

REDUCE UNNECESSARY EXPENDITURES IN CSSD

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

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Define Problem/ Set Aim

Problems

- Between 1 July 2017 to 30 November 2017, CSSD reprocessed a total of 147,137 Instruments from MOT, Wards and Clinics. Out of these, 1029 Instruments need to be re-packed & re-sterilized with a total cost of \$25,224 and average of \$5,044.80 per month.
- Re-packaging and re-sterilization of Instruments increase the cost of consumables and additional man-hours.

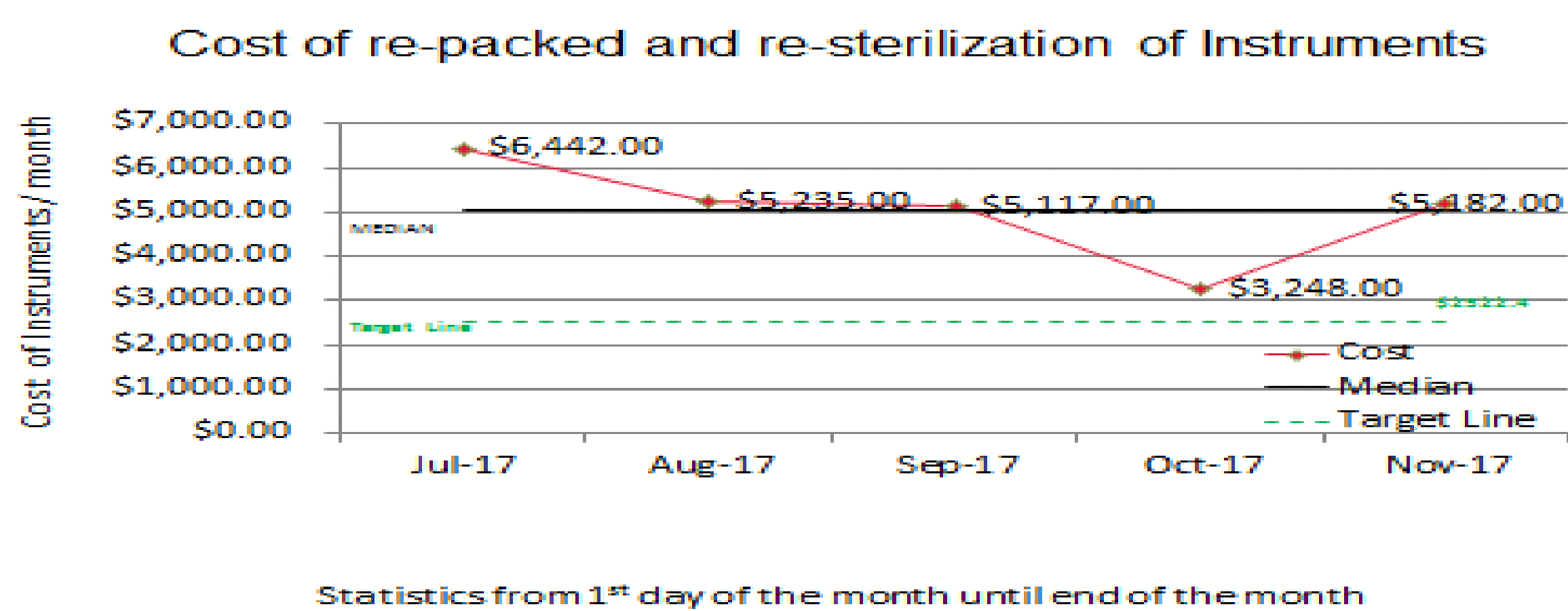
Aim

Our aim is to reduce the cost of re-packaging and re-sterilization to 50% of the average cost to \$2,522.40 per month.

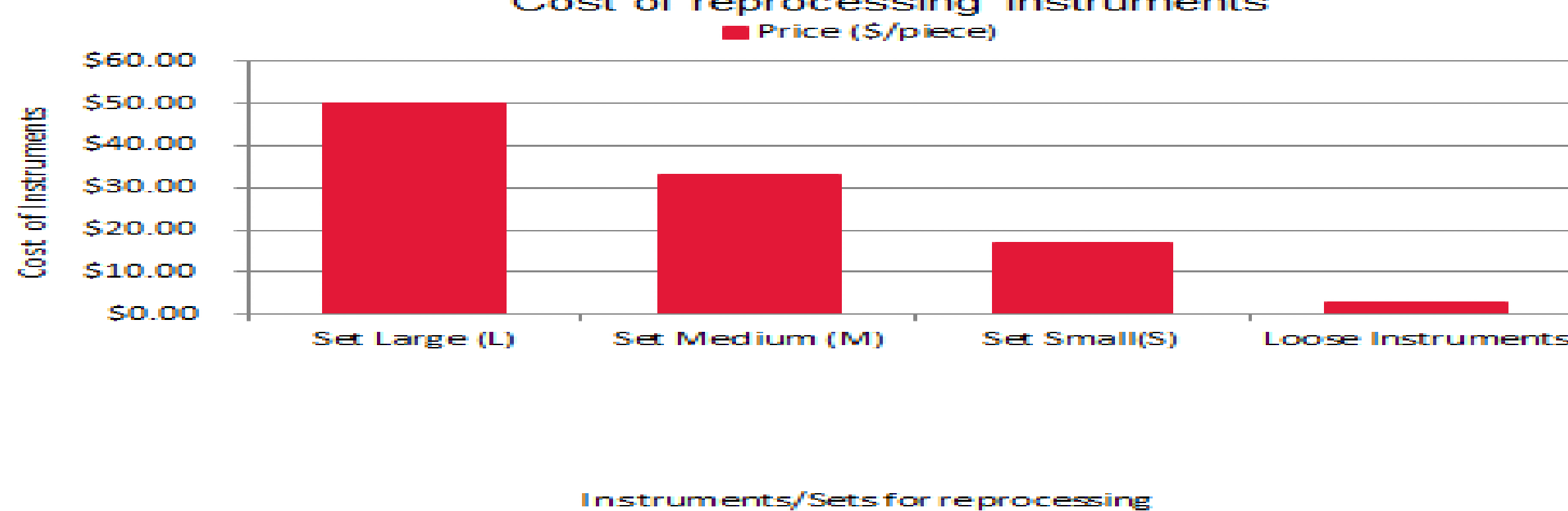
Establish Measures

Current performance

Run Charts:
Outcome Measure 1:



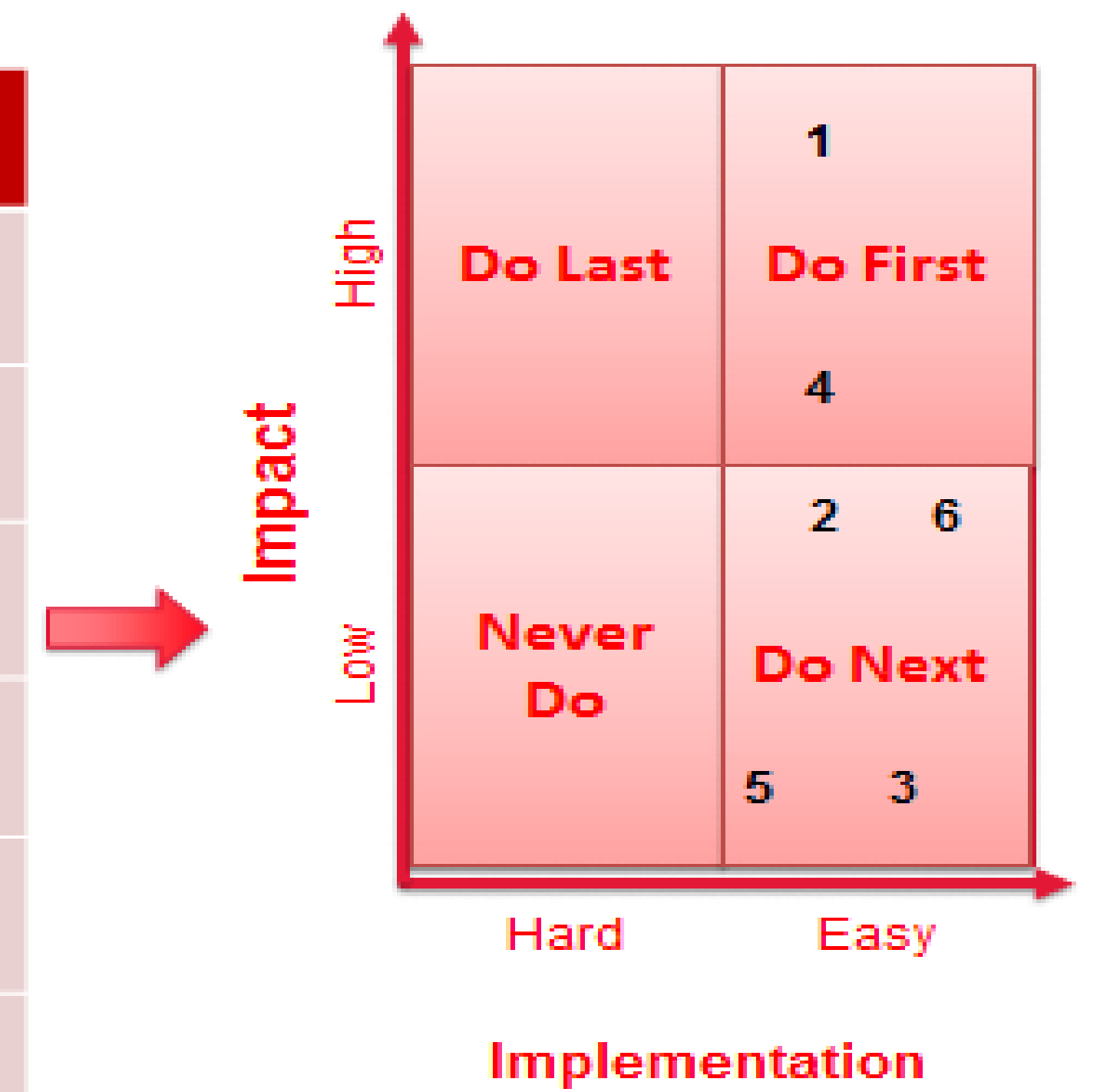
Run Charts:
Process Measure 1:



Select Changes

List of Probable Solutions

Root Cause	Potential Solutions
Root Cause A Work Instruction Non-compliance	1 Enhance Training
	2 Competency
	3 Revise work instructions
	4 System prompt message
	5 Pictorial guide
	6 Standardized barcode location



Test & Implement Changes

PDSA Planning Form

1. Plan

To conduct enhance training to all Staff. To review, revise and standardized work instructions. To add pictures with instructions to take note and prompt messages in the system. To standardize barcode location and arrangement. To paste reminder poster in sterilizer to check before starting a load.

PREDICTION: There will be reduction of error in processing instruments because revised work instruction help to standardized work process. Pictures and prompt messages will determine to do necessary procedure prior to next step.

Ask staff assign in packaging and sterilization assignment whether prompt messages and picture format help minimize error. Check monthly data for number of cancelled sets and reason.

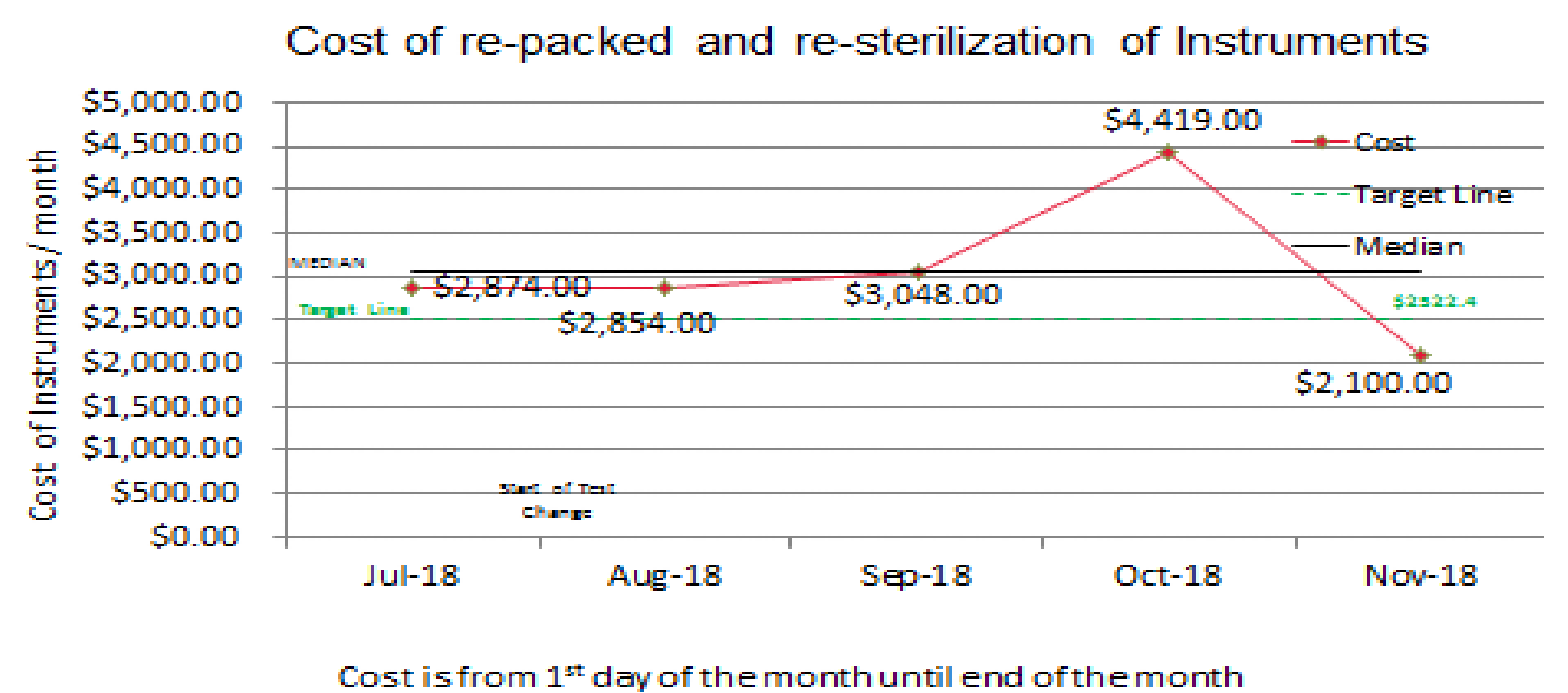
Preparation:

Task to be completed	Person Responsible	When?	Where & How?
Enhance Trainings	HOD	By March 2018	Engage Vendor
Revised work instruction	CSSD Staff and HOD	By March 2018	Work Instruction File
Update picture and prompt messages	Admin Staff	By March 2018	IMS and Work Stations
Put up pictures and posters	Quality Team	By March 2018	Work stations
Collect data	Quality Team	By July 2018	IMS

PDSA Planning Form

3. Study

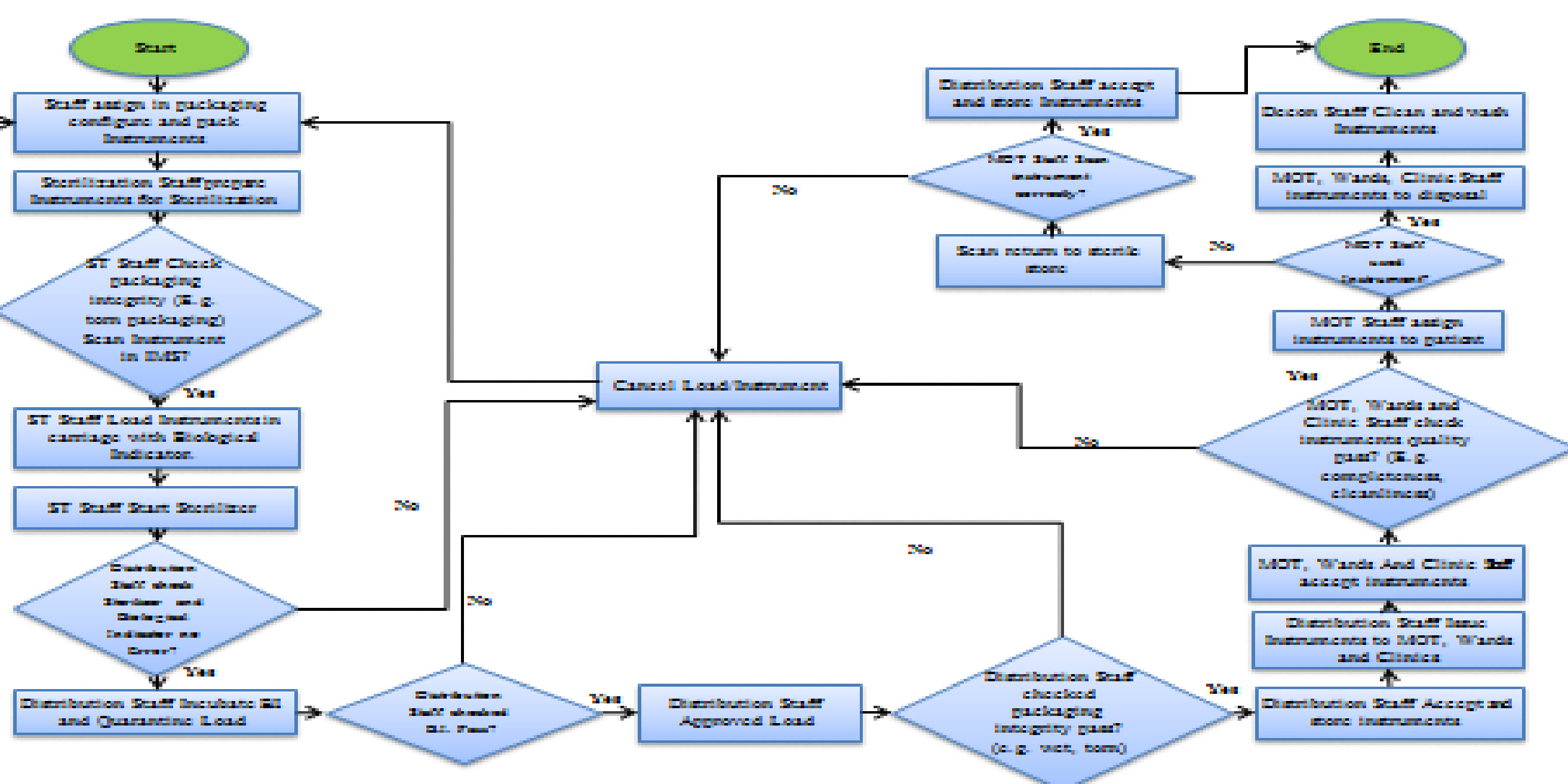
Data shows a decrease of cost on re-packed and re-sterilization of instruments.



Analyse Problem

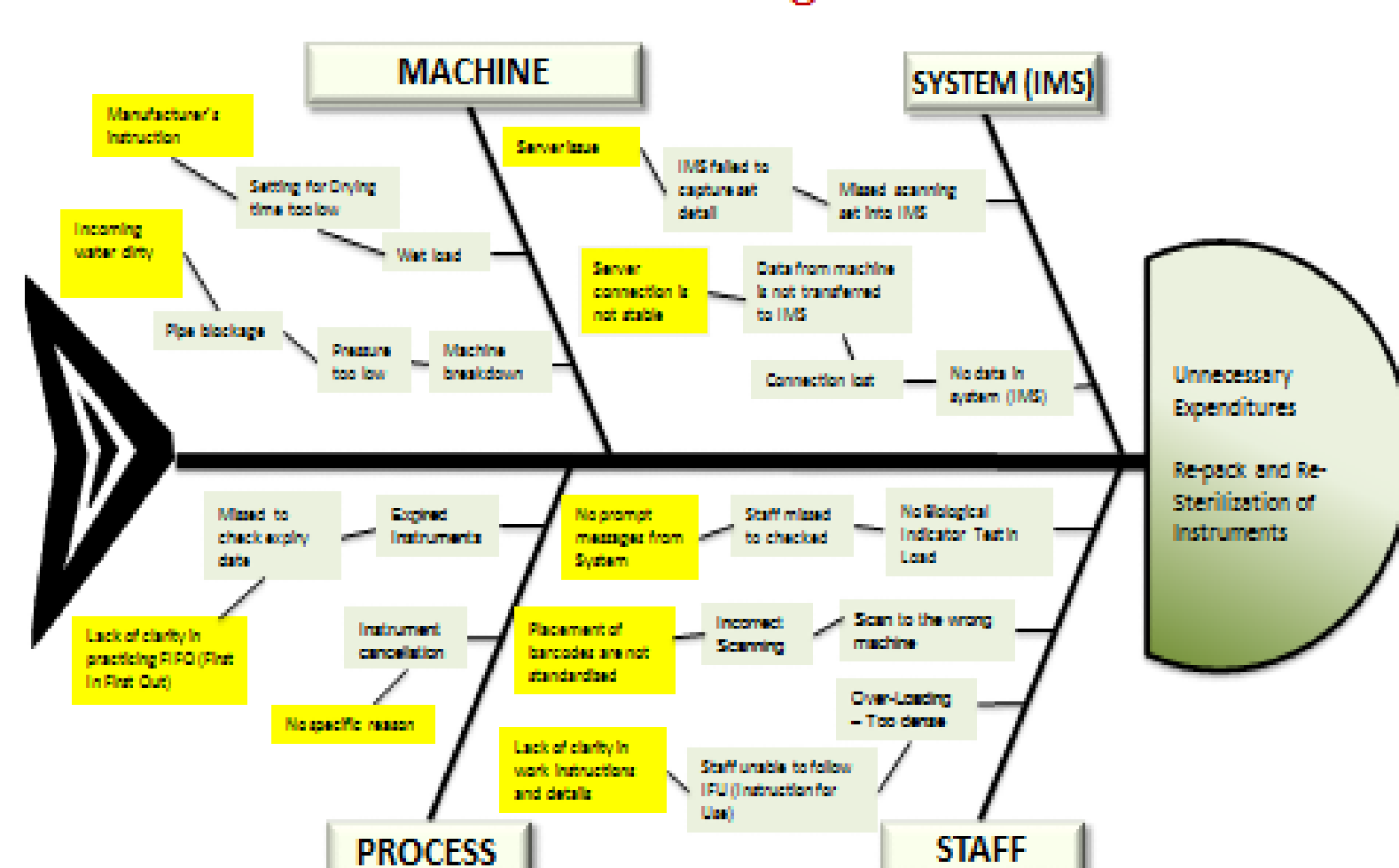
Current process

Process Map

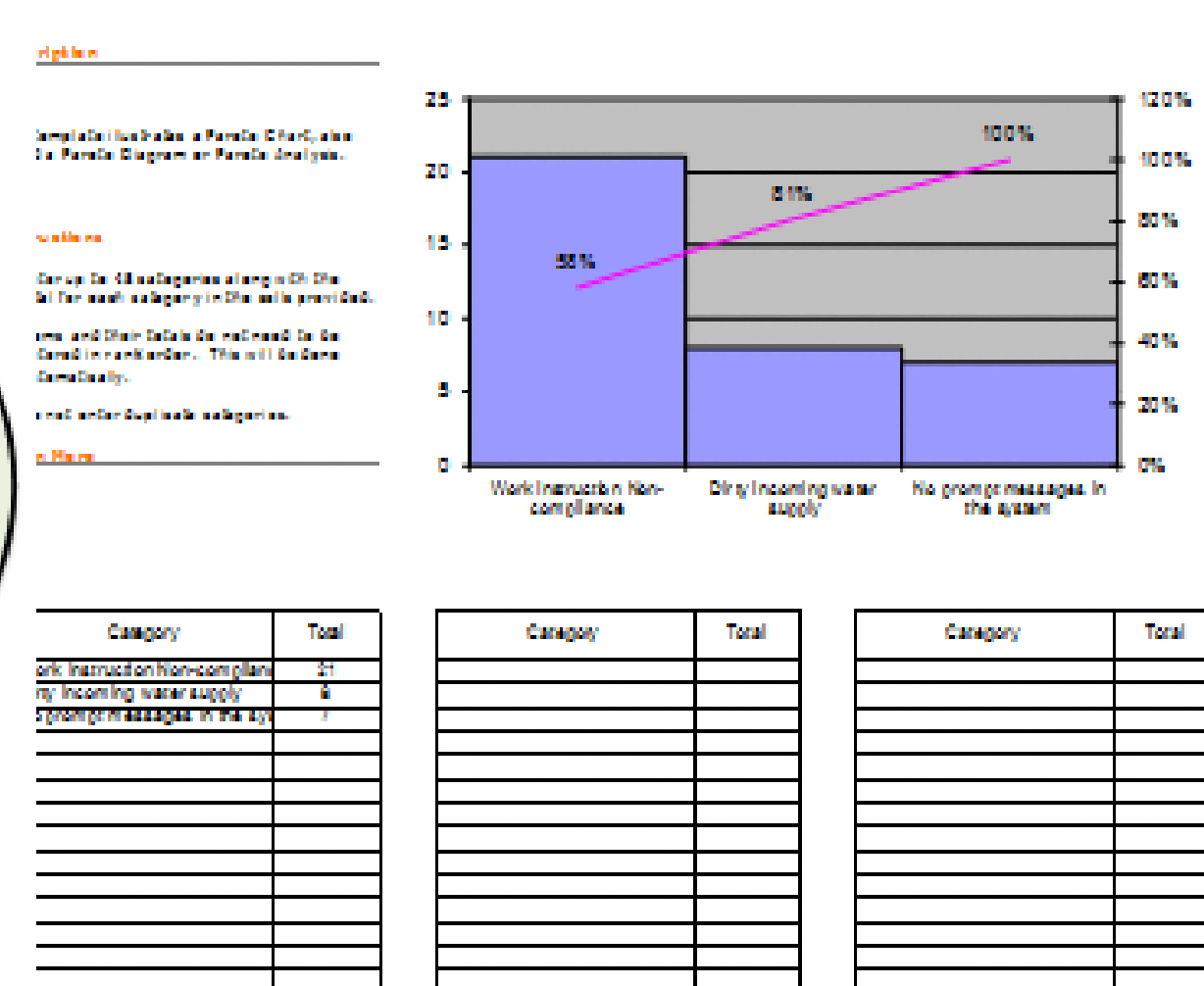


Probable root causes

Fishbone Diagram



Root Causes Identified



Spread Change/ Learning Points

Through roll call monthly meeting and handover of shifts, staff are encourage to bring difficulties encountered in their work to help minimise error that will lead to unnecessary expenditures. Staff are also encourage to suggest on how to make work efficient and effective.

After changes and implementation data shows decrease of error rate and machine breakdown, CSSD team will continue to improve and explore quality initiative on how to reduce unnecessary expenditures in re-packing and re-sterilization of instruments