



FLORIDA DEPARTMENT OF HEALTH  
OFFICE OF INSPECTOR GENERAL

USE OF HEALTH MANAGEMENT COMPONENT  
SERVICE AND TIME DATA RECORDED IN THE  
HEALTH MANAGEMENT SYSTEM

Report # R-1920-004 • April 3, 2020

**Purpose of this project:**

Evaluate the use and review of *Health Management Component* (HMC) service and time data recorded in the *Health Management System* (HMS).

**What we examined:**

We reviewed documentation that identified users throughout the Department of Health (Department, DOH) who, from January 19, 2019 through July 19, 2019, viewed the *Contract Management Variance Report* (DE385), and the *Analysis of Fund Equities Report* (DE580). Reviewing such reports provides some indication that the data in those reports is analyzed for accuracy before being relied on for planning and budgeting at the statewide level.

**Summary of results:**

Management should address an identified control weakness:

- Some county health department (CHD) managers and Central Office program offices do not review service and time data for accuracy.

## BACKGROUND

The Department's DHP 50-20, *Health Management System Personal Health Service and Time Code Pamphlet*, explains HMS is a statewide information system used by CHDs in daily business and clinical operations. The HMC is used to collect and report public health service and time data, at the program component level, on the number of clients served, services provided, number of employees and expenditures used for services at each CHD.

Department management and other policymakers use this data to gain insight into CHD operations; for planning and budgeting, including allocation of funding to CHDs; as well as reporting to the Governor and Florida Legislature.

Additionally, section 154.02, Florida Statutes, requires each CHD to submit specific financial information to its Board of County Commissioners (BOCC) each fiscal quarter. The Department and BOCC *Core Contract Management Handbook* explains that the DE385 and DE580 were specifically developed to report this information. The DE385 compares planned and actual expenditures, number of Full-time Equivalents (FTE), and client and service data by program, to identify significant variances. The DE385 is required for reporting non-compliant variances to the BOCC and the Department's Office of Budget and Revenue Management. The DE580 reports the year-to-date cash balance by state and county.

Additional details follow. Management's response is in **Appendix A**.

## DETAILED RESULTS AND RECOMMENDATIONS

Our review identified the following opportunities for improving effectiveness and efficiencies in operations:

### **1. Some CHDs and Central Office program offices do not review service and time data for accuracy.**

- Some CHDs did not review the details of the DE385 reports for accuracy.
  - Calhoun
  - Dixie
  - Franklin
  - Gilchrist
  - Gulf
  - Levy
  - Liberty
  - Sarasota

Some CHD staff explained these reports are not reviewed and used because their respective BOCC do not want the information or consider the information useful. However, because the information is also used by others, including at the statewide level, there is still a responsibility for CHD managers to review the data for accuracy.

- The Bureau of Family Health Services uses related data for their *Long Range Program Plan* performance measure but does not review the details to verify accuracy. The Bureau of Family Health Services explained it uses the Well Family System<sup>1</sup> for the Number of Healthy Start clients served.

It is still important for any program whose data is used in reporting to the Legislature, that this data be reviewed for accuracy, and for possible variances between HMS and other systems that may instead be used.

***We recommend the Office of County Health Systems, with assistance from the Office of Information Technology's Bureau of Clinic Management and Informatics, provide training and remediation to CHD Business Managers and other CHD management on the importance and use of HMC service and time data recorded in HMS.***

***We recommend the Deputy Secretary for Health, with assistance from the Office of Information Technology's Bureau of Clinic Management and Informatics, provide training and remediation to Program Offices that use service and time data, on the importance and use of HMC service and time data recorded in HMS.***

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<sup>1</sup> Owned and operated by the Florida Association of Healthy Start Coalitions.

## SUPPLEMENTAL INFORMATION

Section 20.055, Florida Statutes, charges the Department's Office of Inspector General with responsibility to provide a central point for coordination of activities that promote accountability, integrity, and efficiency in government.

William T. Bull, Senior Management Analyst II, conducted the review under the supervision of Mark H. Boehmer, CPA, Director of Auditing.

Our methodology included reviewing Florida law as well as Department policies and procedures. We interviewed selected CHD administrators and business managers and selected bureau chiefs at Central Office to determine whether and how data is reviewed for accuracy.

This project was not an audit, as industry-established auditing standards were not applied. Internal Audit Unit procedures for the performance of reviews were followed and used during this project.

We want to thank management and staff in the Department's Bureau of Clinic Management and Informatics, as well as the staff at our CHDs for the information and documentation they provided, and for their cooperation throughout the project.

Copies of all final reports are available on our website at [www.floridahealth.gov](http://www.floridahealth.gov) (search: internal audit). If you have questions or comments, please contact us by the following means:

**Address:**

4052 Bald Cypress Way, Bin A03,  
Tallahassee, FL 32399

**Email:**

[inspectorgeneral@flhealth.gov](mailto:inspectorgeneral@flhealth.gov)

**Phone:**

850-245-4141

## APPENDIX A: MANAGEMENT RESPONSE

	Recommendation	Management Response
1	<p><i>We recommend the Office of County Health Systems, with assistance from the Office of Information Technology's Bureau of Clinic Management and Informatics, provide training and remediation to CHD Business Managers and other CHD management on the importance and use of HMC service and time data recorded in HMS.</i></p>	<p>We concur.</p> <p>The Office of County Health Systems, in conjunction with the Bureau of Clinic Management and Informatics, will provide training to CHD Directors/Administrators and Business Managers, so they can train their managers and staff on the importance and use of HMC service and time coding data. This will provide training on the Contract Management System (generally referred to as CONMAN) data, reports, and the use of the reports. Training will be provided biannually at the Overview Series for Leaders in 2020 and 2021. Training will also be provided at the fall and winter rounds of Consortium meetings for CHD leaders, nursing directors, environmental health managers, and business managers. Going forward the training will be included in new health officer and business manager orientation.</p> <p><i>Contact:</i> Beth Paterniti, Office of County Health Systems</p> <p><i>Anticipated Completion Date:</i> December 31, 2021</p>
1	<p><i>We recommend the Deputy Secretary for Health, with assistance from the Office of Information Technology's Bureau of Clinic Management and Informatics, provide training and remediation to Program Offices that use service and time data, on the importance and use of HMC service and time data recorded in HMS.</i></p>	<p>We concur.</p> <p>The Bureau of Clinic Management and Informatics will develop training tools and documents for use by the Department's program offices which detail how HMC service and time data is collected and used to provide a profile of services rendered by program, provide the basis for establishing the cost allocation by program in CONMAN, and provide the foundation for measuring program service delivery and costs using these tools.</p> <p><i>Contact:</i> Tom Herring, Chief, Bureau of Clinic Management and Informatics, Office of Information Technology</p> <p><i>Anticipated Completion Date:</i> August 31, 2020</p>