Anderson County EMS Operational & Financial Audit
Situation/Progress Report

Submitted By:	Fitch & Associates, LLC
To:	Mr. Randy Walters
	Assistant to Finance Director
Date:	November 23, 2017
Report Period:	Two-week Period: Nov. 10 to Nov. 24, 2017

Current Action Objective(s):
- Complete employee survey and review
  - Invitations to 78 employees were sent from generic Fitch e-mail on Oct. 17
  - Two reminders were sent during the survey period
  - 42 surveys were completed for a response rate of 54.55%
  - Survey data will be reviewed by consultants and will provide additional information for interviews at the on-site visit
- Complete claims review and analysis
- Finalize schedule and interview lists for on-site visit

Actions Taken:
- Claims review processes are ongoing and nearing completion
- Consultants continue to review Anderson EMS monthly uploads to ShareFile that include emergency response, time on task, unit hour utilization, transport tracking and other analysis
- Continuous work on impressions and summaries of call data, response times and financial information
- Consultant team conference calls re project progress and needs

Summary/Outcomes:
- Employee Survey received 54.55% response rate; considered good for this type of survey
  - Several topics indicate significant division within the employee base
  - The most frequently mentioned issue concerned the outdated fleet and other equipment
- Transport claims review is progressing
- Financial review completed pending additional conversations with County Finance and review of month end reports as the fiscal year progresses
- Operational data will be merged with financial review to identify trends

Next Steps, Projected Objectives:
- Confirm up dates for on-site visit
  - Confirm interview list with County point of contact
- Develop internal objectives for the on-site visit and add any concerns based on survey data
- Complete billing claims review and summarize
- Summarize and merge financial and operational data points
- Integrate findings from on-site visit/interviews
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Outstanding Issues, Assistance Required
- None at this time