The Interventional Support Center Improved Delivery of Sterile Instrument Sets When Needed to ORs, While Improving Staff Morale and Ergonomics



Approach:

Value stream analysis to understand current state and design a future state inspired by the ideal Redesigned processing layout to improve instrument sets flow, and redesigned

workstations to improve ergonomics **Process standard work** designed, deployed & improved by frontline staff and supervisors

Developed leader standard work for all levels of leadership, including daily process observation and coaching

Results:

Issue:

The ISC of an academic health

several problems, including:

• Late OR case starts

missing supplies

and externally

system was seen as the source of

• Poor instrument set quality and

further volume from potential

customers within the system

• Lacked capacity to take on

- Instrument Set Throughput Time: Reduced from 21.2 to 14.55 hours, 31% Improvement
- Instrument Set Productivity: Increased from 15.2 to 21.2 sets assembled per person per shift, 39% Improvement
- Maintained instrument set quality at <2% of sets with a defect
- Average Number of Instrument Sets Out of Circulation: Reduced from 98 to 44 sets, 55% Improvement
- Case Picking Productivity: Increased from 17 to 22 cases, 29% Improvement
- Supplies Missing from Case Carts: Reduced from 5.9 to 1.2 items per case, 80% Improvement

