OFFICE OF THE
COUNTY AUDITOR-CONTROLLER

County Administrative Center
4080 Lemon Street, 11th Floor
P.O. Box 1326
Riverside, CA 92502-1326
(951) 955-3800
Fax (951) 955-3802

**COUNTY OF RIVERSIDE
AUDITOR-CONTROLLER**

Robert E. Byrd, CGFM
AUDITOR-CONTROLLER

Bruce Kincaid, MBA
ASSISTANT
AUDITOR-CONTROLLER

July 30, 2008

Mr. Douglas Bagley, Hospital Administrator
Riverside County Regional Medical Center
26520 Cactus Street
Moreno Valley, CA 92555

Subject: Internal Auditor's Report #2008-307 Riverside County Regional Medical Center
Nursing Registry Fees Follow-Up

Dear Mr. Bagley,

We have completed a Follow-up Audit of Riverside County Regional Medical Center's Nursing Registry process. Our audit was limited to reviewing actions taken as of July 6, 2008 to fully implement the two remaining recommendations referenced in our Internal Auditor's Report 2007-304 dated July 5, 2007.

We conducted our follow-up audit in accordance with auditing standards established by the Institute of Internal Auditors. These standards require that we plan and perform the audit to provide sufficient, competent, and relevant evidence to achieve the audit objectives. We believe our work provides a reasonable basis for our conclusions.

This follow-up audit found that the two aforementioned partially-implemented recommendations are now fully implemented, as further discussed below:

INTERNAL AUDITOR'S REPORT #2007-304

Timekeeping

Finding 2: Registry nurses signed out before the end of their shifts and sometimes failed to sign-in and/or out for their scheduled shift. Unit Charge Nurses indicated that registry nurses arrive to their assigned units 15-20 minutes later than scheduled. However, Registry nurses did not bring daily timesheets to their assigned unit for validation by the Charge Nurse; therefore, in order to validate registry nurses hours worked, Nurse Staffing Office personnel manually verify the hours charged on registry invoices to the registry sign-in/out sheets and to the staffing schedules.

Recommendation 2.1: RCRMC should consider an automated system that will allow registry nurses to sign-in/out directly into a computer located at their assigned unit that will automatically track hours, assigned hours worked to appropriate cost centers and can be validated by the unit
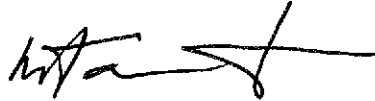
Charge Nurse. The automated system should allow the Nurse Staffing Office to generate reports for registry billing and for verification of registry invoices in a more timely and efficient manner. Meanwhile, enforce the daily timesheet requirement from registry nurses, charge nurses and the Nurse Staffing Office.

Current Status: **Fully Implemented.** The Nurse Staffing Office implemented a semi-automated time clock system requiring Registry Nurses to clock in and out at the Nurse Staffing Office. The current system includes Charge Nurses at the assigned units validating the Registry nurses' hours worked. The Nurse Staffing Office submits an electronic report the next business day to the Nurse Manager/designee who confirms the registry hours worked and that hours were applied to the appropriate cost center for the prior day(s).

Recommendation 2.3: Establish written policies and procedures for unit Charge Nurses that provide guidelines for validating registry nurses hours worked.

Current Status: **Fully Implemented.** RCRMC established Policy No. 18.6.1.2 - Nursing Registry Staff Time/Attendance Reporting and Billing for validating Nurse Registry hours by the unit charge nurse. This policy was revised on October 18, 2007 to reflect the process for the review and verification of registry hours.

ROBERT E. BYRD, CGFM
Auditor-Controller

By: Michael G. Alexander, MBA, CIA
Deputy Auditor-Controller

cc: Board of Supervisors
County Counsel
Executive Office