

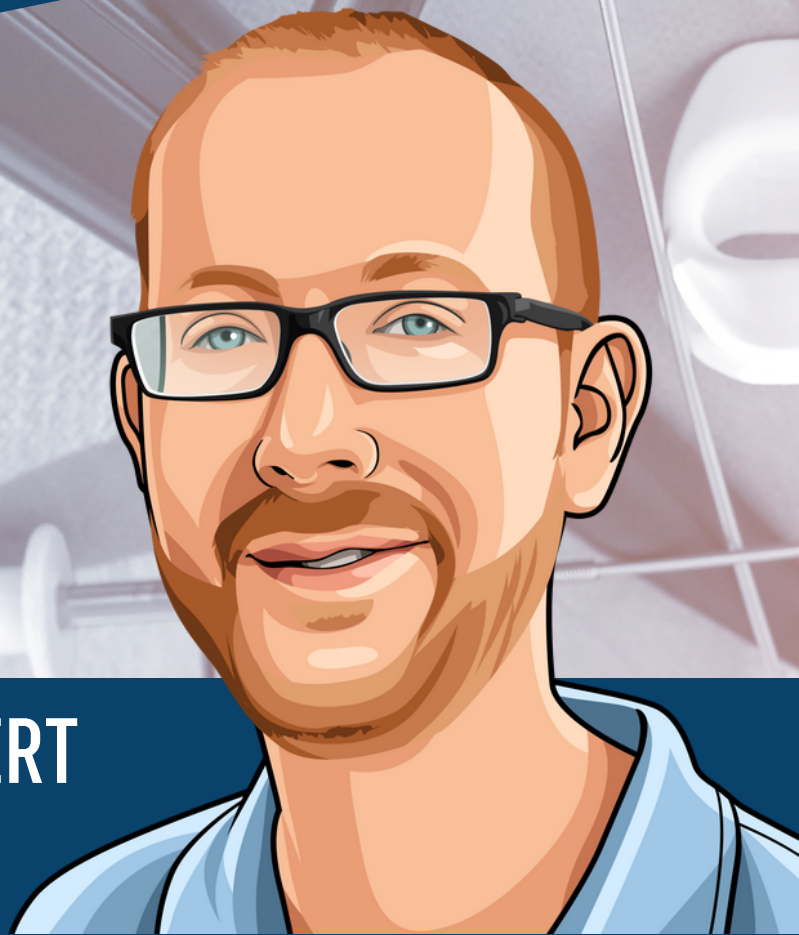


**MAKE SMALL IMPROVEMENTS
FOR BIG RESULTS**
PART 1

FLEXIBLE ENDOSCOPE EXPERT



**BEYOND
CLEAN**



Michael Matthews
Director of Customer Training and
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Beyond Clean Flexible Endoscope Expert™:

Make Small Improvements for Big Results- Part 1

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In our next two Expert Series articles, we'll introduce a high-level view of how a process improvement project could work within a Sterile Processing Department using a common methodology that comes from the Six-Sigma system of process improvement, called DMAIC (Define, Measure, Analyze, Improve and Control).

This methodology can help you make small, incremental improvements to your current processes that can have a big impact on your surgical equipment repair budget and provide you with key data to demonstrate value to your hospital leaders.

Here's how this can look:

Define

First, clearly identify the “why” of your project.

For example, if you are focused on reducing repairs – or associated spend – a good place to start is by understanding your most common types of instrument and equipment damage. Your current repair vendor should be able to provide you with this data and spend by modality (EX: flexible endoscopes).

Another option is to work with your supply chain partners to determine how much money was spent on repairs in the previous year. Even if you can't immediately determine “how” the damage happened, knowing how much you spent is a good starting place to understand how much savings opportunity exist.

Measure

In “measure”, our goal is to identify the patterns of process failures so we can focus on “the significant few,” or the 2-4 things that can have the greatest impact. Please note, it might be tempting to address every deficiency as you see them happening, but I caution against this unless there is an immediate risk to patient or worker safety.

To help you get started, you can utilize this surgical equipment and instrument [damage prevention audit tool](#) – which covers multiple modalities – to help you assess your current processes and capture any failures or gaps as they are observed.

To see the larger patterns, several audits should be performed across multiple shifts, staff and physicians.

We'll cover the rest of the DMAIC methodology for process improvement in part 2.

Have more questions for this expert? Contact Michael at: michael.matthews@agilitihealth.com

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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