

A STUDY OF 3rd PARTY OUTSOURCING OF REPROCESSING OF MEDICAL DEVICES IN TORONTO, CANADA



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Brisbane, Australia

Sunnybrook Health Sciences Centre



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Sunnybrook Facts

- Tertiary care hospital & teaching institution (3 sites), affiliated with University of Toronto
 - Bayview Campus (Main site)
- 24 Operating Rooms
- 10 Surgical specialities
- Operate 24/7
- >16,777 cases annually
- 450,000 pieces reprocessed annually
- Approx. 10,000 endoscopes annually



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DEFINITIONS

- Define Outsourcing and clarify 3rd party
- Define the need for equipment/infrastructure
- Available Resources



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METHODOLOGY



- Team approach
- Reprocessing Manager, Operating Theatre Manager, Educator, Endoscopy, Other Stakeholders
- Infection Control, Risk Management, Finance
- Biomedical Engineering, Facilities, Maintenance



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METHODOLOGY (Continued)

- Issues Considered
- Standards of Practice
- Transportation, Storage, cross-contamination
- Infection control issues
- Impact of client satisfaction to the Operating Room
- Loaner and immediate use equipment
- Endoscopes, Low temperature sterilizing, etc.
- Turnaround time



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SERVICES THAT CAN BE DONE OFF SITE=60%

- Cleaning and Decontamination
- Preparation, assembling and packaging
- Sterilizing by Steam
- Instrument replacement



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SERVICES THAT MUST REMAIN IN-HOUSE=40%

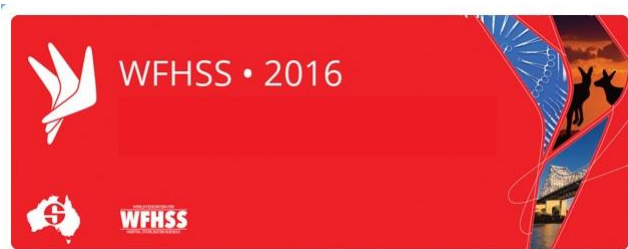
- Transportation from point of use
- Pick up and delivery
- Pre soak and pre clean/rinse at staging area
- Case cart assemble at point of use
- Staff communication with Operating Room
- Distribution and inventory control
- Immediate use sterilizing
- Quality assurance



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COST SAVINGS ON INFRASTRUCTURE INVESTMENT

- Machinery cost, Decontaminator, Cartwasher, Index washer, Sterilizers, etc.
- Overhead cost, utilities, water, electricity, space saving
- Preventative maintenance contracts
- Detergent, enzymatics, steam, etc.
- Staff reduction, benefits, salaries, etc.



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SERVICE AND CUSTOMER SERVICE WHEN OFF SITE

- Turnaround time is 24 hours vs 3 hours in-house
- Customer service is instantaneous vs uncertainty
- Increase inventory of instruments
- Challenges with traffic and weather conditions to delays
- Costly increase of devices inventory



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CHALLENGES FOR THE 3rd PARTY REPROCESSOR

- Proximity to the Hospital
- Unionized staff from Hospital
- High salary rate
- Benefits package for employees
- Adding 2-3 more layers of management
- Replacement costs of medical devices
- Transportation costs in temperature and humidity controlled trucks
- Associated overhead costs



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OFFER BY REPROCESSOR

- Tray cost almost double current
- Budget for outsourcing will cost 100% more than current
- Turnaround time of 24 hours
- Shorter time will increase the cost



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CHALLENGE FOR SUNNYBROOK HOSPITAL

- Invest in Innovative Technology
- Continue with status quo
- Outsource to third-party reprocessor
- Outsource to Holland Center campus of Sunnybrook
- Cost Savings on Efficiencies
- Must find ways to increase capacity
- How to stay current and exercise leadership



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EVIDENCE BASED DECISION

- Sunnybrook invested \$1.4 million in infrastructure
- Actual payback time of 3 years
- Annual savings on utilities and detergent of \$141,000
- Actual payback time of 3 years
- Staff reduction by 1.5 FTE
- Increased capacity by 30%



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NATIONALLY

- This concept doesn't exist across Canada
- There has been assistance in other provinces but not commitment
- Infrastructure changes and in-house reprocessing is made a part of hospital renovations
- Several hospitals did feasibility studies but decided to invest in infrastructure
- A group of hospitals tried the concept but has since invested internally



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CONCLUSIONS

- Do your due diligence when faced with this option
- Look at payback times for investment
- Research Innovative technology in this ever changing field
- Take a team approach
- Keep the expertise in your facility
- Be an advocate for patient care and safety
- Be a leader in Medical Device Reprocessing
- You can do it better and cheaper



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IT ALWAYS SEEMS
IMPOSSIBLE
UNTIL IT'S DONE.

-NELSON MANDELA

