

AUDIT COMMITTEE SUMMARY
Audit of San Antonio Fire Department
Mobile Integrated Healthcare (MIH) Program
Report Issued September 29, 2021

Audit Objective

Determine if the Mobile Integrated Healthcare Program is monitored effectively to ensure performance measures, training requirements, operating procedures, fiscal processes, user access, and inventories are adequate.

Background

The Mobile Integrated Healthcare (MIH) program provides healthcare to a growing population of 911 callers. The program has emergency medical services (EMS) paramedics within the San Antonio Fire Department (SAFD) who provide medical assessment and preventive healthcare education to citizens and connects them with appropriate social services resources as needed. MIH is not designed to replace the existing EMS system for 911, which meets patients' needs that are serious and where a quick response is vital. Rather, MIH is a delivery system that works side by side with the existing EMS delivery system that allows paramedics to act in a proactive non-emergent capacity.

SAFD reports that the MIH program has consistently demonstrated a reduction in 911 call volume by developing individualized care plans to ensure that the client has appropriate medical oversight through a dedicated primary care physician or other healthcare provider. The MIH paramedics also educate the client about their health issues, medication compliance, and other important life skills. Funding for the MIH Program is from City of San Antonio general funds and annual contracts with the Southwest Texas Regional Advisory Council for Trauma (STRAC) to assist with personnel and equipment expenses.

Scope and Methodology

The audit scope included MIH programs from October 2019 through April 2021. We reviewed for adherence to training requirements, patient eligibility, and performance measures. We reviewed for appropriate financial management of related accounts receivable. We tested the inventory process for controlled substances to ensure they are accounted for accurately. Additionally, we tested user access to determine if access was appropriate.

Conclusions

We determined that SAFD monitors the program effectively. SAFD provides MIH personnel and substitute paramedics with proper and adequate training and has written standard operating procedures for each program which includes the program's purpose and goals. Additionally, SAFD has adequate controls in place to ensure the MIH program's donation reimbursements are invoiced and documented accurately and timely.

However, we identified areas of opportunity to strengthen controls associated with ensuring standard operating procedure are reviewed and updated, controlled substance documentation is accurate, and user access is appropriate.

AUDIT COMMITTEE SUMMARY
Audit of San Antonio Fire Department
Mobile Integrated Healthcare (MIH) Program
Report Issued September 29, 2021

We made recommendations to improve these opportunities. Management agreed with the recommendations and developed positive corrective action plans.