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Management Response and Action Plan

Joint HC/PWGSC Audit of Nursing Services Contracts in Northern Manitoba

October 2014

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Recommendations	Management Response and Planned Management Action	Deliverables	Expected Completion Date	Responsibility
<p>Recommendation 1</p> <p><i>It is recommended that the Assistant Deputy Minister, Acquisition Branch of Public Works and Government Services Canada, in collaboration with the Assistant Deputy Minister, Regional Operations, First Nations and Inuit Health Branch of Health Canada, amend the Wave 3 contracts and supporting invoicing templates to reduce the risk of miscalculation of the hours billed.</i></p>	<p>Management has been proactive in mitigating risks identified from previous waves into the Wave 3 contracts. PWGSC and HC management agree with the recommendation to collaborate in the development and implementation of measures to reduce the risk of miscalculation of hours billed through the following actions.</p>			
	<p>1.1 Develop an invoicing template for use by all companies.</p>	<p>New invoice template.</p>	<p>September 2014 Completed</p>	<p>ED, Primary Care, FNIHB, HC ADM, Acquisition Branch, PWGSC</p>

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	1.2 Amend contracts with all suppliers to append the new invoicing template.	Amended contracts with invoice template appended.	September 2014 Completed	ED, Primary Care, FNIHB, HC ADM, Acquisition Branch, PWGSC
<p>Recommendation 2</p> <p><i>It is recommended that the Assistant Deputy Minister, Regional Operations, First Nations and Inuit Health Branch of Health Canada, in collaboration with Assistant Deputy Minister, Acquisition Branch of Public Works and Government Services Canada, explore opportunities for more efficient management of task authorizations, to reflect appropriate roles and responsibilities.</i></p>	Management has been proactive in exploring opportunities for efficient and effective contract management in the Wave 3 contracts. HC and PWGSC management agree with the recommendation to further clarify/define respective roles and responsibilities, to help ensure the efficient management of TAs through the following actions.			
	2.1 Use a common TA tracking/monitoring tool.	Tracking tool to be operationalized.	September 2014 Completed	ED, Primary Care, FNIHB, HC ADM, Acquisition Branch, PWGSC

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	2.2 Implement a Process Guide that outlines the roles and responsibilities of HC and PWGSC as they relate to preparing, tracking and sharing TAs.	Process Guide to be operationalized.	September 2014 Completed	ED, Primary Care, FNIHB ADM, Acquisition Branch, PWGSC
	2.3 In preparation for Wave 3, HC has established processes and procedures to deal with unforeseen requirements for nursing services or the extension of a TA, thereby reducing to the full extent possible the risk of occurrences where nurses are working in the absence of an authorized TA.	Process Guide to be operationalized.	September 2014 Completed	ED, Primary Care, FNIHB ADM, Acquisition Branch, PWGSC

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<p>Recommendation 3</p> <p><i>It is recommended that the Assistant Deputy Minister, Regional Operations, First Nations and Inuit Health Branch of Health Canada, in collaboration with the Chief Financial Officer of Health Canada, review all invoices for the suppliers who consistently overbilled the Crown and collect overpayments made.</i></p>	<p>Management identified and remedied the potential risk of overbilling associated with the overlap of stand-by and call-back services under the Wave 3 TACs. HC management agrees with the recommendation to review all prior invoices and will address this recommendation through the following action.</p>			
	<p>3.1 The invoices for Waves 1 and 2 will be systematically reviewed and recalculated to determine the overpayments. A report will be produced outlining overpayments.</p>	<p>Report outlining overpayments.</p>	<p>October 2014</p>	<p>RED, Manitoba Region, FNIHB</p>
	<p>3.2 Overpayments will be collected in accordance with the overpayment recovery plan.</p>	<p>Overpayment recovery plan.</p>	<p>October 2014</p>	<p>RED, Manitoba Region, FNIHB in consultation with the Accounting Operation West HUB</p>

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		Overpayments recorded as accounts receivable	October 2014	Chief Financial Officer Branch, Financial Operations Directorate, Accounting Operation West HUB