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?

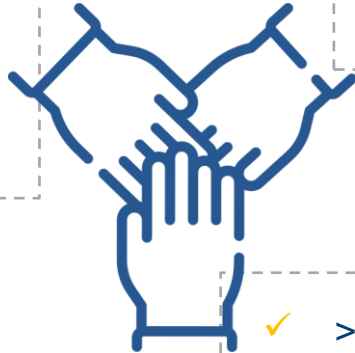| When? |
| :---: |
| When we have started? |
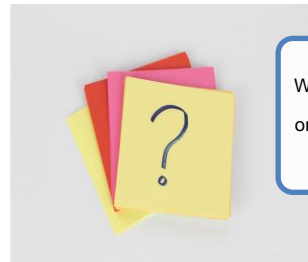
Where?
Where we are in our organizational structure?

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»)

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1st - What?
What are we auditing?

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

Internal audit environment or scope of internal auditor's work

1st - What?
What are we auditing? Let's look closer.

For example, system «Inpatient services providing»

Goal of the system *(or why the system is created)* is to provide high-quality inpatient services

→

What we **cannot** evaluate - How qualitative are our services?

→

What we **can** evaluate and we are evaluating - What have we established and what we are doing to provide inpatient services and provide them qualitatively?

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

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1st - What?

What are we auditing? Let's look closer.

What have we established and what we are doing to provide inpatient services and provide them qualitatively?

Organizational structure	Regulations of structural units	Job descriptions	Internal rules and procedures

Plans	Normative acts, guidelines	etc.

Review	Evaluate	Analyze	Compare	Agree

Talk	Organize meetings	Organize seminars	Supervise	Update etc.

1st - What?
What are we auditing? Let's look closer.

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

Plan

Reality
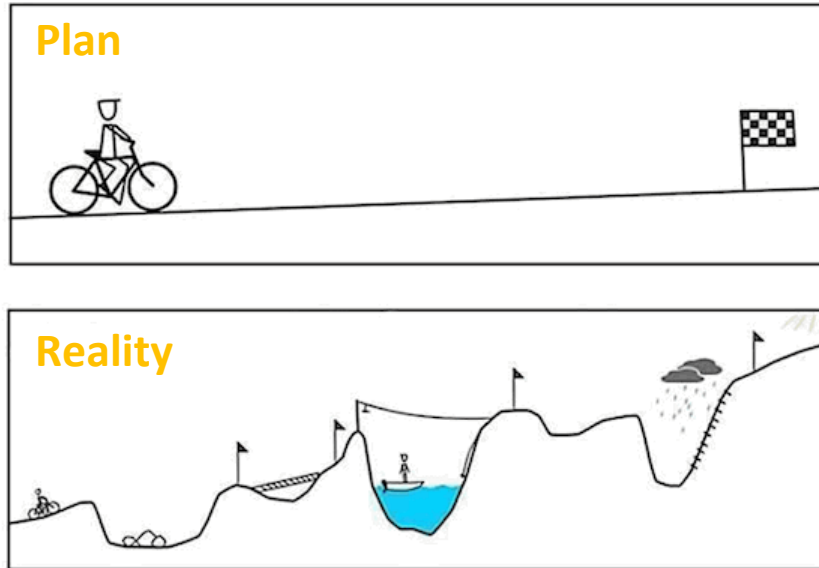
- ✓ Maybe the staff is busy with work they shouldn't be doing (for example, processing accounting-related documents)?
- ✓ Maybe the staff lacks regulatory framework or clarity on how to apply it?
- ✓ Perhaps consultations from specialists are not received in time?
- ✓ Maybe the staff lacks support directly 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	QIA
The International Standard for the Professional Practice of Internal Auditing	Specific standards or regulatory acts to ensure conformity

What is evaluated?

IA	QIA
Operation and effectiveness of the internal control system Focus on goals	Compliance with standard requirements and procedures Focus on compliance (yes/no)

Why is it done?

IA	QIA
To provide independent assessment that we are going towards our goals, that the processes are working + to improve processes	To ensure and improve the quality of processes

Can the auditors switch roles?

| IA	QIA
Theoretically can, practically can't Internal quality audits can be performed, but this affects the auditor's objectivity	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)

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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

We are here!

Quality unit is here!
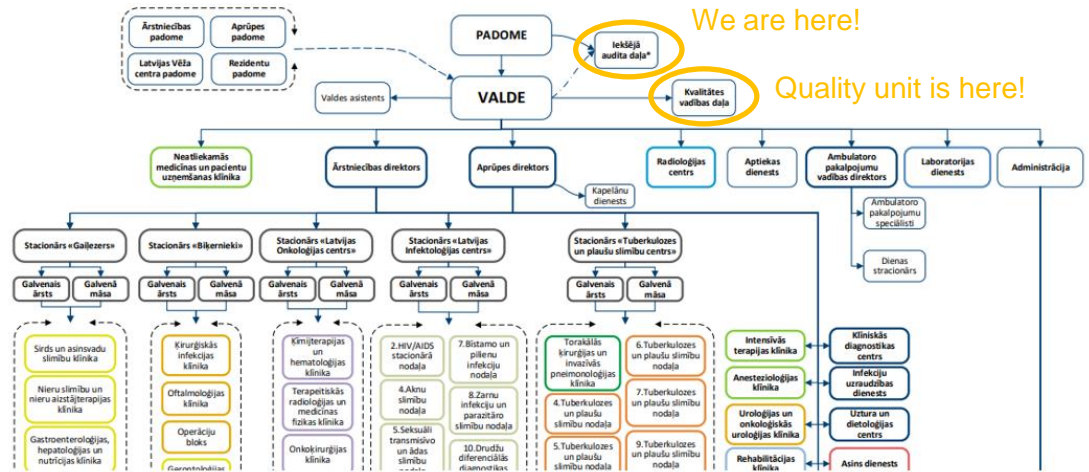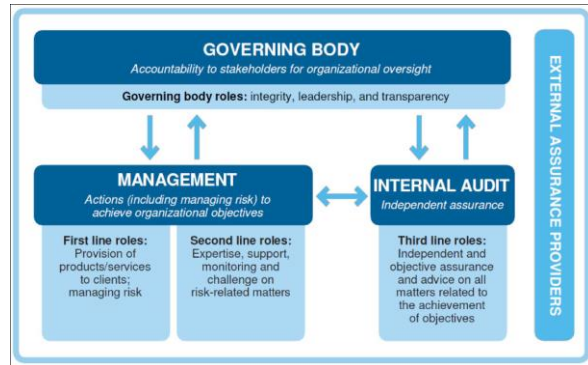
Thank you for your time!

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