Audit process

(1) Initiate the internal audit
   - Compose audit team

(2) Introduce the internal audit procedure
   - Establish initial contact with the head of the department to be audited
   - Explain the audit process

(3) Prepare for audit visit
   - Study self-assessment survey and documents
   - Define audit scope
   - Formulate audit visit programme
   - Construct interview framework
   - Observe patient care
   - Review medical and nursing records
   - Assess team climate
   - Main internal and external partners appraise and assess quality of care
   - Appraise document management (e.g., protocols and procedures)

(a) Department head self-assesses survey

(b): One-day specialised audit visit (pre-audit)

(4) Audit visit (1 or 2 days)
   - Conduct an introduction meeting
   - Interview
   - Generate audit findings
   - Prepare audit conclusions
   - Conduct a closing meeting

(5) Write and correct audit report
   - Prepare audit report

(6) Prioritise and submit audit report
   - Prioritise audit findings
   - Submit audit report

(7) Prepare and implement improvement plan

Correct factual inaccuracies in audit report

Correct factual inaccuracies in revisit report

(8) Examine improvement plan
   - Examine improvement plan
   - Submit feedback

(9) Revisit the audited department (follow-up)
   - Interview, observe, and visit by plan
   - Generate revisit findings
   - Write revisit report
   - Submit revisit report

Schedule

- 24 weeks
- 12 weeks
- 6 weeks
- 2 weeks
+ 8 weeks
+ 12 weeks
+ 24 weeks
+ 28 weeks
+ 60 weeks
Total: 84 weeks