



Singapore Healthcare Management 2022

Streamlining the Evaluation Process for Medical Supplies



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Background

What is an Evaluation Process?

The Evaluation process is part of a sourcing event to select the right product from the right supplier to meet the specifications & user needs by an appointed Committee.

Review of the current process (for Nursing):

- No. of participating institutions: 12 to 15
- Nominations of Evaluation Committee (EC) members response time: Average 2 weeks.
 - Ward & OT contracts: 30 members
 - Ward OR OT contracts: 18 members
- No regular EC members
 - Briefing of EC Roles & Responsibilities, Conflict of Interest, Acronyms, Procurement Process for first-time EC member at each EC meeting: 15 minutes
- Difficulty in sourcing for meeting venue to cater for 30 to 35 pax
- The time taken for evaluation, depending on the complexity of the contract, is usually 4 to 8 hours



Aim

This project aims to streamline the evaluation process to increase efficiency, improve productivity and promote communities of practice

Methodology

- Step 1 Selection & Formation of dedicated EC**
 - For Ward medical supplies contract - 11 domain expert
 - For OT supplies contract – 10 domain expert
 - Infection Control – 10 members (when required by Ward or OT contracts)
- Step 2 Nominations by 11 PHIs Chief Nurses based on their expertise knowledge & experience & empowerment to make decisions**
 - Letter of Appointment with Terms of Reference on Roles & Responsibilities for a tenure of 3 years
- Step 3 Table Top Evaluation (TTE) - face-to-face meeting with physical samples to evaluate**
 - On-the-spot decision & consensus for acceptable products that meet the criteria
 - identify alternatives for risk mitigation
- Step 4 Sharing of the latest clinical practices, best practices & latest technology**

RESULTS

S/No	Before Implementation	After Implementation
1	Takes 2 weeks for PHIs to reply on nominated EC members	Pre-nominated EC members with 3 years of tenure
2	<ul style="list-style-type: none"> 30 EC members for Ward & OT contracts 18 EC members for Ward or OT contracts from all participating institutions 	<ul style="list-style-type: none"> 20 EC members for Ward & OT 10 EC members for Ward or OT contracts
3	No fixed members for the evaluation meeting	Nominated EC members from 11 PHIs with the expertise, knowledge, experience & empowerment to make decisions
4	Time needed to reiterate in detail the EC roles & responsibilities and conflicts of interest at each evaluation meeting	Letter of Appointment with Terms of Reference
5	The duration of evaluation on average is 4 to 8 hours, depending on the complexity of the contract	The duration of evaluation reduced to 2 to 4 hours, depending on the complexity of the contract
6	Challenges booking meeting venue catering to the number of EC members	Availability of meeting venues due to smaller group size.

- Reduce the number EC members per meeting by 37%**
- Time saved per year is 45 hours**



Conclusion

- This initiative enhances the Evaluation Process by ensuring the procurement of the right product for its intended use and reducing the time spent by the nurses on the evaluation process.
- It also increases efficiency & productivity and better communication with stakeholders
- The time saved can be channeled to provide clinical care to the patients.
- This initiative will be extended to the Imaging & Diagnostic Domain by the end of 2022.