**Job Aid 1: Successful Environment4-46**

**How to Create an Environment for Successful Internal Audits**

1. Management must provide the leadership and demonstrate its commitment to an internal audit program by:
   1. Gaining support from hospital management for quality improvement expenditures in the budget
   2. Providing and maintaining a *Just Culture*
   3. Designating an audit program coordinator (frequently, it is the quality manager)
   4. Designing a program that makes continual improvement a priority
   5. Allocating the required resources, especially staff time for the auditing process
2. Gain staff support for the audit process so that staff contributes to its success**.**
   1. Host informational sessions, such as during staff meetings, so that staff understand internal auditing and their role in it by addressing:
      1. What is the purpose of an internal audit?
         1. For management – internal audit provides information necessary to evaluate conformance to the defined QMS and to identify opportunities for continual improvement
         2. For staff - if employees have an opportunity to communicate when they do not have adequate tools, information, training, instructions or documentation to do their job correctly, they will benefit from the internal audit process and subsequent corrective action
      2. How open should staff be during the internal audit?
      3. What will happen with the audit results?
      4. Will there be punishment based on audit findings? (Punitive action should not be allowed unless there is blatant, intentional disrespect for established policies.)
   2. Select the right auditors for your internal audit team that can partner with staff.
   3. Generate continued support for the process by sharing outcomes.
      1. Quantify the cost of poor quality discovered from the audits.
      2. Communicate successes of the corrective action associated with the internal audit program.
   4. Invest the time and effort in making the auditors competent and confident before conducting their first audit.