



Healthcare Audit Team

Our strong partnership with Michigan Medicine and our involvement with various professional organizations, like the Association of Healthcare Internal Auditors (AHIA), allow us to stay current with U-M strategic initiatives and changes in the healthcare industry. Our team works together to effectively assess risk exposure and provide valuable input to leadership. Audit recommendations resulting from healthcare engagements highlight areas where improvement is needed to ensure compliance with laws and regulations, university policies and procedures, and Michigan Medicine requirements.

Our audit team:

- ✓ Reviews processes related to clinical operations
- ✓ Assesses the effectiveness of financial controls (e.g., Revenue Cycle processes)
- ✓ Validates the existence and strength of internal controls (e.g., billing controls)
- ✓ Evaluates compliance with applicable policies and regulations (e.g., privacy)
- ✓ Assesses security of information technology systems
- ✓ Performs compliance hotline investigations
- ✓ Conducts special projects that are strategically important

Recent Audits

- ✓ MM Facilities Operations Asset Management
- ✓ Department of Neurosurgery
- ✓ Office of Medical School Education Transition
- ✓ Department of Pathology MLabs
- ✓ Microbiology & Immunology Department
- ✓ Veterans Affairs - Phase One
- ✓ Wayne County Medical Examiner's Office
- ✓ Pneumatic Tubes
- ✓ UMMG - Cosmetic Dermatology and Laser Center

Common Recommendations

- ✓ Document department processes and key controls
- ✓ Monitor mandatory training compliance
- ✓ Institute adequate segregation of duties controls
- ✓ Develop inventory management controls, including IT
- ✓ Establish onboarding and offboarding procedures
- ✓ Enhance cash and credit card payment controls
- ✓ Improve backup and contingency planning
- ✓ Monitor IT vendors' security compliance
- ✓ Manage sensitive data in a compliant manner

Contact Audit Services Healthcare Team at:
HealthcareAudit@umich.edu



Consultative Projects

- Dental School Biologic and Materials Sciences and Prosthodontics (BMSP)
- Department of Neurology Management Request



Emerging Health Risks

- Telehealth
- New regulations (e.g., No Surprises Act)
- Cyber threats
- Workforce challenges
- Use of bots and artificial intelligence
- Post COVID-19 regulatory changes
- Supply chain challenges

Ongoing Healthcare Risks

- Privacy and security
- Revenue cycle: patient registration, charge capture, billing & collections
- 340B Pharmacy Discount Program
- System implementations
- Construction management