

**HOUSTON COMMUNITY COLLEGE
COLEMAN COLLEGE FOR HEALTH SCIENCES
SURGICAL TECHNOLOGY PROGRAM
STERILE PROCESSING SRGT 1371 CRN: 19016
FALL 2018
Monday and Wednesday 430pm-630pm
Credit: 2
Lecture and Lab course / 24 Hours A Week/ 11 Weeks**

Instructors:
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Catalog Description: SRGT 1371 – Introduction to Sterile Processing Technician (**Credit 2 semester hours -2 Lecture 2 lab) Room 264**

Prerequisite: High school graduate, asset exam, and acceptance into program. Office Hours: Wednesday 3-4pm;

Course Description: Specialized Surgical modalities covered include endoscopy, microsurgery, therapeutic surgical energies, and other integrated science technologies.

Learning Outcomes: The student will be able prepare instruments and supplies necessary for the continual function of the operating room and multifunction disciplines in the hospital and specialty settings.

The student will learn effective communication skills with members of the healthcare team and develop a basic understanding of the disease process.

Competencies:

1. Allocates Time Upon completion of this course the student should have the following competencies and foundations:

Description: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules. Competent performance in allocating time includes properly identifying tasks to be completed; ranking tasks in order of importance; developing and following an effective, workable schedule based on accurate estimates of such things as importance of tasks, time to complete tasks, time available for completion, and task deadlines; avoiding wasting time; and accurately evaluating and adjusting a schedule.

Objective: The student will allocate time by completing all required basic skills within the semester.

Description of Module: The student will practice each required Basic skill for this semester in the lab and successfully perform a return demonstration on each skill. Assessment will be on going throughout the semester utilizing the instructor evaluation tool and criteria. Student clinical evaluations will also be utilized as to the student's ability to perform basic skills in the clinical area the documentation will be used as a portion of the assessment.

2. THINKING SKILLS: Teaches Others

Description: Helps others learn. Demonstrating competence in teaching others includes helping others to apply related concepts and theories to tasks through coaching or other means; identifying training needs; conveying job information to allow others to see its applicability and relevance to tasks and assessing performance and providing constructive feedback/reinforcement.

Objective: Teach others about specific microorganism.

Description of Module: Teach others by presenting a verbal presentation on assigned lab skills. Evaluation is assigning grade by established criteria.

3. THINKING SKILLS: Problem Solving

Description: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be); identifies possible reasons for the discrepancy; devises and implements a plan of action to resolve it; evaluates and monitors progress; and revises plan as indicated by findings.

Objective: The student must perform lab skills for the lab final exam. This is done with another student performing the opposite role of the other student. The two students must work out logistics of the roles for each randomly selected procedure that they are assigned demonstrating proper technique and sequence of events.

Description of Module: The students are assigned a grade for the sterile processing role by established criteria

4. THINKING SKILLS Seeing Things in the Mind's Eye

Description: Organizes and processes symbols, pictures, graphs, objects or other information; for example, sees a building from a blueprint, a system's operation from schematics, the flow of work activities from narrative descriptions, or the taste of food from reading a recipe.

Objective: The student will demonstrate abstract thinking skills (seeing things in the mind's eye) by combining all the basic lab skills in a lab final in the sterile processing role.

Description of Module: The evaluation tool is established criteria for evaluation of the sterile processing role. The student will receive a grade. A minimum score of 70 must be achieved to continue in the program.

5. PERSONAL QUALITIES Self-esteem

Description: Believes in own self worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities; is aware of impact on others; and knows own emotional capacity and needs and how to address them. **Objective:** Student will perform return demonstrations of sterile processing skills required in the lab component of this class. **Description of Module:** Assessment will be faculty evaluation of basic skills required for the nursing assistant. The student will receive a grade for each basic skill.

6. INFORMATION Uses Computers to Process Information

Description: Employs computers to acquire, organize, analyze, and communicate information. Competently using computers to process information includes entering, modifying, retrieving, storing, and verifying data and other information; choosing format for display (e.g., line graphs, bar graphs, tables, pie charts, narrative); and ensuring the accurate conversion of information into the chosen format.

Objective: The student will be able to use computers to demonstrate proficiency in SRGT 1371, 4. Utilizes Eagle application for SRGT 1371 and Par On Line Testing system.

Description of Module: Using the computers found in the computer lab, the student will navigate Eagle for SRGT 1371, all tests will be taken on the Par On Line testing system.

Required Texts:

Central Service Technical Manual and Workbook 8th Edition Attendance Policy: Refer to the Houston Community College System college catalog.

All Health Care Academy students will refer to the Houston Community College Student Handbook for specific policies regarding this program.

Electronic Devices / Cell Phones: During classroom sessions and lab, electronic devices and/or cell phones are not permitted.

Grading Scale:

90 – 100 A 4 Points

80 – 89 B 3 Points
70 – 79 C 2 Points
60 – 69 D 1 Points
69 – below F 0Points

Eagle 5%
lab 25%
Exams/Quizzes 25%
Final Exam 40%
Attendance 5%

Guidelines for Attendance Grade

0 Day – 100%
1 Day - 90%
2 Days - 80%
3 Days - 70%
4 Days - Administrative Withdrawal

Quizzes and Tests: A grade of “C” must be maintained in order to remain in the program or proceed into the next semester. These tests may consist of multiple choice, true/false, completion and /or short answer questions. **Student Access and Success:** The Student Success center is available to all students and programs. Students must set up their own appointment for tutoring.

ADA Statement: Early Alert Syllabus Statement “Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Services Office at the respective College at the beginning of each semester. Faculty are authorized to provide only the accommodations requested by the Disability Support Services Office.” If you have any questions, please contact the Disability Counselor at your College Dr. Raj K. Gupta, 713- 718-7631. The Houston Community College Early Alert program has been established to assist in the overall effort to retain students who are at risk of failing, withdrawing, or dropping a course. This process requires instructional faculty and student support staff to identify students who are performing poorly as early as possible and provide relevant support services to help students overcome their deficiencies. A student is identified when an instructor notices academic or personal difficulties that affect student’s academic performance. The possible problem (s) could be tardiness, missed/failed test 5 low scores, excessive absences, or a number of other circumstances. Once a referral is made counselors will then contact students to discuss the issues and possible solutions to their academic difficulties. HCCS course materials/student records will be maintained for five years. HCCS will not allow records released to anyone unless specifically granted by the student.

ADA CONSIDERATIONS:

The Houston Community College System does not discriminate on the basis of disability in the recruitment and admission of students or the operation of any of its programs and activities. The designated office for compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 is the HCCS Access and Equity office at 713-718-8606. In order to serve you better, Disability Support Services Counselors (DSSC) recommend that you meet with them at least 60 days prior to the beginning of the term. Qualifying individuals under the Americans with Disabilities Act (ADA) guidelines who require reasonable accommodations should report to the ADA counselor at the campus within the first week of the start of the semester. If the course instructor believes you can benefit from ADA counseling, after informing you, he/she may refer you to the ADA office or inform the ADA office. Students must have had recent contact with the ADA office and documented ADA support for reasonable accommodations to occur in the course.

Early Alert Syllabus Statement

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TITLE IX of the Education Amendments of 1972

Title IX of the Education Amendments of 1972 requires that institutions have policies and procedures that protect students' rights with regard to sex/gender discrimination. Information regarding these rights are on the HCC website under Students-Anti-discrimination. Students who are pregnant and require accommodations should contact any of the ADA Counselors for assistance.

It is important that every student understands and conforms to respectful behavior while at HCC. Sexual misconduct is not condoned and will be addressed promptly. Know your rights and how to avoid these difficult situations.

Log in to www.edurisksolutions.org . Sign in using your HCC student email account, then go to the button at the top right that says Login and enter your student number.

Title IX: Sex Discrimination and Sexual Misconduct

The Houston Community College is committed to providing a learning and working environment that promotes personal integrity, civility and mutual respect in an environment free of discrimination and harassment on the basis of race, color, religion, sex, gender identity and gender expression, national origin, age, disability, sexual orientation, or veteran status.

Sex discrimination includes all forms of sexual and gender-based misconduct. Sex discrimination violates an individual's fundamental rights and personal dignity. HCC is committed to the principle that the working environment of its employees and the classroom environment for students should be free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence by employees, students or third parties. Sexual and gender-based misconduct is unprofessional and will not be tolerated and is expressly prohibited. Individuals who engage in such conduct will be subject to disciplinary action.

Title IX of the Education Amendments of 1972 ("Title IX"), 20 U.S.C. §1681 *et seq.*, is a Federal civil rights law that prohibits discrimination on the basis of sex—including pregnancy and parental status—in educational programs and activities. Students who become pregnant during the program should consult with the Program Director as well as the Ability Services Counselor to be sure they understand their rights under Title IX. In situations that involve absence from class, this consultation may include a discussion about receiving Incomplete Grades instead of a full term withdrawal, the ability to voluntarily leave the program based on agreed terms for return, the opportunity to resume enrollment without being subject to a new admission process, and return with restrictions as long as accommodations provided through Ability Services effectively helps the student meet the Program's Essential Functions. Students should contact the Counselor in Ability Services for assistance with requesting and receiving academic accommodations due to pregnancy or parental status.

Students who believe that they have been the victim of misconduct prohibited by these regulations may submit a compliant to initiate College action. More information regarding your rights under Title IX and compliant forms are available online at:

<http://www.hccs.edu/district/departments/institutionalequity/title-ix-know-your-rights/OIE@hccs.edu>

Title IX Coordinator

James David Cross, Director of EEO/Compliance HCC Office of Institutional Equity 3100 Main, Room 702 P.O. Box 667517 Houston, TX 77266-7517 (713) 718.8271

HCCS course materials/student records will be maintained for five years. HCCS will not allow records released to anyone unless specifically granted by the student.

SRGT1371 – Sterile Processing Central Service Technician Student/Instructor Agreement

Student Responsibilities:

1. Adhere to all Health Care Academy Policies and Procedures as outlined in college class/handbook.
2. Attendance policies of HCCS will be strictly enforced in this program. Non-compliance may result in dismissal from this program.
3. Actively participate in lecture and skills sessions.
4. Avoid any disruptive or abusive behavior while in the learning sessions, and while in the college facilities or its affiliates.
5. Be courteous and respectful to the instructors and guest lecturers.
6. Assist the instructors as directed.
7. Read the course textbooks as assigned.
8. Be responsible for the course objectives as distributed in the class.
9. A final grade of 70% or higher is required to pass any class in this program.
10. It is the student's responsibility to sign a contract for every class that he/she attends in this program. The student's signature will verify that he/she has read the syllabus and understands what is expected in this class/program. The course contract can be obtained from the course content section of each course.
11. Complete all classroom assignments for grading on agreed date, and time.
12. Turn in all paperwork/assignments on time. There is a one-week grace period for all assignments in this program. No assignment will be accepted after one week. 10 points will be subtracted for all late assignments. Any assignment will receive a grade of 0 if turned in later than this time.
13. When the student is absent, it is the student's responsibility to make an appointment with the instructor to find out what assignments/work has been missed and when it is due.
14. Tutoring is mandatory for any grade below 70. You will be responsible for scheduling your tutorial session.
15. Follow the "chain of command" regarding questions or problems.
16. Academic dishonesty is grounds for immediate dismissal.
17. No smoking or use of tobacco products in class, only in designated areas.
18. Any student who is late 14 minutes or less for class will be counted as tardy.
19. Any student who is more than 15 minutes late for class will be counted as absent.
20. A student must be on time for all tests. There is no grace period when a test is administered. 10 points will be subtracted from a student's test grade for tardiness and/or make-up test.
21. "Any student who faces challenges securing their foods or housing and believes this may affect their performance in the course is urged to contact the Dean of Student for support. Furthermore, please notify the professor if you are comfortable in doing so. This will enable us to provide any resources that HCC may possess."

Instructor Responsibilities:

1. Be helpful, courteous, and impartial during the class.
2. The instructor will grade all course materials in a timely fashion, review them when possible.
3. The instructor will provide office hours for the student to discuss their progress in the course.
4. The instructor will enter grades in for student information and progress.
5. The instructor will make tutoring available when requested when a tutor/instructor is
6. Be available. Also, see number 14 in student responsibilities.
6. The instructor will protect the confidentiality of the student's progress.
7. The instructor will provide positive reinforcement for the student during learning process.
8. The instructor will be prepared for the class.
9. The course syllabus is provided through Eagle. Computer labs are available on all HCC Campuses and hours of operation are posted.

**HOUSTON COMMUNITY COLLEGE SYSTEMS
COLEMAN COLLEGE OF HEALTH SCIENCE
Sterile Processing**

STUDENT CONTRACT SRGT 1371

I, _____, hereby certify that I have read the course (Print your name) syllabus. I understand all the rules and regulation printed in the syllabus and will adhere to these expectations. I understand what is expected of me throughout the term of this course. I understand that Academic Dishonesty or cheating is grounds for immediate dismissal from the entire program.

Student Signature: _____ **Date:** _____

Student Social Security Number: _____

Instructor's Signature: _____ **Date:** _____

Objectives:

Unit 1 Introduction to Central Service

- Explain the importance of the Central Service Department with an emphasis on the services provided, and its role in quality patient care
 - Review the work flow process in an effectively organized Central Service Department
 - Identify basic knowledge and skills required for effective Central Service Technicians
- Define job responsibilities of central Service Technicians • Discuss basic concerns of Central Service Technician
 - o Career growth and professional development
 - o Department organization
 - o Compensation
- Define the words elements “prefix,” “root”, and, “suffix”

Unit 2 Medical Terminology

- Analyze medical terms by their words elements
- Recognize suffixes, roots, and prefixes that relate to medical and surgical terms.
- Identify common abbreviations used in surgery schedules.
- Review the structure, function, activities, and role of cells, tissues, and organs in the body.

Unit 3 Anatomy and Physiology

- Identify and describe the structure and role of each major body systems, and indicate common surgical procedures that involve each system.
 - o Skeletal
 - o Muscular
 - o Nervous
 - o Endocrine
 - o Reproductive
 - o Urinary and Excretory
 - o Respiratory
 - o Digestive
 - o Circulatory
- Define the terms, “microbiology” and tell why Central Service Technicians must know about it.

Unit 4 Microbiology

- Restate basic facts about microorganisms
 - o By shape
 - o By color change
 - o By need for oxygen
- Explain environmental conditions necessary for bacterial growth and summarize
- Provide basic information about non bacterial organisms:
 - o Viruses
 - o Protozoa
 - o Fungi
- Describe how microorganisms are transmitted between person and places.
- Review procedures to control and kill microorganisms
- Tell the difference between regulations and voluntary and regulatory standards.

Unit 5 Regulations and standards

- Provide basic information about the U.S. Food and Drug Administration (FDA) and review the regulations applicable to:
 - o Medical Device Classification
 - o Pre-and post market requirements
 - o Medical Device Reporting requirements
 - o Medical device recalls
 - o FDA labeling document
 - o Re-use of single- use medical devices
- Explain the roles and responsibilities of other federal governmental agencies that impact Central Service, and discuss important aspects of the regulations and standards they administer
 - o Center for disease control (CDC)
 - o Department of transportation (DOT)
 - o Environmental Protection Agency (EPA)
 - o Occupational Safety and Health Administration (OSHA)
- Discuss the assistance provided by professional associations that develop regulations and standards affecting Central Service:
 - o Association for the Advancement of Medical Instrumentation (AAMI)
 - o American National Standards Institute (ANSI)
 - o Association of Operating Room Nurses (AORN)
 - o Association for Professionals in Infection Central and Epidemiology (APIC)
 - o International Standards Organization (ISO)
 - o The Joint Commission
 - o National Fire Protection Association (NFPA)
 - o United States Pharmacopoeia- National Formulary (USP-UF)
 - o World Health Organization (WHO)
 - o Society of Gastroenterology Nurses and Associates (SGNA)
- Explain the role of Central Services Technicians in a healthcare facility’s infection prevention and control efforts.

Unit 6 Infection prevention and Control

- Discuss personal Hygiene and personal protective equipment precautions that enable Central Services Technicians to protect patients and themselves.
- Define the term, “Standards Precautions” and review its role in preventing the transmission of infectious organisms.
- List key elements in the Bloodborne Pathogens Standard published by Occupational Safety and Health Administration (OSHA)
- Describe basic environmental concerns as Central Services work areas are designed.
- Review environmental aspects of Central Service work procedures that impact infection control: o Traffic control o Work area cleanliness o Workflow
- Define the terms, “asepsis,” and “aseptic technique,” and review the five basic principles of asepsis.
- Explain the importance of using purified water in the cleaning process, and review procedures to test for water purity.

Unit 7 Tools for Cleaning

- Describe factors that impact water purity
- Provide an overview of components and products that are important in water purification systems.
- Explain the basics of distillation, deionization, and reverse osmosis water purification systems.
- Identify common cleaning chemicals, and review basic protocols for their use.
- Notice the importance of brushes, sponges, and sponges in an effective cleaning process.
- Review the three priority goals of soiled item transport. 9

Unit 8 Decontamination: Point of use Preparation and Transport

- Identify the sources of contaminated items • Explain point-of-use preparation procedures.
- Review basic procedures for transport soiled items from user areas to the Central Service decontamination area.
- Discuss safety guidelines for transporting soiled items to the Central Service decontamination area.
- Provide basic sources for education and training information applicable to the transport of contaminated items • Discuss basic factors that impact cleaning and decontamination:

Unit 9 Cleaning and Contamination o Design and location of decontamination area. o Environmental design and controls. o Housekeeping concerns. o Staff safety and personal attire. o Staff education and training.

- Describe important selection and usage concerns for cleaning agents (water, detergents, enzymes, and enzymatic detergents) and for lubricants.
- Explain details about cleaning and decontamination, and review manual procedures and mechanical methods to complete both processes.
- Discuss procedures to clean basic types of instruments: o General cleaning protocols. o Delicate and hard-to-clean instruments. o Instrument containers and basins. o Power equipment o Mobile patient care equipment. o Verification and quality control tactics.
- Review procedure to manage infectious waste.
- Define the terms “Disinfection,” and explain how disinfection differs from sterilization.

Unit 10 Disinfection

- Review factors that impact the effectiveness of a disinfectant.
- Discuss the relationship between the risk level (intended use) of the device to be disinfected and the selection of a disinfectant.
- Explain disinfectant activity levels as they relate to the resistance of microorganisms to germicidal agents:
 - o High-level disinfection
 - o Intermediate-level disinfection
 - o Low-level disinfection
- Review factors which affect the chemical action of and other important selection considerations for disinfections.
 - Provide basic information about the types of disinfectants commonly used in healthcare facilities: quaternary ammonium compounds, phenolics, alcohol, halogens, glutaraldehyde, orthophthalaldehyde, and formaldehyde.
 - Review safety requirements that should be followed when using chemical disinfectants.
 - Define the term, “terminal disinfection,” and note key points to ensure that it is occurring.
 - Review the process by which surgical instruments are manufactured. 10

Unit 11 Surgical Instrumentation

- Define basic categories of surgical instruments based upon their functions, and identify the points of inspection, anatomy (features) of, and procedures to measure the following types of instruments:
 - o Hemostatic forceps
 - o Needleholders
 - o Tissue Forceps
 - o Dressing Forceps
 - o Retractors
 - o Scissors
 - o Suction Devices
 - o Single action Rongeurs
 - o Kerrison/Laminectomy Rongeurs
 - o Nail nippers
 - o Graves and Pederson Vaginal speculums
- Identify solutions that can damage stainless steel instruments.
- Explain procedures to test instruments for sharpness, and identify them.
- Emphasize the importance of instrument lubrication, and review tray assembly safeguards.
- Provide an overview of and discuss procedures to care for and effectively process powered surgical instruments.

Unit 12 Complex Surgical Instruments

- Explain basic concerns important when handling and processing endoscopic instruments.
 - Discuss detailed information about flexible endoscopes.
- Review general processing and inspection requirements for rigid and semi-rigid endoscopes and laparoscopic instruments.
 - Identify basic protocols important at each step in the loaner instrumentation process.
 - Explain the basic objectives of the packaging process, and review basic selection factors for materials to be used with specific sterilization methods.

Unit 13 Sterile Packing and Storage

- Provide an overview of reusable packing materials.
- Provide an overview of disposable packaging material
- Discuss basic package closure methods.
- Review basic procedures to prepare pack contents for packaging
 - Explain basic packaging procedures for peel pouches and flat wrapping materials.
- Review general packaging concepts:
 - o Package labeling
 - o Special concerns
 - o Sterility maintenance
- Provide basic information about sterile packaging, storage, and transport.
- Define the key term “flash sterilization,” and review industry standards for the process.

Unit 14 Point of Use Processing

- Explain the need for and basic procedures to undertake flash.
- Describe quality control monitoring procedures for flash sterilizers.
- Review concerns and point-of-use processing of heat-sensitive medical devices.
- Discuss the use of oxidative agents for low-temperature point of use processing.
- Discuss factors that impact the effectiveness of, and the four conditions required for steam sterilization:

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Unit 15 High Temperature Sterilization o Contact o Temperature o Time o Moisture

- Explain the anatomy of and sterilization cycles for steam sterilizers.
- Provide basic information about the types of steam sterilizers
- Explain basic procedures for: o Preparing for steam sterilization o Load steam sterilizer o Controlling wet packs o Cleaning and maintaining sterilizer units
- Explain the basics of dry heat sterilization: o When dry heat is appropriate. o Advantages and disadvantages of dry heat sterilization o Types of hot-air convection sterilizers. o Dry heat sterilization procedures
 - Review sterilization process indicators that help assure quality control o Need for quality control o Internal chemical indicators o Sterilization load control indicators. o Physical monitors o Biological indicators.
- Review the basics of three special high temperature sterilization concerns: o D-values of sterilization effectiveness o Creutzfeldt-Jakob disease (CJD) o Solutions
- Discuss basic requirements important for any type of low temperature sterilization system.

Unit 16 Low Temperature Sterilization

- Explain specific requirements for three low temperature sterilization methods: ethylene oxide, hydrogen peroxide (gas plasma), and ozone.
- Review (compare) important parameters of the three low temperature sterilization methods commonly used by health care facilities.
- Review the importance of effective inventory management, and explain basic inventory management concepts.

Unit 17 Inventory Management

- Explain common inventory replenishment systems: o Par-level systems o Automated supply replenishment systems o Exchange cart systems o Requisition systems o Case cart systems o STAT orders
- Review the use of bar codes and radio frequency identification to track inventories.
- Describe procedures for effectively distributing supplies to clinical units and the operating room. 12
- Review important inventory management concepts o Perpetual inventory systems o Alternate inventory control methods o Total acquisition cost o Inventory turn rates and service levels o Inventory information systems o Space utilization
- Discuss the responsibilities of Central Service Technician for managing patient care equipment.

Unit 18 Management Of Patient Care Equipment

- Identify the purposes of commonly-used patient care equipment
- Identify handling requirements and concerns for common patient care equipment: o Cleaning equipment o Managing intraoperative equipment o Preparing equipment for use o Storing equipment o Tracking equipment
- Describe the differences and explain advantages and disadvantages of purchase, lease, rent, and loan

options for patient care equipment.

- Review other basic patient care equipment concerns: maintenance and repair and outsourcing.
- List the primary reasons for tracking equipment, instruments, and supplies.

Unit 19 Tracking System

- Discuss the use of computers and information systems to support applications within the facility and Central Service department.
- Recognize that tracking systems enhance Central Service operations.
- Explain that tracking systems must address the specific needs of the healthcare facility and Central Service department
- Review features of available instruments and equipment tracking systems.
- Define “quality” in the context of Central Service operations, and tell how to identify it.

Unit 20 Quality Assurance

- Describe components in a quality Central Service program.
- Discuss quality control indicators:
 - o Administrative indicators
 - o Customer satisfaction indicators
 - o Technical indicators
- Explain the basic of Failure Mode and Effects Analysis and Root Cause Analysis
 - Discuss common quality programs:
 - o Quality assurance and process improvement
 - o Continuous quality improvement
 - o Total quality management
 - o Other quality programs and statements
 - Review quality procedures in the Central Service Department
- Discuss common safety hazards applicable to Central Service Functions and work areas, and explain how employee injuries can be prevented.

Unit 21 Safety

- Describe special safety precautions for handling Ethylene Oxide.
- Review procedures to report employee accidents and injuries.
- Explain the importance of ergonomics and health awareness for Central Service Technician.
- Discuss procedures, which address three occupational hazards: fire, hazardous substances, and blood borne pathogens.
- Discuss the basics of internal and external disaster plans for healthcare facility.
- Explain the need for Central Service Technicians to utilize effective communication and human relations skills.

Unit 22 Communication and Human Relations Skills

- Define the term “professionalism” list traits of professional Central Service Technicians, and describe their fundamental beliefs and behaviors.
- Use basic tactics of effective communication in the workplace.
- Practice procedures to enhance and maintain effective working relationships.
- Discuss tactics to improve teamwork.
- Define the term, “diversity,” explain why it is important, and review how Central Service Technicians can develop a “diversity mindset”.
- Practice basic customer service skills, and utilize tactics to appropriately handle customer complaints.
- Review concerns applicable handling promotions, relating experience to job success, setting priorities, and committing to patient care during disasters.
- Review basic similarities and some difference between sterile processing in hospital and other healthcare facilities.

Unit 23 Sterile Processing for Ambulatory Surgery and other Practices

- Explain basic standards and practices used for sterile processing in ambulatory surgical centers:
 - o Overview and history
 - o Ownership and regulatory
 - o ASC processing Personnel
 - o Processing Environment

- Explain basic standards and practices used for sterile processing in dental facilities: o Environmental Issues o Instrument Processing Procedures
- Provide an overview of Veterans' Administration (VA) facilities, and list sterile processing differences between VA and other healthcare facilities.

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