AuditOnline User Guide

IPC, SWCL and MM version (31/01/2018)

Contents

Compliance Auditing

Terminology

Entity - the 'thing' that you are auditing, e.g. a building, a person or a vehicle.

Element - elements are the aspects of the 'entity' that you are auditing. For example when auditing a building this might be a specific room or place. When you are auditing a person this might be the different areas of performance such as Hand hygiene.
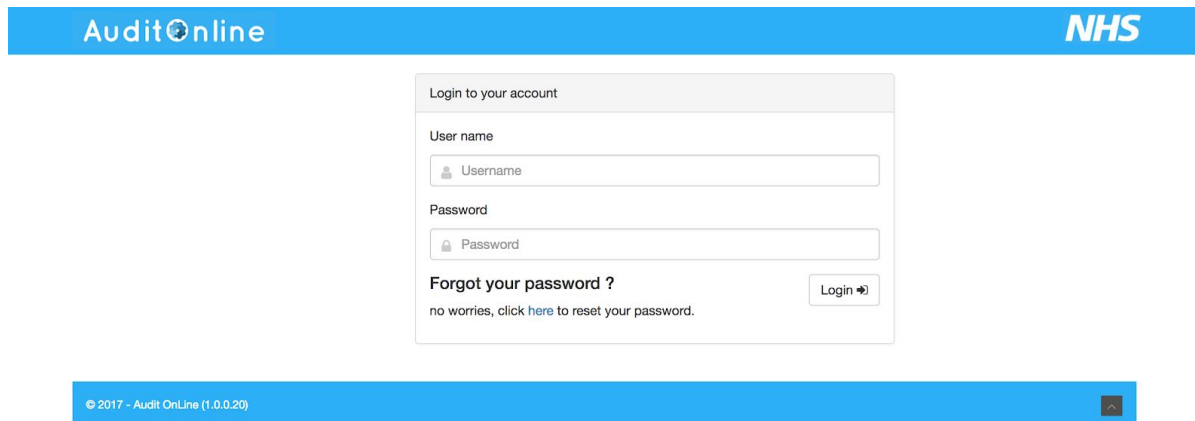
Element group - element groups are used to group elements together where necessary. For example grouping elements by room.

Standard - standards are the individual checks applied to each element such as 'No more than one piece of dirty crockery on work surfaces'.

Category - where you see the term 'category' this relates to the hierarchy of the entities. As a user you will have a category set which will define the areas and stations that you will see reported on in your dashboard. And also the entities that you are asked to audit.

1. Logging In

To login to your account navigate to: https://www.auditonline.co.uk/EEAST/ and enter your login details.

If you have any trouble remembering you password please use the password reset.

2. Audit

The 'Audit' menu is found under 'Apps' where you can create new audits directly in the system. There are two options.

'List Compliance Audits' shows you a history of all of the audits you have created.

'Compliance Audit' enables you to carry out a new or pending audit.

2.1 Create an audit (Compliance Audit)

Here you will see your Available Audits as well as any Pending Audits you have created previously.

Each audit will have 4 tabs for completion before you submit your audit. Tab 1 is for Audit Details:

Create Audit Choose from available audits or continue one of the pending audits

1. Audit details

Title:	EEAST - Ambulance Station Audit
Auditor name:	Sarah Frampton (SarahTest)
Date:	20/12/2017 8:42 AM
Audited entity:	-- choose --
Did you conduct the audit you are about to input? (*) :	-select-
Auditor's ID number (if different to above) :	
Auditor's Job Role (if different to above) :	-select-

☑ This audit has the option to enter questions for each room of that type in your building, would you like to enable this?

Start Audit

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Tab 2 is where you complete your audit. A progress bar at the top will show you how complete your audit is.

Some audits will have a 'make all compliant' and a 'make all NA' button. You can use this if you are sure that all elements are compliant. Your administrator can turn this off for any element group in the settings.

Once you have completed the audit select Tab 3 for a summary that will give you an overview of the audit results similar to what you can access from the 'Traffic Lights' report. Each line of the summary links you through to the relevant audit screen where you can view details and comments.

You can then leave a final comment on Tab 4 before submitting.

Any audits left unsubmitted will be shown under the 'pending' tab of the audit screen and also in the 'list' view of all audits. And can be completed at any time.

2.2 Re-auditing

If an entity has been audited at less than 100% complaince and the next audit is not yet due, then you will be offered the option to 're-audit' that entity. During the re-audit you will only be asked about the elements which were found to be non-compliant in the latest audit. The scores for the re-audit will be stored alongside the original and the compliance data will be updated to reflect the latest results.

There are two places from where you can carry on a re-audit.

1) When you go to begin an audit if you select an entity which fits the re-audit criteria above then below the usual audit info you will see the option to re-audit.
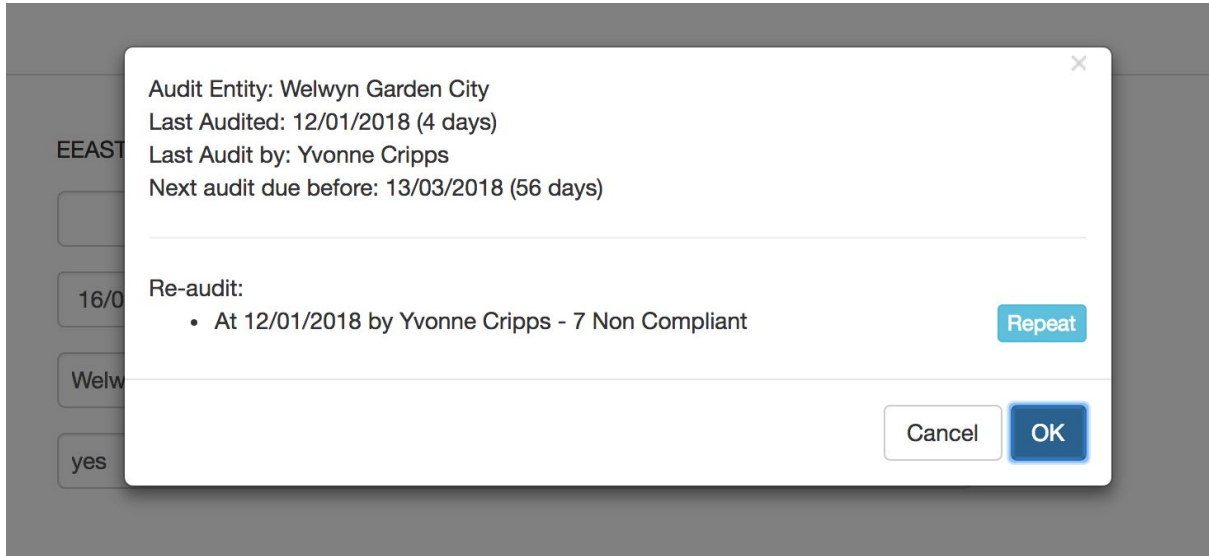
2) the other place to begin a re-audit is via the completeness section on the site: https://www.auditonline.co.uk/EEAST/Report/Completness when you list the enities from this screen you will see the 're-audit' option next to all entities which are eligible for re-auditing.

NB. You will not be given this option on any entity which is either 'overdue' or where the latest audit was 100% compliant.

2.3 Quality Control Auditing

QC Audits can be carried out by users with the relevant permissions to verify the accuracy of recently completed audits.

You can access QC auditing from the Dashboard using the section at the bottom shown below. If you do not see this section on your dashboard you will need to ask your administrator to set you up with QC auditing.
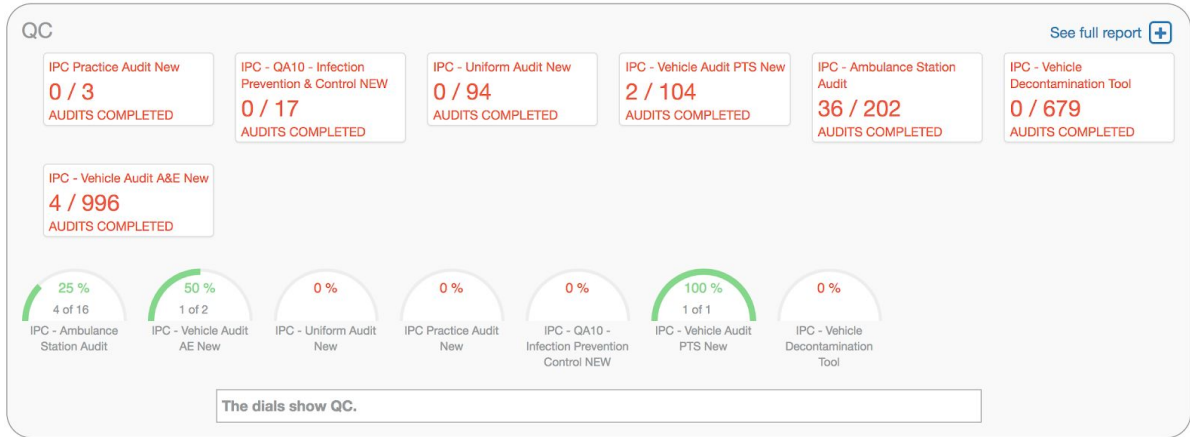
Clicking on 'See full report' will take you through to the main QC screen.

By clicking on 'Show entities' somewhere in the hierarchy you will see a list of all the entities within that hierarchy which have been audited within the most recent period (only entites which are not overdue.

Audits which have already been QC'd will have a 'View QC' button. This will show you a report of the QC audit. The Purple section shows the comparison between the original and the QC audit as well as illustrating any delta in the score. It also shows the times that the audits were carried out. There is also a button linking you to the original audit.

Those entities which remain eligible will have a 'QC Audit' button. Clicking this take you through to an identical copy of the original audit but clearly labelled as QC.

Results from your QC audit will not impact the compliance results for the area or entity that you have audited. The results will only be measured against the original audit and those which fall within +/- 10% of the original audit will be considered compliant. The compliance can be viewed on the main dashboard.

NB. Although it is possible to audit at any point within a frequency period CQ audits should usually be carried out within a 48 hour period following the original audit to be considered valid.

3. Dashboard

The dashboard you see gives you an overview of activity broken down by the following sections:

- Completeness - showing how many of your entities have been audited within their target period
- Completeness Targets - which helps to spread the adits over time
- Traffic lights reports for the month - this links you through to the traffic lights reports
- Compliance - which indicates the level of compliance with each audit type
- Action Plans - gives an overview of all action plans in the system which are then broken down by team and individual.

DOC-WORKS   Audit Online

AuditOnline   ☰ My Apps ▾   ⚙ Settings ▾   ✕ Logout   👤 Welcome, SarahTest   NHS East of England Ambulance Service

Dashboard - welcome back Sarah shortcuts, statistics, charts, recent events and reports

Completeness   See full report ➕

EEAST - QA10 - Infection Prevention & Control NEW	EEAST - IPC Practice Audit New	EEAST - Uniform Audit New	EEAST - Ambulance Station Audit	EEAST - Vehicle Audit PTS New	EEAST - Vehicle Audit A&E New
0 / 112	11 / 112	13 / 112	13 / 113	10 / 651	11 / 651
AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED

Monthly Completeness Targets

EEAST - Ambulance Station Audit	EEAST - IPC Practice Audit New	EEAST - QA10 - Infection Prevention & Control NEW	EEAST - Uniform Audit New	EEAST - Vehicle Audit A&E New	EEAST - Vehicle Audit PTS New
11 / 167 -110	9 / -5 +4	1 / -3 +2	10 / -6 +5	8 / 324 -215	8 / 324 -215
AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED	AUDITS COMPLETED

+2 - This number indicates the change to your monthly target compared to last month. Targets are adjusted each month to help you spread the annual requirement more evenly.

Traffic lights - December 2017

EEAST - Ambulance Station Audit view report	EEAST - Vehicle Audit A&E New view report	EEAST - Uniform Audit New view report
EEAST - IPC Practice Audit New view report	EEAST - QA10 - Infection Prevention & Control NEW view report	EEAST - Vehicle Audit PTS New view report

Compliance (traffic lights)   See full report ➕

High
80 % 249 of 311 EEAST - Ambulance Station Audit
86 % 37 of 43 EEAST - Vehicle Audit AE New
74 % 57 of 77 EEAST - Uniform Audit New
57 % 96 of 168 EEAST - IPC Practice Audit New
61 % 25 of 41 EEAST - QA10 - Infection Prevention Control NEW
100 % 10 of 10 EEAST - Vehicle Audit PTS New

Significant
75 % 115 of 154 EEAST - Ambulance Station Audit

Moderate
100 % 4 of 4 EEAST - Vehicle Audit AE New
73 % 8 of 11 EEAST - Uniform Audit New
100 % 2 of 2 EEAST - Vehicle Audit PTS New

Low
100 % 2 of 2 EEAST - Vehicle Audit AE New
55 % 6 of 11 EEAST - Uniform Audit New
100 % 1 of 1 EEAST - Vehicle Audit PTS New

The dials show compliance based on the number of elements (questions) answered for each audit type. To see further breakdown view the full report.

Action plans

TOTAL ACTION PLANS 816	All Action Plans	My Action Plans	My Team Action Plans

All Action Plans: With External 1 | Scrapped 1 | Complete 4 | Pending Acceptance 4 | Unassigned 7 | Assigned 799

STALLED 772

My Action Plans: Stalled 0 | Pending Acceptance 1

My Team Action Plans: Stalled 0 | Pending Acceptance 1

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You can click on your stalled action plans and your teams stalled action plans and this will take you through to a filtered view of action plans.

3.1 Traffic lights report

You access the traffic lights reports using the links from the traffic lights section of the dashboard. Use the filters at the top of the screen to narrow down your report.

Traffic Light Overview Ambulance Buildings

Date Range: Apr 2016 - Mar 2017   Risk Category: High   Auditor: Internal

Date/Score: Percentage Score   Team: All

Category: PTS

Score >= 80%	
Score 50%-80%	
Score <50%	
100 High Risk	
100 Significant Risk	

Station name	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Adderbury	71				100			100		86	100	100
Basingstoke	100		100						100			
Bletchley		86						29		100		100
Bracknell	100	86				86						
Didcot						86		100		100		100
HART		86										86
High Wycombe	100		100 100		100	100			100		100	
Hightown	100	100	100 86			100			100	100	100 100 100	
Kidlington		100						100		100		100
Milton Keynes		100						0		100	0	71
Newbury	80					100			100	100	100	100
Northarbour R/C									100			
Nursling	100	100	100	100	100	86	100		100	100		100
Oxford City		100			100 100							
Portsmouth PTS			100							100		
Reading			100					100	100	100		100
Stoke Mandeville		100		100		100		100		100		100
Wexham	100	100	100	100	100				100	100		100 100

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Clicking on the score for a particular audit will take you through to the detailed breakdown of that individual Audit.

Detail Audit Report Ambulance Buildings

Employee:	Adderbury	Auditor Name:	Test User (12345678)	Audit Date:	05/04/2016 11:24:57
Risk Category:	High				
E&UC:	Northern Cluster	County:	West Node		
				Total Score:	5 of 7

Add to action plan 📇   Export to csv 📄

All ⬍

	Risk Category	Area	Element	Compliant (YES/NO)	Score	Comment
	High	Storage Areas	Storage Areas: Clutter and waste	YES	1 / 1	
	High	Storage Areas	Storage Areas: Cleaning	YES	1 / 1	
	High	Sluice Areas	Sluice Areas: Clutter and Waste	YES	1 / 1	
	High	Sluice Areas	Sluice Areas: Mops and Buckets	YES	1 / 1	
⌄	High	Sluice Areas	Sluice Areas: Cleaning	NO	0 / 1	
	High	Vehicle Cleaning (Make Ready) Area	Veh. Cleaning Area: Clutter and waste	YES	1 / 1	
⌄	High	Vehicle Cleaning (Make Ready) Area	Veh. Cleaning Area: Cleaning	NO	0 / 1	
	High	Process	Sluice Areas: Cleaning Records	YES	0 / 0	
	High	Process	Veh. Cleaning Area: Cleaning Records	YES	0 / 0	

General comments

Station Manager Signature

Missing

Auditor Signature

Missing

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From here you can view the details and images attached to the audit as well as download the audit details as a CSV.

3.2 Completeness report

The Completeness report tells you which entities have been audited and allows you to view all the entities ordered by most overdue. This way you can select the most urgent audits and carry them out directly from here.

3.3 Compliance

Compliance reports give an overview of the compliance of each element asked about in all audits. The reports can be broken down by tags. Tags can be added at any time to the system by the administrator to track performance in different ways.
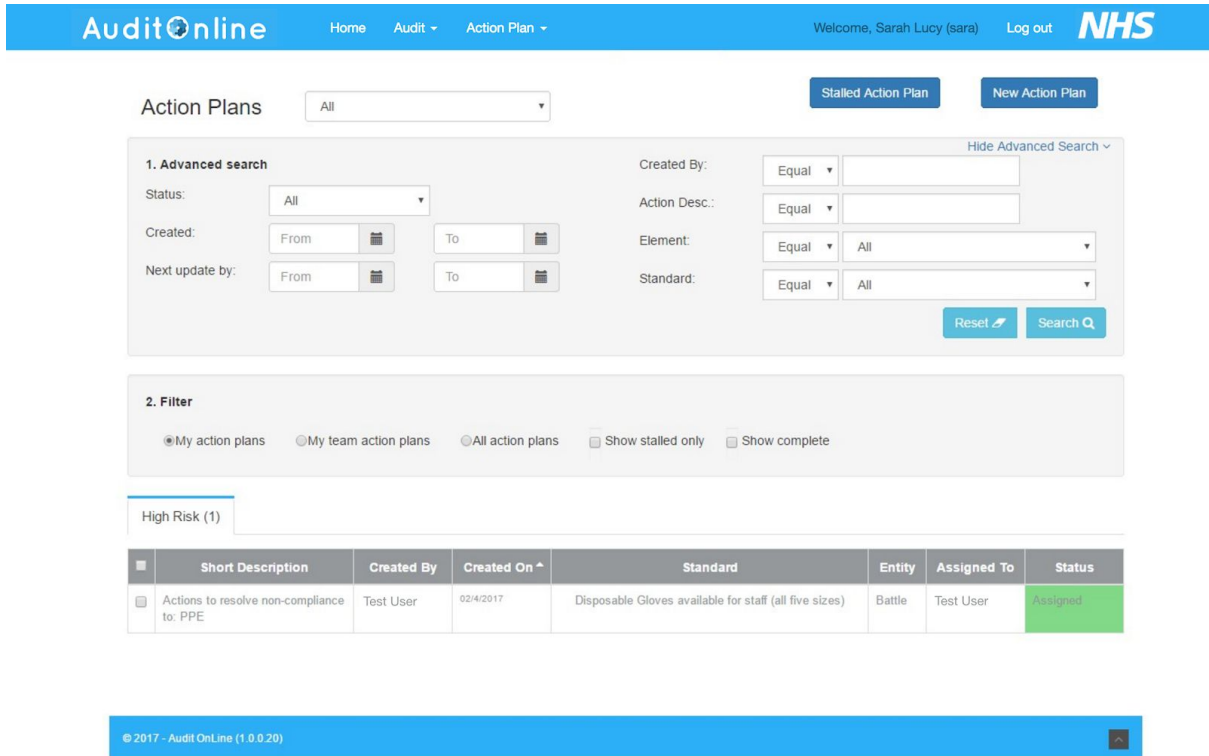
4. Action Plans

4.1. Creating Action plans

Action plans are automatically created when an Audit is submitted with any non-compliant entities.

4.2. View your action plans

You can view all your action plans in the action plans section:
https://www.auditonline.co.uk/EEAST/ActionPlan/ActionPlanList where you can use the filtering to filter your list. However you can also quick view a pre-filtered list of stalled items using 'My Action Plans' and 'My Team Action Plans' using the red buttons on the Dashboard.

From the action plans screen you can expand an action plan row on the resulting table and perform a number of actions:

1. Assign - you can assign the action plan to another user provided you have permissions set to do so.
2. Scrap - closes the action plan and marks as scrapped.
3. Poke - sends an email to the person assigned to the action plan reminding them to review it.
4. Comment - adding a comment will also trigger an email to the assignee.
5. View Audits - takes you to the detailed breakdown of the audit.

6. Mark as Complete - closes the action plan and marks as scrapped.
7. Mark as External - marks as external and updates the changed date (which removes the item temporarily from stalled items for X days).

4.3. Stalled Items

Any Action Plans which have passed the allowed period for their risk category unresolved will appear in your stalled items. There is a special Wizard for managing

stalled items which will allow you to see and resolve your stalled items in one place. To review your stalled items click the 'Stalled Action Plans' button on the main Action Plans screen.

You can also view stalled items in the main list by ticking 'show stalled only' in the filtering criteria.

4.4 Responsible Parties

A responsible party for each level in the hierarchy (e.g. station) can be set up for each audit type. The responsible party can then be automatically assigned the action plans relating to entities using this hierarchy. To set these up please contact your Doc-Works administrator.

5. Medical Fridge Temperature Audit

During the flu campaign season you will have the option to create a medical fridge temperature audit. You will find this option under apps in the audit menu.
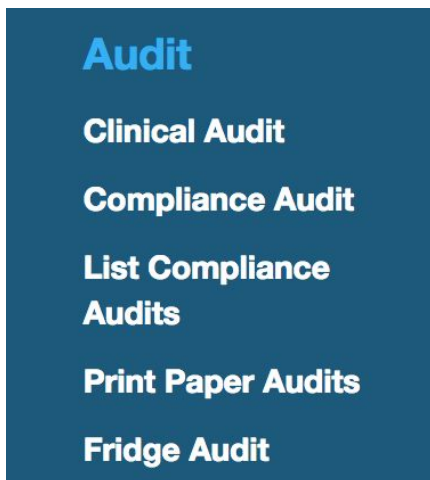
Completed audits will flag up temperature compliance reports and action plans. The system will also automatically generate a non-compliant audit if the daily fridge audit is missed.

Data relating to actual temperatures is stored in the system and can be accessed an downloaded by admin users upon request.

Medicines Management

Introduction

There are two main auditing features to the Medicines Management module. One is data collection and inventory management for destroying drugs and auditing locations (stations, bags, personal issue). The other is compliance reporting on discrepancies. Compliance reporting generates a number of out of the box reports to give an overview of discrepancies across the trust as well as automatically generating Action Plans assigned to responsible parties to address non compliance issues.

1. Medicines Management

You can find the Medicines management screen under 'Apps' in the main navigation. Here you will find the two options for 'Record Destructions' and 'Audit Locations'

2. Record Destructions

To record a destruction in any location you use the red 'record destruction' button.

You will be given the following list of options for recording the destruction of CD and NON-CD drugs.
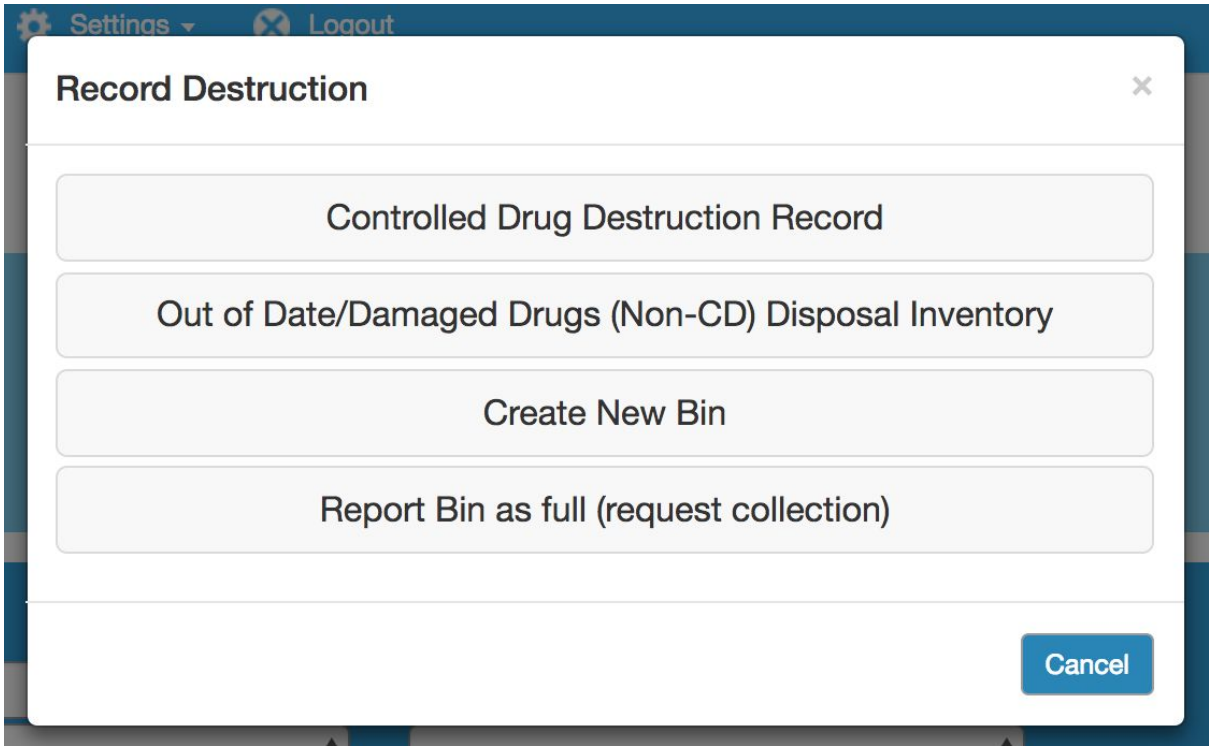
2.1 Controlled Drug Destruction Record

To record the destruction of a controlled drug you simply fill out the sections on the form below and hit submit. You can add more than one drug at a time using the 'add' button. This will create an additional 'Drug Destroyed' section. Each drug destroyed will appear as a separate entry in the database of controlled drugs.

One you have added your record you will be able to view it by selecting the Controlled Drug Destruction report from the dropdown on the main meds management screen using search.
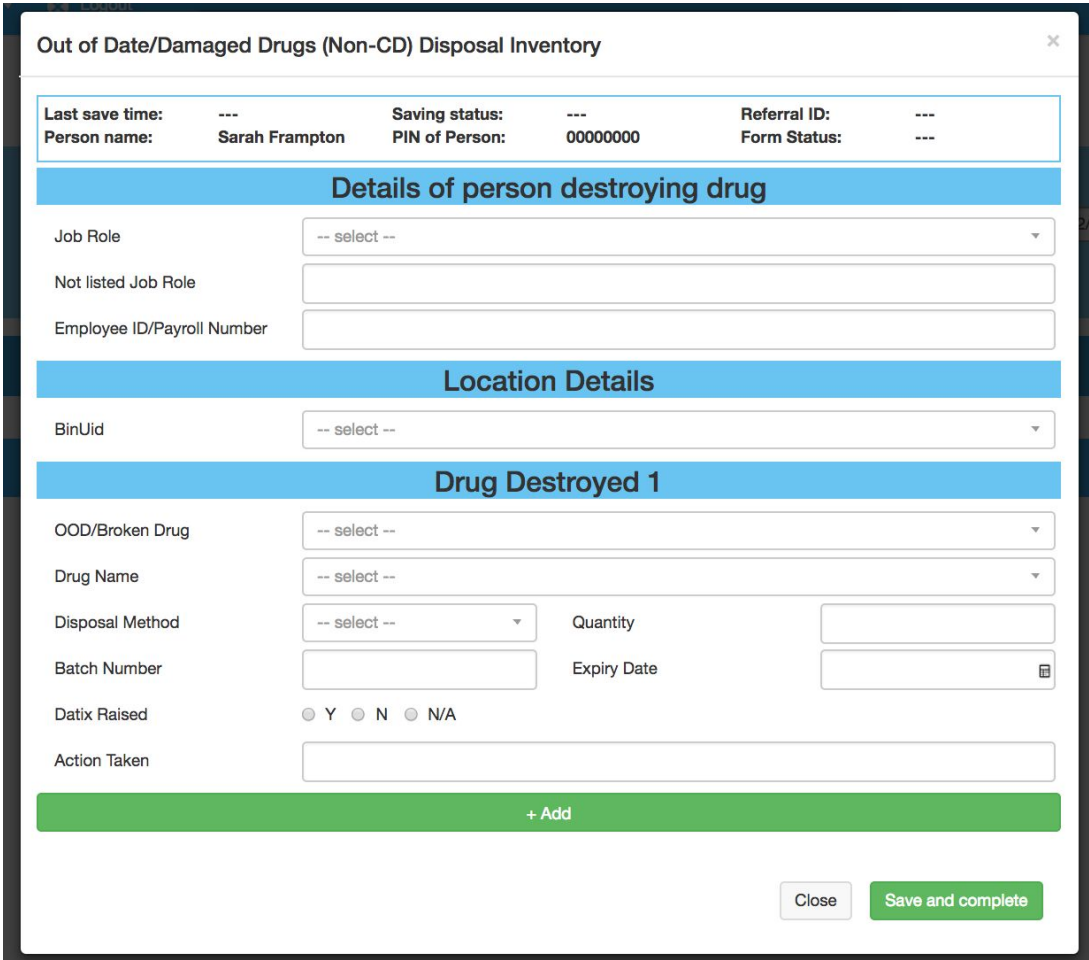
2.2 Out of Date/Damaged Drugs (Non-CD) Disposal Inventory

The next option in the destroy section is ODD/Damaged Non-CD drugs. For disposal of these you (or another user) will need to have added a bin to the system in which to record the disposal. Later you will be able to request collection of the bins as well as view an inventory of the disposed drugs.
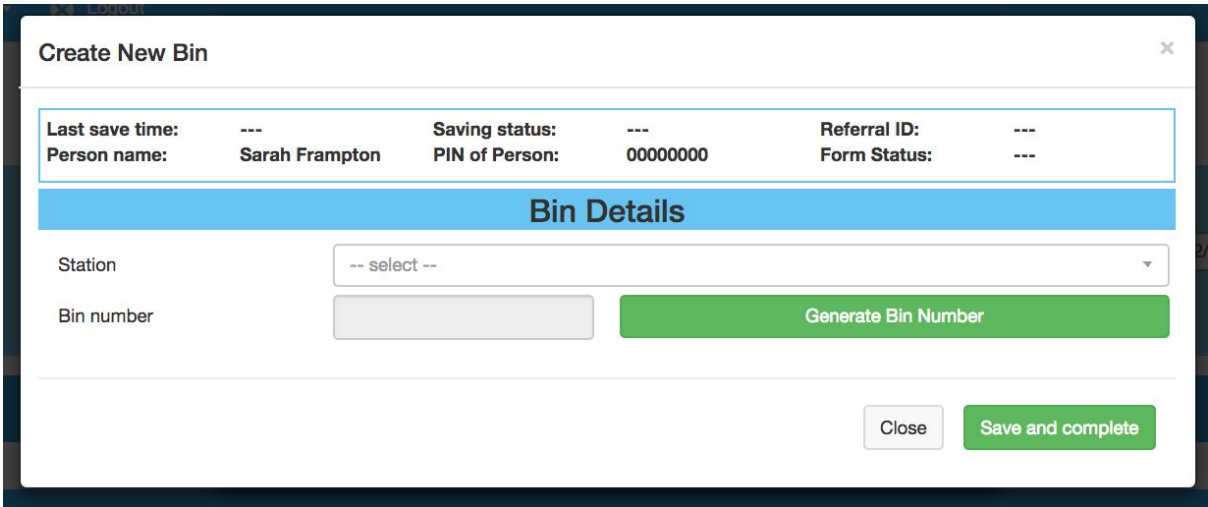
2.3 Bin Management

There are two other buttons in the section which enable users to manage the inventory, collection, and disposal of drug bins.

'Create new bin' simply enables the user to generate a bin number that can be written on the side and lid of the bin.

NB. Please write the bin ID on both the LID and the SIDE of the bin with a sharpie.

There is also a print bin label option that will be used in the future when the trust introduces barcode scanning for drugs management. For now please just write the bin ID clearly by hand.
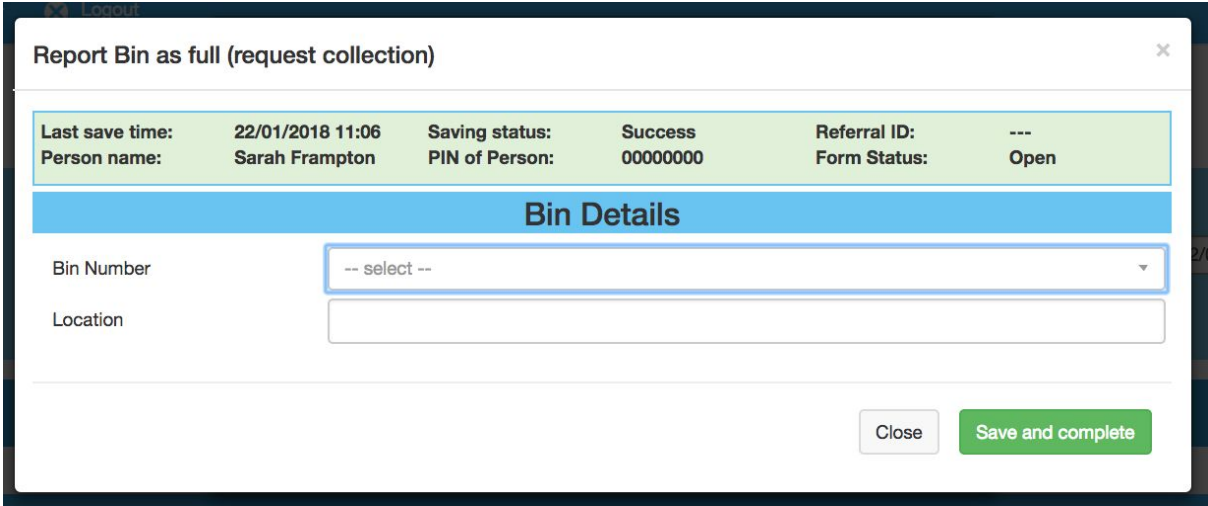
'Report Bin as full (request collection)' is the final option in the destructions section. Here you simply select the full bin from the dropdown. And in the location section you give any additional useful information (e.g. By the store room cupboard).

A request will be sent to waste management along with a PDF inventory of the contents of the bin. You can view this inventory yourself (if you have admin access) by going to **'Search Bin'** in the main menu.

In Search Bin you can either simply hit search to return all bin inventories or you can use the advanced search tools to find a specific bin by station or date (created or closed).

3. Audit Locations

The second button in the Medicines Management section enables you to audit drugs in various locations from Stations, Drug Bags and even on Individuals. To audit locations you use the blue button.

Audit Location   ✕

| Monthly Drug Audit |
| Monthly Drugs Bag Audit |
| CD Pouch Audit |
| In Date Weekly CD Stockcheck |
| OOD Weekly CD Stockcheck Audit |
| Drugs Bag Discrepancy Reporting |
| Monthly Individual Morphine Audit |

Cancel

3.1 Monthly Drug Audit

Monthly Drug Audit   ✕

| Last save time: | --- | Saving status: | --- | Referral ID: | --- |
| Person name: | Sarah Frampton | PIN of Person: | 00000000 | Form Status: | --- |

Audit Details

Did you perform this Audit?   ◯ Y ◯ N

Location Details

Station   -- select --

Storage Location   Date of Audit   22/01/2018

Medicine 1

Drug Name   -- select --

Book Count   Actual Count

Discrepencies

Drug in Date   ◯ Y ◯ N   Datix Raised   ◯ Y ◯ N

Action Taken

+ Add

Close   Save and complete

The Monthly Drug Audit is for auditing each station each month. You can add as many drugs as you need to using the '+Add' button. Each audit creates a compliance record in the compliance dashboard reports. The compliance of the station is dependent on there being

no discrepancies for any drugs. Any single discrepancy will create a non-compliant audit record for this station.

3.2 Monthly Drugs Bag Audit

The Monthly Drugs Bag Audit enables users to audit one or many drug bags each month, for each station.

Multiple bags can all be audited at the same time and entered into the audit using the '+Add' button at the bottom of the form. If there is more than one storage location in a station then an audit will need to be done for each location.

Each audit will create a compliance record for that location in the compliance dashboard. If any one of the bags contains a discrepancy then the whole location will show as non-compliant in the dashboard.

3.3 CD Pouch Audit

CD Pouch Audit   ✕

Last save time:	22/01/2018 12:22	Saving status:	Success	Referral ID:	---
Person name:	Sarah Frampton	PIN of Person:	00000000	Form Status:	Open

Audit Details

Did you perform this Audit?   ○ Y   ○ N

Location Details

Station   `-- select --` ▾

Date of Audit   `22/01/2018` 📅   CD Pouch Details   `-- select --` ▾

Morphine Sulphate

Book Count   [ ]   Actual Count   [ ]

Difference   [ ]   All Drugs in Date?   ○ Y ○ N ○ N/A

Diazepam 2.5mg

Book Count   [ ]   Actual Count   [ ]

Difference   [ ]   All Drugs in Date?   ○ Y ○ N ○ N/A

Diazepam 5.0mg

Book Count   [ ]   Actual Count   [ ]

Difference   [ ]   All Drugs in Date?   ○ Y ○ N ○ N/A

Diazepam 10.0mg

Book Count   [ ]   Actual Count   [ ]

Difference   [ ]   All Drugs in Date?   ○ Y ○ N ○ N/A

Diazemuls

Book Count   [ ]   Actual Count   [ ]

Difference   [ ]   All Drugs in Date?   ○ Y ○ N ○ N/A

Additional Information

Datix Raised   ○ Y ○ N ○ N/A

Action Taken   [ ]

Additional Comments   [ ]

Close   Save and complete

The CD Pouch Audit works slightly differently to the other audits in that it anticipates all of the drugs it expects to find in the pouch rather than allowing the user to select the drugs they want to add to the audit.

Discrepancies are used to generate a compliance entry for reporting like with other audits.

3.4 In Date Weekly CD Stockcheck

The In Date Weekly CD Stockcheck is for recording the weekly inventory of In Date Drugs.

3.5 OOD Weekly CD Stockcheck Audit

The OOD Weekly CD Stockcheck Audit is the same as the In Date audit but enables users to record the OOD items. These can be analysed together with the In Date stock using the download feature on search data.

NB. Discrepancies on this audit will generate a non-compliance in the compliance report. However discrepancies are to be expected regularly here since drugs will be going out of date regularly. We might want to consider tweaking the rules around how Action Plans are generated.

3.6 Drugs Bag Discrepancy Reporting

Drugs Bag Discrepancy Reporting   ×

| Last save time: | --- | Saving status: | --- | Referral ID: | --- |
| Person name: | **Sarah Frampton** | PIN of Person: | 00000000 | Form Status: | --- |

Audit Details

Did you perform this Audit?   ○ Y   ○ N

Location Details

Station   -- select --   ▾   Date of Audit   22/01/2018   🗓

Drug Bag   -- select --   ▾

Medicine 1

Drug Name   -- select --   ▾

Book Count   [   ]   Actual Count   [   ]

Discrepencies   [   ]   Drug in Date   ○ Y   ○ N

Action Taken   [   ]

+ Add

Close   **Save and complete**

Drugs Bag Discrepancy Reporting Audit is for recording Ad Hoc Discrepancies. This will also generate a compliance audit and corresponding Action Plan.

3.7 Monthly Individual Morphine Audit

Monthly Individual Morphine Audit ✕

Last save time:	---	Saving status:	---	Referral ID:	---
Person name:	Sarah Frampton	PIN of Person:	00000000	Form Status:	---

Audit Details

Did you perform this Audit? ○ Y ○ N

Employee Details

Was the staff member audited ○ Y ○ N ○ N/A   Employee ID [   ]

Audit this Month

Stock

Book Count [   ]   Actual Count [   ]

Difference [   ]   Drugs in Date? ○ Y ○ N ○ N/A

No Audit this month

Reason for not Auditing   [-- select --   ▼]

Reasons for not Auditing (If Other)   [   ]

Have CD's been removed? ○ Y ○ N ○ N/A

Additional Information

Datix Raised ○ Y ○ N

Action Taken   [   ]

Additional Comments   [   ]

[Close] [Save and complete]

The Monthly Individual Morphine Audit will also create a compliance audit entry.
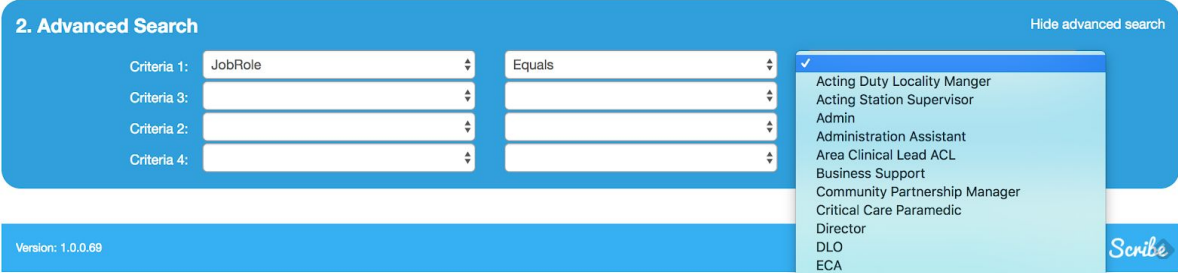
NB. 'No Audit this month' will show as compliant.

4. Search data

All the Data captured by the Meds Management Audits can be searched from the main Meds Management Screen.

1. Search

Audit: [-- select -- ▼] Date type: [From/to (BlankDate/BlankD ▼] Reports range: [18/12/2017 📅] [18/01/2018 📅]

[Create CSV] [Search]

Advanced searching enables you to select any field from any report and search on this directly. Simply select the criteria you want to search on. The middle option allows you to search by the exact value (using 'Equals') or on some fields you can do a broader ('fuzzy') search using the 'like' parameter. Then in the right hand field you enter the value using the dropdown or freetext box.

Once you have returned the data you require you can download this using the **'Create CSV'** button.