CHECKLIST 2. ADMINISTRATION AND MANAGEMENT

No.	Component	LC	Example of result / type of evidence
2.1	Has the service defined the primary, management and supporting processes (process map)?		Check the process map
2.2	Does the service have written standard operating procedures (SOPs) for all tasks regarding the management processes?		Check SOPs related to management processes
2.3	Does the service have written SOPs for all tasks of the supporting processes?		Check SOPs related to supporting processes
2.4	Do the SOPs identify the responsibility level of operators involved in the process?		Check definitions of responsibilities in SOPs
2.5	Does the service have written SOPs for all tasks regarding diagnosis and therapy (primary processes)?		Check SOPs related to diagnosis and therapy
2.6	Is there a regular review of the SOPs used in reception areas?		Check data regarding document updates in the written procedure
2.7	Is there an instruction for dealing with special categories of patients (disabilities, children, pregnancy, etc.)?		Check the instruction for dealing with special categories of patients
2.8	Is there an instruction for dealing with incomplete request forms?		Check the instruction for dealing with incomplete request forms
2.9	Is there an instruction in place to accommodate peak scheduling demands?		Check the instruction to accommodate peak scheduling demands
2.10	Does the final responsibility for a nuclear medicine procedure lie with a qualified physician?		Check definitions of responsibilities in clinical SOPs
2.11	Are the time between request and performance of the study, the existence of waiting lists and any delays regularly reviewed and are measures identified to shorten delays?		Check records/reports of periodic management reviews

CHECKLIST 2. ADMINISTRATION AND MANAGEMENT (cont.)

No.	Component	LC	Example of result / type of evidence
2.12	Is the time interval between performance of any examination and delivery of the report to the referring physician regularly reviewed?		Check records/reports of periodic reviews
2.13	Are indicators 2.11 and 2.12 as well as other performance parameters of the nuclear medicine service used in managerial processes?		Check records/reports of periodic manager reviews
2.14	Is there a mechanism for dealing with any kind of unforeseen/unintended events regarding non-conforming situations in the service's management and administration activities?		Check written instructions to deal with unforeseen events
2.15	Is there a mechanism for dealing with staff concerns (e.g. periodic meetings)?		Check written instructions to deal with staff concerns
2.16	Is there a regular review of the quality management system (QMS) by a qualified professional in medical physics?		Check the organizational chart and responsibility definitions
2.17	Is there a regular review of the QMS by a qualified professional in radiopharmacy?		Check the organizational chart and responsibility definitions

Note: LC: level of conformance (range 0–4). 0: absent or inappropriate; 1: planned or approximate; 2: partial conformance or partial implementation; 3: near full conformance or near full implementation; 4: full conformance or full implementation.