

BY NICOLA BEDLINGTON, BARRY KELLY, PETER MILDENBERGER

ESR Patient Advisory Group to focus on patient safety and big data

The ESR Patient Advisory Group (ESR-PAG) is holding two sessions dedicated to patient safety issues during this year's ECR. One of ESR-PAG's core goals is improving communication between patients and the healthcare professionals working in radiology departments. The ESR-PAG has therefore developed a patient satisfaction questionnaire to enable radiology departments to ask their patients for feedback on services, waiting time, experiences and feelings, as well as the information provided before and afterwards.

Today, a session related to the patient satisfaction questionnaire will take place: **'Improving patient safety and quality of care in clinical radiology'** (see article on page 14). The focus of this joint session is on exploring the intersection of the ESR Audit & Standards Subcommittee and the ESR Patient Advisory Group regarding our common purpose: considering a patient's journey through our departments. Many of us as doctors suddenly become aware when we are patients, that the once familiar territory of our hospitals can suddenly seem forbidding, stressful, officious or even uncaring. If this is how it can seem to professionals who find themselves on the other side of the white coats, how much more profound and intimidating must it be for our fellow citizens who have no experience of such technological, sterile and busy environments?

So, this session looks at three tools that are designed to promote a patient-centred, compassionate, comprehensible and personal experience for those patients under our care. These are audit, a driver diagram and the patient satisfaction questionnaire. The third is exactly that, and is impressively powerful at implementing change. The second, a driver diagram is used to conceptualise an issue and to determine its system components, thus creating a pathway to achieve the goal of patient-centred care.

Audit measures something against an agreed standard. As radiological healthcare profes-

sionals, we tend to think of this as equipment and process-driven. Whilst this is, of course, an important component, audit can and should also be used to measure our interaction with each other and with our patients. By doing this, we can ensure that a patient-centred approach leads to a safe, professional and harmonious institution.

The session will conclude with a panel discussion and an exchange of views with the audience on the key question: 'Does your department perform well in patient-centred care?'

Also today, the second ESR-PAG session chaired by Dr. Nicola Bedlington together with Prof. Boris Brkljačić, chair of the ESR Communications and External Affairs Committee, will be held: **'Big data – data management, standardisation, access and protection: the way forward in developing personalised/precision medicine'**.

This is a follow-up session from ECR 2016, as the ESR's collaboration with patient groups on European political topics is one of the key objectives of the ESR-PAG. The session will focus on the current developments in Europe and the US, as development in imaging strategies is clearly providing new and exciting opportunities in functional or molecular imaging, image processing, for example, and many others.

The terms 'artificial intelligence' or 'deep-learning' are of strong interest in radiological research, because it seems that such image processing can support image interpretation in many cases. These techniques

generate a lot of different data, which require more sophisticated work-up than conventional x-ray or CT imaging. Therefore, for research or analysis, multi-site collaboration will very often be necessary. For individual treatment, patients will try to find a second opinion outside their primary care-centre, seeking experts throughout their country or even on international level.

The EU directive on cross-border healthcare and the new regulation on data protection support such applications. Several countries already have regional or national eHealth strategies, which help to communicate information between different care providers or patients themselves. One internationally accepted way of standardised communication in healthcare is the application of IHE profiles. Many of these profiles are already recommended for procurement by the European Commission. Building such networks could enable access for patients to experts, or pseudonymised/anonymised imaging data could be used to feed national or international registers for benchmarking quality parameters, e.g. for radiation exposure optimisation.

Some more work has to be organised to build such registers and to have consensus on coding systems to be used in such environments. Actually, coding is very inhomogeneous across Europe today. Improvement in these fields is relevant to reaching interoperability beyond a technical level and to enable interoperability of data (semantic interoperability).

Improved data management will also allow optimised quality management, e.g. for benchmarking in radiation protection or image quality. Therefore, it is worth engaging in this domain. However, the patient's point of view also has to be considered and will thus be presented in the session.

Background

The ESR Patient Advisory Group (ESR-PAG), launched in 2013, consists of representatives of pan-European patient organisations, the European Federation of Radiographers Societies (EFRS) and ESR experts. The aim of the group is to bring together patients, the public and imaging professionals to positively influence advances in the field of medical imaging and to foster a patient-centred approach in the work of ESR.

Nicola Bedlington is secretary general of the European Patients' Forum, co-founder of the Patient Access Partnership, and chairperson of the ESR Patient Advisory Group.

Prof. Barry Kelly is chairperson of the ESR Audit and Standards Subcommittee and an examiner in the EDiR.

Prof. Peter Mildemberger is chairperson of the ESR Subcommittee on Professional Issues and Economics in Radiology (PIER) and user co-chair of IHE-Europe.

ESR Patient Advisory Group Session

Saturday, March 4, 16:00–17:30, Room L 8

ESR-PAG 2 Big data – data management, standardisation, access and protection: the way forward in developing personalised/precision medicine

- » **Chairmen's introduction**
N. Bedlington; Vienna/AT
B. Brkljačić; Zagreb/HR
- » **European developments within data management, standardisation, access and protection**
P. Mildemberger; Mainz/DE
- » **Patients' point of view**
N. Bedlington; Vienna/AT
E. Briers; Hasselt/BE
- » **Current US status pros and cons and issues**
J.A. Brink; Boston, MA/US
- » **Panel discussion: Importance of data management in modern medicine – what are the main issues to be addressed?**

ESMRMB proves its commitment to education



The 34th Annual Scientific Meeting of the ESMRMB will take place in Barcelona, Spain, from October 19 to 21, 2017.

"Nothing to add, absolutely excellent!" What could be nicer than such positive feedback? Over the last 15 years, quality and expertise have proven to be the guarantor of a highly satisfied audience. The European Society for Magnetic Resonance in Medicine and Biology (ESMRMB) is very proud to offer highly regarded education for professionals working in the field of MR.

School of MRI

Physicians and MR radiographers/technologists are cordially invited to 11 advanced clinical courses with a course duration of 2–2.5

days. These courses have an interactive character with 50% of the total teaching time used for repetition and case discussions in small groups. 65 participants are the maximum per course.

Learn wherever you are: after its successful introduction in 2016, our eLearning course on Basic MR Physics will again be held in 2017.

Hands-On MRI

We would like to inform MR radiographers, technologists and interested physicians that three courses are planned for 2017, with a duration of 2.5 days each. They offer 50% vendor specific hands-on training

on scanners and workstations, with a maximum of 30 participants per course.

Lectures on MR

MR physicists and other basic or clinical scientists are warmly welcome to seven courses in 2017, with a duration of 2–2.5 days. 40% of the total teaching time will be used for repetition, exercises, and practical demonstrations. The maximum is 50 participants per course.

ESMRMB Annual Scientific Meeting 2017

The 34th Annual Scientific Meeting of the ESMRMB will take place in Barcelona, Spain, from October

19 to 21, 2017. There is still time to contribute to the congress by submitting your abstract. Join other clinicians, physicists, engineers, biochemists and radiographers from around the world for the premier meeting in the MR global community in mid-October in the beautiful city of Barcelona. Submit your abstract by May 18, 2017!

Find out more at www.esmrmb.org and join us on Facebook and Twitter!