

INTERNAL AUDIT REPORTS ISSUED

Action Requested: Receive the original and follow-up internal audit reports.

Executive Summary: Completed institutional internal audit reports are reported to the Audit and Compliance Committee as required by Board policy.

ORIGINAL REPORTS	CEA*	Status
UNIVERSITY OF IOWA		
• Chagemaster Maintenance Process		Open
• Conflict of Interest		Open
• COVID-19 Billing		Closed
• Fraternity and Sorority Life		Open
• Heart and Vascular Center		Open
• Online Education		Open
• Riskonnect System		Open
• Specialty Pharmacy		Open
• Telemedicine		Open
IOWA STATE UNIVERSITY		
• Reiman Gardens		Open
• Technology Supporting Online Academic Programs		Open
UNIVERSITY OF NORTHERN IOWA		
• Department of Residence Hall Security		Open

*Assessment of Controls/Efficiencies (CEA) are defined on the following page.

FOLLOW-UP REPORTS

UNIVERSITY OF IOWA

- Department of Radiology Closed
- Emergency Preparedness Closed
- Iowa Electronic Markets Closed
- Obstetrics and Gynecology Closed
- Orthopedics Department Closed
- University Billing Office Closed

UNIVERSITY OF NORTHERN IOWA

- Active Directory Closed

<p style="text-align: center;">HIGH</p> 	<ul style="list-style-type: none"> • Could seriously affect several areas within the university. Exposes the university to unacceptable risks or liability if not corrected OR • Involves difficult issues requiring the attention of executive management OR • Involves compliance with Federal, State, or other laws and could result in serious consequences if not implemented OR • Unacceptable weakness in the internal and/or accounting controls OR • Substantial savings (perhaps millions) can potentially be realized by correcting.
<p style="text-align: center;">MODERATE</p> 	<ul style="list-style-type: none"> • Could seriously affect a department or area within the university OR • Involves a difficult issue requiring the attention of upper management OR • Involves compliance with Federal, State or other law and could result in minor consequences if not implemented OR • Weakness in the internal and/or accounting controls OR • Savings (perhaps thousands) can potentially be realized by correcting.
<p style="text-align: center;">LOW</p> 	<ul style="list-style-type: none"> • Can affect a department or may be common to several areas OR • Could result in improved internal and accounting control OR • Can be corrected relatively easily OR • Could result in improved efficiency or effectiveness of operations OR • No reportable observations or corrective action taken prior to report issuance.

The internal auditors have utilized the colors for the CEA in evaluating each overall audit report.



**University of Iowa
Chargemaster Maintenance Process**

Issued November 18, 2020

Status: Open

The Chargemaster Maintenance Process audit was completed to examine whether Finance and Accounting Services has controls in place to ensure that changes to the chargemaster are accurate and complete. The chargemaster is a listing of price rates for individual procedures and services provided at University of Iowa Hospitals and Clinics. Significant audit recommendations include automating the process to develop price update Excel spreadsheets and monitoring access to Finance folders and work queues to ensure that access is current and appropriate. Action plans are expected to be completed by July 2021.



**University of Iowa
Conflict of Interest**

Issued November 18, 2020

Status: Open

The University of Iowa uses an online system to track and follow up on possible conflicts of interest involving employees. In 2019, 14,362 University of Iowa employees used the Electronic Conflict of Interest system (eCOI), resulting in 1,241 disclosures of possible conflicts. This audit was performed to review university processes that identify and review possible conflicts of interest to determine whether controls are in place and operating to adequately manage risk. Primary audit recommendations include expanding the use of eCOI to cover two types of conflicts of interest currently managed separately; purchasing and employment (nepotism). Other recommendations include expanding the population of employees that must annually use eCOI, and modifying the eCOI system to more clearly indicate whether disclosures in the system resulted in a management plan to mitigate a conflict. Management expects to complete its action plans by June 2021.



**University of Iowa
COVID-19 Billing**

Issued November 18, 2020

Status: Closed

The COVID-19 Billing audit was completed to examine whether the Coding Integrity Division has controls in place to ensure that encounters with a primary diagnosis of COVID-19 are billed accurately. No material weaknesses were noted during the audit and the audit is closed.



**University of Iowa
Fraternity and Sorority Life**

Issued November 18, 2020

Status: Open

Fraternity and Sorority Life provides oversight for the four Greek councils on campus. There are currently 46 recognized fraternity and sorority chapters on campus, with a student membership of more than 3,000. The department employs four people and uses an internally developed database system to manage student membership of the chapters. Audit recommendations include comprehensive policy change that encompasses all four councils, review of judicial procedures to make them more consistent, review and confirmation of monitors at social events, and ensuring scorecards are completed. Management expects to complete its action plans by May 2021.



**University of Iowa
Heart and Vascular Center**

Issued November 18, 2020

Status: Open

The Heart and Vascular Center (HVC) audit was completed to evaluate controls over HVC processes and determine whether opportunities exist to improve business and operational processes. Recommendations include reviewing and revising the HVC governance structure and its Funds Flow Agreement. Other recommendations include implementing a new scheduling model for staff perfusionists, automating charge capture, evaluating the Perfusion Technology Program, increasing recruitment efforts to fill openings, and ensuring call-back time is formally documented. Management expects to complete its action plans by March 2021.



**University of Iowa
Online Education**

Issued November 18, 2020

Status: Open

The university offers over 600 online courses each semester in 39 certificate and degree programs. Distance and Online Education (DOE), within University College, is responsible for developing and supporting online courses. However, some units on campus develop their own online courses without assistance from DOE. Audit recommendations include implementing procedures to consistently review Proctorio alerts, reviewing online courses for quality and accessibility requirements, migrating exam scheduling to the student records system, and developing disaster recovery and business continuation plans. Management expects to complete its action plans by August 2021.



**University of Iowa
Riskconnect System**

Issued November 18, 2020

Status: Open

The Riskconnect System audit was completed to examine whether the system has proper information technology controls in place and is working as intended. Audit recommendations include evaluating additional information technology system support, additional user training, and related training documents; and formalizing a user change request process. Management expects to complete its action plans by January 2021.



**University of Iowa
Specialty Pharmacy**

Issued November 18, 2020

Status: Open

The Specialty Pharmacy audit was completed to provide reasonable assurance that processes and procedures include appropriate internal controls and are operating as intended. Primary audit recommendations include formalizing and documenting the Specialty Pharmacy Business Plan, garnering and collecting resources necessary for acceptance into the Optum contract, creating an issue tracking document, and ensuring review for all manual adjustments to inventory. Management expects to complete its action plans by February 2021.



**University of Iowa
Telemedicine**

Issued November 18, 2020

Status: Open

The Telemedicine audit was completed to evaluate the effectiveness of controls and processes around telemedicine. Telemedicine has expanded since the COVID-19 pandemic primarily as a result of social distancing requirements and change in reimbursement rates by payers. Significant audit recommendations include working with departments to overcome barriers preventing them from using the approved video visit platform, continuing to improve telemedicine technical support provided to providers and patients, and improving available data analytics to allow for further monitoring of telemedicine activity. Action plans are due to be completed by November 2021.



**Iowa State University
Reiman Gardens**

Issued November 18, 2020

Status: Open

Reiman Gardens is a 17-acre university-owned public garden, which includes indoor and outdoor gardens, a conservatory with seasonal displays, and a Gift and Coffee Shop. The purpose of the audit was to evaluate key administrative and financial processes to provide reasonable assurance that internal controls are in place and operating as intended. Primary recommendations included a review of rental contracts and fees, ensuring appropriate background checks and documentation for volunteers, and conducting a periodic physical inventory and implementing inventory reports for the Gift and Coffee Shop. Management expects to complete its action plans by January 2021.



**Iowa State University
Technology Supporting Online Academic Programs**

Issued November 18, 2020

Status: Open

Online academic programs consist of courses where the instructors and students are not in the same physical location and interact online or through other distance learning technologies. Online courses may require taking proctored exams in designated physical locations. Canvas by Instructure Inc. is the primary learning management system used at Iowa State University. Instructors also have access to a range of learning and teaching technologies for activities such as video streaming, assessment, collaboration, web conferencing, storage, and academic integrity. Processes were reviewed to ensure accurate information on online programs and courses is available. Practices were assessed to determine if Canvas and other learning and teaching technologies are effectively managed. Implementing audit recommendations will help ensure that complete program information is readily available to prospective students and that changes to learning and teaching technologies are adequately documented. Management expects to complete its action plans by November 2020.



**University of Northern Iowa
Department of Residence Hall Security**
Issued November 18, 2020

Status: Open

The Department of Residence (DOR) faces the challenge of securing eight residence halls and three apartment buildings for approximately one-third of the University of Northern Iowa's student body. DOR facilities are accessible by both metal keys and access cards. Audit review and testing included general application and user access controls, including the assignment and issuance of temporary access rights. Audit recommendations focused on reconciliation, documentation, report review, and selected process review. Management expects to complete its action plans by May 2021.

STATUS OF AUDIT FOLLOW-UPS

University of Iowa

Title	Report Date	Original Follow-Up Date	Revised Follow-Up Date	Action Status
1. Department of Internal Medicine	Sept 18, 2019	Feb 2020		
2. Rape Victim Advocacy Program	Nov 13, 2019	May 2020		
3. Student-Athlete Academic Services	Feb 5, 2020	June 2020		
4. University of Iowa Diagnostic Laboratories Revenue Cycle	June 4, 2020	June 2020		
5. Department of Public Safety Information Technology	June 5, 2019	Aug 2020		
6. Paciolan Ticket System	June 5, 2019	Aug 2020		
7. Department of Biology	Feb 5, 2020	Aug 2020		
8. Computer Management	Feb 27, 2019	Sept 2020	July 2021	
9. UI Health Care Operating Rooms	Sept 23, 2020	Sept 2020		
10. Emergency Department	Feb 5, 2020	Nov 2020		
11. Human Subjects Office, Institutional Review Board, and Other Review Committees	Nov 13, 2019	Jan 2021		
12. UIHC Facility Preventative Maintenance	Nov 13, 2019	Jan 2021		
13. Pharmacy Prior Authorizations	Nov 13, 2019	Feb 2021	Aug 2021	
14. Discharge Process	Feb 5, 2020	Feb 2021		
15. College of Engineering	Sept 23, 2020	Feb 2021		
16. Title IX	Sept 23, 2020	Feb 2021		
17. Department of Surgery	Sept 23, 2020	June 2021		
18. Department of Anesthesia	Sept 23, 2020	July 2021		
19. Pharmacy Inventory	Sept 23, 2020	July 2021		
20. Vulnerability and Patch Management	Feb 5, 2020	Aug 2021		

Iowa State University

Title	Report Date	Original Follow-Up Date	Revised Follow-Up Date	Action Status
21. Disability Accommodations	Feb 5, 2020	Aug 2020		
22. Controlled Substances in Research Laboratories	Feb 5, 2020	Nov 2020		
23. Department of Music and Theatre	Sept 23, 2020	Jan 2021		
24. Transportation Services	June 4, 2020	Aug 2021		

University of Northern Iowa

Title	Report Date	Original Follow-Up Date	Revised Follow-Up Date	Action Status
25. National Program for Playground Safety	June 4, 2020	April 2021		

Follow-Up Legend

	<ul style="list-style-type: none"> Planned corrective action and/or follow-up report not completed within six months of originally scheduled date.
	<ul style="list-style-type: none"> Planned corrective action and/or follow-up report not completed within three months of originally scheduled date.
	<ul style="list-style-type: none"> Follow-up report is due and is within three months of originally scheduled completion date.
	<ul style="list-style-type: none"> Follow-up report not yet due.