

TITLE**CONTINUING CARE HEALTH SERVICE STANDARDS COMPLIANCE AUDIT****DOCUMENT #**

HCS-40

INITIAL APPROVAL DATE

January 22, 2014

APPROVAL LEVEL

Vice President

INITIAL EFFECTIVE DATE

January 22, 2014

SPONSOR

Seniors Health

REVISION EFFECTIVE DATE

March 21, 2016

CATEGORY

Health Care and Services

NEXT REVIEW

March 21, 2019

If you have any questions or comments regarding the information in this policy, please contact the Policy Department at policy@albertahealthservices.ca. The Policy Department website is the official source of current approved policies, procedures and directives.

PURPOSE

- To provide public assurance that the Alberta Health *Continuing Care Health Service Standards* (CCHSS) are addressed, and where not met, appropriate action plans are in place for the site to become compliant, for all publicly funded continuing care health services.
- To ensure that compliance with standards is monitored and audited on a regular basis, in a consistent manner, across the province for all publicly funded continuing care health services.
- To provide identification of provincial deficits and thus allow advocacy for resources, system change or process change.

POLICY STATEMENT

- Alberta Health Services shall monitor, audit and support compliance to the Alberta Health *Continuing Care Health Service Standards* for all publicly funded continuing care services to ensure that standards are met.

APPLICABILITY

Compliance with this policy is required by all Alberta Health Services employees, members of the medical and midwifery staffs, students, volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary) working in Continuing Care.

POLICY ELEMENTS

1. Audit

- 1.1 The *Continuing Care Health Service Standards* compliance audit is performed with the mutual understanding and respect among all involved stakeholders. The audit is a collaborative effort to support continuous improvement of continuing care health services.
- 1.2 Alberta Health Services shall determine the frequency and schedule for the CCHSS compliance audit. At a minimum, each site must be audited once every two years. If concerns or problems arise, Alberta Health Services may conduct additional CCHSS audits.
- 1.3 The provider shall be responsible for demonstrating compliance with the CCHSS.
- 1.4 Alberta Health Services shall put effective systems in place to ensure consistency and reliability between audit processes and auditors across the system.
- 1.5 Alberta Health Services shall establish the processes and tools to ensure the audits are conducted as intended and there is communication between all partners.
- 1.6 The data collected through these audits will be used by Alberta Health Services for quality improvement, reporting and analysis.

2. Audit Personnel and Conduct

- 2.1 Alberta Health Services shall appoint the **auditor(s)**. One member of the **audit team** shall be named as **audit lead**. The audit lead is the point of contact for the provider. A designate may be appointed for the audit lead.
- 2.2 Auditors shall have a thorough understanding of the CCHSS and of evidence that supports each criterion.
- 2.3 Auditors shall be trained to perform audits using a standardized provincial training process.
- 2.4 Auditors shall use standardized provincial tools to maintain consistency in their rating criteria, interpretation of observations during an audit, and in applying the CCHSS.
- 2.5 Auditors must maintain an independent perspective and provide their conclusions and recommendations in an objective and unbiased manner.

DEFINITIONS

Audit means, for the purposes of this document, *Continuing Care Health Service Standards* compliance audit.

Audit lead means, for the purposes of this document, an audit team member who has been identified to lead the site/program audit process. This role is the main contact for the accountable leader and co-ordinates the audit components (pre-audit, audit visit, analysis and documentation of audit findings and follow up).

REFERENCES

- *Continuing Care Health Service Standards* (Alberta)

REVISIONS

VERSION HISTORY

Date	Action Taken
January 22, 2014	Initial approval/effective
March 21, 2016	Revised
March 21, 2019	Scheduled for review