User Guide

Quick Reference Guide
The quick reference guide for Clinician or Organisational audits can be downloaded from the menu system in PACES, the PACES home page, and is available as a pull out colour printed outline in PACESetters magazine (2009, Vol6, Iss1).

1. Getting to PACES

1.1 From www.joannabriggs.edu.au
PACES can be accessed from the menu “Evidence based Resources & Services. Place the mouse cursor over the menu, and scroll down to JBI PACES, this will load the log in screen. Alternatively, click on the JBI COnNECT International logo on the home page, then choose a node, and select the <utilise/evaluate> menu option.

1.2 From www.connect.org
From within http://www.jbiconnect.org/index.php choose a node, or the whole of COnNECT via the logos on the left side of the screen. Choose <utilise/evaluate> from the menu options.

1.3 Access to PACES
PACES is available at no cost to Joanna Briggs Institute corporate members and to subscribers of JBI COnNECT nodes.
To access JBI PACES use your user name and password.
PACES is found on the Joanna Briggs Institute website in the Resources area under the heading “Evidence Based Resources & Services”. Copies of the PACES user guide can be accessed, printed and/or downloaded from: http://www.joannabriggs.edu.au/paces/index.php

Security
Please note that once logged on, if the system is inactive for 5 minutes, it will automatically log out to protect the data. All data entered into JBI PACES by a user is owned by that user. JBI employees do not have direct access to the data. System management, maintenance, monitoring, and backups occur without access to organisational, or individual user data.
• JBI adheres to security standards of international best practice.
• All JBI online programs are designed to provide security and privacy of users’ information.
• Encryption and other privacy protection technology is used to secure data.
• JBI invests significant resources to continually develop world-class infrastructure.
JBI online programs deal with de-identified data – only the user who enters the data can identify its source; and no other user can identify data entered by another user.
Members and users can only access JBI services only with a valid username and password combination, which is encrypted via SSL.
Logging on

This is where you enter the user name and password allocated to your organisation. When user names and passwords have been created for other team members within your organisation, those team members will enter these here. If you don’t have a PACES username and password, contact JBI Corporate Services.

When the user name and password have been entered, click on <login>.

Using PACES: Clinician Audit

Preparing a Clinician Based Audit involves:
• Setting up the audit
• Defining the sample size and commencement date
• Undertaking data collection
• Viewing Compliance Reports
• Setting up the GRIP project team
• Undertaking the GRIP analysis

2. Setting up an Audit

When opening PACES, it defaults to the “setup” tab. Setting up a clinician audit involves:
  2.1 Creating a new audit
  2.2 Creation of an Overseeing Team
  2.3 Selection of the Clinician Based audit option, and
  2.4 Establishment of a data collection team.
2.1 Creating a new audit:

To create a new audit, use the “Audit” drop down menu choose <add new> to create a new audit.
If you have existing audits in the system, they will also be listed in the drop down menu.

Selecting an audit topic
With <add new> selected, the screen refreshes, and your ready to select a topic, this can be done either by clicking in the box or on the drop down arrow adjacent to <topic> box. Then scroll down the list and click on the topic you wish to audit.

Alternatively, you can click on the <view topics> link on the right of screen. A new window will then open from which you can choose from an alphabetical list of topics, or search for a topic by key words. This method has the benefit that you can click on the + sign next to the topic and preview the audit criteria within the topic. Once the topic has been chosen from the window, click on the green arrow next to the topic and it will be loaded. To select a different topic, simply repeat this step.
2.2 Creation of an overseeing team

To view existing overseeing teams, click anywhere in the box or the drop down arrow adjacent to <overseeing team>. To create a new overseeing team click on the <view overseeing team> link. This opens a new window that will show a) any existing teams, b) a search for teams function, c) the “create a team function”.
Create a new team
Create a team by clicking the text in the top left of the window < Click here to create a new team>.

Create team name
Write a team name in the text box, and click the green arrow to confirm the team name. (To change a team name, click on the <pencil> icon.)
Adding team members

This opens a text box, under the team name. Add members to the team by clicking <add existing user to selected team> or <add new user to selected team>. Choose <add existing user to selected team> if the person is or has been an active PACES user previously. This opens a list of all active users from your organisation, the list is searchable or can be navigated by clicking the page numbers at the bottom of the window. When the name is visible, click the adjacent green arrow to include that person in the audit team.
Adding new team members
Choose <add new user to selected team> if the person is not currently in the system as a PACES user. Enter a username, password and email address for each new user being added to the audit.
Define a role for each individual added to the team (default role is clinician user and is recommended for all members of the clinician level audit team).
When you have finished adding team members, press the <close> button.
2.3 Selection of the Clinician Based audit option

Ensure the Audit type is set to “Clinician Based” by clicking the radio button <Clinician Based> located under the “Audit Type” heading.

2.4 Establishment of a data collection team.

In a clinician based audit, the data collection team is the same as the overseeing team. Simply click the <save> button at the bottom left of page to save the details that have been added to the setup tab and the name of your overseeing team will be added to the data collection teams field.
3. **Defining the sample size and commencement date**

Click the `<Sampling>` tab to see a list of the criteria for the selected audit topic. Enter a sample size for each audit criteria. Leave a sample size at 0 (zero) if you do not want to include that criteria in the audit process.

Select a date for commencement of data collection

Click the `<save>` button to confirm the sampling.
Note: you can change the sample size anytime prior to starting data collection by simply typing over the sample you wish to change. Once data collection has commenced, the sample size is fixed for that cycle.

4. **Undertaking data collection**

Data can be collected and entered online within PACES, electronically using a web enabled device or using a standardised paper based form. To enter data online or via a paper based template, click on the <data collection> tab.

Note: data is saved each time it is entered, the save function is automatic. If any errors are made in data entry, these can be corrected, and the corrected data overwrites any potential errors.
4.1 Entering data online

For each audit criteria, there are three observations that can be made (<yes>, <no>, <not applicable> (N/A)). There is also a “count” that shows the sample allocation to the three different possible observations. As the radio button is clicked the count will increase, while on the left of screen, the sample “remaining” will decrease. When data entry is complete, a tick will appear next to the sample “remaining” field.

Click once on <yes>, <no> or <N/A> for each sample taken for each audit criteria – the page will refresh automatically, the count will show the increase in responses and the number remaining will decrease.

Note: If an error is made, and <yes>, <no> or <N/A> was clicked by mistake, there is an <undo> button under the count remaining. Click the corresponding <yes>, <no> or <N/A> to remove one or more incorrect responses. Audit counts can be corrected at any time during or after the data entry process.
4.2 Collecting results from the paper based template

From the <data collection> tab, a printer icon in the top of the page can be clicked. This will open a pdf (Portable Document Format) file that has the audit criteria, and tick boxes <yes>, <no> or <N/A> for each sample. Complete the relevant fields – this information can then be loaded in to PACES at any time using the methods described in 3.1 and/or 3.3.

4.3 Collecting results in a web enabled phone or personal digital assistant (Palm or PDA)

Using a web enabled device, enter the internet address for PACESmobile, this will load the PACES log in screen. Enter your log in details.

This will load the data collection screen and data can be entered.

When using a web enabled device, all results are automatically saved, as they are entered. If an error is made, this can be corrected by following the steps in 3.1.
5 Viewing Compliance Reports
At any time during or after data has been entered, compliance reports can be viewed, printed and/or saved to file for incorporating in reports or presentations. View compliance reports online in PACES by clicking the <Compliance Report> tab. The graph shows the percentage compliance per audit criteria. By default, the remaining percentage is the percentage non-compliance.

As more audit cycles are completed, these can be viewed and compared with the “current” audit cycle.
There must be two or more audit cycles to be able to compare between compliance reports. Similarly, compliance reports can be viewed for other teams if access has been enabled. The criteria legend in the compliance report lists the audit indicator, the current audit sample count and total sample size per indicator.
Selecting the print icon will open a pdf document that can be viewed or printed, ensure a printer is connected and active before choosing to print.
Reports for any previously conducted audit can be viewed by selecting an existing audit, then following these steps.

6 Setting up the GRIP project team
Once the results of the initial PACES audit have been entered, the PACES team can start to identify reasons why practice may have fallen short of the standard. This information can then be used to develop a plan for practice improvement in your clinical area. The GRIP module is aimed at establishing inter-professional processes within teams to examine barriers to the utilisation of evidence to support best practice and to assist in developing implementation programs to overcome these barriers. As such, it is beneficial to include representation of key stakeholder groups in the situational analysis approach embedded in GRIP. Although it is not recommended, GRIP can be omitted and future audit cycles undertaken by selecting <add new> from the “cycle” menu.
If using GRIP, a team set up process is undertaken before commencing with GRIP. Choose <GRIP Project Team> from the tab menu system.
The GRIP project lead can be added, type the name, profession and position of the person who has undertaken to be the GRIP project lead.
The project lead may be a different person to the audit lead, give consideration as to whom the most appropriate person will be for this role.

The GRIP stakeholders can then be added by typing their names, profession and position in to the <Stakeholders>.

Stakeholders may include administrators, managers, quality improvement, clinicians, policy developers and/or others important to the area of care being investigated.

Once the project lead and stakeholders have been identified and documented, select a start date by clicking on the Calendar icon.

Click the <save> button once complete.

7 Completing the GRIP analysis

This screen asks you to identify or diagnose the issues that you and your team feel have contributed to the current level of compliance for the audit criteria. It begins with the identification of actual and/or potential barriers to achieving compliance, moves through the identification of action or actions that might address the barriers and incorporates the resource considerations associated with each action.

Note: do not use the enter key on your keyboard in GRIP, use the green tick icon.

7.1 Adding Barriers

To add a barrier, click on the <Add Barrier> text, this will open a small text box in which to type a brief description of a barrier. Then click the green tick icon to the right of screen. You can add all barriers one after the other, or add one barrier, with its related actions and resources at a time.
To edit a barrier, click on the pencil icon, this will make that barrier editable in the small text box and when it adequately represents the barrier, click the green tick icon once again. To delete a barrier, click on the “rubbish bin” icon to the right of screen that lines up with the barrier to be deleted.

7.2 Adding Actions

When a barrier has been added, a new field becomes available, and in a similar process, actions can be added for each barrier. There is no limit to the number of actions that can be added, although giving consideration to what is available and what is achievable will assist in the identification of actions that can be realistically incorporated in the project. To add an action, the process is the same as for adding a barrier, click on the now visible text <Add Action>. This will open a small text box in which a description of the action can be added. Then click the green tick icon to the right of screen for each action. To add subsequent actions, click on the <Add Action> text. To edit an action, click on the pencil icon, this will make that action editable in the small text box and when it adequately represents the action, click the green tick icon once again. To delete an action, click on the “rubbish bin” icon to the right of screen that lines up with the action to be deleted.
7.3 Adding Resources

Resources are the third and final layer of the GRIP situational analysis. The process is the same as for barriers and actions.

To add a resource to a specific action, click the text <Add Resource> under the particular action, and a small text box will appear in which a brief description of the resource can be added.

To edit a resource, click on the pencil icon, this will make that resource editable in the small text box and when it adequately represents the resource, click the green tick icon once again.

To delete a resource, click on the “rubbish bin” icon to the right of screen that lines up with the resource to be deleted.

The situational analysis can be viewed as a pdf file, printed and incorporated into reports for review and feedback to participants and stakeholders in the audit process. Click on the <printer> icon to open the compliance report.

New audit cycles within the same audit can be conducted by choosing <add new> from the “Cycle” drop down menu.
Using PACES: Organisational Audit

Preparing an Organisational Audit involves:

- Setting up the audit
- Defining the sample size and commencement date
- Undertaking data collection
- Viewing Compliance Reports
- Setting up the GRIP project team
- Undertaking the GRIP analysis

8 Setting up an Audit

When opening PACES, it defaults to the “setup” tab. Setting up an organisational audit involves:

8.1 Audit topic selection
8.2 Creation of an Overseeing Team
8.3 Selection of the Organisational audit option
8.4 Establishment of data collection teams

8.1 Audit topic selection:

To access PACES, use the “Audit” drop down menu choose <add new> to create a new audit cycle. If you have existing audits in the system, they will also be listed in the drop down menu.

With <add new> selected, the screen refreshes, and your ready to select a topic, this can be done either by clicking anywhere in the box or the drop down arrow adjacent to <topic> scroll down the list and click on the topic you wish to audit.
Search for a topic
Or, if clicking the <view topics> link on the upper right hand side of the screen, a new window will open from which you can choose from an alphabetical list of topics, or search for a topic by key words. This method has the benefit that you can click on the + sign next to the topic and preview the audit criteria within the topic.

Once the topic has been chosen from the window, click on the green arrow next to the topic and it will be loaded.

8.2 Select an existing overseeing team
To view existing overseeing teams, click anywhere in the box or the drop down arrow adjacent to <overseeing team>. 
8.2a Creating a new overseeing team

To create a new overseeing team click on the <view overseeing team> link. This opens a new window. Click the text in the top left of the window <Click here to create a new team>.

Write a team name in the text box, and click the green arrow to confirm the team name. (To change a team name, click on the <pencil> icon.)
8.2b Adding members to the team

This opens a text box, under the team name. Add members to the team by clicking <add existing user to selected team> or <add new user to selected team>.

8.2c Adding an existing user

Choose <add existing user to selected team> if the person is or has been an active PACES user previously. This opens a list of all active users from your organisation, the list is searchable or can be navigated by clicking the page numbers at the bottom of the window. When the name is visible, click the adjacent green arrow to include that person in the audit team. Choose <add new user to selected team> if the person is not currently in the system as a PACES user. Enter a username, password and email address for each new user being added to the audit.

Define a role for each individual added to the team (default role is clinician user and is recommended for all data collection members of the audit team).
8.3 Selection of the Organisational audit option

Ensure the Audit type is set to "Organisational Based" by double checking that the radio button <Organisational Based> is selected by clicking on it.

8.4 Establishment of data collection teams.

Two or more data collection teams are required for an organisational audit. Establish teams by choosing the <Click here to create team> text. This will open a new window that lists any existing teams in the system. Existing teams can be added to organisational audits by clicking the green arrow to the right of the window. New teams can be created by choosing the <Click here to create team> text. Existing PACES users can be added by clicking the button at bottom of screen called <Add an existing user to the selected team> - repeat this for each additional existing user for each team.

New PACES users can be added by clicking the button at the bottom of screen called <Add an existing user to the selected team> - repeat this process for each additional new user for each team.
9 Defining the sample size and commencement date

The first step in setting up the sampling is to ensure the correct audit topic has been selected, the cycle listed is the current cycle, and that the team selected is the correct team for the sampling process.

In an organisational audit, the PACES software will calculate the sample size required per audit criteria and allocate the sample across all teams to ensure the results are statistically reliable.

To calculate the sample, PACES requires that the total population to whom the criteria is relevant is entered, as well as the estimated percentage (%) of current compliance, and the post audit target level of compliance (Note: the total population may be across units, wards or facilities). From this data PACES will calculate the Compliance Sample Size, and automatically add this to the “Sample Size” column (Note: the “Sample Size” can be manually typed over to change the number if required).

Once the sample has been entered for the first data collection team, from the drop down menu, choose subsequent teams and using the same process, enter the required data until a sample size has been generated for each team involved in the audit cycle.

Choose a commencement date by clicking on the calendar icon (next to the save button), and set a start date.
PACES then loads a sample confirmation screen that shows the total population for each audit criteria, and how the population has been distributed across the teams involved in the audit project. Press <save> when you have confirmed this data and/or have finalised any adjustments to the sample size.

10 Undertaking data collection

Data can be collected and entered online within PACES, electronically using a web-enabled device or using a standardised paper based form. To enter data online or via a paper based template, click on the <data collection> tab.

Note: data is saved each time it is entered, the save function is automatic. If any errors are made in data entry, these can be corrected, and the corrected data overwrites any potential errors.

10.1 Entering data online

For each audit criteria, there are three observations that can be made (<yes>, <no>, <not applicable> (N/A)). There is also a “count” that shows the sample allocation to the three different possible observations. As a radio button is clicked the count will increase, while on the left of screen, the sample “remaining” will decrease.
When data entry is complete, a tick will appear next to the sample “remaining” field. Click once on <yes>, <no> or <N/A> for each sample taken for each audit criteria – the page will refresh automatically, the count will show the increase in responses and the number remaining will decrease.

Note: If an error is made, and <yes>, <no> or <N/A> was clicked by mistake, there is an <undo> button under the count remaining. Click the corresponding <yes>, <no> or <N/A> to remove one or more incorrect responses.

10.2 Collecting results from the paper based template
From the <data collection> tab, a printer icon in the top of the page can be clicked. This will open a pdf (Portable Document Format) file that has the audit criteria, and tick boxes <yes>, <no> or <N/A> for each sample. Complete the relevant fields – this information can then be loaded in to PACES at any time using the methods described in 3.1 and/or 3.3.
10.3 Collecting results in a web enabled phone or personal digital assistant (Palm or PDA)

Using a web enabled device, enter the url for PACESmobile, and input log in details. This will load the data collection screen and data can be entered. Using a web enabled phone or pda is live, real time data collection, results are automatically uploaded to PACES as they are entered.

11 Viewing Compliance Reports

At any time during or after data has been entered, compliance reports can be viewed, printed and/or saved to file for incorporating in reports or presentations. View compliance reports online in PACES by clicking the <Compliance Report> tab.

The graph shows the percentage compliance per audit criteria. By default, the remaining percentage is the percentage non-compliance. The default view of compliance reports is an aggregated view of all teams results.
Using the drop down menus, it is possible to select different teams and different audit cycles for comparison.

The criteria legend lists the audit indicator, the current audit sample count and total sample size per indicator.

Selecting the print icon will generate a pdf file of the compliance report that can be saved or printed. Ensure a printer is connected and active before printing.

12 Setting up the GRIP project team

The GRIP module is aimed at establishing inter-professional processes within teams to examine barriers to the utilisation of evidence to support best practice and to assist in developing implementation programs to overcome these barriers. As such, it is beneficial to include representation of key stakeholder groups in the situational analysis approach embedded in GRIP.

Once the results of the initial PACES audit have been entered, the PACES team can start to identify reasons why practice may have fallen short of the level of compliance set for the audit criteria. This information can then be used to develop a plan for practice improvement.

Although it is not recommended, GRIP can be omitted and future audit cycles undertaken by selecting <add new> from the “cycle” menu.

If using GRIP, a team set up process is undertaken before commencing with GRIP
Choose <GRIP Project Team> from the tab menu system
The GRIP project lead can be added, type the name, profession and position of the person who has undertaken to be the GRIP project lead
The project lead may be a different person to the audit lead, give consideration as to whom the most appropriate person will be for this role
The GRIP stakeholders can then be added by typing their names, profession and position in to the <Stakeholders>.
Stakeholders may include administrators, managers, quality improvement, clinicians, policy developers and/or others important to the area of care being investigated. Once the project lead and stakeholders have been identified and documented, select a start date by clicking on the Calendar icon. Click the <save> button once complete.

13 Undertaking the GRIP analysis
This screen asks you to identify or diagnose the issues that you and your team feel have contributed to the current level of compliance for the audit criteria. It begins with the identification of barriers to achieving compliance, moves through the identification of action or actions that might address the barriers and incorporates the resource considerations associated with each action.

**Note:** Do not use the enter key on your keyboard in GRIP, use the green tick icon.

13.1 Adding Barriers
To add a barrier, click on the <Add Barrier> text box, this will open a small text box in which to type a brief description of a barrier. Then click the green tick icon to the right of screen. You can add all barriers one after the other, or add one barrier, with its related actions and resources at a time.
To edit a barrier, click on the pencil icon, this will make that barrier editable in the small text box and when it adequately represents the barrier, click the green tick icon once again.
To delete a barrier, click on the “rubbish bin” icon to the right of screen that lines up with the barrier to be deleted.
13.2 Adding Actions

When a barrier has been added, a new field becomes available, and in a similar process, actions can be added for each barrier. There is no limit to the potential actions that can be added, although giving consideration to what is available and what is achievable will assist in the identification of actions that can be realistically incorporated in the project. To add an action, the process is the same as for adding a barrier, click on the now visible text <Add Action>.

This will open a small text box in which a description of the action can be added. Then click the green tick icon to the right of screen for each action. To add subsequent actions, click on the <Add Action> text.

To edit an action, click on the pencil icon, this will make that action editable in the small text box and when it adequately represents the action, click the green tick icon once again. To delete an action, click on the “rubbish bin” icon to the right of screen that lines up with the action to be deleted.
13.3 Adding Resources

Resources are the third and final layer of the GRIP situational analysis. The process is the same as for barriers and actions. To add a resource to a specific action, click the text <Add Resource> under the particular action, and a small text box will appear in which a brief description of the resource can be added.

To edit a resource, click on the pencil icon, this will make that resource editable in the small text box and when it adequately represents the resource, click the green tick icon once again.

To delete a resource, click on the “rubbish bin” icon to the right of screen that lines up with the resource to be deleted.

This process of identifying barriers, creating actions and allocating resources is a form of situational analysis. PACES will generate a report that can be viewed or printed of the situational analysis, including the team members, the dates by which actions were going to be taken for identified barriers, and the resources required. The situational analysis can be viewed as a pdf file, printed and incorporated in to reports for review and feedback to participants and stakeholders in the audit process.

New audit cycles within the same audit can be conducted by choosing <add new> from the “Cycle” drop down menu.