

UW HEALTH JOB DESCRIPTION

STERILE PROCESSING MANAGER

Job Code: 421003	FLSA Status: Exempt	Mgt. Approval: V. Wineland	Date: March 2024
Department: Varies		HR Approval: J. McCoy	Date: March 2024

JOB SUMMARY

The Sterile Processing Manager is responsible for managing the entire range of Sterile Processing services and/or materials management at their respective facilities. The Manager is responsible for ensuring the effective operation of the day-to-day activities of instrument reprocessing, equipment needs, and/or inventory of supplies. The Sterile Processing Manager may coordinate department-level purchasing, preparing department capital quote requests, ensuring staff training and certification, and maintaining departmental policies and procedures. The Sterile Processing Manager works in conjunction with the leadership team to maintain efficiency in all areas of oversight and high-level communication to staff in all departments. The incumbent will provide instructions and/or in-services on new products, procedures and equipment to ensure the best possible support for our customers and the highest possible care for our patients.

The incumbent will develop numerous internal and external relationships involved in the performance of the duties of this position and will have daily interactions with a wide variety of staff, disciplines and customers.

MAJOR RESPONSIBILITIES

- Responsible for the effective and efficient Sterile Processing operations at their respective location(s) including preparing team schedules and redirecting staff as necessary to ensure adequate staffing levels.
- Ensures that the policies, procedures and practices comply with the standards established by regulatory agencies.
- Responsible for the overall Sterile Processing Human Resource functions, including hiring, new employee orientation, termination, promotion, competency assessments and discipline of employees. Supervises, trains, schedules and evaluates employees.
- Ensure all team members are continuously up to date regarding educational and employment specific requirements.
- Provides oversight of specific areas including surgical instrumentation, outpatient instrumentation, patient care equipment (IV pumps, epidural pumps, SCDs, etc.), Respiratory Therapy equipment, and/or materials management. Recommend and implement guidelines and workflows for the department, focusing on continuous process improvement and waste elimination.
- Works with leaders throughout UW Health network to maintain control of supply and equipment levels to maximize efficiencies and minimize cost at the user level.
- Oversees the support of OR service lines and procedure areas.
- Directs the cleaning, decontaminating, inspection, assembly, and inventory of a wide variety of complex surgical instruments and instrument sets.
- Oversees the operation and troubleshooting of cleaning, disinfection and sterilization equipment.
- Directs the processing of instruments and medical devices from various research accounts, laboratories, and non-affiliated customers.
- Advises customers on proper cleaning, packaging and sterilization techniques.
- Determines the appropriate sterile processing method for the materials received.
- Ensures tracking paperwork and customer charges are correct.
- Maintains an audit trail for Sterile Processing budget and accountability purposes.
- In conjunction with department Director, develops the departmental Operational and Capital budgets. Monitors operating costs through knowledge of operating budget and funding structure.
- Directs all HERO investigations.
- Directs the overall operation of Sterile Processing in compliance with labor standards, budgetary considerations and quality assurance measures.
- Defines and develops the objectives of Sterile Processing. Works closely with customers in ensuring policies are followed.
- Responsible for operating a highly complex department, functioning under the scrutiny of medical professionals, regulatory bodies and Federal and State laws.
- Maintains knowledge of Sterile Processing standards, techniques, instrumentation and equipment through participation in professional organizations and attendance at relevant continuing education programs and conferences.
- Develops professional and ethical relationships with staff, customers and vendors through communication and collaboration.
- Establishes and updates standards of supplies, chemicals and materials used in the area of responsibility. May

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participate as an active member of the Infection Control Committee, Operating Room Asset Management Committee and other committees as assigned.

- Interacts closely with the Surgical Services, Infection Control, Risk Management and Safety departments to identify and mitigate potential patient safety issues.
- Follows-up on recalls if any items do not meet the standards for sterilization or patient safety.
- Review and evaluate spending of the various sections and ensure that approved financial procedures are followed.
- Oversees purchases of equipment, supplies, and consumables used in support of the Sterile Processing function.
- Ensures the data base of the instrument tracking system is maintained and accurate.
- Initiates and develops programs that incorporate continuous improvement.
- Assists in the implementation of new technologies that are used in the area, as well as new instrumentation used for many types of surgical procedures.
- Maintains records to keep abreast of performance and achievement of departmental goals.
- Follows-up on recalls if any items do not meet the standards for sterilization.
- Establish, approve, and update contents and procedures for preparation of all instrument trays.
- Responsible for acting quickly, accurately and with a high level of expertise to address complex special projects which present themselves on a regular basis. Requires close contact and continued cooperation with customers along with significant systems maintenance.
- Fills in as staff member when necessary.
- May provide daily leadership for situations occurring outside of routine practices including supplier backorders, substitute items and item availability concerns.
- May research and promptly resolve purchase order, receiving, and invoice matching issues.
- Performs other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent.
	Preferred	Bachelor's Degree in Healthcare, Operations or related field.
Work Experience	Minimum	Five (5) years of progressively responsible lead work, supervisory, or management experience in Sterile Processing or Surgical Services.
	Preferred	<ul style="list-style-type: none"> • Seven (7) years of experience managing a Sterile Processing department and/or materials/inventory management department. • EPIC/Healthlink Experience.
Licenses & Certifications	Minimum	Professional Sterile Processing Certification (CRCST or CSPDT).
	Preferred	Certified Materials & Resource Professional (CMRP) certification.
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated extensive knowledge of instrumentation, equipment and decontamination and sterilization practices and techniques. • Experience and expertise with required information systems software and hardware such as instrument tracking programs (i.e. Censitrac) and Windows based applications. RFID experience helpful. • Ability to work independently and as a team with staff, department managers, and medical faculty on sensitive clinical practice issues. • Ability to provide leadership and promote teamwork. • Ability to manage multiple tasks with ease and efficiency. • Excellent verbal and written communication skills. • Demonstrated team-building aptitude. • Knowledge of medical terminology. • Evidence of excellent organizational and time management abilities. Experience developing schedules, work assignments, work rules and policies. • Ability to work under pressure in stressful environment and make decisions.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)

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School Age (6 – 12 years)	Older Adult (Over 65 years)							
JOB FUNCTIONS								
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.								
PHYSICAL REQUIREMENTS								
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>								
Physical Demand Level	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Occasional Up to 33% of the time</td> <td style="width: 25%; padding: 5px;">Frequent 34%-66% of the time</td> <td style="width: 25%; padding: 5px;">Constant 67%-100% of the time</td> </tr> </table>	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time				
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X Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">20-50#</td> <td style="width: 25%; padding: 5px;">10-25#</td> <td style="width: 25%; padding: 5px;">Negligible-10#</td> </tr> </table>	20-50#	10-25#	Negligible-10#				
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Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">50-100#</td> <td style="width: 25%; padding: 5px;">25-50#</td> <td style="width: 25%; padding: 5px;">10-20#</td> </tr> </table>	50-100#	25-50#	10-20#				
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Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Over 100#</td> <td style="width: 25%; padding: 5px;">Over 50#</td> <td style="width: 25%; padding: 5px;">Over 20#</td> </tr> </table>	Over 100#	Over 50#	Over 20#				
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List any other physical requirements or bona fide occupational qualifications:	Must be able to stand for entire shift							

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.