



Clinical Audit

The suite of applications that is QC Health began as a Clinical Audit platform born out of the financial service industry. Our Clinical Audit capability is best in class and was designed from the ground up to support healthcare organisation to be compliant with a variety of standards, including NSQHS, NSMHS, EQUIP and ISO.

Clinical Audit is used in many areas across the healthcare organisation to collect and monitor information that is often not attainable from other systems. FutureIM have designed QC Health to be efficient in the data collection process through the intuitive user interface as well as added features such as scheduling that drive users directly to the required audit at the required location with the push of a button (on the device of your choosing).

The real value in Clinical Audit (which we also call First Line Assurance) is when the questions within the audit are linked to a specific control that is being tested and the control belongs to a risk within the risk register. By auditing your risk controls, you healthcare organisation will be testing the effectiveness of these controls and therefore bring this data into your Enterprise Risk Management system.

FutureIM has a knowledge base of other users' audits from around Australia that are available as templates to our other customers at no cost. This base is growing every day with the community of over 90 other hospital sites using QC Health.

System administrators can also add new audits and modify existing audits either through the FutureIM helpdesk (by completing and submitting the template) or directly into QC Health (once trained and certified).

Audits can be configured to offer multiple response types, such as radio buttons / drop down boxes / free text etc.

Questions can have multiples rules applied at the configuration stage, with rules and triggers (actions and alerts) that may not be known to the auditor.

These include:

- Auto Fail (e.g. Patient is not wearing a wrist band)
- Automatic notifications and alters / task allocation (e.g. NUM to get wrist band for patient)
- Questions can be linked to policy / guidelines so that the auditor can look up more information before answering the question
- Questions can have comments added
- Tool Tips are available for questions where additional complexity may exist

Additional Configurable Information at Question Level:

- Linked to one or more NSQHS (or other) standards
- Parent / Child relationship – only answer the questions that are required
- Different weighting per question
- Linkage to risk control (tied back to the Risk Register)
- Custom link field for Eastern Health specific requirement





Clinical Audit

Clinical Audit

As well as proving audit capability, QC Health has an inbuilt Issues Module ([Hyperlink?](#)) that enables a user to create and allocate a task whilst performing the audit function.

For example, if whilst auditing, a staff member notices a hazard, an issue can be raised and a task(s) allocated to different users of the system.

Notifications can be configured to appear within the system and / or via email. Tasks have fully configurable business rules regarding reminders, escalations and exemptions.

Push Reports are designed to drive notifications, actionable tasks and report data based on configurable conditions, that may be 'high or low water mark' – performances that are outside of predetermined acceptance ranges, they may be triggered by quantity of responses (i.e. once we have audited 20 patients, consolidate data and send report) or predefine dates / times.

QC Health Clinical Audit is fully integrated with our Reporting Dashboard, ([Hyperlink](#)) for further information on our reporting capabilities.

Benefits:

- Customisable templates that allow for changes (in response to both external and internal drivers) to existing audits and the simple creation of new audits
- Ability to forward and allocate tasks within the clinical audit workflow including notifications within the system and via email
- Automatic notifications to managers regarding audit data demonstrating below expected performance and improvement/ reaudit / process requirements
- Provides preconfigured and modifiable scope of audits suitable for use for a wide range of audit
- Capacity to provide routine and ad hoc audit (both on demand and customisable) reports using audit results (both performance and compliance) for both individual user and governance reporting
- The ability to provide real time reports
- The audit data displayed is be able to be configured for each level of the organisation, based on job role
- Provides preconfigured and modifiable scope of audits suitable for use for a wide range of audit
- Capacity to provide routine and ad hoc audit (both on demand and customisable) reports using audit results (both performance and compliance) for both individual user and governance reporting
- The ability to provide real time reports
- The audit data displayed is be able to be configured for each level of the organisation, based on job role

