

AUDIT TOOL FOR FACILITIES AT WA HEALTH SERVICE/HOSPITAL SITES

Health Consumers' Council WA Inc.

INTRODUCTION TO AUDIT TOOL FOR FACILITIES AT WA HEALTH SERVICE/HOSPITAL SITES

This Audit Tool provides a means of assessing a WA health service site from a consumer perspective. The tool can be used when there is new development or concerns have been raised by the community about the health service. It is important when using the tool to remember that consumers include people with low literacy skills, people with disabilities, Aboriginal people and people from culturally and linguistically diverse backgrounds. It is also essential to assess from the point of view of someone who is unfamiliar with the service and/or may be in a crisis situation. Assessment of the criteria should be based on the following health consumer rights:

- Access
- Safety
- Information
- Redress
- Community education.

There are five sections with a number of criteria to be assessed. Mark each criteria with YES, NO or N/A. If the criteria is marked as NO because the criteria is not met please provide additional information in suggested improvements and/or comments columns. If there is insufficient space please use additional comments page marking the information with the relevant number. E.g. 1.3.

The comments column can also be used for positive comments and compliments on areas where the criteria has been met or exceeded.

Section 1 Access

Covers parking, access to the health service, disability access public transport and safety.

Section 2 Signage and Information

Covers resources, signage, brochures, consumer and patient information and maps.

Section 3 Waiting Area

Covers appropriateness and convenience of the waiting area.

Section 4 Emergency Department

Covers promptness of receiving attention, privacy and general helpfulness.

Section 5 Other Departments/Wards

Covers ease of finding departments, facilities and assistance for patients.

When visiting the health service site to carry out audit, it is important to be respectful of the privacy of people using the health service and courteous to staff. Auditors should make themselves known to health service staff and carry District Health Advisory Council or Community Advisory Council identification. How this is done will vary with each health service and should be discussed with health service executive prior to the audit.

AUDIT TOOL FOR FACILITIES AT HEALTH SERVICE/HOSPITAL SITES

CONTENTS

- 1 Introduction
- 2 Access
- 3 Signage
- 4 Waiting Area
- 5 Emergency Department
- 6 Other Departments/Wards
- 7 Additional Comments
- 8 Brochure/Poster Audit Form
- 9 Evaluation

1 ACCESS

| NO | CRITERIA | YES | NO | N/A | SUGGESTED IMPROVEMENTS | COMMENTS |
|------|---|-----|----|-----|------------------------|----------|
| 1.1 | Is parking area clearly signed? | | | | | |
| 1.2 | Is parking available reasonably close to entrance? | | | | | |
| 1.3 | Is disability parking convenient to the front entrance? | | | | | |
| 1.4 | Are there sufficient parking spaces? | | | | | |
| 1.5 | If a bus service is available is the bus stop close to the entrance? | | | | | |
| 1.6 | Is the path from bus stop to hospital entrance signed and clear of obstacles? | | | | | |
| 1.7 | Is the entrance to the health service clearly identifiable? | | | | | |
| 1.8 | Is disability access easily identifiable, accessible and appropriate? | | | | | |
| 1.9 | Does the entrance have self opening doors for ease of access for people with disabilities and parents with babies | | | | | |
| 1.10 | Are there any obstacles that could endanger the safety of people particularly those with sight impairment and toddlers? | | | | | |
| 1.11 | Is there a taxi stand/phone close to the entrance and is it signed? | | | | | |

2 SIGNAGE

| NO | CRITERIA | YES/ | NO | N/A | SUGGESTED IMPROVEMENTS | COMMENTS |
|------|--|------|----|-----|------------------------|----------|
| 2.1 | Do neighbouring streets have signs directing the public to the health service? | | | | | |
| 2.2 | Is the parking area clearly signed? | | | | | |
| 2.3 | Is hospital entrance clearly signed? | | | | | |
| 2.4 | Is there a clear map inside the hospital of the different areas and how to get there, including signage? | | | | | |
| 2.5 | Is information available in languages other than English and/or is there information about how to access an interpreter? | | | | | |
| 2.6 | Is information about patient rights clearly displayed including how to access an advocacy service? | | | | | |
| 2.7 | Is information about how to make a complaint clearly displayed including the process for making a complaint? | | | | | |
| 2.8 | Is the WA Public Patients Hospital Charter appropriately displayed? | | | | | |
| 2.9 | Is the Code of Ethics for Residential Aged Care displayed (if applicable) | | | | | |
| 2.10 | Is information available for people to take away? | | | | | |
| 2.11 | What brochures/posters are available? (Do audit) | | | | | |
| 2.12 | Are posters and brochures up to date, culturally appropriate and in good condition? | | | | | |

3 WAITING AREA

| NO | CRITERIA | YES/ | NO | N/A | SUGGESTED IMPROVEMENTS | COMMENTS |
|-----|--|------|----|-----|------------------------|----------|
| 3.1 | Is information about triage and waiting times clearly visible? | | | | | |
| 3.2 | Is the waiting area clean, bright and a comfortable temperature with sufficient seating? | | | | | |
| 3.3 | Is there a good choice of reading matter and toys for children? | | | | | |
| 3.4 | Is a public telephone available and accessible? | | | | | |
| 3.5 | Are toilets available and accessible? | | | | | |
| 3.6 | Are the toilets clean? | | | | | |

4 EMERGENCY DEPARTMENT

| NO | CRITERIA | YES | NO | N/A | SUGGESTED IMPROVEMENTS | COMMENTS |
|-----|--|-----|----|-----|------------------------|----------|
| 4.1 | Is the entrance/access to ED clearly signed: In hours: Out of hours: | | | | | |
| 4.2 | Is information about triage and waiting times clearly signed? | | | | | |
| 4.3 | Are signs clear and uncluttered? | | | | | |
| 4.4 | Are people triaged promptly when arriving at reception? | | | | | |
| 4.5 | Is privacy provided for people when they are speaking to staff? | | | | | |
| 4.6 | Can people in waiting area hear staff giving patient information when speaking on the telephone? | | | | | |
| 4.7 | Are staff members helpful and respectful to people waiting? | | | | | |
| 4.8 | Is there a policy/practice to deal with loud aggressive behaviour? | | | | | |

5 OTHER DEPARTMENTS/WARDS

| NO | CRITERIA | YES | NO | N/A | SUGGESTED IMPROVEMENTS | COMMENTS |
|----|---|-----|----|-----|------------------------|----------|
| 1 | Is information clearly available on how to get to different departments/wards? | | | | | |
| 2 | Is there anyone to ask if people are unsure where to go? E.g. is there a reception or information desk? | | | | | |
| 3 | Is there a clear pathway to different departments? E.g. a coloured line to follow or signs at places where there are different directions to take . | | | | | |
| 4 | Are signs clearly visible to assist people to exit easily and safely from the health service? | | | | | |
| 5 | Are bells for assistance accessible to patients while they are in bed? | | | | | |
| 6 | Are bells for assistance accessible to patients while they are sitting out of bed? | | | | | |
| 7 | Is there a private telephone available for family? | | | | | |
| 8 | When people die is there a private room for family members away from public areas? | | | | | |

