

X-Ray Medical Imaging achieves imaging quality standard with Q-Pulse at Royal Devon and Exeter



Q-Pulse has been excellent for us in helping to achieve our accreditation, as well as our compliance efforts. It has been a very important tool for us in our inspections; for example, during our CQC visit where it really impressed the inspectors.

Marie Morgan,
Quality and Accreditation Co-ordinator

✓ BENEFITS

- Enables the demonstration of staff competence with a flexible framework to monitor and analyse staff training and development
- Provides quick and easy access to SOPs with all controlled documentation accessible from a central repository via keyword
- Ensures non-conformities can be raised against non-compliant areas with audits for every area, including patient surveys
- Assures quality and safety in approaches such as clinical governance and disciplines including laboratory medicine, oncology and pharmacy

More than 40 million examinations are carried out in the NHS in England per year, putting imaging services at the heart of modern medicine. Millions of admissions, outpatient appointments and A&E attendances rely on imaging services as an integral aspect of patient care.

In 2012, the Royal Devon and Exeter Trust's X-Ray Medical Imaging department sought accreditation to the Imaging Services Accreditation Scheme (ISAS) standard.

Developed by the Royal College of Radiologists and the Society and College of Radiographers, the ISAS standard is recognised as the gold standard for imaging services, with accreditation providing assurance to patients, the public and staff that services are safe and of high quality.

With a lack of robust document management in terms of standard operating procedures (SOPs) and knowledge management, staff realised that they needed a solution that would enable continuity and consistency in both in terms of controlled documentation.

To help achieve ISAS accreditation, the department evaluated Q-Pulse. Having been implemented with demonstrable success elsewhere in the Trust, Q-Pulse was the natural choice to be extended to include X-Ray Medical Imaging.

As well as the ISAS standard, Q-Pulse helps imaging departments throughout the NHS to meet the requirements of the Ionising Radiation (Medical Exposure) Regulations (IR(ME)R), as well as in meeting the requirements of the standard.

With the prospect of ISAS becoming mandatory for imaging services in the NHS, the Trust were keen to prepare by ensuring compliance with the standard to demonstrate the safety and quality of their services.

The department saw the ability to demonstrate the safety and quality of their services as being extremely important, with ISAS accreditation the outward indicator of the high standard of their services.

Assuring the safety and quality of services requires the audit of every area of the department, meaning that staff could have upwards of 20 audits a month to carry out. With such an overhead, a solution that offered robust and reliable audit management was vital in being able to assure safety and quality while still maintaining the day-to-day activities of the department.

In my opinion, Q-Pulse would be an excellent choice and extremely useful for any department within a hospital facing compliance and operational challenges.

Marie Morgan, Quality and Accreditation Co-ordinator

How did Q-Pulse help X-Ray Medical Imaging achieve ISAS accreditation?

As the department's Quality and Accreditation Co-ordinator, Marie Morgan is responsible for overseeing the system and training staff in its use.

"Q-Pulse has played an important part in our ISAS accreditation. With it, we can easily demonstrate the training and competence of staff and having all of our controlled documentation accessible from one central place via keyword is outstanding."

With quick and easy access to SOPs, staff no longer have to hunt around the department for documents or information, nor rely on staff having to pass on their knowledge and expertise with improved knowledge sharing.

"Staff can see at a glance when and to whom documents have been distributed, as well as whether they have been read and acknowledged," says Marie. "The documents we use we also upload to the ISAS web-based tool as evidence of our compliance with the standard."

"If we didn't have Q-Pulse, we would see a decline in our staff's knowledge of procedures," she continues, "as the system makes it so easy to make people aware of changes to SOPs or when there are new controlled documents."

With audits for every area, including patient surveys, non-conformities can be raised against non-compliant areas, enabling them to be addressed. Non-conformities also go through to governance meetings and are then reviewed on a monthly basis.

Staff now use the system to manage other areas of the department, including clinical trials data, with plans to extend its use to include the management of machinery and equipment in order to further assure the safety and quality of its services.

"It's been excellent for us in helping to achieve our accreditation," concludes Marie, "and has hugely helped with our compliance efforts. It has been a very important tool for us in our inspections; for example, during our CQC visit where it really impressed the inspectors."

"In my opinion, Q-Pulse would be an excellent choice and extremely useful for any department within a hospital facing compliance and operational challenges. It's an excellent management tool and one that has helped us immensely."



About Royal Devon and Exeter NHS Foundation Trust

The Royal Devon and Exeter NHS Foundation Trust employs around 7000 staff and serves a core population of more than 400,000 people in Exeter, East Devon and Mid-Devon.

Admitting more than 115,000 patients and holding more than 450,000 outpatient clinics every year, the Trust spends nearly £370 million a year on delivering high quality acute healthcare.

When the Trust's X-Ray Medical Imaging department needed to meet the gold standard for imaging services, it turned to Q-Pulse to help it achieve accreditation.

Could your department meet the gold standard for imaging with Q-Pulse?

Contact Ideagen today, info@ideagen.com