



Overview of ICA Tool 2023

Introduction

- Auditing visits are an activity that provides evaluating processes and supporting services to improve the level of infection prevention & control practices within healthcare facilities, and accordingly will prevent or reduce transmission of infection and outbreaks.

Code of Ethics and Professional Conduct

- Healthcare facilities will be visited according to the plan set for the program. When carrying out any auditing visits, certain protocols are followed to appropriately represent the General Directorate of Infection Prevention & Control (GDIPC) of Healthcare Facilities. Therefore, the specific codes of ethics and professional conduct must be adhered to.

Professional Ethics

- Commitment to the Ministry of Health's code of ethics and conduct.
- Avoiding any behavior that may be perceived as an abuse of the position.
- During the visit, adhere to professional ethics, and treat others with decency and respect.
- Commitment to all professional ethics including avoiding ineffective communication that may cause discomfort to the other party.
- Care must be taken when communicating with all healthcare workers in the facility.

Professional Ethics

- When the other party exceeds the recognized professional ethics contain the situation with the required respect and report the incident to your supervisor.
- Carrying out your work with integrity and diligence.
- Maintaining a professional environment characterized by good working relations and mutual respect.
- Refraining from all verbal and non-verbal violations, including written ones.
- During the visit, your appearance must be professional.

Professional Conduct

- The auditors should professionally represent the GDIPC in an appropriate manner.
- The auditors must be updated about any new scientific updates including guidelines, forms, and protocol related to their field before conducting any visit.
- The auditor must report any concerns that may affect the quality of the visit before performing it.
- Providing support and guidance to the evaluated healthcare facility colleagues' whether during the visit or afterwards.
- The auditor is responsible for evaluating the performance of the healthcare workers during the visit fairly and realistically, in line with the objectives.
- Guidance given to the hospitals must be based on scientific & best practices basis.

ICA Visits Phases

Planning Phase

- The date of the visits should be scheduled during the first five months of each half year.
- 20% of healthcare facilities are scheduled to be visited monthly, provided that the different sectors are covered.
- Send the visits schedule to health cluster within the region, in which the date of the visit and the names of the auditors are specified.
- Inform the health cluster to coordinate the visit via e-mail, phone calls or text messages prior to the visit.

Planning Phase

- The required number of auditing days are determined according to the healthcare facility bed capacity.
- The visit is conducted by two auditors approved by the GDIPC of Healthcare Facilities.
- Cluster auditors are restricted from the audit visits to their cluster hospitals.
- The two auditors should visit all the departments together; they should not divide it between them.

Visiting Phase

- Strict commitment to professional ethics during the visit and represents GDIPC in a professional way.
- Conducting all field visits by evaluating the performance of health care facilities professionally and fairly using the updated auditing form.
- The team must conduct the visit according to the approved schedule and identify all the departments planned to be visited (according to the auditing form), giving the visit the sufficient time needed and not doing it urgently.
- Commitment to the time specified for the visit, whether the working hours or number of days.

Post Visiting Phase

- Score and write the audit report then submit it within 72 hours from the physical visit.
- Ensure that the report is delivered to the healthcare facility through the system (download the report from the system and send it via e-mail if submission to facility have been failed).
- Request from the audited health cluster to send their corrective action plan of the evaluated healthcare facility within 7 days from receiving the visit auditing report.
- Ask the health cluster to request from the audited hospital to fill out the auditor's evaluation form, that delivered to them through the system.
- Review the health care facilities action plan that have been sent by the health cluster.

Conclusion

- Compliance of healthcare facilities in implementing effective infection prevention & control measures is vital for patient, visitors, their relatives, and healthcare workers safety. This session serves as a guide for auditors to explore the required protocols needed for infection control auditing visits.