

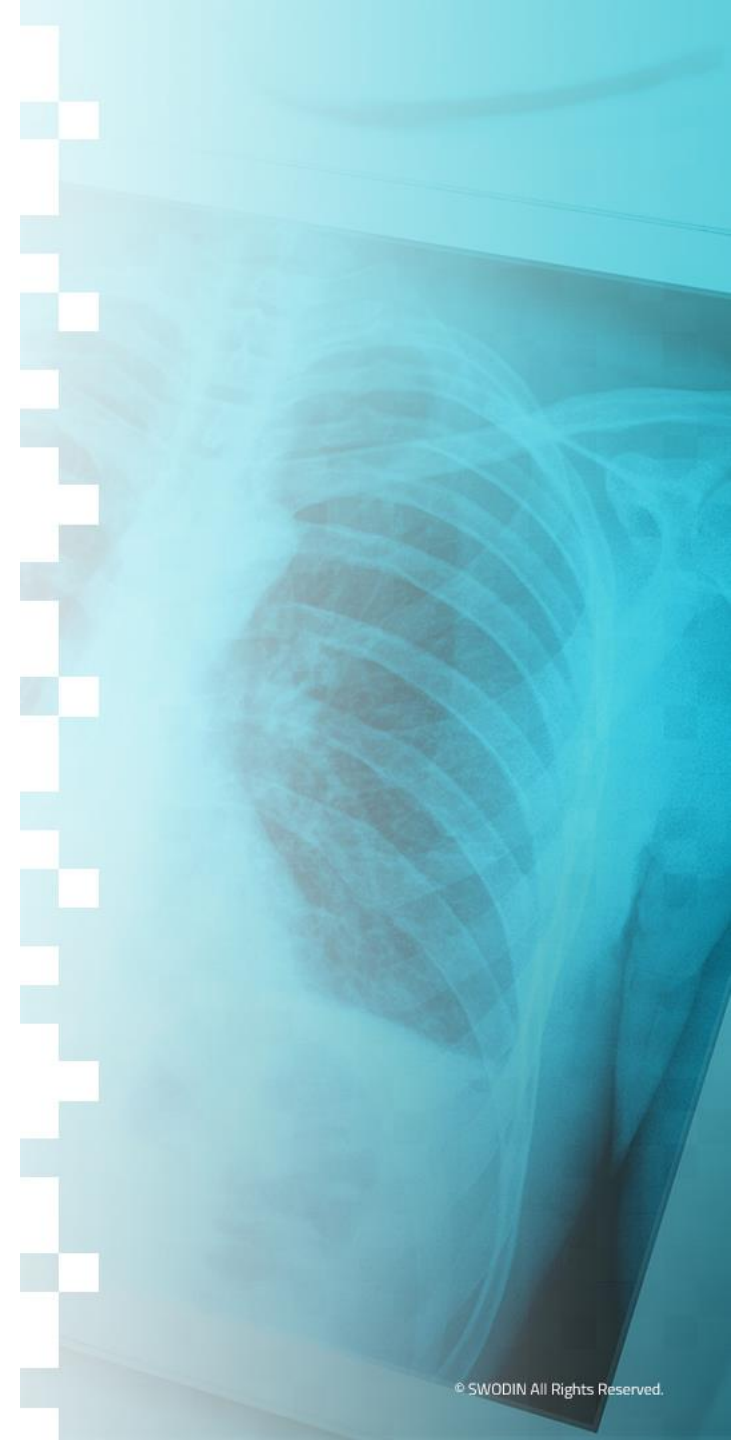
SWODIN PACS USER GROUP
Jan 25, 2022

SWODIN

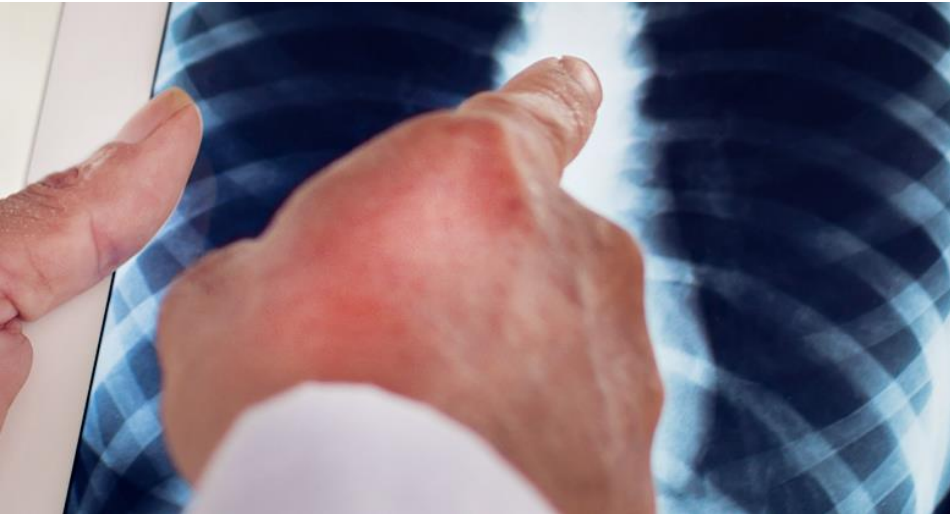
Southwestern Ontario
Diagnostic Imaging Network

SWODIN PUG AGENDA – Jan 25 2022

1. Welcome
2. SWODIN Program updates
3. PACS Upgrade
4. Round Table



1. Welcome



- a) Approval of Nov minutes
- b) Action Items carried over Sept and Nov meetings:
 - a) Clinical stations – windows 10 updates (**ALL**)
 - b) GE RadWorks (RA600) – presented with options to both PUG and BSC. Site responsibility to review. Please ensure you do
- c) ED discrepancy – on pause until 8.2

2. SWODIN Project Updates

- **Agfa Enterprise Imaging/TomTec integrated reporting:**
 - TDMH and AHI live Nov 23 and 26 respectively
 - WDMH onboarding delayed pending 8.1.4 rollout
 - Re-evaluation post 8.1.4
- **Hyland PACS Scan Web - Update**
 - Statement of Work under review
 - Kick off tentative March 2022. Exact date to be confirmed once SOW is submitted
 - Project rollout schedule TBD
- **CKHA Onboarding**
 - Project Kick off November 2nd
 - Off to a great start. Golive targeted May/June 2022
 - Agfa PM assigned to project. Agfa resources to engage post 8.1.4
 - On target
- **Longitudinal Record Project – ON PAUSE while upgrade is being completed**
 - Scope: Viewing studies from the SWODIN DIR within the Enterprise Imaging (EI) desktop and Xero Viewer

3. Agfa Enterprise Imaging PACS Upgrade V8.1.2 SP7 to V8.1.4.170

The system is being upgraded Friday January 28th. The upgrade will begin at 10:00pm Friday night and will end at 2:00am Saturday January 29th.

- Users will experience two downtimes as we move between PACS and the auxiliary PACS. Please follow any downtime procedures required during these times.

Downtime #1 - move from PACS to Aux PACS

Date and time: Friday, Jan 28 10:00pm – 10:30pm

Downtime duration: 30 minutes

- User impact during the downtime:
 - Users will not be able to access PACS or the auxiliary PACS.
 - Logged in users will be logged off.
 - Some Modalities will not be able to get their Modality Worklist.
 - Modalities will be able to send images. They'll be held in a queue until the auxiliary PACS is available.
 - Orders/reports will queue until the auxiliary PACS is up.

Downtime #2 - move from the auxiliary PACS to PACS

Date and time: Saturday, Jan 29 2:00am – 02:30am

Downtime duration: 30 minutes

- User impact during the downtime:
 - Users will not be able to access PACS or the auxiliary PACS.
 - Logged in users will be logged off.
 - Some Modalities will not be able to get their Modality Worklist.
 - Modalities will be able to send images. They will be held in a queue until PACS is back up
 - Orders/Report will queue until the auxiliary PACS is up.

During the upgrade event, the Auxiliary PACS will be available from Friday Jan 28 at 10:30pm until Saturday Jan 29 at 2:00am

■ **Available functionality via the auxiliary system:**

- Full viewing capabilities of the last 10 days plus any newly acquired imaging data (imaging acquired during the downtime window)
- Annotations and measurements (these will be copied automatically into the upgraded production environment)
- Exam QC - image/study corrections or deletes
- All existing Activity Overviews (worklists) will be available
- All Hanging protocols will be available
- Username/passwords remain the same as in production
- Modality worklists will only be available when not sent from Agfa PACS



■ **Functionality NOT available with auxiliary system:**

- Modality worklists will only be available for modalities that do not receive the worklist from PACS
- Integration to other systems - Cerner, OneView, FFI, MediCAD, TeraRecon, TomTec
- Notes created in the auxiliary system will not copy into production.
- **Important: Discrepancy process is not available**, end users will need to use their PACS downtime process with the ED.

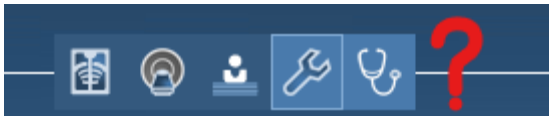
<https://auxxero.ad.swopacs.ca/>

Training and Cheat Sheets

- Regional PACS SA training sessions complete:
 - Jan 4
 - Jan 11
 - Jan 18
 - Jan 20
- Cheat sheets provided (via email and uploaded to SWODIN website). Videos uploaded to SWODIN website:
 - Admin 8.1.4
 - Clinical Enhancements 8.1.4 p1
 - MG_and_Xero_8.1.4
 - Advanced_Functions_and_Workflows_814
 - Agfa 814 Technologist
 - Super User Technologist
- Cheat sheets and videos relevant to Radiologist workflows were uploaded direct to a folder on all diagnostic workstations. Per email provided Jan 17th.

For your awareness:

- Multi log-in capability at the Acquisition Desktop. A workaround has been applied and this capability will continue to be available post upgrade.
- Low memory warning on first login but user can proceed (all desktops). Requirement is 16GB which all diagnostic stations should meet this requirement. Some Acquisition and Clinical desktops may not have 16GB, but this will not impact performance. If a user gets this prompt, they need to acknowledge it and can select 'do not show this message again' so that it will not appear on next login.
- Error message: unable to load all objects. This occurs when patient data is update while in an order/opening an order. Infrequent occurrence. Also can occur in current version.
- Xero launch icon is no longer available from the desktop launch pad. This is not expected to be an issue. All sites have the Xero URL and this can be provided downstream per site processes.



Error message: unable to load all objects

The screenshot shows a software interface with a dark error dialog box in the top-left corner. The error message reads: "Unable to load all objects. Contact your system administrator." Below the error message is a "Close" button. The background interface is a patient data form for a study titled "Study - Dec 3-21, 09:54 AM". The form includes fields for patient sex (Male), patient phone ((519)111-2222), current patient location, current patient type, address (79 Main St, London, Canada), and health card number (111111112). There is a list of "All patient IDs" with several entries. Below this is a table of "Active studies (1)" with one entry: "BU210009511 Elbow Bilat Routine Dec 3-21, 09:54 AM CR". At the bottom, there is a table of "Comparison studies (21)" with three entries. A smaller "Info" dialog box is overlaid on the right side of the form, stating: "Patient data for SWOPAC, EIGHTONEFOUR, UPGRADE has been updated. The system needs to refresh the data." with an "OK" button.

Error Message: Unable to load all objects. Contact your system administrator.

Study - Dec 3-21, 09:54 AM

Elbow Bilat Routine Acquisition

Reason for study: swelling

Ordering department: FC-RAD

Ordering physician: Jadd, Jerry L.

Performing department: FCHS General Radiology

Number of images: Local Patient ID (MRA): FC100019

Body parts: ELBOW BILAT, ELBOW LT, ELBOW RT

Info: Patient data for SWOPAC, EIGHTONEFOUR, UPGRADE has been updated. The system needs to refresh the data.

#	Accession no.	Procedure name	Study date/time	Mo	Reading physician
✓	BU210009511	Elbow Bilat Routine	Dec 3-21, 09:54 AM	CR	

	Study date/time	Procedure name	Accession number	Mod.	
✗	Dec 15-21, 08:08 AM	Chest PA/Lat (p91)	CH210010258	CR	U
✗	Dec 14-21, 08:20 AM	FEMUR RIGHT	000001708	CR	S
	Dec 10-21, 03:00 PM	ABDOMEN 1 VIEW	000001709	DK	S

Management of User Groups in Agfa 8.1.4:

- All current users will be assigned an auto-generated User Group (UG). This User Group will contain all task assignment groups (TAG), Desktop profiles (DT) and security roles (SR) that the user was assigned to.
 - If a user requires an additional TAG, DT, or SR, this can be easily applied using the NEW User groups that will be available to select for each of these attributes. These new UG's will be prefixed with:
 - TAG_
 - DT_
 - SR_
 - However, if a modification is required to anyone of the original attributes, then follow the below process:
 - Add each one of the attributes back that you want to maintain on the user with the exception of the one you want to remove. This is done using the newly created UG's as mentioned above.
 - Once all desired attributes have been added, remove the auto-generated UG that contains the unwanted attribute.
- ❖ **NOTE:** New User Group creation is the responsibility of the service provider (SWODIN). Any requests for modification/additions must be submitted via help desk ticket to SWODIN for evaluation.

Management of User Groups- Example:

- Current user is an ER Doctor with the below attributes:
 - DT= Clinical Desktop (ER Clinician), XERO Viewer
 - SR= ER Physicians
 - TAG= MHA_ERPhysician, TG_ERPhysician, WH_ERPhysician, and WGO_ERPhysician
- Post upgrade, all the above attributes roll up into one singular UG containing the 7 above attributes.
- The physician no longer works at Woodstock Hospital, and this TAG needs to be removed
- Individually add back the 6 attributes you want to maintain using the Newly created UG's
 - DT_Clinical Desktop
 - DT_XERO Viewer
 - SR_ERPhysician
 - TAG_MHA_ERPhysician
 - TAG_TG_ERPhysician
 - TAG_WGO_ERPhysician
- Always be sure to include at least one from each UG (DT, SR and TAG)
- Once all the desired attributes are added, you can remove the auto generated UG Agfa created which contains the unwanted TAG for Woodstock Hospital.

Modifying QC permissions in Agfa 8.1.4:

- The same process will be required if you would like to modify permissions for QC ability.
- Post Go Live there will be three options for the Security Role of a SuperUser Technologist.
 - Superuser Technologist- QC Delete and Fix/Merge. (This is what all current SuperUsers will have in their profiles)
 - Superuser Technologist- QC Delete (NEW SR)
 - Superuser Technologist- QC Fix/Merge/Split/Segment (NEW SR)
- If a site makes a decision to modify current Super Users to have only the fix merge permission, and not the delete permission, this is now possible with EI 8.1.4:
 - Individually add back UG's for TAG_*** and DT_*** to replicate what the user already had
 - Assign them the new appropriate UG for SR_ with the correct QC ability
 - SR_ Superuser Technologist- QC Fix/Merge/Split/Segment
 - Remove the auto generated UG that contained all the previous attributes which included the Delete permission.
- Building a net new user with Superuser functions will be as simple as adding the UG for Desktop, TAG and the appropriate SR type. (one of three listed above)

POST GOLIVE

- Site expectations:
 - Please engage with your key stakeholders/end-users to ensure they are aware of new features and functionality, introduced at golive, which may enhance their workflows
- SWODIN:
 - Further evaluation of 8.1.4 advanced functionality will be assessed and additional training sessions with Regional System Administrators planned for.

4. PACS Technical Update

Imaging of regional PACS clinical stations still at Windows 7

- SWODIN FTP site has the latest image for regional sites to download with updated instructions to follow.
- London sites can be imaged from the network through SCCM

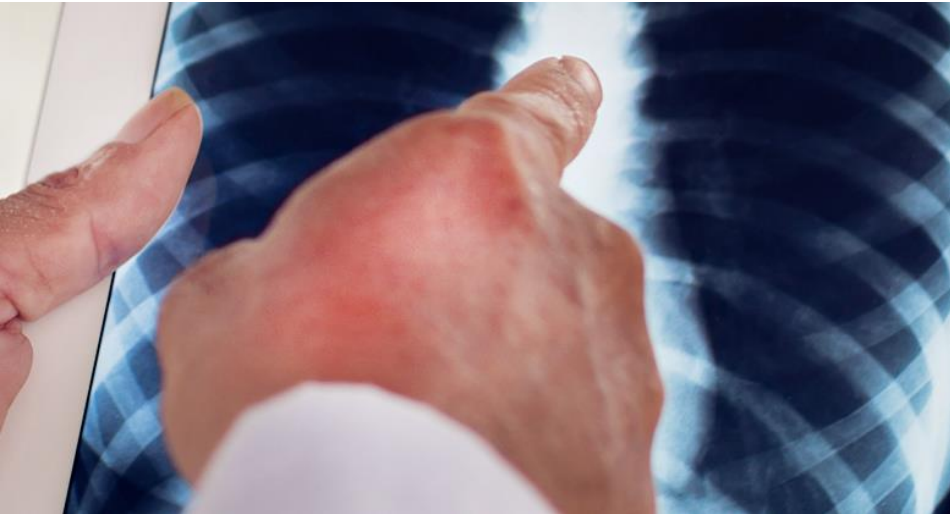
TARGET DATES:

- Clinical Stations were to be completed by Nov 30th

8. RoundTable



Next Meeting



- Tuesday Mar 29th, 2022



Thank You!

GENERAL INQUIRIES

 **SWODIN Head Office**

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


 swodin@lhsc.on.ca

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

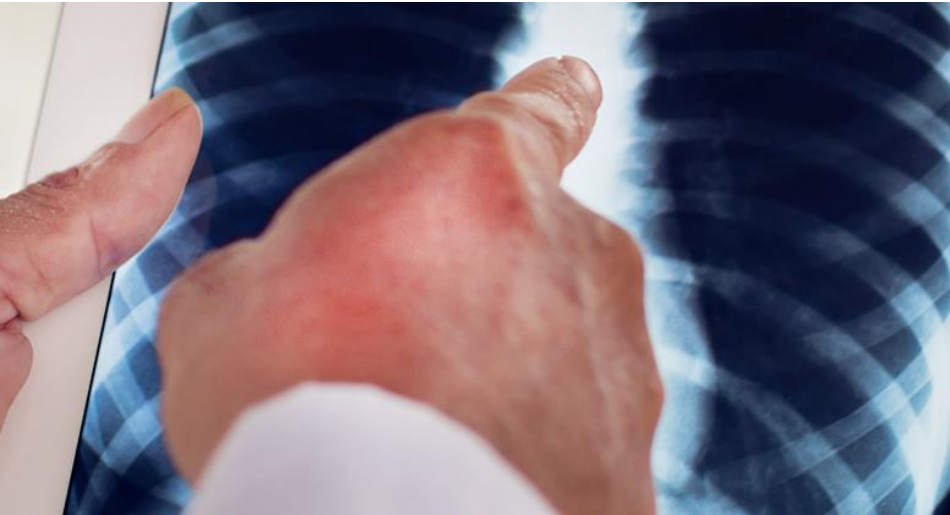
 **London Regional Helpdesk**

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

Non-Urgent Inquiries or Requests

 helpdesk@lhsc.on.ca

Issue Escalation



- Continue to email SWOPACSCRITICAL@lhsc.on.ca for **critical issues only (system unavailable)**
- Continue to email the LHSC Helpdesk and email for non-critical PACS support. Please do not text or email individuals directly

QC Housekeeping

REMINDERS:

1. **DO NOT Delete the entire study in PACS. DO NOT USE DELETE ALL IMAGES.**

ENSURE THIS IS COMMUNICATED TO YOUR SUPER USERS!!

1. Deleting the entire study creates a KO for that exam
2. Once this exam falls off line and users try to pre-fetch the study, it will apply the KO, and the images will not display in Enterprise Imaging.
3. This is happening because the study has the same SUID as the original that was deleted.
4. Due to potential for downstream effects of the delete function in PACS, all System Admins and Super Users must follow one of the two options provided for deletion QC.
5. Do not delete the entire study; use 'Split' to move the series requiring deletion into a dummy exam.
6. Send to Gearview/RA600 create new SUID, and then send to PACS.

2. **SPF Accessions** – Reminder to your teams (technologists) to NOT scan documents to the SPF accessions

3. Maintain and keep up to date with **site specific QC queues AND system wide QC queues**

PACS QC

- Junk Files- Archived
- Hanging Protocols- Clean up
- Reminder- Daily QC-System Admin Clean up – will resend communication from previous year
 - Routine QC
 - Reading Completed – no report in EI
 - Reading tasks uncompleted/unassigned
 - Sign off tasks uncompleted/unassigned
 - Acquisition completed by Administrator missing URL
 - Acquisition Tasks Expired
 - Cancelled exams with images