR-FY18	63.6%	34.7%	50.0%	23.1%	n/a	0.0%
MAY-FY18	60.3%	31.5%	0.0%	36.4%	n/a	0.0%
JUN-FY18	62.5%	26.3%	20.0%	8.3%	0.0%	0.0%

Source: VHA Support Service Center
Note: The OIG did not assess VA's data for accuracy or completeness. The OIG omitted Spokane, WA (668QE), as no data was reported.
Data Definition: *The percent of assigned PC patients discharged from any VA facility who have been contacted by a PC team member within two business days during the reporting period. Patients are excluded if they are discharged from an observation specialty and/or readmitted within two business days to any VA facility. Team members must have been assigned to the patient's team at the time of the patient's discharge. Team member identification is based on the primary provider on the encounter. Performance measure mnemonic "PACT17." The absence of reported data is indicated by "n/a."*



	VHA Total	(668) Spokane, WA (Mann-Grandstaff)	(668GA) Wenatchee, WA	(668GB) Coeur d Alene, ID	(668QB) Libby, MT	(668QD) Sandpoint, ID
JUL-FY17	14.4%	22.7%	1.6%	16.1%	n/a	n/a
AUG-FY17	14.4%	22.9%	1.6%	15.2%	n/a	n/a
SEP-FY17	14.6%	25.4%	1.6%	14.5%	0.0%	6.8%
OCT-FY18	14.7%	25.4%	1.8%	14.2%	0.5%	5.1%
NOV-FY18	14.8%	25.5%	1.9%	14.1%	0.3%	4.2%
DEC-FY18	14.9%	25.6%	2.0%	13.6%	0.2%	4.9%
JAN-FY18	15.0%	25.6%	1.9%	13.0%	0.6%	5.4%
FEB-FY18	15.0%	25.5%	1.9%	13.0%	0.5%	5.4%
MAR-FY18	15.0%	26.1%	2.0%	12.9%	0.7%	6.0%
APR-FY18	15.0%	26.3%	2.3%	12.9%	0.6%	5.7%
MAY-FY18	14.9%	26.4%	2.5%	12.8%	0.6%	6.3%
JUN-FY18	14.9%	26.7%	2.6%	12.7%	0.7%	6.3%

Source: VHA Support Service Center
Note: The OIG did not assess VA's data for accuracy or completeness. The OIG omitted Spokane, WA (668QE), as no data was reported.
Data Definition: *This is a measure of where the patient receives his PC and by whom. A low percentage is better. The formula is the total VHA ER/Urgent Care Encounters While on Team (WOT) with a LIP divided by the number of PC Team Encounters WOT with an LIP* ***plus*** *the total number of VHA ER/Urgent Care Encounters WOT with an LIP. The absence of reported data is indicated by "n/a."*

Appendix D: Strategic Analytics for Improvement and Learning (SAIL) Metric Definitions[99]

Measure	Definition	Desired Direction
ACSC Hospitalization	Ambulatory Care Sensitive Conditions hospitalizations	A lower value is better than a higher value
Adjusted LOS	Acute care risk adjusted length of stay	A lower value is better than a higher value
Admit Reviews Met	% Acute Admission Reviews that meet InterQual criteria	A higher value is better than a lower value
Best Place to Work	All Employee Survey Best Places to Work score	A higher value is better than a lower value
Call Center Responsiveness	Average speed of call center responded to calls in seconds	A lower value is better than a higher value
Call Responsiveness	Call center speed in picking up calls and telephone abandonment rate	A lower value is better than a higher value
Capacity	Physician Capacity	A lower value is better than a higher value
Care Transition	Care Transition (Inpatient)	A higher value is better than a lower value
Complications	Acute care risk adjusted complication ratio (observed to expected ratio)	A lower value is better than a higher value
Comprehensiveness	Comprehensiveness (PCMH)	A higher value is better than a lower value
Cont Stay Reviews Met	% Acute Continued Stay reviews that meet InterQual criteria	A higher value is better than a lower value
Efficiency	Overall efficiency measured as 1 divided by SFA (Stochastic Frontier Analysis)	A higher value is better than a lower value
Efficiency/Capacity	Efficiency and Physician Capacity	A higher value is better than a lower value
Employee Satisfaction	Overall satisfaction with job	A higher value is better than a lower value

[99] VHA Support Service Center (VSSC), Strategic Analytics for Improvement and Learning (SAIL), accessed: February 14, 2018.

Measure	Definition	Desired Direction
HC Assoc Infections	Healthcare associated infections	A lower value is better than a higher value
HEDIS Like	Outpatient performance measure (HEDIS)	A higher value is better than a lower value
HEDIS Like – HED90_1	HEDIS-EPRP Based PRV TOB BHS	A higher value is better than a lower value
HEDIS Like – HED90_ec	HEDIS-eOM Based DM IHD	A higher value is better than a lower value
MH Wait Time	MH care wait time for new patient completed appointments within 30 days of preferred date	A higher value is better than a lower value
MH Continuity Care	MH continuity of care (FY14Q3 and later)	A higher value is better than a lower value
MH Exp of Care	MH experience of care (FY14Q3 and later)	A higher value is better than a lower value
MH Popu Coverage	MH population coverage (FY14Q3 and later)	A higher value is better than a lower value
Oryx	Inpatient performance measure (ORYX)	A higher value is better than a lower value
PC Routine Care Appt	Timeliness in getting a PC routine care appointment (PCMH)	A higher value is better than a lower value
PC Urgent Care Appt	Timeliness in getting a PC urgent care appointment (PCMH)	A higher value is better than a lower value
PCMH Same Day Appt	Days waited for appointment when needed care right away (PCMH)	A higher value is better than a lower value
PCMH Survey Access	Timely Appointment, care and information (PCMH)	A higher value is better than a lower value
PC Wait Time	PC wait time for new patient completed appointments within 30 days of preferred date	A higher value is better than a lower value
PSI	Patient safety indicator (observed to expected ratio)	A lower value is better than a higher value
Rating Hospital	Overall rating of hospital stay (inpatient only)	A higher value is better than a lower value
Rating PC Provider	Rating of PC providers (PCMH)	A higher value is better than a lower value

Measure	Definition	Desired Direction
Rating SC Provider	Rating of specialty care providers (specialty care)	A higher value is better than a lower value
RN Turnover	Registered nurse turnover rate	A lower value is better than a higher value
RSMR-AMI	30-day risk standardized mortality rate for acute myocardial infarction	A lower value is better than a higher value
RSMR-CHF	30-day risk standardized mortality rate for congestive heart failure	A lower value is better than a higher value
RSMR-COPD	30-day risk standardized mortality rate for COPD	A lower value is better than a higher value
RSMR-Pneumonia	30-day risk standardized mortality rate for pneumonia	A lower value is better than a higher value
RSRR-AMI	30-day risk standardized readmission rate for acute myocardial infarction	A lower value is better than a higher value
RSRR-Cardio	30-day risk standardized readmission rate for cardiorespiratory patient cohort	A lower value is better than a higher value
RSRR-CHF	30-day risk standardized readmission rate for congestive heart failure	A lower value is better than a higher value
RSRR-COPD	30-day risk standardized readmission rate for COPD	A lower value is better than a higher value
RSRR-CV	30-day risk standardized readmission rate for cardiovascular patient cohort	A lower value is better than a higher value
RSRR-HWR	Hospital wide readmission	A lower value is better than a higher value
RSRR-Med	30-day risk standardized readmission rate for medicine patient cohort	A lower value is better than a higher value
RSRR-Neuro	30-day risk standardized readmission rate for neurology patient cohort	A lower value is better than a higher value
RSRR-Pneumonia	30-day risk standardized readmission rate for pneumonia	A lower value is better than a higher value
RSRR-Surg	30-day risk standardized readmission rate for surgery patient cohort	A lower value is better than a higher value
SC Routine Care Appt	Timeliness in getting a SC routine care appointment (Specialty Care)	A higher value is better than a lower value
SC Survey Access	Timely Appointment, care and information (Specialty Care)	A higher value is better than a lower value

Measure	Definition	Desired Direction
SC Urgent Care Appt	Timeliness in getting a SC urgent care appointment (Specialty Care)	A higher value is better than a lower value
SMR	Acute care in-hospital standardized mortality ratio	A lower value is better than a higher value
SMR30	Acute care 30-day standardized mortality ratio	A lower value is better than a higher value
Specialty Care Wait Time	Specialty care wait time for new patient completed appointments within 30 days of preferred date	A higher value is better than a lower value
Stress Discussed	Stress Discussed (PCMH Q40)	A higher value is better than a lower value

Source: VHA Support Service Center

Appendix E: VISN Director Comments

Department of Veterans Affairs Memorandum

Date: November 16, 2018

From: Director, Northwest Network (10N20)

Subj: CHIP Review of the Mann-Grandstaff VA Medical Center, Spokane, WA

To: Director, Los Angeles Office of Healthcare Inspections (54LA)

Director, GAO/OIG Accountability Liaison (VHA 10E1D MRS Action)

1. Thank you for the opportunity to provide a status on follow-up to the findings from the Comprehensive Healthcare Inspection Program (CHIP) Review of the Mann-Grandstaff VA Medical Center, Spokane, WA.
2. Attached please find the facility concurrence and response to the findings from the review.
3. I concur with the findings, recommendations, and submitted action plans.

(Original signed by:)

Michael J. Murphy

For accessibility, the original format of this appendix has been modified to comply with Section 508 of the Rehabilitation Act of 1973, as amended.

Appendix F: Facility Director Comments

Department of Veterans Affairs Memorandum

Date: November 7, 2018

From: Director, Mann-Grandstaff VA Medical Center (668/00)

Subj: CHIP Review of the Mann-Grandstaff VA Medical Center, Spokane, WA

To: Director, Northwest Network (10N20)

1. Please find attached the Mann-Grandstaff VAMC response to the CHIP Review at the Mann-Grandstaff VAMC, Spokane, Washington, during the week of July 16, 2018.
2. The Mann-Grandstaff VAMC staff is committed to continuously improving processes and care provided to our Veterans. We are submitting a plan to implement each recommendation made by the CHIP team.

(Original signed by:)

Robert J. Fischer, MD

For accessibility, the original format of this appendix has been modified to comply with Section 508 of the Rehabilitation Act of 1973, as amended.

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