

Project Title

Implement Measures to Contain Costs and Eliminate All Non–Essential Expenditures for
Pantry Stock Ordering

Project Lead and Members

Project lead: Hii Xiu Ing

Project members: Lim Siew Lian, Zalila Shafie, Mabel Chen Minghui, Athifah Almunirah Binte
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Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Nursing

Applicable Specialty or Discipline

Emergency Medicine

Project Period

Start date: Jun-2018

Completed date: Dec-2018

Aims

To accomplish consistency in ordering of pantry stock items for staffs and patients by 31st
December 2018 for the department because we would want to reduce unnecessary monthly
expenses incurred by the department.

Background

See poster attached/ below

Methods

See poster attached/ below

Results

See poster attached/ below

Lessons Learnt

A proper system is needed to order and monitor stocks

Conclusion

See poster attached/ below

Project Category

Care & Process Redesign, Value Based Care, Operational Management, Inventory Management, Quality Improvement

Keywords

Non-Essential Expenditures, Pantry Stock

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IMPLEMENT MEASURES TO CONTAIN COSTS AND ELIMINATE ALL NON-ESSENTIAL EXPENDITURES FOR PANTRY STOCK ORDERING

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- COST

MEMBERS: LIM, S. L., HII, X. I., SHAFIE, Z., CHEN, M. M., REDUAN, A. A., TAN, Y. L., NAGAIYA, D.

Define Problem/ Set Aim

Opportunity for Improvement

Over ordering of pantry stock items for ED staffs and patients.
No consistency in ordering of stocks items, unable to track.
Stocks run out due to inconsistency of stocks ordering.

Define the scope:

Between June 2018 – December 2018, there was a dropped in the cost of pantry stocks from 1k to 600.

Aim

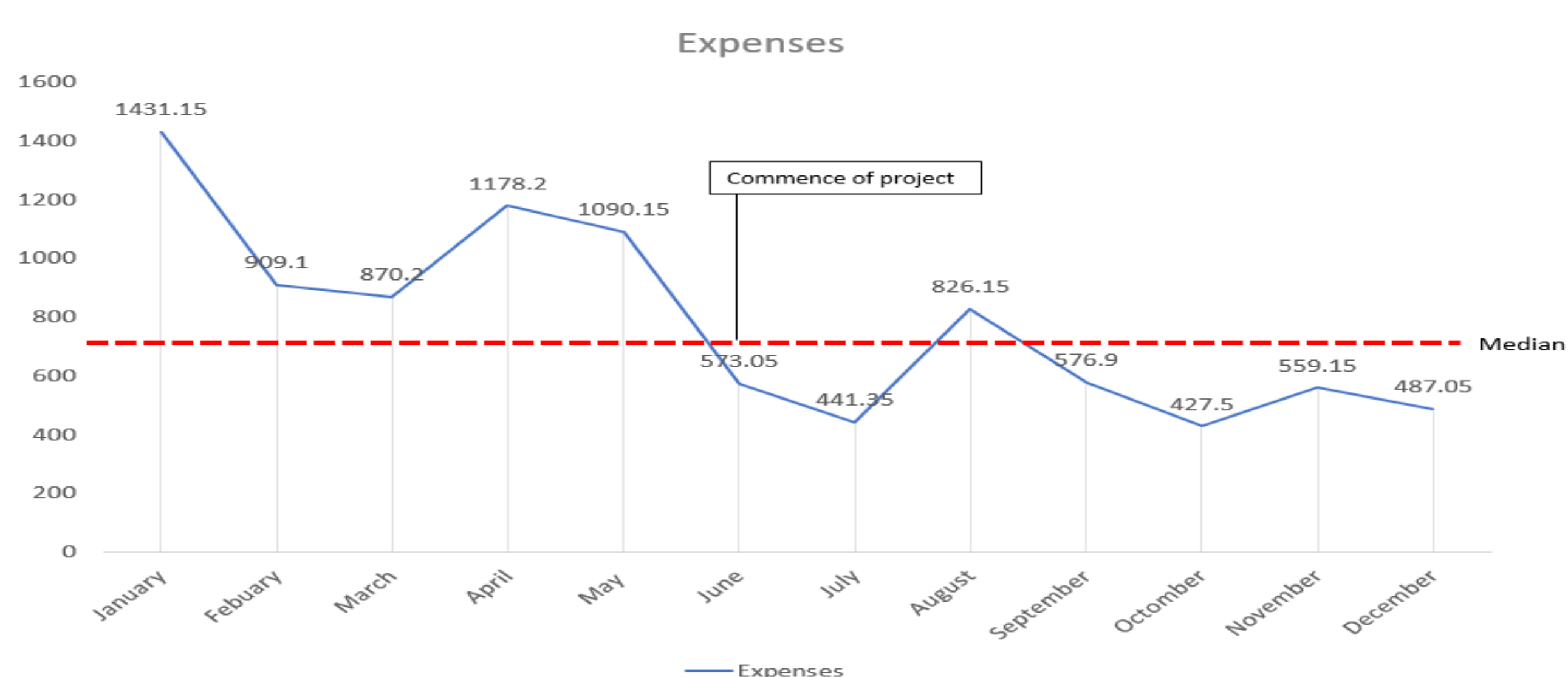
The ED delight team intends to accomplish consistency in ordering of pantry stock items for staffs and patients by 31st December 2018 for the department because we would want to reduce unnecessary monthly expenses incurred by the department.

Our goals include:

- Improving communications within members
- Keeping track of weekly pantry stocks ordered

Establish Measures

What is your current performance?

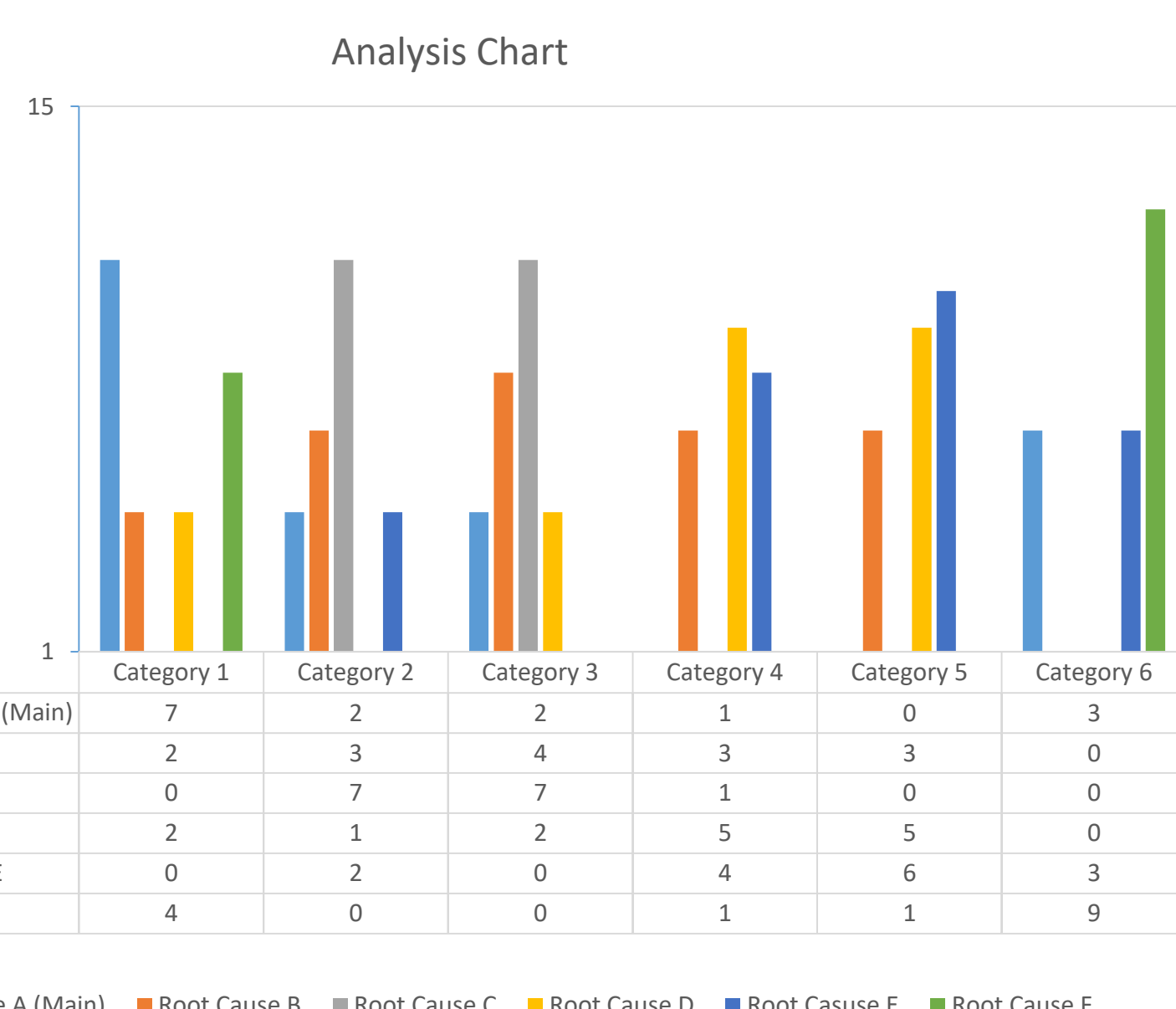
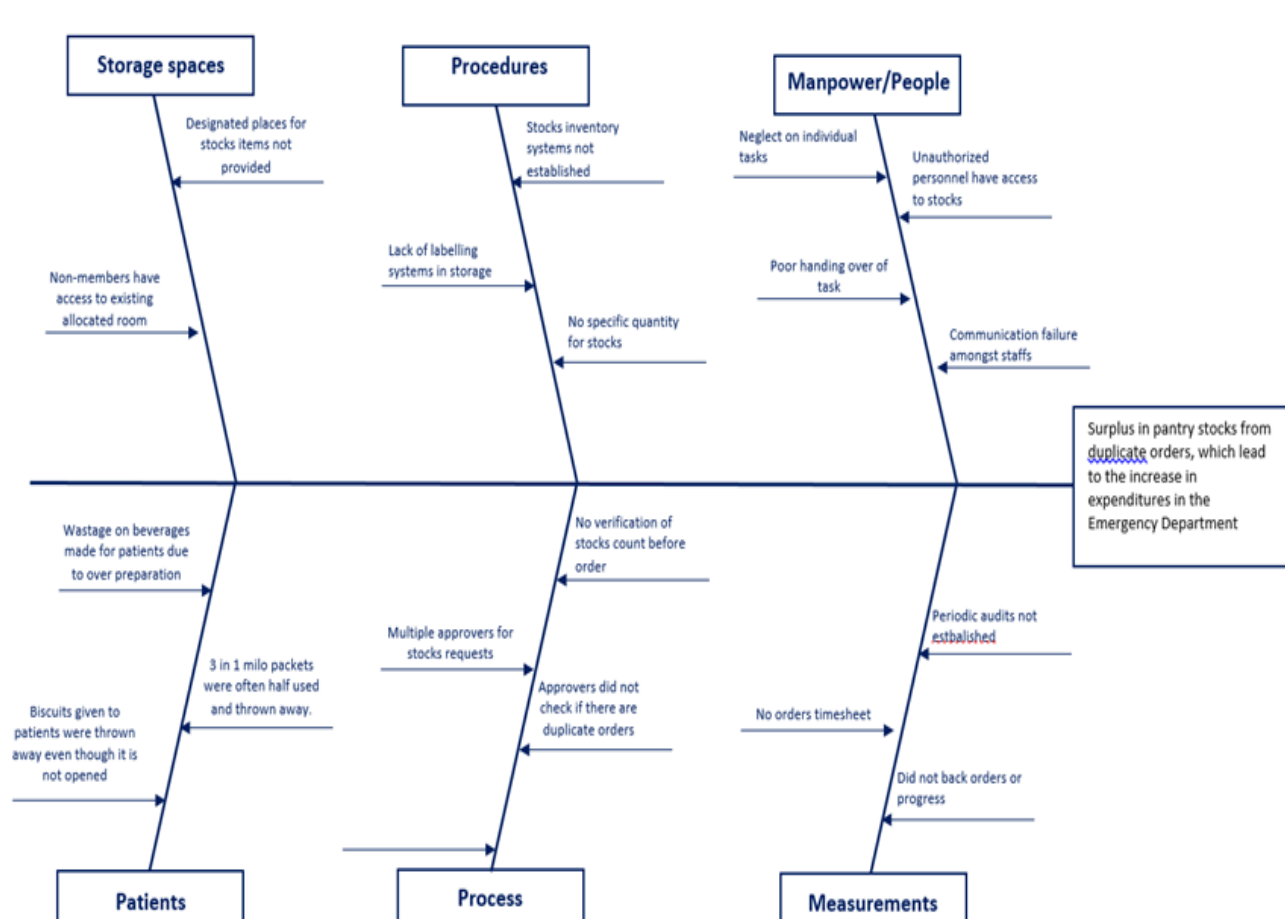


Analyse Problem

What is your current process?



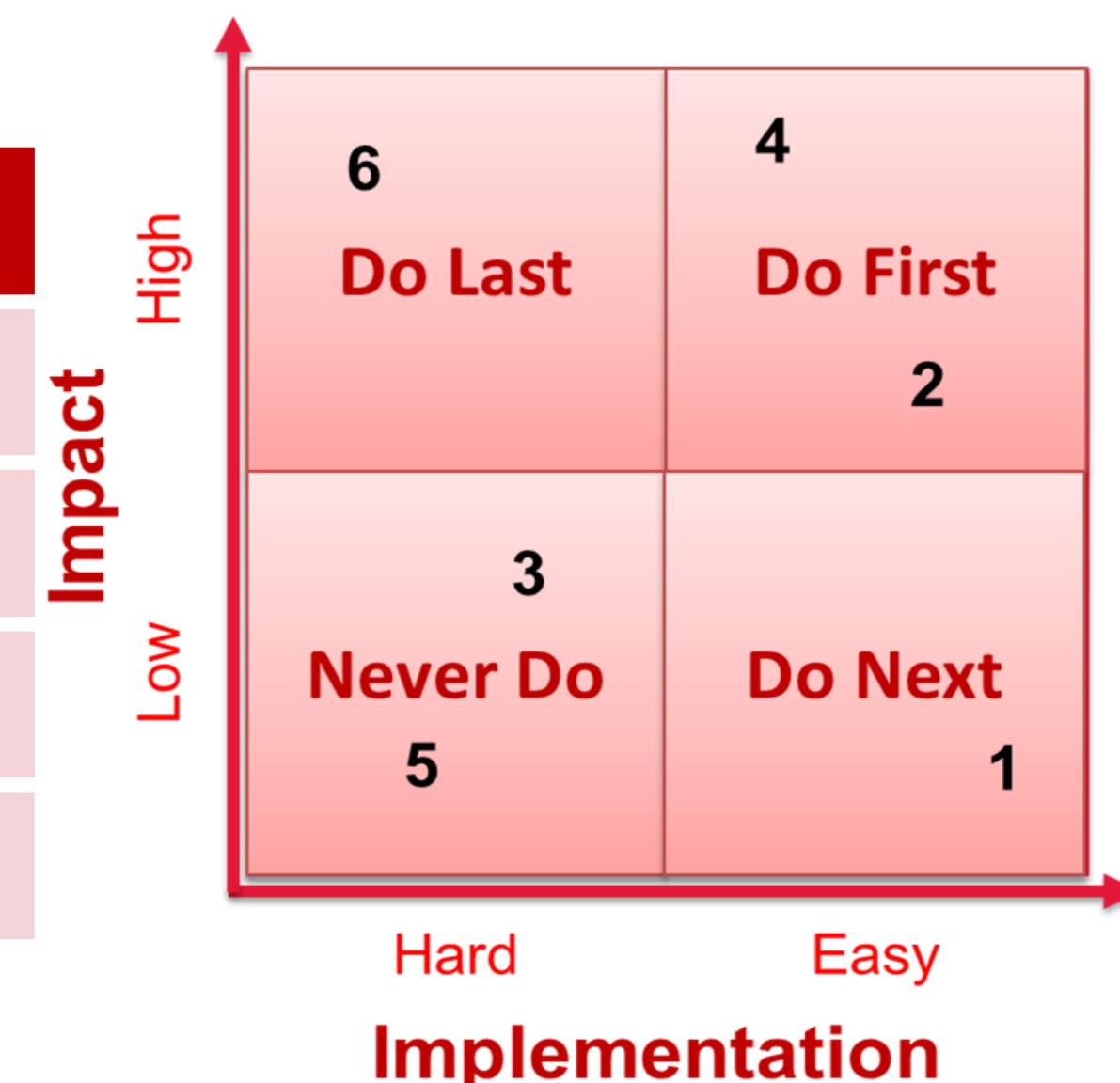
What are the probable root causes? Include pareto (if any)



Select Changes

What are the probable solutions?

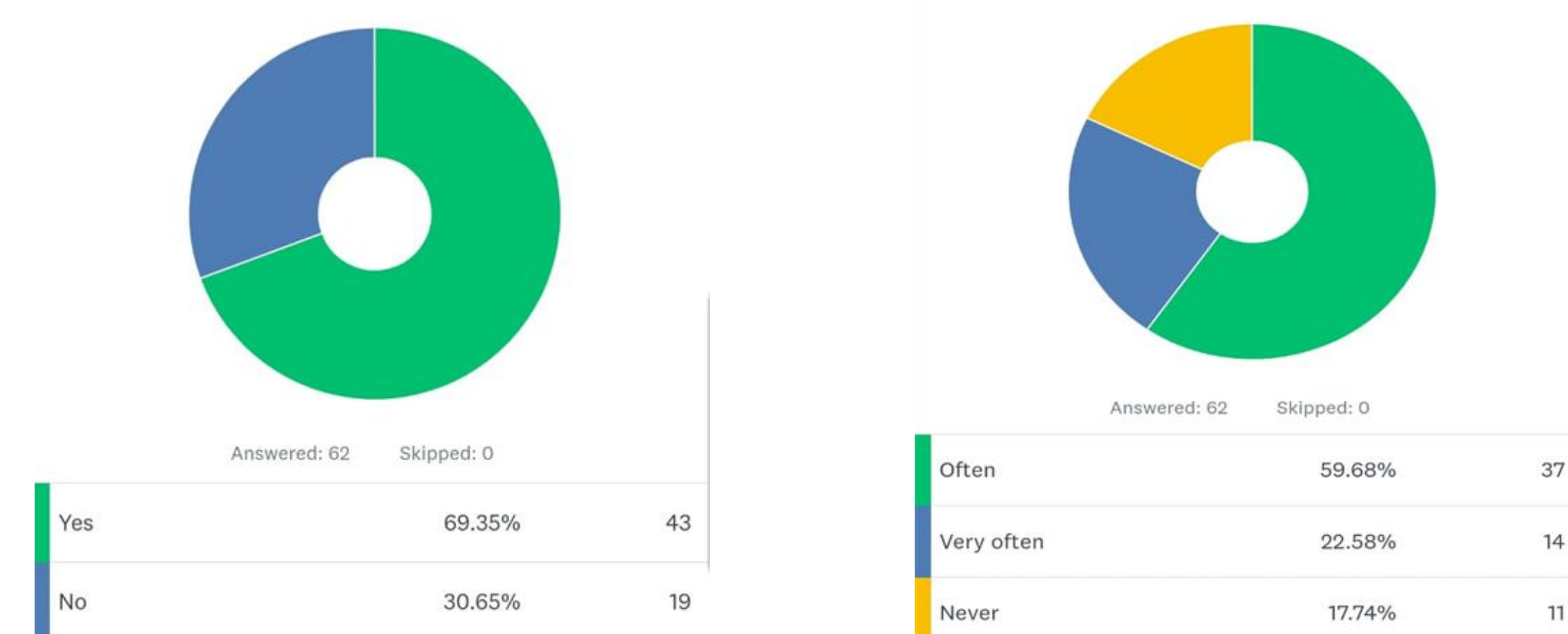
Root Cause	Potential Solutions
Root Cause F	1) PS1
	2) PS2
	3) PS3
	4) PS4



Test & Implement Changes

How do we pilot the changes? What are the initial results?

CYCLE	PLAN	DO	STUDY	ACT
1	Create a forum (e.g. Google survey) to gather feedback from other colleagues	Google Survey was created, and roll called to the staffs on the 15 th July 2019 till 22 nd July 2019	Collate the results and analyse the feedbacks	Work out changes
2	Implement stock ordering form – a guideline which includes par level for each stock and identified names of staffs in-charge for ordering the ration per week	Roster for ordering of ration and par level guidelines were created on July 2018	Better management of food ration ordered in a weekly manner	Orders of food ration is performed according to the guideline – reducing over/under stock availability in the department
3	Reduce the wastage of 3-in-1 milo sachets usage in ED and EDTU	Change the orders of 3-in-1 milo sachets to milo tin in ED and EDTU	One milo tin serves to many and staff can prepare according to patient's needs instead of the 3-in-1 sachets	3-in-1 milo sachets is only ordered for staff pantry
4	Reduce cost in ordering disposable utensils in staff pantry	Encourage staffs to bring their own utensils	Topping up of disposable utensils is limited and according to usage	Reduced number of ordering disposable utensils for both patients and staff pantry



Spread Change/ Learning Points

What are the strategies to spread change after implementation?

All team members are assigned to order stock weekly before Wednesday 12 noon.

What are the key learnings?

To have a proper system to order and monitor stocks.