



**MAKE SMALL IMPROVEMENTS
FOR BIG RESULTS**
PART 2

FLEXIBLE ENDOSCOPE EXPERT



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Beyond Clean Flexible Endoscope Expert™:

Make Small Improvements for Big Results - Part 2

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Let's continue to look at a process improvement project for Sterile Processing Departments to uncover patterns and inefficiencies that are unnecessarily running up repair costs using the DMAIC (Define, Measure, Analyze, Improve, Control) system.

Analyze

The “analyze” stage is when you look at your observations related to your current processes to uncover patterns that are leading to damage. Here are a few ways to think through and prioritize your collected data:

- What is the most likely to harm patients or staff?
- What are the most common failure points?
- What are the most expensive types of damage?
- What are the easiest processes to fix?

You may find numerous things that need to be fixed, but don't get stuck thinking you need to fix everything – right away.

Improve

In this stage, identify the 2-4 most important failure points and begin building a plan to remedy the issues. Spend some time brainstorming, reach out to industry experts and talk with staff for their ideas on how they would approach the issue(s).

It's also important to remember that not all solutions are going to be viable. Experimentation and documentation of your results can be helpful in deciding on the right solutions.

Control

Finally, what I like to call this the “culture” stage. Even the greatest improvements will fail if they don't become part of the “normal” way of doing things. There are several tools that can help with this, but the most overlooked are policies, procedures and training. These play a critical role in establishing the new way of doing something as the only acceptable method.

Next Steps

This DMAIC process improvement project can and should be repeated. The most successful companies are constantly auditing and looking for ways to improve their processes. This is the sustainable method of process improvement: small, but meaningful changes lead to lasting improvements that can reduce costs and won't exhaust or overwhelm your staff.

Beyond Clean Flexible Endoscope Expert™ Biography:

Michael Matthews

Director of Customer Training and Education



Michael Matthews, MBA, CLSSGB, CRCST, CIS, CHL currently serves as the Director of Customer Training and Education for Agiliti. He previously served as Director of Clinical Education and Training for Northfield Medical in addition to former roles of Territory Manager for the Little Rock, Arkansas area, and a Clinical Education Manager for the southeast region. Before working at Northfield, Michael served as the manager for sterile processing at Baptist-Health Medical Center-Conway in Arkansas. During this time, Michael also served as an Infection Preventionist on a PRN basis to consult on reprocessing services throughout the Baptist-Health system. Michael has previously served as a Sterile Processing Technician at Jewish Hospital & St. Mary's Healthcare (Catholic Health Initiatives) (2012-2013), Baptist East Hospital (2011-2012), both in Louisville, KY, and system manager for sterilization and high-level disinfection at Conway Regional Medical Center (2013-2016). He holds three Healthcare Sterile Processing Association (HSPA) certifications for sterile processing. Michael has also served as a subject matter expert and participated in exam development for HSPA. Michael holds an MBA and has also been certified as a Lean Six Sigma Greenbelt. He has published articles in Infection Control Today, Becker's Hospital Review, Healthcare Purchasing News, as well as several LinkedIn articles in the sterile processing community. Michael is a former cohost of the Beyond Clean podcast, the premier podcast for sterile processing professionals throughout the world.

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