

AuditOnline



AuditOnline User Guide

Standard User Version (22/03/2018)

Contents

Compliance Auditing	1
Terminology	1
1. Logging In	2
2. Audit	2
2.1 Create an audit	3
2.2 Re-auditing	5
2.3 Quality Control Auditing	6
3. Dashboard	8
3.1 Traffic lights report	10
3.2 Completeness report	12
3.3 Compliance	12
4. Action Plans	13
4.1. Creating Action plans	13
4.2. View your action plans	13
4.3. Stalled Items	15
4.4 Responsible Parties	16
Mobile Application	16
5. Logging In	16
6. Creating an Audit	17
7. Viewing your Audit in the Portal	24

Compliance Auditing

Terminology

Entity - the 'thing' that you are auditing, e.g. a building, a person or a vehicle.

Element - elements are the aspects of the 'entity' that you are auditing. For example when auditing a building this might be a specific room or place. When you are auditing a person this might be the different areas of performance such as Hand hygiene.

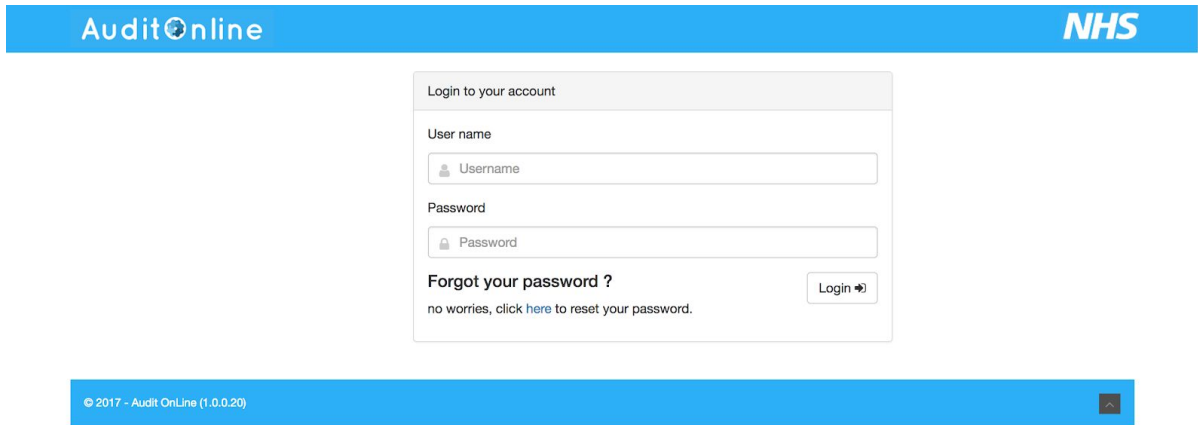
Element group - element groups are used to group elements together where necessary. For example grouping elements by room.

Standard - standards are the individual checks applied to each element such as 'No more than one piece of dirty crockery on work surfaces'.

Category - where you see the term 'category' this relates to the hierarchy of the entities. As a user you will have a category set which will define the areas and stations that you will see reported on in your dashboard. And also the entities that you are asked to audit.

1. Logging In

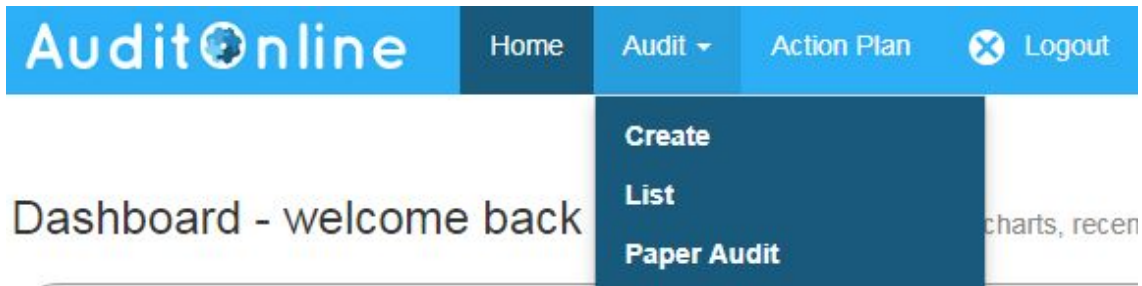
To login to your account navigate to: <https://www.auditonline.co.uk/SCAS/> and enter your login details.



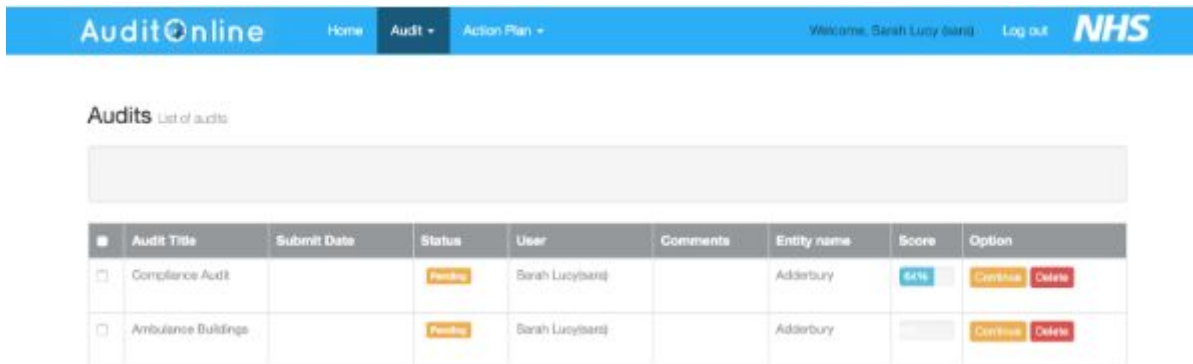
If you have any trouble remembering your password please use the password reset.

2. Audit

The 'Audit' menu is where you can create new audits directly in the system. There are two options.



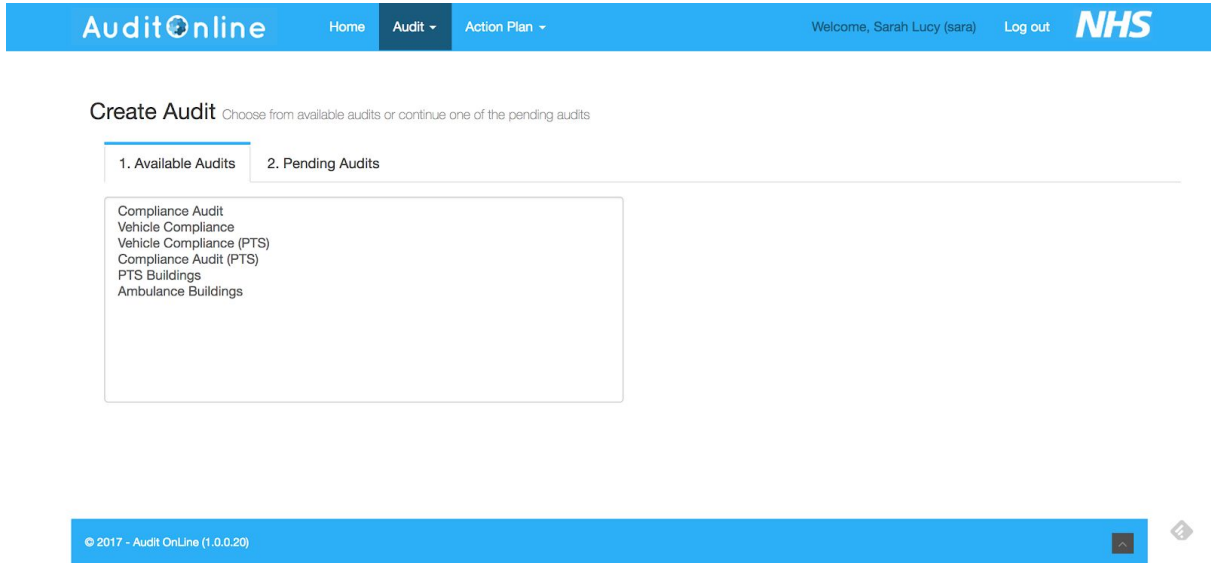
'List' shows you a history of all of the audits you have created.



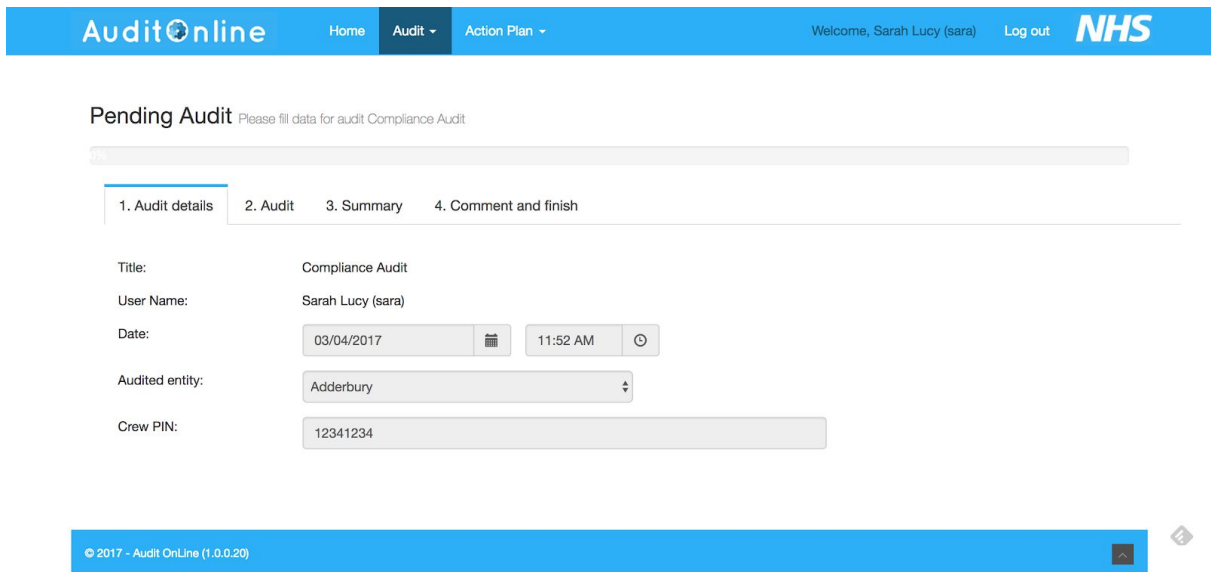
'Audit' enables you to carry out a new or pending audit.

2.1 Create an audit

Here you will see your Available Audits as well as any Pending Audits you have created previously.



Each audit will have 4 tabs for completion before you submit your audit. Tab 1 is for Audit Details:



Tab 2 is where you complete your audit. A progress bar at the top will show you how complete your audit is.

Pending Audit Please fill data for audit Compliance Audit



- 1. Audit details
- 2. Audit
- 3. Summary
- 4. Comment and finish

Back

Score: 3 / 11

High

Next

Element: 7 / 10

Weight: 1

Asceptic non-touch technique (i)

Status: **Non Compliant**

Standard:

Hands decontaminated i

Compliant Non Compliant Not Applicable

Puncture site identified i

Compliant Non Compliant Not Applicable

Correct cannular size i

Compliant Non Compliant Not Applicable

Puncture site decontaminated i

Compliant Non Compliant Not Applicable

Gloves donned i

Compliant Non Compliant Not Applicable

Comment:

Put here comments

Some audits will have a 'make all compliant' and a 'make all NA' button. You can use this if you are sure that all elements are compliant. Your administrator can turn this off for any element group in the settings.

Once you have completed the audit select Tab 3 for a summary that will give you an overview of the audit results similar to what you can access from the '[Traffic Lights](#)' report. Each line of the summary links you through to the relevant audit screen where you can view details and comments.

Pending Audit Please fill data for audit Compliance Audit



1. Audit details 2. Audit 3. Summary 4. Comment and finish

No	Element	Compliant	Score
Crew			
1	Bare Below the Elbows	YES	1/1
2	Disposal of sharps	NO	0/1
3	Hand Hygiene (When)	NO	0/1
4	Disposal of Waste Materials	YES	1/1
5	Hand Hygiene (How)	YES	1/1
6	Use of Gloves	NO	0/1
7	Asceptic non-touch technique (i)	NO	0/1
8	Asceptic Insertion Technique (ii)	YES	2/2
9	Cleaning of Equipment after Patient handover	YES	1/1
10	Change of Linen	YES	1/1
10			

You can then leave a final comment on Tab 4 before submitting.

Pending Audit Please fill data for audit Compliance Audit



1. Audit details 2. Audit 3. Summary 4. Comment and finish

General Comments

Put here general comments

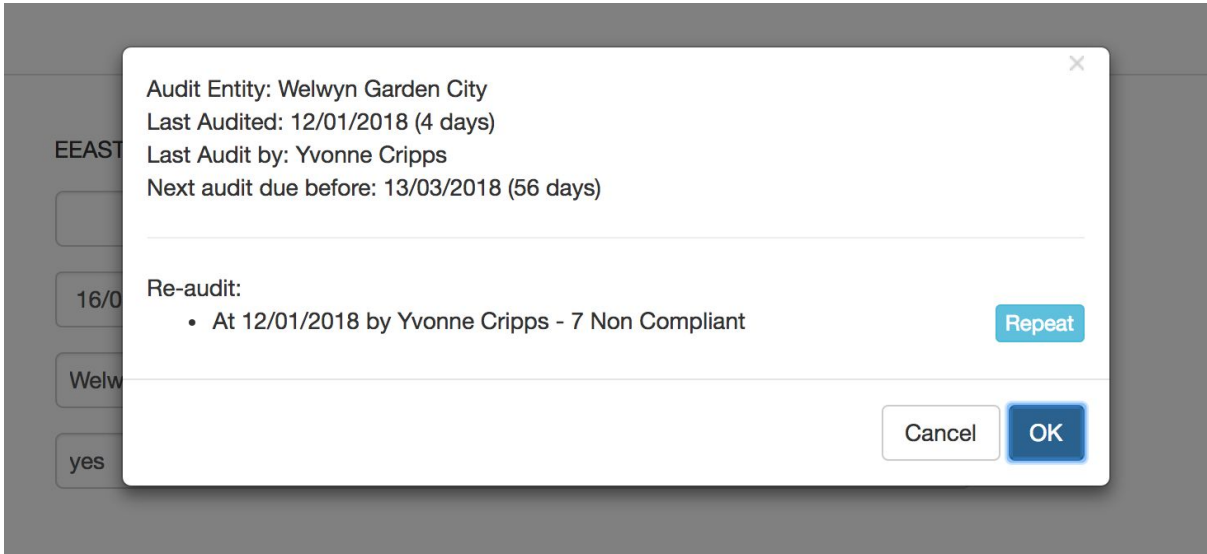
Any audits left unsubmitted will be shown under the 'pending' tab of the audit screen and also in the 'list' view of all audits. And can be completed at any time.

2.2 Re-auditing

If an entity has been audited at less than 100% compliance and the next audit is not yet due, then you will be offered the option to 're-audit' that entity. During the re-audit you will only be asked about the elements which were found to be non-compliant in the latest audit. The scores for the re-audit will be stored alongside the original and the compliance data will be updated to reflect the latest results.

There are two places from where you can carry on a re-audit.

1) When you go to begin an audit if you select an entity which fits the re-audit criteria above then below the usual audit info you will see the option to re-audit.



2) the other place to begin a re-audit is via the completeness section on the site: <https://www.auditonline.co.uk/SCAS/Report/Completeness> when you list the entities from this screen you will see the 're-audit' option next to all entities which are eligible for re-auditing.

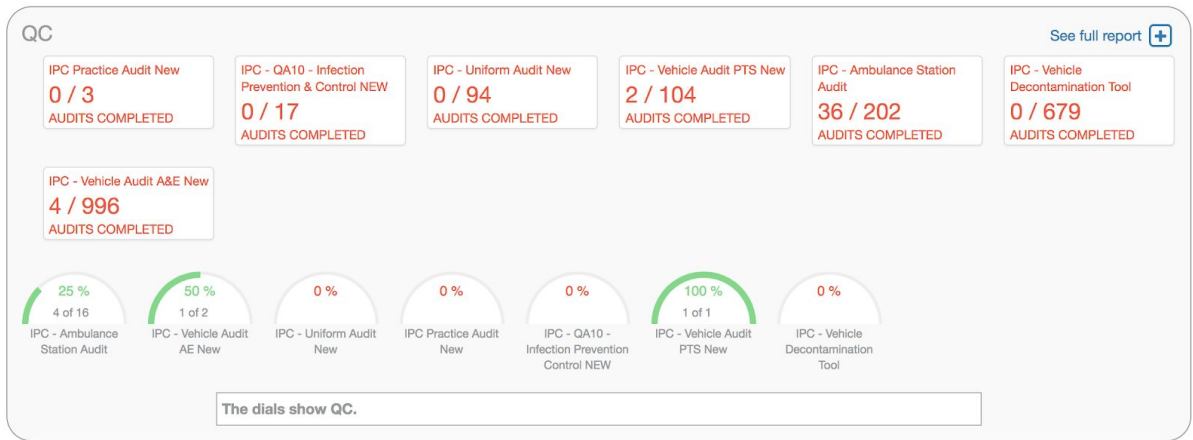
29.	Letchworth	OPS SECTOR < OPS SECTOR WEST < Hertfordshire and West Essex < EAST HERTS < Letchworth	Overdue		Start audit
30.	Welwyn Garden City	OPS SECTOR < OPS SECTOR WEST < Hertfordshire and West Essex < EAST HERTS < Welwyn Garden City	Days until Audit due: 56	77%	Last audit Re-audit
31.	Stevenage HUB	OPS SECTOR < OPS SECTOR WEST < Hertfordshire and West Essex < EAST HERTS < Stevenage	Days until Audit due: 56	81%	Last audit Re-audit

NB. You will not be given this option on any entity which is either 'overdue' or where the latest audit was 100% compliant.

2.3 Quality Control Auditing

QC Audits can be carried out by users with the relevant permissions to verify the accuracy of recently completed audits.

You can access QC auditing from the Dashboard using the section at the bottom shown below. If you do not see this section on your dashboard you will need to ask your administrator to set you up with QC auditing.



Clicking on 'See full report' will take you through to the main QC screen.

Completeness Reports

Completeness Reports

- Vehicles (E&UC): 0 / 0 AUDITS COMPLETED [Show entities](#)
- Ambulance Buildings: 7 / 7 AUDITS COMPLETED [Show entities](#)
- Individual Hygiene Observations (E&UC): 87 / 219 AUDITS COMPLETED

Ambulance Buildings

- Northern Cluster: 7 / 7 AUDITS COMPLETED [Show entities](#)

Northern Cluster

- North Node: 7 / 7 AUDITS COMPLETED [Show entities](#)

Expected Audits - Ambulance Buildings - North Node

	Name	Hierarchy	AuditDays	Score	Options
1.	Stoke Mandeville	E&UC < Northern Cluster < North Node	Days until Audit due: 9	38%	Last audit Re-audit
2.	Milton Keynes	E&UC < Northern Cluster < North Node	Days until Audit due: 23	88%	Last audit Re-audit
3.	Buckingham (ASAP)	E&UC < Northern Cluster < North Node	Days until Audit due: 45	100%	Last audit
4.	Howe Park (ASAP)	E&UC < Northern Cluster < North Node	Days until Audit due: 45	100%	Last audit

By clicking on 'Show entities' somewhere in the hierarchy you will see a list of all the entities within that hierarchy which have been audited within the most recent period (only entities which are not overdue).

Audits which have already been QC'd will have a 'View QC' button. This will show you a report of the QC audit. The Purple section shows the comparison between the original and

the QC audit as well as illustrating any delta in the score. It also shows the times that the audits were carried out. There is also a button linking you to the original audit.

Detail Audit Report IPC - Ambulance Station Audit PDF

QC Audit Total Score: **30 of 34** QC Audit Date: 12/03/2018 15:00:59 [View Original Audit](#)
 Original Total Score: **27 of 32** (8.823529% diff) Original Audit Date: 13/03/2018 14:10:03

Entity: Stevenage HUB Auditor Name: Yvonne Cripps(Yvonne.cripps) Audit Date: 13/03/2018 14:10:03
 Risk Category: All Did you conduct the audit you are about to input?: yes Auditor's ID number (if different to above): 10172902
 Auditor's Job Role (if different to above): Station Supervisor
 OPS SECTOR: OPS SECTOR WEST Area: Hertfordshire and West Essex Area: EAST HERTS

Add to action plan Total Score: **30 of 34**

Risk Category	Area	Element	Compliant (YES/NO)	Score	Comment
Moderate	General	All general / IPC notices are displayed	YES	1 / 1	
Moderate	General	Manuals & Guidance	YES	1 / 1	
Moderate	General	Available Forms	YES	1 / 1	
High	General	Medical Devices	YES	1 / 1	

Those entities which remain eligible will have a 'QC Audit' button. Clicking this take you through to an identical copy of the original audit but clearly labelled as QC.

Results from your QC audit will not impact the compliance results for the area or entity that you have audited. The results will only be measured against the original audit and those which fall within +/- 10% of the original audit will be considered compliant. The compliance can be viewed on the main dashboard.



NB. Although it is possible to audit at any point within a frequency period CQ audits should usually be carried out within a 48 hour period following the original audit to be considered valid.

3. Dashboard

The dashboard you see gives you an overview of activity broken down by the following sections:

- Completeness - showing how many of your entities have been audited within their target period
- Completeness Targets - which helps to spread the audits over time
- Traffic lights reports for the month - this links you through to the [traffic lights reports](#)

- Compliance - which indicates the level of compliance with each audit type
- Action Plans - gives an overview of all action plans in the system which are then broken down by team and individual.

Dashboard - welcome back Ceri shortcuts, statistics, charts, recent events and reports

Completeness See full report +

Medicines Modules 0 / 26 AUDITS COMPLETED	Ambulance Buildings 37 / 51 AUDITS COMPLETED	Morphine Audit 0 / 367 AUDITS COMPLETED	Vehicles (E&UC) 159 / 367 AUDITS COMPLETED	Individual Hygiene Observations (E&UC) 684 / 1709 AUDITS COMPLETED
---	--	---	--	--

Monthly Completeness Targets

Ambulance Buildings 13 / 257 -231 AUDITS COMPLETED	Individual Hygiene Observations (E&UC) 201 / 853 -711 AUDITS COMPLETED	Vehicles (E&UC) 92 / 550 -489 AUDITS COMPLETED	Medicines Modules 0 / 312 -286 AUDITS COMPLETED	Morphine Audit 0 / 732 -671 AUDITS COMPLETED
---	---	---	--	---

+2 - This number indicates the change to your monthly target compared to last month. Targets are adjusted each month to help you spread the annual requirement more evenly.

Traffic lights - March 2018

Ambulance Buildings view report	Vehicles (E&UC) view report	Vehicles (PTS) view report
Leadership Walk Aounds view report	Premises Representatives Audit view report	Well Led Questions view report
Client Feedback view report	Medicines Modules view report	Morphine Audit view report

Compliance (traffic lights) See full report +

High	92 % 11 of 12 Vehicles (PTS)	99 % 6350 of 6382 Individual Hygiene Observations (EUC)	83 % 130 of 156 Ambulance Buildings	91 % 552 of 605 Vehicles (EUC)	100 % 35 of 35 Individual Hygiene Observations (PTS)
Significant	92 % 670 of 725 Ambulance Buildings				
Moderate	100 % 19 of 19 Premises Representatives Questions				

The dials show compliance based on the number of elements (questions) answered for each audit type. To see further breakdown view the [full report](#).

Trends - Problem Areas

High 2	Significant 2
Moderate 2	Low 2
0	

Action plans

TOTAL ACTION PLANS 3821	All Action Plans			My Action Plans		My Team Action Plans	
	Unassigned 1	Pending Acceptance 11	With External 36	Assigned 1	Stalled 1	Pending Acceptance 2	Stalled 16
	Assigned 351	Complete 1478	Scrapped 1944	Pending Acceptance 2	Complete 2	Assigned 16	Complete 187
STALLED 379				Scrapped 12			Scrapped 291

You can click on your stalled action plans and your teams stalled action plans and this will take you through to a filtered view of action plans.

3.1 Traffic lights report

You access the traffic lights reports using the links from the traffic lights section of the dashboard. Use the filters at the top of the screen to narrow down your report.

Station name	2017 Apr	2017 May	2017 Jun	2017 Jul	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	2018 Feb	2018 Mar
Bletchley		100			100			100		100		100
Buckingham (ASAP)			70		100			100		100		100
Burners Lane (ASAP)								100	100			100
Howe Park (ASAP)				100			100		100	100		100
Linford Wood (ASAP)				100		90		100		100		100
Milton Keynes		86			100			14			43	
		96			100			83			100	
Stoke Mandeville		100		100		100				14		
		100		100		100				44		

Clicking on the score for a particular audit will take you through to the detailed breakdown of that individual Audit.

Detail Audit Report Ambulance Buildings

Employee: Adderbury Auditor Name: Test User (12345678) Audit Date: 05/04/2016 11:24:57
 Risk Category: High
 E&UC: Northern Cluster County: West Node
 Total Score: **5 of 7** [Export to csv](#)

[Add to action plan](#)

Risk Category	Area	Element	Compliant (YES/NO)	Score	Comment
High	Storage Areas	Storage Areas: Clutter and waste	YES	1 / 1	
High	Storage Areas	Storage Areas: Cleaning	YES	1 / 1	
High	Sluice Areas	Sluice Areas: Clutter and Waste	YES	1 / 1	
High	Sluice Areas	Sluice Areas: Mops and Buckets	YES	1 / 1	
High	Sluice Areas	Sluice Areas: Cleaning	NO	0 / 1	
High	Vehicle Cleaning (Make Ready) Area	Veh. Cleaning Area: Clutter and waste	YES	1 / 1	
High	Vehicle Cleaning (Make Ready) Area	Veh. Cleaning Area: Cleaning	NO	0 / 1	
High	Process	Sluice Areas: Cleaning Records	YES	0 / 0	
High	Process	Veh. Cleaning Area: Cleaning Records	YES	0 / 0	

General comments

Station Manager Signature

Missing

Auditor Signature

Missing

From here you can view the details and images attached to the audit as well as download the audit details as a CSV.

3.2 Completeness report

AuditOnline Home Reports Setup Audit Action Plan Logout Welcome, Ceri NHS

Completeness Reports E&UC

Completeness Reports

- Medicines Modules: 0 / 26 AUDITS COMPLETED Show entities
- Ambulance Buildings: 37 / 51 AUDITS COMPLETED Show entities
- Morphine Audit: 0 / 367 AUDITS COMPLETED Show entities
- Vehicles (E&UC): 159 / 367 AUDITS COMPLETED Show entities
- Individual Hygiene Observations (E&UC): 684 / 1709 AUDITS COMPLETED

Ambulance Buildings

- Northern Cluster: 27 / 32 AUDITS COMPLETED Show entities
- Southern Cluster: 10 / 19 AUDITS COMPLETED Show entities

Northern Cluster

- North Node: 7 / 7 AUDITS COMPLETED Show entities
- South Node: 5 / 5 AUDITS COMPLETED Show entities
- East Node: 7 / 7 AUDITS COMPLETED Show entities
- West Node: 8 / 9 AUDITS COMPLETED Show entities
- General Offices: 0 / 4 AUDITS COMPLETED Show entities

North Node

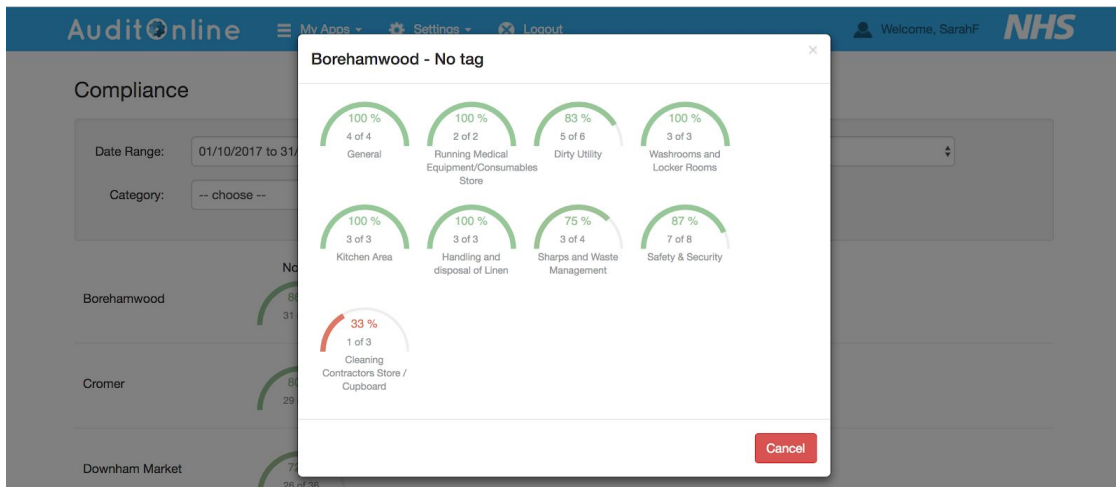
Expected Audits - Ambulance Buildings - North Node

	Name	Hierarchy	AuditDays	Score	Options
1.	Stoke Mandeville	E&UC < Northern Cluster < North Node	Days until Audit due: 8	98%	Last audit Re-audit
2.	Milton Keynes	E&UC < Northern Cluster < North Node	Days until Audit due: 22	88%	Last audit Re-audit
3.	Buckingham (ASAP)	E&UC < Northern Cluster < North Node	Days until Audit due: 44	100%	Last audit
4.	Howe Park (ASAP)	E&UC < Northern Cluster < North Node	Days until Audit due: 44	100%	Last audit
5.	Burners Lane (ASAP)	E&UC < Northern Cluster < North Node	Days until Audit due: 44	100%	Last audit
6.	Linford Wood (ASAP)	E&UC < Northern Cluster < North Node	Days until Audit due: 44	100%	Last audit

The Completeness report tells you which entities have been audited and allows you to view all the entities ordered by most overdue. This way you can select the most urgent audits and carry them out directly from here.

3.3 Compliance

Compliance reports give an overview of the compliance of each element asked about in all audits. The reports can be broken down by tags. Tags can be added at any time to the system by the administrator to track performance in different ways.



4. Action Plans

4.1. Creating Action plans

Action plans are automatically created when an Audit is submitted with any non-compliant entities.

4.2. View your action plans

You can view all your action plans in the action plans section:

<https://www.auditonline.co.uk/SCAS/ActionPlan/ActionPlanList> where you can use the filtering to filter your list. However you can also quick view a pre-filtered list of [stalled items](#) using 'My Action Plans' and 'My Team Action Plans' using the red buttons on the [Dashboard](#).

AuditOnline Home Audit Action Plan Welcome, Sarah Lucy (sara) Log out **NHS**

Action Plans All Stalled Action Plan New Action Plan

1. Advanced search Hide Advanced Search

Status: All

Created: From To

Next update by: From To

Created By: Equal

Action Desc.: Equal

Element: Equal All

Standard: Equal All

Reset Search

2. Filter

My action plans My team action plans All action plans Show stalled only Show complete

High Risk (1)

	Short Description	Created By	Created On ^	Standard	Entity	Assigned To	Status
<input type="checkbox"/>	Actions to resolve non-compliance to: PPE	Test User	02/4/2017	Disposable Gloves available for staff (all five sizes)	Battle	Test User	Assigned

© 2017 - Audit OnLine (1.0.0.20)

From the action plans screen you can expand an action plan row on the resulting table and perform a number of actions:

1. Assign - you can assign the action plan to another user provided you have permissions set to do so.
2. Scrap - closes the action plan and marks as scrapped.
3. Poke - sends an email to the person assigned to the action plan reminding them to review it.
4. Comment - adding a comment will also trigger an email to the assignee.
5. View Audits - takes you to the detailed breakdown of the audit.
6. Mark as Complete - closes the action plan and marks as scrapped.
7. Mark as External - marks as external and updates the changed date (which removes the item temporarily from stalled items for X days).

Action Plans All Stalled Action Plan New Action Plan

1. Advanced search

Status: All

Created: From 📅 To 📅

Next update by: From 📅 To 📅

Created By: Equal 📄

Action Desc.: Equal 📄

Element: Equal All

Standard: Equal All

Reset Search

2. Filter

My action plans My team action plans All action plans Show stalled only Show complete

High Risk (1)

Short Description	Created By	Created On	Standard	Entity	Assigned To	Status
Actions to resolve non-compliance to: PPE	Test User	02/4/2017	Disposable Gloves available for staff (all five sizes)	Battle	Test User	Assigned

Assign Scrap Poke Comment Audits Complete External Risk High

Short Description

Actions to resolve non-compliance to: PPE

Action details

Steps required to resolve non-compliance with: Disposable Gloves available for staff (all five sizes)

Mitigation Steps

Risk Register Reference

Comments Last Updated: 02/04/2017 23:29:17

Przemek K 02/04/2017 11:29 Change status to Assigned and assign user Przemek K

Entities	Element	Standard
Battle	PPE	Disposable Gloves available for staff (all five sizes)

4.3. Stalled Items

Any Action Plans which have passed the allowed period for their risk category unresolved will appear in your stalled items. There is a special Wizard for managing stalled items which will allow you to see and resolve your stalled items in one place. To review your stalled items click the 'Stalled Action Plans' button on the main Action Plans screen.



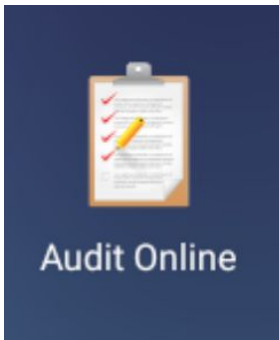
You can also view stalled items in the main list by ticking 'show stalled only' in the filtering criteria.

4.4 Responsible Parties

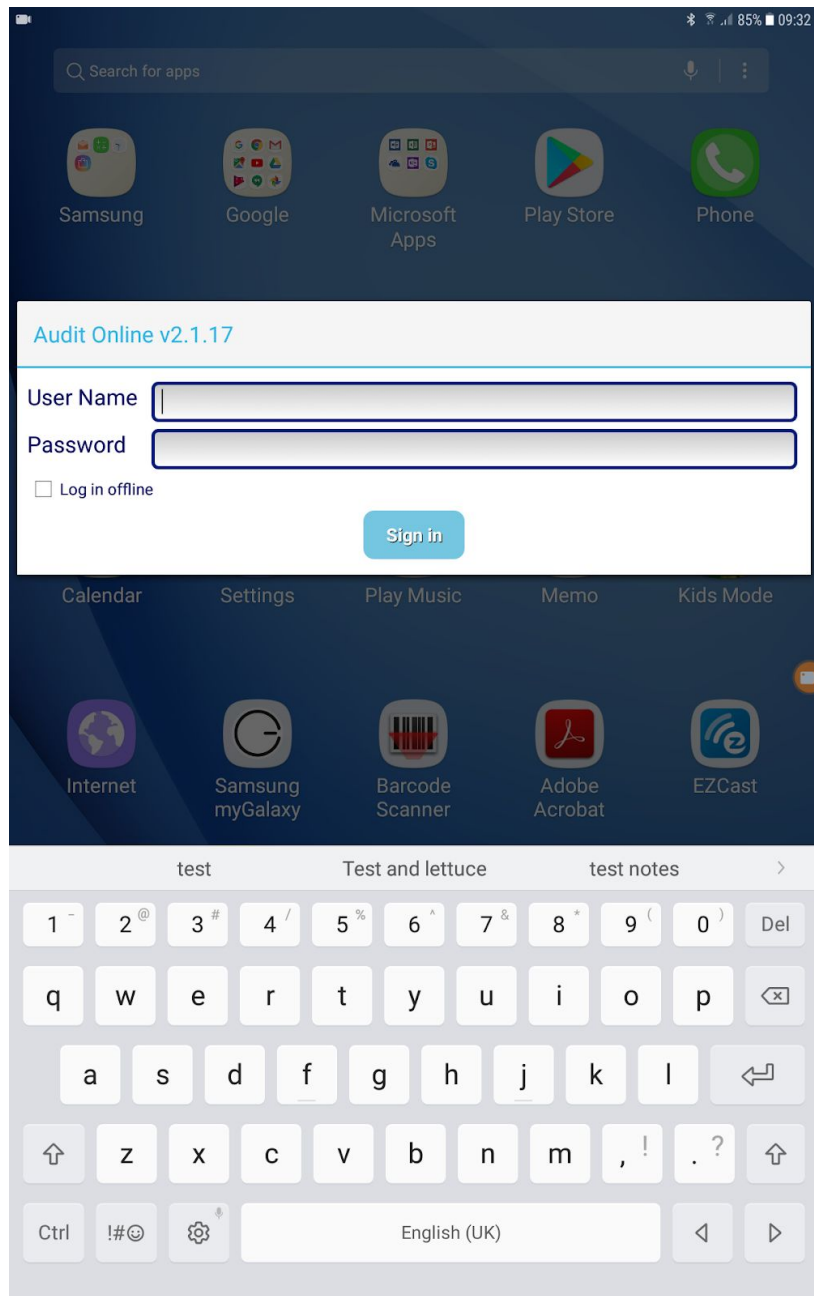
By default Action Plans are assigned to the auditor. However you can ask for these to be set up to be assigned to another party based on the hierarchy of the audited entity. A responsible party for each level in the hierarchy (e.g. station) can be set up for each audit type. The responsible party can then be automatically assigned the action plans relating to entities using this hierarchy. To set these up please contact your Doc-Works administrator.

Mobile Application

5. Logging In



Login to the app using the same username and password that you use to login to the website. When you login if there are updates to be installed they will be launched automatically. You can reject the update if you don't want to wait for them to install although this should only take a few seconds.

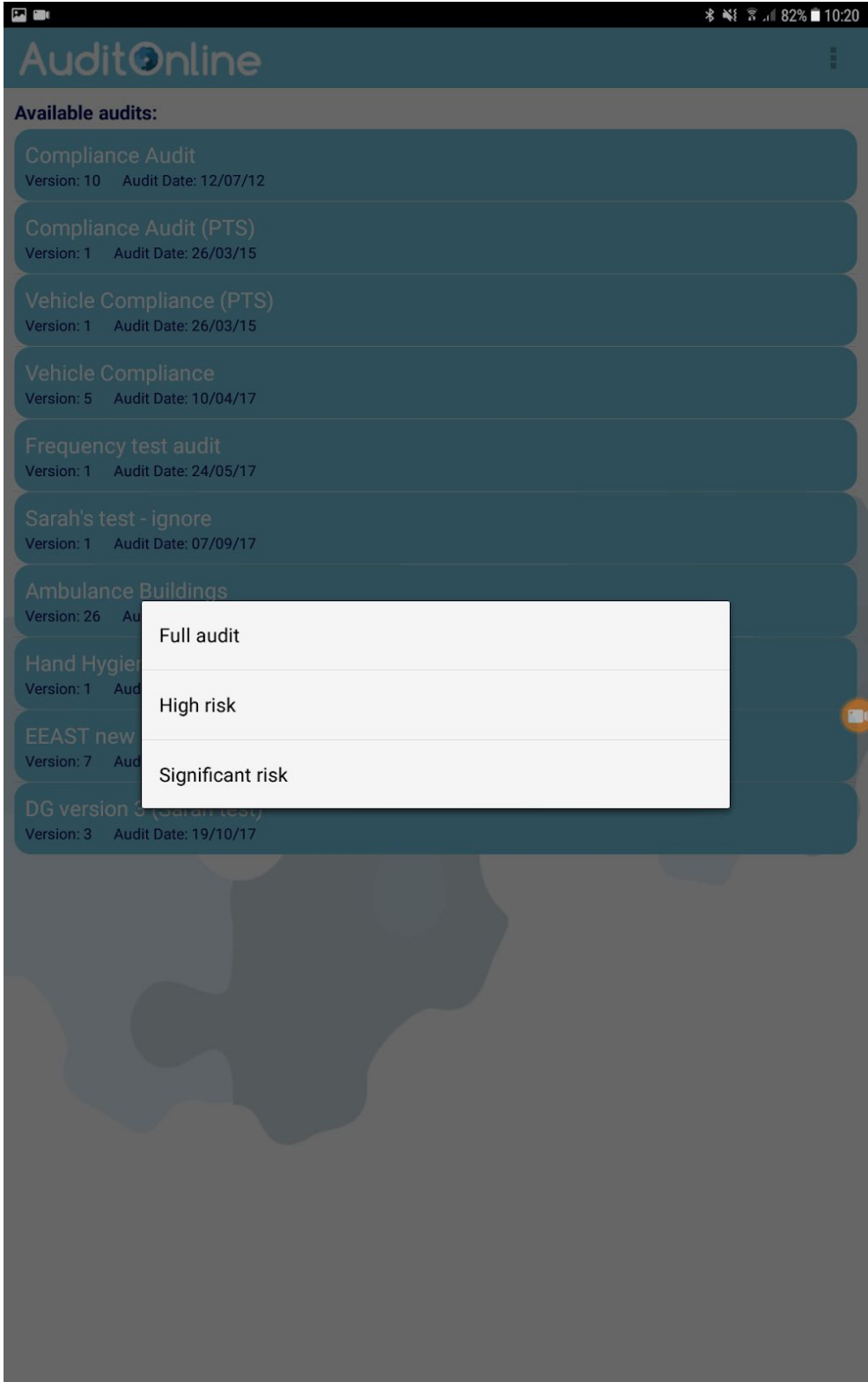


6. Creating an Audit

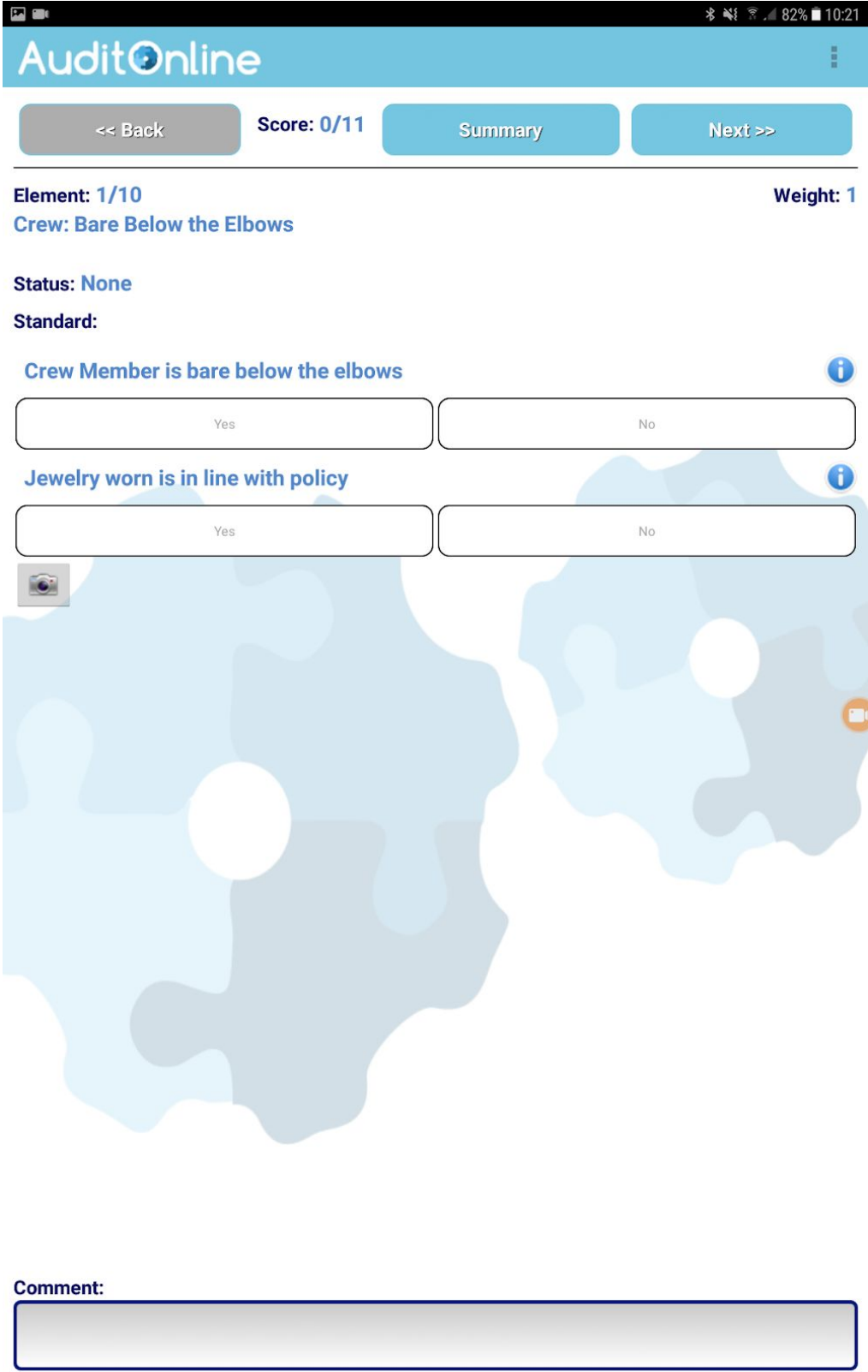


To create your audit select the audit type from this first screen. These audits will match what you usually see on the web version.

You will be asked whether you want to run a full audit with all risks or just include high or significant. (Choosing significant will include everything significant and high)

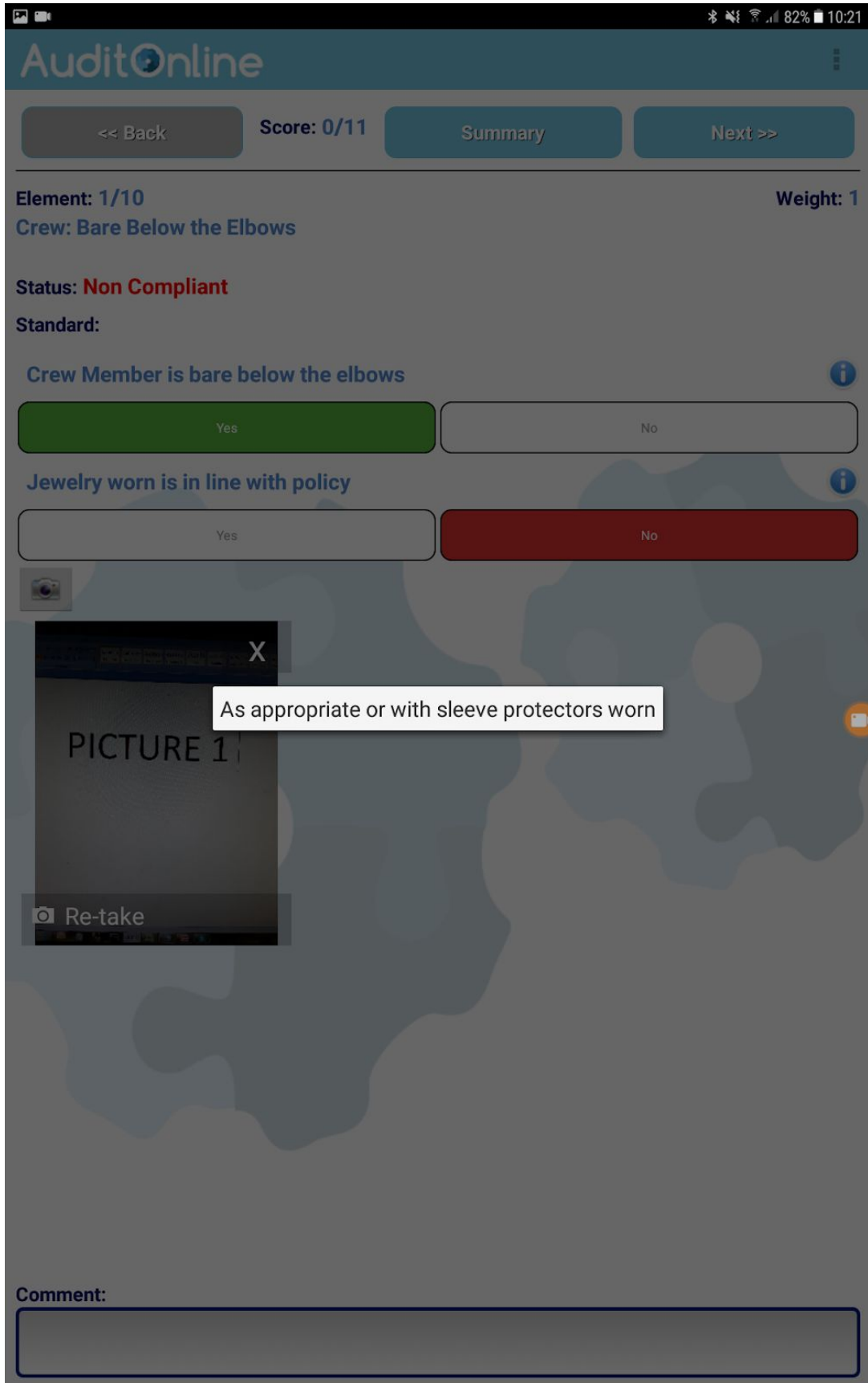


You are then presented with the same questions as on the browser. You will notice that there is no 'Mark all as compliant' button here but the tap buttons are much quicker to complete than with a mouse so you will find it quick to complete a screen one at a time.

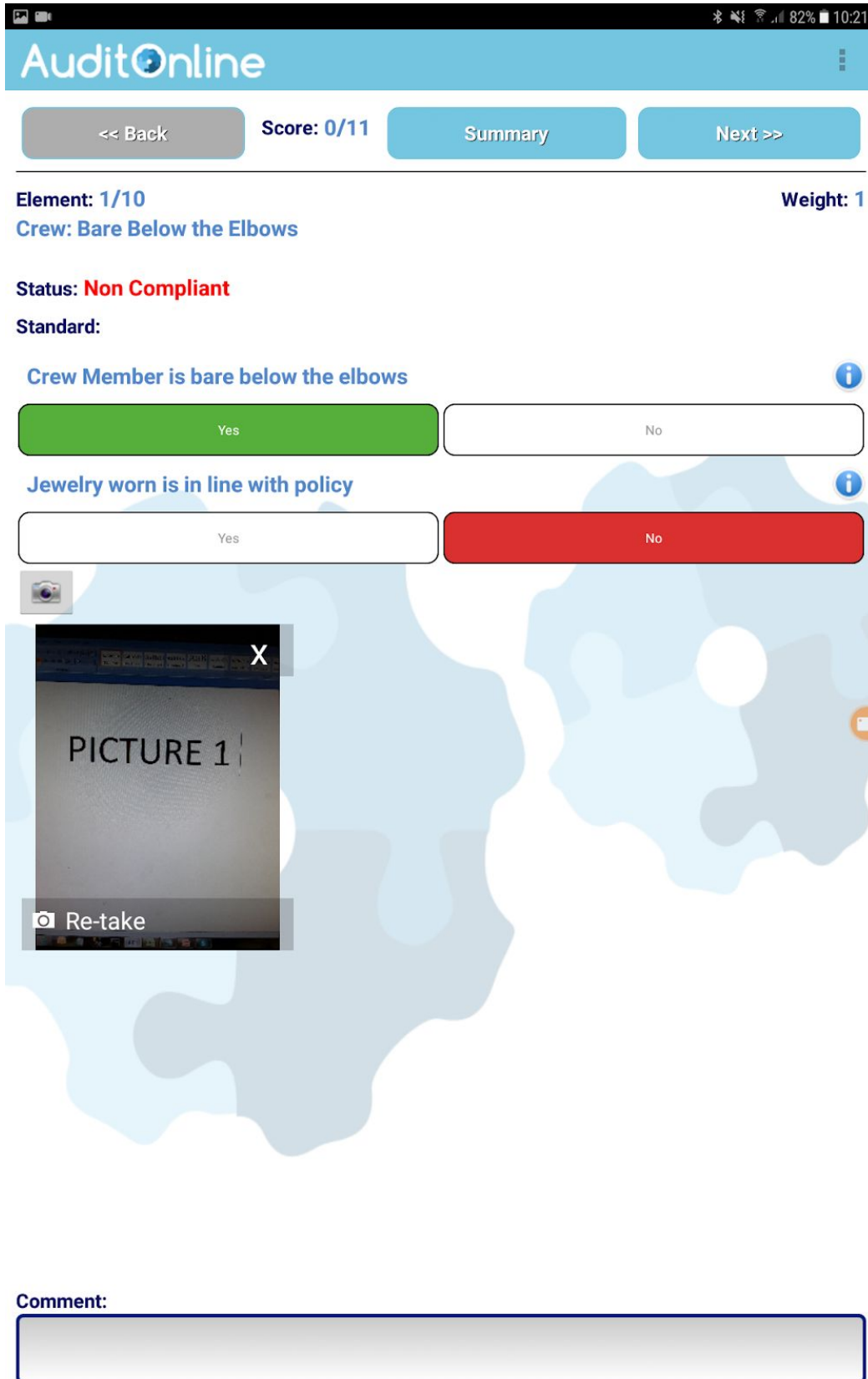


The screenshot shows the AuditOnline mobile app interface. At the top, there is a blue header with the 'AuditOnline' logo. Below the header, there are three buttons: '<< Back', 'Score: 0/11', and 'Summary'. To the right of these buttons is a 'Next >>' button. Below the buttons, the text 'Element: 1/10' and 'Crew: Bare Below the Elbows' is displayed. The 'Weight: 1' is shown on the right. The 'Status: None' and 'Standard:' are listed below. The main question is 'Crew Member is bare below the elbows', with a 'Yes' button and a 'No' button. Below this is another question, 'Jewelry worn is in line with policy', also with 'Yes' and 'No' buttons. A camera icon is visible on the left side of the screen. At the bottom, there is a 'Comment:' label and a large empty text box for input.

To the right of each standard is an 'i' button which will contain any useful information about completing the element.



You can add pictures to each element using the camera icon. These can be deleted and retaken using the 'X' on each thumbnail.



The screenshot shows the AuditOnline mobile application interface. At the top, there is a blue header with the 'AuditOnline' logo. Below the header, there are navigation buttons: '<< Back', 'Score: 0/11', 'Summary', and 'Next >>'. The main content area displays the following information:

- Element:** 1/10
- Crew:** Bare Below the Elbows
- Weight:** 1
- Status:** Non Compliant
- Standard:** Crew Member is bare below the elbows

Below the standard, there are two interactive buttons: a green 'Yes' button and a white 'No' button. The 'No' button is selected. Below this, there is another standard: 'Jewelry worn is in line with policy'. Below this standard, there are two buttons: a white 'Yes' button and a red 'No' button. The 'No' button is selected.

At the bottom of the checklist, there is a camera icon and a photo gallery. The gallery shows a photo of a person's arm with the text 'PICTURE 1' overlaid. There is an 'X' icon in the top right corner of the photo and a 'Re-take' button in the bottom left corner.

Below the photo gallery, there is a 'Comment:' label and a large empty text input field.



Once you have completed all the elements you will go to the summary to see your results. You can expand each element group (in this example 'Crew') to view the compliance of each item. You can then tap on an item to review and edit it.

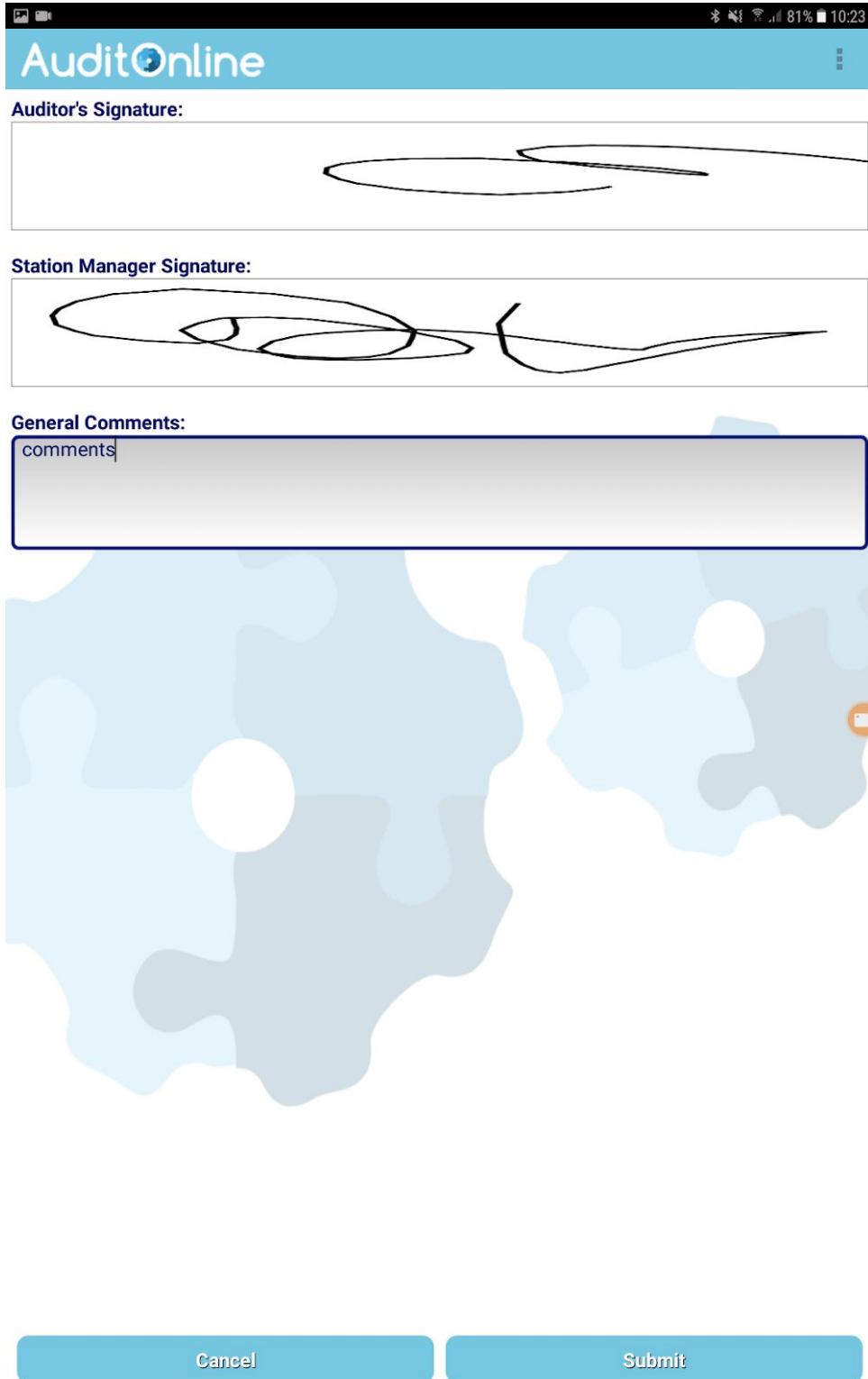
Item	Compliance
Crew: Cleaning of Equipment after Patient handover	0/1
Crew: Change of Linen	1/1
Crew: Bare Below the Elbows	0/1
Crew: Disposal of sharps	0/1
Crew: Hand Hygiene (When)	1/1
Crew: Aseptic non-touch technique (i)	0/1
Crew: Aseptic Insertion Technique (ii)	0/2
Crew: Disposal of Waste Materials	1/1
Crew: Hand Hygiene (How)	1/1
Crew: Use of Gloves	0/1

Total Score: 4/11 << Back Next >>

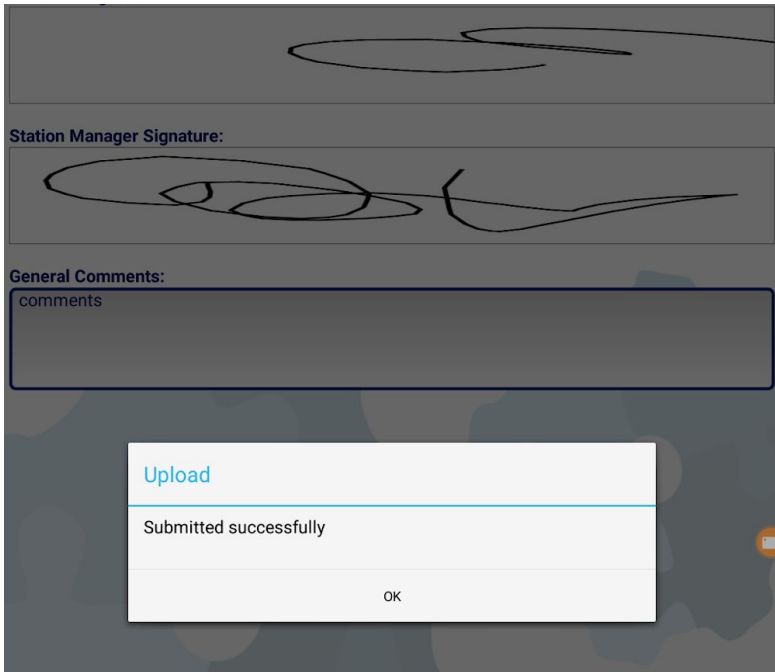
If there are incomplete elements then you will be asked to complete these before you can submit. When you are editing an item you can use the summary button to return to the summary - otherwise you will be guided through each element in turn.

A feature unique to the app is the ability to add your signature in digital format that will then appear on the online audit record. You can leave signature blank and you will still be able to submit the record.

Likewise you can add any additional comments to this submit screen

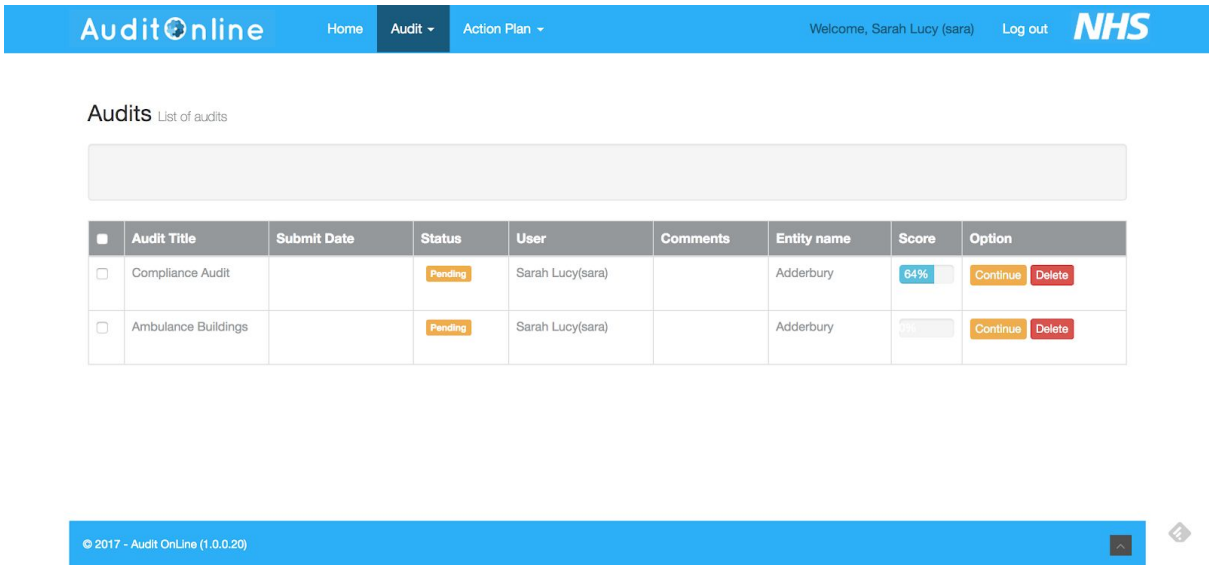


You will know your audit was successfully submitted when you see this message.



7. Viewing your Audit in the Portal

You can check that your audit has successfully made it into the system by going to the List page on the website: <https://www.auditonline.co.uk/SCAS/Audit/AuditList> this has a list of all the audits entered via the website and via the app.



	Audit Title	Submit Date	Status	User	Comments	Entity name	Score	Option
<input type="checkbox"/>	Compliance Audit		Pending	Sarah Lucy(sara)		Adderbury	64%	Continue Delete
<input type="checkbox"/>	Ambulance Buildings		Pending	Sarah Lucy(sara)		Adderbury		Continue Delete

You can also view a summary of the audit via the 'Traffic Lights' section from the dashboard which will show you all your images and your signatures too.