Internal auditing: powerful ways to use the internal audit to deliver high value

Terri Molloy, Staff Technologist
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Quality Management Program—Laboratory Services

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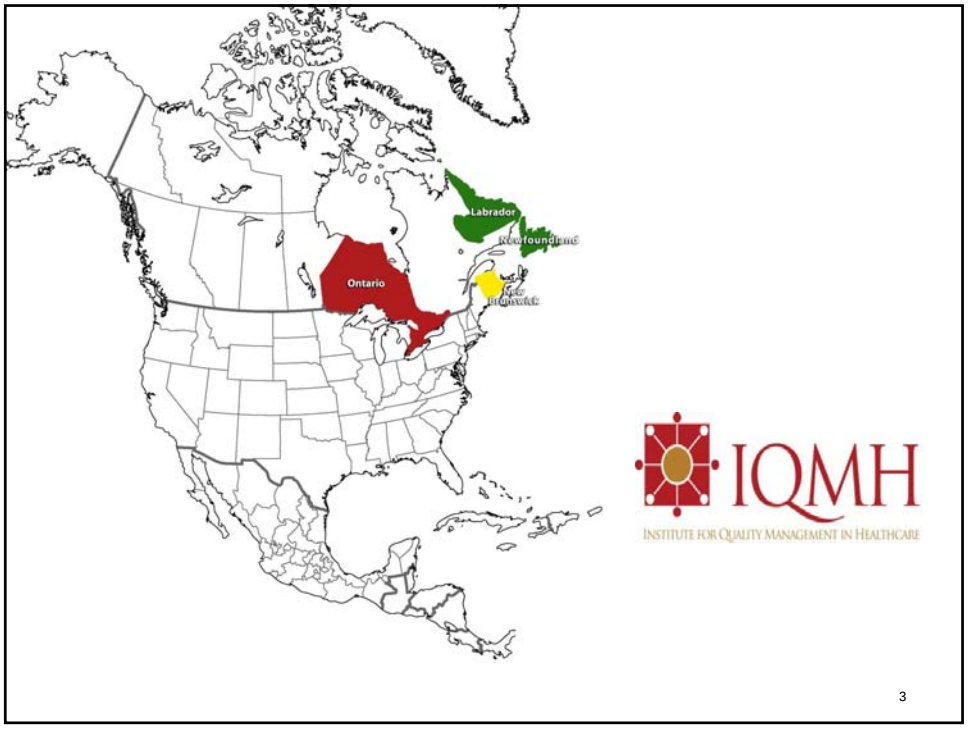
Labrador
Ontario
IQMH
INSTITUTE FOR QUALITY MANAGEMENT IN HEALTHCARE
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4

Benefits

- Reduces stress of an external audit
- Corrects non-conformities
- Reduce risk
- Plan for the future
- Recognize what is working
- Identify problem areas
- Gain confidence in knowing that your lab is continually improving

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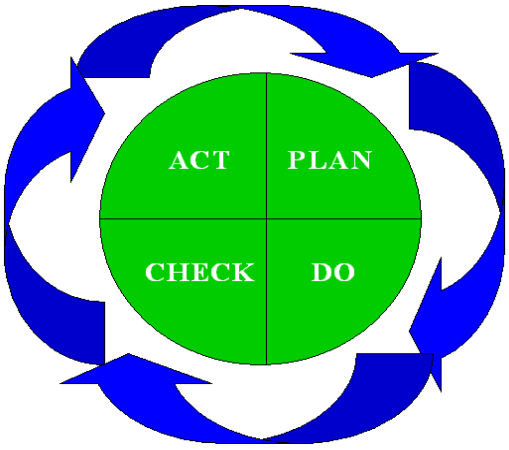

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Operational AUDITS
Compliance AUDITS
Follow-up AUDITS
Financial AUDITS
First party AUDITS
Internal AUDITS
Focused AUDITS
Second party AUDITS
Third party AUDITS

8

MP-LS
ONTARIO MEDICAL ASSOCIATION
A planned, independent, and documented assessment to determine whether agreed-upon quality requirements are being met."
ASQ Quality Auditing Division
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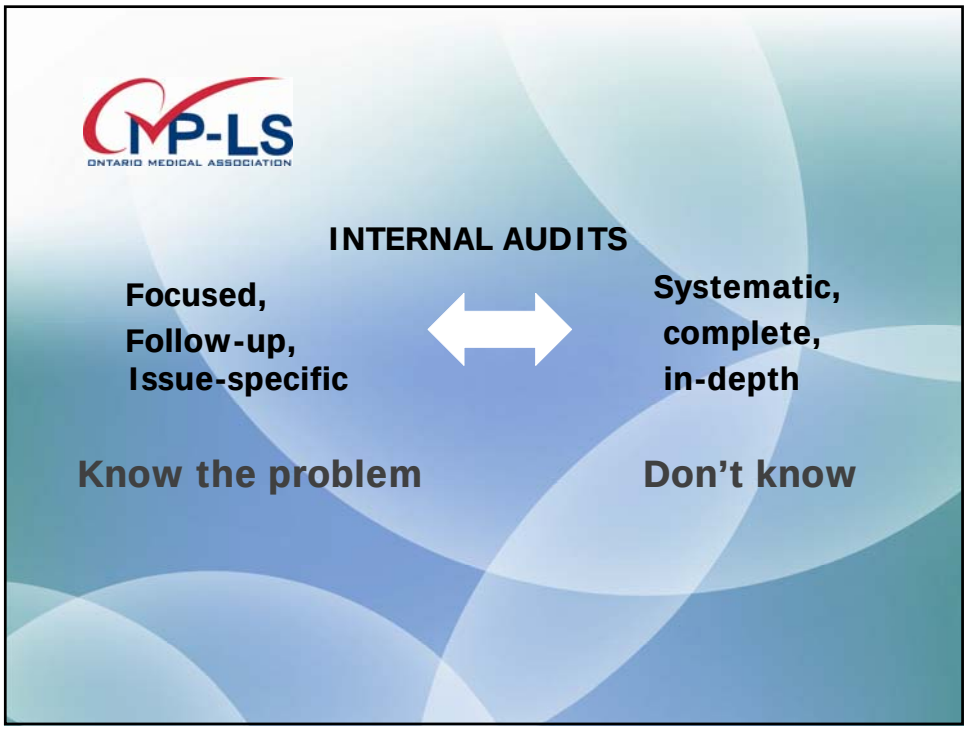
MP-LS
ONTARIO MEDICAL ASSOCIATION
INTERNAL AUDITS
Focused,
Follow-up,
Issue-specific
Systematic,
complete,
in-depth
Know the problem
Don't know

11

ISO: "Process Approach"

"A desired result is achieved more efficiently when activities and related resources are managed as a process"

12

The **AUDITORS** are here!

We're being Audited

We're being Audited!

The **AUDITORS** are here!

It's **TIME** for the **AUDIT**

The **AUDITORS** are here!

auditors

We're being Audited!

The **AUDITORS** are here!

The auditors are here !

auditors

The **AUDITORS** are here!

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What tools do you have?

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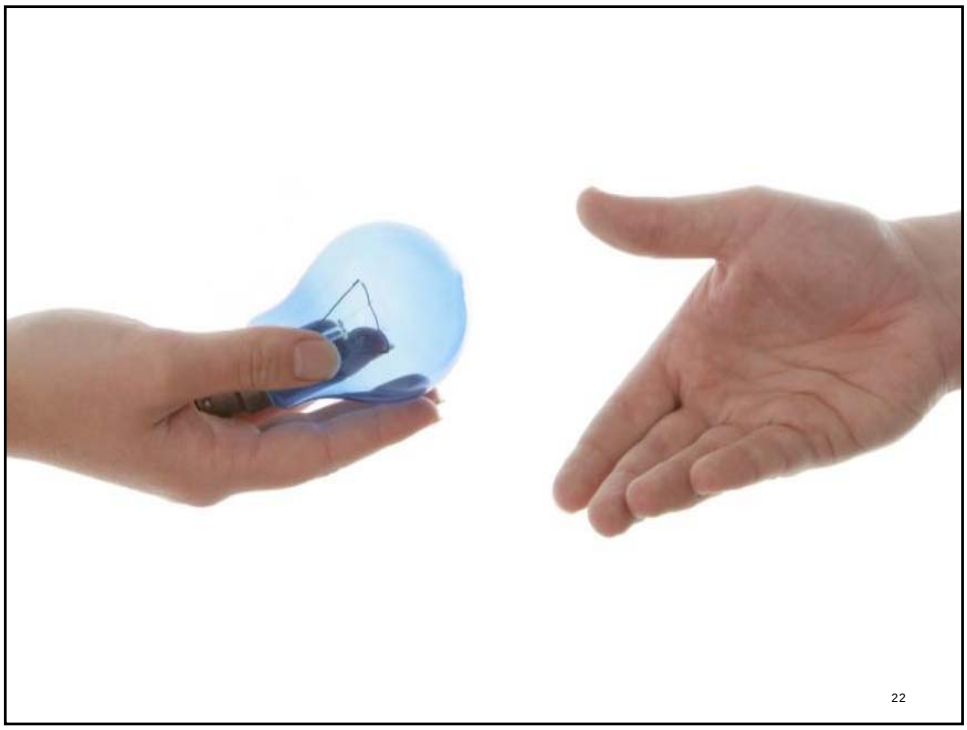

Follow-up
Req #
Non-conformance
Root Cause
Corrective Action
Completion Date & Responsibility
Effectiveness Check & follow-up Required
23

Management Review
24

Internal audit wrap-up

Compile the Records

- Audit agenda
- Opening & Closing Meeting
- Corrective and preventive action taken
- Evidence of effectiveness of corrective action
- Evidence of management review
- Auditor competence

25

Summary

Planning, *ISO Clause 4.14.1*

- Develop processes and procedures
- Create an audit plan
- Create a checklist
- Choose and prepare auditors

Performance, *ISO Clause 4.14.2*

- Opening meeting
- Conduct the audit
- Closing meeting

Follow-up, *ISO Clause 4.14.3*

- Investigate and implement corrective actions
- Validate the effectiveness of action plans
- Assemble the records
- Communicate to management

26

Nothing great was ever achieved without enthusiasm

-Ralph Waldo Emerson

27

28

Thank you

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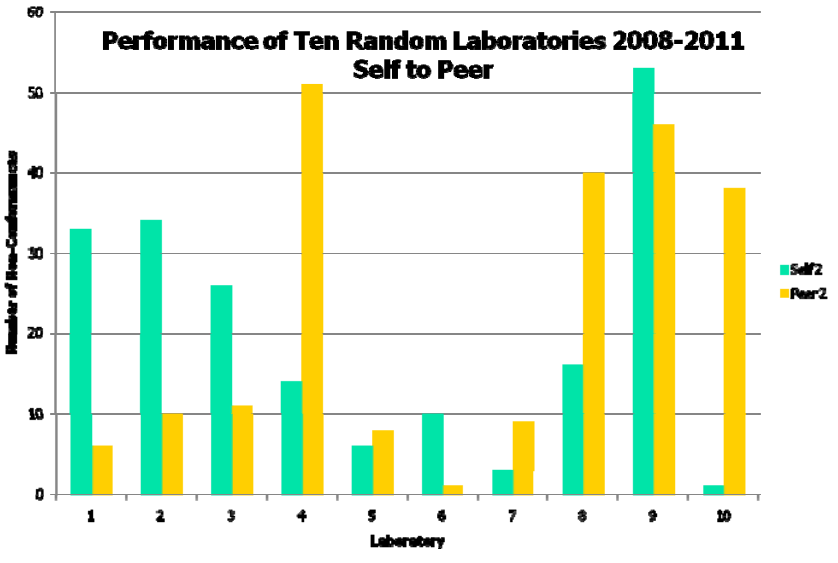
29



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