

DACUM Research Chart for Central Service Technician

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Job Description: The central service technician is a member of the health care organization who supports the patient care areas by supplying necessary materials and services in an organized and cost-effective method, meeting quality standards.

Duties		← Tasks				
A	Sterilize Instruments and Supplies	A-1 Retrieve soiled items	A-2 Decontaminate items for processing	A-3 Assemble items for processing	A-4 Package items for processing	A-5 Prioritize items for processing
B	Decontaminate Reusable Equipment	B-1 Retrieve soiled equipment	B-2 Sort items to be cleaned	B-3 Inventory soiled equipment	B-4 Process equipment for re-use	B-5 Store and return cleaned equipment
C	Set Up Case Carts for Operating Room	C-1 Obtain preference cards	C-2 Verify procedure schedule to patient identification		C-3 Obtain materials needed for procedure	C-4 Organize materials by procedure
D	Provide Unit Specific Supplies	D-1 Inventory unit supplies	D-2 Obtain supplies from storage/source	D-3 Replenish par-levels/carts	D-4 Rotate dated supplies	D-5 Fill orders for patient request
E	Charge for Patient and Unit Supplies	E-1 Collect patient and department charges	E-2 Identify chargeable items	E-3 Enter charges/credits in computer	E-4 Verify charges with used items	E-5 Report discrepancies in charges
F	Maintain Central Supply Department	F-1 Organize work environment	F-2 Organize work assignments	F-3 Clean storage areas and cabinet surfaces	F-4 Locate missing equipment	F-5 Inventory department supplies
G	Coordinate External/Internal Resources	G-1 Prioritize requisitions based on facility needs	G-2 Rent equipment from outside vendors	G-3 Initiate requisitions for outside supplies	G-4 Coordinate equipment use within facility	G-5 Coordinate equipment with outside facilities
H	Manage Material Information	H-1 Access facility inventory	H-2 Track orders placed	H-3 Track items delivered	H-4 Check for inventory discrepancies	H-5 Obtain data to generate reports
I	Maintain Equipment Integrity	I-1 Inventory available equipment	I-2 Verify equipment for functionality and components	I-3 Troubleshoot malfunctioning equipment	I-4 Assemble/setup equipment	I-5 Monitor preventive maintenance stickers
J	Maintain Professional Development	J-1 Perform self-evaluation	J-2 Participate in staff meetings	J-3 Participate in quality improvement activities	J-4 Orient new staff members	J-5 Maintain current information related to job performance and technology

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A-6 Load the sterilizer	A-7 Document loads and card contents	A-8 Sterilize instruments	A-9 Monitor biological indicators	A-10 Store processed items	A-11 Collect items for outsourced vendor sterilization	A-12 Perform quality assurance test daily
C-5 Transport procedure materials	C-6 Maintain and clean transport cart	C-7 Prioritize items for next day cases				
D-6 Prepare instrument trays	D-7 Prepare procedure kits	D-8 Prepare procedural carts	D-9 Facilitate delivery of processed items	D-10 Respond to hospital emergency situations		
F-6 Stock department supplies	F-7 Receive deliveries	F-8 Maintain logs and records	F-9 Provide shift report			
G-6 Review products with vendors						
H-6 File hard copy record	H-7 Archive dated materials					
I-6 Schedule preventive maintenance						

General Knowledge and Skills

Communication skills, written and verbal
Aseptic technique
Interpret MSDS (Material Safety Data Sheets)
Body Mechanics
Facility Policies and Procedures
Problem Solving
Time Management
Basic computer skills
Sterilization methods
Basic microbiology
Basic anatomy and physiology
Basic medical terminology
Patient care materials
Infection Control
Isolation techniques (Standard precaution, airborne, droplet, contact)
Employee rights
Patient rights
Fire & electrical safety
Emergency codes
Handling bio-hazardous waste/materials
Chemicals for processing
Equipment operation
Surgical instrumentation

Tools, Equipment, Supplies and Materials

Office supplies	Dust covers
Rolodex (contact numbers)	Sharps containers
Back supports	Peel packs
ID badge	Surgical instruments
Drying racks	Linen hampers
Sterilizers (Steam, gas-ETO, dry, Sterrad, Steris)	FAX machine
Washers	Printer
Cart washers	Copier
Stampers	Heat sealer
Charge cards/stickers	Computer
Labeling device	PDA (personal data assistant)
Personal protective equipment (gloves, gowns, masks)	Carts
Scrubs	Step stools
Cleaning agents/containers	Sterile wrap
Flash pans	Towels/linens
	Emergency radios/walkie-talkie

Worker Behaviors

Team player	Respectful
Customer service oriented	Motor skills
Good personal hygiene	Open to learning new things
Self-directed	Thorough
Ability to deal with stress	Adaptive
Loyal	Mechanically inclined
Honest	Assertive
Flexible	Able to multi-task
Punctual	Dependable
Tactful	Self-motivated
Good time management	Common sense
Productive	Good problem solving skills
Good work ethic	Cultural sensitivity
Organized	Cognizant
Independent	Sense of humor
Cost conscious	Tolerant
Efficient	Works independently

Future Trends and Concerns

Mandated certification
Increased technology
Automated systems
Increased areas of responsibility
Increased accountability
Increased knowledge depth
Cross-training across departments/jobs
Consolidation of jobs
Cost-efficient methods
Streamlining overhead costs
Increased disposables
Resposables (re-processed items)
Increased use of multidisciplinary teams
Increased use of value-added groups