

Imaging Services Department Survey Question Categories

- Patient rights, advance directives (such as DNR), protection of patient dignity and confidentiality of patient information
- Emergency imaging processes, on-call staff availability and expected response time
- Performance improvement activities that have been conducted by the Imaging Services Department staff (in a collaborative manner and interdepartmentally)
- Determination of licensed independent practitioner (physician) competency (for example, how are radiologists proctored to assure competency when performing new procedures?)
- Reporting of complications
- Sentinel event identification, reporting, analysis and resolution
- Departmental policy and procedure development and implementation
- Infection control issues
- Management of radioactive materials
- Responsibility for ordering of contrast materials (i.e., Pharmacy or Imaging Services Department)
- Staff safety related to radiation exposure
- Disaster planning and the Imaging Services Department's involvement
- Communication to the patient's family/support group (i.e., communication system for the Imaging Service Department waiting room)
- Human resource issues: staffing, recruitment, retention
- Restraints management during an imaging procedure
- Safety and the environment of care
- Staff competency, including age related and cultural competencies
- Victims of abuse identification and reporting
- ORYX measures that Imaging Services Department staff may be involved in monitoring
- Patient assessment and preparation for procedure

We suggest that your Imaging Services Department staff review each category, discussing how your department manages each issue. It is recommended that your collective answers be summarized and documented in the space provided in this workbook. Your staff should review these answers frequently prior to survey.

IMAGING SERVICES DEPARTMENT

PHYSICAL INSPECTION

During the JCAHO surveyor's visit to the Imaging Services Department, he/she will tour and physically inspect the department. To properly prepare for your survey, it is recommended that you and your staff perform your own departmental inspection of the following areas:

- Storage of radioactive materials (storage area is secured and locked at all times)
- Assessment of the crash cart(s):
 - ✓ Crash cart check - per your policy, has the check sheet been completed and initialed?
 - ✓ Does the check include integrity of the lock and documentation of lock number?
 - ✓ Does the check include charging defibrillator to specified jules, both on and off battery pack, per manufacturer's recommendations?
 - ✓ Assure all medications and sterile supplies do not exceed expiration dates.
 - ✓ Assure that all necessary equipment is available (pediatric scope & paddles, oxygen tank is full, suction machine available, etc.).
- The medication refrigerator (if used in your department) is clean and:
 - ✓ Is refrigerated at the appropriate temperature?
 - ✓ Contains a daily temperature assessment log
 - ✓ Contains only medications, (i.e., no patient or staff food)
- Medication supplies are locked, secured from patient or visitor access.
- Expiration dates on all medications and supplies are not exceeded, this includes medications kept in the medication refrigerator (note: special emphasis on appropriate dating of medication vials – pursuant to hospital policy and procedure).
- Narcotics control sheet is complete and accurate for usage and wastage.
- Any stock drugs or drugs contained in a "transport box" are located in a locked, secure area and are *not expired*

IMAGING SERVICES DEPARTMENT

FOCUS ISSUES

Discuss with your staff how your Imaging Services Department would handle the following situations. Document your collective conclusions below:

- Management of patients with severe adverse reactions to contrast media:

- What is the procedure for a radioactive materials spill?

- What type of special education and training does the Imaging Services staff receive regarding radiation safety issues? How does the department manager know the staff is qualified to work with radioactive materials?

- Because conscious sedation is sometimes used in the Imaging Services Department, can you demonstrate to the surveyor that the staff is competent to administer and monitor conscious sedation? (i.e., all staff must meet the same competency requirements when the same service is provided, regardless of location throughout the facility.)
