

# Becoming A Skilled Auditor

## The Road to Mastering Audit Techniques

### PROGRAMME DESCRIPTION

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.



#### DURATION:

Tier 1: 0.5 day

Tier 2: 0.5 day

Tier 3: 5 days

### PROGRAMME CONTENT

This programme has 3 Tiers:



#### 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 (Intermediate)

- 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
- Case studies will be used to guide participants in developing, documenting and executing a comprehensive audit for a particular patient or audit focus area



**TIER 3**  
**Mastering Auditing Skills (Advanced)**

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

- Two supervised audits where participants will be guided by trained auditors to audit planning, performing audits including document reviews, observational activities and staff interviews, and writing audit findings. Participants will receive an evaluation by the Faculty with recommendations for further development.
- Three 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. Participants will be assessed by institution Quality Directors or supervisors.

**LEARNING OUTCOMES**

At the end of each tier, participants will be able to:

<p><b>TIER 1:</b> <b>Introduction to Auditing Skills (Basic)</b></p>	<p><b>TIER 2:</b> <b>Developing Auditing Skills (Intermediate)</b></p>	<p><b>TIER 3:</b> <b>Mastering Auditing Skills (Advanced)</b></p>
<ul style="list-style-type: none"> <li>• Understand and apply general auditing principles</li> <li>• Develop basic auditing skills and techniques</li> <li>• Plan and execute an audit, and document audit findings</li> </ul>	<ul style="list-style-type: none"> <li>• Deconstruct and understand the requirements for standards</li> <li>• Review how organisations comply with standards</li> <li>• Demonstrate how to develop, document and execute a comprehensive audit for a particular patient or a focus area</li> </ul>	<ul style="list-style-type: none"> <li>• Practice planning audits around specified focus areas</li> <li>• Conduct audit activities in accordance to an audit plan</li> <li>• Develop skills in writing audit findings, referencing applicable standards</li> </ul>



## TARGET AUDIENCE

- Doctors, nurses, allied health professionals, pharmacists, administrators
- 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 redesigned to suit local contexts)
- Auditors (doctors, nurses, allied health professionals, pharmacists, administrator) 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)
- 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 or Reporting Officer.**

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

## ABOUT THE ORGANISER

Officially established on 19 July 2002, the NHG College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG Health. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG Health in serving and managing the health of our patients and the population.

For enquiries on patient safety and quality improvement courses, please visit our website by scanning the QR code below or email us at: [nhggroup.college@nhghealth.com.sg](mailto:nhggroup.college@nhghealth.com.sg)

