

Sterile Processing Lessons Learnt: A case study on leadership & staff engagement

Leadership and enablers of correct process

Hand Hygiene Check



Equipment and Process Monitoring



Technology – e.g. Celerity BI



ATP Surface Monitoring



Employees are central to the solution, involved, consulted, and invited to contribute their experience and ideas. Given the opportunity to step up when the time comes equates in-bred ownership and automated engagement consistent through out – contagious and impacts directly to team morale and improved productivity thereafter.

Engaged floor supervision provides an in-depth sense of focus and expected outcome, treat team mates as individuals with honest and constructive feedback consistent with role expectations, each one uniquely contributing to the rest of the team, without these individual contributions would impact the whole, maintains structural workflow to attain outcomes

Engagement impacts on results



Shared responsibility



Common outcomes



Team Leaders – hands on leadership engagement

In service, training, education sessions, group huddles

New Equipment



Quality Assurance



New Inventory



Intent of Use – End User



Confidence enables engagement for a more positive outcome. The mechanism behind this confidence is a strong foundation of knowledge and “know-how” brought about by strategic training tools: annual eLearning, scheduled in-services, “educational walls”, impromptu “group huddles”= importance of role is affirmed with consistency

Engaging managers thank us for our work, gives considerable effort into making sure the successes and achievements of individuals and teams are fully acknowledged - a culture of praise and acknowledgement, approachable and available when needed, discuss our professional and career development, support to achieve, look out for team welfare: all equates mutual trust.

The culture of trust in achieving expectations and beyond

Shared Achievements



360 Leadership



Operating Theatres



Emanates from the top

