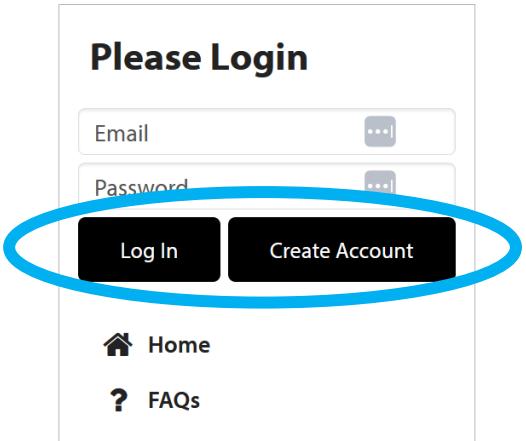
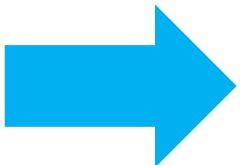


# Healthmark Academy

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2. "Log In" to your account or "Create Account"



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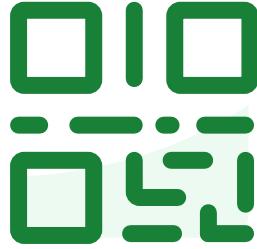
Presents

# Level Up Your Squad!



Gamification in  
Sterile Processing

BY Adam Okada



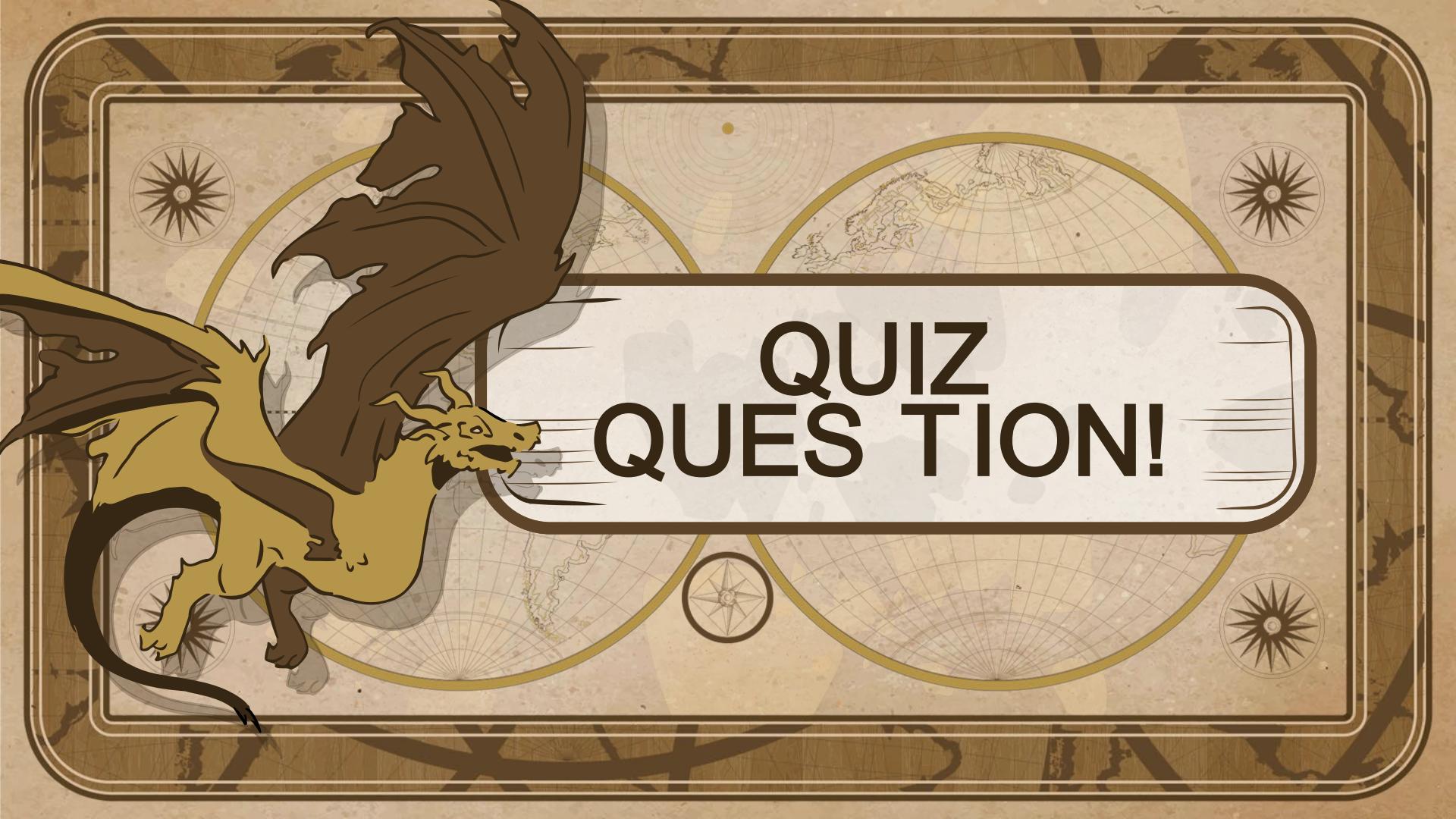
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#3427423

- ① Start presenting to display the joining instructions on this slide.



# QUIZ QUESTION!



# Which of the following statements about Adam Okada is NOT true?

- ① Start presenting to display the poll results on this slide.

# Objectives

01

## Describe

RPG gaming and the concept of “leveling up”

02

## Define

Gamification and how it applies in SPD

03

## Create

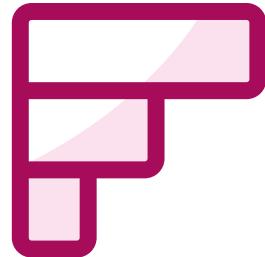
A system for SPD professionals to “level up”

04

## Outline

Tasks and goals for “leveling up”

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# What is the biggest problem in your SPD?

- ① Start presenting to display the poll results on this slide.

01

## PROBLEM #1

Staff Turnover



# Problem #1: Staff Turnover

In 2008, Nancy Chobin updated a previous study originally published in 1998 that estimated the cost for training one new staff member in Sterile Processing



Source: AORN Journal: <https://aornjournal.onlinelibrary.wiley.com/doi/abs/10.1016/j.aorn.2009.10.025>

# Problem #1: Staff Turnover

Cost for training a new employee in  
Sterile Processing:

2008: \$41,414

2025 (adjusted): \$62,327.21

Source: AORN Journal: <https://aornjournal.onlinelibrary.wiley.com/doi/abs/10.1016/j.aorn.2009.10.025>



# Problem #1: Staff Turnover

CareerBuilder.com estimates it costs 6- 9 months of your existing employee's salary to replace them.



Source: CareerBuilder.com: <https://resources.careerbuilder.com/employer-blog/the-cost-of-hiring-a-new-employee-vs-retaining-one>



## Key Takeaway:

It is (likely) cheaper (up to \$62,000 cheaper) to retain your existing staff than it is to hire a new employee

02

## PROBLEM #2

Employee Satisfaction



## Problem #2: Employee Satisfaction

According to a 2022 study by the Pew Research Center, 62.3% of respondents are “satisfied” with their job.



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

## Problem #2: Employee Satisfaction

Men: 64%

Women: 60%

Over 65: 65%

Under 30: 41%

Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>



## Problem #2: Employee Satisfaction

According to a study by Microsoft & LinkedIn, 46% of employees are planning to leave their current job.



Source: Microsoft/LinkedIn: <https://www.linkedin.com/pulse/workers-eyeing-exit-2024-ryan-broad-wrepe&ved=2ahUKEwin87jAnvGLAxVwHjQIHvCCzEQFnoECBQQAw&usg=AOvVaw0kXxjGm4J0EvKRf8yEGyXz>

## Problem #2: Employee Satisfaction

From the same study: 85% of employees have considered leaving their current job.



Source: Microsoft/LinkedIn: <https://www.linkedin.com/pulse/workers-eyeing-exit-2024-ryan-broad-wrepe&ved=2ahUKEwin87jAnvGLAxVwHjQIHvCCzEQFnoECBQQAw&usg=AOvVaw0kXxjGm4J0EvKRf8yEGyXz>

## Problem #2: Employee Satisfaction

86% of an employee's job satisfaction is affected by their relationship with management.

Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

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## Problem #2: Employee Satisfaction

22% of employees who report low job satisfaction also report a lack of recognition.

Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

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## Problem #2: Employee Satisfaction

18% report lack of career development as a reason for their dissatisfaction.



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>



## Key Takeaway:

Retaining employees has a lot to do with their relationship with management & a clear path for their future.



# HUMAN BEHAVIOR

01

# SECTION ONE

Introduction to RPG's



The background of the slide is a photograph of a dense, misty forest. A dirt path leads through the trees from the bottom right towards the center. In the upper left and right corners, there are circular icons containing stylized eight-pointed stars, resembling compass roses. The overall atmosphere is mysterious and adventurous.

# Role Playing Game (RPG)



# Role Playing Game (RPG)



# Role Playing Game (RPG)

5e

## Human

### Folk Hero

STR: 17 (+3)

DEX: 16 (+3)

CON: 14 (+2)

INT: 19 (+4)

WIS: 16 (+3)

CHA: 16 (+3)

Acrobatics	3	Animal Handling	3
------------	---	--------------------	---

Arcana	4	Athletics	3
--------	---	-----------	---

Deception	3	History	4
-----------	---	---------	---

Intimidation	3	Medicine	3
--------------	---	----------	---

Nature	4	Perception	3
--------	---	------------	---

Performance	3	Persuasion	3
-------------	---	------------	---

Religion	4	Search	4
----------	---	--------	---

Survival	7	Skills	7
----------	---	--------	---



# Create a Character

5e

## Human

Folk Hero

STR: 17 (+3)  
INT: 19 (+4)

DEX: 16 (+3)  
WIS: 16 (+3)

CON: 14 (+2)  
CHA: 16 (+3)

Acrobatics	3	Animal Handling	3
Arcana	4	Athletics	3
Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Streetwise	7	Survival	7



# Create a Character

5e

## Human

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Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Streetwise	7	Survival	7



# Create a Character

02

## SECTION TWO

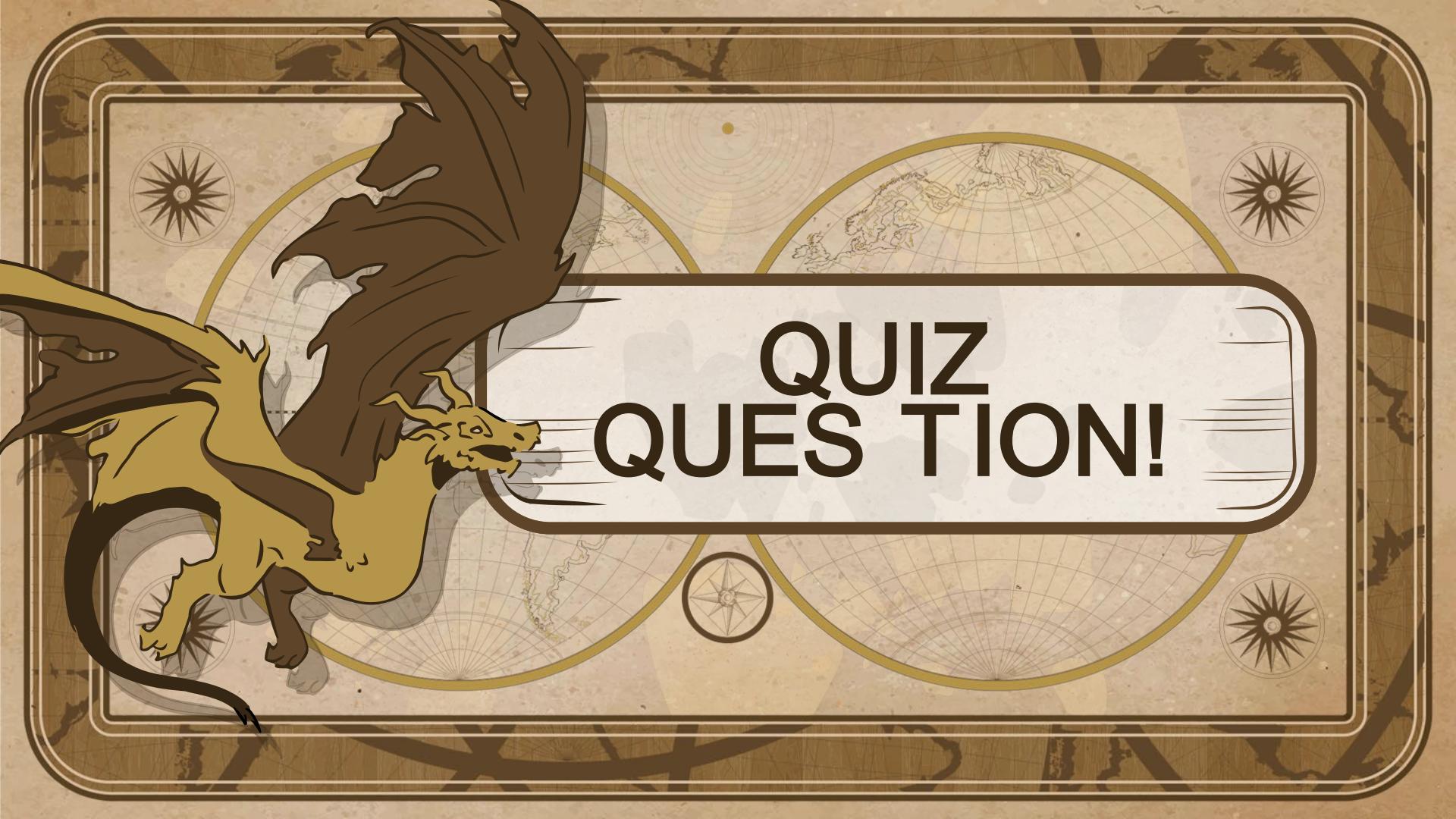
Gamification





# Definition

Gamification – *noun*: the application of typical elements of game playing (e.g. point scoring, competition with others, rules of play) to encourage engagement with a product or service



# QUIZ QUESTION!

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# Who is credited as being the creator of the Periodic Table of the Elements

- ① Start presenting to display the poll results on this slide.

# Dmitri Mendeleev

Often credited with being the creator of the Periodic Table of the Elements.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>

# Dmitri Mendeleev

Mendeleev was known to have been an avid card player, so it was logical for him to use cards to categorize the elements in a way he could understand.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>

# Dmitri Mendeleev

Mendeleev turned the classification process into a card game by listing each element and other information on a card and placing them face up on a table.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>

# Dmitri Mendeleev

Because of this, he's also regarded as a creator of "gamification", or using elements of gameplay to educate and retain information.

Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>





# Gamification Examples



duolingo

**Gamification Examples**

# Why does Gamification Work?

Completing a task, minigame, or activity releases dopamine.



# Dopamine

- Dopamine is linked to feelings of pleasure, learning, and motivation
- It can improve your attention, memory, and motivation
- It can reinforce the behaviors that led to the successful outcome





**Companies using  
Gamification**



**Companies using  
Gamification**



# Companies using Gamification

# How does Gamification Work?

Duolingo sets out various “activities” for learning a new language. These activities are “mini- games” with increasing levels of difficulty.

Source: Duolingo

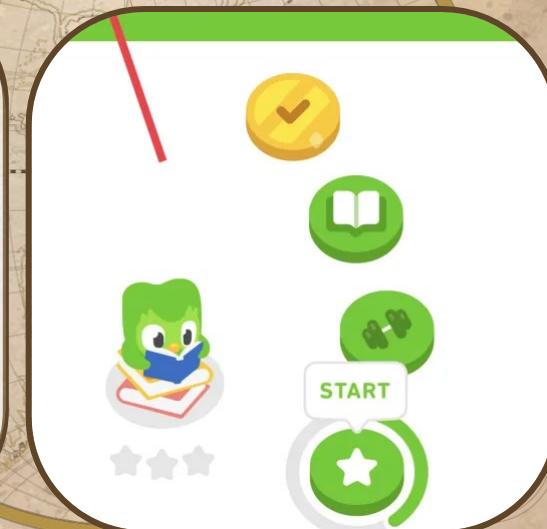
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# How does Gamification Work?

Activities are grouped into “Units” and larger “Sections”, so users can track their process and try to attain higher achievements within the game.

Source: Duolingo



# How does Gamification Work?

Completing activities gives the user “XP” or “Experience Points” that are tracked.

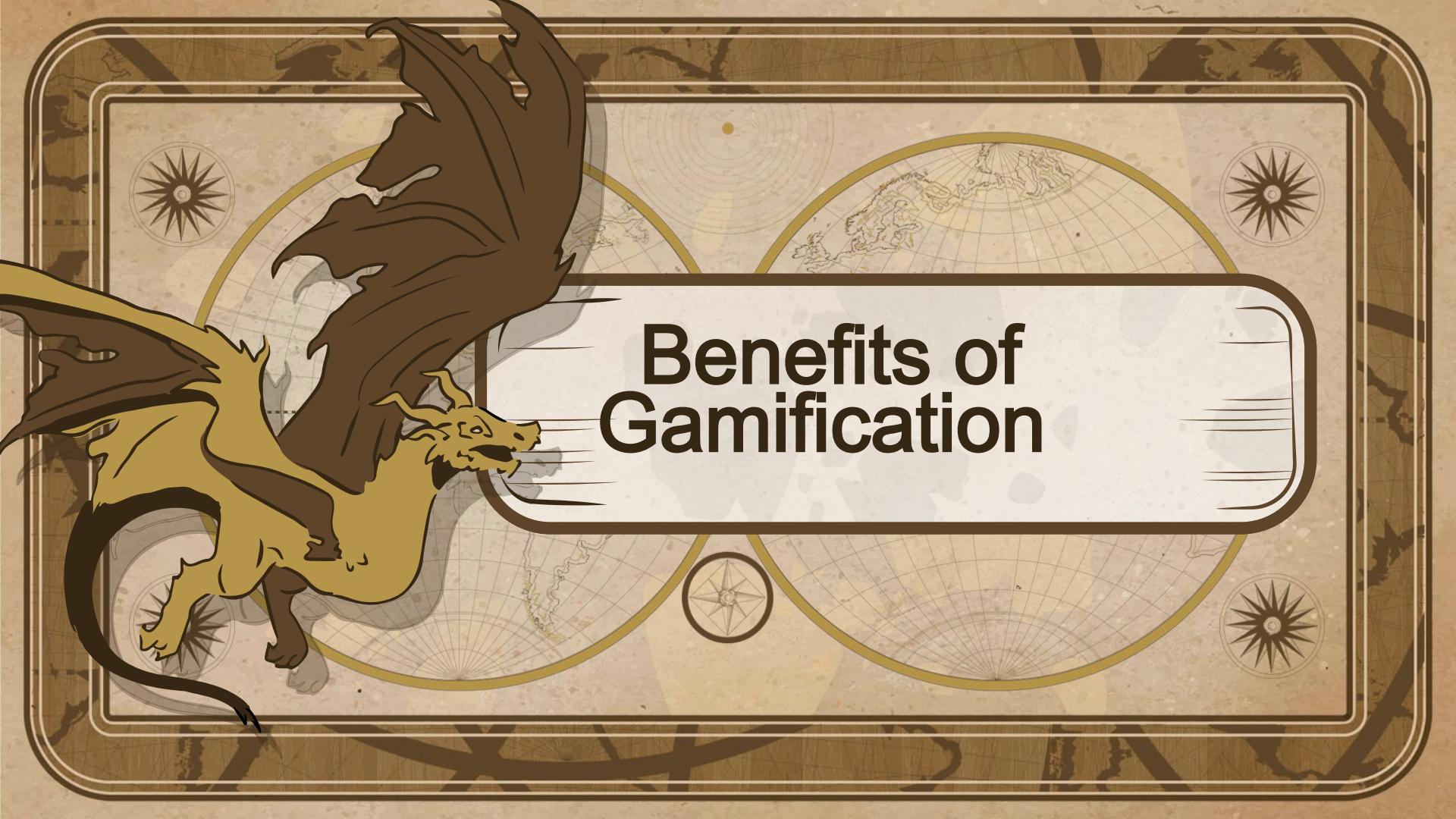
Source: Duolingo

Practice Complete! +10  
XP

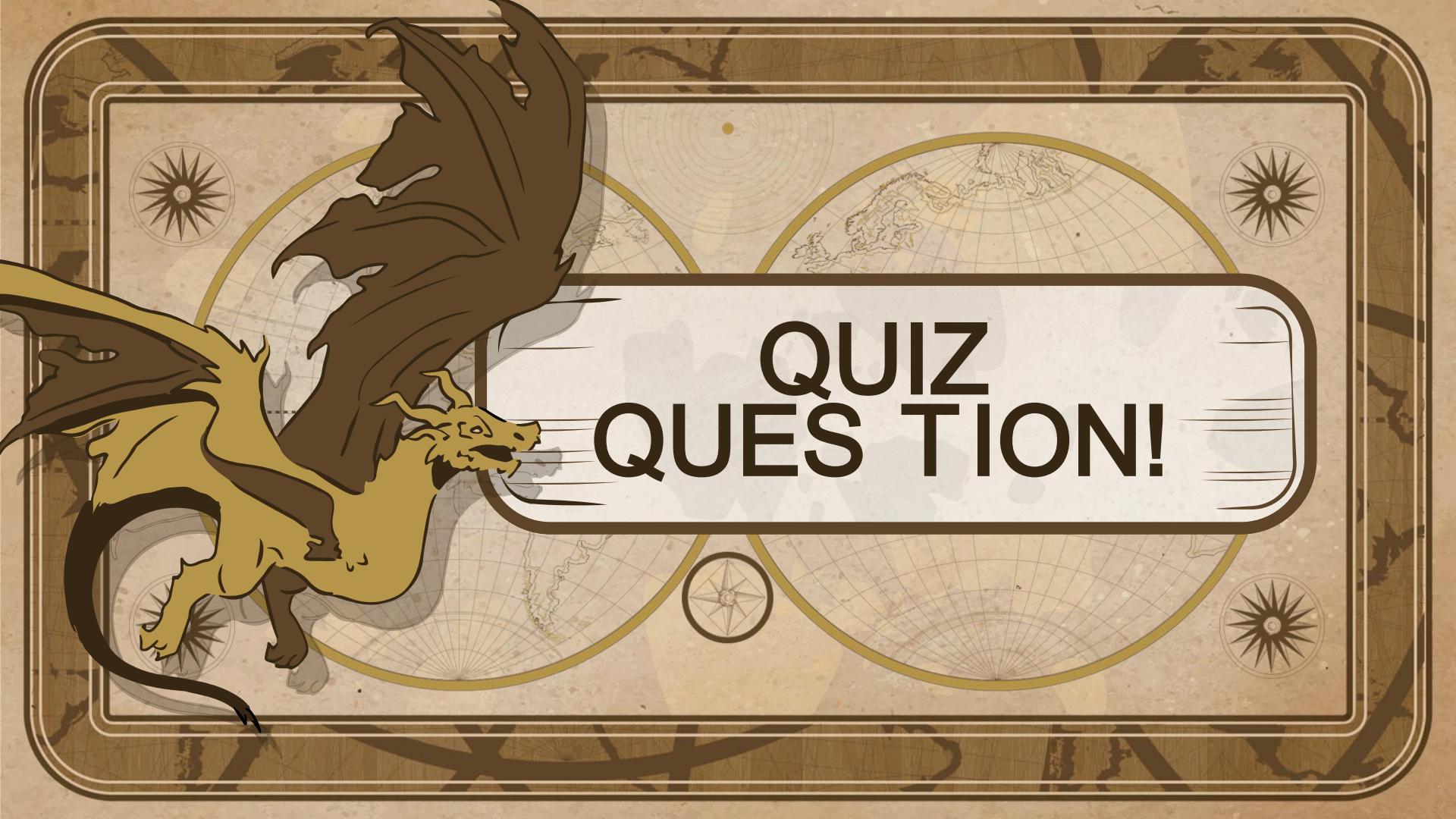


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# Benefits of Gamification



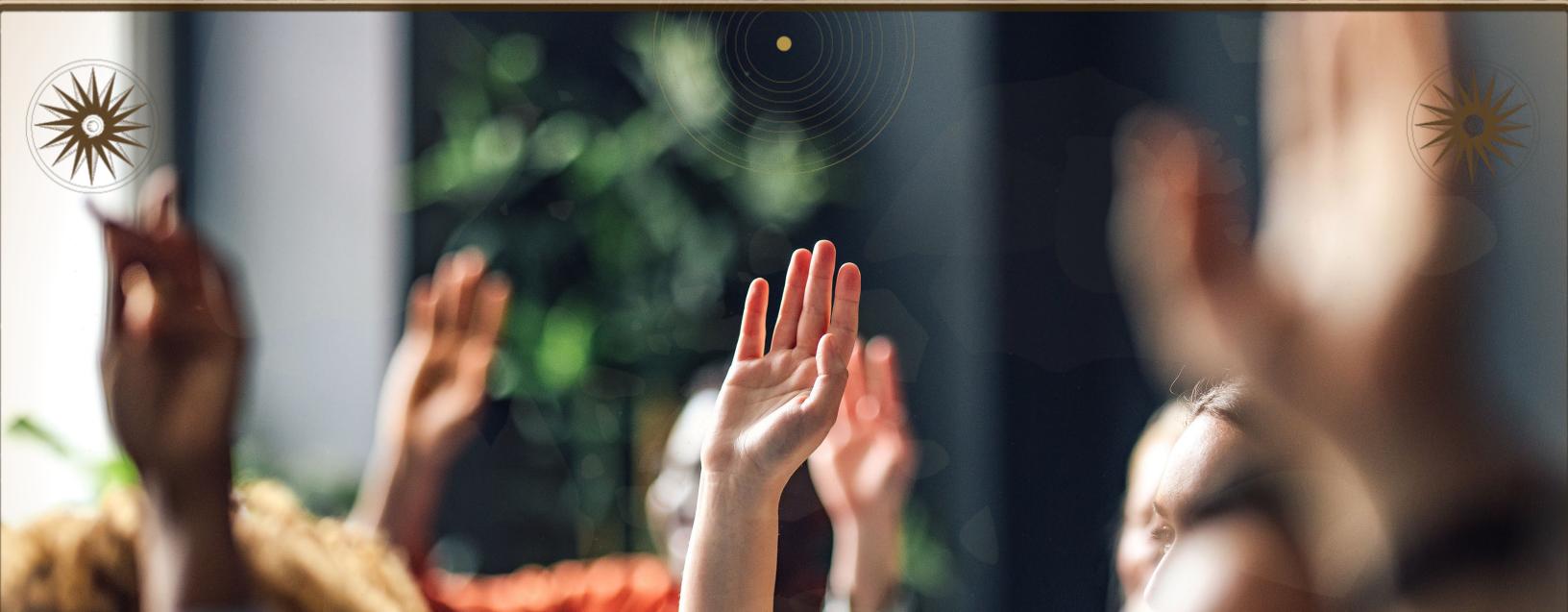
# QUIZ QUESTION!

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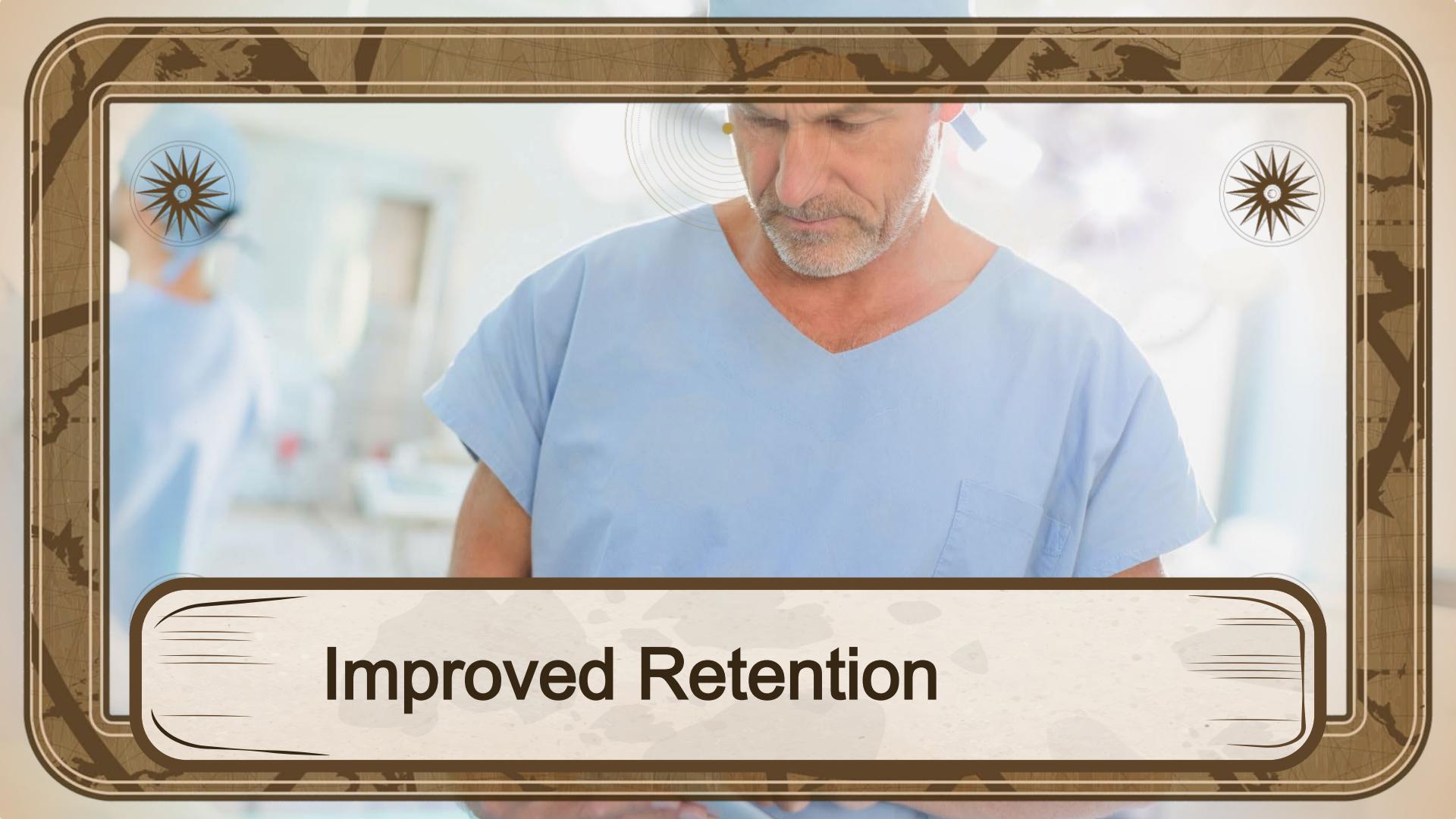


**The following  
benefit(s) can be  
attributed to  
Gamification:**

- ① Start presenting to display the poll results on this slide.

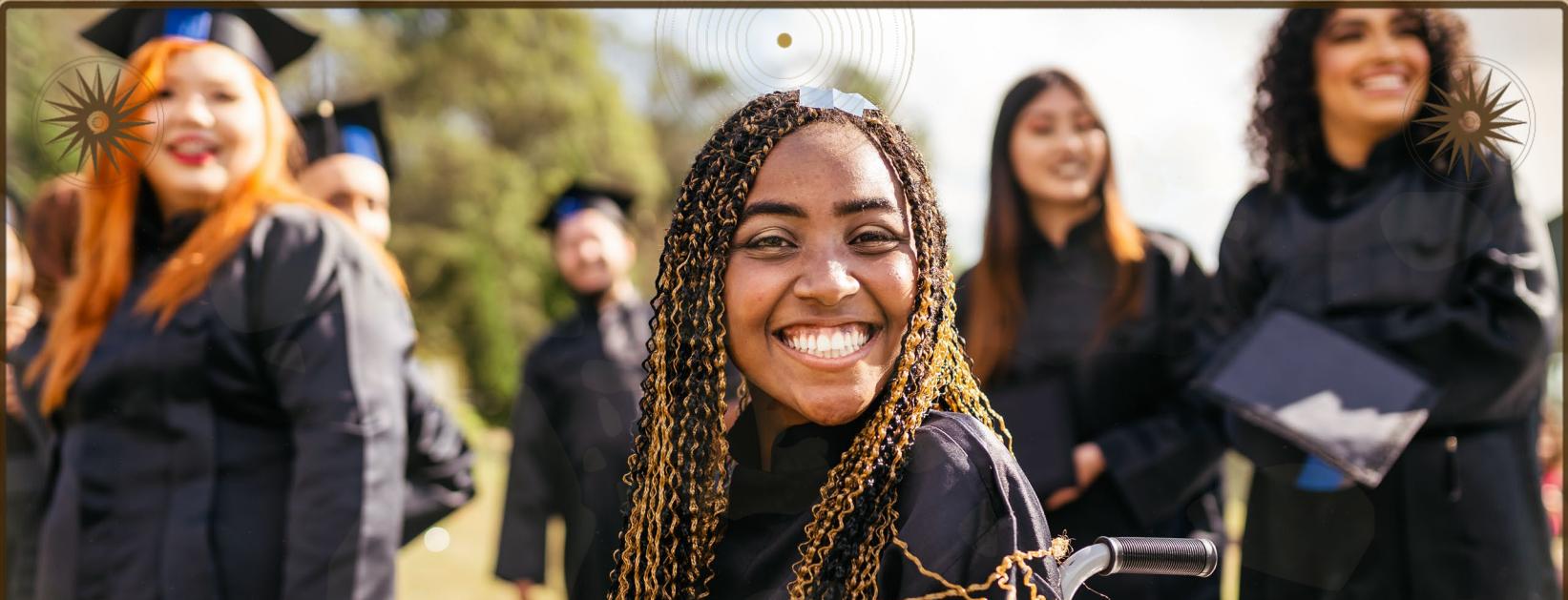


**Better Engagement**

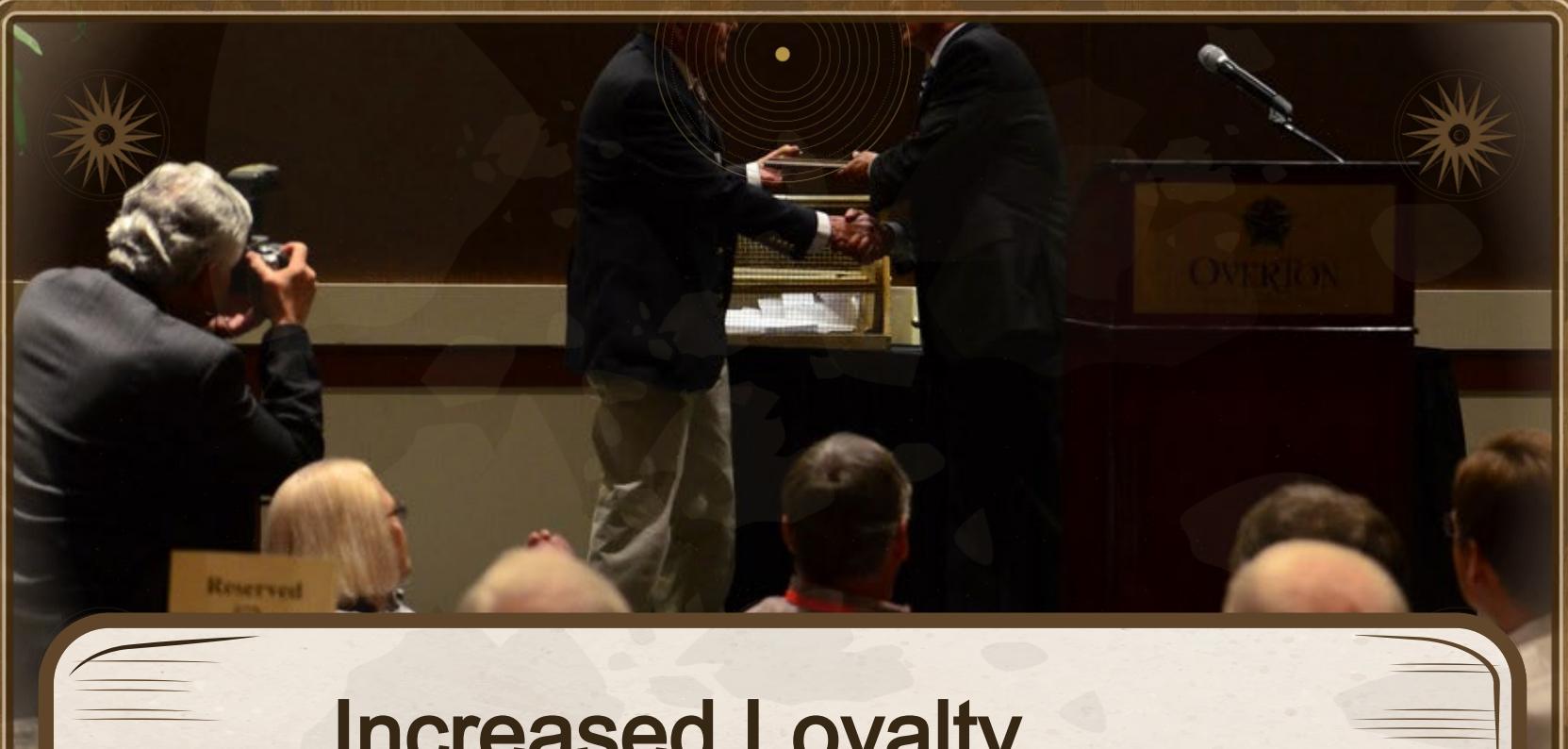


A male surgeon with a beard and a surgical mask, wearing blue scrubs, is looking down at a patient's chart. The background is a world map. The text 'Improved Retention' is overlaid on the bottom left of the image.

Improved Retention



# Goal Setting



# Increased Loyalty

# 03

## SECTION THREE

Building a Character



5e

## Human

Folk Hero

STR: 17 (+3)	DEX: 16 (+3)	CON: 14 (+2)
INT: 19 (+4)	WIS: 16 (+3)	CHA: 16 (+3)

Acrobatics	3	Animal Handling	3
Arcana	4	Athletics	3
Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Streetwise	7	Survival	7



# Create a Character

# ATTRIBUTES

In role- playing games, attributes are characteristics of a character that affect their abilities.

Source:

Point Allotment		
Attributes		
Remaining:		
Strength	12	12
Vitality	100	100
Dexterity	15	15
Intelligence	90	90
Mind	90	90
Piety	133	133
<a href="#">Reassign</a>		

# SKILLS

Skills are abilities that characters can develop to become more proficient in a specific area.

Source:

Major Skills		
Alteration	61	
Light Armor	58	
Marksman	70	
Mercantile	45	
Security	73	
Sneak	80	
Speechcraft	58	
Minor Skills		
Armorer	39	
Athletics	33	
Blade	25	
Block	11	
Blunt	8	
Hand To Hand	8	
Heavy Armor	7	
Progress to Next Level		

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# What are some qualities of a "bad" SP Tech?

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# What are some qualities of a "good" SP Tech?

- ① Start presenting to display the poll results on this slide.

# ATTRIBUTES for SPD

## RELIABLE

Dependable, show up to work

## DILIGENT

Pay attention to their task, work hard

## INGENIOUS

Problem solving, critical thinking

## METICULOUS

Attention to detail, high standards

## COLLABORATIVE

Team player, plays well with others

## INFLUENTIAL

Ability to affect positive change



Reliability

Diligence

Ingenuity

Meticulousness

Collaboration

Influence

**ATTRIBUTES**

# SKILLS

- Manual cleaning
- Automated washer testing
- Ultrasonic testing
- Borescope inspection
- Insulation testing
- Customer service
- Etc.

Source:

Major Skills		
Alteration	61	
Light Armor	58	
Marksman	70	
Mercantile	45	
Security	73	
Sneak	80	
Speechcraft	58	
Minor Skills		
Armorer	39	
Athletics	33	
Blade	25	
Block	11	
Blunt	8	
Hand To Hand	8	
Heavy Armor	7	

Progress to Next Level

# 04

# SECTION FOUR

Leveling Up



# What is our Goal?

## RELIABLE

Dependable, show up to work

## DILIGENT

Pay attention to their task, work hard

## INGENIOUS

Problem solving, critical thinking

## METICULOUS

Attention to detail, high standards

## COLLABORATIVE

Team player, plays well with others

## INFLUENTIAL

Ability to affect positive change



# Reinforce Positive Behaviors

# RELIABILITY

Dependability

- Show up to work on time
- Cover a co- worker's shift
- Perfect attendance milestone
- Scheduling vacation time early
- Others?

Reliability



# DILIGENCE

Attention to task – hard work

- Insulation testing a device
- Using the borescope
- Restocking your workstation
- Completing a complex tray (tympano)
- Others?

**DILIGENCE**

HARD ENDURANCE COURSE CHIEVE SUCCESS DEDICATION GROWING WORK GROWING GOAL GREAT PURPOSE COURSE DEDICATION COMMITMENT COMMITMENT TENACITY WORK PUR GROWING STR ACHIEVE ENDURANCE DILIGENCE PATIENCE STRONG GOAL COMMITMENT IMPORTANT SUCCESS WORK COURSE GROWING STRONG COMMITMENT ACHIEVE ENDURANCE DILIGENCE GROWING STRONG COMMITMENT

# INGENUITY

Critical thinking, problem solving

- Offer a process improvement
- Participate in a process improvement group
- Think ahead to avoid a future problem (FMEA vs RCA)
- Others?



# METICULOUS

Attention to detail, high standards

- Catch a damaged flexible scope
- Catch a damaged insulated device
- Send dirty instrument & set back
- Good catches of all kinds
- Zero errors for week/month
- Others?



# COLLABORATIVE

Plays well with others

- Shout out from a co- worker
- Offer to help a co- worker in need
- Positive feedback from the OR
- Peer nominations for awards
- Others?



# INFLUENTIAL

Ability to affect positive change

- Precept a new employee
- Lead an education for staff
- Organize a birthday celebration
- Run a process improvement group
- Others?





# Tracking Points

Now that we have Attributes, Skills, and Tasks, we'll need to assign experience points

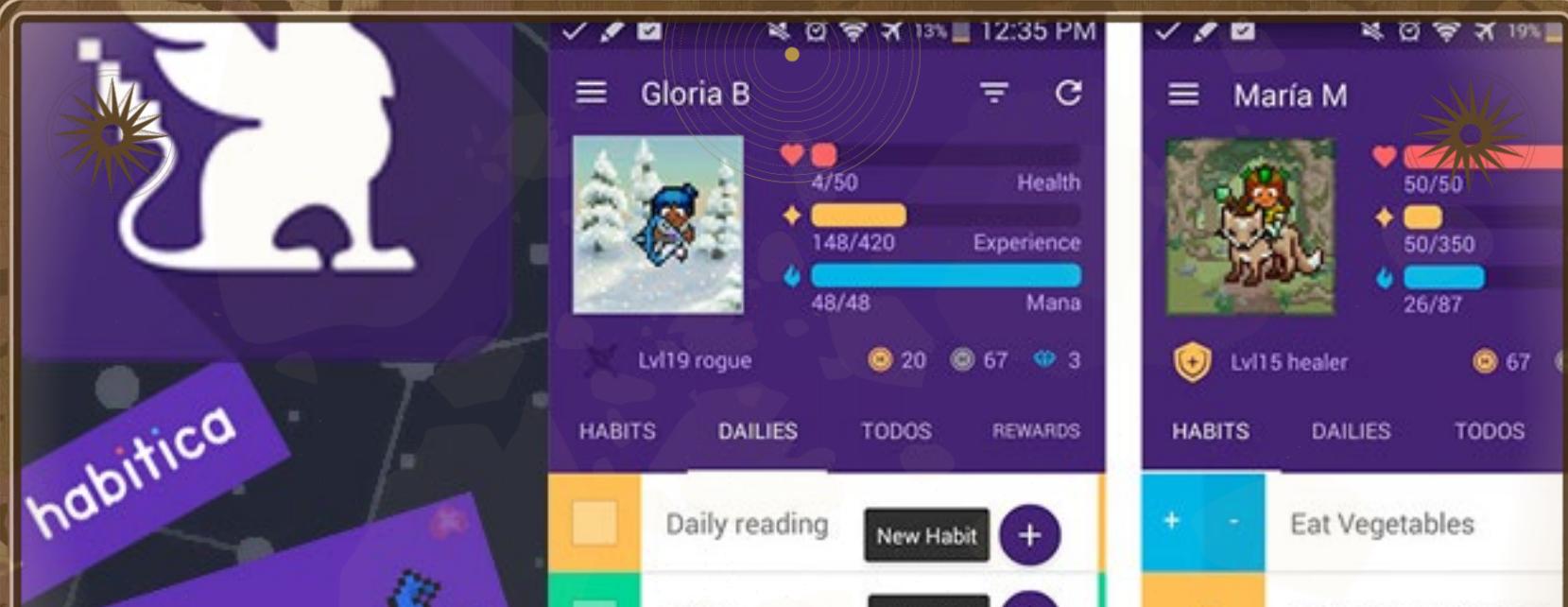




# Tracking Points

Points can be tracked daily/weekly/monthly either manually, or through reports run in a tracking system (logging in daily, specific tasks like insulation testing, etc.)

# HABITICA



# Play Habitica in a Party!



Take on amazing Quests with friends or on your own. Battle monsters, create Challenges, and help yourself stay accountable through Parties.

[Create a Party](#)

HABITICA



# Tracking Points

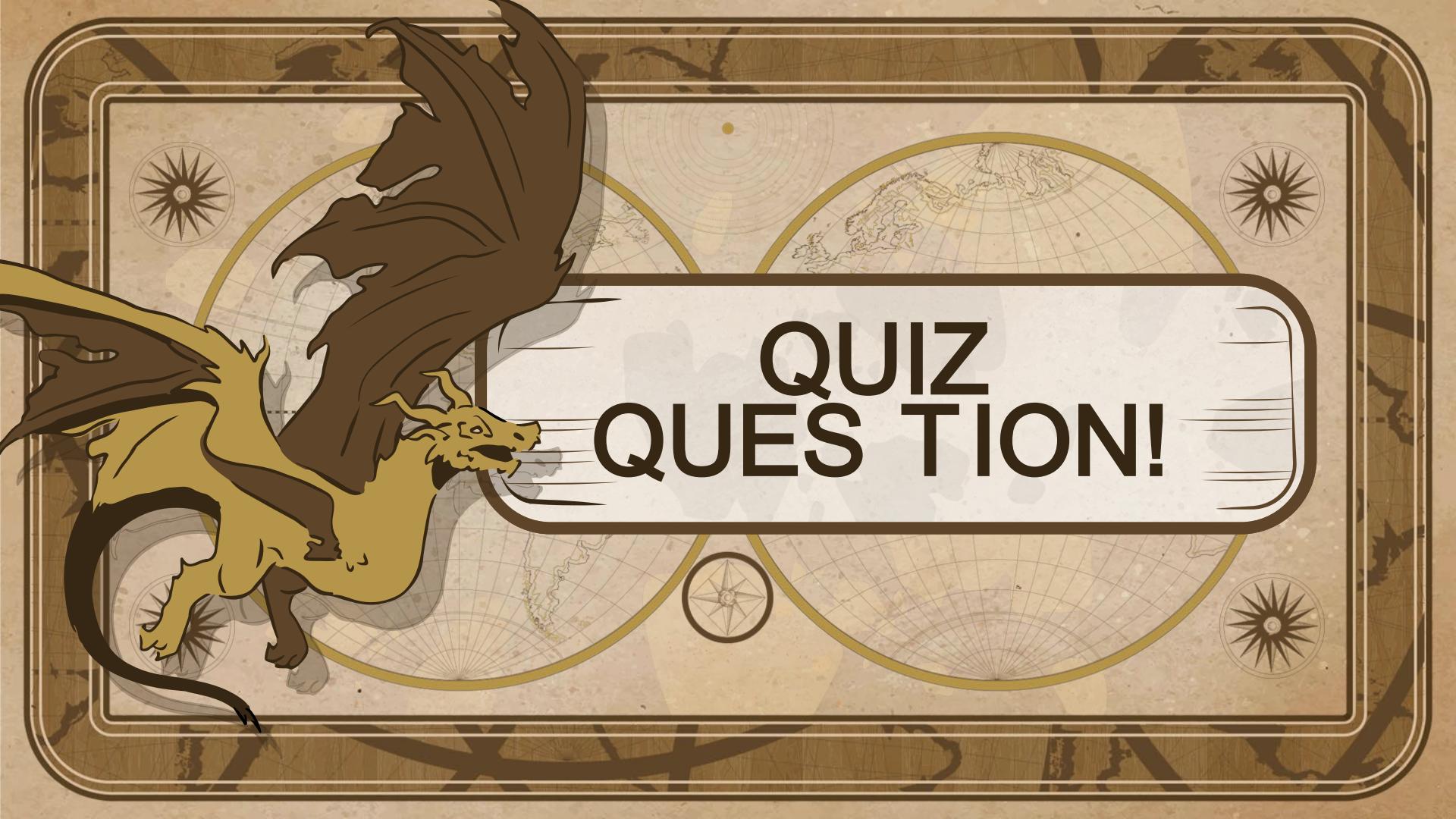
These points should be posted in the department or upon logging into a tracking system so staff knows where they stand.

# GAMES!!!

Points can also be given out for games played in the department, like a daily shift huddle game.

Source:





# QUIZ QUESTION!

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## Per Amendment 2 of the ST79 Amendments, what devices should be tested for insulation integrity?

ⓘ Start presenting to display the poll results on this slide.

# Tech Levels

<u>Position Title</u>	<u>Requirements</u>
Tech I	
Tech II	1 year + certification + points requirement
Tech III	3 years + two certifications + points requirement
Tech IV	5 years + three certifications + points requirement
Tech V	10 years + four certifications + points requirement



Reliability	10
Diligence	9
Ingenuity	11
Meticulousness	8
Collaboration	7
Influence	8

Leveling Up!



Reliability	12
Diligence	11
Ingenuity	14
Meticulousness	14
Collaboration	11
Influence	12

**Leveling Up!**



Reliability	16
Diligence	17
Ingenuity	15
Meticulousness	18
Collaboration	17
Influence	16

Leveling Up!



Reliability	20
Diligence	20
Ingenuity	20
Meticulousness	20
Collaboration	20
Influence	20

Leveling Up!



Identify Positive  
Behaviors



# Reinforce Positive Behaviors



Create a Path



LEVEL UP



**MAX LEVEL UNLOCKED**

# THANKS!

aokada@hmark.com  
586- 585- 8399  
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# Audience Q&A

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