

Virtual Education for Computed Tomography

Success Stories



Enable efficient operations from day one using digital technologies

Blended Learning Strategy



Palace Hospital, Mandalay

“This training met our expectations, we could reach the prescribed goals timely according to prepared schedule. Problems beyond the scope of the training could be discussed and solved remotely.

Virtual training seemed to be real, except for the practice with real patients. With the support received from the training team we could confidently learn the new scanners functionalities and apply this knowledge in a virtual work environment using the Smart Remote Services. Even though full virtual training is not as perfect as the on-site training, this training was very helpful and effective in this pandemic situation”

Mya Mya Chaw Su, Chief Imaging Technologist



Challenge

Travel restrictions	Instant operational efficiency	Manage reputation
COVID-19 lockdown prevented Application Specialists from Siemens Healthineers from reaching customer site	Adapt to remote training situation and provide operational effectiveness immediately	Enable end users to operate the system immediately and efficiently to meet operational demands

Solution

- Delivered handover customer training remotely using the Smart Remote Services (SRS) connection and Microsoft Teams to enable end users to operate their system immediately
- Mandatory initial training on PEPconnect was assigned to the radiographers. This provided the knowledge foundation of scanner features and technology before remote training could commence
- Scan protocols were created prior to the remote training sessions using SRS
- The usage of all the scanner features and technology in a clinical scenario was demonstrated and discussed using SRS

Value contribution

100%	1 st Time	Scanning from Day 1
Radiographers trained on-line using Smart Remote Services	For the customer to be trained with a blended learning and digital technologies	Ability to scan routine cases and confidently resume daily operations

Enable accessible and highly efficient remote training with digital technologies

Blended Learning Strategy



Charles LeMoyne Hospital, Longueuil, Quebec, Canada

“The remote features provided by Siemens Healthineers are integral during this time to ensure staff safety, and in the case of Virtual Cockpit Light to enable DI staff based outside the ER to easily assist and troubleshoot with technicians operating the CT in the ER”

Julie Audet, Assistant DI Manager

Challenge

Increase efficiency

Deliver training remotely to technologists during the COVID-19 pandemic

Leverage digital innovations

Where staff requires training and confidence when adopting new technologies

Achieve a seamless start

Use the SOMATOM Definition Edge to its full potential from day 1 using online training solutions

Solution

- Developed a blended learning schedule to train 20 technologist on the CT scanner
- Pre training on CT scanner functionalities was completed on PEPconnect
- Four Virtual Classroom Trainings were delivered using Microsoft Teams while each technologist completed their training using individual SmartSimulators*
- Real-time remote support and access to Applications Specialists was provided using Smart Remote Services connection
- Access to operate the CT console from remote locations was achieved with *syngo* Virtual Cockpit

Value contribution

>20 Techs **1st Time** **Scanning from Day 1**



Trained remotely, significantly reducing onsite training effort

For the customer to be confidently trained with blended learning and digital technologies

Ability to scan high priority patients with confidence

The results by customers of Siemens Healthineers described herein are based on results that were achieved in the customer's unique setting. Since there is no "typical" hospital and many variables exist (e.g. hospital size, case mix, level of IT adoption) there can be no guarantee that other customers will achieve the same results.

*Not for clinical use. For training purposes only.

Thank you for your enthusiasm!

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