

BECOMING A SKILLED AUDITOR

The Road to Mastering Audit Techniques

ABOUT THE COURSE

For any healthcare organisation to perform reliably and to achieve its desired outcomes, effective design and execution of processes and systems is essential. Auditing provides a lens to gauge how well processes are carried out in compliance with policies, guidelines or standards of care.

The goals of auditing are not only to ensure services are carried out in accordance with design, but also to help identify potential risks and hazards, and opportunities for improving outcomes and resource use.

THIS WORKSHOP COVERS:

TIER 1: INTRODUCTION TO AUDITING SKILLS (BASIC)

- This basic auditing course will cover generic principles of audit, explain how to plan and execute an audit, cover basic auditing skills and techniques and how to document audit findings.

TIER 2: DEVELOPING AUDITING SKILLS

- This intermediate auditing course will cover ways to deconstruct and understand requirements for standards in order to be able to review how organisations comply with standards and to achieve the goals of an audit.
- Process versus Case Studies will be used to guide participants in developing, documenting and execute a comprehensive audit for a particular patient or audit focus area.

HOSPITAL



TIER 3: MASTERING AUDITING SKILLS

This advanced course offers preceptorship and opportunity to develop auditing skills through performance of actual audits. Categories of audit include:

- Two supervised audits where trainees will be guided by trained auditors to audit planning, performing audits including document reviews, observational activities and staff interviews, and writing audit findings. Trainees will receive an evaluation by the IHQ Faculty with recommendations for further development.
- After supervised audits, trainees will perform 3 independent audits within their own institutions where selection of themes and focus areas, audit planning, audit execution and report writing will be performed as part of their own department or institution audit activities. Trainees will be assessed by institution Quality Directors or supervisors.

LEARNING OBJECTIVES

With the completion of each Tier, participants will be able to:

► **Tier 1: Introduction to Auditing Skills (Basic)**

- Understand and apply general auditing principles
- Develop basic auditing skills and techniques
- Plan and execute an audit, and document audit findings

► **Tier 2: Developing Auditing Skills (Intermediate)**

- Deconstruct and understand the requirements for standards
- Review how organisations comply with standards
- Demonstrate how to develop, document and execute a comprehensive audit for a particular patient or a focus area

► **Tier 3: Mastering Auditing Skills (Advanced)**

- Practice planning audits around specified focus areas
- Conduct audit activities in accordance to an audit plan
- Develop skills in writing audit findings, referencing applicable standards

TARGET AUDIENCE

- Process owners, managers and senior managers, and team leads, who have oversight responsibilities for a particular system or set of processes (Auditing skills will help them address gaps between design, actual practice and to understand how to ensure compliance or to determine when processes need to be re-designed to suit local contexts)
- Auditors (medical, nursing, allied health staff, operations and administrative staff) who play a role to assist in performing broad-based audits across departments, divisions or institutions

PRE-REQUISITES

Tier 1: No pre-requisites needed.

Tier 2: Completed Tier 1: Introduction to Auditing Skills or any other external equivalent.

Tier 3: Completed Tier 1: Introduction to Auditing Skills and Tier 2: Developing Auditing Skills.

Participants must have their applications endorsed by their institution Quality Director.

Tiers 2 and 3 require participants to be familiar with some common standards. e.g. Joint Commission International (JCI), Healthcare Services Act (HCSA), etc.

COURSE DURATION

Tier 1: 0.5 days

Tier 2: 0.5 days

Tier 3: 5 days

SCAN ME



For enquiries, kindly visit
our website at:
<https://corp.nhg.com.sg/ONS/Pages/Training.aspx>
Or email us at: ihq@nhg.com.sg

