Global Remote Incident Prevention services bring peace-of-mind to radiology department

GRIP increases uptime levels and reduces patient care delays

INTERVIEWEES Dr. Annette Bak, Manager of Radiology and Nuclear Medicine · Jan Wolters, Functional Application Specialist

GRIP provides state-of-the-art electronic monitoring of IMPAX RIS/PACS to help prevent service interruptions or downtime surprises in the healthcare IT environment. A permanently open VPN connection links GRIP to the Agfa HealthCare central monitoring center in Rijswijk, The Netherlands.

PREVENTING DELAYS IN PATIENT CARE

GRIP services consist of a real-time, centralized global monitoring center and technical team, watching for disruptive incidents at all connected customer sites. “You can have communication problems between RIS and PACS, where patients may not be included in the PACS queue, but they may already be in the examination room,” says Jan Wolters. “Currently we have some 80 open incidents. We look into each incident first ourselves, and if we cannot handle it, we refer to Agfa HealthCare’s helpdesk.”

At AMC Hospital, the GRIP solution is set up to act when certain thresholds of event incidence are surpassed. The threshold determines when GRIP notifies the hospital, explains Jan Wolters. “At the moment we are fine-tuning these thresholds together with Agfa HealthCare and also implementing new monitoring points in the system. A low threshold results in a high reporting level of incidents, many of which may not be important. A high threshold may lead to a reduced preventive reliability. The balance is where we have the...”
lowest possible level of incident reporting by the users in radiology and nuclear medicine, which means that GRIP takes care of the incidents before they actually occur. Ideally, Agfa HealthCare would be monitoring and handling the problems faster than our users can experience them.”

KNOWLEDGE OF A PROBLEM BEFORE IT OCCURS
GRIP allows AMC Hospital to know about a problem before it occurs, and this knowledge can enable staff to prevent the incident from taking place at all. Says Dr. Annette Bak: “We clearly expect to benefit from GRIP from a user perspective. Upfront awareness of potential disruptions, 24/7, allows IT to intervene before outages or incidents occur and even help make sure they do not occur in the future. It brings a peace-of-mind that incidents will not affect us.”

Jan Wolters provides an example. “We recently were pre-notified of a memory space problem that would occur in one of our servers. Because of this report, we were able to anticipate and avoid problems. This allows us to increase our uptime levels to our end users in the hospital.”

CLINICIANS WORK EFFICIENTLY AND RELIABLY, THANKS TO ENHANCED UPTIME
AMC Hospital has an SLA agreement outlining uptime expectations, and Agfa HealthCare is keen on keeping uptime as high as possible and preventing any unsettling downtime surprises. This is the win-win between both parties, says Jan Wolters. “Our clinicians need to be able to do their job reliably. This requires uptime of the services offered by Agfa HealthCare. With our particular Agfa HealthCare system configuration, our SLA is end-to-end 99.84% guaranteed. The uptime is measured each quarter and needs to be end-to-end all the way to the end user. We use a stopwatch model when incidents occur, allowing us to label an incident from P1, a major problem, to P4, a low relevance incident. GRIP can prevent incidents evolving from P4 to P1.”

“The Agfa HealthCare GRIP solution is a watchdog for AMC Hospital, delivering this service in a reliable way,” concludes Jan Wolters. “Constant monitoring by the Agfa HealthCare technical team allows them to quickly detect potential issues and take action, ranging from calling a local technician to intervening remotely to correct the situation. We are still fine-tuning, but the potential is huge.”

SOLUTION
Global Remote Incident Prevention (GRIP) services with:
» Remote monitoring of the complete Agfa HealthCare system infrastructure
» Event management for fast action remotely when issues arise
» Event reporting of all warnings with instant graphical displays and historical records of past events
» 24/7 SLA

AGFA HEALTHCARE’S CONTRIBUTION
» Support IMPAX radiology solution with Global Remote Incident Prevention (GRIP) services
» Define an SLA agreement focused on keeping high uptime and preventing downtime
» Team up with AMC’s IT department and end users to find the right level of incident reporting

DID YOU KNOW...
» The Academic Medical Center was founded in 1983, when two hospitals from the Amsterdam city center, the Wilhelmina Gasthuis and the Binnengasthuis, merged with the medical faculty of the University of Amsterdam.
» In collaboration with the city of Amsterdam, AMC Hospital is stimulating the development of a Medical Business Park: a whole range of innovative businesses and research institutes in the field of healthcare, biosciences and life sciences.
» AMC Hospital has 1,010 beds, and about 7,000 employees.

“We With GRIP we can provide higher uptime levels to our end users.”
JAN WOLTERS, Functional Application Specialist