



INTERNAL QUALITY AUDIT

WHITE AND YELLOW CROSS CARE FOUNDATION

- What did we do?
- Why did we do this?
- How did we succeed?
- What did we learn?

WHAT

- Formed the first internal audit team of WYCCF
- Performed baseline audits in every care product (10)
- Performed repeat audits to measure action plan output in 7 care products

WHY

- Quality was a vague and abstract topic
- Always passive / reactive, waiting for audits by 3rd parties, then act
- Needed to become proactive, find ways to measure quality ourselves and right away act on results



HOW

- Advice asked from trainer, brainstorm on ideas to work on quality
- An internal audit team was formed
- Audit standards selected (JCI, higher than needed, English, long-term care)
- Yearly training of audit team, very practical / hands-on focus (DO IT)
- Action plans executed and rechecked (make teams responsible, share the load)

JCI, STANDARDS FOR LONG-TERM CARE (12)

- Governance and Leadership (GAL)
- Improvement and Quality System (IQS)
- Residential continuity of care (RCC)
- International Patient and Safety Goals (IPSG)
- Management of Safety and Environment (MSE)
- Staff Qualifications and Education (SQE)
- Resident Medication Management (RMM)

LESSONS LEARNED, HAPPY MOMENTS 😊

- Teams are open, honest and involved in every audit
- Action plans are supported and executed, teams are eager to see growth
- Audits give management so much information
- Core business of WYCCF (the care) scores well in every audit
- Structures that were lacking are coming into place as an audit effect
- When SZV wanted to formulate quality indicators, we were ready
- By auditing we discovered the TRACER, great tool for fast data collection

TRACER, WHAT IS THAT?

- You trace the experience a patient or client had while in your organization
- Its done via a paper trail review where you follow the client from the first moment of contact until present
- Using a tracer you will find out how the process was executed while the client passed through your organization
- Handover over information, the interfacing between different departments within your organization is reviewed
- Its quick and easy to do and results in lots of information you can use to improve your processes
- A tracer system should not only report on areas of concern and non-compliance, but also highlight areas of good practice, allowing people to learn from each other to improve working practices and enhance quality and safety.

LESSONS LEARNED, CHALLENGES ☹️

- JCI standards are written in complex language
- 12 standards too extensive to train all at once
- Standards are not equal in workload, so burden easily shared unfair
- Report writing is to be done fast but takes lot of time
- Audit members have very busy jobs, at times hard to combine with audits

SOLUTIONS TO CHALLENGES 😊

- Trainer wrote audit manual with simplified texts, document lists and standard audit questions
- Every audit training we add 1 or more new standards, until all 12 covered
- Standards are rotated among audit team members, which means members can replace each other if needed
- Trainer created standard reporting model, where only the audit outcome is to be added
- Audit team was expanded with members to relieve the workload for others

QUESTIONS?