

Project Title

Reduce Unnecessary Expenditures in CSSD

Project Lead and Members

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Organisation(s) Involved

Ng Teng Fong General Hospital

Aims

Our aim is to reduce the cost of re-packaging and re-sterilization to 50% of the average cost from \$5,044.80 to \$2,522.40 per month.

Background

See poster below

Methods

See poster below

Results

See poster below

Lessons Learnt

Staff are encouraged to bring difficulties encountered in their work to minimise error that will lead to unnecessary expenditures. Staff are also encouraged to suggest how to make work more efficient and effective.

Conclusion

See poster below

Project Category

Care & Process Redesign

Keywords

Ng Teng Fong General Hospital, Care & Process Redesign, Quality Improvement, Improvement Tools, Plan Do Check Act, Re-packing, Re-sterilization

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REDUCE UNNECESSARY EXPENDITURES IN CSSD

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

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Define Problem/ Set Aim

Problems

- Between 1 July 2017 to 30 November 2017, CSSD reprocessed a total of 147,137 Instruments from MOT, Wards and Clinics. Out of these, 1029 Instruments need to be re-packed & re-sterilized with a total cost of \$25,224 and average of \$5,044.80 per month.
- Re-packaging and re-sterilization of Instruments increase the cost of consumables and additional man-hours.

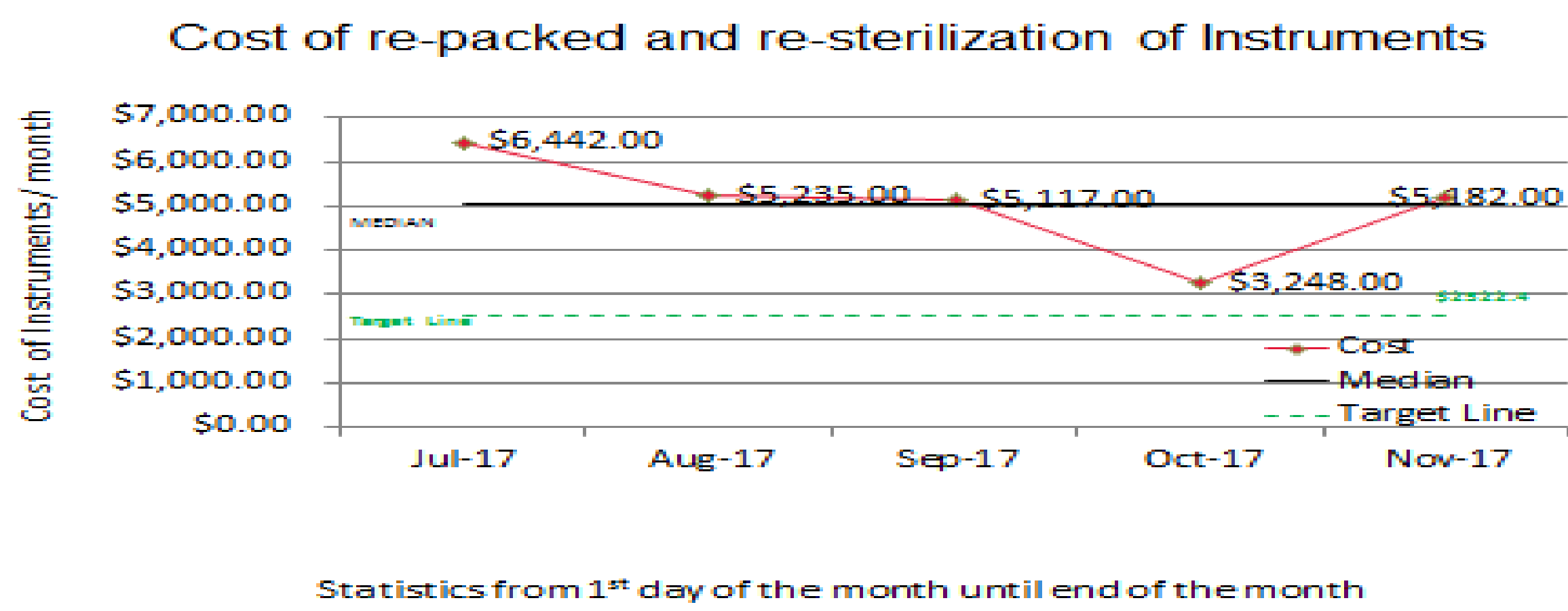
Aim

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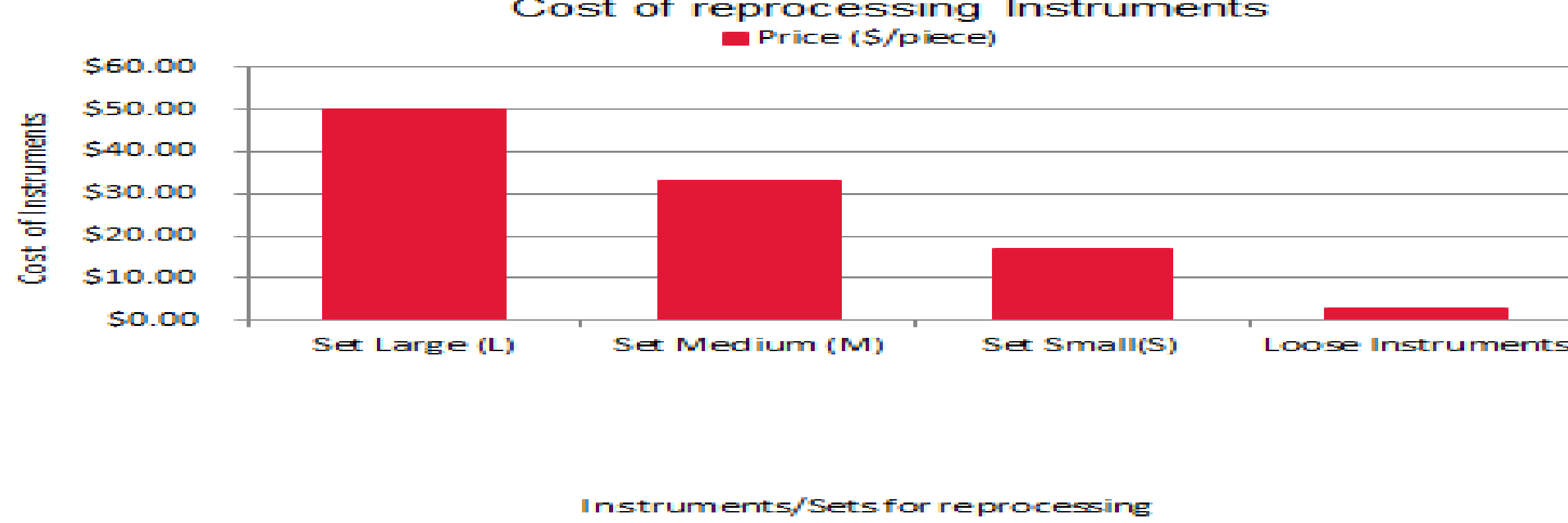
Establish Measures

Current performance

Run Charts: Outcome Measure 1:



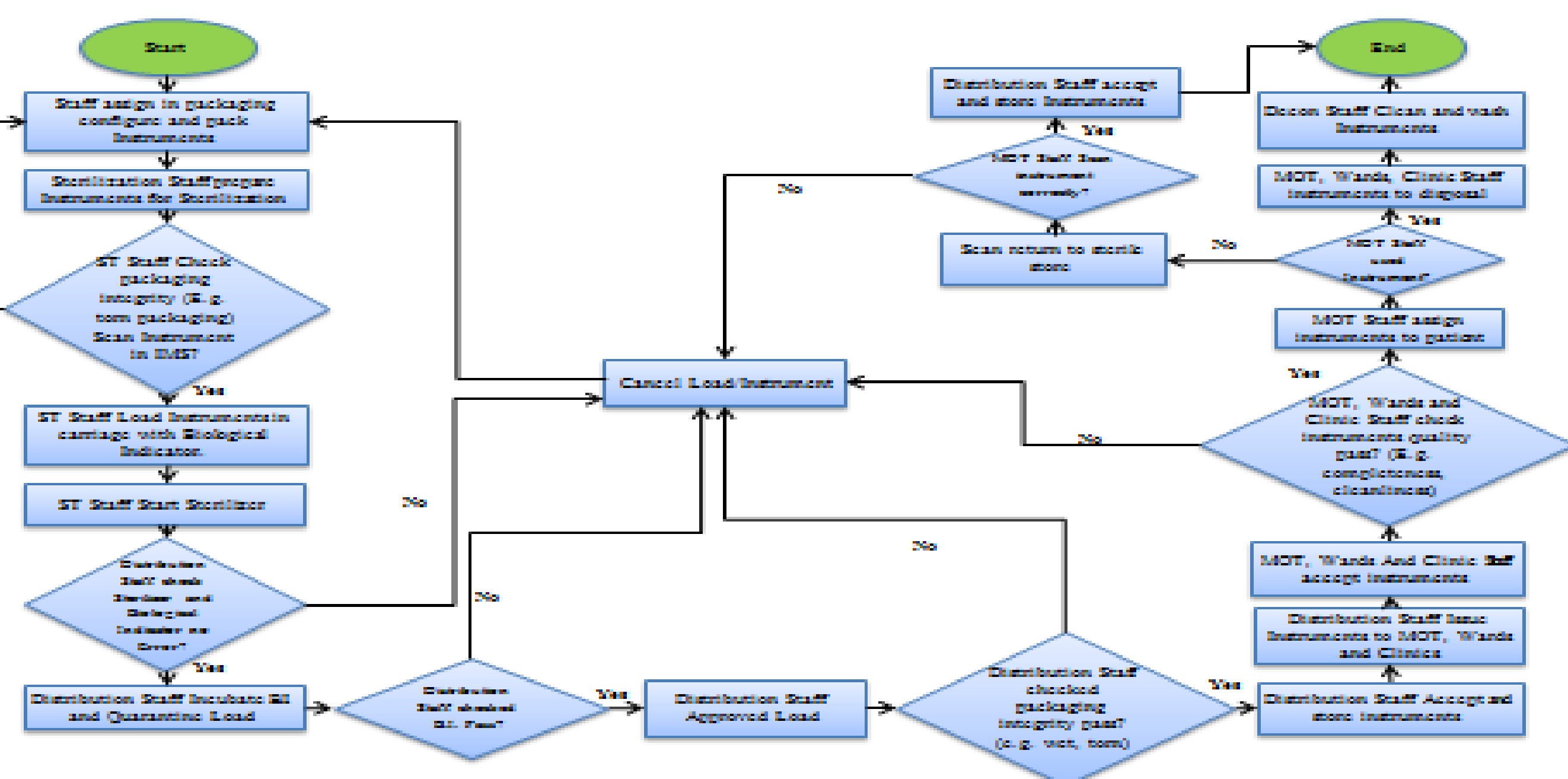
Run Charts: Process Measure 1:



Analyse Problem

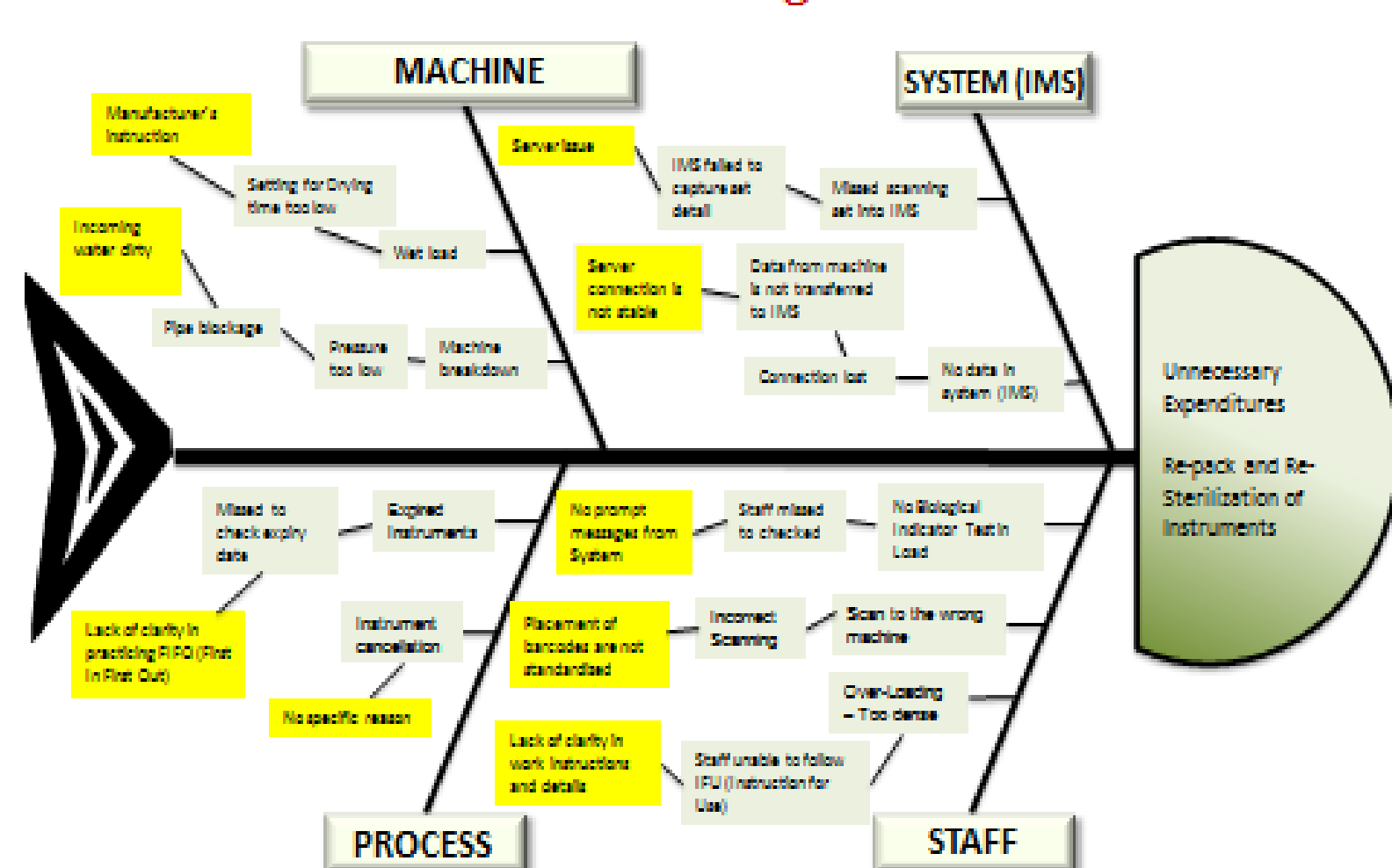
Current process

Process Map

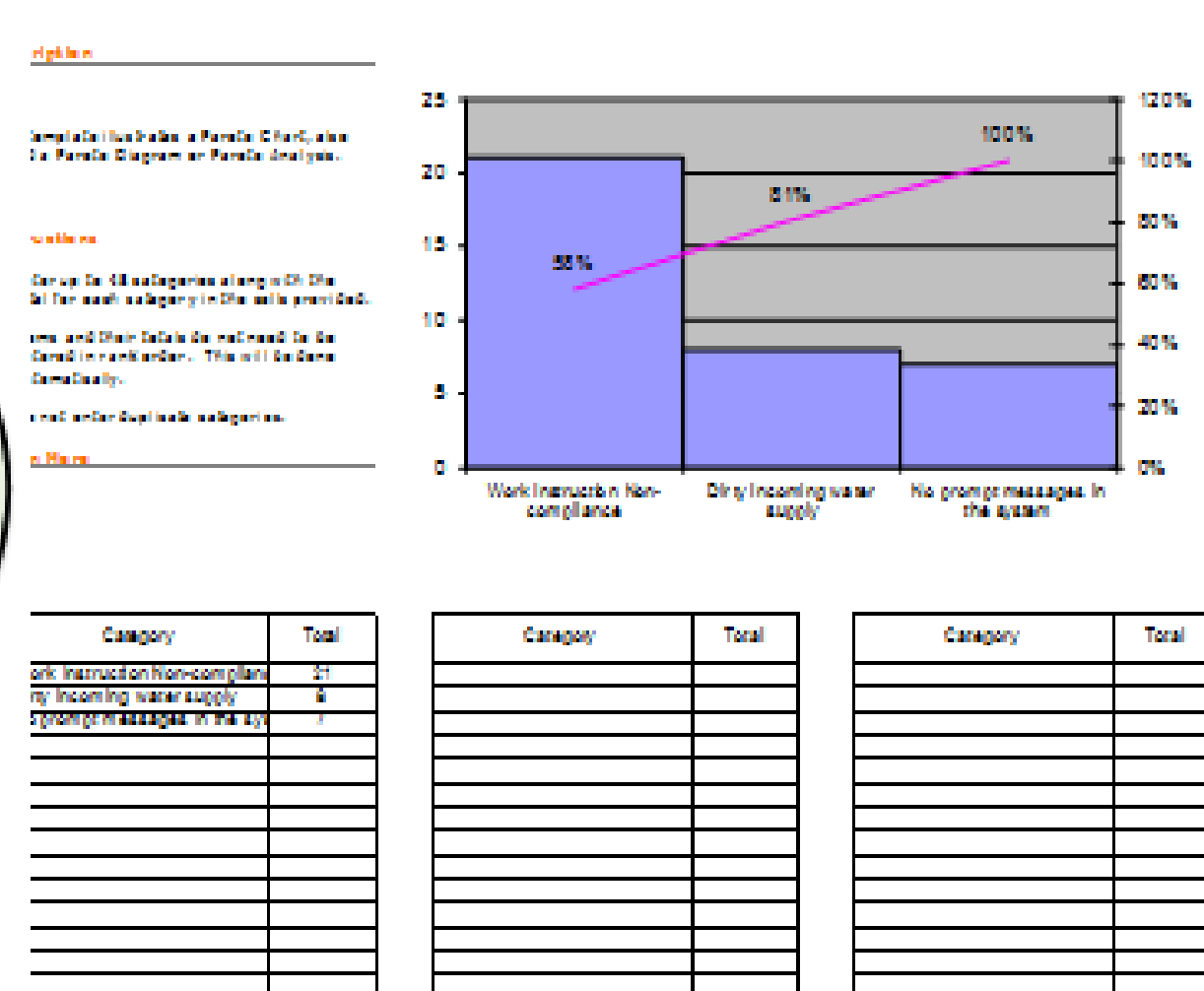


Probable root causes

Fishbone Diagram



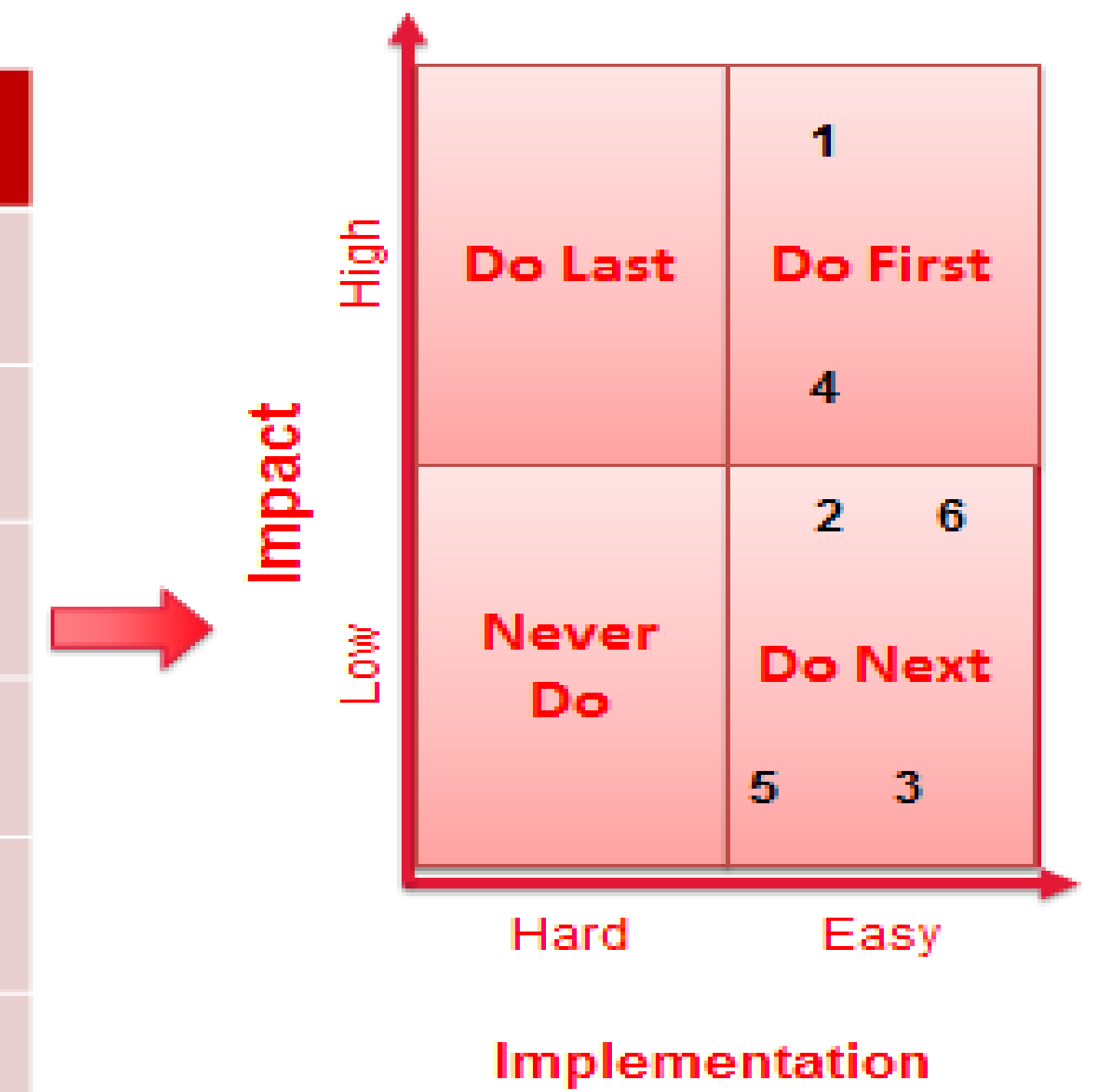
Root Causes Identified



Select Changes

List of Probable Solutions

Root Cause	Potential Solutions
Root Cause A Work Instruction Non-compliance	1 Enhance Training
	2 Competency
	3 Revise work instructions
	4 System prompt message
	5 Pictorial guide
	6 Standardized barcode location



Test & Implement Changes

PDSA Planning Form

1. Plan

To conduct enhance training to all Staff. To review, revise and standardized work instructions. To add pictures with instructions to take note and prompt messages in the system. To standardize barcode location and arrangement. To paste reminder poster in sterilizer to check before starting a load.

PREDICTION: There will be reduction of error in processing instruments because revised work instruction help to standardized work process. Pictures and prompt messages will determine to do necessary procedure prior to next step.

Ask staff assign in packaging and sterilization assignment whether prompt messages and picture format help minimize error. Check monthly data for number of cancelled sets and reason.

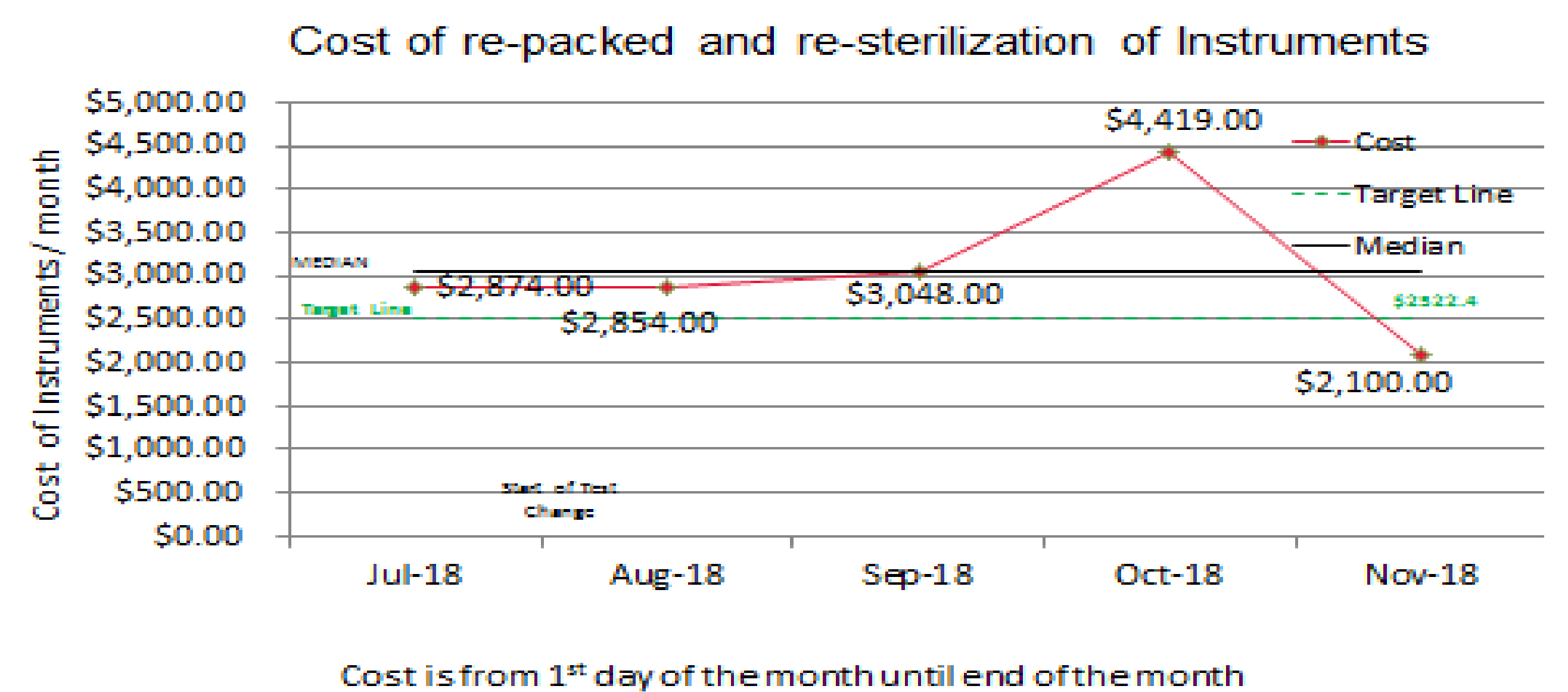
Preparation:

Task to be completed	Person Responsible	When?	Where & How?
Enhance Trainings	HOD	By March 2018	Engage Vendor
Revised work instruction	CSSD Staff and HOD	By March 2018	Work Instruction File
Update picture and prompt messages	Admin Staff	By March 2018	IIMS and Work Stations
Put up pictures and posters	Quality Team	By March 2018	Work stations
Collect data	Quality Team	By July 2018	IIMS

PDSA Planning Form

3. Study

Data shows a decrease of cost on re-packed and re-sterilization of instruments.



Spread Change/ Learning Points

Through roll call monthly meeting and handover of shifts, staff are encourage to bring difficulties encountered in their work to help minimise error that will lead to unnecessary expenditures. Staff are also encourage to suggest on how to make work efficient and effective.

After changes and implementation data shows decrease of error rate and machine breakdown, CSSD team will continue to improve and explore quality initiative on how to reduce unnecessary expenditures in re-packing and re-sterilization of instruments