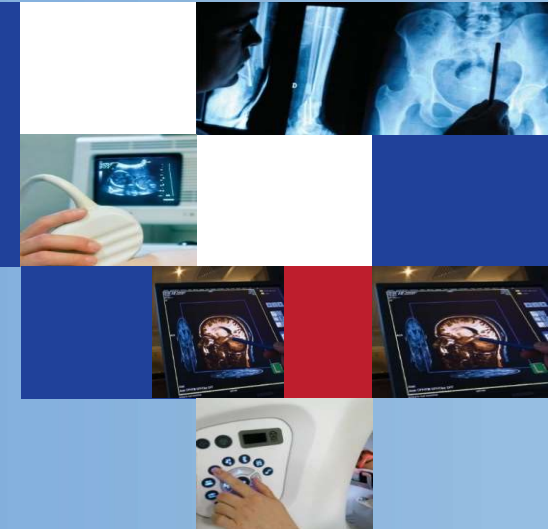




# How the Imaging Standard can drive change to improve the patient experience. (Quality Improvement)

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# What is Quality Improvement?

Improving quality is about making healthcare:

- Safe – avoiding harm from care that is intended to help
- Effective – providing services based on evidence & a clear benefit
- Patient-centred – establishing a partnership between professionals and patients
- Timely – reducing waits and harmful delays
- Efficient – avoiding waste
- Equitable – providing care that doesn't vary in quality because of a persons characteristics

# What is Quality Improvement?

- Leadership and governance – visible and focused leadership at board level accompanied by effective governance and management processes that ensure all improvement activities are aligned with the organisation's vision.
- Infrastructure and resources – a management system and infrastructure capable of providing teams with the data, equipment, resources and permission needed to plan and deliver sustained improvement.
- Skills and workforce – a programme to build the skills and capability of staff across the organisation to lead and facilitate improvement work, such as expertise in QI approaches and tools.
- Culture and environment – the presence of a supportive, collaborative and inclusive workplace culture and a learning climate in which teams have time and space for reflective thinking and feel psychologically safe to raise concerns and try out new ideas and approaches.

**The Improvement Journey – The Health Foundation, May 2019, ISBN: 978-1-911615-31-6**

## Professor Ted Baker, Chief Inspector of Hospitals

‘QI has been shown to deliver better patient outcomes, and improved operational, organisational and financial performance when led effectively, embedded through an organisation and supported by systems and training. When QI is used well, it gives us confidence about the long-term sustainability of the quality of care. More informally, when we visit trusts that have an established QI culture, they feel different. Staff are engaged, they are focused on the quality of patient care, and they are confident in their ability to improve. This is also reflected in surveys of staff and patient satisfaction.

*Quality Improvement in Hospital Trusts: Sharing Learning from Trusts on a Journey of QI. Care Quality Commission, 2018.*

## The Quality Challenge

The quality challenge is where individual professionals and/or services endeavour to put into practice a patient centred quality agenda with supporting evidence so that a Sir Robert Francis' type report will never have to be written about an Imaging Service.

## Standardised Patient Care

Can you spot the difference?



## Standardised Patient Care

Can you spot the difference?



Our patients come in all shapes and sizes non of which conform to the standardisation model of a beef burger, we all have our own individual 'lumps and bumps'.

How do you standardise quality to make it safe, effective, equitable and patient centred?

# The Imaging Standard

**A professional standard which is patient centric**

It is about supporting you:

- to analyse your performance,
- to identify gaps in service,
- to help you question the way you 'do things' and why you do them
- to assure your patients and the organisation that you have an up to date evidence base for your practice.



# The Imaging Standard

## A professional standard which is patient centric

It is about supporting you:

- **to analyse your performance,**
  - ✓ CL1 C1 Systems in place to manage imaging pathways from referral to discharge from the service, within specified timescales
  - ✓ FR1 C1 Systems in place to ensure that all areas used by the service meet the specific needs of the patient population (including children and those with particular needs) and staff
  - ✓ FR5 C1 Systems in place to support service review, improvement and planned development with the involvement of patients, staff, users and others
  - ✓ Patient Experience Domain

# The Imaging Standard

## A professional standard which is patient centric

It is about supporting you:

- to analyse your performance
- **to identify gaps in service,**
  - ✓ Gap analysis
  - ✓ Patient input - At all levels, quality of input trumps quantity. We need to respectfully acknowledge all the attributes, qualities, and skills that patients or carers bring to the table, a patient is not just a disease process they have other valuable personal or career experiences.

# The Imaging Standard

## A professional standard which is patient centric

It is about supporting you:

- to analysing your performance,
  - to identify gaps in service,
  - **to help you question the way you 'do things' and why you do them**
- ✓ Any quality improvement effort can produce unintended collateral damage for patients if the “improvement” is one dimensional, e.g. a patient may ask “why don't we get a cup of tea anymore, it was so helpful to get me through my journey back home”

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  - to help you question the way you 'do things' and why you do them
  - **to assure your patients and the organisation that you have an up to date evidence base for your practice.**
- ✓ LM2 C3 Systems in place to identify and manage discrepancies when untoward events occur throughout the patient journey, including near-misses, and take preventative and / or corrective action(s)

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**What do you measure yourself against?**

## The Quality Challenge

Any questions around quality and quality improvement inevitably lead to challenges of existing practice, taking time from the working day when imaging departments are hard pressed to meet the demands of the service.



## Yes, but ....

We do not work in a world where there is adequate staffing or sufficient funds to do everything we need to do.

Consider the priorities for your service.

If it was you or one of your loved ones what priority would you place on improving the care to your patients?

Quality improvement can lead to greater efficiencies, can you find them?

Can you make the time to stop 'fire fighting' and analyse, if you don't who will?

# HELP !!

Support is available

- On the SCoR website on the ISAS webpage; a gap analysis tool, job descriptions, business case, webinars, plus the Quality Talk page.
- Why Fronts. In Synergy, SCoRTalk & Top Talk
- The ISAS Officer is available for any queries/questions and to point you to services that can help you
- ISAS networks are being developed for you to meet with others who are going through the process
- Study days are being developed to support, drawing on the experiences of others



## Contacts/Support

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Webpages –

<http://www.sor.org/imagine-services-accreditation-scheme>

<https://www.rcr.ac.uk/clinical-radiology/service-delivery/imaging-services-accreditation-scheme-isas>