



Auditing and Advisory Services

P.O. Box 20036 | Houston, TX | 713-500-3160

Epic Work Queues

#HSC25AS0005

EXECUTIVE SUMMARY

Auditing & Advisory Services (A&AS) has completed an assurance engagement of Epic Work Queues. This engagement was performed at the request of the UTHealth Houston (UTHealth) Audit Committee and was conducted in accordance with the Global Internal Audit Standards.

Background

Work Queues (WQs) are an integral part of the Epic electronic health record (Epic) system and used to organize and manage tasks related to clinical and administrative workflows. They are comprised of tasks (e.g., appointment requests, billing errors, registration discrepancies, etc.) and categorized based on their nature and priority. Tasks progress through various stages within their respective WQs based on defined rules and logic. WQs play a key role in ensuring operational efficiency, revenue cycle accuracy, and compliance with regulatory and organizational standards.

Objectives/Scope

Our objective was to determine whether controls around WQs are adequate and functioning as intended. Specifically, to determine if:

- Policies and procedure are in place.
- Monitoring and oversight processes to clear pending items are in place.

Scope Period

Active WQs as of January 31, 2025.

Conclusion

Overall, controls around WQs are adequate and functioning as intended. We suggest management review the governance framework around WQs among the separate areas of responsibility to ensure the processes in place adequately addresses key components in the patient care life cycle such as ownership, roles and responsibilities, and efficiency metrics for clearing pending items.

We would like to thank the Clinical Operations, Revenue Cycle Systems, and Epic Access and Revenue Cycle Application staff and management who assisted us during the engagement.

A handwritten signature in black ink, appearing to read "Daniel G. Sherman", positioned above a horizontal line.

Daniel G. Sherman, MBA, CPA, CIA
Vice President & Chief Audit Officer

Epic Work Queues

OBSERVATION RATINGS

Priority	An issue that, if not addressed timely, has a high probability to directly impact achievement of a strategic or important operational objective of UTHealth or the UT System as a whole.
High	An issue considered to have a medium to high probability of adverse effects to a significant office or business process or to UTHealth as a whole.
Medium	An issue considered to have a low to medium probability of adverse effects to an office or business process or to UTHealth as a whole.
Low	An issue considered to have minimal probability of adverse effects to an office or business process or to UTHealth as a whole.

NUMBER OF PRIORITY OBSERVATIONS REPORTED TO UT SYSTEM

None

MAPPING TO A&AS FY25 RISK ASSESSMENT

Reference	Risk
FIN 23	Encounters not completed by providers resulting in lost revenue.

DATA ANALYTICS UTILIZED

None

ENGAGEMENT TEAM

VP/CAO – Daniel G. Sherman, MBA, CPA, CIA

Supervisor – Brook Syers, CPA, CIA, CISA, CFE

Lead – Chandra Jones, CPA, CIA, CHIAP®

END OF FIELDWORK DATE

May 8, 2025

ISSUE DATE

May 28, 2025

REPORT DISTRIBUTION

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