

**STERIS**  
UNIVERSITY

**Establishing A Vision For Professional Growth**

university.STERIS.com

**Disclosures**

- 1. Successful completion:** Participants must complete the entire program and submit required documentation. No partial credit will be given.
- 2. Conflict of interest:** Employee of STERIS.
- 3. Commercial company support:** Fees are underwritten by education funding provided by STERIS.
- 4. Non-commercial company support:** None.
- 5. Alternative/Complementary therapy:** None.

**Continuing Education**

- STERIS Corporation is an approved provider of continuing nursing education by **CBRN** – provider # CEP 11681 and an approved Administrator Education Unit (AEU) and Infection Prevention Control (IPCH) provider by **BASC** – provider # 1417.
- This program is approved for:
  - **0** hour(s) of GI Specific content credit by **ABCGN** (American Board of Certification for Gastroenterology Nurses),
  - **1** AEU(s) & **0** IPCH(s) by **BASC** (Board of Ambulatory Surgery Certification), and
  - **1** contact hour(s) of continuing education credit
    - **CBRN** (California Board of Registered Nursing);
    - **CBSPD** (Certified Board for Sterile Processing and Distribution); and
    - **HSPA** (Healthcare Sterile Processing Association).

**Continuing Education**

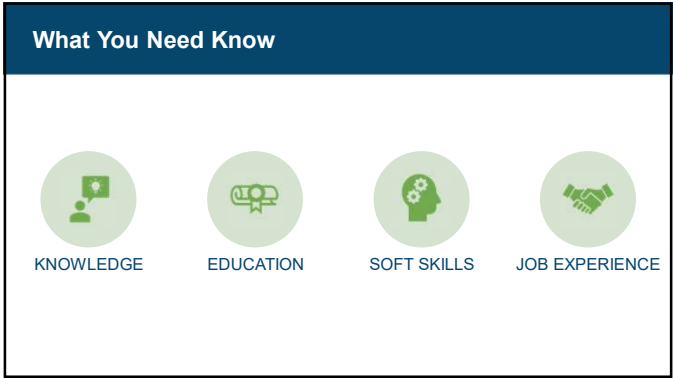
**CCI® The Leader in Perioperative Certification**

Through a partnership with CCI®, it also meets CNOR® and CSSM® recertification requirements for perioperative nurses.

**Learning Objectives**

- Ascertain desirable characteristics of typical sterile processing professional positions
- Develop a plan for professional growth
- List resources that can help with professional growth

What do you see in your career future?



### Job Description

- Responsibilities
- Required Qualifications
- Preferred Qualifications

### Responsibilities

Technician I	• Clean, inspect, assemble, sterilize and deliver healthcare instrumentation and equipment
Technician II	
Technician III	
Specialist	• Added certifications • Endoscopy, surgical instrumentats, etc.

### Responsibilities

Lead Technician	• Provide technical expertise for customers
	• Manage department work activities
	• Perform staff training
	• Manage stock and inventory
	• Trouble shoot
	• Performance feedback

### Responsibilities

Supervisor

- Oversees the daily operation of sterile processing
- Hands-on leadership
- Manages staffing and scheduling
- Coaching and training staff
- Monitors and reports department performance
- Identifies improvement opportunities

### Responsibilities

Manager

- Administrative and operational workflow
- Assess training needs and competencies
- Ensures compliance
- Develops and manages quality assurance and continuous improvement
- Inventory decisions
- Manages department budget

### Responsibilities

Director

- Establishes strategic goals of sterile processing
- Develops budgeting and strategic planning
- Monitors and reports department performance
- Quality assurance and improvement
- Committee representative
- Responsible for compliance and survey readiness

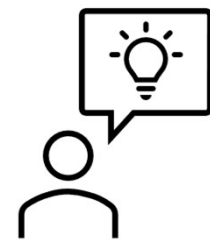
### Job Descriptions For The Same Position Will Vary!

- Facility size
- Facility complexity
- Physical geography
- Immature career ladder
  
- Sword in stone image



### Knowledge

- Establishes expertise
- Relevant for the desired position




Knowledge Levels	
• Working Knowledge	"I know what a steam sterilizer is."
• General Knowledge	"I know how to load the steam sterilizer for good steam penetration"
• Thorough Knowledge	"I know how steam sterilizers sterilize and can trouble shoot wet pack situations to find a root cause"
• Comprehensive Knowledge	"I can design the department installation plan for a bank of steam sterilizers that optimizes workflow processes and minimizes steam quality complications."

Knowledge							
	Tech I	Tech II	Tech III	Lead Technician	Supervisor	Manager	Director
Processing	Working	General	Thorough	Thorough	Thorough	Comprehensive	Comprehensive
Workflow Management			Working	General	Working	Thorough	Comprehensive
Process Improvement				Working	General	Thorough	Comprehensive
Quality Assurance				Working	General	Thorough	Comprehensive
Processing Standards				Working	General	Thorough	Comprehensive
OSHA				Working	General	Thorough	Comprehensive
Joint Commission / DNV				Working	General	Thorough	Comprehensive
Business Management						General	Thorough

### Education

- Certified
- Associate's Degree
- Bachelor's Degree
- Master's Degree
- Doctorate





Education					
	High School Diploma or equivalent	Sterile Processing Certification	SP Management Certification	Bachelor's Degree (related field)	Master's degree (related field)
Tech I	✓				
Tech II	✓	Preferred			
Tech III	✓	✓			
Lead Technician	✓	✓	Preferred		
Supervisor	✓	✓	✓		
Manager	✓	✓	✓	Preferred	
Director	✓	✓	✓	✓	Preferred

### Skills



Hard

- Technical skills
- Specialized knowledge

Soft

- Workplace skills
- How you work with others

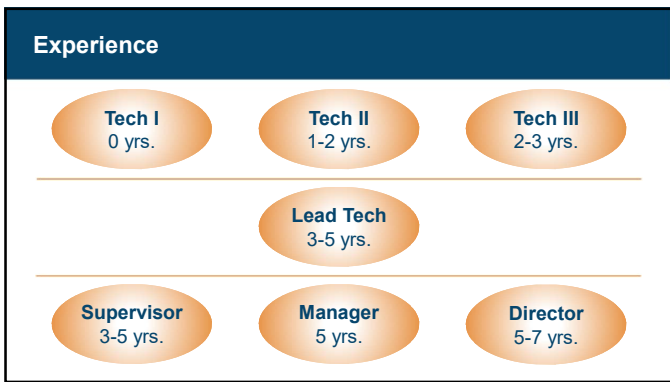
Soft Skills							
	Tech I	Tech II	Tech III	Lead Technician	Supervisor	Manager	Director
Willingness to learn	✓	✓	✓	✓	✓	✓	✓
Detail oriented	✓	✓	✓	✓	✓	✓	✓
Cooperation	✓	✓	✓	✓	✓	✓	✓
Adaptability		✓	✓	✓	✓	✓	✓
Time management			✓	✓	✓	✓	✓
Interpersonal / Communication				✓	✓	✓	✓
Critical thinking				✓	✓	✓	✓

### Soft Skills

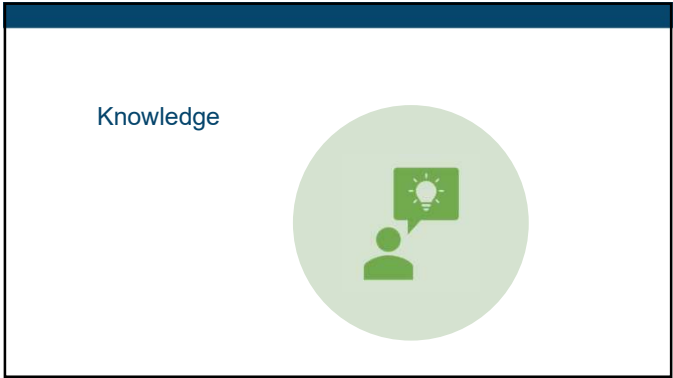
	Tech I	Tech II	Tech III	Lead Technician	Supervisor	Manager	Director
Listening				✓	✓	✓	✓
Performance management				✓	✓	✓	✓
Delegation					✓	✓	✓
Conflict Resolution					✓	✓	✓
Decision Making					✓	✓	✓
Strategic Thinking							✓
Goal Setting							✓
Budgeting							✓

### Job Experience

- ✓ Application of knowledge and skills
- ✗ Job tenure

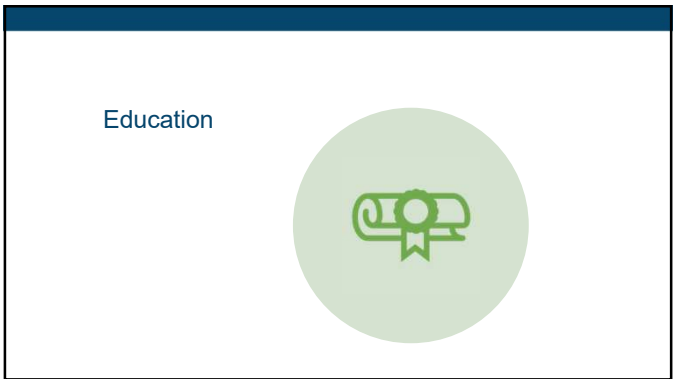
- ### Prioritize
- Immediate verses long term objectives
  - Financial responsibilities
  - Time commitment



- Internal**
- Instrument and equipment IFU
  - In-services
  - Position rotation
  - Job shadowing
  - Other departments
  - Department library

- Departmental Library**
- AAMI Standards such as AAMI ST79, AAMI ST91, AAMI ST58, etc.
  - AORN Guidelines for Perioperative Practice Equipment
  - Operator manuals
  - Manufacturer's Instructions For Use

- External**
- Vendor on-line education
  - Vendor in-servicing
  - Professional organizations
  - Professional conferences
  - Professional journals
  - Government websites
  - Accreditation agency support resources



## Continued Education - Certifications



- Certified Registered Central Service Technician
- Certified Endoscope Reprocessor
- Certified Instrument Specialist
- Certified Healthcare Leader



- Certified Sterile Processing and Distribution Technician
- Certified Flexible Endoscope Reprocessor
- Certified Sterile Processing and Distribution Management
- Certified Ambulatory Surgery Sterile Processing Technician

## Continued Education - Certifications



- Certified Administrator Surgery Center
- Certified Ambulatory Infection Preventionist



- Certified Professional in Healthcare Quality (CPHQ)



- Certified Quality Improvement Associate

## Degrees

- Associate degree in business administration/management
- Bachelor of science in nursing
- Bachelor of healthcare administration
- Bachelor of business
- Masters of science in nursing
- Masters of healthcare administration
- Masters of business

## Soft Skills



## Ask, Volunteer, And Practice

- Manager and coworker feedback
- Department Projects
- Trainer
- Attend professional organization meetings
- Speak at conferences
- Submit articles for journal publications

## Experience



## Volunteer!!

### Experience Needed

- Leadership
- Quality management
- Health and safety
- Strategic planning

### Activities That Support

- Professional chapter leadership position
- Department quality improvement project
- Safety committee
- Write business justifications

## Luck

Where Opportunity and Preparation Come Together



## Networking

### Why

- Provides more opportunities
- Build reputation
- Support professional growth

### How

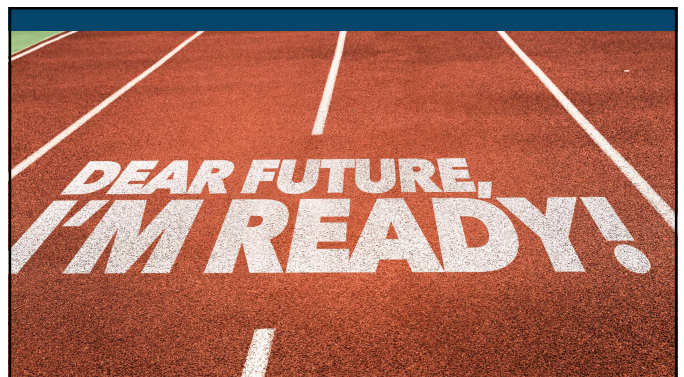
- HSPA chapters
- Join social media
- Volunteer for facility committees
- Talk to people!

## Share Your Expertise

- Become a department trainee
- Respond to social media
- Tutor others for certification
- Write journal articles
- Speak at a conference



## Stay Relevant





## References

- American National Standard quality management systems – Requirements ANSI/ISO/ASQ Q9001-2015; American Society for Quality. Author: Milwaukee, WI.
- Association for the Advancement of Medical Instrumentation (2017). ANSI/AAMI ST79:2017 Comprehensive guide to steam sterilization and sterility assurance in health care facilities; Author: Arlington, VA.
- Association of Perioperative Registered Nurses (2018). Guidelines for perioperative practice, 2018 Edition. Author: Denver, CO.
- International Association of Healthcare Central Service Material Management (2016). Central Service Technical Manual, 8th Edition. Author: Chicago, IL.

# Questions?



# Thank you!

Visit us at [university.steris.com](https://university.steris.com)

Supporting a Strong Department  
Developing Future Leaders

STERIS  
UNIVERSITY