



PATHWAY TARGETING TOWARDS ZERO HARM

Singapore Healthcare Management 2016

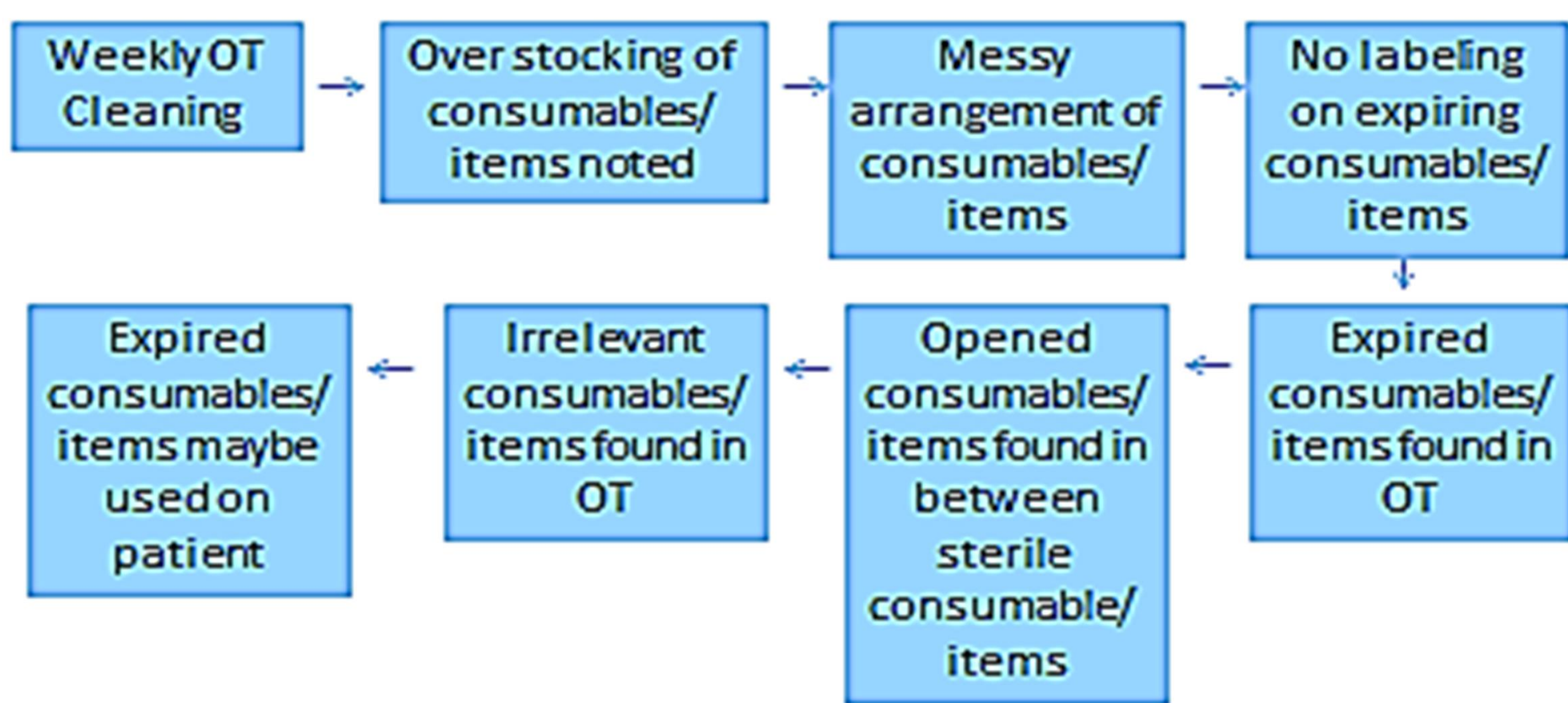
Serene LOW, Elizabeth PHUA, Lai Heong NG, Li Jing LEE, Hui Ling TAN, Yan GUO, Andrea VOO, Rong Siew LOO, Angela CHOONG, Sarline RUAN

Mission Statement: To reduce number of non-compliance to Operating Theatre inventory management to 0 after 1 year.

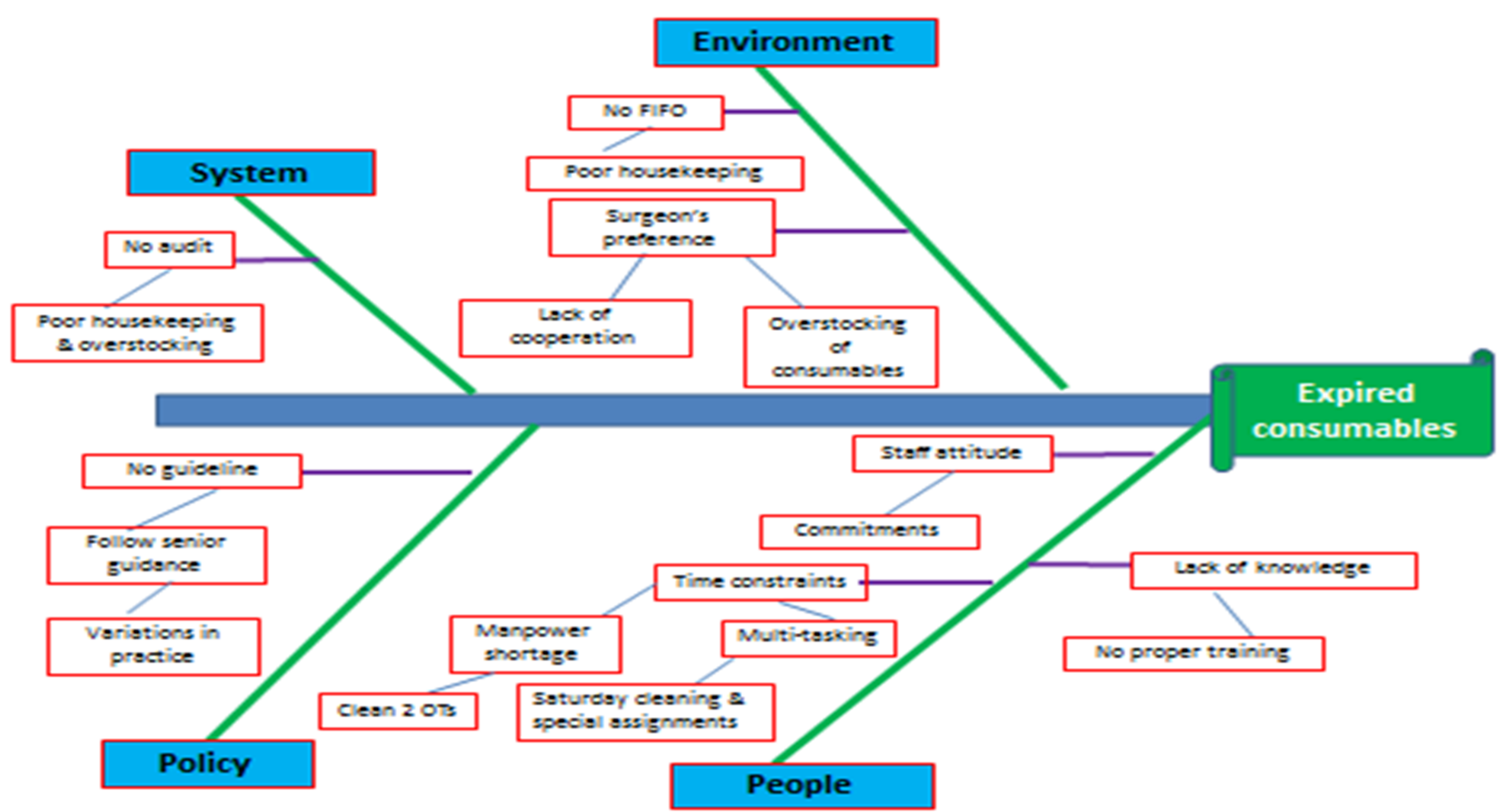
PROBLEM WORTH SOLVING

- Proper weekly inventory management of the Operating Theatre (OT) involves cleaning and checking of the consumables.
- Audit and feedback found inconsistency in the checking of the consumables resulting in expired/irrelevant consumables found outside the norm guidelines. This had also caused inaccurate projection and inefficient cost. Expired items may be accidentally utilized therefore compromising patient safety.
- The aim was to ascertain the issues behind the inconsistency and establish interventions to standardize the practices.
- This goal is in line with SNEC's mission to "provide the highest quality cost-effective ophthalmic care" and in keeping with our common purpose: "Patients at the heart of all we do."

FLOW CHART

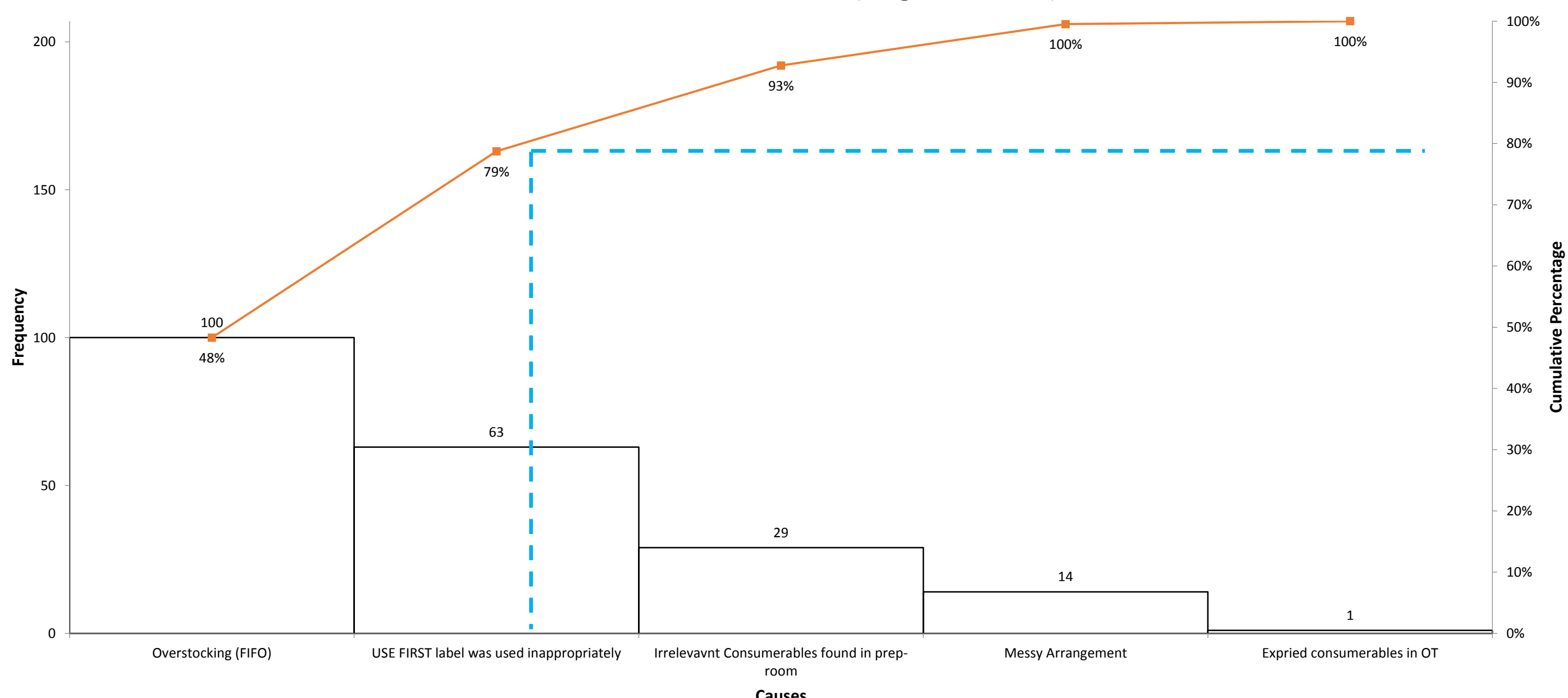


CAUSE & EFFECT CHART



PARETO

No. of mistakes for SN and EN (Aug to Dec 2014)



INTERVENTION

PDSA Cycle 1

A presentation was done in Oct 2014 to highlight the issues found and to create awareness for better practice.

PDSA Cycle 2

An audit team was formed to audit the staff with weekly audit checklist by focusing on First In First Out (FIFO) for all consumables and "USE FIRST" sticker on consumables that expire within six months.

PDSA Cycle 3

The audit checklist was refined to target on FIFO and usage of "Use First" sticker.

PDSA Cycle 4

A second presentation with hands-on demo was done on Sep 2015 to reinforce existing issues and refresh staff knowledge.

PDSA Cycle 5

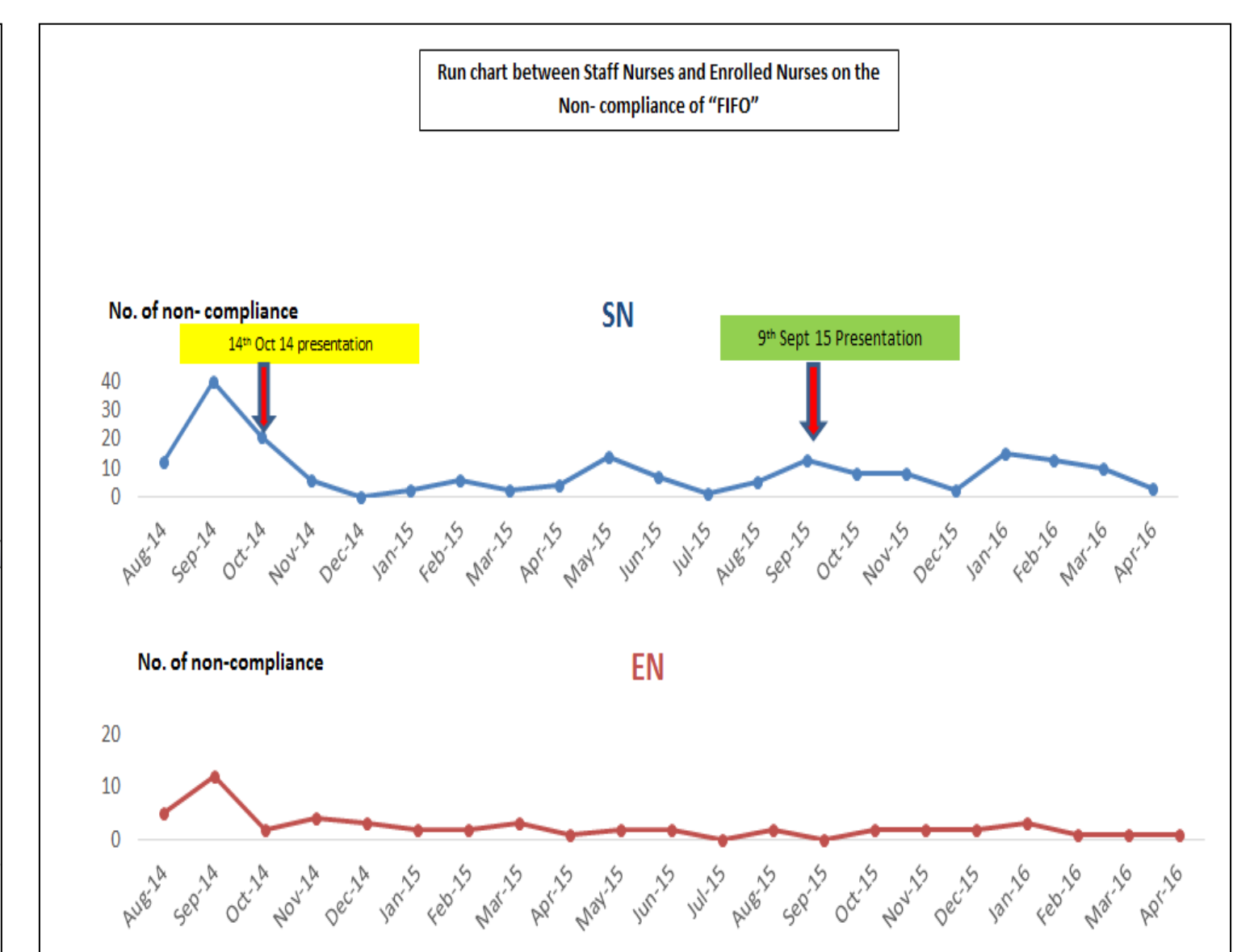
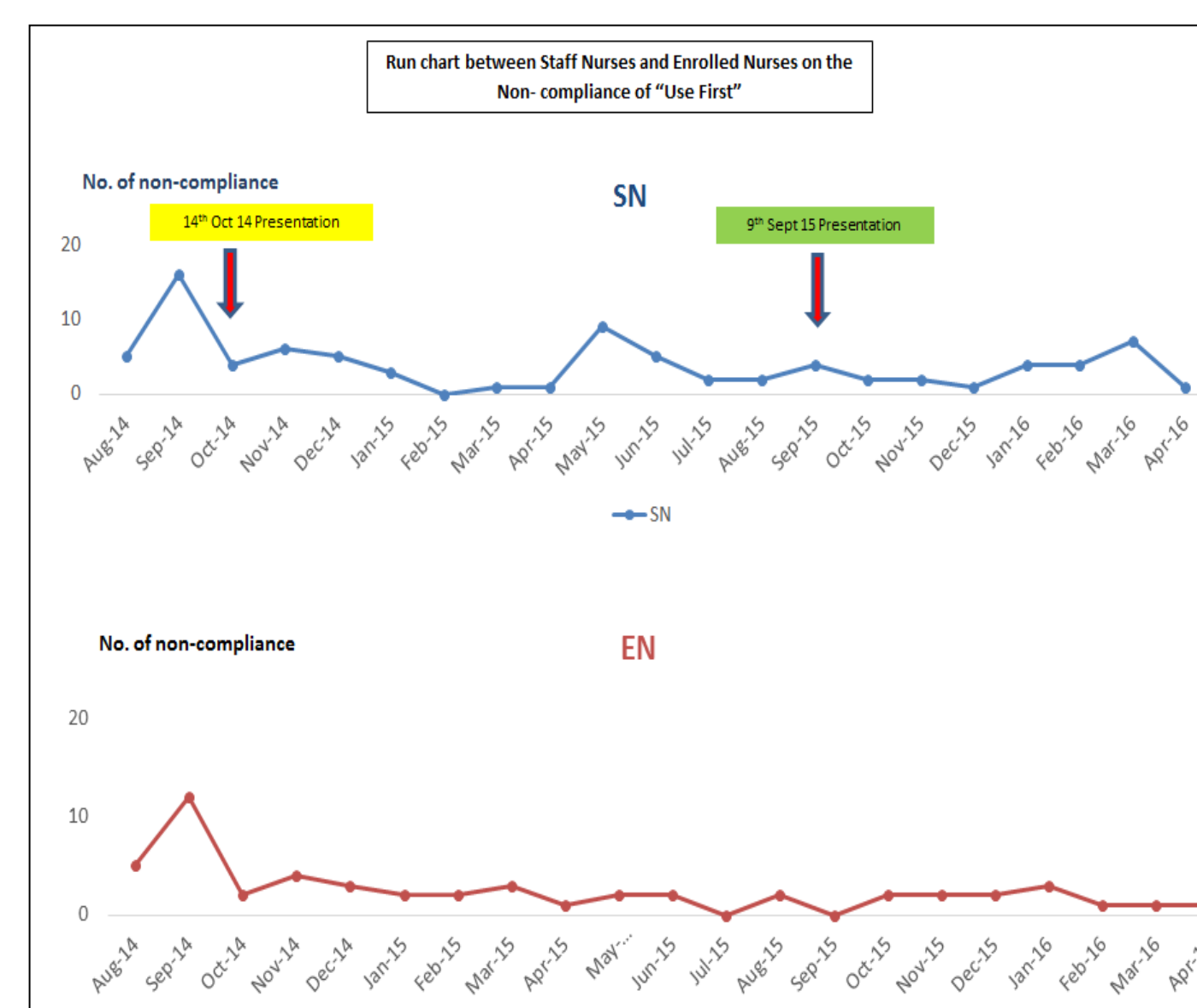
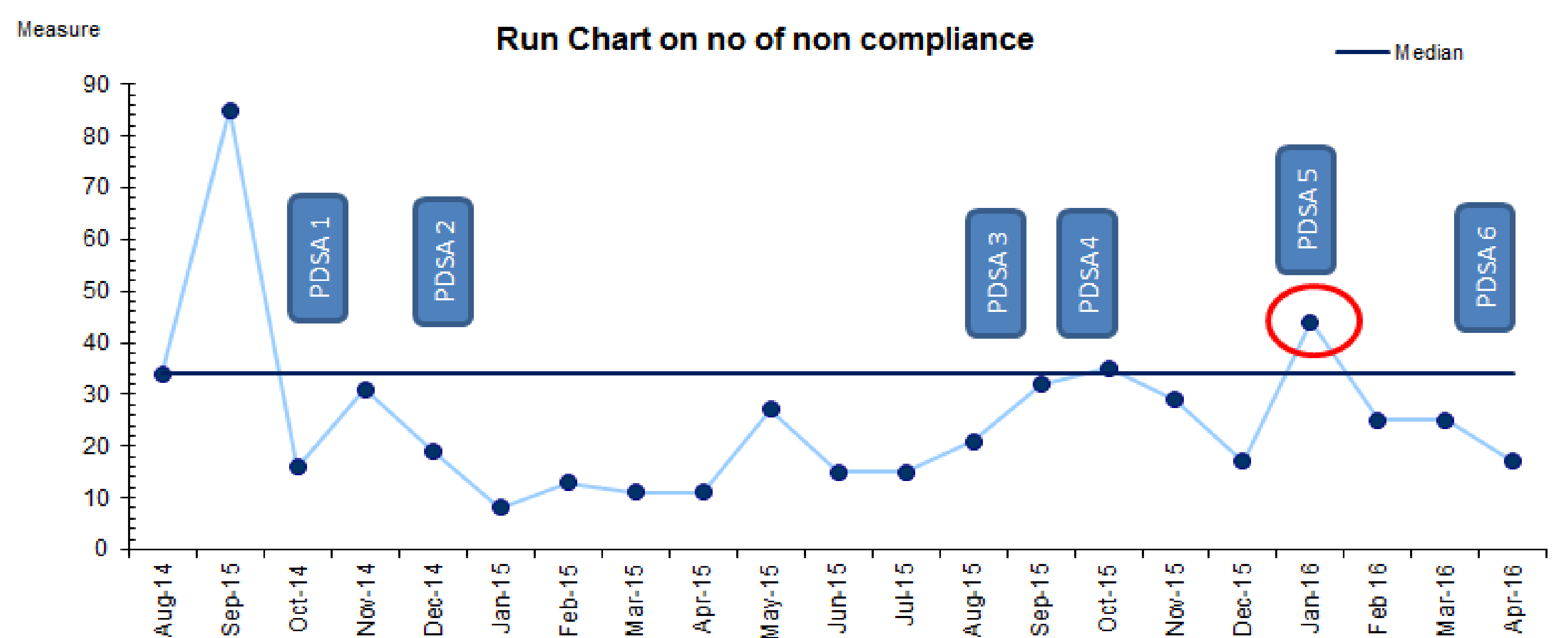
Auditors' validation to ensure consistency of audit results (new auditors recruited)

PDSA Cycle 6

Pictorial Guide for auditors



RESULTS



- There is an improvement seen in the Enrolled Nurses (EN) group, and slight improvement seen in the Registered Nurses (RN) group.
- Spike in Jan 16 could be due new auditors recruited . Therefore, validation of the auditors was implemented to ensure consistency and pictorial guide serves as a reference.

STRATEGIES FOR SUSTAINING / SPREADING

- Presentation and demonstration done periodically to reinforce the guidelines.
- The pictorial guide serves as a reference for all staff.
- Recognition to acknowledge good staff performance.
- Checklist to improve the workflow for all staff.
- Orientation for new staff on the standardization practices.