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## Update on Prior Years' Report Items

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In addition to these changes, the Board indicated that it has been working with the Department of Health and Community Services to plan for the electronic payment system, Client and Referral Management System (CRMS), Client Pay as well as the electronic documentation system. CRMS Documentation Standards and Statistical Reporting Methods for Community Supports are targeted for implementation in 2005-06.

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### 3.2.15 Western Regional Health and Community Services Board (2003 Annual Report, Part 2.20)

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#### Introduction

In 2003, we performed a review of the Western Regional Health and Community Services Board. The objective of our review was to assess the Board's financial position, and to determine whether home support expenditures were adequately monitored, controlled and complied with policies and procedures.

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#### Conclusions from our 2003 review

As a result of our review, we concluded that the budget process was inadequate. We also concluded that home support expenditures were not adequately controlled as the financial information system was inadequate. Furthermore, home support expenditures were not assessed accurately, approved, documented, or in accordance with policies, and policies and procedures were not adequately documented or periodically updated.

On 1 April 2005, the Board was integrated into the Western Regional Integrated Health Authority.

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#### Update

In October 2005, we contacted the Western Regional Integrated Health Authority (the Authority) requesting an update as to progress on the comments and recommendations included in our 2003 report. The information provided by the Authority in response to our request is outlined below.

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## Update on Prior Years' Report Items

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### **2003 Recommendation**

*The Board should consult with the Department of Health and Community services to improve the budget process.*

### **Action Taken**

The Authority indicated that it continues to have discussions with the Department of Health and Community Services around options to improve the budget process. While there are still many things to be accomplished, they believe the process is improving.

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### **2003 Recommendation**

*The Board should consider changes to its financial management systems so that all home support costs are available for monitoring and control purposes.*

### **Action Taken**

The Authority indicated that the Department of Health and Community Services has restarted the planning and development process for a new integrated and comprehensive client pay system. Staff from the Authority continue to work with the Department of Health and Community Services on this process.

As an interim measure, the former Western Regional Health and Community Services Board implemented changes to its Home Support payment systems such that payment was switched from an advance payment system to an arrears system. This resulted in the elimination of the significant overpayments, which would occur on the advance payment system.

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### **2003 Recommendation**

*The Board should establish an internal review system to ensure home support program expenditures are approved, assessed accurately, documented and monitored.*

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### Action Taken

The Authority indicated that with the creation of the new Western Regional Integrated Health Authority efforts are being made to identify the funds necessary to staff a compliance auditor position. This position would have a focus on the review of home support, as well as other expenditures, to ensure expenditures are assessed, approved, and documented in accordance with policy.

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### 2003 Recommendation

*The Board should ensure policies and procedures for all areas of operations are documented, updated periodically and monitored for compliance.*

### Action Taken

The Authority indicated that policies and procedures for the former Western Regional Health and Community Services Board's areas of operations are documented, updated and monitored for compliances. A Home Support Review Report has been implemented. Criteria for the level of service to receive home support have been implemented.

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## 3.2.16 Medical Care Plan Beneficiary Registration System (2003 Annual Report, Part 2.21)

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### Introduction

In 2003, we completed a review of the Medical Care Plan Beneficiary Registration System at the Department of Health and Community Services. The objectives of our review were to determine whether the Department had adequate systems and controls to ensure that only eligible residents become beneficiaries under the Medical Care Plan and that the information recorded in the Medical Care Plan Beneficiary Registration System was complete and accurate so that payments were made only on behalf of eligible beneficiaries of the Medical Care Plan.

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