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Continuous Education as a Key Success Factor

Education Management Check and Education Plan at the Hospital
of the Order of St. John of God in Regensburg

Education Management Check and Education Plan

To optimize its own continuous education concept, the Radiology Department at the Hospital of the Order of St. John of God in Regensburg, Germany (Krankenhaus Barmherzige Brüder Regensburg) decided at the end of 2014 to carry out an Education Management Check, and to structure future training with an Education Plan. With the check and the first new training rounds now complete, it was a good moment for an interview. Dr. Niels Zorger, Chief of Radiology, Neuroradiology and Nuclear Medicine, and Tanja Daiminger, the department's Head Technologist, discussed their expectations and experiences with the user and management services offered by Siemens Healthcare.

Prof. Zorger, Ms. Daiminger, why did you decide to optimize your continuous education concept?

Dr. Niels Zorger: We're a relatively large hospital with a big team of colleagues – continuous education is a very big concern for us, especially for our radiologic technologists, and even more important, to make sure our employees want to stay with us. And there's also the question of whether a staff member will always have to stay in the same field, or whether they can rotate.

Tanja Daiminger: It's very important to us to build our colleagues' knowledge base – which also means that we can assign them new responsibilities. That does a lot to build the staff's motivation and loyalty to the de-

partment. Technologists in particular want to expand their expertise and learn new scanning techniques.

Where does improved continuous education help you as a part of everyday routine?

Zorger: You can't just stick to a short-term focus on productivity – you also need to invest time to build your staff's knowledge. The more highly trained the team is, the more easily they can do the best possible job on a scan, including things like dose management. And someone who is well trained can ultimately also manage more patients.

How was the Education Management Check performed?

Zorger: The check was a combination of self-assessment and third-party assessment. First our staff members were asked to assess their own knowledge in a questionnaire. Then experts from Siemens Healthcare came in and watched the radiology assistants on the job, especially while they were running the large systems, to evaluate their knowledge from an outside perspective. Obviously, you need a certain openness to let people look over your shoulder in such a way that might also reveal weaknesses.

Daiminger: The experts also interviewed us to find out exactly how we'd handled continuous education before in our department, and what concepts we have for familiarizing people with equipment and techniques.

What did the check show?

Zorger: We found that we have some really excellent people, who have a superb mastery of techniques. And then there's a very large middle of the field, people who still have potential on some issues. Of course certification processes require us to evaluate many aspects, but up to that point our employees' level of knowledge hadn't been documented. Now we have a precise picture of the department's overall knowledge, and also about what we know individually.

What steps did you derive from the check?

Daiminger: Finding where our department has gaps in continuous education, and also in familiarization, was a major chance for our employees because it allowed us to improve some things directly. Now we have a new fa-



Tanja Daiminger, Head Technologist,
Hospital of the Order of St. John of God Regensburg, Germany

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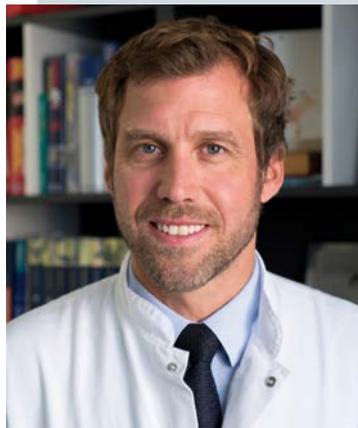


miliarization concept for our CT equipment, and we've introduced new areas of responsibility.

Zorger: On top of that, as part of the check we got a planning proposal for future continuous education at the department, which we then fleshed out together with Siemens Healthcare so that we now have a set curriculum for this year, and also for the beginning of next year as part of our new Education Plan. The benefit I see is that we now ensure continuous training – we have a fixed budget every month that we can make use of. This way we will continuously work on our expertise, and this is where I expect the most success.

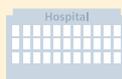
What kind of feedback have you had from your staff?

Daiminger: A lot of the employees were a bit skeptical at first – what will the Check and Education Plan mean for us? But now that a little time has passed, we're seeing that the feedback and restructuring were really worthwhile, especially for the technologists. They're more satisfied, and the whole atmosphere in the department has improved – for example thanks to the on-site trainings that show the radiology techs right on the equipment how they can improve their scans. So the employees are very pleased – and we think the Education Plan is a big opportunity to attract new employees and hold on to our highly qualified colleagues.



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Prof. Dr. Niels Zorger, Head of Radiology, Neuroradiology and Nuclear Medicine
Hospital of the Order of St. John of God Regensburg, Germany



Hospital of the Order of St. John of God Regensburg, Germany
The Hospital of the Order of St. John of God Regensburg is the largest Catholic hospital in Germany and is the teaching hospital of the University of Regensburg, offering the complete array of medical specialties of modern healthcare.



Number of beds: 905



Number of employees: 2,800



40,000 inpatients per year
100,000 outpatients per year

Details Education Plan

- Classroom Training basic knowledge: 3 days per year
- Classroom Training expert knowledge: 6 days per year
- Onsite Training: 5 days per year
- Remote Trainer: 6 hours per year
- Remote Assist for MAGNETOM Avanto
- Remote Assist for SOMATOM Definition Flash
- Support, preparation of training plans: 1 day per year

Siemens Healthcare Service Contracts and Offerings

- Education Management Check
- Siemens Performance Plans
- Product & Clinical Training
- Optimize CARE CT
- Remote Application Services

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