Lean Initiative: Case Cart Picking

Captain: Christine MacDonald
Members: Greg Wollschleger, Ben McCormick, Terri Katz, Garth Ingrailick, Eduardo Castro, Lori Brady, Melissa Natoli, Terri Nairn
Coaches: C. Perez, S. Simeone, D. Richardson

The Challenge

Wouldn’t it be great if....... Case carts delivered to the OR are complete with instruments and supplies before the start of the OR procedure.

Anticipated Benefits

Financial: reduced inventory, FTE utilization
Quality & Safety: On-time case starts, enhanced instrument status
ICARE Experience: Staff satisfaction, Physician satisfaction

Current Condition

• High-level process flow
  OR Procedure scheduled → Preference card assigned → OR schedule finalized (11pm day prior)
  Case Cart delivered (starting 11pm day prior) → Case Picked (soft goods 1pm, instruments 11pm day prior) → Preference cards printed (1pm day prior)

Waste/obstacles

• Preference card inaccuracy
• Returns
• No bin locations for instruments
• Item (soft goods) bin location inaccuracy
• Lack List (items not available at time of picking)

Target Condition

Process with <10% overall error rate (90% no issues)

Measurement

Daily Rounding of first cases looking at 4 specific areas:
• ORA/Nursing – specialty items picked/room set up
• Picking – soft goods complete/correct
• Instruments – instrument sets complete/correct/sterile
• Environmental – Room clean

Counter measures

• Update preference cards
• Update item (soft goods) bin locations
• Populate instrument bin locations in PMM
• Daily 5-10 minute meetings to review Lack List

Outcomes

The Team