



8 KEYS TO COMPLIANCE EXCELLENCE

THE 8 KEYS TO COMPLIANCE EXCELLENCE

HOSPITAL ROUNDING WITH A PURPOSE

The physical observation of the environment of care and/or staff practice during routine rounding is an essential process for monitoring compliance of healthcare organizational and regulatory standards.

It is not only required by healthcare accrediting organizations, but in many cases provides the one and only means to validate compliance and quality.

Hospital staff can either choose to check the boxes or take the time to structure a process that effectively uses resources or evaluate a programs effectiveness to improve quality. The common goal for every healthcare organization should always be achieving one hundred percent compliance, which in a perfect world would translate to outstanding patient care outcomes and satisfaction.

Although this goal may seem impossible to achieve, identifying non-existent, broken, or weak processes that increase risk or negatively impact patient care outcomes and satisfaction is not. Developing a sustainable and consistent audit process to validate compliance with standard work and evaluate the effectiveness of quality improvement initiatives will keep quality moving forward. *Here are 8 key steps to consider for enhancing the effectiveness of your compliance and auditing processes:*

KEY #1

Re-evaluate The Standards You're Using To Validate or Evaluate Compliance

Use standards in your audits that will probe and exploit known weaknesses. Make sure your standards are uniquely identified by a category and number so that you can aggregate and trend data. In most healthcare organizations similar questions and/or standards are used in a variety of audit tools, but the data is rarely effectively aggregated between different departments, disciplines and facilities resulting in the loss of important data. Take the time to reconcile your questions and/or standards across the organization to improve transparency and maximize the use of data collected.

It should not matter if the data is collected during routine environment of care rounds or administrative rounds performed by leadership. The observations and findings obtained from these audits should be consistent and point back to the same question and/or standard.

THE 8 KEYS TO COMPLIANCE EXCELLENCE

KEY #2

Review Your Process For Collecting And Aggregating The Audit Data

Will the data be collected using manual paper forms and aggregated in spreadsheets or a tool specifically designed to automate this process? How do you share data that is collected between different departments or disciplines? Try to remove any barriers or steps required to collect, aggregate and report your data, “streamline your process”. This will save time, resources and improve overall effectiveness of improving quality.

KEY #3

Determine Your Rounding Frequency And/or Sample Size

Having the proper frequency and sample size for your audits provides sound statistical data to effectively support your findings. For example; this could be twice a year in all clinical areas, once per year in non-clinical areas or based on the number of patients or units of what’s being measured, such as, < 30 - Sample Size = 30 or 100%, 30-100 - Sample Size = 30, 101-500 - Sample Size = 50, > 500 - Sample Size = 70.

This should always be incorporated into your plan of attack when rounding. Where will you look above the ceiling, how many locations, how many staff will you observe, how many and what type of medical records will you observe, etc.

Develop a schedule to identify the locations, shift and frequency for these audit processes. A consistent flow of data will build the story for what needs to be improved.

THE 8 KEYS TO COMPLIANCE EXCELLENCE

KEY #4

Evaluate Individuals Tasked With Conducting Audits

Will this be a team approach or will individuals solely be responsible for evaluating and collecting data. If the rounds are a team approach, clearly define what each member of the team is responsible for evaluating to improve efficiency. In most cases this can be defined by the category of the questions and/or standard, such as, provision of care, record of care, medication management, environment of care, life safety, etc.

Always make sure individuals performing these audits have the proper skill sets to effectively evaluate standards compliance.

KEY #5

Train The Individuals That Will Be Performing Audits

Individual's performing audits should be properly trained so they have a clear understanding of the process and what they are evaluating. This will improve data collection and consistency, "Garbage in is Garbage Out". Don't cut corners on this part of your assessment process because it can make or break your program.

Always provide a training program that uses visual aids or examples of what is considering a finding for each question and/standard so the individuals really understand what to observe.

THE 8 KEYS TO COMPLIANCE EXCELLENCE

KEY #6

Report Your Audit Data To Drive Change And Improvements

Once you've done the work to evaluate compliance and program effectiveness it's time to reap the benefits and properly communicate your results. Without this very important step in the process, change for improvement is lost in a vacuum.

The number one driver for improvement is making sure your data is presented to members of senior leadership and hospital staff that impact compliance every day. There should be a consistent flow of information at least quarterly to leadership and hospital staff. Make sure your data does not stop at the Environment of Care, Patient Safety, Infection Control & Prevention committees, etc.

Discussions with the senior leadership team to present your findings/observations will improve the accountability and support needed for implementing improvement plans that spawn from you're auditing and data

KEY #7

Incorporate The Findings And Observations Into Your Continuous Quality Improvement Process

Use your audit data to develop annual goals and objectives. Establish measurable indicators/standards and targets for these goals and objectives that can be incorporated into your existing auditing processes. Continue to refine your questions and/or standards as you identify specific observations/findings that trace to trends. The better you get; the more in the weeds your organization should go to drive improvement.

THE 8 KEYS TO COMPLIANCE EXCELLENCE

KEY #8

Evaluate Your Auditing Processes Annually To Determine Effectiveness

There is always room for improvement in any process or program. Evaluating each step of your audit processes as well as exploring available tools to automate and improve efficiency should always be a priority. It is impossible to gauge improvement without an effective means of evaluating compliance.

Contact Us

ReadyPoint Health
29 Burton Hills Blvd.
Suite 100
Nashville, TN 37215

info@readypointhealth.com

615-957-1263

www.readypointhealth.com/assessmenttoolkits/

www.readypointhealth.com

Ask Us About Quality Assessment Toolkits And Other Solutions!

www.readypointhealth.com/assessmenttoolkits/