



Service Priorities and Programmes Electronic Presentations

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Re-engineering Project to enhance quality and efficiency in ENT Operating Services in TKOH

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Re-engine Workflow

Simplify Work

Improve Quality of Service

Strengthen team spirit

Happy Work

Introduction

Since 2015, there has been an increase in the ENT operation capacity in the Operating Theatre (OT) of TKOH by doubling the OT sessions (a total of eight sessions weekly), with caseload increased from 480 (in 2015) to 680 (in 2016). The ENT nursing team has reviewed the existing service support, followed by launching a re-engineering project so to match with this OT service expansion and the advancement in surgical technology. The ultimate aims of this project are to enhance service quality, to improve OT efficiency and to strengthen nurses' competency in assisting ENT operations.

Objectives

1. To improve the quality of ENT services in the department
2. To strengthen the team spirit of the ENT team members
3. To enhance skills and knowledge of the nursing staffs
4. To simplify the workflow of intra-operative preparation

Methodology

An ENT re-engineering project was designed and implemented in the OT of TKOH from February to December 2016.

A task group was formed to review the existing service, plan the project content, set the timeline, assign jobs to responsible team members, monitor the progress and evaluate the result.

The core elements of the ENT Re-engineering Project include: easy references to specialty manual, photo-attached instrument manual, quick equipment guide and drug reference guide which provides user-friendly guidelines to nurses for perioperative preparation. Timeline logistics are as below:

1. Deliver six ENT lectures and two workshops, with 80% of the team members

attended.

2. Set up of “Surgeon Special Reference Guideline”
3. Set up of “ ENT Operative Manual” with Photos for special operative settings
4. Set up of “ ENT Photo Instrument Checking Book “
5. Set up of “ Quick Equipment Guide “ for all ENT Equipment
6. Set up of “ ENT Drug Reference Book”
7. Set up of ENT Instant Communication App group, with which the latest information can be communicated efficiently and promptly

Result

Result

Post Project Questionnaire:

A questionnaire is sent to each ENT team member to evaluate the effectiveness of the project.

All members agree with the enhancement of both skills and knowledge through the lectures and workshops. Speedy workflow was achieved through easy referencing of various simplified guidebooks and checklists.

Conclusion

The ENT re-engineering project has been successfully implemented with the collective effort of the ENT team members. Improved ENT Quality of Care is achieved through the enriched proficiency of ENT team members and a more efficient workflow. Team spirit is also enhanced through the collaboration of the team members sharing a mutual project goal.