

Audits in the Health Sector: Survey of Health and Disability Service Providers

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Survey of Health and Disability Service Providers

- Web-based survey, providers notified by letter and through email networks
- 535 responses by closing date
- Survey designed to focus on what we can do to streamline the process for providers

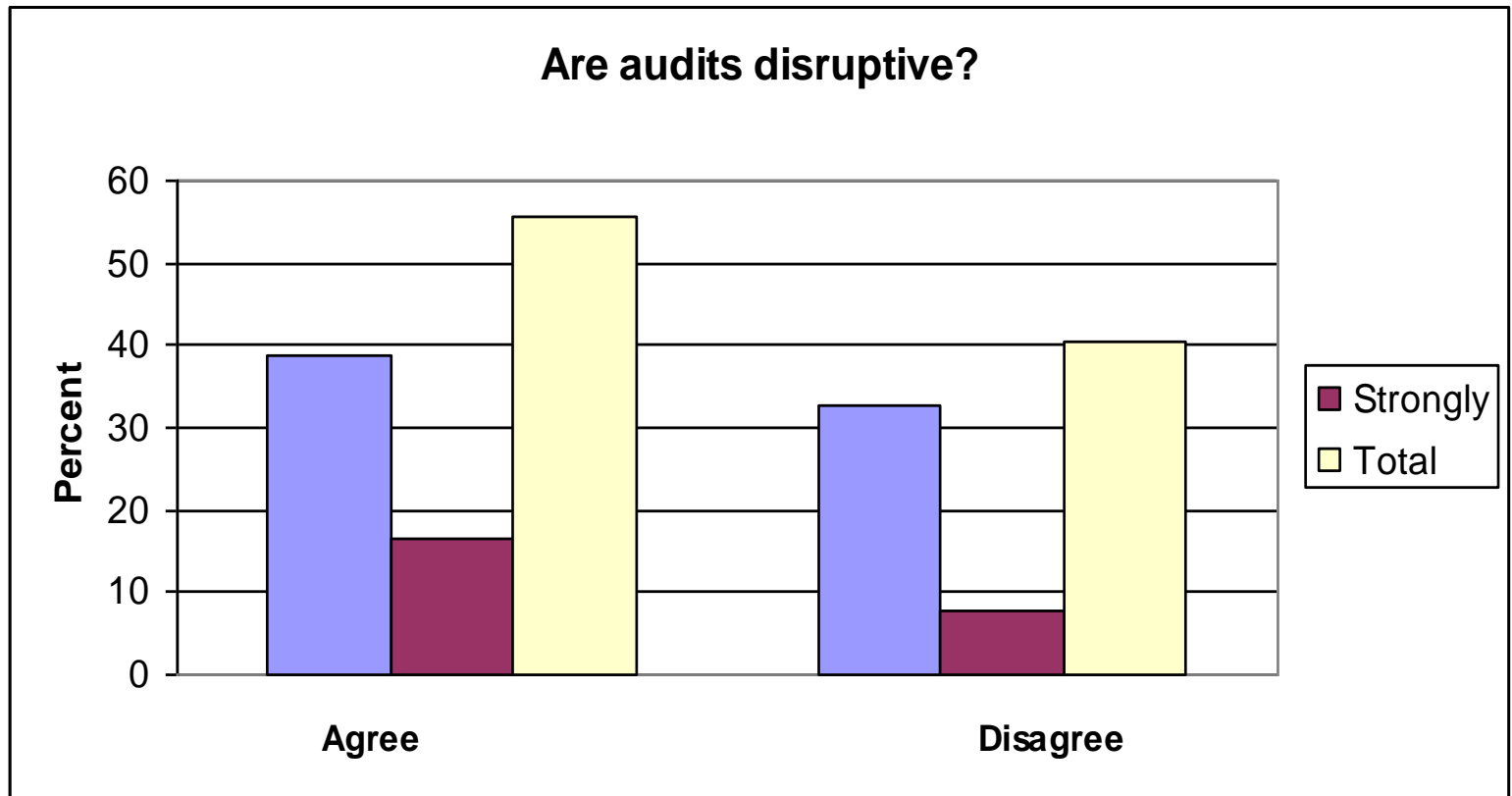
Respondent Profile

- Many providers deliver two or more different types of services (232, 43.3%).
- Majority of respondents provided Aged Care Services (58.9%) and Disability Support Services (26.7%)
- Significant majority (329 or 61.5%) of respondents were small to medium sized organisations serving 200 or fewer clients in a year.

Audit experience over 3 years

Audit Type	1 or more	% 1 or more	3 or more	% 3 or more	Median
Certification	404	75.5	105	19.6	1
Financial	230	43.0	106	19.8	0
Contractual	308	57.6	74	13.8	1
Accreditation	158	29.5	28	5.2	0
Claims / Payment	63	11.8	7	1.3	0
Other external	151	28.2	35	6.5	0
All audits	518	96.8	379	70.8	4

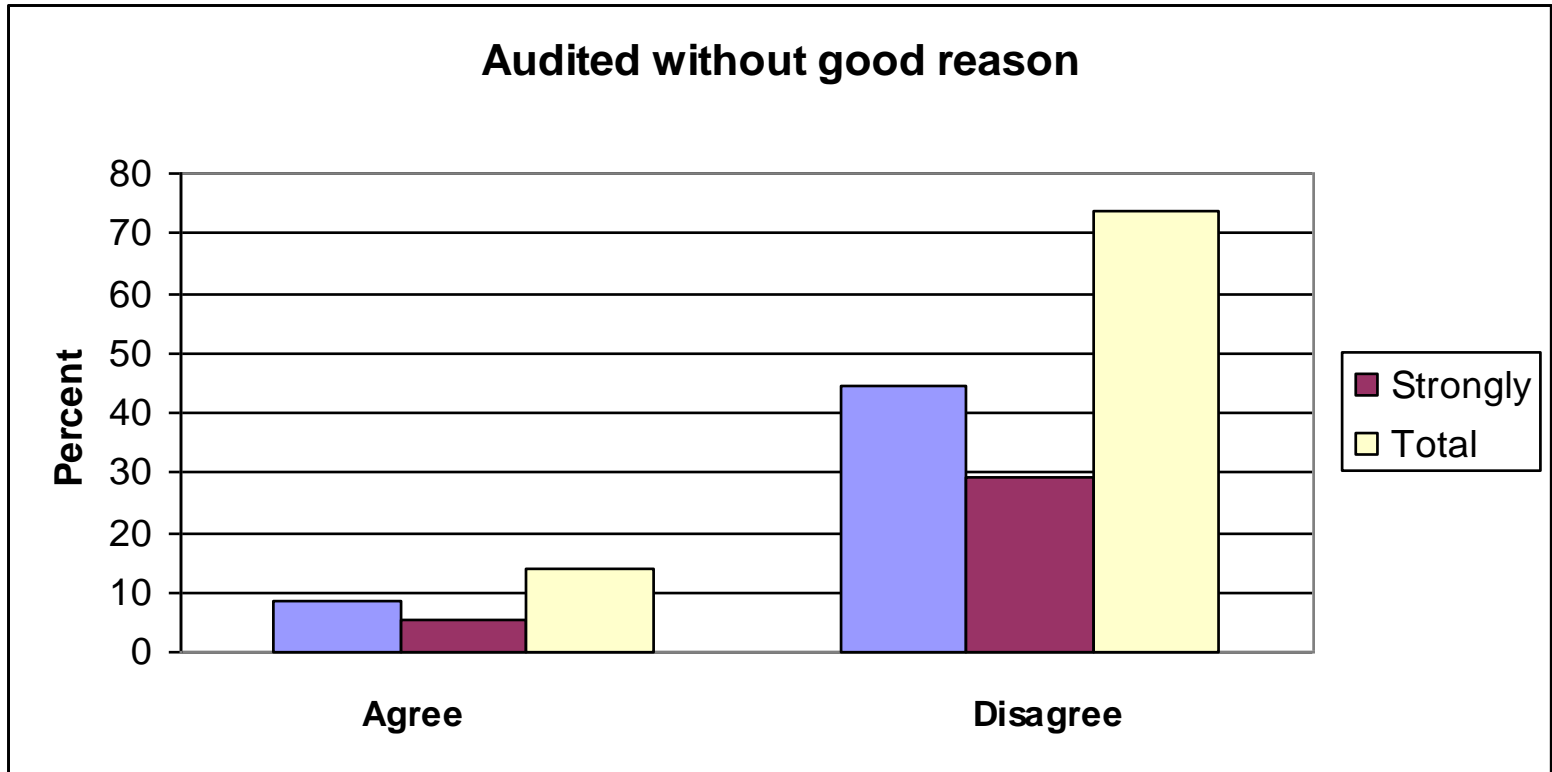
Audit experience



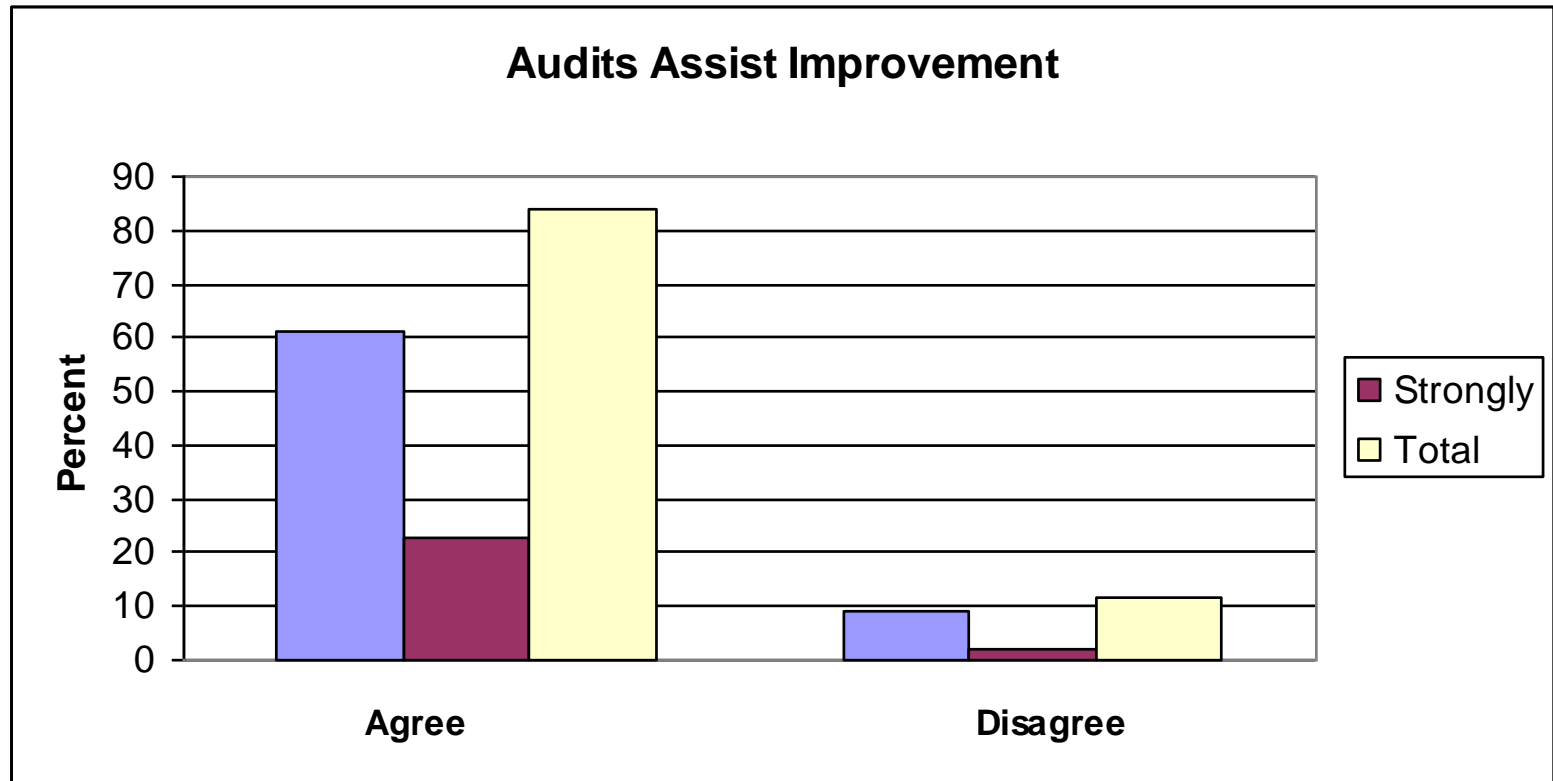
Disruptive elements of audits

- Paperwork (85% agreed that their organisation took “considerable time” to prepare for audits)
- Need for additional staff, particularly registered nurses, to allow for interviews
- Cost, particularly for small and/or rural organisations
- Limited flexibility if certain standards don't apply (restraint/infection control were mentioned)
- Frequency and repetition

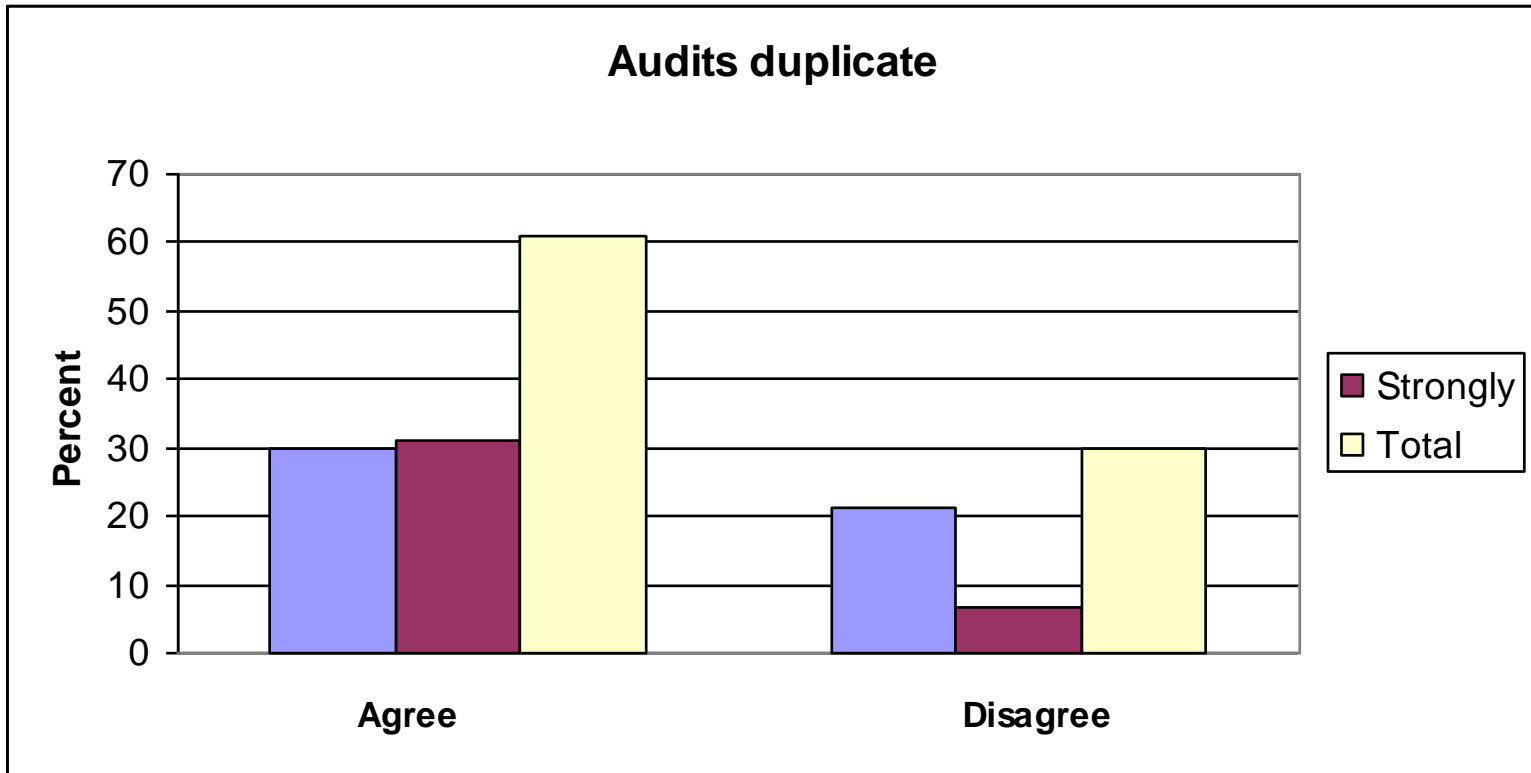
Audit experience (cont)



Audit experience (cont)



Audit experience: Duplication

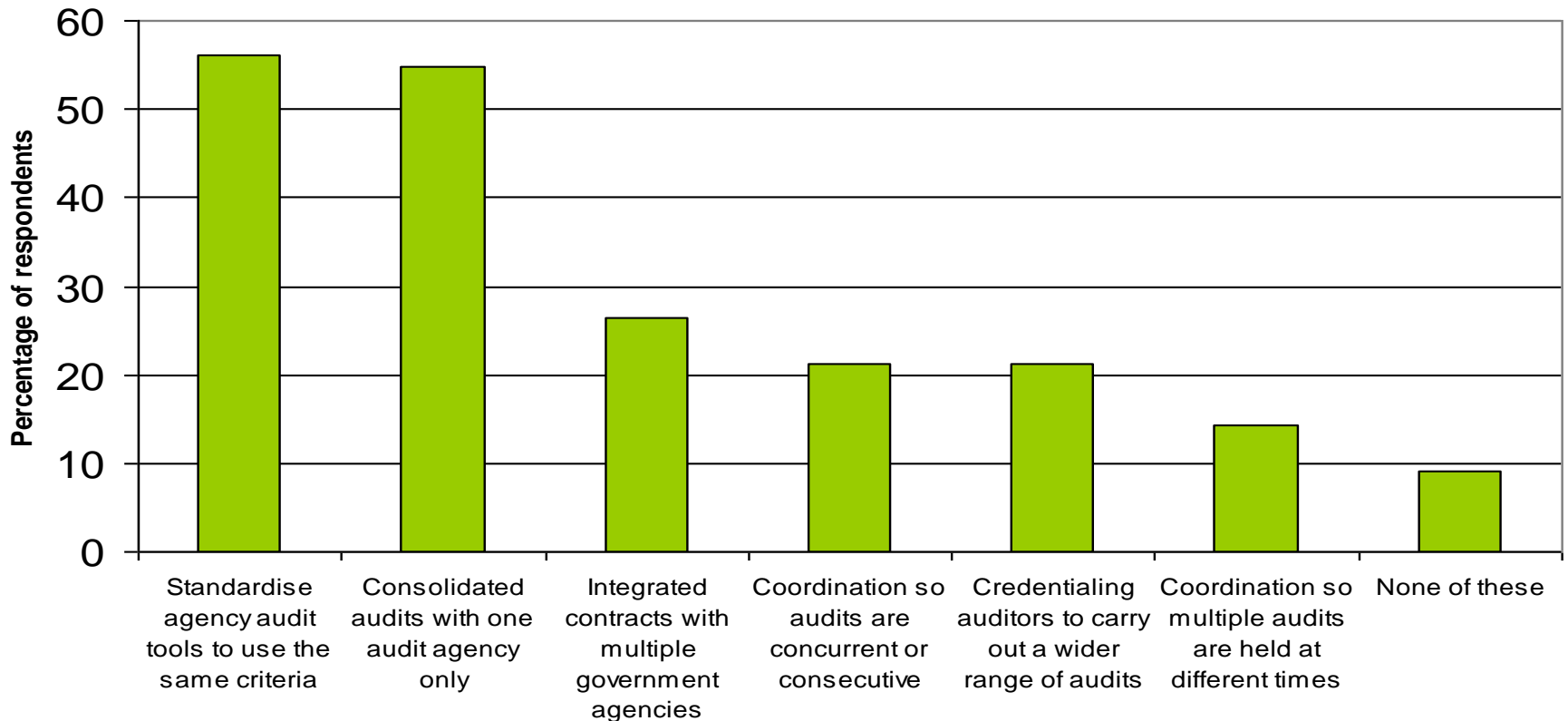


Comments on areas of duplication in audits

- Overlap between certification and contractual compliance audits (20% of respondents)
- Overlap between voluntary accreditation and certification and/or contractual compliance (8% of respondents)
- Questioning the role of surveillance audits for those achieving full compliance with certification (11% of respondents)

Options to improve the audit process

Solutions



Options to improve the audit process

- Respondents' comments frequently expanded on the options they selected.
- Many focused on possibilities for combining audits, such as having one audit to cover all government agency requirements.
- Information sharing between funders/audit agencies was another suggestion (so that if a service area had been audited by one agency others did not audit the same area)