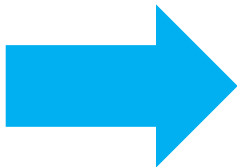


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1. Go to: academy.hmark.com or scan the QR code
2. "Log In" to your account or "Create Account"



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Email

Password

Log In **Create Account**

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EMPOWERING THE HEART OF THE HOSPITAL

Healthmark, A Getinge company
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Level Up Your Squad!

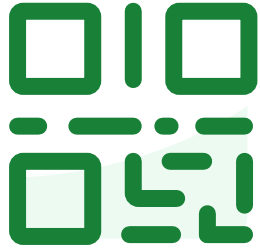
Gamification in
Sterile Processing

BY Adam Okada



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QUIZ QUEST ION!



**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

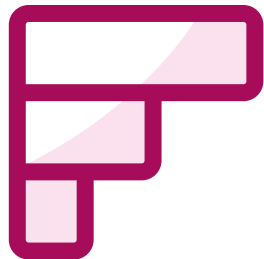
Create

A system for SPD professionals to “level up”

04

Outline

Tasks and goals for “leveling up”



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=2ahUKewin87jAnvGLaxVwHjQIHWVCCzEQFnoECBQQAw&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=2ahUKwin87jAnvGLaxVwHjQIHWvCCzEQFnoECBQQAw&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





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
Social Media	7	Slippery	7

Create a Character

5e

Human

Folk Hero

STR: 17 (+3)

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Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Social Media	7	Skills	7



Create 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

3

Handling

Arcana

4

Athletics

3

Deception

3

History

4

Intimidation

3

Medicine

3

Nature

4

Perception

3

Performance

3

Persuasion

3

Religion

4

Search

4



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!**



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

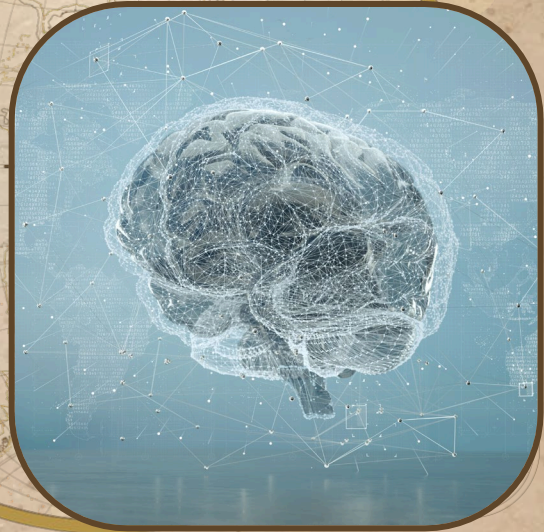


duolingo

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 QUES TION!



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

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Better Engagement



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

3

Handling

Arcana

4

Athletics

3

Deception

3

History

4

Intimidation

3

Medicine

3

Nature

4

Perception

3

Performance

3

Persuasion

3

Religion

4

Search

4



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

Reassign

SKILLS

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

Source:





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

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



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:



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



Attention to task – hard work

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



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

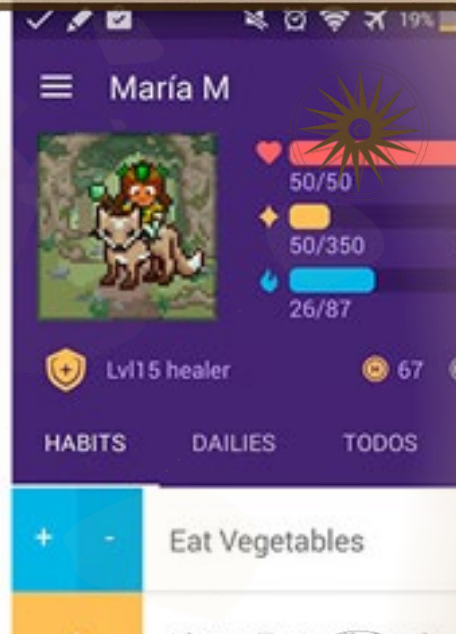
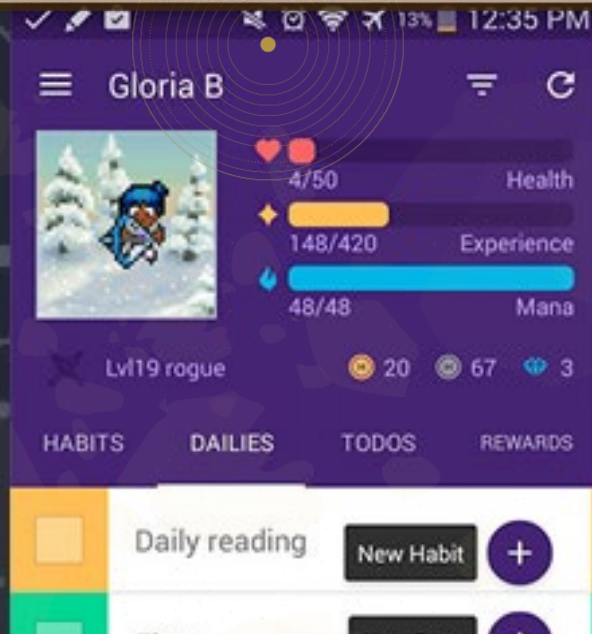
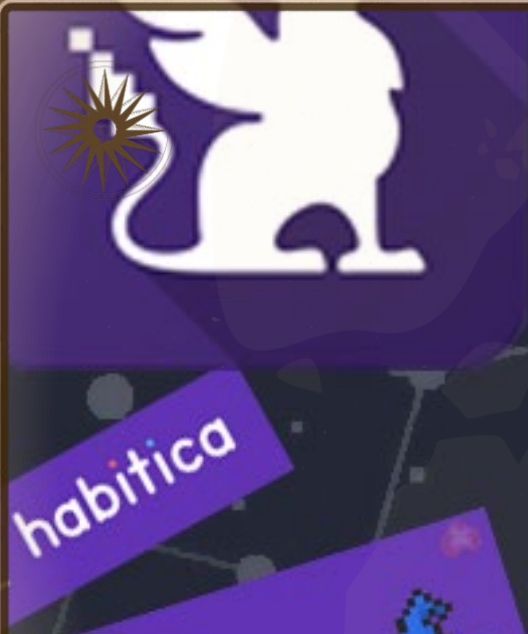
Now that we have Attributes, Skills, and Tasks, we'll need to assign experience points





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!



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

① 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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