

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2009	Ambulance Services Contract	Issued:	10/8/2020	
1A	Fire Department management should ensure the ambulance services contractor, as required by the contract, provides an ambulance response time report with response time compliance, supporting call data, and explanations of performance exceptions. The Contract Administrator should retain these reports and related documentation in the contract administration file.	Feb 2021: Auditors reviewed documentation of response time compliance reviews that are now conducted monthly prior to the billing. The documentation is signed by the ambulance services contractor's representative and the Contract Administrator.	Implemented	<input checked="" type="checkbox"/>
1B	The Fire Department management should ensure original dispatch center call data files are maintained for the time period required by the department's records retention schedule and AR 215. Also, the department should investigate potential data errors, including obtaining replacement dispatch center data files, if available, to resolve them.	Feb 2021: The department is now retaining the data files according to the records retention policy and AR 215, and staff includes data assessments as part of the monthly meetings with the ambulance service contractor.	Implemented	<input checked="" type="checkbox"/>
1C	The Fire Department management should consult with the City Attorney to clarify the contract's upgraded/downgraded call response time requirements. Further, the Contract Administrator should review the ambulance contractor's monthly compliance reports for accuracy and completeness.	Feb 2021: Auditors review the signed document that the parties prepared to clarify the upgrade/downgrade response time methodology, and reviewed documentation of the parties' monthly meeting to review response time performance for completeness and accuracy.	Implemented	<input checked="" type="checkbox"/>
2A	Fire Department management should ensure the EMS staff clarifies and develops additional written procedures, such as using a verification checklist and review by a supervisor or other experienced staff, to ensure accuracy in the ALS service reimbursement billings.	Feb 2021: The department revised its billing report that is used to support the City's invoice. Based on the department's report testing, the billing report now correctly only includes ALS calls (no BLS calls). Further, the administrative staff can now export the new report and no longer have to copy it into a spreadsheet and make other adjustments.	Implemented	<input checked="" type="checkbox"/>

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2B	<p>Fire Department management should require the Contract Administrator to ensure:</p> <ul style="list-style-type: none"> • Invoices are accurate and timely. A supervisor or independent staff should review the ALS service reimbursement calculations before sending the information to Accounting for billing. • The ambulance services provider pays the City within 30 days as stated in the contract. Further, Fire Department management should consider adding interest and/or late payment penalty contract terms to incentivize timely payments. • Additionally, ensure the PIC salary reimbursement annual increase is calculated in accordance with the contract terms. 	<p>Feb 2021: Auditors reviewed the December 2020 invoice and noted that the number of incidents billed was one more than listed in the billing support. Based on recent months, the contractor's payments to the City continue to be later than 30 days. Auditors reviewed the signed document clarifying the parties' understanding of the contract terms, including the PIC salary adjustment. May 2021: The department reported it is continuing to work with Accounting on billing timeliness and accuracy. Sept 2021: The department reported it is continuing to work on this. They meet with the contractor on the first Wednesday of each month to review the previous month's activity, document exceptions and approve report submittal. After receiving the report, they submit billing information to Accounting. Based on auditors' review of June, July and August accounts receivable records, billings and contractor payments are still not regularly meeting contractual terms. June 2022: The department indicated they have recently clarified their understanding of how to inform Accounting of the contractual billing terms when billing information is transmitted to improve timeliness of billing and payment terms.</p>	In Progress	<input checked="" type="checkbox"/>
3A	<p>Fire Department management should evaluate the operational impact of sending a City firefighter paramedic on BLS ambulance transports or modify the contract to also require BLS reimbursement.</p>	<p>Feb 2021: The department reported that the Fire Chief and senior staff reviewed the transportation policy and no changes were made. The December 2020 contract extension retains the same terms.</p>	Part Impl'd	<input checked="" type="checkbox"/>

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
3B	<p>Fire Department management should evaluate and address the department's ePCR system reliability. Specifically: 1. Ensure staff updates the program's data and documentation policy, including regularly testing and documenting data reliability issues and communications with the vendor to address them. 2. Require a separate test environment be established for testing and training on the ePCR system. Also, require staff to limit system administrator access to the fewest users that are operationally feasible, ensure user access is based on the principle of least privilege, and regularly monitor and update user access.</p>	<p>Feb 2021: The department reported it has discussed expectations and issues with the ePCR vendor, which has resulted in many changes, including system backups and a separate test environment for prototypes and system changes. Auditors reviewed the draft data and documentation policy, which the department noted has not yet been finalized. As well, auditors reviewed the department's updated system access listing. May 2021: The department reported the draft policy should be completed by June 30, 2021. Sept 2021: The department reported a regular meeting with the ePCR vendor to evaluate reliability, updates and other system matters. They also review access and permissions as new staff are added to the system. Further, the draft policy is on the Fire Chief's desk for review and signature. Auditors will review the policy when it is final. June 2022: The draft policy has not yet been signed and finalized.</p>	Part Impl'd	<input checked="" type="checkbox"/>
3C	<p>Fire Department management should ensure that patient information is secured and not accessed or viewed without a business purpose. Specifically: • Work with information technology staff to restrict PHI file locations to a least-privilege basis access and discontinue transmitting PHI to Accounting. • Ensure that staff with access to patient information receive PHI training.</p>	<p>Feb 2021: The department now uses secure mail to transmit patient information to the contractor and has removed PHI from billing support information sent to Accounting. Auditors have requested any PHI staff training documentation. May 2021: The department reported that the City legal department determined the Fire department is not bound by HIPAA, however, its PHI is limited by Arizona Department of Health Services guidance to those needing access for job duties, participation in quality assurance/quality improvement, and data sharing with state agencies. The department has not provided privacy-related training due to this legal conclusion.</p>	Part Impl'd	<input checked="" type="checkbox"/>
3D	<p>Fire Department management should require the Contract Administrator to maintain organized, complete and easily accessible contract administrator files, including records of key conversations, required reports, such as response time performance reports, and other documents pertinent to the contract. In addition, the Contract Administrator should develop a checklist or matrix to organize and track contract requirements.</p>	<p>Feb 2021: The Contract Administrator has organized the files needed for contract administration and has adjusted network access for the EMS program's shared drive. Auditors reviewed the new contract matrix used to track monthly, quarterly, and annual tasks for ensuring requirements are monitored.</p>	Implemented	<input checked="" type="checkbox"/>