

Unit Name: Fort St John Health Unit

Contact: Sherry Sawka

Date: November 2017 - October 2018

QUALITY IMPROVEMENT STORY BOARD

Organizing Space and Improving Processes around Supplies & Client Files



Background:

The Fort St John Health Unit provides many different community services to the public. The public come in for services in the wound care clinics, pick up harm reduction supplies and receive immunizations. For other providers like home care nursing and rapid mobilization, it is their home base where they organize their services before going to people's homes. There are 3 IPT teams and 6 PCA's. There are approximately 6 clinicians that utilize the room daily. Supplies, equipment, pamphlets and files need to be organized to meet the needs of the programs. That organization can help all meet the daily demands and increase time efficiency.

Objective:

The Fort St John Health Unit Storage Room space will be improved by creating an organized structure for the supplies, equipment and files by Dec 2018. This will be measured by the 5S audit score increasing by 25%. Initial 5S audit score Dec 15, 2017 - 6. Audit score October 31, 2018 - 59

Solution:

Nov 2017- April 2018

- Identified target area for 5S
- Invited PCA's to be members of team and provided 5S education
- Project lead, PCA's and other staff reviewed what was stored in the room and red tagged
- 7 containers of files were shredded
- December kaizen with PCA's to organize room
- Types of pamphlets and where to store in health unit were reviewed
- Old equipment was thrown out or given away
- One day review of what files were in the room, how long they needed to be kept, how they needed to be organized to be stored offsite
- Determined that there would be a kanbanning of supplies

April 2018 - Oct 2018

- Continued to discard items
- Continued to review files and began archiving to be off site
- Determined to kanban the supplies by two binning them - collected & used
- Reviewed space and determined what shelving to purchase and what additional bins were required
- Determined master supply list including quantities to be on hand
- Two day kaizen in Sept
- Need to two bin all; to confirm master supply list, to put on all labels & to create kanban cards
- 4 additional bins of shredding taken

Other tasks

- A series of education in-services/discussions with nursing providing wound care to assist them in determining which supplies are best for what care plans goals
- Remaining public health files to be reviewed and boxed
- Harm reduction supplies labelled
- Public health pamphlets labelled and master list created
- Organization of immunization room to incorporate some of the items to the storeroom
- Additional supply/equipment distribution to lab, rehab, acute care

Items to be stored in room

- Client files (archived records for public health and community)
- Wound care supplies
- Supplies for specific patients
- Palliative care supplies
- Personal Protective Equipment
- Harm reduction supplies
- Regular and Extra supplies for vaccine clinics
- Pamphlets for public health

Processes

- Supply ordering
- Client Files
- Harm Reduction
- Pamphlets



Changing out shelving from deep wood shelves to wire shelves with supplies stored in clear bins

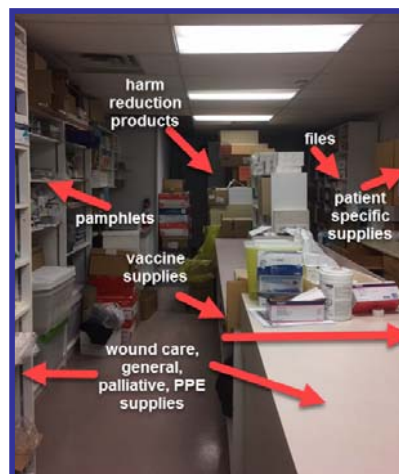


Sept Kaizen Two binning supplies, determining quantities to be kept on hand; how many more bins do we need?



Red tagged items for redistribution

Current State:



A dumping ground for everything and anything



Old files need to meet filing standards; determine what needs to be kept and what can be shredded

Orderly with designated areas; basic knowledge of stock with opportunity to improve matching quantities on hand with usage, having a list of standard stock for all supplies and create a more concrete standard ordering process

Results:

BEFORE



AFTER



11 CONTAINERS OF SHREDDING

REDUCED # OF PRODUCTS ON STANDARD SUPPLY LIST

Patient/Customer:

Impact for PCA's and nurses:

- Save staff time; create reliability
- Improve ordering process and reduce items not being used
- Create standardization for ordering items for all programs
- Consistency with file retention, visualizing amount of harm reduction supplies and pamphlets at a glance
- Bright and open - easy to visualize

Next steps / Sustaining the Gains:

- Continue to review supplies adding/deleting as needed
- One more event with staff to finish labelling containers and firm up order list
- Provide education to staff on wound care products use
- Removal of records off-site to create additional space
- Create list of pamphlets found in the area
- Educate and provide information to all staff of changes to the room
- Scan of room monthly to ensure supplies continue to stay in their respective space
- Follow up with staff regarding where items are stored to ensure it is in proper space
- Complete another 5S audit in 3 months

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