

# Audit

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(Healthcare/ PGCE students only)



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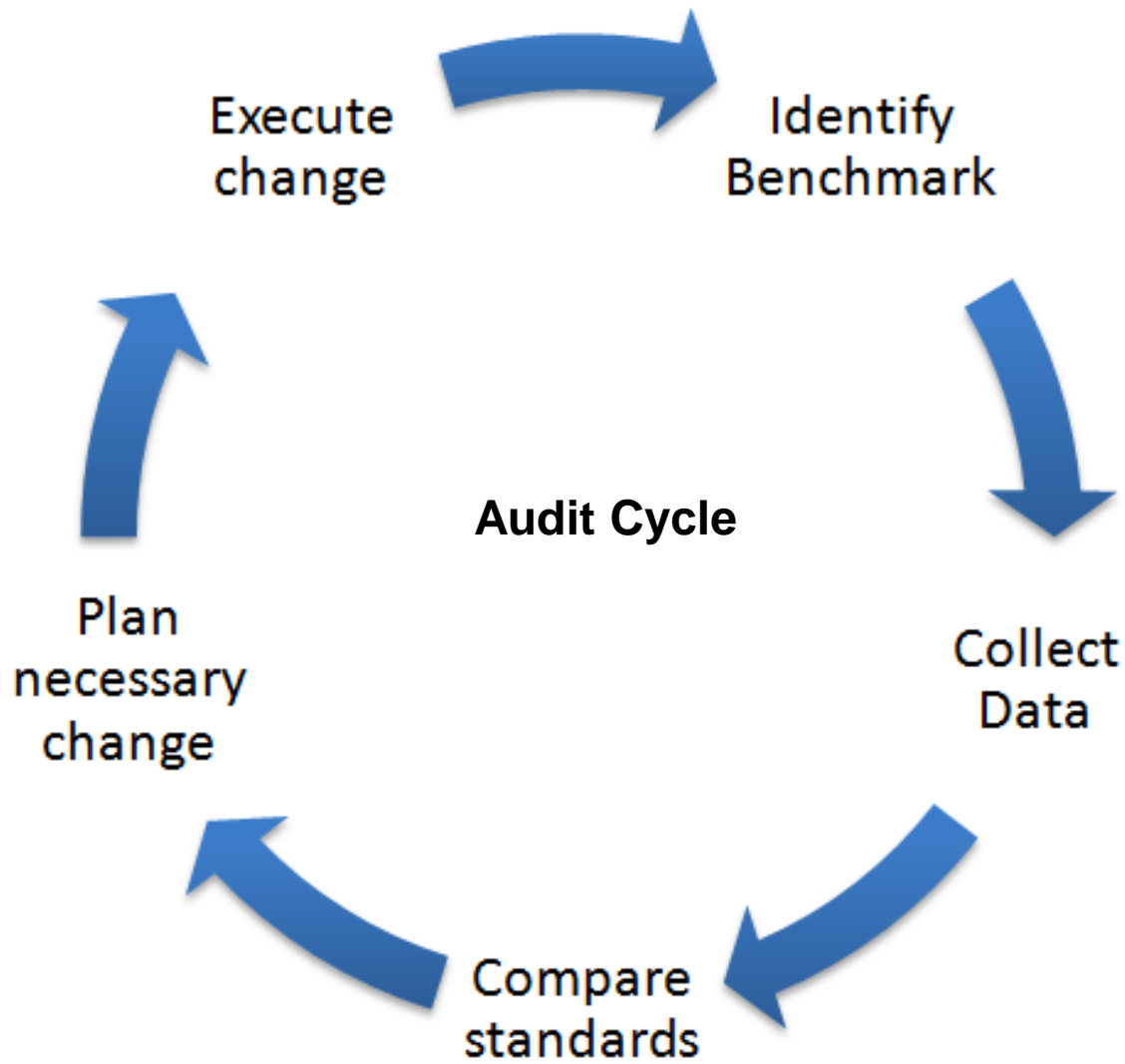
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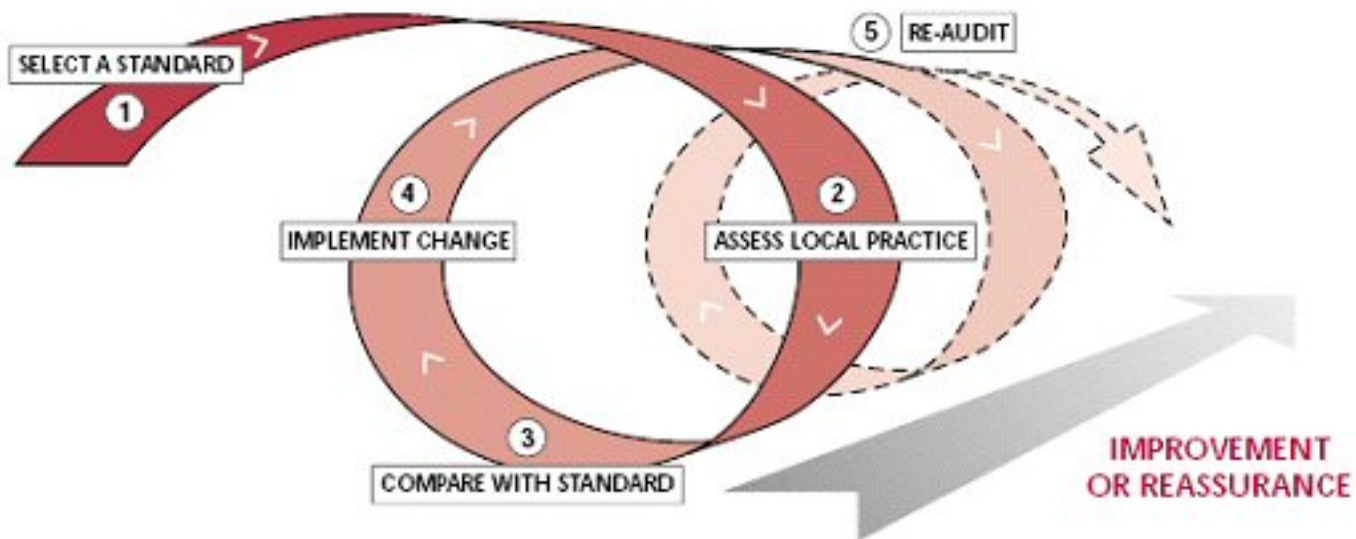


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[www.rcr.ac.uk](http://www.rcr.ac.uk)

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# Choosing the topic

- Mandatory
- Concerns
- Beneficial vs. measurable
- Don't forget re-auditing

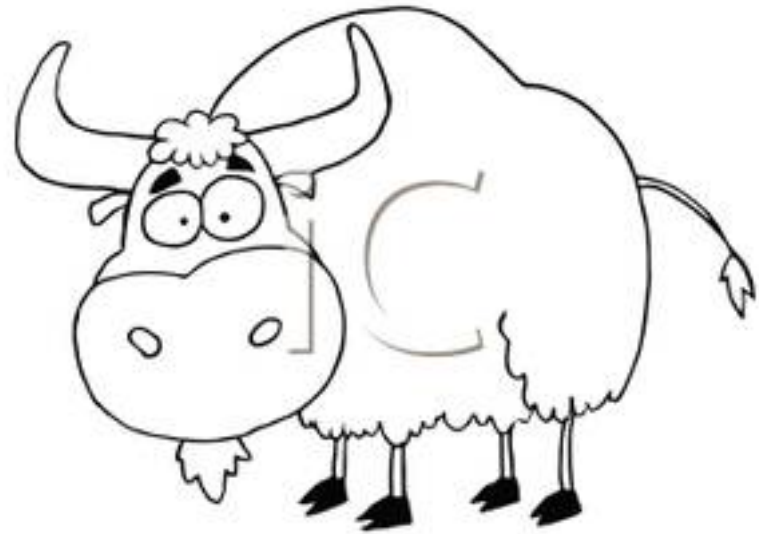


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# Is it an audit?

- Audit
  - Process
  - Outcome
- Service evaluation
- Research



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# Choosing the standard

- Identify the relevant benchmark
  - Local/ national etc
  - Standard: law, code of practice, guidance, good practice
- Apply to all participants
- In place at the time



# Which standard(s)?

- HWDU 2<sup>nd</sup> round back pain
- LCOHP TB
- LCOHP Imms (varicella)

Physio and CSP guidance

NICE & Green Book

Green book and NHS Plus





# Data collection

- Methodology
- THE MOST important
- Retrospective or prospective
- What, link with the benchmark
- How
- Who
- When
- Pilot



Resolution 4000 x 3200 px - free download - [www.psdgraphics.com](http://www.psdgraphics.com)



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# What & How

- Don't measure just because you can
- Definitions and terminology
  - Multi centre
- Ask the important question
- Wording of the question
- Don't change the tool
- Pilot



# Examples

- HWDU
- LCOHPS TB
- GSTT record keeping
  
- Pilot

Endless re-drafting

Fit for purpose

Addressing the  
electronic records



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# Who & When

- Sampling
  - 10%, statistical method
- Representative
  - Cases
  - Staff
- Avoid busy time
  - How long it takes
- Spread over time as much as possible



# Examples

- HWDU Stat and 10%
- HWDU Signpost cases
- GSTT Record keeping Everybody



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# Analysis

- Right package/ person
- Avoid over or under
- Beware of biases and limitations
- Compare with previous cycle
- Publicise



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# Conclusion

- Emphasise on good stuff
- Look at the trend
- Areas to improve
  - Why went wrong
  - Action plan
  - Non-blaming/ non-judgemental



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# Action Plan

- What change
- By when
- Who is in charge
- Metrics/ goals



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# Examples of improvement

- HWDU back pain
- HWDU depression screening

Better documentation, encouraging to stay at work, enquiring about impact of work

More screening for depression, suicide, alcohol,



# Examples

- GSTT PGD Significant improvement in all domains, maintain for 3 years
- GSTT EPP One list, clarifying the roles
- GSTT record keeping Significant improvement in electronic records



# Examples

- LCOHP TB Inform the policy makers
- LCOHP Imms Possible to share, inform the policy makers



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# MoHaWK

<http://www.mohawk.nhshealthatwork.co.uk/>

- Commenced with evidence review
  - Based on NHS core services
- Launch April 2012 to NHS
- Data 'Rounds' every 6 months
  - Round 4 Nov 2013 – 101 participants
  - Round 5 May 2014 – 77 participants
- Available to any OH sector
- Use data to improve and raise standards of care



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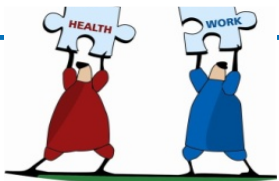
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Trust:  Domain:

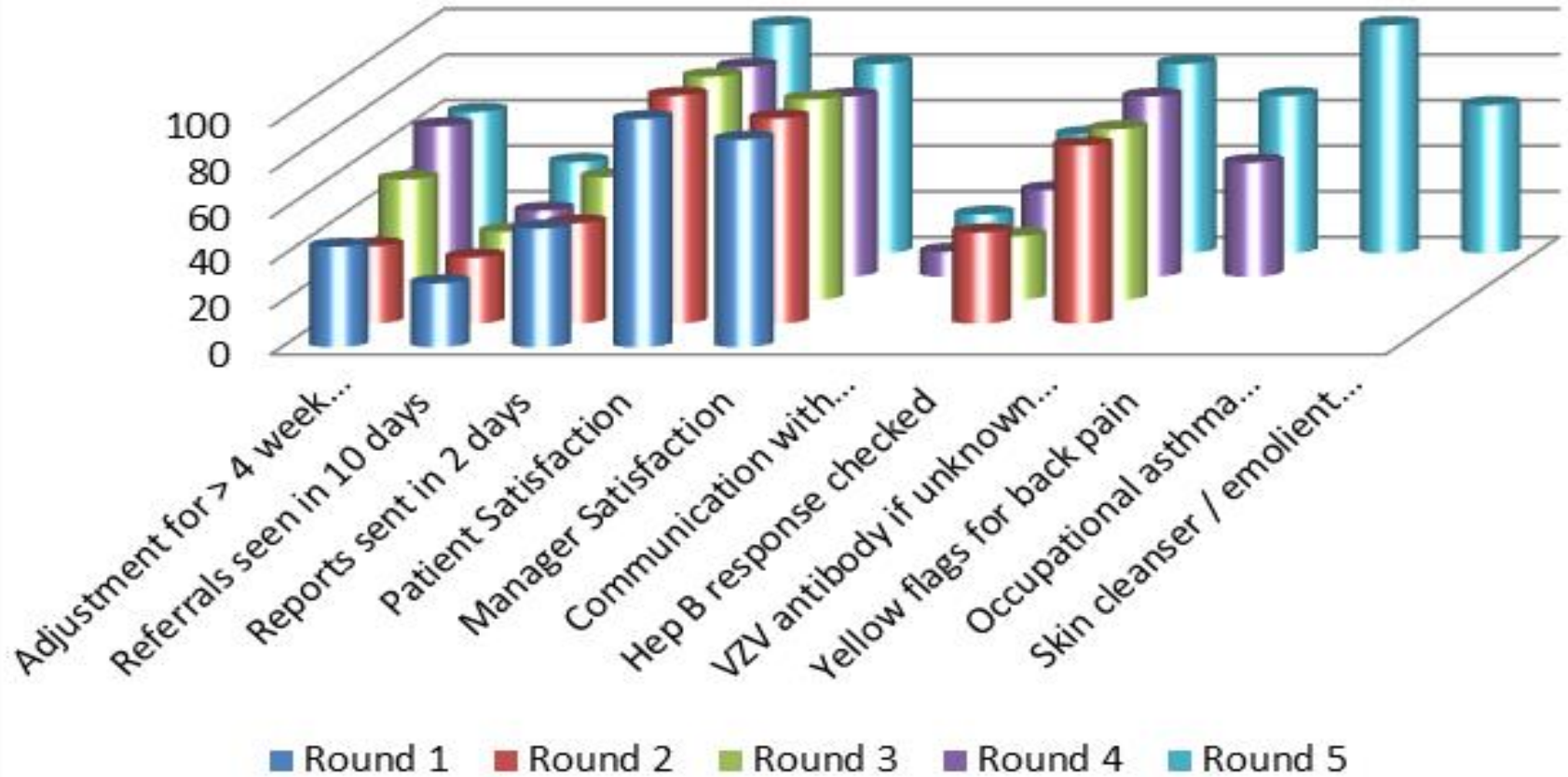
Select Time Period: Round 2 Round 3

Please remember to save your data before leaving this page.

Measure	Round 2	Round 3
1. No. of patients absent for > 4 weeks with adjustments / Total no of patients absent for > 4 weeks	<input type="text" value="3"/> / <input type="text" value="109"/> 2%	<input type="text"/> / <input type="text"/>
2a. No. new referrals seen within ten days / Total number of new referrals	<input type="text" value="102"/> / <input type="text" value="126"/> 80%	<input type="text"/> / <input type="text"/>
2b. No. of reports on new referrals issued within two days / Total no. referred	<input type="text" value="0"/> / <input type="text" value="126"/> 0%	<input type="text"/> / <input type="text"/>
3a. No. scoring 19+ / Total Number of forms received	<input type="text" value="34"/> / <input type="text" value="34"/> 100%	<input type="text"/> / <input type="text"/>
3b. Average score (patient satisfaction)	<input type="text" value="24"/>	<input type="text"/>
4a. No. scoring 9+ / Total number of questionnaires received	<input type="text" value="15"/> / <input type="text" value="16"/> 93%	<input type="text"/> / <input type="text"/>
4b. Average Score (manager satisfaction)	<input type="text" value="12"/>	<input type="text"/>
Comments-	<input type="text"/>	<input type="text"/>
<input type="button" value="Save All"/>		



# % of services against target standard



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# Feedback

- **Yellow Flags for back pain 66%↑ R4**

- *‘Since the last Round, we reviewed our MSK assessment process. An electronic template has been developed which includes ‘flags’. Training has been given to the nurses on the importance of these being included **and** documented.’*

- **Reports sent out in 2 working days 76% ↑ R4**

- *‘Our improvement has been as a result of changing to an online referral process. Reviewing our turnaround times via MOHAWK against other organisations was an incentive for us to change our practice as it highlighted the areas that we wanted to improve.’*

- **VZV Antibody 50% ↑ R3**

- *‘The increase resulted after a review of the previous MoHaWK data. We reviewed and re-launched the VZV policy and provided re-education to the OH nurses. It is fantastic to see the work resulting in such a high increase in performance.’*



# Take home

- Important
- Pilot
- Action plan
- Re-audit
- MoHaWK



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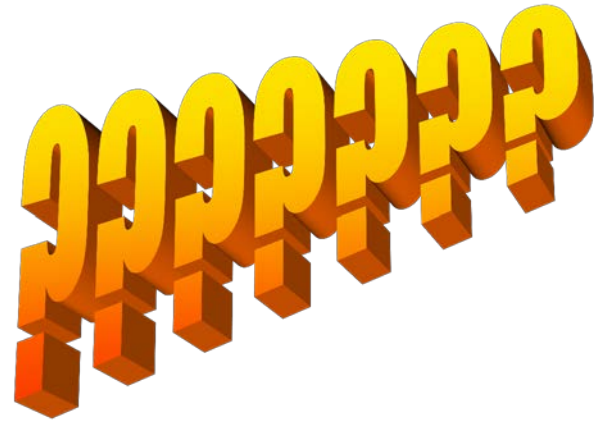


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# Questions

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