

Mission Statement

To facilitate accessibility of medical and non-medical store items to ground staff and to better utilise manpower to oversee the stock management.

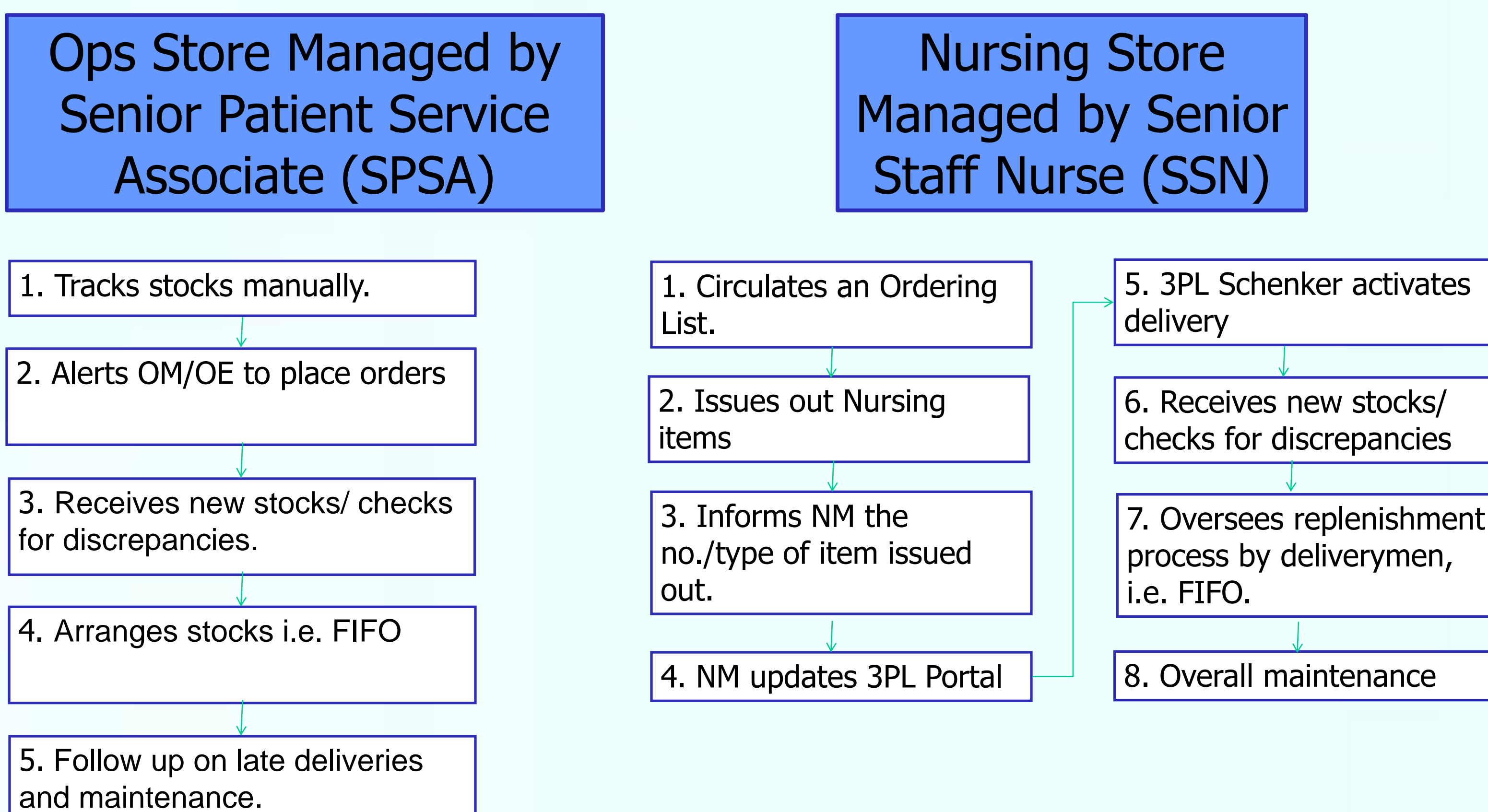
Team Members

	Name	Designation
Team Leader	Liaw De Sheng	Ops Executive (CLE)
Team Members	Lynn Wang	Ops Executive (AMK)
	Madeline Fan	Ops Executive (BBK)
	Tan Chia Hui	Ops Executive (TPY)
Facilitator	Regina Goh	Assistant Director, Ops
	Ng Yihao	Executive, Lean Office

Evidence for a Problem worth solving

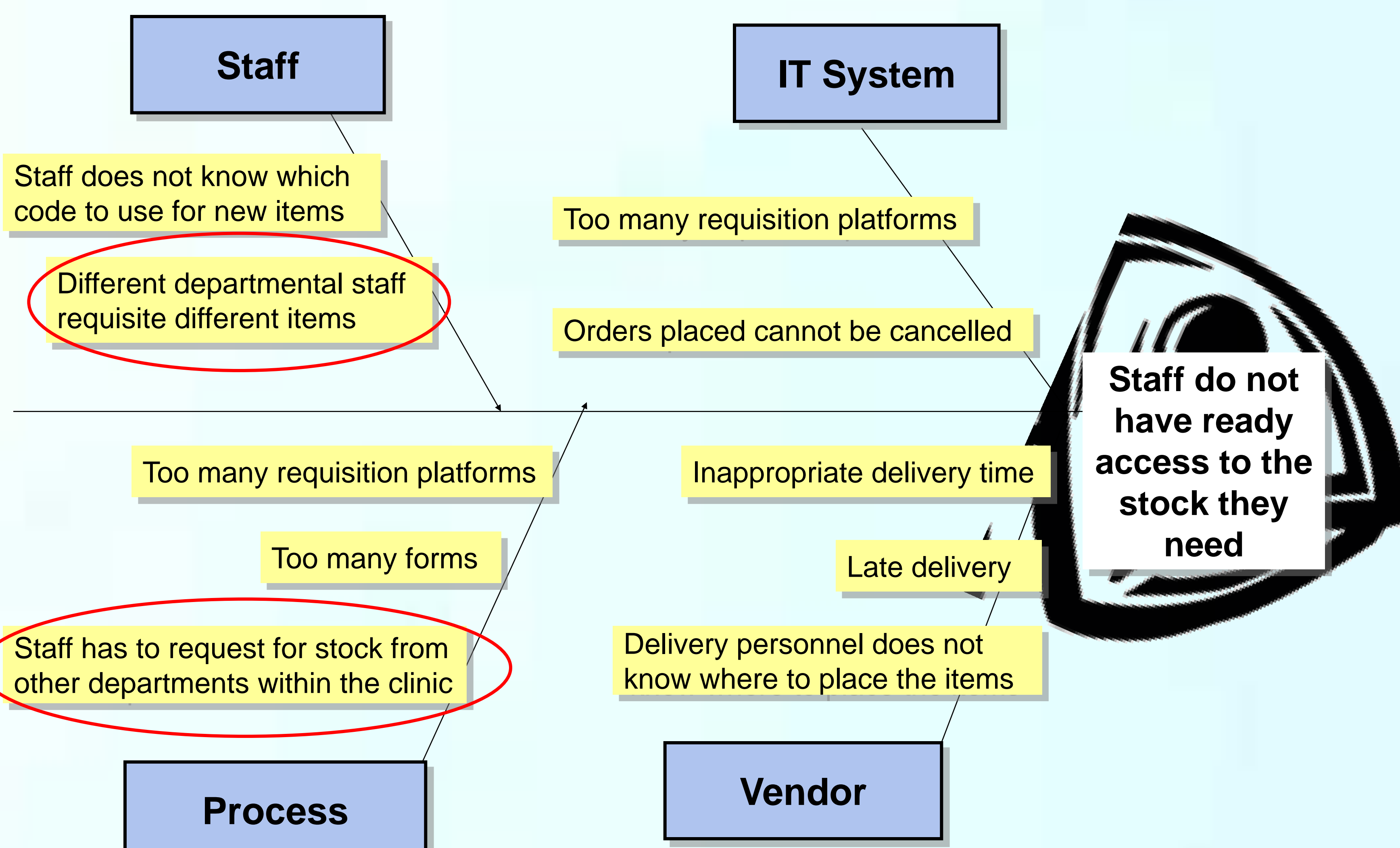
During the yearly Leadership walkabout, feedback was given from the ground that they had difficulty accessing store items. Nurses have to be constantly pulled out of their nursing stations to manage their store; and some spend up to a day up keeping the store, instead of focusing on nursing duties.

Flow Chart of Current Process

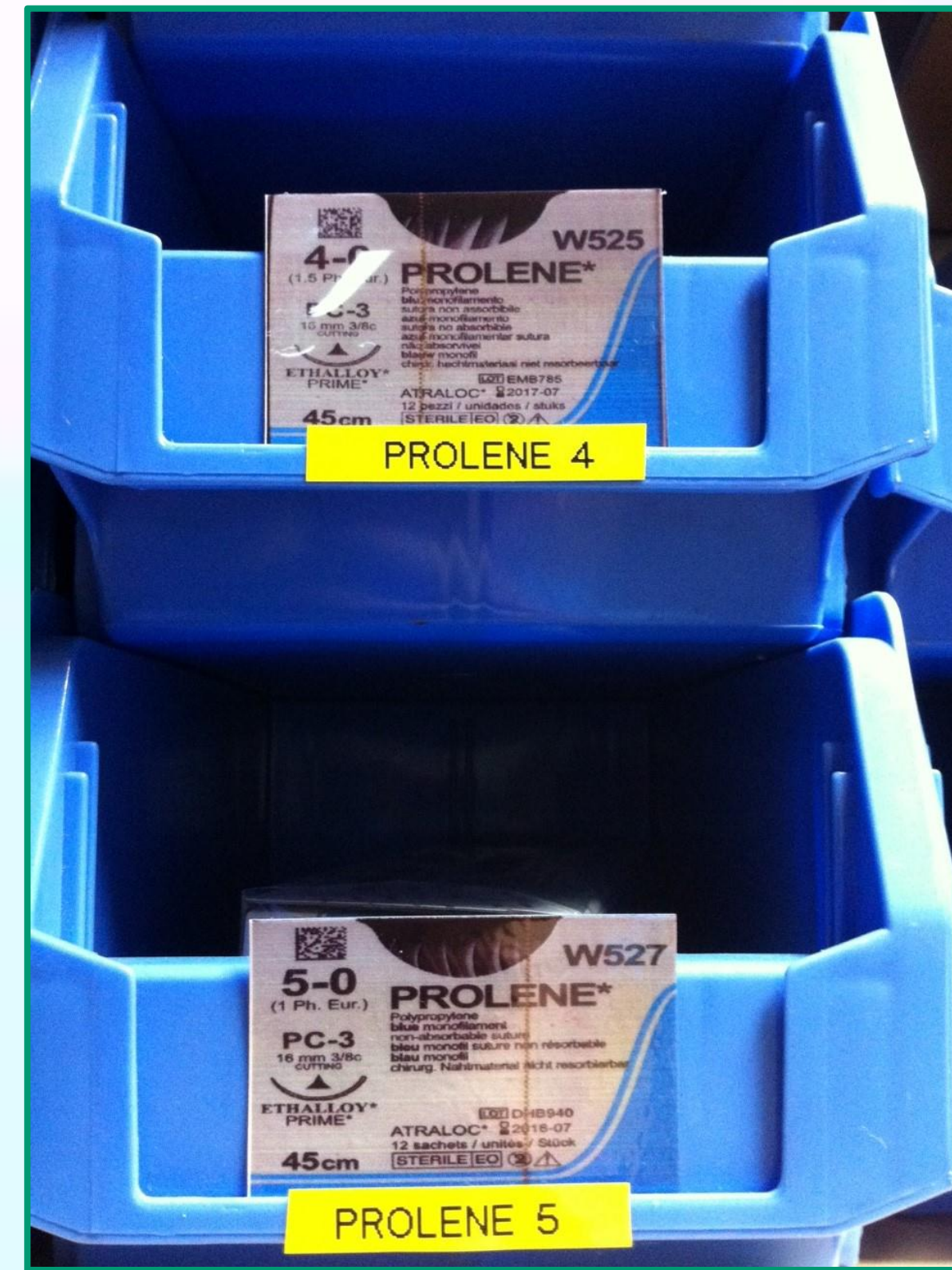


Fishbone Diagram

The team gathered feedback from the ground to identify the main causes of stock inaccessibility as below:



Intervention



Both ops and nursing consumables will be managed by an SPSA from Operations. This solves the accessibility issue that staff from various department encountered.

In order to facilitate ops staff dealing with the nursing consumables, visual aids were taken into consideration and eventually implemented. Each tote box will be complemented with a picture and colored label. Different colors are used to differentiate items, i.e. sterile and non-sterile.



For operations consumables, a Kanban system was implemented to ensure the sufficiency of stock.

For nursing consumables, the par value is managed via the ePortal of a 3rd Party Logistic company.

Results

- Better Manpower Allocation
 - Nurses can better focus on patient care
- Improved Cost Effectiveness
 - Time SSN spends to do up store = 2 1/6 hrs
 - Approx. difference in salary between SSN and SPSA = \$311/mth ≈ \$15/wk ≈ \$780/yr
 - Cost effectiveness will be more apparent in bigger clinics
- Job Expansion
 - SPSAs gain new insights on:-
 - Store management
 - Nursing consumables used by Nursing team

Strategies to Sustain

- Random audits to ensure validity of all store consumables.
- A system of checks and balances in place – different staff to handle ordering, receiving and distributing of store consumables.
- Quarterly review of par level and consumables according to change in services.

Strategies for spreading

The project has been shared at the Operations Division Meeting and will be shared at the Nurse Managers' Meeting.

A few clinics have been identified for this initiative to be rolled out in the next few months.