



## Commitment to Succeed

The ASRT Foundation's Health Care Industry Advisory Council (HCIAC) established key principles of education and training that should be followed to ensure safe, effective patient care. HCIAC is committed to making sure health care providers receive consistent, high-quality training to maximize the patient experience and benefit from your investment.

### **Introduction to the Training Partnership**

We are looking forward to partnering with you and your staff to make the training experience positive and successful. Our member companies are dedicated to providing customers with complete and thorough training, and we need your help to succeed. We appreciate your commitment and support to ensure the following guidelines are followed. A company representative will contact your facility representative prior to the scheduled training to discuss the training objectives and schedule.

Proven methods developed by our member companies on the training design and delivery will reward your health care providers with a successful educational experience. By the end of the program, your professionals should be able to operate all the features of your system safely and effectively, and in some cases may be able to instruct other professionals in your department to do the same. Key components of our training are approved for continuing education credit and are recognized for their high educational value by our customers and accrediting organizations.

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***Worthwhile training is always a partnership. The trainee and the trainer have a shared responsibility in making an instructional program work.***

**So, what do you need to do?**

- Facilitate your staff's uninterrupted attendance. Participants are required to attend the entire training program.
- Carefully read and follow the guidelines outlined in your vendor's training documentation.
- Ensure that all staff members who will be trained complete any required pre-work.

## **Training**

The training proposal may consist of one or more training events, such as classroom education, on-site clinical training and remote media. Training events may expire. Your vendor representative can provide specific information.

Included in the training package is a detailed program agenda. It provides specifics regarding the daily activities accomplished during the training program. Please keep in mind that the program is copyrighted and therefore may not be copied, duplicated or recorded without permission from the vendor.

The vendor will determine the suitable method of training required for an upgrade.

### ***Training Preparation and Requirements***

Participants are expected to have credentials in the specialty for which training is provided. The course does not provide education in the principles or techniques of clinical practice.

It is strongly recommended that the professionals selected to participate in the training are eager to learn. From an operational standpoint, your department will benefit most by selecting health care professionals who are primary operators of the system rather than those in a supervisory or management role. If your facility operates during more than one shift daily, we recommend that at least one health care professional from each shift participate in the training program. If an Advanced User serves as an institutional trainer, he or she must participate in the training program.

Some training events have prerequisites that must be completed prior to the next planned event. Your vendor representative will help you understand and schedule your training events.

## **General Guidelines**

1. Training hours are cumulative up to the contracted amount, and the schedule will be agreed upon by the vendor and the customer.
2. The vendor observes the statutory holidays scheduled for its company and the customer.
3. On-site training requires that the equipment or software to be used for training is available and in good working order.
4. Any physicians, physicists or other personnel who must be present at times during the training should be notified when and where their presence is required and should be available during that time.

## **Training Delivery Methods**

Delivery methods and content vary by vendor and product. The following training methods may or may not be included in your training program.

### *Classroom Training*

It is strongly advised that the vendor's guidelines be followed by the professionals who attend the classroom courses. In some training programs, classroom training is a prerequisite to on-site training.

### *On-site Training*

To provide optimal on-site training, follow vendor guidelines regarding the number of participants for your specific training program. These individuals should be actively engaged with the vendor's Training Specialist for the entire duration of the training.

The health care professionals who are to be trained on site should review this *Commitment to Succeed* document and the vendor's detailed training package. They also should become familiar with the basics of the system and specialty techniques by reviewing the safety and product materials.

Availability and interaction with a facility physician during the training period is essential for appropriate system configuration/site-specific protocol creation and approval of the results.

Periodic debriefings and a final debriefing with the Training Specialist and department leaders are recommended to facilitate early resolution of potential issues.

## **Patient Scheduling**

Some of the programs may include going live with patients during the training. To make the most of the go-live experience, the vendor will indicate the recommended number and types of procedures to

optimize the time devoted to using and becoming proficient with the features of your equipment.

It is understandable that your facility may want to get started using the equipment on a full load of patients right away. The right patient load and mix is critical to patient safety and ensuring effective learning takes place. Please contact your vendor's representative to develop the right patient scheduling strategy for the training.

### **Site Preparation/Infrastructure Checklist**

To ensure optimal training quality, we strongly advise that the following items be prepared prior to your initial on-site training. The vendor will help you make sure the site preparation items are completed; however, we cannot be held responsible if they are not. The quality of your training may be compromised or cancelled if these items are left outstanding.

If for any reason your department is not completely ready for the on-site visit, please contact the vendor representative to reschedule.

### **Inspections and Testing**

- Room construction complete and all necessary permits granted.
- All mandatory inspections and testing for your facility/city/state/province completed and approved. These may include but are not limited to a certificate of occupancy and inspections by the department of health and fire and safety commissions.
- System installation, calibration and performance testing complete.
- IT systems and network tested and verified.
- All necessary supplies must be stocked and available.
- All accessory equipment must be installed and functional.
- Training on third-party devices must be coordinated with the vendors (may also be scheduled with minimal effect on system training). Please contact your vendor representative for additional clarification and possible coordination.

#### Product Workbooks

The product workbooks, where applicable, provide an overview of the system. They contain lessons and topics supported by screenshots to illustrate key steps.

The workbooks are educational aids only and are intended solely as supplemental documents.

#### Vendor Credentialing

If your facility requires any specific vendor credentialing, please alert your vendor representative prior to the on-site arrival of the company's Applications Specialist.

#### Department Scheduling

Department routine should be organized to minimize interruptions. Open house visits or other staff trainings must not be scheduled during the on-site training.

#### Image Storage Media

Your vendor representative can provide you with a list of recommended image storage media, if applicable.

### **CE Credits**

Your vendor may offer continuing education (CE) credits for certain training activities. Attendees must be present for the entire training to earn CE credits. The vendor will instruct the health care professionals participating in the training on how to access their certificate(s) at the conclusion of training. The certificate serves as record of training attendance and CE award. Instruct your staff members to store their CE certificates in a safe place.

### **Advanced User**

The vendor may recommend a strategy that includes developing an Advanced User position. HCIAC has outlined the following definition and characteristics of an Advanced User. The Advanced User serves as a key interface between the health care institution and the vendor. He or she helps peers in the department and communicates issues to the vendor.

#### **Definition**

An Advanced User is an individual who works in the facility and has in-depth knowledge of all clinical applications, workflow and associated principles for the modality. The advanced user serves as an in-house training resource for peers, vendors and applications personnel.

#### **Characteristics**

- Good written and verbal communication skills.
- Ability and desire to learn.
- Respected by interdisciplinary staff members.
- Ability and desire to share knowledge with interdisciplinary staff members.
- Ability to influence peers and supervisors within the department through formal and informal methods.

### Expectations for the Advanced User

- Commit time to learn and share knowledge.
- Use technology in a manner for which it was designed.
- Be a champion for intended use of and training on equipment.
- Be an advocate and resource for the continuation of the learning process.
- Effectively train the remaining staff members on operating the system proficiently.

The key principles provided in this *Commitment to Succeed* document set the foundation for successful training and implementation resulting in safe use of the product and the highest possible quality of patient care. HCIAC appreciates and joins you in this *Commitment to Succeed*.

### Appendix

The Health Care Industry Advisory Council (HCIAC) consists of the premier companies in the industry, working together to advance patient care. Members meet annually to share information about trends, hear from top-rated speakers and discuss significant issues in the radiologic sciences. HCIAC has prepared white papers on topics such as the critical role of the radiation therapist and the radiologic technologist in patient safety and quality in medical imaging. The papers are available on the American Society of Radiologic Technologists and ASRT Foundation websites.

### Resources

Watson L, Odle T; Health Care Industry Advisory Council Subcommittee on Patient Safety and Quality in Medical Imaging. *Patient safety and quality in medical imaging: the radiologic technologist's role*. [www.asrtfoundation.org/media/pdf/HCIAC/ASRT13\\_WhitePaper.pdf](http://www.asrtfoundation.org/media/pdf/HCIAC/ASRT13_WhitePaper.pdf). Published 2013. Accessed March 6, 2013.

Odle T, Rosier N; Health Care Industry Advisory Council Subcommittee on Patient Safety and Quality in Radiation Safety. *Radiation therapy safety: the critical role of the radiation therapist*. [www.asrtfoundation.org/media/pdf/HCIAC/ASRT12\\_WhitePaper.pdf](http://www.asrtfoundation.org/media/pdf/HCIAC/ASRT12_WhitePaper.pdf). Published 2012. Accessed December 13, 2012.

Health Care Industry Advisory Council. *Definition of the Advanced User in Applications Training*. [www.asrtfoundation.org/Media/pdf/HCIAC/CR12\\_HCIAC\\_AdvancUserDoc.pdf](http://www.asrtfoundation.org/Media/pdf/HCIAC/CR12_HCIAC_AdvancUserDoc.pdf). Published 2012. Accessed March 4, 2013.

As of June 2013, the following medical imaging companies have approved dissemination of this document to their customers.

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