



THE AMERICAN REGISTRY
OF RADIOLOGIC
TECHNOLOGISTS®



Stories

2021

A Publication for
Registered Technologists



I AM THE GOLD STANDARD

We've sponsored the *I Am the Gold Standard* (IATGS) awards since 2016 to recognize Registered Technologists—like you—who excel in your profession. Nominees must meet criteria in one or more of the following categories: Quality and Safety; Patient Experience; Advocating for the Profession.

This year's IATGS nomination committee, composed of ARRT staff R.T.s, reviewed more than 100 nominations from across the country and selected a winner in each of the following modalities:

- Jason Lee, R.R.A., R.T.(R)(CT)(ARRT), RPA, Medical Imaging
- Roberto Juan Telleria, R.T.(R)(CV)(CT)(ARRT), Interventional Procedures
- Rachel Ward, R.T.(T)(ARRT), Radiation Therapy

Our winners receive airfare, hotel, and conference registration for a national society conference of their choice in the continental U.S.

If you—or someone you know—deserves recognition, turn to Page 10 and learn how to take part in our next awards program.

2021 *I Am the Gold Standard* Awards Committee:

Roxanne Koenen
B.S., R.T.(N)(ARRT),
CNMT, PET

Ann Miller
BSRT, R.T.(R)(M)(ARRT),
CSC

Kellie Reynolds
J.D., R.T.(R)(MR)(ARRT)

Kevin Rush
MHA, R.T.(R)(T)(ARRT),
FASRT

Liana Watson
DM, R.T.(R)(M)(S)(BS)(ARRT),
RDMS, RVT, FASRT, PMP, CAE

TABLE OF CONTENTS

4 *I Am the Gold Standard* Winners

JASON LEE

ROBERTO JUAN TELLERIA

RACHEL WARD



10 *I Am the Gold Standard* Finalists

How to Nominate Someone

11 News, Notes, and Important Links



We want to hear from you!

Please scan this code to take a quick survey about *Stories*. Do you enjoy reading it? Are there other topics you'd like us to address? Let us know! Your responses will help us plan next year's communications from ARRT.



Jason Lee

R.R.A., R.T.(R)(CT)(ARRT), RPA

Radiologist Assistant, The Johns Hopkins Hospital
X-Ray Technologist, PRN, Medstar Health
Baltimore, Maryland

As a Radiologist Assistant at Johns Hopkins, Lee specializes in pediatric care.



A Calling for Care and Knowledge

When he was in seventh grade, Jason Lee required multiple MRIs and computed tomography (CT) scans that ultimately diagnosed pseudotumor cerebri—a condition with symptoms that mimic those of a brain tumor.

Some teens would have wanted to put the experience behind them as quickly as possible. Instead, Lee found a career. “I thought the MRIs and CTs were pretty impressive,” he says. “They steered me into radiology.”

Today, Lee holds two positions in radiology, has volunteered for several organizations, has published numerous articles, and has given many presentations. His devotion to patient care and education earned him one of our 2021 *I Am the Gold Standard* awards.

A Specialist in Pediatric Care

After finishing a radiography program and earning his first ARRT credential, Lee began working on a bachelor’s degree in biology. “I had plans to pursue a physician assistant specialty,” he says, “but then I heard about a radiologist practitioner assistant program that would enable me to build on my radiology skills.” That path enables him to perform selected imaging procedures under a less-restrictive level of radiologist supervision than is required for radiographers who aren’t radiologist assistants.

As a radiologist assistant at Johns Hopkins, Lee specializes in pediatric care. “Because of the condition I had when I was young, I understand what it feels like to be a patient,” he says. “Understanding how kids view things makes me empathetic to them and what they’re going through. I make sure to talk to them on their level.”

Lee also works as needed at Medstar Health, where he treats patients who need urgent imaging care. Stephanie Kaldis, Regional Manager of Radiology Compliance at Medstar, nominated Lee for the Gold Standard award in part because of the way he interacts with patients.

“He knows how to handle not just children, but also their parents, who are anxious during stressful situations,” she says. “And I’ve seen him take time to calm patients of all ages, even when we’re in a rush to provide care.”

I AM THE GOLD STANDARD

“Because of the condition I had when I was young, I understand what it feels like to be a patient. Understanding how kids view things makes me empathetic to them and what they’re going through. I make sure to talk to them on their level.”



She adds that, during the COVID-19 pandemic, her staff has experienced a great deal of burnout. “But Jason always presents a calm and peaceful demeanor,” she says.

Outside Work: Volunteering and Education

Even outside of his paid employment, Lee devotes much of his time in service to his profession. “Radiology is a hobby to him,” Kaldis says. “It’s fun.”

For example, Lee volunteers with RAD-AID, an organization that strives to improve access to medical imaging across the globe. Before the COVID-19 pandemic, he traveled to Malawi, where he planned to give training on CT scans. “Unfortunately, they were having trouble with their scanner,” he says. Instead, he talked to technologists and residents-in-training there about quality assurance, quality control processes, and protocols. “I hope to travel again when the COVID restrictions change,” he says. “I’ll go back to Africa or some other place that needs radiographic expertise.”

Closer to home, Lee gives presentations through the Maryland Society of Radiology Technologists and other organizations. He writes articles that serve as continuing education options

for health-care professionals, and he speaks to residents and medical students regularly. “Outside of patient care, teaching is the most fulfilling part of my career,” Lee says. “I love to share what I’ve learned over time.”

He also serves on committees for the Maryland Board of Physicians and for ARRT, and he promotes the Medicare Access to Radiology Care Act. “I live near Washington, D.C.,” he notes, “which makes it easy for me to meet lawmakers and other supporters of the bill in person when I need to.”

In his spare time? Lee is nearing completion of a master’s degree so he can pursue teaching at a university level. Then he’s considering a doctorate. “I value continuous learning,” he says. “It gives me satisfaction and provides me with additional knowledge to share.”

At work, though, he says his greatest satisfaction comes when he receives a simple thank you. “When I’m done with an exam and I know the patient is comfortable and got much-needed care, it’s exciting when the family thanks the staff and me for being nice,” he says. “That constitutes a successful procedure for me.”



Roberto Juan Telleria

R.T.(R)(CV)(CT)(ARRT)

Interventional Radiographer IV
Baptist Hospital of South Florida, Miami, Florida

Telleria has spent more than 40 years in interventional radiology.



A Lifelong Commitment

In medicine, patient-care successes make the journey worthwhile. But it can take a while for them to become visible. That's why Roberto Juan Telleria treasures the real-time results he sees as an interventional radiographer.

For example, he recalls the satisfaction of treating a patient who had an ischemic stroke. "In that situation, there's no blood flow through part of the brain," he explains. "The patient doesn't talk. He doesn't react to you. Then you remove the clot—and he talks just like he did before the stroke." Experiences like that are the reasons Telleria has spent more than 40 years in interventional radiology.

Telleria works at Miami Cardiac and Vascular Institute, part of Baptist Hospital of South Florida in Miami. Violeine St. Hilaire, Director of Nursing there, says she and her team were thrilled when Telleria won one of ARRT's 2021 *I Am the Gold Standard* awards. "We were all excited because of his hard work in our lab and in maintaining the integrity of the profession," she says.

A Fortunate Beginning

Telleria found his life's work at only 15, when he watched his technologist uncle process images in a darkroom. "It's magical to see something like that," he says. Spellbound from the start, Telleria soon committed to the profession.

He attended the Mount Sinai School of Radiology Technology in Miami, a hospital-based training opportunity. He says it allowed him to receive critical hands-on learning in all areas of radiography. "The training is intense," he says. "You spend eight hours each day working in the hospital. The knowledge you obtain is unbelievable."

When he graduated, the hospital had four job openings. "I chose interventional," he recalls. "You can see results on the monitor as you do the work. It's amazing what we can do."

He worked at Mount Sinai Medical Center for 26 years, most of it as a Special Procedure Technologist and seven years as Technical Director of the radiology department. He moved to Baptist Hospital in 2002.

An On-Call Life

Patients who experience emergencies, such as strokes and gastrointestinal bleeding, require urgent interventions. That means Telleria has worked on-call and seen many late nights throughout his career. "Time is brain," he says, referring to the need for swift intervention. "The patient's life is in your hands."

I AM THE GOLD STANDARD

"My goals have never changed. They are to be a hard worker, learn something new every day, and always think, 'If I were the patient, how would I want to be treated?'"



Even when patients arrive at the hospital soon after experiencing a stroke or other medical issue, however, positive outcomes aren't guaranteed. "Those moments come with great responsibility and tension," Telleria says. "But witnessing a patient begin to move and talk—or seeing bleeding stop on a monitor—because of a procedure makes that tension worthwhile. Long hours and high pressure are part of the job, but lifesaving results are the reason we do it."

A Focus on Community

It's clear that Telleria values serving his community. For example, he gives lectures on stroke and volunteers at an annual stroke fair. There, he shows the symptoms of stroke and explains stroke care to attendees. In addition, he has donated his time as an educator, instructor, publisher, lecturer, continuing education sponsor, and item writer for ARRT.

When he noticed that interventional radiology wasn't part of students' clinical rotations at Miami Dade College Medical Campus, Telleria spearheaded adding the field to the curriculum. "Without it, interventional radiology is completely foreign to students," he explains. "They view it as a completely different profession." As a result of his efforts,

students now receive lectures on vascular interventional and neurological interventional radiology. Telleria volunteers as a clinical instructor and is a member of the college's radiography advisory committee.

At Baptist Health, he helped create a career ladder to help reward technologists who have extra skills and responsibilities. St. Hilaire adds that Telleria always makes himself available to visiting students and team members who need training. "He created a pipeline for students to come work with us if it piques their interest," she adds.

Telleria says his desire for improving processes and continuous learning comes from empathy for his patients and a desire to help others. "My goals have never changed," he says. "They are to be a hard worker, learn something new every day, and always think, 'If I were the patient, how would I want to be treated?'"

He nominated himself for the award largely to shine light on his profession. "I do the same things other X-ray techs do," he says, "and I want to encourage the people who will be working after I retire. This is the highest award that one can obtain in my profession. It culminates a career I'm proud of."



Rachel Ward

R.T.(T)(ARRT)

Radiation Therapist
Ulmer Dermatology—Long Beach, California

Ward used Instagram to connect with others and spread knowledge about superficial radiation therapy.



Charting Her Own Way

When she was a new graduate, people advised Rachel Ward not to pursue a career using superficial radiation therapy (SRT) to treat skin cancer. *You'll lose your skills, they said. There won't be full-time work.*

Despite the warnings, Ward chose the less common path. Now she's found success: in her work, on social media sharing information about her field, and as one of our 2021 *I Am the Gold Standard* winners.

Her employer and her patients' sentiments reflect her achievements. "Patients have a lot of confidence in her," says her supervisor, Douglas Ulmer, M.D. "They look forward to seeing her because she gets along with people easily and makes them feel comfortable."

And her advocacy efforts on social media? "I gained more than 2,000 followers in my first month," Ward says. "That's when I decided to focus on how to become a radiation therapist, and on providing support and information about SRT."

Finding Her Less-Traveled Path

As a student, Ward says she struggled to find a course of study that suited her. But when she shadowed a professional in a local radiation oncology clinic, she found her future career. Soon she enrolled in the radiation therapy program at Wayne State University in Detroit, Michigan.

She ultimately joined Ulmer Dermatology in Long Beach, California, where she began working in SRT. "It's not something many therapists do—or are even taught to do," she says. "I saw one slide about SRT during a presentation in school." Just as many students don't know of the treatment, Ward says, neither do many patients who have skin cancer.

In addition to being painless, radiation helps patients avoid surgeries and scars. Ward recalls treating a patient whose skin cancer covered 80% of her nose. "SRT helped her avoid a skin graft and facial reconstruction," she says.

"Nothing makes me happier than when a patient doesn't have to hide behind bandages."

Creating an Online Presence

During the COVID-19 pandemic, she saw an opportunity to advocate for SRT on social media while sharing her knowledge about the treatment. She launched @rachthertt on Instagram to talk about skin cancer treatment and radiation

I AM THE GOLD STANDARD

"I've encountered so many people who are hesitant about entering the field because they know so little about it. I try to share as much as I can to help educate others and provide the best care possible for patients."



therapy education. In addition to answering individual messages, she began posting infographics about SRT, skin cancer, and a career as a radiation therapist.

Since October 2020, Ward has built @rachthertt to more than 5,000 followers. In addition, she began writing articles for SkinCancer.net.

"My goal is to provide education on the 3 P's: patients, providers, and potential students," she says.

Now that she's received a Gold Standard award, she hopes her advocacy and education efforts will go further. "As a student, I didn't have anyone to turn to for answers," Ward says. "Now I hope to be a mentor to anyone who needs information."

Providing Comprehensive Care and Spreading Knowledge

Ward says it's essential for patients to understand their treatment options. "It's not acceptable to have patients go

through anything without fully understanding the process," she says. She adds that a doctor's office can be intimidating.

"People are overwhelmed with information," she says. "They can be afraid to speak up about something they don't understand. If I say, 'Do you have any questions?', they might not answer—but when I say, 'What questions do you have?', we start a conversation."

Ulmer says Ward is a skilled asset to the office. "Rachel's an extraordinary person," he says. "She has a lot of talents related to both radiation training and helping people."

Ward says she didn't apply for the Gold Standard award to promote herself. But she hopes winning the award will expand her opportunities for advocacy and education. "I want to keep sharing information," she says. "I've encountered so many people who are hesitant about entering the field because they know so little about it. I try to share as much as I can to help educate others and provide the best care possible for patients."

Congratulations to our 2021 *I Am the Gold Standard* Finalists!

PLEASE JOIN US IN RECOGNIZING THESE FINALISTS

Adriann Al-Ghishan
R.T.(T)(ARRT)
Michigan Medicine

Corina “Cori” Ameen
R.T.(R)(ARRT)
Commonwealth
Healthcare Corporation

Norman Gellada
R.T.(R)(CT)(ARRT)
Cedars Sinai

Scott Haglund
R.T.(R)(ARRT)
St. Catherine University

Stacy Harberson
R.T.(R)(N)(M)(CT)(ARRT)
Howard Memorial Hospital

Raynold Ho
R.T.(N)(ARRT)
Kaiser Permanente/
Loma Linda University

Sydney Kasner
R.T.(R)(M)(ARRT)
Samaritan Health Services

Jeremy Miller
R.T.(R)(CI)(VI)(ARRT)
El Camino Hospital

Hugo Pereira
R.T.(R)(T)(ARRT)
Genisicare

Bennell Trapp
R.T.(T)(ARRT)
Kaiser Permanente

Hoi Cheung Zhang
R.T.(R)(MR)(ARRT)
New York University
Langone Health

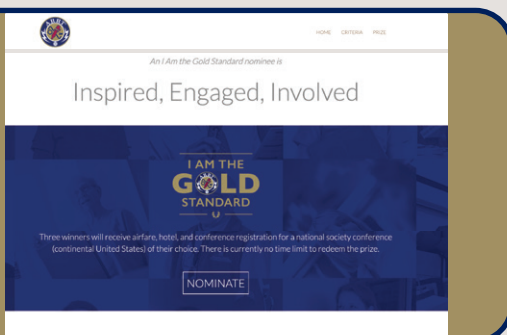
Gold Standard patient care.



That’s what R.T.s aspire to.

It’s your turn to nominate a gold standard colleague—or yourself.

NOMINATIONS FOR I AM THE GOLD STANDARD OPEN IN JANUARY.



ARRT’s *I Am the Gold Standard* awards recognize R.T.s who shine in the profession—whether that’s through exceptional patient care, innovations in quality and safety, or advocacy for the profession.

This year, Stephanie Kaldis of Medstar Health nominated Jason Lee, R.R.A., R.T.(R)(CT)(ARRT), RPA. “This was my first time nominating someone,” she says, “and the process was very easy. It makes me feel good that he gained an award because of my nomination.”

Feel good. Praise your colleagues. Nominate someone—or yourself—for *I Am the Gold Standard* this January. Check out IAMTheGoldStandard.com this winter and make your nomination.

News, Notes, & Important Links

Scan a QR code to go directly to our website.

Have a question? Connect with ARRT through Message Center

To open Message Center, log into your ARRT account and click on the Messages link (next to the search icon). This tool makes it easier for you to correspond with us about subjects such as maintaining your credentials, earning new ones, and completing official ARRT business.



News Feed

Stay up to date on ARRT news that’s important for you to know.

Stay current with ARRT on social media

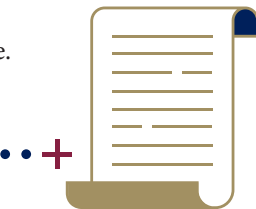
Search for American Registry of Radiologic Technologists on Facebook and LinkedIn. Follow us for intriguing news and research on imaging, interventional procedures, and radiation therapy. You’ll also see which conferences we’re attending and learn about important ARRT policy updates.



For more information about ARRT, visit arrt.org.

Want a printout of your credential(s)? It’s easy!

- Click on the Verify Credentials tab at the top of the arrt.org home page. On a mobile device, click on the three horizontal lines for a drop-down menu.
- Enter your first and last name under Search Online Directory.
- Click on View Details next to your name.
- Click on the Print Verification button on the top left corner of the pop-up box.



NEW



Primary Eligibility Pathway in Vascular Sonography

ARRT now offers a primary eligibility pathway for Vascular Sonography (VS). That means students in a recognized VS program can apply for certification and registration after completing their educational requirements.



Volunteer Management System

ARRT recently launched a new volunteer management system. It makes it easy to find and sign up for volunteer opportunities with us.





THE AMERICAN REGISTRY
OF RADIOLOGIC
TECHNOLOGISTS®

1255 Northland Drive, St. Paul, MN 55120

The American Registry of Radiologic Technologists promotes high standards of patient care by recognizing qualified individuals in medical imaging, interventional procedures, and radiation therapy. Headquartered in St. Paul, Minnesota, ARRT evaluates, certifies and annually registers approximately 350,000 radiologic technologists across the United States.

For more information, visit arrrt.org.