

### Professional Development in PACS

The North West Imaging Workforce Strategy states:

'The work of the radiology services is completely dependent on robust functioning IT systems to support day to day workflow and generate performance and activity data to inform departmental and trust planning and strategy. Trusts mostly use a Picture Archiving and Communication System (PACS) to store digital images and a Radiology Information Systems (RIS) as a workflow, although some use aspects of an Electronic Patient Record (EPR) which may also be linked to PACS. This requires dedicated, highly skilled staff to manage and administer these systems.'

CAMRIN recognise that PACs managers and administrators are integral to the smooth running of all imaging departments however, historically they can be overlooked in terms of professional development. In 2021 there was an opportunity for CAMRIN to apply for funding to support this key group. The application was successful and the 12 Trusts within CAMRIN were offered places on two levels of training on HL7 and DICOM for their PACS teams. All 12 Trusts were asked to nominate colleagues who would benefit from attending either the 1-day foundation or 2-day intermediate level course.

As with all project CAMRIN are looking at the benefits of the training and then will continue to support this important staff group.



### USER STORY

#### Dawns Watts PACS assistant

#### The Walton Centre NHS Foundation Trust

##### What is your job role and responsibilities

I am a PACS Administrator within the Walton Centre. I am responsible for the day-to-day housekeeping tasks within the office, sending and receiving patient images, merging those images into patient hospital numbers. I also prepare for Multidisciplinary Team Meetings. I am responsible that if any of the systems are to fail, I can communicate with the suppliers and resolve issues quickly and efficiently. I have day to day dealings with many members of staff across the trust including both clerical and medical staff. I have led on the integrations to PACS for new and replacement modalities, providing modality engineers with the correct network, worklist and DICOM information and provided end to end workflow testing to ensure it is working prior to handing over to clinical staff.

##### How does your role support the team/ patients

Being a PACS administrator allows me to work both as part of a team and independently as I am able to complete the tasks set before me when my colleague is busy completing their own tasks. By working independently, I am showcasing my abilities to both mine and wider teams across the trust. Being part of the PACS team is an integral part of the patient pathway because I have to make sure that all scans are available for the clinicians, whether this be for a clinic appointment or a multidisciplinary team meeting.

##### What training opportunities have been provided to you? How did you identify your training needs?

I was fortunate enough to be able to complete both the HL7 & DICOM Basic and Intermediate courses. I had previously discussed training opportunities with my line manager during my personal development review, so when these courses became available, they were a good opportunity for me.

##### How has the training offered supported you to carry out your role?

Attending both courses has given me a better understanding of what is involved within my job role underneath the surface. I am better able to understand the meanings behind the language that is used between the different systems that I deal with on a daily basis. I do feel that this information was better given in the Intermediate course rather than the Basic but for anyone that is new to PACS, this is a good first course.

##### Has it improved your job satisfaction and provided development opportunities?

By having the better understanding of what is involved within my job role, it has enabled me to feel more confident to answer questions when they have arisen. I also feel that I now have further knowledge to be able to apply for opportunities to develop my career.

TRUST	FOUNDATION	INTERMEDIATE
Alder Hey Children's NHS Foundation Trust		3
Countess of Chester NHS Foundation Trust		2
Liverpool Heart & Chest Hospital NHS Foundation Trust		2
Liverpool University Hospitals NHS Foundation Trust	1	
Southport & Ormskirk Hospitals NHS Trust	1	
St Helens & Knowsley Teaching Hospitals NHS Trust	1	1
The Clatterbridge Cancer Centre NHS Foundation Trust	1	1
Warrington & Halton NHS Foundation Trust	2	
The Walton Centre NHS Foundation Trust	3	3
Wirral University Teaching Hospitals NHS Foundation Trust	1	

### FEEDBACK

#### Sharron Dyce, PACS/RIS Service Lead at Liverpool Heart & Chest Hospital and Alder Hey hospital.

The fundamentals HL7 and DICOM Course was two days training over a weekend in July 2022. The course was quite intense with a multiple-choice examination at the end of the two days. There were six attendees from Cheshire and Merseyside with a range of abilities and experience. It was a pleasure to meet several junior administrators from the area that we have never met before. This provided an unexpected benefit to the course that is invaluable; the opportunity to network and share experiences with these guys as well as many others from across the country. No matter how experienced some of us were, we will never know enough about DICOM or HL7 to be full experts and there is something that we can always learn due to the technical nature of the subject. There are limited opportunities for

professional development for PACS managers and it is great that the funding CAMRIN has secured allows for so many of my colleagues to undertake this training. I can recommend it to anyone practicing in the field or who has a keen interest to develop in this area.



### FOR MORE INFORMATION

If you would like more information on this CAMRIN case study; please contact: [CAMRIN@liverpoolft.nhs.uk](mailto:CAMRIN@liverpoolft.nhs.uk)