



Michigan  
*Office of the Auditor General*  
**REPORT SUMMARY**

*Performance Audit*

Report Number:  
391-0220-10

*Kalamazoo Psychiatric Hospital (KPH)*

*Bureau of Hospitals, Centers, and Forensic  
Mental Health Services*

*Department of Community Health (DCH)*

Released:  
August 2011

*KPH operates under the jurisdiction of DCH to provide inpatient psychiatric services for persons with severe mental illness. KPH defines its mission as providing quality inpatient psychiatric services for persons with severe mental illness in a secure and safe environment. KPH provides services for mentally ill patients from 34 counties in the western half of the Lower Peninsula. In addition, in February 2009, KPH established a unit to provide for the care and services of patients transferred to KPH as a result of the closure of the Mt. Pleasant Center.*

***Audit Objective:***

To assess the effectiveness of KPH's efforts to deliver selected patient care services.

***Audit Conclusion:***

We concluded that KPH was moderately effective in its efforts to deliver selected patient care services. We noted one material condition (Finding 1) and three reportable conditions (Findings 2 through 4).

***Material Condition:***

KPH needs to improve its monitoring of patient services to help ensure that KPH complies with patient treatment plans, KPH policy, and State law and federal regulations (Finding 1).

***Reportable Conditions:***

KPH needs to improve its efforts in monitoring and reporting patient elopements to help ensure the safety and security of KPH patients, staff, and other individuals (Finding 2).

KPH needs to improve its process for verifying the identification of patients prior to providing treatment, such as administering medications (Finding 3).

KPH needs to improve its training practices to ensure that its staff are provided the necessary training to deliver care to patients, consistent with the *Code of Federal Regulations (CFR)*; the *Mental Health Code*; and KPH and DCH policies, goals, and objectives (Finding 4).

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**Audit Objective:**

To assess KPH's efforts to safeguard and efficiently use selected resources.

**Audit Conclusion:**

We concluded that KPH's efforts were moderately effective in safeguarding and efficiently using selected resources. We noted one reportable condition (Finding 5).

**Reportable Condition:**

KPH had not established effective inventory controls over its non-controlled substance medications (Finding 5).

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**Audit Objective:**

To assess the effectiveness of KPH's efforts to investigate and resolve complaints about its operations.

**Audit Conclusion:**

We concluded that KPH was not effective in its efforts to investigate and resolve complaints about its operations. We noted one material condition (Finding 6).

**Material Condition:**

KPH, in conjunction with DCH, had not established an effective process to ensure that it properly reported, investigated, and responded to complaints relating to KPH's operations (Finding 6).

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**Agency Response:**

Our audit report contains 6 findings and 6 corresponding recommendations. DCH's preliminary response indicates that KPH agrees with all of the recommendations.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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