Operationalizing a Nursing Student-Led Accreditation Audit Program

Anne Bembenek RN, BScN, MScN Student; Molly Hingorani Year 3 BScN Student; Kylie Fadlhaiz Year 3 BScN Student; Jessica Lamanna Year 3 BScN Student; Esther Lee Year 3 BScN Student; Maypet Bautista Year 3 BScN Student; Joshua Khuu Year 3 BScN Student; Kasey Ann Gunterang Year 3 BScN Student; Daniel Da Costa Year 3 BScN Student; Alane Arulrajaha Year 3 BScN Student; Maryam Ishaq Year 3 BScN Student; Samiksha Khadka Year 3 BScN Student; Josie Fan Year 3 BScN Student; Amanpreet Ghuman RN, BScN, MScN; Derek Hutchinson RN, BScN, MN; Jennifer Yoon RN, BScN, MSc (QI/PS), PhD Student

Lessons Learned
Tracers can be an onerous task involving education provided for knowledge gaps. Use of a student-led audit process is a resourceful way for organizations to obtain insights to prepare for the accreditation process.

Description
Accreditation is a third party vendor quality assurance program that examines an organization’s compliance with required organizational practices (ROPs) and standards. There are 32 ROPs, and 2,698 standards that HRH must demonstrate compliance of. One major process to ensure compliance and report back opportunities for improvement is through an audit program, which is traditionally run by organizational leaders. To optimize resources, 3rd year nursing students led an accreditation audit program by conducting tracers throughout HRH. Tracers consisted of practice questions related to various ROPs to ensure that all organizational members were compliant to best practice in accordance with the ROPs.

Actions Taken
- Nursing students first learned about accreditation processes and reviewed HRH’s ROP Tracers.
- Additional information was provided to ensure that tracer answers were complete and aligned with HRH’s policies and procedures.
- Students conducted surveys throughout HRH by asking tracer questions and documenting responses.
- Data was inputted and analyzed to determine organizational compliance.

Summary of Results
The 3rd year nursing students have been successful in completing more than 800 tracers within a one-month period. Of the completed tracers, responses for the two patient identifier tracer accounted for 75% of the total. Tracer data will be shared with leadership teams to identify gaps and opportunities for improvement. In preparation for Accreditation, auditing with tracers is an ongoing process to accurately obtain insights on organizational compliance.

Figure 1. 3rd Year Nursing Students preparing tracer documents and small prizes for correct ROP responses from staff.

Figure 2. 3rd Year Nursing Students asking staff tracer questions.

Figure 3. Number of completed tracers by the 3rd year nursing students, which had 612 total. With the two patient identifiers being the largest percent done.

Figure 4. Data from completed tracers on various ROPs. The colours breakdown the score: green is 80% or more, yellow is 50 – 79%, and red is less than 50%.

Approved Abbreviation and Symbols for Health Record Documentation

Anti-Microbial Stewardship

Disclosure and Patient Safety

Falls Prevention

Infection Prevention and Control

Two Patient Identifiers