The CRCST 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 Technician. The Content Outline also details the percentage weight for each of the seven sections which comprise the CRCST Exam. The higher the percentage weight, the more heavily the questions in that area will affect your overall test score.

1 CLEANING, DECONTAMINATION, AND DISINFECTION

**Safety Standards**
- OSHA/Blood Borne Pathogens
- Microbiology (e.g. cross contamination, microbial transmission, chain of infection)
- Where to obtain information
- Body Mechanics
- Sharp Safety
- Equipment Operation
- Where to find MSDS
- Location & Operation of eyewash station
- Location & Operation of shower
- Ergonomics (e.g. work-flow)
- Chemical Safety
- Traffic flow
- How to contain, transport, and receive soiled items into decontamination or soiled utility rooms

**Personal Protective Equipment (PPE)**
- What PPE to put on
- How to put PPE on
- How to take PPE off
- When to change PPE
- How to dispose of PPE
- Hand-washing

**Temperature & Humidity of the Work Environment**
- Standards for temperature
- Standards for humidity
- How to record
- Frequency to record
- What to do if not within the parameters

**Preparing Work Area For Decontamination**
- Correct cleaning agent or chemicals for cleaning process
- Supplies Needed (e.g. brush, towels)
- Equipment (e.g. compressed air, water)
- How to mix chemicals following the manufacturer’s Instructions For Use (IFU) (e.g. dilution)
- How to check & replenish chemicals in equipment
- How to properly dispose of chemicals
- How to determine the correct chemicals for the equipment

**Quality Tests**
- Efficacy testing process for washers
- Efficacy testing process for ultrasonic
- Efficacy testing process for Automated Endoscope Reprocessor (AER)
- Efficacy testing process for cart washer
- Water quality test process
- When to test
- How to interpret tests
- Water pressure
- Location of outlets: on/off, regular, and emergency
- Chemical feed line processes
- How to clean & test spray arms
- How to check manifolds & baskets
- Operator’s manual (where to find, how to use)
- How to close equipment doors & proper operation of doors

**Troubleshooting Cleaning Equipment**
- Who to call if malfunction or have a question
- How to identify and respond to alarms
- How to clean strainers/drains
- Water pressure
- Location of outlets: on/off, regular, and emergency
- Chemical feed line processes
- How to clean and test spray arms
- How to check manifolds and baskets
- Operator’s manual (where to find, how to use)
- How to close equipment doors & proper operation of doors

**Disposable Items from Non-Disposable Items**
- Difference between disposable & non-disposable items (e.g. single-use versus re-useable, laparoscopic tips)
- Third-party vendor items (e.g. identification of items to return to third-party vendors)
- Disposable & non-disposable linens
- Process of broken & repairable instrumentation
- How to dispose of sharps & non-reprocessed items (e.g. biohazards versus non-regulated trash, sharps container)

**Preparing Items for Decontamination**
- How to disassemble instrument
- Manual & mechanical cleaning according to IFU
- Where the IFU is located
- Methods for reducing the risk of Toxic Anterior Segment Syndrome (TASS)
- How to load items into the equipment
- How to clean strainer/drains
- Special precautions for Creutzfeldt-Jacob Disease (CJD) instruments

**Selecting Appropriate Disinfectant**
- How to mix & test chemicals
- Three levels of Spaulding Classification (e.g. non-critical, semi-critical, critical)
- Documentation of chemical testing
- Disinfectant family (what they do, how to use)

**Disinfecting Instruments & Equipment**
- Use of correct disinfectant
- Exposure times
- Rinsing

**Transferring Items to Preparation Area**
- Air exchange (e.g. negative pressure, positive pressure)
- How to perform visual check for cleanliness
2 PREPARATION & PACKAGING

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

b Preparing Work Area for Packaging
   i Supplies needed
   ii Dress code
   iii Work area requirements (e.g. cleaning requirements)
   iv Location of IFUs

c Receiving Items for Preparation
   i Item identification (e.g. visual, computerized)
   ii How to unload equipment
   iii How to check for cleanliness
   iv How to sort items (e.g. service, facility, loaner)
   v How to accept items through pass-through window

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 remove and replace unacceptable items
   vi How to lubricate items according to IFUs

e Selecting Items for Assembly
   i How to obtain the appropriate count sheets, peel pack list, tray list (e.g. where to place count sheets)
   ii How to read and identify items (e.g. books, product number, computers, tape, etching)
   iii How to cross-reference different instruments
   iv How to size and measure items
   v Visual identification & proper names of common instruments

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

iv Proper instrument placement (e.g. facilitate sterilization, protect instruments)

v Instrument organizers

vi Classes and appropriate use of chemical indicators (e.g. proper placement, intended cycle)

vii Weight limits and weight distribution

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 External indicators
   v Tamper evident seals
   vi Proper application method of packaging
   vii Proper wrapping technique

h Labeling Method
   i Importance of legible handwriting
   ii Approved writing instrument
   iii Placement of labeling and writing (e.g. write on plastic side of peel pouch, write on tapenot wrapper)
   iv How to identify trays missing items
   v Correct tray information
   vi Technician identification
   vii Storage destination
   viii Special information identifiers (e.g. implant, loaners, sterilization methods/cycle)
   ix Date of sterilization/date of expiration (e.g. event-related versus time)

i Transferring Items to Appropriate Area
   i Location of sterilization areas (e.g. low temperature, high temperature)
   ii Location of staging area
   iii How to prioritize for rapid turn-around
   iv How to handle items without damaging (e.g. stacking, rough handling)
   v Delivery locations
   vi Air exchanges (e.g. negative pressure, positive pressure)
   vii Body mechanics
   viii Ergonomics
   ix How to track items (e.g. manual, computer)
   x Traffic flow

3 DOCUMENTATION & RECORD MAINTENANCE

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)

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)
4 STERILIZATION PROCESS [PERCENTAGE WEIGHT: 20%]

a Temperature and Humidity of the Work Environment
   i Standards for temperature
   ii Standards for humidity
   iii How to record
   iv Frequency to record
   v 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 Placement 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
   iii Biological tests
   iv Appropriate placement of items

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
   iii Ergonomics
   iv Traffic flow
   v Proper PPE

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 Lot Control Number
   i How to produce a lot control number
   ii Where to apply lot control number according to manufacturer's IFU

o Documenting Sterilization Load Contents
   i How to identify load contents
   ii How and where to record (e.g. computer, manual)

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

5 CUSTOMER RELATIONS [PERCENTAGE WEIGHT: 10%]

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)
6 STERILE STORAGE & INVENTORY MANAGEMENT

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

b Preparing Work Area for Sterile Storage
i Supplies needed
ii Dress code
iii Work area requirements (e.g. cleaning requirements)
iv Location of IFUs

Ordering Inventory
i The ordering process (e.g. par levels, computerized, manual)
ii How to identify the product (e.g., catalog numbers, item number, descriptions)
iii Unit of measure (e.g. each, box, package, case)
iv 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 External indicators and expiration dates
iii How to match delivery document to what was received (e.g. signing for deliveries)

e Stocking and Rotating Inventory
i Location of supplies
ii Shelf life policy (e.g. First In First Out (FIFO), expiration, event-related)
iii Process for rotating inventory
iv Proper storage requirements
v 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 Ergonomics
iv Body mechanics
v Transport guidelines (e.g. closed cart, bins, dustcovers)

g Monitoring Item Usage
i What system to use (e.g. manual, computerized)
ii Identification of items

h 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

i 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

7 PATIENT CARE EQUIPMENT

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

b Preparing Work Area for Distribution
i Supplies needed
ii Dress code
iii Location of IFUs

c Receiving Items for Preparation
i Process for recording and tracking rental equipment
ii Item identification (e.g. visual, computerized)
iii How to unload equipment
iv How to sort items (e.g. type of equipment)

d Inspecting Equipment for Cleanliness and Functionality
i How to check for cleanliness
ii How to check for compliance with safety standards (e.g. frayed cords, preventative maintenance date, damage)

e Assembling Equipment for Distribution
i How to assemble equipment for distribution
ii How to test equipment per manufacturer’s use policy
iii How to package equipment
iv How to label equipment
v How to access IFUs
vi How to access disposable components

f Care and Handling
i What equipment requires charging or battery replacement
ii Location and proper storage of equipment
iii Environmental requirements for stored equipment (e.g. dry, clean)
iv Preventative maintenance dates

g Distributing Equipment
i Process for recording
ii Types of equipment maintained in CSSD
iii Delivery protocols
iv Delivery locations (e.g. OR, ED, Labor and Delivery)

h Tracking Medical Equipment
i Systems used (e.g. manual, computer, RFID, hybrid)
ii How to record and track the distribution

i Repair and Safety Inspection
i Process for completing biomedical work order (e.g. manual, computerized)
ii How to identify label for safety inspection/preventative maintenance