

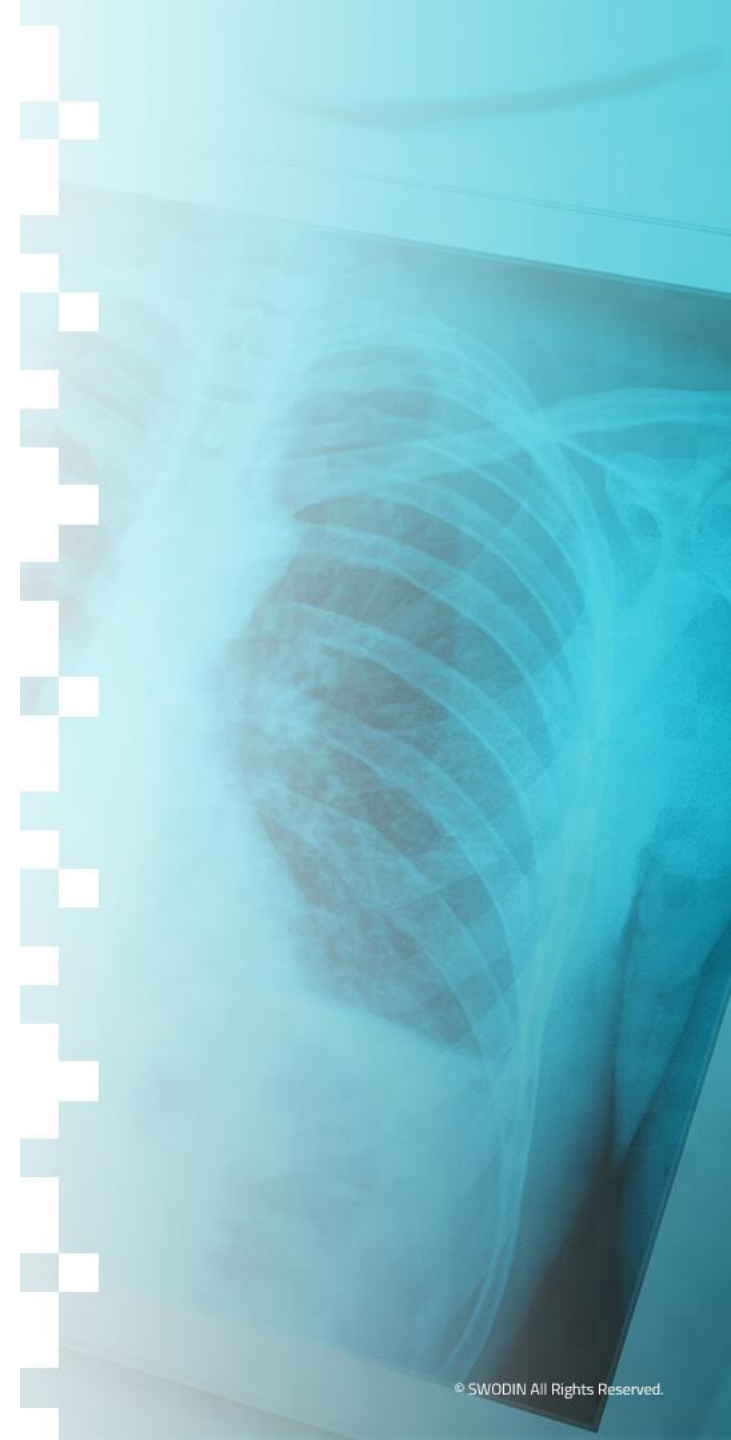
SWODIN PACS USER GROUP  
January 26, 2021

**SWODIN**

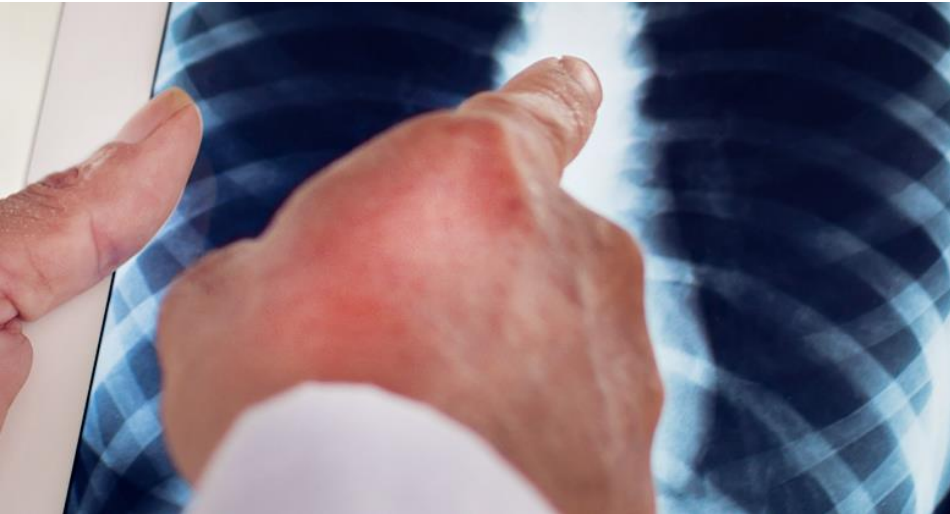
Southwestern Ontario  
Diagnostic Imaging Network

# SWODIN PUG AGENDA – Jan 26, 2021

1. Welcome
  - a) Approval of minutes
  - b) Action Items last meeting
2. PACS Program updates
  - a) Midline Cache
  - b) LRP
  - c) System Admin Manual
  - d) PACS Expansion SBGHC
  - e) Regional Imaging Informatics Specialist – SWODIN
3. Ticket Monitor
4. PACS QC
5. Technical Update
6. Integrated Solutions
7. Next Meeting
8. Round Table



# 1. Welcome



- a) Approval of November minutes
- b) Action Items Nov meeting:
  - RA600- Win10 not supported- working group to review function of Gearview vs RA600 and work on finding a new solution to meet the needs.

## 2. Program Updates

### Mid-Line Cache Expansion

- Midline Expansion initiative is now complete.
- After a successful expansion of the storage capacity, we were able to backfill to August 1 2019. Target of 18 months available on midline achieved.
- Active monitoring of the midline will continue to ensure we maintain 18 months in midline.

### Longitudinal Record Project

- Scope: Viewing studies from the SWODIN Dlr within the Enterprise Imaging (EI) desktop and Xero Viewer
- Migration validation continues in the QA environment – very complex
- Project team continues to work on communication and roll out strategy. Demonstration of the solution tentative for Q1 (Mar/April)

### SWODIN Regional PACS – System Admin Manual

- The development of a formal regional PACS Admin Manual.
- Draft completed on target – Dec 2020. Currently under review.

## SBGHC – SWODIN PACS Onboarding

- Project planning initiated
- Tentative Q1 GoLive

## Regional Imaging Informatics Specialist (IIS) - SWODIN PACS/DIR Team

- Posting Date: Jan 26<sup>th</sup> – internal and external posting PACS/DIR Team will be going up tonight.
- This role will have a primary focus on the delivery of the Regional SWODIN PACS service to all participating hospitals. The Regional IIS:
  - specializes in how medical images are used and exchanged throughout the healthcare system
  - serves as a liaison between the hospital's clinical areas and the Information Technology Services PACS/DIR department
  - supports and participates in the evaluation, selection, implementation, and support of medical imaging application systems and solutions
  - works with staff and physicians to optimize the acquisition, storage, retrieval and use of information in healthcare efficiently and effectively

## 3. Ticket Monitoring

### PACS Incident Review:

- Jan 18<sup>th</sup> During a support call, Agfa Support Analyst did not follow proper log in protocols by logging in through the jump station. The Support Analyst shut down the server in error.
  - No reported impact to end users.
- Nov 23 Slow sending from modalities to EI - root cause not identified
- Nov 23 Large size Multiframe (> 600mb) image transfer issue with EI
  - If issue is encountered, alert LHSC PACS support team asap so they can troubleshoot
  - Avoid sending to Radworks unless requested to or for urgent viewing needs

### PACS Change Controls:

- Jan 23<sup>rd</sup> – rolling restart of core servers
- Jan 3<sup>rd</sup> – Scheduled monthly maintenance – Rolling restart of core servers
- Dec 12<sup>th</sup> - PACS INCOMING storage cache's DICOM buffered output size from 8k to 64k. Applied to all 60 file shares across both Data center (30 each).
- Dec 6<sup>th</sup> – Migration of SVM (server virtual machine) to isolate Incoming share traffic form the Midline share traffic - goal is to improve overall performance -Completed
- Dec 6 07:00 - Schedule monthly maintenance – Rolling restart of core servers
- Nov 26 15:00 (Stiller) - PACS ODA Patch- on the Oracle(12c) agent monitoring and upgrade the MDBS java jdk version.
- Nov 19 15:00 (Parkwood) - PACS ODA Patch - " " "

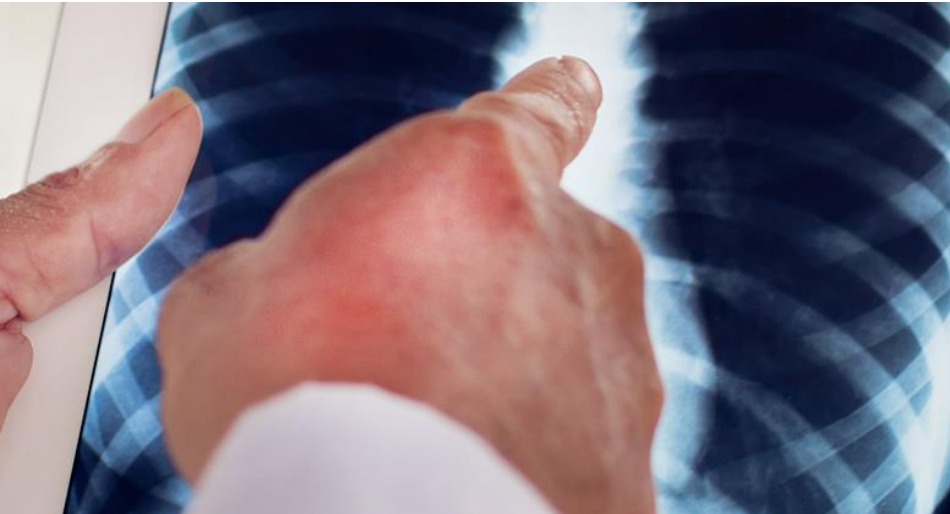
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### Speech

- Jan 5<sup>th</sup> - Monthly Windows security updates to Prod FFI servers
- Dec 1<sup>st</sup> Monthly Windows security updates to Prod FFI servers



## 4. PACS QC



- Impact of wrong or deactivated patient ID in PACS
- PR/SR do not move with QC merge/fix
- How can you tell physician alias not configured correctly in EI
- Hanging Protocol Logic and Demo
- QC Housekeeping

# 1. Impact from wrong or deactivated patient ID in PACS

EI PatientID List

(SE090540 - TVHPP STEG)  
SE307465 - TVHPP STEG

EI Report Header

PATIENT ID#: **SE090540**  
ACCESSION #: **CN210002927**

EI Image Overlay

ACN:CN210002927      St. Thomas Elain General Hospital  
Se:502  
Im:1      0109479816 -

Oneview Overlay

Patient ID: 0109479816  
ACC: CN210002927

# 2. PR/SR do not move with QC merge/fix

Agfa Ticket: Informed customer that this will be handled in Feature Enhancement Request IFR-3685

	Number of images	Number of instances	Accession number
3		3	001237342
2		6	001237342_1

# 3. How you can tell physician alias is not configured correctly in EI for user?

Task info	Reading physician na...	Report author
<ul style="list-style-type: none"> <li>Sign-off (O'RIORDAN,Elaine - completed)</li> <li>Reading (Administrator, System - completed) ←</li> <li>Acquisition (Stuckless,Donald - completed)</li> </ul>	O'RIORDAN,Elaine	<u>Siddiqi,Lubna</u>
<ul style="list-style-type: none"> <li>Sign-off (MAYICH,MICHAEL - completed)</li> <li>Reading (LYNCH,PETER - completed)</li> <li>Acquisition (KERRIGAN,MARY,ELLEN - completed)</li> </ul>	MAYICH,MICHAEL	LYNCH,PETER
<ul style="list-style-type: none"> <li>Sign-off (Administrator, System - completed)</li> <li>Reading (Administrator, System - completed) ]</li> <li>Acquisition (Anderson,Anna - completed)</li> </ul>	<u>Siu,Samuel,C</u>	<u>Siu,Samuel,C</u>

CNTCT15607

Lubna

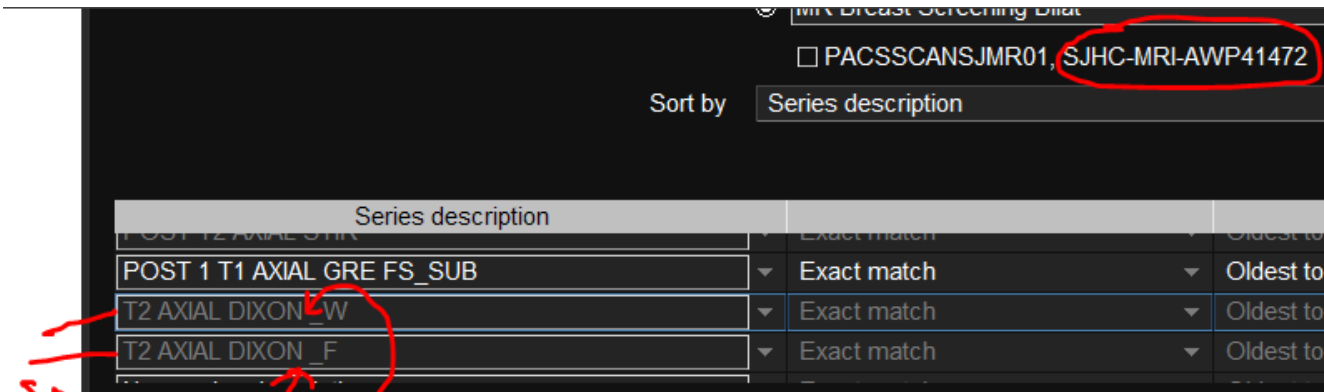
Siddiqi

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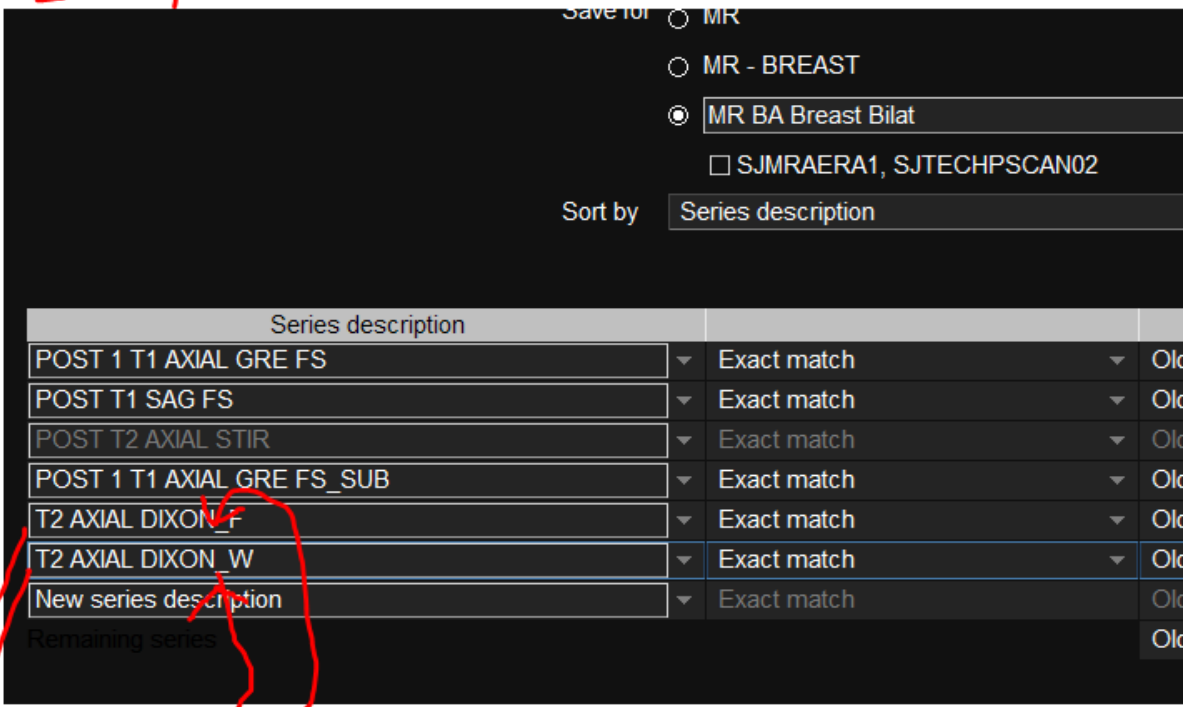
Account created May 30/19 New Resident Spreadsheet

Assigning authority	Identifier name
PhysicianID_London	SIDExtUWO250567611-2





SPACE



NO SPACE

Correction on the modality side.  
 DIXON\_F  
 DIXON\_W  
 Then these have a space before the underscore.  
 DIXON\_F  
 DIXON\_W

Can you please make these all the same?

# 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.

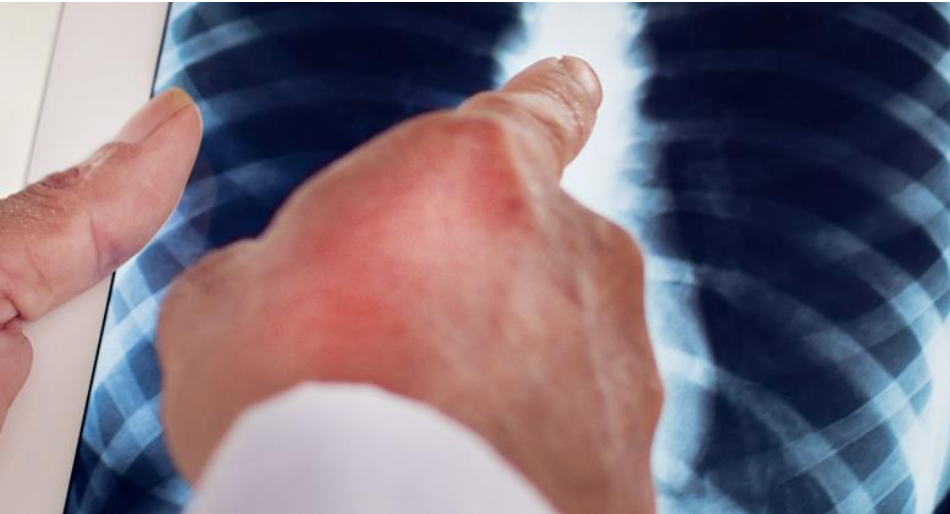
1. **SPF Accessions** – Reminder to your teams (technologists) to NOT scan documents to the SPF accessions
2. Maintain and keep up to date with **site specific QC queues**

5. PACS Technical Update – deferred
6. Integrated solutions - deferred

## 7. RoundTable



# Next Meeting



- Tuesday, March 30, 2021



# Thank You!

## 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**

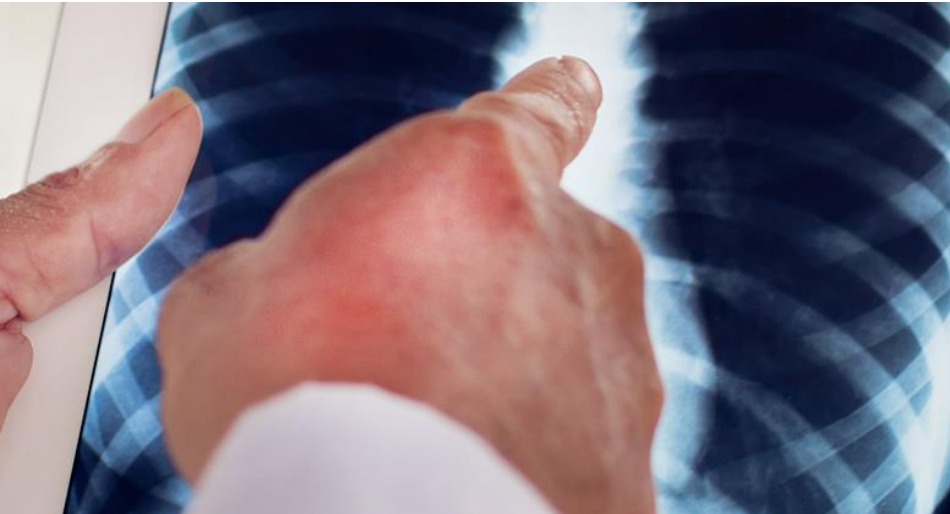
519-685-8335  
1-877-465-7167 ext. 44357 (4HELP)

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

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



## Issue Escalation



- Continue to email [SWOPACSCRITICAL@lhsc.on.ca](mailto: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