



Outsourcing

Point of view of Public Health Authority

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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**



Outsourcing

Point of view of Public Health Authority

**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



Outsourcing

Point of view of Public Health Authority

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

Point of view of Public Health Authority

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

Point of view of Public Health Authority

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

Point of view of Public Health Authority

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 ?**



Outsourcing

Point of view of Public Health Authority

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 answers by the hospital's owner.



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Point of view of Public Health Authority

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



Outsourcing

Point of view of Public Health Authority

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; inadequate quality; bankruptcy; ...)



Outsourcing

Point of view of Public Health Authority

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



Outsourcing

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„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 layed down also BEFORE making a final contract.

MARRYING

Errare ***H***umanum ***E***st *)

*) **Latin:** *to be mistaken is human nature*



Outsourcing

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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 to avoid errors and mistakes which will result in a catastrophic ending.

„If you jump off, you should know very well your landing-place !“



SHIT !

**Thank you for coming along
with my minds !**

St. Pölten



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

