

Beyond Audit

The Path from Clinical Audit to Improved Patient Care

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Sligo General Hospital

- 326 beds
- 1067 staff
- acute specialties
- regional services



Clinical Audit - A pilot project

- nov 1999 Clinical Audit Support Team CAST
multidiscipline
clinical base
 - march 2000 1st. audit commenced
 - sept 2002 40 audits completed
- context : training /accreditation
voluntary

CAST

role

- to facilitate audit hospital wide
- practical support

ownership with the specialty /department

Auditing the audits

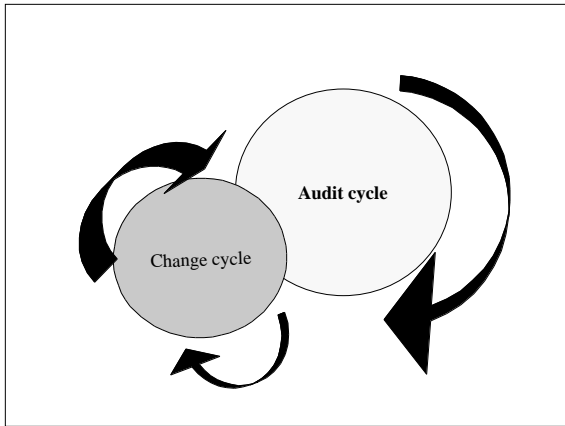
40 audits

topic selection
clear objectives
standards
report

} audit cycle


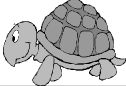
recommendation
action plan
actions

} change cycle



Beyond audit - outcomes

- 55% change in clinical practice
- 15% used to inform planning
- 30% “slow changers”

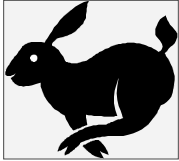
Outcomes - contd.

55% change

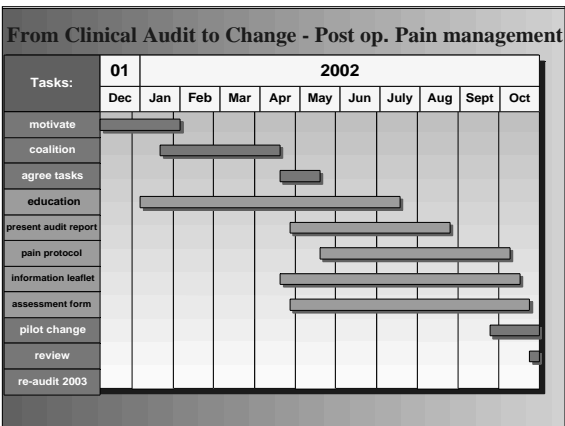
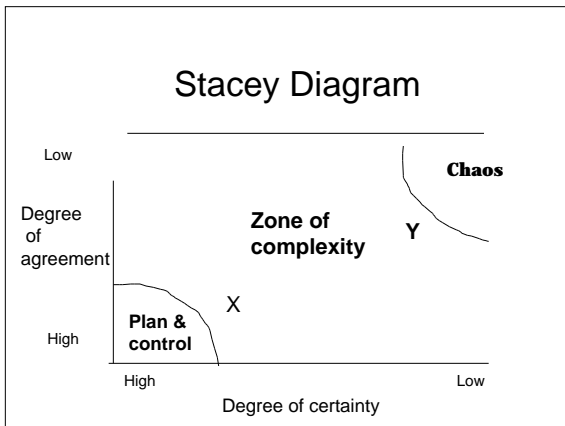
- treatment protocol
- revised local guidelines
- patient assessment tool
- patient information leaflet
- change in “out of hours” use of laboratory
- purchase of additional equipment

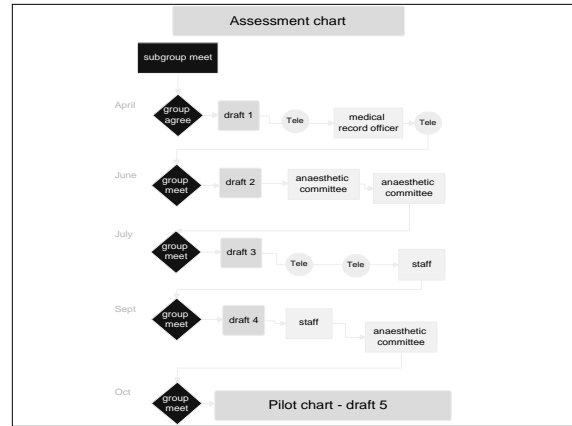
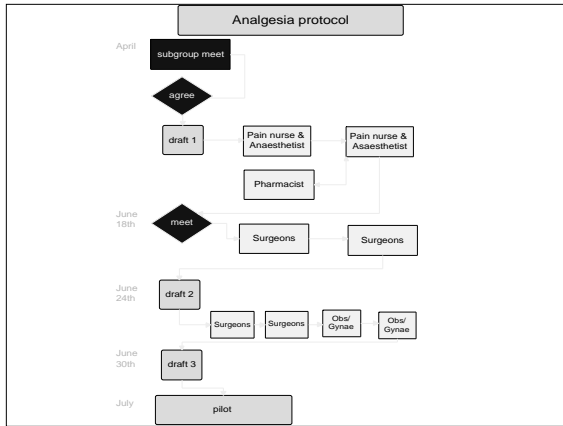
Fast changers

- champion
- time
- commitment
- focus
- teamwork

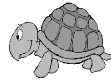


- good planning
- informed by literature
- *relatively simple*





Slow changers -30% (12)



Barriers

- complexity - e.g. 92 steps! 7/12
- champion lacking 4/12
- time 4/12
- not empowered 3/12
- poor planning 2/12
- poor experience of change 2/12
- no forum 2/12

Action to support change

Process

better audit planning - plan for change

Agreement at audit planning

- 6/52 post audit action plan agreed
- 6/12 review of action plan
- 9/12 review of action plan
- 12/12 renew action plan

Action to support change

Organisation

Specialty

- **link** to specialty **management** through **clinical lead**
(consultant / service manager)
- link to **service plans**
- **organisation agenda**
- regular **audit forum**

SGH

- **culture** of Quality Improvement
- **time, resources**
- **change management** training
- **change facilitators**

Getting beyond audit

Lessons learned

evolution



it takes time



it takes resources



it takes champions



Complexity is ok!

but

- planning++
- support++ for change
- balance - simple /complex
and

no fixed formula - be responsive to needs

