



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

18.Nuclear Medicine Service

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1.NAME OF HOSPITAL/CLINIC/FACILITY: _____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

<p><u>Documents Checked</u></p> <p>Surveyor:</p> <p>Surveyor:</p>
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BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

18. Nuclear Medicine Service



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

18. Nuclear Medicine Service

18.1 Management of the Service

18.1.1 Standard

Where the organisation provides on-site nuclear medicine services, the service is organised and managed in accordance with applicable laws, regulations and standards.

Standard Intent: Where the organisation provides an on-site service, suitably qualified and experienced managers ensure that the service is managed in accordance with applicable laws, regulations and standards.

	Criterion	Comments
		Recommendations
Criterion 18.1.1.1 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Nuclear medicine services are under the direction of one or more qualified individuals.	
Criterion 18.1.1.2 Critical: .. Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	All professional staff are currently registered with the Health Professions Council.	
Criterion 18.1.1.3 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are qualified nuclear radiographers to provide services in keeping with the scope of their profession.	
Criterion 18.1.1.4 Critical: 0 Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A qualified medical radiation physicist is available to fulfil the legal requirements of the regulations for the safe use of ionising radiation.	



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Criterion 18.1.1.5 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The services of a qualified radio-pharmacist or nuclear medicine radiographer are available for radio-pharmaceutical preparations.	
Criterion 18.1.1.6 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The responsibilities of this person include developing, implementing and maintaining policies and procedures.	
Criterion 18.1.1.7 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The responsibilities of this person include administrative control.	
Criterion 18.1.1.8 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of this person include maintaining quality control programmes.	
Criterion 18.1.1.9 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of this person include monitoring and reviewing all nuclear medicine services.	



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18.2 Referral Services

18.2.1 Standard

Where there is an arrangement with an outside service, this service meets applicable and national standards, laws and regulations.

Standard Intent: The organisation has a system for providing nuclear medicine services required by its patient population, clinical services offered and health provider needs. These services may be provided by agreement with another organisation. The organisation defines the time period for reporting nuclear medicine results. Results are reported within a time frame based on patient needs, services offered and the clinical staff's needs. Emergency tests, after-hours and weekend testing needs are included. The reports are submitted timeously, in accordance with arrangements.

When the organisation uses outside sources of nuclear medicine services, they receive and review on a regular basis the quality control results of the outside source. Qualified individuals review the quality control results.

Patients are informed when the referring physician owns an outside source of nuclear medicine services.

	Criterion	Comments
		Recommendations
Criterion 18.2.1.1 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Adequate, convenient and regular nuclear medicine services are available to meet needs.	
Criterion 18.2.1.2 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The selection of an outside source is based on an acceptable record and compliance with relevant laws and regulations.	
Criterion 18.2.1.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Patients are informed about any relationships between the referring physician and outside sources of nuclear medicine services.	



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Criterion 18.2.1.4 Critical: '' Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The nuclear medicine services provided meet applicable local and national standards, laws and regulations.	
Criterion 18.2.1.5 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has established the expected report time for results, within a time frame to meet patient needs.	
Criterion 18.2.1.6 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Reports are clearly labelled with the name of the patient and the date and time of the procedures.	
Criterion 18.2.1.7 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Quality control results from outside sources are regularly reviewed.	



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18.3 Radiation Safety

18.3.1 Standard

A radiation safety programme is in place, followed and documented.

Standard Intent: The organisation has an active radiation safety programme appropriate to the risks and hazards encountered. The programme addresses safety practices and prevention measures for nuclear medicine staff, other staff and patients. The programme is coordinated with the organisation's safety management programme.

The radiation safety programme includes:

- written policies and procedures which support compliance with applicable standards, laws and regulations
- written policies and procedures for the handling and disposal of infectious and hazardous materials
- the availability of safety protective devices appropriate to the practices and hazards encountered
- the orientation of all nuclear medicine staff to safety procedures and practices, and
- in-service education for new procedures and newly acquired or recognised hazardous materials.

	Criterion	Comments
		Recommendations
Criterion 18.3.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A radiation safety programme is in place and is appropriate to the risks and hazards encountered.	
Criterion 18.3.1.2 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The programme is coordinated with the organisation's safety management programme.	
Criterion 18.3.1.3 Critical: 0 Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Personal dosimeters worn by staff comply with the ionising radiation regulations.	



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Criterion 18.3.1.4 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Appropriate radiation safety devices are available.	
Criterion 18.3.1.5 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Written records of radioactive stocks, calculation and preparation, administration and disposal details are kept.	
Criterion 18.3.1.6 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A register is kept of sealed sources.	
Criterion 18.3.1.7 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Contamination monitors are provided.	
Criterion 18.3.1.8 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Area monitors are available, where necessary.	



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18.3.2 Standard

There are written policies and procedures to guide staff in all aspects of the provision of nuclear medicine services.

Standard Intent: Written policies and procedures are essential to guide staff in the nuclear medicine service in their activities. The existence of written procedures does not preclude modification in the best interests of the patient.

Nuclear medicine policies and procedures are related to the requirements or availability of other services in the hospital environment.

	Criterion	Comments
		Recommendations
Criterion 18.3.2.1 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Written policies and procedures that address compliance with applicable standards, laws and regulations are implemented.	
Criterion 18.3.2.2 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The associated medical physicist is involved in the formulation of policies and radiation safety procedures applicable to nuclear medicine.	
Criterion 18.3.2.3 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures that satisfy statutory requirements under the ionising radiation regulations are implemented.	
Criterion 18.3.2.4 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A copy of the local rules relating to current ionising radiation regulations is available.	



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Criterion 18.3.2.5 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures that relate to limiting the irradiation of patients to levels consistent with medical requirements are implemented. The ALARA (as low as reasonably achievable) principle is applied to the calculation, preparation and administration of radioactive doses.	
Criterion 18.3.2.6 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A strict policy on the terms under which pregnant women may be subjected to a nuclear medicine examination is available and implemented.	
Criterion 18.3.2.7 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a procedure to ensure professional handling of a radiation emergency situation.	
Criterion 18.3.2.8 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures that relate to avoiding radioactive contamination and controlling spread should it occur are implemented.	
Criterion 18.3.2.9 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A written procedure is available for staff to follow in the event of contamination.	



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Criterion 18.3.2.10 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies relating to monitoring the hands, clothing and body of every member of staff leaving a controlled area are implemented.	
Criterion 18.3.2.11 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures are implemented for the reporting of adverse reactions to therapy.	
Criterion 18.3.2.12 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures are implemented for clinical trials, where applicable.	
Criterion 18.3.2.13 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures that address the handling and disposal of infectious and hazardous materials are implemented.	
Criterion 18.3.2.14 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Nuclear medicine staff are oriented to safety procedures and practices.	



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Criterion 18.3.2.15	Personnel receive education with regard to new procedures and newly acquired or recognised hazardous materials.	
Critical: ..		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

18.3.3 Standard

All diagnostic equipment is regularly inspected and maintained, and appropriate records are kept of those activities.

Standard Intent: Nuclear medicine personnel work with medical equipment management to ensure that all equipment and facilities function at acceptable levels and in a manner that is safe for the operator(s). A nuclear medicine equipment management programme provides for:

- selecting and acquiring equipment
- identifying and taking an inventory of equipment
- assessing equipment use through inspection, testing and maintenance
- monitoring and acting on equipment hazard notices, recalls, reportable incidents, problems and failures
- documenting the management programme.

Testing and maintenance are related to the use of the equipment and its documented history of service.

	Criterion	Comments
		Recommendations
Criterion 18.3.3.1	There is a nuclear medicine equipment management programme.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 18.3.3.2	The programme includes selecting and acquiring equipment.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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Criterion 18.3.3.3 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The programme includes taking an inventory of equipment.	
Criterion 18.3.3.4 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The programme includes inspecting and testing the equipment.	
Criterion 18.3.3.5 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The programme includes maintaining the equipment.	
Criterion 18.3.3.6 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The programme includes monitoring and follow-up of the equipment.	
Criterion 18.3.3.7 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Radiation monitors are calibrated regularly.	



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Criterion 18.3.3.8 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Values are recorded in a log book.	
Criterion 18.3.3.9 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The programme is followed.	
Criterion 18.3.3.10 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is adequate documentation of all testing, maintenance and calibration of equipment.	

18.3.4 Standard

Facilities ensure the safe, efficient and effective functioning of the nuclear medicine service.

Standard Intent: Nuclear medicine personnel work with management to ensure that facilities provide for safety and that they comply with current nuclear medicine laws and regulations.

	Criterion	Comments
		Recommendations
Criterion 18.3.4.1 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Facilities ensure that radiation to staff is kept as low as possible.	



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Criterion 18.3.4.2 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	At every entrance to a room where radioactive material is handled, a radiation warning sign is displayed.	
Criterion 18.3.4.3 Critical: '' Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Requirements laid down by the Department of Radiation regarding a controlled area are complied with.	
Criterion 18.3.4.4 Critical: '' Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A copy of the most recent radiation safety inspection report is held by the nuclear physician responsible for the department, or the medical physics department, or medical physicist.	
Criterion 18.3.4.5 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is a shower available in the event of contamination.	
Criterion 18.3.4.6 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Separate toilets for staff and patients are available.	



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Criterion 18.3.4.7	Signs warning of the dangers of radiation to pregnant and breast-feeding women are prominently displayed.	
Critical: ''		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

18.3.5 Standard

Radio-pharmaceuticals intended for administration to patients are prepared in a manner which satisfies both radiation safety and pharmaceutical quality requirements.

Standard Intent: Sound quality control systems are essential to providing excellent nuclear medicine services. Quality control procedures include:

- validation of the procedures used
- daily surveillance of results by a nuclear medicine physician
- rapid corrective action when a deficiency is identified
- documentation of results and corrective actions.

	Criterion	Comments
		Recommendations
Criterion 18.3.5.1	Appropriate aseptic precautions are taken.	
Critical: ''		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 18.3.5.2	Regular and frequent gamma camera quality control procedures (e.g. flood uniformities, centre-of-rotation) are attended to or supervised by the medical physicist.	
Critical: ''		
Catg: Evaluation + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 18.3.5.3	The radio-pharmacy is designed to ensure that the history of each radio-pharmaceutical dose can be traced.	
Critical: 0		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



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Criterion 18.3.5.4 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Radio-pharmaceuticals are only dispensed on written request.	
Criterion 18.3.5.5 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	All details of each Tc-99m generator are recorded, including full details of each elution.	
Criterion 18.3.5.6 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Facilities are available for the quality control of all kits reconstituted on the premises.	
Criterion 18.3.5.7 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There are separate facilities for the radio labelling of blood products.	
Criterion 18.3.5.8 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Blood products are labelled in a workstation with filtered air (at least a vertical laminar flow unit of biohazard type) to protect the product and designed to protect the operator against contamination.	



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Criterion 18.3.5.9	All containers with radioactivity are labelled according to specifications stating that the contents are radioactive and indicating the activity and the date.	
Critical: 0		
Catg: Basic Process + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

18.3.6 Standard

The management of organ disease using open radio-nuclides is practised taking into account the safety and well-being of patients and staff as a consequence of the high radiation levels.

Standard Intent: Where open radio-nuclides are used, all staff and patients in the organisation are protected from exposure to radiation by following established guidelines which are formulated by experts in the field. Supervision ensures that the guidelines are adhered to.

	Criterion	Comments
		Recommendations
Criterion 18.3.6.1 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Where radioactive material administered to the patient exceeds a level of 370 MBq (10mCi), it is administered by the nuclear physician or radiation oncologist only.	
Criterion 18.3.6.2 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Where radioactive material administered to the patient exceeds a level of 370 MBq (10mCi), there is an en-suite ward approved by the medical physicist for the isolation of the patient.	
Criterion 18.3.6.3 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	In the event that the approved ward is not available, any alternative ward for the isolation of the therapy patients is also approved by the medical physicist.	



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Criterion 18.3.6.4 Critical: '' Catg: Evaluation + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A radiation survey of the ward used for the isolation of the patient and adjacent areas is conducted according to the requirements of the physicist immediately after the administration of the radioactive material.	
Criterion 18.3.6.5 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The isolated patient is monitored regularly during the isolation period.	
Criterion 18.3.6.6 Critical: '' Catg: Evaluation + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	On discharge of the patient who has been isolated, the ward, the bedding and the bathroom are monitored according to the requirements of the physicist.	
Criterion 18.3.6.7 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Orally administered radio-iodine is always in capsule form.	
Criterion 18.3.6.8 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Radio-iodine by injection (e.g. MIGB) is administered only by the nuclear physician or radiation oncologist.	



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Criterion 18.3.6.9 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A fume hood is used if liquid radio-iodine is being prepared and staff members preparing the radio-iodine are adequately protected.	
Criterion 18.3.6.10 Critical: .. Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Administration of all radio-nuclides for therapy purposes is done in consultation with the physicist and according to statutory radiation safety norms.	

18.4 Administration of Tests

18.4.1 Standard

Individuals with adequate training, skills, orientation and experience administer tests and interpret the results.

Standard Intent: The organisation identifies which nuclear staff members may assess patients and who may interpret and report on results. Staff members have appropriate and adequate training, experience and skills and are oriented to their work. Staff members are given work assignments consistent with their training and experience. In addition, there is a sufficient number of staff to perform procedures promptly and provide the necessary staffing during all hours of operation and for emergencies.

	Criterion	Comments
		Recommendations
Criterion 18.4.1.1 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Examinations are performed only upon a formal request from a medical practitioner.	



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Criterion 18.4.1.2 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Nuclear medicine procedure requests contain all relevant clinical information.	
Criterion 18.4.1.3 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	If relevant radionuclides are available, all examinations are performed as soon as possible. Urgent scans are performed and reported on the same day.	
Criterion 18.4.1.4 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Those individuals who perform testing and those who direct or supervise testing are identified.	
Criterion 18.4.1.5 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Tests are interpreted by appropriately trained and experienced staff.	
Criterion 18.4.1.6 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Only a nuclear medicine physician or a registrar under supervision of a nuclear medicine physician or a radiologist may report on the results of nuclear medicine procedures.	



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Criterion 18.4.1.7 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	An effective mechanism exists whereby emergency nuclear medicine procedure results are brought to the attention of the doctor who requested the examination.	
Criterion 18.4.1.8 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Nuclear medicine procedure results are handled in a professional and confidential manner.	
Criterion 18.4.1.9 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Reports are appropriately filed/distributed.	
Criterion 18.4.1.10 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Mechanisms exist whereby the results of procedures can be retrieved when necessary.	



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18.5 Quality Improvement

18.5.1 Standard

A formalised proactive quality improvement approach is maintained in the nuclear medicine service.

Standard Intent: This refers to the implementation of organisational quality improvement processes (Service Element 8).

It is the responsibility of the management of the organisation to ensure that standards are set throughout the organisation. Within each department or service, it is the responsibility of the managers to ensure that standards are set for the particular department. This requires coordination with the organisation's central/management/coordinating quality improvement structures or systems. Departmental managers use available data and information to identify priority areas for quality monitoring and improvement.

Quality monitoring could include:

- request forms without history or clinical diagnosis
- number of unidentified patients
- unescorted patients arriving at the department
- waiting times
- patient and family expectations and satisfaction.

The following will be evaluated:

- problems identified in this service for which quality improvement activities were initiated
- the processes put in place to resolve the problem
- the identification of indicators to measure improvement
- the tool(s) used to evaluate these indicators
- the monitoring of these indicators and corrective steps taken when goals were not achieved
- graphed and/or tabled results, as appropriate.

	Criterion	Comments
		Recommendations
Criterion 18.5.1.1 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are formalised quality improvement processes for the nuclear medicine service which have been developed and agreed upon by the personnel of the service.	
Criterion 18.5.1.2 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Indicators of performance are identified to evaluate the quality of treatment and patient care.	



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Criterion 18.5.1.3 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The quality improvement cycle includes the monitoring and evaluation of the standards set and any remedial action implemented.	
Criterion 18.5.1.4 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A documentation audit system is in place.	

18.6 Patient Rights

18.6.1 Standard

The department/service implements processes that support patient and family rights during care.

Standard Intent: This refers to the implementation of organisational policies on patient and family rights (Service Element 5).

Compliance will be verified during observation of patient care processes, patient record audits and patient interviews.

	Criterion	Comments
		Recommendations
Criterion 18.6.1.1 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are processes which support patient and family rights during care.	
Criterion 18.6.1.2 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Measures are taken to protect the patient's privacy, person and possessions.	



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Criterion 18.6.1.3	The personnel respect the rights of patients and families to treatment and to refuse treatment.	
Critical: ''		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

18.7 Prevention and Control of Infection

18.7.1 Standard

The department/service implements infection prevention and control processes.

Standard Intent: This refers to the implementation of organisational processes for infection prevention and control (Service Element 9).

	Criterion	Comments
		Recommendations
Criterion 18.7.1.1	The department identifies the procedures and processes associated with the risk of infection, and implements strategies to reduce risk.	
Critical: ''		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 18.7.1.2	Infection control processes includes prevention of the spread of infection through invasive devices.	
Critical: ''		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



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18.8 Risk Management

18.8.1 Standard

The department/service implements risk management processes.

Standard Intent: This refers to the implementation of organisational risk management processes. (Service Element 7).

The organisation has an active radiation safety programme that includes all components of the organisation's nuclear medicine services, including nuclear medicine, radiation oncology and the cardiac catheterisation laboratory. The radiation safety programme reflects the risks and hazards encountered. The programme addresses safety practices and prevention measures for nuclear medicine staff, other staff and patients. The programme is coordinated with the organisation's safety management programme.

	Criterion	Comments
		Recommendations
Criterion 18.8.1.1 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department conducts on-going monitoring of risks through documented assessments as part of the organisational programme.	
Criterion 18.8.1.2 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A system for the monitoring of negative incidents/near misses/ adverse (sentinel) events is available which includes the documentation of interventions and responses to recorded incidents.	
Criterion 18.8.1.3 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security measures are in place and implemented for the safeguarding and protection of patients, staff and visitors.	



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<p>Criterion 18.8.1.4</p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat & Staff Safety</p> <p style="text-align: center;">Compliance</p> <p style="text-align: center;">NA NC PC C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>Fire safety measures are implemented.</p>	
<p>Criterion 18.8.1.5</p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat & Staff Safety</p> <p style="text-align: center;">Compliance</p> <p style="text-align: center;">NA NC PC C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>Organisation policy on handling, storage and disposal of health waste generated by nuclear medicine procedures is implemented.</p>	