MEG User Manual – Auditing Version V1.0

February 2021

Submitted by: MEG Support Team

Email – support@megit.com

Disclaimer: This Users Manual is for training or review purposes only. Items explained in this document may be subject to change. If you do not have a MEG account and have been issued with this User Manual, please contact your management team to ask about attaining a MEG account.

Items discussed in this User Manual may differ from your personal account, this may be due to geographical location, account configuration agreed with your organisation and MEG, or account configuration due to the care setting you work in.

If you have any questions or would like to give feedback on this Users Manual or your MEG account please feel free to contact MEG on support@megit.com . Any business inquiries please contact info@megit.com

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1. Introduction

Welcome to MEG. Thank you for choosing MEG and looking forward to working with you in your care setting. This User Manual has been made for you for both training and revisionary purposes. Please feel free to use this document within your team, introducing MEG to new users and/or as a stand alone guide.

What is MEG's Audit app?

MEG's Audit app replaces previous paper-based methods (or older hospital IT programmes) used to conduct a wide variety of audits such as pharmacy, nursing, medical and infection control audits to name a few, enabling you to now easily capture all your audit data on any mobile or desktop device.
MEG's mobile app will walk you step-by-step through the audit process, allowing you to record information (including photos, voice recordings, and signatures) live from the ward or clinical area - even without a WiFi connection.
Before you start with this Users Manual, it's important to understand the following:

1. This Users Manual has been developed with predetermined departments and wards in mind. Should you wish to add additional information to the option choices, or find something is missing, please contact support@megit.com.
2. The audits are designed to be started and completed <u>on the same device</u>. Should you switch device part-way through an audit (e.g. computer to tablet device), you will not see your observations stored on the second device.
3. If you do not have a MEG account and are interested in attaining one, please let your area manager know and they will contact the MEG focal point for your hospital.

2. Using MEG

MEG can be used on any mobile or desktop device.

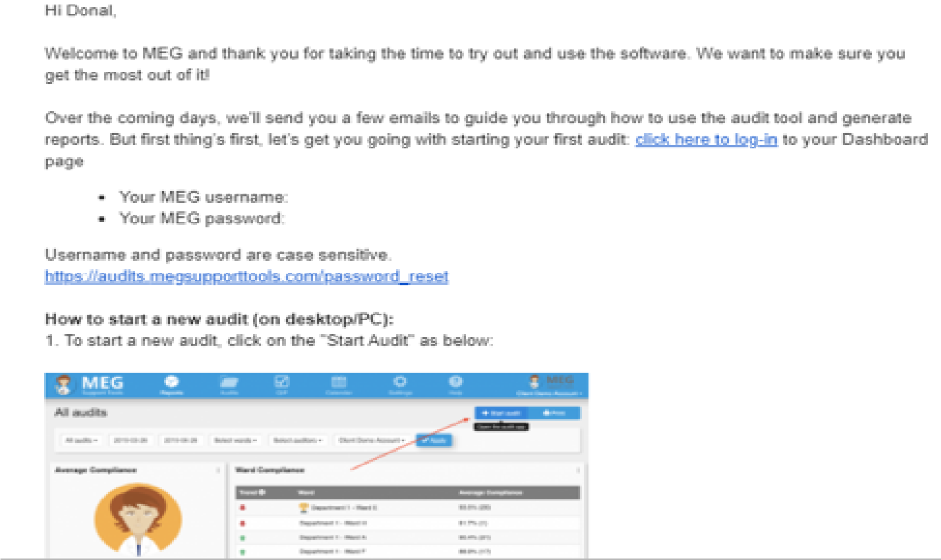
On mobile devices; MEG's app can be downloaded from Apple, Windows or Android app stores. Look for the MEG icon when you search for 'MEG Audits' in any app store.

You can also access MEG on a desktop device using any web browser, however we recommend Google Chrome when accessing MEG. Please [click here]() to access the desktop site.

We recommend using the mobile app for collecting audit data and the desktop site to generate reports, quality improvement plans, emailing reports and calendar usage. We also recommend using devices approved by your IT department to ensure patient details or data related to your care setting is secure and not compromised.

3. How do you Attain a Username and Password to Login

Once your care setting starts using MEG, you will need to contact your area manager / hospital admin user (if known or allocated) or the Support Team at support@megit.com to create your account. A unique MEG username and password will be allocated and you will receive an email from the MEG Support Team or your local administrator similar to the email below:



Hi Donal,

Welcome to MEG and thank you for taking the time to try out and use the software. We want to make sure you get the most out of it!

Over the coming days, we'll send you a few emails to guide you through how to use the audit tool and generate reports. But first thing's first, let's get you going with starting your first audit: click here to log-in to your Dashboard page

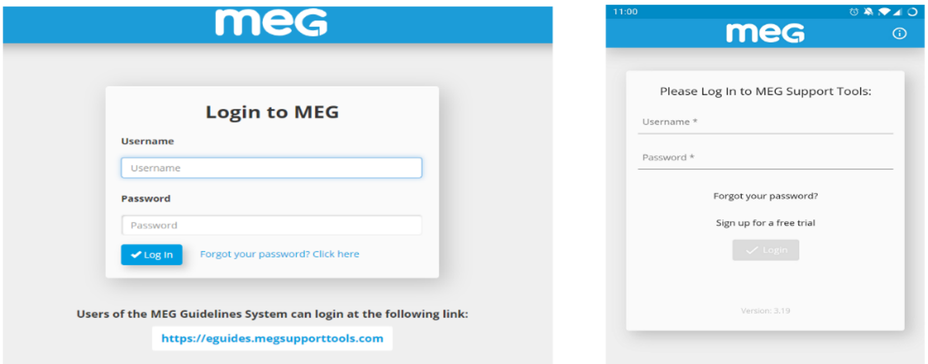
- Your MEG username:
- Your MEG password:

Username and password are case sensitive.
https://audits.megsupporttools.com/password_reset

How to start a new audit (on desktop/PC):
1. To start a new audit, click on the "Start Audit" as below:

4. Logging In

Once you received your username and password, download the app into your mobile device/tablet for auditing on the ward or access the desktop version by clicking here.



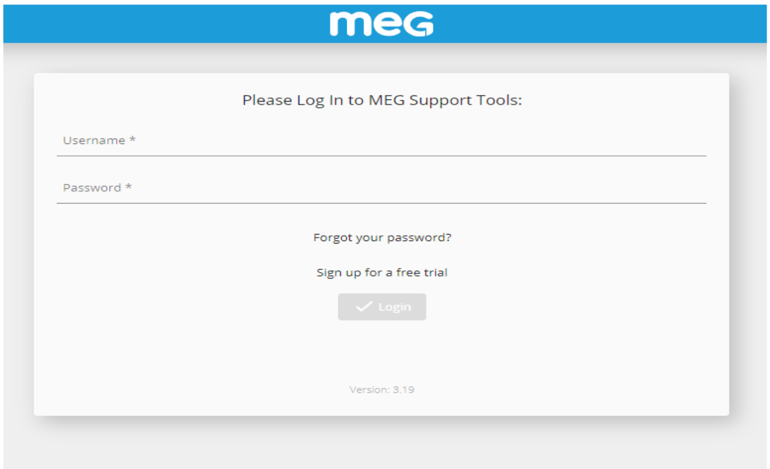
Login screens on desktop and mobile devices respectively

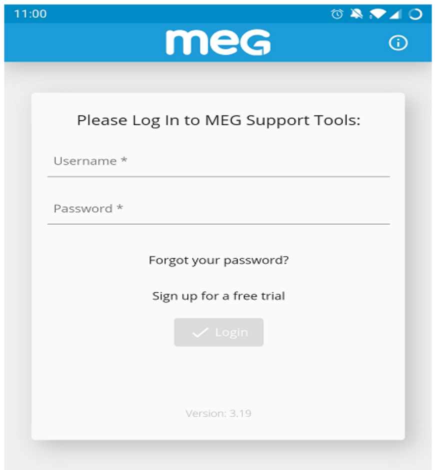
5. Collecting Data with MEG

To start data collection via desktop, you have two options:
1- You can click on here to locate the data collection tool (desktop) link:
2- You can click "Launch App" from the Dashboard page if you are already logged in.

If you are using a mobile device, open the application.
If you are logging into Meg for the first time or logging in after being logged out, this will be the first screen you will see on your mobile phone/tablet/desktop. Please sign in using login credentials provided by email from us or the MEG administrator in your

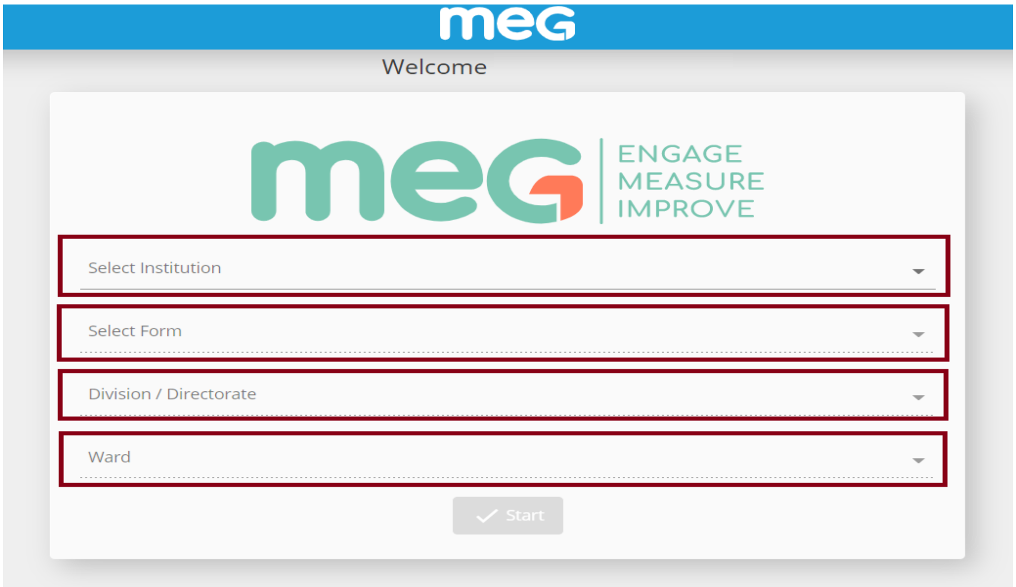
care setting. If you forgot your password, click/tap on the specified area and follow the instructions.





5.1 Starting Data Collection

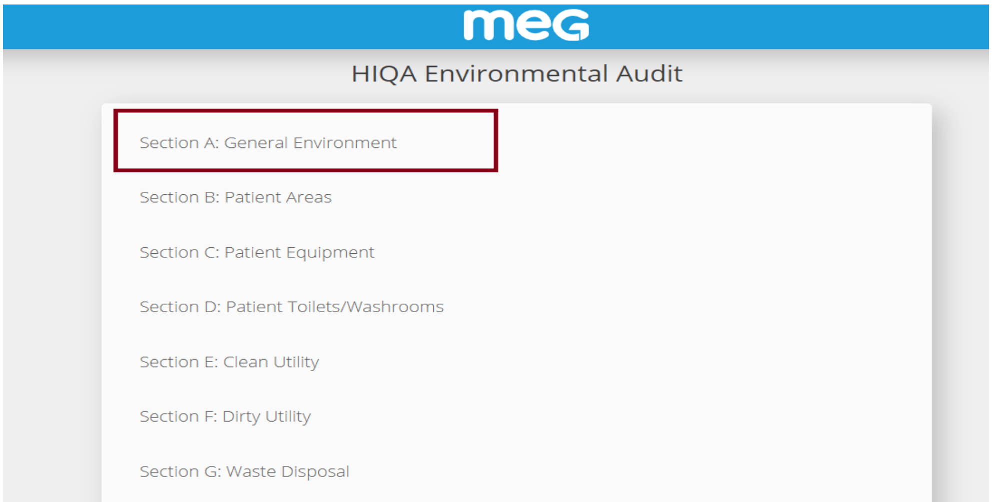
Once you log into the app or desktop version, you will be presented with the page below:



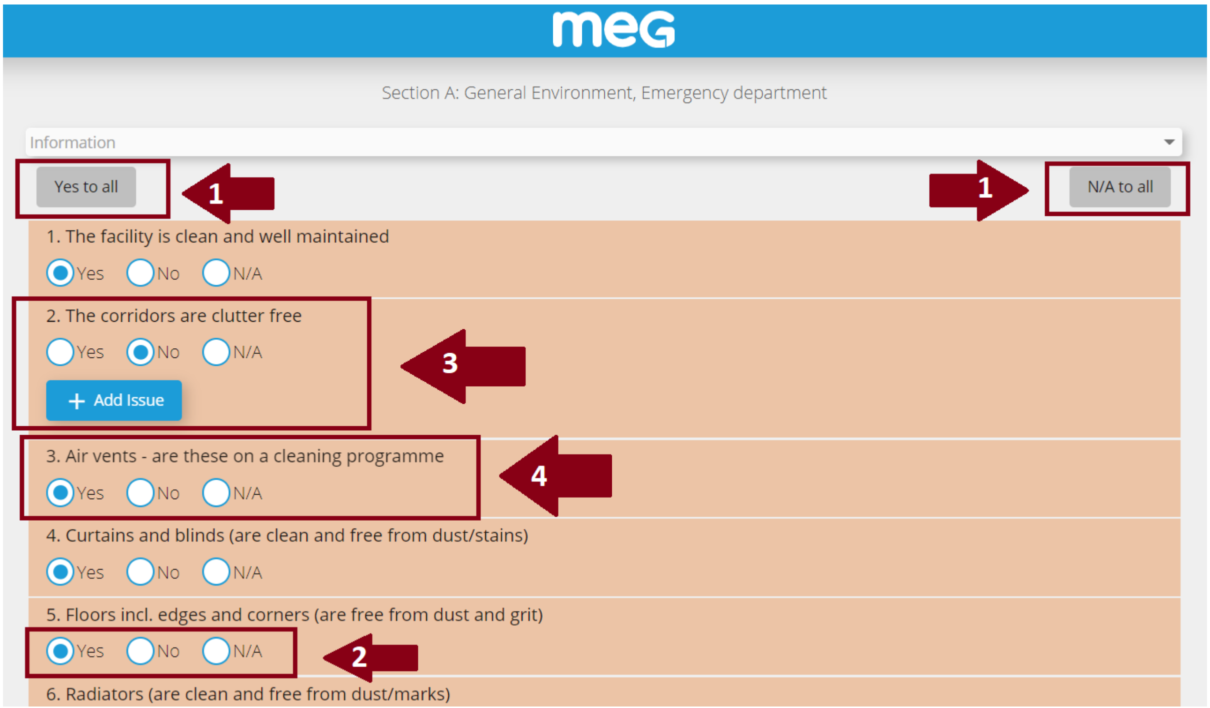
1. Select an institution (applicable if you are part of an institution group)
2. Select the relevant form you'd like to carry out e.g. PVC/HIQA Environment/Hand Hygiene, etc
3. Department/Division/Directorate - Infection Control, Surgical, Community, etc
4. Your ward/area number or name
5. The "Start" button will turn blue once you select the options above and you can start auditing then.

5.2. Undertaking Data Collection

Some audits will present themselves in different sections/subforms like below or will go straight into the question set depending on the length and the need for different categories – for instance, an audit like Hand Hygiene.
As an example of an audit with subforms, we'll go over the HIQA Environmental Audit below, starting with Section A:

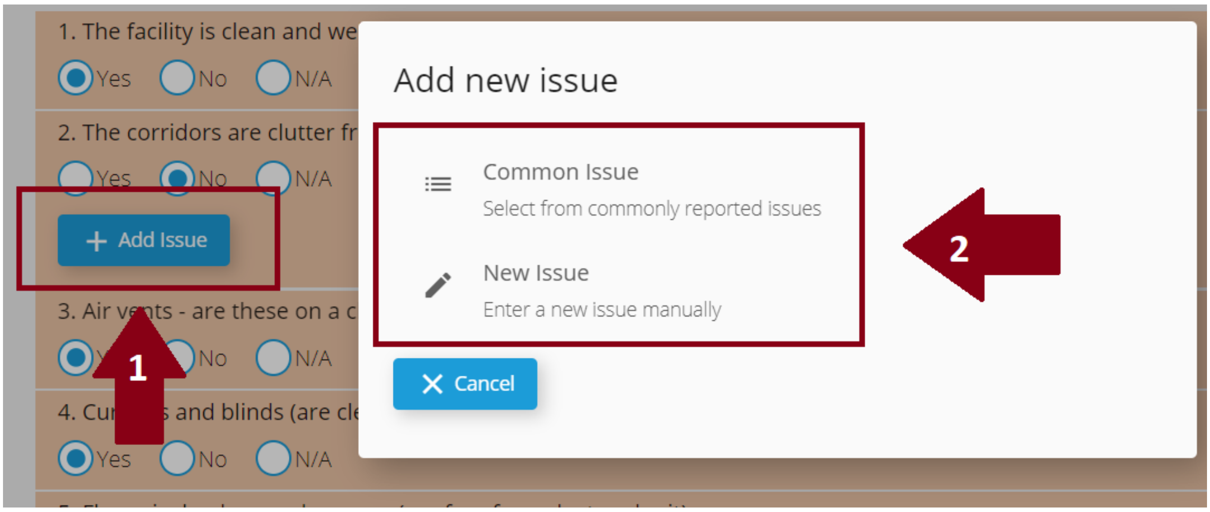


Once you click into this section you will be able to see the questions and options that are associated with this type of audit (please note some options such as "Yes to All" are particular to this type of audit and will not appear on all audits – you can ask for this option to be added if you feel it is applicable).

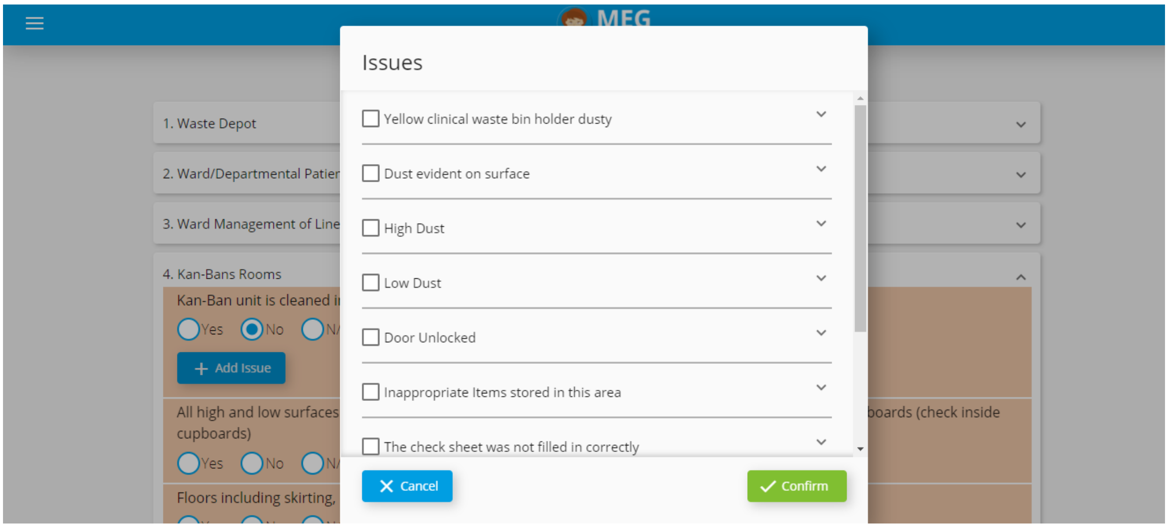


1. Yes to All – this populates all the questions with a "Yes" Answer ; N/A to All - this populates all the questions with a "N/A" Answer. This allows you to audit by exception.
2. Yes and No are the only questions that bear any weighting on the overall score – "N/A" will not have any weighting.
3. When an answer is not compliant, you'll have the option to add an issue.
4. Furthermore the questions in Red mean they are a mandatory question, which must be filled in before proceeding; the audit will not come off this page unless all mandatory fields have been answered. If questions are in blue, they are not mandatory and can be skipped.

5.2.1 Adding an Issue Related to a Non-Compliant Answer

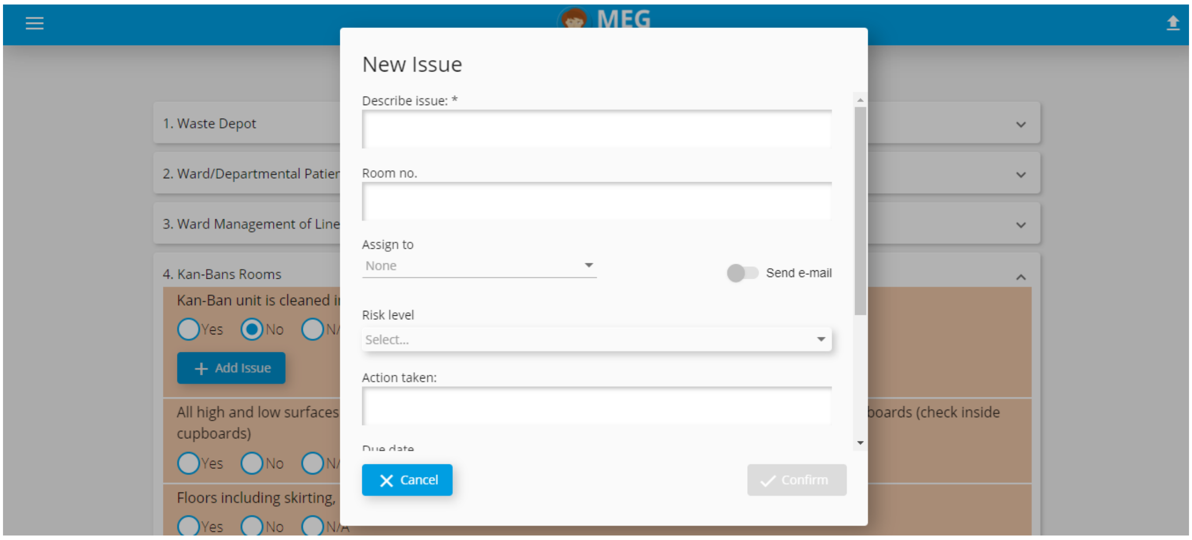


1. The "+Add Issue" button will appear when a non-compliant answer is selected;
2. When you click on "+ Add Issue", a pop-up window will appear, where you have the option to choose between "Common Issue" or "New Issue":



- Common issues: This a set of issues that you may meet on a constant basis in relation to your particular audit. The list can be customised to your care setting/environment.

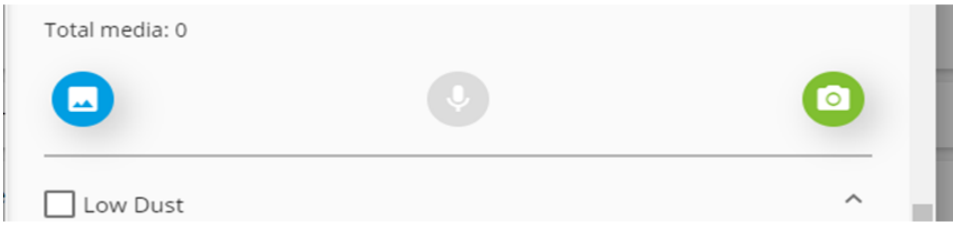
- However, if the issue is not common and may need more description you can choose the "New Issue" option:



Regardless of the option you choose, both have the following in common:

- Room No – If it's a bed/bay/toilet etc.
- Assign to – Here a list of individuals can be given the issue, known as issue handlers (if individual or email is already identified on MEG). If the "Send email" option is enabled, they'll receive an email when an issue is assigned to them.

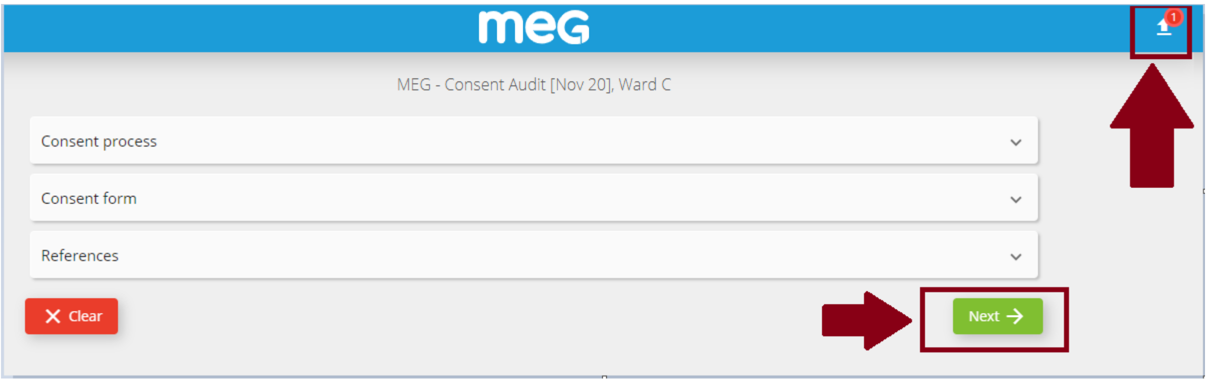
- Action Taken – Whoever you are assigning the task to can fill this section in when completing the issue.
- Risk Level – High/Medium/Low
- Due Date – Date you would like this issue resolved by
- Blue Gallery icon – attaching photos from your device to the audit
- Green camera icon – using the camera of your device to take a picture of the issue as you go – you can use your tablet or phone during the audit and take a picture via the app and it will automatically attach to the audit
- Middle – Red Microphone (Grey out icon) – record voice messages during the audit



Once this is completed as you feel correct, click on the confirm button and the system will add the issue to the question and at the bottom of the audit.
Also, if you come across any issues that aren't really linked to a question in the audit, you can add them at the bottom right of the page (see below).

5.3 Finishing Data Collection

After finishing an audit and filling in the relevant sections applicable, you will need to click on the "Next" at the bottom right of your screen.
Depending on the audit, hitting "Next" will start a new observation i.e. a blank version of the form on your screen. Your previous observation is saved to your audit and you can tell this by the upload button at the top right corner of your screen:



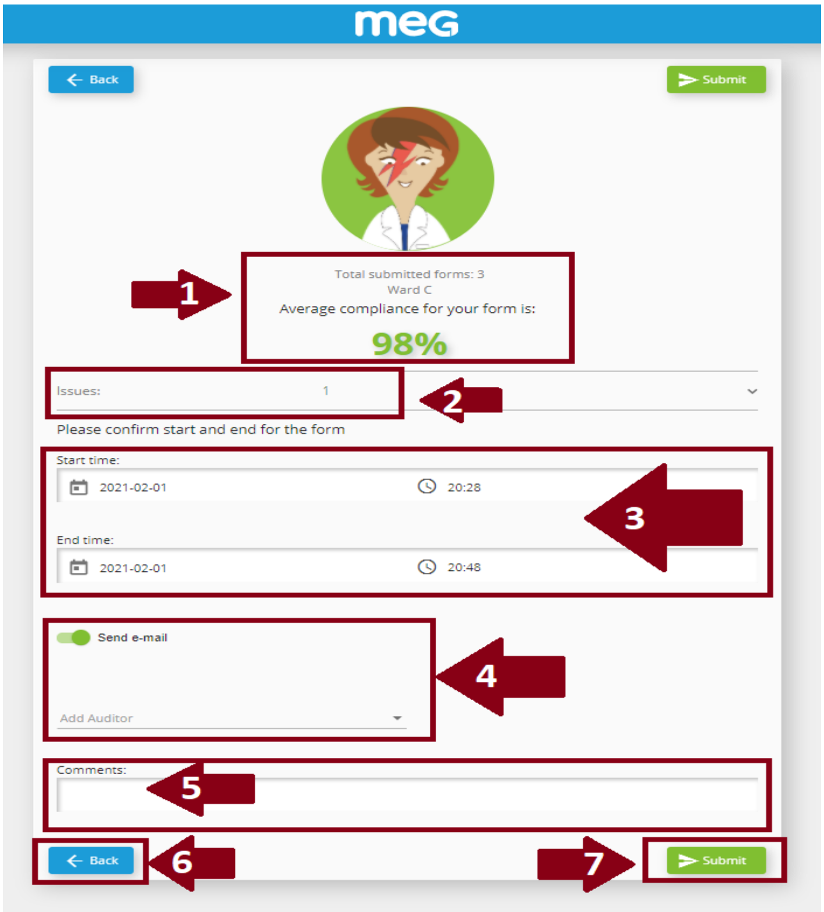
As you complete more audits and click on “Next” at the end of each audit that number will increase.

NOTE: Please make sure your observations have been saved before logging out or closing the browser. The upload button at the top right corner of the screen shows how many observations have been saved.

5.4 Submitting Data Collected

Once you are ready to submit a form, please click or tap on the upload button in the far top right corner of your screen. Once you click on this icon and edit page below will appear to make sure you are certain with all your submissions and in case you need to edit an observation before submittal.

1 **Delete** – this will delete all your observations
2. Edit a particular observation
3. **+Add Form** – if you want to add another observation to your current observation(s); **Next** – proceeds to the final submission page where you will receive an overall percentage (if applicable). See below:

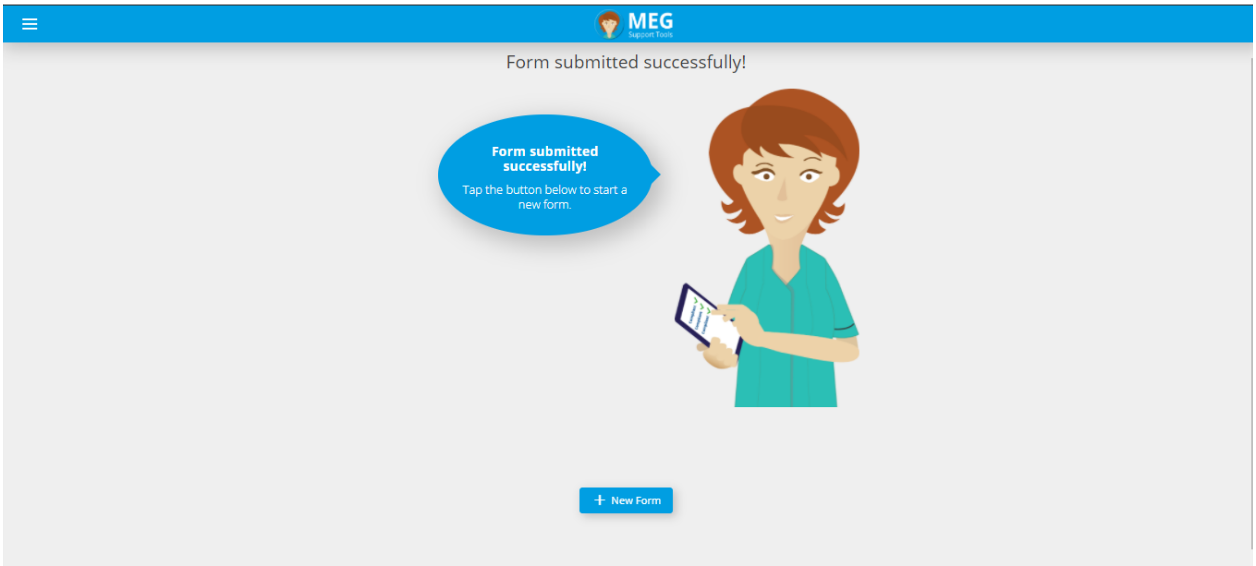


The next page that will appear will be the "Review Page" that will give you a short summary of the audit you are submitting.

1.Overall Compliance of all observations (if applicable).
2. Issues you have identified during the audit.
3. Date and time of the audit – this is editable and can be brought backwards in dates.
4. This toggle switch will send a copy of the report to your email. If you want to send a copy to other colleagues using the system, please use the "Add Auditor" option.
5. Comments on the overall audit if applicable.
6. Goes back to the previous page.
7. Submit the audit.

5.5 Other Options in the App

Once you have completed an audit you will receive a successful message from MEG



To start a new audit please go to the 3 lines or “burger” menu in the top left corner of the screen. Once you click on that the following will drop down (the mobile version looks the same):

To start a new audit please go to the 3 lines or “burger” menu in the top left corner of the screen. Once you click on that the following will drop down (the mobile version looks the same):

Saved Forms – Forms that you have saved from previous audit sessions that were not submitted. For instance, if you are in the middle of an audit and need to log out of MEG to work on other matters, please hit “Next” to save your observation (please refer to section 5.3 for more info) and when you log back in, the form will be saved, but **to your device only**.

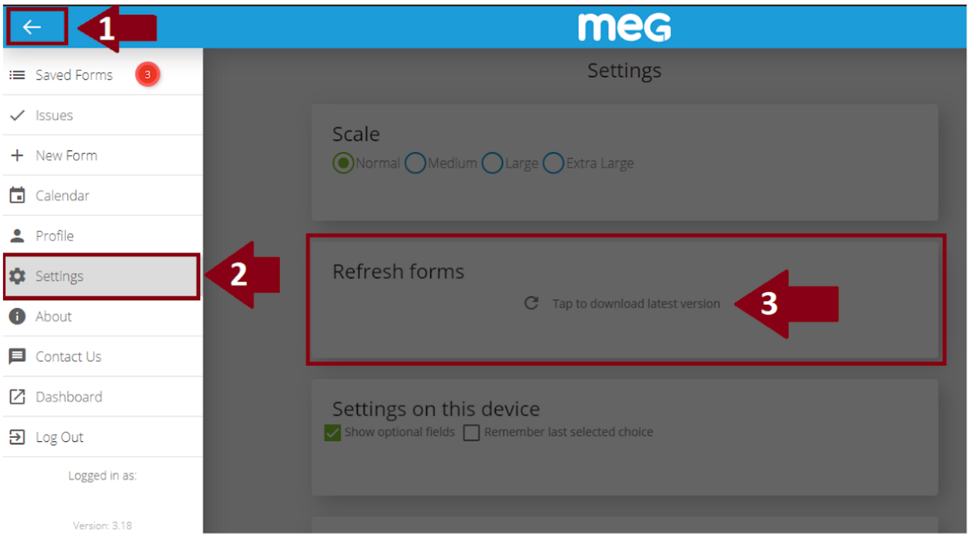
Issues – Any issues in total that have been assigned to you or you have been identified from other audits that you need to approach.

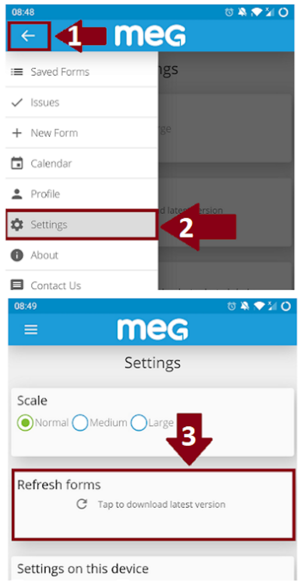
New Form – Start a new audit

Calendar – Calendar with any audits that you have upcoming

Profile – your own details and MEG avatar

Settings – app settings where you can change the font size, refresh forms after any changes carried out by the MEG team and set up additional options:
About – Disclaimer and app version
Contact us – Contact Support Team
Dashboard – Brings you back to your dashboard on the app and desktop
Log Out – Log Out of App and audit page on desktop





Thank you.
Best regards,
All the Team at MEG.