

## CASE STUDY

# Boosting Surgical Volumes and Efficiency through Sterile Processing Renovation

Aultman Hospital and Crothall Healthcare partnered to drive results, achieving the first DNV Advanced Sterile Processing Certification in Ohio



Increased  
Tray Sterile  
Processing  
Output by 20%



Raised Post  
Decontaminant  
Audit passes  
by 503% YOY



Filled vacancies  
resulting in 60%  
increase in sterile  
processing staff

## SITUATION

Crothall Healthcare partnered with Canton, Ohio-based Aultman Hospital to improve the Sterile Processing Department. Previously, the department struggled to fill vacancies and retain staff, which resulted in significant staffing cost increase through overtime and traveling professionals. Coupled with aging infrastructure and processes, the 685-bed Aultman facility saw an opportunity to deliver better outcomes for patients and increase surgical volumes with improvements in sterile processing. In 2022, Crothall provided \$1.5 million in capital to renovate the department with the latest technology and workflows. As part of this initiative, sterile processing hourly employees and management were transferred to Crothall, which has brought stability to staffing. Within a year, sterile processing was operating more efficiently and the OR saw fewer delays due to sterile processing. In 2024, Aultman became the first facility in Ohio to receive the DNV Advanced Sterile Processing Certification. An honor that was recertified a year later.



Through our relationship with Crothall Healthcare, we have been able to elevate the expectations of what is coming out of sterile processing for our entire organization. We knew before entering into this relationship that we didn't have the expertise to train and educate the colleagues to be successful in their roles. With a standardized platform for training and engagement of colleagues, we have been able to maintain our staffing levels. Our clinicians no longer have to worry about the sterility or whether they will have the instrument they need. Instead, they can focus on the patient.

— Chris Parrish, Senior Vice President, Aultman Hospital



## Sterile Processing improvements have downstream impact on revenue, efficiency and patient outcomes

### 3 POINTS

#### **Increased Surgical Volumes:**

Sterile Processing plays a pivotal role in access to surgical care. Along with the \$1.5 million renovation, the department introduced new processes, workflows, sterilization technology and better inventory tracking systems, which significantly reduced case delays and surgical cancellations due to missing or incorrect instruments. Before Crothall oversaw the department, there were 51 OR delays in a quarter due to sterile processing. A number that has been drastically reduced over the past year. With fewer errors and faster turnaround times, the sterile processing team enabled operating rooms to run more efficiently, allowing for more procedures to be scheduled and completed each day. The result has been a measurable boost in surgical throughput, proving the direct link between back-end operational excellence and front-line clinical performance.

### RESULTS

Nearly

**12,000**

surgeries performed last year

#### **Improved Sterile Processing Efficiency:**

By increasing efficiency at Aultman's Sterile Processing Department, the hospital saw productivity boosts in operations and patient care. As part of these efforts, the team eliminated the reliance on immediate use sterilization, a high-risk and resource-intensive practice. Within one year, the team increased Post Decontaminant Audit passes by 503%. After two years, they were able to process an additional 4,000 trays per quarter. Aiding in these efforts, the department renovation, new education programs, inventory optimization efforts and enhanced technology allowed for greater standardization and enhanced quality controls.

#### **Stabilize Staffing:**

Crothall stabilized staffing in the Sterile Processing Department by addressing chronic vacancies, costly overtime and a heavy reliance on high-priced traveling professionals. Sterile processing employees were transferred to Crothall, which allowed the management team to better control staffing budgets and build a consistent team. Currently, the department is fully staffed with no vacancies, resulting in a 60% increase in sterile processing professionals. By incorporating comprehensive educational programs with hands on training, Crothall has alleviated the strain on staff scheduling. This stability has led to greater operational continuity, reduced labor expenses and improved morale across the department.

Increased Tray Sterile Processing Output by

**20%**

**98%**

staffed with no vacancies

Sterile processing can drive change at your facility. To learn more about how Crothall Healthcare can help you increase efficiency and boost your surgical throughput, visit [www.crothall.com](http://www.crothall.com)

