

2007-121 AUDIT SCOPE AND OBJECTIVES

The audit by the Bureau of State Audits will provide independently developed and verified information related to the CDVA and the Yountville Home, and would include, but not be limited to, the following:

1. Review and evaluate the laws, rules, and regulations significant to the audit objectives.
2. Determine the roles and responsibilities of the various entities involved in the governance of the Yountville Home, including those responsible for setting guidelines for the care of the residents, ensuring the facility is ADA compliant, and investigating complaints.
3. Review and assess the policies and procedures for filing, investigating, and taking corrective action on complaints from residents. Review the formal complaints to determine what action, if any, has been taken by the Yountville Home, CDVA, or the DHCS's program or other appropriate entity, and whether that action was timely and adequate.
4. Examine a sample of informal complaints and determine, through interviews and other procedures deemed appropriate, whether the Yountville Home or CDVA is aware of the informal complaints and if the entities have followed up on the complaints and taken measures to rectify any problems.
5. Determine whether any of the entities have evaluated staffing levels for medical personnel or identified a need for additional medical personnel positions. Examine the studies and identify any best practices or industry standards for staffing in the health care industry, in particular for veterans homes or geriatric facilities.
6. Review the Yountville Home's staffing ratios and identify any personnel shortages based on industry standards and best practices. Determine any efforts the home has taken to address personnel shortages and make recommendations on how to improve those efforts.
7. Determine whether either the CDVA or the Yountville Home has an authorized position of a skilled nursing facility administrator who is dedicated exclusively to coordinating and managing all health care facilities and personnel. Determine if either the CDVA or Yountville Home redirected the position, and if so, determine the reasons for the decision.
8. Evaluate the Yountville Home's efforts in ensuring its facilities and services are accessible to individuals with disabilities as required by the ADA. Identify needed changes to ensure compliance.

9. Determine how the Yountville Home evaluates the condition of medical equipment to ensure the equipment is up to date and functioning properly.
10. Review the Yountville Home's Code of Conduct and determine how the home ensures compliance with the Code.