

**Abstract**

# Introduction to Picture Archiving and Communication System at District General Hospital Trincomalee: Issues and Challenges

Pragash R<sup>1\*</sup>, Manoagaran S<sup>1</sup>, Thavakodyrasah T<sup>1</sup><sup>1</sup>District General Hospital, Trincomalee, Sri Lanka**Abstract****Background**

Healthcare worldwide is facing significant challenges due to new technologies and innovations. One such challenge is the introduction of an IT system. The introduction of Picture Archiving and Communication System (PACS) to District General Hospital (DGH) Trincomalee has ensured the timely availability of radiological images and promoting better effective patient management, yet it was not a straightforward story. This research illustrates the issues, challenges and the barriers that were encountered by the project team during its implementation and thereafter.

**Methods**

This was an institutional based study to identify the issues, challenges and barriers that surfaced during the introduction and functioning of PACS at DGH Trincomalee. The data were gathered from the period of inception of the project proposal, securing funds, procuring, installation, commissioning and also during the function of the system for next six months. All issues and challenges were documented, analyzed and discussed with the parent organization to enable the smooth implementation and functioning.

**Results**

Although most literature outlines the difficulty associated with the acceptance of a new technology by a healthcare staff and the training on the new system, yet this was not an issue DGH Trincomalee. Requiring a substantial capital and recurrent investments, requirement of a good understanding on the complexities in implementation and the need of a reliable ICT technical support were the major issues.

**Conclusions**

A good understanding of the issues & challenges associated with implementation of PACS is vital for the project team. These issues have to be foreseen during the planning phase before implementation.

**Key words:** Picture archiving and communication system; Medical imaging; Trincomalee; Issues and challenges

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\* **Correspondence** : pragash@consultant.com

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