

# Putting Patients First

## CREATING A SPECIALIZED QUALITY AUDIT TEAM

### BACKGROUND

Within the Fraser Health Authority, Unit Managers, Patient Care Coordinators (PCCs) and Clinical Nurse Educators (CNEs) conducted Care and Discharge Planning audits on their acute care units once every period.

**GOAL 1:** Focus more time on direct patient care.

**HOW:** Reduce burden of non-essential tasks on acute care staff.

**GOAL 2:** Improve the quality of patient care provided.

**HOW:** Collect standardized data to evaluate documentation practices and reveal opportunities for education and improvement across the health authority.



### CONTEXT

To evaluate Care and Discharge Planning, the **Pre-Admission Screening Questionnaires** and **Interprofessional Care Plan Forms** are audited for completion and timeliness.

### PROBLEMS

! Staff dedicate a great amount of resources to auditing, taking away valuable time from providing direct patient care.

! Data collection practices may not follow standardization across sites.

! There is limited confidence in the validity of self-reported audit data.



### INTERVENTION

In September 2018, Fraser Health's Clinical Quality and Patient Safety portfolio created an Audit Team to provide audit support for acute care staff across the health authority.

The new audit team is comprised of a team leader, coordinators, and co-op students.

Working in collaboration with operational and clinical leaders, the team provides comprehensive reports and strategies for improvement.

From Care and Discharge Planning Audits...



### OUTCOMES

- ✓ Audit team's projects facilitate the cycle of ongoing quality improvement to support accreditation with Accreditation Canada.
- ✓ Independently-collected audit data is more reliable and enables effective comparisons between units and between sites.
- ✓ A team dedicated to auditing ensures that audits are completed on schedule, as per health authority-wide or Ministry of Health requirements.
- ✓ Health informatics and data analytics background of audit team members bridges clinical practice to systematic improvement.
- ✓ With more time to focus on direct patient interaction, patient access and flow in hospital may be improved.
- ✓ Audit team has the capacity to take on new audits to improve patient safety.

"The Audit Team provided retrospective audits of delirium screening across the region. The work was done efficiently and effectively, and provided a great process measure to support our delirium quality improvement work. We could not have attempted the project without them."

- Marie Blair

Clinical Nurse Specialist, Fraser Health  
Frail Elderly - Older Adult Network

### HIGH-ALERT MEDICATION

A retrospective audit of Medication Administration Records (MAR) documentation for certain medications that can cause severe harm when administered in error.

### CAM

A retrospective audit of delirium screening using the Confusion Assessment Method (CAM) in all inpatient care units.

### PATIENT INTERVIEWS

A face-to-face interview with patients and/or their families to collect information on safety concerns experienced during their stay on that specific hospital unit.

### MEDREC

A retrospective audit of admission and discharge Medication Reconciliation (MedRec) processes to prevent adverse drug reactions (ADRs).

### SEPSIS

A retrospective audit on adult inpatient sepsis screening and the use of sepsis pre-printed orders on patients confirmed to have acquired the condition in the hospital.

...and beyond!

### FUTURE

Expanding the audit team's scope of practice by...

- 1 Supporting regional patient safety priority leads in minimizing preventable harm for patients.
- 2 Providing specialized support to sites based on hospital-specific safety and performance rates.
- 3 Sustaining improvement by continuing to work closely with site leaders to provide customized audit tools.