



Service and quality: why Agfa meets this busy Trust's needs

Three, new, fully automated DR 600 rooms deliver a smooth, productive workflow that enhances the experience for patients and staff alike at UK's Hull Royal Infirmary.

CASE STUDY
Hull University Teaching Hospitals NHS Trust

AGFA 

Case Study

INTERVIEW WITH

ANN MCFADYEN, SPECIALTY MANAGER GENERAL AND FLUOROSCOPY RADIOLOGY



At busy Hull Royal Infirmary, there's "no time for downtime" when it comes to the imaging equipment. So when the hospital recently replaced three aging X-ray rooms, it turned to its proven, long-time vendor Agfa. Now, three new, fully automated DR 600 X-ray rooms are helping the hospital manage patient flows and enhance the patient experience, backed by the reliable Agfa support.

Ann McFadyen

Reliability, quality and productivity

“Hull Royal Infirmary is both a major trauma centre and a teaching hospital, and is as busy as some much larger facilities,” explains Ann McFadyen, Specialty Manager General and Fluoroscopy Radiology for the Trust. It’s a demanding environment for radiology, and when the decision was taken to replace three X-ray modalities fitted with Agfa DR Retrofits™, the Trust wanted a solution that would provide reliability, quality and productivity.

“One of the X-ray rooms is close to, and used mostly by, the emergency department. The other two rooms support acute care for inpatients in particular. We needed a solution that could handle the different



requirements and patient flows of both the acute and emergency imaging environments,” says Ann McFadyen.

A relationship built on proven service

The Trust had been an Agfa customer for many years, since it transitioned from film to computed radiography (CR). In 2016, several X-ray rooms were fitted with DR Retrofits; later, the Trust also purchased both the DR 400 X-ray room and the mobile DX-D 100 unit for different sites.

“Our staff are familiar with the Agfa equipment and interfaces, and we have a good relationship with Agfa and their engineers,” says Ann McFadyen.

However, this didn’t mean Agfa was automatically selected to replace the rooms in Hull Royal Infirmary. “In some of our hospitals, we also have systems from different manufacturers; our goal is always to pick the best solution for the specific requirements. For these very busy, high-throughput X-ray rooms, we looked at several systems on the market. We liked the DR 600 for its accuracy, the ease of use of the tubehead and tables, and how it fits into our rooms,” she describes.



Flexible room design enhances patient and staff experience

The DR 600 solutions were installed one at a time in 2021, starting with the rooms on the second floor in the main X-ray department

“The new, fully automated ceiling-mounted systems allowed us to rethink the layout of the spaces, and make them more convenient for staff and patients. Room design is key, and requires an understanding of the department, the workflow, what the room needs to do, etc. The room by the emergency department was the last of the three installed, and presented some thorny challenges in particular. But Agfa was flexible and responsive throughout,” says Ann McFadyen.

Liz Crook, Emergency Department Radiology Section Manager, explains further: “Our emergency department is a fast-paced, busy environment that also handles X-rays from several different departments and patient types. The room was tricky to design, because there are weight-bearing columns that limit the space in which you can fit the equipment. So, we wanted to design the room without a fixed table in order to maximize the useable area. Agfa helped us achieve this, and the DR 600 was the perfect choice for this design.”

“Each room, once installed, switched on and worked immediately – there were no teething problems,” Ann McFadyen adds.

A faster, smoother patient experience

With the new rooms up and running, the hospital saw immediate benefits. “Firstly, patient flow is much faster – the patients themselves are amazed with how quickly it goes. The radiographer can set up before the patient comes in, check the ID on the tubehead, change exposure factors, etc. Once the image is taken, they can immediately see if it is ok, so the patient doesn’t have to wait around. Furthermore, the DR 600 delivers on the superior image quality our clinicians need. And while the system is fully automated to minimize dose, the radiographer can still adjust the exposure. The auto-positioning technology and ZeroForce™ manoeuvrability make the whole experience much easier on the staff, as well.”

The DR 600 is also very adaptable for the different imaging environments, she explains. “The emergency department in particular can be unpredictable: in numbers of patients, types of injuries or pathologies. Furthermore, emergency patients may not be able to ‘assist’ in positioning, you can get mattress artifacts, etc. But the DR 600 is ready, willing and able to adapt to the needs. The radiographers can freely move the tubehead to the precise angle needed.





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Ann McFadyen,
Specialty Manager General and Fluoroscopy Radiology



Wall art creates a more patient-friendly atmosphere

The hospital also came to Agfa with a special request: “We wanted to add graphic wall art in two of the rooms. We had seen it in other hospitals, and it gives a fresh, new look to the space.”

This was the first time Agfa had received such a request, but the team stepped up the challenge, working with signage specialist Total Signs and Graphics, in Grimsby, to create the graphics, and then with the Trust to get them installed.

“The patients love the wall art! They are often in the X-ray room during a difficult time in their lives, and this helps make the hospital a friendlier, pleasant environment for them. And they see that we are making investments for their care,” Ann McFadyen comments.

Agfa's solution DR 600



The DR 600 is a **high-productivity, fully automatic, ceiling-suspended, direct radiography X-ray room**. It streamlines workflow and increases throughput, making it ideal for busy care environments such as the Hull University Teaching Hospitals.



Proven technologies including EasyStitch full leg/full spine imaging and ZeroForce manoeuvrability enhance the experience of patients and operators alike. **EasyStitch minimizes distortions, for high-precision full leg/full spine imaging.**



Like all of Agfa's DR systems, the DR 600 is powered by MUSICA®, with a single, intuitive user interface for smooth, efficient DR imaging. The gold-standard MUSICA image processing software provides **"first time right" imaging, reducing retakes and supporting ALARA (as low as reasonably achievable) principles for radiation dose.**



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Did you know?

- The 700-bed Hull Royal Infirmary in the UK port city of Kingston upon Hull is operated by Hull University Teaching Hospitals NHS Trust.
- One of the largest in England, the Trust provides acute care for a local population of 600,000 and tertiary services for over 1.2 million people.
- Hull is one of only 26 specialist Major Trauma Centres across England
- The multi-award-winning Trust currently holds the title of 'Best Employer for Staff Recognition', awarded at the Nursing Times Workforce Awards and Summit 2021
- The Trust undertakes approximately 200,000 radiography examinations each year



A smart FLFS solution solves a recurring problem

Each of the three rooms also has the EasyStitch™ technology for full leg/full spine (FLFS) imaging. “We do a lot of orthopaedic imaging, so the FLFS capability is very important to us. Before, only the room by the emergency department had FLFS. That meant that when the hospital held clinics (fracture, orthopaedic, scoliosis, etc.) involving FLFS exams, during which multiple patients are scheduled for imaging, everyone had to attend the ED room. But the emergency department is very busy, and the situation im-

pacted the workflow and was inconvenient for everyone,” says Ann McFadyen.

Now, the hospital has one fully motorized FLFS wall bucky, which can be used in any of the three rooms. “We generally have it in room 2, but when we have a busy clinic that needs FLFS imaging, we can choose the most suitable space.

This solution solved a recurring problem, and gives us added flexibility to enable smooth patient throughput,” she adds.

Good service is essential

While the quality and flexibility of the DR 600 rooms are critical, Agfa's support is just as important. "We have worked with Agfa for many years, and are confident in the support and service they provide. Our equipment has to be up and running 24/7, and we have always been

able to rely on Agfa when we've needed them. Confidence in the relationship with our supplier instils confidence in our staff, and ultimately generates confidence in the care we're providing to patients." concludes Ann McFadyen.

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