

For Immediate Release

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## **HCCA and the HHS OIG issue Government-Industry Roundtable Report**

### **“Driving for Quality in Acute Care: A Board of Directors Dashboard” Government-Industry Roundtable**

*A Report on the HHS Office of Inspector General and Health Care Compliance Association Roundtable on Hospital Board of Directors’ Oversight of Quality of Care*

Minneapolis, MN---March 23, 2009---The U.S. Department of Health and Human Services Office of Inspector General (OIG) and the Health Care Compliance Association (HCCA) today released a report, “Driving for Quality in Acute Care: A Board of Directors Dashboard,” highlighting the results of the Government-Industry Roundtable the OIG and the HCCA co-sponsored on hospital board of directors’ oversight of quality of care. Participants at the Government-Industry Roundtable held on November 10, 2008 included representatives from 27 hospital systems and from hospital trade associations and Government.

This meeting is the sixth roundtable collaboration between OIG and HCCA. “We have held these roundtables with the HHS OIG since 1999 in order to foster dialogue and promote understanding on compliance matters between health care providers and the government,” said HCCA CEO Roy Snell. “These collaborations always achieve a better understanding and underscore the common purpose to improve compliance.”

This roundtable focused on how hospital boards of directors can use information dashboards, or scorecards, as a tool to promote quality of care in their institutions. The group discussed their experiences in measuring and reporting quality indicators and ways to increase boards of directors’ engagement in quality of care issues. The discussions included information on best practices for tracking measures of quality, safety, customer satisfaction, and financial and employee performance. Participants also offered suggestions for increasing accountability for quality outcomes and stressed the importance of promoting transparency of quality of care information.

The following are a few observations included in the roundtable report:

- Quality improvement initiatives cannot succeed if the board does not create momentum and build organizational will to achieve certain results. Management and medical staff must adhere to the organization’s commitment to quality.
- The board must establish specific system-level goals and use dashboards to help ensure that those goals are met.
- Participants observed that providing detailed explanations to board members provides background information and context, builds trust, and demonstrates management’s grasp of the issues.
- The board needs to ensure that each individual feels that his or her job contributes to the hospital’s core quality goals.

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- Participants championed practices in which a multidisciplinary team addresses quality concerns and reports the resulting process changes or improvements within the organization.

“Judging from the roundtable results, we achieved our goal,” said Snell. Through this collaboration both government and industry participants gained new insights into the challenges and opportunities created by using dashboards as tools to provide boards of directors with means to assess and oversee their organizations’ performance on certain quality-of-care metrics.

The roundtable report is available on the HCCA Website at:

<http://www.hcca-info.org/oigreport>

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### **About the HCCA**

The Health Care Compliance Association (HCCA), established in 1996, is headquartered in Minneapolis, MN. It is a non-profit professional membership organization made up of compliance and ethics professionals working in the health care industry. HCCA is dedicated to improving the quality of compliance. Its mission is to champion ethical practice and compliance standards and to provide the necessary resources for ethics and compliance professionals and others who share these principles. Visit HCCA’s Web site at [www.hcca-info.org](http://www.hcca-info.org). Tel: 888/580-8373.

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