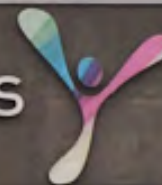


MEET OUR CUSTOMERS:

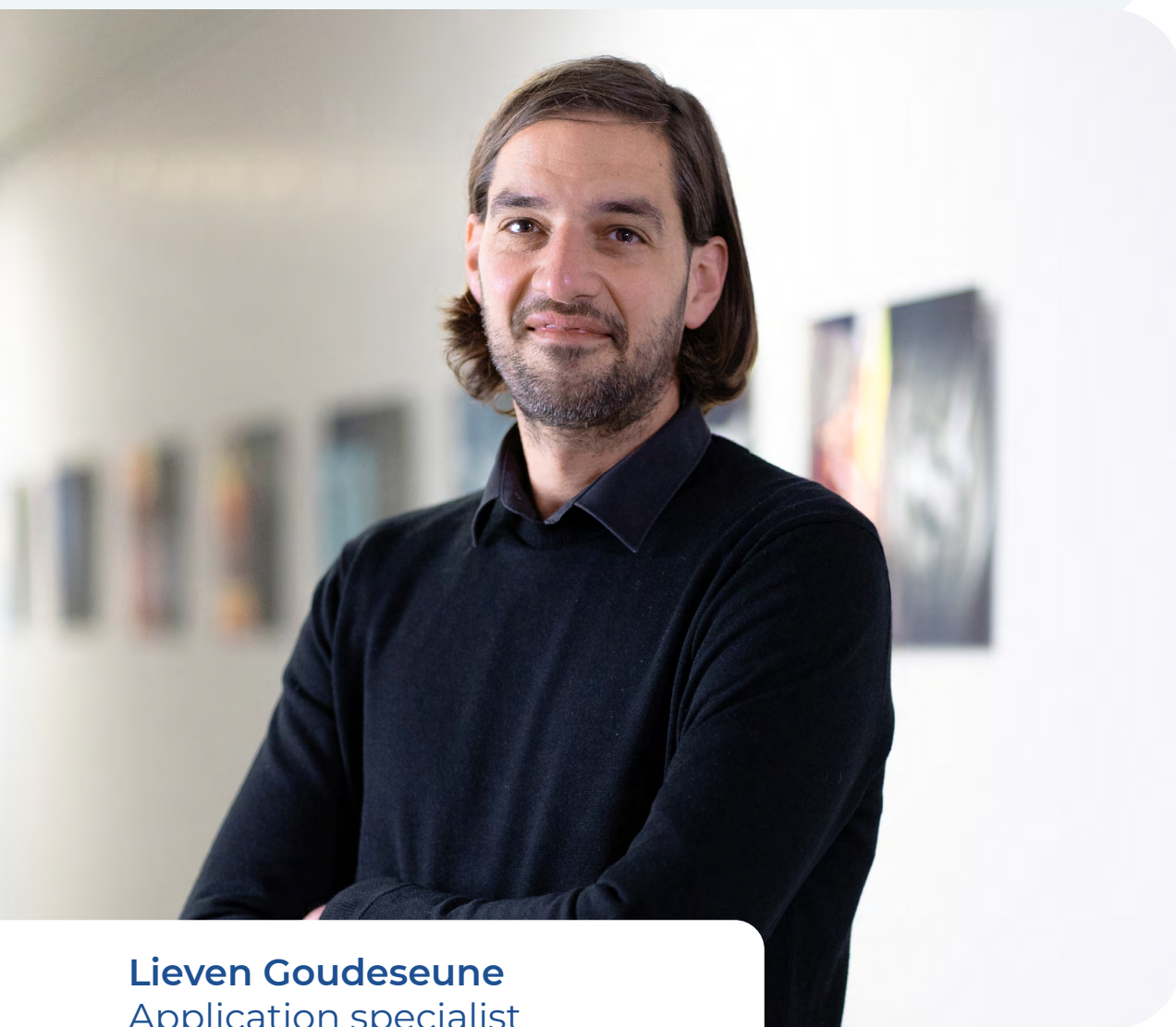
Jan Yperman Hospital | Ypres, Belgium



Jan Yperman Ziekenhuis



“WE ARE HEADING FOR THE BEST PACS ON THE MARKET”



Lieven Goudeseune
Application specialist

The regional Jan Yperman Hospital in Ypres is a modern, high-tech hospital with **532 beds, 1,300 employees and 130 physicians**. It's a growing, entrepreneurial and innovative hospital with strong roots in the region. **The hospital management team believes in a future where cloud-based SaaS (Software-as-a-Service) applications are an essential part of the business.** The implementation of the PACSonWEB Diagnostic cloud solution, with portals for referring physicians and patients, is an integral part of that strategy. “We are heading for the best PACS on the market,” says hospital application manager Lieven Goudeseune.

Radiologist Dr. Johan Dehem is passionate about technology and innovation. He was the driving force in the Radiology Department's switch to a fully-fledged cloud based PACS in 2019. For Dr. Dehem, the mandatory switch from Windows XP to Windows 10 at that time immediately exposed the weakness of the on-premises solution that was in place at the hospital at the time: a change or upgrade of computer system always affected the PACS solution.

Moving beyond the limitations of an on-premise approach

“The cloud-based solutions of DOBCO Medical Systems (part of the Dedalus group) got us out of the grip of on-premise investments and vendor lock-in,” recalls Dr. Dehem. “They came up with a comprehensive proposal for PACSonWEB and RISONWEB that fully supported the needs of the Radiology Department and aligned with the hospital’s technology and efficiency objectives as well. **PACSonWEB originated in the cloud and is today the dominant platform for web based PACS. It works within a browser environment, on any operating system.”**

To Dr. Dehem the partnership aspect of the proposal was also attractive: **“We would work together with DOBCO on the further development of the application. From the beginning, we have had direct contact in all aspects of the relationship:** development, support, administration. Problems are addressed and solved. We signed up for that. We also managed to enthuse our IT department. After all, they must manage the group network, the end-user hardware, the service level agreements, etc.”

Anywhere access to your examinations

“A hospital stands or falls with radiology. We are always looking to provide the most flexible service possible,” says Dr. Dehem. “That’s why today we have five sites where you can go for a radiology exam. **Before digitization, as a radiologist you had to be physically present wherever images were taken. But once you work digitally, you can work from any device. If your images are in the cloud, then you can work from anywhere in a reliable manner; everyone in your care**



Dr. Johan Dehem
Radiologist

network can access the examinations; and there is a support line if you need assistance. That’s the ideal model.” Dr. Dehem speaks from experience: he was able to highlight the flexibility of the RISONWEB and PACSonWEB solutions to colleagues at the hospital when, while attending the IDKD in Davos, he reported on images from his hotel room at night.



Dr. Katrien Goemaere,
Head of the Radiology Department

Home reading optimizes service

Dr. Katrien Goemaere heads up the Radiology Department at Jan Yperman Hospital. She views technology as an enabler, which should allow her to work more productively and efficiently, at any time. She describes the service provided by the support team at DOBCO Medical Systems as a “comfort zone.” The fact that support interactions are quick and smooth builds confidence, and streamlines all the benefits of a cloud solution, such as home reporting.

“With a simple https connection, home reading is getting easier and easier. This helps to optimize the service to the referring physicians,” explains Dr. Goemaere. “You can finish up some work in the evening and respond much faster to questions from waiting departments.” The fear that home reading would make the radiologists unavailable in the hospital is now completely gone, she says. The fact that we can now make a report immediately from anywhere, without wasting any time, is an advantage that people did not expect.”

She explains how PACSonWEB proved especially useful during the pandemic. **“Isolation was not an issue, we could just keep working from home,”** she says. “The fact that we now use the same viewer from every site makes communication and consultation between colleagues easier.”

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Collaborating across all radiology locations

Radiologists collaborate to make all reporting as efficient as possible across the three radiology practices and an outpatient clinic connected with the hospital's Radiology Department. Shared worklists allow for examinations from the group to be requested for reporting. In this way, the workload can be optimally distributed. Via an https connection, the user has access to the full functionality of the RIS, including reporting.

From the various sites, radiologists can access 80 Tb of examinations from the PACS archive via an internal star network at a speed of 100 MBps. An image cache of the past two years also allows them to access ongoing examinations and patient priors.

Smooth migration builds confidence

The migration to the PACSonWEB and RISonWEB cloud solutions was managed in phases. In 2018, Jan Yperman Hospital introduced the GP viewer, and later that year implemented PACSonWEB as its digital archive. At the same time, PACSonWEB was also used as a clinical viewer within the hospital, including contextual integration with the hospital's EPD. Even before the Corona outbreak in 2019, the hospital had switched to PACSonWEB Diagnostic for its diagnostic interface.

The transition from on-premise to cloud occurred in stages at the pace of both the hospital and DOBCO Medical Systems. The trust was there from the start, thanks to the effective approach, rapport within the project team and the quality of the solution.

Using PACSonWEB as a portal, and later as an image archive, was immediately more value for less cost, with a noticeable improvement in ease of use and support.

The confidence of the clinicians in the PACSonWEB solution grew very quickly. Today, all images in the OR during procedures are called up directly from the online archive. Neurology and Cardiology also call up the images directly from the online archive. Nuclear Medicine and Radiology use PACSonWEB for diagnosis, soon to be joined by the Cathlab and the Orthopaedics Department. From the electronic patient record, all images can be retrieved via PACSonWEB.

For Dr. Dehem, DOBCO Medical Systems is a partner you can count on. "They listen, respond, improve and solve. And the solution is performant." He shares some examples: "Hands-free dictation in the cloud works well with headset. Structured reports of the modality come along in PDF, so you can file them neatly at the examination. PACSonWEB integrates with other high-performance applications, for example for specific advanced postprocessing. In this way, the PACS itself remains a lightweight application and very fast. The fact that the majority of Belgian hospitals brought in PACSonWEB is also interesting on the patient's timeline." PACSonWEB is a pure cloud application and therefore multi-tenant.



Managing multiple SaaS applications

The move to implementing SaaS applications at the heart of hospital operations did not come naturally. Hospital CIO Mario Keersse explains that while SaaS applications offer many advantages, such as a much lower total cost of ownership and technical relief, they can also present challenges. **“We are evolving to an environment that is increasingly in the cloud,” he says. “We switched to Office 365; we use SharePoint to manage our documents in the cloud. The cloud is becoming dominant; it strengthens collaboration in our organization, offers more flexibility to our employees and puts us on the path to a more pleasant, high-performance way of working. The expectations are enormous.”**

From an IT perspective, though, it is a decentralized approach. Many processes and data will be put into the cloud via numerous applications. That’s why Mr. Keersse requires all SaaS vendors to certify themselves and fill out a thorough questionnaire, so he can assess the risks of using their applications.

“There aren’t many ‘true cloud’ concepts yet, PACSonWEB is a forerunner,” he says. “The experience we have with them regarding business continuity, service model and cybersecurity convinces us that the right IT strategy includes the public cloud. But it creates a challenge. There is a tsunami of SaaS applications coming at us, just think for example of artificial intelligence for all modalities,” he continues. “Can you choose a different partner for each application? Through PACSonWEB, we may have a channel to manage that.”



Mario Keersse, CIO



[VIDEO](#)

PACSonWEB mapped out:

Diagnostic users:

Radiology (12 radiologists), Nuclear Medicine, Cathlab (Cardiology) and Orthopaedics

Imaging sites:

main campus hospital, outpatient clinic, 3 radiology centers

Annual number of surveys:

300,000. They are stored together with DICOM images (from OR, Neurology and Cardiology) in the cloud on PACSonWEB.

Cloud archive:

80 Tb

Number of modalities on PACSonWEB:

23

Reporting:

Create protocols from PACSonWEB or RISONWEB.

For more information, or to try a demo of
PACSonWEB, visit our website at:
