

SEIU 1021 Presentation
Radiology and
Ultrasound Technicians
Staffing Crisis at
San Francisco
Department of
Public Health

Overview

- The role of radiology technicians in our City and County's Healthcare System
- Understaffing and wait time impact on patient care
- Recruitment and retention solutions

Radiology technicians

- Radiology technicians work at Zuckerberg San Francisco General Hospital (ZSFGH) and a few at Laguna Honda Hospital (LHH)
- Their work covers imaging used to diagnose the patients' injury or illness, especially traumas.
- Radiology or ultrasound technicians need licenses in multiple modalities to practice. This involves **more schooling, training and Continuing Education Units (CEUs)** to keep licenses current.

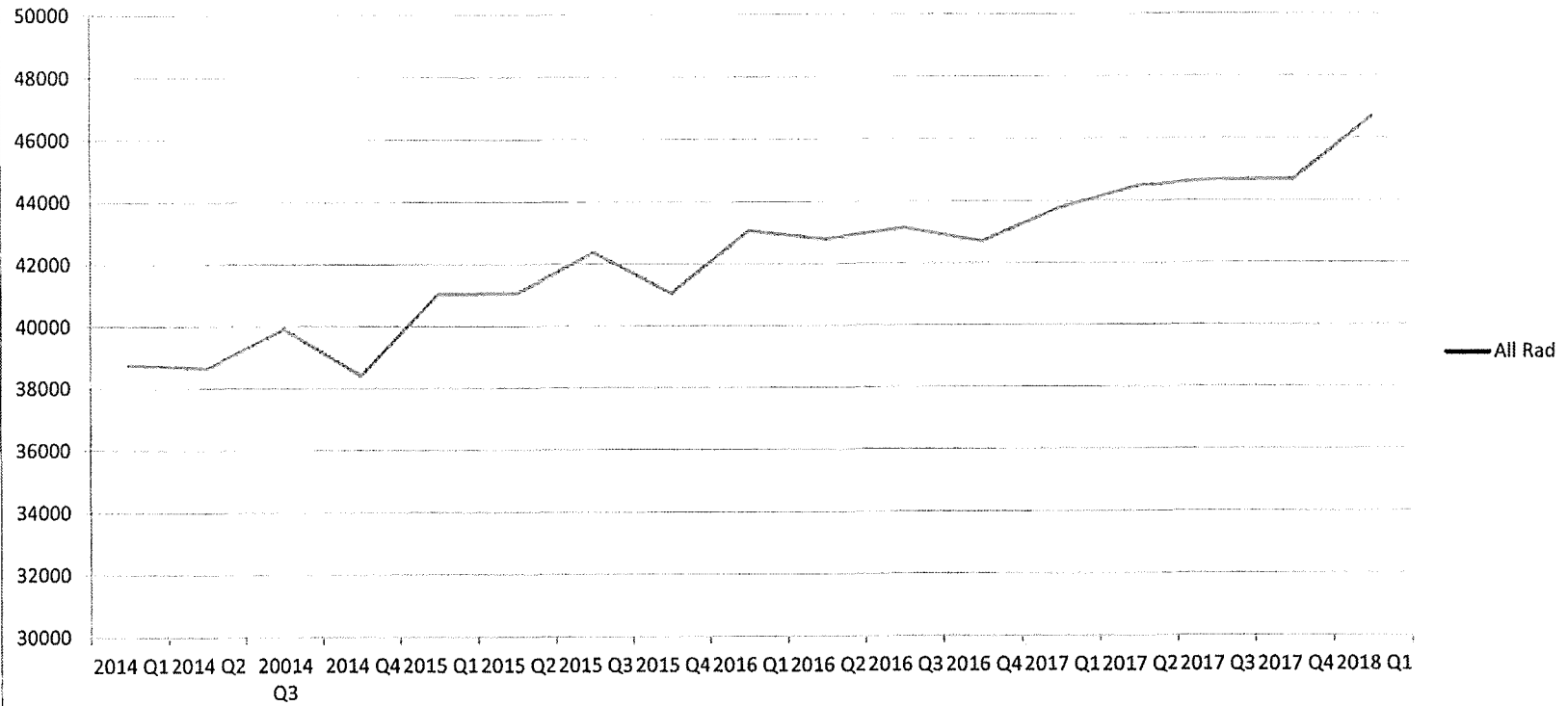
Understaffing of Radiology Techs

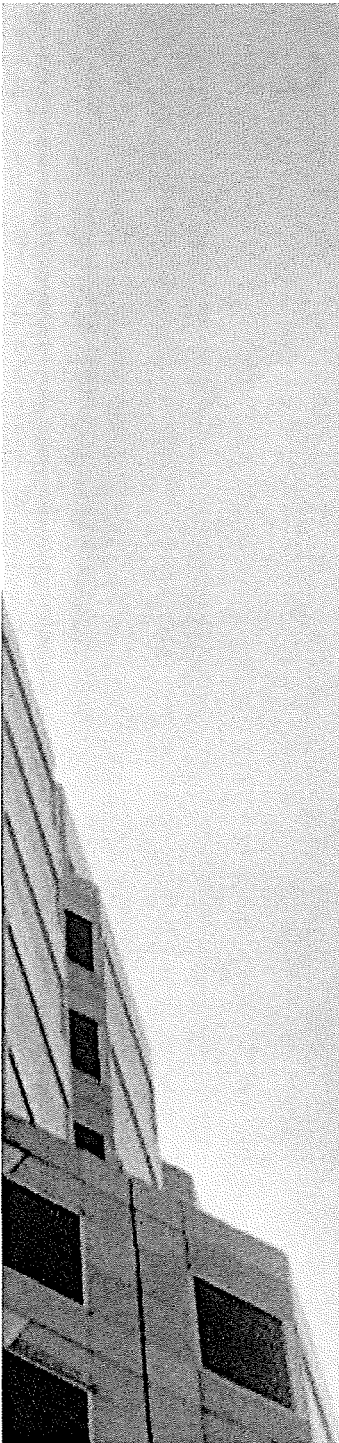
- There has been increased demand with the building of the new hospital (2015) at ZSFGH
- Zuckerberg SF General Hospital expanded imaging services in the new hospital but did not add additional full time positions to meet increased need

Calendar Year 2017-2018 Analysis

	Budgeted FTEs	Registry Use	Registry FTE equivalent	OT	OT FTE equivalent
DIT I	31.5 FTE	24,426 hours (15 months)	10.6 FTE	2,227	1 FTE
DIT II	38.95 FTE	2,185 hours (6 months)	1 FTE	1,804	.9 FTE
DIT III	6.2 FTE				
DIT IV	9 FTE	8,705 hours	4.18 FTE	562	.27 FTE
TOTAL	117.15 FTE		15.78 FTE	4,593 hours	2.2 FTE

Radiology Exam Counts - 2014 to 2018



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- City's classification system has not stayed current with the changes in the industry. The pay scale is not competitive compared to other hospitals

 - To attract and retain radiology staff, other hospitals have dedicated radiology technician career ladders for each modality. For example
 - MRI I, II, III; CT I, II, III;
 - Mammo I,II,III
 - General Ultrasound I,II,III

Wait time Impact on Patient Care

- At ZSFGH, the number of days that patient wait are **far beyond industry standards**

As of April 12, 2018, the following number of patients were waiting for scheduling of exams

Modality	Acceptable	Scheduling Queue
CT	75	396
MRI	75	332
US	220	583

Recruitment and Retention

- Hourly pay for Radiology and Ultrasound Technicians at ZSFGH is substantially lower than those in other hospitals in San Francisco
- Due to lower hourly wages, compared to other Bay Area hospitals, we are not able to hire experienced technicians in modalities like MRI, CT, Mammo, and Ultrasound. The only way DPH can hire experienced technicians are at Step 5 or 6

Analysis of Radiology Technicians Who Left DPH for Higher Wages at Competing Bay Area Hospitals From 2013-2018

DIT I

45 Trained

20 Hired, 25 Lost

Of the 20 Hired, 13 Given DIT II Training

4 Left, 6 Retired

Sonography 10 Trained, Hired at Step 5 or 6

5 Lost

2014 Technologist Pay Scale Comparison

Ultrasound Technologists

Position	UCSF		Kaiser		Santa Clara Valley Med. Center		Zuckerberg SF General		Sutter Health – CPMC		Washington Hospital Healthcare System	
	Annual	Hourly	Annual	Hourly	Annual	Hourly	Annual	Hourly	Annual	Hourly	Annual	Hourly
Lead Sonographer	181,840.00	87.09	172,806.00	83.08	166,727.00	80.15	153,868.00	73.97	162,219.00	77.99	167,680.00	80.75
Sonographer III	171,132.00	81.96	157,081.00	75.52	-	-	146,536.00	70.45	154,502.00	74.28	-	-
Sonographer II	159,840.00	76.55	152,484.00	73.31	151,569.00	72.87	139,568.00	67.10	147,305.00	70.82	149,988.00	721.10
Sonographer I	145,056.00	69.47	148,054.00	71.18	147,483.00	70.90	132,912.00	63.90	140,275.00	67.44	-	-

2014 Technologist Pay Scale Comparison

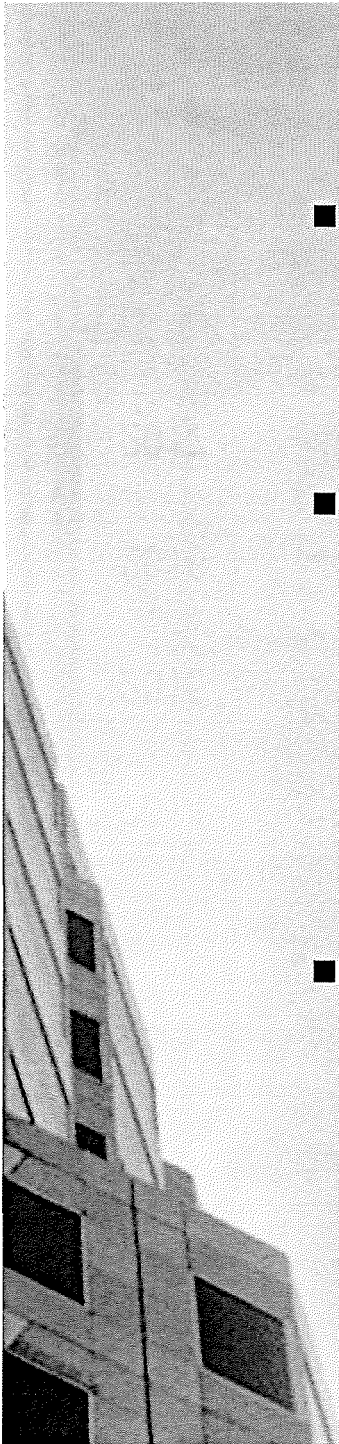
Radiology Technologists

13	UCSF		Kaiser		Santa Clara Valley Med. Center		Zuckerberg SF General		Sutter Health – CPMC		Washington Hospital Healthcare System	
Lead Rad Tech	Annual 145,020.00	Hourly 69.72	Annual 152,484.00	Hourly 73.30	Annual 149,705.00	Hourly 71.97	Annual 137,280.00	Hourly 66.00	Annual 150,488.00	Hourly 72.73	Annual 146,688.00	Hourly 68.60
Rad Tech III	147,804.00	71.05	140,954.00	67.76	136,094.00	65.43	130,754.00	62.86	137,508.00	66.11	-	-
Rad Tech II	136,848.00	65.79	136,390.00	65.57	127,940.00	61.51	124,514.00	59.86	130,665.00	62.82	135,220.00	65.00
Rad Tech I	129,144.00	62.08	130,333.00	62.66	114,104.00	54.85	118,596.00	57.01	124,446.00	59.83	105,913.00	50.91

Technologist Pay Scale Comparison

Annual Salary Increases

	UCSF	Kaiser	Santa Clara Valley Med. Center	Zuckerberg SF General	Sutter Health – CPMC	Washington Hospital Healthcare System		
2014	4.5%	-	4.5%	3%	-	-	-	-
2015	4%	3%	3%	3%	-	-	-	-
2016	4%	3%	3%	3%	-	-	-	-
2017	4%	4%	3%	3%	-	-	-	-

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- Reliance of ZSFGH radiology registry highly unusual and doesn't provide for the continuity of patient care
 - Radiology Department staffing shortfall has resulted in spending **\$2,973,435, for the period from June 16, 2016– June 16, 2017** on Registry technicians to fill shifts. This is roughly double from 2016.
 - The new Radiology Director has made an effort to reduce registry and instead use civil servants. However, due to demand, there is high use of overtime and comp time to meet the needs of the hospital.

Solutions to resolve ZSFGH Radiology Department's staffing and retention issues

- Add an extra step for the current DIT I, DIT II, DIT III in order to retain and recruit
- Convert registry hours and overtime hours to permanent civil service positions. This is 17 FTEs.
- Create an internal per diem classification for radiology for radiology technicians and ultrasound technicians for as-needed use.