

Chief Deputy Director of Policy and Programs

Claudia Crist, RN, FACHE

Claudia Crist, RN, FACHE has been the chief deputy director of policy and programs for the California Department of Public Health for the last two years. Prior to that, Crist was deputy director of health care delivery systems at the California Department of Health Care Services from January-June 2015. She held several positions at Sutter Health from 2000 to 2014, including hospital assistant administrator, revenue cycle process leader, regional director of training and development, as well as system director of clinical auditing. Crist was a multicultural health and healthcare delivery systems lecturer at California State University, Chico from 2013 to 2014.

Prior to her work in healthcare administration, she worked as a Registered Nurse and clinical laboratory assistant. Before coming to the United States, Ms. Crist worked as a Physician Assistant in Germany.

She earned a Master of Health Administration degree from the University of Southern California, received her Bachelor of Science degree in Healthcare Administration from Bellevue University, and an Associate of Science Degree in Nursing from College of the Canyons.

Ms. Crist is board certified in health care management and a Fellow of the American College of Healthcare Executives. She is passionate about health promotion and quality and safety in healthcare delivery services.



Center for Health Care Quality Program Overview January 2018

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Center for Health Care Quality (CHCQ) Programs

Licensing & Certification Program (L&C):

- Licenses health facilities and certifies them for Medicare and Medi-Cal participation
- Certifies nurse assistants (CNAs), home health aides (HHAs), and hemodialysis technicians (CHTs) and licenses nursing home administrators

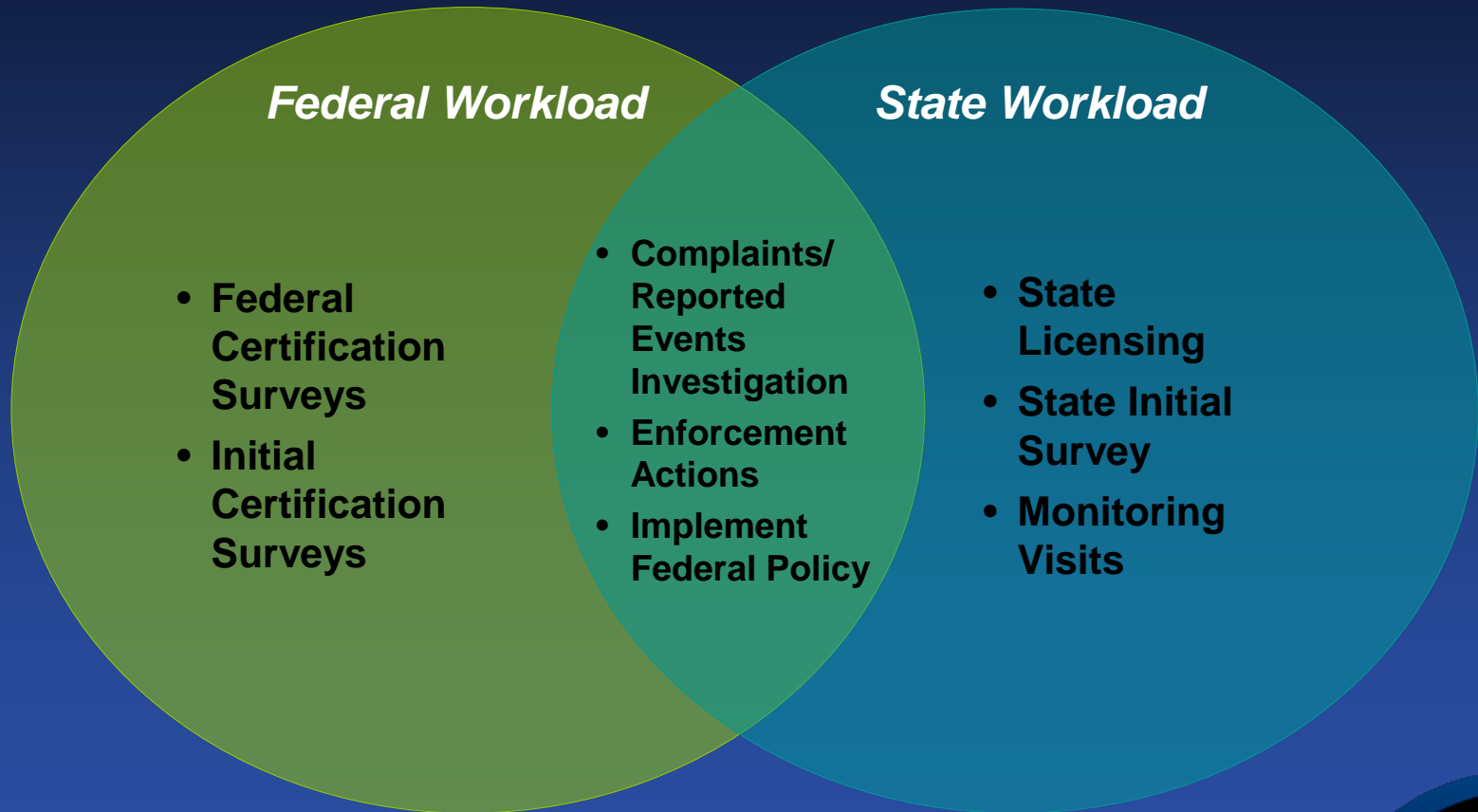
Healthcare Associated Infection (HAI) Program:

- Conducts activities for the prevention, surveillance, and public reporting of healthcare associated infection rates.

L&C Program Volume

- Over 10,000 health facilities in over 30 facility and entity types
- Nearly 42,000 complaints and entity reported incidents annually
- Over 200,000 certified nurse assistants (CNAs), home health aides (HHAs), and certified hemodialysis technicians (CHTs)

L&C Relationship with CMS



L&C Field Work

- Surveyors in 14 CDPH district offices plus 4 Los Angeles County offices:
 - Periodic mandated licensing and certification surveys
 - Complaints and entity-reported incidents related to facilities
 - Complaints related to individuals licensed or certified by CHCQ
- Medical Breach Enforcement Unit
 - Unlawful/unauthorized access, use, or disclosure to patient medical information

Enforcement

- Statement of deficiencies requiring facility plan of correction
- State citations with monetary penalties
- Revocation of state licensure
- Recommendation of federal civil monetary penalties
- Recommendation of federal enforcement remedies such as decertification or denial of payment for new admissions

Outside CHCQ's Jurisdiction

- Physician-owned ambulatory surgical centers
- Professionals licensed by regulatory boards
 - E.g., physicians and registered nurses
- Urgent care centers (not licensed as primary care clinics)
- B&P Code 805.01

Potential Facility Responsibility Related to Physician Misconduct

- CHCQ can investigate and potentially take action when a facility knew of physician misconduct or incompetency, yet failed to implement its P&P to address the problem
- Such a failure could be a violation of state and/or federal regulations regarding a facility's governing body and medical staff bylaws

Collaboration Opportunities

- Instances in which a facility knew or should have known about physician misconduct or impairment that caused harm to a patient.
- Instances in which a facility had evidence of a physician's gross or repeated negligent acts but failed to remove the physician.
- B&P Code 805 reports to MBC that suggest potential facility violations
- Other

Consumer Information from CHCQ

- Cal Health Find
 - <https://www.cdph.ca.gov/Programs/CHCQ/LCP/CalHealthFind/Pages/Home.aspx>
- Healthcare Associated Infections Program Annual Report
 - <https://www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/AnnualHAIReports.aspx>
- Healthcare Associated Infections Program Interactive Maps
 - <https://www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/HAIInteractiveMaps.aspx>

Contact CHCQ

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