

# Administrative cost savings with reduction of damaged ear thermometers.

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## Background

When departments have ear thermometers that are defective or damaged, they will bring the ear thermometer to MMD for one to one exchange. In 2014, MMD noticed that 49 ear thermometers had ejection rings that were broken by user handling. Replacement of the damaged thermometers incurred supply chain costs.

## Methodology



MMD invited the vendor for discussion to determine the root cause of the damage. After reviewing the product instruction manual, the conclusion was that users inadvertently discharged the used ear probe incorrectly, hence breaking the ejection ring.



## Solution

The team decided to create a poster to remind users how to properly discharge used ear probes.

A softcopy of the poster was provided to Nurse's Development Unit for use as part of training materials. A softcopy will also be sent to all Nurse Managers to share with staff.

A handy A5 size of the poster was distributed to departments as point of use reminders.

## Conclusion

Reduction of administrative cost associated with managing : returned damaged ear thermometers from departments to MMD for immediate replacement, sourcing of quotations, raising electronic purchase requisition to replace MMD thermometers issued, issuing and mailing purchase orders to vendor, expediting deliveries, documenting goods receipt up to payment to vendor by Finance.

