Imaging Department Quick Step – How to Create and Implement a Rapid Integration Orientation Program

New Employee Orientation builds a bridge between the old job and the new job for better quality in health care Imaging.

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Introduction

Radiologic Technology is a Human Service that is supported by Imaging Technologies.

New Employee Balancing Act

The new employee’s view of the new Imaging department.

Human Service
Patient care
Physician relationships
Co-workers

New Technology
Imaging Protocols
Computer Systems
Department Rules
Importance of a comprehensive Imaging Department Orientation

- To serve the patient, physicians and co-workers, the new employee must be prepared to quickly and effectively master the new:
  - department work flow
  - imaging systems
  - imaging procedures
  - patient care protocols
  - computer programs and systems

Presentation Objective:

- To offer a basic format for the development and presentation of a comprehensive individualized orientation program for new imaging department employees.

Goal for Participants

- As a result of attending this session each participant will receive a basic plan for developing an effective imaging department orientation program.

Benefits to New Employee

- Creating and maintaining an imaging department Orientation program helps the new employee:
  - Focus on the requirements of the new work environment.
  - Learn the culture of the department.
  - Learn the department workflow.
  - Integrate into the department faster.
  - Build confidence
  - Reduce stress

Benefits to the Administration

- Offers a tangible basis for administrative accountability:
  - Improved patient care
  - The reduction in health care errors
  - New employee evaluation
  - The assessment of employee turn-over rate.

Development of a Proactive Orientation Program

- Focuses on:
  - Specific tasks that the new employee must master.
  - The training approach that would best serve the employee and department’s needs.
A Comprehensive Orientation Program

Reduces the X-factors caused by changes in:
- Diagnostic Imaging Systems.
- Clinical Practices
- Data Storage Systems.
- New computer and software applications.

Three Parts of the Orientation Program

- Content of Orientation Program
- Clinical Rotation
- Evaluation of the new employee and the Orientation Program

The Plan for a Comprehensive Orientation Program

Step 1
What does the New Employee Need to Know?

Identifying Skills to be Mastered

- Department Work Flow
- Patient Examination Protocols
- Image Storage and Transfer Procedures.
- Computer System Operations

Transitions in Imaging Technology
Changes in Image Archiving

Identify the training approach that is best for your department?

Components of the Plan

- **CD or DVD** gives overview of department, steps to be mastered and work flow.
- **Handbook** – describes specific steps to be performed each day. Includes a list of protocols.
- **Imaging Department Rotation Schedule** – devoted to systems and procedures to be mastered in the new department.
- **Evaluation** – is competency based and includes a list of clinical tasks performed in each discipline.
- **Newsletter** – is a quick reference to update the new employee and temporary staff members (PRN’s).

CD – Department Overview

- Clinical Personnel
- Administrative office
- Forms - exam requisitions, Image transfer request
- Imaging modalities
- Image Storage Facilities
- Workflow chart
- Department Policies

Tour of the Imaging Department

Tour Imaging Department Systems

- Digital Imaging Suite
  - Radiography
  - Computed Tomography
  - MRI
  - Ultrasound
  - Mammography
  - C-Arm Studies

If you know the location of a person or thing you can find what you need when you need it.
Image Storage and Transfer Procedures

- Film Library Procedures
- **RIS** - Radiology Information System
- Imaging storage/transfer
  - PAC
  - DICOM
  - Radiologist Reports

Imaging Department Workflow

- **Department Workflow**
  - Patient Requisition Source
  - Computer applications
  - Imaging procedure
    - Patient Preparation
    - Imaging Protocols
    - Identification of Patient Scans
  - Image storage
  - Image transfer

Creating the Orientation Handbook

- Quick reference that describes specific steps to be performed each day.
- **Topics:**
  - Workflow
  - Department forms
  - Computers systems
  - Software
  - Imaging Systems
  - Examination Procedures

Orientation Handbook

- **Department Workflow**
  - Patient Requisition
  - Patient imaging exam preparation protocols
  - Image storage
    - Film Library
    - PACS
    - CD’s
  - Image transfer procedure
    - DICOM
    - Teleradiology

Computer Systems and Programs

- **PACS**
  - Where are the studies stored?
  - How are the images retrieved and transferred?
  - When and to where are images transferred?

Imaging Department Rotation

<table>
<thead>
<tr>
<th>Imaging Department</th>
<th>Number of weeks in each discipline</th>
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<tbody>
<tr>
<td>Radiography</td>
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<td>MRI</td>
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<td>Ultrasound</td>
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Newsletters

- **The Newsletter** is a great tool to update personnel on imaging department changes.

Newsletter

- Reminder for department procedures.
- Update on new applications or duties.

Step 3
Determining the duration of the Orientation Program

Duration of the Orientation Program

Depends on:
- size of the imaging department.
- complexity of the workflow.
- various computer and imaging systems to be mastered.
- imaging protocols.

Step 4
Evaluating the performance of the new employee

New Employee Evaluation

- New Employee Evaluation - is competency based and reflects how well the new employee learned the procedures and workflow of the new department.
Step 5
Evaluating the Effectiveness of the Orientation Program

Evaluation of the Orientation Program

- How to determine the effectiveness of an orientation program.
- Imaging errors are reduced.
- Reduction in repeat x-ray examinations.
- Patient care improvement.
- Waste reduction of time and resources.
- Quicker integration of the new employee

Evaluation of the Orientation Program

Feedback is important and enables the imaging department to perfect the program.

Sources of Feedback

- Patients
- Administrative staff
- Co-workers
- Medical Team
- The new employee

A Reminder

- Not all skills can be transferred to the new job because of changes in job requirements.
- Imaging Department Orientation is the best way to convey that message.