

Increasing the Productivity of Matured Staff at the Central Supply Sterile Unit by Using Mobility Scooters to Deliver Sterilised Surgical Items

Singapore Healthcare
Management 2014



KK Women's and
Children's Hospital
SingHealth

Chee Li Li, Chia Soon Noi, Tay Bee Choo
Sawiyah Jalil, Tan Soh Chin, Tan Tai Kiat
KK Women's and Children's Hospital

Background

The Central Sterile Supply Unit (CSSU) is situated in the basement of the hospital. Due to increasing workload, CSSU staff have to walk several times a day to deliver sterilised surgical items in a push trolley between the CSSU and the Major Operating Theatre (MOT) on level 2 of the hospital. This can be very strenuous, especially for the more matured workers who have to walk long distances back and forth throughout the day. The increased fatigue would cause productivity to be reduced.

Aim

USING ELECTRIC MOBILITY SCOOTERS TO DELIVER STERILISED SURGICAL ITEMS TO:

- Increase CSSU matured staff's physical mobility by reducing walking distances
- Increase productivity by reducing time taken per delivery trip
- Improve job satisfaction
- Retain existing workforce and continue their employment with CSSU

Methodology

Brainstorming & Risk Assessment

To reduce time taken per
delivery trip from
60 mins to 45 mins

Adopt the idea of Electric
Mobility Scooter to reduce
walking long distances

Safety measures :
Install wing mirror,
headlight and beeper to
scooter to provide better
view for driver and safety
of surrounding people

Route mapping & Training

Route mapping
Ensure Scooter travels on
routes with minimal
human traffic and is able
to deliver sterilised items
efficiently

Orientation and practice
on delivery routes, parking
and environmental safety
measures

Lessons on Scooter driving
and mandatory safety
checks of vehicle

Competency test conducted

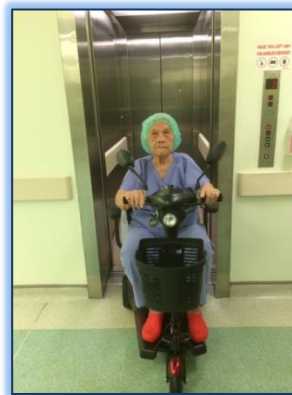
Implementation & Evaluation

Delivery of sterilised
instruments according to
planned schedule

Increased job satisfaction
and Positive feedback
from staff

Less fatigue and minimal
walking required

Time taken by using
Scooter for delivery
= 45 mins



Results

**Time saved by
25%**

per delivery trip

Productivity and
job satisfaction increased

Conclusion

By providing CSSU staff with the use of an Electric Mobility Scooter to deliver sterilised items to the MOT, this would enable matured CSSU workers to carry out their work without putting too much physical strain on them.

This would also increase their productivity level, so that the hospital would be able to continue employing these matured staff and retain them in our workforce.

