

A QUALITY IMPROVEMENT PROJECT TO IMPROVE CLINICAL MATERIALS MANAGEMENT

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Why is this important?

- Improved clinical materials management leads to better quality of care and supports patient safety
- Staff state they have used an expired or recalled product on a patient
- Patient harm does occur due to lack of necessary and appropriate supplies

Before



After



Inspiration

Two units completed a 5S project at Red Deer Regional Hospital. The Question: "How might we spread this success and have a greater impact on the system?"

Collaborative Education

34 staff from 7 different units were offered a full day of education.

- The 5S process
- Quality Improvement Methodology
- Change Management

"The people that do the work, change the work"

Work, Work, Work

6 units moved forward as a collaborative and worked in their respective areas. Teams included RNs, LPNs, HCAs and Unit Assistants.

Common Themes

- Significant amount of costly wound care products were expired
- Excessive amounts of patient specific overstock
- Units were special ordering items that are available in central stores
- Common products were special order and not available in stores
- "Just in case" syndrome (Hoarding)
- The need to engage with Infection Prevention and Control regarding standards of storage and usage of clinical materials.
- Lack of awareness of clinical materials cost and process

More and More Waste

Through this process we found over \$20000 in waste on 6 units. Where possible, all expired items were sent to third world countries.

Impact to Staff

"You gave me courage to own my workspace"
 "I feel more empowered in my work"
 "I had no idea how much we wasted and how much supplies cost"

Successes

- Physical space savings
- Projected \$\$ savings
- Increased staff engagement
- Standard processes implemented
- Reduction of supply waste
- Improved organization of materials
- Staff time savings

Share and Spread

Plans are to spread through the remaining units at Red Deer Regional Hospital as well as other sites across Central Zone

Sustainability

All of the units mentioned at the education days that they have tried to improve their supply usage and space before.

By implementing this collaboratively, putting into place standard work such as auditing and bringing cost awareness to frontline, we expect this work to be sustainable for years to come.

Welcome to Your 5S Storage Space

- Sort** - Remove unnecessary items
- Set** - A place for everything and everything in its place!
- Shine** - Clean
- Standardize** - Make routine
- Sustain** - Make 5S second nature

- Audit Monthly** - Ensure Monthly audits are being completed to track your progress
- Quality Board Metrics** - Visual indicator of audit results. Let the team know how its going
- Standing Quality Council Agenda** - To address team concerns and review monthly audits
- New Hire Orientation** - Ensuring all new staff have an understanding on how to maintain your 5S storage space

Note: Project completion on 6 units by November 30th, 2017. Metrics available April 30th, 2018