



## Standardizing the Quality of Sterile Processing Services at NYC Health + Hospitals

### CHALLENGES

NYC Health + Hospitals (NYC H+H) was looking to add expertise in managing their people and practices for all medical and surgical instruments. NYC H+H also needed to update and consistently implement guidelines and standards to achieve the following:

#### **Reduce surgery and procedure delays.**

Inconsistent instrument inventory and sterilization practices caused surgery delays and rescheduling challenges.

#### **Increase doctor and nurse satisfaction.**

Ensuring surgeons and surgical teams had the proper instruments to perform surgeries.

#### **Increase patient safety**

By providing consistent sterilization techniques.

#### **Eliminate bio burden issues.**

Improving cleaning and decontamination processes and training.

#### **Ensure regulatory compliance.**

By creating a standardized sterilization program.

“Sterile processing is the hub of our health system. All areas using instrumentation must meet the highest standards. Crothall Healthcare’s ability to provide NYC H+H with this high-quality, standardized service means surgeries can continue to be done safely and on-time, increasing patient, doctor, and nursing satisfaction while improving our efficiency.”

— Joachim Wilson, Senior Assistant Vice President of Strategic Sourcing at NYC Health + Hospitals

**9.6B medical instruments were processed in the US, according to a 2017 CDC study**



In a 2017 report, the ECRI Institute’s Patient Safety Organization (PSO) identified **234** adverse events pertaining to dirty surgical instruments. The **#1** factor for the contamination was inadequate cleaning before usage.



**34% of 9.6B = 3.3B** instruments were inadequately cleaned.



ECRI research named device cleaning, disinfection, and sterilization as concern **#5 of the Top 10 Patient Safety Concerns** for 2020.

## SOLUTIONS

The Central Sterile Department serves as the “Heart” of the hospital with responsibilities for cleaning, decontaminating, and sterilizing all surgical instruments and reusable equipment in all areas. It provides a patient-centered approach to ensure infection prevention and positive patient outcomes.

Without an in-house solution, the health system approached Crothall Healthcare for support. Richard Rossi, who at the time oversaw Crothall’s Environmental Services at the system, conducted a feasibility study and determined Crothall had the expertise to provide the service. A search was conducted and key management sterile processing experts were recruited to create Crothall Healthcare’s Sterile Processing program.

The team immediately implemented standard protocols and an education program. As an example, Crothall set up areas for sterilizations, high-disinfection, and sterile equipment storage. All technicians work in these designated areas and are responsible for specific tasks.

Crothall updated and re-tooled the tracking software that was in place to maximize its potential. In addition, inventory is better managed, productivity has increased, which led to improved patient flow and the system’s operating procedures running more efficiently. Crothall also quantified and consistently reported out on productivity.

“The Crothall Healthcare Standardization and Quality Assurance Program is proven and field tested as the best management resource in Sterile Processing Support Services.”

— Richard Rossi, National Director of Operations, Sterile Processing Services for Crothall Healthcare

## RESULTS

After starting with five hospitals in July 2021, Crothall has been providing sterilization management services for the entire system of 11 Hospitals, 22 post-acute, and diagnostic and treatment centers for NYC H+H.

### Crothall has achieved the following results:



#### Significant Sterilization Quality Assurance.

Increased the percentage of properly sterilized surgical instruments consistently to nearly 100%.



#### Greater Efficiency and Productivity.

A 40-60% increase in efficiency and productivity in the number of medical instruments processed.



#### Increased Compliance.

All 18 Joint Commission surveys were successful. The Joint Commission resource also featured Crothall Healthcare practices in an educational training video.



#### Increased End-User Satisfaction.

Nineteen out of 20 top health system administrators rated the sterile processing program's quality and service as “Extremely High” or “Very High.”

### Advancing Sterile Processing Throughout the Health System

After achieving dramatic positive results during a short period of time, Crothall has recommended additional steps to modernize the health system's facilities while also achieving long-term savings.

#### The two organizations are partnering to:

- Create capital construction projects to modernize the sterile processing departments at each facility.
- Introduce innovation using a state-of-the-art tracking system, which will be paperless and interface with patient tracking systems, as well as all sterile processing equipment.
- Evaluate the transition to full automation for high-level disinfection equipment to eliminate manual processing.
- Work with the health system's Supply Chain department to ensure proper instrument inventory and life-cycle management, as well as standardized supplies, which will reduce costs.
- Increase the preventive maintenance schedule to ensure functionality and prolong life of the instruments being used to increase patient safety.
- Built out state-of-the-art transportation system.





“Our team has more than 50 years of experience in sterile processing and perioperative contract management services. We used our expertise and relationship with our client to create and run a standardized program for the sterile processing department. It also serves as an educational program, combining all the regulations and guidelines that we use as best practices for the system. As a result, we reduced bioburden occurrences and increased productivity, and eliminated immediate-use steam sterilization, all of which have improved patient safety and surgeon and perioperative team satisfaction.”

— Afif Escheik, Regional Director of Operations (RDO), 22 years

Wil Figueroa, RDO, 11 years

Francisco Cabrera, Unit Director, 11 years

## Partner with Crothall Healthcare

Maximize productivity and reduce process errors in your hospital with sterile processing solutions to ensure instruments are readily available for every procedure. Contact us to learn more about the benefits of standardizing your sterile processing management services to one provider with Crothall Healthcare.

Contact Us



The premier healthcare support service provider nationwide