

Executive Summary

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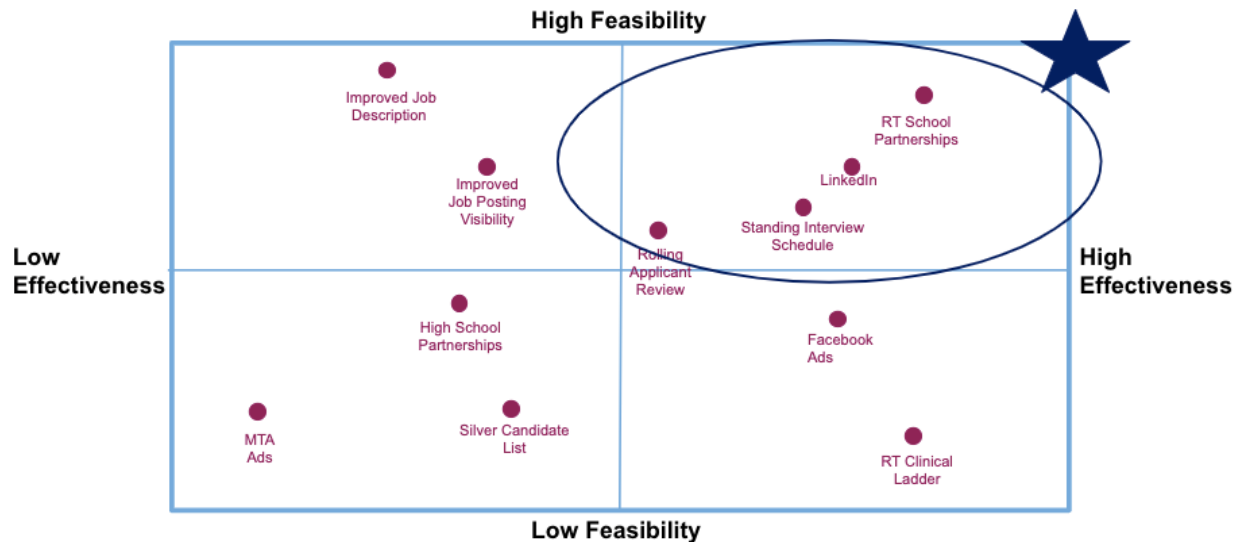
Academic Medical Center (AMCNYC) is a large Academic Medical Center in New York City. AMCNYC relies heavily on radiology technologists (RTs) to deliver high-quality, timely imaging essential to patient care. Despite competitive pay and outpatient schedules, AMCNYC continues to experience staffing shortages driven by a competitive labor market.

New York City and the tri-state region have approximately 13,800 licensed RTs, yet national vacancy rates of 15–18% indicate a regional shortfall of 2,500–3,000 technologists. Within AMCNYC, Fall 2025 staffing levels included 176 technologists, 20 open roles, expected growth requiring 7.5 additional RTs, and annual attrition of 10 RTs. To close its deficit and meet 2026 demand, AMCNYC would need to hire 37.5 technologists, which far exceeds its historical average of about 10 per year. Once staffing is stabilized, AMCNYC will need to hire 20 RTs annually to keep pace with turnover and projected growth.

To understand how AMCNYC can meet these needs, our team conducted interviews with AMCNYC technologists, leaders, external recruiters, and competitor institutions. Several themes emerged:

- Retention Strengths: strong pride in AMCNYC, unique learning opportunities, and a supportive team culture.
- Retention Challenges: chronic understaffing, rigid schedules, limited professional growth pathways, and the need for stronger psychological safety.
- Recruitment Barriers: slow hiring timelines, inconsistent HR communication, and limited online visibility.

Using these insights, we created a list of interventions and applied a framework to evaluate effectiveness and feasibility.



Utilizing this framework, we were able to develop a three-prong plan to address staffing shortages.

1. Radiology Technologist School Partnerships

AMCNYC currently hosts students but lacks the infrastructure for systematic relationship-building with RT programs. By establishing consistent engagement through guest lectures, job-fair attendance, faculty partnerships, AMCNYC can double new graduate hires from 5 per year to 10–13 per year.

2. LinkedIn & Search Engine Optimization

AMCNYC does not currently leverage paid promotion or SEO to ensure that RT candidates find job postings. Improving keyword alignment, using promoted posts, and increasing organic visibility through “day-in-the-life” stories and RT-focused content can generate an estimated 1–7 additional hires annually.

3. Accelerating the Hiring Timeline

The current RT hiring cycle averages 12 weeks, with an additional three months of onboarding and credentialing which causes attrition and prolonging vacancies. Implementing weekly interview blocks, rolling application reviews, and rubric-based decision-making can reduce hiring time by 50%, increasing annual hires from 10 to 15, without additional recruitment resources.

Expected Impact

Together, these initiatives enable AMCNYC to hire 29–35 technologists per year, allowing the hospital to eliminate its existing deficit and maintain full staffing moving forward. Beyond improving recruitment numbers, these strategies strengthen operations, reduce burnout, and improve patient care which will reinforce AMCNYC’s position as the gold standard in orthopedic care.