

Andreas Holzinger
VO 709.049 Medical Informatics
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Lecture 10

Biomedical Information Systems and Medical Knowledge Management

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<http://hci-kdd.org/biomedical-informatics-big-data>



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Schedule

- 1. Intro: Computer Science meets Life Sciences, challenges, future directions
- 2. Back to the future: Fundamentals of Data, Information and Knowledge
- 3. Structured Data: Coding, Classification (ICD, SNOMED, MeSH, UMLS)
- 4. Biomedical Databases: Acquisition, Storage, Information Retrieval and Use
- 5. Semi structured and weakly structured data (structural homologies)
- 6. Multimedia Data Mining and Knowledge Discovery
- 7. Knowledge and Decision: Cognitive Science & Human-Computer Interaction
- 8. Biomedical Decision Making: Reasoning and Decision Support
- 9. Intelligent Information Visualization and Visual Analytics
- **10. Biomedical Information Systems and Medical Knowledge Management**
- 11. Biomedical Data: Privacy, Safety and Security
- 12. Methodology for Info Systems: System Design, Usability & Evaluation

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Keywords of the 10th Lecture

- Bioinformatics workflows
- Clinical workflow & management systems
- Cloud computing in healthcare
- Communication standards
- Digital Imaging and Communication in Medicine (DICOM)
- Formal methods & workflow modeling
- Health Level 7 (HL7)
- Logical Observation Identifier Names and Codes (LOINC)
- Medical multimedia
- Mobile computing in medicine
- Personal Health Record (PHR)
- Picture Archiving and Communication System (PACS)
- Quality
- Software as a Service (SaaS)
- Systems architecture
- Unified Modeling Language (UML)

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Advance Organizer (1/2)

- **Bioinformatics workflow management system** = designed specifically to compose and execute a series of computational and/or data manipulation steps and/or workflows in the domain of bioinformatics;
- **Business process re-engineering (BPR)** = analysis and design of workflows and processes within an organization (=hospital). According to Davenport (1990) a BP is a set of logically related tasks performed to achieve a defined outcome/result;
- **Clinical Pathway** = aka care map, a tool used to manage the quality in healthcare concerning the standardization of care processes and promote organized and efficient patient care based on EBM;
- **Digital Imaging and Communications in Medicine (DICOM)** = a standard for handling, storing, printing, and transmitting data in medical imaging (also file format definition and a network communications protocol using TCP/IP);
- **Evidence-based medicine (EBM)** = aiming at developing mathematical estimates of benefit and harm from population-based research and apply these in the clinical routine, claiming that best research evidence on medical interventions come from experiments (e.g. randomized controlled trials);
- **Health Level Seven (HL 7)** = a Standardization Organization accredited by the American National Standards Institute (ANSI) to push consensus-based standards representing healthcare stakeholders;

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Advance Organizer (2/2)

- **Hospital Information System (HIS)** = integrated information system for (administrative, financial, clinical etc.) information management in a hospital;
- **Integrating Healthcare Enterprise (IHE)** = initiative by healthcare professionals and industry to improve the way computer systems in healthcare share information (i.e. promotes the coordinated use of established standards such as DICOM and HL7);
- **National Electrical Manufacturers Association (NEMA)** = holds copyright of DICOM;
- **Paradigm** = according to Kuhn (1962) a shared view of a group of researchers, comprising 4 elements: concepts, theories, methods and instruments;
- **Picture Archiving and Communication System (PACS)** =system for handling images from various medical imaging instruments, including ultrasound (US), magnetic resonance (MR), positron emission tomography (PET), computed tomography (CT), endoscopy (ENDO), mammograms (MG), Digital radiography (DR), computed radiography (CR) ophthalmology, etc.;
- **Workflow** = consists of a sequence of connected steps, succeeding the flow paradigm, where each step follows the precedent;

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Learning Goals: At the end of this 10th lecture you ...

- have an overview about workflows and workflow modeling in health care;
- got an overview of typical architectures of hospital information systems for patient records as already discussed in lecture 4;
- have understood the principles of Picture Archiving and Communication PACS-Systems;
- know how important multimedia for medicine is;
- have a basic understanding of DICOM and HL 7;
- are aware of the constraints of open source software in the medical domain;
- have got an idea of possible future systems solutions;

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Slide 10-1 Key Challenges

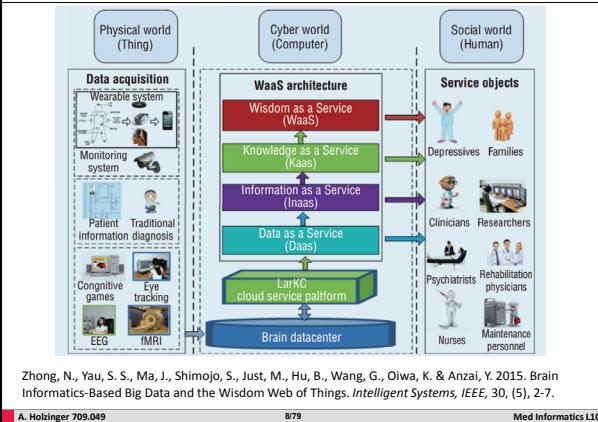
- Lack of Integrated Systems
- Clinical Workplace efficiency
- Cloud Computing (Privacy, Security, Safety, Data Protection...)
- Service oriented computing (as electricity is already!)

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Service-oriented computing example Zhong et al. (2015)



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What is a clinical pathway?

What is a clinical workflow?

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Example

Acute Coronary Syndrome pathway

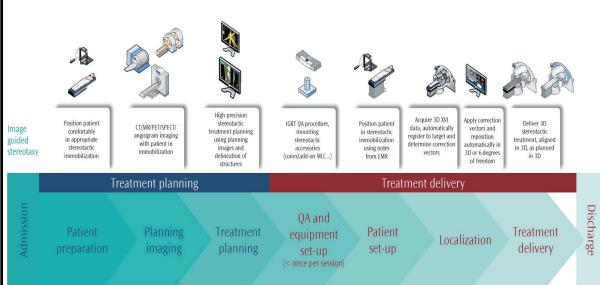


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Slide 10-2 Typical Workflow in a hospital: Example Radiology

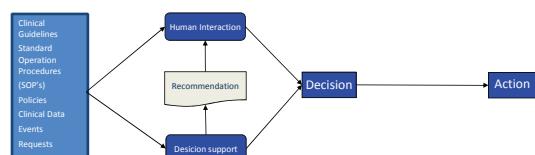


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Slide 10-3 Workflow > Interaction > Decision > Action

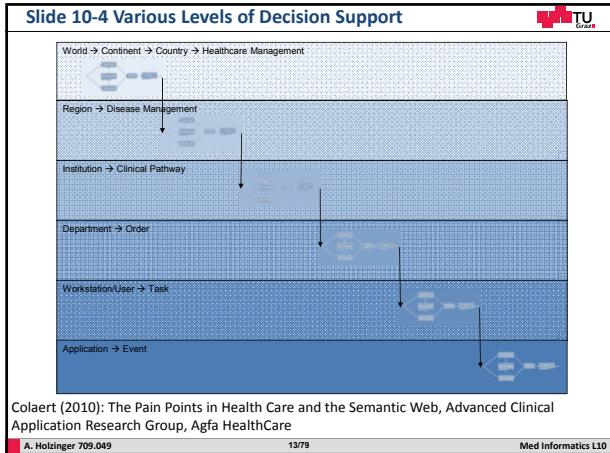


Cola (2010): The Pain Points in Health Care and the Semantic Web, Advanced Clinical Application Research Group, Agfa HealthCare

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Slide 10-5 Workflow modeling in a nutshell

- Workflow modeling is the process of simplifying the real-world;
- Modeling is based on facts gathered during observations and we need to accept that this representation can never be perfect;
- Expectations from a model should be limited to the intentions with which it is designed for, be it problem solving or understanding of system intricacies (=elaborately complex details);

Malhotra, S., Jordan, D., Shortliffe, E. & Patel, V. L. (2007) Workflow modeling in critical care: Piecing together your own puzzle. *Journal of Biomedical Informatics*, 40, 2, 81-92.

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Slide 10-6 Example: Formal workflow modeling 1/2

- A workflow is defined as a process that contains tasks T , and the respective rules on how those tasks are executed:
- Workflow $W := (T, P, C, A, S_0)$ where
 - $T = \{T_1, T_2, \dots, T_m\}$ A set of tasks, $m \geq 1$
 - $P = (p_{ij})_{m \times m}$ **Precedence matrix of the task set**
 - $C = (c_{ij})_{m \times m}$ **Conflict matrix of the task set**
 - $A = (A(T_1), A(T_2), \dots, A(T_m))$ Pre-Condition set for each task
 - $S_0 \in \{0, 1, 2, 3\}^m$ is the initial state

J. Wang, D. Rosca, W. Tepfenhart & A. Milewski (2006) Dynamic Workflow Modeling and Analysis, Monmouth University

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Slide 10-7 Example: Formal workflow modeling 2/2

$$T = \{T_1, T_2, \dots, T_8\},$$

$$A(T_i) = \emptyset, A(T_1) = \{T_1\}, A(T_2) = \{T_2\}, A(T_3) = \{T_3\},$$

$$A(T_4) = \{T_4\}, A(T_5) = \{T_5\}, A(T_6) = \{T_6\}, A(T_7) = \{T_7\}, A(T_8) = \{T_8\}.$$

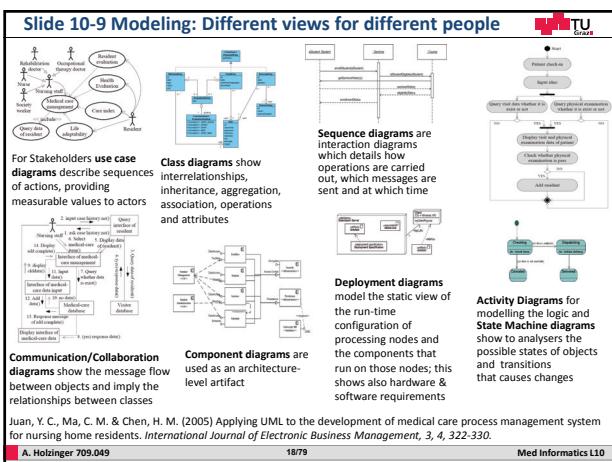
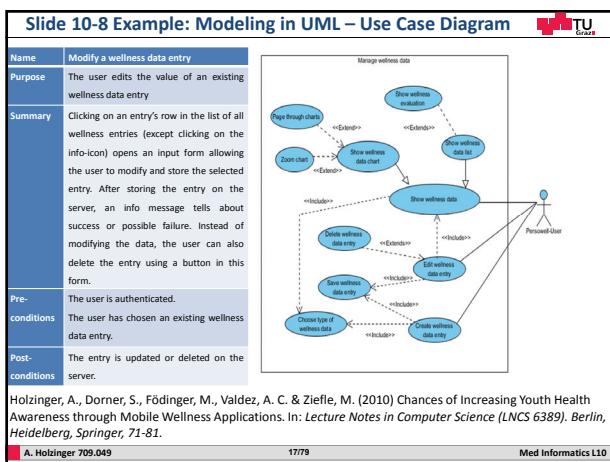
$$S_0 = (1, 0, 0, 0, 0, 0, 0, 0).$$

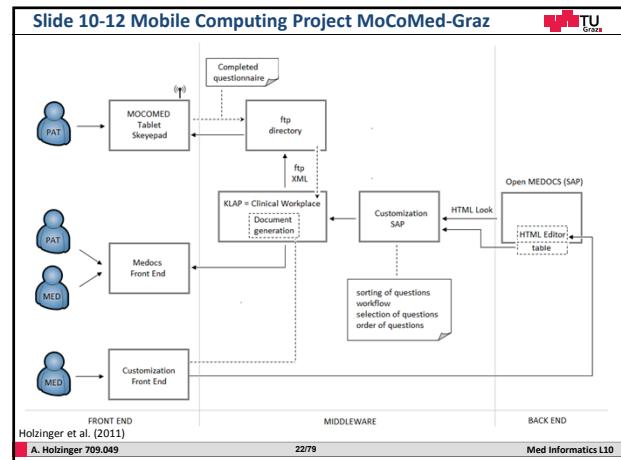
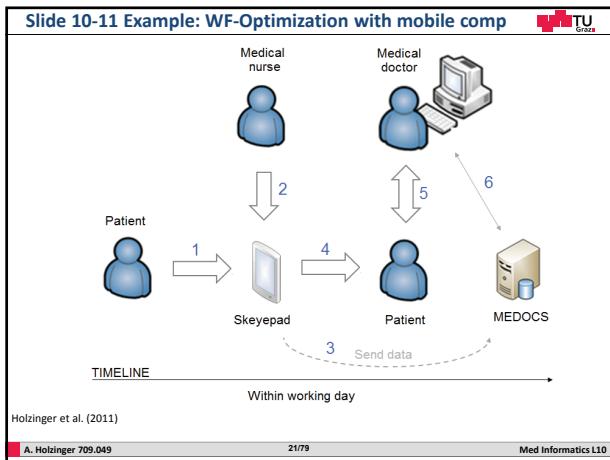
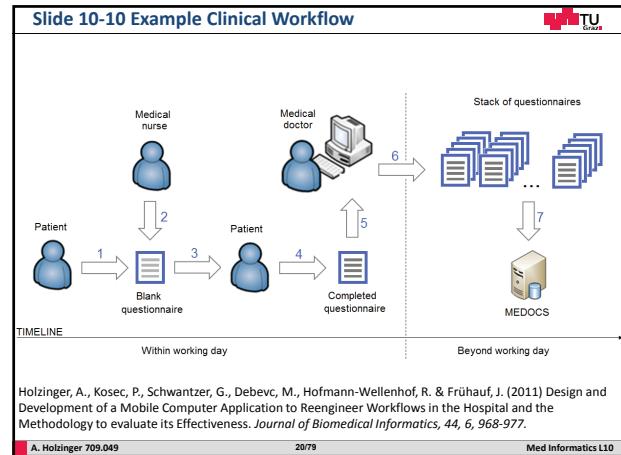
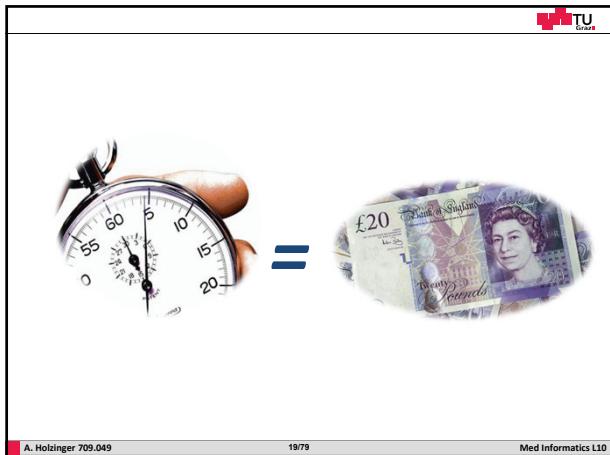
$$P = \begin{bmatrix} 0 & 1 & 1 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 1 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 1 \\ 0 & 0 & 0 & 0 & 1 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 1 & 1 & 0 \\ 0 & 1 & 0 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 1 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \end{bmatrix}$$

$$C = \begin{bmatrix} 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 1 \\ 0 & 0 & 0 & 0 & 0 & 0 & 1 & 0 \\ 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 \end{bmatrix}$$

J. Wang, D. Rosca, W. Tepfenhart & A. Milewski (2006) Dynamic Workflow Modeling and Analysis, Monmouth University

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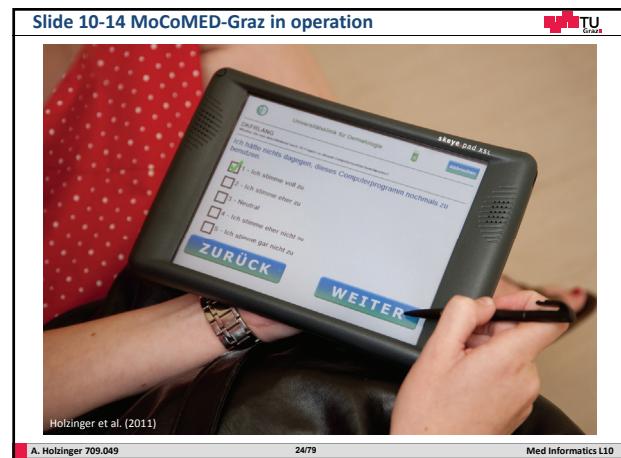


Slide 10-13 Important: Macrolevel – the view of the Manager

Rechenmodell zum Ausfüllen eines Fragebogens in einer Ambulanz		
ohne MoCoMed (Szenario 1)		
Eingehendes Personal	Arzt (1 A)	Schreibtisch bzw. Schalter (1 B)
Personalkostenst.	€ 64,0	€ 19,0
Personalakademie	€ 6,73	€ 0,32
Anzahl Patienten pro Tag	30	30
Zeitbedarf pro Fragebogen in min	10	7
Arbeitszeit pro Jahr	250	250
Jahreskosten Personal	€ 58.000	€ 16.625
 mit MoCoMed (Szenario 2)		
Eingehendes Personal	Arzt	Schreibtisch bzw. Schalter
Personalkostenst.	€ 44,0	€ 19,0
Personalakademie	€ 6,73	€ 0,32
Anzahl Patienten pro Tag	30	30
Zeitbedarf pro Fragebogen in %	90%	90%
Zeitbedarf pro Fragebogen in min	1,00	0,70
Gentlempfehlungszeit pro Fragebogen in min		1,00
Arbeitszeit pro Jahr	250	250
Jahreskosten Personal	€ 7.875	€ 4.638
+ Gesamtkosten MoCoMed/Jahr	€ 9.800	€ 9.800
+ Jahreskosten TOTAL	€ 17.675	€ 13.838
Ergebnis		
Eingehendes Personal	Arzt	Schreibtisch bzw. Schalter
Einsparungspotential/Jahr in EUR unter den o.a. Annahmen:	€ 37.328	€ 2.788
Einsparungspotential/Jahr in Std. unter den o.a. Annahmen:	848	147

Holzinger, A., Kosec, P., Schwantzer, G., Debevc, M., Hofmann-Wellenhof, R., & Fröhlauf, J. (2011) Design and Development of a Mobile Computer Application to Reengineer Workflows in the Hospital and the Methodology to evaluate its Effectiveness. *Journal of Biomedical Informatics*, 44, 6, 968-977.

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Slide 10-15 MoCoMedGraz Project – Benefit Summary

- This project was evaluated from a three level perspective: **patients – doctors – managers**
- Theoretical Background: Bronfenbrenner model
- Project demonstrates how both workflows and information quality can be optimized;
- thereby raising both medical quality and patient empowerment;
- Success factors for applications within the hospital include: **simplicity, usability, reliability**

Holzinger, A., Kosec, P., Schwantzer, G., Debevc, M., Hofmann-Wellenhof, R. & Frühau, J. (2011) Design and Development of a Mobile Computer Application to Reengineer Workflows in the Hospital and the Methodology to evaluate its Effectiveness. *Journal of Biomedical Informatics*, 44, 6, 968-977.

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Slide 10-16 Summary: Workflows in Bioinformatics

- A data-driven procedure consisting of one or more transformation processes -> nodes;
- Can be represented as a **directed graph**;
- **Direction is time** – i.e. the order of transformations;
 - A set of transformation rules;
- The data flow originates from a source to a destination (or result) via a series of data manipulations;
- The specification is designed in a **Workflow Design System** (modeling component) and then run by a **Workflow Management System** (execution component).

Hasan, S., Daugelat, S., Rao, P. S. S. & Schreiber, M. (2006) Prioritizing genomic drug targets in pathogens: application to Mycobacterium tuberculosis. *PLoS Computational Biology*, 2, 6, e61.

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Slide 10-17 Bioinformatics Workflow Management System

- Def.: WMS = a system that defines, creates and manages the execution of workflows. Its main components include:
 - 1) a graphical interface for composing workflows, entering data, watching execution, displaying results;
 - 2) an archive to store workflow descriptions, results of executions and related traces;
 - 3) a registry of available services, either local or remote,
 - 4) a scheduler able to invoke services included in the workflow at the appropriate time,
 - 5) a set of programming interfaces able to dialogue with remote services,
 - 6) a monitor tool for controlling the execution of the workflow,
 - 7) a set of visualization capabilities for displaying different types of results.

Romano, P. (2008) Automation of in-silico data analysis processes through workflow management systems. *Briefings in Bioinformatics*, 9, 1, 57-68.

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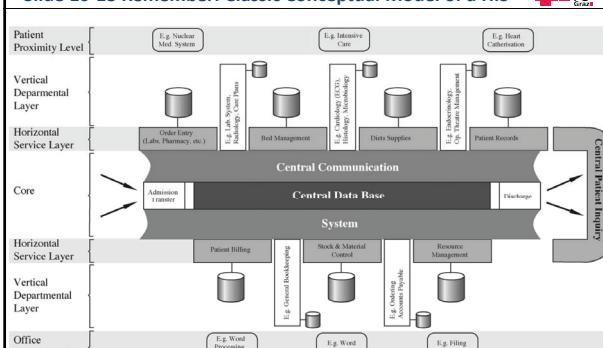
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Hospital Information Systems

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Slide 10-18 Remember: Classic Conceptual Model of a HIS

Reichert, P. L. (2006) Hospital information systems - Past, present, future. *International Journal of Medical Informatics*, 75, 3-4, 282-299.

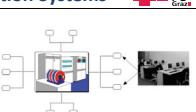
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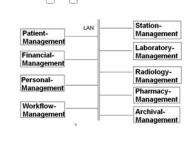
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Slide 10-19 Architectures of Hospital Information Systems

1970+ “**Vertical Approach**” – monolithic mainframes
Central computer systems mainly for accounting, typical “data processing” (“EDV”)



1985+ “**Horizontal Approach**” – evolutionary systems
Departmental clinical information systems, local area networks, distributed systems



2000+ “**Integrated Approach**” – open, distributed systems
Hospital Intranets, electronic patient/health record, mobile computing, “information quality focus”

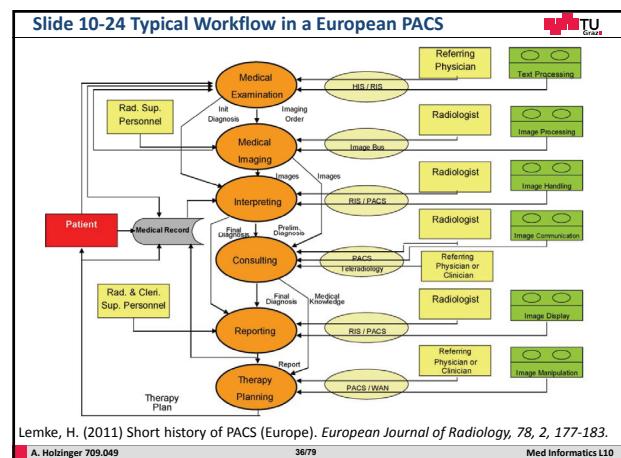
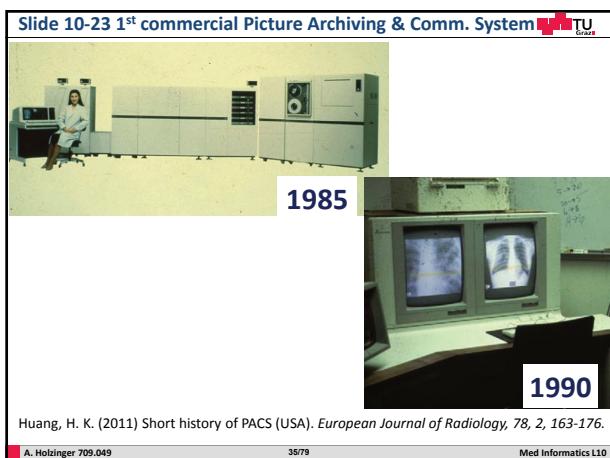
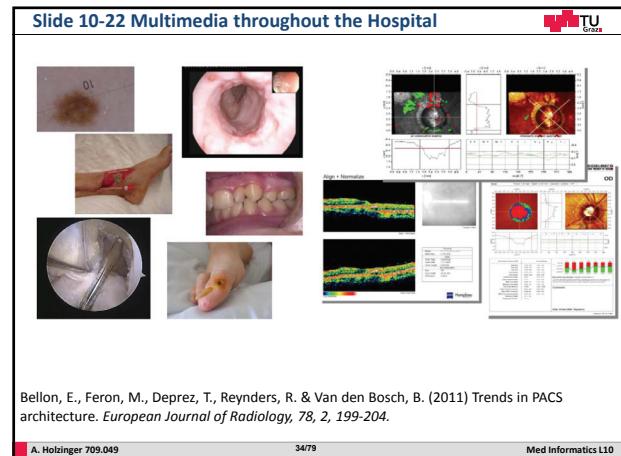
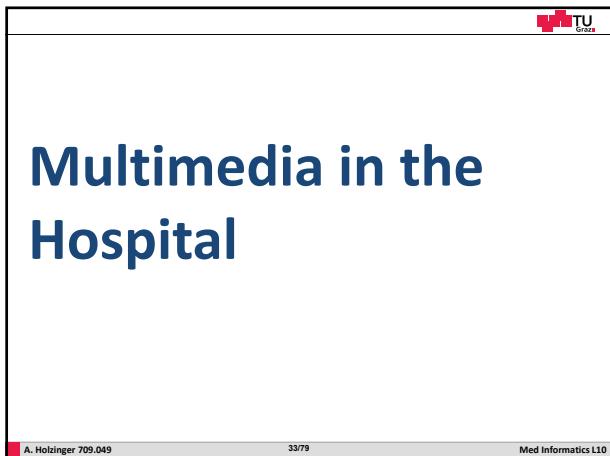
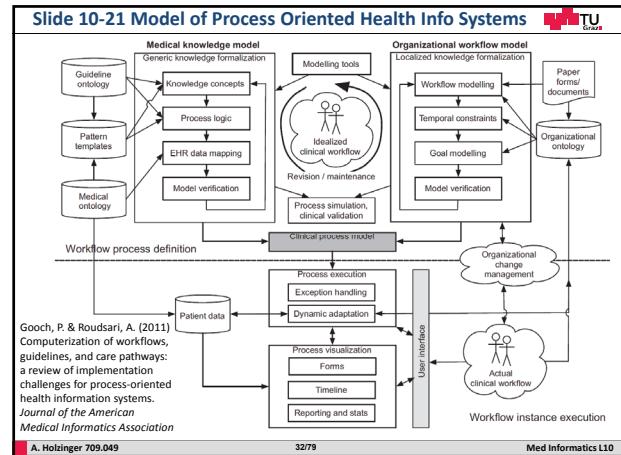
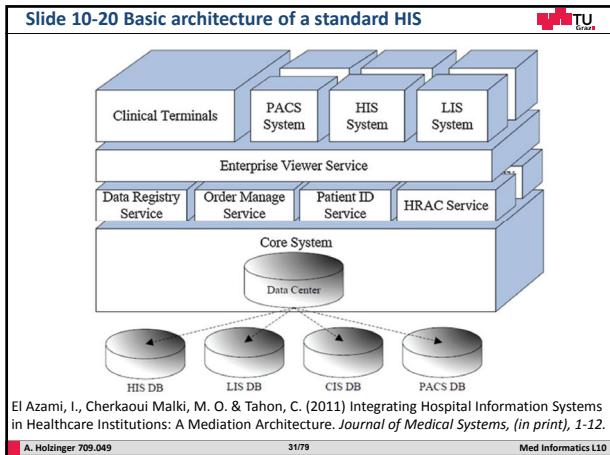


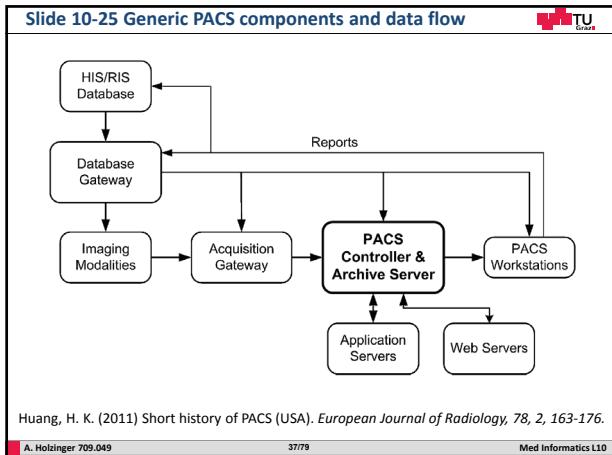
Holzinger, A. (2002) Basiswissen IT/Informatik Band 1: Informationstechnik. Das Basiswissen für die Informationsgesellschaft des 21. Jahrhunderts. Wuerzburg, Vogel Buchverlag.

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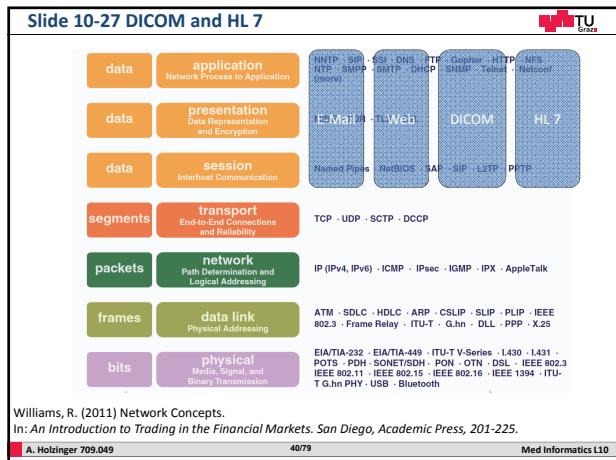
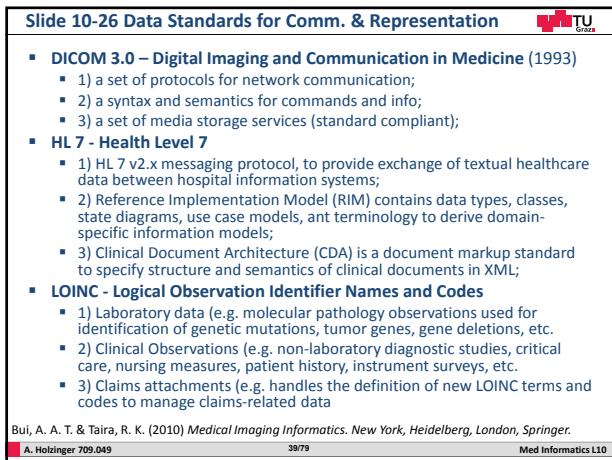
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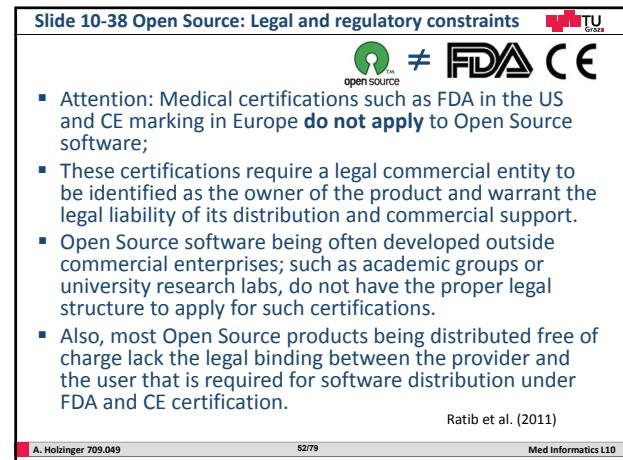
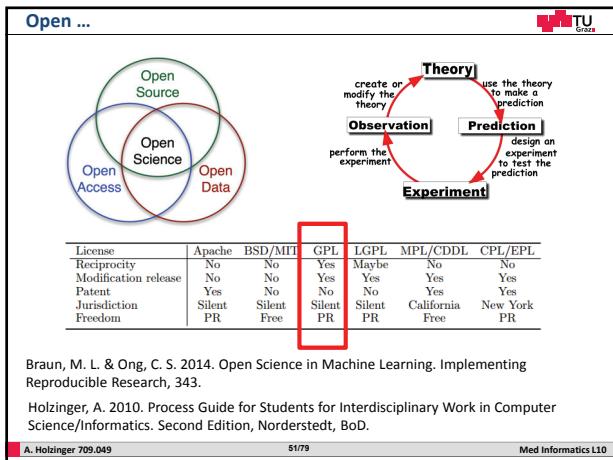
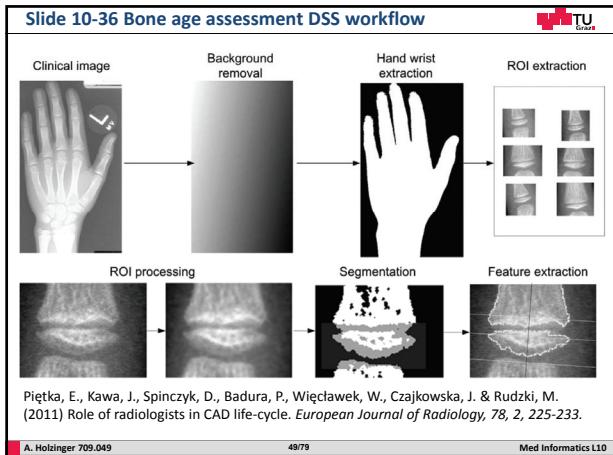




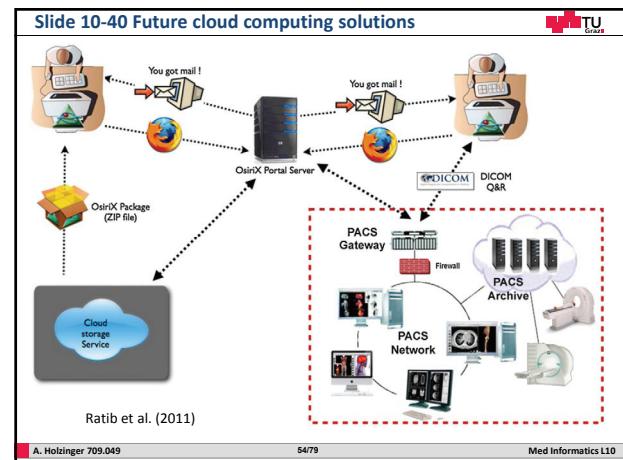
Data Standards for Communication and Representation

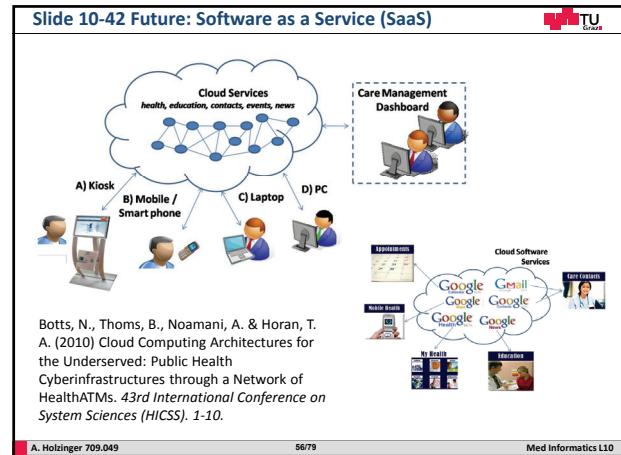
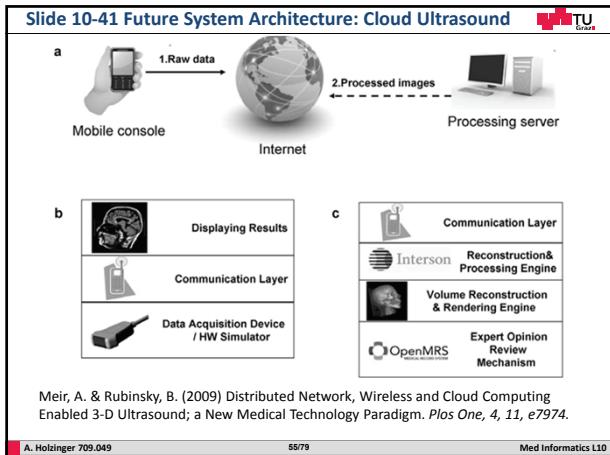
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- Slide 10-39 Future outlook**
- 1) the world (even the hospital world ;-) of tomorrow will be **mobile** ...
 - 2) the data will be stored in the cloud as well as software-as-a-service will be used (Key problem: **Privacy, Security, Safety and Data Protection**).
 - 3) Search tools will be integrated within the clinical workplace to provide a quick **overview first**, and then zoom and filter on demand ...
 - 4) Integrated ML will enable **knowledge discovery with the doctor-in-the-loop** ...
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Example : k-Anonymization of Medical Data

87 % of the population in the USA can be uniquely re-identified by Zip-Code, Gender and date of birth

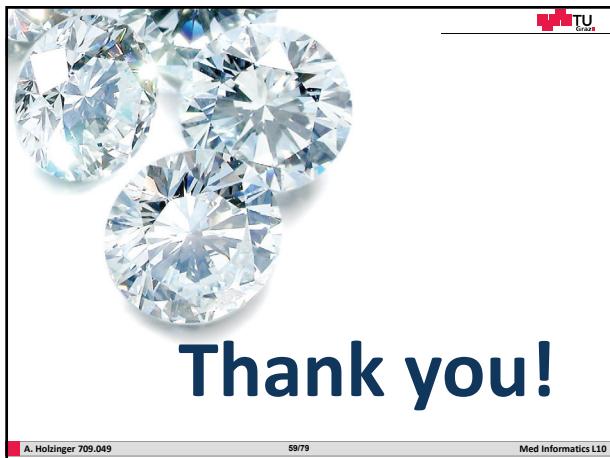
Hospital Patient Data
1/21/76 Male 53715 Flu
4/13/86 Female 53715 Hepatitis
2/28/76 Male 53703 Brochitis
1/21/76 Male 53703 Broken Arm
4/13/86 Female 53706 Sprained Ankle
2/28/76 Female 53706 Haug Nail

Voter Registration Data
Andre 1/21/76 Male 53715
Beth 1/19/81 Female 039-13
Carol 10/1/44 Female 90210
Dave 2/21/84 Male 02174
Ellen 4/19/72 Female 02237

Sweeney, L. 2002. Achieving k-anonymity privacy protection using generalization and suppression. *International Journal of Uncertainty, Fuzziness and Knowledge-Based Systems*, 10, (05), 571-588.

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- Anonymization of Patient Data**
- **K-Anonymity** ... not fully protected against attribute disclosure
 - **L-Diversity** ... extension requiring that the values of all confidential attributes within a group of k sets contain at least l clearly distinct values
 - **t-Closeness** ... extension requiring that the distribution of the confidential attribute within a group of k records is similar to the confidential attribute in the whole data set
 - More in the upcoming 11th lecture !
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- Sample Questions (1)**
- How is a workflow defined?
 - How can a workflow be described formally?
 - Why is workflow modeling important in health care?
 - Please describe the different tools of the Unified Modeling Language (UML) on some medical examples!
 - Which benefits can be gained by optimization of workflows?
 - Which three stakeholders have which interests within an Hospital?
 - Please describe the basic idea of a typical bioinformatics workflow management system!
 - What is the difference of system quality versus information quality?
 - What are the advantages/disadvantages of the three basic system architecture approaches of hospital information systems?
 - Which functional parts does the classic conceptual model of a HIS include?
 - In which aspects does the process-oriented health information systems model differ from the classic conceptual model?
 - Please describe the typical workflows within a PACS System?
 - What are the typical modalities of a PACS System?
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Sample Questions (2)

- What are the generic PACS components and the respective data flows?
- What are the typical advantages/disadvantages of the six PACS implementation models?
- Why are communication standards important for biomedical informatics?
- Please describe the purpose and advantages of DICOM?
- What is the basic idea of HL7?
- Why is open source software problematic in the medical domain?
- What are the advantages/disadvantages of cloud computing for health care?
- What are the advantages/disadvantages of the paradigm "Software as a Service"?
- What is an electronic Personal Health Record?
- Which is still the biggest problem of such PHRs?

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Appendix: Bioinformatics Workflow Management Systems

- **BioExtract** = for creating and customizing workflows; you can query online sequence data, analyze it using an array of informatics tools, create and share custom workflows for repeated analysis, and save the resulting data and workflows in standardized reports; <http://www.bioextract.org>
- **CellProfiler** = open source modular image analysis software developed at the Broad Institute; algorithms for image analysis; <http://www.cellprofiler.org>
- **Discovery Net** = was one of the earliest examples of scientific workflow systems (e-Science project by the Imperial College London), having many features, e.g. chemical compounds represented in the widely used SMILES (Simplified molecular input line entry specification) format can be imported and rendered using three-dimensional representation or the structural formula, of historic interest; see: <http://www.computer.org/portal/web/csd/doi/10.1109/HPDC.2002.1029946>
- **Ergatis** = to create, run, and monitor reusable computational analysis pipelines, contains pre-built components for common bioinformatics analysis tasks. These components can be arranged graphically to form highly-configurable pipelines. Each analysis component supports multiple output formats, including the Bioinformatic Sequence Markup Language (BSML); <http://ergatis.sourceforge.net>
- **GenePattern** = genomic analysis platform that provides access to 150+ tools for gene expression analysis, proteomics, SNP analysis, flow cytometry, RNA-seq analysis as well as standard data processing tasks. A web-based interface provides easy access to these tools and allows the creation of multi-step analysis pipelines that enable reproducible *in silico* research; <http://www.broadinstitute.org/cancer/software/genepattern>
- **Triana** = open source problem solving environment developed at Cardiff University that combines an intuitive visual interface with powerful data analysis tools. Already used by scientists for a range of tasks, such as signal, text and image processing, Triana includes a large library of pre-written analysis tools and the ability for users to easily integrate their own tools, is an open source problem solving environment developed at Cardiff University that combines an intuitive visual interface with powerful data analysis tools; <http://www.trianacode.org>

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Some useful links

- <http://www.gimias.org/download/sampleddata> (some useful sample data)
- https://www.biomedtown.org/biomed_town/MSV/reception/wikis/Dat (a on-line community open and free to anyone has a professional or educational interest in biomedical research & practice)
- <http://rad.usuh.s.edu/medpix/index.html> (Medical Image Database)
- <http://www.incits.org> (International Committee for Information Technology Standards)
- <http://medical.nema.org> (about DICOM)
- <http://www.aycan.de/main/lp/dicom-bilder-zum-download.html> (DICOM Examples for download)
- http://www.ringholm.com/docs/04300_en.htm (HL7 Message Examples)
- <http://www.openehr.org> (Open EHR – good UML examples)
- <http://www.sparxsystems.com/uml-tutorial.html> (UML 2.0 Tutorial)
- <http://www.agilemodeling.com/essays/umlDiagrams.htm> (Excellent description of UML diagrams)
- <http://www.wfmc.org> (Workflow Management Coalition)

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Appendix: Open Source in medical imaging

I DO IMAGING
FREE MEDICAL IMAGING SOFTWARE

Home Search Programs People Formats Resources Blog About

Dicom Viewer Fast, flexible, complete medical image viewer, free demo [www.idoimaging.com](#)
DICOM & DIC35 Training Seminars, E-Learning, Software, Textbook, all training needs [www.idoimaging.com](#)
DICOM & DIC35 Training Seminars, E-Learning, Software, Textbook, all training needs [www.idoimaging.com](#)

Status: Not logged in
Login: Create an Account Current Statistics
Programs: 294
Authors: 231
New releases, last month: 0
New releases, last quarter: 16
Screen capture images: 450
Subscribers: 21244
Visitors per day: 621

All the programs included are free and intended for distribution; there are no "demo" versions of commercial applications. If you are involved in programming, many of the programs are open-source, and provide APIs and SDKs for radiology programmers.

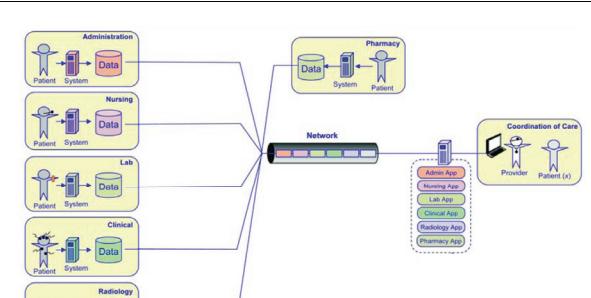
Search Software Classifications					
Function	Specialty	Input Format	Output Format	Platform	Language
All/Any	All/Any	All/Any	All/Any	All/Any	All/Any
Search					
Zurücksetzen					

<http://www.idoimaging.com>

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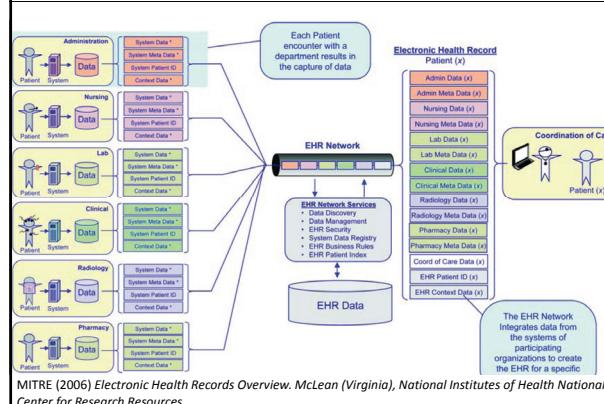
Appendix: Electronic Health Records (1)

MITRE (2006) Electronic Health Records Overview. McLean (Virginia), National Institutes of Health National Center for Research Resources.

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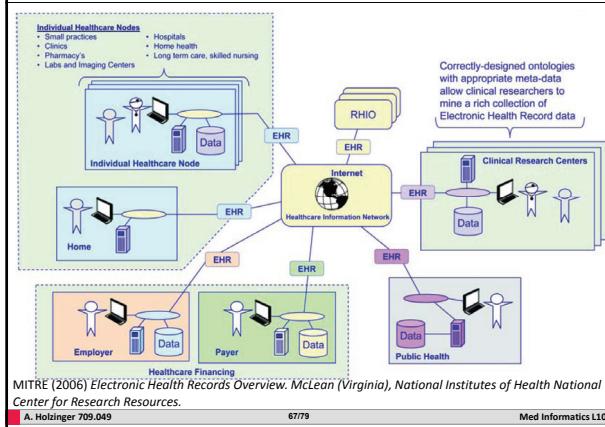
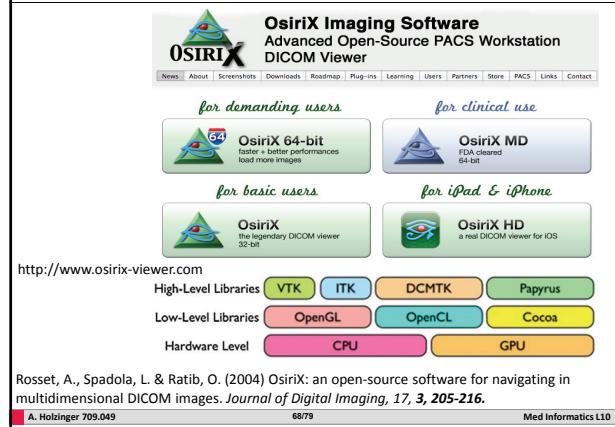
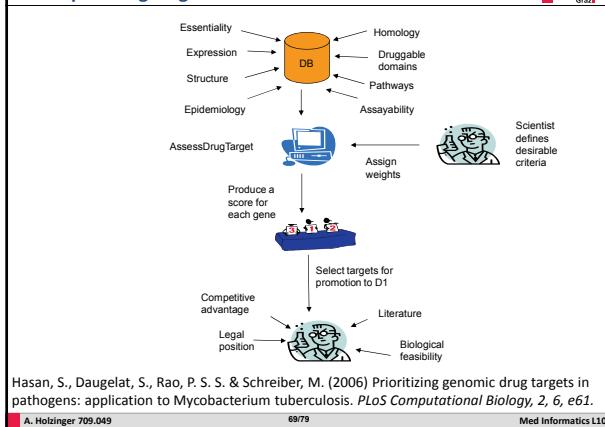
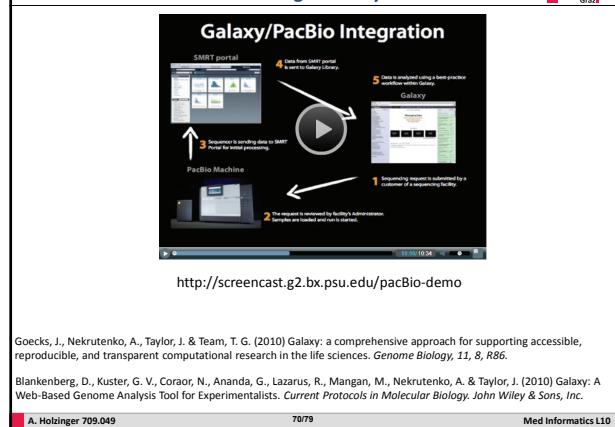
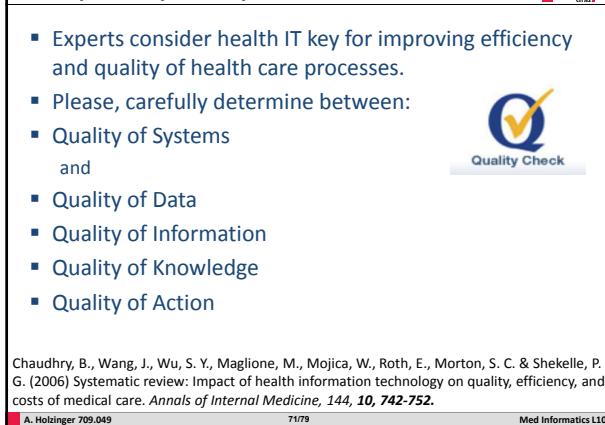
Appendix: Electronic Health Records (2)

MITRE (2006) Electronic Health Records Overview. McLean (Virginia), National Institutes of Health National Center for Research Resources.

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Appendix: Electronic Health Records (3)**Appendix: OsiriX Open Source component architecture****Example: Drug Target Identification****Bioinformatics Workflow Management System****Quality – Quality – Quality****PACS R&D Progress and R&D Topics**

Decade	R&D progress	R&D topics
1980s Late 1980s	Medical imaging technology development Imaging systems integration	CR, MRI, CT, US, DR, WS, storage, networks ACR/NEMA, DICOM, high-speed networks
Early 1990s Late 1990s – present 2000s – present	Integration of HIS/RIS/PACS Workflow & application servers Computer-aided diagnosis (CAD), image contents indexing, knowledge base, decision support tools, image-assisted diagnosis and treatment	DICOM, HL7, Intranet and Internet IHE, ePR, enterprise PACS, Web-based PACS Computer-aided diagnosis (CAD), image contents indexing, knowledge base, decision support tools, image-assisted diagnosis and treatment
	■ CR = Computed Radiography (vs. Direct Radiography (DR)); MRI = Magnetic resonance imaging; CT = Computed Tomography; US = Ultrasonography; WS = Web services; ACR= American College of Radiology; NEMA = National Electrical Manufacturers Association;	

Huang, H. K. (2011) Short history of PACS (USA). *European Journal of Radiology*, 78, 2, 163-176.

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1st PACS 1985: Multi modality images on 6 CRTs

Huang, H. K. (2011) Short history of PACS (USA). *European Journal of Radiology*, 78, 2, 163-176.

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Pros/Cons of six PACS implementation models	
Method	Advantages
1. Home-grown system	Built to specifications, state-of-the-art technology, continuously upgrading, not dependent on a single manufacturer
2. Two-team effort	Specifications written for a certain clinical environment, implementation delegated to the manufacturer
3. Turnkey	Lower cost, easier maintenance
4. Partnership	System will keep up with technology advancement, health center does not have to worry of the system becoming obsolete, manufacturer has long-term contract to plan ahead
5. ASP	Minimize initial capital cost, may accelerate potential return on investment, no risk in technology obsolescence, provide flexible growth, no space requirement in data center
6. Open source	Healthcare provider purchases its computer and communication equipment, use open source software, good for special PACS application server, lower cost
Disadvantages	
	Difficult to assemble a team, one-of-a-kind system, difficult to service and maintain
	Specification over ambitious, underestimate technical and operational difficulty, manufacturer lacks clinical experience, expensive
	Too general, not state-of-the-art technology
	Expensive to the health center, manufacturer may not want to sign a partnership contract with a lesser prominent center, center has to consider the longevity and stability of the manufacturer
	More expensive over 2-4-year time frame comparing to a capital purchase, customer has no ownership in equipment
	Open source software may not be robust for daily clinical use, maintenance and upgrade of the software may be a problem, may not be good for a full large-scale PACS

ASP = application service provider model

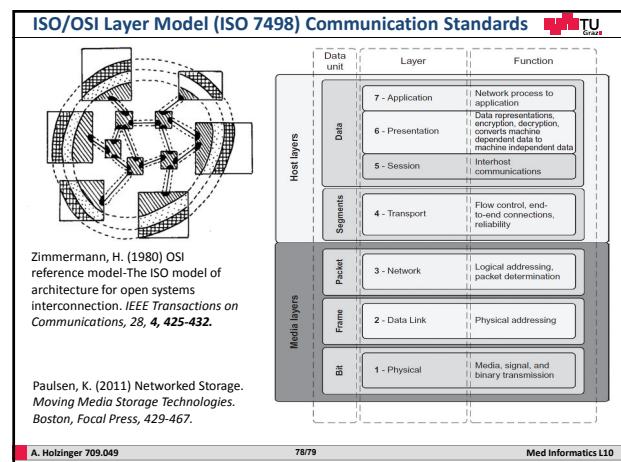
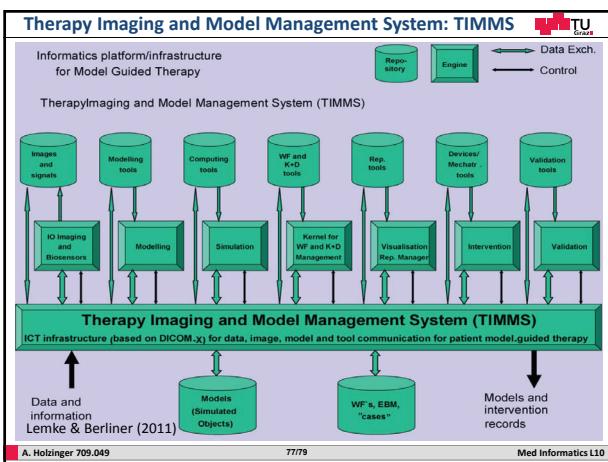
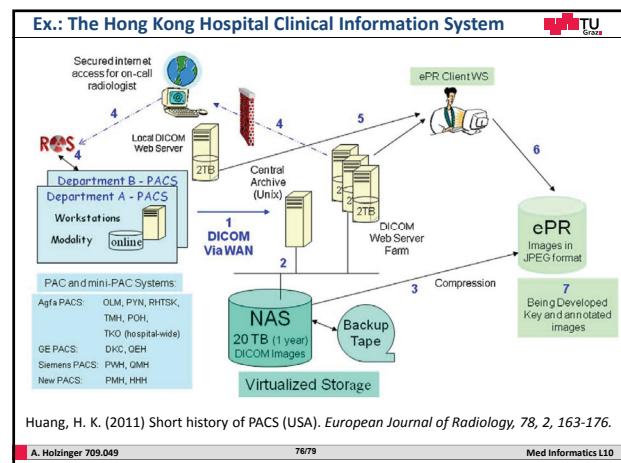
Huang, H. K. (2011) Short history of PACS (USA). *European Journal of Radiology*, 78, 2, 163-176.

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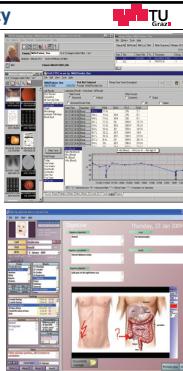
Example: Images within the EPR

Huang, H. K. (2011) Short history of PACS (USA). *European Journal of Radiology*, 78, 2, 163-176.

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Big Fact: Personal Health Records: Poor Usability



- 300+ different systems in the US
- Only 1% of the US population have access (2008)
- "Most EHR are 100 % bad." (Forrester Research, 2008)
- Biggest obstacles:
 - Cost factors
 - Poor usability
- Need for UCD
- Need for proactive wellness management

Alagoez, F., Valdez, A. C., Wilkowska, W., Ziefle, M., Dorner, S. & Holzinger, A. (2010) From cloud computing to mobile Internet, from user focus to culture and hedonism: The crucible of mobile health care and Wellness applications. *5th International Conference on Pervasive Computing and Applications (ICPCA)*. IEEE, 38-45.

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