From Peer Review to Peer Learning

powered by Enterprise Imaging

**Turn your radiology department
into a continuous learning environment**

AGFA *Agfa*

HealthCare

Quality Assurance and Radiology:

Radiology has been at the forefront when it comes to digital transformation and setting the path towards the use of advanced clinical applications, helping improve informed decision making.

The introduction of PACS and the need for offsite and onsite collaboration and reporting emphasize the need for quality assurance to not only provide better patient care and services, but to also safeguard radiology performance.

Radiology expertise driving collaborative improvement

Peer reviews are a fundamental part of the radiology workflow. They allow you to collect and evaluate data on reading errors, and to meet your regulatory requirements.

But peer review scoring doesn't provide insight into 'how and why' an error was made. And it doesn't encourage radiologists to share their own experiences and takeaways.

With Enterprise Imaging's peer learning workflow, you can turn peer feedback and expertise into actionable learning and improvement.

Built in close collaboration with radiologists, and embedded in the Enterprise Imaging platform, the flexible and customizable workflow matches what today's radiology environments want and need to create a continuous improvement cycle.

Share, collaborate, learn and progress:

- Peer learning is embedded in the **radiologist's routine workflow**, so it becomes a part of the daily work.

- **The flexible solution** can be customized to fit the hospital's or department's situation and needs.

- As radiologists share their medical knowledge and best practices, you create a **positive mindset that is open to learning and improvement.**

Constructive learning and improvement

While peer review focusses on 'how many' reading errors occur, the **peer learning workflow** encourages radiologists to determine 'how and why' errors may occur, and then work together to close the gaps through awareness, discussion, best practices and education.

With Enterprise Imaging's peer learning tools:

- Radiologists can select and share interesting cases with peers and trainees, while respecting confidentiality. These might include:

  - Cases with a reading error;
  - Cases where a radiologist's 'great call' avoided a reading error;
  - Cases where additional results (such as a lab report or prior images) make it clear that the original reading was not correct.

- Radiologists can ask for second opinions or discuss diverging views on a case, increasing diagnostic accuracy.

- Radiologists can provide key feedback to colleagues by analyzing and discussing each other's studies. Individual and group feedback and learning support a culture of collaboration and teamwork.

Some examples of how peer learning can play a role in improving the delivery of care:

- Following a multi-disciplinary conference, unexpected outcomes or a missed pathology can be tracked.

- Following risk management meetings, pathology results that don't match expectations can be noted, and the conclusions re-assessed.

- Complaints, serious incidents or medicolegal cases can be tracked and followed.

- Supervisors and residents can review (groups of) cases together.

- If a new physician joins the team, the workflow can be set to automatically trigger a second review of all reports he or she creates for the first few months.

- Participants in a radiology education and learning (REAL) meeting can assess a study to determineany errors, enabling comparison and discussion, before the conclusions are revealed.

All of these situations can be turned into positive, learning experiences for the entire radiology department.

Quality control and certification

With its embedded peer learning workflow, Enterprise Imaging helps meet your radiology department's accreditation and certification requirements, and assists the hospital to achieve a higher quality ranking.

■ Enterprise Imaging supports peer review scoring of studies – but that's just the start!

■ Enterprise Imaging matches the requirements of the major regulatory and quality control agencies, including the American College of Radiologists (ACR), the Royal College of Radiologists (RCR) in the UK, the Joint Commission International (JCI), and many more – including for performance-based evaluations.

■ Enterprise Imaging Business Intelligence can provide analytical intelligence that can be used to provide accreditation documentation. You can easily create reports for all peer-reviewed studies using various criteria: performing department, procedure (e.g., colonoscopy, mammography), author, peer review score, keyword searches and more.

THE PEER LEARNING WORKFLOW

The peer learning workflow steps can be set up flexibly to match your facility's requirements. You can make it as simple or complex as you want, by choosing which steps to include:

A new learning case is **created**:

A. Either **manually** triggered by the radiologist;
B. Or **automatically** triggered based on predefined rules.

The case is **anonymized** (both patient and author).

■ Radiologists can give a **score** to the case, **categorize** it as procedural, medicolegal, learning conference material, etc., and attribute other (customizable) parameters or free text.

■ Depending on the rules defined by the hospital, the case may be submitted to a **second (or more) round of reviews**.

■ The case is used in a **learning or quality conference** for broader discussion and feedback, which can then be included in a dedicated attachment.

■ **Follow-up** tasks can be created, to establish an improvement action plan.

■ If necessary, it is possible to connect with the (anonymous) author via the workflow for additional **feedback**.

■ **Overview reports** can be created to provide accreditation documentation.

Peer learning for academic environments

An extensive workflow can be set up to support a more complex learning process in university/teaching environments, allowing trainees and residents to receive the support and follow-up they need as they evolve from junior to senior radiologist.

Peer learning meets multiple objectives

With a carefully designed system that primarily facilitates collaboration, Agfa HealthCare Enterprise Imaging peer learning system can not only improve individual feedback, but also foster a culture of teamwork and collaboration for a group feedback.

Besides empowering the clinicians, the system is designed to help program administrators with tools and workflows to improve case submission, confidential feedback and capabilities to make cases available for further review as needed.

Discover how Enterprise Imaging can power a productive environment for you and your staff!

Contact your Agfa HealthCare representative for more info

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