

CREATING A BASELINE

Clinical Audit ...
maintaining motivation and quality

Suzanne Harris
Qld Hearing Loss Family Support Service

WHAT IS THE JOB WE HAVE BEEN TASKED TO DO?

Mission

Vision

WHAT ARE OUR FOUNDATION PRINCIPLES?



WHAT ARE THE STANDARDS THAT SAY HOW WE SHOULD DO IT?

Mission
Vision
Family - centred care
National Health Quality Standards
Newborn Hearing Screening Standards
Model of Service



WHAT PROFESSIONAL STANDARDS DO WE HAVE?

Mission
Vision
Family - centred care
National Health Quality Standards
Newborn Hearing Screening Standards
Model of Service
Code of Conduct
Code of Ethics
APS
AASW
AHPRA



HOW DO WE KNOW WHAT TO DO EVERY DAY?

Mission
Vision
Family - centred care
National Health Quality Standards
Newborn Hearing Screening Standards
Model of Service
Code of Conduct
Code of Ethics
APS
AASW
AHPRA
QH policy
C&YCH Guidelines
Work instructions



HOW DO WE DO THE BIT IN THE MIDDLE?

Talk to the family!

- ž How do we assess with the family what needs to be done?
- ž What are the strengths and weaknesses?
- ž Meeting to goals and meeting the needs
- ž What are the barriers?
- ž The beginning also starts the ending
- ž What are the families priorities?
- ž What needs to be done?

WHAT ARE OUR MEASURES?

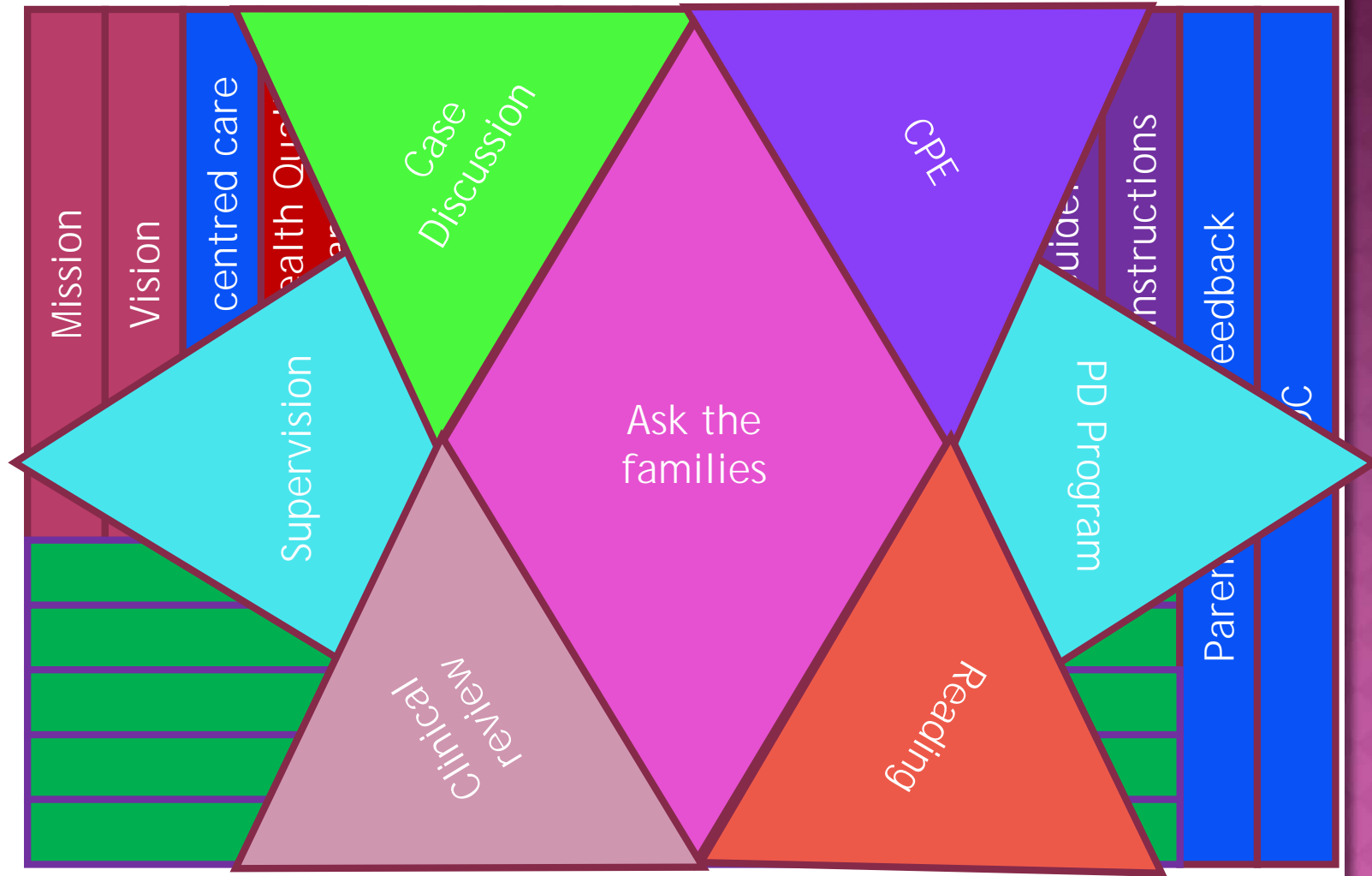
How do we know?

- ž Have we done this correctly?
- ž Have we done this well?
- ž Is it what we have been tasked to do?
- ž Did we have the outcomes that were expected?
- ž Is it what the family wanted?
- ž Did we have the right tools?
- ž Did we have the right team?

WHAT ARE OUR MEASURES?

Mission	
Vision	
Family - centred care	
National Health Quality Standards	
Newborn Hearing Screening Standards	
Model of Service	
Code of Conduct	
Code of Ethics	
APS	
AASW	
AHPRA	
QH policy	
C&YCH Guidelines	
Work instructions	
MPOC	
Parent Survey/Feedback	
Clinical review	
Clinical Audit	
PAD plan review	
Professional registration	
Accreditation	

HOW DO WE DO IT BETTER?



2012 CLINICAL AUDIT

One of our measures!



Clinical Audit

- ž Trial tool
- ž Random selection of open and closed, equally distributed across workers

2012 CLINICAL AUDIT

ž 32 charts audited across 6 domains

- ı Administrative Component
- ı General documentation
- ı Progress note documentation
- ı Clinical Assessment
- ı Care Planning
- ı Discharge Planning

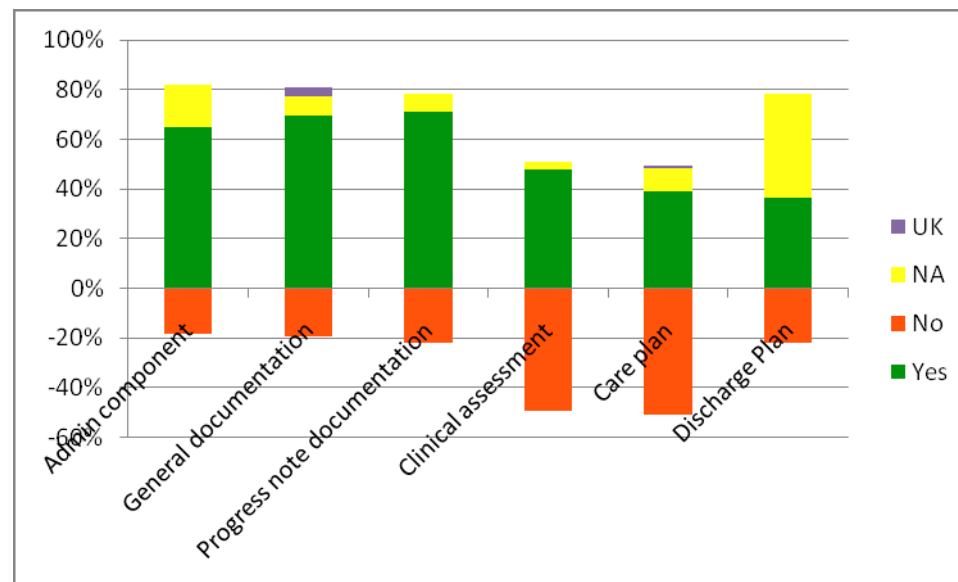
ž Analysis also drilled down 2 further domains:

- ı Consumer engagement
- ı Proposed National Newborn Hearing Screening Standards

2012 CLINICAL AUDIT

How did we do?

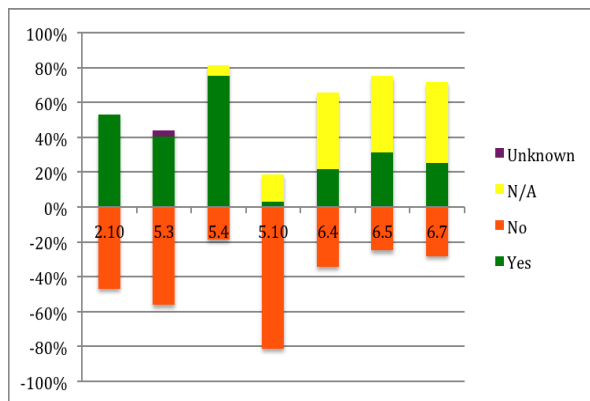
Across the 6 primary domains



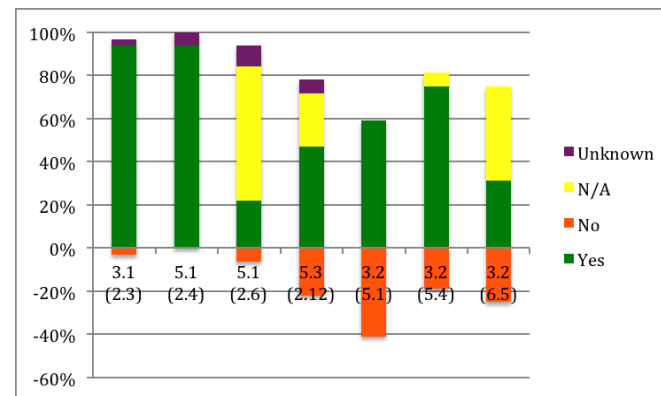
Not too bad!

2012 CLINICAL AUDIT

.. and across the other 2 domains?



Consumer engagement



National Newborn Hearing
Screening Standards

2012 CLINICAL AUDIT

When we put these two together what does it mean?

- ✧ There's still some work to do!
- ✧ The two areas combined highlight the need for parent engagement and consultation through a formal assessment and care planning process.
- ✧ The need for a clear assessment of the family's situation drives the family's progress through the service
- ✧ Enables families to reach a point where they are empowered and can self manage.

CONSUMER ENGAGEMENT - WHAT HAPPENS NOW?



Facilitating parent participation in sector activities eg POD, Parent to Parent	Parent Professional Partnership Charter Project	Parent participation in resource development and review		
Facilitating parent engagement with each other through Play groups etc	Parent representation on Community Stakeholder forums eg QFYCHL	Parent representation on Recruitment panels	Parent involvement as central to Case management meetings	MPOC
Family bulletin	Parent representation on Community networks eg FNOCHF	Annual Family Survey	Parent involvement as central to care planning	CHS "Have your Say"



AN UPDATE

- ž Activity rates increased by over 40%
- ž Continuing positive Family Survey results
- ž Next audit due in late 2013

For more information

QHLFSS-RCH@health.qld.gov.au