



## Revitalizing Central Sterile Processing to Improve Quality toward Surgical Excellence



### Issue:

Inconsistent sterility and availability of surgical instruments in the operating rooms of a 500+ bed hospital occurred when the hospital began sending trays to an off-site central sterile processing department (SPD), compromising care and negatively impacting staff morale.



### Approach:

With a team of front-line staff, improve SPD processes to ensure surgeons have what they need when they need it

- Redesign work area to eliminate congestion and create clear sightlines
- Clarify roles and expectations at every level
- Eliminate interruptions and distractions
- Reduce wasted time spent finding, transporting and storing items



### Results:

- 66% reduction in flow time through the SPD
- 93% reduction in the number of trays pending assembly
- 81% reduction in One Tray usage
- Improved quality arriving at decontamination (OR prep of sets) from 57% to 78%
- Increased trays processed at the SPD (instead of in hospital) increased by 83%
- 162% increase in staff satisfaction
- 31% increase in staff engagement
- 5.2 FTE decrease (due solely to attrition/retirement) with no layoffs



### Staff Feedback:

- “SPD processes have improved by 1,000%.”
- “Feels less chaotic.”
- “Feels lighter, no disarray, people can actually do their work.”
- “People feel supported and heard.”