

UCL OHS Audit Example

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Audit

- A systematic review of the delivery of occupational health services to:
 - demonstrate standards to clients and purchasing organisations
 - achieve organisational, professional and legal requirements
 - Make improvements where standards are not achieved



Aim for continuous improvement at UCL OHS

- Annual Customer Satisfaction Survey
- Monthly audit of everyday practice against OHS policy and procedure
- Quarterly 'case records' audit based on NHS audit scheme



Monthly audit

Audit is undertaken monthly for 10% of records:

- Manager referrals – 4 per month
- Immunisation Records – 12 per month
- Health surveillance records – 18 per month
- Fitness to Practice screening – (from January 2015)
- Job Hazard Form Assessment – 7 per month
- Audit results are reported and reviewed
 - Monthly at Team meeting
 - Annually in Strategic Operating Plan
 - Ongoing at performance reviews

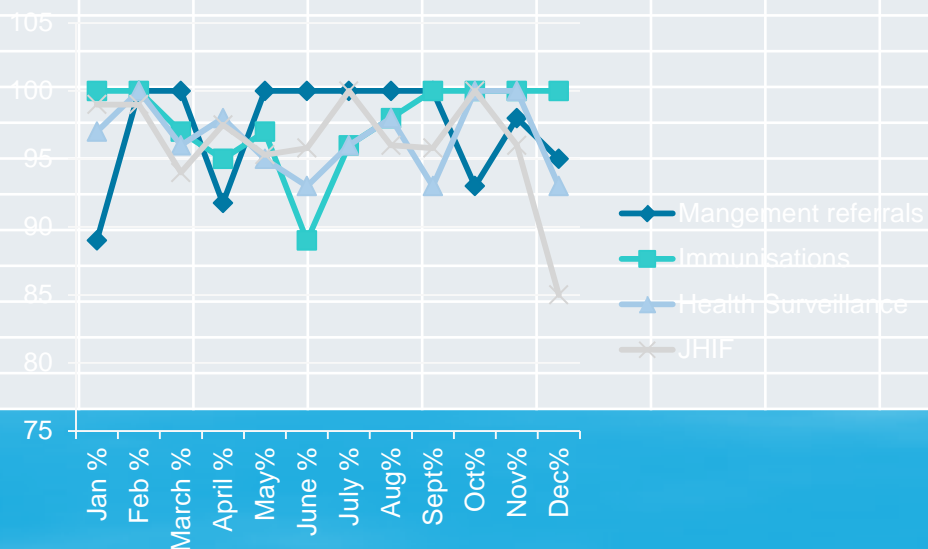
Example Audit sheet

Audit Date range	PIN	Reason for process	Completed HQ	Satisfactory Spirometry	Correct outcome recorded	Record of relevant Advice given	Appropriate referral made	Correct outcome report to department	OPAS completed correctly	Correct recall of...	Score out of...	score	%	S/B	Audited by	18 records per month selected from Monday and Tuesday OHA Clinic	Date confirmed that issues addressed
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	SS		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	SS		NA
Sep-14			1	1NA		1	1NA		1	1	1	7	7	100	SS		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	SS		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	SS		NA
Sep-14			1	1NA		1	1NA		1	1	1	7	7	100	EF		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	EF		NA
Sep-14			1	1NA		1	1NA		1	1	1	7	7	100	EF		NA
Sep-14			1	1	1	0	1NA		1	1	0	8	6	75	EF		15/10/2014
Sep-14			1	1NA		1	1NA		1	1	1	7	7	100	JB		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	MH		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	MH		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	MH		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	MH		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	MH		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	AG		NA
Sep-14			1	1	1	1	1NA		1	1	1	8	8	100	AG		NA
Sep-14			1	1NA		1	1NA		1	1	1	7	7	100	AG		NA



Monthly Audit Results 2013

2013 Average Audit Score	Jan %	Feb %	March %	April %	May%	June %	July %	Aug%	Sept%	Oct%	Nov%	Dec%	Annual % 2013	
Mangement referrals	89	100	100	92	100	100	100	100	100	100	93	98	95	97
Immunisations	100	100	97	95	97	89	96	98	100	100	100	100	100	98
Health Surveillance	97	100	96	98	95	93	96	98	93	100	100	93	97	97
JHIF	99	99	94	97.5	95.3	95.8	100	96	95.8	100	96	85	96	96



Pros and cons

Advantages

- Early identification of issues
- Results visible to team
- Commitment to continuous improvement
- Results visible to Organisation
- Assists with SEQOHS accreditation

Disadvantages

- Time consuming