

Introducing Medical Imaging Assistants into a Radiology Department

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Queensland Government

Queensland Health

Background

- The Royal Brisbane and Women's Hospital (RBWH) 942 bed general tertiary referral hospital, Brisbane, Qld.
- The RBWH Health Service District is the largest centre in the Central Area.
- Provides services to patients throughout the State, Northern New South Wales, the Northern Territory, and to neighbouring countries in the South West Pacific.

Background

- Queensland Health is committed to achieving its mission of

.....promoting a healthier Queensland and our vision to be leaders in health – partners for life. We recognise that Queenslanders trust us to act in their best interests at all times

Current Situation

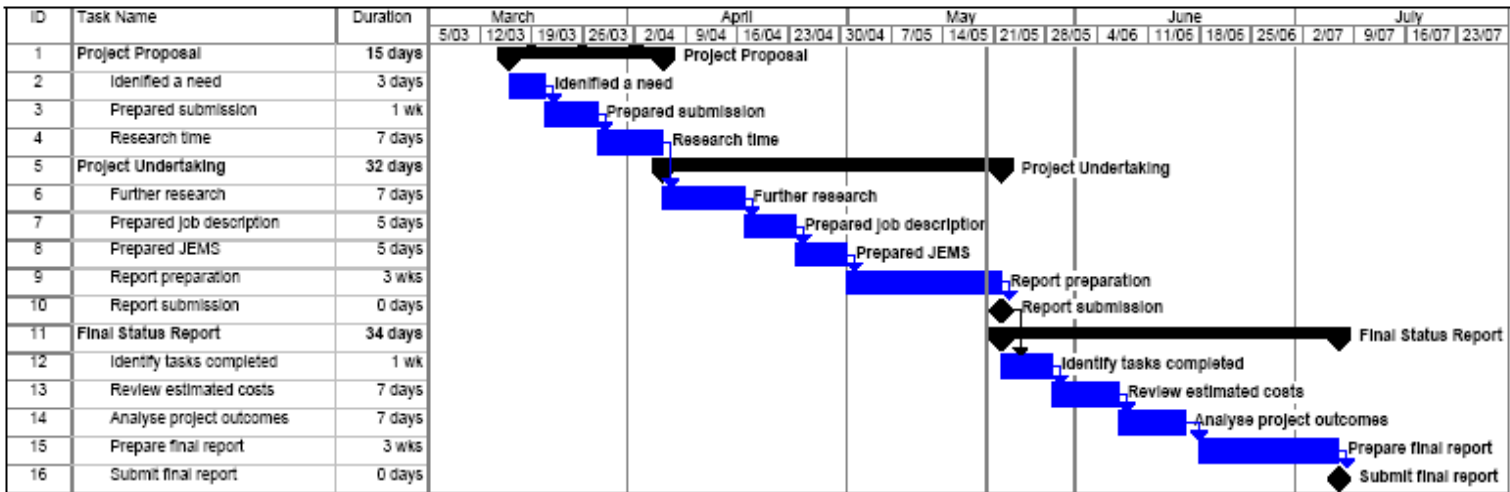
- Radiology is constantly under resourced
- Resources utilised to achieve core services & burgeoning demands
- Radiographers perform core imaging duties as well as: patient prep, clerical duties, telephone calls, post imaging work etc

Project Purpose

- Address the identified need for extra help due to reduced radiographer staffing levels
- Improve access & patient flow in the DMI
- Consider the role of medical imaging assistants to address the above

Objectives

- Provide a safe level of medical imaging services to RBWH.
- Improve access to RBWH medical imaging services
- Improve staff morale as well as patient, client and referrer satisfaction.
- Further utilise technology such as MRI and CT
- Assist in achieving accreditation status



Project: PUN218 Project Plan
Date: Sun 20/05/07

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

Tangible Benefits

- Increase the provision of the medical imaging service delivery
- Resource savings: DMI staffing and equipment
- Reduced patient waiting times
- Improvement in staff morale

Intangible Benefit

- Strengthen relationships and communication within the DMI and allowed for optimal provision of medical imaging service.

Outcomes

- Increase in the number of examinations / cases performed
- Reduced patient waiting times
- Reduced wastage of radiographers work time
- Increased utilisation of MRI, CT and new Angiography Biplane equipment

Justification

- New positions require the completion of a Job Evaluation and Management System (JEMS)
- JEMS questionnaire was submitted to Human Resources and subsequently approved
- MIA role was approved at the Operational level – 003

Business Case

The allocation of 5 Medical Imaging Assistants:

- Duties: to perform routine administrative and operational duties as well as assist all members of the multidisciplinary team.

Cost estimates: - Medical Imaging Assistants

Labour	Pay Class	FTE	\$/FTE	Total cost
5 x Medical Imaging Assistants	003	5	\$ 51 500	\$ 257, 500
Total Recurrent Labour costs				\$ 257, 500

- FTE – Full time equivalent
- Costs for Medical Imaging Assistants calculated from base hourly rate of mid-point plus 1 for 003 (003-03) as at 1 Sept, 2006 plus estimated on-costs of 26% (no overtime included) plus 4% EB6 increment from 1 Sept, 2007.

Increased productivity of radiographers and equipment

- Increase in productive hours is half to one hour per day.

MIA Job Description

- Assist radiographers, radiologists & nursing staff
- Perform administration duties
- Assist with examination room preparation and clean up
- Escort patients to and from examination rooms and assist with patient transfer
- Assist with patient preparation and aftercare
- Assist with patient care during medical imaging procedures.

MIA Job Description

- Attend departmental staff meetings and participate in orientation and in-service programs, performance reviews, skill development programs and quality assurance activities.

Evaluation

- Reduction in the patient waiting lists
- Improved work flow
- Improved staff morale evident
- Achieving accreditation

Areas in need of an MIA

- General X-ray
- Emergency X-ray
- Orthopaedic X-ray
- CT
- MRI
- Angiography

Final Comment

- The work done on this project has prompted a significant work practice change which promotes a more efficient use of existing resources.

Thank you

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