

Quality Assurance: Maximum Benefits and Minimal Risks

Angelika Bischof
Delaloye

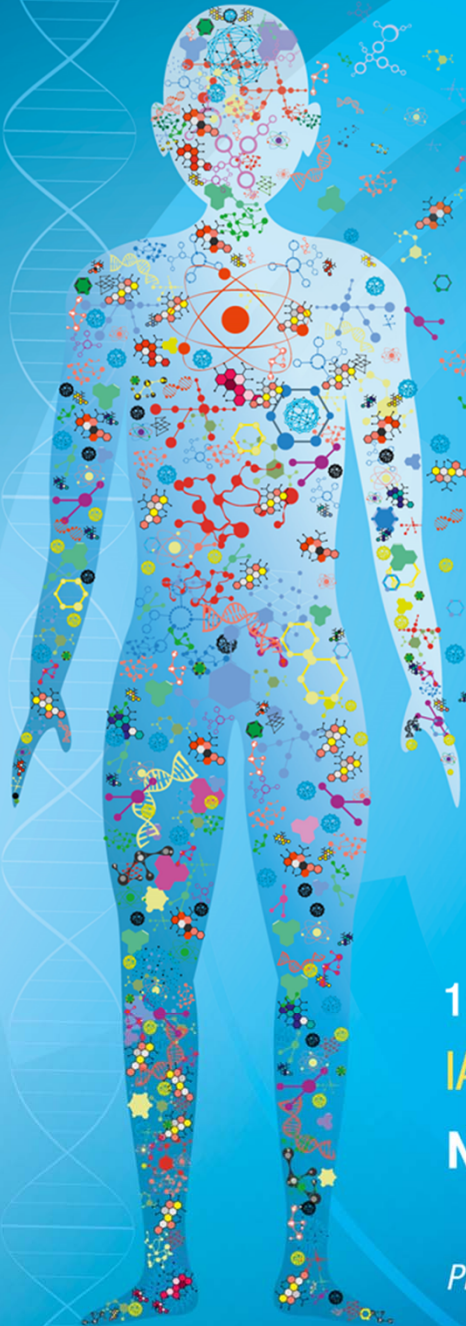
Centre Hospitalier
Universitaire Vaudois and
University of Lausanne

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IAEA Scientific Forum

**Nuclear Techniques
in Human Health**

Prevention, Diagnosis, Treatment



Quality: Definition

A distinctive attribute or characteristic possessed by someone or something

Oxford English Dictionary

Quality: Definition

The standard of something as measured against other things of a similar kind; the degree of excellence of something.



Improve the clinical practice of the speciality and the quality of services provided

IAEA's Vision

Quality Management in Health Care

Provide best possible **service** to patients

At the lowest possible **risk**

At adequate **costs** for patients and community,
including the environment

Improve **satisfaction** of customers and providers



Quality Assurance

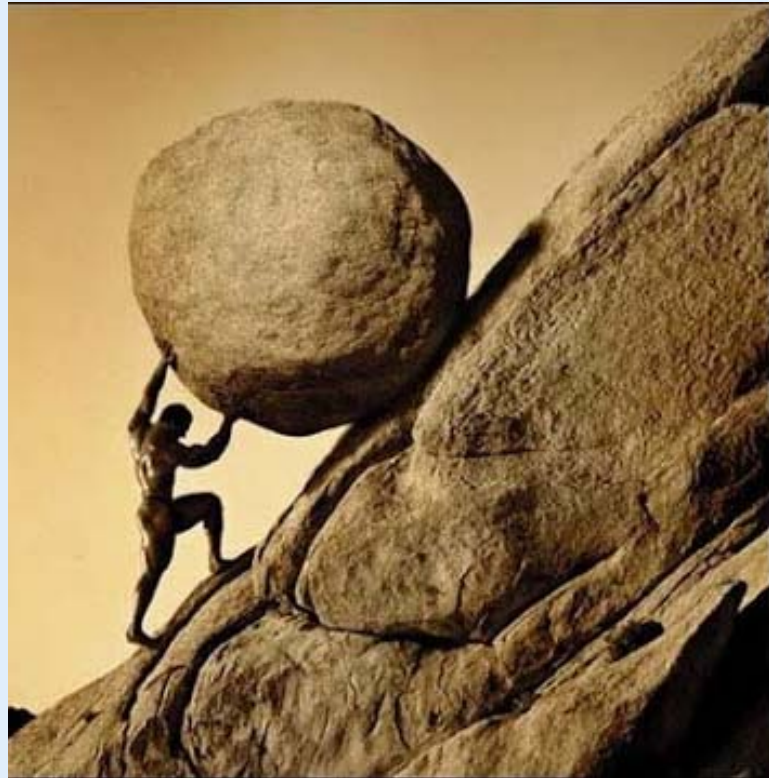


The principle is identical

for all domains

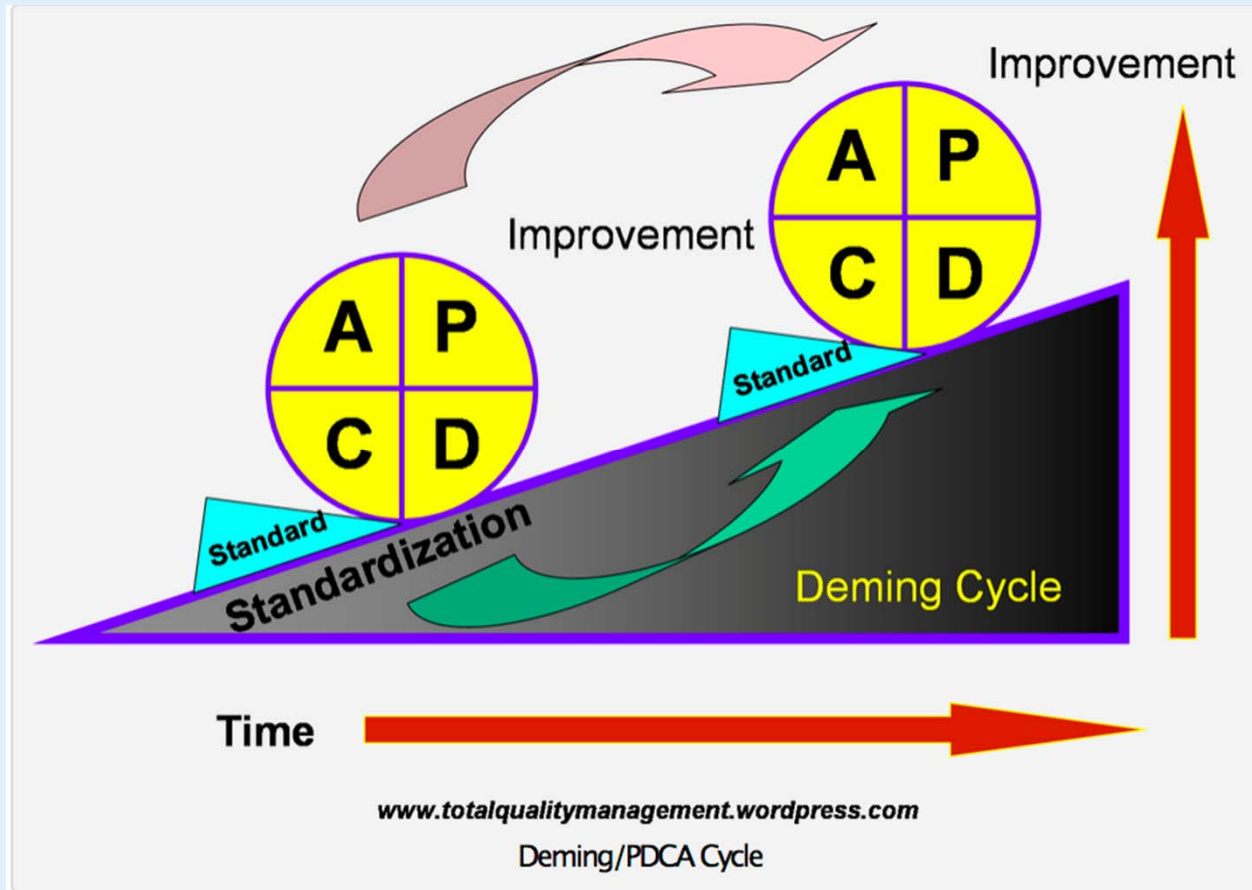
for small and large facilities

all over the world



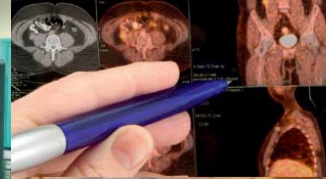
The myth of Sisyphos

Deming Cycle: Plan Do Check Act



Comprehensive Audits of Radiotherapy Practices: A Tool for Quality Improvement

Quality Assurance Team for Radiation Oncology (QUATRO)



IAEA HUMAN HEALTH SERIES

No. 4

Comprehensive Clinical Audits of Diagnostic Radiology Practices: A Tool for Quality Improvement

Quality Assurance Audit for Diagnostic Radiology Improvement and Learning (QUAADRIL)



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Quality Management Audits in Nuclear Medicine Practices

Second Edition



QUANUM, QUATRO and QUAADRIL audit proposals by the IAEA

QUANUM Process

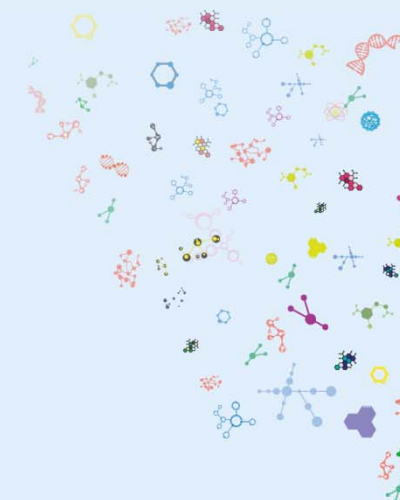
- Task force meetings
- Train the trainers
- Train de auditors
- Mock audits
- Audit missions



Patient
oriented

Outcome
based

Systematic



Comprehensive Auditing in Nuclear Medicine Through the International Atomic Energy Agency Quality Management Audits in Nuclear Medicine (QUANUM) Program. Part 1: the QUANUM Program and Methodology

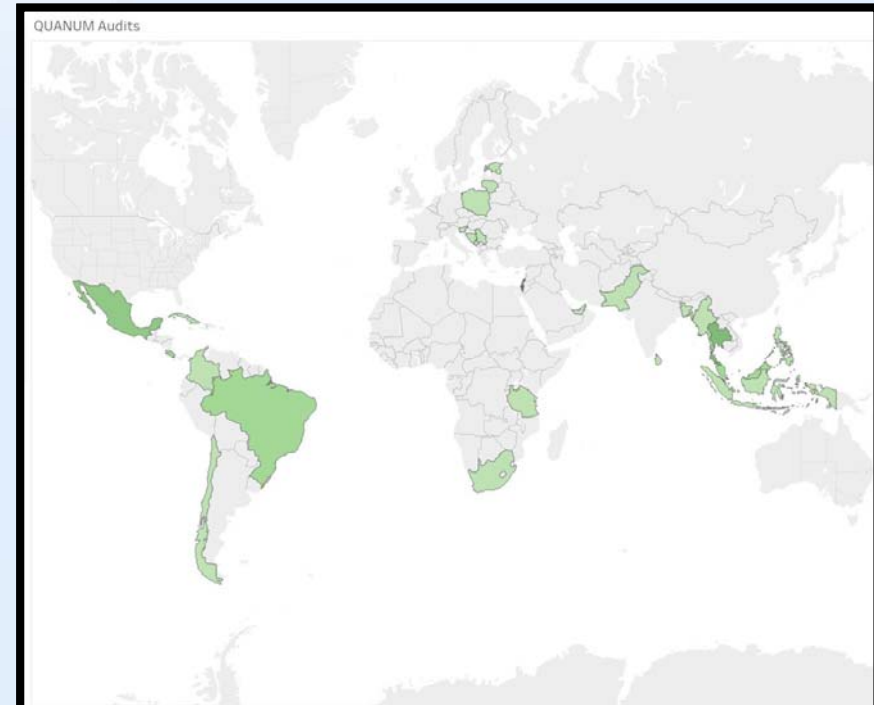
Maurizio Dondi, MD,* Leonel Torres, PhD,[†] Mario Marengo, PhD,*
Teresa Massardo, MD,[§] Eyal Mishani, PhD,[‡] Annare Van Zyl Ellmann, MD,[¶]
Kishor Solanki, MD,* Angelika Bischof Delaloye, MD,** Enrique Estrada Lobato, MD,*
Rodolfo Nunez Miller, MD,* Diana Paez, MD,* and Thomas Pascual, MD, MPHEd*

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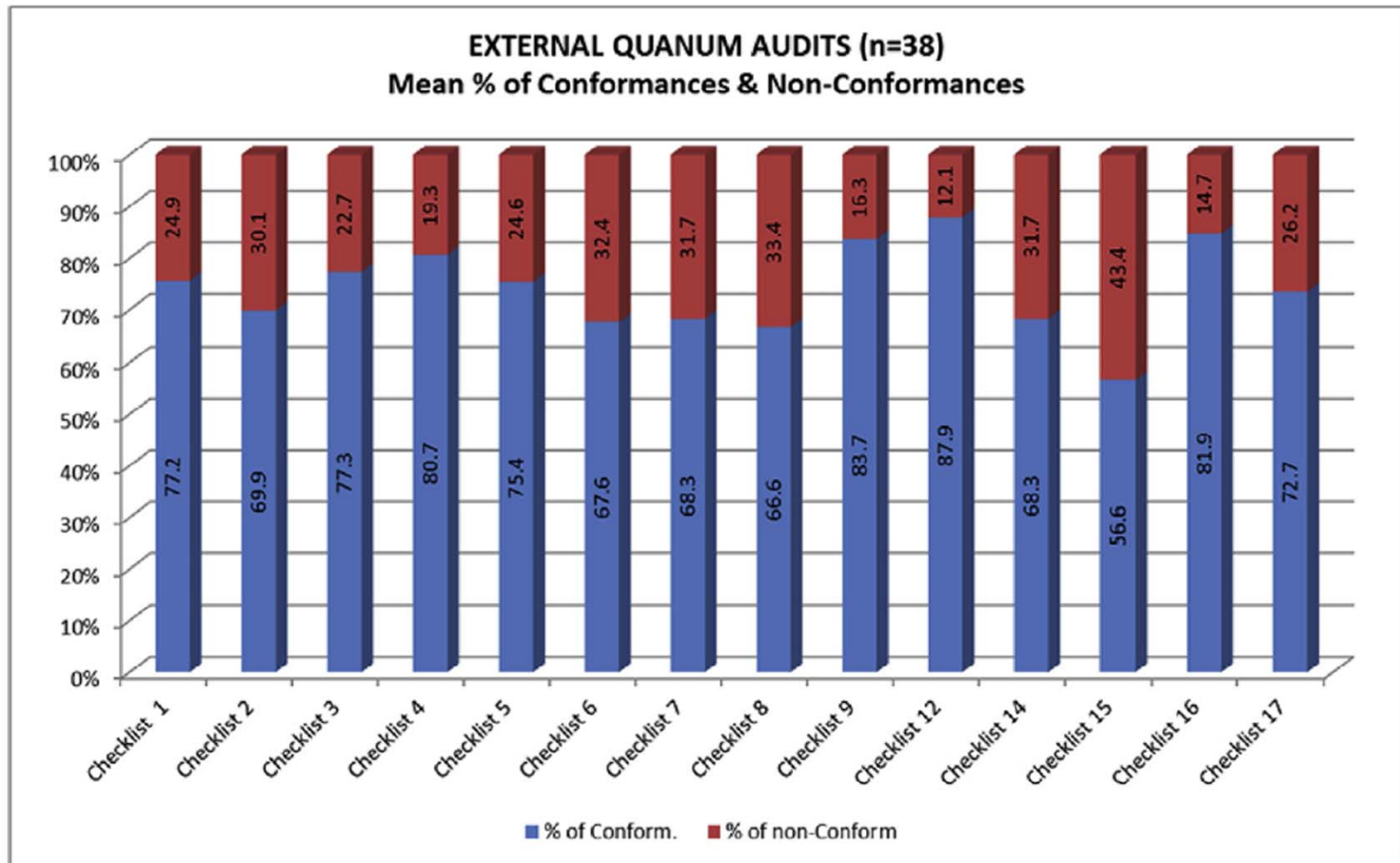
Geographical distribution

38 reports of 42 missions included

Total 56 QUANUM audits
31 countries



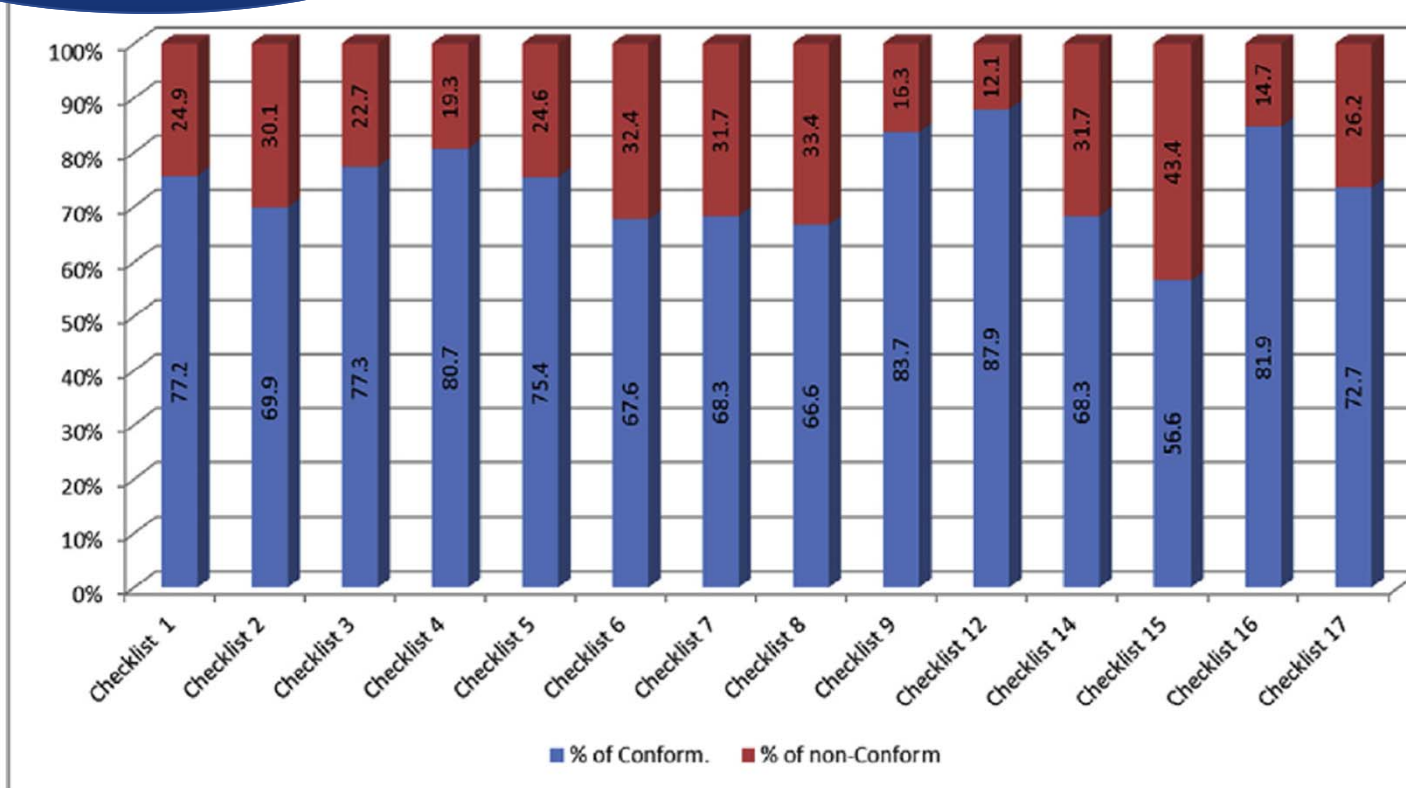
Results



Results

policies, management

EXTERNAL QUANUM AUDITS (n=38)
Mean % of Conformances & Non-Conformances

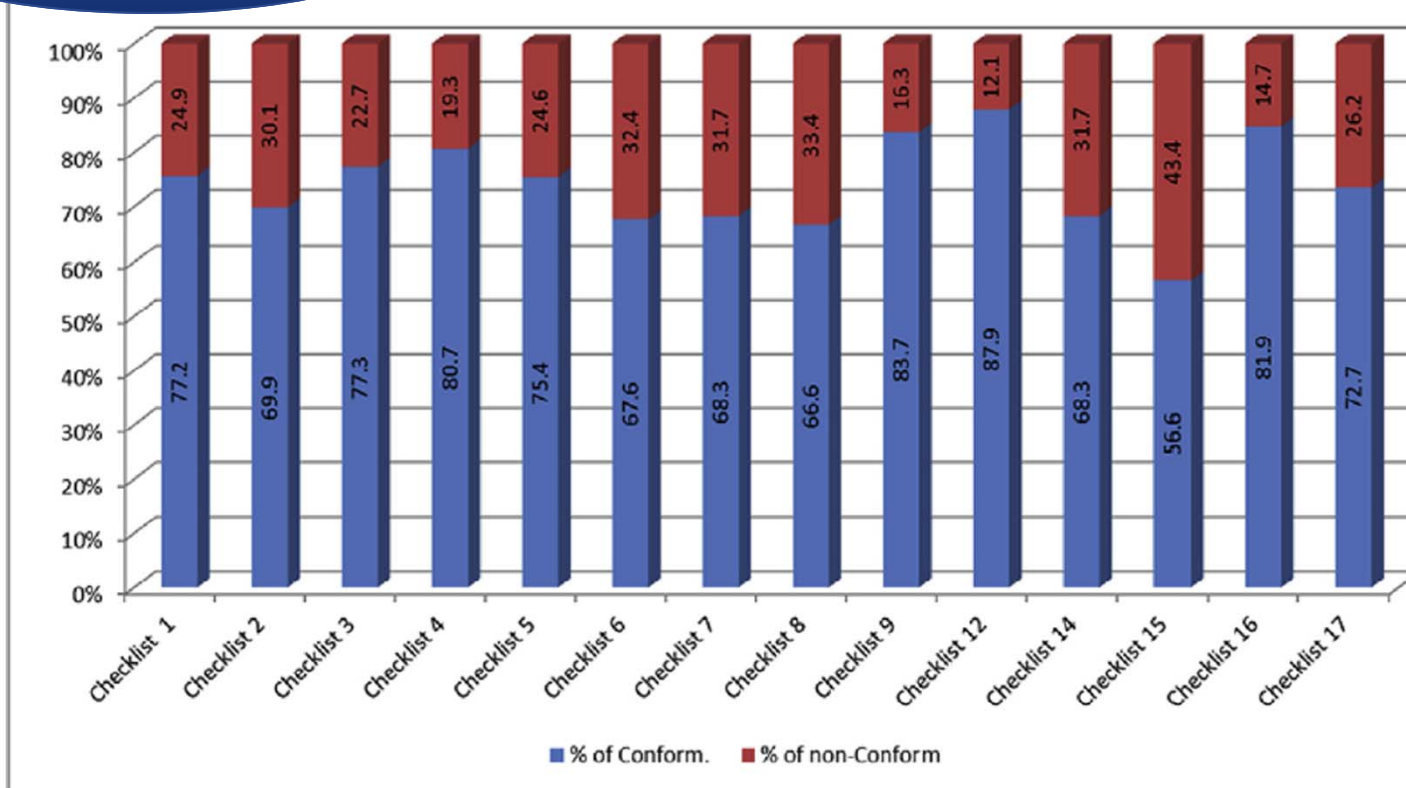


Results

QC instrumentation, IT

policies, management

EXTERNAL QUANUM AUDITS (n=38)
Mean % of Conformances & Non-Conformances



Quality Assurance



Addresses the processes involved to obtain results rather than the results themselves



Quality Assurance



As a consequence, the results in management, technical quality and clinical services become consistent and reliable

Satisfaction of patients, referring physicians and other stakeholders improves

A culture of success builds up that is shared by all members of the team



Quality Management Audits in Nuclear Medicine (QUANUM)

The aim of QUANUM is to improve the clinical practice of the speciality through an effective management system that integrates quality management into modern nuclear medicine services in member states. Quality management systems are essential and need to be maintained with the intent of continuously improving effectiveness and efficiency, enabling nuclear medicine to achieve the expectations of its quality policy, satisfy its customers and improve professionalism in the speciality.

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Presenting



**Continuous improvement is better than
delayed perfection**

Mark Twain



Merci!