

The CHL Exam Content Outline was created through the 2020-2021 job task analysis and outlines the specific areas of knowledge necessary to perform the duties of an Healthcare Leader. The Content Outline also details the percentage weight for each of the four sections which comprise the CHL Exam. The higher the percentage weight, the more heavily the questions in that area will affect your overall test score.

I. PLANNING AND DECISION-MAKING**[PERCENTAGE WEIGHT: 30%]**

- a **Change Management**
 - i Current Sterile Processing techniques, technologies, standards, and regulations
 - ii Outsourcing, standardization, and restructuring
 - iii Surgical procedures, equipment, and surgical instrumentation
 - iv Non-surgical procedures and equipment
 - v Contractual obligations related to supplies and instrumentation (e.g., Loaner, Consignment, surgical instrument repair)
- b **Workplace and Equipment**
 - i Workflow processes and design in accordance with local, state, and federal standards and regulations, and industry standards and recommendations
 - ii Trends and practices in processing equipment
 - iii Processing equipment lifespan and Instructions for Use (IFUs)
 - iv Facility, utility, and safety requirements as it pertains to Sterile Processing operations
- c **Workplace Safety**
 - i Tools for monitoring and evaluating workplace safety
- d **Workforce**
 - i Responsibilities of all Sterile Processing positions
 - ii HR practices and department capacity planning
 - iii Strategic planning processes for staff education and recruitment (e.g., orientation and onboarding)
 - iv Strategic planning processes for staff development, retention, and engagement (e.g., career advancement)
 - v Technology and tools for workforce planning (i.e., management operating systems)
- e **Financial Planning**
 - i Financial planning processes, resources, and opportunities
 - ii Forecasting tools, technologies, and processes
 - iii Cost accounting principles that apply to the Sterile Processing department
- f **Quality Management**
 - i Assessment tools to prepare a risk management plan for the Sterile Processing department
 - ii Hazards within the Sterile Processing department (e.g., chemical exposure, blood-borne pathogens, ergonomics)
 - iii Best practices for infection control as it pertains to Sterile Processing
- g **Emergency and Disaster Planning**
 - i Components of internal and external emergency / disaster plans
- h **Communication**
 - i Communication styles and methods (e.g., in-person, email, phone etiquette)
- i **Process Improvement**
 - i Cross-functional teams and customer needs (e.g., Plan Do Check Act [PDCA], Root Cause Analysis [RCA])
 - ii Process improvement techniques and strategies (e.g., LEAN)

II. ORGANIZING**[PERCENTAGE WEIGHT: 25%]**

- a **Staff Management**
 - i Skills, tools, and resources required by staff to perform roles within the Sterile Processing department
 - ii Components of individual tasks within the Sterile Processing department
 - iii Departmental and organizational structure
 - iv Staffing model (e.g., volume, operational hours, processing time)
 - v Benefits of a cohesive team (e.g., team collaboration)
 - vi Customer service and relationships
- b **Processes and Workplace**
 - i Design considerations, standards, regulations, and infection control principles (e.g., AAMI, AORN)
 - ii Standards and resources available to maximize efficiency in key processing areas (e.g., LEAN)
 - iii Instructions for Use (IFUs) and regulatory standards
 - iv Key components to be included in policies and procedures (i.e., standards, regulations, consignment / loaner agreement)
- c **Process Improvement**
 - i Voluntary / regulatory requirements, best practices, and expectations of accreditation agencies
 - ii Team development and meeting preparedness (e.g., task force)

III. LEADING

[PERCENTAGE WEIGHT: 30%]

a Staff

- i Orientation and onboarding process
- ii Staff recognition and empowerment strategies
- iii Conflict management (e.g., mediation techniques)
- iv Ethics, behavioral expectations, and relationship building
- v Role and responsibilities of a supervisor and effective supervision techniques

b Mentoring / Training

- i Functional areas and tasks performed within the Sterile Processing department (e.g., decontamination, sterilization, assembly and distribution)
- ii Staff development and education methods and strategies (e.g., return demonstration, learning theories / styles)
- iii Frequency and methods for completing competency assessment
- iv Equipment functionalities, troubleshooting techniques, and resources

c Communication

- i Communication skills and styles (e.g., speaking, listening, negotiating, collaborating)
- ii Communication techniques, methods, and tools (e.g., email, internal messaging systems, communication boards)
- iii Communication challenges and barriers
- iv Sensitive information, privacy policies, and appropriate disposal methods (e.g., HIPAA, social media)

d Leadership Skills

- i Leadership skills and strategies to promote mentorship (e.g., relationship building, leadership training, diversity, inclusion, teamwork)

IV. CONTROLLING

[PERCENTAGE WEIGHT: 15%]

a Workflow and Processes

- i Tasks, expectations, and departmental capacity (e.g., staff, equipment, space)
- ii Equipment functionality, performance parameters, and interpretation of test results
- iii Performance expectations (e.g., strengths and weaknesses of Sterile Processing staff)

b Workplace Safety

- i Standards and principles of workplace safety (e.g., OSHA hazards assessment)

c Inventory Management

- i Inventory control and management methods and tools (e.g., automated, manual)
- ii Standards and regulatory requirements for inventory management
- iii Inventory lifespan and shelf-life
- iv Tools and technology for tracking inventory
- v Supply compatibility (e.g., quality specifications of comparable substitutes to respond to a shortage stock out)

d Financial Management

- i Financial management practices (e.g., expense budget variance)
- ii Principles of sustainability (e.g., energy reduction, re-usable vs. single-use products, chemical usage)

e Quality Management and Performance Improvement

- i Quality assurance measures (e.g., tray defects, mechanical washer checks)
- ii Event reporting structure and frequency expectations (e.g., incident reporting portal)
- iii Performance improvement techniques and organizational expectations

f Infection Prevention

- i Infection prevention guidelines and facility protocol for reporting and documenting events (e.g., sentinel event)
- ii Infection control and prevention (e.g., breaking the chain of infection, cross-contamination, traffic control)
- iii Infection prevention protocols (e.g., AAMI, AORN, OSHA, CDC, FDA)

g Documentation and Record Maintenance

- i Record management (e.g., accreditation requirements, duration and storage of records, audits)
- ii Facility and regulatory agency requirements

h Quality Management

- i Quality control guidelines and facility protocol for reporting and documenting events
- ii HR practices and department capacity planning
- iii Quality control protocols and resolutions (e.g., recalls)
- iv Different types of errors (e.g., inadvertent, intentional, incompetence)
- v Components of risk assessment
- vi Customer and facility expectations
- vii Guidelines, regulatory and safety requirements, and best practices (e.g., Instructions for Use [IFUs])