



FULTON COUNTY

FULTON COUNTY, GEORGIA

OFFICE OF INTERNAL AUDIT

FULTON COUNTY DEPARTMENT OF HEALTH & WELLNESS

**FOLLOW-UP REVIEW OF THE NEIGHBORHOOD UNION
HEALTH CENTER AUDIT**

MARCH 17, 2011

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Background

The Office of Internal Audit issued an audit report on October 13, 2010 to determine the validity of the monthly patient's visitations reported by the Neighborhood Union Health Center (NUHC). During the audit, we assessed their process for accumulating and reporting patients' data. We were also able to determine if NUHC's policies and procedures are an effective tool in delivering health services to the Vine City Community. We reviewed a sample of services and patients' count totals detailed in the monthly reports submitted to the Fulton County Board of Commissioners to verify the accuracy of the counts. The programs audited were Primary Care, WIC, Public Health, Oral Health, Behavior Health, and Workforce Development. The audit resulted in eight findings and recommendations that addressed concerns that were confined to the Nursing Division. The management of NUHC developed a Quality Improvement Plan that focuses on improving the matters.

Objective

The Office of Internal Audit has conducted a follow-up review of NUHC to determine the status of implementing the Quality Improvement Plan for the findings and recommendations presented. The follow-up review will assist in monitoring the effectiveness of the correction action plan implemented by the management of NUHC.

Scope

The follow-up review was conducted following the response to the audit findings and recommendations and the completion of the Quality Improvement Plan dated January 19, 2011. The Office of Internal Audit will also follow-up periodically regarding NUHC, as needed, which may include additional reviews at 90 and 180 day intervals.

Follow-Up Review Status

Finding 1- Immunization Intake and Administration

The Neighborhood Union Health Center is currently following the Immunization Intake and Administration Inventory Standard Operating Procedure. This procedure requires the Immunization Liaison Nurse to reconcile vaccine inventory in M&M and GRITS on a daily basis and the Nursing Supervisor to submit weekly vaccine inventory reports to the Immunization Coordinator. Supervisors are also required to log in that the reconciliations were performed into a Supervisor Compliance Reconciliation Log. We reviewed the Standard Operating Procedure, daily reconciliation reports and Supervisor Compliance Reconciliation Log and believe the newly implemented process would help to mitigate the finding noted in our audit report.

Finding 2- File Security

Neighborhood Union has established a process that requires all files pulled to be signed out and logged to ensure file security. We were able to review the file log and deemed the log as a useful tool for keeping track of all files.

Finding 3- Information System Reconciliation

Neighborhood Union Health Center has provided training by the State Immunization Consultant to update all nursing and clerical staff on properly entering transactions into the GRITS system. All clerical and public health nurses are required to input data into GRITS and M&M at the time service was provided. The daily and weekly reconciliation of GRITS and M&M will ensure compliance and will be monitored by the Nursing Supervisor. We believe that ongoing training of staff and the increased monitoring of the system will improve the effectiveness of immunizations services.

Finding 4- Information System

The Neighborhood Union Health Center has continued to input all immunization data in GRITS and the M&M systems. They are currently working with the State Office of Community Health to install a server to implement real time interface between GRITS and M&M. Currently the State has not approved the installation of the new server. This is still an ongoing process and the separate entry of data in the two systems will still be required. We will continue to monitor the progress of the attempts to integrate the two systems.

Finding 5- Vaccine Control

Neighborhood Union Health Center is currently following the policies and procedures of the state for expired vaccines. This includes the State Office's reporting procedures in regards to expired vaccines. All vaccines lost to expiration and spoilage must be reported monthly to the State Immunization Program. We believe that these procedures are adequate controls for the vaccine inventory.

Finding 6- Data Counts

Health and Human Services have implemented several procedures to ensure accurate data counts. The reports containing the data will be run on the 5th of the preceding month. All areas in the report will be reconciled in M&M on a daily basis. The Data Management Work Group is finalizing a preliminary report to be completed April 1, 2011. By implementing a new report date and performing daily reconciliation, we believe this will diminish the possibilities of inaccuracies in future reports.

Finding 7- File Security

As noted in Finding 2, Neighborhood Union Health Center has established a process that requires all files pulled to be signed out and logged to ensure file security. We were able to review the file log and deemed the log as a useful tool for keeping track of all files.

Finding 8- Internal Controls Implemented

Staff of the Neighborhood Union Health Center received training on newly implemented standard operating procedures to ensure the clinic is operating effectively. An area conference meeting was also held to present the new standard operating procedures. Based on the review of the standard operating procedures, we believe the Neighborhood Union Health Center has established and are following the necessary internal control procedures to improve the efficiency of the health center.

Conclusion

Neighborhood Union Health Center has implemented the necessary procedures to operate effective and efficiently. However, the Office of Internal Audit will continue to perform follow-up reviews to ensure the Neighborhood Union Health Center is functioning as intended.

