Quality Standard for Imaging (QSI)

Delivering confidence in diagnostic imaging services
What is QSI?

The Royal College of Radiologists and The College of Radiographers have developed the **Quality Standard for Imaging** to set out the criteria that defines a quality imaging service. As the National Accreditation Body, UKAS has been appointed to deliver assessment for accreditation against all elements of the QSI.

UKAS accreditation gives formal third-party recognition that an imaging services provider has demonstrated their organisational competence to deliver high quality imaging services.

Accredited imaging services give the people using them, the patients and their relatives, confidence in their diagnosis.

The accreditation assessment team is made up of trained assessors, external peers and a lay person led by a UKAS Assessment Manager, who together take a holistic approach to determine a service’s overall ability to consistently deliver the best possible service to its patients and users.

Further information about the accreditation process can be found throughout this brochure and online [www.ukas.com](http://www.ukas.com).
Why should imaging services gain accreditation?

Accreditation improves clinical governance standards, raises the level of competency and enhances the credibility of the service amongst patients and assures those who fund the services.

High-quality care is the cornerstone for good medical practice and both NHS and independent providers are seeking recognition of their standards.

Imaging services can expect accreditation to:
- Support a focus on patient safety and care
- Raise local standards and support continuous improvement
- Act as a leverage for change, staff motivation and sharing good practice
- Provide third party confirmation of good practice
- Enhance efficiency and value for money
- Increase confidence in the service

**CQC recognised**

UKAS accreditation – providing valuable information to regulators

CQC recognises the potential value of clinical service accreditation and peer-review schemes as information sources to support its inspections. Such schemes have the potential to provide useful intelligence and provide independent assurance that accredited services meet standards.

This scheme is recognised by CQC and has been approved for use within CQC hospital inspection methodology.

“We thought we already did a lot brilliantly! However, accreditation helped us to improve ways further and will ensure that we will continue to improve.”

Head of IT and Communications, The Cobalt Unit Appeal Fund (Cheltenham Imaging Centre)
QSI – your key to delivering quality imaging services

The QSI standard is clearly laid out and easy to understand. It covers key aspects of an imaging service’s performance across five quality domains:

- **Leadership and management** – to ensure appropriate leadership and managerial controls to support staff to deliver the Service.
- **Clinical** – to promote the service’s role in rapid and accurate diagnosis and treatment.
- **Patient experience** – to ensure that service delivery is patient-focused and respectful of the individual and their specific requirements.
- **Facilities, resources and workforce** – to ensure that adequate resources are provided and used effectively to offer a safe, efficient, comfortable and accessible service.
- **Safety** – to ensure that services provide the highest level of safety for patients, staff and others who come into contact with the service.

Spread across these five quality domains are 29 key ‘standard statements’ each of which addresses a key aspect necessary for the provision of an independently recognised, high quality diagnostic imaging service. Each standard statement is accompanied by detailed professional guidance on what is required in order to achieve it.

As expected in healthcare, the accreditation process is rigorous. However, all services that have achieved QSI accreditation believe that it is worthwhile and that it has strengthened their service.

“Now we have been accredited, we have a high degree of confidence that we will comply with all other regulatory requirements, including the Care Quality Commission’s registration requirements.”

Chief Executive,
4 Ways Healthcare Ltd
Information, support and advice about QSI

If you are wondering whether your service already meets the QSI Standard or should use it in conjunction with accreditation as an agenda for improvement, there is a wide range of support and advice available from UKAS to help you assess your current performance and, if necessary, to develop and improve.

Information is available both online and in hard copy to help you find out more about QSI and prepare for accreditation.

Visit www.ukas.com to discover more about the scheme and access tools such as:

- The QSI Standard
- Route map to UKAS accreditation for QSI
  Includes tips to support the pre-application stages (engagement and preparation) and highlights key milestones in the assessment journey.
- Case studies and testimonials from accredited imaging services
  Imaging services that have achieved accreditation share their varied experiences.

Find out more from the Colleges
The Royal College of Radiologists and the College of Radiographers can support your preparation for accreditation and potentially visit your service to discuss QSI, how it could work for you and the benefits it will bring. If you have any questions or would like to arrange a visit, please contact the Quality Improvement Partner on QSI@sr.org

“...Our UKAS accreditation is a wonderful recognition of the high standards achieved by this relationship and an appropriate reward for the hard work, dedication and enthusiasm of clinical, academic and administrative staff.”

Professor Adam,
Clinical Director of CLIMP
at Guy's & St Thomas's NHS FT

continued overleaf
We strive to provide high quality care to our patients each and every day. Our accreditation provides additional assurance to everyone using the hospital that they are receiving high quality, safe and effective services.”

Chief Executive,
West Suffolk Hospital NHS Trust

UKAS Self-assessment Tool

- **UKAS Traffic Light Ready (TLR) Self-assessment Tool** – (part of a refundable package*)
  This contains the QSI Standard and supporting documents (detailed commentaries and indicative implementation and monitoring evidence) in addition to a questionnaire to help senior managers carry out a detailed gap analysis and develop a plan for achieving accreditation.

*On payment of a fee, the imaging service can register with UKAS to gain full access to this additional self-assessment tool. This fee will be fully refunded to imaging services that submit a formal application for accreditation to UKAS within 12 months of accessing the refundable package. The package also includes entitlement for two service representatives to attend the preparation for accreditation workshop at UKAS Staines office (see below).

UKAS Workshops

**Preparation for Accreditation Workshop** (Fee payable for individual attendees or as part of a refundable package.)
If your imaging service intends to make a formal application for accreditation you may find it useful to send a representative to a 1-day preparation for accreditation workshop. The workshop will provide information on the QSI Standard, what the accreditation process involves and how to present evidence. These regular workshops are held at the UKAS office in Staines. Workshop dates, programme, form and details of fees can be found on the UKAS website www.ukas.com

**Local preparation for Accreditation Workshop**
(Standard fee payable per organisation + VAT plus expenses.)
UKAS can host a local workshop with the senior team and the extended local implementation team.

Accreditation is not a single ‘tick-box’ exercise. It is an on-going, dynamic process and, in partnership, we can assure ourselves, our Trust, our Commissioners and most importantly, our patients that we are a forward looking and forward moving service.”

Imaging Services Manager,
West Suffolk Hospital NHS Trust
Top tips for QSI success

Get to know the accreditation standard so you understand the size of the task

Engage with the RCR and CoR who can provide invaluable support in your preparation for accreditation from the outset

Take advantage of all the UKAS pre-application support which includes information, advice and pre-application workshops

Convene a core multi-disciplinary team who really want to achieve accreditation. Make sure senior management understand the benefits and are fully committed and supportive.

Assign a project lead with quality management experience and dedicated time

Devise, fund and implement a project plan with realistic time frames and update staff on the progress

Network with other QSI participators

Involve relevant staff in regular gap analyses to find your services strengths and weaknesses and to develop appropriate action plans

Establish a quality improvement programme that includes a comprehensive internal audit plan

Review local patient/service user focus

Continually update documentation and records

Liaise with your Assessment Manager throughout the accreditation process to stay on track

Remember that this process will improve your service—both for your patients and for your staff

Our experience was that initially we completely underestimated the amount of work involved in the whole process. So has it been worth it for us? Yes, definitely. We have developed ourselves and strengthened our relationships with our users (both clinicians and patients). We have made a huge step change in how we challenge our own practice and the evidence we use to demonstrate our good practice. We have improved our documentation beyond measure, and have examined critically all of our processes.”

Consultant Paediatric Radiologist,
Great Ormond Street Hospital for Children NHS Trust
UKAS

The United Kingdom Accreditation Service (UKAS) is the UK’s national accreditation body appointed by Government to assess, against internationally agreed standards, organisations that provide conformity assessment services such as certification, testing, inspection and calibration.

UKAS is a non-profit-distributing private company, limited by guarantee. It is independent of Government but operates under a Memorandum of Understanding with the Government through the Secretary of State for Business, Energy and Industrial Strategy (BEIS).

For more information about UKAS please visit www.ukas.com

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Email: info@ukas.com

The Royal College of Radiologists

The Royal College of Radiologists (RCR) has over 11,000 Fellows and members worldwide, representing the specialties of clinical oncology and clinical radiology.

The RCR sets and maintains the standards for education and training in addition to leading and supporting practitioners throughout their career.

For more information about the RCR please visit www.rcr.ac.uk

The College of Radiographers

The College of Radiographers is the professional body for radiographers and all non-medical members of the workforce in diagnostic imaging and radiotherapy in the UK. It is responsible for their professional, educational, public and workplace interests. The College's objectives are directed towards education, research and other activities in support of the science and practice of radiography.

For more information about the College please visit www.sor.org

UKAS has been appointed by the RCR and CoR to deliver QSI accreditation.