



DEBRA K. DAVENPORT, CPA
AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

September 21, 2004

The Honorable John Huppenthal, Chair
Joint Legislative Audit Committee

The Honorable Robert Blendu, Vice Chair
Joint Legislative Audit Committee

Dear Representative Huppenthal and Senator Blendu:

Our Office has recently completed an 18-month followup of the Department of Health Services—Office of Long-Term Care regarding the implementation status of the 9 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in December 2002 (Auditor General Report No. 02-13). As the attached grid indicates:

- All of the 9 recommendations have been implemented.

Since all of the recommendations have been implemented, and unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our followup work on the Department of Health Services—Office of Long-Term Care.

Sincerely,

Debbie Davenport
Auditor General

DD:jw
Attachment

cc: Catherine R. Eden, Ph.D., Director
Department of Health Services

DEPARTMENT OF HEALTH SERVICES
Office of Long-Term Care
18-Month Follow-Up Report To
Auditor General Report No. 02-13

FINDING II: The Office should provide more public information

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. The Office should ensure that all public information, including meaningful information about complaints and sanctions, is available to members of the public who review nursing home files in person at the Office, by:</p> <p>a. Revising its policies and procedures regarding which documents should be placed in the public file; and</p> <p>b. Providing training to staff on the new policies.</p>	<p style="text-align: center;">Implemented at 12 Months</p> <p style="text-align: center;">Implemented at 12 Months</p>	
<p>2. The Legislature should consider revising A.R.S. §36-404 to conform state statutes to federal laws regarding the redacting of information.</p>	<p style="text-align: center;">Implemented at 6 Months</p>	
<p>3. To provide adequate information to the public over the telephone, the Office should train staff to use the new CMS complaint-tracking system to access the number, nature, and disposition of complaints in order to respond to telephone inquiries.</p>	<p style="text-align: center;">Implemented at 12 Months</p>	

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FINDING II: The Office should provide more public information (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
4. The Office should continue its efforts to improve its Web site by adding public information not currently included and providing more descriptive links to information.	Implemented at 18 Months	

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FINDING III: The Office can use state sanctions more often

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. To provide greater opportunity to ensure that nursing homes comply with regulations, the Office should make greater use of state sanctions, where appropriate, in addition to recommending the home for federal sanctions.	Implemented at 6 Months	