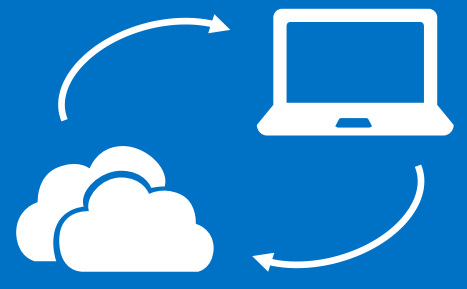


Using Web Technology which is consistent and easy to use.



Collaborative work process improve productivity.



Complete ordering process in

3
steps



Reduce error in preparing order requests.



Easy to use to prepare requests.

Search & Catalogue



15% time saved

Reduce time to process requests.

20%

Save 27 hrs per month



Annual manpower saving.

11,583



Aims

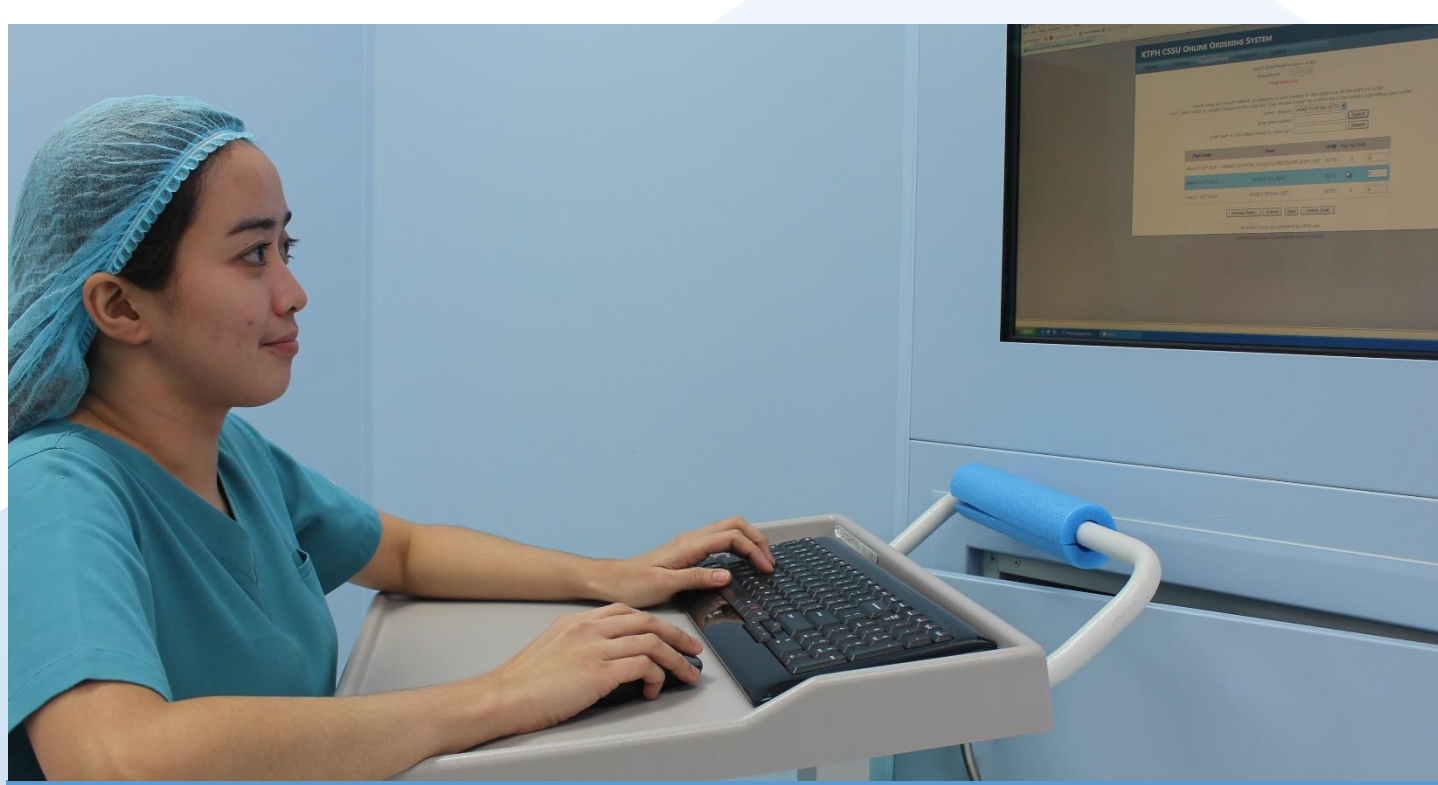
- Reduce error in preparing order requests by Day Surgery Operating Theatre (DSOT) staff when placing orders to Central Sterile Supplies Unit (CSSU).
- Create order requests easily using catalogue and search function.
- Generate pick lists for CSSU staff to prepare delivery to the requesters.
- Track outstanding orders.
- Reduce the time spent to process order.

Results

The time spent by CSSU on processing order is reduced by 20%. CSSU staff spent less time to track outstanding order hence improving their service level to their customers.

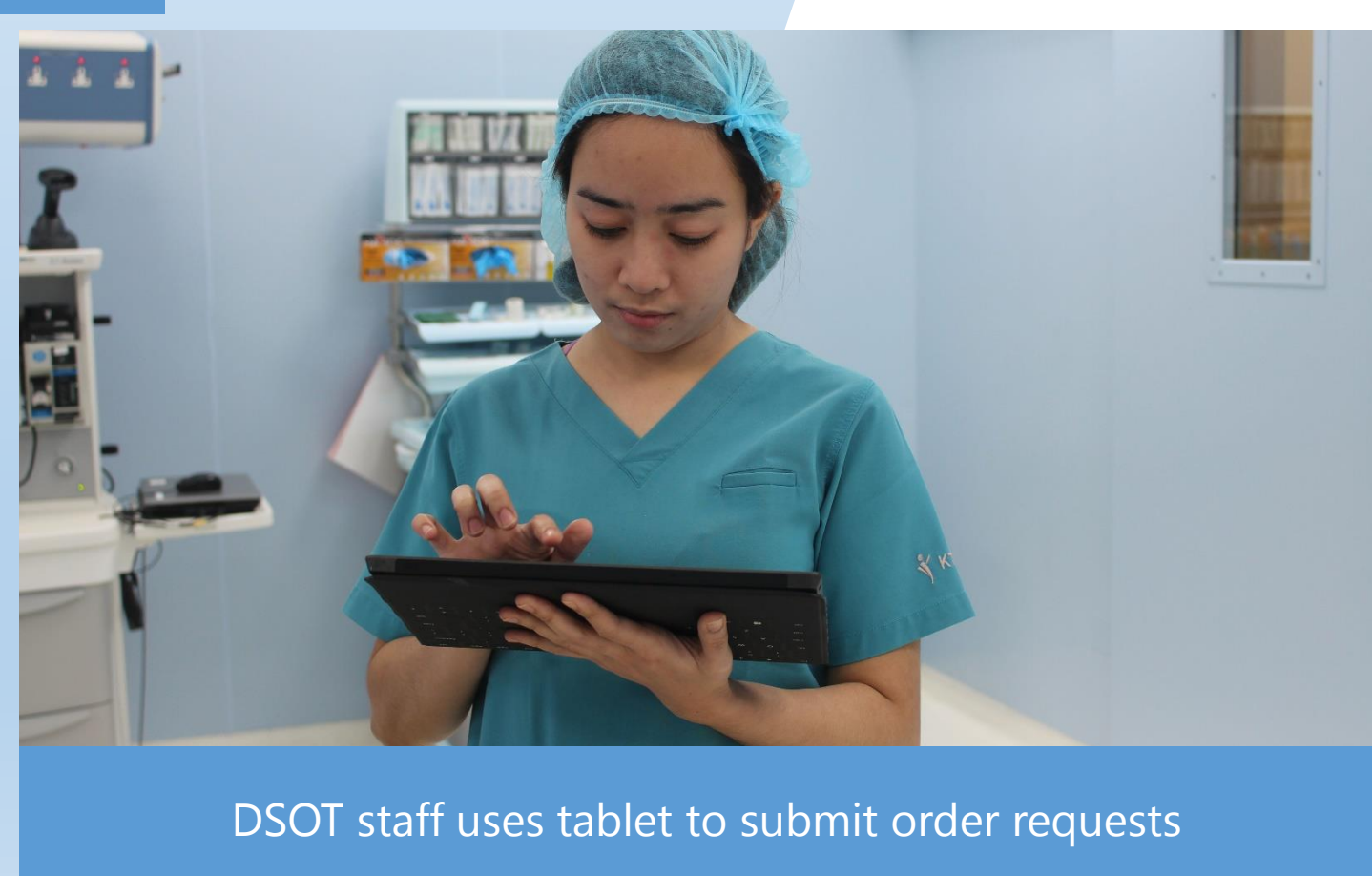
DSOT staff using the system spends less time (15% saving). The users find the system easy to use, able to complete the ordering process in 3 steps: Search, Review and Confirm. The response of the web site is also fast.

There is an average of 112 orders submitted per month with each requests having an average of 7.4 line items. The average time saved is 27 hours per month for preparing the order requests and processing these requests. The annual manpower cost saving is \$11,583.

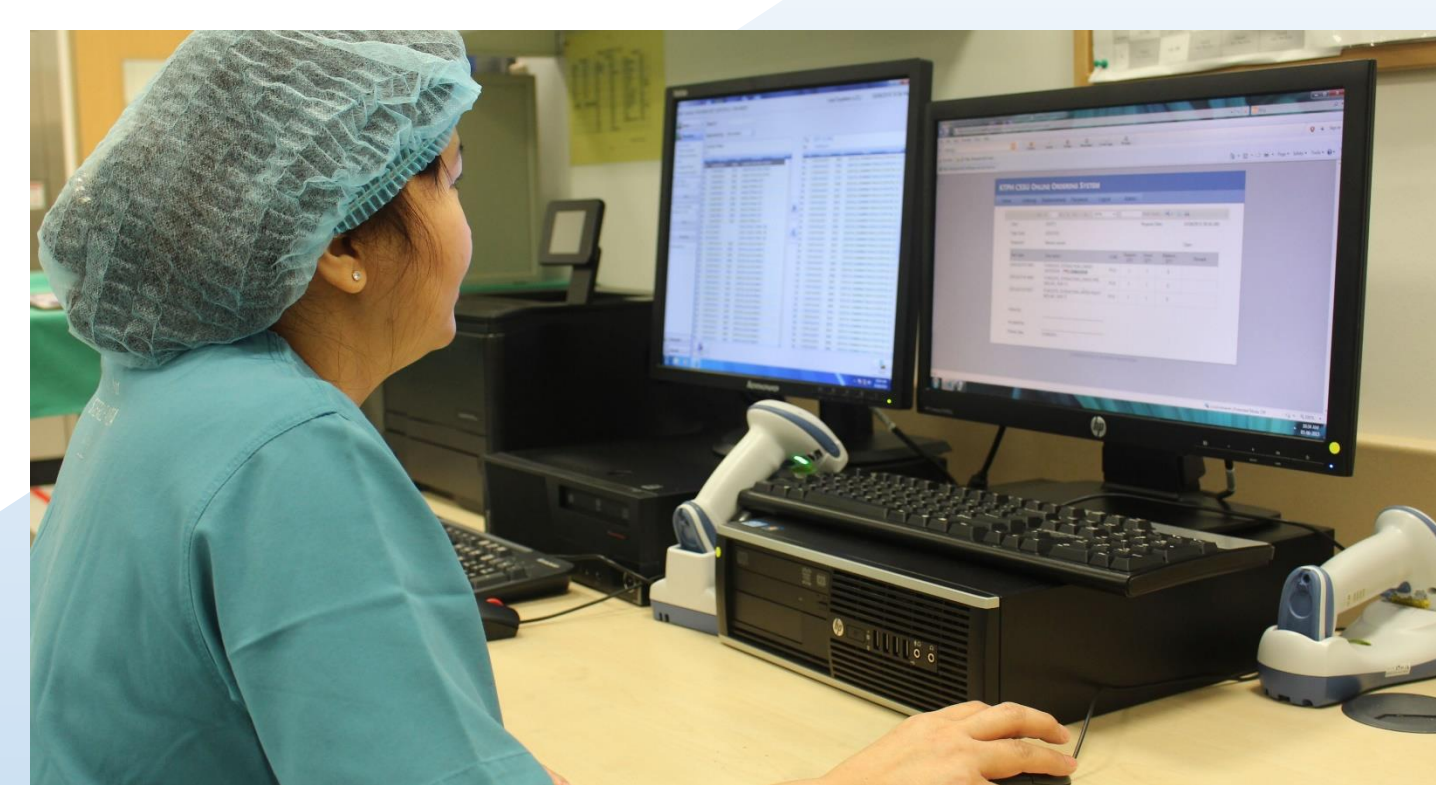


DSOT staff submits order requests.

DSOT



DSOT staff uses tablet to submit order requests



CSSU staff can view the list of requests on the computer screen and print pick lists.

CSSU



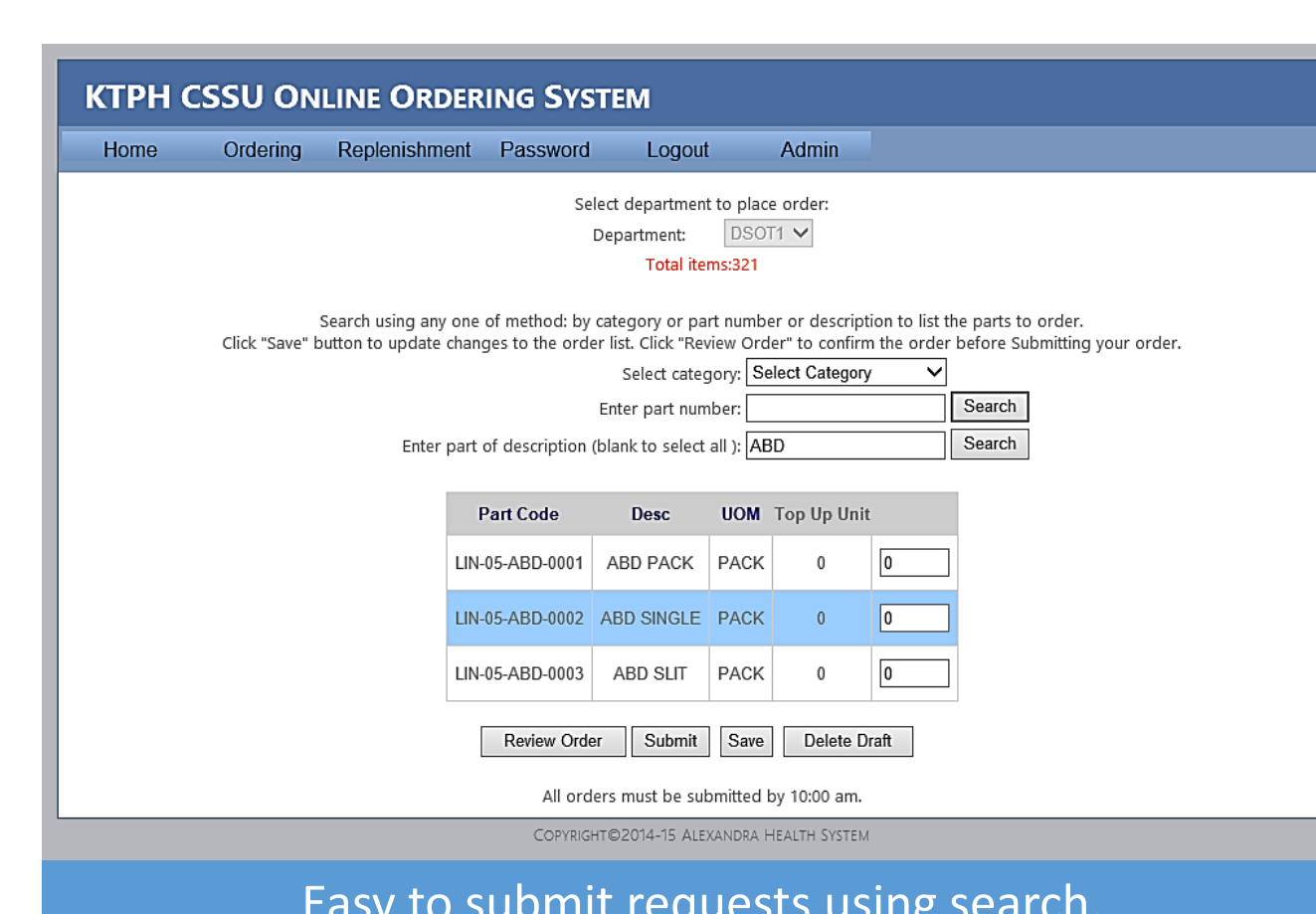
CSSU staff prepares items to deliver based on pick list from the system. Item not delivered will be highlighted for easy follow-up.

Methodology

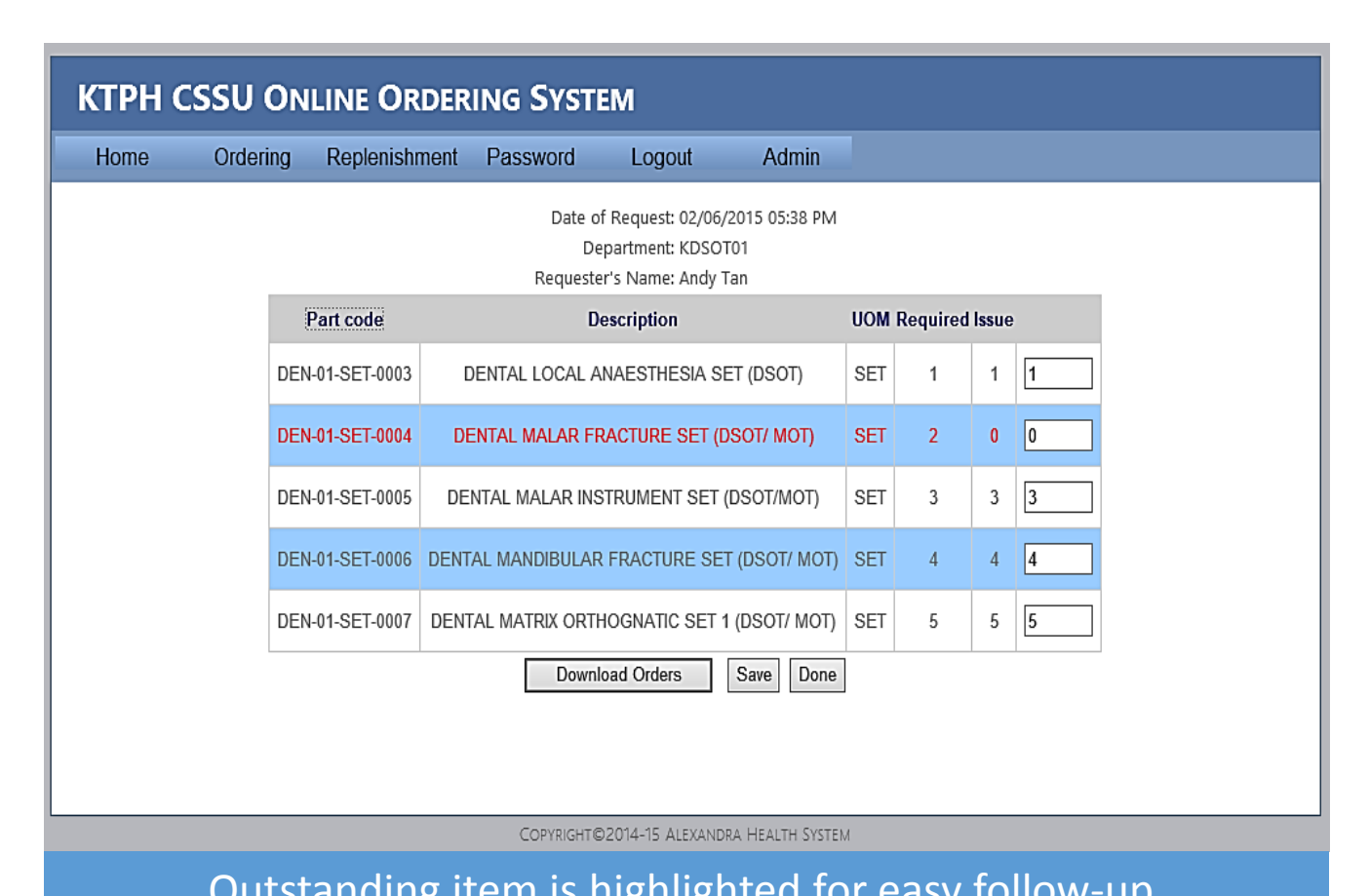
The Online Ordering system is implemented using Web Technology which is easy to use and setup. Sterile supplies information is grouped into category for easy searching while preparing the ordering list. DSOT staff placing order just need to enter quantity and does not need to enter part number or description, hence data entry error is reduced.

Before using the system, DSOT staff needs to write description and quantity on the request form manually and sometime it can be illegible. This causes errors when entering the information into the computer by CSSU staff when preparing delivery notes. There are 6 files, each containing copies of request forms, for collection by CSSU staff from DSOT daily. Using the new system, eliminates the need for CSSU staff to go to DSOT to collect these files.

The new system eliminates data entry by CSSU staff. It also provides a list of outstanding orders for CSSU staff to follow-up to complete the orders.



Easy to submit requests using search.



Outstanding item is highlighted for easy follow-up.

Conclusion

The system helps to improve the efficiency of staff preparing order requests and processing orders. It also improves the process of follow-up outstanding orders.