

“Audit is not a dirty word.”

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The Emergency Department (ED) at Caboolture Hospital have developed a mini bedside audit tool specific to the non- admitted patient in ED. The tool covers each National Safety and Quality standards from 1-10 directly linking them into the everyday core business of an Emergency Department. Previously each CN tried to produce audits on their portfolios, however due to workload and departmental pressures this process was hap-hazard at best with the information not being kept centrally or fed back to staff.

In mid-2014 Metro North Hospital and Health Service provided extra budget to each department to increase efficiency around the NEAT target. The team at Caboolture felt strongly that with increased efficiency we needed to ensure the patient safety and quality was not compromised and our monitoring of this needed to be robust.

Our tool was inspired by the Queensland Bedside Audit tool and tailored to the needs of our ED and our patients. All staff was educated in the use of the tool and the clinicians on the floor conduct 20 audits each month during protected education time. Results are fed back to the Safety and Quality Unit and results are displayed on our measures board for staff and patients to see. The multi-disciplinary team are provided feedback of the results allowing education to be provided to staff or quality improvement projects to be initiated for any areas requiring improvement.

We have found that using the clinicians on the floor to conduct our auditing is not only cost efficient but also sustainable and has increased the knowledge of the junior nurses into all aspects required to provide quality care other than clinical “jobs”. Having one tool which covers all National Standards has made reporting easier and allows us to better map improvements. We have changed the culture of our staff by allowing everyone to become actively involved in this measurable process.

During the time we have introduced our tool our efficiencies with NEAT greatly improved with an overall NEAT of 66% in September 2014 to 75% in May 2015 and a Short Stay Unit (SSU) Neat of 67% in September 2014 to 80% in May 2015. Along with these improvements we have also increased our overall patient satisfaction to 96%.

The success of the tool has been recognised amongst other facilities within Metro North and is in the process of being introduced to our other Emergency Departments along with ICU and Cancer Care services at the Royal Brisbane and Women’s Hospital.