Staff and Management Responsibilities Specific to Medical Device Reprocessing

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OBJECTIVES

To ensure that all personnel involved in general medical device reprocessing have the appropriate understanding and knowledge of roles and responsibilities inherent to the positions within the medical device reprocessing portfolio including endoscopy reprocessing departments.

PRINCIPLES

The Medical Device Reprocessing Department is committed to providing safe patient care by ensuring applicable standards are adhered to for Medical Device Reprocessing (MDR).

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staff, students, volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary) working within Medical Device Reprocessing and Operating Room.

ELEMENTS

Roles and Responsibilities

1. Medical Device Reprocessing (MDR) Technician
    - 1.1 Performs technical duties related to the decontamination, inspection, assembly, sterilization, storage and distribution of reprocessed hospital supplies, equipment medical devices and flexible endoscopes.

      Duties may vary based on each site's organizational structure, reprocessing equipment and medical device inventory. All MDR Technicians must hold current CSA or IAHCSMM certification.
    - 1.2 Responsibilities applicable to each working area within the department include, but are not limited to the following:
        - a) Decontamination
            - (i) Receives, sorts and decontaminates soiled case carts, medical devices, supplies and equipment.
            - (ii) Follows Routine Practices for all tasks.
            - (iii) Completes all tasks using established site based procedures and Manufacturer's Instructions for Use (MIFU).

(iv) Correctly selects, and prepares chemicals, detergents and enzymatic products for use on compatible medical devices, as per MIFU.
(v) Loads, operates and monitors mechanical equipment.
(vi) Operates, cleans and performs departmental routine maintenance on all equipment

b) High-level disinfection (HLD)
(i) Disassembles, tests, cleans and high level disinfects semi-critical devices as required according to the established procedures and MIFUs.

c) Assembly
(i) Sorts, inspects, function tests and assembles medical devices.
(ii) Identifies, prepares and reports non-functioning instruments for repair.
(iii) Selects and applies appropriate instrument packaging and/or wrapping systems and techniques.
(iv) Labels and prepares packaged devices for sterilization as per established procedures.

d) Sterilization
(i) Records load contents and loads sterilizer.
(ii) Operates and monitors all methods of sterilization.
(iii) Performs quality assurance testing.
(iv) Releases and unloads sterilizer contents based on quality and assurance testing and process parameters.
(v) Reports problems and malfunctioning equipment to working leader or designate.

e) Case cart distribution
(i) Reads and interprets the OR slate to anticipate requirements for surgical cases.
(ii) Uses picklists to assemble case carts for scheduled, urgent and emergent surgical procedures.
(iii) Provides substitutions for missing items.
(iv) Reports supply availability issues and problems to working leader or designate.
(v) Utilizes inventory location system in sterile storage.
(vi) Uses computer applications to complete tasks.

f) Other responsibilities
(i) Keeps current with department updates and ongoing communication.
(ii) Applies appropriate customer service and communications skills when responding to and interacting with all customers.
(iii) Applies critical thinking and problem solving skills to prioritize workload and resolve issues.
(iv) Maintains all work areas in a clean, neat and safe condition.

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(v) Adheres to all safety and health regulations and safe work practices.

(vi) Maintains a current understanding of, and readily applies Workplace Hazardous Management Information System (WHMIS) principles in all tasks.

(vii) Assists with new staff orientation and training, and provides preceptorship for students as assigned

(viii) Maintains certification and recertification requirements.

(ix) Performs other duties as assigned.

2. Educator (may not apply to all sites)

2.1 Educators are experienced technicians who provide leadership in planning, coordination and evaluation of education and training activities for MDR staff. All Educators must hold current CSA or IAHCSMM certification. Duties may vary based on each site's organizational structure, reprocessing equipment and medical device inventory.

2.2 Key responsibilities include, but are not limited to the following:

a) Proposes and develops educational programs to meet requirements based on MDR standards and guidelines including; Alberta Health (AH), Infection Prevention & Control (IPC), Canadian Standards Association (CSA) and other relevant standards.

b) Designs, develops and oversees orientation process for new staff.

c) Designs, develops and oversees training and education to support MDR procedures, equipment and device inventory including:

(i) New procedures and changes to existing procedures.

(ii) Complex devices i.e. flexible endoscopes, disassembly of multi-component devices.

(iii) New equipment and devices.

(iv) Remedial training for incorrect practice, incidents and accidents.

d) Designs, develops and oversees staff competency training and assessment.

e) Addresses and responds to quality control issues.

f) Maintains staff data base for all site based education and training activities and events.

g) Attends shift reports to keep current with department updates and ongoing communications.

h) Maintains professional and personal development related to position.

i) Performs other duties as assigned.

3. Working Leader/Team leader (may not apply to all sites)

3.1 Working/Team leaders are senior technicians who assist, supervise and monitor MDR staff daily workload tasks and practice in all areas of the department. All Working/Team Leaders must hold current CSA or IAHCSMM certification. Duties may vary based on each site's organizational structure, reprocessing equipment and medical inventory.

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3.2 Responsibilities include, but are not limited to the following:

a) Supervises and monitors staff training and practice.
b) Determines priority of assignments and alters work assignments accordingly.
c) Provides input into employee performance evaluations.
d) Supports educator with staff and student orientation and education. Ensures policies and procedures are followed at each work station.
e) Monitors work flow at work stations and assists staff during periods of heavy workloads and staff shortages.
f) Verifies medical devices and sets.
g) Monitors the maintenance, availability, control and location of equipment and supplies for assigned areas.
h) Monitors daily performance of all machines and equipment; report all issues of concern to Facilities Maintenance and Engineering (FM&E) and to the MDR Manager or designate.
i) Monitors sterilizer records, productivity statistical sheets, cleaning records and biological records for completeness and accuracy. Reports inaccuracies to immediate supervisor.
j) Confirms data collection records and workload statistics are correctly maintained by staff.
k) Performs quality assurance (QA) audits as scheduled and reports results to immediate supervisor.
l) When required, develops and revises procedures.
m) When required, confirms medical devices and sets for Surgical Suites and patient care areas are properly cleaned and maintained to standards.
n) Meets with Manager or designate as necessary to plan, review and evaluate department activities.
o) Confirms daily routine department cleaning schedule is carried out.
p) Orders and receives product from Contracts Procurement Supply Management (CPSM).
q) Provides training and direction for students.
r) Performs other related duties as assigned.

4. Coordinator/OR liaison (may not apply to all sites)

4.1 Coordinators are experienced senior technicians who liaise between the MDRD and the end users. All coordinators must hold current CSA or IAHCSMM certification. Duties may vary based on each sites' organizational structure, reprocessing equipment and medical device inventory.

4.2 Key responsibilities include, but are not limited to the following:

a) Keeps current with department updates and ongoing communication.
b) Liaises with end-users, vendors, and MDR technicians to communicate any changes, or issues with set(s), loaners or any pertinent information to support operational needs.

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c) Collaborates with vendors and/or MDR educator(s) to arrange the provision of provide staff in-service training new and loaned reusable medical devices.
d) Ensures MDRD procedures are current and updated.
e) Communicates to staff any changes to procedures.
f) Organizes back-up inventory of instruments to meet operational needs.
g) Ensures documentation for loaned reusable medical devices is completed and returned with set(s) to the vendor.
h) Ensures instrumentation undergoes verification testing prior to use.
i) Provides input on staff performance including quality assurance (QA) issues and reports remedial training required to educator for follow-up.
j) Reviews sets with missing items and replaces as necessary.
k) Organizes and monitors correct instrument storage location, labelling and sufficient inventory levels.
l) Reviews OR slate to determine instrumentation needed for upcoming surgery; collaborates with OR to make necessary arrangements for additional instrumentation if required.
m) Contacts designated department to correct picklist item locator and/or description errors.
n) Maintains quality assurance programs for designated areas.
o) Organizes and prepares damaged items for repair.
p) Performs other duties as assigned.

5. Supervisor/Unit Manager/Manager

5.1 The supervisor/unit manager/manager is responsible for providing direction, leadership and organization over the activities of the MDR department in support of the vision, mission and business plan of AHS. Duties may vary based on each site's organizational structure, reprocessing equipment and instrument inventory.

5.2 Responsibilities include, but are not limited to the following:

a) Develops and maintains strong working relationships with key stakeholders.
b) Provides leadership through effective communication, shared decision making and a commitment to achieve established departmental goals and objective which support AHS values and strategic direction.
c) Fosters a safe workplace.
d) Ensures the efficient use of human resources in providing the most effective, sustainable and efficient delivery of client service/patient care.
e) Recognises the need for change within the department and sets priorities accordingly. Engages appropriate stakeholders and supports in assessment, planning and implementation of change plan.
f) Supports the management of operating budgets established by direct supervisor.
g) Commits to continually improving health and safety performance through promotion of a team culture which supports hazard assessment, risk management, incident

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identification, reporting, correction and compliance with applicable regulations, policies and safe work practices.

DEFINITIONS

None

REFERENCES

- Non-Alberta Health Services documents
  - Canadian Standards Association. (2018). *Canadian medical device reprocessing* (CAN/CSA Z314-18, sections 11, 16, and 4)
  - *Reusable & Single-Use Medical Devices Standards*. (Government of Alberta-Alberta Health) (September 2019).
  - Accreditation Canada. (Accessed 2019). *Qmentum Standards: Infection Prevention and Control*
  - Canadian Centre for Occupational Health and Safety, Government of Canada. (2018). *Routine Practices Fact Sheet*

VERSION HISTORY

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