

GMHA MANAGEMENT AUDIT 2000  
PERFORMANCE RATING & RANK  
(GMH agrees to E&Y Options)

*(Areas in general agreement to E&Y findings or improvement options and have implemented the options in FY2000 or FY2001.)*

E&Y Ref No.	GMH Area	E&Y No. of Options	GMH ACP	Performance Rating	Performance Rank
<b>1-16</b>	<b>Operational Benchmarking</b>	<b>66</b>	<b>14</b>	<b>21%</b>	<b>No. 5</b>
01	Summary	03	00	00%	
02-03	Personnel	10	04	40%	
04	Medical Records	05	00	00%	
05	UM & Social Work	02	00	00%	
06	Medical Management	02	00	00%	
07-08	Accounting & General Accounting	07	00	00%	
09	Communications	04	01	25%	
10	Housekeeping	06	03	50%	
11	Information Systems & Data Processing	04	01	25%	
12	Respiratory, Cardio/Neuro	04	01	25%	
13	Occupational Therapy	02	00	00%	
14-16	Nursing Administration & Units	17	04	23%	
<b>17</b>	<b>JCAHO (Not included here)</b>				
<b>18-35</b>	<b>Materials Management</b>	<b>60</b>	<b>11</b>	<b>18%</b>	
18-21	Inventory	13	01	08%	
22-24	Purchasing	08	04	50%	
25-27	Distribution	13	00	00%	
28-29	Charge Capture	06	00	00%	
30	Accounts Payable	03	02	67%	
31	Operations	03	01	33%	
32	Pharmacy	04	00	00%	
33-35	Internal Controls	10	03	30%	
<b>36-63</b>	<b>Revenue Cycle</b>	<b>73</b>	<b>26</b>	<b>35%</b>	<b>No. 3</b>
36-45	Admitting & Registration	27	13	48%	
46-47	Charge Capture	05	00	00%	
48-55	Billing	24	03	12%	
56-57	Collections	06	03	50%	
58-60	Follow-up	06	06	100%	
61-63	Cost Report	05	01	20%	

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E&Y Ref No.	GMH Area	E&Y No. of Options	GMH ACP	Performance Rating	Performance Rank
<b>64-80</b>	<b>Compliance</b>	<b>39</b>	<b>17</b>	<b>44%</b>	<b>No. 2</b>
64	Policies & Procedures	01	00	00%	
65	MDS Assessment Form – Medical Rcds	01	01	100%	
66	SNF Documentation	01	01	100%	
67	Treatment Order Documentation	01	01	100%	
68	SNF Nursing	01	00	00%	
69-71	Certifications	04	01	25%	
72	MDS Assessment Form - Section R	01	01	100%	
73	Medicare Secondary Payor Questionnaire	02	00	00%	
74	Billing	04	01	25%	
75	Training	02	00	00%	
76	Employee Evaluations	03	00	00%	
77	Coding	06	05	83%	
78-79	Billing	06	04	66%	
80-81	Laboratory	06	02	33%	
<b>82-88</b>	<b>Charge Description Master (CDM)</b>	<b>17</b>	<b>05</b>	<b>29%</b>	<b>No. 4</b>
82	Description Master	02	01	50%	
83	Lost Charges	03	00	00%	
84	Pricing	02	01	50%	
85	Missing Codes	02	01	50%	
86	Invalid Codes	02	02	100%	
87	Selection & Assignment	03	00	00%	
88	Laboratory	03	00	00%	
<b>89-90</b>	<b>Performance Measurement</b>	<b>04</b>	<b>00</b>	<b>00%</b>	<b>No. 7</b>
89	Measure	03	00	00%	
90	Medical Management	01	00	00%	<b>No. 8</b>
<b>91</b>	<b>Budgeting and Planning</b>	<b>02</b>	<b>00</b>	<b>00%</b>	
<b>92-95</b>	<b>Information Systems</b>	<b>21</b>	<b>16</b>	<b>76%</b>	<b>No. 1</b>
92	Strategy and Planning	06	04	66%	
93	Project Management	07	05	71%	
94	System Effectiveness	03	03	100%	
95	Business Continuity Plan	05	04	80%	
<b>TOTALS</b>		<b>282</b>	<b>89</b>	<b>32%</b>	

SUMMARY: (Agrees)

No. 1	76%	Information Systems
No. 2	44%	Compliance
No. 3	35%	Revenue Cycle
No. 4	29%	Charge Description Master
No. 5	21%	Benchmarking
No. 6	18%	Materials Management
No. 7	0%	Performance Measure
No. 8	0%	Budget & Planning

GMHA MANAGEMENT A  
AUDIT 2000  
(GMH disagrees to E&Y Options)

*(Areas in most disagreement because of incorrect findings, already existing GMH procedures, or executive/legislative prerogatives or mandates.)*

E&Y Ref No.	GMH Area	E&Y No. of Options	GMH ACP	GMH SQ	% Percent Disagreed
<b>1-16</b>	<b>Operational Benchmarking</b>	<b>66</b>	<b>4</b>	<b>16</b>	<b>30%</b>
01	Summary	03	00	02	66%
04	Medical Records **	05	01	04	100%
05	UM & Social Work	02	00	02	100%
06	Medical Management	02	00	01	50%
09	Communications	04	01	01	*25%
10	Housekeeping	06	00	02	*33%
12	Respiratory, Cardio/Neuro	04	00	01	*25%
13	Occupational Therapy	02	01	01	100%
14-16	Nursing Administration & Units	17	00	02	*12%
<b>18-35</b>	<b>Materials Management</b>	<b>60</b>	<b>00</b>	<b>02</b>	<b>03%</b>
32	Pharmacy	04	00	01	*25%
33-35	Internal Controls	10	00	01	*10%
<b>36-63</b>	<b>Revenue Cycle</b>	<b>74</b>	<b>00</b>	<b>09</b>	<b>12%</b>
39	Admitting & Registration – Eligibility	01	00	01	100%
43	Admitting & Registration – Efficiency	04	00	04	100%
48	Billing – Code X115	03	00	03	100%
49	Billing – 3 <sup>rd</sup> Party Payors	04	00	01	*25%
<b>64-80</b>	<b>Compliance</b>	<b>39</b>	<b>00</b>	<b>02</b>	<b>1%</b>
78	Professional Billing	02	00	02	100%
<b>92-95</b>	<b>Information Systems</b>	<b>21</b>	<b>00%</b>	<b>03</b>	<b>14%</b>
92	Strategy and Planning	06	00	01	*17%
93	Project Management	07	00	01	*14%
95	Business Continuity Plan	05	00	01	*20%

SUMMARY: (Disagrees)

No. 1	30%	Operational Benchmarking
No. 2	14%	Information Systems
No. 3	12%	Revenue Cycle
No. 4	03%	Materials Management
No. 5	01%	Compliance

Notes: \* = See Page 1 or 2 for agreements  
 ACP = Existing accomplishments or policy at GMHA  
 SQ = Status Quo – no change needed or mandated by law