



How remote education services can help ensure a continuous learning plan for your team.

Challenge

There are over 30 radiographers working in CH Argenteuil on different types of equipment: 2 CT scanners, 1 MR system, 2 X-Ray rooms, 1 Mammography and 2 mobile X-Ray units.

"In order to deliver good quality care, it is crucial to maximize both technical and clinical expertise. Because of the high patient throughput, my staff have limited time for training and education", states Dr Bertolle, Head of the Imaging Department.

"Continuous education has always been the priority for our institution", adds M. Pierrot, Lead Radiographer.

"However, in the past we found it very challenging to fit training sessions into very tight schedules of our teams", he states. Sending staff for training outside the hospital used to cause a lot of planning issues impacting daily activities.

Solution

Live, on-screen clinical expert support on acquisition and post processing with convenient training and coaching sessions scheduled on demand

The Argenteuil team adopted AppsLinq*, a remote clinical education platform enabling hospital staff to schedule remote live application support sessions with an on-line application specialist, as well as real-time support during the exam itself. It was the team of radiographers that noticed the benefits of the solution first.



Centre Hospitalier d'Argenteuil, France

Located north of Paris, the Argenteuil Hospital responds to the health needs of a population of 250,000. With a staff of more than 2400 professionals, the 840-bed hospital has a mission to deliver the best patient care in 8 medical poles that cover all medical disciplines, including surgery, maternity and psychiatry.



Our engagement with AppsLinq is a great investment that helps us capitalize on the expertise and skills of our staff. This is something we owe to our patients.



*Dr Bertolle,
Head of the imaging department*



Thanks to helpful guidance from AppsLinq application experts, who help us optimize protocols, we can be confident to perform procedures which were not so familiar for us before.



*Ms Goulhot,
MR Specialist Radiographer*



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*Dr El Jarrari,
Radiologist*

"Now I schedule some AppsLinq sessions with a GE clinical specialist each time I need to perform difficult procedures. I receive some coaching before the exam and I have real time remote support when scanning the patient. The clinical specialist is able to see the screen of the workstation and to control it if needed. It is very reassuring", says M. Thierache, CT Specialist Radiographer. AppsLinq also enables me to open a case directly on the workstation when live assistance is needed.

"A GE Clinical Specialist then calls us back to provide support. It is very fast. It is like having an expert by your side all the time", explains Ms Goulhot, MR Specialist Radiographer.

Confidence in new technologies, special techniques

"Thanks to guidance from AppsLinq application experts, who help us optimize protocols, we can be confident to perform procedures which were not so familiar to us before", says Ms Goulhot. AppsLinq also proves highly beneficial for the team of radiologists. *"It is challenging to remember every workflow. I really appreciate AppsLinq sessions in which clinical experts guide me remotely on the AW workstation while I work on new cases in my hospital. It is a great complement to on-site training",* states Dr El Jarrari, Radiologist

Continuous learning plan enabling streamlined workflow and team excellence

After initial on-site application training, GE clinical specialists provide remote support and training follow-up for any new GE imaging equipment. These sessions help improve daily workflow on practical cases.

"It helps us understand accurate parameters and use all the features of the system. Continuously leveraging this expertise helps us become real experts!", says Ms Goulhot.

"Our engagement with AppsLinq is a great investment that helps us capitalize on the expertise and skills of our staff. This is something we owe to our patients", concludes Dr Bertolle.

Conclusion

Clinical outcomes

"AppsLinq helps spread clinical education among everyone working at the institution. It is not exclusive to radiographers working closely with equipment", admits Mr Pierrot. *"We are able to deliver better patient care, enhanced image quality helps provide precise and quicker diagnosis. Webinars and remote application support can refresh the skills of the team or explain procedures to a new member",* he adds.

Operational outcomes

"AppsLinq facilitates managing the schedule of our personnel", says Mr Pierrot. *"It allows much more flexibility, because training is delivered directly on our site. We no longer need to send our staff to external courses",* he explains. *"The support we get through AppsLinq is way faster than scheduling an appointment with an application specialist",* adds Ms Goulhot. All of that enables smoother patient flow. *"Confident staff are able to manage exams more efficiently, which contributes to no extra waiting time for patients. Their experience counts the most for us!",* concludes Mr Pierrot.

Financial outcomes

"On top of making it easier for us to include training sessions in tight team schedules, remote education also helps us minimize the travel costs we would normally need to handle when attending off-site training courses. What is more, we can also involve more members of our staff in one training session", says Mr Pierrot.

About AppsLinq

Discover a world where you are in control of space and time...

... A world of knowledge perpetually renewed

AppsLinq helps you:

- Receive live, on-screen clinical expert support and training
- Schedule learning sessions at the most convenient times
- Be confident in managing sophisticated scanning technologies
- Reduce scan time, optimize protocol use —with high-quality imagery

The AppsLinq remote clinical education solution has recently been proven to reduce staff training costs by 33% and enhance patient throughput by up to 30%, while both increasing care quality and customer experience.¹

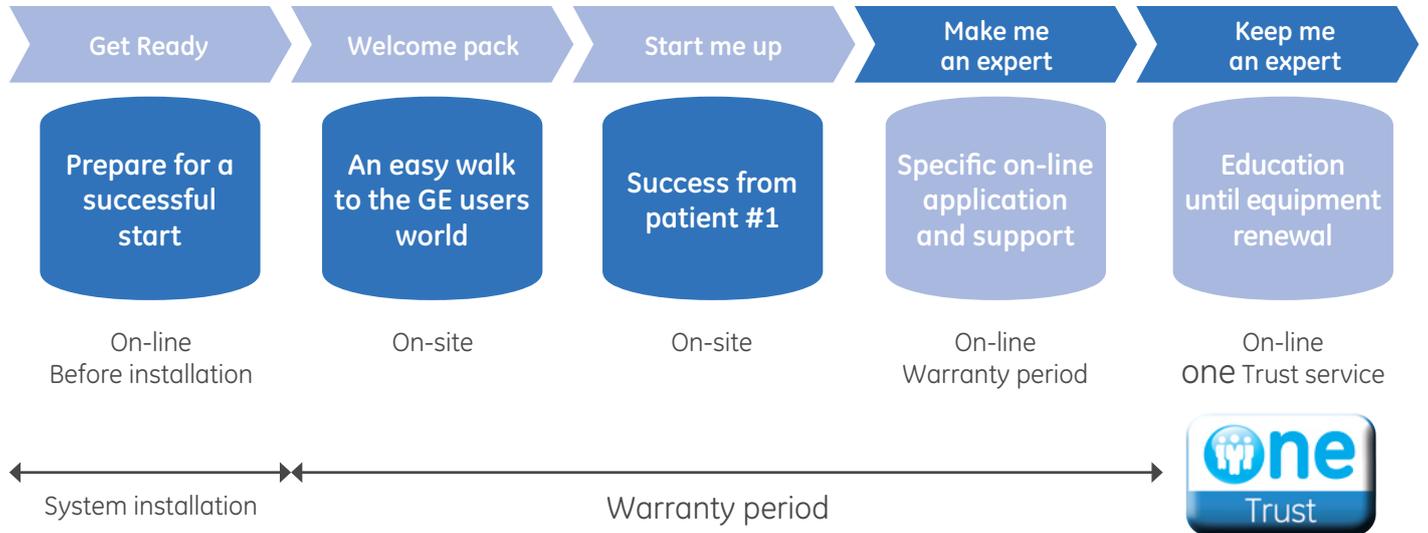
AppsLinq is offered as an integral part of ONE Trust service offering.

one Trust

Trust us to deliver with ONE Trust, part of the ONE Services family.



Continuous education through **dedicated application support** and **on-line training** access
Supporting you all accross the life cycle of your equipment



GE imagination at work

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1. Source: GE HCS Global Services AppsLinq Healthymagination Evidence of Value Study

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