

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



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## Lessons Learned

The ROP Audit Program is an effective tool in guiding leaders to promote quality of care through measuring operational performance and compliance with ROPs.

## 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.

**Figure 1.** Example of ROP Tracer. Questions included with each tracer are aligned with ROPs.

Humber River Hospital						
TRACER PRACTICE QUESTIONS: Pressure Ulcer Prevention						
INSTRUCTIONS: Use this tool to ask 5 staff members the questions below about the ROP for "Pressure Ulcer Prevention". Provide immediate feedback to the staff about what the correct response(s) if the response to the question results in "unmet" (i.e. if the required response was not provided).						
If you identify major gaps, please share the feedback with the Manager, Accreditation Team Leader or ROP Leader and staff.						
TIP: If there is an incorrect response, encourage the person to say, "I do not know... BUT... this is what I would do to find the answer."						
ACCREDITATION TEAM: _____						
ROP Lead: _____ Target: All clinical staff and Clinical managers						
QUESTION	1	2	3	4	5	COMMENTS
How are patients assessed for the risk of pressure ulcers?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	
How often are patients assessed for the risk of pressure ulcers?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	
What education/training do you get on pressure ulcer prevention?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	
How do we audit compliance to pressure ulcer prevention strategy? What are the results?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	
What improvements have been made to the pressure ulcer prevention strategy? How well are they working?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	
What policies and procedures are there about prevention of pressure ulcers? Can you show me where they are?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	
What are some validated risk assessment scales for effective pressure ulcer prevention?	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	<input type="checkbox"/> Met	

### Distribution of Responses (x out of x)

80% met or more	4/5 out of 5
50-79% met	3 out of 5
Less than 50% met	0-2 out of 5

### % Compliance

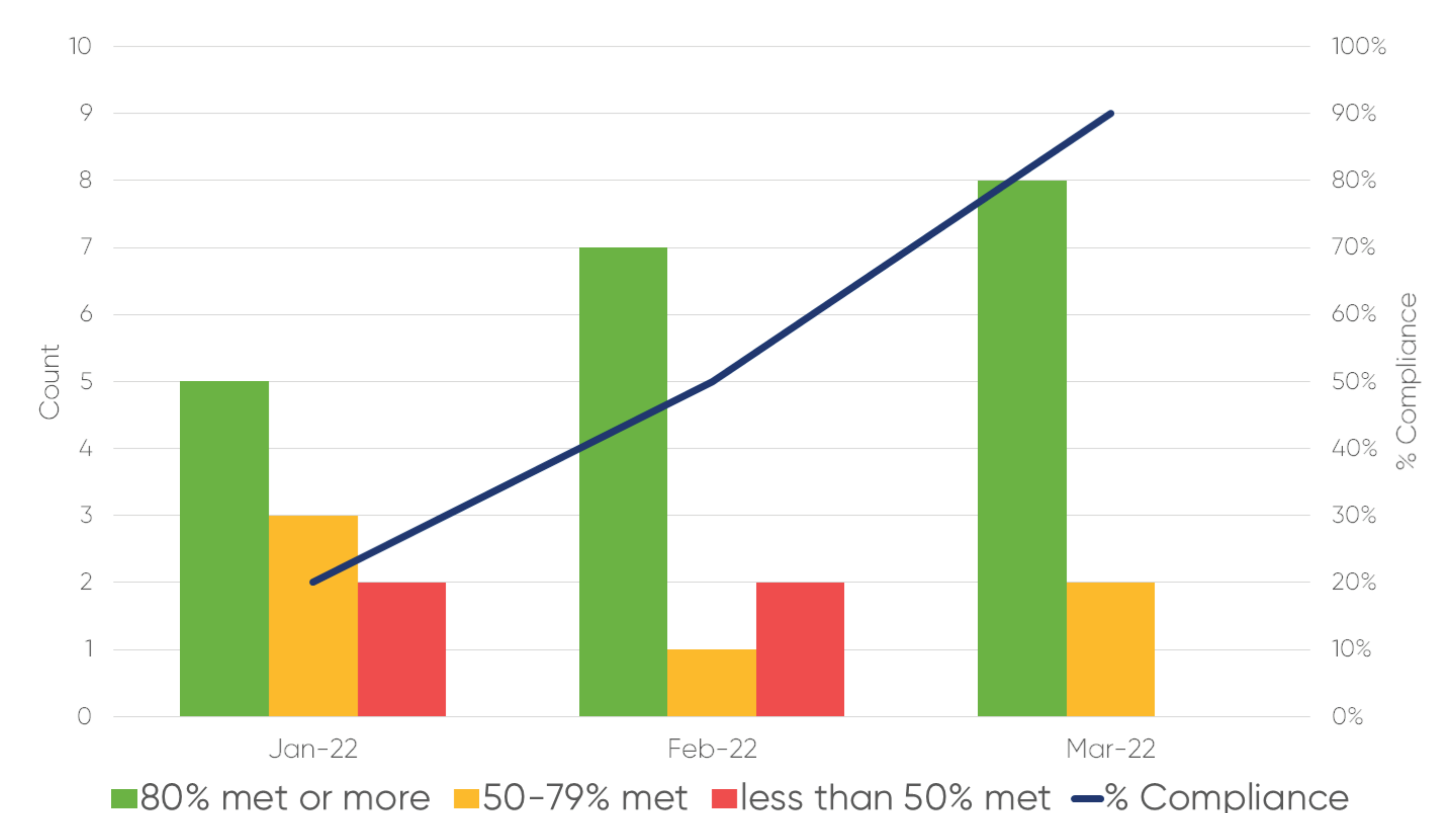
$$\frac{\text{Total \# of "100\% met" or 1s}}{\text{Total \# of tracers completed}} \times 100 = \%$$

**Figure 2.** Distribution of Responses vs % Compliance.

(Top) Tracer performance results are distributed based on scoring. Tracers scores greater than 80% are highlighted in green, tracer score between 50-79% are highlighted in yellow, and tracer score less than 50% are highlighted in red. This allows leaders to identify areas for improvement and/or assess the unit's current status.

(Bottom) However, ROP compliance is measured by correctly answering every question in a tracer. ROP Compliance is either categorized as "met" or "unmet". This is the scoring system used by accreditors, which provides staff with an accurate understanding of how they will be scored during accreditation.

**Tracer 8: Pressure Ulcer Prevention**



**Figure 3.** The ROP tracker depicts tracer performance and % ROP Compliance. Each bar is highlighted in green, yellow, or red, depending on the unit's tracer performance. % ROP Compliance is displayed as a percentage in grey to indicate whether compliance with ROPs have been achieved.