

### **Project Title**

Improvement of Packing Processes

### **Project Lead and Members**

Project lead: Hung Lea Ping

Project members: Kristin Chin, Shaiful Zulizan Bin Majid, Iqbal Bin Rosley, Soumya Varghese, Nuzul Hidayat Bin Rosli, Tumbo Chris Verlyn Lacap

### **Organisation(s) Involved**

Ng Teng Fong General Hospital

### **Healthcare Family Group Involved in this Project**

Nursing

### **Applicable Specialty or Discipline**

Nursing

### **Aims**

To improve the time spent on individual packing set without missing instruments or error

### **Background**

See poster appended/ below

### **Methods**

See poster appended/ below

### **Results**

See poster appended/ below

### **Lessons Learnt**

After changes and implementation data collected from May to July 2022 shows decrease of error rate and increase productivity

### **Conclusion**

See poster appended/ below

### **Project Category**

Care & Process Redesign

Job Effectiveness

### **Keywords**

CSSD, instruments packing, standardization, reduce packing time

### **Name and Email of Project Contact Person(s)**

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# IMPROVEMENT OF PACKING PROCESSES

MEMBERS: LEA PING, KRISTIN, SHAFUL, IQBAL, SOUMYA, NUZUL, CHRIS

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

## Define Problem, Set Aim

### Problem/Opportunity for Improvement

1. Technicians use different process during Inspection, Assembly and Packing. For improvement, staff to strictly follow Work Instructions to eliminate errors.
2. Look at how to improve the packing processes to achieve a complete set and reduce error rate.

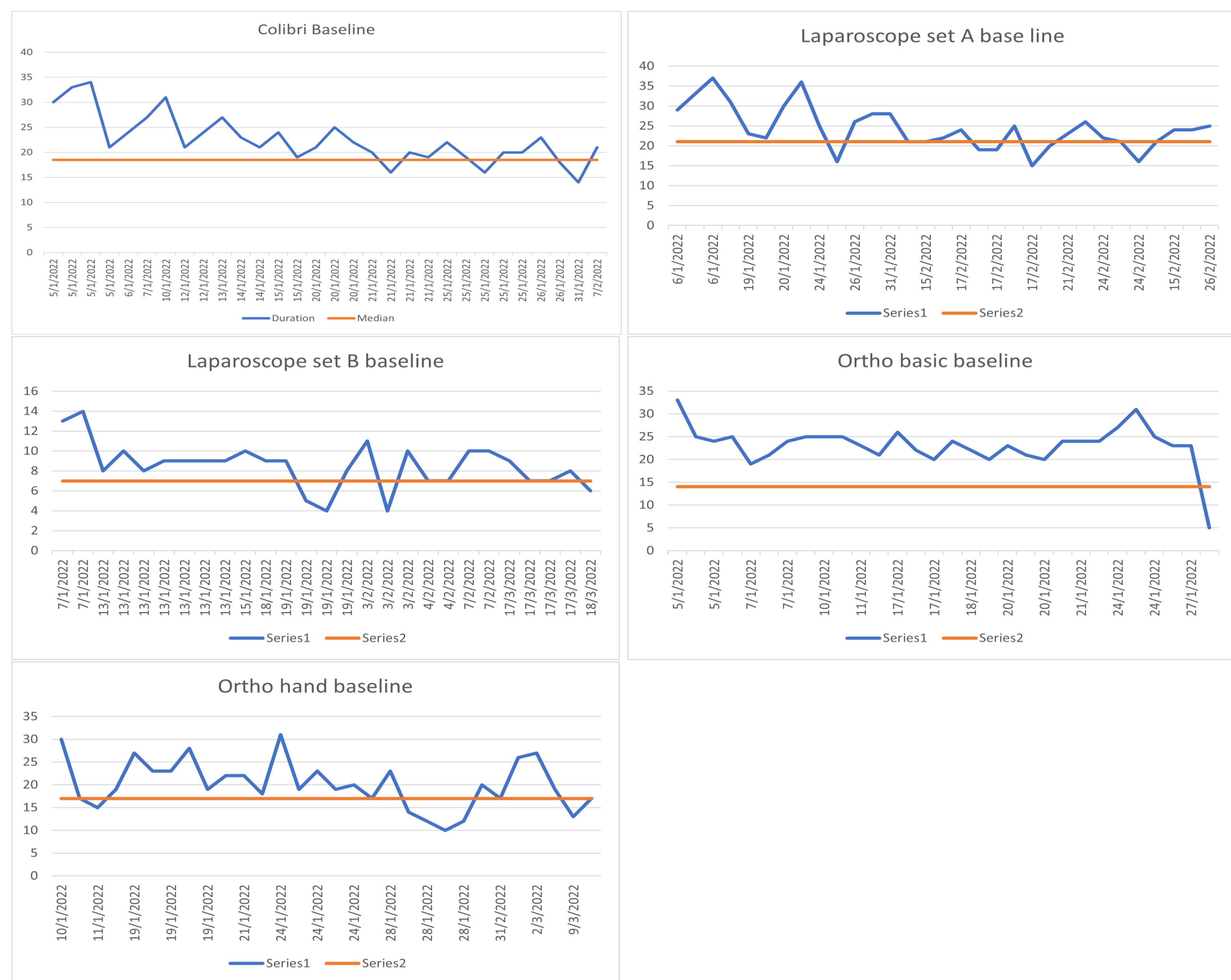
### Aim

To improve the time spent on individual packing set without missing instruments or error.

## Establish Measures

### What was your performance before interventions?

Among the staffs in the department, 5 individuals were randomly selected to analyze the packing timing for 5 different types of sets. Data collected from January to March 2022.



## Test & Implement Changes

How do we pilot the changes? What are the initial results?

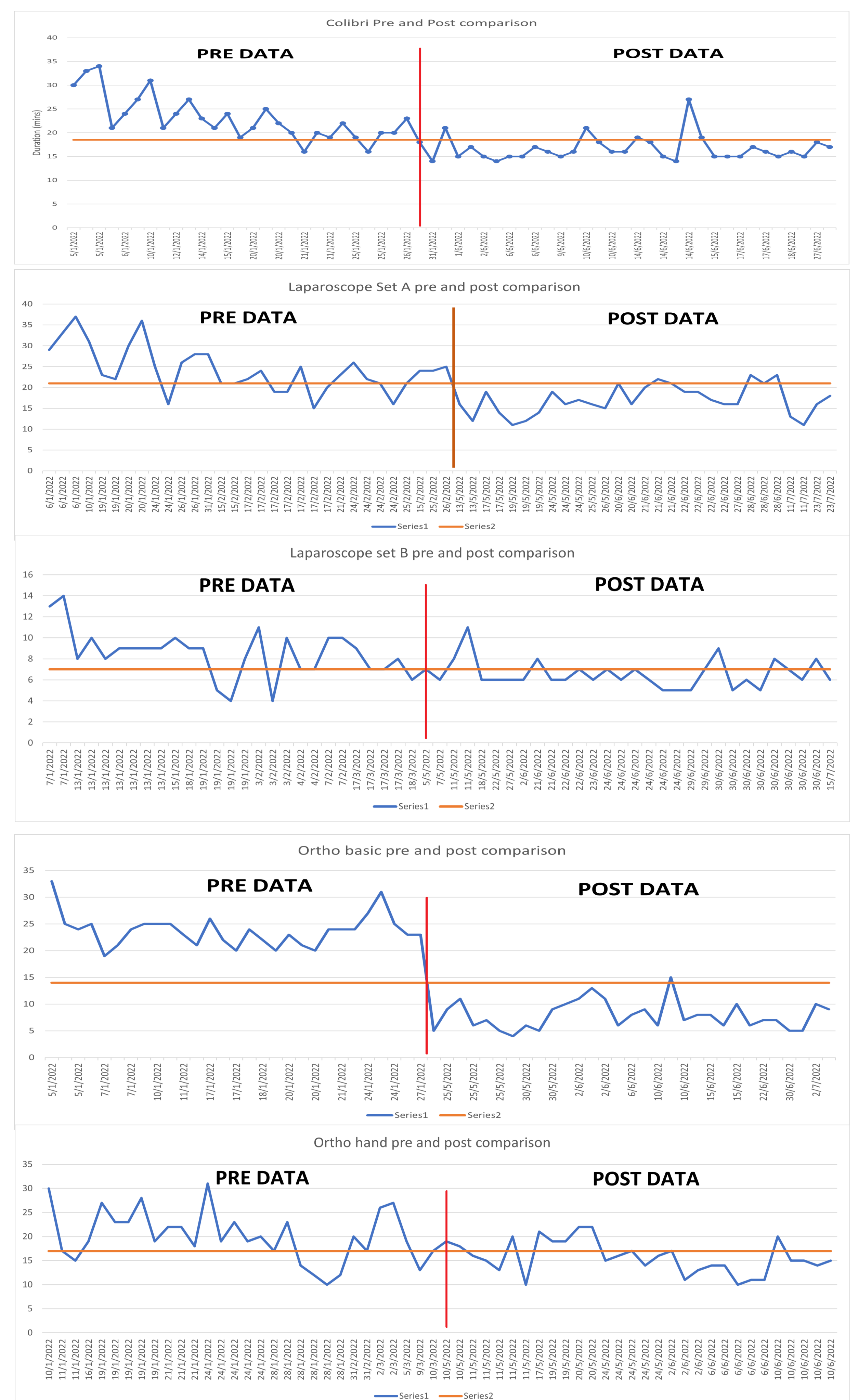
### PLAN

1. Revise the procedure of packing sets, write the standardized work instruction.
2. To conduct enhanced training, to review, revise and standardize way of packing.

**PREDICTION:** There will be reduction of time taken to pack a set because staff follows the standardized way of packing.

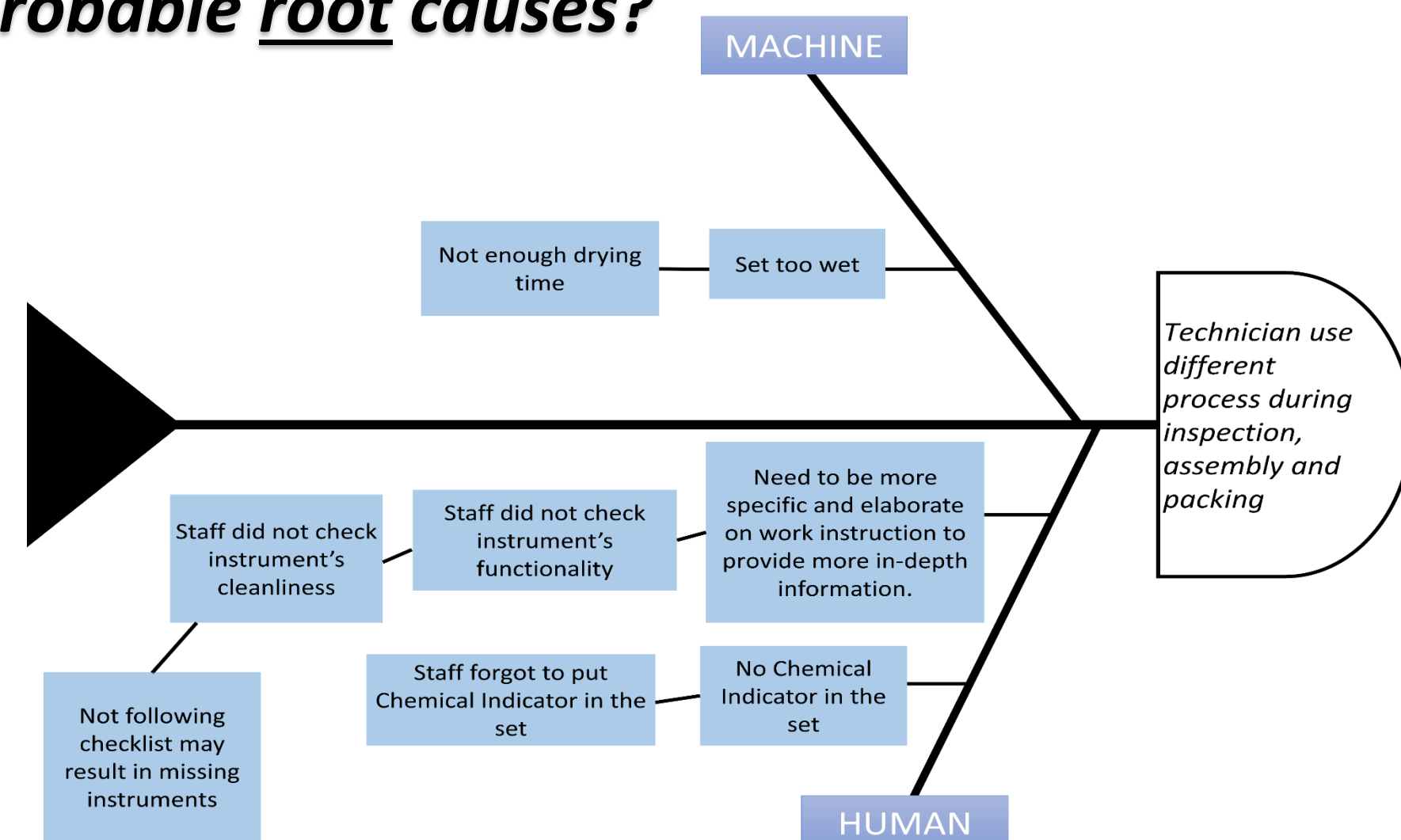
Test to be completed	Person Responsible	When?	Where & How?
Enhance Training	ANC/Quality Team	By May 2022	Engage Vendor
Revised work instruction	Quality Team	By May 2022	Work Instruction File
Collect data	Quality Team	By July 2022	Data Sheet

5 individual staff have followed the standardized work instruction to pack sets, data was collected from May to July 2022.



## Analyse Problem

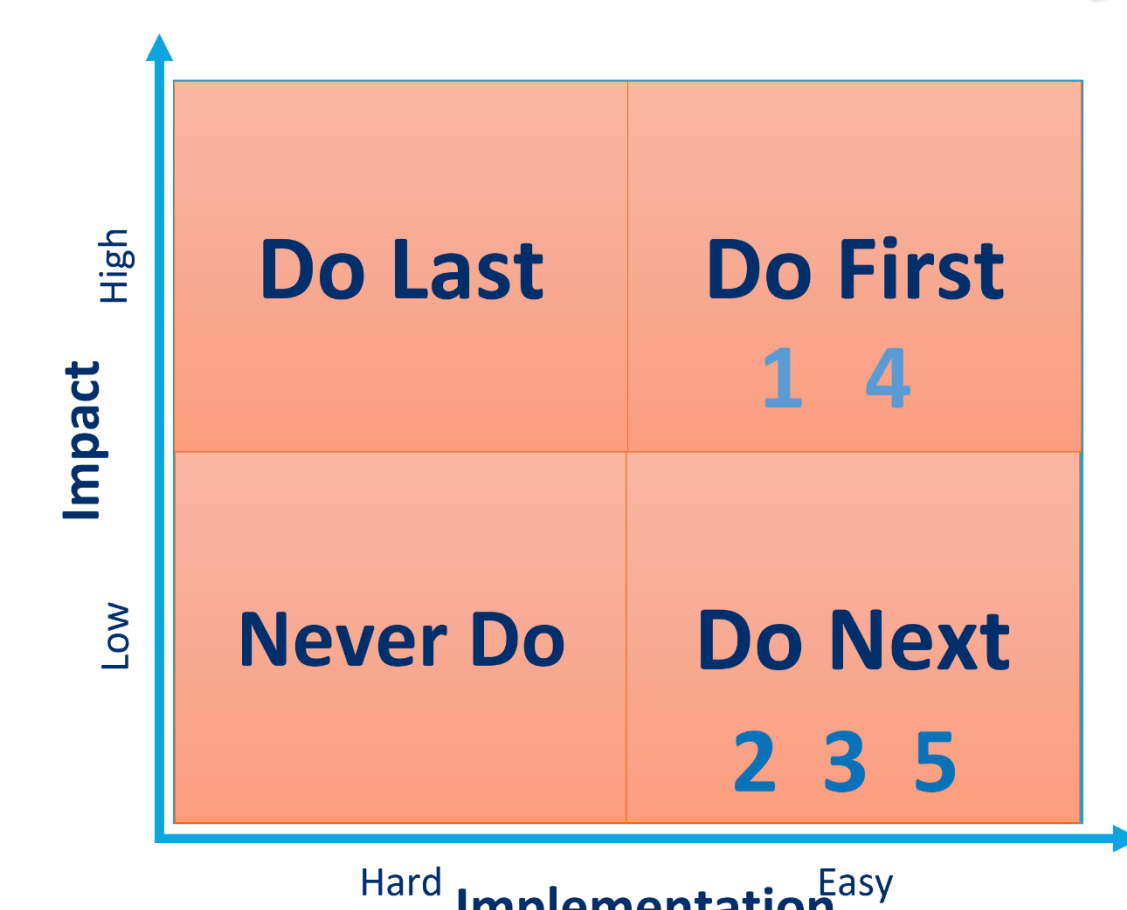
### What are the probable root causes?



## Select Changes

What are all the probable solutions? Which ones are selected for testing?

Root Cause	Potential Solutions
Root Cause A: No strict compliance to standardized packing procedure	1 Enhance Training
	2 Competency
	3 Revise Work Instruction
	4 IMS System Prompt Message
	5 Pictorial Guide



## Spread Changes, Learning Points

What are/were the strategies to spread change after implementation?

Staff are encouraged to bring difficulties encountered in their work to help minimize error that will lead to unnecessary expenditures. Staff are also encouraged to suggest on how to make work efficient and effective.

What are the key learnings from this project?

After changes and implementation data collected from May to July 2022 shows decrease of error rate and increase productivity.