

DACUM Research Chart for Central Service Technician

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DACUM Research Chart for Central Service Technician

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	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
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
		C-5 Transport procedure materials	C-6 Maintain and clean transport cart	C-7 Prioritize items for next day cases	
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	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		
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	F-6 Stock department supplies	F-7 Receive deliveries	F-8 Maintain logs and records
		F-9 Provide shift report			
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	G-6 Review products with vendors		
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	H-6 File hard copy record	H-7 Archive dated materials	
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	I-6 Schedule preventive maintenance		
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			

Future Trends and Concerns

- Automated systems
- Consolidation of jobs
- Cost-efficient methods
- Cross-training across departments/jobs
- Increased accountability
- Increased areas of responsibility
- Increased disposable
- Increased knowledge depth
- Increased technology
- Increased use of multidisciplinary teams

- Increased use of value-added groups
- Mandated certification
- Reposables (re-processed items)
- Streamlining overhead costs

General Knowledge and Skills

- Aseptic technique
- Basic anatomy and physiology
- Basic computer skills
- Basic medical terminology
- Basic microbiology
- Body Mechanics
- Chemicals for processing
- Communication skills, written and verbal

- Emergency codes
- Employee rights
- Equipment operation
- Facility Policies and Procedures
- Fire & electrical safety
- Handling bio-hazardous waste/materials

- Infection Control
- Interpret MSDS (Material Safety Data Sheets)
- Isolation techniques (Standard precaution, airborne, droplet, contact)
- Patient care materials
- Patient rights
- Problem Solving
- Sterilization methods
- Surgical instrumentation
- Time Management

Tools, Equipment, Supplies and Materials

- Back supports
- Cart washers
- Carts
- Charge cards/stickers
- Cleaning agents/containers
- Computer
- Copier
- Drying racks
- Dust covers
- Emergency radios/walkie-talkie
- FAX machine

- Flash pans
- Heat sealer
- ID badge
- Labeling device
- Linen hampers
- Office supplies
- PDA (personal data assistant)
- Peel packs
- Personal protective equipment (gloves, gowns, masks)
- Printer
- Rolodex (contact numbers)
- Scrubs
- Sharps containers
- Stampers
- Step stools
- Sterile wrap
- Sterilizers (Steam, gas-eTO, dry, Sterrad, Steris)
- Surgical instruments
- Towels/linens
- Washers

Worker Behaviors

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

