

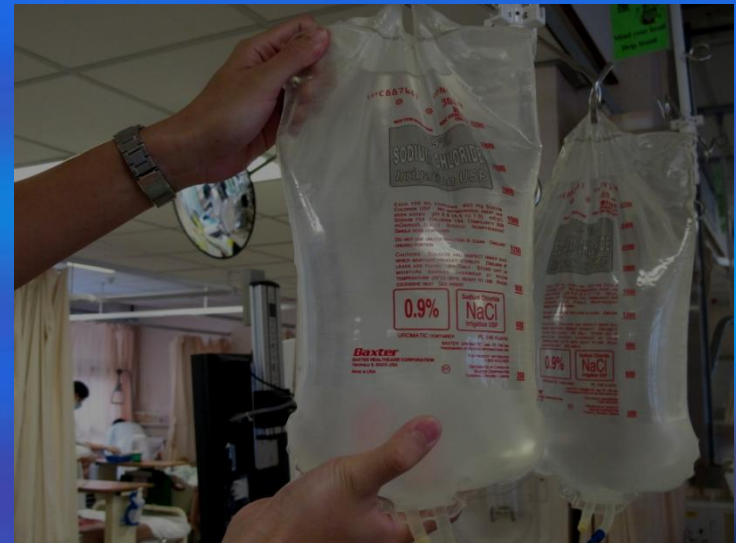
WISER Project
in
Streamlining Delivery Process of
3-Litre NS Irrigation Fluid

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Background

- Continuous bladder irrigation with normal saline is one of the treatment plans preventing clot retention for management of hematuria
- Commonly used in post-operative care of urology problems (TURP/TURBT)



Background

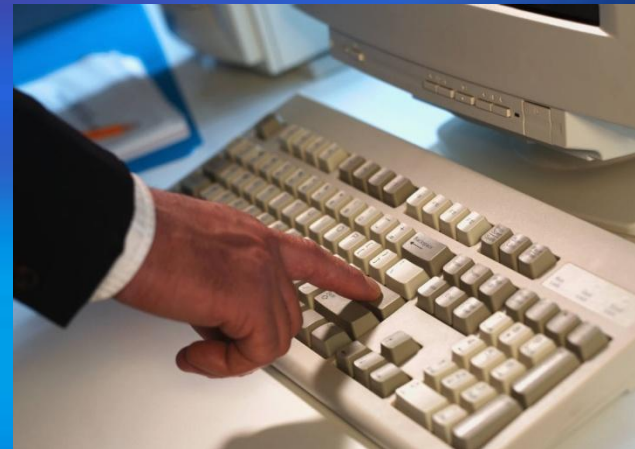
- Daily consumption of 3-Litre Normal Saline Irrigation Fluid is around 70 bags in 30 cartons, depends on numbers of operation and case load



Previous Logistics

1

Requested 3L NS from ward staff by Auto-dispatch System



Previous Logistics

2

4 central supporting staff collected boxes of 3L NS from Pharmacy Department and transferred to ward by pallet truck



Previous Logistics

3

Ward staff prepared sufficient space to store up bulk stock of 3L NS at treatment room



Previous Logistics

4

Ward staff unpacked 3L NS from boxes & transferred onto trolleys for patient use at bedside



Unpacked cartons by ward staff



Transferred 3L NS onto trolleys



Trolley placed at cubicle for easy reached

Previous Logistics

5

Ward staff tidied up all the cartons and disposed them into garbage trucks being placed outside the lobby



Previous Logistics

6

Central supporting staff transferred the garbage trucks for a distance for re-cycle



Problems Identified

- Consumed 4 supporting staff to deliver 30 cartons of 3L weight 270kg



- High possibility of staff injury with sprain injury and muscle fatigue



Problems Identified

- Consumed 1 supporting staff in ward to unpack cartons for 72 minutes
- Occupied bulky of cartons and garbage in treatment room
- Poor environment hygiene

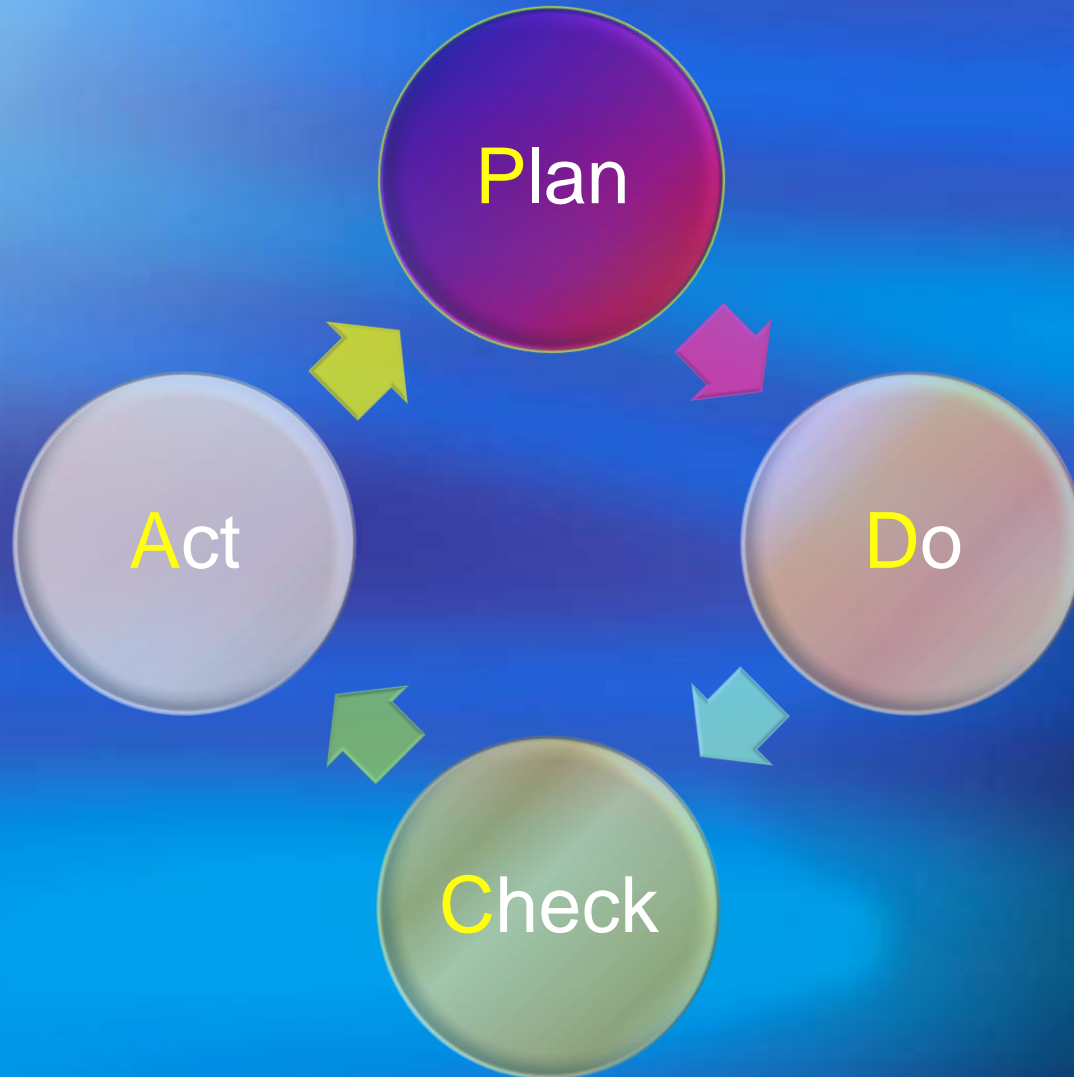


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Any Improvement



P-D-C-A Cycle



Objectives

- To streamline the process of delivery
- To reduce potential risk of staff injury
- To improve spacing of treatment room
- To comply with infection control with better environment hygiene
- To promote staff satisfaction

Planning

- Design a tailor-made trolley for transport which could be handled by 1 staff and could hold 24 bags of 3L NS weight 72 kg



Planning

- Collaborative support from Pharmacy Department and Central Delivery Services
- Departmental budgetary support to purchase new trolleys
- Re-design the unpacking process



Previous Logistics

4

Ward staff unpacked 3L NS from boxes and placed them on trolleys for patient use



Unpacked cartons by ward staff



Transferred 3L NS onto trolleys



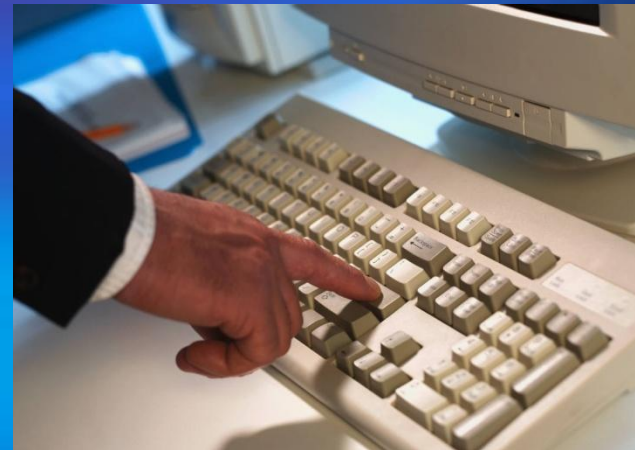
Trolley placed at cubicle for easy reached

Revised Logistics

Supporting staff in Pharmacy Department pre-filled the 3 tailor-made trolleys in their own time or work schedule

Previous Logistics = Revised Logistics

**Requested 3L NS from ward staff by
Auto-dispatch System**



Previous Logistics

2

4 central supporting staff collected boxes from NS Pharmacy Department and moved to ward by pallet



Revised Logistics



- 3 trolleys with 72 packs 3L NS stored in ward area
- 3 trolleys stored in Pharmacy Department for pre-filled
- One central supporting staff transports 3L NS Irrigation fluid with the use of one tailor-made trolley in cart-to-cart concept



- Empty trolley would be returned to Pharmacy Department for re-fill

Previous Logistics

5

Ward staff tidied up ~~up~~ cartons
and disposed the ~~the~~ ge
trucks be ~~the~~ lobby

Cancel



Previous Logistics

6

Central supporting of transferred
the garbage truck assistance for
re-cycle



Revised Logistics



Supporting staff in Pharmacy Dept. pre-filled the 3 tailor-made trolley in their own time or work schedule

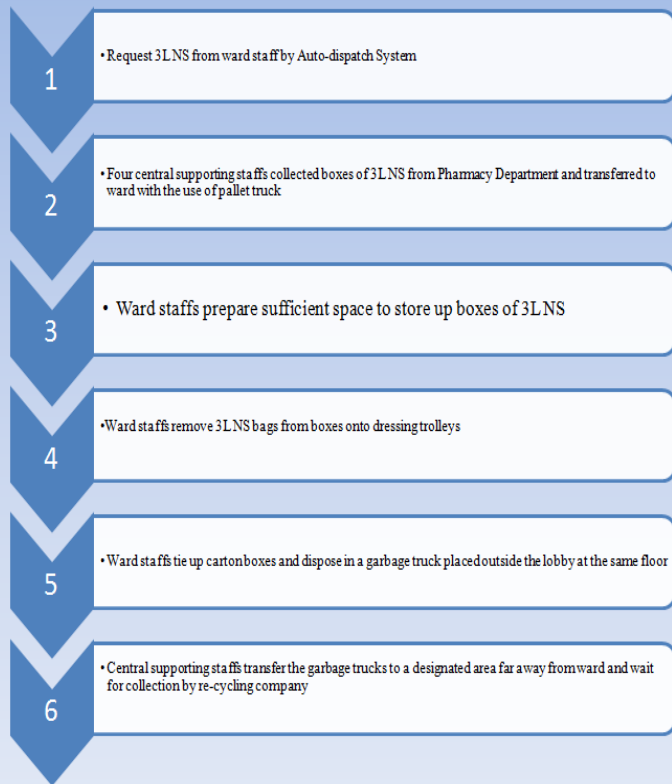
Request of 3L NS Irrigation fluid from ward staff with the use of Auto-dispatch System

One central supporting staff transports 3L NS Irrigation fluid with the use of one tailor-made trolley in cart-to-cart basis

Cartons being directly disposed from Pharmacy Department for Recycling

Comparative for two logistics

Previous logistic



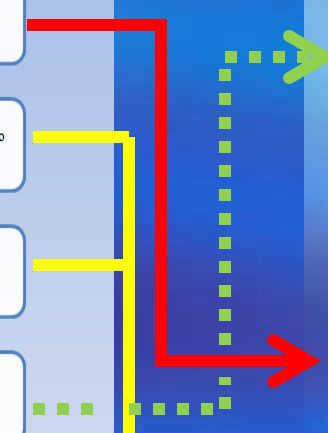
Revised Logistic

Supporting staff in Pharmacy Dept. pre-filled the 3 tailor-made trolley in their own time or work schedule

Request of 3L NS Irrigation fluid from ward staff with the use of Auto-dispatch System

One central supporting staff transports 3L NS Irrigation fluid with the use of one tailor-made trolley in one-for-one basis

Cartons being directly disposed from Pharmacy Department for Recycling



Evaluation

- Save man-hours in delivery process for 102 minutes
- Tailor-made trolley for transport 24 packs which could be managed by 1 supporting staff
- Minimize traffic jams during transportation as small size trolley being used



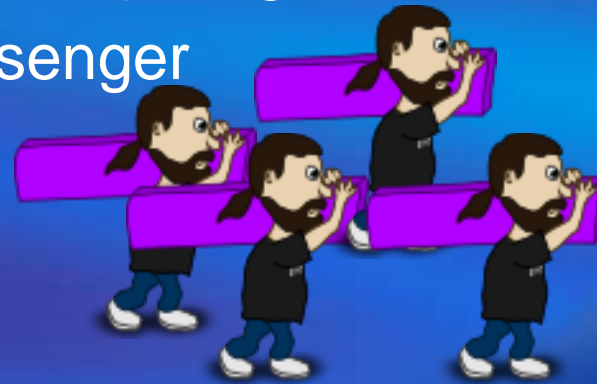
Evaluation

- Spare manpower in ward to support ward duties instead of unpacking cartons
- ↓ chances of injury on duty
- ↑ spacing of treatment room
- ↑ staff morale



Evaluation

- Application of lean management
 - Streamlines 6 steps to 3 steps logistics
 - 4 messengers to 1 messenger
 - Reduce risk factors



- Right people doing Right job at Right time at Right place

Conclusion

The project could not only reduce the occupational hazards and increase staff satisfaction, but also the benefits outweigh the cost of sick leave and expenditure related to cross infection, ward hygiene, intangible staff morale, and ultimately patient benefit.

Conclusion

- The significance of multi-departmental team collaboration in enhancing the success and smooth implementation of the project is also well demonstrated
- Small project with change in logistic flow to gain big return with increase in staff satisfaction

Acknowledgement

Special Thanks to :

- Administrative Services Department
- Pharmacy Department
- Surgical Ward Staffs



Thank You

