



ProStart™

Contec Professional Onboarding Guide

Clean counts most



Quick Reference Guide

Step 1 Initial Meeting



Review of Contec agreement and conversion to Contec products.

Step 2 Initial Meeting



Coordinate responsibilities for product conversion, implementation process, and in-servicing

Step 3 In-Service Planning Meeting



Develop a communications plan and schedule for educating EVS staff on proper use of product.

This will ensure an effective conversion to the new product(s).

Step 4 Niche Departments



Identify the niche departments and their unique needs.

Step 5 In-Service Blitz



Conduct in-service of all units and areas in the hospital.

Step 6 Conversion Day



This is the “swap-out” day when new product is implemented into the facilities’ designated areas

Step 7 Follow-Up



Plan appointments to visit units and In-service Coordinator after in-servicing is complete.



Step 1 Initial Meeting

Your local Contec Territory Business Manager will contact you to initiate the conversion process.

During the initial meeting, they will focus on several key topics, including:

- Agreement overview
 - Conversion assistance
 - Competitive product swap-out if necessary
- Review conversion activities
- Establish timeline for conversion
- Discuss any special needs for your facility
- Identify key facility contacts (see Appendix)
- Set-up Kick-Off Meeting





Step 2 Initial Meeting

This meeting is critical to establishing a productive and successful conversion plan.

All of your key implementation department players should attend along with the Contec personnel to discuss the following topics:

- Assemble all key departments and define their roles for conversion
- Identify and assign In-Service Coordinator
- Review implementation process and timeline
- Set in-service dates (*primary and secondary dates*)
- Environmental Services Director to begin depletion of existing product inventory
 - Ensure that the distributor is notified of conversion plans and in-service dates
 - Initial stocking order should be placed by distributor(s) for all locations at least 2-3 weeks prior to in-servicing
- Coordinate satellite / off-site conversion strategy
- Confirm buy-in throughout all departments
- Coordinate responsibilities
 - Environmental Services Director
 - Materials Management
 - Infection Control
 - Education
 - Director of Nursing/Nurse Managers
 - Administration
 - OR Director
 - Distributor Representative
 - Product Evaluation Committee Representation
 - Review Implementation Checklist (*see Appendix*)



Step 3 In-Service Planning Meeting

Your assigned hospital In-Service Coordinator should communicate regularly with the Contec Territory Business Manager as the implementation timeline evolves.

During this meeting, the following topics should be addressed:

- Agree upon a consistent message with in-service team
- Develop a communications plan for the entire hospital and satellite/off-site facilities
 - Hospital-wide email communication blast (*from EVS Director, Director of Nursing, or Nurse Educator, etc.*)
 - Department posters with in-service times and information
 - “Instructions for Use” posters (*provided by Contec*)
 - “Instructions for Use” videos (*provided by Contec*)
- Plan in-service schedule
 - In-service all shifts (*days, nights, weekends, etc.*)
 - Determine number and location of areas to be in-serviced
 - Estimate number of technicians on staff
 - Schedule satellite locations
 - Clinics?
 - Ambulatory surgery units?
 - Other?
 - Schedule Emergency Department and OR in-services early to avoid high volume time periods
- Coordinate swap-out of new product if necessary
 - Staging area for bringing in new product
 - Storage of competitive product
- Address potential objections to conversion
 - Competitive manufacturer
 - Differences between old and new product
- Update Implementation Checklist with any new information



Step 4 Niche Departments

Niche departments typically use products for special procedures and/or processes. It is important to understand what their specifics are before in-servicing begins:

Your Contec Territory Business Manager will visit all niche departments including, but not limited to:

- Emergency
- Labor & Delivery
- Operating Rooms
- Critical Care Areas
- Other _____

At these visits, your Territory Business Manager will bring samples, observe how products are being used in specific units, and identify any product concerns to adequately prepare for the product in-service.





Step 5 In-Service Blitz

Per the Conversion Plan, all units and shifts will receive in-service education to maximize the educational initiative.

- Identify the individuals in charge to pull the teams together quickly
- Sign-in sheets will be used to track in-service education
- An instructional video or virtual training could be provided by your Contec Team for EVS staff that are hired after the initial product conversion





Step 6 Conversion Day

- Prior to the Conversion Day, the end-users will have already received in-service training.
- The EVS Supply Room is stocked with the new product(s) and all subsequent orders will be for these new Contec products
- On the pre-determined conversion day, competitive product is removed from the units and replaced with the new product if necessary
- Contec Territory Business Manager will be on-site to assist with any last-minute implementation tasks and/or training.





Step 7 Follow-Up

Your Contec Territory Business Manager will meet regularly with the In-Service Coordinator during the conversion to provide status updates on the in-servicing. The Territory Business Manager will also visit units to answer any questions that arise.

Two to three weeks after the in-servicing is completed, the Contec Territory Business Manager will meet with the In-Service Coordinator to discuss the following:

- Review the in-service and transition to the new product(s)
- Establish an in-service plan for those who missed the initial in-service
- Ensure that product training is conducted at orientation classes for new technicians



Key Contacts

Department	Name	Title	Phone Number
EVS Director			
In-Service Coordinator			
Infection Control			
Education			
Risk Management			
Product Evaluation Committee			
Director of Nursing			
Nurse Manager(s)			
Materials Management			
OR Director			
ER Director			
Contec (Manufacturer)		<i>Territory Business Manager</i>	

Key Dates

Event	Date(s)
Kick-Off Meeting	
In-Service Planning Meeting	
Niche Department Meeting(s)	
In-Service Blitz	
Conversion	

Implementation Checklist

Action Step	Responsibility	Key Contact	Date Completed
Determine inventory levels	EVS Director		
Adjust inventory levels of competitive product	EVS Director		
Inform distributor of changes	EVS Director		
Place initial stocking order	EVS Director		
Inform department heads of upcoming conversion	EVS Director / In-Service Coordinator		
Inform In-Service Coordinator when product will be available for staff	EVS Director / Contec TBM		
Information Education of how products will be available to staff	EVS Director / Contec TBM		
Develop procedure for replacing product on floors if necessary	Contec TBM		
Create / revise policies and procedures to accommodate new product	EVS Director/Education		
Coordinate in-service needs for off-site facilities	In-Service Coordinator / EVS Director		

