JDMI’s Image Quality Peer Learning Program: Enabling Collaborative Learning and Delivery of the Highest Quality of Imaging and Care for our Patients
• No conflicts for interest; No other relationships with commercial interests exist
What is Peer Review?

• “Generic term for a process of self-regulation by a profession or a process of evaluation involving qualified individuals within the relevant field. Peer review methods are employed to maintain standards, improve performance and provide credibility. A peer review process in diagnostic imaging is typically used in the context of a radiology service’s overall quality assurance program.”

—Canadian Association of Radiologists

The CAR Guide to Peer Review Systems
(O’Keeffe, Piche, Mason; 2011)
Key Principles of an Image Quality Peer Learning Program

• Promotion of knowledge sharing & fostering a culture of learning and continuous improvement for technologists/sonographers

• Support of ongoing education, training and development of technical skills leading to improved patient care

• Identification of opportunities for image quality improvements

• Program is non-punitive

• Allows for easy participation

• Minimal impact to workflow

• Adhering to QCIPA and FIPPA legislations
JDMI Image Quality Peer Learning Program

Overview

• Image Quality Peer Learning involves assigning randomly selected images to individual technologists and sonographers who retrospectively review image quality using modality-specific criteria

• A well-designed Peer Learning program is focused on promoting knowledge sharing and a culture of learning and continuous improvement

Review

Technologist/Sonographer performs image quality reviews

• Randomly selected
• Fair, unbiased

Educate

Quality Leads select cases with most learnings

• Non-punitive, ongoing learning focus
• Translates learnings into future practice
• Promotes practice-based learning

Quality rounds are conducted

Improve

Key learnings, program outcomes reported

• Culture of continuous improvement
• Improves quality of patient care
### JDMI Image Quality Peer Learning Program

**Key Enablers of Implementation**

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<th>Key Enabler</th>
<th>Description</th>
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<td>Over the 6-month implementation period, utilized <strong>multi-disciplinary working groups</strong> (including IT, project management, and front-line technologist stakeholders) to <strong>collaboratively develop</strong> peer learning processes, policies and tools.</td>
<td>Leadership provided by Steering Committee, leveraging existing leadership forums to review and approve key working group outcomes.</td>
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<td>Initiated <strong>comprehensive program communications</strong> and <strong>go-live planning</strong> at least 2-months prior to program implementation.</td>
<td><strong>Staggered go-live approach</strong> to collect and leverage lessons learned to streamline support.</td>
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JDMI Image Quality Peer Learning Program

Key Roles and Responsibilities

Technologists/ Sonographers

– Complete assigned peer review cases
– Actively participate in Quality Rounds

~400 Technologists/ Sonographers across JDMI

Quality Leads

– Serve as a champion for the peer learning process, for a group of technologists participating in the program
– Provide leadership to the Peer Learning Program:
  • Select cases for learning
  • Execute Quality Rounds
  • Facilitate follow-up for cases as required
– Deliver annual report to JDMI Quality of Care Committee

24 Quality Leads

Medical Imaging Leadership Team

– Ensure program sustainability by providing leadership and monitoring progress of peer learning program
  • Support Quality Leads in the execution of their responsibilities
  • Ensure availability of protected time for Quality Rounds
  • Monitor progress via review of program analytics
Peer Learning Process – Technologist/Sonographers

1. Receive e-mail alert for pending peer review case
2. Log into Coral Review
3. Select assigned peer review case
4. Perform peer review (view images)
5. Determine if IQ criteria is met by selecting yes/no
6. Enter comments in text box and/or attention required (if necessary)
7. Select overall ranking (next slide)
8. Submit peer review

Full process enabled by Coral Review
Quality Lead Process

Submitted Peer Reviews based on modality-specific criteria

Modality Quality Lead(s) review, select and anonymize cases with most learnings to share at Quality Rounds

Quality Lead(s) conduct Quarterly modality specific Quality Rounds

Key learnings from Quality Rounds are distributed

Document and report outcomes to Quality Committee of the Board annually

Submitted Peer Reviews with Attention Required

Automatic email sent to modality Quality Lead(s)

Modality Quality Lead(s) review assessment

Quality Lead(s) in agreement with assessment?

No

Yes/Uncertain

Confirm assessment with reporting Radiologist & determine if repeat imaging is required

End of Peer Learning Process

Yes

Incident Review Process Initiated as per Organizational Incident Reporting & Review Policy

Results of review documented

No

Yes

Coordination of repeat imaging, as required
Where We Are Now & Next Steps

Next Steps for the JDMI Image Quality Peer Learning Program

• Continue to share and discuss key learnings through quarterly Quality Rounds
• Disseminate post-evaluation survey to evaluate preferences towards peer learning after go-live
• Support other health care institutions in implementing image quality peer learning programs