

# Quality Standard for Imaging (QSI)



# Delivering confidence in diagnostic imaging services

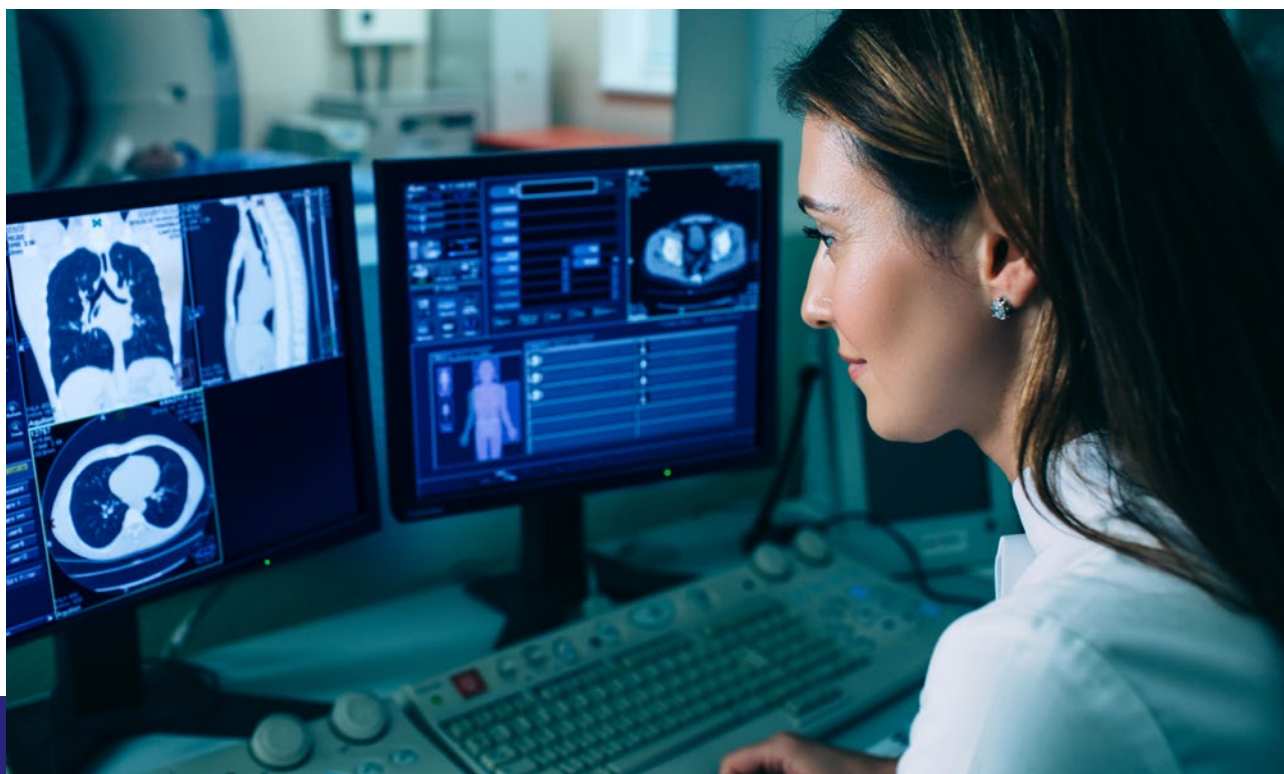
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UKAS is the sole National Accreditation Body of the UK, recognised by the Government to assess and declare the competence of an organisation. The standards used in accreditation are internationally agreed – e.g. ISO 15189, or professionally developed e.g. IQIPS and MPACE.

The Royal College of Radiologists (RCR) and College of Radiographers (CoR) have developed the Quality Standard for Imaging (QSI) to support diagnostic imaging services to make continuous improvements ensuring patients consistently receive high quality services delivered by competent staff working in safe environments.

Services meet the standard through accreditation via application to UKAS.

The standard reflects wide consultation with professional colleagues, as well as relevant UK government agencies and regulatory bodies. It has been assessed for use in all four countries of the UK.



## Accreditation requires Imaging services to demonstrate the following:

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- + Quality management and internal audit systems showing organised processes in place that are subject to regular review and monitoring.
- + Local policies and procedures that incorporate best professional and regulatory requirements.
- + Equipment that is procured, installed, maintained and subjected to regular quality assurance testing to ensure that it operates effectively and safely.
- + Staff that are demonstrably competent and mechanisms to maintain this on an on-going basis.
- + Provision of a patient focussed service that seeks and acts on patient feedback.

Therefore, accreditation benefits both the Imaging services, and the commissioners of Imaging services, as it demonstrates compliance with defined standards and best practice.





## QSI – your key to delivering quality imaging services



The QSI standard is clearly laid out and easy to understand. It covers the key aspects of an Imaging service's performance:

- + Leadership and management structure - to ensure appropriate leadership and managerial controls to support staff to deliver the service.
- + Workforce- to ensure that adequate resources are in place to provide the service, and that staff are supported and developed to their full potential.
- + Quality and governance arrangements – to ensure that quality improvement is at the heart of the organisation to safeguard high standards of care.
- + Clinical processes - 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- to ensure that the environment that the service is delivered in is safe, efficient, comfortable and accessible to all individuals.
- + Safety – to ensure that the service provides the highest level of safety for patients, staff and others who come into contact with the service.

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.

### Information, support and advice about QSI

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

# Pre-application support

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The Royal College of Radiologists and the College of Radiographers can support your preparation for accreditation and show your team how it could work for you and the benefits it will bring. Please contact the Quality Improvement Partners at [qsi@rcr.ac.uk](mailto:qsi@rcr.ac.uk) for further information, access to online workshops and networking opportunities.



## UKAS Website

Visit our website - <https://www.ukas.com/accreditation/standards/quality-standard-imaging/> for access to the Quality Standard for Imaging, information about how to apply for accreditation, FAQs and case studies.

You can also access NHS England's position statement on accreditation schemes for diagnostic services, which strongly endorses participation of diagnostic services in accreditation schemes and asks commissioners to consider these schemes as essential when assessing good quality diagnostic services.

# UKAS workshops

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Our UKAS Training Academy provides dedicated workshops and courses for the healthcare sector.

## IQIPS & QSI Preparation for Accreditation Workshop

The workshop will provide information on the QSI Standard, what the accreditation process involves and how to present evidence. This workshop can be provided as a bespoke day tailored to your service.

## Holistic Quality Management for the Healthcare Sector

This training course provides insight into how the organisational processes of a healthcare service provider can be combined effectively with the requirements of the QSI standard.

## Internal Audit for Healthcare Course

This training course provides the skills required to deliver audits to benefit service users and patients whilst meeting the requirements of the QSI standard.

Our Academy is also developing a number of eLearning courses which are free of charge to our UKAS customers.

For further information about our courses, please visit the UKAS website - <https://www.ukas.com/training-and-advisory/>, or contact our training department - [training@ukas.com](mailto:training@ukas.com)

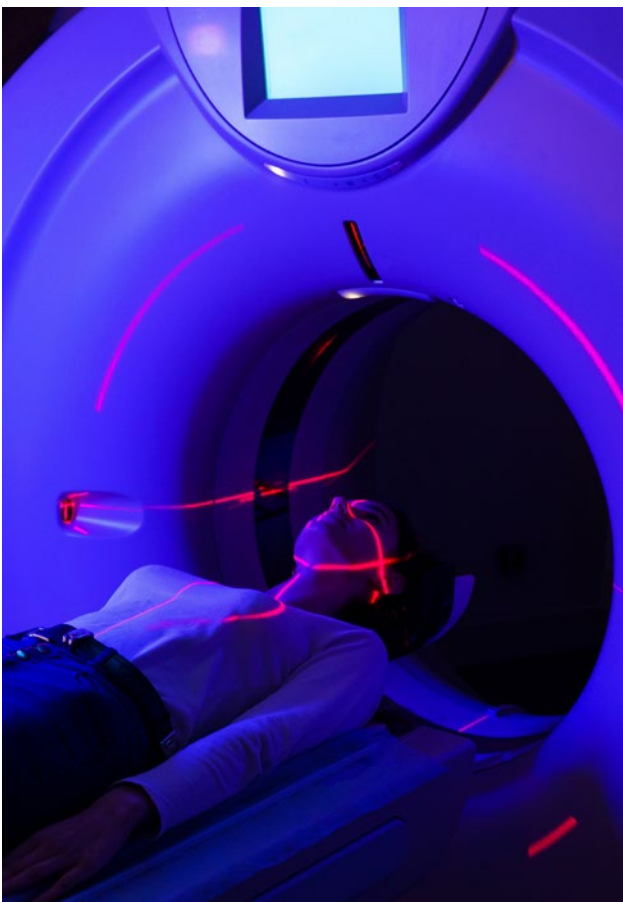




## Top tips for successful accreditation to the QSI Standard

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- + Get to know the accreditation standard and complete a gap analysis so you understand the size of the task.
  - + Engage with the RCR and CoR who can provide invaluable free support in your preparation for accreditation from the outset.
  - + Network with other QSI participants.
  - + Gather a core multi-disciplinary team who really want to achieve accreditation. Make sure senior management understand the benefits and are fully committed and supportive.
  - + Involve all staff so that accreditation 'belongs to' and is not 'done to' them.
  - + Encourage staff to become assessors to gain further knowledge about the process.
  - + Assign a quality lead with quality management experience and dedicated time to co-ordinate the work and lead the project.
  - + Devise, fund and implement a project plan with realistic time frames and update staff on the progress.
  - + Develop a robust quality management system and regularly review its processes.
  - + Ensure documentation is standardised, controlled and reviewed regularly.
  - + Establish a quality improvement programme that includes a comprehensive internal audit plan.
  - + Engage local patient and service user focus groups.
  - + 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.



# How to become a technical assessor or expert for UKAS



If you are interested in becoming part of the team that assesses Imaging services for UKAS accreditation, then please see the information on the UKAS website - <https://www.ukas.com/company/careers/vacancies/imaging-assessors/>

This is a voluntary role with a small time commitment for remote or on site assessments. It provides excellent CPD opportunities for the individual and will support Imaging employers to develop a service that is safe, effective, and continually improving.

UKAS is currently recruiting Radiologists, Radiographers, Sonographers and Nuclear Medicine Technologists.

## How to apply for accreditation

If you are interested in applying to become an accredited Imaging service please follow this link to find a review of the process and the key stages. <https://www.ukas.com/gain-accreditation/>

## How to find an accredited organisation

If you would like to find an accredited Imaging service please visit our website - <https://www.ukas.com/find-an-organisation/>



## Further information:

For further information about any of the above, please contact Ann Pinder, Senior Assessment Manager via email: [askimaging@ukas.com](mailto:askimaging@ukas.com)

## Get in touch

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