

# REPROCESSING STAFF INTERVIEW, OBSERVATION & ASSESSMENT

## AS/NZS 4187:2014 REPROCESSING OF REUSABLE MEDICAL DEVICES IN HEALTH SERVICE ORGANIZATIONS

|                           |   |
|---------------------------|---|
| Standard                  | NSQHS 3 Preventing and Controlling HAI  |
| Auditor                   |   |
| Audit Period              |   |
| LHD                       |   |
| Cluster                   |   |
| Facility                  |   |
| Division                  |   |
| Ward/Dept                 |   |
| Service Type              |   |
| Audit Date                |   |
| Item Name                 |   |
| Questionnaire Instruction | <p>This staff interview, observation and assessment of staff provides you with additional information for your gap analysis for AS/NZS 4187:2014 Reprocessing of reusable medical devices in health service organizations.</p> <p>This enables you to verify that your quality management programs are embedded into routine practice and procedures.</p> <p>Questions will be answered with: CORRECT REPOSE, INCORRECT RESPONSE, PARTIALLY CORRECT RESPONSE.</p> <p>NOTE: THESE QUESTIONS ARE FOR YOUR UNIT ONLY.</p> <p>An experienced reprocessing technician/manager/reprocessing educator will need to complete the audit.</p> |

## **SECTIONS 6 & 8 - CLEANING**

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### **1. 6.2.3 - Cleaning**

Verify the cleaning procedures by discussing and observing the following. Observe segregation of RMD to allocated cleaning pathways?

**Prompt Questions for the staff member:**

1. What pathways (what process) are you choosing?
2. Why did you choose this pathway for the RMD?
3. Are any RMDs prioritised, e.g. Fast track?
4. How do you know which RMD requires disassembly (pulled apart) – e.g. accountable item/instrument tray checklist states number of parts/RMD?
5. Where is the location of the Instructions For Use or procedures that tell you what pathway to choose?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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### **2. Question: explain how you decide on the sequence for manual cleaning of RMDs?**

- Correct response
- Incorrect response
- Partially correct response

**Comments:**

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### **3. Observation of manual cleaning of a RMD (or ask questions if no RMD requires manual cleaning):**

**Prompt Questions for a specific RMD (decided by the Auditor):**

1. Has the RMD manufacturer provided validated manual cleaning instructions for the RMD being observed?
2. What chemical will you be using for the cleaning of the RMD?
3. How do you know how much chemical to use?
4. How do you know what accessories, e.g. brushes, to use for the manual cleaning?
5. What temperature water is required for manual cleaning of this RMD?
6. How do you know when the accessories need replacement?
7. How often do you reprocess the cleaning accessories?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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4. Demonstrate how the visual inspection occurs following manual cleaning in the cleaning/decontamination room? (See 8.2.2)
- Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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5. Observation of Washer/Disinfector

**Prompt Questions for a specific RMD (decided by the Auditor)**

1. Has the RMD manufacturer provided validated washer disinfector instructions for the RMD being observed?
  2. Does this RMD require pre-treatment prior to loading in the washer/disinfector, e.g. lumens?
  3. Has the daily monitoring tests for the washer/disinfector been performed and results documented today (Auditor to check documentation)?
  4. Who monitors the chemical usage in the washer/disinfector in your Unit?
  5. Explain the correct rack loading procedure for the washer/disinfector?
  6. What is the daily cleaning of the washer/disinfector, e.g. cleaning filters, checking spray arms are rotating?
  7. How do you know which cycle to choose for the washer/disinfector?
- Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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6. 8.2.3 Washer/Disinfectors Employing Thermal Disinfection:

How do you verify that the cycle was within the limits specified by the manufacturer?

**Prompt Questions**

1. Correct functioning of cleaning and drying equipment (i.e. water pressure, flow, action)?
  2. Cleaning agent dosage?
  3. Temperature including the time for which the disinfection temperature was maintained was not less than that specified?
  4. Cleaning agent dosage?
  5. Exposure times
- Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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7. Observation of Ultrasonic

Prompt Questions for a specific RMD (decided by the Auditor)

1. Has the RMD manufacturer provided validated ultrasonic instructions for the RMD being observed?
2. What pre-cleaning is required for this RMD before placement into the ultrasonic?
3. Has the daily monitoring tests for the ultrasonic been performed and results documented today (Auditor to check documentation for degassing chemical dosing, efficiency (soil) testing on the machine, efficiency test on the machine with RMDs - this is site specific)?
4. Who monitors the chemical usage in the ultrasonic in your Unit?
5. Explain the correct loading procedure for the ultrasonic?
7. What is the daily cleaning of the ultrasonic, e.g. cleaning filters?
8. How do you decide when to change the water in the ultrasonic?
9. When do you de-gas the ultrasonic?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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8. Prompt Questions for a staff member:

1. What do you do when a RMD you have not seen before, is received into the Unit?
2. How do you find out if it is a critical, semi-critical or non-critical item?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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9. Show me where the daily check records for the cleaning/decontamination room are kept? (See 2.2.5).
- Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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10. How are the process records checked at the completion of each washer/disinfector cycle? (see 8.2.3)
- Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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11. Following release of the RMDs from the washer/disinfector (in the packing area), how do you know that the cleaning process has been efficient? (See 8.2.5)

**Example of Responses**

1. Visual inspection and utilising magnification as appropriate
2. Wash check
3. Protein test
4. Soil test
5. Lumen test for cannulated RMDs
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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**SECTION 6 - PACKAGING 6.4.2**

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12. Can you show me the daily check record for the Drying cabinet? (See 8.2.6)

**Examples of responses**

1. Temperatures
2. Filters
3. Door seals
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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13. **Prompt questions for packaging area:**

1. How do you inspect an RMD – e.g. clean, good working order, not damaged, sharp, insulation intact?
2. How do you do insulation testing?
3. How and where do you document results?
4. How do inspect and document an RMD that has multiple parts?
5. How do you lay out RMDs into trays and sets – e.g. follow checklist, left to right?
6. How do you ensure that multiple part RMDs are disassembled for packaging?
7. How do you determine what RMDs require lubrication?
8. How do you ensure the integrity of the packaging prior to the point of use?
9. When would use tip protectors?
10. When would you use tray liners?
11. How do you know which packaging method to use?
12. What type of labels do you use?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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**SECTION 6 - STERILISING**

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**14. Prompt Questions**

1. How do you know which steriliser process to use?
2. Can you demonstrate the loading of a steriliser trolley and why you load it that way?
3. What are the routine monitoring and controls of the sterilisation process?
4. Explain how you unload a sterilisation trolley to allow it to cool prior to handling.
5. FOR ETO ONLY: How do you know when you can unload the trolley?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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**15. Prompt Questions**

1. Explain to me how you check the print out for steam sterilisation?
2. Explain to me how you check the print out for low temperature steriliser?
3. FOR DRY HEAT STERILISER ONLY: How do you check and document the parameters for dry heat steriliser?
4. FOR ETO ONLY: Explain to me how you check the print out for ETO?
  - Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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**SECTION 8 - HIGH LEVEL DISINFECTION**

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**16. Is the high-level instrument grade disinfectant equipment located in the CENTRAL STERILISING UNIT?**

[\(If not located here - answer N/A\)](#)

(If **Yes**, jump to question no: **23**; if **No**, questionnaire finished; if **N/A**, questionnaire finished.)

- Yes
- No
- N/A

**Comments:**

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**17. Is the high-level instrument grade disinfectant equipment located in the ENDOSCOPY unit?**

[\(If not located here, answer N/A\)](#)

(If **Yes**, jump to question no: **23**; if **No**, questionnaire finished; if **N/A**, questionnaire finished.)

- Yes
- No
- N/A

**Comments:**

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18. Is the high-level instrument grade disinfectant equipment located in the CARDIOLOGY UNIT?

[\(If not located here, answer N/A\)](#)

(If **Yes**, jump to question no: **23**; if **No**, questionnaire finished; if **N/A**, questionnaire finished.)

- Yes
- No
- N/A

**Comments:**

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19. Is the high-level instrument grade disinfectant equipment located in MEDICAL IMAGING?

[\(If not located here, answer N/A\)](#)

(If **Yes**, jump to question no: **23**; if **No**, questionnaire finished; if **N/A**, questionnaire finished.)

- Yes
- No
- N/A

**Comments:**

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20. Is the high-level instrument grade disinfectant equipment located in the OUTPATIENT CLINIC?

[\(If not located here, answer N/A\)](#)

(If **Yes**, jump to question no: **23**; if **No**, questionnaire finished; if **N/A**, questionnaire finished.)

- Yes
- No
- N/A

**Comments:**

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21. Is the high-level instrument grade disinfectant equipment located in NUCLEAR MEDICINE?

[\(If not located here, answer N/A\)](#)

(If **Yes**, jump to question no: **23**; if **No**, questionnaire finished; if **N/A**, questionnaire finished.)

- Yes
- No
- N/A

**Comments:**

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22. If the high-level instrument grade disinfectant equipment is NOT located in any of the above, where is located?

**Comments:**

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- 23.** Before and after each use of the high-level disinfectant (HLD), are the following documented:
1. Chemical concentration?
  2. Temperature?
  3. Contact time?
  4. Rinse water? Special rinse water quality requirements if required for some RMDs (depends on manufacturers' instructions)?
    - Correct response
    - Incorrect response
    - Partially correct response

**Comments:**

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- 24.** Are the process record and indicators checked and documented (print out) at the completion of each cycle to verify the process was delivered within defined tolerances or specification? (See 8.4)
- Correct response
  - Incorrect response
  - Partially complete response

**Comments:**

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- 25.** Before each use of the high-level disinfectant (HLD), are the following checked:
1. Chemical in date?
  2. Chemical indicator in date?
  3. Daily testing?
    - Correct response
    - Incorrect response
    - Partially correct response

**Comments:**

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- 26.** After each use of the high-level disinfectant (HLD), are the following documented:
1. Correct functioning of disinfecting equipment?
  2. Water pressure?
  3. Flow?
  4. Action?
  5. Disinfecting agent solution volume?
  6. Contact time?
  7. Temperature?
  8. Specific measure to meet manufacturer requirement?
    - Correct response
    - Incorrect response
    - Partially correct response

**Comments:**

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27. How often is the water quality sampling collected at the point where the endoscope connects to the AER?  
[see table 8.1]
- Correct response
  - Incorrect response
  - Partially correct response

**Comments:**

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**About the Healthcare Associated Infections Program**

The CEC's HAI program aims to assist local health districts and specialty health networks to improve systems to manage and monitor the prevention and control of HAIs.

For further information, please visit  
<http://www.cec.health.nsw.gov.au>

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