7am – 5pm
Ballroom 120 Foyer, North Building
REGISTRATION / INFORMATION DESK OPEN

8am – 9am
Ballroom 120 D, North Building
OPENING REMARKS FROM THE PRESIDENT
Steven Adams, CRCST, CER, CHL, RN, BA
Sinai Hospital, A LifeBridge Health Center

9am – 10am
Ballroom 120 D, North Building
OPENING KEYNOTE
What’s Your W-O-W Factor?
Keynote Speaker: Leeza Gibbons

Leeza Gibbons. Emmy Award winner Leeza Gibbons is one of the most well-known pop-culture icons on the air. In addition to her impressive background in entertainment and news media, she is an instrumental advocate for healthcare, wellness and caregiving. She is also a wife, mother, businesswoman, New York Times best-selling author and has a star on the Hollywood Walk of Fame.

Gibbons’ career is diverse; her on-camera hosting and reporting dominance ranges from Entertainment Tonight, (where she was on the air for 16 years) to her award-winning daytime talk show, Leeza, which ran for seven years. More recently, she spent four years as co-host of the syndicated news magazine show America Now while simultaneously hosting the PBS Show My Generation for which she won the 2013 Daytime Emmy Award for “Outstanding Talk Show Host.” In the same year, her book about personal growth, Take 2, became a New York Times bestseller. In 2015, Gibbons became the winner of NBC’s Celebrity Apprentice. Having raised over $700,000 for her foundation, she became the second woman ever to win the title and causing Donald Trump to note that she “led with kindness.” At the urging of many who wanted to learn her strategy for winning without sabotaging others, Gibbons wrote Fierce Optimism; Seven Secrets for playing Nice and Winning Big, which was released this to critical acclaim this spring. The book is her timely and prescriptive guide to succeeding in life and business, focusing on the tools she has used throughout her decades long career.

Gibbons has also become one of the leading voices for issues facing family caregivers. In 2003, when her mother and grandmother were struggling with Alzheimer’s disease, she created what she wished her family had and started the Leeza Gibbons Memory Foundation. Through its signature program, Leeza’s Care Connection, family caregivers receive free services of programs and support allowing them to “call on their courage and summon their strength” for the journey ahead. As further venues for her advocacy in healthcare, in 2016, Gibbons was named the spokesperson for Philips Healthcare. She also provides education and support for families facing caregiving challenges through her partnership with Senior Helpers.

As opening keynote speaker, Gibbons will share how success doesn’t depend on our intelligence, our skillset or even our preparation, but rather how we view problems. Attendees will learn how to perceive problems as opportunities to succeed in life and in the workplace, and will also discover how to inspire and empower others by combining personal strength with kindness and compassion.

10am – 10:15am
BREAK

10:15am – 11:15am
OPENING SESSION: LEADERSHIP, INNOVATION & STRATEGY
SESSION主題:

10:15am – 10:30am
OPENING SESSION: LEADERSHIP, INNOVATION & STRATEGY
SESSION主題:

10:30am – 10:45am
OPENING SESSION: LEADERSHIP, INNOVATION & STRATEGY
SESSION主題:

10:45am – 11:15am
OPENING SESSION: LEADERSHIP, INNOVATION & STRATEGY
SESSION主題:
**10:15am – 11:15am**
**Ballroom 120 D, North Building**

**GENERAL SESSION**
 *(Hot Topic Track)*

**Endoscope Reprocessing – Only as Good as the Weakest Link!**

*Speaker: Cori Ofstead, Ofstead & Associates*

*Co-Presenter: John Eiland, Ofstead & Associates*

Developing a strong program for reprocessing endoscopes is one of the most difficult challenges faced by Central Service/Sterile Processing (CS/SP) department managers. The stakes are high, as breaches have resulted in serious consequences for patients, personnel, and institutions. The presenters will share stories and photos that illustrate real-world examples of weak links in endoscope reprocessing. They’ll provide an update about the rapidly changing landscape in the field, from guideline revisions to heightened scrutiny by surveyors. Although improvements in endoscope reprocessing are urgently needed, these changes will require more resources. This can be a problem since CS/SP technicians are almost universally pressured to cut costs and work faster in very intense environments! The presenters will provide evidence that bolsters the case for investing resources in training, equipment, and quality assurance programs. The ultimate goal is finding ways to stand together to improve endoscope reprocessing and the lives of those who are central to patient safety!

**Learning Objectives:**

- Describe recent endoscope reprocessing breaches and outbreaks that resulted in serious consequences for patients, personnel, and healthcare institutions
- Discuss new guidelines and industry standards for endoscope reprocessing, including the shift from high-level disinfection to sterilization
- Review evidence that bolsters the case for investing resources in training, reprocessing equipment, and quality assurance programs

**Cori Ofstead**

As an epidemiologist with 30 years’ experience, Ofstead leads a team that designs and conducts real-world studies. She worked as a hospital laboratory technician during college, and has a public health degree from the University of Minnesota, where she serves as a preceptor for public health students. Ofstead completed graduate coursework at Johns Hopkins and Walden Universities, and earned an MSPH after serving as a visiting scholar at Mayo Clinic. She serves as a reviewer for five journals, and her research is cited in guidelines published by AORN, SGNA, AAMI, and the CDC.

**John Eiland**

Eiland, MSN, RN has 40 years of healthcare experience in military and civilian hospitals. He has served as a co-investigator and author for several studies related to reprocessing effectiveness for colonoscopes, gastroscopes, bronchoscopes, and ureteroscopes. Eiland was formerly a Hospital Surveyor with the Joint Commission. He is a retired lieutenant colonel with over 20 years’ experience in the Army Nurse Corps working in the OR, infection prevention, and risk management. He served as the Chief of Clinical Services in the Department of Surgery at Ft. Campbell, Kentucky.

**11:30am – 12:45pm**
**Ballroom 120 A, North Building**

**WELCOME LUNCH**

The Welcome Lunch is the first networking event for the entire conference, where everyone can congregate after the Keynote Address and meet new acquaintances. All conference attendees are invited to attend.

**1pm – 2pm**
**Ballroom 120 D, North Building**

**GENERAL SESSION**
 *(Hot Topic Track)*

**The Grand Canyon of Certification Legislation**

*Speaker: Josephine Colacci, IAHCSMM*

You cannot see our certification legislation in one view, as if it were a changeless process from which a curtain might be lifted, but to see it you have to work from month to month through its different state legislative processes and different state legislators. This legislative session will lift the curtain to present a mock meeting with legislators so that attendees can learn what questions legislators ask regarding certification legislation and how we respond to those questions. Find out the current status of our legislative efforts. Attendees will also discover how easy it is to send letters to their elected officials regarding the certification issue and the CS profession along with what they miss out on by not responding to these emails.

**Learning Objectives:**

- Discuss the current status of certification efforts in the legislature
- Review the International Central Service Week proclamation campaign
- Describe Legislative Action Alerts

**Josephine Colacci**

Colacci, JD, has served as IAHCSMM’s Director of Government Affairs since 2010. Prior to IAHCSMM, she spent two years as the Government Affairs Manager for the Association of periOperative Registered Nurses (AORN). For four years, she was a healthcare lobbyist in the Colorado General Assembly. She has been a volunteer for Colorado Legal Services for 12 years. She serves as the Chair of the Economic Development Commission for the city of Golden, Colo., and is a board member on the Golden Urban Renewal Authority. Colacci is a licensed attorney in Colorado, Washington, D.C., and Wyoming.
2:15pm – 3:15pm
Ballroom 120 D, North Building

CONCURRENT SESSION (Technical Track)
Dirty Surgical Instruments: What the Data Tells Us
Speaker: Gail Horvath, ECRI Institute

Failure to adequately reprocess contaminated surgical instruments—that is, to clean and disinfect or sterilize them before using them on subsequent patients—can lead to the spread of deadly pathogens. While deaths that can be directly attributed to inadequate reprocessing are rare, the highly-publicized cases of carbapenem-resistant Enterobacteriaceae (CRE) infections illustrated the significant harm that can result when contaminated devices are not cleaned effectively during reprocessing.

This session will review the analysis of data related to contaminated surgical instruments from reports submitted to the ECRI Institute PSO database. In these reports, multiple contributing factors such as productivity pressures, knowledge deficits, and failures to follow policy were identified. The data analyzed also demonstrates the fact that complex and cannulated or lumened instruments present an increasing challenge to the cleaning process of surgical instruments, as these were identified in 75% of the events.

Learning Objectives:
• Identify factors that increase the potential for surgical instruments to be inadequately cleaned and disinfected or sterilized before use on a subsequent patient
• Describe the roles of sterile processing technicians and perioperative registered nurses in the care and handling of surgical instruments
• Discuss the challenges presented to the sterile processing staff to meet the needs of the operating room

Gail Horvath: Horvath is a Patient Safety Analyst/Consultant and works with the ECRI Institute Patient Safety Organization and Insight Assessment Services. She has over 30 years of experience in acute care in perioperative nursing and in Quality, Risk and Patient Safety. Horvath is also adjunct faculty with Drexel University where she teaches Quality and Safety in Healthcare in the graduate program.

At ECRI, Horvath’s roles include being an onsite expert for multiple perioperative assessments in both inpatient and ambulatory settings. Her onsite consulting has spanned acute care facilities and physician practices. Additional assessments in the acute care arena include those within the perinatal arena, compliance with CMS Conditions of Participation, and the assessment and analysis of organizations’ quality, risk management and patient safety programs.

2:15pm – 3:15pm or 3:30pm – 4:30pm
Room 121, North Building

CONCURRENT SESSION (Management Track)
Quality Management Systems in the SPD: Why You Need It and How to Get There
Speaker: Richard Schule, STERIS Corporation
Co-Presenter: Lena Cordie, Qualitas Professional Services

Quality management has long been a focus for healthcare facilities, with intended benefits that include increased efficiencies, improved operations and enhancements to the bottom line. Quality principles can also be applied to the Sterile Processing function, with many of the same anticipated benefits as well as the expected outcome of improved patient safety. This session will provide attendees with a comprehensive understanding of why quality management systems (QMS) are essential for Sterile Processing, strategies for shifting thinking to a quality approach, and how the new standard ANSI/AAMI ST90 can serve as a blueprint for implementing QMS in the SPD.

Learning Objectives:
• Review what quality management systems (QMS) are, why they are important for Sterile Processing, what the anticipated benefits are, and how QMS can be implemented in the SPD
• Identify strategies for shifting to a quality approach for Sterile Processing and how to manage that change in the SPD
• Describe the new ANSI/AAMI ST90 as an important resource to operationalize QMS in the SPD

Richard Schule: Schule, MBA, BS, FAST, CRCST, CIS, CHL, FCS, CHMMC, AGTS, ASQ CQIA, is the Director of Clinical Education at STERIS Corporation. He is responsible for a team of experienced clinical professionals and a portfolio of surgical and sterile processing continuing education and inservice programs for healthcare professionals. He has more than 32 years of experience in the surgical and Sterile Processing arenas. Schule is actively involved in the development of national standards and guidelines, and is an IAHCSMM past-President.

Lena Cordie: As a consultant at Qualitas Professional Services, LLC, Cordie now focuses on training and helping companies implement quality management systems, UDI solutions for labeling and GUDID submissions, and providing internal audit, validation, documentation and project management resources to medical device companies. Cordie is an active member of AAMI, ISO, RAPS, and ASQ.
CONCURRENT SESSION (Management Track)

I’m Getting Too Old for This… How to Benefit from Generational Differences in the Workplace
Speaker: Lindsay Brown, Key Surgical

From “expectant of a trophy for showing up each day” to “unwilling to change,” we’ve heard them all: sweeping generalizations about co-workers from different generations. How often do we use these stereotypes as an excuse to prevent progress instead of turning those differences into a benefit for our departments and for the healthcare industry as a whole? This presentation will dissect the different generations in the workforce and the positive attributes each one brings to a team setting, as well as discuss when these differences matter and when they simply don’t.

Learning Objectives:
• Explain the fundamental differences between generations: Influences, Business Focus, Motivation, Values
• Discuss the importance of collaboration in a healthcare setting
• Describe a collaborative approach to building strong multi-generational teams
• Identify ways in which motivation can overcome apathy in the healthcare setting
• Discuss examples of how generational differences have led to process improvements and implementation of LEAN techniques in Sterile Processing/OR departments

Lindsay Brown: Brown is a Certified Registered Central Service Technician (CRCST) through IAHCSMM as well as a Certified Flexible Endoscope Reprocessor (CFER) through CBSPD. She is the Clinical Education Manager for Key Surgical. Brown is an active part of the Sterile Processing industry as a speaker at medical facilities and educational seminars around the United States and Canada. Brown educates healthcare personnel on both fundamental and progressive industry topics. Most recently, she was a valued contributor to IAHCSMM’s Endoscope Reprocessing Manual, First Edition. Brown is a member of IAHCSMM and AORN and was named 2014 Educator of the Year by the Golden West Central Service & Healthcare Chapter and 2015 Vendor of the Year by the California Central Service Association.

CONCURRENT SESSION (Hot Topic Track)

Low-Temperature Sterilization: Creating the Compliant, Risk-Focused CSSD
Speaker: Sylvia Garcia Houchins, University of Chicago Medicine

After every surgical procedure, it is critical that surgical instruments are reprocessed in a safe and efficacious manner by Central Sterile Services Department (CSSD) staff. Sterilization of the instruments is only one piece of the entire reprocessing process. There are sterilization standards, guidelines, and recommended practices that need to be implemented throughout the process to ensure that all surgical instrumentation will be sterile and safe to use on the next patient.

Learning Objectives:
• Review the Science of Sterilization related to accuracy versus speed
• Describe areas in which safety needs to be addressed to reduce human error and drive compliance
• Discuss risk assessments within the workplace

Sylvia Garcia Houchins: Garcia Houchins is the Director of Infection Control at University of Chicago Medicine, as well as an intermittent consultant with Joint Commission Resources. She has practiced as an Infection Control Professional for over 30 years and brings a unique perspective to her practice, as she is a nurse and microbiologist. Garcia Houchins has provided consultation on Infection Prevention and Control in the US and internationally and is focused on providing real-life examples and solutions for achieving compliance with best practices. She is the author of the APIC/JCR Chapter on Disinfection and Sterilization.
How Are We Supposed to Process Those Ultrasound Probes Anyway?

Speaker: Sharon Van Wicklin, Consultant

Items that come in contact with non-intact skin or mucous membranes are considered semi-critical and should receive a minimum of high-level disinfection (HLD). This session will provide a discussion of new guidelines for manual chemical HLD of items such as endocavity ultrasound probes that cannot be sterilized or high-level disinfected using mechanical methods.

Learning Objectives:
- Review factors that increase the potential for surgical instruments to be inadequately cleaned and disinfected or sterilized before use on a subsequent patient
- Describe the roles of Sterile Processing technicians and perioperative registered nurses in the care and handling of surgical instruments
- Discuss the challenges presented to the Sterile Processing staff to meet the needs of the Operating Room

Sharon Van Wicklin
Van Wicklin has worked in all facets of the Operating Room environment, from scrub person to director. She received her BSN and MSN from Middle Tennessee State University. She is a member of Phi Kappa Phi, and the Sigma Theta Tau Honor Society of Nursing. Van Wicklin holds certification in Operating Room nursing, as an RN first assistant, as a plastic surgical nurse, and as a legal nurse consultant. She has also earned the honor of being inducted as a fellow in the American Academy of Nursing. Van Wicklin is currently pursuing a PhD in nursing through the University of Missouri.

Environmental Cleaning

Speaker: Amber Wood, AORN
Co-Presenter: Jon Wood, IAHCSMM

How clean is your decontamination room? Effective cleaning of the Central Service/Sterile Processing environment is essential to prevent cross-contamination and interrupt the transmission of infections. This interactive presentation will describe the role of the environment in the transmission of infections, explore environmental cleaning methodologies, and discuss implementation of cleaning protocols for central services.

Learning Objectives:
- Describe the role of the environment in the transmission of infection
- Review environmental cleaning methodologies
- Discuss implementation of cleaning protocols for Central Service

Amber Wood
Wood is a Senior Perioperative Practice Specialist at AORN where she has served as lead author for several AORN Guidelines. She offers clinical information to members via the AORN Consult Line and contributes regularly to the Clinical Issues column in the AORN Journal. She serves as the staff liaison to the CDC Healthcare Infection Control Practices Advisory Committee (HICPAC), as a fellow of the Association for Professionals in Infection Control and Epidemiology (APIC), and as a member of the Society for Healthcare Epidemiology of America (SHEA).

Jon Wood
Wood holds a Bachelor of Applied Arts and Sciences degree from the University of North Texas. He launched his healthcare career in the U.S. Navy, working as a hospital and battlefield corpsman and surgical technician from 1997 to 2001. From 2002 to 2013, he worked for Children’s Medical Center Dallas as a surgical technologist at Pavilion Surgery Center and, eventually, as Manager of Sterile Processing. He was then employed as Regulatory and Quality Improvement Specialist [high-level disinfection (HLD) and Sterilization] for University of Colorado Health. In that role, he served as the HLD content expert for more than 70 ambulatory clinics in the metro Denver area. Currently, Wood is a member of the IAHCSMM Education team where he serves as a Clinical Educator.
CONCURRENT SESSION
(Hot Topic Track)

We ARE the Champions!
Speaker: Lori Ferrer, Fairview Health Services

Through the years, our industry has evolved from the days when we sterilized water in heavy flasks for the Operating Room and we transferred ethylene oxide (EtO) loads into an aerator. We had our set recipes written in a notebook with Polaroid pictures and we didn’t have manufacturer instructions for use (IFU) guiding our practices. We now fast forward to our current setting where it seems the world is moving at warp speed. What do we need to do to become champions? We all need to continue to learn and incorporate best practices daily. Session attendees will interpret which assessments are needed to determine our team’s knowledge requirements and necessary competency skills. What is your education and training strategy? Who else needs the education and training? We will discuss how team members in every department need to also be a champion as we interface with one another. We own our destiny and must all strive to be team champions of our work.

Learning Objectives:
• Describe our team’s knowledge requirements and necessary assessment skills
• Identify resources that are available to help plan an education strategy
• Discuss strategies for building internal and external focus work groups

Lori Ferrer
Ferrer currently serves as the Director of the System Central Sterile Services Department (CSSD) at Fairview Health Services in Minneapolis, Minn. The System CSSD serves eight of Fairview/M Health hospital’s surgical departments as well as ancillary areas, and multiple Fairview and University of Minnesota Physician clinics. Ferrer’s healthcare career span is approaching four decades as a Surgical Technologist, Case Cart Specialist/OR Liaison, OR Supply Coordinator, CSSD Supervisor, Manager and Director, Educator and international speaker. Working in both the surgical and CSSD environments facilitated a great understanding to share while teaching in the Surgical Technology and Central Service Technician programs. Ferrer is the founder and past president of the Western Wisconsin Chapter of IAHCSMM and the current president of the Minnesota Chapter of IAHCSMM.
EARLY BIRD DISCUSSION GROUP

AAMI Roundtable
Moderator: Susan Klacik, IAHCSMM

This informal meeting is a roundtable discussion about issues, questions and concerns participants have about AAMI sterilization standards and other regulations that affect healthcare medical device processing.

The release of the AAMI ST79 steam sterilization standard and quality management system in 2017 and the release of the new AAMI TIR on Low to intermediate disinfectants may bring about new issues, suggestions and concerns. Attendee discussion is encouraged. This is an opportunity for participants to share ideas and problem solve through these new best practices. Seating is limited.

Learning Objectives:
• Discuss current issues facing CS professionals
• Review recent revisions to Sterilization Standards
• Describe how sterilization standards improve work practices

Susan Klacik is a Clinical Educator for IAHCSMM. She has been the IAHCSMM representative to the Association for the Advancement of Medical Instrumentation (AAMI) from 1997 to present, serving as the voting member of key committees and co-chair of two committees. She has over 35 years of experience managing in Central Service, has been a CRCST since 1980 and an instructor in the field since 1986. She holds a Bachelor’s Degree in Business Administration. Klacik is an international speaker on CS topics and a published author, and currently serves on the AORN Guidelines Advisory Board.

EARLY BIRD CONCURRENT SESSION

How to Build a Better SPD: Insights and Lessons Learned from Personal Experience
Speaker: Chris Whiting, Nationwide Childrens Hospital

This presentation will focus around lessons learned from a recent two stage SPD expansion at Nationwide Children's. As the manager of the department, many lessons can be learned from all aspects of the building process, including emerging technologies, ergonomic considerations, department design and reprocessing philosophies.

Learning Objectives:
• Review standards and recommendations for SPD departmental requirements
• Discuss emerging technologies and how they fit into new builds
• Describe ergonomics and how they play a key role in staff satisfaction and safety
• Summarize lessons learned in SPD construction and phasing planning from inception to completion

Chris Whiting is the SPD Manager at Nationwide Children's Hospital in Columbus, Ohio. He has been in the field of Sterile Processing for 20 years. Whiting graduated from Bowling Green State University with a Bachelors in English and Sociology. He is a CRCST and a board member of the Mid-Ohio Central Service Professionals. He continually strives to understand the science of Sterile Processing and push for a future model that holds the profession in the high esteem it deserves.
Using AAMI Standards and AORN Guidelines to Drive Procedure Development and Help Ensure Compliance Within CS

Speaker: Rose Seavey, Seavey Healthcare Consulting, Inc.

Published professional standards and guidelines are written and routinely updated with patient safety in mind. In this presentation, we will discuss reasons why it is so important for Central Service professionals to stay abreast of changes in order to keep policies and procedures up to date. We will discuss ways to stay abreast of the changes and the importance of working harmoniously with the Operating Room (OR) staff and Infection preventionists (IP) when developing or updating policies to current published standards.

Learning Objectives:
• Describe the reason why standards and guidelines are continuously being updated
• Identify ways to stay abreast of the changes
• Discuss the need for a multidisciplinary approach to updating policies and procedures to help drive compliance and improve patient care

Rose Seavey: Seavey is President/CEO of Seavey Healthcare Consulting, formerly the Director of Sterile Processing at The Children’s Hospital of Denver. Seavey served on the AORN Board and is a past President of ASHCSM. She received numerous awards, including AORN’s award for Mentorship and Outstanding Achievement in Nurse Education. She was given IAHCSMM’s Award of Honor, the Industry Leadership Award from the Massachusetts chapter, and the Educator of the Year award from the Golden West Chapter. Seavey authored the book titled Sterile Processing In Healthcare Facilities: Preparing for Accreditations Surveys, published by AAMI and she serves on several AAMI committees writing standards.

Managing Social Media in the CS Department

Speaker: Kelly Swails, Censis Technologies

The growing trend of social media and cell phones in the sterile processing department is a benefit and a liability to hospitals and their patients. Social media and cell phones have changed the way we communicate. Relaying messages and contacting coworkers is now more efficient but with this benefit comes consequences. HIPAA violations are a constant occurrence and many people don’t know they are breaking the law. A Tweet, post to Facebook, or a Snapchat picture may contain confidential information.

Cell phones harbor pathogens. This poses a health threat to the owner of the phone, coworkers, and patients. This threat may lead to increased employee absence and hospital-acquired patient infections. Checking your cell phone is becoming an addiction and every time you check your phone you spread germs.

It’s time to curtail the use of social media and cell phones in the workplace.

Learning Objectives:
• Review social media and cell phone necessity and dependence
• Identify the impact of social media and cell phone use in the workplace
• Discuss strategies for limiting or ending social media and cell phone use in the workplace

Kelly Swails: Swails works for Censis Technologies as an implementation manager for CensiTrac software. She has worked as a Sterile Processing manager and clinical analyst of peri-operative services. Swails started her healthcare career as a surgical technologist and transitioned to Sterile Processing leadership. During her time in Sterile Processing she earned her Bachelor’s Degree in Business Management and her Master’s Degree in Organizational Leadership. She holds her CRCST, CHL and CIS. She has been actively involved in IAHCSMM as an international ambassador, speaker, and has written articles for Communiqué. She enjoys teaching Sterile Processing techniques and staying abreast of the ever-changing world in healthcare.
8:15am – 9:15am
Ballroom 120 D, North Building

GENERAL SESSION
(Hot Topics Track)

The Dirty Truth About Cleaning
Speaker: Joan Spear, Consultant
Co-Presenter: Dr. Rod Parker, Stryker – Instruments Division

This program will examine the cleaning process, the factors that impact it, and methods to determine its effectiveness.

Learning Objectives:
• Discuss the science of cleaning
• List factors that influence cleaning
• Review common cleaning chemicals
• Discuss best practices for mechanical cleaning processes
• Describe best practices for manual cleaning processes
• Explain the importance of cleaning verification processes

Joan Spear: Spear’s healthcare career spans over four decades in the operating room and sterile processing arena. In 2017 she received IAHCSMM’s Award of Honor and in 2001, she received the AORN Award for Excellence in Perioperative Nursing. Contributions to patient care and healthcare professions have included serving on multiple Board of Nursing Task Forces, the implementation of an RN First Assistant (RNFA) program, supporting IAHCSMM programs, and mentoring colleagues around the country. Spear is known as a strong advocate for nursing and sterile processing professionals as a result to her career long dedication to excellence in patient care. She currently serves as a member of AORN Foundation’s Board of Trustees, Co-Chair of AAMI ST77, and is a member of various AAMI workgroups including ST79.

Dr. Rod Parker: Dr. Parker is a Senior Principal Scientist in the Instrument Division of Stryker. In this role, he is responsible for research on a variety of topics. Dr. Parker worked in pharmaceutical toxicology research for 18 years before joining Stryker in 1995. At Stryker, he has functioned in the roles of microbiologist, Regulatory Affairs Manager, and Clinical Affairs/Sciences Manager before assuming his current role. He is a current member for numerous ISO, ASTM, AAMI and Canadian Standards Association technical standards committees.

9:15am – 9:30am
BREAK

9:30am – 10:30am
CONCURRENT SESSION
(Hot Topics Track)

Bullying 2018
Speaker: Natalie Lind, IAHCSMM

Ballroom 120 D, North Building

Bullying is a part of many work groups and the costs of bullying are high. This program will look at bullying in the workplace and provide strategies for addressing behaviors that are identified as bullying.

Learning Objectives:
• Define bullying
• Identify bullying behaviors
• Discuss plans and resources to address bullying behaviors

Natalie Lind: Lind is the Education Director for IAHCSMM. She has over 35 years of experience in the Central Service/Sterile Processing profession. Along with extensive experience in healthcare facilities, she served as Program Director for a CS college program. Lind has presented both nationally and internationally. She has published over 200 articles on a wide variety of Sterile Processing-related topics and has served as co-editor on several IAHCSMM publications. Lind is the recipient of several awards, including International CS Educator of the Year, the Excellence in Technical Education Award, and three IAHCSMM President’s awards. In 2012, Lind was listed in the Who’s Who in Infection Prevention.
9:30am – 10:30am or 10:45am – 11:45am
Room 121, North Building

CONCURRENT SESSION
(Technical Track)

The Challenges of Steam Sterilization
Speaker: John Nies, Belimed, Inc.

This session focuses on some of the challenges of steam sterilization. It begins with a combination of science and simple, interactive day-to-day real-world analogies to explain steam sterilization concepts, such as log reduction and D and Z values in a manner that is geared especially to those who don’t consider themselves a “science or math person” (although this session will also be helpful to those who do enjoy science and math). It will then build on this information to dive into challenges with sterilization, drying and some techniques and methods to troubleshoot, assess and minimize those challenges.

Learning Objectives:
- Discuss the challenges of steam sterilization
- Describe log reduction as it relates to sterilization
- Discuss real world analogies to explain steam sterilization concepts
- Review how to troubleshoot, assess, and minimize challenges

John Nies  Nies has loved science since he was a young child, and has always strived to understand the “how and why” behind almost everything. Pursuing that interest led Nies to a degree in Engineering and, after realizing that he could explain something scientific to almost anyone, he migrated into marketing, training and education. He has been active in presenting CEU sessions to local chapters as well as regional IAHCSMM meetings and focuses his educational sessions on the how and why. Nies is further a voting member of the AAMI ST79 committee.

9:30am – 10:30am or 10:45am – 11:45am
Room 122, North Building

CONCURRENT SESSION
(Technical Track)

The Importance of Maintaining Sterile Instruments
Speaker: Peggy Luebbert, Healthcare Interventions, Inc.

Sterilization Packaging Systems are critical components of quality healthcare as they must maintain the sterility of their contents until presented. Defective, damaged or poorly-designed packaging systems may allow infiltration of microorganisms, leading to contaminated contents that may, in turn, contribute to surgical site infections (SSIs) and other healthcare-associated infections (HAIs). Recent research studies have documented that many factors may contribute to package contamination post sterilization. These factors, along with how they can be mitigated, will be discussed.

Learning Objectives:
- Describe the relationship between non-sterile instruments and healthcare-associated infections (HAIs)
- Explain current sterilization packaging system testing and certification requirements
- Discuss ways healthcare professionals can improve sterility maintenance of sterile packages within their facilities

Peggy Luebbert  Luebbert has worked in the fields of healthcare safety and infection prevention for over 30 years. She has held leadership positions in multiple healthcare settings, including large hospital systems, specialty hospitals and long-term care settings. She currently works at OrthoNebraska as an Infection Preventionist. Luebbert also has a consulting company, Healthcare Interventions Inc., where she assists healthcare facilities in meeting their highest potential in preventing healthcare-associated infections.
9:30am – 10:30am or 10:45am – 11:45am
Room 124, North Building

**CONCURRENT SESSION**
*(Hot Topics Track)*

**LEAN CSPD: Continued Improvement Cycles and LEAN in Daily Work**
*Speaker: Jania Torreblanca, University of Michigan*  
*Co-Presenter: Ryan DiStefano, University of Michigan and Nicole Farquhar, Michigan Medicine*

How do you carve out time for quality project work while meeting the daily instrument demands from your Operating Room and clinic customers? It is so difficult to imagine that you can formally apply LEAN concepts and PDCA Cycles (Plan, Do, Check, Act) in the middle of a crisis, short staffed, and with multiple demands on your department – but you can do it and chances are, you are already doing it. Quality and productivity go hand in hand; you can’t aim to have a productive department if you are constantly performing re-work because of errors. Engaged, CSPD department staff are the best resource to a solid and successful quality program. Technicians are highly-skilled, have invaluable input and are eager to help their department apply best practices

**Learning Objectives:**
- Outline ways a busy Sterile Processing department can use LEAN in daily work to engage the technicians and operating room staff
- Review lean methodology and concepts of waste reduction
- Identify data collection methods and how information is shared among OR/CSPD staff and stakeholders
- Discuss methods used to engage staff to be involved in utilizing data to create and sustain process improvements

**Jania Torreblanca** Torreblanca has worked in various settings in the Healthcare field for 19 years, 10 of them having been in management. Torreblanca was supervisor of the Medical Department aboard a US Navy ship, as well as Supervisor and Manager of the Sterile Processing Departments at two other Michigan hospitals. Her professional Sterile Processing career began in 1997 when she joined the US Navy as a Hospital Corpsman. She obtained various licenses that included EMT-B and Instructor for HIV, Smoking Cessation and CPR courses and has worked on various LEAN projects.

**Ryan DiStefano** DiStefano developed and implemented a comprehensive orientation and education program for Central Sterile Processing Department (CSPD) staff. As an educator, DiStefano has conducted and incorporated an annual needs assessment for competency of staff and provides individualized training to staff as needed. He uses principles from theories of adult learning, organizational development, systems, and change and quality management. He further utilizes systematic approaches and appropriate measurement methods to assess and develop competence of personnel.

DiStefano participates on various internal quality improvement committees, task forces, and projects. He applies various quality management strategies to continuously improve staff development programs. He collaborates with managers, staff members, peers, and other departments and communities to plan and implement educational programs. He facilitates learning opportunities in CSPD practice (Externships) for Surgical Technology and Sterile Processing Students from local colleges. DiStefano further maintains triple certifications through IAHCSMM and encourages and helps staff prepare to become certified.

**Nicole Farquhar** Farquhar, MSE, is an Industrial Engineer at Michigan Medicine. She completed both an undergraduate and Master’s degree in Industrial and Systems Engineering, as well as an undergraduate in Manufacturing Engineering at the University of Michigan-Dearborn. Farquhar’s primary focus throughout her career has been process improvement and using Lean methods to improve systems. Nicole has worked over the last three years to help Michigan Medicine’s Central Sterile Processing Department establish their quality and safety metrics and create a processor led improvement and collaboration atmosphere.

9:30am – 10:30am or 10:45am – 11:45am
Room 129, North Building

**CONCURRENT SESSION**
*(Hot Topics Track)*

**Work Makes Me Tired: Work Fatigue**
*Speaker: Nola Bayes, Sanford Health*

There is pressure to do more and more with less and less resources. More overtime due to less staff, increased responsibilities and complexity (without increase in compensation and recognition) contribute to ongoing dissatisfaction within the CS profession. This presentation will examine practical ways to increase personal reserves to help improve personal engagement and satisfaction at work.

**Learning Objectives:**
- Define “work fatigue” and the factors that make it different from general fatigue
- Identify factors can contribute to work fatigue
- Describe practical tools and strategies to address work fatigue

**Nola Bayes** Bayes is a seasoned leader with 30 years of experience in acute care and ambulatory settings. She is an IAHCSMM member and a member of several AAMI working group sterilization committees that are developing sterilization standards. She is an independent coach, consultant and educator who has published numerous articles and lectured extensively. Bayes serves as Director of Physician Development at Sanford Health System Fargo Region in Fargo, N.D.
9:30am – 10:30am or 10:45am – 11:45am
Room 131, North Building

CONCURRENT SESSION
(Management Track)

Implementing a Culture of Safety
Speaker: Dawn Vocke, UPMC St. Margaret
Co-Presenter: Mallory Jemison, UPMC St. Margaret

Sponsored by:
Cardinal Health

Changing culture is one of the most challenging endeavors an organization will encounter. Implementing a culture of safety in surgical services involved organizational commitment, multidisciplinary teams and focused interventions. Various strategies were used to engage staff and create an increased awareness in safety issues and processes. Five educational sessions were held, including using evidence-based practice, developing teamwork, employing a “just culture,” reporting events, and debriefing. Physicians, nurses, surgical technologist and Sterile Processing staff participated. Motivational posters of employees were created, along with a patient safety video involving staff. Through data collection and analysis, process errors were identified and remediated. Outcomes were communicated to the multidisciplinary teams and leadership. There has been increased staff and physician engagement in a culture of safety, as evidenced by the results of the 2016 Culture of Patient Safety Survey.

Learning Objectives:
• Review how culture impacts the work environment
• Identify strategies to engage staff
• Describe strategies for establishing meaningful rounding

Dawn Vocke: Vocke, MSN, MBA, RN, CNOR, Clinical Director of Surgical Services at UPMC St. Margaret in Pittsburgh, Penn. has more than 25 years of OR experience. Her career started as an OR technician for the United States Army Reserves. She received her nursing diploma from UPMC Shadyside School of Nursing and continued her education with Waynesburg College where she received her MSN and MBA. She is an active member of the AORN Chapter 3902 where she services as a board member. She is responsible for the overall direction and management of Surgical Services, including ambulatory surgery, same-day surgery, Sterile Processing, Operating Room, PACU, physician assistants, GI and Harmar Outpatient Surgery Center.

Mallory Jemison: Jemison is an IAHCSMM-certified Sterile Processing technician who has acquired more than a decade of experience within the University of Pittsburgh Medical Center Health System. Currently, his knowledge and work ethic has promoted him to managing the Sterile Processing department at a 200-bed community-based hospital under the UPMC umbrella. Jemison is a visible asset in his department as well as the operating suites, and he can be found working alongside his staff in decontamination or hand delivering instrumentation to ORs. He is also engaged in quality improvement projects in his organization, educating OR and Sterile Processing Department staff on new processes and technologies, attending national and local IAHCSMM conferences, and sitting on multiple sterile and surgical committees. His aim is that his commitment and dedication to safe patient outcomes leads as an example for his staff and peers.

10:30am – 10:45am
BREAK
10:45am – 11:45am
Ballroom 120 D, North Building

CONCURRENT SESSION
(Hot Topics Track)
AAMI Sterilization Standards Update
Speaker: Susan Klacik, IAHCSMM
Co-Presenter: Amanda Benedict, AAMI

This presentation is designed to keep the attendees current with new changes. Sterilization and disinfection standards have been evolving at a rapid pace because of research and new complex medical devices. In recent years, over 50% of healthcare facilities have been cited for non-compliance with these standards. Keeping up with these changes can be challenging. This presentation highlights the recent major changes to the AAMI Standards, AORN Guidelines and regulations affecting a Central Service department so that you can stay current and identify where the new change is coming from. This presentation can provide the necessary information for you to make the essential improvements in your facility to continuously advance your department to be in compliance with best practices.

Learning Objectives:
• Review recent changes in regulations and best practices that impact a sterile processing department
• Describe methods to implement new regulations, standards, and guidelines into sterile processing departments

Susan Klacik: Klacik is a Clinical Educator for IAHCSMM. She has been the IAHCSMM representative to the Association for the Advancement of Medical Instrumentation (AAMI) from 1997 to present, serving as the voting member of key committees and co-chair of two committees. She has over 35 years of experience managing in Central Service, has been a CRCST since 1980 and an instructor in the field since 1986. She holds a Bachelor’s Degree in Business Administration. Klacik is an international speaker on CS topics and a published author, and currently serves on the AORN Guidelines Advisory Board.

Amanda Benedict: Benedict is the Director, Standards at the Association for the Advancement of Medical Instrumentation (AAMI). Her work includes managing two large and dynamic work programs within the Standards Department: the AAMI Sterilization standards work and serving as the Secretary and U.S. TAG Administrator for ISO/TC 198 on sterilization of health care products; and the AAMI Biological evaluation work and serving as the U.S. TAG Administrator for ISO/TC 194 on biological and clinical evaluation of medical devices. Earlier in her career, she managed the SHRM program to develop national and global standards for human resource management and led research into human resource management and workplace practices, professional competencies, health care studies, and education and employment trajectory studies. In addition, she has been a member of The Society for Standards Professionals since 2011, served as the Chair for the 2015 and 2016 SES Annual Conferences, and currently serves on the SES Board of Directors.

11:45am – 12:45pm
Ballroom 120 A, North Building

ATTENDEE LUNCH
Monday’s lunch will offer attendees ample opportunity for one-on-one networking. All conference attendees are invited to attend.

Sponsored by:

1pm – 5pm
Exhibit Halls 4-5, North Building, Lower Level

VENDOR EXPOSITION
Join us for the official opening of the 2018 Expo, where attendees will find more than 135 of the CS/SP profession’s most well-known and respected equipment, supply and service vendors on hand to answer questions and share information on their latest offerings.

6:30pm
Hyatt Regency Phoenix, Regency Ballroom

RECEPTION
After a long day of educational sessions and exhibits, conference attendees can enjoy an evening of cocktails and light appetizers while mingling, socializing and getting to know their peers. Open to conference attendees only.

Due to the nature of the event, no guests under the age of 21 are permitted.

Sponsored by:
7am – 5pm
Ballroom 120 Foyer, North Building

REGISTRATION / INFORMATION DESK OPEN

7am – 8am
Room 125 A, North Building

EARLY BIRD DISCUSSION GROUP

AAMI Roundtable
Moderator: Susan Klacik, IAHCSMM

This informal meeting is a roundtable discussion about issues, questions and concerns participants have about AAMI sterilization standards and other regulations that affect healthcare medical device processing.

The release of the AAMI ST79 steam sterilization standard and quality management system in 2017 and the release of the new AAMI TIR on Low to intermediate disinfectants may bring about new issues, suggestions and concerns. Attendee discussion is encouraged. This is an opportunity for participants to share ideas and problem solve through these new best practices.

Seating is limited.

Learning Objectives:
• Discuss current issues facing CS professionals
• Review recent revisions to Sterilization Standards
• Describe how sterilization standards improve work practices

Susan Klacik
Klacik is a Clinical Educator for IAHCSMM. She has been the IAHCSMM representative to the Association for the Advancement of Medical Instrumentation (AAMI) from 1997 to present, serving as the voting member of key committees and co-chair of two committees. She has over 35 years of experience managing in Central Service, has been a CRCST since 1980 and an instructor in the field since 1986. She holds a Bachelor’s Degree in Business Administration. Klacik is an international speaker on CS topics and a published author, and currently serves on the AORN Guidelines Advisory Board.

7am – 8am
Room 124, North Building

EARLY BIRD CONCURRENT SESSION

Transforming Your SPD for the Betterment of Your Patients, People & Profits
Speaker: Phillip Van Gorp, Gorp Medical Consulting and Surgical Solutions

While the Sterile Packaging department (SPD) of any facility is important to patient safety, the average SPD may not be operating as effectively and efficiently as is possible; however, improving the productivity and profitability of an SPD is achievable and highly advantageous. This presentation will provide a step-by-step roadmap designed to teach attendees how to turn an ordinary SPD into an extraordinary SPD. It will show how creating “An SPD of the Future” can elevate patient safety, enhance performance, increase employee pride and moral, and pay off financially.

Learning Objectives:
• Identify strategies for improving the clinical safety of one’s SPD
• Describe methods for increasing throughput and efficiencies, while simultaneously gaining valuable storage space
• Review examples of how to increase profitability by creating cost and time savings and reducing reprocessing
• Discuss ways to elevate the SPD team’s role and foster collaboration across departments

Phillip Van Gorp
Van Gorp is the Founder and CEO of Gorp Medical Consulting and Surgical Solutions. He started his healthcare career in 2006 as a Surgical Technologist. After TBI in the Operating Room (OR), he found himself being called to be the supervisor of SPD. Phillip has a passion for growing and teaching other Sterile Processing professionals how to create a culture of high integrity, trust and workmanship, as well as developing new leaders who can carry us to the next generation.

Throughout the past eight years, Van Gorp has been a Sterile Processing Manager at a large level 1 trauma facility, an offsite Sterile Processing center and, most recently, an ambulatory surgery center. Working with these three unique settings has created a great understanding of Sterile Processing on all levels, as well as the ability to build different types of communication tools between Sterile Processing and the OR. Throughout his time as a Sterile Processing Manager, he has been greatly involved in many large construction projects within the Sterile Processing environment, creating efficient and effective workflows. His last manager job involved designing and opening a surgery center.

Van Gorp now spends his time as a consultant, helping other Sterile Processing departments get through the pain points of everyday life. When leaving the corporate world job as a manager, his main goals were to start a consulting business and spend a large amount of time serving others in ministry. He has since joined Matter, World Wide Village and Healing Haiti to serve the Haitian community – this involved building a hospital and clinic, and being a person who can show love to others.
Flexible Endoscopes: Centralizing the Process  
**Speaker:** John Erickson, Former Employee of the University of Iowa  
**Co-Presenter:** Jake Nordaas, University of Iowa

Flexible endoscope processing is complex and best practices are still evolving. Many facilities allow the user departments to reprocess their own devices. This lack of centralization creates variation of process and outcomes, and these disparate units are not always focused on the multitude of new information that is continuously forthcoming. This session will address the benefits of centralizing the reprocessing of flexible endoscopes as well as the difficulties that may result from this transition. Additionally, we will review material, such as research and current standards, and identify how to utilize this information in the development of a comprehensive endoscope reprocessing program.

**Learning Objectives:**
- Discuss the benefits and difficulties of centralizing endoscope reprocessing
- Review metrics and key performance indicators (KPIs) that may be utilized to understand areas of success and areas requiring improvement
- Discuss design elements of an endoscope reprocessing facility
- Identify pertinent research into endoscope reprocessing, with a focus on the benefits and methods associated with the drying of endoscopes

**John Erickson**: Erickson's career in Sterile Processing began in 2005. He is the former Assistant Manager of his department at University of Iowa. He began conducting optional pre-certification classes for technical staff and became President of the Central Service Association of Iowa. In 2013, he took a strong interest in the processing of flexible endoscopes; this began a multi-year journey into the world of flexible endoscope processing. Erickson was recently named a contributor to the institution's FMEA on GI Endoscope reprocessing, and is a key stakeholder and contributor in the design of a single-site endoscope reprocessing facility that is now handling over 25,000 endoscopes per year.

**Jake Nordaas**: Nordaas graduated with a B.S. from the University of Iowa in 2012. Wanting to begin the arduous journey of paying back student loans, he applied for a Tech I position in the unknown world of Central Sterilization. Soon he was the lead technician of a small group of rotated endoscope technicians in the Digestive Health Clinic, which handled over 60 endoscopes per day. When the institution began to transition to a single-site endoscope reprocessing center, Nordaas' role expanded to become the Endoscope Quality Coordinator where he was able to establish an endoscope quality dashboard to track all endoscope key performance indicators for his facility. Currently, he is working as the Supervisor of the Flexible Endoscope Reprocessing Center at the University of Iowa where he leads 13 specialized endoscope technicians in the reprocessing of over 94 different models of endoscopes.
1:30pm - 2:30pm  
Ballroom 120 D, North Building

GENERAL SESSION  
(Management Track)

Sterile Processing Standards and Accreditation Issues  
Speaker: a Delegate from The Joint Commission

Sterile Processing can ensure/enhance good infection prevention and patient safety through good work practices. Staying in compliance with standards and guidelines enhances practices and reduces patient risk. This presentation will examine requirements and strategies to prepare for accreditation surveys.

Learning Objectives:
- Describe the importance of successful accreditation surveys
- Identify resources for survey preparation
- Discuss strategies for survey preparation

2:30pm – 2:45pm
BREAK

2:45pm – 3:45pm  
Ballroom 120 D, North Building

CONCURRENT SESSION  
(Technical Track)

A Bird’s IP View: What the Infection Preventionist is Looking for in Sterile Processing  
Speaker: Jill Holdsworth, Emory University Hospital

Take a tour through the Sterile Processing department through the eyes of the Infection Preventionist (IP)! Beginning in the Operating Room (OR) with pre-cleaning, this presentation will take you on a journey through reprocessing like you have never seen it. Have you ever wondered what the IP is looking for when they visit the Sterile Processing department? This presentation will reveal all those secrets. Through a series of pictures, examples and discussion, hear straight from an IP what you need to know, and how you can partner to increase patient safety in your facility.

Learning Objectives:
- Describe the role of infection prevention in reprocessing of surgical instrumentation
- Review processes and outcome measures the Infection Preventionist finds most important
- Discuss strategies for partnering with the Infection Preventionist to improve patient safety and quality outcomes

Jill Holdsworth: Holdsworth obtained a Bachelor of Science from West Virginia Wesleyan College in Biology and a Master of Science from Marshall University in Exercise Science. She began her career as a cardiac rehab therapist in Huntington, WV. Holdsworth began working as an IP in 2009, obtained her CIC after 1 year in the field, and became a Fellow of the Association for Professionals in Infection Control and Epidemiology (APIC) in 2016. She became involved in APIC in 2009 with the DC Chapter, becoming the secretary in 2012, President-Elect in 2013 and the President in 2014. Holdsworth was the 2015-2016 APIC Emergency Management Committee Chairman and is currently the AAMI Protective Barriers Committee co-chair. She is currently working in Atlanta, GA as the Manager of Infection Prevention at Emory University Hospital Midtown.
2:45pm – 3:45pm or 4pm – 5pm
Room 121, North Building

CONCURRENT SESSION (Management Track)
Implementing Standard Operating Procedures in Your Practice
Speaker: Bradley Haase, Mayo Clinic Hospital
Co-Presenter: Cody Askew, Mayo Clinic Hospital

Do you work in a CSPD department where Bill assembles a tray one way, Judy, who came from another facility, assembles a tray another way (according to her, “the correct way”) and Randy does it differently each time he puts a set together? We had this issue until we developed Standard Operating Procedures (SOPs) for each of the areas within CSPD (decontamination, assembly, sterilization, scope processing, storage and distribution, as well as the clean cores of the Operating Room). We will discuss the process of how we looked at our current workflow, hired a consultant to improve the flow, and then developed our SOPs. We will discuss how we educated the staff on the SOPs, as well as how we review and update them. We will further discuss how our CSPD team leaders demonstrate proper application of SOPs and deem staff competent in performing SOPs. The SOPs are now an integral part of onboarding new staff.

Learning Objectives:
• Describe the process of setting up and implementing Standard Operating Procedures in a Central Sterile Processing Department
• Review how the Central Sterile Processing team leads deem the staff competent in performing the SOPs
• Discuss methods used to update the SOPs, with frequent changes in technology or systems

Bradley Haase
Haase is a graduate of the University of Wisconsin, Rochester Community College, ADN, Winona State University, BSN and California Coast University, MS Health Care Administration. He has obtained Certification for Professional Achievement in Perioperative Nursing Practice (CNOR) and has the credential of Nursing Professional Development (RN-BC). He started his nursing career as a perioperative student at St. Mary’s Hospital in Rochester, Minn. Haase worked as a staff nurse in Cardiac, Vascular and Thoracic Surgery. He was the Head Nurse for Surgical Services on the evening shift also at St. Mary’s Hospital. He was one of the first Surgical Services exchange nurses to go to St. Luke’s Hospital in Jacksonville, Fla., in 1991. In 1992, he was selected to be Supervisor for the first Ambulatory Surgery Center in the Mayo system at Mayo Clinic Scottsdale. Haase is currently the Program Director for the Mayo School of Health Sciences—Perioperative Fellowship, as well as an NES for Surgical Services.

Cody Askew
Askew has attained over six and a half years of training, education, and advancement in the Sterile Processing department at the world recognized Mayo Clinic Hospital, as well as at St. Joseph’s Hospital and Medical Center—Dignity Health, the leading Level One Trauma Center in Phoenix, Arizona. The Sterile Processing Department at Mayo Clinic provides services to over 20 outpatient departments as well as the specialties within the operating rooms. This includes General, Cardio-vascular, Cardio-Thoracic, GYN, Urology, Colorectal, Robotics, Ortho, ENT, Transplant, and Neuro Surgery Departments, which perform 16,000-20,000 surgical cases per year. The Sterile Processing department boasts its state of the art technology and equipment in processing, tracking, and inventory management.

Askew has been recognized in his contributions for his work ethic and collaboration in process improvement projects and leadership by his management team. He has successfully completed and maintained the IAHCSMM certification of CRCST. Within the last two years, he received a promotion to the Team Lead position at Mayo Clinic Hospital and now helps to oversee three different CSPD locations, allowing him the opportunity to incorporate his present skill set, knowledge, and education toward operations connecting all departments, as well as the customers they are serving. He adapts easily to new challenges, promotes teamwork for high productivity and quality services, supervises, assesses plans, coordinates and evaluates productivity, and troubleshoots operations and clinical and staffing development. In addition, he participates in the hiring, training, and evaluations of staff.
2:45pm – 3:45pm or 4pm – 5pm
Room 122, North Building

CONCURRENT SESSION
(Management Track)

Establishing Working Relationships with the OR Staff
Speaker: Tami Heacock, Advocate BroMenn Medical Center

Forming a solid, collaborative relationship with OR management and staff is crucial to the success of any Sterile Processing Department. This presentation will present some DOs and DON'Ts on how to achieve optimal collaboration.

Learning Objectives:
• Discuss approaches for achieving collaboration with the OR on point-of-use decontamination
• Review strategies for getting the OR to return soiled instruments without harming the instruments
• Identify methods for limiting the number of missing instruments in the department

Tami Heacock: Heacock is the Business Manager for Perioperative Services and SPD at Advocate BroMenn and Eureka. Heacock has worked at Advocate Bromenn for over 21 years in various roles. She received her certification in surgical technology and will be receiving her Bachelors in Science from Greenville in May 2018. Heacock began her career as a Surgical Technologist at BroMenn, transitioning into intraoperative monitoring where she remained for 15 years before becoming an adjunct faculty member at Parkland College where she taught in the surgical technology program. She then rejoined BroMenn as a SPD supervisor and transitioned into her current role as business manager of perioperative services and SPD at Bromenn and Eureka hospitals.

Heacock currently serves as the Chairperson of the SPD for all of Advocate’s sites. She has also served on the endoscopy advisory board for Advanced Sterilization Products (Sterrad) and sat on the user panel at cTuc.

2:45pm – 3:45pm or 4pm – 5pm
Room 124, North Building

CONCURRENT SESSION
(Hot Topics Track)

Disaster Response: When the Unexpected Happens in Your Own Backyard
Speaker: Jo Wood, Massachusetts General Hospital

On April 15th, 2013, two bombs were detonated near the Boston Marathon Finish line, killing three people and injuring hundreds more. Within minutes, the injured were being triaged and transported to major Boston hospitals. The coordinated response using the incident command system ensured that all of the injured received immediate care and did not overwhelm any one facility. At the Sterile Processing Department level, there were many lessons learned that day, including things that worked well and other things that did not. Attendees will hear stories from that day to engage them in the thought, “If this happened in my backyard, would I be ready?”

Learning Objectives:
• Discuss the disaster response cycle and how it can be applied to sterile processing during a mass casualty event
• Identify tools that can be utilized during a mass casualty response and how they may apply to your facility
• Review an actual response cycle of a mass casualty situation, as seen in the Boston Marathon Bombing

Jo Wood: Wood is currently the Sterile Processing Training & Staff Development Manager at Massachusetts General Hospital. She entered the Sterile Processing profession over eight years ago and has focused her energies on the key principle, “We can do this better.” Committed to moving the profession forward outside of her organization, Wood is currently the Vice President of the Massachusetts Chapter for Central Service Professionals, as well as a member of the IAHCSMM Executive Board. She is currently pursuing her undergraduate degree in Healthcare Administration with a minor in Quality & Patient Safety.
To Sterilize or Not to Sterilize Flexible Endoscopes: That IS the Question!
Speaker: Janet Prust, 3M Health Care
Co-Presenters: Panel Guests

This session is intended to provide an overview of the key issues related to the controversial topic of sterilization of flexible endoscopes in an interactive and engaging format. Due to the increased awareness of potential patient exposure and documented evidence of outbreaks related to contaminated endoscopes, experts are beginning to propose modifying Spaulding’s classifications to include flexible endoscopes as critical devices, which could require routine terminal sterilization. Terminal sterilization will increase the margin of safety of the process, but is it the right approach? Upon conclusion of this session, participants will have gained an understanding of the issues, evidence and requirements, and have better awareness of the impact to the patient and processing practice. This information can be used to help assess current facility practices for sterilization or disinfection of flexible endoscopes against peers and guidelines.

Learning Objectives:
• Describe the diagnostic uses, therapeutic uses and surgical applications for flexible endoscopes
• Review the current and proposed patient risk classifications (e.g., Spaulding)
• Describe supporting evidence and the identified gaps to existing and proposed reprocessing methods
• Discuss current and best practices for flexible endoscope sterilization and high-level disinfection
• Discuss terminal sterilization, high-level disinfection and liquid chemical sterilization for flexible endoscopes

Janet Prust: Prust is with 3M Health Care as Director – Standards and Global Scientific Affairs. She has over twenty-five years of health care industry experience including surgical services, occupational health, industrial and healthcare sterilization and clinical practice. With 3M, Prust has held a variety of positions including clinical research, technical support, management, marketing, standards leadership and business development. She has presented numerous CEU accredited courses in the U.S. and internationally on topics related to device reprocessing and currently serves on the AAMI Board of Directors and is Treasurer/Secretary and Executive Committee member elect.

The Realm of Decontamination from A to Z
Speaker: Dr. Wava Truscott, Truscott MedSci Associates

The realm of decontamination is an incredibly important, isolated kingdom necessarily ruled by a strong, determined leader with incredible attention to detail. He or she wears armor to protect themselves, their families and colleagues from contamination. They defend their realm and its contents from being overrun by the microbial enemies. They keep their weapons in good repair and their devices dry and in excellent reconnaissance and operation-ready working order. They maintain separation of contaminated and clean states to prevent inappropriate crossover. We will discuss the physical structure, personal protective equipment (PPE), housekeeping, maintenance and leadership requirements for this incredibly important realm and first line of defense.

Learning Objectives:
• Review structural containment design requirements for decontamination
• Identify the maintenance and calibration tasks most often neglected
• Describe personal protective equipment appropriate for decontamination staff
• Discuss character traits most needed for excellence in decontamination leaders and staff

Dr. Wava Truscott: Dr. Truscott is President of Truscott MedSci Associates, an independent consulting and education advancement company. Her doctorate in Comparative Pathology is from the University of California, School of Medicine, emphasizing microbiology, immunology and pathology. Her employment history includes Kimberly-Clark, SafeSkin Corporation, Baxter, and MIDECCO, a medical device-testing laboratory. She has authored over 90 articles and six book chapters, including co-authoring the microbiology section of the AAMI Sterilization Recommended Practices, the ISO 19930 on systemic toxicity testing, and most recently, the IAHCSMM Endoscope Reprocessing Manual, First Edition - Microbiology section. Dr. Truscott is a prominent advocate for infection prevention and safety in healthcare.
4pm – 5pm
Ballroom 120 D, North Building

CONCURRENT SESSION
(Hot Topics Track)

ERCP and Superbugs: Interactive Perspectives on Best Practices

Speaker: Dr. Brad Catalone, TSO3 Inc.
Co-Presenter(s): Albert Csapo, Vancouver General; Jenni Gibbs, Altru Health System; Brenda Lynch, University of Colorado Health and Carla Warner, GBK Peabody, PLLC

More evidence is emerging that High-Level Disinfection (HLD) is not enough to ensure that patients undergoing ERCP procedures are not exposed to superbugs. In this interactive program, participants will share experiences and insights that can help reduce the risk of infection from duodenoscopes.

Learning Objectives:
- Review lessons learned from CRE outbreaks
- Identify areas of risk in current endoscope reprocessing practices
- Describe reprocessing strategies that minimize risk of patient infection appropriate for decontamination staff

Dr. Brad Catalone: Dr. Catalone joined TSO3 as its Chief Science Officer in 2017. He has extensive knowledge of medical devices and the sterilization industry, having held significant roles within Olympus Corporation of the Americas Inc., including as Infection Control Manager, Director of Research, as well as Director of Clinical Affairs. Most recently, Dr. Catalone held the position of Vice President of Laboratory Services at Alcami Corporation with responsibility for drug development and analytical testing services. Dr. Catalone holds a Ph.D. in Microbiology and Immunology from Penn State College of Medicine, Hershey, PA and an MBA in Business Administration from the Pennsylvania State University.

Albert Csapo: Csapo is a 25 year veteran of Vancouver Coastal Health in British Columbia, Canada. His ambition as the Utilization Director is to refine and improve the effectiveness and efficiency of the Medical Device Reprocessing and OR Equipment & Supplies Departments for the benefit of patients and staff through the implementation of new technologies, innovative processes and resource allocation initiatives. He is a member of numerous Reprocessing and Non-Labor committees and is the President-Elect of the Canadian Association of Medical Device Reprocessing. He holds a BA from the University of Toronto and is currently seeking a Master of Health Administration degree at the University of Regina.

Jenni Gibbs: Gibbs has managed the Central Sterile Department for Altru Health System in Grand Forks, ND since July 2015. She began her work in healthcare in 1989 in inpatient nursing. She holds a Bachelor of Science degree from the University of North Dakota. Gibbs has a background in project management and Lean. As Central Sterile department Manager, Gibbs developed a dedicated scope team and a career-growth track for her employees to include paid certification education and technician levels. Altru’s Central Sterile department performs centralized, organization-wide endoscope reprocessing, is AAMI ST91 compliant, and completes 100% ATP testing and borescope inspection on every scope.

Brenda Lynch: Lynch is a certified gastroenterology registered nurse in Loveland, CO. She received her BSN from Regis University and has over 30 years of nursing experience. She began her nursing career as a cardiac care nurse and has been in the field of gastroenterology nursing for 24 years. Lynch is currently a nurse manager at the University of Colorado Health in northern Colorado where she manages three GI labs that perform over 5,000 endoscopy procedures annually. She led a UCH system wide process improvement event for endoscope handling and high level disinfection. Lynch implemented a fecal microbiota transplant process for the treatment of CDiff infection which led to a 94% cure rate in patients that previously failed antibiotic treatment. Lynch was elected Nurse Manager of the Year at Medical Center of the Rockies in 2016. She is a competitive triathlete and runner. She enjoys spending time in the mountains with her husband and their two daughters.

Carla Warner: Warner is from Statesville, NC and works as a Senior Staff Accountant with GBK Peabody, PLLC. Her husband, Willie “Bill” Warner, lost his life to a CRE infection following a routine ERCP procedure. The Warner’s story has been featured in various media outlets including USA Today and the LA Times. Warner has testified in the FDA hearings regarding the issues surrounding duodenoscopes, and now takes every opportunity possible to attend various conferences and hospital meetings, sharing her story in hopes of increasing awareness of the problems and the need for new technologies to clean all scopes.
7am – 12pm  
Ballroom 120 Foyer, North Building

REGISTRATION / INFORMATION DESK OPEN

8:30am – 9:30am  
Ballroom 120 D, North Building

GENERAL SESSION (Hot Topics Track)

The Future of Sterile Processing  
Speaker: Natalie Lind, IAHCSMM

Everyone who works in or with Sterile Processing knows the challenges that face the department and profession. This presentation will examine where we are today and what we can do to prepare for a future filled with technological, logistical and human resource challenges.

Learning Objectives:
• Define the current state of Sterile Processing
• Identify opportunities and challenges facing the profession
• Examine current methods used to address challenges
• Describe strategies to impact future challenges on both personal and professional levels

Natalie Lind  Lind is the Education Director for IAHCSMM. She has over 35 years of experience in the Central Service/Sterile Processing profession. Along with extensive experience in healthcare facilities, she served as Program Director for a CS college program. Lind has presented both nationally and internationally.

She has published over 200 articles on a wide variety of Sterile Processing-related topics and has served as co-editor on several IAHCSMM publications. Lind is the recipient of several awards, including International CS Educator of the Year, the Excellence in Technical Education Award, and three IAHCSMM President’s awards. In 2012, Lind was listed in the Who’s Who in Infection Prevention.

9:30am – 9:45am  
BREAK

9:45am – 10:45am  
Ballroom 120 D, North Building

GENERAL SESSION (Hot Topics Track)

Building Quality in Endoscope Reprocessing  
Speaker: Mary Ann Drosnock, Healthmark Industries

Recent outbreaks related to endoscopy reprocessing have increased the need for a quality system to be implemented in endoscope reprocessing. As guidelines for reprocessing become more stringent, steps need to be taken to ensure that the proper technique is being performed each time an endoscope is reprocessed. Current US guidelines as well as professional societies alike call for steps to be implemented to engineer quality into endoscope reprocessing. This program will discuss steps that can be taken to implement verification testing and monitoring into your reprocessing program. Topics such as cleaning efficacy tests, automated equipment reprocessor (AER) monitors, endoscope culturing, proper labeling, auditing, transportation and quality systems will be discussed. Implementing a robust reprocessing system can help in the prevention of infection related to endoscopy.

Learning Objectives:
• Discuss steps to build quality into endoscope reprocessing such as cleaning verification, proper labeling, OSHA transportation requirements, and AER monitoring
• Review available methods to perform cleaning verification of flexible endoscopes
• Describe methods for performing microbial surveillance testing of flexible endoscopes after reprocessing

Mary Ann Drosnock  Drosnock is the Manager of Clinical Education for Endoscopy at Healthmark industries where she provides expertise on endoscope reprocessing (often presenting at conferences on effective device reprocessing and infection prevention in endoscopy. Also, she is co-chair of AAMI Working Group 84, which is responsible for the ST91 national standard on flexible endoscope reprocessing.

Previously, Drosnock managed the Infection Control Program for Olympus. Drosnock has a B.S. in Biology and an M.S. in Quality Assurance. She is certified in Infection Control through the Association for Professionals in Infection Control and Epidemiology (APIC), as a Flexible Endoscope Reprocessor, is a Nationally Certified Registered Microbiologist and is an APIC fellow.

10:45am – 11am  
BREAK
11am – 12pm
Ballroom 120 D, North Building

CLOSING KEYNOTE

Half Full of It: Activating Optimism and Other Hard-core Soft-skills

Keynote Speaker: Tami Evans

Are you or your team a bit rusty on relationship skills, a little crunchy on communication concepts, and pooped-out on positivity? Soft skills are the new black and if you want to make the most of your personal and professional life, you had better know how to wear them!

During this entertaining program, participants will discover and learn about the following hard-core soft skills:
- Be. Do. – Motivation moments
- That’s What I’m TALKING About – Communication concepts
- The Care & Feeding of YOU – Healthful hints
- All Together Now – Relationship recommendations
- Embrace your Inner Dork – Self-confidence clues
- Your New Attitude Pants – Activating optimism

Evans will help you laugh your glass half full and set you on a renewed path for a happier, healthier and more productive life.

Tami Evans: Genuine and funny, motivational speaker Tami Evans specializes in crucial content with heaps of humor. Her eloquent and engaging keynote programs are perfect for national conventions and conferences, inservice programs and more. Participants will be taken on a fast-paced, interactive adventure, filled with plenty of learning and laughter.

Evans is an energetic and thought-provoking communicator and performer, with extensive background in both corporate and independent environments. She holds a Master of Fine Arts degree and Bachelor’s degrees in Broadcasting Communications, and Theatre. She has CTI coaching training, and firmly believes laughter is a vital part of learning and living.

12pm – 12:30pm
Ballroom 120 D, North Building

CLOSING REMARKS FROM THE PRESIDENT

Steven Adams, CRCST, CER, CHL, RN, BA
Sinai Hospital, A LifeBridge Health Center