

Appendix A: Readiness Assessment and Implementation Considerations for Peer Learning Programs

To set up a peer learning program, institutional or departmental readiness for adopting and implementing such a program must be determined. Decisions must also be made about which IT system or supports to use, how change management will be conducted, what the expectations of program participants will be, how administrative roles will be determined, and how workflows may need to be altered to accommodate peer learning and reduce future errors.

Establishing a peer learning program requires an organized and methodical approach to change management that accounts for local culture and available resources. Each program is unique, but there are common questions that must be addressed or considered when developing a program.

READINESS ASSESSMENT AND DEPARTMENTAL CULTURE

- Is your hospital/radiology department ready to embrace peer learning principles and non-punitive collaborative learning?
- Is there support for a Just Culture approach to improvement?
- Have you identified radiologist and administrative champions who are enthusiastic and respected in their roles?
- Do you have appropriate funding sources and human resources to ensure ongoing success?
- What is the timeframe for implementation?

ADMINISTRATIVE AND MEDICOLEGAL CONSIDERATIONS

- What role do Health Authority or local credentialing bodies play in radiologists' participation?
- What legal protections are available to participating physicians? Will data be purged on a regular basis?
- Are there any privacy concerns for participants? Medicolegal and punitive action rank highly amongst radiologists' concerns. Involving end users before implementation to identify the highest areas of concern and potential barriers to implementation which can be dealt with in advance is important.

WORKFLOW AND PLATFORM DECISIONS

- Will the peer learning platform be integrated or separate from existing PACS/EMR software? Will peer learning software be a turnkey or bespoke solution?
- What scope of work will be included for peer learning (all modalities vs some modalities, prospective vs retrospective, general vs subspecialty, single vs multi-hospital)?
- Will participation be mandatory? Are there metrics or expectations for radiologists' participation or case contributions?
- What is the workflow for case review/case submission?
- How will urgent or critical findings be communicated in an expedient manner? Who is responsible for closed-loop communication of patient care issues?

RADIOLOGIST ONBOARDING

- How will radiologists receive education on just culture, quality improvement concepts, and function of the peer learning software platform?
- What training will radiologists receive on identifying cases, categorizing cases, and providing meaningful feedback?
- Anticipate that there will be challenges and difficulties at the outset. How will radiologists' concerns be addressed?

PEER LEARNING PROCESS

- What categories will be used to classify submissions? Some examples include Organ based and/or type of discrepancy (satisfaction of search vs false positive vs communication *et cetera*) and/or level of discrepancy as used in peer review?
- Who will assign these classifications? How will differences in opinion of the classifications be dealt with? Is there an arbitration process for difficult or unclear cases?
- How will the feedback be shared with the interpreting radiologists? Will the identity of the submitting radiologist be shared?

GROUP LEARNING / EDUCATION

- How/when will education rounds be conducted? What audience are the rounds aimed towards?
- Will these occur during work hours or after-hours? Will they take place in person or on virtual option (or a combination option)? If there is a virtual component, will it be live or will there be an option for future review at peoples' convenience with potential for archiving the information, data or learning modules.
- Who is responsible for rounds and documenting attendance? What will be a minimum requirement for attendance (if any)? How can CME credits be obtained to incentivize participation?

SYSTEMS IMPROVEMENT AND ACCOUNTABILITY

- Who will determine what areas in radiologist workflow or image assessment should be changed based on learning from peer learning? How will this be implemented (this will vary depending on the issues identified)
- How will opportunities for systems improvement be identified?
- Who will be responsible for following-up on those opportunities?
- What data will be compiled and audited to show the success of the program? Who will receive this information?

This checklist is not exhaustive but provides a useful framework for some of the most important decisions that arise when building a peer learning program.