



## IDENTIFICATION

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Manager, Medical Device Reprocessing (MDR)	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-5958	Yellowknife	Specialty Services-Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Manager, Medical Device Reprocessing (MDR) is responsible for planning, organizing, managing, monitoring, directing, leading, and improving the levels of efficient, effective daily functioning of the Medical Device Reprocessing unit within Stanton Territorial Hospital (STH), in accordance with established national standards for infection control to ensure the safety of patients and staff. This position acts as a resource for the proper cleaning, disinfection and sterilization of medical instruments and devices, and supports the maintenance of equipment and systems relevant to the MDR.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA. Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.



STH is an accredited facility, located in Yellowknife, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. STH provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located within STH, the Manager, Medical Device Reprocessing (Manager) reports directly to the Director, Outpatient, Specialty and Support Services, and is responsible for the direction and management of the Medical Device Reprocessing unit.

Responsible for a budget of 2.2 million, the Manager has 15 direct reports including Reprocessing Technicians and Relief Reprocessing Technicians who are responsible for the cleaning and sterilization of equipment and supplies for all areas of the hospital.

The Manager is responsible for monitoring the quality of reprocessing services within the unit, and develops and delivers appropriate guidance and mentoring to staff, and manages scheduling, leave approval, and hiring. In conjunction with the Territorial MDR Specialist, the Manager revises policies and procedures to meet current standards of practice and ensures that the staffing levels meet requirements.

The impact of the decisions this position makes have a significant impact on the safety, comfort, and well-being of patients, staff, visitors and on the operational effectiveness of the organization. This Manager's role, as well as the performance of the entire MDR team, is absolutely critical to safe patient care, and the successful performance and even viability of several other patient care units within the hospital. MDR processes must be satisfactory in order to ensure that the work of the OR team, Endoscopy team, and/or any other specialist nursing team conducting procedures that require equipment is possible and safe for both the patient and the practitioner.

The incumbent works closely with the Operating Room (OR) employees as a resource person for educational information regarding new products, equipment and technologies and providing training to Registered Nurses in the care of instruments, equipment, aseptic techniques and infection control standards as required.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful and respectful.



## **RESPONSIBILITIES**

### **1. Plans, directs, establishes and manages best practices and enhanced processes to ensure the effective and efficient operation of the Medical Device Reprocessing unit, maintaining safe patient care.**

- Provides leadership and direction for all MDR activities within STH by directing and managing resources so as to maintain consistency, reliability and productivity of the unit.
- The incumbent will actively support and implement reprocessing activities in the department as required.
- Review the daily workloads, develop staff schedules, distribute workload, and assign tasks to ensure work is completed in a timely and effective manner.
- Develop and monitor departmental goals and objectives to ensure their consistency with the goals of the hospital, and the NTHSSA.
- Maintains a standardized MDR manual that integrates diagrammatic/pictorial and didactic information to provide clear and concise direction to staff on sterilization procedures and appropriate and safe equipment disassembly and reassembly.
- Meets with Nursing Departments, Administration, and Practitioners as required to provide information and education on sterilization procedures adopted by MDR and the rationale for these procedures.
- Develops and manages an annual departmental operational and capital budget for Medical Device Reprocessing Services and insures delivery within defined parameters. Monitors and reports on budget variances to COO.
- Responsible for long term budget planning, budgets, and variance reporting by producing operating and capital budget proposals, and variance reports for the MDR operations.
- Develop and implement departmental specific quality management programs and standards in coordination with the NTHSSA Territorial Quality and Risk division.
- Ensure that standards of the department meet CSA and Accreditation Canada requirements.
- Ensure that department supplies are adequate and ordered as required.
- Provides feedback, monitors, support, coach, and provides education to MDR staff.
- Ensure that manuals and reference materials are available and current.
- Represent STH on the Territorial MDR Committee.
- Collect departmental workload statistics and maintain quality indicators for Accreditation and Quality assurance.
- Assist staff with the day-to-day activities.
- Maintain appropriate documentation of MDR activities to appropriately track the processes of the department.
- Provide input to territorial standards development for MDR.



- Assist and collaborates with other NTHSSA regions/Health and Social Services Authorities in MDR processes as required.

**2. Ensure the supply of instruments and surgical equipment is safe and appropriate for the patient care and non-patient care units in the hospital.**

- Review and update case cart processes in conjunction with the Operating Room staff.
- Ensure that all department, hospital and NTHSSA procedures are followed regarding cleaning, wrapping, sterilization, storage, and transporting of instruments, surgical equipment, and linen supplies.
- Follow and implement all Canadian Standards Association (CSA) procedures including but not limited to the following:
  - Z314:23.11 Decontamination of Reusable Medical Devices.
  - Z314:23-16 Sterilization methods.
  - Z314:23-4 – General requirements.
  - Z314:23-17 – Storage, transportation, and distribution of single-use and reusable medical devices.
  - Z314:23.15 – Selection and use of sterile barrier systems.
- Respond to sterilization deficits and problems.
- Maintain and develop processes for sterilization equipment according to approved procedures and manufacturers recommendations aligned to and compliant with the Manufacturer's Instructions For Use (MIFU) to ensure equipment is in safe, effective working condition.
- Ensure instruments are functioning at their optimal level and recommend repairs or replacement to the various departments that own the instruments.

**3. Plan, develop, coordinate and present relevant developmental / educational program for the department staff and OR staff as required.**

- Provide instruction and guidance on the cleaning and handling of new and existing equipment.
- Reviews and updates departmental policies and procedures in accordance with NTHSSA standards and requirements.
- Provide individual guidance and mentoring to MDR staff as required.
- Creates an environment which supports staff engagement, creativity and innovation in the delivery of patient care services and maximizes decisions by the care team.

**4. Leads STH Accreditation Teams in the domain of Medical Device Reprocessing**

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team along with the Territorial Medical Device Reprocessing Specialist to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.



- Communicates and ensures the integration of standards, policies and procedures for Acute Care Services and programs into day-to-day practice as they relate to the Accreditation Canada process.
- Ensures team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- Gathers data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.
- Engages staff in quality improvement/work planning to support client, patient, family focused care.
- Monitors health indicator-quality improvement-reports and informs staff with results.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.

**5. Coordinate and supervise the human resources of the department to ensure effective staffing and staff development.**

- Ensures planning of the human resource needs of the department including the recruitment and hiring of new staff.
- Schedule staff to ensure effective and timely medical device reprocessing.
- Provide orientation to new staff including the teaching of aseptic theory, infection control and universal precautions.
- Assist with the review and development of job descriptions.
- Conduct staff performance appraisals in accordance with GNWT policies.
- Initiate corrective and/or disciplinary actions as appropriate.
- Evaluate, recommend and facilitate the educational needs of the MDR staff.
- Hold regular staff meetings to review procedures, share information, dialogue and manage issues.
- Review and approve bi-weekly time entries.
- Approve leave requests in accordance with the collective agreement, and operational requirements.
- Monitor staff attendance.

**6. Works with Department of Finance's Labour Relations and Management and Recruitment Services' HR Client Service Manager to ensure working relationships with the Union of Northern Workers (UNW) and management are maintained. Represent Stanton Territorial Hospital and the NTHSSA to promote working relationships with internal and external groups.**



- Complete E-Performance appraisals including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- Address performance issues in a timely manner and in accordance with GNWT Labour Relations practices in collaboration with Human Resources (HR).
- Assist HR with first level grievances.
- Meet with HR Branch Labour Relations and the UNW local representatives as appropriate to discuss issues/concerns and work together to resolve the same.
- Collaborate with HR to assist staff with accommodation plans and progress.
- Provide effective and timely feedback.
- Recruit, select and hire direct reports in collaboration with Human Resources

**7. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices, and procedures.
- All stakeholders (management, staff, UNW, and Workers' Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can prove quality service under safe conditions, is the right thing to do and makes good business sense.

## **WORKING CONDITIONS**

### **Physical Demands**

Moving heavy carts, carrying, and lifting heavy instruments and instruments trays and constantly bending, reaching, and stretching are carried out as needed in a moderate to substantial intensity for the approximately half of the full shift. The balance of the shift, on average, will be normal office conditions.

### **Environmental Conditions**

Working in a hospital, the incumbent will be exposed to communicable diseases, blood and body fluids, hazardous materials (including, but not limited to sharps, toxic cleaning and sterilization modalities in the hospital environment), and will be required to wear appropriate



personal protective equipment as a result. The incumbent is also exposed to elevated levels of heat, high exposure to noise, lack of natural light in the work environment for approximately half of the work time. The other half will be normal office conditions, still within the hospital.

### **Sensory Demands**

The incumbent is required to use a combination of sight and touch simultaneously in order to process and check the cleanliness and proper functioning of complex and delicate instruments, and while moving and handling fragile and/or heavy materials in a congested work area. Assembling and manipulating fine surgical instruments requires a high degree of manual dexterity and concentration, using more than one physical sense simultaneously. These demands are required for approximately half the duration of the full shift.

### **Mental Demands**

The incumbent will be exposed to frequent interruptions, externally driven factors, lack of control of work pace, competing demands because of incident occurrence, and time and effectiveness pressures related to clinical/surgical service delivery.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of infection control and sterilization technology.
- Knowledge of sterilization standards.
- Knowledge of surgical and medical terminology.
- Knowledge of CSA and Accreditation standards.
- Ability to communicate effectively, both verbally and in writing.
- Ability to deal with others effectively.
- Ability to manage a large team
- Ability to organize work.
- Financial management skills to develop, monitor and control operational, capital and project budgets.
- Ability to operate related equipment associated with Medical Device Reprocessing (MDR).
- Troubleshooting skills of Medical Device reprocessing equipment.
- Ability to physically carry out the duties of the position and of a MDR Technician.
- Ability to operate desktop computers to produce written documents (word processing), to develop complex spreadsheets, to send and receive electronic mail and conduct research over the internet.
- Analytical and problem-solving skills to investigate and initiate corrective action to problems/issues encountered during MDR processing.
- Ability to identify education needs of staff and assist with providing the appropriate training.



- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

Grade 12 Diploma and successful completion of a recognized Medical or Certified Device Reprocessing Technician course or a CSA Certified Medical Device Reprocessing Technician Certificate, with five (5) years' experience in a Medical Device Reprocessing unit, including one (1) year of supervisory experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness and Sensitivity Training, Biohazardous Waste, Biosafety & Biosecurity, Infection Prevention and Control, Workplace Hazardous Materials Information System (WHIMS) and others directly related to the incumbent's scope of practice.

**Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language (check one if applicable)**

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

**Indigenous language: Select language**

- Required
- Preferred