



# City of San Antonio

## Agenda Memorandum

**File Number:**16-3771

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**Agenda Item Number:** 3.

**Agenda Date:** 6/21/2016

**In Control:** Audit Committee

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### **AUDIT COMMITTEE SUMMARY**

**June 21, 2016**

**Audit of Metro Health Immunization Division**

Report Issued May 26, 2016

### **Background**

San Antonio Metropolitan Health District (Metro Health) is the single public agency charged by State law, City code, and County resolution with the responsibility for public health programs in San Antonio and the unincorporated areas of Bexar County. One of the significant programs managed by Metro Health is the immunization program.

The mission of the immunization program is to prevent and control transmission of vaccine-preventable diseases. Metro Health funds for purchase of vaccines for the Immunization Clinic come from a variety of grants, as well as the City's general fund. In order to receive funding for vaccines, eligibility requirements must be met. Metro Health also receives allocated City general revenue funds to purchase private vaccine for insured children and adults.

Currently, the Immunization Division uses two system applications for managing the vaccine program, San Antonio Immunization Registry System (SAIRS) and Netsmart. SAIRS tracks patient immunizations given by over 300 San Antonio doctors and hospitals. SAIRS compiles together one complete shot record for each of their patients and has an inventory module that allows staff to track vaccines. The plan is to transition from SAIRS and use Netsmart exclusively.

### **Audit Objective**

Determine if processes within the Immunization Division are effective, efficient, and adequately controlled.

### **Audit Scope and Methodology**

The audit scope included the Immunization Division's current program processes, revenues, and expenditures from October 2014 to December 2015. Specifically, we focused on clinic operations, billing and collection, release of immunization records, and accuracy of patient information.

We reviewed Metro Health required guidelines for administering vaccinations and the processing of client immunization records. We also reviewed controls related to the vaccine inventory process.

## Audit Conclusions

Processes within the Immunization Division are not effective, efficient, and adequately controlled. We identified the following control deficiencies.

- Lack of effective controls to ensure client immunization records entered into Netsmart and SAIRS are accurate.
- Metro Health is not executing existing internal controls to ensure staff obtains and retains the required documentation for processing immunization record requests.
- Metro Health is not following existing controls to ensure the accuracy of revenue deposited daily.

We made specific recommendations to address these issues. The Director of Metro Health concurred with our recommendations and developed positive corrective action plans.