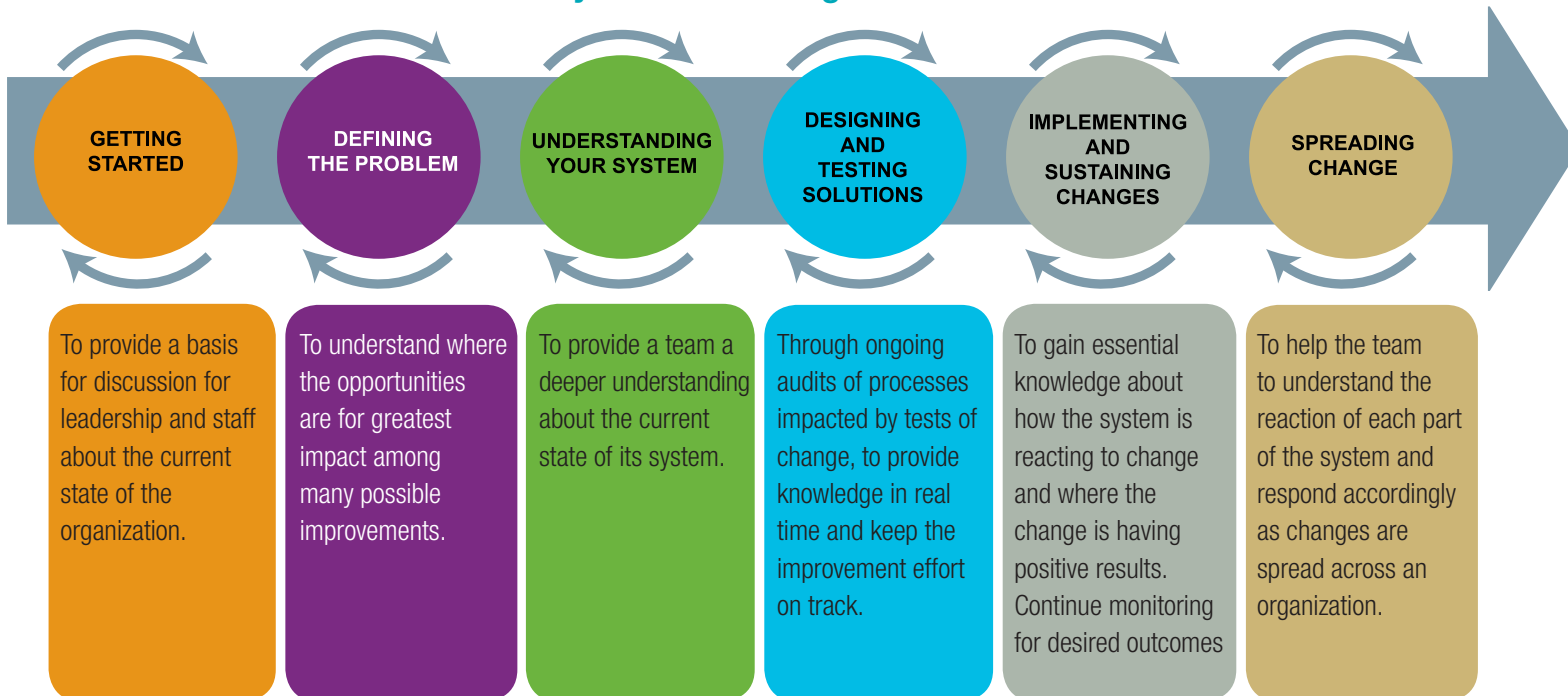


Why would I use this tool?

Auditing is a necessary practice to sustain improvement efforts; organizations should aim to conduct scheduled audits (e.g., weekly/biweekly/monthly audits of improvement practices) and random audits (e.g., “secret shopper” visits). There are many tools (e.g., Audit Board) and practices (e.g., Leadership Walkabouts) available to help organizations conduct effective and regular audits. Key objectives of audits are to monitor performance over time (improvement, decline or stagnant), audit standard work, and provide insight into root causes of areas needing improvement. Audits are an effective practice for organizational leadership to demonstrate attention to detail and model the desired behaviour for the improvement effort.

How would I use this tool differently at different stages of the QI Framework?



How do I use this tool?

1. Determine scope of the audit.

- Prioritize audit of solution (e.g., cart audit on re-organized and stocked carts).
 - Are the carts properly stocked? Are the carts located where they should be?
 - Who should be involved in the audit (nurses, managers)?
- Prioritize standard work.
 - Was the standard work followed as completed by the Unit Clerk (e.g., to notify stocking that carts were empty)? If not, why?
 - What needs to change to make this standard work happen, and who will make the changes?

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2. Establish audit frequency.

- How often does an audit occur and who determines the frequency?
Common options: Weekly, Biweekly, Monthly—depending in part on the speed of changes and who audits.
- Different improvements need to be audited at different frequencies.
- Audit frequency may change over time as improvements become sustained.

3. Establish audit accountabilities.

- Who will do the audit? It is vital that if a deficiency is found, a named person is responsible for follow-up. Once the deficiency is corrected, who needs to be informed?

What do I need to use this tool?

Materials

The Audit Template to record what will be audited, when and by whom.

Timing

Audits can be short events, over a few days, or depending upon the data being sought, can last for a few weeks. It is crucial to aim for “just enough” to gain necessary knowledge but not so much that it will bog down the team.

Setup

Gather the Quality Improvement Team. Ensure from the outset that all are clear on the challenges or outcomes being examined, and determine the information and data that will best convey the current state or signify response to changes.

What tips and tricks will be useful in facilitating this tool?

Always use observable, measureable data, rather than opinion. The real value of the audit is to provide a factual representation of what is actually happening in your processes. When making decisions while conducting system changes, it is important to have real data to ensure the safety of clients, patients, and others. The denominators should be a meaningful measurement, e.g., number of patient falls this week versus average number of patient falls per 1000 patient days.

- Use neutral language when naming auditing tools. (Consider “Improvement Board” or “Tracking Board” instead of “Audit Board.”)