


Help the Hospices

Underpinning quality: a set of core National Audit Tools for use by all UK hospices

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14th October 2009




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Introduction


- Audit is important in quality improvement programmes.
- Also a key component of the self-assessment evidence which must be provided to hospice regulatory authorities to assure them of the quality of services provided.
- But many UK hospices have difficulty in establishing or maintaining effective audit programmes.

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UK Hospices



- 245 hospices – majority are independent charities.
- Differ considerably in size:
 - annual expenditure from £0.1m to £12.5m.
- Differ in areas of expertise:
 - a single day centre
 - multiple inpatient units, day care, Hospice at Home, and specialist community service.
- Many have only limited resources for audit

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- Help the Hospices is the leading charity supporting hospice care throughout the UK.
- The majority of hospices are members.
- Help the Hospices recognised a need **- and an opportunity.**
- National Audit Tools Group was set up in 2004.

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National Audit Tools Group (NATG)

- A voluntary group of hospice practitioners whose professional roles involve audit.
- Currently includes practitioners from 16 hospices, including 1 children's hospice.
- Operates within Help the Hospices Practice Development team.

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Remit of the NATG

- To produce a set of core audit tools which
 - are relevant to the particular requirements of hospices
 - can be used by all UK hospices irrespective of their processes or documentation systems.
- To encourage and help hospices to use audit for the purposes of quality improvement & verification of standards
 - this is achieved by
 - audit training
 - workshops on specialist topics.

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Audit topics

- Topics for new audit tools are identified through:
 - regulatory & national requirements
 - quality impact analysis
 - feedback from workshops and training days
 - consultation with hospices and hospice bodies.
- Priorities to date have focused on the following areas:
 - Medicines Management
 - Infection Control
 - Treatment & Care
 - Bereavement Support.

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Development of audit tools

- Development is undertaken by teams with relevant expertise.
- Each tool is referenced to
 - current legislation and statutory guidelines
 - other national guidelines and accepted standards.
- Tools are based on linked Excel workbooks and are designed to be user friendly.

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Testing, release & review

- Prior to release, each tool is tested by at least five hospices & critically reviewed by an external accreditor.
- Audit tools are then published on Help the Hospices website and can be downloaded free of charge.
- 20 audit tools have been published since March 2006.
- Each tool is reviewed at least every two years.

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Audit Process

Download audit tool from www.helpthehospices.org.uk

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Guidance Notes

REF. No.	NATO 7
ISSUE No.	1
ISSUE DATE	June 2008

GENERAL MEDICINES AUDIT TOOL
GUIDANCE NOTES

NATIONAL AUDIT TOOLS GROUP

This audit tool - *Medicines Management - Non-Controlled Medicine: Safe Practice in the Management of Medicines* - is the seventh audit tool developed by Help the Hospices National Audit Tools Group (NATG) and is one of a series relating to medicines management.

Informations:

- This is the main tool to the NATG
- The audit tool covers the following sub-topics:
 - Sub-topic 4. Prescribing of Medicines
 - Sub-topic 5. Administration of Medicines
 - Sub-topic 6. Patients Own Medicines
 - Sub-topic 7. Non-Medical Prescribers

Explain scope of audit tool & Sub-topics covered

Provide tips on completing the audit

Describe structure of Excel workbooks

Give instructions on using workbooks & worksheets

Provide link to NATG webpages

Give Help line e-mail address

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Audit Process

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AUDIT TOOL

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Topic & Sub-topics

GENERAL MEDICINES AUDIT TOOL

TOPIC: Medicines Management - Non-Compliance/Defects

Separate worksheet for each Sub-topic

Sub-top	Standard	IMP?	IMP?	IMP?	IMP?	IMP?
1.1.1	Control					
1.1.2	Control					
1.1.3	Control					
1.1.4	Control					
1.1.5	Control					
1.1.6	Control					
1.1.7	Control					
1.1.8	Control					
1.1.9	Control					
1.1.10	Control					
1.1.11	Control					
1.1.12	Control					
1.1.13	Control					
1.1.14	Control					
1.1.15	Control					
1.1.16	Control					
1.1.17	Control					
1.1.18	Control					
1.1.19	Control					
1.1.20	Control					

Each worksheet lists all audit questions in that Sub-topic

Each question is cross-referenced to relevant standard(s)

Key is provided to standards documents/publications

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Audit Sheets

GENERAL MEDICINES AUDIT TOOL

TOPIC: Medicines Management - Non-Compliance/Defects

AUDIT SHEET 1 of 10

Separate worksheet for each Sub-topic and all audit questions listed as before

Question	Y	N	X	Comments/Action/Timescale
1.1.1				
1.1.2				
1.1.3				
1.1.4				
1.1.5				
1.1.6				
1.1.7				
1.1.8				
1.1.9				
1.1.10				
1.1.11				
1.1.12				
1.1.13				
1.1.14				
1.1.15				
1.1.16				
1.1.17				
1.1.18				
1.1.19				
1.1.20				

3 columns to enter Answers
Y = Yes; N = No;
X = Not Applicable

Space for Comments/ Action/ Timescale against each

Calculations done automatically

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Audit Summary

GENERAL MEDICINES AUDIT TOOL

AUDIT SUMMARY

Data transferred automatically from Audit Sheets

Sub-Topic	Y	N	X	Comments/Action/Timescale
1. Structural Operating Procedures (SOPs)	14	3	0	100%
2. Procurement and Supply of Drugs/Medicines	83	3	1	73.9%
3. Storage and Distribution of Medicines	19	4	4	58.1%
4. Reconciliation of Medicines	26	11	1	72.9%
5. Administration of Medicines	16	5	1	67.7%
6. Patient's Own Medicines	31	3	0	90.6%
7. Local Medication	0	0	0	100%

Space for Comments/ Action/ Timescale against each Sub-topic

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Audit Summary

GENERAL MEDICINES AUDIT TOOL

AUDIT REF. NO. ASD 123
 AUDIT COMPLETED BY J. C. Doe
 DATE OF AUDIT The A Team
 DATE OF NEXT AUDIT The September 2010
 (Indicate year only)

Data transferred automatically from Audit Sheets

TOPIC
Medicine Management Medication Management Medication Management Medication Management
SUB-TOPICS
1. Evidence - Ownership Procedures (SOPs)
2. Publishing and Safety of Medication Use
3. Storage and Distribution of Medication
4. Preparation of Medication
5. Administration of Medication
6. Patient Care Involvement
7. Medication Transitions

Sub-Topic	% Compliance	% Not Applicable
1	95.0	0.0
2	90.0	0.0
3	95.0	0.0
4	75.0	0.0
5	95.0	0.0
6	95.0	0.0
7	0.0	100.0

Table & Chart can be copied & pasted into Audit Report

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Are the tools meeting a need?

- Positive feedback from hospices
 - during testing,
 - at workshops
 - following publication.
- Download figures from the website
 - over 8½ month period to July 2009: 3,844 downloads
 - average of 455 per month.
- www.helpthehospices.org.uk

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