

When User Meetings Come to Life

Only an extensive knowledge of how to use medical systems can help patients best. This is why Siemens is organizing user meetings around the globe.

In an interventional environment, the teamwork of the lab is paramount. Unlike many modalities, interventional angiography and cardiology are delivering therapies directly to the patient. This minimally invasive environment has a lot in common with a surgical team environment, making training critical.

Complete training and sophisticated knowledge enables excellent results and smooth workflow. The radiographer operating the interventional system understands the critical role training and knowledge play in the outcome of the procedure. Combined, it is the entire lab staff of -"ologists" radiographers, scrub nurses, scout nurses and often cardiac technologists and anesthetists that comprise the team. When a fully trained interventional team works well together, the people and the system effectively become one cohesive unit. Calm efficient execution of interventional procedures provides the best possible outcomes.

To support this team integration, Siemens has established Life user meetings as an extension of the worldwide Life concept. In May 2007, Siemens Regional Headquarters in Singapore initiated the first Australian user meeting at the Gold Coast, Australia. A group of 25 AXIOM Artis users from 11 hospitals came together to share knowledge and receive new information. This comprehensive workshop was con-

ducted by the Siemens Medical Australia AX Team – which has an extremely diverse skill set.

Prior to this, in October 2006, a similar meeting took place in Odaesan, South Korea with about 50 AXIOM Artis users. In Korea, a fantastic location in the mountains outside of Seoul was chosen with the AX Teams from Korea and Singapore RHQ conducting the training and discussions. For two days both groups had the opportunity to share their knowledge with colleagues or cover interesting topics like dose management, image quality and other key features of the AXIOM Artis systems developed by Siemens Medical Solutions.

A recipe for success

Speaking from Singapore, AX Regional Business Development Manager Terence Conway believes that the Life user meeting is one of the most tangible ways to grow and share knowledge. "The explosion of tools and innovations in the endovascular and invasive arena makes this an exciting time. Interventional skills are growing across the region and hospitals seek to harness all of the new devices and technology they can in patient treatment.", he said. "The Life User Meeting is one way to create a fertile learning







environment and for Siemens Medical Solutions to understand better this dynamic period.”

The recipe for a successful meeting of this kind is quite simple. Just combine interesting topics, clinical experts and hands-on training with the real thing. Then mix it with a bit of fun and add a relaxed atmosphere for conversation. In the end, you get satisfied participants who leave with a lot more information, contacts to new colleagues and more knowledge. Both Korea and Australia enjoyed the “work hard – play hard” ethos and a great deal of fun was had by all with good humour in abundance. The overall feedback from the meetings was very positive. Many users left the seminar looking forward to trying out new tips and tricks to finesse their day-to-day operation. The open discussions were greatly appreciated among the participants and provided an environment to discuss further and ongoing improvements to the systems – underlining Siemens Medical’s drive for constant improvement. During the meeting, a few radiographers shared their knowledge with the systems. Senior users and department heads presented their experiences with the AXIOM Artis system. The system was reviewed in

terms of features and functions as well as room set up and ergonomics.

Other senior staff with department responsibilities shared recent experience in designing and building a new facility and completed with a generous section on “Do’s and Don’ts” for setting up the complex facilities. For example: placing a stronger focus on air conditioning or the positioning of General Anesthesia (GA) equipment. Additionally, five *syngo* DynaCT cases were highlighting what valuable information the application could contribute compared with classic 2D or *syngo* InSpace 3D images.

Hands-on training is vital

An integral part of the meeting was extensive hands-on training on the workstations, as no presentation can replace the real experience on the system. Therefore, the participants were permitted to use the applications themselves, do the post-processing of images on the workstations and learn some new tricks. No wonder, that quite a few of the participants had their very own light bulb moment during these sessions. To get in touch with the real system, an already installed AXIOM

Artis dBA and an AXIOM Artis dTC were used for training purposes. The spacious cath lab installation was extremely suitable for larger groups and some hands-on training. Experienced users also contributed extensive knowledge and showed the small details of the system to the participants. Other elements of room setup such as mattresses or lamp positioning were also addressed. Everybody had the chance to operate the system, spend some time in the control room and focus on image post-processing or learn more about program setups for image quality triggering. In Korea the group was larger and some training was done with the E-learning modules. Advanced training in image quality and radiation dose hygiene was a popular element. Orientation of the internet resources provided by Siemens Medical Solutions was also shown with the technology-savvy Korean users eagerly taking in the information.

Learning from each other

User meetings create benefits on both sides. For the users of the system, it is a valuable opportunity to exchange experience with colleagues. For others, it is an



“An enjoyable, educational and productive workshop”

Senior participant from
Royal Brisbane Hospital (RBH),
Brisbane, Australia

opportunity to receive adequate training before the system installation and to get the most benefit out of their investment. “Everyone seemed to be in a position to take some value from the conference, independent of their previous knowledge and experience level. Everyone applied themselves and became actively involved in the presentation, workshops and social activities. The structure of the weekend allowed us to move from a general system overview through various levels of applications to a point where everyone had developed their knowledge, confidence and enthusiasm about our Artis systems,” said Allan Metcalf, a Siemens product specialist, after the meeting in Gold Coast, Australia. On the Siemens side, the team learned more about the customers’ requirements, their challenges and their expectations of the system. This kind of knowledge helps to improve trainings covering system features and applications.

This user meeting concept is part of the “Life” program, the unique customer care solution of Siemens Medical Solutions. With this program, which not only includes meetings, but also online training, E-learning opportunities or quick reference guides, Siemens is able to better in-

form their customers about their systems and the service team can respond to their needs faster and provide better access to technical and application answers.

Two years ago, the AX Life program was introduced in the Asia Pacific region coordinated from RHQ Singapore. Since then, various user meetings for angiography and cardiovascular applications have been taken place in different locations all over Asia Pacific.

One quote from a participant was very succinct: “This was a great initiative from Siemens to organize this workshop including new and experienced users to share information. The Siemens staff were great hosts, great sharers of information and very professional advisors.”

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The following E-learning are available:

AXIOM Aristos Customer Training VB10
AXIOM Aristos VB20 | 2 CE credits
AXIOM Fluoroscopy Family | 2 CE credits
Dose Management | 0.5 CE credits
AXIOM Advanced Applications for AXIOM Artis VB30/31 and syngo X-Workplace VA70/71/72
3 CE credits
AXIOM Artis VB 30/31 | 3 CE credits
AXIOM Artis Customer Training VB22
AXIOM Artis Customer Training VB11
AXIOM Sensis Customer Training SW 2.1
AXIOM Sensis Medical Basics | 1 CE credit

Coming soon:

AXIOM Luminos TF | 2 CE credits
AXIOM Sensis XP 2.2 for Hemo and EP | 1 CE credit