



**Instrument for  
hospital internal  
environment  
improvement &  
assurance providing  
(internal audit)**

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# Content

## «The 5Ws» - Who? What? When? Where? Why?

### Who?



Who are internal auditors in Riga East University Hospital?

### 1st - What?



What are we auditing?

### 2nd - What?



What is the difference between internal audit and quality internal audit?

### Why?



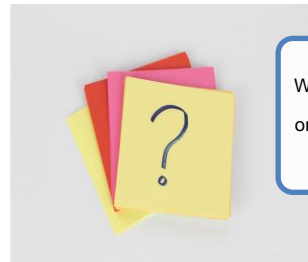
Why we are where we are?

### When?



When we have started?

### Where?

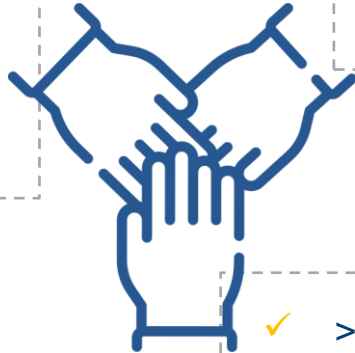


Where we are in our organizational structure?

# Who?

## Who are internal auditors in Riga East University Hospital?

- ✓ > 15 years experience in external and internal (more quality) audit
- ✓ detailed experience in accounting, legal issues, personnel issues



- ✓ > 20 years experience in healthcare
- ✓ recognition among doctors and nurses, in-depth theoretical knowledge in healthcare

- ✓ > 14 years experience in external and internal audit
- ✓ detailed experience in IT issue auditing, data analyses and information reflection («selling»)

# 1st - What?

## What are we auditing?

- ✓ Core systems & systems which directly supports core systems
- ✓ Management systems
- ✓ Support systems



CORE SYSTEMS					
Health Care				Education	Science
Outpatient services planning (incl. day hospital)	Inpatient services planning	Emergency medical care providing	Care providing	Employee and public education	Methodological and administrative support for researchers to carry out research (academic and clinical research)
Ambulārās daļas vadītājs	Ārstniecības direktors	NMPUK vadītājs	Aprūpes direktors	Personāla direktors	Administratīvais direktors
Outpatient services providing (incl. day hospital)	Inpatient services providing	Clinical diagnostics performing	Radiology services providing		
Ārstniecības direktors	Ārstniecības direktors	Ārstniecības direktors	Diagnostiskās radioloģijas centra vadītājs		
SUPPORT SYSTEMS of CORE SYSTEMS					
Laboratory services providing (incl. autopsies) Apakšsistēma - kvalitātes vadības sistēmas pārvaldība laboratorijās	Transfusionology	Ensuring the circulation of medicines and medical goods	Patient safety and vigilance management	Customer management and satisfaction management	Medical technology management
Laboratorijas dienesta vadītājs	Ārstniecības direktors	Aptekas dienesta vadītājs	Kvalitātes vadības daļas vadītājs	Kliantu vadības direktors	Medicīnas tehnoloģiju direktors
MANAGEMENT SYSTEMS					
Strategic action planning and implementation monitoring	Emergency monitoring (medical)	Quality management system management	Risk management		
Stratēģiskās attīstības direktors	Anestezioģijas un neotiekamās medicīnas galvenais speciālists	Kvalitātes vadības daļas vadītājs	Kvalitātes vadības daļas vadītājs		
SUPPORT SYSTEMS					
Human resource management	Procurement	Internal communication	Management of real estate, technical systems, material values and related processes	Pricing of paid services and recalculation of tariffs payable by the state	Infection control and monitoring
Personāla direktors	Administratīvais direktors	Sabiedrisko attiecību daļas vadītājs	Tehniskais direktors	Ekonomikas daļas vadītājs	Ārstniecības direktors
Organization of employee protection	Document and archive management	External communication	Accounting	Preparation of statistics, debt recovery	
Administratīvais direktors	Administratīvais direktors	Sabiedrisko attiecību daļas vadītājs	Grāmatvedības daļas vadītājs	Statistikas daļas vadītājs	
Legal support	Project management	ICT governance	Financial management and preparation of financial statements (incl. management reports)	Spiritual support providing	
Administratīvais direktors	Stratēģiskās attīstības direktors	Informācijas tehnoloģiju direktors	Ekonomikas daļas vadītājs	Aprūpes direktors	

Board members responsible for systems	I.Pieglitis	K.Plome
	Prof.H.Plaudis	A.Pinkulis

# 1st - What?

What are we auditing? Let's look closer.

For example, system «Inpatient services providing»



# 1st - What?

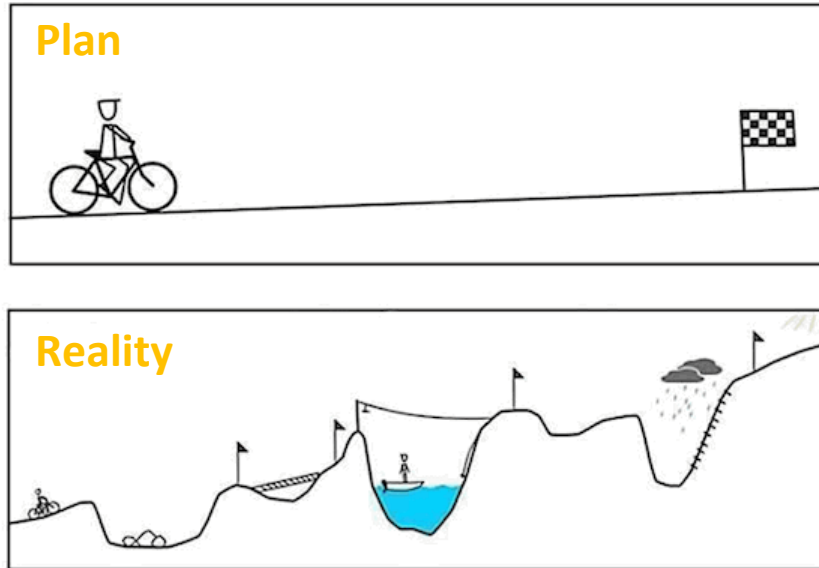
What are we auditing? Let's look closer.



# 1st - What?

## What are we auditing? Let's look closer.

What difficulties are in our way and how can we avoid them?



- ✓ Maybe the staff is busy with work they shouldn't be doing (for example, processing accounting-related documents)?
- ✓ Maybe the staff lacks regulatory framework or clarity on how to apply it?
- ✓ Perhaps consultations from specialists are not received in time?
- ✓ Maybe the staff lacks support directly from management?
- ✓ Maybe we can't plan diagnostic examinations because it's not clear when they can be performed?
- ✓ Maybe..?

## 2nd - What? & Why?

What is the difference between internal audit (IA) and quality internal audit (QIA)? Is there? & Why we are where we are?

On what basis is it carried out?

IA

The International Standard for the Professional Practice of Internal Auditing

QIA

Specific standards or regulatory acts to ensure conformity

What is evaluated?

IA

Operation and effectiveness of the internal control system

Focus on goals

QIA

Compliance with standard requirements and procedures

Focus on compliance (yes/no)

Why is it done?

IA

To provide independent assessment that we are going towards our goals, that the processes are working + to improve processes

QIA

To ensure and improve the quality of processes

Can the auditors switch roles?

IA

Theoretically can, practically can't

Internal quality audits can be performed, but this affects the auditor's objectivity

QIA

Can't

Because the internal auditor must be:

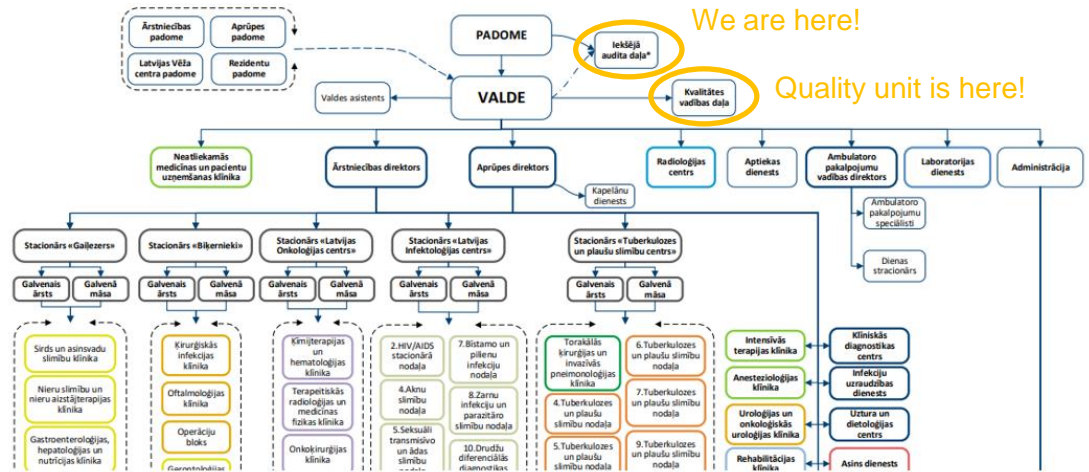
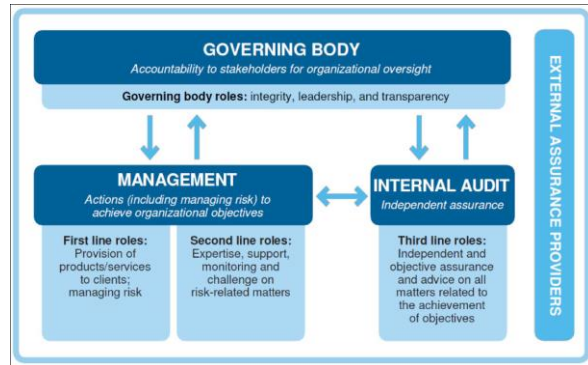
- ✓ independent (our internal auditors are functionally subordinated to the council)
- ✓ objective (cannot give an assessment of what he has created, developed or improved)



# When? & Where?

## When we have started? & Where we are in our organizational structure?

We have introduced internal audit as a system in 2021, taking into account not only the International Standards for the Professional Practice of Internal Auditing, but also Three Lines Model for internal control system management



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**Thank you for your time!**

Do not hesitate to contact me via e-mail:  
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# Regarding recently introduced technologies

# Technologies *(recently introduced)*

## Self-service stands

### Implementation goals

- ✓ Improve customer service speed
- ✓ Improve customer service
- ✓ Automate the registration and payment process
- ✓ Reduce human manual work

### What does it ensure?

- ✓ Registration for services
- ✓ Obtaining payment for services
- ✓ Settlement of any hospital bill
- ✓ Queue management, room assignment
- ✓ Receipt printout for tax refund

Authorization by scanning passport or ID card



# Technologies *(recently introduced)*

## Robot call

**30 days before** the service, to the customer is sent a voice record in 3 languages of his choice (robot call), which reminds him of the planned visit and asks if the customer will come:

- ✓ If "Yes" you should press key 1, if "No" you should press key 2, if you want to postpone the visit, you should press key 3
- ✓ If key 2 is pressed, the entry is automatically deleted from the entry calendar
- ✓ If key 3 is pressed, the customer is connected to the Contact Center operator

**10 days before** the service, for the second time such a robot call is sent to all those who did not press the statuses or did not listen

**2 days before** the service, a reminder SMS is sent with a specific time of the visit and the entrance sign where the client must come

**Information is sent to all fee-paying and state-registered patients**