



Streamlining OR Supplies A Pennsylvania Hospital Success Story



Issue:

A lack of reliable systems in OR supply replenishment, storage locations, and practices at a 520-bed hospital led to damaged and expired items and hoarding, as well as a frustrating scramble every day for staff to keep surgeries from being delayed.



Approach:

A team of OR leaders, front-line OR staff, and Materials Management personnel:

- Followed a Learn-Design-Implement-Sustain structure for transformational change
- Determined what supplies were needed, where, and in what amount
- Created designated storage locations customized for each OR
- Developed a reliable system for replenishment and maintenance



Results:

Wasteful overstocking was eliminated, reducing costs and expirations. Staff survey results:

- Decrease from 77% to 12% - Unsatisfied with overall supply management
- Decrease from 82% to 14% - Do not feel heard or involved in supply process, decisions or updates
- Decrease from 37% to 27% - Experience supply quality issues frequently or very frequently
- Decrease from 54% to 41% - Experience supply availability issues frequently or very frequently



Staff Feedback:

- "We have worked with a lot of consultants and this is different. This big of a change this quickly is truly amazing."
- "I have learned so much...different ways of thinking...and especially driving engagement. This is all because of the way we have engaged the people doing the work."