

EVALUATION MODEL OF THE PROFESSIONAL LIFE QUALITY OF THE STERILIZATION PERSONNEL

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ABSTRACT

Introduction: In a context of customer satisfaction and responding to the different needs and requirements of treatments related to sterile reusable surgical logistics, we often forget the sterilization operator and the quality of his/her professional life. One day; relational and professional constraints appeared between the staff and the chief manager (supervisor, responsible) further to this pressure which escapes any evaluation framework. Hence, the interest of this model, which is studying the quality of professional life of the sterilization staff, will allow us to rethink our management. **Materials and methods:** By a retrospective descriptive study based on a simple and direct questionnaire of ten assessable questions by 1 or 0 and a total

score of 10 points, according to the impact of response on the quality of life. This model questionnaire would allow a subjective assessment of the personnel professional life quality of a sterilization service. All the data are analyzed on a simple Excel table. **Result and discussion:** This evaluation model was tested for the first time in the service of central sterilization of the Instructional Military Hospital Mohammed V of Rabat, on a staff of 23 people (regardless of their status). The most remarkable results of this study are: 70% of the personnel impute physical and psychic problems to the service, 30% relational problems, 25% malaise at the work related to the pressure of the supervisor or responsible staff. **Conclusion:** To have a tool to explore the personnel professional life quality, allows to review and rethink their management and to be close and attentive to their personnel.

KEYWORDS: Model; Quality of life; Central sterilization.

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INTRODUCTION

Sterilization is no longer a structure limited to producing sterile. It has become a real service provider active and involved in the satisfaction of its customers.^[1] In this context, to meet the different needs and requirements of treatments related to sterile reusable surgical logistics, among the programmed, the urgent and the unpredictable, An extra work takes place, and we very often forget in this turmoil, the professional life quality of the sterilization personnel who cushions and absorbs all this pressure with all the physical and moral consequences. Hence, the interest of this model of study of the professional life quality of the personnel of sterilization will allow us to analyze the working conditions through the feeling of the collaborators in order to have a precise vision of the existing problems and consider possible solutions to improve the working conditions of employees.^[2]

MATERIALS AND METHODS

By a retrospective descriptive study based on a simple and direct questionnaire of ten assessable questions by 1 or 0 and a total score of 10 points, according to the impact of response on the quality of life. This questionnaire, addressed to all sterilization personnel of the Military Instruction Hospital Mohammed V (HMIMV) in Rabat, represents an exemplary model assessment, permitting to objectively assess the quality of professional life of a Sterilization service. The ten questions relate to the quality of physical, psychological and socio-relational lives:

Q1- Did the work in the sterilization unit affect your physical conditions? Q2- Do you feel fit after working in the sterilization unit?

Q 3- Did the work in the sterilization unit affect your psychic mood?

Q4- Did the work in the sterilization unit affect your professional social life?

Q5- Are the spirit and working conditions within your sterilization service motivating? Q6- Are you satisfied with your work in a sterilization unit?

Q7- Who disturbs you in your sterilization unit?

Q8- Does getting back to work after being off (holiday, illness, day off.) give you Pleasant or Unpleasant a feeling?

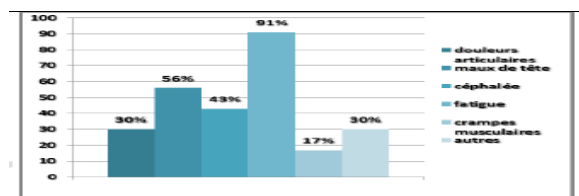
Q9- If to choose, would you choose the sterilization service as a new assignment? Q10- Are you happy to work in a sterilization unit?

All the data are analyzed on a simple Excel table.

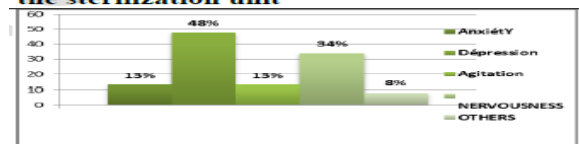
RESULT AND DISCUSSION

This evaluation model was tested for the first time in the service of central sterilization of the Instructional Military Hospital Mohammed V of Rabat, on a staff of 23 people (regardless of their status). The most remarkable results of this study are:

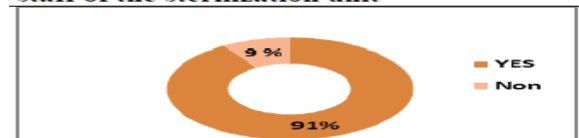
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	RESULT
X1	1	0	1	1	1	0	1	0	0	0	5/10
X2	1	0	1	1	1	0	1	0	0	0	5/10
X3	1	0	1	1	0	0	0	0	1	0	4/10
X4	0	0	1	0	0	0	1	1	0	0	3/10
X5	0	0	0	0	0	0	1	0	0	0	1/10
X6	0	0	1	1	0	0	1	1	0	0	4/10
X7	1	0	1	1	0	1	1	0	1	1	7/10
X8	1	0	1	0	0	0	1	0	0	0	3/10
X9	1	0	1	1	0	1	1	0	1	1	7/10
X10	1	0	1	1	0	0	1	0	0	0	4/10
X11	1	0	1	1	0	1	1	0	1	1	7/10
X12	0	0	1	0	0	0	1	0	1	1	4/10
X13	1	0	1	1	0	1	1	0	0	0	5/10
X14	1	0	0	0	0	1	1	1	0	1	5/10
X15	1	1	1	0	1	0	1	1	1	1	8/10
X16	1	0	1	0	0	0	1	0	0	0	3/10
X17	1	0	1	0	0	1	1	1	1	1	7/10
X18	1	0	1	0	0	1	1	1	0	1	6/10
X19	1	0	1	0	0	0	1	0	0	0	3/10
X20	1	1	1	0	0	0	1	0	0	1	5/10
X21	0	0	1	0	0	1	1	0	1	1	5/10
X22	1	1	1	1	0	1	1	0	0	1	7/10
X23	1	0	1	0	0	0	1	0	1	0	4/10
Q : Question X : Personnel	Moyenne									4,86/10	



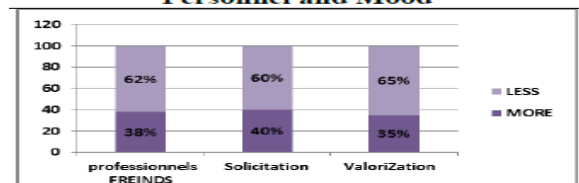
Physical disorders observed in the staff of the sterilization unit



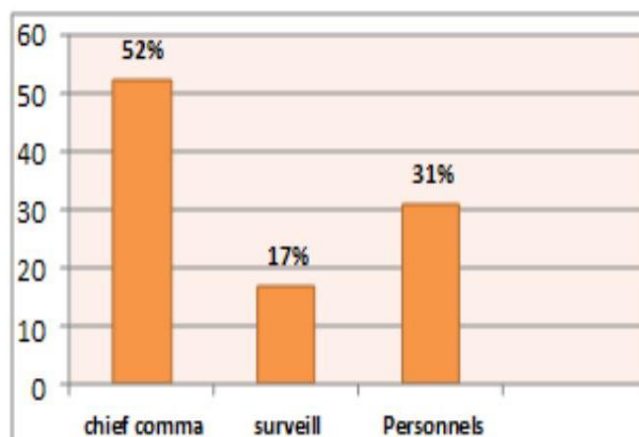
Psychological disorders observed in the staff of the sterilization unit



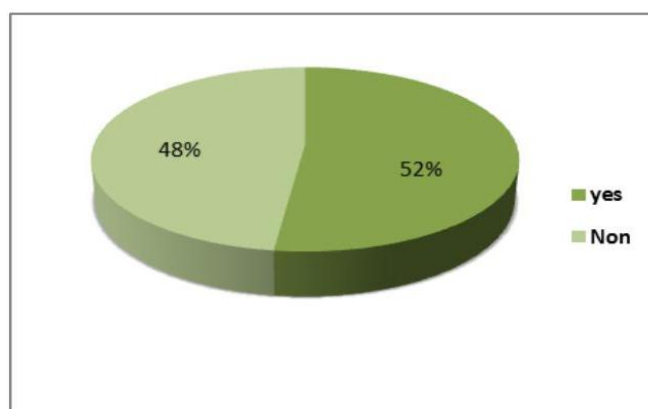
Personnel and Mood



Sterilization unit and socioprofessionnel quality of life



Who disturbs you in your sterilization unit?



Are you happy to work in unit of stérilization?

The comparative analysis of these results with a similar European work shows a great similarity for the difficulty of work in a central sterilization unit; almost one third of the workers consider that their work is physically demanding and leads to health issues. The working environment is not satisfactory among 34% of the employees of the central sterilization of CHUV Lausanne.^[2] On the other hand, the spirit and conditions of work are not motivating among 84% of the employees of central sterilization of the HMIM V of Rabat. However, 52% are happy to work in this unit and we close this discussion with the quotation of Talleyrand “When I look at myself, I feel sorry, but when I compare myself, I console myself.”.^[3] One of this study strength is the development of a questionnaire of measurement and evaluation that allow to have a general objective and individual objective of the quality of life of the active personnel in a central sterilization unit. This study allowed us to have a fine perception of a problem often neglected or even ignored in sterilization: the quality of life of the personnel. In addition, better listening and communication with employees has been established. The improvement of working conditions and the search for solutions of what is already in place is also a reflection on the ergonomics and organizations of work when purchasing any new equipment.^[4]

CONCLUSION

The present work is a simple tool to evaluate the quality of life of the sterilization staff which will allow us to rethink our management: rapprochement of managers vis-à-vis their employees, with more listening and communication, Continuous improvements in conditions,^[5] and be more human with the sterilization staff and no longer consider it as a sterilization machine.

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