

# Reflections on a National PACS Programme.

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## Outline

- Brief History of National Programme for IT and NHS Connecting for Health (CFH).
- Clinical Engagement and a National PACS Programme.
- The vision.
  - PACS now and in the future
- Benefits.
- Challenges and Successes.

# National 127 CFH PACS



Connecting for Health

NWWM

CSC

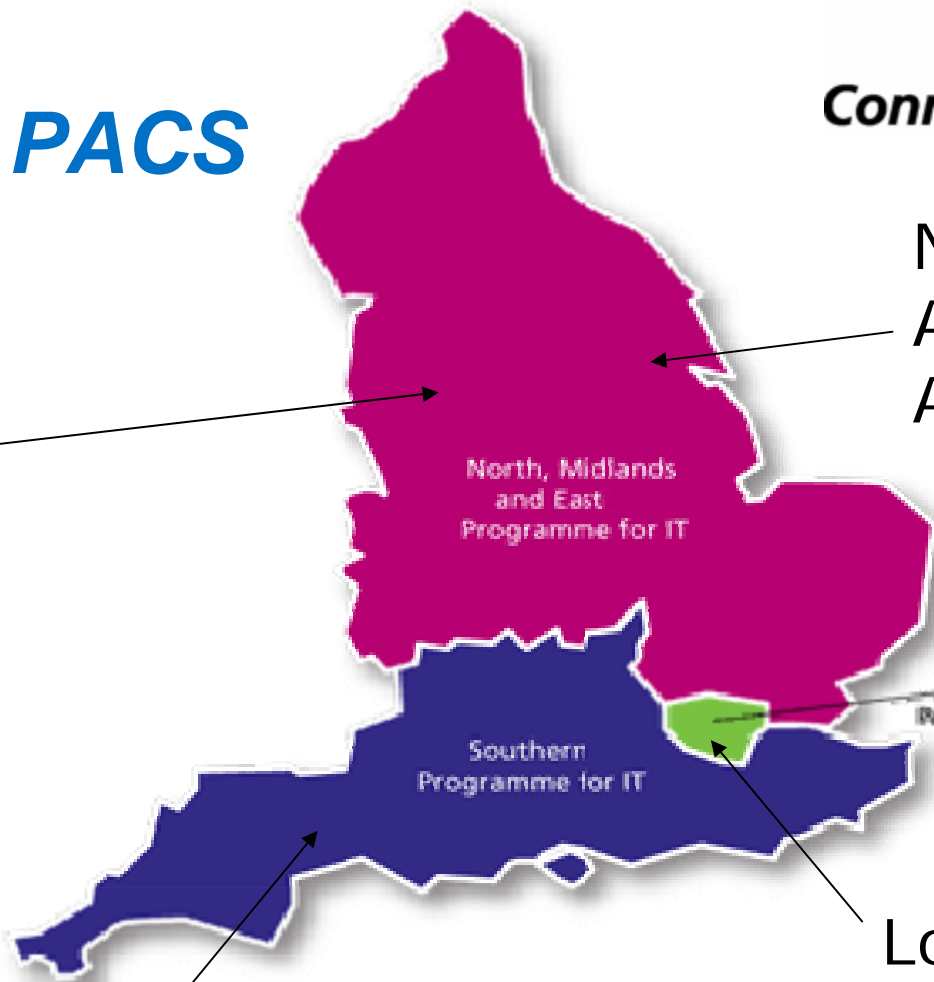
GE PACS

HSS RIS

South?

GE PACS

HSS RIS



NEEM

Accenture

Agfa PACS

London

BT

Sectra PACS

Isoft RIS

# *The perfect PACS programme. Where should Clinical Engagement fit in?*

- Specification
  - Clinical Requirements
  - ‘Future proofing’
- Tender and Contract
  - Design, Build, Test
- Planning
  - Change Management
  - Benefits baselining
  - Safety
- Deployment
  - Do once and Share
- Lessons Learnt
- Benefits realisation
- Next steps
  - Image data sharing
  - Supporting clinical networks
  - ‘NHS Next stage review’

# *Clinical Engagement and Leadership.*

## *The vision.*

- Five national clinical leads appointed.
- Imaging at the heart of Clinical Care
- The right image and report
  - At the right time, In the right place
  - For the right person or team
- Improved workflow and productivity.
- Supporting wider improvement initiatives.

## *Right Image ..*

- Digital imaging for all
  - Complete Imaging History
  - Image manipulation.
  - Cineloop. Intuitive
  - Advanced applications
    - Orthopaedic templating
    - 3D and MPR
- ‘Web’ vs ‘workstation’
- Monitors
  - ‘Diagnostic’ vs ‘Review’
  - Quality Assurance
  - Mobile and wireless technology

## *.. And Report*

- Request forms
  - Scanning or electronic requesting
  - Clinical details
  - Ionising Radiation regulations
- Report
  - Digital Dictation
  - Voice Recognition
  - What to do with paper
  - Availability vs Notification
  - E transfer. Design of PAS

## *Workflow and Productivity*

- Front line clinical care
  - Outpatients
  - Emergency Department
  - Operating Theatre
  - Ward
- Radiology Department
  - Improve productivity
  - Improve quality.
    - All the information at the point of report
  - Reduce turnaround times
  - Subspecialty/double reading
  - Out of hours working
- Enhanced research, audit and teaching

## Supporting a 21<sup>st</sup> century NHS

- Data sharing.
  - Datastore model
  - IHE standards XDSi
  - NHS Number
  - Care Record Guarantee.
    - Legitimate Relations
    - Role-based Access
    - Consent
    - Patient Demographic
- PACS Exchange
- NW Image Portal
  - Multidisciplinary team
  - Emergency image review
- Integration with Integrated Patient Record
  - ‘Spine’ and Summary Care Record.
- CHIMERA
  - Cardiology
  - Histology
  - Mammography
  - Endoscopy
  - Radiotherapy

## *Clinical Engagement- successes and challenges. Experience from London.*

- Clinical engagement events
  - Wider clinical community.
  - Senior Management.
  - After a time 90% PACS managers.
- Model deployment plan.
  - Overlapping deployments.
- Hit squads
  - Limited by resource
- ‘Gold build’ upgrade path
  - Individual hospitals customising the product
- Website
  - Tracking database.
  - Bulletin Board
- Request for Change (RFC)
  - Request for Improvement (RFI)

## *What went right? Benefits highlights*

- **Cash releasing benefits:**
  - **£35.3** million cumulative to end Mar 08
  - **£20.9** million in year 07/08
  - **£49.9** million forecast recurring
  - **Up to £275k** per Trust per annum
- **Patient, staff and care benefits**
  - Faster diagnosis and treatment decisions
  - Fewer repeat xrays leading to less radiation exposure and safer care
  - Healthier working environment through less exposure to chemicals.
  - Up to **£1.7m** per trust per annum but needs more work to quantify.
- **52% improvement in turn around after first year of PACS.**
  - Half of Trusts now less than 70 hours (was 133 hrs). Voice recognition and auto electronic transfer continue to improve.

# Challenges.

- Planning
  - Reporting area or individual office
  - What to do with film/paper
  - How to share images and reports between hospitals
- Change management
  - Process mapping.
  - Training.
- Benefits
  - Baseline
  - End-to-end technology
  - Patient safety

## *A success story.*

- April 1<sup>st</sup> 2007. London PACS Deployment complete on time and on budget.
- 21 Hospital Trusts benefiting from NHS CFH PACS
- Plus 12 legacy (pre-existing) PACS
- All 33 Trusts now film-less
- 9 Trusts using NHS CFH RIS plus 12 legacy RIS.
- NHS in England now entirely filmless. Now for paperless!
- NHS CFH won two prestigious IT awards.