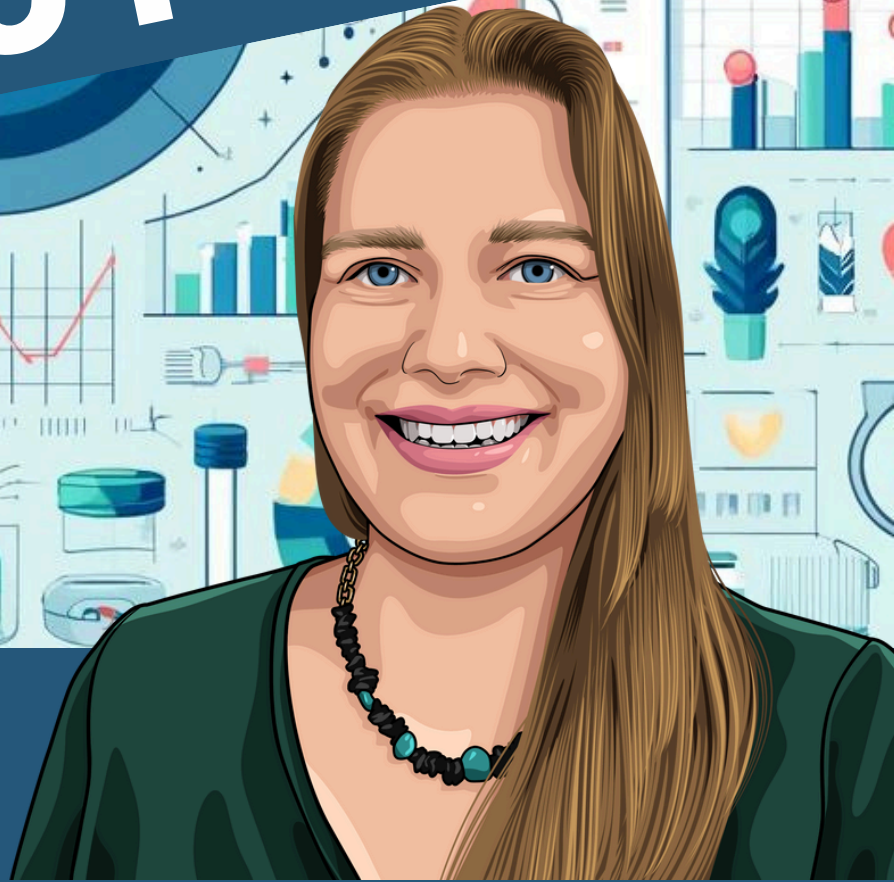


DON'T GAME THE SYSTEM



SPD DATA EXPERT

BEYOND
CLEAN

Beth Perry

Engineer, Business Intelligence &
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Beyond Clean SPD Data Expert™:

Don't Game the System

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You may have heard the saying, “You can’t manage what you can’t measure.” However not every measurement is helpful for management, and some measurements might not produce the results you’re hoping for.

When humans know they are being measured, they tend to alter their behavior accordingly. So, when you are selecting what you want to measure, you also need to consider what behavior each measurement incentivizes.

Let’s say that you want to measure staff performance by the total number of trays that they assemble. Turning trays for the OR is definitely one of Sterile Processing’s key responsibilities. The more trays someone completes, the better they are doing at helping Sterile Processing meet the OR’s needs, right?

But if I am your staff member, and I know that what is most important is the number of trays I finish, then what this encourages me to do is cherry-pick the smallest and easiest trays when I work in assembly, because these are the ones I can do the fastest. If I do get stuck with a larger tray, I may not be quite as careful at inspecting each instrument, because that takes longer. And if non-critical instruments are missing, well, too bad, I’m not going to take extra time to go look for those.

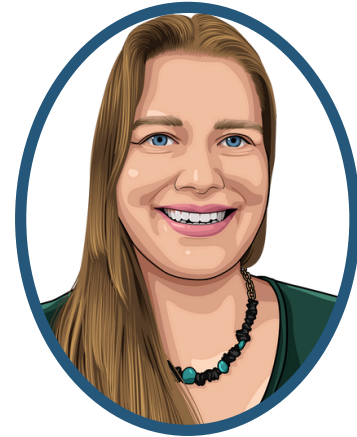
Total trays assembled is an important metric, but alone it can’t produce the desired behavior. To address the cherry-picking, you could measure the average number of instruments per tray assembled and the average tray complexity/intensity (if you use them). To ensure high quality, you will want a measurement of the technician’s error rate. To encourage completeness, you’ll need to credit staff for their efforts in finding or replacing missing instruments. Together, these metrics would provide a more holistic view of your staff’s assembly performance.

Have more questions? Contact Beth at: beth.perry@censis.com

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Beth is a Business Intelligence and Analytics Engineer with Censis Technologies. She has 17 years' experience exploring databases and designing data visualizations. With her educational background in journalism, she strives to find practical ways to communicate insights both clearly and effectively.

Since 2012, Beth has enjoyed building and supporting tray tracking software programs critical to Sterile Processing teams across the United States. Her passion is to create data and analytics tools that drive operational excellence and ensure patient safety. She won an innovation award in 2022 for her work on Censis' analytics platform.

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