At Western Health, our vision for outstanding patient care is that each of our patients receive ‘Best Care’ from us, every time, everywhere. This translates into us constantly putting the patient first, listening to them and their families and constantly reviewing, enhancing and improving how we deliver care. To support Western Health’s vision of best care, the Auditing Best Care (ABC) audit is a tool used to monitor our delivery of Best Care and provides us with an opportunity to identify areas for improvement on how we deliver that care.

### When is ABC Audit Day?

ABC Audit day will be held across most inpatient areas across Western Health on 8 November 2022.

### Who is required to complete the ABC Audit?

The audit must be completed at the following locations:

* All inpatient areas at Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals
* Emergency Observation Units (EOUs) at Footscray and Sunshine Hospitals

### Who is not required to complete the ABC Audit?

The following areas do not have to complete the ABC audit:

* Sunbury Day Hospital
* Day Procedure Units/Treatments/Surgery departments
* Outpatient Clinics
* Emergency Departments

### Who is responsible to complete the audit?

The NUM/MUM for each ward is responsible for completing the ABC audit. NUM/MUM’s can use their discretion to delegate the audit to other staff to assist on the day. There will be staff members from the Best Care Governance and Support (BCGS) roaming to troubleshoot with staff (formerly QSPE)

### What questions are on the ABC Audit?

The audit has been separated into 2 sections;

1. Evidence Based Questions

The first section is a series of evidence-based questions that require checks in the EMR (or paper medical record)

1. Bedside Questions

The second section involves questions to be asked directly to the patient as well as some visual/observational questions

Not all questions will be applicable to each patient and/or ward. Additional questions may appear depending on the answers provided, i.e. if a yes is selected to a particular question, this could prompt another question to find out more information.

### How many audits do I need to complete?

Each area is required to complete ¼ (one-quarter) of the total number of patients on the ward on ABC day. For example, a ward that has 30 patients admitted will be required to audit at least 8 patients. To assist with random selection of patients to audit, click here to use a [random number generator](https://stattrek.com/statistics/random-number-generator.aspx#error).

### What do I do if the patient/carer needs an interpreter?

Our Language Services team are available to assist throughout ABC day. Language Services can be contacted on ext. 57147 or 57148

### How do I access the ABC Audit Tool?

The audit tool is accessible via this link: [Auditing Best Care: ABC Audit](https://survey.wh.org.au/redcap/surveys/?s=YYAXN9F3T3) or you can scan this barcode.

There is a video available on the Live Best Care microsite also.



### What about patients that have an altered conscious state or cognitive impairment?

Patient’s that have an altered conscious state or cognitive impairment are representative of our patient population and it’s important that we include these patients where possible and practical. If a family member or carer is available and are willing to participate in the audit then obtain as much information from them as possible.

### What do I say to the patient prior to the audit?

We have provided an overview of the audit that can be read directly to the patient and/or carer. This is available on the audit tool also.

###### At Western Health, we are continually exploring ways to improve the care we provide to patients and ensure patients, family and carers are involved in care decisions and planning where possible.

###### As part of this process, we are conducting an audit today across the organization.

###### Patients on the wards have been selected at random.

###### With your consent, the audit involves us asking you a series of questions that require a simply Yes/No response from either yourself or your family/carer.

###### These questions will assist us to monitor and improve our provision of Best Care by highlighting the areas we are doing well, and the areas we need to focus on improving.

### What if the patient or carer doesn’t want to participate in the audit?

Thank them for considering and select another patient for the audit.

### When should I select N/A as an answer in the audit?

Caution should be applied when selecting N/A as an answer to a question. Only select N/A if the question does not apply to the ward or area.

### What if my ward or area doesn’t use the EMR?

That’s okay! Please do your best to find the equivalent within the patient notes (either on the paper notes or in the DMR)

### What device should I use for the audit?

You can use any device that has an internet browser – please check with your NUM/MUM if you are not sure.

### Will there be assistance on the day?

Yes, there will be staff from the Best Care Governance and Support Division (formerly known as Quality) roaming to assist on the day.

### Will I get to see the results?

Yes! The results will be made available on the Live Best Care site and will be provided throughout various forums.