



# OAG

Office of the Auditor General

## Performance Audit

Walter P. Reuther Psychiatric Hospital  
(WRPH)

Michigan Department of Health and Human  
Services

Report Number:  
391-0230-16

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WRPH is an inpatient psychiatric hospital that provides treatment for adults with mental illness. WRPH's mission is to provide an appropriate range of active inpatient psychiatric treatment services to best meet the needs of adults with severe mental illness in collaboration with community health agencies/authorities. Patients include those who are not guilty by reason of insanity, court ordered, and incompetent to stand trial. As of February 28, 2017, WRPH had 171 patients.

Audit Objective			Conclusion
Objective #1: To assess the sufficiency of WRPH's provision of patient care services.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
WRPH should track direct care nursing staff overtime and minimize individuals working significant extended hours. From October 2014 through September 2016, 52 direct care nursing staff each worked more than 1,000 hours of overtime ( <u>Finding #1</u> ).	X		Agrees
WRPH needs to improve the completion and documentation of its admissions activities to ensure that proper consent is obtained for treatment, the treatment is provided timely, and the safety of patients and staff is maintained ( <u>Finding #2</u> ).		X	Agrees
WRPH needs to improve controls over the electronic medical record system to help prevent and detect inappropriate access and protect confidential information from unauthorized access, use, disclosure, modification, or destruction. Twenty-six former employees, and 24 active employees whose job responsibilities did not require user access, had system access ( <u>Finding #3</u> ).		X	Agrees
Audit Objective			Conclusion
Objective #2: To assess the effectiveness of WRPH's efforts to provide for the safety and security of its patients, staff, and visitors.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
WRPH did not have sufficient controls over its keys to ensure that access to the hospital was limited to only authorized personnel. WRPH could not account for 470 missing key rings ( <u>Finding #4</u> ).	X		Agrees

<b>Findings Related to This Audit Objective (Continued)</b>	<b>Material Condition</b>	<b>Reportable Condition</b>	<b>Agency Preliminary Response</b>
WRPH needs to improve its procedures to ensure the safety and security of patients, staff, and visitors. We identified several concerns including WRPH's emergency management plan and entrance security ( <a href="#">Finding #5</a> ).		X	Agrees
WRPH employees had not completed all required training, with 44.8% of the employees not receiving hazardous materials and fire protection training and 17.1% not completing first aid/CPR training ( <a href="#">Finding #6</a> ).		X	Agrees

<b>Audit Objective</b>			<b>Conclusion</b>
Objective #3: To assess the effectiveness of WRPH's controls over pharmaceuticals.			Moderately effective
<b>Findings Related to This Audit Objective</b>	<b>Material Condition</b>	<b>Reportable Condition</b>	<b>Agency Preliminary Response</b>
WRPH needs to improve controls over its high-risk noncontrolled medications to ensure that they are protected against loss and misuse. We identified 11 medications purchased in fiscal year 2016 with a cost exceeding \$400 per dosage unit ( <a href="#">Finding #7</a> ).		X	Agrees

<b>Audit Objective</b>			<b>Conclusion</b>
Objective #4: To assess the effectiveness of WRPH's maintenance efforts.			Effective
<b>Findings Related to This Audit Objective</b>	<b>Material Condition</b>	<b>Reportable Condition</b>	<b>Agency Preliminary Response</b>
None reported.	Not applicable.		

<b>Audit Objective</b>			<b>Conclusion</b>
Objective #5: To assess the effectiveness of WRPH's efforts to account for selected State and patient assets.			Effective
<b>Findings Related to This Audit Objective</b>	<b>Material Condition</b>	<b>Reportable Condition</b>	<b>Agency Preliminary Response</b>
None reported.	Not applicable.		

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