ACCE Clinical Engineering Symposium

The 3 R’s Round Table- Recruitment, Retention, and Recognition

Panelist

- **Angela Bennett**, CHTM, Sr. Area General Manager/CE Director, Sodexo HTM
- **Nader Hammoud**, CHTM, Integrated Manager – Healthcare Technology, John Muir Health
- **Perry Kirwan**, VP Technology Management, Banner Health
- **Codi Nelson**, CBET, Program Director, Healthcare Technology Solutions, Crothall Healthcare
<table>
<thead>
<tr>
<th>Time</th>
<th>Topic/Description</th>
<th>Speakers</th>
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<tbody>
<tr>
<td>7:30am – 7:35am</td>
<td>Sponsor intro</td>
<td>Thanks to Sponsor</td>
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<tr>
<td>7:40am – 7:45am</td>
<td>Welcome and Introduction</td>
<td>Priyanka Upendra, MS, CHTM, AAMIF, ACCE President</td>
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<td>Nader Hammond</td>
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<td>Perry Kirwan</td>
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<td>Angela Bennett</td>
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<td>Codi Nelson</td>
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<td>Moderator:</td>
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<td>Nader Hammoud</td>
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<td>7:50am – 9:05am</td>
<td>Recruitment</td>
<td>Problem: finding solid, knowledgeable, competent HTM professionals.</td>
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<td>Strategy: resources, networking, recruitment programs, direct funneling</td>
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<td>into HTM companies, partnerships with schools, AAMI Apprentice Program,</td>
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<td>Military Skill Bridge.</td>
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<td>Hurdle: salary, location, competency of the professional, competitors,</td>
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<td>availability,</td>
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<td>9:05AM – 9:20AM</td>
<td>COFFEE BREAK</td>
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<td>9:20AM – 10:15AM</td>
<td>Retention</td>
<td>Retention: Right to repair and how it plays into our day-to-day operations.</td>
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<td>Recognition</td>
<td>Does it hinder or help us? Why do HTM professionals leave? What makes</td>
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<td>an HTM professional want to stay?</td>
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<td>Recognition: Understanding generational differences on recognition</td>
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<td>preferences as well as individual personality preferences. Recognition</td>
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<td>on Local and national levels. Encourage others to recognize their teams.</td>
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<td>Brag on them.</td>
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WELCOME & INTRODUCTIONS
ACCE President’s Message

Priyanka Upendra, MS, CHTM, AAMIF
Senior Director of Customer Success
Asimily
ACCE Would Like to Thank Our Sponsor

crothall healthcare
The premier healthcare support service provider nationwide
Nader Hammoud, CHTM, Integrated Manager – Healthcare Technology, John Muir Health

- Biomedical Engineer with 3 degrees in Biomedical Engineering and an MBA
- International Experience
- Active member of the HTM community
- Member of the Technology Management Council at AAMI
- ACCE Education Committee Co-Chair
- California HTM of the year for 2018
- Recognized by ECRI and FDA for efforts in the domain
Perry Kirwan, Vice President of Technology Management
Banner Health

• Vice President Technology Management/ENTECH for Banner Health a 32 hospital IDN headquartered in Phoenix, AZ
• Founding Member and Education Chair of the AZHTM State Association
• Advisory Board Member – Premier GPO National Committee Imaging & Radiation/Oncology
• Advisory Board Member – Maricopa Community Colleges
• Advisory Board Member – ECRI Select Products/Services
• Advisory Council Member for various OEMs on Products and Services
• Past Winner NSF National Engineering Design Contest in Rehab Engineering
• BS Molecular Biology
• BSE/MSE Biomedical Engineering
• Keyboardist, Bass, Rhythm Guitar – multiple bands
Codi Nelson, CBET, Program Director, Crothall Healthcare

- Crothall Healthcare Apprenticeship/Internship Program Director.
- BMET Instructor for Caldwell Community College & Technical Institute.
- Advisory Board Member for Central Piedmont Community College.
- Chair AAMI Awards Committee 2019 & 2020.
- AAMI Future Forum 4 Participant.
- Multiple Industry Awards & Scholarships.
- B.S. Business Management.
Angela Bennett, CHTM, BS, CE Director with Sodexo HTM/ Charleston Area Medical Center

Specialist in the United States Army Reserves

Clinical Engineering Director with Sodexo for Charleston Area Medical Center in Charleston, WV.

AAMI HTML Committee: Under 35 Committee

AAMI Young Professional Award Recipient, 2020

ACCE (American College of Clinical Engineering) Education Committee

Certified Healthcare Technology Manager

Bachelors of Science in Applied Science Technology; Clinical Engineering
RECRUITMENT
Lindsay Boccardo
3 Tips for Recruiting the Next Generation
Recruiting Poll

PULL OUT THOSE PHONES!

Text 3RSPANEL825 to 22333 to join the polling session, then text your ONE WORD response.
If you were/are a hiring Manager, What do you look for in a candidate?
What do you think is a Recruiting Hurdle in HTM?

- compensation
- hr
- financial
- departments
- salary
- money
- lack
- growth
- competition
- interest
- talent
- speed
- path
- career
- relocation
- candidates
- industry
- speed
How did you get into HTM?

- Military: 20%
- Networking: 36%
- Job Fair: 24%
- Transitioned from similar career (electrician, mechanic, etc): 24%
- Recommendation: 20%
Recruiting in HTM Hurdles

♦ Location
  – Geographic
♦ Salary
  – Pay bands
♦ Competency/Experience
♦ Competitors
♦ Availability
  – Start Dates
Recruiting in HTM - Resolutions/Options

Creating a Pipeline using the resources we have:

- AAMI HTM in a Box
- Working with Guidance Counselor Associations (National/Local)
- Working with HOSA (Future Health Professionals)
- Partnering with Local College Programs
- Military Skill Bridge
- Apprenticeships

- Any other thoughts? Open for Discussion.
“Employee retention promotes the health and success of any HTM operation. The time, stress, and cost of hiring and training new employees can be significant, and turnover can have a negative impact on HTM operations and, ultimately, patient safety. High HTM turnover brings about multiple problems, including high costs, knowledge loss, and low productivity.”

Retention Exercise

PULL OUT THOSE PHONES!

Text 3RSPANEL825 to 22333 to join the polling session, then text your **ONE WORD** response and hit send.
What is your age range?

18-24: 16%
25-34: 12%
45-54: 44%
55-64: 28%
What is your Gender?

- Female: 24%
- Male: 76%
- Non Binary
- Prefer not to Answer
What is a priority to YOU, when YOU are looking for an employer?
What is a Value that is important to you when working for an employer?
If you left your job today, what would be the reason?
What does your employer do, that keeps you wanting to work for them?
AAMI 2022 HTM Retention Survey

In early 2022, AAMI sent out a Retention Survey to the HTM field.

- Most responded to HTM survey conducted by AAMI
- 1402 Responses
- Roles ranging from BMET I’s to Leadership within HTM companies
- Age range 18-65+
- Various Race and Cultures
Demographics of Participants

**Age:**
- Over 75% of the responses came from professionals between the ages of 35-64.

**Gender:**
- 81% Males
- 17.6% Females
- 1.4% Non Binary

**Race:**
- 63% White/Caucasian
- <1% Native American, Alaskan Native
- 6% Asian or Pacific Islander
- 6% African American or Black
- 7% Hispanic or Latinx
- 2% Multi racial or Biracial
- 14% preferred not to answer
Participation from Various HTM Roles

♦ BMET’s (I, II, III, Specialists)
♦ HTM Manager/Director/VP
♦ Clinical Engineers
♦ Field Service
♦ HTM Consultants
♦ HTM Administrative Support
What Matters Most to Today’s HTM Professionals

Top 5 Responses:

– Compensation and Benefits (976 responses)
– Work Environment/Atmosphere (627 responses)
– Work Life Balance (594 responses)
– Internal opportunities for advancement and growth (487 responses)
– Confidence in your direct management/organizations leadership (413 responses)
HTM Retention: All Data

AAMI. (2022). 2022 HTM Retention Survey Results. Association for the Advancement of Medical Instrumentation.
AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.
AAMI. (2022). 2022 HTM Retention Survey Results. Association for the Advancement of Medical Instrumentation.
AAMI. (2022). 2022 HTM Retention Survey Results. Association for the Advancement of Medical Instrumentation.
AAMI. (2022). 2022 HTM Retention Survey Results. Association for the Advancement of Medical Instrumentation.
AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.
Discussion
As an HTM Leader…

♦ What part of the Survey do you feel that Leaders have a role in?
♦ How do Leader’s affect retention rates?
♦ What do you think the needs are for the different age groups? Genders? Cultures?
Ideas to help Retention

Stay Interviews/Review

One on one meeting with each team member to find out what the office/company can do that will keep them, and what will make them leave?

Send out an annual survey that will allow them to remain anonymous on their feedback.

Diversity and Inclusion Education

Team building exercises

What are some other ideas to help retain in HTM
How do you like to be recognized?

- compensation
- notes
- pay
- verbally
- thank
- money
- giftcard
- 1:1
- personally
- recognition
- legacy
- awards
- one-on-one
- responsibility
- during
- starbucks
Is Recognition important to you?

- Yes: 78%
- No: 4%
- Neutral: 17%
- None of the above:
Recognize your Team!!

HTM WEEK!

Tech of the month

Share accomplishments

Find out how they want to be recognized!
Note:
Presentation slides will be posted on ACCE website
www.accenet.org
Thank you for attending
Don’t miss these other events by ACCE!

**Tonight** at 7:30pm – 10:00pm, Room: Texas A

♦ 32nd ACCE Awards Reception
♦ Location: Grand Hyatt

You are invited!
Saturday, June 4, 2022
7:30pm - 10:00pm
Grand Hyatt San Antonio
RSVP Today!

Thank you to our sponsors:
Thank you for attending
Don’t miss these other event by ACCE!

Tomorrow, Sunday 9:15am – 10:15am

♦ Education Session: The New Customer Service

– Eric Aring, Mayo Clinic
– Keith Whitby, Mayo Clinic

Join us to discuss how changes in technology and expectations have changed how we interact with our customers, discuss how we can use our processes, tools and emotionally intelligence to improve our customer experience
Thank You for Attending the AAMI eXchange