

Office of the Inspector General  
Department of Health and Human Services

Report on the Audit of the Department of Health and Human Services' Efforts to Improve the Quality of Care for Patients in Long-Term Care Facilities

Inspector General

July 2014

Page 1

This report is the result of an audit conducted by the Office of the Inspector General, Department of Health and Human Services, from July 2013 to June 2014. The audit was conducted in accordance with the provisions of the Inspector General Act of 2008, as amended, and the Department of Health and Human Services Inspector General Manual.

Executive Summary

Background

Findings

Recommendations

Section	Page
Executive Summary	1
Background	2
Findings	3
Recommendations	4

The Department of Health and Human Services (HHS) is responsible for ensuring the quality of care for patients in long-term care facilities (LTCFs). The Office of the Inspector General (OIG) conducted an audit of HHS' efforts to improve the quality of care for patients in LTCFs from July 2013 to June 2014. The audit was conducted in accordance with the provisions of the Inspector General Act of 2008, as amended, and the Department of Health and Human Services Inspector General Manual. The audit found that HHS has made significant progress in improving the quality of care for patients in LTCFs, but there are still several areas where HHS needs to improve. The audit identified four major findings: (1) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; (2) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; (3) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; and (4) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs. The audit also identified several recommendations for HHS to improve its efforts to improve the quality of care for patients in LTCFs. The recommendations include: (1) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; (2) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; (3) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; and (4) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs.

Section	Page
Executive Summary	1
Background	2
Findings	3
Recommendations	4

The Department of Health and Human Services (HHS) is responsible for ensuring the quality of care for patients in long-term care facilities (LTCFs). The Office of the Inspector General (OIG) conducted an audit of HHS' efforts to improve the quality of care for patients in LTCFs from July 2013 to June 2014. The audit was conducted in accordance with the provisions of the Inspector General Act of 2008, as amended, and the Department of Health and Human Services Inspector General Manual. The audit found that HHS has made significant progress in improving the quality of care for patients in LTCFs, but there are still several areas where HHS needs to improve. The audit identified four major findings: (1) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; (2) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; (3) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; and (4) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs. The audit also identified several recommendations for HHS to improve its efforts to improve the quality of care for patients in LTCFs. The recommendations include: (1) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; (2) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; (3) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; and (4) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs.

The Department of Health and Human Services (HHS) is responsible for ensuring the quality of care for patients in long-term care facilities (LTCFs). The Office of the Inspector General (OIG) conducted an audit of HHS' efforts to improve the quality of care for patients in LTCFs from July 2013 to June 2014. The audit was conducted in accordance with the provisions of the Inspector General Act of 2008, as amended, and the Department of Health and Human Services Inspector General Manual. The audit found that HHS has made significant progress in improving the quality of care for patients in LTCFs, but there are still several areas where HHS needs to improve. The audit identified four major findings: (1) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; (2) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; (3) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs; and (4) HHS has not fully implemented its strategy to improve the quality of care for patients in LTCFs. The audit also identified several recommendations for HHS to improve its efforts to improve the quality of care for patients in LTCFs. The recommendations include: (1) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; (2) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; (3) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs; and (4) HHS should fully implement its strategy to improve the quality of care for patients in LTCFs.

- The quotation must be submitted to the Procurement Office through mail, fax or email at the contact details listed below on or before 5:00 PM of November 1, 2011.

Procurement Office  
1000 University Ave.  
Rm. 1000  
Durham, NC 27708  
Tel: 919.974.2000  
Fax: 919.974.2000  
Email: [procurement@duke.edu](mailto:procurement@duke.edu)

For more information, please contact the Procurement Office at 919.974.2000 or visit our website at [www.duke.edu/procurement](http://www.duke.edu/procurement).

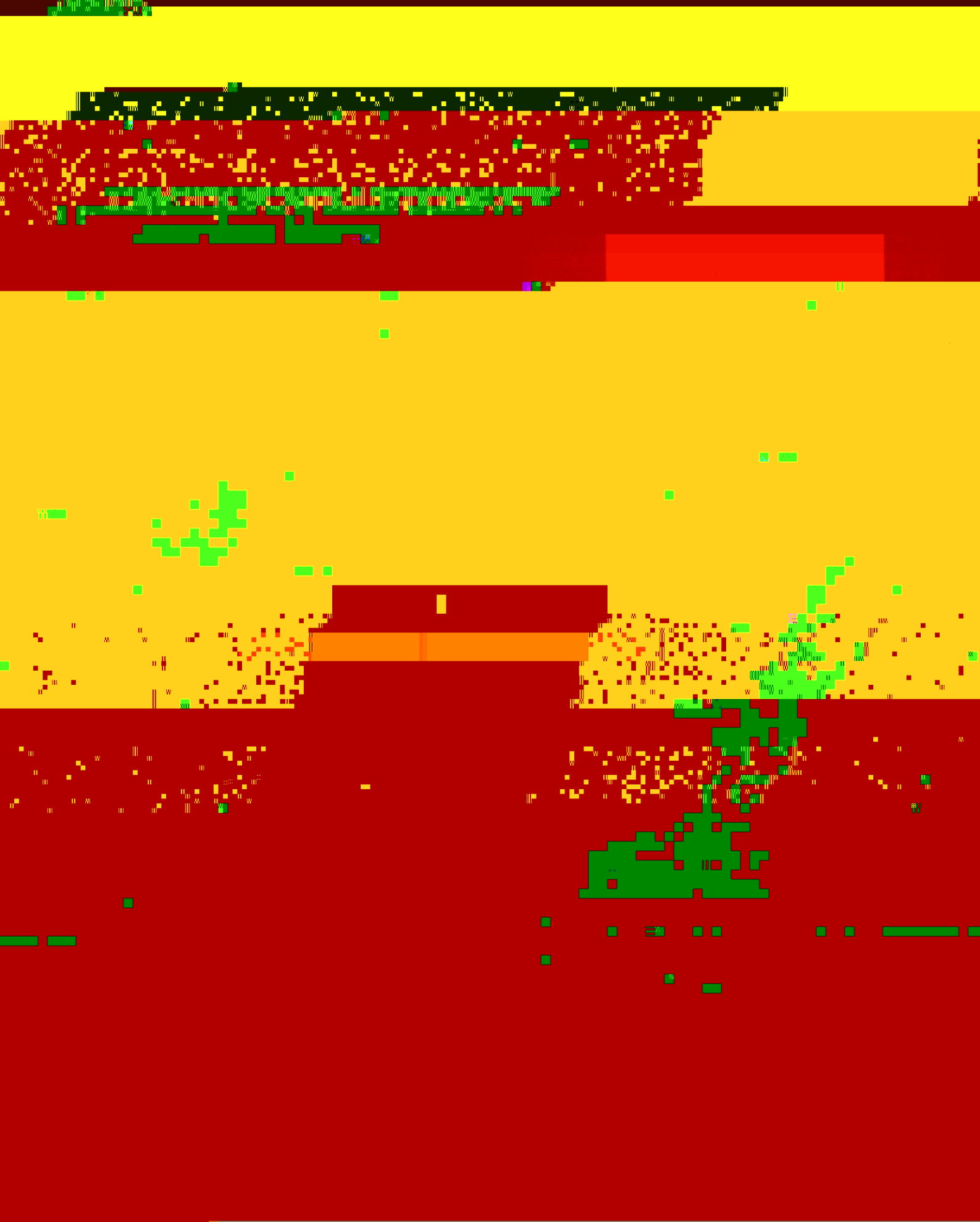
The Procurement Office is a part of the Office of the Vice President for Finance and Administration. The Procurement Office is responsible for the procurement of goods and services for the University. The Procurement Office is committed to providing a high quality, efficient, and cost-effective procurement process for the University. The Procurement Office is also committed to providing a fair and equitable procurement process for all vendors. The Procurement Office is a member of the National Association of Purchasing Management (NAPM) and the National Association of Public Procurement (NAPP).



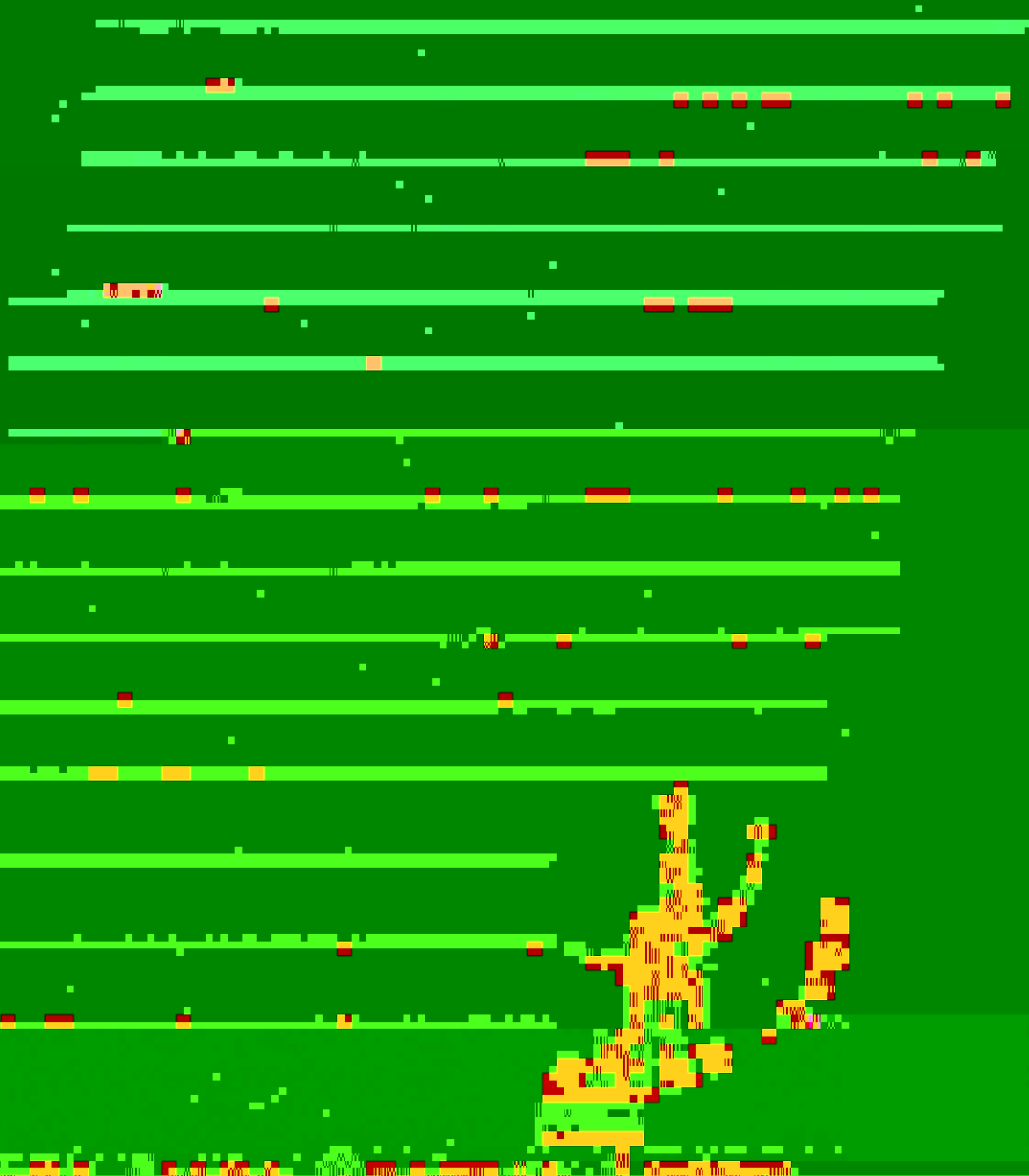
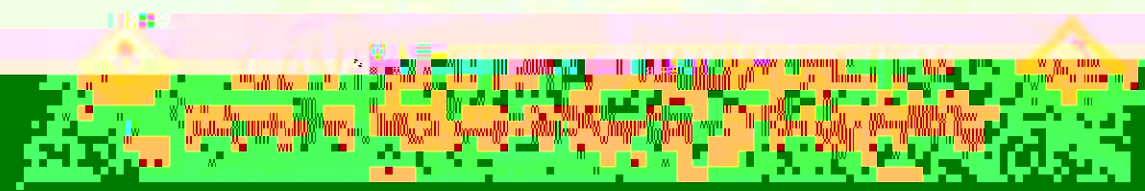
THIS IS JUST A SAMPLE. FOR PROPER LABELS OF THE ITEM



THIS IS NOT THE COLOR THIS IS

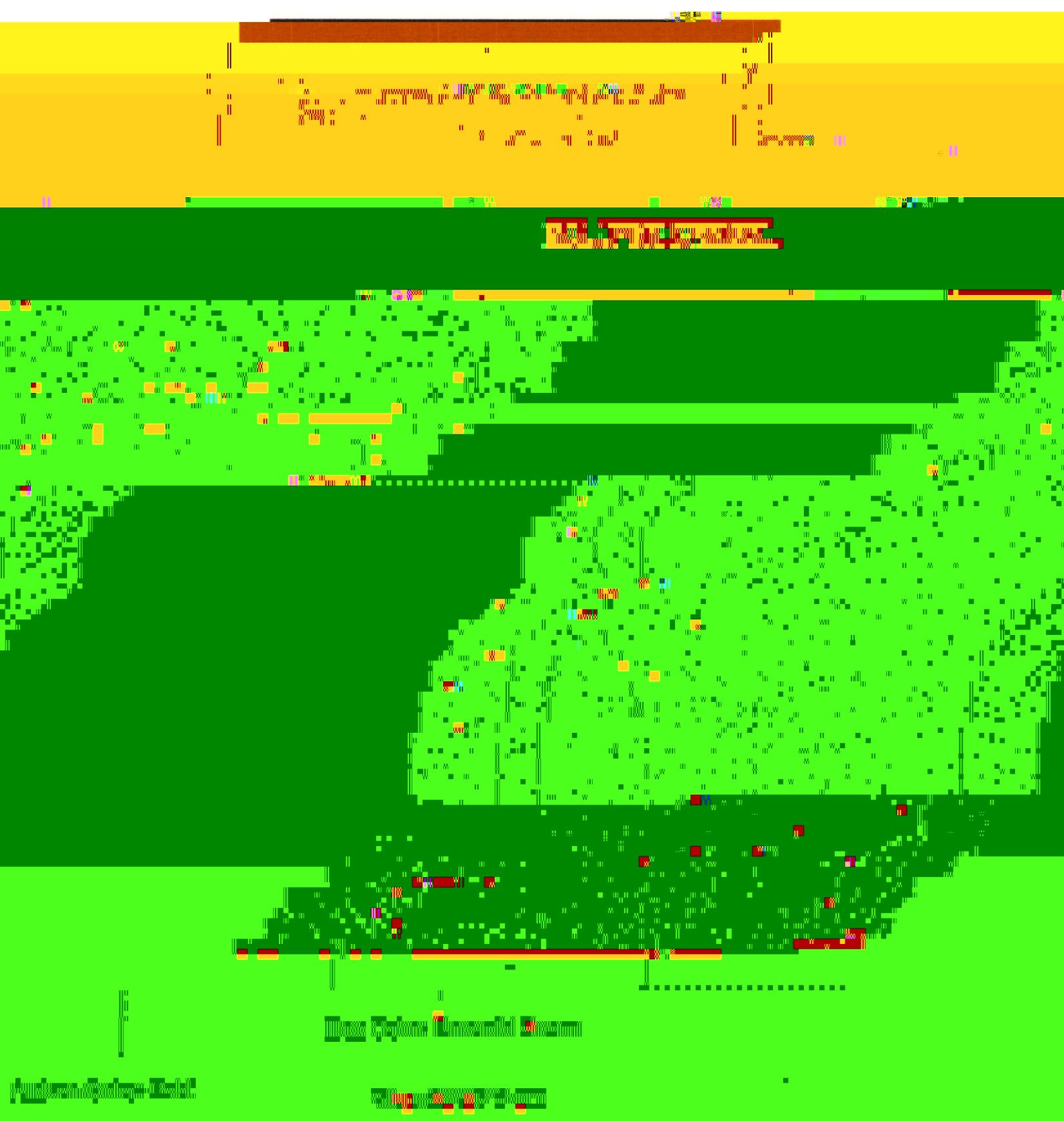


Handwritten notes in the top left corner, including the number '10' and some illegible scribbles.



Handwritten text at the bottom of the page, possibly a signature or a note, written in a cursive style.

Handwritten notes in the top left corner, including the number "10" and some illegible scribbles.



Cross Section (General) Drawing

Figure 10