



Kind and caring  
Caredig a gofalgar

Respectful  
Dangos parch

Trust and integrity  
Ymddiriedaeth ac uniondeb

Personal responsibility  
Cyfrifoldeb personol

## Quality Standards for Adult Hearing Rehabilitation Services Report on the 2017 National Audit of Audiology Services in Wales

### Background

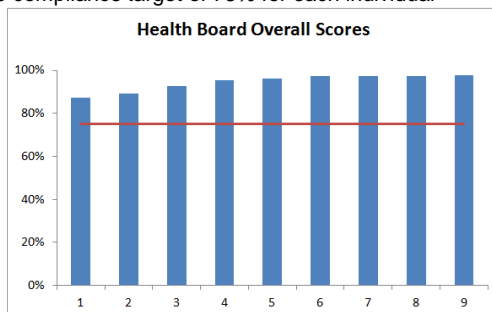
In 2008 the first version of Quality Standards for Adult Rehabilitation Services were published to ensure that the standards continue to reflect best practice in Audiology. In 2012, a working group comprised of senior audiology clinicians and external stakeholders was formed to develop the second version of the Quality Standards and to consider five main areas for change:

- Reworking of existing criteria to avoid ambiguity and misinterpretation.
- Consideration of the appropriate place of criteria within the standards.
- Consideration of the relevance of existing criteria in light of evidence and advances in technology.
- Consideration and development of the standards in areas that are not detailed or specific enough.
- Scoring and weighting of the criteria and development of guidance on the evidence required to support self assessment scores.

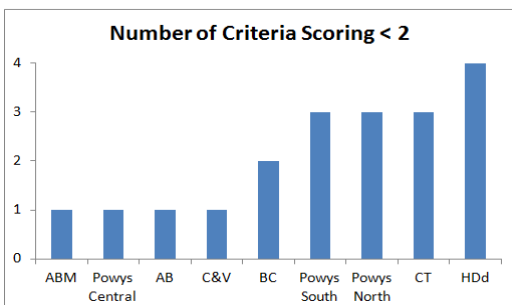
Following consultation with service users, Version 2 of the Quality Standards was endorsed by the Cabinet Secretary for Health, Well-being and Sport in October 2016.

### Results and Scores

All 7 Health Boards met, or exceeded, the compliance target of an overall score of 75% (see graph 1) 6 out of 7 Health Boards met, or exceeded, the compliance target of 75% for each individual standard.



### Number of Criteria Scoring < 2



### The Audit Process

In June 2017 all Adult Audiology Services in Wales were audited using Version 2 of the Quality Standards for Adult Hearing Rehabilitation Services. There were several changes to the audit process in 2017 compared to previous audits. These changes included:

- The audit team was led by a Senior Audiologist from an external Health Board
- An independent, external auditor, recruited from the third sector, attended every audit to ensure consistency in scoring.
- A standardised evidence list was produced to improve assessment consistency.
- All Health Boards had one audit visit except for Powys where the service is split between three Health Boards
- The target minimum assessment scores for 2017 was 75% for each individual standard and 75% overall.

### What are the Standards?

The Quality Standards are arranged as 9 standards. There are 83 individual criteria and scores are made using the Quality Rating Tool which ranges from 0 (no elements were met) to 4 (fully compliant). The 9 standards are as follows:

1. Accessing the Service
2. Communicating with Patients
3. Assessment
4. Developing an Individual Management Plan]
5. Implementing an Individual Management Plan
6. Clinical Effectiveness
7. Clinical Skills and Expertise
8. Collaborative Working
9. Service Improvement

### Summary and Recommendations

All health boards failed criteria 5d.3., which states that all hearing aid patients must be contacted every 3 years, to offer a re-assessment appointment. Without an increase in Audiology resources, it is highly unlikely that this criteria will be achieved.

A training day could be organised at the end of the audit year to share good practice. Furthermore, a training day 2 years prior to the next visits would allow services adequate time to incorporate these changes.

ASSAG recommends that the compliance target is increased for the next round of audits for Paediatrics in 2018 and Adults in 2019. The compliance target for each individual standard will be increased from 75% to 80%. The overall average target will be increased from 75% to 85%.