



Central California Chapter is pleased to invite you to attend a FREE upcoming LIVE In-Person/Virtual Event on **Saturday, June 19<sup>th</sup> from 10:00am to 2:45pm PDT at the Bitwise Hive in Downtown Fresno** (2600 Ventura St – Fresno, CA 93721). [Please register](#) for [in-person](#) or if you are [attending virtually](#). You will receive **4-Hour CEUs** good for IAHCSSM, CBSPD, Nursing, and CBIC for IP Professionals. If attendees want to get together in a group meeting in a different location, please email [crojo@hmark.com](mailto:crojo@hmark.com) to receive a special sign-in sheet.

After registering, you will receive a confirmation email containing information about joining the webinar. If you are using a work email, there may be security or policy restrictions from your facility restricting outside emails and you may have to use your personal email. You may want to look in your "Junk Email" folder, since confirmation emails can end up there.

#### Healthmark Presenters:

Cheron Rojo, Clinical Education Specialist  
Kevin Anderson, Clinical Education Specialist



#### Agenda:

- **10am to 10:15am** Introductions
- **10:15am to 11:15am** "**SHOCKED! Do You Have Electrical Strays in Your Trays?**" **Cheron Rojo**
  - Define Terms used to discuss electrosurgery devices and procedures.
  - Discuss malpractice caused by damaged insulation instruments.
  - Identify the ways insulated instruments and devices become damaged.
  - Review standards and guidelines for testing insulated instruments.
  - Describe solutions to prevent burns caused by insulation failures.
- **11:15am to 12:15pm** "**Building a Strong OR/SPD Relationship**" **Kevin Anderson**
  - Understand the importance of customer satisfaction.
  - Understand how general industry practice toward customer satisfaction applies to CS.
  - Understand various factors that cause poor relationships with customers.
  - Identify communication issues between CS and their customers.
  - Explore options to help improve and enhance those relationships with all customers.

**Break 12:15pm to 12:45pm**

- **12:45pm to 1:45pm** "**Building Quality into Flexible Endoscope Reprocessing**" **Kevin Anderson**
  - Review best practices for manual cleaning of flexible endoscopes.
  - Review rationale and current recommendations for cleaning verification
  - Identify the levels of inspection for flexible endoscopes and options to improve inspection using a borescope.
- **1:45pm to 2:45pm** "**Visual Inspection of Surgical Instruments**" **Cheron Rojo**
  - Define optical inspection.
  - Review benefits of enhanced optical inspection.
  - Review methods for enhancing optical inspection.
  - Demonstrate how enhanced optical inspection can expose inadequate cleaning and damage.
- **2:45pm** Closing Remarks/Q & A/Raffle