

## Study of Satisfaction of Staff working Central Sterile Supply Department of a Tertiary care Teaching hospital

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### Abstract

Impact of nosocomial infections ranges from increased length of hospital stay, emotional stress, disability, death of the patients as well as increased hospital cost for the patients and providers. Studies in India have reported nosocomial infection rates from 8% to 58 %.

The observations of staff working in SKIMS Central Sterile Supply Department of various cadres revealed that 50 % of the staff were in the age group 20-40 and 50 % of staff was of age group > 40 years of age, and maximum 92% of staff are Male. Education Qualification wise it was found that most of 50% staff is 12<sup>th</sup> pass.

The results of the study indicate that higher percentage of motivation and job satisfaction among the staff working in Central Sterile Supply Department are attributable to working hours, in-service training, reward/appreciation, and resting time during work and satisfied with supervisory and subordinate staff.

**Keywords:** Central sterile Supplies; Sterilisation; Hospital Infections; Staff satisfaction

### Introduction

Central sterile supplies department (CSSD) is a service unit in a hospital that processes, issues, and controls the sterile stores supply to all departments of the hospital. It can be defined as that service, with in the hospital, catering for the sterile supplies to all departments, both to specialized units as well as general wards and OPDs. Ideally, CSSD is an independent department with facilities to receive, clean, pack, disinfect, sterilizes, store and distribute instruments as per well-delineated protocols. The essentials of this department are correct design, appropriate equipment's, skillful operators and proper workflow [1].

CSSD is established to make reliably sterilized articles available at the required time and place for any agreed purpose in the hospital as economically as possible. It works in collaboration with the Infection Control Committee and other hospital programmers to develop and monitor policies on cleaning and decontamination of reusable equipment, contaminated equipment including wrapping procedures, according to the type of sterilization and sterilization conditions (e.g. temperature, duration, pressure, humidity). Efficiency of the sterilization process totally depends on the results shown by the chemical and biological indicators incorporated during the process of sterilization [2].

In order that the hospital may properly discharge its duty of safeguarding human life that operative skills may be made as effective as possible, it is necessary that adequate sterilization procedure be carried out. Infection is a health hazard of great exposure and significance affecting the final outcome of the treatment. The quality of life, both physical and psychological can be drastically altered, sometimes permanently by infection and associated 4D's that is delayed healing, discomfort, distress, dependency and dollars (rupees). It is perhaps the single most important factor that adversely affects the performance and image of the hospital [3].

The current study was conducted to study the staff satisfaction working in Central Sterile Supply Department of SKIMS.

## Objective

To study the staff satisfaction working in Central Sterile Supply Department of SKIMS.

## Methodology

To study the end user satisfaction with the central sterile supply department at SKIMS a cross sectional study interview of end users was carried out. An Interview with the relevant functionaries was also conducted to obtain information of the various organizational aspects, which included hierarchy, span of control, jobs specification and job description, supervision in the central sterile supply department.

## Data analysis

The data was received from the answered questionnaires and was plotted on excel 2013. The data was analyzed statistically with the help of statistical software SPSS v19. All the continuous variables of the study were represented by the descriptive statistics and all the categorical variables in the term of frequency and percentage.

## Result and Discussion

The Central Sterile Supply Department is the service responsible for receiving, storing, processing, distributing and controlling the professional supplies and equipment's (both sterile and non-sterile) for all user unit of hospital for the care and safety of patient under strict quality control [4-8].

Hospital acquired infection or "nosocomial infection" adversely affects both patients and hospitals. Impact of nosocomial infections ranges from increased length of hospital stay, emotional stress, disability, death of the patients as well as increased hospital cost for the patients and providers. Studies in India have reported nosocomial infection rates from 8% to 58 % [4-7].

To combat these infections, hospital needs effective methods of disinfection and sterilization which has nowadays been centralized into a single department called Central Sterile Supply Department [4-7].

In 1928, the American college of surgeons-initiated centralization of all surgical supplies and dressings in one unit for supply to all departments of the hospital. Thus, the concept of Central sterile supplies department began in the hospitals. During the Second World War, the British Army established a Central sterile supplies department in Cairo for supply of sterile items to mobile units [4-7].

A total of 26 responses were studied. The observations of staff working in SKIMS Central Sterile Supply Department of various cadres revealed that 50 % of the staff were in the age group 20-40 and 50 % of staff was of age group > 40 years of age, and maximum 92% of staff are Male. Education Qualification wise it was found that most of 50% staff is 12<sup>th</sup> pass.

The results of the present study in agreement with *Amel Ahmed et al* 2017 [8] who stated that mean age of technician under study was 43.12±6.7 and all 100% of them were males.

The results of the study indicate that higher percentage of motivation and job satisfaction among the staff working in Central Sterile Supply Department are attributable to working hours, in-service training, reward/appreciation, and resting time during work and satisfied with supervisory and subordinate staff.

It was observed that 81% (n=21) of Central Sterile Supply Department staffs had received in-service training and 19% (n=5) of the staffs had not received any in-service training.

It was observed that 96% (n=25) of the Central Sterile Supply Department staff's members had not received any Reward / Appreciation during time of service.

It was observed that 92% (n=24) of Central Sterile Supply Department staff are satisfied that working hours are adequate.

The study shows that 96% (n=25) of Central Sterile Supply Department staff get sufficient time to rest after working.

It was observed that 92% (n=24) of Central Sterile Supply Department staff are satisfied with the supervisory staff.

The responses shows that 96% (n=25) of Central Sterile Supply Department staff is satisfied with subordinate staff.

It was observed that 85% (n=22) of Central Sterile Supply Department staffs are satisfied with sufficient toilet and bathing facilities.

It was observed that 96% (n=25) of Central Sterile Supply Department staffs are satisfied that sufficient light and ventilation available at workplace.

The study shows that 96% (n=25) of Central Sterile Supply Department staff are aware about the occupational hazards.

The study shows that 88% (n=23) of CSSD staffs knows that there is mechanism to deal with these hazards.

It was observed that all 100% (n=26) of Central Sterile Supply Department staffs are satisfied that medical facilities are provided by the SKIMS institute.

## Summary

The results of the study indicate that higher percentage of motivation and job satisfaction among the staff working in Central Sterile Supply Department are attributable to working hours, in-service training, reward/appreciation, and resting time during work and satisfied with supervisory and subordinate staff.

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