# Flipping the script on peer learning in radiology

## Turning peer review workflows into peer learning opportunities

Interview

**Jan Kips**
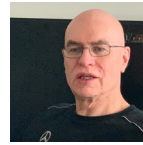**Global Product Manager**
Agfa HealthCare

**Koen Meeusen**
**Global Product Manager**
Agfa HealthCare

# Flipping the script on peer learning in Radiology.
# Turning review workflows into peer learning opportunities.

Interview

**Danny Steels**
**Product Manager**
Agfa HealthCare

**Kevin Hughes**
**Application Specialis**
Agfa HealthCare

Peer review is a very important tool for the radiology environment, but it has some serious drawbacks. Through peer reviewing, the radiology department can evaluate studies to measure the number of reading errors radiologists make. Certain regulations and certifications also require peer reviews in order for facilities to keep their license to practice.
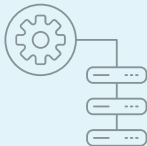
But over time it has become apparent that simple 'scoring' of a study doesn't provide actionable,  constructive feedback to the radiologists. It isn't the right review model for learning from mistakes. To bridge this gap, Agfa HealthCare developed and embedded a true peer learning workflow in its Enterprise Imaging platform.

## "While cases can be anonymized (both patient and author), it is possible to connect back with the author in an anonymous way within the workflow to get additional feedback."

Kevin Hughes

## Peer learning: from 'How many?' to 'How and why?'

While peer review centers on 'how many' reading errors occur, peer learning – which is also called peer feedback – lets radiologists focus on understanding how and why an error occurred, and on learning from this. It thus replaces the sense of 'shame' caused by making a  mistake, with a positive mindset that is more open to learning and improving.

## Collaborating with radiologists on their needs

Agfa HealthCare's Enterprise Imaging has always included a peer review workflow, as an integrated, native part of the platform. To turn this tool into a flexible peer learning workflow, we worked with radiologists in different countries to see what they needed.

For example, in the peer review workflow, a specified number or percentage of studies are randomly selected for review. But while a random selection provides statistics, it doesn't support true quality improvements.

## Learning from real, 'interesting' cases

An interesting case can be one in which a reading error was made, but it can also be a study in which an error could easily have been made, but the reading radiologist made a 'great call' that avoided the mistake. Another potential situation is when new results (from e.g. the lab) make it clear that something in the initial reading was not correct.

## Build awareness and understanding

Using this more positive approach, for example, a case can become an interactive tool for learning conferences. Participants can be invited to assess and discuss a case before seeing the study's conclusion or additional information. The conclusion is then revealed, and the participants can discuss it from a variety of angles.

Of course, radiologists can also provide more direct feedback to the author of the study. Additionally, at any point in the workflow, they can also create follow-up tasks, to establish an improvement action plan.

## Flexibility for radiologist and hospital

Flexibility was a key criterion in our discussions with radiologists, so the peer learning workflow can be defined depending on the hospital or radiology environment's vision. An academic hospital might opt for a more complex workflow than a regional hospital, for example. To name a few possibilities:

- The hospital or radiology department can set up automatic triggers for creating cases, while also enabling radiologists to manually trigger the peer learning workflow when they come across an interesting study.

- Radiologists can do much more than score a case: they can categorize it (procedural case, or case for medicolegal purposes, or case for a learning or quality conference, …); attribute other, customizable, parameters; and add a short description.

- The hospital can define whether the case goes for another round of review (or several rounds if needed), or is directly sent to a quality committee or learning conference.



"What the radiologists wanted, was a way to create a case out of an interesting study immediately, and then share it with colleagues, so everyone can learn from it."

**Danny Steels**

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**

**1**
—
**Either manually triggered by the radiologist**

**2**
—
**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.

# Share, collaborate, learn and progress
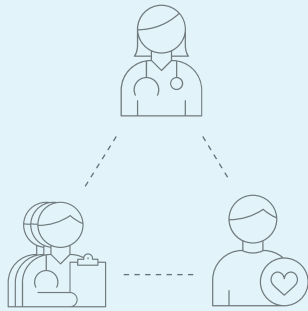
- Peer learning is embedded in the radiologist's routine workflow, so it becomes a part of the daily work.

- 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.

"As a university-linked hospital, San Gerardo works with residents with varying degrees of experience. The Enterprise Imaging workflows support radiology as a learning environment, while supporting a high level of patient care."

**Dr. Ippolito**
San Gerardo Hospital, Monza, Italy

# Turning peer review workflows into peer learning opportunities

The power of the peer learning workflow is that hospitals can extend it as they feel appropriate. And we, from our side, continue to connect with radiologists and radiographers to further evolve our workflow helping them draw maximum benefit out of peer learning opportunities.

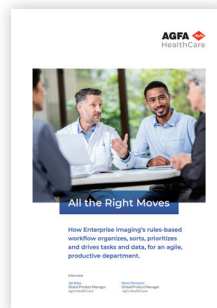## Contact your Agfa HealthCare representative for more info

## More Expert-interviews
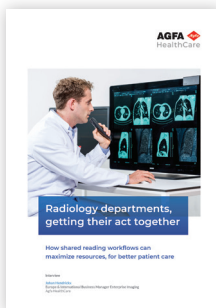


Shared Reading Workflows
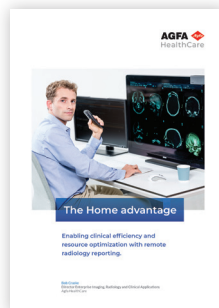


Home Reporting



Rulles-based Workflow



Data Migration

**Enterprise Imaging Platform**

**AGFA** HealthCare