

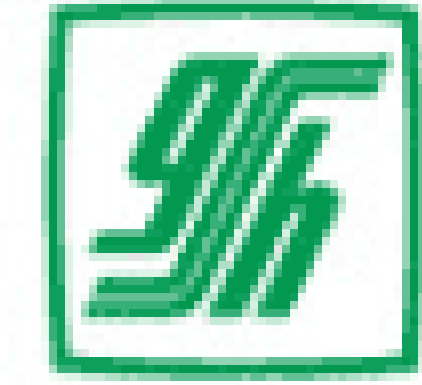


To Improve the Workflow of Retrieving Consumables for Out-Centre Dialysis



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NC Liang Wenqian, SGH
SSN Veronica Lew, SGH



Singapore General Hospital
SingHealth

Introduction

Renal Dialysis Centre (RDC) provides haemodialysis treatment and other life-saving renal replacement therapy for patients admitted to Singapore General Hospital (SGH).

Nurses whom are assigned to perform these treatments at out-centre are required to self-collate and gather consumables from various locations, namely, the Main Consumable Dry Storeroom, Wet Store R1 and R2, Preparation Room, and consumables trolley at the Station A of RDC. Total time taken per nurse for 1 out-center case is 7.5 min

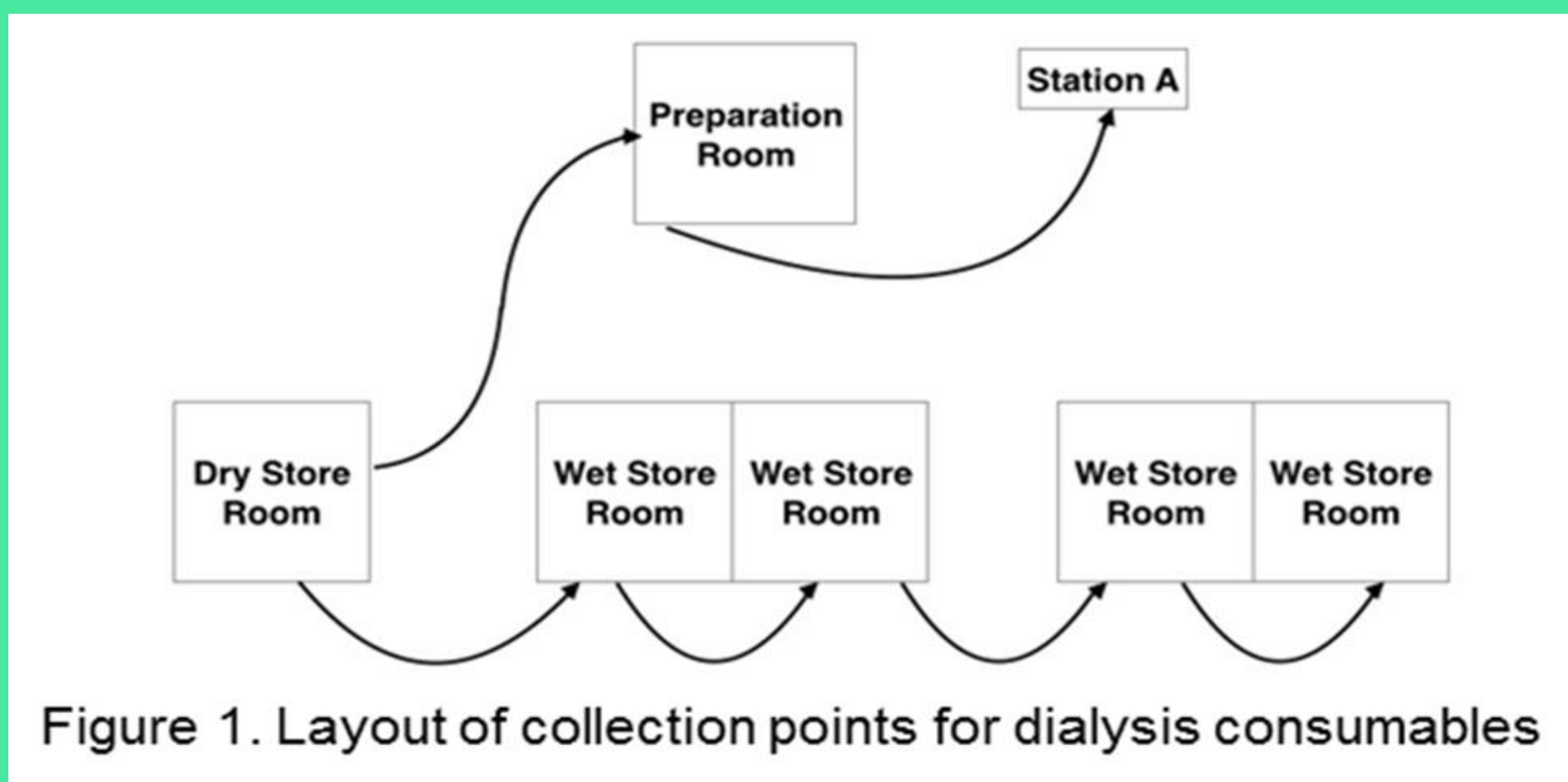


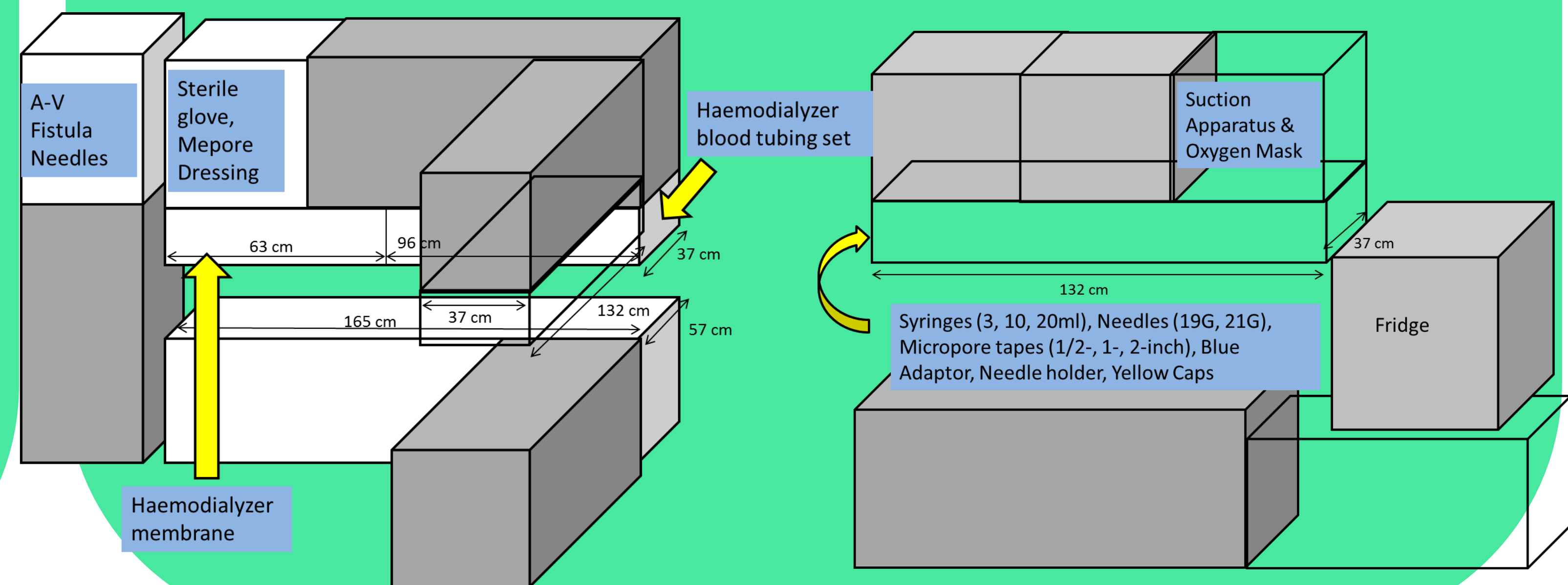
Figure 1. Layout of collection points for dialysis consumables

- Productive time is wasted during the assembly of consumables
- The dialysis nurses, whom are assigned at in-centre, must stock up the consumables trolley at Station A frequently
- Staff dissatisfaction

Implementation

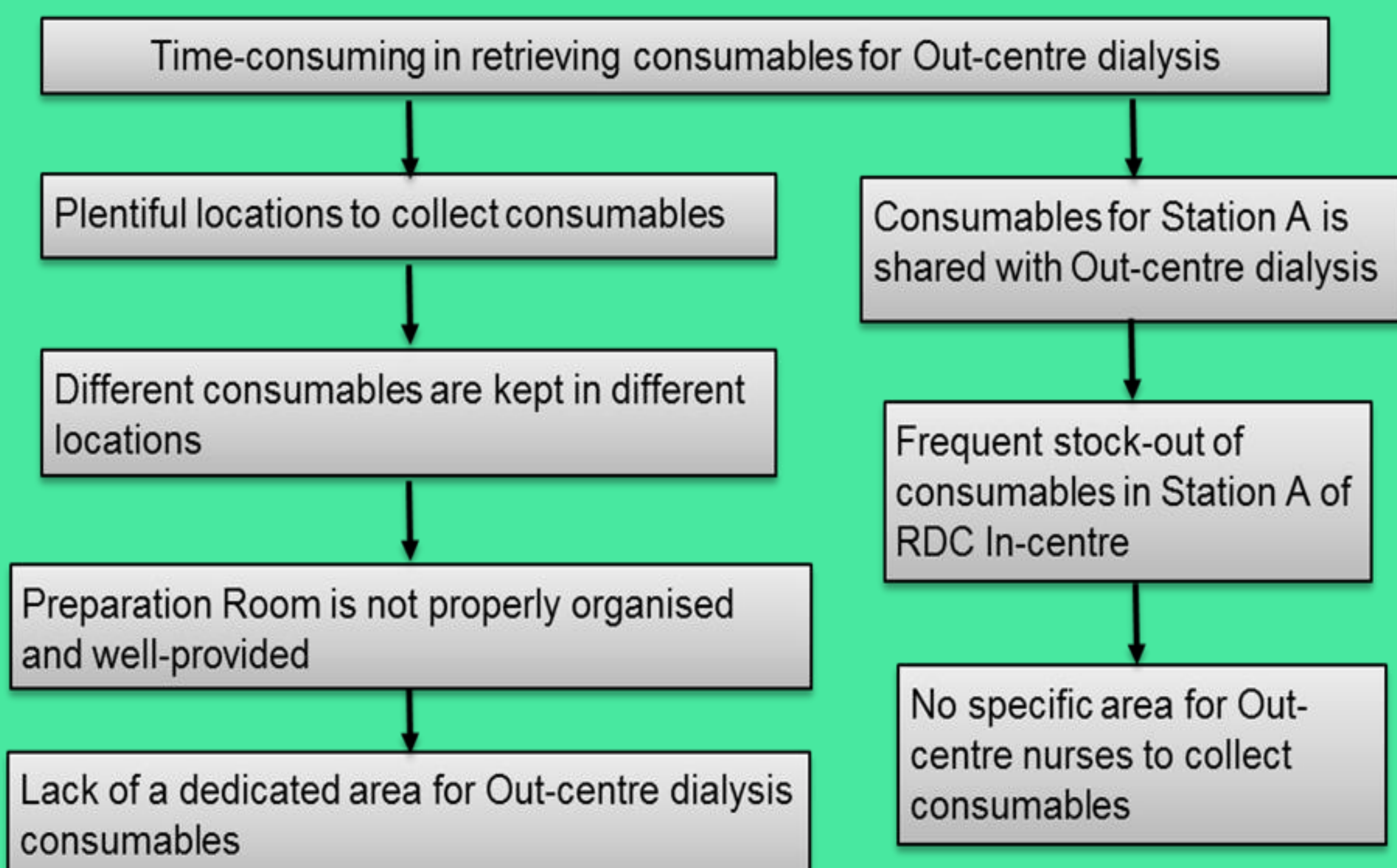
The solutions implemented were based on the '5S' organization method. The term '5S' refers to five terms –Sort, Set-in-order, Shine, Standardize, and Sustain.

Sort	Set-In-Order	Shine	Standardise	Sustain
Sorting out a list of items required for out-centre dialysis. New dialysis lines were shifted from Dry Storeroom to Preparation Room (Consolidation)	Demarcation (using yellow containers) to separate items according to categories. Clear labelling of items. Prioritise accessibility for items that are used more frequently.	Reorganising Preparation Room with MMD's assistance to create space for out-centre consumables.	Daily roll call to raise awareness of the newly set-up area for out-centre consumables. Reminders to assigned out-centre dialysis staff to obtain requisites from the Preparation Room. Random audits on the replenishing of consumables.	Ensure that the out-centre consumables in the Preparation Room are stocked up daily by Station A junior nurse. Receive feedbacks on the new system.



Analysis

The '5 Whys' method was utilized to distinguish the originating source of the problem, as shown in the figure below.



Results

- Total time taken to collect consumables reduced to approximately 3 to 5 mins
- Improvement of 46.6%
- Improved staff satisfaction

