

Bridging the Language Gap in IT and Bio-Medical Healthcare

BY: John C. Schmidt



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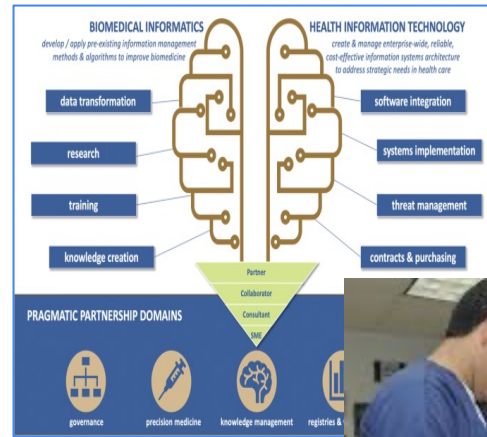
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Discovering the Possibilities

Introduction

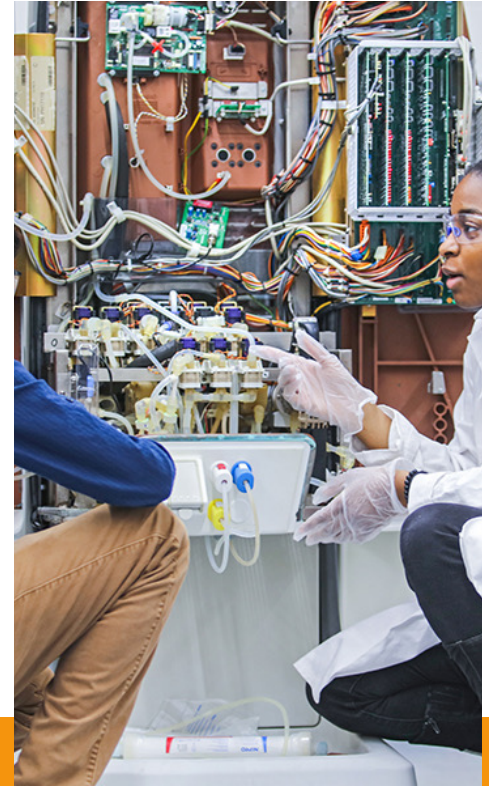
In the modern healthcare landscape, where technology continues to play a pivotal role in both technician responsibilities and patient care, bridging the language gap between Biomedical Equipment Technicians and Information Systems Technicians is essential as the two responsibilities become increasingly aligned.



The Collaborative Challenge

These two distinct groups of professionals often collaborate closely but face communication challenges due to their specialized terminology and unique skill sets.

- Speaking in industry-standard language
- Speaking industry slang



Shared Understanding

In order to improve their ability to work seamlessly together, establishing a shared understanding of key terminology and responsibilities is crucial.



- CAB-T
- Upskilling / Down-skilling
- IT Certification
- Hybrid programs



Cross-Training Programs

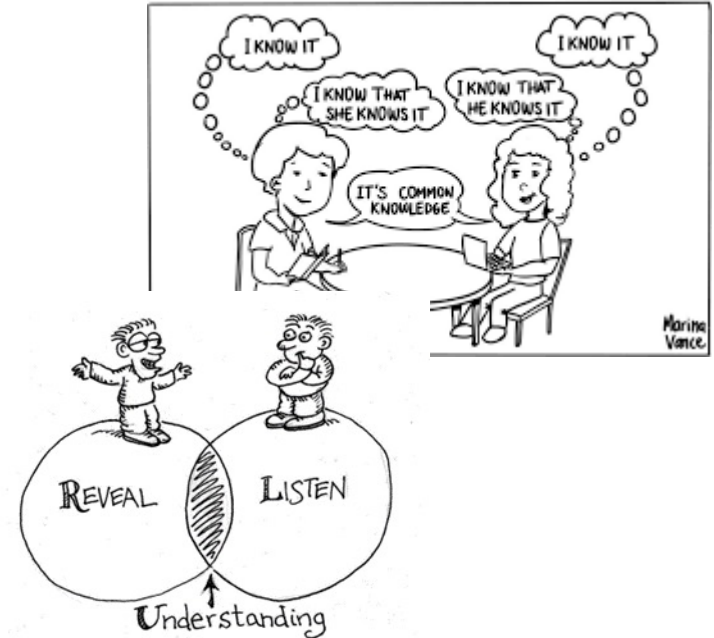
Improving communication between Biomedical and Information Systems Technicians can be accomplished through implementing cross-training programs that offer opportunities for both groups to enhance their understanding and skills. This can include exposure to each other's terminology, responsibilities, and workflows to foster a more collaborative and efficient working relationship.

- Biomedical Equipment Technicians to fundamental Information Systems principles
- Information Systems to Biomedical principles



Fostering Mutual Appreciation

By fostering a mutual appreciation for each other's roles, technicians can effectively troubleshoot and address issues involving biomedical equipment and information systems, ultimately working towards the common goal of providing safe and quality medical care.



Improving Patient Care

By engaging in this collaboration, professionals can experience increased job satisfaction.

Through upskilling and gaining a deeper understanding of each other's roles, technicians can enhance their effectiveness in troubleshooting and addressing issues with biomedical equipment and information systems.

Ultimately, working together improves the quality and safety of patient care as each modality complements the other.



Case Study (MD Anderson)

1

Skills Inventory

- ID Knowledge Gaps
- Define IT training needs and requirements

2

Training Priorities

- Develop specific IT-related training based on CompTIA, Microsoft, & other standards
- Group BMETs by Department

3

Training Delivery

- Three days per week online, culminating with a one-day in-person
- 27 BMET Technicians Trained



Case Study (Sodexo)

1

Skills Inventory

- Expand Depth of Device Discovery
- Embrace MDS2 Digitization

2

Training Priorities

- Balance Business Criticality with Patient Risks
- Automate Prioritization

3

Training Delivery

- Automate Patching when safe and able
- Optimize Patching efforts with clear guidance
- Expand protections beyond devices to Network Level
- 400+ Technicians trained 2023-2024



Case Study (Sodexo)



SKILLS / KNOWLEDGE
ASSESSMENT



PRE-TEST



GROUP COHORTS BY
CAPABILITY



6-WEEK INSTRUCTOR
LED COURSE



POST-COURSE TEST



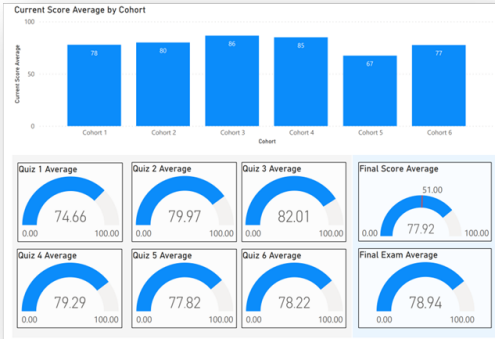
COURSE EVALUATION



ON THE JOB
REINFORCEMENT



BIIS



381

Employees enrolled or completed course

>75%

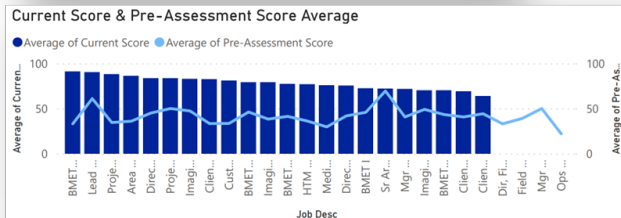
Employee engagement on pre-course assessment

>78%

Average course completion score

+34%

Improvement from pre- to post-course assessment scores



* Some data shown is simulated for confidentiality

Insights:

- ✓ Consider communication “campaign” to emphasize WIFM
- ✓ Issue certificates & recognition at completion
- ✓ Incorporate refresher training in Annual Compliance Training
- ✓ Participate in TTEs for practical reinforcement

Conclusion

Bridging the language gap between biomedical and information systems technicians is a critical step in ensuring the success of healthcare technology integration. This effort leads to more efficient problem-solving, enhanced patient care, and improved overall healthcare outcomes.



Questions and Discussion



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