



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

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



# **Empowering Growth from Within.**

Building an internal education program that enhances the sterile processing career.

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Affiliation: **Clinical Education Manager, SteelcoBelimed**



# Who am I.....Randalyn Harreld

Customer Service Specialist- Retail 8 years  
Bartender & Food Service – 11 years

Certified Nurse Assistant  
Surgical Technician  
OBGYN Technician (Scrub)  
Sterile Processing Technician  
Operating Room Liaison Coordinator  
Implementation Specialist – Surgical Services  
Sterile Processing Manager – Medical University of South Carolina

Senior Clinical Educator – Steris  
Sterile Processing Solution Corporate Educator- Specialty Care  
System Sterilization Program Manager- Lexington Medical Center  
Perioperative Technical Educator and HLD Specialist

National Clinical Education Manager- SteelcoBelimed  
Operating Room Sterile Processor – Mercy Ships



# Objectives

- ☐ The pros and cons of promoting internally
- ☐ Building a proper career ladder for your department
- ☐ “Refresh” your SPD assignments & maintain roles within your department
- ☐ Importance of Standardized Education
- ☐ Steps to creating an education program
- ☐ Introduction to the Apprenticeship Model
- ☐ Questions



# The Pros & Cons of Promoting Internally

## “The Traditional Way”

### Definition A: Promoting

- ✓ A move in position, rank or salary.
- ✓ Moving up in a position within a unit or department.
- ✓ Transitioning into leadership role or role with more responsibility

## Con's

Creating a hole in the team

Morale & Jealousy

Stuck in the same process “way it’s always done”

## Pro's

Reduce Hiring Time

Experience & Facility Knowledge

Reducing Performance Risks

## “Outside the Box”

### Definition B: Promoting

- ✓ Transitioning into a role with **NEW** responsibilities
- ✓ Being provided opportunity
  - ✓ Developing new skillset
  - ✓ Fine tuning your skills
- ✓ Acquiring new knowledge and skills
- ✓ Providing/implementing ideas that improve outcomes
- ✓ Contributing to the team's long-term success





# Career Ladder

Model 1



## China

*Hong Kong*

September  
2024  
Monthly wage  
\$2,620

Median Gross  
Salary  
\$29,124

Entry level  
\$16,900 / yr

Mid Level  
\$26,200 / yr

Senior Level  
\$51,000 / yr

## China

*Guangzhou*

Median Gross  
Salary  
\$16,443

Entry level  
\$5,000/yr

Mid Level  
\$24,000/ yr

Senior Level  
\$48,000 / yr

## Germany

Median Gross  
Salary  
\$49-52,000

Entry level  
\$31,000 / yr

Mid Level  
\$43,936 / yr

Senior Level  
\$51,000 / yr

## USA

Median Gross  
Salary  
\$61,400

Entry level  
\$28,500 / yr

Mid Level  
\$48,000 / yr

Senior Level  
\$74,000 / yr

Full time workers  
in Q4 2024

\$1 (USD) =  
.85€ (euro)  
\$1 (USD) =  
CNY/¥ 7.2  
(yuan)

**All salaries are in USD**



# Education



## China

### Technicians

High School – 90%

Associate's Degree - 31 %

### Managers

Bachelor's Degree – 60 %

Technical/Vocational  
Diploma – 30%

Masters – 10 %



## Germany

### Technicians

High School – 95%

Vocational (Ausbildung) -  
95 %

### Managers

Bachelors – 70%

Vocational qualification +  
Industry Certifications –  
20 %

Masters – 10%



## USA

### Technicians

High School – 80%

Associate's Degree - 31 %

### Managers

Bachelors – 65 %

Associates + Extensive  
Experience or  
Certification Programs –  
25%

Masters – 10 %



## LATAM

### Technicians

High School – 85%

Additional Training 60 %

### Managers

Bachelors – 60 %

Technical Diploma – 30%

Postgraduate  
qualification – 10%



## Australia

### Technicians

High School – 90%

Vocational Certificate III -  
90%

### Managers

Bachelors – 75 %

Certificate IV or Diploma  
in Sterilization -20%

Masters – 10%

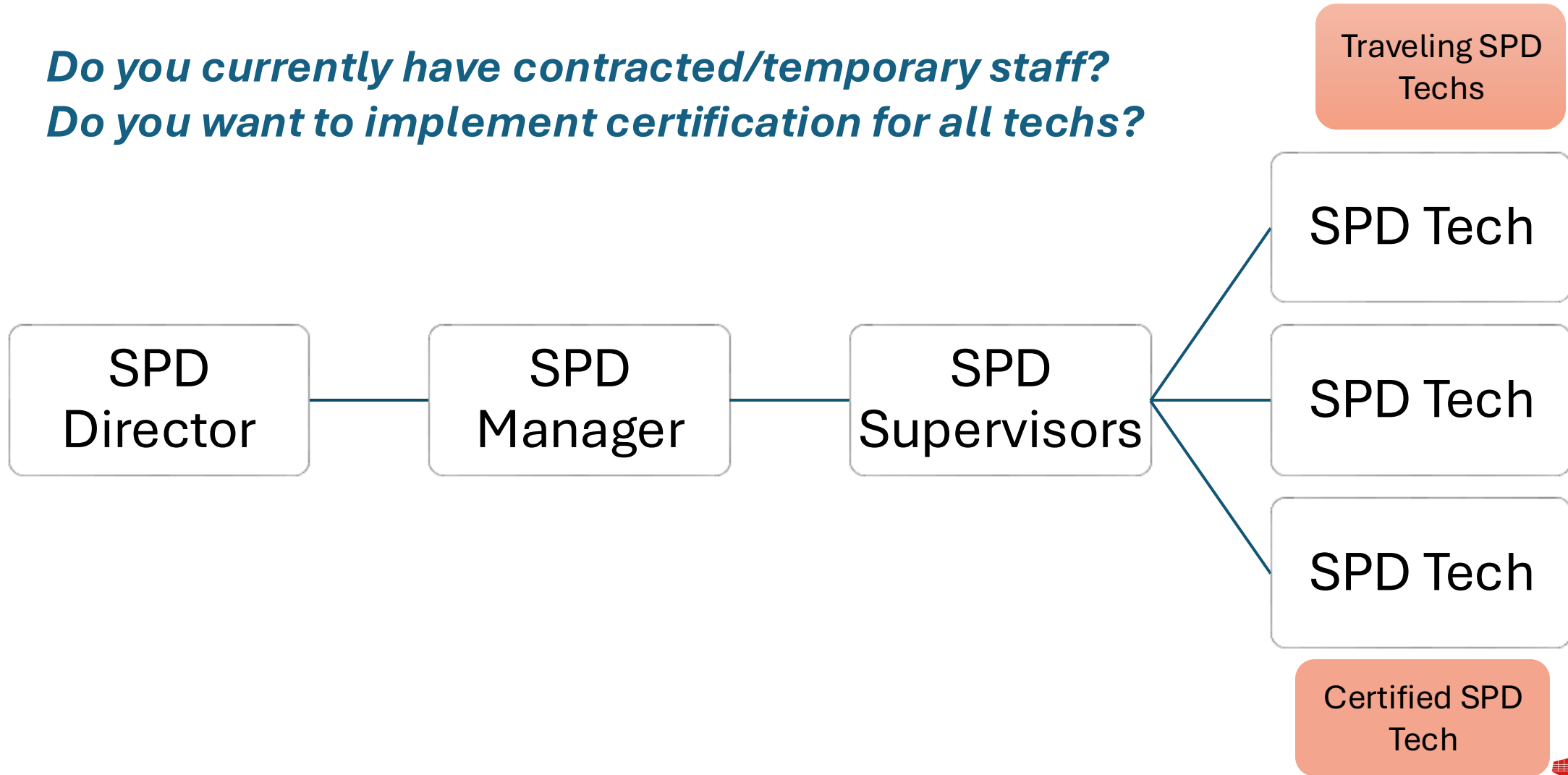




# Building a useful career ladder (for your dept.)

Sample 1 – Map out where your department is currently

*Do you currently have contracted/temporary staff?*  
*Do you want to implement certification for all techs?*





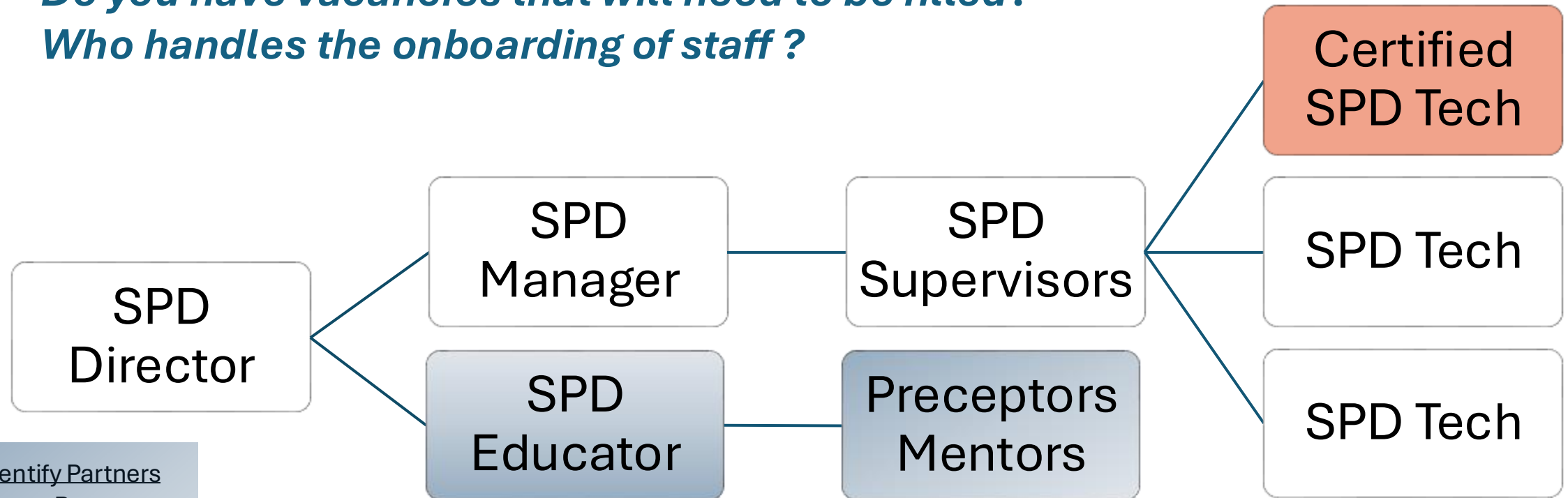
# Building a useful career ladder (for your dept.)

Sample 2- What are the first priorities? (6-8 months)

*Who handles the education and training for the unit?*

*Do you have vacancies that will need to be filled?*

*Who handles the onboarding of staff ?*



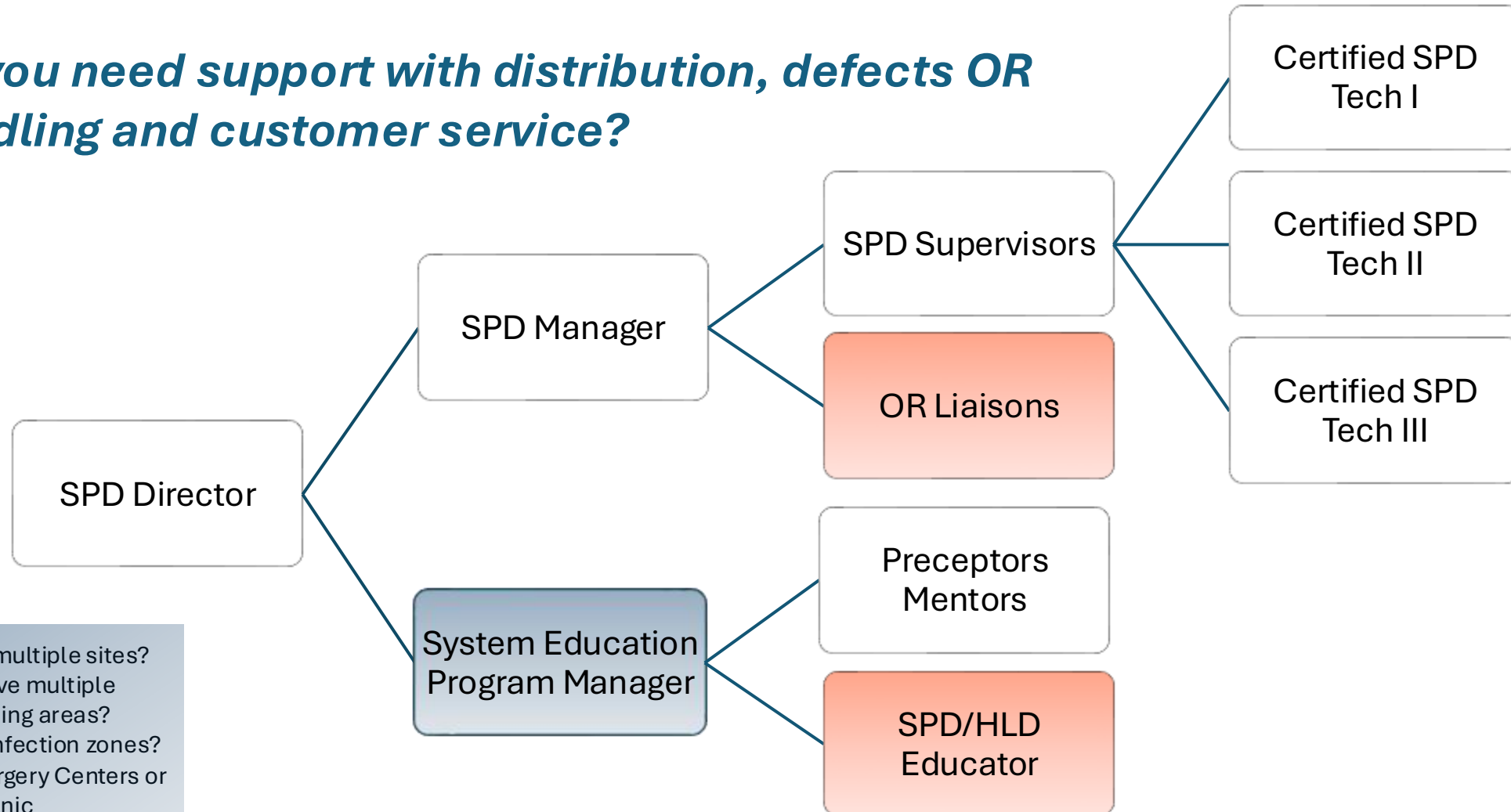
Identify Partners  
Human Resources  
Executive Leaders  
Nursing Leaders  
Champion



# Building a useful career ladder (for your dept.)

Sample 3- Alignment & Morale Boosting – OR Support (10-14 months)

*Do you need support with distribution, defects OR handling and customer service?*

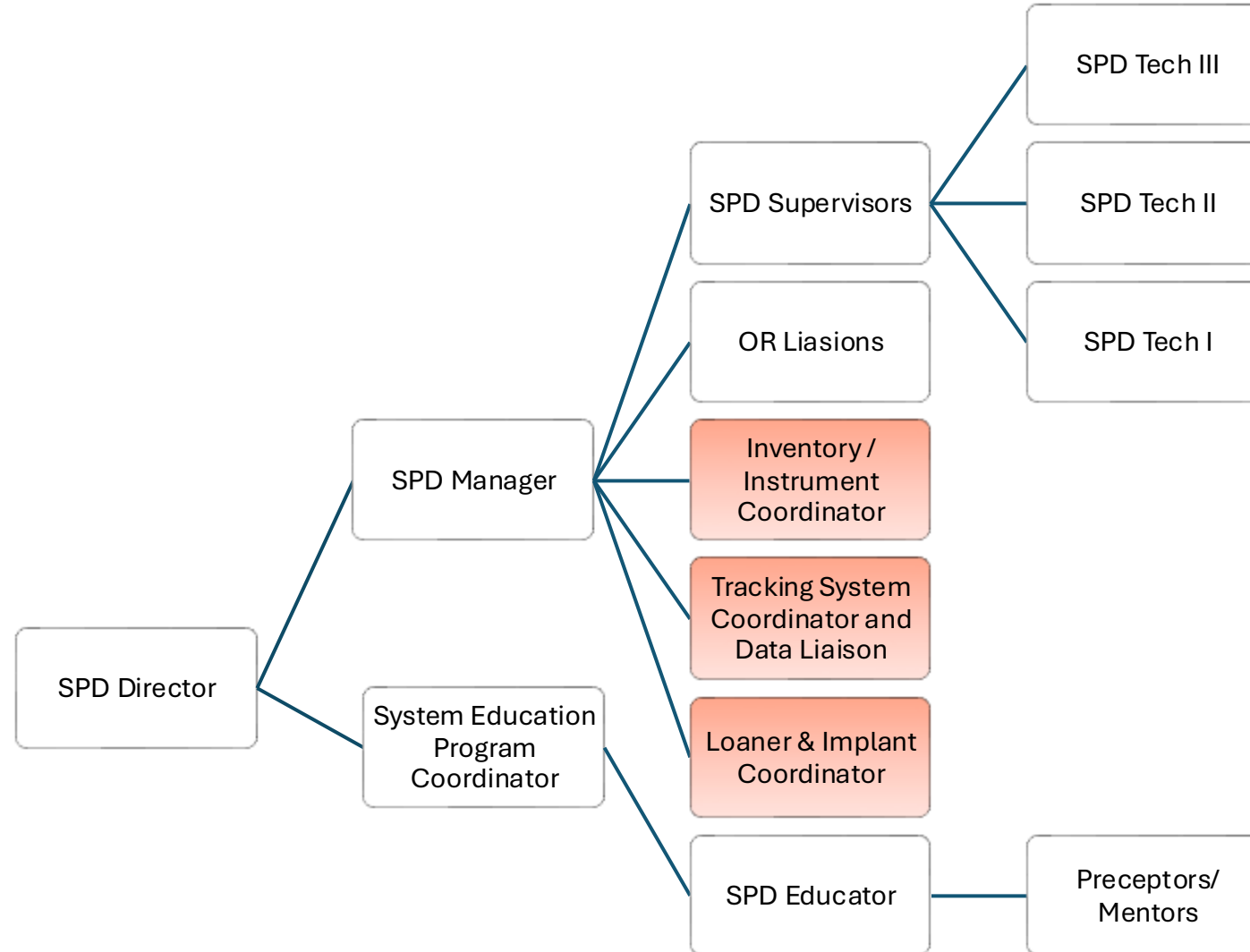


Do you have multiple sites?  
Do you have multiple reprocessing areas?  
High level disinfection zones?  
Ambulatory Surgery Centers or Clinic



# Building a useful career ladder (for your dept.)

Sample 4- Coordination for the Department / Specialty (16-18 months)



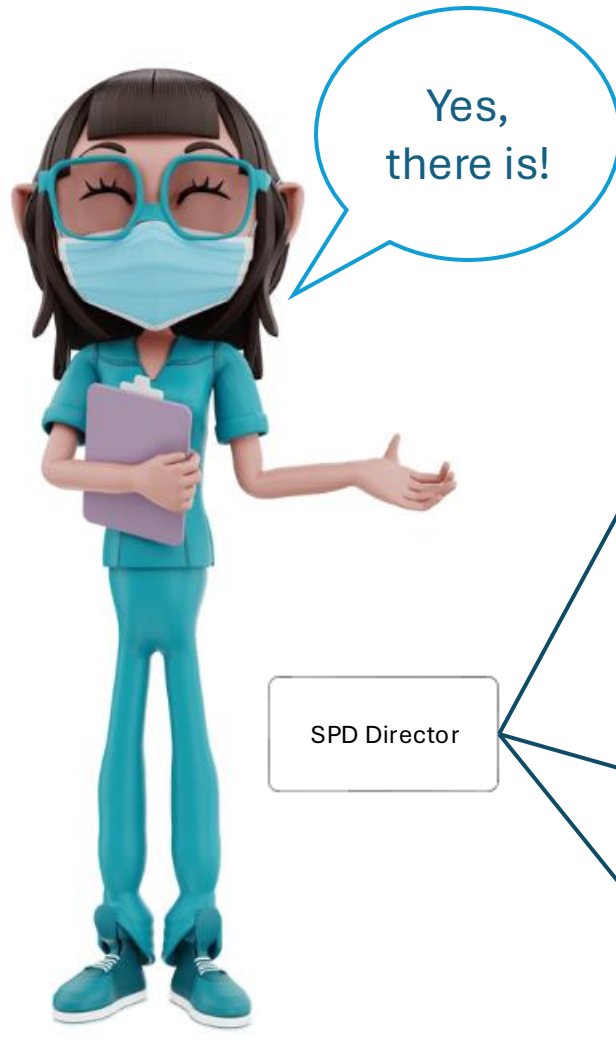
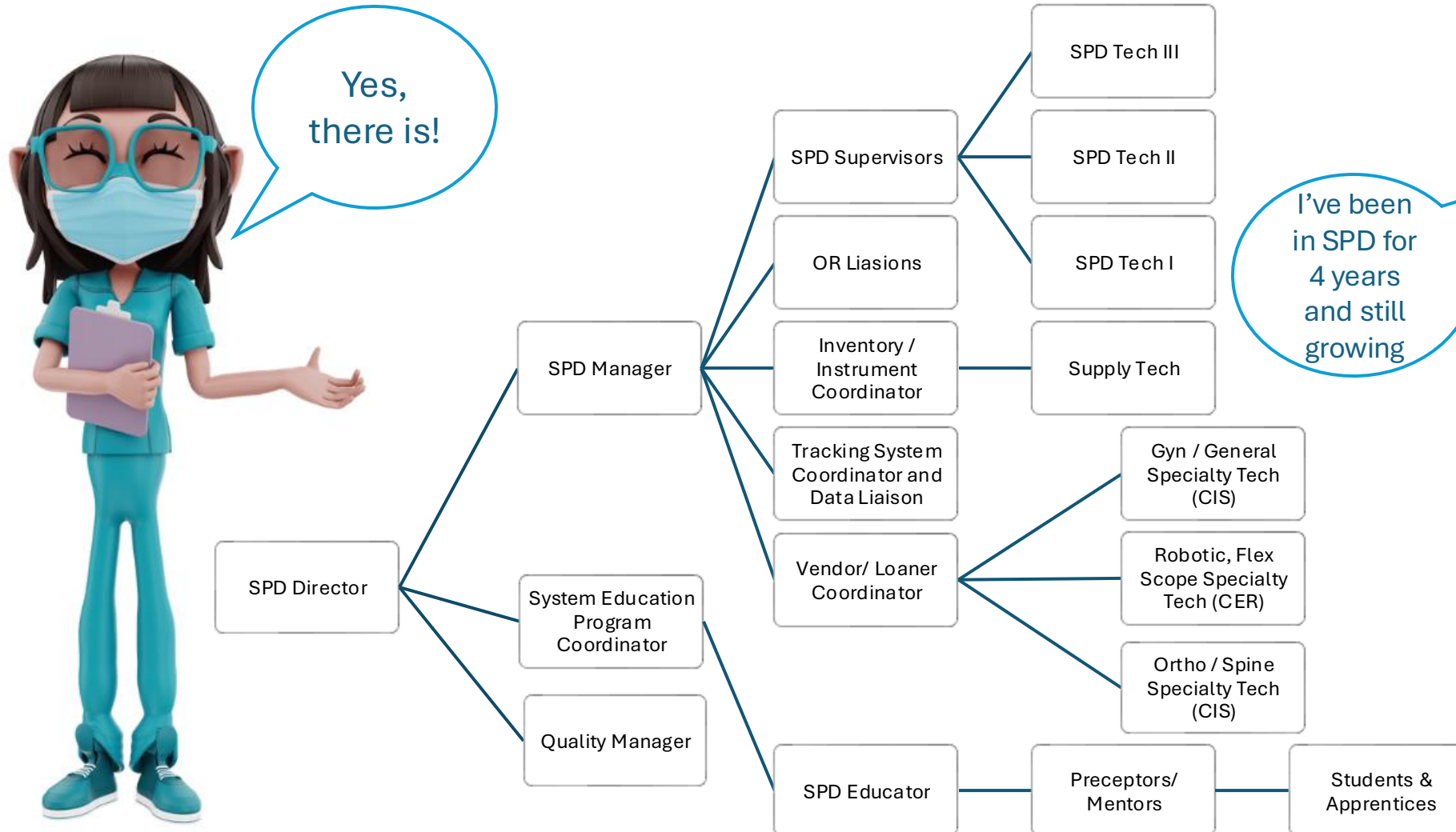
## Needs

- Count Sheet Updates
- Back Stock organization
- Instrument maintenance
- Vendor/Loaner Program



# Building a useful career ladder (for your dept.)

Sample 5 – What do you mean there is no career path in SPD? (24-30 months)



# Steps to Creating a Standardized Education Program

Steps 1 - 5

Model 2 – Roles, Assignments and Cross Training



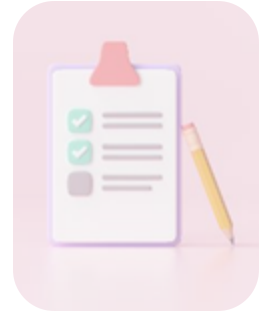
# Benefits to a Standardized Education Program

1. Multiple processes across many locations (sites)
2. Ensuring the team is all performing...
  - ...properly
  - ...effectively
  - ...safely
3. Experience Levels
4. Variances in inventory
  - Instruments / Devices
  - Equipment
  - Layout / Design
5. Creating a quality of care that is the SAME for all patients
  - Clinics
  - Urgent Care
  - Hospital
6. Using this opportunity to expand the knowledge among team members and build a strong processing program
7. Consistency for moving staff, coverage and cross training (development of your team, creating new opportunities)





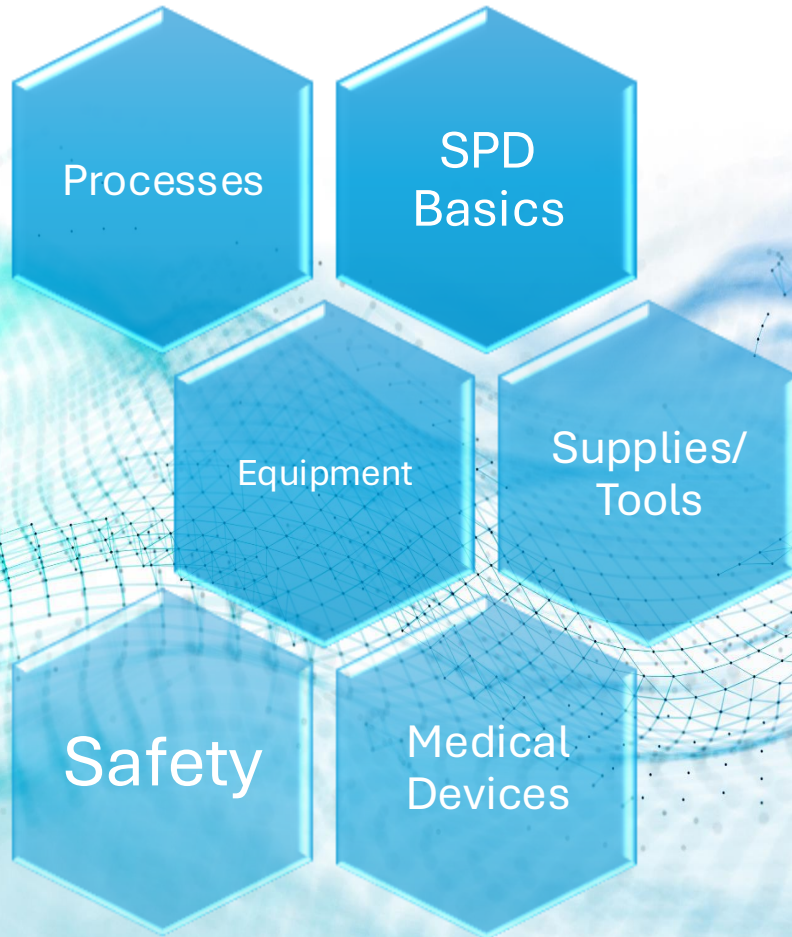
# Step 1 – Policies and Procedures



- ✓ Does the team know where to find?
- ✓ What is the review process?
- ✓ Has leadership reviewed and approved?
- ✓ What frequency are they reviewed?
- ✓ Who is on the review committee?
- ✓ Don't be afraid to recommend change
- ✓ Use them in staff training
- ✓ Standardize where possible
- ✓ Easy to use, easy to understand



# Step 2 – Competencies



- ✓ Start with SPD Fundamentals
- ✓ Create a baseline
- ✓ Develop team slowly
- ✓ Are they robust and thorough?
- ✓ Easy to use, easy to read
- ✓ Provide access to review
- ✓ Incorporate in all processes
- ✓ Try a quarterly approach vs. annual (break them up)





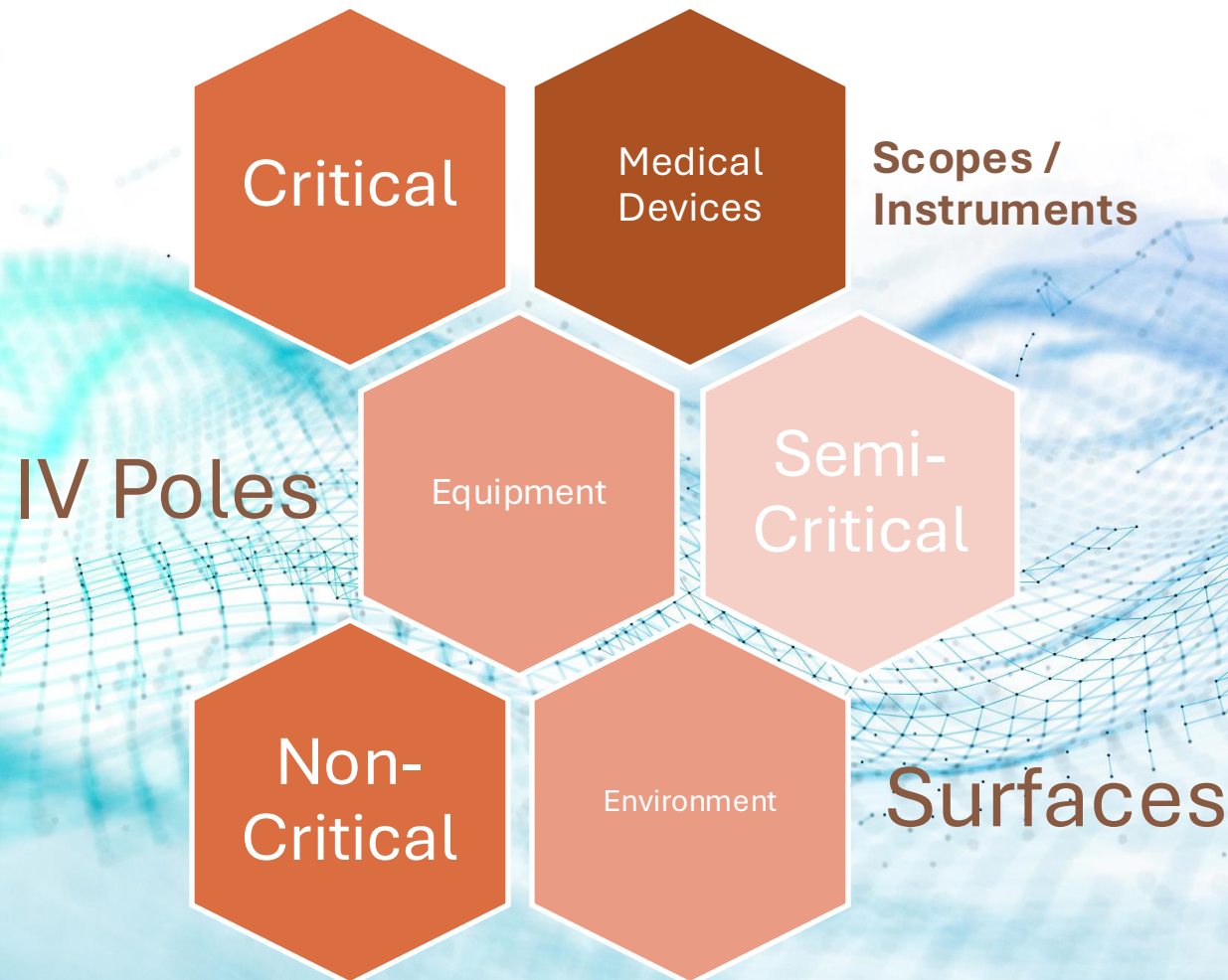
# Step 2b – Competencies (Facilitator)



- ☐ Educator for the System / Dept.
- ☐ Collaboration with leadership
- ☐ Preceptors / Mentors
- ☐ The “Right” Experience Level
- ☐ Train the Trainer ability
- ☐ Motivated, patient, empathetic
- ☐ Assessment and review
- ☐ Compliance & regulatory
- ☐ Partnership > Nurses, Scrub Techs, Leaders, Infection Control



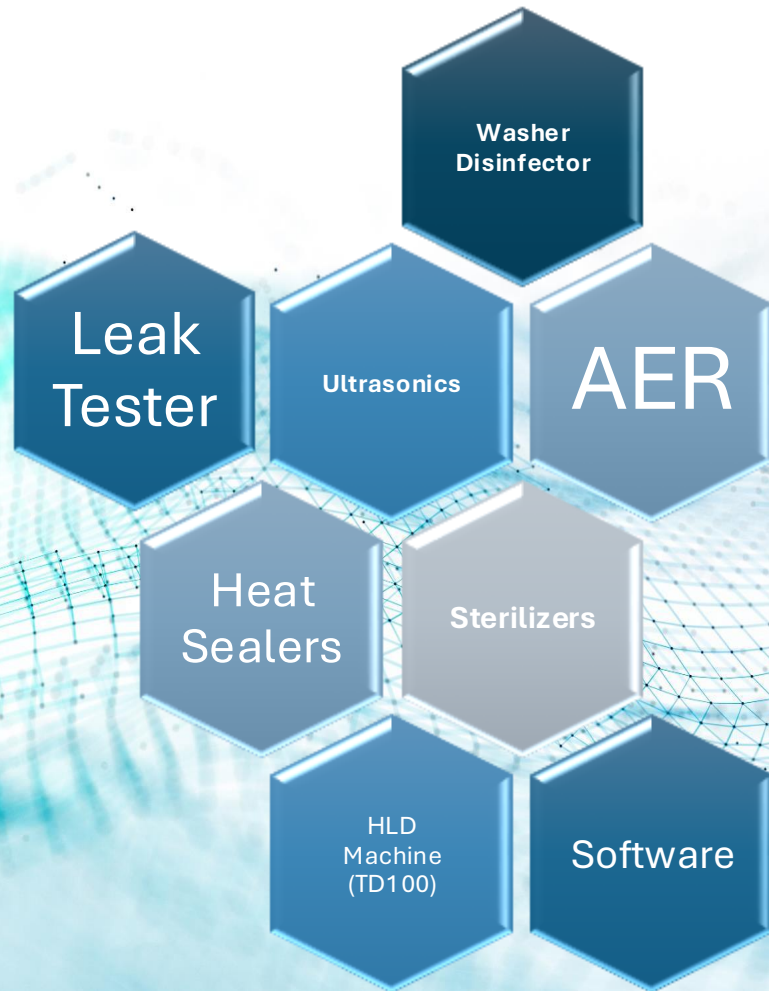
# Step 3 – Levels of Reprocessing



- ✓ What levels are achieved
- ✓ Locate all reprocessing areas
- ✓ High-Level Disinfection
  - ✓ AER
  - ✓ TD100 (TEE Probes Machine)
  - ✓ Manual
- ✓ Workflows for each process
- ✓ Reprocessors
  - ✓ Nurses
  - ✓ Anesthesia
  - ✓ Scrub Techs



# Step 4 – Equipment Mix



- ✓ Manuals & IFU's for all
- ✓ Maintenance Schedules
- ✓ How to Use
- ✓ Visual Aides
- ✓ Safety / Warnings
- ✓ PPE Requirements
- ✓ Workflows
- ✓ Specific Skills Checklist





# Step 5 – Standard Work

Monitoring











Data programs

Transport

Storage

Decontam

Quality

Systems2win Continuously improving tools for continuous improvement		Work Instructions	
* Title	Sample		
* Document Number	<Document Control Number>	* Date (orig)	<date>
* Version	Proposed	* Revised	<date>
* Status	▼NOT RELEASED	* Effective	<date>
* Author	<name>		
Description	Optional brief description of the process.		
+ Safety Warnings	  <b>Danger — poisons from the solvent can be absorbed through the skin</b>		
Safety Equipment	You can use both words and icons.     		
Parts & Materials	Hide any unused rows.		
ID: <Document Control Number>	* Version: Proposed	* Effective: <date>	* Expiration Date: <date>
Step	Instructions	Step	Instructions
Step 1	 <p>Complete the Quick Start Training so that you know the fundamentals for how to use and how to find help for ANY Systems2win template</p> <p><a href="http://www.systems2win.com/c/QuickStart/index.htm">http://www.systems2win.com/c/QuickStart/index.htm</a></p>	Step 2	 <p>Familiarize yourself with the training for this template on this <b>Sample</b> worksheet, and the <b>Help</b> sheet, and the online training &amp; videos</p> <p><a href="http://www.systems2win.com/solutions/jobinstructions.htm">http://www.systems2win.com/solutions/jobinstructions.htm</a></p>
Step 3	 <p>Click the button to 'Open a blank Template sheet'</p> <p>This button is found on both the <b>Sample</b> and <b>Help</b> sheets.</p>		<p>Important concept to understand</p> <p><b>This is the only Systems2win template that is not WYSIWYG</b> (What You See Is What You Get)</p> <p>You do your editing on the Master Data Entry Sheet (which appears when you click the button to 'Open a Blank Template sheet')</p> <p>Near the end of these instructions, you will eventually click the button to 'Generate Report', which will generate the final report(s) that you will then print or distribute as a PDF</p>





# Revamping your department assignments

## Creative ways to help motivation, responsibility, and accountability

- ✓ Does your team want to be more involved?
- ✓ Are there times of stagnant workflow?
- ✓ Looking to “refresh” the duties?
- ✓ Is the team eager to learn more?
- ✓ Is the team open to more responsibility?
- ✓ Do you have a lot of “small” duties that just aren’t getting accomplished?

**Revamping the Assignments to Daily vs. Weekly**

**Providing more duties by delegating**

**Create “team building” and teamwork with collaboration on projects & creation of committees**

**Create more structure for the supervisory team**



# Creating Robust & Unique Assignments

Weekly Assignments	
<b>Decontam Navigator</b>	<b>Control Workflow of Decon-</b> Scan all trays received, audit case carts, distribute inventory properly, unload the lift, receive inventory
<b>Decontam 1st (*Lead)</b>	Document all quality defects, report findings, manage the team's needs, ensure compliance and safety, handle all priority turnovers, check detergent levels, equipment maintenance and function, handles all detergent needs, stocks linen, and keeps all supplies stocked and available for the team.
<b>Decontam 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>,</b>	Personnel required to wash instruments at sink, ultrasonic, mechanical washers Each Staff # enters Decontam based on (Volume or Time) [ Tray count 25+, Hourly, ] Lead dictates the need for next assigned person
<b>Decontam Handwash</b>	Required to wash all hand wash items, reprocessing flexible scopes, ensure items dry before passing, handle all manual cleaning and management of dedicated sink
<b>Cart Wash &amp; Containers</b>	Loads cart washer and handles all rigid container cleaning
<b>Instruments 1st &amp; Turnovers</b>	Prep and pack station, instrument assembly, handles all reprocessing of Rapid Turnover sets, with support from supervisor and liaisons, communicates with team on status, handles all immediate needs
<b>Instruments 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>,</b>	<b>Prep and pack</b> – Assembly Station [ can be separated by specialty, time or needs ]
<b>Unloading &amp; Receiver SPD Assistance (new position)</b>	Unloads cart washer, dries carts, unloads rigid container, organizes and prepares for team assembly
<b>Vendor/ Loaner Check In</b>	Responsible for all vendor check in of trays, inventory of vendor sets upon arrival, complete check in process within tracking system, label the sets, create summary, direct vendors to decontam, monitor the process of the sets, communicate with supervisor on progress, report off at shift huddle on updates, retain IFU's for vendors, inventory sets, ensure count sheets
<b>Low Temperature 1 (depends on volume)</b>	Pack, prep, and assemble low temp items, manage work flow of the warming cabinet, unload the hand wash window, ensure properly scanned items to the warming cabinet, disinfect and clean cabinet, stock station with supplies,
<b>Low Temperature 2 (depends on volume)</b>	Run all machines, from loading, to unloading to cycles, and monitoring of all practices, ensure machine is functioning, keep area clean, documentation, incubation, monitoring , put items away
<b>Steam Sterilization (1,2) depends on volume</b>	Complete all sterilization activities from loading, to processing and documentation and monitoring of all steam sterilization activities, #1 packs, loads, quality checks, runs tests, starts equipment, scans. #2 Unloads, documentation, monitoring, quality checks
<b>Case Carts Picker 1* Lead( Auditor )</b>	Scans all case carts, audits, completes documentation, ensures carts are complete before sending, handles all requests from the team, manages turnovers on the board
<b>Case Carts Picker 2,3, 4</b>	Build case carts, ensure cases are labeled and complete, sign off on completed carts, scan all cases to case tracking, keep up with preference cards, monitor and complete add on cases, pull trays from cooling
<b>Sterile Returns / Soft Goods Returns</b>	collect all sterile items from the pods that are not needed or used, return all soft goods to the shelf daily that are not used, ensure all sterile returns are scanned and of quality, no missing locks, and ensure all packaging of sterile soft goods is in good shape.
<b>OR Runner / Calls 1,2, 3, (if no liaison )</b>	Deliver sterile items to the OR rooms , handle all quality defects reported by OR staff by communicating with OR staff and delivering solutions as needed
<b>Physician Network / Clinics Reprocessing</b>	Process all clinic items, ensure all items are scanned out when ready, communicate with couriers, receive items when couriers arrive, document items that are received, handle all physician network paperwork and organize copies of papers, label all network items properly,

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# Apprenticeship

Model 3



# Why launch an apprenticeship?

Does your organization promote internal growth opportunities?

Does your unit have high turnover rates?

Are you looking to reduce the high cost of consultants?

Does your hospital have an education personnel for all training?

How do you plan to have longevity in your team?

Are there local colleges, universities or training schools near by?





# What you need to be successful

## Human Resource Champion

- Collaborate with school, on implementation & manage program
- Recruit, interview & make offers, candidate selection
- Manage the expectations
- Promote the program throughout the organization

## Accredited Technical College

- Courses offered to develop the students
- Partnership that could grow
- Gain organization further recognition for program, more students

## Director/Educator Facilitator

- Dedicated, supportive mentor/facilitator with education experience
- Has bandwidth and knowledge to direct this program
- Leadership experience, mentorship, SPD, OR, Infection control

## Department of Labor (State)

- Approval and Guidelines
- Specific approval and expectations
- Submission of documentation, agendas, competencies





# Apprenticeship Requirements & Considerations

Section 1	Section 2	Section 3	Courses
On-the-job learning	Apprenticeship Instructor Qualifications	Job Related Education	SPD Technology (online)
<b>[29 CFR 29.5(b)(2)]</b>	<b>[29 CFR 29.5(b)(4)]</b>	<b>[29 CFR 29.5(b)(4)]</b>	General Anatomy & Physiology (I & II)
			Medical Terminology

Competency- Field Training	Competency - Fundamentals	Competency- Proficient
Mentor has provided training and demonstrations of tasks to the apprentice in selected area	Apprentice can perform the task with little to no coaching and with integrity.	Apprentice performs tasks properly and consistently with no errors. Sign-off date and final completion.





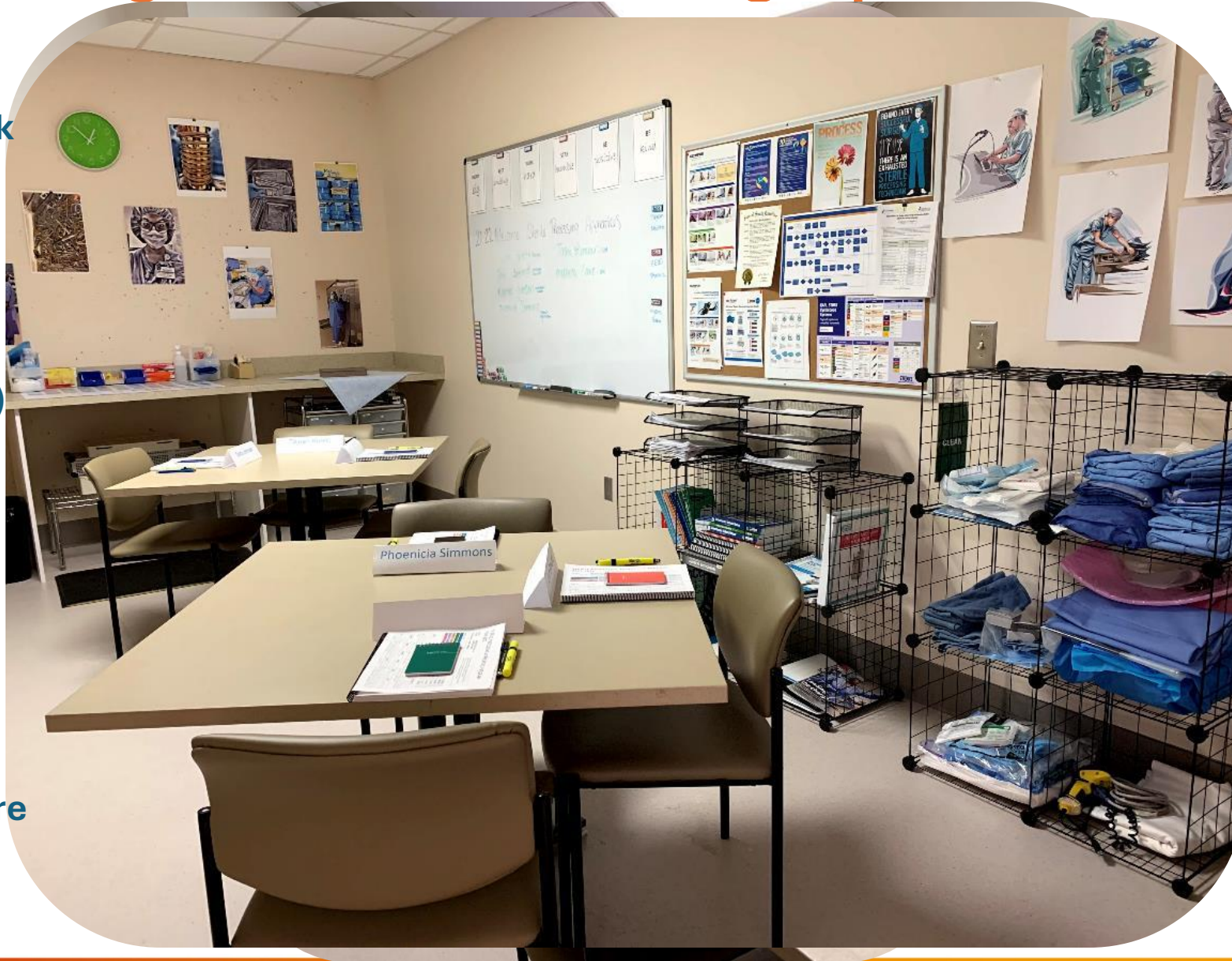
# Apprenticeship Requirements & Considerations

2 <sup>nd</sup> Quarter: General Tray Assembly / Censitrac	Field Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Scans instrument tray to put up tray contents and sorts instruments prior to assembly and assembles tray in correct order				
Inspects ALL instruments for functionality, cleanliness and ensures ALL clamps are open. Uses tip protectors when needed. Correctly marks and places damaged instruments in repair bin.				
Demonstrates roll towel for stringed instrument assembly				
Prints correct tray list to tape to outside of tray				
Accurately assembles trays in order of the Censitrac System				
Learn use of InsulScan, which instruments to scan, and which lap trays get a tray				
Properly marks incomplete trays				
Correctly marks and places damaged instruments				
States process for missing instruments and how to mark these trays. Properly marks incomplete trays if no replacement/substitution can be found.				
Uses tip protectors for sharp and/or delicate tips				
Rep Trays: Confirm # of trays, date, surgeon, time, procedure, and instructions for labeling prior to sterilization				

Work Process Category	Approx. Hours	Demonstrated Competency
<b><u>1<sup>st</sup> Quarter Lessons</u></b>		
Introduction to Lexington Medical Center	10	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Introduction to Healthcare and Perioperative Services	10	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Introduction to Sterile Processing	20	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
The Policies of the CS department	20	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
HIPAA and Protecting our Patients	20	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Restricted versus Non-Restricted Safety in the CS department	40	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Urgency and Patient Needs: Introduction to Distribution and the Case Cart System	40	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Medical Terminology: Specialties	40	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Communication of the CS department Teamwork and building relationships	20	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Introduction to Regulation and Standards of CS	20	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____
Infection Prevention and Control Bloodborne Pathogens Training	20	Supervisor's Initials: _____ Date: _____ Instructor Initials: _____

# Creating a dedicated “learning” space

- ✓ Prep and Pack
- ✓ Instrument Mock
- ✓ Loose Back-up Inventory for Inspection
- ✓ (Instrument Lab)
- ✓ Flash Cards
- ✓ Study Section
- ✓ PPE Practices
- ✓ Functionality Testing
- ✓ Tracking Software
- ✓ E-Learnings



- ✓ Partner with Facilities/Building
- ✓ Complete Audits
- ✓ Push for Compliance
- ✓ Prove it works
- ✓ Start with a low budget







No matter what your role may be  
nurse, manager, educator, technician, scrub tech, vendor, consultant,  
infection control, Doctor, Pharmacy.....

# Remember to stay passionate and have fun along the way!

