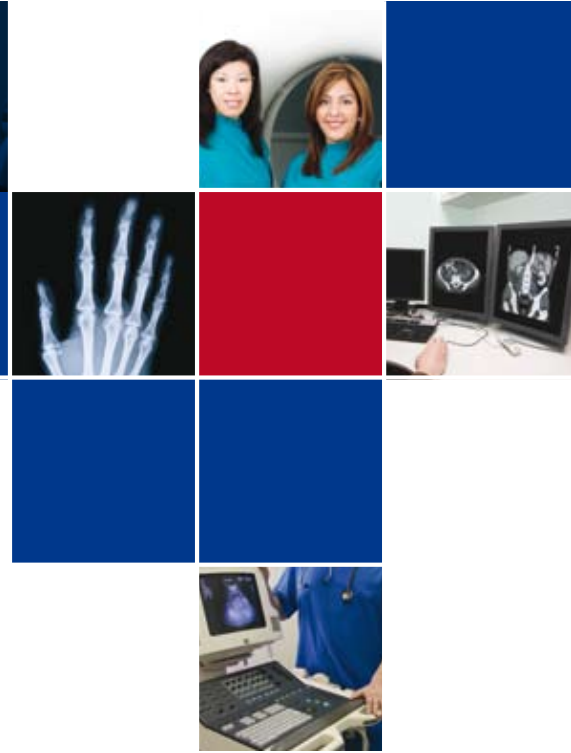




Imaging Services Accreditation Scheme (**ISAS**)



Accreditation helping to deliver:

- Patient focused care
- Continuous improvement
- Patient and staff safety
- Independent assurance

*Delivering
Confidence*

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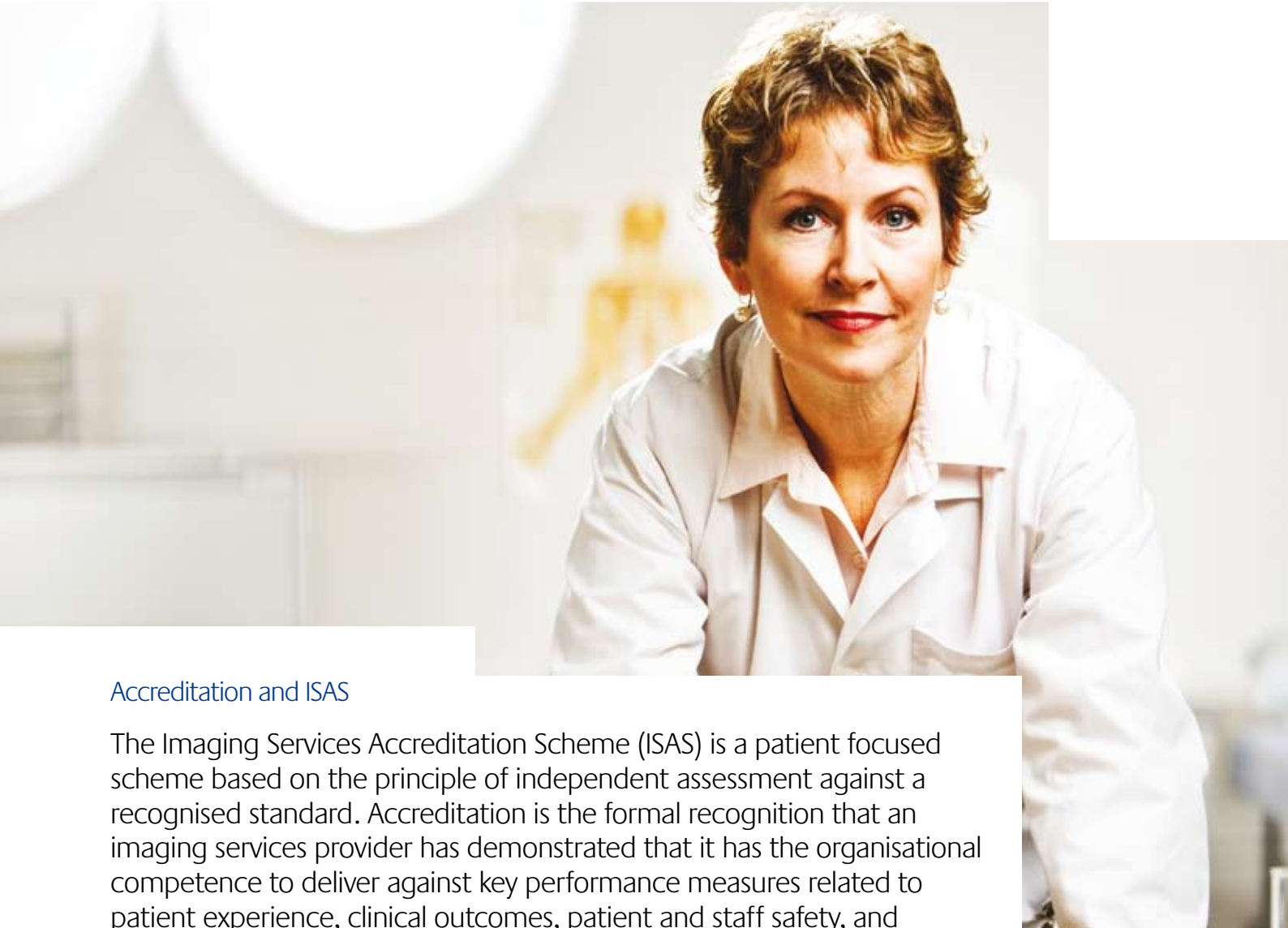
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Accreditation is absolutely essential to ensure quality of supply

Lord Carter of Coles, Chair, The Independent Review of NHS Pathology Services, October 2009



ISAS Accreditation: Delivering Confidence in Imaging Services



Accreditation and ISAS

The Imaging Services Accreditation Scheme (ISAS) is a patient focused scheme based on the principle of independent assessment against a recognised standard. Accreditation is the formal recognition that an imaging services provider has demonstrated that it has the organisational competence to deliver against key performance measures related to patient experience, clinical outcomes, patient and staff safety, and efficient use of resources. ISAS is available to imaging services across the UK both within and outside the NHS.

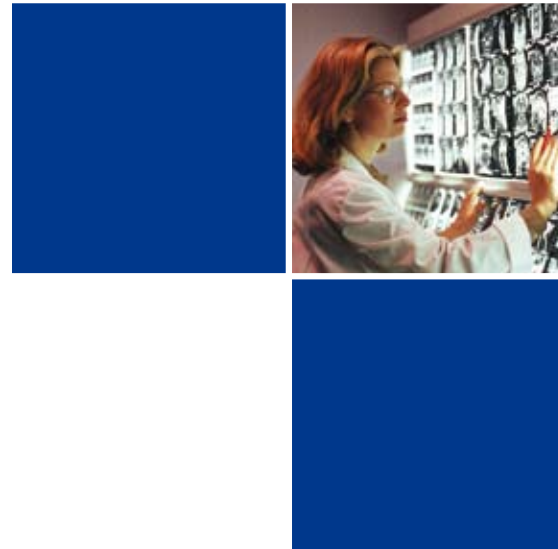
The United Kingdom Accreditation Service (UKAS), the UK's national accreditation body appointed by Government, has been selected to deliver and manage ISAS on behalf of The College of Radiographers and The Royal College of Radiologists. UKAS will ensure, through regular monitoring, that required standards are maintained by all accredited imaging services. Assessment for accreditation will be against the Imaging Services Accreditation Scheme (ISAS) Standard.

Benefits of participating in ISAS

The College of Radiographers and The Royal College of Radiologists developed ISAS to ensure that patients consistently receive high quality imaging services delivered by competent staff working in safe environments.

ISAS supports:

- **Continuous quality improvement** through annual review and regular assessments conducted by trained assessors. Imaging services will be monitored against targets and timescales for continuous improvement.
- **Enhanced efficiency and cost savings.** Participating in ISAS will increase a Service’s awareness of the full range of activities necessary to deliver high quality imaging. This should help the Service to clarify how resources are currently being used, priority areas for investment and any potential for cost savings.
- **Improved recognition & reputation.** ISAS accreditation will provide strong 3rd party evidence that an imaging service is performing to acceptable levels and is committed to delivering high quality, safe care for patients. This should enhance a Service’s reputation and recognition locally, nationally and internationally.
- **Improvement of local standards and adherence to national standards.** Participating imaging services must align their objectives to published local and national service delivery targets. They must also demonstrate how their policies and procedures take account of the needs of their local population.



We are moving away from seeing it as a quality badge or benchmark against similar Trusts and more as a tool to drive continuous quality improvement

Plymouth Hospitals NHS Trust, May 2010

Initial Assessment

Year 0

- 1 Pre-application preparation
- 2 Application
- 3a Initial Assessment (web-based assessment)
- 3b Initial Assessment (on site visit)
- 4 **Grant of Accreditation**

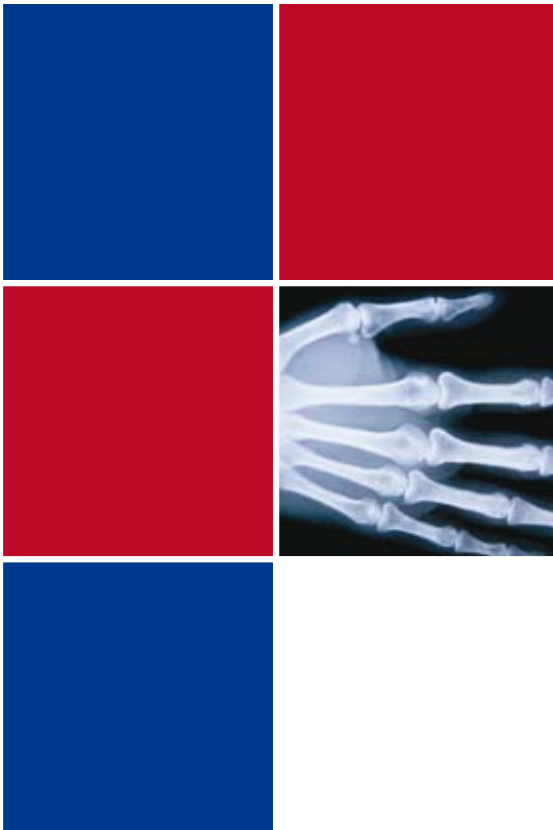
Surveillance

Year 1

- 1 Assessment (web-based assessment only)
- 2 Maintenance of Accreditation



ISAS Assessment and Accreditation



UKAS has put robust processes and dedicated resources into place to support imaging services.

ISAS assessment and accreditation is based on a four year cycle, as outlined in the diagram below.

A key feature of ISAS is the use of web-based technology. The bespoke web-based assessment tool is the main channel through which the imaging service will submit its evidence for review by an assessment team. It can also be used:

- For in-house monitoring
- As a repository and archive of all assessment information

For information regarding the costs of ISAS assessment and accreditation, please refer to the *UKAS Terms and Conditions of Business for ISAS* document on the ISAS website. Alternatively you can call the imaging customer service team for a quote.

Detailed information on the ISAS assessment and accreditation processes, and the web-based assessment tool can be found in UKAS technical document *ISAS1: The Conduct of UKAS Assessment for ISAS and Accreditation Route to ISAS* on the ISAS website www.isas-uk.org



“

...staff are unanimous in their support for having gone through this process. We feel we do things well but the ISAS Standard is so excellent and relevant we all feel that it has really helped us look at things in a different way, refine processes and undoubtedly improve service delivery and quality

ISAS Customer, April 2010

Surveillance Year 2

- 1a Assessment (web-based assessment)
- 1b Assessment (on site visit)
- 2 Maintenance of Accreditation



Surveillance Year 3

- 1 Assessment (web-based assessment only)
- 2 Maintenance of Accreditation



Re-assessment Year 4

- 1a Assessment (web-based assessment)
- 1b Assessment (on site visit)
- 2 Renewal of Accreditation

Start of a new four year accreditation cycle

Support for Imaging Services

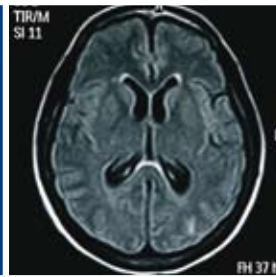
UK imaging services are able to access a wide range of supportive and advisory services from UKAS either before applying for ISAS, or during their preparations for ISAS assessment and accreditation.

The following support is available to all imaging services:

- A dedicated ISAS website (www.isas-uk.org), provides access to a wealth of information about the scheme and ISAS activities;
- Free access to the traffic light ready function of the web-based assessment tool which enables the Service to use a traffic light scoring system to assess its current performance against the ISAS Standard prior to application;
- Regular free half-day preparatory workshops for imaging services personnel held at venues in major UK cities;
- The ISAS Team provide an advisory service (telephone and email) for imaging services seeking general information about the scheme.

Specific support for ISAS participants includes:

- A dedicated UKAS Assessment Manager;
- Access to the bespoke ISAS web-based assessment tool with IT support as required;
- Guidance documents and forms that support the ISAS accreditation process;
- Specific pre-assessment advisory service from an Assessment Manager to support local project planning;
- A specially selected team of trained assessors with the appropriate range of skills to competently assess the service;
- Annual impartial and objective review of evidence by the assessment team;
- Regular ISAS customer feedback information.



Other UKAS Assurances



Independence

As UKAS is independent this ensures that assessment and accreditation is impartial.

Confidentiality

Imaging services can be assured that their application for ISAS will be kept confidential by UKAS, and by all UKAS assessors involved with assessment. The Schedule of Accreditation including the identity of the imaging service provider will only be published on the UKAS and ISAS websites following grant of accreditation.

Data Security

UKAS has robust systems in place to ensure that all electronic and paper records are securely stored.

Preparatory Workshops

A list of upcoming dates and venues for half-day preparatory workshops can be found on the ISAS website

www.isas-uk.org

Traffic Light Ready

Apply for an organisation login for the free traffic light ready function of the web-based assessment tool at

imagingcustomerservice@ukas.com

Contact us

For more information about ISAS please visit www.isas-uk.org

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

Alternatively, anyone is welcome to contact UKAS in the following ways:

Postal Address & Registered Office: United Kingdom Accreditation Service
21-47 High Street, Feltham, Middlesex, TW13 4UN. United Kingdom

Tel: **+44 (0)20 8917 8400** Fax: **+44 (0)20 8917 8500**

Email: imagingcustomerservice@ukas.com

Registered Number:
3076190 (England and Wales)



www.isas-uk.org



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Confidence*