



### **Digital Film Clerk III**

Title: Digital Film Clerks III  
Duration: On-the-Job (5 months)  
Training Provider: The Johns Hopkins Hospital Radiology Department  
Learning Objective: This course provides incumbent workers with the skills to work with the new digital film technology the department acquired. It also prepared employees for the new structure of how their work will be conducted given the changes this new technology presented to the operation of the department.

This training was completely coordinated by the department. All of the film clerks who were manually working with the radiology films attended a meeting called by the department leadership to inform them of the new technology they were acquiring. They were then contacted by their coach and went the program guidelines including: application, assessment, departmental information session, open house, and interview. Some employees that were near retirement did not go through the training, and others saw this opportunity to train for other positions. The remaining employees were arranged in groups of 5 or 6 to take the training. Planning for the training was done in advance so that units knew when they could release employees for training.

The trainers worked at different units within the hospital and were all internal members of the department. While this use of internal knowledge was beneficial, the development of how it was presented evolved as each classes completed. The technical training was a bit slow because not all of the equipment was on-site at the time of the training; therefore, exercises were used for some of the equipment. This also affected the order of units trained in the curriculum.

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