

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

Agenda

Time	Topic/Description	Speakers
7:30am – 7:35am	Sponsor intro	Thanks to Sponsor
7:40am – 7:45am	Welcome and Introduction	Priyanka Upendra, MS, CHTM, AAMIF, ACCE President Nader Hammond Perry Kirwan Angela Bennett Codi Nelson
Moderator:	Nader Hammoud	
7:50am – 9:05am	<u>Recruitment</u> <ul style="list-style-type: none"> • Problem • Strategy • Hurdle 	<ul style="list-style-type: none"> • Problem: finding solid, knowledgeable, competent HTM professionals. • Strategy: resources, networking, recruitment programs, direct funneling into HTM companies, partnerships with schools, AAMI Apprentice Program, Military Skill Bridge. • Hurdle: salary, location, competency of the professional, competitors, availability,
9:05AM – 9:20AM	COFFEE BREAK	
9:20AM – 10:15AM	<u>Retention</u> <u>Recognition</u>	<ul style="list-style-type: none"> • <u>Retention</u>- Right to repair and how it plays into our day-to-day operations. Does it hinder or help us? Why do HTM professionals leave? What makes an HTM professional want to stay? • <u>Recognition</u>- Understanding generational differences on recognition preferences as well as individual personality preferences. Recognition on Local and national levels. Encourage others to recognize their teams. Brag on them.



WELCOME & INTRODUCTIONS

ACCE President's Message



Priyanka Upendra, MS, CHTM, AAMIF
Senior Director of Customer Success
Asimily

ACCE

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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.
- North Carolina Biomedical Association President, 2016-2017 & 2021-2022.
- 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

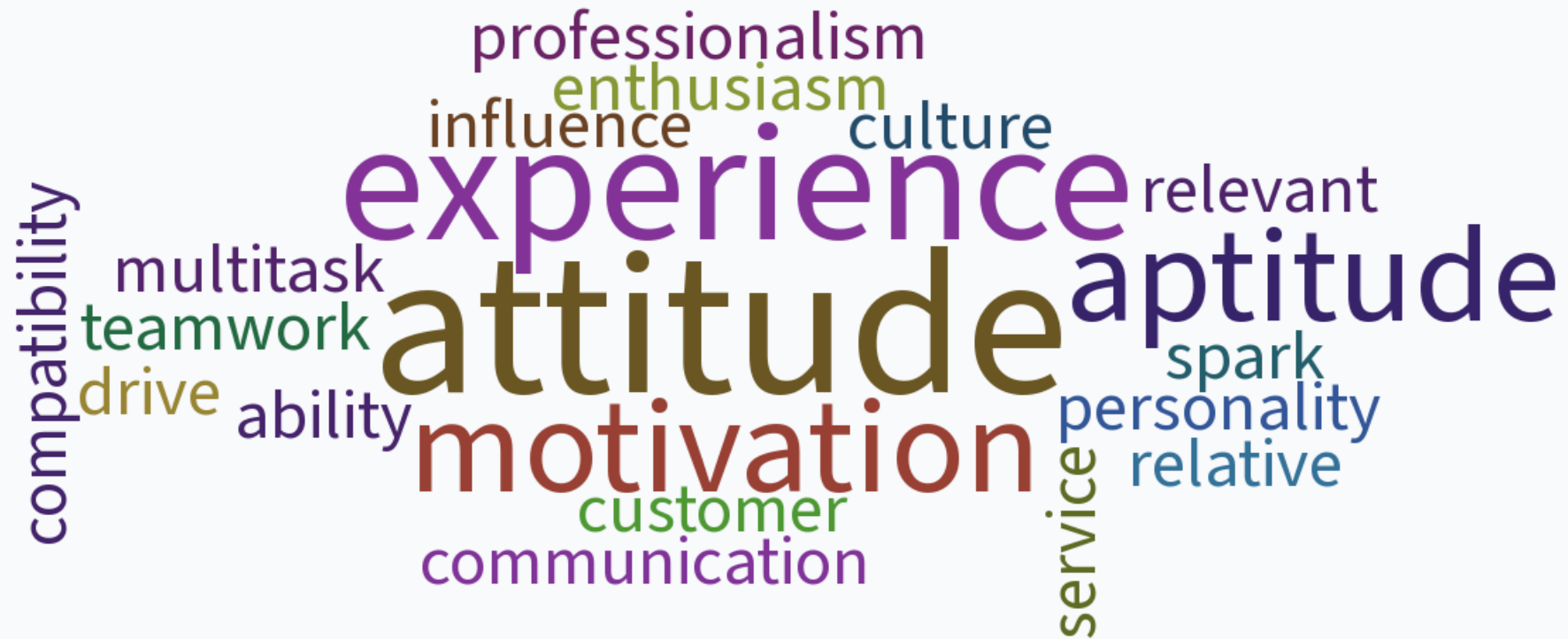


Lindsay Boccardo
3 Tips for
Recruiting the
Next Generation

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?



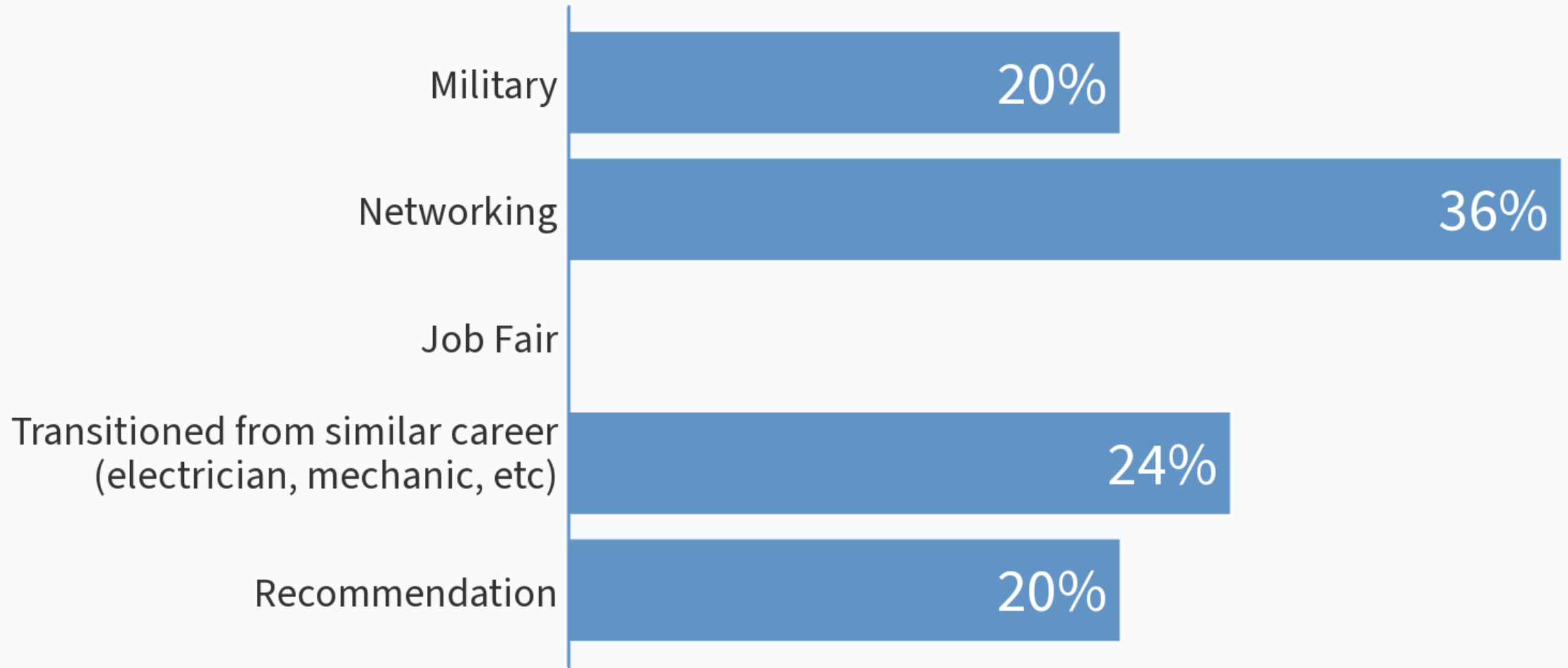
What do you think is a Recruiting Hurdle in HTM?



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How did you get into HTM?



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.

RETENTION

“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.”

- AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.

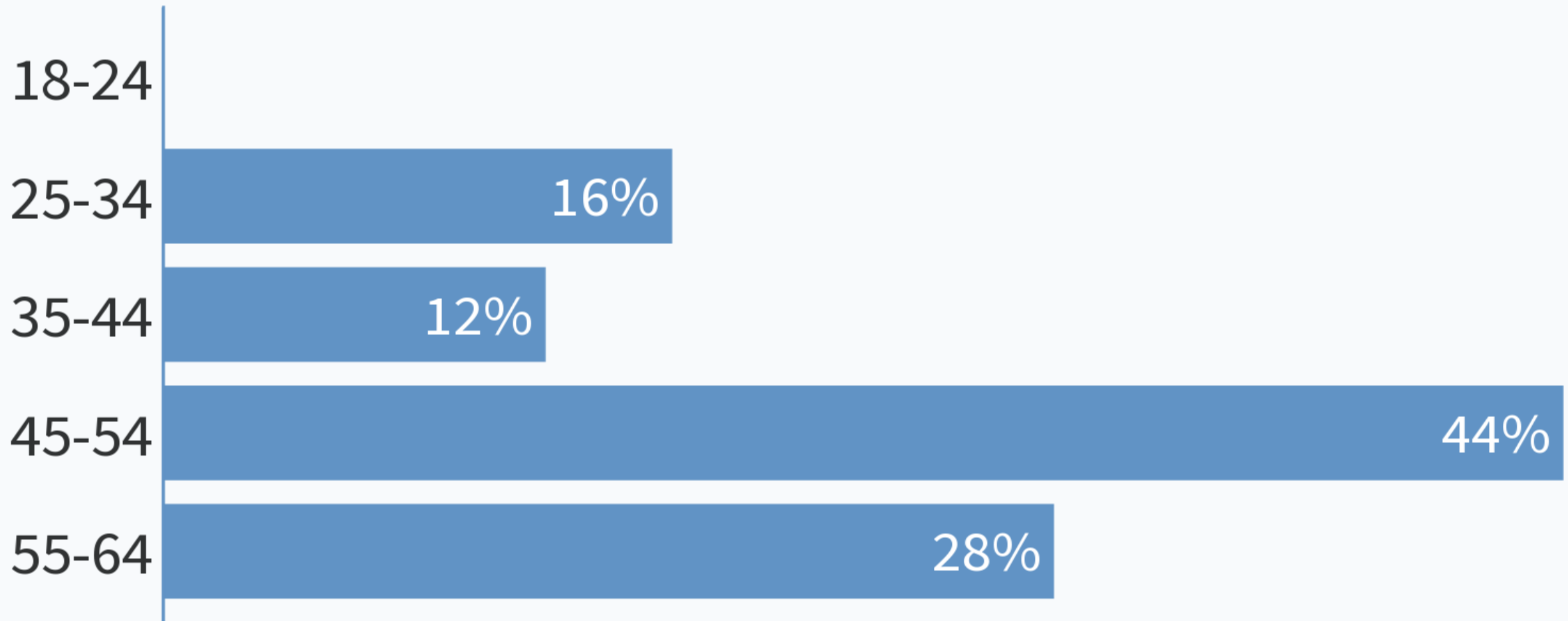


Retention Exercise

PULL OUT THOSE PHONES!

Text 3RSPANEL825 to 22333 to join the polling session, then text your ONE WORD response and hit send.

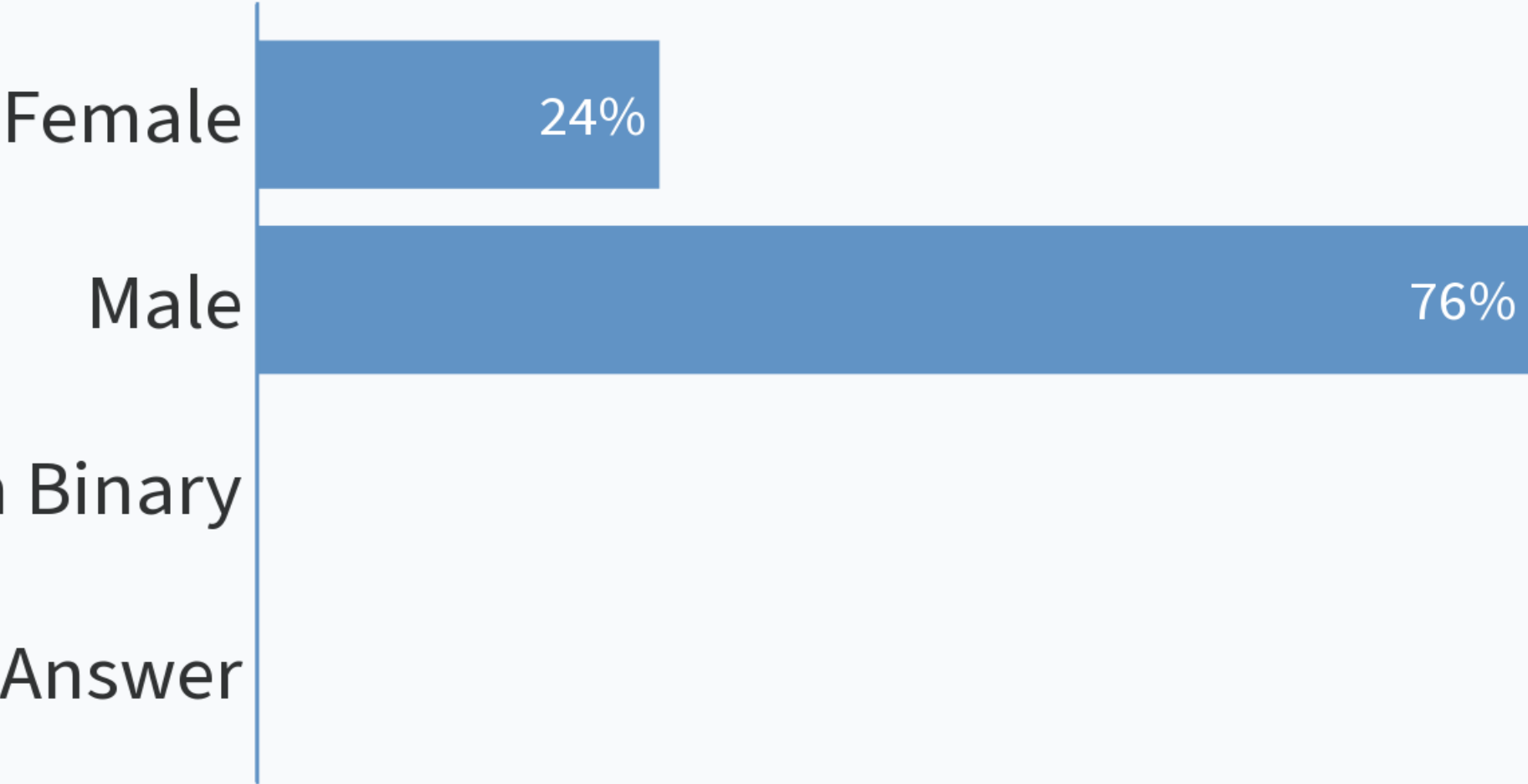
What is your age range?



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What is your Gender?



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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?

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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

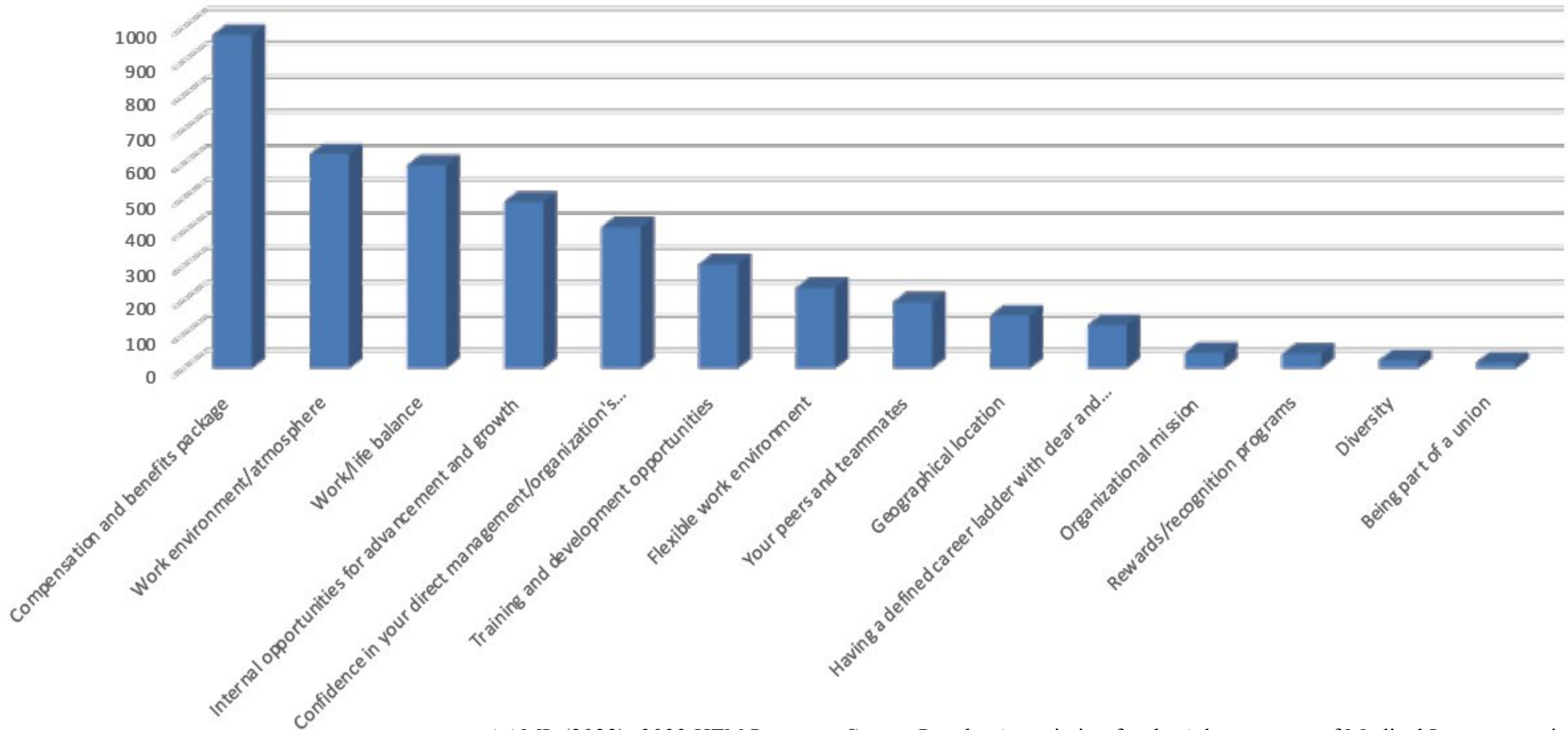
- ◆ BMET's (I, II, III, Specialists)
- ◆ HTM Manager/Director/VP
- ◆ Clinical Engineers
- ◆ Field Service
- ◆ HTM Consultants
- ◆ HTM Administrative Support

What Matters Most to Today's HTM Professionals

Top 5 Responses:

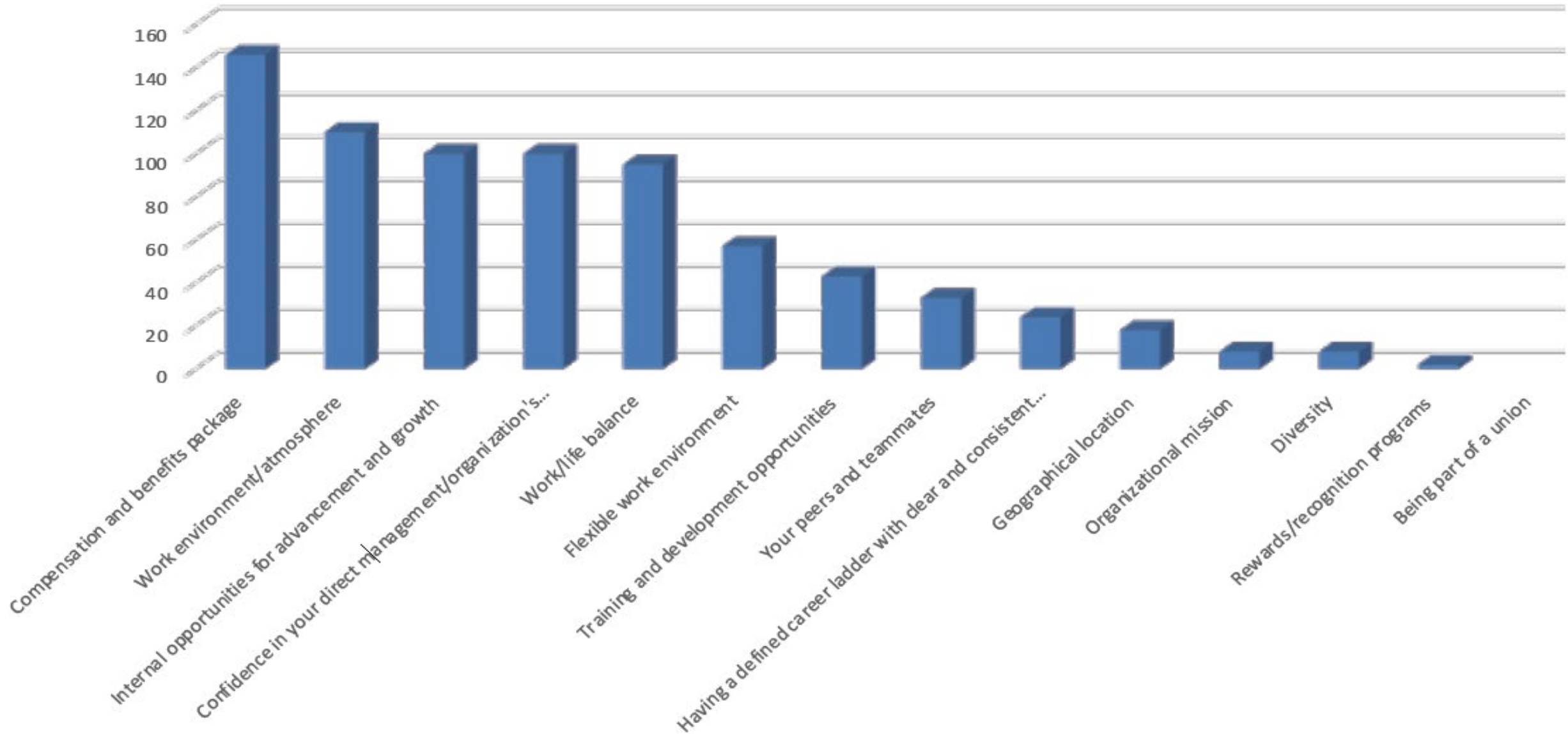
- Compensation and Benefits (976 responses)
- Work Environment/Atmosphere (627 responses)
- Work Life Balance (594 responses)
- Internal opportunities for advancement and growth (487 responses)
- Confidence in your direct management/organizations leadership (413 responses)

HTM Retention: All Data



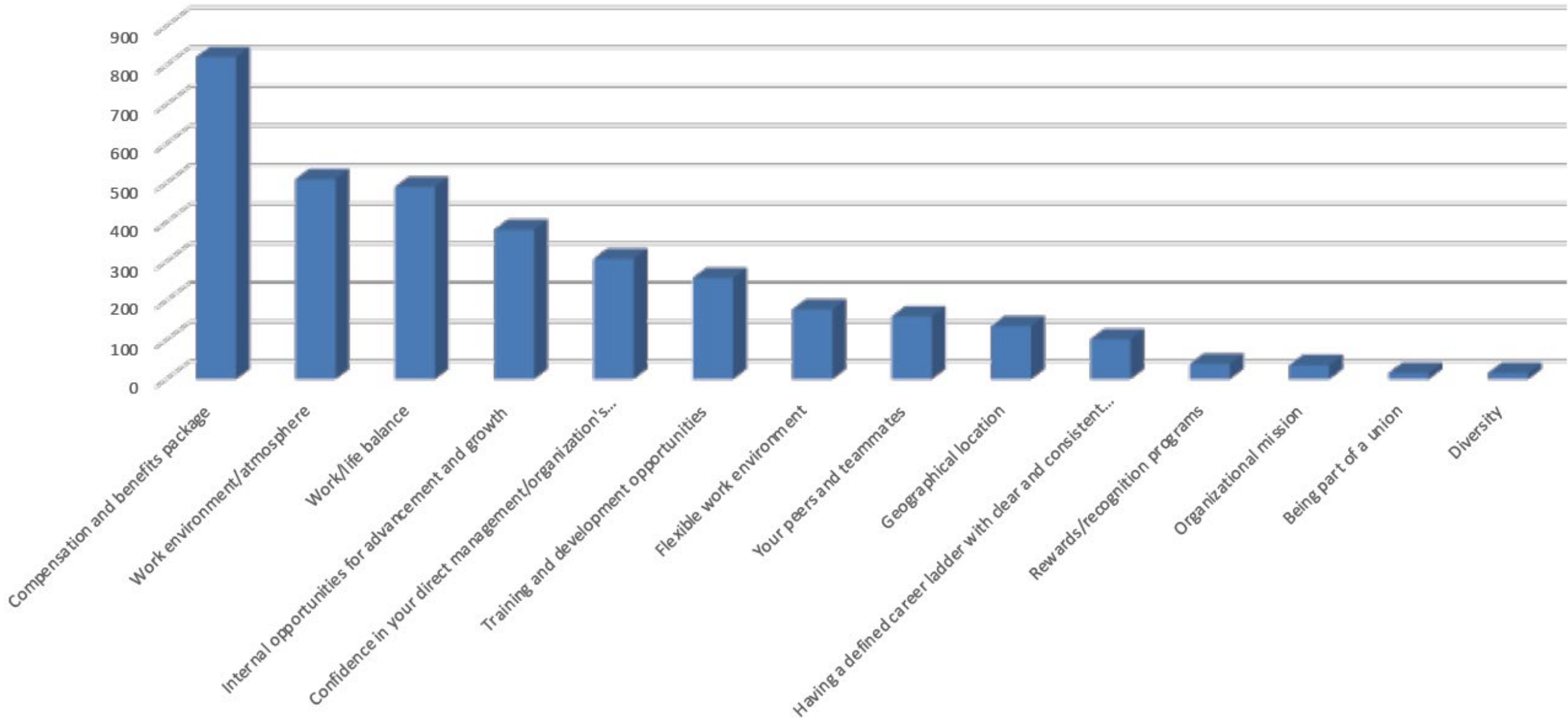
AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.

HTM Retention: Female



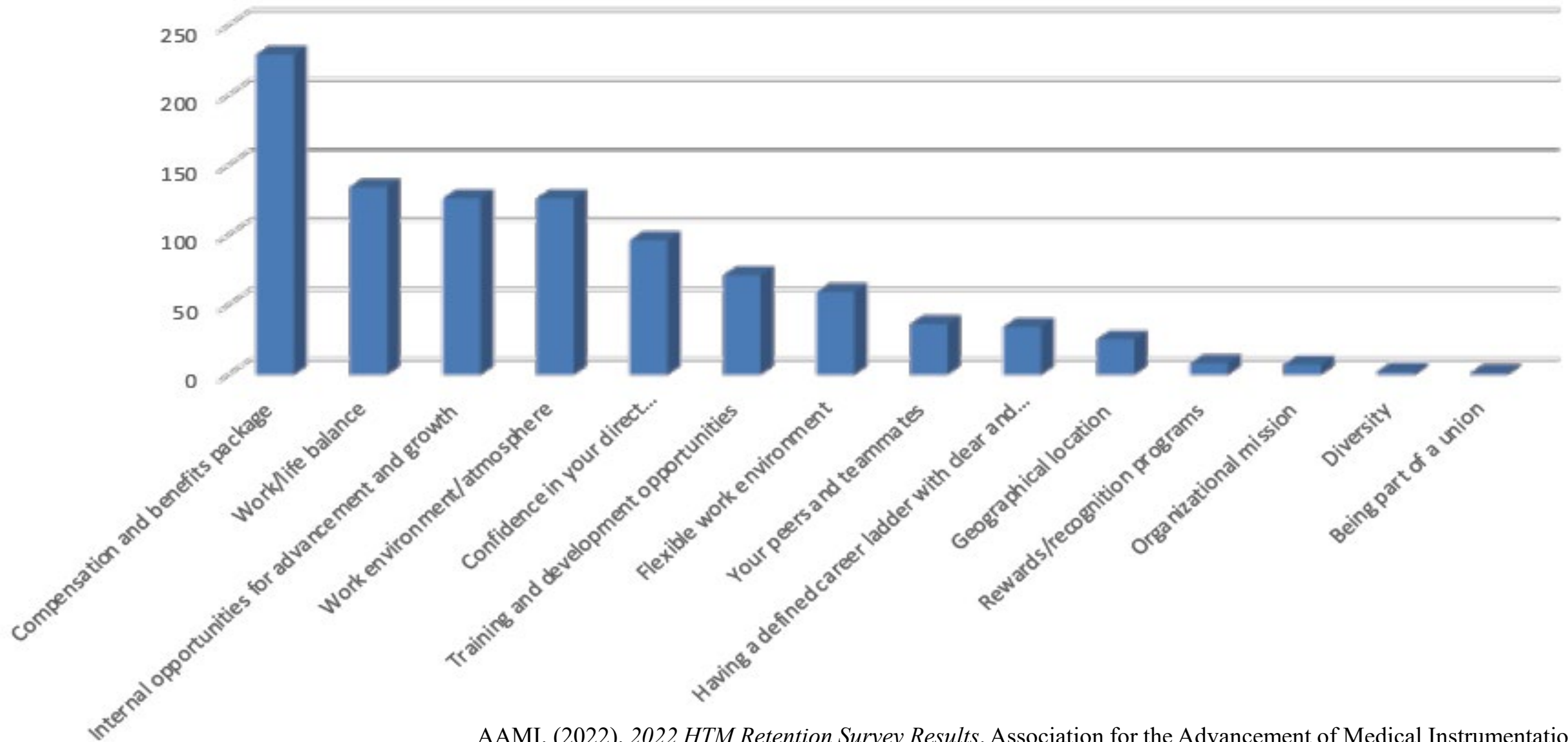
AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.

HTM Retention: Male



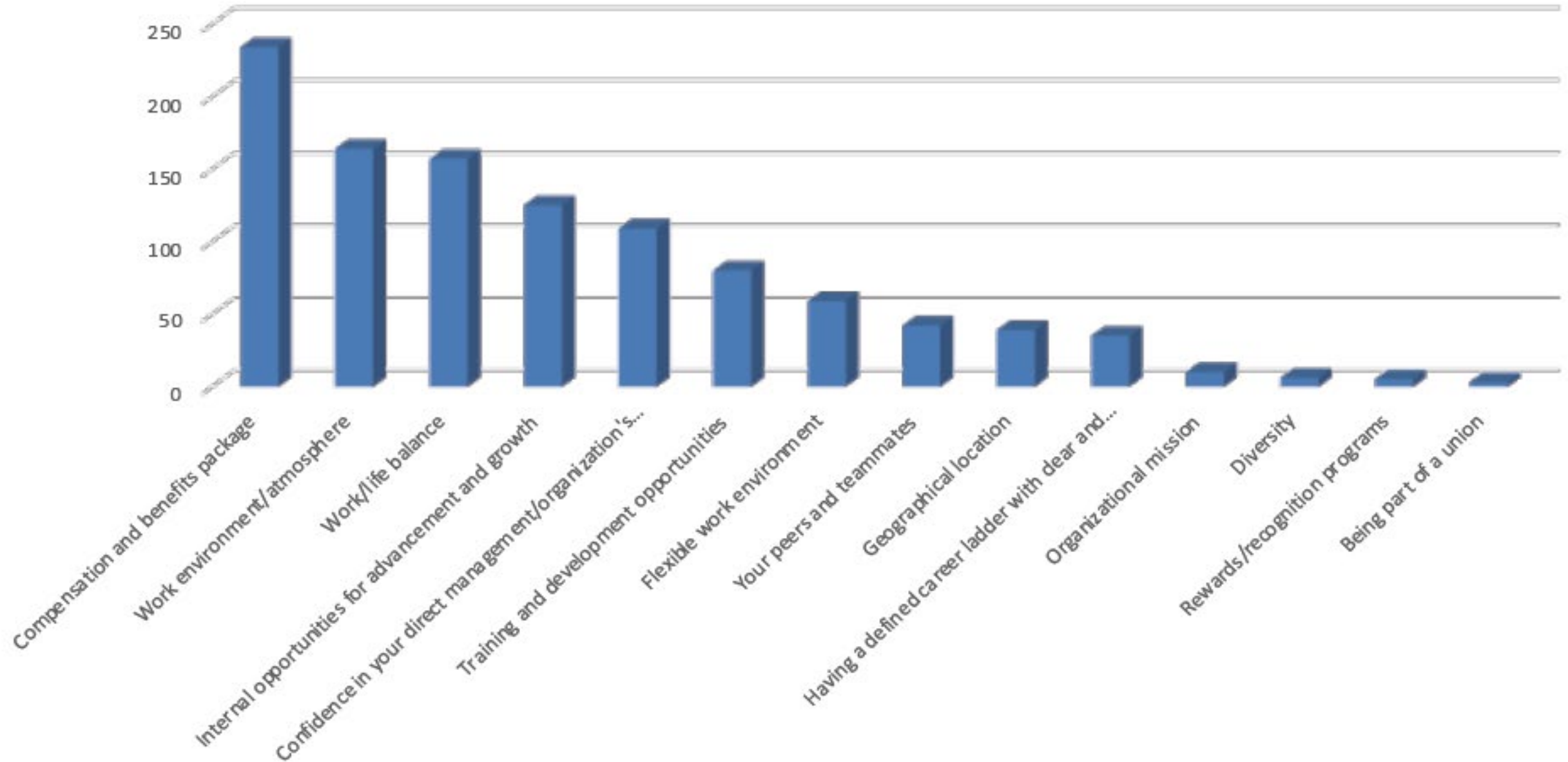
AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.

HTM Retention: Ages 35–44



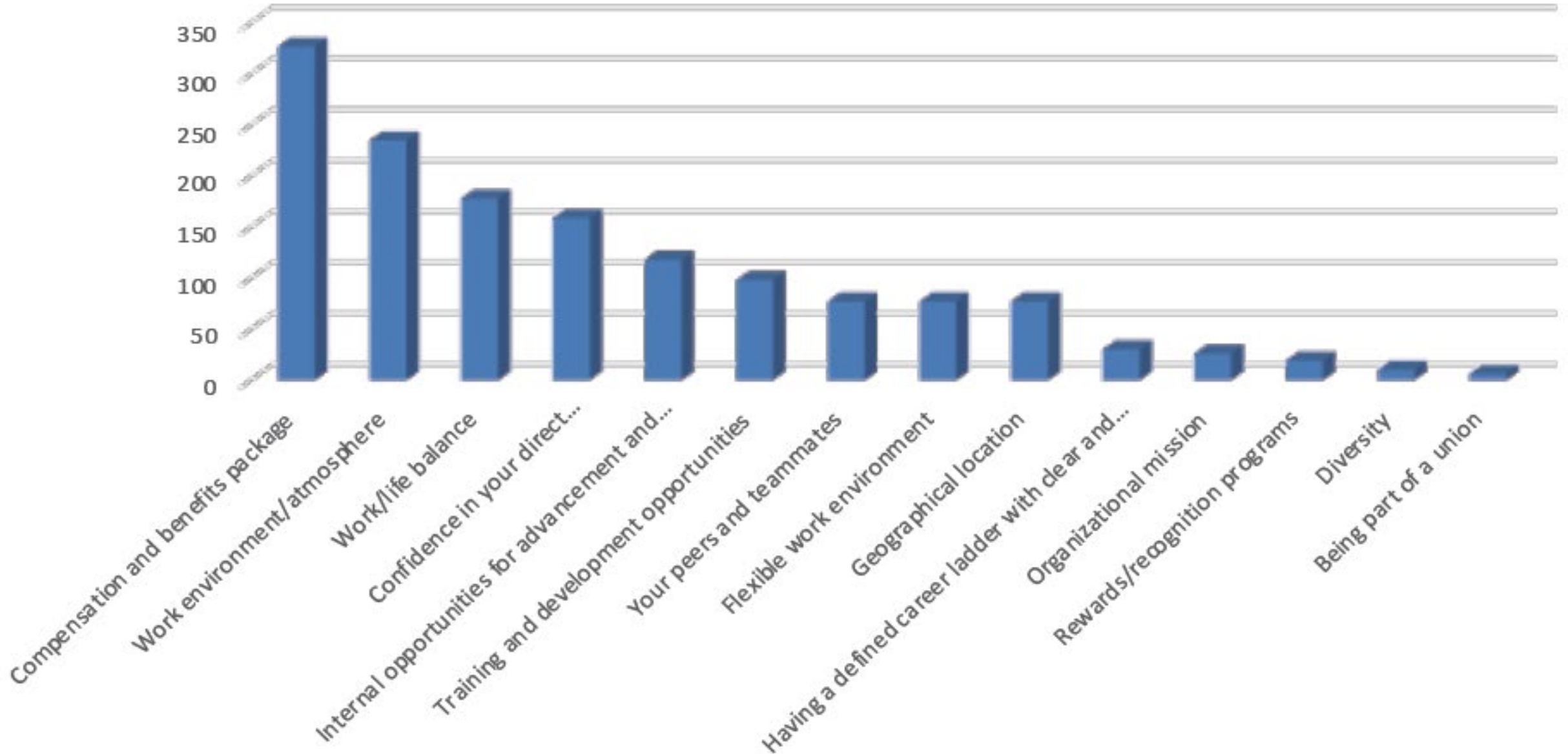
AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.

HTM Retention: Ages 45–54



AAMI. (2022). *2022 HTM Retention Survey Results*. Association for the Advancement of Medical Instrumentation.

HTM Retention: Age 55+



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

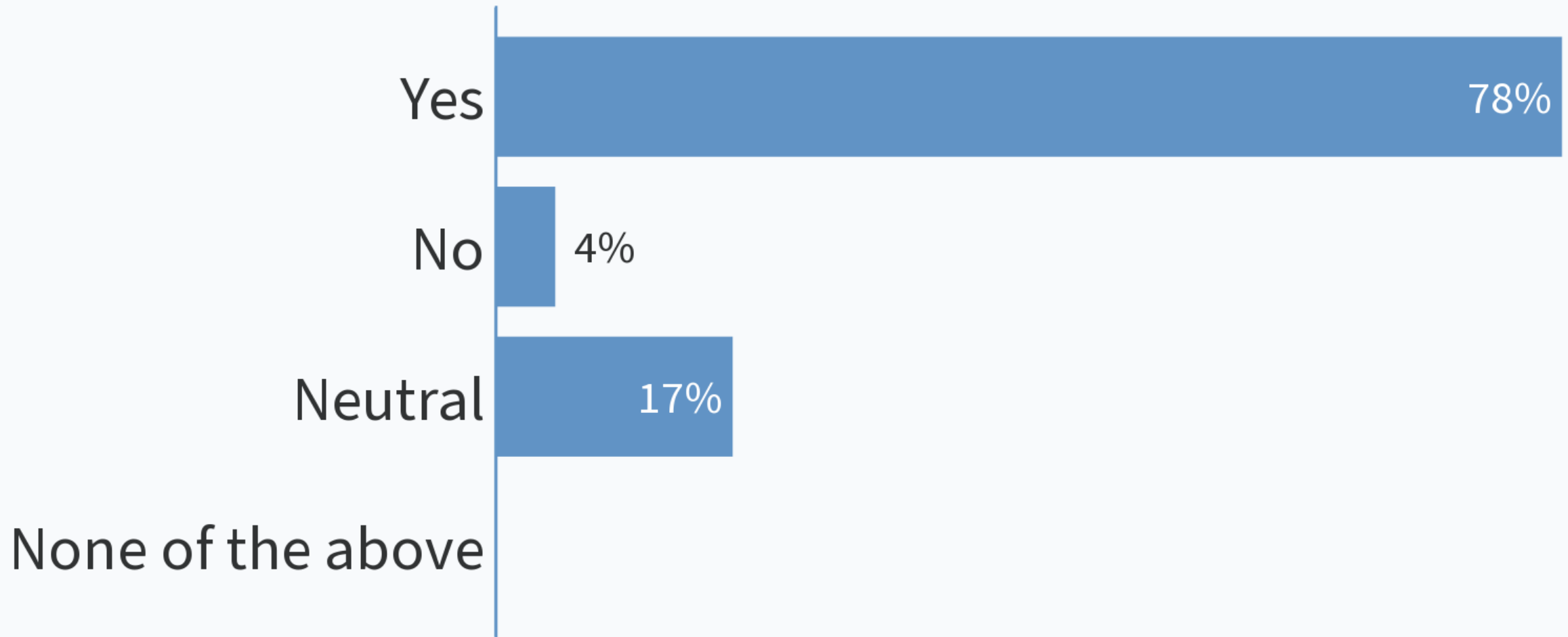


RECOGNITION

How do you like to be recognized?



Is Recognition important to you?



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



ACCE
AMERICAN COLLEGE OF CLINICAL ENGINEERING
2022
Members Meeting & Awards Reception
San Antonio, Texas

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



Thank you to our sponsors:



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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**