



CITY OF HAMILTON
CITY MANAGER'S OFFICE
Audit Services Division

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	January 19, 2015
SUBJECT/REPORT NO:	Follow Up of Audit Report 2013-01 - Public Health Services - Cold Chain/BIOS Program (AUD15005) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Ann Pekaruk 905-546-2424 x4469 Brigitte Minard 905-546-2424 x2088
SUBMITTED BY:	Ann Pekaruk Director, Audit Services City Manager's Office
SIGNATURE:	

RECOMMENDATION

That Report AUD15005, respecting the follow up of Audit Report 2013-01, Public Health Services – Cold Chain/BIOS Program, be received.

EXECUTIVE SUMMARY

Audit Report 2013-01 was originally issued in June, 2013 and management action plans with implementation timelines were included in the Report. In September, 2014, Internal Audit conducted a follow up exercise to determine if appropriate and timely actions had been taken. Of the 13 recommendations made in the original Report, two recommendations have been completed, seven are in progress, two have been initiated and two remain not completed. Details of implementation specific to each recommendation are included in Appendix “A” to Report AUD15005.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)

Financial: None.
Staffing: None.
Legal: None.

HISTORICAL BACKGROUND (Chronology of events)

Audit Report 2013-01, Public Health Services – Cold Chain/BIOS Program was originally issued in June, 2013. The report provided 13 recommendations for improving controls and strengthening managerial oversight and accountability.

It is normal practice for Internal Audit to conduct follow up reviews within 12-18 months following the issuance of the original report in order to determine whether action plans committed to by department management have been implemented.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

- Ontario Public Health Standards 2008
- Vaccine Storage and Handling Protocol, 2010

RELEVANT CONSULTATION

The results of the follow up were provided to management responsible for the administration of the City's Cold Chain/BIOS Program, i.e. Clinical and Preventive Services Division of the Public Health Services Department.

ANALYSIS AND RATIONALE FOR RECOMMENDATION (Include Performance Measurement/Benchmarking Data if applicable)

The report attached as Appendix "A" to Report AUD15005 contains the first three columns as originally reported in Report 2013-01 along with an added fourth column indicating Internal Audit's comments as a result of the follow up work.

There were 13 recommendations. Two recommendations were "Completed", seven were "In Progress" (physical security – access via proximity card and storage of refrigerator keys; reporting of all inventory count adjustments on reconciliations; updating of the storage agreement; finalization of the policies and procedures manual for emergency situations; performing of formal cold chain inspections of new facilities within one month of setup; and creation of formal guidelines and processes for dealing with challenging health care providers). Two were "Initiated" (calculation of vaccine product wastage rates and addressing areas of non-compliance with Vaccine Storage and Handling Protocol). An additional two recommendations were "Not Completed" (verification of maintenance carried out and review of generator maintenance and test reports from property manager). Appendix "A" to Report AUD15005 should be examined for details of implementation by recommendation.

Audit Services conducted this follow up assignment in conformity with the *International Standards for the Professional Practice of Internal Auditing*. Audit Services believes that the work performed provides a reasonable basis for the follow up comments and conclusions.

ALTERNATIVES FOR CONSIDERATION

(Include Financial, Staffing, Legal and Policy Implications and Pros and Cons for each alternative)

Not Applicable.

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.

Strategic Priority #3

Leadership & Governance

WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

Strategic Objective

3.4 Enhance opportunities for administrative and operational efficiencies.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report AUD15005

ap:bm