



**MAMRT TRIAD 2019**  
**Saturday, June 1, 2019**  
**Victoria Inn, 1808 Wellington Avenue, Winnipeg**

**Education Session Overview**

**Presentation # 1: An MRT Shares Her Experience: When Health Care Provider Becomes the Patient: Louise Rimanic, RTNM**



*Figure 1: Louise Rimanic, RTNM. Program Head, School of Health Sciences, Nuclear Medicine, BCIT*

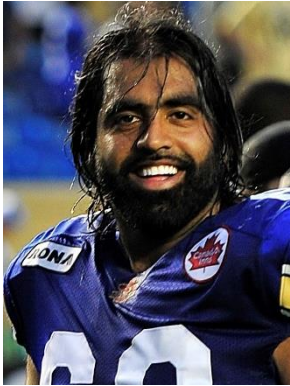
**Aim/Introduction:** As an experienced NM technologist and educator I was confident in my ability to provide excellent patient care. In 2014, I was diagnosed with breast cancer and I transitioned from health care provider to patient. Being on the opposite side of the health care equation has taught me valuable lessons that I will share with the audience. This presentation will provide all health care professionals with methods to improve patient satisfaction, patient cooperation and diagnostic image quality.

**Materials and Methods:** Audience members will be reminded of the importance of meticulous work ethics and how their daily decisions can have a profound impact on patient outcomes. The presentation will examine the effect of waiting time and waiting room design on patient satisfaction and cooperation and give options for improving the waiting room experience. The phenomenon of "awfulizing" will be introduced and I will discuss how time management and technologist efficiency can calm this behavior.

**Results:** Research shows that changes to waiting room design can have a significant impact on patient satisfaction and cooperation. Technologist attention to work habits and more effective time management can reduce "awfulizing".

**Conclusion:** Becoming a patient provides a unique perspective on how to optimize patient care. It is hoped that sharing the knowledge gained through this experience will be of value to all medical professionals.

## **Presentation #2: Experiences in Diagnostic Imaging from a former CFL Lineman: Obby Khan**



Join Obby Khan, owner and co-owner of Shawarma Khan and Green Carrot respectively, veteran CFL Lineman, and former Winnipeg Blue Bomber as he discusses his vast experiences within the Diagnostic Imaging departments of Winnipeg.

Obby will share his thoughts, feelings and findings throughout his award-winning career, battle with Crohn's disease, and beyond!

Highlights of Obby's presentation:

- Discussing the effect of technologist demeanor on the patient's perception of professionalism and ability
- Examining the effects of unclear communication on the patient/technologist relationship
- Identifying approaches to aid in mitigation of patient anxiety.

**NOTE:** The MAMRT has sought approval for this Education Session from CAMRT for two (2) Category "A" Credits (One [1] Credit/Presentation)