

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

Purpose: As a management team member of Miami-Dade County government, it is your responsibility to design, adhere to and monitor the significant operating and financial controls of your organization. This self-assessment questionnaire has been designed to obtain input from you to assist the Performance and Efficiency Commission (“PEC”) to understand the key controls of your organization. Your input is important and appreciated.

Department: Medical Examiner Department

Director: (name & telephone) Bruce A. Hyma, M.D. - 305-545-2416

- 1. Please describe **the key business objectives** of your area (i.e. What is the mission of your area?), and what do you find most challenging as the director of this department?

The key business objectives are located in the Medical Examiner Department Business Plan FY 2010 and 2011(pages 4-7) and are attached to this survey. The mission of the department is to provide accurate, timely, dignified, compassionate and professional death investigative services for the citizens of Miami-Dade County, together with education, consultation and research for local and national medical, legal, academic and law enforcement communities. Fulfilling this mission is our greatest daily challenge.

- 2. How many employees are in your department? Describe the **span of control** in your department and how effective it is?

The total number of employees and table of organization are located in the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, Pages 73-80) and are attached to this survey.

- 3. Do you consider the responsibilities of your department to be “**core**” responsibilities of government to the public?

Yes. We have a statutory obligation (F.S. 406) to provide death investigative services to Miami-Dade County (ME District 11).

- 4. Are the **Policies and Procedures** in your department *documented*? (Select One) Yes No
Comments:

- 5. Are the **Policies and Procedures** in your department *up-to-date*? (Select One) Yes No
Comments:

- 6. Please describe the **key business processes** that occur in your department (i.e. What are the activities which are completed in your department?)

The Department’s key business process are located in the Medical Examiner Department Business Plan FY 2010-2011 (pages 3 and 7) and the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, pages 77 and 78) Both are attached to this survey.

- 7. Please describe the **key internal controls** that you believe exist in your department (i.e. How do you control the major activities, output, etc., in your department?)

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Key internal controls include tiered supervision in all bureaus, quality assurance and quality control programs, forensic pathology fellowship training, photography internship training, department-wide performance measures and monthly business reviews with supervisors and administrative staff.

8. Please describe *the key performance measures* you obtain and utilize to monitor the effectiveness/efficiency of your business processes.

These measures are described in the FY 2010-2011 Proposed Resource Allocation and Multi-Year Capital Plan (Volume 2, Pages 73-80) and are attached to this survey.

9. Which department(s) do you currently communicate with? Does any of these department(s) in Miami-Dade County government have similar functions/responsibilities?

The department provides medical examiner services for all of Miami-Dade County as defined by Florida Statute and state Administrative Code (11G). Our business environment is described in our FY 2010-2011 Business Plan and is attached to this survey.

a. Could they be consolidated into your department? – No

- b. Are there any areas that you would like the PEC to specifically review (i.e. areas of immediate control concern or inefficient process)?

The efficiency of our business processes has been negatively impacted by the loss of human resources related to budget reductions. The department will strive to maintain the quality of our product despite the availability of human resources.

10. If you had the appropriate technology to improve efficiency, would you utilize it and how would it impact the County's operations today?

The department has been very proactive in improving efficiency throughout the different bureaus in order to more effectively fulfill the department's mission. We have been utilizing appropriate technology, as available, to improve efficiencies, therefore improving our operations.

Overall, how would you rate the following in your department? Poor Average Excellent

The effectiveness of your internal controls 1 2 3 4 5

The quality of your output 1 2 3 4 5

The efficiency of your business processes 1 2 3 4 5

If there is any additional information you feel the PEC should have prior to our review, (such as organizational charts, policies, etc.), please attach to this questionnaire.

Provided are a copy of the Department's FY 2010-2011 Resource Allocation and Multi-Year Capital Plan, Business Plan 2010-2011, Florida Statute 406, and Department Table of Organization.

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Please return this questionnaire and any attachments in pdf format and saved as your "department name" by Wednesday, October 13, 2010 to spalmer@miamidade.gov or deliver to:

Office of the Commission Auditor
Attn: S. Donna Palmer
SPCC Government Center
111 NW First St., Ste. 1030
Miami, FL 33128

Thank you for your time.