

**AUDIT TOOL FOR FACILITIES AT
WA COUNTRY HEALTH SERVICE SITES**

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?					

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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?					

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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?					

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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?					

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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?					

