



Sarah B. Cruz, CSPDT, CRCST, CHL, CSSNerd
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CV/Bio

Sarah B. Cruz is a certified CSPDT, CRCST, CHL and Quality Education Program Development Coordinator for Central Sterile. As a CS Education Coordinator, she creates and institutes an education program in Central Sterile Departments. This includes, but is not limited to, the formation of programs that: onboard new employees, develop competencies, create department culture, certify staff, develop LEAN process improvements, and implement standards of best practices. She is also a Central Sterile Program Instructor at a local community college where she works to develop the future leaders of the CSS industry.

Sarah strives to develop CS industry professionals and best practices through writing and speaking. Her dedication to the profession continues as the creator and President of PRETREAT CSS, LLC; a platform used to educate, motivate, and help CS Technician professionals onboard into a career mindset. Through tangible actions and physical indicators of success we can kick the job mentality out of the department. Sarah also uses her platform to highlight industry insights, conferences, and bring the industry to the frontline. She vocalizes her passion through published articles, social media, mentorship, and public speaking. As an industry expert, she is passionate about her message: put the CSS in SUCCESS!

Introduction

Sarah B. Cruz is an everyday technician that's tired of 'the way we've always done it'. This self-proclaimed CSSNerd is ready to educate, motivate and have a little fun onboarding Central Sterile technicians into a career mindset with professional development. She is a motivational and dynamic speaker as well as passionate industry writer. Sarah helps teach our future industry professionals as a sterile processing program instructor at her local community college. She guides new technicians during their transition into our CS workforce as a Quality Education Program Development Coordinator using LEAN practices and real physical indicators of success. Sarah also develops our established CS technicians, the industry's greatest assets, the real MVPs, to become the future industry leaders our patients deserve. As a career mentor, she wants to help all her fellow colleagues put the CSS in SUCCESS! Please welcome Sarah B. Cruz.

Sarah B. Cruz

CSPDT, CRCST, CHL

- CS/SP professional with over 13 years of industry expertise
- Active IAHCSTMM member (2019- present)
- PRETREAT CSS, LLC President (2019- present)
- UltraClean Systems, NewSplash Magazine Author, 'On the CSSet with Sarah B. Cruz' (2019- present)
- CS Quality Education Program Development Coordinator, Bone and Joint Institute of Hartford Healthcare. (2020- present)
- AAMI Member (2020- present)
- Sterile Processing Program Instructor, Tunxis Community College (2021- present)
- IAHCSTMM PROCESS Magazine Columnist, 'I Am Sterile Processing' column (2021- present)

Title:

Conscious Compliance: Learning Work Ethic

Description:

In this presentation, we debunk the common misconception that work ethic can't be taught. Through the evaluation of the stages of compliance, the evolution of work ethic can begin and be charted. With tangible and quantifiable ways to track team development, work ethic can be defined, promoted, and expected in our department practices.

Objectives:

- a.) Define compliance, noncompliance, unconscious noncompliance, conscious noncompliance
- b.) Indicate when unconscious noncompliance or conscious noncompliance may be causing deviations in standard practice.
- c.) Demonstrate how to create standard works
- d.) Define work ethic
- e.) Examine department standard operating processes to create compliance

Handouts/ downloadable PDFs will be provided for attendees