



Elimination of uncounted consignment products

Introduction

Urology Operating Theater of Singapore General Hospital uses many different types of consignment products from different companies for surgery. These items are only replaced when the e-procurement is raised by the nurse clinician with details such as the product information and patient's particulars. This process takes around 2 to 3 days for the product to be replaced.

Problem

Through the process of replacing the consignment product used, there are instances where these products are used but unaccounted for during stock check by the nurse clinician or product vendors. This raises an issue when these products need to be used but is unavailable. With the product being unavailable for use, surgery could be delayed or postponed, compromising patient's current surgical condition and causing unnecessary anxiety among OT personnel and patient. As a result, manpower and operating theater time and space is wasted. Therefore, leading to potential financial loss and complaints from patients

Mission statement

To eliminate unaccounted consignment product to zero per month in Urology Operating Theatre in the next 6 months.

Methods

Our team looked into the problem and verified the root causes.

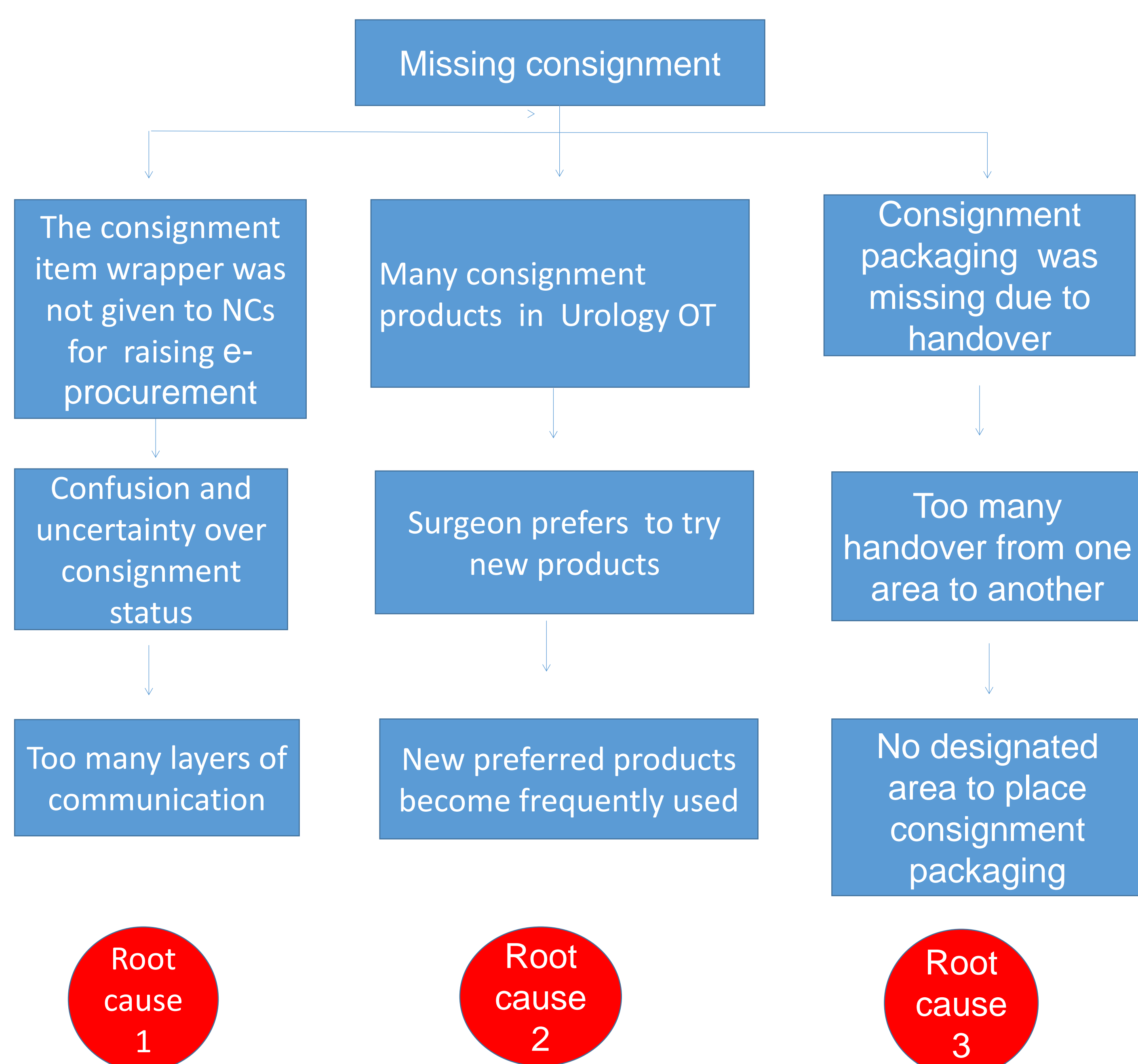


Figure 1: 5 whys diagram

Intervention

The solutions were selected using prioritization matrix which helps us to evaluate the ease of implementation and time savings.

PDSA 1

Placement of orange stickers on the wrapper of consignment product for easier identification

PDSA 2

Conversion of consignment status to purchase status for reducing unnecessary workload

PDSA 3

Scrub Nurses to directly place the wrapper labelled with orange sticker and patient particulars in a designated tote box

Results

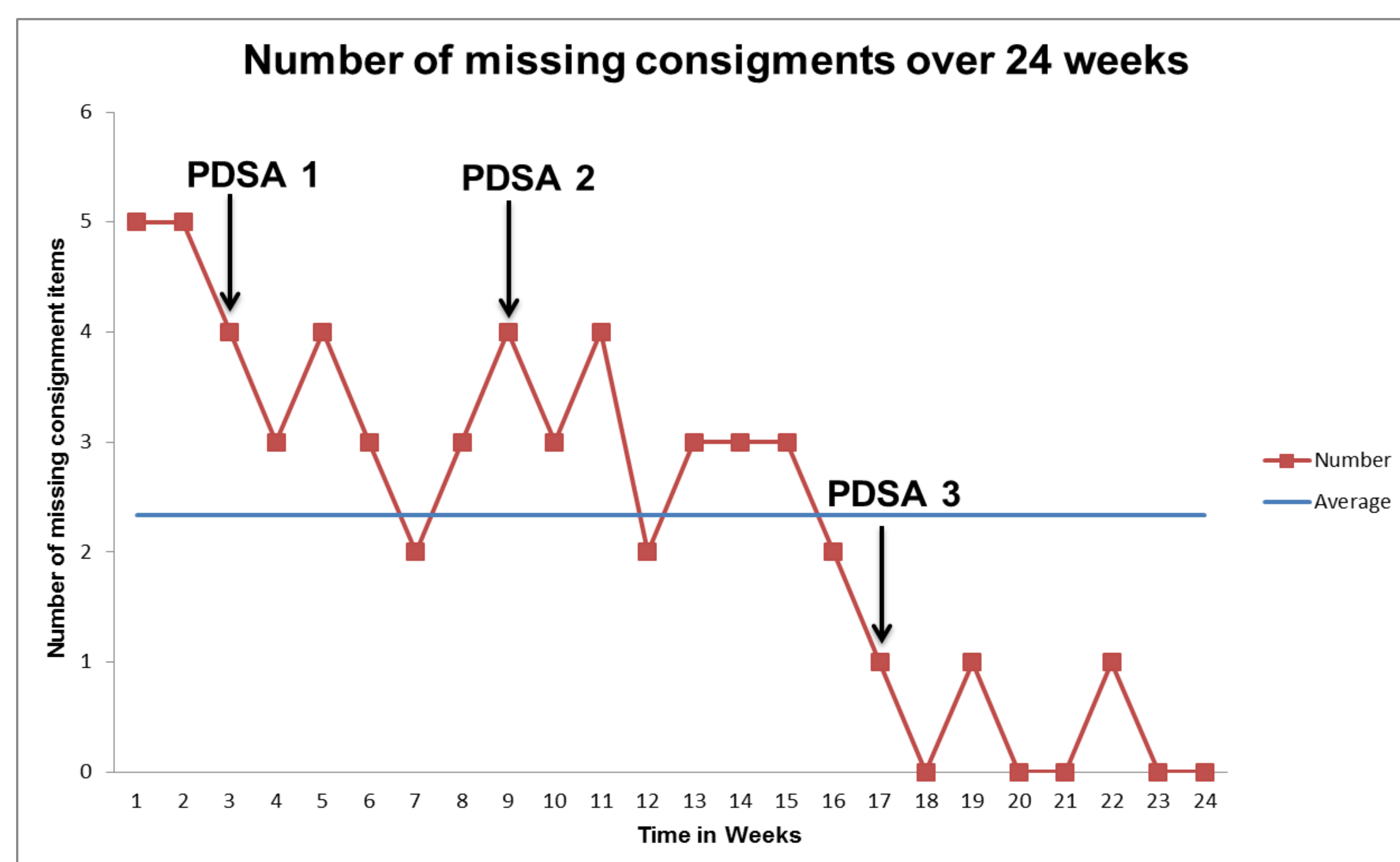


Figure 2: Run chart of number of missing consignment over 24 weeks.

At the end of the 3rd PDSA, a drastic reduction of unaccounted consignment product from 5 to 0 per month was achieved.

Conclusion

With the elimination of unaccounted consignment products, surgeries can be carried out as planned without compromising patient's safety. OT personnel feel more at ease during surgeries. Therefore, able to dedicate to patient's needs thoroughly and provide best surgical care for patients.

Sustainability

- The team will work collaboratively with the Nurse Clinicians and Vendors ensuring all used consignment products are accounted for.
- Constant reminders are carried out during roll calls and meetings.