

CMS Pivots on  
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Opportunities in  
Cardiac Care

How to Improve  
Endoscope Handling

# Outpatient Surgery Magazine®

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## 2021 ORX AWARDS

# Lifetime Achievement

Florence Rigney, America's oldest working nurse, hangs up her scrubs after a 75-year career.

**Inside**  
Profiles of this year's winning performances:

- Patient Safety
- Employee Safety
- Infection Prevention
- Diversity, Equity & Inclusion
- Patient Satisfaction
- Pain Control
- Financial Management
- Environmental Stewardship



## INFECTION PREVENTION

# National Ambulatory Surgery Center Los Gatos, CA

### HONORABLE MENTION

## High-Level Disinfection Done Right

Staff at National Ambulatory Surgery Center, a two-OR facility in Los Gatos, Calif., take endoscope reprocessing very seriously. "Our culture is such that we're willing to stop a procedure if there's any reason to believe that a step was missed in our infection control processes," says Marisa Ynchausti, RN, BSN, the facility's clinical nurse manager. "We'd even close the center if need be."

Employees meticulously follow manufacturers' instructions for use when cleaning endoscopes and refer to high-level disinfection guidelines issued by AORN and the Society of Gastroenterology Nurses and Associates. The facility's infection control coordinator audits 10% of the endoscope's fleet on a daily basis to ensure the devices were correctly reprocessed. If a scope is found to be contaminated, the employee who was involved in its reprocessing must complete an in-service on proper endoscope care before working again. The center also requires its per-diem employees to complete the in-service education.

Ms. Ynchausti views the center's 100 five-star Google reviews as an infection prevention report card of sorts. "Our patients trust that we know what we're doing, and that we're keeping them safe when they come here," she says. "To read



**NO SHORTCUTS** Dui Pham, a senior endoscopy technician, cleans a flexible endoscope at the bedside immediately after a procedure.

what grateful patients write is more than a professional reward for us. It's a signal that our infection prevention efforts work."

— Adam Taylor