

Healthmark, a Getinge company

Presents

Level Up Your Squad!

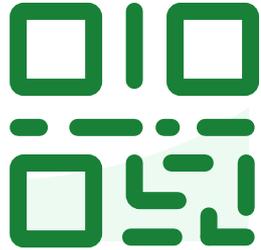
Gamification in
Sterile Processing

BY Adam Okada



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Join at slido.com
#3427423

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**QUIZ
QUESTION!**

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Which of the following statements about Adam Okada is NOT true?

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Objectives

01

Describe

RPG gaming and the concept of “leveling up”

02

Define

Gamification and how it applies in SPD

03

Create

A system for SPD professionals to “level up”

04

Outline

Tasks and goals for “leveling up”

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What is the biggest problem in your SPD?

i Start presenting to display the poll results on this slide.

01

PROBLEM #1

Staff Turnover



Problem #1: STAFF TURNOVER

In 2008, Nancy Chobin updated a previous study originally published in 1998 that estimated the cost for training one new staff member in Sterile Processing



Source: AORN Journal: <https://aornjournal.onlinelibrary.wiley.com/doi/abs/10.1016/j.aorn.2009.10.025>

Problem #1: STAFF TURNOVER

Cost for training a new employee in
Sterile Processing:

2008: \$41,414

2025 (adjusted): \$62,327.21



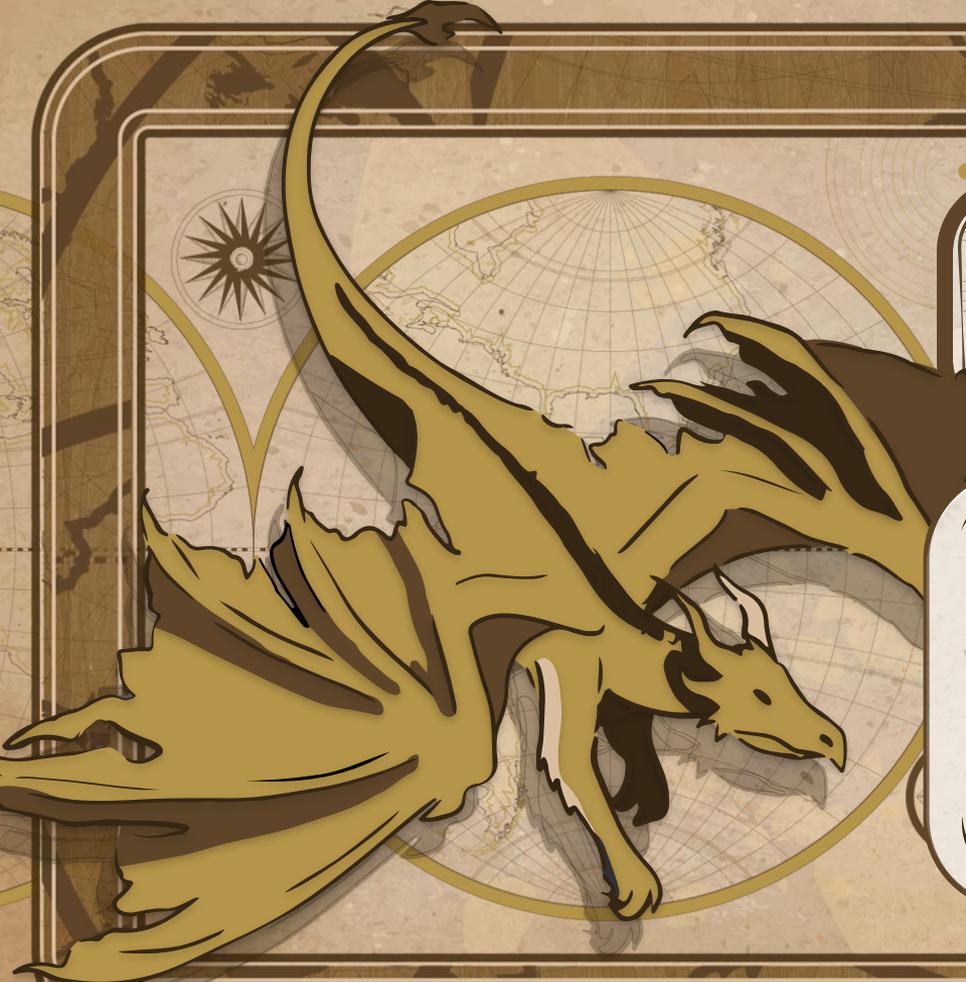
Source: AORN Journal: <https://aornjournal.onlinelibrary.wiley.com/doi/abs/10.1016/j.aorn.2009.10.025>

Problem #1: STAFF TURNOVER

CareerBuilder.com estimates it costs 6–9 months of your existing employee's salary to replace them.



Source: CareerBuilder.com: <https://resources.careerbuilder.com/employer-blog/the-cost-of-hiring-a-new-employee-vs-retaining-one>



Key Takeaway:

It is (likely) cheaper (up to \$62,000 cheaper) to retain your existing staff than it is to hire a new employee

02

PROBLEM #2

Employee Satisfaction



Problem #2: Employee Satisfaction

According to a 2022 study by the Pew Research Center, 62.3% of respondents are “satisfied” with their job.



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

Problem #2: Employee Satisfaction

Men: 64%

Women: 60%

Over 65: 65%

Under 30: 41%



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

Problem #2: Employee Satisfaction

According to a study by Microsoft & LinkedIn, 46% of employees are planning to leave their current job.



Source: Microsoft/LinkedIn: https://www.linkedin.com/pulse/workers-eyeing-exit-2024-ryan-broad-wrepe&ved=2ahUK_Ewin87jAnvGLAxVwHjQIHwvCCzEQFnoECBQQAw&usg=AOvVaw0kXxjGm4J0EvKRf8yEGyXz

Problem #2: Employee Satisfaction

From the same study: 85% of employees have considered leaving their current job.



Source: Microsoft/LinkedIn: <https://www.linkedin.com/pulse/workers-eyeing-exit-2024-ryan-broad-wrepe&ved=2ahUKwin87jAnvGLaxVwHjQIHwvCCzEQFnoECBQQAw&usg=AOvVaw0kXxjGm4J0EvKRf8yEGyXz>

Problem #2: Employee Satisfaction

86% of an employee's job satisfaction is affected by their relationship with management.



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

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Problem #2: Employee Satisfaction

22% of employees who report low job satisfaction also report a lack of recognition.



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>

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Problem #2: Employee Satisfaction

18% report lack of career development as a reason for their dissatisfaction.



Source: Pew Research Center: <https://www.pewresearch.org/social-trends/2024/12/10/job-satisfaction/>



Key Takeaway:

Retaining employees has a lot to do with their relationship with management & a clear path for their future.



HUMAN BEHAVIOR



01

SECTION ONE

Introduction to RPG's



Role PlayinG Game (RPG)



Role Playing Game (RPG)



Role Playing Game (RPG)

5e

Human

Folk Hero

STR: 17 (+3) DEX: 16 (+3) CON: 14 (+2)
INT: 19 (+4) WIS: 16 (+3) CHA: 16 (+3)

Acrobatics	3	Animal Handling	3
Arcana	4	Athletics	3
Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Survival	7	Stealth	7

Create a Character

5e

Human

Folk Hero

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INT: 19 (+4) WIS: 16 (+3) CHA: 16 (+3)

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Arcana	4	Athletics	3
Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Spellcasting	7	Stealth	7



Create a Character

5e

Human

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Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Survival	7	Stealth	7



Create a Character

02

SECTION
TWO

Gamification





DEFINITION

Gamification – *noun*: the application of typical elements of game playing (e.g. point scoring, competition with others, rules of play) to encourage engagement with a product or service



**QUIZ
QUESTION!**

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Who is credited as being the creator of the Periodic Table of the Elements

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Dmitri Mendeleev

Often credited with being the creator of the Periodic Table of the Elements.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>

Dmitri Mendeleev

Mendeleev was known to have been an avid card player, so it was logical for him to use cards to categorize the elements in a way he could understand.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>

Dmitri Mendeleev

Mendeleev turned the classification process into a card game by listing each element and other information on a card and placing them face up on a table.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>

Dmitri Mendeleev

Because of this, he's also regarded as a creator of "gamification", or using elements of gameplay to educate and retain information.



Source: Smithsonian Science Education Center: <https://ssec.si.edu/stemvisions-blog/5-benefits-gamification>



Gamification Examples

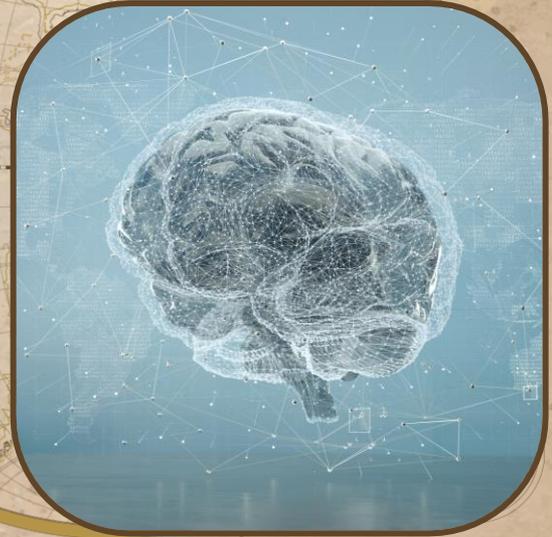


duolingo

Gamification Examples

Why does Gamification Work?

Completing a task, minigame, or activity releases dopamine.



Dopamine

- Dopamine is linked to feelings of pleasure, learning, and motivation
- It can improve your attention, memory, and motivation
- It can reinforce the behaviors that led to the successful outcome





**Companies using
Gamification**

The LinkedIn logo is centered on a blue background. It consists of the word "Linked" in white, followed by "in" in blue inside a white rounded square. The entire logo is set against a blue background with decorative elements: two compass roses in the corners and a circular pattern of concentric lines at the top center. The background is framed by a brown border with a map-like pattern.

LinkedIn

**Companies using
Gamification**



Companies using Gamification

How does Gamification Work?

Duolingo sets out various “activities” for learning a new language. These activities are “mini-games” with increasing levels of difficulty.



Source: Duolingo

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How does Gamification Work?

Activities are grouped into “Sections” and smaller “Units”, so users can track their process and try to attain higher achievements within the game.



Source: Duolingo

How does Gamification Work?

Completing activities gives the user “XP” or “Experience Points” that are tracked.

Source: Duolingo

Practice Complete! +10
XP



W Th F Sa Su M Tu

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Benefits of Gamification



**QUIZ
QUESTION!**

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The following benefit(s) can be attributed to Gamification:

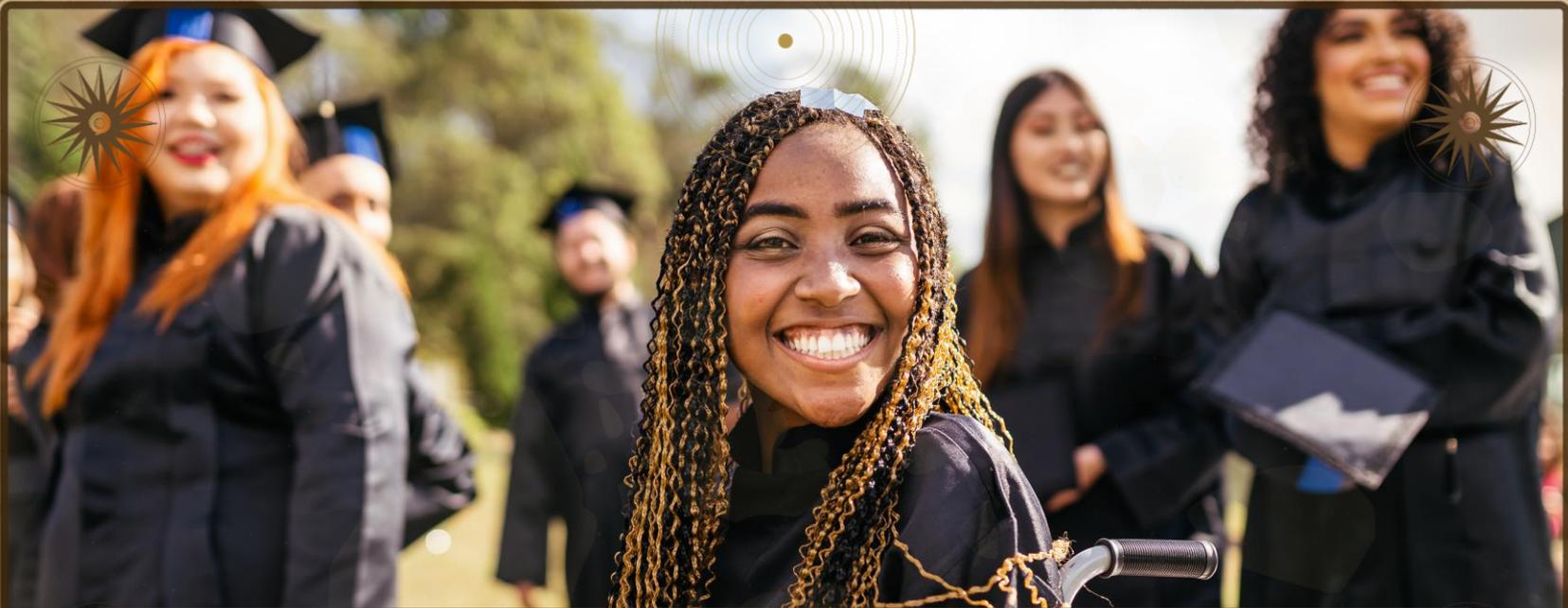
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Better Engagement



Improved Retention



Goal Setting



Increased Loyalty

03

SECTION THREE

Building a Character



5e

Human

Folk Hero

STR: 17 (+3) DEX: 16 (+3) CON: 14 (+2)
INT: 19 (+4) WIS: 16 (+3) CHA: 16 (+3)

Acrobatics	3	Animal Handling	3
Arcana	4	Athletics	3
Deception	3	History	4
Intimidation	3	Medicine	3
Nature	4	Perception	3
Performance	3	Persuasion	3
Religion	4	Search	4
Survival	7	Stealth	7



Create a Character

ATTRIBUTES

In role-playing games, attributes are characteristics of a character that affect their abilities.

Source:



The screenshot shows a dark blue interface with a title 'Point Allotment' at the top. Below it is a table of attributes. Each row shows the attribute name, a current value, a right-pointing arrow, and a target value. At the bottom of the menu is a 'Reassign' button.

Point Allotment			
Attributes			
Remaining:			
Strength	12	➤	12
Vitality	100	➤	100
Dexterity	15	➤	15
Intelligence	90	➤	90
Mind	90	➤	90
Piety	133	➤	133

Reassign

SKILLS

Skills are abilities that characters can develop to become more proficient in a specific area.

Source:

The screenshot displays a character's skill list, divided into Major Skills and Minor Skills. Each skill is represented by a small icon, a name, a progress bar, and a numerical value. The Major Skills section includes Alteration (61), Light Armor (58), Marksman (70), Mercantile (45), Security (73), Sneak (80), and Speechcraft (58). The Minor Skills section includes Armorer (39), Athletics (33), Blade (25), Block (11), Blunt (8), Hand To Hand (8), and Heavy Armor (7). A 'Progress to Next Level' bar is also visible at the bottom of the list.

Major Skills			
Alteration	61		
Light Armor	58		
Marksman	70		
Mercantile	45		
Security	73		
Sneak	80		
Speechcraft	58		
Minor Skills			
Armorer	39		
Athletics	33		
Blade	25		
Block	11		
Blunt	8		
Hand To Hand	8		
Heavy Armor	7		

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What are some qualities of a "bad" SP Tech?

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What are some qualities of a "good" SP Tech?

① Start presenting to display the poll results on this slide.

ATTRIBUTES FOR SPO

RELIABLE

Dependable, show up
to work

DILIGENT

Pay attention to their
task, work hard

INGENIOUS

Problem solving,
critical thinking

METICULOUS

Attention to detail,
high standards

COLLABORATIVE

Team player, plays
well with others

INFLUENTIAL

Ability to affect
positive change



Reliability

Diligence

Ingenuity

Meticulousness

Collaboration

Influence

ATTRIBUTES

SKILLS

- Manual cleaning
- Automated washer testing
- Ultrasonic testing
- Borescope inspection
- Insulation testing
- Customer service
- Etc.

Source:

The screenshot shows a skill menu with two sections: Major Skills and Minor Skills. Each skill is represented by a small icon, a name, a progress bar, and a level number. The Major Skills section includes Alteration (61), Light Armor (58), Marksman (70), Mercantile (45), Security (73), Sneak (80), and Speechcraft (58). The Minor Skills section includes Armorer (39), Athletics (33), Blade (25), Block (11), Blunt (8), Hand To Hand (8), and Heavy Armor (7). At the bottom, there is a 'Progress to Next Level' bar.

Major Skills			
Alteration			61
Light Armor			58
Marksman			70
Mercantile			45
Security			73
Sneak			80
Speechcraft			58
Minor Skills			
Armorer			39
Athletics			33
Blade			25
Block			11
Blunt			8
Hand To Hand			8
Heavy Armor			7
Progress to Next Level			

04

SECTION
FOUR

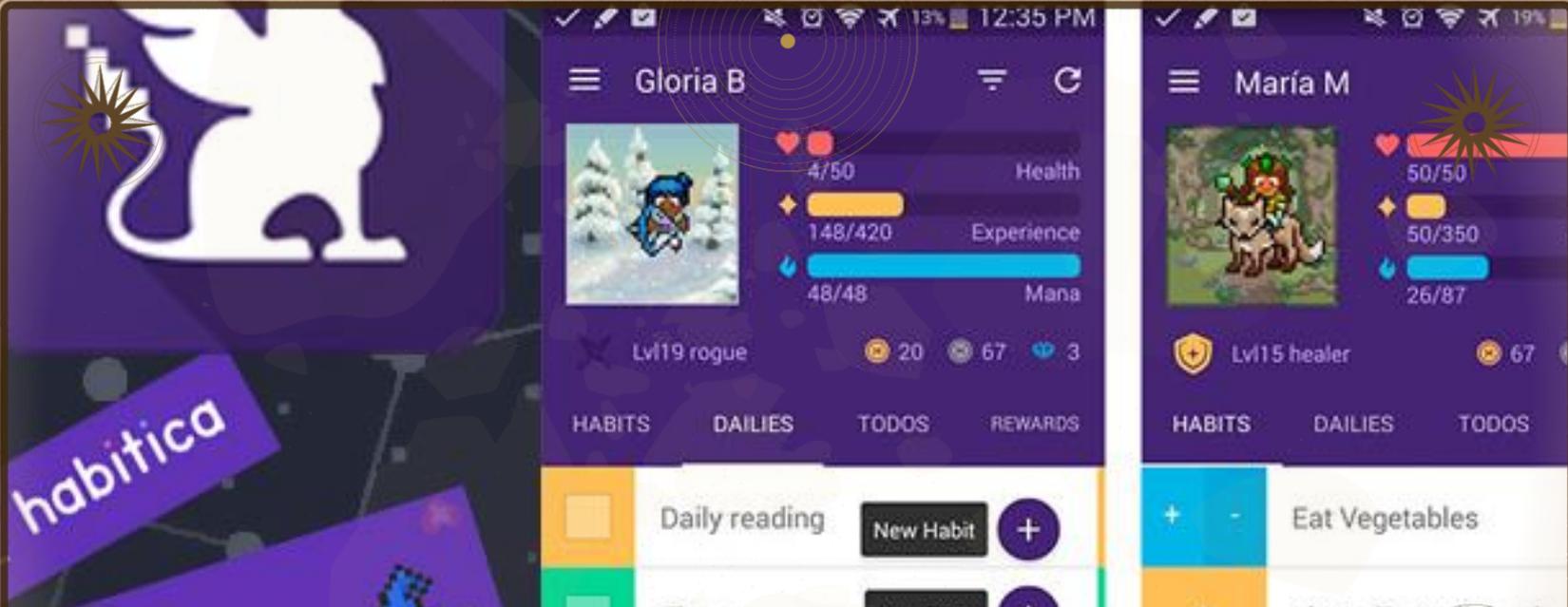
Leveling Up





TRACKING POINTS

Points can be tracked daily/weekly/monthly either manually, or through reports run in a tracking system (logging in daily, specific tasks like insulation testing, etc.)



HABITICA

Note: Don't skimp on the cardio



Play Habitica in a Party!



Take on amazing Quests with friends or on your own. Battle monsters, create Challenges, and help yourself stay accountable through Parties.

[Create a Party](#)

HABITICA



TRACKING POINTS

These points should be posted
in the department or upon
logging into a tracking system
so staff knows where they
stand.

GAMES!!!

Points can also be given out for games played in the department, like a daily shift huddle game.



Source:



**QUIZ
QUESTION!**

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Per Amendment 2 of the ST79 Amendments, what devices should be tested for insulation integrity?

① Start presenting to display the poll results on this slide.

Tech Levels

<u>Position Title</u>	<u>Requirements</u>
Tech I	
Tech II	1 year + certification + points requirement
Tech III	3 years + two certifications + points requirement
Tech IV	5 years + three certifications + points requirement
Tech V	10 years + four certifications + points requirement

What is our Goal?

RELIABLE

Dependable, show up to work

DILIGENT

Pay attention to their task, work hard

INGENIOUS

Problem solving, critical thinking

METICULOUS

Attention to detail, high standards

COLLABORATIVE

Team player, plays well with others

INFLUENTIAL

Ability to affect positive change



Reliability

10

Diligence

9

Ingenuity

11

Meticulousness

8

Collaboration

7

Influence

8

Leveling Up!



Reliability

12

Diligence

11

Ingenuity

14

Meticulousness

14

Collaboration

11

Influence

12

Leveling Up!



Reliability

16

Diligence

17

Ingenuity

15

Meticulousness

18

Collaboration

17

Influence

16

Leveling Up!



Reliability

20

Diligence

20

Ingenuity

20

Meticulousness

20

Collaboration

20

Influence

20

Leveling Up!



Reinforce Positive Behaviors

RELIABILITY

Dependability

- Show up to work on time
- Cover a co-worker's shift
- Perfect attendance milestone
- Scheduling vacation time early
- Others?

Reliability



INGENUITY

Critical thinking, problem solving

- Offer a process improvement
- Participate in a process improvement group
- Think ahead to avoid a future problem (FMEA)
- Others?



METICULOUS

Attention to detail, high standards

- Catch a damaged flexible scope
- Catch a damaged insulated device
- Send dirty instrument & set back
- Good catches of all kinds
- Zero errors for week/month
- Others?



COLLABORATIVE

Plays well with others

- Shout out from a co-worker
- Offer to help a co-worker in need
- Positive feedback from the OR
- Peer nominations for awards
- Others?



INFLUENTIAL

Ability to affect positive change

- Precept a new employee
- Lead an education for staff
- Organize a birthday celebration
- Run a process improvement group
- Others?





**Identify Positive
Behaviors**



Reinforce Positive Behaviors



Create a Path



Level up



MAX LEVEL UNLOCKED

THANKS!

aokada@hmark.com
586-585-8399
academy.hmark.com



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Audience Q&A

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