MARYLAND DEPARTMENT OF HEALTH
Office of Health Care Quality

Maryland Department of Health
Office of Health Care Quality

Annual Report and Staffing Analysis
Fiscal Year 2023

Health-General Article § 19-308(b)(4)
Health-General Article § 19-1409(e)

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Table of Contents

Executive Summary 4
Roles of the Office of Health Care Quality 5
Licensed and/or Certified Providers 6
Table 1: Number of Licensees per Provider Type as of July 1, 2021, 2022, and 2023 6
Surveyor Staffing Analysis 7
Table 2: Surveyor Staffing Deficit Projected for FY 24 7
OHCQ Staffing Plan for FY 18 through FY 24 7
Table 3: OHCQ Staffing for FY 18 through FY 24 8
Long Term Care Unit 8
Table 4: Nursing Homes 9
Assisted Living Unit 9
Table 5: Assisted Living Programs 9
Table 6: Assisted Living Referrers 9
Table 7: Adult Medical Day Care Centers 10
Developmental Disabilities Unit 10
Table 8: Developmental Disabilities Unit 10
Table 9: Developmental Disabilities Mortality Unit 10
Table 10: Health Care Staff Agencies 10
Table 11: Nurse Referral Agencies 11
Federal Unit 11
Table 12: Birthing Centers 11
Table 13: Community Mental Health Centers 11
Table 14: Comprehensive Outpatient Rehabilitation Facilities 11
Table 15: Cosmetic Surgical Facilities 11
Table 16: Federally Qualified Health Centers 12
Table 17: Forensic Residential Centers 12
Table 18: Freestanding Ambulatory Surgery Centers 12
Table 19: Freestanding Medical Facilities 12
Table 20: Freestanding Renal Dialysis Centers 12
Table 21: Health Maintenance Organizations 12
Table 22: Home Health Agencies 13
Table 23: Hospices and Hospice Houses 13
Table 24: Hospitals 13
Table 25: Hospitals within Correctional Facilities 13
Table 26: Intermediate Care Facilities for Individuals with Intellectual Disabilities 13
Table 27: Limited Private Inpatient Facilities 14
Table 28: Major Medical Equipment Providers 14
Table 29: Outpatient Physical Therapy Providers 14
Table 30: Portable X-ray Providers 14
Table 31: Residential Service Agencies 14
Table 32: Residential Treatment Centers 14
Table 33: Rural Health Clinics 15
Table 34: Surgical Abortion Facilities 15
Table 35: Transplant Centers 15
Clinical and Forensic Laboratories Unit 15

Table 36: Cholesterol Testing Sites 15
Table 37: Employer Drug Testing Facilities 16
Table 38: Forensic Laboratories 16
Table 39: Health Awareness Testing Sites 16
Table 40: Hospital Laboratories 16
Table 41: Independent Reference Laboratories 16
Table 42: Physician Office and Point of Care Laboratories, State Only Surveys 17
Table 43: Physician Office and Point of Care Laboratories, Federal CLIA Surveys 17
Table 44: Public Health Testing Sites 17
Table 45: Rare Disease Testing Laboratories 17
Table 46: Tissue Banks 17
Appendix A: OHCQ Projected Surveyor Staffing Analysis for FY 24 18

Executive Summary

On behalf of the Office of Health Care Quality (OHCQ), it is my privilege to submit the FY 23 Annual Report and Staffing Analysis. This document is submitted pursuant to Health-General Article § 19-308(b)(4) and Health-General Article § 19-1409(e). OHCQ is the agency within the Maryland Department of Health (the "Department") that determines compliance and non-compliance with State licensure and/or federal certification requirements in health care facilities and community-based programs. As of July 1, 2023, OHCQ oversees 21,221 providers in 47 industries, an increase of 6.7 percent from the number of providers on July 1, 2022.

On behalf of the Maryland Secretary of Health, OHCQ issues State licenses that authorize the operation of certain health care facilities or programs in Maryland, such as nursing homes or assisted living programs. The State licensure requirements establish the minimum health and safety requirements to obtain and maintain a license to operate in Maryland.

On behalf of the Secretary of the U.S. Department of Health & Human Services, OHCQ conducts certification, recertification, and CLIA activities. The Social Security Act mandates the establishment of minimum federal health and safety and Clinical Laboratory Improvement Amendments ("CLIA") standards that must be met by providers and suppliers to participate in the Medicare and Medicaid programs. Based on outcomes from certification surveys, OHCQ makes recommendations regarding certification of a provider or supplier to the Centers of Medicare & Medicaid Services ("CMS"). Once certified, a provider or supplier may participate in and seek reimbursement from Medicare and Medicaid for services rendered to beneficiaries.

In FY 18, the Department developed and implemented a seven-year staffing plan for OHCQ. As anticipated, this controlled growth in the agency's workforce is progressively improving compliance with federal and State mandates. FY 24 marks the final year of this staffing plan. The Department is developing a staffing plan for OHCQ for FY 25 through FY 29.

Every day, OHCQ staff conduct or support licensure and certification activities that protect the health and safety of Marylanders across the health care continuum. It is an honor and a privilege to lead this group of dedicated staff. OHCQ appreciates the ongoing support of the Secretary, the Deputy Secretary, the Administration, members of the General Assembly, and all of our stakeholders.

Patricia Tomsko Nay, MD

Patricia Tomsko Nay, MD, CHCQM, FAAFP, FABQAURP, FAAHPM
Executive Director
Office of Health Care Quality

Roles of the Office of Health Care Quality

The Office of Health Care Quality ("OHCQ") is the agency within the Maryland Department of Health that determines compliance and non-compliance with State licensure and/or federal certification requirements in health care facilities and community-based programs in 47 industries.

On behalf of the Maryland Secretary of Health, OHCQ issues State licenses that authorize the operation of certain health care facilities or programs in Maryland, such as nursing homes or assisted living programs. The State licensure requirements establish the minimum health and safety requirements to obtain and maintain a license to operate in Maryland.

The Social Security Act mandates the establishment of minimum federal health and safety and Clinical Laboratory Improvement Amendments ("CLIA") standards that must be met by providers and suppliers to participate in the Medicare and Medicaid programs. In this context, providers are patient care institutions, such as hospitals, hospices, nursing homes, and home health agencies. Suppliers are agencies for diagnosis and therapy rather than sustained patient care, such as laboratories and ambulatory surgery centers.

The agreement between the U.S. Department of Health & Human Services ("HHS") and the Maryland Department of Health ("MDH") relates to the provisions of Sections 1864, 1874, and related provisions of the Social Security Act (the "1864 Agreement"). The 1864 Agreement specifies the functions to be performed by Maryland's state survey agency. MDH has designated OHCQ as the state survey agency. In accordance with the 1864 Agreement, OHCQ conducts certification, recertification, and CLIA activities for the purpose of certifying to the HHS Secretary the compliance or non-compliance of providers and suppliers. OHCQ makes recommendations regarding certification of a provider or supplier to CMS. A certified provider or supplier may participate in and seek reimbursement from Medicare and Medicaid for services rendered to beneficiaries.

It is through licensure and certification activities that OHCQ fulfills its mission to protect the health and safety of Marylanders and to ensure that there is public confidence in the health care and community delivery systems. OHCQ's vision is that all those receiving care in Maryland can trust that their health care facility or program is licensed and has met the regulatory standards for the services that they offer.

Licensed and/or Certified Providers

As of July 1, 2023, OHCQ oversees 21,221 providers in 47 industries, an increase of 6.7 percent in the total number of providers overseen by OHCQ since July 1, 2022. The increase in providers occurred primarily in residential service agencies, health care staff agencies, the number of sites serving individuals with developmental disabilities, and clinical laboratories.

Table 1 lists the number of licensees per provider types as of July 1st of 2021, 2022, and 2023.

Table 1: Number of Licensees per Provider Type as of July 1, 2021, 2022, and 2023

Provider Type	Number of Licensees		
	July 1, 2021	July 1, 2022	July 1, 2023
Adult Medical Day Care Centers	122	116	120
Assisted Living Programs	1,672	1,691	1,721
Assisted Living Referrers	41	73	100
Birthing Centers	2	1	0
Cholesterol Testing Sites	0	0	0
Community Mental Health Centers	3	3	3
Comprehensive Outpatient Rehabilitation Facilities	1	1	0
Cosmetic Surgery Facilities	5	5	9
Developmental Disabilities Sites (365 in 2023)	3,008	3,383	3,631
Employer Drug Testing Facilities	250	259	272
Federally Qualified Health Centers	77	77	84
Federally Waived Laboratories	3,894	3,982	4,011
Forensic Laboratories	45	45	46
Forensic Residential Centers	1	1	1
Freestanding Ambulatory Surgical Centers	340	338	360
Freestanding Medical Facilities	5	7	7
Freestanding Renal Dialysis Centers	175	175	170
Health Awareness Testing Sites	60	55	51
Health Care Staff Agencies	593	848	1,179
Health Maintenance Organizations	7	7	7
Home Health Agencies	56	56	56
Hospices	26	26	26
Hospice Houses	16	16	13
Hospitals	63	60	61
Hospital Laboratories	91	99	99
Hospitals within Correctional Facilities	10	10	10
Independent Reference Laboratories	148	165	145
Intermediate Care Facilities for Individuals with Intellectual Disabilities	2	2	2
Limited Hospice Care Programs	1	1	1
Limited Private Inpatient Facilities	7	7	7
Long Term Care Facilities	226	225	225
Major Medical Equipment Providers	201	205	209
Nursing Referral Service Agencies	158	168	243
Outpatient Physical Therapy Providers	67	66	66
Physician Office Laboratories	3,749	3,564	3,675
Point-of-Care Laboratories	1,804	1,766	1,861
Portable X-Ray Providers	10	11	10
Public Health Testing Sites	34	25	28
Rare Disease Testing Laboratories	1	1	1
Residential Service Agencies	1,605	1,874	2,209
Residential Treatment Centers	6	6	6
Rural Health Clinics	1	1	1
Surgical Abortion Facilities	11	11	12
Tissue Banks	438	451	481
Transplant Centers	2	2	2
Total Number of Providers	**19,034**	**19,885**	**21,221**
Percent of Growth of Total Number of Licensed Providers	**7.7%**	**4.5%**	**6.7%**

Surveyor Staffing Analysis

The surveyor staffing analysis in Appendix A calculates the number of surveyors needed in FY 24 to complete the projected number of mandated licensure and certification activities in FY 24. These projections consider historical information as well as anticipated upcoming changes in federal or State oversight of an industry. The activities include the duties performed by surveyors, but not those duties performed by managers and administrative staff.

The number of hours required for each activity is multiplied by the projected number of required activities in FY 24. The total is divided by 1,500, which is the industry standard for the number of hours that the average surveyor spends conducting surveys in a year. The 1,500 hours considers time taken for holidays, vacation, personal days, sick leave, training, meetings, and travel. The number of full-time equivalents of surveyors required for each activity is calculated and then totaled by unit based on its specific mandates. The surveyor staffing deficit (number needed – current positions) for each unit is calculated. The sum of all units' surveyor staffing deficit is OHCQ's surveyor staffing deficit.

Table 2 summarizes the projected surveyor staffing deficit by unit, with an overall deficit of 21 surveyor positions. Appendix A details this analysis by unit, provider type, and activity. Note that this year, certain activities that require less than 0.05 FTE surveyors were combined in other rows.

Table 2: Surveyor Staffing Deficit Projected for FY 24

Unit	Current Number of Surveyor Positions	Number of Surveyor Positions Needed	Surveyor Deficit
Long Term Care	64	75	11
Federal	20	20	0
Assisted Living	34	37	3
Developmental Disabilities	54	59	5
Laboratories	5	7	2
Totals	**177**	**198**	**21**

OHCQ Staffing Plan for FY 18 through FY 24

Through the seven-year staffing plan, the Department continues to make significant progress towards meeting OHCQ's overall staffing needs. The plan includes the need for surveyors, managers, and other positions. The plan considers historical data as well as anticipated changes in federal and State oversight and industry trends. A controlled growth of 5 to 6 percent increase in workforce annually can be accommodated. OHCQ's mandated activities include licensure, certification, and survey activities, including the investigation of complaints and facility-reported incidents. As predicted, compliance with federal and State mandates is progressively improving as additional surveyors are hired and trained. The FY 18 through FY 23 staffing plans were fully implemented.

In FY 24, OHCQ received 10 new merit positions, including 5 nurse surveyors in the long term care unit; 1 nurse surveyor in the assisted living unit; and 2 nurse surveyors, 1 administrative officer surveyor, and 1 coordinator (supervisor) in the developmental disabilities unit. Table 3 provides additional details about the allocation of positions from FY 18 through FY 24.

Table 3: OHCQ Staffing for FY 18 through FY 24

OHCQ Unit	Position	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	Total
Long term care	Coordinator	2	1	1	0	0	0	0	**4**
Long term care	Nurse surveyor	1	4	3	5	1	3	5	**22**
Long term care	Physician surveyor	0	1	0	0	0	0	0	**1**
Long term care	Nurse trainer surveyor	1	0	0	0	0	0	0	**1**
Assisted living	Coordinator	1	0	0	1	0	0	0	**2**
Assisted living	Nurse surveyor	0	2	1	0	2	1	1	**7**
DD	Coordinator	1	1	1	0	1	1	1	**6**
DD	Nurse surveyor	1	2	2	2	0	2	2	**11**
DD	Coordinator special program surveyor	0	1	1	1	0	0	0	**3**
DD	Administrative officer III surveyor	0	0	0	0	4	2	1	**7**
DD	Office secretary II	1	0	0	0	0	0	0	**1**
Federal	Coordinator	1	0	1	0	0	0	0	**2**
Federal	Nurse surveyor	0	0	0	1	1	1	0	**3**
Federal	Triage specialist	0	0	0	0	1	0	0	**1**
Federal	Assistant deputy director	1	0	0	0	0	0	0	**1**
Federal	Health policy analyst	1	0	0	0	0	0	0	**1**
State	Health policy analyst	1	0	0	0	0	0	0	**1**
Positions per fiscal year		**12**	**12**	**10**	**10**	**10**	**10**	**10**	**74**

The Department is developing a long-term staffing plan for OHCQ that will be implemented in FY 25. In conjunction with staffing plans, OHCQ continues to develop and implement initiatives to enhance regulatory efficiency and effectiveness.

Long Term Care Unit

The long term care unit conducts surveys to determine if nursing homes are compliant with federal health and safety standards, certification requirements, State licensure requirements, and local requirements through unannounced on-site surveys, follow-up surveys, complaint investigations, and administrative reviews.

Table 4: Nursing Homes

Units of Measurement	FY21	FY22	FY23
Number of licensed nursing homes	226	225	225
Initial surveys	0	0	0
Annual full surveys	27	28	42
Follow-up surveys (onsite)	33	41	41
Follow-up surveys (offsite)	277	144	54
Complaints and facility reported incidents (FRI)	4,067	4,414	4,692
Complaints and FRI investigations	2,281	1,549	2,855
Life safety code surveys	79	82	132
Resident fund surveys	31	59	64

Assisted Living Unit

The assisted living unit is responsible for the oversight of all assisted living programs in Maryland, including those that participate in the Medicaid waiver program. The unit completes surveys for prelicensure, licensure, inspection of care, change of ownership, change of the level of care, follow-up, and to investigate complaints and facility-reported incidents. Allegations of unlicensed assisted living programs are investigated by this unit. The unit is also responsible for registering assisted living referrers.

The unit oversees adult medical day care centers, including surveys for prelicensure, licensure, biannual, change of ownership, follow-up, and investigates complaints and facility-reported incidents.

Table 5: Assisted Living Programs

Units of Measurement	FY21	FY22	FY23
Number of licensed assisted living programs	1,672	1,691	1,721
Initial surveys	164	102	146
Renewal surveys	817	543	298
Other surveys	100	33	114
Complaints and facility reported incidents (FRI)	1,079	1,010	1,349
Complaints and FRI investigated	1,192	474	661
Investigations of alleged unlicensed programs	116	138	80

Table 6: Assisted Living Referrers

Units of Measurement	FY21	FY22	FY23
Number of referrers	41	73	100
Complaints investigated	0	0	0

Table 7: Adult Medical Day Care Centers

Units of Measurement	FY21	FY22	FY23
Number of licensed adult medical day care centers	122	117	120
Initial surveys	7	13	9
Full surveys	3	55	46
Follow-up surveys	0	5	30
Complaints investigated	10	27	49

Developmental Disabilities Unit

The developmental disabilities unit is the licensing and monitoring agent for the Developmental Disabilities Administration ("DDA"). Through periodic surveys, the unit oversees community-based providers serving individuals with developmental disabilities. The unit completes on-site surveys and administrative reviews of complaints and facility reported incidents.

This unit also licenses health care staff agencies and nurse referral agencies and investigates complaints in these industries.

Table 8: Developmental Disabilities Unit

Units of Measurement	FY21	FY22	FY23
Licensed developmental disability agencies	304	333	365
Number of sites	3,008	3,383	3,631
New agencies	31	26*	58
Initial site surveys	164	349	379
Agencies surveyed	90	112	112
Complaints and FRI	4,253	3,695	4,864
Complaints and FRI, administrative reviews	2,363	3,494	2,919
Complaints and FRI, on-site investigations	1,434	1,353	1,585

*Corrected FY22 number of new agencies from 9 to 26

Table 9: Developmental Disabilities Mortality Unit

Units of Measurement	FY21	FY22	FY23
Developmental disabilities deaths	313	293	254
On-site investigations	102	93	99
Administrative reviews	133	306	197

Table 10: Health Care Staff Agencies

Units of Measurement	FY21	FY22	FY23
Health care staff agencies	593	848	1,179
Initial licensure administrative surveys	94	287	332
Complaint investigations	2	0	4

Table 11: Nursing Referral Service Agencies

Units of Measurement	FY21	FY22	FY23
Nursing referral service agencies	158	168	243
Initial licensure administrative surveys	12	27	55
Complaint investigations	0	0	1

Federal Unit

As applicable to the provider type, under State and/or federal authority the federal unit conducts various types of surveys, investigates complaints and facility-reported incidents, and reviews reports from accreditation organizations. It is responsible for the State licensure and/or federal certification of all non-long term care facilities as well as certain providers under State oversight only.

Table 12: Birthing Centers

Units of Measurement	FY21	FY22	FY23
Licensed birthing centers	2	1	0
Initial surveys	0	0	0
Full surveys	2	1	0
Follow-up surveys	0	0	0
Complaint investigations	0	0	0

Table 13: Community Mental Health Centers

Units of Measurement	FY21	FY22	FY23
Community mental health centers	3	3	3
Complaint investigations	0	0	0

Table 14: Comprehensive Outpatient Rehabilitation Facilities

Units of Measurement	FY21	FY22	FY23
Licensed comprehensive outpatient rehab facilities	1	1	0
Initial surveys	0	0	0
Full surveys	0	0	0
Follow-up surveys	0	0	0
Complaint investigations	0	0	0

Table 15: Cosmetic Surgical Facilities

Units of Measurement	FY21	FY22	FY23
Licensed cosmetic survey facilities	5	7	9
Initial surveys	0	2	2
Full surveys	0	0	0
Follow-up surveys	0	0	0
Complaint investigations	0	0	0

Table 16: Federally Qualified Health Centers

Units of Measurement	FY21	FY22	FY23
Federally qualified health centers	77	77	84
Complaint investigations	0	0	0

Table 17: Forensic Residential Centers

Units of Measurement	FY21	FY22	FY23
Number of licensed forensic residential centers	1	1	1
Renewal surveys	1	1	1
Complaints investigated	11	12	41

Table 18: Freestanding Ambulatory Surgery Centers

Units of Measurement	FY21	FY22	FY23
Licensed freestanding ambulatory surgical centers	340	355	360
Initial surveys	10	28	15
Full surveys	90	97	98
Follow-up surveys	9	12	4
Complaint investigations	9	3	3

Table 19: Freestanding Medical Facilities

Units of Measurement	FY21	FY22	FY23
Licensed freestanding medical facilities	5	7	7
Initial, full and follow-up surveys	0	1	1
Complaints investigated	0	0	1

Table 20: Freestanding Renal Dialysis Centers

Units of Measurement	FY21	FY22	FY23
Licensed freestanding renal dialysis centers	175	175	170
Initial surveys	1	2	0
Full surveys	45	58	28
Follow-up surveys	3	3	16
Complaint investigations	32	36	39

Table 21: Health Maintenance Organizations

Units of Measurement	FY21	FY22	FY23
Health maintenance organizations	7	7	7
Full surveys	0	0	0
Follow-up surveys	0	0	0
Complaint investigations	1	0	0

Table 22: Home Health Agencies

Units of Measurement	FY21	FY22	FY23
Licensed home health agencies	56	56	56
Initial surveys	0	0	0
Full surveys	14	6	8
Follow-up surveys	0	1	0
Complaint investigations	6	3	2

Table 23: Hospices and Hospice Houses

Units of Measurement	FY21	FY22	FY23
Licensed hospices	26	26	26
Initial surveys	0	1	0
Full surveys	2	3	1
Follow-up surveys	1	0	0
Complaint investigations	11	0	2
Licensed hospice houses	16	15	13
Initial surveys	0	0	0
Complaint investigations in hospice houses	0	0	0

Table 24: Hospitals

Units of Measurement	FY21	FY22	FY23
Licensed or certified hospitals	63	60	61
Validation surveys of accredited hospitals	0	0	0
Complaints investigated on-site	44	10	14
Administrative reviews	207	73	121
Follow-up surveys	9	3	5

Table 25: Hospitals within Correctional Facilities

Units of Measurement	FY21	FY22	FY23
Licensed hospitals within correctional facilities	10	10	10
Initial surveys	0	0	0
Full surveys	0	0	6
Complaint investigations	0	0	0

Table 26: Intermediate Care Facilities for Individuals with Intellectual Disabilities

Unit of Measurement	FY21	FY22	FY23
Number of licensed ICF IIDs	2	2	2
Renewal surveys	2	2	1
Follow-up surveys	0	0	0
Complaints and facility reported incidents, investigated	21	27	39

Table 27: Limited Private Inpatient Facilities

Units of Measurement	FY21	FY22	FY23
Licensed limited private inpatient facilities	7	7	7
Initial, full and follow up surveys	7	3	1
Complaint investigations	2	1	1

Table 28: Major Medical Equipment Providers

Units of Measurement	FY21	FY22	FY23
Licensed major medical equipment providers	201	204	209
Initial administrative licensure surveys	0	0	7
Full or follow-up surveys	0	0	0
Complaint investigations	3	0	1

Table 29: Outpatient Physical Therapy Providers

Units of Measurement	FY21	FY22	FY23
Licensed outpatient physical therapy providers	67	67	66
Initial surveys	2	1	0
Full surveys	9	1	0
Follow-up surveys	1	0	0
Complaint investigations	0	0	0

Table 30: Portable X-ray Providers

Units of Measurement	FY21	FY22	FY23
Licensed portable x-ray providers	10	12	10
Initial surveys	0	1	1
Full surveys	1	0	2
Follow-up surveys	0	0	0
Complaint investigations	0	0	0

Table 31: Residential Service Agencies

Units of Measurement	FY21	FY22	FY23
Licensed residential service agencies	1,605	1,874	2,209
Initial licensure administrative surveys	155	105	387
Full surveys	14	0	20
Follow-up surveys	18	17	10
Complaint investigations	99	47	73

Table 32: Residential Treatment Centers

Units of Measurement	FY21	FY22	FY23
Licensed residential treatment centers	6	6	6
Follow-up surveys	0	1	2
Validation surveys, seclusion or restraint investigation	0	0	0
Complaint investigations	7	13	22

Table 33: Rural Health Clinics

Units of Measurement	FY21	FY22	FY23
Licensed rural health clinics	1	1	1
Follow-up surveys	0	0	0
Complaint investigations	0	0	0

Table 34: Surgical Abortion Facilities

Units of Measurement	FY21	FY22	FY23
Licensed surgical abortion facilities	11	11	12
Initial surveys	0	0	1
Renewal surveys	1	4	0
Complaints investigated	2	1	1

Table 35: Transplant Centers

Units of Measurement	FY21	FY22	FY23
Licensed transplant centers	2	2	2
Follow-up surveys	0	0	0
Complaint investigations	0	0	0

Clinical and Forensic Laboratories Unit

The Clinical and Forensic Laboratories Unit is the agent for federal certification in the CLIA program, which is required for all clinical laboratory testing sites. The unit is also responsible for State licensure of all laboratories that perform tests on specimens obtained from Marylanders. The programs include tissue banks, blood banks, hospitals, independent reference, physician office and point-of-care laboratories, public health awareness screening, pre-employment related toxicology testing for controlled dangerous substances, and public health testing programs that offer rapid HIV-1 and rapid Hepatitis C antibody testing to the public. This unit conducts surveys to ensure compliance with applicable federal and State requirements.

This unit also provides oversight for accredited and non-accredited laboratories that perform forensic analyses.

Table 36: Cholesterol Testing Sites

Units of Measurement	FY21	FY22	FY23
Cholesterol testing sites	0	0	0
Initial surveys	0	0	0
Full surveys	0	0	0
Complaint surveys	0	0	0

Table 37: Employer Drug Testing Facilities

Units of Measurement	FY21	FY22	FY23
Employer drug testing facilities	250	259	272
Initial surveys	2	9	13
Full surveys	27	16	38
Follow-up surveys	0	0	0
Complaint surveys	0	0	0

Table 38: Forensic Laboratories

Units of Measurement	FY21	FY22	FY23
Forensic laboratories	45	45	46
Full surveys	15	23	36
Follow-up surveys	0	0	0
Surveillance surveys	0	0	0
Complaint investigations	0	0	0

Table 39: Health Awareness Testing Sites

Units of Measurement	FY21	FY22	FY23
Health awareness test sites	60	55	51
Initial surveys	6	3	9
Full surveys	11	16	31
Follow-up surveys	0	0	1
Site approvals	403	772	868
Complaints surveys	0	0	2

Table 40: Hospital Laboratories

Units of Measurement	FY21	FY22	FY23
Hospital laboratories	91	99	99
Initial surveys	0	0	0
Full surveys	0	0	0
Follow-up surveys	0	0	4
Validation surveys	0	0	4
Complaint surveys	1	0	2

Table 41: Independent Reference Laboratories

Units of Measurement	FY21	FY22	FY23
Independent reference laboratories	148	165	145
Initial surveys	2	5	21
Full surveys	12	50	78
Follow-up surveys	0	0	13
Validation surveys	0	0	5
Complaint surveys	4	0	0

Table 42: Physician Office and Point of Care Laboratories, State Only Surveys

Units of Measurement	FY21	FY22	FY23
Physician office and point of care labs, State only	475	566	597
Initial surveys	12	33	21
Full surveys	87	219	250
Follow-up surveys	0	33	90
Complaint surveys	8	2	4

Table 43: Physician Office and Point of Care Laboratories, Federal CLIA Surveys

Units of Measurement	FY21	FY22	FY23
Physician office, point of care labs, CLIA surveys	475	566	597
Initial surveys	12	33	21
Renewal surveys	72	186	229
Full surveys	84	219	250

Table 44: Public Health Testing Sites

Units of Measurement	FY21	FY22	FY23
Public health testing	34	25	28
Initial surveys	0	0	3
Full surveys	0	0	12
Follow-up surveys	0	0	0
Complaint surveys	0	0	0

Table 45: Rare Disease Testing Laboratories

Units of Measurement	FY21	FY22	FY23
Licensed rare disease testing laboratories	1	1	1
Initial surveys	0	0	0
Complaint surveys	0	0	0

Table 46: Tissue Banks

Units of Measurement	FY21	FY22	FY23
Tissue banks	438	451	481
Initial surveys	2	0	4
Full surveys	0	9	77
Follow-up surveys	0	0	1
Validation surveys	0	0	0
Complaint surveys	0	0	0

Appendix A: OHCQ Projected Surveyor Staffing Analysis for FY 24

Mandates	A. Number of activities required in 2024	B. Hours required per activity	C. Hours required for activities (A x B)	D. # of surveyors required (C/1500)	E. Current # of surveyors	F. # of additional surveyors needed
Long Term Care Unit						
Long Term Care Facilities (Nursing Homes)						
Initial surveys	0	240	0	0.00		
Annual surveys	225	232	52,200	34.80		
CHOW initial surveys	32	240	7,680	5.12		
CHOW follow-up surveys	32	45	1,440	0.96		
Complaint investigations	3,830	10	38,300	25.53		
Follow-up surveys onsite	50	32	1,600	1.07		
Follow-up surveys offsite	72	16	1,152	0.77		
State resident funds surveys, all activities	N/A	N/A	N/A	2.00		
Life safety code surveys, all activities	N/A	N/A	N/A	3.50		
Informal dispute resolutions	50	16	800	0.53		
Testifying in hearings	9	120	1,080	0.72		
Long Term Care Unit				**75.00**	**64**	**11.00**
Assisted Living Unit						
Adult Medical Day Care Centers						
Initial surveys	6	24	144	0.10		
Renewal surveys	74	16	1,184	0.79		
Complaints and facility reported incidents	70	8	560	0.37		
Assisted Living Programs						
Initial surveys	154	40	6,160	4.11		
Annual surveys	1,506	16	24,096	16.06		
Complaints and facility reported incidents	1,146	16	18,336	12.22		
Follow-up surveys	82	16	1,312	0.87		
Informal dispute resolutions	14	16	224	0.15		
Testifying in hearings for unit	5	80	400	0.27		
Investigations of alleged unlicensed programs	96	32	3,072	2.05		
Assisted Living Referrers						
All activities	N/A	N/A	N/A	0.01		
Assisted Living Unit				**37.00**	**34**	**3.00**

Mandates	A. Number of activities required in 2024	B. Hours required per activity	C. Hours required for activities (A x B)	D. # of surveyors required (C/1500)	E. Current # of surveyors	F. # of additional surveyors needed
Developmental Disabilities Unit						
Developmental Disabilities Programs						
Initial site openings	409	6	2,454	1.64		
Annual surveys of providers	365	120	43,800	29.20		
Complaint and FRI, on-site	1,428	16	22,848	15.23		
Complaint and FRI, administrative	2,968	4	11,872	7.91		
Death investigations, on-site	94	28	2,632	1.75		
Death investigations, administrative	173	4	692	0.46		
Children's providers, all activities	N/A	N/A	N/A	2.00		
Informal dispute resolutions	8	12	96	0..06		
Settlements and hearings	5	80	400	0.27		
Health Care Staff Agencies						
Initial licensure administrative surveys	130	4	520	0.35		
Complaint investigations	3	8	24	0.02		
Nurse Referral Agencies						
Initial licensure administrative surveys	40	4	160	0.11		
Complaint investigations	1	8	8	0.01		
Developmental Disabilities Unit				**59.00**	**54**	**5.00**
Federal Unit						
Birthing Centers						
All activities	N/A	N/A	N/A	0.1		
Community Mental Health Centers						
All activities	N/A	N/A	N/A	0.2		
Comprehensive Outpatient Rehabilitation Facilities						
All activities	N/A	N/A	N/A	0.1		
Correctional Health Care Facilities						
All activities	N/A	N/A	N/A	0.30		
Cosmetic Surgery Facilities						
All activities	N/A	N/A	N/A	0.1		
Federally Qualified Health Centers						
Complaint investigations	4	24	96	0.1		

Mandates	A. Number of activities required in 2024	B. Hours required per activity	C. Hours required for activities (A x B)	D. # of surveyors required (C/1500)	E. Current # of surveyors	F. # of additional surveyors needed
Federal Unit						
Forensic Residential Centers						
Annual surveys	1	160	160	0.11		
Complaints and facility reported incidents	32	8	256	0.17		
Freestanding Ambulatory Surgical Centers						
Initial surveys	16	48	768	0.51		
Renewal surveys	90	48	4,320	2.88		
Follow-up surveys	8	16	128	0.09		
Complaint investigations	12	16	192	0.13		
Freestanding Medical Facilities						
All activities	N/A	N/A	N/A	0.10		
Freestanding Renal Dialysis Centers						
Initial surveys	4	48	192	0.13		
Renewal surveys	55	48	2,640	1.76		
Follow-up surveys	10	16	160	0.11		
Complaint investigations	45	16	720	0.48		
Health Maintenance Organizations						
All activities	N/A	N/A	N/A	0.15		
Home Health Agencies						
Initial surveys	1	40	40	0.03		
Renewal surveys	14	40	560	0.37		
Complaint investigations	8	24	192	0.13		
Hospice Care Programs						
Initial surveys	1	40	40	0.03		
Renewal surveys	9	40	360	0.24		
Complaint investigations	10	16	160	0.11		
Hospitals						
Initial surveys	1	210	210	0.14		
Validation surveys	2	210	420	0.28		
Complaint investigations, on-site	70	48	3,360	2.24		
Complaint investigations, administrative	250	6	1,500	1.00		
Follow-up surveys	12	16	192	0.13		
Transplant surveys	2	210	420	0.28		
Mortality review, psychiatric hospitals	36	24	864	0.58		

Mandates	A. Number of activities required in 2024	B. Hours required per activity	C. Hours required for activities (A x B)	D. # of surveyors required (C/1500)	E. Current # of surveyors	F. # of additional surveyors needed
Federal Unit						
Intermediate Care Facilities for Individuals with Intellectual Disabilities						
Annual surveys	2	160	320	0.21		
Complaints and self-reports	60	8	480	0.32		
Limited Private Inpatient Facilities						
All activities	N/A	N/A	N/A	0.15		
Major Medical Equipment Providers						
All activities	N/A	N/A	N/A	0.10		
Outpatient Physical Therapy Providers						
All activities	N/A	N/A	N/A	0.25		
Portable X-ray Providers						
All activities	N/A	N/A	N/A	0.15		
Residential Service Agencies						
Initial on-site surveys	12	32	384	0.26		
Initial administrative surveys	288	4	1,152	0.77		
Follow-up surveys	14	16	224	0.16		
Complaint investigations	170	16	2,720	1.81		
Residential Treatment Centers						
Initial surveys	2	80	160	0.11		
Complaint investigations, on-site	36	32	1,152	0.77		
Complaint investigations, administrative	55	4	220	0.15		
Validation surveys	6	80	480	0.32		
Follow-up surveys	3	16	48	0.03		
Surgical Abortion Facilities						
All activities	N/A	N/A	N/A	0.40		
All provider types in the unit						
Life safety code activities	N/A	N/A	N/A	0.50		
Informal dispute resolutions and hearings	N/A	N/A	N/A	0.50		
Federal Unit				**20.00**	**20**	**0.00**

Mandates	A. Number of activities required in 2024	B. Hours required per activity	C. Hours required for activities (A x B)	D. # of surveyors required (C/1500)	E. Current # of surveyors	F. # of additional surveyors needed
Clinical and Forensic Laboratories Unit						
Cholesterol Testing Sites						
Cholesterol testing	0	4	0	0.00		
Employer Drug Testing Facilities						
Initial surveys	8	8	64	0.04		
Full surveys	125	8	1,000	0.67		
Forensic Laboratories						
Initial surveys	1	40	40	0.03		
Renewal surveys	23	40	920	0.61		
Complaints and self-reports	3	24	72	0.05		
Health Awareness Testing Sites						
Health awareness testing surveys	55	8	440	0.29		
Health awareness site approval	1,750	0.5	875	0.58		
Full surveys	50	8	400	0.27		
Hospital Laboratories						
Initial surveys	1	40	40	0.03		
Independent Reference Laboratories						
Initial surveys	6	8	48	0.03		
Full surveys	34	8	272	0.18		
Physician Offices and Point-of-Care Laboratories						
Initial surveys	20	6	120	0.08		
Full surveys	130	6	780	0.52		
Follow-up surveys	95	4	380	0.25		
Validation surveys	6	16	96	0.06		
Public Health Testing Sites						
Full surveys	25	6	150	0.10		
Tissue Banks						
Initial surveys	6	8	48	0.03		
Full surveys	178	8	1,424	0.95		
Forensic Genetic Genealogical Laboratories						
All activities	N/A	N/A	N/A	2		
Clinical and Forensic Laboratories				**7.00**	**5.00**	**2.00**
All units				**198.00**	**177**	**21.00**