

# AMPLIFY

## The Audit Advantage: Building Quality With Confidence

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# Financial Disclosures

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- Nothing to disclose

# The Audit Advantage: Building Quality with Confidence

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Director of Quality and Organizational Development





# Objectives

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- **Shift the mindset:** Reframe audits from something teams *fear* to a tool that *empowers* performance, growth, and ownership
- **Share what works:** Explore two audit processes that have driven success and engagement within our organization
- **Connect audits to impact:** Understand how audits strengthen quality, consistency, and accreditation readiness
- **Learn together:** Engage in open discussion to share challenges, insights, and real-world strategies

# Definition of an Audit

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- Audits
- Rounding
- Check-Ins
- Quality Checks
- Process Reviews
- Readiness Checks

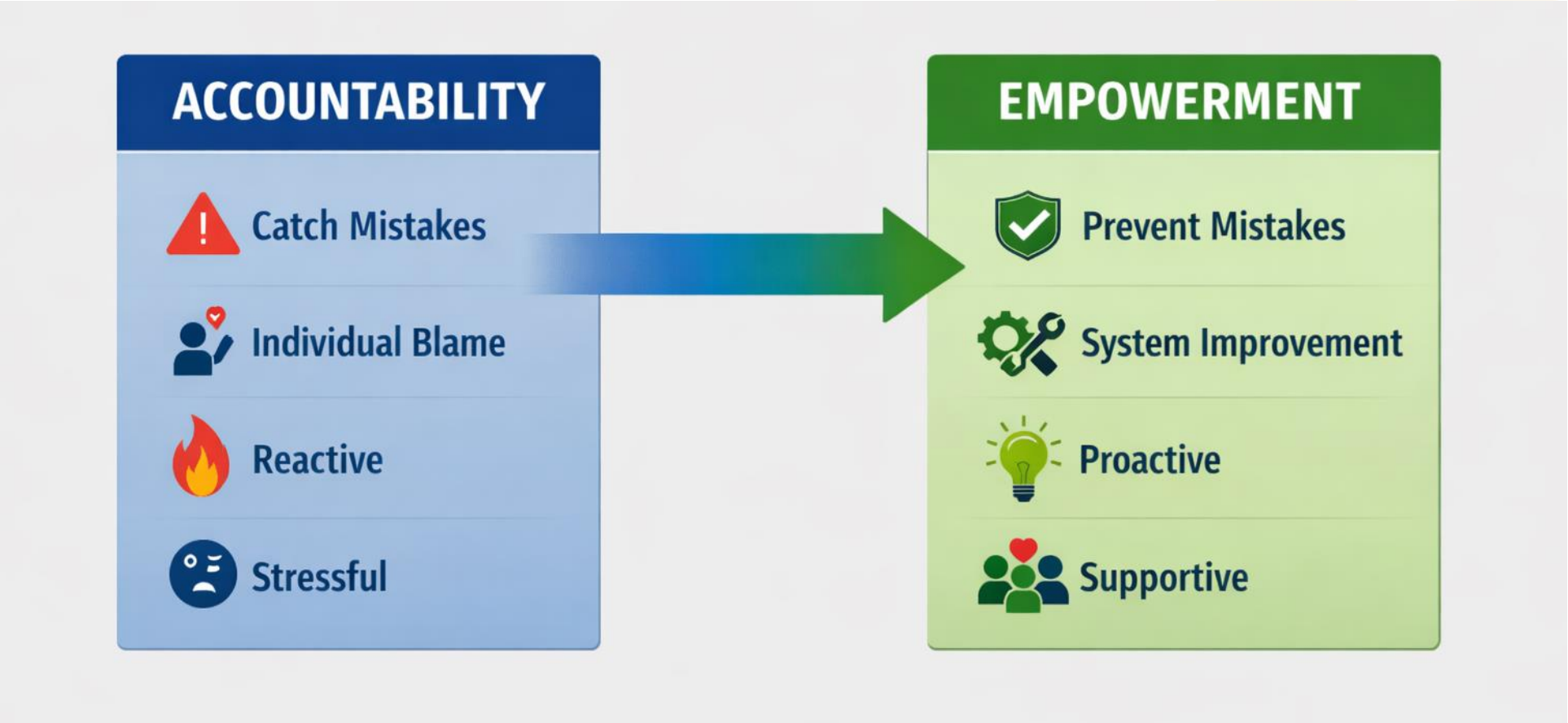


# The Word “Audit” – First Reactions

- Fear
- Extra work
- “What did we do wrong?”



# Accountability to Empowerment



# A New Perspective: Flashlights, Not Spotlights

- Illuminate processes, patterns, and system gaps.
- Focus on trends, not individuals
- Ask: Is the workflow clear? Are expectations consistent?



# Audits Are a Team Sport!



# Growth of TGH Urgent Care powered by FAST TRACK

TGH Urgent Care powered by Fast Track



# What Has Worked for Us

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## Two complementary Audit Types

1. Quarterly Comprehensive Operational Review (COR)
2. Quarterly Chart Audit Program



# Comprehensive Operational Review (COR) Audit- Why?

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Create consistency in quality throughout all clinics



Be accreditation ready



Provide clarity in expectations



Identify workflow gaps



Improve accuracy



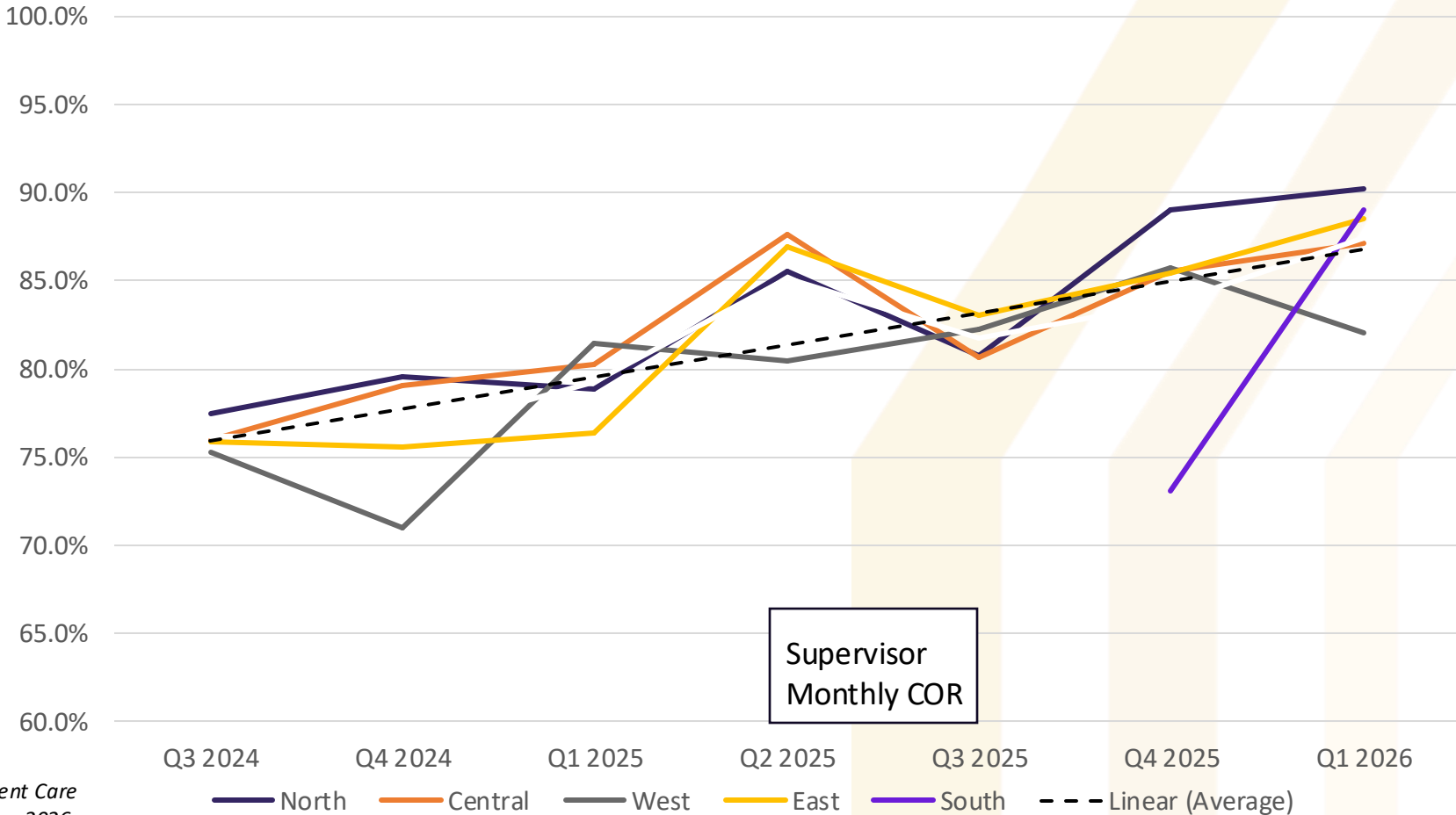
Improve patient experience

# Comprehensive Operational Review (COR) Audit- Overview

- 127 line items w/ clear standards
- 7 Categories
- Completed Quarterly but supported by smaller monthly audits.

Scoring Categories	Total Possible Score	Total Points Scored	Center Score (%)
Patient Experience	31	0	0.00%
Staff Readiness and Professionalism	13	0	0.00%
Clinical Quality and Patient Safety	22	0	0.00%
Compliance & Documents	23	0	0.00%
Supply and Equipment Management	23	0	0.00%
Facilities	8	0	0.00%
Break room/ Office Spaces	7	0	0.00%
<b>Total</b>	<b>127</b>	<b>0</b>	<b>0.00%</b>

# Comprehensive Operational Review (COR) Audit- Data



Source: Internal audit data, [TGH Urgent Care Powered by Fast Track], July 2024–Mar 2026

# Chart Audit Program- Why?

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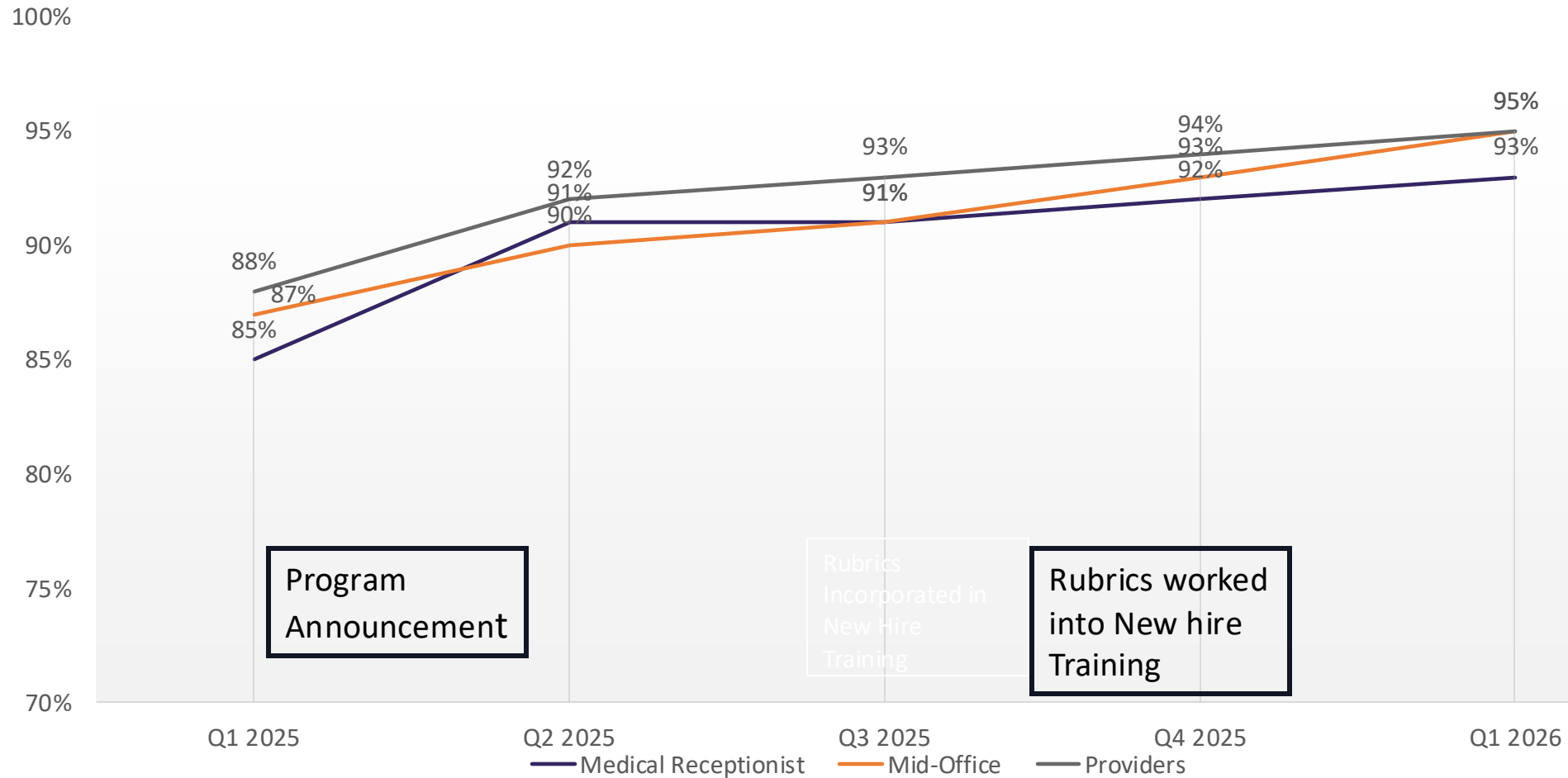
- Documentation inconsistencies
- Missing paperwork
- Billing errors
- Workflow variations
- Provide clarity in expectations
- Identify workflow gaps
- Support staff and reduce frustration
- Improve accuracy
- Protect revenue

# Chart Audit Program-Overview

- Chart audits across our frontline roles
- Rubrics created based off common errors and "high-risk" visit types
- Transparency
- Embedded into culture

	Urgent Care w/ VAP			
	Completed 2	Incomplete 0	Score	Notes
Correct Visit Type	URGENT CARE visit type was selected	URGENT CARE visit type was not used		
Appointment Note	Symptom	Diagnosis OR Walk-in from Kiosk. Reason: Urgent Care Walk In Visit		
Demographics	City/Zip entered correctly, Correct Guarantor information, E-mail captured, Not entering space fillers or fake phone numbers/addresses, SSN captured for VA/Tricare patients. Ensure minors are entered correctly for their guarantor	Incomplete		
Guarantor	Correct guarantor information, P/F options selected	Incorrect		
Complete Entry Status (Green check mark)	All check marks in registration are completed, no errors remaining.	Registration error remaining		
Insurance Entry	Insurance was entered correctly, or marked self-pay, and proper documentation was made. "Generic" not used. Correct subscriber/member ID, subscriber	Insurance was either not entered/not marked as self-pay, or had an error (incorrect member/subscriber ID,		

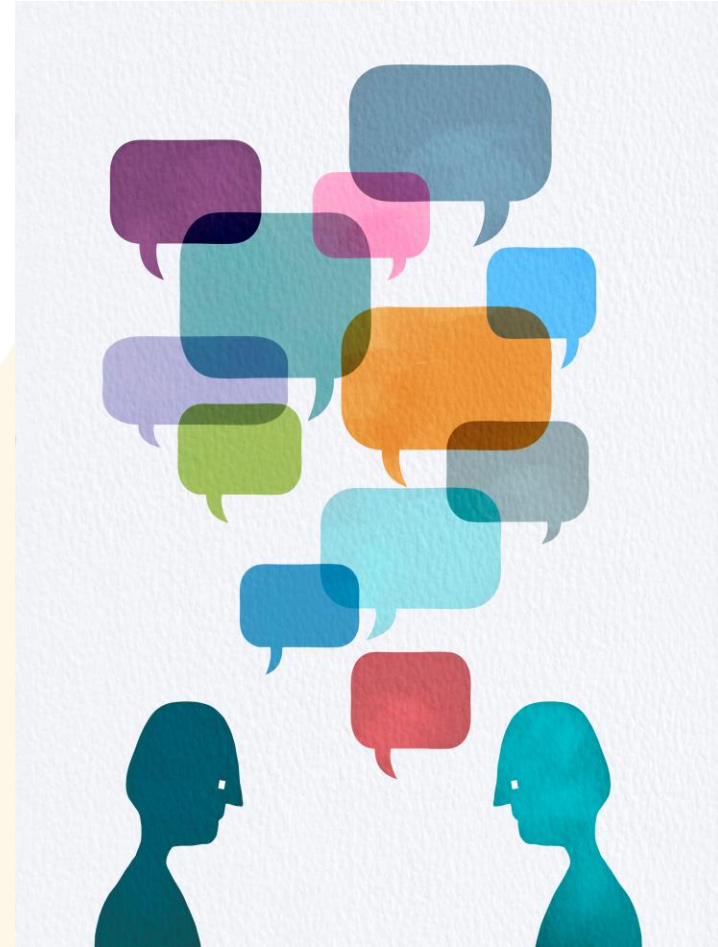
# Chart Audit Program- Data



Source: Internal audit data, [TGH Urgent Care powered by Fast Track], Jan 2025–Mar 2026

# Successful Responses to Missed Opportunities

- Open conversation
  - Lead with curiosity, not correction
  - Create a safe space for honest feedback
  - Provide the "Why" behind the work
- Transparency in process and results.
- Leverage shared learning



# Looking Ahead



- Greater transparency and shared insights with frontline team members
- Harness technology and AI to streamline workflows and ensure consistency

# Open Discussion

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What has worked in your clinics?

How can audits be more engaging?

What challenges do you face with audits?

# I Need Your Feedback – Scan the QR

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