



Outsourcing the CSSD a threat?

Or a challenge?!



Introduction

- René Vis
 - VU medical center, Amsterdam
 - Responsible person for sterilization and all sterile medical devices in the hospital
 - Deskundige steriele medische hulpmiddelen
- 1984
 - Legislation on sterilization in hospitals
 - Board of directors is responsible
 - Appoint a responsible person for sterilization and sterile medical devices
 - Quality control of production
 - Quality control of storage and distribution
 - Responsible for the validation of washer disinfectors and sterilizers



VU medical center



- University hospital
- 750 beds
- 4000 staff
- 21 operation rooms



Outsourcing

- The practice of subcontracting manufacturing work to outside companies
- Critical words:
 - (sub) contracting
 - Outside companies



Outsourcing is a trend

- IT Services
- Maintenance departments
- Restaurants
- Laundry

- Is the CSSD going to be next?!
 - England
 - France
 - Germany



In-sourcing?

- Is the CSSD the “inside company”?
- Is there a contract for the reprocessing?
- Is the CSSD considered to be the money consuming cleaning department or the businesslike unit that is the professional partner within the hospital?



Why outsource?

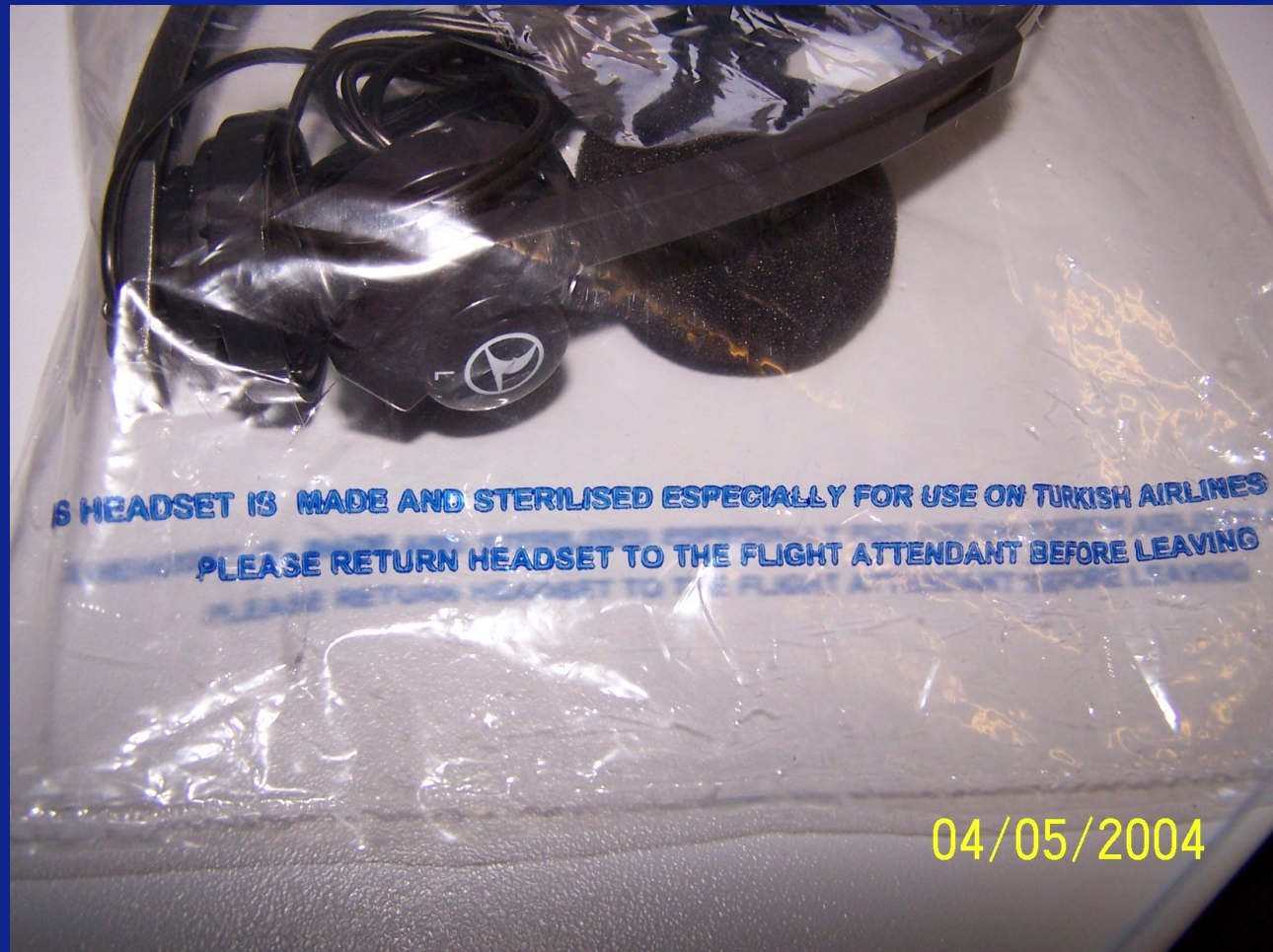
- Improve quality of the service
 - Qualified staff
 - Complying with national or international standards and guidelines
 - Implementing a quality system
- Major investments
 - Equipment
 - Building
 - Staff training
- Limited space



Back to core business!

- Cost reduction!
 - No staff?
 - No equipment?
 - No maintenance?
 - No validation of equipment and processes?
 - No housing costs?
- Only doctors and nurses?
- Is the CSSD and the reprocessing and quality control of medical devices seen as the core business?

Core business of the Turkish airlines





Who makes the decisions?

- Board of directors
- Triggered by:
 - Customers within the hospital
 - Outsourcing companies
 - Government
 - Legislation
 - Regulations
 - Standards
 - Requirements



Considerations for reprocessing in a hospital or by an outside company

- Cost containment
 - Costs per reprocessed tray:
 - Salaries of staff
 - Continuous education and training
 - Equipment, maintenance, validation
 - Overheads
- Quality of the service
- Turnover time and the limitations
- Ownership of the surgical instruments



Services provided by CSSD?

- Reprocess surgical instruments
 - Compliance with prEN 17664
 - Information to be provided by the manufacturer for the processing of resterilizable medical devices
- Managing sterile storage
- Distributing sterile medical devices
- Quality control sterile medical devices



Additional value

- Knowledge of reprocessing surgical instruments
- Knowledge of cleaning, disinfection and sterilization
- Co-decision maker in the process of purchasing medical devices
- Part of the quality chain of sterile medical devices



Reprocessing

- Collection of used instruments at point of use
- Transport from point of use
- Collection at sterilization facility
- Identification of instruments and trays
- Cleaning
- Disinfection
- Function control
- Tray assembly
- Packaging
- Sterilization
- Storage
- Distribution to point of use



What are the parameters?

- Costs to run a CSSD
 - Staff
 - Housing
 - Energy
 - Steam
 - Electricity
 - Heating
 - Air-treatment unit
 - Maintenance and validation of equipment



Logistics

- Turnover time of instrument trays
 - General trays
 - Specific trays
 - Critical trays
 - Replacing lost or damaged instruments
- Production and storage
 - Cleaning and disinfection
 - Packaging and sterilization
 - Transport systems
 - Storage systems



Equipment

- Machines
 - Washers disinfectors
 - Sterilizers
 - Tables, sinks, ultrasonic cleaners
 - Computers
- Surgical instruments
 - Amount and types of trays
 - Standardised instruments
 - Specialized instruments



Consumables

- Bowie & Dick tests packs
- Cleaning and disinfection tests
- Packaging material
- Chemicals
 - Detergents, disinfectants



What to do?

- Prepare!
 - Research on production data
 - Research on inventory
 - Condition of inventory
 - Annual costs
 - Staff
 - Training
 - Maintenance
 - Overheads
 - Knowledge of national and international standards and requirements



Talk to the customers

- What is the desired service?
 - Is that a realistic demand?
- Awareness of two-way partnership?
- Is further standardisation of instruments and trays an option?
- Will there be a need for a facility for reprocessing surgical instruments within or near the operation theatre complex?
 - Who will be responsible for that unit?



Compliance with standards

- EN 285
 - steamsterilizers
- EN 554
 - Validation of steamsterilizers
- EN 1422
 - ETO
- EN 14180
 - LTSF
- EN 15883
 - Washer disinfectors



VUmc CSSD

- 35 staff members
- 7 washers disinfectors (7 x 10 instrument trays)
- 4 large steam sterilizers (4 x 24 instrument trays)
- 1 small steam sterilizer (6 instrument trays)
- 12 packaging tables

Decontamination area



Packaging and sterilization





CSSD Statistics

- Production hours:
 - Monday to Friday 7.30 till 23.00
 - Sunday 7.30 till 17.00
- Turnover time 5-6 hours
- Production is 60.000 sterilization modules
 - 30x60x30 cm (EN 285)
 - 120.000 instrument units
- Instrument inventory
 - Over 10.000 instruments
 - 8 million Euros



Calculating price per tray

Annual costs

• Staff	€ 1.110.000
• Equipment/inventory 120.000	€
• Consumables	€ 205.000
• Validation	€ 20.000
• Maintenance	€ 20.000
• Training and education	€ 10.000
• Unforeseen	€ 15.000
total	€ 1.500.000

Price per tray VUmc € 12,50

(at 120.000 units a year, housing and energy where not calculated)

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R. Vis



Accurate measuring and pricing is needed!

- Categories for specific trays and instruments
 - Measure time needed to compose instruments and trays
 - Set up difficulty levels for types of trays
 - Calculate the time and skills needed to compose the trays
- Pricing of the individual difficulty levels



Compare information with colleagues

- Production data
- Staff data
- Budgets
- Equipment

Find out what you already knew!

You are doing a great job with very limited resources



Is outsourcing a threat?

- Yes!
 - Comparing business investments to hospital budgets
 - Comparing business information to hospital non-information
 - Comparing business management to hospital management
- Money consuming cleaning department
 - Complying to standards
 - Quality control
 - Staffing is a big part of the costs



Is outsourcing a threat?

- NO!
 - Run your CSSD as a business
 - Know your critical parameters
 - Collect them over the years
 - Comply with the standards
 - Apply a quality system
- Use the additional value of the department
 - Knowledge
 - Experience



Accept the challenge

- Set up a “contract” with your customers
- Provide the hospital with a periodical and annual reports
- Set up a adequate budget
- Set up a price per tray
- Validate your reprocessing process
- Communicate with colleagues
 - National association **MSüD**
 - International **EFHSS**



Outsourcing is reality

Accept the challenge
And be prepared!