Developing a Required Organizational Practice (ROP) Audit Program at Humber River Hospital (HRH)

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Description
Healthcare services are routinely accredited against standards of excellence to assess service quality. Organizations accredited with exemplary standing must demonstrate 100% compliance with ROPs, which are essential practices that enhance patient safety and minimize risk. As HRH prepares for accreditation, an audit program was designed to measure ROP compliance and operational performance. The ROP Audit Program consists of tracers and an associated tracker:

- Tracer questions were designed by reviewing ROPs and applying them to the local context. Staff would then be surveyed to determine ROP compliance.
- Based on tracer results, the ROP tracker allows leaders to analyze unit performance.

Actions Taken
- ROPs were reviewed and 16 tracers were developed. Tracers were piloted to determine effectiveness in measuring ROP compliance.
- During the pilot, data was captured on tracer performance as well as ROP compliance. Data was then depicted in various methods to facilitate analysis.
- Audit program details were shared with organizational leaders.

Summary of Results
Development of the audit program facilitated the effective capture of ROP compliance, and it was well-received organizationally. By utilizing tracers to measure staff performance and compliance, leaders are able to identify areas for improvement and tailor strategies to minimize gaps. As HRH works towards meeting 100% ROP compliance, it ensures that care delivery is safe and effective.