

HHS OIG: *Federal Healthcare Update*



FEI Dallas
January 25, 2023



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Office of Inspector General
U.S. Dept of Health and Human Services

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HHS OIG – FEI *Session Topics*

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I. HHS OIG Organization:

- Mission and people
- Changes in leadership and methods

II. HHS Top Management Challenges:

- Patient Safety and Quality
- Nursing Home Impact from COVID-19

III. HHS and OIG Looking Forward – 2023-24

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HHS Office of Inspector General

The screenshot shows the HHS Office of Inspector General website. At the top, there is a navigation bar with links for Home, FAQs, FOIA, Contact, HEAT, and Download Reader. The main header features the HHS logo and the text "Office of Inspector General, U.S. Department of Health & Human Services". A search bar is located on the right side of the header. Below the header is a navigation menu with links for About OIG, Reports & Publications, Fraud, Compliance, Exclusions, Newsroom, and Careers. The main content area features a large banner with the text "FRAUD ALERT" and a sub-headline "OIG Warns of HHS OIG Hotline Telephone Scam >>". To the right of the banner is a section titled "I'm looking for" with a dropdown menu and a "Select One" button. Below this are two buttons: "EXCLUSIONS DATABASE" and "REPORT FRAUD". At the bottom of the main content area, there are two tabs: "What's New" and "Latest Enforcement Actions".

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HHS Principal Deputy IG – Christi Grimm



- Principal Deputy Inspector General
- Past positions – HHS OIG
 - Chief of Staff
 - Deputy Inspector General
 - Senior Analyst, NYC and Dallas
- Education:
 - MPA New York University



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HHS Office of Inspector General



OIG Mission

protect the integrity of HHS programs and the health and welfare of beneficiaries

- Immediate Office
 - Office of Investigations
 - Office of Audit Services
 - Office of Counsel
 - Office of Evaluation and Inspections
- Largest OIG = 1650
 - HHS Agencies
 - \$2.9 Trillion
 - 300 programs
 - ¼ of the U.S. budget

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HHS Operating Divisions



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HHS OIG – *statistics*

- 5:1 = return on investment (ROI)
 - \$44B = recoveries
 - 7,241 = criminal actions
 - 2,110 = evaluation, audit and legal reports
 - 19,245 = provider exclusions
- } 2017-22

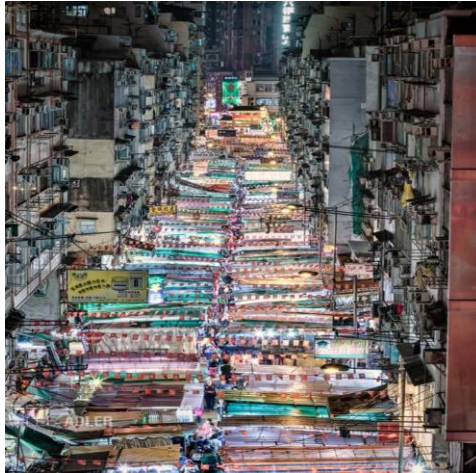
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HHS OIG Daily Work

- **Authority and Access**
Direct access to all records pertaining to Federally-paid programs
- **Partnerships**
OIG partners in Congress, DOJ, U.S. Attorney's Office, DEA, Medicaid Fraud Control Units, and local law enforcement
- **Data Analytics**
Enhanced screening to ID poor billers, predictive models, anomaly detection, social network analysis
- **Hot Line – 800-HHS-TIPS**
1000s of actionable tips each year, option for anonymous reporting

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OIG Priorities and Work Examples



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Priority: Delivering Quality and Value

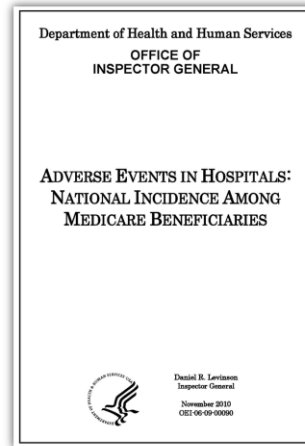
- **Top Management Challenges:**
 - Facility survey and accreditation processes
 - Improved transparency, choices, and access
 - Reduced administrative burden on providers
- **OIG Work Examples:**
 1. Facility Safety and Incidence of Adverse Events
 2. Medicare Overpayments
 3. COVID-19 Impact on Hospitals and Nursing Homes

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Adverse Events in Hospitals – Nov 2010

Records: October 2008

- **27%** of Medicare hospital patients harmed, half temporary harm
- **Wide range of harm** related to medication, patient care, infections, and surgery
- **267,710** estimated patients harmed
- **44%** preventable
- **14%** identified by the hospitals

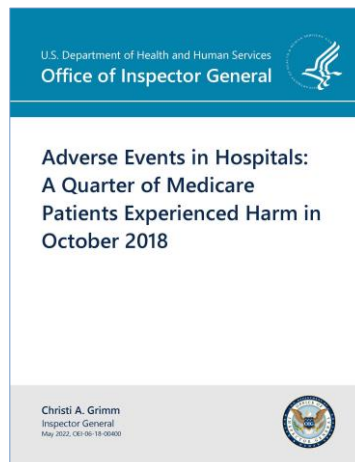


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Adverse Events in Hospitals – May 2022

Records: October 2018

- **25%** of Medicare hospital patients harmed, half temporary harm
- **258,323** patients estimated harmed
- Same **wide range** of events
- **46%** preventable
- **\$520M** cost to Medicare in 1 month
- **5%** on CMS payment incentive lists



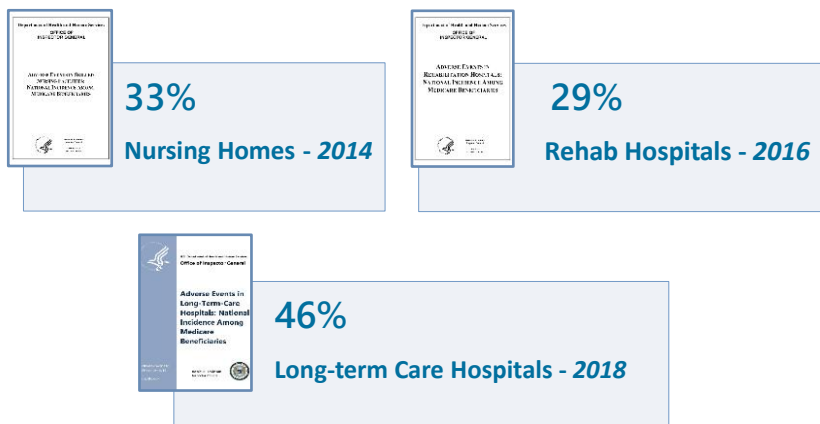
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Clinical Categories of Harm

Category of Harm	% of Events
Medication Ex: Delirium, significant hypoglycemia, acute kidney injury	43%
Patient Care Ex: Pressure injury, fluid disorder, patient fall with injury	23%
Procedure or Surgery Ex: Excessive bleeding, hypotension, embolism	22%
Infection Ex: Respiratory, surgical site, central line infections, sepsis, <i>c. diff</i>	11%

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Adverse Events in Post-Acute Care



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Hospital Pulse Surveys – Overview

March 23-27, 2020 and February 22-26, 2021

- Challenges Delivering Healthcare
 - Balancing COVID-19 cases with other care
 - Extended Care and Long-Haulers
- Staff Burnout and Acute Shortages
- Responsibility for Vaccine Distribution
- Challenges Maintaining Financial Position

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Medicare Overpayments – July 2022

- 148 OIG Audits
- CMS collected only a quarter of overpayments identified by OIG
- OIG report criticized CMS follow-through on collections



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Nursing Home Report – Jan 19, 2023

“Devastating Impact of COVID-19”

- 2 in 5 Medicare beneficiaries diagnosed
- Overall mortality rose to 22% from 17%
- 1300 nursing homes had extremely high infection rates with an average mortality rate approaching 20 percent
- Over 155,000 residents died, representing 1/5 of total U.S. COVID-19 deaths
- Over 2,000 nursing home staff also died

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Priorities Looking Forward – 2023-24



13th Secretary of HHS Xavier Becerra

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HHS – Top Healthcare Priorities 2023

1. Facility staffing on all levels
2. Recovering from COVID-19:
 - Return to normal operations
 - Access to treatment and disparities
 - Treatment of other conditions, including mental health
 - Correcting coordination issues
3. Reducing prescription drug cost, misuse & treatment
4. Medical value with growing population

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HHS – Top Healthcare Priorities 2023 – cont.

4. Financial integrity of Federal programs
 - Reducing improper payments
 - Managing grants and contracts – HRSA, NIH
5. Health information technology
 - Harnessing data throughout health care systems, AI
 - New payment models and use of health IT for evidence-based practice
6. Protecting vulnerable populations
 - Disparities, chronic illness, children, elderly, Native American health

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Suggested Podcasts and Readings

- Ruth Ann Dorrill
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- Suggested Podcasts
 - Kaiser Health News
 - ZDogg MD – *Dr. Zubin Damania*
- Suggested Reading
 - [HHSBulletinIntelligence.com](https://www.hhsbulletinintelligence.com)
 - Modern Healthcare (and 'Next Up' podcast)
Healthcare Business News, Research, and Data

