

NSQHS Standard 2 Partnering with Consumers

Ward/Unit audit tool



Hospital and Health Service:	Facility:	Audit Date/Period:
Ward/Unit:		

Ward/Unit audit tool: collects ward/unit level data.

- Notes:
- Each facility needs to determine those audit questions that are applicable to their facility / health service circumstances for review
 - Some questions and responses may not be applicable (eg. at a ward/unit level) and can be adapted to suit individual requirements
 - The measurement plan details each audit question and the action/criteria it aligns to in the standard

Ward/Unit Questions		Response
1.0	Is there evidence that the ward/unit seeks feedback from consumers and/or carers on existing and new patient information publications (for distribution to patients)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.1	If yes: Is there evidence that: <ul style="list-style-type: none"> • the feedback was documented? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • the feedback was incorporated into the revision of the publications? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2	If yes to 1.0: Provide details of the patient information publications, who developed them, where feedback was documented, where revisions are kept and the 'owner'.	
2.0	Have any new services been designed or existing services redesigned, or are any in the process of design/redesign at the ward/unit level?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.1	If yes: Is there evidence of: <ul style="list-style-type: none"> • Consultation strategies and reports that detail active participation and contribution of consumers/carers and the modifications made as a result? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • project plans which include information on how consumers and carers have been involved in the development of the design of redesign projects? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • reports from designers and architects outlining how they have responded to consumer suggestions for improvement? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Ward/Unit Questions		Response
	<ul style="list-style-type: none"> records of focus groups, proposals sent to consumer and carers for comment and other activities focusing on eliciting consumer perspectives? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.2	If yes to 2.0: Provide details of the services in support of above.	
3.0	Is there evidence that consumers are actively involved in the planning and implementation of quality improvements at the ward/unit level?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.1	If yes: Is there evidence of: <ul style="list-style-type: none"> project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and/or carer involvement? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> quality improvement plans that have involved the consumer and/or carer? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> agenda items, minutes and other records of meetings that demonstrate involvement of consumers and/or carers in quality improvement activities? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumer and/or carer feedback on their involvement in quality improvement activities? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> outcome reports of quality improvement activities/project? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> quality improvements that were implemented in response to patient feedback data? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

We recognise and appreciate that there may be gaps in the scope and questions included in these tools, however, as this is a **'Work in Progress'**, future versions will build upon the existing scope and questions, and incorporate staff feedback and suggestions for improvement.

The Patient Safety and Quality Improvement Service, Clinical Excellence Division, welcomes feedback on the audit tools and the measurement plans, to ensure the tools meet the needs of Hospital and Health Services. We appreciate any feedback you can provide for the next version.

Please email Patient Safety and Quality Improvement Service on [PSQIS Comms@health.qld.gov.au](mailto:PSQIS_Comms@health.qld.gov.au) for feedback or comments.

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