Working with certification

- some experience from Sweden
Marie Banck
Manager of CSSD in Värmland
Central hospital i Karlstad
SWEDEN

Board of SAIC, Swedish Association for Infection Control
Central hospital in Karlstad
SWEDEN
Population of Sweden

- Sweden has a population of 9,064,656 (1 May 2006)

Figur 5. Befolkningstäthet i Sverige

Healthcare regions in Sweden

- Sweden has 6 healthcare regions
- Sweden has 8 university hospitals
USSD in Sweden

1. Norrbotten  5
2. Västerbotten  2
3. Jämtland  1
4. Västernorrland  2
5. Dalarna  3
6. Gävleborg  5
7. Värmland  3
8. Örebro  2
9. Västmanland  2
10. Uppsala  3
11. Sörmland  4
12. Stockholm  12
13. Västra Götaland  21
14. Jönköping  3
15. Östergötland  3
16. Kalmar  3
17. Gotland  1
18. Halland  2
19. Kronoberg  2
20. Skåne  8
21. Blekinge  2

Total of 89 Sterilisation units
Quality

- The concept of quality was introduced to Sweden’s sterilisation activities in 1994.

- National Board of Health and Welfare’s instructions for quality management systems.


Om SOSFS 2005:12
Socialstyrelsens föreskrifter om ledningssystem för kvalitet och patientsäkerhet i hälso- och sjukvården
Quality

- The concept of quality is not new, it is not a trend that will disappear
Health providers shall set overall goals for systematic quality work and continuously follow up and assess goals.

Ensure that management systems for each unit are adequate with goals, organisation, routines and care processes that safeguard quality.

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What does quality mean?

- “Convincing customers that their company is the best alternative”
- “The right things are done in the right way”
Quality

- “All the properties of a product that give it the capability of satisfying implied requirements.”

(SS 02 01 04)
Why do you need a quality management system?

- To improve performance and productivity
- To focus more clearly on goals and customer expectations
- To achieve and maintain quality in products and services
- To make people trust that the intended quality will be achieved
- To gain certification
- To create opportunities to compete with larger players on equal terms
Quality management system
Why is it good?

- Creates commitment.
- Easily accessible documents.
- Makes it easier to improve.
- Creates efficiency
- Builds confidence in professional role
Customers

- Requirements change and customers become better, more professional and more demanding
Quality means:

- Listening
- Learning
- Developing
- Improving
Why quality?

- Quality earns money
- Quality builds confidence
- Customers demand quality
Quality management system

- ISO 9000 series
ISO 9000 series

A quality system conforming to the ISO 9000 series develops a management system for controlling all functions of the company.
Certification?

- 905 000 hits on the word "certification"

- Certification – "An officially recognised third party audits the business and confirms that it meets the requirements"
Certification - Make sure your customers stay with you!

- On your honour now - who are you happiest doing business with?
Working with certification

- some experience from Sweden
A questionnaire was sent to CSSD in Sweden to check how certification was progressing.
When did documented quality control start at your unit?

- CSSD that started quality work in 1994
  - (The statute concerning quality systems in healthcare was published in 1996)
When did documented quality control start at your unit?

- The university hospital in Uppsala was the first sterilisation unit in Sweden to begin quality control – in 1994.

- The university hospital in Uppsala achieved certification in 1998.
Who does what in quality control?

- **The health provider** – sets overall goals for quality and patient safety, does continual follow-up and goal assessment.
- **Unit manager** – responsible for systematic quality work.
- **Employees** – actively involved in systematic quality work, integrated in activities.
Who took the initiative to make you start quality work?

- Department manager usually took the initiative.
Total no. of employees at CSSD.

- Smallest units, 5 1/2 people
- Largest unit, 35 people
- Average no. of employees per unit, 17 people.

Visby 5,5
Halmstad 6
Gävle 6
Norrköping 8
Kalmar 8
Eksjö 11
Borås 13
Falun 14,75
Ryhov 16
Mölndal 17
Växjö 19
Kristiansand 20
Köping 24
Karlstad 24
Karolinska 25
Örebro 25
Akademisk 32
Landstinge 35
309,25
Do activities involve more than sterilization medical devices?

- 75% of units cleaning, disinfection, sterilization and stored medical devices

- 25% of units sterilization of medical devices only
Is your activity certified?

6 CSSD have certified their activity, corresponding to 7% of all CSSD in Sweden.
USSD Quality certification

4. Västernorrland
8. Örebro
10. Uppsala
13. Västra Götaland
17. Gotland
20. Skåne
Why did you decide to complete certification?

- Management demands were a major reason
- Merger of units was a good starting point for certification
- Good for business
How long did it take to achieve certification after deciding to go ahead?

- It took on average 3 years to achieve certification.
Reflections from respondents concerning positive experiences of certification work

- Get an assessment of your activity
- Good for customer relations
- Good for business
- Team feels more secure in professional roles
- Better order
- Goals to meet – creates commitment
- Respect from customers
- Higher status
- Better working environment
- Cut production costs by 25%
Reflections from respondents concerning negative experiences of certification work

- None.
- Costs money.
- Takes time.
Equip yourselves for the future!

3 key factors

- Globalisation
- Technology explosion
- Tougher competition

(According to Kerry J Sulkowicz of Fast Company)
Some simple advice

- Allow it to take time
- Everyone’s participation is important
- Learn from others’ mistakes
Thank you
Marie Banck

Marie Banck Karlstad Sweden