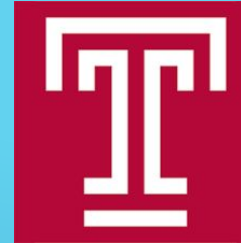




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# "On the Same Page:" The Importance of Onboarding and Outboarding Staff in the Radiology Workplace.



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## Background

The experiences of a radiology staff member begin during the process of onboarding and ends with the process of outboarding. The onboarding process can take various forms, but it attempts to inform staff of expected and promote integration into the workplace. The outboarding process serves to collect information from the employee regarding their experience at the workplace. Both processes leave a lasting impression on the individual and their feelings regarding the organization they worked for. Exploring the onboarding and outboarding process of radiology team members can provide valuable information to the organization about the workplace culture and areas for improvement.

## Methods

We discuss the role and value of onboarding and outboarding processes in the radiology workplace. We emphasize the increased importance of these processes in the setting of the COVID19 pandemic.

## Results

Appreciating the experiences of former employees in the radiology workplace can provide a lot of benefit for the organization. For instance, by understanding the impact of the employees onboarding process and by getting feedback from the employee during the outboarding process – organizations can identify areas for improvement within the workplace. Improvement in these areas can result in future employees benefiting from a better environment which results in increased employee retention and workplace productivity. Furthermore, from a cost standpoint, hiring and re-integrating new employees is costly; therefore, improving employee satisfaction in the workplace through a smooth onboarding process can provide financial benefits to the organization. These benefits can be re-invested into the organization to further promote productivity and workplace culture.

The benefits gained by improving onboarding can help in various workplace settings. For instance, in an academic setting some institutions face low faculty retention and engagement. An analysis of the outboarding feedback and improvements in the onboarding might be able to alleviate this. Understanding employee experiences is even more important in the setting of the COVID19 pandemic. With the downsizing of many radiology practices early in the pandemic and increased utilization of virtual platforms, the culture of workplaces may have changed. This makes it valuable to get feedback regarding the new workplace from exiting staff members in order to find areas to improve. Furthermore, during the pandemic much of the radiology staff experienced increased stress. One way to minimize stress is by making changes to the work environment and in order to do so feedback is needed which can come in the form of outboarding forms.

## Conclusion

Valuable information can be gained by understanding the employee journey. Examining and reflecting on their experience can provide valuable information regarding workplace retention, employee performance, and areas for improvement. COVID19 was an additional challenge faced by many hospital departments, and in order to support staff during these times changes to the onboarding process in order to facilitate a smooth transition in the workplace is of great value.



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