

“Bridging the Gap”

Between the OR and MDR

MDRAO Conference September 10-12, 2017
MEASURING SUCCESS:
QUALITY ASSURANCE IN MEDICAL DEVICE REPROCESSING





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A Little Bit About Us

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Who We Are

We provide 24 hour coverage, 365 days a year to 17 OR theatres including...

Ortho

General

Plastics

Neuro

Spine

Trauma

Cardiac

Vascular

Heart transplants

Ventricular assist devices to
bridge transplants

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Our Workflow

- OR uses a case cart system
- Largest OR east of Montreal
- Level I trauma centre
- Support entire facility – inpatient beds and clinics
- Support private physician offices and clinics
- ORs often run 4 emergency rooms after hours



Staffing in the OR

RNs - 70

LPNs - 5

Patient Attendants - 11

Supply Staff - 7

Charge Nurse - 1

Supervisors - 2

Manager - 1

Clerks - 3



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Staffing in MDR

- MDR Technicians - 46 FTEs/22 casuals
- MDR Utility Workers - 7 FTEs/6 casuals
- Ortho Implant Resource Technician - 1
- Team Lead - 1
- Supervisor - 1
- Manager - 1 for HI & VG Sites

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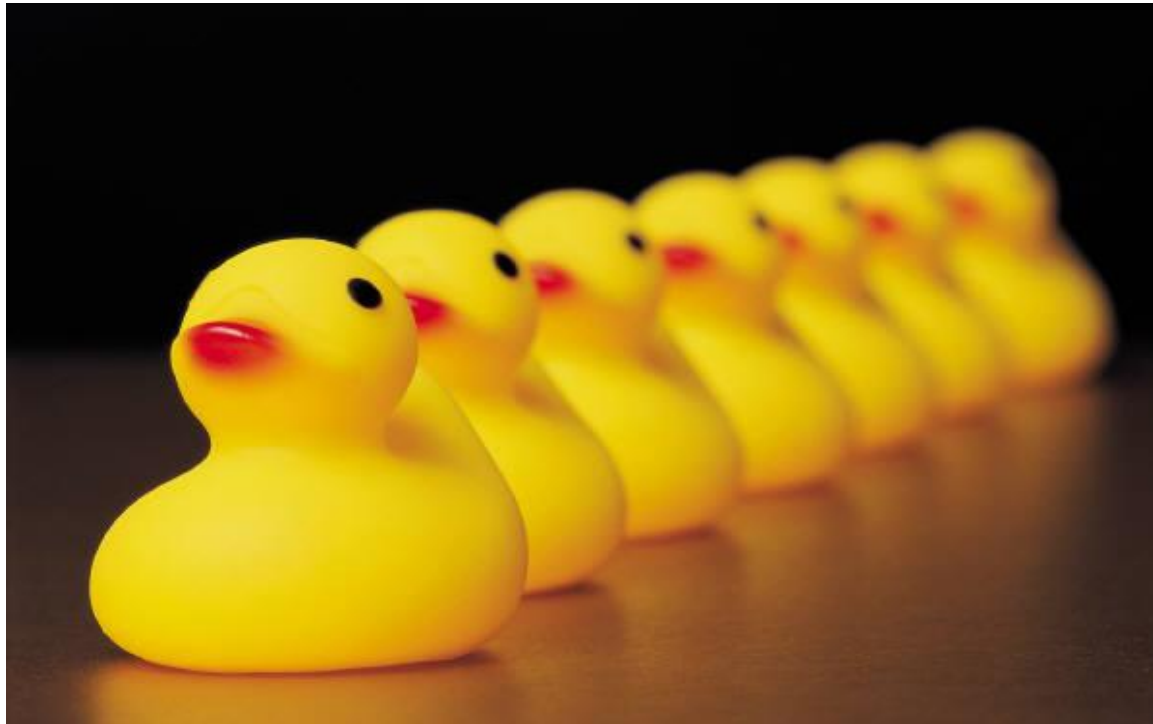
What Brought Us Together

The sterilization failure in the spring of 2015 was the beginning...

- We lost all sterilization capacity by mid April
- How were we ever going to manage without sterilizers?



We Had to Get Our Ducks in a Row



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Coming Together

We recognized very quickly that there was a disconnect between the OR and MDR, and in order to continue surgery and provide quality patient care...we had to figure it out!



The management team was
meeting 2 and 3 times a day
BUT
were we communicating
effectively with our frontline
teams...we thought we
were...



By mid August the new
sterilizers were installed
and operational



With the sterilization issues resolved, everything went back to normal

BUT

normal isn't necessarily a good thing...we were back to not communicating



Project Time!

The OR and MDR management teams collectively decided to send an RN from the OR to MDR as a collaborative clinical project to focus on...

- How can we improve our relationship?
- How can we help each other?
- What do we need from each other?



How Did I Feel About an RN Coming to MDR?

Uncertainty , Confusion, Judgement



How Did I Feel About Going to MDR?

- Apprehension and excitement at the same time
- Fear of the unknown



OK...I'm Here in MDR...Now What?



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An Awakening

As an RN my day has a beginning and an end...my patient comes into the OR theatre, surgery occurs and my patient leaves the OR theatre to an area for recovery

BUT

When I went to MDR I quickly realized, the day never ends, it is a continuous cycle...the work just keeps coming and coming...there is no end, 24 hours a day...7 days a week

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The “PATIENT”

We knew our focus was the
same

And

we wanted the same outcome



What Do We Need From Each Other?

Respectful Communication – A priority

Listening

Collaboration

Understanding

Appreciation

Teamwork



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Discovery and Learning



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Breaking Down the Barriers

- Combined in-services
- Getting to know each other
- Posing questions to each other
- Putting faces to names
- Face time and eye contact
- Upstairs - downstairs

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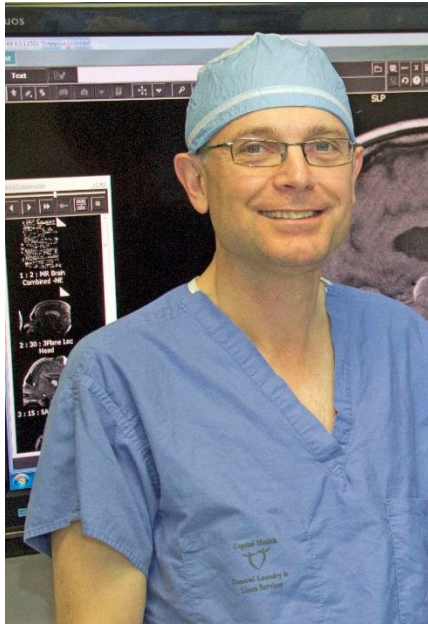


Combined in-services

- IUSS
- Bioburden
- CJD
- Bridging the gap - 2016
- Dr. Clarke / Zack Logan (MDR Tech)



Dr./Patient Inservice



Dr. Clarke
Neurosurgeon



Zack Logan – Patient
(also MDR Technician)



Dr./Patient Inservice

Zack Logan – MDR Technician

- May 2015 – right temporal lobectomy for epilepsy.
- May 2016 – completed MDR Tech course, became fulltime MDR employee.
- Shocked at the size of the department as well as the number of employees required to keep it running.

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Teamwork

Teamwork leads to optimal patient care



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MDR Staff in the OR

Eric Millsom – Cardiac and Vascular Resource

Observed heart transplant

- knowing how the instruments are used gives you a better insight on where to look for debris.



MDR Staff in the OR

Rose Coady – Neuro Resource

- Instrumental in providing training and orientation to MDR Technicians on the reprocessing and assembling of the Sugita Headframe.
- Seeing the instruments in use illustrates the importance of correct assembly to the Drs. and Patients during surgery.
- The MDR Department was invited to observe the initial procedure this was used in.



MDR Staff in the OR

Jennifer Sutherland – Ortho Resource
Observed total knee

- Amazing to see how things are setup and what the nurses are looking for.
- You realize just how important your job is when you see the patient arriving in the theatre.



MDR Staff in the OR

Tracy Laba – General and Plastics Resource

Observed Sugita Headframe

- This opportunity allowed me to witness first hand the importance that proper inspection of instruments plays in the surgery.
- The appreciation that one gains from seeing this will provide long term benefits for the patients and surgeons.



Nursing Staff in MDR

Denyne Park – OR Nurse
Observed MDR staff in Ortho



- Teamwork - we are all on the same team
- Mutual Respect - being respectful and polite
- Communication - open, clear, as specific as possible



Nursing Staff in MDR

Hayley Brugger – OR Nurse

Observed MDR Case Cart Picking

- Impressed by the size of the warehouse as well as the amount of supplies and trays.
- Observed that staff in picking are answering phone calls from OR while picking cases.
- MDR staff require knowledge of many services to retrieve required items for the OR.



MDR staff observing cardiac case



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New People

**Dr. Marcy Saxe-Braithwaite BScN, MScN, MBA, DBA,
CHE**

- Senior Director of Perioperative/Surgical Services at the Nova Scotia Health Authority.
- Highlight the importance of MDR within the perioperative/surgical services within her portfolio as well as at a national level.



New People

**Dr. Marcy Saxe-Braithwaite BScN, MScN, MBA, DBA,
CHE**

- Passionate about the importance and complexity of MDR and how it is the foundation for all successful surgical procedures.
- All 17 MDRs within NSHA need to ensure all accreditation and CSA standards are met in order to deliver safe, quality patient and family centred care.



New People

Suzanne Rhodenizer Rose RN BScN MHS CIC

- Provincial Director of Medical Device Reprocessing at the Nova Scotia Health Authority.
- Investing in strategies to ensure implementation of best practices.



New People

Suzanne Rhodenizer Rose RN BScN MHS CIC

- Promoting lessons learned across the system, investing in continuous education and competency assessments for staff and managers.
- Utilizing technology to make improvements in her portfolio.



Successes

- Spending time together - resource
- Problem solving
- More open and honest communication
- Friendship building
- Increased awareness of the importance we both provide to the patient

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MDR staff picking cases



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Supply Cart



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Instrument Scanner

Loss Prevention

- Spring of 2017 Tiffany Church and Ted Mercer presented the MDR initiative for loss prevention at the Dragons Den.
- The Project is currently underway and has proven successful thus far.



The Importance of Our Relationship You Ask...

- Patient Safety
- We cannot work without each other
- Without RNs, there would be no surgeries
- Without MDR, there would be no sterile instruments and equipment
- Without patients there would be no us...

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CSA Standards, MIFUs and Reprocessing Manuals

- MDR's bible - the CSA Standards
- Every new, loaned and replacement instrument that comes into MDR must contain a MIFU

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CSA Standards, MIFUs and Reprocessing Manuals

- MDR reviews the MIFU to ensure they are able to meet the reprocessing parameters. This can be a lengthy process.
- An Olympus TJF Type Q180V Duodenoscope reprocessing manual (MIFU) contains over 200 pages....more than the operator's manual for the same scope.

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Education and Training

- Alberta and New Brunswick require MDR staff to be certified
- What are your provincial educational requirements for people who work in MDR?



So....How Many Nurses and MDRTs Does it Take to Reprocess an Instrument Set?

No...it's not a joke!

It takes each and every one of us, together,
collectively to do it right.



In the Future

It is essential that we continue to develop a
consolidated and collaborative team
approach to support the many changes we
have coming...
and there will be changes!





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Questions?



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