



Sept 2021

Hub Collaboration Call

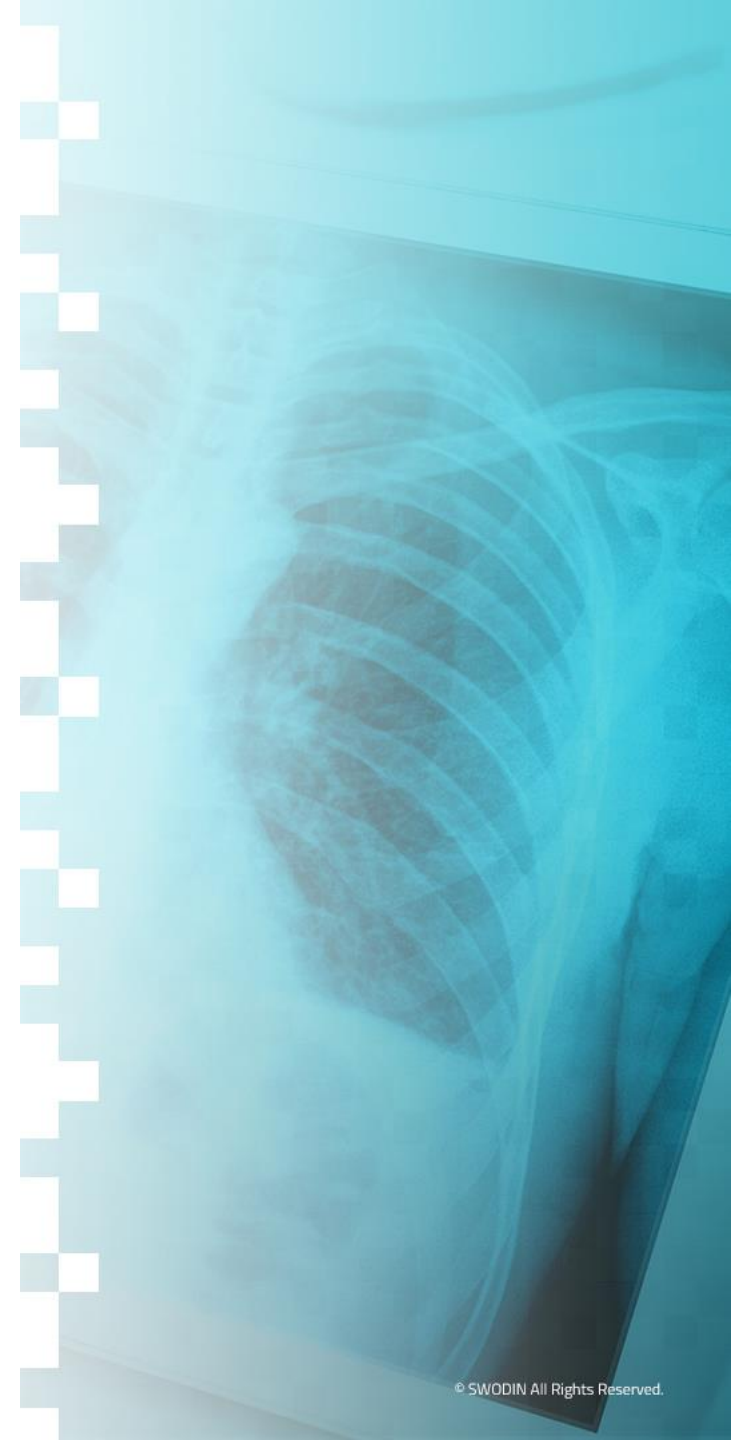
INFORMATION TECHNOLOGY SERVICES AT LONDON HEALTH SCIENCES CENTRE  
AND ST. JOSEPH'S HEALTHCARE LONDON

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Southwestern Ontario  
Diagnostic Imaging Network

## AGENDA – Sept 30th, 2021

- **Oneview and FEM** – Lynn Bender
- **Provincial Digital Imaging Strategy** – Lynn Bender
- **SWODIN Website Update** – Steve Walker
- **Procedure Code Request Form Review** – Arielle Davidson
- **Account Management** - Arielle Davidson
- **Metrics**- Barb Rawlings
- **Gear View QC Upgrade** – Luiz Aizawa
- **2021 Customer Satisfaction Survey** – Steve Walker
- **2021 Attestation of Privileged Accounts** – Steve Walker
- **Housekeeping** – Steve Walker



# FEM and OneView

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# Foreign Exam Management (FEM) and Oneview Future

SWODIN's current Foreign Exam Management is dependent on the OneView solution.

## Current State:

- OneView 10.7 is validated on Internet Explorer 11 only, the IE web browser is being retired June 15, 2022. Current version Oneview can function on Microsoft Edge however launching the ZFP image viewer, the call to the viewer is forcing Internet Explorer 11 window.

SWODIN is in the process of evaluating 3 options:

- Investigating if code change possible to allow ZFP launch from current OV on Microsoft Edge.
- Upgrade OneView software and hardware
- Net new solution with potential for cross DI-r FEM (alignment with provincial imaging strategy)

FEM requests received are being put on hold and into queue while the options are evaluated.

# Provincial Digital Imaging Strategy

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# Provincial Digital Imaging Strategy

- There is work being done provincially to build a revised provincial clinical imaging strategy
- The work is being informed by a provincial multi-disciplinary expert panel
- Provincial FEM, IHF gap, and PACS consolidation are recognized as key priorities
- Strategy formalization is targeted for March 2022
- A technical task team has been assembled to focus on transition plan and technology convergence

# SWODIN Website - Update

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# SWODIN Website – New User Access

- You will receive an email from “WordPress [wordpress@swodin.ca](mailto:wordpress@swodin.ca) “
- Please make sure you check your Junk mail, or quarantine to retrieve

▪ Subject: Welcome to SWODIN Website and Knowledgebase

▪ Body: Welcome,

As discussed at the September Hub Collaboration Call, your new SWODIN Website User Account has been created please see the URL and credentials below.

URL to login: <https://swodin.ca/wp-login.php>

Username= Your Site Email Address (example: [steve.walker@lhsc.on.ca](mailto:steve.walker@lhsc.on.ca) )

Password = \*\*password\*\* (random password will be sent)

It is suggested that you change your password immediately.

This login will grant you access to the website’s locked features such as the DI-r Knowledgebase where you can find helpful information, Including:

- SWODIN Latest Articles
- SWODIN Document downloads
- Hub Collaboration Call Minutes / Presentations
- FAQ’s

Thank you,

SWODIN Team

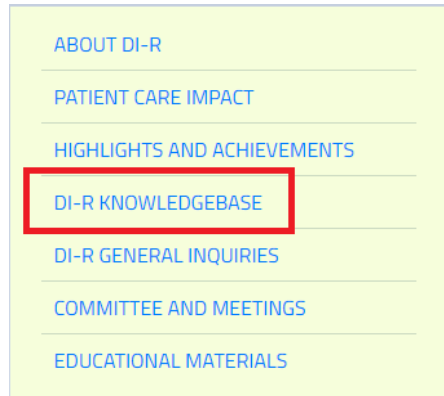


# SWODIN Website – What’s New

- Log in / Log out



- Side Bar Menu



- Footer





# SWODIN Website – What’s New

## DI-r Knowledgebase





Search for answers or browse our knowledgebase.

Search the documentation...









### DI-r Latest Articles 2

-  Urgent / Non Urgent Issue Contact Numbers
-  SWODIN Participating Hospitals and IHF's


### DI-r Hub Collaboration Call 10

-  DI-r Hub Collaboration Call Minutes 3
-  DI-r Hub Collaboration Call Presentations 3
-  Hub Collaboration Call Terms of Reference 1
-  Archive 3

### DI-r Educational Material 8

-  DI-r Oneview Cheat Sheet Reference
-  DI-r Oneview Internet Explorer 11 Settings Document
-  DI-r Oneview Non Privileged Access Management
-  DI-r Oneview Privileged Access Management
-  DI-r Oneview Procedure Code Build Request Form
-  DI-r Oneview Quick Reference Guide
-  DI-r Oneview Site Administrator Manual
-  DI-r Oneview Training Checklist for Users

### DI-r FAQs 1

-  DI-r Frequently Asked Questions

# SWODIN Website - Update

- Website - Demo

# Procedure Code Request Form

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# Procedure Code Template

- All fields are required to be filled in with the exception of additional body parts if none are present

<i>Please complete the blank columns below, in green, and provide document to the following email address</i>								
<i>To: helpdesk@lhsc.on.ca</i>								
<i>CC: oneview@lhsc.on.ca</i>								
<b>Date Submitted</b>	<b>Organization</b>	<b>Procedure RIS Code</b>	<b>RIS Orderable Name</b>	<b>Primary BodyPart</b>	<b>Additional Bodyparts</b>	<b>Modality</b>	<b>Reportable</b>	
	GBIN OS	1234 CT Kidney		GI	Kidney	CT	Y	GBIN CH, GBIN ME, GBIN

# Account Management

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# Account Management

- October Reports will request the following fields to review;
  - Title (highlighted in orange)
  - Accounts older than 2 years (Highlighted in Blue)

LastName	FirstName	MiddleName	UserName	TitleName	AccessGroupDesc	LastLoginDTTM	PrimaryOrg	ChangePa	ACTIVE
davidson	arielle		davidsar		Allied Health Professionals	2019/09/30	CMH	25	Active

\*Note: Only accounts that require input will be sent to administrators

# Metrics

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# Projects & Change Controls

## PROJECTS (Initialized by SWODIN)

PROJECT	STATUS	START DATE	TARGET DATE	STAGE
DI-r Storage Expansion/Replacement Trials	●	Nov 2019	Summer 2021	Completed
Data Centre Reconciliation	●	Feb 2020	Winter 2021	In Progress
DI-r Storage Implementation	●	Fall 2021	Spring 2022	In Progress
IHF DICS	●	May 2017	TBD	On Hold

## SERVICE REQUESTS (Initialized by Customer)

PROJECT	STATUS	START DATE	TARGET DATE	STAGE
PRISM CV-phase 2 GRH/SMGH	●	Summer 2019	September 2021	Completed
HWMH PDF Integration	●	February 2020	Fall 2021	In Progress
BW PACS Upgrade	●	Summer 2021	September 2021	In Progress
BCHS Interface Upgrade	●	Summer 2021	Fall 2021	In Progress
GRH/SMGH PACS Upgrade	●	Summer 2021	Sept 2021	In Progress
HHS/SJHH Migration Historical DICOM Migration	●	March 2021	Dec 2021	In Progress
HHS –Odyssey Project – HIS Replacement	●	February 2021	July 2022	In Progress
GRH/SMGH HIS Upgrade	●	September 2021	November 2021	In Progress

- Change Controls:
  - No changes requiring downtime since our last meeting

# Utilization Metrics

## Exam and Storage Utilization:

- Number of exams archived to DI-r
- Total storage used in GB
- Number of retrievals performed

## Trending Storage Volumes

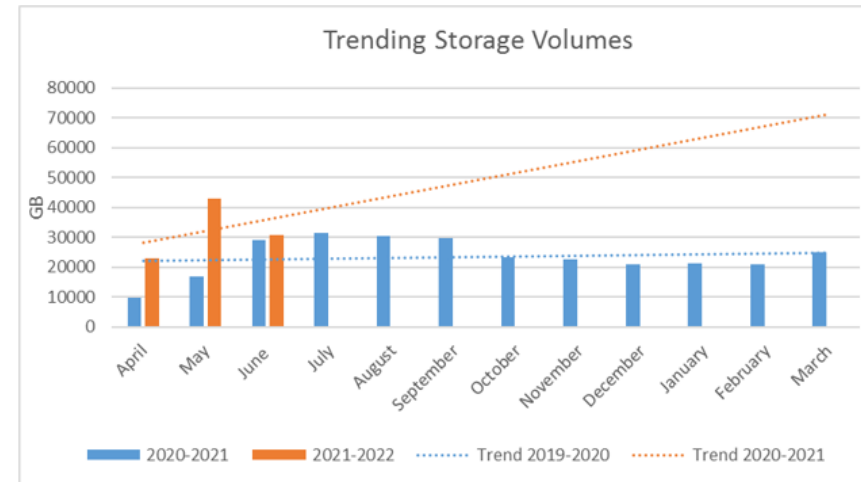
## Unique Users in Oneview

Average number of active Oneview users

Total exams viewed

Total reports viewed

EXAM AND STORAGE UTILIZATION 2021/2022					
UTILIZATION VOLUMES	Q1	Q2	Q3	Q4	TOTAL
EXAMS	1,102,323				1,102,323
STORAGE (GB)	96,677				96,677
RETRIEVALS	1,606,854				1,606,854



<b>UNIQUE USERS PER QUARTER (Oneview)</b> <b>2245</b>	<b>AVERAGE ACTIVE USERS</b> <b>865</b>	<b>TOTAL EXAMS VIEWED</b> <b>34,804</b>	<b>TOTAL REPORTS VIEWED</b> <b>25,981</b>
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# Gear View QC Upgrade

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# Gear View 3.0 Upgrade

Gear View QC upgrade (2.3.1 to 3.0)

The main features included in this release are.

- Full 64-bit.
- Windows 7 is not supported.
- Imaging Object Change Management (IOCM) support.
- Storage Commit support.
- Faster image loading.
- Hyland Technical Support contact information:
  - [Email: technicalsupport@hyland.com](mailto:technicalsupport@hyland.com)
  - Phone: 925 225-6100

# 2021 Customer Satisfaction Survey

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# 2021 Customer Satisfaction Survey – Mid October

## IT'S THAT TIME AGAIN!!!

- The goal of the Customer Satisfaction Survey is to assess the level of end-user satisfaction with the Southwestern Ontario Digital Imaging Network (SWODIN) - OneView application/Diagnostic Imaging Repository (DI-r), as well as the degree to which it delivers value to users and patient care. Your feedback and assistance with this survey will help us to develop better systems and deliver better services. The survey consists of specific questions on the benefits, service delivery, training and support related to the OneView DI-r.
- The expected release date will be **Mid October** time frame
- Those who fill out the survey will, again, have an opportunity to win a \$25 Amazon gift card.
- If there are any questions your site would like to see on the survey please let us know.



# 2021 Attestation Reminder

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# 2021 Attestation Reminder – Early November

## Attestation of Privileged accounts

- The Southwestern Ontario Diagnostic Imaging repository is conducting an annual review and attestation of administrator and privileged account access for the SWO DI-r applications. A privileged account is defined as administrative functions or sharing of the administrative functions with the system owner, whose role is to perform activities which may affect applications and/or systems, servers, network communications, end-user accounts, files, data, or processes of users.

## The value of attestation:

- Provide assurance that the hospital is compliant with hospital standards and in line with industry best practices
- Provide documentation for future audits and accreditations
- Establishment of an infrastructure to ensure ongoing security practices and controls are in place and maintained
- Educate leadership in understanding their accountability for the operation of the applications and systems within their portfolio
- Reduce organizational risk

The expected commencement date will be **Early November**



Housekeeping

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# HOUSEKEEPING

- **Urgent Issues**
  - Please call the London Helpdesk and request that they forward incident to the Oneview team
  - 519-685-8500 EXT 44357 (4HELP)
  - 1-877-465-7167
- **Non Urgent Issues**
  - Please email [Helpdesk@lhsc.on.ca](mailto:Helpdesk@lhsc.on.ca) and if you want, copy [oneview@lhsc.on.ca](mailto:oneview@lhsc.on.ca)
- **SWODIN Website (<https://www.swodin.ca>)**
  - New Login Credentials will be e-mailed to users, if you did not receive yours, please e-mail [Oneview@lhsc.on.ca](mailto:Oneview@lhsc.on.ca)
  - Introduction to the DI-r Knowledgebase
  - Educational and Training Materials can be found here
  - Updated list of Participating Organizations can be found here
- **Procedure Code Creation**
  - Continue sending request document to [Helpdesk@lhsc.on.ca](mailto:Helpdesk@lhsc.on.ca) with a copy to [oneview@lhsc.on.ca](mailto:oneview@lhsc.on.ca)
  - Please complete all fields in the document
  - Procedure Code Template and other Documents are available on the SWODIN website in the DI-r Knowledgebase
- **Application Additions, Upgrades, Changes to your environment**
  - **Regarding any application additions or upgrades in your environment that may affect Oneview - please contact us before GO-LIVE so adequate testing can be completed. HIS/RIS/Speech/QC , Interface changes etc.**
- **Account Management**
  - Site administrators are responsible for their own sites users adding/creating/modifying user accounts.
  - User Management clean up
  - Privileged User Account Management
- **Site Contact List Update**
  - If you have any changes to the contacts at your site please send the changes to [Oneview@lhsc.on.ca](mailto:Oneview@lhsc.on.ca)
  - We apply any changes we receive throughout the year and the list is reviewed annually to ensure we have an accurate list of site contacts
- **General**
  - When troubleshooting issues with the SWODIN Team please make sure you de-identify any screen caps that you send via standard email. We do not want to risk Patient Health Information (PHI)
  - Each site is responsible for managing their own sites exceptions list in Oneview.



# QUESTIONS?

## GENERAL INQUIRIES

### **SWODIN Head Office**

The Stiller Centre  
700 Collip Circle  
London, Ontario  
N6G 4X8


 [swodin@lhsc.on.ca](mailto:swodin@lhsc.on.ca)

## FOR SERVICE ISSUE OR TECHNICAL SUPPORT

### **London Regional Helpdesk**

519-685-8335  
1-877-465-7167 ext. 44357 (4HELP)

### **Non-Urgent Inquiries or Requests**

 [helpdesk@lhsc.on.ca](mailto:helpdesk@lhsc.on.ca)