



Service Priorities and Programmes
Electronic Presentations

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Sustainability of providing a high quality Operating Theatre service during renovation

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Introduction

Theater sterile service has been merged within Operating Theaters at scattered sites of different floors in Kwong Wah Hospital for years. The corporate project of one site TSSU would like to centralize all theatre sterile service to one site. Undoubtedly implementing with existing limit spacing in a serving unit is a tremendous challenge. Problems of insufficient space, noise pollution and possibility of increase surgical site infection (SSI) have been encountered in months of construction work. By using of available spacing and resources, different measures have been launched.

Objectives

(1) To provide a comfortable and safe environment for both patients and staff. (2) To maintain high quality standard of perioperative care to patients undergo surgery

Methodology

Measures have been implemented to tackle with limit space. After rescheduling of OT sessions, one theatre was vacated for temporary sterile instrument store. Existing available area was redesigned to temporary inspection, assembly and packaging mini partition workplace. Workflow of theatre sterile service was rearranged to cope with the change. Kaizen approach was performed to reorganize numbers of store, stock level and requisition schedule of pharmacy products, medical and household consumables. "Lean" management was applied to manage less-frequently used equipment. Thorough communication with Facility Management Department and contractors has maintained a comfortable environment. Ear protecting aids have been provided. "Noisy" construction work was scheduled to perform on weekend. Otherwise it was recommended to perform on designated dates avoid having microscopic or major surgery. Immediate cessation of "Noisy" work on request of surgeons' complaint if necessary has been implemented. Strict infection control measures in adjacent to construction work site were enhanced including construction work staff flow and environment.

Result

The project has been launched from April, 2013. A Patient Satisfaction Survey has been conducted from September to October in 2013. In aspect of environment regarding to atmosphere and silence, more than 85% patients responded "satisfy" and "very satisfy" with a 5% improvement when comparing with 2012. Meanwhile the customer feedback by surgeons of different specialties which has been conducted in September 2013 also showed a positive comment to environment. An inspection round has been completed by Labour Department in October 2013 with satisfactory result regarding to Occupational health and Fire safety. Surgical site infection (SSI) rate of 2013 was similar with 2012 with no obvious increase.