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Implementation of a Quality Management System in Sterile Supply Service is Critical to Continuous Quality and Safety Improvement

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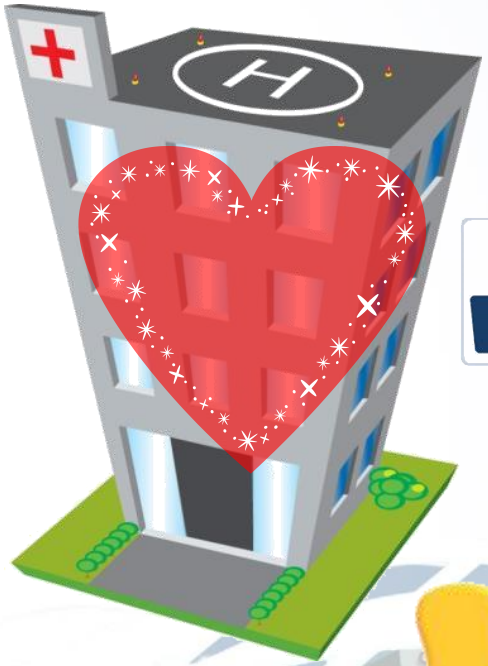
Central Sterile Supplies Department, New Territories West Cluster

Introduction

醫院認證計劃
Hospital Accreditation



Quality Management Systems
for Medical Devices
ISO 13485:2003

Reference to
Policy of
Corporate

Quality Manual
Policies and procedures

Decontamination
Equipment

Management

The Facility

- Washer Disinfectors
ISO 15883
HTM2030 (UK)
- Sterilizers
EN 285, ISO 17665
HTM2010 (UK)
- Other Equipment
ISO 14937

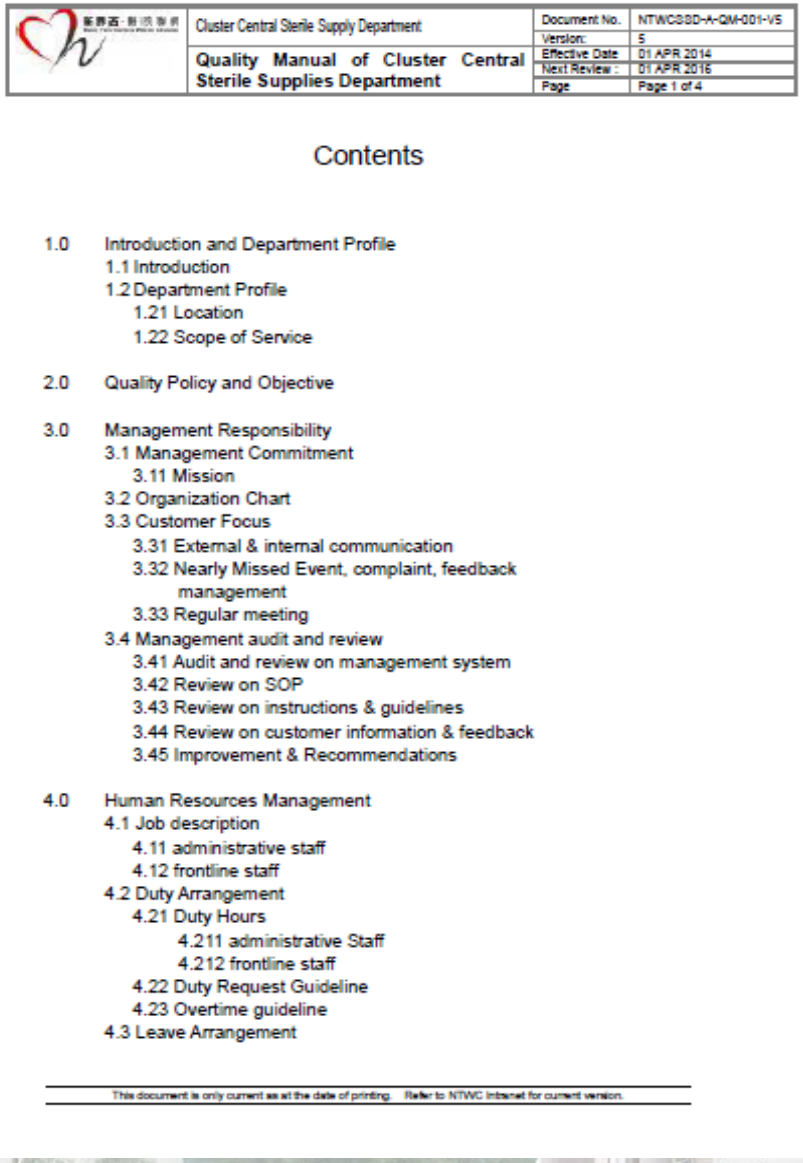
- Design
HBN13 (UK)

- Environment
ISO 14644

Risk Management
Training
Resources Monitoring
Auditing
Customer Focus
Tracking & Tracing of
Instruments

Quality Manual

1. Organization profile
2. Quality Policy and Objective
3. Management Responsibility
4. Human Resources Management
5. Material Management System
6. Product Standard
7. Risk Management, Measurement, analysis & Continue Quality Improvement
8. Document Control



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	Quality Manual of Cluster Central Sterile Supplies Department	Effective Date	01 APR 2014
		Next Review :	01 APR 2016
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This document is only current as at the date of printing. Refer to NTWC Intranet for current version.

醫院管理局 HOSPITAL AUTHORITY
屯門醫院 TUEN MUN HOSPITAL
醫院管理局新界西醫院聯網

Nearly Missed Case Management

Cluster Central Sterile Supply Department	文件號碼:	NTWCSSD-C-NM-003-V1
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Quality Improvement on Reporting Incident in NTWC CSSD	生效日期:	01 APR 2014
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Quality Improvement on Reporting Incident in NTWC CSSD

INCIDENT REPORTING

All incidents should be reported thro' email within 48 hours .

Severity	→	Incident belongs to group 3 & 4 should report Ms. Li and Mr. Law verbally.
1. very low risk	→	Incident stopped before reach to end-user.
2. Low risk	→	Incident related to non-conformity
3. Moderate risk	→	Incident related to expensive instruments / potential complaint
4. High risk	→	Incident may lead to delay in OT service/patient safety

Wet Load

TMH:	Reported to Mr.Lee
POH:	Reported to Mr.Wan

Investigation on the load by Mr.Lee and Mr.Wan

Directed related to OT incidents

TMH:	Set up Incident code
POH:	

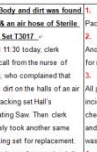
1. Incident Alert to ERMS
2. Incident Reminder(read and sign after Incident staff meeting)
3. Interview involved staff
4. Review the system
5. Other improvement strategies

Non-OT Related Incident

1. Review the system
2. Environmental control
3. Improvement strategies

1. Incident Report Statistics (3-monthly)
2. Incident Review Training (3-monthly all staff)
3. Incident Training Manual (New comers)

Incident Review meeting (6-monthly+ad-hoc)

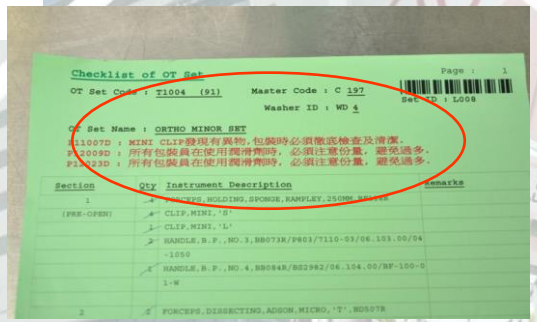
C=category of incident								P=Packing Defect	
Date	Incident Code	Finish Good Code	Washed by	Packer	Checker	Incident Details	Action Taken	Picture	Recorded by
03/03/2011	P1100D	T3017	Chan Siu Ming	Lee Tai Man	Wong Ho	Foreign Body and dirt was found in a saw & an air hose of Sterile Tracking Set T3017 At around 11:30 today, clerk received call from the nurse of Theatre 8, who complained that there was dirt on the halls of an air hose of tracking set Hall's Reciprocating Saw. Then clerk immediately took another same type tracking yet for replacement. Upon opening replacement set, it was also found that foreign bodies (whitish substance) on the jaw of the saw.	1. Root Cause Packers are careless. 2. Immediate Action Another same type tracking set for replacement. 3. Recommendation All packers were informed of the incident and the procedures of checking washing the air hose and checking the saw after washing were reinforced. 4. Final Review (Date and Reviewer) The case would be included as training material for new comers. 3/6/2011 by EOII Man Chan		Mary

Incident Code:P12005D Finish Good Code: T1033

所有包裝員及審核員須徹底檢查手術儀器是否潔淨。

凹位必須徹底清潔及"吹水",留意有沒有骨粉

凹位必須徹底清潔及"吹水"



Checklist of OT Set

OT Set Code : T1004 (91) Master Code : C 197

Washer ID : WD 4

OT Set Name : ORTHO MINOR SET

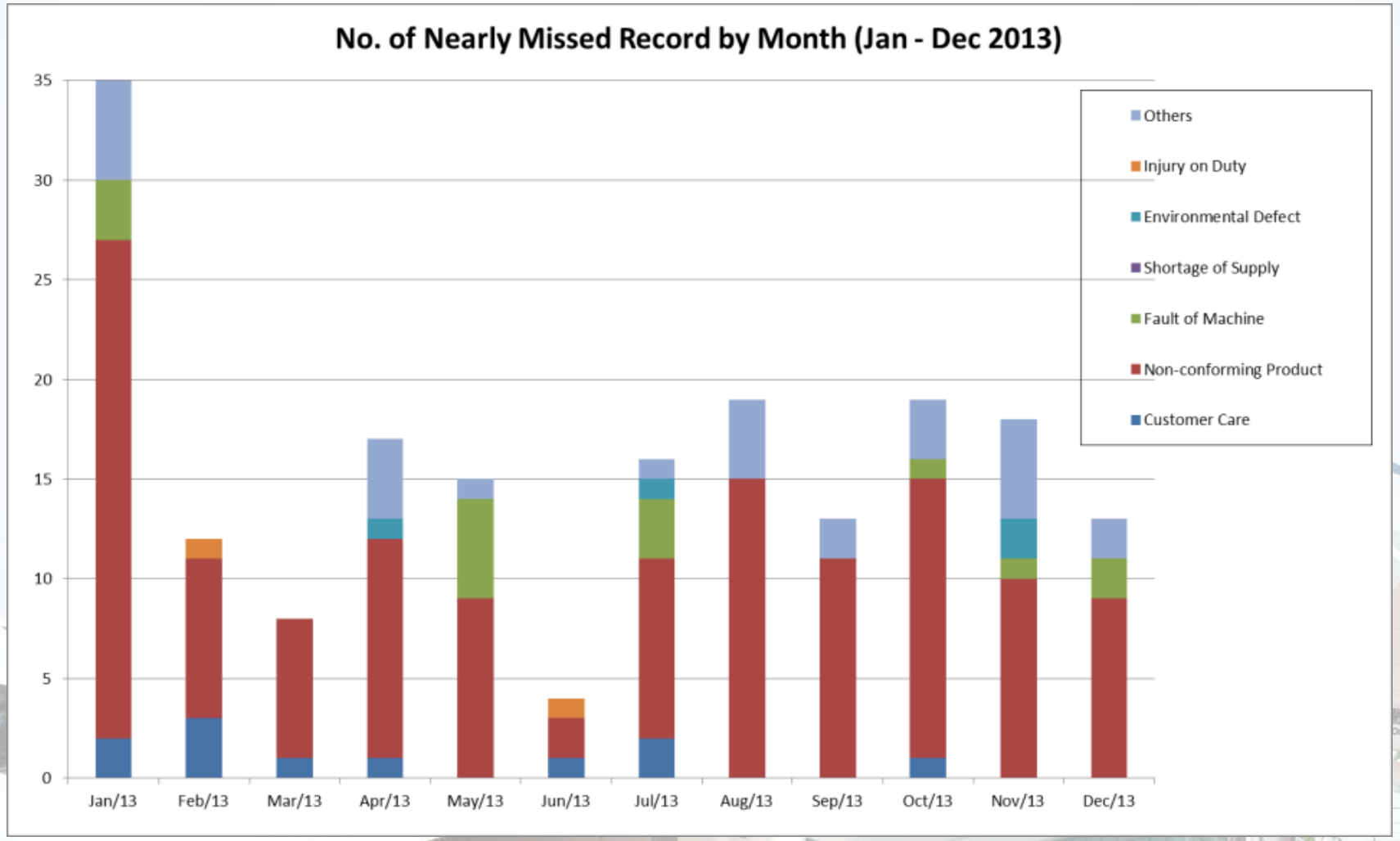
P1100D : MINI CLIP發現有異物,包裝時必須徹底檢查及清潔。

P2009D : 所有包裝員在使用潤滑劑時,必須注意份量,避免過多。

P1023D : 所有包裝員在使用潤滑劑時,必須注意份量,避免過多。

Section	Qty	Instrument Description	Remarks
1	4	FORCEPS,HOLDING,SPONGE,RAMPLEY,250MM,BD19R	
(PRE-OPEN)	4	CLIP,MINI,'S'	
	1	CLIP,MINI,'L'	
	2	HANDLE,B.P.,NO.3,BD073R/P803/7110-03/06.103.00/04-1050	
	2	HANDLE,B.P.,NO.4,BD084R/BD2982/06.104.00/BF-100-01-W	
2	2	FORCEPS,DISSECTING,ADSON,MICRO,'T',BD507R	

Key Performance Indicator



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Thank you!