



OAG

Office of the Auditor General

Report Summary

Performance Audit

Report Number:
391-0220-19

Kalamazoo Psychiatric Hospital (KPH)

Michigan Department of Health and Human Services (MDHHS)

Released:
July 2020

KPH is an inpatient psychiatric hospital that provides treatment for adults with mental illness. KPH's mission is to provide the highest quality behavioral health services, in a safe and supportive environment, that maximize opportunities for individual recovery, growth, and successful community reintegration. Patients include those who are not guilty by reason of insanity, incompetent to stand trial, and other court ordered. As of July 31, 2019, KPH had 146 patients.

Audit Objective			Conclusion
Objective #1: To assess the sufficiency of KPH's provision of patient care services.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
KPH did not complete 42.5% and 57.5% of physical and psychiatric admissions assessments, respectively, within the 24-hour requirement, ranging from 1 to 167 days late (<u>Finding #1</u>).	X		Agrees
KPH did not remove the accused employees from having patient contact during 3 (15.8%) investigations of abuse or neglect allegations. Also, KPH responded to 17 Office of Recipient Rights (ORR) investigation findings from 1 to 180 days late (<u>Finding #2</u>).	X		Agrees
KPH had not reviewed user access roles for the 531 active Avatar users and, therefore, could not ensure that user role privileges were consistent with the user's position, duties, and job responsibilities to help prevent unauthorized access, use, disclosure, modification, or destruction of confidential data (<u>Finding #3</u>).		X	Agrees

Audit Objective			Conclusion
Objective #2: To assess the effectiveness of KPH'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
For the 40 incident reports that we reviewed, 67.5% were not properly documented by the end of the shift and 27.5% did not have documentation of required notifications to patient guardians, ORR, MDHHS's Adult Protective Services, the Michigan Department of State Police, and Kalamazoo Public Safety (<u>Finding #4</u>).	X		Agrees
Regarding key security, 25 (62.5%) employees possessed 115 unassigned keys on their KPH key rings and 10 (25.0%) employees were missing 29 assigned keys (<u>Finding #5</u>).		X	Agrees
For the 7 sentinel events (unexpected deaths or serious injuries) from August 1, 2017 through July 31, 2019, KPH convened its Morbidity and Mortality Review Committee for the 2 patient deaths 2 to 3 days late, notified the Joint Commission of 5 sentinel events 2 to 21 days late, and did not document its notification to MDHHS of 4 sentinel events (<u>Finding #6</u>).		X	Agrees

Audit Objective			Conclusion
Objective #3: To assess the effectiveness of KPH's controls over pharmaceuticals.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.	Not applicable.		

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