



Compliance Measurement and Monitoring Platform

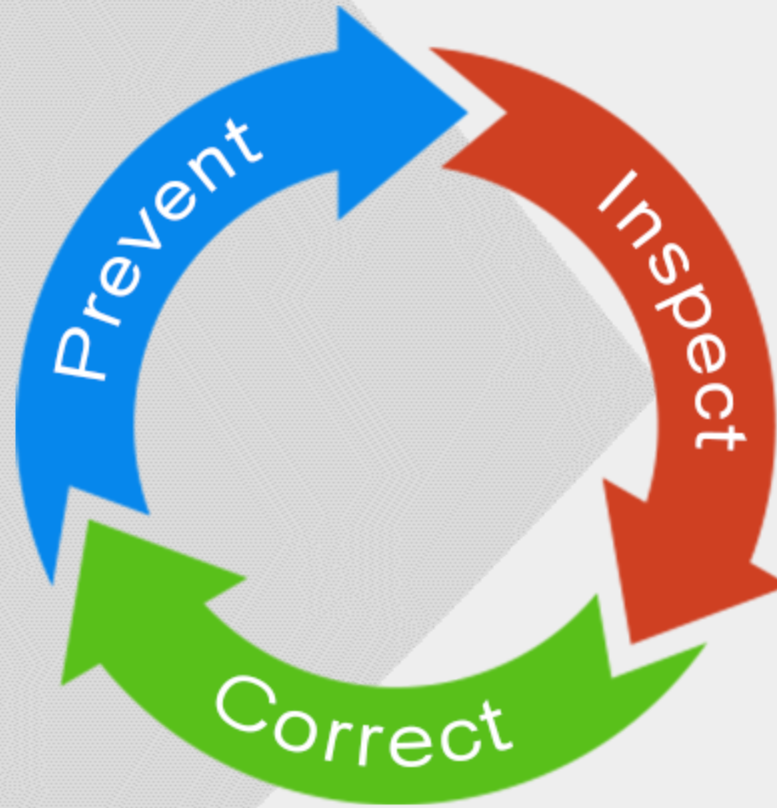
# **Differential Monitoring Systems 2.0**

Focused Inspections Workshop

# Background

- ▶ President at Outlier Technologies and original author of SansWrite
- ▶ 25+ years of experience automating the full Compliance Monitoring Cycle
- ▶ Trusted Advisor to Regulatory Agencies and Regulated Businesses throughout the US and Canada
- ▶ Former National Association for Regulatory Administration (NARA) Board Member, Treasurer and Chair of the Finance Committee

# Compliance Monitoring Cycle



Foundation of Continuous Quality Improvement (CQI)



# What is Differential Monitoring?

A process that varies the scope and frequency of inspections based on relevant factors and past performance.

## Uniform Monitoring

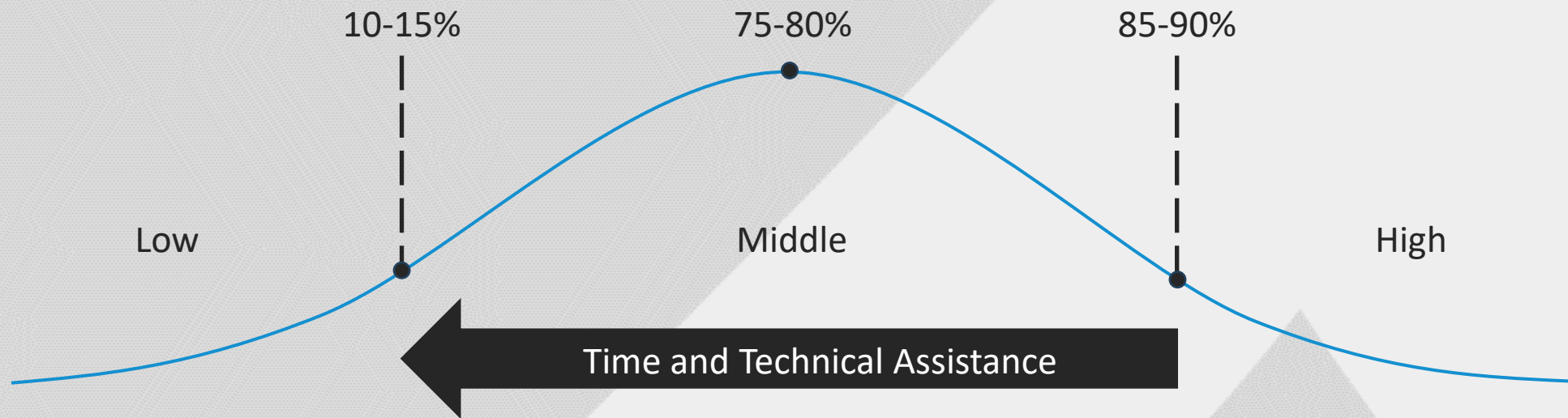
- Same Scope
- Same Frequency
- Same Inspector

## Differential Monitoring

- Varying Scope
- Varying Frequency
- Varying Inspectors

# Why Differential Monitoring?

Enables regulatory agencies to be more efficient when monitoring “high” performing providers so more time and technical assistance can be given to “low” performing providers.



# Components of Differential Monitoring

- Risk Assessment
- Key Indicators
- Focused Inspections



# Inspection Tools

- Comprehensive
  - Assessing compliance with *all regulations* to determine “Full Compliance”
- Abbreviated
  - Assessing compliance with a *subset of regulations* to determine “Partial Compliance”
- Focused
  - Assessing compliance with *high risk and key compliance indicator* regulations to determine “Substantial Compliance”

# Comprehensive Inspections

(Full Compliance)



# Organizing Content

- Sections, Inquiries, and Requirements
  - Organize inspection checklists so *every regulation can be cited*, but without creating too much data entry for Licensing Staff
- Rule References and Tic Lists
  - Include regulation details, field guidance, and other information to assist Licensing Staff with determining compliance
- Standard Findings
  - Utilize pre-written descriptions of non-compliances to improve the *accuracy, efficiency and consistency* of documenting findings

# Short Format

## Regulations

- Administrative Code -----> ○ Content
- Chapters -----> ○ **Sections**
- Rules -----> ○ **Inquiries** (Compliant/Not Compliant)
- Requirements -----> ○ **Requirements** (Standard Findings)
- Sub-requirements -----> ○ Sub-requirements

## SansWrite

# Long Format

## Regulations

- Administrative Code -----> ○ Content
- Chapters ----->
- Rules -----> ○ **Sections**
- Requirements -----> ○ **Inquiries** (Compliant/Not Compliant)
- Sub-requirements -----> ○ **Requirements** (Standard Findings)

## SansWrite



Examples

# Abbreviated Inspections

(Partial Compliance)

# Abbreviated Inspection

- Reinspections
  - Used to confirm compliance with previously cited regulations
- Investigations
  - Used to substantiate complaints and incidents
- Technical Assistance
  - Used to target and/or provide guidance on specific rules or parts of the regulations



Examples

# Focused Inspections

(Substantial Compliance)

# Focused Inspection Overview

- High Group
  - Only intended for providers in the High Group (top 10-15%), and those that meet the Eligibility Criteria.
- Contents
  - Include 5-10 High Risk, 5-10 Key Indicator, and 5-10 randomly selected regulations.
- Focused to Comprehensive
  - If there are # (1, 2 or 3) non-compliances, the inspector must switch to a Comprehensive Inspection



Examples

Q&A

# Upcoming Workshops

1. Differential Monitoring Systems 2.0
  - From Theory to Practice
2. Risk Assessment In-depth
  - Relative Weighting and Scoring
3. Key Indicators In-depth
  - Inspector Bias/Consistency and Key Compliance Indicators

For questions about workshops or to register, please email:

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# Thank you!

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