

Developing Audit in a Hospice



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Care
Compassion
Understanding



Introduction

Our Clinical Audit Group (CAG) aims to motivate and encourage staff to undertake clinical audit whilst providing support and education.

A significant number of our staff have clinical audit included in their job descriptions. However, we observed that while some regularly and competently carry out clinical audit, some had not participated and others found it difficult to conduct and report on their work, with variable knowledge of clinical audit theory and practice.

What we did

- Updated the clinical audit registration form and report proforma
- Collated a set of clinical audit resources, made available electronically to all staff
- Produced a local 'step by step guide' to conducting clinical audit
- Implemented a more robust clinical audit registration process
- Ensured the education team was available to support planning, data collection, analysis and presentation
- Produced a newsletter to share key outcomes of CAG

- Undertook an audit of audits, which showed improvement in quality and highlighted the need to strengthen audit reporting, action plans and re-audit planning

What we did next

- Involved a hospice trustee to provide advice and guidance
- Circulated a knowledge questionnaire to CAG members – gaps in knowledge and understanding demonstrated
- Ran a pilot education programme to senior clinicians – demonstrated anxieties for staff in undertaking audit (time, fear of criticism, choice of the right audit, report writing)
- Restructured CAG – membership and terms of reference (now focuses solely on supporting clinical audit, previously had also overseen service reviews and evaluations)

The future

- Launched restructured CAG in September 2013
- Staff undertaking audit will have a mentor allocated for the duration of their project
- Interim report after audit with full report expected after re-audit

What we have learned

- We are not always clear about what true clinical audit is
- We often make clinical audit too complicated
- CAG needs to include staff with appropriate clinical audit skills
- Staff value having a mentor to work alongside them

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