Unmatched Service Support

Many variables can contribute to a wet pack. Let us be your partner in resolving and preventing wet pack incidents at your facility.

Phase 1

An equipment inspection is completed to determine if the equipment could be the cause of the wet pack.
- The STERIS Service Team will conduct a 16-point equipment performance analysis and provide you with a Service Action Report detailing our findings.

Phase 2

A comprehensive SPD process consultation and education is conducted.
- The STERIS Service Team will consult with the Clinical Education Team on the performance analysis and deliver the following tools:
  - Wet Pack Log
  - Load Content and Configuration Assessment Checklist
  - Clinical Practices Assessment Checklist
  - Wet Pack Resolution Log
- If a clinical process drift is identified as a contributing factor, our Clinical Education Team will provide consultation support.

Phase 3

Advanced service may be required to help resolve the wet pack event. In these cases, we will work directly with you and our consulting services partners if necessary.
- Should you choose to engage in consulting services, A STERIS field service representative will conduct a facility utility assessment of your:
  - Steam and Water Quality
  - Steam and Water Delivery System
  - Boiler Review
- Should advanced consulting service be needed, STERIS system engineering will facilitate support through our preferred partners.
- Our preferred partners are steam system / boiler specialists who will assist in resolving facility utility issues.

Contact your STERIS representative to quickly resolve your wet pack incident!

Your Partner in Resolving & Preventing Wet Packs

The impact a wet pack can have on your Sterile Processing Department (SPD) can be stressful and cause unwanted downtime. Our Wet Pack Partnership Program is designed to work with your facility to troubleshoot, assess, and coordinate steps to help avoid costly delays caused by a wet pack incident.

As your partner, we will provide you with tools, guidance and support to swiftly determine the root cause of the issue - quickly getting you back up and running.
When a wet pack incident happens at your facility, **we respond quickly** and look at all phases of the process to **determine how the incident occurred**.

*Based on historical data, shown to be largest contributor to wet packs.*