

**Sterile Processing & Operative Services:
Consultants, Leadership Staffing, Assessments and Education**



ADVANTAGE SUPPORT SERVICES, INC.



**STERILE PROCESSING & OPERATIVE SERVICES:
Consultants, Leadership Staffing,
Assessments and Education**

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The History of Advantage Support Services

Advantage Support Services, Inc. was incorporated in April of 1997 in Nashville, TN.

We initially provided only Surgical First Assistants, but our clients wanted us to provide other specialties. We have since expanded into other areas of expertise and grown to meet the needs of the ever-changing health care environment.

As a staffing and Education company, Advantage has cultivated a reputation for integrity, quality, and professionalism which has enabled us to attract the most competent pool of medical staff.

Advantage currently places professionals to include licensed/certified RNs, LPNs, FA's, and Surgical Technicians. These employees have had training and/or experience in areas such as ICU/CCU units, OR, Pediatrics, Outpatient's clinics and Central Sterile.

SPD Staff supports Central Sterile Processing Areas to include, SPD Directors, Managers, Supervisors, Endoscopy Technicians and Educators. Advantage also maintains a roster of inactive employees, and a large database of resumes of professionals who are available for PRN assignments.

We also provide executive and professional recruitment services.



Consulting and Leadership Staffing - Team Advocates

Consulting and Leadership Staffing

Our goal is to hand over the keys to your facility, once we have helped you reach the goal of excellence by developing and discovering staff that will carry your SPD goals forward.

Leadership Staffing:

- Directors
- Managers
- Educators
- Supervisors

Staffing Professionals are qualified as:

- Internationally Certified Professionals through IAHCSCMM or CBSPD
- Achieved a standard of excellence with practical experience
- Demonstrates a high level of professionalism
- Demonstrates teamwork to encourage like practices in department

INTERIM POSITIONS AND DIRECT HIRE OPTIONS:

Advantage will support your goals by providing one professional or a team on an interim basis. We offer a service to discover the professional that will fill your needs on a permanent basis through our "Direct Hire" program.

DIRECTORS:

Responsible for providing leadership of the Sterile Processing Department and all facets of sterile processing and perioperative supply chain functions to include support of ancillary areas, labor and delivery and ambulatory settings.

- This role oversees departmental operations and productivity, inclusive of work flow design and optimization.
- This position evaluates, maintains and improves quality control systems while developing a cohesive team, mentoring supervisory staff and ensuring technical competency across all position levels.
- This role is responsible for the development and adherence to the budget and partners with stakeholders at Sterile processing areas to ensure customer and patient satisfaction while upholding the quality standards of a high performing organization.
- The Sterile Processing director demonstrates the ability and will develop processes, lead staff members and accountability measures upon carrying out the responsibilities for the overall work flow of the shift in Sterile Processing.
- Directs, plans, and organizes processes for the lead staff and activities of the Sterile Processing department.
- Processes Development:
- Develops and utilizes key performance indicators for trending areas in need of improvement.
- Oversee budgeting and inventory supply within the unit.
- Collaborate with fellow facility department leaders to ensure policies and procedures are implemented and departmental goals are developed and met.

Sterile Processing & Operative Services: Consultants, Leadership Staffing, Assessments and Education



MANAGERS:

Responsible for managing a defined product in all sterilization processing areas to include:

- Decontamination, preparation and packaging, sterilization, distribution to storage supply and to the end-user and equipment
- Promote education to maintain and elevate staff skill levels to create outcomes for organizational excellence.
- Complete Leaders Rounding on employees and on key customers.
- Maintain unit communications through staff meetings, huddle process.
- Be responsible for budget maintenance and oversight along with contributing to position control and productivity monitoring.
- Be responsible for unit FTE distribution and scheduling, position control updates, productivity monitoring and ensuring safe staffing levels.
- Be responsible for staff development by completing direct report evaluations.
- Implements processes for best practices related to decontamination, preparing and packaging of instruments and overseeing assigned staff.
- Collaborate with fellow facility department leaders to ensure policies and procedures are implemented and departmental goals are developed and met.

EDUCATORS:

Advantage Support has created tools that haven proven effective in developing sterile processing staff into professional leaders of the healthcare team. Our educators are personable and encourages staff to take ownership and develop their experience into their expertise.

Staffing for Sterile Processing Educator / Advocate:

- Develops, plans, implements and evaluates educational programs to meet the needs of the Sterile Processing Department and to aide in the professional development of staff.
- Maintains open and active communication with the medical staff, patient care staff, and interdepartmental staff.
- Ensures the competency of all SPD staff and maintains departmental education records in compliance with regulatory guidelines.
- Oversees quality and infection control initiatives for SPD.
- The SPD Educator provides a comprehensive and technical Standardization 101, education and training program for the sterile processing staff.
- quarterly audits of employee records.

SUPERVISORS:

Our staff takes responsibility for supervising the overall Sterile Processing Department in accordance with all required regulatory/quality documents.

We promote communication and serve as the primary liaison between the SPD and the end-user to ensure that needs and concerns are received, documented, followed up on and communicated back.

- Prioritizes Surgical Needs
- Delegates instrumentation to technical staff to reach shift / daily completion goals
- Maintain the Product Compliance.
- Identify and document issues, Track and follow-up.
- Facilitate the resolution and communicate the results back to the reporting individual.
- Promotes and Performs Periodic Quality System audits
- Conduct training as required, including SOP training, training on new sets and set changes.

QUALITY TECHNICIANS:

Responsible for technician in all sterilization processing areas to include:

- Performs decontamination of soiled instruments, preparation and packaging, sterilization to storage supply and to the end-user and equipment.
- Inspects instruments, equipment and containers to assure cleanliness and proper function.
- Correctly assembles instrument sets according to current IFU and standards.
- Demonstrates knowledge of sterilization according to current IFU and AAMI standards.
- Demonstrates knowledge of microbial control and promotes practices to prevent cross contaminations.
- Assists with identifying instruments critical to each tray.
- Prioritizes instrument processes according to surgery schedule.
- Perform quality checks to ensure clean, bioburden free and assemble processing indicators in place.
- Will facilitate education for in house staff to best practices per Standardization 101 program.

TECHNICIANS:

Responsible for technician in all sterilization processing areas to include:

- Performs decontamination of soiled instruments, preparation and packaging, sterilization to storage supply and to the end-user and equipment.
- Inspects instruments, equipment and containers to assure cleanliness and proper function.
- Correctly assembles instrument sets according to current IFU and standards.
- Demonstrates knowledge of sterilization according to current IFU and AAMI standards.
- Demonstrates knowledge of microbial control and promotes practices to prevent cross contaminations.
- Assists with identifying instruments critical to each tray.
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ASSESSMENTS

1. REACHING THE GOAL OF STERILE

Our assessments evaluate how facility reaches the goal of Sterile, On-Time and Complete.

Reaching the Goal of Sterile: People

- SOP
- Work flow
- Staff Knowledge Base
- Staff Practice Base
- Accountability
- Staffing Levels
- Quality Assurances
- Exception Processes

Standard Operating Procedures

Inspection of Policy and Procedures related to Central Sterile Processing Sterilization Processes for the following:

- Transportation of Contaminated Items to Designated Decontamination Area
- Decontamination Practices
- Assembly: Preparation and Packaging
- Steam Sterilization
- Monitors
- Documentation
- Recall measures
- Maintenance & Maintenance cleaning steam sterilizer chambers

Work flow and process standardization in the following areas:

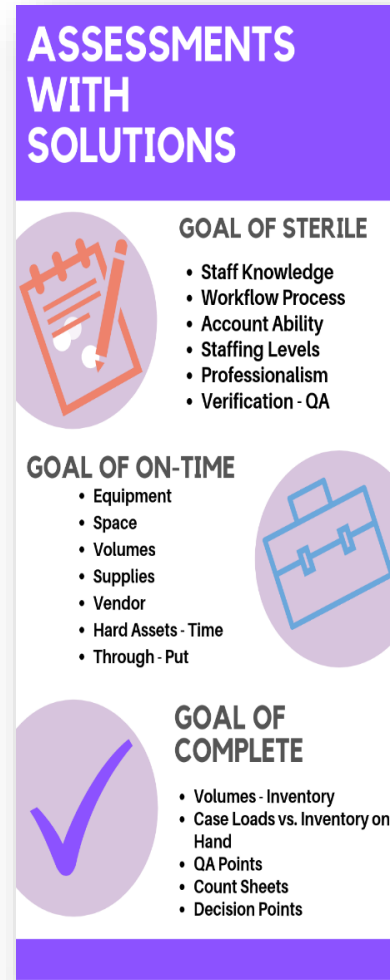
- Review of processes and oversight of cleaning, disinfection, and sterilization and Product delivery processes –
 - Include bottle necks in process
 - Assess staff practices of processing
 - Compare Real Time processes to Current Standards
 - Standardized processes for cleaning - types of equipment

Staff Education

- Consistency of staff orientation and re-training of processes
- Competency Report
- Certification/s

Human Personal Assessment

- Staffing Recommendations in accordance with summary of case load
- Communication



ASSESSMENTS WITH SOLUTIONS

GOAL OF STERILE

- Staff Knowledge
- Workflow Process
- Account Ability
- Staffing Levels
- Professionalism
- Verification - QA

GOAL OF ON-TIME

- Equipment
- Space
- Volumes
- Supplies
- Vendor
- Hard Assets - Time
- Through - Put

GOAL OF COMPLETE

- Volumes - Inventory
- Case Loads vs. Inventory on Hand
- QA Points
- Count Sheets
- Decision Points

Quality Assurances: Inspection of the following Instrumentation process (Real Time practices):

- From the point of use
- Transportation of items
- Decontamination
- Packaging
- Sterilization practices
- Delivery to Storage or the End – User
- Quality Assurance practices

2. REACHING THE GOAL OF On-Time: Hard Assets

- Equipment Type
- Space
- Supplies
- Through Put
- Volumes
- Vendors
- Maintenance Program

Capacity / Space:

- Facility Design
- Processing area/s
- Storage

Instrument / Case Volume

- Complete Sets verses Incomplete Sets
- Miscellaneous Items / Peel Packed
- Amount of other than desirable outcomes delivered to End-User
- Hard Assets

3. REACHING THE GOAL OF COMPLETE:

- Inventory
- Inventory on hand
- QA points of decision
- Case Load

Documentation

- Quality check or sterilization logs and a process documentation from cradle to grave or follow-up on equipment failures
- Create and Customize Quality Solution Tools for process monitoring and workflow efficiency

EDUCATION AND TRAINING COMPETENCY PROGRAMS

PROGRAMS PROVIDED:

1. **Standardization 101: On-line and In- House**

Training of staff prepares all staff to base line sterilization processes to create uniformity of practice in Central Sterile Department.

- Video demonstration for each part of the process listed in syllabus
- Hands – on demonstration for all equipment and instrumentation will be custom created for your facility and presented by an Advantage Educator and department facilitator
- Information and Training to:
 - Provide Demonstrations for current and correct practices
 - Sterilization Practice Explanations
 - Receive return demonstrations
 - Competency report - progress and participation
 - On-line Workbook for each staff member
 - On-line Examination of each staff member
 - Competency Tracking Document

Disciplines:

- Professional etiquette and ownership measures discussed in and applied to all steps of process
- Prepping instruments for decontamination at the point of use
- Transporting contaminated instrumentation and containers
- Receiving instruments into decontamination area
- PPE's, OSHA, Body Mechanics, Sharp Safety
- Preparing of work areas
- Separating and sorting contaminated instruments, containers and disposable items
- Manual washing
- Instruments inspection for bio-burden
- Loading manifolds and prepping instruments for mechanical wash
- Mechanical wash cycles
- Assembly and inspection of instruments
- Inspection of instruments for bioburden and function tests in the assembly area
- Instrumentation categories, placement and packaging of containers, peel pouches and wrapped items
- Quality assurance for each tray/ package
- Sterilization types: Steam, EtO and Gas Plasma
- Monitors for each sterilization type: physical, chemical and biological
- Documentation of sterilization cycle for all stated sterilization methods
- Recall procedures

2. Train the Trainer: Developing and SME (Subject Matter Expert)

The Train-the-Trainer (TtT) model, training, and helper model training, focuses on initially training a person or people who, in turn, train other Sterile processing professional. The (TtT) model has proven to be both efficient and cost-effective by allowing Advantage Support Services to deliver a turn-key operation to our clients. The TtT model is especially useful in addressing issues of translating interventions from sterile processing science to practice and providing ongoing support to trainees. The TtT model has a sound body of literature supporting its effectiveness in a variety of contexts, TtT has also involved multiple types of trainees, including SPD Leadership, Educators both SPD and Operating Room, newly hired staff and students in training.

3. IAHCSCMM CS Technician Certification – CRCST

Each chapter and weekly assignment will include:

- READ – Student to read chapter material before actual class (Central Service Box Course - 8th Edition - <https://www.iahcscmm.org/ecommerce/store.php>)
- LECTURE – Student to view on line video lecture
- POST LECTURE – Student to view on line video class discussion
- STUDY CARDS – Student can open and print study cards to help them retain chapter information
- LIVE STUDY SESSION – Student can participate with an IAHCSCMM approved instructor and other students through a Go to Meeting weekly
- EXAM – Student can take chapter exam on line
- Competency / Education File Delivered as Staff progress through program 11 or 17-week syllabus provided. (NOTE: student can proceed faster than recommended) This is a web-based study program.

4. IAHCSCMM CS Technician – Instrument Specialist – CIS

5. IAHCSCMM CS Manager/Leadership Certification – CHL

6. Certification CS Technician – Endoscopy/G.I. Scope Certification

7. CEU's - Continuing Education for CBSPD Certification or IAHCSCMM Certification (CEU's) nine total include:

- Decontamination: The following objectives of this module:
- Assembly: The following objectives of this module are:
- Sterilization: The following objectives of this module are for Steam, EtO and Gas Plasma sterilization

8. Competency for Operating Room

On line training of Hospital designated Operative Staff concerning processes described in the multi-disciplinary statement for the Joint Commission for Immediate Use Sterilization practices delivered in the following form:

On Site:

- Immediate Use - On Site Seminar x 2 day
 - Provided during a 2-day training session for all Operating Room staff
- Point of Use and Transportation Competency
 - Competency per staff provided

On Line:

- Immediate Use – Provides video demonstration, Written lecture and 2 exams
 - Certificate of Completion
 - CE Provided

OPERATING SERVICES

1. **Surgical Technologist Refresher Course**

Refresher Course is designed to refresh current Surgical Technologists and Train current Operating Room Team Members on the proper AST Core Curriculum Guidelines and Standards of Care as they pertain to the OR and Patient Care.

The course is taught utilizing AST, AORN and AAMI

Disciplines:

- Aseptic Technique
- Point of Use Care of surgical instrumentation
- Immediate Use Sterilization guidelines
- Transportation of Sterile and Non-Sterile Instrumentation

Participants will gain a better understanding of the competencies and skills required to work as a Surgical Technologist and in other relevant OR areas.

The courses will provide:

- Didactic
- Hands on training
- While performing duties in six weeks

2. **Infection Preventionist QMS – Audits and Assessment Training Sessions**

Assessment

Tools Developing Quality Management Systems (QMS)

Assess Quality

Per Technical Department Skill

Our Infection Preventionist QMS Sterilization Training Symposium initiates the development for IP's as Subject Matter Experts (SME). The 2 and half day on site symposium is a training ground for assessing technical skill, quality check points and the science of sterilization.

Advantage Support Services delivers a proven model to aid IP's, OR and SPD Managers to assess and increase skill compliance to AORN and ANSI/AAMI recommendations of best practices.

3. **Interim Operating Room Managers / Directors**

- Promotes and reinforces the mission, vision, and values of the organization.
- Creates and conveys the mission and vision of perioperative services with the assistance of the management team.
- Oversees management of perioperative services operationally and fiscally.
- Verifies that perioperative personnel provide safe and effective patient-centered care in perioperative services.
- Assists perioperative personnel in evaluating practice and creating strategies for further improvement.
- Verifies that educational resources are available for perioperative services personnel and holds personnel accountable for compliance with established standards.
- Coordinates, facilitates, and manages change within perioperative services and the health care institution.
- Demonstrates effective communication, consultation, negotiation, and collaboration skills with members of the perioperative team and other stakeholders.

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- Collects and analyzes data related to quality or performance improvement projects that apply to perioperative services.
- Uses effective conflict resolution techniques.
- Facilitates or serves as a member of a multidisciplinary team in planning perioperative patient care.
- Evaluates perioperative personnel performance.
- Interviews for perioperative personnel selection.
- Assesses and conveys to perioperative personnel the political climate within the organization.
- Assists perioperative personnel in verifying that appropriate personnel, equipment, and supplies
- Verifies departmental compliance with organizational policies and procedures and regulatory and accreditation standards.
- Provides guidance, support, and constructive feedback to perioperative personnel team members and other team members as appropriate.
- Demonstrates and exhibits professional, interpersonal, and communication skills.
- Pursues professional growth and participates in a professional organization.
- Practices advanced project management principals.
- Assesses and responds appropriately to organizational culture.
- Pursues professional growth by sharing knowledge, attending, and being involved in professional organizations.
- Acts as a patient advocate and maintains privacy and confidentiality of all appropriate information.

4. Surgical Technology Preparation for Certification and Training Course

The Surgical Technology Preparation Course is designed to assist previous graduates of Surgical Technology Programs prepare and review to sit for certification, whether that be through NBSTSA (for CAAHEP or ABHES programmatically accredited school) or NCCT certification (for those graduates who attended schools that do not have programmatic accreditation through ABHES or CAAHEP or were trained on the job) and to assist those who have been working in various departments in the Hospital have a better understanding of the competencies and skills required to work as a Surgical Technologist.

The curriculum provides the competencies set forth in the AST core curriculum guidelines. The courses will provide both didactic and hands on training, it will be broken down in to 4-week segments taught over 8 months. For those who have completed a Surgical Technology program and are taking this course as a refresher, you may progress at your own pace due to prior experience and its online version.

- Onsite educators participate with operating room workloads while providing real time instructional guidance to your surgical trainees
- Develops and/or utilizes a variety of instructional strategies, techniques and delivery methods designed to meet the individual learning styles of students. Fosters a safe and civil learning environment. Informs students about course requirements, evaluation procedures, and reinforces hospital policy and procedures. Monitors, evaluates, progress and competency attainment.
- Establish and maintain effective working relationships with personnel in clinical facilities.
- Alert the hospital Coordinator in areas such as student willingness to learn, clinical incidents, and student progress.
- Adhere to all local, regional, state, and national regulations while maintaining professionalism and serving as a role model to students.
- Provide clinical advisement, guidance, and tutoring to students as needed. Surgical Technology Curriculum Program Exit Competencies

A. Fundamentals of Medical Knowledge

1. Articulate the general characteristics of medical terminology.
2. Use common medical terminology appropriately in a healthcare situation.
3. Assign medical terminology as it relates to the whole body.
4. Demonstrate the ability to create new words using prefixes, suffixes, combining forms and root words.
5. Identify basic organizational structures, including body planes, general organization and terms of reference.
6. Analyze the basic structures of cells and relate to cell function.
7. Discuss the role of microbes in causing infections.
8. Contrast and compare organs of the body.
9. Locate organs located in the digestive system and their functions.
10. Locate organs located in the Urinary system and their functions.
11. Locate organs located in the Male and Female Reproductive system and their functions.
12. Name the layers of the skin and accessory structures.
13. Locate organs located in the musculoskeletal system and their functions.
14. Locate organs located in the Nervous system and their functions.
15. Identify organs within the integumentary system and explain their functions
16. Identify organs within the endocrine system and explain their functions.
17. Identify organs within the lymphatic system and explain their functions.
18. Identify organs within the digestive system and explain their functions.
19. Identify organs within the urinary system and explain their functions.
20. Identify organs within the reproductive system and explain their functions.
21. Outline the transmission of infectious disease.
22. Maintain Occupational Safety and Health Administration requirements.
23. Outline the Occupational Exposure to Bloodborne Pathogens Standard.
24. Break down safety guidelines that reduce the risk of injury in the workplace.
25. Articulate how The Joint Commission on Accreditation of Healthcare Organizations helps healthcare facilities maintain a high standard of performance.
26. Explain the key information covered by the Health Information Portability and Accountability Act.
27. Describe laws and how they pertain to the Surgical Technologist
28. Discuss the purpose of an incident report
29. Discuss death and dying in the operating room
30. Perform Healthcare Provider CPR and First Aid according to the American Heart Association guidelines.

B. Fundamentals of Instruments

1. Identify types and functions of instruments and their uses.
2. Demonstrate the proper care and handling of surgical instruments.
3. Describe sterilization methods used in the operating room.
4. Demonstrate proper sterilization techniques of surgical instruments.

C. Surgical Procedures & Techniques

1. Apply principles of pharmacology in a surgical environment.
2. Discuss the principles of anesthesia administration.
3. Explore various forms of energy and their functions in surgery.
4. Discuss the nature, purpose and procedures of Minimally Invasive Surgery.
5. Characterize various types of robotic systems used in the operating room.
6. Discuss the nature, purpose and procedures of General Surgery.
7. Discuss the nature, purpose and procedures of Obstetrical and Gynecological Surgery.

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8. Simulate the steps in surgical procedures.
9. Evaluate and troubleshoot surgical setups.
10. Discuss the nature, purpose and procedures of Genitourinary Surgery.
11. Discuss the nature, purpose and procedures of Pediatric Surgery.
12. Discuss the nature, purpose and procedures of Ophthalmic Surgery.
13. Evaluate and troubleshoot surgical setups.
14. Discuss the nature, purpose and procedures of Oral and Maxillofacial Surgery.
15. Discuss the nature, purpose and procedures of Otorhinolaryngological.
16. Discuss the nature, purpose and procedures of Plastic and Reconstructive Surgery.
17. Discuss the nature, purpose and procedures of Cardiovascular and Peripheral Vascular Surgery.
18. Discuss the nature, purpose and procedures of Thoracic and Pulmonary Surgery.
19. Discuss the nature, purpose and procedures of Neurological Surgery.
20. Discuss the nature, purpose and procedures of Orthopedic Surgery.

D. Technical Skills

1. Articulate the concepts of the aseptic technique.
2. Apply the correct methods and steps in the aseptic process.
3. Demonstrate the principles of aseptic technique when opening sterile supplies.
4. Simulate scrubbing and drying hands.
5. Simulate gowning and gloving self and team members
6. Simulate various skin prepping techniques.
7. Use proper technique to transport and transfer patients
8. Employ proper techniques for draping in the operating room.
9. Complete a proper count according to policy.
10. Describe the role of a surgical technologist in handling drugs and fluids in the operating room.