

UKAS IQIPS Accreditation

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Leeds Centre for
Neurosciences

Quality

*Quality is doing the right thing
helped by the right people
Doing*

Introduction

- There are over 100 Neurophysiology departments in the UK and very many more diagnostic speciality departments if we include audiology, cardiology and GI medicine.
- Historically department development has been ad-hoc and managed either by word of mouth (networking) or governed by local Trust policies and requirements.
- In the last few years there have been several attempts to measure quality of service which have evolved to become the RCP IQIPS scheme.

Is it credible?

- It is backed and supported by the Royal College of Physicians.
- It has been developed by Consultants and Physiologists (BSCN and ANS) over a number of years (and other specialists in their respective fields).
- The measures of achievement are made by UKAS (United Kingdom Accreditation Service) who are independent.

Why bother?

- Commissioners (CCGs) are being encouraged to look preferentially on IQIPS accredited departments where feasible.
- It gives your own department credibility amongst your peers.
- The scheme is recognised by the Care Quality Commission so achieving this should mean you avoid their visits(!).

Requirements 1

- It is essential every member of your team is aware the process is taking place *and is on board (suggest a short presentation)*.
- The management team have to be aware of the cost and time requirements (will vary by department complexity).

Requirements 2

- You must have someone within your department who can coordinate all your own documentation (generic Trust policies are not sufficient).
- The criteria for measurement are divided into four *domains* which are explained next.

The Four Domains

- Patient Experience.
 - Facilities, Resources and workforce.
 - Safety.
 - Clinical.
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- Each domain has increasingly 'difficult' to achieve criteria. 'Easy' criteria are level 'D' up to level 'B'. Level 'A' are developmental and aspirational criteria.

What to Expect 1

- After registering you will complete a scoping document.
 - This is a simple e-document asking for factual data about your own department.
- You will then have access to the online Self Assessment and Improvement Tool (SAIT), developed by RCP.
- Every six months (April and October) you will be required to complete a census.

What to Expect 2

- Once the SAIT is indicating you are at 95% 'B' you can start the application process to become accredited.
- Contact UKAS and you will be given a named "Accreditation Manager" who will liaise with you and assist throughout the process – make friends with them!
- You will be given access to a Web-based Tool which allows you to provide the evidence that you have met the criteria.

What to Expect 3

- This is an arduous/demanding/laborious process and you need to identify someone who is able to commit their time to this, and has a clear understanding of the scheme itself.
- They should also have some authority to act (or else they will be at your office door every 5 minutes).
- I would suggest a senior Physiologist (Band 7/6).

The Web-based Tool

- An online portal where you can add text to explain your evidence and upload supporting documentation.
- It had a couple of usability issues which have been reported back (might have improved now).
- Your Accreditation Manager will negotiate a date when you need to have the evidence ready for.

The Evidence

- It should be specific to your department (note on generic info – use fire plan as an example).
- Where possible add corporate info (headers/footers?).
- When relevant add ownership and review date.

Submission of evidence

- Once you have created and added all your digital evidence it should be submitted to UKAS.
- This should be by the agreed date (potential for cost penalties for slippage).
- Your digital evidence will be scrutinised by UKAS employees.

Reporting back

- Within a couple of weeks your Assessment Manager will contact you with any queries or missing evidence.
- You have one opportunity to add your additional evidence prior to the site visit.
- Once the scrutinising team are happy with the evidence they will arrange a site visit...

Site visit 1

- A team from UKAS will arrange a time to visit your department.
- Should be a standard working day for your team.
- They will need a private room to work and will observe investigations and interventions your team perform.
- 'Off site' visits are also required if you provide this service.

Site visit 2

- The team are there to observe and ask questions.
- They shouldn't interfere with the working of your department (in practice this might be variable).
- They will want to interview (chat) to members of your team from junior staff/apprentices, clerical team, healthcare workers, (volunteers), seniors and medics.
- They also speak to patients (with their permission).

Site visit 3

- At the end of the final day they offer a provisional finding which is indicative but not binding...

Anything missing?

- Following the visit they will have some recommendations and possibly mandatory reports.
- Agree a (realistic) deadline for submitting further info or other required recommendations.
- Submit new evidence when created.

End of the beginning...

- Eventually you will meet the standard and receive a certificate confirming accreditation.
- CONGRATULATIONS!
- You need to continue to maintain the SAIT and submit your census every six months, while continuing to improve your service.
- Gaining accreditation is only the beginning.

Calderdale Royal Hospital

- On 5 June 2015 Calderdale Royal Hospital became the first Neurophysiology department in the UK to become accredited under this system.
- Gained award/recognition at local level.
- It has sometimes been used to provide leverage to improve the service.
- Your whole service needs to be committed to the cause if you begin the process (from service manager to clerical team, domestics and wider field).
- New challenges are always around the corner.

Calderdale Royal Hospital

Dr Shwe Tun, Dr Khine Lwin, Dr Myat Thura, Angela Emery, Caroline Mulligan, Sally Corbidge*, Gill Mills, Louise Mullinger, Bev Gedlek, Jorge Costa, Steph Carroll, Pat Handley, Amanda Kaye*, Janet Small, Sophie Penswick, Michelle Foster, Chris Monaco*, Sue Pickup*, James Batty*, Savannah Thompson*, Martyn Thompson*.

* Have since joined new teams elsewhere (or retired!).

Additional Help

Use your popular search engine and find:

IQIPS Preparation Workshops

These are run by UKAS on an approximately monthly basis.

Upcoming dates are:

Wednesday 23 November 2016

Thursday 8 December 2016

Thursday 26 January 2017

Tuesday 14 February 2017