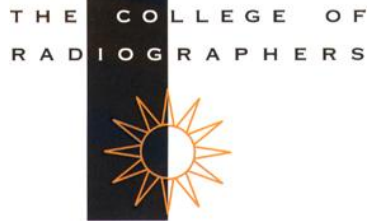




**The Imaging Services Accreditation
Scheme Standard:
statements, rationales and criteria
January 2013**



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1. Introduction

The following Standard is designed to be applied within a service accreditation scheme. It articulates the expectations of a good imaging and interventional radiology service for accreditation; services not seeking accreditation may also find it helpful.

The Standard is the product of a rigorous development process and review and represents the judgements of panels of radiographers, radiologists and patients who have overseen its creation and revision. It reflects wide consultation and valuable comments and suggestions received from professional colleagues and relevant UK government agencies and regulatory bodies. The Standard has been assessed for country-specific applicability.

The Standard was first published in 2009 and was reviewed and revised in 2011-2012. As part of the revision, radionuclide imaging has been included in the scope of the Standard.

The Standard is designed to:

- be patient-focused;
- cover the functions and systems of a whole diagnostic imaging and interventional radiology service (asymptomatic breast screening services are currently excluded from consideration); and
- address quality in delivery and support quality improvement.

2. The domains

For convenience, the Standard is divided into the following four domains:

- Clinical (CL);
- Facilities, Resources and Workforce (FR);
- Patient Experience (PE); and
- Safety (SA).

Each domain has a description which explains its purpose, and each domain contains a number of standard statements. However, the domains cannot be considered in isolation and, for the purpose of accreditation, all domains and standard statements should be treated as an interlinked package.

3. The Standard

There is one service accreditation Standard which consists of 33 standard statements. The statements sit within a framework of three distinct sections.

Section one comprises the standard statement, rationale and criteria.

- Each **standard statement** addresses one aspect necessary for the provision of an imaging service.
- A brief **rationale** details why that standard statement is considered to be important.
- A list of **criteria** indicates the structures and processes necessary to deliver the standard statement.

This section of the framework is designed to be context-independent, fixed between editions and publicly available.

Section two gives examples of acceptable evidence for accreditation purposes. Services seeking accreditation will be expected to provide two types of evidence:

- Documents that identify relevant service policies, protocols and strategies showing how the service plans to deliver each standard statement and the associated criteria;
- Evidence to demonstrate that the service is implementing and monitoring its policies, protocols and strategies.

In addition services will be expected to propose outcome measures to demonstrate that the service is regularly reviewing its own performance with a view to development and improvement.

The lists of material in this section are for guidance only. A service seeking accreditation may offer other evidence or measures. The aim is to find the evidence and measures which show that the service is delivering what it claims to deliver and is seeking to improve. Where a relevant regulatory body has conducted a recent assessment, the regulator's report may be offered as evidence for relevant criteria.

Section three provides commentary and references.

A commentary for each standard statement points services to the relevant evidence base, including current professional guidance and legislation.

This section is reviewed and updated regularly to reflect evolving best practice.

Sections two and three of the framework are commercially sensitive and are embedded within the online assessment tool.

4. Assessment of the Standard

The Standard is designed to be used for accreditation. More detailed information on the conduct of assessment for accreditation against the Standard is available from the accreditation provider, the United Kingdom Accreditation Service (www.ukas.com).

5. Scope of the Standard

The Standard can be applied to any organisation performing radiological imaging regardless of the number of staff or the scope of imaging activities, from large NHS or private providers, to small private services and services provided at community-based facilities.

The scope of the service to be assessed must be defined by the service before assessment begins. The scope specifies organisational details and includes a comprehensive description of all imaging modalities used, patient groups treated and the physical location of each service area to be accredited.

The Standard is designed to be applied to all current imaging modalities and to interventional radiology services: general x-ray; ultrasound; computed tomography (CT); interventional radiology (IR); magnetic resonance imaging (MRI); dual energy x-ray absorption (DEXA); radionuclide imaging (RNI); symptomatic breast mammography. Non-imaging aspects of Nuclear Medicine (including radiopharmacy) and asymptomatic breast screening services are not currently included in the scope of this Standard: other quality review systems are available for these areas of practice.

A service will not be assessed against any standard statements or criteria that are not applicable to its defined scope. For example, a service that performs only MRI procedures will not need to address SA1: *'The service implements and monitors systems to manage risks associated with ionising radiation'*. Similarly, a service that does not treat children will not need to provide evidence relevant to children in meeting a criterion such as SA1C3: *'Systems in place to ensure radiation doses are as low as reasonably practicable, for children and adults, consistent with the acquisition of diagnostic images'*.

Conversely, the service must ensure that it interprets the standard statements broadly to reflect the full range of modalities used and the requirements of its patient groups. For example, services which image children must consider their special requirements in relation to each modality used.

The Standard is not designed to reflect or check compliance with any specific national legislation and regulations. However, **no service can be accredited if it fails to meet all applicable statutory requirements.**

Clinical domain

The purpose of the Clinical domain is to promote the service's role in rapid and accurate diagnosis and treatment. This is achieved through administrative and clinical practices appropriate to the patient population including children; effective management of risk and emergencies; and the review of existing and new clinical practice to develop and improve the service.

CL1 The service implements and monitors systems to ensure delivery of the service from referral to discharge from the service.

CL2 The service implements and monitors systems to ensure the acquisition of optimal diagnostic quality images.

CL3 The service implements and monitors systems to ensure the clinical and technical quality of reports.

CL4 The service implements and monitors systems to ensure the clinical and technical quality of interventional procedures.

CL5 The service implements and monitors systems to manage drugs and contrast media.

CL6 The service implements and monitors systems to manage risk and errors arising from clinical activities.

CL7 The service implements and monitors systems to manage clinical records.

CL8 The service implements and monitors systems to ensure that those who have professional contact with the service are able to give feedback on their experience.

CL9 The service implements and monitors systems to review current and emerging clinical practice, implementing new practice as appropriate.

CL10 The service implements and monitors systems to ensure the clinical and technical quality of radionuclide imaging (RNI) including Positron Emission Tomography (PET).

CL1	The service implements and monitors systems to ensure delivery of the service from referral to discharge from the service.
Rationale: The service should work collaboratively with colleagues to agree and deliver appropriate imaging pathways to ensure diagnosis and/or treatment within specified timescales with minimal delays.	
Criteria	
CL1C1	Defined roles and responsibilities for leadership and integrated governance for imaging pathways
CL1C2	Systems in place to manage imaging pathways from referral to discharge from the service, within specified timescales
CL1C3	Systems in place to ensure a collaborative approach to define and deliver imaging pathways and to maintain communication both within and out with the service
CL1C4	Systems in place to ensure clinically relevant information is received from referrers and patients
CL1C5	Systems in place to ensure vetting, justification and prioritisation of referrals
CL1C6	Systems in place to ensure the specific clinical needs of children are met
CL1C7	Systems in place to manage unexpected diagnoses and indications of potential medical emergencies



CL2	The service implements and monitors systems to ensure the acquisition of optimal diagnostic quality images.
<p>Rationale: The service should ensure that all images are acquired in accordance with agreed protocols for children and adults by competent staff working within their defined scope of practice. Images should be of optimal diagnostic quality according to current best practice, and provide essential image characteristics.</p>	
Criteria	
CL2C1	Defined roles and responsibilities for each area of image acquisition and image quality
CL2C2	Systems in place to develop, agree, maintain and apply image acquisition protocols for all examinations
CL2C3	Systems in place to ensure that image acquisition protocols are accessible and communicated to all imaging staff
CL2C4	Systems in place to assure diagnostic image quality
CL2C5	Systems in place to ensure analysis and feedback on imaging practice is available and communicated to all relevant staff and colleagues to inform development of practice

CL3	The service implements and monitors systems to ensure the clinical and technical quality of reports.
<p>Rationale: The service should ensure that all images are reported in accordance with agreed local practice by competent staff working within their defined scope of practice to deliver accurate and effective radiological and clinical interpretation of images. Protocols should be agreed for reporting under contract external to the service.</p>	
Criteria	
CL3C1	Defined roles and responsibilities for staff who report images
CL3C2	Systems in place to develop and agree the structure and content of reports to meet local needs
CL3C3	Systems in place to ensure that agreed reporting formats are accessible and communicated to all reporting staff
CL3C4	Systems in place to assure the quality, accuracy and verification of reports and amendments within specified timescales
CL3C5	Systems in place to ensure communication of reports to referrers and multidisciplinary meetings within specified timescales
CL3C6	Systems in place to ensure reporting staff are able to access a second opinion
CL3C7	Systems in place to ensure analysis and feedback on reporting practice is available and communicated to all relevant staff and colleagues to inform development of practice

CL4	The service implements and monitors systems to ensure the clinical and technical quality of interventional procedures.
<p>Rationale: The service should ensure that all interventional procedures are conducted in accordance with agreed protocols for children and adults by competent staff working within their defined scope of practice.</p>	
Criteria	
CL4C1	Defined roles and responsibilities for staff who conduct interventional procedures
CL4C2	Systems in place to define, assess and manage risks related to interventional procedures
CL4C3	Systems in place to develop, agree, maintain and apply protocols for all interventional procedures
CL4C4	Systems in place to ensure that protocols for interventional procedures are accessible and communicated to interventional staff
CL4C5	Systems in place to assure the quality and outcomes of interventional procedures
CL4C6	Systems in place to ensure appropriate clinical and emergency support is available
CL4C7	Systems in place to ensure staff are able to access a second opinion for complex procedures
CL4C8	Systems in place to ensure analysis and feedback of interventional practice is communicated to all relevant staff and colleagues to inform development of practice

CL5	The service implements and monitors systems to manage drugs and contrast media.
<p>Rationale: The service has a duty to ensure that drugs, including controlled drugs and contrast media are prescribed, prepared and administered safely to reflect statutory requirements. Systems should reflect differences between adults and children. All drugs and contrast media should be stored appropriately and adverse reactions should be dealt with efficiently and effectively.</p>	
Criteria	
CL5C1	Defined roles and responsibilities for each area of drugs and contrast media management
CL5C2	Systems in place to manage the prescription of drugs and contrast media
CL5C3	Systems in place to ensure the identification and management of patients at risk of adverse reactions to specific drugs and contrast media
CL5C4	Systems in place to manage the preparation and administration of drugs and contrast media
CL5C5	Systems in place to ensure the management and care of patients receiving drugs and contrast media, including response to adverse reaction
CL5C6	Systems in place to ensure that drugs and contrast media are securely and safely stored
CL5C7	Systems in place to ensure collaboration with relevant teams/departments/organisations regarding the administration of drugs and contrast media to patients and patient aftercare



CL6	The service implements and monitors systems to manage risk and errors arising from clinical activities.
Rationale: The service should minimise clinical risk and manage incidents and errors by implementing an effective risk management and reporting system.	
Criteria	
CL6C1	Defined roles and responsibilities for risk management
CL6C2	Systems in place to define, assess and manage clinical risk
CL6C3	Systems in place to ensure appropriate response to clinical incidents
CL6C4	Systems in place to set and agree constraints for medico-legal and research examinations/procedures
CL6C5	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon



CL7	The service implements and monitors systems to manage clinical records.
Rationale: The service has a duty to manage, store and transfer all patient data in a secure manner to reflect statutory requirements and maintain patient confidentiality.	
Criteria	
CL7C1	Defined roles, responsibilities and accountabilities for each area of clinical records management
CL7C2	Systems in place to maintain patient confidentiality
CL7C3	Systems in place to ensure the secure and confidential storage, retrieval, transmission and transportation of patient records
CL7C4	Systems in place to manage sharing of patient data between organisations
CL7C5	Systems in place to ensure control and audit of access to patient data



CL8	The service implements and monitors systems to ensure that those who have professional contact with the service are able to give feedback on their experience.
Rationale: The service should encourage those who have contact with the service in a formal or professional capacity to give feedback, and use the feedback to improve and develop services and foster relationships with colleagues.	
Criteria	
CL8C1	Defined roles and responsibilities for obtaining and managing feedback
CL8C2	Systems in place to develop, agree and maintain materials to support user feedback
CL8C3	Systems in place to ensure users are able to give feedback, in confidence if appropriate
CL8C4	Systems in place to ensure results of user feedback are collated, analysed, and findings disseminated, communicated to relevant parties and acted upon

CL9	The service implements and monitors systems to review current and emerging clinical practice, implementing new practice as appropriate.
<p>Rationale: The service should carry out audits to explore the effect of current clinical practice. Audit information should be used in collaborative review processes to develop practice. The service should review emerging developments in clinical practice and develop new clinical practices in line with current research and guidance.</p>	
Criteria	
CL9C1	Defined roles and responsibilities for clinical governance, including reviewing current practice and the development of new clinical practices
CL9C2	Systems in place to ensure regular audit of current practice, review and dissemination of findings and appropriate action
CL9C3	Systems in place for reviewing emerging clinical practices and implementing new practice as appropriate
CL9C4	Systems in place to ensure governance arrangements to support introduction of new clinical practices
CL9C5	Systems in place to support engagement in research and development activities

CL10	The service implements and monitors systems to ensure the clinical and technical quality of radionuclide imaging (RNI) including Positron Emission Tomography (PET).
<p>Rationale: The service should ensure that all radionuclide imaging (RNI) is conducted in accordance with agreed protocols by competent staff working within their defined scope of practice.</p>	
Criteria	
CL10C1	Defined roles and responsibilities for staff who conduct RNI procedures
CL10C2	Systems in place to develop, agree, maintain and apply protocols for all RNI procedures
CL10C3	Systems in place to ensure that protocols for RNI procedures are accessible and communicated to relevant staff
CL10C4	Systems in place to assure the quality and diagnostic outcomes of RNI procedures
CL10C5	Systems in place to ensure recording of administered activity and justification and authorisation of variations from diagnostic reference levels
CL10C6	Systems in place to assure supply of radiopharmaceuticals and response to shortages and interruptions in supply
CL10C7	Systems in place to schedule RNI procedures to ensure the efficient and effective use of radiopharmaceuticals
CL10C8	Systems in place to ensure analysis and feedback of RNI practice is communicated to all relevant staff and colleagues to inform development of practice

Facilities, Resources and Workforce domain

The purpose of the Facilities, Resources and Workforce domain is to ensure that resources are used effectively to provide a safe, efficient, comfortable and accessible service. This is achieved through appropriate and adequate facilities (rooms and equipment); motivated and competent staff; and the integration of sound business planning principles within the service.

FR1 The service implements and monitors systems to ensure facilities and environment support delivery of the service.

FR2 The service implements and monitors systems to procure and manage equipment to deliver the service.

FR3 The service implements and monitors systems to authorise, manage and support staff to deliver the service.

FR4 The service implements and monitors systems to ensure staff are competent to deliver the service.

FR5 The service implements and monitors systems to engage in integrated service and workforce review, planning and development.

FR6 The service implements and monitors systems to manage its budget and service contracts.

FR7 The service implements and monitors systems to manage complaints.

FR8 The service implements and monitors systems to manage internal and external major incident situations.



FR1	The service implements and monitors systems to ensure facilities and environment support delivery of the service.
<p>Rationale: The service should provide an environment and facilities which are safe, clean, comfortable and fit for purpose for staff, patients and others.</p>	
<p>Criteria</p> <p><i>A current report demonstrating compliance with statutory requirements from the recognised regulator will be deemed sufficient evidence for relevant criteria.</i></p>	
FR1C1	Defined roles and responsibilities for each area of facilities and environment management
FR1C2	Systems in place to ensure all areas used by the service meet the specific needs of the patient population (including children and those with particular needs) and staff
FR1C3	Systems in place to ensure the management of space to facilitate efficient working
FR1C4	Systems in place to ensure all areas used by the service are well maintained
FR1C5	Systems in place to ensure access to particular areas is restricted
FR1C6	Systems in place to ensure the management and control of environmental conditions

FR2	The service implements and monitors systems to procure and manage equipment to deliver the service.
<p>Rationale: The service has a duty to assure the appropriate procurement, installation, operation, maintenance, quality assurance and replacement of all equipment, including software and ancillary equipment such as resuscitation equipment, protective clothing and consumables.</p>	
<p>Criteria</p> <p><i>A current report demonstrating compliance with statutory requirements from the recognised regulator will be deemed sufficient evidence for relevant criteria.</i></p>	
FR2C1	Defined roles and responsibilities for each area of the procurement and management of all equipment
FR2C2	Systems in place for the procurement of all equipment and consumables
FR2C3	Systems in place to assure installation, calibration, operation and performance of equipment
FR2C4	Systems in place to ensure equipment is appropriate for patients, staff, children and those with particular needs
FR2C5	Systems in place to ensure maintenance of all equipment and corresponding records
FR2C6	Systems in place to ensure equipment failures and faults are monitored and managed and that safety warnings, alerts and recalls are circulated and acted upon within specified timescales
FR2C7	Systems in place to ensure that equipment replacement is planned

FR3	The service implements and monitors systems to authorise, manage and support staff to deliver the service.
<p>Rationale: The service should ensure that the management of staff is effective, fair, consistent and supportive. Management of staff should comply with current legislation and current best practice.</p>	
Criteria	
FR3C1	Defined roles and responsibilities for each area of management and professional leadership
FR3C2	Systems in place to ensure clear definition and management of tasks for staff to deliver the service
FR3C3	Systems in place to ensure the appropriate skill mix and staff complement
FR3C4	Systems in place to ensure agreed contracts of employment, job descriptions and/or job plans, and that appraisals or personal development reviews are conducted for all staff
FR3C5	Systems in place to ensure that employment policies and procedures and any changes to the service are communicated and consistently applied
FR3C6	Systems in place to manage any and all out-of-hours service provision
FR3C7	Systems in place to support staff in managing stress and achieving a work/life balance
FR3C8	Systems in place to manage conflicts of interest
FR3C9	Systems in place to ensure staff are able to comment/feedback in confidence on the service and are able contribute to service management

FR4	The service implements and monitors systems to ensure staff are competent to deliver the service.
Rationale: The service has a duty to ensure that all staff are competent, skilled and supported to maintain, improve and widen the scope of their competencies.	
Criteria	
FR4C1	Defined roles and responsibilities for the management of staff competence
FR4C2	Systems in place to support the recruitment of staff
FR4C3	Systems in place to ensure all staff are competent to undertake the role(s) to which they have been appointed, including relevant employment checks
FR4C4	Systems in place to check qualification and current registration of relevant staff
FR4C5	Systems in place to ensure that all staff are properly inducted into new roles, including any additional education and training
FR4C6	Systems in place to ensure that any staff in a training position are adequately supervised
FR4C7	Systems in place to ensure the service maintains competencies to address the requirements of patients, children, and those with particular needs
FR4C8	Systems in place to ensure all staff are supported to maintain necessary skills, knowledge and levels of competence, and to develop new competencies
FR4C9	Systems in place to ensure that all documents supporting the operation of the service and originating within the service are approved, authorised, disseminated, and reviewed according to specified timescales, and only the latest version of each document is available for use

FR5	The service implements and monitors systems to engage in integrated service and workforce review, planning and development.
<p>Rationale: The service should review clinical and non-clinical practice and workforce deployment. All service improvement activities and workforce development should facilitate an effective diagnostic imaging and interventional radiology service in response to changing healthcare needs.</p>	
Criteria	
FR5C1	Defined roles and responsibilities for each area of service review, planning and improvement, and workforce planning and development
FR5C2	Systems in place to support service review, improvement and planned development with the involvement of patients, staff, users and others
FR5C3	Systems in place to ensure strategic service planning and workforce planning are integrated
FR5C4	Systems in place to assess, agree and implement workforce development initiatives
FR5C5	Systems in place to support engagement with content and delivery of relevant education and training
FR5C6	Systems in place to support and monitor staff retention and ensure succession planning arrangements



FR6	The service implements and monitors systems to manage its budget and service contracts.
Rationale: The service should manage its budgets and service contracts effectively and efficiently to ensure high-quality care for patients.	
Criteria	
FR6C1	Defined roles and responsibilities for budget and contract management
FR6C2	Systems in place to ensure arrangements to negotiate, agree, regularly report and monitor budgets
FR6C3	Systems in place to ensure that all staff are aware of budget management processes and the implications for their area of responsibility
FR6C4	Systems in place to ensure engagement with wider financial planning processes
FR6C5	Systems in place to procure, manage and monitor delivery of contracted services
FR6C6	Systems in place to ensure arrangements for dealing with income generated by commercial and/or research activities, and/or charitable donations



FR7	The service implements and monitors systems to manage complaints.
<p>Rationale: The service has a duty to manage complaints effectively from patients, staff and others, within specified timescales, and use information from complaints to inform development of care and service delivery.</p>	
<p>Criteria</p>	
FR7C1	Defined roles and responsibilities for managing complaints
FR7C2	Systems in place to manage verbal complaints
FR7C3	Systems in place to investigate and respond to complaints within specified timescales
FR7C4	Systems in place to train staff in dealing with those wanting to make complaints
FR7C5	Systems in place to ensure complaints are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon

FR8	The service implements and monitors systems to manage internal and external major incident situations.
<p>Rationale: The service has a duty to ensure it is able to respond appropriately to any major incident by engaging in emergency planning to ensure service continuity and care for those involved.</p>	
<p>Criteria</p>	
FR8C1	Defined roles and responsibilities for internal and external emergencies
FR8C2	Systems in place to ensure appropriate response to internal and/or external major incidents
FR8C3	Systems in place that ensure continuing delivery of services following an internal incident
FR8C4	Systems in place that ensure continuing delivery of services following an external incident
FR8C5	Systems in place to ensure external and internal incident plans are communicated, practised and reviewed
FR8C6	Systems in place to ensure the response to major incidents is analysed and the findings disseminated

Patient Experience domain

The purpose of the Patient Experience domain is to ensure that service delivery is patient-focused and respectful of the individual patient and their specific requirements. This is achieved through provision of appropriate information and support for patients and carers with due regard to differences in culture, religion, age and other factors. Effective feedback systems for patients and carers are necessary.

PE1 The service implements and monitors systems to ensure patients are able to access patient-friendly information about what happens before, during and after specific examinations/procedures.

PE2 The service implements and monitors systems to ensure the privacy, dignity and security of patients are respected throughout contact with the service.

PE3 The service implements and monitors systems to ensure informed patient consent.

PE4 The service implements and monitors systems to ensure service delivery is patient-focused.

PE5 The service implements and monitors systems to ensure that patients are able to feedback on their experience of the service.

PE1	The service implements and monitors systems to ensure patients are able to access patient-friendly information about what happens before, during and after specific examinations/procedures.
<p>Rationale: The service should provide clear, relevant and up-to-date information in a range of formats regarding the service and explaining the purpose and nature of planned examinations/procedures. The information should be sufficient to enable patients and their carers to make informed decisions about their care, reduce their anxiety and give them confidence in their examination/procedure.</p>	
Criteria	
PE1C1	Defined roles and responsibilities for each area of development and maintenance of patient information
PE1C2	Systems in place to ensure patients receive general and examination/procedure-specific information within specified timescales to allow preparation for an appointment or examination/procedure
PE1C3	Systems in place to ensure patients and carers are able to access information in relevant formats
PE1C4	Systems in place to ensure patients know who is present at and performing their examination/procedure
PE1C5	Systems in place to ensure patients know how, when and by whom results/reports will be communicated to them
PE1C6	Systems in place to ensure patient information materials are developed and reviewed with lay and/or patient representatives, and kept updated within specified timescales

PE2	The service implements and monitors systems to ensure the privacy, dignity and security of patients are respected throughout contact with the service.
Rationale: The service should actively promote patients' privacy, dignity and security. Due regard should be paid to differences in culture, religion, age and other factors with reference to equality and diversity legislation.	
Criteria	
PE2C1	Defined roles and responsibilities for professional and/or managerial leadership
PE2C2	Systems in place to encourage and support staff to be welcoming and to act with discretion and respect towards patients and carers
PE2C3	Systems in place to ensure patients' privacy, dignity and security are maintained
PE2C4	Systems in place to ensure patients are able to secure personal effects while undergoing examinations/procedures

PE3	The service implements and monitors systems to ensure informed patient consent.
<p>Rationale: The service should ensure that patients are involved in decisions about their examinations or procedures. Valid, informed consent to examinations/procedures is central to patient involvement in their own care.</p>	
Criteria	
PE3C1	Defined roles and responsibilities for obtaining informed consent
PE3C2	Systems in place to ensure patients are able to discuss their examination/procedure options with an appropriate staff member
PE3C3	Systems in place to enable patients to give or withhold informed consent for all examinations/procedures
PE3C4	Systems in place to arrange taking of consent from children and patients with particular needs for all examinations/procedures
PE3C5	Systems in place to enable patients to give or withhold informed consent for access to and distribution of images and reports
PE3C6	Systems in place to enable patients to give or withhold informed consent for their data to be used for teaching and/or research purposes



PE4	The service implements and monitors systems to ensure service delivery is patient-focused.
Rationale: The service should focus delivery on patients and their specific requirements. Due regard should be paid to differences in culture, religion, age and other factors.	
Criteria	
PE4C1	Defined roles and responsibilities for professional and/or managerial leadership to ensure patient-focused care
PE4C2	Systems in place to ensure that the service is accessible to all patients and carers
PE4C3	Systems in place to ensure appointments are available to meet patient needs and circumstances and co-ordinated with other appointments where possible
PE4C4	Systems in place to ensure positive identification of patients, including appropriate form of address
PE4C5	Systems in place to ensure specific requirements of patients and carers are identified and responded to
PE4C6	Systems in place to ensure relevant information is communicated to individual patients during their contact with the service, including arrangements for transfer/continuity of care
PE4C7	Systems in place to provide support for patients who become distressed during their contact with the service



PE5	The service implements and monitors systems to ensure that patients are able to feedback on their experience of the service.
Rationale: The service should encourage patients and carers to give feedback, and use the feedback to improve and develop the service.	
Criteria	
PE5C1	Defined roles and responsibilities for obtaining and managing feedback from patients, carers and relatives
PE5C2	Systems in place to develop, agree and maintain materials to support patient feedback
PE5C3	Systems in place to ensure patients and carers are able to give feedback in a variety of formats and in confidence
PE5C4	Systems in place to ensure results of patient feedback are collated, analysed and findings disseminated, communicated to relevant parties and acted upon

Safety domain

The purpose of the Safety domain is to ensure that services provide the highest level of safety for patients, staff and others who come into contact with the service. This is achieved through assessment and management of the risks associated with delivery of the service.

SA1 The service implements and monitors systems to manage risks associated with ionising radiation.

SA2 The service implements and monitors systems to manage risks associated with ultrasound.

SA3 The service implements and monitors systems to manage risks associated with magnetic resonance imaging.

SA4 The service implements and monitors systems to manage risks associated with the use of ablative technologies and therapeutic devices.

SA5 The service implements and monitors systems to manage the risk of infection.

SA6 The service implements and monitors systems to manage risks associated with hazardous substances and materials.

SA7 The service implements and monitors systems to manage safe moving and handling.

SA8 The service implements and monitors systems to manage the risk of violence and aggression.

SA9 The service implements and monitors systems to ensure the general health and safety of patients, staff and others.

SA10 The service implements and monitors systems to manage risks associated with radionuclide imaging (RNI) including Positron Emission Tomography (PET).

SA1	The service implements and monitors systems to manage risks associated with ionising radiation.
<p>Rationale: The service has a duty to ensure that organisational arrangements and general radiation protection measures for staff, patients and others are in place to restrict exposure to ionising radiation and reflect statutory requirements. Any ionising radiation doses received by patients, staff and others should be as low as reasonably practicable.</p>	
<p>Criteria</p> <p><i>A current report demonstrating compliance with statutory requirements from the recognised regulator will be deemed sufficient evidence for relevant criteria.</i></p>	
SA1C1	Defined roles, responsibilities and accountabilities for each area of ionising radiation protection
SA1C2	Systems in place to define, assess and manage risks of medical exposure to ionising radiation
SA1C3	Systems in place to ensure radiation doses are as low as reasonably practicable, for children and adults, consistent with the acquisition of diagnostic images
SA1C4	Systems in place to define, assess and manage risks of occupational exposure to ionising radiation
SA1C5	Systems in place to identify and monitor as appropriate, other persons exposed to ionising radiation
SA1C6	Systems in place to classify and monitor environments where ionising radiation is used
SA1C7	Systems in place to assure optimal performance of equipment
SA1C8	Systems in place to ensure appropriate signage and hazard warning notices
SA1C9	Systems in place to ensure incidents, errors and near misses are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon



SA2	The service implements and monitors systems to manage risks associated with ultrasound.
Rationale: The service should ensure that the potential risks associated with the use of ultrasound are minimised to patients, staff and others.	
Criteria	
SA2C1	Defined roles, responsibilities and accountabilities for ultrasound usage
SA2C2	Systems in place to define, assess and manage potential risks related to ultrasound
SA2C3	Systems in place to minimise acoustic output and exposure times
SA2C4	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon

SA3	The service implements and monitors systems to manage risks associated with magnetic resonance imaging.
Rationale: The service should ensure that risks associated with the use of magnetic resonance imaging (MRI) are minimised for patients, staff and others.	
Criteria	
SA3C1	Defined roles, responsibilities and accountabilities for MRI usage
SA3C2	Systems in place to define, assess and manage risks related to the use of MRI
SA3C3	Systems in place to minimise exposure to different types of electromagnetic fields, radiofrequencies and any noise
SA3C4	Systems in place to ensure pre-entry safety checks for all patients, staff and others
SA3C5	Systems in place to ensure MRI safety education for all staff accessing the MRI area
SA3C6	Systems in place to ensure all ancillary equipment used in the MRI examination room are assessed and approved for use in the MRI environment
SA3C7	Systems in place to ensure appropriate signage and hazard warning notices
SA3C8	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon



SA4	The service implements and monitors systems to manage risks associated with the use of ablative technologies and therapeutic devices.
<p>Rationale: The service has a duty to ensure that the risks associated with the use of ablative and therapeutic devices such as radiofrequency probes, lasers, intussusception reduction and lithotripsy devices, are minimised.</p>	
Criteria	
SA4C1	Defined roles, responsibilities and accountabilities for the safe use of all ablative and therapeutic devices
SA4C2	Systems in place to define, assess and manage risks related to the use of all ablative and therapeutic devices
SA4C3	Systems in place to ensure staff training to use specific ablative and therapeutic devices
SA4C4	Systems in place to ensure controlled access to rooms where necessary
SA4C5	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon



SA5	The service implements and monitors systems to manage the risk of infection.
Rationale: The service has a duty to minimise infection by providing appropriate training and equipment and upholding rigorous standards of hygiene.	
Criteria	
SA5C1	Defined roles, responsibilities and accountabilities regarding infection control
SA5C2	Systems in place to define, assess and manage the risk of infection
SA5C3	Systems in place to manage patients with contagious and communicable diseases, and/or suppressed immune systems
SA5C4	Systems in place to ensure the care of any individual exposed to contagious and communicable diseases
SA5C5	Systems in place to ensure decontamination of equipment and environment following an incident
SA5C6	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon

SA6	The service implements and monitors systems to manage risks associated with hazardous substances and materials.
Rationale: The service has a duty to minimise the potential of harm from hazardous substances and materials by providing appropriate training and equipment.	
Criteria <i>A current report demonstrating compliance with statutory requirements from the recognised regulator will be deemed sufficient evidence for relevant criteria.</i>	
SA6C1	Defined roles, responsibilities and accountabilities for the control of hazardous substances and materials
SA6C2	Systems in place to define, assess and manage risks associated with hazardous substances and materials
SA6C3	Systems in place to ensure the management and disposal of waste
SA6C4	Systems in place to ensure appropriate protective equipment is available and maintained
SA6C5	Systems in place to ensure decontamination and care of people following an incident
SA6C6	Systems in place to ensure decontamination of equipment and environment following an incident
SA6C7	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon



SA7	The service implements and monitors systems to manage safe moving and handling.
Rationale: The service has a duty to minimise the potential for harm from moving and handling patients and equipment by providing appropriate training and lifting aids.	
Criteria	
SA7C1	Defined roles and responsibilities for moving and handling
SA7C2	Systems in place to define, assess and manage risks associated with moving and handling
SA7C3	Systems in place to ensure moving and handling aids are available and maintained
SA7C4	Systems in place to assure the safe transport of patients
SA7C5	Systems in place to ensure incidents are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon



SA8	The service implements and monitors systems to manage the risk of violence and aggression.
Rationale: The service should minimise the potential for violent or aggressive behaviour and support staff, patients and others involved in such incidents.	
Criteria	
SA8C1	Defined roles and responsibilities regarding the management of violence and aggression
SA8C2	Systems in place to define, assess and manage the risks of violence and aggression
SA8C3	Systems in place to ensure support for patients, staff and others who have been involved in an incident
SA8C4	Systems in place to ensure incidents are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon

SA9	The service implements and monitors systems to ensure the general health and safety of patients, staff and others.
Rationale: The service has a duty to promote a good health and safety culture, manage adverse healthcare events and minimise risk and failure, including risk of fire.	
Criteria <i>A current report demonstrating compliance with statutory requirements from the recognised regulator will be deemed sufficient evidence for relevant criteria.</i>	
SA9C1	Defined roles, responsibilities and accountabilities for each area of general health and safety
SA9C2	Systems in place to define, assess and manage general health and safety risks
SA9C3	Systems in place to manage adverse healthcare events
SA9C4	Systems in place to maintain staff awareness and training on health and safety
SA9C5	Systems in place to ensure health and safety equipment is available and maintained
SA9C6	Systems in place to ensure appropriate signage and hazard warnings
SA9C7	Systems in place to ensure incidents and errors are reported, investigated, recorded and analysed with findings disseminated, communicated to all relevant parties and acted upon

SA10	The service implements and monitors systems to manage risks associated with radionuclide imaging (RNI) including Positron Emission Tomography (PET).
<p>Rationale: The service has a duty to ensure that organisational arrangements and general radiation protection measures for staff, patients and others are in place to restrict exposure to radiation and reflect statutory requirements. Any radiation doses received by patients, staff and others should be as low as reasonably practicable.</p>	
<p>Criteria</p> <p><i>Current reports demonstrating compliance with statutory requirements from the recognised regulators will be deemed sufficient evidence for relevant criteria</i></p>	
SA10C1	Defined roles, responsibilities and accountabilities for radiation protection
SA10C2	Systems in place to define, assess and manage radiation risks related to RNI
SA10C3	Systems in place to ensure pre-procedure safety checks for all patients
SA10C4	Systems in place to ensure radiation doses are as low as reasonably practicable, for children and adults, consistent with the acquisition of diagnostic images
SA10C5	Systems in place to assure optimal performance of equipment
SA10C6	Systems in place to define, assess and manage risks of occupational exposure to radiation
SA10C7	Systems in place to identify and monitor as appropriate, other persons exposed to radiation
SA10C8	Systems in place to classify and monitor environments where radioactive materials are used
SA10C9	Systems in place to ensure radiation protection training for all staff accessing areas where radioactive materials are used
SA10C10	Systems in place to ensure appropriate signage and hazard warning notices
SA10C11	Systems in place to ensure the safe receipt, storage, preparation, labelling and



	pre-procedure checks on radioactive materials
SA10C12	Systems in place to ensure compliance with relevant regulatory body authorisation and reporting requirements
SA10C13	Systems in place to ensure the management and disposal of radioactive waste
SA10C14	Systems in place to manage spillage of radioactive materials from whatever source
SA10C15	Systems in place to ensure that those involved in post-procedural care and transport of patients are aware of radiation risks and their management
SA10C16	Systems in place to ensure incidents and errors are reported and investigated, recorded and analysed, with findings disseminated, communicated to all relevant parties and acted upon