

Project Title

Job Re-Design of OT and CSSD Technicians to Orthopaedics Consignment Set Assistants

Project Lead and Members

Project lead: SNM Joyce Ong

Project members: SNM Quek Loo Lian, NC Veronica Yong, ANC Masangcay Maricel, Eliza Wang

Organisation(s) Involved

Ng Teng Fong General Hospital

Aims

To introduce a role expansion of OT Technicians and Central Sterile Supply Department (CSSD) Technicians into Orthopaedics Consignment Set Assistants (OCSAs) to manage consignment sets effectively so as to relieve the OT Nurses from managing consignment sets and allow them to concentrate on their core clinical duties

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Managing consignment sets is important in allowing OT cases to run smoothly as different consignment sets are needed for surgery each day. To effectively reduce cost

and utilise resources, a role expansion of OT and CSSD Technicians into OCSAs is needed to managing consignment sets

Conclusion

See poster appended/ below

Project Category

Workforce Transformation

Keywords

Ng Teng Fong General Hospital, Workforce Transformation, Job Redesign, Inter-Disciplinary, Operating Theatre Staff Nurses and Senior Staff Nurses, Central Sterile Supply Department Technicians

Name and Email of Project Contact Person(s)

Name: SNM Joyce Ong

Email: joyce_ong@nuhs.edu.sg

JOB RE-DESIGN OF OT AND CSSD TECHNICIANS TO ORTHOPAEDICS CONSIGNMENT SET ASSISTANTS

MEMBERS: SNM JOYCE ONG, SNM QUEK LOO LIAN, NC VERONICA YONG, ANC MASANGCAY MARICEL, ELIZA WANG

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem/Set Aim

Identification of Problem

Since June 2015, Operating Theatre (OT) Staff Nurses and Senior Staff Nurses have been assigned to manage consignment sets. This however, takes them away from their core duties in the smooth running of the OT and delivering patient care. In addition, the assigning of Nurses to manage consignment sets is dependent on the OT listing, which is affected by the reduction of 17 Nurses in 2018.

Aim

The aim of this paper is to introduce a role expansion of OT Technicians and Central Sterile Supply Department (CSSD) Technicians into Orthopaedics Consignment Set Assistants (OCSAs) to manage consignment sets effectively so as to relieve the OT Nurses from managing consignment sets and allow them to concentrate on their core clinical duties.

Establish Measures

Current Situation

Pre-surgery	
No. of consignment sets packed per month	808
Time used to pack a consignment set	15min
Total Time used to pack consignment sets per month	202hours/ month

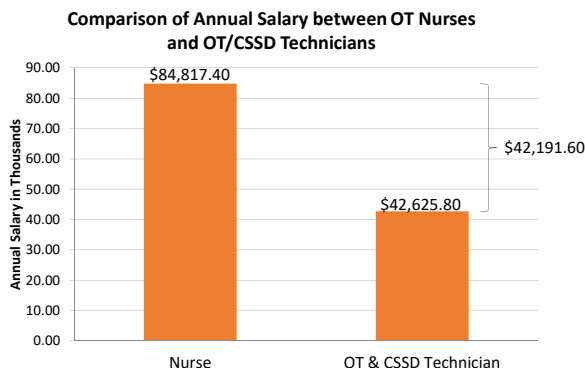
Post-surgery	
No. of consignment sets returned per month	448
Time used to return a consignment set	5min
Total Time used to return consignment sets per month	37hours/ month

Thus total number of hours spent managing consignment sets per month is 239 hours and per year is 2,868 hours.

Analyse Problem

Cost of manpower

According to the annual salary computed in FY2018's work plan template, cost of manpower of each role are:



From the graph above, manpower cost savings will amount to \$42,191.60 in the event that OCSAs relieve OT nurses in the role of managing consignment sets.

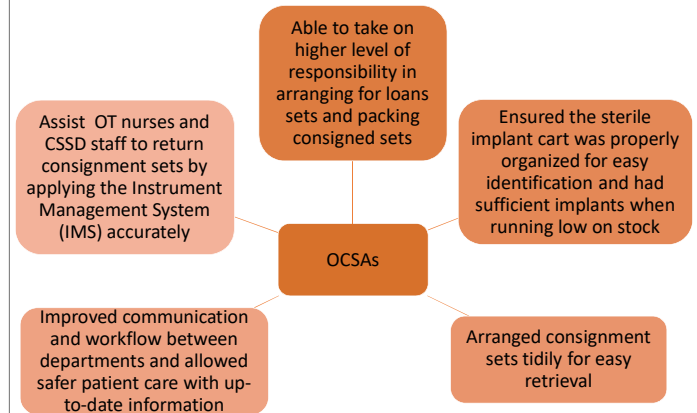
Select Changes

In order for OT Nurses to effectively focus on their core clinical duties, provide patient care and ensure effectiveness, efficiency and productivity in OT, there is a critical need to right site the roles and responsibilities and create the appropriate role of an OCSA to manage consignment sets by enlarging their job knowledge and experience.

Test & Implement Changes

In April 2018, we piloted select changes where 3 OCSAs performed the duties of managing consignment sets, which included coordinating with vendors, and receive, sort, assemble, pack, label, issue, distribute and return sterile surgical instruments supplied by the various vendors required for surgical procedures.

Feedback received from OT Nurses and CSSD staff regarding the pilot were as follows:



The pilot study concluded with an improvement in overall work satisfaction and reduced unhappiness and stress at work due to the relieving of OT nurses in managing consignment sets duties.

OT Nurses were therefore able to focus and provide better patient management and care, attend more in-services, briefings, conduct clinical audits, training and develop nursing competencies and capabilities, guide and coach junior nurses, and participate in clinical quality improvement and innovation projects.

CSSD Technician is able to take on higher level of responsibility and accountability at work.



Spread Change/ Learning Points

The role of managing consignment sets is crucial in allowing OT cases to run smoothly as various consignment sets are required for surgery on a daily basis. In order to effectively reduce cost and utilize resources, a role expansion of OT and CSSD Technicians into OCSAs in managing consignment sets is required.