ROAD TO ISO
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DEFINITION OF ISO 9001
A QUALITY MANAGEMENT SYSTEM
Quality Product Through Document Management
National Standards Awareness & Adherence
Perspective Toward Continuous Improvement
PROVEN QUALITY

FOLLOWING CANADIAN STANDARDS
CSA's Effective Sterilization in Health Care Facilities recommends...

FACILITIES’ JOURNEY
Sterile partner
• Few people outside of Sterile Processing knew of International Standards Organization (ISO)
A Reluctant partner
• Little time to strategize & organize compared to SPD
Underfunded partner
• Efforts to support SPD but didn’t have the resources
Today: We’re married!
• Working together toward Quality, toward continuous improvement
FMO/PLANT RESPONSIBILITIES

- Meet response times outlined
- Inform SPD of relevant maintenance activities
- Communicate relevant issues with SPD
- Provide documentation and reports
- Notify SPD of code changes or operational changes that affect SPD
- Advise SPD of any costs against their budget
- Compliance to ISO 9001:2008, 6.3, 6.4, 7.6

STERILE PROCESSING’S OUTLINED RESPONSIBILITIES

- Follow appropriate procedures when reporting equipment problems
- Ensure FMO access to equipment
- Advise FMO of capital purchases
- Ensure that FMO training be included in Capital purchases
- Notify FMO of Capital consumables or foreseeable cost pressures
- Notify FMO of code changes or operational changes that would affect allocation of FMO resources

SILENT PARTNER YEARS

- Most smaller sites had little or no equipment training and no dedicated resources
  - Work in SPD was shared between the trades
  - Or first responder approach to maintenance
    - Acting as an intermediary between SPD and the original vendor’s service team

RELUCTANT PARTNER YEARS

- Up to 2008, auditors cut Facilities some slack with documentation and standardization
  - if equipment was maintained on schedule
  - by conscientious personnel
  - But expected that the lessons learned would be passed on to the audit sites for the following year

WHAT WERE OUR ROAD BLOCKS?

- Communication & Education
- Between sites
- Within sites
- With SPD
- PM Procedures
- Naming conventions
- Training
- Few technicians knew how to use it
- Clerks entered garbage in, garbage out

UNDERFUNDED PARTNER

- Outlining responsibilities wasn’t enough to get Sterile Processing the partner they truly needed
- They needed us to raise the bar...& raise our profile
  - To understand their business
  - To understand the standards
  - To communicate our understanding
  - And to PAY Attention
Implementing solutions

**WHO IS THE CUSTOMER?**

- Sterile Processing is our customer
- Partner in Quality
- The Operating Room is Sterile Processing’s biggest customer

But at the heart of all our operations is the patient…..

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**GAP ONE: EDUCATION**

- Of the 5 dedicated technicians for ten original sites, only 2 had factory training for every critical piece of equipment maintained.

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**GAP TWO: STANDARDIZED PROCEDURES FOR STANDARDIZED EQUIPMENT**

- All like equipment had to be named and categorized accordingly in our Maintenance Management System
- After the data had been cleaned up, all like equipment needed to point to its own standard, regional PM procedure
- All data and documentation collected during PMs had to be the same, stored in the same place

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**BEST PRACTICE**

- Premium service means understanding the needs of your customer
- Identifying gaps in service delivery
  - Implementing solutions
  - Working together as a region to find solutions
  - Team work
- Communication
  - Building relationships that bring down silo walls
- Standardizing what we do right

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**QUALITY IS A JOURNEY NOT A DESTINATION**

Canada in general is in the infancy stage

But we still move forward, continually reviewing and revising with more knowledge and experience at every stage
ISO 9001 ACCREDITATION PROVES QUALITY

Audits look for:
- **Documented** proof that product & maintenance exceed customer satisfaction
- Knowledge & adherence to applicable regulatory requirements

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- Trend-logging thermocouple thermometers and data-loggers
- Logging compound pressure gauges,
- Room temperature, humidity and pressure loggers
- Laptops to correlate and arrange the data

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THE QUALITY JOURNEY SO FAR: A SUMMARY

- Changed staff training levels
- Standardized procedures and documentation
- Acquired tools and technology
- Streamlined communications
- Implemented quality utilities
- Provide inputs to:
  - planning for capital equipment,
  - fulfilling steam system requirements
  - troubleshooting complex issues

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- Partners responsible for quality
- Above & Beyond
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BENEFITS OF ISO TO FACILITIES

- Higher level of training and service.
  - Techs are really well-rounded service professionals.
- Solid understanding of the standards
- More equipment information
  - Easier to access
- Key Performance Indicators & reporting
- Setting goals together
- Achievements
- Pride in our achievements

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Trouble-shooting easier with the right technology

- Thermal Image: F&T trap
- Regular image taken at the same time

Trouble-shooting

Continuous improvement bucket list

- Looking forward, there are still things to do:
- Solicit more help from IM/IT
- Create and implement a benchmark for SPD Maintenance Technicians
- With a benchmark and job description, we could truly regionalize our team to cover more than just one or two sites
- Continue to motivate the team toward continuous quality improvement.

Passion for service