Introducing the Quality Standard for Imaging – supporting and enabling quality improvement in imaging services

Frequently asked questions

1. **What is the QSI?**
   - The Quality Standard for Imaging (QSI) is a set of national quality criteria intended to ensure that imaging services meet the needs of patients and healthcare providers. It aims to promote high-quality imaging services through a staged approach.

2. **Is the QSI changing?**
   - No. The QSI is being renamed as the Quality Standard for Imaging (QSI) 2019. Other than that, the standard has remained the same.

3. **When do we need to meet the new QSI?**
   - The new QSI was launched at this time. Accredited services will move to the QSI from 1 July 2019, and its status will not change.

4. **Will this change my present accreditation?**
   - No. Your accreditation to the ISAS Standard automatically will continue.

5. **What will be different?**
   - The only change will be the enhanced support available through the Colleges.

6. **Why are we doing this?**
   - To make meeting the standard more manageable in these challenging times. Ongoing support from the Colleges should make meeting the QSI you will have approval from a professional body.

7. **Do QSI apply to all four UK countries?**
   - Yes. It is a national commercial and not for profit imaging standard.

8. **How much will this cost?**
   - Yes – and to NHS, commercial and not for profit imaging services. Cost will be offset by the potential for gains from better quality and safety.

9. **Is it just a lot of work for no reward, with no funding or staff to do this?**
   - No. The QSI enables services to develop quality improvement building on their existing evidence base. By working through the stages to achieve accreditation, you can ensure that the standards you have met exceed the baseline requirements.

10. **What is the role of UKAS with the QSI?**
    - UKAS will continue to work with the Colleges to support services preparing for accreditation. UKAS will assess services that wish to become accredited and will assess the grant. Accreditation is a discrete and independent process for a service.

11. **Do we have to be UKAS accredited?**
    - Yes - The QSI enables services to develop quality improvement building on their existing evidence base. By working through the stages to achieve accreditation, you can ensure that the standards you have met exceed the baseline requirements.

12. **Is the QSI relevant to us?**
    - Yes. The QSI enables services to develop quality improvement building on their existing evidence base. By working through the stages to achieve accreditation, you can ensure that the standards you have met exceed the baseline requirements.

13. **Will this change my present accreditation?**
    - No, your accreditation to the ISAS Standard automatically will continue.

14. **Why are we doing this?**
    - To make meeting the standard more manageable in these challenging times. Ongoing support from the Colleges should make meeting the QSI you will have approval from a professional body.

15. **What will be different?**
    - The only change will be the enhanced support available through the Colleges. The QSI process allows your service to build the evidence of your commitment to quality and safety more effectively and efficiently.

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    - UKAS will continue to work with the Colleges to support services preparing for accreditation. UKAS will assess services that wish to become accredited and will assess the grant. Accreditation is a discrete and independent process for a service.

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About the Colleges

The Royal College of Radiologists works with our members to improve the standard of practice across the fields of radiology and oncology. We educate and support doctors throughout their career, and in turn, input from our members drives the College forward. Together, we are contributing to the advancement of each new generation of doctors.

The College of Radiographers (CoR) is concerned with the promotion and development of medical imaging and radiotherapy, the promotion of study and research into radiography, and the promotion of public awareness of the profession. CoR is committed to enabling and promoting high-quality imaging services delivered by competent staff working in safe environments.

Why are we doing this?

Together, we want to support all imaging services to deliver high quality patient care. Our measure of this has always been defined through the Imaging Services Accreditation Scheme (ISAS) Standard. Accreditation against the standard has and will continue to be the hallmark of a quality imaging service.

In late 2018 we surveyed imaging services for their views on the support provided by the Colleges in meeting the standard and accreditation. Responses received indicated that against a backdrop of limited time and money, and staff vacancies, services find it challenging to fulfill all the requirements of accreditation. There was a strong indication that a staged approach to meeting the standard could make this more manageable. We have listened.

THE NEW MODEL

- emphasises the focus of the standard is on quality of services and not accreditation alone
- breaks down the quality improvement journey to manageable stages
- will provide new and improved resources to support services on their journey through to accreditation
- will build peer support networks through the Colleges to share best practice

STAGE ONE
Organisational buy-in

Our aim is to support you to gain 'buy-in' from your senior management team.

To help you achieve this we have developed the following resources:

- Webinar on ‘starting out’
- Case studies to demonstrate how others have achieved this
- Template business case for launching QSI
- Template letter confirming organisations’ commitment to Quality Improvement

Some of these are in development but will be added to the web pages asap.

STAGE TWO
Gap Analysis

Services supported by the colleges to identify baseline for improvement by providing the tools below.

- QSI Standard is available to download from the Colleges QSI webpages
- Please contact us to arrange attendance at a gap analysis workshop

Coming soon to the webpages:

- ‘How to’ webinar on gap analysis
- A gap analysis tool

STAGE THREE
Service Development

Services will receive support from the Colleges to meet the QSI Standard. The support is aimed at bridging the gap between current service delivery and implementing changes necessary for formal accreditation. The QSI web pages will provide:

- ‘How to’ webinars on a range of quality improvement tools
- Case studies
- Templates for policies and procedures
- Network support offering mutual help

STAGE FOUR
UKAS Accreditation

Independent assessment by UKAS and award of accreditation to QSI

STAGE FIVE
UKAS Accreditation Surveillance

- Ongoing surveillance cycle through UKAS
- Ongoing support from the Colleges
- Ongoing College support through networks
- Case studies from re-accredited sites