



# Conduct of the Audit

**for the certification of hospitals and clinics**

**HygiMed<sub>+</sub>**

## **General overview of the day of audit**

### **Step 1**

Upon their arrival, the audit team members are met by the designated contact person of the institution who makes available a meeting room and provides the documents for consultation on the day of audit, as well as an access to the relevant information on the institution's intranet. The audit team holds a meeting during approximately 1 hour.

### **Step 2**

Following consultation of the documentation, the audit team meets with the institution representatives to introduce themselves and to discuss the conduct of the audit.

### **Step 3**

A delegate from the institution gives a presentation (approximately 15 minutes) to illustrate how the institution has adapted the WHO recommendations for hand hygiene and implemented its own hand hygiene promotion programme. The presentation will be followed by a question-answer session by the audit team (20 to 30 minutes).

### **Step 4**

Following the presentation, the audit team visits at least three-quarters of the sectors/units of the institution (chosen by the audit team) and freely questions healthcare workers. For institutions with less than 1000 beds, this visit may take 4 hours and it is therefore necessary to foresee a lunch break. For much larger institutions, the visit may take 8 hours and it may be prolonged until the following day.

It is recommended that healthcare staff be informed of the visit prior to the audit in order that they may be prepared to reply to any eventual questions of the audit team.

### **Step 5**

At the end of the visit, the audit team meets in a closed session during approximately 1 hour to complete the evaluation sheets on the institution.