Welcome from the CEO

Greetings once again from Chicago! The warm weather has gone, and the Holiday Season is upon us.

Be sure to read through this edition of the Pulse as the JRCERT has been hard at work on several initiatives and projects. You will also find important information and updates as we leave 2019 behind and look forward to 2020!

On behalf of the JRCERT Board and staff, we wish you all a very happy and safe holiday season!

Comment from the JRCERT Board of Directors

At its October 2019 meeting, the JRCERT Board of Directors reviewed the AAPM Position Statement on the Use of Patient Gonadal and Fetal Shielding. At this time, the JRCERT Board cannot endorse the proposal to remove gonadal and fetal shielding. The Board believes the community needs to conduct more research, review the science, and participate in further discussions to determine if the recommendation benefits patients and the radiologic technology community. Representatives from the JRCERT have been invited to participate in the Communicating Advances in Radiation Education for Shielding (CARES) Committee and look forward to continuing to discuss the issue with representatives from professional organizations.

Seeking an Accreditation Specialist

Interested in working at the JRCERT? See page 4 for more details!

Special points of interest

- More photos from our 50th anniversary conference are available at jrcert.org.
- More great resources will be coming soon to our new LMS!
- The 2021 Standards are well on their way to Board approval. Don’t miss your chance to comment!
50th Anniversary Excellence in Education Conference

On November 4-5, 2019, the JRCERT hosted its 50th Anniversary Excellence in Education Conference at the Blackstone Hotel in downtown Chicago. Over 270 attendees traveled from across the country representing many fields in the radiologic sciences. Monday morning began with a rousing welcome from CEO Leslie Winter, M.S., R.T.(R). Next, ASRT Chairman of the Board Melissa Jackowski, Ed.D., R.T.(R)(M), FASRT presented remarks and a Nambe plate to the JRCERT on behalf of the ASRT. Laura Aaron, Ph.D., R.T.(R)(M)(QM), FASRT was then introduced as the keynote speaker and the conference was well under way. At the end of the first day, 80 attendees visited the Civic Opera Building, home of the JRCERT, for a cocktail hour reception.


“Feedback obtained after the conference was overwhelmingly positive and constructive to staff for potential future conferences.”

Webster, Ph.D., R.T.(R), Doris Abrishami, Ed.D., R.T.(R), Nina Kowalczyk, Ph.D., R.T.(R)(CT)(QM), FASRT, FAEIRS, Kristi Tonning, M.Sc., R.T.(T), and Dana R. Eskins, M.Ed., R.T.(R)(CT), RDMS. Thank you to all the speakers for sharing their expertise with all in attendance.

The JRCERT sincerely thanks everyone that attended, including current and former Board members, site visitors, program directors, clinical coordinators, administrators, faculty members, and clinical instructors. Feedback obtained after the conference was overwhelmingly positive and constructive to staff for potential future conferences.
50th Anniversary Excellence in Education Conference (cont’d)

JRCERT Sound Crew at the JRCERT 50th Anniversary Conference

JRCERT Staff at the JRCERT 50th Anniversary Conference

Welcoming Committee at the 50th Anniversary Conference

ASRT 100th Anniversary

The JRCERT is excited to celebrate the ASRT’s centennial in 2020. The JRCERT and the ASRT have had a long-standing and positive relationship, working together to advance and elevate the profession through assuring excellence in education. The JRCERT congratulates the ASRT on this extremely important milestone. The JRCERT Professional Staff is excited to attend the centennial celebration in Albuquerque this June.

Welcome To The JRCERT Excellence In Education Conference!

Celebrating 50 years!
Accreditation Specialist

Effective November 7th, Jacqueline Kralik, M.A.L., R.T.(R)(CT)(MR), resigned her position as Accreditation Specialist with the JRCERT. The JRCERT staff and Board wish Jacqueline the best in her future endeavors. The JRCERT is therefore seeking a candidate for the position of Accreditation Specialist. We seek an individual that has the following qualifications:

- Certification by the American Registry of Radiologic Technologists (ARRT) in radiography and/or radiation therapy or certification by the Medical Dosimetry Certification Board (MDCB);
- Master’s degree;
- Experience as an educator or site visitor;
- Strong communication skills;
- Experience with Learning Management System (LMS);
- Ability to manage multiple priorities; and
- Ability to work independently as well as part of a team.

This individual will be responsible for reviewing accreditation documents, supporting program officials throughout the accreditation process, and representing the JRCERT at professional organization and state meetings.

This position requires relocation to Chicago, Illinois with a flexible start date.

The JRCERT offers a competitive salary and comprehensive benefits. If you are interested in the opportunity to become a part of the JRCERT staff, please send a cover letter, curriculum vitae, salary requirements, and three letters of reference to Leslie Winter via e-mail (lwinter@jrcert.org) no later than January 17, 2020.

“Congratulations and welcome to our newly accredited program!”

New Program

Congratulations and welcome to our newly accredited program! Since the April 2019 meeting of the Board of Directors, one applicant program has been awarded initial JRCERT accreditation. The sponsoring institution and program officials are to be commended for their hard work and demonstrated high levels of professionalism:

South College - Nashville
Nashville, TN
Radiography
Board of Directors Update

The JRCERT Board of Directors recently met at the JRCERT office in Chicago on October 24-25, 2019. The Board travels to Chicago in April and October for semiannual meetings to discuss issues related to the organization and the profession. The Board continues to meet monthly throughout the year via web conferences to review accreditation materials and make accreditation decisions. At the October meeting, the Board discussed several issues related to the radiologic sciences and made accreditation decisions.

The Summary Report gives a brief account of the meeting.

Many of the Directors, including several former Directors, returned to Chicago a week later to attend the JRCERT 50th Anniversary Excellence in Education Conference. The JRCERT staff thanks the entire Board for their dedication to the organization and the radiologic sciences profession!

Portal Updates

Some minor revisions have been made to the JRCERT Accreditation Management System (AMS) Portal. When submitting a Self-Study Report or an Interim Report, there will be a character limit of 3,000 characters (including spaces) per objective, as well as a limit of 15 exhibits per objective. The JRCERT staff recommends typing narratives in Microsoft Word to keep track of the character count before copying the text to the portal for submission.

As a reminder, Portal FAQs and Instructional Videos are available under the FAQs section of the JRCERT website.

More revisions to the AMS Portal are on the way. Our Satisfaction Survey indicated some concerns about the user-friendliness of the Portal. These concerns have been heard and acknowledged, and further revisions to the Portal will occur in conjunction with the implementation of the new 2021 Standards.
Customer Satisfaction with the JRCERT

The JRCERT supports excellence at every level and strives to attain it in all endeavors. Knowing how valuable our communities of interest are, the JRCERT sought their input through a needs assessment survey in 2018 and a customer satisfaction survey in 2019. The JRCERT values this feedback and information and in the spirit of transparency is providing the results of these surveys and subsequent action plans.

The customer satisfaction survey was distributed with the Program Annual Report (PAR) from July 2018 through February 2019 to all JRCERT-accredited programs which yielded a return of 521 responses for an estimated 73% response rate. We sincerely thank each of you for your time and effort in completion of the survey. The survey instrument used a Likert scale of 1 to 4 (0= Not Applicable, 1=Very Dissatisfied, 2=Dissatisfied, 3=Satisfied, 4=Very Satisfied) and the JRCERT determined its initial benchmark to be 3.3. If respondents had selected “Dissatisfied” or “Very Dissatisfied,” they were prompted to provide narrative for his or her rationale. A question asking for overall customer satisfaction was included and it yielded a score of 3.71, with only 6 respondents selecting a response of “Dissatisfied.” No respondents selected the choice of “Very Dissatisfied.” Table 1 demonstrates the disaggregated frequency scores for each question on the survey. Chart 1 demonstrates the aggregate mean score for each question and incorporates a trend line inserted for the internal benchmark of 3.3.

Table 1: JRCERT Customer Service Satisfaction Survey

<table>
<thead>
<tr>
<th>Area</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Applicable</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation Process</td>
<td>264</td>
<td>193</td>
<td>12</td>
<td>2</td>
<td>3</td>
<td>3.53</td>
</tr>
<tr>
<td>Navigation of AMS/Portal</td>
<td>188</td>
<td>276</td>
<td>47</td>
<td>4</td>
<td>1</td>
<td>3.28</td>
</tr>
<tr>
<td>Resources (videos, modules, web materials, workshops, etc.)</td>
<td>246</td>
<td>253</td>
<td>10</td>
<td>1</td>
<td>11</td>
<td>3.46</td>
</tr>
<tr>
<td>Knowledge of accreditation process/Standards by staff</td>
<td>368</td>
<td>137</td>
<td>9</td>
<td>1</td>
<td>5</td>
<td>3.69</td>
</tr>
<tr>
<td>Consistency among staff communications</td>
<td>302</td>
<td>178</td>
<td>30</td>
<td>3</td>
<td>8</td>
<td>3.52</td>
</tr>
<tr>
<td>Responsiveness of staff to inquiries</td>
<td>383</td>
<td>126</td>
<td>6</td>
<td>0</td>
<td>4</td>
<td>3.73</td>
</tr>
<tr>
<td>Communications with staff</td>
<td>401</td>
<td>110</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>3.77</td>
</tr>
<tr>
<td>Staff Professionalism</td>
<td>417</td>
<td>89</td>
<td>5</td>
<td>2</td>
<td>6</td>
<td>3.80</td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>375</td>
<td>140</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>3.71</td>
</tr>
</tbody>
</table>

As you can see, the JRCERT met or exceeded the benchmark score in all areas, except for the Accreditation Management System (AMS) Portal. The JRCERT staff analyzed the quantitative and qualitative data and subsequently discussed the data at its March 2019 strategic planning meeting. In alignment with the strategic plan, review of both current and potential strategies and objectives addressing the concerns from the satisfaction survey results was completed. Subsequent action plans were also established if they were not already in place.

Table 2 identifies various initiatives the JRCERT has completed, has in progress, or intends to be a future project to address the needs assessment and customer satisfaction surveys of our communities of interest. This is not an all-inclusive list and, like the strategic plan, is dynamic and fluid and may need to change with potential needs of the organization or changing accreditation culture. In accordance with the JRCERT quality improvement program, these surveys will be completed on a regular basis with the next one being distributed in 2022. If you have any questions, please feel free to contact the office.
Customer Satisfaction with the JRCERT (cont’d)

Chart 1: 2019 JRCERT Customer Satisfaction Results with Benchmark Trend Line

Table 2: Action Plans Addressing Customer Needs

<table>
<thead>
<tr>
<th>JRCERT Area</th>
<th>Initiative</th>
<th>Completed/ In Progress/Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMS Portal</td>
<td>Development of additional information to be submitted through portal</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Revision of portal with 2021 Standards</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td>Enhancements to portal</td>
<td>In Progress/Future</td>
</tr>
<tr>
<td>Resources/Professional Development</td>
<td>Development of educational modules</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Updating YouTube videos</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td>Resources for new 2021 Standards</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td>Development and implementation of JRCERT LINK (LMS platform)</td>
<td>In Progress/Future</td>
</tr>
<tr>
<td></td>
<td>Development of workshops and eLearning courses to be placed on JRCERT LINK</td>
<td>In Progress/Future</td>
</tr>
<tr>
<td>Site Visitors and Process</td>
<td>Development of Peer2Peer Newsletter</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Revision of site visit surveys</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Revised site visit process for continuity and communication with professional staff</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Development of site visitor educational resources</td>
<td>In Progress/Future</td>
</tr>
<tr>
<td>Staff Improvement</td>
<td>“Brown Bag” lunches for staff professional development</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td>Regular meetings to discuss Standards for consistency</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td>Review and revision of internal processes to enhance effectiveness</td>
<td>Completed</td>
</tr>
</tbody>
</table>

“The JRCERT supports excellence at every level and strives to attain it in all endeavors.”
The JRCERT Standards Committee would like to update you on the progress of the Standards Revision. Draft 3 was published for comment in July 2019. The committee met in October to thoroughly review each comment from all stakeholders to identify any concerns or themes. Feedback and comments were obtained through surveys, emails, and formal correspondence. The following chart provides some interesting information regarding the feedback received for Draft 3.

<table>
<thead>
<tr>
<th>Feedback Mechanism</th>
<th>Radiography</th>
<th>Therapy</th>
<th>Magnetic Resonance</th>
<th>Medical Dosimetry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email and/or phone comments</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Survey Comments:</td>
<td>21</td>
<td>4</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>

1: Numbers represent the total number of participants per survey, not question. Therefore, the true response rate is not provided.

The JRCERT is grateful for the feedback from the following national and state organizations for providing thoughtful feedback: American Society of Radiologic Technologists (ASRT) - Radiation Therapy and Medical Dosimetry Chapter, Association of Educators in Imaging and Radiologic Sciences (AEIRS), Medical Dosimetry Certification Board (MDCB), and The Association of Educators in Radiologic Technology of the State of New York (AERTSNY).

Based on this feedback, the Standards Committee has made appropriate changes and prepared a Draft 3 Revision document. All previous drafts remain on the website for transparency. Some noteworthy changes in the Draft 3 Revised document are as follows:

**Standard Three:**
The requirement for the program director to have a doctoral degree for a master’s level program changed to a master’s required, doctoral degree preferred.
Magnetic Resonance (MR) – changed the program director requirement to MR credentialing preferred, not required.

**Standard Four:**
‘Programs must assure the mission is of sufficient rigor’ removed.
Professionalism has been incorporated into the narrative.

**Standard Five:**
Language clarified to assure that magnetic resonance orientation is provided prior to the clinical experience.

For transparency, the Draft 3 Revisions document is now available for review and comment. Comments will be accepted until April 1, 2020. Any comment(s) submitted will be reviewed by the Standards Committee prior to the final draft being adopted at the April 2020 Board of Directors meeting with an implementation date of January 1, 2021.

The project remains on schedule and you can review the complete timetable at our main Standards Revision webpage or by clicking Standards Revision Project Timetable.

We welcome comments at any time, so if you were unable to respond to one of the previous surveys, please feel free to send comments to Standards.Revision@jrcert.org, mail@jrcert.org, or look for a JRCERT representative at an upcoming conference.

As always, we look forward to your continued input and to publishing the final draft of the Standards in April.

Sincerely,

Lorie Zelna, M.S., R.T.(R)(MR)
Standards Committee Chair
First Vice Chair – JRCERT Board of Directors
There are many exciting things going on at the JRCERT! Education and professional development is paramount to the JRCERT and is evident from our mission, vision, and core values of the organization. In fact, it is even given its own strategic plan goal. Major Goal #3 is to utilize innovative strategies that assure the JRCERT is at the forefront of education and accreditation. One of the initiatives to achieve the JRCERT being at the forefront of education and accreditation is the implementation and utilization of a learning management system (LMS).

To that end, we would like to introduce you to JRCERT LINK (Learning Innovation Networking Knowledge) as the LMS platform that will be unveiled in 2020. The LMS will enable the JRCERT to extend its professional development and educational opportunities to our program faculty and site visitors and an even wider audience. As a starting point, we are planning on rolling out the various workshops (Accreditation, Outcomes Assessment and Site Visitor) as eLearning courses. We will also be developing other courses that may range from assessment to professionalism.

We will also investigate hosting Zoom webinars and using these as a mechanism for providing supplemental materials for our face-to-face workshops, as well as site visitor repositories. Once a more tangible schedule and materials are developed, further information such as login information and navigation of the platform will be distributed. If you have ideas for courses you would like to see developed, please contact the office and let us know.

JRCERT Office Closings

The winter season has arrived early in Chicago! Areas in the region saw several inches of snow on Halloween and -10°F windchills the day after Veteran’s Day. With dropping temperatures and increasing snowfall came dangerous commutes. The JRCERT office may close at times during the winter months to ensure the safety of staff. Please be sure to check the marquee on the JRCERT home page at www.jrcert.org for updates on emergency closings. JRCERT staff will respond to your inquiries and correspondence as soon as possible during such closings.
Real ID Compliance

In 2005, the United States Congress passed the Real ID Act. This act “establishes minimum security standards for license issuance and production and prohibits Federal agencies from accepting for certain purposes driver’s licenses and identification cards from states not meeting the Act’s minimum standards.” This includes identification for boarding federally regulated commercial aircraft. Starting October 1, 2020, every air traveler will need to present a REAL ID compliant license/ID, or another acceptable form of identification.

The license/ID must be REAL ID compliant unless the traveler is using an alternative acceptable document such as a passport. As of the writing of this article, 47 states, three territories, and the District of Columbia have been determined by the Department of Homeland Security as compliant with all REAL ID requirements. The other three states and two territories are either under review or have been granted extensions to come into compliance. Site visitors are strongly encouraged to review the Department of Homeland Security webpage regarding the REAL ID and to determine their state’s current level of compliance.

1: https://www.dhs.gov/real-id
2: https://www.dhs.gov/real-id-public-faqs