



THE AMERICAN REGISTRY
OF RADIOLOGIC
TECHNOLOGISTS®

Michael Benzaia R.T.(R)(CT)(ARRT)



Stories

of quality patient care

Stories of Quality Patient Care

Often, your interactions with ARRT are business-related. Maybe you need to renew your certification and registration, or you have a question about Continuing Education.

Those things are important. But they aren't the reason you became a Registered Technologist (R.T.). And they aren't the reason we created Stories of Quality Patient Care.

These are your stories. Stories of how, every day, R.T.s make a difference for our patients, our patients' families, and our profession. Stories of how you each bring something unique to your daily work. Stories worth sharing.

We dedicate this issue to all of you—technologists who work hard to support your patients, your medical team, and your community. After you finish reading, we'd love to hear how you provide Gold Standard patient care. Go to our Facebook page, post a comment, and share your story with the R.T. community.

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THE GOLD STANDARD IN PATIENT CARE



Using Both Sides of His Brain

Michael Benzaia, R.T. and actor, is pleased that his acting enables him to bring real-life credibility to the television shows in which he participates. “I’m the go-to,” he says, “so when X-ray techs are at home watching, they don’t have to cringe because a scan is held upside down.”

Michael Benzaia R.T.(R)(CT)(ARRT)

FOR R.T. MICHAEL BENZAIA, CREATIVITY AND HEALTH CARE ADD UP TO TWO SATISFYING CAREERS

The patient was nearly ready for a chest X-ray when Michael Benzaia, R.T.(R)(CT)(ARRT), stepped in. “I had to rearrange the X-ray to ensure it was anatomically correct,” he recalls.

A close call on a medical error?

Fortunately, that wasn’t the case. The patient was an actor—and so is Benzaia, who divides his time between working as an R.T. and acting. He appears in the recurring role of an emergency room doctor on *How to Get Away With Murder*, serves as a medical consultant on several other shows, and is the face of Sensodyne Pronamel toothpaste.

“Directors are often pleasantly surprised when they find they have an actor on set with real-life medical experience,” he says. “Being an R.T. has given me credibility—and an upper hand in a tough business.”

A Thinker and an Entertainer

Benzaia says he’s been an entertainer since age 4. “I was always the child who would perform magic shows or sing songs when our family had company over,” he recalls. “I was also a thinker, interested in science. Both interests ultimately took form in my life.”

He began considering a health care career during his mother’s eight-year battle with breast cancer. “I was impressed by the upbeat attitude and caring nature of her X-ray techs,” he says.

At 18, his interest propelled him into a position as a medical records specialist. “That job helped me develop my medical terminology skills and establish rapport with physicians,” he explains. “The hands-on experience gave me a head start in the classroom.”

He soon enrolled in an X-ray program at the State University of New York – Orange and ultimately became certified and registered in Radiography and Computed Tomography. While working as a lead technologist, Benzaia earned a bachelor’s degree in Radiological Sciences and a master’s degree in business and leadership. He also attended the Stella Adler Academy of Acting on scholarship.

“It wasn’t easy, having to be at work at 8 a.m. after finishing a thesis, but it was well worth it,” he says. “Education is something no one can ever take away from you.”

Turning Challenges Into Learning Experiences

While his mother battled cancer, Benzaia developed a lasting respect for her ability to turn challenges into learning experiences. “Her positive attitude was something she prided herself on,” he recalls. “After her passing, I never looked at this world the same. I trained myself not to look to the outcomes, but rather to the experiences I would gain.”

That outlook served him well when he moved to Los Angeles three and a half years ago to film an NBC Universal show called *Camp*. The show ran for just 10 episodes, but it gave Benzaia the chance to pursue acting in addition to health care.

“That show was the catalyst to my move,” he says. “But the support I needed came from the stability of my established career as an R.T. I have a competitive, high-paying career with the freedom that allows me to work on set and pursue auditions.”

He adds that his medical colleagues have always supported his acting dreams. “I was able to support my other dream of being an actor because of the support of the X-ray community,” he says, “Every radiology facility I’ve worked in has had the most genuine, intelligent, and caring people.”

Complementary Careers

Today—after working in outpatient facilities, hospitals, and emergency rooms—Benzaia works per-diem as an R.T. in two Santa Monica offices, while taking acting jobs as they come. He says the careers complement each other. “Being an R.T. has taught me to fully listen to my patients, which in turn has transformed and deepened my acting,” he says. “Emotionally, I wouldn’t have been able to understand the characters I play without my experiences in the medical world.”

Benzaia notes that his careers each require compassion, hard work, and flexibility. “Both an R.T. and an actor must be fully engaged in the moment,” he says. “We connect with people daily, and we use both sides of our brains.”

Although some people might consider acting—but not R.T. work—an outlet for creative expression, Benzaia says he finds creativity in both areas. That’s why he’s devoted to both professions. “R.T.s are artists, too, and X-ray scans are our works of art,” he says. “Not too many careers have this dichotomy.”

I AM THE GOLD STANDARD



Congratulations to Mary Bruno, David (Lap Kong) Poon, and J. Alexander

Three R.T.s who consistently demonstrate excellence—at work and in the community—are the first honorees in ARRT's I Am the Gold Standard program.

The program spotlighted clinical caregivers who met criteria including:

-  Making a positive difference in patient care
-  Improving the profession through volunteer efforts
-  Participating in meaningful research
-  Leading quality improvement initiatives

A committee of R.T.s on staff at ARRT selected the winners from more than 100 nominations. Each winner receives airfare, hotel, and registration for a national society conference of their choice in the continental U.S. Nominees had to be certified and registered with ARRT and couldn't have been recognized by another national organization.

What made them Gold Standard exemplars? See for yourself as they share their stories. And if you're interested in nominating yourself or someone else for this year's awards, turn to Page 15.

Mary T. Bruno

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David (Lap Kong) Poon

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Jennifer (J.) Alexander

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“You have to have a passion for it,” says Mary Bruno about her dedication to research and patient care. “A lot of the work I do is a hobby. It’s exciting to figure out answers to problems and see a project evolve.”

Mary T. Bruno B.S., R.T.(R)(MR)(ARRT)

Advanced Practice Specialist at New York University – Langone Medical Center, New York City, New York

Associate of Arts Degree; Bachelor of Science Degree with Radiologic Technology emphasis

Research & Patient Care

FOR MARY BRUNO, THE TWO FORM A LIFE'S WORK

Mary Bruno didn't know she was looking at her future when, years ago, her father—a radiologic technologist—showed her a set of X-rays.

“He held film up to the dining room light and pointed out his bones,” she recalls. “I thought it was interesting, but I didn't know I'd eventually want to become an MRI tech.”

Not until Bruno was in college—and her father demonstrated how he and his colleagues used scanning equipment—did she become fascinated with MRI technology. Later, observing her father as he used functional MRI equipment drew her attention to the new brain-mapping technology.

“That's when my interest in becoming a tech turned into a passion,” she says. “I wanted to learn more and get involved in research.”

A Top Research Technologist

Bruno's career path ultimately brought her to New York University (NYU) – Langone Medical Center in New York City, where she is now an Advanced Practice Specialist. Her accomplishments also led to her becoming one of ARRT's first I Am the Gold Standard winners.

“When I read the award qualifications, every point applied to Mary,” says Roger Bow, R.T.(R)(CT)(MR)(ARRT), MRI Manager at NYU. He nominated Bruno, who reports to him. “She's an extremely conscientious, dedicated professional,” he adds. “I can't stress enough how radiologically intelligent she is. She draws on her understanding of the physics and technology behind the science of our modality to troubleshoot and problem-solve.”

According to Bow, Bruno is the top research technologist at NYU's world-renowned research facility. Her projects include developing scanning protocols for people who have epilepsy, performing ex vivo brain scans in an attempt to understand Sudden Unexplained Death in Childhood, and creating methods to improve the quality of scans for people who have metal implants. Much of her research relates directly to patient care. For example, Bruno has researched ways to perform bone studies more quickly, so children in particular can spend minimal time holding still in a scanner.

“She has participated in groundbreaking work here and is included in many published papers,” Bow says. “Our Radiology Chairman and Section Heads consider her their go-to technologist.”

Despite her vital contribution to important research projects, Bruno is reluctant to take credit and quick to share it. “Success is always a collaboration,” she says. “I work with radiologists, scientists, and other technologists to push our research toward

advancing patient care. Our team is an extremely passionate group of professionals.”

Making a Patient's Journey Easier

Although research might be her big-picture contribution to health care, Bruno also focuses on the details: her individual patients. She devotes about half of her time to patients—an effort she considers as important as her research work.

“A tech can make a difference in the care of each person,” she says. “For example, I love making people laugh, and I'm glad I have that talent. I love not only giving someone the best images I can, but also making their journey a little easier, even for a short time.”

Bow notes that Bruno is exceptionally skilled at putting patients at ease. In addition to showing compassion, he says, she is adept at making changes on the fly. “MRI is a scary environment for about 40 percent of our patients,” he says. “She's very good at changing parameters for those people, to make testing faster without sacrificing quality.”

Learning and Teaching

In addition to completing her own work, Bruno helps train other technologists to perform new procedures and use new equipment. She learns how to program and operate new scanning technologies and machines, then brings her knowledge back to NYU and shares it with others.

“I don't even feel like that's work,” Bruno says. “I just enjoy learning with everyone. I teach them and they teach me.”

She also serves on a committee that works with radiologists to improve quality. “If a scan is less than stellar, she's one of a few select people who evaluate the test and then educate the technologist on what they could have done to make the test better,” Bow says. Bruno says she enjoys sharing her expertise. “But you can't teach people if you think you're the best and know everything,” she says. “You have to teach by explaining: telling them, ‘I made the same mistake, and here's how you can avoid it.’”

No matter the task confronting her, Bruno says she's found the perfect profession. “I love working with people, and I love science,” she says. “When you see your imaging make a difference in the way people are being cared for, and the way decisions are made on their treatment, that's a driving force. I want patients to get what they need.” 🌿

Making People Smile

DAVID POON'S NO. 1 PRIORITY IS PATIENT CARE

David (Lap Kong) Poon recalls the day his bilingual talents helped him soothe an anxious patient.

The elderly Asian woman spoke Chinese but no English. "I could tell she was scared," he remembers. "She was coming into the X-ray room, and she didn't know what was happening."

Poon, the son of parents who emigrated to the United States, speaks fluent Chinese. "I decided to speak in my native tongue, and it was as if 20 pounds melted away from the patient's shoulders," he said. "She smiled and said, 'Oh my goodness, you speak Chinese!' I introduced myself and explained the exam she was having, and she relaxed. She even asked if I minded staying with her for a few more minutes before the exam."

Putting Patients First

Poon's focus on patient care is one reason he earned an inaugural I Am the Gold Standard award.

"Providing excellent patient care involves a lot of things," he explains. "It could mean helping patients feel relaxed or getting to know them a little bit. Anytime I can make people smile during their hospital stay—especially if there's a tough exam they need to complete—I know I'm changing a potentially negative incident into a positive outcome."

Poon is a radiologic technologist and working supervisor at the University of California – San Francisco (UCSF) Medical Center. The first in his family to finish college, he now provides X-rays to inpatients, surgery patients, and emergency room patients in addition to supervising the Diagnostic Radiology department. "I like helping people and supporting my colleagues," he says. "I like to be the person who helps solve problems."

Poon's supervisor—and UCSF chief technologist—Lydia Byers, R.T.(R)(M)(ARRT), says one of Poon's strengths is that he leads by example. "His first priority, when he starts his shift, is to be certain our inpatients are taken care of," she says. "He's devoted to making sure they're seen in a timely manner—as well as to keeping work flow balanced for staff."

Promoting His Profession

Poon's volunteer efforts also made him a standout nominee. Over the years, he's focused on expanding resources for radiologic technology professionals and students. "My parents instilled a very strong desire for me to pursue my passion and promote my profession," he says. "They also implanted the idea of giving back."

While a student, he developed a student committee for the California Society of Radiologic Technologists (CSRT) and served as its first chair. "I wanted to create a place where students could talk about issues facing our education programs and our

profession," he explains. "I also wanted them to be able to help advocate for their future profession." Since Poon formed the committee, more than 60 students statewide have served on it, and the committee chair is now a voting member of the CSRT board.

He then created and administered a Facebook page—the California Society of Mentors and Students in Radiologic Technology—that draws comments from around the world. "It's a social network for beginning and senior technologists," he explains. "Students will plug in a question, perhaps something about learning a difficult topic. And more experienced professionals might give input on how to study, or simply encourage them." The group now has nearly 700 members.

Since graduating, Poon has continued to volunteer, serving first as president and now as a board member for CSRT. In those roles, he helped update the organization's website and organize its first virtual annual conference last year.

"People I spoke with indicated they don't have time anymore to attend face-to-face meetings," he says. Instead, the virtual conference offered topics—from CT to X-ray to radiation protection—online for a month. "It gave technologists a chance to attend regardless of their schedule," he says. "There were more than 250 attendees and close to a dozen vendors."

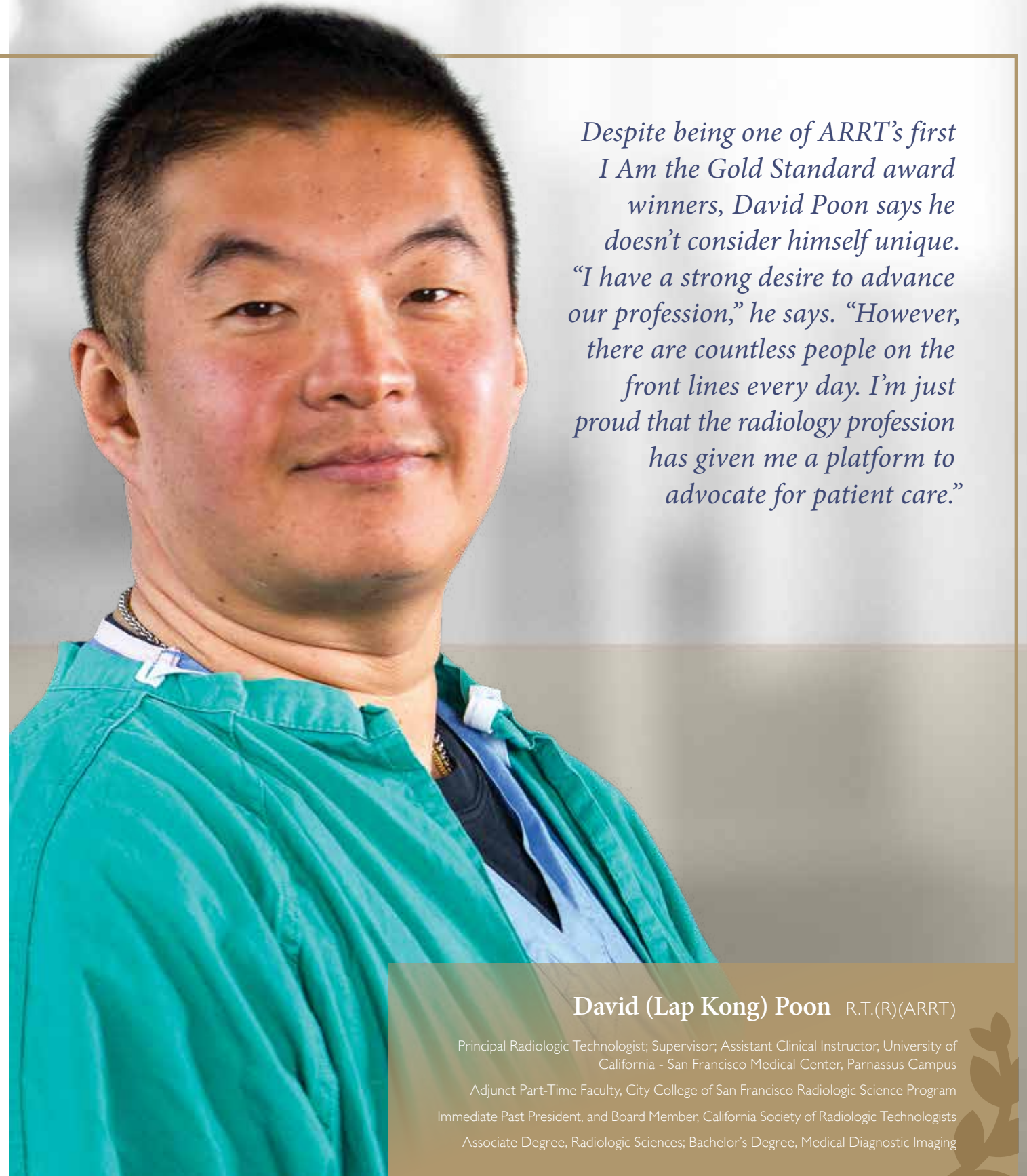
Supporting Students

Poon recently joined City College of San Francisco as a part-time adjunct faculty member in the Radiologic Science program. "Teaching is my way of giving back to my alma mater and my profession," he says.

In addition, he mentors prospective radiologic technology students at his workplace. There he developed a formal observation program for students, which includes discussions and opportunities to shadow R.T.s. "David plays the role of a counselor," Byers says. "He helps young people choose this profession for the right reasons, as opposed to it being just a job."

Poon says he's found his niche—and he hopes to show colleagues and students what a difference they can make in patients' lives. He experienced an example of that difference recently while walking to work, when a man stopped him at a crosswalk. "He said, 'David, you don't know me, but I want to thank you for taking care of me at UCSF,'" Poon recalls. "That's why I do what I do."

Byers says Poon shows more commitment to the profession than anyone she can recall throughout her 30 years in the field. And she thinks his achievements are just beginning. "David's a motivator, always striving for more," she says. "He'll continue to uphold the gold standard throughout his career." 🌿



Despite being one of ARRT's first I Am the Gold Standard award winners, David Poon says he doesn't consider himself unique. "I have a strong desire to advance our profession," he says. "However, there are countless people on the front lines every day. I'm just proud that the radiology profession has given me a platform to advocate for patient care."

David (Lap Kong) Poon R.T.(R)(ARRT)

Principal Radiologic Technologist; Supervisor; Assistant Clinical Instructor, University of California - San Francisco Medical Center, Parnassus Campus

Adjunct Part-Time Faculty, City College of San Francisco Radiologic Science Program

Immediate Past President, and Board Member, California Society of Radiologic Technologists

Associate Degree, Radiologic Sciences; Bachelor's Degree, Medical Diagnostic Imaging

“In imaging, we have the opportunity to make a lifelong impression on someone in only 30 minutes,” says J. Alexander, who counts improving patient experiences as one of her passions. “We can change the way they think about medicine, their treatment options, and the ways we can benefit them.”



Jennifer (J.) Alexander MBA, MHA, CRA, R.T.(R)(CT)(ARRT)

Operations Manager of Imaging Systems and Services,
University of Texas Southwestern Medical Center

Bachelor's Degree in Radiologic Sciences; Master's Degrees in
Health Administration and Business Administration

Serving as a Face of Imaging

J. ALEXANDER BECOMES AN AMBASSADOR FOR THE PROFESSION

Jennifer (J.) Alexander was only 19 when doctors diagnosed a tumor on her spleen. As she underwent multiple imaging tests—including a sonogram and a computerized tomography scan—Alexander was understandably concerned.

Soon, however, that concern changed to interest. “It was super fascinating,” she recalls of her tests. “My team got to see me from the inside out. After I got better, I knew I had to find my way into the imaging field.”

Leading Improvement Efforts

Alexander achieved that career goal—and more. Her dedication to caring for patients, improving her workplace, and educating others about the field of imaging made her one of ARRT’s first I Am the Gold Standard award winners.

“J. is meticulous,” says Greg Pipes, R.T.(R)(CT)(CV)(ARRT), who was director of Alexander’s department at Texas Health Allen in Allen, Texas. “I’m not sure I’ve met another tech who has worked as hard or been as invested in the field of radiology as she is. She’s driven, she’s successful, and she sets a good example for others to follow.”

At Texas Health Allen, Alexander took on a wealth of responsibilities. For example, she led a project to eliminate errors in the scheduling and ordering of patient images. She also oversaw efforts to bring the hospital into compliance with new requirements for tracking radiation doses. In addition, Alexander chaired a committee to award on-the-spot recognition to staff members who were doing excellent work. Due in large part to her efforts, Pipes says, outpatient satisfaction scores at Texas Health Allen reached 98 percent—the highest level in Texas.

Despite her achievements, Alexander stresses that all of her projects depend on teamwork. “On the dose tracking project alone, I worked with a physicist, technologist, and radiologist,” she recalls. “We all helped to make sure we were giving the best exams with the lowest possible dose.”

Today, she is Operations Manager of Imaging Systems and Services at University of Texas Southwestern Medical Center in Dallas. Her new job gives her even more opportunity to be a leader. “One of the best parts of my job is being able to look at

where we’re headed with health care, from a strategic point of view,” Alexander says. “I’m constantly reviewing what we can do better.”

Educating Others

Outside of her regular professional duties, Alexander shows her dedication to imaging by giving her time to educating others. She volunteers at local middle schools and high schools, where she presents to students and parents about careers in radiology. In addition, she takes part in community outreach programs, explaining to general audiences how imaging helps diagnose and determine treatment for strokes and other health concerns.

“Whenever there was a fundraising initiative for a charitable organization, a career day for students, or any type of community outreach, she was the first person to volunteer,” Pipes says.

DESPITE HER ACHIEVEMENTS,
ALEXANDER STRESSES THAT ALL OF HER
PROJECTS DEPEND ON TEAMWORK.

Alexander says her presentations serve two purposes: serving as a face of the profession and highlighting career options in health care for potential students. “I believe giving one’s time is the most precious gift,” she says. “Therefore it’s paramount for imaging professionals to search out and identify upcoming students at any age.” She recalls a woman who told her she would never have gone into imaging had she not heard Alexander speak about the profession.

Those types of interactions help her feel that she’s making a difference. “I love that I’ve become an ambassador of imaging,” she says. “It makes you feel a part of something that’s bigger than you are.”

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Helping Patients Understand

Perhaps most importantly, Alexander has never forgotten how it feels to be a patient, unsure of how an imaging scan works and possibly fearful of what it will find. That's why one of her goals is to empower R.T.s to maximize their time with patients. "Every patient deserves individualized education and compassionate care," she says. "That's my expectation."

One of her tactics is to help patients understand procedures by breaking them into components or comparing them to something more common. When volunteering for a stroke community outreach program, for example, she spoke to a man who had high blood pressure and a history of strokes in his family. One of his parents, in fact, had high blood pressure and died during surgery after a CT scan diagnosed a stroke.

"I asked the man if he took medicine for his blood pressure, and he said he had a prescription but didn't think it was necessary," she recalls. "Feeling as though he didn't understand the gravity of the situation, I searched for some way to engage him."

A pair of mechanic's gloves, hanging out of his back pocket, inspired her. "I asked if he liked fast cars and how smoothly they can run at fast speeds," Alexander says. "He smiled and nodded. I then explained that having high blood pressure was like driving a car at high RPMs. Without resting the blood vessels, his body—like a car—would wear out."

After their talk, she says, the patient agreed to take his medication regularly. "He was so grateful to us for volunteering in the community—and for comparing his blood pressure to something he understood well," she says.

Overall, Alexander sees each of her efforts as simply a way to demonstrate passion for her career. "The health care system depends on what we in imaging do for a living," she says. "We're the front door to patient care. When people look at me, I want them to know that I represent quality and service—and that we're in this together, for as long as they need our care." 🌿

The "People" Side of Health Care

J. ALEXANDER LEARNS ABOUT INCORPORATING PATIENT EXPERIENCES INTO EVERY PART OF A HOSPITAL'S MISSION

As an I Am the Gold Standard winner, J. Alexander had her choice of national conferences to attend. Her selection reflects her deep interest in improving patient care: the Beryl Institute's Patient Experience Conference 2017.

The three-day event in March focused on how every hospital department can influence patients' impressions. "It was great," Alexander says. "We talked about what makes a good patient experience—in the lab, nursing, imaging, and everywhere else."

The main takeaway? Interact with each patient, whether you're answering an initial phone call or preparing someone for surgery.

Something as simple as a greeting can make a big difference, Alexander explains. "We get so busy with technology that sometimes we forget to say hello," she says. "We have to be aware of body language and tone of voice. For example, I have to remind myself to slow down."

She adds that showing compassion is paramount. "If you don't make patients feel comfortable, you won't gain their trust," Alexander says. "And trust is vital to a successful health care experience."

At her workplace, she says, technologists receive training in escorting patients into exams. "We give our names, verify the

procedure we're doing, give an overview of what will happen during the exam, and tell the patient how long it should take," she says. "If you forget any of those steps, it affects how the patient perceives our organization."

She adds that mentioning your educational background and certification status should help patients feel they're in good hands. "By continual growth—with an educational foundation, advanced certifications, and up-to-date awareness—we can deliver the best patient experiences," she says.

At the conference, Alexander learned how some organizations keep an eye on social media. If people post or tweet about an unpleasant experience, someone alerts proper staff so they can address concerns. "That was eye-opening," she says. "I never thought about doing something like that."

She adds that a conference highlight was talking to and learning from people who work in other industries, including the keynote speaker, who was an artist. "It was an awesome opportunity," she concludes, "and a great chance to get outside my comfort zone. Meeting people from all over the United States, and seeing them all working together to make health care better, was amazing."

Recognizing Gold Standard R.T.s

GO ONLINE TO NOMINATE YOURSELF OR A COLLEAGUE

Technologists who earn ARRT certification and registration are already at the top of their game. Now we're looking for R.T.s who go even further—above our usual stringent standards to show an outstanding commitment to quality, safety, patient care, and the profession.




Are you one of those R.T.s? Do you know someone who is?

Who Is the Gold Standard?

For the second year, we're recognizing R.T.s who exemplify the Gold Standard traits of our profession. Three winners will receive airfare, hotel, and conference registration for a national society conference of their choice in the continental U.S.

To be considered for I Am the Gold Standard, nominees must be certified and registered with ARRT at the time of the nomination and of the award. We're looking in particular for people who haven't received recognition from other national organizations.

Winners will meet one or more of the following criteria:

-  **Quality and Safety**
They've led or significantly contributed to research that measurably improves patient care.
-  **Patient Experience**
They've consistently provided stellar patient experiences that exceed expectations, and/or they've led patient experience efforts that resulted in measurable improvements.
-  **Advocating for the Profession**
They've shown a substantial commitment to the profession by leading a volunteer effort or by achieving significant accomplishments while volunteering.

How to Nominate

You may nominate yourself or someone else by visiting IAmtheGoldStandard.com. Fill out the form and upload the required documentation, which details how the nominee has met one or more of the I Am the Gold Standard criteria. Materials can include presentations, research papers, customer service data, actual patient feedback documents, or any other information that shows how a nominee has demonstrated above-average performance.

Be sure to read all instructions carefully. Deadline for submissions is Nov. 30, 2017.

ARRT Grants Help With Education Expenses

Did you know that, in the past two years alone, students and R.T.s have received more than \$70,000 from ARRT?

Through collaborations with the American Society of Radiologic Technologists (ASRT), the Society for MR Radiographers & Technologists (SMRT), and the Society of Nuclear Medicine and Molecular Imaging Technologist Section (SNMMI-TS), we help people further their educations in the fields of medical imaging, interventional procedures, and radiation therapy. And our own I Am the Gold Standard awards allow winning R.T.s to attend a national conference of their choice.

For the ASRT, SMRT, and SNMMI-TS awards, applicants must be certified, but not necessarily with ARRT. Grant schedules vary; visit the associations' websites to learn more. In addition, we offer grants through the Society of Diagnostic Medical Sonography (SDMS) to help students attend the association's annual meeting.

We're happy to give back to our professional community, because we believe in the importance of education—both before and after you embark on your career.

CONGRATULATIONS TO THE MOST RECENT WINNERS.

SNMMI-TS

This year's winners are: **Kasha Balestrieri, Ashley Berendzen, Julie Bolin, Mark Crosthwaite, Madeline Greth, Bryanna Koehnle, Kathleen Mertel, Leo Nalivaika, Lisa Patrick, Tiffinee Swanson, Daniel Tempesta, Larisa Toderas, and Jessica Williams.**

ASRT

This program awards grants in the fall. Watch the newsfeed in your ARRT online account for an announcement later this year.

SMRT

This program awarded its first grant earlier this year. The winner is **Sandra Rodriguez.**

Make a Professional Impression!

You already know you can make a great impression by smiling at a new patient.

You can make an equally good impression by using your credentials properly—on your resume, business card, online profiles, and any other places in which you use them.

When you select the appropriate abbreviations, punctuation, and spacing, you show that you've gained the right to call yourself an R.T. Using the proper format is also an easy way to show pride in your profession and avoid confusion among your health-care partners.

FOLLOW THESE EXAMPLES:



If you're certified and registered with ARRT in Radiography, your credential string should read: **Pat Smith, R.T.(R)(ARRT)**



If you're certified and registered in multiple disciplines, list them like this: **Pat Smith, R.T.(R)(CT)(MR)(ARRT)**



And if you're an R.R.A., put that credential first. Then add any other ARRT credentials: **Pat Smith, R.R.A., R.T.(R)(ARRT)**



Don't use periods or extra spaces anywhere in the credential string except with R.T. and R.R.A.

That's all there is to it!

Entrants submit short essays on the topic:
 "How does acquiring and maintaining certification improve patient care?"
 These quotes are excerpted from two winners' essays.



Sandra Rodriguez

Imaging in general has become an important measure in Phase II and III trials. Certification keeps me relevant and is vital to a successful trial. We have seen good drugs fail because of a flawed study design. This delays access to better patient care.



Leo Nalivaika

We as professionals should embrace certification as the pathway to providing the care and expertise for the ones we really care for—our patients.

How to List Your Credentials

WHEN USING ARRT CREDENTIALS IN CONJUNCTION WITH YOUR NAME, KEEP THESE THINGS IN MIND:

- After your full name, include a comma and the initials R.T. Don't forget the periods!
- Then include, in parentheses, the abbreviation for the discipline(s) in which you hold ARRT credentials. You can find a complete list of abbreviations by visiting www.arrt.org, clicking on About (at the top of the page), and selecting Types of Credentials from the drop-down menu.
- Most people list their credentials in the order in which they earned them. Registered Radiologist Assistants (R.R.A.s), however, should list that credential first.
- Complete your credentials by placing ARRT in parentheses. Doing so avoids confusion with certification from any other source.
- Don't add spaces anywhere in the string of letters that appears in parentheses.

ARRT News & Notes

EARNED CREDENTIALS SINCE 2011? GET READY FOR CQR!

If you've earned ARRT credentials since Jan. 1, 2011, you'll ultimately need to complete ARRT's Continuing Qualifications Requirements (CQR) for those disciplines. Depending on when you earned your credential, your CQR compliance window might open as soon as Jan. 1, 2018.

If you're a Registered Radiologist Assistant (R.R.A.), you probably already know about CQR. R.R.A.s have been completing the process since the first window for that discipline opened in 2013.

What Is CQR?

CQR helps you assess and improve your knowledge—and your ability to provide high-quality patient care. It also lets you refresh your understanding of areas in which you might not meet current standards.

Here are some of the most important points to know about CQR:

- There are three steps to CQR: the Professional Profile, the Structured Self-Assessment (SSA), and possibly some Prescribed Continuing Education (CE).
- The Professional Profile lets you see how your practice pattern compares to that of others in your discipline. You can't fail the Professional Profile.
- The SSA helps you identify areas in which your knowledge might not meet today's entry-level professional standards. You can't fail the SSA—and you won't have to retake your ARRT exam(s).
- If the SSA shows areas in which you don't meet current expectations, you'll receive Prescribed CE.
- In most cases, any Prescribed CE will count for both your Biennial CE requirement and CQR.

When Is It Due?

If you're an R.R.A., or if you've earned an ARRT credential on or after Jan. 1, 2011, you'll have to complete CQR every 10 years. Once a CQR compliance window opens for you, you'll have three years (that is, years eight, nine and 10) to complete your requirements for that discipline.

For example, if you earned an ARRT credential in March 2011 and your birthday is in June:

- Your CQR window will open on June 1, 2018.
- And you'll have until May 31, 2021, to finish.

If—in the same example—you earned another ARRT credential in January 2013, a separate CQR window would open June 1, 2020.

You won't have to complete CQR for all of your credentials at one time. The 10-year period is linked to the year in which you earned each credential.

When a CQR window is about to open, we'll alert you with a letter mailed to your address of record. At that point, you'll receive a link through which you can begin the process. If you'd like to learn more now, go to ARRT.org/CQR.

Why Aren't All R.T.s Subject to CQR?

All R.R.A.s have to complete CQR, but R.T.s who earned their credentials before 2011 don't have to go through the process.

Why?

ARRT's Board of Trustees debated the topic. But ultimately board members decided it wouldn't be fair to hold R.T.s to a standard that wasn't required when they entered the profession. Everyone who's subject to CQR knew about it when they applied for certification and registration.

TWO WAYS TO TAKE YOUR SSA!

After your CQR compliance window opens and you complete your Professional Profile, you'll be ready to schedule your Structured Self-Assessment (SSA).

Soon, you'll have two convenient options for taking the SSA:

1. Going to a PearsonVue Center near you
2. Using an online proctored internet delivery system

There's no charge for either option, provided that you don't change or miss your appointment after you schedule it—and, if you use the online option, you comply with its requirements. If you choose the online method, a remote online proctor will monitor your assessment using a web cam. You'll need an appropriate place to take the assessment, such as a home office, and your computer must meet the assessment's technical requirements.

You'll learn more when it's time for you to schedule your SSA.

REPORT ETHICS VIOLATIONS IN 30 DAYS

Remember: if you violate one of ARRT's Rules of Ethics, let us know within 30 days of the event or at your annual renewal, whichever comes first.

Violations include:

- Criminal charges
- Criminal convictions
- State licensing issues
- Any other violation of our Rules of Ethics

Have questions or need to report a violation? Call our Ethics Requirements Department at 651.687.0048, ext. 8580.

You can find more detailed ethics information—and instructions for self-reporting—by logging in to your online account at arrt.org, clicking on the Resources tab, and selecting "Reporting Ethics Violations" from the drop-down menu.

HAVE YOU VISITED ARRT'S NEW WEBSITE?

Have you taken a look at the new arrt.org website? If so, you've discovered the first phase of a new—and easier to use—site. Finding information and doing business with us has never been easier.

A Site Devoted to R.T.s

Our website now offers separate sections for R.T.s, students, people considering the profession, and others. You don't have to wade through general information to find what you're looking for. Instead, when you log in, you can go directly to information specific to you.

In addition, the new site is mobile-friendly. You can view information and complete transactions on your smartphone or tablet.

Personalized Dashboards

When you log in to your ARRT account, you see a personalized "dashboard" just for you. It shows your deadlines and progress (toward things like completing your Continuing Qualifications Requirements) at a glance. You also have access to a news feed.

Over time, we'll add functions that let you do all of your business with ARRT online. Your account will guide you through everything related to your certification and registration with us.

If you don't already have an online account with ARRT, you'll have to set one up before your next renewal date. It's easy! Just visit arrt.org/account-registration.

STRUCTURED EDUCATION REQUIREMENTS ARE CHANGING JAN. 1

If you're planning to seek an ARRT credential using the postprimary pathway, structured education is one requirement. It helps you master the discipline-specific knowledge you'll need to obtain your credential.

We've had an interim structured education requirement since Jan. 1, 2015. The complete structured education requirement goes into effect Jan. 1, 2018.

What Are the Requirements?

Beginning Jan. 1, if you're pursuing a credential using the postprimary pathway, you'll have to complete 16 credits of structured education that both:

- Reflect the Examination Content Specifications for the discipline you're pursuing
- Include at least one credit from each of the document's major content categories (Patient Care, Safety, Image Production, and Procedures); you may earn remaining hours in any of the specifications' content categories

Structured education activities must meet the same general criteria as biennial Continuing Education activities. In other words, a RCEEM or RCEEM+ must approve the activity, and/or the activity must be an academic course from an institution accredited by an ARRT-recognized agency.

Need to learn more? Visit your online ARRT account and:

- Click on Resources.
- Select Earn Additional Credentials/Postprimary.
- Click on the Structured Education link under Requirements.

Is This New?

Not really. We announced in 2010 that R.T.s seeking certification and registration using the postprimary pathway would have to complete 16 hours

of structured education, effective Jan. 1, 2016.

In November 2015, we put an interim policy into place, which will end Dec. 31, 2017. That policy wasn't as strict, requiring only that structured education credits "pertain to the discipline" rather than "reflect the content of the examination content outline." In addition, during the interim we didn't enforce the requirement that candidates earn at least one credit from each of the Examination Content Specifications' major categories.

The interim policy gave educational providers more time to get ready for the new system.

How Do I Report My Credits?

You'll need to complete your structured education requirements within the 24 months before you submit your postprimary application. After you finish each activity, you'll log in to your ARRT account and use our postprimary tool to document your structured education. We typically review and approve submissions within two business days.



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