Outsourcing

Point of view of Public Health Authority
Facts about the author:

- Public health officer since 1988
- Public hygiene and „Sanitary Police“ in the hospitals of Lower Austria
- Official specialist on hospital hygiene
Reprocessing of medical devices  
= HEARTCOMPETENCE of hospitals

KNOW HOW  existing !
EQUIPMENT  existing !
QUALIFIED STUFF (mostly) existing !
SHORT DISTANCES existing !

Outsourcing - Why and what for ?
Outsourcing
Point of view of Public Health Authority

Law for medical devices 1997
("Medizinproduktegesetz", MPG 1997)

§ 93 MPG claims „Valid Procedures“

KNOW HOW existing ?
EQUIPMENT existing ?
QUALIFIED STAFF available ?
SHORT DISTANCES not important ?!
Outsourcing

Point of view of Public Health Authority

New and strong legal demands + Old and worn out equipment = Enormous financial requirements for each hospital

RESULT: → Decision to Outsourcing
RENTING of STERILISATION

• All steps of reprocessing remain in the hospital except the act of sterilization

→ Heartcompetence remains in the hospital
→ Hygienic harmless

Financial-economic Nonsense?
OUTSOURCING → OTHER (neighbouring) CLINIC

mostly hospitals without any surgical activity like nursing homes, rehabilitation-clinics, private doctors,...

(Instruments classified up to „Kritisch A“ according to RKI)

↓ Hygienic harmless
↓ High-quality improvement
↓ Danger:
  Hospital‘s heartcompetence in reprocessing medical devices will be lost in no time
Outsourcing
Point of view of Public Health Authority

INHOUSE – OUTSOURCING

• Existing rooms are leased out to sterile service industries (perhaps incl. equipment)
• Staff will be engaged further
  ➔ Maintaining of continuity
  ➔ Heartcompetence will be preserved
  ➔ Return is possible

Agreed action in case of breakdown and the possibility of a continuous control by the hospital must be defined!
OUTSOURCING ➔ INDUSTRIAL SERVICES

- Heartcompetence will be lost
- Return is problematic (no rooms, no equipment, no qualified staff,...)
- Dependence on financial contracts
- Supplying in case of emergency and on weekend and holiday?
- Action in case of breakdown?
OUTSOURCING → INDUSTRIAL SERVICES

(instruments up to „Kritisch C“ according to RKI)

- Pre-treatment in the hospital necessary?
- Damage to the instruments because of corrosion by disinfectants?
- Maximal „waiting periods“ agreed?
- Additional purchase of special instruments necessary? – Economic effects?
- Staff high qualified?
What’s the function of the public health authority?

„SANITÄRE AUFSICHT“
Sanitary Police and Public Control
(Activity of control by the public health office, KAKuG § 60ff)

Best reprocessing of medical devices and secure supply of sterile products are basic requirements for a high qualified surgical activity of hospitals.
Outsourcing

Point of view of Public Health Authority

MPG valid for all kinds of health services, but:

Sanitary Police is only allowed in hospitals!

Result for Austria:
No public control for private doctors!

Germany:
Public health officers supervise private doctors too!
Outsourcing
Point of view of Public Health Authority

ADVISORY BOARD by Public health authority

Outsourcing  =  Changing of Organization

Basic changes of organization in hospitals must be granted by the public health authority.

Public health officer must ask very critically und may expect plausible and demonstrable anwers by the hospital‘s owner.
Exemplary questions by Health Care Authority:

- Validation necessary? – Problems in cooperation?
- Additional purchase of medical instruments?
- Supply during holidays and in weekend secured?
- Reflection on economic results?
- Breakdown of industrial service?
  → Result: Catastrophic effect for the hospital?
- Exists there a „Pact of mutual assistance“?
- Transporting of contaminated instruments - Consecutive problems?
- Qualification and education of the staff?

and so forth
Public health officer has to discuss all the hospital’s argumentations relating to prospective hygienic problems and must lay down orders, which have to be considered in a contract between hospital and industrial service.

**Basic question!**

Is there an exit-strategy possible?

Is it possible to revocate the initial decision for outsourcing?

(because of industrial service is too expensive; unsatisfactory supply during holidays and in weekends; inadaequate quality; bankruptcy; ...)
Outsourcing to an industrial service means for the public health authority, that there is no official possibility of directly sanitary controlling. The responsibility passes over to the hospital.

All questions must have been discussed sufficiently!
(also the possibility of controlling by the hospital)

→ CONTRACT
between hospital and industrial service
"3 Golden Rules" for Outsourcing:

Industrial service and the hospital must know each other very well BEFORE making a contract.

Mutual confidence is the highest necessity for a successful cooperation.
Betrayal of trust and indiscretion are the beginnings of ending.

Stipulations for an unexpected termination of cooperation should be laid down also BEFORE making a final contract.
Errare Humanum Est *)

*) Latin: to be mistaken is human nature
Outsourcing
Point of view of Public Health Authority

The function of the public health authority is to perform a „marriage guidance counselor“ before making a contract.

The public health officer has to demonstrate all prospective problems in order zu avoid errors and mistakes which will result in a catastrophic ending.

„If you jump off, you should know very well your landing-place !“
Thank you for coming along with my minds!

It will be nice to see you again in Lower Austria!