

## **Scope Repair Advice From the Experts**

*Every endoscopy professional knows that healthy scopes lead to healthy patients and healthy facility budgets. The following experts weighed in with advice about how to keep scopes at their best.*

*Ralph Basile, vice president of marketing, Healthmark Industries*

*Rob Purtell, director of business development, Mobile Instrument Service & Repair, Inc.*

*Alec Weiss, product manager of endoscopy service, Olympus America, Inc., Medical Services Group*

*Jack Kinville, marketing director, Ruhof Healthcare*

### **Please describe ways facilities can best reduce scope repair.**

Education, consistency and following protocol are essential. It's important that the staff is continually educated on the entire process, from cleaning and disinfecting through proper transport and storage. If possible, facilities should have dedicated personnel providing the cleaning and disinfecting, as continuity and consistency should lead to fewer repairs. It's also very important to follow the guidelines of the cleansers, disinfectants and reprocessors.

—*Rob Purtell*

Delicate handling of the scopes during the cleaning process can help minimize the damage to the fiber optics inside the scope. When wiping down a scope after a procedure, it isn't necessary to apply a lot of pressure to remove contaminants from the outside sheath. This can be very damaging, especially to smaller scopes, such as pediatric scopes. Smaller scopes such as ENT, rhinoscopes, nasopharyngoscope, uretero scopes and laryngoscopes require special cleaning sponges with an opening of 2-6 mm. This reduces the amount of pressure required to close the sponge around the scope, and reduces repair costs.

—*Jack Kinville*

Reducing scope repairs is really a two-step process. Step one is to practice repair avoidance. Typically, many endoscope repairs are related to incorrect handling and improper reprocessing techniques. Train all staff regarding the most common and costly repairs, and provide hands-on and competency-based training for reprocessing and scope handling.

Step two is to implement a formal repair-reduction program such as the Effective Repair Reduction Program, which delegates repair reduction activities to the dedicated reprocessing staff. This program also provides staff access to repair records and costs; repair company options; repair budgets; endoscope inventory; and physician/staff feedback.

—*Alec Weiss*

The No. 1 source of failure is poor care of flexible endoscopes, and that includes ineffective cleaning.

—*Ralph Basile*

### **How do you know when a scope should be replaced, versus repaired?**

Purchasing new equipment is not your only option. Most manufacturers offer many options, including purchasing certified pre-owned or demonstration equipment from the manufacturer. Certified pre-owned equipment has been traded in by a customer and is usually one generation behind the latest equipment introduced to the market.

Demonstration equipment can be the most current generation of equipment that is being sold to the market, however, it has been used for demonstration or other purposes and cannot be sold as new. These products are typically sold at a significant discount to new devices.

—*Alec Weiss*