The CHL Exam Content Outline was created through the 2012 job task analysis and outlines the specific areas of knowledge necessary to perform the duties of a Central Service Leader. The Content Outline also details the percentage weight for each of the seven sections which comprise the CHL Exam. The higher the percentage weight, the more heavily the questions in that area will affect your overall test score.

### CLEANING, DECONTAMINATION, AND DISINFECTION  [PERCENTAGE WEIGHT: 20%]

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<td>ii Body Mechanics</td>
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<td>iii Equipment Operation</td>
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<td>iv Ergonomics (e.g. work-flow)</td>
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<td>d Preparing Work Area For Decontamination</td>
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<td>ii Supplies Needed (e.g. brush, towels)</td>
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<td>iii Equipment (e.g. compressed air, water)</td>
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<td>iv How to mix chemicals following the manufacturer’s Instructions For Use (IFU) (e.g. dilution)</td>
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<td>v How to check &amp; replenish chemicals in equipment</td>
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<td>iv What goes in each sink (e.g. two or three sink method)</td>
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<td>v Selection of correct brush &amp; size</td>
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<td>vii Proper loading of equipment</td>
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<td>j Selecting Appropriate Disinfectant</td>
<td>i How to mix &amp; test chemicals</td>
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<td>ii Three levels of Spaulding Classification (e.g. non-critical, semi-critical, critical)</td>
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<td>iii Documentation of chemical testing</td>
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<td>iv Disinfectant family (what they do, how to use)</td>
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<td>k Disinfecting Instruments &amp; Equipment</td>
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<td>l Transferring Items to Preparation Area</td>
<td>i Air exchange (e.g. negative pressure, positive pressure)</td>
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### PATIENT CARE EQUIPMENT  [PERCENTAGE WEIGHT: 6%]

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<td>c Receiving Items for Preparation</td>
<td>i Process for recording and tracking rental equipment</td>
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<td>ii How to sort items (e.g. type of equipment)</td>
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<td>d Inspecting Equipment for Cleanliness and Functionality</td>
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<td>ii How to check for compliance with safety standards (e.g. frayed cords, preventative maintenance date, damage)</td>
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<tr>
<td>e Assembling Equipment for Distribution</td>
<td>i How to assemble equipment for distribution</td>
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<td>f Care and Handling</td>
<td>i What equipment requires charging or battery replacement</td>
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<td>ii Location and proper storage of equipment</td>
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<td>iii Environmental requirements for stored equipment (e.g. dry, clean)</td>
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<td>iv Preventative maintenance dates</td>
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<td>g Distributing Equipment</td>
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<td>ii Types of equipment maintained in CSSD</td>
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<td>iii Delivery protocols</td>
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<td>h Tracking Medical Equipment</td>
<td>i Systems used (e.g. manual, computer, RFID, hybrid)</td>
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PREPARATION & PACKAGING [PERCENTAGE WEIGHT: 14%]

a Temperature and Humidity of the Work Environment
   i Standards for Temperature
   ii Standards for humidity
   iii Frequency to record
   iv What to do if not within the parameters

b Preparing Work Area for Packaging
   i Supplies needed
   ii Location of IFUs

c Receiving Items for Preparation
   i How to unload equipment
   ii How to check for cleanliness
   iii How to sort items (e.g. service, facility, loaner)

d Inspecting Items for Cleanliness and Functionality
   i How to check for cleanliness and functionality
   ii How to follow the IFU
   iii Proper testing tools and process for checking functionality of items (e.g. sharpness testing)
   iv How to assemble, test, and disassemble items according to IFUs
   v How to lubricate items according to IFUs

e Selecting Items for Assembly
   i How to cross-reference different instruments
   ii How to size and measure items

f Assembling Items for Packaging
   i Proper handling procedures
   ii Instrument protection devices (e.g. tip protectors, foam, mats)

g Packaging Method
   i How to select appropriate packaging method (e.g. size, packaging weight)
   ii Packaging Method (e.g. flat wrap, peel pack, container)
   iii Sterilization method/cycle to be used
   iv Proper application method of packaging
   v Proper wrapping technique

h Labeling Method
   i Storage destination
   ii Special information identifiers (e.g. implant, loaners, sterilization methods/cycle)

i Transferring Items to Appropriate Area
   i How to prioritize for rapid turn-around
   ii Air exchanges (e.g. negative pressure, positive pressure)
   iii Body mechanics
   iv Ergonomics
   v How to track items (e.g. manual, computer)

DOCUMENTATION & RECORD MAINTENANCE [PERCENTAGE WEIGHT: 18%]

a Record Maintenance
   i Environmental conditions for records storage
   ii Protocol of time-frame to keep records
   iii What needs to be kept
   iv Where kept (on-site, off-site)
   v How to retrieve

b Temperature, Humidity, and Corrective Action
   i Acceptable temperature humidity ranges for work areas
   ii Procedure for reporting deficiency

c Quality Test Results
   i Ultrasonic systems
   ii Water quality and temperature
   iii Bowie Dicks tests (e.g. run as first load of the day, empty load)
   iv Sterilizer leak tests (e.g. when test should be performed)
   v Biological and chemical tests (e.g. lot numbers, running control tests, correct placement of tests, incubation procedure, how to interpret results, recall process in case of undesirable outcomes)

vi How to interpret the results of the test
vii Take corrective action if test fails
viii Washer decontamination process (e.g. frequency, type)
ix Cart washer

d High Level Disinfection (HLD) Process
   i Safety measures when using HLD
   ii Proper disposal methods
   iii Dilution labeling requirements (e.g. concentration, expiration, end of use date)
   iv Technician information
   v Patient information

e Employee Incident Reports
   i Hospital reporting policy
   ii Exposure control plan
   iii State and federal safety regulations
   iv Risk management and safety management policies
   v Patient tracing procedure (e.g. in event of needle stick, cut)

CUSTOMER RELATIONS [PERCENTAGE WEIGHT: 12%]

a Customer Requests
   i Phone Etiquette
   ii Active listening (e.g. technique of repeating back to customer “I heard you say”)

b Communication
   i Decision-making skills
   ii Communication method (email, face-to-face, phone)
   iii Medical terminology (e.g. anatomy and physiology, surgical terminology, instrumentation)

c Internal and External Teams
   i Troubleshooting task forces

ii Types of teams (e.g. quality, cross disciplinary)
iii Engagement level (e.g. attendance, follow-through)
iv Completion of assignments
v Role on the team (e.g. leader, observer)

d Facility and Procedures
   i Where to find policies and procedures
   ii How to interpret policies and procedures
   iii Frequency of review
   iv Responsibility related to review (e.g. make suggestions, keep current with them)
a Temperature and Humidity of the Work Environment
   i Standards for temperature
   ii Standards for humidity
   iii Frequency to record
   iv What to do if not within the parameters

b Preparing Work Area for Sterilization
   i Supplies needed (e.g. printer supplies, test packs, label gun supplies)
   ii Perform sterilizer component checks according to manufacturer's IFU
   iii Perform cleaning according to manufacturer's IFU

c Sterilizer Tests
   i Leak tests
   ii Bowie Dick/air removal test according to standard
   iii Place of biological test packs for sterilization
   iv When to perform test (e.g. repair, construction, malfunction, routine)

d Receiving Items for Sterilization
   i How to move items from cart to cart
   ii Proper body mechanics
   iii Proper handling of item to preserve packaging integrity
   iv How to access IFUs

e Sterilization Method and Cycle
   i Functionality of sterilizer
   ii How to select and change the cycle
   iii How to identify appropriate use of external indicators (e.g. sterilization method, placement)
   iv Sterilization method of items
   v Identification of appropriate packaging for the sterilization method

f Pre-Sterilization Package Integrity
   i What comprises integrity (e.g. holes, filters, broken locks and seals)
   ii Filter placement, locks, seals, and external indicators

g Loading Sterilizer
   i Metal mass versus load configuration
   ii Wrapped versus rigid containers and peel pouch

h Operating and Monitoring Sterilization Equipment
   i How to replace and dispose of empty cartridges/tanks/cassettes
   ii How to select cycle
   iii Where to place biological or air removal tests
   iv Temperature requirements for each sterilization method
   v How to access IFUs

i Cycle Parameters
   i How to interpret printout (e.g. temperature, time, and pressure exposure)
   ii Sign-off procedures to ensure accountability

j Unloading Sterilizer
   i What maintains sterility (e.g. Cooling time, temperature, handling)
   ii Body mechanics

k Post-Sterilization Package Integrity
   i What compromises integrity (e.g. holes, filters, broken locks and seals, moisture)
   ii Filter placement, locks, seals, and external indicators

l Test Results
   i Proper handling and incubation of the biological test
   ii How to interpret test results

m Potential Process Failures
   i How to identify a process failure (e.g. wet packs, color change, failure to meet sterilization parameters)
   ii Procedure for follow-up after process failure

n Transferring Sterilized Items to Storage and Distribution
   i How to prioritize for rapid turn-around
   ii How to handle items without damaging (e.g. stacking, rough handling)
   iii Air exchanges (e.g. negative pressure, positive pressure)
   iv Body mechanics
   v How to track items (e.g. manual, computer)
   vi Traffic flow
   vii Early release of implantable devices

a Temperature and Humidity of the Work Environment
   i Standards for temperature
   ii Standards for humidity
   iii Frequency to record
   iv What to do if not within the parameters

b Preparing Work Area for Sterile Storage
   i Supplies needed
   ii Location of IFUs

c Ordering Inventory
   i The ordering process (e.g. par levels, computerized, manual)
   ii How to handle back-orders

d Receiving and Inspecting Inventory
   i What compromises integrity (e.g. holes, filters, broken locks and seals, water damage, dust)
   ii How to match delivery document to what was received (e.g. signing for deliveries)

e Stocking and Rotating Inventory
   i Shelf life policy (e.g. First In First Out (FIFO), expiration, event-related)
   ii Process for rotating inventory
   iii Proper storage requirements
   iv Proper break-out area (e.g. corrugated cardboard, external shipping containers)

f Distributing Sterile and Non-Sterile Items
   i Distribution methods
   ii Proper handling of items
   iii Body mechanics
   iv Transport guidelines (e.g. closed cart, bins, dustcovers)

g Tracking Items Distributed by CSSD
   i High dollar items
   ii Specialty carts
   iii Critical items
   iv Vendor-owned items
   v How items are tracked (e.g. manual, RFID, computerized)
   vi When to review MSDS information and how to access and interpret MSDS information

h Disposing Inventory
   i How to handle recalled items
   ii Open/not used single use item
   iii Damaged items
   iv Expired items
   v Obsolete items
   vi Recycled items
   vii Donations of items to others