

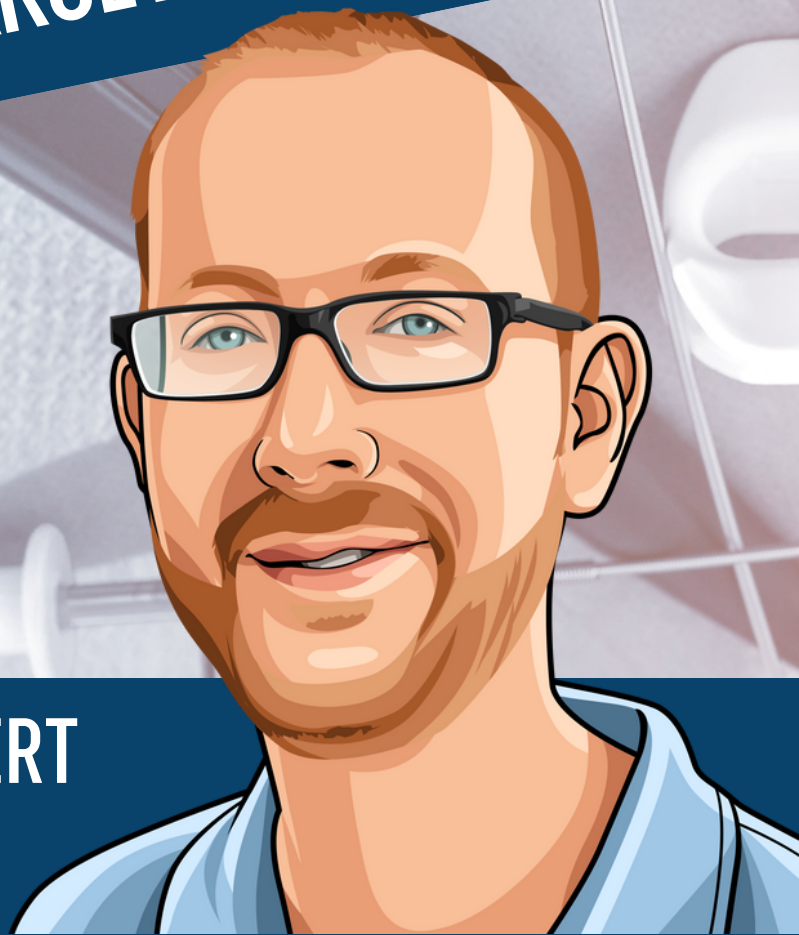


**"JUST STOP  
BREAKING STUFF"**  
THE NEED FOR TARGETED SOLUTIONS

FLEXIBLE ENDOSCOPE EXPERT



BEYOND  
CLEAN



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

## "Just Stop Breaking Stuff" The Need for Targeted Solutions

*Michael Matthews, MBA, CLSSGB, CRCST, CIS, CHL  
Director of Customer Training and Education | Agiliti*

Just stop breaking stuff” they say... If only it was that easy.

Frequent repairs on complex devices can be a constant – and expensive – frustration for hospital leaders. For frontline staff, there are few things as stress-inducing as when critical equipment fails – especially if it happens during a surgical procedure.

Yet, despite the financial incentives to “just stop breaking stuff,” devices continue to break at staggering rates. In fact, our own internal research has demonstrated that over 80% of damage is preventable through better care and handling practices. So why is it so difficult to make improvements?

For starters, damage most often stems from gaps in process and education. This means two things:

- If staff aren’t aware of the root cause of the damage, putting more pressure on them will not solve the problem.
- Since every hospital is different, a cookie-cutter approach to process improvement doesn’t work.

Solutions must be targeted and bring awareness to specific care and handling improvements to be effective. That can be a lot to ask of hospital leaders who are already struggling to keep up with the day-to-day demands of their positions.

This series will focus on helping readers understand flexible scopes – how and why they break – and the processes that are likely to lead to damage. The goal is to help technicians and leaders determine specific steps that can make incremental improvements with tangible results.

As the series progresses, you will likely uncover a lot of opportunities for process improvement, but let me caution you against trying to do too much, too quickly. One of my favorite sayings is, “if everything is a priority, nothing is a priority.”

Our goal is to help you find “the critical few” improvements that can have the biggest impact. You won’t reach 0% preventable damage any time soon. But if you can make even 10-20% of an improvement, it can translate into big savings financially and help improve stress levels of your frontline staff.

Have more questions for this expert? Contact Michael at: [michael.matthews@agilitihealth.com](mailto: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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The logo for Beyond Clean, featuring a red ECG line graphic on the left and right sides of the text. The text "BEYONDCLEAN" is in a bold, sans-serif font, with "BEYOND" in black and "CLEAN" in red.