



USER MANUAL

GLOBAL NETWORK ONLINE SELF-AUDIT TOOL

Updated July 2020



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THE NEW GLOBAL NETWORK ONLINE SELF-AUDIT TOOL

The Global Network of Tobacco-free Healthcare Services is pleased to announce the availability of its new Online Self-Audit Tool.

The tool aims to facilitate implementation of the Global Network Standards by providing a platform for recording and reviewing healthcare service performance against the standards and enabling benchmarking with other services.

The Global Standards address key elements known to be important in achieving outcomes for effective tobacco management and tobacco cessation within healthcare services. Each standard is supported by implementation criteria (specific structures and processes) to help guide healthcare services in achieving implementation and monitoring progress.

This document provides a guide for the use of the new Global Network Online Self-Audit Tool, outlining the steps in:

- Gaining access to the tool
- Entering and submitting audit data
- Generating reports to inform your planning and improvement processes.

The Guide also includes **Frequently Asked Questions** to help you gain the most from the tool and the self-audit process.

Trouble shooting and contact details

If you have read this guide and still need help gaining access to or using the online self-audit, please contact the Coordinating Centre on info@tobaccofreehealthcare.org

1. ABOUT THE GLOBAL NETWORK SELF-AUDIT PROCESS

The self-audit and planning process is central to the Global Network concept, enabling healthcare services to assess their performance against the Global Standards and plan for ongoing systematic improvement, including establishing priorities and allocating appropriate resources. For regional networks, it also provides a means of benchmarking among member healthcare services.

FIGURE 1. The self-audit process supports continuous improvement for tobacco-free healthcare



The Global Network self-audit is an in-depth process requiring input from those responsible for the various aspects of implementation. This may include:

- senior executives and policy makers
- clinical leaders and clinicians
- those responsible for signage and environmental management
- educators
- those responsible for staff health including occupational health and safety personnel
- communication personnel
- health information personnel
- and others depending on the accountabilities within your health service.

The person(s) mainly responsible for the tobacco management policy take the lead in facilitating these inputs, which may take significant investigation, particularly when completed for the first time.

Completion of the self-audit is guided by template documents made available through the Global Network (Figure 2). The self-audit templates can be [downloaded](#) from the website in several languages (Figure 3). Information and evidence about the status of implementation is gathered and summarised and the implementation status is then scored for each criterion - from 0 (no implementation) to 3 (full implementation). The maximum possible score is 144. General statements about planning actions resulting from the assessment are also documented, which can then be explored in more detail in the planning process.

Once completed, audit results can be entered to the NEW online self-audit tool in order to submit results to the Global Network and access reporting functionality.

FIGURE 2. Templates guide the self-audit process

Global Network Self-Audit Questionnaire and Planning Template

STANDARD 1: Governance and commitment The healthcare organisation has clear and strong leadership to systematically implement a tobacco-free policy		SELF AUDIT 0 = No / not implemented 1 = Less than half implemented 2 = More than half implemented 3 = Yes / Fully implemented					
IMPLEMENTATION CRITERIA		REFLECTION Summary of current situation <i>(Please describe the current situation for each implementation criteria. This will provide a context for your planned actions for the next 12 months)</i>	0	1	2	3	PRIORITIES Summarize the actions flowing from the audit process for each criterion <i>(These will inform a more detailed planning process)</i>
1.1 The healthcare organisation has clear policy documents towards the implementation of the GNTH Global Standards.	1.1.1 Policy documents of the healthcare organisation show commitment to implement all GNTH Global Standards.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.2 The healthcare organisation prohibits the acceptance of any sponsorship or funding from the tobacco industry, as well as the sale of their products and associated devices/ e-cigarettes.	1.2.1 The healthcare organisation prohibits the acceptance of tobacco industry sponsorship and funding.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1.2.2 The healthcare organisation prohibits the sale of tobacco products and associated devices/e-cigarettes.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.3 The healthcare organisation identifies clear accountability for all levels and aspects of policy implementation.	1.3.1 A senior manager has responsibility for the implementation of the tobacco-free policy.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1.3.2 Accountability is assigned at all levels and for all aspects of policy implementation.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.4 The healthcare organisation's staff employment documents (including subcontracts and documents with other agencies that work within the healthcare organisation) require commitment by all staff to the organisation's tobacco-free policy.	1.4.1 Staff employment documents require staff commitment to the healthcare organisation's tobacco-free policy.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1.4.2 Subcontractor documents require staff adherence to the healthcare organisation's tobacco-free policy.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

FIGURE 3. Audit templates are available for download in 19 languages

Downloads and translations

The Global Network Self-audit Tool is available in 19 languages. These are available to download by clicking on your language below.

For instructions on how to complete a self audit please refer to the [self audit overview](#).

Once you have completed the self-audit, enter your results in the [NEW online self audit tool](#).

ARABIC	ESPAÑOL	KOREAN
AUSTRIAN-GERMAN	ESTONIAN	NORWEGIAN
CATALAN	FINNISH	ROMANIAN
CHINESE	FRENCH	SWEDISH
CZECH	GERMAN	SWISS GERMAN
DUTCH	GEORGIAN	

2. FEATURES AND FUNCTIONS OF THE ONLINE SELF-AUDIT TOOL

The online self-audit tool has a number of interactive features and functions to support your health service’s tobacco free journey. These are described briefly below, with further detail provided in the next sections, as they relate to members (Section A) and non-members (Section B).

Members have access to the full range of functions. Non-members may use the tool to enter and report on a single audit (see Figure 4).

FIGURE 4. Functionality for members and non-members

Online audit functionality	Member	Non- Member
Immediate access – no waiting for approval	✓	✓
Unlimited access to the online audit tool for audit data entry	✓	X
Summary of your current audit results	✓	✓
Enter and compare previous years’ audit results	✓	X
Benchmark results against healthcare services in your region/country	✓	X
Meet your membership requirements by submitting an annual audit	✓	X

Your audit dashboard

This is the central go-to area for accessing the audit tool functions. It guides access to the functions described below and shows the status of data entry for your current audit (see section 3.3 (members) and 6.3 (non-members)).

Audit data entry

Audit data can be entered for the current year and submitted to the Global Network to meet the annual audit obligations for members. Members can also enter audit results from past years (from 2016 onwards) in order to build a performance history and monitor improvement over time.

Non-members can enter data for a single audit.

Reporting (members only)

Members can access various reports.

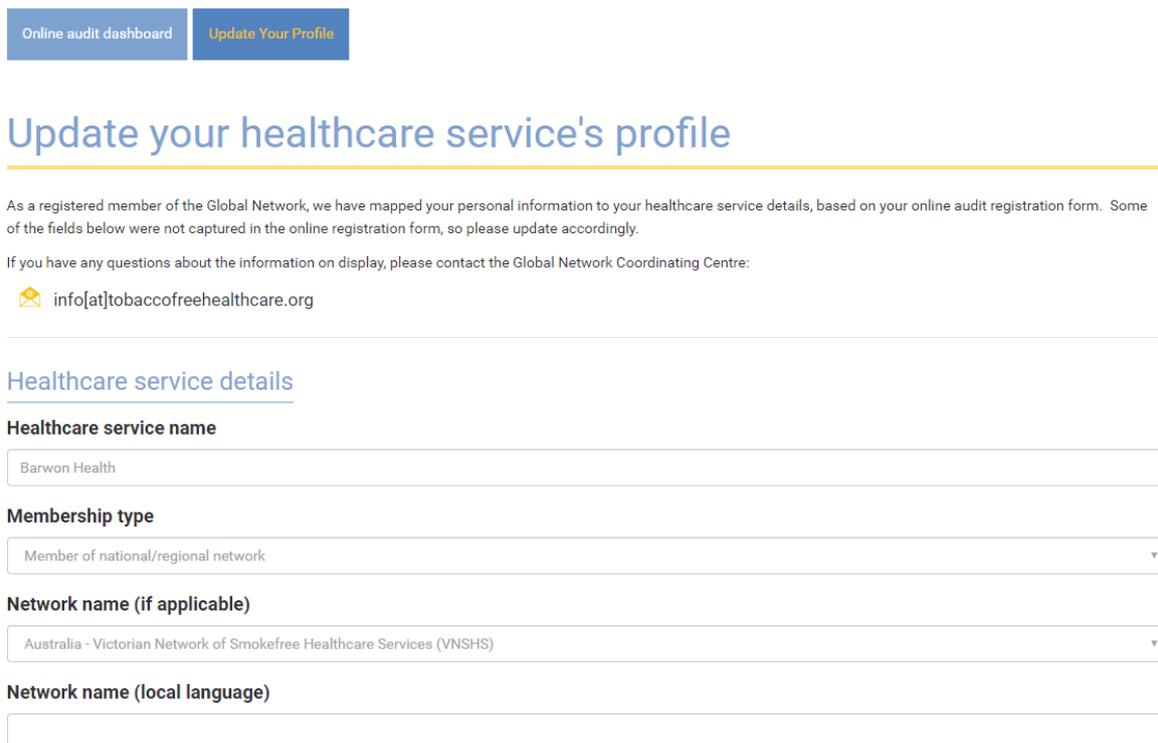
- **Implementation report:** This report shows your current level of implementation for each standard compared to the maximum score. You can access this report if you have completed one or more audits.
- **Improvement report:** This report enables you to compare your performance over time including a comparison of results for each standard and a percentage change in performance. You can access this report if you have submitted two or more audits.

- Benchmarking report:** This report benchmarks your performance against healthcare services in your country and shows how these relate to the main performance categories: Bronze (more than 26), Silver (more than 112) and Gold levels (more than 126), and the maximum score of 144. You can access this report if you have submitted one or more audits. The report is based on your most recent audit.

Updating your profile (members only)

In signing up to use the online self-audit tool, members create a profile in the Global Network system. This stores your audit data and membership details. Members can update their contact details via the 'update my details' function.

FIGURE 5. Profile page



The screenshot shows a navigation bar with two buttons: "Online audit dashboard" and "Update Your Profile". Below the navigation bar is a heading "Update your healthcare service's profile". A paragraph of text explains that personal information is mapped to healthcare service details. Below this is an email address: info[at]tobaccofreehealthcare.org. The main content area is titled "Healthcare service details" and contains four form fields:

- Healthcare service name:** A text input field containing "Barwon Health".
- Membership type:** A dropdown menu with "Member of national/regional network" selected.
- Network name (if applicable):** A dropdown menu with "Australia - Victorian Network of Smokefree Healthcare Services (VNSHS)" selected.
- Network name (local language):** An empty text input field.

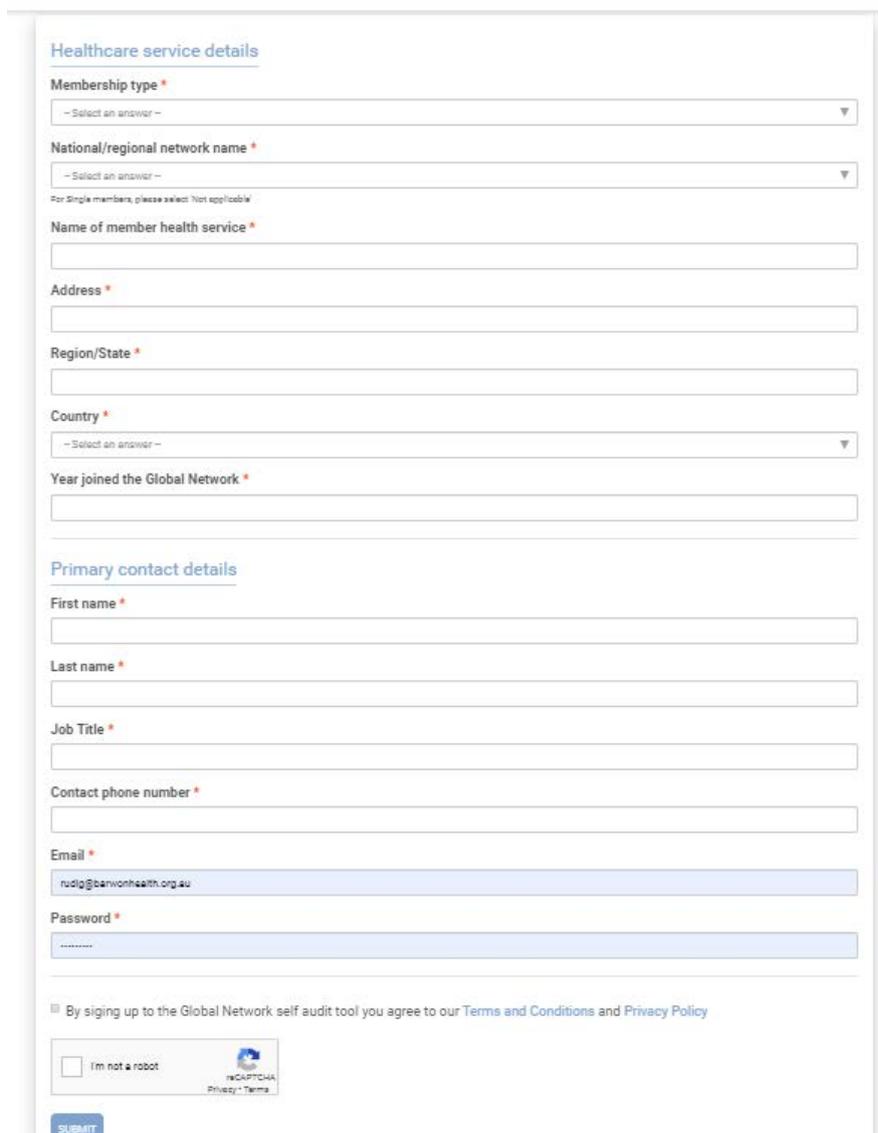
SECTION A: MEMBER PROCESS

3. GETTING STARTED – ACCESSING THE ONLINE SELF-AUDIT TOOL

3.1 SIGNING UP

For initial access, members sign up using the relevant form provided on the [‘online audit’](#) page. The fields in this form include details about your membership status to create a member profile in the CRM. Providing an email address and password will enable you to access the online self-audit after the email verification process is complete (see 3.2 below).

FIGURE 6. Members sign up using the relevant web-based form



The screenshot shows a web-based sign-up form titled "Healthcare service details" and "Primary contact details".

Healthcare service details

- Membership type * (Dropdown menu: -- Select an answer --)
- National/regional network name * (Dropdown menu: -- Select an answer --)
- For Single members, please select 'Not applicable'
- Name of member health service * (Text input field)
- Address * (Text input field)
- Region/State * (Text input field)
- Country * (Dropdown menu: -- Select an answer --)
- Year joined the Global Network * (Text input field)

Primary contact details

- First name * (Text input field)
- Last name * (Text input field)
- Job Title * (Text input field)
- Contact phone number * (Text input field)
- Email * (Text input field: rudig@barwonhealth.org.au)
- Password * (Text input field:

By signing up to the Global Network self audit tool you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

I'm not a robot  [Privacy](#) [Terms](#)

SUBMIT

3.2 EMAIL VERIFICATION

Once the registration form has been submitted, you will receive an email which includes a link to verify your email address. Please click on this link and follow the instructions to log in to the audit dashboard by selecting the member button (see Figure 7).

FIGURE 7. Once verified, follow relevant links to complete login

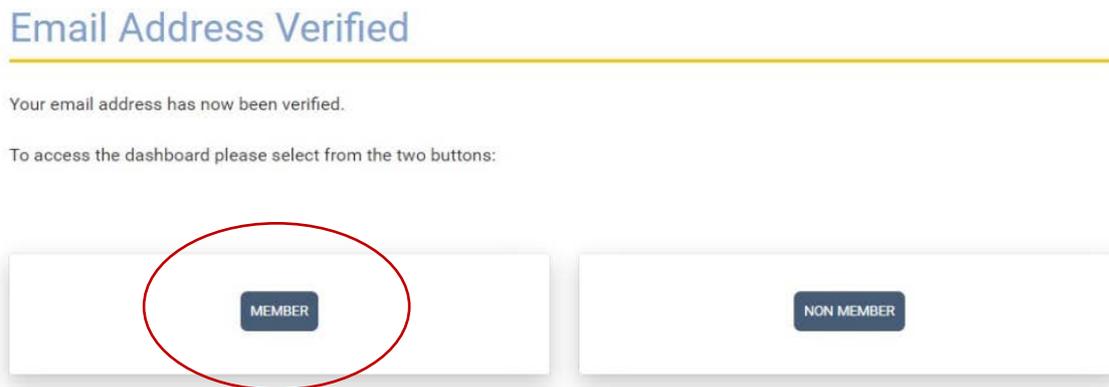


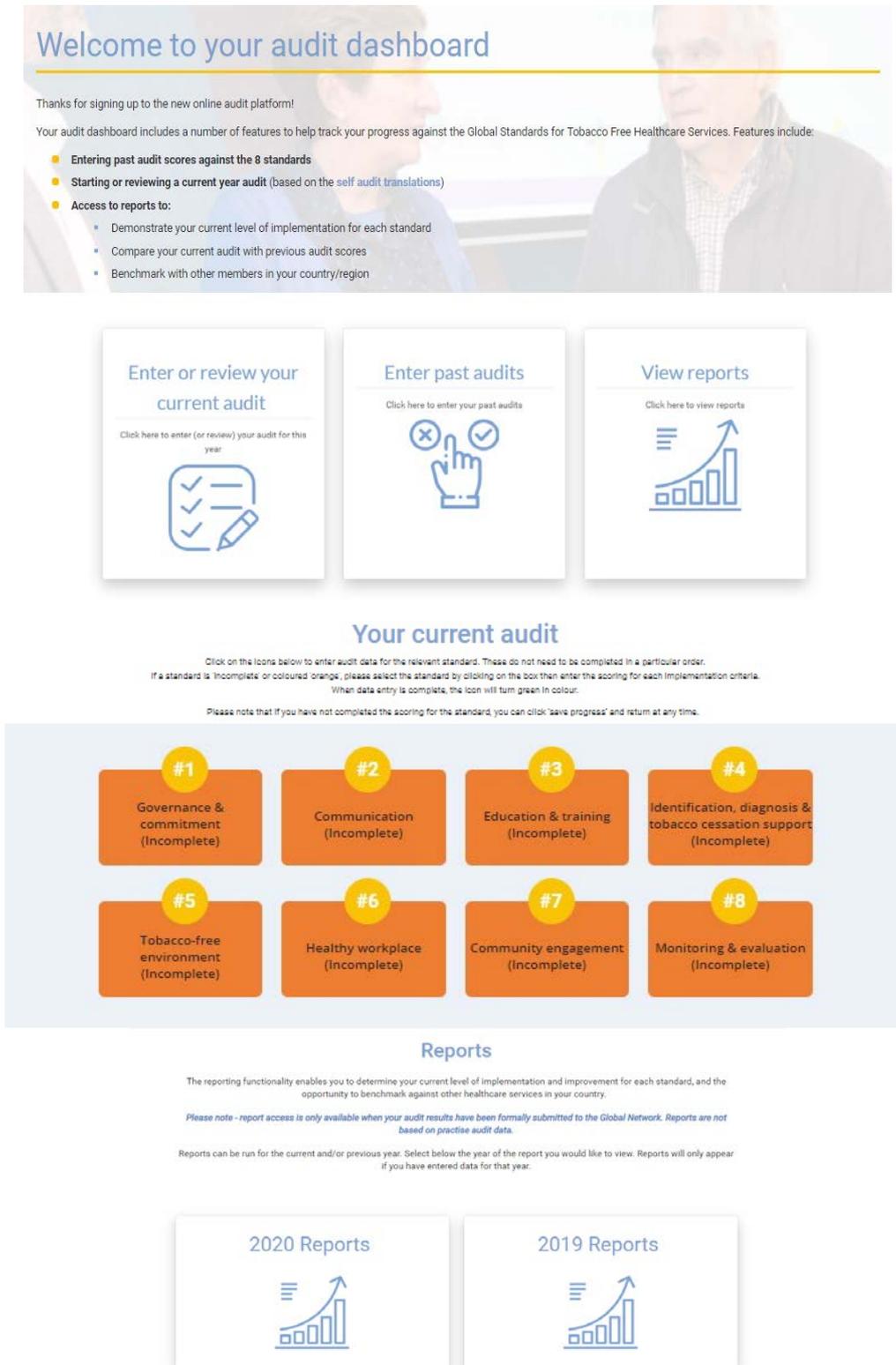
FIGURE 8. The login page for access to the online tool



3.3 WELCOME TO YOUR AUDIT DASHBOARD

Your audit dashboard will display on the menu when you login. It is set out in three parts providing access to the two main audit functions available for members – entering data and running reports.

FIGURE 9. The member audit dashboard page



Welcome to your audit dashboard

Thanks for signing up to the new online audit platform!

Your audit dashboard includes a number of features to help track your progress against the Global Standards for Tobacco Free Healthcare Services. Features include:

- **Entering past audit scores against the 8 standards**
- **Starting or reviewing a current year audit** (based on the [self audit translations](#))
- **Access to reports to:**
 - Demonstrate your current level of implementation for each standard
 - Compare your current audit with previous audit scores
 - Benchmark with other members in your country/region

Enter or review your current audit

Click here to enter (or review) your audit for this year



Enter past audits

Click here to enter your past audits



View reports

Click here to view reports



Your current audit

Click on the icons below to enter audit data for the relevant standard. These do not need to be completed in a particular order. If a standard is 'Incomplete' or coloured orange, please select the standard by clicking on the box then enter the scoring for each implementation criteria. When data entry is complete, the icon will turn green in colour.

Please note that if you have not completed the scoring for the standard, you can click 'save progress' and return at any time.

#1

Governance & commitment
(Incomplete)

#2

Communication
(Incomplete)

#3

Education & training
(Incomplete)

#4

Identification, diagnosis & tobacco cessation support
(Incomplete)

#5

Tobacco-free environment
(Incomplete)

#6

Healthy workplace
(Incomplete)

#7

Community engagement
(Incomplete)

#8

Monitoring & evaluation
(Incomplete)

Reports

The reporting functionality enables you to determine your current level of implementation and improvement for each standard, and the opportunity to benchmark against other healthcare services in your country.

Please note - report access is only available when your audit results have been formally submitted to the Global Network. Reports are not based on practice audit data.

Reports can be run for the current and/or previous year. Select below the year of the report you would like to view. Reports will only appear if you have entered data for that year.

2020 Reports



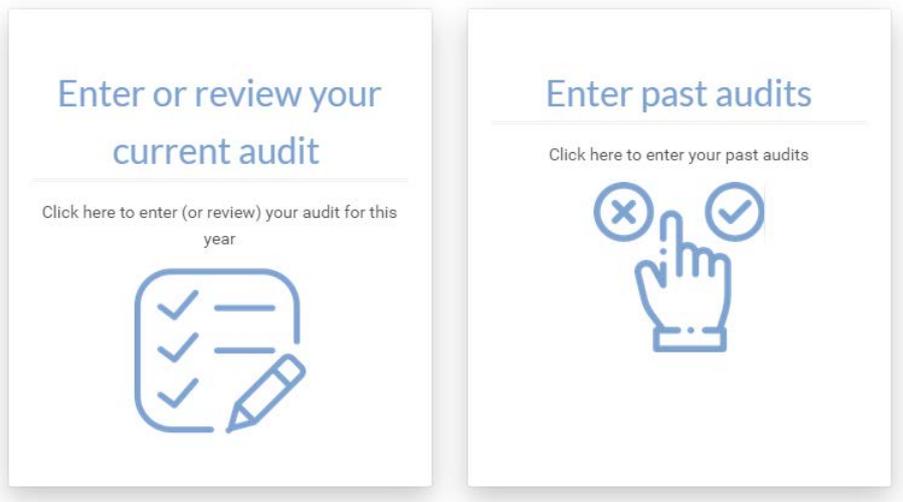
2019 Reports



4. ENTERING YOUR AUDIT DATA

The audit dashboard directs you to the area to enter your current year audit data or your previous years' data (Figure 10).

FIGURE 10. The audit data entry options on the member dashboard page – current audit or past audits



4.1 ENTERING & SUBMITTING CURRENT YEAR AUDIT DATA

Audit data for each standard is entered via a separate page. The dashboard guides you in accessing these pages and indicates whether data entry is complete (GREEN) or incomplete (ORANGE) for each standard (Figure 11).

FIGURE 11. Dashboard indicating status of data entry – GREEN (complete), ORANGE (incomplete)



To enter the data for a particular standard, click on the relevant tile and you will be taken to the data entry page (Figure 12). For each criterion, click on the relevant score (0 to 3). Note that audit data can be entered in any order (i.e. data for each standard does not need to be entered sequentially).

If you have not completed data entry for a particular standard, you can “Save progress” and return to this page at a later date via the dashboard (Figure 12).

FIGURE 12. Example of data entry page – showing option to ‘save progress’ when data entry not complete

STANDARD 3: Education and Training

The healthcare organisation ensures appropriate education and training for clinical and non-clinical staff

IMPLEMENTATION CRITERIA		Not implemented (0)	Less than half implemented (1)	More than half implemented (2)	Fully implemented (3)	
3.1	Policy briefings and instruction are mandatory for all staff, including managers.	3.1.1 All staff including managers participate in policy briefings and instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	The healthcare organisation ensures that all staff know how to approach tobacco, associate devices/e-cigarette users, including visitors, to inform them of the tobacco-free policy and tobacco cessation services.	3.2.1 All staff are instructed on how to approach tobacco and associate devices/e-cigarette users to inform them about the tobacco-policy and tobacco cessation services.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.3	All clinical staff are trained in brief advice and best care measures for tobacco addiction /dependence in line with researched best practice.	3.3.1 All clinical staff are trained in brief advice to motivate tobacco and associated devices/e-cigarette users to quit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	3.4.1 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEW RESULT **SAVE PROGRESS**

When you have completed data entry for that standard, click 'view result' to view the subtotal score and the percentage of implementation for that standard (Figure 13, 14).

FIGURE 13. Example of data entry page – showing option for 'view result' when data entry complete

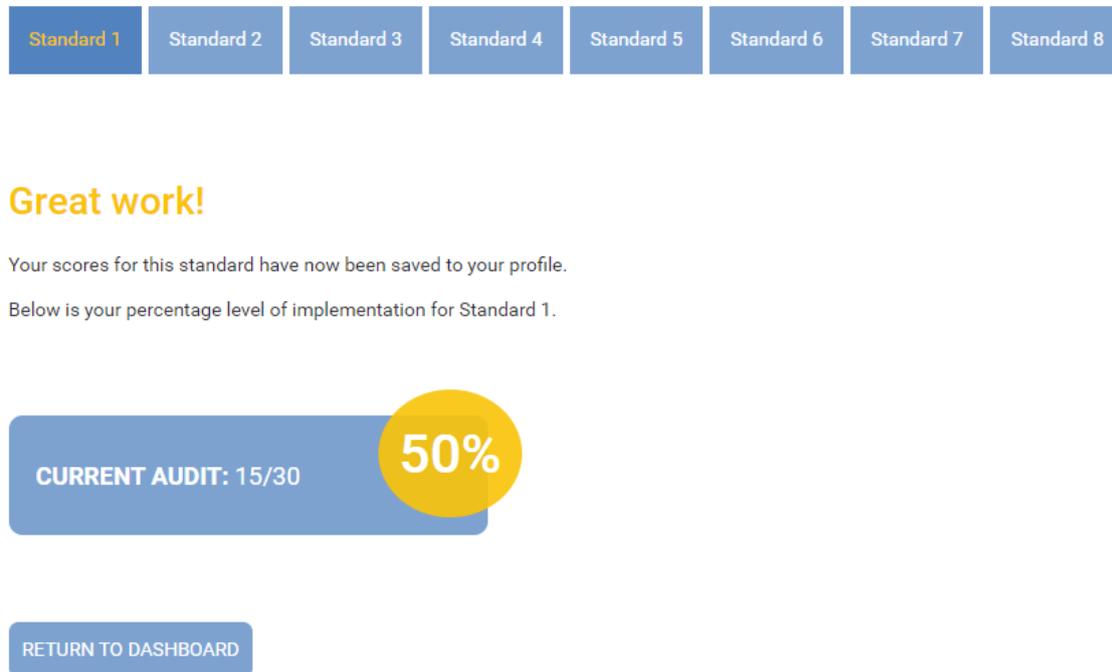
STANDARD 3: Education and Training

The healthcare organisation ensures appropriate education and training for clinical and non-clinical staff

IMPLEMENTATION CRITERIA		Not implemented (0)	Less than half implemented (1)	More than half implemented (2)	Fully implemented (3)
3.1 Policy briefings and instruction are mandatory for all staff, including managers.	3.1.1 All staff including managers participate in policy briefings and instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.2 The healthcare organisation ensures that all staff know how to approach tobacco, associate devices/e-cigarette users, including visitors, to inform them of the tobacco-free policy and tobacco cessation services.	3.2.1 All staff are instructed on how to approach tobacco and associate devices/e-cigarette users to inform them about the tobacco-policy and tobacco cessation services.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.3 All clinical staff are trained in brief advice and best care measures for tobacco addiction /dependence in line with researched best practice.	3.3.1 All clinical staff are trained in brief advice to motivate tobacco and associated devices/e-cigarette users to quit.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	3.4.1 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEW RESULT **SAVE PROGRESS**

FIGURE 14. “View Result” displays a summary result for the particular standard including a percentage comparison with the maximum score



Repeat this process for each standard until all of them are complete. When all the standards are complete i.e. all ‘green’ on the dashboard, you will be directed to the *Summary of current audit results* page (Figure 15). This summary page displays score results for each standard and the total score. It also enables you to check that all your data has been entered correctly.

At the bottom of that page, you will see an invitation to submit this audit score to the Global Network. This button also emails your audit score to your country or regional network if applicable. When this is submitted, you will see a confirmation message on your screen (Figure 16) and receive a confirmation email from the Global Network (Figure 17). You will also receive an emailed summary of your results (Figure 18).

FIGURE 15. “Summary of Audit Results” page generated when all audit results are entered

Online audit dashboard Enter past audit scores **Summary of current audit results** Update Your Profile

Summary of current audit results

Congratulations you have completed your audit!

- Below is a summary of your audit score results for each Global Standard and the total score.
- To view your achievement level status and logo, submit your results to the Global Network Coordinating Centre (and Network Coordinator, if applicable) by selecting the submit button below.

[Return Home](#)

Name of member healthcare service
Torquay Health

National/regional network name (if applicable)
Victoria Network of Smokefree Healthcare Services

Standard 1 - Governance and commitment (max. score of 30)
30.00

Standard 2 - Communication (max. score of 9)
9.00

Standard 3 - Education and training (max. score of 12)
6.00

Standard 4 - Identification, diagnosis and tobacco cessation support (max. score of 30)
22.00

Standard 5 - Tobacco-free environment (max. score of 21)
17.00

Standard 6 - Healthy workplace (max. score of 15)
13.00

Standard 7 - Community engagement (max. score of 12)
10.00

Standard 8 - Monitoring and evaluation (max. score of 15)
13.00

Total Score (max. score of 144)
120

Here is your total result (120)/144

SUBMIT AUDIT RESULTS TO THE GLOBAL NETWORK

FIGURE 16. Confirmation of audit submission (web page)

Thanks for your participation!

Congratulations on submitting your self-audit against the Global Network Standards! You scored a total of .

You will soon receive a summary of your audit result in a separate email. If you do not receive this within 24 hours, please contact the Coordinating Centre at info@tobaccofreehealthcare.org

You can now log in to your dashboard to view reports showing your level of implementation of the Global Standards, as well as your improvement compared to previous audits, and your performance compared to other healthcare services in your country. Click '[view reports](#)' for details.

FIGURE 17. Confirmation of audit submission (email)



GLOBAL NETWORK
FOR TOBACCO FREE
HEALTHCARE SERVICES

Global Network for Tobacco Free Healthcare Services
info@tobaccofreehealthcare.org
Phone: (03) 123 45678

Confirming your Global Network self-audit submission

Dear John Smith,

Congratulations on submitting your self-audit against the Global Network Standards!

You will soon receive a summary of your audit result in a separate email. If you do not receive this within 24 hours, please contact the Coordinating Centre at info@tobaccofreehealthcare.org.

You can now log in to your dashboard to view reports showing your level of implementation of the Global Standards, as well as your improvement compared to previous audits, and your performance compared to other healthcare services in your country. Click '[view reports](#)' for details.

Thank you for participating in the online audit process.

Kind regards,
The GNTH Coordinating Centre

GNTH Headquarters
bei Gruber & Partner
Bahnhofstrasse 78
5001 Aarau
Switzerland

FIGURE 18. Emailed copy of “Summary of Audit Results” once audit results are submitted

Form submission [#3654](#)

Tobacco Free Healthcare

Summary of current audit results

Thursday, 14 May 2020 1:33 PM

Name of member healthcare service	Cremorne Health Service
National/regional network name (if applicable)	Australia - Victorian Network of Smokefree Healthcare Services (VNSHS)
Standard 1 - Governance and commitment (max. score of 30)	15
Standard 2 - Communication (max. score of 9)	5
Standard 3 - Education and training (max. score of 12)	6
Standard 4 - Identification, diagnosis and tobacco cessation support (max. score of 30)	16
Standard 5 - Tobacco-free environment (max. score of 21)	13
Standard 6 - Healthy workplace (max. score of 15)	9
Standard 7 - Community engagement (max. score of 12)	7
Standard 8 - Monitoring and evaluation (max. score of 15)	7
Total Score (max. score of 144)	78

4.2 ENTERING PAST AUDIT DATA

Members can also enter past audit data to create a database for reporting and comparison purposes. Click on the button 'Enter past audit data' in the first row of your audit dashboard and enter your past audit scores against the 8 standards.

Select the audit year (circled in red) using the drop-down field and fill in the scores for each standard. When you have completed data entry for that audit year, click 'submit past audit result' circled below in Figure 19. You will now be able to access the improvement reports ([see 5.2 for details](#)).

FIGURE 19. Entering past audit data

Enter your past audit scores

Members can compare their current total score with previous score submissions to determine their level of improvement. To enable this reporting functionality, please enter the scores for each standard indicating the audit year in the form below.

Please note that you can only enter audits against the **8 Global Standards** revised in 2016, and once these scores have been submitted for a past audit they cannot be amended.

If you have an issues, please contact the [Global Network Coordinating Centre](#).

[Return to dashboard](#)

Audit year *

-- Select an answer --

Standard 1 - Governance and commitment (max. score of 30) *

Standard 2 - Communication (max. score of 9) *

Standard 3 - Education and training (max. score of 15) *

Standard 4 - Identification, diagnosis and tobacco cessation support (max. score of 30) *

Standard 5 - Tobacco-free environment (max. score of 21) *

Standard 6 - Healthy workplace (max. score of 15) *

Standard 7 - Community engagement (max. score of 12) *

Standard 8 - Monitoring and evaluation (max. score of 15) *

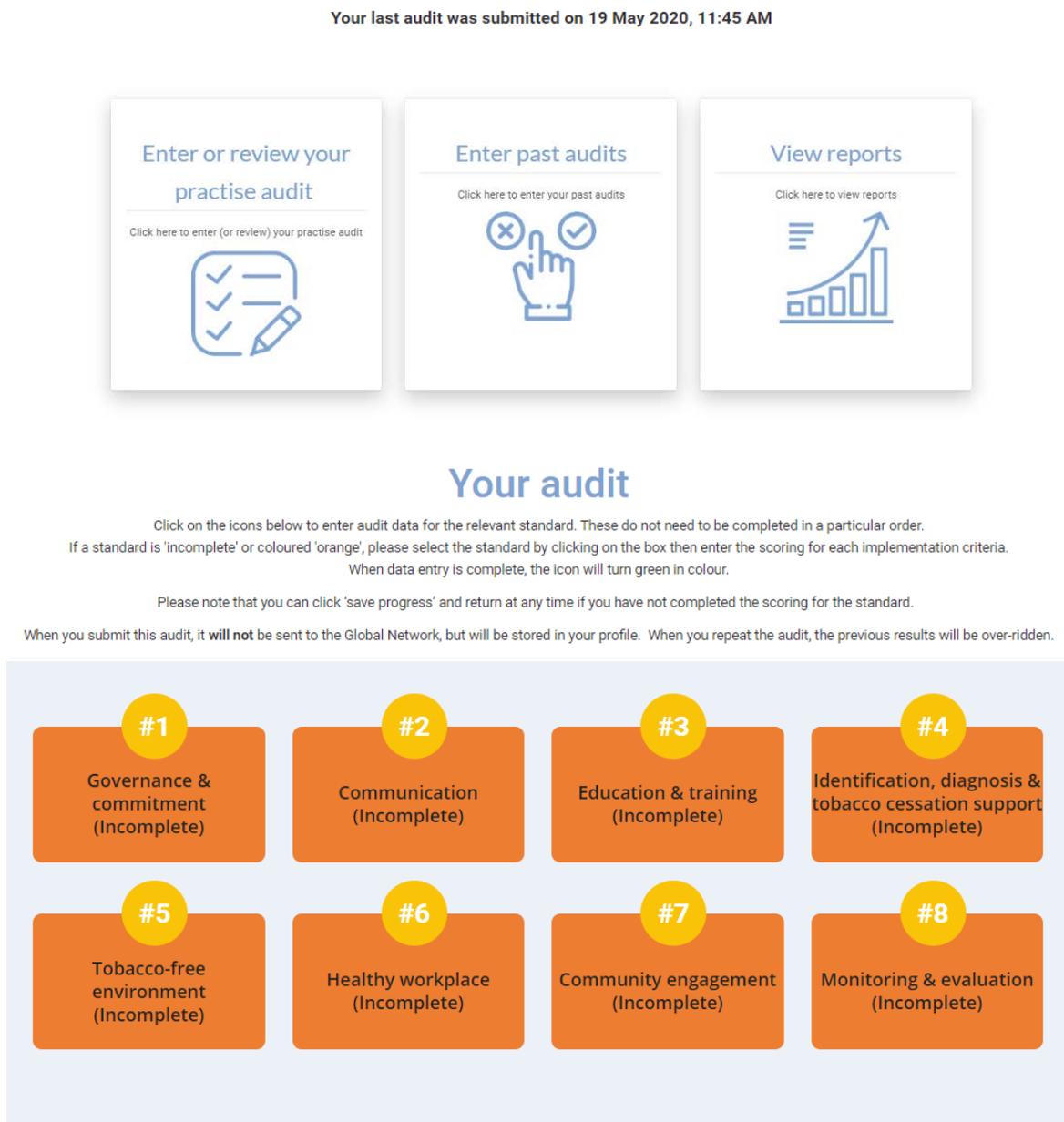
SUBMIT PAST AUDIT RESULT

4.3 ENTERING 'PRACTISE' AUDIT DATA

Once you have submitted your annual audit, the dashboard changes. It indicates the date you submitted your last audit and allows you to conduct 'practise' audits, so that you can continue to monitor your performance in between the formal submissions of your audit data. The process is the same as for entering a current year audit, however it will not allow you to submit it to the Global Network. If you repeat the practise audit, the previous practise results will be over-ridden.

Reports will on be run on your formally submitted data not on the practise audit data. However you will be able to review summary data of your practise audit, as per section 4.1.

FIGURE 20. Member dashboard once a current year audit has been submitted



5. GENERATING REPORTS

Reporting functions can be accessed via the audit dashboard once you have submitted your audit results. Reports can be run if you have entered data for the current and/or previous year (Figure 21). Select the year that corresponds to your most recent audit (currently 2019 or 2020). This will take you to a landing page where you can select which report they would like to view (Figure 22). If you have not submitted audit data for the selected year, a message will appear to inform you that you cannot access the page (Figure 23). Go back and try accessing the other year. If you still cannot access the reports, it may be that you have not submitted data for the current or previous years.

FIGURE 21. Reporting options available via the Audit Dashboard

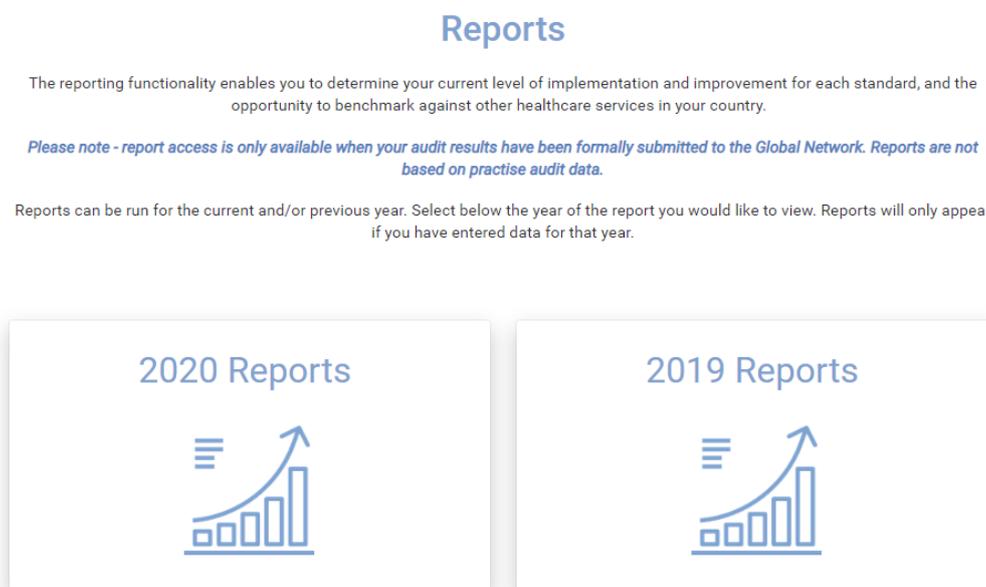


FIGURE 22. Report landing page from the Audit Dashboard

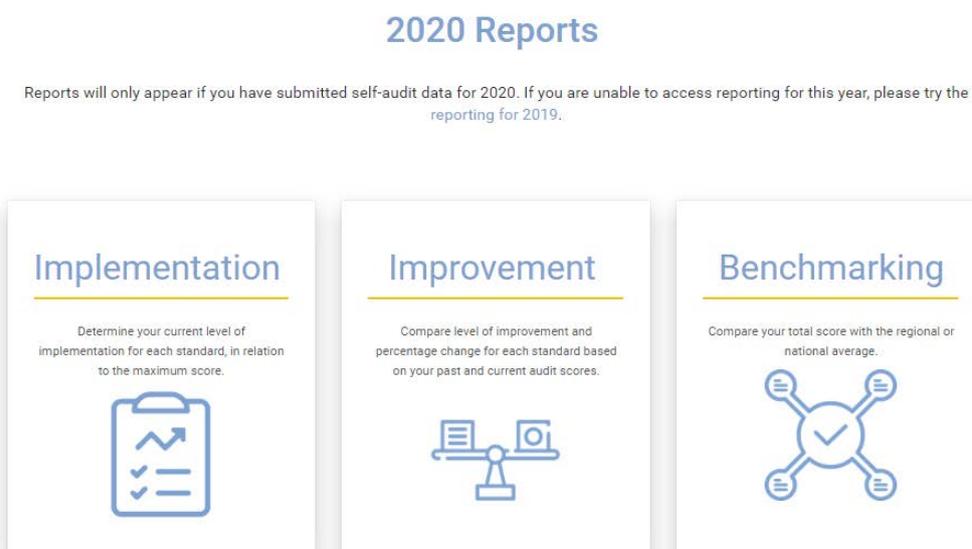


FIGURE 23. Standard message if a report is not available

You are not able to access this content

Unfortunately you do not have access to this content.

There are a number of reasons for this:

- If you are a non member, you may have selected a page that is only available to members.
- If you are a member, you may not have entered data to enable this report to be generated.

For more information about member and non member access to the online self audit, refer to the [Audit user manual](#).

If you are still unclear as to why you have received this message or need further assistance, please contact info@tobaccofreehealthcare.org.

5.1 IMPLEMENTATION REPORT

Once an audit has been completed and submitted to the Global Network for either the current or previous year, you can run an “Implementation Report” which shows the percentage of implementation for each standard (Figure 24).

FIGURE 24. Implementation Report showing percentage implementation for each of the 8 standards for the selected year

Implementation report

Based on your current year audit results, the following table shows the level of implementation achieved for each standard compared to the maximum score.

To find out how you improved from previous year audits, access the improvement reports [here](#).

	Maximum Value	2019 Audit	Percent level of implementation
Standard 1: Governance and commitment The healthcare organisation has clear and strong leadership to systematically implement a tobacco-free policy.	30	30	100%
Standard 2: Communication Communication The healthcare organisation has a comprehensive communication strategy to support awareness and implementation of the tobacco-free policy and tobacco cessation services.	9	9	100%
Standard 3: Education and training The healthcare organisation ensures appropriate education and training for clinical and non-clinical staff.	12	8	67%
Standard 4: Identification, diagnosis and tobacco cessation support The healthcare organisation identifies all tobacco users and provides appropriate care in line with international best practice and national standards.	30	23	77%
Standard 5: Tobacco free environment The healthcare organisation has strategies in place to achieve a tobacco-free campus.	21	17	81%
Standard 6: Healthy workplace The healthcare organisation has human resource management policies and support systems that protect and promote the health of all who work in the organisation.	15	13	87%
Standard 7: Community engagement The healthcare organisation contributes to and promotes tobacco control/prevention in the local community according to the WHO FCTC and and/or national public health strategy.	12	11	92%
Standard 8: Monitoring and evaluation The healthcare organisation monitors and evaluates the implementation of all the Global Standards at regular intervals.	15	13	87%
Total	144	124	86%

5.2 IMPROVEMENT REPORT

If you have entered data for past audits, you can view the “Improvement Report”, which shows a yearly comparison (Figure 25), as well as percentage change for the current year audit compared to the previous year audit (Figure 26). This is helpful for identifying areas of particular improvement and where performance has slipped. The figure below shows that performance has reduced for this particular health service, most notably in the area of education. This would indicate this should be a priority in the next planning period.

FIGURE 25. Improvement Report showing percentage implementation for each of the 8 standards for all audits entered

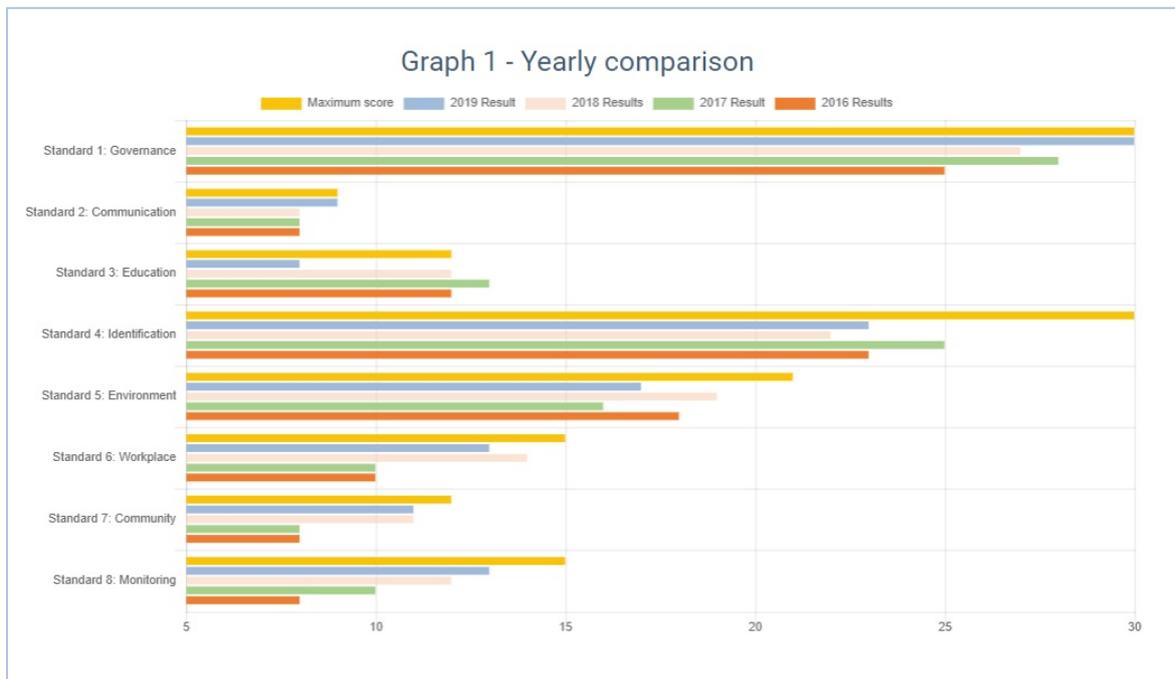
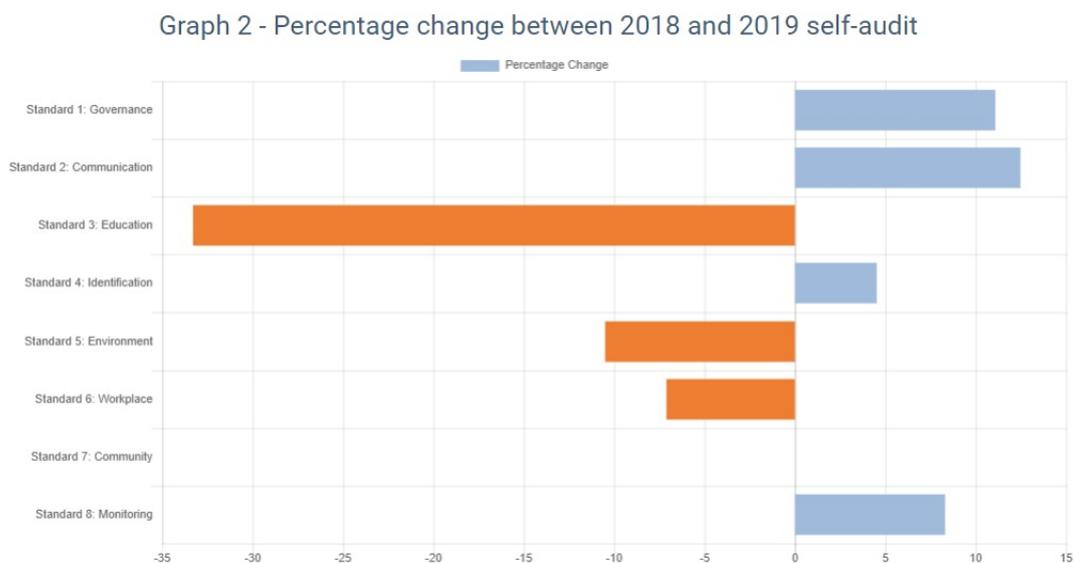


FIGURE 26. Improvement Report showing percentage change in performance

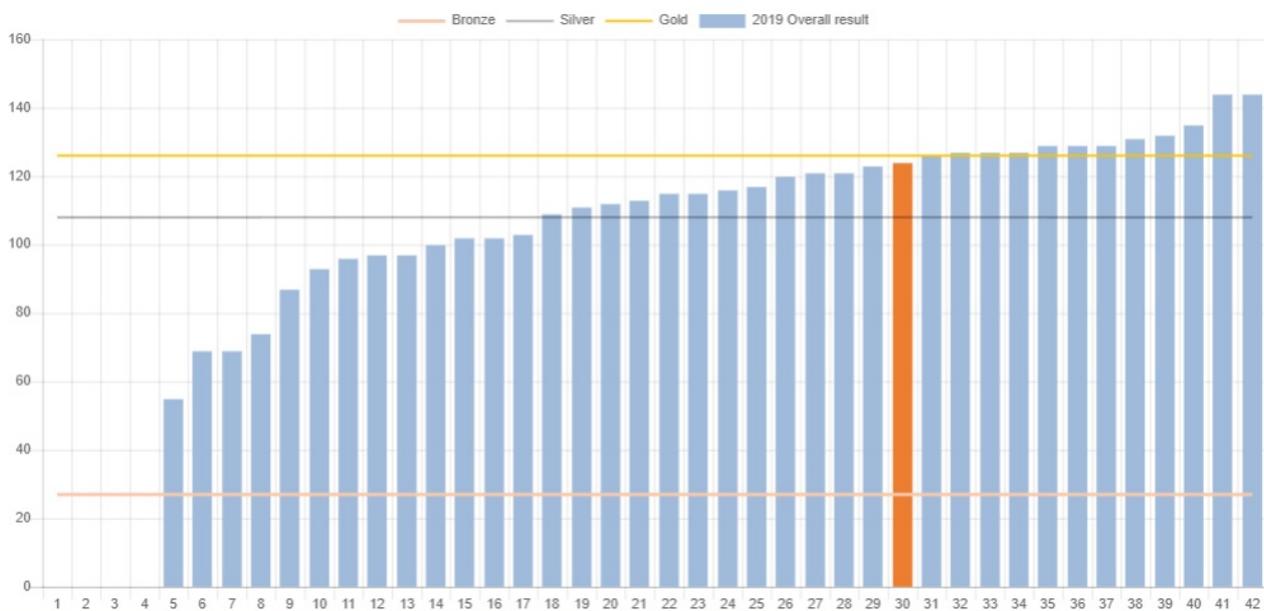


5.3 BENCHMARKING REPORT

Once an audit has been completed and submitted to the Global Network for either the current or previous year, you can view the “Benchmarking Report”. This shows your audit result compared to other healthcare services in your country. Results shown are those that are available for the year selected (Figure 27).

The benchmarking report is set to display a maximum of 50 healthcare services (or data points) for your country. When the number of submitted audits becomes greater than the maximum data set, the graph shows the lowest and highest score from other audit submissions, the overall trend in between as well as your result/position (in orange).

FIGURE 27. Benchmarking Report showing member audit result compared to other healthcare services in their country



SECTION B: NON-MEMBER PROCESS

6. GETTING STARTED – ACCESSING THE ONLINE SELF-AUDIT TOOL

6.1 SIGNING UP

For initial access, non-member healthcare services sign up using the non-member form provided on the [‘online audit’](#) page. The fields in this form include details about your healthcare service and contact details. Providing an email address and password will enable you to access the online self-audit after the email verification process is complete (see 6.2 below).

FIGURE 28. Non-members sign up using the web-based forms

Health service details

Name of health service *

Region/State *

Country *

– Select an answer – ▾

Other country

Primary contact details

Firstname *

Surname *

Email *

Password *

By signing up to the Global Network self audit tool you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

I'm not a robot
 

6.2 EMAIL VERIFICATION

Once the registration form has been submitted, you will receive an email which includes a link to verify your email address. Please click on this link and follow the instructions to log in to the audit dashboard by selecting the non-member button (see Figure 29). Once you have verified your email address you will be directed to the login page (see Figure 30).

FIGURE 29. Once verified, non-members follow relevant links to complete login

Email Address Verified

Your email address has now been verified.

To access the dashboard please select from the two buttons:



The image shows two white rectangular buttons with dark blue text. The left button is labeled 'MEMBER' and the right button is labeled 'NON MEMBER'. Both buttons are centered within their respective white boxes.

FIGURE 30. The login page for access to the online tool

Login

Please log in to continue.

Email

Password

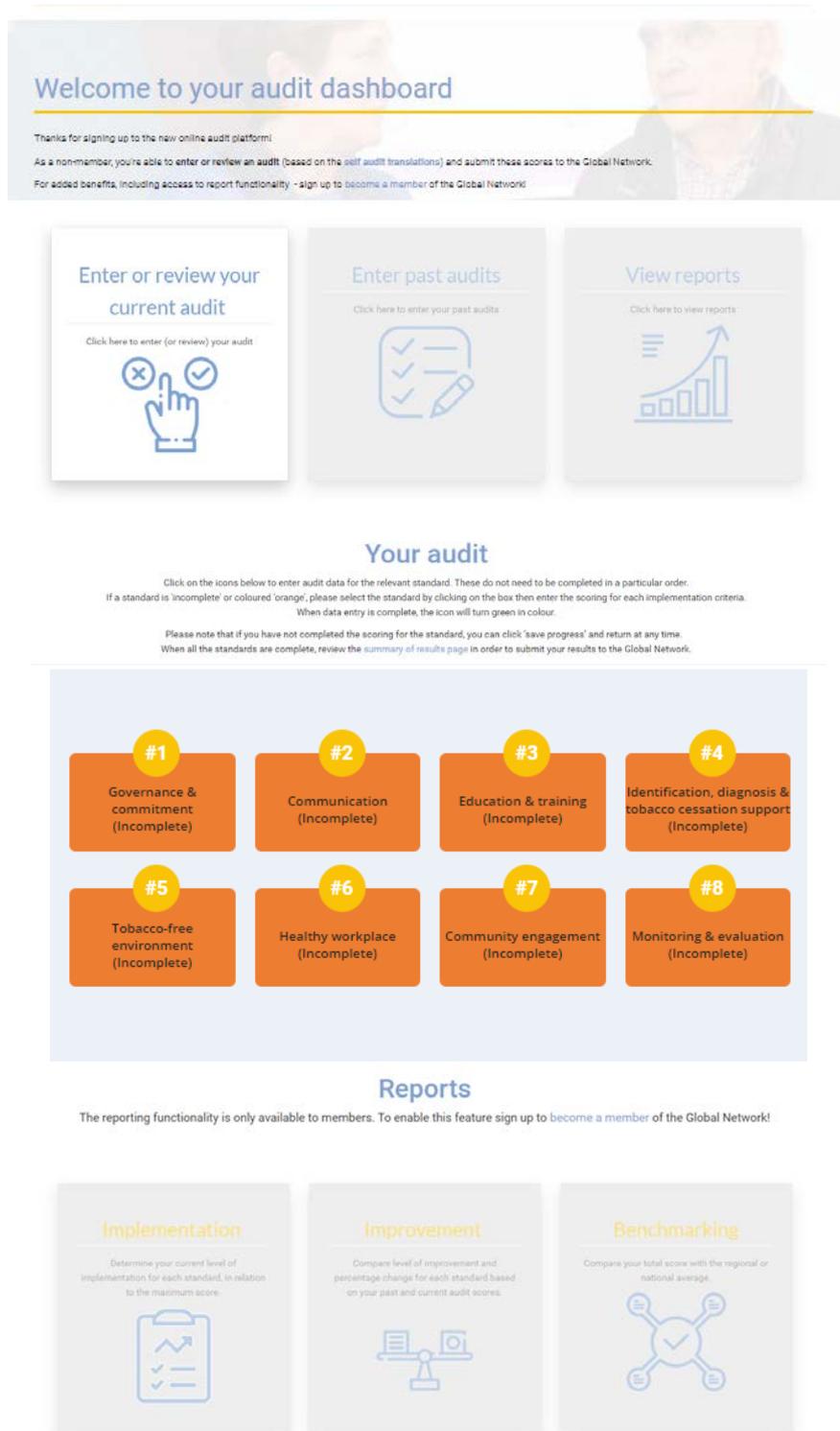
LOGIN

[Forgotten your password?](#)

6.3 WELCOME TO YOUR AUDIT DASHBOARD

Your audit dashboard will display when you login. It is set out the same as the member dashboard, however non-member functions are limited to data entry of a single audit. All other options available to members are greyed out and not accessible.

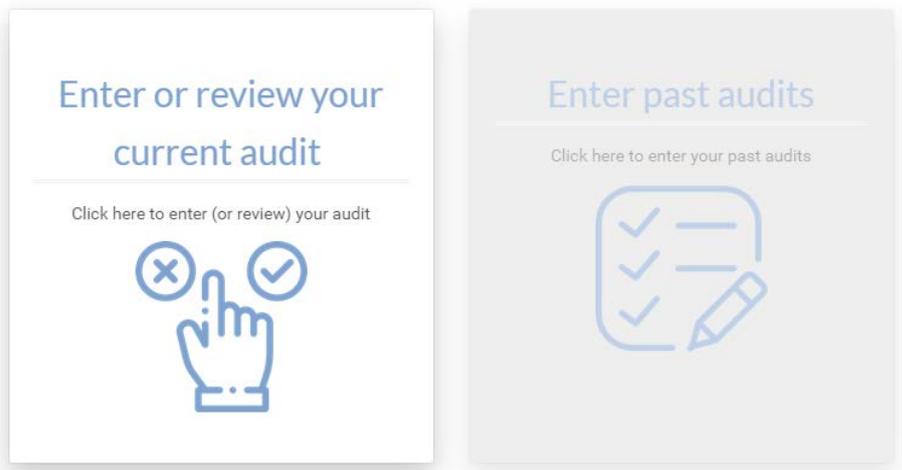
FIGURE 31. The non-member audit dashboard page



7. ENTERING YOUR AUDIT DATA

The audit dashboard directs you to the area to enter your current audit (Figure 32).

FIGURE 32. The audit data entry options on the non-member dashboard page



7.1 ENTERING & SUBMITTING CURRENT YEAR AUDIT DATA

Audit data for each standard is entered via a separate page. The dashboard guides you in accessing these pages and indicates whether data entry is complete (GREEN) or incomplete (ORANGE) for each standard (Figure 33).

FIGURE 33. Dashboard indicating status of data entry – GREEN (complete), ORANGE (incomplete)



To enter the data for a particular standard, click on the relevant tile and you will be taken to the data entry page (Figure 34). For each criterion, click on the relevant score (0 to 3). Note that audit data can be entered in any order (i.e. data for each standard does not need to be entered sequentially).

If you have not completed data entry for a particular standard, you can “Save progress” and return to this page at a later date via the dashboard (Figure 34).

FIGURE 34. Example of data entry page – showing option to ‘save progress’ when data entry not complete

STANDARD 3: Education and Training

The healthcare organisation ensures appropriate education and training for clinical and non-clinical staff

IMPLEMENTATION CRITERIA		Not implemented (0)	Less than half implemented (1)	More than half implemented (2)	Fully implemented (3)	
3.1	Policy briefings and instruction are mandatory for all staff, including managers.	3.1.1 All staff including managers participate in policy briefings and instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	The healthcare organisation ensures that all staff know how to approach tobacco, associate devices/e-cigarette users, including visitors, to inform them of the tobacco-free policy and tobacco cessation services.	3.2.1 All staff are instructed on how to approach tobacco and associate devices/e-cigarette users to inform them about the tobacco-policy and tobacco cessation services.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.3	All clinical staff are trained in brief advice and best care measures for tobacco addiction /dependence in line with researched best practice.	3.3.1 All clinical staff are trained in brief advice to motivate tobacco and associated devices/e-cigarette users to quit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	3.4.1 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEW RESULT **SAVE PROGRESS**

When you have completed data entry for that standard, click 'view result' to view the subtotal score and the percentage of implementation for that standard (Figure 35, 36).

FIGURE 35. Example of data entry page – showing option for 'view result' when data entry complete

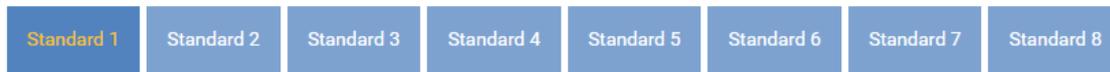
STANDARD 3: Education and Training

The healthcare organisation ensures appropriate education and training for clinical and non-clinical staff

IMPLEMENTATION CRITERIA		Not implemented (0)	Less than half implemented (1)	More than half implemented (2)	Fully implemented (3)
3.1 Policy briefings and instruction are mandatory for all staff, including managers.	3.1.1 All staff including managers participate in policy briefings and instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.2 The healthcare organisation ensures that all staff know how to approach tobacco, associate devices/e-cigarette users, including visitors, to inform them of the tobacco-free policy and tobacco cessation services.	3.2.1 All staff are instructed on how to approach tobacco and associate devices/e-cigarette users to inform them about the tobacco-policy and tobacco cessation services.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.3 All clinical staff are trained in brief advice and best care measures for tobacco addiction /dependence in line with researched best practice.	3.3.1 All clinical staff are trained in brief advice to motivate tobacco and associated devices/e-cigarette users to quit.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	3.4.1 Key clinical staff are trained in motivational tobacco cessation techniques in line with researched best practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEW RESULT **SAVE PROGRESS**

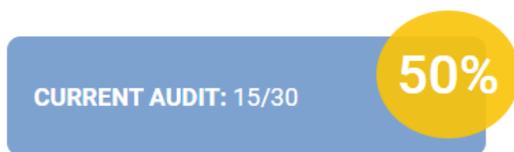
FIGURE 36. “View Result” displays a summary result for the particular standard including a percentage comparison with the maximum score



Great work!

Your scores for this standard have now been saved to your profile.

Below is your percentage level of implementation for Standard 1.



[RETURN TO DASHBOARD](#)

Repeat this process for each standard until all of them are complete. When all the standards are complete i.e. all ‘green’ on the dashboard, you will be directed to the *Summary of current audit results* page (Figure 37). This summary page displays score results for each standard and the total score. It also enables you to check that all your data has been entered correctly.

At the bottom of that page, you will see an invitation to submit your audit results. When this is submitted, you will see a confirmation message on your screen (Figure 38) and receive an emailed summary of your results (Figure 39).

Once the audit has been submitted you will no longer be able to access your results/data through the Global Network website. We would encourage you to join the Global Network if you would like to continue to use the audit tool and reporting functionality available to members.

FIGURE 37. “Summary of Audit Results” page generated when all audit results are entered.

Summary of audit results

Congratulations you have completed your audit!

- Below is a summary of your audit score results for each Global Standard and the total score.
- To receive a copy of this report by email, submit your results by selecting the 'Submit audit results' button below.
- If you don't wish to submit your data, print this page.
- Once submitted, you will no longer be able to access your results/data through this website.
- If you would like to continue to use the audit tool and reporting functionality, we encourage you to [join the Global Network](#).

[Return Home](#)

Standard 1 - Governance and commitment

15.00

Standard 2 - Communication

4.00

Standard 3 - Education and training

5.00

Standard 4 - Identification, diagnosis and tobacco cessation support

0.00

Standard 5 - Tobacco-free environment

10.00

Standard 6 - Healthy workplace

6.00

Standard 7 - Community engagement

4.00

Standard 8 - Monitoring and evaluation

7.00

Here is your total result (51)/144

I would like to subscribe to Global Network news

Global Network news subscription

SUBMIT AUDIT RESULTS

FIGURE 38. Confirmation of audit submission (web page)

Thanks for your participation!

Congratulations on submitting your self-audit against the Global Network Standards! You scored a total of .

You will soon receive a summary of your audit result in a separate email. If you do not receive this within 24 hours, please contact the Coordinating Centre at info@tobaccofreehealthcare.org

Now that you have submitted your audit results, you will no longer be able to access your results/data through this website.

If you would like to continue to use the audit tool and reporting functionality, we encourage you to [join the Global Network](#).

If you would like to subscribe to Global Network news, [click here](#).

FIGURE 39. Emailed copy of “Summary of Audit Results” once audit results are submitted

Form submission

Tobacco Free Healthcare

Summary of standard results - Non Member

Thursday, 18 June 2020 2:08 PM

Standard 1 - Governance and commitment (max. score of 30)	18
Standard 2 - Communication (max. score of 9)	4
Standard 3 - Education and training (max. score of 12)	4
Standard 4 - Identification, diagnosis and tobacco cessation support (max. score of 30)	9
Standard 5 - Tobacco-free environment (max. score of 21)	11
Standard 6 - Healthy workplace (max. score of 15)	6
Standard 7 - Community engagement (max. score of 12)	8
Standard 8 - Monitoring and evaluation (max. score of 15)	10
Total Score (max. score of 144)	70

8. FREQUENTLY ASKED QUESTIONS (FAQS)

Q. How do I register to use the Global Network online audit tool?

To start using the online audit tool, simply register online. If you are a member of the Global Network [click here](#). If you are not a member [click here](#).

Q. How do I find out if there is a Regional Network in my area?

All Regional Networks and their contacts are listed on this website. [Click here](#) to find out more.

Q. How many people in my health service can register to use the online audit?

Only one person from each member health service can register to use the online audit. This ensures consistency of data for reporting purposes and avoids data being lost or overridden.

Q. My health service is not a member. Is there an approval process for us to register?

No, non-member health services can register and gain access straight away. They can enter one audit but do not have ongoing access to use the reporting functions.

Q. Does it cost anything to use the audit tool?

No, the audit tool is free to members and non-members.

Q. Why should I complete the self-audit template before using the online tool?

The self-audit online tool is intended as a data entry and reporting tool only. It is recommended to be used once you have completed the self-audit process using the more detailed audit template, which is provided in 19 different languages. [Click here](#) to download the audit template.

Q. Will the audit results that I have previously submitted be available through this new system?

No, the previously submitted data will not be loaded onto the system, however we encourage you to load this yourself so that you have access to your performance history. Simply select the "Enter past audits" function on your dashboard.

Q. I completed an audit late last year. Can I enter this as my 'current year' audit?

Yes you can, but remember you can only formally submit one audit per year. You can however continue to enter data but it will not be able to be included in the reporting functions. If you are still in doubt, contact the Coordinating Centre (info@tobaccofreehealthcare.org) for advice.

Q. Can I amend my audit results once they have been submitted?

Audit results are not able to be amended once submitted to the Global Network. If you have made a mistake with entering your data, contact the Coordinating Centre (info@tobaccofreehealthcare.org) for assistance.

Q. Why am I only able to submit one current year audit to the Global Network?

The Global Network accepts formal submission of one audit annually. This meets the member obligation and also ensures the online benchmarking process can be conducted effectively. You can however enter as many audits as you wish to support your own improvement work. Once your current year audit results have been submitted to the Global Network, your audit dashboard automatically becomes a “practice” area so any additional audits conducted do not override your official audit scores and total result.

Q. Can I download my reports in pdf?

Those who submit reports to the Global Network will receive a summary of their results via email, including your achievement level status and logo. The system does not currently provide pdf downloads at this time.

Q. We are a Coordinating Centre for a Regional Network and we would like to be able to monitor and review the audit submissions of our regional members - can we do that?

Not at the moment - but hope to implement that functionality in the future so that you can take a more active role in encouraging implementation among your member health services. We do offer to provide Regional Networks with a report of the audits submitted by their members. This takes the form of a spreadsheet which indicates which services have registered, which have submitted audits and the details of those audits. Contact the Coordinating Centre to request a report (info@tobaccofreehealthcare.org). We offer two reports per calendar year.

9. GLOSSARY

The following definitions are to be used in interpreting the Global Network Standards. The terms are taken directly or adapted from those used in the **WHO FCTC**¹ and specifically in the **FCTC Art 14 Guidelines**²

- **“Associated devices”**: means any device manufactured for the purpose of either delivering nicotine or imitating smoking (ie shisha, nargile hookah, water pipes and E-Cigarettes or electronic nicotine delivery system (ENDS) or personal vaporizer (PV) which is a battery-powered vaporizer that simulates the feeling of smoking, but without tobacco combustion);
- **“Healthcare services”**: means settings in which healthcare professionals deliver health services for the promotion of health, prevention of illness and the treatment of disease and ill health.
- **“Promotion of tobacco cessation”**: means approaches that contribute to population-wide measures to reduce tobacco prevalence.”
- **“Tobacco addiction/dependence”**: means a cluster of behavioural, cognitive, and physiological phenomena that develop after repeated tobacco use and that typically include a strong desire to use tobacco, difficulties in controlling its use, persistence in tobacco use despite harmful consequences, a higher priority given to tobacco use than to other activities and obligations, increased tolerance, and sometimes a physical withdrawal state;
- **“Tobacco advertising and promotion”**: means any form of commercial communication, recommendation or endorsement by or on behalf of the tobacco industry;
- **“Tobacco cessation services”**: means the provision of behavioural support or medication, or both, to tobacco users to help them overcome their addiction/dependence and stop their tobacco use;
- **“Tobacco cessation”**: means the process of stopping the use of any tobacco product or associate devises with or without assistance and with the intention to remain tobacco free;
- **“Tobacco control/prevention”**: means a range of supply, demand and treatment strategies that aim to improve the health of a population by eliminating or reducing their consumption of tobacco products or the use of associated devices and exposure to second-hand smoke and e-cigarette vapor;
- **“Tobacco industry”**: means growers, tobacco manufacturers, wholesale distributors and importers of tobacco products and associated devises;
- **“Tobacco management”**: means an agreed method of implementing a tobacco-free policy to deliver safe quality care in relation to tobacco;
- **“Tobacco products”**: means products entirely (such as nicotine) or partly made of the leaf tobacco as raw material which are manufactured to be used for smoking, sucking, chewing or snuffing;
- **“Tobacco sponsorship”**: means any form of contribution to an event, activity, research or individual by or on behalf of the tobacco industry;
- **“Tobacco user”**: means a person who uses any tobacco product or associated devises as defined above regardless of frequency of use;
- **“Tobacco-free policy”**: means a set of guidelines or principles adopted by the healthcare organisation to address all matters related to tobacco use;
- **“Tobacco-free”**: means to improve population health within healthcare settings by treating tobacco addiction/dependence as part of routine healthcare, denormalising tobacco use, prohibiting all tobacco products and associated devises and eliminating exposure to second-hand smoke and e-cigarette vapor;

1 Framework for Convention on Tobacco Control; <http://www.who.int/fctc/publications/en/>

2 Guidelines for implementation of Article 14; http://www.who.int/fctc/treaty_instruments/adopted/article_14/en/