

SPD Employee Continuing Education

Training Guides



Employee Development

**Prepared by the SPD Advisory Group
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Employee Development

Introduction

The Medical Supply Technician new to the Supply, Processing, & Distribution (SPD) Section will receive on-the-job training on sterilization, distribution, equipment operation, decontamination, and many other day-to-day functions within the section. In addition, the technician will receive classroom education on SPD policies and procedures, medical center policies, service procedures, and regular inservicing on new technologies, equipment, etc. The goal is to provide the technician with the information and knowledge necessary to participate in providing optimum support to the medical facility; i.e. to allow the professional medical staff opportunity to concentrate on direct patient care.

Contents

1. Introduction
2. VA Training Manual
3. VA Central Office Certification Examination
4. Non-Technical Employee Development
5. Competency
6. On-going Education/Training

7. Summary
8. Post Test
9. Answer Sheet

10. Orientation and Training Schedules

Timeframe/Teaching Method: Lecture, Discussion, Post-Test – 1 hour

EMPLOYEE DEVELOPMENT

Upon completion of this section, participants will be able to:

- Identify the principles included in Level I training;
- Explain the VA Central Office Certification Examination and Continuing Education Credits;
- Identify additional aspects of continuing education in addition to technical aspects;
- Verbalize the employee's importance in the care of the veteran.

INTRODUCTION

The new employee to Supply, Processing, and Distribution should prepare to receive a wealth of information on a myriad of subjects. The SPD Medical Supply Technician will become the subject matter expert on the storage and distribution of clean/sterile, medical/surgical supplies, the decontamination of medical/surgical instrumentation and equipment, and terminal sterilization.

VA TRAINING MANUAL

The initial orientation for the Medical Supply Technician will include classroom completion of the VA Training Manual for Medical Supply Technicians (Level I training). The training manual consists of ten chapters, including pre- and post-tests, which discuss in detail all facets of an SPD section. Emphasis is placed on:

- (1) Principles of steam and gas sterilization;
- (2) Sterilizer and processing equipment operation;
- (3) Hazardous chemicals and Material Safety Data Sheet (MSDS) requirements for SPD;
- (4) Storage/distribution of sterile supplies;
- (5) Microbiology and infection control procedures;
- (6) Anatomy and physiology.

Also included in Level I training is SPD operational requirements (VA Handbook 7176). The VA Training Manual is completed alongside hands-on, on-the-job training (see attached sample outline and checklist). In addition, employee should review the following SPD Videos at least annually:

- (1) Introduction to SPD
- (2) SPD: Distribution of Medical-Surgical Supplies
- (3) SPD: Practices and Procedures in the Decontamination Section
- (4) IFCAP/GIP Automated Case Cart System

VA CENTRAL OFFICE CERTIFICATION EXAMINATION

Upon successful completion of Level I training, employees have the opportunity to take the VA Central Office Certification Examination to become a Certified Registered Medical Supply Technician. The exam consists of a wide variety of questions over the information contained in the VA Training Manual. An employee's certification can be maintained only through the annual accumulation of Continuing Education Credits (CEU's). VA Central Office SPD Program Officials will monitor CEU completion submitted by the Chief, SPD (or official in charge of SPD operations) for all employees.

NON-TECHNICAL EMPLOYEE DEVELOPMENT

In addition to the technical aspects of SPD, employees will be developed in other areas as well:

- (1) Supply Management Concepts – the concepts behind Acquisition & Materiel Management, and the relation between the functions of procurement, distribution, inventory management, reprocessing, sterilization, equipment control, etc.;
- (2) Safety – issues covering the safe use of Ethylene Oxide, Personal Protective Equipment in the Decontamination area, care in lifting, pulling, etc., as well as the mandatory safety issues (fire, bloodborne pathogens, etc.);
- (3) Personnel Management – to include EEO, the Union Partnership, merit promotion, team building;
- (4) Quality Assurance – verification of accuracy in assembly of instrument sets, cleaning of reusable items, quantity on hand of supplies, etc.;
- (5) Medical Terminology – the use of root word meanings to assist in the understanding of supplies, instrumentation, and equipment;
- (6) Communication – proper telephone etiquette, positive, constructive communication between staff members within the section and between sections/services.

COMPETENCY/ON-GOING EDUCATION/TRAINING

On-going training will be provided to maintain the technician's competency in SPD activities. Parameters exist for all critical processes/functions within SPD, and specific competencies are provided to technicians that identify performance expectations. The on-going training provided to technicians is based on the nature of care and services provided by the medical facility, the individualized needs of the SPD section, new advances in healthcare and technology, to name a few.

Medical Supply Technicians are responsible for playing an active part in their education and training. Technicians should review their educational and training needs with their supervisor at least once a year. The Chief of the SPD Program will establish an annual training schedule for Medical Supply Technicians that will incorporate mandatory medical center training with specific SPD training. Training must be given in a face to face training where employees have the opportunity to ask questions. Continuing Education Units (CEUs) for each technician will be maintained by the Chief and report annually to VACO by the March 31st each year. SPD Level 1 training should be reviewed every 3 years at a minimum.

SUMMARY

The training and knowledge acquired by the Medical Supply Technician renders them a critical part of the patient care cycle. The technician performs the vital break in the chain of infection; he/she provides the nurse and physician the assurance that they will have the products they need in the form they require to do their procedures; he/she provides the surgeon and the Operating Room staff with the instrumentation and equipment they require to perform surgical procedures. Clinical staff cannot provide quality care for the veteran patient without the services provided by the SPD staff, and Medical Supply Technicians should be proud of the duties they perform.

EMPLOYEE DEVELOPMENT – POST TEST

1. Through proper training, a Medical Supply Technician will become an expert in
 - (a) distribution of clean/sterile supplies
 - (b) sterilization
 - (c) patient care
 - (d) a & b

2. Level I training includes
 - (a) sterilization
 - (b) hazardous chemicals
 - (c) anatomy
 - (d) all of the above

3. VA Handbook 7176 is the publication that identifies SPD operational requirements.
True False (circle one)

4. The VA Central Office Certification Examination is mandatory.
True False (circle one)

5. A technician maintains their certification through annual accumulation of
_____.

6. Medical Supply Technicians are trained only on the technical aspects of SPD.
True False (circle one)

7. Safety issues include safe use of _____, and
_____ Equipment in Decontamination.

8. Training in _____ assists the technician in understanding medical/surgical products through root word meanings.

9. A Medical Supply Technician performs the vital break in the chain of
- (a) handwashing
 - (b) infection
 - (c) communication
 - (d) patient care

10. Clinical staff can/cannot provide quality care without the services of SPD.
(circle one)

ANSWER SHEET

1. d
2. d
3. T
4. F
5. Continuing Education Units
6. F
7. Ethylene Oxide, Personal Protective
8. Medical Terminology
9. b
10. Cannot

**ORIENTATION SCHEDULE – NEW EMPLOYEE
ACQUISITION & MATERIEL MANAGEMENT SERVICE**

Medical Supply Technician, GS-0622

<u>Ability/Training – Service</u>	<u>Date of Training/Verified</u>
AIS Security	_____
Infection Control	_____
Procurement Integrity	_____
Fire & Safety	_____
Emergency Preparedness	_____
Ethics	_____
Sexual Harassment	_____
Hazard Communication	_____
Service Safety Plan	_____
Lockout/Tagout	_____
OSHA Poster	_____

Ability/Training – Position Specific

- | | |
|--------------------------------------|-------|
| 1. Distribution | _____ |
| a. Barcoding | |
| b. GIP | |
| c. Secondaries | |
| d. Sterile/Unsterile Rooms | |
| e. Outdating, Cleaning | |
| 2. Equipment – Patient Care | _____ |
| a. Crash Carts | |
| b. Chemo Carts | |
| c. Infusion Pumps, Feeding Pumps | |
| d. Equipment Log | |
| 3. Decontamination | _____ |
| a. Personal Protective Equipment | |
| b. Soiled Utility Pickup | |
| c. Operation of Equipment | |
| (1) Automatic Endoscope Reprocessors | |
| (2) Ultrasonic Wash/Rinse | |
| (3) Washer/Decontaminator | |
| (4) Steam Sterilizer (pass-thru) | |

4. Preparation

-
- a. Surgical Instrumentation
 - b. Instrument Tray Assembly
 - c. Wrapping, Peel-Packs
 - d. Date Stamping (Julian date, 30 day/1 year)
 - e. Case Carts, Emergency Carts
 - f. Ethylene Oxide Monitoring
 - g. Operation of Equipment
 - (1) Steam Sterilizer
 - (2) Gas Sterilizer
 - (3) Sterrad Sterilizer
 - (4) Heat Sealer
 - (5) Dumbwaiter

Employee

Date

Service/Section Chief/Supervisor

Date

ORIENTATION SCHEDULE FOR NEW EMPLOYEES
SUPPLY, PROCESSING, AND DISTRIBUTION SECTION

MEDICAL SUPPLY TECHNICIAN – SIX WEEKS

First Week

Orientation
Distribution

Second Week

Distribution
Equipment

Third and Fourth Weeks

Decontamination

Fifth and Sixth Weeks

Preparation

WEEK 1

- Get to know section, mandatory training, SPD Handbook and Training Manual (throughout orientation), review sterile and unsterile rooms
- Barcoding, GIP, inventory
- Inventory secondaries and stock
- Review supplies, sterile and unsterile (clean)

WEEK 2

- Familiarize with equipment (infusion pumps, feeding pumps, K-pads, blankets, etc.), equipment log-in/out procedures
- Crash carts, chemo carts, etc.
- Stocking and maintenance of secondaries (outdating, cleaning, etc.)
- Review ward procedure trays

WEEKS 3 & 4

- Soiled utility pickup
- Learn operation of:
 - a. Automatic Endoscope Reprocessors
 - b. Ultrasonic Wash/Rinse
 - c. Washer/Decontaminator
 - d. Steam Sterilizer (pass-thru)
- Personal Protective Equipment

WEEKS 5 & 6

- Assemble instrument sets
- Surgical instrumentation
- Wrapping sets, trays, peel-packs, heat-sealing
- Date stamping (Julian date, 30 day, 1 year outdates)
- Loading and operation of steam, gas, Sterrad sterilizers
- Case carts, emergency carts