

Functional change through observation

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The paper shows that the problem involves the information dissemination of protocol changes in the radiology department. Whenever there are changes in the protocol, they just write it on the bulletin board. With this, some staff who go directly to their work are not aware of the changes. Another issue with it is that it does not stay long enough for all the staffs to read the notice because it is removed or erase after a very short period of posting. As a result, if there are changes to be implemented immediately, it cannot be carried out because they do not know. Staff will become aware of the changes only if there are feedbacks of noncompliance either from the management or from the patients.

Because radiologic program staffs are not only dealing with health care providers but also deals with patients, I recommend that such protocol of giving information to the staffs should be improved. Of particular concern is the method through posting on the board. Such is considered not a serious way of informing staffs. The manager should call for a meeting or conference to disseminate (IPR helpdesk, n. d) changes so that everybody is informed. If a group meeting is impossible, the management could do it through a third party where they assign one staff to relay the changes verbally to the employees and let the information go around within the department not to miss someone.