



**HONG KONG**  
ASIAWORLD-EXPO  
亞洲國際博覽館

3<sup>RD</sup> TO 6<sup>TH</sup>  
DECEMBER  
2025



# **Centralization of Endoscope Reprocessing: Quality, Safety and Efficiency through Dedicated Expertise**

**Anke van Rosmalen**  
**Expert in Medical Device Decontamination (DSMH & DSRD)**  
**Franciscus Hospital, The Netherlands**



# Why Centralization?



Urology Department



ENT Department



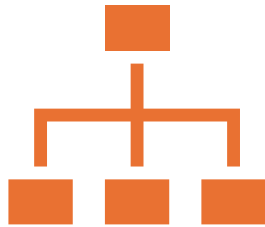
GI Department 1



GI Department 2



# Key Pillars For Success



**Structured approach: assessment → implementation**



**Right moment: organizational readiness**



**Support from leadership and clinical teams**



# Equipment Renewal

## Impacts:

- Replaced outdated AERs and drying cabinets
- Improved digital traceability system
- Aligned with SFERD and internal protocols



# New Organizational Structure

## Impacts:

- From decentralized to one central location
- Clear responsibilities and central coordination
- Optimized layout and physical workflow

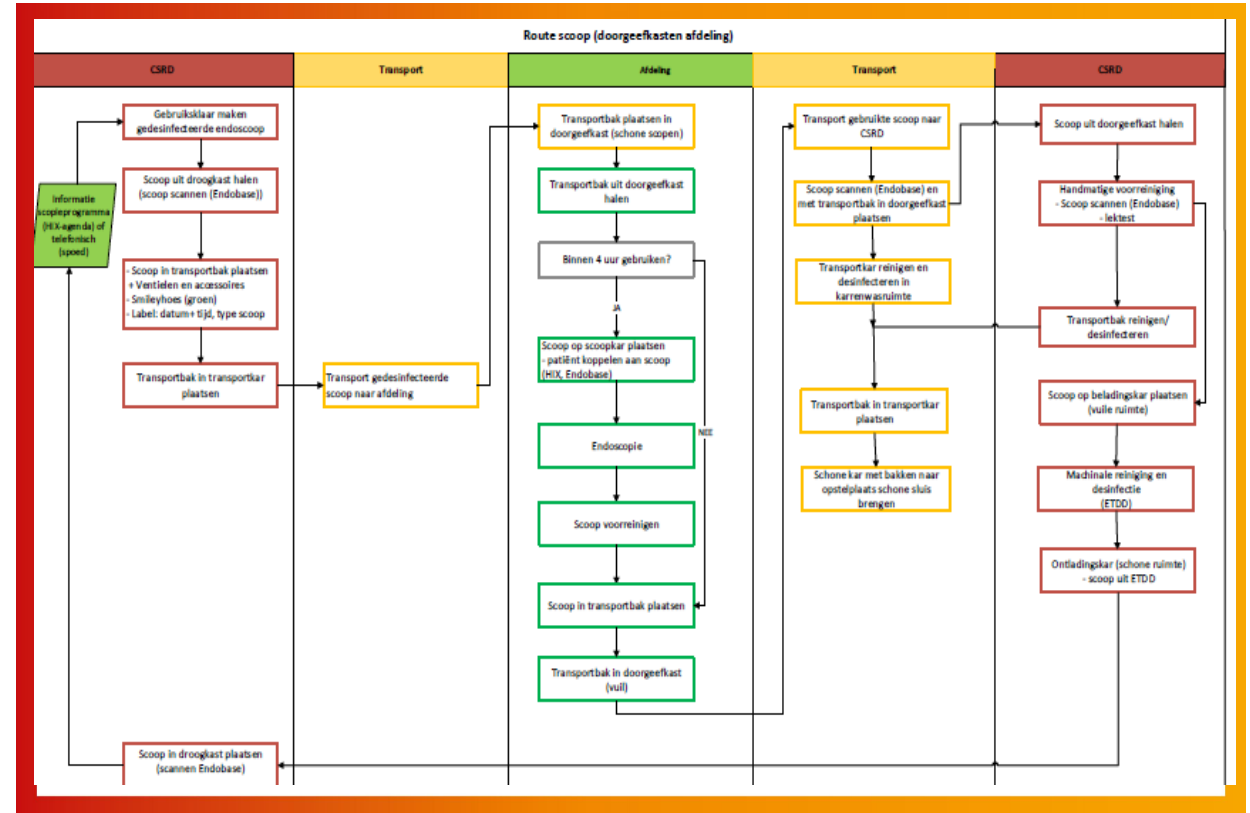




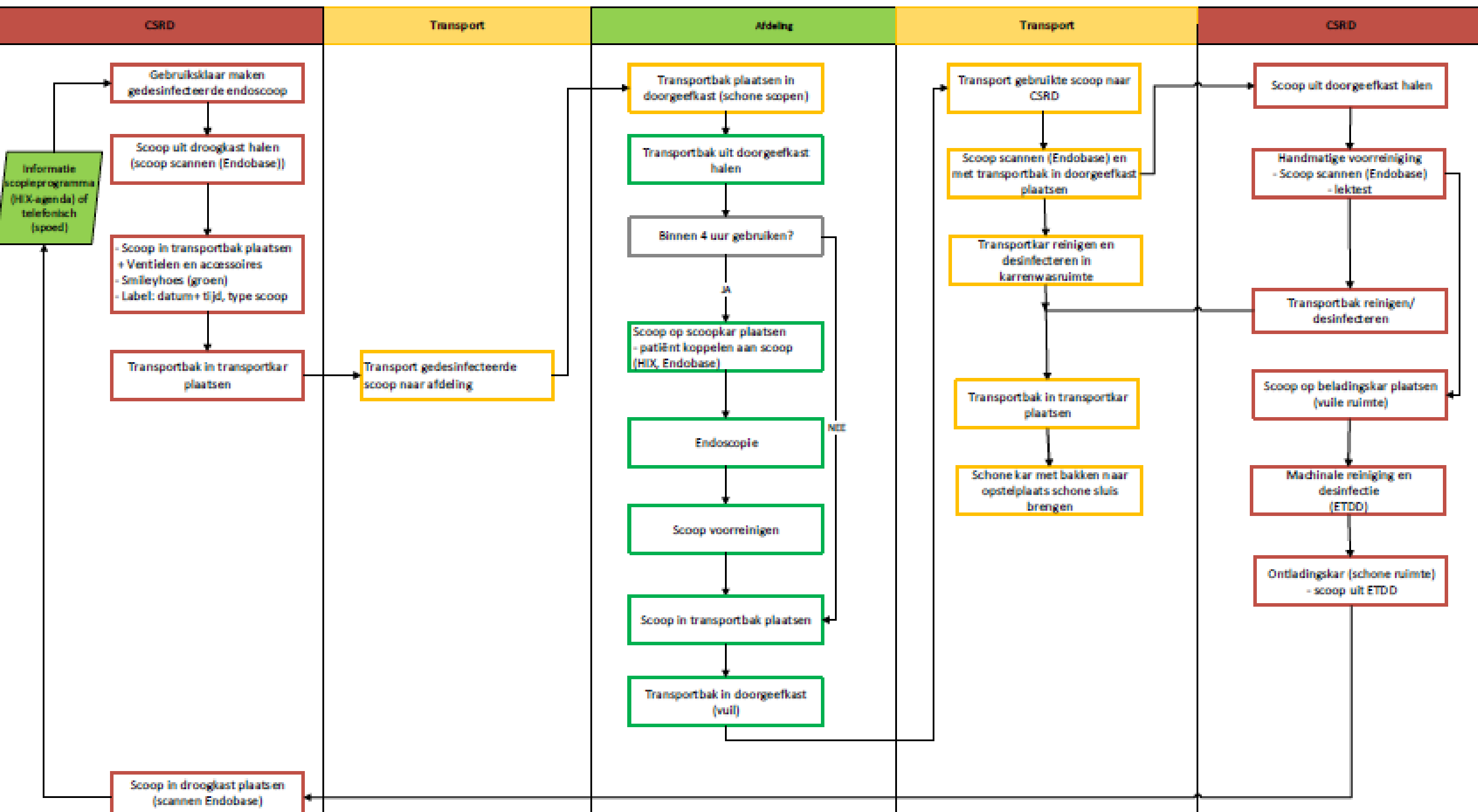
# People: Dedicated and Skilled

## Impacts:

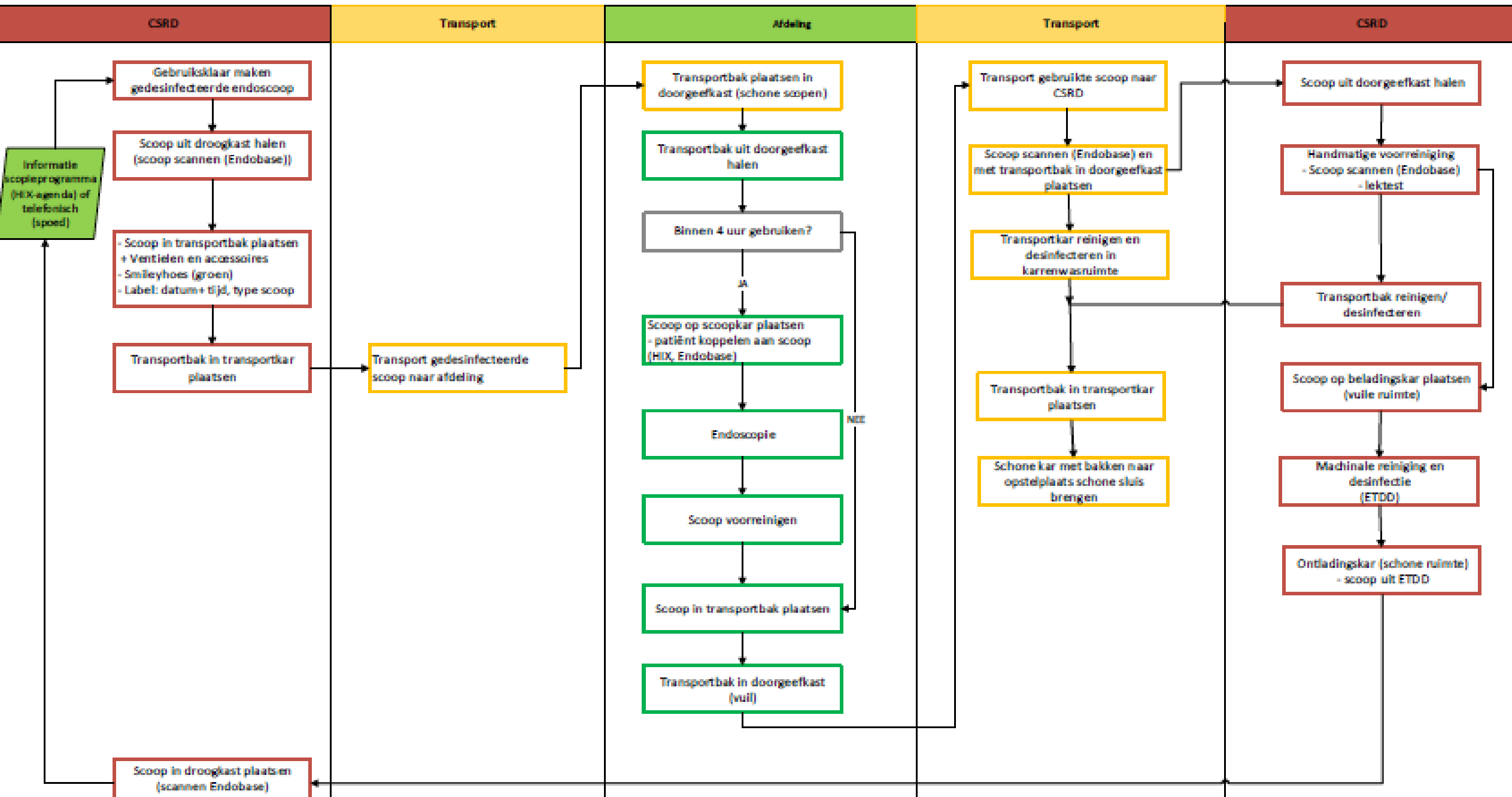
- Specialized roles ,dedicated team EDD, team-leader, assistant for transport and little tasks
- Staff are trained, empowered, and proud
- From generalist to expert-level practice



# Route scoop (doorgeefkasten afdeling)



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# Training and Competency

## Impacts:

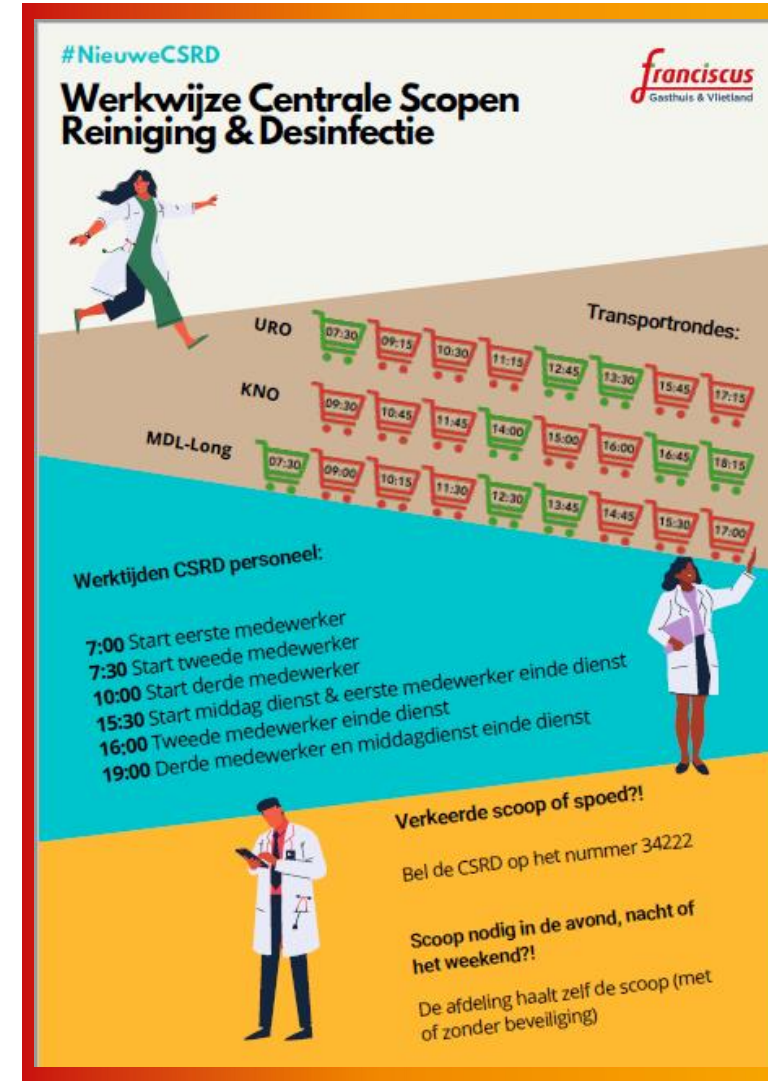
- Structured training plan with assessments
- Continuous learning culture
- Everyone qualified and accountable



# Workflow Optimization

## Impacts:

- Efficient routing from dirty to clean
- Reduced turnaround times
- Improved work satisfaction and ownership
- Always capacity available for patient care



# The New Workflow

## Videos Speak Louder than Words

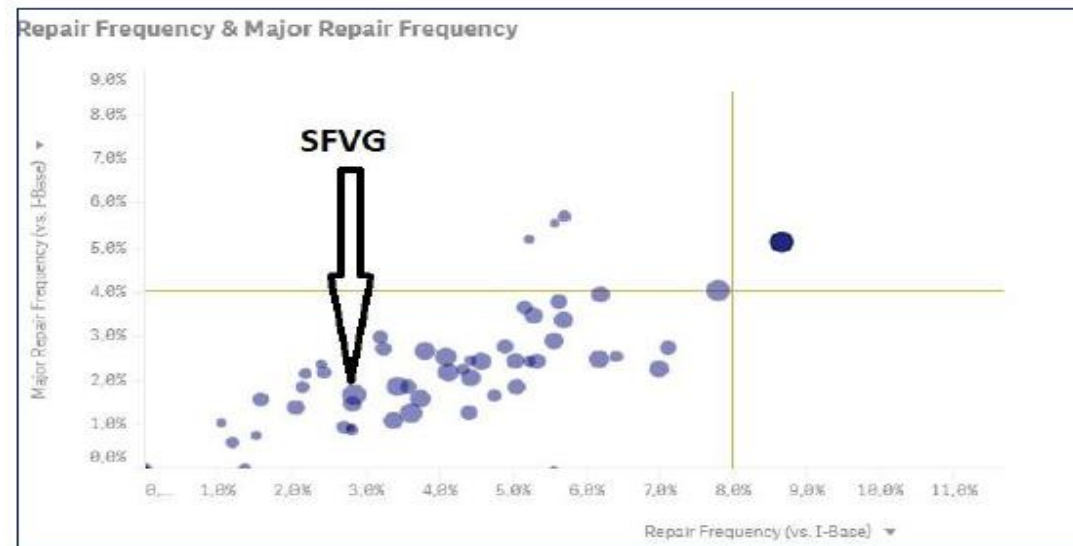




## Impacts and Outcomes of Centralization

### Impacts:

- Clinical teams unburdened
- Fewer damages and contaminated endoscopes
  - Better availability
- Improved work satisfaction and ownership



Aantal reparaties / Reparatie frequentie 12 MND doorlopend

Repairs [#]		Avg Repair Frequency	
48		1,17	
PP: 61		PP: 1,22	
Δ PP: ↓ -21%		Δ PP: ↓ -4,4%	

PP	:	Previous Period = voorgaande periode
Δ PP	:	Vershil (%) ten opzichte van voorgaande periode
Avg Repair Frequency	:	Gemiddelde aantal keren dat een endoscoop is ingestuurd voor reparatie over de getoedej periode.
Major	:	Grote reparatie
Middle	:	Middelgrote reparatie
Minor	:	Kleine reparatie





# Collaboration Across Departments

## Impacts:

- Coordinated approach with GI, Urology, ENT, OR and the Medical Technology Department
- Daily communication and shared goals (short lines between all the involved departments)
- Stronger interdepartmental cooperation (every two months a meeting with the Multidisciplinary Endoscope Committee)

**Coordinator CED:** *'Before centralization, I felt like I was juggling five balls in the air, now it feels like we are juggling together as a team.'*

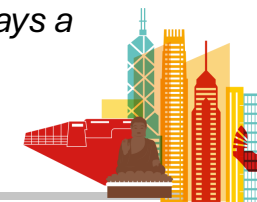
**Manager Urology Department:** *"Working with Anke after the centralization has been a relief, she takes away the worries and gives us confidence that our scopes are always in the best hands. It feels like she's our 'scope guardian angel'."*

**Endoscope nurse GI:** *"Centralizing has relieved the endoscopy department, allowing us to focus more on patients and procedures, while dedicated specialists handle reprocessing, transfer and storage with care."*

**Manager Medical Technicians:** *"The great-endoscope meetings have undergone a transformation from unprofessional, complaining, and a chicken coop to a professional meeting in which actions are identified and implemented, and colleagues are held accountable for their behavior and ownership."*

**Manager CED:** *"Before centralization there were a lot of endoscopes in quarantine because of contamination, this gives a long downtime and troubles with capacity. After centralization I never have to notice anymore."*

**OR field expert:** *"Now we don't have to look for anything, there is always a disinfected endoscope in our storage."*



# Lessons Learned and Recommendations

## Impacts:

- Invest in people and leadership
- Ensure clear logistics and communication
- Create a culture of openness
  - Celebrate milestones





# Conclusion and Takeaways

## Conclusion:

- Centralization improved quality and safety
  - People are the key success factor
- Sustainable through structure and training



# Final Reflection





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