## Staffing models for Multi-site Institutions

2018 AAPM Spring Clinical Meeting

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Why appropriate staffing is essential to the radiation oncology practice?



Present and discuss the advantages and disadvantages of several Physics & Dosimetry Staffing models



Approaches to scheduling and staffing Physics & Dosimetry for radiation oncology practices spanning across several sites













Academic center



Community practice



Hospital-based

VANDERBILT WUNIVERSITY MEDICAL CENTER



Diverse, large practice



Private practice



Academic center



Community practice



Hospital-based

VANDERBILT WUNIVERSITY MEDICAL CENTER



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Private practice











### "Satellite Staff"

Familiarity & comfort of "siloed" model

Benefit from experience & resources of "mothership"

Can be easier to backfill coverage

Centralized management and/or leadership structure

Depending on site's business "designation," operational budgeting can be challenging

May be an obstacle for recruitment

Difficult to support clinical development & new modalities

May be challenge to standardize procedures & equipment

## Who, what, when, where & how? Community practice Academic center Hospital-based Private practice Diverse, large practice VANDERBILT 🦭 UNIVERSITY MEDICAL CENTER







## Notwithstanding the setting, how do you get the resources you need?



### Staffing recommendations from professional & technical societies

Medical Physics Staffing Needs in Diagnostic Imaging and Radionuclide Therapy: An Activity Based Approach (IAEA, 2018)

The Abt Study of Medical Physicist Work Values for Radiation Oncology Physics Services: Round IV (AAPM, 2015)

Medical Physics Expert Staffing Levels in Europe, Annex 2, European Federation of Organizations for Medical Physics (EFOMP, 2015)

Financial Survey, The Society Of Chairs Of Academic Radiation Oncology Programs (SCAROP) And The American Society For Radiation Oncology (ASTRO), (2014)

Medical Physics Personnel for Medical Imaging - Requirements, Conditions of Involvement and Staffing Levels (ASN / SFPM Recommendations, 2013)

AFOMP POLICY STATEMENT No. 2: recommended clinical radiation oncology medical physicist staffing levels in AFOMP countries, Round *et. al*, Australas Phys Eng Sci Med (2010)

Setting Up A Radiotherapy Programme: Clinical, Medical Physics, Radiation Protection And Safety Aspects (IAEA), (2008)

Guidelines for the Provision of a Physics Service to Radiotherapy, UK Institute of Physics & Engineering in Medicine (2002)

Survey of Special Procedures (ACMP, 1998)



### Published staffing approaches

"Medical physics in Europe following recommendations of the International Atomic Energy Agency,"

- Casar et. al, Radiol Oncol (2016)

"Medical physics staffing for radiation oncology: a decade of experience in Ontario, Canada,"

- Battista et. al, Oncology Publications. (2012)

Staffing for Quality Physics, Mills in "Quality and Safety in Radiotherapy," Pawlicki (2010)

"Reimbursement versus effort in medical physics practice in radiation oncology," Herman *et. al*, J Appl Clin Med Phys (2003)

"Estimating medical physicist FTE using the 2003 Abt Survey and procedure volumes in radiation therapy," Herman *et al.*, Med Phys (2005)

"Staffing Requirements in Radiation Medicine," Merwe *et al.*, M. Long (Ed.): World Congress on Medical Physics and Biomedical Engineering, IFMBE Proceedings (2013)



### Accreditation guidelines

ACR Radiation Oncology Practice Accreditation Program

ASTRO Accreditation Program for Excellence (APEx) Radiation Oncology Practice Accreditation Program

Consider Medical Physics & Dosimetry effort

"Suggested", not optimal, staffing levels Consider breadth and complexity of services

Concept of "Procedural" & "Non-procedural" effort

f(x) of Number of Patients, MDs &/or Machines







In 1995, The American College of Medical Physics (ACMP) and the American Association of Physicists in Medicine (AAPM) engaged Abt Associates Inc. (Abt) to conduct a survey-based study to quantify Qualified Medical Physicist work for medical physics services (repeated in 2003, 2007 & 2014).

Reimbursement of Medical Physicists efforts are based on Current Procedure Terminology (CPT<sup>®</sup>) codes, which uniquely designate each service or procedure.



Payments for these services are divided into a <u>technical component received by the employer of the QMP</u> and a professional component paid to the physician or the physician's employer.

Amount of monies for each code based on associated (1) Practice expense, (2) Malpractice costs & (3) Work. Work is product of **professional time** needed to complete task and complexity (intensity) of said task.

CMS



**Professional time** was addressed in the study into two parts: non- procedural and procedural time. This represented a departure from common practice (*pre-, intra- and post-service*)  $\rightarrow$  "Work = *f*(CTP)"

Report also presents median QMP as a function of case loads derived from respondent data





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### **Procedural time:**

Reimburse



(analogous to intra-service) is the time a QMP spends in support of patients during treatment.

### Non-procedural time:

(analogous to pre-service) is devoted to the general maintenance of radiation therapy equipment and treatment units, and is shared across medical physics services with the exception of consultation-only services (77336 and 77370).

**Please Notice This** 



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Clement Burton Foles Regional Cancer Center							
Patients Treated (yr <sup>-1</sup> )	1,750						
Radiation Oncologists	6						
Main facility	5 Linacs (IGRT & IMRT)						
1 <sup>st</sup> Satellite facility	1 Linac						
2 <sup>nd</sup> Satellite facility	1 Linac						
Contracted Satellite facility	1 Linac						
Special Procedures	HDR & LDR Brachytherapy, TSE						

#### **Procedural Effort**

CPT code	Procedure Description	Median QMP hrs. procedure <sup>-1</sup>	Procedures yr <sup>-1</sup>	QMP Hours yr <sup>-1</sup>
77300	Basic Dosimetry Calc.	0.50	8,018	4009
77334	Complex Txt. Device	0.78	9,264	7226
77336	Cont. MP Consultation	0.75	7,486	5615
77315	Complex Isodose Plan	1.00	436	436

..... etc. ...

#### **Procedural Effort**

CPT code	Procedure Description	Median QMP hrs. procedure <sup>-1</sup>	Procedures yr <sup>-1</sup>	QMP Hours yr <sup>-1</sup>
77300	Basic Dosimetry Calc.	0.50	8,018	4009
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77336	Cont. MP Consultation	0.75	7,486	5615
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..... etc. ...

#### **Non-procedural Effort**

CPT code	Procedure Description	Median QMP hrs. procedure <sup>-1</sup>	Procedures yr <sup>-1</sup>	QMP Hours yr <sup>-1</sup>
77300	Basic Dosimetry Calc.	0.19	8,018	1523
77334	Complex Txt. Device	0.01	9,264	93
77336	Cont. MP Consultation	n/a	n/a	n/a
77315	Complex Isodose Plan	0.19	436	83
	etc			

#### **Procedural Effort**

CPT code	Procedure Description	Median QMP hrs. procedure <sup>-1</sup>	Procedures yr <sup>-1</sup>	QMP Hours yr <sup>-1</sup>						
77300	Basic Dosimetry Calc.	0.50	8,018	4009						
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	etc									
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	etc			



9,264

n/a

436

93

n/a

83

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n/a

0.19



..... etc. ...

77334

77336

77315

Complex Txt. Device

Cont. MP Consultation

Complex Isodose Plan



## Question 1



1. The work of a qualified medical physicist may be qualified as *non-procedural* and *procedural time*. Using these definitions, *non-procedural time* is:

- a. the time a QMP spends in support of patients during treatment
- b. time spent with the patient before the service
- c. time spent performing research and teaching duties
- d. time is devoted to the general maintenance of radiation therapy equipment and treatment units

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VANDERBILT WUNIVERSITY MEDICAL CENTER Reference: The Abt Study of Medical Physicist Work Values for Radiation Oncology Physics Services: Round III, *Prepared by* Abt Associates Inc. *for the* American College of Medical Physics *and the* American Association of Physicists in Medicine (March 2008).





A facility's staffing levels for radiation oncologists, physicists, radiation therapists, and dosimetrists are compared to the accredited facility averages and averages for the clinic's "designation" (Academic or Comprehensive Cancer center, Hospital-based & Freestanding) and number of patients (July 2017).

Serve as guidelines, variations from these levels generally do not result in the withholding of accreditation unless inadequate staffing levels result in non-compliance with ACR standards





ACR staffing model does not account for the staff's other duties (*e.g.* simulation for therapists) nor is the data scaled for complexity or the breadth of clinical services provided by any one clinic.

Staffing guidelines are derived from ASTRO's "*Safety is No Accident*" publication (2012) and reflect the "combined input from the surveys performed by several professional organizations (ACR, ASTRO, AAMD, AAPM and the ABR studies) during the last decade." Physics & Dosimetry.





Provide a "relative FTE factor" as a function of (1) # of patient procedures, (2) # of treatment machines & (3) **does include** time spent in non-clinical roles (*i.e.* education, training, committees, administration)

Plan is to update relative FTE factors in subsequent editions of "Safety is No Accident" per data collected from facilities undergoing APEx accreditation (finalizing currently)



### Question 2



The American College of Radiology accreditation program for Radiation Oncology practices staffing recommendations are derived from accredited facility averages and:

- a. variations from these levels generally result in the withholding of accreditation
- b. variations from these levels generally do not result in the withholding of
  accreditation unless inadequate staffing levels result in non-compliance with ACR Practice
  Parameters and Technical Standards
- c. are required by state regulatory commissions.

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 Parameters and Technical Standards

**c.** are required by state regulatory commissions.

VANDERBILT VUNIVERSITY<br/>MEDICAL CENTERReference: Radiation Oncology Practice Accreditation Program Requirements, American College of<br/>Radiology, (2017).

Radiation Oncology Practic Program Requires					Staffin	ig Example, ACF		
	All Academic or Hospital - based			Freestanding				
New patients per:	Facilities	Cancer Center	< 200 patients	201-599 patients	> 600 patients	< 200 patients	201-599 patients	> 600 patients
Radiation Oncologist	202	182	138	221	251	148	230	234
Physicist	252	190	213	254	274	222	309	271
Dosimetrist	257	261	196	256	310	191	305	290

	Clement Burton Foles Regional Ca	ncer Center
	Patients Treated (yr <sup>-1</sup> )	1,750
	Radiation Oncologists	6
	Main facility	5 Linacs (IGRT & IMRT)
	1 <sup>st</sup> Satellite facility	1 Linac
	2 <sup>nd</sup> Satellite facility	1 Linac
	Contracted Satellite facility	1 Linac
MEDICAL CENTER	Special Procedures	HDR & LDR Brachytherapy, TSE

Radiation Oncology Practice Accreditation Program Requirements				Staffing Example, ACR						
		All	Academic or	H	lospital - bas	ed		Freestanding		
	New patients per:	Facilities	Comprehensive Cancer Center	< 200 patients	201-599 patients	> 600 patients	< 200 patients	201-599 patients	> 600 patients	
	Radiation Oncologist	202	182	138	221	251	148	230	234	
	Physicist	252	190	213	254	274	222	309	271	
	Dosimetrist	257	261	196	256	310	191	305	290	
	- Physicist	7	9			6.4			6.5	
	Dosimetrist	7	7			5.6			6	
			Clement Burton Foles R	Clement Burton Foles Regional Cancer Center						
			Patients Treated (yr <sup>-1</sup> )		1,750					
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AND	ERBILT 💱 UNIVERSITY		Contracted Satellite faci	lity	1 Linac					
	MEDICAL CENTER		Special Procedures		HUK & LUK B	rachytherapy, TS	E			

	Radiation Oncology Practice Program Requirem	Accreditation ents						Staffin	g Example, A	CR
		All	Academic or	F	lospital - bas	ed		Freestanding		
	New patients per:	Facilities	Comprenensive Cancer Center	< 200 patients	201-599 patients	> 600 patients	< 200 patients	201-599 patients	> 600 patients	
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	-									
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			2 <sup>nd</sup> Satellite facility		1	Linac				
AND	ERBILT 🥡 UNIVERSITY		Contracted Satellite facil	lity	1	Linac	F			
	MEDICAL CENTER		special Procedures		IDK & LDK B	lachytherapy, 15				



ÞEx

### Staffing Example, APEx (Safety is no Accident)

			Relative	FTE Factor
	Services # of Units or Licenses*	No. of systems*	Physicist	Dosimetrist
sma	Multi energy accelerators		0.25	0.05
yste	Single energy accelerators		0.08	0.01
spu	Tomotherapy, CyberKnife, GammaKnife		0.3	0.03
ources and	Cobalt Units, IMRT, PACS, EMR & Contouring		0.08	0.03
	Orthovoltage and superficial units		0.02	0.01
, So	Manual brachytherapy; LDR Seed Implants		0.2	0.03
ient	HDR brachytherapy		0.2	0.02
ipm	Simulator, CT-Simulator, PET, MRI Fusion		0.05	0.02
Equ	Computer planning system (per 10 workstations)		0.05	0.02
	HDR planning system		0.2	0.01
	Annual # of Patients undergoing Procedures**	No. of patients**		
es nt	External Beam RT with 3D planning		0.0003	0.003
atie	External Beam RT with conventional planning		0.0002	0.002
0. Pi	Sealed source Brachytherapy (LDR & HDR)		0.008	0.003
ŽŽ	Unsealed source therapy		0.008	0.005
	IMRT, IGRT, SRS, TBI, SBRT		0.008	0.005
al .	Estimated Total (Phys & Dosim) FTE Effort***	FTE Effort***		
I Tot ort	Education & Training (FTE)		0.667	0.333
ated	Generation of Internal Reports (FTE)		0.667	0.333
E ting	Committees & Meetings; Inc. Rad. Safety (FTE)		0.667	0.333
Ľ ۲	Administration and Management (FTE)		0.667	0.333
	-			

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# *"Safety is no Accident"* also provides minimum personnel requirements for Clinical Radiation Therapy. Of interest:



	Category	Staffing
	Chief Medical Physicist	One per facility
	Medical Dosimetrist	As needed, approximately <b>one per 250</b> patients treated annually
Y		

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No. Patient Procedures ASTRO Accreditation Program for Excellence

afety and quality for radiation oncole

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ŽĚ	Unsealed source therapy	0	0.008	0.005					
	IMRT, IGRT, SRS, TBI, SBRT	785	0.008	0.005					
	Estimated Total (Phys & Dosim) FTE Effort***	FTE Effort***							
i Tot	Education & Training (FTE)	1	0.667	0.333					
ated	Generation of Internal Reports (FTE)	0.15	0.667	0.333					
FI	Committees & Meetings; Inc. Rad. Safety (FTE)	0.10	0.667	0.333					
	Administration and Management (FTE)	0.80	0.667	0.333					

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ASTRO Accreditation Program for Excellence

Safety and quality for radiation oncology practice

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E ting	Committees & Meetings; Inc. Rad. Safety (FTE)	0.10	0.667	0.333
Ë	Administration and Management (FTE)	0.80	0.667	0.333

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### Question 3



According to ASTRO's 2012 publication, "Safety is No Accident," the minimum personnel requirement for medical dosimetry is:

- a. As needed, approximately one per 100 patients treated annually
- b. As needed, approximately one per 250 patients treated annually
- c. As needed, approximately one per 350 patients treated annually
- d. No guideline given, just as needed

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VANDERBILT 💱 UNIVERSITY MEDICAL CENTER Reference: "SAFETY IS NO ACCIDENT: A Framework for Quality Radiation Oncology and Care," American Society for Radiation Oncology. (2012).

### Accrediting body models

Different roads, similar-ish results ...

Living models, updated semi-regularly with participant data (ACR) or committee oversight / participant feedback (APEx).

Institutional desire for accreditation can serve as support for your operating budget requests

ACR & APEx accreditation emphasize quality and safety, great words to use with administrators

ACR recommendations are probably closer to how things are rather than where we would like them to be

APEx (& SINO) is *relatively* new and modelling sampling data reflects number and type of early program participants

Again, for multi-site practices, no accounting for travel, management nor clinical coordination overhead



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### Effort Approach

- Move away from FTEs and towards budgeted effort
  - Convert work estimates to \$\$\$ not FTEs
- Provides flexibility & robustness while still maintaining degree of specialization
- Works well for a multi-site practice
  - Geographic limitations (< 50min commute)
- Centralized management, budgeting revolves around periodically negotiated Physics Service Agreements

		٢	lumbe	r of Tr Ann	eatme wally	ent Ui	nits			
	Treatment Designation	'08	<b>'</b> 09	'10	'11	'12	'13 projected	CAGR ('08-'13)	Average Effort / Treatment [hr]	Physics Procedural Hours (2013)
A.	Conventional External Beam RT	,								
	A.1 Routine Activities	856	1065	1078	1109	984	1020	9%	0.5	2,540
	A.2 Unscheduled Consultations								4.3	300
	A.3 Construction / verification of s collimation		0.7	95						
В.	Brachytherapy									
	B.1 Gynecological BT	18	108	70	78	90	93	50%	12.0	1,116
	B.2 Eye Plaque Brachytherapy		-	-	13	11	7	3%	5.0	35
	B.3 Prostate Brachytherapy	0	0	8	10	9	9	3%	7.0	63
C.	Robotic Radiotherapy									
	C.1 Stereotactic Radiotherapy	74	93	124	89	80	114	20%	10.0	1,140
	C.2 Stereotactic Radiosurgery	45	70	51	52	58	69	24%	7.0	483

			Number of Treatment Units Annually									
	Treatment Designation		ʻ09									
А.	Conventional External Beam RT								Nu	mber of		
	A.1 Routine Activities	Task										Physics Non-
	A.2 Unscheduled Consultations Commissioning, Development & Ongoing							2013	2014	Median QMP <sup>1</sup>	procedural Hours	
	A.3 Construction / verification c	Quality	Quality Assurance									(2014)
	Commation	Linac	Quality	/ Assu	rance	& Co	mmissior	ning <sup>2</sup>	(	6 6	493.0	2958.0
В.	Brachytherapy	Linac	Quality	/ Assu	Assurance & Commissioning (next					0 1	565.0	565.0
	B.1 Gynecological BT	generation) *										
	B.2 Eye Plaque Brachytherapy	TLD /	Diode	QA &	Total (	Comn	nissionin	g time 4	•	1 1	52.2	52.2
	B.3 Prostate Brachytherapy	Total E	Body Ir	radiati	on <sup>3</sup>				2	2 2	35.1	70.2
C.	Robotic Radiotherapy	Afterlo	aded	HDR E	Brachy	thera	py <sup>3</sup>			1 1	80.4	80.4
	C.1 Stereotactic Radiotherapy	Preotactic Radiotherapy    LDR Brachytherapy <sup>3</sup> Prostate seed implantation <sup>3</sup>						•	1 1	20.1	20.1	
	C.2 Stereotactic Radiosurgery								1 1	56.0	56.0	
	Intra-operative radiotherapy <sup>3</sup>								1 1	62.3	62.3	
	Radiosurgery (Robotic)									1 1	180.0	180.0

	1	Numbe			ent U									
Treatment Designation		'09						Average Effort / Treatment [hr]	Physics Procedural Hours (2013)					
A. Conventional External Beam RT								Nu	mber of					
A.1 Routine Activities	856	1065	1078	1109	984	1020	9%	0.5	2,540			Division Non-		
A.2 Unscheduled Consultations			ing, D	evelop		: & Ongo	ing	2013	2914 projected	Medi	an QMP <sup>1</sup>	procedural Hours		
A.3 Construction / verification of	Qualit special	y Assu bolus,	rance immo	bilizatio	on dev	ices or		0.7	95			(2014)		
collimation	Linac	Quality	Assu	rance	& Co	mmissio	ning <sup>2</sup>	(	6 (	6	493.0	2958.0		
B. Brachytherapy	Linac	Quality	Assu	irance	& Co	mmissio	ning (nex	t		1	565.0	565.0		
B.1 Gynecological BT	genera	atiq0} <sup>4</sup>	70	78	Ta	ble III.	Requir	ed Physi	cs Expend	diture, 20	14			
B.2 Eye Plaque Brachytherapy	TLD /	Diode	QA &	Totab(	Co									
B.3 Prostate Brachytherapy	Totab	Bodydr	radiæt	ion <sup>a</sup> 0	P	Physics Support Type				Total Annual Physics Effort Expenditure [				
C. Robotic Radiotherapy	Afterlo	baded H	HDR E	Brachy	/thi	Proced	lural	ral				9,615		
C.1 Stereotactic Radiotherapy	LDR4E	Brackflyt	thérap	y <sup>3</sup> 89	···· II.	Non-pr (2014 pr	n-procedural 4 projected)				5,462			
C.2 Stereotactic Radiosurgery	Prosta	ate <del>s</del> ee	d imp	lantati	on III	. Medica	ical Physics Training Program 1,418							
	Intra-c	operativ	ve rad	iothera	apy IV	. Admin	istrative					1,226		
	Radio	surgery	y (Rob	otic)	V.	Compu	uting					4,960		
								То	tal hours ex	pended:		22,681		

		Level	Assigned Daily	Qualified						
			Clinical Responsibilities	Medical Physicist	Proced.	Non- proced.	Train.	Admin.	Comp.	Total *
	Α	Associate	no	yes	5%	3%	8%	15%	5%	36%
	в	Assistant	yes	yes	60%	10%	5%	0%	3%	78%
	С	Assistant	yes	yes	60%	3%	5%	0%	0%	68%
	D	Assistant	yes	yes	65%	5%	20%	0%	0%	90%
	Е	Assistant	no	no	0%	7%	0%	0%	85%	92%
	F	Assistant	yes	yes	30%	30%	10%	30%	0%	100%
	G	Staff	yes	yes	70%	3%	10%	10%	5%	98%
	н	Staff	yes	yes	80%	15%	5%	0%	0%	100%
	1	Staff	yes	yes	80%	15%	5%	0%	0%	100%
	J <sup>2</sup>	Staff	no	no	0%	0%	0%	0%	90%	90%
	K <sup>2</sup>	Staff	no	no	0%	0%	0%	0%	80%	80%
	Тс	tal Physics E	ffort Expended <sup>1</sup>	(2013) [hr]:	7,956	1,609	1,202	972	5,269	
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	Procedural	Non-procedural	Training	Admin.	Computing	Total			
Total QMP effort expended (2013) [hrs]	7,956	1,609	1,202	972	5,269	16,478			
Total QMP hours per service required (2014) [hours]	9,615	5,462	1,418	1,226	4,960	22,634			
Deficit of Physics Support [hours]:	1,659	3,853	216	254	-309	6,156			
Additional annual Physics effort required to fulfill 2014 requirements:	94%	218%	12%	14%	-17%				
Total required additional annual Physics effort (2014):									

	Total Annual	Cost	per Hour	Total Cost				
Physics Support	Expenditure (hours)	low	high	low	average	high		
I. Procedural	9510	(\$75	- \$125)	\$713,250	\$951,000	\$1,188,750		
II. Non-procedural (2014 projected)	5462	(\$70	- \$120)	\$382,340	\$518,890	\$655,440		
III. Training	1418	(\$80	- \$130)	\$113,440	\$148,890	\$184,340		
IV. Administrative	1226	(\$90	- \$140)	\$110,340	\$140,990	\$171,640		
V. Computing	4960	(\$40	- \$55)	\$198,400	\$235,600	\$272,800		
Total hrs. expended:	22,576			\$1,517,770	\$1,995,370	\$2,472,970		

## Additional considerations for multi-site practices

### Expertise

- ABR certification & required licensing
- General experience in the field
- Special procedure support

### Resources

- Adequate equipment
  - shared vs. local
- TPS deployment
  - centralized vs. local, # of licenses)
- IT and Service support
  - IT centralized? Separate service groups

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### Strategic planning

- Clear vision
- Administrative buy-in (quality, accreditation)
- Lead time for recruitment & equipment acquisition

### Morale

- # per site
- Commute
- Backfill
- Prevent isolation

## Staffing models for Multi-site Institutions

2018 AAPM Spring Clinical Meeting

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